



CHIEF EXECUTIVE'S REPORT

Period: October– December 2024 (Q2)

Update on operational activities

Chief Executive's Introduction

The purpose of this report is to provide Elected Members with a snapshot overview of key activities across the organisation for this quarter.

The Chief Executive's focus during this time has been on –

- Kaitia Airport** - the long-term future of Kaitiāia's airport was secured with the signing of a Crown transfer of land to iwi and hapū, confirmation of a lease of the airport and the release a multi-million-dollar funding package for vital maintenance and upgrades. Under the deal, the airport land will be returned to Ngāi Takoto, Te Paatu, Patukoraha and Ngāi Tohianga, FNDC will lease the airport from iwi and hapū for 35 years and the council's commercial arm, Far North Holdings Limited (FNHL), will operate and manage the facility. The council will pay the landowners \$80,000 excluding GST each year for the lease. The agreement will see the Office for Māori Crown Relations – Te Arawhiti release \$5.4 million in funding allocated last year for urgent maintenance required to keep the site operational. This will be topped up with another \$2.4 million from the council which was earmarked for capital works in its Long Term Plan 2024-27. The agreement between Crown, the council and mana whenua is an example of how critical partnerships are driving success for the whole district. Elected Members have been instrumental in helping to secure this deal.
- Public Service Association (PSA) Negotiations** – the PSA union represents a significant proportion of our workforce and following negotiations, agreement was reached on the new Collective Employment Agreement. The organisation's commitment to tikanga and te reo has been strengthened, allowance and salary grade rates updated and coverage of the agreement extended. Thank you to members of the bargaining team made up of PSA delegates/members and representatives from across the organisation.
- State of the Far North** - The State of the Far North event was a first of its kind for the Far North District Council, held at the Turner Centre in Kerikeri. Attended by over 200 stakeholders, it aimed to connect governance with the community, sharing updates on challenges, achievements, and the Council's vision. Mayor Moko Tepania delivered a compelling presentation themed Road to Recovery, addressing issues such as extreme weather events, infrastructure improvements, and long-term strategic projects. The event received positive feedback from attendees, national media coverage, and robust digital engagement. The Address set a precedent for Council transparency and community connection.
- Annual Plan & Annual Report** – a number of workshops for the Annual Plan 2025/26 have been held with a report due to Council in February noting the adopted LTP 2024/27 rate of 11.3%. The Annual Report was also adopted in October 2024.
- Procurement & Tender Panel** – Following a workshop with Elected Members, the Tender Panel was re-established. Having the tender panel will enhance oversight and transparency, establish a robust review and endorsement process, and provide an appropriate balance of adherence to principles of probity and compliance while not being unduly burdensome or restrictive. Te Miromiro Committee received its first Tenders Panel and Procurement Update report during this quarter.
- Memorandum of Understanding progress** – The signing of MOU with Ngāti Rehia Hapū occurred and a MOU Hui with Te Rōroa and Te Aupouri representatives also took place. Strengthening relationships across iwi and hapu continues to be a focus.

- **Civic Engagement and Education** – With local government elections this year, it is important Council encourages voter participation through engagement and education. With a dedicated resource to progress this work, a work programme is being developed and a 'Local Legends' video series in development to engage digitally with our District's constituents.
- **All staff engagement** – To acknowledge the mahi of staff this year, an all-staff meeting in November (both online and in person) was followed by a BBQ. This was an opportunity to share the internal organisational strategy, designed to focus and align work, and encourage in-person collaboration. There was a fantastic buzz in the office and connections made across different people and teams. The Christmas BBQ for staff also built on this positive vibe and goes a long way to building the culture of the organisation.
- **Proposed District Plan (PDP) Hearings and Te Pātukurea Kerikeri Waipapa Spatial Plan** – Four PDP hearings were held this quarter, with more scheduled and now aligned to Te Pātukurea Kerikeri Waipapa Spatial Plan. Engagement on this Spatial Plan commenced, with six growth options presented and Elected Members signalling a preferred hybrid approach via a workshop.
- **Water Restrictions** – The Water Shortage Management Committee was stood up to assess water flows on a weekly basis. New public signage was put in place explaining the water restriction levels and promoting water conservation and to Tiaki ngā wai, care for our waters. Water restriction levels continue to be assessed weekly with updates provided to Elected Members via Friday Notices.
- **Regional Deals** – Northland Inc have taken the mandate to coordinate and produce submissions/applications for the regional deal template. They are supported by a working group made up of senior staff from the four councils. As a precursor to this effort FNDC provided resource and authored a regional deals framework proposal for discussion. Unfortunately, this has gone largely ignored despite having received favourable comments from DIA.
- **FNHL** – Maintaining focus on completing the transformation of how we communicate expectations and manage our relationship with FNHL Directors. Continue to build out the pipeline of potential deals in order to strengthen FNHL's mandate and to ensure future profitability with resulting dividends to FNDC.
- **Focus on bringing staff back to the office** – a number of discussions have occurred with SLT and People Leaders to reinforce the need to have more staff in the office more often. The CE will be meeting with each GM and some of their People Leaders prior to the next People Leader offsite day on 24th February.

Delivery & Operations

Building Services

Building Consent Authority (BCA)

Building Consent and Code Compliance Certificate compliance for the year are 100% respectively, with average working and calendar days for building consents 9 and 24 days, while code compliance certificates 6 and 24 days. December had 65 building consents granted, and 84 code compliance certificates issued while November had 106 building consents granted, and 90 code compliance certificates issued.

With the construction industry in decline presently the BCA has time to refine procedures and look for efficiencies that can save time and resource during busy times.

We are currently looking at Artisan as a remote inspection tool, the inaugural edition of the Building Services Newsletter has been sent to local practitioners, and we are looking forward to welcoming a new inspector and processor to our team in the new year.

Compliance

Monitoring and Compliance

Monitoring received 131 Requests for Service (RFS) in November and 128 in December 2024.

A total of 57 noise complaints were received and responded to in November, and 38 in December 2024. In November response times of 56.6% were achieved for urban areas and 100% for rural. In December response times of 96.4% were achieved for urban areas and 100% in rural areas.

There were 59 parking tickets issued in November and 30 in December 2024.

Animal Management

877 RFS's were received for Animal Management in the November/December 2024 period, 119 urgent and 758 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

89 dogs were impounded during November and December 2024. 38 were released from the shelter. In terms of the dogs released, 28 were claimed by their owners, 8 taken by a Rescue Group and 2 were adopted out to a new home. A total of 50 dogs were euthanised due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 124 infringements issued in November by the Animal Management team:

- 106 x failure to register dog - s42
- 9 x not under control – s53(1)
- 4 x Failure to control and confine – s52A
- 2 x Breaching Dog Control Notices – s20
- 3 x breaching Menacing Classification – s33EC(1)

Environmental Health

A total of 45 Food Verification audits were completed in September and October 2024.

During September and October 2024, 31 good host visits were completed by the Environmental Health Services team. The level of service target is that 25% of licensed premises are visited once every four years.

A total of 199 Requests for Service (RFS) were received in September and October 2024.

Resource Consents

Application Trends

In November we received 89 applications, down from the month before (October 2024), and with December showing a slight decrease receiving 80 resource consent applications.

The decrease in the use of consultants for processing resource consents has been continuing to an almost all time low. Now only those applications where an independent consultant is desirable to mitigate any perceived conflicts of interest are allocated to consultants. Only 2% of current applications are being processed by consultants.

Engineering is a slightly different story, due to limited internal capacity and vacant positions within the engineering team, but we have recently brought onboard Sujeet Tikaram as a Senior RC Engineer who has extensive council and engineering experience and knowledge.

November Performance Metrics

In November the Resource Consents team issued 59 decisions under the Resource Management Act subject to statutory timeframes and reported to the Ministry for the Environment (MfE). 13 consents were outside statutory timeframes and 46 consents within statutory timeframes in November, resulting in 78% compliance rate.

The team processed a further 40 various applications that are not recorded by MfE.

December Performance Metrics

In December, the Resource Consents team issued 43 decisions under the Resource Management Act subject to statutory timeframes and reported to the Ministry for the Environment (MfE). Three consents were outside statutory timeframes and 40 consents within statutory timeframes in December, resulting in 93% compliance rate.

The team processed a further 50 various applications that are not recorded by MfE.

Improved Efficiency and Future Focus

The substantial improvement in our compliance rate is ongoing and is directly attributed to our now almost fully staffed resource consent planning team and consistently working through the legacy consents.

Property and Facilities Management

Property Management's focus in November and December has been on ensuring all events are permitted for the busy upcoming Christmas and Summer season.

Staff have progressed interim plot reservation guidelines for Council owned cemeteries to ensure plot availability. These will be reviewed in 2025 alongside Councils Cemetery Policy. Staff presented various reports to Council, including OCS and Hapori contract variations and renewals.

Healthy Homes inspections for all tenanted Housing for the Elderly units have been completed and works will begin to bring these required units up to standard in the new year.

Technical Operations

Technical Operation's focus for November and December has been the ongoing mobilisation of our Community Facilities contract with Citycare Property Ltd, monitoring levels of service and fast grass growth and management of historical works.

Increased rainfall and warmer temperatures have meant grass growth across the district has been challenging to keep on top of. FNDC staff are receiving many requests for service and are attending to them accordingly.

An influx of tourists has put pressure on the district's assets. To support this, Citycare have increased their servicing from mid-December to adapt to peak season. We also see an increase in vandalism during this time – we kindly ask that the community remain vigilant and report any indecent behaviour.

Healthy Families Far North and Ngā Tohu have created educational fruit-shaped signs. The signs, temporarily installed in Kerikeri Domain, include a QR code which links to a quiz about fruit trees. A group of rangatahi in Kerikeri pulled together to develop the signs after working to understand the depth and breadth of being a kaitiaki for the community: "to be a good kaitiaki, you first have to have the knowledge and understanding of what you're being a kaitiaki for". The signs are in place until February 3rd.

Planning & Policy

Economic Development

Regional Deal for Northland

Regional Deals is the Government's initiative for establishing long-term agreements between central and local government. In August 2024, the Government released the Regional Deals Strategic Framework which sets out the Government's expectations for Regional Deals and criteria for selecting regions for a deal with the following primary and secondary objectives.

Primary objectives

- Building economic growth
- Delivering connected and resilient infrastructure
- Improving the supply of affordable and quality housing

Secondary objectives

- Improved local government decision-making and funding
- Greater regional and private sector collaboration
- Promoting innovative and collaborative ways of working between central and local government
- Ensuring resilient and sustainable cities and regions

Regional Deals will be based on a 30-year vision, with negotiated 10-year strategic plans to deliver shared objectives and outcomes between central and local government.

Taking onboard the objectives in the Strategic Framework, FNDC developed a model based on setting long term economic growth targets (GDP per capita, productivity, increase in jobs, increase in high paying jobs) and then taking a bottom up current state analysis across the spatial extents of the region, identifying the strategic advantages of various localities and the latent potential. The need to uplift the current economic indicators for those areas that are well below national averages let alone any potential overall targets for the Northland Region was identified as a result. The intent of this exercise was to produce a range of initiatives that could directly demonstrate local and regional economic growth in hard numbers (GDP per capita, productivity) that could be put forward to the government as a part of a proposal for a regional deal for Northland.

During the month of October, the FNDC model was shared with the other four councils and Northland Inc alongside the Far North District Council elected members. It was also shared with the Northland Corporate Group and the Department of Internal affairs who was complementary and supportive of FNDC's model. Minimal feedback was received for the other Northland Councils and Northland Inc.

On 21 November 2024, The Minister of Local Government sent a letter to the mayors / chairs of all local authorities inviting them to submit a regional deal proposal. The Northland Mayoral Forum (NMF) discussed the Minister's letter at its meeting on Monday 25 November 2024 and agreed that the following steps be taken:

- Proposal Submission: A regional deal proposal be submitted.
- Regional Collaboration: All four Northland councils (Far North District Council (FNDC), Northland Regional Council (NRC), Whangārei District Council (WDC) and Kaipara District Council (KDC)) will participate collectively as a single "region."
- Coordination Role: Northland Inc, as the council-controlled organisation jointly owned by all four councils, will coordinate the development of the proposal with support from key staff within each council.
- Governance Mechanism: The Joint Regional Economic Development Committee (Joint Committee), made up of two members from each of the four councils, will act as the governance entity for developing the proposal, engaging with central government, and Regional Deals decision-making.

Alongside the other Councils, FNDC approved the above arrangements at its 12 December 2024 Council meeting. All Councils also approved that the Chair of the Joint Regional Economic Development Committee, Councilor Vujcich, be the spokesperson of the Regional Deal programme on behalf of the region. All Councils approved at the end of December 2024 the registration to intend to submit a light touch proposal to government for Northland Regional Deal.

The following four themes are now the focus of the light touch proposal being prepared as part of a collaborative effort across all the Council and lead by Northland Inc.

1. Marsden Point Future Fuels Cluster – bio refinery, sustainable aviation fuels, hydrogen, methanol
2. Marine Manufacturing Cluster (Dry Dock, Inshore Fishing, Navy – maintenance & training)
3. Primary and Associated Manufacturing Sector Development – value added processing, Ngawha Innovation Park; land utilisation; mussel & oyster spat, new horticulture products
4. Destination Management– quality accommodation development, road and air connectivity

The light touch proposal is due to be submitted to the government by 28 February 2025 following a series of workshops and meetings with the Joint Committee.

Climate Action & Resilience

Community Adaptation Programme

Under the Community Adaptation Programme, The Climate Action and Resilience Department continues to prepare Stage One Community Adaptation Planning Project in Hokianga and surrounds.

Since September, this department has:

- Worked closely with the kaimanaaki hapori / community advisors to lead early engagement and support relationship - building.
- Reviewed of natural hazards information and drafted natural hazards stocktake report for the Stage One draft project area.
- Continued the development of Risk Explorer, risk assessment spatial mapping
- Finished the content for the Community Toolkits, adaptation, and resilience resources, and started the final design process.
- Scoped and drafted Kaupapa Māori resources, tools, and templates.
- Helped facilitate the Joint Climate Change Adaptation Committee meeting in November, supporting regional governance for climate adaptation.
- Continued to draft the Community Adaptation Programme Plan, for direction by Te Kuaka in early 2025.

Climate Action Policy

The Climate Action Reference Group is starting work on the Climate Action Policy Implementation Plan. The Group is planning engagement and communication for the Implementation Plan's development and delivery. Stakeholder mapping is complete. The Group will start objectives and goals setting in March.

The Climate Action Reference Group is made up of delegates from all areas of Council to ensure input on climate-related initiatives across the organisation.

Emissions Inventory and Reporting

Council's 2023 and 2024 emissions footprint reports are almost ready! Toitū Envirocare is in the final steps of the data inventory and reporting audit and sign-off. Our department will present the reports to the Climate Action Reference Group, Te Kuaka and Council early 2025. This work is part of Council's commitments to reduce emissions in line the Government's national emission reduction targets or better and to support business, communities, and council towards a Carbon Zero 2050.

Future of Severely Affected Land (FOSAL)

The FOSAL programme is now formally closed. Following a first pass risk assessment, secondary assessments confirmed that no freehold sites or Whenua Māori sites met the FOSAL criteria for eligibility set by the Crown Recovery Unit. Council resolved on 12th December 2024 for no further action to be taken.

Integrated Planning

Proposed District Plan (PDP)

- Hearings 6, 7, 8 & 9 were completed in this quarter. Hearing 10 is scheduled to start on 24 March 2024. This timeframe is required to avoid continuing processes through the summer closedown for submitters and their representatives.
- The total number of hearing days through this quarter were reduced by 5 days with staff finding efficiencies in the hearing process. This created time and cost savings for the Council and submitters.
- Council Reporting officers have received significant support from submitters for many of their recommendations (Section 42a Hearing Reports). We have also been receiving positive feedback from submitters and the Hearing Panel about the overall hearing process, and in particular the clear communication and helpfulness of our Hearings administrator.
- Staff have developed a process to assist submitters seeking a change of zone. The purpose of the process is to ensure that submitters seeking a change of zone understand the level of information required to enable consideration of their request. The process is 'opt in,' and requests evidence to be provided 'in advance' of the normal timeframe to give Council Reporting Officers sufficient time to consider the significant amount of information required. The Hearings Panel have agreed to process, as per their Final Minute 14.
- Variation 1 – Minor Corrections and Other Matters was publicly notified on 14 October 2024. The Variation received 18 submissions. A number appear 'out of scope' and not on the matters contained in Variation 1. The summary of decisions requested was notified on 26 November 2024. No further submissions were received. Submissions on Variation 1 will be incorporated to the existing hearings schedule.
- A request was received to defer the Carrington Estate Zone chapter to align with Environment Court proceedings on their historical resource consents. This was programmed to be heard as part of Hearing 10 in late April 2025. This request has been accepted by the Hearings Panel and the submissions on this zone will now be heard alongside the Kauri Cliffs Zone in Hearing 15A in August of 2025.
- Minor amendments to the Hearing schedule have been made that further align with the Te Paukurea – Kerikeri- Waipapa Spatial Plan process. This does not affect Council meeting its extension of time set down by the Ministry of Environment (May 2026), for Council decisions.

Reserve Management Plans

- Simpson Park, Moerewa: A second round of consultation on the potential need for a fourth playing field occurred in December 2024, the draft reserve management plan is currently being prepared for formal consultation in mid-2025.
- Rangitoto Pa, Hihi: Staff have established a partnership model with mana whenua and are now collaboratively progressing the Rangitoto Pa RMP with public engagement for feedback to go into the draft spatial plan scheduled for March 2025.
- Kaikohe Memorial Park, Kaikohe: Work at this stage on the Rawene domain RMP cannot progress while hapū engagement regarding existing activities at the site is underway. Due to this, approval was sought from the Kaikohe Hokianga Community Board to undertake a RMP on the Kaikohe Memorial Hall reserve to progress an RMP in the Kaikohe Hokianga Ward.
- Work is progressing on a Council Reserves Network project, which is required to rationalise land across the district that has historically not been correctly recorded with Far North District Council or predecessor as owner at the time of subdivision. Staff are working with LINZ on data requirements to enable the titles to be issued.

Te Pātukurea Kerikeri Waipapa Spatial Plan

- Staff have been working with the Hapū Rōpū and elected members to agree a preferred growth scenario from the 6 options put forward in late 2024, with a hybrid of scenarios D (Kerikeri South) and E (Waipapa Focus) being agreed to at the 10 December 2024 workshop with elected members.
- A workshop is scheduled with elected members on 28 January 2025 to seek feedback on the proposed allocation of growth into the agreed hybrid scenario, with a further workshop on 26 February seeking feedback from elected members on the draft spatial plan prior to taking the draft plan out for public consultation in March/April 2025. Members of the Hapū Rōpū are invited to, and generally attend the elected member workshops for this project.

District Wide Spatial Strategy

- Staff from Planning and Policy workshopped a District Wide Kaupapa Framework for Tangata Whenua partnership and governance with Te Kuaka in October. Te Kuaka approved a structure and terms of reference for the Kaupapa Steering Rōpū overseeing the Strategy in December. Work is underway to establish the Rōpū to progress this strategy.

Placemaking

- Taipa: Is currently being concluded, with a revised report that addresses boat-trailer parking and cost estimates for placemaking outcomes going to the Te Hiku Community Board in the first quarter of 2025. It was formally adopted by the Te Hiku Community Board in October subject to this additional work being undertaken.
- Russell: In December 2024, a six-month trial was commenced, which converts the southern extent of The Strand (Cass to Pitt St) to limited vehicle access and converts the northern extent of The Strand (Cass Street to Kent Street) to a shared space. The trial has been positively received, many locals and visitors love the new pedestrian-centric focus of The Strand whereas a few members of the local community have indicated a strong preference to return it to how it was. Formal consultation on the temporary changes will be carried out in April 2025, to determine whether there is sufficient support to make permanent traffic changes to The Strand.
- Kaikohe: The project team in collaboration with the project steering group are working towards public engagement to identify priority placemaking outcomes for Broadway.

Strategy & Policy

- The Solid Waste Strategy Working Group has completed their initial workshops and a draft Solid Waste Strategy and Waste Management and Minimisation Plan (WMMP) is being developed. The draft will be workshopped with elected members in March. An updated Waste Assessment is underway to inform the WMMP.
- Housing Strategy – Interim Action Plan is progressing. Research into temporary accommodation and the gap analysis is now completed. This research will be workshopped with elected members in March. Stakeholder engagement is underway.
- Staff from Planning and Policy workshopped a District Wide Kaupapa Framework for Tangata Whenua partnership and governance with Te Kuaka in October. Te Kuaka approved a structure and terms of reference for the Kaupapa Steering Rōpū overseeing the Open Spaces Strategy in December. Work is underway to establish the Rōpū and therefore progress the Open Spaces Strategy.
- Council's Development Contributions policy has been reviewed, and Council approved the development of a new development contributions policy in December. Staff are moving forward with gathering the evidence required to inform a policy. A workshop with elected members is planned for March 2025.
- In October, a workshop was held with elected members on the Local Alcohol Policy. At the meeting on 12 December 2024, Council approved the development of a Local Alcohol Policy. Developing this policy will require extensive community engagement, and engagement planning is underway.
- The Class 4 Gaming and TAB venue policy is due for statutory review. Research required for the review has been completed and an options report will be presented to Council at the February council meeting.

-
- The draft Keeping of Animals Bylaw was approved for consultation by Council on 12 September 2024. Consultation will open on 23 September 2024. Councillors requested that the consultation period be extended, therefore the consultation period will now be open for 8 weeks. It is expected that the draft bylaw will be of high interest to the public.
 - A workshop re the Land Drainage Bylaw was held with the Te Hiku community Board and Land Drainage Committees in October. Amendments to the Bylaw are being drafted and will be presented to Council in the second quarter of 2025.
 - Current consultation update on policies and bylaws:
 - Dangerous and Insanitary Buildings Policy consultation is complete. An analysis of submissions report will be presented to Council in February for policy adoption.
 - Keeping of Animals Bylaw written consultation has closed. However verbal submissions have been postponed until March. An analysis of submissions report will be presented to Council following the verbal submissions.
 - Control of Earthworks Bylaw consultation will open on 10 February till 13 March 2025. An analysis of submissions report will be presented to Council following the verbal submissions.

Strategic Relationships

Group Manager Introduction

The purpose of this report is to provide Elected Members with a snapshot overview of key activities across the Strategic Relationships group for this quarter.

Te Hono

The role of Te Hono is to provide advice to Council on our Te Tiriti o Waitangi obligations, implement Te Pae o Uta – Te Ao Māori framework, and enhance the understanding of mana whenua partners and their priorities. This will foster stronger partnerships, help Council to gain a deeper understanding of our objectives to improve outcomes for mana whenua partners and Māori. Te Hono work across the organisation to develop the guidance and training needed to enable council to succeed in this area.

Achievements:

- 91 check-ins with People Leaders to progress goals against Te Pae o Uta completed
- Te Tiriti o Waitangi Risks discussion with Te Miromiro Audit, Risk & Finance Committee
- Signing of MOU with Ngāti Rehia Hapū
- MOU Hui with Te Rōroa and Te Aupouri representatives
- Support Elected Members at events notably:
 - Te Kuini Nga Wai Hono i te Po welcome at Potahi Marae, Te Kao
 - Waharoa Unveiling at Waimanoni Marae
 - Inspiring Rangatahi event co-hosted with Tertiary Commission and Ngāpuhi Iwi Social Services
 - Pōwhiri for Chinese delegation
 - Kororipo Pā signing with Ngāti Rēhia
 - Signing of the Kaitaia Airport lease and Funding agreement with Te Arawhiti

Kaupapa nui te taha ō ngā hapū:

- Support with running an RMA 101 course that involved Hapū and Iwi from across the Northland Region. This was a cross-council collaboration with all 4 councils nominating hapū and iwi to attend. This was followed by 15 hapū and iwi members, Council staff and Elected Members undertaking the Making Good Decisions RMA Course. Council funds both courses lifting the capability of both Hapū and Iwi.
- Ahipara Bridge – hapū engagement
- Safety Cameras collaboration alongside NZTA
- Whatuwhiwhi WWTP hapū engagement
- Moringaehe – takiwa/ hapū engagement
- Kaitāia Stormwater – hapū engagement
- Ōruru Valley Project – Working group involvement and hapū engagement
- Whatuwhiwhi/Awanui ward name change – engaging with Hapū
- Te Oneroa a Tohe Board – Māori advisory support
- Hihi Bridge – Hapū engagement
- North Hokianga Roading Working Group – Hapū engagement
- Ngāti Rua introductory hui – MOUs, IHMPs and Mana Whakahono a Rohe korero
- The first cohort of staff on Te Pae o Waho was completed seeing 66 staff complete Levels 1, 2 or 3
- Support Tikanga and Cultural Services at:
 - Quarterly celebration, New Starters Powhiri
 - State of the Far North – collaborating with Ngāti Rehia Hapū
- Support staff internally through:
 - Whenua Māori Working Group on roadshows at Waipuna Marae and Otiria Marae
 - Contributing to Waitangi Day 2025 preparations as part of a working group
 - Climate Change Adaptation working group
 - Te Pātukurea working group
 - Quarterly New Starters Induction

Democracy Services

Democracy Services are responsible for the statutory requirements associated with the official meetings of Council and operate within two core pieces of legislation: the Local Government Act (LGA) and the Local Government Official Information and Meetings Act (LGOIMA).

Achievements:

- Facilitated 23 formal meetings, including two extraordinary formal meetings
- Assisted in facilitating 10 workshops with elected members
- 9 Portfolio meetings with appointed elected members were held virtually
- The Formal Meeting Calendar for 2025 was adopted at the December Council meeting
- Mayor and Councillors reports went live on the Far North District Council website from October 2024
<https://www.fndc.govt.nz/Council/governance/Elected-member-reports>
- Elected Member profiles updated to show their external appointments on the FNDC website
<https://www.fndc.govt.nz/Council/governance/Elected-member-reports>
- Successfully held the last Council meeting for 2024 at Te Ahu in Kaitiāia.

Strategic Relationships**Kai Ora Fund**

The Kai Ora Fund Working Group continues to meet regularly has completed the 2025 priorities and timeframes. Including funding and workshop opportunities.

Northland Chamber of Commerce

Council is a Partner Sponsor of the Northland Business Excellence Awards. This year Lisa Nelson (previously a Council cadet and now employed full time) was nominated for the He Poutama Taitamariki (Youth Employee/Employer of the Year) award and attended the Business Awards event.

New Chief Executive Leah McKerrow commenced in October.

Creative Northland

Attended Creative After 5 event and continue to work with Creative Northland on activities that support the recently adopted Arts, Culture and Heritage Strategy and projects that support local communities.

Business Associations

Continue to support business associations and attend meetings and forums where possible.

Waitangi Week Celebrations

FNDC has taken a proactive approach to the Waitangi week celebrations and formed an internal working group to work with the Waitangi National Trust and Waitangi Commemorations Committee on the Waitangi 2025 Event.

This was to ensure based on the issues and concerns due to inflated numbers attending the 2024 event, that collectively we can improve management of the 2025 Waitangi Day event. The group aim to develop a strong relationship for future Waitangi events and what is an event of national significance for the Far North.

The internal group was formed early and attended monthly combined hui with the Waitangi National Trust and members of the Waitangi Commemoration Committee from July 2024 onwards. The team focussed on support in the following areas:

- Te Hono – Funding, Relationships
- Roading - Traffic Management Plan
- Technical Operations – Rubbish & Toilets (Waitangi/Paihia & Russell)
- Communications and Engagement – Communications Plan
- Strategic Relationships – Funding, Economic Development, Community Board
- Monitoring – Trespassing on Council Reserves

In the lead up to the event and during the event we have contributed to the following:

- 1) Traffic management means we have supported Kia Tupato with their traffic mgmt. plan. Staff will be onsite to support Kia Tupato (ie Cath Beaumont) should they require it. This will be done in conjunction with NZ Police.

- 2) Citycare have increased rubbish removal and toilet cleaning in Paihia and Russell and will be on the ground for quick response.
- 3) Council will also be supporting the Waitangi National Trust with Operations over the week.
- 4) Elected members have been/are being invited to various functions and events through the week.
- 5) Comms – Our comms team are working on providing Maps of areas where bus shuttles will be located, Parking and any Towage areas. Waitangi National Trust have already put this info out in list form.
- 6) Council are supporting with numerous hapu enquiries also just this week and last:
 - a) Availability of Council reserves for hapu utilisation in hosting.
 - b) Collaborating with NRC on Beach management and safety for the week.
 - c) Providing Council resources and support to Hapu stalls during the week.
- 7) Operations staff (Property & Facilities, Monitoring & Compliance) have staff assigned and ready to respond to any reactive requirements e.g. reserve, public toilet, etc. maintenance/enquiries, and FNDC bylaw non-compliance.

The feedback from the Waitangi National Trust has been awesome appreciating our pro-active approach and lifting our response times and willingness to support them to make this event and future events as successful as possible.

The Waitangi National Trust team and Waitangi Commemorations Committee at all hui have been amazing to work with and we have ensured a strong relationship across the organisation.

Kaikohe-Hokianga Community Board

Kaikohe Placemaking Project: This project is underway. The steering group developed a survey seeking feedback from the community on a variety of preferred options via their networks and opportunities such as the Kaikohe Christmas parade and A&P Show. Akau are now leading the project and will pick up future engagement and work with the steering group and FNDC to finalise.

Rawiri Taiwhanga Park, Kaikohe: A new commemoration plaque was installed to replace the previous one that contained errors. This was initiated and driven by our KHCB Chair and was a year-long collaborative effort between Council Teams, Hapu, elected members, and external contractors.

Original English text	Translation to Māori
Rawiri Taiwhanga successfully operated one of the first dairy farms in New Zealand in this vicinity from 1834 to 1844.	I eke panuku te whakahaere a Rāwiri Taiwhanga i tētahi o ngā pāmu kau tuatahi i Aotearoa, i tēnei takiwā, mai i te tau 1834 ki te 1844.
As a young man he was a respected warrior. He accompanied Hongi Hika on some of the punitive military expeditions of the Ngāpuhi tribe in the first quarter of the nineteenth century.	He toa maruwhi ia i tōna mātātāhanga. I te ūpoko o te rautau ngahuru mā iwa i hāereere tahi ia me Hongi Hika i ētahi o ngā ngākinga a Ngāpuhi.
He received an education in agriculture and construction at the Kerikeri Mission and in Australia.	I whakaakona ki a ia ngā mahi ahūwhenua me te whakatūtū whare, i te Mihana i Kerikeri, i Ahiteria anō hoki.
A man of remarkable intelligence and resourcefulness he moved to Kaikohe in 1834 and created a commercial dairy farm which at its peak had a herd of 40 cows.	He tangata koi te hinengaro, rauhangā hoki, i hūnuku ia ki Kaikohe i te tau 1834, ā, ka whakatūria he pāmu kau arumoni, i tōna tāpuhipuhitanga he 40 te nui o te māpu kau.
Rawiri Taiwhanga continued to farm sheep in the Kaikohe area until his death in the 1870's.	I mahi pāmu hipi tonu a Rāwiri Taiwhanga i te takiwā o Kaikohe tae noa ki tana matenga i ngā tau 1870.

Rawene Domain: The future use of the recreation reserve area along Clendon Esplanade is still progressing towards resolution with a workshop scheduled for the end of January to seek direction from the Council.

Rawene Glyphosate Reduction Trial: This request originally arising from the KHCB Hokianga no spray (sub) committee in 2021 was workshopped with community representatives in collaboration with the relevant Council Teams and KHCB members. We are looking forward to this work continuing with further support required from Council staff for an elected member directive.

Laurie Byers Memorial Plaque: Previous KHCB member and committed community leader Laurie Byers, known for his advocacy for Kaikohe will have a memorial plaque installed at memorial park learn to ride track in recognition of his contributions. Proposed by the Kaikohe Lions Club and approved by the KHCB, staff are liaising with the Lions Club to finalise the necessary documentation.

Kaikohe Christmas Event: Council staff partnered with Ngāpuhi Iwi Social Services, Te Hau Ora O Ngāpuhi and Te Whare Awhina O Ngāti Tautahi to organise the Kaikohe Christmas Parade and Festival, contributing to funding and running the main stage on the evening. Activities included the parade, main stage with entertainment and competitions, Santa's pataka, children's rides, food trucks and so much more. Kaikohe-Hokianga CB Chairperson Chicky Rudkin judged the floats that took part in the parade and was able to promote the upcoming Kaikohe Placemaking Project as part of the presentation.



Bay of Islands-Whangaroa Community Board

Community Board Volunteer Awards: Member Hindle nominated Daniel Sherbanowski for his volunteer efforts with weed busting in Russell. *Daniel attends all the community working bees and observes the area and when he sees something that needs doing, that he can do, he just gets on and does it. Daniel also helps to maintain a large section of the shared cycleway and full circle walkway on his own including removing gorse and clearing weeds back.*

Chairperson Ward nominated Anne Corbett for the 20 years of voluntary service for the Friends of Williams House, Paihia. Anne was presented with her certificate of recognition and a small gift at the Christmas event for

Friends of Williams House: In total, the Bay of Islands-Whangaroa Community Board have presented four volunteer community awards for Kerikeri, Russell and Paihia and will continue to allocate the remainder over the upcoming year.



Christmas Parades: The Community Board received an unprecedented number of applications for Christmas Parades/Festivals this year. The Strategic Plan includes that funding has been set aside for each community to apply to help with costs, up to \$5,000, for local community organisations with their Christmas Parades/Festivals. In previous years, applicants could apply for up to \$2,500 for traffic management costs and \$2,500 for other event costs. As many Christmas Parades/Festivals are moving from having a parade down the main street, to being undertaken on reserves, school grounds or even just a community Christmas dinner this has allowed the Community Board to ease on what can be applied for.

Funding awarded for Christmas Events/Festivals:

Our Kerikeri	\$5,000
Tracey Cadogan (Russell)	\$5,000
Kawakawa Business and Community Association	\$5,000
Paihia Christian Community Church (Carols in the Park)	\$2,000
Bay of Islands Budgeting and Community Services (Moerewa)	\$5,000
Te Runanga o Waingaroa	\$5,000

Photo credit to Kahika Tepania who attended all the Christmas Events. Left to right – Kaeo Christmas Parade, Russell Christmas Parade, Kawakawa Christmas in the Park, Kerikeri Christmas Festival on the Domain and tree, Paihia Christmas Parade.





The Community Board acknowledges the volunteers who help to organise and put on such events for everyone in the community to enjoy and take part in.

Disability Action Group

Accessibility Workshop: The Disability Action Group held their first Accessibility Workshop for Elected Members and staff in over four years. The all-day workshop was facilitated by Jonny Wilkinson and David Senior (Chairperson of the Disability Action Group) from Tiaho Trust. Topics included Accessibility and the Social Model, Personal Stories and Local Barriers, Universal Design Principles, Te Tai Tokerau Regional Accessibility Strategy – Implementation. Over the lunch break participants were also able to experience firsthand what it is like to have a disability with the use of moving around Council facilities in a wheelchair and other accessibility aids. This allowed them to have a greater understanding and empathy for those who need to access Council (and private) facilities and the challenges they face daily.

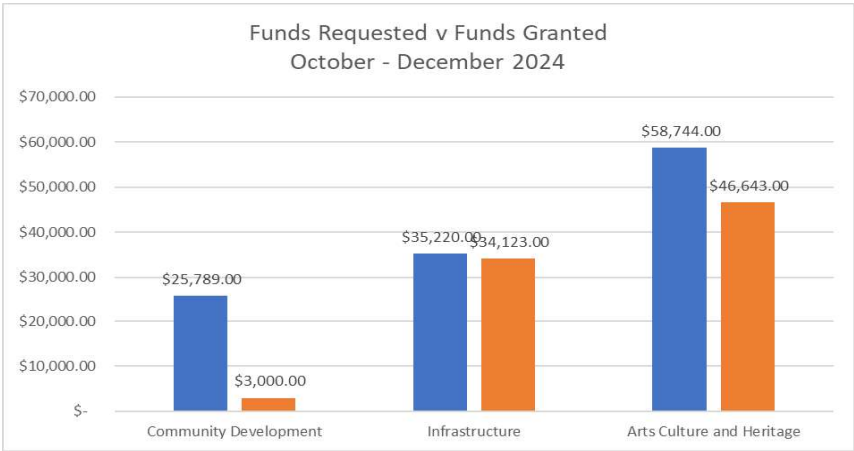
Educational Video: With help from the Communications and Engagement team, the first educational video was filmed. The video focuses on accessibility parking and consideration for those who need to use these parking spaces. The video includes David Senior and others and aims to educate the public on the importance of accessibility carparks. The video also asks that those who do not need to or do not have permits to park in accessible carparks be considerate of those who do. This is the first of several videos that the Disability Action Group would like to create as part of an educational piece for members of the public.

Funding

In the following graphs the amount requested is shown in blue and the amount granted is shown in orange.

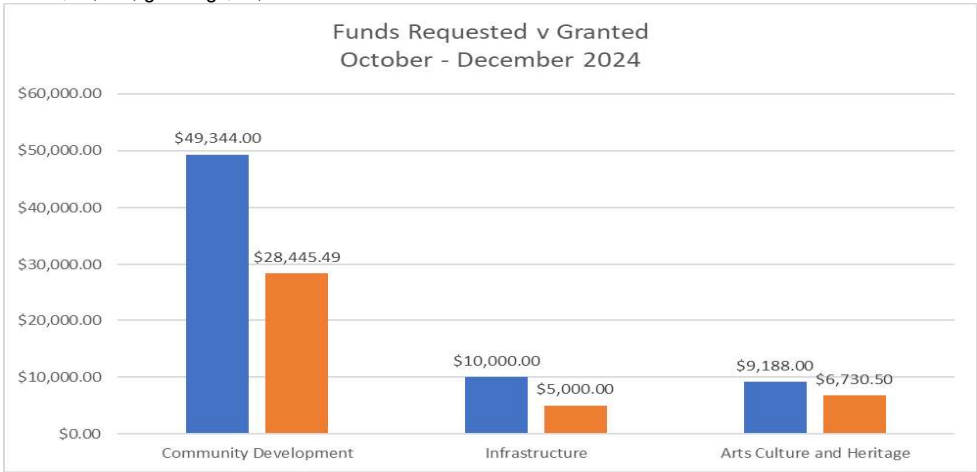
Bay of Islands-Whangaroa Community Board

- The Board started the 24/25 financial year with \$301,609 to allocate
- The Board received 17 applications between October and December for funding in the amount of \$119,753 and granted \$83,766
- Two applications were left to lie pending a request for further information and one application was denied



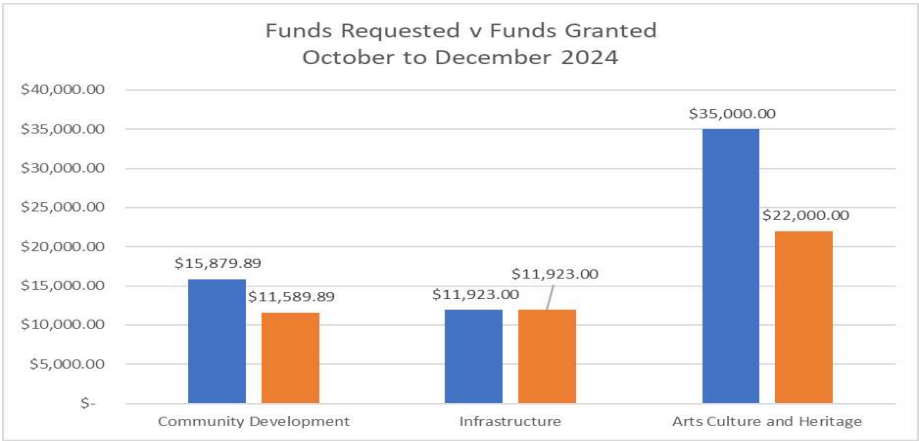
Te Hiku Community Board

- The Board started the 24/25 financial year with \$246,811 to allocate
- The Board considered 10 applications between October and December for funding in the amount of \$68,532, granting \$28,445.49.



Kaikohe-Hokianga Community Board

- The Board started the 24/25 financial year with \$206,927 to allocate
- The Board considered 9 applications between October to September for funding in the amount of \$62,802.86, granting \$45,512.89
- One application was left to lie.



Creative Communities

The Creative Communities Committee is formed mostly of members of the wider Far North District Community who volunteer to consider applications four times a year (March, June, September, and November/December). Two Councillors sit on the committee by appointment of Council (Councillor Foy and Councillor Rākena). Councillor Foy resigned from the Committee in this quarter.

The committee is actively seeking new members to join, particularly as there is no community representative from Te Hiku ward and there is no youth voice. While the role is unpaid, mileage is reimbursed for members attending the meetings (and the option to join by VC is also available).

The Committee considered 9 applications for funding at their December meeting, requesting \$78,949 and granted \$14,290 to 7 applicants. Applications included the 50th Jubilee of Te Tai Tokerau Secondary Schools Kapa Haka Festival, Kaitiaki MetalFest, sensory circus and children's theatre shows, a touring concert and a mural project being undertaken by the Whangaroa Museum.

Other Funding Matters

The Community Grant Fund Policy was adopted by Council at their meeting in November 2024. The Funding Application went live in time for applications being lodged for meetings taking place in 2025.

A guidance document to assist applicants is available and will be updated as queries and clarifications are raised by applicants.

An updated report form (to match the application form) will be available in early 2025.

For the financial year of 2024-25, a dual-application system (manually and online) is in place, with the system being fully online from 1 July 2025, allowing for more detailed and timely reporting to be available on request.

The Strategic Funding Plan workbook is still in development and will be rolled out to the wider 19afety19s19 for them to adapt and use for their organisations, to allow them to be more funding ready when they are looking to undertake 19afety19s that require external funding.

Health and Safety

- HSW training provided to 165 staff
- No lost time injuries (LTIs) due to work injuries
- Three contractor audits completed
- 20 health and 19afety19s incidents recorded

Role Profiles

The new staff role profiles were developed during Q2 with engagement with staff from across the organisation. HSW Role Profiles ensure that employees receive the appropriate training, understand and follow relevant policies, and comply with regulatory requirements. They play a significant role in building a safe, compliant, and well-functioning workplace.

Table 1: HSW engagement with staff on the new role profiles during Q2 - 2024.

Q	Date	Topic	Team	No. of attendees
Q2 24	29/11/2024	HSW role profile review	C&E - Customer Service	2
Q2 24	4/12/2024	HSW role profile review	C&E - Te Ahu	2
Q2 24	10/12/2024	HSW role profile review	C&E - Procter Library	1
Q2 24	13/12/2024	HSW role profile review	C&E - Kaikohe Library	2
Q2 24	16/12/2024	HSW role profile review	COS - Manager/TLs	5

Final consultation will occur during Q3 2024-5. Links to all role profiles can be found [here](#). Figure 2 shows an example of a role profile, in this case for an Animal Management Officer.

HSW role profile		Animal Management Officer	
Name:			
Hazard register (list of known hazards staff member may encounter whilst doing role)	Aggressive dogs Threatening individuals/group of people Lone working Driving on council business Psychosocial hazards Site Visits		
Job Safety Analysis documents (internal JSA's that staff member should be aware of to do role safely)	JSA	Completion Date	
	Driving on council business		
	Lone Working		
	Psychosocial Hazards		
	Site Visits		
Personal Protective equipment requirements	PPE	Issue date	
	Hi vis vest/clothing		
	Safety footwear		
	Sun Hat		
	Sun block		
	Wet weather gear		
	Lone worker device		
Training Requirements	Training	Frequency	Completion Date
	HSW Induction	Once	
	Driver training (4X4)	Once	
	Online Driver Training (Fleetcoach)	Once	
	Lone Worker Device	Once	
	Situational Safety and Tactical Communications	Annual	
	St John First Aid	Biannual	
	Dog Handling	Once	
	Inspector Warrant	Once	
	Manual Handling	Once	
Remote worker risk assessment (home) completed?	Y/N		
Policy docs (Internal HSW documents staff member is expected to be familiar with)	Health, Safety & Wellbeing Policies		

Name	Position	Date
	People Leader	
	Animal Management Officer	

Figure 1: Example of a role profile.

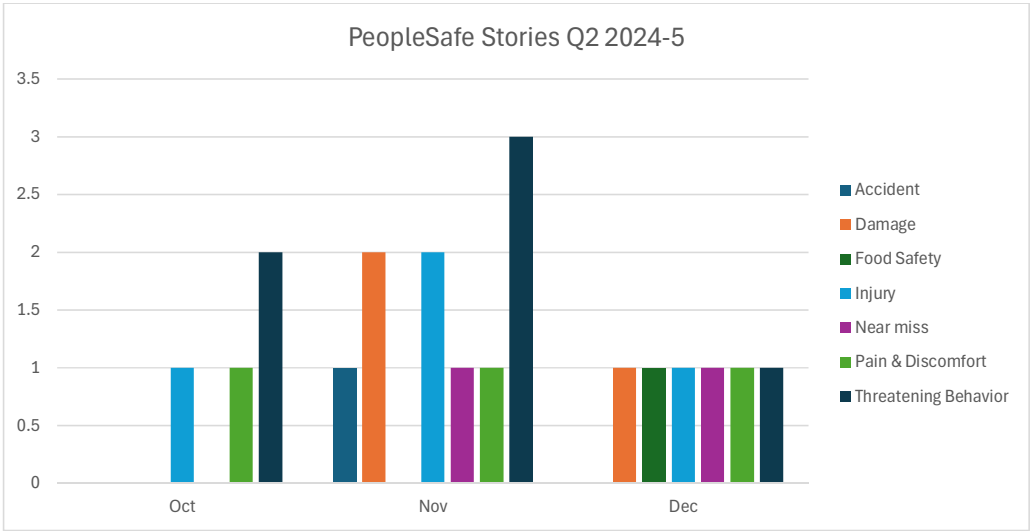


Figure 2: PeopleSafe incidents for Q1 24-25

There were no staff warning flags (SWFs) raised by staff during Q2 as a result of threatening behaviour incidents.

What is a SWF?

- SWFs are memo alert pop ups in Pathways that open automatically when an address or person has a SWF allocated against them.
- The SWF will warn employees of hazards associated with the person or address.
- SWFs are usually created as a result of abusive, violent, or dangerous behaviour by the occupant of the address. Other hazards, such as dangerous dogs, may be listed.

Infrastructure Group

The Infrastructure Group holds the following responsibilities within six separate teams:

- Asset Management
- Infrastructure Engineering
- Infrastructure Delivery
- Infrastructure Services
- Waters Services
- Transportation

Three of our group key priorities are:

1. Implement an Asset Management Information System
2. Compliant 3 waters assets
3. Improved contract management for the Roding and 3 Waters contracts

Key Priorities

New asset management system to be implemented

The implementation of an Asset Management Information System has now been realised.

A centralised system for managing the whole of life activities on Council assets including asset data, planning, condition and maintenance has been selected – Graphic Business Solutions (GBS) – New Zealand implementation partner of Trimble Unity. This Asset Management Information System (AMIS) will handle our Facilities and 3 Waters assets driving better decision making and improving compliance, financial, and risk management through increased visibility and control of Council's assets. Other types of assets may be added in the future. The project team are finalising the commercial agreements and planning how the system will be delivered to provide benefit to the Infrastructure team, wider organisation and subsequently our customers and rate payers.

A team of IT and infrastructure staff spent 12 months on this project, identifying and prioritising data requirements, procuring for the services of, and evaluating tenders for a system. With the system now purchased, data cleansing and inputting Council's asset and as-built information into the new system has begun. As asset owners update operations and maintenance manuals, ensuring maintenance work is completed and asset condition assessments continue, the system will begin to identify and plan our forward works programmes.

Approximate cost to date is \$150,000 with Phases 1 and 2 to come with indicative costs of \$450,000 and \$150,000 respectively. The project costs to date and for Phases 1 and 2 will be funded with the repurposing of 3 Waters Reform funding as approved by the Department of Internal Affairs. Therefore, the project costs in the last 12 months have not impacted on rates.

A194/34/39

Far North District Council | Long Term Plan 2018-28 | Rating Policies 23

Water and Wastewater RMA Compliance Report – December 2024

Compliance Key	
Currently compliant with resource consent	●
Administrative compliance issue.	●*
Marginal noncompliance.	●
Noncompliant as of most recent sample.	●

*New colour **blue** from December 2024 indicates an administrative rather than a biological or equipment issue

Sites	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Abatement Notices (Current)	Comments and Maintenance
Kaitaia water	●	●	●	●	●	●	●	●	●	●	●	●	●		Awanui River take compliant. Sweetwater bore not yet in production.
Kaikohe water	●	●	●	●	●	●	●	●	●	●	●	●	●		
Kawakawa water	●	●	●	●	●	●	●	●	●	●	●	●	●		
Rawene Omanaia water	●	●	●	●	●	●	●	●	●	●	●	●	●		Earlier non-compliance related to flow meter in the Petaka Stream.
Kerikeri water	●	●	●	●	●	●	●	●	●	●	●	●	●		
Okaihau water	●	●	●	●	●	●	●	●	●	●	●	●	●		
Opononi water	●	●	●	●	●	●	●	●	●	●	●	●	●		Marginal non compliances related to occasional water take limit exceedances.
Paihia water	●	●			●	●	●	●	●	●	●	●	●	12 Nov 2025	Missing data due to SCADA software failure. Has since been fixed.

Longstanding abatement notices for Ahipara, Russell, Ōpononi and Kaitāia wastewater schemes have been prioritised and work towards all four has seen:

- Russell Wastewater Treatment Plant notice was cancelled in April 2024.
- A Super Critical Ultra-Violet unit was installed and commissioning completed in October 2024. This work has the support of the Ahipara Takiwā working group. The Abatement Notice requires 6 months compliance before the Northland Regional Council will cancel the notice. Compliance test results have provided significantly higher quality discharge than the consent conditions require. A report detailing this success is being written as part of a presentation for an upcoming waters conference. Ahipara Takiwā representatives have been instrumental in the remedial works at the wastewater treatment plant, with the rūpū now focusing on wetland improvements. A request to cancel the abatement notice will be made by Council in April 2025.
- The Ōpononi Wastewater Treatment Plant pond desludging and wetland reinstatement works commenced in November 2024. The final design of plant improvements is complete. Procurement of the plant improvements will commence on completion of the desludging works. Both desludging and plant improvements are required to improve treatment performance to meet compliance requirements for the purpose of the abatement notice being cancelled.
- The Kaitāia wastewater network overflows reduction project contract is currently in tender negotiations. Council approval to award a contract will be required due to the value of works. A report will be presented to Council at the February 2025 meeting and if approved, construction would commence early 2025. Northland Regional Council have advised that the abatement notice will not be cancelled until physical works are complete.

Five abatement notices were received in October/November 2024. All of these have been investigated and are being addressed immediately. Reporting will be to Te Koukou and Te Miromiro Committees. A consenting work programme has been developed to track consent renewal applications and regular updates are presented to Te Koukou Committee.

Te Pae o Uta

Infrastructure team members are actively encouraged to enrol in the Te Reo courses. We have new team members enrolling for the first time in 2025 and others who are moving into the next level of 2025 intakes.

Asset Management

Asset Management Team

This team is still in development and two Asset Managers have been recruited. Recruitment of a Manager and a replacement District Facilities Asset Manager are currently underway.

Asset data updating is ongoing with some inroads being made into the backlog of 3Waters asset data outstanding from the operations contractor.

Infrastructure Engineering

Recruitment of a Manager, Senior Waters Engineer, Land Discharge Officer, District Facilities Design Officer and replacement Development Engineer is currently underway.

Development Engineering

For the period 1 July 2024 – 30 November 2024 a total of 82 Resource Consent applications and 25 Engineering Plan Approvals have been received and processed within 5 working days.

A draft of the Stormwater Strategy is being peer reviewed by Asset Management and update will be presented to Te Koukou in February 2025.

Assignment of discharge consent from Cavalli Properties Ltd to the Far North District Council for the Matauri Bay Wastewater Treatment Plant has been completed. The operations contractor is finalising costing of works required to meet all consent conditions.

3 Waters Engineering

Water and Wastewater models for Kaikohe and Kaitiāia, and Water model for Kerikeri calibrated in 2022 are currently in use. The Wastewater model for Kerikeri calibrated in 2022 is planned for recalibration in FY26 and is not being used for long term planning until recalibration is complete. Assistance has been provided to the Spatial Planning team with Water and Wastewater capacity assessments for reticulation network for Waipapa/Kerikeri.

Storm water models for the district were calibrated in 2022. Only the model for Kerikeri has been peer reviewed. Recommendations from the review are currently being assessed and peer reviews for remaining models are recommended. Planning and scheduling of this work is underway with completion expected in FY26.

Currently working with, and providing technical input to, Northland Regional Council and their consultants as they develop their flood model for the Kerikeri catchment but not including urban area pipe network <450mm diameter. Northland Regional Council is expecting completion in February 2025.

Design Engineering

Providing technical input into LTP Capital projects, RFS matters, and Local Waters Done Well planning. Unplanned works in design include Whatuwhiwhi wastewater and Kaipatiki Rise water pipe renewals.

District Facilities – Projects in Design

- **Kāeo Memorial Hall:** Building Consent lodged. Hall to be brought up to standard for fire safety and accessibility. Work can be tendered in the New Year once consent is gained.
- **Kaitiāia Resource & Recovery Centre Bridge:** Replacement bridge access is with Design Engineer to confirm potential new design. Resource Consent application lodged in 2023 awaiting confirmation of final design and agreement from local iwi/hapu.
- **Te Puawaitanga:** Remaining works required to complete project includes Signage, Ablution Block, House demolition, Metal Carpark, Wood piles, Entrance Gates and Fencing.
- **Lake Ohia Hall:** The December meeting of the Te Hiku Community Board voted for Option 2 being a reduced design option preferred by the Community. This reduced design will still incur a shortfall in budget / require additional funding. The Community Board also recommended that Council proceed with divestment of the hall once the work is carried out and the hall is compliant.
- **Ōkaihau Hall Renovations:** A contract has been awarded to a local builder. Removal of asbestos cladding and new kitchen and bathroom facilities will commence early February with completion due end of May.
- **Housing for the Elderly – Healthy Homes Requirements:** Healthy Homes reports are being obtained for all tenanted units, minor issues being highlighted e.g. insulation repositioning, draft stopping on doors/louvre windows, installation of moisture barriers. Works by contractors expected to be completed by the due date of 1st July 2025.

3 Waters – Projects in Design

- **Paihia Water Treatment Plant Upgrade:** Construction of a new water treatment plant at a new location was confirmed in an initial business case completed in 2020. Two sites were identified for further investigation. Property owners have been approached for access to undertake feasibility investigations. These investigations of one of the sites was completed in 2024. Engagement with Iwi/Hapu was established in 2023 and is ongoing.
- **IAF Kaikohe:** Wastewater and water reticulation upgrades. Water treatment improvements to support growth in Kaikohe. The milestone date for contract award is 30th April 2025.

Water Treatment Plant:

- All planned survey works completed (topographical and drone).
- Geotechnical field investigations completed for WWTP and WTP sites.
- Geotechnical factual reports completed and submitted to FNDC.
- Geotechnical Interpretive Report 95% complete. Will be submitted to FNDC by mid-January.
- Safety in Design workshop scheduled with Ventia and FNDC team for 22 January.

Water Reticulation:

- Water reticulation Package 1 – draft drawings are 95% complete. Geotechnical field boreholes are 100% complete. Geotechnical report complete. Tender document schedule, specifications and basis of payment are underway.
- Water reticulation Package 2 – Reservoir Road: GPR cleared holes complete and CPTs complete. Taraire Hills line: GPR complete and CPT complete. Geotechnical fieldwork complete.
- Water reticulation Package 3 – Monument Hill: Walkover and geotechnical fieldwork complete. Drawings 15% complete. Survey crew engaged to provide assistance in resolving boundary issues.

Wastewater Reticulation:

- Wastewater reticulation Package 1B (Wihongi pump station) – Preliminary geotechnical work complete. Topographic survey complete. Preliminary options presented to FNDC. Direction to proceed with feasibility for Wihongi reserve option, subject to bearing capacity and groundwater conditions being suitable. Machine drilling booked for mid-January. Favourable results for the ground bearing capacity are anticipated due to volcanic cobbles and boulders exposed in the nearby drain.
- Wastewater reticulation Package 2 (Orrs to Rankin St gravity main) – Optioneering completed, CCTV completed. Engagement with Kiwirail re option within the rail corridor has commenced. First discussions went well, Kiwirail have provided a pathway for seeking approval to install services within the rail corridor.
- Wastewater reticulation Package 3 (Bisset Road gravity main) – Optioneering completed. Survey complete, GPR for services complete, CCTV complete, geotechnical work in progress.
- Wastewater reticulation Package 4 (Recreation Road) – Geotechnical work complete. CCTV carried out and survey underway.

Infrastructure Delivery

This team has been boosted by the recruitment of a new Senior Project Manager, promotion of an Intermediate Project Manager, internal appointment from another group, and appointment of a cadet to a Project Manager role. Recruitment of a Manager and a further 2 Intermediate Project Managers is underway.

District Facilities – Projects in Construction

- **Awanui Sport Complex:** Programmed health and safety work scheduled through to February 2025.
- **Housing for the Elderly – Rāwene - Accessibility Ramps & Paths:** Contractors are building new compliant timber ramps to all 10 units. Existing concrete paths will then be replaced with wider ones linking the entire complex with the car park. This will provide tenants and emergency services (when required) with safe compliant access to and from each unit.



Infrastructure Delivery – Projects in Construction

- **Donald Road Wastewater Upgrades:** Wastewater pipe, manhole and emergency storage tank upgrades to support the infill of 117 houses, including affordable housing developments in the catchment is on schedule. The tank installation and associated pipework is nearing completion. The pipe and manhole upgrades along Donald Lane and Donald Road are also on schedule.

- **Kaitiāia Wastewater Overflows:** Response to the 2016 abatement notice for excessive overflows is currently in procurement. A contract for award is scheduled for presentation to the February 2025 Council meeting.
- **Kaitiāia Wastewater Treatment Plant Security Gates:** Quotes for the installation of an electronic gate to the treatment plant and a further electronic gate to the septage receiving area were sent to local contractors in December.
- **SH12 Ōmāpere Stormwater:** A contract for award is scheduled for presentation to the February 2025 Council meeting with an expected start in March 2025 and finish in early June 2025.
- **Ōpononi Stormwater Swale Extension:** Project to resolve an RFS issue is currently in procurement with a 3-week contract period.
- **Jacaranda Odour Control:** A contract to design, build and install a carbon bed filter to Jacaranda Pump Station. Procurement of a design and build contract is underway.
- **Kawakawa Flow Monitoring:** Consent application for a bore permit to be lodged with Northern Regional Council in late January 2025.
- **Kaitiāia Septage Screen:** Final design being confirmed with operational contractor input expected late January 2025.
- **Kaikohe Septage Screen:** Final design being confirmed with operational contractor input expected late January 2025.
- **Rāwene Septage Screen:** Final design being confirmed with operational contractor input expected late January 2025.
- **Kaitiāia Wastewater Pump Station 5 Access Track:** Construction of an all-weather access track to an orphaned pump station. A local contractor has been engaged, drawings and contract price agreed. Consultation with private property owners completed.
- **Kaitiāia Wastewater Treatment Plant Pond Desludging:** Preliminary work to supply potable water to site, clear sludge bed of vegetation and construct a laydown area are on schedule.
- **Kaitiāia Wastewater Treatment Plant Potable Water Supply:** Installation of new and re-purpose existing pipework from the Kaitiāia Water Treatment Plant to convey potable water to site is expected to be completed February 2025.

District Facilities – Projects Completed

- **Renewal of Te Ahu Campervan Dump Station:** Completed and reopened to the public on Monday 4th November 2024 within timeframe and budget.
- **Awanui Sport Complex:** Roof replacement completed December 2024.

Infrastructure Delivery – Projects Completed

- **Ahipara Stormwater swale:** Stormwater swale maintenance clearing, rock apron, fence and gate install. Completion was in December 2024.
- **41-53 Pukepoto Rd Wastewater pipe renewals:** An RFS project requiring the realignment, renewal and upgrade of wastewater pipes and manholes from under dwellings was completed in October 2024.

Infrastructure Services

This is a newly formed, multi-disciplined team delivering services to the wider Infrastructure Group. The team includes Project Analysis, Quality Assurance, Compliance, Consenting, Procurement/RFS/Contract Administration. Recruitment for a further two Planners and a Support Officer is underway.

Newly formed with a good mix of existing personnel and new recruits, the team includes the Transportation support roles, and this has resulted in improved support for those people after moving from the NTA. There has been a focus on addressing RFS numbers by completing and closing out historical and keeping up to date with new RFS. Contract administration is also a key area in which broadening capability to support contracts from the procurement phase through to contract completion is the aim. Training and establishing robust processes is underway to achieve this.

Consenting Team

The Consenting team, while being an established team, is continuing to build capacity and capability. There is an identified programme of work on which is being reported regularly to the Te Koukou Committee. This team has also maintained the Compliance reporting while a Compliance Officer was recruited. Progress is being

made on several historical applications that have been on hold, while also developing a process to aid in the management of new applications. This process follows the Project Management Framework.

- **Ōpononi/Ōmāpere WWTP Consent:** The Environment Court issued its decision to grant FNDCs resource consent application on 19th November 2024. The consent commenced on 19th November 2024 and expires in 3 years.
- **Kaitiāia WWTP resource consent renewal:** Two submissions had been received as a result of Northland Regional Council's public notification process and staff have been working with them on updating the proposed consent conditions as a result of their feedback. 1 of 2 submitters have withdrawn their right to be heard. FNDC staff are working with the remaining submitter on incorporating their feedback into the proposed consent conditions.
- **Houhora Campground Wastewater Disposal System:** The resource consent application for the Wastewater Disposal system was lodged with Northland Regional Council in December 2024 and is awaiting a decision.
- **Marreine Place stormwater project:** The Department of Conservation has granted the concession for the stormwater project at the end of Marreine Place. A New Zealand Heritage Authority is to be applied for which will take approximately 40 working days for a decision. When the decision is received, physical works will commence.

Water Services

The Team

Recruitment for the Water Services group began this quarter. The following positions have been filled as at December 2024: Water Services Team Leader and two Water Technical Officers. Recruitment continues for a Water Services Manager, an additional Water Technical Officer, and a Land Drainage Technical Officer. It is encouraging to see highly experienced and skilled individuals joining our Infrastructure whānau.

Sweetwater Source Update

The membrane plant is enroute to Kaitiāia, due to shipping constraints over Christmas/New Year period, there has delayed the arrival to mid-January 2025. Water pumping coordination and main line flushing are scheduled for January 2025. Civil works at the Kaitiāia Water Treatment Plant are ongoing, with some tasks pending the membrane plant's arrival. Power and electrical setup is in progress. Telemetry and communication from bores to WTP are mostly complete, with temporary Starlink in place. Resource consent for contingency discharge point granted. Technical support and training with Veolia and Ventia staff are planned post-arrival of membrane plant.

Water Restrictions Update

The Water Shortage Management Committee comprising representatives from FNDC and our 3 Waters Operations and Maintenance contractor Ventia, was stood up in November with ongoing weekly meetings. Forecasts indicate a drier than normal summer season with limited rainfall. Prior to Christmas, water restrictions were implemented due to low river levels, increased demand, and predicted minimal rainfall: Ōpononi-Ōmāpere, Ōmanaia-Rāwene, and Kawakawa/Moerewa moved to Level 2, while Kaitiāia, Kerikeri, Ōkaihou, and Paihia remained at Level 1. Engagement with our monitoring team has started. Water level signage was installed throughout the district, and communications reached a wide audience.

Land Drainage

The Drain Spraying Contract has been awarded for 2024/27 LTP period. Preferred Drain Clearing Contractors have been approved by the Land Drainage Committees. It is intended to run a communications campaign in 2025 reminding property owners of obligations to comply with Land Drainage Act and will include a copy of the current bylaw for reference, reiterating compliance requirements.

Ensuring drains are clear and compliant with the bylaw will be a focus in the next quarterly reporting period to ensure the land drainage areas are clear and free of obstructions before the second quarter of 2025. Any non-compliances will be notified to the Compliance team, with the Infrastructure and Delivery & Operations teams working together to ensure compliance.

3 Waters Done Well

A workshop was held with Elected Members on 4 December providing an overview of requirements under the Act, delivery model options, and a discussion to inform consultation. Discussions have continued with Northland Councils on any potential regional approach to LWDW that could be considered.

A further workshop with FNDC Elected Members is scheduled 11 February with a decision-making paper to Council 14 February to provide the direction on community consultation. There is a continued focus on asset data and development of a LWDW work programme to ensure FNDC can meet its statutory requirements under the Act.

Transport Services

Reporting

There is regular weekly reporting to Elected Members from this team via Friday Notices together with new Te Huinga Transport and Waters pages that have been set up and regularly updated. A Capital Work Programme is to come to Te Koukou monthly starting February 2025.

Progress

During this quarter, work ramped up on the Phase 3 (complete >100k) slip repairs. The value of this programme is approximately \$25 million.

Key progress:

- Construction Panel tender released to the market early October 2024.
- Whangae Road project is complete.
- West Coast Rd Motuti, and West Coast Rd Panguru slips are now under construction.
- Ngapipito Road repair works are under construction.
- Internal project management resources are in place to support the capital delivery programme

The reseal programme is indicatively ~\$6M per year & the rehabilitation programme is indicatively ~\$4.5M per year for each year of this 2024-2027 LTP.

~\$2M Pre-seal repairs are also to be delivered for to support year 1's reseal programme.

Key progress:

- Pre-seal repairs are on program and approximately 90% complete
- Resurfacing works commenced in mid-November

Maintenance, Operations & Renewals

38% of maintenance, operations and renewals programme has been delivered from the budget of \$32 million.

Some key progress on programmed works:

- 15% completed on resurfacing
- 76% completed on pre-reseal repairs
- 58% completed on sealed road dig out
- 100% completed on P1 culvert clearing
- 71% completed on water tabling clearing
- 69% completed on unsealed road rehabilitation, ahead of the programme

Asset Management

Ongoing value for money, optimised asset management and least life cycle costs are being delivered through the Network Improvement Plan projects.

Forward Works Programmes for 2024/25 issued to the Maintenance and Capital Teams, and the 2025-2026 Forward Works Programmes are currently being finalised.

Corporate Services

Financial Services

Accounting Services

The Accounting Services team will implement a revised financial reporting framework to enhance the structure and layout of financial information. This initiative aims to improve transparency and facilitate better interpretation of Council financial data. Elected members will be invited to provide feedback for further refinements. The first report will be presented at Te Huia in February 2025.

There has been a lot of pre-planning and preliminary testing in the lead-up to the all-staff project team for the testing of TechOne to move to the Cloud which will commence in January 2025. The Go Live date will be March 2025.

With the changes to the organisation in particular the Infrastructure team, the team is progressing through the changes to align the budgets and actuals to the correct departments.

Financial Planning has completed a number of workshops for the Annual Plan 2025/26 and is to provide a report to the council in February noting the adopted LTP 2024/27 rate of 11.3%.

Involvement in the Local Waters Done Well has continued to ensure the budget modelling aligns with the programme of work alongside the Annual Plan.

The Annual Report 2023/24 was adopted at the end of October, this was well received noting a number of improvements from the Deloitte team and the Chair of Te Miromiro.

Management Accounting has a team of 3 instead of 2 which will better service the organisation once training has been completed.

Rating Services

Rating Services continues to make good progress with the CEO write-offs, direct debits, rate account queries and journals. The rates team is still incorporating MFL training wherever possible and concentrating on getting applications processed. They are progressing on new rates accounts. They are re-establishing connections with Contractors for water maintenance and catching up on new water meter connections. The rates team have also started trialling UX and VPN. Working together with the IT team for any concerns raised about the new system. Incorporating the new rate rebate management system introduced by DIA. Staff have also started attending the Whenua Māori Rating Relief Working Group hui.

Transactions Services

Fleet and publications have finished installing BlackHawk in all 76 of the fleet and pool cars owned by the Far North District Council. This will enable our reporting to lessen misuse and increase fleet efficiency and accountability, and it will go live on 20th January 2025.

The revenue recovery team has added an additional step to their Mortgage Demand process: pre-calling ratepayers to arrange payment arrangements prior to sending the first mortgage demand notices to ratepayers and mortgagee. First notices have already been sent to 294 properties, and more will follow in the upcoming quarter with the final demand notices being issued 90 days after the dated first notice. Their key priorities for the remaining year are to collaborate with other departments within the Council to reduce the sundry debtor debt and to work with our ratepayers to offer alternative payment arrangements that have more flexibility in the amounts they pay without being penalised due to the increase of the cost of living.

On 1 June 2023 Council passed a resolution to endorse a rating sale of vacant land and recover outstanding rates and legal costs incurred. The Registrar served the notice to the property owners in 2024 that they have six months from the date of notice to pay the judgement and costs or the property will be sold. Six months have now passed, and this has now been filed with the Courts to proceed with the rating sale.

In addition, multiple members of the team are involved with the Tech1 migration to the cloud project. This is to ensure that when TechOne migration to the cloud goes live the first weekend of March 2025 all the testing and configuration have been completed and we have a functioning environment.

Far North Holdings Limited (FNHL)

The Council will initiate the process of preparing the annual Letter of Expectations (LoE) for FNHL in February. A 'Letter of Expectation' is a document from a council to its council-controlled organisation (CCO) that outlines the council's strategic priorities and performance expectations to guide the CCO's planning and operations.

The Council's Financial Services team has begun working with FNHL management to enhance shareholder reporting—an outcome recommended by the Te Miromiro Audit Risk and Finance Committee and endorsed by elected members. These improvements aim to enhance transparency regarding FNHL's operations and management.

FNHL will respond to the LoE with a Statement of Intent (Sol). The Sol is a document that publicly outlines the CCO's activities, intentions, and performance targets, providing a basis for accountability to its shareholders. The Council will review the Sol and is required to adopt it by 30 June 2025.

Digital Information Services

In addition to carrying out the Council's essential IT tasks, the DIS team is committed to ongoing development, which includes cybersecurity, and a continuous improvement approach.

Further efforts are being made to investigate ways to reduce costs throughout the IT infrastructure optimisation.

We're still working through the final phases of replacing the Citrix environment with Azure Virtual Desktop (AVD). This is expected to be completed in the coming months.

We have selected a vendor/partner to deliver our new Asset Management system, Trimble Unity. The system has been "stood-up" and some of our data is already loaded and the Asset Management team are working through the cleansing of data and ensuring the asset information is correct.

The TechOne Financial and HR migration to the cloud project is now underway and we're currently in Aser Acceptance testing (UAT). This progressing well and looking to go live in the production environment in March.

We are also in the process of upgrading our Pathway system so that the migration to the new Pathway UX feature set will be functional and rolled out in the coming months.

Phase 2 of the ERP programme (Core Systems) review is also underway, along with the completion of the DIS Strategy review. To complete these key initiatives, the Project Delivery and ICT Operations teams collaborated closely. Likely to go to a Request for Information (RFI) in February.

Nothing but Net (NBN) is still handling the connectivity and public Wi-Fi rollout; Mangonui & Taipa will soon go live, Kaitaia Market Square & Town Square have been connected, and some last-minute fibre connectivity work needs to be done.

The Twin Cycle Trail (near Horeke) has been installed before Xmas and the feedback has been excellent. The Panguru/Motuti, Marae and Papakinga project and other NBN projects are now in the final design and work scheduling phase. NBN has also met with the three Community Boards to discuss and work on future projects around CCTV and Public Wi-fi across the Far North, with plans being developed to improve connectivity and CCTV awareness.

Digital Information

We are currently revising the Council's Information Management Strategy to ensure full compliance with Local Government legislative requirements.

To ensure that best practices in information management and security are implemented, the Digital Information Management Team is actively working with other departments within the organisation to support and concentrate on areas that need improvement.

We have started the process of assessing and interacting with the business to help with the information migration into Objective, our records management system, as part of the initiative to decommission the Shared Drives.

Since the disestablishment of Northland Transport Alliance (NTA), we have been working alongside those coming back in-house to establish a new file structure and have migrated our district-related information into our tenancy.

Additionally, we have initiated a new Induction/Refresher Programme, which has been authorised by our Strategic Leadership Team ready for the deployment phase.

Digital Analytics

The data engineering team supported the upgrades for Pathway, TechOne, and GIS, including creating two new SQL servers to move GIS so that the upgrade could take place.

The business intelligence team completed the first stage of Power Bi Report Server Migration to Power Bi Online Services. The new access to Power Bi reporting all in one place and the cloud will be more streamlined and efficient for end users and the Data Analytics team to provide services.

The RFS stormwater dashboard was created to help the infrastructure planner report on RFS related to stormwater and, more broadly, water issues.

The second phase of the Pae o Uta dashboard was completed incorporating Te Pae o Waho reporting and the alignment to the strategic goals. This will be deployed to production once Te Hono has had a chance to update the source data.

The rate modelling is expanded in preparation for the Snowflake build.

The ELIM and Property file analysis is completed to support the fees and service charges review.

The GIS team upgraded the GIS Platform to ArcGIS 11.3. This was a significant upgrade and allows FNDC to leverage the latest ArcGIS technologies including Experience Builder. The upgrade also required that we upgrade FME, SQL and ArcGIS Pro.

3Waters was migrated from a stand-alone database to hosted feature services in the GIS Platform. This makes the 3Waters datasets easier to manage, allows the use of ArcGIS mobile data capture tools and is essential preparation for migrating to the new Asset Management System. Data quality reporting for 3Waters and District Facilities assets was implemented (and continually extended). This is part of a data cleanse and preparation process before migrating to the new Asset Management System.

Top Energy asset data is made available to staff (specifically building, resource consent, and monitoring teams) to assess proximity to overhead and underground assets—critical information to determine whether potential works require a 'close approach consent' from Top Energy.

A survey and app were created for 'Connecting Whenua Information Sessions.'

Risk & Assurance

In 2024, the primary focus of the Council's risk management efforts was on risk identification. For 2025, the focus will shift towards analysing risks with an emphasis on developing mitigating solutions.

Additionally, the Senior Leadership Team (SLT) will review the Council's risk appetite to establish a formal risk appetite statement.

Increased risk awareness across the Council is contributing to a positive trajectory in the organisation's risk maturity.

Project Management Office

Project Management System (CAMMS)

CAMMS implementation is complete, with rollout to over sixty staff across the business.

Roading responsibilities have been incorporated into the workflow with the asset managers and capital works and renewals teams now running projects within CAMMS.

Training has been provided to over twenty new starters across the business and multiple refresher sessions for existing staff since July last year. All new staff are supported with one-on-one sessions as they commence their first project in Camms and have access to the PMO for ongoing queries or training refreshers.

CAMMS workflows and functionality continue to be developed and refined with input from end users and in line with executive direction. An example of this includes the change to a 5x5 risk matrix from a four-by-four risk matrix for enterprise, waters, and project risks. A continuous improvement ethos ensures Camms remains fit for purpose and continues to deliver benefits to the business.

Workshops with project teams and one-ones with individuals continue to be provided to support risk ideation, programme management and project management principles. This includes hosting quarterly Community of Practice meetings for all staff undertaking project management tasks.

Procurement

The procurement team is leading the establishment of the Slip Repairs Emergency Works Supplier Panel and received 22 submissions. Tender evaluation has been completed and the outcome will be presented to an Elected Member Workshop on Tuesday 28th Jan, followed by a decision report to the Council on 13th Feb 2025.

The Tender Panel is now fully functional with quarterly reporting on Procurement Activities to Te Miromiro Assurance, Risk & Finance Committee.

Property Information

All LIM reports and Property file requests have been processed and sent to requestors within the statutory timeframe.

Continue to liaise with QV regarding the next triannual revaluation in 2025 to ensure we are aligned on timelines and deliverables.

LGOIMA amendments are set to come into force on 1 July 2025, introducing the requirement for LIMs to contain understandable information about natural hazards.

Chief of Staff

This quarter saw the Manager – Organisational Development position become vacant and successfully recruited to, with the new employee to commence January 2025, and the Change Specialist role filled with the successful hire due to commence January 2025.

The group led an initiative in December to encourage food donations from staff for the Far North Community Foodbank, who were extremely grateful for the boxes of donated food we delivered to them. This was noted in their Facebook post and accompanying commentary - "Thank you so very much to you and your Team for the beautiful and bountiful donations - you guys are such a blessing."

Organisational Development

Organisational Strategy

The strategy which provides internal direction for staff, was launched in December 2024. This strategy responds to staff feedback through the engagement survey about the direction the organisation is headed. The strategy sets six strategic priorities (better informed decisions, value for money, health safety & wellbeing, people & culture, te ao Māori and service delivery to guide where resources are focused on improving how we deliver to our communities.

Staff Engagement Survey

Preparations are underway for the first of the 2025 biannual staff engagement surveys which will run from 24 February - 9 March. Results will be shared in the following quarter's report.

Diversity Works NZ

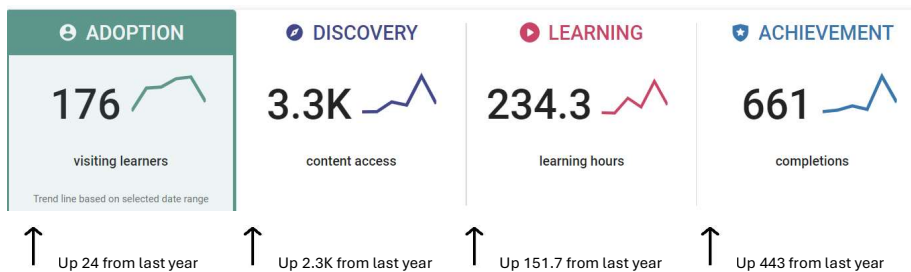
After becoming a member of the national body for workplace diversity, equity & inclusion (DE&I) with Diversity Works New Zealand in quarter one, we have during quarter two undertaken a qualified assessment to establish our organisation's current level of maturity in the DE&I space. The assessment analysed our practices & processes over seven components, namely: Leadership, Diversity infrastructure, Diverse recruitment, Inclusive career development, Bi-culturalism, Inclusive collaboration and Social impact. Upon the completion of the assessment, we will receive a recommendations report, which will enable us to understand what we currently do well and indicate areas where we need to increase our DE&I competency. This is anticipated to be received January 2025.

Learning & Development

During the last quarter there were 724 engagements with learning and development activities, an increase of 326 since last quarter. Courses ranged from facilitation skills, time and stress management and conflict resolution. This figure included webinars covering areas such as privacy breaches, climate change, Artificial Intelligence and LGOIMAs. In-house workshops were also provided to upskill people in Pathways and Te Pae o Waho classes continued in October and November, which staff really enjoyed. SLT were also able to start their classes in November.

The transition from Mariner 7 to Ci Anywhere has resulted in a more comprehensive onboarding programme through Percipio, the online learning platform, complete with checklist sfor both employee and their People Leader. This has also enabled the number of L & D plans to be monitored and an overview of learning and development needs to be ascertained. The organisational training needs analysis was carried out at the People Leaders offsite and a draft learning and development framework has been produced, which will be finalised after discussion with members of the SLT.

The metrics below show that self-directed learning on Percipio has continued to increase compared to this quarter last year, the number of visitors having increased from 15% to 25%. This is as a result of continued promotions, Percipio workshops and a competition launched in November to see who could complete the most learning badges through Percipio.



Leadership Framework

The steering group continues to meet regularly to review the uptake of the leadership framework and promote the leadership kete. The leadership behaviour self-assessment form is being upgraded to make it interactive and this will be relaunched. People leader groups prioritising peer group coaching are gaining a lot from it and those not prioritising it are being encouraged to do so. A peer group coaching workshop for new People Leaders was run in November.

Promapp

The objective for the first 2 months of 2025 is in line with the original strategy from 2024. There is a continued focus on awareness of Promapp to maintain traction. Promapp is now included as a key Onboarding tool for all new starters. The onboarding framework itself has been included as a Promapp Process which provides clarity as well as an understanding that Promapp is a key council tool. Uploads and new processes are continuing to build as people become more familiar with Promapp. This relates to ease of learning via our self-directed platform 'Promapp Lite'. Critical process completion is now over 80% complete. Promapp's focus for the coming months will be within the infrastructure business unit as the mapping of many new processes would assist with the development of structured accountabilities for new roles and incumbents. A key area in the Promapp Strategy is growing process connectivity (reduction of silo'd activity). This is making headway and will be a key opportunity and focus for the next 6 months. Other activities include assisting with continuous improvement across a number of business units including the identification of improvement opportunities with FNDC's rates process as well as creating process maps.

People & Capability

Recruitment and Staffing

With a focus on resourcing the infrastructure group, a number of new staff have been hired; 33 new external starters (incl. 3 casuals for libraries 5 customer service summer staff). There were also 19 internal movements, comprised mostly of movements into the new Infrastructure positions, as well as a number of extensions to secondments.

There are currently 31 open vacancies being recruited to – 8 being interviewed, 3 with offers made/references checked, remaining 20 currently accepting applications).

	# staff leaving	Turnover rate	# of staff hired	External Hires	Internal Movements
Quarter One	16	4.09%	27*	23	9
Quarter Two	18	4.88%	52	33	19

*Q1 includes 6 fixed term new starters on the Cadetship Programme

Please note, information may be updated from previous quarters if other staff movements occur post publishing of the report.

As at the time of authoring the report, there is a total headcount of 427 (386 permanent staff, 34 fixed term and 11 casual). This is distinct from Full Time Equivalents (FTE) which is the number of full-time positions (for clarity 1 FTE may have a headcount of 2 part-time employees). Future reports will include FTE information. The headcount is expected to increase as the additional infrastructure roles are recruited to, however overall FTE should remain at current levels. Any additional FTE requires CE authorisation.

Organisational Changes

There have been significant changes in the People Leader space, with three key appointments made for January 2025 – Manager Compliance, Manager Organisational Development and an internal secondment to the GM Delivery & Operations. Recruitment remains underway for the Chief Financial Officer and Manager Te Ahu Museum & Archives positions.

Out of the remaining 16 vacancies in the Infrastructure department, 5 are in the final interview/under offer stage.

System Upgrade

In Q1, the HR System, CiAnywhere, was updated and reconfigured. In Q2, the talent and performance modules were rolled out to all staff. The rollout has been successful, with all staff having set their 2024-2025 Performance and Development Plans. The mid-year performance review process began in December. CiAnywhere's next phase of improvement is to move production to the cloud. The transition to SAAS is now underway, with UAT (User Acceptance Training) beginning January and February by those in the P&C and Finance teams.

Mayors Taskforce for Jobs

The Mayors Taskforce for Jobs Coordinator has had a successful first half of the year, achieving 14 sustainable employment placements. The Inspiring the Futures event was a successful collaboration with the Tertiary Education Commission, with Mayor Moko hosting the first event delivered entirely in te reo Māori. Further business connections were made in the Kaitiaki area, with several businesses expressing interest in placing some of our job seekers.

PSA and FNDC Negotiations

Negotiations for the latest Collective Employment Agreement have concluded successfully. The updated agreement is effective from 1 July 2024 – 30 June 2026.

He Tohu Whakapau Kaha – Love Your Work Awards

The quarterly Love Your Work Awards have been updated to better reflect the incredible work of our staff. The categories to recognise staff are aimed towards building a culture of support, appreciation and recognition:

1. **Eke Panuku - Consistently Going Above & Beyond:** To recognise people who are consistently going above and beyond what is expected in their role
2. **Te Pikinga Ahurea - Building Our Culture:** Someone who comes up with an initiative or has a real positive impact on the team culture of those around them or has shown a real enthusiasm for and is living Te Pae o Uta
3. **Te Tohu Auahatanga - Innovation & Creativity:** Those who bring innovative ideas, growth opportunities and problem-solving solutions to the business; creative thinking outside the box
4. **Te Hāpai o ki Muri - Service Superstar:** Someone who delivering exceptional service; whether that be in the community or internally with our peers
5. **Te Tohu Mahi Tahī - Team Collaboration:** When a team has pulled together and gone the extra mile in their job or stepped up in an out-of-the-box situation.

Leadership

Quarterly People Leader off-site days have been set for the year, with the first of these occurring 24 January. This is an opportunity to set expectations with people leaders, engage all leaders on critical FNDC matters and collaborate on cross-cutting initiatives. The agenda for these are set by the Strategic Leadership Team.

Executive Projects

The programme for the Executive Projects Advisor is broad and consists of a mixture of existing projects which require advancing, progressing opportunities, and business improvement actions. In addition to the below, the Executive Projects Advisor also provides ad hoc advice and support across the organisation when requested. The projects which the Executive Projects Advisor is involved in play a vital role in managing FNDC's balance sheet, and the role is intended to provide a focal point for key, complex projects which sit across the organisation.

Projects have included:

- Housing for the Elderly: Decisions on next steps were made by the Council in November 2024 following a recommendation from the elected member Steering Group. That Steering Group will continue to meet as part of progressing the Council's November 2024 resolution.
- 11 Matthews Ave: Council resolved in its December 2024 meeting on a pathway for next steps, and a paper on these is to go to Council during Q2 2025.
- Te Puāwaitanga, Phases One & Two: Work is ongoing to operationalise maintenance contracts, understand infrastructure requirements to enable the sports park to open, and progress requirements associated with use of the sports park. Opportunities for the overall property and steps required are being considered, noting that the work occurring for Te Patūkurea is ongoing and directly affects this. Update reports to elected members to occur in Q1 2025.
- Support has also been given to other projects such as IAF Kawakawa, Kaikohe Library & Civic Hub, and infrastructure funding projects.
- Work on these projects by the Executive Projects Advisor has also identified business improvement actions and opportunities to improve processes, which work is ongoing.

Community & Engagement

Te Ahu Museum

The final quarter of 2024 showed a mixed performance for the museum across its key metrics. October was a standout month, with 3,002 visitors, the highest of the year, demonstrating significant public interest and engagement. However, visitor numbers declined sharply in November to 1,350 and further to 1,086 in December. This drop likely reflects seasonal factors such as holiday schedules or a reduced focus on marketing efforts during this period.

Bookings remained steady in October and November, with 15 each month, but fell to zero in December. This decrease suggests a pause in organised group visits or public programmes, possibly due to holiday closures or resource reallocation. Research activity followed a similar pattern, peaking at 62 requests in October and remaining robust with 54 in November, before dropping to just one request in December. This sharp decline aligns with the holiday season, where public engagement and staff availability tend to wane.

In terms of collections, October saw 204 new items added, reflecting strong acquisition efforts, but the numbers steadily decreased to 143 in November and 80 in December. While still contributing to the museum's growth, the decline reflects a shift in focus toward year-end administrative tasks and slower pace of acquisitions as the calendar year wrapped up.

Overall, the museum had a strong start to the quarter, but activity tapered off in November and December, reflecting expected seasonal trends. Moving forward, strategies to maintain engagement during quieter months—such as virtual programmes, targeted marketing, or enhanced research services—could help sustain momentum and build on October's successes.

Isite Visitor Information Centres

This quarter, October – December, the three isite Information Centres in the Far North District, Paihia (Bay of Islands), Ōpononi (Hokianga) and Kaitiāia all reported heightened activity as expected with the start of the 2024-2025 summer season.

As a result, the performance analysis for the fourth quarter of 2024 shows an increase in key performance indicators, including visitor numbers, bookings revenue, as well as ticket and retail sales, compared to the previous two quarters.

During the last quarter of 2024 isites collectively generated a total of \$126,180 through FNDC revenue: rates payments, application fees for manager's licenses, and other FNDC-related revenue.

The arrival of 24 cruise ships to the Bay of Islands, bringing approximately 40,000 visitors ashore, significantly increased foot traffic through the Paihia isite. Between October and December, the isites welcomed a total of approximately 63,500 visitors.

The Christmas holiday period has seen a substantial influx of both domestic and international travellers to Northland, leading to high occupancy rates across accommodations, campsites, and car parks. Consequently, this surge in tourist numbers contributed to a notable increase in bookings at the isite locations. Water activities are in high demand during these warmer months, including Hole in The Rock cruises, sailing trips and ferries out to the islands and to Russell.

A new key performance indicator, Facebook engagement, has been implemented over the last quarter of this year and has proven successful. This new measure enhances community engagement by keeping residents informed about events, cruise ship schedules, and other relevant information, while also providing a new avenue for making bookings through platform interactions. The isites Facebook page has garnered 60,000 views and nearly 500 interactions with posted content between October-December 2024.

In summary, the Far North isites are diligently working to convert visitor numbers into revenue through targeted sales strategies. Despite the challenging global economic conditions, they continue to make concerted efforts to optimise business performance and foster positive engagement with the local community.

Contact Centre

Contact Centre performance analysis for the October-December quarter has achieved good results with the new changes that have been implemented.

The average wait time refers to the amount of time a customer has to wait to have their call answered by an operator from the phone queue. This is an important metric to monitor as this tracks how effectively the team are managing initial call handling and is measured in minutes and seconds.

The average wait time in Oct and Nov was 13 seconds, which is the lowest wait time during this reporting period. The average wait time in December was 21 seconds, which is under the KPI but due to a rates issue more calls than usual were fielded.

Average call handle time refers to the time it takes to fully complete a customer query and is measured in minutes and seconds. This metric is important to monitor as it demonstrates how effectively the team are managing call flows and the average amount of time a customer remains on the phone while their query is managed by an operator.

The average handle time in November was 4 minutes 07 seconds, which is the lowest handle time during this reporting period.

Percentage of calls abandoned has a target of 12% as an LTP success measure. Abandoned calls are those where customers have disconnected the call while waiting to speak with an operator. This metric is important to monitor because it demonstrates the percentage of attempted calls per month that are not taken. While it has been volatile throughout the current reporting period it is pleasing to see lower percentages of abandoned calls being consistently maintained in the last 3 months.

The abandoned rate for October and November was 3% and was 4% for December 2024.

Libraries

Libraries' weighted performance metrics measure actual delivery against set goals, collectively establishing the baseline for the team's total performance score.

Monthly goals are based on the previous year's 12-monthly average figure, plus a 1% increase. Each weighted metric for 2024-25:

- Total number of programmes offered (35% of total score) = 270
- Total programme attendee numbers (20% of total score) = 1,690
- Total online engagement (25% of total score) = 226,613
- Total mobile library interactions (20% of total score) = 245

Strong positive use figures for the current quarter reflect the ongoing value return on ratepayer investment library services offer, with December's performance score being expected due to fewer days open to the public affecting the baseline metrics for programmes offered and attendee numbers. December's score of 92% represents an improvement for this traditionally quiet month; when the weighted metrics for libraries were applied to December 2023 figures, performance was only 66%.

Highlights from this reporting period were commemorating He Whakaputanga o te Rangatira o Nui Tireni across sites, progressing the Kaikohe Library design through concept phase; and preparing the mobile library service for an upcoming trial including service centre functions on the regular run, which launches in February when mobile services are back on the road after January's planned offroad maintenance period.

Customer Services

Customer Services weighted performance metrics measure actual delivery against set goals, collectively establishing the baseline for the team's total performance score.

Resolution at first point of contact is set at 68%. All other monthly goals are based on the previous year's 12-monthly average figure, plus a 1% improvement. Each weighted metric for 2024-25:

- Walk-ins resolved at first point of contact (45% of total score) = 68%
- RFS closure rate (30% of total score) = 80%
- Average handle time for email requests (25% of total score) = 18 minutes

Customer Services performance this quarter has been positive.

Results above 100% are due to walk-in resolution rates above 90% consistently achieved across five of the previous six months, and email handle times under 10 minutes being achieved every month in the September-December quarter. The walk-in resolution target will be raised to 80% for the final quarters of 2024-25, and the email handle time reduced to 10 minutes.

Communications & Engagement

The Communications and Engagement Team's overall performance is measured by news stories published, online engagement, the monthly closure rate of internal job tickets, and video viewing statistics for Facebook and YouTube.

The highlight for the Communications & Engagement Team this quarter was delivering the inaugural State of the Far North address at the Turner Centre on 12 November. This was a first-of-its-kind event for FNDC (and perhaps for New Zealand), which saw Mayor Moko Tepania present a the 90-minute address to more than 200 invited guests.

Working closely with the mayor, members of the Communications & Engagement Team scripted the presentation, created invite lists and delivered several video packages that ran during the event. Staff from across the organisation helped the team manage the event on the night and ensured it ran smoothly. Staging the event was only one part of the project; a full video recording of the address made by the team was edited into multiple bite-sized segments. Each of these was designed to tease online audiences with event highlights and encourage them to watch the full recording on the council's YouTube channel. These 'teasers' were published each week through to December. The full presentation video was watched on YouTube 732 times, representing 171 hours total watch-time between 15 November (when it was uploaded to YouTube) and 31 December. The video will continue to be available for viewing in 2025.

Creating and delivering the State of the Far North address was a significant undertaking that involved five members of the team, impacting on their ability to undertake BAU tasks. This did see a drop in the number of news and video stories published in October – 18, six less than the 24 monthly target. Output bounced back in November and December with 25 and 35 stories published respectively.

A series of hui aimed at providing information on whenua Māori in the Far North were launched in November. This project is being led by the Corporate Services but Communications and Engagement Team member, Will Davis, also provided significant support. The first event was held on Saturday 23 November at Waipuna Marae in Panguru and the second at Ōtiria Marae in Moerewa was held on 16 December. The hui were widely applauded by the public and more are planned for 2025.

December traditionally marks the beginning of summer water restrictions. The Communications and Engagement Team plays a key part in this work promoting water conservation messages and informing residents and visitors of water restriction levels. This year the team developed new water restriction signs. These were printed and distributed to local retailers around the district, while large roadside signs were delivered to new council contractor, CityCare. It will post these signs at key intersections within urban areas once Level 2 water restrictions are applied to each water supply. All signs feature easily recognisable icons for the four restriction levels and more clearly show what types of water use cannot be undertaken at each level. A new te reo message Tiaki ngā wai also encourages users to protect this precious resource. Distribution of the new signs proved timely – Level 2 water restrictions banning the use of outdoor sprinklers or irrigation systems were applied to the Kawakawa-Moerewa, Ōmanaia-Rāwene and Ōpononi-Ōmāpere supplies on 16 December.

Customer Service Excellence Special Project: RFS

Over the past 18 months, staff have managed an average of 3,470 new Requests for Service (RFS) created per month, while simultaneously closing an average of 3,550 RFS per month. Despite the high closure rates, a persistent challenge has been the rollover of outstanding RFS, which has averaged approximately 1,370 per month during this period. This backlog represented a key issue for improving overall operational efficiency and customer satisfaction, as identified by elected members.

In response to this issue, a Customer Service Excellence Coordinator role was established in July 2024. The purpose of this role was to address the outstanding backlog of RFS and foster a stronger customer service-oriented culture within the Council.

Within five months of the new role's implementation, significant progress has been observed: the Total Open RFS by Month exhibited a marked decrease, reversing its previously stagnant trend and demonstrating a positive downward trajectory, going from as high as 2,275 to as low as 1,256 Open RFS during this period. The

Total Overdue RFS by Month similarly declined dramatically, further underscoring the success of targeted initiatives, reducing from 1,434 to as low as 665 Overdue RFS during this period.

These improvements are directly attributed to the targeted work programme and customer service excellence strategy spearheaded by the Customer Service Excellence Coordinator. The role's primary activities included facilitating an average of 32 engagement meetings per month with cross-departmental teams, involving approximately 58 staff members each month. These meetings were critical for addressing outstanding RFS, resolving bottlenecks, and closing a significant percentage of overdue requests, and responding to customers. Additional efforts, such as training sessions, documenting best practices, and implementing system changes to streamline RFS handling, have contributed to creating a sustainable, customer-focused culture within FNDC.

During the October – December quarter 9,645 RFS were created across FNDC while over the same period 10,049 were closed: an average closure percentage rate of 105.66%.

The data for overdue Requests for Service (RFS) indicates a consistent downward trend in the final months of 2024, reflecting ongoing improvements in addressing outstanding requests. October recorded 665 overdue RFS, continuing the steady reduction from earlier months. However, November and December showed a slight plateau, with 704 and 702 overdue RFS, respectively. Despite this minor stagnation, the overall numbers represent significant progress compared to July's peak of 1,434.

The steady decline earlier in the year suggests that processes and strategies implemented to reduce overdue RFS have been largely effective. The slight rise in November and December could be attributed to end-of-year pressures, resource limitations, or seasonal fluctuations in demand.

Overall, the trend highlights an encouraging improvement in service delivery efficiency, though there is room to further reduce the backlog. To sustain momentum, the focus on overall customer service will continue in 2025 with measurable insights to ensure improvements across the organisation are realised to satisfactory levels.