

## CHIEF EXECUTIVE'S REPORT

Period: March – June 2025 (Q4)  
Update on operational activities

### Chief Executive's Introduction

The last quarter of 2024 – 2025 focused on strategic planning and initiatives. Building capitalised on the construction industry's decline to implement 'Artisan' as a remote inspection tool, review procedures, achieve training milestones, and maintain high compliance rates. The Compliance sector saw the Animal Management team respond to service requests, conduct proactive patrols, enforce actions against irresponsible dog owners, engage in educational talks, and develop a curriculum. The Monitoring team addressed historic encroachments and a backlog of monitoring consents, while the Environmental Health team managed significant litigations and hosted the Northland Tri-Agency meeting.

Property and Facilities Management stabilised operations despite staff departures, reviewed the burial application process, maintained Housing for the Elderly units, monitored service levels, and addressed recruitment challenges. The Resource Consents team issued 280 decisions, managed new applications, enhanced cultural competency, and built relationships with iwi and hapū. The Civil Defence team held bi-monthly training sessions and activated the Emergency Operations Centre during recent weather events.

Planning & Policy made significant progress on the Solid Waste Strategy, Smokefree policy, and Housing Strategy. The Climate Action & Resilience team worked on the Community Adaptation Programme and the Climate Action Policy Implementation Plan. The Integrated Planning team advanced the Proposed District Plan hearings and Reserve Management Plans, and adopted the Te Pātukurea Kerikeri Waipapa Spatial Plan.

The Strategic Relationships group deepened partnerships, increased civic engagement, supported inclusive representation, strengthened iwi collaboration, and supported health, safety, and wellbeing initiatives. The Te Hono team provided strategic leadership on Te Tiriti o Waitangi obligations and engaged in various community and cultural events. The Infrastructure Strategy group implemented an Asset Management Information System, ensured compliant 3 Waters assets, restructured asset data, and addressed abatement notices. The Water Services team continued their trial of the Sweetwater Source and focused on land drainage compliance.

Corporate Services revised the financial reporting framework and prepared for the Annual Report. The Digital Information Services team focused on ongoing development and cybersecurity, while the Digital Analytics team implemented initiatives to strengthen data quality and operational insights. The Risk & Assurance team worked on strengthening risk controls and fostering a stronger risk culture.

The Chief of Staff's office focused on organisational development, including the finalisation of Key Success Factors and the rollout of the Leadership Framework. They also made progress on staff engagement survey actions and succession planning. The People & Capability team managed recruitment and staffing, and the Executive Projects team supported various key projects.

The Community & Engagement team saw mixed performance at the Te Ahu Museum and a decline in visitor numbers at the iSite Visitor Information Centres due to the seasonal tourism slowdown. The Contact Centre achieved good results with reduced wait times and abandoned call rates. Libraries saw strong use and progress on key projects, while Customer Services delivered strong performance in resolving walk-ins and handling email requests. The Communications & Engagement team ran numerous public engagement campaigns and supported the 2025 local election campaign.

There is an organisation wide commitment to strategic initiatives, operational efficiency, and community engagement, with a strong focus on collaboration and continuous improvement across all departments.

## Delivery & Operations

### Building Services

The team is using the current decline in the construction industry to focus on several strategic initiatives. These include a comprehensive review of existing procedures to find efficiencies that will save time and resources during busier periods and to understand where our capacity limit is and what contingencies will be required. The team is also actively working to implement 'Artisan' as a remote inspection tool; this is a staged roll out as we become familiar and test the system as we go. The TA function is adjusting to operating using the BI dashboards, which have vastly improved visibility of the function and identify data errors in real time to ensure overtime our data sets are not corrupted, a back log of data cleaning is continuing as resource allows, which will give us confidence in the reporting that is now available using the BI.

In terms of team development and staffing, several training milestones have been met, with more planned. During the fourth quarter, training for Code Clause F6, covering Visibility in Escape Routes, and passive fire solutions was completed, and the team's Building Specialist's finished forensic inspection training with the NZ Building Surveyor Institute. Looking ahead to the current quarter of FY2026, further training is scheduled in Plumbing and Drainage. To support these projects and cover secondments, two new administration staff have been employed.

Progress continues toward the team's Te Pae o Uta goals. As a new goal, the team has created a Tikanga Policy to formally guide and acknowledge tikanga in all interactions with local marae, alongside this new initiative, staff continue to participate in Te Pae o Waho classes, and more team members have expressed interest in joining the next intake. Additionally, Te Tiriti o Waitangi training will be completed in early August at the treaty grounds as a team building day in an environment rich with our country's history and founding document. When the schedule allows, the Graphic Designer & Brand Advisor will complete the creation of a new building information pamphlet in Te Reo.

The team successfully maintained a 100% compliance rate for Code Compliance Certificates and 99.90% for Building Consents. The annual average processing time for Building Consents was 12 working days and 32 calendar days, while Code Compliance Certificates were processed in an average of 6 working days and 30 calendar days. During the final quarter of FY2025, from April to June 2025, Building Consent compliance was 100% in April, 98.78% in May, and 100% in June. The average processing times for consents in this quarter were 11.39 workdays in April, 12.67 in May, and 8.57 in June. For Code Compliance Certificates, a perfect 100% compliance rate was achieved across all three months of the quarter, with average processing times of 5.80 workdays in April, 5.28 in May, and 5.02 in June.

### Compliance

#### Animal Management

Animal Management remains an emotive topic within our communities and our Animal Management Team have been focussing on providing a timely response to requests for service, increasing our proactive patrols of known roaming locations and enforcement action against irresponsible dog owners. Registration rates have plateaued, and the Team are preparing for the new registration year. Some staffing changes have taken place over this period with the successful recruitment of two AMO roles to fill vacancies.

7 schools across the district have organised for educational talks across August and September. The team has been working hard through June to develop a curriculum and have been invited to a Northland Principals Hui to present the program outline.

From April to June 2025 the Animal Management Team received 1,124 requests for service. 120 urgent and 1,045 non-urgent, including general registration and administrative queries. The period saw an increase in proactive patrols (39 in Apr, 91 in May and 78 in Jun) and a significant reduction in requests for straying dogs in May (110 in Apr, 69 in May and 92 in Jun). The increase in patrols has a correlating effect on the number of straying dogs. Where able, irresponsible owners have been penalised for wandering dogs.

179 dogs were impounded during this period with a breakdown of the impound numbers below:

April – 58 dogs impounded.

- 46 straying, 8 handed in by owners, 2 caught in traps and 2 seized by AMOs.
- 32 dogs were put down, 18 claimed, 6 transferred to rescue groups and 1 rehomed.

May – 57 dogs impounded.

- 41 straying, 8 handed in by owners, 7 seized and 1 caught in a trap.
- 33 dogs were put down, 18 were claimed.

June – 64 dogs impounded.

- 47 straying, 9 handed in by owners, 7 seized and 1 caught in a trap.
- 45 dogs were put down, 17 were claimed and 2 transferred to rescue groups.

The Animal Management Team have fostered working relationships with several rescue agencies including Animal Wellness Network, Paws Restart and Pawsitive Rescue. Unfortunately, several other rescue groups are also experiencing high numbers of incoming dogs with capacity being reached. SPCA and BOI Animal Rescue have both put out social media pleas for assistance due to limited space. This results in FNDC picking up the remaining dogs that are abandoned by owners.

There were 27 Infringements issued in April, 37 in May and 30 in June. Owners who have their dogs impounded are required to pay all fees associated with the impound (registration, microchipping, impound fee and daily handling) and so not all owners who claim dogs will be infringed. Dogs that are unclaimed or not registered have no owner to enforce against.

A summary of infringements issued over the period is below:

**April** – 36 x failing to register, 15 x dog not under control of owner, 1 x breaching dog control notice, 1 x failing to confine dog while in own property, 1 x breach of classification, 1 x wilful obstruction of AMO.

**May** – 10 x failing to register, 22 x dog not under control of owner, 4 x breaching dog control notice, 1 x failing to confine dog while in own property, 1 x wilful obstruction of AMO.

**June** – 9 x failing to register, 18 x dog not under control of owner, 2 x breaching dog control notice, 1 x wilful obstruction of AMO.

8396 out of 9599 active known dogs were registered at the end of this period resulting in an 87.5% compliance rate. The Animal Management Team is now beginning the new registration period; data shows July and August as traditionally the biggest months for registration with about 2/3 of registrations occurring during this period.

## Monitoring

The Monitoring team welcomed a permanent appointment to the Team Leader position. This has left a Resource Consent Monitoring position vacant which is actively being recruited for. The current focus for the RC monitoring officers is working through a significant backlog of monitoring consents.

The Encroachment officer is making progress with historic encroachments after the creation of an encroachment policy. The operational policy provides streamlined guidance for approaching encroachments into various parts of Council assets.

The monitoring team received 400 requests for service during April-June.

A total of 218 noise complaints were received with 78.4% responded to on time. This service is outsourced to First Security who have provided staffing shortages and sickness as explanation for the non-compliance with KPIs.

A total of 92 parking tickets were issued through the April-June period.

## Environmental Health

The Environmental Health team continued the status quo for Food Verification, Good Host visits and licence applications. The team were also accommodating in approving short notice applications during the April-June period.

A total of 296 requests for service were received during the April-June period with 92 Good Host Visits (GHV) completed. The level of service target is that 25% of premises are visited once every four years. The team consistently goes above and beyond to exceed this target. The overall % of GHV for the 2024-2025 FY period was 108.9%.

The EH team also have 2 significant litigations with the District Licensing Committee and Alcohol Regulation and Licensing Authority. The on licence for Remarkables Cafe was refused by the DLC after selling alcohol without a licence and Carrington Resort had their off-licence suspended for 7 days after irresponsible promotion of alcohol via social media. The team strives to reduce alcohol related harm in our communities and hold irresponsible licensees to account.

The EHS team hosted the Northland Tri-Agency meeting in May in Kaikohe with representatives from NZ Police, Ministry of Health, Fire Emergency NZ, Whangarei District Council and Kaipara District Council. The national manager for Alcohol services for New Zealand Police was significantly impressed at the Tri-Agency collaboration that he intends to use our model as an example throughout the country.

## Property and Facilities Management

### Property Management

#### Property Management's focus in March - June (Q4)

This period presented a significant challenge with the departure of the Manager Property & Facilities and both Team Leaders, all for different reasons, but within a few short weeks of one another. Pleasingly, experts from other parts of the business stepped in, and that, together with successful recruitment, has provided new energy and focus and so provide stabilisation and continuity for the group, together with triggering a review tools, systems, processes and in the result, how we can work better.

**Burials & cemeteries** - The significant challenges presented in the review of FNDCs burial application process means that that is on-going, including renewing the application process and bringing that online. Connected to that we are completing comprehensive research to inform an update of data held in Plotbox. A briefing paper will be provided as this work is completed.

**Housing for the Elderly** - Work in this space is shared with the manager of Executive Contracts in the Chief of Staff Office. Technical Operations staff continue inspections of the 144 Housing for the Elderly units alongside FNHL and other potential owners/operators. Maintenance work emanating from these inspections is actioned prior to occupation by new tenants with other work logged on a maintenance schedule.

**Leases and Licences to Occupy** - Staff continue reports to support negotiations for lease renewals and Licences to Occupy, including consultation with in-house Legal, and public consultation over the granting of these.

**Contracts & auditing** - With appointment of a Contracts Lead (new position) reporting to the Team Leader we now have greater capacity to review and update contracts, variations, day works, and audits standard of work. This includes, for example, OCS, Crewcut and Hapori contracts.

### Technical Operations

The focus for Technical Operations for March - June has been on monitoring levels of service in the district and responding to urgent works due to the increased pressure on our facilities, including repair work generally, and damage resulting from weather events and vandalism.

With the appointment of a Facilities Lead (new position) starting in late July and reporting to the Team Leader we will have greater capacity to triage and prioritise RFS work and remove administrative tasks from the Technical Facilities Officers – thereby enabling them to expedite resolution of RFS work in a timelier fashion. Audits of contractors' work will accordingly increase, including for example, work undertaken by City Care and OCS.

We have introduced a more proactive approach to tree management by bundling tree-related requests and conducting bulk assessments twice a year. This shift has reduced response times and allowed for better management of customer expectations. This proactive approach has not compromised our capability to respond to emergency situations. Tree requests for pruning or removal continue unabated, with typically more than 20 requests per month. Project management of the felling of the Redwoods forest is underway with more detailed comms to be shared soon.

Building wash downs for council occupied buildings, halls and Housing for the Elderly units is on-going.

Key challenges for Technical Operations have been addressed with recruitment to all vacancies, including the imminent arrival of three new senior experts in the technical operations space and in waste management. That, together with a new tools and ways of working usher in a reset and a new era in this space that is setting up the Property & Facilities team to succeed and significantly improve delivery to the community.

## Resource Consents

In the last quarter, the team issued a total of 280 decisions, of which 106 required statutory compliance. April saw 93 decisions issued with a 94.4% compliance rate; May had 109 decisions with a 91.67% compliance rate; and June had 78 decisions, achieving 94.12% compliance. Notably, the few applications issued outside statutory timeframes were legacy consents processed by external consultants. Overall, the team has maintained a strong quarterly compliance rate of 93.4%, demonstrating our commitment to meeting statutory obligations and providing reliable service.

After recording an all-time low of 65 applications received in February, we are encouraged to see a steady upward trend in new applications: 91 in April, 90 in May, and 100 in June. The team is also managing five applications requiring limited or public notification, with senior planners and our principal planner preparing for hearings in the coming months. Additionally, we are overseeing 27 large-scale developments, ranging from establishing 44 residential units to creating subdivisions of up to 140 residential allotments.

During this time, we have welcomed two new starters: Resource Consents Engineer and Resource Consents Engineer. We have also had some internal promotions of an Intermediate Planner, Quality Assurance Advisor and Planning Assistant Technician. These changes strengthen our capacity and support our commitment to high-quality outcomes.

The team remains dedicated to our Te Pae o Uta goals, working to enhance cultural competency and build strong, enduring relationships with iwi and hapū. Seven staff are currently undertaking Te Pae o Waho training at various levels to further this Kaupapa.

In line with our commitment to delivering best value to customers, we are working to streamline and map out all our processes. This includes identifying and addressing problem areas, updating process manuals, and ensuring robust induction resources for new starters. These improvements will help us maintain consistency, efficiency, and resilience across the team.

## Civil Defence

As part of our commitment to strengthening local Civil Defence readiness, bi-monthly sessions continue to be held with trained staff to maintain a high level of awareness and coordination. While turnover has posed some challenges, upskilling staff remains a priority. Notably, the two most recent weather-related events saw our Emergency Operations Centre (EOC) successfully activated, with staff responding in alignment with standard protocols. This reflects well on the capabilities of our current team and the strategic maturity of our communications function, which has played a key role in connecting with our communities during emergencies.

Progress is also being made in strengthening leadership capacity. The acting Group Manager for Community & Engagement has been identified as a future in-house Local Controller and is actively progressing through the required national training pathway, including shadowing opportunities. We continue to work closely with CDEM to confirm a local Recovery Manager, with a formal appointment to be considered at the next regional forum. Internally, resourcing is being reallocated to support administrative functions related to Civil Defence activities. This includes maintaining accurate training records, coordinating event secondments, and scheduling future training and mock exercises to ensure staff remain well-prepared for emergency response. Operational preparedness remains a top priority heading into the new year, and has been formally identified as an SLT Priority & Focus area.

## Planning & Policy

### Strategy & Policy

- The draft Solid Waste Strategy and WMMP was presented to Council in June and is currently out for public consultation.
- A research report re Smokefree and vape-free policy was presented to Council in May. Council has approved to develop a new smokefree / vape-free policy. Engagement is underway to identify appropriate smokefree / vape-free public places.
- The Appointment of Directors for Council Controlled Organisations policies have been reviewed, and a report was presented to Council in July.
- Work is progressing on the Open Spaces Strategy. Two sessions have been held with the district wide kaupapa steering group.
- Work is progressing on the Housing Strategy; stakeholder engagement is underway.
- The drafting of a development contributions policy is underway and in its final stages. Staff expect to present a draft policy to Council in July for consultation.
- Staff have been working with teams across Council to review the Rating Relief Policies, and review report will be presented to Te Kuaka in April.
- Bylaw progress
  - The Earthworks Bylaw review process has been completed with no amendments to the bylaw.
  - Drafting of amendments to the Land Drainage Bylaw are completed and will be presented to Council in July 2025.
- Consultation on the Keeping of Animals Bylaw, including oral submissions, has concluded. An analysis of submission and the final draft bylaw will be presented to Council in September.
- Current consultation
  - Solid Waste Strategy and Waste Management and Minimisation Plan
  - Rating Relief Policy

### Climate Action & Resilience

#### Community Adaptation Programme

A Community Adaptation Programme Plan was workshopped with Council in June and will be presented to Council for approval on 28 August. The Community Adaptation Programme Plan will guide ten plus years of Council work. It will set a standard for each adaptation planning project and for the wider adaptation initiatives.

There are three workstreams in the Community Adaptation Programme:

- **Pou 1 - Community Adaptation Planning** – Council facilitated, community-wide adaptation planning, looking out 100+ years. Stage One project, Hokianga – Whangapē-Herekino area, is in the preparation and scoping stage.
- **Pou 2 - Tangata Whenua-Led Adaptation Planning** - Council supporting tangata whenua in their resilience and adaptation.
- **Pou 3 - Community Toolkits** - Resources for communities to lead their adaptation planning; introduces and helps kickstart adaptation planning.

In the Community Adaptation Programme, the highlight of this quarter's update is Tangata Whenua-Led Adaptation Planning.

- Kaupapa Māori adaptation tools are in the design phase. A draft story map guide and other key collateral will be available to tangata whenua who wish to undertake adaptation planning.
- Kaimanaaki Hapori continue to establish stronger connections and re-build relationships and engagement with marae across North and South Hokianga.
- Our Kaupapa Māori lead continues support and relationship-building, working in conjunction with Northland Regional Council on Marae Resilience and pre-disaster planning for Civil Defence and Emergency Management (Readiness). The Kaupapa Māori Lead continues to support resilience planning across Morehu, Ohaki, Taiao marae – Pawarenga; Taemaro Bay; Mangamuka marae; Tauteihiihi marae - Kohukohu; Waipuna marae – Panguru; Matihetihe marae – Mitimiti; Ōtiria marae – Moerewa; Kokohuia marae – Omāpere; Tuhirangi marae – Waima; Waimanoni marae - Awanui.



## Climate Action Policy Implementation

- A staged approach to the development of the Implementation Plan is being undertaken. The Climate Action Reference Group (CARG) has set objectives for the Climate Action Policy Implementation Plan and is progressing with developing an action plan.
- Baseline of the Climate Action Policy has been completed to assess current state, gap analysis and identify opportunities to achieve the objectives (including resource capability/capacity needs and governance and assurance). The Baseline Assessment Report informs the Action Plan development (including the Emissions Reduction Plan) for implementation.

## Far North Net Zero

### Emission Inventory and Reporting

Council's 2023/2024 and 2024/2025 emissions footprint reports will be available in July. Toitū Envirocare is in the final steps of the audit and sign-off. Our department will present the reports to the Climate Action Reference Group, Te Kuaka and Council mid-2025. This work is part of Council's commitment 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.

### Community Greenhouse Gas Emission Reporting

Staff are working with 19 other councils across New Zealand including Northland Regional Council and Whangarei District Council, to deliver the Local Emission Data Platform (LEDP). The platform is a shared service initiative enabling councils to standardise and enhance greenhouse gas emissions reporting and modelling. The platform empowers councils to move from passive reporting to proactive, data-driven emissions reduction planning. LEDP offers subdivision-level insights, scenario modelling, and stakeholder engagement tools. Access to the platform will be rolled out in late 2025.

## Integrated Planning

### Proposed District Plan (PDP)

- Hearing 11 was held on 28 to 30 April 2025. The hearing was held at Roma Marae on the 28, with the remaining days at Te Ahu and addressed the PDP chapters for Renewable Energy, Infrastructure, Transport, and Designations.
- Hearing 12 was held on 26 to 27 May 2025. The hearing was held at the Waitangi Estate and addressed the chapters for Sites and Areas of Significance to Māori, Notable Trees, Kororāreka Russell Township Special Purpose Zone, Heritage Area Overlays and Historic Heritage.
- The total number of hearing days for hearing 12 was reduced by one. This created time and cost savings for Council and submitters.
- Hearing 12 also saw the use of an interpreter translating Te Reo into English. This was a valuable investment and provided enhanced communication across parties in a way that is more comfortable to those who wish to speak Māori. The uptake of tikanga for the hearings continues with consistent use of karakia to open and close each day.
- Hearing 13 was held on 24 June 2025. The hearing was held in Chambers at Kaikohe and addressed the Natural Hazards and Hazardous Substances Chapters.
- The total number of hearing days for Hearing 13 was reduced by two. This created time and cost savings for Council and submitters.
- Staff are continuing to move hearings around the three wards of the district, particularly with more certainty now over the Mangamuka gorge road connection. Staff have been using venues such as Ka Uri and Te Kona. Several hearings later in the year will make use of Chambers and at Te Ahu.
- Evidence from submitters has begun to be provided to Council as a result of 'Final Minute 14', which was developed to assist submitters seeking a change of zone in the PDP. 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.
- Two Right Replies on matters arising from, Hearing 11 and 12 were prepared. The Right of reply for Hearing 10 has been delayed to more comprehensively address some complex matters arising from evidence.
- The report for Hearing 14 were prepared covering Urban zones. This hearing is programme for late July.

## Reserve Management Plans (RMP)

- **Simpson Park, Moerewa:** Staff are preparing to consult on the draft reserve management plan for late 2025.
- **Rangitoto Pa, Hihi:** Public consultation on the reserve management plan closed on 2 June 2025, with 32 submissions received. The date for the next working group meeting to consider these submissions is yet to be confirmed but is expected to be scheduled for mid-July.
- **Kaikohe Memorial Park, Kaikohe:** Early engagement with mana whenua, supported by Te Hono, is underway, with staff attending Ngā Hapū o Kaikohekohe (NHoK) hui to initiate discussion around extent of involvement that NHoK wish to have in this project. The project is working towards the first round of public consultation later in 2025 when people will be invited to provide suggestions for the draft plan.
- **Rawene Domain, Rawene:** The Rawene Domain Reserve Management Plan was put on hold in July 2024, as it was not identified as a priority by hapū.
- Work is progressing on the Council Reserves Network project, which aims to gain title for land across the district that was not correctly recorded as being owned by the Council or its predecessor at the time of subdivision. While we are on track to have titles issued soon approximately 15% of the parcels originally vested with the Bay of Islands County Council will require other processes including Crown liaison or RMA certification. It is now expected that title will be obtained this year for 85% of parcels that were identified as not having title, with the remaining 10% requiring a more complex process before titles can be issued.

## Te Pātukurea Kerikeri Waipapa Spatial Plan

- Te Pātukurea was adopted by Council on 18 June 2025 to guide future growth and change in Kerikeri-Waipapa, marking the district's first adopted spatial plan. Following its adoption, Council has become a Tier 3 local authority under the National Policy Statement on Urban Development (NPS-UD).
- Staff are currently working on the implementation plan and have identified some short-term actions, including establishing a steering group and setting up a monitoring framework. As a Tier 3 local authority, Council is required to monitor, on a quarterly basis, housing demand, supply, prices, affordability, development capacity (both infill and greenfield), and available business land data.

## District Wide Spatial Strategy

- Staff held two workshops with the District Wide Kaupapa Steering Rōpū (KSR), helping to shape the early programme and identify potential study areas for the project.
- An internal steering group is being setup for the project. The purpose of the DWSS Steering Group is to provide internal project oversight and strategic direction to the project team, aligned with project and Council goals.
- Staff are also preparing for an August workshop with the KSR and elected members to help shape the project direction, vision and objectives. It has been requested to have a workshop first with elected members, but this has not yet been confirmed due democracy services still needing to understand availability of the members in July. If this workshop does not occur in July it may impact on a combined August workshop.

## Placemaking

- **Taipa:** Is currently being concluded, with some costings still needing to be provided to the Te Hiku Community Board. It was formally adopted by the Te Hiku Community Board in October subject to this additional work being undertaken.
- **Russell:** The Russell Placemaking Plan was endorsed by the Bay of Islands-Whangaroa Community Board on 11 June 2025. This is the first community developed placemaking plan to be adopted, marking an important step for the department and the Russell community. The Community Board also provided their endorsement to seek Council approval to make most of the "Strand" Trail permanent. This will be agenda item at the 31 July Council meeting.
- **Kaikohe:** Staff are working towards having a workshop with the community board on the draft placemaking plan in early July 2025.



## Economic Development

### Regional Deal

- Northland was unsuccessful in advancing its Light Touch Proposal to a negotiation of a Regional Deal with the government. Successful regions were;
  - Auckland
 

Strengths: Strong strategic alignment with government priorities, especially in housing and infrastructure.

Proposal Highlights: Interest in hosting public research institutions and boosting investment in science and innovation.

Existing Collaboration: Has an established Urban Growth Partnership, demonstrating effective collaboration with central government
  - Western Bay of Plenty
 

Strengths: Economic diversity, particularly in horticultural exports.

Proposal Highlights: Strong regional collaboration among Tauranga City Council, Western Bay of Plenty District Council, and Bay of Plenty Regional Council.

Deliverability: Demonstrated readiness and capacity to deliver infrastructure and housing projects
  - Otago Central Lakes
 

Strengths: Significant tourism potential and regional economic growth.

Proposal Highlights: Includes Queenstown Lakes District Council, Central Otago District Council, and Otago Regional Council.

Effective Partnerships: History of collaboration and alignment with central government reforms

### Northland Inc

- Staff and the Mayor presented Far North District Council's proposed changes to the Northland Inc Statement of Intent to the 29 April 2025 Joint Regional Economic Development Committee. A number of these proposed changes have now been incorporated into the Statement of Intent.

### Far North District Economic Development Strategy

- Following on from;
  - The endorsement of Te Rerenga by Council in September 2024.
  - The development and socialisation of a Gross Domestic Product Augmentation Model to elected members and senior staff from Northland Inc and the Northland Councils.
  - The development of the Light Tough Proposal in response to the Government's invitation.
  - The changes to the Northland Inc Statement of Intent made on request by the Far North District Council.

Staff have commenced the progression of a paper to the 31 July 2025 Council meeting requesting approval to develop an Economic Development Strategy for the Far North District.

## Strategic Relationships

### Group Manager's Introduction

This quarterly report provides Elected Members with a summary of key activities delivered across the Strategic Relationships group from April to June 2025. Our focus this quarter has been on deepening partnerships, increasing civic engagement, progressing strategic planning, and supporting inclusive representation across our district. Highlights include strengthened iwi collaboration, supporting the organisation in its health, safety and wellbeing endeavours, enhanced community education through civic engagement events and election readiness, and active governance support. These efforts reflect our ongoing commitment to improving outcomes for Māori, growing civic participation, and ensuring Council services are accessible, transparent, and responsive.

Across our funding and placemaking programmes, we've seen strong engagement from Community Boards, the Creative Communities Committee—each contributing to vibrant and resilient local communities. The Disability Action Group progressed its proposal for change that sees the group align with the regional strategy which will be considered by Council in July, while our Health, Safety, and Wellbeing team completed the role profile project and delivered tailored training and wellbeing initiatives. Collectively, the achievements across these workstreams demonstrate a strong foundation for partnership, service improvement, and local leadership as we move into the next quarter and the upcoming Local Government Election.

### Te Hono – Māori Partnerships and Cultural Strategy

#### Purpose

Te Hono provides strategic leadership and advice on Council's Te Tiriti o Waitangi obligations and supports implementation of *Te Pae o Uta – Te Ao Māori Framework*. Through internal capability building and external engagement, Te Hono strengthens partnerships with mana whenua and enhances organisational understanding of Māori priorities.

#### Quarter Highlights (April–June 2025)

- **Leadership & Partnership Building:**
  - 41 check-ins with People Leaders on *Te Pae o Uta* implementation
  - MOUs progressed with Te Rarawa and Te Rūnanga o Whaingaroa; Mana Whakahono ā Rohe discussions with Ngāpuhi
  - Te Kuaka hui (Apr, Jun), Kaitiāia Airport hui, Cultural Audit with Whakatika Hoe Consulting
- **Community & Cultural Engagement:**
  - Participation in regional events incl. Tai Tokerau Festival, Manu Kōrero, Waitangi Commemoration, and Te Rangi Āniwaniwa Hui
  - Hosted *He Whakaputanga me Te Tiriti* workshops; supported Citizenship Ceremonies and Procter Library opening
  - Supported elected member presence at key events incl. Te Aro Manatu Whanaungatanga
- **Operational Support & Services:**
  - Technical input for Te Oneroa-ā-Tohe Beach Board, regional climate hui, and Inter-Council Kaupapa Māori Hui
  - Māori Freehold Land service delivery: 154 MLC RFSSs, 11 online registrations, 29 customer hui (monthly avg.)
- **Internal Capability & Training:**
  - Quarterly hui for People Leaders, New Starter Pōwhiri support, weekly *Te Pae Waiata* lessons
  - Working groups on *Te Kiri Waiwai o Papatuanuku*, Climate Change Adaptation, Te Pātukurea
- **Hapū & Iwi Engagement (selected examples):**
  - Engagements across Ngāti Rēhia, Ngāti Kuta/Patukeha, Te Rarawa, Ngāti Kawa Ngāti Rāhiri, NgaiTakoto
  - Placemaking hui (Kaikohe), Marae-based waterway and road safety projects, urupā and WWTP matters
  - Strategic planning for Waitangi Day 2026 and digital partnerships (e.g. Kaitiāia Digital Hub with Northland Inc)

## Civic Engagement & Education

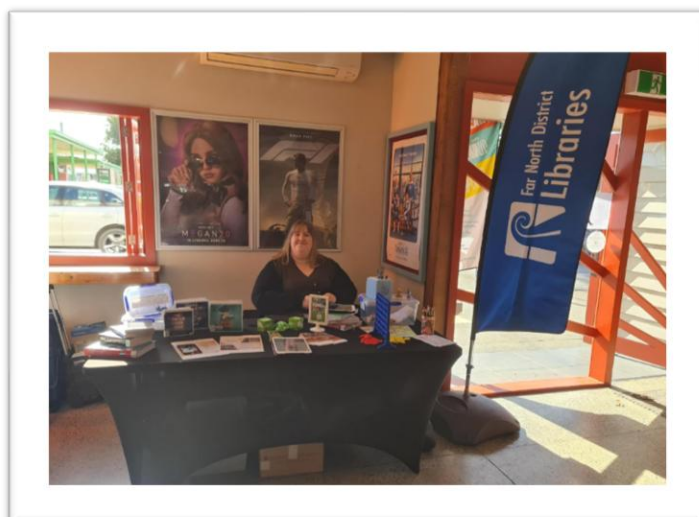
### Civic Engagement & Education (CEE)

#### Purpose

The CEE work programme uses an “early and often” approach to strengthen civic understanding, deepen democratic participation, and ensure communities across the district are heard and informed. Efforts focus on engagement beyond voting, encouraging input at events, online forums, and community initiatives.

#### Key Engagements – April to June 2025

- **Te Tiriti o Waitangi Te Hiku Commemorations:** FNDC’s first operational presence at this event marked a milestone in collaborative iwi engagement and supports Te Pae o Uta’s goal of increased Māori participation in council decision-making.
- **Mini Expo Tour & Puanga Celebrations:** Over 200 rangatahi engaged at Ngā Manu Kōrero (Te Ahu). At Whakanuia Puanga ki Kaikohe, FNDC collaborated with NISS to provide resources and resolve past event barriers. This partnership model will shape future engagements.
- **Kaumātua/Kui Engagement (Te Tii Marae):** Held in recognition of World Elder Abuse Awareness Day (WEAAD), this hui deepened understanding of kaumātua aspirations and democratic access needs. Ongoing connections and future invitations followed.



#### Local Government Elections – Preparation Highlights

- CEE is leading pre-election outreach ahead of the 2025 Local Government Elections.
- FNDC co-hosted a Candidate Information Evening with NRC at Te Kona, Kaikohe — livestreamed to 1,500 viewers (compared to 272 in 2022).
- Increased digital access and social media reach are driving community engagement.

#### Key Dates

- Nominations Open: **4 July**
- Last Day to Change Rolls: **10 July**
- Nominations Close: **1 August**
- Voting Begins: **9 September**
- Voting Closes: **11 October (midday)**
- Results: **By 18 October**



## 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:

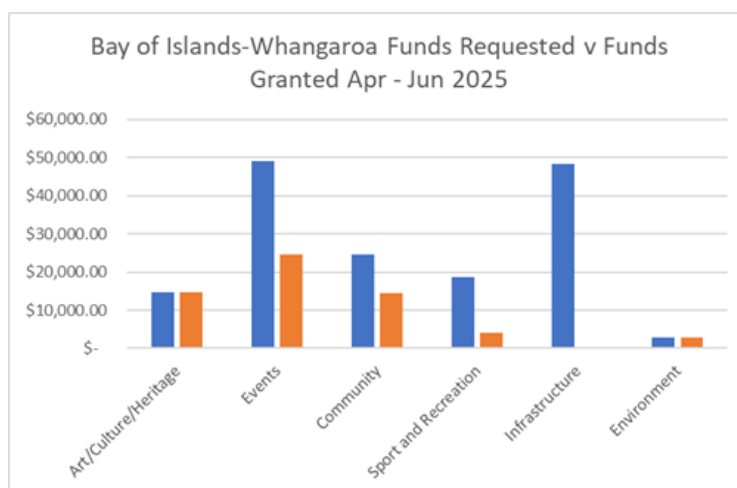
- Facilitated 29 formal meetings, including six extraordinary formal meetings
- Assisted in facilitating 9 workshops with elected members
- 5 Portfolio meetings with appointed elected members were held virtually
- Meet with Department of Internal Affairs Local Government Policy staff to give them a flax roots operational view of Local Government
- Elected Member Survey developed and delivered
- Review of Elected Member RFS process
- Capturing and reporting on action points from meetings beyond formal resolutions
- Review of Open Resolution process with staff for improved implementation and reporting against decisions.

## Community Board Funding

### Bay of Islands-Whangaroa Community Board

- The Board started the financial year with \$301,609.
- The board received 22 applications for funding in the amount of \$158,501 and granted \$60,832.
- Two reports were received from staff that resulted in resolutions allocating the remaining balance of funding towards Te Puwaitanga, Russell Placemaking and Kerikeri Placemaking.
- Two applications were left to lie pending a request for further information from the applicant.

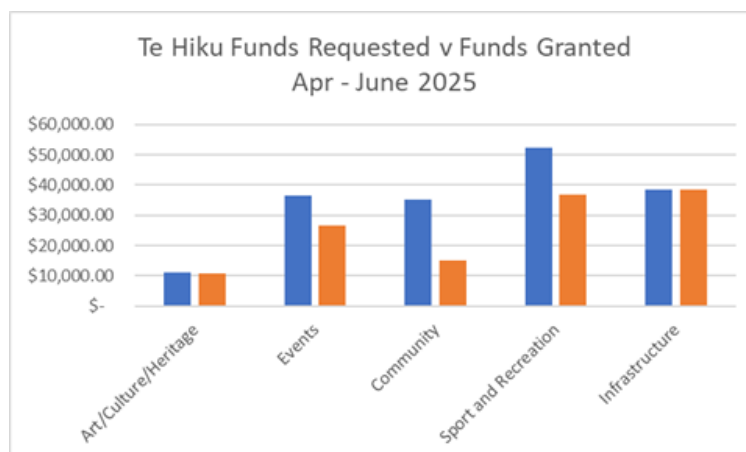
NB – the amount requested is shown in blue (left pillar of each type) and the amount granted is shown in orange (right pillar of each type)



### Te Hiku Community Board

- The Board started the financial year with \$246,811.
- The board received 27 applications for funding in the amount of \$173,538 and granted \$127,889.28.
- Two applications were left to lie to the new financial year.

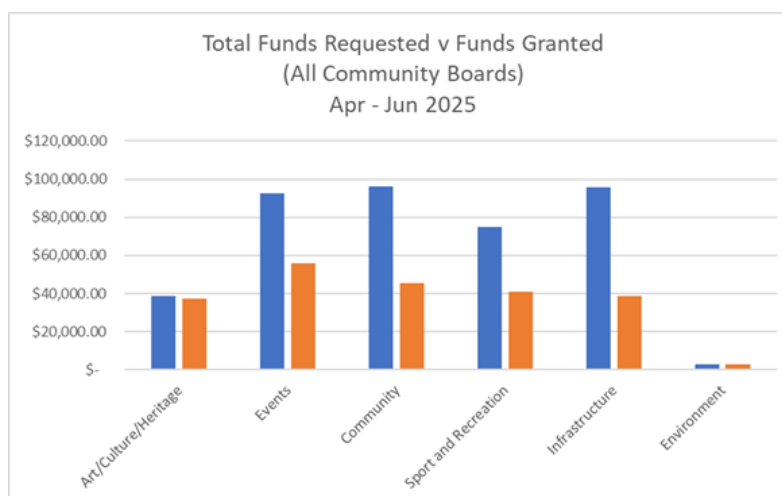
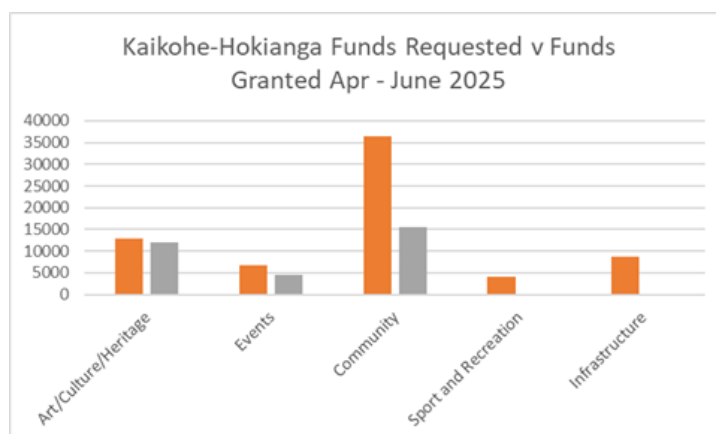
NB – the amount requested is shown in blue (left pillar of each type) and the amount granted is shown in orange (right pillar of each type)



### Kaikohe-Hokianga Community Board

- The Board started the financial year with \$206,927.
- This Board considered 18 applications for funding in the amount of \$68,894, granting \$32,037.30.
- Four applications were left to lie to the new financial year.
- Additional funding was allocated following a staff report for placemaking on Broadway, Kaikohe.

NB – the amount requested is shown in blue (left pillar of each type) and the amount granted is shown in orange (right pillar of each type)



### 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). One Councillors sit on the committee by appointment of Council (Cllr Rakena).

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).

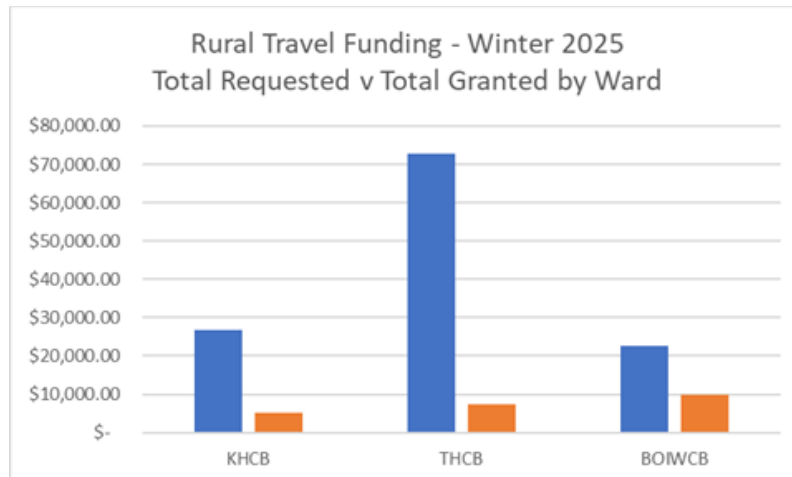
The Committee considered 12 applications for funding at their June meeting, requested \$40,390, and granted \$14,950 to 10 applicants. Applications included a wananga on how to prepare for auditions and shoot a self-tape, learn to crochet classes, the Little Mermaid theatre production, the 2025 Northland Writers, Reader and Poets Festival, a virtual publishing project for Tamariki in the Hokianga, the Smoke-Free Rockquest and KOAST 2025.

### Rural Travel

The winter round of Rural Travel applications were considered in April 2025. 33 applications were received, with 2 (from schools) being declined as they did not meet the criteria specified by Sport New Zealand (who provides the funding). A total of \$122,507 was requested, and \$22,920 was granted, assisting 2002 students between the ages of 5 and 19 to participate in sporting activities.

Rural travel funding for the summer period will be considered at the September meetings (with applications closing on 25 July 2025) to ensure that clubs have decisions and funding in time for their activities.

NB – the amount requested is shown in blue (left pillar of each type) and the amount granted is shown in orange (right pillar of each type).



### Other Funding Matters

All application dates up to the end of the triennium are clearly outlined on the Funding page, where application form(s) are located. Due to the upcoming election, a communications campaign is planned to ensure that applications for activities such as Christmas events are received by August 2025, to ensure applications are considered prior to the dissolution of the current boards.

### Community Boards

Community Boards are local representative bodies that advocate for the interests and wellbeing of their communities within the wider Council structure. They meet regularly to address a broad spectrum of local matters — from infrastructure and service delivery to public submissions, event support, and long-term planning. Boards provide a vital link between communities and Council, ensuring grassroots voices are heard and local priorities are reflected in decision-making.

Each board also plays a key role in strategic planning, funding allocation, and governance. They shape and review plans such as the Long Term Plan and develop ward-specific strategies that are passed on during the triennial transition. These living documents guide the board's focus over its three-year term, ensuring continuity and progress. By supporting community grants, environmental initiatives, and local engagement, Community Boards help foster strong, connected, and resilient communities.



## Kaikohe–Hokianga Community Board

The Kaikohe–Hokianga Community Board continued its work supporting placemaking, community infrastructure, and local advocacy across the ward.

One of the key projects this quarter was the Kaikohe Placemaking Plan, developed in partnership with ĀKAU. The proposed plan, comprising six community-informed concepts, is expected to be tabled with the Board in August. The Board endorsed the recommendation to prioritise the "paint the main street" initiative, aimed at restoring and uplifting Broadway through professional cleaning and coordinated design guidelines in collaboration with Hapū Rōpū. This project is supported through the 2024/25 Placemaking and Beautification budgets and will be implemented by FNHL.

Progress also continued at Rawene Domain, with a lease variation signed to include both the Hokianga Community Gym and the Sailing Trust. The Gym is now exploring expansion options, and any proposals will be reviewed in alignment with the Board's strategic planning.



In Okaihau, the Board supported a community-led petition calling for traffic calming measures on Settlers Way. This led to a recommendation for temporary raised crossings and lighting, along with funding for two permanent zebra crossings near local schools.

Community engagement remained strong, with Board members attending ANZAC Day services and supporting Puanga/Matariki events through grant funding. These included workshops on Rongoā, Taonga Pūoro, raranga (weaving), and Toi Māori in collaboration with FNDC libraries.

Two public consultations were also managed under the Board's delegations: ground leases for Kaikohe Sportsville and the Kohukohu Bowling Club, with final decisions to be made in early 2026.

Finally, the Board contributed to policy discussions on smokefree zones, alcohol bans, and local alcohol policies. Although only two formal meetings were held this quarter due to quorum issues in June, the Board remains committed to its role in advocating for the wellbeing of Kaikohe–Hokianga communities.



## Bay of Islands – Whangaroa Community Board

The Bay of Islands–Whangaroa Community Board have been attending to matters such as The Strand, Kororāreka Russell Traffic Trial and Placemaking plan, community events for ANZAC day in April and Matariki Mā Puanga in June, and funding applications for many and varied community projects across the ward this quarter.

Te Puāwaitanga Sports Complex - Kerikeri Mako Rugby League Club held their first club day at Te Puāwaitanga Sports Complex. League clubs from around Northland participated on Sunday 15 June 2025, with around 300 participants (not including spectators) from ages 5 upwards.

A special mention and thanks to Technical Operations staff, Results Contracting Services Limited and Citycare Property for moving the goal posts previously located on the Kerikeri Domain to Te Puāwaitanga to create two fields for league to utilise.

### Te Hiku Community Boards

The Te Hiku Community Board remained active this quarter across infrastructure, planning, civic engagement, and placemaking projects.

The Board worked with Council teams to resolve local roading and footpath issues, and contributed to regional initiatives around fibre expansion, public Wi-Fi, smart waste systems, and safety cameras. The Board also addressed service requests to improve amenities across the ward. It played a key role in policy and planning, contributing to smokefree and alcohol policy discussions, and submitting formal responses to the Long-Term Plan 2024–27, Proposed District Plan, and Annual Plan 2025–26. Their submission emphasised prioritising core infrastructure over discretionary spending.

Through its advocacy, the Board supported progress on drainage board reforms and pushed for improved management aligned with NRC resource consents. It partnered with the Mangonui Rugby Union to manage traffic safety at events and advocated for safety improvements in public spaces, including bollards and signage for Naumi Park. Structural upgrades for Lake Ohia Hall also progressed, with tenders now live.

Community events were another focus, with Board members attending ANZAC commemorations and Matariki celebrations, including the Ahipara gathering and the Toi Māori Art Showcase. These engagements helped strengthen ties with local groups and celebrate cultural identity.

The Taipa Placemaking Plan is advancing, with costings now being prepared. The Board also welcomed Rachel Baucke to the Top Energy Consumer Panel, ensuring local representation on regional matters.

## Funding nod for safety and environmental improvements

23 June 2025

A range of safety improvements to local sports hubs and environmental initiatives were supported with funding approvals by Bay of Islands-Whangaroa and Te Hiku Community Boards at their meetings in June.

In Te Hiku, the board allocated more than \$45,000 to multiple community groups. Te Hiku Sports Hub received \$19,769 for safety improvements. Houhora Big Game and Sports Fishing Club had funding of \$15,697 approved to help stabilise slow-moving ground slips near the club toilets.

In the Bay of Islands, a local charitable trust called WithIN NATURE – Whakapakari Whenua was granted \$10,000 in funding to continue mentoring Māori rangatahi about environmental restoration and land-based education grounded in te ao Māori.

In June the Kaikohe-Hokianga Community Board meeting was cancelled due to a lack of business.

A full breakdown of funding decisions by our community boards in June can be found on our [Far North community board decisions webpage](#).

#### Next community board meetings:

Te Hiku Community Board - Tuesday 8 July.

Bay of Islands-Whangaroa Community Board - Thursday 10 July.

Kaikohe-Hokianga Community Board - Friday 11 July.



## Disability Action Group

The Disability Action Group (DAG), supported by the Board, met twice this quarter to progress a strategic shift toward becoming the Accessibility Action Group. This realignment reflects a deeper commitment to the Te Tai Tokerau Regional Accessibility Strategy. Updates included a revised Terms of Reference, and a request to create a new staff role dedicated to arts, culture, accessibility, and youth engagement. Membership growth, with two new members welcomed, signals an encouraging level of community interest.

The Board continues to support community-led initiatives and ensure that infrastructure and engagement across the ward remain aligned with the aspirations of local residents.



*Left to Right: Adele Woodward (Kerikeri Retirement Village), Rupene Mare QSM, Lane Ayr (Community Board Member), Beulah Mare, Darren Axe (Community Board Member), David Senior (DAG Chairperson) and Dick Glass. Absent: Deputy Mayor Stratford and Cr Court*

## Health and Safety

### Executive Summary

- Engagement with 94 staff about role profiles to complete project
- HSW training provided 17 training opportunities to 68 staff
- Threatening behaviour is the highest reported incident at 17 PeopleSafe stories
- No lost time injuries (LTIs) due to work injuries.

### Staff Engagement

During Q4 the HSW team had 94 touch points with staff members through the rolling out of role profiles. The diversity of staff engaged can be seen in Table 2. This marks the completion of the role profile project. An audit of how well the role profile process has been embedded will be conducted later in the year.

Table 1: Staff engagement by the HSW team during Q4.

Date	Topic	Team	No. of attendees
3/04/2025	HSW role profiles	I - Infrastructure services	13
4/04/2025	HSW role profiles	SR - Te Hono	5
8/04/2025	HSW role profiles	C&E - Communications & Engagement	8
10/04/2025	HSW role profiles	I - Infrastructure Engineering	6
5/05/2025	HSW role profiles	Head of Infrastructure	1
6/05/2025	HSW role profiles	GM Strategic Relationships	1
7/05/2025	HSW role profiles	Chief of Staff	1
9/05/2025	HSW role profiles	GM Community & Engagement	1
12/05/2025	HSW role profiles	SR - whole group	30
13/05/2025	HSW role profiles	CS - Management	8
15/05/2025	HSW role profiles	CS - Digital Information	3

19/05/2025	HSW role profiles	I - Maintenance Lead (Transportation)	5
21/05/2025	HSW role profiles	CS - ICT Operations	12

## Training

H&S training is arranged by the HSW team in accordance with the controls listed in various JSAs, and what is shown on individual staff role profiles. As can be seen in Table 3, 17 training courses were run with 68 staff members attending during Q4. HSW inductions are carried out with new staff on a fortnightly basis. All training is booked through, and attendance recorded in, Ci Anywhere.

Table 2: HSW training arranged by the HSW team during Q4.

Date	Topic	No. of attendees
20/01/2025	HSW inductions	11
20/01/2025	HSW inductions	12
26/01/2025	First Aid Refresher	1
3/02/2025	HSW inductions	3
17/02/2025	HSW inductions	3
26/02/2025	Psychosocial Hazards	2
3/03/2025	HSW inductions	5
10/03/2025	Lone working	6
18/03/2025	HSW inductions	4
27/03/2025	HSW inductions	1
31/03/2025	HSW inductions	4
17/03/2025	Heights Safety & Awareness	2

## Wellbeing Initiatives

Table 3: Q4 2024 Wellbeing initiatives.

Date	Topic	Team	No. of attendees	Description	Notes
9/04/2025	April Wellbeing Focus	All Staff	101	Wellbeing initiative	April Wellbeing Focus - Fatigue
28/04/2025	Annual Flu Vaccination	All Staff	522	Wellbeing initiative	FNDCs Annual Flu Vaccination offer
2/05/2025	Psychosocial Hazards	All Staff	338	Wellbeing initiative	Pink Shirt Day TK3
5/05/2025	Psychosocial Hazards	All Staff	79	Wellbeing initiative	Day 1 - Pink Shirt Day Quiz
6/05/2025	Psychosocial Hazards	All Staff	77	Wellbeing initiative	Day 2 - Pink Shirt Day Quiz
7/05/2025	Psychosocial Hazards	All Staff	79	Wellbeing initiative	Day 3 - Pink Shirt Day Quiz
8/05/2025	Psychosocial Hazards	All Staff	74	Wellbeing initiative	Day 4 - Pink Shirt Day Quiz
9/05/2025	Psychosocial Hazards	All Staff	69	Wellbeing initiative	Day 5 - Pink Shirt Day Quiz
12/05/2025	Psychosocial Hazards	All Staff	62	Wellbeing initiative	Day 6 - Pink Shirt Day Quiz
13/05/2025	Annual Vaccinations	All Staff	38	Wellbeing initiative	Flu & COVID vaccinations - Kaikohe HQ
13/05/2025	Psychosocial Hazards	All Staff	74	Wellbeing initiative	Day 7 - Pink Shirt Day Quiz
14/05/2025	Psychosocial Hazards	All Staff	64	Wellbeing initiative	Day 8 - Pink Shirt Day Quiz
14/05/2025	Psychosocial Hazards	All Staff	144	Wellbeing initiative	Pink Shirt Day Shared Morning Tea
15/05/2025	Psychosocial Hazards	All Staff	64	Wellbeing initiative	Day 9 - Pink Shirt Day Quiz

16/05/2025	Annual Vaccinations	All Staff	43	Wellbeing initiative	Flu & COVID vaccinations - Kerikeri JBC
16/05/2025	Psychosocial Hazards	All Staff	56	Wellbeing initiative	Day 10 - Pink Shirt Day Quiz
16/05/2025	Psychosocial Hazards	All Staff	130	Wellbeing initiative	Pink Shirt Day Winners 2025
5/06/2025	Psychosocial Hazards	All Staff	97	Wellbeing initiative	How to book an EAP Session TK3
9/06/2025	Psychosocial Hazards	All Staff	67	Wellbeing initiative	June Wellbeing Focus - Diversity & Inclusion TK3

## HSW Incidents

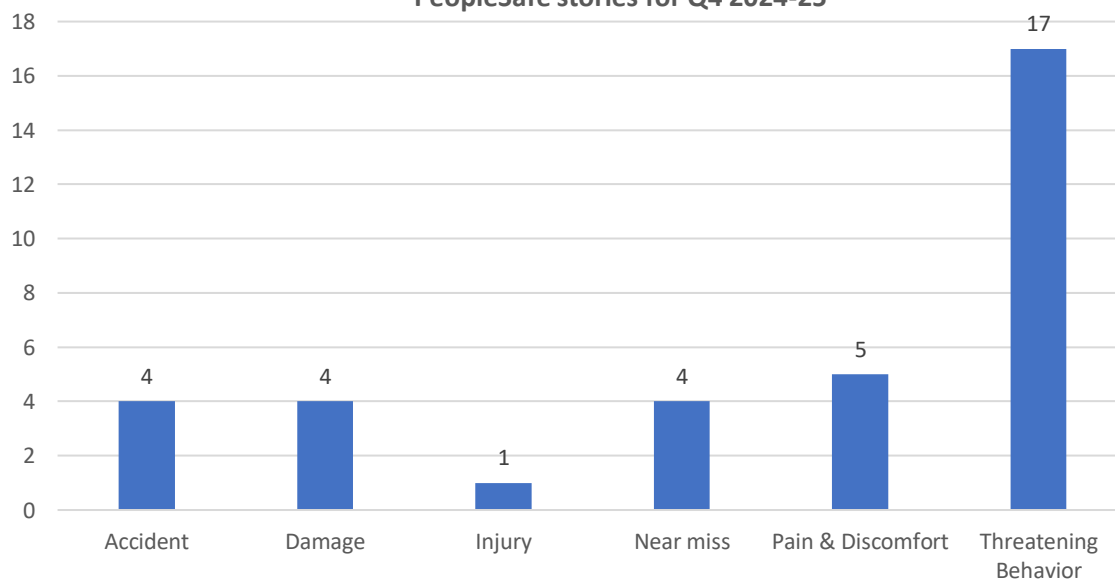
There were 35 HSW incidents entered into PeopleSafe during Q4, which are shown in Table 6. PeopleSafe is FNDC's Health and Safety reporting database for all work-related injuries, incidents, accidents, near misses, risks, hazards, discomfort and pain. It is a requirement under the Health and Safety at Work Act (2015) for FNDC to provide a platform to report such incidents. The most frequently reported incidents are threatening behaviour, which is listed as a critical risk. Full information on how the HSW team manages threatening behaviour towards staff can be found here:

Table 4: Health and safety incidents Q4 2024.

Date	Story Type	Where	Activity
2/04/2025	Threatening Behaviour	Ward Kaikohe-Hokianga	Public Interaction
2/04/2025	Pain & Discomfort	All office environments	Driving (FNDC car only)
3/04/2025	Accident	All office environments	Observing
3/04/2025	Threatening Behaviour	Library Te Ahu	Observing
4/04/2025	Damage	All office environments	Work/Maintenance - high risk
5/04/2025	Threatening Behaviour	Library Kaikohe	Customer interaction
7/04/2025	Threatening Behaviour	Service Centre - Kawakawa	Observing
12/04/2025	Threatening Behaviour	Library Kaikohe	Customer interaction
15/04/2025	Pain & Discomfort	Service Centre - John Butler Centre	During Break
17/04/2025	Near miss	Library Kaikohe	Customer interaction
22/04/2025	Accident	Off Site (Monitoring-compliance-inspection)	Manual handling
22/04/2025	Damage	Ward Kaikohe-Hokianga	During Break
23/04/2025	Threatening Behaviour	Off Site (Monitoring-compliance-inspection)	Customer interaction
23/04/2025	Threatening Behaviour	Service Centre - Kawakawa	Customer interaction
29/04/2025	Near miss	Service Centre - Kaikohe	Observing
29/04/2025	Injury	Off Site (Monitoring-compliance-inspection)	Manual handling
1/05/2025	Threatening Behaviour	Service Centre - Kawakawa	Public Interaction

7/05/2025	Threatening Behaviour	Service Centre - Kawakawa	Public Interaction
7/05/2025	Accident	Ward Kaikohe-Hokianga	Operating mobile plant
8/05/2025	Threatening Behaviour	Service Centre - Kawakawa	Public Interaction
10/05/2025	Accident	Service Centre - Kawakawa	Walking
10/05/2025	Threatening Behaviour	Library Kaikohe	Customer interaction
12/05/2025	Near miss	All office environments	Computer work
12/05/2025	Near miss	Library Kaikohe	Computer work
12/05/2025	Threatening Behaviour	Service Centre - John Butler Centre	Phone call
19/05/2025	Threatening Behaviour	Off Site (Monitoring-compliance-inspection)	Inspection/Site visit
3/06/2025	Threatening Behaviour	Library Kaikohe	Public Interaction
6/06/2025	Damage	All office environments	Observing
9/06/2025	Threatening Behaviour	Library Kerikeri Proctor	Walking
10/06/2025	Pain & Discomfort	Car Park - Kerikeri Proctor Library	Walking
11/06/2025	Threatening Behaviour	Library Kaikohe	Customer interaction
12/06/2025	Pain & Discomfort	Home (Remote Working)	Computer work
20/06/2025	Damage	Library Paihia	Observing
23/06/2025	Pain & Discomfort	Car Park - Kerikeri Proctor Library	Manual handling
26/06/2025	Threatening Behaviour	Off Site (Monitoring-compliance-inspection)	Walking

PeopleSafe stories for Q4 2024-25





## **Staff Warning Flags**

Two staff warning flags (SWF) were raised by staff during Q4 as a result of threatening behaviour incidents. One involved the Animal Management team, and one with the Monitoring team.

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 Strategy

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

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

The Group's key priorities for FYI 24/25 were to:

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

#### Asset Management Information System update

After several years an Asset Management Information System has been implemented.

The project team spent time in planning and proceeded to the data preparation stage. The 7+ years of unmanaged data resulted in an underestimate of the work required to prepare the data for ingestion into the platform. This work will be completed around September 2025. Current plans have stage 1 completion date around December 2025. Stages 2 & 3 are planned for 2026 to complete data preparation and ingestion.

Significant progress has been made in restructuring asset data, establishing a solid foundation ahead of the Trimble Unity (Asset Management Information System) configuration.

In this first stage, we are focusing on Wastewater, Buildings, Access and Playgrounds. These areas are providing valuable learning, ensuring that the process will be repeatable as we move forward with the remaining assets in the next stage. Integrating these areas into an asset management system will deliver significant benefits to both the organisation and the community.

The team has built good momentum, the insights gained so far are helping refine our approach.

#### Compliant 3 Waters Assets

At the beginning of this current financial year there were four long-standing abatement notices at Russell, Ahipara, Kaitiāia, and Ōpononi:

- The Russell WWTP works were completed, monitored, and the abatement notice has been removed.
- The Ahipara WWTP works were completed, are currently being monitored, and the abatement notice is due to be removed in December 2025. In addition, work with the Ahipara Takiwā representatives is now focusing on wetland improvements, and a Contract has been agreed. Works will commence in July.
- The Kaitiāia reticulation works are currently in construction. Northland Regional Council have advised that the abatement notice will be cancelled upon completion of the physical works.
- The Ōpononi WWTP desludge of ponds and reshaping/clearing of wetlands has taken place. Baffle curtains are set to be installed week commencing the 28 July and should take 2 weeks. Awaiting OOS to complete the detailed design for the lamella clarifier and then this can be procured and constructed. After the clarifier is installed a further period of testing will commence to ascertain if the UV treatment is required.

Six new abatement notices were received between July and December 2024 with no additional notices received since December 2024. Outstanding abatement notices as at 30 June 2025 are summarised as:

Wastewater treatment – 4

Wastewater network – 1

Water Take – 1

District Facilities – 3

Capital works and improved reporting to address all non-compliances is either complete or due for completion by December 2025. Cancellation of abatement notices is at the discretion of Northland Regional Council and for some, especially wastewater treatment, this may require a period of compliance of 12 months.

Regular updates on abatement notices and non-compliance are reported to Te Miromiro and Te Koukou Committees.

Asset upgrades and renewals to achieve compliance outcomes are being delivered according to the Long-Term Plan 24/27 capital works programme.

All Sweetwater Bore resource consent compliance issues have been addressed.

## Compliance 3 Waters

### Water and Wastewater RMA Compliance Report – April 2025

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

Compliance by Month															
	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Abatement Notices (Current)	Comments and Maintenance
Water treatment															
Kaitiāia	●	●	●	●	●	●	●	●	●	●	●	●	●		
Kaikohe	●	●	●	●	●	●	●	●	●	●	●	●	●		
Kawakawa	●	●	●	●	●	●	●	●	●	●	●	●	●		
Rāwene Ōmanaia	●	●	●	●	●	●	●	●	●	●	●	●	●		
Kerikeri	●	●	●	●	●	●	●	●	●	●	●	●	●		
Ōkaihau	●	●	●	●	●	●	●	●	●	●	●	●	●		
Ōpononi	●	●	●	●	●	●	●	●	●	●	●	●	●		NRC downstream residual flow meter is not reporting into WaterOutlook - NRC notified re comms issue.
Paihia	●	●	●	●	●	●	●	●	●	●	●	●	●		Recorded take rate exceeded slightly on 9-10th April. Operations confirm this is likely due to data collation. 24hr total used until issue resolved.

Compliance by Month															
	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Abatement Notices (Current)	Comments and Maintenance
Wastewater treatment															
Ahipara	●	●	●	●	●	●	●	●	●	●	●	●	●	5-Sep-22	Rolling 12 month average has elevated levels of faecal coliform, SC-UV results report compliance since Oct-24. Chrome and copper rates still high due to landfill leachate.
Hihi	●	●	●	●	●	●	●	●	●	●	●	●	●		Constructed wetland non-compliance likely due to avian contamination as UV sample point shows good results.
Kāeo	●	●	●	●	●	●	●	-	●	●	●	●	●		Rolling 30 ADWF calculation to be investigated. Downstream E.coli approx 15% less than upstream.
Kaikohe	●	●	●	●	●	●	●	●	●	●	●	●	●	12-Nov-24	E-Coli results compliant at treatment outlet but non-compliant post constructed wetland - likely avian contamination.
Rangiputa	●	●	●	●	●	●	●	●	●	●	●	●	●		BOD results added as per consented interval.
Russell	●	●	●	●	●	●	●	●	●	●	●	●	●	1-Nov-24	Excess leachate from landfill due to heavy rain.
Taipā	●	●	●	●	●	●	●	●	●	●	●	●	●		Non-compliant for Condition 5 – TSS and Ecoli
Whatuwhiwhi	●	●	●	●	●	●	●	●	●	●	●	●	●		Non-compliant due high faecal coliforms results.
Kohukohu	●	●	●	●	●	●	-	●	●	●	●	●	●	29-Oct-24	ADWF has fallen but coliform and ammonia readings still high.
Kaitiāia	●	●	●	●	●	●	●	●	●	●	●	●	●	20-Apr-16	E.coli and ammonia compliant but ADWF high due to heavy rain.

Kawakawa	●	●	●	●	●	●	●	●	●	●	●	●	●		All results have improved.
Kerikeri	●	●	●	●	●	●	●	●	●	●	●	●	●		
Ōpononi	●	●	●	●	●	●	●	●	●	●	●	●	●	20-Apr-16	Discharge limit exceeded for last part of May.
Paihia	●	●	●	●	●	●	●	●	●	●	●	●	●	12-Nov-24	Inflow meter broken, replacement expected June 2025, otherwise compliant.
Rāwene	●	●	●	●	●	●	●	●	●	●	●	●	●		TSS and coliforms have reduced. Compliance with the 50th and 90th percentile values shall be determined over a fixed 12-month period.

All improvement works identified to address longstanding abatement notices for Ahipara, Ōpononi and Kaitiāia wastewater schemes continue and are in delivery.



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## Te Pae o Uta

The Infrastructure team continues to foster a deeper connection with Te Reo and Te Ao Māori among its members. Through these efforts, the Infrastructure team demonstrates a strong commitment to embracing and integrating Māori culture into their daily practices, contributing to a richer and more inclusive workplace.

Current enrolment of Infrastructure team members in Te Reo classes is as follows (as at end June):

Level 1: 5 enrolments

Level 2: 6 enrolments

Level 3: 1 enrolment

### Karakia, Mihi, and Waiāta Sessions

Monday morning karakia, mihi, and waiāta sessions continue to be a way to start the week with a sense of unity and cultural respect.

### Kōrero Kai

Kōrero Kai lunchtimes will continue in the Courtyard or alternative spaces during winter months.

## Asset Management

### Asset Management Team

A 3 Waters Asset Management Plan has been developed inhouse by Asset Managers. Input into LWDW (Local Water Done Well) further refinement is ongoing to ensure that financial affordability and investment criteria are met as part of the plan development. The Plans now cover 3, 10 and 30 year horizons.

A draft Asset Management Policy has been developed and is currently with SLT for sign off. In addition, a 3 Waters strategic plan has been developed and will be presented to the SLT for endorsement over the coming weeks. Both documents are key documents that are used to inform the individual AMP's (Asset Management Plans) that are being written to inform the delivery of water, wastewater, and storm water services for FNDC, and will be included in LWDW Forward Work Plans. Included in this suite of documents is an Asset Management Maturity Assessment, which is an independent external assessment of the level of maturity of Asset Management in the organisation. This is a standard tool used to benchmark organisational maturity of AM systems.

Recruitment of a Manager and any vacant roles continues.

## Infrastructure Engineering

Successful recruitment of a Land Discharge Officer in April has seen Council engagement across the district with various working groups picking up this vital work that has been under resourced for some time.

Our Council relationship with Te Mauri o Te Wai continues to strengthen. This year seeing the purchase of a block of land for the continued goal of removing wastewater from the Hokianga Harbour and discharging to land.

The Infrastructure group was restructured in November 2024 to align with Council's Project Management Framework providing sufficient time for design, land acquisition, and consenting that aims to improve readiness for delivery.

Recruitment of a Manager and any vacant roles continues.

### Development Engineering

For the period 1 July 2024-30 June 2025, a total of 124 Resource Consent applications have been received and processed within 5 working days, while a total of 30 Engineering Plan Approvals has been received and processed within 10 working days.

### 3 Waters Engineering

Modelling development is ongoing and due dates of completion of each scheme will be provided in the next reporting period.

### Design Engineering

Investigation of Y1 LTP Capital projects still in concept phase to advance these through concept and final design is proceeding.

Site visits to investigate and inform the development of solutions to resolve RFS matters is improving our responsiveness to requests for service.

### **District Facilities – Projects in Design**

- Kaitiāia Resource & Recovery Centre Bridge: Replacement bridge access is nearing completion of the final design phase. Resource Consent application lodged in 2023. Final design has now been received and stakeholder engagement with local iwi/hapu to be undertaken. Additional funding for this project will be required to enable this replacement and to commence procurement and delivery in the next financial year.
- Kaitiāia Resource & Recovery Centre Wastewater Treatment upgrade: Options for the best solution for this upgrade are currently being considered. This project will have final design parameters completed by the end of June.
- Water Supply for Kaeo & Waiotaraire Toilets: Both toilet facilities require dedicated water supply. Final costs for supply and installation of water tanks, pumps and power supply have now been completed.
- HFTE – 47 Puckey Avenue, Kaitiāia: This village has had continued water leak issues over several years which has increased in frequency, and it was determined that the watermain for the village be replaced. Costings for this work have now been completed, and work should commence in the next month.
- Kerikeri Motorhome/Caravan Dump Station: Staff are still working to provide information to the community board to enable them to make an informed decision on a suitable location. Identification of a suitable site has proved to be difficult when considering ownership of land and being able to ensure that we are not left in a situation where we are required to remove the facility again if we install a new facility on private land.
- Waipapa Baysports Carpark Upgrade: This project is currently under design optioneering with a consulting company to determine the best solution for these carparks given the budget constraints that we are currently facing. Delivery of this project will not be prior the August/September 2025.

### **3 Waters – Projects in Design**

- Paihia Water Treatment Plant Upgrade: We continue to work with Hapū and investigate potential sites with a further possible location recently being identified. Progress will be reported via Te Koukou.
- Kaipatiki Rise, Haruru - Water Supply Issues: The project aims to restore the integrity and surface quality of the Kaipatiki Rise road surface, enhancing resident access and reducing future maintenance risks. The drawing quote has been received and is currently under review and due to move to construction in the coming months.
- IAF Kaikohe: Taraira Hills water treatment plant, wastewater and water reticulation upgrades. Water treatment improvements to support growth in Kaikohe. The three contracts were released to the open market and tenders closed on 28th April. The Contracts were awarded on 5th June 2025.
- Paihia Mains Baffin Street – Stage 1: Detailed design for the project has been completed; however, progress has been delayed due to ongoing public objections affecting access to parts of the proposed construction area.
- 146/148 Tokerau Beach Road Wastewater: We have received the Department of Conservation (DOC) concession. The resource consent application was lodged in June 2025, with a decision expected by the end of July, assuming no further information is requested. For the Northland Regional Council (NRC), correspondence indicates the activity may be permitted and not require consent—we are currently awaiting formal confirmation. Once approvals are in place, construction can begin within this construction season.

### **Infrastructure Delivery**

#### **District Facilities – Projects in Construction**

- Lake Ohia Hall Renewals: The final stage of addressing additional design queries from the committee is currently underway. These are being managed by the consent designer to ensure all committee requirements are met before proceeding to the tender phase.
- Kāeo Memorial Hall: Physical works have started on the Hall after the Kings Birthday weekend this includes weathertightness issues and bringing the Hall up to standard for fire safety and accessibility.
- Ōkaihau Hall Renovations: Construction is underway. Programme of works has been extended due to some significant changes of scope and the contract will now extend until end of July 2025 to accommodate this.

- Housing for the Elderly Healthy Homes Requirements: Work is at completion, we are now closing this out with Healthy Homes Inspectors, who will issue final Compliance Certificates for last pieces of work. July 2025 legislative requirement for Landlords will be met.

### Infrastructure Delivery – Projects in Construction

- Kaitiāia Wastewater Treatment Plant Security Gates: This work is now being delivered along with the septage screen works as the power supply depends on the power pole relocation, on track to be delivered end of August 2025.
- SH12 Ōmāpere Stormwater: Contract is in construction with ground conditions proving challenging in the winter months. Completion is expected August 2025. These works remediate and close out a longstanding legal issue for Council.
- Kawakawa Flow Monitoring: Equipment installed and post implementation monitoring completed. Handover and asset data to be completed this month.
- Kaitiāia Septage Screen: Top Energy to commence power pole relocation delayed to June. Civil works to follow with equipment installation expected August and commissioning September 2025.
- Kaikohe Septage Screens – Mechanical and electrical works underway. Expected commissioning early July 2025.
- Rāwene Septage Screen – Civil works underway expected completion end of July 2025. Mechanical and electrical to follow expected completion early Sep 2025.
- Donald Road Wastewater upgrade – Works in construction on track to finish end of July 2025. This significant project has both upgraded and increased capacity in the network for an additional 117 homes. A Development Agreement has also been assessed for developments in the area.

### District Facilities – Projects Completed

**Awanui Sport Complex:** Scheduled health and safety upgrades have been completed. These works included installing a new roof, renewing ceilings in the hall, storage, and stage areas, along with both the men's and women's toilets. Additional improvements included window protection in the hall, as well as repairs to a blocked sink and a leaking urinal in the men's toilet. Additional works are currently being investigated to ensure a fit for purpose facility.



## Infrastructure Services

### Infrastructure Support

The Support team has had a busy month in readiness for the financial year end.

- **End of Year Financials and Administrative Tasks**
  - Purchase order cancellations and cleanup
  - Finalised end of year workflow items and processed invoice payments
  - Submitted 25 accruals to finance

- **Process Improvements**
  - Collaborated with Quality Assurance Lead on process mapping for Lims
  - Collaborated with Quality Assurance Lead on process mapping for overweight and heavy vehicle permits invoicing
- **Operational Excellence**
  - Processed 70 LIM requests
  - Submitted 4 road naming reports to Community Boards
  - Purchase order requests and invoice receipting for the infrastructure group
  - Processed 31 tree trimming notices
  - Updated TK3 and website as required
  - Processed septage download invoices
  - Updated no spray register (3 updates)
- **Claims Management**
  - Processed 11 DF and 3 Waters Claims
  - Processed 14 Transportation Claims
- **Request for Service Management**
  - Maintained administration team RFS's below 10 throughout the month
- **Team Successes**
  - Closed 387 Transportation RFS's
  - Closed 304 Waters RFS's

#### **Projects Analyst**

- **Providing visibility of the capital programme for delivery to Te Koukou Committee through:**
  - FY25 Carry Forward capital project projections
  - Alignment with CAMMS
  - Integration of the FY26 capital programme
  - Identification of unplanned/unscoped reactive works with detail of current year cost

#### **Quality Assurance Lead**

Working across teams the QA Lead has been developing process documentation as follows:

- **Infrastructure Support**
  - QA document library
  - Relocating QA service log from OneDrive to Infrastructure page and creating workflow automations
  - Considering reporting options
  - Process maps (unpublished)
- **Water Services**
  - Processing a stormwater application
  - Reactive renewals - gathering requirements around the RRW form. Currently putting together first draft of an eForm. (Slow progress)
- **Infrastructure Engineering**
  - Prepare a Development Engineer memo for resource consent (two variations - Resource Consent, Engineering Plan Approval)
  - Assess implementation of consent conditions (Waters) - s223/224
- **Infrastructure Support**
  - Published - Invoice overweight and heavyweight vehicle permits
  - Prepare roading comment for LIM report (Unpublished - awaiting approval)
  - Project Management map for Infrastructure ready for review.
  - Mapping tools
  - Instructional videos for attaching to process maps - Link
  - Considering templates for feedback to people leaders on suggested process improvements.
  - Unpublished process waiting on approval
  - Parent process: Process a water/wastewater connection application
  - Sub process: Check a water/wastewater connection application
  - Sub process: Lodge a water/wastewater connection application

## Compliance Officer

- Compliance reporting to Elected Members continues to evolve, incorporating feedback to improve visibility of compliance issues and progress.
- Quarterly and monthly meetings to review and discuss compliance achievements have been held with Northland Regional Council, Taumata Arowai, FNDC Water Services and FNDC Operator.
- Over 20 compliance information requests from Northland Regional Council were actioned preventing escalation or further enforcement action.
- Abatement notice mitigation action requests and various compliance issues were submitted to FNDC Water Services for action.
- Establishment of an internal escalation process is strengthening operational responsiveness to non-compliance as it arises. Collaboration with the Infrastructure Planning and Data Analytics teams to create dashboards and a workflow process to enable better management of consents is progressing well.
- Active consent assessment in CS-VUE was completed, ensuring all active consents are visible and notifications of consent tasking enabled.

## Consenting Team

The Infrastructure Group has made significant progress with the establishment of Working Groups. The engagement and improved relationships have meant working together on draft conditions before submitting applications to Northland Regional Council.

The Group has also been working to lodge consents six months prior to expiry thereby eliminating the previous practice of operating on expired consents.

- **Kaitiāia Wastewater Treatment Plant resource consent renewal:** NRC to send draft conditions for Council's final review and issue of consent end of July.
- **Kaikohe Wastewater Treatment Plant resource consent renewal:** NRC publicly notified the resource consent application from 12 May to 06 June 2025. Two submissions were received and mediation with these submitters will commence in July.
- **Kerikeri Urban Stormwater resource consent application:** NRC have received the lodged addendum application and are currently processing this.
- **Kaikohe Closed Landfill resource consent renewal application:** A resource consent renewal application was lodged to NRC May 2025. Te Uri o Hua have been informed and will advise of their engagement expectations.
- **Whatuwhiwhi Wastewater Treatment Plan resource consent renewal application:** A resource consent renewal application was lodged to NRC May 2025. This has been placed on hold for further engagement. We have since received a CIA from Te Whanau Moana and Te Rorohuri and are currently reviewing this.

## Water Services

### Sweetwater Source Update

The trial membrane plant is still in its trial phase and data is being collected to confirm suitability for a long-term option in Kaitiāia. The operators have continued to swap between water supplies to ensure the ability of the existing process is maintained during the trial period. The membrane filter trial has approximately 2 months to go before it ends and the data being collected is being reviewed. We have also been trailing the Sweetwater supply through existing filtration process and have been able to meet drinking water compliance. We are working requirements for an additional trial of the Awanui supply through the membrane filter for July. A consideration to extend the trial period is being looked at.

### Land Drainage

The Drain Spraying machine clearing has continued and will along with inspection works on the drainage sites. Physical works will pause during wetter months as to not cause damage to properties.

Ensuring drains are clear and compliant with the bylaw continues to be a focus 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 is reached. Drone inspections for the region will be investigated to see if it will be a viable option to create a baseline for the remaining areas.



## The Team

This was a newly formed team and has been able to recruit technical, experienced and local staff. The team is well resourced and continues to make great progress Land Drainage Technical Officer position remains vacant after several recruitment campaigns.

## Local Water Done Well

Public Consultation saw 116 submissions received. In summary 68% of respondents favoured keeping water services in-house.

Council is committed to meaningful engagement with tangata whenua as water forms an important part of Māori identity. Detailed submissions were received from a number of iwi / hapu across the district during the public consultation period and discussions are ongoing to ensure the views of Māori are fully considered when shaping future water service delivery in the Far North.

Another piece of the jigsaw is the pro's and con's of a regional CCO. To help develop the regional model a working group of Elected Members (EMs) has been established with three EMs from each council. The working group met for the first time on the 26/05/25.

Council is due to decide which option to move forward with at an extraordinary council meeting on 18/06/25.

## 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 has been reported on to Te Koukou monthly since February 2025.

### Hokianga Working Group

The second working group meeting was held on 5 May 2025 and was well attended. Staff presentations were well received by the working group and a good relationship established. Outstanding actions focus ongoing delivery of services and a closer relationship in regard to operational responses. The next meeting is due to be held 5 July 2025.

### Term Maintenance Contract Delivery

The delivery of the operational term maintenance contract is progressing but appears to be falling behind the anticipated programme due to insufficient resourcing and a lack of appreciation of the complexities of the change to a measure and value contract. Staff have not been provided with information on the draft contract at this time, and with less than eight weeks before delivery there are concerns that there will be insufficient time for a detailed review of the document to determine if it is fit for purpose.

### Floodgate Maintenance

The transportation team has received a number of requests to maintain floodgates. At present we have confirmed that floodgates are:

- Not listed as a roading asset and that the transportation team has no responsibility for maintenance under NZTA guidance.
- Unless the floodgates form part of a recognised flood defence project floodgates are not listed as an NRC asset.
- That flood defence management is a Northland Regional Council responsibility, not Far North District Council, and FNDC have no powers or authority to provide floodgates or undertake flood management roles.
- Maintenance of the floodgates in the North Hokianga are proposed to be contracted to a local supplier as a result of the North Hokianga Roding working group meetings.

### Coastal Erosion

During the recent cyclone event and following storms several areas adjacent to roads have suffered from coastal erosion. Staff are approaching NZTA regarding the possibility of funding subsidy, but the Agency's current guidance is that subsidised works will only be approved if a decrease in level of service is proven (a break in the edge of pavement seal is the normal trigger).



## Transport Capital Works Progress

Construction work is currently underway on the following projects:

- Mangamuka Rd Slip (RP 2948)
- West Coast Road Motuti
- Pawarenga Road (RP 8151)
- Paranui Road (RP 4460)
- Waterfront Road (RP 710)
- Whangape Road (RP 6246)
- Wainui Road (RP 4655)
- Wainui-Matauri Bay Road (RP 4995)

Work is wrapping up on the following projects:

- Kaitaia Awaroa Road (RP 13525)
- Kaitaia Awaroa Road (RP 26807)
- West Coast Road Punguru
- Duncan Road (RP 10105)

Construction Completed on the following projects:

- Monument Road (RP 6844)
- Foreshore Road Footbridge Ahipara
- Ngapipito Road Slip
- Waikare Road (RP 19970)
- Whangae Road (RP 2730)
- Honeymoon Valley Road (RP 5585)

Designs are construction ready for the following projects:

- Franklin Street Slip (RP 650)
- Wairare Road (RP 28047)
- Waikare Rd (RP 8444)
- Waikare Rd (RP10600)
- Iwitaia Road (RP 6179)

### Bridge Programme:

- Hihi Bridge 06, investigations completed and initial indications that deck replacement may not be required
- Design work underway for two new bridge replacements (Taemaro Road and Guest Road)
- Kaitaia Awaroa (D42 & D47) physical works to be tendered in July
- HPMV Bridges investigation works underway

Capital staff have begun investigation and design work on our Year 2 programme to deliver in next construction season.

### 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 is continuing to revise 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 are invited to provide feedback for further refinements as these are presented.

The Annual Plan 2025/26, fees and charges and rates were adopted at the Extraordinary Council Meeting 25 June 2025.

Pre-Election Report will be released in July.

The Local Waters Done Well working group continues till September.

The Annual Report 2024/25, discussions have been completed with Deloitte regarding the interim and final audit. The audit team have released all their requests into Deloitte Connect and interim audit will commence on 21 July 2025.

Tangelo reporting software has been implemented to support the Annual Report and future reporting.

Members hosted the CAANZ Community event for Northland in Kerikeri on the 20th of May 2025, 36 attended the event.

**Te Pae o Uta** - Staff have been participating in Te Reo classes. Karakia is conducted at main team gatherings. We are ensuring the use of place names or kupu that need macrons are being implemented into reports and documents and translations throughout formal documents are being sourced.

#### Rating Services

This quarter, Rating Services has remained focused on core responsibilities while simultaneously preparing for key end-of-year processes and the upcoming rates generation. These preparations have placed significant demand on the team, particularly around batching, journals, and maintaining an accurate and auditable rating database. A high volume of auditing activity was completed to ensure data integrity and readiness.

#### Operational and Technical Progress

- Successfully onboarded and commenced training for new staff members to ensure continued service delivery and knowledge resilience.
- In anticipation of a bulk direct debit loading in the new year, preparatory work is underway to ensure a seamless transition and implementation.
- Technical customer enquiries continue to be managed efficiently, with particular attention to older rate accounts, which are now being made historic to improve data hygiene.
- Meaningful improvements have been made to the rate rebate process, incorporating the latest changes and guidance from the Department of Internal Affairs (DIA).
- Audits of water direct debits for Kaitaia and Kerikeri were completed, and work has commenced on legacy issues related to rates requests via email. The legacy "Rates by Email" BI report was fully rewritten for modern standards and analysis. This new version uncovered over 2,000 previously unidentified errors, which are now being systematically addressed as team capacity allows.
- The revised rates invoice template is being tested with Western Mailing for accuracy, and includes additional content to encourage customers to make use of improved online services such as direct debits and rates by email requests, aiming to enhance customer experience and operational efficiency.
- The Rates Team have recently completed over 7,500 QV updates (over 4,000 were completed in the past month).

**Te Pae o Uta** - The team continues to support and actively progress the Māori Freehold Land application process, with increased internal training and improved procedures.

Ongoing contributions to the Rating Relief Policy Review and participation in reviewing all existing ML2102 remission accounts ensures alignment with best practice and legislative frameworks.

- Increased participation in educational initiatives, including He Whakatupanga and Te Tiriti o Waitangi workshops, supports ongoing cultural competency and community alignment.
- Staff are being upskilled in processing non-rateable accounts and responding effectively to enquiries related to Māori Freehold Land.
- Rating Services has attended all marae-based Whenua Māori Roadshows to date, demonstrating strong commitment to community engagement and contributing to the Rating Relief Working Group.
- Increasing Education around Te Ture Whenua Māori Act – basic training was provided to the rates team in a training workshop, also attended by revenue recovery and several other staff from across Council.

## Transactions Services

The team have:

- Issued final demand to the Mortgagee for 542 properties.
- Have manually reviewed 873 of the 2501 rateable Māori freehold land accounts.
- Continuing to work with planning support, building support, health licensing and building compliance to reduce debt levels.
- Offering alternative payment arrangements to ratepayers that have more flexibility in the amounts they pay without being penalised due to the increase of the cost of living.
- Recently received judgement for approximately \$193,000 across multiple rate accounts.
- Working with external legal practitioners for the endorsed rating sale in Kaitaia.
- Taken on the full direct debit process from another team in Council.
- Stock take for publications has been completed successfully.
- Fleet and publications continue to monitor our Blackhawk reporting with manual checks to ensure data is correct before only using their system for future reporting to lessen misuse and increase fleet efficiency and accountability.
- Offering support to the Whenua Māori Rating relief working group.
- Ensuring career development for the team – i.e. Shadowing and secondment opportunities within other departments in Council.
- Checking Promapp processes are up to date and relevant.
- Continuing business as usual on all fronts.

**Te Pae o Uta** - To date there have been several team members who signed up for Te Pae o Waho and enrolled in Te Whakaputanga. Opening and closing karakia in all team meetings, encouraging participation and rotating responsibility. Meetings are scheduled based on the Maramataka. The team is actively engaged in policy reviews, collaborating with Te Hono on the Te Pae o Uta framework, and supporting the Whenua Māori Rating Relief working group. The team have agreed and set our 6 goals for Te Pae o Uta for the 2025/2026 year.

## 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.

The ICT Operations team are continuing to explore options and enhancements for improvement of services and savings where we can. We are continually focussed on providing value for money within our ICT budgets.

The AVD (remote desktop) environment is working well and now planning to decommission the old Citrix Servers, underway now.

The new Asset Management system project is now in full swing, with the Project Delivery Team, Asset specialists and the GIS working together with the vendor to get the data into the system.

We are developing our updated DIS Strategy to be completed in the new FY. The ERP (core system review) is on pause whilst we focussed on delivery of the TechOne Financial and HR migration.

Nothing but Net (NBN) is still delivering the public Wi-Fi & CCTV support for our communities, we continue to engage with communities and internally to support several work streams, including upgrading of the Water and Wastewater Treatment locations to a more robust and resilient network.

**Te Pae o Uta** -The DIS team has and continues to engage with Te Hono and work together on the Te Pae o Uta framework. We are enhancing our adoption of te ao Māori within our work programmes and ensuring we provide more opportunities that IT can deliver in a tangible way. We have agreed 6 Te Pae o Uta objectives, with meaningful outcomes and measurements. Several of the DIS team are enrolled and working through the Te Pae o Waho courses.

## 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 continuing to actively work with other departments within the organisation to support and concentrate on areas that need improvement.

We continue to assess and interact 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. Additionally, we are planning to migrate our Objective ECM to SharePoint to enhance our information management capabilities to enable staff to easily create, maintain and retrieve information.

We have introduced a new offboarding checklist process to help reduce the loss of council information from departing employees.

We have successfully recruited a replacement Digital Information Officer who will join the team in mid-July.

Due to limited resources the Historic Map Project and the Digitisation of Historic Cemeteries has been put on hold until we have the capacity to resume these projects.

**Te Pae o Uta** - The DIM team has and continues to engage with Te Hono and work together on the Te Pae o Uta framework and have increased to five goals which we continue to work on, enhancing our adoption of te ao Māori within our work programmes. Majority of the team have completed or are on the waitlist for the Te Pae o Waho course.

## Digital Analytics

Over the past quarter, our team implemented a series of initiatives designed to strengthen data quality, enhance operational insights, and build organisational capability. We delivered GEMS financial reporting to ensure compliance with audit requirements and investigated BWOF data to improve its accuracy and reliability.

Enhancements to the PIMS system reporting features have enabled more timely decision-making, while comprehensive analyses of Building Consent fees by ward and cost of build have informed our financial strategy. Further, we examined Building Notice to Fix contraventions to clarify non-compliance trends, analysed animal impound data and developed a dashboard for more effective pound capacity planning, and reviewed the quality of the National Dog Database to drive improvements in data integrity.

Additionally, we monitored RFS data quality to increase visibility of response performance and designed a concept and template for the Organisational Dashboard to support clearer project communications.

We've successfully completed comprehensive training, set up the Snowflake environment, and configured Fivetran connections to both SQL Server and vital APIs. Our change control is now streamlined through GitHub, and our data engineering processes are robust and

running smoothly. With the configuration of Coalesce now complete and the main learning curve behind us, we have built a solid transformation layer for the Animal Management domain, which is now fully modelled and ready to enable powerful reporting and analytics.

With the new platform firmly in place, we are perfectly positioned to accelerate progress across other domains especially as we continue to focus our efforts and leverage our strengths for even greater impact.

The AMS Project is making steady progress. The team has now defined the schema, attribution, and domains for all Wastewater assets and some General asset types as well. A dynamic data validation model has been built in FME to automate the validation of asset data, flagging any data that does not match the schema rules, and another FME model has been created to automate the migration of data to the new AMS database. The project is currently in the final stages of correcting data errors before transferring the Wastewater data to the new database.

Far North Atlas / Kohinga Mahere is now available to the public as an interactive web mapping application. It includes a collection of themed maps that allow users to visualize spatial data, interact with various map layers, and use tools for navigation and analysis. Additionally, the Local Government Elections app has been launched to help users identify locations for submitting postal voting papers and display elected member allocation by ward, community board, and subdivision. The GIS team is automating FME workbenches to transfer Tech1 cloud data to a data warehouse using FME.

**Te Pae o Uta** - Four team members signed up for Te Pae o Waho classes and have confirmed our 6 goals for the new financial year

## Risk & Assurance

During the last quarter of the Financial Year 24/25 efforts were primarily focused on strengthening risk controls. A series of control-focused workshops were conducted with staff throughout April and May. The development of a comprehensive controls library for the Council remains an ongoing and critical initiative, aimed at enhancing assurance for the organisation.

Progress has also been made in increasing risk awareness and fostering a stronger risk culture across the organisation.

The Council's top risks continue to be reported cyclically to the Te Miromiro – Audit, Risk and Finance Committee (TM-ARF). Additionally, the organisational risk register is scheduled for review and will be presented regularly to the Strategic Leadership Team for updates.

No new or emerging risks were identified during this quarter.

**Te Pae o Uta** - Risk and Assurance has completed the first level of Te Pae o Waho classes. A new set of goals has been introduced this quarter. Striving to achieve all goals in this area is progressing.

## Legal

**Te Pae o Uta** - Legal Services has articulated 3 specific goals under the Te Pae O Uta framework. The record itself is showing that this work is 50% complete. Legal has completed all three goals, in that it has issued and completed advice against all three pieces of work. However, Legal agreed with Te Hono to keep them all in progress just in case there is further back and forth on the work.

Legal has also identified and recorded a further 3 goals with which it is currently contributing to the Te Pae O Uta strategy.

## Business Compliance & Property Information

### Business Compliance

#### Project Management System (CAMMS)

Work continues to onboard, train and support new project managers and management during the period.

Increased visibility of projects is starting to highlight areas for improvement, alongside opportunities for early interventions. Improvements will be bedded in as part of formal assurance activities, reviewing workflows for alignment to the operational tempo and changes to practices.

Support for project practitioners continues to be proactive with simple improvements highlighted as part of informal discussions and refreshers.

A project assurance framework is in early development with implementation during 2025-2026 financial year. Assurance ensures that all the management aspects of a project or programme are working appropriately to achieve the objective.

Early discussions are underway regarding pipeline planning for the next Long-Term Plan using the PPM system to capture business case justification and first pass internal prioritisation of proposed projects prior to workshops with the newly elected council as part of the LTP process.

## **Procurement**

The Tender Panel is now fully operational and reporting quarterly to Te Miromiro Committee. It ensures procurement decisions provide value for money through comprehensive methodology, realistic pricing, delivery timelines, and broader outcome considerations.

Senior management now have greater oversight and due diligence on high-value or high-risk procurements, allowing for timely intervention when necessary.

There were 40 procurements registered during the reporting period with an estimated value of \$46.5 million.

The team completed the draft Transport Procurement Strategy 2025-2027, in collaboration with the Transport Department, for endorsement by NZTA.

The Emergency Works and Slip Repairs Road Construction Supplier Panel is operational with 20 work packages now allocated to suppliers (involving 28 Head / subcontractors).

The Procurement Specialist is facilitating the competitive tender for all Infrastructure Acceleration Fund (IAF) Kaikohe - Water and Wastewater Treatment Plants and reticulation contracts.

## **Contract Management**

The Contract Management Specialist retired after 9 years in the role, with recruitment underway for a replacement.

There were 23 contracts awarded during the reporting period with a contract value of \$6.4 million.

Collaboration continues with IT Delivery to identify a suitable Contract Management Lifecycle System to automate the end-to-end procurement and contract management functions (plan, source and manage).

**Te Pae o Uta** - Regular meetings are being held with Amotai, to discuss our forward works programme and explore their database of Māori businesses to support our focus on supplier diversity. The goal is to match these businesses with upcoming contract opportunities within the district (within the procurement process).

Additionally, the team is actively participating in the Working Group aimed at ensuring the Far North District's voice is prominent in shaping a Regional Procurement Framework. This framework is designed to support local and Māori businesses in future Regional Deals. This effort involves collaboration with MSD, Amotai, Northland Inc, and the four Northland Councils.

Furthermore, the team is working alongside the CAMMS vendor to enable the use of macrons in the CAMMS system, supporting the correct use of Te Reo Māori. This initiative aligns with our commitment to cultural responsiveness and accurate representation in all our communications and documentation.

## **Property Information**

All LIM reports and Property file requests have continued to be processed and delivered within the statutory timeframes.

Regular meetings have been held with the NRC team and other Northland councils to ensure we are all aligned and ready for the LGOIMA amendments coming into force on 1 July 2025, introducing the requirement for LIMs to contain understandable information about natural hazards.

We are continuing with our monthly meetings with QV and additional engagement regarding the tri-annual revaluation. We had a joint meeting with our communications team and QV's PR team. Their PR team

shared leaflets and engagement ideas, allowing us to put together a comprehensive communications plan to share information with elected members, community boards, and the community.

**Te Pae o Uta** - The Property Information team has set new Te Pae o Uta goals: amending bookmarks in Property Files and other documents to ensure place names have the correct spelling and macrons. Additionally, revaluation notices from the council and QV will include Te Reo Māori headings, and revaluation communications will contain Whenua Māori specific information.

We continue to identify further opportunities, especially for communications directly with ratepayers and customers



## Chief of Staff

### Organisational Development

#### Organisational Strategy

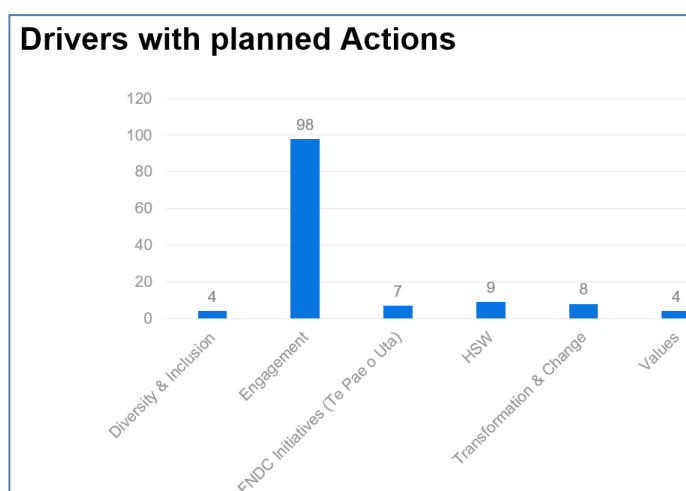
Key Success Factors (KSF) aligning to the six strategic priorities for 2025/26 (better informed decisions, value for money, health safety & wellbeing, people & culture, te ao Māori and service delivery), were finalised by the Steering Group and agreed. The KSFs were rolled out to the Organisation 1 July.

#### Leadership Framework

SMART measures for the Leadership KSF were finalised this quarter and were shared with leaders for the new FY. The theme for the People Leader offsite in June was Te Ao Māori and was held at Whitiara Marae. Sessions focused on linking Te Ao Māori to mahi across the organisation and community, and the setting of six Te Pae o Uta goals for 2025/26. People leaders also took part in a discussion and activity on what we want our Customer Experience at FNDC to be.

#### Staff Engagement Survey

For quarter three we reported a total of 38 actions planned and during quarter four we have seen this number increase to a high of 124 actions planned by People Leaders across the business. This positive uptake was due to a widely communicated focus and expectation to act on employee feedback with the aim to drive improvements in overall engagement. Monthly action plan reporting to SLT has also proven valuable, helping to keep employee engagement an ongoing focus of discussion. In addition to the number of actions planned, a total of 40 actions have been completed in the survey software at the time of reporting, telling us that teams are actively working to achieve improvement. The graph below shows the six main drivers measured in the survey software with the number of actions planned within each:



#### Succession Planning

During quarter four progress have been made on a new process for talent identification through succession planning at the Far North District Council. The pilot phase of the project ran for two months and concluded in June, where a number of People Leaders were invited to trial the functionality of CiAnywhere to create succession plans for their own positions and/or identified business-critical positions within their teams. The pilot closed successfully with a total of 16 succession plans in place, and although these plans were put in place with the objective to trial the software configuration and process flow, engagement from the pilot participants were positive and planning is underway to commence with organisational wide roll-out in the next quarter.

#### Diversity, Equity & Inclusion

This quarter we launched a voluntary Diversity Data Collection to better understand the unique backgrounds and experiences within our workforce. This will enable us to provide more support to our people by being more inclusive and driving increased engagement. A DEI (Diversity, Equity & Inclusion)

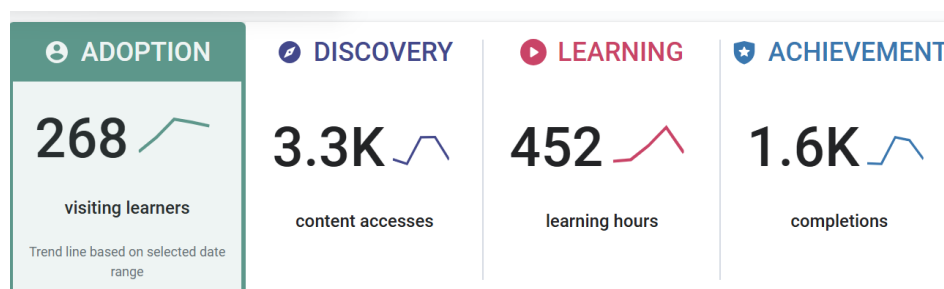
Oversight Committee has also been established this quarter with representation from across the organisation. SLT's nominated sponsor is Jacine Warmington. The purpose of the DEI Oversight Committee is to ensure the appropriate mechanisms are in place across the organisation to create a work environment where all employees feel valued, respected, and supported by addressing inequities and promoting diversity and inclusion. This is achieved through establishing clear, actionable, and measurable goals.

## Learning and Development

During this quarter there were 606 kaimahi engaged in learning and development activities. Courses ranged from Civil Defence, Report Writing, Traffic Management and Change Management. This also included webinars by Taituāra including Water Services and Navigating the Future of local Government. In house workshops have also continued to help people to navigate Pathways to update and close RFS'. 23 kaimahi attended He Whakaputanga and Te Tiriti Workshop at the beginning of June. The ten-week Te Pae o Waho classes also commenced again in June to help people to learn and improve their Te Reo Māori skills and increase their understanding of Tikanga.

We are continuing to encourage all learning activities to be recorded in Ci Anywhere, so our staff have up-to-date learning and development records.

The analytics show that self-directed learning on Percipio, our learning management system, has increased this quarter. The Percipio competition in April drove higher activity and learning via Percipio will continue to be promoted at Council through TK3 posts recommending various online courses linked to our Learning Needs Analysis. Percipio courses promoting key leadership skills at FNDC is a focus.



## People & Capability

### Recruitment and Staffing

Recruitment has remained consistent, successfully filling key vacancies in Civic Engagement ahead of the upcoming elections, finance roles such as CFO and Management Accountant, as well as various officer and advisory positions across the organisation.

There are currently 18 open vacancies being recruited to – 5 being interviewed, 7 with offers made/references checked, 2 reviewing applications and the remaining 4 currently accepting applications. checked, 2 reviewing applications and the remaining 4 currently accepting applications.

	# staff leaving	Turnover rate	# of staff hired/position filled	External Hires	Internal Movements
Quarter One	16	4.09%	27*	23	9
Quarter Two	18	4.88%	52	33	19
Quarter Three	24	5.87%	55	33	12
Quarter Four	29	6.18%	40	22	18

\*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 431 (391 permanent staff, 27 fixed term and 13 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 reporting will include more FTE information, which is currently under development. Any additional FTE requires CE authorisation.

### **Quarterly Celebrations**

The next Quarterly Celebrations will be recognising 3 kaimahi for long service over 20 years with 13 He Tohu Whakapau Kaha awards.

### **Cadetship Programme**

After another successful round of cadets in the annual programme, concluding June 2025, we can confirm that all 5 cadets who completed the programme placement have secured ongoing employment within FNDC.

### **Mayors Taskforce for Jobs**

In the last quarter, there was a strong emphasis on engaging with local businesses, forestry, and traffic management. Key initiatives included the Kaitia College Roadshow and training for the MTFJ Coordinator with Mana Taiohi Wananga & the Code of Ethics for Youth Workers. Final statistics on sustainable placements are pending.

There has been significant effort in preparation of the new MTFJ contract (2025-2026), which has seen substantial changes. The focus moving forward is on strengthening relationships with local MSD work brokers. In the new contract, of the 27 required outcomes, 23 must be current MSD clients, while the remaining 4 (and any additional placements) can be traditional MTFJ preventative placements. Key training for all Programme Coordinators is scheduled for mid-July in Christchurch.

### **PSA and FNDC relationship**

The remuneration increase for 1 July 2025 was agreed in principle and then ratified on 23 June 2025. The increment will be effective on the next payrun. The PSA and FNDC continue to hold 6 weekly touch-point meetings.

### **Executive Projects**

Executive Projects has transitioned from a single advisor to a team of two from May 2025, acknowledging the extensive workload managed by the initial advisor since the role's inception in June 2024.

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

The team provide advisory functions and subject matter expertise and, when necessary, undertakes the project management and delivery of actions to ensure progress of projects.

Projects include:

- Housing for the Elderly.
- 11 Matthews Ave and its future use.
- Te Puāwaitanga including leading the cross-council team to deliver the opening of the sports hub in April 2025, along with ongoing support being provided to projects relating to the future of the site.
- Support has also been given to other projects such as IAF Kawakawa, IAF Kaikohe, Kaikohe Library & Civic Hub and infrastructure funding projects.
- Work on these projects has also identified business improvement actions and opportunities to improve processes, which work is ongoing.



## Community & Engagement

### Te Ahu Museum

The second quarter of 2025 showed a mixed performance for the museum across its key metrics.

Our inaugural ANZAC APRIL exhibition was a great success with over 2000 visitors during the month, a record number of book sales and 100% positive feedback about the exhibition as it evolved through the month. April also saw a return to online engagement with particular focus on the Kaitiāia commemorative anniversary of the signing of Te Tiriti o Waitangi on 28<sup>th</sup> April receiving huge interest.

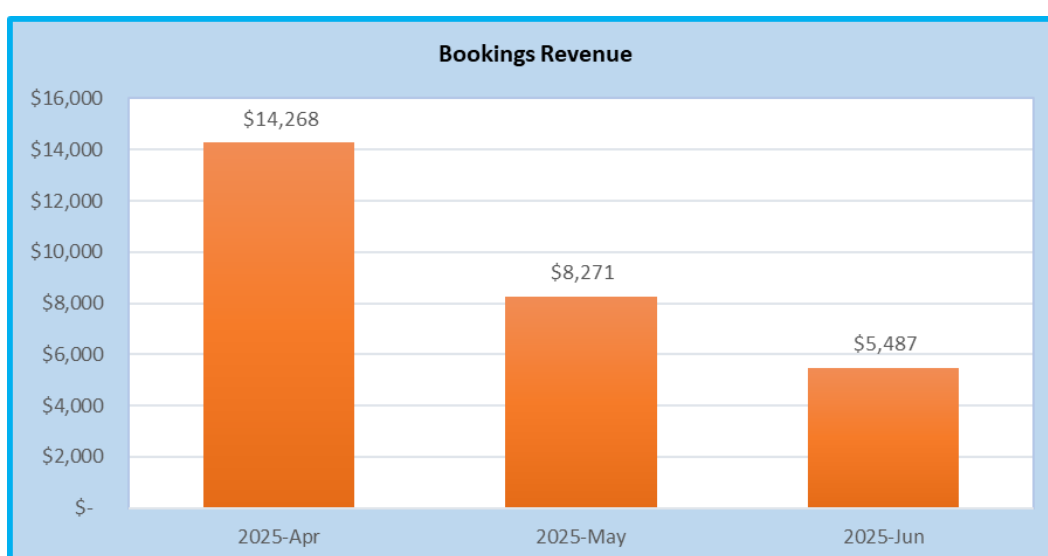
In our following innovative exhibit themed to align with the national celebrations of NZ Music Month's 25<sup>th</sup> Anniversary, musical items from within our collections were on display for Music May and we initiated a collaboration with Te Ahu cinema for a double pass giveaway to a NZ film documentary on musician Marlon Williams. Numbers of visitors saw a slight reduction to 1695 and in June visitors increased again to 1825, with our monthly themed exhibit focused on the celebration of Maramataka & Mātauranga Māori through the revitalisation of Matariki & Puanga.

Researcher bookings continue to remain low with double digits in only one month of the quarter when we saw nine researchers in April 10 in May and 5 in June. This highlights our need to promote the Archives with consistent marketing across multiple platforms over coming weeks and months for these numbers to grow.

There has been a slight increase of the Museum collection items which helps our ongoing discussions about upgrading storage in the offsite facilities. Discussions are progressing with Far North Regional Museum Trust board members, and a pathway forward has been agreed to. We are making progress on the significant backlog of accessioning with the completion of 2025 acquisitions.

### Isite Visitor Information Centres

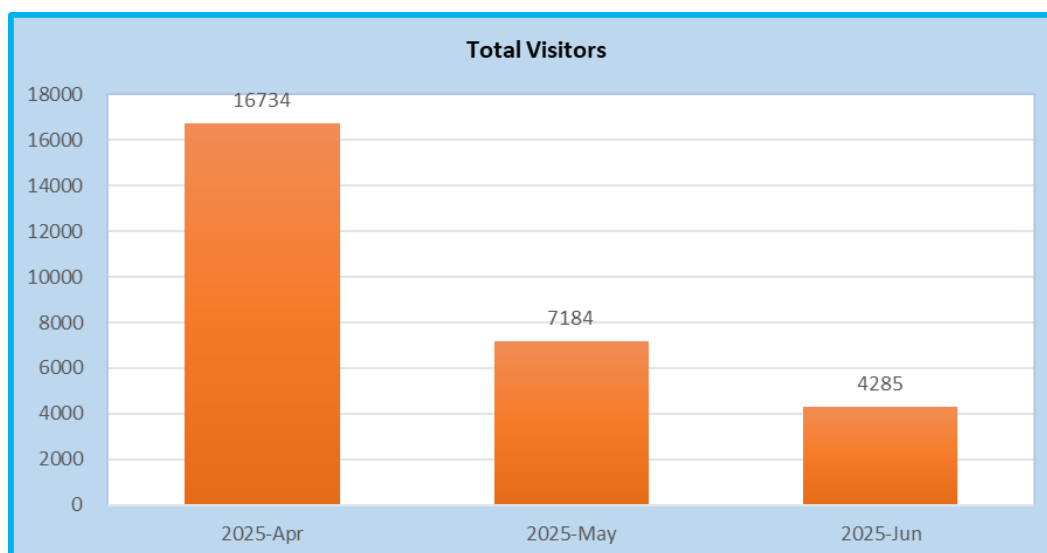
The performance analysis of the quarter April to June 2025 shows, for the three isite Information Centres in the Far North District, Paihia (Bay of Islands), Ōpononi (Hokianga) and Kaitiāia, a total revenue of \$28,026 compared with \$121,602 in the first quarter as we move into the winter season. The second quarter's figure includes bookings for a range of services such as cruises, Russell ferry tickets, InterCity bus tickets, Country Rock weekend passes, and accommodation; FNDC related revenue, such as rates and water rates instalments and dog registrations, were not affected by the seasonal tourism slowdown during this quarter and is reflected in the total revenue generated.



The final chapter of the cruise ship season brought three vessels into the Bay of Islands, delivering approximately 5,600 passengers to our shores throughout the months of April and May. While there was potential for an additional 2,800 visitors, the arrival of Cyclone Tam led to the early cancellation of the final large ship of the season.

Cyclone Tam did have an impact on travel confidence, particularly over the school holidays and Easter weekend, with many visitors choosing to postpone or cancel plans due to poor weather conditions. Despite this disruption, the Bay continued to attract strong domestic visitation throughout April, May, and June, supported by key events including the school holidays, Easter weekend, ANZAC Day, the Country Rock Festival, Ngā Manu Kōrero and Matariki. These events collectively brought 28,203 visitors through the doors of the Bay of islands, Hokianga and Kaitia sites.

The second quarter has seen visitor numbers and booking revenue decline as the peak summer season transitions to the “off-season” during winter. April led with 16,734 visitors, followed by 7,184 in May and 4,285 in June. The following graph visualizes this shift in total visitor foot traffic across the quarter:



Many tourism operators have concluded their summer schedules, with only a small number of operators continuing operations under their winter timetables. While this limits some flexibility for visitors, the region still offers a range of quality experiences. The ferry to Russell, half-day cruises, and visits to the Waitangi Treaty Grounds remain among the most popular and accessible attractions during this period. These experiences provide valuable insight into the Bay’s cultural and historical significance, with Waitangi continuing to serve as a meaningful destination as the birthplace of modern New Zealand.

## Contact Centre

Contact Centre performance analysis for the April-June 2025 quarter has achieved good results with the 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 May and June was 8 seconds, which is the lowest wait time during this reporting period. The average wait time in April was 9 seconds, meaning performance exceeded the baseline KPI for the entire quarter.

Average call handle time refers to the time it takes to fully complete a customer query and is measured in minutes and seconds. This 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 April was 4 minutes 2 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 2024-25 year it is pleasing to see lower percentages of abandoned calls being consistently maintained across the last 3 months.

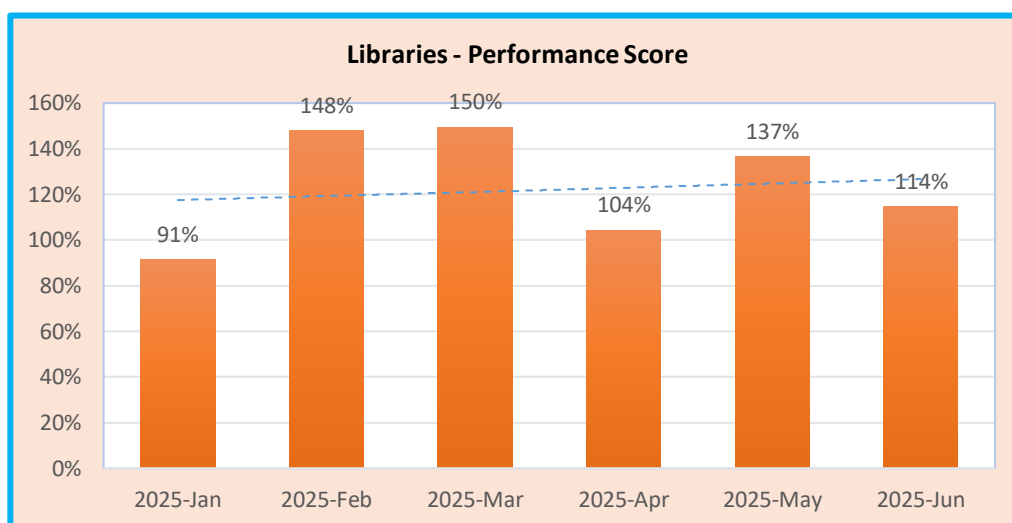
The abandoned rate for April, May and June was 2%.

## 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) = 201,910
- Total mobile library interactions (20% of total score) = 360



The second quarter of 2025 saw consistently strong use of our libraries, demonstrating an excellent return on ratepayer investment. Despite a brief, anticipated dip in April, performance rebounded significantly in May and June, driven by increased in-person visits and the successful introduction of new programmes. Online engagement also continues its upward trend.

Overall use figures for the quarter reflect strong and growing community engagement. While performance in April was lower than average due to a higher number of public holidays and weather-related site closures, these figures were also impacted by Procter Library operating with reduced services during its renovation. This work included the successful relocation and integration of the Kerikeri Service Centre back to Procter Library. Following the completion of these works, May and June performance scores reflected a significant rebound in activity as in-person visits continued to increase steadily, affirming the community's demand for our physical library spaces and services.

Performance results exceeding 100% of our baseline metrics are a direct result of strategic programme and service improvements and we are now reviewing baselines. The introduction of new programmes across all sites has successfully increased both the number of events offered and total attendee numbers. A major contributor was our celebration of Puanga me Matariki; the workshop series, "*Whakanuia Puanga, Whakanuia Matariki, A Celestial Celebration*," held across our four main libraries that significantly boosted attendance in June. In addition to in-person success our digital reach continues to grow, driven in large part by the high readership of our popular monthly library newsletter, which highlights the online resources Libraries provide.

Significant progress was made on key projects during this period. The Kaikohe Library and Civic Hub new build was advanced through the tender phase, and renovation works were completed at Procter Library. New borrowable items including technology, games, and creative resources were released into our Toibox collection, and the team successfully completed a combined mobile library and service centre trial with



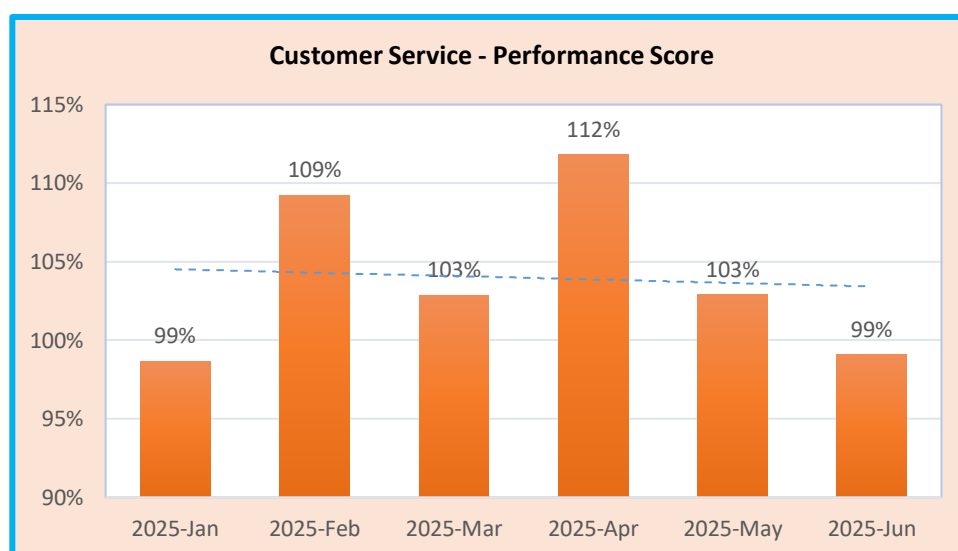
plans being worked through to extend the service permanently. Work also progressed on the upgrade of our public Computer, Wi-Fi, and Print solution, with the final installation scheduled for July 2025.

## 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 has been reset at 80% based on the team consistently attaining this across multiple reporting periods. 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) = 80%
- RFS closure rate (30% of total score) = 80%
- Average handle time for email requests (25% of total score) = 10 minutes



Customer Services delivered a strong performance in the second quarter of the 2024-25 financial year (April - June), with the total performance score tracking consistently at or above 100%. This success was achieved against more challenging targets, which included raising the walk-in resolution goal to 80% and reducing the email handle time to 10 minutes. The team exceeded these goals, with walk-in resolution rates consistently scoring above the 80% target throughout the quarter. Furthermore, the email handle time target delivered above target every month, with May and June reporting an impressive average of just 7 minutes. These results, which drove the overall performance score above 100%, are particularly noteworthy given that walk-in numbers can fluctuate due to seasonal demands like water rates instalments and dog registrations.

A significant operational highlight for the quarter was also the successful relocation of our Kerikeri services into the Procter Library, creating a new, combined Library and Service Centre for the community.

## Communications & Engagement

Between the beginning of April and the end of June, the Communications and Engagement Team published 84 news and video stories on the FNDC website. The team also ran numerous major public engagement campaigns in April. These included Local Water Done Well (closed 4 May), Kaikohe and Districts Sportville ground lease (closed 2 May), Mahere ā-Tau - Annual Plan 2025/26, and Fees and Charges (both closed in April). All consultations were promoted online via news stories published on the FNDC website and social media channels, and each had a dedicated page on the 'Have your say' website page. Three pop-up events were held around the district for the Local Water Done Well consultation.

Weather was never far from council news as a very dry summer (Northland was officially classified as being in drought on 7 March) gave way to torrential rains and flooding in April. Most parts of the Far North received close to 100mm of rain over 24 hours early in April. That was followed by Ex-Tropical Cyclone Tam, which swept over Northland mid-May dumping over 150mm of rain in some parts of the district and

knocking power out across the district. The team provided morning, midday and evening website and social media updates on road closures and other damage on 16-17 April, and followed up with a post-storm video message from the mayor. This was the fourth most-viewed video on the FNDC Facebook page for April.

Another very successful video campaign was *Whakapapa o te wai*, a series of five short videos featuring a Far North kaumatua Rereata Makiha, which ran on council social media channels. Matua Makiha is recognised for his work in broadcasting, the environment, and for revitalising te reo Māori, as well as his knowledge and application of the Maramataka (Māori Lunar Calendar). He was named Kiwibank Senior New Zealander of the Year Te Mātāpuputu o te Tau in 2022. Each video shared a Māori perspective of water – where it comes from, how we should protect it, and ancient ideas about the importance of balancing freshwater and saltwater sources. The aim was to promote our annual summer water conservation message to a new audience. The first 8 April video attracted 86,567 views on Facebook, which was a 12-month record. The final video in the series was published 6 May and attracted 42,577 views on Facebook by the end of that month. Notable for this video series was that 70-80 per cent of viewers were not followers of the FNDC Facebook page, confirming we had tapped into an audience that was either completely new to our content or were irregular consumers.

May saw further major public engagement campaigns get underway. These included a survey eliciting views on alcohol free areas within the district and a possible Local Alcohol Policy. This engagement closed in early June. The team also concluded a major consultation project on a temporary traffic trial introduced to The Strand, the waterfront road in the town centre of Kororāreka-Russell. This project was launched in December 2024 with feedback closing 27 May.

All remaining summer water restrictions were lifted across the district early in May, ending a major workstream for the team. Large roadside 'Tiaki ngā wai - Save water now' signs were removed from affected towns and retail signs were also collected from stores in each town with a council water supply.

The team continued support of the 2025 local election campaign. This kicked off in April with an explainer story about the non-resident ratepayer roll. In May, we published a story explaining how electors can choose to enrol on the Māori roll or the general roll. Other events and stories during June included a candidates' information evening, and the continued roll-out of election-related videos. During June, these encouraged residents to consider standing for election.

A key member of the news writing team has had leave to recover from surgery extended into June and then again into August. The end of June also saw another of our communication advisors take parental leave for six months. The absence of both will impact the team's capacity and ability to deliver key news-related tasks. Our cadet will step into Greer's role. He has proved a quick study and is already familiar with most of our systems. We are happy to keep him on the team for another six months.

## Customer Service Excellence Co-Ordinator: RFS

The RFS Project, led by the Customer Service Excellence Coordinator, has continued to make measurable progress in service delivery performance and backlog reduction across the Far North District Council. This quarter reflects enhanced collaboration, smarter triaging, and improvements in both efficiency and customer experience.

The total number of open Requests for Service (RFS) across all departments of the Far North District Council has shown a consistent downward trend over the past quarter, reflecting the ongoing success of operational improvements and customer service initiatives.

The reduction in open RFS volumes is a clear indication that efficiency initiatives are yielding results. The focus on empowering staff and customers, coupled with targeted training and clearer workflows, has significantly improved the quality-of-service delivery.

Continued emphasis on first-contact resolution and internal collaboration is expected to maintain or accelerate this positive trajectory in the next quarter.

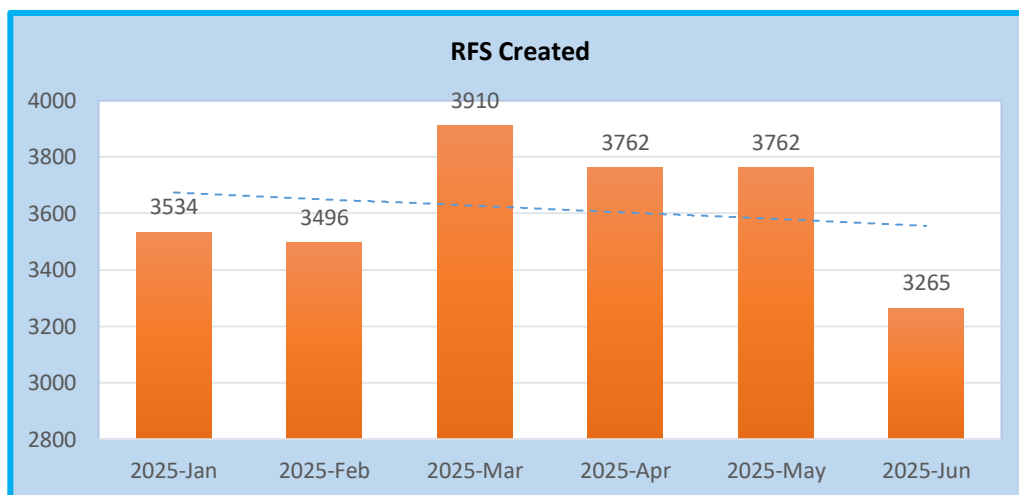
## Key Highlights

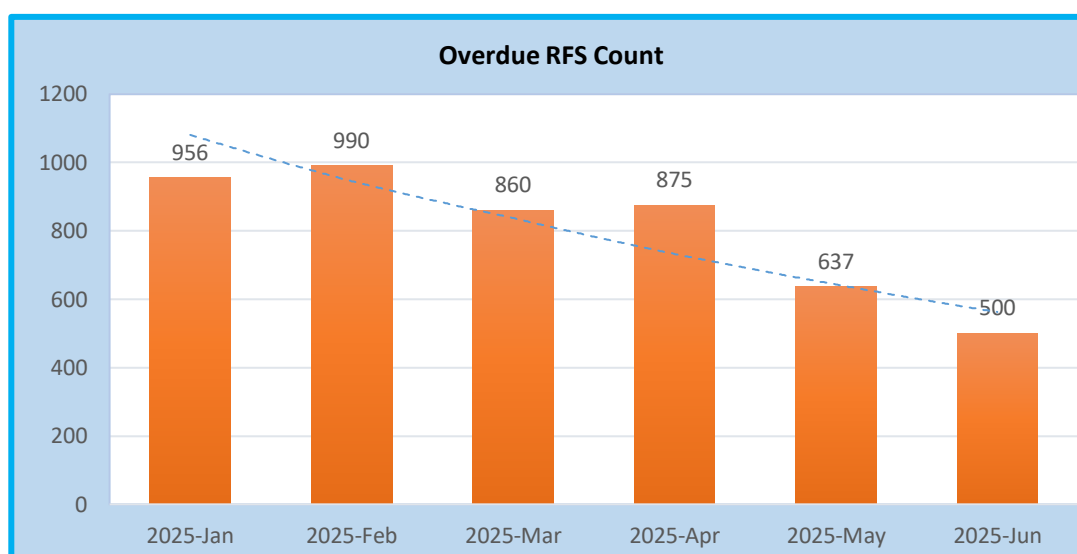
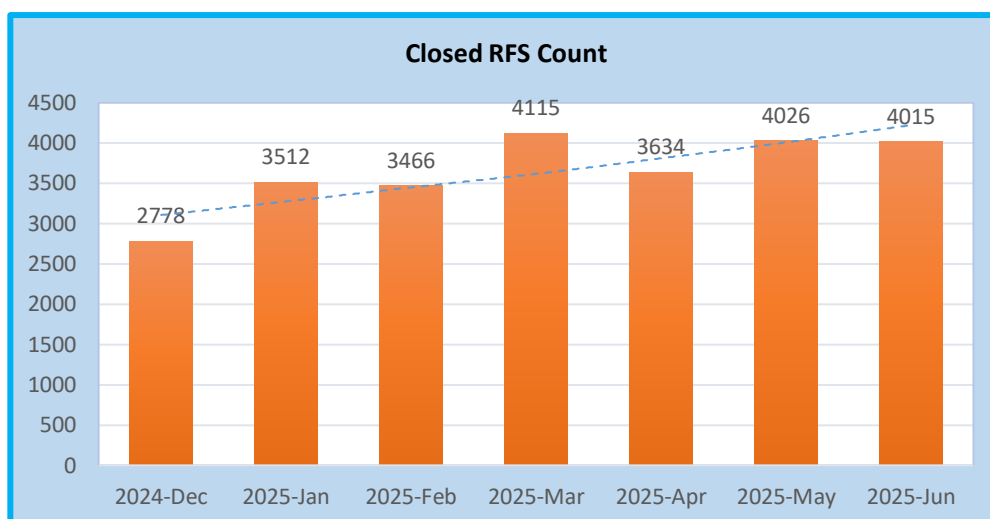
- Reduced RFS Volume:**  
 The number of Requests for Service (RFS) created remained high in April and May, with 3,762 created in May, before dropping to 3,265 in June — a 13% decrease. This decline may reflect improvements in first-contact resolution, customer guidance, and a reduction in duplicate or unnecessary requests.
- Backlog Reduction Success:**  
 Open RFS counts dropped from 1,296 in May to 1,195 in June, a 17.4% reduction. This indicates sustained momentum in addressing long-standing RFS and optimising workload distribution through better tools and processes.
- High Closure Efficiency:**  
 In **June**, the team achieved a 123.3% closure rate, closing 4,026 RFS against 3,265 created. This performance not only met current demand but also contributed to backlog reduction.
- Stable Handling Time:**  
 Average handling time increased slightly — from 13 hours 30 minutes in May to 13 hours 45 minutes in June. This remains in line with the overall target range, though it will continue to be monitored to maintain efficiency levels.
- Improved Team Coordination:**  
 Active engagement with key internal teams (Infrastructure, Waters, District Facilities) and partners (Ventia), alongside regular refresher training and strong internal communication, has helped ensure RFS are accurately routed and resolved faster.

## Conclusion:

The RFS Project continues to strengthen FNDC's ability to manage service requests effectively and responsively. The last quarter demonstrated consistent progress across all key performance indicators, with notable achievements in reducing request volumes, handling times, and historic backlogs — all while fostering a collaborative and informed service culture.

The following three graphs show the improvements. The graph I would like to focus on is the overdue RFS Count; (graph 3).





The number of overdue RFS requests has steadily declined by 43% over the quarter — from 875 in April to 500 in June.

The downward trendline on the graph highlights a sustained and positive reduction in overdue cases across all three months. Consistent backlog clearance is evident, with monthly overdue counts decreasing sharply.

The most significant drop occurred between April and May (a reduction of 238 cases), followed by further decreases in June.

This improvement aligns with gains shown in other metrics of higher RFS closure rates and fewer open cases.

The steady drop in overdue RFS counts in Q2 reflects strong performance in timeliness and accountability. This improvement suggests that FNDC's operational processes are not only addressing new RFS efficiently but also ensuring older or delayed requests are being resolved promptly — a key indicator of maturing service excellence.