

**CHIEF OF STAFF
MONTHLY REPORT**

July 2026

Executive Summary

The Chief of Staff group (Chief Executive's Office) provides strategic and operational advice to the Chief Executive, leads culture and organisational development, delivers on the Mayors Taskforce for Jobs, supports employment-related decisions, provides direct support for Kahika and Kohepū and manages high-profile complex property projects across the organisation.

It comprises key functions including People & Capability, Organisational Development, Executive Projects, Mayo's Office and Facilities & Administration, each providing services ranging from recruitment and payroll to property project management and workplace environment support.

A quarterly report is provided to Te Miromiro on the group's activities and people information, the latest report is here - [Agenda of Te Miromiro Committee for Assurance, Risk and Finance Meeting - Tuesday, 12 May 2026](#). This activity briefing is attended to supplement rather than duplicate information included in that report.

Reporting Period: July 2026

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People & Capability

The People & Capability team provides practical, timely, and high-quality support across the full employee lifecycle, including recruitment, payroll, performance, induction and employment relations. This section summarises the month's priority People & Capability updates for elected members.

Staffing Levels and Vacancies

What has changed

The Vacancy and Recruitment Framework is now fully implemented and actively operating across the organisation. All vacancy requests are reviewed by SLT on a weekly basis before recruitment approval is granted. This additional governance step has strengthened oversight of recruitment decision-making and has resulted in a reduction in the number of recruitment campaigns progressing to market.

Why it matters

The Vacancy and Recruitment Framework ensures vacancies are not treated as automatic replacements, but as opportunities to critically assess service needs, organisational priorities, workforce capability requirements, and alternative ways of delivering outcomes. Weekly SLT review provides a consistent and transparent decision-making process, helping to ensure staffing resources are directed to the areas of highest organisational need. While the additional assessment step has reduced overall recruitment activity, it has improved workforce planning discipline, strengthened financial stewardship, and supported Council's ability to deliver Annual Plan commitments while managing operational risk and affordability impacts for ratepayers.

Relevant metrics

Vacancies and Recruitment Framework Reviews

Vacancies Reviewed by SLT in July	Approved	Unapproved
7	5 – to fill permanently	2 – to be reviewed again

Active vacancy recruitment during July 2026:

Position Description	Type	Business Unit
PIMs Officer	Permanent	Property
Transportation Network Manager	Permanent	Transport
Support Officer	Fixed Term	Te Hono

Total Position (FTE)

FTE measures *the total workload/positions*, not people, where 1.0 FTE represents the hours of one full-time employee (ie 40 hours per week); multiple part-time employees can collectively make up one FTE.

Total Pos FTE	Permanent	Fixed Term	Casual	Change from Previous Month
467.79	420.31	47.28	0.2	↑ 1

**Change from previous month to +1 FTE position is the aforementioned Fixed Term Support Officer for Te Hono team.*

Headcount

Headcount is the total number of people employed, counted as individuals, regardless of whether they are permanent, fixed-term, part-time, or casual.

Total Headcount	Permanent	Fixed Term	Casual	Change from Previous Month
429	378	35	16	↓ 1

What Happens Next

Vacancies will be consolidated, with resulting changes reflected in the Annual Plan.

Being a Fair and Safe Employer

Being a fair and safe employer requires Council to act lawfully, in good faith, and with respect, including applying fair and consistent processes and preventing bullying and harassment. It also requires providing a work environment that is healthy and safe so far as reasonably practicable, in line with obligations under the Health and Safety at Work Act 2015 and the Employment Relations Act 2000, alongside Council policies and employment agreements.

What has changed

People & Capability continued to provide business-as-usual support to People Leaders and employees, including workplace relations advice, proactive guidance, and management of employment matters as they arose. Collective bargaining activities and the end-of-year performance review process continued during the period nearing completion, alongside ongoing review and maintenance of People & Capability policies.

Proactive work has commenced on developing redeployment & reskilling guidance, decision-making framework on employment matters and organisation-wide guidance on team building and offsite sessions.

Due to privacy and legal considerations, further detail is not included in this report.

Why it matters

Council's approach as an employer directly impacts staff wellbeing, service continuity, and organisational reputation. Ongoing public commentary has heightened focus on staff wellbeing and employer obligations, increasing employment relations risk and reinforcing the need to maintain a safe, supportive, and compliant workplace.

Relevant metrics:

Workplace matters being actively managed by the People & Capability team (high level):

Cases Actively Managed in July	Cases ongoing from previous months
6	14

What happens next

Quarterly analysis of employment matters requiring People & Capability support will continue to identify emerging trends and proactively inform targeted interventions. These insights will be used

to assess effectiveness and refine our approach, with an ongoing focus on strengthening People Leader capability, early intervention, and timely resolution

Organisational Development

Organisational Development helps build a healthy workplace where people can do their best work. This includes strengthening leadership, supporting change programmes, improving how we work, and lifting culture and capability across Council.

Staff Engagement Survey - Results and Follow-up

What has changed

Engagement Action planning is focused on closing out actions prior to the survey opening end of August.

Activity supporting engagement and wellbeing insights during July:

- Encouraging staff to update their personal details to help us understand and support our workforce celebrate diversity and focus our efforts where they can make the greatest impact, while respecting employee privacy
- Vanuatu Bislama Language week - provided language and celebration resources.
- Matariki story, resources, cultural significance and events shared across the organisation.
- Delivery of resilience workshops.

Why it matters

Engagement is an early indicator of workforce health and retention risk, and helps Council understand whether leadership, workload, and support arrangements are enabling delivery. Identifying key themes and insights provides clarity of what is important to our staff and areas requiring focus, acknowledgement and improvement. Initiatives focused on culture, awareness and wellbeing increase engagement.

Relevant metrics

Team Action plans: 11

What happens next

Draft survey questions confirmed for September Engagement Survey.

Promotion of the September survey commences mid-August.

Continue team check ins across the organisation to share resources on team collaboration, continuous improvement, and effective work planning. Create and drive engagement initiatives via bespoke soft skill training, team building activities, professional development training opportunities, and Diversity, Equity & Inclusion awareness and training.

Support for Change - New Tools and Guidance

What has changed

Revised leading change and team change sessions to be scheduled over coming months incorporating templates and resources. Promotion of self-directed learning via Percipio (our learning management system). Enterprise Change Roadmap development is now part of Executive Projects.

Why it matters

Effective change management provides a structured approach to helping people adapt to change, ensuring new strategies, processes and technologies are successfully adopted and embedded. By

actively managing the people side of change we will build resilience, maintain customer services and performance standards and be more adaptable and responsive to future challenges and opportunities. Ongoing learning strengthens skills and capability, supports growth and improves performance and engagement.

Relevant metrics

Effective change management will be measured in September engagement survey providing insights and actions.

What happens next

Continue change training and support with tools and feed into internal communications. Encourage participation in the September Engagement Survey.

Stronger People Leadership*What has changed*

Continue meetings with SLT and Tier 3 leaders to agree capability focus areas against the five leadership priorities: Strategic Thinking & Planning, Change Management & Leadership, Decision Making & Critical Thinking, Emotional Intelligence, Political & Business Acumen. Performance plans for FY26/27 have required Learning and Development goals.

SLT adopted Key Success Factors (similar to KPIs) that reflect key performance and behaviour outcomes for the financial year, that are consistent at the SLT level. The broader internal performance management framework has been refocused to reflect the CE KPIs framework, to ensure delivery across the organisation is aligned.

Why it matters

Strong people leadership supports culture, performance and retention, and helps resolve workplace issues early, reducing service disruption and employment-relations risk.

Relevant metrics

Learning and development plan data based on capability growth based on the five leadership priority areas, role specific requirements, and core skills leading and mentoring staff.

What happens next

Continue meetings with SLT and Tier 3 to provide individual plans. Leverage internal subject matter expertise to create capability growth sessions eg topics relating to Political & Business acumen. Provide support for required Learning and Development plans.

Executive Projects

Executive Projects is a small specialist team that helps move complex, high priority work forward. This often involves coordinating across different parts of the organisation and making sure the right decisions and governance steps happen at the right time.

A lot of this work relates to land and property matters, and projects that need extra coordination to unblock progress. As projects move into delivery, the work is often handed over to other groups to complete.

The team helps senior leaders and elected members by improving the quality of advice, strengthening decision making, and keeping complex work moving.

Housing for the Elderly

What has changed

Following an elected member workshop with Far North District Council (FNDC) and Far North Holdings Limited (FNHL) on 20 May where governance consensus was for staff to further explore a hybrid approach, including elements of divestment (Option 4) with targeted engagement with community housing providers (Option 3), staff have identified a preferred divestment pathway alongside the Urban Advisory (TUA).

To support informed decision-making and ensure all options are thoroughly explored before reporting on the next steps for the divestment pathway, staff have scheduled a workshop with elected members on 20 August to present the preferred pathway forward. Following this workshop, staff anticipate presenting decision reports to both Te Koukou and Council in September and October, respectively.

Why it matters

Housing for the Elderly involves long-term decisions about service levels, asset condition and investment, operating model, and funding/affordability. This portfolio has been a longstanding item Council has wished to progress, is of high interest to the public, and specific locations have recently attracted renewed interest from community housing providers (CHPs) which the latest Council resolution does not allow provision to fully explore. Clear direction is needed to manage risk, ensure transparent decision-making, and provide certainty to tenants and the wider community about the future of this portfolio.

Relevant metrics

- 8-week external options analysis review by The Urban Advisory (TUA) completed by early August.
- Materials prepared for 20 August workshop by early August.
- Draft decision report prepared by early August.

What happens next

- Elected Member workshop on 20 August to present preferred hybrid divestment pathway.
- Staff refine decision paper based on workshop feedback, and present to Te Koukou and Council in Q4.

Clearer Approach to Land Decisions

What has changed

Operational policy to improve how we make land decisions (buying, keeping, or selling land) has been drafted and is undergoing detailed legal review prior to finalisation. Completion of the review is taking longer than initially anticipated due to competing priorities for teams providing input, with next steps being worked through as part of the wider policy finalisation process.

Why it matters

A consistent operational approach supports Council to make well-reasoned land decisions and improves transparency about how and why decisions are made, including clearly confirming where elected members are required to make decisions. It also ensures clear, robust internal process to ensure elected member land decisions can be well-implemented.

Relevant metrics

First policy draft completed and initial internal review completed by relevant teams. In-depth legal/compliance review of refined draft in progress.

What happens next

Complete in-depth legal/compliance review and obtain elected member endorsement of policy, commence process design once policy formally endorsed.

Key Place and Property Projects - What You Need to Know

What has changed

Work continues for a small number of complex projects that need careful planning and clear decision steps. Some property matters are commercially sensitive, so details are managed through the appropriate confidential channels.

Why it matters

These projects can affect long-term community outcomes, costs, and public confidence in decision-making.

Relevant metrics

- Te Puāwaitanga: On 22 July, Council approved public consultation on the sale or lease of a portion of approximately 10ha of park land at 1936 SH10, Waipapa (home of Te Puāwaitanga), with all proceeds from either the sale or lease to be ring-fenced towards supporting future sports hub development at the site. Public consultation will run from 31 July to 31 August.
- 'Old' Kaikohe Library building: A report is coming to Te Koukou on 19 August - for recommendation to Council in September - to confirm outcomes for the building. Based on community engagement in May and endorsement by Kaikohe-Hokianga Community Board (K-HCB) in June, the recommended option is for 1) Council retain ownership of building and 2) begin an Expressions of Interest (EOI) process on granting of a lease for a commercial market rate, with preference given to proposals that deliver community benefits. If the recommended option is approved the EOI criteria will be refined with input from the K-HCB, with the aim being to commence the EOI process before December. There are building works that need to happen before a lease can be signed that will be completed after the library services relocate. Staff will continue to engage with Ngāpuhi Iwi Social Services (NISS) and

other submitters as next decision steps are endorsed by relevant committees through to Council.

- New Kaikohe Library and Civic Hub: Executive Projects are providing project liaison support in the leadup to the official opening date of this site on 9 November, including coordinating moveout resourcing, supporting practical completion of the project, and asset handover.

What happens next

- Te Puāwaitanga: Once public consultation has finished, staff will analyse the results and present an information report to the Bay Of Islands – Whangaroa CB in September.
- 'Old' Kaikohe library: Recommendation to be sought from Te Koukou on 19 August for presentation to Council in September.

Long Term Plan (LTP) Programme Management

What has changed

The LTP is being managed as a single, organisation-wide programme led by Executive Projects, coordinating strategy, services, infrastructure and finance; with work focused on sequencing major projects, zero-based budgeting, and decision-ready advice.

Why it matters

This whole-of-organisation approach ensures priorities, trade-offs and affordability are considered together in a constrained environment and strengthens operational leadership and governance oversight.

Relevant metrics

Key upcoming elected member workshops/decisions in the next 4-8 weeks:

Workshop on 7 July to report back confirmed community outcomes and strategic priorities, communicate draft proposed standard activity groupings, and present the draft capital pipeline for initial overview.

Rates modelling survey to circulate end of July-early August, seeking elected member direction to inform the options staff will model for governance consideration.

25 August workshop held – focus will be on introducing affordability tools to support decision-making, Council's preferred financial approach prior to rates capping, future approaches to economic development, and a refinement review of the draft capital pipeline.

What happens next

Circulate monthly status reporting to ensure governance oversight of programme progress.

Deliver July and August workshop content and bring formal reports to elected members as required.

Ad Hoc Advice and Support

In addition to planned project work, Executive Projects provides ad hoc advice to the other staff across the groups.

This includes support on complex land questions, cross organisational reviews, and governance or process matters where additional coordination or assurance is required. This month that has included

providing project advice regarding the Kaikohe Placemaking project, co-ordinating cross-cutting work between infrastructure and planning to enable development of the Kerikeri ring road; supporting information requests to enable housing strategy work progression in other teams, providing strategic advice to the workplace accommodation working group's property queries, progressing potential (confidential) development opportunities, and providing input to ongoing implementation of development contributions.

Office of the Mayor

The Office of the Mayor supports the Mayor and Deputy Mayor to provide clear, prepared leadership across the organisation and the District.

We bring together strategic advice, clear briefings, communications and practical day-to-day support. We also connect mayoral priorities with work across FNDC so information flows well, opportunities are identified early and leadership is backed by evidence.

In July, the focus was on strengthening how the Office works, welcoming MTFJ into the team and building a more consistent rhythm to support proactive leadership.

Day-to-day support

What has changed

Day-to-day support increased as the Mayor and Deputy Mayor's meeting, event and public appearance schedules grew. The Office strengthened diary coordination, forward planning and preparation, with closer attention to competing priorities, travel, deadlines and the information required for each engagement. Regular coordination across the Office also improved visibility of upcoming commitments and follow-up actions.

Why it matters

Strong coordination helps ensure the Mayor and Deputy Mayor have realistic schedules, clear priorities and the right briefings, documents and context at the right time. This reduces last-minute pressure, supports consistent follow-through and enables them to remain present, prepared and responsive across their leadership and representative roles.

What happens next

The Office will continue strengthening its forward view of commitments, preparation requirements and follow-up actions. This will include earlier coordination of diaries and briefings, clearer prioritisation when demands compete, and stronger information flow across the team so emerging issues and opportunities can be identified and supported early.

Briefings and communications support

What has changed

Communications capacity within the Office was limited for much of July, creating a greater need to prioritise responsive media support alongside planned communications. This led to stronger reliance on, and closer collaboration with, the wider FNDC Communications team to coordinate media enquiries, develop content, maintain consistent messaging and support continuity of communications activity.

Why it matters

Clear, timely communications help the Office and FNDC explain what is happening and why. This supports consistent public information, protects trust and enables the Mayor and Deputy Mayor to respond confidently when issues arise.

Relevant metrics

- Media enquiries (email and calls/text): 21
- Media releases and statements: 4
- Social media content pieces and posts: 4

What happens next

The Office will continue working closely with the FNDC Communications team on the Straight Up Far North series, seasonal campaigns and longer-term communications planning. The focus will be on making the best use of shared capacity, maintaining responsive media support and increasing planned, proactive content.

Strategic planning, relationships and advocacy*What has changed*

The Office of the Mayor focused on stronger strategic planning, targeted advocacy for the Far North and closer alignment between mayoral priorities and organisational activity. This included building internal business partnerships to bring together advice and support, strengthening external relationships, and compiling data, evidence and organisational insight to support clear leadership positions.

Why it matters

Strong internal partnerships enable a more integrated approach to planning, advice and delivery. This helps the Mayor and Deputy Mayor anticipate issues, draw on expertise from across the organisation and advocate more effectively for the Far North with central government, regional partners and other decision-makers.

Relevant metrics

Strategic briefings, runsheets and issue notes: 13

Internal relationship development touchpoints: 15

External engagements supported: 10

What happens next

The Office will continue building a forward work programme around its key priorities and targeted advocacy for the Far North. This will include deeper internal business partnerships, more joined-up advice and support, and a stronger evidence base for mayoral leadership and advocacy.

Team culture and capability*What has changed*

The team continued to strengthen a shared and successful way of working, with more focus on how outcomes can be achieved together. Welcoming the MTFJ Coordinator into the Office created an opportunity to better understand each other's roles, strengths and ways of operating, and to connect MTFJ more closely with the Office's wider priorities.

Why it matters

A strong team culture helps us work from a shared purpose, draw on each other's strengths and provide joined-up support for the Mayor and Deputy Mayor. Grounding our culture in Te Pae o Uta and te ao Māori strengthens how we work together and build relationships with internal and external partners to support strong outcomes for the Far North.

What happens next

The team will continue developing shared ways of working and a deeper understanding of how each role contributes to collective outcomes. We will begin learning journeys together in te reo Māori and te ao Māori, guided by Te Pae o Uta, while strengthening the way we build and maintain relationships across FNDC and well as external partners and stakeholders.

Mayor's Taskforce for Jobs*What has changed*

The programme entered a transition period between contracts. Work focused on confirming outcomes, seeking approval for eligible rollovers, moving June referrals into the new contract period and coordinating public communications with LGNZ and MSD.

Why it matters

Accurate reporting recognises the employment outcomes achieved and shows the value MTFJ delivers for rangatahi and communities. A well-managed transition also helps eligible young people continue to receive support under the new contract period.

Relevant metrics

The programme tracks placements, sustainable employment outcomes and progress against the contracted target.

Placement Made	Sustainable Outcome Achieved	Total Programme Sustainable Placements Required
8 (into training) not counted as an MSD outcome	11	22

What happens next

The immediate focus is confirming final outcomes, completing rollover decisions and ensuring eligible rangatahi continue to receive support. The Office will also continue settling MTFJ into its strategic approach, with an early focus on building stronger connections between the Mayor, rangatahi seeking work and employers seeking staff, and linking this work with Council employment, procurement and economic development activity.

Highlights for the Office

- MTFJ was welcomed into the Office, with early work focused on relationships, processes and strategic alignment.
- A stronger operating rhythm improved forward planning, preparation and follow-through for the Mayor and Deputy Mayor.
- Closer collaboration with the FNDC Communications team maintained responsive media support and increased shared planning.
- Internal business partnerships and evidence gathering strengthened targeted advocacy for the Far North.
- The team continued building shared ways of working grounded in Te Pae o Uta and te ao Māori.

Strategic Reform Initiatives

Strategic Reform Initiatives supports Council's long-term strategic positioning by leading major reform initiatives, influencing regional outcomes, and providing oversight of complex cross-organisational programmes. During July, activity focused on progressing Northland's Head Start proposal, advancing governance and delivery arrangements for Resource Management Reform, supporting strategic economic development investment and partnership decisions, and overseeing the transition of Development Contributions into business-as-usual operations.

Simplifying Local Government Reform: Head Start

What has changed

July was a significant decision and proposal-development month for the Head Start pathway. On 6 July, the Local Government Reform Elected Member Steering Group considered the regional options analysis and community engagement findings and recommended that the Northland proposal be developed using a staged transition model. The model envisages an initial transition to two unitary authorities, with the duration and timing of any further transition to be determined through detailed design.

Council papers, workshops and advice were prepared to support formal consideration of the preferred direction. The Local Government Reform Head Start Workshop and associated Council material addressed the options analysis, community feedback, local representation, Māori participation, transition arrangements and the further work required before any structural change could occur.

Regional engagement included the Te Kahu o Taonui – Head Start Pathway for Simplifying Local Government hui on 9 July and the Northland | Forward Together Strategic Planning Workshop on 17 July. The latter placed Head Start within the wider regional context of infrastructure, Resource Management Reform and Northland's established collaboration framework.

The Elected Member Steering Group met again on 27 July to consider the draft Outline Proposal. Further FNDC input was developed to strengthen recognition of community boards, local voice, meaningful Māori participation, responsive services and fair access to investment. The final proposal was then prepared for consideration by the proposing councils.

Why it matters

The Head Start process enables Northland councils to put forward a locally developed response to the Government's local government reform direction. July's work moved the programme from broad options assessment into a defined proposal, while retaining further decision gateways and detailed design work before any final structural change could occur.

The staged approach seeks to balance stronger regional coordination with local representation and manageable transition. Important matters including governance design, community boards, Māori representation and participation, service delivery, infrastructure, funding, organisational arrangements and transition costs remain subjects for detailed design rather than settled decisions.

Relevant metrics

- The Elected Member Steering Group considered the options analysis and community engagement findings on 6 July 2026.
- The proposed direction is based on a staged transition model, with further detail to be developed during the next phase.
- Targeted engagement with Te Kahu o Taonui was held on 9 July 2026.
- The Northland | Forward Together Strategic Planning Workshop was held on 17 July 2026.
- The Elected Member Steering Group considered the draft Outline Proposal on 27 July 2026.

- An FNDC workshop on the proposal was held on 28 July 2026.

What happens next

The final Head Start Outline Proposal will be presented to the proposing councils for approval before submission to Government. If Government supports progression, the programme would move into detailed design, including further analysis, costings, engagement and decisions on governance, representation, Māori participation, regional functions, service delivery and transition arrangements.

Resource Management Reform

What has changed

During July, the Northland Resource Management Reform programme moved from establishment into active work programme development. The regional governance arrangements established at the inaugural Resource Management Joint Committee meeting on 29 June were carried into July through programme planning, elected member briefings and development of cross-council workstreams.

A Resource Management Joint Committee Workshop was held on 20 July to continue development of the Committee's programme and regional preparedness. Programme work focused on the future Regional Spatial Plan, the proposed Process Agreement, transition planning and operational readiness across the participating councils.

Resource Management Reform was also included in the 17 July Northland | Forward Together Strategic Planning Workshop. The update advised elected members that governance arrangements were in place, seven workstreams had been established, and activity was moving from programme design into delivery.

An internal FNDC workshop was held on 30 July to connect the regional programme with FNDC's operational responsibilities. The session focused on regional governance and delivery arrangements, internal workstream alignment, roles and responsibilities, risks, dependencies and the need for a coordinated FNDC operating approach.

Why it matters

The proposed planning system will require coordinated regional preparation and significant changes to planning, consenting, compliance, monitoring, data, engagement and organisational systems. The Regional Spatial Plan will establish the long-term spatial direction for Northland, while the proposed combined planning arrangements will require the councils to work together on matters currently managed through separate regional and district planning frameworks.

Moving early from governance establishment into coordinated delivery supports consistent regional advice and enables FNDC to identify its capability, resourcing, systems and implementation requirements before key legislative and programme decisions are required.

Relevant metrics

- Four Northland councils are participating in the joint programme.
- The Resource Management Joint Committee has two elected members from each council.
- Seven regional workstreams have been established.
- A Resource Management Joint Committee Workshop was held on 20 July 2026.
- A regional programme leaders' meeting was held on 24 July 2026.
- An internal FNDC RM Reform workshop was held on 30 July 2026.

What happens next

The regional programme will continue developing the Joint Committee work programme, the Process Agreement and the preparatory work required for a Regional Spatial Plan. Cross-council operational groups will progress readiness work in areas including planning, resource consents and compliance. FNDC will further define internal leads, contributors, risks and escalation pathways so its input into the regional programme is coordinated and aligned with other major reform and planning programmes.

Regional and Far North Economic Development

What has changed

Economic development activity during July operated across two connected areas: regional governance through the Joint Regional Economic Development Committee and development of FNDC's future approach to economic development investment through the 2027–2037 Long Term Plan.

A paper was prepared for Council's 22 July meeting seeking agreement that the future scale, scope, priorities and delivery model for economic development in the Far North be reviewed through the Long Term Plan. The proposed work includes assessing economic development investment against outcomes such as productivity, business development, quality employment, investment attraction, Māori economic development and regional prosperity, and considering both continued investment in Northland NZ and alternative delivery arrangements.

Regional coordination continued through the Joint Regional Economic Development Committee Staff Group Meeting on 17 July and the Joint Regional Economic Development Committee Meeting on 31 July. The 31 July agenda included Northland NZ's final Statement of Intent and consideration of its activities and performance measures.

An internal Workshop: Investment in Economic Development for FNDC LTP 2027–37 was also held on 31 July to begin developing the evidence, scope and options needed for the next stage of Council and Long Term Plan consideration.

Economic development alignment also remained part of the Northland Forward Together work programme, with the regional framework seeking to align growth ambitions with infrastructure, planning and affordability settings while complementing, rather than duplicating, the roles of Northland NZ and the Joint Regional Economic Development Committee.

Why it matters

Council's current regional economic development funding and shareholder arrangements need to be considered alongside the outcomes FNDC wants to achieve directly for Far North communities. Aligning that review with the Long Term Plan provides a formal pathway for considering outcomes, delivery options, funding and value for money before future investment decisions are made.

At the regional level, the final Statement of Intent is the principal accountability document for Northland NZ. Continued FNDC participation in JREDC and its staff advisory arrangements supports shareholder oversight and enables Council's priorities to be reflected in future planning and performance discussions.

Relevant metrics

- One report on future economic development investment was presented to Council on 22 July 2026.
- One JREDC staff group meeting was held on 17 July 2026.
- One formal Joint Regional Economic Development Committee Meeting was held on 31 July 2026.

- One internal FNDC economic development investment workshop was held on 31 July 2026.
- The work is being aligned with development of the 2027–2037 Long Term Plan.

What happens next

Staff will develop an options assessment, implementation pathway and funding plan for future FNDC economic development investment through the Long Term Plan process. This will include considering Council's investment in Northland NZ, alternative or complementary delivery arrangements and the outcomes Council expects from future investment. Regional governance and shareholder activity will continue through JREDC and the development of Northland NZ's future Statement of Intent.

Development Contributions Implementation

What has changed

Council's Utu Whakawhanake Development Contributions Policy became operational on 1 July 2026. From that date, new building consent, resource consent and service connection applications became subject to assessment under the new Development Contributions framework where the development is within an applicable catchment and is not otherwise exempt or covered by an available credit.

The go-live represented the transition from project development into live operational administration. An interim delivery model remained in place during July, with project, policy, systems and change staff continuing to support assessments and process administration while longer-term operational ownership and specialist resourcing were progressed.

The Development Contributions Policy amendments were also included in the 22 July Council agenda. The amendments addressed matters identified during implementation, including the reconsideration provisions and the practical administration of the Policy.

By the end of July, the short-term arrangement continued to require staff from several functions to carry operational responsibilities. This prompted further senior leadership consideration of capacity, competing work priorities and establishment of an enduring operating model.

Why it matters

Development Contributions ensure that qualifying development contributes towards the growth-related infrastructure it creates a need for, rather than those costs being met only through general rates. The policy supports more transparent and sustainable funding of infrastructure in identified growth areas.

The first month of live operation is important for testing the end-to-end process in practice. Clear accountability, consistent policy interpretation and sufficient operational capacity are necessary to reduce the risk of missed or inconsistent assessments, processing delays, compliance issues and pressure on staff supporting the interim model.

Relevant metrics

- The Development Contributions Policy went live on 1 July 2026.
- Applications are assessed at the resource consent, building consent and service connection stages where the Policy applies.
- The Policy applies within four defined catchment areas.
- Policy amendments were included in the 22 July 2026 Council agenda.
- Interim operational support remained in place through July while permanent accountability and resourcing were progressed.

What happens next

Staff will continue monitoring assessments, customer enquiries, system performance and policy interpretation during the post-go-live period. Priority work includes confirming sustainable operational accountability, progressing dedicated specialist capacity, completing outstanding training and process documentation, and transitioning responsibilities from project staff into an enduring business-as-usual model. The project arrangements are intended to be reviewed before formal project closure.

**COMMUNITY &
ENGAGEMENT
MONTHLY
REPORT**

July 2026

Executive Summary

The Community and Engagement Group is made up of the Te Ahu Museum and Archives, Libraries, Customer Services, Visitor Information Services (isites), the Communications and Engagement Team, the Contact Centre and the RFS Project all of which provide a variety of services that benefit communities in the Far North District. These services are aligned with Council's vision of creating great places and supporting our people.

Reporting Period: August 2025 to July 2026

This monthly report is presented in a 12-month rolling period to highlight trends, spikes, and troughs, with a focus on the closing period month's operational activity updates, key metrics being tracked, and data analysis.

Authors of the following detailed reports include: Ruben Garcia, Group Manager – Community & Engagement, Manager - Libraries and Customer Services, Manager – Te Ahu Museum and Archives, Manager – Visitor Information Services, Manager – Communications & Engagement, Manager - Contact Centre.

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Far North District Libraries

Manager – Libraries and Customer Services, reports:

The Far North District Council offers a network of six libraries located in Kaeo, Kaikohe, Kaitaia, Kawakawa, Kerikeri, and Paihia, and one mobile library. These libraries serve as essential social infrastructure, fulfilling the district's educational, literacy, leisure needs and enabling lifelong learning opportunities. By offering free and open access to knowledge and information services, these libraries are accessible to all residents. Additionally, they provide a diverse range of programmes suitable for individuals of all ages, ensuring an inclusive and enriching experience for the entire community.

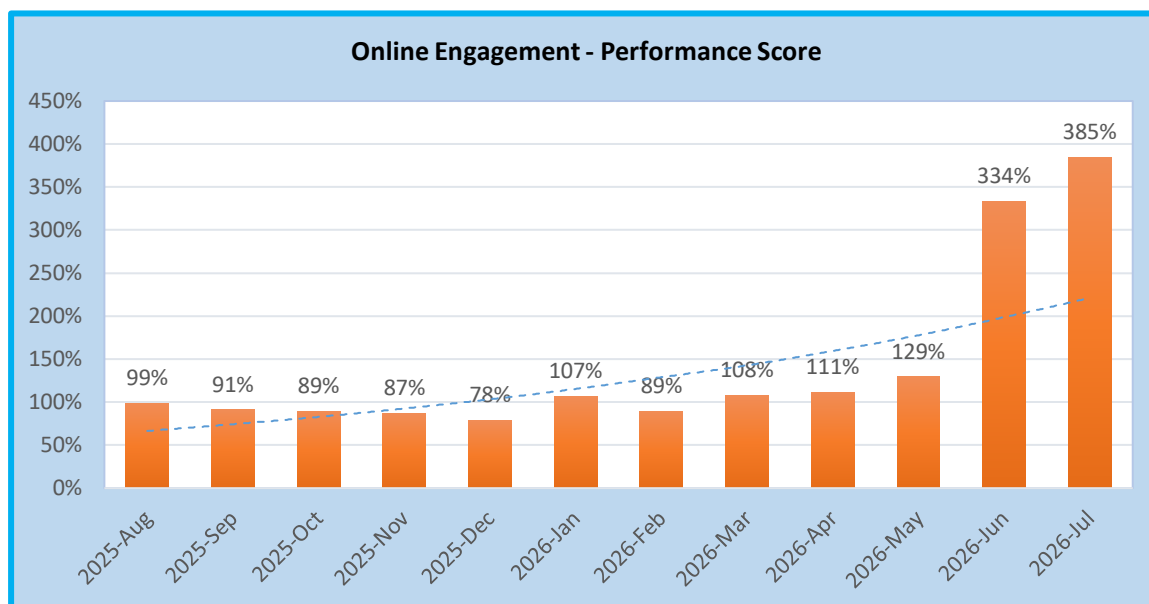
Operational Highlights for the July 2026 reporting period:

- Online engagement recorded 790,187 during July. Another huge number. This increase is again mainly attributed to the Far North heritage page on Facebook which gained 551,189 reach/views/comments and shares. Sharing of new collection items and old photographs has been extremely popular and gained significant engagement from the community.
- Procter Library began trialling a new Bellwether door counter in February, revealing that the original counter missed between 700–1,000 people each month. Positioned above the entrance, it records customer movement and identifies peak times, supporting programme and staffing decisions.
- Hoopla was added as a new e-resource in July, replacing Beamafilm due to rising costs compared with usage. It significantly expands our digital library by offering an all-in-one collection of audiobooks, eBooks, comics, manga, movies, music, and magazines. Although Hoopla was only available for the latter half of July, it recorded 61 borrows in its first two weeks, which is a pleasing result for the launch period.
- The libraries across the district had a combined door count of 41,767 during July, this is the highest number in over 12 months and represents an extremely busy school holiday period across all locations. The community need for free options for children during the holiday period was evident this holidays and successful programming and resources are seeing our sites performing well.

The following pages includes key performance metrics we track to better understand our business activities. All reporting metrics are reported in a 12-month rolling period (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

Online Engagement

Online engagement measures the digital use of online library services and includes all Facebook and email-newsletter engagement, and online site visits and downloads across the various services that make up the 'virtual library.' These include the online library catalogue, website and multiple e-services platforms across e-books, audio, magazine, newspapers, films, and several databases.



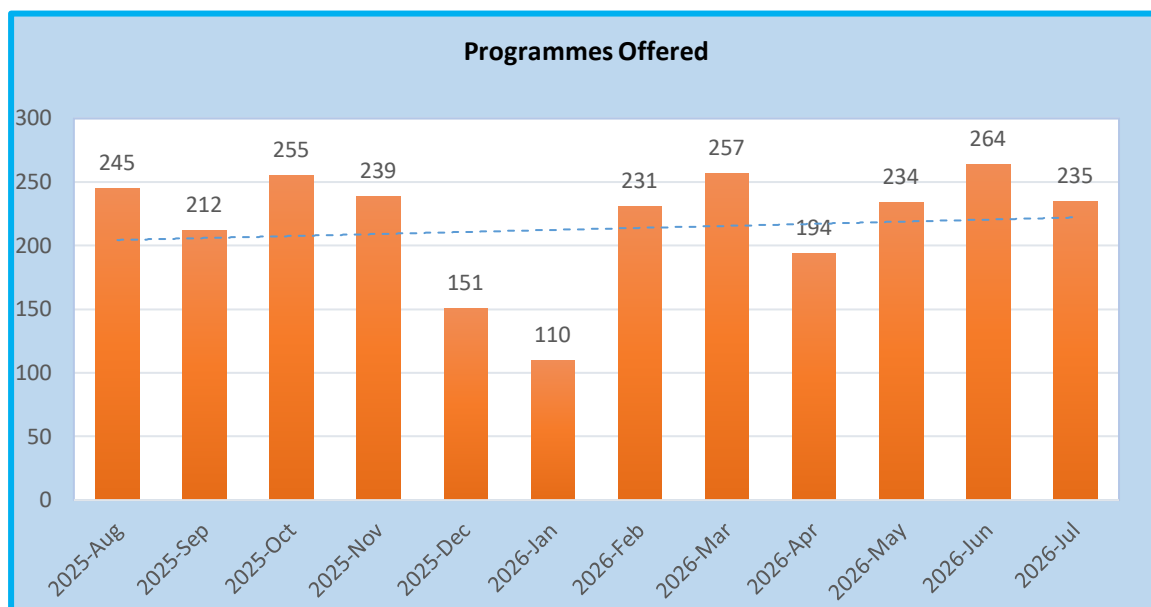
Far North District Libraries, Figure 1 – Online engagement includes visits, downloads, email newsletter and Facebook engagement (green).

Online Engagement Analysis

- Online engagement recorded 790,187 during July, another huge number this increase is again mainly attributed to the Far North heritage page on Facebook which gained 551,189 reach/views/comments and shares. Sharing of new collection items and old photographs has been extremely popular and gained significant engagement from the community. Specifically, a photograph of Dame Whina Cooper sitting outside her store and post office in Panguru generated 103 shares and 2000 reactions alone.
- Wi-Fi use across our sites was 30,100 showing the need for access within our communities remains strong.
- A marketing push of e-services continues through our monthly library newsletter and Facebook pages.
- Hoopla was added as a new e-resource in July, replacing Beamafilm due to rising costs compared with usage. It significantly expands our digital library by offering an all-in-one collection of audiobooks, eBooks, comics, manga, movies, music, and magazines. Although Hoopla was only available for the latter half of July, it recorded 61 borrows in its first two weeks, which is a pleasing result for the launch period.

Programmes Offered

Library programmes are free public events and activities, offered across a wide range of interest areas. The aim of library programming is to offer equitable access for communities to a wide variety of useful skills, ideas, and services that in turn support community well-beings. Libraries aim to offer as many programmes per month to communities as resourcing allows, this measure is important to track our output.



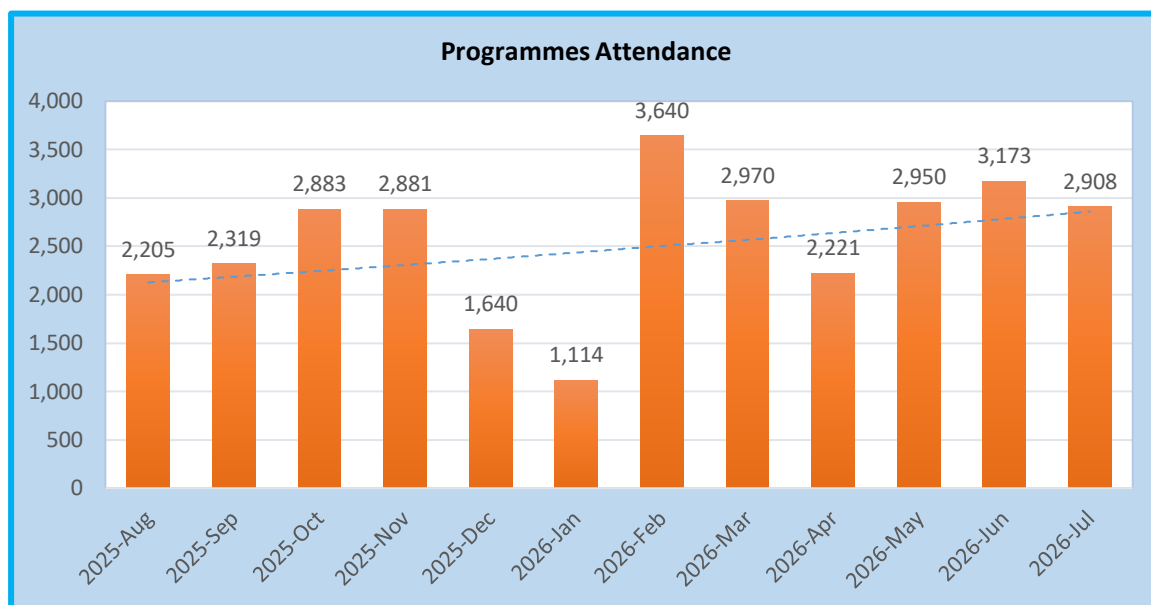
Far North District Libraries, Figure 2 - Includes all library programs offered, including outreach programs.

Programme Offered Analysis

- 235 programmes were offered across sites during July; an expected decrease due to school holidays and regular programming on pause for this period. There were a range of specially created programmes for Matariki across our sites. There were 11 in total, in addition to our usual July and holiday programmes giving variety to our community and education around Matariki which proved very popular.
- Offering a varied range of community needed programmes remains at the forefront of programme creation. Social activities such as crafting, board games and book clubs remain popular among adults and STEM, Crafternoons, Lego club and Minecraft continue to be well received across the district for children.

Programmes Attendance

Library programmes are free public events and activities, offered across a wide range of interest areas. The aim of library programming is to offer equitable access for communities to a wide variety of useful skills, ideas, and services that in turn support community well-beings. Programmes attendance measures the number of individuals attending libraries programming, which is useful to measure the impact of these services.



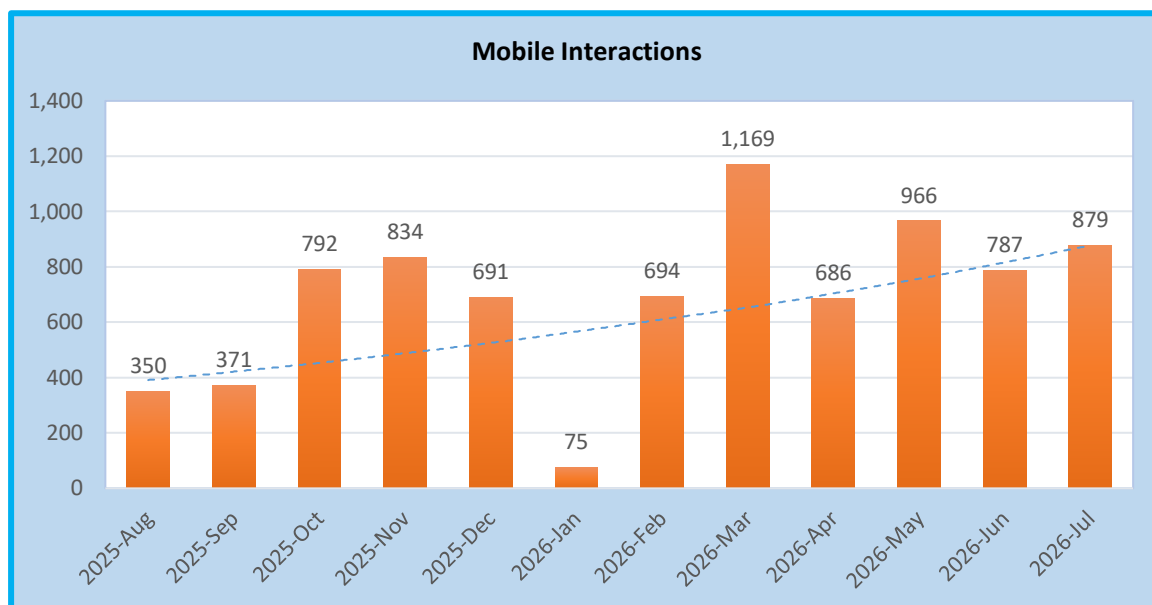
Far North District Libraries, Figure 3 - Includes all attendees to all library programs, including outreach programs.

Programmes Attendance Analysis

- Library programme attendance decreased during July; however, despite reduced programming during the school holidays, attendance remained consistent, with 2,908 people attending library-run programmes across the district. This is a pleasing indication of ongoing demand for library programmes and reflects the team's continued commitment to delivering quality events at minimal cost.
- To celebrate Matariki, our Māori Services Specialist worked with each library team to deliver 11 programmes across all sites. These ranged from mahi poi to rongoā Māori and attracted 146 attendees in total.

Mobile Interactions

Mobile library interactions measure the in-person use of the Mobile Library and includes all library stops in communities, all educational-centre visits, and total number of interactions with customers.



FNDC Libraries, Figure 4 - Includes community stops, school visits, and total number of interactions with customers.

Mobile Interactions Analysis

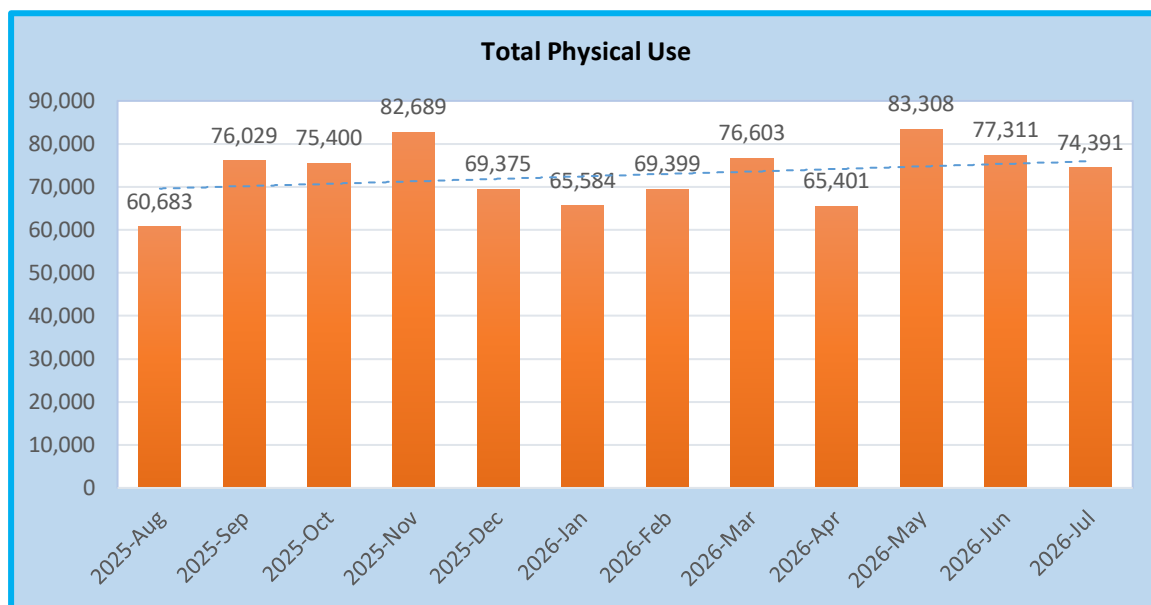
- Mobile outreach services continue to maintain high numbers, 879 interactions were reported for July. This increase on June is impressive considering school holidays; the outreach service shuffled the schedule to ensure schools were visited before the holidays so the opportunity to borrow books was not missed.
- The mobile library run operates a timetable of one week per ward catering to a combination of community stops, schools, Kura and ECE. The fourth week of the month being dedicated to visits across the district that do not fit into the regular scheduled ward week. Stops are advertised on Facebook, at local community meeting spaces, and communicated regularly to 'community champions' who help ensure awareness of visit frequencies.

Library stops:

- **Te Hiku:** Karikari, Te Kao, Pūkenui, Taupō Bay, Coopers Beach, Mangōnui.
- **Bay of Islands-Whangaroa:** Whangaroa, Tauranga Bay, Te Ngaere Bay, Mōtatau, Maromākū, Russell, Rangitāne, Ōkaihau.
- **Kaikohe-Hokianga:** Ōpononi, Broadwood, Rāwene, Horeke, Umawera, Waimamaku, Pawarenga, Kohukohu, Ōkaihau.
- School/ECE stops:
- **Te Hiku:** Oturu School, Broadwood Area School, Te Kura o te Kao, Doubtless Bay Kindergarten, Paparore School, Pukenui Kura, Karikari - Te Rito Te Puna Reo
- **Bay of Islands-Whangaroa:** Russell Playcentre, Maromaku Playcentre, Maromaku School, Motatau School, Bloomfield Special School, Okaihau College, Oakridge Villas, Te Waenganui, Tōtara North ECE, Radius Baycare - Haruru Falls - Retirement Village Visit.
- **Kaikohe-Hokianga:** Pawarenga Kura, Horeke Kura, Ngā Tamariki o te Taiao.

Total Physical Use

Total physical use measures the in-person use of library services and includes combined visits to all library sites, total number of Wi-Fi and public-internet logins.



Far North District Libraries, Figure 5 - Includes Wi-Fi logins, internet device-use, number of visitors.

Total Physical Use Analysis

- Total physical use figures remained strong this month with a figure of 74,391, a slight decrease on June but this can be attributed to school holidays and the Matariki public holiday closure.
- The libraries across the district had a combined door count of 41,767 during July. This is the highest number in over 12 months and represents an extremely busy school holiday period across all locations. The community need for free options for children during the holiday period was evident this holidays and successful programming and resources are seeing our sites performing well.

Far North District Libraries Conclusion

Libraries consistently work hard to maintain full value to ratepayers, with performance metrics meeting or exceeding baseline targets where these have been set. Whenever temporary performance dips are noted, these are closely analysed and action taken to remediate.

July was another busy as usual month, with pleasing positive highlights with online engagement recording the highest figure within the reporting period. Work to ensure the smooth transition of library services for Kaikohe is underway and tracking well.

Customer Services – Service Centres

Manager – Libraries and Customer Services, reports:

Customer Services are one of the first point of contact for people in our district, providing delivery of information, progressing requests from the community, and helping customers to solve Council-related issues. They also respond to emails from customers (AskUs emails). The six Service Centres are located at Kaeo, Kaikohe, Kaitaia, Kawakawa, Kerikeri, and Rawene.

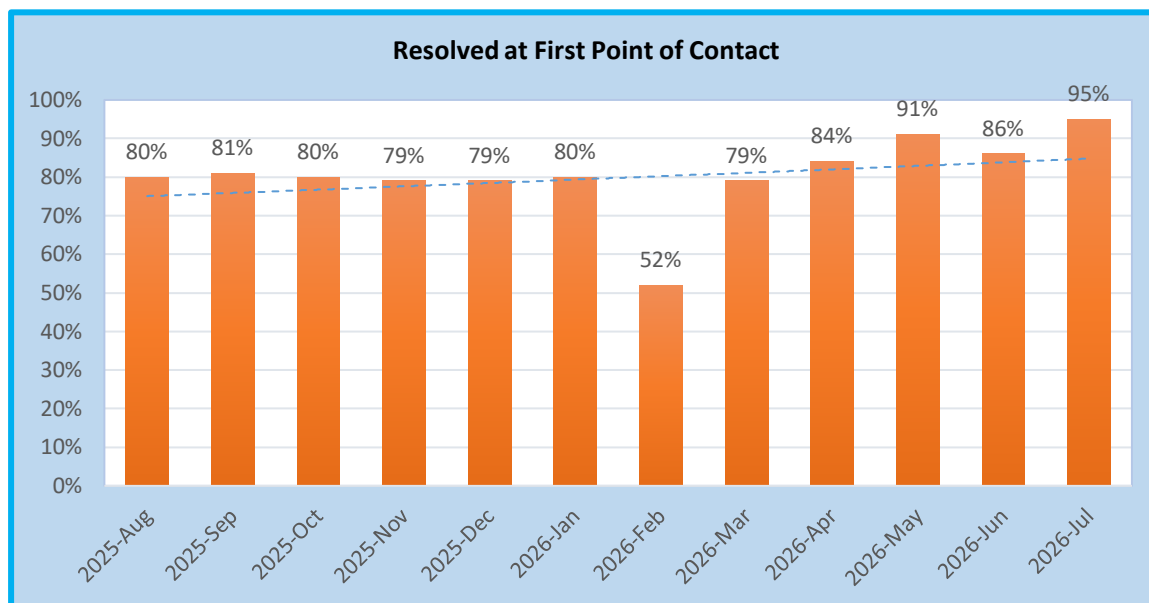
Operational Highlights for the July 2026 reporting period:

- During July, the Service Centre team continued training with Library teams to support business continuity during busy periods and staff leave. Learning basic library functions, while also sharing service centre processes with library staff, is building staff capability and confidence to better serve customers. A secondment to the Contact Centre has also created an opportunity for an isite staff member to work in Kawakawa, supporting their professional development and strengthening their Council service knowledge to take back to the isite team.
- Customer Services achieved 86% closure rate for July, raising 936 and closing 586 requests for service. This is another improvement on June's increase and a positive step maintaining above the 80% baseline.
- Total walk-ins resolved at first point of contact by Service Centre staff were 95% during July with a figure of 2,074 resolutions. While resolution percentages remain consistent, walk-in volumes were nearly double June's, demonstrating the team's ability to manage increased demand while completing transactions.
Also demonstrating that the new walk-in button has now been fully embedded and is working well.

The following pages includes key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

Percentage of Walk-Ins Resolved at First Point of Contact

Percentage of calls resolved at first point of contact has a target of 66% as an LTP success measure which Customer Services also aim to achieve. This measure is important to monitor because it demonstrates what percentage of customers have their queries resolved without referral to other teams.



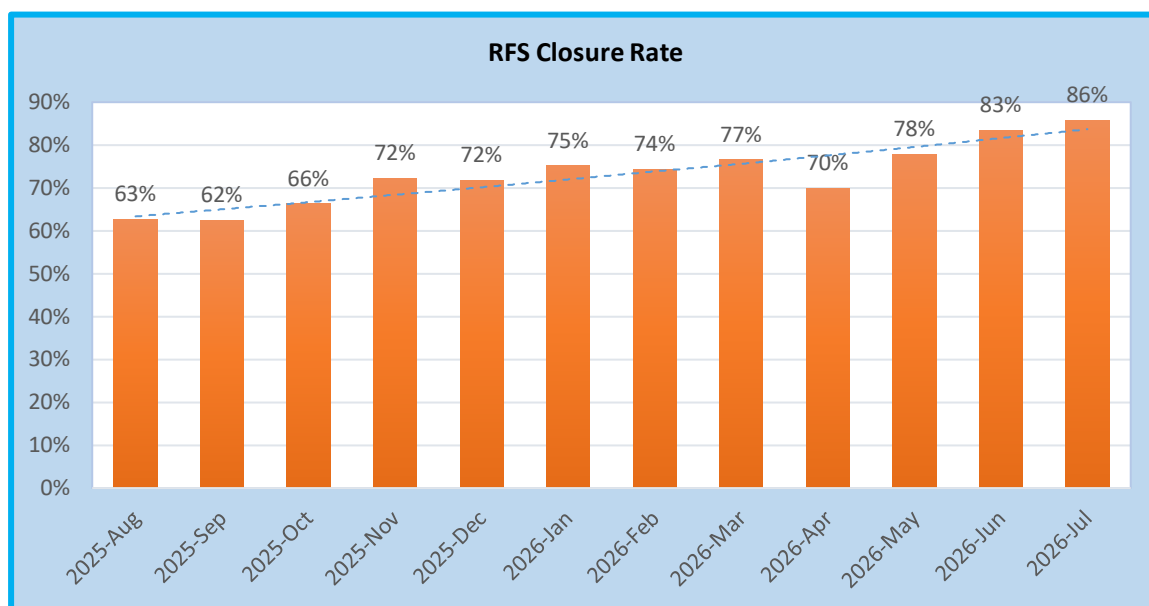
Customer Services, Figure 1 - Includes percentage of resolution achieved.

Resolved at First Point of Contact Analysis

- July saw 95% of walk-in queries being resolved at the first point of contact. This is an expected increase on June due to the beginning of dog registrations and the ability of the team completing transactions within the visit. This represents a strong figure and is above our 90% baseline target.
- Total walk-ins resolved at first point of contact by Service Centre staff were 2,074. While resolution percentages remain consistent, walk-in volumes were nearly double June's, demonstrating the team's ability to manage increased demand while completing transactions. Also demonstrating the new walk-in button has now been fully embedded and is working well.

Customer Services Requests for Service (RFS) Closure Rate

RFS closure rate measures the number of new RFS raised and total number of RFS closed by Customer Services to demonstrate the RFS closure rate percentage completed by this team per month.



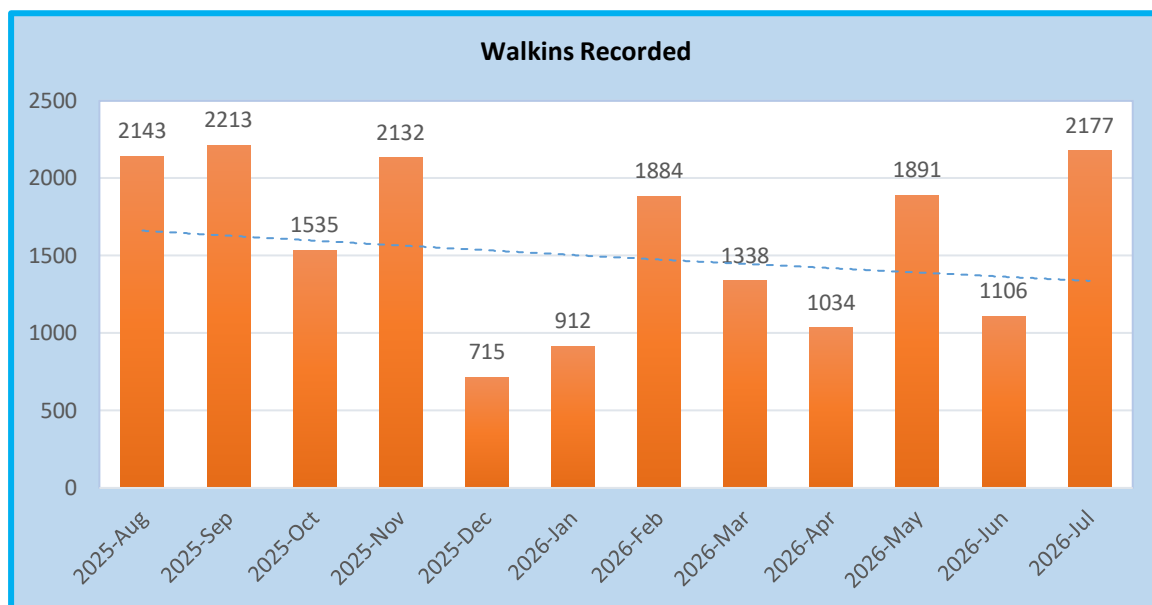
Customer Services, Figure 2 - Includes RFS closure rate percentage.

Customer Services Requests for Service (RFS) Closure Rate Analysis

- A baseline closure rate of 80% has been established for this metric. This accounts for certain RFS coding types that can only be closed by the relevant team for audit purposes, such as rating account change queries.
- Customer Services achieved 86% closure rate for July, raising 936 and closing 586 requests for service. This is another improvement on June's increase and a positive step maintaining above the 80% baseline.

Walk-ins Recorded

Walk-ins recorded measure the number of recorded walk-in customer interactions across all Service Centres.



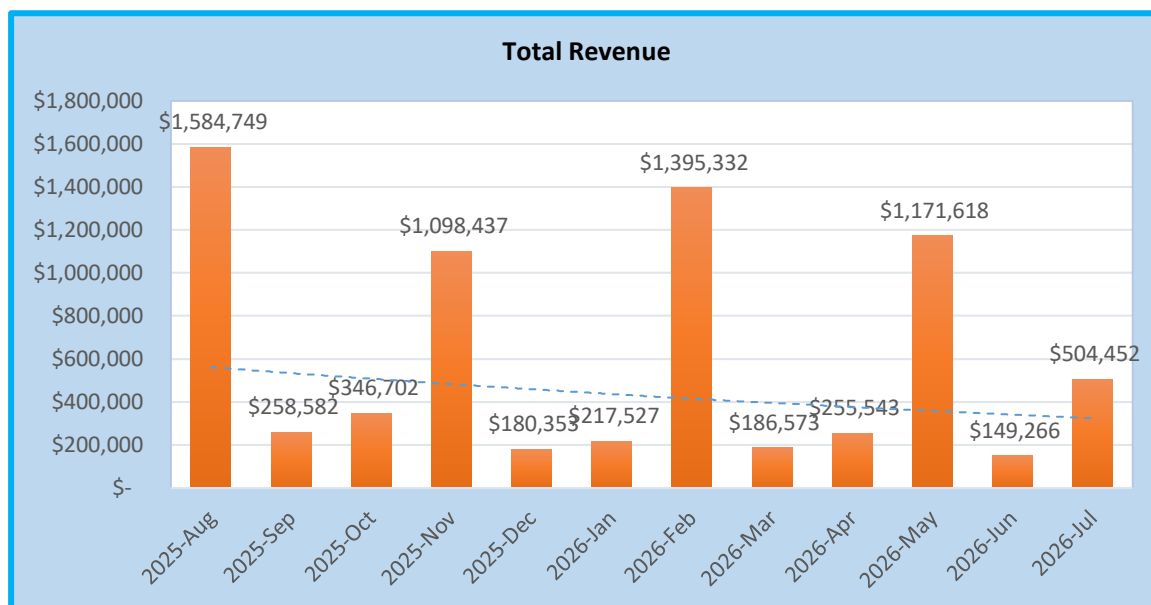
Customer Services, Figure 4 – Includes total number of recorded walk-ins.

Walk-Ins Recorded Analysis

- Walk-ins recorded for July totalled 2,177, a significant increase driven by the reduced-rate dog registration period, which runs from 1 July to 31 August, and increased enquiries at the start of the new rates rebate period.
- Rates invoices are also distributed during July, beginning the rates period which increases walk-ins.

Total Revenue

Total revenue measures the total revenue taken by site. This metric is important to monitor and understand revenue volumes by site.



Customer Services, Figure 5 - Includes total revenue for all site

Total Revenue Analysis

- Kerikeri, Kaitiāia and Kaikohe consistently gather the most revenue per site, generally in that descending order.
- Revenue generation increases are linked to quarterly rate instalment due dates, as seen in May, August, November, and February of this reporting period.

Customer Services Conclusion

Customer Services continues to perform effectively, making the most of available resources to deliver a positive customer experience. Ongoing collaboration and training across the Community and Engagement Group are improving access to cover during busy periods and staff absences.

The ongoing hard work behind the scenes to improve service performance is a credit to the team and it is pleasing to be able to report on the ongoing alignment with organisational goals of optimal service delivery and value for money.

isite Visitor Information Centres

Manager – Visitor Information Services, reports:

The three isite Information Centres in the Far North District are located at Paihia (Bay of Islands), Ōpononi (Hokianga) and Kaitiāia (Far North). The centres are primarily the focal point/central hub for all visitors, including cruise ship passengers, wanting information and tickets/bookings for local attractions. Staff can also make bookings throughout New Zealand.

The isites also act as local Far North District Council (FNDC) service centres where residents and ratepayers can register their dog, pay their rates, and make general enquiries about council services.

The isite team are passionate about promoting the Far North and its many attractions and our products. They are well trained in sales and provide excellent customer service all round. This ensures that visitors see the best of the Bay and the district, stay longer, and spend their tourist dollars, thus supporting the economic prosperity of our communities.

Operational Highlights for the **July 2026** reporting period:

Seasonal Visitor Activity: The quieter winter season continues with lower visitor numbers across the region, with many tourism operators continuing reduced schedules or temporarily closing seasonal experiences. Despite this, isite centres continue to support domestic travellers and local communities through visitor information and council-related services.

End of Financial Year Activities: July saw increased administrative activity across all isite locations as teams completed end-of-financial-year tasks. This included retail and stationery stocktakes, closing purchase orders, and replenishing retail stock before year-end purchasing deadlines. These activities ensure isites are well prepared for the new financial year ahead.

Hokianga isite Refurbishment: The reopening of the refurbished Hokianga isite has attracted many local visitors eager to experience the refreshed space, enhancing the visitor experience. The refurbishment also generated significant community interest on social media. Isite staff collaborated with Te Ahu Museum to design and install a kapia (kauri gum) display of museum collection items in the Hokianga isite to enhance interest and storytelling within the isite and cross promote the Te Ahu Museum.

Dog Registration Season: All isite centres experienced increased customer activity following the release of the 2026/27 dog registration notices. Residents visited the isites to pay registration fees, collect updated dog tags, and make related enquiries. The email rollout dog registration notices also prompted many residents to download the Doggone app. Isites are a valuable customer service touchpoint for dog registrations and support easier access to Council services within the community.

Events and Visitor Activity: There was increased visitor and community activity across the district during the month of July compared to last year. This included school holidays, Matariki Pēwhairangi Festival, Kid's Lit Quiz World Final, Aotearoa NZ Māori Rugby League Teina Tama Tournament, all of which attracted more visitors to the region with the opportunity to showcase the Far North.

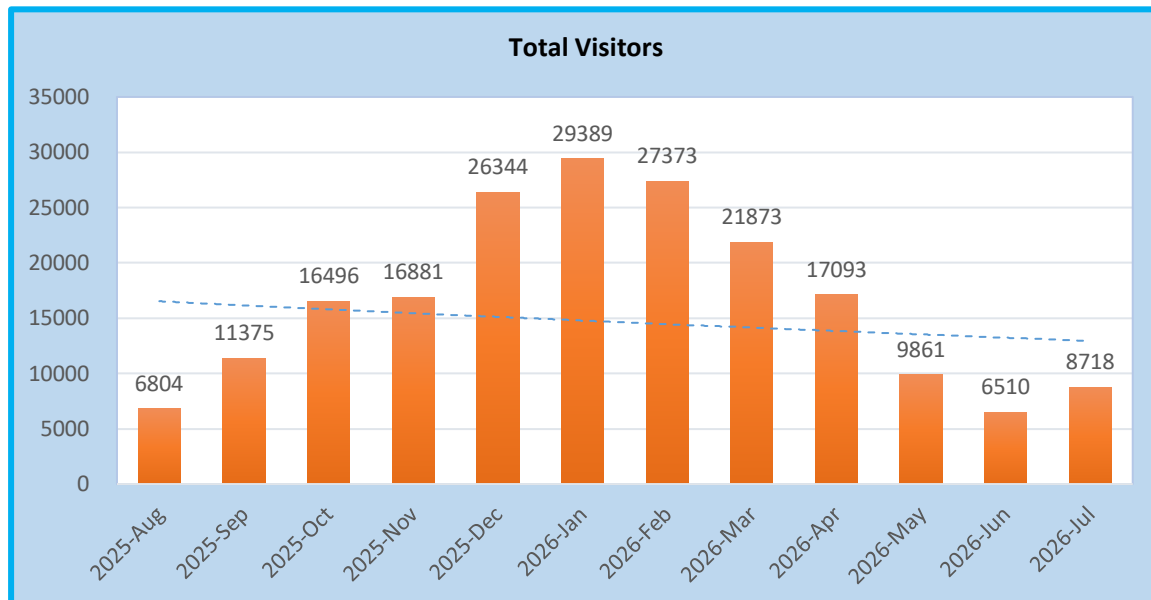
Staffing Update: A Visitor Information Consultant at the Kaitiāia isite has resigned

Key Performance Metrics

The following pages includes key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

Total Visitor Numbers

This measure is a tally of the total foot traffic at our three isite centres in the district: Paihia (Bay of Islands), Ōpononi (Hokianga) and Kaitāia (Far North). The increase in visitor numbers means more promotion of the Far North as a tourist destination and visitors staying longer in the area.



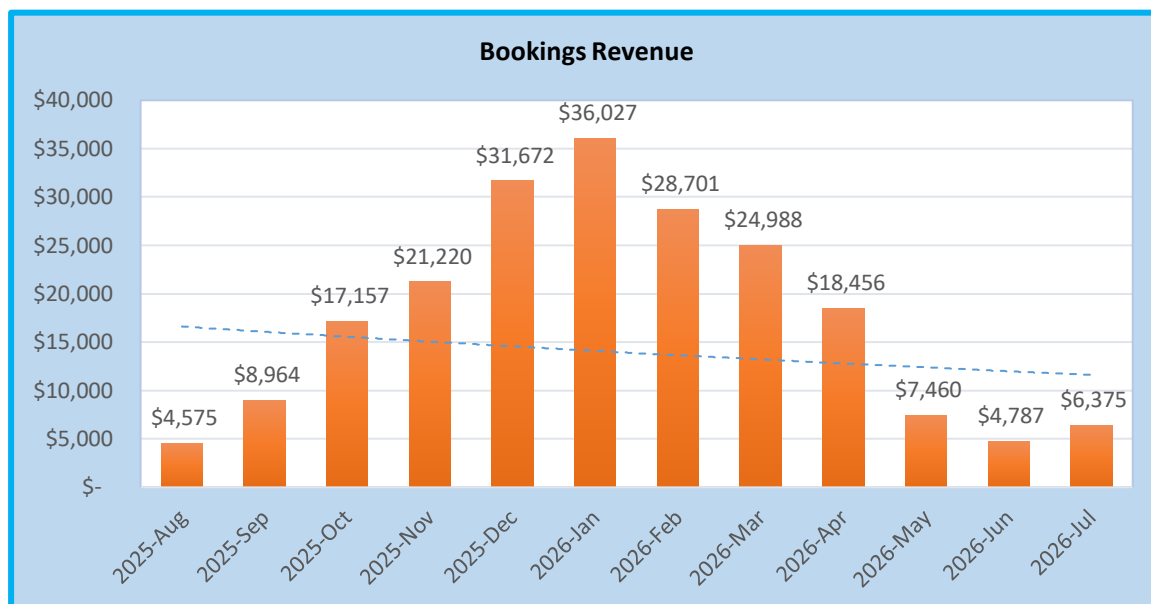
isite Visitor Information Centres, Figure 1 – Total Visitor Numbers for Paihia, Kaitāia and Ōpononi isites.

Total Visitor Numbers Analysis

- July 2026 recorded 8,718 visitors, compared with 6,510 visitors in June 2026, representing a 34% increase month-on-month. January 2026 remains the strongest month of the year, with 29,389 visitors.
- The increase when compared to June is reflective of school holidays, Matariki Statutory holiday and events as mentioned in Operational highlights that attracted more visitors to the region.
- The Paihia isite accounted for 66.5% of total visitor numbers, welcoming 5,799 visitors during July.
- The increase in July visitor numbers demonstrates the positive impact that major events and the school holiday period have on visitor activity. It also highlights the importance of the Paihia isite as the region's primary visitor information hub during peak periods.

Total Bookings Revenue

This measure totals the income generated from operator bookings at our three isite centres. Commission is taken on every booking made at the isites. The commission levels vary, with the majority being around 12.5% for operators, excluding Intercity, which is 10% throughout New Zealand. This revenue helps to offset the cost of providing isites in the three areas. This metric includes total revenue of bookings for activities, accommodation and transportation throughout New Zealand (Russell ferries, Intercity, Kiwi Rail, Interisland and Bluebridge ferries).



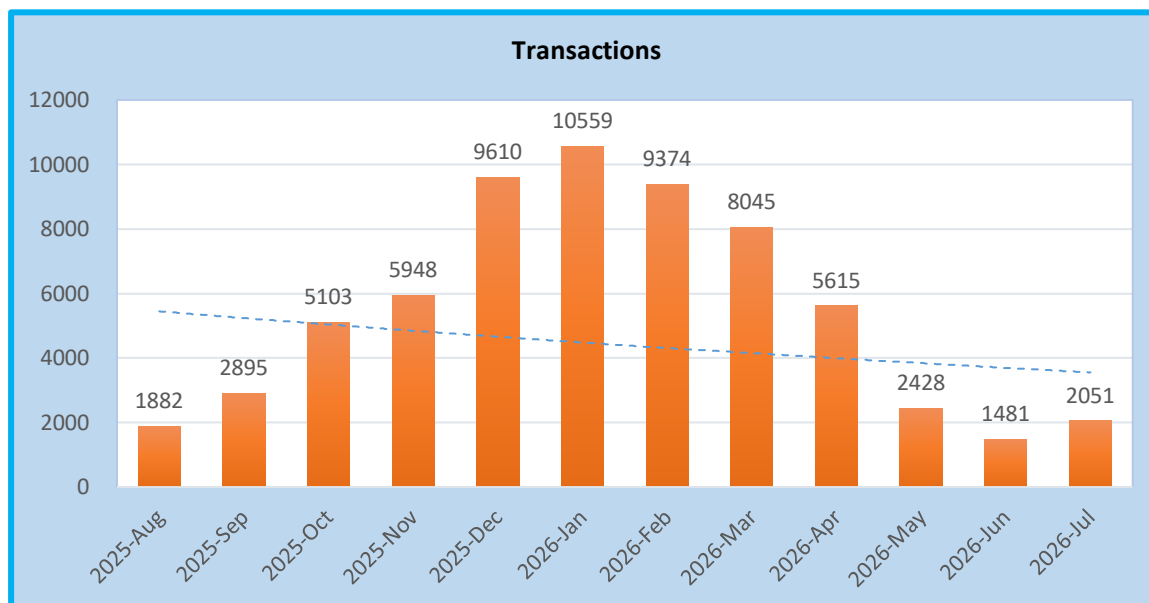
isite Visitor Information Centres, Figure 2 - Total Bookings Revenue in Dollars, includes all revenue generated from booking activities, accommodation and transport made by Paihia, Kaitāia and Ōpononi isite staff.

Total Bookings Revenue Analysis

- The combined revenue across all three isites for July 2026 reached \$6,375, reflecting a 33% increase compared with June 2026.
- January 2026 remains the strongest month for booking revenue within the 12-month reporting period, driven by peak season demand.

Total Booking Transactions

This measure includes total transaction numbers for booking activities, accommodation and transportation throughout New Zealand (e.g. Russell ferries, Intercity, Kiwi Rail, Interislander and Bluebridge ferries).



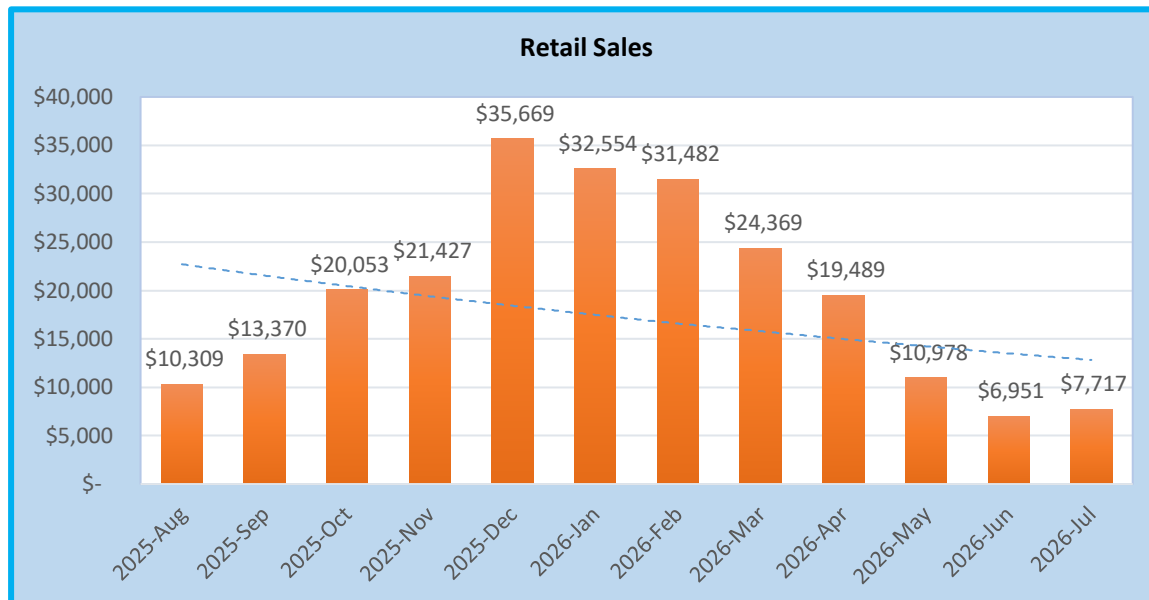
isite Visitor Information Centres, Figure 3 – Total Booking Transaction Numbers, includes all bookings for activities, accommodation, and transport across isites in Paihia, Kaitiāia and Ōpononi.

Total Booking Transactions Analysis

- Booking transactions across all three isites totalled 2,051 in July 2026, representing a 38% increase compared with June 2026. This growth aligns with the corresponding increase in booking revenue and reflects the positive impact of the winter events programme across the Far North District.
- The Paihia isite continued to be the primary driver of booking activity, accounting for 95% of all booking transactions with a total of 1,967 bookings.

Total Retail Sales

Retail sales are an important part of revenue generation for isites as well as supporting community well-being through the promotion of local products. Cruise ship passengers demonstrate a keen interest in local products and souvenirs, something that local customers and other visitors also support.



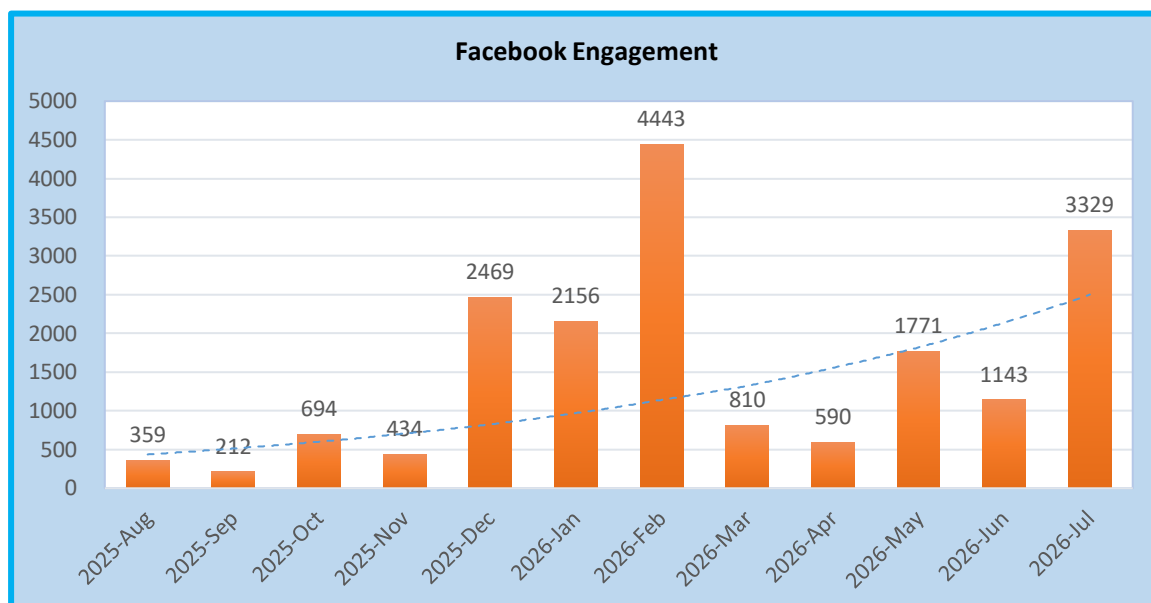
isite Visitor Information Centres, Figure 4 - Total Retail in Dollars, includes retail revenue generated by Paihia, Kaitāia and Ōpononi isites.

Retail Sales Analysis

- Total retail sales across all three isites reached \$7,717 in July 2026, representing an 11% increase compared with June 2026. This growth aligns with the corresponding increase in visitor numbers, the opening of the newly refurbished Hokianga isite and winter and school holiday events and activities across the district.
- This is a pleasing result given that for the first half of July the Hokianga isite was in temporary premises at Manea Footprints of Kupe with only a very limited retail range available for sale due to space constraints. Hokianga isite continued to maintain steady retail performance, contributing 38% of total retail sales, equivalent to \$2,931, despite the business interruption and subsequent move back to the new refurbished isite as of 13 July
- Kaitāia isite contributed 41.7% of total retail sales, generating \$3,225.
- Paihia isite contributed 20% of total retail sales, generating \$1,561.

Facebook Engagement

Facebook engagement - measured through people reach, likes and reactions and comments - reflects how actively the isites' online audience interacts with its content. Higher engagement levels suggest a greater visibility for the isites' posts, enhancing their impact on the platform. These metrics help gauge how well the isites' content resonates with its online community and offer insights into which types of posts or topics generate the most interest, guiding the creation of more compelling and relevant content.



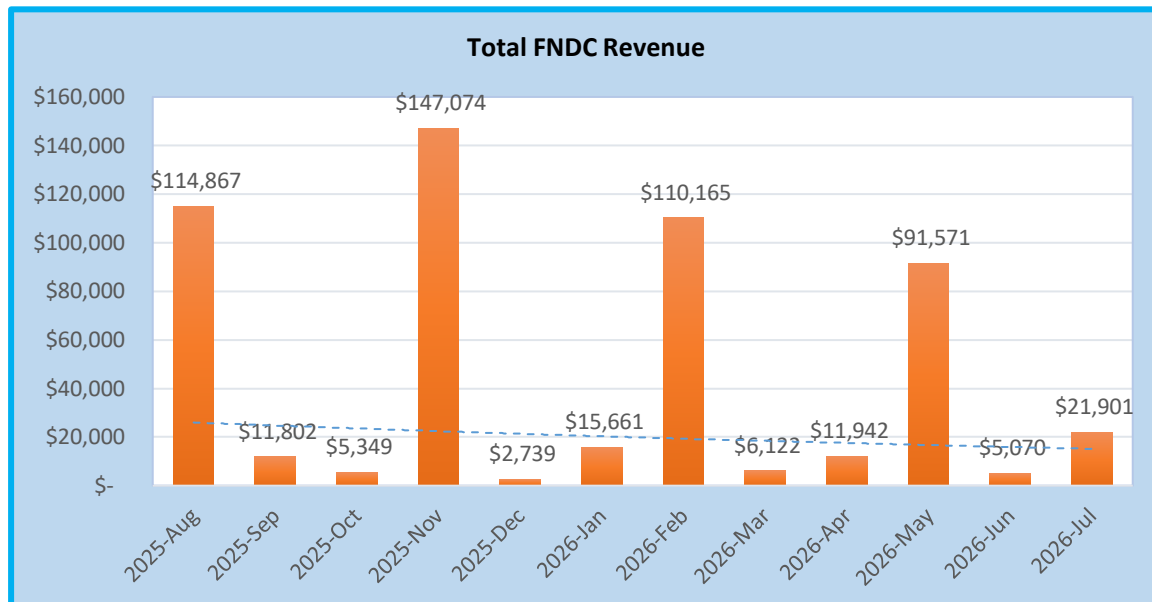
Isite Visitor Information Centres, Figure 5 – Total Facebook engagement statistics for Paihia, Kaitiāia and Ōpononi isites.

Facebook Engagement Analysis

- Facebook continues to be a valuable tool for monitoring engagement and as a communication channel, increasing the visibility of isite services, strengthening connections with local communities.
- Combined Facebook engagement across all three isites totalled 3,329 interactions in July 2026, including post reach, reactions, comments, and other engagement metrics.
- Hokianga isite recorded the highest level of Facebook engagement during July, driven by strong community interest following the reopening of the newly refurbished isite.
- Paihia isite maintained consistent Facebook activity through regular and timely posts. The weekly "Where in the Bay" feature, showcasing scenic locations around the Bay of Islands, continued to generate positive engagement, with followers actively sharing their own photographs and experiences.
- As a neutral source of visitor and community information, the isites do not promote individual businesses. That said, we actively share information about community initiatives, regional events, and visitor experiences that support the wider Far North.

Total FNDC Revenue

This measure is the total income generated from payments made at the isites for FNDC services. This includes property and water rates as well as dog registrations, parking fines and other council business payments.



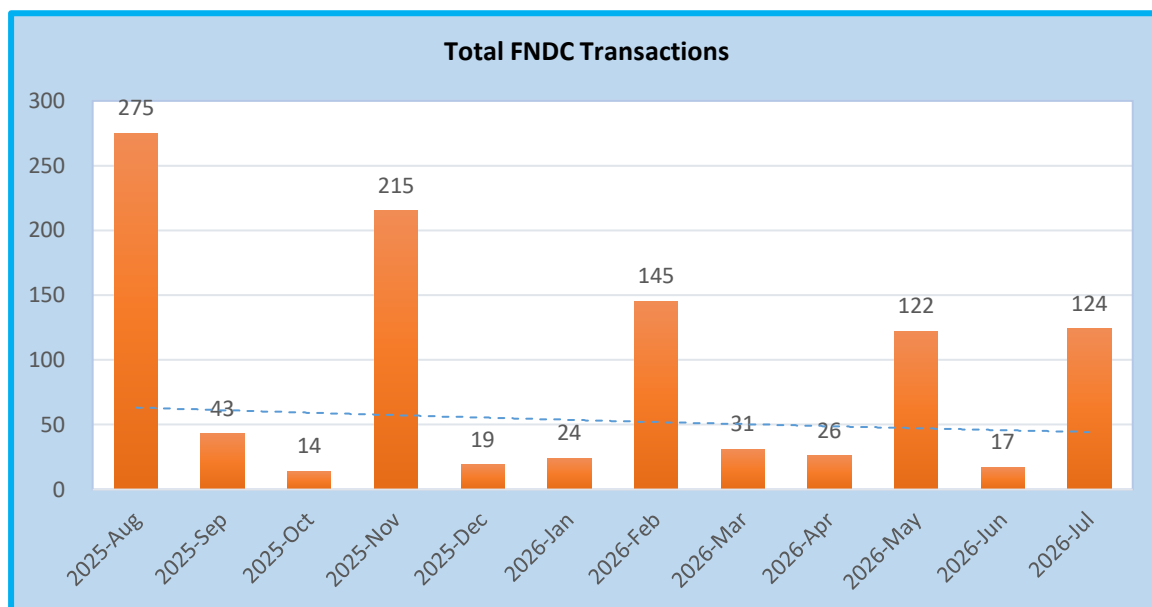
isite Visitor Information Centres, Figure 5 - Total FNDC Revenue in Dollars, includes payments for FNDC services at Paihia, Kaitāia and Ōpononi isites.

Total FNDC Revenue Analysis

- Total combined FNDC revenue across all three isites increased by 331% in July 2026 compared to June 2026. The significant increase is primarily comprised of dog registrations and liquor licence renewals.
- November 2025 remains the peak month for FNDC revenue. The deadline for rates payments fell on 20 November, with ratepayers visiting the isites to pay fees in November. Bay of Islands isite alone, generated \$86,501 in FNDC revenue and Kaitāia \$36,357 in November 2025.

Total FNDC Transactions

This category is about the total transaction numbers for payments for FNDC services including property and water rates as well as dog registrations, parking fines and other council business payments.



isite Visitor Information Centres, Figure 6 – Total FNDC Transaction Numbers, includes payments for FNDC services at Paihia, Kaitiāia and Ōpononi.

Total FNDC Transactions Analysis

- The combined total of FNDC transactions across all three isites reached 124 in July 2026, representing a 629% increase compared with the 17 transactions recorded in June 2026. This is attributed mostly to Dog Registrations.
- Isites act as service centres which allow ratepayers and operators to have a service centre in their town that can take payments without the need to drive to main centres. The isite team are well trained in receiving payments and being first contact for FNDC.

isite Visitor Information Centres Conclusion

In July 2026, the district's isite network welcomed 8,718 visitors, reflecting increased activity from mid-winter events. Visitor spending remained subdued due to the off-season, current economic conditions, and ongoing fuel price pressures.

Total retail sales reached \$7,717.00 while FNDC revenue increased to \$21,901, mainly driven by dog registrations. The isites remained busy throughout July with end-of-financial-year administration, the return to the refurbished Hokianga isite, and the transition back to business as usual after four weeks in temporary premises.

Communications & Engagement

Manager – Communications & Engagement, reports:

The Communications & Engagement Team acts as liaison between the organisation (including elected members), the public, and media to promote on FNDC projects and activities. This team's operational function is to keep our communities informed and engaged via regular news stories published on FNDC web, social media sites and other outputs, while also working directly with communities delivering targeted engagement projects.

Operational Highlights for the **July 2026** reporting period:

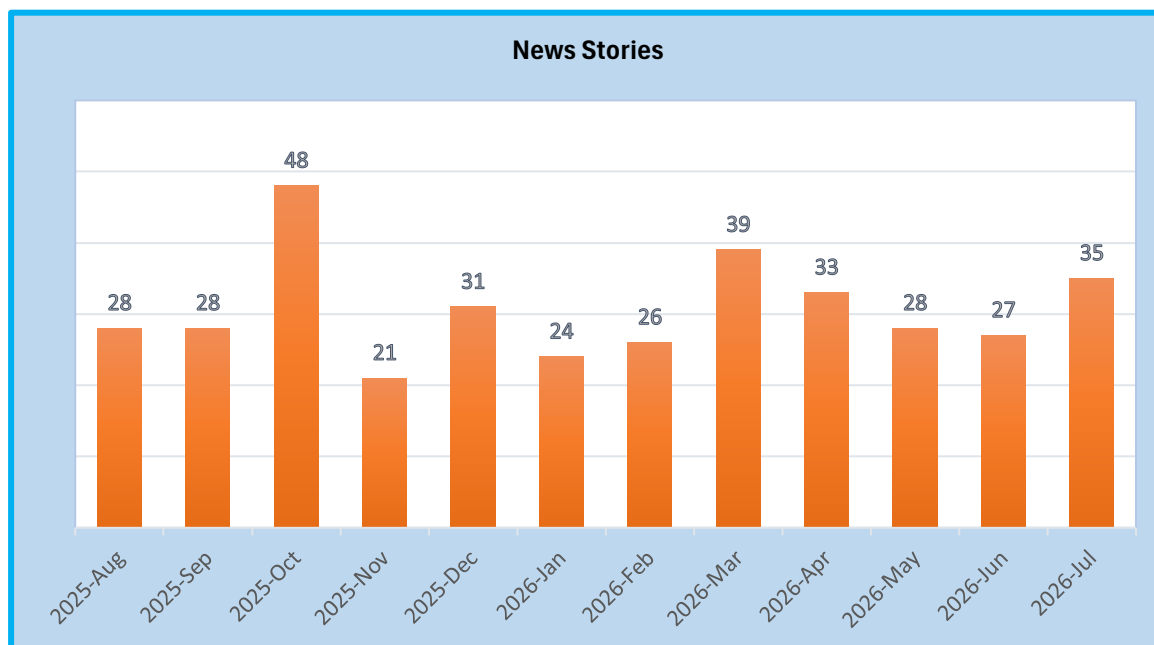
- Video outputs produced by the team and the Multimedia Strategy & Communications Advisor included:
 - 2 Straight Up Far North videos with Kohepu Chicky and Nicola Smith
 - 2 x Doggone promo campaign clips with dogs Saga and Harley
 - New citizenship ceremony
 - Committee meeting wrap-up videos rated well on social media during July. Summaries of Te Koukou and Te Kuaka meetings were the sixth and seventh most-viewed videos, and Te Kūkupa was 10th.
- The new dog registration year started 1 July, marking the start of the annual dog registration campaign developed and run by the Communication & Engagement team. This year, the campaign introduced Doggone, a free service that helps reunite lost dogs with their owners. The owner of Doggone said that FNDC's promotion of the service had resulted in 97.3% of registered dog owners opting into the service in the first week that registrations opened – the highest level they had seen.
- The Communication & Engagement team continue to be closely involved in development of the Head Start pathway proposal: part of the government's Simplifying Local Government reforms. Five media releases on the issue were published in July and multiple media enquiries were received.
- Working with the Office of the Mayor, the Communication & Engagement team launched the first of a series of videos providing short, no-nonsense answers to tricky issues facing the district and council. The fast-paced Straight Up Far North video series features both elected members and staff explaining and demystifying the workings of the council. The videos have proved extremely popular and were generally well-received.

Key Performance Metrics

The following pages include key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

News Stories Published

A core objective of the team is to keep the public regularly updated on council activities, projects and decisions via published news stories and media releases. The goal is to publish at least seven news stories each week (28 per month) on the FNDC website (fndc.govt.nz). These are republished to FNDC social media sites – Facebook and Instagram. Selected news stories are also republished in fortnightly newspapers and in newsletters included with quarterly ratepayer invoices.



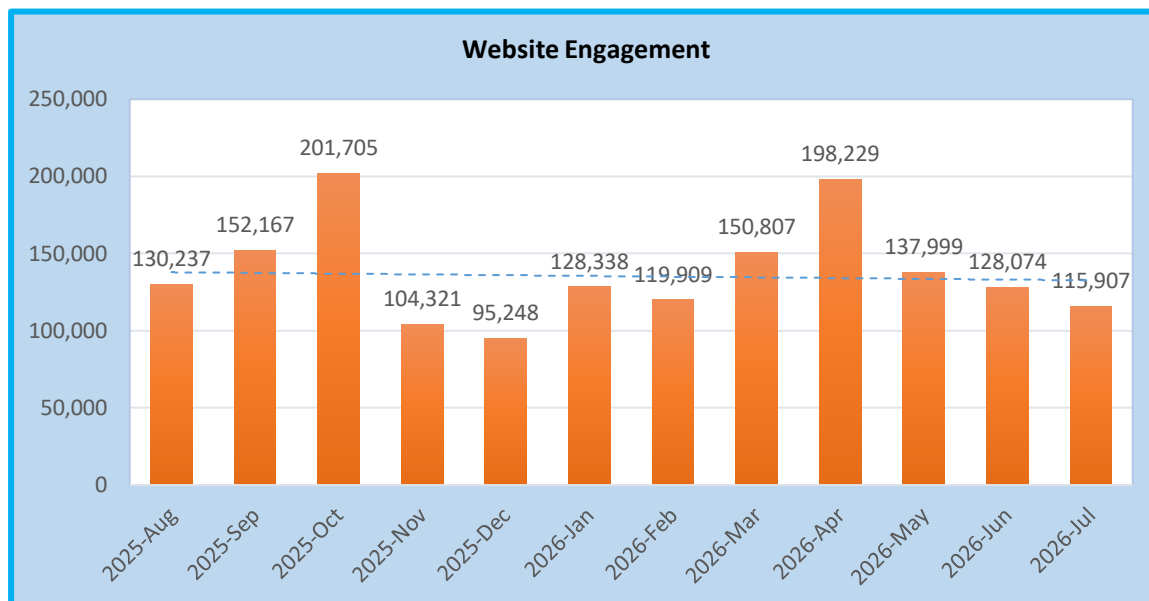
Communications & Engagement, Figure 1 – News stories are published on the FNDC website, social media channels, newspaper adverts and newsletters.

News stories published analysis

- Despite reduced staff capacity, the team published 35 news stories and videos, exceeding the monthly target of 30.
- Five stories were on the Head Start pathway proposal and two were Straight Up Far North videos.

Website Engagement

For most customers, the FNDC website is their first point of contact when seeking information from the council. Website engagement represents the total number of customer views across the entire FNDC website (fndc.govt.nz) but does not include 'administrator' views (the communications and engagement team) nor a small number of sub-domain pages.



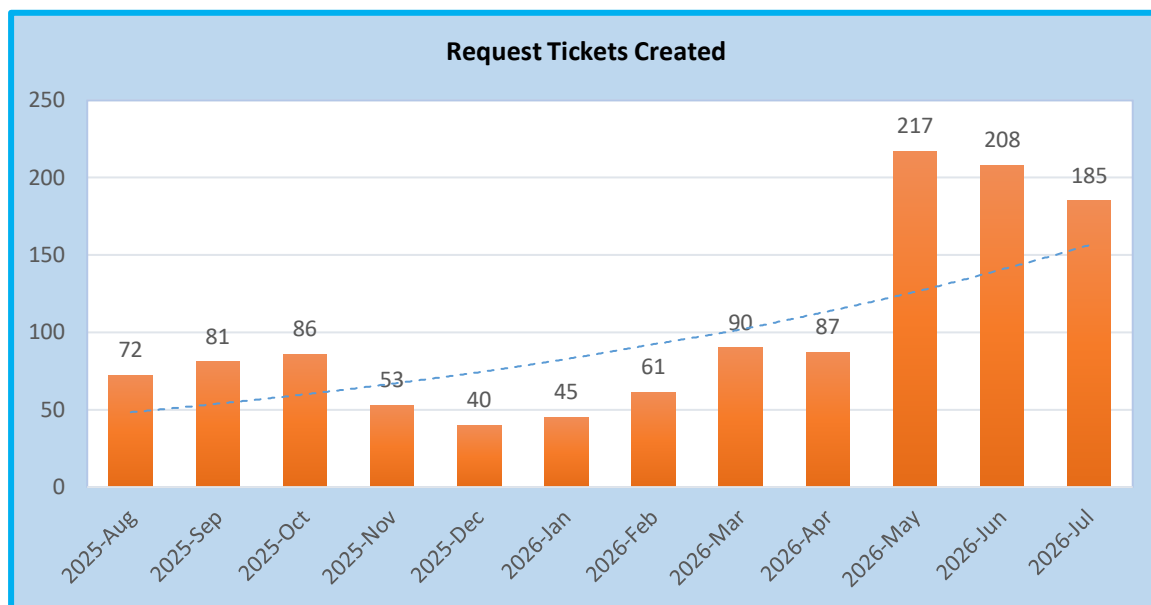
Communications & Engagement, Figure 2 – Website engagement measures total customer views across the FNDC website.

Website Engagement Analysis

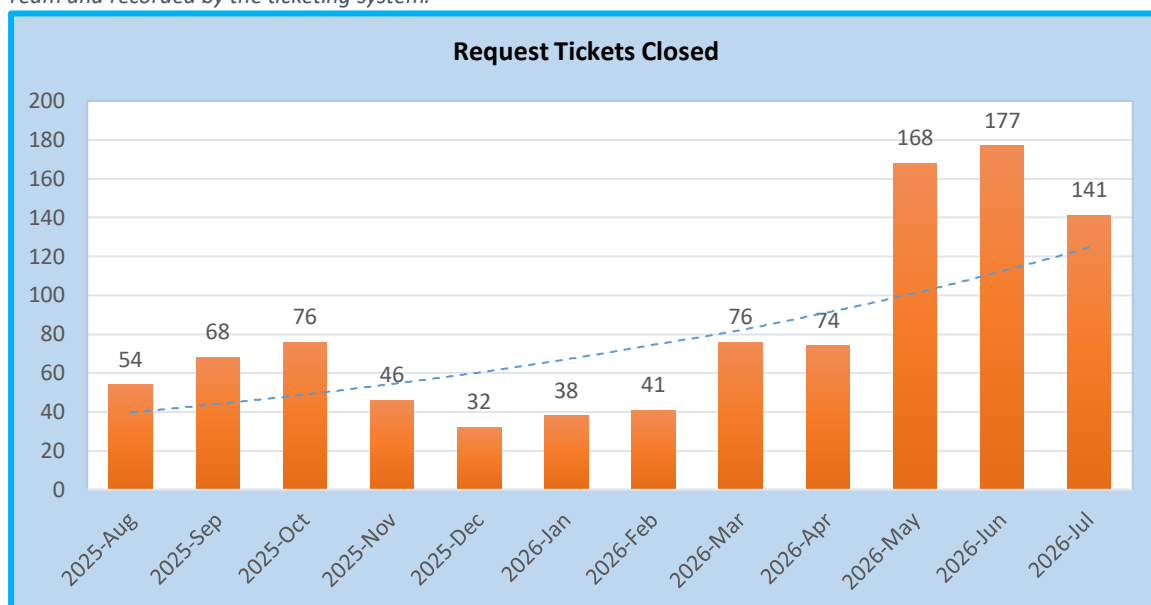
- While Straight Up Far North videos performed very well on social media, that did not translate to increased Website Engagement, which fell slightly in July. Nor did an increased number of news stories and videos published in July influence engagement totals. Website traffic usually spikes during a month when rate invoices are due, so engagement totals are likely to increase again next month in August.

Request Tickets Created and Closed

In addition to servicing all forms of external communications, the Communications and Engagement Team provides a high level of service and support within FNDC to staff and departments of the council. Our Freshservice support ticketing system receives, allocates, and tracks progress on service requests that are allocated to and managed by each member of the team. Task categories range from website and intranet updates to graphic design and video production. There are currently 11 task categories, although this total can change as communication and engagement activities evolve.



Communications & Engagement, Figure 3 – Request Tickets Created each month for the Communications and Engagement Team and recorded by the ticketing system.



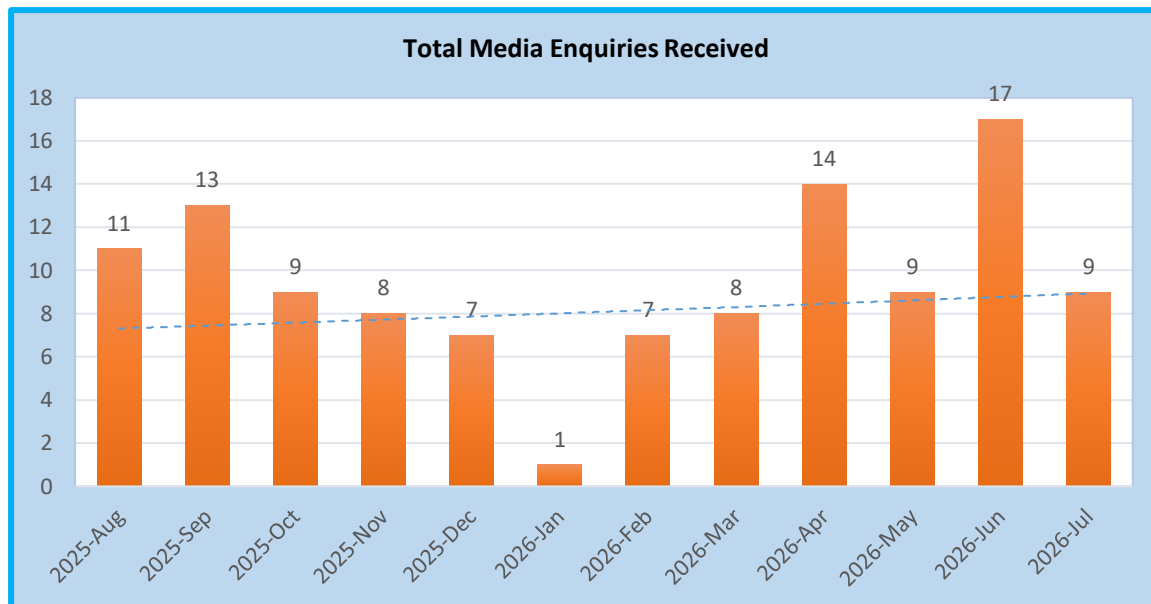
Communications & Engagement, Figure 4 – Request Tickets Closed each month for the Communications and Engagement Team recorded by the ticketing system.

Request Tickets Created and Closed Analysis

- The total number of tickets opened and closed during July fell. This likely reflects reduced staffing following the resignation of a Senior Communications and Engagement Advisor, the continued absence of an advisor due to injury, and a second Senior Communications and Engagement Advisor being away on leave.

Media Enquiries Received

Responding to media is just one task tracked by the team. This category is separated out for special mention due to the reputational risk that media enquiries pose to the organisation and the significant staff resource they often require to research, draft and sign off. We aim to respond to media enquiries within 24 hours.



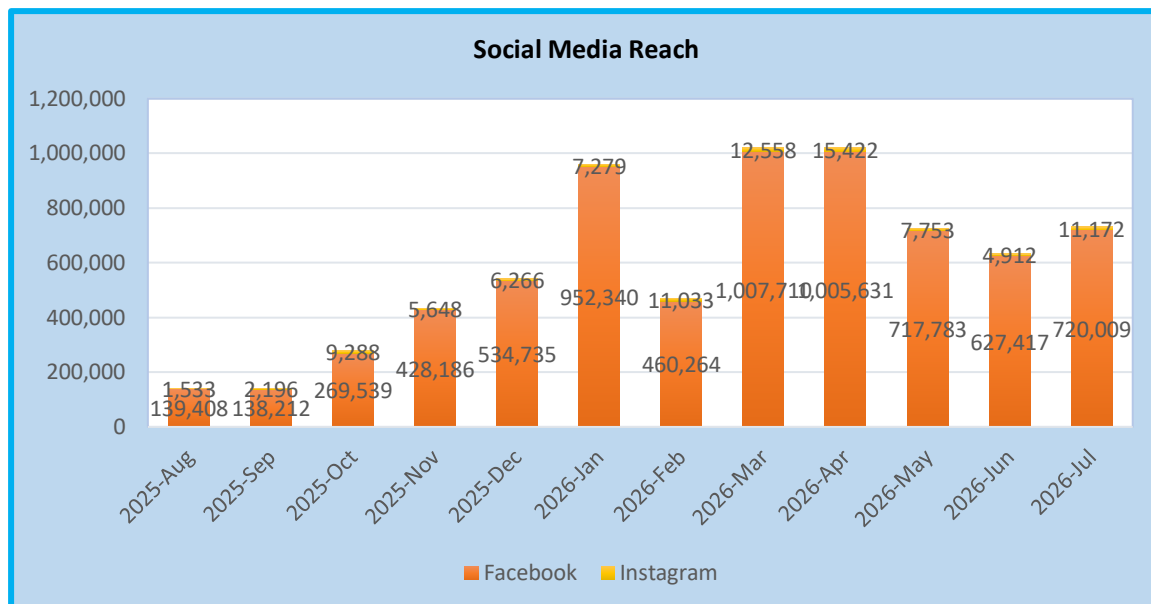
Communications & Engagement, Figure 5 – The team responds to all enquiries from print and broadcast media.

Media Enquiries Received Analysis

- Despite strong media interest in the Head Start pathway proposal, many media enquiries on this topic were dealt with by an external contractor rather than the Communication & Engagement team and were not included in this total.
- Media enquires responded to by the team in July and included here, covered speed limits at Te Hapua, CCTV cameras in Ōpononi and the Head Start pathway proposal as it specifically impacted Far North District Council.

Social Media Reach

Social media is an increasingly important communication tool for the council. Social Media Reach counts reach from organic or paid distribution of content, including posts, stories and ads. This measures FNDC's two main social media platforms – Facebook and Instagram.



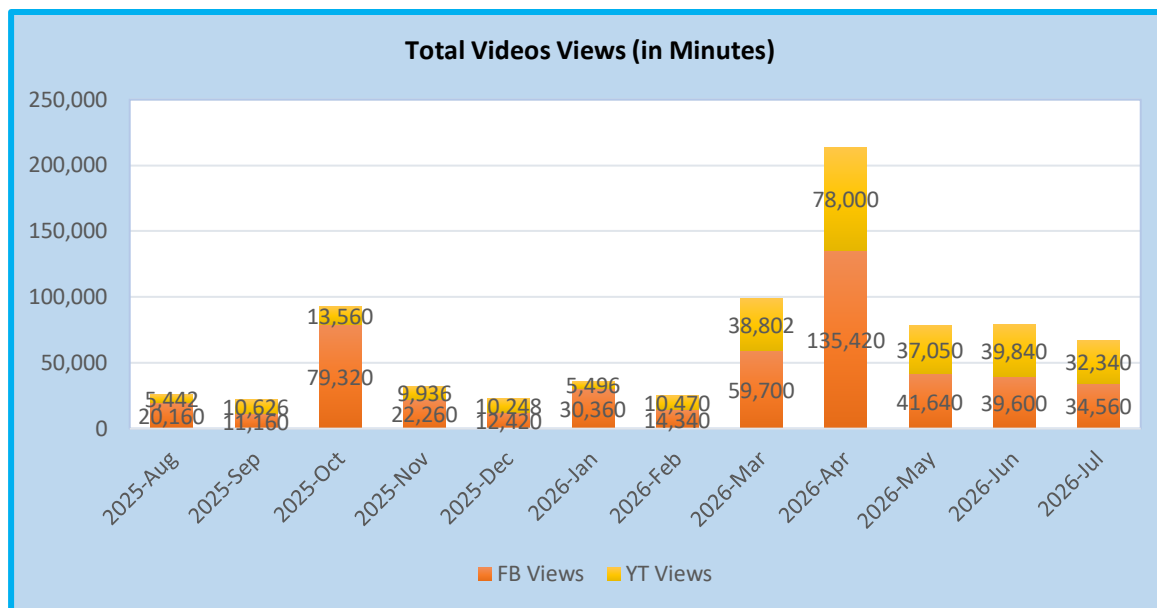
Communications & Engagement, Figure 6 – the council's primary social media platforms are currently Facebook and Instagram.

Social Media Reach Analysis

- Despite the possibly far-reaching impacts of the Head Start pathway proposal, social media audiences were more interested in local services. The three posts that achieved the highest reach covered new waste disposal charges (26,878), variable speed limit signs in Te Hapua (25,595) and fluoridation of the Kerikeri and Kaitiāia council water supplies (24,514).

Video Views in minutes

Video provides the team with an important communications tool to keep communities informed and that increases website views and social media reach. This measure covers total video minutes watched on the council's Facebook and YouTube channels.



Communications & Engagement, Figure 7 – videos are republished from the council's website to its Facebook (FB Views) and YouTube (YT Views) channels.

Video Views Analysis

- Total Video Views fell slightly from June totals.
- The most popular was a 49-second video showing the destruction of numerous young trees at Kerikeri Domain. The second Straight Up Far North video explaining the difference between annual, long-term and district plans was the second most popular. In third place was the livestream of a 16 July Extraordinary Council Meeting. Not far behind, in fourth place was the first Straight Up Far North video featuring deputy Mayor Chicky Rudkin.

Communications & Engagement Conclusion

Video is becoming a more important part of the Communication & Engagement team's work, with round ups of committee and community board meetings garnering the greatest reach and being among the most watched products released in July. The team is actively building on this by including video footage in more news stories. One example was a 49-second silent video of vandalised trees. That video and an accompanying news story achieved the highest watch time total for July. The Straight Up Far North video series also performed very well, underlining that audiences want to see people they know and can relate to – staff and elected members.

Far North District Contact Centre

Manager – Contact Centre, report:

The Contact Centre is the first point of contact for people in our district, providing delivery of information, progressing requests from the community, and helping customers to solve Council-related issues. The Contact Centre also manages online customer registrations.

Operational Highlights for the **July 2026** reporting period:

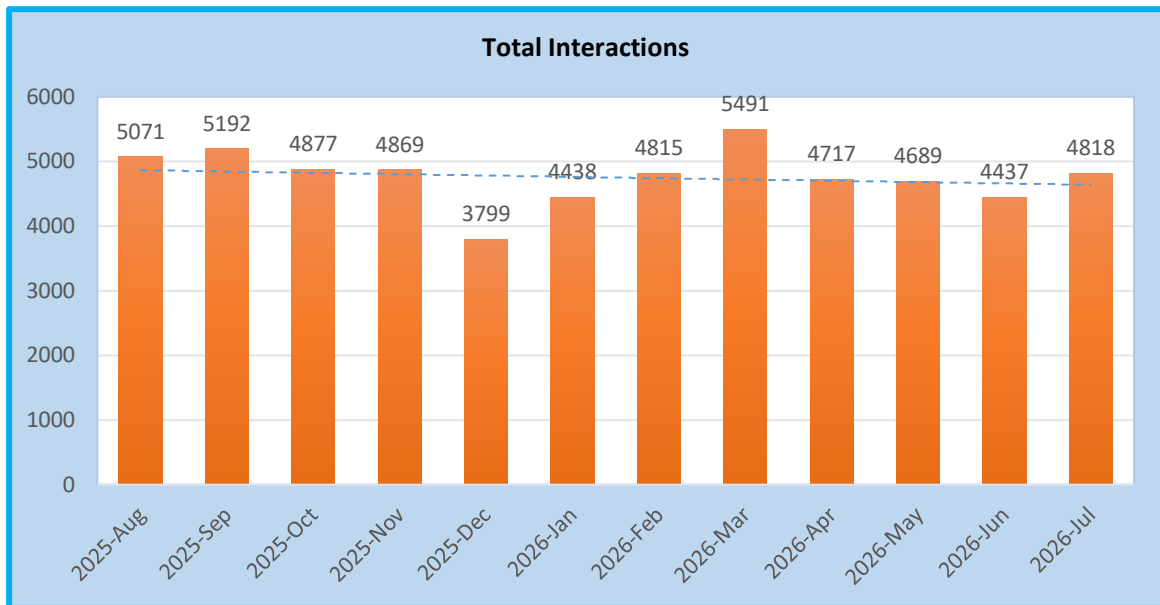
- The Contact Centre processes, and new phone updates activated have seen an improvement on the monthly statistics.
- The Contact Centre has remained busy due to the Centre changing to a 24-hour service, reinforcing the decision made to go for the 24-hour service.
- The continuing positive collaboration between the Contact Centre and the Customer Services teams to ensure that front line communications and front of house contact with our customers and rate payers is professional and timely adds value to our services.
- The report now shows the new measures that have been initiated to ensure that the Contact Centre is meeting and maintaining excellent customer services to the community.

Key Performance Metrics

The following pages includes key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

Total Interactions

Total interactions measure the total monthly activity of the Contact Centre and includes all calls taken.



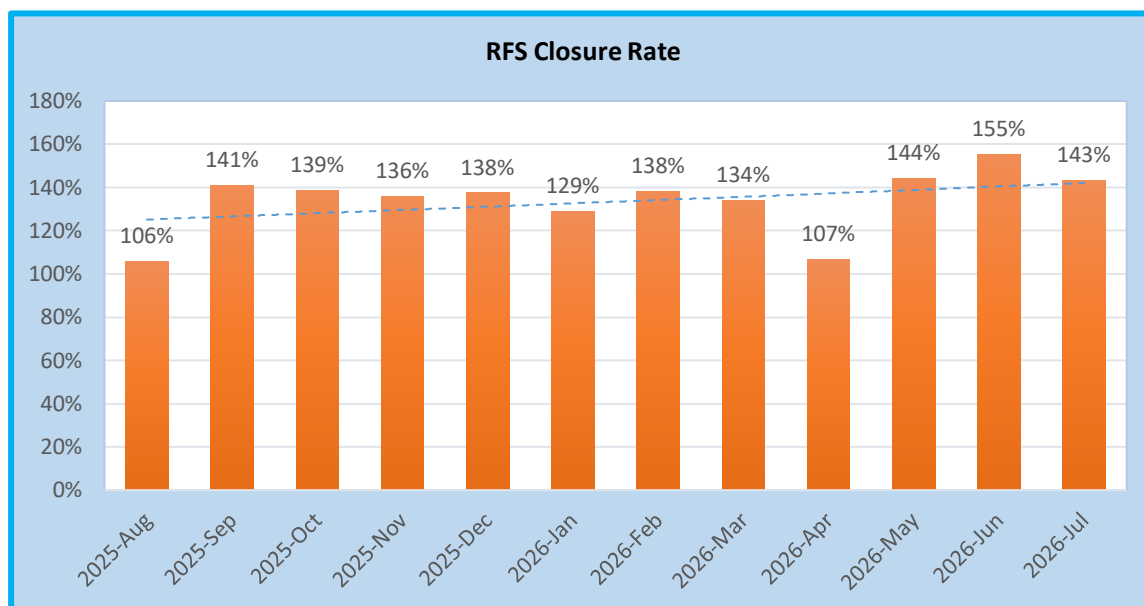
Contact Centre, Figure 1 – Includes totals for calls.

Total Interactions Analysis

- Total interactions fluctuated during August 2025 to July 2026. The fluctuations are reflective and associated with rate payers receiving the new rates invoice for the first payment. This also reflects the increase call volume due to weather conditions being experienced.

Customer Services Requests for Service (RFS) Activity

RFS activity measures the number of new RFS raised and total number of RFS closed by the Contact Centre and total number of open Contact Centre RFS per month. This measure maintains an ongoing trend showing the Contact Centre is closing more RFS than they create, averaging between 20-40% more RFS' closed than created per month.



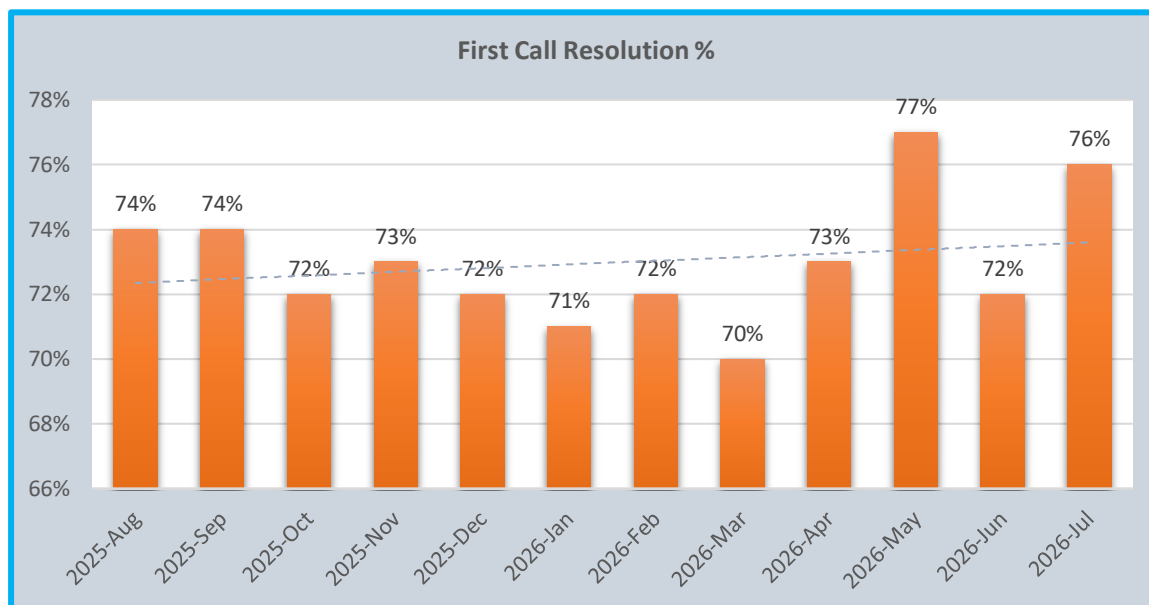
Contact Centre, Figure 2 – Includes RFS closed by Contact Centre

Total Customer Services RFS Activity Analysis

- During the month of July, the Contact Centre created 1157 RFS and closed 1659 which is a 143% closure rate.
- The Contact Centre is assisting in clearing the response received RFS which means we are closing more than we are creating.

Percentage of Calls Resolved at First Point of Contact

Percentage of calls resolved at first point of contact has a target of 66% as an LTP success measure. This measure is important to monitor because it demonstrates what percentage of customers have their call queries resolved without referral to other teams.



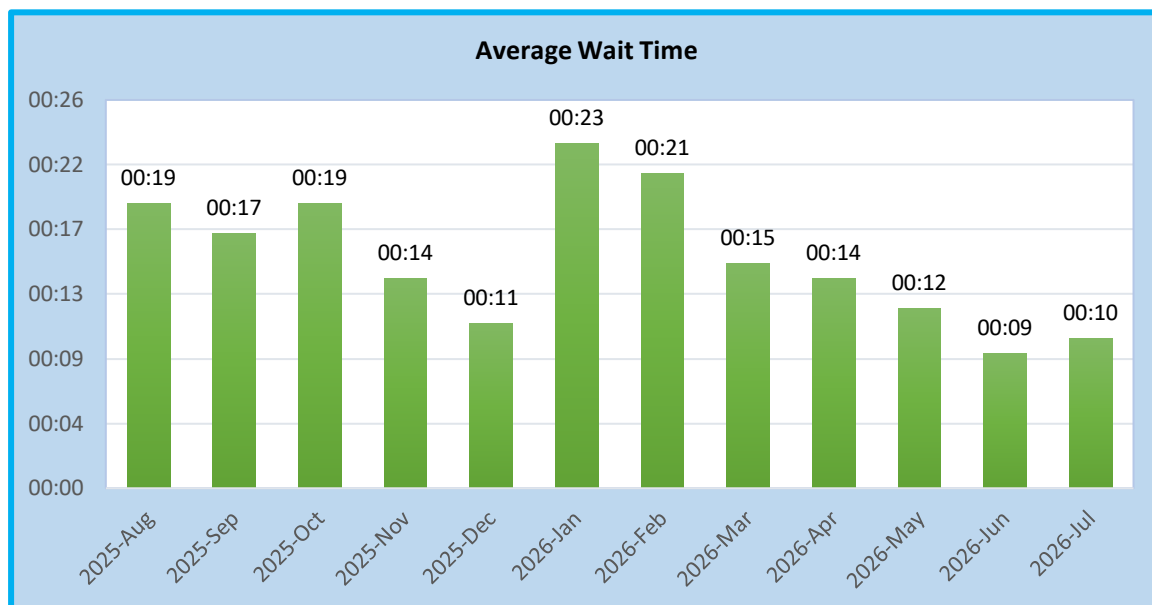
Contact Centre, Figure 3- Includes target of 66% (line) and percentage achieved.

Percentage of Calls Resolved at First Point of Contact Analysis

- 76% of calls were resolved at first point of contact during July. It is pleasing to see upskilling of staff having a positive impact. Any decline is being driven by more processes requiring specialist follow up as services move online: such as building, and some rating/payment functions.
- We also continue to upskill in common queries such as rating, roading, waters, and building to answer more queries at first point of contact by inviting these teams to meet with us to share their knowledge.

Average Wait Time

Average wait time refers to the time a customer waits to have their call answered from the phone queue and is measured in minutes and seconds. This metric is important to monitor because it demonstrates the average amount of time a customer is made to wait before their query is picked up by an operator.



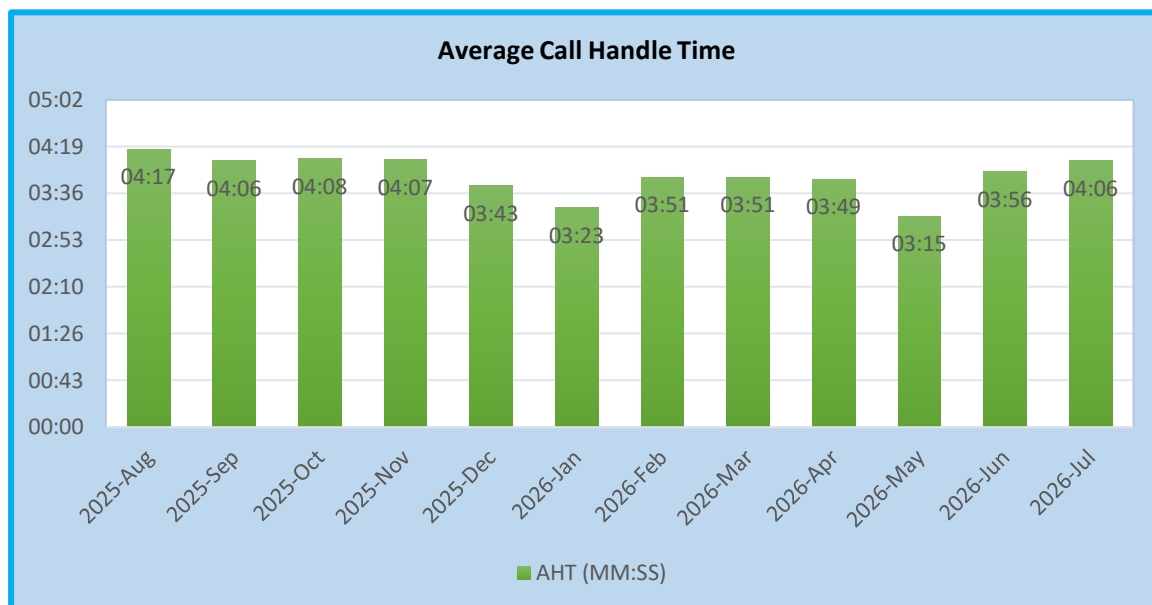
Contact Centre, Figure 4 - Includes average wait time for calls to be answered.

Average Wait Time Analysis

- This measure is an important metric for Contact Centre as this tracks how effectively the team are managing initial call handling.
- The average wait time in July was 10 seconds, which meets the KPI. This was a good outcome. The Contact Centre has been experiencing staff absences due to illness and has also been covering customer service frontline to assist in this area, so this was a pleasing result.

Average Call Handling Time

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



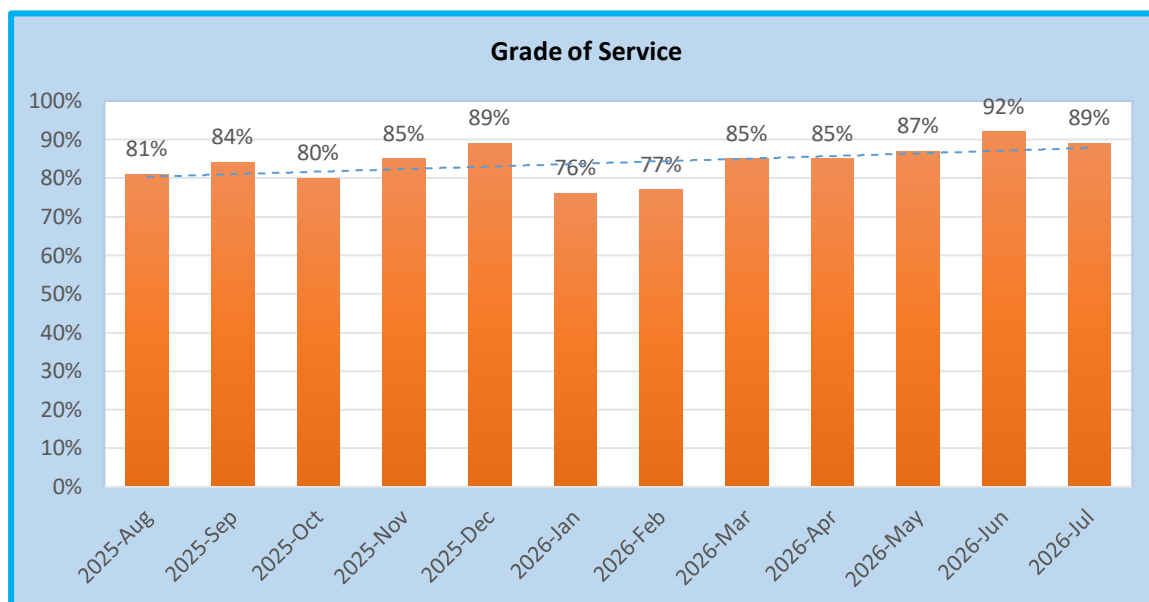
Contact Centre, Figure 5 - Includes average handling time of calls per month.

Average Call Handling Time Analysis

- This is a relatively new measure for Contact Centre that tracks how effectively the team are managing call flows.
- The average handle time in July was 4 minutes 06 seconds, which is under the KPI of 5 minutes.

Grade of Service

Grade of Service (GOS) refers to the industry standard of answering calls within 20 seconds of presentation into a queue. Grade of Service metrics measure the percentage of calls which meet this industry standard. This metric is important to monitor because achieving this measure is an industry gold-standard, and tracking GOS levels allows for better resource and workflow management.



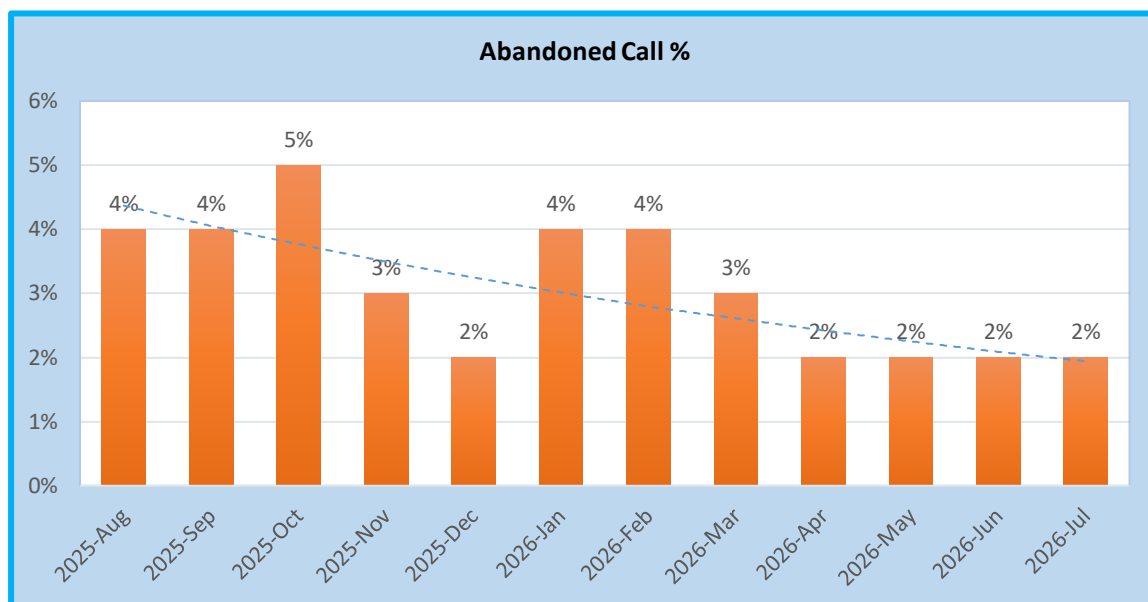
Contact Centre, Figure 6 – Includes % of calls that meet the Grade of Service level of being answered within 20 seconds.

Grade of Service Analysis

- This measure tracks how effectively the team are answering calls, which is a critical component of effective Contact Centre operations.
- The Grade of Service percentage in July was 89%. This is a well-deserved result due to call volume increase because of the weather conditions being experienced along with the staff absenteeism due to leave and illness and providing support by covering customer service frontline to assist the Customer Service team.

Percentage of Abandoned Calls

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.



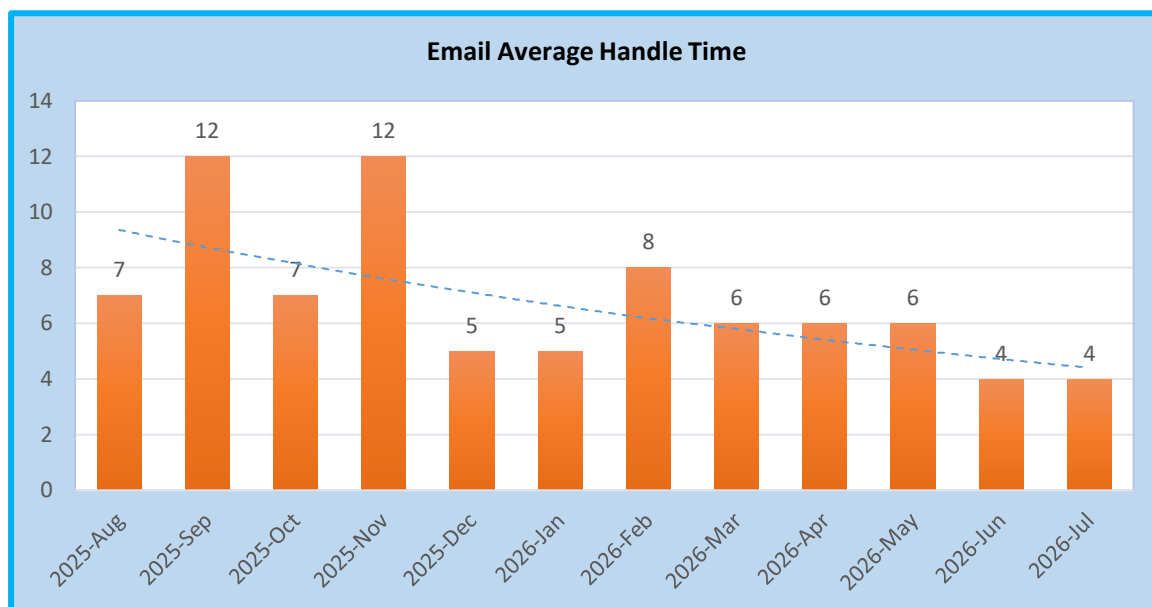
Contact Centre, Figure 7- Includes target of 12% (line) and percentage achieved.

Percentage of Abandoned Calls Analysis

- Performance against this measure has been consistently below the LTP target throughout the current reporting period. However, it is pleasing to see lower percentages of abandoned calls being consistently maintained in the last 12 months.
- The abandoned rate for July was 2%. The team met the KPI for this month and performed well.

Email Average Handle Time

Email average handle time measures the average minutes taken to complete an email query, including any activity required to complete the email query.



Customer Services, Figure 3 - Includes average handle time for emails.

Email Average Handle Time Analysis

- A baseline target of 8 minutes has now been set based on reporting period data. July saw the email handle time maintained to 4 minutes: a very pleasing time showing the system change with standardised templates proving more time efficient.
- Contact Centre has taken over primary responsibility for monitoring this service, with Customer Services providing backup support staff during business hours to mitigate against any adverse performance on phones during peak demand periods.

Contact Centre Conclusion

By making the Contact Centre a separate entity we have seen a remarkable improvement in the service we provide to the ratepayers. The success of the measures put in place to improve our services and enhance our customers experience has been maintained and monitored to ensure that this continues going forward. The Contact Centre endeavours to maintain the under KPI monthly statistics so we become competent and efficient in the service that we offer to our customers and to our ratepayers.

There is ongoing positive collaboration between the Contact Centre and Customer Services teams. This ongoing collaboration enhances and ensures that all interactions with customers and ratepayers, via the Contact Centre and front of house are managed in a professional and timely manner. Both teams work closely together to address any issues that arise and are resolved collectively and efficiently.

Te Ahu Museum and Archives

Manager Te Ahu Museum and Archives, reports:

Te Ahu Museum and Archives (formerly known as the Far North Regional Museum) was established in Kaitia in 1969, with the treasured responsibility to collect, care for, and keep alive the precious histories and stories of the Far North region. Our unwavering commitment is to deliver captivating and informative experiences to our visitors, all while safeguarding and celebrating our distinctive cultural heritage.

Museums play a vital role in our communities, and we have witnessed a strong and enthusiastic response from people returning to museums after the challenges posed by the COVID-19 pandemic. As restrictions ease and people seek meaningful experiences, museums provide a space for connection, exploration, and reflection, reaffirming the enduring appeal and value of museums in people's lives¹.

Operational Highlights for the **July 2026** reporting period:

- **Hokianga iSite Installation:** An invitation to support the refurbishment of the Hokianga iSite was the perfect opportunity to start our 'pop-up' temporary Te Ahu Museum displays at special locations. For this first outing, our team decided to highlight a regional taonga with a small selection from our Kāpia/Kauri Gum collections. The gum is exhibited with historic photographs and a detailed map that illustrates the industrial process of digging, sorting and selling with poignant insight into the lives of those who were the pioneer Gumdiggers of the Far North.
- **Matariki Tukutuku Workshop:** Our exciting first collaboration with contemporary tukutuku toi kits creator Awhina Murupaenga and Whatu Creatives was a resounding success with at capacity attendance inside our main gallery. The three-hour workshop saw an intergenerational response with a small group of mothers with babies, children, teenagers, older parents and kaumātua who all came to listen to the whakapapa of tukutuku and make a small Matariki tukutuku with a free introductory kit courtesy of Whatu Creatives.
- **Children of the Sky & KIN Gathering:** We have initiated discussions with networks in planning and preparations for our first international Indigenous collaboration. The international indigenous migratory bird networks and artists collectives will be gathering in Whanganui near the river estuary landing site of Kuaka. Our current resident artist exhibition features Kuaka and the potential to collaborate with the Museum Managers existing relationships include an invitation to the inaugural Children of the Sky Summit in Wellington December 2026.
- Visitor numbers for June Total: 1945

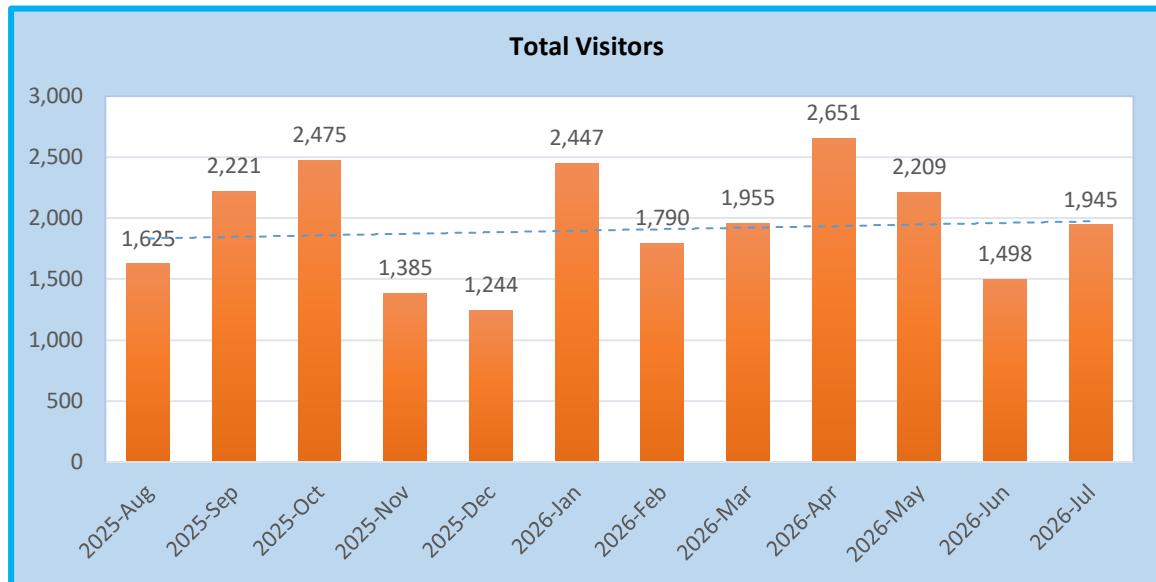
Key Performance Metrics

The following pages include key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

¹ 2022, July. BERL *The Value of Museums and Galleries in Aotearoa*. Museums Aotearoa. [Source](#)

Total Visits

Museum physical visits are crucial as it reflects the museum's popularity and relevance in the community. This metric also highlights seasonal fluctuations in visitor numbers. For example, the museum sees increases from October to January due to national and international visitors arriving in Kaitia; and from May to September, local schools plan their visits to the museum. Higher attendance is directly related to wider reach, greater impact, and increase in revenue.



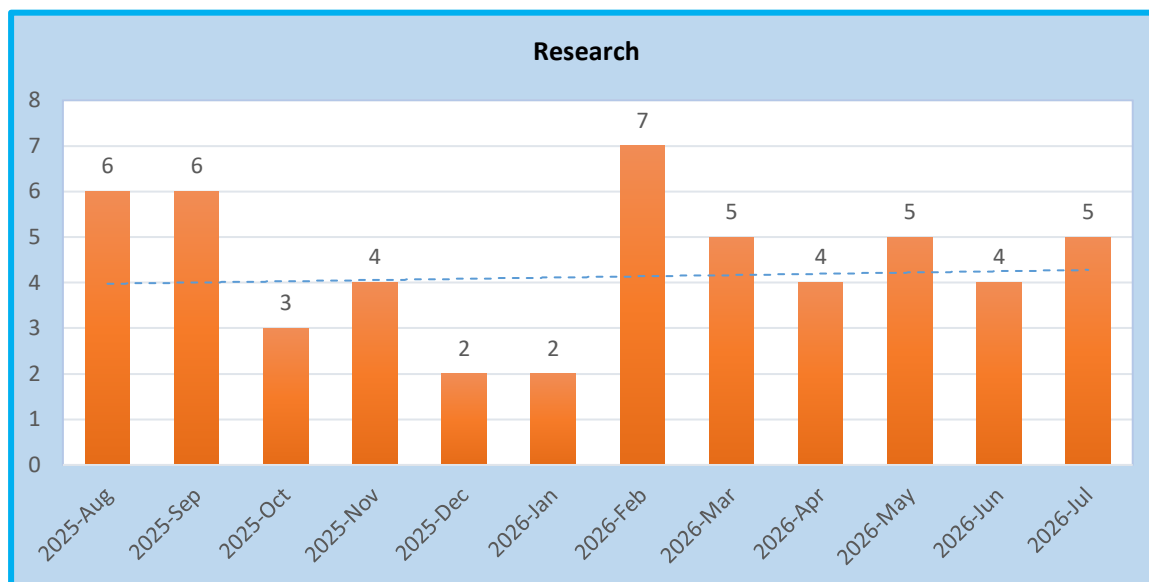
Te Ahu Museum and Archives, Figure 1 - Total visits August 2025 – July 2026.

Total Museum Visits Analysis

- A good increase in visitors from June 2026 to July 2026 despite the low tourist Matariki themed tukutuku workshop which was promoted across multiple platforms with the technical support of the Whatu Creatives team.

Total Research Enquiries

Tracking research enquiries gauge the level of interest and engagement from researchers, scholars, and academics. Higher research enquiries indicate the museum's reputation as a reliable and valuable resource for historical or cultural information. Research enquiries can highlight emerging trends or topics of interest within the academic community, special interests' groups, and local community. Research enquiries have the potential to generate revenue for the museum, especially when museum staff are asked to provide research on behalf of the clients.



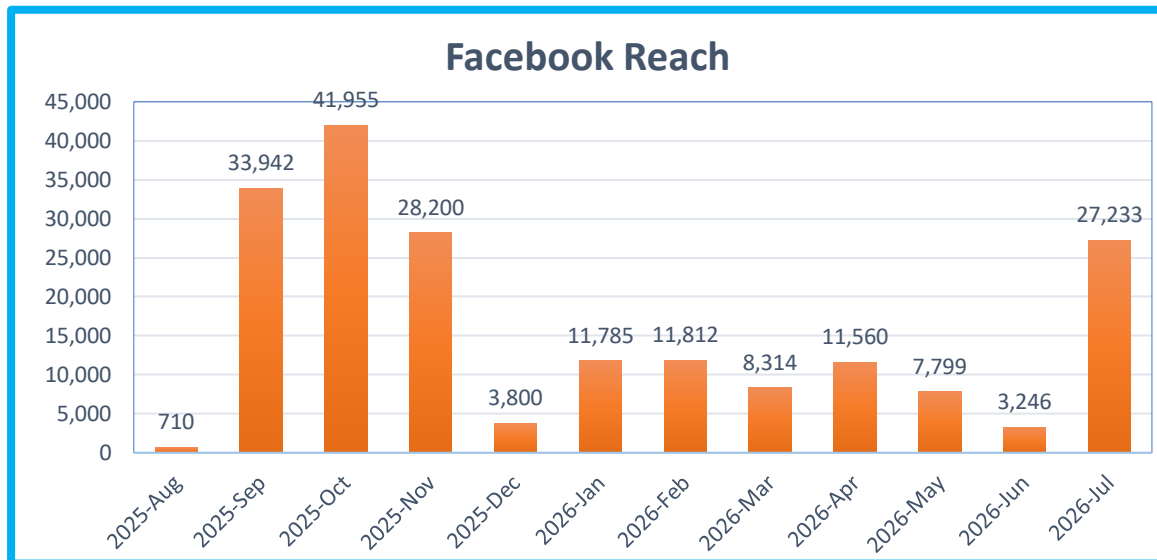
Te Ahu Museum and Archives, Figure 2 - Includes research enquiries via walk ins, phone, and email channels.

Total Research Enquiries Analysis

- We continue to manage research enquiries during the maintenance required in the Archive/Museum storage room with online scheduling and ongoing support of our long-term volunteer Archivist.

Total Facebook Reach

Facebook engagement, such as likes, comments, and shares, indicate the level of interaction and interest from the museum's online audience. Higher engagement metrics suggest a broader reach and increased visibility of the museum's content, leading to a greater impact on the social media platform. Facebook engagements serve as a measure of how effectively the museum's content resonates with our online community. It provides insights into what type of posts or topics generate the most interest, facilitating the creation of more engaging and relevant content.



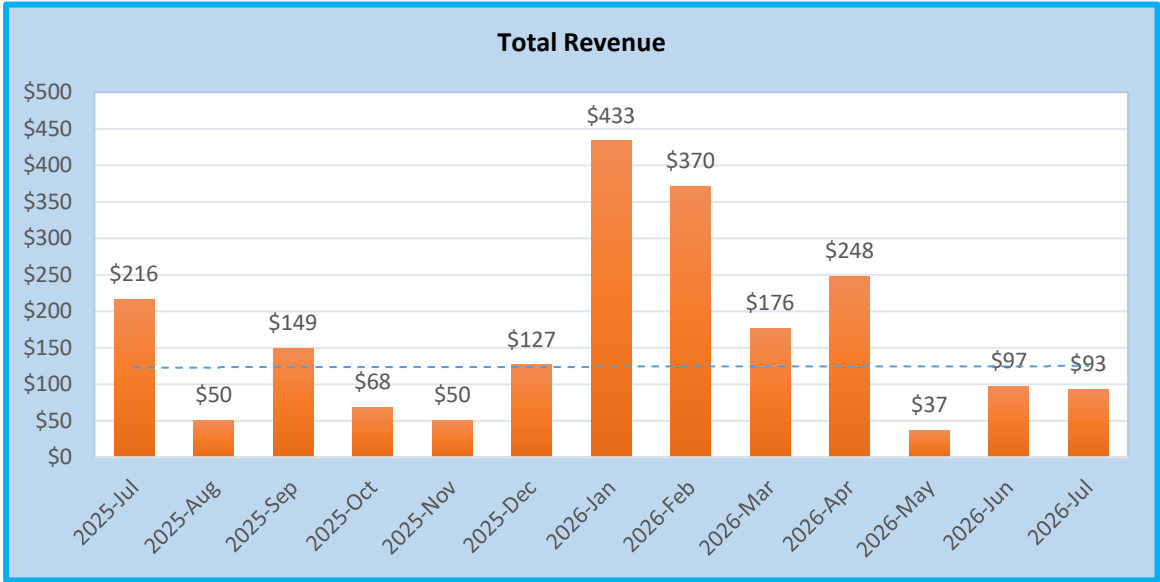
Te Ahu Museum and Archives, Figure 3 – Total Facebook engagement, including Reach and Engaged statistics.

Total Facebook Engagement Analysis

- Facebook reach for Te Ahu Museum in July had a significant increase from June. This is likely due to the collaborative approach with the cross platform posting generated for our Matariki workshop by Whatu Creatives, who have a large online following and regional support base.

Total Revenue Generated

Revenue is generated by a) Entry by donation, b) Research, c) Book Sales, and d) Philanthropic – grants and fundraising. All the revenue is administered by the Far North Museum Trust and is used for: power and phone at offsite Storage (Pioneer House), security and pest control at offsite storage, purchasing of conservation and exhibition supplies, external marketing, and booking traveling national exhibitions.



Executive Summary, Figure 4 – Includes revenue generated by entry donation, research fees or book sales.

Total Revenue Engagement Analysis

- Total revenue for July was \$93 from visitor donations & book sales.

Te Ahu Museum and Archives Conclusion

The successful collaborative approach for the museum team highlights the importance of ongoing work with established relationships and continuing to develop new collaborations across the region. A consideration we will be looking at is a potential balance between free and fees-based workshops for the future to help cover the costs of materials and koha for the facilitators.

Corporate Services

July 2026

Executive Summary

Corporate Services provides a wide range of support services that enable the Council to operate smoothly, efficiently, and in compliance with its obligations.

The group brings together finance, digital and information services, risk and assurance, legal services, project management, property information, and corporate support functions. Together, these teams play a critical role in strengthening operational efficiency, managing risk and compliance, and providing specialist advice and delivery capability across the organisation.

In addition, Corporate Services oversees transport services and supports a range of specialist functions, including Council-Controlled Organisations (CCOs) Far North Holdings Limited and Northland Waters, ensuring effective coordination, governance support, and operational oversight.

The group is guided by Te Pae o Uta principles, embedding cultural responsiveness, partnership, and continuous improvement into both day-to-day operations and long-term planning.

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Risk & Assurance

The Risk and Assurance team provides Council-wide oversight and support to ensure risks are identified, understood, and managed in a consistent and disciplined way, while giving assurance that key controls, policies, and processes are working as intended. It maintains the risk management framework, supports leaders and staff to embed risk-aware decision-making, and provides independent insight to senior leadership and governance committees to strengthen accountability, resilience, and confidence in Council's operations and strategic outcomes.

The Council's Risk Appetite was developed through a series of targeted workshops with the Strategic Leadership Team (SLT) and was formally adopted in late 2025. These workshops supported a shared understanding of Council's tolerance for risk and its application to strategic and operational decision-making. Following SLT adoption, the Risk Appetite has been progressively rolled out across the organisation and embedded into key frameworks, tools, and reporting processes to support consistent, risk-informed decisions at all levels.

As part of its governance and assurance responsibilities, Te Miromiro Committee for Assurance Risk and Finance has historically undertaken cyclical deep-dive reviews of Council's Top 20 Risks. This approach was established to ensure the Committee maintained oversight of Council's most significant risk exposures and received assurance over the effectiveness of associated controls and treatment plans.

The current cycle of deep-dive reviews is now complete and has provided an opportunity to reassess whether the existing Top 20 Risks approach remains the most effective mechanism for governance oversight.

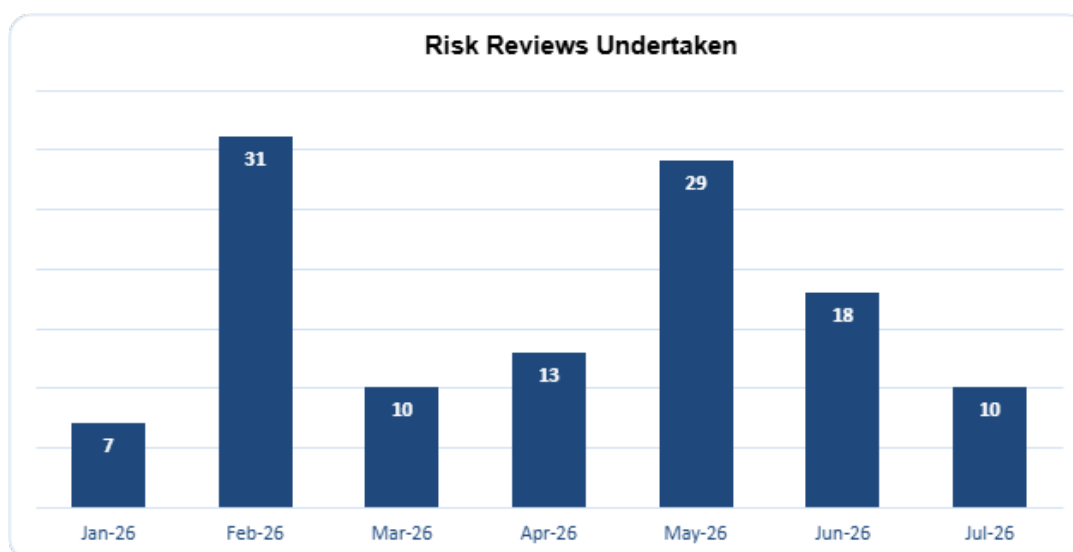
The review has identified that the majority of risks previously classified within the Top 20 Risks portfolio are either strategic risks, operational risks that support strategic risk themes, or risks that are already subject to separate governance reporting and assurance mechanisms. As a result, there is a proposed shift to transition into an all-Strategic Risk reporting.

Risk Reviews

Far North District Council currently manages **9 strategic risks and over 120 identified operational risks**. These risks are reviewed and managed on a rolling basis, with review frequency determined by the nature of the risk, its rating and status. Over the month of July (to present day), the number of risk reviews undertaken was 10.

Metric 1 - Number of Reviews Undertaken

This chart provides visibility into risk maintenance activity and demonstrates ongoing governance and review of operational and strategic risks within the organisation.



Analysis

From January to July 2026, a total of 118 risks were reviewed, averaging approximately 17 risk reviews per month.

Review activity varied across the period, with the highest volume occurring in February 2026, when 31 risks were reviewed, followed closely by May 2026 with 29 reviews. This indicates periods of concentrated review activity, likely aligned with reporting cycles, targeted risk register maintenance, or focused assurance activity.

The lower review volumes in January and July, with 7 and 10 reviews respectively, may reflect quieter operational periods, timing of review cycles, or prioritisation of higher-risk areas.

Overall, the figures demonstrate steady progress in maintaining active oversight of the operational risk register, with 60 risks reviewed in April to June compared with 48 risks reviewed in January to March, showing an increase in review activity during the second quarter.

Continuing this review cadence will support improved visibility of current risk status, control effectiveness, emerging risks, and treatment plan progress across the organisation.

Risk Legal Compliance

Council has scheduled a legal compliance survey using the ComplyWith platform for September/October 2026.

Building on this work, Council is progressing a work programme to bring the monitoring and assessment of legal compliance obligations in-house. This approach will assess potential cost savings, improve ownership and control of individual obligations, and enhance transparency through improved visibility of legal obligations via a staff-facing dashboard. This will support timely updates, clearer accountability, and improved responsiveness to changes in legislation.

Digital Information Services

Digital & Information Services (DIS) supports Council's day-to-day technology and leads ongoing improvement of systems, security, and online services. Work is prioritised and delivered through four continuous-improvement pillars: simplification, automation, optimisation, and modernisation, and is guided by Te Pae o Uta principles.

Current focus areas include:

- Reliable and secure operations – maintaining core systems, strengthening cyber security, and supporting staff and elected members.
- Improved digital services – simplifying and expanding online services, improving asset and data quality, and delivering priority projects in short delivery cycles.
- Innovation and Smart District – expanding public Wi-Fi (wireless internet), closed-circuit television (CCTV) and smart technologies, supporting digital inclusion, and exploring artificial intelligence (AI) and automation opportunities.
- Modern core systems – reviewing finance, human resources (HR) and regulatory systems to improve efficiency, automate processes, and plan future cloud-based solutions.

Forward priorities focus on improving resilience, reducing complexity and cost, modernising systems, and delivering practical digital improvements for staff, elected members and the community.

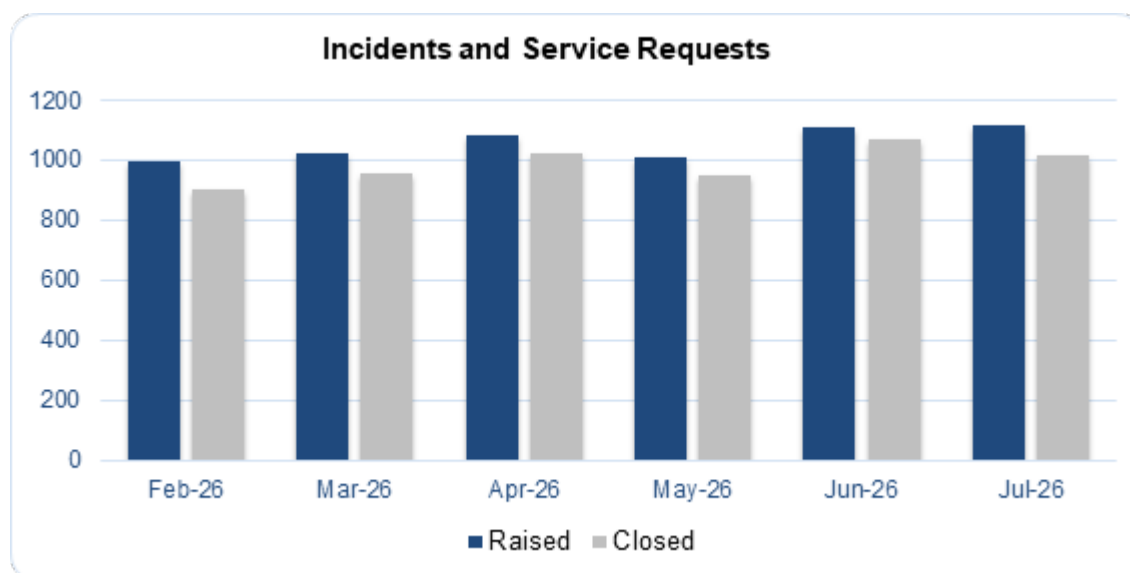
The key focus areas are: Simplification, Automation, Optimisation & Modernisation.

Information and Communications Technology (ICT) Operations

ICT Operations' main role is to ensure the council's technology environment runs reliably, securely, and in alignment with business goals, while supporting day-to-day operations, ensuring networks, systems, applications, and infrastructure operate as expected so the council staff can carry out their work without disruption.

Metric 1 - Service Desk

Service scope: Incident and service request handling within agreed service availability.



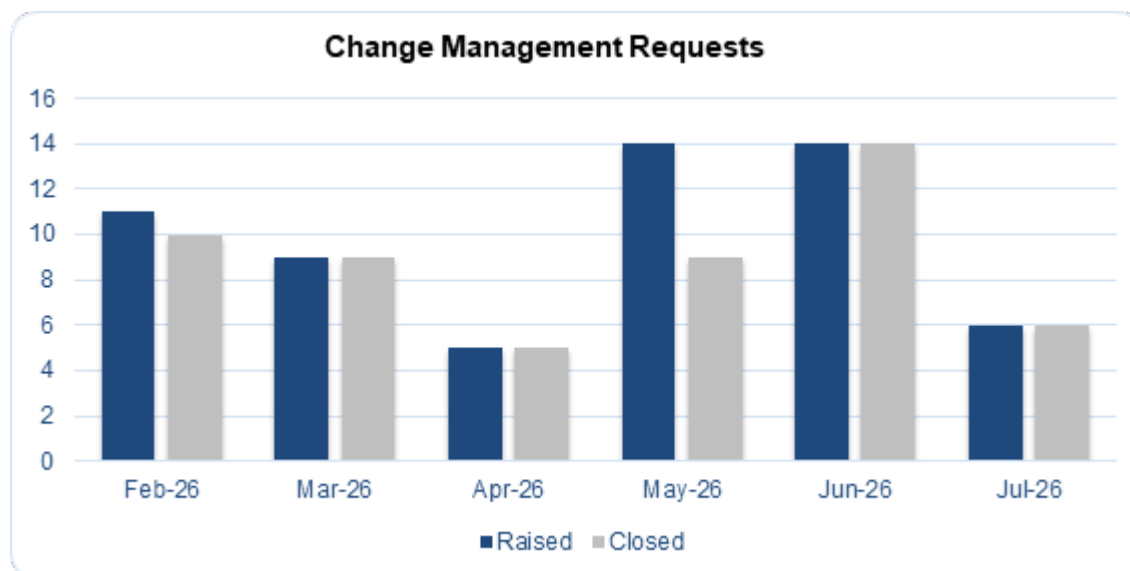
Analysis:

- Over the past six months, 6,331 tickets (incidents and service requests) were received through FreshService portal (Information Technology (IT) Service Management portal) plus other requests via the Helpdesk phone and Walk-ins.
- Resolved tickets closely tracked reported demand across all months, indicating consistent service performance.
- In each month, resolutions remained broadly aligned with incoming requests, demonstrating effective workload management.

- The small gap between reported and resolved tickets across the period indicates a stable backlog position, with no evidence of sustained backlog growth.

Metric 2 - Change Management

Service scope: maintaining stability, security, and reliability of core ICT services, while enabling controlled improvements to Council systems



Analysis:

- Over the past six months, 59 change requests were raised and processed which include but not limited to:
- Software upgrades - Planned updates to systems and applications to maintain supportability, performance, and security
- System and service improvements - Changes that enhance functionality, resilience, or efficiency of existing platforms and services.
- Security related changes - Approved changes that address security requirements, risk mitigation, or compliance obligations.

Metric 3 - Infrastructure & Operations

Service scope: Core platform and operational service delivery and improvements

Key achievements from the last six months:

- Security and risk reduction – remediated security vulnerabilities, improved firewall rules, strengthened backup and recovery, enhanced system monitoring.
- Infrastructure stability and optimisation – maintained and optimised aging server and storage infrastructure, improved disaster recovery (DR) readiness, configured hardware health alerting, and progressed future platform options.
- Service delivery improvements – upgraded service centres and i-sites to modern hardware, improved desk and meeting room booking, implemented visitor kiosks and door-access printing, and supported frontline teams with new connectivity and satellite communications.
- Business systems reliability and enhancement (TechOne and Pathway, Council's core finance and regulatory systems) – decommissioned legacy systems, strengthened security and access controls, improved financial structures and workflows, delivered regulatory readiness, and provided extensive user training and support.
- Operational support and continuity – successfully onboarded new staff, recovered critical data losses, supported Civil Defence readiness, and ensured continuity of core services during system changes and upgrades.
- Main focus areas for the next six months:
- Infrastructure modernisation and resilience – refreshing core infrastructure, standardising networks, workstations and servers, improving connectivity resilience, and repurposing existing hardware.

- Security uplift and risk reduction – strengthening the overall security posture through penetration testing, endpoint protection review, role-based access, and removal of legacy systems and configurations.
- Cost optimisation and platform efficiency – reducing cloud and licensing costs, optimising usage, and simplifying the technology environment.
- Business systems modernisation (Pathway & TechOne) – streamlining user experience, improving workflows and governance, supporting rates, financial processes, audits, and end-of-year activities.
- Operational efficiency through automation and AI – piloting on-premise AI, applying automation to monitoring and support workflows, and exploring open-source tooling to improve efficiency and sustainability.

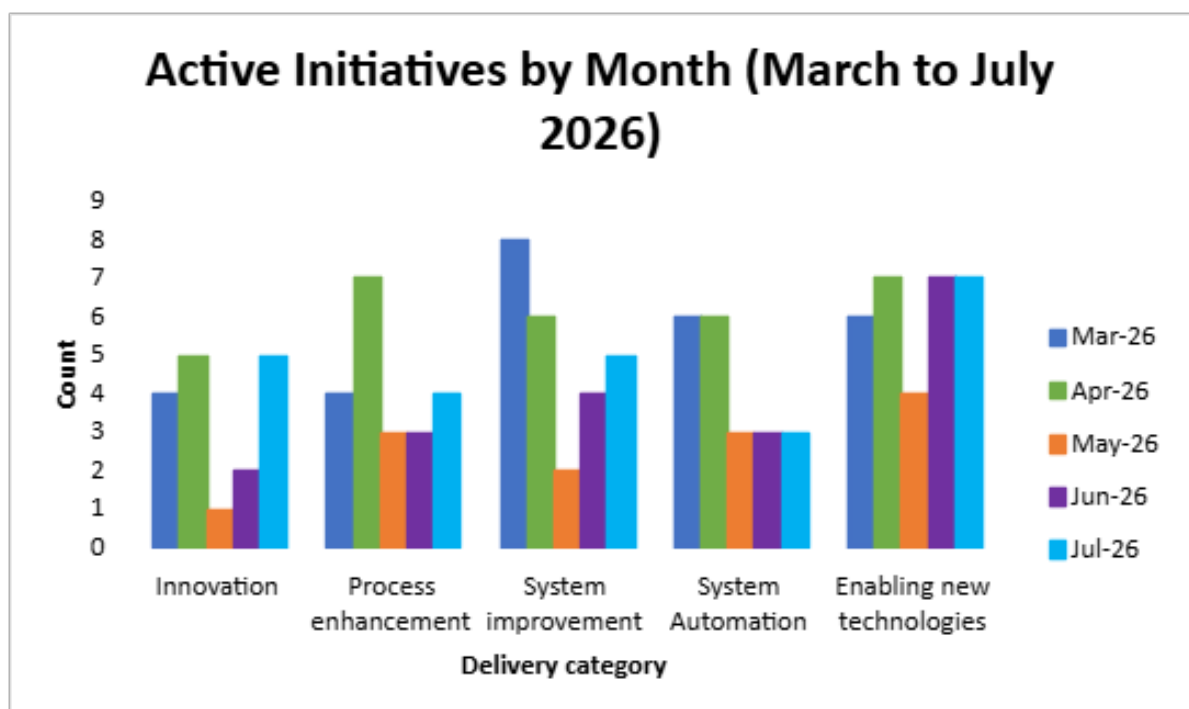
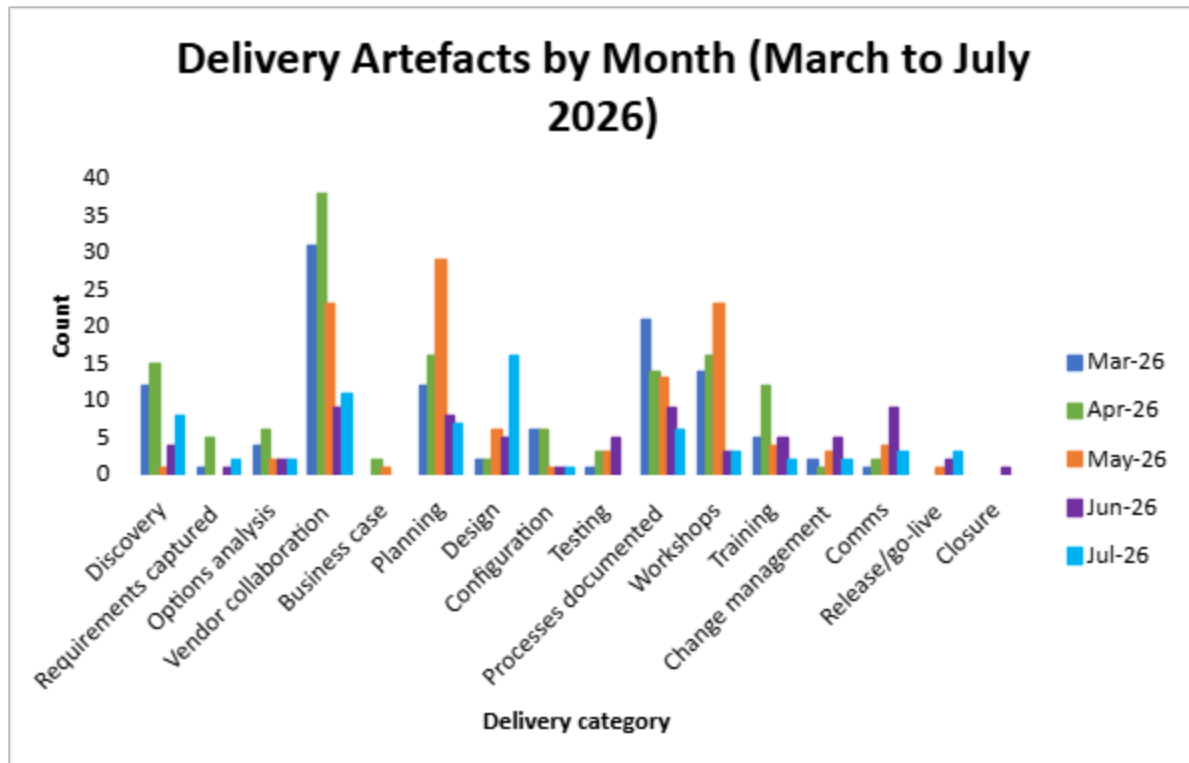
IT Project Delivery (Business as Usual (BAU) Delivery & Enablement): March to July 2026

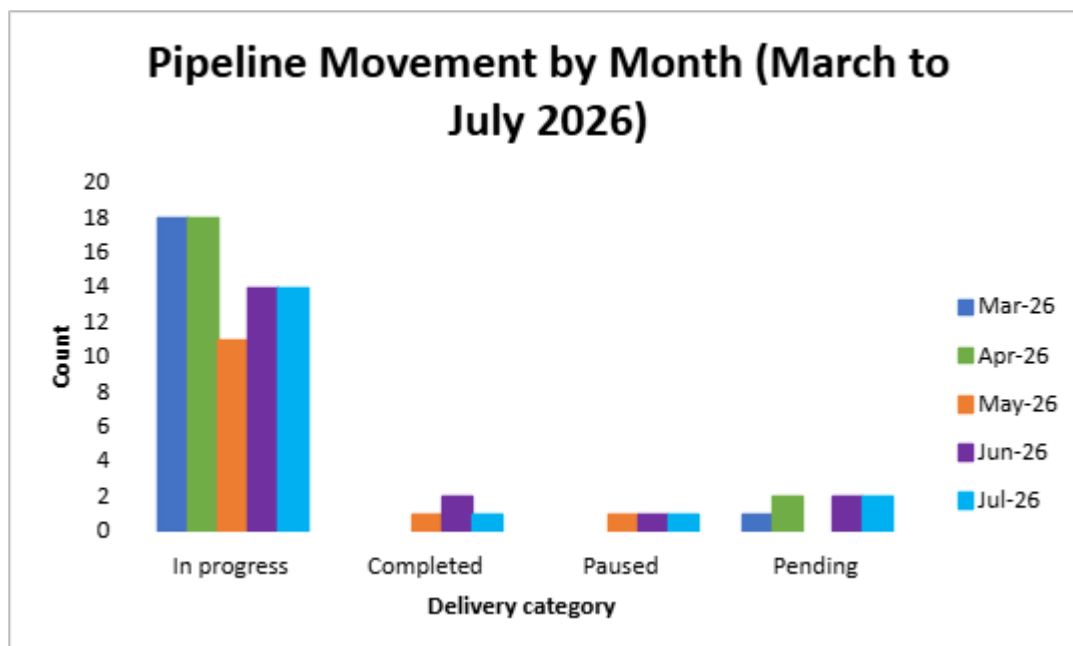
Delivery Activity

Project delivery activity remained strong throughout the period, with the highest levels of effort occurring during planning, vendor engagement, documentation, and workshops. Vendor collaboration peaked in April (38 engagements) before progressively reducing as projects moved into delivery and implementation phases. Planning activity reached its highest point in May (29 activities), reflecting significant project mobilisation and design work. By July, delivery efforts had shifted towards detailed design, implementation, communications, and go-live activities, indicating maturity across several initiatives.

Delivery activity remained strong, transitioning from discovery and planning into design, implementation and release phases.

- Vendor engagement and planning activities dominated the first half of the period, while design and go-live activities increased toward July.
- The portfolio maintained between 11 and 18 active initiatives throughout the reporting period.
- System improvements, automation and enabling new technologies continued to represent the largest areas of investment and activity.
- Planned future initiatives increased from 2 to 16 between March and July, highlighting continued growth in demand for Programme Delivery capability.





Portfolio Pipeline

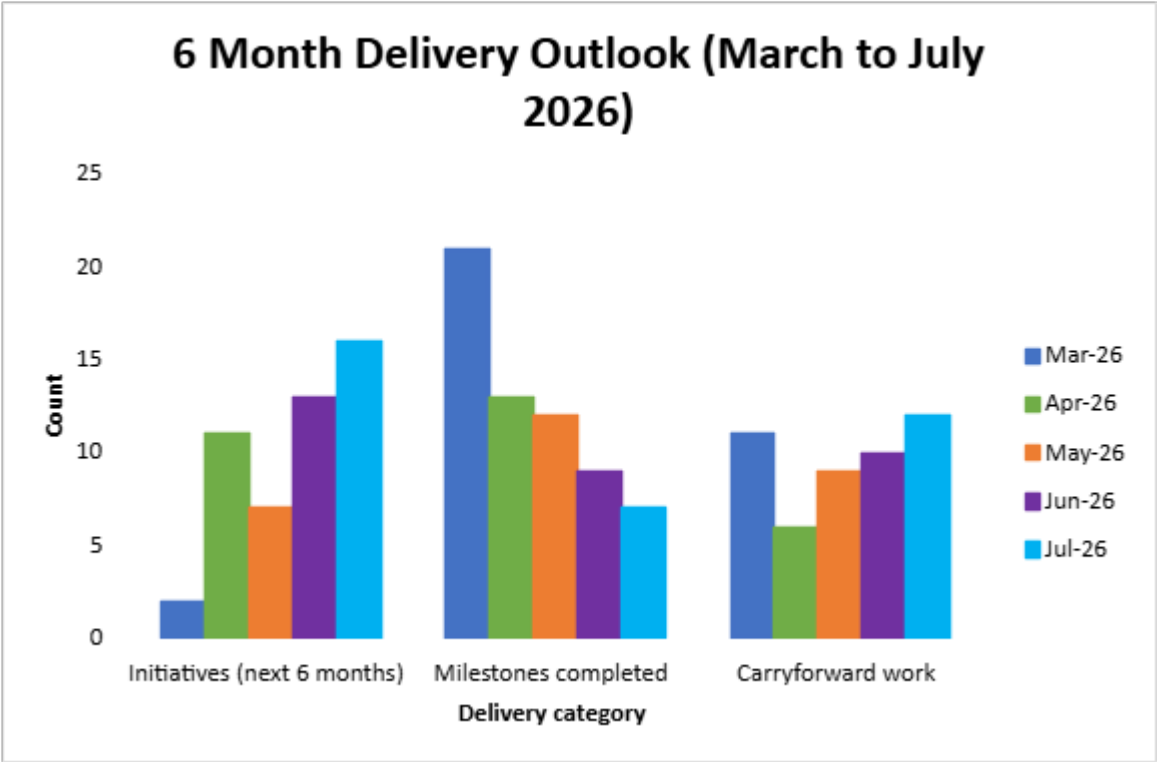
The project portfolio remained active and relatively stable. There were 18 initiatives in progress during March and April, reducing to 11 in May before increasing and stabilising at 14 initiatives through June and July. While only a small number of projects were completed during the reporting period, there were consistently low levels of paused or pending work, indicating that the majority of initiatives continued to progress through delivery stages.

Strategic Focus Areas

The programme continued to focus primarily on system improvements, automation, and enabling new technologies. Enabling new technology initiatives increased from six in March to seven by July, reflecting continued investment in modernisation and digital capability uplift. Process enhancement and automation initiatives remained steady throughout the period, demonstrating an ongoing commitment to operational efficiency and service improvement.

Forward Delivery Outlook

Future delivery demand grew significantly during the reporting period. Planned initiatives within the six-month outlook increased from two in March to sixteen by July, representing a substantial expansion of the delivery pipeline. Although milestone completion reduced over the same period as more work entered earlier planning and discovery stages, the growth in upcoming initiatives demonstrates sustained business demand and a strong future programme of work. Carry-forward work increased from six initiatives in April to twelve by July, reflecting the increasing complexity and scale of the delivery portfolio.



Digital Information Management

Digital Information Management oversees Council's digital information and records lifecycle, ensuring information is created, stored, accessed, retained, and disposed of appropriately.

Key functions include governance and advice on recordkeeping and privacy obligations; administration and continuous improvement of the electronic content management environment; staff support, guidance, and training; and delivery of information quality, clean-up, migration, and resilience initiatives (including archives and disaster preparedness).

Operational Highlights

Targeted clean-up of property-related digital records, improving the accuracy, consistency, and reliability of information held in approved systems.

This work focused on remediating legacy and duplicate records, improving structure and classification to support findability, and ensuring authoritative versions are captured and managed appropriately.

These improvements strengthen statutory compliance, reduce information risk, and support more efficient Land Information Memorandum (LIM), property file, and legal information workflows.

Key Metrics

The following pages include key performance metrics that help us better understand our business activities.

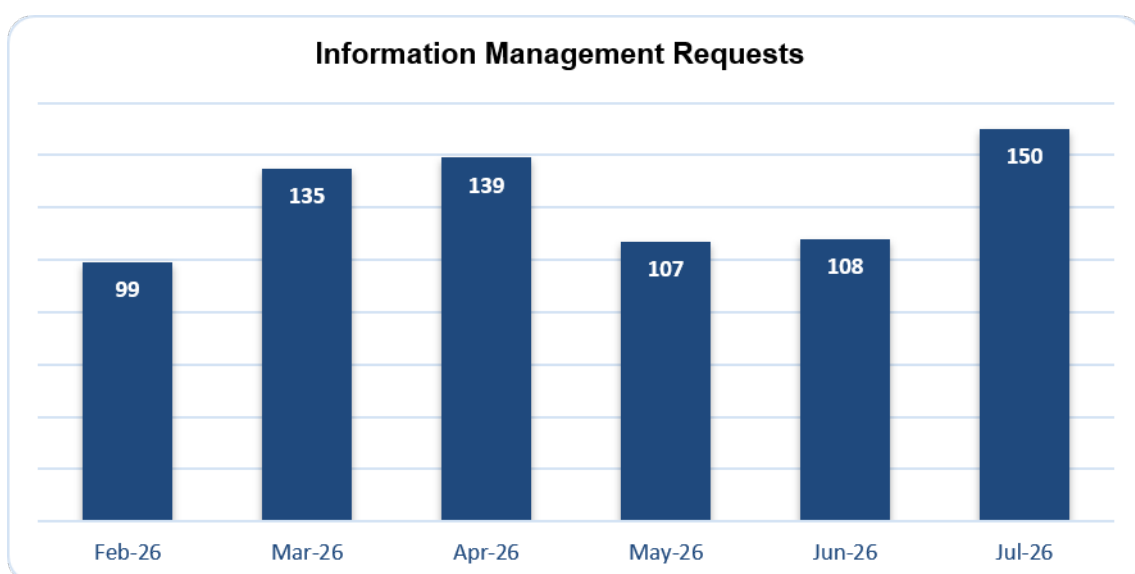
Key Metric 1 - FreshService Tickets

FreshService tickets measure the number and type of Information Management requests logged during the reporting period (for example, records and retention advice, access and permissions, file transfers, disposal actions, and information clean-up support).

This metric is reported to provide a consistent view of service demand and throughput, and to show whether the team is keeping pace with business needs.

It matters because timely Information Management support underpins recordkeeping and privacy compliance, enables staff productivity, and reduces information risk.

Over time, trends in ticket volumes and categories provide insight into recurring issues, demand drivers, and pressure points (such as onboarding/offboarding or project activity), and indicate where process improvements, training, or resourcing may be needed.



Analysis

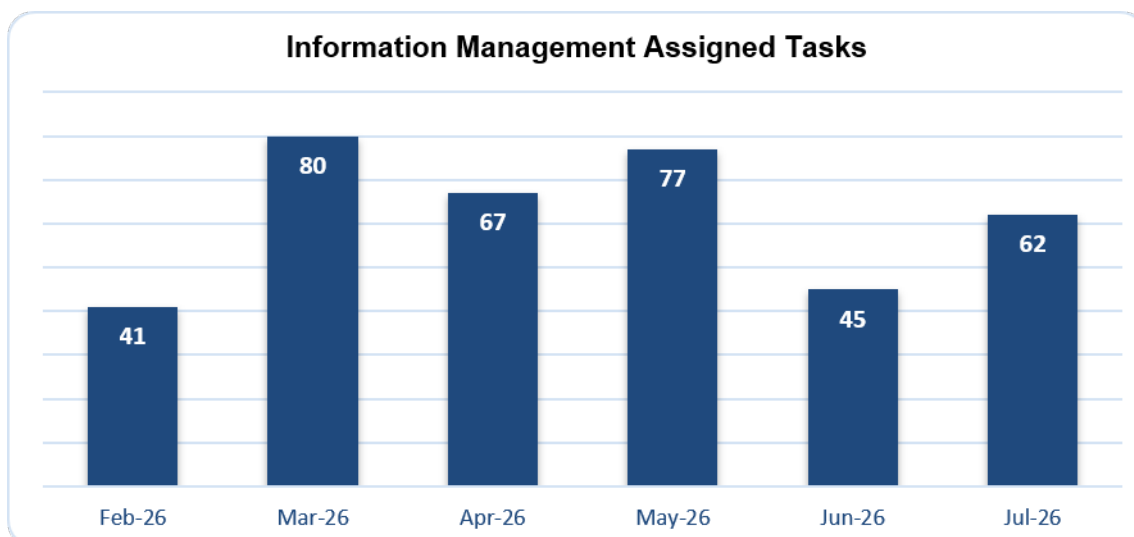
In July, Digital Information Management received 150 FreshService tickets, an increase from the 107 tickets previously reported for June and above the May volume of 139. This indicates a renewed increase in demand for Information Management support during the July reporting period, with request volumes remaining higher than earlier parts of the year.

Requests continue to relate to records advice, access and permissions, information clean-up, file transfers, Microsoft end-user support, and general guidance on approved information management practices. Demand is being managed alongside existing workloads, with priority given to higher-risk, statutory, and time-sensitive work.

The July increase highlights continued pressure on team capacity and reinforces the need to monitor request types, demand drivers, and opportunities for process improvement, staff guidance, training, or automation.

Key Metric 2 - FreshService Tasks

FreshService assigned tasks track Information Management work allocated to the team, particularly onboarding/offboarding activities, contractor training and access set-up, and other scheduled Information Management tasks. This metric is reported to show workload and capacity beyond tickets, and it matters because delays can affect staff productivity and increase information and access risk. Trends in assigned versus completed tasks highlight peak periods, bottlenecks, and where process improvement, automation, or resourcing changes may be needed.



Analysis

In July, Digital Information Management received 62 assigned tasks, up from 45 in June but still below the May peak of 77. This represents an increase of 17 tasks from June and indicates a lift in scheduled Information Management workload during the July reporting period. Assigned tasks continue to be linked to onboarding/offboarding, contractor set-up, training, access requirements, and other planned Information Management activities.

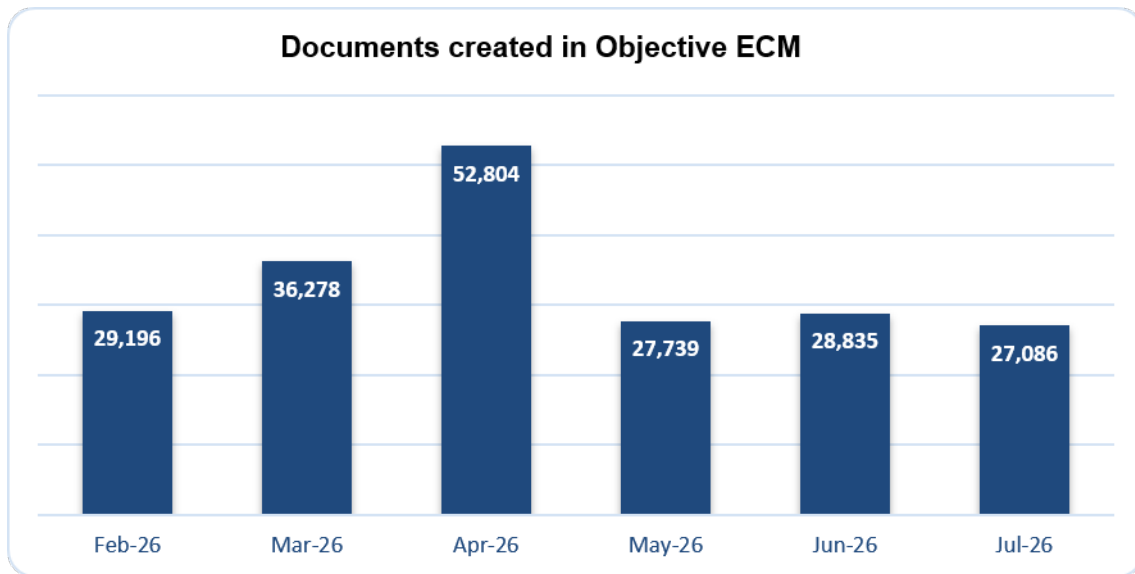
The July increase reinforces the need to continue monitoring assigned task volumes alongside tickets, as task activity directly affects team capacity and the ability to maintain timely onboarding, access controls, training support, and compliant information management practices.

Key Metric 3 - Objective Electronic Content Management (ECM)

Objective Electronic Content Management (ECM) tracks usage and activity within Council's ECM system (Objective), our primary recordkeeping platform for capturing and managing official records. This metric is reported to provide visibility of adoption and record capture in the approved system, and to confirm that key business information is being stored appropriately.

It matters because consistent use of Objective supports statutory recordkeeping and privacy obligations, improves findability and auditability, and reduces risk associated with information being held in unmanaged locations. Trends over time provide insight into user uptake, changes in record

volumes and activity, areas requiring training or process improvement, and potential information governance and storage risks.



Analysis

In July, 27,086 documents were created in Objective ECM, down from 28,835 in June and slightly below the May volume of 27,739. Although well below the April peak of 52,804 documents, this indicates continued and consistent recordkeeping activity, with Objective remaining a key approved system for capturing and managing Council records.

Ongoing Digital Information Management efforts remain focused on improving information quality through remediation of misfiled documents, duplicate records, metadata enhancement, and legacy property record clean-up in collaboration with the Pathway team. Continued monitoring and user guidance will help maintain accurate, accessible, and compliant information in Objective ECM, particularly as monthly document creation volumes remain steady.

Legal Services

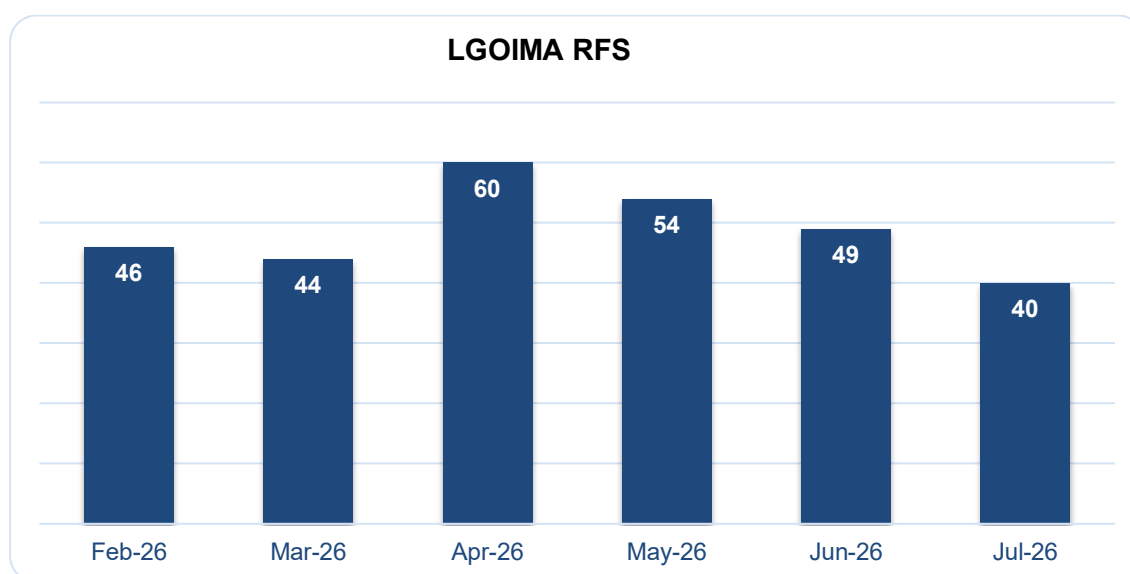
Legal Services has two divisions: Property Legalisation and Legal Advisory (which includes specialised management of LGOIMA requests, e-dealings, privacy complaints, and protected disclosure complaints).

Legal Services supports all departments and parts of the organisation. The department provides legal advice and guidance, document drafting and review, practical dispute resolution, and litigation support. It also assists with statutory reforms and regulatory functions. Legal services are provided in a timely and cost-effective way to enable sound decision-making and risk management, with solutions that are practical, legally robust, and minimise liability and risk to the organisation.

Three key performance metrics help us better understand Legal Services activities: LGOIMA Requests for Service (RFSs), Property Legalisation matters, and e-dealings. All reporting metrics are presented over a six-month rolling period (hereafter referred to as the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

Key Metric 1 - LGOIMA RFS

Legal Services receives and manages requests for service (RFSs) under the Local Government Official Information and Meetings Act 1987 (LGOIMA). LGOIMA allows anyone to request information held by Council, and Council must respond within 20 working days. Effective LGOIMA management is critical to fostering transparency, accountability, and public trust. It also enhances public participation in decision-making and promotes good local government. This metric provides an overview of the monthly volume of LGOIMA RFSs received by Council.

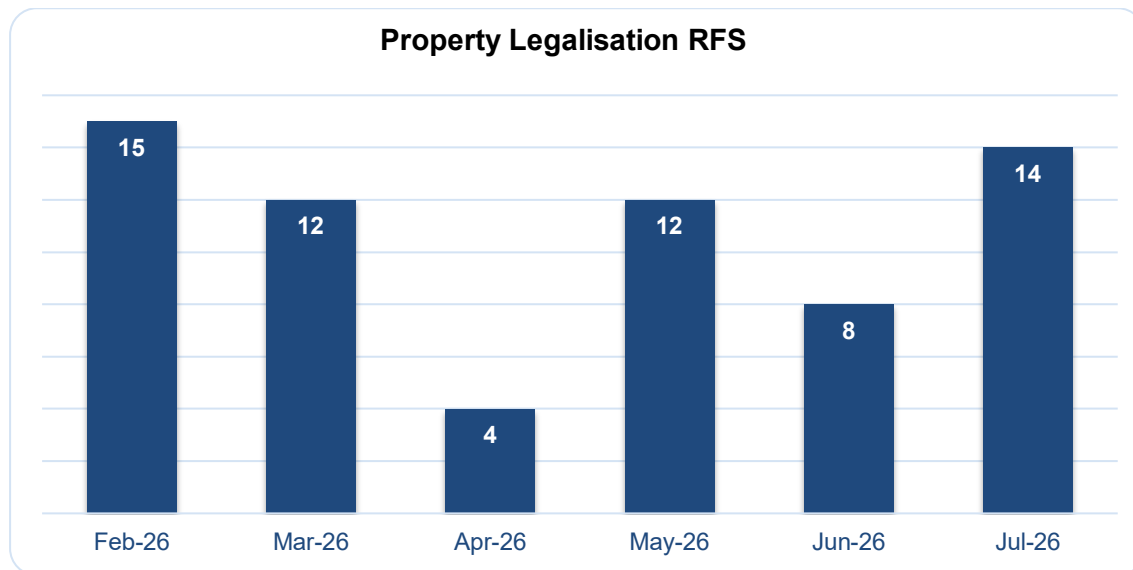


Analysis

- Legal Services received 40 LGOIMA requests in July, representing a decrease from 49 requests received in June and remaining slightly below the six-month average of approximately 49 requests per month.
- Demand for LGOIMA services remains steady, with a number of requests continuing to require coordination across multiple teams to gather, review, and assess information.
- LGOIMA request volumes can fluctuate from month to month depending on the nature and complexity of requests received.
- Legal Services continues to work diligently to manage requests within statutory timeframes, including undertaking consultations, transfers, and scope clarification where required. Despite fluctuations in request volumes and the complexity of matters received, the team remains committed to providing timely responses and supporting compliance with legislative obligations.

Key Metric 2 – Property Legalisation RFS

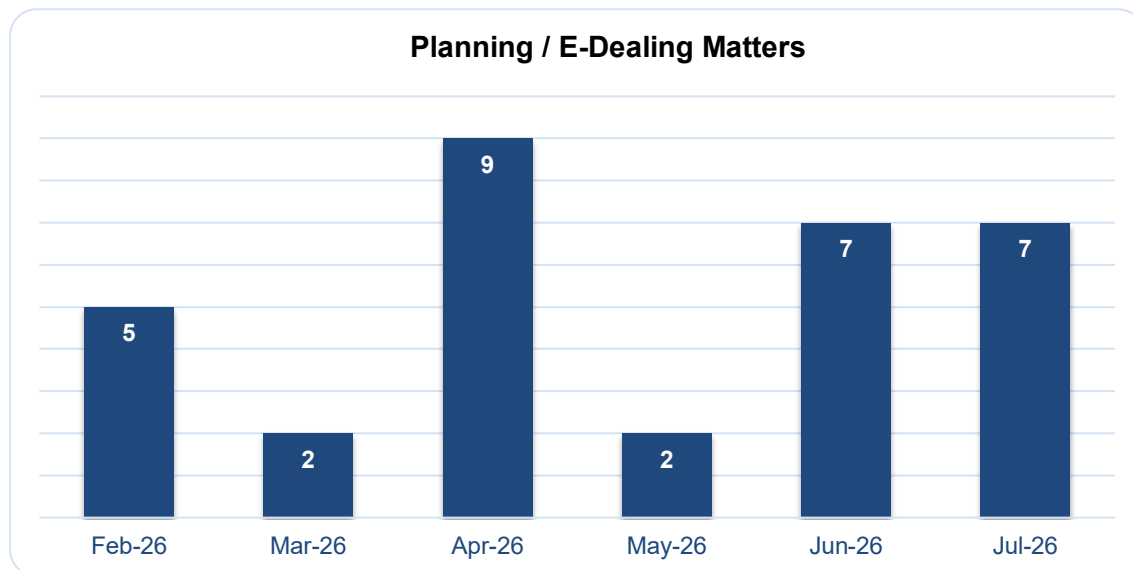
Property Legalisation is a highly specialised technical area of Legal Services. The team receives and processes applications for Licences to Occupy (LTOs). It also receives requests for Land Information New Zealand (LINZ) and other technical property information from the Roding, Parks and Reserves, 3 Waters, District Facilities, Monitoring and Compliance, and Property Information departments. It deals with road legalisation matters under the Local Government Act 1974 and 2002 and the Public Works Act 1981, Reserve Act 1977 matters, easement matters, as well as internal requests for property research and land status checks, including historical research and archive and record searches (for example, Māori Land Court and LINZ). This metric provides an overview of the monthly volume of Property Legalisation matters received by Legal Services.

**Analysis**

- Legal Services received 14 Property Legalisation requests in July, representing a significant increase from 8 requests received in June and remaining above the six-month average of approximately 11 requests per month.
- Property Legalisation matters continue to require legal review and advice across a range of property and regulatory issues, often involving coordination with multiple business units.
- Property Legalisation request volumes can fluctuate month to month depending on operational priorities, development activity, and property-related projects across Council. The increase recorded in July reflects a higher level of demand for legal support in this area. Legal Services continues to provide timely support and guidance to ensure property-related legislative requirements are appropriately managed.

Key Metric 3 - Planning / e-dealing matters

Legal Services reviews, drafts, and approves legal documents (A&I forms, section 221 Resource Management Act (RMA) consent forms, easements, land covenants, etc.) in relation to resource consent decisions and/or LINZ transactions where Council's consent is required.

**Analysis**

- Legal Services received 7 Planning / E-Dealing matters in July, consistent with the 7 matters received in June and remaining above the six-month average of approximately 5 matters per month.
- Matters concerning resource consent applications often require compliance with statutory timeframes. Legal Services aims to review legal documents and provide an opinion to the Resource Consents team within 3–5 working days to support workflow. For E-Dealing matters requiring execution by Council officers with delegated authority, Legal Services aims to complete the review, prepare the executive summary, and obtain signatures within 10 working days.
- Planning and E-Dealing matter volumes can vary considerably from month to month depending on operational, development, and market activity. The consistent volume recorded in June and July indicates a sustained level of demand for legal support in this area. Legal Services continues to provide timely legal advice and assistance to facilitate the efficient processing of Planning and E-Dealing matters.

Financial Services

Financial Services supports Council's financial governance, compliance, and operational delivery through accounting, rating, and transaction services. The team is responsible for financial reporting and audits, annual and long-term planning processes, rates setting and billing, revenue collection, debt management, and statutory reporting. Financial Services also maintains the integrity of Council's rating systems, supports General Rates processes, Māori Freehold Land processes and rating relief, improves customer payment options, and strengthens financial transparency and data quality.

Across all functions, the group works closely with auditors, senior managers, elected members, communities, and internal teams to ensure sound fiscal management and a positive customer experience.

Accounting Services

Te Huia Financial report for the period ending 31 May 2026 was presented to Te Miromiro Committee for Assurance Risk and Finance at the 11 August meeting, highlighting actuals to budget, with further risks identified.

Currently Roding capital reporting is being overhauled. Capital reporting and roading variance commentary have been improved by the Roding Management Accountant. Roding reporting introduced for tracking and reporting on Roding revenue claims, operational expenditure, and capital expenditure.

The balance sheet has been overhauled and mapping work advanced, with progress to be reported to the next Te Miromiro Committee meeting. The current focus is on identifying repairs and maintenance costs per asset. To support this, the Data Analytics team is implementing Trimble to track asset costs, beginning with an initial asset class before extending across the portfolio. This is a long-term priority for understanding and reporting asset costs and efficiency.

Large-scale work is underway on the Annual Report, Accounting Notes and final Year End close-downs. Balance sheet reconciliations are one of the finance team's major annual work items and require input from all Council departments.

Transaction Services

Key Metric 1 – Aging and collections percentages

- Due to current reporting systems, the Transaction Services team manually calculates & reports all rates aging data out of the Pathway system to Te Miromiro Committee.
- Geographic Information Systems (GIS) & Data Analytics team in Corporate Services at Council is currently engaged to create an aging report that coincides with normal commercial 30-day bucket aging reporting. This work is still underway.

Key Metric 2 – Legal action

- Three rating sale reports will now be submitted to Council for endorsement in the new rating year, following deferral from the May, June, July and August Council agendas.
- One rating sale report will be presented to the September Council meeting, with the two remaining reports scheduled for the October Council meeting.

Key Metric 3 – Transaction payables

- Year to date (YTD) end of July 2026, we have paid \$20,515,269.27 to suppliers through the accounts payable (AP) system, for a total of 484 transactions.

Key Metric 4 – Transaction receivables

- YTD end of July 2026, have collected & cash receipted, \$25,270,313.60, for a total of 75,520 transactions.
- Note, that collections cover multiple years of rating invoices and multiple aged brackets for debtors.

Finance reporting is provided to Te Miromiro Committee for Assurance Risk and Finance.
Agendas and minutes are available via the FNDC website.
[Agendas and Minutes : Far North District Council](#)

Property Information & Business Compliance

Property Information and Business Compliance provide core operational and governance functions that underpin Council's statutory responsibilities and organisational decision-making.

Together, the teams support the integrity of Council records, the delivery of statutory and customer-facing services, and consistent governance across property, project, procurement and contract management activities. Their work contributes to transparency, financial prudence and public confidence in Council processes.

Property Information

The Property Information team is responsible for maintaining the accuracy, integrity and availability of Council's property-related records and for delivering statutory and customer-facing property information services. The team plays a critical role in supporting property transactions, rating, valuation, land use planning, and public access to Council records.

Key functions include:

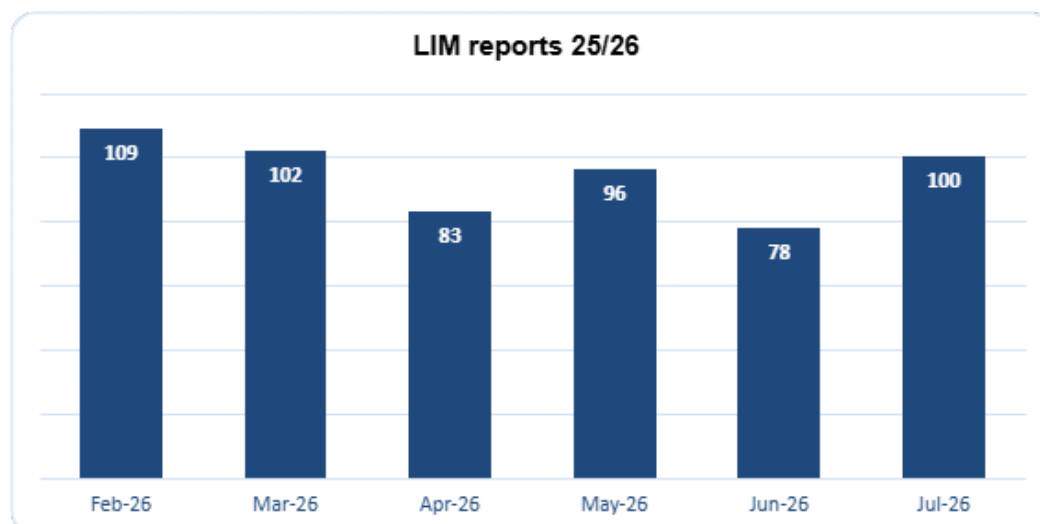
- Preparation and delivery of Land Information Memorandum (LIM) reports and property files in accordance with statutory and service timeframes.
- Maintenance and auditing of core property data, including titles, parcels, addresses, and the Name and Address Register, to support accurate rating and valuation.
- Processing of property ownership changes, including Notices of Sale, to ensure Council records remain current and reliable.
- Allocation and maintenance of rapid and urban numbering to support emergency services, service delivery, and community safety.
- Provision of property information and support to internal teams and external stakeholders to enable informed decision-making and regulatory compliance.

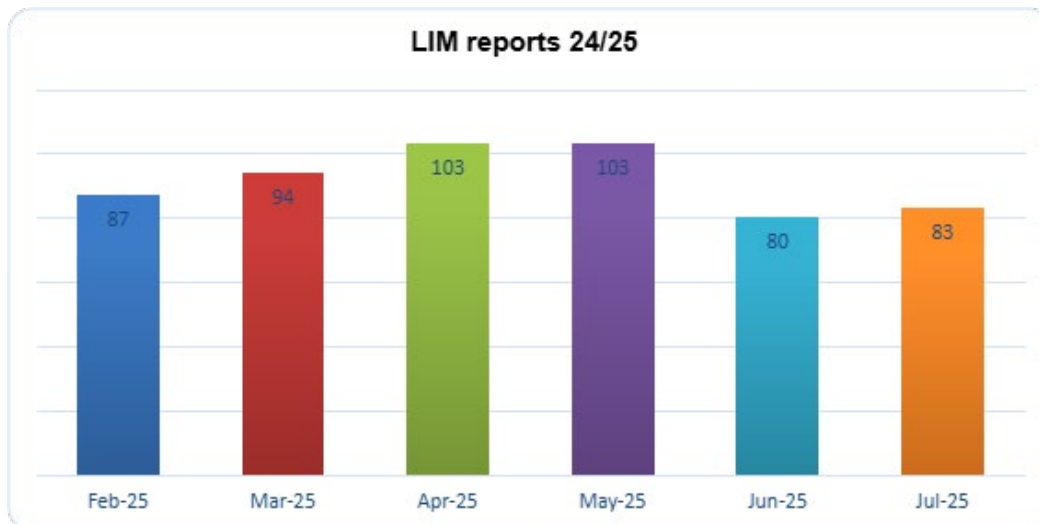
Property Information activity remains steady across the team's key service areas, with demand for LIMs, Property Files and Notices of Sale continuing at levels comparable to, or above, the previous year. July saw an increase in LIM activity, property file requests remained consistent with the same period last year, and Notices of Sale continued to track significantly above historical averages. Overall, the data indicates continued demand for statutory and customer-facing property information services, reflecting ongoing property transaction and ownership change activity across the district.

Key Metric 1 - LIM

25/26 Average: 94.7 per month | 24/25 Average: 91.7 per month

Trend: Broadly stable year-on-year, with an increase of approximately 3.3% year-on-year.





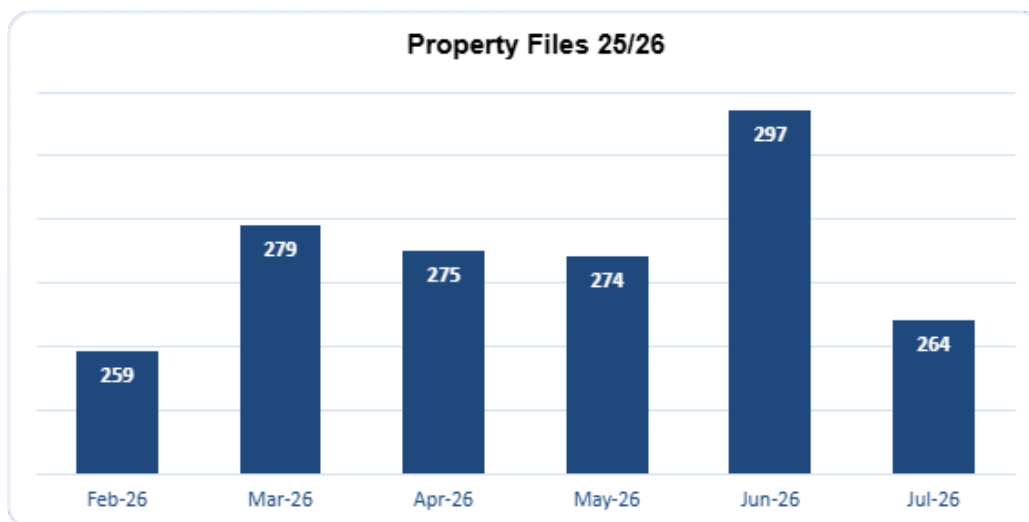
Analysis

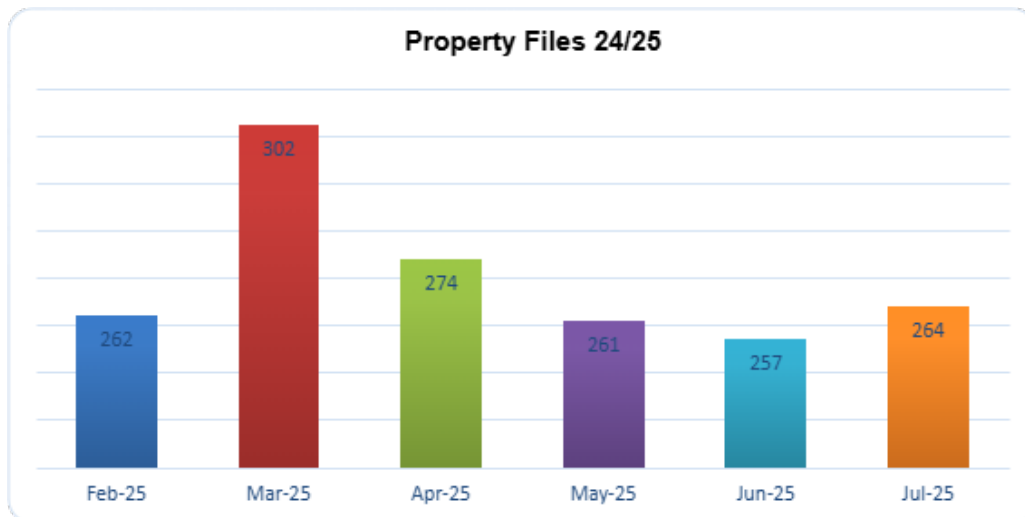
LIM report volumes for the six months from February to July 2026 averaged 94.7 per month, compared with 91.7 per month for the same period in 2025. July recorded 100 LIM requests, up from 78 in June and above the 83 recorded in July 2025. Overall, current-year activity is slightly higher than the comparable period last year, indicating steady demand for statutory property information services.

Key Metric 2 - Property Files

25/26 Average: 274.7 per month | 24/25 Average: 270.0 per month

Trend: Broadly stable year-on-year, with an increase of approximately 1.7% year-on-year





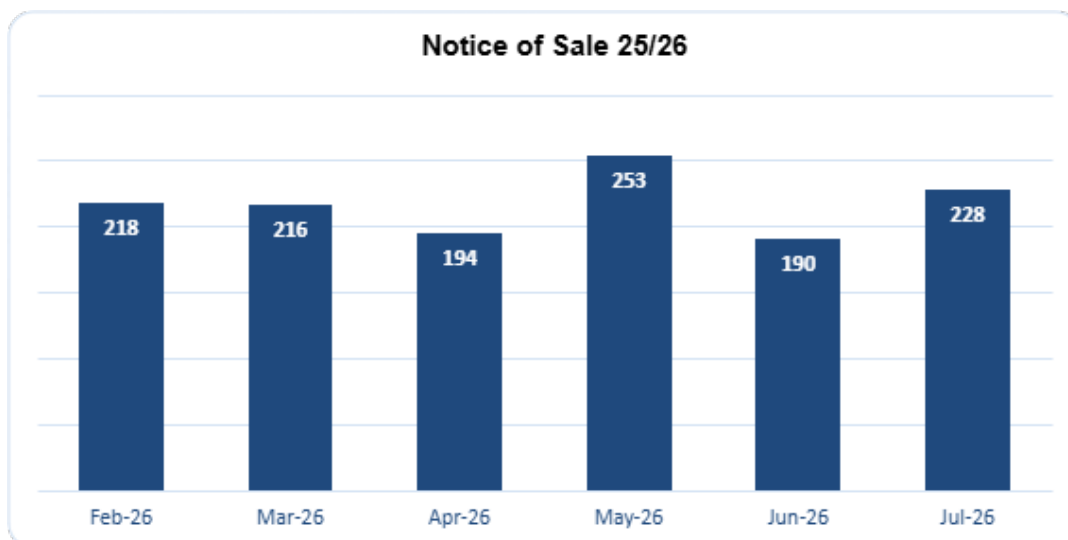
Analysis

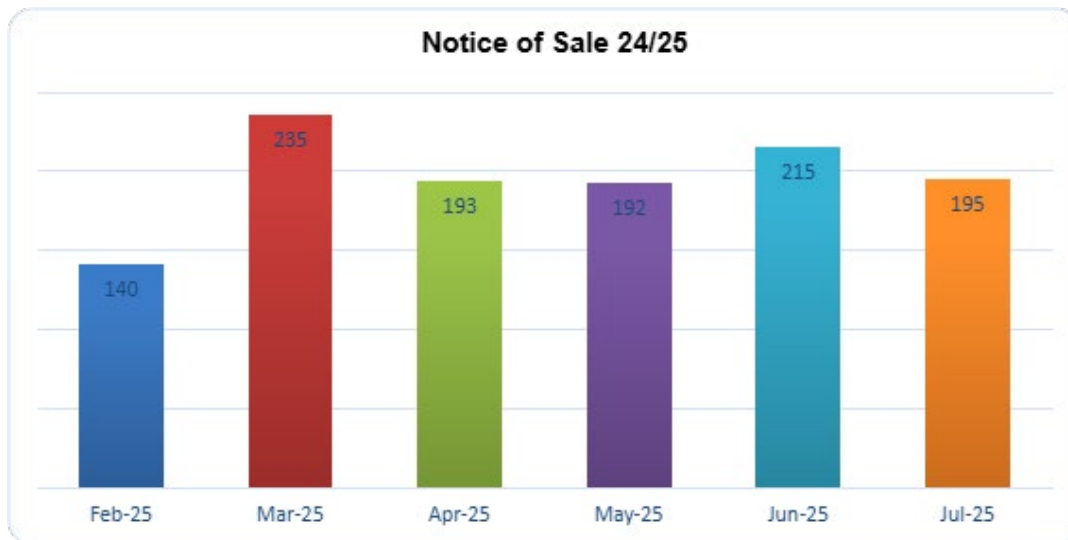
Property file requests averaged 274.7 per month from February to July 2026, compared with 270.0 per month over the same period in 2025. July recorded 264 requests, down from 297 in June but equal to the 264 requests recorded in July 2025. Overall, volumes remain stable, with a modest year-on-year increase across the six-month reporting period.

Key Metric 3 - Notice of Sale

25/26 Average: 216.5 per month | 24/25 Average: 195.0 per month

Trend: Increase of approximately 11.0% year-on-year.





Analysis

Notices of Sale averaged 216.5 per month from February to July 2026, compared with 195.0 per month for the same period in 2025. July recorded 228 Notices of Sale, up from 190 in June and above the 195 recorded in July 2025. While monthly volumes fluctuate, the six-month results show that completed property ownership changes remain above the comparable period last year.

Business Compliance

The Business Compliance team provides central governance, assurance and specialist support across Council's project, procurement and contract management activities. The team supports business units to deliver projects and procurements in line with Council policy, legislative requirements and delegated financial authority, while promoting consistency, transparency and value for money across the organisation.

The Project Management Office (PMO) provides ongoing support to both new and existing staff across the organisation. This includes guidance on the use of project management systems, delivery of training, responding to user enquiries, and implementing system enhancements. Support is also provided across a range of project management disciplines, including risk management, programme management, scheduling, and reporting, helping to strengthen organisational capability and consistency of practice.

Key functions include:

- Project governance and assurance, including support for project registration, oversight and alignment with Council's project management framework.
- Procurement planning, tendering and contract management technical support, ensuring compliance with policy and good practice.
- Facilitating tender evaluations and moderations, conflict of interest, supplier briefings / de-briefings, contract negotiations, guidance on most appropriate form of contract including terms and conditions.
- Maintenance of procurement, contract and project registers to support transparency, reporting and informed decision-making and relevant assurance activity.
- Provision of guidance, tools and capability support to business units to strengthen procurement and contract management practices, including sustainable and socially responsible procurement.

Operational Highlights:

- The PMO continued to work closely with Information Technology and Capital Delivery managers to develop a resource capacity planning tool that provides greater visibility of existing and proposed project workloads. This initiative supports more informed decision-making about programme sequencing and organisational capacity.
- The tool was recently presented at the regional PMO Hui at Rotorua District Council in July and received strong interest from peer councils. Development will continue through August, with completion anticipated in September. Once finalised, the tool will be shared more broadly across the PMO community, which includes councils from the Far North through to Invercargill and represents a mix of rural, provincial, and metropolitan organisations.
- The Contract Management Specialist facilitated the Performance Improvement / Key Performance Indicator (KPI) Review of the Citycare Contract, including collating feedback from Elected Members / Community Board to collate supplier performance insights and governance reporting (including claims, variations, additional scoping and pricing changes). Feedback has been reviewed and summarised in a dashboard for management.
- Continued procurement and Tender Panel assurance activities, with the team providing regular support and facilitation for high-risk and high-value procurements and procurements requiring an exemption to standard process.

Key Metric 1: Support Project Planning & Delivery

Pipeline planning for the Long Term Plan (LTP) is now complete and has been handed over to the LTP Project Team for the next phase of development. Once the LTP is adopted, the project portfolio management (PPM) tool will be updated to reflect the adopted plan for project delivery across the 10-year delivery horizon.

Configuration and testing commenced on the financial integration between TechOne and the Project Portfolio Management system (PPM). This represents a significant milestone in improving visibility of project budget and financial performance information and will support more comprehensive project reporting and oversight.

Key Metric 2: Procurement

Over the last month, 17 Procurements were managed either via direct award, closed or open tender. 8 contracts were awarded to the value of \$873,325, of which \$204,750 (38%) were awarded to suppliers in the Far North and wider Northland district.

Key Metric 3: Contract Management

A Contract Management Policy and Manual are being developed to reflect good practice contract management, assurance, compliance and practical guidance for contract managers. This will incorporate new contract management requirements arising from the updated Government Procurement Rules.

Technical, commercial and contractual advice provided for:

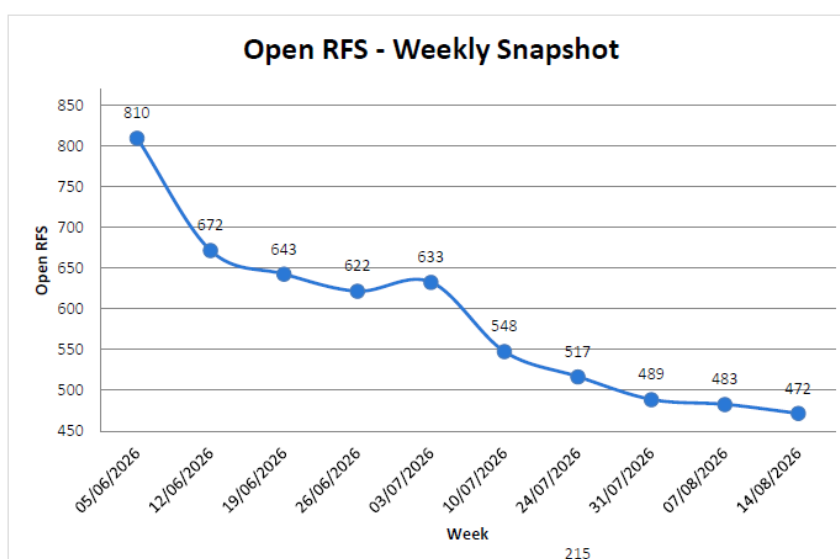
- Meridian Electric Vehicle (EV) Charger Agreement
- Redwoods Wendywood Lane Project
- Mangamuka Road / Fulton Hogan Commercial Resolution
- Kawakawa Water Treatment Plant Contract Review
- Waters Agreements Novation Programme (CCO Transition)

Transportation Services

The Transportation Transition Programme has now moved from contract commencement into the stabilisation phase, with both the Professional Services and Road Maintenance and Renewals contracts operational. During July, focus was on embedding the new operating model, strengthening service delivery processes, progressing capital works reviews, and preparing for the NZTA Technical Performance Audit, which has since been completed.

Key achievements during the month include:

- Further completion of site visits across all 2022 and 2023 weather event projects, with 2026 weather event inspections also completed and work under way on revised funding submissions to NZTA.
- Ongoing review of capital works designs to ensure solutions are fit for purpose and represent appropriate value for money while meeting network requirements.
- Development of communications, reporting and engagement processes to support the new operating model and improve visibility of transport activities and performance.
- The revised RFS process remains embedded, with daily reviews and area-engineer triage continuing to manage the backlog. Daily RFS reviews are continuing, 715 of the original 810 RFSs reviewed to date, representing 88% completion. Weekly Area Engineer triage sessions remain in place and continue to support the backlog reduction. Open Requests for Service have reduced from 810 in early June to 472. A 30–40% reduction is expected once the new contract and improved self-service information for the community are in place.



Transportation governance reporting is provided through several channels to support visibility of service delivery, performance and forward work planning:

- Te Koukou Committee for Transport and Infrastructure, through formal committee reporting.
- The Transport Portfolio, through regular elected member updates and discussion.
- Elected member briefings, providing additional visibility of operational matters, emerging issues and key programme activity.

Recent elected member and community board workshops have supported shared understanding of the new operating model and forward work programme, with further workshops on key matters to be scheduled.

Transport reporting is provided to Te Koukou Committee for Transport and Infrastructure.

Agendas and minutes are available via the FNDC website.

[Agendas and Minutes : Far North District Council](#)

**DELIVERY & OPERATIONS
MONTHLY REPORT**

JULY 2026

Executive Summary

Delivery & Operations (D&O) is Council's principal operational arm, responsible for translating policy into safe, reliable and customer-focused services across the district. The Group brings together five complementary business units—Building Services, Compliance, Resource Consents, Property & Facilities, and Quality—each with a distinct legislative mandate yet closely inter-linked day-to-day.

Reporting Period: July 2026

This monthly report is presented in a Year on Year rolling update to reflect improvements, trends & economic indicators.

Authors of the following detailed reports include: Hilary Sumpter Group Manager – Delivery & Operations, Manager – Building Services, Manager – Compliance, Manager – Resource Consents, Manager – Property & Facilities, and Manager - Quality.

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Quality	50

Overall

Great team, doing great teamwork & often on thankless tasks. The Managers & their teams have been very receptive over my first six months to improving results and creating platforms for team members to perform.

Infometrics Housing Quarterly Economic Update

There was a comment at the last briefing about information on the housing sector in our District:

All Economic Labour market <u>Housing</u> Social					
Indicator	Far North District	Northland Region	New Zealand		
Q Residential consents	+8.8% ▲	+6.1% ▲	+19.4% ▲		
Q House sales	+5.4% ▲	+3.6% ▲	+2.2% ▲		
Q Real estate listings	+1.8% ▲	+6.4% ▲	+4.1% ▲		
Q House values *	-3.8% ▼	-1.7% ▼	-0.3% ▼		
Q Housing affordability ^	5.6 ▼	5.5 ▼	5.8 ▼		
Q First Home Loan purchases	-33.3% ▼	+6.1% ▲	+31.2% ▲		
Q Residential rents	+4.8% ▲	+3.1% ▲	-0.7% ▼		
Q Rental affordability ^	23.6% ▲	22.1% ▲	19.7% ▼		
Q Emergency housing grants	+0.0% ►	+66.7% ▲	-31.4% ▼		
Q Housing register applicants	-6.5% ▼	-5.8% ▼	-3.6% ▼		
Q Public housing stock	+8.0% ▲	+7.0% ▲	+2.3% ▲		

All measures are annual average percentage changes [i](#) unless:

* Annual percentage changes [i](#)

^ Levels [i](#)

Special Projects

Please note some of these projects are with People & Capability – Executive Projects

Kaitia Airport Resilience Project

Ongoing works to meet the resilience project. Fencing is completed. Lighting is further delayed due to international delivery pressures.

The hāpu partnership have agreed on the new terminal build design by Arcline.

We have a new terminal to build, plus extend the carpark and conclude lighting and fuel installation.

The airport has traditionally had a manager's house for security and resilience which we need to replace as the previous house requires demolition. We are having to keep a very close eye on the budget & may have to revisit the planned house model to reduce it in size and cost.

Pou Herenga Tai Twin Coast Cycle Trail & Keteriki Trust

Great Rides have assessed Keteriki's proposed alternative trail as being able to meet Grade 1 and 2. The working group will be meeting this month (September) to progress the next phase.

Housing for the Elderly

We are sponsoring this Project with the Executive Projects Team.

Currently we have a number of empty units, due to a lack of budget for maintenance and the properties have moved beyond maintenance to a state of demolition/divestment. These will remain empty.

There is interest, particularly in Awanui of returning these 12 units to Ngai Takato.

The Urban Advisory presented its analysis of Housing for the Elderly options to staff.

Since the August workshop this has changed, and we will now be presenting the draft report plus financial analysis to Cr Stratford and Cr Foy first, before proceeding straight to Council.

Divestment/Acquisitions Policy

We are sponsoring this Project with the Executive Projects team. The policy is currently under internal review. Staff will present to Council for policy endorsement hopefully in December after it's been circulated around the Community Boards.

Turner Centre

New carpet and a fix to the dividing door in the downstairs auditorium are underway with the Infrastructure team.

Redwood Trees Kerikeri

The second stand of trees on Wendywood Lane (beside New World) is set for removal starting in September 2026, the delay resulting from arborists availability and creating a traffic management plan with New World that allows for their BAU including deliveries.

Building Services

Building Services oversees the full lifecycle of building development in accordance with the Building Act 2004. The department is made up of the Building Consent Authority (BCA) and the Territorial Authority (TA) functions.

The Building Consent Authority (BCA) is responsible for ensuring that proposed building consent work meets the Building Code. The BCA function assesses and approves building consent applications, conducts onsite inspections, and issues Code Compliance Certificates and Compliance Schedules.

The Territorial Authority (TA) function is responsible for regulatory duties. The TA function issues Project Information Memoranda, Certificates of Acceptance, Certificates for Public Use, and Exemptions. The TA function investigates non-compliant building work and issues Notices to Fix and Dangerous Building Notices. The TA function enforces safety regulations for residential swimming pools. The TA function administers the Building Warrant of Fitness regime.

Operational Highlights

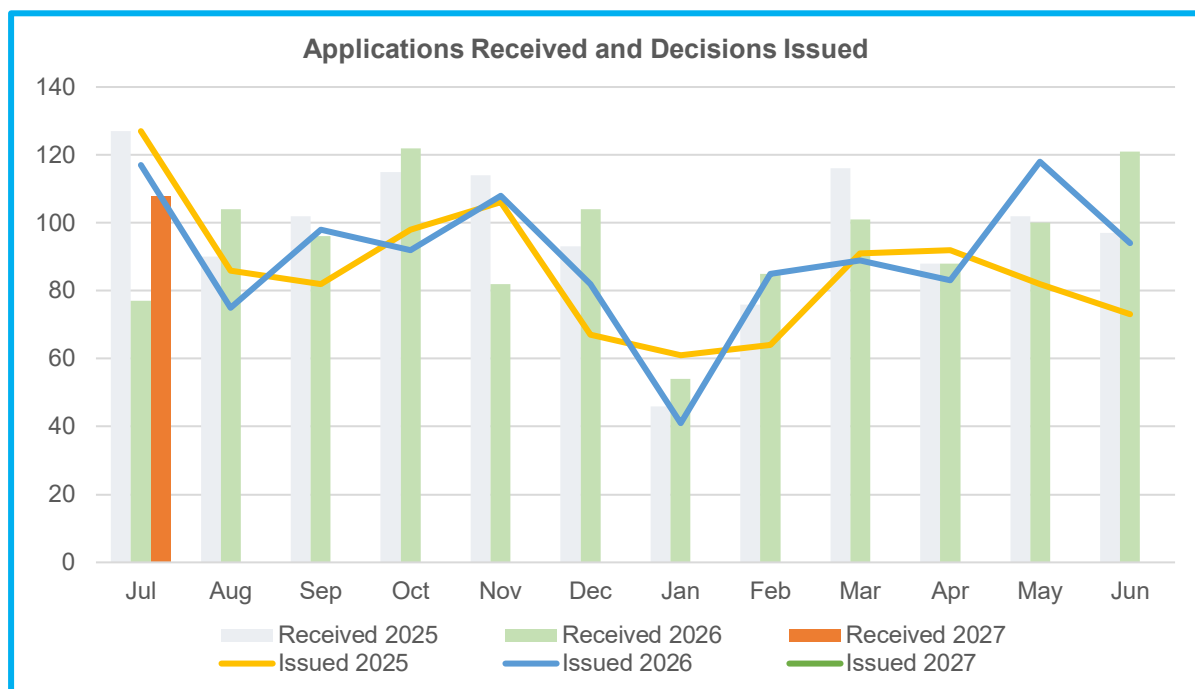
- Compliance with statutory timeframes and inspection availability remains high for the month of July 2026. The BCA is exceeding the national averages for compliance with statutory timeframes; number of processing days and inspection wait times.

Key Performance Metrics

The following pages includes key performance metrics we track to better understand our business activities. Analysis of the illustrated data is provided for each month. These key performance indicators demonstrates our public accountability, fosters confidence in the building industry, and supports our district's economic health by ensuring a reliable and timely pathway for construction. Reporting periods cover financial years from July – June, for example 2025 is referring to July 2024 – June 2025.

Building Consent Applications Received & Decisions Issued

The BCA actively monitors the volume of building consent applications received and decisions issued to forecast staffing workloads and ensure there is adequate resources to efficiently perform building control functions.

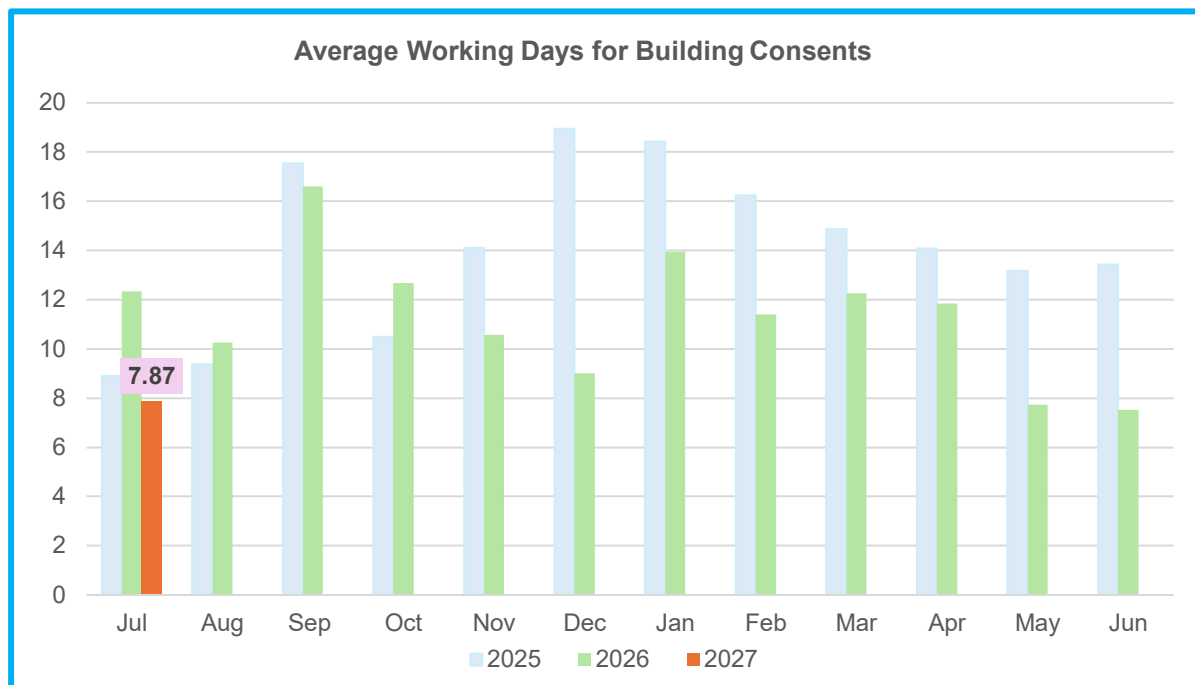


KPI Analysis: Building Consent Applications Received & Decisions Issued

In July 2026, the number of applications received (108) was down (by 13) on the previous month. The number of decisions issued (101) was up on the previous month (by 7). The overall trend for applications received and decisions issued is tracking similar to the previous year (July 2025).

Statutory Compliance for Building Consents

The BCA is required to issue building consents within a statutory timeframe of 20 working days for most consents, or 10 working days for consents subject to a national multiple-use approval. Reporting on statutory compliance is a mandatory requirement under the Building Act 2004 and fundamental in our commitment to efficient consent processing.

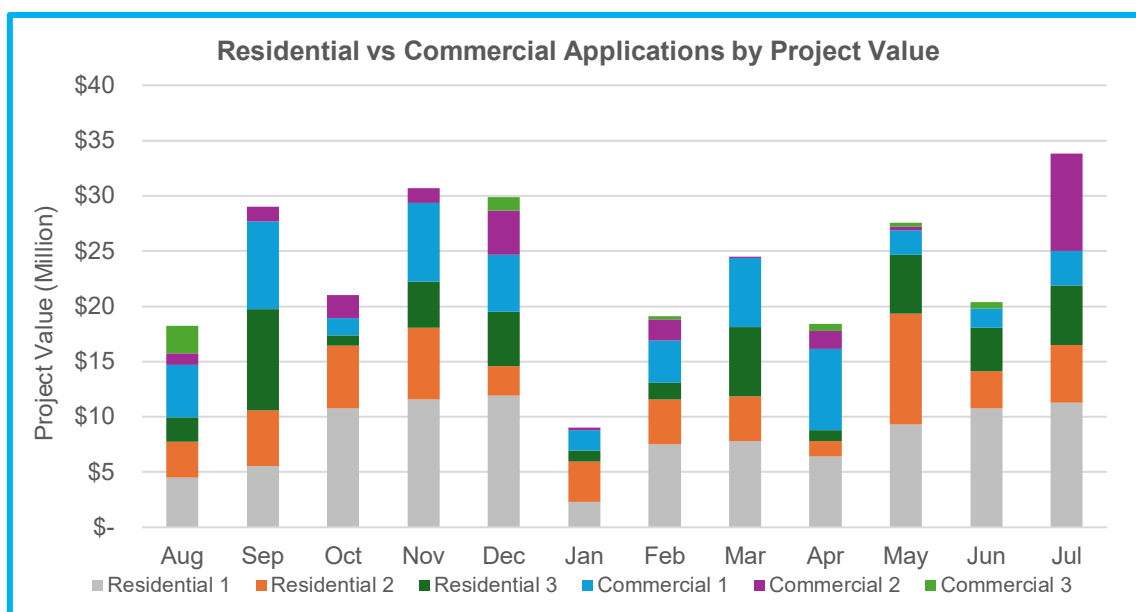
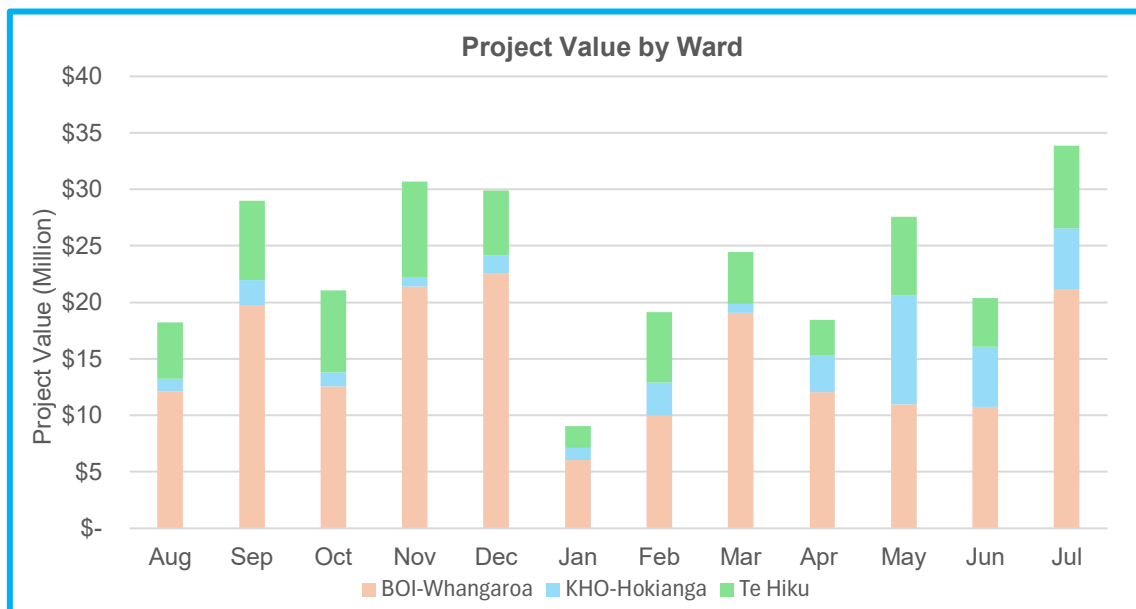


KPI Analysis: Statutory Compliance for Building Consents

In July 2026, the BCA processed 100% of building consents within statutory timeframes. On average, building consents were processed within 7.87 working days. The national average for processing consents in Q1 of 2026 was 94.5% within statutory timeframe, and processing time of 13.0 working days, so the BCA is exceeding national averages.

Building Consents Project Value

Tracking the aggregate project value of building consents provides a critical leading indicator of the Far North District's socio-economic health. While consent volumes primarily reflect the operational workload of the BCA, the financial value of these projects directly correlates with the district's broader economic trajectory. Sustained or rising consent values signal strong market confidence, ongoing capital investment, and a robust pipeline for local construction and trades employment.



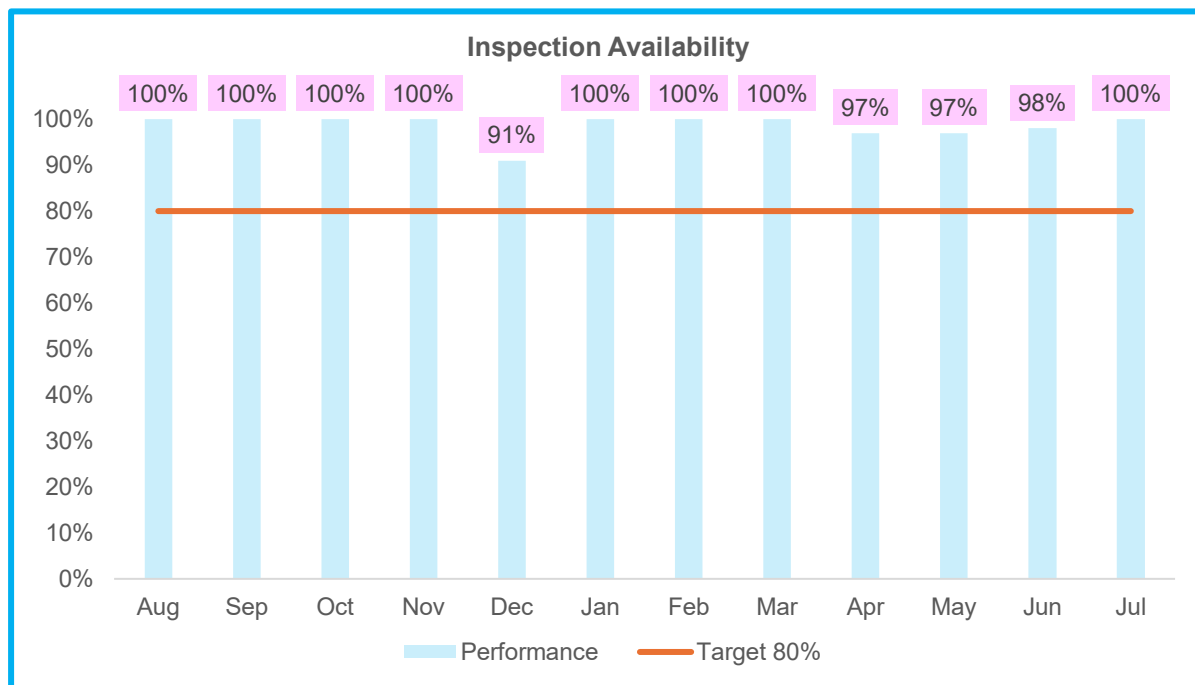
KPI Analysis: Building Consent Project Value

In July 2026, a large portion of building projects (in value) were residential developments (65%), with a combined project value of \$21.8M. Notably, commercial projects (in value) was \$11.9M - the majority of which relates to an Aged Care Club House and Care Facility in the BOI-Whangaroa ward.

Most developments were located in the Bay of Islands – Whangaroa ward (53 projects); followed by the Kaikohe – Hokianga ward (31 projects); and then Te Hiku (22 projects). The number of projects are similar to the previous month (June 2026).

Statutory Compliance for Inspections

The BCA is required to ensure that a minimum of 80% of inspections are carried out within the period of 3 working days after the date for inspection requested by the owner or their agent. Reporting on statutory compliance is a mandatory requirement under the Building Act 2004 and fundamental in our commitment to efficient inspection services. This was introduced in August 2025.



KPI Analysis: Statutory Compliance for Inspections

In July 2026, the BCA achieved 100% compliance for inspection availability, exceeding the national target of 80%. Correction to graph for December, April and May, which were previously reported as 100% due to more reliable reporting data being available.

Statutory Compliance for Code Compliance Certificates

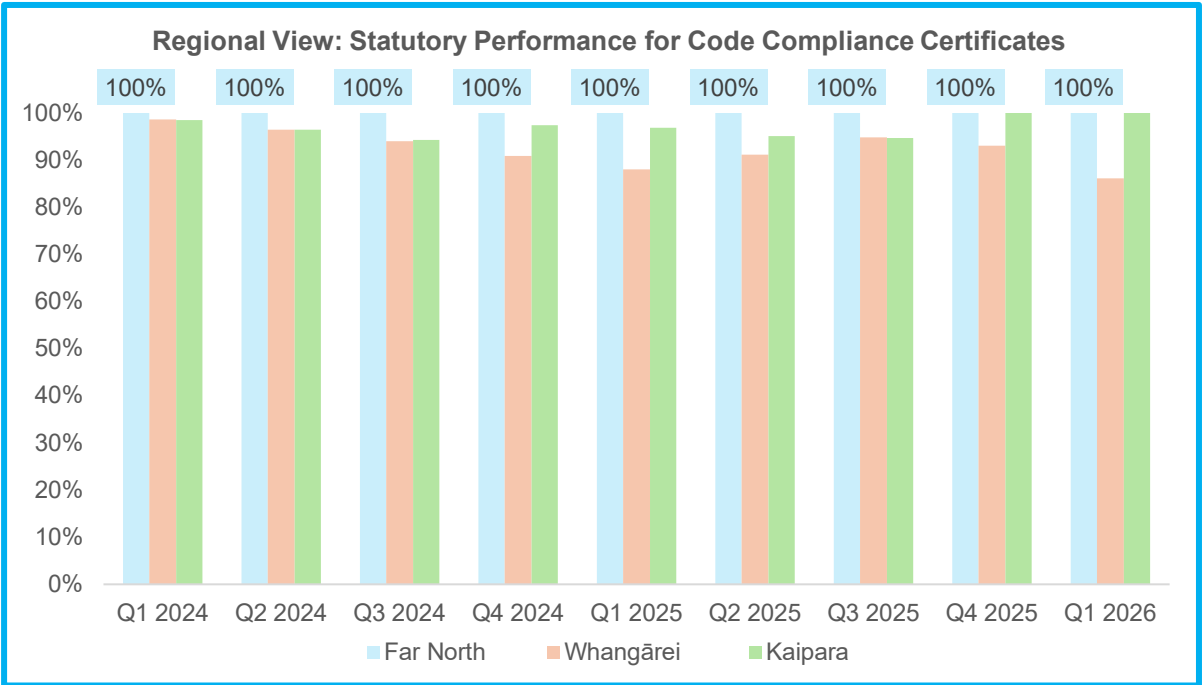
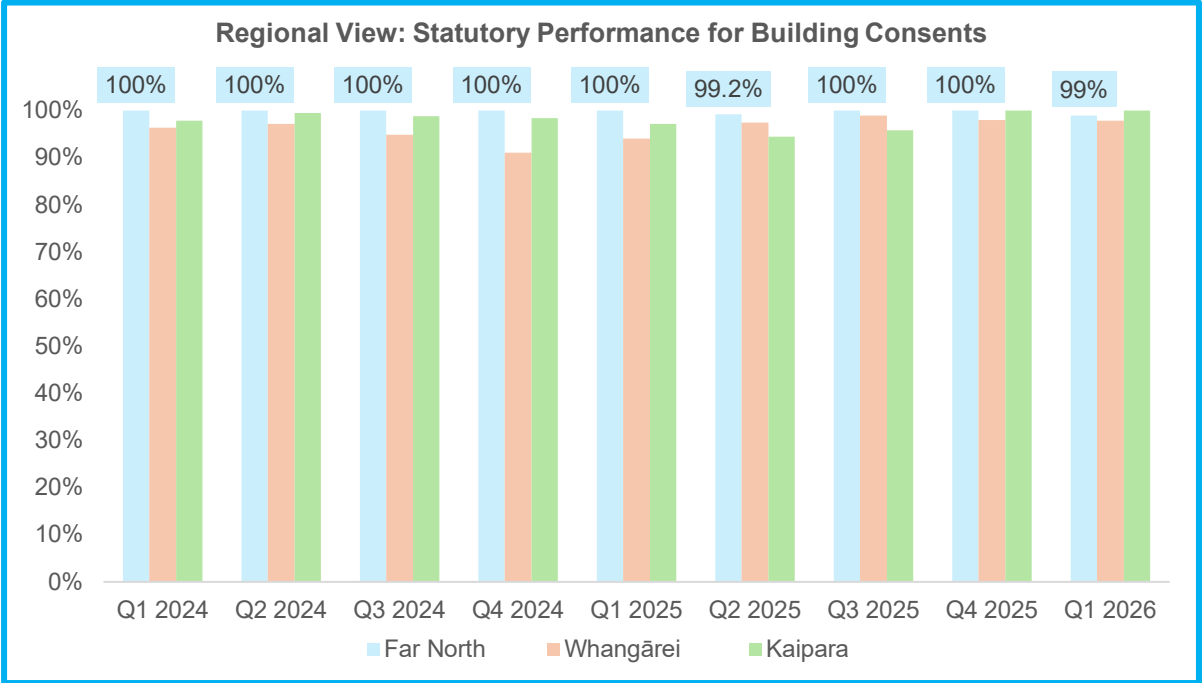
The Building Consent Authority is required to issue Code Compliance Certificates within a statutory timeframe of 20 working days. Reporting on statutory compliance is a mandatory requirement under the Building Act 2004 and fundamental in our commitment to efficient certification.

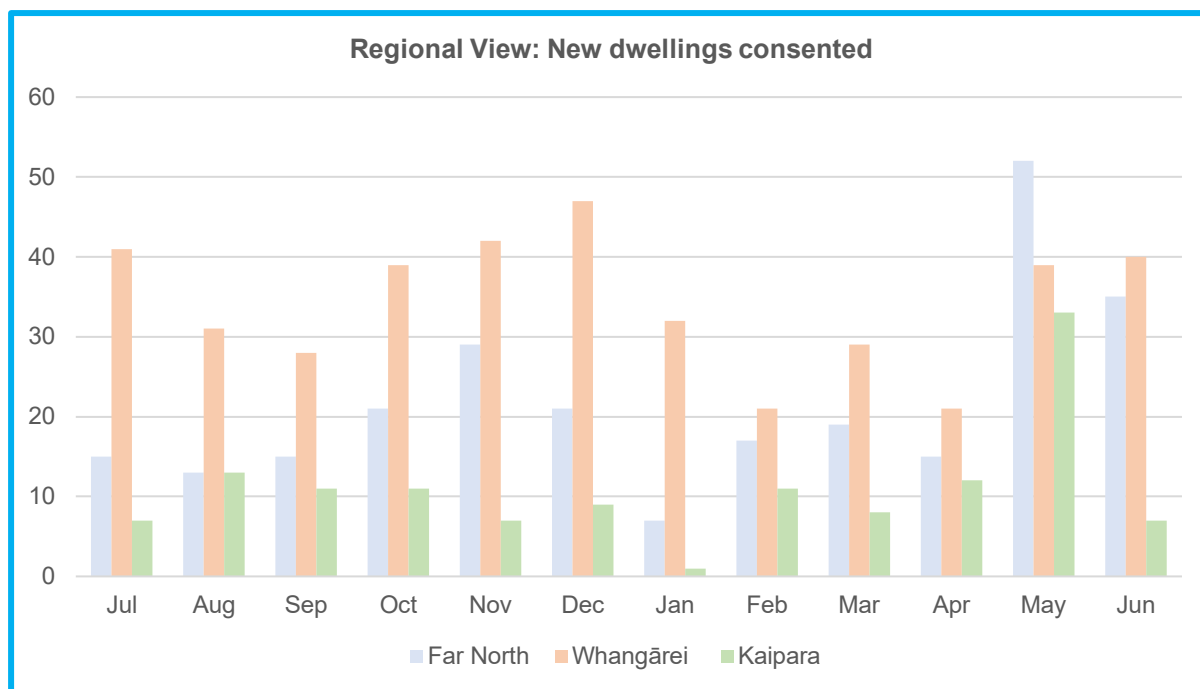
KPI Analysis: Statutory Compliance for Code Compliance Certificates

In July 2026, the BCA issued 100% of compliance certificates (CCC's) within statutory timeframes. On average, CCC's were processed within 2.71 working days. The national average for processing CCC's in Q1 of 2026 was 97.2% within statutory timeframe, and processing time of 4.0 working days, so the BCA is exceeding national averages.

Regional Performance of the Building Consent Authority

The Ministry of Business, Innovation and Employment (MBIE) gathers building consent data from BCA's to monitor how well the building consenting system is working. MBIE collects information about statutory timeframes for building consents & code compliance certificates, and inspection wait-times. Information is collected by MBIE on a quarterly basis and published online. The following charts show the BCA's performance in comparison to Whangārei District Council and Kaipara District Council.





KPI Analysis: Regional Performance of the Building Consent Authority

Statutory Performance for Building Consents: Regionally, all Councils consistently exceed 90% statutory compliance. Far North District Council remained consistent with 100% compliance in most quarters apart from slight dips to 99% in Q2 2025 and Q1 2026.

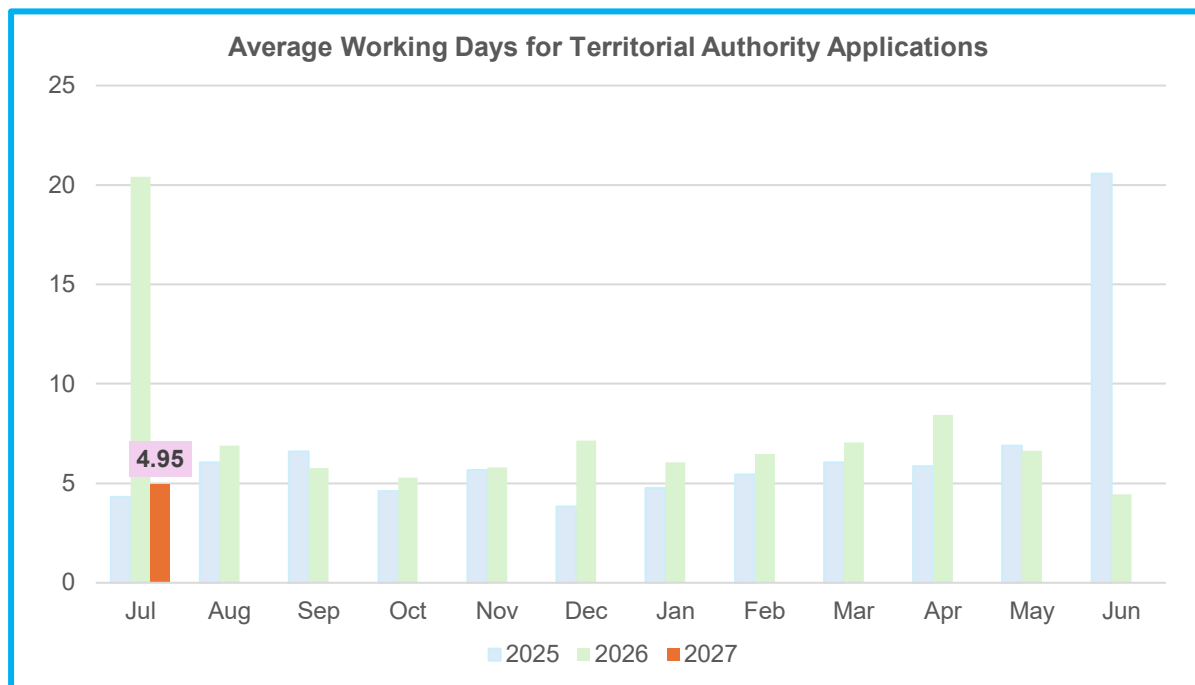
Statutory Performance for Code Compliance Certificates: Regionally, all Councils achieved consistently high statutory performance. Far North District Council maintained high statutory performance at 100% across all quarters measured.

Inspection Wait Times: Regionally, all Councils exceeded the statutory target of 80% inspections completed within 3 working days. Far North District Council maintained high performance between 96.3% and 100% across all quarters measured.

New Dwellings Consented: Far North District Council experiences larger month-to-month fluctuations with a notable spike in dwellings consented in May.

Statutory Compliance for Territorial Authority Applications

The Territorial Authority (TA) is required to issue various applications within a statutory timeframe of 20 working days. Reporting on statutory compliance is mandatory under the Building Act 2004 and fundamental in our commitment to efficient processing of applications. The applications include: Certificate of Acceptance, Certificate of public use, Change of use, and Exemptions.



KPI Analysis: Statutory Compliance for Territorial Authority Applications

In July 2026, the TA processed 100% of building compliance applications within statutory timeframes. On average, applications were processed within 4.95 working days.

Compliance

Compliance safeguards community wellbeing through three specialist teams. Animal Management promotes responsible dog ownership and responds to roaming-dog and safety incidents; Environmental Health delivers food-safety verifications and administers liquor-licensing to reduce alcohol-related harm; and Monitoring investigates breaches of bylaws, the District Plan, and parking regulations, encouraging voluntary compliance before taking enforcement action.

Operational Highlights/Exceptions for July 2026:

- Beginning of new registration year for Animal Management with 4009 registrations in July.
- Launch of Doggone, text reunite service with over 1000 registered users in July including 97% in the first week.
- **45.7%** reduction in impounded dogs across the district compared to July 2025, including **50%** YTD reduction in euthanised dogs. **(52 in July 2025 and 26 in July 2026)**
- **YTD decrease in both straying dogs reported and straying dogs handed to Animal Management.**
- Preparation for inaugural food seminar in August by EHS team
- Aeroranger parking trial using Automated Number Plate Recognition and vehicle mounted cameras to detect parking violations

Key Performance Metrics

The following pages include key performance metrics we track to better understand our business activities. Reporting metrics are reported in variety of formats and where possible include YTD trends to showcase improvements compared to the same time in the previous financial year. Analysis of the illustrated data is provided for each month.

Animal Management Requests for Service (RFS)

The Animal Management Department receives over 5000 Requests for Service (RFS) every year. About half of these are for administrative or other general “non-urgent” enquiries.

Key community safety issues relate to aggressive dogs, straying dogs and dog attacks.

Pro-Active patrolling in known problem areas is measure that the Animal Management team can take to improve visibility, engage with dog owners, identify roaming dogs quicker and where possible, return dogs to their owners and take enforcement action as necessary.

The increase in pro-active patrolling has had a positive impact on other Key RFS types as the table below shows.

RFS Types	2025/2026 as of 31 July 2026	2026/2027 as of 31 July 2026	Trend as of 31 July 2026
Straying dogs	57	45	-21.1%
Stray dogs pick up	33	24	-27.3%
Aggressive dogs in public place	16	24	+50.0%
Barking	33	25	-24.2%
Dog attack:			
Person	4	5	+25.0%
Dog	7	2	-71.4%
Cat	1	1	0.0%
Stock	3	6	+100.0%
Poultry	1	6	500.0%
Wildlife	0	0	0.0%
Pro-active patrols	109	36	-67.0%
Dog welfare	3	4	+33.3%

	2025/2026 as of 31 July 2026	2026/2027 as of 31 July 2026	Trend as of 31 July 2026
Impounded	81	44	-45.7%
Released	81	40	-50.6%

RFS type Analysis

- Key RFS types are noted above with several downward trends showing continued improvement on 2025/2026 overall numbers. The trend % is comparing the total at the end of July 2026 with the total number as at the end of July 2025 to show the trend.
- Staffing shortages in the Animal Management team in July had an impact on operational service levels.
- In July 2026, a total of 288 requests for service were received by Animal Management (not including all administrative requests) including:
 - 36 pro-active patrols
 - 25 barking dogs
 - 45 straying in a public place
 - 24 stray pick ups
 - 24 aggressive dogs in a public place
 - 2 dog attacks on dog
 - 6 dog attacks on poultry
 - 5 dog attacks on people
 - 1 dog attack on cats
 - 6 dog attacks on stock

Impounded and released Dogs

Animal Management impounds dogs for a variety of reasons including, straying dogs, seized dogs, unwanted dogs by owners and dogs caught in traps. Where dog owners are identifiable, dogs are returned as quickly as possible. Dogs that are involved in dog attacks, are returned if safe to do so, usually with enforcement action and further obligations imposed on an owner (dog control notices and/or menacing class notices).

These notices ensure public safety is kept as a priority. Where dog owners are not identifiable, dogs are held for a minimum 7 days and then rehomed if safe to do so or euthanised.

Impounded and released dogs

	2025/2026 as of 31 July 2026	2026/2027 as of 31 July 2026	Trend as of 31 July 2026
Impounded	81	44	-45.7%
Released	81	40	-50.6%

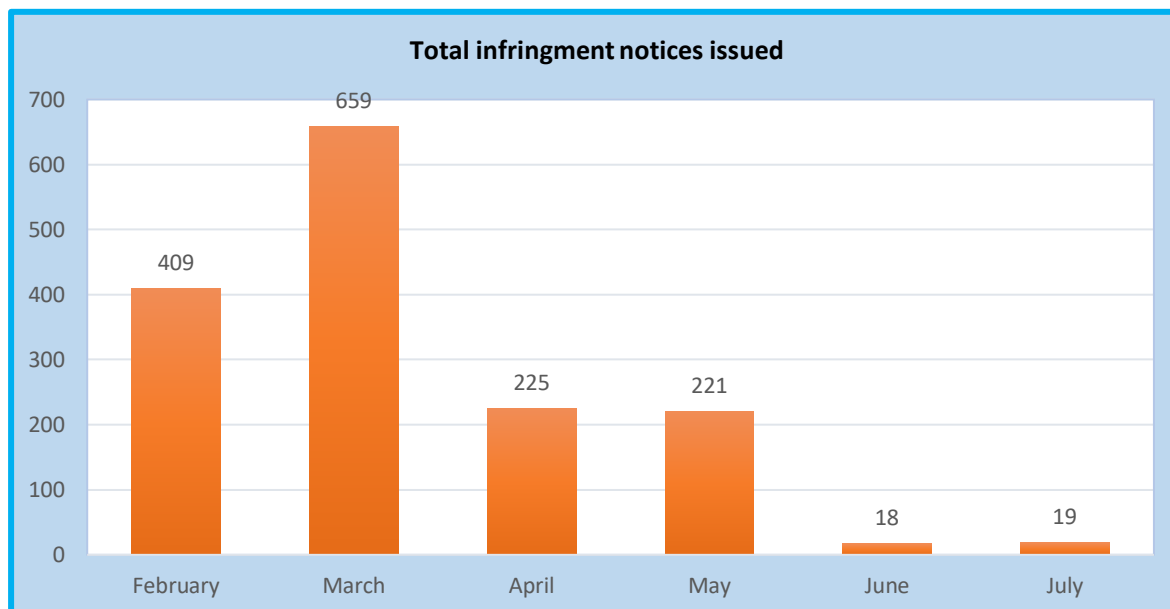
Impounded and Release Analysis

- Impound numbers remain steady each month with straying dogs still a problem for Animal Management. However, as the table shows, there has been a **45.7% decrease** in dogs being impounded compared to the same time in July 2025.
- Some dogs that are impounded in one month, are released in the next due to minimum 7 day holding period which can alter release numbers in a particular month.
- Animal Management has seen an increase in own dogs being handed in and dogs being seized. Dogs can be seized after an attack or for non-registration or non-compliance with other obligations.
- In July 2026, Animal Management impounded the following 44 dogs for:
 - 11 straying in a public place
 - 10 dogs handed to Animal Management after straying
 - 12 seizures
 - 7 handed in by their owner
 - 3 caught in a trap
- In July 2026, Animal Management released 40 dogs, some of these dogs were from previous months impounds and were released in July.
 - 26 were put down after not being claimed, surrendered by their owners, for welfare reasons or being unsafe to release to the community.
 - 14 were claimed by owners.

Animal Management Enforcement Action

Animal Management is responsible for ensuring compliance with dog owner obligations under the Dog Control Act 1996 and FNDC Bylaws and Policies. Where voluntary compliance is not achievable, Animal Management will consider enforcement action against non-compliant dog owners. This may include infringement notices, prosecution, menacing or dangerous classifications for dogs and probationary or disqualification status for owners.

Animal Management puts community safety at the heart of all enforcement action decisions.



Infringements issued by Animal Management.

Infringement and Enforcement Analysis

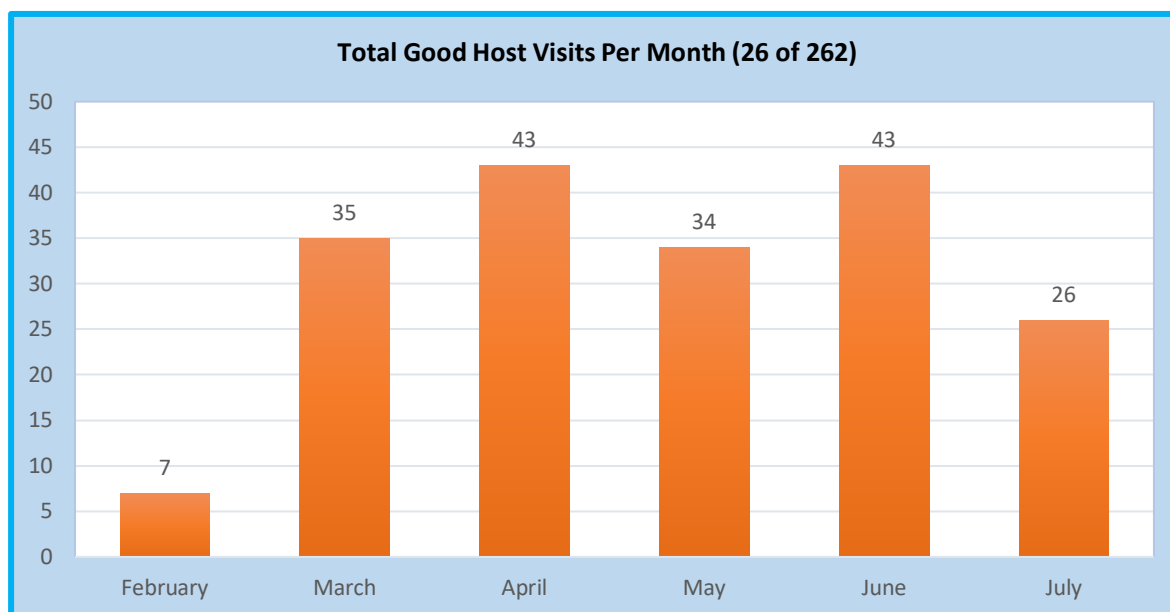
- Animal Management has put an increased emphasis on enforcement against non-compliant and irresponsible dog owners.
- In July 2026, 19 infringements were issued against dog owners by Animal Management. These included:
 - 7 x non-registrations
 - 12 x failure to keep dog under control
- Owners who receive 3 or more infringements within a 24-month period may be classed as probationary or disqualified under the Act. No new owners were classified during July 2026.
- Where dogs are of a certain breed or commit certain acts, they may be classed as menacing or dangerous dogs, which imposes further preventative safety measures on the dog owner for their dog. In July 2026, Animal Management classified the following:
 - 1 x menacing classification
 - 1 x dangerous classifications
- 16 dog attacks were reported during July 2026. Where an offending dog was able to be identified, no attacks were referred for Prosecution action with the remaining receiving alternative enforcement action, such as infringements, Dog Control Notices and menacing classifications.

Liquor Licences and Good Host Visits

The Environment Health team are responsible for processing Alcohol Licences for Premises and Managers. A strict consultation process is adhered to where various agencies (FNDC, Health, Police and FENZ) comment on alcohol applications.

The District Licensing Committee (DLC) then approves licences with certain conditions. Two Specialised Environmental Technical Officers (ETO) conduct routine Good Host Visits (GHV) on these premises to ensure compliance with conditions.

FNDC has approximately 262 licensed premises operating within its catchment area.



Good Host Visits completed.

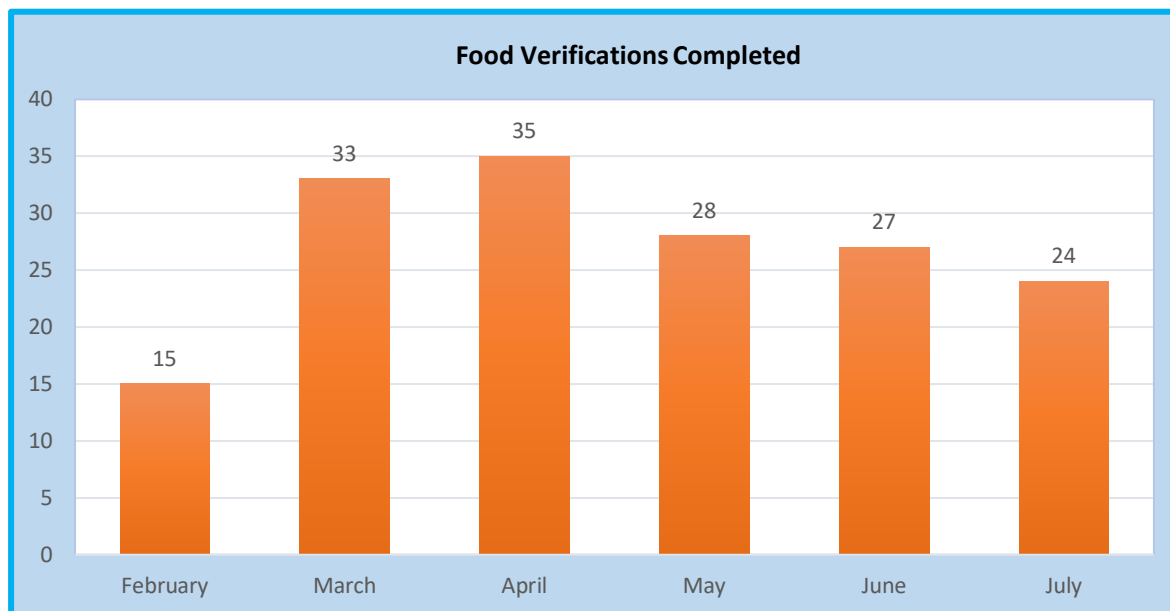
Good Host Visit Analysis

- The total number of premises can fluctuate depending on how many new licences are obtained in any month and how many licences are relinquished. There is no specific target per month to reach, however the ETO officer aims to have all premises visited every financial year.
- Throughout the year, the ETO team conduct accord sessions with various licence holders to assist in regulatory understanding to reduce instances of non-compliance.
- The ETO is also seeing an increase in objections to licences by community groups putting strain on resources and an increase in DLC hearings.
- In 2026 calendar thus far, 21 DLC hearings have been requested. 3 hearings are scheduled for September.

Food Premises and Verifications

Food premises in the FNDC catchment area require a Food Control Plan (FCP) or a National Programme (NP). Food premises are verified by three FNDC Environmental Health Officers (EHO) to ensure a safe food environment for customers.

FNDC has approximately 540 premises that require verification. The verification frequency depends on the type of programme (FCP or NP) and the satisfactory outcome of each verification.



Food premises verified each month

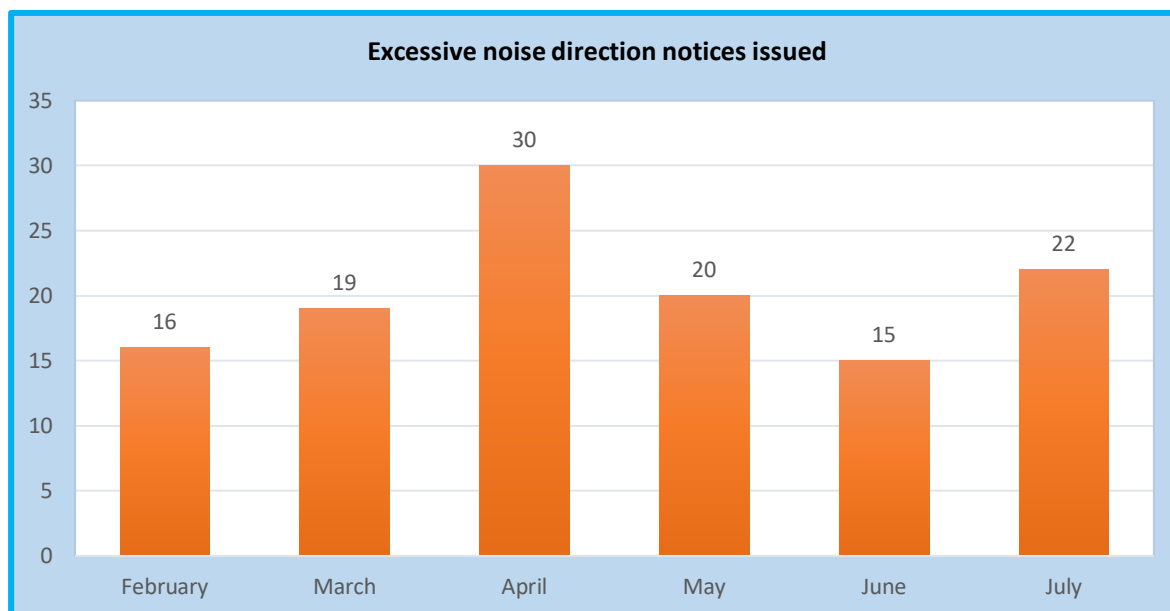
Food Verification Analysis

- There were 27 verifications scheduled for July 2026.
- 24 verifications were completed this month with 3 operator cancellations.
- There is no set target per month for the verifiers to achieve, and usually when a verification doesn't happen it is because an operator is not ready to complete. These will be rescheduled into another month.
- The EHO team are on target to verify all their premises within the timeframe required for verification.

Noise Control

First Security are responsible for providing Noise Control services on behalf of FNDC. Customers can call through the call centre to lodge a noise complaint, 24/7. An officer is dispatched and will assess noise levels before acting. This will generally be in the form of a verbal instruction to cease noise, no further action or an excessive noise direction. In 2025, changes to the Resource Management Act increase the duration that Excessive Noise Directions were in force.

Noise control has response times managed through the Long-Term Plan and can vary depending on location and staffing availability to First Security.



Excessive noise directions issued by month.

Noise Control Analysis

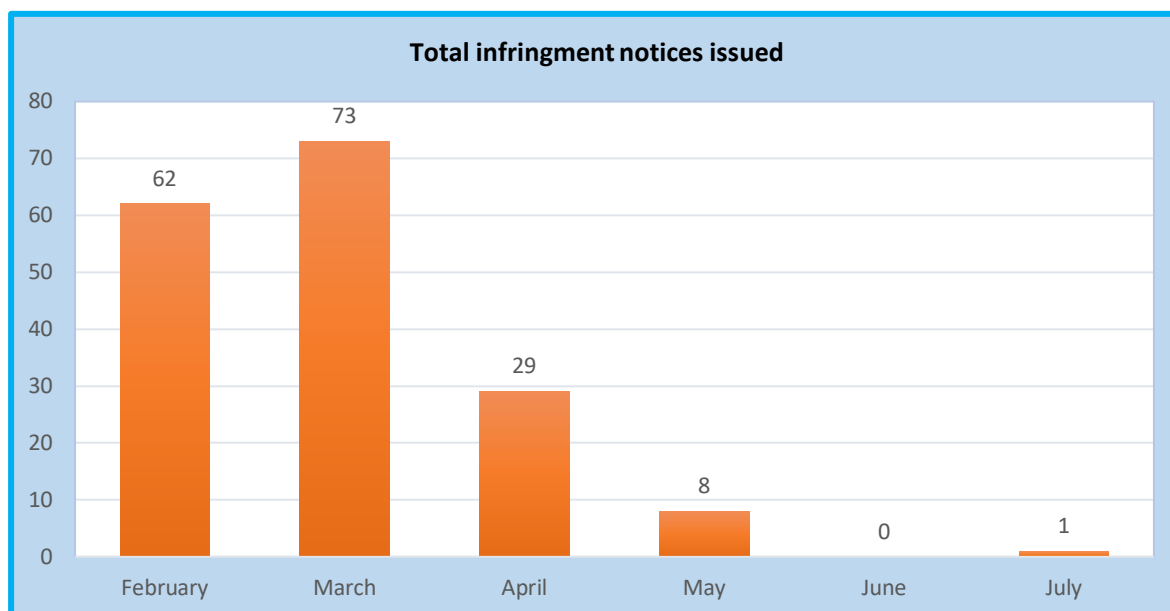
- Failure to comply with an excessive noise direction can result in a seizure of the equipment making the noise. 3 seizures were performed during July.
- There is often an influx of complaints over the summer months as social events continue later into the evening.
- In July there were a further 30 events where no action was taken, showing that in general, voluntary compliance was achieved to reduce excessive noise.

Parking Enforcement

FNDC has one parking warden who is responsible for the district. Most areas in the district that are patrolled by the parking officer are time-limited spaces that require monitoring and enforcement to allow opportunity for new visitors to the areas to park safely.

The parking officer splits his time evenly and randomly across the district and takes a pragmatic and fair approach to violations.

Where there is obvious and continued non-compliance, infringements may be issued.



Infringements issued by Parking Warden.

Infringement and Enforcement Analysis

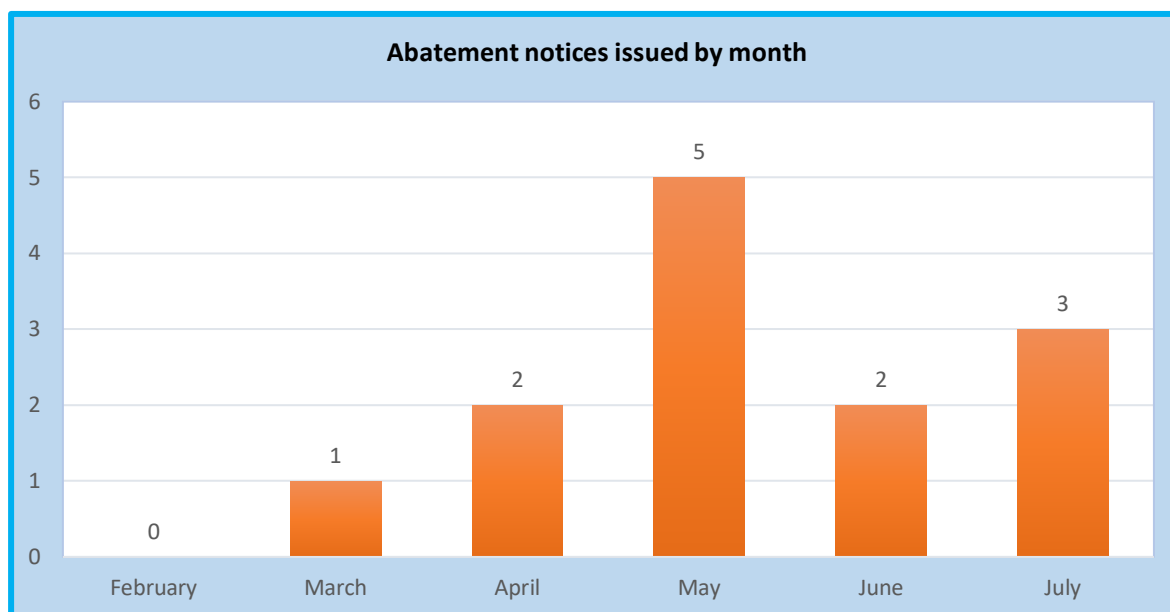
- Consistent numbers of infringements are issued across each month with fluctuations usually dependant on volume of road users.
- The parking warden often engages the community with identified breaches to seek explanation before considering issuing infringements.
- In July 2026, 1 infringement was issued due to continued staff illness. The parking officer is due back in August 2026.
- During June-August, an electronic parking trial has been undertaken utilising vehicle mounted cameras. Data on this trial will be available once completed.

Bylaw and District Plan compliance

The compliance and monitoring team are responsible for investigating and remedying breaches of the Resource Management Act, District Plan and Council Bylaws.

The team takes the VADE model approach and will seek voluntary compliance before enforcement action is taken. Enforcement action usually results in abatement notices, and with continued non-compliance, environmental infringements or prosecution.

Changes to the Resource Management Act in 2025 increased the infringement penalties for non-compliance with abatement notices.



Abatement notices issued.

Compliance and Abatement Notice Analysis

- The Compliance and Monitoring team receive approximately 1000 requests for service every year with between 5-10 of these becoming formal investigations each month. In July 2026, 102 requests for service were received across the Monitoring team.
- Over the period above, voluntary compliance was reached on most occasions with 3 abatement notices being required for 3 formal investigations during July 2026.

Property & Facilities

Property & Facilities manages the assets and public places that underpin liveability—from cemeteries and pensioner housing to parks, playgrounds, public toilets, town-centre streetscapes and leased community buildings. Its Property Management and Technical Operations teams focus on proactive maintenance, asset renewals and customer service so that residents and visitors have safe, inviting spaces to live, work and play.

Operational Highlights for July

- We have newly appointed Facilities Technical Officer for the Eastern Ward, providing a necessary boost in service for these communities.
- The Senior Technical Officer for Property role has been recruited too, with the successful candidate making an internal move from another department, and we are looking forward to their experience being utilised in the team.
- Our new dayworks officer will be starting with us on the 30th of August; this will significantly reduce outsourcing of in-house repairs and maintenance resulting in a projected overall saving for FNDC. The successful candidate has been the maintenance manager for the last six years for large organisation in Kerikeri and brings a wealth of skills and experience to the role.

Challenges for July

- The Paihia/Waitangi roundabout remains an ongoing challenge, which we have been actively working to rectify. The washout below the bridge has resulted in undermining of the bridge and footpath which has now presented a clear health and safety issue. We continue to work through this with the main issue being funding and departmental ownership.
- We are working with Waireia Trust to resolve multiple issues:
 - The toilets have historically been built across the boundary between FNDC and Trust land, which the Trust has since had surveyed providing clarification of FNDC encroachment. The two water supply tanks and effluent field behind said toilets are our responsibility and need repair, and possibly replacement.
 - The Coastline below their Urupa is eroding, which could eventually result in Ko Iwi disruption/washout which is highly culturally sensitive. On the positive side, we have a plan in motion to issue a letter of intent whereby the Trust would look after servicing and maintenance which would result in a financial benefit to the community, as well as an increased level of overall servicing due to this being their backyard.

The Trust do great work in this area of the district, and we look forward to working with them collaboratively going forward.

Contracts

Hapori Swimming Pools Contract

We have nothing to report for this contract for the Winter months.

OCS Cleaning

We have progressed discussions with OCS to ensure a living wage is paid to employees, and we are also re-evaluating service levels to accommodate the current work from office requirements, and subsequent rise in rubbish/cleaning attributed. In unison, we are evaluating premium increased service to Kaikohe HQ/Chambers to ensure these areas are more presentable and tidier for users of these spaces. We are also in the process of quantifying the servicing requirements for the new Library. All of the above will impact budgetary allocation, however this is necessary and being stringently assessed internally.

Northland CCTV

Nothing significant to report, services continue as normal.

Citycare

Citycare continued to perform well over July 2026 completing 99% of scheduled activities across the district. The largest piece of work completed was the clearing of the side right hand side (traveling from Kerikeri Sports Complex heading into Kerikeri) with a 1.5m clear 'path' of vegetation. This activity was never intended to clear the Taiwanese Cherry or other pest plants; its aim was to clear the 1.5m for visibility. However, one benefit with the 1.5 clearance will make it easier to undertake pest plant management in this area without requiring traffic management to be put in place.

Property Management

Property Management has continued to make steady progress throughout August. The Property and Contracts Officer has focused on improving team processes and efficiencies, including updating Released (the property management system) with more current and accurate information. Ongoing engagement with the Released development team is also helping to improve reporting functionality and data visibility.

While several reports for Council and Community Boards are still being prepared, these are being progressively worked through and remain on track.

Significant progress has also been made in improving Request for Service (RFS) response times. Performance across the team continues to improve. Workloads are being effectively managed while maintaining service delivery, and further improvements are anticipated as the team continues to settle into its new structure.

The team has increased its visibility within the community and has been actively meeting with tenants to strengthen relationships and establish clear points of contact. This has included rebuilding relationships that have historically been strained between FNDC and tenant groups, including Mangonui Rugby Club, Kaikohe Lions Club, and tenants at 8 York Street, Russell.

During August, the team successfully completed Customer Experience (CX) Training and Site Safe Foundation Passport training, ensuring staff are better equipped for property inspections and site visits.

Several longstanding debt recovery matters, some spanning a number of years, have now been resolved. Only one significant outstanding debt remains at 8 York Street, Russell, with a meeting scheduled next week to discuss a resolution.

Lease Management

The following leases are nearing completion:

- 11 Parnell Road, Rawene - Rawene and Districts Community Development Inc
- 22 Beach Road, Kohukohu - Kohukohu Bowling Club
- 25 Homestead Road – Northland Health Board
- 36 Recreation Road, Kaikohe - Kaikohe and Districts Sportsville Incorporated

Key Property Projects and Lease Matters

11 Matthews Avenue, Kaitaia

Property Management and the Group Manager are continuing to work with interested parties regarding the future of the property. A report supporting demolition of the building is also being prepared for Council consideration.

78 Parnell Road, Rawene (Former NorthTec Campus)

A report outlining lease recommendations was presented to the Kaikohe-Hokianga Community Board. Deputations were heard from Te Puna o Kūpenuku Trust and current tenants. The Board resolved to recommend that Council not renew the lease, with the matter now scheduled for Council consideration in September.

In the interim, Property Management will continue working with Te Puna o Kūpenuku to ensure maintenance and compliance obligations are met while supporting tenants and providing certainty during the transition.

The Trust is taking legal action against council over non-renewal of the lease.

7 Augusta Place, Kerikeri

The acquisition of this property as part of the Kerikeri Ring Road project continues to progress under the leadership of the Senior Property Officer. Workshops with planners and elected members have provided further direction on the preferred route and any additional property acquisitions that may be required.

1A Recreation Road, Kaikohe

A meeting is scheduled with Pioneer Village management to discuss lease renewal and a proposed variation to the lease. The proposed changes are expected to place Pioneer Village in a stronger financial position.

6 Melba Street, Kaitaia

Following the liquidation of the previous daycare operator, Property Management is working through the required processes. Interest has been received from Plunket regarding a potential new lease arrangement.

Strategic Property Acquisitions

Work is underway on the acquisition of two additional properties required for infrastructure projects.

John Butler Centre

The Team Leader Property Management has continued involvement in the Workplace Accommodation Working Group, which has presented a proposal to the Senior Leadership Team regarding the future lease arrangements for the John Butler Centre.

Community and Commercial Leases

Across the district, work continues on expired and expiring community leases, including engagement with:

- Te Kōhanga Reo National Trust
- Northland Kindergarten Association
- Scouts New Zealand (Paihia)

Reports for the relevant Community Boards are currently being prepared.

Work also continues on a number of commercial lease matters, including negotiations in Kerikeri and at 8 York Street, Russell.

Housing for the Elderly

The Housing for the Elderly portfolio remains a key priority.

Only one tenant remains to be relocated from the affected Awanui units. Resolution is expected within the next 90 days as the required process is completed. The tenant has already viewed the available replacement unit in Ahipara.

Roof replacement works at the Ahipara units have now been completed, while refurbishment works to two units in Kohukohu have also been successfully completed.

Butler Road Accommodation Units

Council's short-term accommodation units at Butler Road continue to perform well, maintaining strong occupancy levels and positive financial returns.

A retaining wall located behind Woolworths requires upgrading, and work is underway to establish a Licence to Occupy to facilitate the project. The accommodation units are expected to be vacant for approximately four months while works are undertaken, and discussions regarding compensation arrangements are ongoing.

Community Facilities and Strategic Partnerships

Bledisloe Domain (Waitangi Trust)

Engagement with the Waitangi Trust regarding the Bledisloe Domain lease remains ongoing. Property Management is awaiting a market valuation before preparing a report for Council regarding a new lease arrangement.

Turner Centre

Monthly meetings continue with Turner Centre management to strengthen communication and collaboration around maintenance, compliance obligations, and reporting requirements. Discussions are also underway regarding the inclusion of key performance indicators (KPIs) in future reporting.

Kaikohe Library and Civic Hub Café

Expressions of Interest have closed and a preferred applicant has been selected. Property Management has met with the successful applicant and commenced preparation of the commercial lease, which is expected to commence in November.

A walkthrough of the new library facility is scheduled for next week, with a report to follow.

Expressions of Interest for the former library building will commence shortly. Significant community interest has already been shown, and multiple proposals are anticipated.

Community Halls

The Community Halls Policy and Strategy Review remains underway, with input from both Property Management and Technical Operations.

Gaps identified through annual reporting to Community Boards are being addressed through improved engagement with Hall Committees and Community Boards. Recent discussions with Community Boards have focused on ensuring annual returns capture the information most useful to elected members and local communities, this will also be workshopped on.

Waipapa Hall is currently undergoing assessment, with quotations being obtained for remedial work to the hall floor.

Memorial Hall bookings remain strong across the district, and a new booking system is expected to be implemented shortly to improve booking management, reporting, and customer experience.

Building Compliance

Building compliance remains a key focus area, including the management of Building Warrants of Fitness (BWOs) and Notices to Fix. While some compliance matters remain outstanding, steady progress continues to be made in collaboration with Technical Operations to address issues and improve compliance across Council's property portfolio.

Overall, July has seen continued progress across lease management, community engagement, compliance, debt recovery, and strategic property projects. The team remains focused on improving service delivery while strengthening relationships with tenants, community groups, and stakeholders across the Far North.

Waste Management and Minimisation

Northland Waste – Solid Waste Services Contract:

Northland Waste Ltd (NWL) continued to deliver waste management and resource recovery services across the Far North during July 2026. Recycling diversion performance remained strong, with the Northern contract achieving a 53.9% diversion rate and the Southern contract 46.7%, resulting in rolling six-month averages of approximately 51% and 50% respectively.

Key operational highlights included continued progress on the new Waipapa Resource Recovery Park shed, which is expected to be operational by late November, and several site improvements across the district, including security upgrades and maintenance works.

A significant ongoing issue is illegal dumping, theft and break-ins at several sites. The camera trial at White Hills transfer station has shown positive results, and additional deterrent measures, including dummy cameras and signage, are being considered. Illegal dumping remains particularly high at sites such as Moerewa, Horeke and Totara North.

Health and safety reporting recorded several theft, damage and minor injury incidents across both contracts, with no serious harm events reported during the month. Training and competency assessments continued for operational staff.

The report also identifies several site maintenance and infrastructure priorities, including pothole repairs, fencing replacements, flooding issues at Moerewa CRC, signage upgrades, and ongoing efforts to improve site security and customer behaviour management.

Overall, July saw strong recycling performance and ongoing site improvements, alongside continuing challenges associated with illegal dumping, security, and ageing infrastructure.

Northern sites:

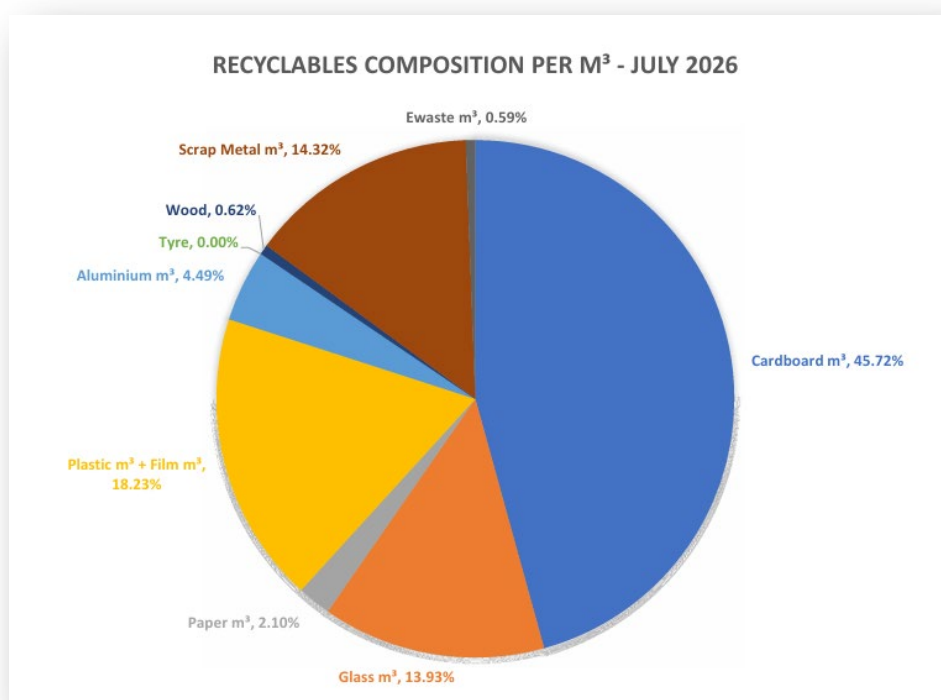


Figure 1 – Composition of Recyclables per Cubic Metre for July 2026 for Northern Sites

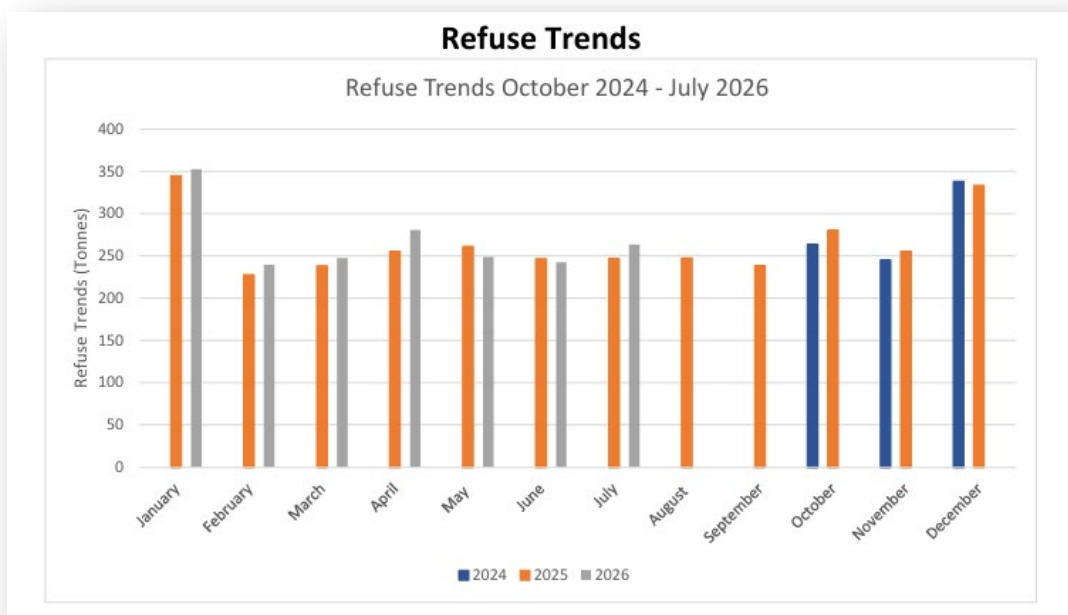


Figure 2 – Refuse Trends (in tonnes) from October 2024 to July 2026 for Northern Sites

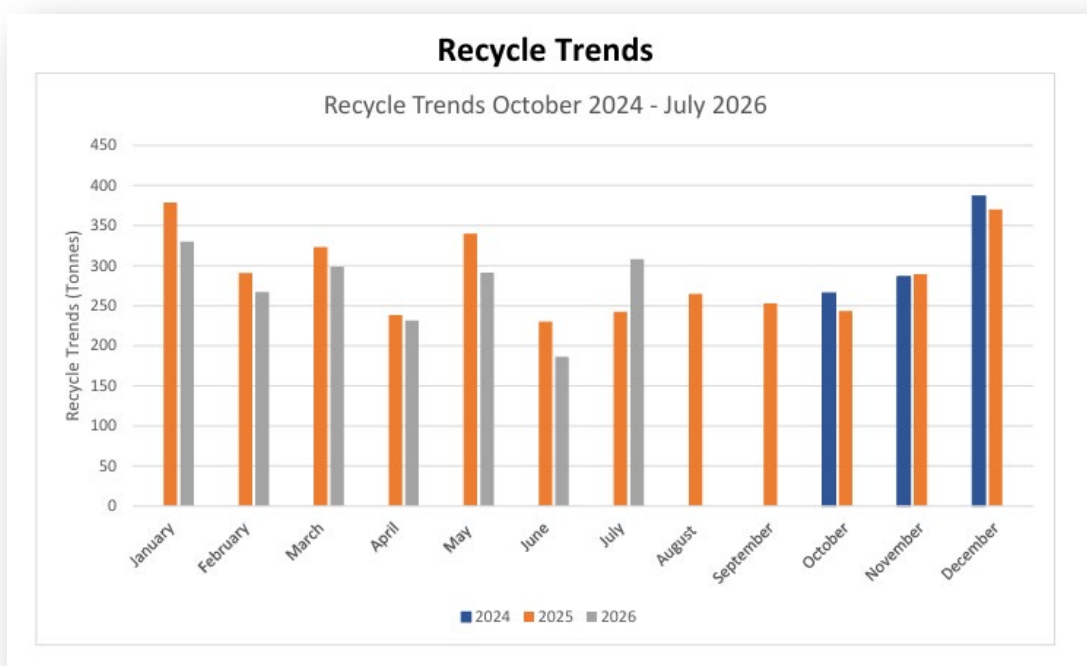


Figure 3 – Recycling Trends (in tonnes) from October 2024 to July 2026 for Northern Sites

Southern sites:

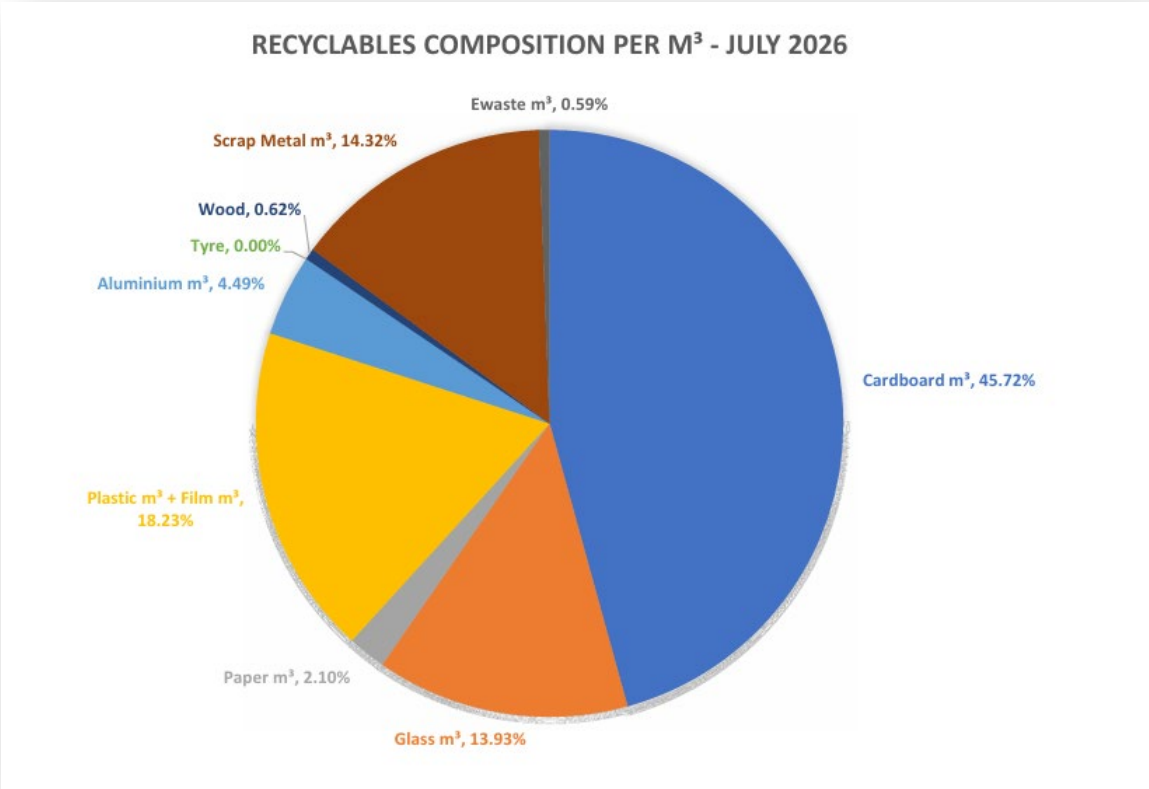


Figure 4 – Composition of Recyclables per Cubic Metre for July 2026 for Southern Sites

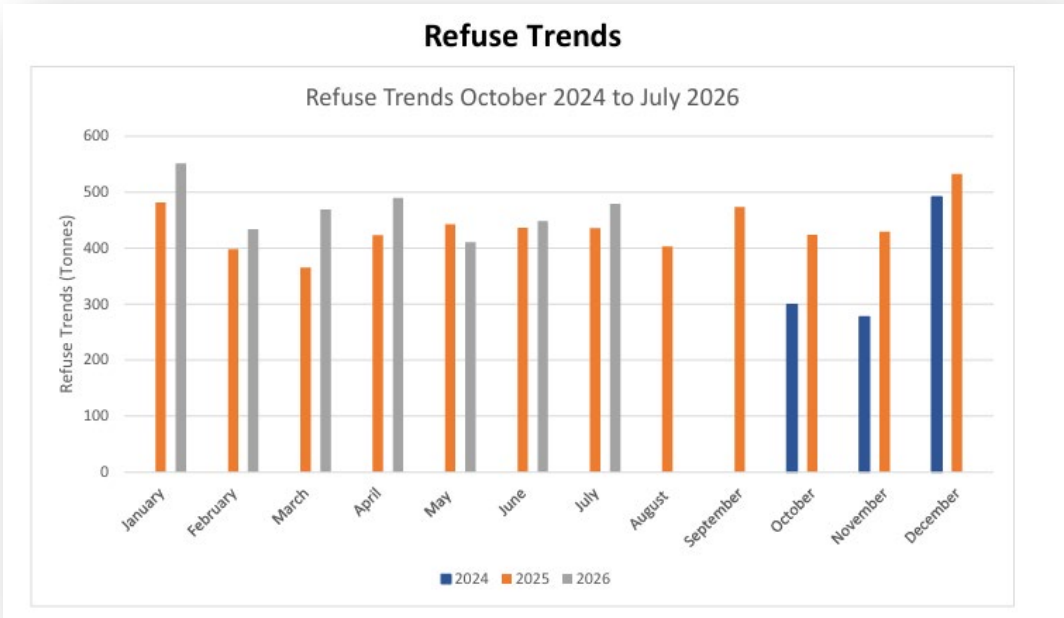


Figure 5 – Refuse Trends (in tonnes) from October 2024 to July 2026 for Southern Sites

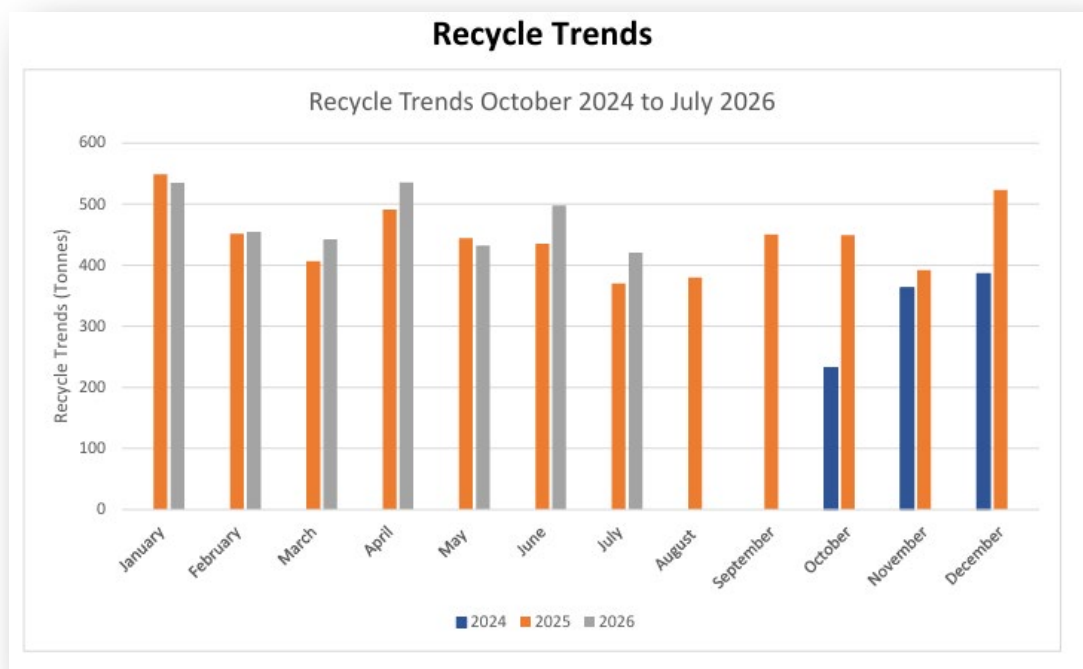


Figure 6– Recycling Trends (in tonnes) from October 2024 to July 2026 for Southern Sites

Northland Waste Limited (NWL) KPI Stats:

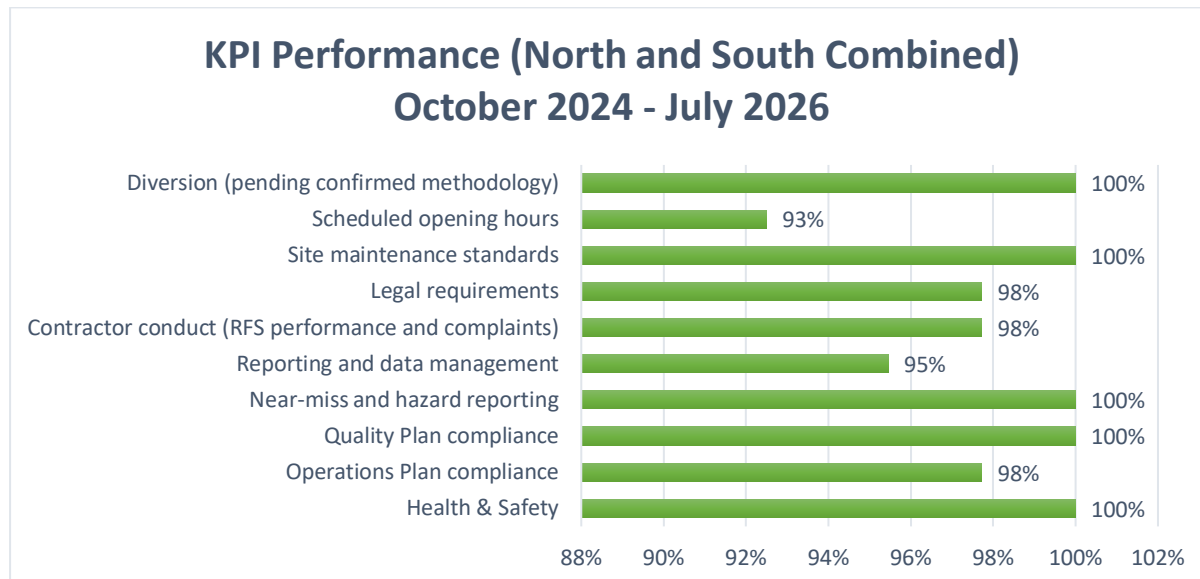


Figure 7– Northland Waste Key Performance Indicators October 2024 to July 2026

Waste Management and Minimisation Plan (WMMP) 2025-2031

Ongoing key actions (out of 39 actions):

- WMMP Action A.4: Delivering a feasibility study to assess whether a kerbside recycling service funded through targeted rates would be suitable for the Far North.

We are currently awaiting a response from the Ministry regarding our funding application.

FNDC has applied to the Ministry for the Environment for funding to investigate the feasibility of introducing a rates-funded kerbside recycling service across the Far North District. While funding approval is yet to be confirmed, it is anticipated that the Ministry could contribute up to 50% of the project costs.

Morrison Low Advisory has been engaged to undertake the feasibility study. As part of this work, Sunshine Yates Consulting completed a kerbside rubbish audit between 27 and 29 May 2026. The findings from the audit will provide key data to inform the feasibility assessment and help evaluate the potential benefits, costs, and operational requirements of a district-wide kerbside recycling service.

The final feasibility study is expected to be completed by the end of September 2026. This timeframe will allow sufficient opportunity to report the findings to Council and, if the study demonstrates that a kerbside recycling service is a viable and beneficial option for the Far North, ensure it can be considered as part of the Long-Term Plan consultation process.

- WMMP Action B.6: Continuing to deliver waste minimisation education through the CBEC contract.

Ongoing

- WMMP Action B.10: Investigating ways to deter and reduce illegal dumping by improving data collection, understanding the scale of the issue, investigating the installation of surveillance, and working with the compliance team to issue infringements.

Ongoing

- WMMP Action B.11: Ongoing support for community clean-up events by covering disposal costs.

Ongoing

- WMMP Action C.1: Establishment of a regional solid waste group involving FNDC, Whangārei District Council, Kaipara District Council, and NRC.

Ongoing

Waste Composition Analysis (SWAP)

As part of the Kerbside Recycling Feasibility Study, Council commissioned Sunshine Yates Consulting to undertake a Solid Waste Analysis Protocol (SWAP) assessment end of May 2026. The purpose of the study is to provide an up-to-date understanding of the composition of waste generated across the Far North and identify opportunities to improve waste diversion and resource recovery.

The previous SWAP assessment was completed in 2022, and an updated analysis was considered necessary to ensure Council's future planning and decision-making is informed by current data. The findings will support the Kerbside Recycling Feasibility Study and help identify opportunities to increase recycling, reduce landfill disposal, and improve waste minimisation outcomes across the district.

We received our final report from the Kerbside Domestic Rubbish Audit that Sunshine Yates Consulting undertook in July 2026.

A SWAP (Solid Waste Analysis Protocol) audit is essentially a "rubbish check-up". It involves sorting and weighing household rubbish to see exactly what people are throwing away. A total of 1,622 kg of household waste was audited.

Council undertakes these audits to understand:

- What is actually in the rubbish.
- How much could be recycled or composted instead of going to landfill.
- Where we should focus future waste and recycling services.

The 2026 Domestic Kerbside Waste Audit found that approximately 56% of household rubbish could potentially be diverted from landfill, with food waste representing the largest portion of the waste stream. The findings provide valuable evidence to inform Council's Kerbside Recycling Feasibility Study and future resource recovery initiatives.

Overview

Sunshine Yates Consulting completed the audit in May 2026 across Kaikohe, Kerikeri and Kaitiāia. The audit involved sorting and weighing:

- 175 rubbish bags
- 40 small wheelie bins
- 16 large wheelie bins

Key Findings

- Around 56% of household rubbish could potentially be diverted from landfill through recycling and composting.
- Organics (food waste, green waste and organic 'other') was the largest single material type, accounting for 38% of all rubbish collected.
- Recyclable materials continue to be disposed of in significant quantities, including:
 - Paper and cardboard
 - Plastic containers
 - Glass bottles and jars
 - Aluminium and steel cans

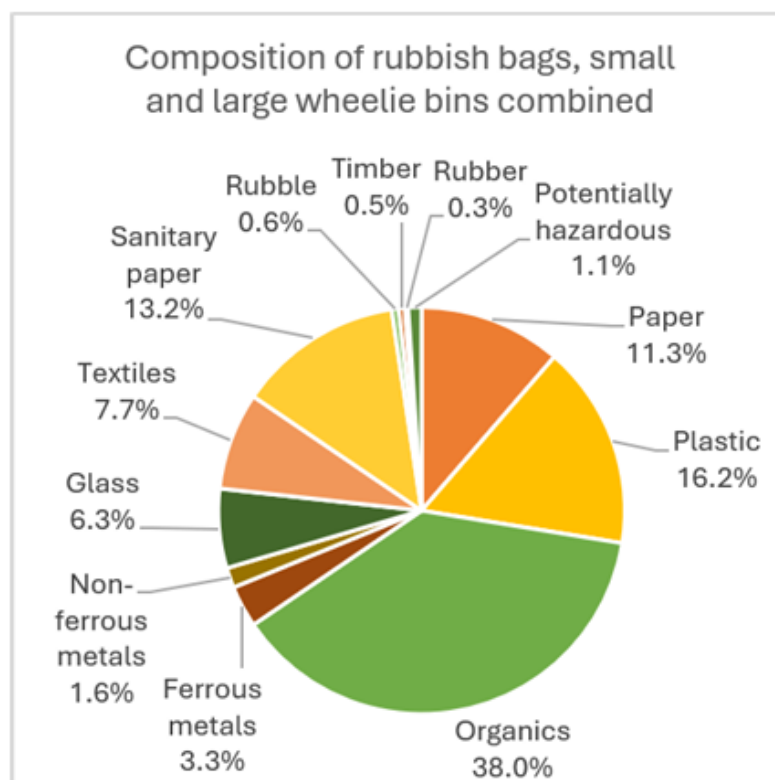


Figure 3.17 - Primary composition of combined kerbside rubbish

Figure 8 - Snippet from the SWAP report

Comparison with 2022

The results are broadly consistent with the previous audit completed in 2022, showing that:

- Organics remains the largest component of household rubbish.
- Recyclable materials continue to make up a significant proportion of landfill-bound waste.
- There is ongoing potential to reduce waste through improved recycling and organics diversion.

Table 4.1 – Primary composition of kerbside rubbish bags, 2022 and 2026

Primary composition of kerbside rubbish bags	Proportion of total		Mean wt. per bag		Mean wt. per household set out	
	2022	2026	2022	2026	2022	2026
Paper	11.3%	10.7%	0.66 kg	0.61 kg	0.87 kg	0.98 kg
Plastics	18.1%	16.9%	1.05 kg	0.96 kg	1.40 kg	1.54 kg
Organics	44.9%	40.8%	2.61 kg	2.33 kg	3.47 kg	3.72 kg
Ferrous metals	1.8%	3.0%	0.11 kg	0.17 kg	0.14 kg	0.28 kg
Non-ferrous metals	1.6%	1.4%	0.09 kg	0.08 kg	0.12 kg	0.13 kg
Glass	4.4%	7.2%	0.25 kg	0.41 kg	0.34 kg	0.66 kg
Textiles	3.6%	4.3%	0.21 kg	0.25 kg	0.28 kg	0.39 kg
Sanitary paper	11.7%	13.5%	0.68 kg	0.77 kg	0.91 kg	1.23 kg
Rubble	1.2%	0.7%	0.07 kg	0.04 kg	0.09 kg	0.06 kg
Timber	0.3%	0.2%	0.02 kg	0.01 kg	0.03 kg	0.02 kg
Rubber	0.1%	0.3%	0.00 kg	0.02 kg	0.00 kg	0.03 kg
Potentially hazardous	0.9%	0.9%	0.06 kg	0.05 kg	0.07 kg	0.09 kg
Total	100.0%	100.0%	5.81 kg	5.70 kg	7.72 kg	9.13 kg

*Figure 9 - Snippet from SWAP Report***What This Means**

The audit highlights significant opportunities to improve resource recovery in the Far North, particularly through:

1. Food scraps diversion
2. Kerbside recycling of paper, plastics, glass and metals
3. Reducing the amount of recoverable material sent to landfill.
4. Education on diversion and waste minimisation

Key takeaway: More than half of the household waste currently placed in kerbside rubbish could be recovered through recycling and organics services, reinforcing the case for investigating future kerbside collection, other diversion initiatives and education across the Far North.

Plastic Free July

Plastic Free July is a global movement that encourages individuals to reduce their reliance on single-use plastics and adopt more sustainable habits. To support the initiative, all FNDC staff have been invited (through TK3 post) to participate by giving up a single-use plastic item and making a small change that can create a lasting positive impact.

To raise awareness and encourage participation, an internal news story has been shared with FNDC staff, along with a series of social media posts. A public news article has also been published to encourage Far North residents to join the movement and take practical steps towards reducing plastic waste in their daily lives.

Please read the news story here:

[Small changes, big impact: Join the Plastic Free July challenge | Far North District Council](#)



Illegal Dumping

- **Surveillance Cameras:** Council now has a total of five mobile surveillance cameras deployed across the district at locations experiencing ongoing illegal dumping and site security issues:
 - Church Road approved collection point (ongoing illegal dumping)
 - Back River Road approved collection point (ongoing illegal dumping)
 - Otangaroa Road approved collection point (ongoing illegal dumping)
 - Herekino Transfer Station (ongoing illegal dumping)
 - Whitehills Transfer Station (ongoing break-ins and theft)

The camera locations have been strategically selected based on reported incidents and known hotspot activity, helping to deter offending, support evidence collection, and inform future enforcement actions.

Council continues to work closely with the Compliance Team to assess footage, monitor trends, and take appropriate action where evidence supports enforcement.

Key statistics are provided below from the approved collection points:

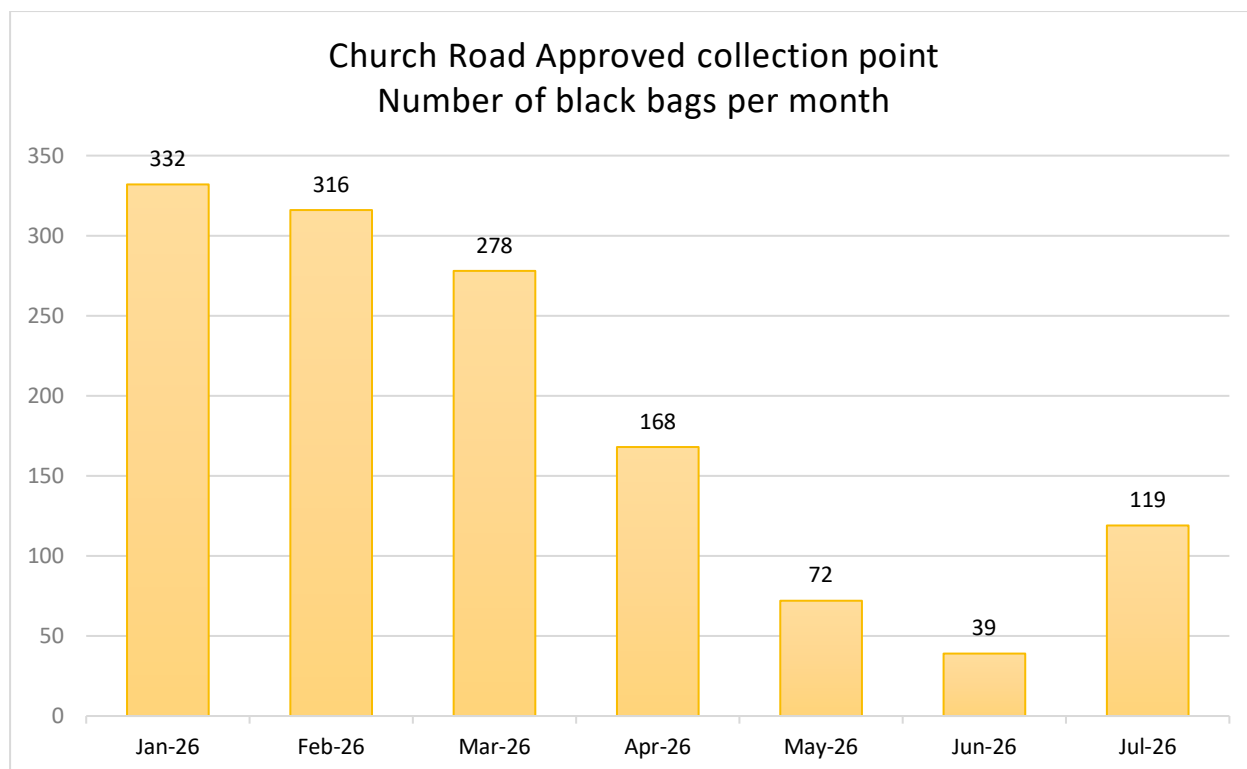


Figure 10 - Camera installed on 23 April 2026

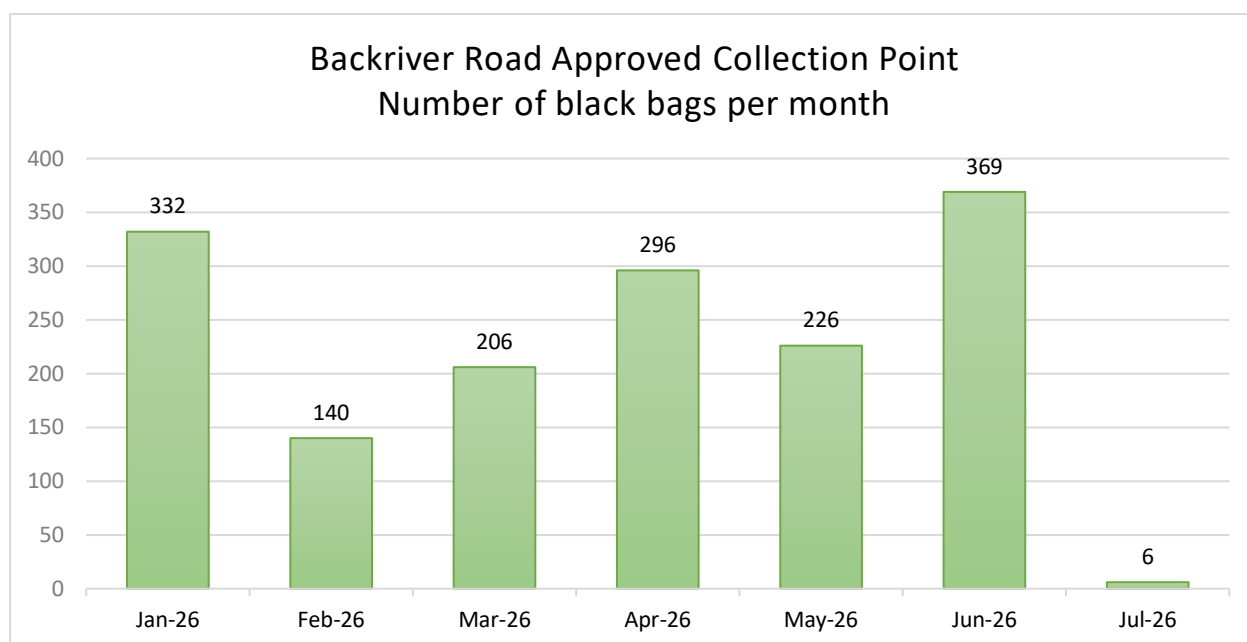


Figure 11 - Camera installed 30 June 2026

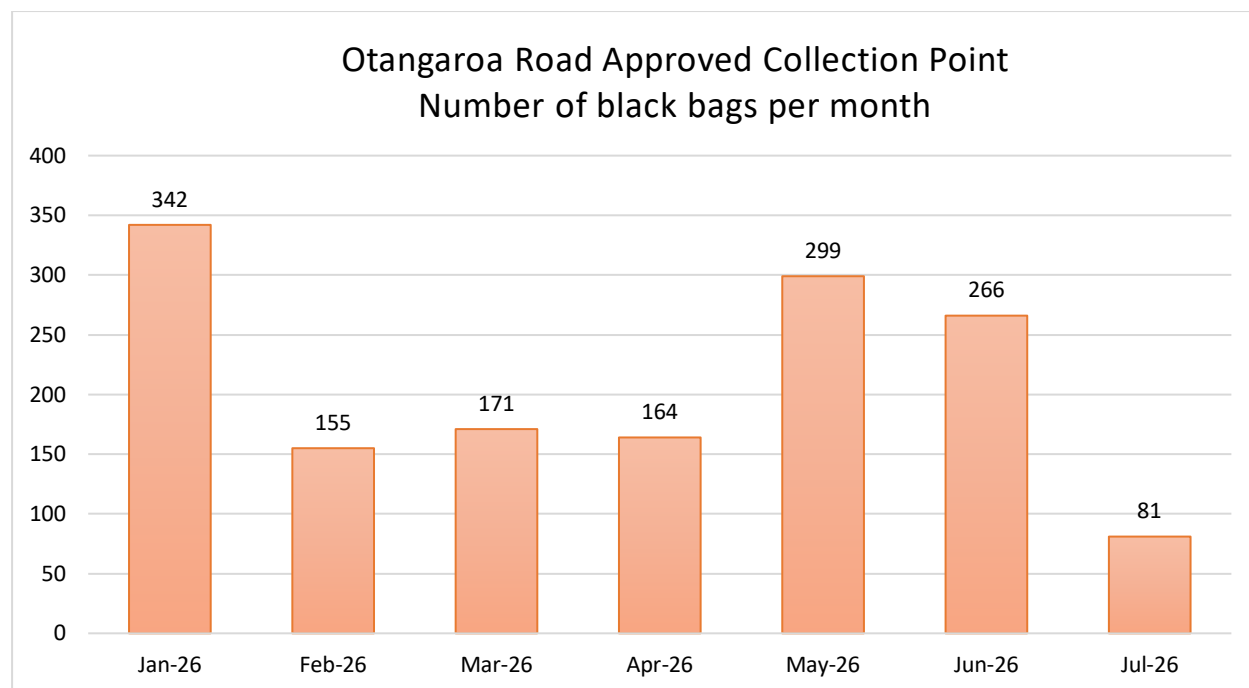


Figure 12 - Camera installed 29 June 2026



Figure 13 - Camera installed at Herekino Transfer Station

Closed landfills

Russell Landfill

Pattle Delamore Partners (PDP) undertook a capping investigation of the closed Russell Landfill in June 2026 to better understand the condition and effectiveness of the existing landfill cap and inform future closure planning and investment decisions. A total of 25 test pits were excavated across the site.

The investigation found that the landfill cap is highly variable in thickness and condition, with cover ranging from virtually no cap in some areas to more than 0.95 metres in others. Historical landfill waste was encountered in 23 of the 25 test pits, with some refuse found very close to the ground surface, particularly in the northern, northwestern and western parts of the site.

While elevated rainfall infiltration is contributing to higher leachate volumes, PDP concluded that the leachate remains relatively weak and environmental effects on the surrounding environment are currently considered less than minor.

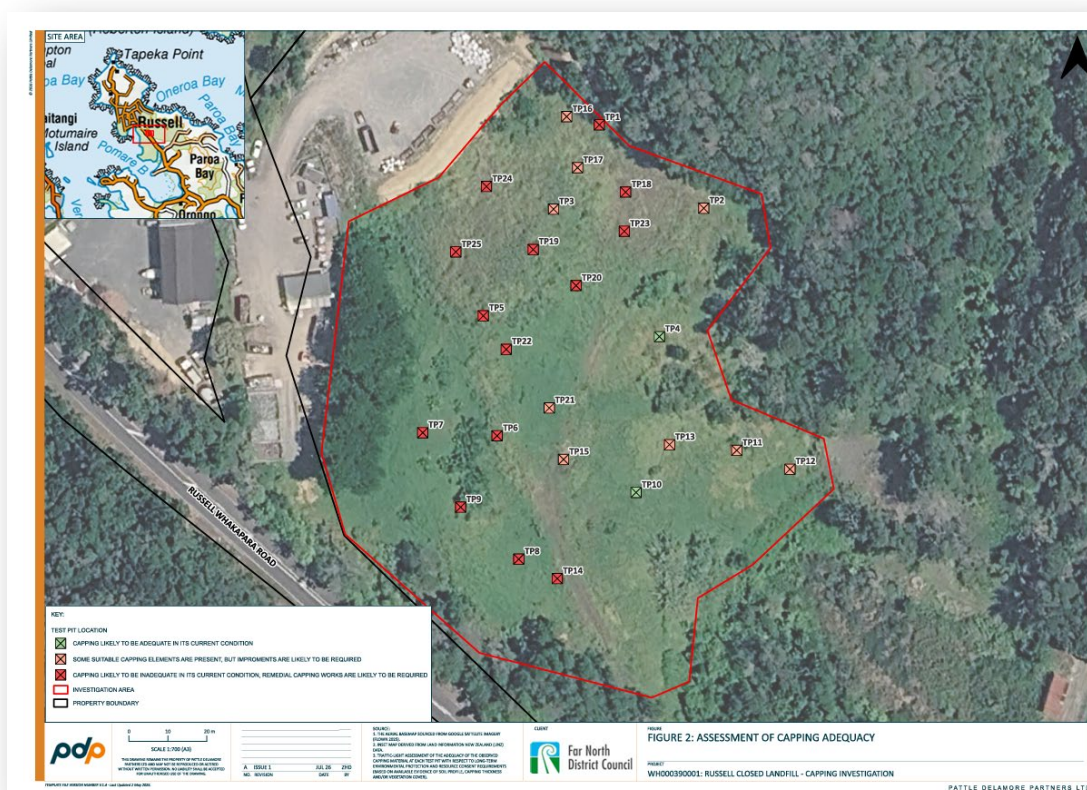


Figure 1 - Test Pit Locations on Russell Landfill

Totara North Closed Landfill

Planning and procurement are progressing for remediation works at the closed landfill reserve and adjoining Community Recycling Centre (CRC). The proposed works will address landfill cap damage, ponding, illegal dumping, and site access issues to ensure ongoing compliance with the landfill consent and Aftercare Management Plan.

The proposed scope includes:

- Repairing and regrading sections of the landfill cap affected by ponding and vehicle damage.
- Removing illegally dumped waste from the reserve and estuary margins.

- Installing fencing and other barriers to reduce illegal dumping and prevent further damage to the landfill cap.
- Improving site management for freedom camping and vehicle access.
- Additional consideration is also being given to installing clearer signage advising that the site is not suitable for large vehicles or vehicles towing trailers.

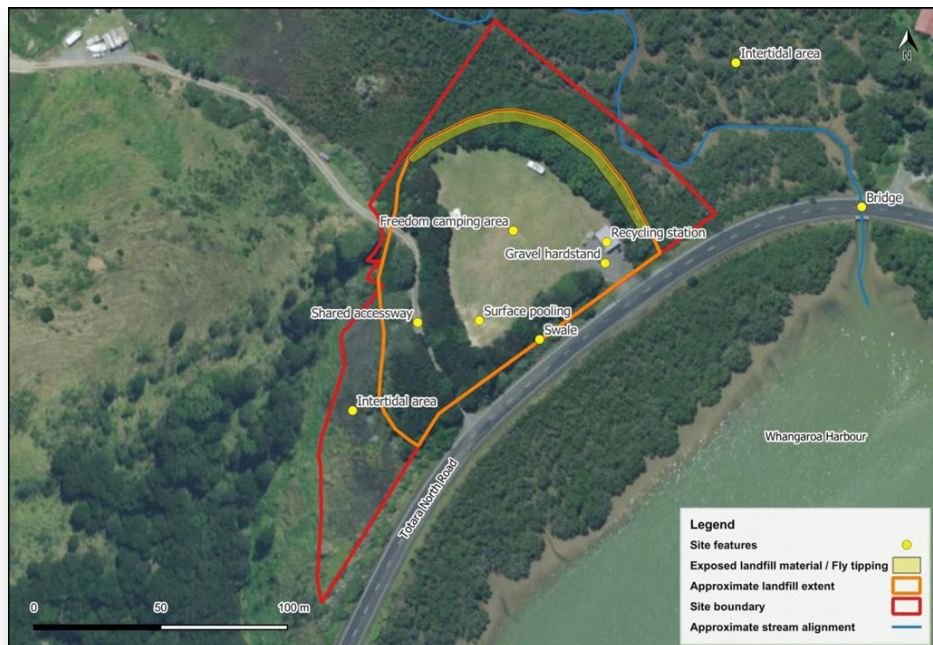


Figure 2 - Site Layout Showing Landfill Footprint and Illegal Dumping Area.



Figure 3 - Ponding areas at Totara North closed landfill.



Figure 4 - Site layout. Showing existing non vegetated areas within landfill footprint (yellow), and permissible conceptual additional gravel area (red).

Resourcing

The Solid Waste Team has welcomed a new team member on 20 July 2026 as our Environmental Protection & Waste Specialist. This newly established role will focus on the management of closed landfills and ensuring Council remains compliant with resource consent conditions across all solid waste facilities in the district.

Our new recruit brings a strong background in environmental law and extensive experience in environmental compliance and regulatory matters. As a local resident, he also has valuable knowledge of the Far North and its communities, which will be an asset as Council progresses its landfill closure and environmental management programmes.

Pou Herenga Tai – Twin Coast Cycle Trail

July has been an active month across trail operations, community engagement, and strategic route planning. The main operational pressure remains vandalism and asset damage affecting trail infrastructure, signage, interpretation assets, and the security of facilities. Community enhancement activity continued, including Lake Ōmāpere interpretation planning and visitor amenity improvements. The Permanent Route Working Party discussions regarding the Taumarere–Ōpua connection remain a significant strategic focus, with the Trust supporting continued progress where appropriate technical, tenure, asset ownership, maintenance, funding, and Great Ride compliance matters are addressed.

Trail Operations & Safety

Vandalism remains the most significant operational challenge for July. The Trust is seeking a practical FNDC response that protects public investment, supports visitor safety, and reduces repeat damage to trail assets and facilities.

- Repeat vandalism and theft risk affecting trail infrastructure and visitor-facing assets.
- Damage and destruction of interpretation panels, signage, gates, and related assets.
- Concern that new wayfinding or interpretation assets at Kawakawa may be vulnerable if installed without additional security or vandal-resistant design.

Community Projects and Visitor Experience

Community and visitor enhancement work continued during July. The Trust remains committed to projects that strengthen local storytelling, visitor experience, community pride, and destination development while also considering asset resilience and vandalism risk.

- Lake Ōmāpere interpretation planning continues as a priority community project.
- Visitor amenity improvements have progressed, including picnic and interpretation-related opportunities.
- Future installations should consider durable design, appropriate placement, and security measures before final deployment.
- Matariki Events: Youth event at Otiria Jul 10, Pioneer Village Kaikohe weeklong activities during first week of school holidays, Ngawha Springs gave night soak and tour for community volunteers Fire Brigade, Ambulance, Māori Wardens, Lions.
- Kia Ora Magazine famil – 3 days on trail and surrounding activities. Will be published in spring, free on AirNZ flights.

Permanent Route Working Party – Taumarere to Opuā

The Permanent Route Working Party discussions regarding the Taumarere–Ōpua connection remain a major strategic matter for the Trust and FNDC. The Trust supports constructive progress toward a permanent eastern connection, provided decisions are evidence-based and protect the integrity of Pou Herenga Tai as a Great Ride.

- The Trust supports the collaborative approach with FNDC, Keteriki Trust, Bay of Islands Vintage Railway interests, and other relevant parties.
- Any preferred route should be supported by appropriate technical assessment, confirmed tenure, asset ownership certainty, maintenance responsibilities, sustainable funding pathways, and Great Ride quality and safety standards.

Requests for Service (RFS's)

We received 308 requests in July, with a daily average of 14 RFS's per day across 21 request types, a 15.2% reduction on total received compared to last year.

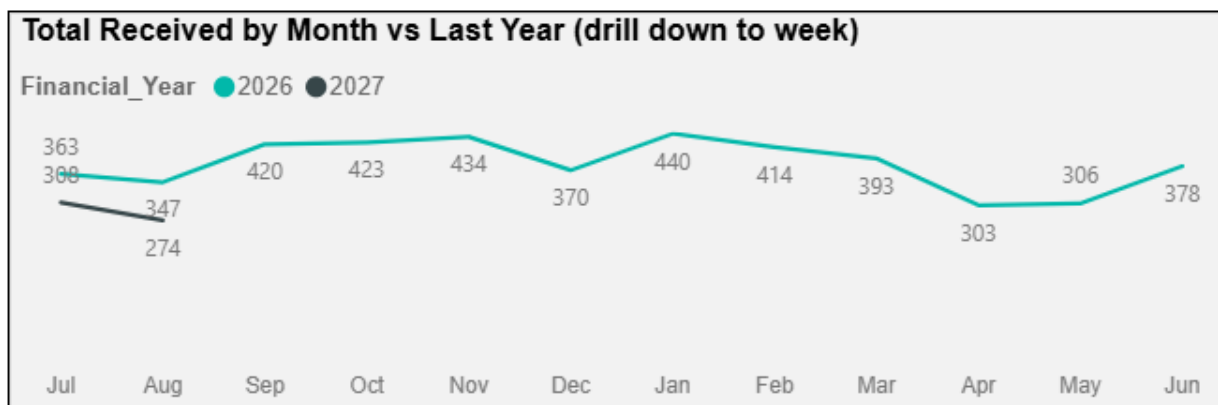


Figure 17 – Total RFS Received by Month. 2026 Financial Year v 2027 Financial Year

Our percentage of RFS's completed on time unfortunately dropped from June 2026 from 92.9% completed on time to 67.2% completed on time. Our average days to complete/handling time of requests also increased from 6.51 days last month and 38.1 days in July 2025, to 59.7 days for July 2026. We can attribute this to many historic RFS's being closed by various team members, so whilst it is disappointing to see this drop, we expect to see improvements with these old RFS's being addressed.

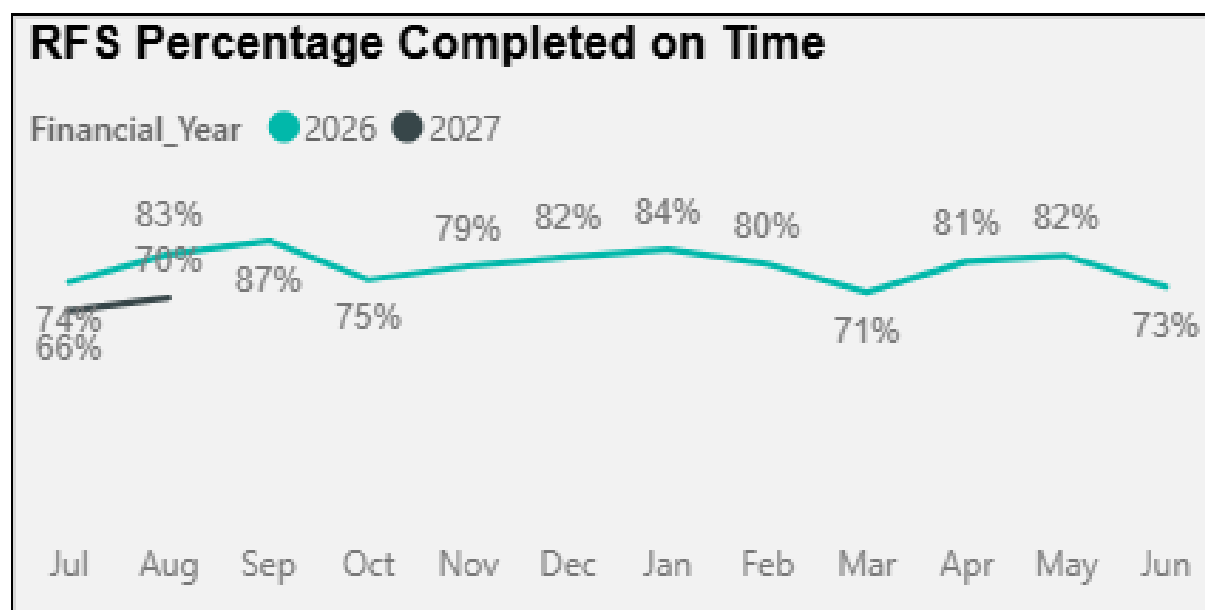


Figure 18 –RFS Completed on Time by Month, 2026 Financial Year vs 2027 Financial Year

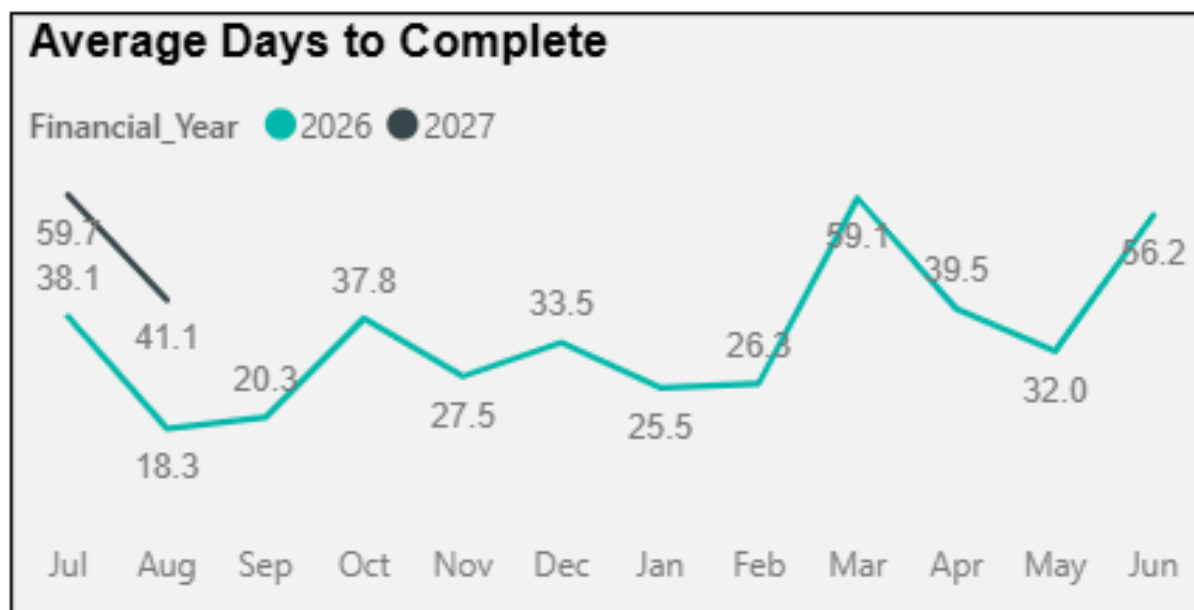


Figure 19 – Average handling time of RFS's (in days) by month, 2026 vs 2027



Figure 20 – Total Number of RFS's Completed in July 2026

Summary

Whilst we continue to review the RFS process, it is important to note that significant improvements have been made to date that aren't fully visible in this report. Overall, the team growing to be fit for purpose, and an overall growth in departmental crossover and communication has been highly beneficial to all of us. We look forward to reporting on our progress next month.

Resource Consents

Resource Consents carries Council's statutory duties under the Resource Management Act 1991 and Local Government Act 2002. Two planning teams, an engineering team and an RMA-support hub now process almost all consent applications internally, engaging external specialists only for conflicts or complex peer reviews. This model enables faster decision-making and stronger local oversight of the full range of consent and approval services delivered by the team, including resource consents, rights of way, earthwork permits, vehicle crossing approvals, and section 223 and 224 certificates under the Resource Management Act.

KPI and Operational Highlights: August 2025 to July 2026

Sustained Statutory Compliance: The department achieved 100% statutory compliance in July 2026, beginning the new financial year with our overall to achieve a 100% compliance rate for the 2026/27 financial year. Last year we landed on 99% statutory compliance rate for the year.

Improved Processing Efficiency: The average number of working days to decision has shown a consistent downward trend across the reporting period, with processing times from January 2026 onwards demonstrating measurable improvements in efficiency. Where processing times exceed 20 working days this reflects the appropriate use of section 37 time extensions for complex applications, not processing delays.

Strong District Development Activity: A total of 355 new lots have been created in the last 12 months cumulatively. Development activity is concentrated in the Bay of Islands-Whangaroa Ward, reflecting continued growth pressure along the eastern coastal corridor.

Cost Transparency for Applicants: The department has introduced detailed fee reporting by consent type, enabling greater transparency for applicants and the development industry. Median processing fees range from \$1,122 for simple deemed permitted activities through to \$10,314 for complex commercial consents, reflecting the true cost of processing relative to application complexity.

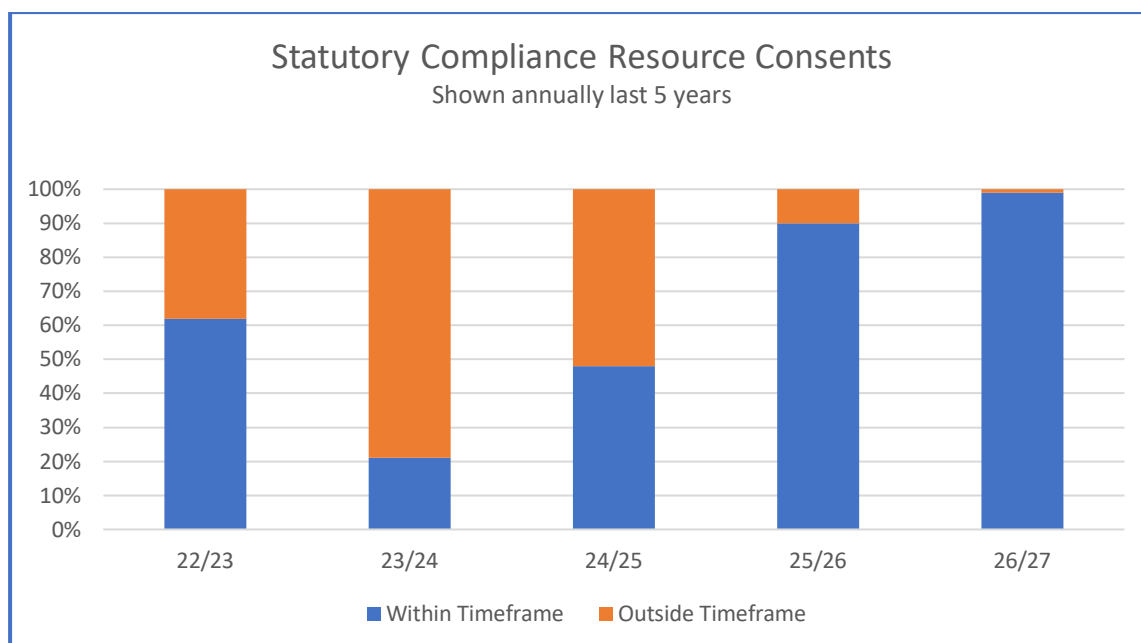
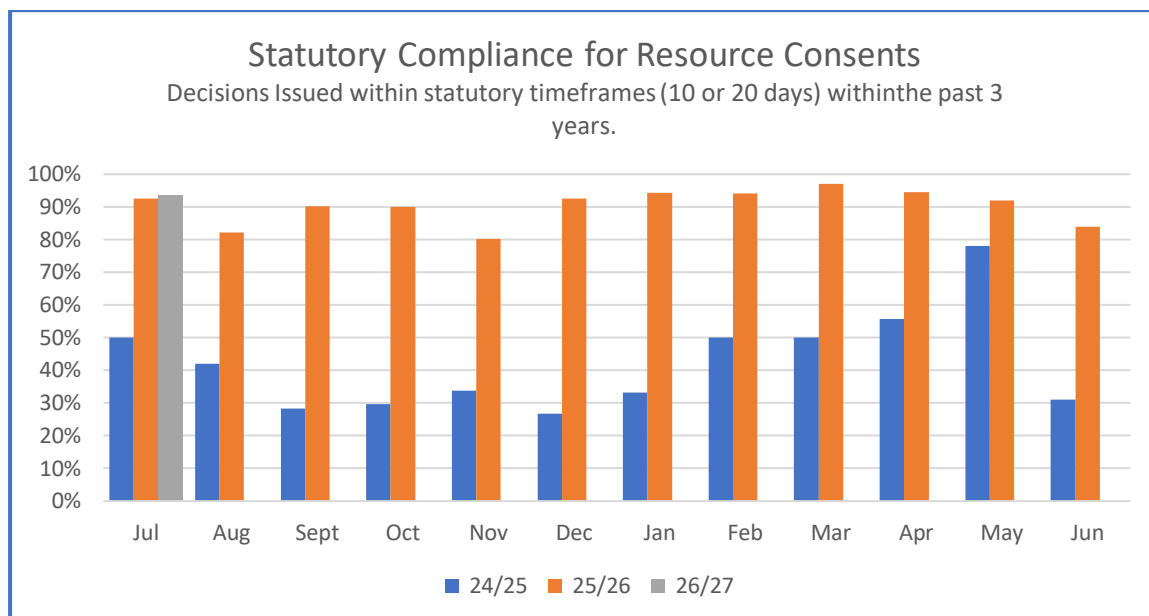
Key Performance Metrics and Development Industry Insights

The following pages includes key performance metrics and insights that we track to better understand our business activities. All reporting metrics reported are either in 12-month fiscal year to date or 12 months on a rolling basis (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. These key performance indicators demonstrate our public accountability, fosters confidence in the development industry, and supports our district's economic health by ensuring a reliable and timely pathway for development.

Systematic collection and reporting of this information allow the Council to identify operational strengths, address recurring challenges, and respond to shifts in demand or external conditions. In turn, this underpins evidence-based resourcing, service planning, and policy decisions, reinforcing public trust in the efficiency, fairness, and integrity of the consent process.

Statutory Compliance for Resource Consents

Resource Consents are required to be issued within a statutory timeframe of 20 working days for most consents, or 10 working days for minor single breach consents. Reporting on statutory compliance is a mandatory requirement under the Resource Management Act 1999 and fundamental to our commitment to efficient processing



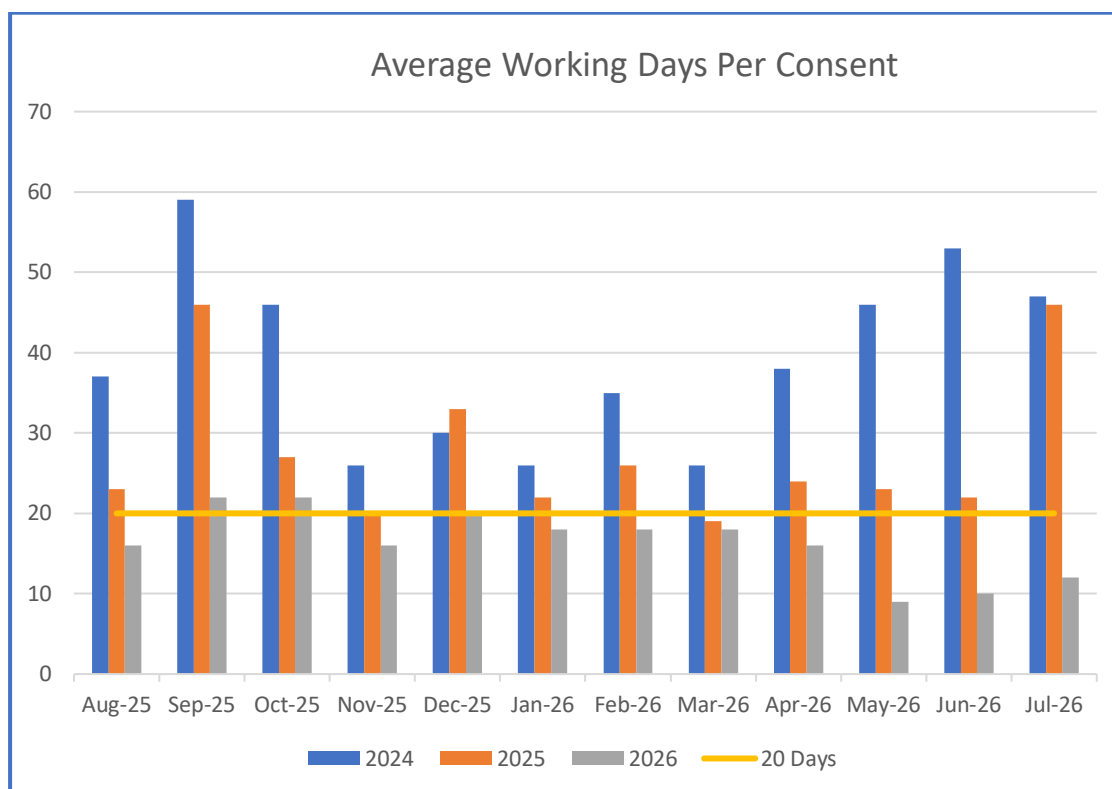
KPI Analysis: Statutory Compliance for Resource Consents (July 2025 – June 2026)

In June 2026, the Resource Consents team achieved 100% compliance for consents within statutory timeframes. Resource consents for the month have been processed, on average, within 16 working days.

RMA Applications Granted - Average Working Days

The statutory default timeframe for processing a resource consent is 20 working days. However, many applications are more complex than a standard straightforward consent, and section 37 of the RMA allows councils to extend processing timeframes where this is justified — for example, where specialist input is needed, where further information has been requested from the applicant, or where the application raises significant planning issues. Extensions agreed under section 37 are still fully compliant with the RMA; they reflect appropriate and considered processing, not delay.

Because the application mix in any given month will include both straightforward and complex consents, the average processing time will often sit above 20 working days. This is expected and does not indicate a performance problem. Tracking this figure over time helps the department identify trends, manage workload, and demonstrate that processing times reflect the nature of the applications being handled.



RMA Applications Granted - Average Working Days Analysis

The average working days to decision has shown a slight increase from May & June, but still well below the 20 Working days. This shows the downward trend potentially stabilising around 113 working days, reflecting incremental improvements in processing efficiency and the progressive resolution of more complex legacy applications."

Instances where the average exceeds 20 working days reflect the appropriate use of section 37-time extensions for more complex applications, rather than delays in processing.

The reduction in working days from January onwards indicates improved processing efficiency and reflects the ongoing benefits of resolving legacy applications and refining internal processes.

Average Cost to Applicant for Resource Consent Applications

The table below provides a breakdown of resource consent processing fees by consent type for the financial year (August 2025 to July 2026). Land Use Consents represent the largest volume of work with 211 applications processed, at a median fee of \$5,406, while Subdivisions accounted for 149 applications at a median of \$7,169.

Commercial and complex consents, although lower in volume at 66 applications, carry significantly higher processing costs with a median fee of \$10,406, reflecting the complexity and time required to assess these applications.

Simpler consent types such as Deemed Permitted Activities and Permitted Boundary Activities processed at considerably lower cost, with median fees of \$1,192 and \$1,202 respectively. It should be noted that median fees are used throughout this analysis rather than averages, as a small number of high-value complex consents would otherwise skew the figures and give a misleading picture of typical processing costs. Variations, which relate to changes to existing consents, had a median fee of \$2,906 across 46 applications.

Fee Summary by Consent Type

Consent Type	Count	Avg Fee	Median Fee	Max Fee
Commercial/Complex	66	\$11,572	\$10,406	\$50,601
Subdivision	149	\$7,611	\$7,169	\$25,675
Controlled Land Division	3	\$6,974	\$6,318	\$8,897
Land Use Consent	211	\$5,820	\$5,406	\$17,447
Discharge Consent	2	\$3,353	\$3,353	\$3,873
Variation	46	\$3,238	\$2,906	\$8,734
National Env Standard	5	\$2,930	\$2,348	\$4,654
Change/Cancel Condition	12	\$2,159	\$1,889	\$3,811
Certificate of Compliance	6	\$1,716	\$1,339	\$2,795
Permitted Boundary Activity	20	\$1,337	\$1,202	\$3,548
Deemed Permitted Activity	28	\$1,559	\$1,192	\$5,239
Outline Plan/Other	10	\$1,564	\$1,293	\$2,574

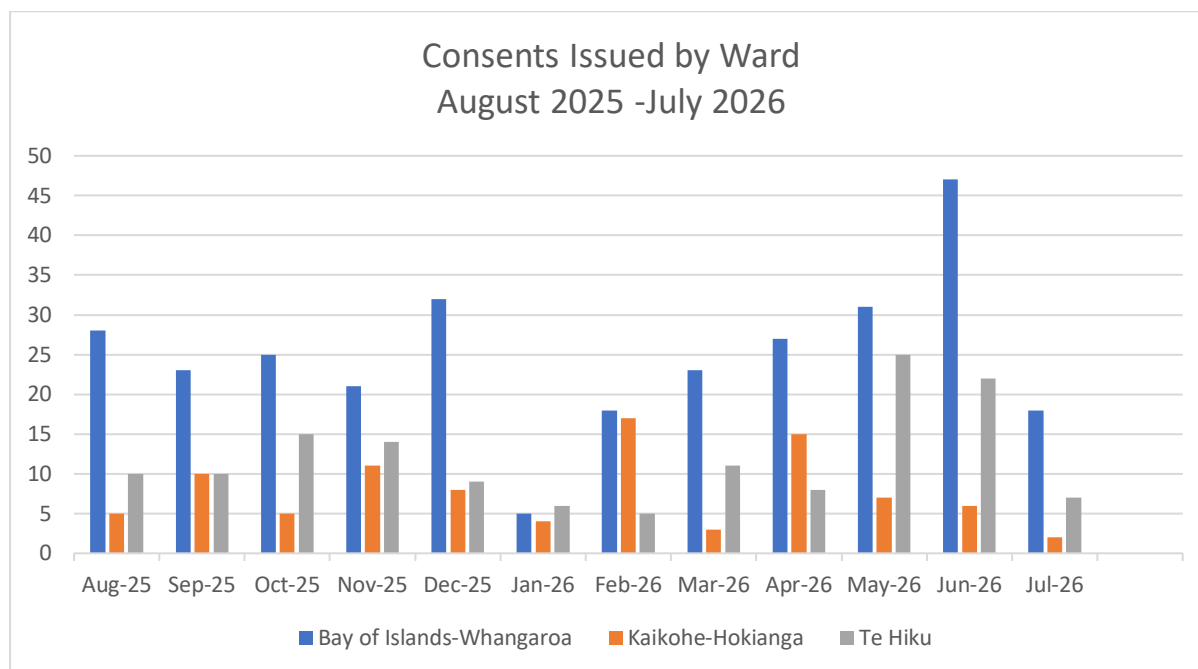
RMA Consent Volumes around the Whenua Analysis

Development activity across the three wards of the Far North District for the period August 2025 to July 2026 continued to be concentrated on the East Coast/Bay of Islands.

Bay of Islands–Whangaroa Ward - 298 consents over the twelve-month period.

Te Hiku - 142 consents.

Kaikohe-Hokianga - 93 consents.



Consent volumes reduced markedly in **July 2026**, with **27 consents** issued across the three wards: 18 in Bay of Islands–Whangaroa, 7 in Te Hiku, and 2 in Kaikohe–Hokianga. This is consistent with a post-implementation reduction following the June peak.

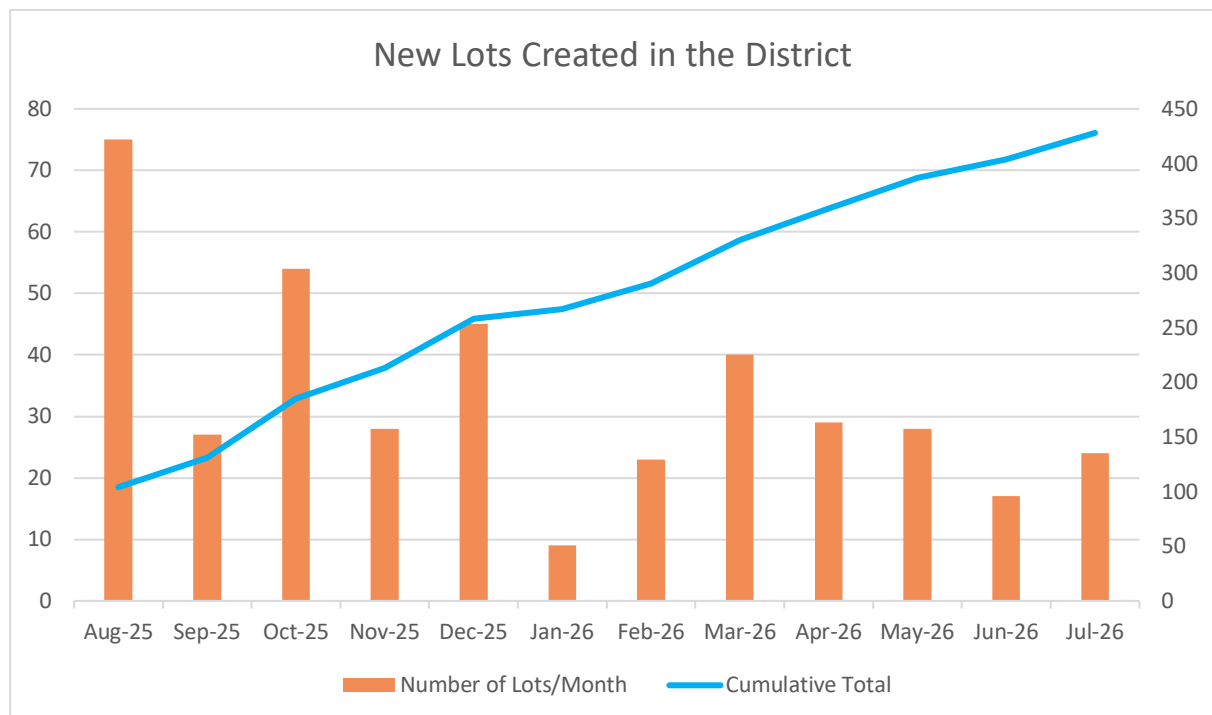
Overall, the data continues to show stronger development activity in the eastern coastal areas of the district. Te Hiku also demonstrated sustained activity, particularly during the latter part of the reporting period, while Kaikohe–Hokianga maintained lower but relatively steady consent volumes.

It is important to note that these figures capture resource consent applications only and do not represent the full range of development-related work processed by the team. Certificates under sections 223 and 224 of the RMA, rights-of-way approvals, earthworks permits, vehicle crossing approvals, and other applications under the Local Government Act are not included. The total volume of development-related activity across all wards is therefore considerably higher than these figures suggest, with Bay of Islands–Whangaroa likely to remain the dominant area of activity when all approval types are considered

Residential & Rural Development Activity — New Lots Created

The chart below illustrates the number of new lots created in the district under section 224 of the Resource Management Act for the FY2026 financial year (August 2025 to July 2026). A total of 416 new lots were created over the previous 12 months, reflecting strong and sustained development activity across the district. The cumulative trend line demonstrates steady growth in new lot creation throughout the calendar year, with a notable increase in activity in June 2026 as applicants and Council staff worked to finalise applications ahead of Operative District Plan and Development Contribution changes taking effect. This data is indicative of ongoing residential and rural subdivision activity and provides elected members with a picture of development demand within the district.

Each new lot created represents a new rateable property. The subdivision activity recorded this year will generate significant ongoing rates revenue for Council in future years. The sustained level of subdivision activity throughout FY2026 reflects healthy development demand in the Far North.



Quality

The Quality function supports regulatory functions within the Delivery and Operations group by ensuring the Building Consent Authority (BCA) maintains its accreditation status and the Food Verification Agency (FVA) maintains its recognition status.

The BCA and FVA are required to maintain a Quality Assurance/Management System, to ensure the BCA and FVA comply with regulatory requirements. The Quality Manager undertakes regular internal audits to ascertain whether the BCA and FVA have policies and procedures to meet regulatory requirements, that these are appropriate to satisfy those requirements, and that the policies and procedures are consistently and effectively implemented.

The BCA is subject to accreditation under the Building (Accreditation of Building Consent Authorities) Regulations 2006.

The FVA is subject to recognition under the Food Regulations 2015.

Operational Highlights

- All internal audits for the Building Consent Authority conducted for the month as scheduled
- All internal audits for the Food Verification Agency conducted for the month as scheduled

Building Consent Authority

External audit for the Building Consent Authority

The internal audit programme is on track for the BCA in preparation for the upcoming external audit. The next external audit will be in October 2026.

Internal audits scheduled for the Building Consent Authority

In accordance with Regulation 17(2)(h), the BCA is required to have an internal audit regime to assess the BCA's compliance with the regulatory requirements for accreditation. The BCA maintains an audit schedule to ensure each regulatory requirement is audited. There are 38 audits to be conducted annually.

All internal audits due for the month of July 2026 were conducted as scheduled:

- **Regulation 8 – Ensuring enough employees and contractors:** The BCA is meeting its obligations in terms of Regulation 8. The BCA has policies, procedures, and a system available to adequately satisfy the requirements of this regulation, and these are completely and effectively implemented. No adverse findings were identified during this audit.
- **Regulation 7(2)(a) – Consumer information:** The BCA is meeting its obligations in terms of Regulation 7(2)(a). The BCA has policies, procedures, and a system available to adequately satisfy the requirements of this regulation, and these are completely and effectively implemented. 1 RECOMMENDATION was identified during this audit. This finding relates to: Minor edits to the website (typos and rewording for clarity). This finding does not detract from the BCA's performance under this regulation and the overall outcome of this audit.

Food Verification Agency

External audit for the Food Verification Agency

The internal audit programme is on track for the FVA. The next external audit will be in June 2027.

Internal audits scheduled for the Food Verification Agency

In accordance with Regulation 110(2)(l), the FVA is required to have an internal audit regime to assess the FVA's compliance with the regulatory requirements for recognition. The FVA maintains an

audit schedule to ensure each regulatory requirement is audited. There are 17 audits to be conducted annually.

All internal audits due for the month of July 2026 were conducted as scheduled.

- **Regulation 110(2)(m) – Review of Performance:** The FVA is meeting its obligations in terms of 110(2)(m). The FVA has policies, procedures, and a system available to adequately satisfy the requirements of this regulation, and these are consistently and effectively implemented. No adverse findings were identified during this audit.
- **Regulation 110(2)(l) – Internal Management:** The FVA is meeting its obligations in terms of 110(2)(m). The FVA has policies, procedures, and a system available to adequately satisfy the requirements of this regulation, and these are consistently and effectively implemented. 3 RECOMMENDATIONS were identified during this audit. Two recommendations relate to minor edits to the Quality Manual (add additional information to cover a process already implemented and remove two clauses no longer required). One recommendation relates to encouraging the FVA to use the Continuous Improvement process more often.

**INFRASTRUCTURE GROUP
MONTHLY REPORT**

JULY 2026

Executive Summary

The Infrastructure Group has responsibility for the planning, design, construction, consenting, delivery and compliance of Council's water, wastewater, stormwater (including land drainage), and community facilities assets. While the primary focus of the Group is the daily ongoing delivery of quality, compliant essential community services, the Group is also responsible for the strategic planning required to support the development of Council's capital works programme.

Many LTP capital projects and programmes are being progressed through concept and feasibility stages to confirm design scopes. Recent recruitment success is strengthening capacity, which is allowing the team to address the backlog and now accelerate progress across the capital programme. Targeted external support continues to be used to maintain momentum.

This monthly report presents an operational activity update, key metrics and data analysis.

Authors of the following detailed reports include: Tanya Proctor, Head of Infrastructure, Manager – Waters, Manager – Infrastructure Engineering, Manager – Infrastructure Delivery, Manager – Infrastructure Services.

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Waters

July performance demonstrates improved delivery of planned maintenance, with 354 of 379 tasks completed during the reporting period. Reduced rainfall supported ground maintenance activities, while the reinstatement of three-monthly hydroblasting contributed to 56 completed preventative maintenance tasks. Notwithstanding this progress, operational risk remains elevated, with five urgent water failures, nine wastewater overflows, and several treatment-plant reliability issues highlighting ongoing exposure to ageing assets, limited network redundancy, variable monitoring records, and constrained access across parts of the district.

Kāeo Water Supply

Water Services continues to operate the Kāeo Water Supply under Taumata Arowai direction, with positive feedback received from the community. The Water Services team undertakes weekly plant monitoring and responds to customer-related Requests for Service as they arise. During July, one Request for Service was received for no water; this was attended to and resolved by the team. In parallel, the Infrastructure Delivery team is preparing options packages for reporting to Council, with further detail provided in the Infrastructure Delivery – Projects in Delivery section.

Land Drainage

During July, no machine cleaning was undertaken due to weather, ground conditions, and contractor availability. However, planning progressed for drain-cleaning logistics and costings across the Waiharara and Kaitaia drains. A monthly update meeting with Land Drainage Committee Chairs was held on 22 July 2026, and no land drainage Requests for Service were received during the reporting period. The next meeting with the Land Drainage Committees is scheduled for Thursday, 20 August 2026.

Operations and Maintenance Requests for Service (RFS)

In July 2026, Operations and Maintenance Requests for Service (RFS) totalled (277), a decrease from (402) from June 2026. 64% of RFS were received within the Southern area, 36% for the Northern area. Water-related RFS were most frequent in Kaikohe, Kerikeri, and Kawakawa. Wastewater RFS were primarily reported in Awanui and Kaitaia (increase in SLP faults), while stormwater RFS were mainly in Kaitaia, Kawakawa and East Coast.

New Connections

Operations and Maintenance Requests for Service totalled 277, reducing from 402 in June 2026. The South area accounted for most requests at 64%, with the Northern area accounting for the remaining 36%. Water-related requests were most frequently recorded in Kaikohe, Kerikeri, and Kawakawa, while wastewater requests were mainly reported in Awanui and Kaitaia, reflecting an increase in sewer low-pressure faults. Stormwater requests were concentrated in Kaitaia, Kawakawa, and the East Coast, indicating that demand continues to be driven by localised network and service issues across key townships.

Operational Risks and Issues

- Nine overflows were reported, seven caused by blockages and two by pipeline failure. Two events were reported as entering water. Spill notifications, sampling, clean-up, and close-out evidence should be checked for completeness.
- Ageing and deteriorated assets continue to drive failures. Three of the five urgent water failures were attributed to poor asset conditions, including ageing steel and asbestos cement mains. The failed asbestos cement sewer at Turner Street, Kāeo is also contributing material and downstream blockages.
- Water supply resilience remains constrained in some schemes. Opononi Water Treatment Plant operated at maximum production while a suspected network leak was investigated, and Kaitaia and Kaikohe continued to show repeat main failures.
- Kerikeri Wastewater Treatment Plant had only one operating disc filter after a bearing collapse and backwash-pump failure. Repairs and full overhaul of both filters were being progressed, creating short-term process resilience risk.

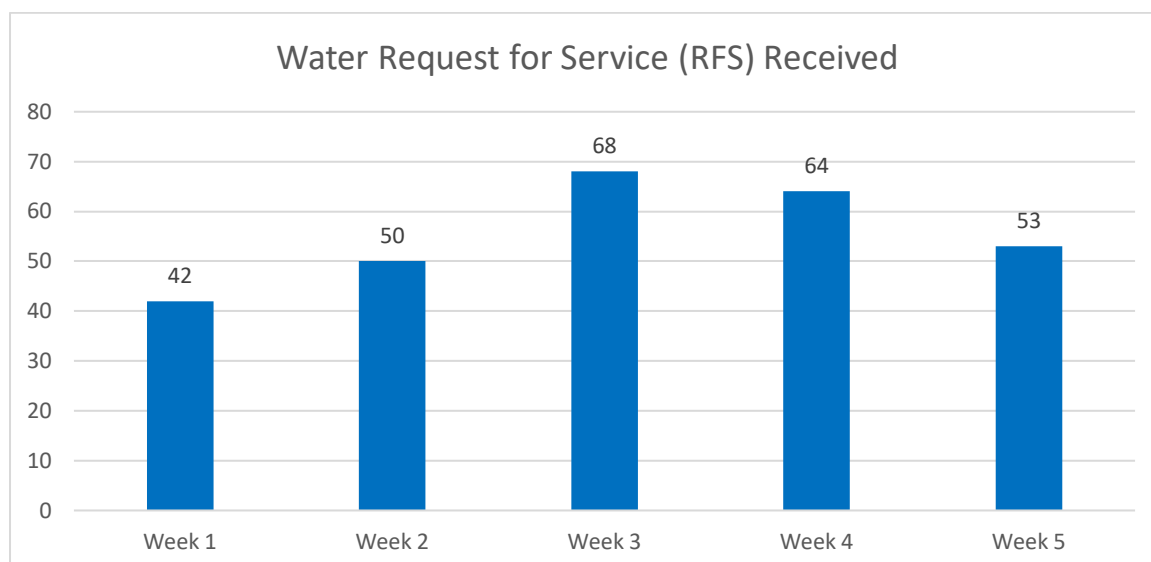
Key Performance Metrics

To support effective customer service delivery to the community, Infrastructure Support provides the Infrastructure Leadership Team with a daily report on the status of Water Requests for Service (RFS). This enables active management of RFS performance, with a focus on reducing overdue requests and achieving an on-time completion target of 80% within prescribed timeframes.

Performance Measure: Water Request for Service (RFS) – Received

Shows the volume of water, wastewater, and stormwater Requests for Service received from the public.

Reporting period: July 2026



Result

In July 2026, Operations and Maintenance Requests for Service (RFS) totalled 277, a significant decrease from 402 in June 2026 and RFS received in July 2025 (407). Average RFS' received across July - 9 RFS' per day).

Key insights

- Five urgent Water RFS' were reported, primarily associated with water main failures in Kaitia and Kaikohe. The leading contributing factor reported was poor condition of ageing asbestos cement (AC) water mains. One RFS was the result of third-party damage to council asset.
- Nine urgent Sewer RFS' were reported, 67% were in the South Area (Russell, Paihia, Kaikohe, Kerikeri and Opononi) which resulted in sewer spills, with faults attributed to blockages and breakages within the wastewater network.
- The three most common RFS types received were:

Water and Wastewater Correspondence (45)

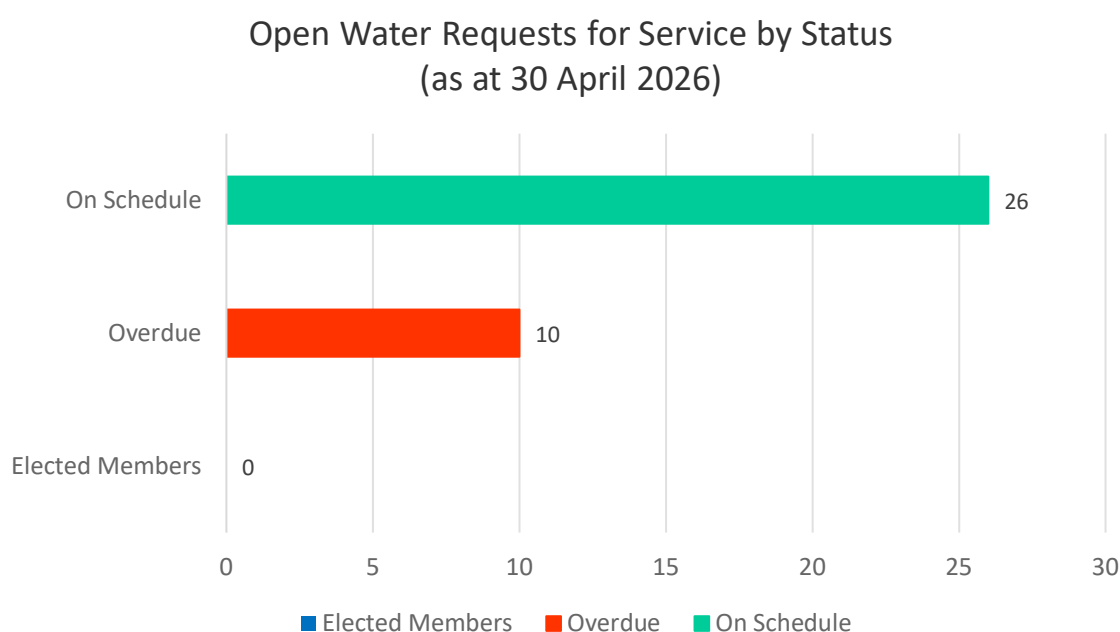
Sewerage Low Pressure – Council owned (39) *17 Northern area

Water supply – minor break or leak (69)

Performance Measure: Water Request for Service (RFS) – Status

Shows the status of open Water Requests for Service, including those in progress, overdue, or suspended.

Reporting period: Status as of 31st July 2026



?

Result

Majority of open Water Requests for Service were on schedule and less than three months old, with overdue requests prioritised for resolution (cause analysis and regular monitoring with contractors or internal groups).

Key insights

Open requests by status at period end: On schedule 26; Overdue 10; Suspended 9; Elected Member 0

Performance Measure: Water Requests for Service (RFS) – Completed

Shows the number of water, wastewater, and stormwater Requests for Service completed during the reporting period. The target is 80% on-time completion.

**Result**

290 Request for Service were completed by end of the month (80%).

Infrastructure Engineering

Three Waters Engineering

This function has a longer-term view across infrastructure networks including:

- Three Waters Engineering is progressing a significant programme of technical planning, modelling, and systems improvement to support reliable water, wastewater, and stormwater services. During the reporting period, the team maintained, updated, verified, and calibrated multiple network, flood, and overland-flow models to improve understanding of current capacity, growth impacts, and network constraints. This work has enabled issues to be identified earlier and potential solutions to be tested through modelled scenarios. The team also continued to provide expert input into stormwater catchment management planning, capital works projects, and asset management planning, ensuring current investigations align with existing models and long-term infrastructure priorities.
- Progress has also been made on the Areas of Benefit workstream, with updates underway for 18 wastewater schemes and 9 water supply schemes. This includes confirming connected and rated properties and aligning the information with modelled network data, district plan zones, discharge consents, and planned capital works. The updated maps are being prepared for publication to support implementation of the Development Contributions Policy, improve transparency for the public, and reduce staff time spent responding to enquiries.
- Growth planning remains a key focus, with network models being used to identify future infrastructure projects that may be triggered by development. This supports Development Contributions modelling and provides robust assessment of network capacity, affordability, and servicing implications for proposed district plan changes. The team is also assessing the feasibility of servicing growth areas identified through the Kerikeri-Waipapa Spatial Plan, Proposed District Plan, and Waipapa Structure Plan process, including collaboration with Northland Regional Council on flood mitigation considerations.
- Several practical tasks have been advanced to strengthen regulatory readiness and improve consistency across the network. Land access processes are being updated to reflect the requirements of the Local Government (Water Services) Act 2025, while Engineering Standards, the Quality Assurance Manual, and related documents continue to be reviewed in preparation for implementation of the National Engineering Design Standards. Processes are also being established to capture future standards updates, maintain approved designer and materials lists, and publish information regularly.
- The team is also developing standard operating policies and guidance to support consistent decisions on network capacity, connections, and development requirements. In addition, implementation of a GIS-based system to spatially map capital works projects is progressing, supporting better integration with other Council activities, including works within the road corridor.

Development Engineering

The Development Engineering function supports the assessment of new subdivisions, land-use consents, building consents, and service connection requests to ensure water supply, firefighting supply, wastewater, stormwater, flooding, and overland-flow matters are

addressed in accordance with Council's Engineering Design Standards and Bylaws. During the reporting period, quality assurance inspections recommenced for assets proposed to vest in Council, helping to confirm that new infrastructure is constructed to the required specification and that as-built plans and asset data processes are being closed out before assets are accepted. Reporting improvements are also being progressed, with application data requested to better track current and completed workloads, support future reporting, and inform appropriate cost recovery from applicants. While technical system constraints continue to limit accurate consultant time charging, an interim workaround is in place, and wider cost recovery improvements will be considered through future updates to the Fees and Charges Schedule, including broader hourly-rate provisions across Infrastructure roles.

Wastewater Land Discharge Programmes

To comply with wastewater network discharge consent conditions several schemes are investigating whether discharge of treated effluent can be discharged to land rather than into waterways and the marine environment. Working Groups involving representatives from iwi/hapū, local community members, staff, and with consultant support for technical information have been established.

Conditions requiring investigation of land discharge options apply to the following schemes:

- Rāwene Wastewater Scheme work has progressed through the establishment of an active Working Group and completion of land acquisition to support future wastewater discharge solutions. The electrocoagulation trial at the treatment plant is now planned to run for 12 months, requiring plant upgrades to remain paused so trial results are not compromised. In the interim, investigation and design work will continue as far as practicable, ensuring the project remains active while the trial provides the evidence needed to inform future upgrade decisions.
- The East Coast (Taipā) Wastewater Scheme has progressed through the ongoing operation of its Working Group, continued investigation of land discharge options, and identification of a preferred discharge-to-land site. The preferred site has been endorsed by Te Koukou Committee, with a decision report prepared for Council consideration. The electrocoagulation trial at the treatment plant is also progressing and will run for 12 months; during this period, plant upgrades will remain paused to avoid affecting trial outcomes, while investigation and design work continue as far as practicable ahead of final trial results.

District Facilities Design Office

The District Facilities Design Office has progressed a range of investigation, feasibility, concept-design, and renewal activities to support future budget planning, Long Term Plan delivery, and the transition of projects into delivery. During the reporting period, work advanced across Council-owned building renewals, public toilet planning, community facility upgrades, and district facilities projects in design.

The Kaikohe War Memorial Hall and Russell Hall projects were started ahead of schedule, supporting project momentum and providing practical training opportunities for the new team member.

Options are also being explored for a public toilet location in Northpark, while the Klinac Lane toilets design and resource consent are being reviewed in preparation for handover to the Project Manager. In addition, several smaller renewals and maintenance projects have been scoped, quoted, and moved to the delivery team, demonstrating steady progress in converting investigations and early planning into deliverable work packages.

Three Waters Design Office

The Three Waters Design Office has progressed LTP capital projects through concept and feasibility stages to confirm design scopes, address historic programme backlog, and prepare projects for delivery. During the reporting period, the team continued to procure and manage multiple design contracts and external project management resources, enabling work to continue while staffing gaps are being addressed. This has strengthened programme momentum and supported clearer definition of scope, cost, risk, and delivery requirements across key water and wastewater projects.

Site investigations have also been completed to inform engineering solutions for Requests for Service matters, improving responsiveness to customers and enabling more practical, evidence-based responses to network issues. Critical assessment work is underway across wastewater treatment plants and drinking water treatment plants to better understand asset condition, overall function, operational performance, network constraints, environmental risks, and compliance requirements.

This completed and ongoing investigation work is supporting more robust decisions on priority upgrades, value-for-money investment, and short-term compliance improvements. It also positions the programme to respond to the Water Services (Wastewater Environmental Performance Standards) Regulations 2025, ensuring future upgrade decisions are informed by current plant performance, compliance risks, and long-term service requirements.

Capital Works Projects in Feasibility and Design Phases

Many LTP capital projects and programmes are being progressed through concept and feasibility stages to confirm design scopes. There are a backlog of capital works due to multiple long-standing vacancies so alongside recruitment additional external resources are being used to move work forward quicker.

Water Supply Projects in Design:

IAF Kaikohe Water Supply Upgrades: Physical works for water reticulation is ahead of schedule.

IAF Kaikohe Water Treatment Plant Upgrades Physical works for the water treatment plant and new reservoir is on track.

IAF Kawakawa – Water Treatment Plant Upgrades: Final design stages for a new treated water reservoir, electrical and civil works. Planning a construction contract approach for procurement.

IAF Kawakawa – Water Supply Network Upgrades: The 3 x water network reticulation project tenders, involving over 1300m of new watermains, have been awarded but construction is on hold until Greenacres drive housing development has achieved its Special Conditions.

Waitangi, Paihia, Ōpua and Haruru WTP Upgrade: Land options continue to progress to enable detailed design to commence.

Kerikeri Water Treatment Plant Upgrade: site investigation to understand layout, treatment processes, raw water sources, and condition have revealed the critical condition of this plant. With inadequate space available on site to build a new plant while keeping the existing plant operational, focus has turned to identifying potentially suitable sites that will be future-proofed for growth in the Kerikeri-Waipapa area.

Wastewater Projects in Design:

IAF Kaikohe – Wastewater Network Upgrades: Physical works for wastewater reticulation is on schedule.

IAF Kaikohe – Wastewater Treatment Plant Upgrades: Technical review of concept design and cost estimates is underway to ensure affordability and long-term operations and maintenance outcomes are delivered.

IAF Kawakawa – Wastewater Treatment Plant Upgrade: Preliminary civil design is underway to inform consent. Next steps to run concurrently include Detailed Design of Civil Works; Site Services and Hydraulics; Development of detailed specifications for plant (MBR or equivalent). Scope and design review work have ensured that the new plant will be located above the 1%AEP floodplain, and that the plant is capable of expansion for future growth as well as enabling the failing clarifier to be taken offline. Work was stalled while waiting for other funding conditions to be met and decoupled from the infrastructure works. Updated milestones are being presented to NIFF.

IAF Kawakawa – Wastewater Network Upgrades: scoping of the programme is being confirmed from March.

Paihia/Ōpua Mains Baffin Street – Upgrades to pump stations at Baffin Street and Franklin Street along with various rising main upgrades to increase capacity and storage across the network. Also includes water main network extensions. Detailed design for the project was partially completed in 2024 however it was on hold due to land ownership matters that have now been resolved. A Design contract is underway to deliver updated designs and cost estimates before the project moves to Delivery.

Hihi Wastewater Treatment Plant Upgrade – full replacement plant required before end-of-life of assets and to deal with non-compliances. Flow monitoring and I&I programme (see below) are instrumental in determining the design parameters. This very small scheme is sensitive to peak flows from high I&I which affect performance and discharge quality. WW I&I programme will address this. New consent issued, design can progress with consent parameters and is required to meet WEPS within 5 years.

Ōpononi Wastewater Treatment Plant Upgrade – upgrades required to improve performance and discharge quality. Monitoring ongoing after Stage 1 works to verify the extent of Stage 2 works, including decisions about meeting new wastewater standards for either discharge to land or water, which are tied to the Land Discharge Programme. Stage 2 works on hold

pending technical review of suitable solutions now that operations, maintenance, and plant performance issues are understood.

Wastewater Infiltration & Inflow (I&I) Programme – I&I programmes are essential to ensuring minimisation of wastewater network overflows and excessive treatment plant inflows from stormwater entering the wastewater network. Early stages of establishing a programme approach and processes I&I programmes. Some I&I improvements are expected from IAF network upgrades in Kaikohe and Kawakawa. Currently budgeted I&I schemes are for networks in Hihi, Ōpononi, Whatuwhiwhi, Paihia, and Russell.

Stormwater Projects in Design:

Parkdale Cres, Kaitāia Stormwater Upgrade: Critical culvert at risk of collapse. The 250-metre long 1200mm diameter culvert drains a 22ha catchment under residential properties and a stopbank to the Awanui River. Renewal decision made due to urgency, constraints, and housing development plans. Working closely with Kainga Ora to align work programmes. Direct procurement to secure supply of large pipes is underway via Delivery Team. Final design completed. Anticipated budget savings on renewal and delivery approach enabling project to come within budget. Flooding issues from Awanui River persist within this catchment. Handed over to Delivery.

Tasman Heights, Ahipara – Stormwater Renewal: Revised solutions available, decision to renew pipe in same location with improvements to inlets and manholes. Project will now be able to come within budget. Handed over to Delivery.

Mabel Thorburn Place, Mangonui Stormwater Renewal - Investigation and design feasibility continue to confirm the issues and preferred solution. An open concrete stormwater channel has failed, and it has been found that there are other network, overland flow and flooding issues contributing to problems experienced on properties in this area. Budget savings from other projects are necessary to fix wider issues and liabilities identified here.

Matthews Ave to Farrimond, Kaitāia – Stormwater Renewal and Upgrade: Investigation and design feasibility continue to confirm the issues and preferred solution. Existing pipes had to have significant root intrusions cut back and blockages removed to enable CCTV to be done so the issues could be understood. Poor connection workmanship to main pipes is causing issues with flow and allowing root intrusion. Site flooding issues were due to blocked drains which have been alleviated in the short term by root-cutting. Actual issues are now known so project has been rescope.

Reef View Road Ahipara Stormwater Upgrade - The area has significant stormwater and flooding issues, mainly at 155 Foreshore Road and the corner of Reef View Road. At 155 Foreshore Road, surface runoff combined with insufficient capacity of the existing drainage system has led to pipe overflow, slope instability, and even impacts to the dwelling. At Reef View Road, seepage has caused erosion of the road surface. The project is currently nearing completion of the feasibility stage, moving to design.

Infrastructure Delivery

The Infrastructure Delivery Team is responsible for project management across the project lifecycle, from procurement and contract establishment through to construction supervision then close out, ensuring contractors deliver works in accordance with specifications, budgets, and timeframes. A strong focus on quality assurance and performance monitoring ensures compliance with relevant standards while proactively managing risk, safety, and stakeholder expectations. The team also plays a key role in the collation and validation of asset data generated through projects, ensuring accurate information is captured and integrated into council systems to support long-term asset management. Projects are

finalised through a robust closeout process that confirms contractual obligations are met, documentation is complete, assets are fit for purpose, and lessons learned are captured to continuously improve future delivery.

Water Supply Projects in Delivery:

- Kaitiāia/Kerikeri Fluoridation –All fluoridation equipment has now been installed at the Kaitiāia and Kerikeri water treatment sites. Commissioning activities are scheduled for 29 and 30 July 2026, with both facilities progressing toward operational readiness. Subject to successful commissioning outcomes, the installations are expected to be fully operational and compliant with the Ministry of Health fluoridation directive by the 31 July 2026 deadline.
- Rāwene Smart Water Meter Installations – The rollout of 275 new smart water meters in Rawene is continuing through Ventia under the Operations & Maintenance Contract. 240 meters have been installed as at the end of June. Weekly progress meetings are being held with the Neura as the supplier, WSP and Ventia to track progress and ensure that new meters connect to the network. We estimate a current leak rate of approximately 27% across the Rawene water supply network and the new smart meters will create the benefit of reduced water loss, lower operating costs and improved revenue accuracy. Overall water consumption is expected to drop by at least 10%, with potential for greater reductions in the future if volumetric charging models are implemented.
- Kaipatiki Rise Watermain Upgrade – Pre Construction/Enabling works have commenced for this contract. Works involve the installation of a new watermain from the Yorke Rd/Puketona Rd intersection along SH11 through to the end of Kaipatiki Rise. The majority of the new watermain will be installed via directional drilling. Pipes are currently being welded up onsite. Traffic Management Plan has been lodged with NZTA, works will begin on site once approval is given.
- Waitangi, Paihia, Ōpua and Haruru WTP Upgrade – Te Koukou endorsement has been received to start negotiations with the Waitangi National Trust as the preferred site for the new Water Treatment Plant. Positive discussions are continuing with the legal representatives from Council and WNT and we expect a draft easement agreement to be able to be presented to Council within the next 2 months. Procurement strategies are being discussed internally so that once the site location is confirmed, we can approach the market for the design phase.
- Kaeo Water Supply – Planning work is progressing for the proposed installation of new water tanks in Kaeo. Endorsement has been received from Taumata Arowai and the installation of the tanks will be funded from the Better off Funding Drinking Water Reliability allocation. Our operations team continue to operate the private water supply, which was placed under council statutory management in late 2025, until the tanks are installed. At this point the water supply will be deregistered with Taumata Arowai. The water tanks will become private assets once installation is complete.

Wastewater Projects in Delivery:

- Kaitiāia W/W Network Overflows Stage 1 –Works completed and abatement notice removed
- Kaitiāia/Kaikohe/Rāwene WWTP Septage Screens – 3 x projects in commissioning phase with contractors addressing minor defects that have been identified.

- District Wide Critical Spares Programme – Information is being collated relating to critical wastewater assets to hold as inventory such as Pumps, Valves and Monitoring and Telemetry equipment. Validation of current assets held at Ventia's depot has been completed as part of the Operations & Maintenance contract.
- The Supervisory Control and Data Acquisition (SCADA) Programme is progressing, with the first of three significant stages of the telemetry contract approved for award by Te Koukou and construction commencing this month. SCADA is an electrical monitoring system that provides early alerts across water and wastewater systems, enabling faster identification of faults, improved operational response, and stronger protection of critical infrastructure. The programme has a \$6 million budget allocated for this financial year, with this first stage now moving from approval into delivery as part of the wider \$12 million upgrade. Completion of this stage will strengthen network visibility, improve response times, and support more proactive management of water and wastewater service risks across the district.

Stormwater Projects in Delivery:

- Kaitiāia Commerce St S/W Upgrade – Site establishment has commenced on Taaffe St with the contractor focusing on the stormwater outfall first. Laying of the new stormwater main will continue along Taaffe St for the first 2-3 weeks in July, then continue along West Lane.
- Kaitiāia - Parkdale Crescent S/W Improvements – Procurement is live on GETS and awaiting closure for tenders to be assessed. Supply of 250m of 1200dia S/W pipes has been confirmed with Hynds with deliveries to site commencing in early July.
- Tasman Heights – Direct award procurement being lodged for this project due to the complexity of the works.
- Matthews Ave to Farrimond Place – A direct award to TDG is proposed for the pipelining works, as they are currently the only contractor north of Auckland with the specialist equipment and capability required to undertake this work. Pipe lining has been identified as the preferred solution as it avoids excavation, minimises disruption to the surrounding area, reduces overall project costs, and accelerates programme delivery. A final quotation is currently being reviewed, following which the procurement process will be completed and the contract awarded.

District Facilities Projects in Delivery:

- Lake Ohia Hall Renewals – Construction commenced in January 2026. Health & Safety upgrade works are currently progressing on schedule. Completion is planned for August 2026 following variation works that have been added to programme.
- Pukenui Coastal Walkway Stage 2 – Contract has been awarded to FNR Roding Ltd, with works planned to commence in late July. The project involves the completion of Section 2 of the walkway from the intersection of SH1 and Waterfront Drive and continuing south along the estuary to terminate at 3960 SH1. Completion of this section will complete the walkway between Houhora Heads Rd and Harrys Lane in Pukenui.

- Kaitaia Recycling & Recovery Centre Replacement Bridge – This project is currently in tender preparation phase and out on GETS for pricing. Tender Close date is 27/07/26 and there has been a lot of interest from prospective Tenders
- Kaitāia Resource & Recovery Centre Wastewater Treatment & Drainage upgrade – the existing onsite wastewater system requires minor upgrades to increase performance of the wetland. A design has been completed and we are currently procuring qualified trades to carry out these works.
- Kaikohe – Lindvart Park Pavillion HS Renewals – Direct contract awarded to Far North Property Services with construction scheduled to commence in early August following building consent approval.
- Kaitāia - Pioneer House – Condition assessment report has been received and scope of renewals work being assessed to procure a contractor for the works commencing in August.
- Pukepoto Footpath – Project involves the construction of 1.5km of new footpath to provide a safe pedestrian footpath route between Pukepoto School and the Pukepoto residential community, including linking the school to Te Uri O Hina and Te Rarawa Marae. Concept design progressing for stakeholder engagement and reporting through the Te Hiku Community Board.

Infrastructure Services

The Infrastructure Services team is a multi-disciplinary team which provides technical services (Compliance, Consenting, Project Analysis, Quality Assurance) and administration support across the Infrastructure Group activities as well as across the organisation. For this report, updates provided here are for Compliance and Consenting.

Compliance

The scope of Infrastructure Compliance includes water, wastewater, stormwater, solid waste, parks and reserves, community facilities, roading, land drainage, and maritime. Oversight and management are the responsibility of a dedicated Compliance Officer.

- The 19 August 2026 Te Koukou Committee meeting received the July compliance update report. The report noted no abatement notices received and outlined a five-point plan to address and resolve the remaining 14 abatement notices.
- Delivery of the LTP 24/27 Programme to Meet Water Safety Plan Requirements, District-wide is continuing with 1 new project identified, 3 in procurement, 2 in delivery and 1 completed. Progress updates on the delivery of this programme are included within the monthly Te Koukou Committee update reporting.
- Compliance with the Ministry of Health Directive to install fluoride dosing of Kerikeri and Kaitāia drinking water was completed. Full commissioning has taken an additional fortnight, with Ministry approval, to complete snag list adjustments and verify dosing and equipment performance.
- Monthly meeting held with O&M contractor to (i) review June 2026 compliance results prior to submission to NRC, (ii) discussion of improvements for flow monitoring and rain gauge recording, (iii) discuss outstanding maintenance and associated records.
- RMA compliance reports of the monthly water takes and wastewater monitoring results for June 2026 were submitted to NRC.
- Wastewater treatment results shared with four community working groups, improving transparency of monitoring results.

Consenting

Infrastructure Consenting is responsible for completing and submitting consent applications for the operation of existing and new Council infrastructure and to enable construction works. The team continues to focus on the following core areas of delivery:

- Early and meaningful engagement with iwi/hapū and other community groups to better inform outcomes.
- Lodgement of renewal applications to Northland Regional Council 6 months prior to consent expiration to ensure continued operation of our assets under s124 of the Resource Management Act 1991 until a consent renewal is granted.

Operational Highlights for the July 2026 reporting period:

LTP 24/27 Planned Works

- **Kaitiāia wastewater treatment plant** – Complete – consent granted for 15 years.

Unplanned Work

- **Kaitiāia water treatment plant** – Consent discharge treated water from a water treatment plant granted for 5 years. This consent addresses a recent abatement notice.
- **Tauranga Bay Culvert** – replacement flap gates – planning assessment completed confirming consent required. Application is being drafted with lodgement scheduled for August 2026.

Construction Consents

- **Reef View Road, Ahipara - stormwater drain** – planning assessment underway and scheduled for completion October 2026.
- **Klinac Lane, Waipapa - public toilet discharge field** – planning assessment completed confirms consent required.
- **Kawakawa wastewater treatment plant upgrade** – Infrastructure Acceleration Fund project – applications for consents required from Far North District Council and Northland Regional Council are scheduled for lodgement August 2026.

Consenting Work Programme

The following Gantt charts provide a high-level view of the current progress made for:

Table 1: LTP 24/27 Planned Works

Table 2: Unplanned Work

Table 3: Construction Consents

Planned consenting work is currently on track and the Gantt percentage completion represents the following stages of the consent process as displayed in the following tables:

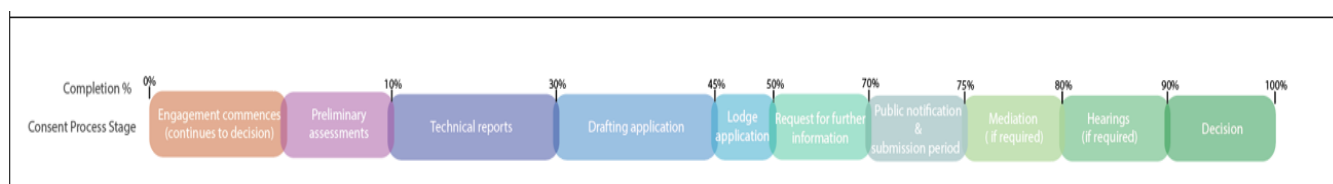


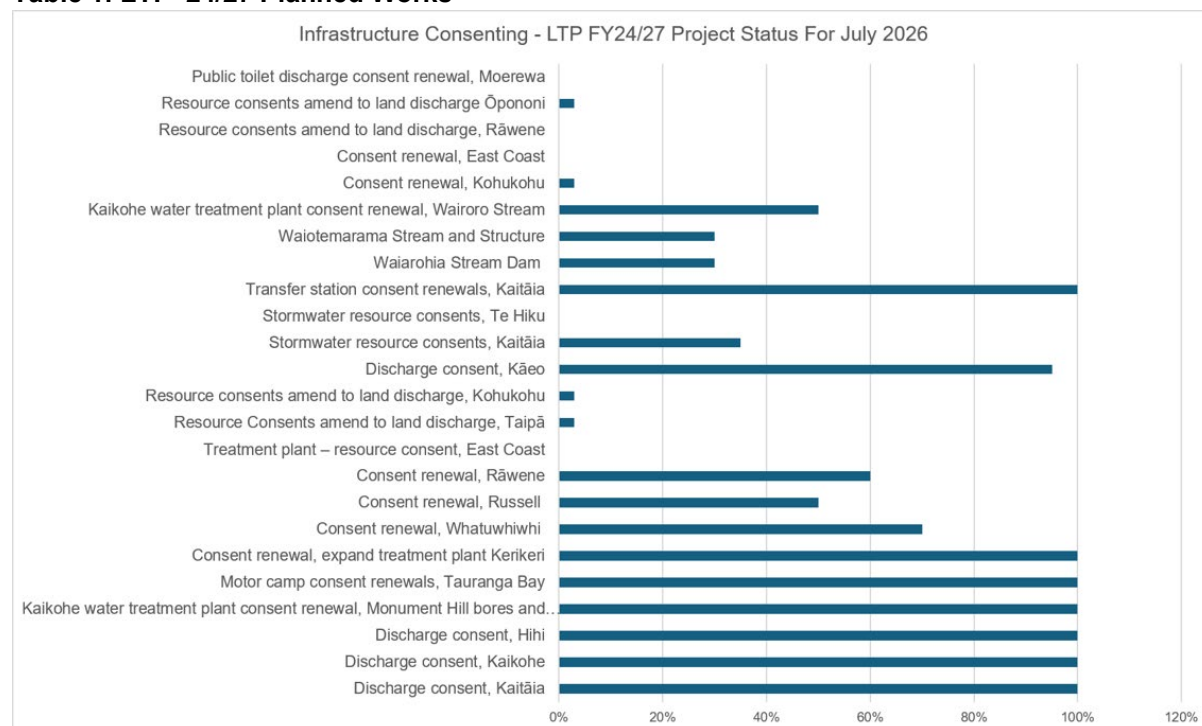
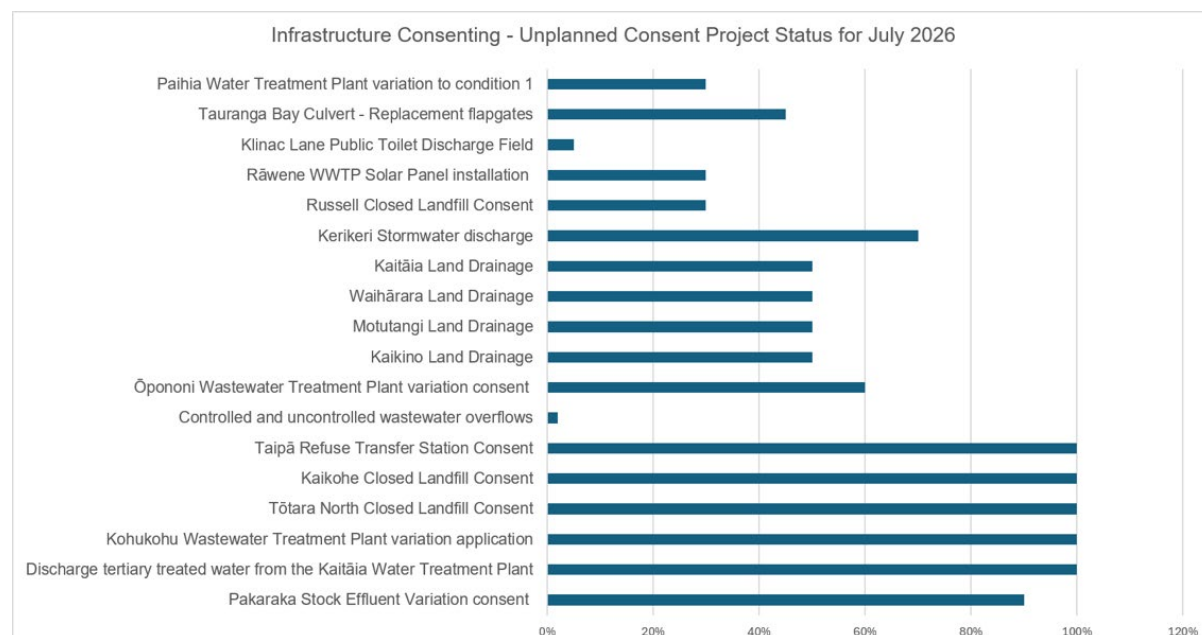
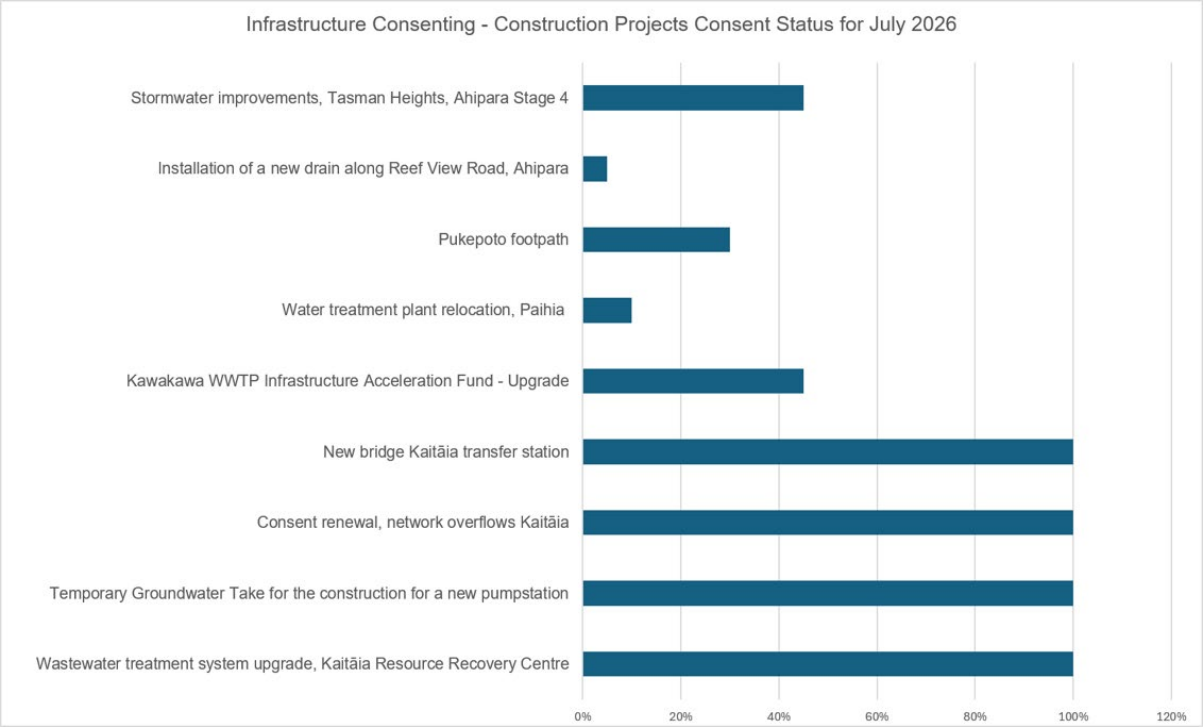
Table 1: LTP 24/27 Planned Works**Table 2: Unplanned Works**

Table 3: Construction Consents



Planning and Policy

July 2026

Executive Summary

The Planning & Policy Group provides a range of services for the benefit of our communities, making the Far North a great place to work, live and visit. The Group comprises three departments: Climate Action and Resilience, Integrated Planning, and Strategy and Policy.

The **Climate Action and Resilience Department** leads Council's climate response through emissions reduction, adaptation planning, community resilience, and the delivery of the Climate Action Policy and Climate Change Roadmap. The department works with iwi, hapū, communities and regional partners to help prepare the Far North for current and future climate impacts.

The **Integrated Planning Department** includes Growth Planning, Placemaking, Reserve Policy and District Plan. These teams develop and implement plans, strategies and planning processes that guide future growth, support well-functioning places, and help communities shape great places now and into the future.

The **Strategy and Policy Department** provides policy advice and develops effective policy instruments, including strategies, policies and bylaws. The department also reviews existing policy settings, responds to legislative and government policy changes, and supports informed decision-making.

Reporting Period: July 2026

This chapter provides an update on key Planning and Policy operational activity for May 2026. It builds on the April baseline report and focuses on material progress and key initiatives.

Key movements since the June report:

- A draft Housing Strategy has been sent out to stakeholders for targeted engagement.
- The appeal period for the PDP Council decisions on submissions opened on 30 June and will close on 12 August 2026.
- The District-Wide Spatial Strategy project's vision, principles and objectives are being developed.

Authors of the following report include: Group Manager Planning & Policy; Manager Strategy & Policy; Manager Climate Action & Resilience; and Manager Integrated Planning.

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Climate Action and Resilience

The Climate Action & Resilience Department leads Far North District Council's coordinated response to climate change, ensuring both organisational and community readiness for a changing climate. The department is responsible for implementing the Council's Climate Action Policy and Climate Change Roadmap, driving emissions reduction across council operations, and supporting district-wide mitigation initiatives.

A core part of our role is advancing climate adaptation and resilience planning, including collaboration with iwi, hapū, communities, and regional partners through programmes such as the Te Tai Tokerau Climate Adaptation Strategy. The department provides strategic guidance, manages cross-council governance processes, and delivers tools, engagement, and support to enable communities to prepare for and respond to climate-related risks. Through this work, the department ensures climate considerations are embedded in decision-making and that the Far North is better positioned to adapt, thrive, and build long-term resilience.

Operational Highlights for the July 2026 reporting period:

Pou 1: Stage One of Te Hōtaka Urutau Hapori | Community Adaptation Programme - Following adoption of the Stage One Community Adaptation Planning Scoping Report, work has progressed into implementation. The Community Panels Terms of Reference have been adopted, and the establishment of five Community Panels is now underway. The Technical Advisory Group and Project Steering Group have also met, providing governance and technical oversight to support delivery of the next phase of community-led adaptation planning.

Pou 2: Tuia ngā tai o te ao - Work continued to support tangata whenua-led climate adaptation and resilience planning through the Hapū Climate Resilience pilot and ongoing engagement with hapū, marae, iwi partners and Northland Regional Council. Progress was also made on community resilience initiatives, including coordination of Kaimanaaki Hapori, exploration of the Mana Marae adaptation platform, and collaboration with government and sector partners to improve access to adaptation tools, support and funding opportunities.

Pou 3: Community Adaptation Toolkits – Two community groups have been provided with initial Community Adaptation Toolkit materials and are exploring how these resources can support their own adaptation planning. This represents an important step in enabling communities outside the Stage One project area to begin applying the programme's tools and resources to local adaptation initiatives.

Corporate Greenhouse Gas Emissions - The 2024-2025 greenhouse gas emissions inventory was completed and independently verified, with the audit report received in July. Preparation of the 2025-2026 emissions inventory has begun, alongside the provision of emissions accounting guidance to support consistent reporting by key contractors.

Work to advance renewable energy opportunities also continued through discussions on wind and solar infrastructure, public EV charging, and opportunities to utilise locally generated solar energy and the potential for an embedded electricity network connecting Kaikohe Memorial Hall and Kaikohe Headquarters.

Community Greenhouse Gas Emissions - Work progressed on the public EV charging programme, with reports presented to community boards and the Te Koukou Committee for Transport and Infrastructure to gather feedback on proposed charging locations. Engagement with industry partners continued to inform the property legalisation process and support future charging infrastructure delivery. The team also secured access to emissions data from the Local Emissions Data Platform ahead of its closure, monitored progress on a community-led textile waste diversion initiative aimed at reducing landfill emissions, and continued discussions on regional renewable energy opportunities, including wind, solar and public EV charging infrastructure.

Solar infrastructure on Council buildings - Work continued throughout July on exploring investment in solar infrastructure across FNDC sites, with a focus on identifying strategic opportunities that could strengthen energy resilience, reduce long-term operational emissions, and support Council's wider climate objectives. This early investigation phase is helping build a clearer

picture of where solar could deliver the greatest value and how future investment might be staged across the district.

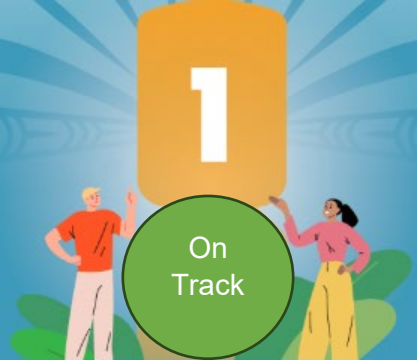
KPI # 1 Te Hōtaka Urutau Hapori - Community Adaptation Programme

Piki tū rangi - The three pou

“**Piki tū rangi** ana te kakau o te hoe, kumea te uru o taku waka ki runga ki te kiri waiwai o Papatūānuku e takoto mai nei, ki runga ki te uru tapu nui o Tāne e tū mai nei”

These lines are from a karakia recited by Nukutawhiti upon the arrival of the waka hourua Ngātokimatawhaorua into the Hokianga Harbour, revised by Himiona Kāmira (Te Taomauī, Te Hokoheha).

Piki tū rangi calls us to move and work together. It reminds us that resilience is collective and that our strength lies in kotahitanga, with each other and with te taiao.



Pou 1 Community Adaptation Planning

Major collaborative planning process where there are significant risks to community values and public infrastructure.



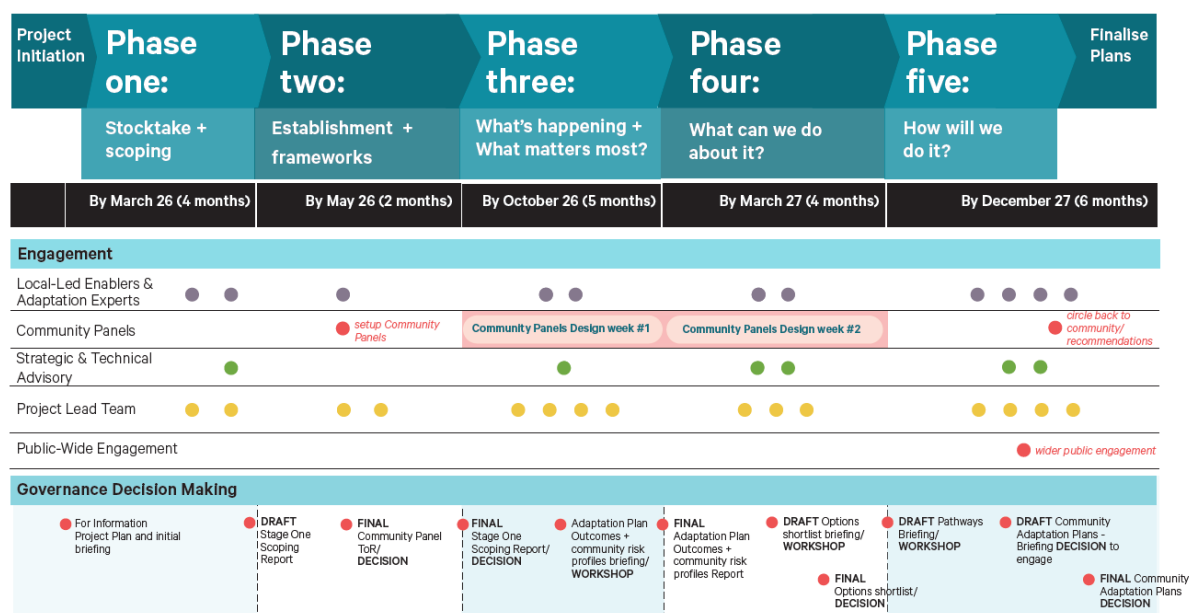
Pou 2 Tangata Whenua-Led Adaptation

Support towards tangata whenua in their own plans and actions to adapt.



Pou 3 Community Adaptation Toolkits

Resources to help communities identify their adaptation needs and to kick start community adaptation planning.



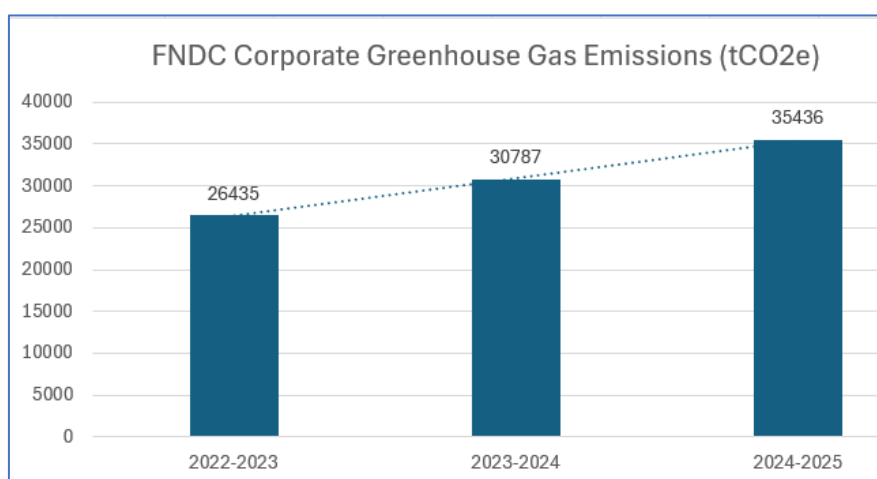
Pou 1 Stage 1 Programme Phases

KPI # 1 Te Hōtaka Urutau Hapori - Community Adaptation Programme - Analysis

- Council's Community Adaptation Programme is progressing on time across all three pou, with strong engagement in Hokianga, successful rollout of tangata whenua-led resources, and community toolkits now ready to support local climate adaptation planning.

KPI # 2 Net Zero Emissions Reduction Programme

Council has now completed three verified corporate GHG emissions inventories (FY22/23, FY23/24 and FY24/25), establishing a robust data foundation for ongoing emissions reduction planning. Baseline emissions were **26,435 tCO₂e in FY22/23**, increasing to **30,787 tCO₂e in FY23/24** due to storm-related infrastructure repairs. For **2024–2025**, emissions have risen to **35,436 tCO₂e**, reflecting the significant programme of wastewater treatment infrastructure improvements undertaken across the district.



KPI # 2 Net Zero Emissions Reduction Programme Analysis

Emissions are categorised as Scope 1, direct emissions from fuel, fertilisers, refrigerant gases, waste, and wastewater, where emissions sources are owned or controlled by Council; Scope 2, indirect emissions from purchased electricity; and Scope 3, indirect emissions from goods and services.

Performance against baseline

For FY2022-23, the base year for emissions reduction measurement, corporate emissions for FNDC were recorded as 26,435 metric tonnes of carbon dioxide equivalent (tCO₂e).

For FY2023-24, total corporate emissions were recorded as 30,787 tCO₂e. This represents an increase of 4,352 tCO₂e from the base year.

An increase in emissions in the first two years of measurement was caused by increased infrastructure spending to repair damage from major storm events in 2023.

For 2024–2025, emissions increased further to 35,436 tCO₂e, reflecting the ongoing LTP programme of infrastructure and capital works undertaken across the district following the severe weather events of 2023.

Together, these trends highlight how essential recovery and infrastructure upgrades have influenced Council's emissions profile, reinforcing the importance of strengthened emissions reduction planning as FNDC moves into the next emissions inventory cycle.

These completed emissions inventories have been verified by Toitū Envirocare – Enviromark Solutions Ltd (Toitū), a subsidiary of Manaaki Whenua Landcare Research within the Bioeconomy Science Institute.

Emissions Reduction

Work is underway on practical emissions-reduction actions, including an investigation into public EV charging infrastructure to support low-emissions transport across the district and installing solar on Council buildings to reduce operational energy use and long-term costs. Initial work on an emissions reduction plan has commenced, focusing on identifying feasible, cost-effective actions across Council operations. Formal emissions-reduction targets are to be set in FY2026–27 to guide implementation and align with Toitū certification requirements.

Strategy and Policy

The Strategy and Policy teams' primary function is to contribute to the community's wellbeing through robust and reliable policy advice. We do this through providing strong and sound policy advice and the delivery of effective policy instruments, which include strategies, policies, and bylaws.

How do we perform our role?

- Develop and review policy instruments
- Scan, understand, and advise on Government priorities and legislative changes
- Provide general policy advice to staff and elected members
- Submissions
- Data and research, e.g. Population Projections, Environmental Scans

Key Performance Metrics

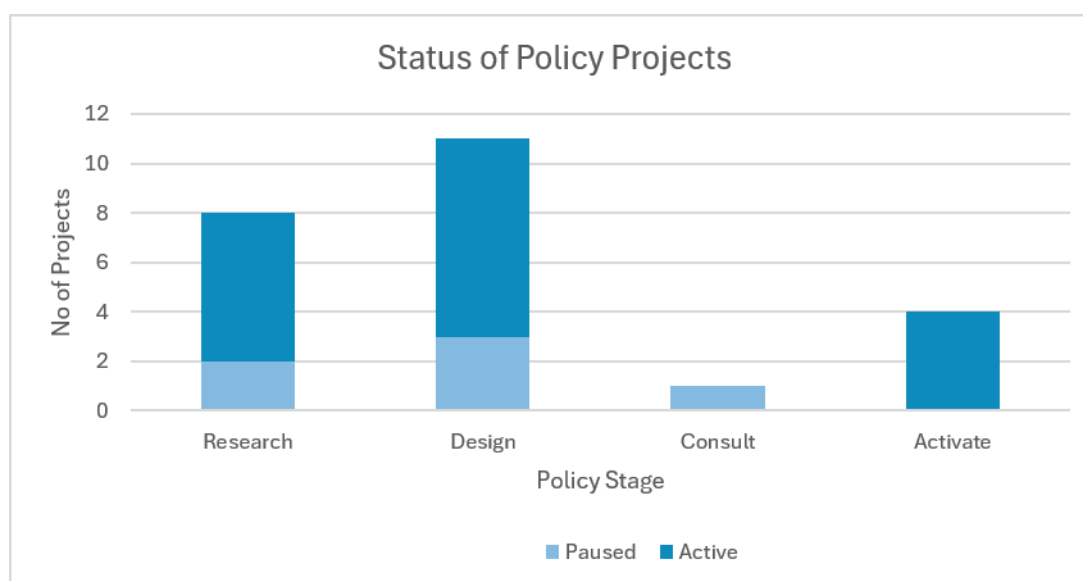
Project Management Framework – Policy and Engagement

Policy development is often dictated by legislative requirements. The process to develop a new policy takes approximately 18 to 24 months from project initiation to implementation. FNDC has developed a Project Management Framework (PMF) for policy projects. The PMF is based on the Department of the Prime Minister and Cabinet's Policy Project frameworks.

The Strategy and Policy team has the capacity to actively undertake approximately 18 projects at a time, at varying stages of completion.

An overview of the different stages of bylaw and policy development is as follows:

Research and Conceive	Legislative requirements, evidence analysis, initial engagement with key parties, scoping, problem definition
	Options analysis and assessment, research and options report
Design	Early engagement, drafting, implementation planning, consultation, engagement planning, legal assessment, consultation proposal report
Consult	Formal consultation, engagement activities, oral submissions, submission analysis, re-drafting, and adoption report
Activate	Formal notification, implementation



Operational Highlights for the July 2026 reporting period:

Strategy

- Housing Strategy - work is progressing on the Housing Strategy. The draft Housing Strategy was sent to our Partners and Stakeholders for review. Feedback has been incorporated into the Strategy document. The draft will be sent to graphic design in August.
- LTP support – The Strategy team is supporting the LTP team with the strategic components of the LTP.
 - Development of the Infrastructure Strategy is underway. Meetings have been held with key teams across the organisation.

Policy and Bylaws

- The Local Alcohol Policy (LAP) is progressing. Following the workshop in June, further feedback was requested from EMs re sensitive sites.
- DC Policy amendments –A summary of submissions and final draft was presented to Te Kūkupa and Council in July, for adoption.
- The Policy team continues to support the implementation of the Development Contributions Policy.
- Work is progressing on the development of the Parking Policy. A draft policy will be presented to Te Kūkupa and Council in August.
- Staff are progressing amendments to the Parking and Road Use Bylaws to support the Russel Placemaking Plan.
- Research is continuing regarding the review of the Vehicle Crossings Bylaw. The Bylaw needs to be reviewed by September. The review report will be presented to Te Kūkupa and Council in August.
- Paused projects include:
 - Research re Waters-related bylaws – On hold until CCO is established
 - Design Stage - Smokefree / Vapefree, and Rooding Policies – reprioritised to allow staff to concentrate on the Dog Management Policy and Bylaw review.

- Land Drainage Bylaw – on hold until after the PDP appeal period is closed. Council decisions on the Proposed District Plan submissions were notified on 30 June. This has resulted in land drainage rules being incorporated into the Plan. The appeal period is now open till the 12 August.

Future reporting focus

- A draft Parking Policy, amended Development Contributions Policy, and Vehicles Crossings Bylaw review report to be presented to Te Kūkupa and Council in August.
- Once the PDP appeal period closes on August 12, staff will be able to assess the impact on both the Land Drainage and Earthworks Bylaws.

Integrated Planning

Integrated planning is made up of two teams – Growth Planning and Placemaking and District Plan, who are responsible for:

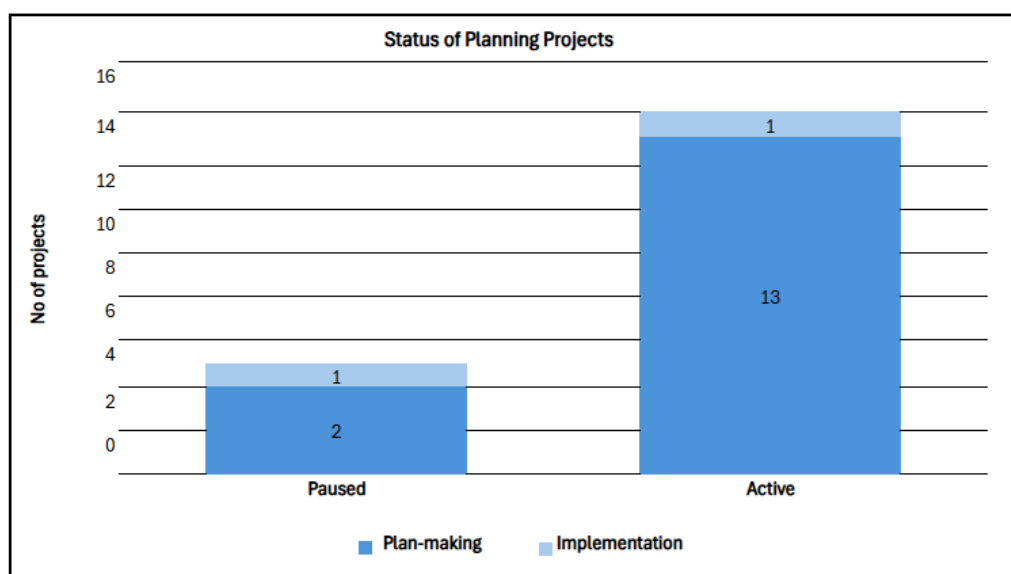
- Development and implementation of strategic growth initiatives, including Spatial Plans, Structure Plans, and other implementation initiatives.
- Management of community-led placemaking projects.
- Statutory processes required to manage Council's parks and reserves networks, including developing Reserves Management Plans.
- Administering, updating and maintaining the Operative and Proposed Far North District Plans.

There is also an 18-month fixed-term role within the department, created in partnership with Healthy Families (which provided salary funding). This role was created to look at opportunities to improve health outcomes through local government mechanisms.

Operational Highlights for the July 2026 reporting period:

- During the month of July, the Proposed District Plan (PDP) Environment Court appeal period has been open. It closes on 12 August 2026. After that timeframe, 274 parties can apply to the court to join any appeal received, and staff will create an appeals version of the PDP.
- The draft final design for Cass Street received positive feedback, with the majority of those that submitted either supporting the design or wanting minor changes.

Key Performance Metrics



The graph shows 17 planning projects overall, with most projects active and currently in the plan-making stage. Three projects are currently paused: the Financial Contributions Plan Change, Kaikohe Broadway Landscape project and Urban Design Framework. This reflects current work programme priorities, resourcing and sequencing. Future updates will show any movement between plan-making, implementation and paused status.

Key Projects Status

Proposed District Plan (PDP)

- The appeal period for the PDP Council decisions on submissions opened on 30 June and will close on 12 August 2026.

- Staff are now supporting users of our district plans so they understand how to apply both plans after Council decisions.

District-Wide Spatial Strategy (DWSS)

- Staff held a workshop with Elected Members and the Kaupapa Steering Rōpū (KSR) on 8 July 2026. This workshop was the first of two to share findings from engagement undertaken and findings from evidence reports being developed.
- This work has helped to inform the project's Vision, Principles and Objectives. This will be the focus of the second workshop on 12 August 2026.
- The DWSS will inform any future Regional Spatial Plan.

Future reporting focus

- At the 3 August Te Hiku Community Board meeting, staff will be seeking endorsement to notify the draft Rangitoto Reserve Management Plan.
- At the 6 August Bay of Islands Whangaroa Community Board meeting, staff will be seeking direction from the board post the hearing on the Simson Park Domain Reserve Management Plan. Staff are recommending, subject to any amendments the board endorses, that the plan be referred to Council.
- At the 2 September Bay of Islands Whangaroa Community Board meeting, seek endorsement of the final design for Cass Street and the Strand, and direction on bylaw changes to support parking and road user changes.
- At the 30 September Kaikohe-Hokianga Community Board meeting, seeking endorsement to confirm classification of the Kaikohe Memorial Park as a Recreation Reserve. This step is required as part of developing the Reserve Management Plan.
- At the 15 September Te Kuaka Committee, an information report, written for the KSR will be included on the agenda. This is to enable the KSR to report back to the Committee. This will relate to the Vision, Principles and Objectives (VPO) of the District Wide Spatial Strategy project, as staff are planning to seek endorsement of the VPO at the October Te Kūkupa meeting.

**RAUTAKI KIA HONO -
STRATEGIC RELATIONSHIPS
GROUP
MONTHLY REPORT
JULY 2026**

Executive Summary

During July 2026, the Strategic Relationships Group continued to support effective governance, civic participation, community advocacy, organisational health and safety, and regional partnerships. Activity reflected strong progress in rangatahi engagement, democratic support and systems improvement, community funding, critical-risk assurance, and cross-sector collaboration.

Civic Engagement and Education advanced its youth-focused work programme through national relationship-management collaboration, engagement with Mana Mokopuna, participation in the Ngāti Rēhia Matariki celebration, and preparation for the Youth Action Council. Planning for E Tū Rangatahi – Stand Up Young Leaders exceeded expectations, with 11 teams registered against a target of 10.

Democracy Services enabled eight formal meetings, hosted three regional workshops and supported four organisational workshops on local government reform, the Long Term Plan and the District Wide Spatial Plan. Work continued on chamber microphone improvements, the revived Accessibility Action Group and implementation of Resolve. Forty-five elected member requests for service were created; average response time improved from 81.4 days in June to 48.9 days in July, although on-time completion declined to 39%.

Community Board support focused on meeting delivery, community advocacy, stakeholder engagement and governance improvement, including the continuing development of a Community Board–Council Accord and new strategic plan templates. July funding decisions supported rangatahi, health and wellbeing, community facilities, food resilience, cultural initiatives and local placemaking, while road safety, infrastructure and public-space matters remained prominent community concerns.

Health, Safety and Wellbeing performance remained generally stable, with no lost-time injuries recorded. PeopleSafe reporting increased to 18 events, including seven near misses and six threatening-behaviour reports, highlighting the need to review public-facing and vehicle-related controls. Sick leave reduced by 2.6%, while EAP expenditure increased by 25%; career and workload remained the leading work-related issues in rolling 12-month data. Assurance activity remained strong, with 43 HSW activities, including 17 training sessions and 13 workplace inspections, alongside contractor assurance, psychosocial wellbeing and leadership capability initiatives.

Stakeholder Relationships strengthened regional collaboration through the new 2026/27 Kai Ora Fund partnership, which approved more than \$170,000 for 44 community-led projects from 71 applications. Further engagement advanced workforce development opportunities with the University of Auckland Business School, emergency-management coordination with Hauora Hokianga, community and business development connections, and collaboration with Northland Inc, the Department of Conservation, Pou Herenga Tai Twin Coast Cycle Trail and Heritage New Zealand Pouhere Taonga.

Reporting Period: July 2026

This monthly report is presented in a 1-month rolling period to highlight trends, spikes, and troughs, with a focus on the closing period month's operational activity updates, key metrics being tracked, and data analysis.

Authors of the following detailed reports include - Group Manager Strategic Relationships; Manager Civic Engagement & Education; Manager Democracy Services; Manager Health, Safety and Wellbeing and Principal Advisor Stakeholder Relationships.

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Civic Engagement and Education

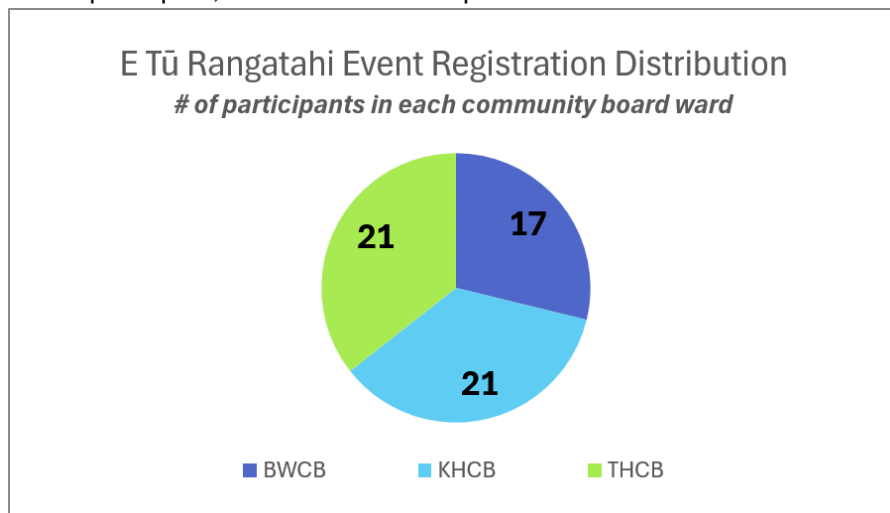
The Civic Engagement and Education (CEE) work programme is designed to strategically align with Council strategies, frameworks, SLT priorities and internal work programmes. Youth will be a key focus of the CEE work programme for 2026-2028. FNDC aims to empower residents, including rangatahi (youth), across the Far North to participate meaningfully in local decision making by providing structured opportunities for civic education, leadership development, and co-design initiatives that are relevant to their communities. Strong partnerships across sectors throughout the district aim to strengthen local voice, build equitable access to pathways and support, and ensure that rangatahi insights shape FNDC's planning, services, and long-term strategy.

Operational Highlights for the July 2026 reporting period:

- Continuous Improvement – 2nd meeting with national working group looking at relationship management tools. Environment Canterbury Regional Council keen to continue to share their challenges and successes, tools and processes.
- Kōkako Youth Education & Leadership Pathways Portfolio - Work programme progress includes Mana Mokopuna – Office of the Children's Commissioner introduction to discuss collaboration as part of their Te Puna Hononga engagement work programme. Schedule for Safe and Ethical practice for kaimahi (staff), and Youth Action Council to be scheduled.
- Participation in the Ngāti Rēhia Community Kapa Haka Matariki celebration is helping FNDC strengthen civic engagement by building trusted relationships with local communities and creating pathways for rangatahi to take part in leadership, education and employment opportunities. The event brought together people of different cultures, ages and abilities, demonstrating kotahitanga and supporting the district's Reorua Strategy, Te Ao Mārama. It also showed how Council facilities, Community Board funding and community partnerships can work together cost-effectively to increase participation and deliver wider community benefit.



- E Tū Rangatahi – Stand Up Young Leaders planning continued. 11 teams registered for the event hosted by FNDC at Ngāwhā Innovation & Enterprise Park. The aim was to have 10 teams participate, so this exceeded expectations.



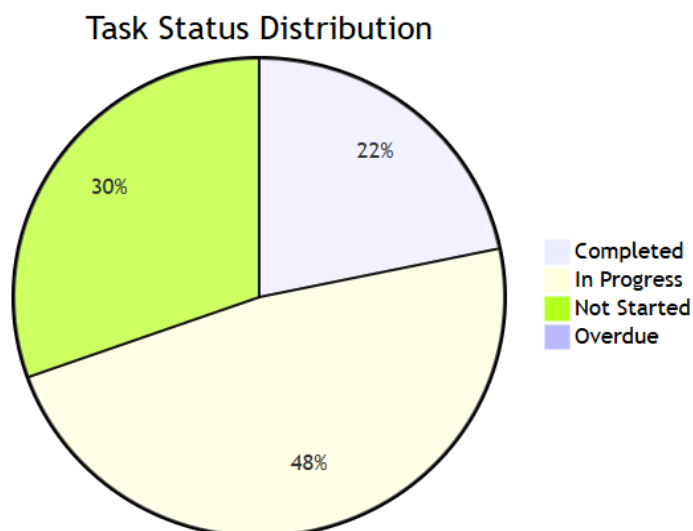
- Farewell for Mana Mokopuna Commissioner, Dr Claire Achmad hosted by Ngāpuhi Iwi Social Services. A fitting farewell for the outgoing commissioner who valued relationships with Te Tai Tokerau and showed commitment to rangatahi in the region. Opportunity to meet with the team (based in Wellington) in person to discuss plans for workshop delivery to kaimahi and Youth Action Council.
- Preparation for Youth Action Council applications opening in August.

Key Performance Metrics

The Civic Engagement and Education (CEE) work programme has seven workstreams. **The task status distribution** graph below reflects the progress on workstreams 1-5 (Workstreams 6 and 7 are not scheduled to begin until 2027). The 30% tasks reflected as "not started" are aligned to the Youth Action Council which does not kick off until September 2026.

Workstreams:

1. Youth Development
2. Supporting Civic Participation and Leadership Pathways for Māori
3. Building Civic Awareness as System Connector and Enabler
4. Increasing Accessibility and Inclusion
5. Civic Engagement



Democracy Services

Operational Highlights for this reporting period:

- Enabled eight Formal meetings across Council, Committee and Community Boards, including Te Oneroā a Tōhe an extra-ordinary Council meeting.
- Hosted three regional workshops
 - Northland Forward Together
 - LGNZ Zone 1
 - Local Government Reforms Elected Member Steering Group
- Assisted the organisation in facilitating four workshops relating to
 - Local Government Reforms x2
 - Long Term Plan
 - District Wide Spatial Plan
- Continued to work with vendors, and other council staff to progress the chamber microphones project – aiming to improve sound quality in meetings.
- Held the first Accessibility Action Group meeting since May 2023.
- Ongoing project implementation of Resolve to replace our agenda compilation software, including reviews of templates.

Elected Member Request for Service Reporting

For the month of July, a total of 45 elected member RFS' were created across the organisation.

On average for the month of July **time to respond** to an RFS was 48.9 days compared with 81.4 during the month of June however the percentage of RFS' **completed on time** decreased from 43% in June to 39% in July. SLT is driving efforts within groups to clean up older outstanding elected member RFS'.

There is a focus on providing individual Elected Members' consistent and useful RFS reports at the beginning of each month as part of weekly check-ins.

Community Boards

During July 2026, support was provided to the three boards through meeting preparation, stakeholder engagement, community advocacy, project coordination, and the progression of strategic initiatives. Activities focused on ensuring local issues and community priorities continued to be progressed through appropriate Council channels.

Progress continued on governance improvement initiatives, including development of a final Community Board-Council Accord and new Strategic Plan templates. These initiatives are intended to strengthen local leadership, improve collaboration between Community Boards and Council, and support the development of board-specific strategic priorities for the current triennium.

1. The Community Board LG Reform paper
2. Strategic Plan templates
3. CB Accords
4. The framing around these pieces of work at Combined workshops and the
5. Engagement with the Community Board Chairpersons in all of these spaces.

Key operational activities included:

- Coordinated agenda preparation, supporting information, speaker presentations, funding applications, and meeting logistics for upcoming meetings.

- Liaised with community organisations, funding applicants, government agencies, and external stakeholders on health, recreation, environmental, and community development initiatives
- Strengthening relationships with community wellbeing providers Te Hiku Hauora, Hokianga Health and Sport Northland, particularly around civil defence, young engagement opportunities and increasing community connectivity.
- Supported elected member advocacy and responded to community enquiries relating to road safety, transport planning, local infrastructure, community facilities, public spaces, mobile trading activities, alfresco dining, and bylaw matters.
- Facilitated community participation and engagement opportunities through deputations, presentations, stakeholder meetings and collaboration with council teams and external organisations. I.e. ChargeNet
- Monitoring and progression of Requests for Service, open resolutions, Loop actions and Board advocacy matters, including transport safety concerns and community facility issues

Key community concerns raised during July included:

- Road safety and traffic management matters
- Community facility and infrastructure improvement requests.
- Public space, mobile trading, and bylaw-related enquiries
- Community wellbeing, recreation, and health initiatives.
- Opportunities to improve community connectivity (Sport Northland), walking and cycling infrastructure, and local placemaking outcomes.

This work contributed to effective local advocacy, stronger community relationships, increased public participation, and the advancement of Community Board strategic priorities.

Funding

Bay of Islands - Whangaroa

The Bay of Islands-Whangaroa Community Board started the financial year with \$208,804 in Community Grant Funding and \$100,000 in Pride of Place Funding.

Analysis

- Nine community applications requesting a total of \$74,070 were considered by the Board at their 2 July meeting.
- The Board granted funding as follows:
 - R. Tucker Thompson Sail Training Trust for equitable opportunities for Bay of Islands-Whangaroa rangatahi at sea - \$4,000
 - Splashsave Foundation for Wai Ora Far North swimming training - \$5,000
 - Whangaroa Health Services Trust for two portable AED units - \$3,790
 - Youthline Auckland Charitable Trust for Helpline Support for Youth in the Bay of Islands – Whangaroa - \$5,000
 - Turner Centre for 2027 Mardi Gras - \$13,146

The Board declined applications from Kerikeri Golf Club for a Matariki Mixed Pairs tournament and from Little Dippers for BlueMind Hydrotherapy: Water-Based Support for Neurodivergent children, and Adults with Parkinson's and Alzheimer's, and left an application from Hospice Mid-North for new adjustable medical beds and extenders, pending further information.

Te Hiku

Te Hiku Community Board started the financial year with \$146,811 in Community Grant Funding and \$100,000 in Pride of Place Funding. The first meeting of the new financial year took place on 29 June 2026, with \$5,902.31 remaining from the 2025/26 financial year and the new financial year funding available (as all payments were made after 1 July).

Analysis

- Nine applications were received by the Board at their 29 June meeting, requesting \$87,068.
- The Board granted funding to the following applicants for their projects:
 - Coopers Beach Bowling Club Inc towards installation of Solar Power - \$5,000
 - Far North Torpedo Competition for the 2026 Competition - \$3,000
 - R. Tucker Thompson Sail Training Trust for equitable opportunities for Te Hiku rangatahi at sea - \$4,000
 - Te Uri O Hina Marae Trust for their marae Whakairo Restoration Project - \$10,000
 - Volunteering Northland for a Red Cross Essential First Aid Workshop in Kaitaia - \$1,109
 - Youthline Auckland Charitable Trust for Helpline Support for Youth in Te Hiku - \$4,000
 - Te Rangi Aniwaniwa Kura Kaupapa Māori for Matariki Celebration Programme - \$1,500

Kaikohe-Hokianga

The Kaikohe-Hokianga Community Board started the financial year with \$106,927 in Community Grant Funding and \$100,000 in Pride of Place Funding.

Analysis

- Eight new applications were received, requesting a total of \$44,450.
- The Board made the following grants:
 - H.U.S.H Hope Unity Strength Hauora trust for KO WAI AU? Rangatahi Identity & Wellbeing Programme - \$3,000
 - Hokianga Bowling Club Inc for maintenance and removal of trees at the bowling club - \$1,035
 - Hospice Mid-Northland Society Incorporated for medical beds and extenders - \$5,210
 - R. Tucker Thompson Sail Training Trust for equitable opportunities for Kaikohe-Hokianga rangatahi at sea - \$4,000
 - Te Kotahitanga E Mahi Kaha Trust for Te Ara Kohekohe - Phase 1 KAIKOHE SIGN - \$5,100
 - Youthline Auckland Charitable Trust for Helpline Support for Youth in Kaikohe-Hokianga ward - \$4,500
- Two applications (from Splashsave and Te Tarai Waka) were left to lie as the amounts requested were over \$3,000 and the applicants were unable to attend the meeting to speak to them as required by the policy.

Health, Safety & Wellbeing

Executive Summary

July HSW performance remained generally stable, with no lost-time injuries recorded. PeopleSafe reporting increased to 18 events, driven mainly by near misses (7) and threatening behaviour (6). While the increase does not necessarily indicate worsening safety performance, these themes require continued investigation and monitoring for recurring risks or control gaps.

Sick leave reduced slightly during the month, while Habit Health/EAP expenditure increased. Rolling 12-month EAP work-issue data identified career and workload as the most frequently recorded work-related issues, with total recorded work issues lower than the previous comparison period. HSW assurance and engagement remained active, with 17 training sessions, 13 workplace inspections, contractor assurance activity, psychosocial wellbeing initiatives, SLT governance training and HPAI/H5N1 (bird flu) preparedness work completed during July.

GREEN	On track	No material concern. Controls or work are operating/progressing as expected.
AMBER	Attention required	A developing issue, control gap or delay requires active monitoring or management attention.
RED	Escalation required	A significant issue or control failure requires prompt senior management action or decision.

Traffic-light ratings are management indicators based on the July data and available assurance information. A dash indicates no reports were recorded to provide data.

Operational Highlights for the July 2026 reporting period

18 PeopleSafe reports 10 in June	0 Lost-time injuries No LTIs	7 Near misses Largest incident type
6 Threatening behaviour 5 in June	2,311 Sick leave hours Down 2.6%	43 HSW activities

PeopleSafe incidents & ACC insights

Measure	July 2026	June 2026	Trend	Key observation
PeopleSafe reports	18	10	↑ 80%	Up from 10 in June and above July in the previous two years.
Threatening behaviour	6	5	↑ 1	6 reports across several public-facing settings.
Near misses	7	2	↑ 5	Included driving, parked vehicles, public interaction and off-site activity.

Injury	1	0	New report	One public-interaction injury. Staff member assisting a public member who was injured.
Accident	3	1	↑ 2	Three accident reports, including walking and vehicle activity.
Damage	1	0	New report	One parked-vehicle damage report.
Lost-time injuries	0	0	Stable	No LTI recorded.

July reporting increased, particularly for near misses. The single injury report related to a staff member assisting an injured member of the public and administering first aid, rather than a worker injury. While this reflects positive reporting behaviour, it has identified a data-quality gap in how public injuries are categorised and reported, and this should be improved to ensure HSW trend data accurately distinguishes worker injuries from public incidents.

Critical Risk Management

Critical risk	Status	July update / assurance	Next action for August report
Threatening Behaviour	Attention required	6 reports, up from 5 in June; spread across public-facing settings.	Check for safety control gaps.
Lone Working	Attention required	Policy review remains in progress.	Confirm progress and any technology/process decision.
Site Visits	—	No July event was coded specifically as a site-visit incident.	Report only if a material update is available.
Driving on Council Business	Attention required	Several incidents involved driving or parked vehicles.	Review common causes and any control response.
Contractor Management	On track	FNHL audit, Ventia chlorine-drill observation and toolbox engagement completed.	Maintain assurance and follow up findings.
Psychosocial Risk	On track	Two presentations (35 attendance instances) plus two Wellbeing Advocate check-ins. HSW 017 is current.	Maintain controls and engagement.

Worker Health & Wellbeing

Measure	July position	Trend / comment
Habit Health / EAP expenditure	\$10,914.75	Up 25% from June; monitor with other wellbeing indicators.

Top work-related issues	Rolling 12 months: Career 7; Workload 6; Relationship with Manager 4	31 issues vs 39 in prior period (↓ 20.5%). Career and workload each ↑ 2; Manager-related issues ↓ 5.
Sick leave	2,311.33 hours	Down 2.6% from June; broadly aligned with July 2024/25.
Wellbeing activity	2 Wellbeing Advocate check-ins & 2 wellbeing resource group presentations	9 WA check-in and 35 group presentation attendance instances.

July wellbeing indicators were mixed. Sick leave reduced 2.6% from June, while Habit Health/EAP expenditure increased 25% to \$10,914.75 which could be reflective of a more proactive approach to staff's own wellbeing. Rolling 12-month EAP work-issue data (Aug 2025–Jul 2026) recorded 31 work-related issues compared with 39 in the previous period, a 20.5% reduction. Career (7), workload (6) and relationship with manager (4) were the most frequently recorded issues. Career and workload each increased by two, while relationship-with-manager issues reduced by five. As this is rolling 12-month data, it should be used as a trend indicator rather than interpreted as July-only demand.

Worker Engagement & Training

Activity	July sessions	Purpose / relevance
Dog Safe Workplace training	6	Risk-specific worker safety; 12 attendances.
Fleetcoach	6	Driving capability / risk management; 6 attendances.
New starter HSW induction	2	Organisational HSW induction; 8 attendances.
HSW Representative external training	1	Worker participation and representative capability; 2 attendances.
Psychosocial Hazards presentations	2	Wellbeing resources and psychological safety; 35 attendances.
Wellbeing Advocates check-ins	2	Regular wellbeing advocate engagement; 9 attendances.
SiteSafe Governance Masterclass – SLT	1	Governance-level HSW capability; 8 attendances.
First Aid Comprehensive (2 day)	1	First aid capability; 5 attendances.
First Aid Refresher (public event)	1	First aid refresher capability; 4 attendances.
Quarterly workplace inspections	13	Assurance across vehicles, office areas, remote working and Hokianga i-Site.

Forty-three HSW activities were logged in July, including 17 training sessions and 13 workplace inspections. Activity also covered contractor assurance, leadership capability, psychosocial wellbeing, HPAI/H5N1 (bird flu) coordination and worker participation. At least 135 attendance instances were recorded where attendance was captured.

Policies, Procedures & System Improvements

Document / process	Status	July position	August priorities
HSW 001 H&S Management Policy	Attention required	Review in progress.	Progress review, consultation and approval.
HSW 002 Lone Working Policy	Attention required	Policy and device Standard Operating Procedure (SOP) review in progress.	Link review decisions to the lone-working process.
HSW 017 Psychosocial Hazards in the Workplace	On track	Current and available on TK3.	Maintain controls; review when due.
HSW 021 Health Monitoring	Attention required	New draft / review in progress.	Progress consultation, approval and implementation.
HSW 022a Bomb Threat and Suspicious Items SOP	Attention required	New draft review in progress.	Progress consultation and rollout.

FNDC HSW documentation is reviewed every two years to ensure it remains current and effective, with earlier review undertaken where significant legislative, regulatory, WorkSafe guidance or organisational changes may materially impact the document.

HSW Assurance & Improvement

Workstream	Status	July progress	August priorities
HSW Management System / policy reviews	Attention required	HSW 001 and HSW 002/002A under review; HSW 021 and HSW 022A are draft/review items; HSW 017 is current.	Track review, consultation and approvals.
Critical risk reviews	Attention required	Threatening-behaviour and vehicle themes require review; psychosocial engagement continued.	Capture investigation learning and control decisions.
Workplace inspections	On track	13 workplace inspections were recorded in July, covering allocated/pool vehicles, office areas, remote working and the Hokianga i-Site.	Continue the quarterly inspection programme and track any follow-up actions.
Health monitoring programme	Attention required	HSW 021 Health Monitoring is a draft under review.	Progress consultation, approval and implementation planning.

Contractor HSW assurance	On track	FNHL and Ventia assurance activity completed.	Maintain regular monthly visits.
HSW Representative programme	On track	HSW Rep training: 2 attendees. Committee: 16 attendance instances.	Continue training and participation activity.
Training programme	On track	17 training sessions across key risk areas.	Continue targeted training and report completion/coverage.

Stakeholder Relationships

Measuring relationships is not just about keeping score; it is about gaining insights that can lead to stronger, healthier connections.

Kai Ora Fund Partnership Agreement 2026/27

Purpose A new partnership agreement has been formalised for the **Kai Ora Fund** for the period **1 July 2026 to 30 June 2027**. The agreement brings together regional government, health, community and funding partners to continue supporting food security, healthy food access, community resilience, and local economic development initiatives across Tai Tokerau.

Background

Established in 2015, the Kai Ora Fund provides small grants and support to communities, marae, whānau and local groups to develop community-led food initiatives. The fund focuses on improving access to healthy local food, increasing self-sufficiency, strengthening Māori communities, and supporting sustainable local development.

Key Outcomes Sought

The fund aims to deliver:

- Improved access to healthy, locally produced food.
- Increased food security and community resilience.
- Sharing of food knowledge and customary practices.
- Stronger community collaboration and social outcomes.
- Regional economic development and employment pathways.

Priority is given to initiatives that support equity, Māori wellbeing, sustainability, and partnership approaches.

Governance and Administration

- Mahitahi Hauora will continue to administer the fund, including promotion, application management, assessment coordination, contracting, funding distribution, monitoring and reporting.
- Partner organisations will participate in funding decisions, promote the fund, support applicants and funded projects, and contribute to evaluation and future planning.

Funding Partners and Contributions

Confirmed contributions include:

- Department of Internal Affairs (DIA): **\$40,000**
- Far North District Council: **\$25,000**
- Whangārei District Council: **\$10,000 plus grant portal support**
- Ministry of Social Development: **\$25,000**
- Foundation North: **\$25,000**
- Kaipara District Council: **\$10,000**
- Te Whatu Ora: **\$20,000**
- Mahitahi Hauora: **\$30,000 plus programme coordination**
- Kāinga Ora and Healthy Families Far North: programme development support.

The Kai Ora Fund application process was completed, with two applicant workshops delivered as part of the programme requirements. Workshops were held in Kaikohe at the Peruperu Packhouse and in Te Hiku, providing successful applicants with an opportunity to share their projects, build connections, and learn from one another.

This year, the Kai Ora Fund received 71 applications from community-led initiatives across Tai Tokerau. Following assessment, the Kai Ora Fund partners approved more than \$170,000 in grants to support 44 projects. Funded initiatives include food gardens, education and skills workshops, and projects focused on environmental regeneration and stewardship.

Following the Te Hiku workshop, a site visit was undertaken with an applicant to discuss funding challenges that had arisen as a result of changes to programme processes and to provide support in progressing their project.

Te Tai Tokerau Future Workforce Development Partnership with the University of Auckland Business School

A regional workforce development session in Whangārei was held to discuss opportunities for collaboration with the Dame Mira Százy Centre at the University of Auckland Business School. The discussions focused on identifying and developing programmes that support current and future workforce needs across Te Tai Tokerau. Potential initiatives explored included entrepreneurship programmes, rangatahi engagement and familiarisation pathways, and tertiary education opportunities designed to strengthen skills development, enhance educational participation, and support long-term regional economic growth and workforce resilience.

Stakeholder Engagement and Relationship Development

Engagement activity during the reporting period focused on strengthening regional relationships, improving cross-organisational coordination, and identifying opportunities to support community and economic development.

- A meeting was held with Hauora Hokianga and relevant Council staff to improve communication pathways and strengthen coordination in particular for response arrangements for civil defence and emergency management activities.
- Engagement with Creative Northland explored local development opportunities, strengthened sector connections, and identified potential funding pathways for community and economic development initiatives.

- Meetings with local business owners considered development opportunities, provided networking support, and facilitated connections that may contribute to business growth and resilience.
- Participation in Kaikohe centre greenspace project discussions enabled stakeholders to connect with relevant Council staff and identify avenues of support for the proposed greenspace design, development, and implementation.

Regional Stakeholder Engagement and Collaboration

A familiarisation tour with Northland Inc (NorthlandNZ), the Department of Conservation, Pou Herenga Tai Twin Coast Cycle Trail, and Heritage New Zealand Pouhere Taonga. The engagement provided an opportunity to strengthen relationships, share information, and improve collaboration across activities and projects of mutual interest. The visit supported greater alignment between stakeholders, enhanced understanding of current initiatives, and identified opportunities for ongoing partnership and coordinated regional outcomes.



Te Hono

July 2026

Whakarāpopototanga matua | Executive summary

Te Hono is the Māori Services Department at Te Kaunihera o Te Hiku o te Ika – Far North District Council (FNDC). It supports Council to meet its Te Tiriti o Waitangi obligations while recognising the role of He Whakaputanga in Māori aspirations.

Te Hono operates across three primary areas:

- Te Pae o Uta - Te Ao Māori organisational framework
- Hapū and marae engagement
- Treaty Partnerships, governance support and business advisory

Reporting Period: July 2026

Reports will be provided monthly using a one-month rolling view to identify trends, spikes, and troughs, with a focus on the closing month's activity and key metrics. The report will also provide brief commentary to help illustrate community impacts where applicable.

Authors of the following detailed reports include:

Role	Name	Position
Author	Kieran Morrison	Kaitohutohu Matua - Te Hono
Reviewer	Llani Harding	Pouhautu - Te Hono
Approver	Aaron Taikato	Taikato Manuhautū - Te Hono

Links to previous monthly operational reports:

Month	Date Presented	Report
April	21/05/2026 Monthly Governance and Operational Briefing	 Monthly Operational Briefing April 2026 Te
May	09/07/2026 Monthly Governance and Operational Briefing (July) <i>No schedule for Jun 2026</i>	 Monthly Operational Briefing May 2026 Te
June	13/08/2026 Monthly Governance and Operational Briefing (August) <i>End of financial year</i>	 Monthly Operational Briefing June 2026 Te
July	08/09/2026	Current Reporting Period

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He pūrongo | Te Hono monthly operational report

Operational highlights

Te Pae o Uta continues to demonstrate strong overall organisational progress, with 99.3% of programme goals either completed, nearing completion, or actively underway across 48 Council teams. During July, focus was placed on strengthening programme oversight, advancing Te Ao Māori capability, supporting increased Whenua Māori service demand, and maintaining meaningful engagement with iwi and hapū across the district. The onboarding of two new Te Hono kaimahi, Kieran Morrison, Principal Advisor - Te Hono, and Jolene Rupapera, Kaiārahi Māori Specialist, has further strengthened team capacity.

Te Pae o Uta | Te Ao Māori framework

Work programme performance

As at the end of July 2026, the Te Pae o Uta (TPoU) work programme shows 99.3% of goals either completed, nearing completion, or actively in progress. Significant progress has been achieved in te reo Māori implementation, iwi and hapū engagement, cultural capability development, and embedding Te Ao Māori practices across the organisation. While some strategic initiatives require targeted acceleration, the overall programme reflects sustained progress towards Council's Te Pae o Uta outcomes and strategic priorities.

A total of **284** goals has been established across Council teams.

- Tū Kotahi 169 (59.5%)
- Whanake Tahi 79 (27.8%)
- Kōkiri Tahi 36 (12.7%)

There are **48 teams** represented within the Te Pae o Uta work programme.

- 13.6% of goals are completed or near completion.
- 85.7% of goals are actively in progress.
- 0.7% of goals have not started or are incomplete.

RAG Status	High-level Summary
Red <i>High concern</i>	Key strategic and governance initiatives remain incomplete, including policy reviews, CRM integration, and measurable outcomes from Māori leadership development programmes.
Amber <i>Needs acceleration</i>	Several initiatives are progressing but require increased focus and resourcing to achieve intended outcomes, particularly Te Pae o Waho completion rates, bilingual communications, social procurement policy development, translation activities, and workplace signage initiatives.
Green <i>Strong progress</i>	Significant progress has been achieved in te reo Māori implementation, iwi and hapū engagement, cultural capability development, civic participation activities, and the integration of te reo Māori into everyday organisational practices.

Key TPoU Updates:

- A new Principal Advisor – Te Hono has been onboarded to be the custodian of Te Pae o Uta and manage our organisation's TPoU framework and work programme.
- A programme-wide health check has been initiated to validate the current state and ensure reports, tools, and resources are fit-for-purpose.
- It is proposed that no new team goals be added to the TPoU work programme in FY27 due to the number of goals still in progress.
- This financial year will be focused on closing out current team goals and preparing for the framework refresh for the next triennium.
- Updates will be provided to committees and across the organisation from next month.

Te Hono TPoU work programme team goals

As at the end of July 2026, the Te Hono programme had completed two team goals, with one continuing as an ongoing BAU activity. Two items have also been deferred to the next year, as they require further investigation, scoping, and planning.

Te Hono - Team Goals	Status
Three signed MOUs by 30 June 2026	Completed
TPoU Organisational Work Programme monitoring	Ongoing
Develop level 4-6 of Te Pae o Waho by June 2026	Deferred – <i>re-evaluated</i>
Develop Hapū Engagement Framework	Completed
Develop annual TPoU awards before Matariki 2026	Deferred – <i>to June FY27</i>
Attend 10 x Hapū/Iwi AGMs	Completed

Te Pae o Waho capability programme

Te Pae o Waho supports the Te Pae o Uta strategy and aligns with the Whanake Tahi goal of building staff capability and confidence to respond effectively to Māori. Training continues to be delivered across multiple sites and online. Five classes were delivered in the final intake of 2026, concluding on 2 July 2026.

Classes <i>Intake 4 FY26</i>	Attendance <i>Completion rates</i>	Key updates/actions <i>Te Pae o Waho work programme</i>
Level One	1 withdrawn 7 completed 6 not completed	- As part of the Te Pae o Uta team check-ins, non-completion and withdrawal rates for Intake 4 FY26 will be tabled with managers to discuss potential causes and actions. - Intake 1 for FY27 commenced on 21 July 2026, with 10 classes scheduled. There are currently 24 enrolments in progress, scheduled to finish on 24 September 2026. - An additional class has been set up for the Mayor's Office. It is currently underway and due to finish on 7 October 2026.
Level Two	1 withdrawn 9 completed 10 not completed	
Level Three	2 withdrawn 3 completed 0 not completed	

Whenua Māori | Whenua Māori programme delivery

Te Hono supports and resolves Whenua Māori enquiries on behalf of the organisation. These include Requests for Service (RFS) for information and guidance, as well as applications for papakāinga and rates remissions on Māori freehold land. The team also provides training for internal teams that engage directly with the community.

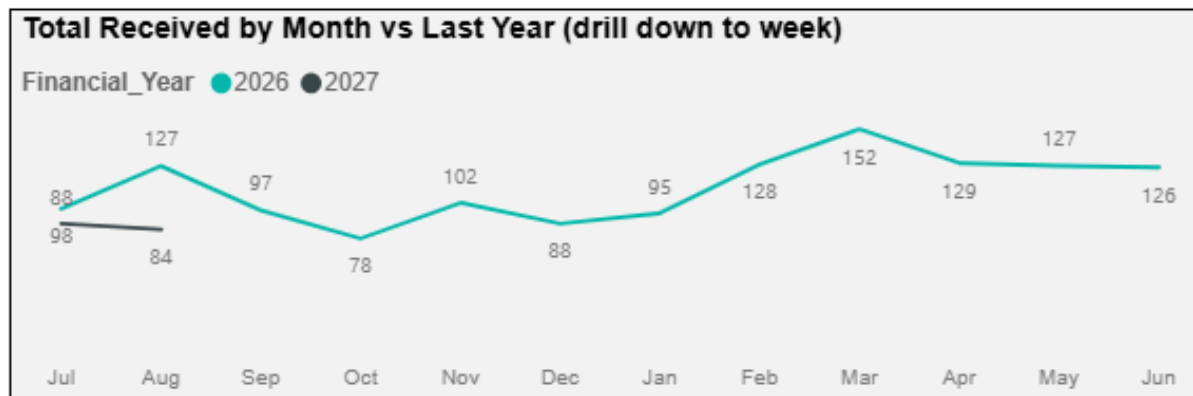
Whenua Māori Enquiries

RFS	Volume	Notes/Commentary
Request for Service	98	Māori Land Court RFS - These were a mix of remission enquiries around papakāinga, non-rateable status for unused land, changes to units of use applied to rates, debt enquiries and payments, changes of ownership, and corrections to trustees.

Outputs

Interactions	Volume	Notes/Commentary
Customer Engagements	29	8 offsite customer hui 21 in-house customer hui

Training	1	Whenua Māori internal training session provided.
Applications	3	2 applications processed for ML21 Papakāinga. 1 remission and ML21 application where the balance of land is not used.



↑ **11.4% increase of whenua Māori requests from July FY26 to FY27**

Te Hononga ā hapori | Hapū, iwi and community engagement

Te Hono supports the organisation to build and maintain strong relationships with whānau, hapū, and iwi by providing strategic advice, engagement guidance, and coordination support. Through a proactive engagement programme across the three wards of Te Hiku o Te Ika, the team helps ensure Māori communities remain informed and connected to Council processes and decision-making. The team also represents Far North District Council at a variety of Māori community events, strengthening relationships and maintaining a visible community presence across the region.

Monthly Statistics

Note: Only hapū, iwi, and community engagements are captured in the monthly engagement summary table below. The ward tables include both counted engagements and wider BAU/action items for completeness of July's work programme.

Month (FY27)	Te Hiku	BOI-Whangaroa	Kaikohe-Hokianga
June (for M2M comparison)	5	2	3
July (FY27 reporting starts)	5	4	4

Te Hiku Ward

Kaupapa	Engagement focus	Engagement outcomes
Ngāti Tara Hearing	Supported a coordinated Ngāti Kahu hapū approach to Takutai Moana customary marine and coastal interests, engaging 30 representatives.	Established new contacts to support the development of a hapū and marae engagement database, strengthening future communications and creating opportunities for more coordinated Ngāti Kahu hapū engagement and representation.
Te Hono Engagement Presentation	Introduced the Te Hono Engagement Programme and explored hapū aspirations, environmental priorities, and opportunities for future Council collaboration with 10 Te Manawa o Ngāti Tara representatives.	Strengthened engagement with Ngāti Tara through updated contact information, support for Taiao Hapū Plan initiatives, and identification of future environmental and community development partnership opportunities.

Te Whakapapa o Te Wai	Ongoing engagement and collaboration to capture and preserve mātauranga Māori and local narratives relating to te wai.	Advanced the recording and sharing of cultural knowledge and whakapapa associated with te wai, supporting the preservation of mātauranga for future generations.
Te Kuaka	Strengthening iwi, hapū and Council relationships through ongoing engagement on shared priorities and strategic outcomes.	Maintained partnership momentum and progressed collaborative discussions on key kaupapa of mutual interest.
Te Rarawa – MOU	Engagement to refine partnership priorities and support the development of a mutually beneficial Memorandum of Understanding.	Strengthened the iwi-Council relationship and progressed discussions towards a formalised partnership framework.
Moringaehe Reserve	Collaborative engagement with kaitiaki to support the management, protection and future direction of the reserve.	Advanced work on the Kaitiaki Agreement, Management Plan, and associated actions to support shared stewardship outcomes.
Matariki – Te Hiku o Te Ika	Supporting community-led Matariki celebrations and strengthening cultural connections across the district.	Enhanced community participation, celebrated mātauranga Māori, and strengthened connections between Council and local communities.
Kura / Rangatahi	Engagement with kura and rangatahi to support educational, cultural, and leadership opportunities.	Strengthened relationships with kura Māori and supported rangatahi participation in kaupapa that build future capability and connection.
Community Engagement	Ongoing engagement with marae, hapū, and community representatives to maintain relationships and support two-way communication.	Increased Council visibility, strengthened community relationships, and identified opportunities for ongoing collaboration and engagement.

Bay of Islands-Whangaroa Ward

Kaupapa	Engagement focus	Engagement outcomes
Iwi engagements Te Rūnanga o Whaingaroa Te Rūnanga o Ngāti Rēhia Te Rūnanga o Ngāti Hine	Contacted to establish engagement pathways with three rūnanga and identify preferred approaches for marae and hapū engagement.	Maintained ongoing engagement with all three rūnanga, explored opportunities for marae and hapū hui, and progressed discussions to determine preferred engagement structures that support effective and culturally appropriate partnership with Council.
Matauri X Incorporation Customer Hui	To discuss the progression of a Memorandum of Understanding (MoU) and Whenua Māori rates relief opportunities at Matauri Bay.	Provided advice on Whenua Māori rates relief provisions with our Whenua Māori specialist and discussed the process and next steps for developing a Memorandum of Understanding between the parties.
Infrastructure Delivery Team Engagement Internal	To provide advice and guidance on early engagement approaches with hapū and iwi for infrastructure projects.	Improved the Infrastructure Delivery team's confidence and capability to engage effectively with hapū and iwi partners.

ATEA Ltd Engagement Offsite	To discuss ATEA Ltd's proposed procurement of services and explore potential opportunities within FNDC.	Provided guidance on refining the proposal and established ongoing engagement with the Business Compliance team to identify future opportunities.
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Kaikohe-Hokianga Ward

Kaupapa	Engagement focus	Engagement outcomes
Ngāti Korokoro Hapū Trust Follow Up	To maintain engagement and provide follow-up support regarding the development of the Iwi/Hapū Environmental Management Plan (IHEMP).	Confirmed ongoing progress of the IHEMP, maintained alignment on next steps, and strengthened communication to support its completion.
Engagement with Te Uri o Hua, Takotoke, and Ngāti Kura	To engage with hapū representatives on key kaupapa and maintain alignment on matters of mutual interest.	Strengthened relationships, improved understanding of hapū priorities, and identified opportunities for further coordination on key projects and planning initiatives.
Multi Hapū Project Update Meeting	To provide coordinated updates on key infrastructure and consenting projects and strengthen collective hapū engagement across shared kaupapa.	Improved shared understanding of major projects, identified opportunities for coordinated engagement, and reinforced the Council-hapū partnership approach to infrastructure planning and delivery.
MWAR & Kaikohe Airport Update	To maintain engagement on MWAR progress and discuss matters relating to Kaikohe Airport.	Received updates on key kaupapa, clarified emerging issues and opportunities, and maintained strong communication with hapū leadership.
LGOIMA Request	To provide coordination and support for the appropriate handling of an information request, ensuring compliance and effective stakeholder communication.	Processed and facilitated the appropriate handling of a statutory information request, ensuring compliance requirements were met while maintaining positive stakeholder engagement.

Engagement team summary

In the month of July, the Kaiārahi Kaupapa Māori team strengthened relationships, supported key kaupapa, improved organisational capability, and identified opportunities for ongoing partnership and collaboration across Council priorities.

The team also contributed to organisational capability-building through staff support, stakeholder database improvements, governance engagement, work programme development, and ongoing cultural leadership activities across the organisation.

He Kōrero Whakakapi | Closing statement

Overall, July demonstrated continued momentum in embedding Te Ao Māori across the organisation. Progress was evident through strong programme performance, ongoing staff capability development, increased Whenua Māori support, and meaningful engagement with iwi and hapū.

While some initiatives require further focus to achieve completion, the programme remains well positioned to deliver on the aspirations and outcomes of Te Pae o Uta and support the organisation's ongoing commitment to strengthening relationships with Māori communities.

**ELECTED MEMBER
REPORTS
July 2026**

Councillor reports provide a mechanism for open communication and transparency, keeping the community informed about the activities undertaken by Councillors in their role as elected representatives. The submission of these reports is optional.

Below are the reports received for May. All reports are publicly available and can be viewed on the Far North District Council website: [Elected member reports | Far North District Council](#)

May Member Reports	
Kahika Moko Tepania	Kahika-Moko-Tepania-Member-Report.pdf
Kohepū Chicky Rudkin	
Councillor Arohanui Allen	Cr-Arohanui-Allen-Member-Report.pdf
Councillor Rachel Baucke	
Councillor Ann Court	
Councillor Felicity Foy	
Councillor Hilda Halkyard-Harawira	Cr-Hilda-Halkyard-Harawira-Member-Report.pdf
Councillor Tāmati Rākena	
Councillor Davina Smolders	
Councillor Kelly Stratford	
Councillor John Vujcich	