

**CHIEF OF STAFF
MONTHLY REPORT**

August 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, Mayor'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: August 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

After two months of being in operation, the benefits of the vacancy review framework are becoming evident in recruitment decision-making. Vacancy reviews continue to assess service requirements, operational risks, workload impacts and affordability before recruitment proceeds. As a result, a number of vacancies have been redesigned, filled through temporary arrangements, or placed on hold rather than automatically progressing to permanent recruitment.

Why it matters

The August vacancy review outcomes demonstrate that the framework is achieving its intended purpose by supporting more deliberate workforce planning and reducing automatic like-for-like replacement of positions. By considering alternative staffing approaches before recruiting, Council is improving organisational agility, ensuring capability is aligned to current and future service needs, and directing staffing investment to areas of greatest operational priority.

Relevant metrics

Vacancies and Recruitment Framework Reviews

Vacancies Reviewed by SLT in August	Outcome			
Total Reviewed	Fill Permanently	Fill Differently	Fill Temporarily	Hold
13	5	3	4	1

Active vacancy recruitment during August 2026:

Position Description	Type	Business Unit
Monitoring Compliance Officer	Permanent	Monitoring
Team Leader - Animal Management - South	Permanent	Animal Management - South
Team Leader - Libraries - Procter and Paihia	Permanent	Kerikeri and Paihia Libraries
Shelter Officer	Permanent	Animal Management - South
Visitor Information Consultant	Permanent	Visitor Information Services
Casual - iSite (Kaitaia)	Casual	Visitor Information Services
Development Contributions Officer	Permanent	Infrastructure Engineering
Document Delivery Driver	Fixed Term	Transaction Services
Casual - iSite (Opononi)	Casual	Visitor Information Services
Senior Communications & Engagement Advisor	Permanent	Communications and Engagement
Building Support Officer	Permanent	Building Services Administration
Education and Liaison Officer	Permanent	Compliance
Strategy Programme Lead	Permanent	Strategy and Policy

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
468.49	423.01	45.28	0.2	↑ 0.7

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
431	379	36	16	↑ 2

What Happens Next

Vacancies continue to be reviewed and consolidated, with an organisational wide vacancy report to be produced for operational review in October.

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 support People Leaders and employees across the organisation, with August focused on completing end of year performance reviews, undertaking Strategic Leadership Team (SLT) calibration of those reviews, and setting Performance and Development Plans for the new year. New Key Success Factors (individual performance goals) and development goals are now being aligned more closely to the Chief Executive's KPI areas, organisational strategic priorities, and team work programmes to create a clearer connection between individual contribution and Council outcomes.

Why it matters

Performance reviews provide an opportunity to recognise achievements, provide feedback, and set clear expectations for the year ahead. SLT calibration helps ensure ratings are applied fairly and consistently across Council, supporting equity and reducing bias. Setting aligned KSFs creates a stronger link between organisational priorities and individual performance, helping employees understand how their work contributes to Council's strategic goals.

Relevant metrics:

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

Cases Actively Managed in August	Cases ongoing from previous months
5	9

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

The last Engagement Survey for 2026 opened on 24 August. Promotion of the survey was via news posts, All Staff Meeting, People Leaders call and Chief of Staff August Pānui. As at end of the month participation was at 59%, which is comparable to the same timeframe as the previous survey. The survey closes on 7 September.

Activity supporting engagement and wellbeing during August:

- 'Epetoma o te reo Māori Kūki 'Airani - Cook Islands Māori Language week
- Winter Wellbeing tips and resources news post
- Uike Kātoanga'i 'o e Lea Faka-Tonga / Tonga Language Week
- Daffodil Day Morning tea and fundraiser - \$1,000 raised

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

Engagement scores from the survey for overall Organisation engagement provide areas of strength and opportunities for the organisation and contribute to overall organisation actions. Team engagement scores provide areas of focus relevant to each team which form agreed Team Action Plans. SLT will lead by developing their own action planning items that will be visible across the organisation. Tracking of Team Action planning data will be reported on from October.

What happens next

The engagement survey will close on 7 September, with analysis to follow. Overall results will be shared with Senior Leadership Team, all staff and specific guidance relayed to people leaders about how to consider the feedback and take action.

Leadership Development

What has changed

SLT adopted Key Success Factors (individual performance goals) that reflect key performance and behaviour outcomes for the financial year. The framework reflects the pillars of the CE KPIs, the contribution SLT makes to organisational performance, and sets consistent expectations across SLT.

Meetings with SLT and Tier 3 leaders have progressed 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. Required

Learning & Development goals for all leaders are part of FY26/27 performance and are to align to SLT Key Success Factors and strategic deliverables.

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 in the five leadership priority areas, role specific requirements, and core skills leading and mentoring staff showed our Leaders self-evaluating as confident & skilled capability metrics:

59% Strategic Thinking & Planning

64% Change Management

77% Decision Making & Critical Thinking

77% Emotional Intelligence

55% Political & Business Acumen

What happens next

Continue meetings with SLT and Tier 3 to provide individual plans aligned to Leadership in Focus program and Key Success Factors. 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 across all leadership levels. Explore external Leadership capability facilitators and programs to support building stronger leadership across the organisation.

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

Staff delivered a workshop to elected members on 20 August, where they endorsed the Adaptive Divestment Pathway. Elected members gave staff direction to expedite the process and bypass presentation of the matter to Te Koukou and present directly to Council, pending a review of the detailed information informing this decision pathway by representatives of the Housing portfolio (including the Chair of Te Koukou).

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

- 20 August workshop delivered
- Materials prepared for draft decision report circulated to Councillors by early September (completed)
- Draft decision report fully approved for presentation to Council's October meeting (underway)

What happens next

- Staff refine decision paper based on nominated Elected Member feedback, and present to Council on 22 October.

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 alternative legal supports to finalise review being considered due to workload pressure on internal resourcing. Finalisation of this workstream remains important but is currently progressing at lower-priority as other significant Executive Projects workstreams are approaching major decision stage-gates and absorbing the team's capacity.

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 gain operational endorsement. Inform elected members of policy details, commence process design once policy endorsed as an operational policy.

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: Public consultation ran from 31 July to 31 August on the proposal to sell or lease of a portion of approximately 10ha of park land at 1936 SH10, Waipapa (home of Te Puāwaitanga), with all proceeds to be ring-fenced towards supporting future sports hub development at the site. A significant majority of respondents support either the sale or lease and an information report containing the analysed results, and information about the proposed decision pathway, will be presented to Bay of Islands-Whangaroa Community Board in October to gather their views before progressing a decision report to Te Koukou for endorsement and Council for decision in Q4.
- 'Old' Kaikohe Library building: This item was left to lie on the table during presentation at Te Koukou on 19 August to confirm outcomes for the building due to pathway viability queries regarding the amount of depreciation the building collects versus rental income; and will be re-presented in September with further detailed financial information including rating implications. 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 no tenant is identified within 6 months, the building is recommended for demolition. 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. Any building works will be completed once a suitable tenant has been identified, in case the building ends up demolished. 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: Now public consultation has finished; staff have analysed the results and will present an information report to the Bay of Islands - Whangaroa CB in October and seek their views on the proposed recommendation for Council decision in November.
- 'Old' Kaikohe library: Recommendation to be sought from Te Koukou in September, for presentation to Council in October.

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:

Rates modelling survey circulated end of July-early August, seeking elected member direction to inform the options staff will model for governance consideration. Briefing paper issued via Friday notices on 21 August recapping outcomes and options to be modelled for presentation at 22 September governance workshop.

21 August Te Kuaka workshop completed – presentation on Māori decision-making plan obligations and feedback generation session of preferred next engagement steps.

25 August LTP workshop completed – focus was 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. Briefing paper to circulate via 11 September Friday notices.

26 August combined Community Board presentation – focus was updating Boards on progress of the programme to date, and to undertake a preference-testing activity to Community Board identified capital projects for input into future governance confirmation of the capital programme.

17 September LTP workshop – planned focus is strategic asset review (schedule 1 assets in the Significance and Engagement Policy), confirming updated capital decision principles and approach to narrowing the capital pipeline, depreciation, and balance sheet mapping.

22 September LTP workshop – planned focus is capital pipeline options presentation for direction, balance sheet mapping

29 September LTP workshop – Rates modelling workshop #1 (further sessions to come in October)

What happens next

Circulate monthly status reporting to ensure governance oversight of programme progress (August report to circulate via 11 September Friday notices).

Deliver September 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 progression of Kawakawa Enabling Infrastructure projects 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 August, priorities were leadership preparation, evidence-based advocacy, embedding MTFJ and strengthening the Office's work programme and capability, as well as a strong focus on relationships with Central Government.

Day-to-day support

What has changed

The Office provided more targeted preparation for major governance, sector and external engagements, combining agenda analysis, advice, speaking points and follow-up actions.

Why it matters

This helps the Mayor and Deputy Mayor enter engagements with clear objectives and consistent messages.

What happens next

Forward planning will more clearly link each engagement to outcomes, relationships and follow-up.

Communications support

What has changed

The Office increased its communications reach through Straight Up Far North, timely social media content and closer collaboration with the operational communications team. Trusted media relationships matured, alongside new connections with external stakeholders and regional organisations.

Why it matters

This is strengthening the Mayor's visibility, creating more proactive media engagement and broadening opportunities to share the Far North story.

What happens next

The Office will continue integrating communications planning and building relationships that support shared regional priorities.

August metrics:

- Media enquiries (email and calls/text): 34
- Media releases and statements: 24
- Social media content pieces and posts: 11

Strategic planning, relationships and advocacy*What has changed*

A draft twelve-month work programme was developed, and advocacy progressed across reform, infrastructure, affordability, procurement, the Bay of Islands Airport runway extension and a regional airport strategy.

Why it matters

A clearer programme connects daily activity with longer-term outcomes and strengthens the Office's advocacy.

What happens next

Priorities will be assigned across roles, with clearer tracking of actions, commitments and follow-up.

Relevant metrics

Strategic briefings, runsheets and issue notes: 28

Internal relationship development touchpoints: 17

External engagements supported: 23

Team culture and capability*What has changed*

The team continued learning about each other's strengths, perspectives and ways of working, while building whanaungatanga through shared learning, including Te Pae o Uta, te reo Māori and te ao Māori.

Why it matters

Stronger trust and collective capability support a cohesive, outcomes-focused Office.

What happens next

The team will continue shared learning and strengthen how it plans, collaborates and delivers together.

Mayors Taskforce for Jobs*What has changed*

MTFJ became more firmly embedded in the Office with delivery returning to a single-person team and work progressing on reporting, employer relationships, rangatahi pathways and links with Council employment and procurement. Performance metrics were unchanged this period.

Why it matters

Closer alignment with the Office strengthens leadership oversight and supports more connected local employment pathways.

What happens next

The Office is awaiting a renewed MSD contract, expected in September. Employment outcomes are expected to improve in October as seasonal demand increases, and MSD referrals complete relevant training and qualifications. The focus will be on developing a stronger relational approach to the Mayor's involvement in the programme.

YTD metrics

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

Highlights for the Office

- Prepared coordinated leadership advice for major sector and advocacy engagements.
- Progressed airport, infrastructure, reform and procurement advocacy.
- Embedded MTFJ and clarified the Office's research and insight capability.

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

August marked the completion of the Outline Proposal phase of the Head Start pathway. Following the work undertaken during July, Council considered the Northland Head Start Outline Proposal at an extraordinary meeting on 4 August. The proposal was submitted to Government on 6 August seeking approval to progress to a detailed proposal phase.

The Outline Proposal provides for a staged transition, initially involving two unitary authorities and a Shared Regional Entity from the 2028 local government elections, followed by a possible transition to a single Northland unitary authority over one to three electoral cycles. It identifies local governance and local voice, Māori representation and participation, financial integration, allocation of regional investment and community confidence as major matters requiring further work.

Following submission, regional discussion shifted to readiness for the next phase. A Chief Executives' Forum workshop was held on 10 August to consider governance, programme structure, resourcing and immediate next steps. Advice emphasised the need to resolve decision-making, engagement, governance and sequencing arrangements before establishing a full delivery programme.

Regular Chief Executive project updates continued during August. Initial work also commenced on the scope of a detailed proposal, programme management requirements and the evidence, engagement and decision pathways that would be required if Government agrees that the proposal should progress.

Why it matters

Submission of the Outline Proposal moved Northland's Head Start work from regional option development into formal consideration by Government. It provides a locally developed response to the Government's reform direction while retaining further design, engagement and decision gateways before any structural change could be implemented.

The next phase would involve significant decisions about governance, community representation, Māori participation, service delivery, regional functions, financial integration, workforce arrangements and transition costs. Clear governance and sequencing will be important to ensure the programme does not move into implementation before these matters have been properly considered.

Relevant metrics

- Council considered the Head Start Outline Proposal at an extraordinary meeting on 4 August 2026.
- The Outline Proposal was submitted to Government on 6 August 2026.
- The proposal provides for an initial transition involving two unitary authorities and a Shared Regional Entity from the 2028 elections.
- Five major areas requiring further work are identified in the Outline Proposal.
- A Chief Executives' Forum workshop on next steps was held on 10 August 2026.
- Regional Chief Executive project update meetings continued during August.

What happens next

The participating councils will await the Government's decision on whether the Outline Proposal may proceed to the detailed proposal phase. In the interim, readiness work will continue on programme scope, governance, engagement, decision making, resourcing, critical dependencies and the evidence required to support future decisions.

If approval is received, the next phase will develop and test the detailed proposal, including further engagement with communities, iwi, hapū and PSGEs, detailed financial and organisational analysis, and formal consideration by participating councils before any final proposal is provided to Government.

Resource Management Reform*What has changed*

During August, the Northland Resource Management Reform programme continued moving from programme establishment into development of the governance, participation and delivery arrangements needed to prepare a Regional Spatial Plan.

The Resource Management Joint Committee held a workshop on 3 August. The Committee received an update on changes recommended by the Environment Committee following its consideration of the Planning Bill and Natural Environment Bill. The recommended changes affected the proposed Process Agreement requirements and extended the Regional Spatial Plan development period from 15 to 21 months.

Work during the month focused on development of the Process Agreement required under the proposed Planning Act, including governance arrangements, Secretariat functions, programme costs, decision-making processes, engagement pathways, and the future composition of the statutory Spatial Planning Committee. Significant attention was given to Māori participation arrangements, including how iwi, hapū, PSGEs and Te Ao Māori expertise will be embedded within future regional planning structures. A dedicated regional workshop was held on 26 August to progress options for Māori participation and Te Ao Māori representation within the future Spatial Planning Committee and wider programme governance.

FNDC also continued governance engagement through Te Kuaka and elected member briefings associated with the Long Term Plan and reform programme. A Te Kuaka workshop held on 21 August considered Māori decision-making plan obligations and future engagement approaches, providing an opportunity to consider the relationship between Resource Management Reform, council decision-making processes and Māori participation requirements across multiple reform programmes. This work supports alignment between regional reform arrangements and FNDC's broader governance, engagement and strategic planning frameworks.

Cross-council programme coordination also continued through the Resource Management Reform Steering Group and supporting programme meetings. The Steering Group met on 31 August, with FNDC represented in the regional work and continuing to connect the programme with its internal planning, engagement, data, consenting and organisational responsibilities.

Why it matters

The Process Agreement is an important foundation for establishing the future Spatial Planning Committee and formally commencing preparation of Northland's Regional Spatial Plan. Decisions made through this process will affect governance, Māori participation, programme resourcing, council accountabilities and the way local priorities are incorporated into the regional plan.

The programme also has direct implications for FNDC's Long Term Plan, District Wide Spatial Strategy, infrastructure planning, systems, workforce capacity and local engagement. Early

coordination is needed so that Council understands the cost and organisational implications before committing to permanent programme arrangements.

Relevant metrics

- Four Northland councils continue to participate in the joint Resource Management Reform programme.
- The Resource Management Joint Committee workshop was held on 3 August 2026.
- The recommended Regional Spatial Plan development period increased from 15 to 21 months.
- A Māori participation and Te Ao Māori approach meeting was held on 26 August 2026.
- The Resource Management Reform Steering Group met on 31 August 2026.
- Work continued on the Process Agreement, Secretariat, participation arrangements and delivery programme.

What happens next

The Joint Committee and regional workstreams will continue developing the Process Agreement, Secretariat structure, delivery approach, cost-sharing arrangements and participation and engagement framework.

FNDC will continue briefing its elected members and Te Kuaka as these arrangements develop. The Council's input will need to reflect Far North priorities, Māori participation, local voice, affordability and the relationship between Resource Management Reform, Head Start and the 2027–2037 Long Term Plan.

Development Contributions Implementation

What has changed

August was the second month of live operation under the Utu Whakawhanake Development Contributions Policy. Applications continued to be assessed through the resource consent, building consent and service connection processes where the Policy applied.

Work during the month focused on supporting operational assessments, responding to implementation questions, refining internal processes and progressing the transition from the interim project model to enduring business-as-usual ownership.

Recruitment for a permanent Development Contributions Officer progressed during August. The position was included among Council's active vacancies, reflecting the move toward dedicated specialist capacity within the Infrastructure Engineering function.

Strategic Reform Initiatives and Executive Projects continued providing advice on implementation while operational responsibilities and supporting systems were embedded. Development Contributions were also considered alongside wider work on growth, infrastructure investment and the Long Term Plan.

Why it matters

Development Contributions provide a mechanism for qualifying development to contribute toward the growth-related infrastructure it creates a need for. Consistent administration is important to ensure charges are legally robust, customers are treated fairly and revenue required for planned infrastructure is identified and collected.

The interim operating model has relied on support across several functions. Moving to clear business-as-usual accountability and dedicated specialist capacity will reduce operational risk, improve

consistency and allow the original implementation project arrangements to be closed in a controlled manner.

Relevant metrics

- The Development Contributions Policy had completed two months of live operation by the end of August.
- Applications continued to be assessed through resource consent, building consent and service connection processes where the Policy applied.
- The Policy continues to operate across four defined catchment areas.
- Recruitment for a permanent Development Contributions Officer was active during August.
- Interim cross-functional support remained in place while permanent operational arrangements were progressed.

What happens next

Priority work will include completing recruitment, confirming permanent ownership and accountabilities, refining workflows and systems, completing process documentation and training, and transitioning remaining responsibilities from the implementation project into business-as-usual operations.

Monitoring will continue to identify policy interpretation issues, customer impacts, missed assessment risks and opportunities to improve administration. The project will be reviewed before formal closure to confirm that the enduring operating model is adequately resourced and working as intended.

Regional and Far North Economic Development

What has changed

During August, economic development work centred on formal consideration of Northland NZ's Statement of Intent and the future scope, outcomes and funding of FNDC's economic development investment through the Long Term Plan.

Northland NZ issued an updated Statement of Intent on 11 August following the Joint Regional Economic Development Committee meeting on 31 July. The update incorporated agreed changes to primary-sector performance indicators and corrections to drafting and te reo Māori. FNDC subsequently progressed publication of the updated Statement of Intent as required under the Local Government Act 2002.

Te Koekoeā considered the final Northland NZ Statement of Intent and future economic development investment and resourcing on 18 August. Northland NZ's Board and senior management attended, supported by circulation of the organisation's 2026 Impact Report and quarterly highlights to elected members.

The work was carried into the 25 August Long Term Plan workshop, where elected members considered future approaches to economic development alongside affordability and capital investment matters. Regional coordination also continued through JREDC staff group meetings during August, including meetings on 14 and 28 August.

A meeting with Northland NZ on 31 August also continued work on destination management planning and the relationship between the regional tourism function and Far North priorities.

Why it matters

The Statement of Intent is Northland NZ's principal accountability document and establishes the company's activities, priorities and performance measures. Te Koekoeā's consideration of the

Statement of Intent provides Council with oversight of whether the regional organisation is responding to shareholder expectations.

The Long Term Plan process provides the opportunity to consider what economic development outcomes FNDC wants for the Far North, the level of future investment, the balance between regional and district delivery, and how Council will measure value for money. This includes ensuring the Far North has a clear delivery pathway underneath regional strategies and the Northland NZ Statement of Intent.

Relevant metrics

- An updated Northland NZ Statement of Intent was issued on 11 August 2026.
- Te Koekoeā considered two related economic development reports on 18 August 2026.
- Northland NZ representatives attended the 18 August Te Koekoeā meeting.
- Economic development was included in the 25 August Long Term Plan workshop.
- JREDC staff group meetings were scheduled for 14 and 28 August 2026.
- A destination management planning meeting with Northland NZ was held on 31 August 2026.

What happens next

Staff will continue developing the economic development options, outcomes and funding advice required for the 2027–2037 Long Term Plan. This will include consideration of continued investment in Northland NZ, any complementary Far North delivery arrangements and the relationship between Te Rerenga, the Northland NZ Statement of Intent and a Far North-specific delivery plan.

FNDC will also continue participating in JREDC governance and staff processes, including preparation for the next Statement of Intent cycle and ensuring Council's expectations are identified early enough to influence regional priorities, performance measures and investment decisions.

**COMMUNITY &
ENGAGEMENT
MONTHLY
REPORT**

August 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: September 2025 to August 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.

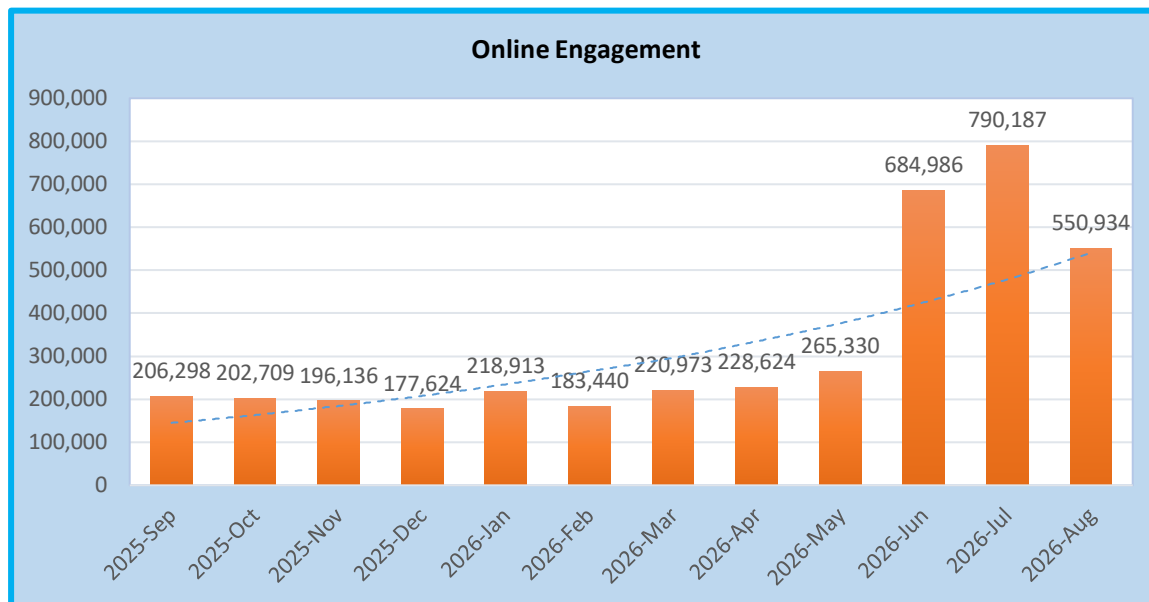
Operational Highlights for the August 2026 reporting period:

- Online engagement recorded 550,934 during August. Although a drop in numbers from the previous two months, this number still exceeds previous months from this reporting period. Far North heritage Facebook page remains a strong contributor to this figure with 319,094 reach/views/comments and shares, the continued sharing of new collection items and old photographs has been extremely popular and gained significant engagement from the community.
- Combined Wi-Fi use across our sites was 37,195 an increase in every location compared to July, solidifying the need for this well used resource amongst our communities.
- Paihia Library installed a new front counter in August, featuring an adjustable-height desk with an integrated RFID reader pad. The new counter has refreshed the space and created more room and flexibility for staff and customers.
- The total in-person use figure was 74,022 for August and represents a busy August. The mobile library had 953 visits to the van over August signifying how well received this service is throughout our more remote areas.

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.



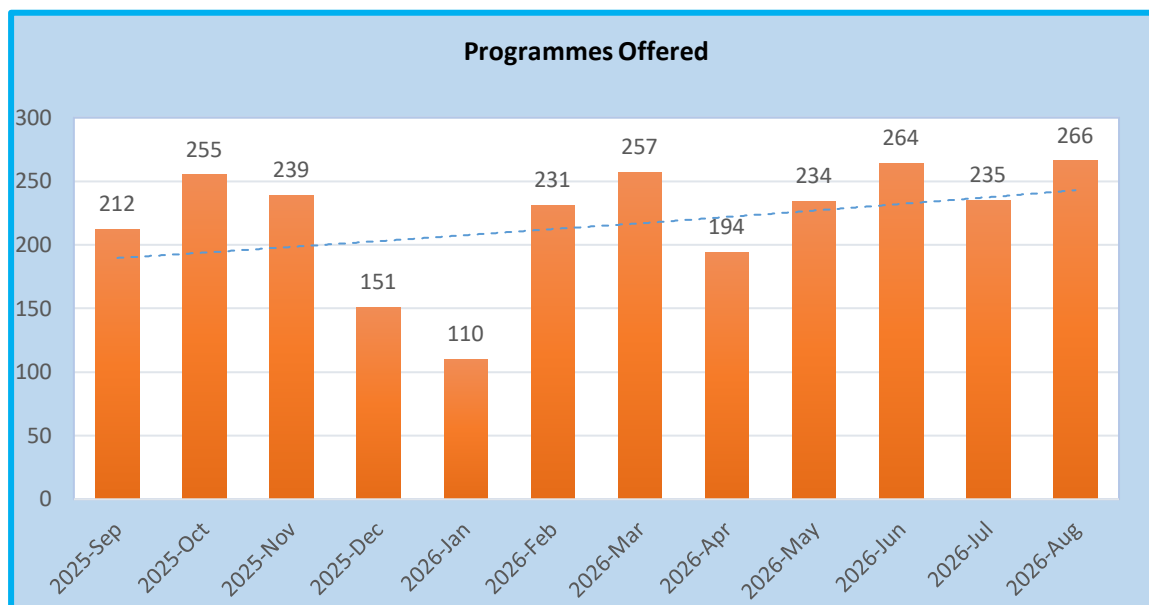
Far North District Libraries, Figure 1 – Online engagement includes visits, downloads, email newsletter and Facebook engagement (green).

Online Engagement Analysis

- Online engagement recorded 550,934 during August. Another impressive number, again mainly attributed to the Far North heritage page on Facebook which gained 319,094 reach/views/comments and shares. Sharing of new collection items and old photographs has been extremely popular and gained significant engagement from the community.
- Wi-Fi use across our sites was 37,195 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 introduced as a new e-resource in July. In August, it recorded 93 borrows—a pleasing increase on July and an early indication that it is proving to be a popular addition to our digital offerings.

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.



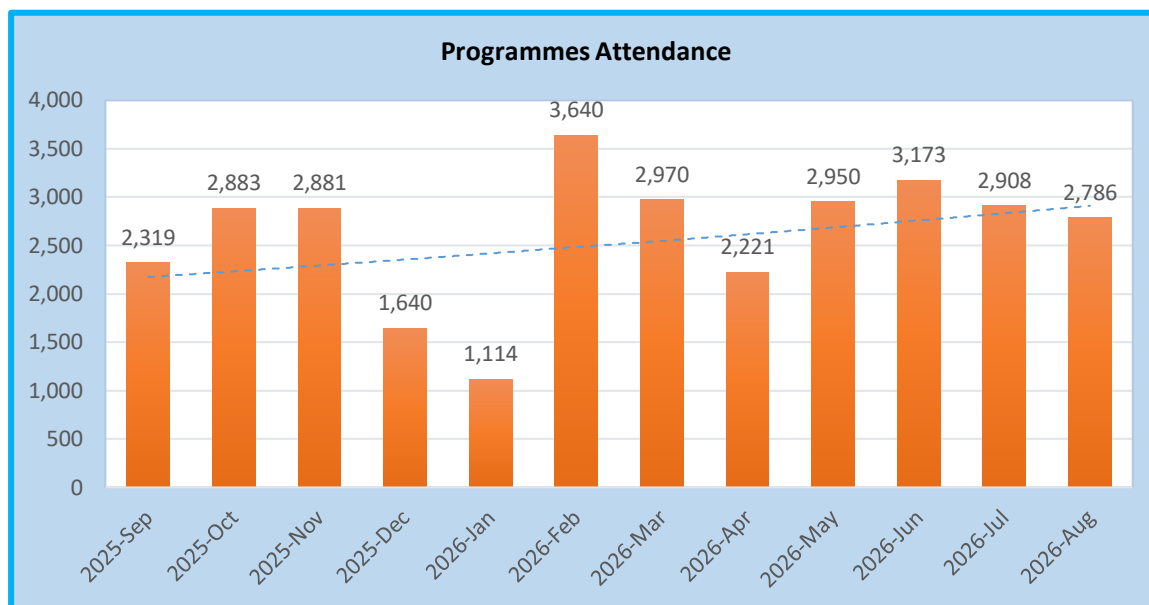
Far North District Libraries, Figure 2 - Includes all library programs offered, including outreach programs.

Programme Offered Analysis

- A total of 266 programmes were offered across sites during August: an expected increase due to the start of Term 3 and the return of regular programming. Following a very busy school holiday period, most sites delayed the start of regular programming for the first week of Term 3 to complete planning that would normally have occurred during the holidays. This accounts for slightly fewer programmes than usual.
- 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.



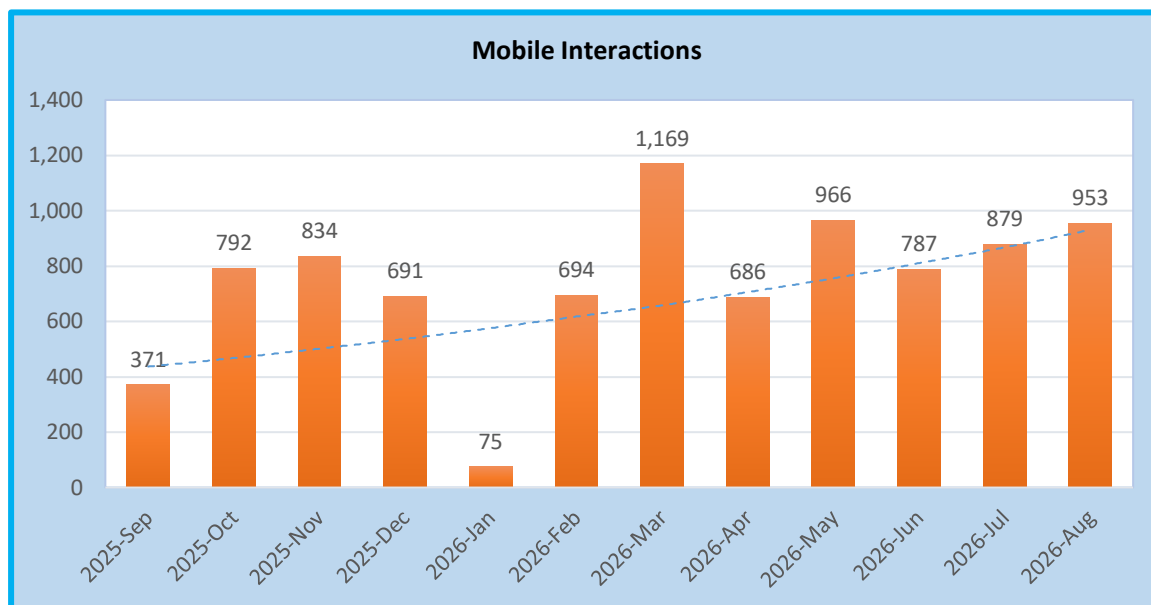
Far North District Libraries, Figure 3 - Includes all attendees to all library programs, including outreach programs.

Programmes Attendance Analysis

- Library programme attendance decreased slightly during August; however numbers remain as expected for this time of the year, with 2,786 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.
- Reports of ongoing winter illness throughout the district have affected some of the afterschool programme attendance during August.

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

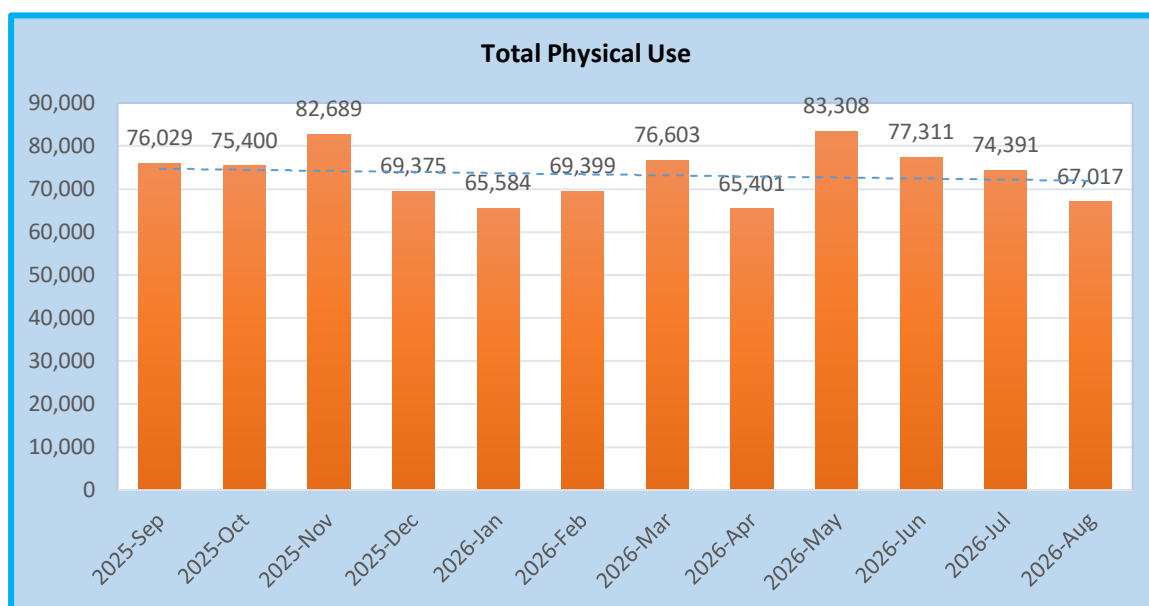
- Mobile outreach services continue to maintain high numbers. 953 interactions were reported for August. This increase on July is impressive as term 3 commenced. The consistent good numbers are an indication of the value of this service to our remote communities.
- The mobile library run operates a timetable 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 67,017. This is a slight decrease compared to July but still consistent numbers for this reporting period.
- Libraries across the district recorded a combined door count of 34,649 during August. This was a decrease from July, which recorded 41,767 visits, and may reflect the impact of winter illnesses and influenza A being prominent across the district. Despite this decrease, the figure still represents consistent visitation across our sites

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.

August was another busy as usual month, with pleasing positive highlights with online engagement continuing to perform well. 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.

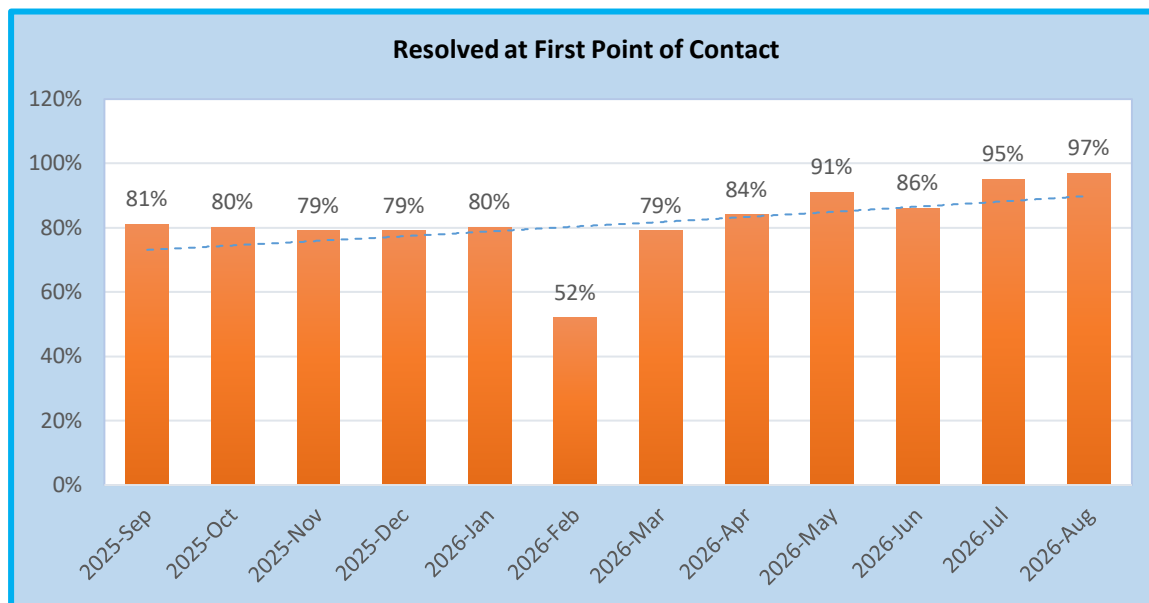
Operational Highlights for the August 2026 reporting period:

- August is expected to be a busy month, with the first rates instalment for the new rating year 2026/2027 due by the 20th.
- The conclusion of the rates period and the end of the discounted dog registration period saw customer services take \$2,074,394 in payments during August, showing the demand for over-the-counter payment remains high.
- Total walk-ins resolved at first point of contact by Service Centre staff were 97% during August with a figure of 2,568 resolutions. While resolution percentages remain consistent, walk-in volumes increased again compared to July, 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 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.

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.



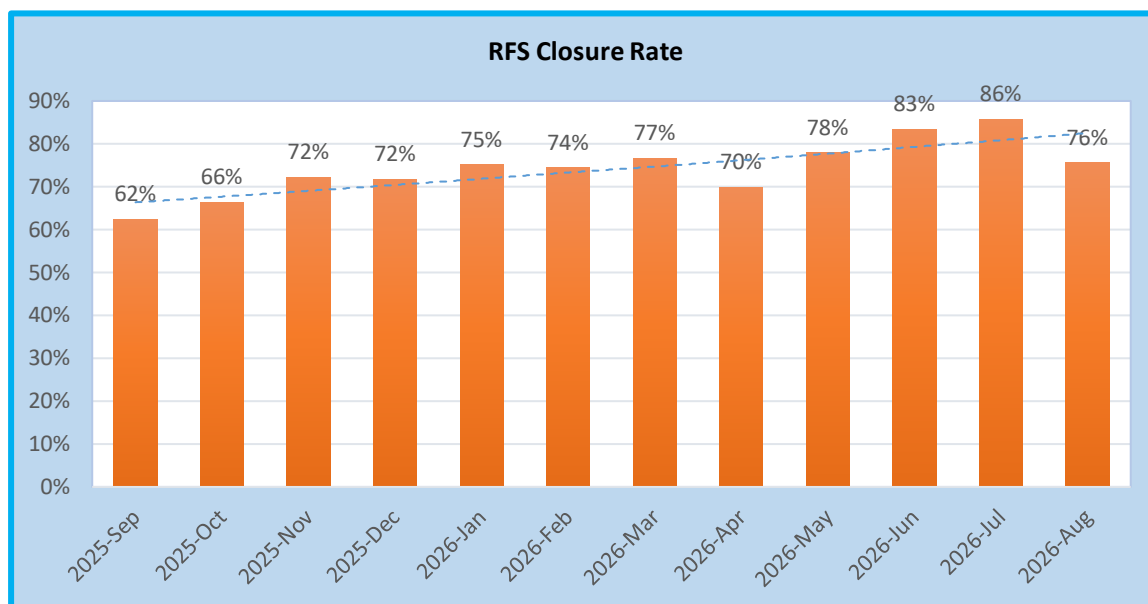
Customer Services, Figure 1 - Includes percentage of resolution achieved.

Resolved at First Point of Contact Analysis

- August saw 97% of walk-in queries being resolved at the first point of contact. This is an expected increase on July due to the conclusion of the reduced dog registration period and the conclusion of the rates period. 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 2,568. While resolution percentages remain consistent, walk-in volumes increased again, 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.



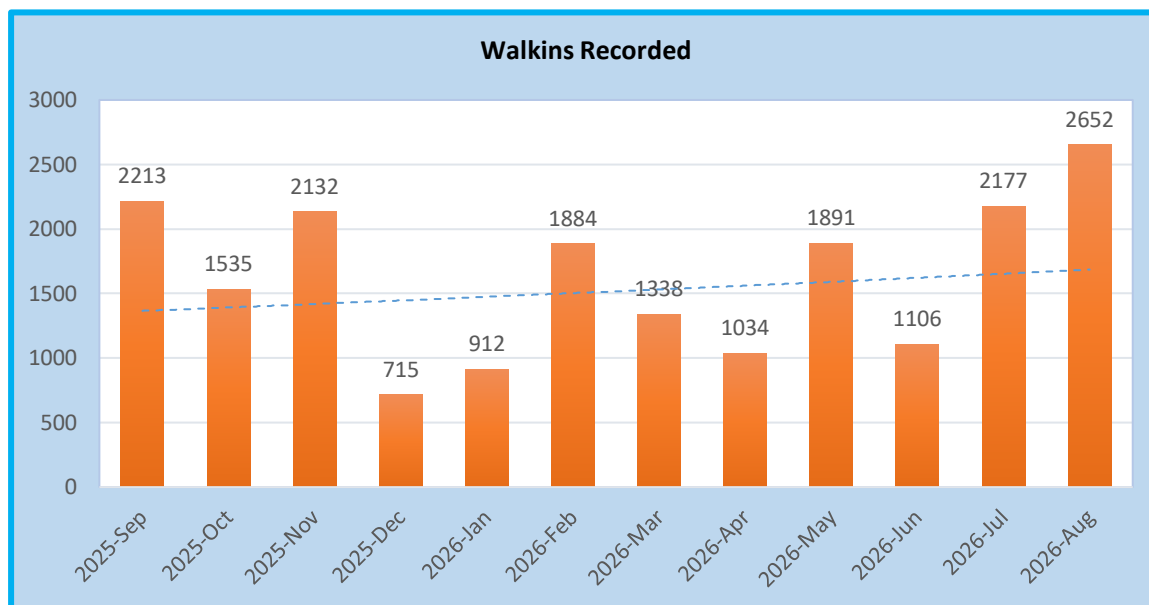
Customer Services, Figure 2 - Includes RFS closure rate percentage.

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 76% closure rate for August, raising 875 and closing 661 requests for service. This is a decrease compared to July and demonstrates more complex queries that are referred to other departments for action and then closure of the RFS.

Walk-ins Recorded

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



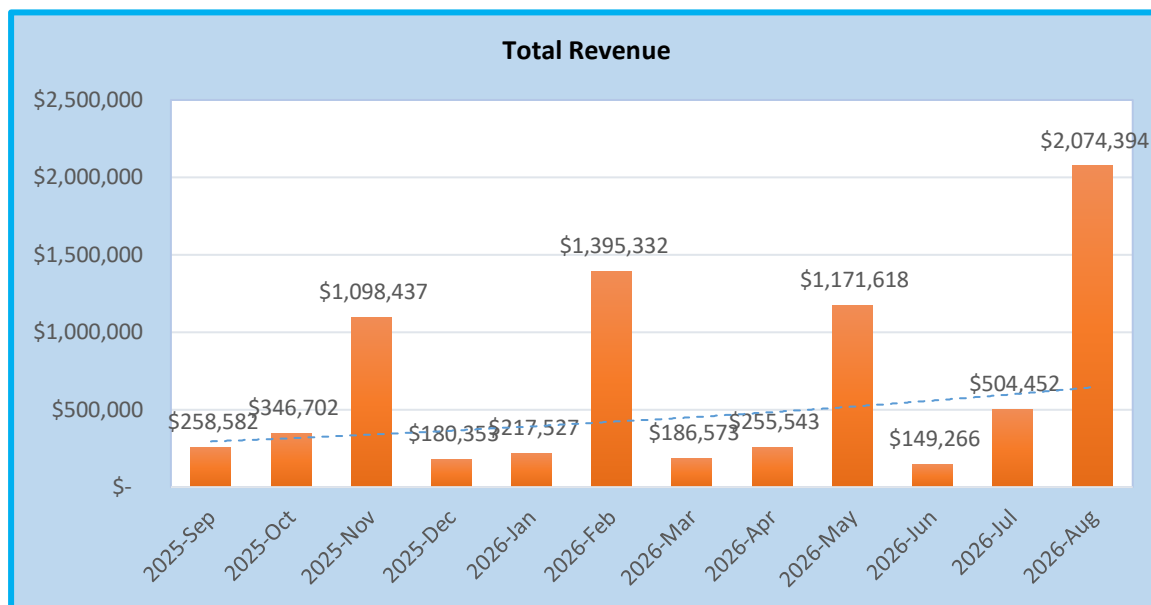
Customer Services, Figure 4 – Includes total number of recorded walk-ins.

Walk-Ins Recorded Analysis

- Walk-ins recorded for August totalled 2,652, a significant increase driven by the reduced-rate dog registration period as well as the conclusion of the first 26/27 rates period.
- Rates rebate enquiries continued to account for a high volume of walk-ins during August.

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.
- August represents the final month for reduced rate dog registrations and collection for the first instalment of the 26/27 rates period on the 20th accounting for the large increase of revenue.

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.

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 **August 2026** reporting period:

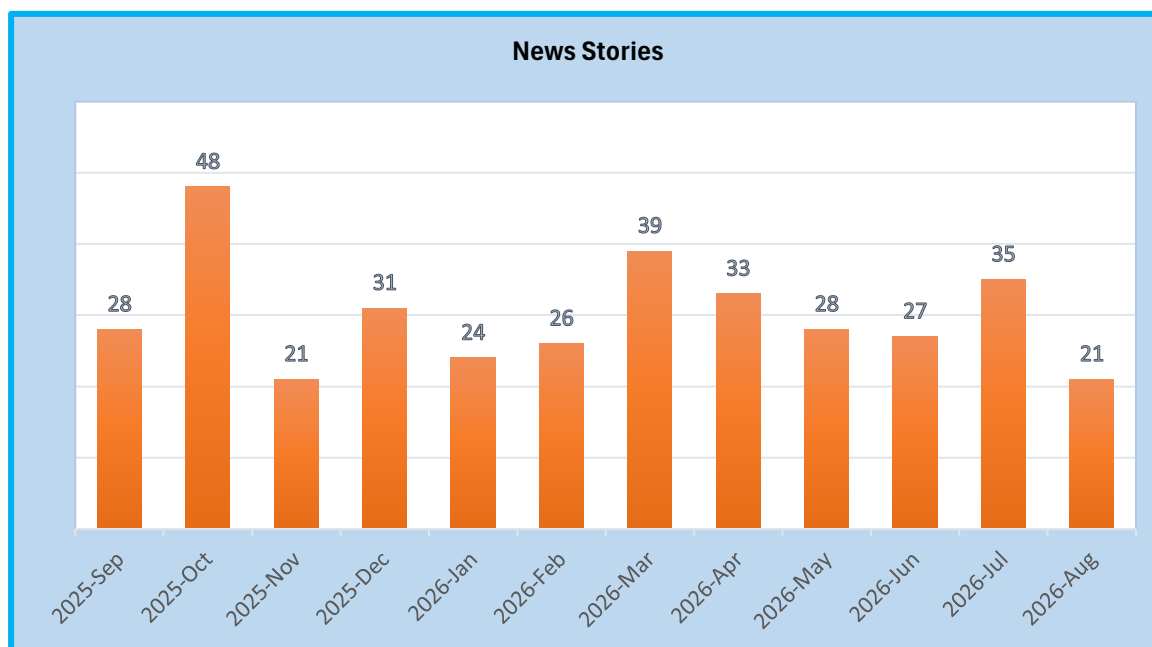
- 15 livestreams and produced videos were published by the team during August. Those featuring elected members again proved popular with our audience in terms of watch time. The standout was the third Straight Up Far North video featuring Mayor Moko Tepania, followed closely by a livestream of the 27 August council meeting. Also among the top 10 were Kaikohe-Hokianga and Te Hiku community board post-meeting updates.
- The annual dog registration campaign concluded on 31 August and saw registrations increase to almost 90%. The new Doggone text reuniting service also achieved a 97.3% uptake in the first week of registrations. The campaign included posters, videos and multiple social media posts. A series of 30-second videos were very popular in terms of watch time.
- A highly skilled and experienced member of the team returned to work late in August after extended medical leave. This was a welcome boost to team after several months of reduced capacity.

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.



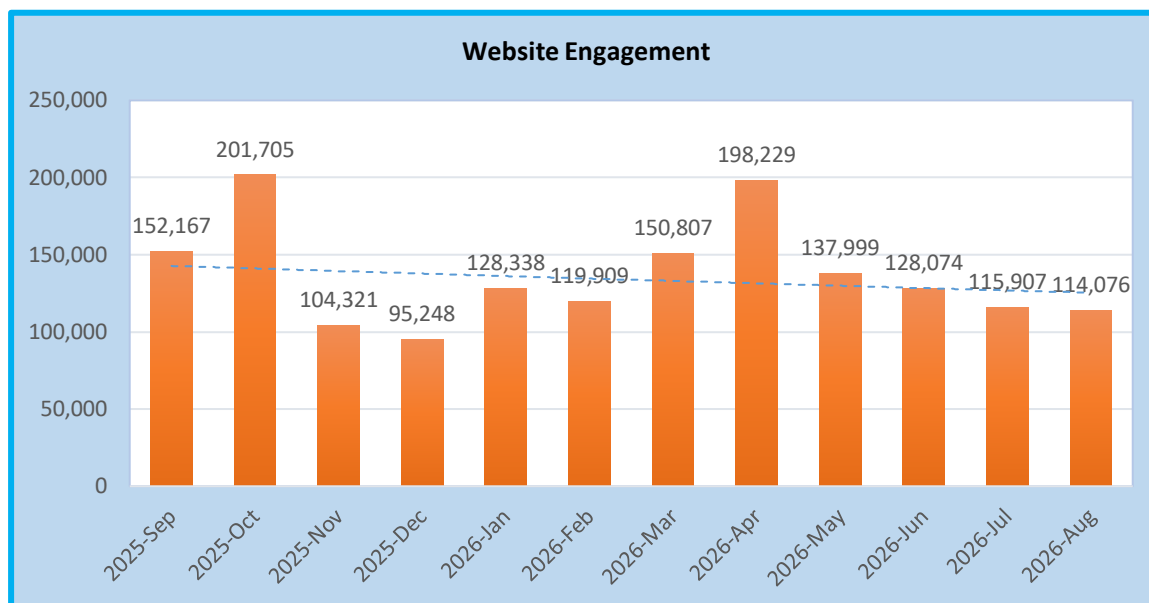
Communications & Engagement, Figure 1 – News stories are published on the FNDC website, social media channels, newspaper adverts and newsletters.

News stories published analysis

- This was a disappointing result for the team, which has often exceeded its target of 30 stories published each month, despite reduced staff capacity. The return of a key team member in August following extended medical leave came too late to affect this score.

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.



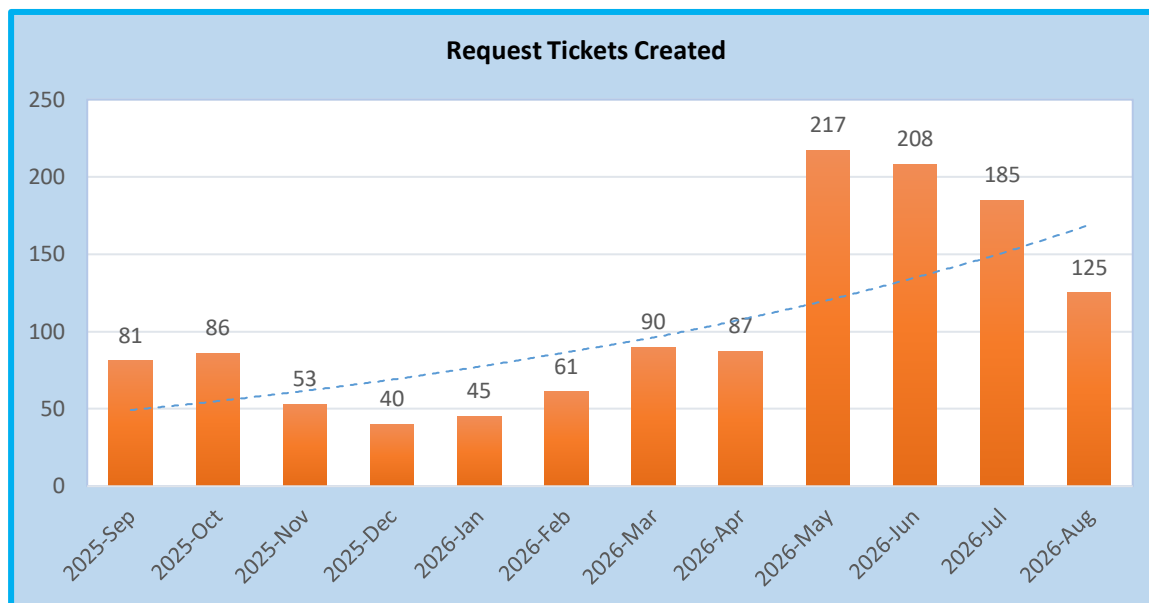
Communications & Engagement, Figure 2 – Website engagement measures total customer views across the FNDC website.

Website Engagement Analysis

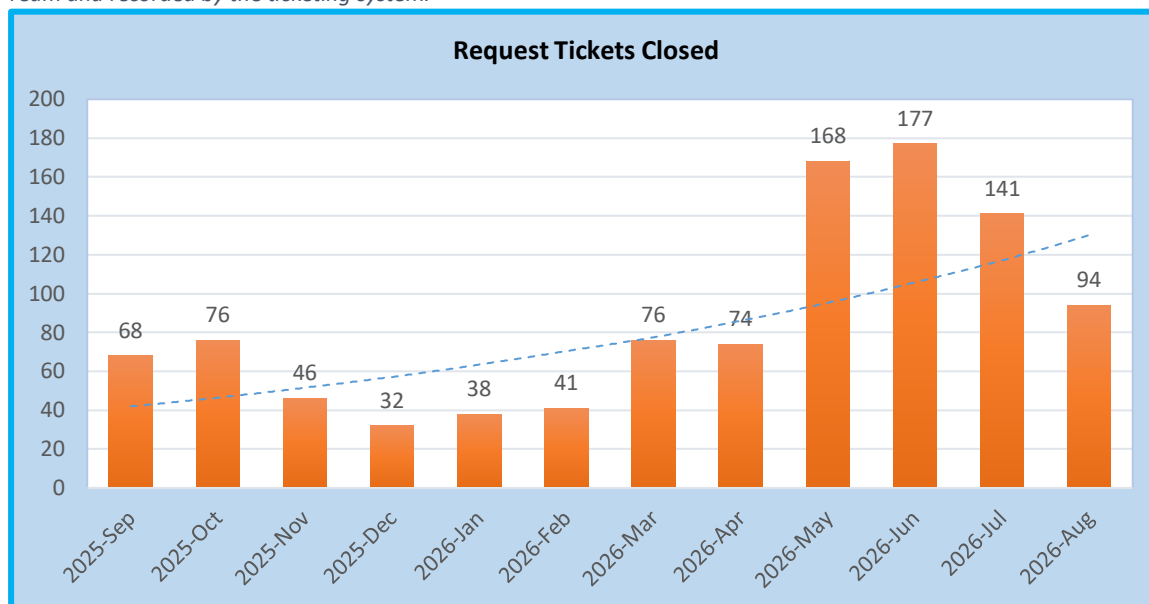
- Website Engagement fell slightly in August, continuing a downward trend. The publication of fewer news stories would likely have contributed to lower engagement. However, August would traditionally have seen increased website engagement as rates invoices are due and ratepayers search the website for rating information.

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.



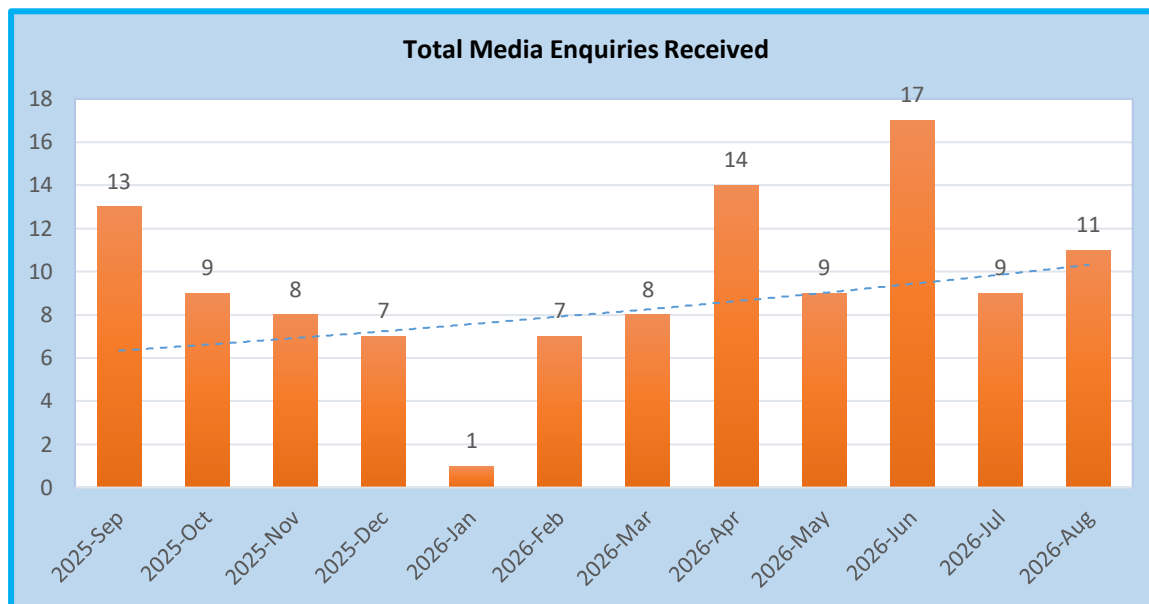
Communications & Engagement, Figure 4 – Request Tickets Closed each month for the Communications and Engagement Team recorded by the ticketing system.

Request Tickets Created and Closed Analysis

- The total number of tickets opened and closed during August fell again and is likely due to decreased staff capacity following the resignation of a key Senior Communications and Engagement Advisor and a second senior advisor being 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.



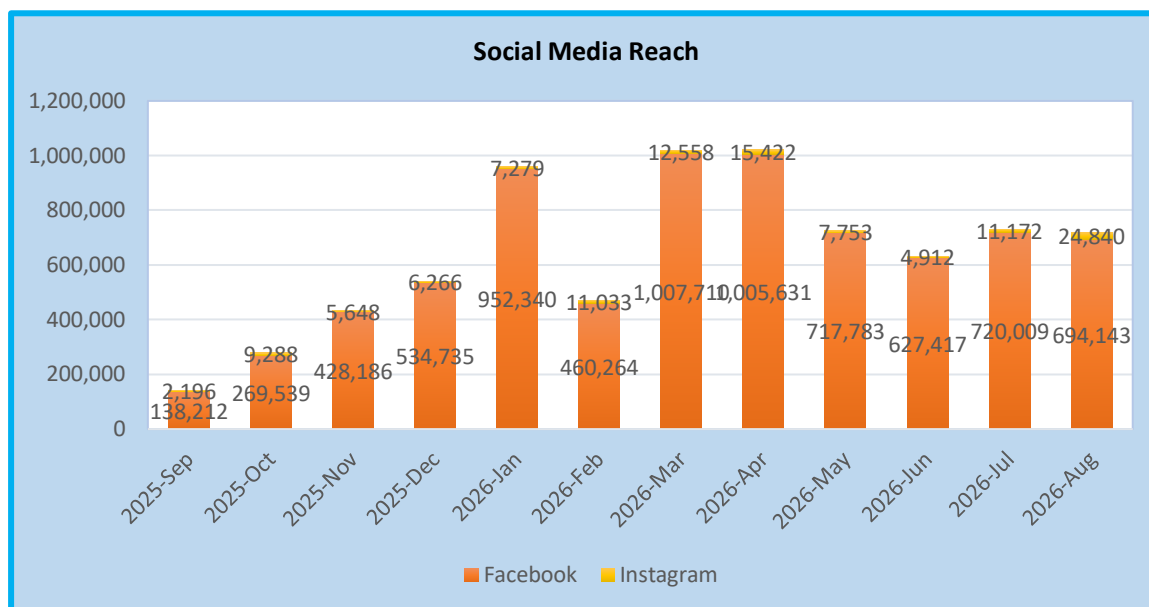
Communications & Engagement, Figure 5 – The team responds to all enquiries from print and broadcast media.

Media Enquiries Received Analysis

- Media enquires increased in August compared to July. Topics covered included fluoridation of the council water supplies, animal management, predictions of a summer drought and the Northland win of the Ranfurly Shield.

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.



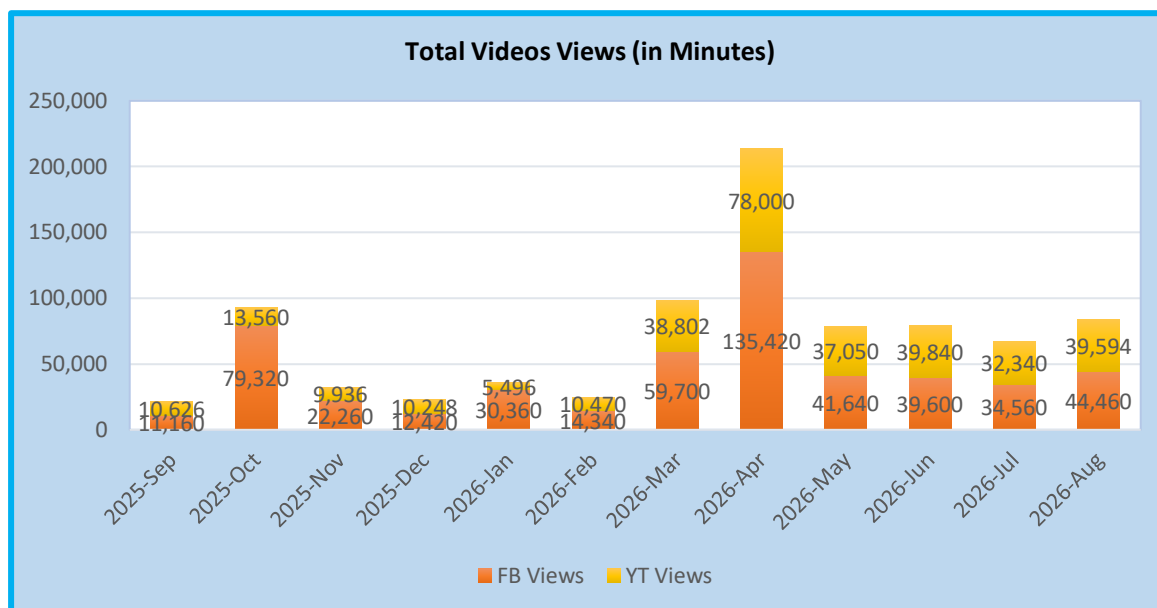
Communications & Engagement, Figure 6 – the council's primary social media platforms are currently Facebook and Instagram.

Social Media Reach Analysis

- Social Media Reach has remained relatively steady at between 600,000 and 700,000 since May. A post celebrating Northland's Ranfurly Shield win attracted the greatest reach with more than 2900 likes and reactions. The third Straight Up Far North video presented by the mayor had the second highest reach, while a reminder to apply for sports travel funding was the third most popular post.

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

- Like Social Media Reach above, Total Video Views has remained steady since April.
- The most popular was the third video in the Straight Up Far North campaign featuring the mayor explaining decision making processes at the council. The next most watched video was a livestream of the 27 August council meeting. That was followed by a video explaining a new alcohol ban at Lake Ngātu north of Kaitiāia.

Communications & Engagement Conclusion

August statistics underline how video and social media platforms used together can build and hold audiences. Total Video Views and Social Media Reach have both maintained stable audience numbers while other key performance metrics have fluctuated or have even trended down. The Communications & Engagement Team is taking its cue from these trends. It is focusing more effort and capacity on producing videos and is expanding the number of social media platforms it has a presence on.

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 **August 2026** reporting period:

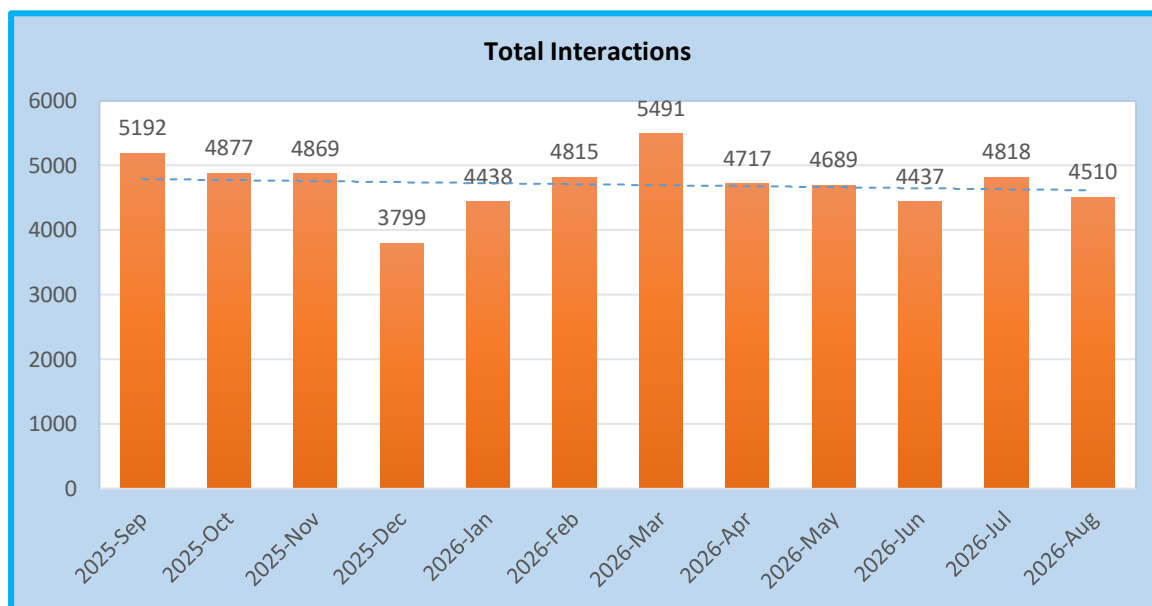
- The Contact Centre processes, and new phone updates activated have seen an improvement on the monthly statistics.
- The Contact Centre has remained busy due to the Centre changing to a 24-hour service, reinforcing the decision made to go for the 24-hour service.
- The continuing positive collaboration 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.



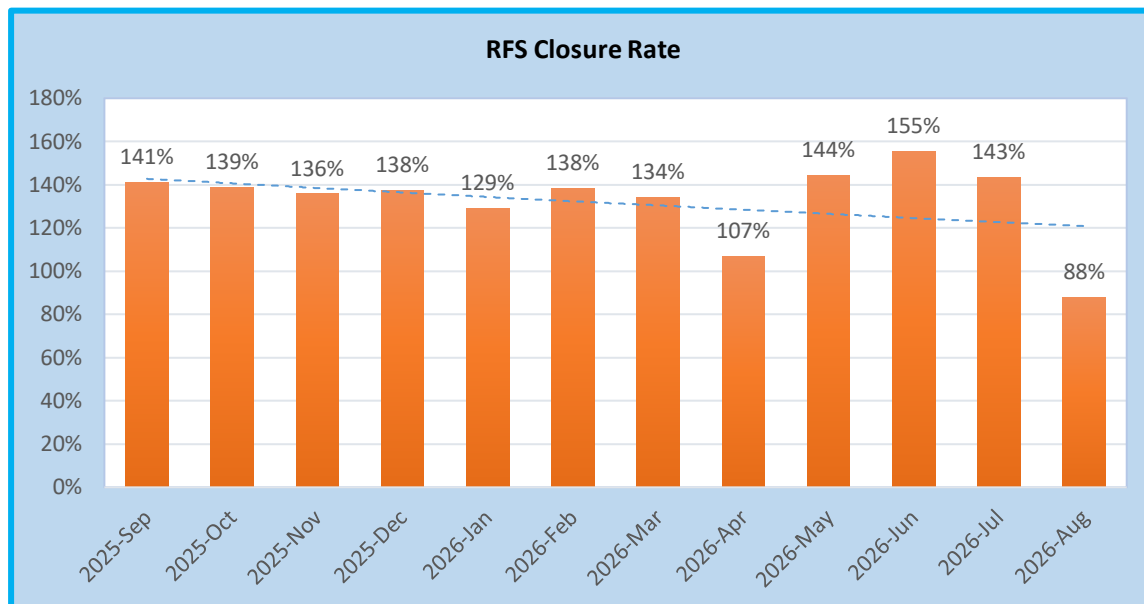
Contact Centre, Figure 1 – Includes totals for calls.

Total Interactions Analysis

- Total interactions fluctuated during September 2025 to August 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.



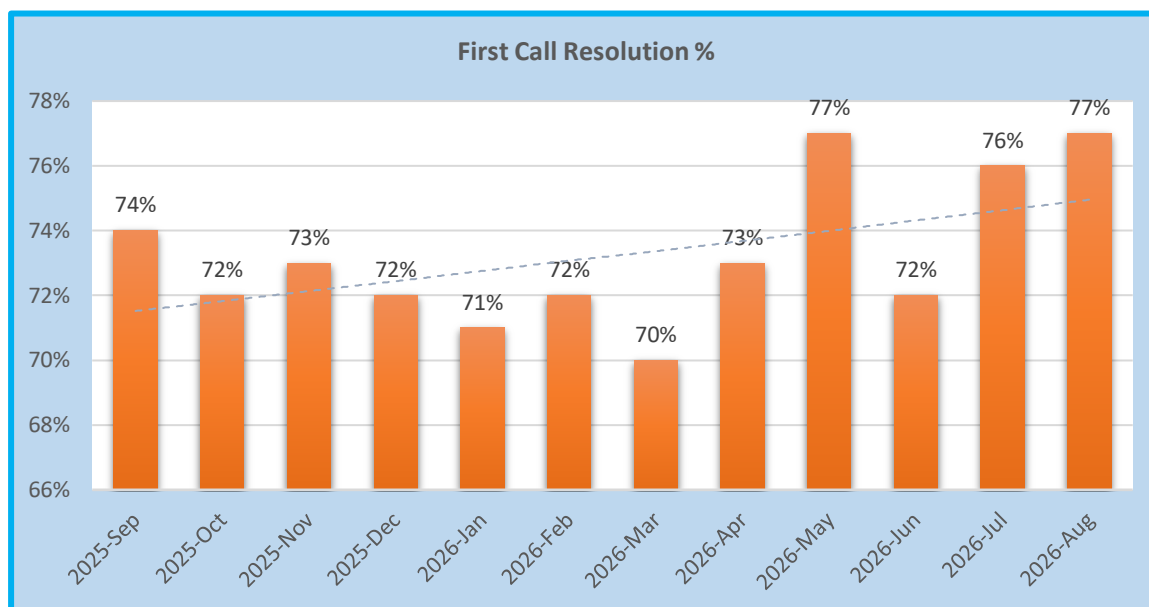
Contact Centre, Figure 2 – Includes RFS closed by Contact Centre

Total Customer Services RFS Activity Analysis

- During the month of August, the Contact Centre created 2213 RFS and closed 1945 which is an 88% closure rate.
- The Contact Centre is assisting in clearing the response received RFS which means we can be closing more than we are creating. With the Contact Centre clearing the email functionality this means that we are creating more RFS going forward.

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.



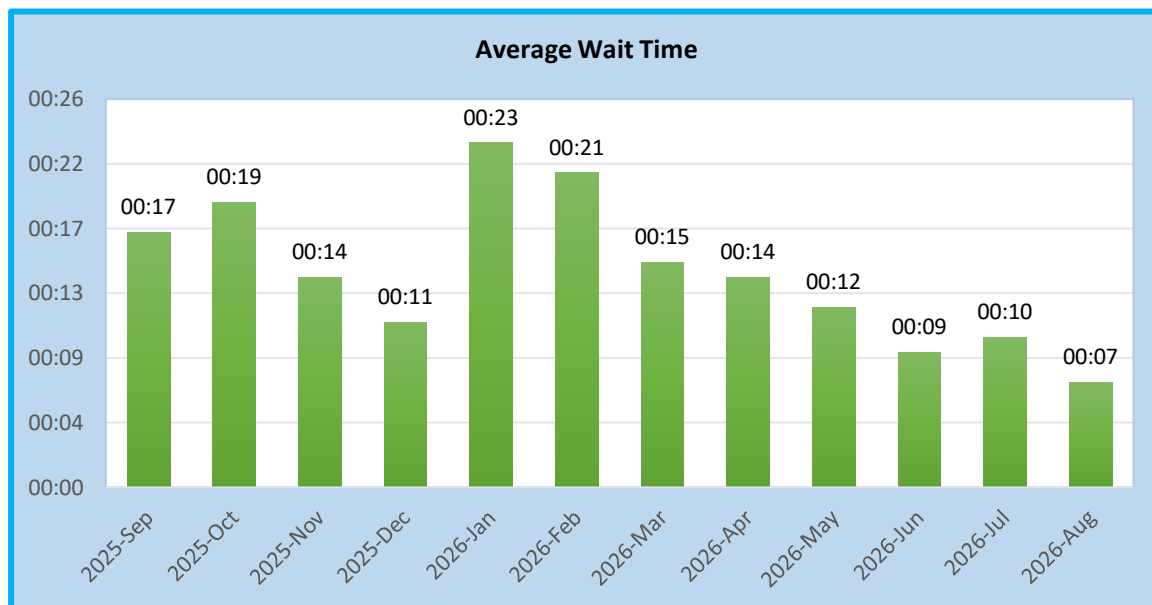
Contact Centre, Figure 3- Includes target of 66% (line) and percentage achieved.

Percentage of Calls Resolved at First Point of Contact Analysis

- 77% of calls were resolved at first point of contact during August. 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.



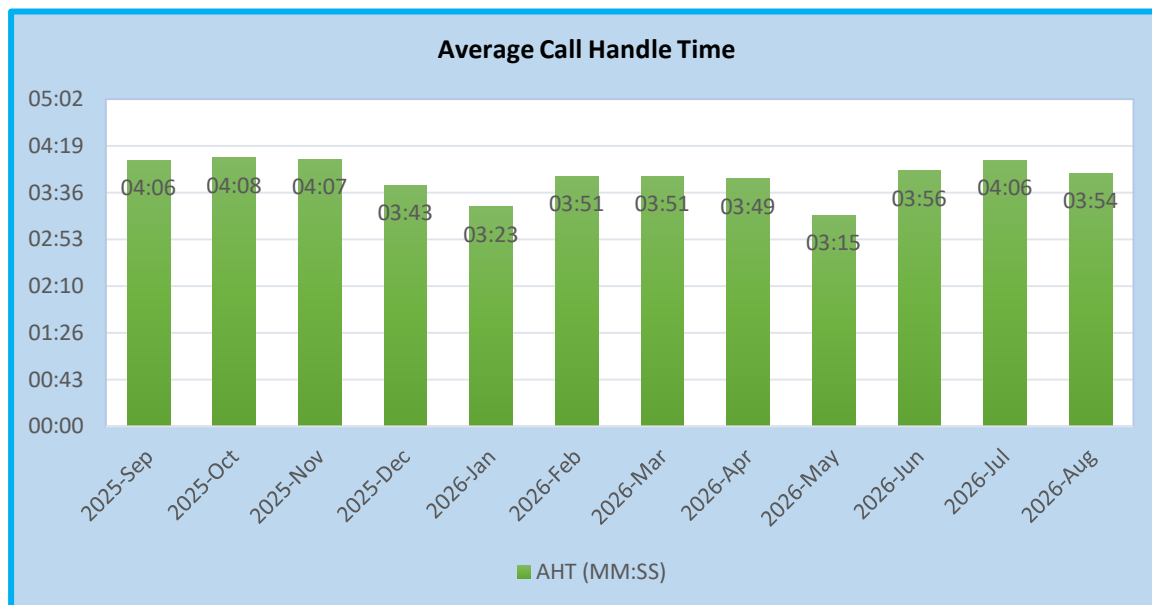
Contact Centre, Figure 4 - Includes average wait time for calls to be answered.

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 August was 07 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.



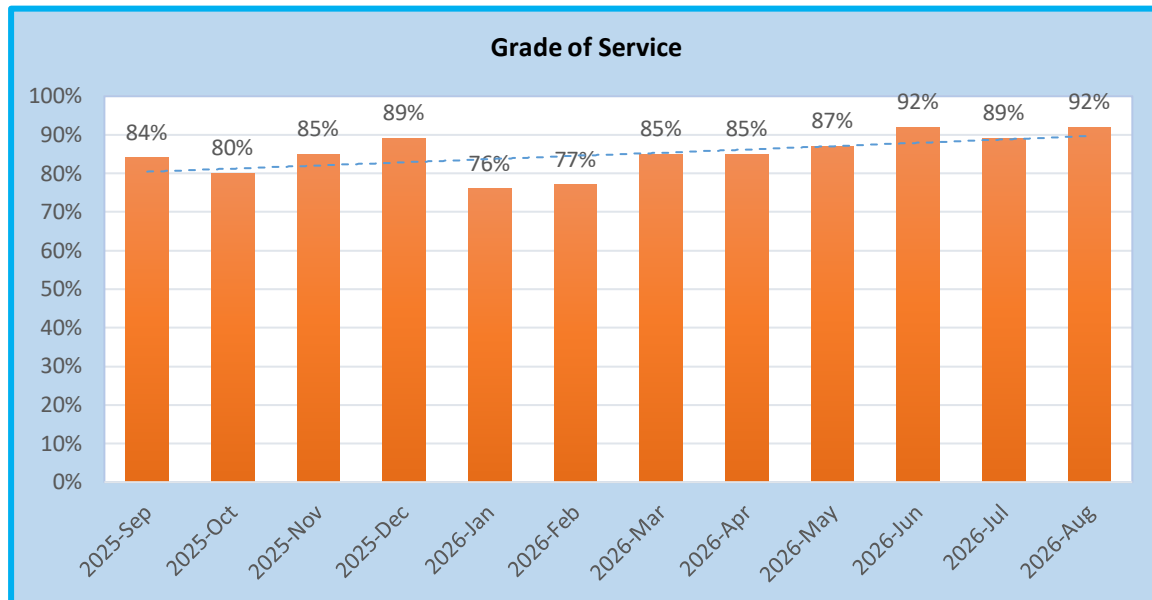
Contact Centre, Figure 5 - Includes average handling time of calls per month.

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 August was 3 minutes 54 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.



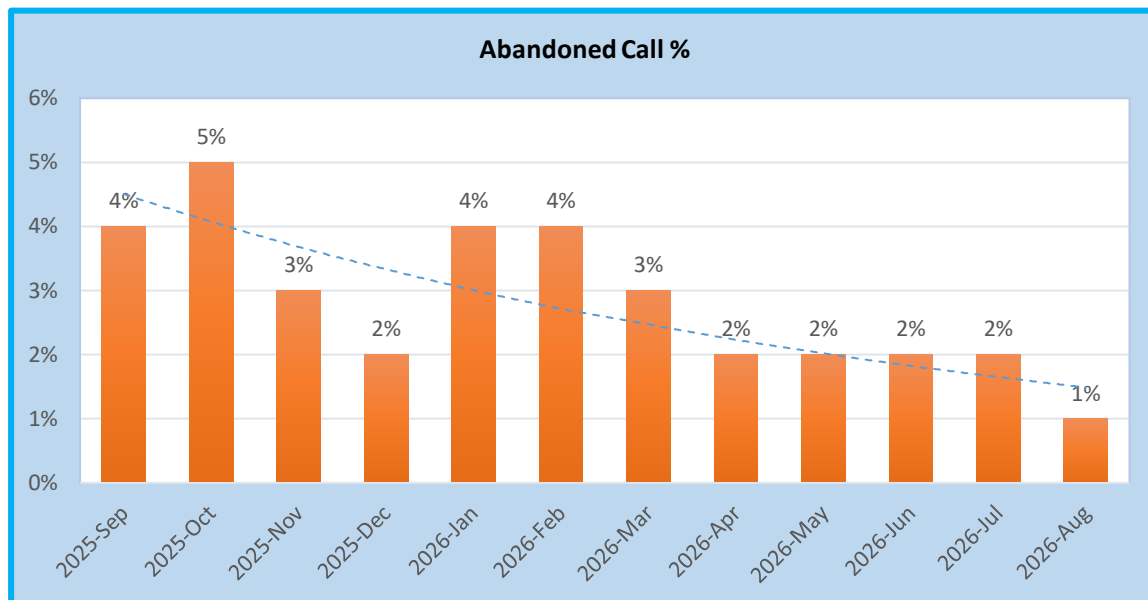
Contact Centre, Figure 6 – Includes % of calls that meet the Grade of Service level of being answered within 20 seconds.

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 August was 92%. 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.



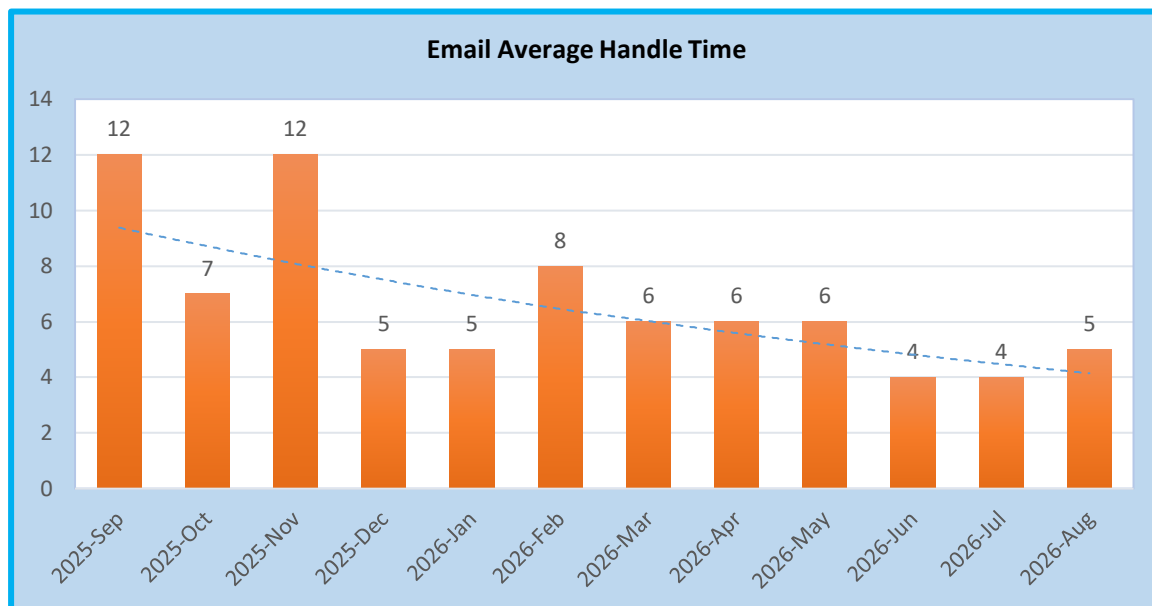
Contact Centre, Figure 7- Includes target of 12% (line) and percentage achieved.

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 August was 1%. 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. August saw the email handle time maintained to 5 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.

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 **August 2026** reporting period:

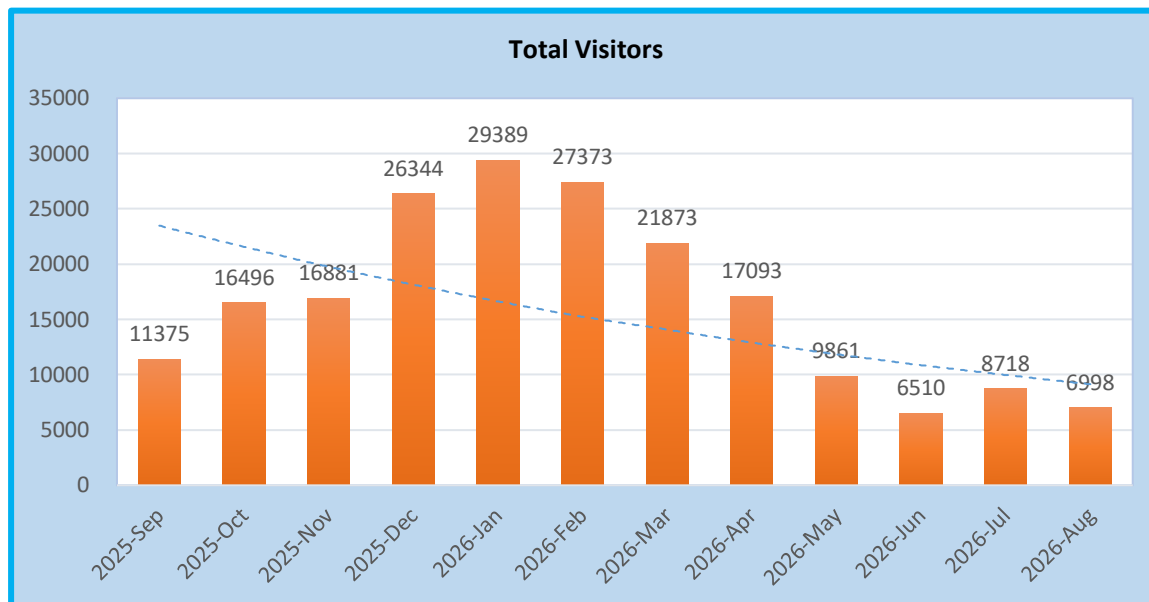
- Seasonal visitor activity: The quieter winter season continues with lower visitor numbers across the region, with many tourism operators continuing reduced schedules or temporarily closing seasonal experiences. Despite this, isite centres continue to support domestic travellers and local communities through visitor information and council-related services.
- Rates payments: August saw increased administrative activity across all isite locations as teams received rates payments due 20 August. The isites are well prepared to assist locals with all their FNDC administration requirements.
- Dog registration season: All isite centres experienced continued customer activity following the release of the 2026/27 dog registration reminders. Residents visited the isites to pay registration fees, collect updated dog tags, pay infringement notices and make related enquiries. isites are a valuable customer service touchpoint for dog registrations and support easier access to council services within the community.
- Events and visitor activity: The Bay of Islands Jazz & Blues festival held early August was a significant event in the region this month and saw an increase in visitors making the most of the ferry service between Paihia and Russell with event locations spread across Russell, Paihia and Haruru.
- Staffing update: Recruitment is in progress for part-time visitor information consultants at Kaitiāia and Ōpononi isites.

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.

Total Visitor Numbers

This measure is a tally of the total foot traffic at our three isites in the district: Paihia (Bay of Islands), Ōpononi (Hokianga) and Kaitiāia (Far North). The decrease in visitor numbers reflects reduced visitor activity during the winter season, however the Far North continues to be a popular tourist destination with visitors from across New Zealand and internationally.



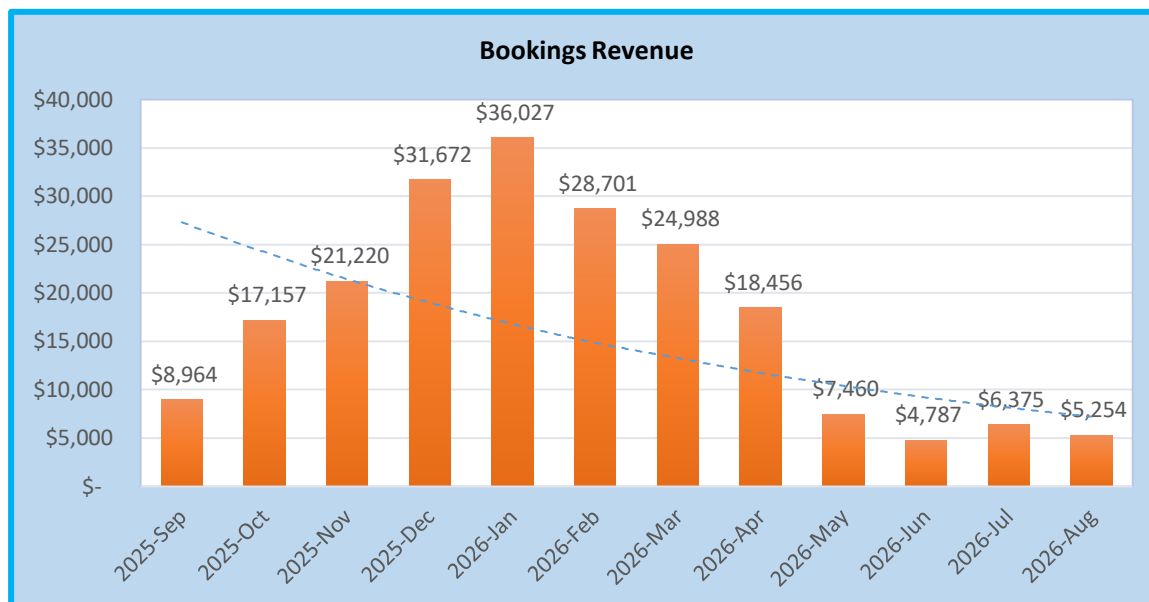
isite Visitor Information Centres, Figure 1 – Total Visitor Numbers for Paihia, Kaitiāia and Ōpononi.

Total Visitor Numbers Analysis

- August 2026 recorded 6,998 visitors, compared with 8,718 visitors in July 2026, representing a 19.7% decrease month-on-month. January 2026 remains the strongest month of the year, with 29,389 visitors.
- The month-on-month decrease was expected given school holidays and Matariki statutory holiday occurred in July, which give visitors more reason to travel.
- The Paihia isite accounted for 60% of total visitor numbers, welcoming 4,257 visitors during August.
- The decrease in August visitor numbers reflects winter seasonality. It also highlights the importance of the Paihia isite as the region's primary visitor information hub.

Total Bookings Revenue

This measure totals the income generated from operator bookings at the three isites. 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 isite service delivery. This metric includes total booking revenue for activities, accommodation and transportation (Russell ferries, Intercity, Kiwi Rail, Interisland and Bluebridge ferries).



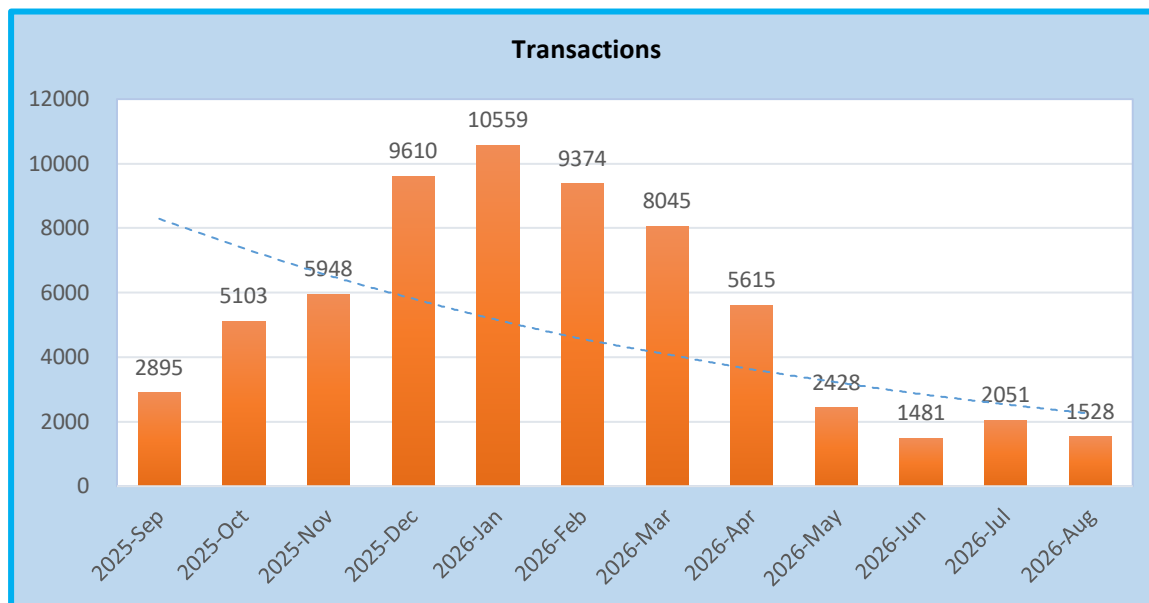
isite Visitor Information Centres, Figure 2 - Total Bookings Revenue in Dollars, includes all revenue generated from booking activities, accommodation and transport made by Paihia, Kaitiāia and Ōpononi isite staff.

Total Bookings Revenue Analysis

- The combined revenue across all three isites for August 2026 reached \$5,254, reflecting a 17.5% decrease compared with July 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).



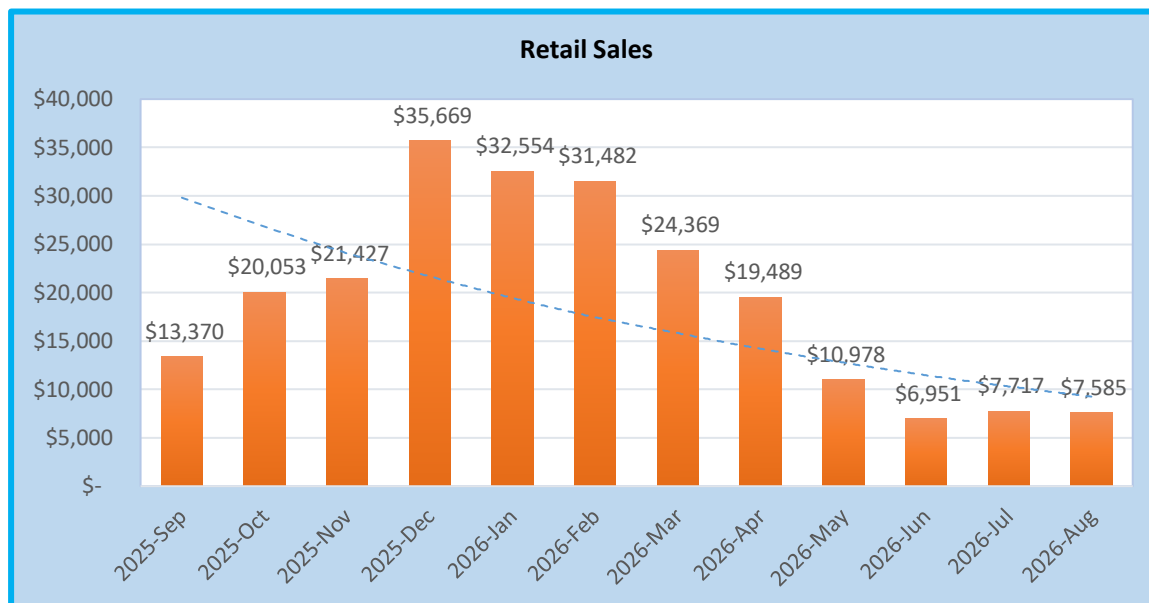
isite Visitor Information Centres, Figure 3 – Total Booking Transaction Numbers, includes all bookings for activities, accommodation, and transport across isites in Paihia, Kaitiāia and Ōpononi.

Total Booking Transactions Analysis

- Booking transactions across all three isites totalled 1,528 in August 2026, representing a 25% decrease compared with July 2026. This dip aligns with the corresponding decrease in booking revenue and is a reflection of the winter season 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 1,452 bookings.

Total Retail Sales

Retail sales are an important part of revenue generation for sites 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.



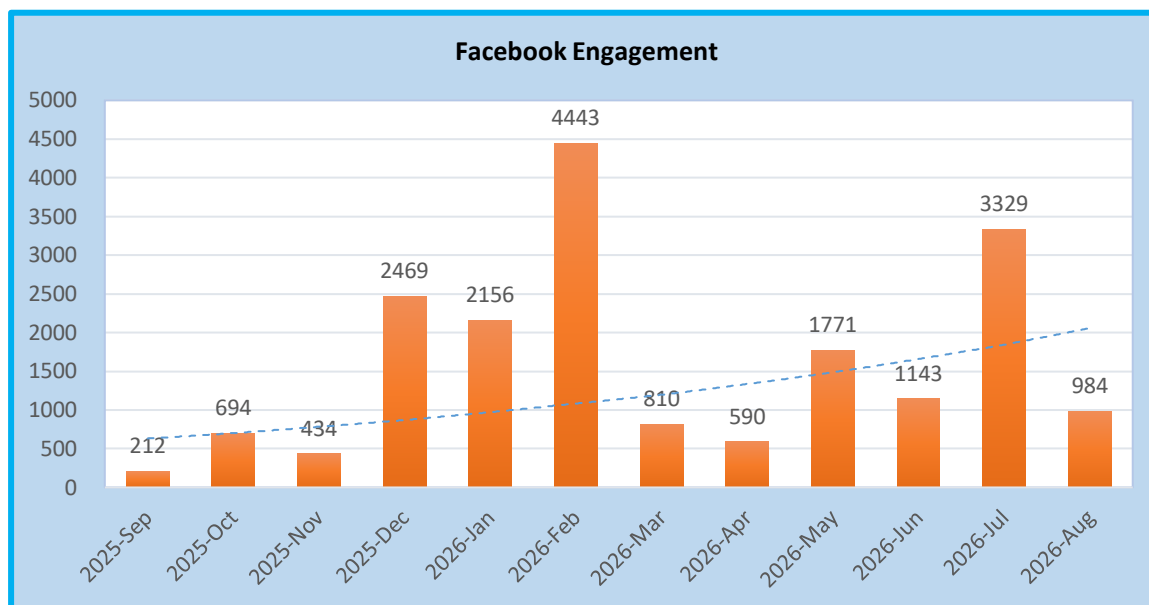
isite Visitor Information Centres, Figure 4 - Total Retail in Dollars, includes retail revenue generated by Paihia, Kaitāia and Ōpononi.

Retail Sales Analysis

- Total retail sales across all three isites reached \$7,585 in August 2026, representing a 1.7% decrease compared with July 2026. This decrease aligns with the corresponding decrease in visitor numbers across the district.
- Hokianga isite continued to maintain steady retail performance, contributing 45% of total retail sales, equivalent to \$3,385, despite the quieter winter months.
- Kaitāia isite contributed 41% of total retail sales, generating \$3,127.
- Paihia isite contributed 14% of total retail sales, generating \$1,073.

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.



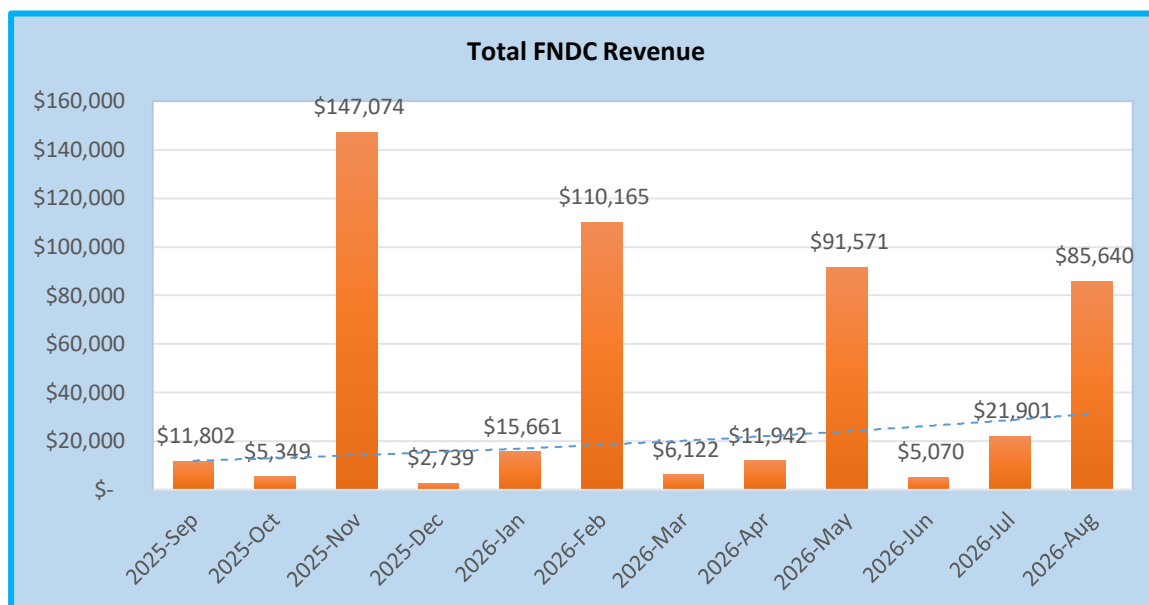
Isite Visitor Information Centres, Figure 5 – Total Facebook engagement statistics for Paihia, Kaitiāia and Ōpononi.

Facebook Engagement Analysis

- Facebook is 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 984 interactions in August 2026, including post reach, reactions, comments, and other engagement metrics.
- Paihia isite recorded the highest level of Facebook engagement during August being 90% of the total, with 892 interactions.
- Paihia isite maintained consistent Facebook activity through regular and timely posts. Weekly posts highlight significant events and showcase scenic locations around the Bay of Islands. This continues 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.



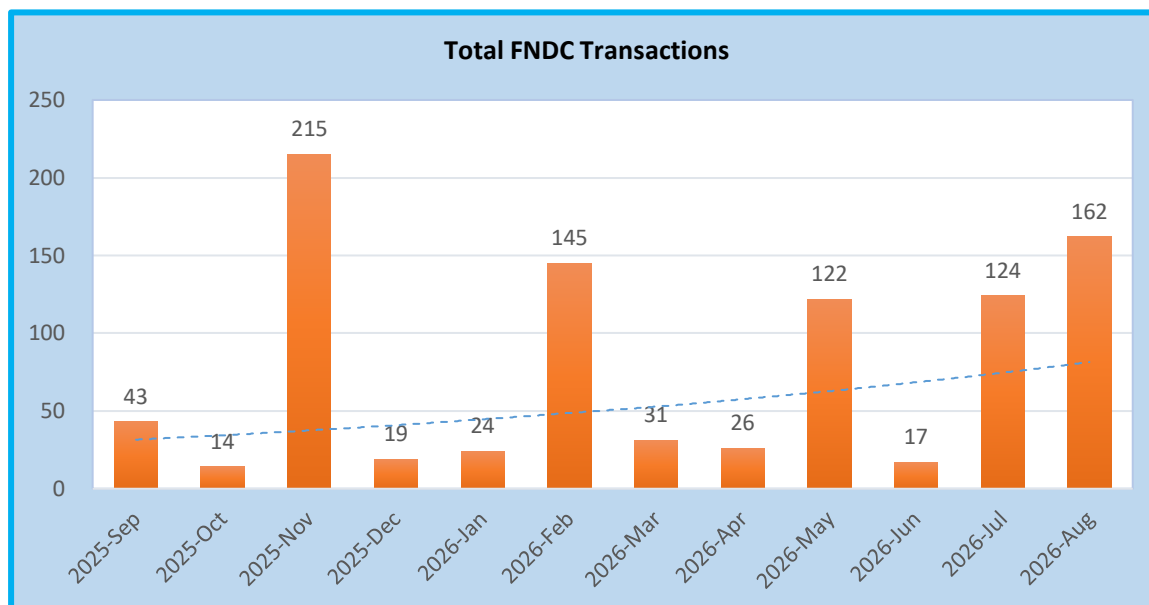
isite Visitor Information Centres, Figure 5 - Total FNDC Revenue in Dollars, includes payments for FNDC services at Paihia, Kaitāia and Ōpononi.

Total FNDC Revenue Analysis

- Total combined FNDC revenue across all three isites increased by 291% in August 2026 compared to July 2026. The significant increase is primarily comprised of rates payments and dog registrations.
- November 2025 remains the peak month for FNDC revenue at \$147,074. The deadline for rates payments fell on 20 November, with ratepayers visiting the isites to pay. Paihia isite generated \$86,501 in FNDC revenue, Kaitāia \$36,357 and Ōpononi \$24,216 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 162 in August 2026, representing a 30% increase compared with the 124 transactions recorded in July 2026. This is attributed mostly to Rates and dog registration payments.
- 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 August 2026, the isite network welcomed 6,998 visitors, a decrease on the previous month due to winter seasonality and the prior month reflecting school holidays and Matariki long weekend.

Visitor spending decreased due to the off-season, current economic conditions, and ongoing fuel price pressures.

Total retail sales reached \$7,585 while FNDC revenue spiked to \$85,640, driven by rates payments. The isites continued to see a steady visitor flow throughout August boosted by the Bay of Islands Jazz & Blues Festival.

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 Kaitiaki 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 **August 2026** reporting period:

- **Hokianga Museum Invitation:** An invitation was received by Te Ahu Museum and Archives to attend the book launch and blessing of a project based on the 1992/93 archival research into Far North Women who enrolled to vote in the historic first for Women's Suffrage 1893 undertaken by Olwyn Ramsey & Barbara Wylie. Copies of the book *Te Mana Pōti – Hokianga Women on the 1893 Electoral Roll* by Claire Kaahu White and Heather Martin are now available for sale at Te Ahu Museum.
- **Ancestry August:** We launched our first display examining entry points into researching local genealogy & highlighting some of the archival material in association with the work of the local Far North Branch of the NZ Society of Genealogists. Our key research question is *"Do you know your Waka?"* This simple starting point asks visitors to consider investigating their family history with helpful tips & a flowchart to show how they might look into researching different parts of their whakapapa. From the Māori voyaging fleets of doubled hulled waka that navigated by the stars and currents across the vast Moana nui a Kiwa to the different European exploration, trade and settler ships from the Atlantic – everyone has a common destination, our special place in the Pacific, while at the same time unique stories of a particular ancestor or branch of the family tree. For those who wish to share a glimpse of their story with Te Ahu Museum, we have small documents, reminiscent of arrival documents that folks can add to our growing names of different waka hanging on the display board.
- Visitor numbers for August Total: 1420

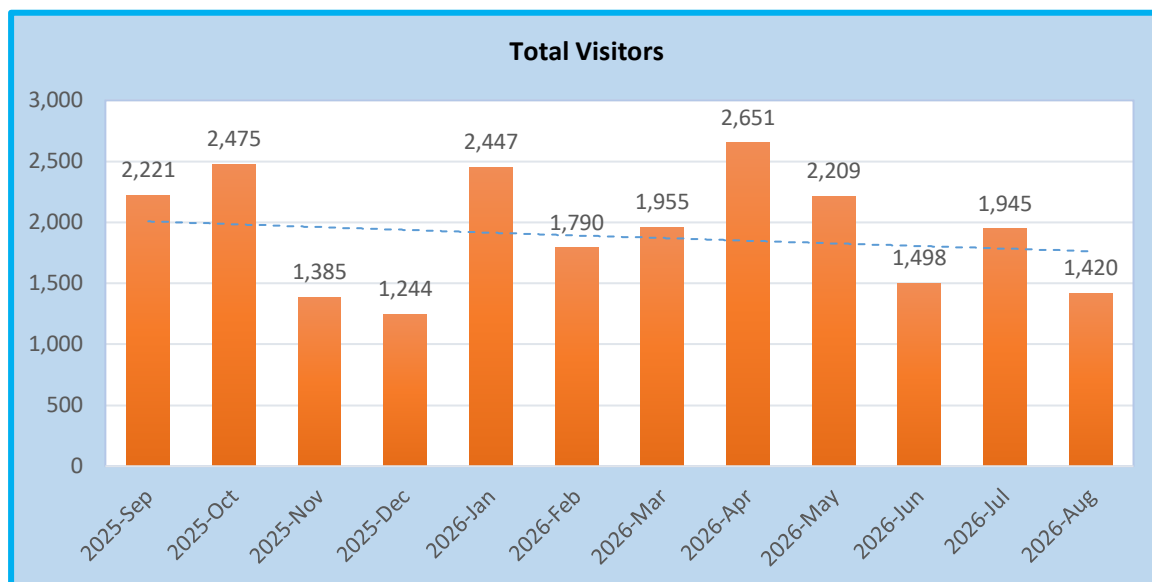
Key Performance Metrics

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.



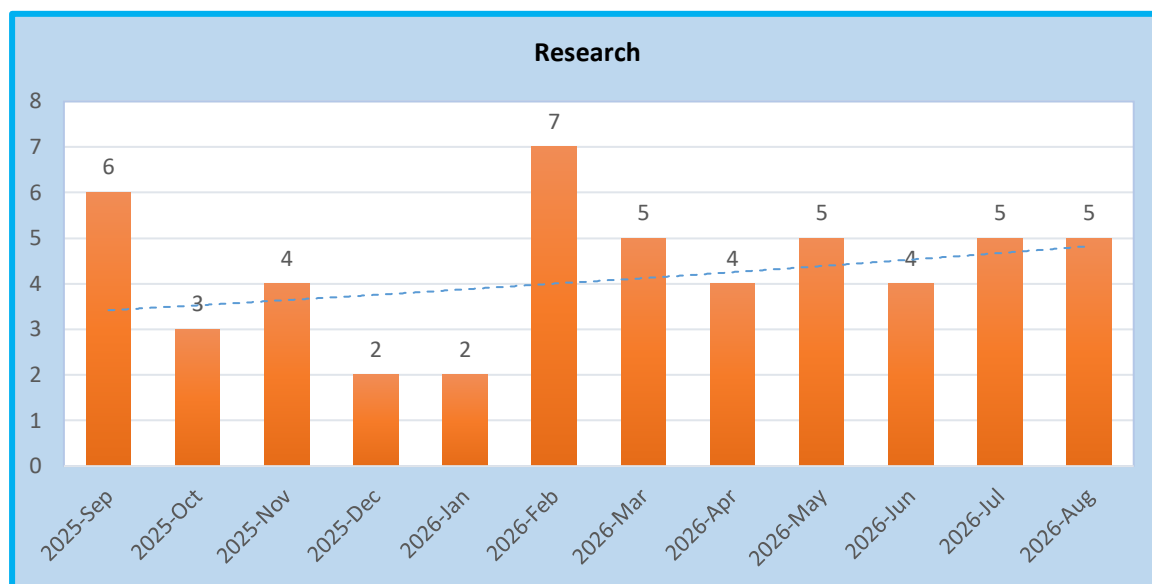
Te Ahu Museum and Archives, Figure 1 - Total visits September 2025 – August 2026.

Total Museum Visits Analysis

- Visitors numbers from July 2026 to August 2026 reflect the typical dip as schools returned after the mid-Winter holidays and tourist numbers hit the low point in the season. We look forward to seeing school group bookings & Spring to Summer tourists numbers increasing in coming months.

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.



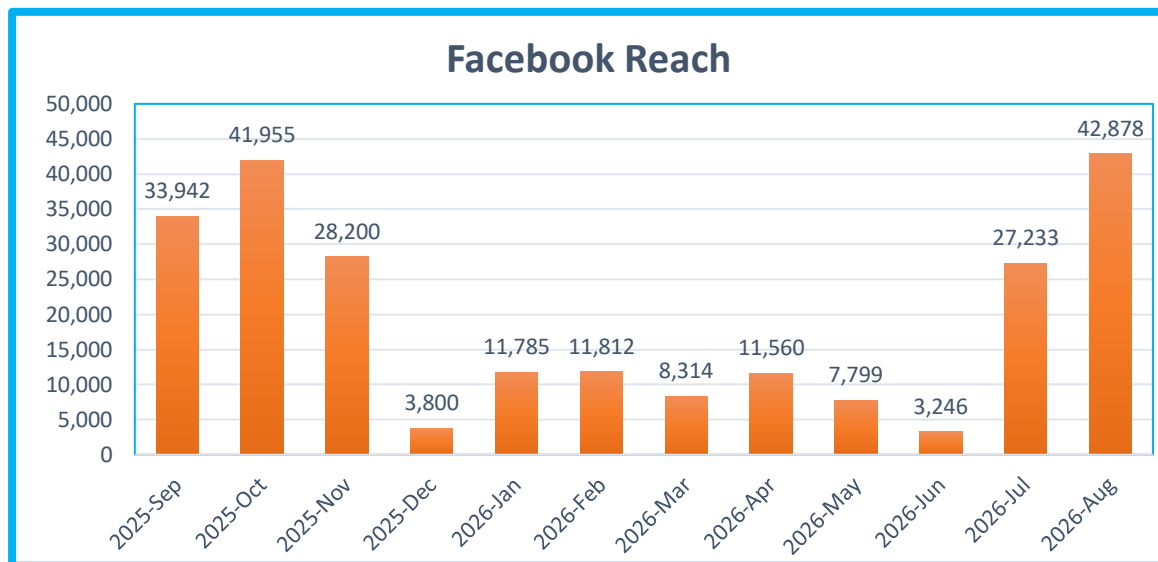
Te Ahu Museum and Archives, Figure 2 - Includes research enquiries via walk ins, phone, and email channels.

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.



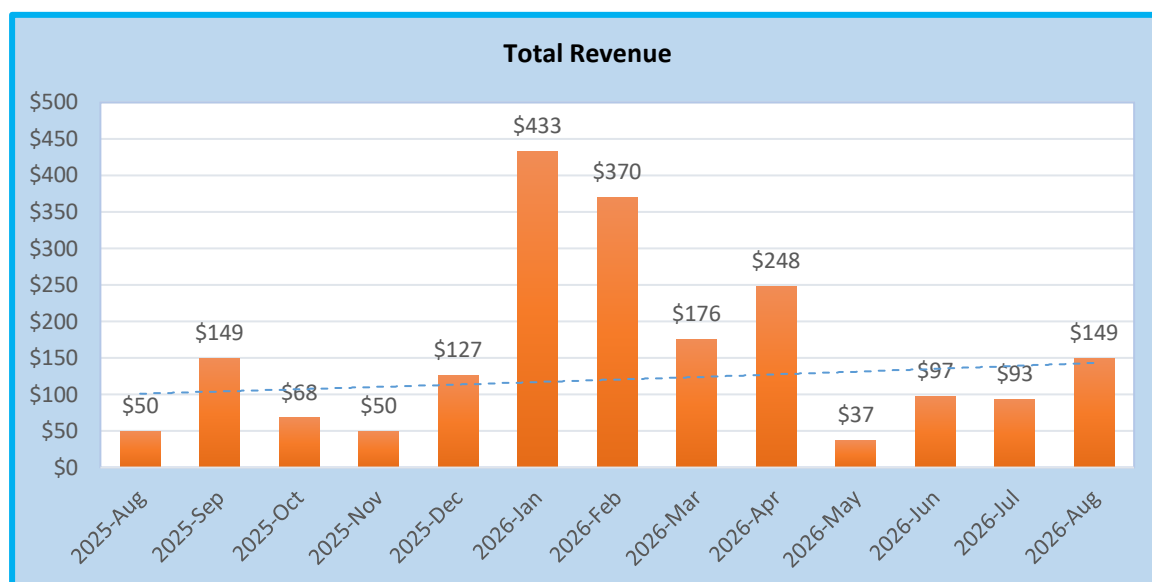
Te Ahu Museum and Archives, Figure 3 – Total Facebook engagement, including Reach and Engaged statistics.

Total Facebook Engagement Analysis

- Facebook reach for Te Ahu Museum in August is the highest in the past 12 months continuing an impressive increase with a significant jump to almost double the number of views from July, which also saw a huge increase from the previous 6 months. The viewership is generated by continued sharing and comments on the well-known Northwood Collection of historic photographs from the region.

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 August was \$149 from visitor donations and book sales.

Te Ahu Museum and Archives Conclusion

We have managed to maintain the operations at Te Ahu Museum in spite of August being impacted by Winter illness and the Museum staff unwell through most of the weeks of this past month, compounding the already stretched staffing. Spirits remain high and we are motivated to do our best to prepare for the return to Summer hours in October.

Corporate Services

August 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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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.

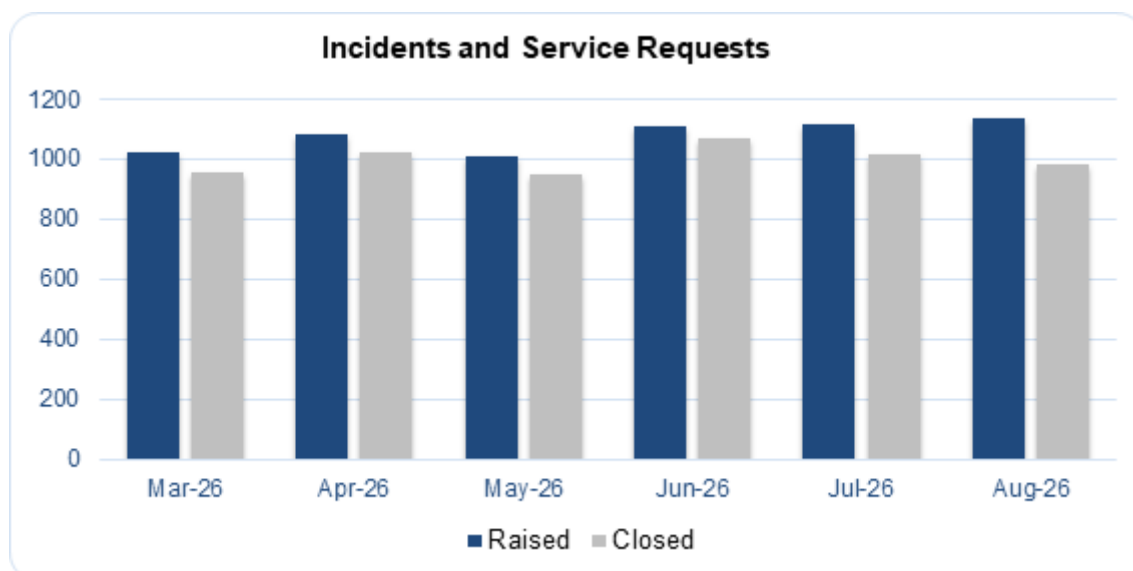
The key focus areas are: Simplification, Automation, Optimisation & Modernisation.

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.

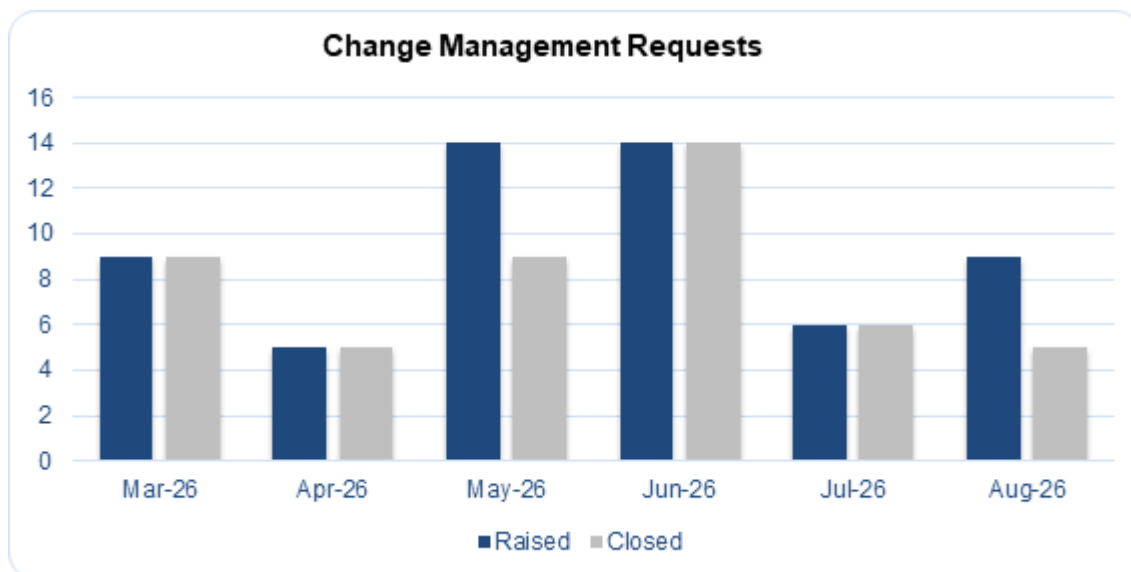


Analysis:

- Over the past six months, 6,472 tickets (incidents and service requests) were received through FreshService portal (IT Service Management portal) plus other requests via the Helpdesk phone and Walk-ins.
- The gap between received and resolved tickets during August 2026 reflects reduced ICT Operations capacity during this period which affected consistent service performance.

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, 57 change requests were raised and processed including 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 ageing server and storage infrastructure, improved disaster recovery (DR) readiness, configured hardware health alerting, and progressed future platform options.
- Business systems reliability and enhancement (TechOne & Pathway) – 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, restored business data from backup where required, 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-premises AI, applying automation to monitoring and support workflows, and exploring open-source tooling to improve efficiency and sustainability.

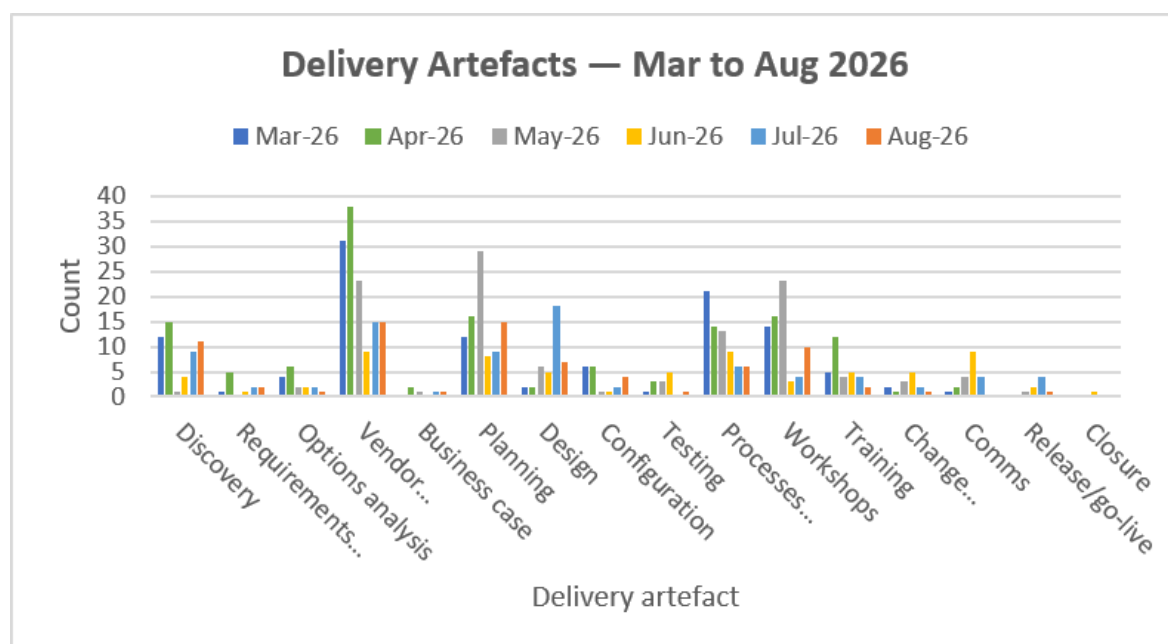
IT Project Delivery (Business as Usual (BAU) Delivery & Enablement): March to August 2026

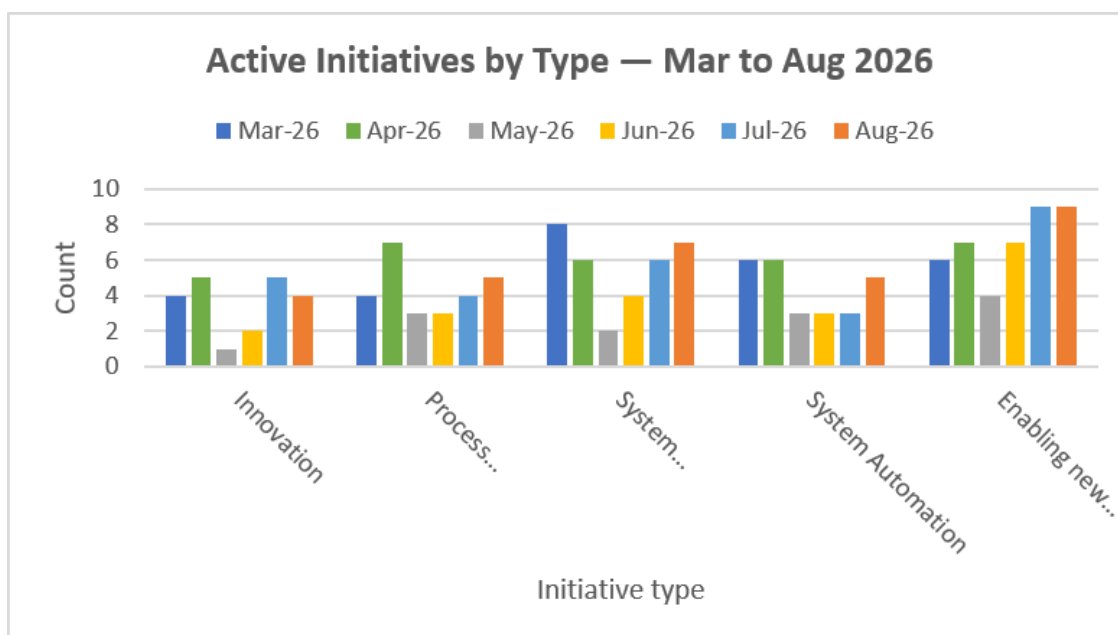
Executive Overview

IT Project Delivery activity strengthened in August, with active initiatives, pipeline activity and the six-month delivery outlook all increasing. The portfolio remains focused on early-stage planning, vendor collaboration and enabling new technologies. However, the absence of completed initiatives and rising carryforward work indicate increasing delivery pressure, requiring close management of capacity, prioritisation and sequencing.

Delivery Artefacts

Delivery artefact activity peaked at 138 in April before moderating to 77 in August—6% lower than July and 44% below the April peak. August activity focused on vendor collaboration and planning, with 15 activities each, followed by discovery with 11. This indicates continued emphasis on early-stage delivery, while no communications or closure activity was recorded.





Active Initiatives

Active initiatives increased to 30 in August, up 36% from July and close to the six-month peak of 31 recorded in April. Enabling new technologies remained the largest initiative type with nine, followed by system improvements with seven. This represents a broad recovery from the May low of 13 initiatives.

Pipeline Movement

Pipeline activity reached a six-month high of 27 in August, comprising 23 initiatives in progress, two paused and two pending. No completions were recorded during the month. The growing volume of work in progress should be monitored against available delivery capacity and expected completion rates.

Six-Month Delivery Outlook

The six-month delivery outlook increased to 46 in August, the highest level recorded during the reporting period. This comprised 24 planned initiatives, 13 items of carryforward work and nine completed milestones. Although the stronger forward pipeline is positive, increasing carryforward work highlights the need to manage delivery capacity, prioritisation and sequencing.

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

The team undertook a 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.

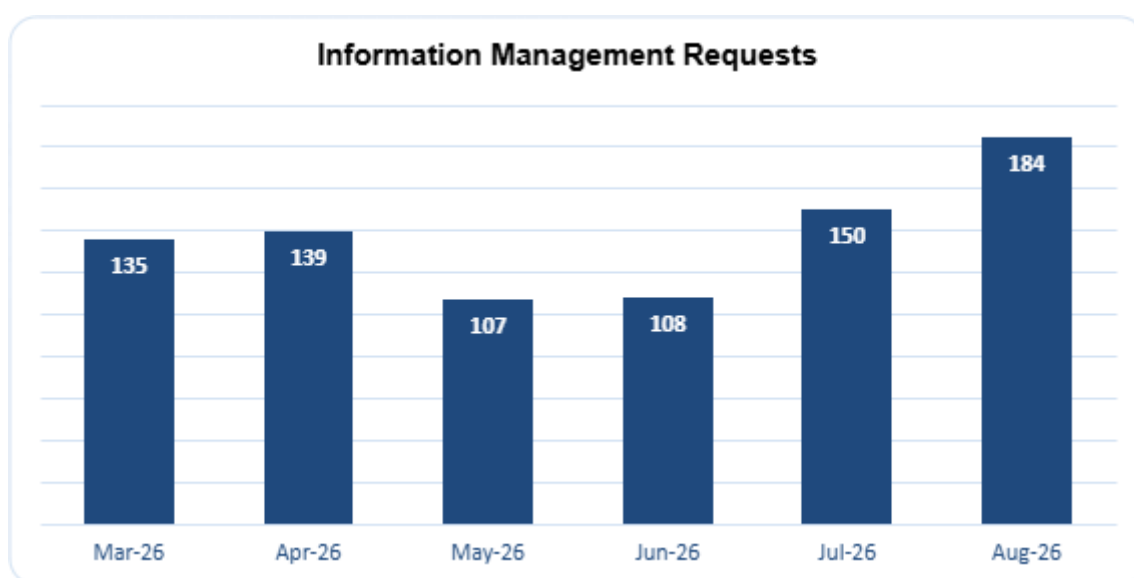
Key Metric 1 - FreshService Tickets

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.

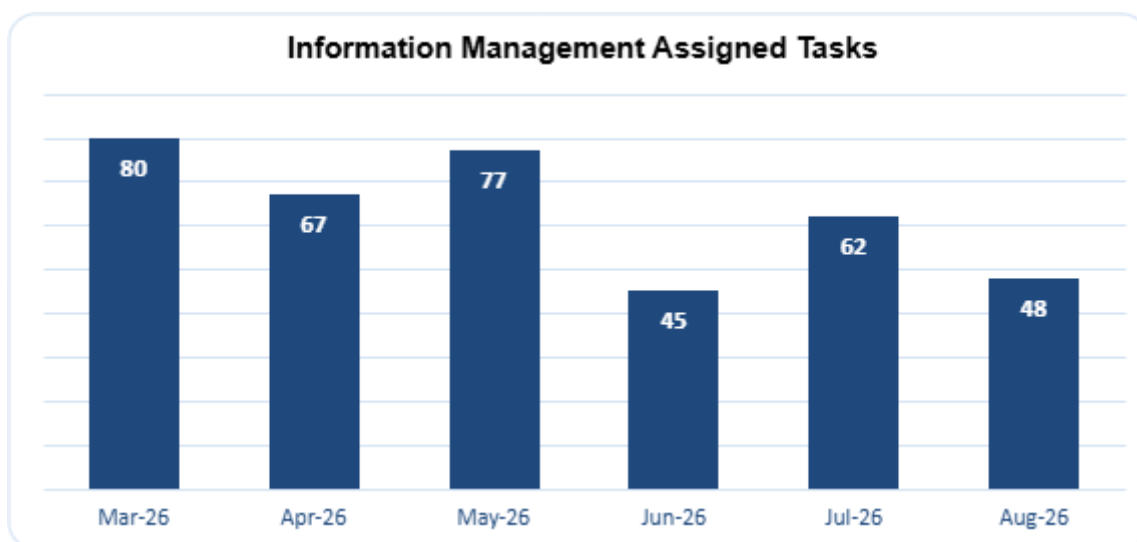


Analysis

- In August, Digital Information Management received 184 FreshService tickets, an increase from 150 tickets in July, 107 in June, and above the May volume of 139. This indicates continued growth in demand for Information Management support during the August reporting period, with request volumes now sitting at the highest level shown across recent months.
- 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 August increase highlights growing 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.



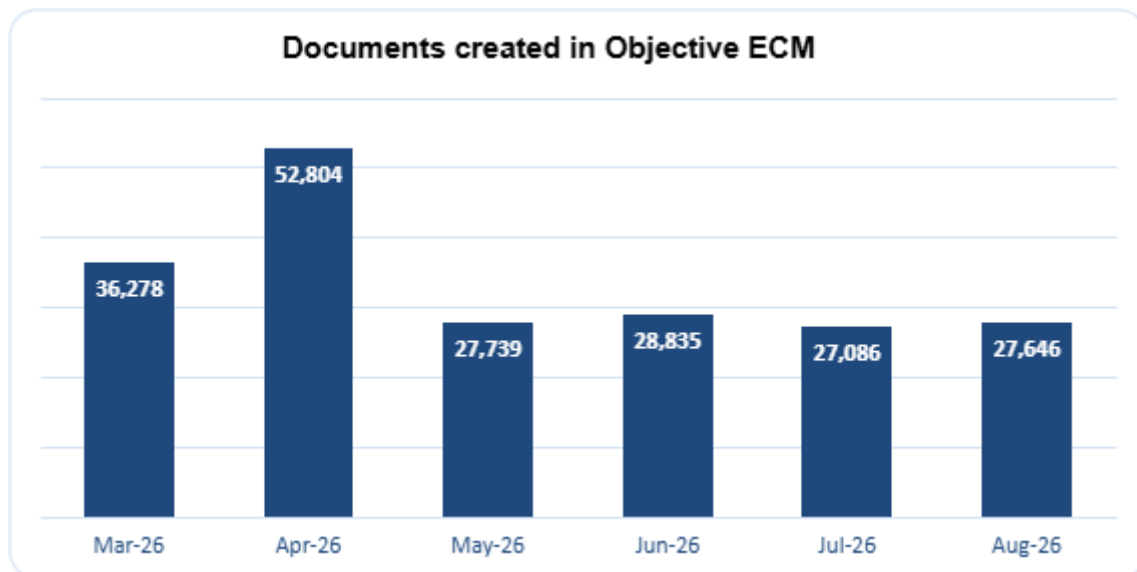
Analysis

- In August, Digital Information Management received 48 assigned tasks, a decrease from 62 in July and below the May peak of 77, while remaining slightly above the June volume of 45. This represents a reduction of 14 tasks from July and indicates a lower level of scheduled Information Management workload during the August reporting period. Assigned tasks continue to be linked to onboarding/offboarding, contractor set-up, training, access requirements, and other planned Information Management activities.
- The August decrease provides some relief against scheduled task demand; however, task volumes should continue to be monitored alongside tickets, as this work still 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 August, 27,646 documents were created in Objective ECM, an increase from 27,086 in July and remaining broadly consistent with the May volume of 27,739. While still below the April peak of 52,804 documents and the June volume of 28,835, the August increase indicates continued and steady 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 and show a modest increase in August.

Legal Services

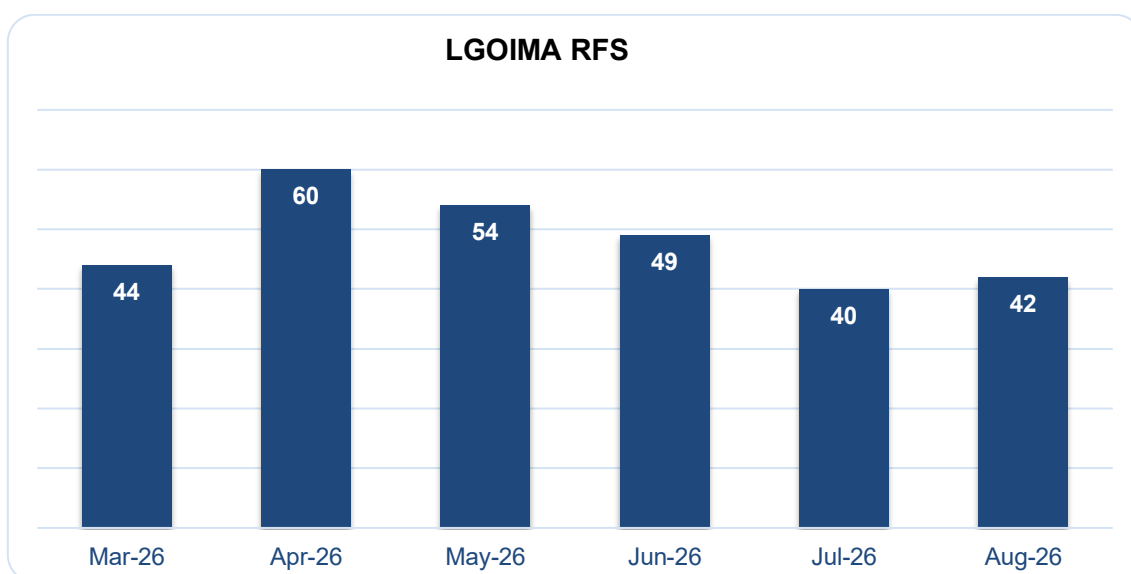
Legal Services has two divisions: Property Legalisation and Legal Advisory (which includes specialised management of Local Government Official Information and Meetings Act 1987 (LGOIMA) requests, e-dealings, privacy complaints, and protected disclosure complaints).

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 RFSs under 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.

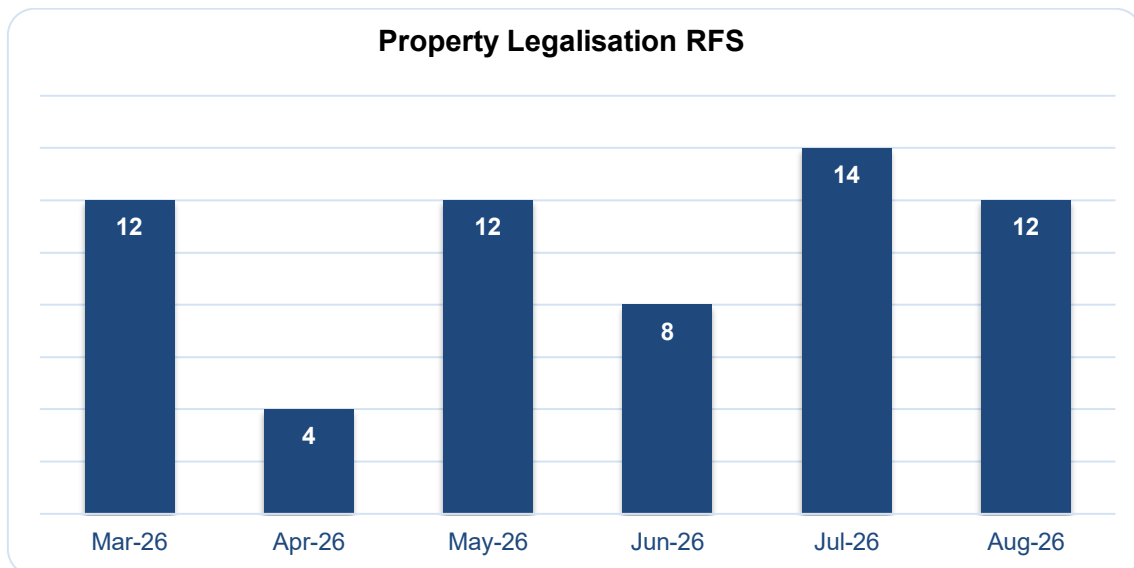


Analysis

- Legal Services received 42 LGOIMA requests in August, representing a slight increase from 40 requests received in July, while remaining below the six-month average of approximately 48 requests per month.
- Demand for LGOIMA services remained steady throughout August, with a number of requests continuing to require coordination across multiple teams to gather, review, and assess information.
- While monthly request volumes can fluctuate, the complexity and scope of requests received continue to vary, influencing the level of resource and coordination required.
- Legal Services continues to work diligently to manage requests within statutory timeframes, including undertaking consultations, transfers, and scope clarification where required. The team remains committed to providing timely responses and supporting Council's compliance with its legislative obligations.

Key Metric 2 – Property Legalisation RFS

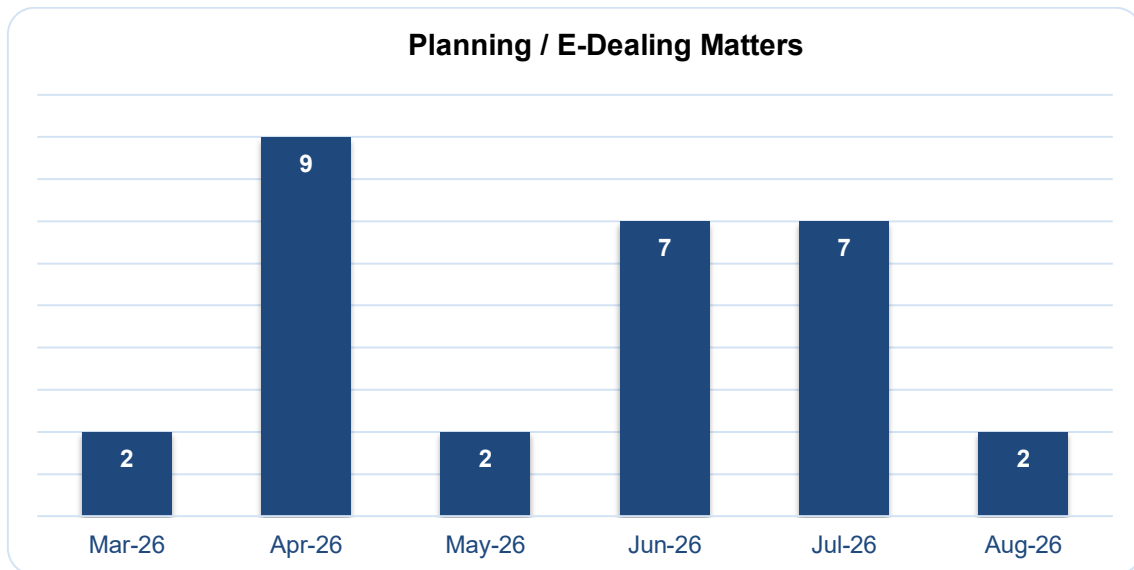
Property Legalisation is a highly specialised technical area of Legal Services. The team receives and processes applications for Licences to Occupy (LTOs). It also receives requests for Land Information New Zealand (LINZ) and other technical property information from the Roding, Parks and Reserves, 3 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, Reserves 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 12 Property Legalisation requests in August, representing a decrease from 14 requests received in July, while remaining above the six-month average of approximately 10 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 from month to month depending on operational priorities, development activity, and property-related projects across Council. Despite the slight decrease in August, demand for legal support in this area remained above the six-month average. 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 2 Planning / E-Dealing matters in August, representing a decrease from 7 matters received in July and remaining below 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. While August recorded a lower volume of matters, 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

Year-end & Audit

As previously reported, the Te Huia financial report for the period ended 31 May 2026 was presented to the Te Miromiro Committee for Assurance, Risk and Finance on 11 August. Currently final year end aspects are being completed for a comprehensive year end and annual audit. Closing portions of annual audit completed early next week, at which point consolidated accounts audit stats and progresses for 5 days.

June Te Huia Report & Annual Accounts

Year-end financial reporting in draft form exists, and will be finalised upon final audited numbers in first week of October.

An overhauled summary monthly P&L reporting pack to replace Te Huia Reporting.

Te Huia Reporting will become the detailed LTP group management reporting and individual dept reporting.

Balance Sheet Mapping

The balance sheet mapped for 51,000 assets in basic terms and reporting pack produced for year-end for all treasury ratios, LGFA covenant ratios, and balance sheet map summary. This will be produced monthly,

Work has progressed for Elected members on balance sheet mapping detailed analysis, with main aspects of this presented in a coming workshop in September, covering detailed work around Halls, Housing for the Elderly, Comm Arts, will be presented.

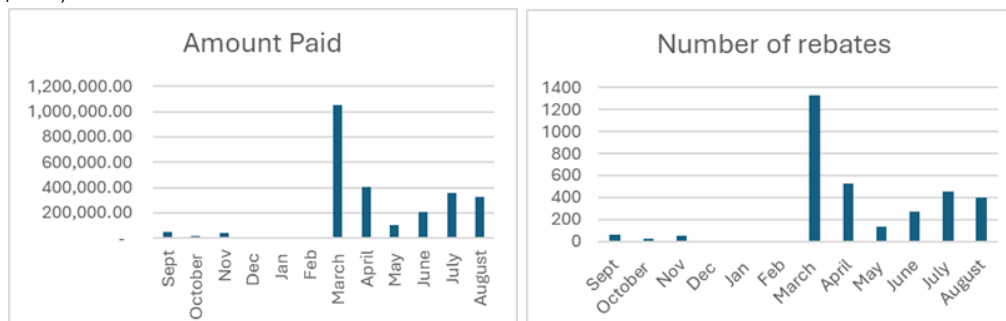
Carried Forwards

The carry-forward report was presented to Council in September 2026, and the recommendations were adopted.

Rating Services and Transaction Services

Key Metric 1 - Rates Rebates

- Total rebates year end (YE) 2025/2026 year to date (YTD) to end of June = 2,514 applications processed for total of \$1,975,283.96
- Year to Date 2026/27 to end of August = 852 applications processed with a total of \$684,553.40



- For rebates from 2025-26, there are 87 applications remaining which are either awaiting information, declined, or awaiting Department of Internal Affairs (DIA) monthly payment.
- Collaboration with Customer Services to support the vetting of rebates applications has significantly improved processing efficiency. As a result, the Rates Team is processing applications more quickly, with the oldest outstanding application now less than two weeks old.

Key Metric 2 - Rates Instalments and Water Invoices – completed OTIF (on time, in full)

- The first rates instalment was issued in July 2026.
- This was alongside regular monthly water billing.
- End of year and new rates generation for 2026/2027 was completed successfully, taking 36 hours.
- Significant increase in customer common use applications after self-audit process completed in June and July.
- Increase in ratepayer direct debit amendments following the water Rates Easy Pay audit completed in July for the new rating year.
- 300+ new direct debits loaded by the Rates Team during the first week of July to ensure all the first instalment notices issued reflect these. This is a manual process with Pathway that took three staff to complete during this week.
- Excess water applications metric (water leaks) - reviewing and processing applications daily. Put in place a self-photo process improvement, saving on Ventia reads. Currently 272 applications in progress.

Key Metric 3 - RFS

- 9,264 completed for the year ended 30th June 2026. YTD 1,893 RFSs have been received.
- Approximately 670 RFS open as at end of August.
- Approximately 946 RFSs received per month on average.
- Request volumes remain high, and the Rates Team is prioritising time-sensitive requests while working through the current workload. We thank ratepayers for their patience.
- RFS triage and query fulfilment is a main area of AI focus for Financial Services Team.

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

Property Information and 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:

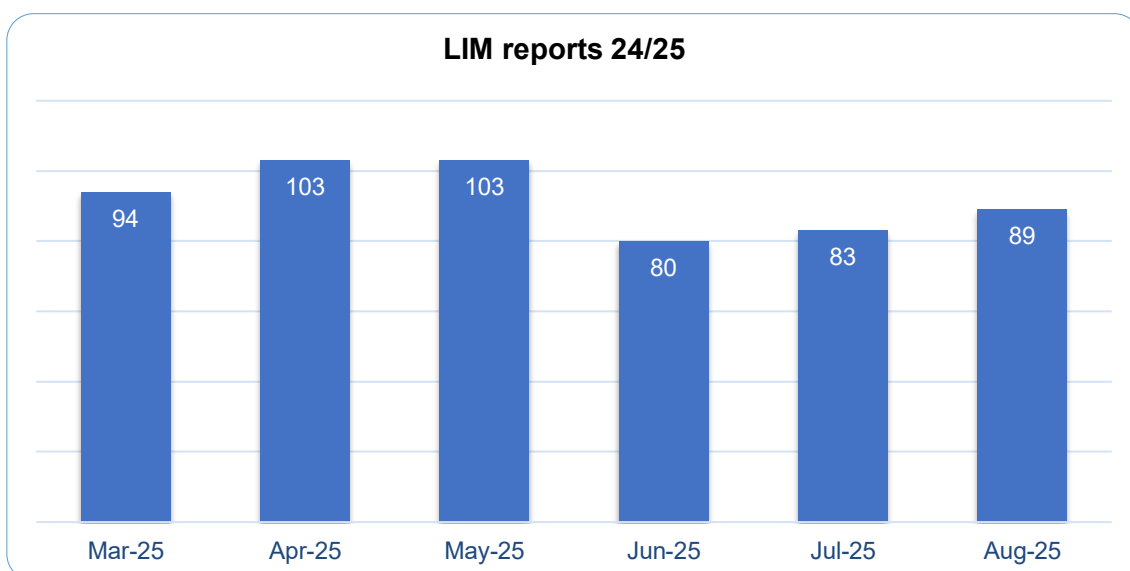
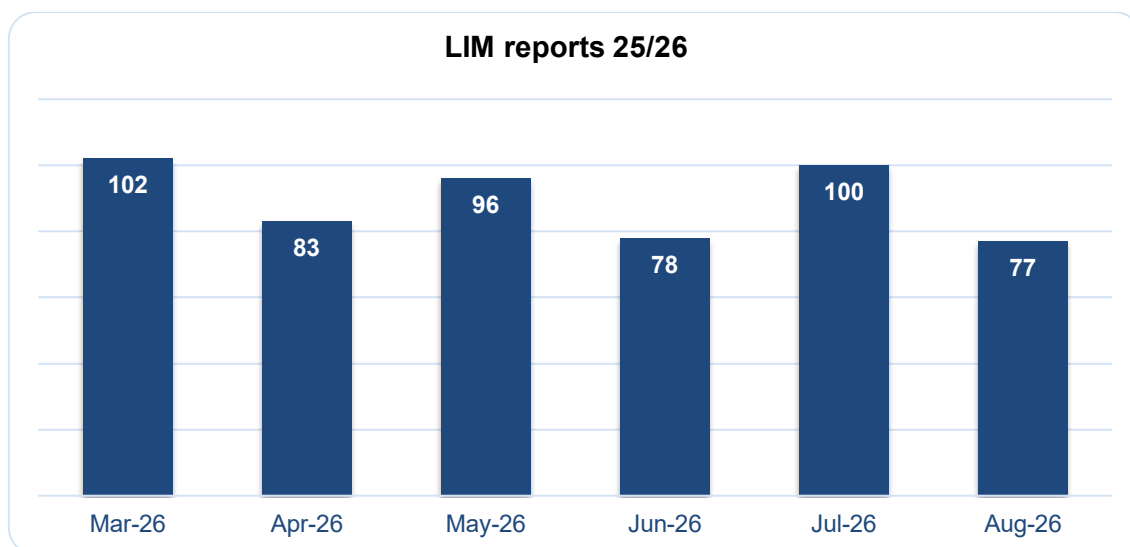
- Preparation and delivery of Land Information Memorandum (LIM) reports and property files in accordance with statutory and service timeframes.
- Maintenance and auditing of core property data, including titles, parcels, addresses, and the Name and Address Register, to support accurate rating and valuation.
- 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 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: 89.33 per month | 24/25 Average: 92 per month

Trend: Broadly stable year-on-year, with a decrease of approximately 2.9% year-on-year.

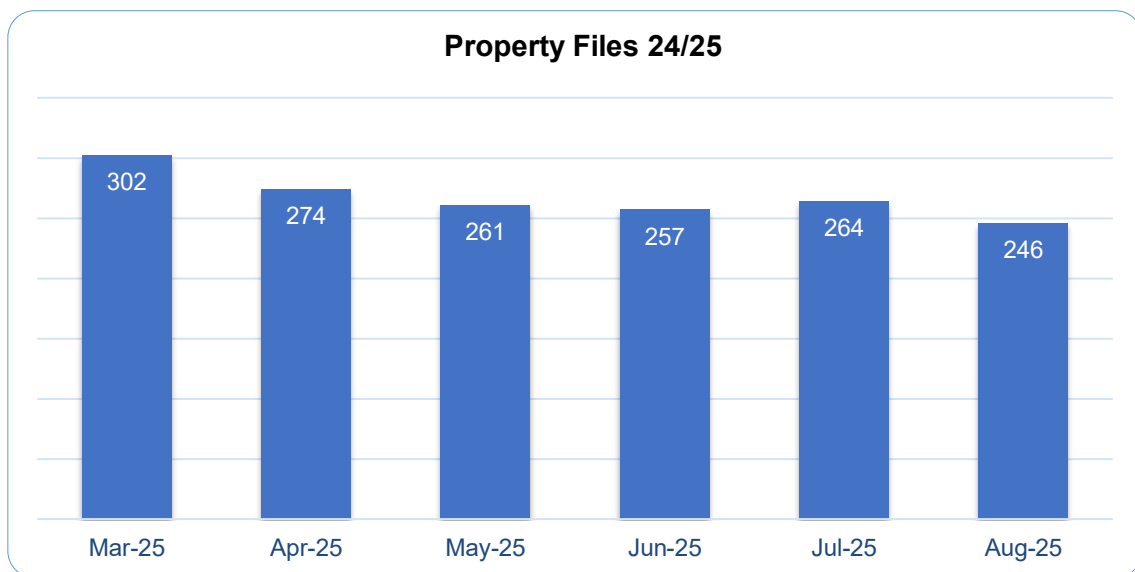
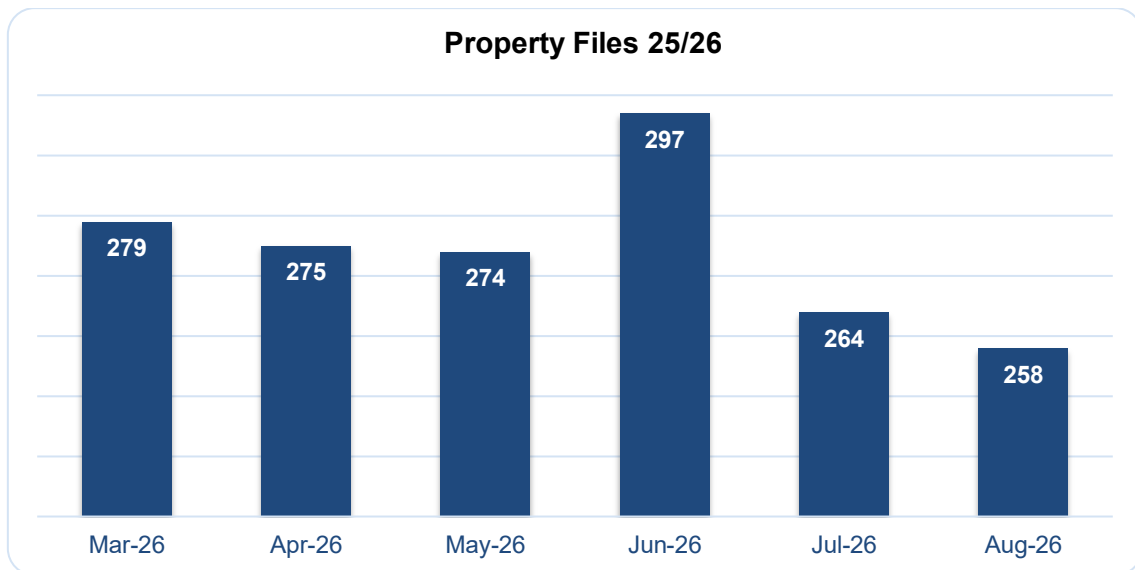
**Analysis**

LIM report volumes for the six months from March to August 2026 averaged 89.3 per month, compared with 92.0 per month for the same period in 2025. August recorded 77 LIM requests, down from 100 in July and below the 89 recorded in August 2025. Overall, current-year activity is broadly stable but slightly lower than the comparable period last year, with a decrease of approximately 2.9% year-on-year, indicating steady but marginally softer demand for statutory property information services.

Key Metric 2 - Property Files

25/26 Average: 274.5 per month | 24/25 Average: 267.3 per month

Trend: Broadly stable year-on-year, with an increase of approximately 2.7% year-on-year.

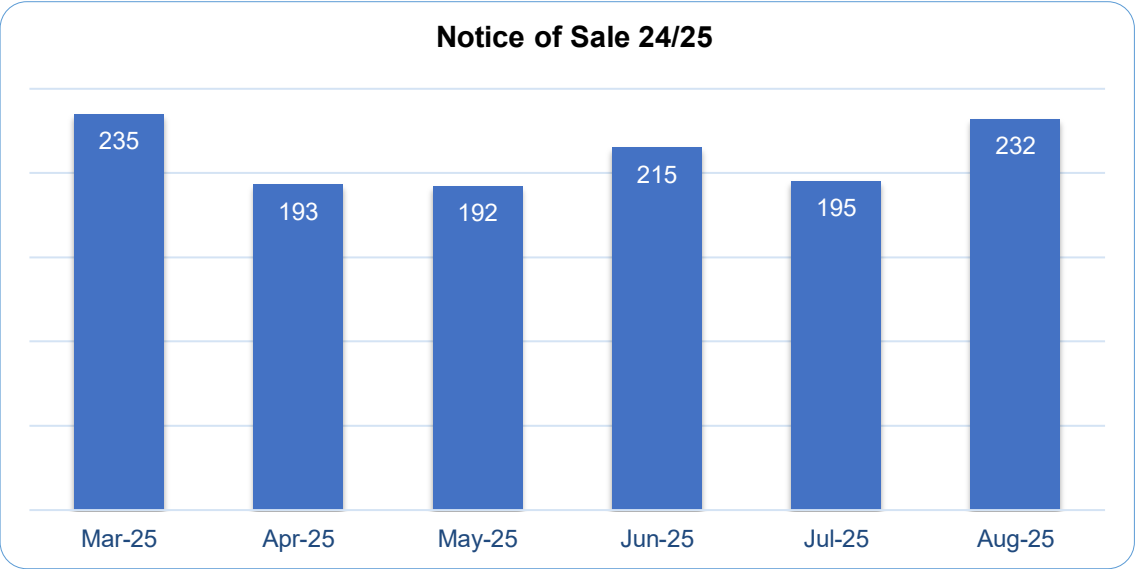
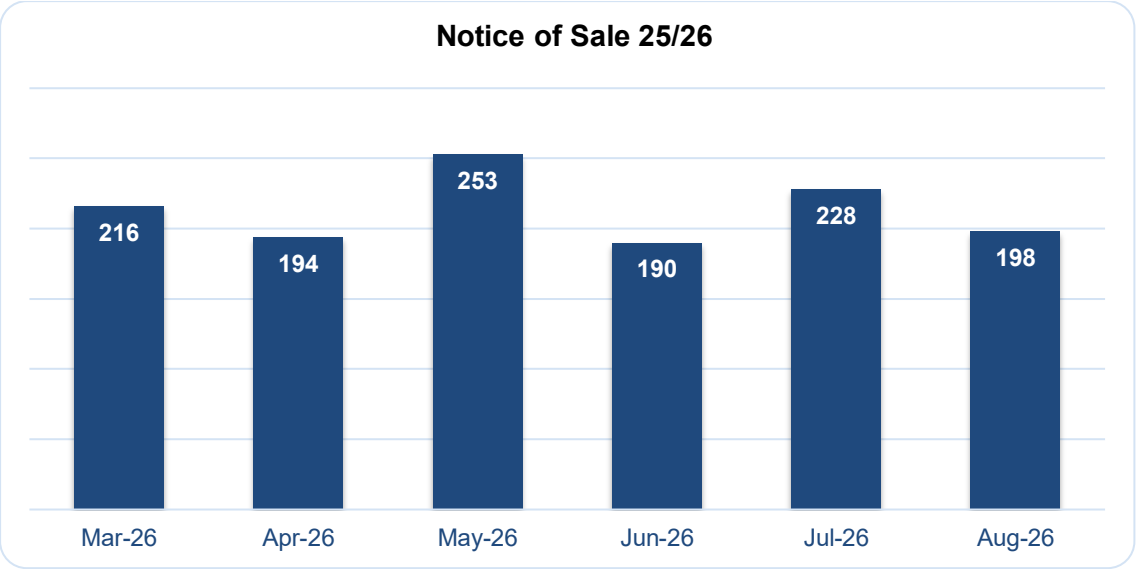
**Analysis**

Property File requests for the six months from March to August 2026 averaged 274.5 per month, compared with 267.3 per month for the same period in 2025. August recorded 258 requests, down from 264 in July but above the 246 recorded in August 2025. Overall, current-year activity is slightly higher than the comparable period last year, indicating steady demand with a modest year-on-year increase.

Key Metric 3 - Notice of Sale

25/26 Average: 213.2 per month | 24/25 Average: 210.3 per month

Trend: Broadly stable year-on-year, with an increase of approximately 1.3% year-on-year.



Analysis

Notices of Sale received for the six months from March to August 2026 averaged 213.2 per month, compared with 210.3 per month for the same period in 2025. August recorded 198 requests, down from 228 in July and below the 232 recorded in August 2025. Overall, current-year activity is broadly stable and slightly higher than the comparable period last year, indicating steady demand with only a modest year-on-year increase.

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Business Compliance (Project Management Office)

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. Day to day oversight and management of the Project Portfolio Management (PPM) System.
- 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:

- A review of project management processes commenced in August as part of the broader review of the Project Management Framework. This work is being progressed as a continuous improvement activity to strengthen consistency, clarity and practical application across the project lifecycle.
- Feedback has been received on the draft Project Assurance Framework and is now being incorporated into the framework and supporting templates. Rollout is expected to commence next calendar year.
- The PMO hosted a joint Deal Making / Supplier Hui with Amotai in late August to support the Roothing Maintenance & Renewals Contract sub-contracting opportunities with Fulton Hogan and Ventia. 10 local Māori businesses attended the meet and greet session, where opportunities were discussed, and pre-qualifications outlined.
- 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 PMO staff progressed a business case for the purchase of D4H, an emergency management software platform. D4H provides a central location for incident information, plans, communications, tasks, documents and operational updates. It supports a shared operating picture by improving access to current information and reducing reliance on separate SharePoint channels and document-based processes. The rollout also includes field tools such as Survey123, enabling information gathered in the field to be uploaded directly for Emergency Operations Centre (EOC) review rather than manually entered later. This implementation strengthens organisational resilience and supports more effective response and recovery coordination. The PMO staff involved have led the business case

approval, implementation and configuration, working with function leads to tailor D4H to operational requirements. The platform will be trialled during the Pacific Wave exercise in mid-October, with minor refinements expected after the exercise.

Key Metric 1: Support Project Planning & Delivery

The team has completed configuration and testing on the financial integration between TechOne and the PPM system. This is a significant milestone in improving visibility of project budgets and financial performance information and will support more comprehensive capital works project reporting, monitoring and oversight.

Training, support and guidance continue to be provided to new and existing system users:

- 14 project managers received support with system queries and project management practice queries.
- A number of new starters, cessations and position updates were maintained within the system to ensure reporting lines and user requirements were reflected.
- WSP was onboarded in the PPM system to support roading project management, including the transfer of projects to new WSP project managers.
- Updated guidance was provided on minor system functionality changes.

Key Metric 2: Procurement

The PMO supports staff by providing guidance on the most appropriate supplier selection method (competitive or direct award), ensuring robust justification is in place and advising on the most suitable contracting arrangements.

During the month of August, 22 Procurements were managed either via direct award, closed or open tender. 6 contracts were awarded to the value of \$755,001, of which \$94,050 (12%) were awarded to suppliers in Northland.

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:

- Redwood Tree felling project - Kerikeri
- Commerce Street – review of contract claims
- Kaitiāia Resource Recovery Centre Bridge replacement
- Kaitiāia Resource Recovery Drainage and Planting Agreement
- Core Roding Professional Services Contract with WSP – developing key requirements / obligations register and questionnaire to support the 100-day review.
- Waters Agreements Novation Programme (CCO Transition) - collation of contracts and relevant data

Transportation Services

Transportation Services plans, maintains and improves the district's transport network so that communities, businesses and visitors can travel safely and reliably. The team manages the roading capital works and emergency recovery programmes, the road maintenance, operations and renewals contracts, streetlighting, road safety promotion and the Hokianga Ferry Service, working closely with Waka Kotahi NZ Transport Agency (NZTA), contractors and local communities.

This month, Transportation information reporting is included in this report rather than being presented to Te Koukou, as the next Te Koukou meeting is scheduled to be shorter than usual.

Capital Works programme

The Transportation Capital Works Programme repairs roads damaged by slips and improves the resilience of vulnerable routes. It covers:

- Recovery from the August 2022, May 2023 and June 2023 weather events
- Recovery from the Anniversary Weekend storm and Cyclone Gabrielle
- Recovery from Cyclone Tam 2025
- Resilience work funded through the Crown Resilience, Targeted Fund and Low Cost/Low Risk programmes.

A Waka Kotahi New Zealand Transport Agency (NZTA) Emergency Works Application was lodged this month for the January 2026 weather event and is awaiting Waka Kotahi NZTA approval. The Emergency Works Application for both the March and April 2026 events will be submitted to Waka Kotahi NZTA in October 2026.

The August 2026 Te Koukou report explained that staff are now managing projects as programmes of work rather than singular projects. Since August, the following actions have taken place:

- Each site has been assigned a Project Manager, and a master Gantt Chart is used to monitor programme completion progress in Council's Project Management System.
- Programmes are reviewed fortnightly and any project not aligned with its planned completion date is reviewed and the slippage risk addressed.
- Transportation and Procurement teams meet weekly to plan and track procurement activities.

Programme status

The Capital Works Programme remains active across multiple weather-event recovery and resilience programmes. Current programme metrics indicate:

Phase	Current projects	Previous period
Investigation	5	2
Design	13	15
Procurement	10	13
Construction	12	5
Defects Liability Period	11	16
Total active projects	51	51

The attached Gantt Chart shows the overall programme, which was verified on site by each project manager during September. The largest volume of work remains in the August 2022, May 2023 and Cyclone Tam programmes.

Construction and Contract Awards

The construction season has now commenced:

Site	Status	Next milestone
Duncan Road, four slip sites	Construction awarded	Work continuing through October
Ōmanaia School Road RP83-129	Construction awarded	Construction planned from 28 September for five weeks
Paranui Road RP4460-4480	Construction awarded	Construction planned 5 October to 2 November
Broadwood Road RP680-695	Construction awarded	Construction planned 12 October to 24 November
Wainui Road slips 2 and 1.7	Tender being evaluated	Award

Design and Investigation

- Kaitiāia-Awaroa Road RP29080 and West Coast Road – Detailed design package is being developed.
- Ngapipito Road RP6733 and Duncan Road RP12920 – Detailed design offers have been received.
- Larmer Road – Discussions being held with landowners to retreat the road back from the slip and monitor ground movement.
- Panguru – 3 x repair options are being assessed, 2 of these require landowner agreement.
- Parnell Street, Rāwene – Further investigations are taking place, the design is being reconsidered and a start date yet to be determined.

Allocating Work to the Supplier Panel

Emergency and Resilience Works Supplier Panel Update:

- There are 41 jobs on the current list; of these 19 are deemed low complexity, 14 medium complexity, 2 high complexity, and the remainder still to be rated.
- Bundling of projects for efficient delivery is considered in the same area, with the remainder of the works shared evenly across the panel within each complexity band.
- The early result is 2-3 sites per supplier across the 13 panel suppliers, with works expected to be complete by June 2027. Confidence in supplier capacity is increasing and limiting risk of not achieving programme delivery.

Standard Design and a Risk-Based Design Approach

Work is underway on standardising slip repair designs. Northland has around 81 different geologies, so one design will not suit every site. The first set of designs will cover Waipapa geology, which is widespread, consistent and prone to shallow slips. Higher-risk sites will still get site-specific designs.

- A workshop with the design team is planned for the week of 28 September.
- Completed standardised designs are expected early in 2027, for use on summer construction, resilience sites and future storm damage.

Alongside this, staff are documenting a risk-based approach to deciding the level of repair on low-volume roads. Under this approach, some roads will get a simpler repair than they have in the past. The approach will be brought to elected members for endorsement, and Waka Kotahi NZTA has asked for a copy.

Key Delivery Risks

Risk	Response
Work in streams and culvert replacements	Most works require notice to Northland Regional Council only; some culvert replacements may require consent.
Overhead power lines	Clearance requirements are agreed with Top Energy during project scoping rather than being left to the construction contractor.
Landowner access	Access is agreed before contracts are let.
Road safety audits	Audits are required at each site. Resulting design changes may delay some construction starts.
Site supervision at peak construction	Weekly supervision hours will be estimated, with suppliers providing some supervision where required.

Communication and Engagement

Each site will have a short engagement plan. Capital works sites will be added to Council's roading communications plan.

Next Steps:

- Start construction at Ōmanaia School Road, Paranui Road, Broadwood Road and Ngapipito Road, and award the Wainui Road slips.
- Finalise the supplier panel allocation and confirm contractor capacity.
- Progress design for the remaining funded sites.
- Hold the standard designs workshop and draft the risk-based design approach.
- Keep Waka Kotahi NZTA-funded recovery works moving to limit any loss of subsidy from funding deadlines.

Financial performance

Financial performance varies across programme areas, reflecting differing stages of project development and delivery. The August 2022 Weather Events and Cyclone Gabrielle recovery programmes are approaching completion, while Cyclone Tam and Crown-funded resilience programmes remain in earlier phases of implementation.

The principal financial risk continues to be the potential reduction in Waka Kotahi NZTA subsidy funding for eligible recovery works that are not completed within prescribed funding timeframes.

Following ongoing discussions with Waka Kotahi NZTA, the Funding Assistance Rate (FAR) for the August 2022 weather event recovery programme has been reinstated from 71% to 91%. This is a significant positive outcome for Council, reducing the local funding burden on recovery works, improving programme affordability, and helping to minimise costs to ratepayers while supporting the continued delivery of critical recovery projects.

Work is currently underway to enhance programme-level financial reporting and provide greater confidence in the relationship between actual expenditure and approved programme budgets. This reporting will strengthen governance oversight of programme performance and is expected to be available for inclusion in the next Te Koukou governance report.

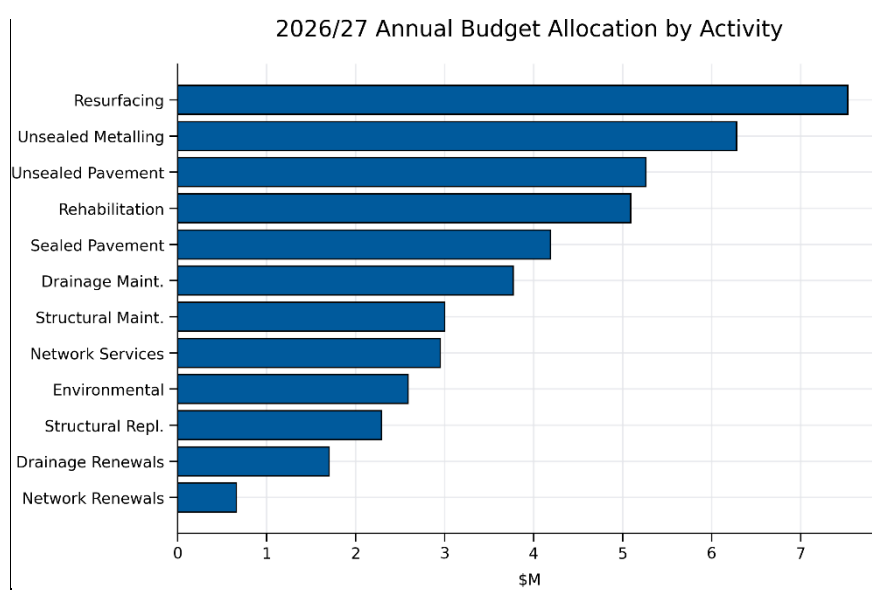
In addition, financial management processes have been strengthened through improved month-end reconciliations and enhanced management of retained contract payments, providing better visibility of programme performance and supporting informed governance and investment decision-making.

Maintenance, Operations and Renewals

The 2026/27 Transportation Maintenance, Operations and Renewals Programme has an approved annual budget of \$45.30 million and comprises a range of maintenance and renewal activities aimed at maintaining network condition, improving resilience, and ensuring safe and reliable transport connections throughout the district. The programme is delivered through the North and South Roding Network contracts and includes sealed and unsealed pavement maintenance, drainage, structures, environmental maintenance, network operations and road renewals.

The largest areas of planned investment for 2026/27 are:

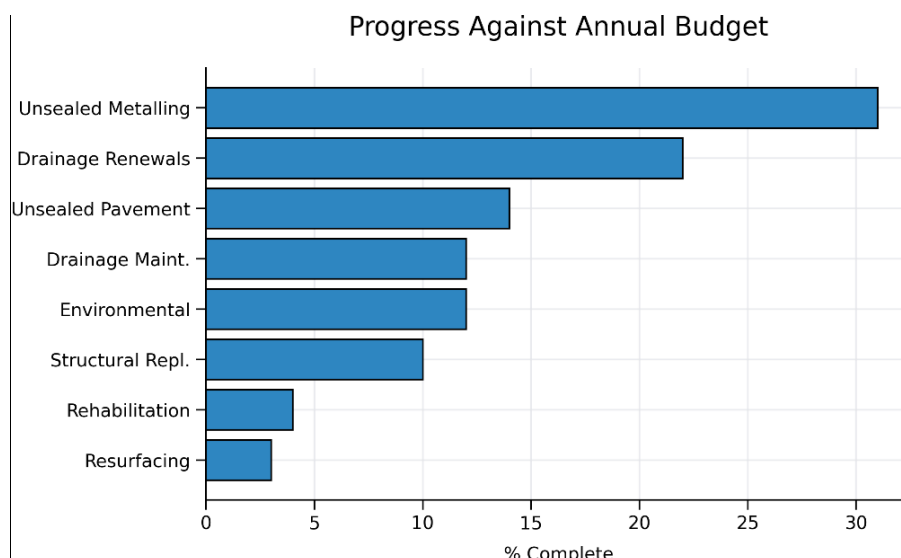
- Sealed road resurfacing: \$7.53 million
- Unsealed road metalling: \$6.28 million
- Unsealed pavement maintenance: \$5.26 million
- Pavement rehabilitation: \$5.09 million
- Sealed pavement maintenance: \$4.19 million



Collectively, these activities account for more than half of the annual programme budget and reflect Council's continued focus on preserving pavement condition and maximising the life of existing transport assets.

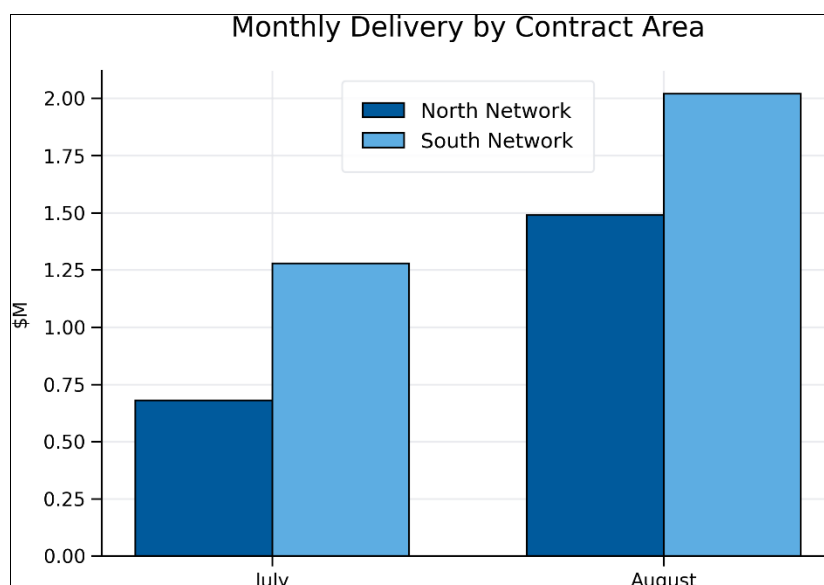
Delivery of the annual programme commenced on 1 July 2026. During the first two months of the financial year, expenditure has primarily been directed towards unsealed road metalling, unsealed pavement maintenance, drainage maintenance, pavement maintenance, and environmental activities.

These works support network accessibility, resilience, and customer level of service outcomes across both urban and rural areas of the district.



Programme expenditure increased significantly between July and August across both delivery contracts as seasonal maintenance and renewal activities commenced. Unsealed Road Metalling has recorded the highest expenditure to date, reflecting the importance of maintaining access and serviceability across the district's extensive unsealed road network. Drainage Renewals and Unsealed Pavement Maintenance have also demonstrated strong early delivery against their annual budgets.

At this stage of the financial year, a number of larger capital and renewal activities, including Sealed Road Resurfacing and Pavement Rehabilitation, remain in the early phases of delivery. These programmes are expected to accelerate through the spring and summer construction period as sites progress through design, procurement, and construction phases.



Hokianga Ferry Service

The Hokianga Ferry Service provides a critical transport link between Rāwene and Kohukohu and is operated by Northland Ferries on behalf of Far North District Council under Contract 7/19/187. The service supports local communities, businesses, visitors, and access to essential services across the Hokianga Harbour.

During August 2026, the service continued to operate reliably, achieving an on-time performance rate of 97.4%, exceeding the contractual key performance indicator (KPI). A total of 929 one-way sailings were completed during the month, including 46 shuttle sailings and two after-hours return sailings. There were no sailings cancelled due to mechanical failure or adverse weather conditions.

Fare revenue for the month totalled \$21,657 (excluding GST) compared with \$28,083 for the same period last year. No contractual non-compliances were recorded and no customer complaints were received. Two requests for after-hours sailings were received from Hokianga Health.

Routine and preventative maintenance activities were completed throughout the month, including vessel maintenance inspections, engine servicing, replacement of ramp bonding cables and ramp maintenance works. The contractor also confirmed that the refurbishment of the spare engine has been completed, improving operational resilience.

Health and safety performance remained strong, with no notifiable incidents, accidents, near misses, or service interruptions reported during the reporting period. Weekly emergency response training continued to be undertaken by operational staff.

Overall, the August 2026 results indicate that the Hokianga Ferry Service continues to provide a safe, reliable and effective transport connection for the Hokianga community while meeting contractual service requirements.

Streetlighting and Amenity Lighting

Far North District Council's Streetlight Maintenance and Renewals Contract (7/21/185) supports the ongoing maintenance, inspection and renewal of the district's streetlighting network to ensure public safety, network reliability and compliance with service level requirements. During the August 2026 reporting period (20 July to 19 August 2026), McKay Ltd completed 541 individual work items, including 493 cyclic inspections comprising 338 night inspections and 155 day inspections. Nine new work items were identified through night inspections and four faults were received through Council's Request for Service (RFS) system.

The total claim for the reporting period was \$50,444.74. All four Requests for Service received during the month were attended to, with three closed and one completed at the end of the reporting period. There were no emergency callouts, no contractual performance concerns, and no significant operational issues reported.

Contract performance remained strong throughout the month, with 672 dispatches completed, and only two dispatches remaining open from the reporting period. Outstanding work continues to be primarily associated with lamp cleaning, pole replacements and a small number of lamp faults awaiting specialist materials or further investigation.

Routine maintenance activities included luminaire replacements, cable fault repairs, protective device replacements and network investigations. Inspection programmes remain substantially complete, with annual day inspections and shear-base inspections completed in full, and the six-monthly night inspection programme nearing completion.

Health and safety performance was satisfactory during the reporting period, with no health and safety incidents recorded. One near miss was reported and managed through the contractor's health and safety processes. Regular toolbox meetings, vehicle inspections, pre-start inspections and job risk assessments continued throughout the month.

Overall, the August 2026 results indicate that the streetlighting network continues to be maintained in accordance with contract requirements, with inspection and maintenance programmes progressing as planned and no significant risks or service delivery issues identified during the reporting period.

Road Safety Promotion

The Road Safety Promotion Programme continues to deliver targeted education, licensing support and community engagement initiatives across the Far North District through a network of community partners, including Far North Rural Education Activities Programme (REAP), local health providers and community organisations. During August 2026, a range of road safety initiatives were delivered across Kaitiāia, Te Kao, Hokianga, Kawakawa, Kaikohe, Kerikeri and Kāeo, focusing on young drivers, high-risk road users, impaired driving, safer speeds, restraints and driver licensing support.

A total of 643 people were engaged through programme activities during the month. Driver licensing outcomes remained strong, with a 100% Learner Licence pass rate (40 of 40 participants) and a 100% Restricted and Full Licence pass rate (24 of 24 participants).

The programme delivered a combination of licensing courses, driver training workshops, school-based education, community events and capacity-building initiatives. A key focus during the reporting period was the Road to Life – Moerewa programme, delivered in partnership with local organisations to support participants facing barriers to obtaining a driver licence. The programme achieved 16 Learner Licences, 13 Restricted Licences and 7 Full Licences, contributing to improved driver licensing rates and safer road user behaviour within the community.

Overall, the August 2026 programme continued to support Council's road safety objectives by improving access to driver licensing, promoting safer road user behaviour and strengthening community awareness of key road safety issues across the district.

Next Steps

August represented the second month of delivery under the new Road Maintenance and Renewal Services contracts and demonstrated a significant increase in programme activity across both the North and South Networks. Delivery during the month was concentrated on unsealed road metalling, drainage maintenance, pavement maintenance, environmental maintenance and structural activities, reflecting the continued transition from mobilisation into full programme delivery.

While overall delivery has increased, a number of larger renewal programmes, including resurfacing and pavement rehabilitation, remain in the early stages of implementation and are expected to accelerate as the construction season progresses. Ongoing monitoring will be undertaken to ensure programme delivery remains aligned with approved budgets, annual work programme targets and agreed levels of service. At this stage of the financial year, overall expenditure is broadly consistent with the annual delivery profile across the transportation operational contracts and reflects the early mobilisation and programme establishment phase for the Road Maintenance and Renewals contracts.

Key priorities for the coming months include:

- Continuing to increase delivery across both contract areas in accordance with the approved 2026/27 maintenance and renewals programme.
- Monitoring expenditure and programme performance against annual budgets and delivery profiles, with particular focus on high-value renewal activities.
- Progressing resurfacing, rehabilitation and drainage renewal programmes as weather conditions and construction season opportunities improve.
- Continuing to strengthen reporting and performance monitoring to provide improved visibility of programme delivery and physical works completed.
- Maintaining collaborative working relationships between Council, contractors, subcontractors and key stakeholders to support efficient programme delivery and continuous improvement.

The August reporting format represents the first stage of a revised programme-performance reporting framework that has been developed in response to elected member feedback. The intent is to provide greater visibility of programme delivery, progress against annual work programmes, and forward-looking programme performance, alongside traditional financial reporting. Future reports will continue to evolve and will include additional performance measures, physical works delivery metrics, programme completion indicators, and trend analysis as delivery data becomes available across the 2026/27 financial year.

Attachments: August 2026

1. Capital Works – Project Master Report
2. Maintenance – Hokianga Ferry Report
3. Maintenance – Street Lighting Report
4. Maintenance – Road Safety Education & Promotion Report



Project Master Report

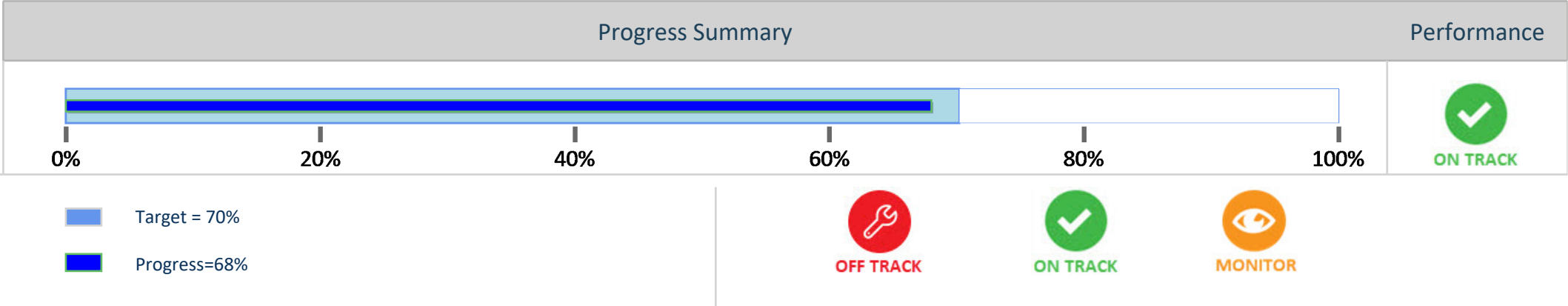
Far North District Council



Print Date: 23-Sep-2026

PROJECT SUMMARY

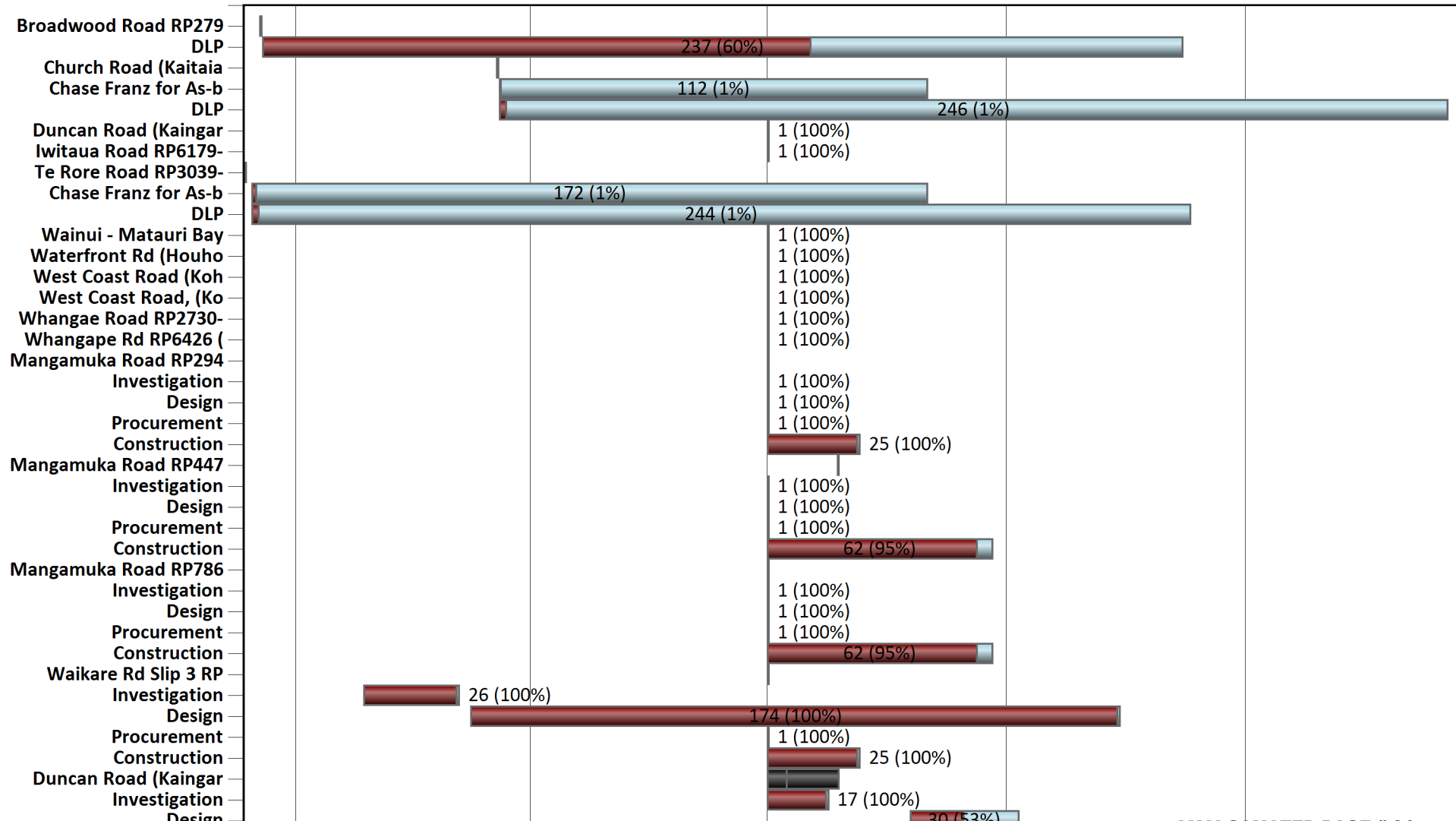
Project : FNA1045 - August 22 EW Event
Owner Vic Hensley - *Find Time Solutions Contractor*
Timeframe 01-Jul-2024 to 30-Jun-2027
Project Status : Open
Current Phase : Concept

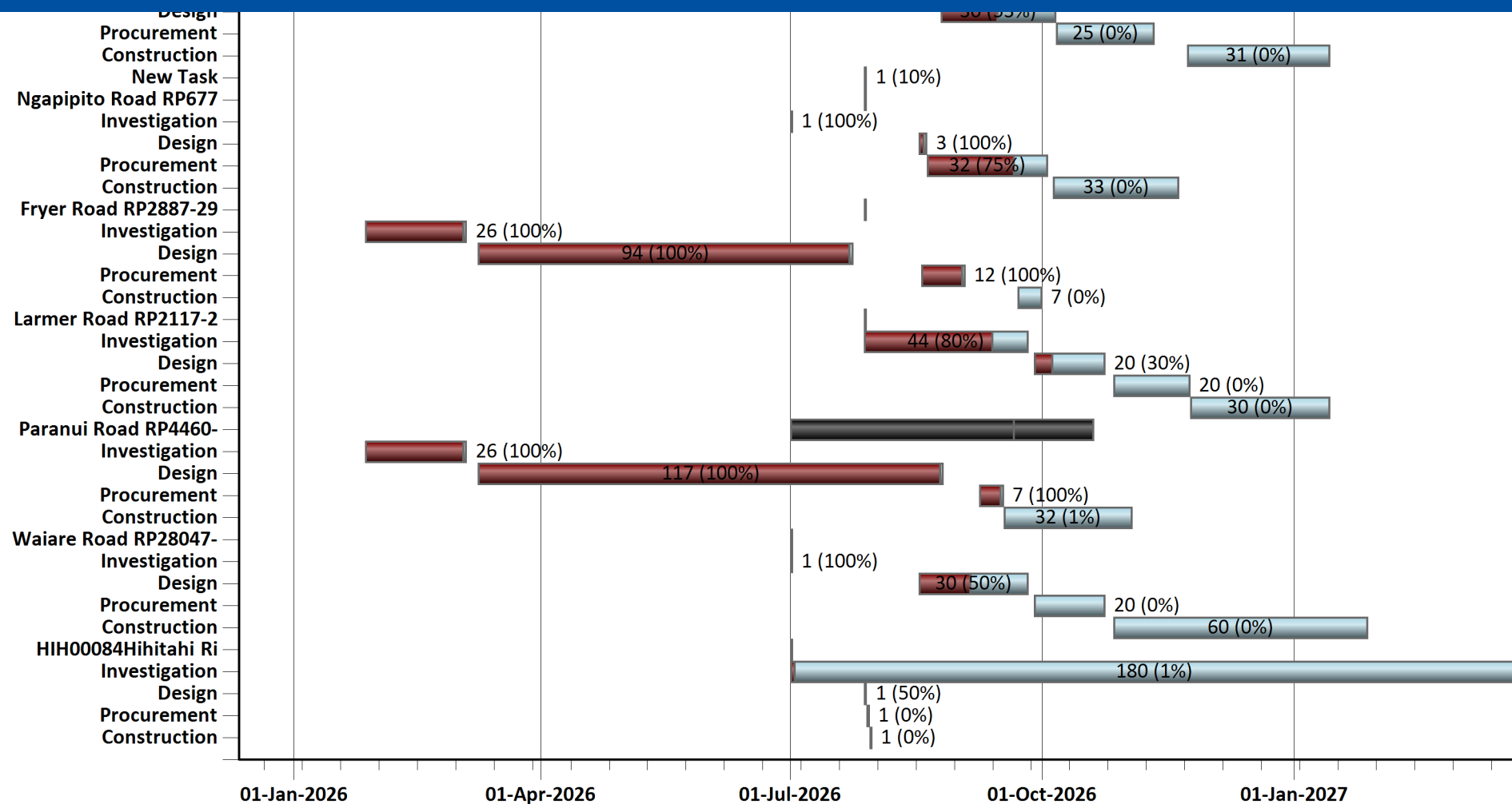


Concept

*Milestone

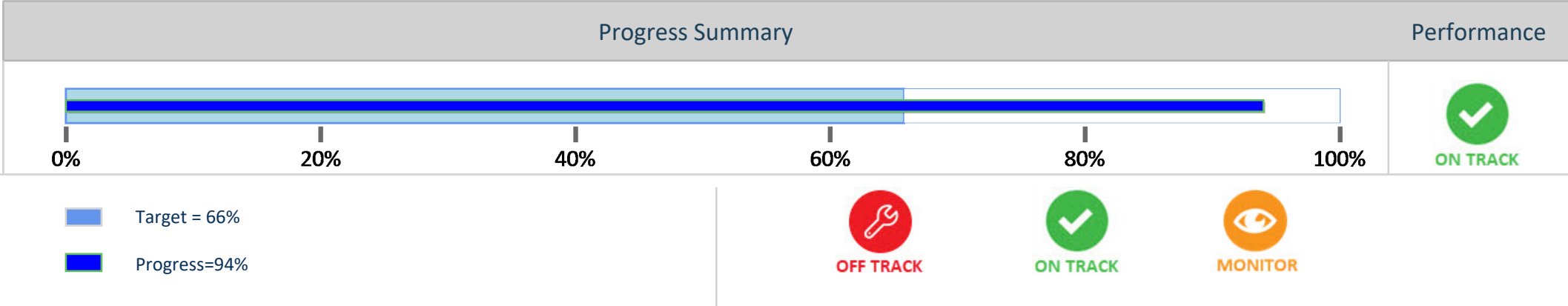
■ Duration (% Complete)
 ■ Target
 ■ Summary Tasks





PROJECT SUMMARY

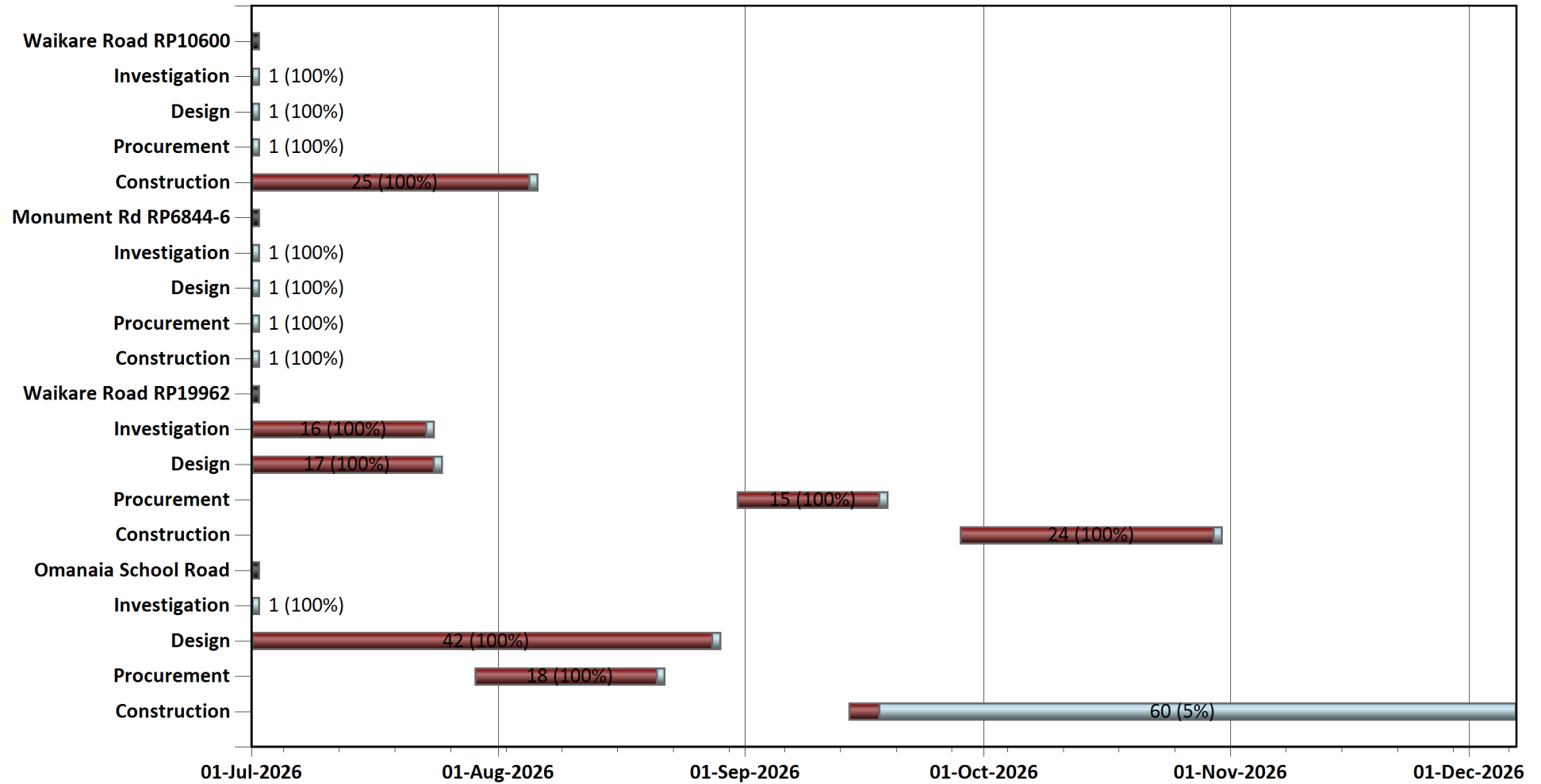
Project : FNA1046 - Cyclone Gabrielle 2023 Weather Event
Owner Margriet Veenstra - *Manager - Property Information & Business Compliance*
Timeframe 01-Jul-2026 to 30-Jun-2027
Project Status : Open
Current Phase : Concept



Concept

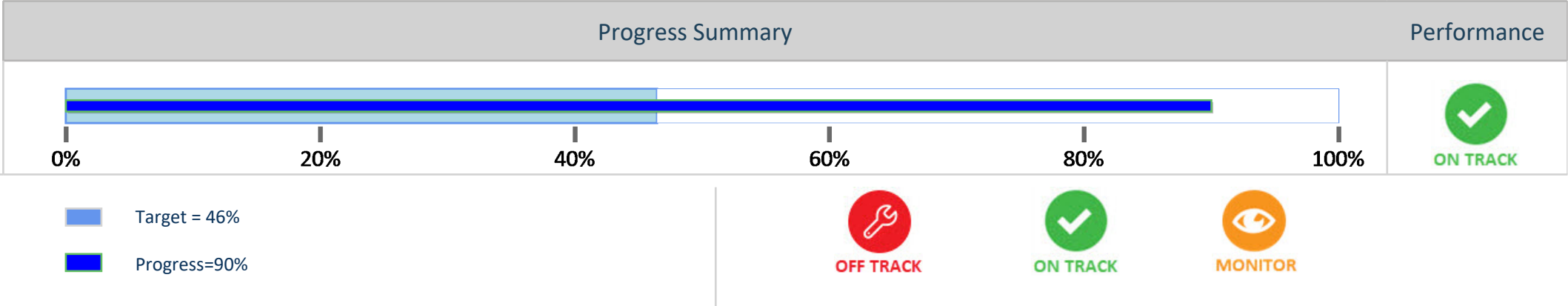
*Milestone

Duration (% Complete)
 Target
 Summary Tasks



PROJECT SUMMARY

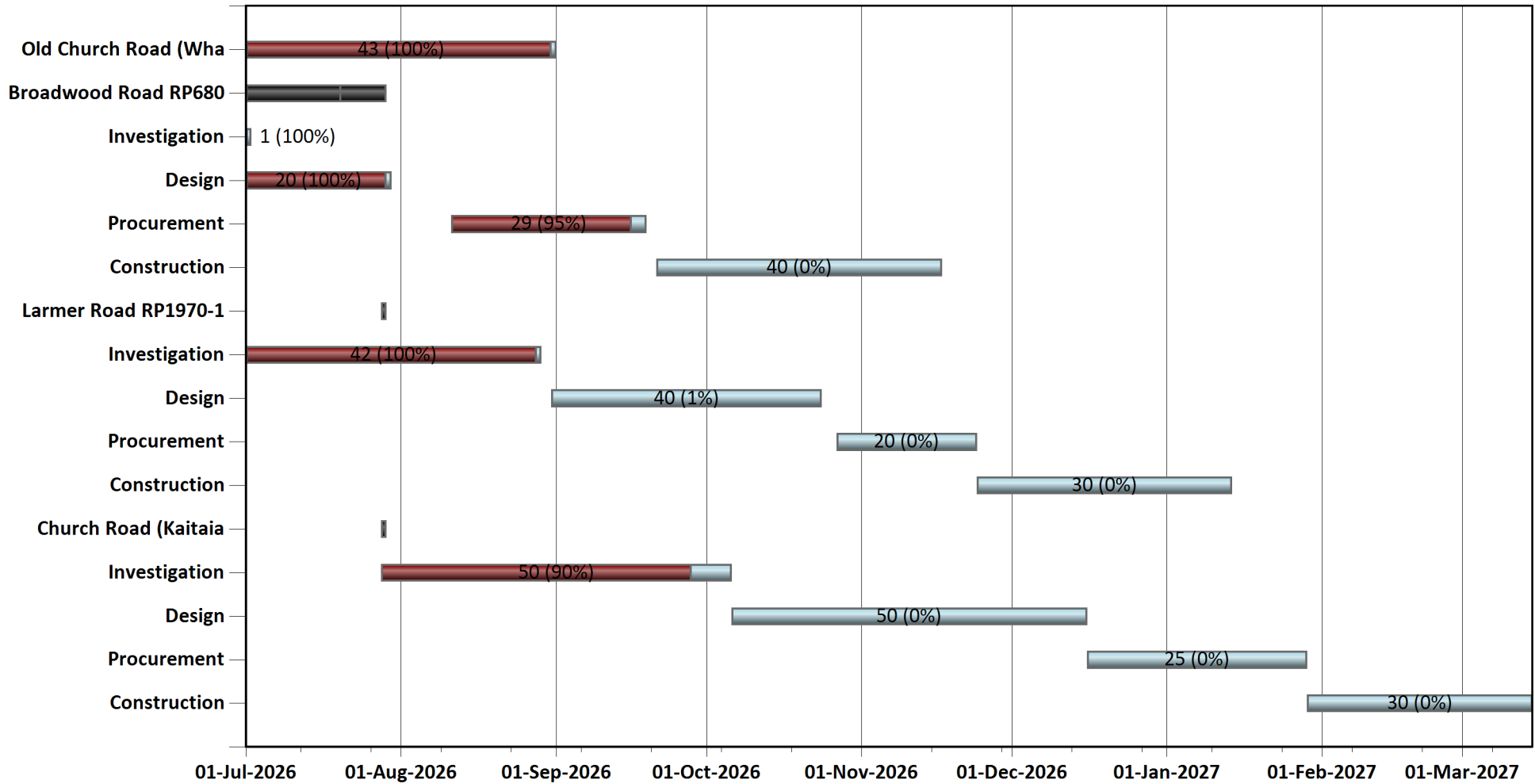
Project : FNA1048 - June 2023 -EW Event
Owner Vic Hensley - *Find Time Solutions Contractor*
Timeframe 01-Jul-2026 to 30-Jun-2027
Project Status : Open
Current Phase : Concept



Concept

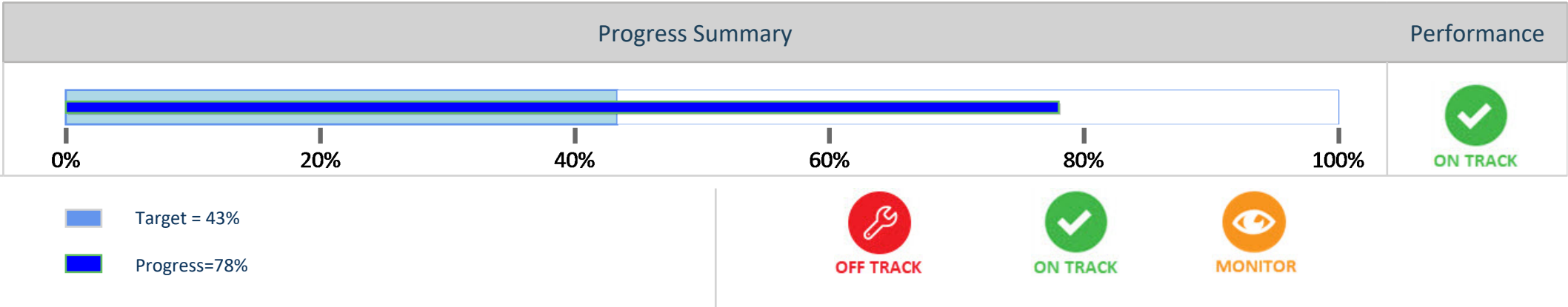
*Milestone

Duration (% Complete)
 Target
 Summary Tasks



PROJECT SUMMARY

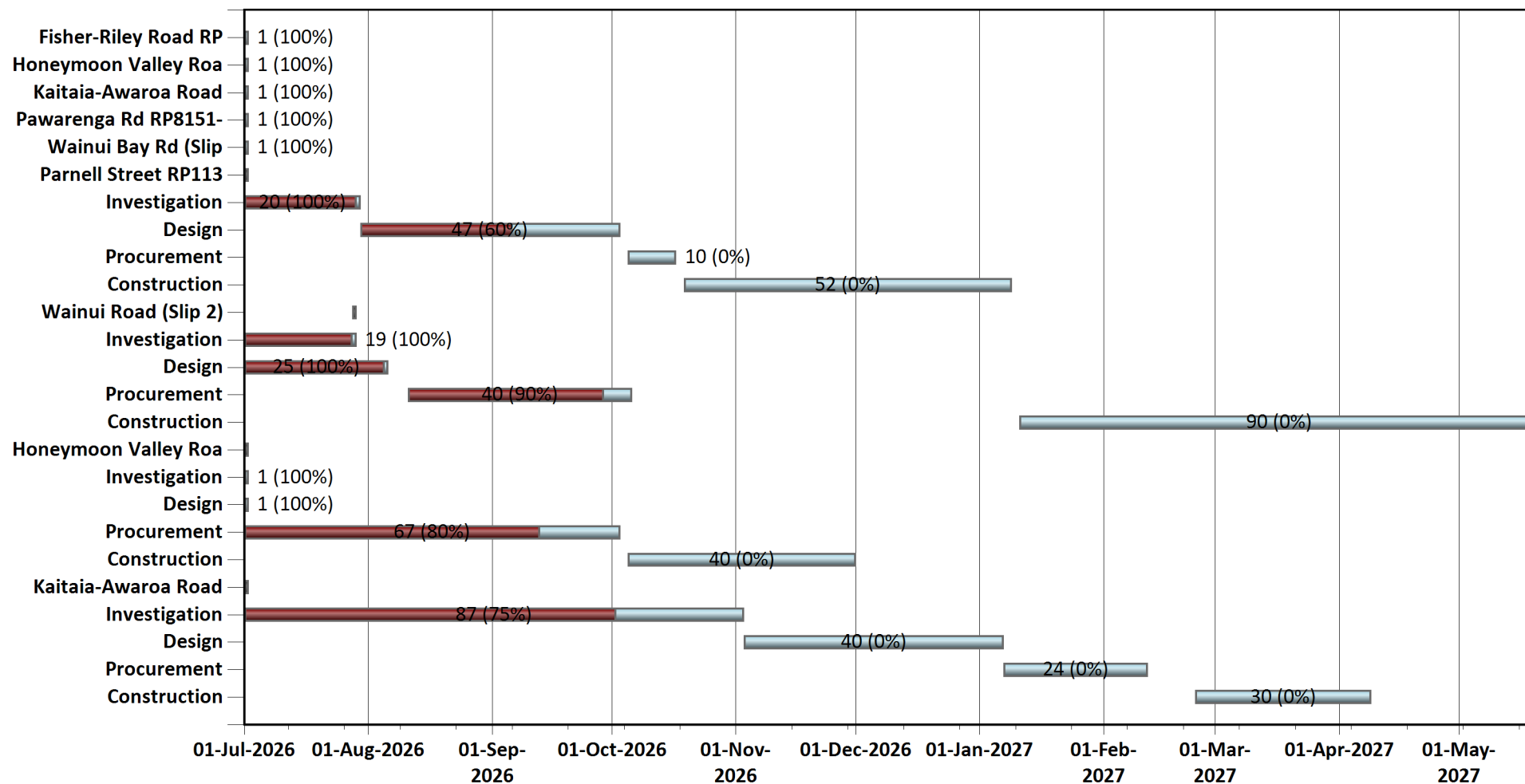
Project : FNA1049 - May 2023 - EW Event
Owner Vic Hensley - *Find Time Solutions Contractor*
Timeframe 01-Jul-2026 to 30-Jun-2027
Project Status : Open
Current Phase : Concept



Concept

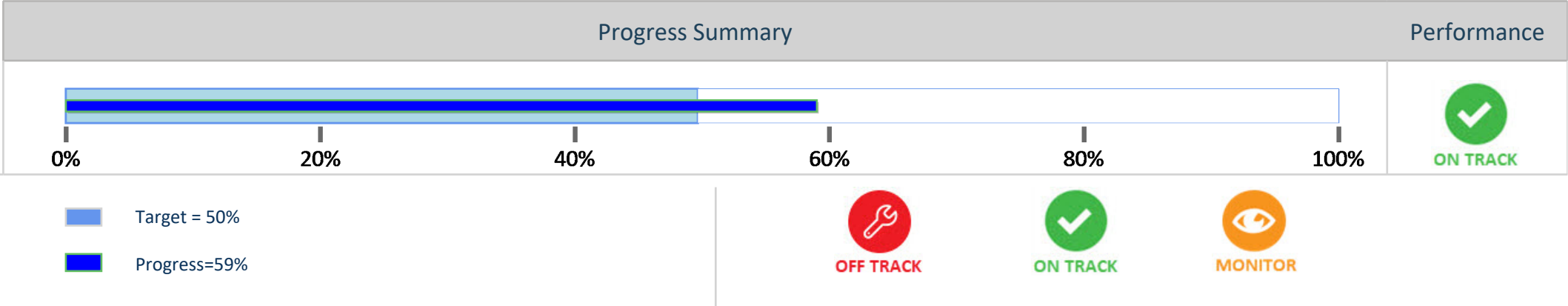
*Milestone

Duration (% Complete)
 Target
 Summary Tasks



PROJECT SUMMARY

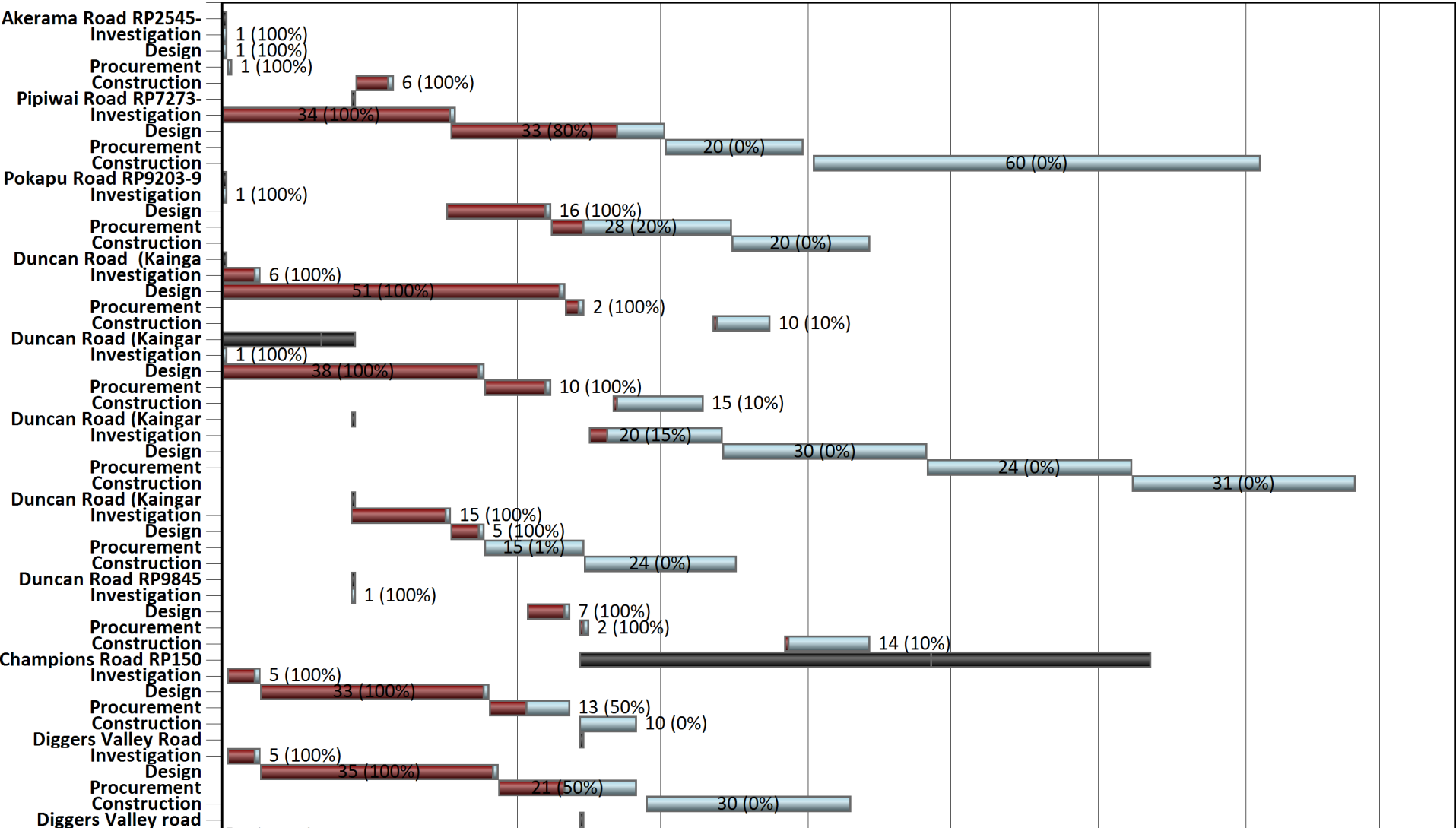
Project : FNA1050 - Cyclone TAM 2025 - EW Event
Owner Vic Hensley - *Find Time Solutions Contractor*
Timeframe 01-Jul-2026 to 30-Jun-2027
Project Status : Open
Current Phase : Concept

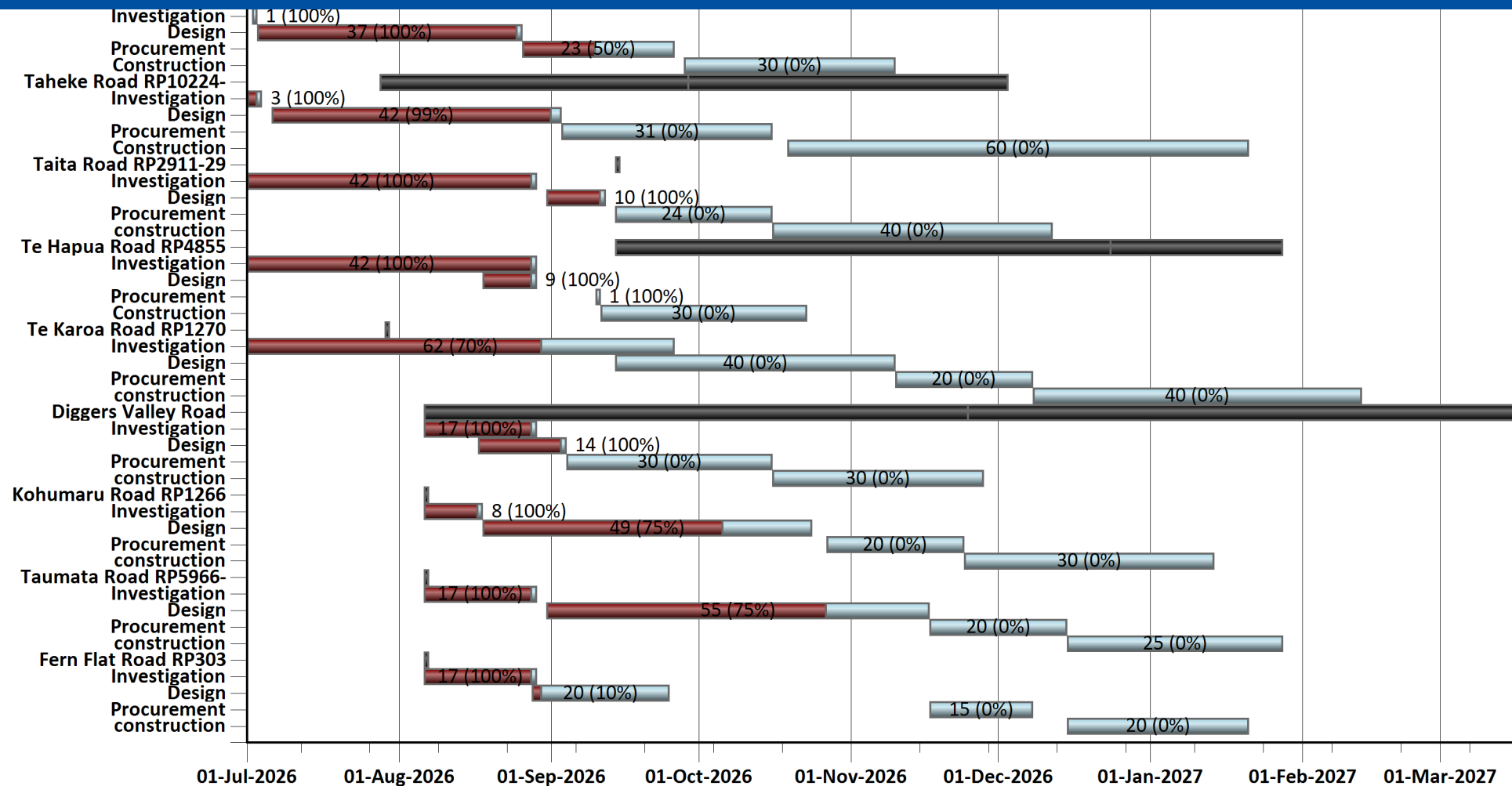


Concept

*Milestone

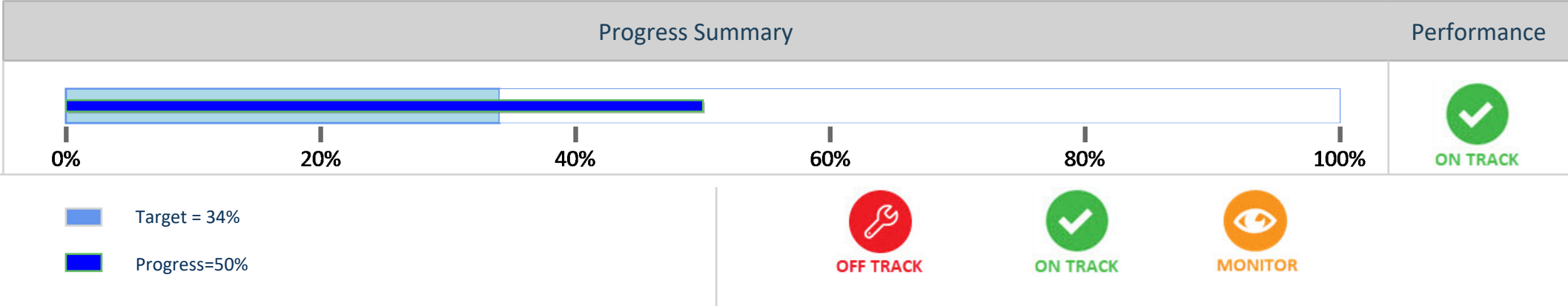
Duration (% Complete) Target Summary Tasks





PROJECT SUMMARY

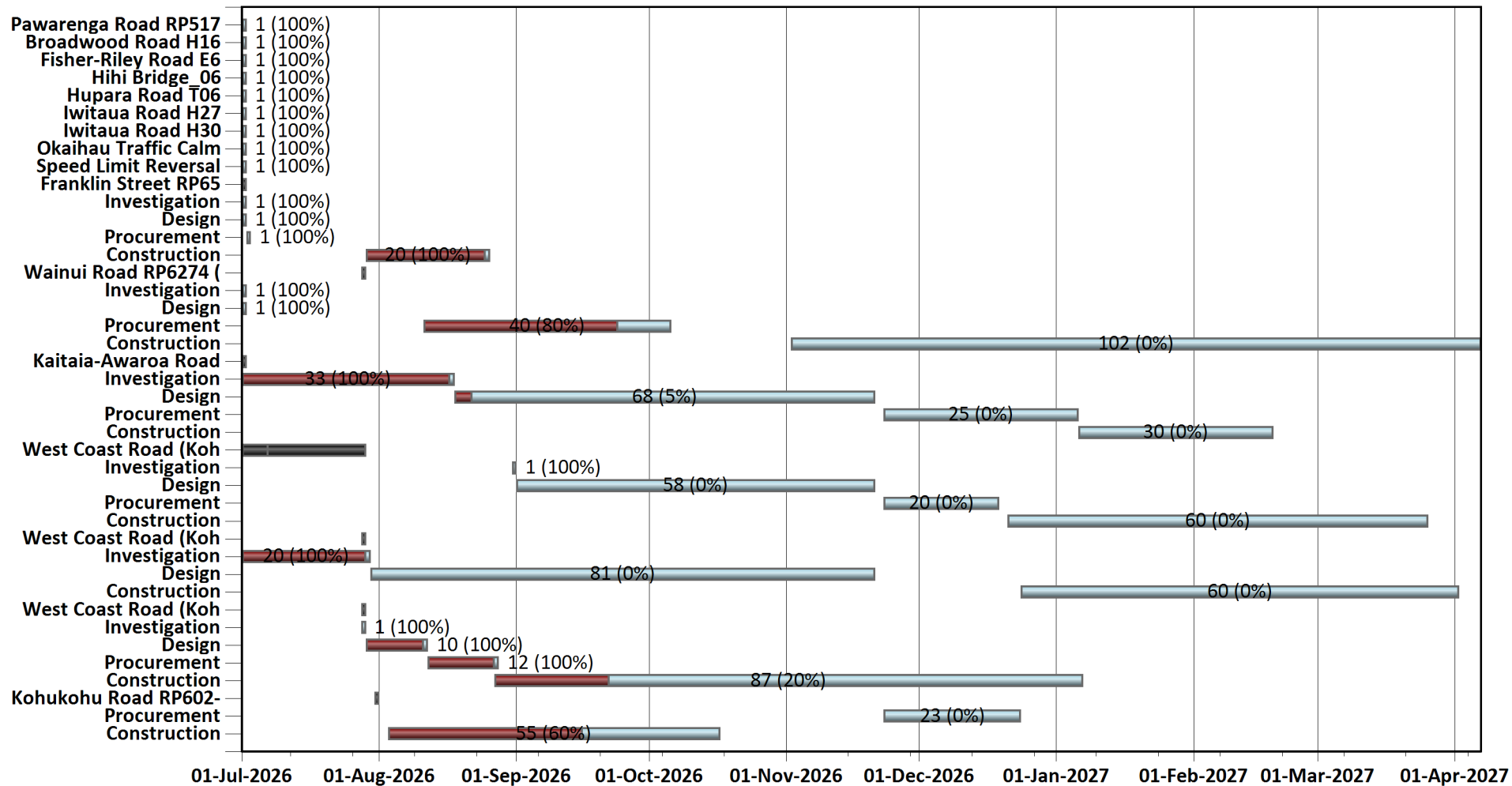
Project : FNA1051 - LCLR (Low Cost Low Risk)
Owner Vic Hensley - *Find Time Solutions Contractor*
Timeframe 01-Jul-2026 to 30-Jun-2027
Project Status : Open
Current Phase : Concept



Concept

*Milestone

Duration (% Complete)
 Target
 Summary Tasks





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Hokianga Ferry Services Contractor Monthly Report

August 2026**Contract: 7/19/187**

Summary

Ferry operations were smooth all month with on time performance above KPI. NF continues to support FNDC in planning towards the 2028 OOW project.

NF maintained positive community engagement, including attendance at the AGM of the Hokianga Tourism Association where NF was formally thanked for its contributions to the association.

A. Fare revenue collected during the month excluding GST

Current Month	Last Year
21,657	28,083

B. Contractual Non-Compliances

N/A.

C. Planned, Routine and Preventive Maintenance Works

- 1) Ramps were water blasted on the following dates: 12/08/2026
- 2) Ramps were treated with chlorine on the following dates: Nil
- 3) Additional maintenance items completed during the month:
 - a) 12/08/2026: Maintenance checks, test all batteries, grease ramp mechanisms
 - b) 27/08/2026: Maintenance checks, seal cable penetration in clippy room floor, replace ramp bonding cables
 - c) 31/08/2026: Engine oil and filters changed, maintenance checks
- 4) The spare engine is complete.
- 5) As reported in the monthly audit
 - a) No faults reported

D. Risks, Health & Safety

1. Risks:
 - i. The monthly vessel audit was carried out and is attached with this report.
2. Incidents, Accidents and Near Misses
 - i. There were 0 notifiable incidents.
 - ii. There were 0 incidents/accidents/near misses.
3. Employee Activity
 - i. Weekly emergency response training was undertaken.

E. Scheduled Sailings, Responsiveness, Performance and Service Outages

Scheduled Sailings for the Month

Scheduled departures (one-way)	Total departures (one-way)	Shuttle departures (one-way)	After-hours (return)
914	929	46	2

Late and cancelled sailings

Late departures (>5min at the E Road geofence)	On-time departures (percentage of schedule)	Departures cancelled by mechanical interruptions	Departures cancelled by weather
24	97.4	0	0

After-Hours Call Outs

Current month	Last year
0	0

Customer Complaints or Requests for Service

- There were no complaints.
- There were two requests for service: Two requests for after-hours sailings were received from Hokianga Health.

F. Performance against Key Performance Indicators

Northland Ferries believes all KPIs continue to be achieved in full.

G. Fuel Purchases

The table below shows monthly and rolling annual fuel purchases for the vessel, as well as engine hours. Engine hours are for the last day of each month.

Month	Litres (Month)	Litres (Annual)	Engine 1 Hours	Engine 2 Hours	Engine 3 Hours	Engine 4 Hours
Aug-25	14,500.00	201,682.00	96,339	95,005	94,432	95,738
Sep-25	16,000.00	202,280.00	96,675	95,331	94,757	96,062
Oct-25	16,300.00	202,780.00	97,012	95,606	95,032	96,401
Nov-25	15,100.00	202,680.00	97,238	95,882	95,308	96,647
Dec-25	23,000.00	202,580.00	97,600	96,200	95,615	96,988
Jan-26	16,550.00	201,260.00	97,857	96,532	95,949	97,267
Feb-26	13,000.00	198,760.00	98,119	96,834	96,250	97,500
Mar-26	13,703.00	196,461.00	98,376	97,097	96,515	97,758
Apr-26	19,800.00	200,153.00	98,583	97,343	96,760	97,965
May-26	12,700.80	198,053.80	98,787	97,607	97,024	98,169
Jun-26	12,902.80	195,256.60	99,024	97,796	97,213	98,407
Jul-26	12,600.00	186,156.60	99,235	98,041	97,453	98,619
Aug-26	12,800.00	184,456.60	99,441	98,290	97,703	98,825

The fill details for the current month are:

- 6,800 litres on 5 August 2026
- 6,000 litres on 19 August 2026

In the last twelve months, 184,457 litres have been purchased against 12,745 engine hours, an average of 14.5 litres per hour.

H. CCTV Footage and Ticket Audits

Ticket audit 17 th August 2026		7:15 Kohukohu	7:30 Rawene	13:30 Rawene	14:00 Kohukohu
CCTV count	Motorcycles				
	Campervans				
	Light vehicles	11	4	6	7
	Heavy vehicles				
	Passengers	1	12	0	0
Customlinc sales and concession clicks	CCTV motorcycles				
	CCTV campervans				
	CCTV light vehicles	11	4	6	7
	CCTV heavy vehicles				
	Passengers	1	0	0	0

Note: At 7:30am, 12 school children travelled as walk-on passengers. They are included in the CCTV count but not in CustomLinc sales due to FoC travel (as defined by FNDC). This variance is acceptable, and the audit is considered successful.

This audit is deemed successful, according to the following criteria:

1. Vehicles counted on CCTV are equal to sales and concession clicks in Customlinc; and
2. Passengers counted on CCTV are less than or equal to sales and concession clicks in Customlinc

I. Actions from Meetings with Principal and Stakeholder Groups

1. Contractor/Principal Meeting
 - i. Refer to the action items list in the minutes from the last meeting:

#	Action	Owner	Update

Note: Due to staff changes at FNDC, NF is waiting for council to reinstate regular monthly meetings.

2. Marketing, Promotional and Community Engagement
 - i. Visitors to the Hokianga pages within the Northland Ferries decreased 0.12% YOY with a total of 2539 active visitors for the month. Visits from New Zealand account for 88.62% of the total visitors, Australia 3.19% and the UK 1.85%.
 - ii. Free of Charge (FOC) and Discounts. There were no FOC/discount tickets requested or issued from NF's delegated authority of \$200 per month (per NTC 107).
3. Asset renewal, capital improvement works planned (month ahead) or underway.

The next meeting is to be scheduled by FNDC.



Prepared by: Sam Peate

Chief Operating Officer New Zealand

7 September 2026

Monthly Report

Principal: Far North District Council

Contract No: 7/21/185 for Lighting Maintenance and Renewals

Month: August 2026

Attn: Derrick
Williams

Attachments: 5

The **August 2026** claim for 7/21/185 for Streetlight Renewals and Maintenance for the period 20th July to 19th August 2026 is presented in RAMM.

Total Claim: \$ 50,444.74

1. Summary

- 541 individual work items were completed during the August claim period.
- 493 cyclic inspections - 338 night inspections, 155 day inspections, 0 Pedestrian crossing inspections
- 9 new work items were found during night inspections.
- 4 faults were received by FNDC RFS.
- There were 0 emergency callouts for the month.

2. RFS

<i>Received</i>	<i>Attended</i>	<i>Closed</i>	<i>Pending to date</i>
4	3	3	1 – RFS 4312474, Completed 20/8/26
<u>Comments: (issues /suggestions)</u>			
•			

3. Dispatch Summary

<i>Summary</i>		<i>Number</i>	<i>Comments</i>
Dispatches Created		672	
Dispatches Completed		672	
Dispatches still open from this period		2	1x Pole replacement – 33579. 1x Solar pole – 33582
Total number of Dispatches Pending to date		29	15 lamp cleans. 3 pole Replacements. 1x pole maintenance, 8 Lamp out (1 awaiting TE, 1 Solar pole awaiting Agamine)
<i>No.</i>	<i>Fault / Defect</i>	<i>Quantity</i>	<i>Comment</i>
1.	Pole replacements	0	
2.	Bracket replace	0	
3.	LED Water Ingress	0	
4.	Other luminaires	2	33435 & 33585, Sodium to I-Tron LED

5.	Power supply cable fault	2	33567 cable joint @ pole, 33679 U/G cable fault
6.	Protective device	3	33511, 33513, 33538
7.	Control gear	0	
8.	Decabit	0	
9.	Accident damaged	0	
10.	Investigation	2	33677 Waipapa, 33678 Kaitaia – for vesting
11.	LED Shorting Cap	0	
12.	Gear Door	0	
13.	LED Other	1	33586. Faulty Cree
14.	No Fault Found	0	
15.	Other	0	

**Investigation relates to: Colcheck, requests for additional lights, glare/obtrusive light and any other site investigation instructed by engineer.*

<i>Number of Colcheck tests completed</i>	<i>Number of assets failed Colcheck</i>	<i>Comments</i>
0	0	

4. Work in Progress

<i>No.</i>	<i>Work</i>	<i>Priced</i>	<i>Approved</i>	<i>CAR</i>	<i>Comments</i>
1	15x O/Tek Lamp Clean & cap change left.				Various locations.
2					

5. Stock update

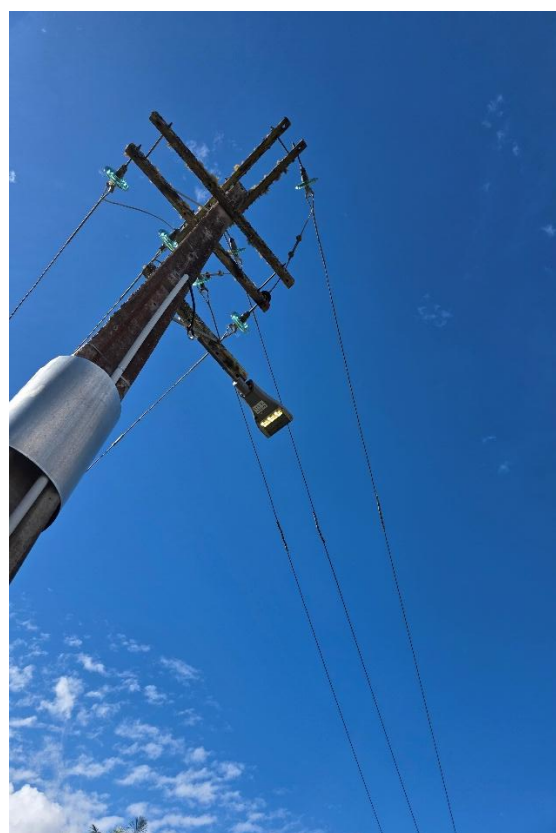
<i>Asset</i>	<i>Quantity</i>	<i>Comments</i>
Poles – Ground Plant	9	2x 10m GP, 3x 8m GP, 4x Ped.
Poles – Shear base	3	2x 10m SB stub & 1 st section, 1x 10m stub – Heritage bypass
Brackets	8	3x 1m, 2x 2m straight, 2x 2m angled, 1x 3m angled
LED Luminaires	49	41x Italo, 8x Otek, 5x I-Tron
Other Luminaires	0	
Returns Whangarei	0	
Returns Kaikohe	0	
Returns – received	8	
Reconditioned	0	
O/Tek shorting caps	15	Quantity
Italo Luminaire	Wattage (W)	Quantity
Italo1 OP-SX 4.5-1M	39	3
Italo1 OP-SX 4.5-2M	76	9
Italo1 OP-SX 4.7-1M	52	6
Italo1 STE-S 4.5-3M	57	1

Italo1 STE-S 4.7-4M	102	10
Italo2 STAN0 4.7-8M	134	2
Italo2 S05 4.5-6M	85	2
Italo2 OP-SX 4.5-3M	112	3
Italo2 STE-S 4.5-7M	131	3
Italo2 S05 4.5-7M		1
Italo2 STE-S 4.5-5M (Recovered)	131	1
Total		41

6. Replaced Assets.

<i>Asset</i>	<i>Quantity</i>	<i>Dispatch</i>	<i>Comments</i>
Poles	0		
Brackets	0		
LED Luminaires	1	33586	
Other Luminaires	0	33435, 33585	

33435 – Williams Road, Paihia. Sodium light replaced with I-Tron



33585 – Amsharlo Drive, Kerikeri. Sodium light replaced with I-Tron



33586 – Stratford Drive, Cable Bay. Cree LED replaced with same



Site warranty

See attached excel sheet.

7. Inspections

<i>Type of Inspection</i>	<i>Date Range</i>	<i>Completed this month</i>	<i>Total Inspected</i>	<i>Remaining</i>	<i>Total Assets</i>	<i>Comments</i>
3 Monthly Night inspections – pedestrian crossings	June to Aug 2026	0	0	15	15	Complete
6 Monthly Night inspections – all excluding pedestrian crossings	Mar to Aug 2026	338	1965	34	1999	To be completed by 31/8/26
12 Monthly Day inspections	Sept 2025 to Aug 2026	155	1999	0	1999	Complete
6 Monthly Shear Base Inspections	Mar – Aug 2026	0	63	0	63	Complete

8. Health and Safety calendar month.

	<i>Number</i>	<i>Comments / Findings/Actions</i>
Health and Safety incidents	0	
Near Miss	1	Hazards on night inspections
Contractor internal Health and Safety audit (JSO or VLC)	1	27/7/26. Amsharlo Road, Kerikeri, lamp fault
Job Risk Assessments	4	Various
Toolbox Meetings	1	17/8/26
Monthly Vehicle Checks	5	3x Ute/Van, 1x EWP Truck, 1x Trailer
Pre-start checks	11	10x EWP, 1x Excavator

9. Traffic Management Photos with Site Location and Dispatch (photos to demonstrate full site setup including signs)

No external TM used due to awaiting council funding of works. Minor works only.

10. Notices to Engineer & Contractor

<i>NTE/NTC.</i>	<i>Date issued</i>	<i>Summary</i>	<i>Status</i>
NTC131		Performance assessment	
NTC132		Cost fluctuations	
NTC134/NTE42		Addition of Speed Signs	
NTC135		Confirm Engineers Rep	
NTC136		Temporary Extension of Contract	

11. Forward Works Program

Program	Month/Year	Location
Poles	3	31239 – Fairway Drive, Kerikeri. 32347 – Waterfront Drive, Mangonui. 33579 – Ash Grove Circle, Haruru.
Brackets	0	
15	104	Various Locations
LED Upgrade	0	

Signed:

Ian McGregor

Date: 4/9/2026

McKay Ltd Contractors
Representative: Ross Butler

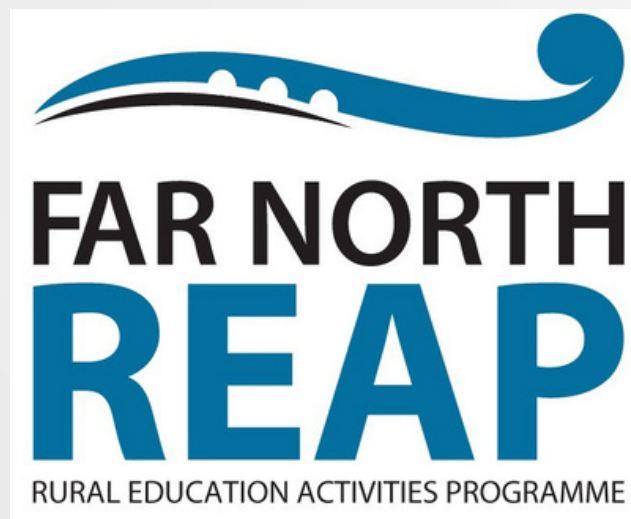
Signed:

Date:
Engineers
Representative:

ROAD SAFETY EDUCATION & PROMOTION ACTIVITIES

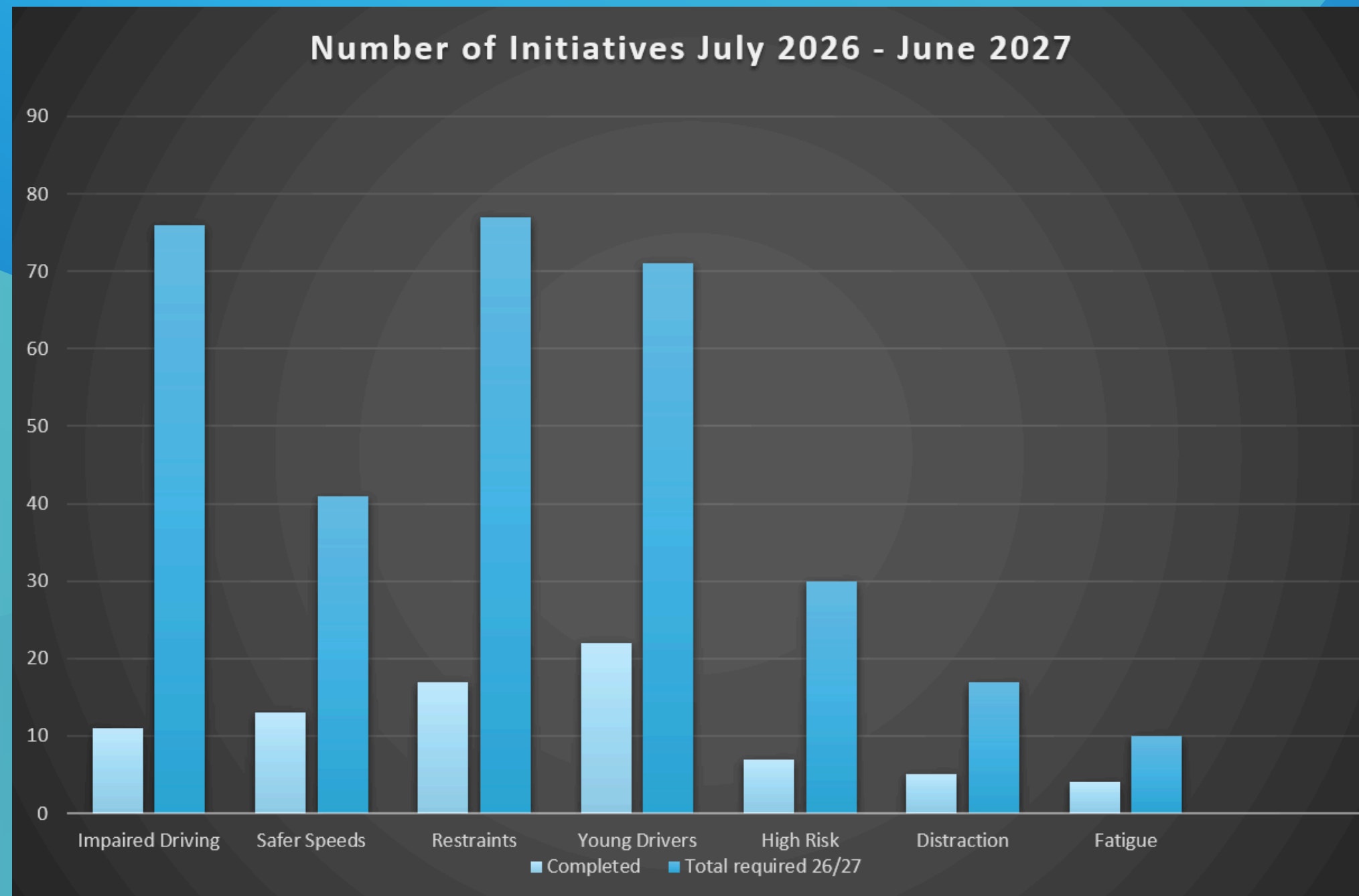
AUGUST 2026 REPORT

FAR NORTH DISTRICT



Far North REAP
Building Safer Communities (Kaitaia)
Whakawhiti Ora Pai (Pukenui/Te Kao)
Hauora Hokianga (Hokianga)
MaiLyfe (Bay of Islands)
Ngati Hine Health Trust (Kawakawa)
Te Hauora O Nga Puhi (Kaikohe)
Te Runanga o Whaingaroa (Kaeo/Kerikeri)

Crunching the numbers



643

PEOPLE ENGAGED

LICENCING

Learner Licence Pass Rate:
100% (40/40)

Restricted / Full Licence Pass
Rate: 100% (24/24)

Type of Delivery August 2026

Type of Delivery	Initiative	# Of Initiatives	Activity Name	Participants
Course / workshop	Learners Licence Course - including Vision Impairment Goggles & Driver Responsibility Presentation	5	Driver Training - Young Drivers, Driver Training - High Risk, Impaired Driving, Safer Speeds, Restraints	7
	Motorcycles Course - supported Auckland Transport at Albany Bus Station	1	Driver Training - High Risk	15
	Motorcycle Course Te Kao - collab with Whakawhiti Ora Pai delivering the Vision Impairment Goggles	1	Impaired Driving	26
	Learners Licence Theory Course	1	Driver Training - Young drivers	4
	Restrctited / Full Licence Course - including assessment drives	2	Driver Training - Young Drivers, Safer Speeds	4
Individual	One on One Learners Licence Support	2	Driver Training - Young Drivers, Impaired Driving	2
	Test Ready Assessments - Restricted Licence (7 students are test ready)	3	Driver Training - Young Drivers, Impaired Driving, Safer Speeds	17
	Driving Lessons (for the month of August)	1	Driver Training - Young Drivers	3

Type of Delivery August 2026

Type of Delivery	Initiative	# Of Initiatives	Activity Name	Participants
School Venture	Te Rarawa Matariki Games at Te Kura Kaupapa Maori O Pukemiro - Event Signs & Cones	1	Safer Speeds	100+
	Road Safety Presentation at Karetu School – Awarding points to the team that remembers the messaging and extra points if they say it in Te Reo. Sparking conversations with the Tamariki on how to be safe on and around our roads	3	Safer Speeds, Restraints, Fatigue	23
	Taipa Area School Licencing Holiday Programme	2	Driver Training - Young Drivers, Restraints	14
Capacity Building	Quarterly Road Safety Meeting – Whangarei	1	Restraints	7
	NZIDE Conference – Auckland	2	Young Drivers, High Risk	75+
	Moko Foundation planning meeting – Drivers Licencing & Drug and Alcohol Education	2	Driver Training – Young Drivers, Impaired Driving	4

Type of Delivery August 2026

Type of Delivery	Initiative	# Of Initiatives	Activity Name	Participants
Community Venture	Road to Life Moerewa - Districts Collaboration Including: The Party, Interactive intersections & Vision Impairment Goggles (THOON & REAP)	6	Driver Training - Young Drivers, Driver Training - High Risk, Impaired Driving, SaferSpeeds, Restraints, Distraction	61
	Road to Life Morewa - Assessment Drives (MAILYFE)	2	Driver Training - Young Drivers, Driver Training - High Risk	17
	Kerikeri Highschool 'Prem A' Netball Team - "Safe Travel" for Whangarei Tournament	1	Restraints	11
	Te Ara Pou Tama Roopu Road Safety Promotion	2	Driver Training - High Risk, Impaired Driving	11
	Speed Trailer - Te Kao	1	Safer Speeds	100+
	Rangitahi Games & Info Evening - a night spent interacting with the rangitahi of the district playing road safety games and gaining information on what they would like to see in their area	6	Driver Training - Young Drivers, Impaired Driving, SaferSpeeds, Restraints, Distraction, Fatigue	25

TALK OF THE TOWN



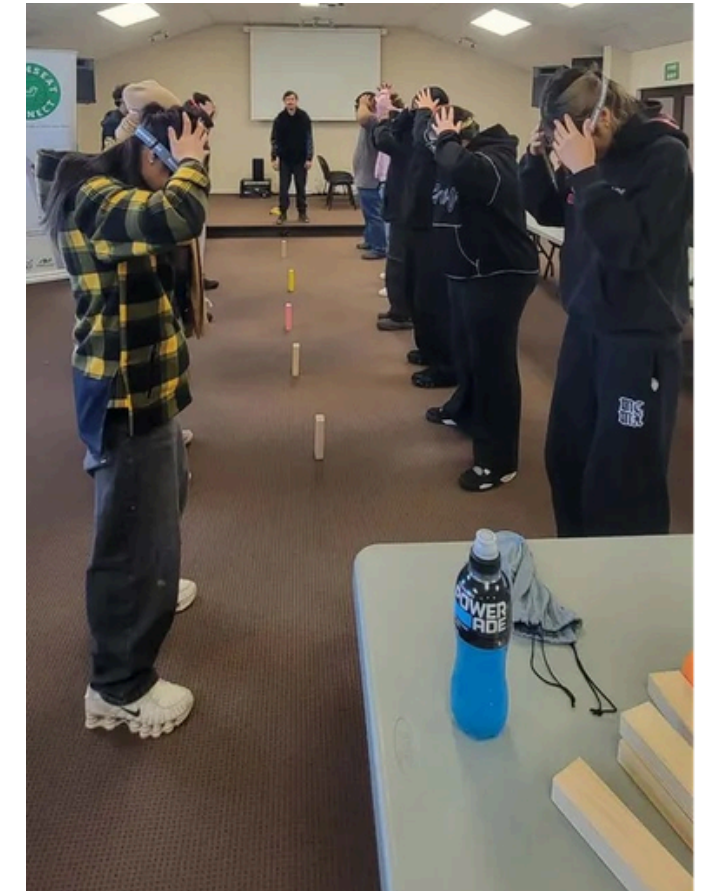
Road to Life - Moerewa

Road to Life – Moerewa was delivered in partnership with He Iwi Kotahi Tatou Trust and Ngāti Hine Health Trust. Supported by our local Road Safety groups, providing a safe, trusted and whānau-centred pathway into driver licensing and road safety education. The programme supported whānau facing a range of barriers including language and identification challenges, transport difficulties and test anxiety. Through trusted local relationships, practical support, kai and culturally safe engagement, whānau were able to build confidence and progress at their own pace.

TALK OF THE TOWN

The programme combined road safety education, child restraint training, impaired driving activities, simulator and practical learning, assessment drives and licence support. A key focus was ensuring participants were genuinely ready before sitting a licence test, with further support identified where needed.

The programme achieved **16 Learner Licences, 13 Restricted Licences and 7 Full Licences**, demonstrating strong progress toward safer, more confident and independently licensed drivers within the community.



**DELIVERY & OPERATIONS
MONTHLY REPORT**

AUGUST 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: August 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.

Contents

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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

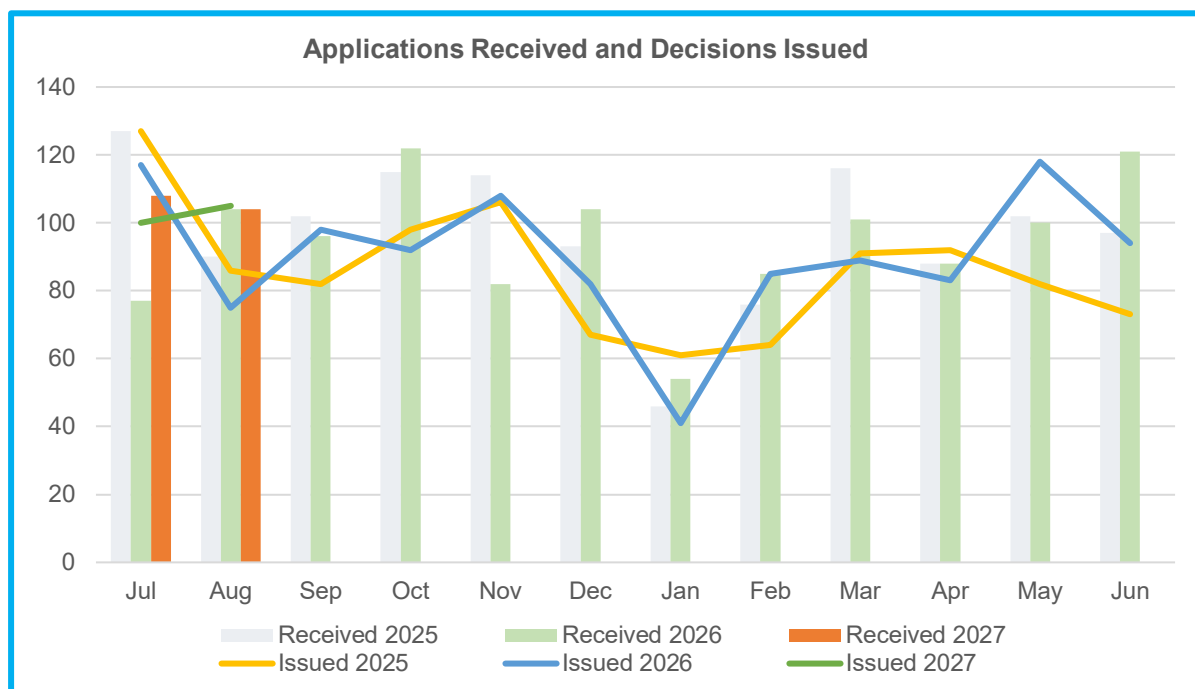
- Compliance with statutory timeframes and inspection availability remains high for the month of August 2026. The Building Services team are excelling in compliance with statutory timeframes.

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.

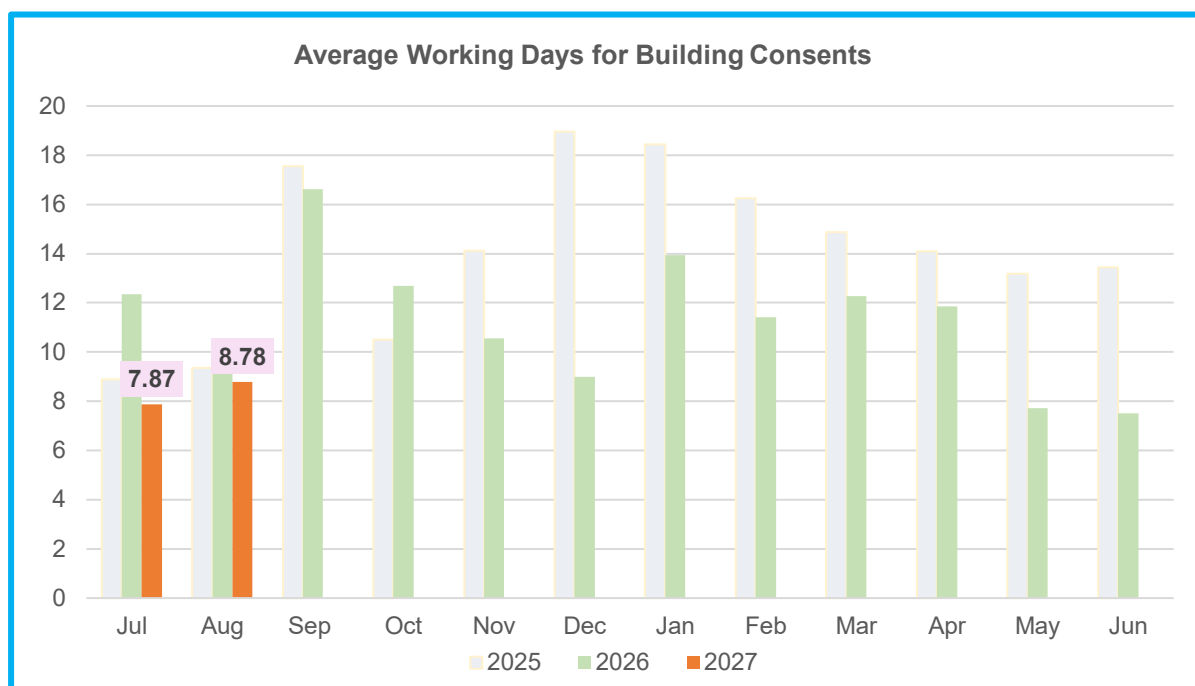
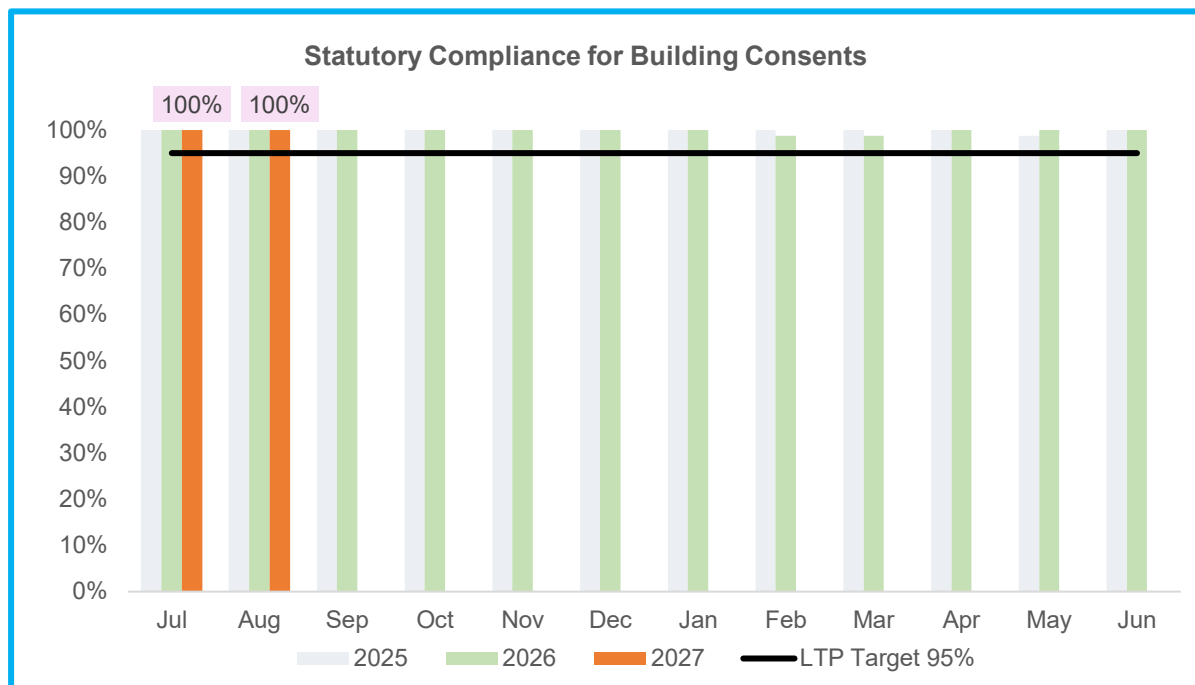


KPI Analysis: Building Consent Applications Received & Decisions Issued

In August 2026, the number of applications received (104) was down (by 4) on the previous month. The number of decisions issued (105) was up on the previous month (by 5). In comparison to the previous year (August 2025), numbers are tracking down - applications received down by 10, and decisions issued down by 11.

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.

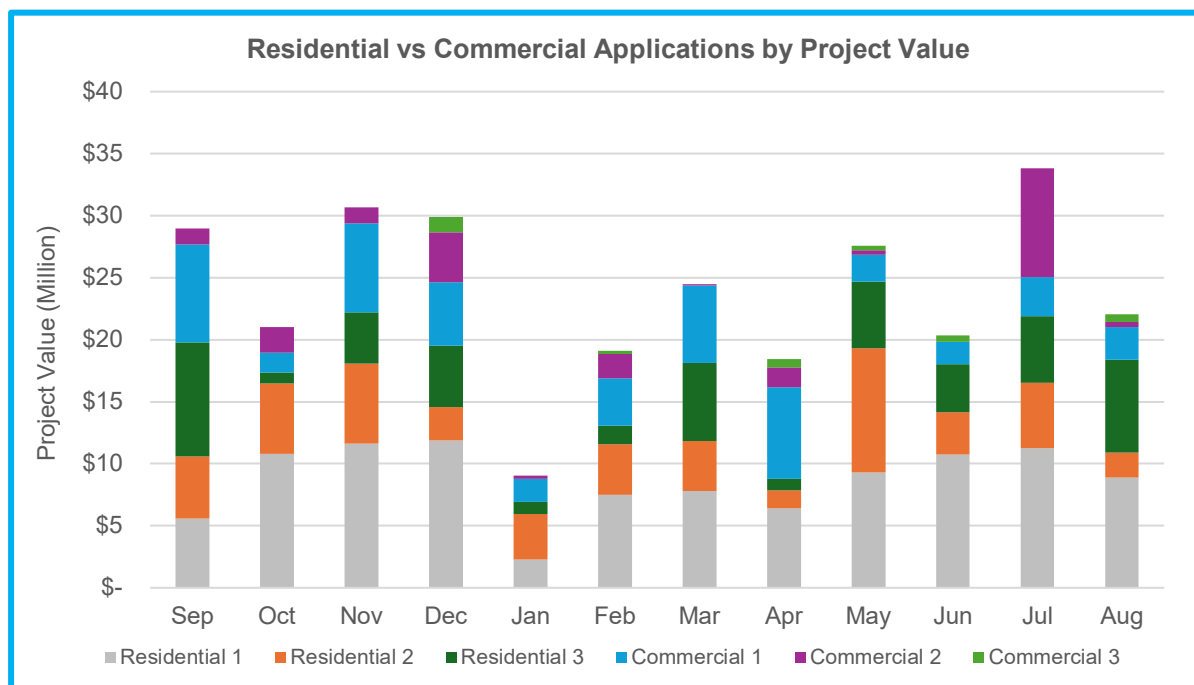
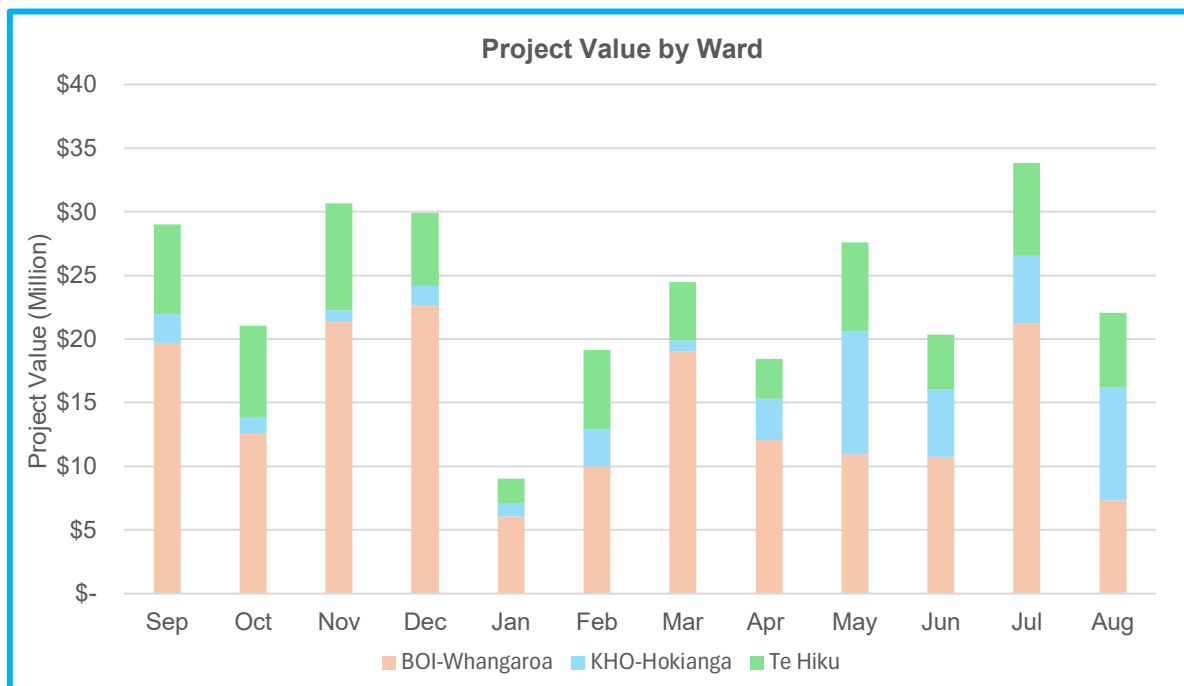


KPI Analysis: Statutory Compliance for Building Consents

In August 2026, the BCA processed 100% of building consents within statutory timeframes. On average, building consents were processed within 8.78 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.



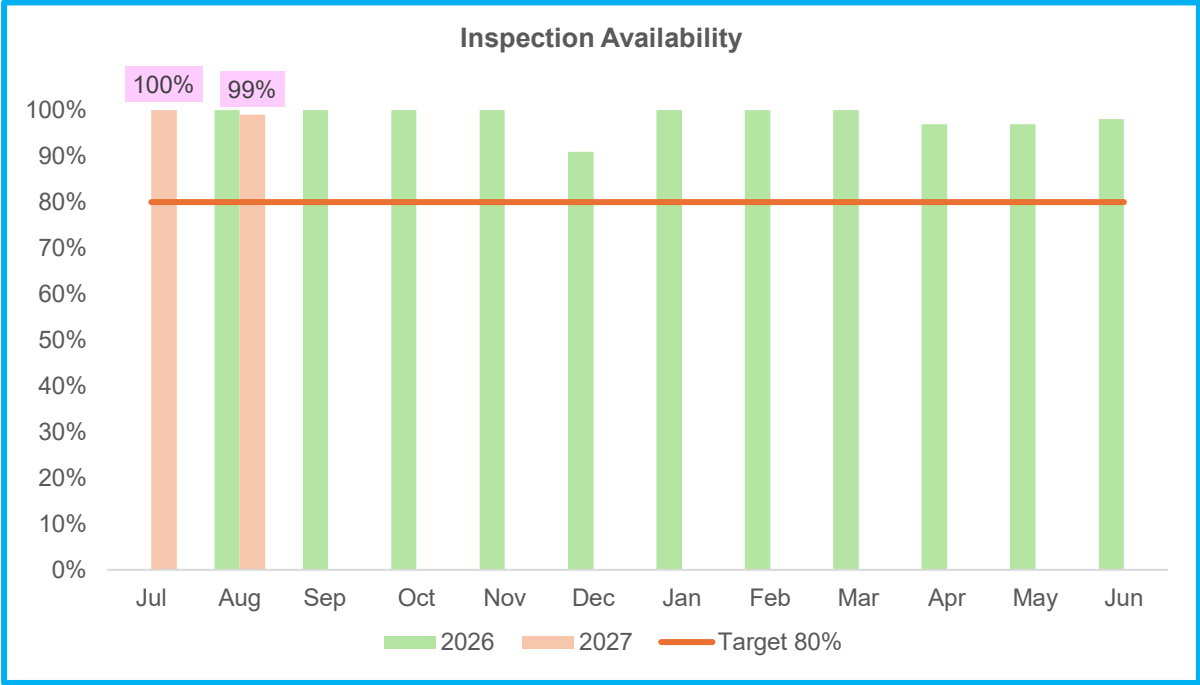
KPI Analysis: Building Consent Project Value

In August 2026, a large portion of building projects (in value) were residential developments (83%), with a combined project value of \$22M.

107 projects were recorded across the district for the month. Bay of Islands – Whangaroa and Kaikohe – Hokianga recorded 41 projects each, followed by Te Hiku with 25 projects.

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.

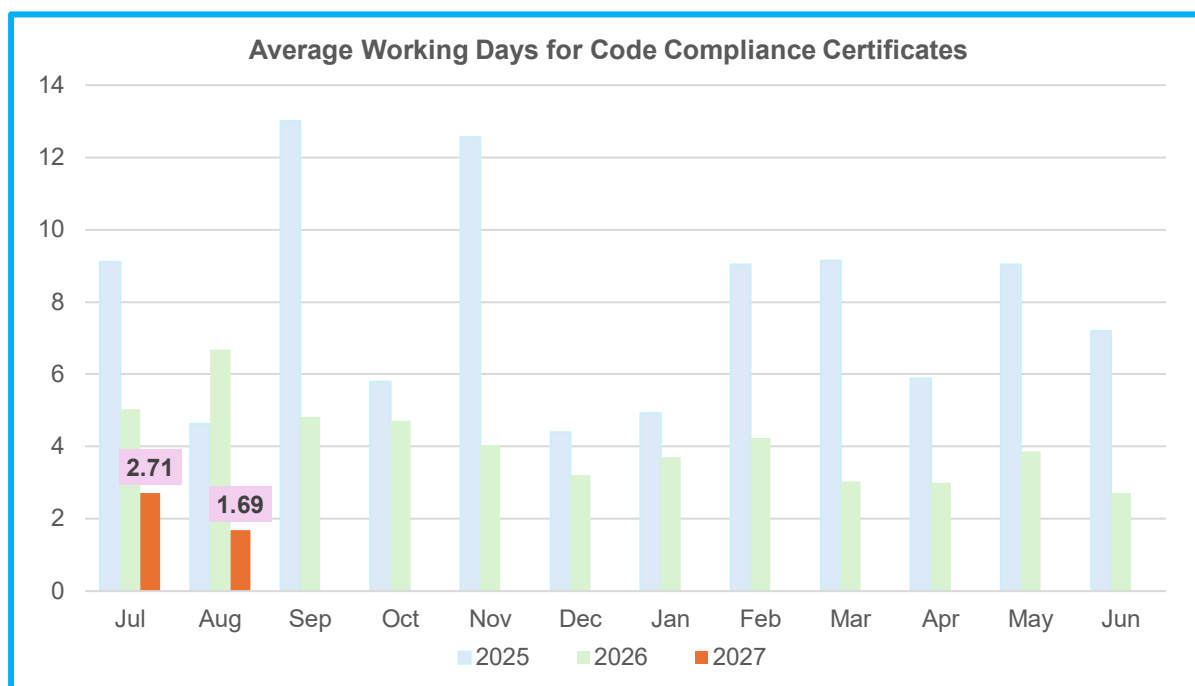
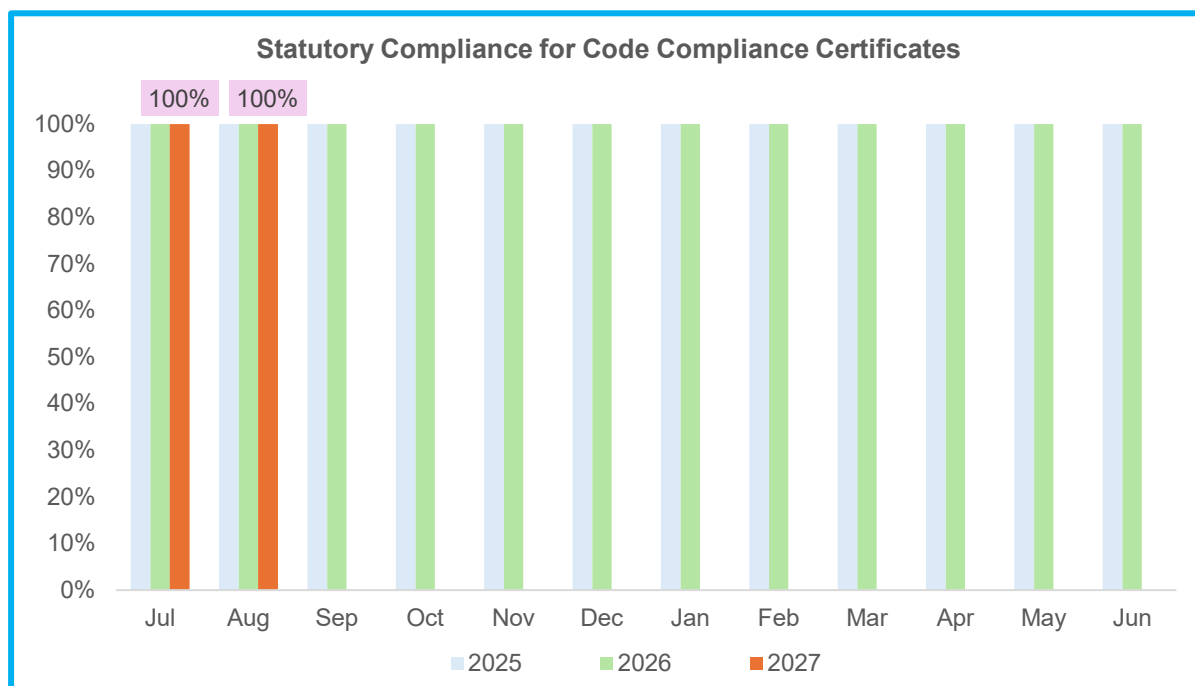


KPI Analysis: Statutory Compliance for Inspections

In August 2026, the BCA achieved 99% compliance for inspection availability, exceeding the national target of 80%.

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

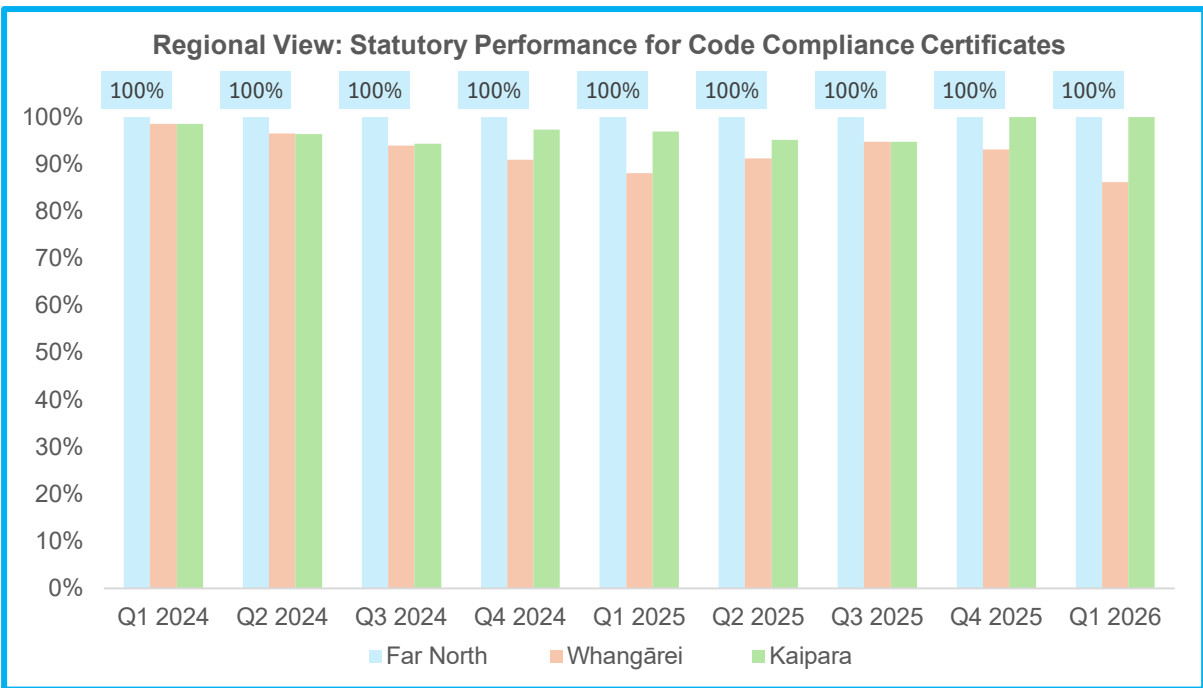
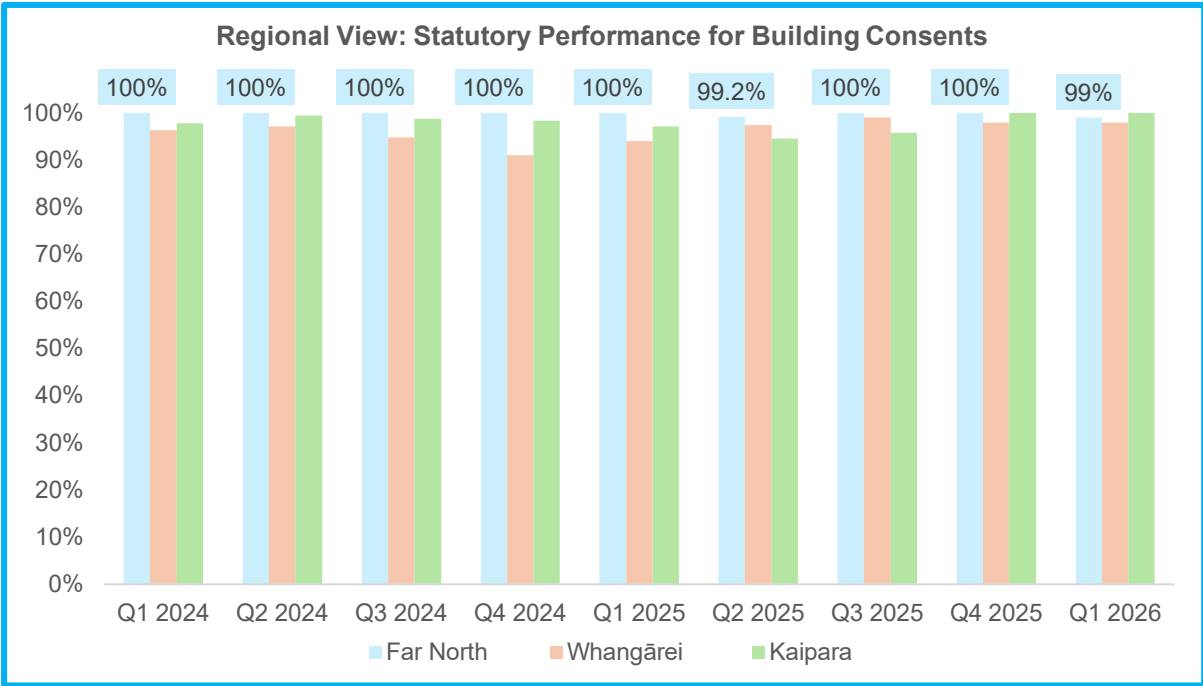
In August 2026, the BCA issued 100% of code compliance certificates (CCC's) within statutory timeframes. On average, CCC's were processed within 1.69 working days. The national average for processing CCC's in Q1 of 2026 was 97.2% within statutory timeframe, and processing time of 4.0 working days, so the BCA is exceeding national averages.

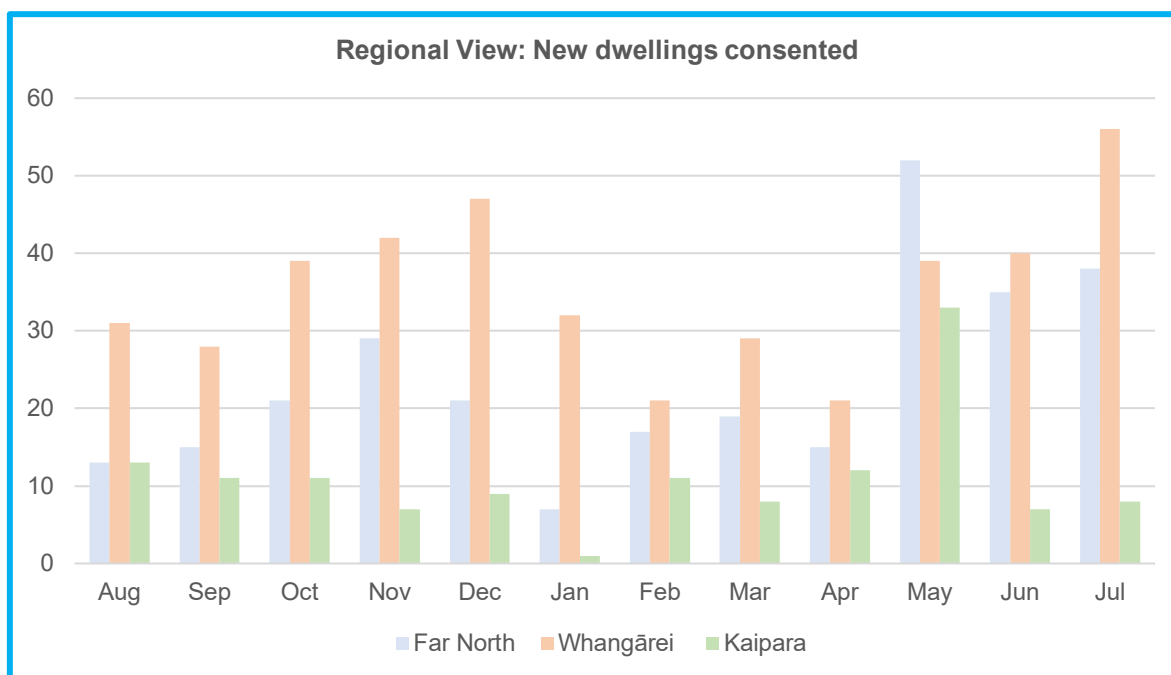
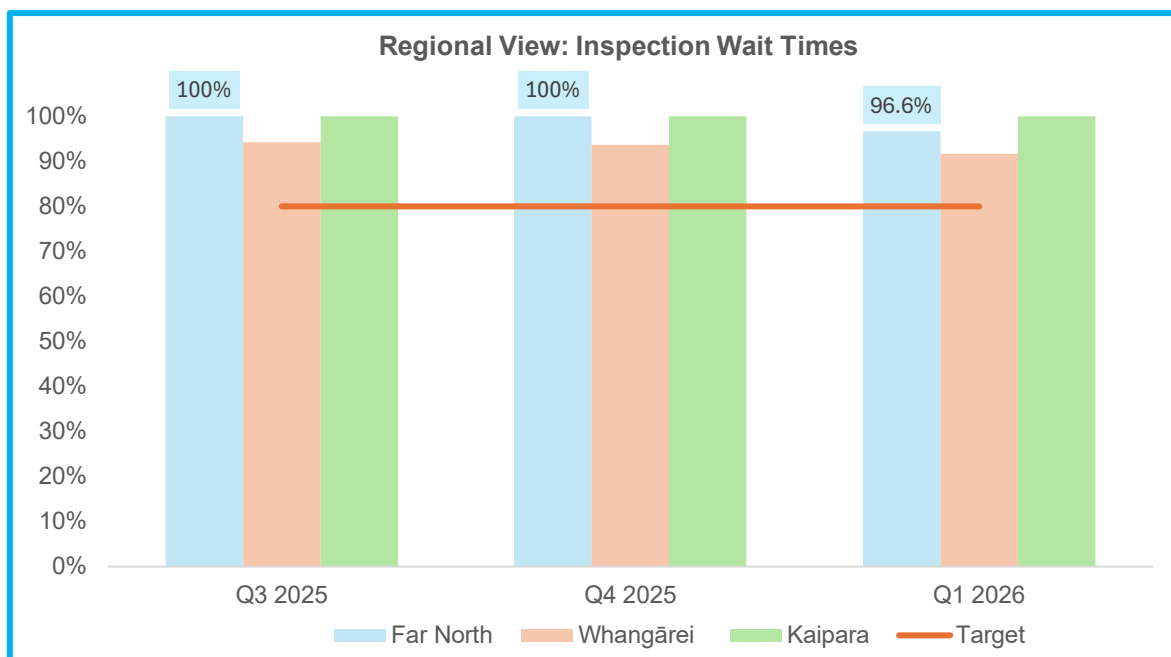
Regional Performance of the Building Consent Authority

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.

Stats NZ gather building consent data from BCA's and publish this information on a monthly basis. This information is published one month behind, so August data is published in October.

The following charts show the BCA's performance in comparison to Whangārei District Council and Kaipara District Council. These charts are based on information available at the time of writing this report.





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.

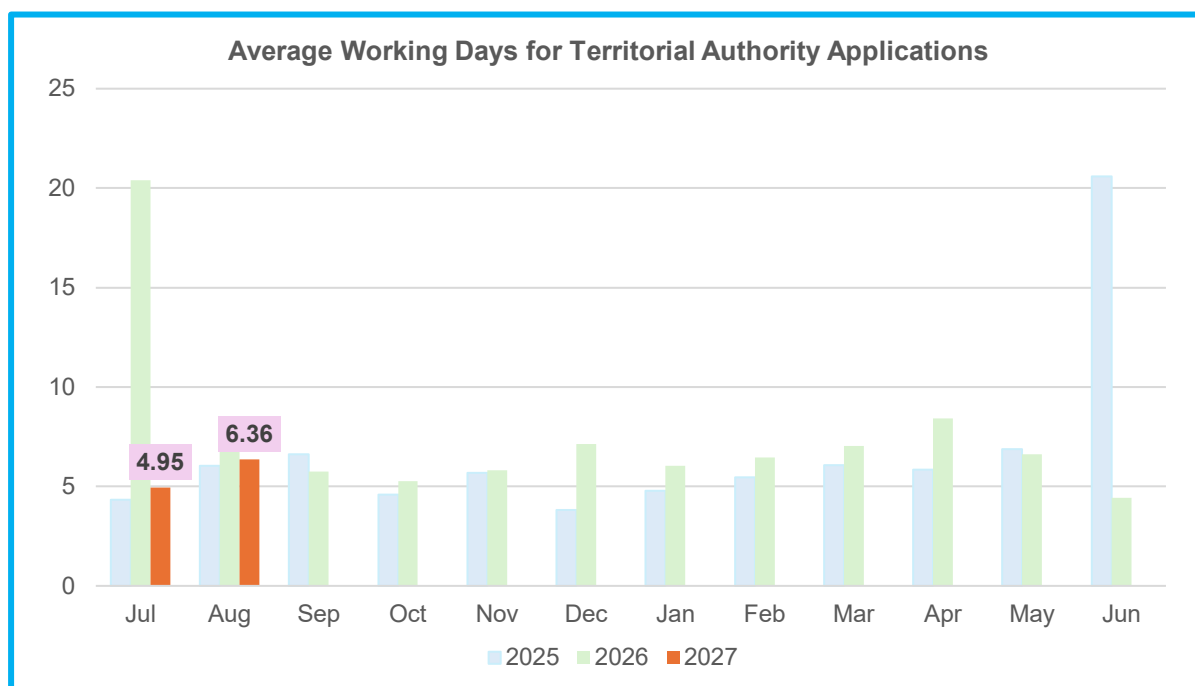
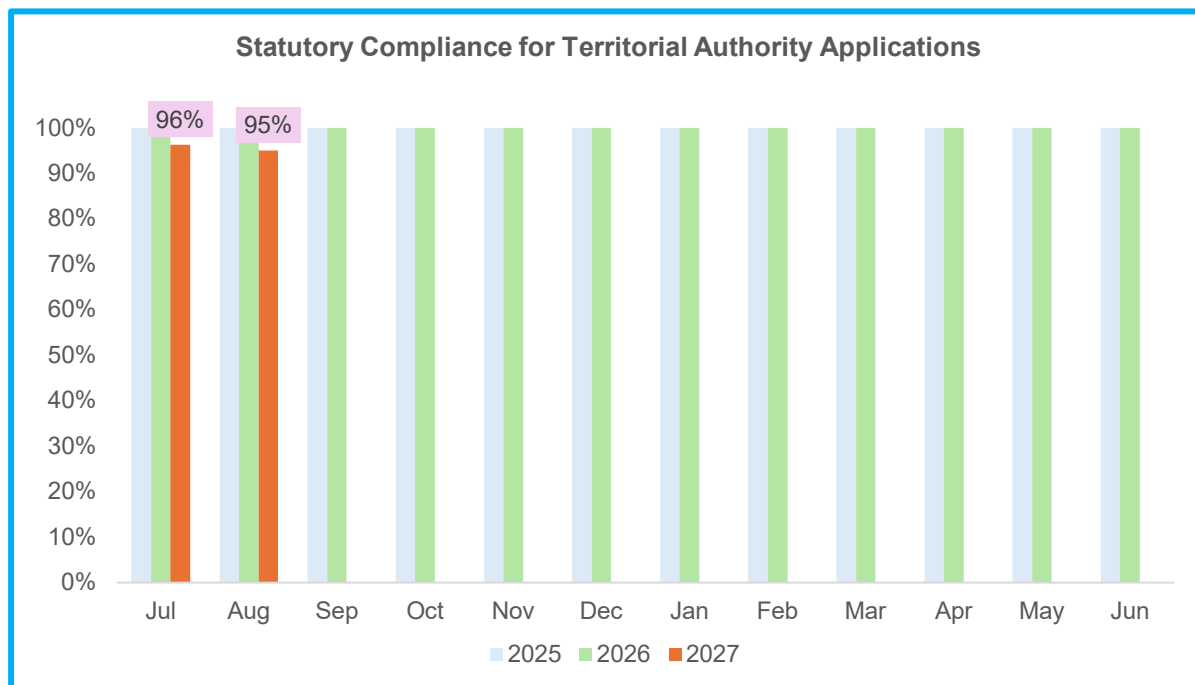
Statutory Performance for Code Compliance Certificates: Regionally, all Councils achieved consistently high statutory performance. Far North District Council maintained high statutory performance at 100% across all quarters measured.

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 consented 38 new dwellings in July 2026, an increase of 9% on the previous month, indicating sustained residential building activity.

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 August 2026, the TA processed 95% of building compliance applications within statutory timeframes. On average, applications were processed within 6.36 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 August 2026:

- Continued increased registration numbers for Animal Management with 2531 registrations in August.
- Continued increase Doggone, text reunite service with over 3000 registered users now signed up. 2 successful reunites during August.
- 18.3% YTD reduction in impounded dogs across the district compared to 2025/2026, including 18.4% YTD reduction in euthanised dogs.
- Continued YTD decrease in both straying dogs reported and straying dogs handed to Animal Management.
- Delivery of Safety around Dogs sessions in schools in the Far North.
- Delivery of inaugural food seminar in August by EHS team.
- Relationships built with Kerikeri District Business Association by EHS team, presenting at their AGM.
- Aeroranger parking trial using Automated Number Plate Recognition and vehicle mounted cameras to detect parking violations
- Current Alcohol applications and DLC decisions can be found at the following links:
 - Alcohol licence public notices: [Alcohol licence public notices | Far North District Council](#)
 - DLC alcohol application decisions: [District Licensing Committee | Far North District Council](#)

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

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.

RFS Types	2025/2026 as of 31 August 2026	2026/2027 as of 31 August 2026	Trend as of 31 August 2026
Straying dogs	111	79	-28.8%
Stray dogs pick up	64	50	-21.9%
Aggressive dogs in public place	28	47	+67.9%
Barking	59	45	-23.7%
Dog attack:			
Person	8	11	+37.5%
Dog	9	9	
Cat	2	1	-50.0%
Stock	8	10	+25.0%
Poultry	6	7	+16.7%
Wildlife	0	0	
Pro-active patrols	156	87	-44.2%
Dog welfare	6	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 August 2025 to show the trend.
- Staffing shortages in the Animal Management team in August had an impact on operational service levels. Decreased pro-active patrols appear to have an impact on aggressive dogs in public, with an effort to increase patrols in September being committed to.
- In August 2026, a total of 232 requests for service were received by Animal Management (not including all administrative requests) including:
 - 51 pro-active patrols
 - 20 barking dogs
 - 34 straying in a public place
 - 26 stray pick ups
 - 23 aggressive dogs in a public place
 - 7 dog attacks on dog
 - 4 dog attacks on poultry
 - 6 dog attacks on people
 - 0 dog attack on cats
 - 4 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.

	2025/2026 as of 31 August 2026	2026/2027 as of 31 August 2026	Trend as of 31 August 2026
Impounded	120	98	-18.3%
Released	115	93	-19.1%

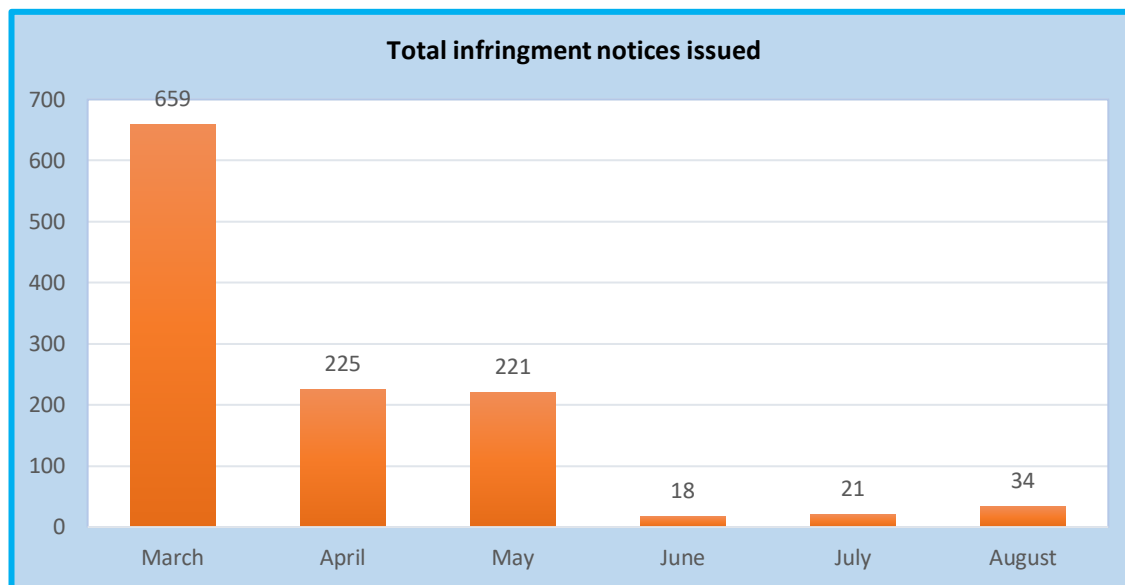
Impounded and Release Analysis:

- Impound numbers remain steady each month with straying dogs still a problem for Animal Management. However, as the table shows, there has been an 18.3% **YTD decrease** in dogs being impounded compared to the same time in August 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. There was a 114% YTD increase in own dogs being handed in during August 2026.
- In August 2026, Animal Management impounded the following 54 dogs for:
 - 15 straying in a public place
 - 18 dogs handed to Animal Management after straying
 - 7 seizures
 - 15 handed in by their owner
 - 4 caught in a trap
- In August 2026, Animal Management released 34 dogs, some of these dogs were from previous months impounds and were released in August.
 - 15 were put down after for welfare reasons or not being claimed and being unsafe to rehome.
 - 7 were surrendered by owners for Euthanasia.
 - 11 were claimed by owners.
 - 1 was rehomed.

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

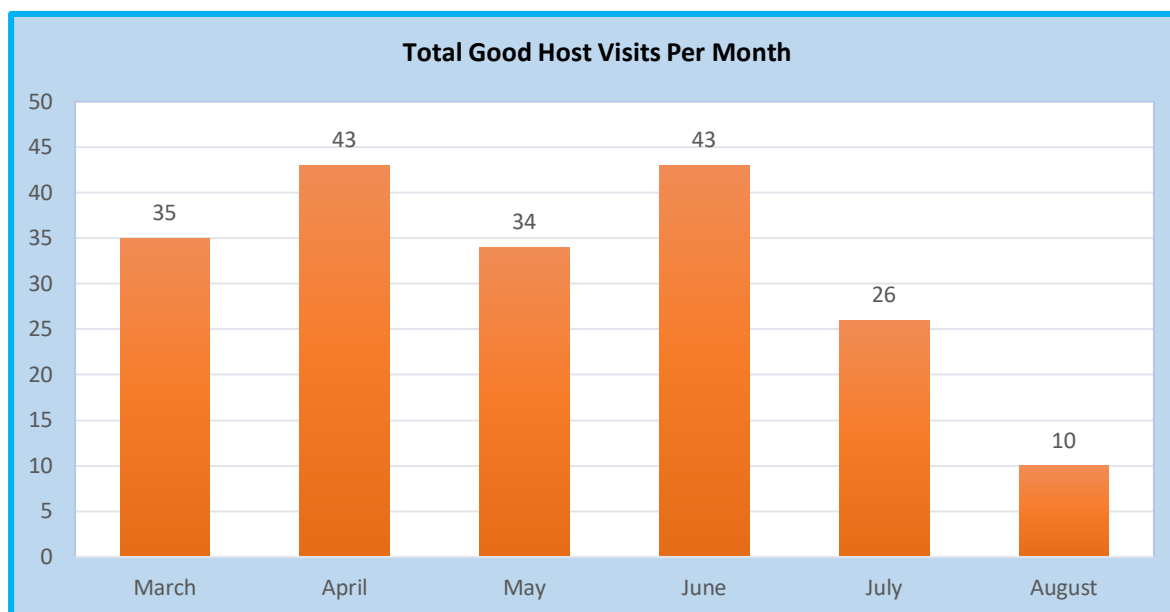
- Animal Management has put an increased emphasis on enforcement against non-compliant and irresponsible dog owners.
- In August 2026, 34 infringements were issued against dog owners by Animal Management. These included:
 - 20 x non-registrations
 - 10 x failure to keep dog under control
 - 2 x wilful obstruction of dog control officer
 - 1 x failing to comply with bylaw provisions
 - 1 x failing to comply with menacing classification
- 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 August 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 August 2026, Animal Management classified the following:
 - 1 x menacing classification
- 25 dog attacks were reported during August 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 264 licensed premises operating within its catchment area.



Good Host Visits completed.

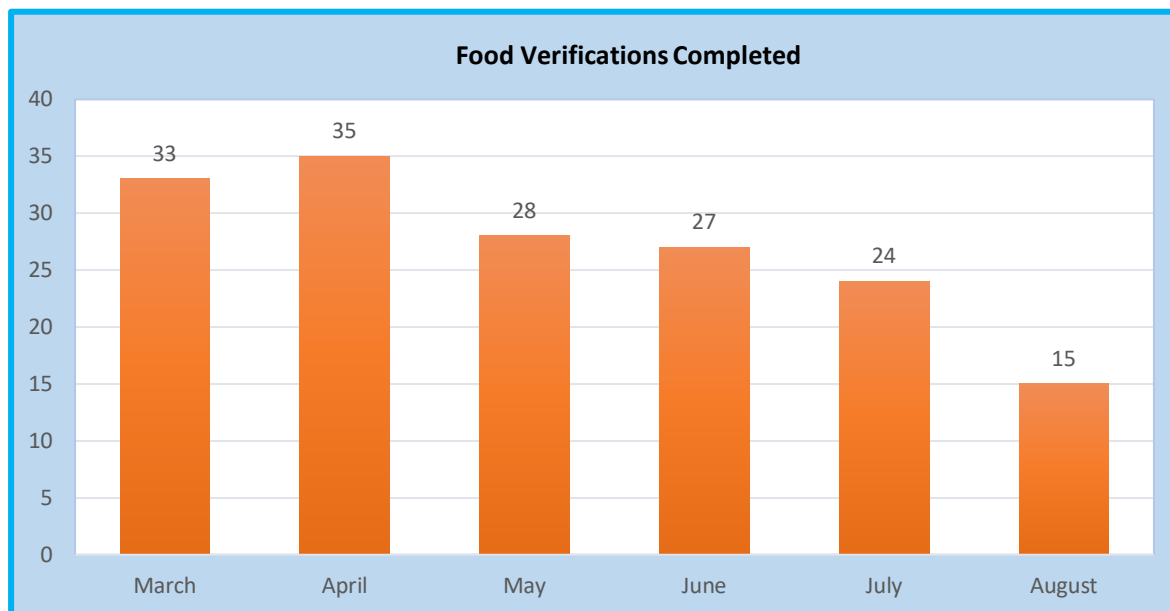
Good Host Visit Analysis

- 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

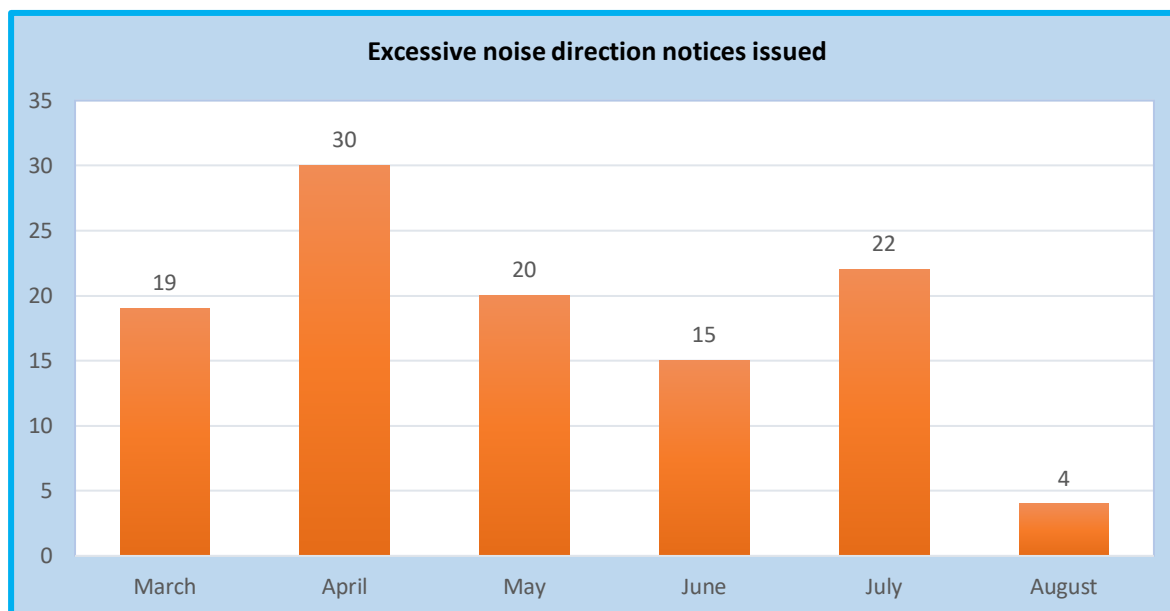
Food Verification Analysis

- There were 16 verifications scheduled for August 2026.
- 15 verifications were completed this month with 1 cancellation due to staff absence.
- 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

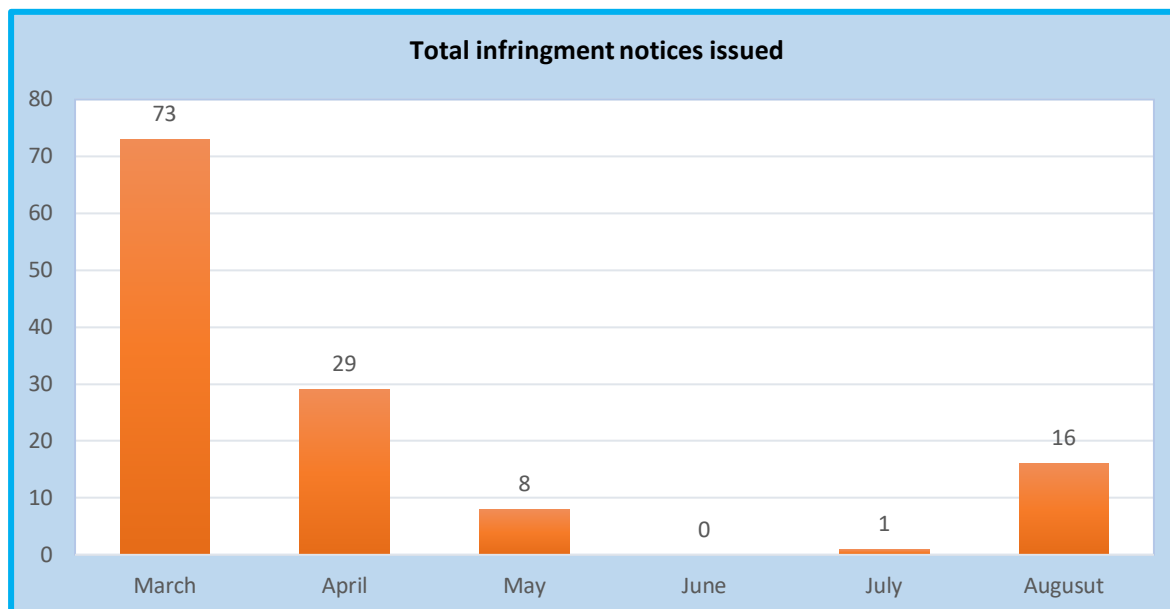
- Failure to comply with an excessive noise direction can result in a seizure of the equipment making the noise. 0 seizures were performed during August.
- There is often an influx of complaints over the summer months as social events continue later into the evening.
- In August there were a further 24 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

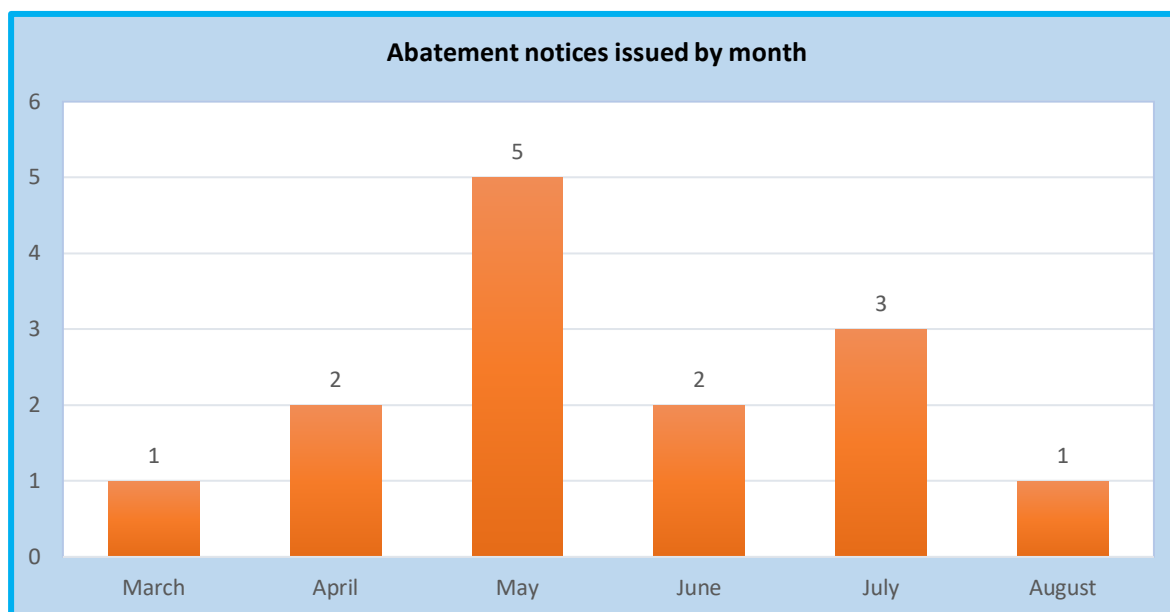
- Consistent numbers of infringements are issued across each month with fluctuations usually dependant on volume of road users.
- The parking warden often engages the community with identified breaches to seek explanation before considering issuing infringements.
- In August 2026, 16 infringements were issued after the Parking Warden returned from absence.
- 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 August 2026, 120 requests for service were received across the Monitoring team.
- Over the period above, voluntary compliance was reached on most occasions with 1 abatement notice being required for 2 formal investigations during August 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. It's Property Management and Technical Operations team's 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 August:

Over the month of August, we are seeing a large improvement working with the committees with pest plant management and improving outcomes in a timely manner which has been recognised by our community boards. Further to this, we are seeing additional improvements in multiple reserves to reduce entry of vehicles which have historically caused damage.

We have also had further success with Taupo Bay working group resolving several challenges which has seen installation of temporary ramp to access the beach.

Challenges for August:

The Challenges for August has seen us having to manage various community groups to deliver events. This has taken a lot of resource both internally and in collaboration with various community groups to understand there, and our, collaborative obligations. Further challenges have been internal stakeholders, iwi, engineers, NRC, and internal stake holders to resolve and rectify both interim and long-term erosions issues at Waitangi Ti Tii Beach.

Contracts

Hapori Swimming Pools Contract

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

OCS Cleaning

As part of the contract review, OCS will be transitioning to the Living Wage from 1 September 2026, which has required a reassessment of the current cleaning specifications across Council facilities. To accommodate the increased labour costs while maintaining value and service quality, cleaning frequencies have been reviewed and adjusted based on site usage, customer expectations, and operational requirements.

As a result, some areas will receive increased cleaning frequencies where higher levels of service are required, while other lower-use areas will have reduced frequencies. These changes have been carefully balanced to remain within budget while delivering a more effective and responsive cleaning service for both staff and customers.

The revised specifications are designed to ensure resources are focused where they provide the greatest benefit, supporting cleaner, more presentable facilities and an improved overall customer experience.

CBEC

The monthly winter maintenance programme undertaken by CBEC ensures that community pools remain safe, compliant, and in good condition during the off-season. These scheduled maintenance visits focus on essential tasks such as water quality management, plant and equipment inspections, cleaning, preventative maintenance, and identifying any repairs required prior to the summer season. By carrying out regular winter maintenance, Council helps protect its pool assets, minimise the risk of equipment failures, and ensure facilities are prepared for a smooth and efficient reopening, providing a safe and enjoyable experience for the community. CBEC has submitted a list of works to completed and Council will go through and approve those that we have budget to complete.

Community Pools

A full review and report have been completed FNDC and thrive which will, be made available to council in the coming month, it is highlighted in number of financial and operational risk it will need further review by council in the coming month.

Northland CCTV

Nothing significant to report, services continue as normal, nothing to report for this contract for September.

Citycare

During August, Citycare continued to deliver maintenance services across Council facilities and assets, focusing on ensuring infrastructure remains safe, operational, and well-presented for staff, residents, and visitors. Routine inspections, planned maintenance, and responsive works were undertaken throughout the month to address operational requirements and maintain service levels.

Citycare worked collaboratively with Council to prioritise maintenance activities, respond to service requests, and identify opportunities for improved asset performance and cost efficiencies. The ongoing programme of preventative maintenance helps minimise reactive repairs, supports asset longevity, and contributes to a positive customer experience across Council-owned facilities.

Of note Citycare delivered 98% on KPI's.

Waste Management and Minimisation

Northland Waste – Solid Waste Services Contract:

Summary

The report shows that August was a relatively steady month for waste and recycling operations across the Far North, with diversion performance remaining close to Council's target of 50%. The Northern Contract achieved a diversion rate of 45.88% and the Southern Contract 48.98%, while both areas maintained six-month rolling averages of approximately 50%. Large volumes of recyclable materials, including cardboard, glass, plastics, and scrap metal, continued to be collected and sent to market, demonstrating ongoing community participation in recycling and resource recovery activities.

Health and safety performance was positive overall, with no lost-time injuries reported during the month. Staff participated in training and toolbox discussions covering incident reporting, fatigue management, hydration, and safe operational practices. However, several security-related incidents occurred, including vandalism and theft at a number of sites. A particular concern was the repeated vandalism of pre-paid rubbish bags at Whatuwhiwhi, where more than 100 bags were reportedly cut open and rummaged through, creating additional clean-up requirements and health and safety risks. In response to ongoing issues with vandalism and illegal dumping, new security cameras have been installed at several transfer stations and collection points.

Illegal dumping continues to be one of the most significant operational challenges facing the network, particularly within the Southern Contract area. August saw 12.31 m³ of illegally dumped material collected in the North and 32.88 m³ in the South, with Moerewa, Horeke and Whangaroa recording the highest volumes. The report also highlights a number of operational improvement projects underway, including the arrival of a new baler for the Waipapa Resource Recovery Park, discussions on improving layouts and surveillance at Kaikohe Transfer Station, and ongoing work related to tyre management through the Tyrewise scheme. Overall, the report indicates that services are performing well and diversion outcomes remain strong, but illegal dumping, site security, and infrastructure upgrades continue to require attention.

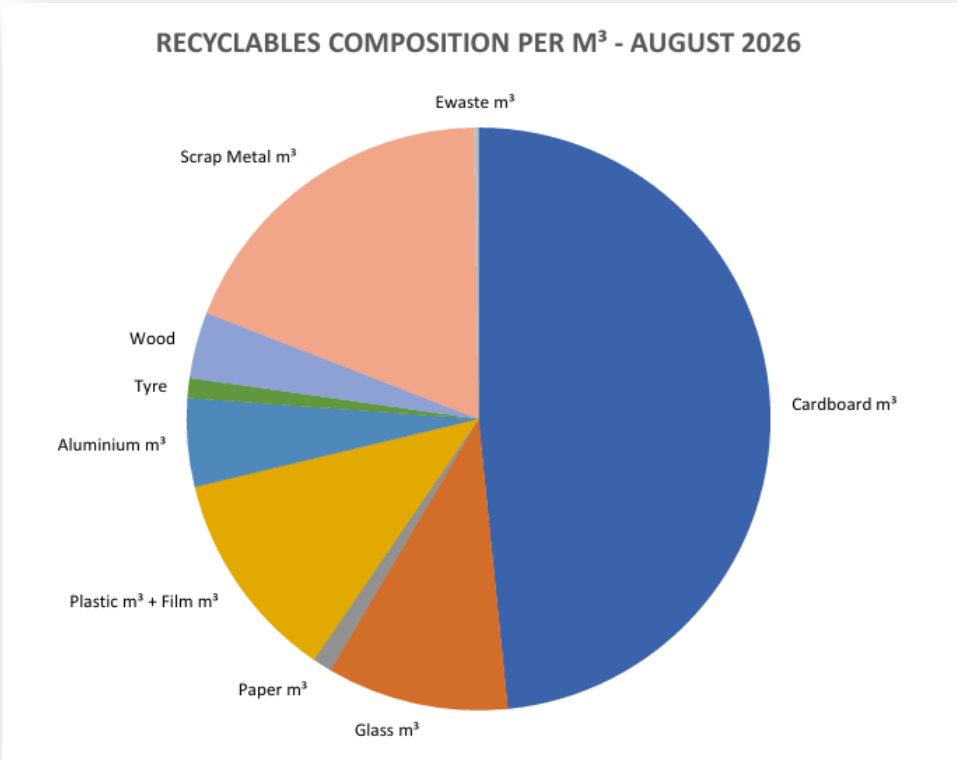


Figure 1 - Recycling Composition for Northern Sites

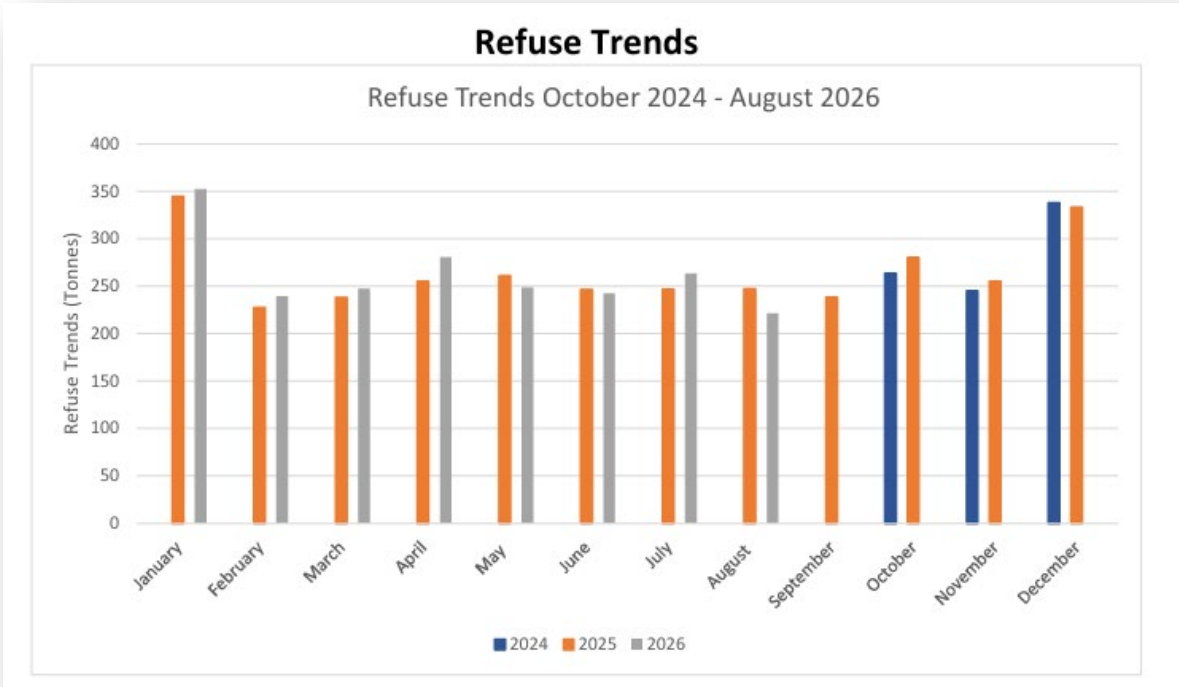


Figure 2 - Refuse trends for Northern Sites

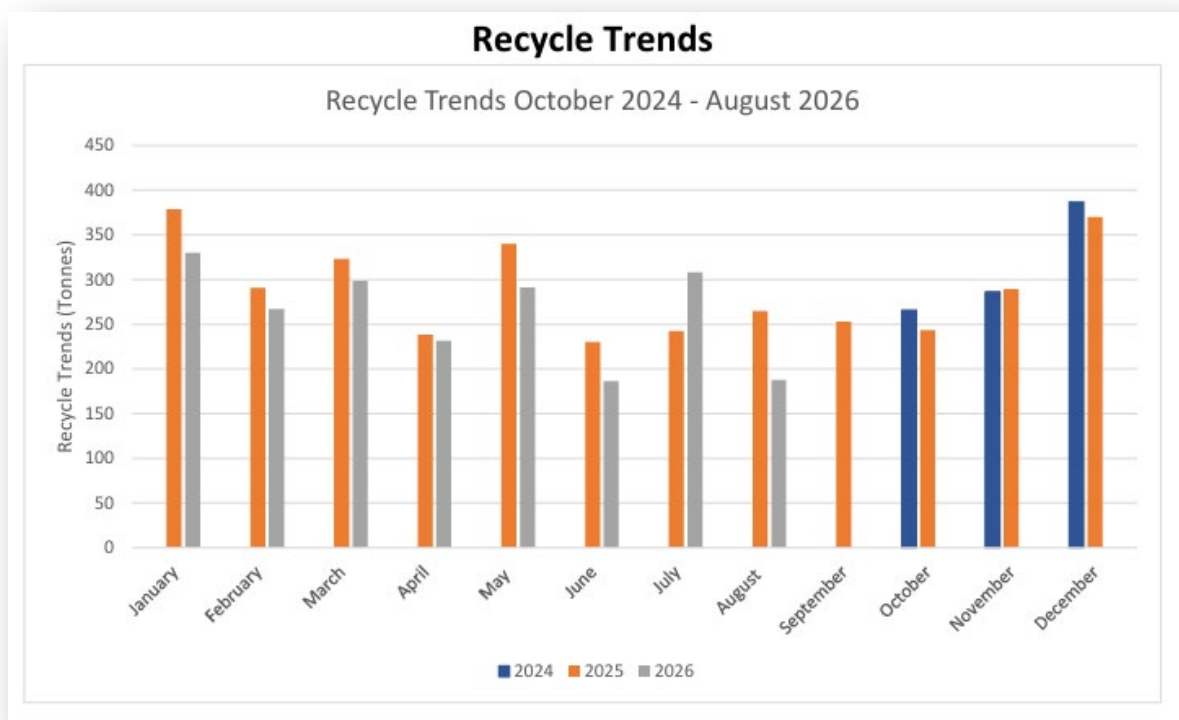


Figure 3 - Recycling trends for Northern Sites

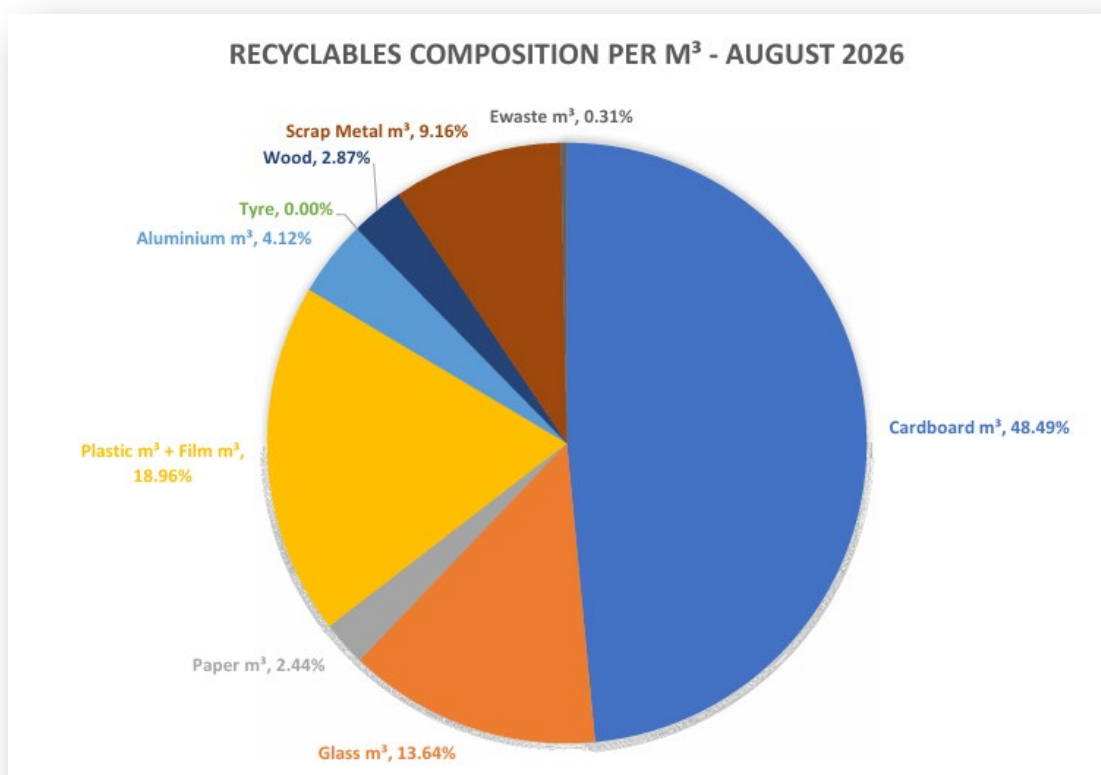


Figure 4 - Recycling composition for the Southern Sites

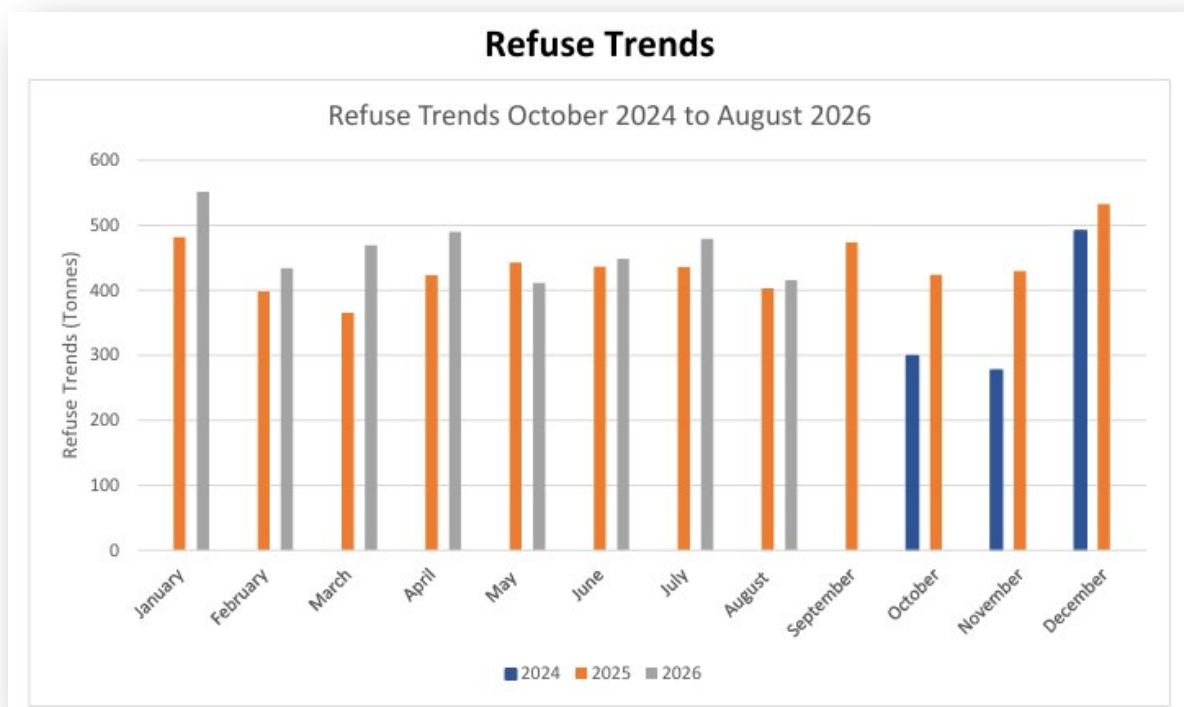


Figure 5 - Refuse trend for the Southern Sites

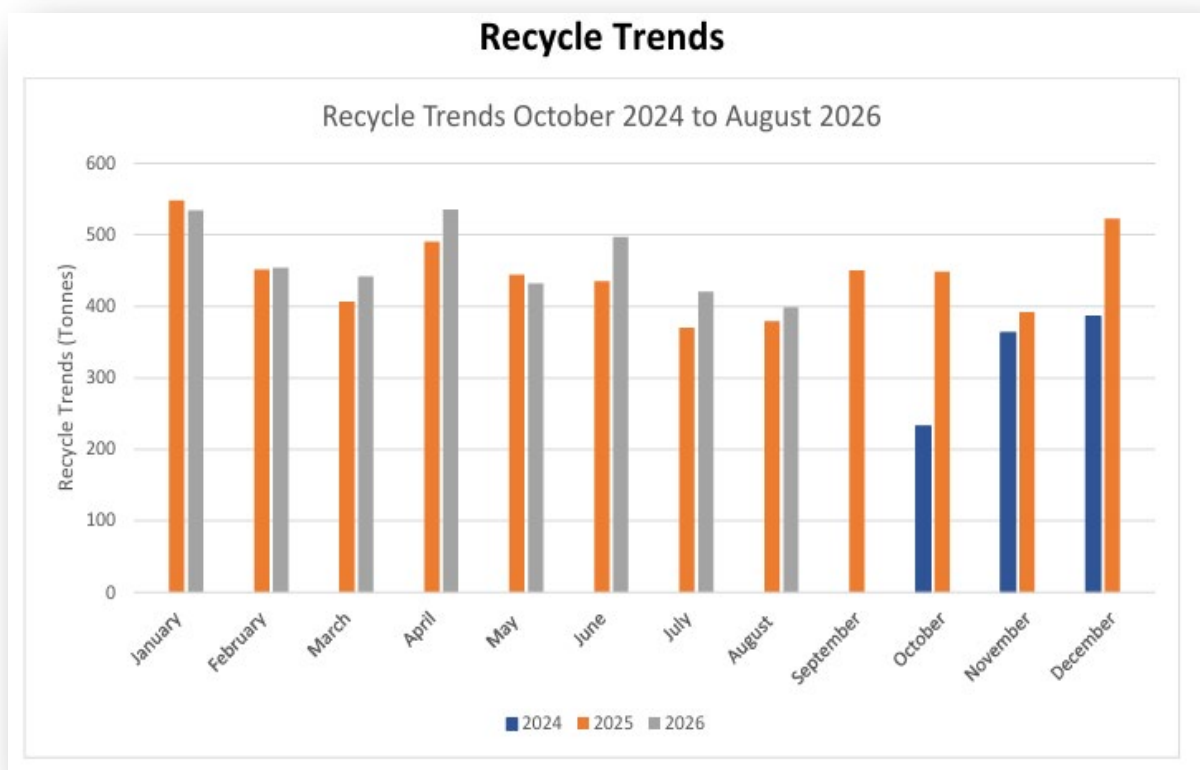
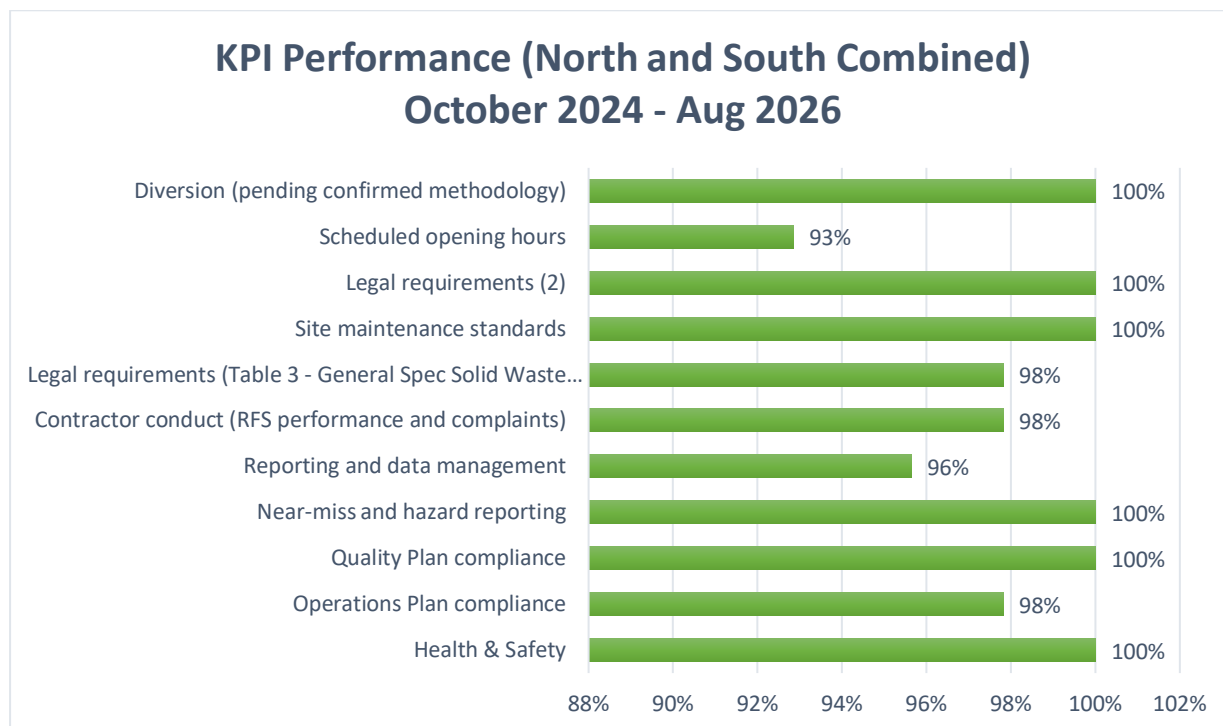


Figure 6 - Recycling trends for the Southern Sites

Northland Waste Limited (NWL) KPI Stats:

**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

Illegal Dumping - Surveillance Cameras

Programme Benefits

Community Support

Residents have expressed strong support for the surveillance programme.

Feedback received through Requests for Service indicates that communities want Council to take stronger action against illegal dumping and would welcome additional surveillance coverage in known hotspot locations.

The cameras demonstrate a visible commitment by Council to protecting the environment and responding to community concerns.

Improved Monitoring and Intelligence Gathering

The cameras provide Council with increased visibility of activities occurring at approved collection points and transfer stations.

This information supports more informed operational decision-making and targeted deployment of resources.

Cross-Team Collaboration

One of the unexpected successes of the programme has been the strengthened relationship between the Waste and Monitoring & Compliance teams.

The cameras have created opportunities for both teams to work closely together to:

- Develop evidence collection processes
- Assess infringement opportunities
- Improve enforcement outcomes
- Share operational knowledge

This collaborative approach has delivered benefits beyond the immediate surveillance programme.

Partnership with South Security

South Security provides weekly reports and ongoing support to help us with infringing people caught in the act.

The company has worked proactively alongside Council staff throughout the trial and continues to provide assistance in obtaining evidence suitable for compliance investigations where applicable, especially when we have break-ins.

Flexible Deployment

Unlike fixed CCTV infrastructure, the surveillance towers are mobile and can be relocated as required.

This flexibility allows Council to respond to changes in illegal dumping behaviour and redirect resources to emerging hotspot locations throughout the district.

Enforcement Limitations

It is important to acknowledge that enforcement under the Litter Act 1979 can be complex and challenging.

For an infringement to be successfully issued, sufficient evidence must exist to identify the responsible person and demonstrate that legislative requirements have been met.

Individuals can challenge infringements and dispute ownership or responsibility for dumped materials. As a result, surveillance footage alone does not always result in an infringement being issued.

For this reason, staff do not consider the success of the programme to be measured solely by the number of infringements issued.

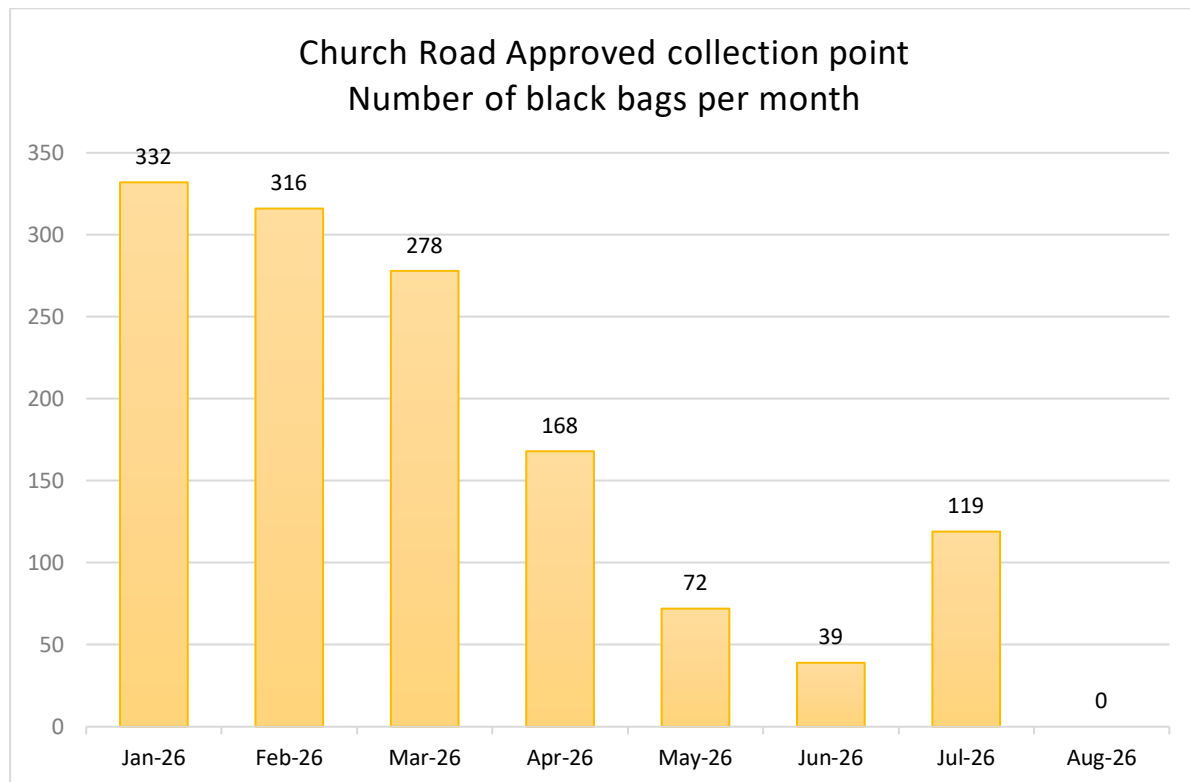
Instead, success should be assessed against a wider range of outcomes including:

- Reduction in illegal dumping behaviour.
- Increased deterrence.
- Improved environmental outcomes.
- Better protection of Council assets.
- Reduced clean-up requirements.
- Increased public confidence.
- Improved intelligence gathering.
- Enhanced cooperation between Council teams.

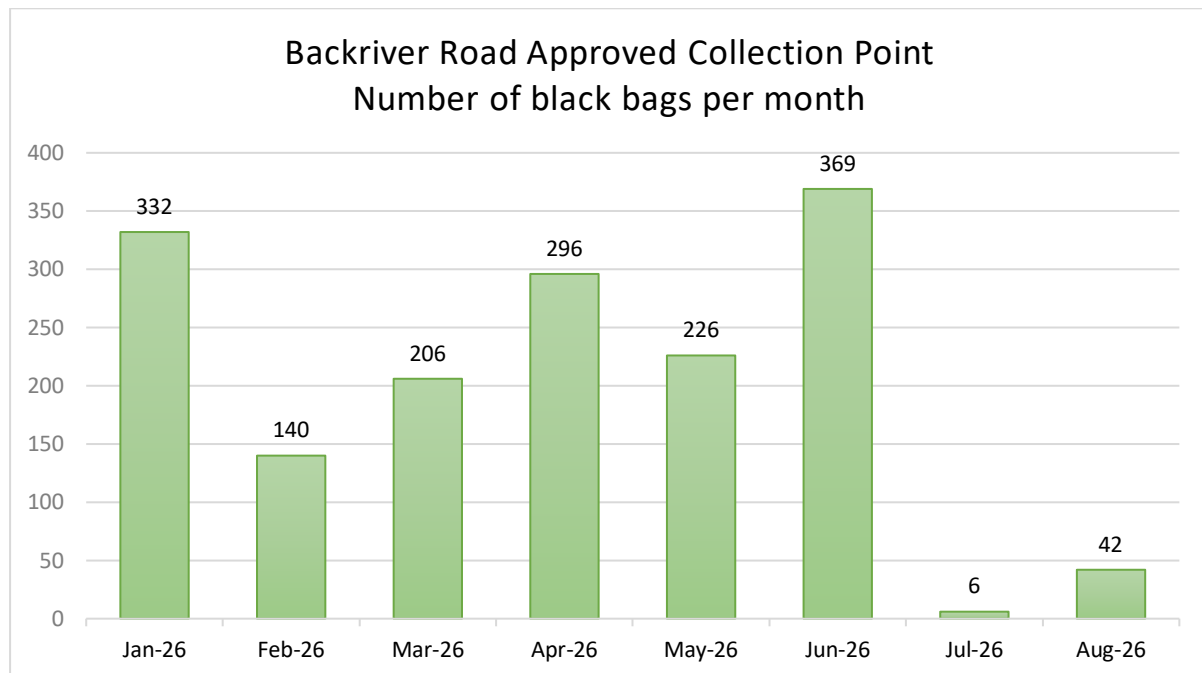
Preventing illegal dumping from occurring in the first place should be viewed as a more beneficial outcome than relying solely on enforcement after an offence has occurred.

Approved Collection Point Results

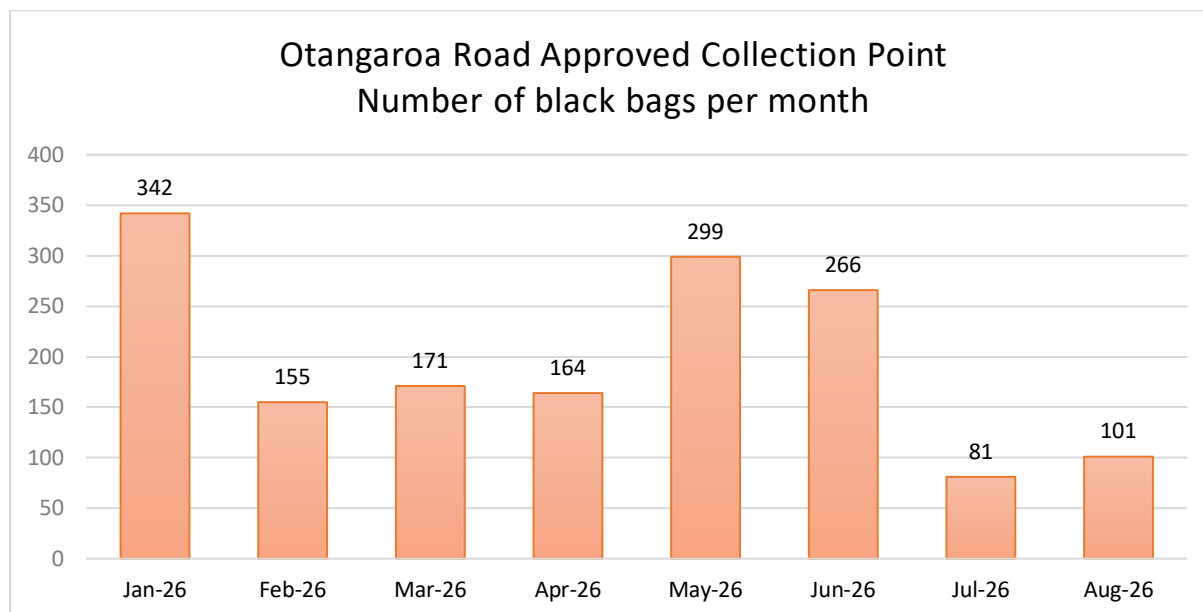
Early results from monitored approved collection points indicate noticeable reductions in waste volumes following camera installation:

Church Road Approved Collection Point

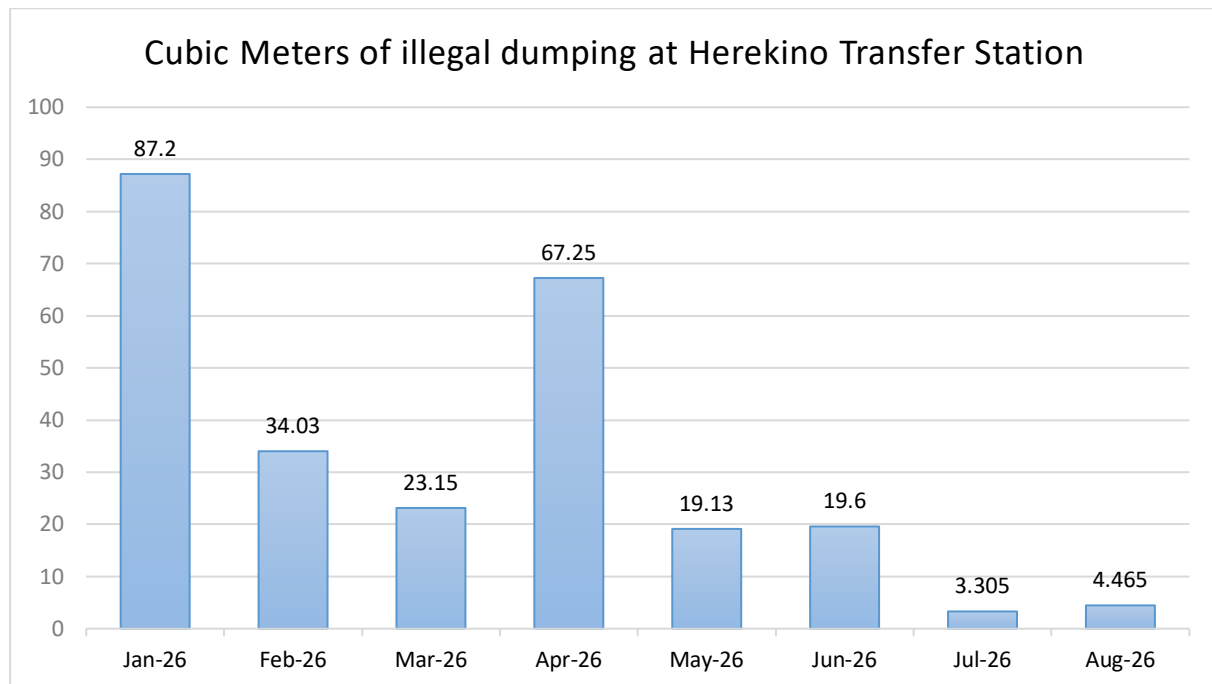
- Camera installed on 23 April 2026.
- Prior to camera installation, the site was receiving between 278 and 332 black rubbish bags per month (January to March 2026).
- Following camera installation, bag numbers reduced significantly, falling from 168 bags in April 2026 to 39 bags in June 2026.
- While there was a temporary increase to 119 bags in July 2026, bag numbers reduced to 0 bags in August 2026, indicating a sustained improvement in site compliance.
- Compared to January 2026, August volumes were 100% lower, demonstrating a substantial reduction in waste disposed of at the collection point.
- Based on a collection cost of \$3 per bag until July 2026 and \$4 per bag from August 2026, monthly collection costs reduced from \$996 in January 2026 to \$0 in August 2026.
- This represents a potential monthly saving of \$996 and a 100% reduction in collection costs compared with January 2026.
- The data suggests that the surveillance camera has had a significant positive impact on reducing misuse of the approved collection point, improving site compliance, and lowering waste collection costs.

Backriver Road Approved Collection Point

- The surveillance camera was installed on 30 June 2026.
- Prior to camera deployment, black bag volumes at the Backriver Road collection point fluctuated significantly, ranging from 140 to 369 bags per month, with the highest volume recorded in June 2026.
- Following camera installation, collections reduced dramatically from 369 bags in June 2026 to 6 bags in July 2026, the first full month of monitoring.
- Although volumes increased to 42 bags in August 2026, this remains substantially lower than pre-installation levels and represents an 89% reduction compared with June 2026.
- Based on a collection cost of \$3 per bag until July 2026 and \$4 per bag from August 2026, the cost of servicing the site reduced from \$1,107 in June 2026 to \$168 in August 2026.
- This represents a monthly cost saving of \$939 and a reduction of approximately 85% in collection costs compared with June 2026.
- The results indicate that the surveillance camera has had a significant positive impact on reducing misuse of the approved collection point, with bag volumes and collection costs remaining well below historical levels.
- Continued monitoring will help determine whether these improvements can be sustained over the longer term, however the data to date suggests a strong behavioural change at this location.

Otangaroa Approved Collection Point

- The surveillance camera was installed on 29 June 2026.
- Prior to camera deployment, the Otangaroa Road Approved Collection Point received an average of 233 black rubbish bags per month between January and June 2026, with monthly volumes ranging from 155 to 342 bags.
- Following camera installation, bag volumes reduced from 266 bags in June 2026 to 81 bags in July 2026, a decrease of approximately 70%.
- In August 2026, volumes increased slightly to 101 bags. However, this remains 62% lower than June 2026 levels and 57% below the pre-installation monthly average.
- Based on a collection cost of \$3 per bag until July 2026 and \$4 per bag from August 2026, the cost of servicing the site reduced from \$798 in June 2026 to \$404 in August 2026.
- This represents a monthly cost saving of \$394 and a reduction of approximately 49% in collection costs compared with June 2026.
- The data indicates that the surveillance camera continues to have a positive impact on reducing misuse of the approved collection point, with bag volumes remaining well below historical levels despite the increase recorded in August.
- Ongoing monitoring will help determine whether these reductions can be sustained over the longer term and identify any emerging trends in disposal behaviour.

Herekino Transfer Station

- The surveillance camera was installed on 30 June 2026.
- Prior to camera installation, illegal dumping volumes at Herekino Transfer Station varied significantly, ranging from 19.1m³ to 87.2m³ per month, with an average of approximately 41.7m³ per month between January and June 2026.
- Following camera installation, recorded illegal dumping volumes reduced from 19.6m³ in June 2026 to 3.3m³ in July 2026, the first full month of monitoring.
- In August 2026, illegal dumping volumes increased slightly to 4.5m³, however this remains 77% lower than June 2026 levels and significantly below the pre-installation monthly average.
- Under the current contract rate of \$29.90 per cubic metre, the estimated cost of removing illegally dumped material reduced from \$586 in June 2026 to approximately \$133 in August 2026, representing a monthly saving of around \$453.
- The results indicate that the surveillance camera is having a positive impact on reducing illegal dumping activity at the site, with both dumping volumes and removal costs remaining substantially lower than historical levels.
- Ongoing monitoring will help determine whether these improvements can be sustained over the longer term, however the data to date is encouraging and suggests improved disposal behaviour at this location.

Risks and Limitations

Displacement of Illegal Dumping

A recognised limitation of any surveillance programme is that some offenders may relocate their illegal dumping activity to areas that are not currently monitored.

Staff acknowledge that this risk exists.

The mobility of the South Security camera towers provides a practical mitigation by allowing cameras to be relocated to newly identified hotspot locations as required, although there is a cost associated with each relocation.

There is also a risk that moving a camera too quickly from a location where illegal dumping behaviour has recently reduced could result in a return of previous behaviours. Maintaining a visible surveillance presence for an appropriate period helps reinforce behaviour change and provides confidence that improvements are sustained before cameras are redeployed elsewhere. As such, decisions to relocate cameras will be informed by incident trends, intelligence, and operational priorities.

Illegal Dumping Will Not Be Eliminated

Staff acknowledge that illegal dumping is unlikely to ever be completely eradicated.

While illegal dumping can be reduced through education, access to disposal services, monitoring, and enforcement, it is unlikely to be eliminated entirely.

The objective of the programme is therefore not to eliminate illegal dumping entirely, but rather to:

- Reduce its occurrence.
- Deter offending behaviour.
- Protect our whenua.
- Reduce impacts on communities.
- Support enforcement where appropriate.
- Demonstrate responsible stewardship of public assets.
- Show council wanting to support the people already doing the right thing

The objective of the programme is to reduce illegal dumping, deter inappropriate disposal behaviour, support investigations where required, and minimise environmental and community impacts.

Comms

Two social media videos were created and published during the month to raise awareness of illegal dumping and promote responsible waste disposal. The videos helped reinforce key messages around protecting the environment and reporting dumped rubbish. Links to the videos on the FNDC Facebook page are provided below:

- [FNDC has installed CCTV cameras at five rubbish collection points around the district to identify people illegally dumping rubbish | Facebook](#) – Published on 28 August
- [Hōhā over illegally dumped rubbish? We all play a part in keeping our district beautiful by doing the right thing... | Far North District Council | Facebook](#) – Published on 25 Aug

Closed landfills

Russell closed landfill – Procurement activities are set to commence to progress the project into the detailed design phase for the partial capping of the landfill. Significant work is currently

underway across several project streams, including planning for the future construction procurement approach and delivery phase.

Totara North Closed Landfill – Quotations have been obtained, and repair and maintenance works have been scheduled for completion in mid-October. The project is progressing as planned, with preparations underway to ensure the works are delivered efficiently.

Requests for Service (RFS's)

We received 340 requests in August, with a daily average of 14 RFS's per day across 21 request types, -8% on the same time as last year.

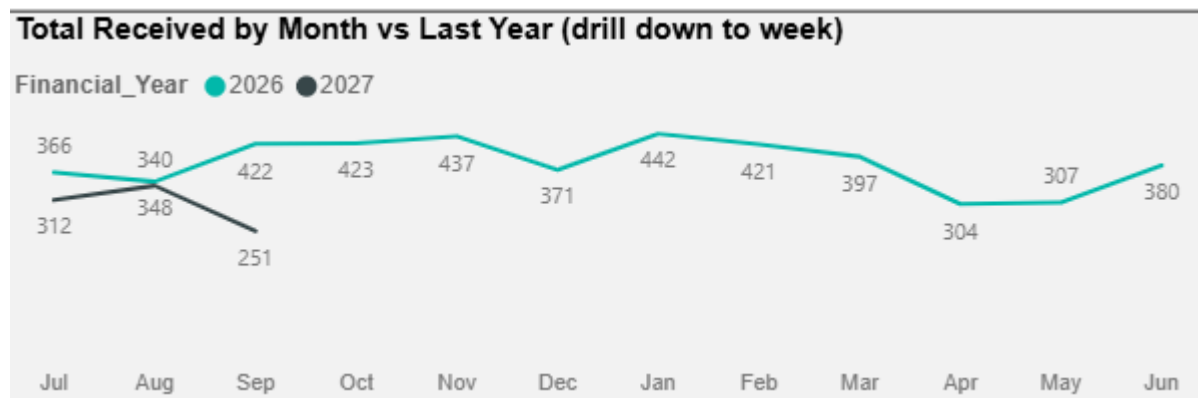


Figure 17 – Total RFS Received by Month. 2026 Financial Year v 2027 Financial Year

Our percentage of RFS's completed on time in August 2026 was 73.3% completed on time. Our average days to complete/handling time of requests also increased from 27.01% days last month and 38.1 days in July 2025, to 59.7 days for July 2026

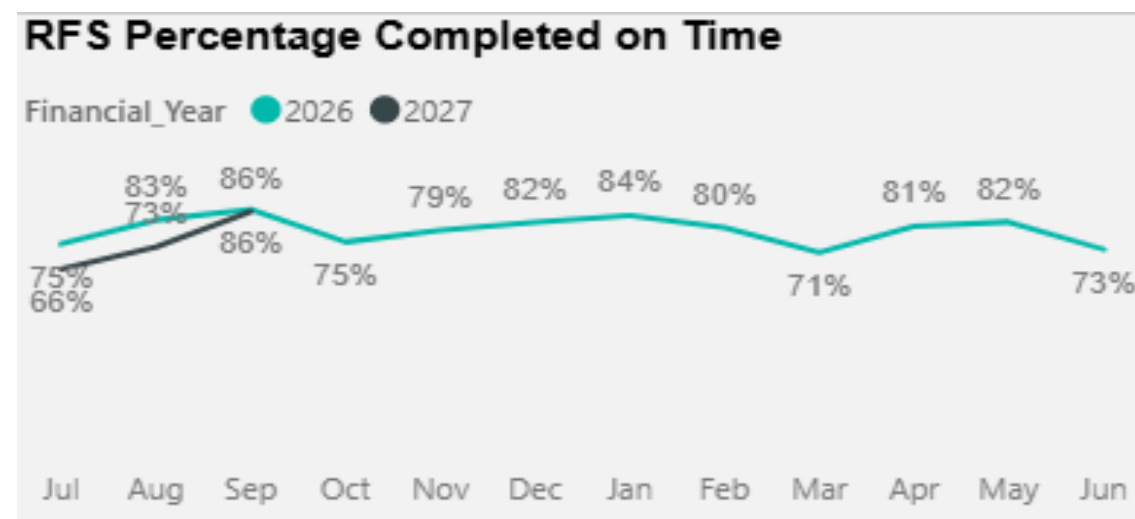


Figure 18 –RFS Completed on Time by Month, 2026 Financial Year vs 2027 Financial Year

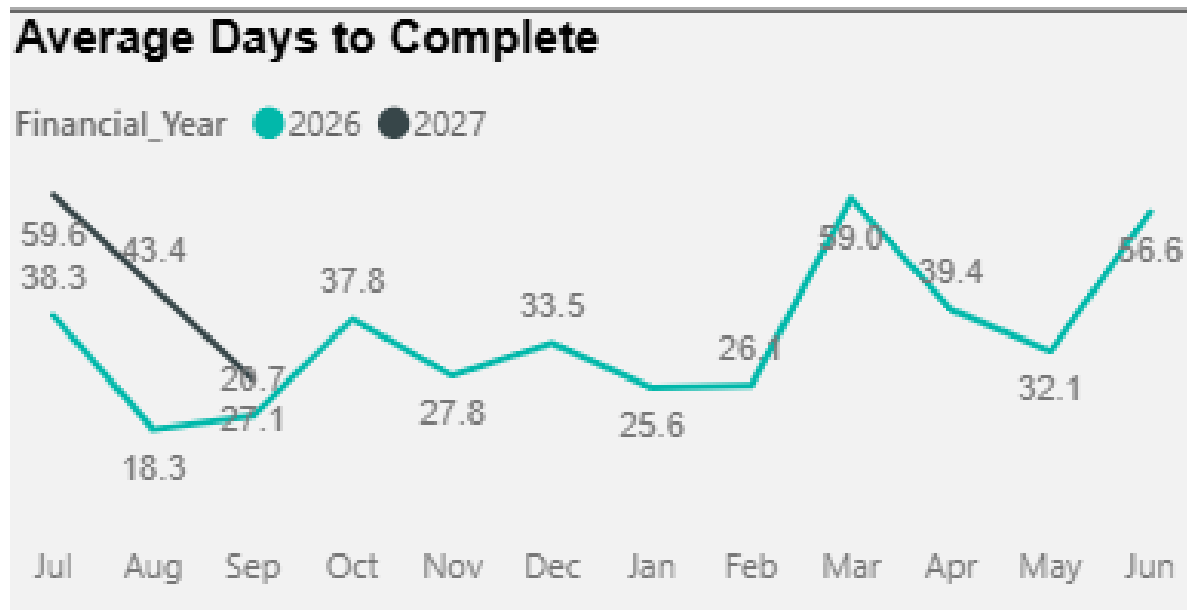


Figure 19 – Average handling time of RFS's (in days) by month, 2026 vs 2027

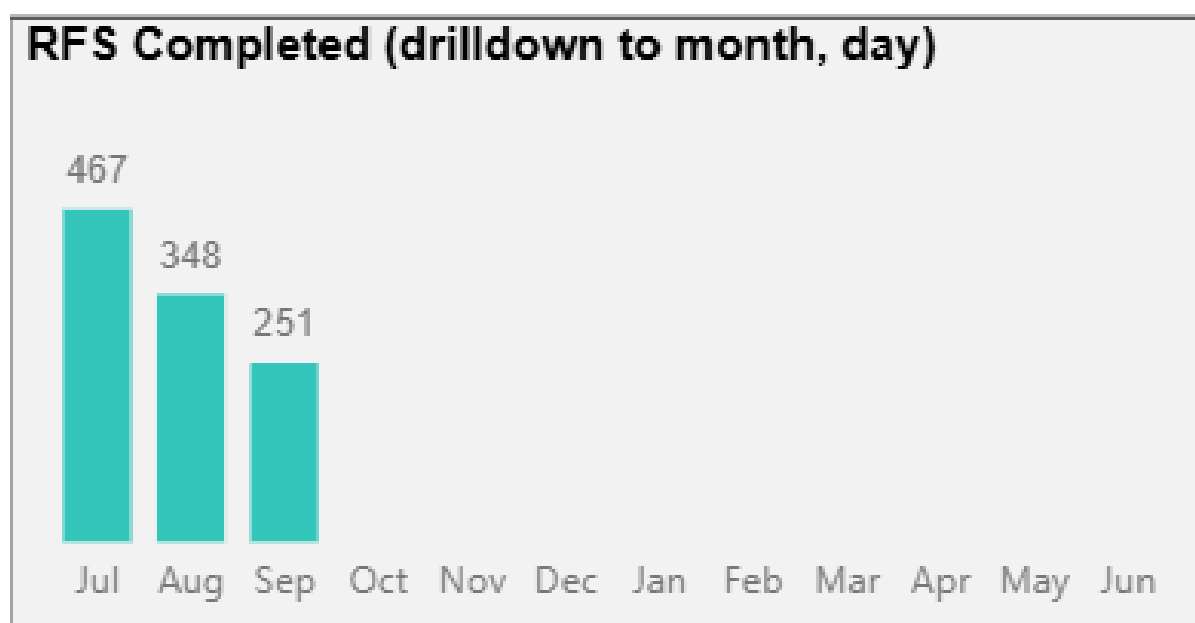


Figure 20 – Total Number of RFS's Completed in July 2026

Summary

We are finally starting to see the benefits of the additional team members inputs. A noticeable change in improved delivery to our community and EM's has been noted in writing from our EM's.

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: September 2025 to August 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. However, in August we missed our 100% by one consent going over timeframes due to an administrative error.

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 \$1,226 for simple deemed permitted activities through to \$10,367 for complex commercial consents, reflecting the true cost of processing relative to application complexity.

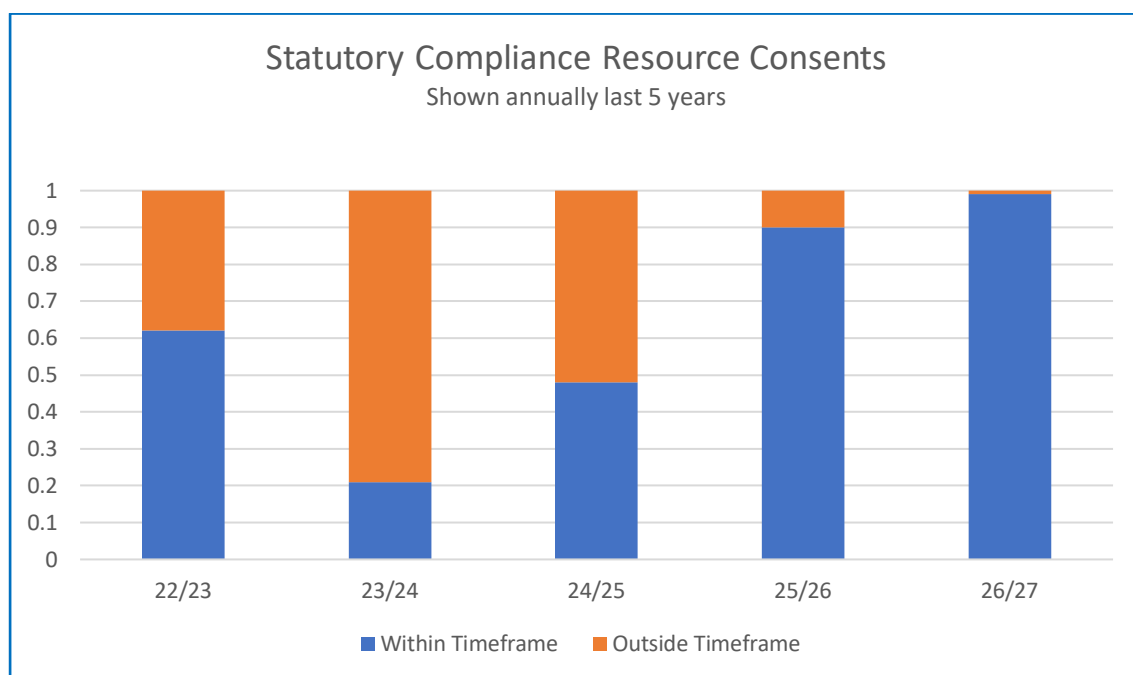
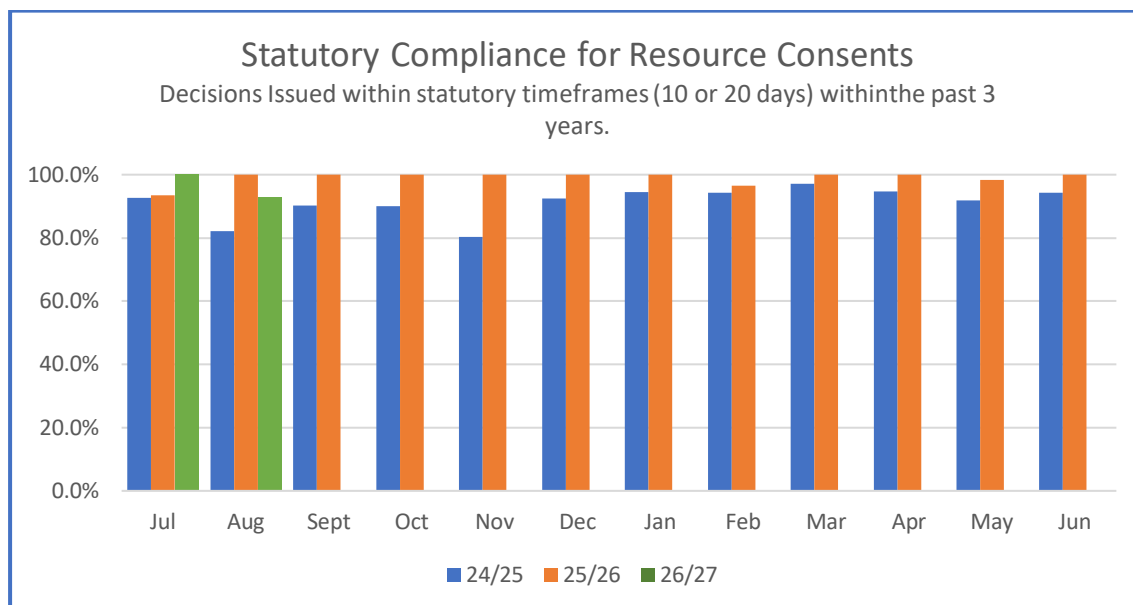
Key Performance Metrics and Development Industry Insights:

The following pages includes key performance metrics and insights that we track to better understand our business activities. All reporting metrics are 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. Analysis of the illustrated data is provided for each month. These key performance indicators demonstrates 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



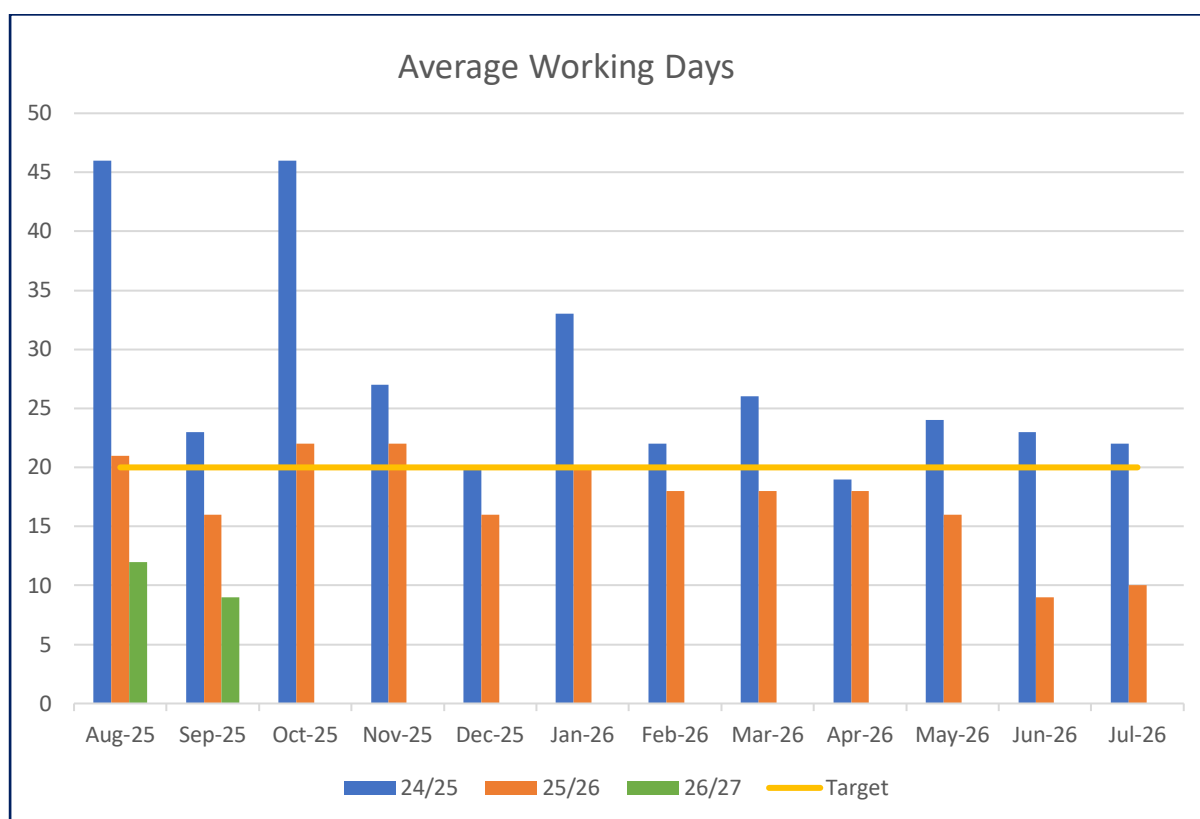
KPI Analysis: Statutory Compliance for Resource Consents (July 2025 – June 2026)

In August 2026, the Resource Consents team achieved 99% compliance for consents within statutory timeframes. Resource consents for the month have been processed, on average, within 10 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 significant drop in working days to process in July & August. Rather than increased efficiency this a result in very low volumes of applications being received.

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.

However, the overall 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 over the last 12 months (September 2025 to August 2026). Land Use Consents represent the largest volume of work with 201 applications processed, at a median fee of \$5,406, while Subdivisions accounted for 143 applications at a median of \$7,224.

Commercial and complex consents, although lower in volume at 65 applications, carry significantly higher processing costs with a median fee of \$10,367, 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 \$1,226 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 \$2,881 across 39 applications.

Fee Summary by Consent Type

Consent Type	Count	Avg Fee	Median Fee	Max Fee
Commercial/Complex	65	\$13,085	\$10,367	\$115,899
Subdivision	143	\$7,611	\$7,224	\$25,675
Controlled Land Division	2	\$6,012	\$6,012	\$6,318
Land Use Consent	201	\$5,758	\$5,406	\$17,447
Discharge Consent	2	\$3,353	\$3,353	\$3,873
Variation	39	\$3,316	\$2,881	\$8,734
National Env Standard	5	\$2,930	\$2,348	\$4,654
Change/Cancel Condition	12	\$2,409	\$2,493	\$4,259
Certificate of Compliance	5	\$2,274	\$2,402	\$3,495
Permitted Boundary Activity	20	\$1,386	\$1,202	\$3,548
Deemed Permitted Activity	27	\$1,600	\$1,226	\$5,239
Outline Plan/Other	10	\$1,695	\$1,682	\$2,574

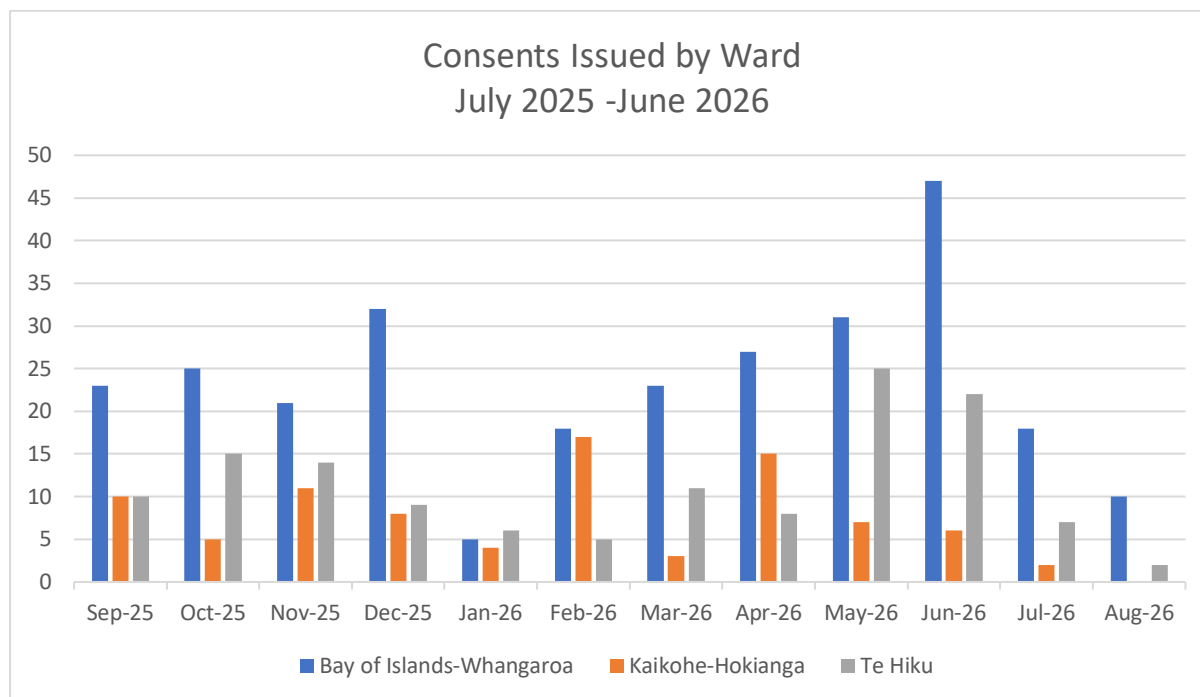
RMA Consent Volumes around the Whenua Analysis

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.

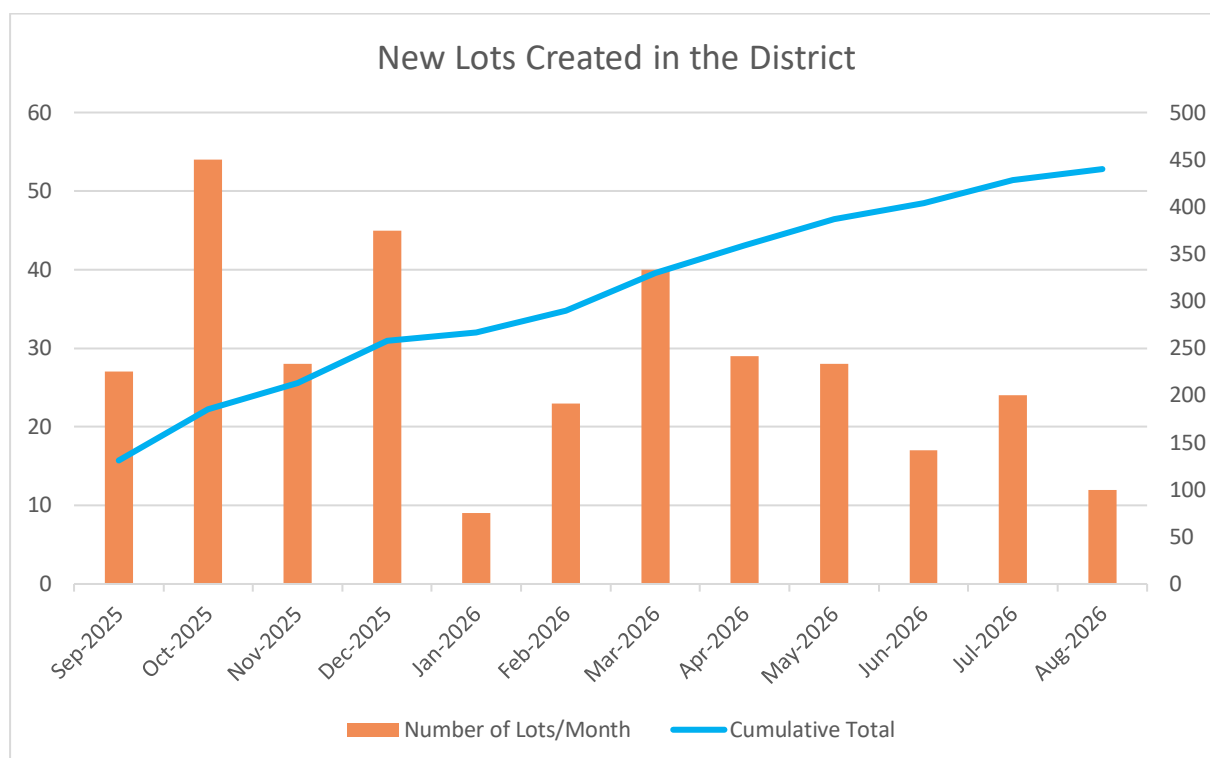
Overall, the data continues to show stronger development activity in the eastern coastal areas of the district. Te Hiku also demonstrated sustained activity, particularly during the latter part of the reporting period, while Kaikohe–Hokianga maintained lower but relatively steady consent volumes.

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. Monthly volumes varied throughout the year, with a peak of 75 lots in August 2025 and a seasonal low of 9 lots in January 2026, consistent with typical summer holiday slowdown. The cumulative trend line demonstrates steady growth in new lot creation throughout the 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 August 2026 were conducted as scheduled:

- **Regulation 17(2)(e) – Supporting continuous improvement in BCA performance:** The BCA is meeting its obligations in terms of Regulation 17(2)(e). 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 Quality Manual (adding information for clarity and separating a clause into two separate clauses). This finding does not detract from the BCA's performance under this regulation and the overall outcome of this audit.
- **Regulation 17(2)(i) – Identifying and managing conflicts of interest:** The BCA is meeting its obligations in terms of Regulation 17(2)(i). 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)(h) – Receiving and managing complaints about building control functions:** The BCA is meeting its obligations in terms of Regulation 7(2)(h). 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 Quality Manual (adding information 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 August 2026 were conducted as scheduled.

- **Consumer Information:** The FVA is meeting its obligations in terms of Consumer Information. 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.

**INFRASTRUCTURE GROUP
MONTHLY REPORT**

AUGUST 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: Head of Infrastructure, Manager – Waters, Manager – Infrastructure Engineering, Manager – Infrastructure Delivery, Manager – Infrastructure Services, Manager – Asset Management.

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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.

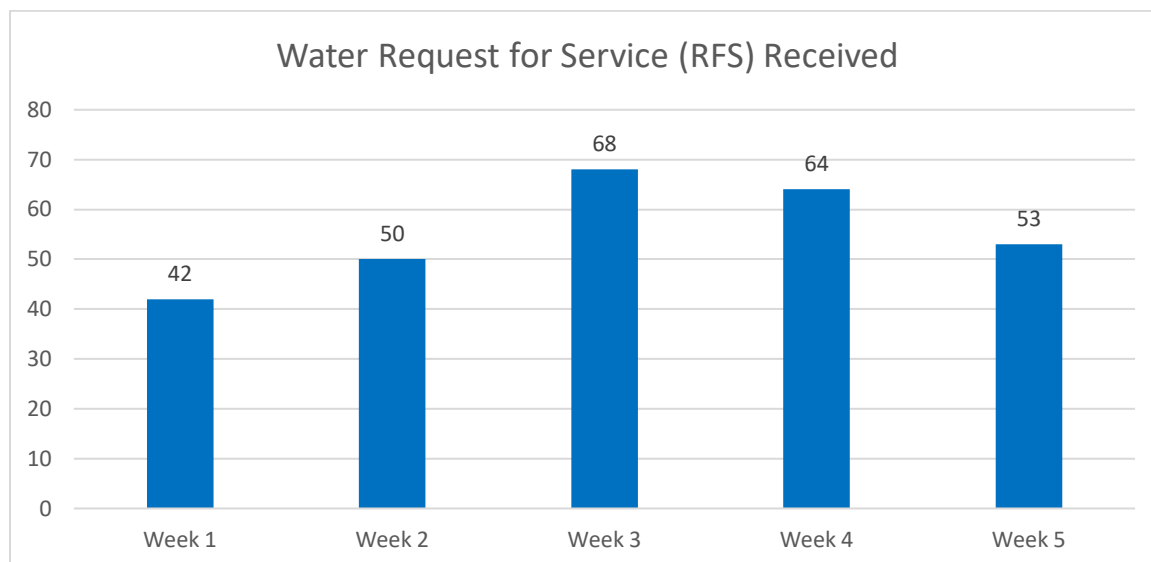
Key Performance Metrics

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)

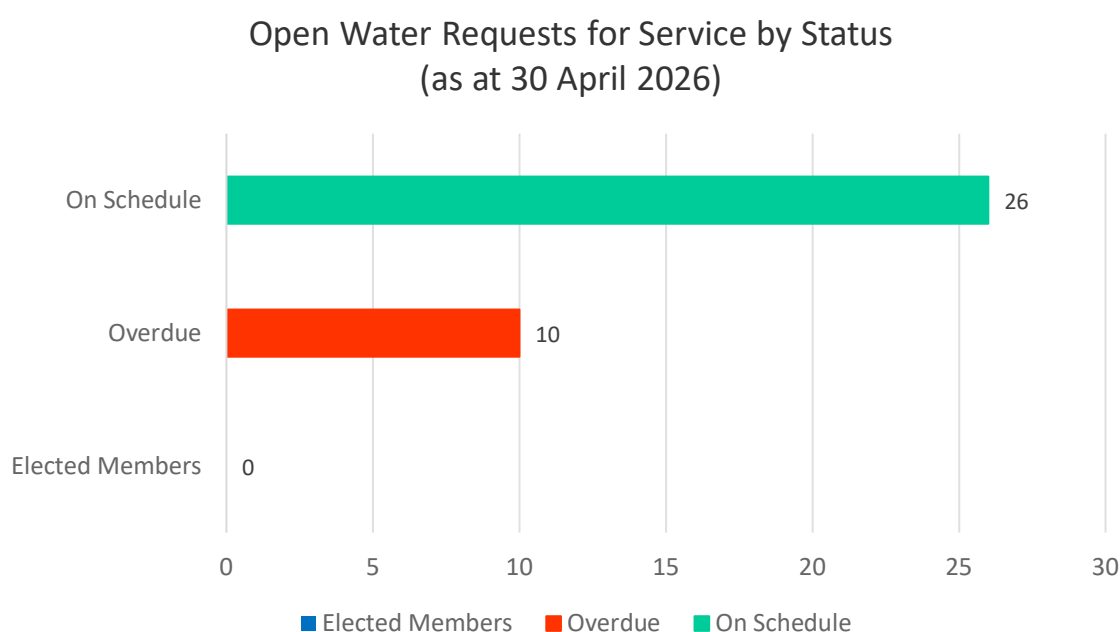
Sewerage Low Pressure – Council owned (39) *17 Northern area

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 continued 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 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. No results from electrocoagulation trial are available yet but are being sought from the consultant. 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. Further soil investigations are being planned and procurement is underway which will confirm the soil classification and system concept design required to progress consenting of a new discharge to land.
- 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. Further soil investigations are being planned and procurement is underway which will confirm the soil classification and system concept design required to progress consenting of a new discharge to land.

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 are in the design phase and progressing well.

Options for a public toilet location in Northpark continue to be explored, while the Klinac Lane toilets design and resource consent are being reviewed to identify the source of the issues that have been experienced. 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.

Due to staff changes in the Delivery team additional support has been provided through the tender and construction phases of some projects.

Site investigations have been completed to inform engineering solutions for multiple 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. Some projects and programmes are being

rationalised for delivery based on what is achievable with the available resources and external pressures on staff time such as transition activities for Northland Waters.

Water Supply Projects in Design:

Waitangi, Paihia, Ōpua and Haruru WTP Upgrade: Site yet to be finally confirmed which will enable a notice of requirement and design work to move forward. Procurement approach is being analysed.

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. Conceptual process design and sizing have been completed in-house, further investigations into raw water sources are ongoing, and potential site options are being analysed alongside the update to the water supply network model.

Kaitia Water Treatment Plant Improvements: Sludge management and disposal is currently via an open tank which is regularly emptied by a sucker truck. A lower cost alternative of connecting directly to the public wastewater network is being investigated, pending confirmation of volumes and discharge requirements to minimise wastewater network impacts.

Ōpononi Water Treatment Plant: the raw water automatic filters have been out of service for around 8 years due to process and water pressure changes requiring manual washing of filters and a resulting higher operational cost. The old filters are no longer able to be serviced and cannot be reinstated, so the solution is to install new automatic filters at the correct location in the process and to remove other parts that will be redundant. This will save the operator from having to attend site for manual filter washing.

Wastewater Projects in Design:

IAF Kaikohe – Wastewater Treatment Plant Upgrades: Technical review of concept design and cost estimates have been completed to ensure short-term IAF upgrades align with full wastewater treatment plant upgrade (see below). Short-term upgrades include cleanout of the anaerobic ponds, power upgrades, new inlet works, and post-inlet works pump station.

Kaikohe Wastewater Treatment Plant Upgrade: Technical review of concept design and cost estimates have been completed to ensure affordability and long-term operations and maintenance outcomes are delivered. Review ensures that a new plant can be delivered within the available budget. New resource consent granted December 2025 requires a new MBR mechanical treatment plant to be constructed.

IAF Kawakawa – Wastewater Treatment Plant Upgrade: Basis of design and concept review completed to ensure a single plant solution that is fit for purpose, above the 1%AEP floodplain, expandable to accommodate future growth, and capable of replacing the existing failing clarifier. Detailed specifications for MBR plant and tender package draft documents are being reviewed. Work was stalled while waiting for other funding conditions to be met and decoupled from the infrastructure works.

IAF Kawakawa – Wastewater Network Upgrades: scoping of the programme is being confirmed by a combination of staff undertaking site inspections and reviewing CCTV information, and consultants planning and preparing a wider programme of wastewater infiltration and inflow works which is a significant issue in Kawakawa and impacts on network capacity. Fixing infiltration and inflow issues will free up capacity in the network, pump stations, and treatment plant for growth to occur.

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. Detailed design and tender package completed, project is out for tender. Design team continues to provide expertise to the tender and construction process.

Paihia Wastewater Treatment Plant Improvements: Compliance issues at Paihia WWTP have been analysed by our in-house process engineers and a solution has been found. Design of power supply changes, new aerators that work with the shallow pond design, and civil works design have been detailed and handed over to the Delivery team to implement. Ongoing issues with influent quality that affect treatment performance are also affecting safety and causing corrosion of other parts of the wastewater network therefore treating septicity within Opuia and Haruru Major pump stations is being investigated.

Russell Wastewater Treatment Plant Improvements: Compliance issues at Russell WWTP have been analysed by our in-house process engineers and a solution has been found. Details of the required fixes have been confirmed, and quotes/budgets are being aligned before the work can move forward via the Delivery Team.

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. Basis of design and specimen design are in progress.

Ōpononi Wastewater Treatment Plant Upgrade – upgrades required to improve performance and discharge quality. Monitoring done after Stage 1 shows improvements in discharge quality however further short-term works are still required. Full plant upgrade will be needed to meet WEPS standards whether discharge is to land or water. BPO report under Land Discharge Programme is in final stages of drafting. Basis of design for full upgrade has been completed to verify growth projections and sizing of new plant or additional process. Specimen design underway for full plant upgrade to inform BPO and consenting path. Stage 2 works restarted 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.

Whatuwhiwhi Wastewater Treatment Plant Improvements: Compliance issues at Whatuwhiwhi WWTP are being analysed by our in-house process engineers and consultants to understand the scope of what is needed to return to compliance. Desludging work is required to reinstate pond volumes, however replacement of aquamats may not be value-for-money as a new plant and new process is going to be required to meet the high standards for discharge to a natural wetland.

Kohukohu Wastewater Treatment Plant Improvements: Compliance issues at Kohukohu WWTP are being analysed by our in-house process engineers to understand the scope of what is needed to return to compliance.

Kaeo Wastewater Treatment Plant Improvements: Compliance issues at Kaeo WWTP are being analysed by our in-house process engineers to understand the scope of what is needed to return to compliance. A new discharge consent has been granted which requires a number of different pieces of work to be completed. The main issues is reinstating the vermifilter or installing an alternative.

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 team. Physical works out for tender, design team continue to provide expertise to procurement and construction phases.

Tasman Heights, Ahipara – Stormwater Renewal: Detailed design complete 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. Physical works out for tender, design team continue to provide expertise to procurement and construction phases.

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. Design consultant procured and detailed design work in progress.

Matthews Ave to Farrimond, Kaitāia – Stormwater Renewal and Upgrade: Investigation and design completed. 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. Pipe relining will resolve issues with root intrusion and blockage in the most cost-effective way, and other minor renewal works to inlets will improve overland flow capture. Handed over to Delivery team.

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 impacts to the retaining wall and driveway. At Reef View Road, seepage has caused erosion of the road surface. Design consultant procured and detailed design work in progress.

61 Cobham Rd, Kerikeri: Stabilisation of a section of open channel has been designed in-house and handed over to the Delivery team.

Kawakawa Commercial Street Stormwater Network: safety improvements to the inlet behind the shops have been investigated, designed, and handed over to the Delivery team. Further up the catchment the network is being investigated and redesigned to address a few different issues with capacity, erosion, and overland flowpaths from Hospital Road and Church Street.

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:

- Kaitāia W/W Network Overflows Stage 1 – Works completed and abatement notice removed
- Kaitāia/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:

- Kaitāia 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.
- Kaitāia - 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.
- Kaitāia 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 role.

- The 16 September 2026 Te Koukou Committee meeting received the August compliance update report. The report noted no abatement notices received, and 2 notices removed when a new consent was granted, leaving 12 abatement notices outstanding.
- Delivery of the LTP 24/27 Programme to Meet Water Safety Plan Requirements, District-wide is continuing. There was 1 new project identified, 1 in procurement, 3 in delivery and 5 completed. Progress updates on the delivery of this programme are included as Te Koukou Committee updates.

- There has been a delay to completing full commissioning of fluoride dosing at Kerikeri and Kaitiāia drinking water. Coordination with the system designer, Council operator and Ministry approved engineer has now been scheduled for October to confirm dosing requirements and address a washdown equipment issue. The Ministry is being kept updated.
- Monthly meeting held with O&M contractor to (i) review July 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 July 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

- **Kāeo wastewater treatment plant** – Complete – consent granted for 25 years.
- **Waiotemarama and Waiarohia water take consents** – technical assessments, including cultural impact assessment, have been completed and received.
- **Taipā wastewater treatment plant** – draft consenting strategy is now underway.

Unplanned Work

- **Pākaraka stock effluent** – decision received and discharge condition variation granted. This consent addresses 2 abatement notices.
- **Ōpononi wastewater treatment plant** – decision received and submission date for 'best practicable option' report condition granted an extension from 1 July 2026 to 1 February 2027.
- Planning advice underway – **Russell wastewater treatment plant** – consideration of the wastewater emergency storage pond to also receive landfill leachate to enable control of leachate volumes into the treatment process.

Construction Consents

- **Kawakawa wastewater treatment plant upgrade** – Infrastructure Acceleration Fund project – consents required from Far North District Council and Northland Regional Council lodged.
- **Tasman Heights stormwater** – outline plan submitted and feedback plus was accepted by Council's consenting team. No further consenting matters required.
- **Pukepoto footpath** – outline plan is being drafted with submission scheduled for September 2026.
- **Rāwene wastewater treatment plant solar panels** – planning assessment completed confirms resource consent required. Consent application is being drafted.
- Projects seeking planning advice:

- **Russell Landfill capping** – earthworks inquiry
- **Commerce Street stormwater**
- **Parkdale Cres / Allen Bell Dr stormwater**
- **Paihia Water Treatment plant (new)** – consenting strategy completed with drafting of the consent application scheduled to begin September 2026.
- **Paihia Water treatment plant (existing)** – variation to the existing consent is being drafted.

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:

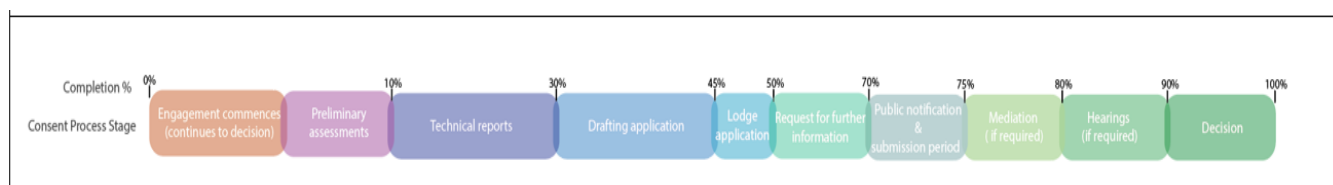


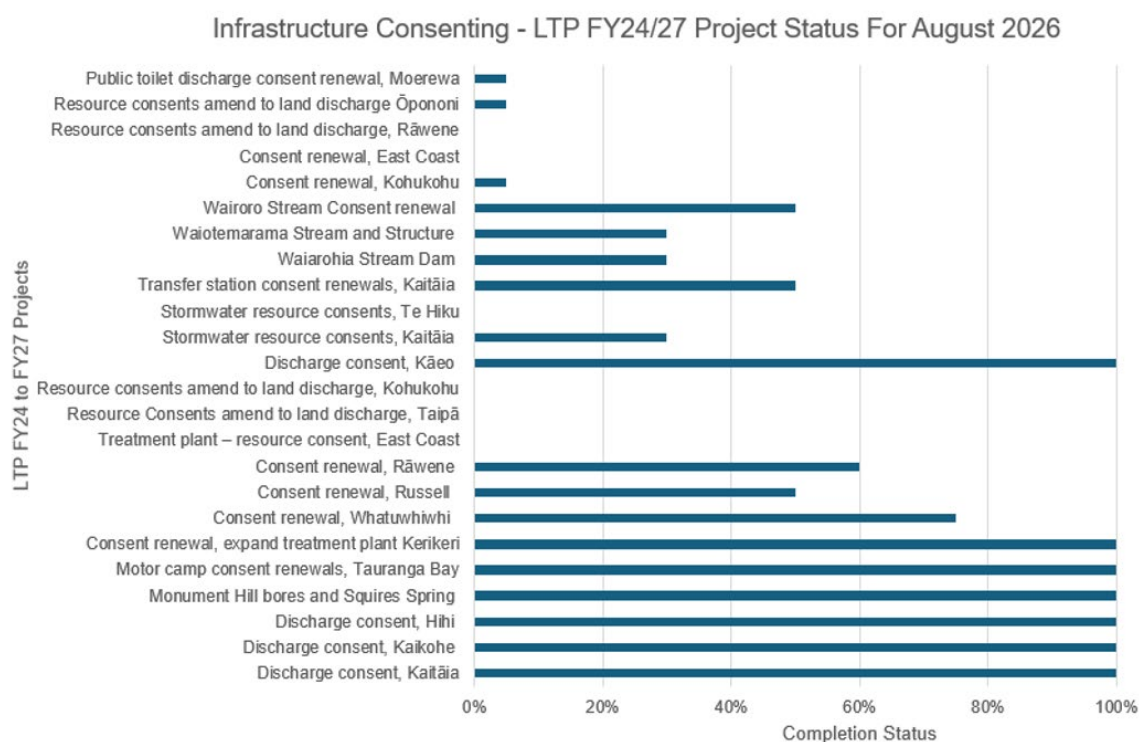
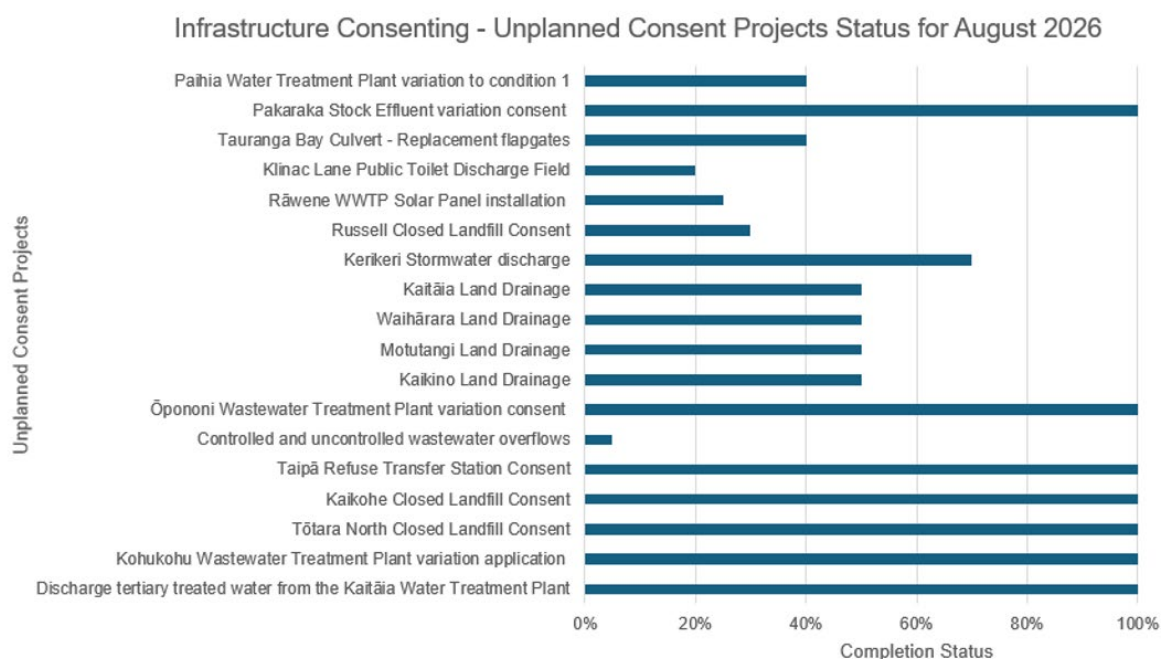
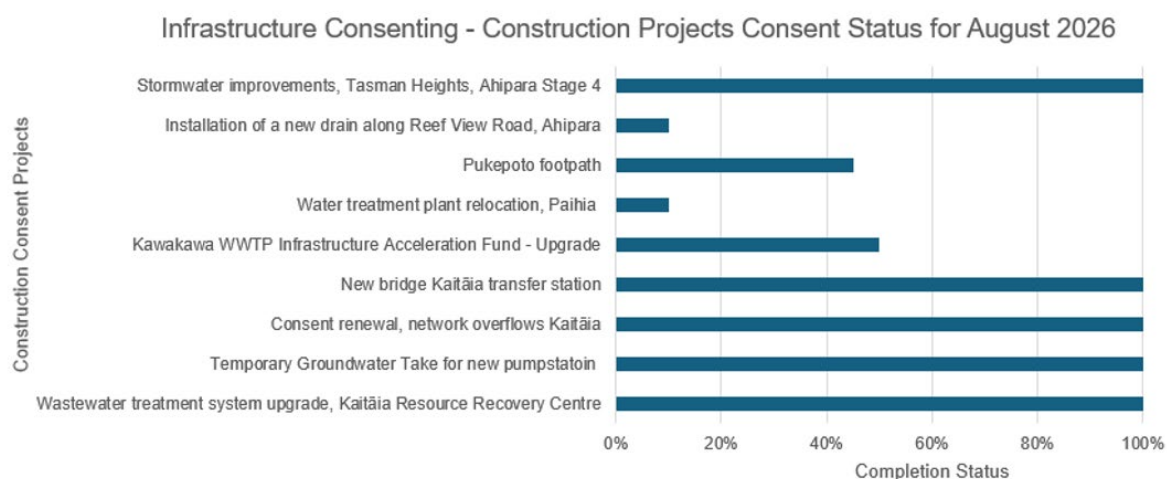
Table 1: LTP 24/27 Planned Works**Table 2: Unplanned Works**

Table 3: Construction Consents

Asset Management

The Asset Management team provides services to internal customers and acts as the asset owner on behalf of the communities of Te Hiku o te Ika. The team is responsible for asset information and asset management planning across the 3 Waters (Water Supply, Wastewater, Stormwater) and District Facilities activities.

This report talks about progress and achievements in the past month, as well as upcoming work, milestones and key dates for the future. These are reported “by exception” i.e. something is only mentioned if it is currently a topic of interest and/or there is something to report in this period. It is not an exhaustive list of work that is currently with the Asset Management team.

Water Supply

- **Northland Waters RFI (Request for Information).** Northland Waters have sent multiple RFIs to FNDC in relation to transition of Water Supply and Wastewater from 1 July 2027. A substantial RFI for Asset Data is being completed by the Asset Management team. This is nearing completion at the time of writing (greater than 80% complete) and is expected to be delivered by 2 October.

Wastewater

- **Northland Waters RFI (Request for Information).** Northland Waters have sent multiple RFIs to FNDC in relation to transition of Water Supply and Wastewater from 1 July 2027. A substantial RFI for Asset Data is being completed by the Asset Management team. This is nearing completion at the time of writing (greater than 80% complete) and is expected to be delivered by 2 October.
- **Asset Management Information System (AMIS) project.** Following a process of data cleansing (assessing data completeness, collating information from different sources where required and aligning format with the system), Wastewater assets have been migrated to Trimble Unity, our new AMIS.

Stormwater

- **Catchment Management Plans.** The replacement of Stormwater Catchment Management Plans across the District continues, with multiple catchments combined and the information presented in story map format to enable ease of use by internal units of Council. The areas covered by the CMPs are: Te Hiku / Kaitāia, Doubtless Bay, Whangaroa Bay, Hokianga Harbour, Kaikohe, Kerikeri Inlet and Bay of Islands.
- **Stormwater Asset Management Planning.** A draft of a Stormwater Asset Management Policy and Strategic Asset Management Plan has been produced to support Stormwater asset management planning at a high level. This will support the Stormwater Asset Management Plan as well as the Water Services Strategy for Stormwater.

District Facilities

- **Asset Management Information System (AMIS) project.** With wastewater assets already added, the focus for this project has now shifted to migrating District Facilities assets. Work on data cleansing to enable this is progressing well. This follows on from workshops held in 2025 for both Wastewater and District Facilities.
- **Whatuwhiwhi Campervan Dump Station.** Options have been identified for the location of the replacement FNDC caravan dump station. This is necessitated by closure of the previous facility located on the local purpose reserve at Matai Bay Rd due to upgrades of the Karikari Fire Station, on a leased portion of the reserve. The final decision on location rests with the Te Hiku Community Board.
- **Waipapa Public Toilets (11 Klinac Lane).** An investigation is being carried out on the issues with this facility to confirm whether remedial works would enable it to be restored to service. In the meantime, Portaloos have been hired for the use of the public, with the facilities at Te Puawaitanga on the opposite side of State Highway 10 available as an alternative.

Planning and Policy

August 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: August 2026

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

Key movements since the July report:

- Five Community Adaptation Panels have now been established across the Stage One areas, with 62 members confirmed. Planning is underway for mihi whakatau and the first panel sessions.
- The 2024/25 Corporate Greenhouse Gas Emissions Inventory was presented to Te Kūpapa, and emissions considerations for Council-controlled organisations were presented through the CCO governance process.
- Council adopted the Parking Policy and approved the review of the Vehicle Crossing Bylaw and approved continuation of the Significance and Engagement Policy with amendments.
- The main appeal period closed on 12 August, with 32 appeals being received as of today. Work has moved into the appeals phase, including establishing governance and delegation arrangements and preparing an appeals version of the PDP.
- Advanced the District-Wide Spatial Strategy project's vision, principles and objectives by refining them during a 12 August workshop and presenting changes at a 28 August online hui with Elected Members and the Kaupapa Steering Rōpū (KSR).
- Te Hiku Community Board endorsed staff to notify the draft Rangitoto Reserve Management Plan. Submissions will be open till the 16 November 2026.
- Bay of Islands Whangaroa Community Board made a decision on submissions for the Simson Park Domain Reserve Management Plan and recommended adoption of the plan to Council.

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 August 2026 reporting period:

Pou 1: Stage One of Te Hōtaka Urutau Hapori | Community Adaptation Programme - Community Adaptation Panels have now been established across the five sub-areas, with 62 panel members representing marae, hapū, kura | schools, residents, community groups, and local businesses. Planning is underway for mihi whakatau | welcome events in late September and the first Community Panel sessions in late October.

Work has also commenced on consolidating existing information from FNDC and NRC to support the development of community risk profiles and the identification of community values and objectives that will inform the adaptation planning process.

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 presented to Te Kūpapa Committee for Strategy, Policy and Regulation on 12 August 2026. Climate Action & Resilience staff also presented the *Greenhouse Gas Emissions Reduction Considerations for Council-Controlled Organisations* report and provided input into discussions on the Northland Waters Ltd Statement of Expectations at the Te Koekoeā Committee for Council-Controlled Organisations on 18 August 2026.

Work is continuing to collect and validate data for the 2025-2026 corporate greenhouse gas emissions inventory to support ongoing emissions monitoring and reporting.

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 continued with ChargeNet, Meridian Energy, and the Legal Services team to progress the development of public EV charging infrastructure on FNDC sites, including advancing the agreements and approvals required to support future installation.

Solar infrastructure on Council buildings - Work continued throughout August 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

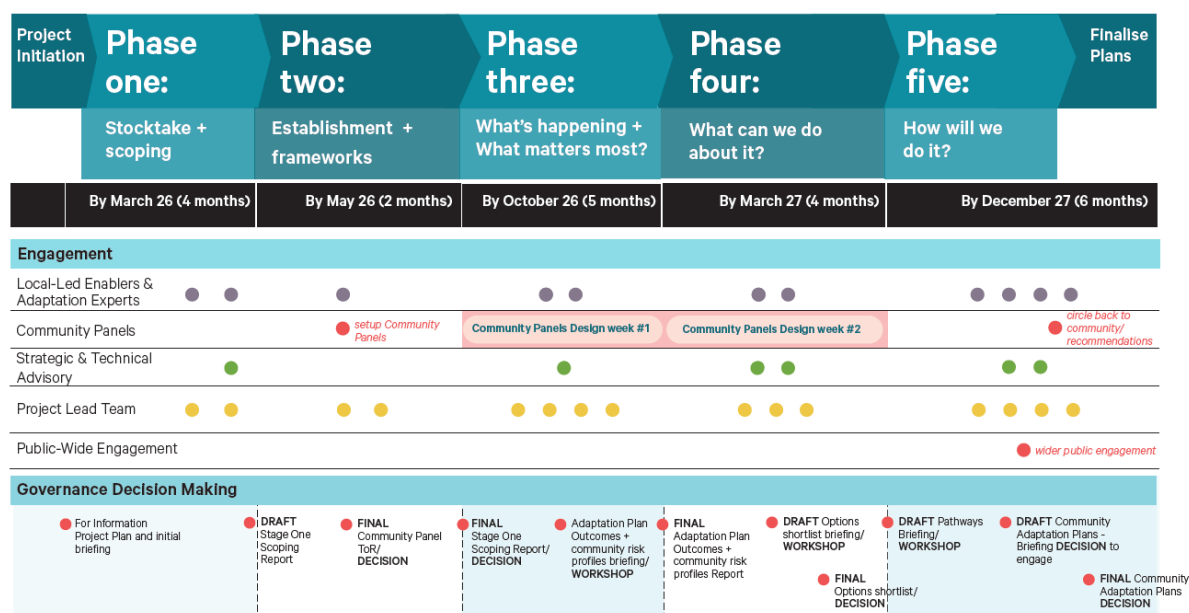
Piki tū rangi - The three pou

“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.





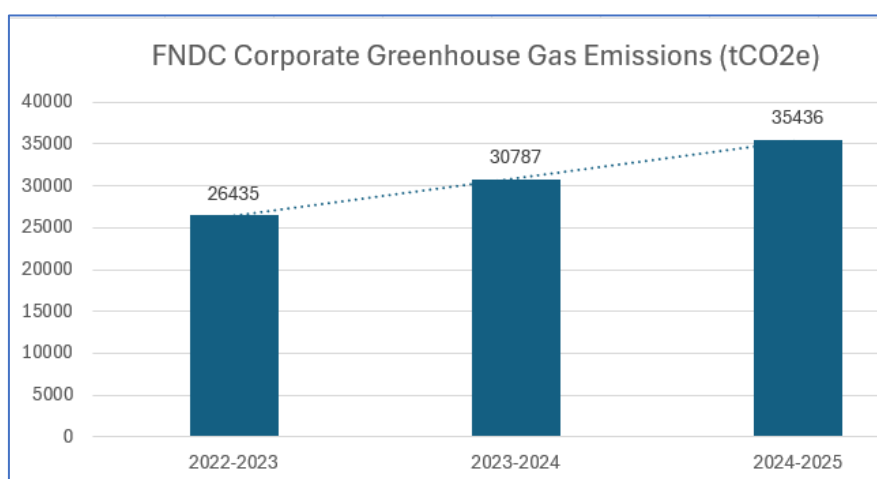
Pou 1 Stage 1 Programme Phases

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

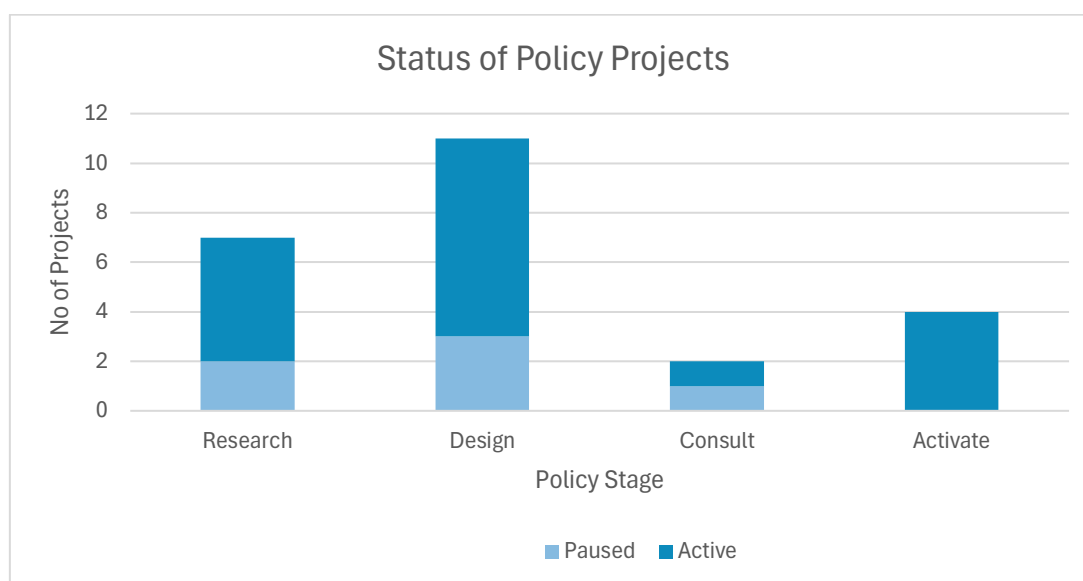
Project Management Framework – Policy and Engagement

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 August 2026 reporting period:

Strategy

- Housing Strategy - work is progressing on the Housing Strategy. The draft Housing Strategy has been sent to graphic design.
- 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 Policy team continues to support the implementation of the Development Contributions Policy.
- A draft Parking Policy was presented to Te Kūkupa, and Council adopted the Policy in August.
- The statutory review of the Vehicle Crossings Bylaw was presented to Te Kūkupa and Council in August, meeting our statutory timeframe. Council approved amalgamating the Vehicle Crossings Bylaw into the Road Use Bylaw as part of the upcoming Road Use Bylaw review.
- The review of the Significance and Engagement Policy was presented to Te Kūkupa and Council in August. Council approved continuing the policy with amendments.
- Staff are progressing amendments to the Parking and Road Use Bylaws to support the Russel Placemaking Plan.
- Paused projects include:
 - Research re Waters-related bylaws – On hold until CCO is established. Initial meeting held in Aug with CCO legal team.
 - Design Stage - Smokefree / Vapefree, and Roding Policies – reprioritised to allow staff to concentrate on the Dog Management Policy and Bylaw review. Work expected to resume in September.
 - 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

closed on 12 August. An appeal was received which involved land drainage, the appeal is currently being analysed by staff.

Future reporting focus

- Arts and Memorials Policy, Smokefree / Vapefree Policy, and FN2100 review to be presented to Te Kūkupa

Integrated Planning

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

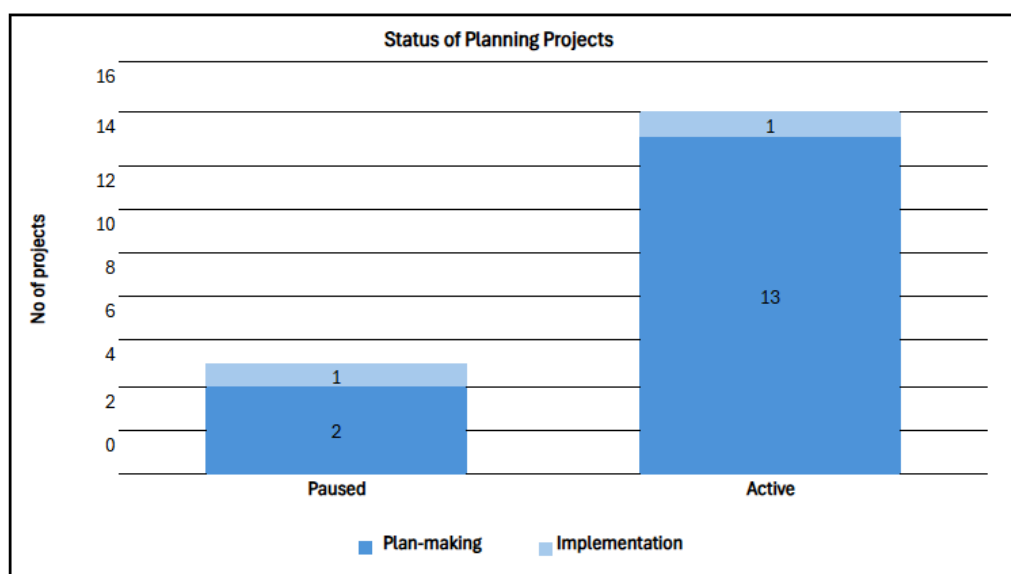
- Development and implementation of strategic growth initiatives, including Spatial Plans, Structure Plans, and other implementation initiatives.
- Management of community-led placemaking projects.
- Statutory processes required to manage Council's parks and reserves networks, including developing Reserves 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 August 2026 reporting period:

- 32 appeals have been received by the Environment Court on the Proposed District Plan (PDP) (Council decisions on submissions).
- The final draft of the Vision, Principles and Objectives of the District Wide Spatial Strategy (DWSS) was completed, and next steps will be to update Te Kuaka and seek endorsement from Te Kūkupa.

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)

- 32 appeals have been received on the PDP to date. Next steps are to set up the governance and delegation framework to manage appeals.

- Releasing an appeals version of the PDP, demonstrating which parts of the plan are currently under appeal, and what now can be treated as operative.
- Staff are continuing to support users of our district plans so they understand how to apply both plans after Council decisions and with appeals now lodged.

District-Wide Spatial Strategy (DWSS)

- Advanced the District-Wide Spatial Strategy project's vision, principles and objectives by refining them during a 12 August workshop and presenting changes at a 28 August online hui with Elected Members and the Kaupapa Steering Rōpū (KSR).
- The DWSS will inform any future Regional Spatial Plan and provide direction until new plans are developed and made operative under the new planning legislation expected to be enacted in September 2026.

Future reporting focus

- 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. Next steps after that will be to seek endorsement from Te Koukou and then Council during the month of September.
- 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 and the Foundation report at the 7 October Te Kūkupa meeting.
- 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.
- 22 October Council meeting, seeking endorsement of the Simson Park Domain Reserve Management Plan.

**RAUTAKI KIA HONO –
STRATEGIC RELATIONSHIPS GROUP
MONTHLY REPORT
AUGUST 2026**

Executive Summary

August delivery advanced youth participation, governance and Community Board priorities, health and safety assurance, and regional stakeholder relationships. Key results included strong participation in rangatahi initiatives, improved elected-member request response times, progress on Community Board strategic plans and the Council–Board Accord, and new regional investment coordination. Management attention is required on the volume of open service requests, incident and lost-time injury learning, rising sick leave, critical-risk controls, training assurance, emergency actions, and policy status.

Civic Engagement and Education delivered the E Tū Rangatahi event at Ngawha Innovation Centre with 11 teams from across the district; Taipa Area School – Te Kura Takiwā o Taipa won and is due to present its pitch to the Mayor's Office in September. Youth Action Council recruitment attracted 30 applications: 28 were eligible and four were withdrawn before closing, with interviews planned for early September. Mana Mokopuna also trained staff in safe, meaningful and ethical youth participation.

Democracy Services enabled 11 formal Council, committee and Community Board meetings, including extraordinary meetings, and supported four workshops covering the Long Term Plan, Northland Water, Housing for the Elderly, and combined Community Board matters. Council Chamber sound improvements and implementation of Resolve continued. There were 101 open elected-member Requests for Service in August; average response time improved from 53.1 days in July to 16.5 days, with continued focus needed on open and overdue matters.

All three Community Boards were supported through formal meetings, strategic planning, advocacy, funding administration, and the 26 August combined workshop. Work progressed on the 2025–2028 strategic plans and the Community Board - Council Accord. Priorities included transport safety and access, drainage and flooding, footpaths, public facilities, placemaking, EV charging, and community wellbeing; two Kaikohe–Hokianga footpaths were completed and another commenced. The Boards began 2026/27 with \$462,542 in Community Grant Funding and \$300,000 in Pride of Place Funding, while 26 new applications sought \$205,588.

Health, Safety and Wellbeing recorded 34 activities, including 23 training entries with 41 attendance instances; total recorded attendance across training, presentations, meetings and wellbeing check-ins was 89. PeopleSafe contained 17 August incidents, including six threatening-behaviour records, and four lost-time injuries were recorded separately. Sick leave rose 67.1% from July to 3,916 units. Threatening behaviour and psychosocial hazards were amber, while several critical-risk controls and policy settings remained unverified. September priorities are incident and LTI learning, action closure, training and competency verification, critical-risk assurance, emergency preparedness, and policy confirmation.

Stakeholder Relationships strengthened local and regional connections through hui, workshops, Community Board engagement, and direct follow-up on community and service-related requests. An Investment Hui was established with NorthlandNZ to improve regional coordination, information sharing, planning, and collaborative project development. Engagement with the NorthlandNZ Destination Management team also explored biking and hiking, environmental initiatives, future tourism-levy opportunities, placemaking, and town-centre development.

Reporting Period: August 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 August 2026 reporting period:

- **Tu Rangatahi Event** held at Ngawha Innovation Centre. 11 teams entered from across the district. The winners Taipa Area School – Te Kura Takiwā o Taipa, will present their pitch to the Mayor's Office in September. The partnership between FNDC and Ministry of Education and supported by a number of other agencies that promote and develop youth combined to contribute to a successful event also attended by elected members and staff the day to support the team activities.
- **Youth Action Council** - August has been all about getting the applications process underway and being available to respond to queries from potential applicants. Applications opened on the 3rd and closed on the 28th of August.
 - 30 applications were received. Of these, 28 were eligible, and four were withdrawn before applications closed.
 - Ward representation (24): Te Hiku - 7; Kaikohe-Hokianga - 8; Bay of Islands-Whangaroa - 9.
 - Preparation for Interviews to get underway first week of September.
- **Kōkako Youth Education & Leadership Pathways Portfolio** - Mana Mokopuna, Office of the Children's Commissioner, delivered staff training on Ethical Engagement with Mokopuna: Developing safe, meaningful and ethical youth participation. The session was well received and further strengthened the partnership with Mana Mokopuna to support ongoing programme delivery.

Democracy Services

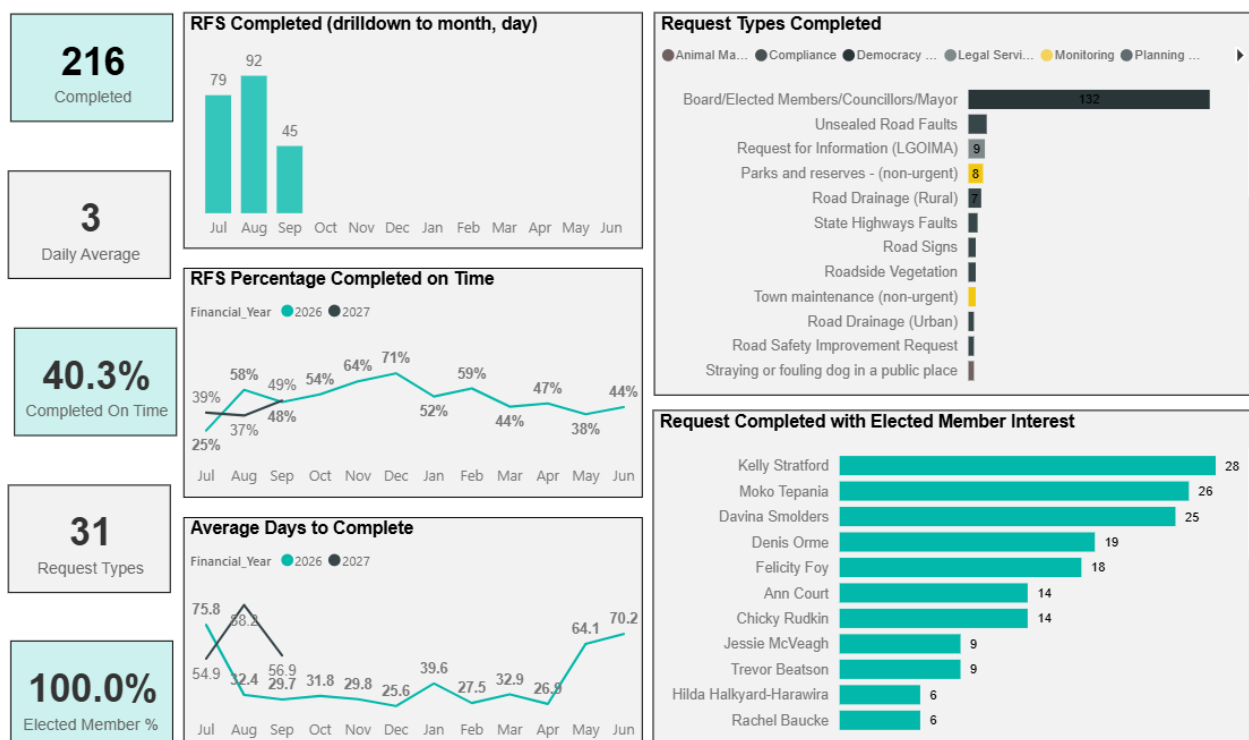
Operational Highlights for this reporting period:

- Enabled 11 formal meetings across Council, Committee and Community Boards, including an extra-ordinary for council and Te Hiku CB.
- Assisted the organisation in facilitating four workshops relating to
 - Long Term Plan
 - Northland Water
 - Housing for the Elderly
 - Combined Community Board
- Continued to work with vendors and staff in IT for Council Chamber sound improvements.
- Ongoing project implementation of Resolve to replace agenda compilation software.

Elected Member Request for Service Reporting

During August 2026, there were 101 open Elected Member Requests for Service (RFSs) across the organisation. Average response times improved significantly, reducing from 53.1 days in July to 16.5 days in August, indicating a substantial improvement in responsiveness to elected member enquiries. Regular reporting and follow-up on Elected Member requests remained a key focus, with efforts continuing to provide elected members with consistent and meaningful monthly RFS reporting through scheduled check-ins

RFS Completed



Performance monitoring showed improvements in responsiveness compared with the previous month, with continued focus on reducing open requests and progressing overdue matters. Service requests remained concentrated in core service areas including transport, infrastructure, parks and reserves, and regulatory services. Ongoing monitoring and reporting support improved visibility of service demand and delivery performance.

Community Boards

During August 2026, the three Community Boards were supported through formal meeting preparation and delivery, elected-member advice, strategic planning, stakeholder engagement, community advocacy, funding administration, and coordination of local issues across Council. This work strengthened connections between the Boards, communities, elected members, relevant Council teams, and external organisations, helping local priorities move through the appropriate governance and organisational pathways.

Formal Community Board meetings were supported for Te Hiku on 3 and 31 August, Kaikohe-Hokianga on 5 August, and Bay of Islands-Whangaroa on 6 August. This included agenda planning and review, coordination of supporting material, speakers and deputations, meeting logistics, funding information, member reporting, and post-meeting follow-up. ChargeNet presented to each Board about potential public electric-vehicle charging infrastructure, with additional provider information coordinated and circulated beforehand to support informed discussion.

The three Boards came together for a Combined Community Board Workshop on 26 August. The programme was developed to support discussion of Long Term Plan matters, Transport, Te Pae o Uta, and cross-board sharing of Strategic Plan themes. The LTP session considered long-term planning, strategic projects, proposed project phasing, and levels of service. The Transport session provided a shared discussion on the operating model following the 1 July changes, roles and responsibilities across Council and delivery partners, Request for Service processes, and visibility of forward work programmes.

Development of the Boards' 2025–2028 Strategic Plans continued throughout August. Information from existing Community Board plans, community development plans, local strategies, member feedback, and Council planning material was gathered and synthesised. Working drafts were prepared and refined through workshops, helping to translate local aspirations into clear priorities, measures of success, advocacy positions, and links to Council's strategic direction. Cross-board sharing at the combined workshop supported consistency while retaining the distinct context and priorities of each Board area.

Governance improvement work also progressed through the final stages of the Community Board-Council Accord and wider consideration of the role of Community Boards in local government reform. Feedback received during workshops with Community Board Chairs and members was incorporated, and external feedback from LGNZ was considered. The work continued to position Community Boards as a practical mechanism for local voice, clearer working relationships, and stronger links between community priorities, Council decision-making, and operational delivery.

Key operational activities included:

- Supporting elected members and communities with matters involving transport safety, road maintenance, drainage and flooding, footpaths, vegetation control, parking, public toilets, reserves, community facilities, placemaking, local events, and health and wellbeing initiatives.
- Identifying appropriate Council pathways, connecting matters with relevant teams, seeking technical or policy advice, coordinating responses, and escalating delayed or complex matters where needed.
- Monitoring Requests for Service, open resolutions, meeting actions, and Board advocacy matters, supported by regular reporting and follow-up across Council.
- Supporting public participation through public forum and deputation opportunities, guidance on meeting requirements, and provision of relevant information to members ahead of discussion.
- Maintaining feedback loops between Council, elected members, communities, and external organisations to clarify responsibilities and support consistent follow-through.

Strategic planning and cross-board engagement

Work on the Board's 2025–2028 Strategic Plan progressed through preparatory work and workshops during August. Community development plans were reviewed to ensure local aspirations were reflected in the draft. Key areas of refinement included:

- language, priorities, and measures of success;
- stronger recognition of community, hapū, tikanga, wastewater, and He Whakaputanga;
- the Board's role in influencing Council planning and operational delivery; and
- clearer alignment with Council's strategic direction.

The intention is for the final plan to be a practical advocacy and decision-making tool that can inform Council work programmes, rather than simply a document for publication.

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 new applications were considered at the 2 July 2026 meeting, requesting \$74,070.
- \$7,500 was returned to the Board by Te Kōhanga Reo ō Taurangi, who were granted funding in the previous financial year, but were unable to proceed with their planned playground upgrade.
- The Board granted funding as follows:
 - R. Tucker Thompson Sail Training Trust - Equitable opportunities for Bay of Islands-Whangaroa rangatahi at sea \$4,000
 - Splashsave Foundation - Wai Ora Far North \$5,000
 - Whangaroa Health Services Trust - 2x Portable AED unit \$3,790
 - Youthline Auckland Charitable Trust - Youthline Helpline Support for Youth in Bay of Islands Whangaroa \$5,000
 - Turner Centre - 2027 Mardi Gras (original application in June 2026) \$13,146

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. Their meeting took place on 29 June, where they allocated their balance of 2025/26 funding (\$5,902) and began allocating funding for the 2026/27 financial year.

Analysis

- Nine new applications were received, requesting \$87,068.
- The Board granted funding as follows:
 - Coopers Beach Bowling Club Inc - Solar Power \$5,000
 - Far North Torpedo Competition - 2026 Competition \$3,000
 - R. Tucker Thompson Sail Training Trust - Equitable opportunities for Te Hiku rangatahi at sea \$4,000
 - Te Uri O Hina Marae Trust - Marae Whakairo Restoration Project \$10,000
 - Volunteering Northland - Red Cross Essential First Aid Workshop in Kaitia \$1,109

- Youthline Auckland Charitable Trust - Youthline Helpline Support for Youth in Te Hiku \$4,000
- Te Rangi Aniwaniwa Kura Kaupapa Māori - 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 - KO WAI AU? Rangatahi Identity & Wellbeing Programme \$3,000
 - Hokianga Bowling Club Inc – Removal of trees at the Bowling Green Grounds \$1,035
 - Hospice Mid-Northland Society Incorporated - Medical Beds and Extenders \$5,210
 - R. Tucker Thompson Sail Training Trust - Equitable opportunities for Kaikohe-Hokianga rangatahi at sea \$4,000
 - Te Kotahitanga E Mahi Kaha Trust - Te Ara Kohekohe - Phase 1 KAIKOHE SIGN \$5,100
 - Youthline Auckland Charitable Trust - Youthline Helpline Support for Youth in Kaikohe Hokianga \$4,500

Other Funding Notes

The Funding Advisor continued to meet with members of our communities who are wanting to apply for funding for their projects. Planning is underway for more community outreach in the 2026/27 financial year.

Health, Safety & Wellbeing

August activity focused on worker capability, wellbeing engagement, emergency preparedness and information sharing. The workshop tracker records 34 activities, including 23 training entries with 41 attendance instances. One workplace inspection was recorded at Kaeo Library, with no issues reported.

Across training, presentations, meetings and wellbeing check-ins, 89 attendance instances were recorded. This is not a count of unique people and excludes the wellbeing communication reach figure. Five activity records have no attendance count.

PeopleSafe contains 17 August incident records, including six threatening-behaviour records. Four LTIs are recorded separately. Sick leave rose to 3,916 units from 2,343 in July.

Performance dashboard

Measure	August result	Interpretation
Activities recorded	34	Tracker entries dated 1–31 August 2026.
Training entries	23	41 attendance instances across eight topics.
Recorded attendance	89	Excludes communication reach; five records lack counts.
Workplace inspections	1	Kaeo Library; no issues reported.
Incidents and LTIs	17 records; 4 LTIs	Six threatening-behaviour records; LTIs counted separately.
Sick leave and EAP	3,916 leave units	Leave up 67.1% on July; EAP awaiting update.
Control checks and action closure	Not verified	No organisation-wide results or overdue-action totals.

The following charts use a Traffic light method:

Green	Amber	Red	Grey
<i>specific completed activity or check has a supported result</i>	<i>follow-up is required</i>	<i>confirmed significant exposure or control failure</i>	<i>current position is not verified</i>

Critical risks and control assurance

Priority risk	Status	August evidence and next assurance required
Threatening behaviour	Amber	Six August threatening-behaviour records (35.3% of 17). Review staff support, circumstances, control effectiveness and action closure.
Lone working	Grey	No August policy, process or communication-testing update recorded. Confirm the current position and planned checks.
Psychosocial hazards	Amber	Accounting Services presentation, two advocate check-ins and three Mental Health First Aid training entries recorded. Obtain worker feedback and evidence of work-related risk controls.

Priority risk	Status	August evidence and next assurance required
Contractor management	Grey	Three Foundation Passport–Consultants training entries recorded. No contractor audit or site-assurance findings recorded for August.
Driving on Council business	Grey	No August driving-control or vehicle-inspection findings recorded. Confirm relevant incidents and assurance activity.
Site visits	Grey	Four August records involve inspection/site visits: two accidents, one near miss and one threatening-behaviour record. Review findings and controls.

Workplace assurance

Check	Status	Finding and scope
Kaeo Library quarterly workplace inspection	Green	Recorded on 3 August with no issues to report. This finding relates to the inspected workplace; it is not assurance for all FNDC sites.

Significant incidents and learning

Four LTIs were recorded in August: a shoulder ligament sprain (5 August), an open leg wound (24 August), and shoulder/upper-arm and knee ligament injuries (26 August). The July–August 2026/27 total is four, compared with one in the same period of 2025/26. See Appendix B.

PeopleSafe records 17 incidents: six threatening behaviour, four accidents, three near misses, two injuries and two pain/discomfort records. No records are coded Serious Injury; notifiability, severity and action closure require confirmation. The four LTIs were reconciled to PeopleSafe.

Emergency preparedness and coordination

The first internal FNDC H5N1 readiness and response group meeting was recorded on 4 August. The regional HPAI Taitokerau coordination meeting on 10 August recorded nine attendance instances. Further engagement included the Northland Alliance H&S meeting on 20 August and the FNDC Civil Defence workshop on 26 August. Confirm agreed readiness actions, responsibilities and progress.

Wellbeing and worker participation

Accounting Services received a presentation on wellbeing resources and psychological safety on 3 August, with seven attendance instances. Wellbeing Advocate check-ins on 11 and 25 August recorded six and five attendance instances respectively. The HSW Committee meeting on 26 August recorded 21 attendance instances.

The September Wellbeing focus post was recorded on 26 August and received 118 TK3 views.

The TK3 HSW page was updated on 28 August to present monthly reports and improve access to internal HSW information. No readership measure is recorded for this update.

Training and competence

Training topic	Entries	Attendance instances
New starter HSW induction	3	6
First Aid Refresher (public event)	2	6

Training topic	Entries	Attendance instances
Fire Warden Training	6	6
Dog Safe Workplace Training	4	11
Foundation Passport-Consultants	3	3
First Aid Comprehensive (2day)	1	4
Health, Safety & Wellbeing Rep Induction	1	2
Mental Health First Aid	3	3
Total	23	41

Entries are tracker records, not necessarily separate course sessions or unique participants. The two fire-warden entries dated 12 August are retained as separate records. Training completion evidence, role coverage and competency verification should be checked against the training records.

Attendance reconciliation

The 89 attendance instances comprise training 41, psychosocial presentation 7, advocate check-ins 11, HSW Committee 21 and the regional HPAI meeting 9.

Improvement priorities and actions

Responsibilities below are proposed for SLT confirmation. Agree accountable individuals and due dates; overdue status cannot be assessed without the action register.

Priority	Status	Required next step	Proposed lead
August reporting measures	Amber	Review 17 incident records and four LTIs. Reconcile July counts and leave data; confirm severity, actions, EAP and response measures.	HSW Manager with data owners
Training assurance	Amber	Verify completion, role coverage and competence where required; confirm repeated-date records represent distinct entries.	HSW Manager and relevant managers
Critical risk assurance	Grey	Confirm control checks and findings for threatening behaviour, lone working, driving, site visits, psychosocial hazards and contractors.	Operational managers with HSW support
Emergency preparedness	Amber	Confirm outputs and outstanding actions from H5N1/HPAI coordination and the Civil Defence workshop.	Readiness leads with HSW support
Policy and procedure status	Grey	Confirm August status of HSW 001, HSW 002, HSW 017, HSW 021 and the Bomb Threat and Suspicious Items SOP.	HSW Manager

Priorities for September

- Complete the August performance measures and resolve the wellbeing reach discrepancy.
- Review the four August LTIs and report learning, control changes and action closure.
- Verify training completion and role-specific competency coverage.

- Progress emergency preparedness actions and report responsibilities and milestones.
- Confirm policy and procedure status and obtain worker feedback on priority risks.

Stakeholder Relationships

Operational highlights for the August 2026 reporting period.

During August, stakeholder relationship activity included internal and external hui, m workshops and direct engagement with community, regional and agency partners.

Stakeholder engagement and relationship development

A range of engagements were undertaken during the reporting period to strengthen relationships, support information sharing and identify opportunities for collaboration across the Far North and wider region.

Regional economic development discussions continued, with a focus on alignment, coordination and collaborative project development. An Investment Hui has been established with NorthlandNZ to bring agencies and stakeholders together and support a more coordinated regional approach to investment, information sharing, planning and project development. Engagement with the NorthlandNZ Destination Management team also continued, including discussion on shared opportunities relating to biking and hiking, environmental initiatives and other areas of mutual interest. Input into the future tourism levy fund remains an important opportunity, particularly where Community Boards can support local projects, placemaking and town centre development.

Community Board meetings and workshops were attended, with a focus on strategic planning kōrero. Discussions included work toward a future Accord, alongside opportunities to connect with, support and advocate for local community and economic development initiatives.

Direct engagement with community members, groups and individuals continued, including follow-up on requests and service-related queries.

Te Hono

August 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: August 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 (last three months):

Month	Date Presented	Report
May	09/07/2026 Monthly Governance and Operational Briefing	 Monthly Operational Briefing May 2026 Te
June	13/08/2026 Monthly Governance and Operational Briefing	 Monthly Operational Briefing June 2026 Te
July	08/09/2026 Monthly Governance and Operational Briefing	 Monthly Operational Briefing July 2026 Te
August	08/10/2026	<i>Current Reporting Period</i>

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He pūrongo | Te Hono monthly operational report

Operational highlights

August saw continued progress across Te Hono's core areas of delivery, including Te Pae o Uta programme leadership, Whenua Māori support, cultural capability development, and engagement with iwi, hapū, marae, and community partners across the district. Key activities included the Te Pae o Uta health check, strategic planning workshops, wastewater infrastructure engagement, the Mana Ōrite Relationship Agreement review with Te Rūnanga o Whaingaroa, E Tū Rangatahi, and a range of marae and hapū hui. A collaborative regional approach enabled team members to support engagement activities across ward boundaries, strengthening relationships, improving consistency of engagement, and increasing Te Hono's visibility and impact across Te Hiku o Te Ika.

Te Pae o Uta | Te Ao Māori framework

Work programme performance

As at 31 August 2026, the Te Pae o Uta work programme remains in a strong position, with 98.6% of all goals completed or actively progressing across 48 participating teams. The programme has evolved beyond implementation and is increasingly embedded within business-as-usual operations, evidenced by stronger Māori participation, greater organisational cultural capability, wider use of te reo Māori and tikanga, and improved engagement with whānau, hapū and iwi. While several strategic initiatives remain underway and require ongoing coordination, the overall programme reflects sustained momentum and meaningful progress toward Council's long-term Māori outcomes aspirations.

A total of **284 goals** established across Council teams.

- 243 goals are In Progress
- 39 goals are Completed
- 2 goals are Not Completed/Closed without completion

There are **48 teams** represented within the Te Pae o Uta work programme.

- 98.6% of goals either Completed or In Progress (282 of 284)
- 13.7% Completed
- 85.6% In Progress
- 0.7% Not Complete.

RAG Status	High-level Summary
Red <i>High concern</i>	A small number of strategic initiatives require continued oversight, including strategy and planning, housing and whenua Māori programmes, CRM enhancements, policy reviews, and Māori leadership development.
Amber <i>Needs acceleration</i>	Progress is being made across Te Pae o Waho participation, bilingual communications, translation projects, social procurement, data governance, signage, and reporting, but additional focus is required to achieve desired outcomes.
Green <i>Strong progress</i>	Strong progress continues across cultural capability, te reo Māori implementation, tikanga adoption, customer service improvements, hapū and iwi engagement, civic participation, and embedding Te Ao Māori into everyday business practices.

Key Updates

- The Principal Advisor work programme has been established for FY27, commencing with a health check that will inform a programme refresh planned for implementation in July 2027.
- It has been proposed that no new goals will be added to the Te Pae o Uta work programme during this financial year. This will enable teams to focus on closing existing goals while continuing to build organisational capability.
- The Te Pae o Uta Health Check has commenced and is currently underway. All teams have been scheduled to receive an overview of the current programme state at their managers' meetings. Individual follow-up sessions to review and update team work programme goals will be scheduled following these hui.
- An overview of the current state of the work programme and the proposed pathway toward the framework refresh has been presented to both Te Kuaka and the joint Community Board workshops.
- A review of the current reporting framework, resources, and supporting materials has commenced to ensure they remain fit for purpose and support future programme delivery.

Te Hono Te Pae o Uta work programme team goals

As at 31 August 2026, the Te Hono work programme has achieved significant progress, with three of six team goals completed, one in progress and the remaining two goals in review. Key achievements include the completion of three Memoranda of Understanding (MOUs), development of the Hapū Engagement Framework and attendance at hapū and iwi AGMs.

Te Hono team goals	Status
Three signed MOUs by 30 June 2026	Completed
TPoU Organisational Work Programme monitoring <i>As part of the health check, Power BI reporting will be verified, updated, and made available to all FNDC kaimahi.</i>	In Progress
Develop level 4-6 of Te Pae o Waho by June 2026 <i>Refresh the current Te Pae o Waho offering to align to organisational capability needs. Additional modules to be added.</i>	Under Review <i>Proposed new goal</i>
Develop Hapū Engagement Framework	Completed
Develop annual TPoU awards before Matariki 2026 <i>Defer the TPoU awards to June 2027 to close out its first triennium by recognising our kaimahi's participation and delivery in the framework.</i>	Under Review <i>Proposed new goal</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.

Intake 1 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.

Intake 2 FY27 is scheduled to commence on 14 October 2026. Enrolments are currently open through CI Anywhere.

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	32	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	9	5 offsite customer hui 4 in-house customer hui
Applications	6	3 applications processed for ML21 Papakāinga. 3 remission and ML21 application where the balance of land is not used.

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 August's work programme.

Month (FY27)	Te Hiku	BOI-Whangaroa	Kaikohe-Hokianga
July	5	4	4
August	6	1	1

During August, the team delivered eight recorded engagement activities across the district, in addition to a range of relationship management, governance support, and follow-up engagement activities not captured within the reporting totals.

Te Hiku Ward

Kaupapa	Engagement focus	Engagement outcomes
Lake Ngatu Karakia – Alcohol Ban Blessing	Supported iwi, Council and community participation in acknowledging the new alcohol ban and reinforcing collective kaitiakitanga responsibilities for Lake Ngatu.	Strengthened relationships between Ngāi Takoto, Council and community representatives while promoting environmental protection, community wellbeing and ongoing collaborative stewardship of Lake Ngatu.
Te Hiku Community Board Meeting	Attended Community Board discussions regarding Te Hau Kōmaru Festival 2026 and emerging hapū and marae development matters.	Increased awareness of the cultural, educational and economic benefits of the festival while supporting connections between Council, hapū, marae and community organisations.
Haititaimarangai Marae Komiti Hui	Introduced Te Hono services and Council support available to iwi, hapū and marae, while exploring local aspirations and engagement priorities.	Established engagement pathways with marae leadership and identified opportunities to improve awareness of Council services and future partnership initiatives.
Te Whānau Moana me Te Rorohuri Hapū Engagement	Engaged with hapū representatives regarding concerns associated with proposed wastewater and campervan disposal infrastructure.	Identified community concerns relating to consultation, environmental impacts and infrastructure planning, creating opportunities for direct engagement between hapū and Council teams.
Te Hono Engagement Presentation - Haititaimarangai Marae 339 Trust	Presented Te Hono services and facilitated discussion on wastewater treatment proposals, disposal options and Council engagement processes.	Strengthened relationships with Trust members, updated stakeholder contacts, identified significant environmental and cultural concerns, and secured agreement for continued engagement on infrastructure proposals.
Blessing of Te Ahu Workspace	Supported Council cultural practices through the blessing of the Te Ahu workspace and acknowledgement of staff contributions.	Reinforced organisational wellbeing and tikanga practices while recognising the service and contribution of long-serving staff members.

Te Hono Engagement Presentation - Te Rarawa Marae	Introduced Te Hono initiatives, explored local aspirations and discussed partnership opportunities with marae and hapū representatives.	Strengthened relationships with Te Rarawa representatives, identified local priorities and established opportunities for future engagement with Council staff and elected members.
Te Hono Engagement Hui - Waimanoni Marae	Engaged with marae and hapū members to discuss local priorities, Council support and opportunities for future collaboration.	Continued strengthening relationships with local marae and hapū while supporting greater awareness of Council initiatives and engagement opportunities.
Ngāti Kahu Marae Engagement - Karepori/Taipa Marae	Coordinated engagement with marae representatives to establish a future Te Hono engagement hui and strengthen regional relationships.	Secured commitment from Taipa Marae to host a Te Hono engagement hui, creating opportunities to engage multiple Ngāti Kahu marae and strengthen iwi-Council relationships across the rohe.

Bay of Islands-Whangaroa Ward

Kaupapa	Engagement focus	Engagement outcomes
Mana Ōrite Relationship Agreement with Te Rūnanga o Whaingaroa.	First formal review of the Mana Ōrite Relationship Agreement between Te Rūnanga o Whaingaroa and Te Kaunihera o Te Hiku o te Ika.	Relationships remain the primary foundation for progressing the Mana Ōrite Relationship Agreement. Both parties recognised the importance of maintaining open communication, shared accountability, and a practical approach to implementation while wider reforms and organisational changes continue.

Kaikohe-Hokianga Ward

Kaupapa	Engagement focus	Engagement outcomes
E Tū Rangatahi	Supported a district-wide rangatahi leadership initiative, providing a culturally grounded environment for young people to explore community challenges, develop innovative solutions, and present youth-led ideas focused on wellbeing, participation and leadership.	Strengthened rangatahi voice and participation in local decision-making, developed leadership capability, and reinforced Council's commitment to empowering future community leaders across Te Tai Tokerau.

Wairoro CIA Recommendation Workshop	Collaborated with Infrastructure Planning staff to review Cultural Impact Assessment recommendations associated with the Wairoro Stream water take consent application and assess alignment with Resource Management Act requirements.	Established a shared understanding of feasible recommendations, identified key risks and considerations for the resource consent process, and supported the development of the cultural effects addendum and Council response.
Moria Marae, Matai Aranui and Pā Te Aroha Engagement Hui	Engaged with marae and hapū representatives to discuss Council governance, operational processes, funding opportunities and aspirations for stronger hapū participation in Council decision-making.	Strengthened relationships with participating hapū, identified opportunities to develop a formal partnership through a Memorandum of Understanding, progressed discussions regarding increased hapū representation at Te Kuaka, and established clearer pathways for ongoing engagement and information sharing.

Engagement team summary

During the reporting period, the Te Hono Engagement Team delivered a coordinated programme of engagement across Te Hiku, Kaikohe ki Hokianga, and the Bay of Islands, supporting iwi, hapū, marae, rangatahi and community groups.

Key areas of focus included strengthening iwi and hapū relationships, supporting Māori representation and governance discussions, progressing partnership opportunities, and enhancing community awareness of Council services and initiatives.

A notable feature of the team's approach has been its regional collaboration, with team members regularly supporting engagement activities outside their allocated wards. This collective approach has enabled broader relationship coverage, consistent engagement messaging and stronger community connections.

Overall, engagement activity continues to strengthen relationships between Council and iwi, hapū, and marae, increase opportunities for community participation in decision-making processes, and build the foundations for long-term partnerships aligned with community aspirations and Te Pae o Uta outcomes.

He Kōrero Whakakapi | Closing statement

August saw continued progress across Te Hono's key areas of focus, including Te Pae o Uta programme delivery, Whenua Māori support, capability development, and engagement with iwi, hapū, marae, and community partners. Strong collaboration across the team has enabled consistent regional engagement and strengthened relationships throughout Te Hiku o Te Ika.

While several strategic initiatives remain underway, the department is well positioned to continue advancing Te Ao Māori outcomes, supporting meaningful participation in Council

processes, and building enduring partnerships that contribute to the aspirations of our communities and the long-term success of Te Pae o Uta.

**ELECTED MEMBER
REPORTS
August 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	Kohepu-Chicky-Rudkin-Member-Report.pdf
Councillor Arohanui Allen	
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	August-2026-Cr-Kelly-Stratford-Members-Report.pdf
Councillor John Vujcich	