

Our performance

The Northland Regional Council measures its performance against a range of indicators. These activity performance indicators measure the things that we have a high degree of control over. A summary of indicators for the 11 areas of the council are included here – for a full list of measures refer to the full 2011-2012 Annual Report.

DEMOCRACY AND CORPORATE SERVICES

2011-2012 PERFORMANCE MEASURE AND TARGET

Provide democratic local decision-making and action on behalf of the community.

- All council decisions made in an effective and accountable manner. Zero council decisions overturned as a result of judicial review annually.

Achieved (2011: Achieved)

No judicial reviews initiated in the period to 30 June 2012.

Involve the community in the council's long term planning

- Consult on and communicate the council's strategic direction and long term plans. Adopt the Northland Community Plan 2009-2019 by 1 July 2009, and Annual Plans in the intervening years by 30 June 2011.

Achieved (2011: Achieved)

2009-2019 Long Term Plan was adopted on 24 June 2009; 2010-2011 Annual Plan was adopted on 16 June 2010; 2011-2012 Annual Plan was adopted on 21 June 2011; and the 2012-2022 Long Term Plan was adopted on 26 June 2012.

The consultation summary for all four documents was delivered to every household in the region with newspaper and radio advertising to promote the consultation and issues/proposals raised by the council.

The 2009-2019 Long Term Plan received 612 submissions; the 2010-2011 Annual Plan received 522 submissions; the 2011-2012 Annual Plan received 220 submissions; and the 2012-2022 Long Term Plan received 1194 submissions. Hearings for the 2012-2022 Long Term Plan were held in Dargaville, Kaitiāia, Kerikeri, Kaikohe and Whāngārei to reduce travel distances as much as possible for submitters.





Manage and maximise the return on commercial property with consideration to the requirements of the council and the public.

- **Maintain or increase the level of return from investment properties.** Achieve an annual return of at least 4.9% on the total value of investment properties.

Achieved (2011: Achieved)

The return including the properties purchased along the proposed Marsden Point Rail link is 6.8%. If the rail link properties are excluded, the return is 7.1%.

Council's commercial properties are a low risk investment primarily comprised of leasehold properties vested to it following the 1989 restructure of councils. The investment properties provide a sound financial return.

REGIONAL INFORMATION AND ENGAGEMENT

2011-2012 PERFORMANCE MEASURE AND TARGET

Collaborate and provide resources to the community on sustainable environmental practices and issues.

- **Facilitate workshops and seminars on sustainable environmental practice.** Provide details of activities undertaken in the relevant monthly report to council and in the Northland Regional Council Annual Report.

Achieved (2011: Achieved)

Workshops on Northland pest plants were held in August/September 2011 around the region. In conjunction with MAF Biosecurity, workshops on marine pests were held around the region in October/November 2011.

In conjunction with FBA Consulting, workshops on Argentine Ants were held in December 2011 around the region. The workshops were designed to inform and engage the public to identify and control pest plants in Northland.



A public meeting on 'oil spill preparedness' was held in Whāngārei in November 2011, to outline the council's response to oil spills in Northland.

The National Dunes Conference was held for three days in February 2012 at the Taipā Area School Whare, with regional council staff facilitating workshops and providing day to day running of the event. National attendees of over 70 were treated to workshops, seminars and a full day trip to Cape Rēinga. These activities undertaken were reported in the monthly CEO's report as they occurred.

- 71% (2011: 74%) identified the council as responsible for harbour navigation and safety;
- 68% (2011: 69%) were aware of our involvement in economic development and growth.

Ensure that the regional community is well informed about council issues and activities through a co-ordinated Communications Strategy.

- Survey community awareness to ensure that the council is effectively communicating information on council activities and programmes. Achieve at least 80% community awareness of Northland Regional Council and its services in an annual survey.

Not achieved (2011: Achieved)

Community awareness of specific functions is measured. Survey results from December 2011 show some services have over 80% awareness. Four areas scored less than 80% resulting in an overall average score of 79% (2011: 80%). A new communication strategy, which includes community awareness, is under development.

When prompted with functions:

- 94% (2011: 94%) identified council involvement in planning, monitoring and consents;
- 83% (2011: 84%) in plant and pest control;
- 83% (2011: 82%) in flood management and civil defence;
- 79% (2011: 78%) were aware of roles in infrastructure planning and development;
- 74% (2011: 78%) managing and planning for the region's land transport network;



REGIONAL ECONOMIC DEVELOPMENT

2011-2012 PERFORMANCE MEASURE AND TARGET

Support economic development initiatives that align with the Regional Growth Programme and/or benefit Northland.

- Support the promotion of Northland as a place to invest, work, and visit as a tourist destination. Negotiation of an Annual Business Plan and Terms of Agreement with Destination Northland Ltd.

Not achieved (2011: Achieved)

Destination Northland Ltd was transferred to the council subsequent to year end and combined with the functions of Enterprise Northland Trust to form a new council-controlled organisation called Northland Inc. A business plan and terms of agreement will be developed by the new board in the early months of the 2012-2013 financial year.

RESOURCE MANAGEMENT PLANNING

2011-2012 PERFORMANCE MEASURE AND TARGET

Develop and publish strategic planning documents to manage Northland's natural and physical resources.

- Undertake a full review of the Regional Policy Statement, including consideration of the potential implications of climate change. Provide quarterly progress reports via the CEO's report to the council.

Achieved (2011: Achieved)

Progress on developing the new Regional Policy Statement was reported monthly via the CEO's report to the council. Council released the Draft Regional Policy Statement for public comment in mid-October 2011. Council received 163 submissions (a very good response rate when compared nationally).

The proposed policy statement (including maps) was publicly notified in October 2012 starting the formal public submission and hearing process. For further information on the development of the new policy statement visit the council's website www.nrc.govt.nz/newRPS



Provide planning advice and assistance

- Provide advice and, where appropriate, prepare and appear in support of submissions on district planning matters to ensure consistency and integration with regional policies and plans. All written requests responded to within 10 working days. Where a submission is considered appropriate it is lodged within the statutory timeframes advised by the respective district council and responses recorded on the council submission files.

Achieved (2011: Achieved)

Ten plan changes were received from the three Northland district councils and the adjoining regional council (Auckland Council) in the reporting period. Submissions were lodged on two of these plan changes, one of which was the draft Auckland Plan. Submissions were sent within statutory timeframes and recorded on the submission files.

During the reporting period, decisions were made on five plan changes that Planning and Policy had previously submitted on – Plan Changes 5 and 6 to the Far North District Plan (where the council's relief was largely granted) and Plan Changes 93 and 103 to the Whāngārei District Plan (where council's relief was partially granted) as well as Private Plan Change 83 to the Whāngārei District Plan (where council's relief was largely granted).

Regional council submissions on district plan changes are intended to add value to the plan change in question. These submissions also seek to improve consistency with the operative Regional Policy Statement and/or regional plans. They also identify issues which may need to be addressed to ensure sustainability such as natural hazards (for example, flood risk) or environmental constraints, such as limitations on wastewater disposal or extraction of groundwater.



Administer a cost effective passenger transport service.

- Administer the long term contract for the subsidised bus services for the Whāngārei urban area. At least 75% of customers rate the overall bus service provided in Whāngārei as either very good or excellent.

Achieved (2011: Not achieved)

The annual survey was undertaken in March 2012, with 78% of the respondents rating the overall service as very good or excellent (2011: 70%).

CONSENTS

2011-2012 PERFORMANCE MEASURE AND TARGET

Process resource consent applications.

- Applications are processed in a way that results in high levels of consent applicant satisfaction. Achieve at least 80% customer satisfaction rating in annual surveys of the Consents staff's helpfulness in guiding customers through the consent application process.

Achieved (2011: Achieved)

96% of customers surveyed (a total of 82 applicants returned survey forms from 306 forms sent out) rated the helpfulness of staff as being either "very good" or "good" (2011: 88%).

TRANSPORT

2011-2012 PERFORMANCE MEASURE AND TARGET

Develop strategic approaches in regional transport and road safety.

- Review of the Regional Road Safety Plan for Northland in association with the RoadSafe Northland Forum. Progress on actions reported to the Regional Transport Committee annually by 30 October 2010 and 2011.

Achieved (2011: Achieved)

Progress reports on crash statistics and road safety initiatives are submitted quarterly to the Regional Transport Committee. The August 2011 report provided a summary of the 2010-2011 year's results.

The Northland Regional Road Safety Plan 2009-2012 has been reviewed and will be replaced by the Northland Regional Road Safety Action Plan 2012-2015. This has been presented at the July 2012 RoadSafe Northland Forum and the August 2012 Regional Transport Committee meetings.



ENVIRONMENTAL MONITORING

2011-2012 PERFORMANCE MEASURE AND TARGET

Monitor and identify significant environmental issues and trends in the region.

- Operate a region-wide quality network for the measurement, recording and reporting of groundwater, river and lake water quality trends and soil quality trends. Annual % compliance of rivers with relevant guidelines for five key parameters.

2012 compliance (based on median results)

Not achieved (2011: Achieved)

- Bacteria 74% (2011:84%)
- Water clarity 97% (2011: 100%)
- Total nitrogen 68% (2011:77%)
- Dissolved oxygen 68% (2011:100%)
- Total phosphorus 52% (2011:58%)

Three parameters (clarity, total nitrogen, total phosphorus) were greater than the 2007 baseline. This shows the impact weather conditions have on the results, with Northland experiencing a particularly wet period in 2011-2012.



- Report on summer coastal and freshwater bathing water quality and water quality for the collection of shellfish at various sites. Annual median % compliance of 20 representative bathing sites to the Ministry of Environment Guidelines.

Achieved (2011: Achieved, 92% annual median compliance)

100% annual median compliance was achieved in 2011-2012; this means the middle result when the 20 bathing sites' results are ranked was within the guidelines. Five of the permanent monitoring sites recorded a higher rate of compliance than in 2007-2008, eight recorded a lower level of compliance and seven recorded the same level of compliance. Non-compliances were associated with several high-intensity rainfall events during the 2011-2012 sampling season that affected results at some sites.

Microbial source tracking undertaken at four sites in Northland during 2011-2012 summer showed the source of bacterial contamination to be from wildfowl (birds) at three sites, and ruminant (herbivore) at one site. No human markers were found. Action is being taken to reduce the ruminant sources of contamination. Nothing can be done about wildfowl – it is a result of the natural environment

Promote improved environmental practices within the Northland region.

- Undertake site visits to selected industries to promote cleaner production practices. Complete at least 25 site visits per year and report to council in the environmental monitoring report.

Achieved (2011: Not achieved)

Twenty-five visits were completed. Cleaner production visits were largely focussed on the management of waste hazardous substances. This included four major projects around better management of waste oil, paint and the proper disposal of other products, including smoke alarms containing radioactive material and compact fluorescent light bulbs.

LAND AND RIVERS

2011-2012 PERFORMANCE MEASURE AND TARGET

Manage rivers to reduce flood hazard risk.

- **Manage the Awanui River Flood system in line with the Awanui River Management Plan.** Report management outcomes to each meeting of the Awanui River Flood Management Plan Liaison Committee and on a six-monthly basis to the Environmental Management Committee.

Achieved (2011: Achieved)

Managed in accordance with the plan and outcomes were reported to the Environmental Management Committee in August 2011, October 2011, February 2012, April 2012 and June 2012 and Liaison Committee meetings in August 2011, September 2011 and February 2012.

Notable management outcomes included: completion of asset management plan; hydraulic model upgrade commissioned and near completion; 2011-2012 works contract implemented and near completion; Awanui River flow containment upgrade options report for Urban Kaitāia completed; Bell Hill Inclinator and water table monitoring evaluated and reported to the liaison committee. This work benefits the communities of Kaitāia, Awanui and the Awanui River Catchment through maintenance of the flood scheme to reduce flood risk and assessment of upgrade options to further reduce risk.



Monitor and enforce compliance with resource consent conditions, regional rules and relevant statutory requirements.

- **100% of all significant non-compliances are followed up and enforcement action taken where necessary.**

Achieved (2011: Not achieved, 69%)

There were 289 significant non-compliances for farm dairy effluent and disposal systems for the year. There were 79 other significant non-compliances for the year. All of these were followed up and/or had enforcement where appropriate. Last year's performance was affected by resourcing issues that have since been addressed.

Provide a 24-hour, seven day environmental incident reporting system.

- **Respond to calls received on the environmental hotline.** 100% of significant incidents responded to by Northland Regional Council and assessed annually for compliance with regional rules or consent.

Achieved (2011: Achieved, 100%)

100% response – 882 incidents responded to compared with 979 incidents last year.





Promote the sustainable management of land including soil, water and ecosystems in the Northland region.

- Promote and support community-based CoastCare groups through the provision of information and resources for dune restoration activities. Visit each CoastCare site at least annually and report outcomes to the council via the CEO's report.

Achieved (2011: Achieved)

Twenty-nine CoastCare groups are established throughout Northland (2011: 27). All CoastCare sites have been visited, including liaison with relevant CoastCare groups as reported in the monthly CEO's report. The visits enable liaison with the groups, monitoring of progress, and provision of advice, over projects and management challenges.

- Support indigenous biodiversity protection and enhancement on private land and by community groups through the Environment Fund. Contribute a minimum of \$500,000 annually through the Environment Fund. Report annually to the Environmental Management Committee (EMC) on outcomes achieved and funding provided.

Not achieved (2011: Achieved)

Funding had initially been fully allocated for the year, however a small number of projects were withdrawn and a number came in under budget. The total funds spent at year-end were \$467,321 (93.5% of the total fund).

This work benefits Northland by providing funding to assist land owners to manage and improve resources across the range of priorities of water quality, coastal, soil conservation and biodiversity.

The interaction with land owners also enables council to discuss other land management opportunities with the land owner and build a network of contacts throughout the region.

- Carry out works in the Kaeo River and Whangaroa Streams according to the Interim Flood Management Plan for the Kaeo River and Whangaroa Rivers and Streams from Taupo Bay to Te Ngairu. Report management outcomes to each meeting of the Kaeo River – Whangaroa Catchment Management Liaison Committee and on a six-monthly basis to the Environmental Management Committee.

Achieved (2011: Achieved)

Managed in accordance with the plan and outcomes were reported to the Environmental Management Committee in August 2011, October 2011, February 2012, April 2012 and June 2012 and liaison committee meetings in September 2011 and March 2012.

Notable management outcomes included: 2011-2012 works contract completed; completion of flood risk reduction strategy; completion of detailed design for Kaeo flood scheme works; lodgement of resource consent application for flood scheme works; commencement of land use negotiation for flood scheme works; confirmation of government funding support to mitigate risk to most flood vulnerable Kaeo homes and commencement of funding distribution to home owners. This work benefits the communities of the ex Whangaroa Ward through maintenance of the rivers and streams to reduce flood risk.



BIOSECURITY

2011-2012 PERFORMANCE MEASURE AND TARGET

Develop, implement and enforce animal, plant and insect pest management strategies for land, freshwater and marine pests.

- Develop one marine management strategy to enhance the region's marine capability and response to marine pest invasions by 2010. Implement by 30 June 2012.

Achieved (2011: Not applicable to this reporting period)

A marine pest strategy was adopted by council in May 2010 and a marine pest surveillance plan has been completed. This plan will guide future survey activities and monitoring of selected sites; implementation will be on-going.

- Actively pursue opportunities for partnerships with the community, crown and other pest agencies via community pest plans and other agreements. Establish at least one new partnership with a pest agency and five new community pest plans annually and reported to the Environmental Management Committee.

Achieved (2011: Achieved)

Five new community pest plans were approved during the year (2011: eight) and there is further demand for community plans for the coming year. A report to the Environmental Management Committee will be completed before December 2012.

A new partnership with a forestry company, Landcare Trust, Department of Conservation and local community was established to target wild goats along parts of the eastern seaboard north of Whāngārei.

EMERGENCY MANAGEMENT

2011-2012 PERFORMANCE MEASURE AND TARGET

Increase the community's capability to respond to, and recover from, Civil Defence Emergencies.

- Develop and implement training and exercise programmes for all agencies across the emergency management sector in Northland. Provide a minimum of three co-ordinated incident management courses per year.

Achieved (2011: Achieved)

Training plan for 2011-2012 developed and implemented including provision of specialist training for Emergency Management Information Systems (eight courses). Four co-ordinated incident management courses were provided in 2011-2012 (2011: four).

- Respond to Civil Defence emergencies in accordance with the approved group Emergency Operations Centre Activation Plan. Within one month of each activation, hold a formal debrief and report the outcome to the group meeting within three months.

Achieved (2011: Achieved)

One significant event in March 2012 required the activation of the Group Emergency Operations Centre in response to weather and flooding across the region. Numerous weather warnings were received and acted on in accordance with operating procedures. A debrief for the March storm was held within one month and the outcome reported to the group.





The work scheduled for 2011-12 year in the Kaipara and Hokianga was completed the previous year due to the expected busy season this year. Following the close of the summer much needed maintenance was undertaken on the Bay of Islands' buoys and beacons including the replacement of damaged top-marks, worn out signs and repairs to ladders.

The maintenance programme is now ahead of schedule.

- **Provide safety advice and pilotage for vessels entering into the Bay of Islands.** Advice provided and pilotage numbers reported monthly in the CEO's report to council.

Achieved (2011: Achieved)

Bay of Islands pilotage was completed for the 2011-2012 season. A record 54 ships were piloted (2011: 36). All pilotage movements were completed safely and reported to council on a monthly basis.

MARITIME OPERATIONS

2011-2012 PERFORMANCE MEASURE AND TARGET

Maintain and implement the Marine Oil Spill Contingency Plan.

- **Conduct oil spill response exercises.** Exercises undertaken as detailed in the marine oil spill preparedness and response activities budget proposal.

Achieved (2011: Achieved)

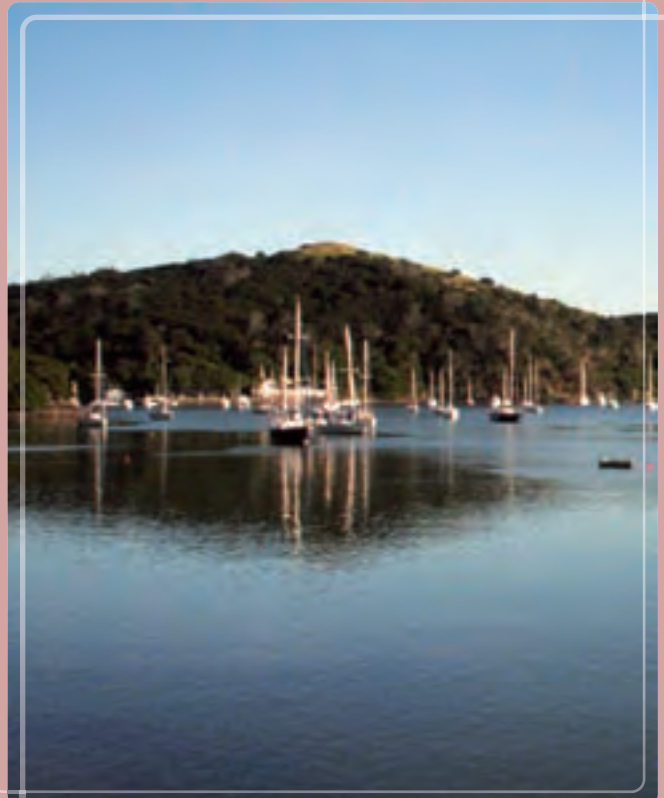
In light of the Rena commitment only one regional exercise was held this year, at Marsden Point in May 2012.

Promote safe navigation on all Northland harbours and coastline.

- **Provide and maintain aids to navigation as required for safe navigation on Northland harbours.** Six-year rolling maintenance programme is undertaken and activity reported monthly in the CEO's report to council.

Achieved (2011: Achieved)

Aids to navigation provided and maintained in accordance with the six-year rolling maintenance plan. Response to failures and maintenance activities were reported to council monthly. The busy summer cruise ship season meant little maintenance could be carried out during the summer.





Putting Northland first

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