

NORTHLAND REGIONAL COUNCIL

Te Tai Tokerau Māori Advisory Committee

Agenda

For meeting to be held in Council Chambers, 36 Water Street, Whāngārei,
on Thursday, 11 August 2016, commencing at 11.00am.

Recommendations contained in the agenda are NOT decisions. Please refer to minutes for resolutions.

MEMBERSHIP OF THE COMMITTEE

Chairman (Cr Dover Samuels, Northland Regional Council)

Cr Bill Shepherd Northland Regional Council	Fred Sadler Te Rūnanga-Ā-Iwi-O-Ngāpuhi	Mikaera Miru Te Uri o Hau Settlement Trust
Cr Paul Dimery Northland Regional Council	Henry Murphy Ngātiwai Trust Board	Pita Tipene Te Rūnanga o Ngāti Hine
Cr Joe Carr Northland Regional Council	Phillip Ngawaka Ngātiwai Trust Board	Rawson Wright Te Uri o Hau Settlement Trust
Darryl Hape Te Rūnanga O Whaingaroa	Mike Kake Te Rūnanga-Ā-Iwi-O-Ngāpuhi	Tui Shortland Te Rūnanga o Ngāti Hine
Will Ngakuru Te Roroa Whatu Ora Trust	Rihari Dargaville Te Rūnanga o Te Rarawa	

HAPŪ REPRESENTATIVES

Bundy Waitai Te Hiku O Te Ika Marae Trust	Michelle Elboz Ngāti Kuta Patukeha	Rowan Tautari Te Whakapiko Hapū
Kitty Mahanga Ngāti Manu	Nora Rameka Ngāti Rehia	Rudy Taylor Hokianga o Ngā Hapū Whānau
John Harawene Ngāti Manu	Patu Hohepa Hokianga o Ngā Hapū Whānau	Shirley Hakaraia Ngāti Kuta Patukeha
Juliane Chetham Patuharakeke Te Iwi Trust Board	Te Huranga Hohaia Ngāti Rehia	
Mira Norris Te Parawhau Hapū Authority Charitable Trust	Joeann Walters Te Waiariki, Ngāti Korora and Ngāti Takapari Hapū/Iwi Trust	

OPEN MEETING

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ISSUE: Confirmation of Previous Minutes - 9 June 2016**ID:** A863009**To:** Te Tai Tokerau Māori Advisory Committee meeting, 11 August 2016**From:** Sally Bowron, Team Admin/PA, Strategy and Governance**Date:** 28 July 2016

Report Type:	<input checked="" type="checkbox"/> Normal operations	<input type="checkbox"/> Information	<input type="checkbox"/> Decision
Purpose:	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Public service	<input type="checkbox"/> Regulatory function
	<input checked="" type="checkbox"/> Legislative function	<input type="checkbox"/> Annual\Long Term Plan	<input type="checkbox"/> Other
Significance Policy:	<input type="checkbox"/> Triggered	<input checked="" type="checkbox"/> Not Triggered	

Executive summary:

The purpose of this report is to present the unconfirmed minutes of the committee workshop held on 9 June 2016 (**attached**) for confirmation as a true and correct record.

Legal compliance:

Councils are required to keep minutes of proceedings in accordance with the Local Government Act 2002.

Recommendation:

That the minutes of Te Tai Tokerau Māori Advisory Committee workshop held on 9 June 2016 be confirmed as a true and correct record.

NORTHLAND REGIONAL COUNCIL

Te Tai Tokerau Māori Advisory Committee

Minutes of the workshop of Te Tai Tokerau Māori Advisory Committee
held in Council Chamber, 36 Water Street, Whāngārei,
on Thursday, 9 June 2016, starting at 11.00 am

Present:

Cr Dover Samuels, Committee Chair, Northland Regional Council
Cr Paul Dimery, Northland Regional Council
Cr Joe Carr, Northland Regional Council
Fred Sadler, Te Rūnanga-Ā-Iwi-O-Ngāpuhi
Henry Murphy, Ngātiwai Trust Board
John Harawene, Ngāti Manu
Juliane Chetham, Patuharakeke Te Iwi Trust Board (*absent 12.59pm – 1.06pm, left 2.33pm*)
Kitty Mahanga, Ngāti Manu
Margaret Kay (*delegate for Mira Norris*)
Michelle Elboz, Ngāti Kuta Patukeha
Mira Norris, Te Parawhau Hapū Authority Charitable Trust (*from 1.04pm*)
Pita Tipene, Te Rūnanga o Ngāti Hine
Te Huranga Hohaia, Ngāti Rehia (*absent 11.11am – 11.19am*)
Tui Shortland, Te Rūnanga o Ngāti Hine (*left meeting 11.38am – 11.43am, left 1.34pm – 1.54pm*)

In Attendance:**Full Meeting:**

Jonathan Gibbard, Group Manager Strategy and Governance
Chris Taylor, Minute taker

Part Meeting:

Abraham Witana, Kaiwhakahaere – Mātauranga Māori
Rachel Ropiha – Kaiarahi Mātauranga Māori
Phil Heatley, Special Projects Manager
Don McKenzie, Biosecurity Manager
Chris Powell, Transport Manager
Natalie, Blandford, Waiora Northland Water Project Manager
Graham Nielsen, Infrastructure Manager
Toby Kay, Natural Hazards Advisor
George Riley, Northland Inc. Limited, GM Māori Economic Development

The Deputy Chairman introduced proceedings at 11.00am before handing over to the Chairman who welcomed attendees and acknowledged the recent passing of Ta Graham Latimer, Hoori Tuhiwai and also the Northland Regional Council Chief Executive's Father in Law.

Apologies (Item 2.0)

That the following apologies for absence were acknowledged:

Bill Shepherd, NRC Councillor
Mike Kake, Te Rūnanga-Ā-Iwi-O-Ngāpuhi
Mira Norris, Te Parawhau Hapū Authority Charitable Trust (*for delayed arrival*)
Nora Rameka, Ngāti Rehia
Patu Hohepa, Hokianga o Ngā Hapū Whānau
Phillip Ngawaka, Ngātiwai Trust Board
Rawson Wright, Te Uri o Hau Settlement Trust
Rihari Dargaville, Te Rūnanga o Te Rarawa
Rowan Tautari, Te Whakapiko Hapū
Rudy Taylor, Hokianga o Ngā Hapū Whānau
Shirley Hakaraia, Ngāti Kuta Patukeha
Malcolm Nicolson, NRC Chief Executive

No apologies were received from:

Darryl Hape, Te Rūnanga O Whaingaroa
Joeann Walters, Te Waiariki, Ngāti Korora and Ngāti Takapari Hapū/Iwi Trust
Mikaera Miru, Te Uri o Hau Settlement Trust
Will Ngakuru, Te Roroa Whatu Ora Trust

Secretarial Note: The Chairman advised that the quorum requirements as per the committee's terms of reference and council's standing orders had not been met so the meeting was adjourned temporarily. No quorum was present within ten minutes; hence the committee proceeded to workshop the items of business at 11.11am.

Declarations of Conflicts of Interest (Item 3.0)

It was advised that members should make declarations item-by-item as the workshop progressed.

Acknowledgement of New Members to the Committee (Item 4.0)

ID: A842873

Report from Jonathan Gibbard, Group Manager

The committee noted:

1. The report 'Acknowledgement of New Members to the Committee' by Jonathan Gibbard, Group Manager – Strategy and Governance, and dated 11 May 2016.
2. The nomination for membership of Joeann Walters representing Te Waiariki, Ngāti Korora and Ngāti Takapari Hapū/Iwi Trust on Te Tai Tokerau Māori Advisory Committee.
3. That the membership of two members of the Te Tai Tokerau Māori Advisory Committee has now ceased:
 - Martin Rudolph (Te Rūnanga O Whaingaroa)
 - Pereri Mahanga (Te Waiariki, Ngāti Korora and Ngāti Takapari Hapū/Iwi Trust)

Confirmation of Lapsed Business (Item 5.0)

ID: A845905

Report from Jonathan Gibbard, Group Manager – Strategy and Governance

The committee noted:

Apologies (Item 2.0)

1. Apologies for absence from the 14 April 16 Te Tai Tokerau Māori Advisory Committee formal meeting:

Bundy Waitai, Te Hiku O Te Ika Trust Marae;
Cr Bill Shepherd, Northland Regional Council;
Cr Joe Carr, Northland Regional Council
Juliane Chetham, Patuharakeke Te Iwi Trust Board;
Malcolm Nicolson, Chief Executive Officer; and
Nora Rameka, Ngati Rehia be received.

Acknowledgement of New Members to the Committee (Item 4.0)

2. The report 'Acknowledgement of New Members to the Committee' by Marina Hetaraka, Committee Secretary, and dated 21 March 2016.
3. The nomination for membership of Rihari Dargaville representing Te Runanga o Te Rarawa on Te Tai Tokerau Māori Advisory Committee.

Confirmation of Previous Minutes – 14 April 2016 (Item 6.0)

ID: A842877

Report from Jonathan Gibbard, Group Manager – Strategy and Governance

The committee noted:

The minutes of Te Tai Tokerau Māori Advisory Committee meeting held on 14 April 2016 as a true and correct record, subject to the corrections identified at the workshop.

Secretarial Note: The corrections identified were as follows:

- *The omission of Item 6.0: Presentations*
- *That the resolution pertaining to Item 11.0 be amended to read "That the report 'Te Tai Tokerau Māori Advisory Committee Annual Report 2015' by Abraham Witana, Kaiwhakahaere – Mātauranga Māori, on behalf of the Chairman, and dated 4 March 2016, be received."*

Presentation: Update Local Government Commission – Shared Services (Item 7.1)

ID: A847345

Report from Rachel Ropiha, Kaiarahi Mātauranga Māori

NRC Special Projects Manager, Phil Heatley, was in attendance and provided the presentation 'Northland | Forward Together' addressing the following key points:

- Northland – Untapped Potential
- The vision / aspirations / common principles
- Why work together?
- Shared leadership and resources
- Key partnerships
- The collaborative strategic programme

ID: A850194

Te Tai Tokerau Māori Advisory Committee

9 June 2016

- What this means for the Northland councils
- Going forward.

Presentation: Biosecurity Risks in Northland (Item 7.2)

ID: A842584

Report from Rachel Ropiha, Kaiarahi Mātauranga Māori

Biosecurity Manager, Don McKenzie, was in attendance and provided the presentation 'Pest Management' which concentrated on the Northland Regional Council's efforts to address two significant pest species; wild ginger and wild deer.

Secretarial Note: The report 'A proposal for biological control of giant reed' was tabled.

Presentation: Update of Northland Regional Council Catchment Groups (Item 7.3)

ID: A8488892

Report from Bruce Howse, Group Manager Environmental Services

Waiora Northland Water Project Manager, Natalie Blandford, was in attendance and provided the presentation 'Waiora Northland Water' to update the committee on the work the Northland Regional Council and the community was undertaking at a catchment level through council's various catchment groups.

The workshop adjourned at 12.25pm and reconvened at 12.59pm.

Secretarial Note: Item 7.5 was addressed prior to Item 7.4 to allow for the attendance of George Riley, Northland Inc. Limited GM Māori Economic Development.

Presentation: Northland Transport Alliance (Item 7.4)

ID: A847335

Report from Chris Powell, Transport Manager

Transport Manager, Chris Powell, was in attendance and provided the presentation 'Northland Transportation Alliance – Rooding Collaboration' addressing the following key points:

- Objectives;
- Foundation principles; and
- The Northland Transportation Alliance.

Secretarial note:

- *The report 'Trial Mid North Passenger Transport Service' was tabled.*
- *Item 7.5 was addressed prior to Item 7.4 to allow for the attendance of George Riley, Northland Inc. Limited, GM Māori Economic Development.*

Update: Northland Inc. Limited: Draft SOI 2016-2019 (Item 7.5)**ID: A848886****Report from George Riley, Northland Inc. General Manager Maori Economic Development**

Northland Inc. Limited GM Māori Economic Development, George Riley, was in attendance and provided a general update addressing the following key points:

- The Draft Statement of Intent 2016- 2019 would be considered by the Board the following week.
- Northland Inc. Limited's endeavours to increase capacity.

Secretarial Note: Item 7.6 was addressed following Item 7.7 due to a short absence of leave by Tui Shortland.

Update on Regional Policy Committee Workshop (Item 7.6)**ID: A848885****Report from Tui Shortland (Te Rūnanga o Ngāti Hine) and Rawson Wright (Te Uri o Hau Settlement Trust), Te Tai Tokerau Māori Advisory Committee Members**

Tui Shortland updated the committee regarding the recent Regional Policy Committee workshops to consider the Draft New Regional Plan. The Draft plan would be released in August 2016 for public comment.

Secretarial Note: Item 7.7 was addressed prior to Item 7.6 due to a short absence of leave by Tui Shortland.

Update Te Oneroa A Tōhe Board (Item 7.7)**ID: A848891****Report from Dover Samuels, Committee Chairman**

Chairman Samuels updated the committee on recent activities being undertaken by the Te Oneroa A Tōhe Board.

Rates Remission and Postponement Policies (Item 8.0)**ID: A848575****Report from Kyla Carlier, Strategy Specialist**

The committee noted:

The report 'Rates Remission and Postponement Policies' by Kyla Carlier, Strategy Specialist, and dated 1 June 2016.

Receipt of Action Sheet (Item 9.0)**ID: A846920****Report from Jonathan Gibbard, Group Manager – Strategy and Governance**

The committee noted:

The report 'Receipt of Action Sheet' by Jonathan Gibbard, Group Manager – Strategy and Governance, and dated 25 May 2016.

Secretarial Note: Item 14.0 was addressed prior to Items 10.0, 11.0, 12.0 and 13.0 to allow for the limited availability of Julianne Chetham.

Hiruharama Marae Workshop, Te Tii (Item 10.0)

ID: A845692

Report from Jonathan Gibbard, Group Manager – Strategy and Governance

The committee noted:

1. The report 'Hiruharama Marae Workshop, Te Tii' by Jonathan Gibbard, Group Manager – Strategy and Governance, and dated 17 May 2016.
2. That council staff would ensure Hiruharama Marae (through their representatives) were kept informed of progress towards addressing the concerns raised during the marae workshop.

Local Body Elections 2016 – Candidate Information Evenings (Item 11.0)

ID: A846478

Report from Chris Taylor, Governance Support Manager

The committee noted:

The report 'Local Body Elections 2016 – Candidate Information Evenings' by Chris Taylor, Governance Support Manager, and dated 25 May 2016.

Significance and Engagement Policy (Item 12.0)

ID: A846331

Report from Chris Taylor, Governance Support Manager

Secretarial Note: There was insufficient time to address Item 12.0 Significance and Engagement Policy and there was general agreement for this matter to be deferred to the next formal meeting.

Ngāti Kahu ki Whangaroa and Ngāti Pukenga Treaty Settlement Bills (Item 13.0)

ID: A841657

Report from Rachel Ropiha, Kaiarahi Mātauranga Māori

The committee noted:

The report 'Ngāti Kahu ki Whangaroa and Ngāti Pukenga Treaty Settlement Bills' by Rachel Ropiha, Kaiarahi Mātauranga Māori, and dated 6 May 2016.

Secretarial Note: Item 14.0 was addressed prior to Items 10.0, 11.0, 12.0 and 13.0 to allow for the limited availability of Juliane Chetham.

Review and future focus of Te Tai Tokerau Māori Advisory Committee (Item 14.0)

ID: A846736

Report from Rachel Ropiha, Kaiarahi Mātauranga Māori

The committee noted:

The report 'Review and future focus of the Te Tai Tokerau Māori Advisory Committee', by Rachel Ropiha, Kaiarahi Mātauranga Māori, and dated 25 May 2016.

There was general agreement:

1. That a working group [consisting of Tui Shortland, Te Huranga Hohaia, Pita Tipene and Councillors Samuels, Carr and Dimery] be convened to discuss the review and future focus of Te Tai Tokerau Māori Advisory Committee.
2. That approval be sought from council to reimburse the appointed members a meeting allowance and travel expenses to participate in one meeting of this working group.

Secretarial Note: The working group to report to the August committee meeting (the final meeting prior to elections) to allow the committee to consider the recommendations it wishes to make to council.

Conclusion

The workshop concluded at 2.48pm with a karakia by Te Huranga Hohaia.

ISSUE: Receipt of Action Sheet**ID:** A861766**To:** Te Tai Tokerau Māori Advisory Committee meeting, 11 August 2016**From:** Sally Bowron, Team Admin/PA, Strategy and Governance**Date:** 22 July 2016

Report Type:	<input checked="" type="checkbox"/>	Normal operations	<input checked="" type="checkbox"/>	Information	<input type="checkbox"/>	Decision
Purpose:	<input type="checkbox"/>	Infrastructure	<input type="checkbox"/>	Public service	<input type="checkbox"/>	Regulatory function
	<input type="checkbox"/>	Legislative function	<input type="checkbox"/>	Annual\Long Term Plan	<input checked="" type="checkbox"/>	Other
Significance:	<input type="checkbox"/>	Triggered	<input checked="" type="checkbox"/>	Not Triggered		

Executive summary:

The purpose of this report is to enable the Te Tai Tokerau Māori Advisory Committee (the committee) to receive the current committee action sheet (**attached**).

Legal compliance:

No legal decision is required.

Recommendation:

That the report "Receipt of Action Sheet" by Sally Bowron, Team Admin/PA, Strategy and Governance and dated 22 July 2016, be received.

Council Actions

IRISID	Current Status	Request Date	Reso /Req	Description	Request Details	Note Text	Date of Note	Requested By
REQ.580869	Open	09 Jun 2016	REQ	Iwi and hapu relationships workstream	That a report be provided to the August meeting of TTMAC to provide more information on the 'Iwi and hapu relationships' workstream (under the Northland Forward Together programme) and how this relates to Te Tai Tokerau Maori Advisory Committee.	As requested, a separate Item within this Agenda addresses this action point.	22 Jul 2016	Te Taitokerau Māori Advisory Committee
REQ.580870	Closed	09 Jun 2016	REQ	Communications protocol	That consideration be given to developing a comms protocol to ensure that council and committee members are aware of relevant events.	This matter has also been highlighted by Councillor Carr with Council and is the subject of ongoing discussions between Councillors and the CEO.	22 Jul 2016	Te Taitokerau Māori Advisory Committee

ISSUE: Te Rerenga Paraoa Marae Workshop, Whangārei**ID:** A860622**To:** Te Tai Tokerau Māori Advisory Committee Meeting, 11 August 2016**From:** Abraham Witana, Kaiwhakahaere Mātauranga Māori**Date:** 19 July 2016

Report Type:	<input type="checkbox"/>	Normal operations	<input checked="" type="checkbox"/>	Information	<input type="checkbox"/>	Decision
Purpose:	<input type="checkbox"/>	Infrastructure	<input type="checkbox"/>	Public service	<input type="checkbox"/>	Regulatory function
	<input type="checkbox"/>	Legislative function	<input type="checkbox"/>	Annual\Long Term Plan	<input checked="" type="checkbox"/>	Other
Significance:	<input type="checkbox"/>	Triggered	<input checked="" type="checkbox"/>	Not Triggered		

Executive Summary:

This paper provides a brief report on the workshop held at Te Rerenga Paraoa marae, Whangārei on 14 July 2016. It includes a copy of the Agenda and a summary of discussions and issues raised.

Legal compliance and significance assessment:

The activities detailed in this report are part of the council's day to day operations, are provided for in the council's 2015-2025 Long Term Plan, and are in accordance with the council's decision making process and sections 76-82 of the Local Government Act 2002. No decision is required other than the information be noted, hence the matter does not trigger the council's Significance Policy.

Recommendations:

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1. That the report "Te Rerenga Paraoa Marae Workshop, Whangārei" by Abraham Witana, Kaiwhakahaere Mātauranga Māori, and dated 19 July 2016, be received.
 2. That council staff ensure Te Rerenga Paraoa Marae (through their representatives) are kept informed of progress towards addressing the concerns raised during the marae workshop (as outlined in **Attachment 2**).
-

Report

The seventh Te Tai Tokerau Māori Advisory Committee (the committee) marae based workshop was held Te Rerenga Paraoa marae, Whangārei on the 14 July 2016. Committee members in attendance included Mira Norris, Tui Shortland, Mike Kake and Joeann Walters. Chairman Bill Shepherd alongside Committee Chairman Cr Dover Samuels and Cr Paul Dimery were in attendance.

Apologies were received from members Juliane Chetham, Rihari Dargaville, Pita Tipene and Kitty Mahanga. Apologies were also received from Cr Craig Brown.

Considerable thanks and gratitude are extended to committee member Mira Norris for facilitating the workshop and developing the workshop agenda provided as **Attachment 1**.

In summary, the agenda included the following topics:

- Te Parawhau Landscape
- Kaitiakitanga vs Environmental Stewardship
- Historical and Traditional Practice of Kaitiakitanga
- Te Parawhau Whakapapa (Principles of Engagement)

A summary of discussions and actions is provided in **Attachment 2**.

Council staff will work through key discussion points and questions raised and ensure a response is provided to member Norris to circulate to attendees and Te Rerenga Paraoa Marae representatives. Staff will ensure committee members are kept informed of progress through the committee action sheet and the final response will be tabled at a formal committee meeting.

Northland Regional Council
TE KAUNIHERA A ROHE O TE TAI TOKERAU
Te Tai Tokerau Māori Advisory Committee
Workshop Agenda
Thursday 14th July at 10:15am

Workshop to be held at Te Rerenga Paraoa Marae, 10 Porowini Ave, Whangārei
on Thursday 14th July 2016 commencing with a powhiri at 9:45am.

Facilitators: Mira Norris

Time	09:45	Pōwhiri/ Whakatau
	10:00	Kapu tī
	10:15	Te Tai Tokerau Māori Advisory Committee Overview - Presentation <ul style="list-style-type: none"> Chairman Dover Samuels
	10:30	Kaitiakitanga vs Environmental Stewardship <ul style="list-style-type: none"> Te Parawhau Landscape Te Parawhau Whakapapa Historical & Traditional Practice of Kaitiakitanga
	11:15	Presentation From Poroti Te Parawhau
	12:15pm	Hākari
	12:45	Presentation Te Parawhau Korokota
	1:10pm	Presentation Te Parawhau ki Tai Whangārei.
	2:10pm	Te Parawhau Terenga Paraoa
	2:30pm	Resolution
	Hui mutunga	Closure of the meeting will occur in agreement between the Chairman and Facilitator.

Te Rerenga Paraoa Marae Workshop Notes

Agenda matters	Participant feedback	Initial Response
Te Parawhau Landscape	<p>Te Parawhau provided a descriptive summary of the extent of the rohe (2000km²) and whanau within in it was provided with an explanation of Māori values and world view.</p> <p>Te Parawhau stressed the importance that the right hapu be consulted when it comes to matters pertaining to the harbour and that this does not always happen when council processes consents.</p> <p>Māori have recognised values and laws to understand and manage the interconnection between the health of the land, people, water and air. Some decisions made by council have not aligned with these values, for example sewage being unacceptably discharged and thereby coming into the food supply.</p>	<p>Council acknowledged the special relationship of tangata whenua. Community engagement is immensely challenging for council and TTMAC workshops are of great learning value and a source of guidance on doing it better.</p> <p>While face to face engagement is preferred, the council doesn't have the resource to do this with 190 hapu. So there needs to be a discussion about other ways to talk to each other and how tangata whenua want to be communicated with. It was acknowledged that it's important to talk with people not at people.</p>
Kaitiakitanga vs Environmental Stewardship	<p>Te Parawhau outlined the conceptual difference between kaitiakitanga and environmental stewardship from a Te Parawhau point of view.</p> <p>Mauri is the life force within each person and kaitiakitanga is the way to measure the mauri in every living thing. Kaitiakitanga is not looking just at the resource but how it affects the things around it. Everything is dependent on each other and when one part of the system is out of balance, it puts the entire system out of balance. Kaitiakitanga is not just about environmental management it includes whaikorero and the arts.</p> <p>Whereas stewardship is associated with ownership. It upsets the balance of hapu managing the rohe; where there's already a place in the natural order of the rohe management that's worked in the past.</p>	<p>Council acknowledged the presentation provided by Erana Walker and thanked her for sharing the information with council.</p>

<p>Historical & Traditional Practice of Kaitiakitanga</p>	<p>Millan Ruka provided a presentation which emphasised the need for water quality to be a core focus of NRC as part of its environmental care work and the need for strong policy to support this work.</p> <p>Mr Ruka provided photographic examples of stock impacts on water quality and expressed his frustration at the lack of progress and enforcement action taken by the NRC.</p> <p>While some action has been taken by farmers voluntarily to fence waterways, stronger enforcement action (abatement notices and fine mechanisms) is needed to enforce fencing and prevent further water quality degradation.</p>	<p>Council acknowledge the considerable time and effort Mr Ruka has put into monitoring and advocating for improved environmental management and stressed that this work contributes towards changing peoples' perceptions and council policy.</p> <p>Council's current rules do not strictly prohibit stock from waterways and this can make it difficult to take formal enforcement action on the activities Mr Ruka highlights.</p> <p>Following the hui, council staff confirmed that an abatement notice was served on the landowner in question.</p> <p>Council highlighted that the current rules are under review and that stronger rules are being proposed in the new Regional Plan. Attendees were encouraged to provide feedback on the draft plan which is due to be released in August 2016.</p> <p>Council also highlighted that progress is being made to fence waterways and that council prioritises the provision of 50:50 funding support for farmers, through the Environment Fund, to support fencing of waterways.</p>
<p>Parawhau principles of engagement</p>	<p>Te Parawhau highlighted the need for clearer principles of engagement between NRC and hapu. TTMAC is a step towards it. All decisions made within the rohe should be made on mana, which is given by the tupuna.</p>	<p>Council acknowledged the Treaty partnership between Te Parawhau and the Crown, and outlined that local government is established and gains its role and functions through legislation passed by the Crown and which recognises the</p>

	<p>Te Parawhau acknowledged the collision of two worlds is highlighted in the Treaty of Waitangi. For Māori, the “guideline” is He Whakaputanga and Te Tiriti. The Local Government Act and Resource Management Act are not “guidelines” but values and principles.</p> <p>Te Parawhau concluded by providing some ideas on how engagement could be improved:</p> <ul style="list-style-type: none">• Proactive not reactive. Do something before it happens.• Equal relationship based on mana• Mutual accountability. There is equity in knowledge. If we have the ability and resources to help our partners, then do it.• Meaningful and open dialogue. Don't hide things away. If you are going to do it, mean it.	<p>Treaty of Waitangi.</p> <p>Council thanked Te Parawhau for providing advice on how council can improve its engagement. Council also acknowledged that while the establishment of TTMAC is a good step in the right direction, that council and tangata whenua need to proactively look for opportunities to build on this and improve our engagement and relationship.</p>
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ISSUE: Final Annual Plan 2016/17 Summary**ID:** A860981**To:** Te Tai Tokerau Māori Advisory Committee, 11 August 2016**From:** Kyla Carlier, Strategy Specialist**Date:** 19 July 2016

Report Type:	<input checked="" type="checkbox"/> Normal operations	<input type="checkbox"/> Information	<input type="checkbox"/> Decision
Purpose:	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Public service	<input type="checkbox"/> Regulatory function
	<input type="checkbox"/> Legislative function	<input checked="" type="checkbox"/> Annual\Long Term Plan	<input type="checkbox"/> Other
Significance:	<input type="checkbox"/> Triggered	<input checked="" type="checkbox"/> Not Triggered	

Executive Summary:

The process for council's Annual Plan 2016/17 is now complete, with the final plan adopted by council on 21 June 2016. This report summarises the process and presents a summary of consultation outcomes.

Legal compliance and significance assessment:

The provision of information is part of the council's day to day operations and is in accordance with the council's decision making process and sections 76–82 of the Local Government Act 2002. Hence the matter is deemed to be of low significance.

Recommendation:

That the report "Final Annual Plan 2016/17 Summary" by Kyla Carlier, Strategy Specialist and dated 19 July 2016, be received.

Report

The Annual Plan 2016/17 process is now complete. This plan maps out the projects and associated budgets for the 2016/17 financial year and highlights any key changes from what council said it would do in the Long Term Plan. Council adopted the final plan on 21 June 2016.

In producing the Annual Plan council produced a consultation document that presented the annual plan proposals. This document was central to the consultation process that council ran in April 2016. The Te Tai Tokerau Māori Advisory Committee (committee) will recall that this document was presented to the committee on April 14.

Council received 83 submissions and met with four submitters in person during the consultation period. The majority of feedback supported the proposals put forward by council. Councillors carefully considered all feedback during the deliberation process as they decided how best to proceed with each proposal.

ITEM: 7.0

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Council resolved to proceed with all proposals (subject to two amendments). Council also resolved to include two new proposals that, following discussion, they considered were of merit and were appropriate to include in the annual plan. A summary of all decisions made by the council on the Annual Plan 2016/17 is provided as **Attachment 1**.

With the completion of the Annual Plan 2016/17, the process for the Annual Plan 2017/18 now begins. This process will for the first time involve meeting with the Māori Technical Working Group, as recommended by the committee to council in March 2016. This will be the first time council has received input of any form into its annual planning process, other than from staff, ahead of releasing a draft annual plan for statutory public consultation.

Input from the Māori Technical Working Group is the subject of a separate agenda item, however this is seen as a positive step forward and it is anticipated that it will provide a constructive and effective opportunity for Māori input into the annual plan process.

Council decisions: Annual Plan

Thank you for taking the time to provide feedback for our Annual Plan 2016/17.

Council's decisions are outlined below. For more detail or to view the final Annual Plan 2016/17, visit our website: www.nrc.govt.nz/annualplan2016

Rates increase of 2.34%

An increase in rates of 2.34% was proposed in the Annual Plan, as budgeted in the Long Term Plan 2015-2025. This increase provided for funding of council's 'business as usual' activities for the 2016/17 year. With careful management, council has also been able to fund the suite of the new initiatives that were proposed, and two additional proposals, with no additional increase in rates.

Our Consultation Document asked for feedback on our proposed new initiatives. Council decided to proceed with the following as proposed:

Enviroschools - \$32,500 was allocated to provide for additional staff resource to enable continued growth of the Enviroschools programme.

Kerikeri Turner Centre - Financial assistance of \$24,000 was allocated to the Turner Centre in Kerikeri to support its completion.

Maori Advisory Committee - \$11,500 was allocated to provide for meeting allowances and travel expenses.

Pest control in Waipoua Forest - \$50,000 was allocated to contribute to pest control at Waipoua Forest.

Upgrade of environmental monitoring equipment - \$187,000 – including funding for Farm Dairy Effluent monitoring, water quality

loggers, groundwater pump, biosecurity monitoring equipment, data management and reporting, and priority lakes monitoring.

Poplar and willow nursery - \$30,000 was allocated to provide for the expansion of the willow and poplar nursery.

Flood risk reduction work and river management - \$131,500 - including funding for rivers and natural hazards resourcing, upgrade of river level station equipment, replacement of pumppro equipment, and satellite loggers for flood event data.

Transport - \$30,000 was allocated for additional staff resourcing for public transport to meet demand.

Buoys and beacons - \$152,000 was provided to allow replacement of navigation beacons in Whangārei Harbour.

Waipapa landing rock removal – Council approved up to \$30,000 to remove a rock hazard on the approach to the Waipapa landing in Kerikeri.

Support services improvements - \$106,250 - including an automated agenda and minutes system, contribution to a national aerial photography initiative, and purchase of mobile devices to support an ongoing digital project.

Legal fees - Council approved up to \$200,000 to pay for legal expenses related to a legal case over the setting of rates in the Kaipara District.



Council decided to proceed with the following changes to targeted rates as proposed in the Annual Plan 2016/17 Consultation Document:

Recreational facilities rate

Council will proceed with the proposal to reduce the term of the rate by three months and maintain its value.

Regional infrastructure rate

Council will proceed with the proposal to reduce the term of the rate by two years, and maintain its value.

Whangārei urban rivers rate

Council will proceed with the proposal to reduce the rate by 14% and maintain its term

Kerikeri-Waipapa rivers rate

Council will proceed with the proposal to change the way the rate is set, to a 3:1 differential.

Following the process of consultation, Council decided to make some changes to the following proposals that were outlined in the Annual Plan 2016/17 Consultation Document

Awanui rivers rate

It was proposed that the Awanui River management rate be reduced in accordance with lower rates of lending. During the process of consultation a proposal was received from the community in support of increasing maintenance.

It was subsequently decided to maintain the rate at the current amount of \$593,900, and apply the additional \$51,415 of funding that results from not reducing the rate, to scheme maintenance works. This was in consideration of the fact that a rating review is currently pending.

Mangrove management

In our consultation document we proposed that \$5000 be allocated to assist community groups in the management of mangroves.

This proposal received a high level of support and council resolved to increase the amount of funding to \$50,000, to allow for the

management of mangroves where there is good reason to do so.

During deliberations council discussed two new proposals that they considered were of merit and were appropriate to include in the Annual Plan 2016/17

Silage wrap

Council approved \$4000 to subsidise the recycling of silage wrap, the benefits of which closely align with the council's environmental role in relation to waste recycling and reduction in waste burning. This funding will allow the silage recycling programme to continue in Northland.

Northland Transportation Alliance

This is a work stream of the Northland Strategic Collaboration and Shared Activities Project. This project will bring together the roading and transport teams of all Northland's councils, allowing greater collaboration and efficiency in the planning, construction, maintenance, and procurement of services. Council approved a contribution of \$25,000 toward the set-up of this Alliance.

Summary of feedback

We received 83 submissions on our Annual Plan 2016/17, and four submitters took the opportunity to talk to councillors at our feedback sessions.

Council's deliberations meeting agenda has detailed information on the feedback we received. A link to the deliberations page can be found at www.nrc.govt.nz/annualplan2016

Developing the new regional plan

Some of the feedback we received didn't directly relate to the proposals outlined in our consultation document, but did relate to topics that will be considered as part of the process of developing our new regional plan.

The new regional plan will replace the current Regional Air Quality, Coastal, and Water and Soil Plan. The draft will be put out for consultation in August 2016. More information on the process and how you can be involved is on our website www.nrc.govt.nz/newregionalplan

ISSUE: Local Body Elections - Update**ID:** A860620**To:** Te Tai Tokerau Māori Advisory Committee Meeting, 11 August 2015**From:** Jonathan Gibbard, Group Manager – Strategy and Governance**Date:** 19 July 2016

Report Type:	<input checked="" type="checkbox"/> Normal operations	<input checked="" type="checkbox"/> Information	<input type="checkbox"/> Decision
Purpose:	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Public service	<input type="checkbox"/> Regulatory function
	<input type="checkbox"/> Legislative function	<input type="checkbox"/> Annual\Long Term Plan	<input checked="" type="checkbox"/> Other
Significance:	<input type="checkbox"/> Triggered	<input checked="" type="checkbox"/> Not Triggered	

Executive Summary:

Local body elections are underway with the candidate nomination period running from 15 July – 12 August. As part of this process, local authorities are providing a series of candidate information evenings where potential candidate can come along and find out more about local government and what is involved in becoming a councillor. In addition, local authorities are running a joint promotional campaign aimed at encourage a diverse range of candidates to stand for local body elections and encouraging people to vote.

Staff will provide a brief presentation highlighting the key dates, important information and be available to answer questions.

Legal compliance and significance assessment:

The activities detailed in this report are part of the council's day to day operations, are provided for in the council's 2015-2025 Long Term Plan, and are in accordance with the council's decision making process and sections 76-82 of the Local Government Act 2002. The matter does not trigger the council's Significance Policy.

Recommendations:

1. That the report 'Local Body Elections - Update' by Jonathan Gibbard, Group Manager – Strategy and Governance, and dated 19 July 2016, be received.

ISSUE: Draft Regional Plan Update**ID:** A860711**To:** Te Tai Tokerau Māori Advisory Committee Meeting, 11 August 2016**From:** Ben Lee, Policy Development Manager**Date:** 22 July 2016

Report Type:	<input type="checkbox"/> Normal operations	<input checked="" type="checkbox"/> Information	<input type="checkbox"/> Decision
Purpose:	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Public service	<input type="checkbox"/> Regulatory function
	<input type="checkbox"/> Legislative function	<input type="checkbox"/> Annual\Long Term Plan	<input checked="" type="checkbox"/> Other
Significance:	<input type="checkbox"/> Triggered	<input checked="" type="checkbox"/> Not Triggered	

Purpose:

The purpose of this report is to provide the Te Tai Tokerau Māori Advisory Committee (committee) with an overview of the draft Regional Plan released for public feedback on 8 August 2016.

Legal compliance and significance assessment:

The activities detailed in this report are part of the council's day to day operations, are provided for in the councils 2015-2025 Long Term Plan , and are in accordance with the council's decision making process and sections 76-82 of the Local Government Act 200 The matter does not trigger the councils Significance Policy.

Recommendation:

That the report "Draft Regional Plan Update" by Ben Lee, Policy Development Manager and dated 22 July 2016, be received.

Report:

A draft version of the new Regional Plan will be released for public feedback on 8 August 2016. The feedback period runs until 23 September 2016. A copy of the draft Regional Plan and supporting information will be available on the regional council's website from 5 August: www.nrc.govt.nz/newregionalplan. An electronic copy will also be emailed to all committee members.

The Regional Plan will ultimately be the new rule book for the use of the region's water, soil, air and coast, to replace the existing three regional plans which are now over 10 years old.

The preparation of the draft Regional Plan was overseen by the Regional Policy Committee over a series of 25 workshops (nearly 100 hours) from February 2015 to June 2016. Two members of the Tai Tokerau Māori Advisory Committee were co-opted to assist with development of the Māori-specific content of the draft new regional plan (committee members Shortland and Wright).

Overview of the draft Regional Plan

Some of the key changes are:

- *Setting limits for freshwater.* Limits on the total amount of water that can be taken for use from rivers, lakes and aquifers, and the amount that needs to remain in them. This is to make sure the amount of water being taken does not impact on aquatic ecosystems and other water users.
- *Keeping stock out of waterways.* New rules requiring stock to be kept out of certain waterways. This will apply to dairy cows and pigs as soon as the new plan is operative (about 2020), and for other stock (e.g. beef cattle) it will apply from 2025.
- *Mapping significant areas.* New maps of a range of significant areas are included with extra restrictions on development in these areas. They include significant marine ecological areas, historic heritage sites and areas, outstanding natural features, areas of outstanding natural character, outstanding waterbodies, and nationally and regionally significant surf breaks.
- *Tangata whenua values.* New rules and policies to help protect places of significance to tangata whenua¹, a set of criteria for identifying places of significance to tangata whenua, and guidance for when and how effects on tangata whenua values are assessed.
- *Mangroves.* New rules to make it easier to remove juvenile mangroves by permitting small-scale removal and it'll be easier to get a consent for large-scale removal of mature mangroves.
- *Boats.* A stricter approach to preventing the spread of marine pests by requiring vessel hulls to be kept clean.

Draft catchment plans

The draft regional plan also contains rules that are specific to the five Waioira Northland Water priority catchments (Doubtless Bay, Poutō, Whangārei Harbour, Waitangi and Mangere). These catchment specific rules will apply in place of similar rules elsewhere in the draft regional plan.

These catchment specific rules have come from the draft catchment plans. These have been developed through the collaborative planning process applied in the five priority catchments. This process involved formation of catchment groups (with representatives from key community interests and tangata whenua) which were tasked with recommending measures to address water management issues in their catchments. The draft catchment plan will be open for feedback at the same time as the draft regional plan.

Getting feedback

An invitation for feedback on the draft regional plan and the draft catchment plans will be publicised through various mediums including:

- A 4-page mailer sent to every mailbox in Northland;
- Over 5000 letters and emails to key stakeholders; and
- Radio advertising.

Additionally, a panui will be sent to all tangata whenua on the regional council's contact database. The panui includes an invitation to tangata whenua to:

- Provide their feedback;
- Put forward their places of significance for inclusion in the new regional plan; and

¹ None are included in the draft Regional Plan, but there is a process for their inclusion.

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- Register their interest in a hui on the draft regional plan (refer to the regional council's website from 5 August: for more information www.nrc.govt.nz/newregionalplan).

The Māori Technical Working Group, set up by the committee, will be meeting over the coming months to review the draft Regional Plan and provide technical feedback (refer to item in this agenda on the Māori Technical Working Group for further details).

Next steps

Council will consider the feedback received and then make changes as needed to both the catchment plans and the draft Regional Plan. The goal is for the new Regional Plan to be notified mid 2017 (the start of the formal submissions process).

ISSUE NRC Resident Satisfaction Survey Results 2016**ID:** A861297**To:** Te Tai Tokerau Māori Advisory Committee, 12 August 2016**From:** Jonathan Gibbard, GM Strategy and Governance;**Date:** 21 July 2016

Report Type:	<input type="checkbox"/> Normal operations	<input checked="" type="checkbox"/> Information	<input type="checkbox"/> Decision
Purpose:	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Public service	<input type="checkbox"/> Regulatory function
	<input type="checkbox"/> Legislative function	<input type="checkbox"/> Annual\Long Term Plan	<input checked="" type="checkbox"/> Other
Significance:	<input type="checkbox"/> Triggered	<input checked="" type="checkbox"/> Not Triggered	

Executive summary:

The purpose of this report is to present the results of the Northland Regional Council's 2016 Resident Satisfaction Survey, highlight key findings and seek any feedback the Te Tai Tokerau Māori Advisory Committee as councils considers how best to improve resident satisfaction with council services and performance.

Legal compliance and significance assessment:

The activities detailed in this report are part of the council's day to day operations, are provided for in the council's 2015–2025 Long Term Plan, and are in accordance with the council's decision making process and sections 76–82 of the Local Government Act 2002. The activity is part of normal day to day operations of council, hence when assessed against council policy is deemed to be of low significance.

Recommendations:

-
1. That the report 'NRC Resident Satisfaction Survey Results 2016' by Jonathan Gibbard, GM Strategy and Governance, dated 21 July 2016, be received.
-

Report:

Through the Long Term Plan 2015–2025, council clearly outlined the community outcomes, values, and areas of focus for council over the coming years. A number of these focused on customer service and engagement and included:

- We are a positive and customer-friendly organisation
- We progressively increase the engagement of Northlanders in our activities
- Develop meaningful and inclusive relationships with iwi and Tangata Whenua within Te Rohe o Te Taitokerau
- Provide a business-friendly environment.

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The LTP also re-established an annual survey of residents so that council can measure its performance against these priorities and identify areas for improvement.

Staff worked with the Organisational Performance Committee (OPC) during the early part of this year to appoint the external research provider and establish the survey methodology. Key Research was appointed as the external research provider and during April – May 2016 undertook a telephone survey of Northland residents on behalf of council.

The research results have now been confirmed and were formally reported to council at its July council meeting. The results are provided as **Attachment 1**.

NRC survey results:

While there were some positive results, the survey has highlighted a number of areas where council needs to focus to improve residents' satisfaction with council, our engagement, communication, and service delivery.

Key findings for where council should focus its attention and seek improvements include:

- The reputation index of the council is reasonably positive at 66; with 53% very satisfied with the quality of services provided and a 48% level of trust. However, there is an opportunity to increase council's reputation for providing strong leadership (39% satisfaction), and making good financial decisions (35% satisfaction).
- 47% of respondents were satisfied with the overall performance of council; however the level of satisfaction of value for rates paid is lower at 41%.
- A quarter of respondents (sample 332) have had contact with council in the last year. Of these 55% were satisfied with the service received, and 45% were not satisfied.
- Overall satisfaction with communication and engagement was 46%. This included high levels of satisfaction with the website and events (63% and 52%), while there was low satisfaction around open and transparent communications (32%), and how well council involves the community in decision making (32%).
- Residents tend to get their information about council from newspapers, newsletters, the website and letters from council, with letters being the preferred method.

Respondents were asked to identify their ethnicity as part of the survey. Of the total sample size of 332, 63 respondents (32%) identified themselves as Māori. The survey Appendix provides a high level comparison between Māori and Non-Māori responses. The survey indicates that:

- Māori residents generally have a more positive perspective of the council's reputation and are more likely to be 'champions' and less likely to be 'sceptics' relative to Non-Māori residents
- No significant differences in sentiment between Māori and Non-Māori regarding the individual reputation, communication, engagement and perception of value for money measures
- Māori have a higher satisfaction with Council's presence at events than Non-Māori.

Other survey results:

Although we cannot make comparisons with our peers, due to the wide variation to the methodology, questions, and scales used to undertake and measure bespoke perception surveys, and our inability to provide the overarching context, some of the results of the Auckland Council survey and the Local Government New Zealand (LGNZ) survey findings are provided as follows:

LGNZ:

The 2015 Report on New Zealand Local Government Survey results are:

- Overall reputation Index of 29% (page 9 LGNZ national survey)

LGNZ Northland Regional Council Public Booster (comprehensive indices for all four Northland councils):

- Overall performance of local government, national survey = 40% (pg 20 LGNZ Northland Public Boost report)
- Local government leads on matters of importance to communities = 40% (pg 23 LGNZ Northland Public Boost report)
- Local government keeps people informed about what it is doing = 46% (pg 23 LGNZ Northland Public Boost report)
- Local government provides good value for rates spent = 19% (pg 24 LGNZ Northland Public Boost report).

Auckland Council:

2016 Summary 'Measuring Auckland Council's trust and reputation, baseline results summary – June 2016':

- Reputation Index = 45 (slide 7 of summary)
- Satisfaction with council's overall performance = 15% total satisfied, with 44% neutral (slide 12 of summary).

Auckland Council Citizens Insights Monitor – March 2016:

- Keeps the public informed about what is planned for Auckland = 27% agree or strongly agree (Slide 21)
- Keeps the public informed about what is happening = 23% agree or strongly agree (Slide 21)
- Keeps the public information on how rates are spent = 19% agree or strongly agree (Slide 21).

Next steps:

If council is to address these results and improve resident satisfaction, then an all of council response is required.

Council has already started this programme of work through the establishment of community engagement LTP performance measures, development of a Customer Excellence Strategy, the recent appointment to a newly established position of Customer Services Manager, and development of a Communications Strategy and an Online Strategy (subject of a separate agenda item).

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Further work will be required to coordinate these work streams, identify issues and opportunities, and develop a holistic package of actions.

Staff have been directed to develop a draft action plan which will be workshopped with the council in September 2016. In developing this action plan, the committees is invited to provide council with advice as to what steps council should be considered to improve residents satisfaction with the services, engagement, communication and decision making of council.



Northland Regional Council

Resident Satisfaction Full Report – May 2016

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Objectives and Methodology

Specific objectives were to:

- Provide a robust measure of satisfaction with the council's performance in relation to service delivery
- Determine performance drivers and assist the council to identify the best opportunities to further improve satisfaction, including satisfaction among defined groups within the region and its districts
- Assess changes in satisfaction over time and measure progress towards the Long Term Plan objectives

Methodology

- A telephone survey of n=332 residents across the Northland region
- Telephone numbers were achieved by random selection from white pages listings
- The response rate for the survey was 6.2%
- Quota targets were applied to ensure a sufficient sample by key demographic features including age, location, gender and ethnicity
- Post survey the data has been weighted to the 2013 Census data to ensure that the sample is representative of known population distributions within the region
- Interviewing was conducted between 4 April and 13 May 2016
- At an aggregate level the survey has an expected confidence interval at the 95% level (margin of error) of +/-5.3%

Notes

- Due to rounding, figures may add to just under/over (+/- 1%) 100%



Executive summary

Key Findings

1

Overall performance for Northland Regional Council is reasonable with 47% of Northland residents providing a '*satisfied*' (% 7-10) assessment of its performance. Whangarei residents are more likely than residents in the Far North to rate the council well for overall performance

2

Value for rates paid has a high impact on overall satisfaction (57%) and of note is the area evaluated lowest by residents, with just over four in ten (41%) giving a '*satisfied*' rating. Improving value perceptions represents the most significant opportunity for the council

3

Council is seen to have a reasonably positive reputation of 66 which falls within the acceptable range of 60-79. For the evaluation, residents were asked to consider attributes such as leadership, financial management, trust and quality of services provided. Half (50%) the residents evaluate overall reputation as '*good*' (%7-10 out of 10) and only 16% of residents rated council's reputation poorly

4

Northlanders are generally aware of many of the core services provided by Northland Regional Council, however there is opportunity to improve awareness that it provides services such as the Enviroschools programme, the bus services, and provides funding of emergency rescue services and special projects

5

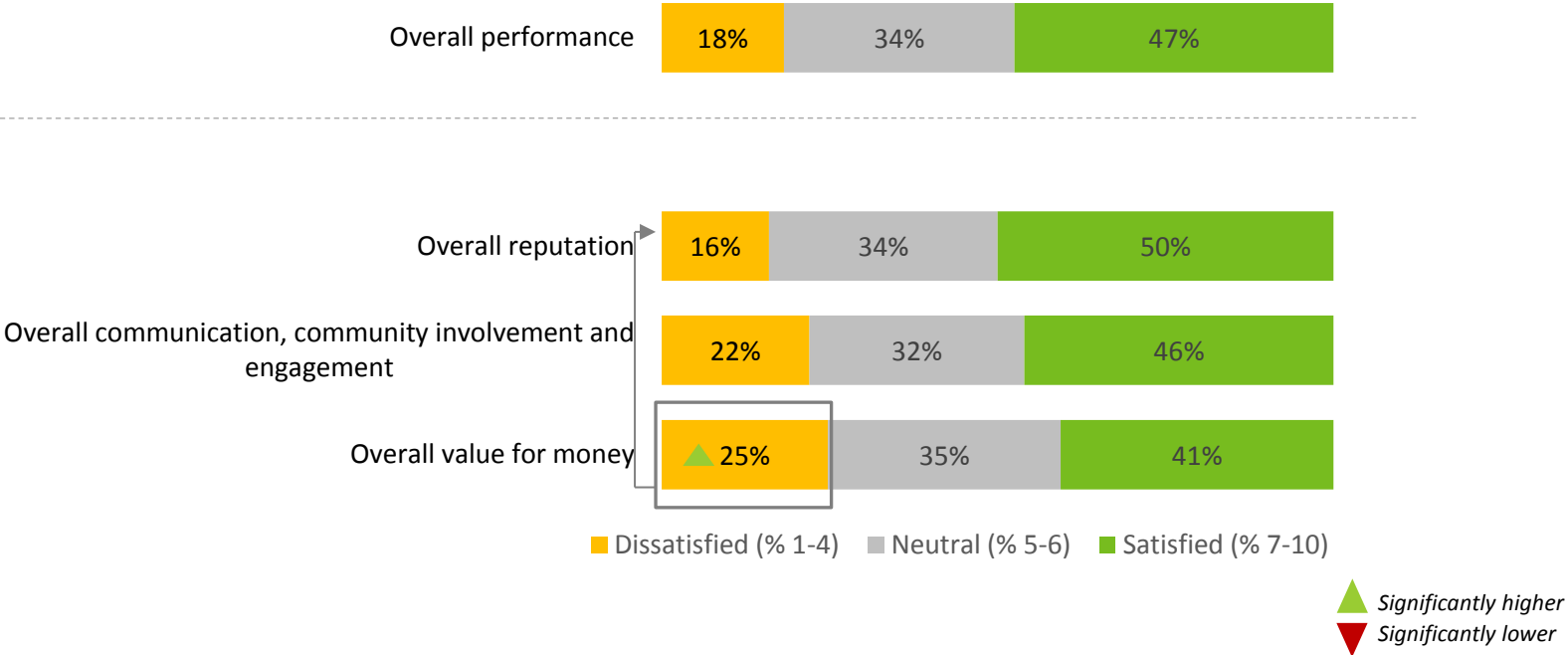
There is also opportunity to increase satisfaction with the level of service received when residents interact with the council through enquiries, requests or complaints. Of residents who have contacted the council in the last 12 months, 45% are not satisfied with the service they received. We recommend further investigation into this area



Key performance measures

Close to five in ten (47%) residents rate overall performance 7 or more out of 10; of note is the significantly higher dissatisfaction score for overall value for money compared to overall reputation

Key performance measures



1. Q15. Now taking everything we've talked about into consideration - reputation, services provided and value for money, how satisfied are you with the overall performance of Northland Regional Council? Excludes 'don't know' n=7

2. Q6. Now considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation? Excludes 'don't know' n=13

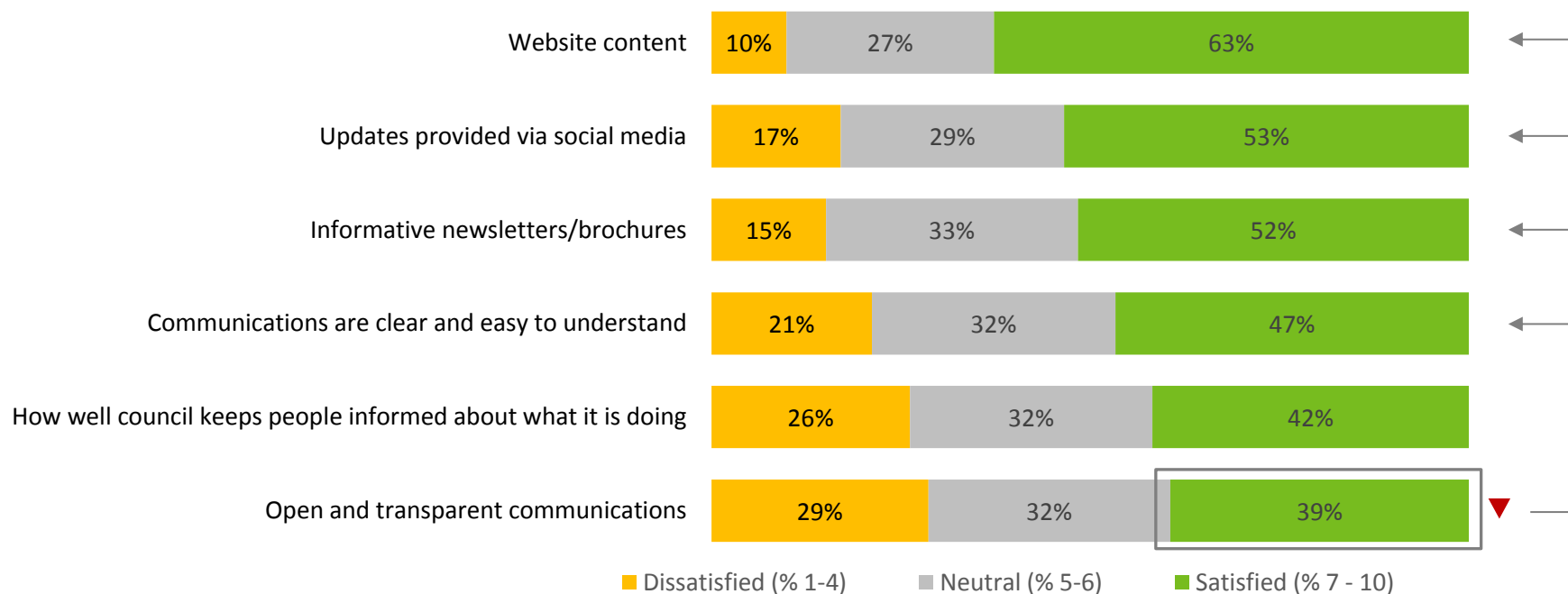
3. Q10. Overall, how satisfied are you with how well the Council communicates with the community? Excludes 'don't know' n=9



4. Q14. Considering all the services and facilities that the Northland Regional Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? Pay rates n=309. Excludes 'don't know' n=5

6. Total sample n=332

Council rates particularly poorly for open and transparent communications (39%), scoring significantly lower for satisfaction than all other measures except keeping people informed (42%)

Other measures - communication

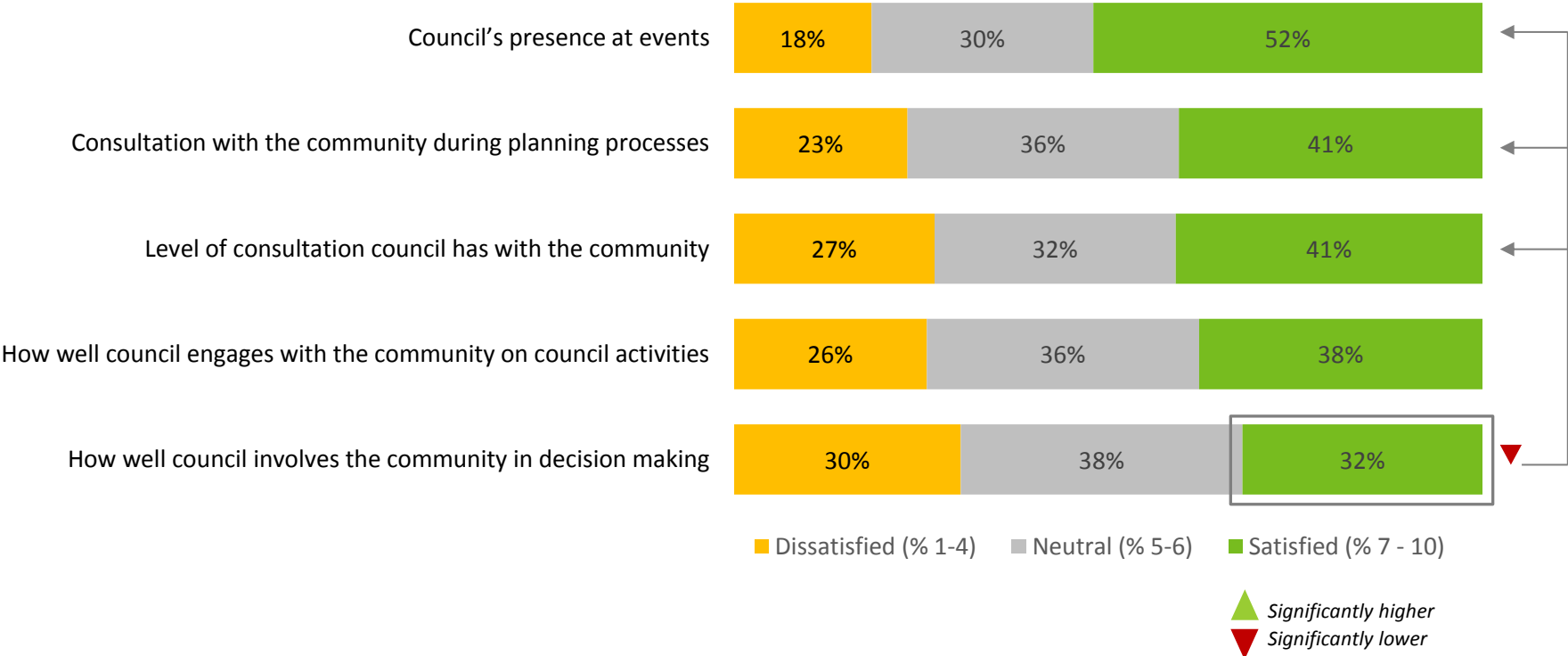


 Significantly higher
 Significantly lower

- Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following/Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
- Total sample n=332

In terms of community engagement, the council rates significantly lower for involving the community in decision making (32%) compared to all measures except for how well it engages with the community on activities (38%)

Other measures - engagement



1. Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following/Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'

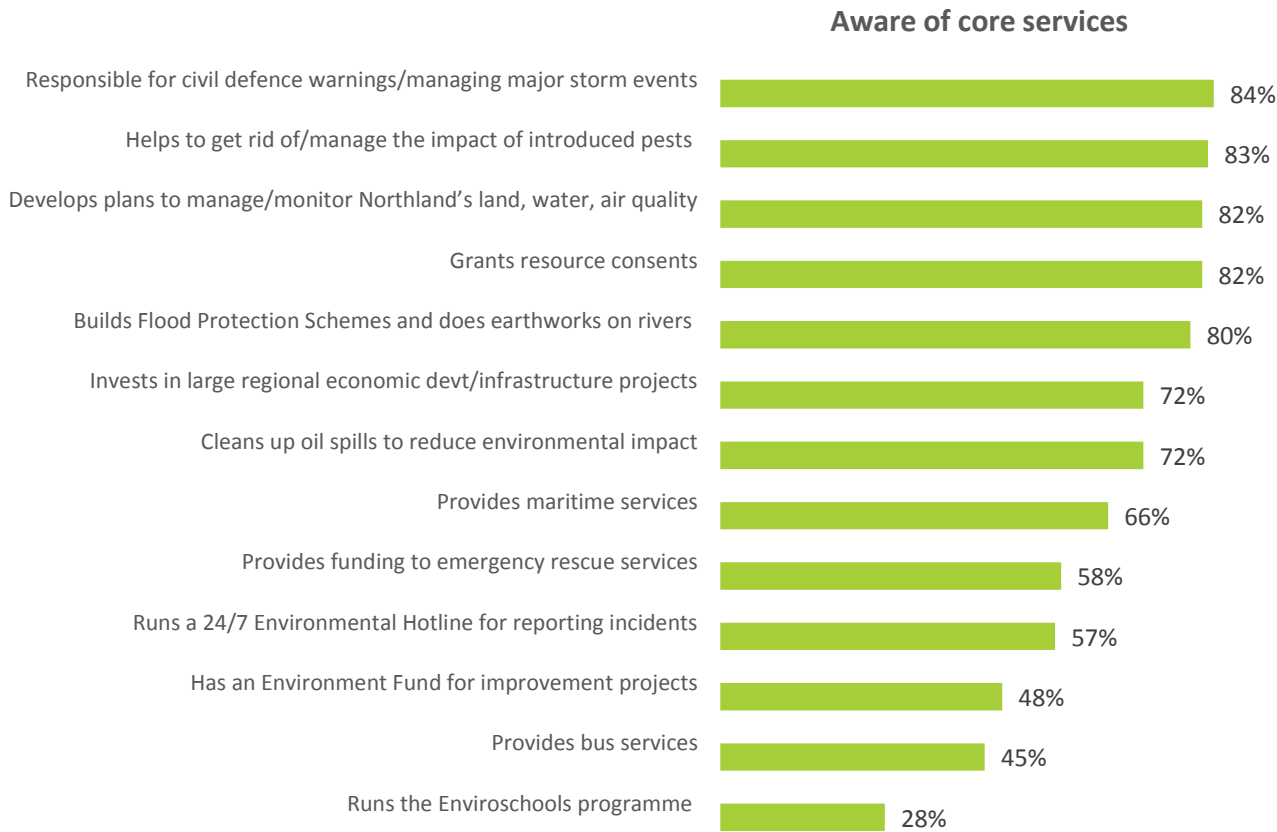
2. Total sample n=332



Awareness of core services

Residents are very aware of the council’s responsibilities for warnings, pest control, management of land, air and water quality but less aware it provides the Enviroschools programme, suggesting an opportunity to promote the council’s involvement in this service

Proportion of residents aware of core services



1. Q1. Are you aware that Northland Regional Council...?
2. Total sample n=332

Higher awareness that the council provides the service evident from females (34%) and to some extent those in Whangarei and Kaipara, while those in the Far North are less aware

Enviroschools programme by demographics

		Gender		Age			District			Ethnicity	
	Total	Male n=154	Female n=178	18-49 n=129	50-64 n=105	65+ n=98	Whangarei n=175	Kaipara n=32	Far North n=125	Non-Maori n=291	Maori n=63
<u>Aware</u> Northland Regional Council provides	28%	22%	34%	27%	34%	23%	34%	31%	21%	27%	33%
<u>Not aware</u> Northland Regional Council provides	72%	78%	66%	73%	66%	77%	66%	69%	79%	73%	67%

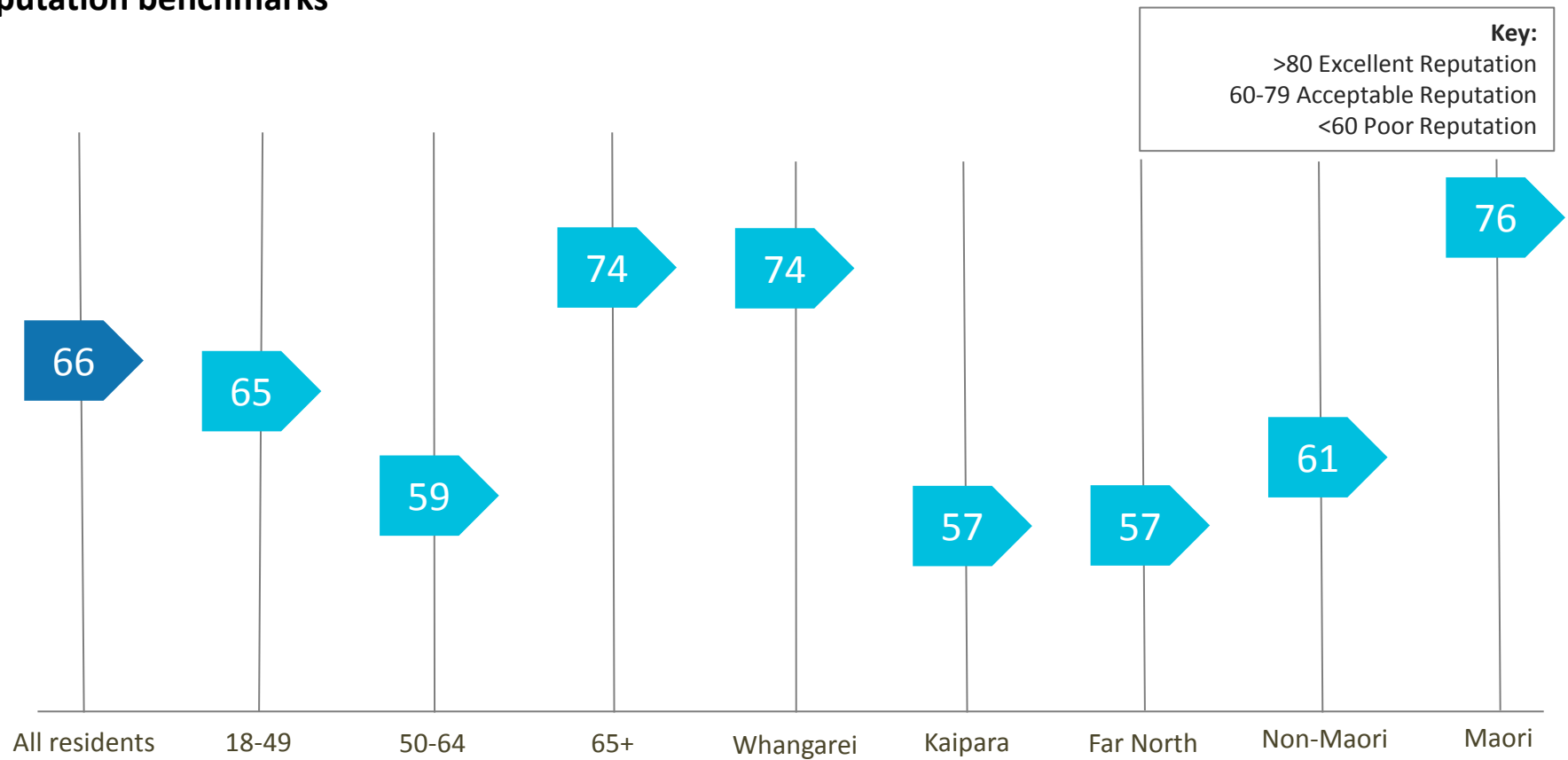
1. Q1. Are you aware that Northland Regional Council...?
2. Total sample n=332
3. Multiple response for ethnicity



Reputation

Overall reputation benchmark (66) is reasonably strong and within the acceptable range of 60-79; reputation is strongest with the 65+ group, those living in Whangarei and Maori residents

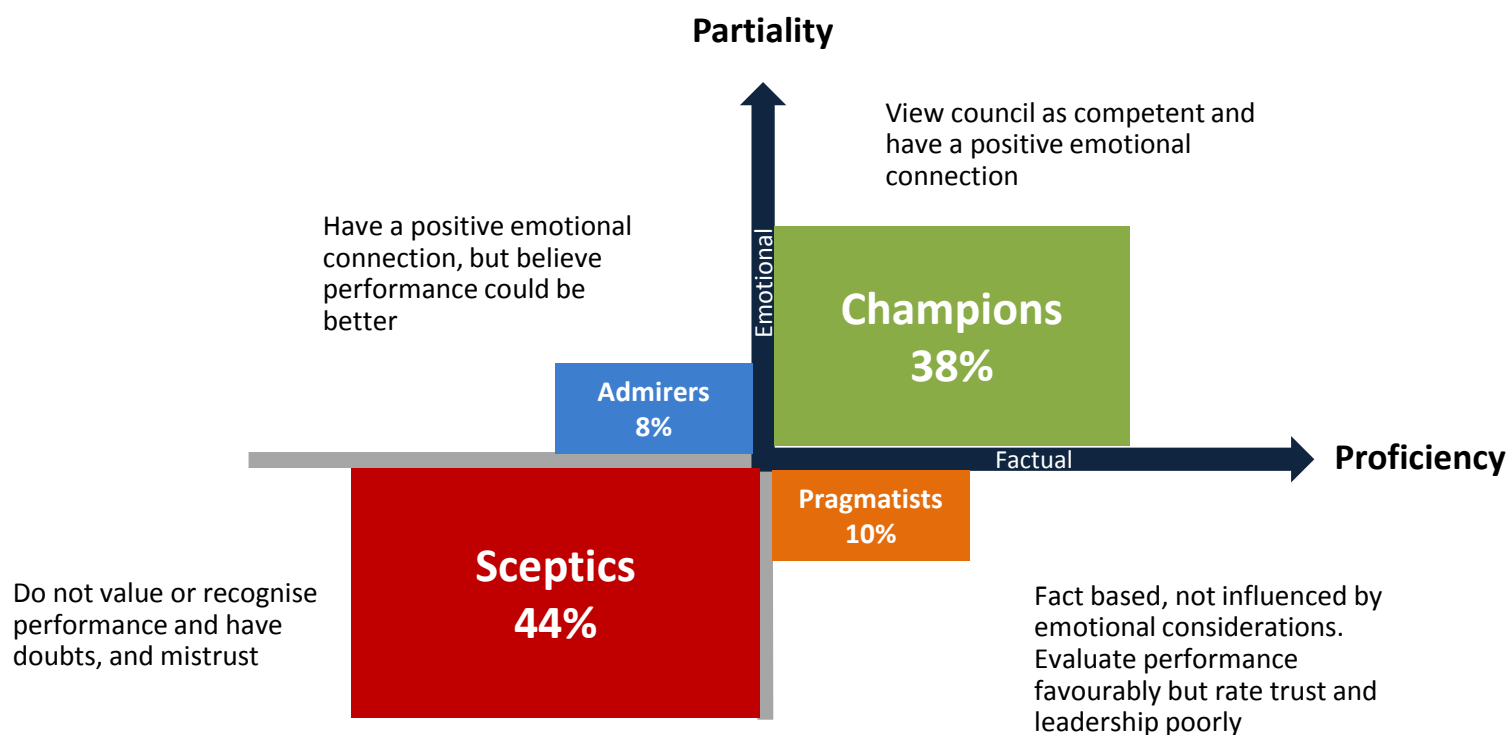
Reputation benchmarks



1. Q6. Now considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?
2. Results have been rescaled to provide maximum possible score of 150 on a scale of -50 to 150
3. Total sample n=332
4. Excludes 'don't know' responses

Almost four in ten Northlanders are '*champions*' who have an emotional connection with the council and evaluate performance favourably, while 44% are '*sceptics*' who evaluate performance poorly

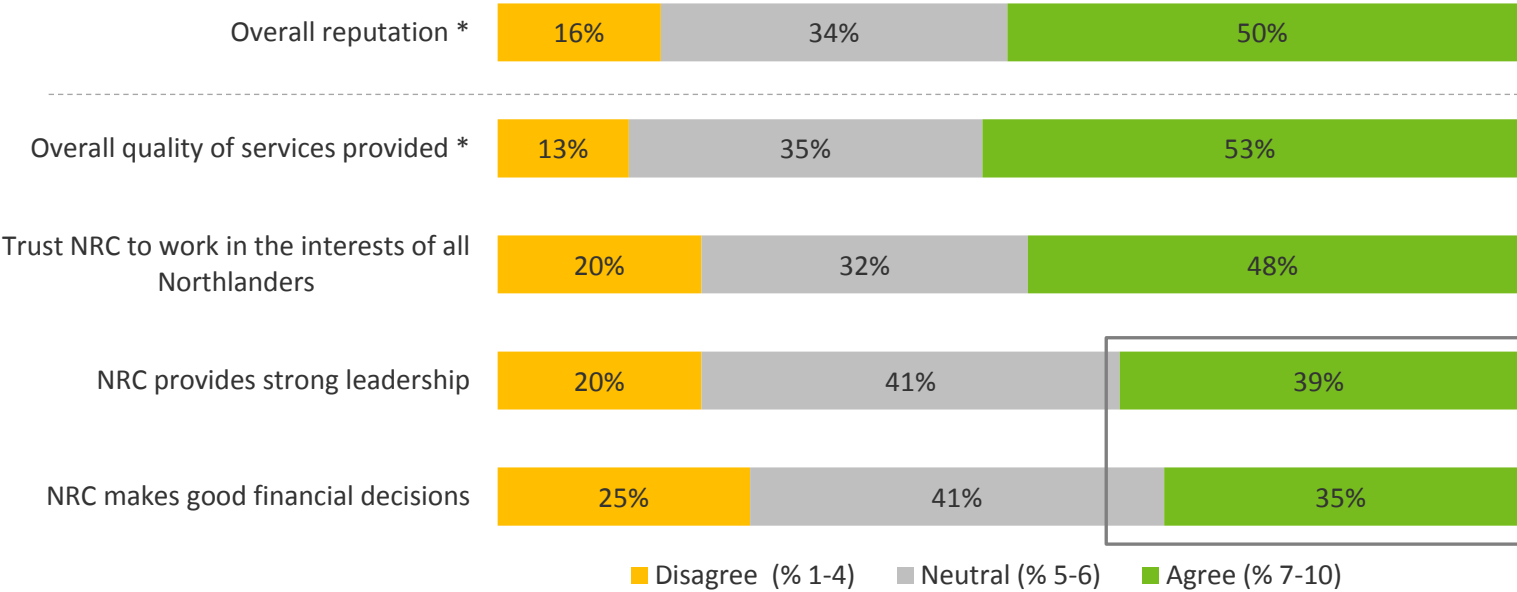
The reputation profile





1. Segments have been derived using the results from a set of five reputation questions: Q2. Leadership, Q3. Trust, Q4 Financial management, Q5 Quality of services provided, Q6 Overall reputation
2. Total sample n=332

Residents are significantly less satisfied with Northland’s *‘leadership’* (39%) and *‘financial decisions’* (35%) compared to the other aspects of reputation

Reputation



 *Significantly higher*
 *Significantly lower*

*** Note - scale is Very poor to Excellent for Overall quality of services provided and Overall reputation**

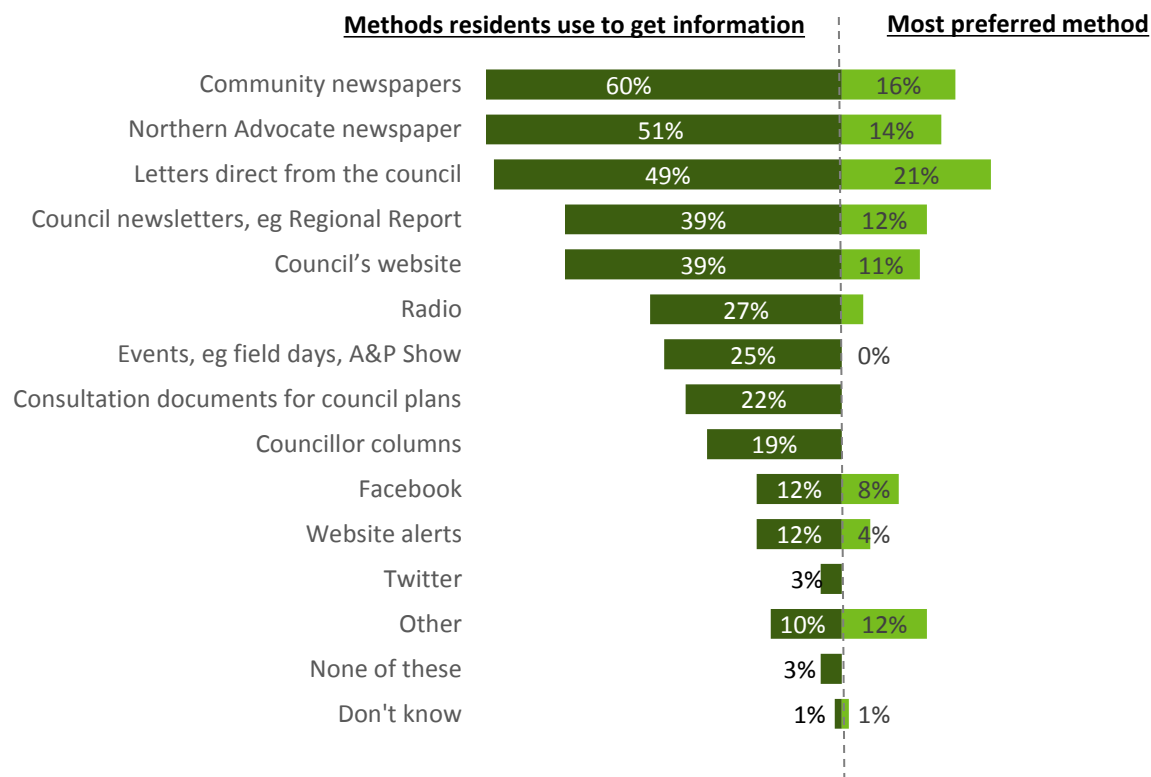
1. Q6. Now considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation? 1 = Very poor, 10 = Excellent. Results exclude ‘don’t know’ n=13
2. Q5. When you think about everything that the Council does, how would you rate the council for the quality of the services they provide the Northland region? 1 = Very poor, 10 = Excellent. Results exclude ‘don’t know’ n=12
3. Q3. You trust Northland Regional Council to work in the best interests of all Northlanders? 1 = Strongly disagree, 10 = Strongly agree. Results exclude ‘don’t know’ n=3
4. Q2. How much do you agree or disagree that Northland Regional Council provides strong leadership and is in touch with the needs of the community? 1 = Strongly disagree, 10 = Strongly agree. Results exclude ‘don’t know’ n=7
5. Q4. Northland Regional Council makes good financial decisions? 1 = Strongly disagree, 10 = Strongly agree. Results exclude ‘don’t know’ n=43
6. Total sample n=332



Communication, community involvement and
engagement

The most preferred method for receiving information about Northland Regional Council is letters direct from the council (21%)

Sourcing information about Northland Regional Council



1. Q7. Which of the following methods do you use for getting information about Northland Regional Council? Multiple response
2. Q7a. And which would be your most preferred way to receive council information? Single response
3. Total sample n=332

The younger age group (18-49) is more likely to get information from the council's website than older age groups; Kaipara residents less likely to use the Northern Advocate or letters from the council than residents in other districts; Maori more likely to rely on letters than non-Maori

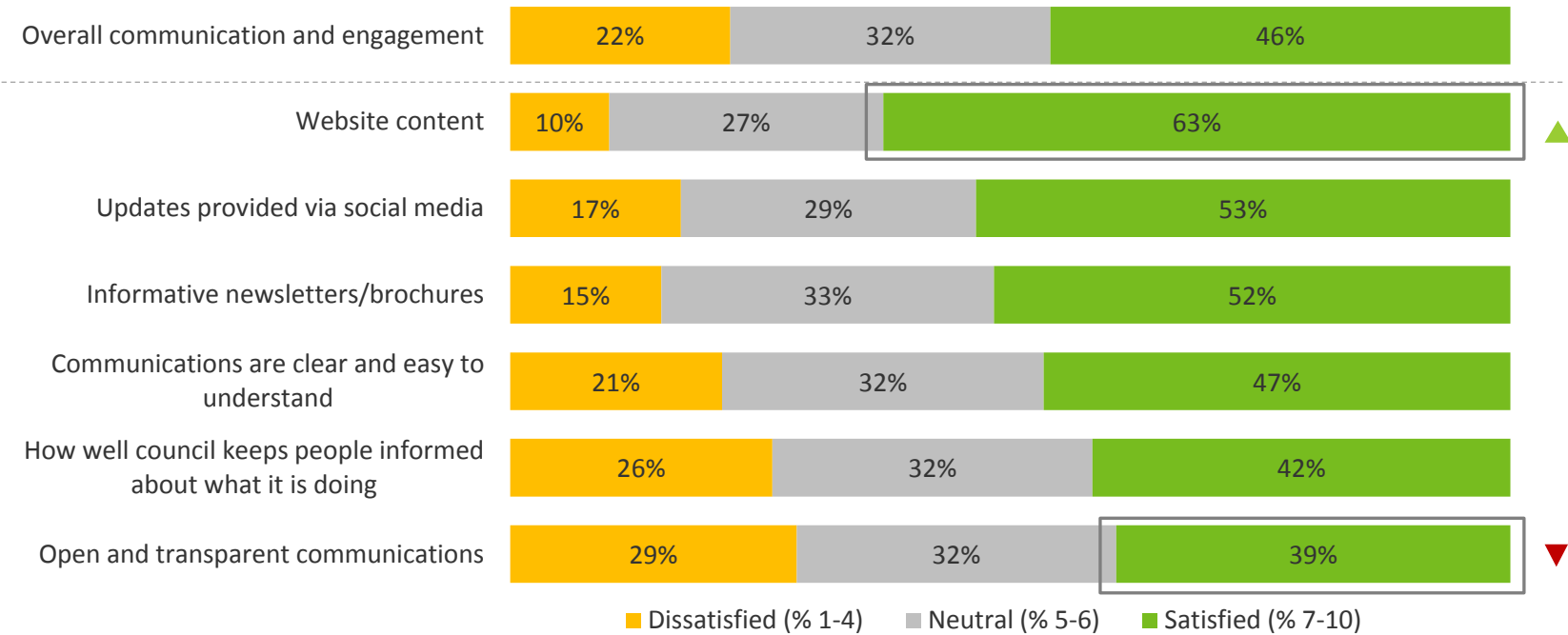
Methods residents use to source council information by demographics



		Gender		Age			District			Ethnicity	
	Total	Male n=150	Female n=172	18-49 n=126	50-64 n=110	65+ n=95	Whangarei n=169	Kaipara n=31	Far North n=122	Non- Maori n=284	Maori n=60
Community newspapers	60%	58%	62%	58%	61%	64%	61%	58%	60%	63%	57%
Northern Advocate newspaper	51%	52%	50%	50%	45%	60%	58%	32%	48%	57%	50%
Letters direct from the council	49%	52%	46%	51%	48%	46%	48%	32%	54%	44%	52%
Council newsletters, eg Regional Report	39%	39%	39%	37%	45%	35%	38%	44%	38%	39%	41%
Council's website	39%	38%	40%	52%	39%	15%	35%	33%	46%	37%	41%

1. Q7. Which of the following methods do you use for getting information about Northland Regional Council? Multiple response
2. Base: n=322 residents who used one of the methods to source information

The council does particularly well with its website (significantly so compared to all measures except updates via social media); significantly lower satisfaction for open and transparent communications (39%) compared to all other measures except keeping residents informed

Satisfaction with communication

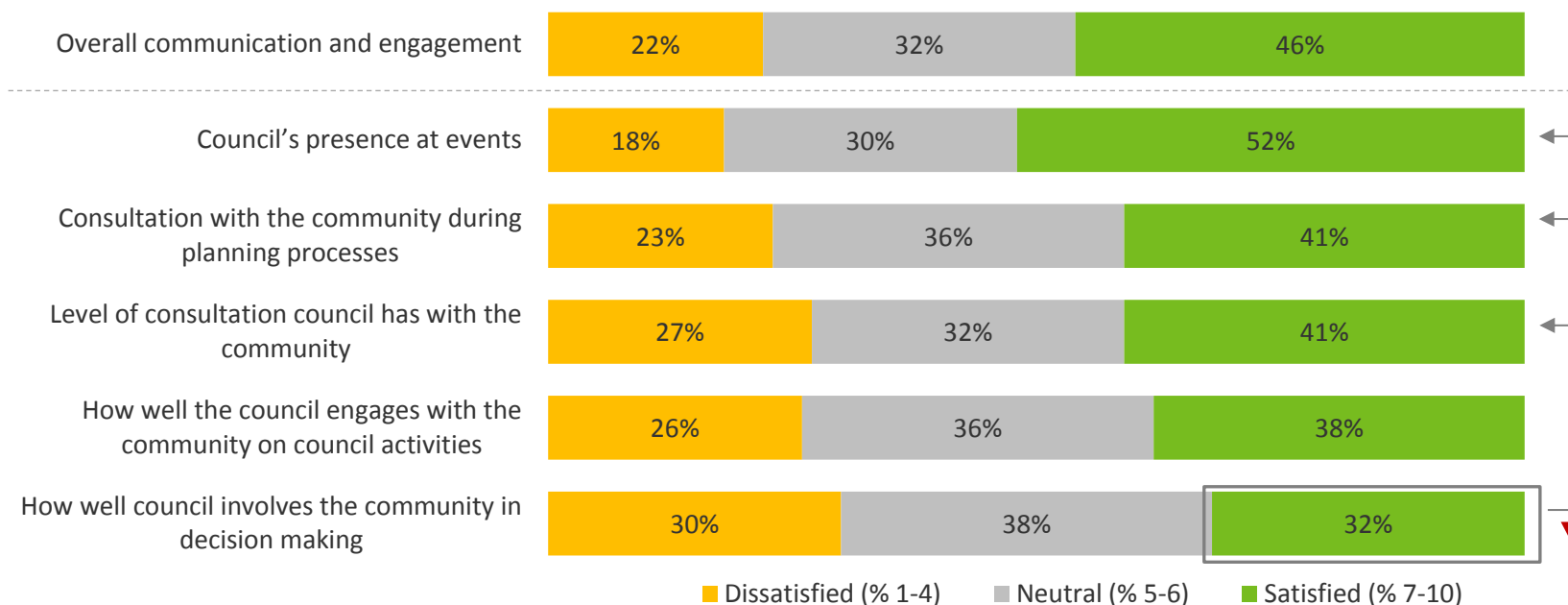




 Significantly higher
 Significantly lower

1. Q10. And how satisfied are you with the council for? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=9
2. Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following/Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
3. Total sample n=332

Significantly lower satisfaction with how well council involves the community in decisions (32%) than for all other engagement measures, except engaging the community on council activities

Satisfaction with engagement



 Significantly higher
 Significantly lower

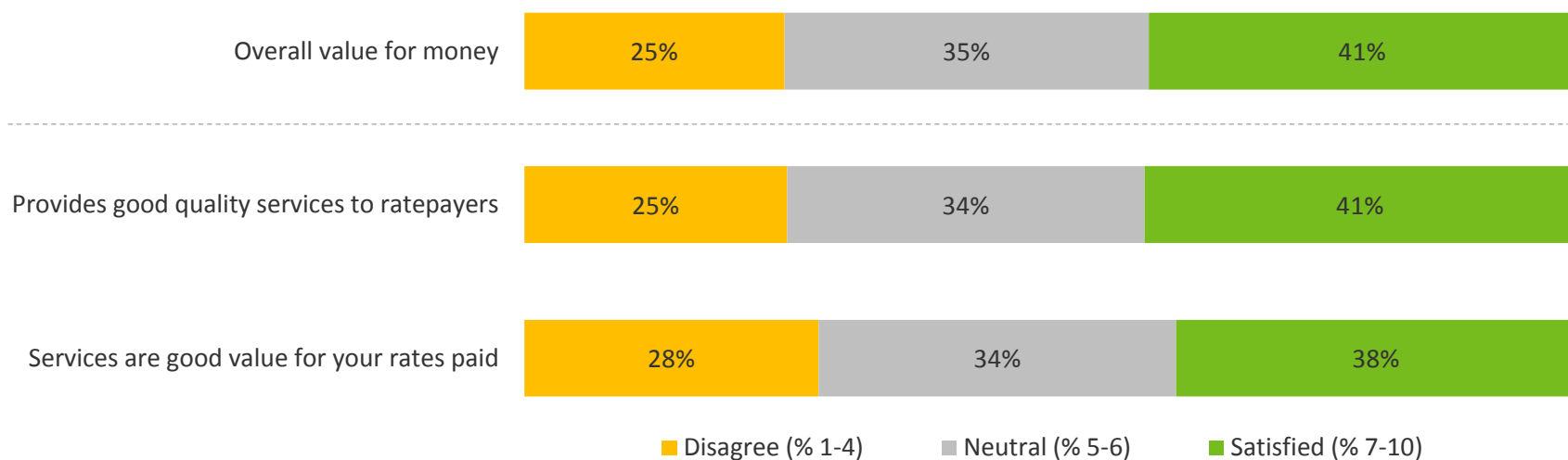
1. Q10. And how satisfied are you with the council for? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=9
2. Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following/Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
3. Total sample n=332



Value for money

Just over four in ten (41%) Northland ratepayers are satisfied with the overall value for money for the rates they pay to Northland Regional council, while a quarter are dissatisfied

Satisfaction with value for money



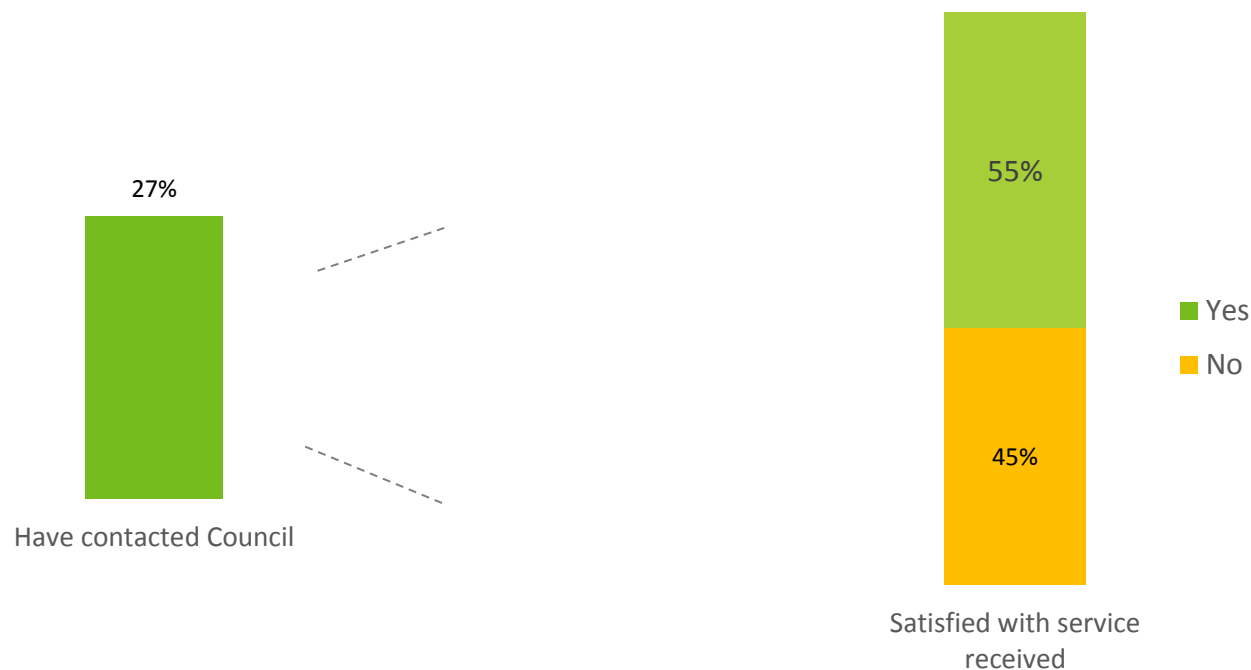
1. Q14. Considering all the services and facilities that the Northland Regional Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? 1 = Very dissatisfied, 10 = Very satisfied. Excludes 'don't know' n=5
2. Q13. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how much do you agree or disagree that Northland Regional Council...? n=309 Pay rates. Results exclude 'don't know' n=10
3. Total sample n=332



Contact with council

Just over a quarter (27%) of residents had contacted the council with an enquiry, request for service or complaint in the last year; 55% of these residents were satisfied with the service received

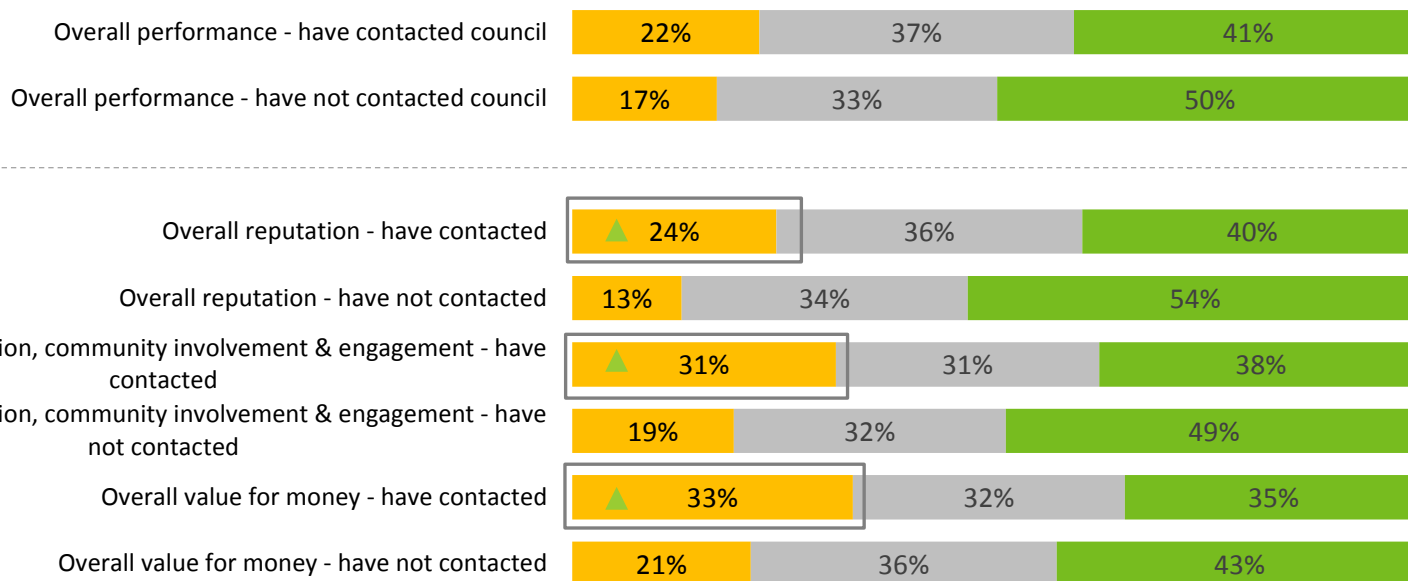
Contact with council





1. Q11. Have you made an enquiry, request for service, or a complaint to Northland Regional Council over the last 12 months? Total sample n=332
2. Q12. Were you satisfied with the level of service you received from the council regarding your enquiry? Base: n=92 Have contacted Council in last 12 months

Generally those who have contacted the council are much more likely to be dissatisfied across the key performance measures compared to those who have not contacted the council

Have had contact with the council by key performance measures



 Significantly higher
 Significantly lower

 Dissatisfied (% 1-4)  Neutral (% 5-6)  Satisfied (% 7-10)

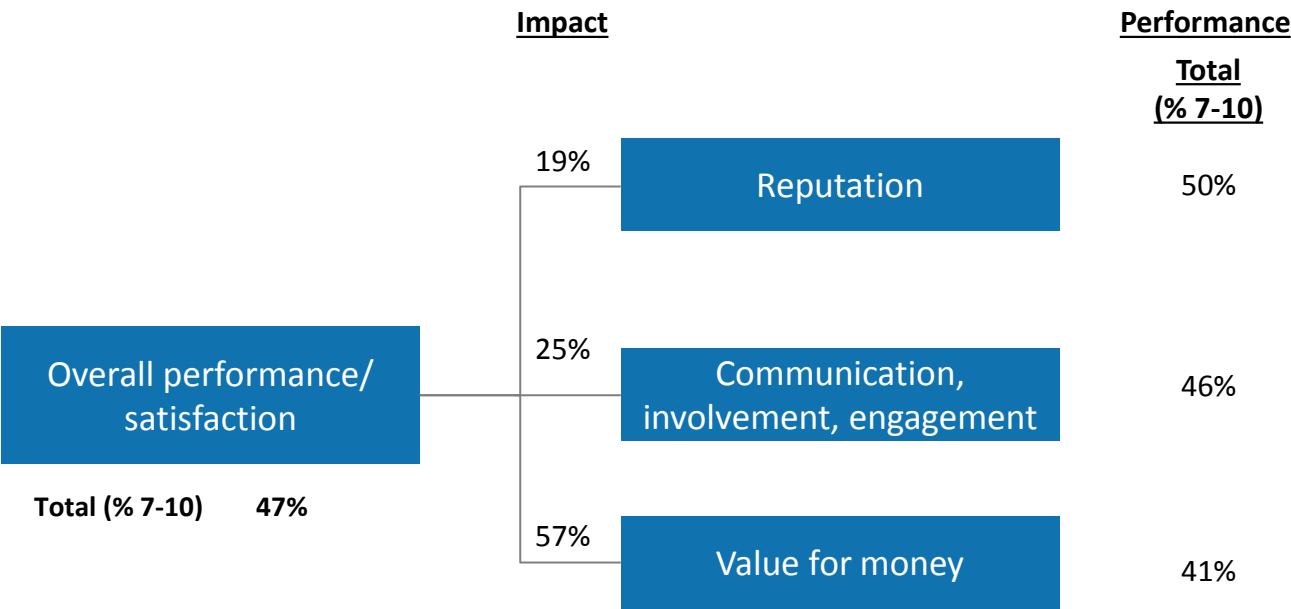
1. Q11. Have you made an enquiry, request for service, or a complaint to Northland Regional Council over the last 12 months? Base: n=92 Have contacted Council in last 12 months, n=240 have not contacted council. Results exclude 'don't know'
2. Q15. Now taking everything we've talked about into consideration - reputation, services provided and value for money, how satisfied are you with the overall performance of Northland Regional Council? Results exclude 'don't know'
3. Q6. Now considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation? Results exclude 'don't know'
4. Q10. Overall, how satisfied are you with how well the Council communicates with the community? Results exclude 'don't know'
5. Q14. Considering all the services and facilities that the Northland Regional Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? Base: n=84 pay rates and have contacted council, n=225 pay rates and have not contacted council. Results exclude 'don't know'



Driver analysis

Overall satisfaction with the council is most strongly driven by ‘*value for money*’ (57%) followed by ‘*communication, involvement and engagement with the community*’ (25%)

Performance drivers



1. Q15. Now taking everything we’ve talked about into consideration - reputation, services provided and value for money, how satisfied are you with the overall performance of Northland Regional Council? 1 = Very dissatisfied, 10 = Very satisfied. Excludes ‘don’t know’ n=7

2. Q6. Now considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation? 1 = Very poor, 10 = Excellent. Excludes ‘don’t’ know’ n=13

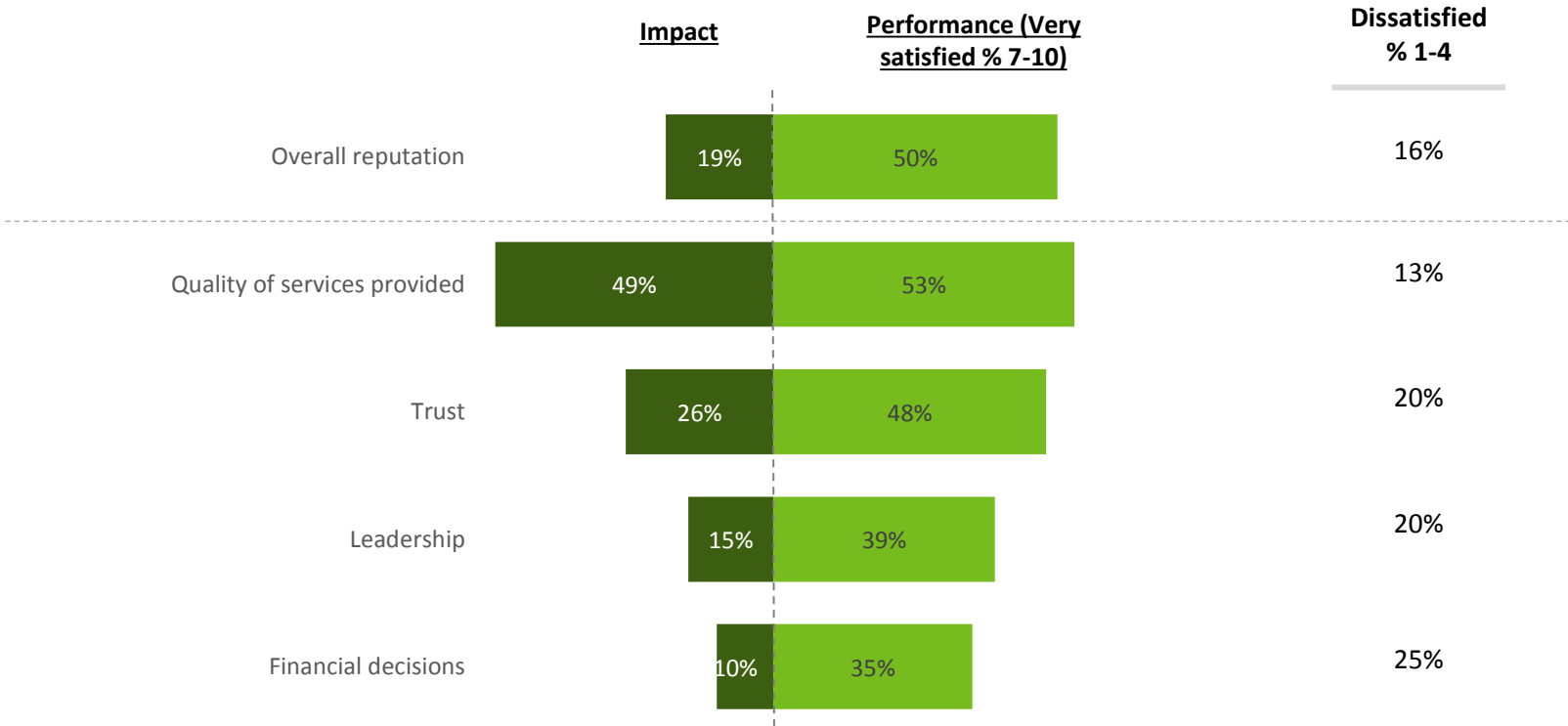
3. Q10. Overall, how satisfied are you with how well the Council communicates with the community? 1 = Very dissatisfied, 10 = Very satisfied. Excludes ‘don’t know’ n=9

4. Q14. Considering all the services and facilities that the Northland Regional Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? 1 = Very dissatisfied, 10 = Very satisfied. Excludes ‘don’t know’ n=5

5. Total sample n=332

‘Quality of services’ (49%) has the strongest impact on ‘overall reputation’, however reputation has the least impact on overall satisfaction

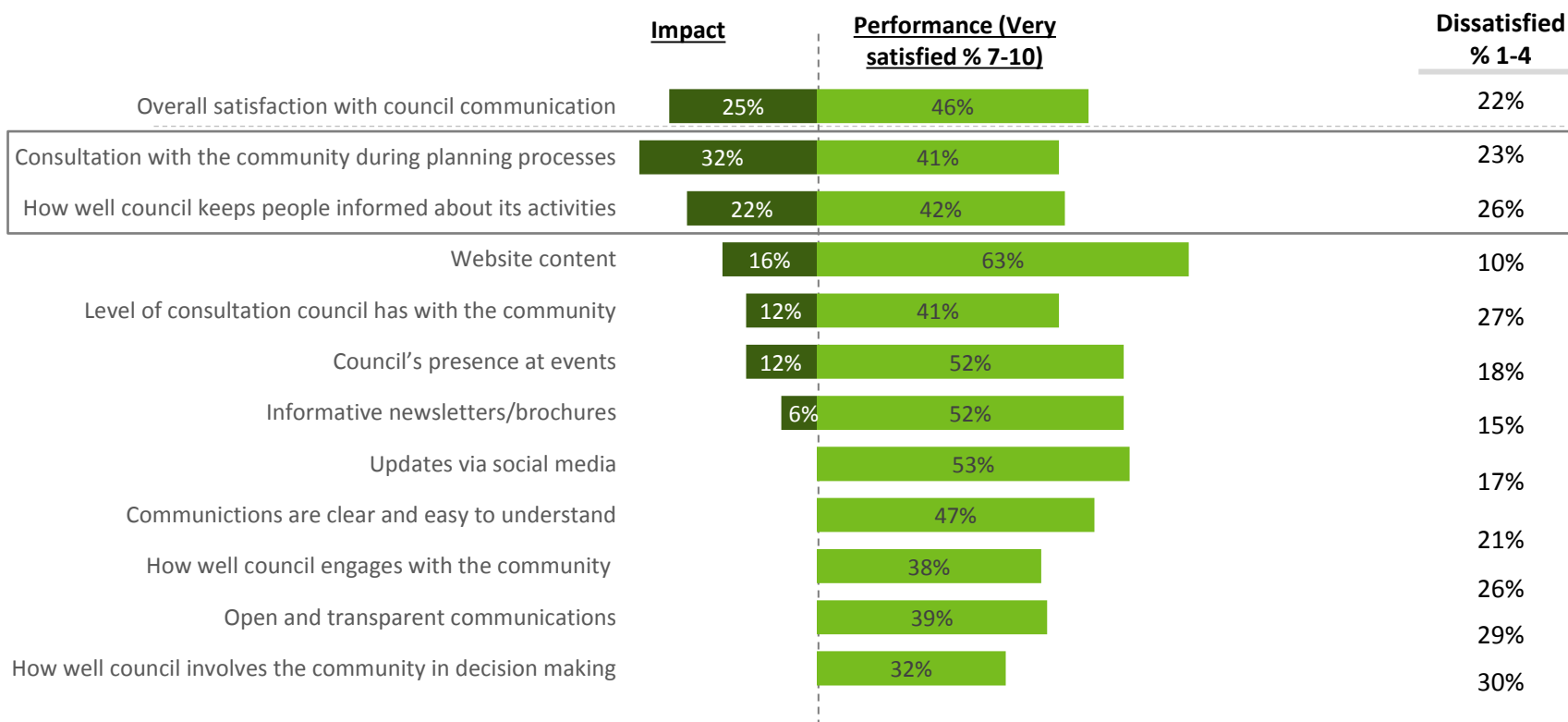
Reputation



1. Q6. Now considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation? 1 = Very poor, 10 = Excellent. Results exclude ‘don’t know’ n=13
2. Q5. When you think about everything that the Council does, how would you rate the council for the quality of the services they provide the Northland region? 1 = Very poor, 10 = Excellent. Results exclude ‘don’t know’ n=12
3. Q3. You trust Northland Regional Council to work in the best interests of all Northlanders? 1 = Strongly disagree, 10 = Strongly agree. Results exclude ‘don’t know’ n=3
4. Q2. How much do you agree or disagree that Northland Regional Council provides strong leadership and is in touch with the needs of the community? 1 = Strongly disagree, 10 = Strongly agree. Results exclude ‘don’t know’ n=7
5. Q4. Northland Regional Council makes good financial decisions? 1 = Strongly disagree, 10 = Strongly agree. Results exclude ‘don’t know’ n=43
6. Total sample n=332

‘Consultation with the community’ and ‘keeping people informed’ represent improvement opportunities due to their high impact and relatively low performance scores

Satisfaction with communication and engagement



1. Q10. Overall, how satisfied are you with how well the Council communicates with the community? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=9
2. Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
3. Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
4. Total sample n=332

Perceptions of value for money relating to services received need to be improved as this has a particularly large impact on satisfaction and is resulting in a poor overall performance score

Satisfaction with value for money



* Note - scale is Very dissatisfied to Very satisfied for Overall value

1.

Q14. Considering all the services and facilities that the Northland Regional Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? 1 = Very dissatisfied, 10 = Very satisfied. n=309 Pay rates. Results exclude 'don't know' n=5

2.

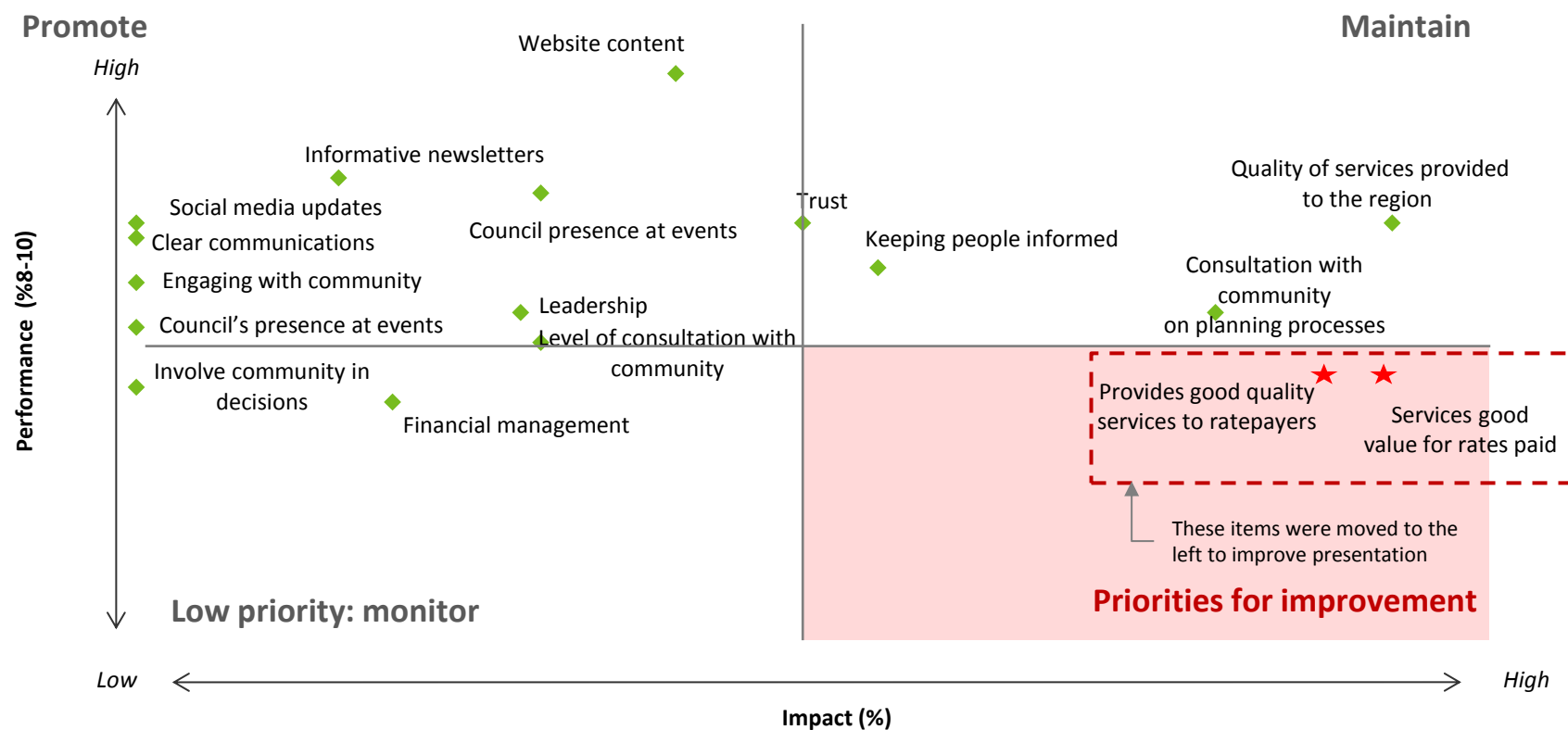
Q13. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how much do you agree or disagree that Northland Regional Council...? n=309 Pay rates. Results exclude 'don't know'

3.

Total sample n=332

The priority for Northland Regional Council is to do with ‘value’ – providing ‘good quality services to ratepayers’ and ‘services are good value for rates paid’

Priority assessment – improvement opportunities





Appendix – age, district and ethnicity

Younger residents less likely to be aware the council provides civil defence warnings, cleans up oil spills, provides maritime services or provides funding to emergency rescue; Far North residents also less likely to know about the emergency rescue service

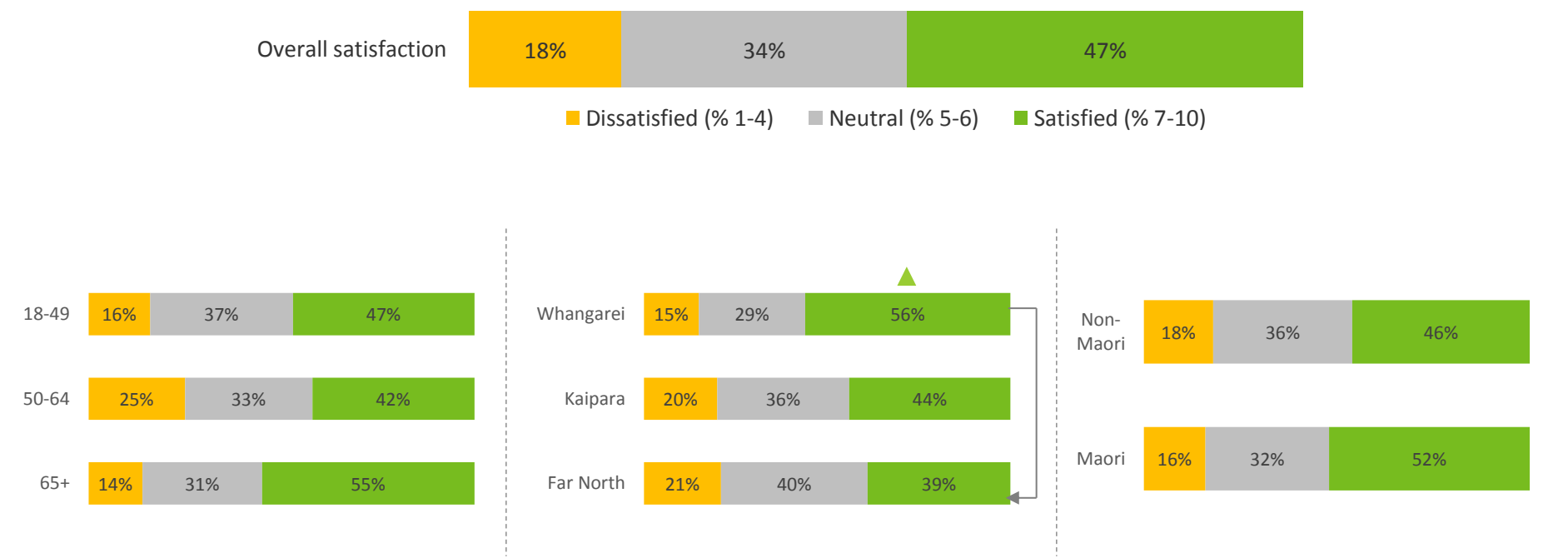
By age, district and ethnicity



		Age			District			Ethnicity	
	Total	18-49 n=129	50-64 n=105	65+ n=98	Whangarei n=175	Kaipara n=32	Far North n=125	Non-Maori n=291	Maori n=63
Responsible for civil defence warnings/managing major storm events	84%	75%	92%	93%	89%	71%	82%	87%	78%
Helps to get rid of/manage the impact of introduced pests	83%	84%	80%	84%	84%	71%	84%	86%	78%
Develops plans to manage/monitor Northland's land, water, air quality	82%	77%	88%	84%	79%	88%	83%	86%	78%
Grants resource consents	82%	81%	84%	80%	83%	84%	79%	86%	71%
Builds Flood Protection Schemes and does earthworks on rivers	80%	76%	83%	83%	82%	72%	78%	83%	71%
Invests in large regional economic devt/infrastructure projects	72%	71%	81%	62%	74%	77%	68%	74%	69%
Cleans up oil spills to reduce impact on environment	72%	61%	84%	80%	78%	73%	66%	77%	65%
Provides maritime services	66%	56%	73%	79%	69%	62%	65%	68%	60%
Provides funding to emergency rescue services	58%	47%	65%	72%	66%	62%	48%	62%	51%
Runs a 24/7 Environmental Hotline for reporting incidents	57%	52%	57%	65%	61%	53%	53%	58%	54%
Has an Environment Fund for improvement projects	48%	51%	43%	48%	53%	68%	38%	52%	46%
Provides bus services	45%	42%	50%	43%	64%	19%	30%	47%	42%
Runs the Enviroschools programme	28%	27%	34%	23%	34%	31%	21%	27%	33%

1. Q1. Are you aware that Northland Regional Council... (by age, district and ethnicity (Multiple response for ethnicity)
2. Total sample n=332

Close to half (47%) the residents are very satisfied with the overall performance of the council, of note residents in Whangarei are more satisfied than those in the Far North

Overall performance

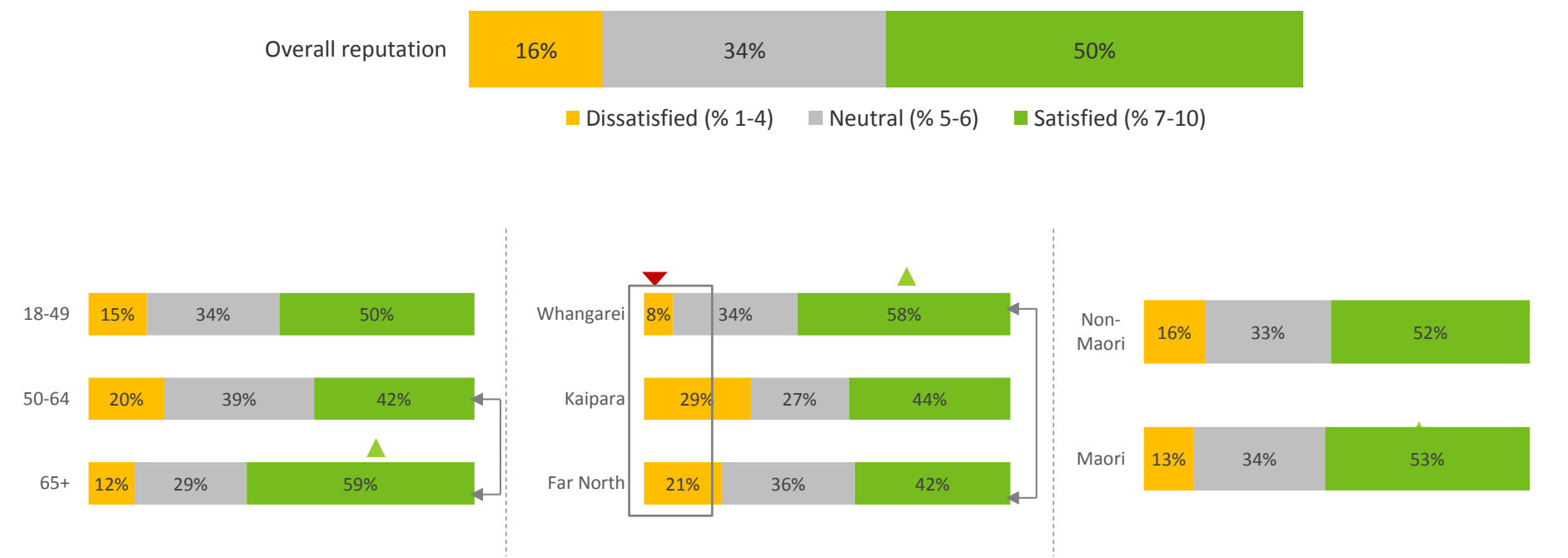


 Significantly higher
 Significantly lower

1. Q15. Now taking everything we’ve talked about into consideration - reputation, services provided and value for money, how satisfied are you with the overall performance of Northland Regional Council? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude ‘don’t know’ n=7
2. Total sample n=332 (18-49 n=129, 50-64 n=105, 65+ n=98, Whangarei n=175, Kaipara n=32, Far North n=125, Non-Maori n=291, Maori n=63. Multiple response for ethnicity)

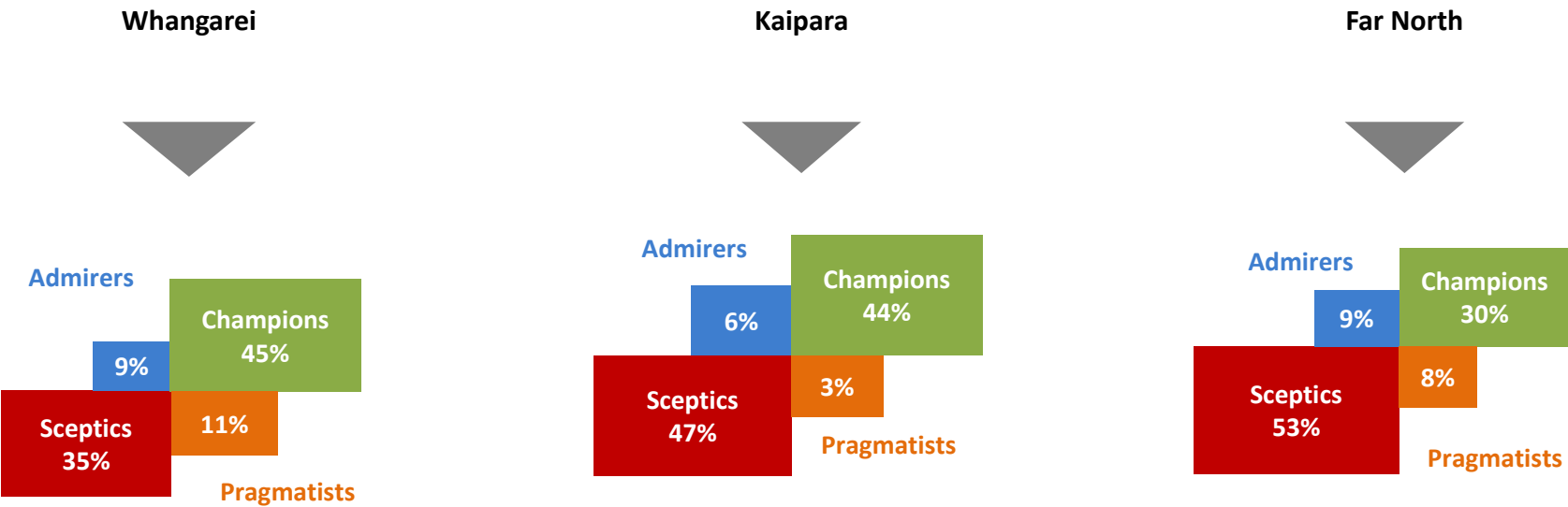
The 65+ age group significantly more likely to be satisfied with overall reputation than those aged 50-64 years

Overall reputation



Whangarei and Kaipara residents have a more positive perspective of the council’s reputation and are more likely to be ‘champions’ and less likely to be ‘sceptics’ relative to residents in the Far North

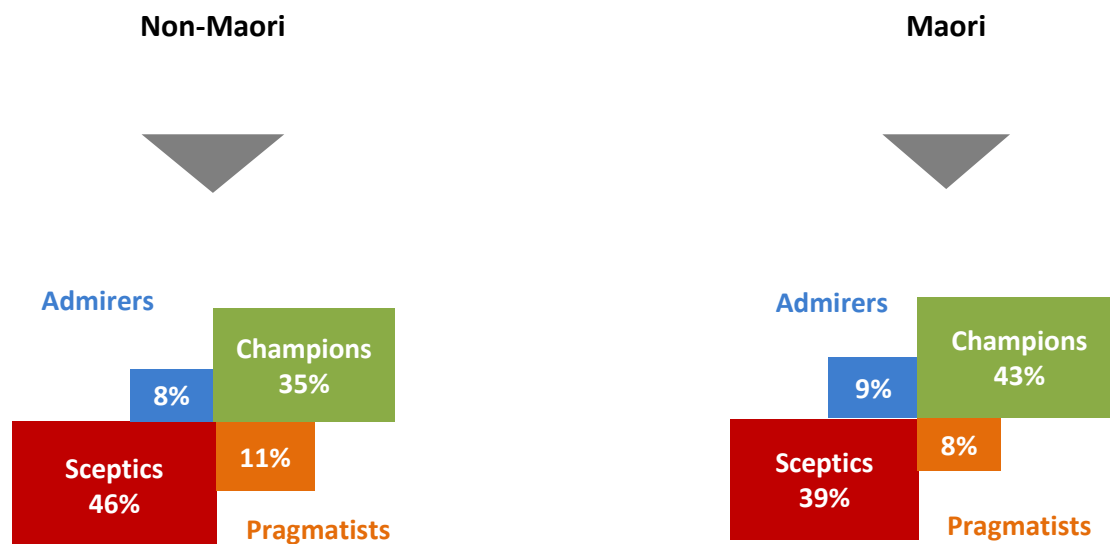
The reputation profile by district



1. Segments have been derived using the results from a set of five overall level questions
2. Q2. Leadership, Q3. Trust, Q4 Financial management, Q5 Quality of services provided, Q6 Overall reputation
3. Total sample n=332 (Whangarei n=175, Kaipara n=32 Far North n=125)

Maori residents generally have a more positive perspective of the council's reputation and are more likely to be 'champions' and less likely to be 'sceptics' relative to Non-Maori residents

The reputation profile by ethnicity



1. Segments have been derived using the results from a set of five overall level questions
2. Q2. Leadership, Q3. Trust, Q4 Financial management, Q5 Quality of services provided, Q6 Overall reputation
3. Total sample n=332 (Non-Maori n=291, Maori n=63)

65+ age group significantly more likely to be satisfied with overall reputation than those aged 50-64 years

Reputation by age

	Total			18-49 n=129			50-64 n=105			65+ n=98		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall reputation *	16%	34%	50%	15%	34%	50%	20%	39%	42%	12%	29%	59% ▲
Quality of services provided *	13%	35%	53%	11%	35%	54%	17%	33%	51%	11%	37%	52%
Trust	20%	32%	48%	18%	31%	51%	26%	31%	42%	16%	34%	50%
Leadership	20%	41%	39%	17%	45%	38%	22%	42%	36%	21%	33%	46%
Financial decisions	25%	41%	35%	23%	41%	36%	27%	43%	30%	25%	37%	38%

* Note - scale is Very poor to Excellent for Overall reputation and Overall quality of services provided

▲ Significantly higher
▼ Significantly lower

- Q6. Now considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation? 1 = Very poor, 10 = Excellent. Results exclude 'don't know' n=13
- Q5. When you think about everything that the Council does, how would you rate the council for the quality of the services they provide the Northland region? 1 = Very poor, 10 = Excellent. Results exclude 'don't know' n=12
- Q3. You trust Northland Regional Council to work in the best interests of all Northlanders? 1 = Strongly disagree, 10 = Strongly agree. Results exclude 'don't know' n=3
- Q2. How much do you agree or disagree that Northland Regional Council provides strong leadership and is in touch with the needs of the community? 1 = Strongly disagree, 10 = Strongly agree. Results exclude 'don't know' n=7
- Q4. Northland Regional Council makes good financial decisions? 1 = Strongly disagree, 10 = Strongly agree. Results exclude 'don't know' n=43
- Total sample n=332 (18-49 n=129, 50-64 n=105, 65+ n=98)

Whangarei residents are the least likely to be dissatisfied with overall reputation; they are also notably more satisfied with quality of service provided and leadership than Kaipara residents

Reputation by district

	Total			Whangarei n=175			Kaipara n=32			Far North n=125		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall reputation *	16%	34%	50%	8% ▼	34%	58%	29%	27%	44%	21%	36%	42%
Quality of services provided *	13%	35%	53%	7% ▼	31%	62% ▲	23%	29%	48%	17%	40%	42%
Trust	20%	32%	48%	14%	32%	54%	30%	17%	53%	24%	35%	40%
Leadership	20%	41%	39%	15%	38%	47% ▲	28%	27%	44%	23%	48%	29%
Financial decisions	25%	41%	35%	21%	39%	40%	20%	42%	38%	30%	42%	28%

* Note - scale is Very poor to Excellent for Overall reputation and Overall quality of services provided

▲ Significantly higher
▼ Significantly lower

- Q6. Now considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation? 1 = Very poor, 10 = Excellent. Results exclude 'don't know' n=13
- Q5. When you think about everything that the Council does, how would you rate the council for the quality of the services they provide the Northland region? 1 = Very poor, 10 = Excellent. Results exclude 'don't know' n=12
- Q3. You trust Northland Regional Council to work in the best interests of all Northlanders? 1 = Strongly disagree, 10 = Strongly agree. Results exclude 'don't know' n=3
- Q2. How much do you agree or disagree that Northland Regional Council provides strong leadership and is in touch with the needs of the community? 1 = Strongly disagree, 10 = Strongly agree. Results exclude 'don't know' n=7
- Q4. Northland Regional Council makes good financial decisions? 1 = Strongly disagree, 10 = Strongly agree. Results exclude 'don't know' n=43
- Total sample n=332 (Whangarei n=175, Kaipara n=32, Far North n=125)

No significant differences in sentiment between Non-Maori and Maori regarding the individual reputation measures

Reputation by ethnicity

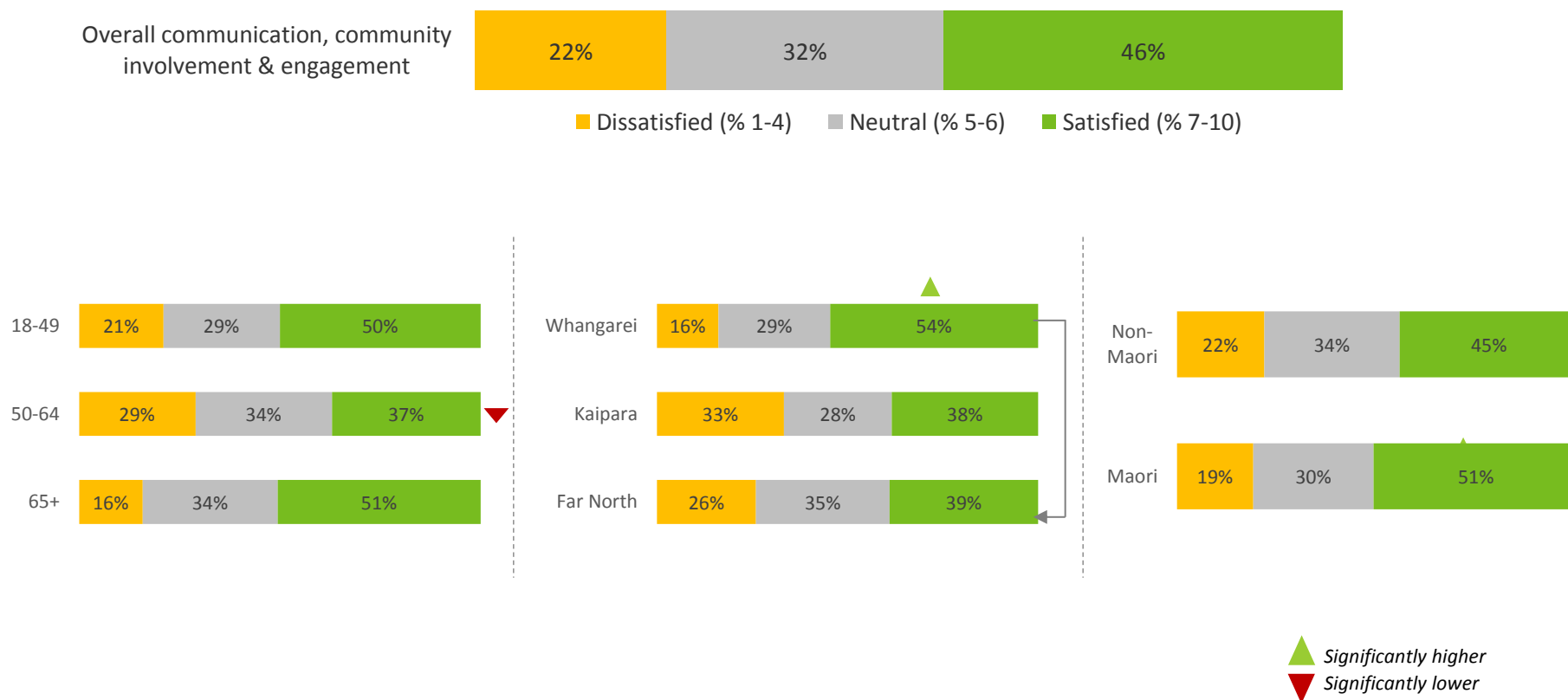
	Total			Non-Maori n=291			Maori n=63		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall reputation *	16%	34%	50%	17%	34%	49%	8%	38%	54%
Quality of services provided *	13%	35%	53%	12%	35%	53%	10%	35%	55%
Trust	20%	32%	48%	21%	32%	47%	12%	33%	55%
Leadership	20%	41%	39%	20%	42%	38%	12%	39%	49%
Financial decisions	25%	41%	35%	27%	40%	34%	18%	39%	43%

* Note - scale is Very poor to Excellent for Overall reputation and Overall quality of services provided

- Q6. Now considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation? 1 = Very poor, 10 = Excellent. Results exclude 'don't know' n=13
- Q5. When you think about everything that the Council does, how would you rate the council for the quality of the services they provide the Northland region? 1 = Very poor, 10 = Excellent. Results exclude 'don't know' n=12
- Q3. You trust Northland Regional Council to work in the best interests of all Northlanders? 1 = Strongly disagree, 10 = Strongly agree. Results exclude 'don't know' n=3
- Q2. How much do you agree or disagree that Northland Regional Council provides strong leadership and is in touch with the needs of the community? 1 = Strongly disagree, 10 = Strongly agree. Results exclude 'don't know' n=7
- Q4. Northland Regional Council makes good financial decisions? 1 = Strongly disagree, 10 = Strongly agree. Results exclude 'don't know' n=43
- Total sample n=332 (Non-Maori n=291, Maori n=63. Multiple response)

Lower satisfaction evident among the 50-64 age group compared to other age groups for communication, community involvement and engagement

Overall communication, community involvement and engagement





1. Q10. Overall, how satisfied are you with how well the Council communicates with the community? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=9
2. Total sample n=332 (18-49 n=129, 50-64 n=105, 65+ n=98, Whangarei n=175, Kaipara n=32, Far North n=125, Non-Maori n=291, Maori n=63. Multiple response for ethnicity)

65+ age group are much less satisfied with website content than the 18-49 age group; 50-65 age group the least satisfied with communications being clear and easy to understand and this group is less satisfied with transparent communications than the 65+ group

Communication by age

	Total			18-49 n=129			50-64 n=105			65+ n=98		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall communication, community involvement and engagement	22%	32%	46%	21%	29%	50%	29%	34%	37%	16%	34%	51%
Website content	10%	27%	63%	8%	24%	67%	14%	24%	62%	8%	45%	47% ▼
Updates via social media	17%	29%	53%	11%	33%	57%	28%	25%	46%	24%	24%	52%
Informative newsletters/brochures	15%	33%	52%	14%	32%	54%	21%	30%	49%	10%	39%	50%
Being clear/easy to understand	21%	32%	47%	23%	27%	50%	24%	40%	36% ▼	15%	32%	53%
Keeping people informed	26%	32%	42%	26%	29%	45%	30%	34%	36%	23%	35%	42%
Being open and transparent	29%	32%	39%	28%	31%	41%	38%	31%	31% ▼	19%	34%	47%

 Significantly higher
 Significantly lower

- Q10. Overall, how satisfied are you with how well the Council communicates with the community? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=9
- Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following/Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
- Total sample n=332 (18-49 n=129, 50-64 n=105, 65+ n=98)

Whangarei residents are notably more satisfied with overall communication than residents in the Far North, these residents are also less dissatisfied with communications being easy to understand than Far North residents

Communication by district

	Total			Whangarei n=175			Kaipara n=32			Far North n=125		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall communication, community involvement and engagement	22%	32%	46%	16%	29%	54%▲	33%	28%	38%	26%	35%	39%
Website content	10%	27%	63%	5%	31%	64%	17%	19%	63%	13%	26%	61%
Updates via social media	17%	29%	53%	15%	25%	61%	0%	78%	22%	24%	22%	54%
Informative newsletters/brochures	15%	33%	52%	13%	33%	55%	21%	27%	52%	17%	35%	48%
Being clear/easy to understand	21%	32%	47%	14%▼	37%	49%	25%	26%	48%	28%	28%	44%
Keeping people informed	26%	32%	42%	20%	33%	48%	39%	32%	29%	31%	31%	38%
Being open and transparent	29%	32%	39%	21%	34%	45%	37%▲	25%	38%	35%	32%	33%

Kaipara residents more dissatisfied with open communications than Whangarei residents

▲ Significantly higher
▼ Significantly lower

- Q10. Overall, how satisfied are you with how well the Council communicates with the community? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=9
- Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following/Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
- Total sample n=332 (Whangarei n=175, Kaipara n=32, Far North n=125)

No significant differences between Non-Maori and Maori

Communication by ethnicity



	Total			Non-Maori n=291			Maori n=63		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall communication, community involvement and engagement	22%	32%	46%	22%	34%	45%	19%	30%	51%
Website content	10%	27%	63%	12%	28%	60%	3%	22%	75%
Updates via social media	17%	29%	53%	15%	34%	51%	23%	24%	53%
Informative newsletters/brochures	15%	33%	52%	16%	32%	52%	12%	34%	54%
Being clear/easy to understand	21%	32%	47%	21%	35%	44%	23%	23%	54%
Keeping people informed	26%	32%	42%	27%	33%	40%	23%	27%	49%
Being open and transparent	29%	32%	39%	30%	32%	38%	23%	31%	47%

1. Q10. Overall, how satisfied are you with how well the Council communicates with the community? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=9
2. Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following/Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
3. Total sample n=332 (Non-Maori n=291, Maori n=63. Multiple response)

Lower satisfaction from 50-64 age group compared to 65+ for how well council engages with the community; this age group also less satisfaction with the level of consultation than all other age groups

Engagement by age

	Total			18-49 n=129			50-64 n=105			65+ n=98		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall communication, community involvement and engagement	22%	32%	46%	21%	29%	50%	29%	34%	37%	16%	34%	51%
Council's presence at events	18%	30%	52%	16%	29%	55%	29%	27%	44%	11%	33%	56%
Level of consultation with community	27%	32%	41%	22%	34%	44%	33%	38%	29%▼	28%	21%	51%
Consultation with community eg Long Term Planning	23%	36%	41%	22%	41%	37%	29%	32%	38%	19%	32%	49%
How well the council engages with the community	26%	36%	38%	21%	40%	39%	34%	36%	29%▼	25%	30%	45%
Involving the community in decision making	30%	38%	32%	30%	40%	30%	33%	38%	29%	27%	33%	40%

 Significantly higher
 Significantly lower

- Q10. And how satisfied are you with the council for? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=9
- Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following/Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
- Total sample n=332 (18-49 n=129, 50-64 n=105, 65+ n=98)

No significant differences between the districts for the individual engagement measures

Engagement by district

	Total			Whangarei n=175			Kaipara n=32			Far North n=125		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall communication, community involvement and engagement	22%	32%	46%	16%	29%	54% ▲	33%	28%	38%	26%	35%	39%
Council's presence at events	18%	30%	52%	16%	28%	55%	24%	44%	32%	20%	28%	53%
Level of consultation with community	27%	32%	41%	22%	32%	46%	35%	25%	40%	31%	34%	35%
Consultation with community eg Long Term Planning	23%	36%	41%	18%	35%	47%	33%	40%	27%	26%	37%	37%
How well the council engages with the community	26%	36%	38%	22%	34%	44%	20%	47%	33%	31%	37%	32%
Involving the community in decision making	30%	38%	32%	24%	42%	35%	43%	33%	24%	35%	34%	31%

▲ Significantly higher
▼ Significantly lower

1. Q10. And how satisfied are you with the council for? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=9
2. Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following/Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
3. Total sample n=332 (Whangarei n=175, Kaipara n=32, Far North n=125)

Higher satisfaction from Maori for council's presence at events

Engagement by ethnicity

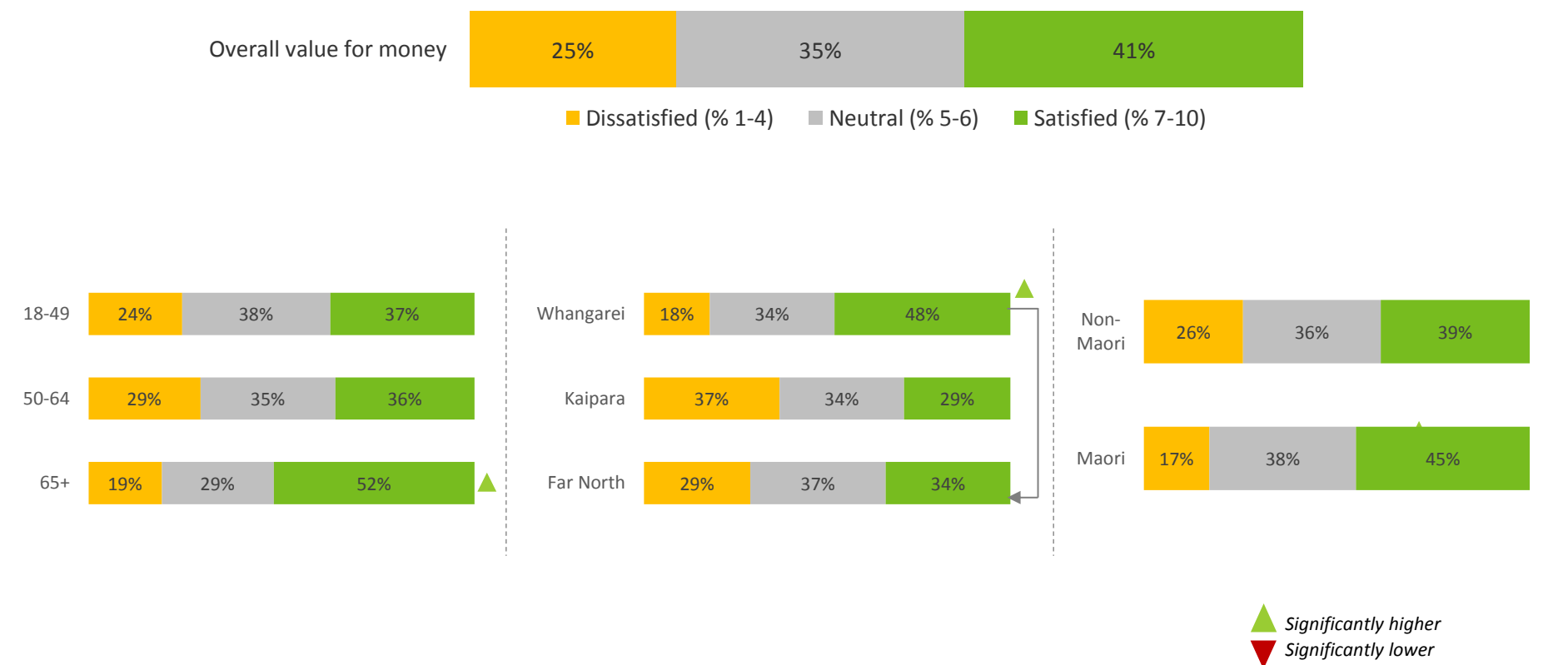
	Total			Non-Maori n=291			Maori n=63		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall communication, community involvement and engagement	22%	32%	46%	22%	34%	45%	19%	30%	51%
Council's presence at events	18%	30%	52%	20%	32%	48%	15%	20%	65% ▲
Level of consultation with community	27%	32%	41%	28%	34%	38%	21%	27%	52%
Consultation with community eg Long Term Planning	23%	36%	41%	22%	36%	41%	24%	41%	36%
How well the council engages with the community	26%	36%	38%	27%	37%	36%	23%	37%	40%
Involving the community in decision making	30%	38%	32%	31%	38%	31%	27%	36%	37%

▲ Significantly higher
▼ Significantly lower

1. Q10. And how satisfied are you with the council for? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=9
2. Q8. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following/Q9. Now using a scale of 1-10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with Northland Regional Council for each of the following? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know'
3. Total sample n=332 (Non-Maori n=291, Maori n=63. Multiple response)

Around four in ten (41%) are satisfied with overall value for money while a quarter are dissatisfied; the 65+ group are significantly more satisfied (52%) compared to those under 65

Overall value for money



1. Q14. Considering all the services and facilities that the Northland Regional Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=5

2. Total sample n=332 (18-49 n=129, 50-64 n=105, 65+ n=98, Whangarei n=175, Kaipara n=32, Far North n=125, Non-Maori n=291, Maori n=63. Multiple response for ethnicity)

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Higher levels of satisfaction evident from the 65+ age group (48%) compared to those aged 18-49 (34%), for services being good value

Value for money by age




	Total			18-49 n=114			50-64 n=102			65+ n=93		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall value for money	25%	35%	41%	24%	38%	37%	29%	35%	36%	19%	29%	52% ▲
Provides good quality services to ratepayers	25%	34%	41%	26%	36%	38%	28%	34%	38%	20%	32%	48%
Services are good value for your rates paid	28%	34%	38%	29%	37%	34%	33%	33%	34%	21%	30%	48% ▲



▲ Significantly higher
▼ Significantly lower

1. Q14. Considering all the services and facilities that the Northland Regional Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=5
2. Q13. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how much do you agree or disagree that Northland Regional Council...? n=309 Pay rates. Results exclude 'don't know'
3. Base: Pay rates n=309 (18-49 n=114, 50-64 n=102, 65+ n=93)

Whangarei residents are more satisfied with all aspects of value than Far North residents

Value for money by district

	Total			Whangarei n=168			Kaipara n=32			Far North n=109		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall value for money	25%	35%	41%	18%	34%	48% 	37%	34%	29%	29%	37%	34%
Provides good quality services to ratepayers	25%	34%	41%	17%	31%	52% 	44%	19%	37%	31%	42%	27%
Services are good value for your rates paid	28%	34%	38%	21%	32%	47% 	47%	22%	31%	33%	40%	27%

 *Significantly higher*
 *Significantly lower*

1. Q14. Considering all the services and facilities that the Northland Regional Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=5
2. Q13. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how much do you agree or disagree that Northland Regional Council...? n=309 Pay rates. Results exclude 'don't know'
3. Base: Pay rates n=309 (Whangarei n=168, Kaipara n=32, Far North n=109)

No significant differences in perceptions of value for money between Non-Maori and Maori

Value for money by ethnicity

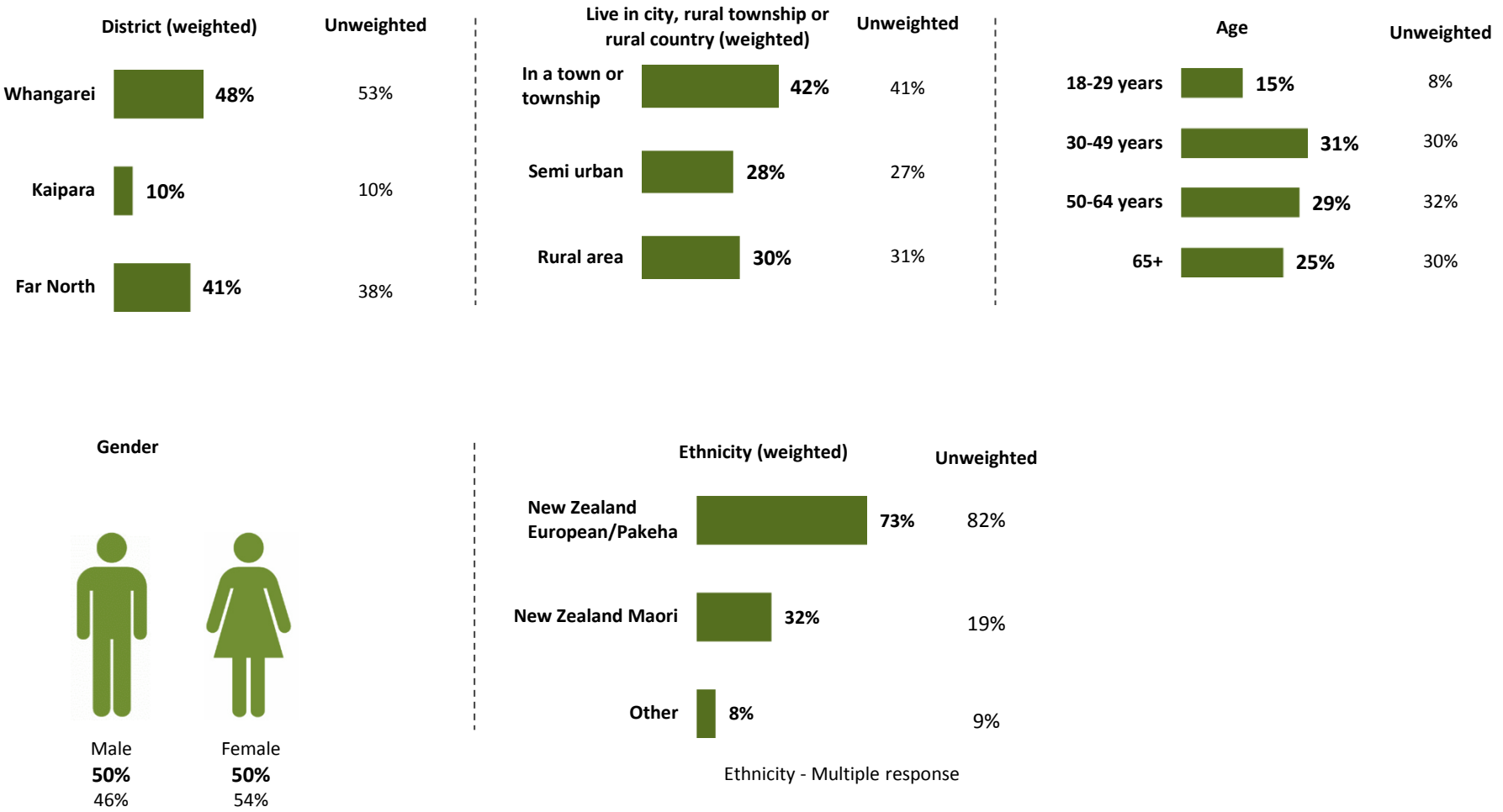
	Total			Non-Maori n=277			Maori n=51		
	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10	Disagree % 1-4	Neutral % 5-6	Agree % 7-10
Overall value for money	25%	35%	41%	26%	36%	39%	17%	38%	45%
Provides good quality services to ratepayers	25%	34%	41%	26%	34%	39%	23%	34%	43%
Services are good value for your rates paid	28%	34%	38%	29%	35%	36%	24%	34%	42%

1. Q14. Considering all the services and facilities that the Northland Regional Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? 1 = Very dissatisfied, 10 = Very satisfied. Results exclude 'don't know' n=5
2. Q13. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how much do you agree or disagree that Northland Regional Council...? n=309 Pay rates. Results exclude 'don't know'
3. Base: Pay rates n=309 (Non-Maori n=277, Maori n=51. Multiple response)



Demographics

Demographic profile



ISSUE: LGA Amendments – NRC Submission**ID:** A861020**To:** Te Tai Tokerau Māori Advisory Committee Meeting, 11 August 2016**From:** Jonathan Gibbard, Group Manager – Strategy and Governance**Date:** 19 July 2016

Report Type:	<input checked="" type="checkbox"/> Normal operations	<input checked="" type="checkbox"/> Information	<input type="checkbox"/> Decision
Purpose:	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Public service	<input type="checkbox"/> Regulatory function
	<input type="checkbox"/> Legislative function	<input type="checkbox"/> Annual\Long Term Plan	<input checked="" type="checkbox"/> Other
Significance:	<input type="checkbox"/> Triggered	<input checked="" type="checkbox"/> Not Triggered	

Executive Summary:

The purpose of this paper is to bring to the proposed amendments to the Local Government Act 2002 to the attention of the Te Tai Tokerau Māori Advisory Committee (committee) and table councils submission to the proposed Bill.

Legal compliance and significance assessment:

The activities detailed in this report are part of the council's day to day operations, are provided for in the council's 2015-2025 Long Term Plan, and are in accordance with the council's decision making process and sections 76-82 of the Local Government Act 2002. The matter does not trigger the council's Significance Policy.

Recommendations:

1. That the report 'LGA Amendments – NRC Submission' by Jonathan Gibbard, Group Manager – Strategy and Governance, and dated 19 July 2016, be received.

Report:

Amendments to the Local Government Act 2002 (LGA) were released in June 2016 for submission. The amendments are part of Central Governments ongoing programme of reforms aimed at achieve greater performance and efficiency gains within local government.

At a high level, the Local Government Amendment Bill proposed:

1. Broader powers for the Minister to direct the Local Government Commission (LGC). These powers include the ability to direct the LGC where and where not, to investigate reorganisation options for local government. Also, additional powers to set performance measures for local authorities.
2. New accountability and broader powers for the LGC. These include new provisions that make it easier for the LGC to initiate and investigate reorganisation proposals. The amendments also propose to remove the

ITEM: 11.0

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requirement for the LGC to provide evidence of material support for a proposal.

3. New local government reorganisation provisions, including new Council Controlled Organisation models with more directive powers to local authorities.

Submissions on the proposed Bill closed on 28 July 2016. A summary of NRC submission points are highlighted below:

1. Raised concerns at the potential erosion of local democracy, in terms of engagement, participation and representation if the amendments are enacted as currently drafted.
2. Advocated the Northland model of collaborative engagement with the LGC as a more appropriate approach, where the LGC has acted as a facilitator and broker of options rather than taking a directive approach. This approach has developed trust and resulted in all councils working towards greater shared services and efficiencies. One of the outputs of these discussions is the establishment of the Northland Transportation Alliance.
3. Supported the need to find Northland solutions to Northland challenges, rather than a one size fits all approach imposed on the region from Wellington.

A full copy of the NRC submission is provided in **Attachment 1**.



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Local Government and Environment
Parliament Buildings
Wellington
LocalGovernment.Environment@parliament.govt.nz

From: **Northland Regional Council**
Private Bag 9021
Whangārei Mail Centre
WHANGĀREI 0148
mailroom@nrc.govt.nz

In the matter of: **Local Government Act 2002 Amendment Bill (No. 2) 2016**

SUBMISSION

Introduction

1. The Northland Regional Council (the council) appreciates the opportunity to make a submission on the Local Government Act 2002 Amendment Bill (No. 2) 2016 (the Bill). This submission is made in the context of council's role and functions under the Local Government Act 2002 and a range of other Acts. It reflects our knowledge of the needs and aspirations of the communities in Northland, and our experience of working with our local government colleagues in Northland and the wider local government sector across New Zealand.
2. Council generally welcomes the Bill and the proposed reforms to enable a wider range of improved service delivery and infrastructure provision arrangements. We agree that these options may have the potential to contribute to the delivery of better and more efficient public services at the local and regional level.
3. We note that these proposed reforms are essentially focused on the second purpose of local government [s10(1)(b) of the principal Act]:

“ . . . to meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses.”
4. Northland is concerned that this worthy objective may be pursued at the expense of, and out of proportion to, the first purpose of local government [s10(1)(a) of the principal Act]:

“ . . . to enable democratic local decision-making and action by, and on behalf of, communities.”
5. It is this concern for the potential erosion of local democracy, in terms of engagement, participation and representation, that characterises the areas of the Bill that require most caution and further amendment. We believe that a process such as has been recently pursued in Northland strikes the right balance between striving for efficiency and effectiveness in delivering local services, and at the same time maintaining local democracy.

Local Government Commission process in Northland

6. In June 2015 the Local Government Commission (the Commission) announced that the draft proposal for a single unitary authority in Northland, which commenced in late 2012, would not proceed. The Commission would instead return to Northland for discussions with councils and iwi to identify another preferred option for reorganisation.
7. In practice the Commission has been working collaboratively with the governance, management, and technical levels of councils to find a range of solutions beyond those anticipated by the current legislative mandate of the Commission.
8. This has been a constructive and beneficial process for all parties involved, with the Commission acting as a facilitator and broker, and bringing to bear a range of options and opportunities from around New Zealand. In some cases the Commission has provided this expertise themselves and in others they have sourced consultant resources to assist local working parties.

9. This process has engendered a degree of trust and confidence that would not have been possible with a more formal and detached assessment of reorganisation options. By working together with the Commission, we have been able to find Northland solutions to Northland challenges.

Northland shared services Initiatives

10. The councils of Northland had already begun on a broad series of collaboration and shared services investigations prior to the June 2015 determination of the Commission. The assistance and resources provided by the Commission has allowed these initiatives to be pursued more vigorously than the four Northland councils could afford to do ourselves.
11. The 'Northland Forward Together' regional collaboration programme now covers transportation, 4-waters, digital engagement, sports and active recreation, ICT, LIDAR, Inter-Council networks, GIS, shared contact centres, web-based customer services, and a One-Voice communications framework.
12. Of particular note is the Northland Transportation Alliance which commenced operation on 1 July 2016. This shared services business unit, involving the four councils and the New Zealand Transport Agency (NZTA) has the potential to add in excess of \$30 Million of additional investment in Northland Roads over the next 10 years.
13. With the assistance of the Commission, NZTA, and their consultant resources we were able to produce a Business Case, consistent with the Better Business Case framework, and proceed to establishment within 12 months of commencement on the project. This is a clear example of where external assistance was directly beneficial in finding a Northland solution to Northland's challenges.

Local solutions to Local challenges

14. Council cannot stress enough how important it is to find "Local solutions to Local challenges". Potential solutions from other regions should always be considered as part of any robust evaluation of options, but they will not necessarily be appropriate in each and every circumstance.
15. In the most extreme case, a Best Practice solution for Auckland may not be effective, affordable or even appropriate for Northland or other sparse regions. There must be a process of evaluation and reflection on key considerations such as the character, scale, density, distance and affordability within regions. This must also include engagement with the community and demonstrable public support for any reorganisation proposal.
16. One particular concern is the ability for the Commission to establish CCO's and how this power could be exercised. The council is of the firm opinion that a proposal to establish a CCO should only ever be one alternative, among many service delivery options, and not a predetermined single option.
17. By engaging with the councils of the region, and following a robust 'better business case' process, the various options and their advantages can have a thorough airing and a consensus can be developed around the preferred option.

Support for the LGNZ and SOLGM Submissions

18. The council also generally supports the submissions of both Local Government New Zealand (LGNZ) and the Society of Local Government Managers (SOLGM). In doing so council is seeking to find positive amendments to improve with workability of the Bill that achieves its main purposes, without eroding the fundamental nature of local government.

Conclusion

19. We thank the Committee for their attention to the matters raised in our submission, and would welcome the opportunity to speak to this submission.

**Bill Shepherd**

Chairman

ISSUE: Submission: Te Ture Whenua Māori Bill 2016**ID:** A860603**To:** Te Tai Tokerau Māori Advisory Committee Meeting 11 August 2016**From:** Jonathan Gibbard, Group Manager – Strategy and Governance;
Rachel Ropiha, Kaiarahi Mātauranga Māori**Date:** 19 July 2016

Report Type:	<input checked="" type="checkbox"/> Normal operations	<input checked="" type="checkbox"/> Information	<input type="checkbox"/> Decision
Purpose:	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Public service	<input type="checkbox"/> Regulatory function
	<input type="checkbox"/> Legislative function	<input type="checkbox"/> Annual\Long Term Plan	<input checked="" type="checkbox"/> Other
Significance:	<input type="checkbox"/> Triggered	<input checked="" type="checkbox"/> Not Triggered	

Executive Summary:

The purpose of this report is to table with the Te Tai Tokerau Māori Advisory Committee (committee) the submission lodged by the Northland Regional Council on the Te Ture Whenua Māori Reform Bill.

Legal compliance and significance assessment:

The activities detailed in this report are part of the council's day to day operations, are provided for in the council's 2015-2025 Long Term Plan, and are in accordance with the council's decision making process and sections 76-82 of the Local Government Act 2002. The matter does not trigger the council's Significance Policy. However it may be of significance to Māori.

Recommendations:

1. That the report 'Submission: Te Ture Whenua Māori Bill 2016' by Jonathan Gibbard, Group Manager – Strategy and Governance; Rachel Ropiha, Kaiarahi Mātauranga Māori, and dated 19 July 2016, be received.

Report

The committee has previously considered and provided recommendations to council on the Te Ture Whenua Māori Act 1993 reforms. The Bill proper has since been released with the submission period closing 14 July.

The release of the proposed Bill for submission was not picked up until late in the submission period. Unfortunately, this meant it was not possible, given the committees meeting schedule, to bring the proposed Bill to the committee for consideration and further recommendation to council.

The tight timeframe also meant that council's draft submission was not able to be brought to a formal council meeting ahead of the submission closing date of 14 July 2016. Council therefore authorised Councillor Samuels and Chairman Shephard to confirm councils submission, with the finalised submission retrospectively presented to council on 19 July for approval.

In summary, council's submission re-enforced council's earlier submission, and focused on the following aspects:

- Support for the retention of Māori freehold (MFL) land as a taonga tuku iho.
- Support for the proposed amendments to the Local Government (Rating Act) 2002 and Rating Valuation Act 1998 in regards to:
 - a. New framework and matrix for valuing MFL
 - b. Provisions pertaining to development of non-rate policy specifically in relation to unoccupied/undeveloped MFL
 - c. Discretion to write off rates on unoccupied/unused land where:
 - i. There is a clear commitment to use or occupy land; or
 - ii. There is little prospect of the land being used or occupied.
- That the disconnect between the Resource Management Act (RMA), Te Ture Whenua Māori (TTWM) and Local Government Act (LGA) needs to be considered further and that an associated programme of reform be developed to consider these issues which have historically been the cause of tension and have inhibited the full potential of Māori land development opportunities.
- That greater consistency in language / terms is achieved and clarified between the RMA, Local Government (Rating) Act 2002 and the LGA and the Bill.
- Support the establishment and adequate resourcing of the Māori Land Service.
- That the Government commits to further ongoing funding for specific projects promoting the development of ancestral Māori land.
- That the Government consider extending the life of the Whenua Māori Fund past the four years that is currently provided for, realising that while not insignificant, the areas with the most need (East Coast and Northland) may require significant funding past the forecasted four years.

Council's submission is provided as **Attachment 1**.



Submission

To: **Te Ture Whenua Māori Bill**

 C/o Te Puni Kōkiri

 P.O Box 3943

 Wellington

By: **Northland Regional Council**

On

Te Ture Whenua Māori Land Bill 2016

Address for service:	Northland Regional Council
	Private Bag 9021
	Whangārei Mail Centre
	WHANGĀREI 0148
	mailroom@nrc.govt.nz

1. Introduction

The Northland Regional Council (the council) appreciates the opportunity to make a submission on the Te Ture Whenua Māori Land Reform Bill (the Bill). As with the council's previous submission on the Consultation Document, this submission is made in the context of council's role and functions under various acts (such as the Resource Management Act 1991 and the Local Government Act 2002) but also on the basis of its desire to see Māori aspirations for Māori land realised across Tai Tokerau/ Northland.

It is our view that decision making on the utilisation of Māori freehold land should as far as practicable remain with Māori. Council is also of the belief that the intention of the Act remains; the retention of Māori freehold land as a taonga tuku iho. Council supports initiatives that would provide an efficient administrative framework for this purpose, provided that any changes improve the current situation and are fit for purpose from a Māori perspective.

In Tai Tokerau the local bodies are collaborating with and supporting the regional Māori economic development strategy 'He Tangata, He Whenua, He Oranga'. This council has also identified in co-operation with other northland councils, an opportunity for shared service looking at supporting Māori land development and utilisation.

2. Background

Māori land is a significant resource in Tai Tokerau and as we understand it has significant potential for further development. There are 116,000 hectares of Māori freehold land in Northland (as identified by the Māori Land Court). This represents 9.2% of total Māori freehold land (MFL) in New Zealand.

According to Ministry for Primary Industries (for the ten year period between 2013 and 2022), bringing this land either into production or improving current productivity could create significant wealth increase for the region – socially, culturally as well as economically for Māori with flow on benefits to the wider communities.

Issues faced by land owners in relation to MFL land in Tai Tokerau are not new. With tangata whenua having long experienced difficulties associated with retaining, occupying and/or utilising their land through effects relating to Te Ture Whenua Māori Land Act 1993 (TTWM) and the regulatory functions of district and regional councils. The question is how obstacles to the development of Māori land can be removed whilst retaining adequate control by Māori over their resources.

3.1. Relationship with other Acts:

While council does not have first-hand exposure to the obstacles faced by Māori in developing their land, council has witnessed and are aware of the following issues that need consideration and remedying if the potential for Māori land utilisation is to be realised.

3.2. Rating Valuation Act 1998:

The Bill promotes changes to the Rating Valuation Act 1998 empowering the Valuer General to issue rules to be used with setting valuations for MFL. The Bill acknowledges the difference between general land and MFL and the intent is to regulate a new framework and matrix which would take into account a broader set of factors when valuing MFL. This will be more reflective of the nuance and circumstance associated with MFL and a fairer process of assessment.

3.3. Local Government (Rating) Act 2002:

Changes to the former piece of legislation come hand in hand with changes to the Local Government (Rating) Act 2002. Among other things, the Bill looks to strengthen:

- Councils ability to develop policies to non-rate unoccupied and unused Māori Land, and
- Councils discretion to write off rate arrears on unoccupied and unused MFL where there is either clear commitment to use/occupy or where there is little prospect of the land being used/occupied.

These changes will address the problematic situation where rates are applied but are unable to be collected due to the nature and circumstance associated with MFL.

3.4. Resource Management Act 1991 and Local Government Act 2002:

While TTWM cannot direct either the Resource Management Act 1991 (RMA) or Local Government Act 2002(LGA) it is worth reiterating the complexities faced by Māori land owners when they seek to occupy or develop MFL. As part of this, it is not just TTWM which inhibits progression of Māori interests associated with MFL, it is also local government regulatory functions.

Council is collaborating with territorial authorities as well as government agencies looking at initiatives and/or opportunities on Māori land such as papa kāinga. Council believes there are still gaps, inconsistencies and barriers across the TTML, RMA and LGA frameworks. Council therefore believes there are still obstacles to the realisation of development and/or occupation of MFL which need further consideration if the aforementioned enabling provisions are to have real impact.

As an example how do Sections 324 and then 325 (TTWM) apply to the RMA Part 6 and Schedule 1. For instance, Schedule 1 of the RMA relates to changes to Regional Policy Statements and Plans which require public notice of timeframes for submissions, further submissions, hearings and lodging appeals. The Bill (TTWM) is unclear on whether this would constitute a notice under S324/325 and if so how are these different requirements going to work.

As previously submitted, council is still of the opinion that specifically the RMA and TTWM pose barriers which inhibit aspirations associated with MFL and note there needs to be more consideration as to how to improve the interaction between the two. At the same time we do not advocate that one Act should overrule the other, rather we believe enabling provisions could also be provided for in the RMA (rather than through TTWM) to better reflect and recognition of Māori land processes.

Council Recommendations:

- i. Council supports the proposed amendments to the Local Government (Rating Act) 2002 and Rating Valuation Act 1998 in regards to
 - a. New framework and matrix for valuing MFL,
 - b. Provisions pertaining to development of non-rate policy specifically in relation to unoccupied/undeveloped MFL
 - c. Discretion to write off rates on unoccupied/unused land where:
 - i. There is a clear commitment to use or occupy land; or
 - ii. There is little prospect of the land being used or occupied.

Noting that these amendments do not inhibit or restrict councils from developing rating policies rather that they provide certainty on how and what rating policy can be developed in regards to MFL.

- ii. That the disconnect between the RMA, TTWM and LGA needs to be considered further and that an associated programme of reform be developed to consider these issues which have historically been the cause of tension and have inhibited the full potential of Māori land development opportunities.
- iii. That greater consistency in language / terms is achieved and clarified between the Resource Management Act 1991 (RMA), Local Government (Rating) Act 2002 and the Local Government Act 2002 and the Bill.

3.5. Māori Land Service

It is noted that the Māori Land Service (MLS) is a reconfiguration of the Māori Land Court, Te Puni Kōkiri and Land Information New Zealand. In forming the MLS it is hoped that service delivery will be more efficient and useful for Māori land owners.

In reconfiguring these organisations council believes this should be done with other work streams in mind as well as ensuring adequate funding and resource.

Council currently has a good working relationship with the Māori Land Court and Te Puni Kōkiri in regards to utilisation of MFL as well as other projects such as economic development, recognising and celebrating Māori business and mapping Māori land.

Council believes the MLS may provide an opportunity for “inter agency collaboration” that has the relationships, contacts and technical understanding to communicate with various government agencies and local bodies. Council is very keen to participate and assist and engage with the MLS service should this initiative be pursued.

Council Recommendations:

- i. That the MLS concept be pursued and acts as the primary advisory service to assist in the development of Māori Land.
- ii. That the MLS be adequately resourced.

3.6. Whenua Māori Fund and Infrastructure

The costs associated with the physical development of land (E.g. sewerage, stormwater, power, roading and so on) are also an obstacle to the development of Māori land in many circumstances. In Tai Tokerau for example a significant proportion of Māori land is in un-serviced areas. The costs of consenting and development contributions are also an issue, particularly in circumstances where raising capital is challenging.

Council supports financial assistance (national contestable Whenua Māori Fund¹) in the form of papa kāinga whenua and development potential infrastructure. This, along with addressing matters relating to valuation and rates will go a long way to remedying the situation.

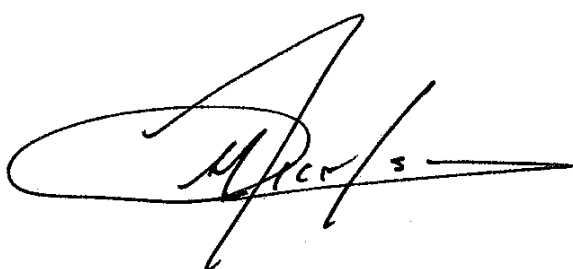
Recommendation:

- i. That the Government commits to further ongoing funding for specific projects promoting the development of ancestral Māori land.
- ii. That the Government consider extending the life of the Whenua Māori Fund past the four years that is currently provided for realising that while not insignificant, the areas with the most need (East Coast and Northland) may require significant funding past the forecasted four years.

4. Conclusion

Overall, we support the enhancement of the ability for Māori (through the amendments) to pursue development aspirations for their land. This depends on the legislation being fit for purpose in the eyes of Māori and the removal of tangible obstacles. We consider that the development of Māori land has significant potential to improve environmental, social and cultural wellbeing in Tai Tokerau and for Māori in particular. We have identified some of the obstacles to the development of Māori land in order to inform the progress of the Bill.

We appreciate the opportunity to bring the Committee's attention to the matters raised in our submission.



Chief Executive Officer

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¹ Whenua Māori Fund 3.2million per annum over four years.

ISSUE: Māori Technical Working Party - Update**ID:** A860726**To:** Te Tai Tokerau Māori Advisory Committee Meeting, 11 August 2016**From:** Jonathan Gibbard, Group Manager Strategy and Governance and
Abraham Witana Kaiwhakahaere – Mātauranga Māori**Date:** 19 July 2016

Report Type:	<input checked="" type="checkbox"/>	Normal operations	<input checked="" type="checkbox"/>	Information	<input type="checkbox"/>	Decision
Purpose:	<input type="checkbox"/>	Infrastructure	<input type="checkbox"/>	Public service	<input type="checkbox"/>	Regulatory function
	<input type="checkbox"/>	Legislative function	<input type="checkbox"/>	Annual\Long Term Plan	<input checked="" type="checkbox"/>	Other
Significance:	<input type="checkbox"/>	Triggered	<input checked="" type="checkbox"/>	Not Triggered		

Purpose:

The purpose of this report is to provide the Te Tai Tokerau Māori Advisory Committee (committee), and the 9 member Māori Technical Working Party (working party), with an update on councils planning and policy development and therefore an update to the working parties meeting schedule.

Legal compliance and significance assessment:

The activities detailed in this report are part of the council's day to day operations, are provided for in the councils 2015-2025 Long Term Plan , and are in accordance with the council's decision making process and sections 76-82 of the Local Government Act 200 The matter does not trigger the councils Significance Policy.

Recommendation:

-
1. That the report 'Māori Technical Working Party – Update' by Jonathan Gibbard, Group Manager Strategy and Governance and Abraham Witana Kaiwhakahaere – Mātauranga Māori and dated 19 July 2016, be received.
-

Report:

At its March 2016 meeting, the Committee confirmed the establishment of a 9 member Māori Technical Working Party to provide input into the development of the Regional Plan, Annual Plan and Regional Pest Management Strategy and Marine Pathways Plan. The 9 member working party consists of:

- | | |
|--------------------|------------------|
| 1. Bundy Waitai | 2. Nora Rameka |
| 3. Henry Murphy | 4. Rowan Tautari |
| 5. Juliane Chetham | 6. Tui Shortland |
| 7. Mikaera Miru | 8. Mira Norris |
| 9. Patu Hohepa | |

At its May 2016 meeting, Council confirmed the meeting schedule for this working party and payment of a meeting fee and travel allowance.

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This report provides an updated meeting schedule for this working party as outlined below. Meeting invitations (specific dates, times and venue) will be circulated to working party members shortly.

Māori Technical Working Group meeting schedule:

Mid September 2016

- To provide input into the initial development of the 2017 Annual Plan and Marine Pathways Plan, and review and provide feedback into the draft Regional Plan.

Late October 2016

- To provide further input and feedback into the draft Regional Plan.

Late November 2016

- To provide input into the Regional Pest Management Strategy and Marine Pathways Plan, further input into the draft Regional Plan and an update on the Annual Plan process.

Please note that this working party will continue to meet during and post elections to provide input into council's plans and policy development.

ISSUE: Northland Forward Together**ID:** A861734**To:** Te Tai Tokerau Māori Advisory Committee Meeting, 11 August 2016**From:** Jonathan Gibbard, Group Manager Strategy and Governance**Date:** 19 July 2016

Report Type:	<input checked="" type="checkbox"/> Normal operations	<input checked="" type="checkbox"/> Information	<input type="checkbox"/> Decision
Purpose:	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Public service	<input type="checkbox"/> Regulatory function
	<input type="checkbox"/> Legislative function	<input type="checkbox"/> Annual\Long Term Plan	<input checked="" type="checkbox"/> Other
Significance:	<input type="checkbox"/> Triggered	<input checked="" type="checkbox"/> Not Triggered	

Purpose:

The purpose of this report is to provide a further update on the inter-council programme – Northland Forward Together – and in particular the workstream which aims to enhance councils support for Māori land development within Te Tai Tokerau.

Legal compliance and significance assessment:

The activities detailed in this report are part of the council's day to day operations, are provided for in the councils 2015-2025 Long Term Plan , and are in accordance with the council's decision making process and sections 76-82 of the Local Government Act 200. The matter does not trigger the councils Significance Policy.

Recommendation:

-
1. That the report 'Northland Forward Together' by Jonathan Gibbard, Group Manager Strategy and Governance, dated 19 July 2016, be received.
-

Report:

At its June 2016 formal meeting, Te Tai Tokerau Māori Advisory Committee (committee) received a presentation from councils Special Projects Manager, Phil Heatley, providing an overview of Northlands four councils collaborative work programme to improve the provision of council services. This programme is collectively referred to as 'Northland Forward Together' and forms part of Northland councils ongoing engagement with the Local Government Commission.

The Northland Forward Together work programme has a large number of workstreams which are at various stages. One of the more advanced workstreams has resulted in the establishment of the joint council transport shared service, referred to as the Northland Transportation Alliance.

Another workstream, which the committee requested further information on, related to councils ability to support Māori to develop their land. While this is a workstream identified within the Northland Forward Together programme, the workstream has not progressed. Northland Regional Council has maintained a watching brief to date,

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largely due to uncertainties surrounding the scope and resourcing of the workstream. Council has however indicated an interest to participate in any discussion around rating on Māori land and a GIS stocktake of Māori freehold land. Again, neither of these elements of the workstream have progressed.

Other topics this workstream is looking to consider include developing a Treaty of Waitangi training programme for staff, a review of council services and work programmes to identify opportunities to share services or activities relating to Māori land development, development of a regional papakainga guideline and coordinating council input into Treaty Settlement processes.

Should council re-establish Te Tai Tokerau Māori Advisory Committee post-election, and decide to participate in this workstream of the wider Northland Forward Together programme, then council should also consider how best to seek advice and input from this committee on that workstream.

ISSUE: Te Tai Tokerau Māori Advisory Committee - Review**ID:** A861442**To:** Te Tai Tokerau Māori Advisory Committee Meeting, 11 August 2016**From:** Jonathan Gibbard, Group Manager Strategy and Governance; and Rachel Ropiha, Kaiarahi Mātauranga Māori**Date:** 19 July 2016

Report Type:	<input checked="" type="checkbox"/> Normal operations	<input checked="" type="checkbox"/> Information	<input type="checkbox"/> Decision
Purpose:	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Public service	<input type="checkbox"/> Regulatory function
	<input type="checkbox"/> Legislative function	<input type="checkbox"/> Annual\Long Term Plan	<input checked="" type="checkbox"/> Other
Significance:	<input type="checkbox"/> Triggered	<input checked="" type="checkbox"/> Not Triggered	

Purpose:

This report provides an opportunity for Te Tai Tokerau Māori Advisory Committee to reflect on its achievements and consider what recommendations it may wish to make to the outgoing and incoming council as to the values of this committee and potential future roles, function and make-up of the committee post October's local body elections should the committee be re-established.

Legal compliance and significance assessment:

The activities detailed in this report are part of the council's day to day operations, are provided for in the council's 2015-2025 Long Term Plan, and are in accordance with the council's decision making process and sections 76-82 of the Local Government Act 200. The matter does not trigger the council's Significance Policy.

Recommendation:

-
1. That the report 'Te Tai Tokerau Māori Advisory Committee - Review', by Rachel Ropiha, Kaiarahi Mātauranga Māori and dated 25 May 2016, be received.
 2. That the report "Review and future focus of Te Tai Tokerau Māori Advisory Committee", as tabled with Te Tai Tokerau Māori Advisory Committee 11 August 2016, be endorsed and provided to the outgoing and incoming council for consideration as to the future role, functions and make-up of the Te Tai Tokerau Māori Advisory Committee, post local body elections.
-

Report:

As previously reported, the triennial local body elections will take place on 8 October this year. Post elections, the new council will consider its governance structure, including the establishment of standing committees. At its June formal meeting, the Te Tai Tokerau Māori Advisory Committee (the committee) established a working party, consisting of Cr Samuels, Dimery, Carr and members Tipene, Shortland and

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Hohaia, to review the role, functions and make-up of the committee, what it has achieved, and collate a report for the committees consideration at its August meeting. The intention being, that the committee approve an amended report to be presented to the outgoing and incoming council, to help inform council when it considers whether to re-establish this standing committee, and if so, its role, functions and make-up.

As part of this review process, the working party agreed that it was necessary to canvas all committee members, seeking their views on key questions, and that that information should inform the final report. As a result, staff circulated an electronic survey to all members on Thursday 21 July.

Unfortunately, it was not possible for the working party to meet, committee members to be surveyed, and staff to prepare a draft report in time to include the draft report with this agenda. Staff will ensure the draft report is circulated to committee members for review prior to the committee meeting.

It's recommended that this topic form the main focus of the committee meeting and that members may wish to use the caucus time to discuss this also.

Staff will be available to receive feedback and confirm amendments to the report during the committee meeting.

This matter is now set down for committee consideration and discussion.