2021-2031 LTP
Activity Briefings

Corporate Group
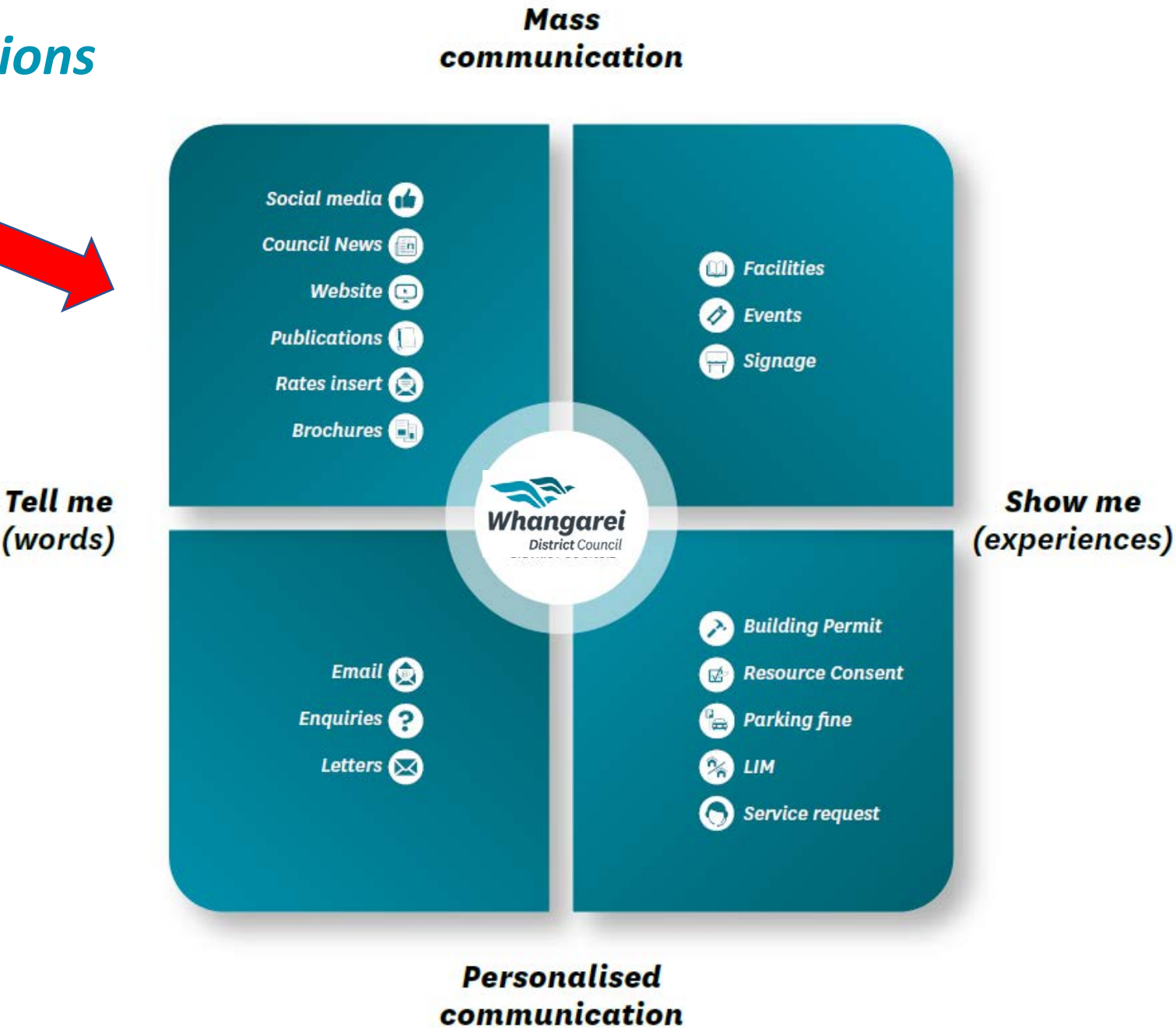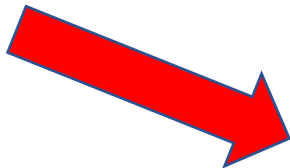
29 July 2020

Corporate Group Overview

- Communications
- Finance
- Revenue
- ICT
- Business Support

Communications – What we do

- Communications and branding strategy
- Media relations
- Publicising and supporting all consultation and engagement
- Production, delivery and/or publication of all communications material
- Website and social media
- Mayoral communications
- Internal communications

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Communications – Our key programmes

- Digital relationships
- Social media strategy
- Written communications
- Representing the public that we serve

- Digital platform

MENU

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Finance – What we do

- Financial Accounting
- Management Accounting
- Treasury
- CCO Accounting Support
- Fees and Charges
- Systems Support

Finance – Our key issues

- Reporting and Analytics
- Legislative, Compliance and Accounting Standard Changes
- Central Government decisions
- Increased risks around Fraud
- Economic uncertainty
- Business partnering

Group Financial Performance (Year 2020)

Budget Vs Forecast (Full Year)

Legend: 20GLB (blue), 20GLF11 (yellow)

Categories: CE's Office, Community, Corporate, Infrastructure, Planning & Develo..., Strategy & Democ...

Forecast Versions

Months: Jul, Aug, Sep, Nov, Jan, Feb, Mar, Apr, May — Forecast

Filters:
- ☐ Centrally Managed
- ☑ **Operational**

- ☐ Allocations, Transfers & Adjustments (Opex)
- ☐ Expenditure (Opex)
- ☐ Revenue (Opex)

Group Description:
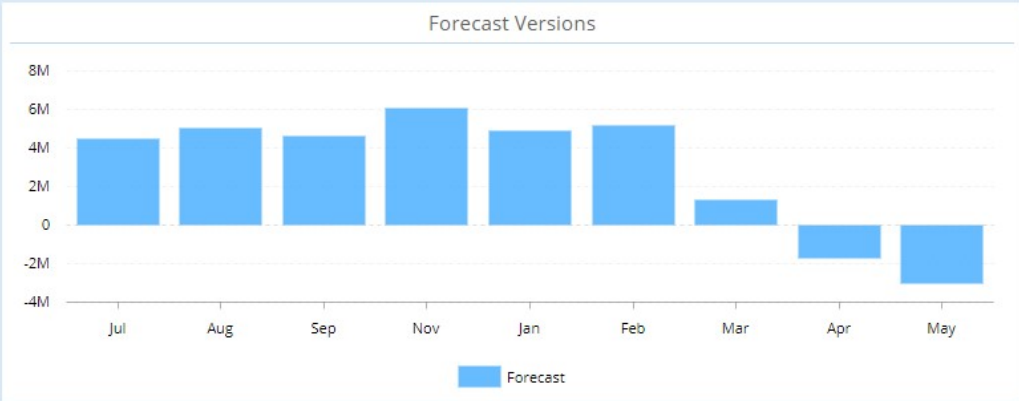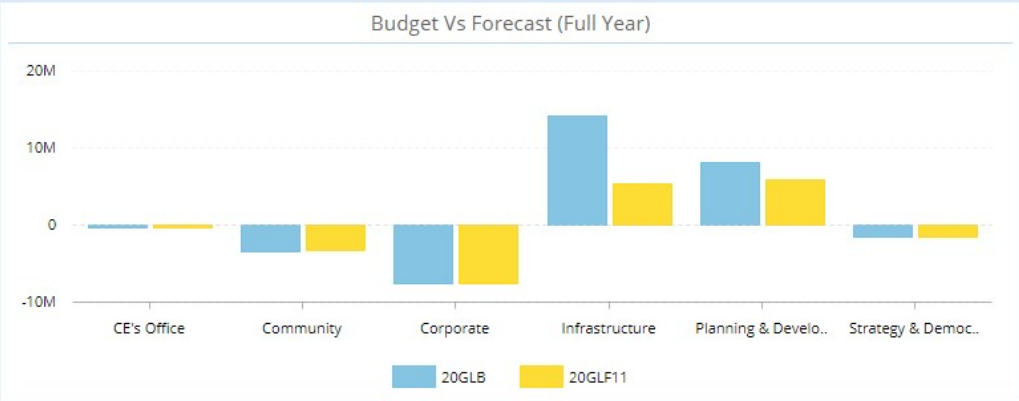- ☐ CE's Office
- ☐ Community
- ☐ Corporate
- ☐ Infrastructure
- ☐ Planning & Development
- ☐ Strategy & Democracy

Group Performance

Group Description

Department Description	Actual Period 12	Budget Period 12	Variance Period 12	Actual YTD	Budget YTD	Variance YTD	Forecast	FY Budget	Variance Forecast
⊞ CE's Office	(14,580)	(36,876)	22,296	(319,043)	(339,614)	20,572	(348,633)	(346,717)	(1,916)
⊟ Community	(292,495)	(4,419)	(288,076)	(3,154,668)	(3,502,112)	347,444	(3,350,178)	(4,409,869)	1,059,691
Civil Defence	(1,600)	44,706	(46,306)	(323,980)	(291,390)	(32,590)	(307,780)	(291,477)	(16,303)
Community Development	(135,733)	(47,287)	(88,446)	(2,545,832)	(2,676,626)	130,795	(2,514,440)	(3,222,639)	708,199
Community Overheads	(498)	0	(498)	(5,221)	(18,269)	13,049	(108,422)	(21,932)	(86,490)
Customer Services	18,617	32,459	(13,842)	139,932	149,320	(9,387)	89,314	131,865	(42,551)
Libraries	(45,710)	240	(45,950)	(244,869)	(115,977)	(128,892)	(188,951)	(147,738)	(41,213)
Venue and Events Whangarei	(127,571)	(34,537)	(93,034)	(174,699)	(549,169)	374,470	(319,900)	(857,948)	538,048
⊞ Corporate	(755,245)	(881,054)	125,809	(7,047,714)	(7,599,381)	551,667	(7,611,679)	(7,782,632)	170,952
⊞ Infrastructure	5,581,416	976,413	4,605,003	9,234,736	14,185,413	(4,950,677)	4,400,607	11,645,089	(7,244,482)
	4,616,052	477,304	4,138,747	3,004,098	9,418,716	(6,414,618)	(3,063,443)	5,086,087	(8,149,530)

Project Analysis (Year 2020)

Cost Centre

- ☐ Community Facilities and Services
- ☐ Governance and Strategy
- ☐ Planning and Regulatory Services
- ☐ Solid Waste
- ☐ Stormwater
- ☐ Support Services
- ☐ Transportation

Expenditure Type

- ☐ Capital Expenditure
- ☐ Operating Expenditure

LTP Indicator

Search

- ☐ Accounts Payable Automation
- ☐ Amenity Lighting
- ☐ Asset Management Software Upgrade
- ☐ Book Purchases
- ☐ Bus Shelters
- ☐ Business Improvement Projects
- ☐ Business Support Projects

Cumulative Projects Forecast vs. Revised Budget

Legend: ▬ Budget ▬●▬ Forecast

Monthly Forecasts and Carry Forwards

Finance – Our key issues

Key issues in the long term

- Financial Reporting that encompasses other important areas concerning Council's operations, e.g. climate change, well beings, sustainability.

- Increased automation and artificial intelligence will continue to change the accounting profession providing a platform to adapt and thrive.

Revenue – What we do

The numbers

- 140,000 land rates notices
- 60,000 water rates invoices
- 12,000 dog licenses
- 3,000 rates rebates
- 5,000 property transfers
- 1,000 new properties, addresses
- 40,000 changes to property values/attributes
- 25,000 arrears letters and debtors statements
- 600,000 payments
- invoicing pensioner housing, carparking, rent, lab testing …

The dollars

- $106 million land rates, $300,000 penalties
- $17 million water rates, $50,000 penalties
- $18 million NRC rates
- 30 June 2020 arrears
  - $3.4 million land rates
  - $0.4 million water rates
  - $1.4 million other debtors

Other things we do

- customer queries & concerns
- rates funding impact statement & resolution
- triennial general revaluation
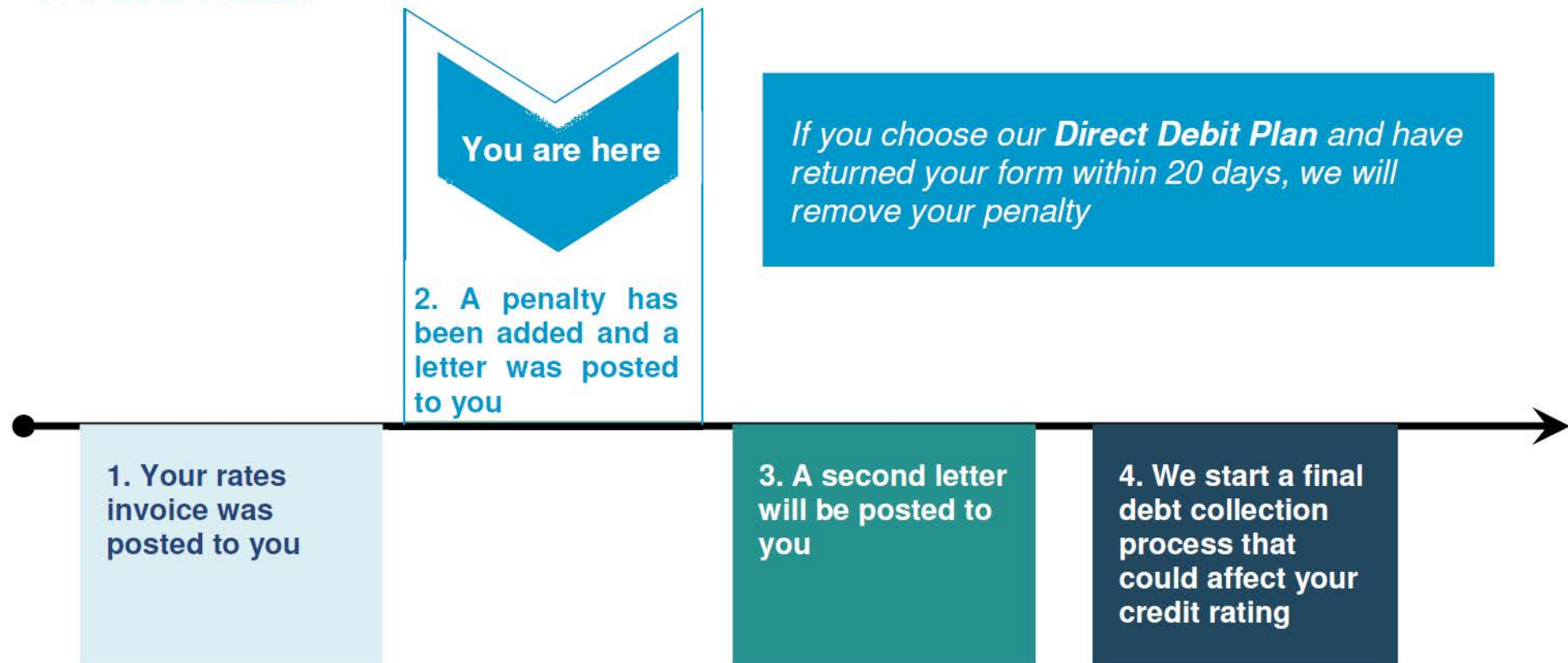- litigation – debt recovery, rates, valuation

transactions, people, property data

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Revenue – Key issues

- Customer expectations and behavior

- Increasing litigation of rates assessments

- Business processes, staff ability & information systems to enable high volume transactions & data integrity

- Meeting statutory requirements - rating of Māori land, rates rebates

- Customers paying their debts

- Opteon – difficult transition, progress made now

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Revenue - arrears

What's next?

You are here

2. A penalty has been added and a letter was posted to you

If you choose our **Direct Debit Plan** and have returned your form within 20 days, we will remove your penalty

1. Your rates invoice was posted to you

3. A second letter will be posted to you

4. We start a final debt collection process that could affect your credit rating

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ICT – What we do

ICT Operations

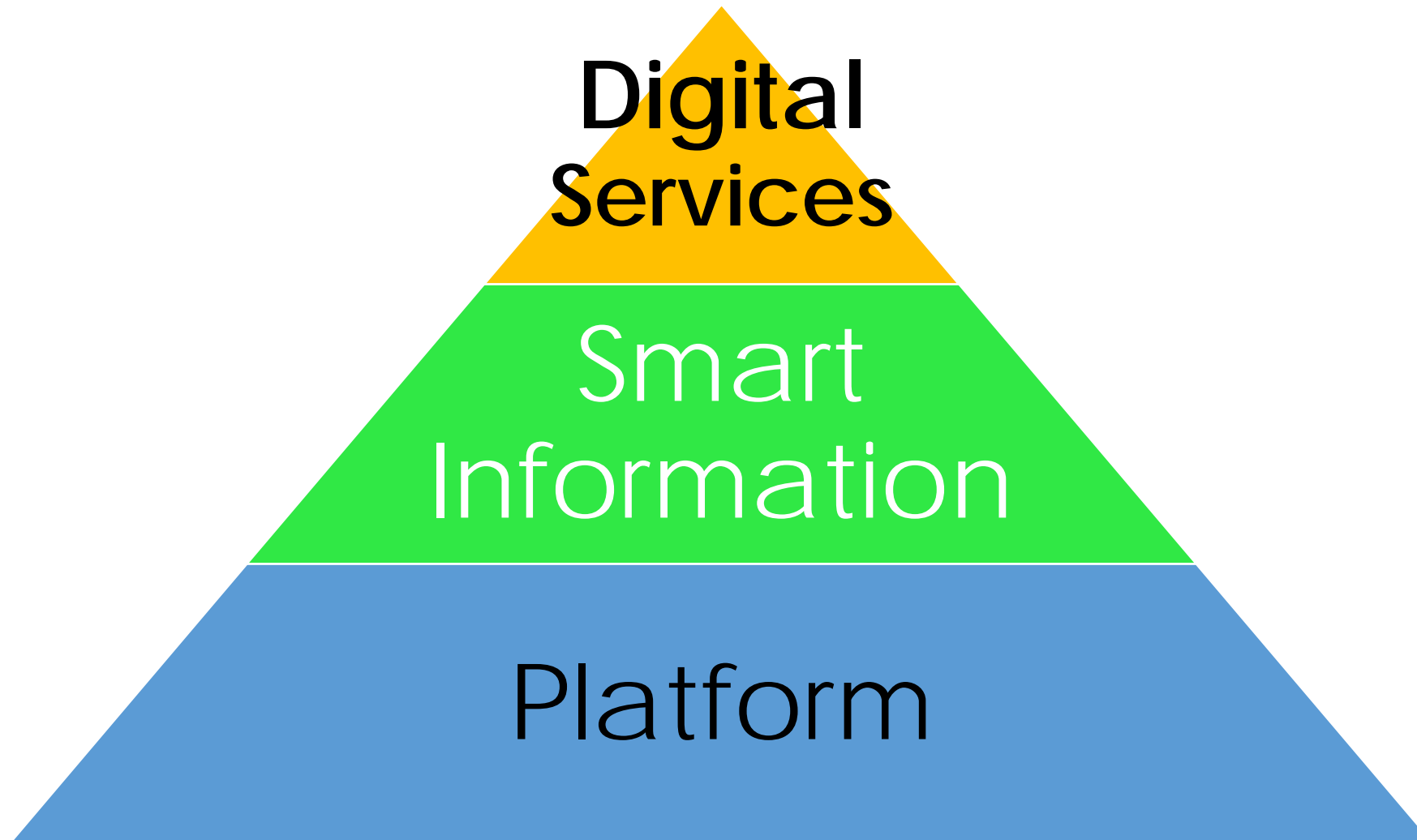First line support for all ICT related issues

- Maintain, support and upgrade most software applications
- Manage upkeep of the organisation's technology infrastructure
- Robust security to keep data and information safe
- Optimum licensing and stringent vendor management

Projects Team

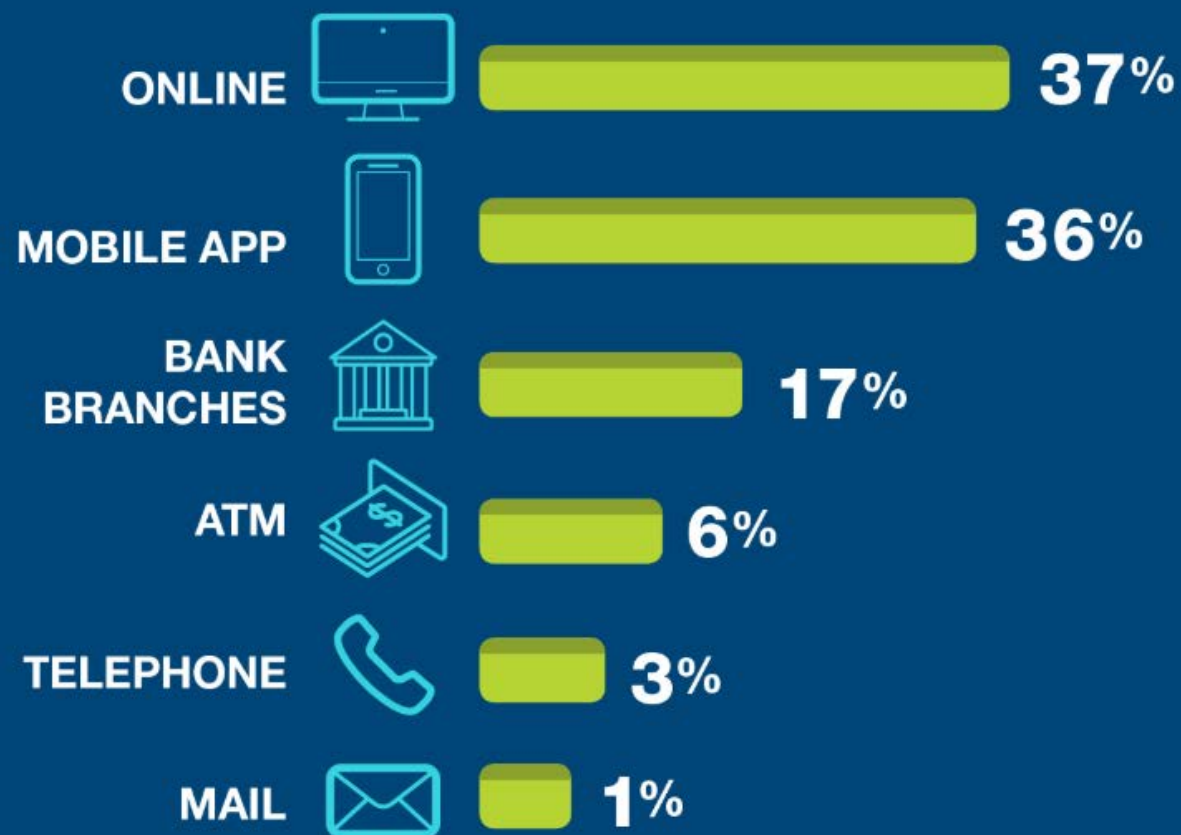- Manage and implement system changes to support and improve business processes.

Data Team
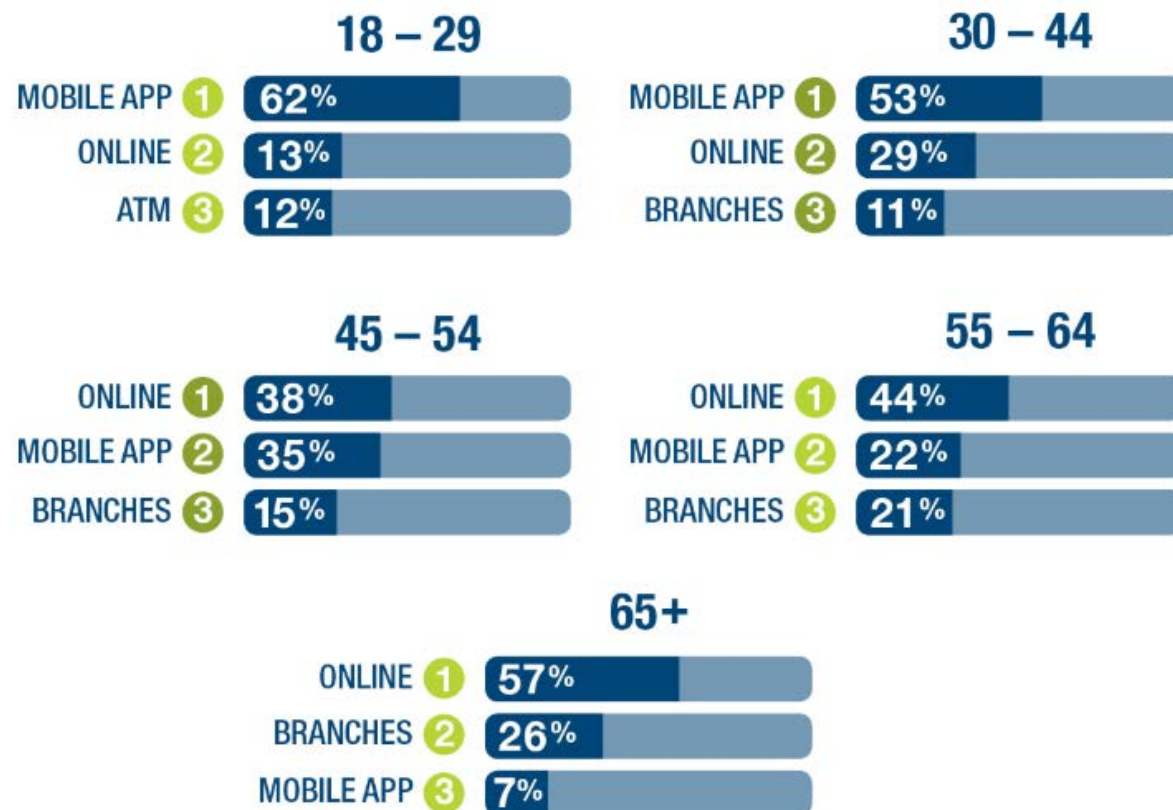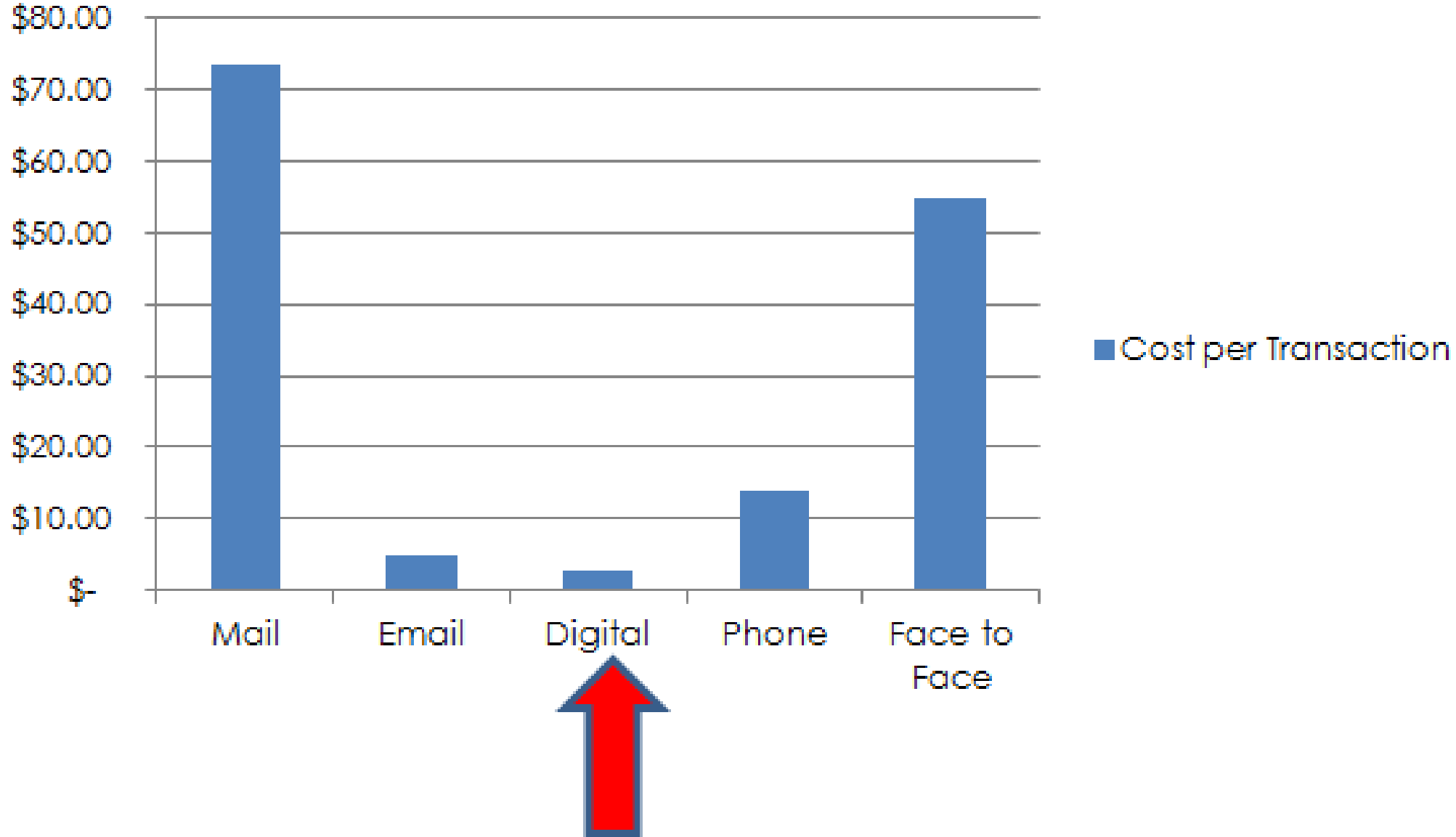
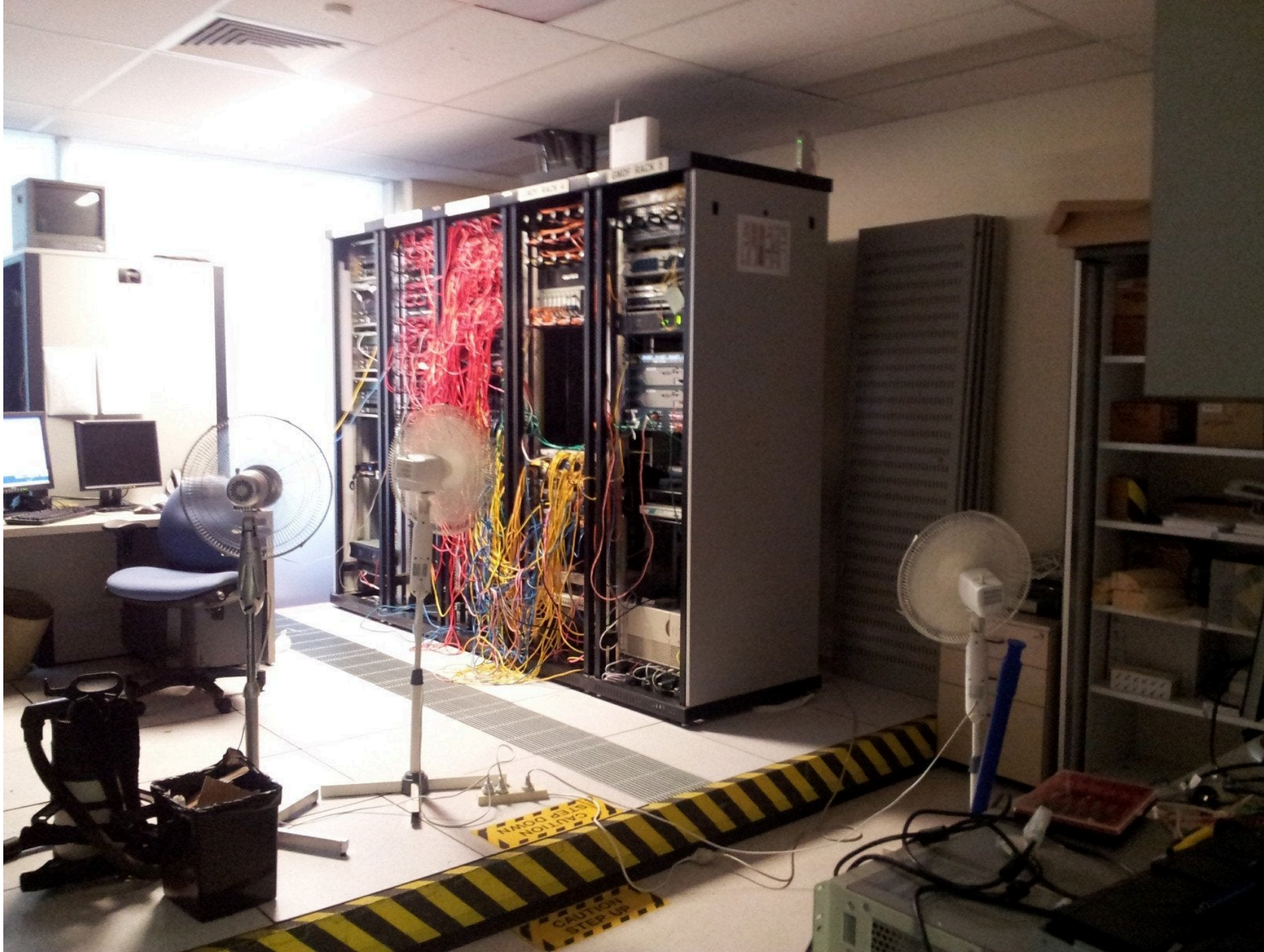- Consistent, reliable data and one source of truth.

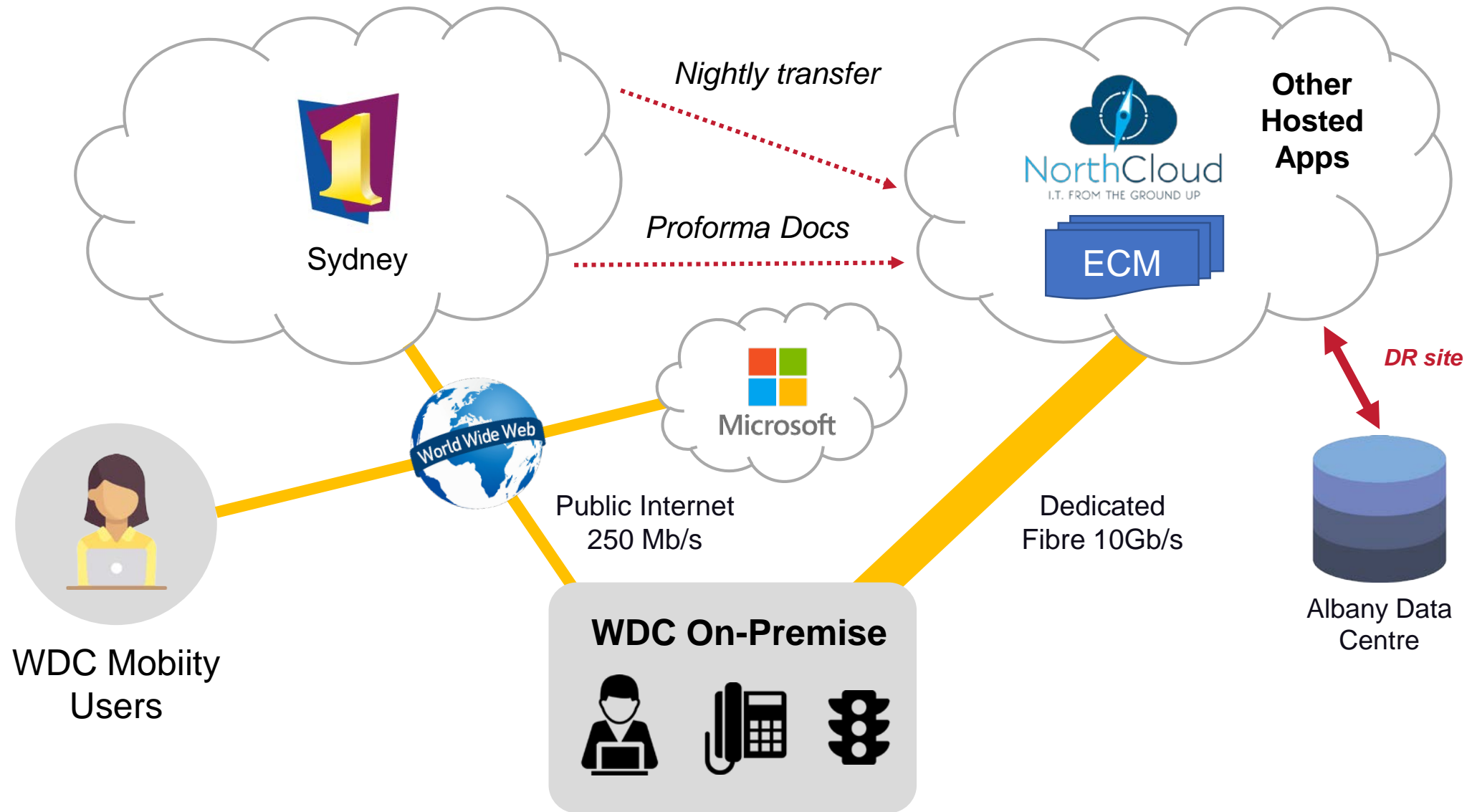# How Americans Bank

Online & mobile are used most often

Channel	Percentage
ONLINE	37%
MOBILE APP	36%
BANK BRANCHES	17%
ATM	6%
TELEPHONE	3%
MAIL	1%

Different Age Groups Bank Differently

18 – 29
Rank	Channel	Percentage
1	MOBILE APP	62%
2	ONLINE	13%
3	ATM	12%

30 – 44
Rank	Channel	Percentage
1	MOBILE APP	53%
2	ONLINE	29%
3	BRANCHES	11%

45 – 54
Rank	Channel	Percentage
1	ONLINE	38%
2	MOBILE APP	35%
3	BRANCHES	15%

55 – 64
Rank	Channel	Percentage
1	ONLINE	44%
2	MOBILE APP	22%
3	BRANCHES	21%

65+
Rank	Channel	Percentage
1	ONLINE	57%
2	BRANCHES	26%
3	MOBILE APP	7%

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Nightly transfer

Proforma Docs

Sydney

Other Hosted Apps

NorthCloud
I.T. FROM THE GROUND UP

ECM

DR site

Microsoft

Public Internet
250 Mb/s

World Wide Web

Dedicated
Fibre 10Gb/s

WDC Mobiity
Users

WDC On-Premise

Albany Data
Centre

TechnologyOne – Enterprise System

1.1 Existing Modules

EXISTING SOFTWARE MODULE LIST
MODULE GROUP - TechnologyOne Breakout Packs
Asset Mgt Mobility - Asset Survey
Asset Mgt Mobility - Defects
Asset Mgt Mobility - Inspections
Asset Mgt Mobility - Work Orders
MyTimesheets
MyWorkRequests
My Enterprise Budgeting
MyAssetBookings
Property & Rating Windows Mobile Inspections
Publisher Generator
MODULE GROUP - TechnologyOne ECM
Business Intelligence for ECM
ETL for ECM
XLOne Reporting for ECM
CMIS Integration
MODULE GROUP - TechnologyOne Enterprise Asset Management
Asset Valuations
Prediction Modelling & Optimisation
MyBusinessIntelligence (Asset Management)
MyProjects
MyWorkflow (Asset Management)
MyWorkOrders
Business Intelligence for Asset Management
ETL for Asset Management

EXISTING SOFTWARE MODULE LIST
BI Analysis for Financials
BI Dashboard for Financials
External Systems Interface
General Subsidiary Ledger and Management Functions
GL Reconciliaton
Purchasing Cards
Reconciliation
Business Analytics for Financials
Travel & Expense Management
Web Services for Financials
Workflow Maintenance for Financials
XLOne Reporting for Financials
XLOne Modelling for Financials
MyBusinessIntelligence (Financials)
MyPurchase Cards
MyQuickReconciliation
Recurring Documents
MyStandardReports&Enquiries (Financials)
MyTravel&Expenses (Available in Release 11.8)
MyWorkflow (Financials)
Business Intelligence for Financials
ETL for Financials
Accounts Payable
Accounts Receivable
Allocations for Financials

Allocations for Asset Management
Physical Assets Register
BI Analysis for Asset Management
Business Analytics for Asset Management
BI Dashboard for Asset Management
Billing
Bill of Materials
BPA Forms for Asset Management
Defect Management
Work Schedule & Dispatch
Fleet & Asset Booking
Asset Management GIS Mapping & Viewer Integration
GIS Data Synchronisation & Reconciliation
Maintenance Scheduling
Microsoft Project Integration
Projects
Asset Management EDMS Integration
Web Services for Assets Management
Work Orders
Conditions & Inspections
Workflow Maintenance Connector - Asset Mgt
Work Requests
XLOne Reporting for Asset Management
MODULE GROUP - TechnologyOne Enterprise Cash Receipting
Backoffice and Bpay
EFTPOS
Financials
Property
XLOne Reporting for ECR
ECR Core
MODULE GROUP - TechnologyOne Financials[1]
Fixed Assets

MODULE GROUP - TechnologyOne HR and Payroll
My Details
MyLeave
Business Intelligence for HR & Payroll
ETL for HR & Payroll
Allocations for HR & Payroll
Human Resources and Payroll
BI Analysis for HR & Payroll
BI Dashboard for HR & Payroll
Employee Development
Forms
Occupational Health and Safety
Organisation Management
MyPay
Recruitment
MyTeam Details
MyTeam Leave
MyTeam Timesheets
Timesheet Entry & Costing
Workflow Maintenance for HR & Payroll
XLOne Reporting for HR & Payroll
MyDevelopment
MySafety
MyTraining
Business Analytics for HR & Payroll
MyBusinessIntelligence (HR & Payroll)
MyStandardReports&Enquiries (HR & Payroll)
MyWorkflow (HR & Payroll)
Training
MODULE GROUP - TechnologyOne Performance Planning
Performance Planning
Business Intelligence for Perf Planning

EXISTING SOFTWARE MODULE LIST

XL One Reporting for Performance Planning
MODULE GROUP - TechnologyOne Property
EDMS - Container Creation
EDMS - Data Synchronisation
Horizon Library
GIS Integration - Navigation
EDMS - Document Registration
eAnimals
eDebtors
eDocument Delivery
eInfringements
eNucleus
ePayments
eRequests
eRules
eWater
Business Intelligence Connector - Property
ETL for Property
GIS Integration - Embedded Mapping
GIS Integration - Data Sync & Reconciliation
BI Analysis for Property
BI Dashboard for Property
NZ Extended Addressing
Animal Management
Bonds and Guarantees
Business Analytics for Property
NZ Bank Management
Certificates
Request Management
Debt Recovery
Debtors
Developer Levies
eTrack Professional

EXISTING SOFTWARE MODULE LIST

Licences and Permits
Development & Building Applications
Rating & Valuations
Rates Modelling
Task Booking & Scheduling
Trade Waste
Water Management
XL One Reporting for Property
XML Interface - NZ Dog Database
MODULE GROUP - TechnologyOne Publisher
Publisher Designer
MODULE GROUP - TechnologyOne Supply Chain Management[1]
Allocations for Supply Chain
Auto Invoice Matching
BI Analysis for Supply Chain
Business Analytics for Supply Chain Mgt
BI Dashboard for Supply Chain
Consolidated Purchase Requisitions
Inventory/Stores
MyBusinessIntelligence (Supply Chain)
MyPurchasingQuotations
MyRequisitions
MyStandardReports&Enquiries (Supply Chain)
MyWorkflow (Supply Chain)
Purchasing/Commitments
Purchasing Quotations
Replenishment
Requisitioning
Web Catalogue
Workflow Maintenance for SCM
XLOne Reporting for Supply Chain
ETL for Supply Chain
Business Intelligence for Supply Chain Mgt

EXISTING SOFTWARE MODULE LIST

XL One Reporting for Performance Planning
MODULE GROUP - TechnologyOne Property
EDMS - Container Creation
EDMS - Data Synchronisation
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ePayments
eRequests
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Business Intelligence Connector - Property
ETL for Property
GIS Integration - Embedded Mapping
GIS Integration - Data Sync & Reconciliation
BI Analysis for Property
BI Dashboard for Property
NZ Extended Addressing
Animal Management
Bonds and Guarantees
Business Analytics for Property
NZ Bank Management
Certificates
Request Management
Debt Recovery
Debtors
Developer Levies
eTrack Professional
eTracking
Infringements
User Defined Registers
Data Management
Property Nucleus
Quick Address Integration
Property By Law Enforcement
Property Leases

EXISTING SOFTWARE MODULE LIST

Licences and Permits
Development & Building Applications
Rating & Valuations
Rates Modelling
Task Booking & Scheduling
Trade Waste
Water Management
XL One Reporting for Property
XML Interface - NZ Dog Database
MODULE GROUP - TechnologyOne Publisher
Publisher Designer
MODULE GROUP - TechnologyOne Supply Chain Management [1]
Allocations for Supply Chain
Auto Invoice Matching
BI Analysis for Supply Chain
Business Analytics for Supply Chain Mgt
BI Dashboard for Supply Chain
Consolidated Purchase Requisitions
Inventory/Stores
MyBusinessIntelligence (Supply Chain)
MyPurchasingQuotations
MyRequisitions
MyStandardReports&Enquiries (Supply Chain)
MyWorkflow (Supply Chain)
Purchasing/Commitments
Purchasing Quotations
Replenishment
Requisitioning
Web Catalogue
Workflow Maintenance for SCM
XLOne Reporting for Supply Chain
ETL for Supply Chain
Business Intelligence for Supply Chain Mgt
MODULE GROUP - Technology One Contracts
Contracts
MODULE GROUP - TechnologyOne Spatial [1]
IntraMaps Map Control
IntraMaps ManyMaps [2]
IntraMaps Public
IntraMaps Enterprise

Whangarei District Council

USER APPS

Application Name	
Adobe Premiere Pro	PathFinder
Alternatiff	PDF Complier
ARCMap	PSI Capture
AutoCAD LT	QLIMS
AutoCAD	QMS
Balanced Scorecard	REM_Wise
CA Service Desk	Rendezvous
CAMMS	ReticManager
CaseWare	Roadmaster
Camtasia	Road Name Spreadsheet
Civil Defence EMIS	SCADA
Citect Data Historian	SCADA InTouch
Collector	SCATS
Corporate Library	**SirsiDynixEnterprise**
Coporate Vision (CV)	Site Up Time
Crystal Reports XI	Skype for Business
E-Text	Snag It
GeoAdministrator	SQL Server Profiler
Google Sketchup	SSRS - SQL Reporting Services / Builder
Hansen	Symphony
Harmonie	Talent Propeller
HedgeBook Pro	Tech 1 e-Services
HydroCad	TechnologyOne iCouncil
IBIS Rates Modelling	Tenderlink
Infoworks	TerraSync
Intramaps	Trapeze
Jungle Mail	Trimble
Lanfill Eroad	Tsheet App
LandOnline - UniPrint Client 3.5.1	TypeForm
Microsoft Project	Value Financials
MicroSoft Flow	Vernon
MindManager	Vijeo Citect
Mobility Parking lookup	Visual Studio Pro 2012
Monsido	WallFlower
Motorcheck	WebsiteSpecificFormBuilder
MrSID GeoViewer	Whos On Location
Nex_Viewer	Wonderware
NezTek	Yurbi
OverDrive	Zeacom Desktop

SYSTEM APPS

Application Name	
4J Runtime	GFI Event Manager
Active Directory	Go daddy
Activesync	iWorkplace
AD Manager	LastPass
Altiris	Microsoft - Internet Explorer
	Nintex
AppLocker	Op Manager
Avaya	Remote Desktop Manager
Chrome	
Citrix / CAG	Secure MX Business Anti-Spam
Deep freeze	
Eset Antivirus and Mobile Security	Shadow Protect
	SharePoint
Eset endpoint antivirus, File security for Windows	SSRPM
	Tools4Ever
	Treesize
etext	UniFlow

ICT – Key issues

- Ensuring the ICT strategy is in step, rather than behind, evolving technology.

- Providing customer focused digital experiences that support self-service, anytime, anywhere.

- Providing cost effective systems within budget constraints.

- Finding the balance between:
  - the needs of individual functions against the organisation as a whole
  - resource constraints and prompt delivery.
  - supporting BAU while implementing upgrades/enhancements

Enterprise search

Shane Ball

HOME MENU

BC Operational Dashboard

Active Applications

Search

Application ID	Primary Category	Decision	Target Range	Clock Paused	Granted	ResponsibleOfficer	BuildingClass
BC2000191	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1
BC2000195	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1S
BC2000201	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1S
BC2000217	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1S
BC2000222	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1S
BC2000227	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1
BC2000234	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1S
BC2000274	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1S
BC2000291	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1S
BC2000296	BCResid	Addinfo	Approaching Target 5 - 9 Days	Y	No	Nikki Smith	Res1S
BC2000303	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1S
BC2000304	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1
BC2000305	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1
BC2000309	BCResid	Addinfo	Approaching Target Under 5 Days	Y	No	Nikki Smith	Res1S
BC2000318	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1
BC2000324	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1
BC2000349	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1
BC2000397	BCResid	Addinfo	Approaching Target 5 - 9 Days	Y	No	Nikki Smith	Res2S
BC2000409	BCResid	Addinfo	Approaching Target 5 - 9 Days	Y	No	Nikki Smith	Res1S
BC2000421	BCResid	#Issued	Issued	N	Yes	Nikki Smith	Res1

Filter By Responsible Officer

- [ ] Monica Popata
- [ ] Nikki Clark
- [x] **Nikki Smith**
- [ ] Paul Cook
- [ ] Paul TOMLINSON
- [ ] Paul VAN DER SLUIS
- [ ] Robyn SHANKS

Filter By Target

- [ ] Approaching Target 10 - 20 Days
- [ ] Approaching Target 5 - 9 Days
- [ ] Approaching Target Under 5 Days
- [ ] Issued
- [ ] Past Target

Unassigned Applications

0

Total

25

Target < 5 Days

9

Filter By Category

- [ ] BCAmmEvent
- [ ] BCComm
- [ ] BCMultiPR
- [ ] BCResid
- [ ] eSubBC
- [ ] eSubPIM
- [ ] eSubPIMBC

Filter By Decision

- [ ]
- [ ] #ACTIVE
- [ ] #APPROVED
- [ ] #Cancelled
- [ ] #Completed
- [ ] #Issued
- [ ] #Lapsed

BC Operational Dashboard

Active Applications

Search 🔍

Application ID	Primary Category	Decision	Target Range	Clock Paused	Granted
BC0037716 ▾	BCResid	Issued	Issued	Y	Yes
BC0037730 ▾	BCResid	Issued	Issued	Y	Yes
BC0037739 ▾	BCResid	Issued	Issued	Y	Yes
BC0037752 ▾	BCComm	Issued	Issued	Y	Yes
BC0037782 ▾	BCResid	Issued	Issued	Y	Yes
BC0037783 ▾	BCResid	Issued	Issued	Y	Yes
BC0037822 ▾	BCComm	Issued	Issued	Y	Yes
BC0037827 ▾	BCResid	Issued	Issued	Y	Yes
BC0037851 ▾	BCResid	Issued	Issued	Y	Yes
BC0037902 ▾	BCComm	NTF	Issued	Y	Yes
BC0037922 ▾	BCResid	Issued	Issued	Y	Yes
BC0037929 ▾	BCResid	Issued	Issued	Y	Yes
BC0037940 ▾	BCResid	Issued	Issued	Y	Yes
BC0037978 ▾	BCResid	Issued	Issued	Y	Yes
BC0037995 ▾	BCComm	Issued	Issued	Y	Yes
BC0037997 ▾	BCResid	Issued	Issued	Y	Yes
BC0037998 ▾	BCResid	Issued	Issued	Y	Yes
BC0038020 ▾	BCResid	Issued	Issued	Y	Yes
BC0038050 ▾	BCResid	Issued	Issued	Y	Yes
BC0038055 ▾	BCResid	Issued	Issued	Y	Yes

Filter By Responsible Officer

- ☐ !!! Past Employee !!!
- ☑ !!!UNASSIGNED!!!
- ☐ Andrew Wallace
- ☐ Ashlee Crane
- ☐ Beau Tipene
- ☐ Brian COOK
- ☐ Bryant Sia

Filter By Target

- ☐ Approaching Target 10 - 20 Days
- ☐ Approaching Target 5 - 9 Days
- ☐ Approaching Target Under 5 Days
- ☑ Issued
- ☐ Past Target

Unassigned Applications
8349

Total
8349

Target < 5 Days
7603

Filter By Category

- ☐ BCAmmEvent
- ☐ BCComm
- ☐ BCMultiPR
- ☐ BCResid
- ☐ eSubBC
- ☐ eSubPIM
- ☐ eSubPIMBC

Filter By Decision

- ☐
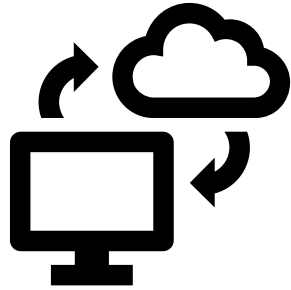- ☐ #ACTIVE
- ☐ #APPROVED
- ☐ #Cancelled
- ☐ #Completed
- ☐ #Issued
- ☐ #Lapsed

ICT – Key issues

- Cyber-security

Business Support – What we do

- Information Management
- Business Support
- Procurement

Information Management

Manages an increasing number of records every day.

Every:

- Building Consent Application
- Code Compliance Certificate
- Land Title
- Agenda
- Presentation
- Memo
- Strategy etc.

has with it an obligation to be protected in one way or another as directed by the Public Records Act.

How many records do we currently manage?

- A specific figure is hard to pin down as it changes every few minutes but as a snapshot:

Digital Records

- Kete Records **1,004,498**

- Ex TRIM Records **1,870,971** - (Records from previous document management system prior to getting Kete, server up within Kete as part of search)

- Alchemy Records approx. 317 269 – (predominantly a plans database also served up through Kete search)

- Share drives – approx. 1 TB of information

On top of this, Information Management support records management by design in our other enterprise systems. This is to ensure that the records receive the same lifecycle management when there are differing levels on data connected to them, from unstructured to fully structured.

Whangarei District Council

KETE

Home ⓘ

Search Kete

Global Staff Directory Projects Workspaces Working Here Knowledge Base Archive Hubs

LATEST NEWS

Health and safety update
SAFEPLUS ASSESSMENT - on Tuesday 11th through to Friday 14th of August, Mike Cosman from Cosman Parkes Ltd will be undertaking a Safeplus assessment with us. This is the nearest thing… More

Health and safety document updates
These policies and procedures were due for their two yearly review and have been updated;Health and safety policy (Special thanks to Raymond from Graphics for the snazzy formatting)Electrical… More

Latest update from the Redeployment Team
 Kia ora koutou,Well it's certainly been a busy few weeks behind the scenes as we've been consolidating all the information we gathered during the first few weeks of our redeployment… More

Council Briefing Committee Meeting Agenda
The agenda for the Council Briefing Committee meeting at 09.00am on Wednesday 29 July, is available on Council's website. More

Partnership with NorthTec on Civic Centre Project construction
It'll be hitting the media shortly - but as this is about your future workplace, you should be the first to know! We're just about to announce a partnership with NorthTec that will… More

Purchasing Enhancements
We have been working on a couple of enhancements to further improve the purchasing solution. From close of business Thursday you will notice the following changesPurchasing Enhancements.docxWe… More

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Weekly Drop-in Sessions for

Legal Clinic Procurement Engagement Advice

Clinics at Walton Plaza: Need advice on Legal, Procurement or Engagement matters? Click to see times and make a booking.

CDEM

Health and Safety

Covid-19 Response

Policies and Procedures

Social Club

HR

Procurement

Working Here

Help and Common Questions

Our Brand Guidelines

More News

APPLICATION LINKS

Hansen

ProMapp

Westlaw

Our IT Service Desk

T1 Production

Intramaps

Whangarei District Council Website

eSCRIBE

Chemwatch

.id Whangarei Profile

Infometrics

WHAT'S ON?

Title   Short Date

There are no items to show in this view of the "What's On" list.

MY FAVOURITES

My Mailroom Items

LGA - One Drive

Council Agenda

Rates Review

Paper records (not including items digitised and being held at Iron Mountain)

- Archives holdings approx. 714 lineal metres
- External archive holdings approx. 714 metres
  - These are all records that require classified as needing ongoing preservation for the history of Council, previous Council structures and memory of New Zealand in general.
- Examples of the some of the holdings:
  - Historic rating records dating
  - Records of major infrastructure development, including historic bonds
  - Land / property management historical records including some with significance to Maori
  - Historical meeting books for Town Boards and Council

DigiHub

Digitising our paper files

Facilities Management

- Business Support works across the whole of council whether it be through cleaning and security, fleet or phones, repairs and maintenance of assets, or the processing of leases and licenses. Some of what we do includes:

- Leases and licenses managed
  - 277 Leases
  - 78 Licenses
  - Includes Misc. Properties with multiple tenants such as 10 Bach's and over 40 Boat Sheds, a Transmission Mast and the Airport

- Support tenants with debtors and maintenance enquiries

- Provide advice for other departments (Parks, Roading, Community, District Development) in regard to leases and tenancies

- Property Maintenance provided for:
  - 2 Civic Buildings
  - 4 Libraries
  - 1 Central City Car Park
  - Approx. 26 Commercial Properties

- Support provided to Community Development with OMB, Civic Arcade, Plunket Rooms Porowini Ave, Onerahi Hall, 10-12 Pensioner Unit Refurbishments, plus other work such as tenant survey etc.

Whangarei
District Council

Councils Fleet

- Currently 76 Vehicles in total made up of 55 Cars, Utes, SUVs and 21 Other vehicles (Trailers, Vans, Tractors, Bus etc.)
  - 822,742 km over the last 12 months
  - 77,029 litres of fuel over 12 months
  - 20,226 hours of driving

- To ensure our vehicles are safe for staff and other road users fleet maintenance is a priority. Fleet Management includes, WOF.s RUCS, Scheduled and unscheduled maintenance, tyres, emergency towing, purchasing and disposal of fleet assets etc.

Phones continue to play a big part in the way we communicate. We currently support :
  - 677 Desk phones and extensions
  - 300 Mobile Phones – user support, phone replacements and set ups

- New staff set up with mobile devices in the last 12 months…. 74

Security

Security is an important part of what we do and one of our larger contracts to manage. In the last 12 months we've managed and organized:

- More than 117 Call outs attended for various reasons – one every three days
- 10 requests for static guard coverage for events from contentious Council Meetings to the Fire at the OMB
- Ensured the monitoring of 24 sites, 24 hours per day
- Overseen 70 sites with manned services totaling approx. 651 hours per week
- Overseen 728 Bankings per year
- Ensured the clearance of 88 pay and display and 108 Parking meters. Coins are becoming a complex issue

Whangarei District Council

Cleaning

Cleaning is another significant contracted managed by Business Support. We oversee the entire cleaning contract for council covering all councils buildings and public bathrooms.

In addition to the regular cleaning we have managed:
- 33 requests for additional cleaning – deep cleans, spot cleans, flood clean-up etc. equating to a total of 528 Hours of extra cleaning
- Overseen 8,400 standard hours cleaning across 15 sites all with their own unique requirements

This is a complex contract and it takes regular engagement with the management team and the cleaners directly to ensure we maintain our facilities to an appropriate standard.

In addition to the above the Business Support Team provide assistance across all of Council with managing all number of requests. These can range from the small 5 minute jobs through to jobs that last weeks and require full project management.

Other functions managed by Business Support
- Council Services Support - Mail Run, Staff services such as kitchen supplies and appliances
- Chambers Custodian, support for Council, Citizenship Ceremonies and all other meetings held in Chambers (Department meetings, Liquor Licensing etc.)

Significant Projects worked on in last 12 months:

- Covid19 and Flood @ Forum North, Flooding in Archives and Offices Walton Plaza
- Kitchen refurbishment at Walton Plaza
- Solar Lighting, Forum North
- Tikipunga Library car park resurface and reconfiguration
- Upgrade and maintenance of the Pound building
- Central City Car Park security roller door replacement
- Office moves, NZTA new desks set up, RMA Consents/ Maori Liaison move/Infrastructure Development
- Additional Contracts Managed
  - Plumbing Panel
  - Cleaning and Consumables
  - Waste and Recycling
  - Building Warrant of Fitness Management
  - SmartTrack Fleet booking and GPS tracking system, monitoring
  - Also services such as newspapers, Milk Delivery, Plant Hire
  - Stationery

Whangarei District Council

Procurement

Procurement has had a big year. For a team of one, procurement has:
- provided support on 30 projects:
- been lead on 10 significant procurement processes
- managed contracts with a combined total value of $92m.

Additionally Procurement has run weekly clinics to all of council to provide support and assistance to build capability across the board.

Business Support – Our key issues

- Civic Centre

- Digitisation

- Fleet renewal / Conversion to EV's

- Assessment, Retention and Disposal of Records

- Sustainability

Business Support – Key issues

Key issues for the next 10 years

- Repairs and Maintenance, Sustainability and Records Management

Key issues in the long term

- As above – these will be ongoing

Questions