**WHANGAREI DISTRICT COUNCIL**

**OUTSOURCING**

**Provided to Brendan Mills in response to Official Information request dated 19 December 2012**

| **Department** | **Outsourcing** | **In-house (not exclusive list – but e.gs)** |
| --- | --- | --- |
| Building | None | All |
| Regulatory Services | Dog/Animal control  Parking enforcement  Excessive noise control  Bylaw enforcement  Inspections under Fencing of Swimming Pools Act  Liquor Licensing Host Responsibility Awards co-ordination  Specialised legal services | All others |
| Infrastructure Projects & Support | Engineering related professional services (including survey, design, resource consent applications, contract management, project management, asset management) for I & S projects.  Physical works contracts for I & S assets  Rural fire fighting & management | Engineering related professional services (including survey, design, resource consent applications, contract management, project management, asset management) for I & S projects.  Operation and Maintenance of wastewater and water treatment plants  Maintenance of I & S SCADA telemetry systems  Civil defence emergency management (shared services with NRC)  Rural Fire management (shared with NRC)  Financial management  Administration |
| Resource Consents | Consenting work where Council does not have sufficient in-house resources or adequate technical expertise to address the specific resource consent issues | All others |
| Finance | Accounting for Council subsidiaries (but may be brought in-house)  Receipting for rates collection  Mail house services for producing and mailing out quarterly rates installments | Core accounting, rating and receipting functions |
| Policy & Monitoring | Assessment and processing of Private Plan Changes to planning consultants  Professional services from experts where Council does not have in-house expertise – e.g. noise assessments, economic assessments, cultural/historical assessments, architectural work, ecological studies, engineering studies etc  Where independent opinions are required or peer review  Where required | All others |
| Information Services | Where internal resources can not meet demand and specifically   * Project delivery * Infrastructure design and build   Service desk  Disaster recovery  Off site archive storage | Application support  Configuration change  Configuration management  Call management  Systems configuration development  Infrastructure administration and support  Infrastructure design and build  Maintenance  Project Delivery  Records management  Digitisation  Mail management  Data control |
| Community Services | CCTV maintenance contract – preventative and responsive, technical support to volunteer operators  City Safe Community Officer – bylaw education and enforcement within CBD  Graffiti Removal  CCTV Activ8 – immediate response CCTV downloads and reviewing | Funding/grants administration and advice  Community Safety programme coordination  Community safety and crime prevention advice  Advisory group coordination and support  Project management  Contract management |
| Waste & Drainage | Operating services which provide cost and quality advantages. E.g. Solid waste – litter, recycling, transfer stations, Sewer, stormwater, pump stations maintenance and operation  Capital projects e.g. Ruakaka south sewer extension, wastewater treatment plant upgrade  Where in-house resources with unavailable or do not have required skill for the job | Wastewater treatment plant operators  Lab services staff  Project managers  Engineers (wastewater, stormwater, solid waste)  Tradewaste staff  Asset Managers  Wastewater/stormwater operation specialists  Customer services  Budget/Account managers  Contract managers |
| Roading | Physical works  Design works, project management and supervision for major and medium sized projects | Asset Management  Network management i.e. supervising the group of network maintenance contracts  Traffic safety  Contract administration |
| Water Services | Reticulation maintenance  Electrical maintenance  Technical or specialist services  Some legal Services  Meter Reading | Treatment plant operation  Reticulation management  Asset Management  Contract and Project management  Water billing  Strategic planning |
| Library | Processing new books  Mending | Selection  Ordering  Acquisitions  Some processing and cataloguing |
| Economic Development | Construct billboards, paint murals | All others |
| Maori Relationships | Sites of Significance research  Researchers and writers for Hapu and Iwi Environmental Management Plans | All others |
| Property | Where specialist skill is needed e.g. Legal, technical research on property, legislation issues, building, compliance, valuation, reports  Where it is more cost effective to outsource e.g. large property acquisitions, advice on process  Other services where need is identified:   * Pensioner housing – management of tenancies, maintenance * General housing stock – management of tenancies * Ground maintenance * Forestry management * Airport management * Cleaning etc of Council buildings | Lease management  Project co-ordination  Budget management  Administration  Asset managers  Customer services  Budget/account managers  Contract managers |
| Venues and Events | Day to day repairs and maintenance of the venues  Technical support for events | All others |
| Parks & Recreation | Maintenance of:   * All parks and gardens in the district * All street and park trees * All sportsfields * All tracks and walkways administered by Council * All playgrounds * All coastal structures under jurisdiction of council * Identified natural areas – pest plant control   Removal of tagging from public places.  Civil and structural engineering work, some drafting and project management work | All others including:   * Landscape design * Operation of cemeteries * Botanica conservatory |
| Customer Services | After hours telephone service | All others |
| Governance | Some legal services  Insurance  Electoral Officer role | All others |
| Human Resources | Specialist work in areas of employment relations, health and safety and learning and development | All others |