**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 controlParking enforcementExcessive noise controlBylaw enforcementInspections under Fencing of Swimming Pools ActLiquor Licensing Host Responsibility Awards co-ordinationSpecialised 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 assetsRural 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 plantsMaintenance of I & S SCADA telemetry systemsCivil defence emergency management (shared services with NRC)Rural Fire management (shared with NRC)Financial managementAdministration |
| 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 collectionMail 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 consultantsProfessional 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 etcWhere independent opinions are required or peer reviewWhere required | All others |
| Information Services | Where internal resources can not meet demand and specifically* Project delivery
* Infrastructure design and build

Service deskDisaster recoveryOff site archive storage | Application supportConfiguration changeConfiguration managementCall managementSystems configuration developmentInfrastructure administration and supportInfrastructure design and buildMaintenanceProject DeliveryRecords managementDigitisationMail managementData control |
| Community Services | CCTV maintenance contract – preventative and responsive, technical support to volunteer operatorsCity Safe Community Officer – bylaw education and enforcement within CBDGraffiti RemovalCCTV Activ8 – immediate response CCTV downloads and reviewing | Funding/grants administration and adviceCommunity Safety programme coordinationCommunity safety and crime prevention adviceAdvisory group coordination and supportProject managementContract 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 operationCapital projects e.g. Ruakaka south sewer extension, wastewater treatment plant upgradeWhere in-house resources with unavailable or do not have required skill for the job | Wastewater treatment plant operatorsLab services staffProject managersEngineers (wastewater, stormwater, solid waste)Tradewaste staffAsset ManagersWastewater/stormwater operation specialistsCustomer servicesBudget/Account managersContract managers |
| Roading | Physical worksDesign works, project management and supervision for major and medium sized projects | Asset ManagementNetwork management i.e. supervising the group of network maintenance contractsTraffic safetyContract administration |
| Water Services | Reticulation maintenanceElectrical maintenanceTechnical or specialist servicesSome legal ServicesMeter Reading | Treatment plant operationReticulation managementAsset ManagementContract and Project managementWater billingStrategic planning |
| Library | Processing new booksMending | SelectionOrderingAcquisitionsSome processing and cataloguing |
| Economic Development | Construct billboards, paint murals | All others |
| Maori Relationships | Sites of Significance researchResearchers 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, reportsWhere it is more cost effective to outsource e.g. large property acquisitions, advice on processOther 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 managementProject co-ordinationBudget managementAdministrationAsset managersCustomer servicesBudget/account managersContract managers |
| Venues and Events | Day to day repairs and maintenance of the venuesTechnical 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
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| Customer Services | After hours telephone service | All others |
| Governance | Some legal servicesInsuranceElectoral Officer role | All others |
| Human Resources | Specialist work in areas of employment relations, health and safety and learning and development | All others |