

2011/12 ACTIVITY PROGRAMME

Over the next few pages, you'll find information about our plans for 2011/12.

Our work is divided into seven strategic areas:

- **Governance** – engagement with Maori, and information, consultation and decision-making.
- **Environment** – gardens and beaches, green open spaces, water, wastewater, waste reduction and energy conservation, environmental conservation attractions, and the quarry.
- **Economic development** – city promotions, events and attractions, and business support.
- **Cultural well-being** – heritage, galleries and museums, community arts and cultural support, and arts partnerships.
- **Social and recreation** – housing, recreation facilities and programmes, libraries, public health and safety, and community support.
- **Urban development** – urban planning and policy, building control and facilitation, development control and facilitation, earthquake risk mitigation, and public spaces development.
- **Transport** – transport planning and policy, transport networks, and parking.

In each chapter you'll find information about the work we do, the reasons for doing that work and/or our goals in relation to it, any new proposals for 2011/12, capital and operational costs, and our performance targets (i.e. our targets for quantity, quality and breadth of service).

Our levels of service for 2011/12 will be broadly in line with 2010/11. Any proposed changes from current levels are outlined in the following pages.

We've done our best to provide information that is meaningful and relevant, and to present this information as clearly as possible, so that you – Wellington's residents – can be informed about our proposed programme, and make your voice heard.

GOVERNANCE

WHAT'S YOUR VIEW?

Comment online www.Wellington.govt.nz

Email annual.plan@wcc.govt.nz, or send your views to

Draft Annual Plan, Wellington City Council, PO Box 2199, Wellington.

1. GOVERNANCE

1.1 Information, consultation and decision-making

We aim to build trust and confidence in decision-making by keeping residents well informed and engaged.

We aim for a culture of openness in which residents can easily access information about their city, understand how it runs, and let their views be known.

To achieve this, we:

- keep residents informed through a wide variety of media, including newspapers, radio, Council publications and our website
- engage and consult widely before making decisions, and seek feedback on issues facing the city through resident surveys and partnerships with a wide range of groups
- run Council and committee meetings openly and transparently
- provide a 24/7 Contact Centre where we manage enquiries (telephone, text message, email and twitter), take bookings for building inspections and Learn to Swim lessons, log and dispatch service requests, handle complaints and provide information on Council services, facilities and events. The Contact Centre enables the Council to respond to 300,000 + calls and 1,500 emails each year
- provide a City Service Centre in Wakefield St where we manage enquires and residents can: pay rates, Council housing rents, water meter bills, any other Council payments; apply for busking licenses; register dogs, buy rubbish bags, recycling bins, and parking coupons; and report problems or faults with Council services
- maintain and supply property information
- hold local body elections every three years
- account for our performance through annual plans and annual reports.

This activity also includes the development of policies and bylaws, identifying opportunities to make submissions on, and influence, developing Government legislation, and long-term and annual planning processes and the preparation of the annual report.

This includes the writing, production, printing and distribution of several publications (Draft Annual Plan, Annual Plan, Annual Report, Long-term plan and associated summaries). The project costs also cover the special consultative procedure for the plan, the associated performance framework, research and advertising costs.

During 2011/12 we will continue discussions with neighbouring authorities on the future governance of the Wellington region.

We will also review of our long-term strategies for the city's environment, economic development, urban development, transport network, social and recreation services, cultural well-being, and governance. These will be part of our 2012 long-term plan, and will guide us as we address the broad issues the city is likely to face in coming decade.

MEASURING OUR PERFORMANCE

Our targets for 2011/12 are:

- At least 60% of residents are satisfied that the Council consults them the right amount.
- At least 80% of residents are satisfied or neutral (neither satisfied or dissatisfied) with the way the Council involves them in decision-making.
- 90% of Council and committee agendas will be made available to the public five days prior to the meeting.
- At least 78% of residents agree that Council information is easy to access.
- 80% of contact centre calls are answered within 30 seconds and 100% of e-mails are responded to within 24 hours.
- We will monitor the number of consultation processes undertaken and number of people that submit.
- We will monitor e-democracy participation (number of e-petitions and the number of people that participate).

WHAT IT WILL COST

1.1 Information, consultation and decision making	Operating expenditure 2011-2012			Capital expenditure 2011-2012
	Income (\$000)	Expenditure (\$000)	Net expenditure (\$000)	Total (\$000)
1.1.1 City Governance and Engagement	(12)	880	888	-
1.1.2 Civic Information	(23)	552	529	-
2011/2011 Total	(26)	1432	1417	-
2010/11 Total	(52)	1509	1457	104

1. GOVERNANCE

1.2 Maori engagement (including mana whenua)

Mana whenua are acknowledged and reflected in the way we make decisions about the city's future and its resources.

We work with the city's two mana whenua organisations, the Port Nicholson Block Settlement Trust and Te Runanga Toa Rangatira Incorporated, to ensure their views are represented in decisions about the city, and to ensure their contribution to Wellington's heritage is fully and publicly recognised. Our responsibilities to these groups are outlined in a Memoranda of Understanding.

We also involve the wider Maori community on issues of specific interest to them.

We will work with mana whenua to explore opportunities for the city emerging from the progression of Treaty of Waitangi claims for both Ngati Toa and Taranaki Whanui ki te upoko o te Ika.

MEASURING OUR PERFORMANCE

Our targets for 2011/12 are:

- At least 80% of Maori residents are satisfied or neutral (neither satisfied nor dissatisfied) with regard to their involvement with decision-making.
- Maintain a positive relationship with our mana whenua partners – including with regards to policy, Resource Management Act, and protocol advice; and the memorandum of understanding.

WHAT IT WILL COST

1.2 Maori engagement (including mana whenua)	Operating expenditure 2011-2012			Capital expenditure 2011-2012
	Income (\$000)	Expenditure (\$000)	Net expenditure (\$000)	Total (\$000)
1.2.1 Maori and Mana whenua partnerships	-	237	237	-
2011/12 Total	-	237	237	-
2010/11 Total	-	360	360	-