

2010/11 ACTIVITY PROGRAMME

Over the next few pages, you'll find information about our plans for 2010/11.

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 2010/11, capital and operational costs, and our performance targets (i.e. our targets for quantity, quality and breadth of service).

Our levels of service for 2010/11 will be broadly in line with 2009/10. Any proposed changes from current levels are explained 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.

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1. GOVERNANCE

1.1 Information, consultation and decision-making

We aim to keep residents informed, provide opportunities for input, and make sound decisions in line with community aspirations.

Community input helps us to understand Wellingtonians' needs and aspirations, leading to better decision-making.

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 information, answer queries and address complaints through our 24-hours a day, 7 days a week Contact Centre, as well as through our City Service Centre in Wakefield St.
- Hold local body elections – the next will be held in October 2010.
- Account for our performance through annual plans and annual reports.

During 2010/11 we will work with central government and other local authorities on the government's review of the Local Government Act to improve overall transparency and accountability.

We will also look to strengthen regional and community networks, and continue discussions with neighbouring authorities on the principles outlined by the Royal Commission of Inquiry into Auckland Governance and the possible implications of this for the Wellington region.

We are also working on the review of our new 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 decades.

We are also continuing to develop new ways for residents to engage in our annual planning and policy-making activities.

MEASURING OUR PERFORMANCE

Our targets for 2010/11 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 76% 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 achieve at least a 50% voter turn-out in local elections. (The turn-out in 2007 was 40%).
- 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 2010-2011			Capital expenditure 2010-2011
	Income (\$000)	Expenditure (\$000)	Net expenditure (\$000)	Total (\$000)
1.1.1 City governance and engagement	(227)	9,380	9,153	104
1.1.2 Civic information	(325)	5,679	5,354	-
2010/11 1.1 Total	(552)	15,059	14,507	104
2009/10 1.1 Total	(364)	14,417	14,053	-

1. GOVERNANCE

1.2 Maori engagement (including mana whenua)

We acknowledge the special place of Maori in Wellington's history and aim to work with them to strengthen opportunities to contribute to Wellington's future.

We want to see the special position of mana whenua (i.e. iwi with customary authority over the area) acknowledged and reflected in the way we make decisions about the city and its resources.

We work with the city's two mana whenua organisations, the Wellington Tenth Trust and Ngati Toa Rangatira, 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 Port Nicholson Block claimants (Taranaki whanui).

We're looking at ways to increase Maori input into city decision-making activities, with a focus this year on increasing Maori participation in the local body election in October.

MEASURING OUR PERFORMANCE

Our targets for 2010/11 are:

- At least 80% of Maori residents are satisfied or neutral (neither satisfied nor dissatisfied) with regard to their involvement with decision-making.
- Both Treaty partners are satisfied with their general relationship with Council and the Memoranda of Understanding.
- Both partners are satisfied with policy and Resource Management Act advice.
- Both partners are satisfied with protocol advice.

WHAT IT WILL COST

1.2 Maori engagement (including mana whenua)	Operating expenditure 2010-2011			Capital expenditure 2010-2011
	Income (\$000)	Expenditure (\$000)	Net expenditure (\$000)	Total (\$000)
1.2.1 Maori and Mana whenua partnerships	-	160	160	-
2010/11 1.2 Total	-	160	160	-
2009/10 1.2 Total	-	160	160	-

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