
ORDINARY MEETING

OF

LONG-TERM AND ANNUAL PLAN COMMITTEE

MINUTE ITEM ATTACHMENTS

Time: 1:00pm
Date: Tuesday, 13 February 2018
Venue: Committee Room 1
Ground Floor, Council Offices
101 Wakefield Street
Wellington

Business	Page No.
2.1 2018 -28 Long-Term Plan Engagement and Consultation Plan	
1. LTP Update 2017/18 Engagement and Communications Programme	2
2.2 Draft Significance and Engagement Policy	
1. Significance and Engagement Policy 13 February 2018	10
2.3 Update on Performance Framework - Report From the Revenue and Finance Working party	
1. Performance Framework Review 13 February 2018	14

LTP Update 2017/18

Engagement and communications programme

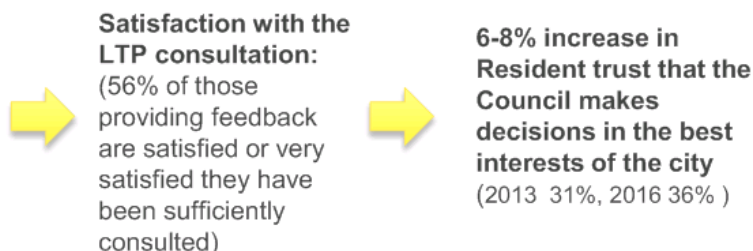
(Draft V1 9 FEB 2018)

Background - 10 year plan (LTP) engagement and consultation

- LTP engagement and consultation programme follows on from two initiatives, Our City Tomorrow (OCT) awareness building and Lets Get Welly Moving partnership (LGWM) transport scenarios
- **Delivery:** In 3 phases i.e. Pre-consultation (phase 1); formal consultation (phase 2); decision making and community report-back (phase 3). Pre-consultation engagement prepares residents for formal consultation
- Phases 2 and 3 are subject to the special consultative provisions of the Local Government Act 2002
- **Focus:**
 - **Pre-consultation:**
 - grow resident awareness and prior to formal consultation on the key **priorities** (resilience, housing, transport, arts and culture, sustainable growth) for the 10 year plan)
 - Encourage residents to submit during the formal consultation period (April 15 – May 15)
 - **Formal consultation**
 - Obtaining on-line, written or oral submissions on the consultation proposal
- **Key deliverables for formal consultation:**
 - Updated significance and engagement policy
 - a single LTP consultation document focusing on the proposed key priorities, supporting projects and options
 - Draft long term plan and budget documents.

LTP engagement and consultation: on-going goals

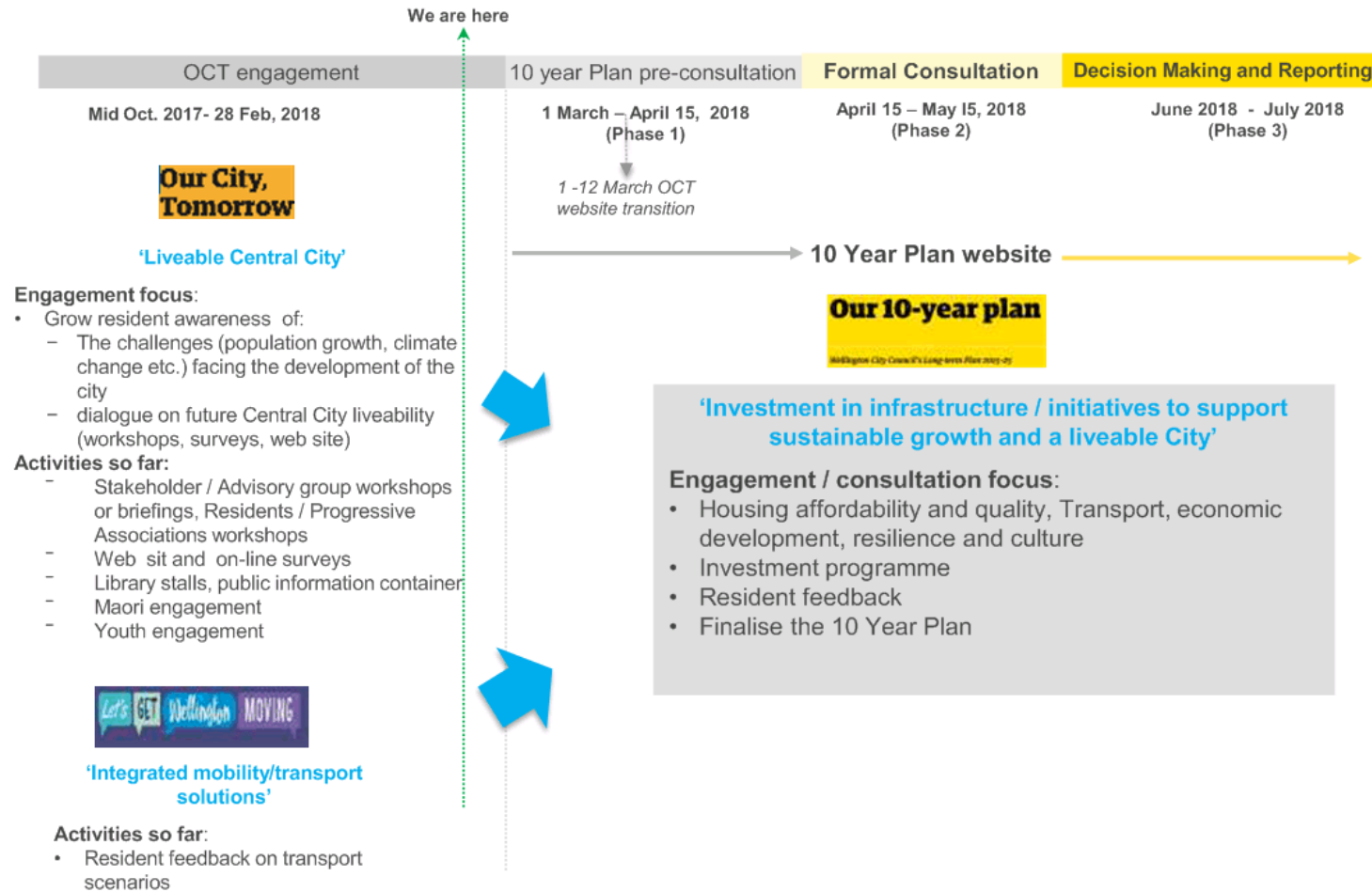
On-going goals	On-going targets
Increase resident participation in the 10 year plan consultation	<ul style="list-style-type: none"> 3-5% of the resident population participating in the engagement programme. (pre-engagement plus submission)
Increase participation of people or groups without a history of engagement with the LTP	<ul style="list-style-type: none"> Youth (baseline year) Maori (baseline year)
Increase the proportion of on-topic feedback, (on-line submissions and oral)	70-80% of submissions are on-the topics in the consultation document



- How:**
Expanded on-line and face to face pre-consultation engagement to :
- Develop resident awareness of LTP key issues
 - exploring the LTP issues and encouraging feedback

- How:**
- Dynamic web-site reporting during consultation
 - Guidelines for submitters
 - Expanded use of social media & target promotion
 - Improving the oral hearings experience
 - Reporting back to residents on the final 10 Year Plan

Timeline to date



Audiences

External

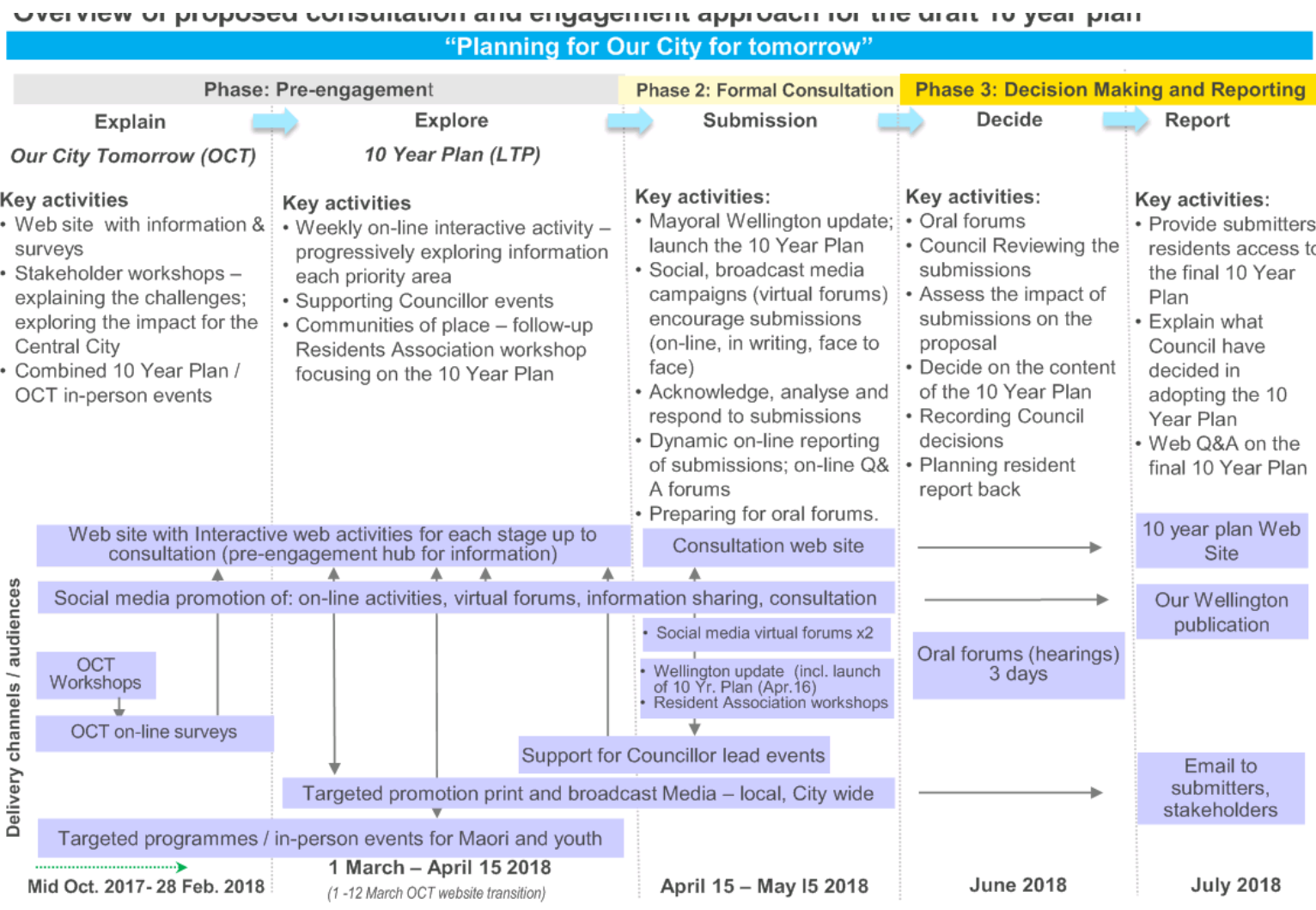
- All residents
- Business community
- Relevant Govt. departments
- Community / cultural focused organisations
- Community Boards, Residents Associations
- Schools (Youth)
- Specific interest groups
- Sporting & recreational groups
- Social support organisations
- Opinion leaders

Internal

- WCC staff
- Mayor, Councillors
- WCC advisory groups

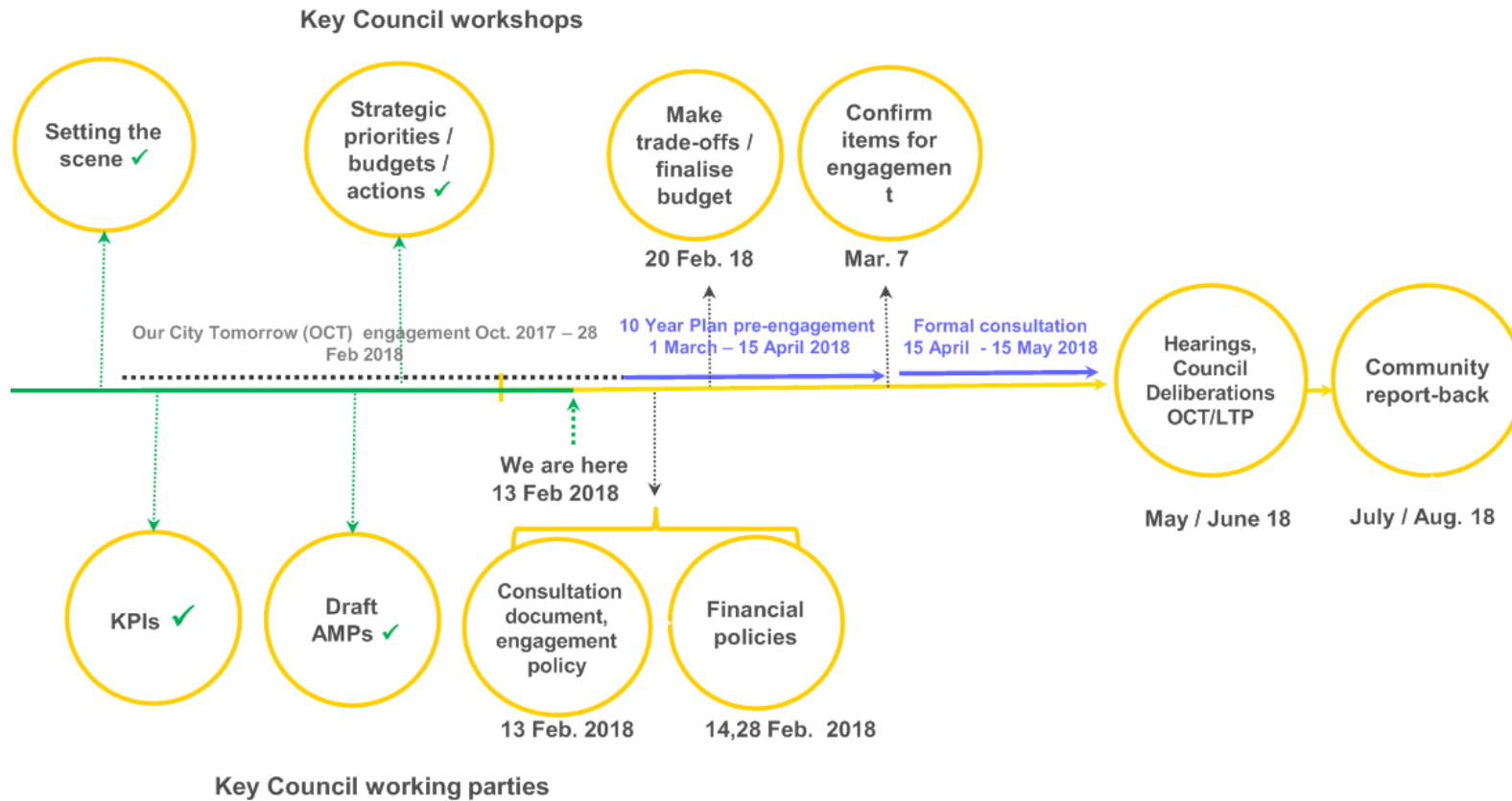
Key target groups

- Maori
- Schools / Youth



Questions

10 Year Plan (LTP) - high level timeline



Significance and Engagement Policy

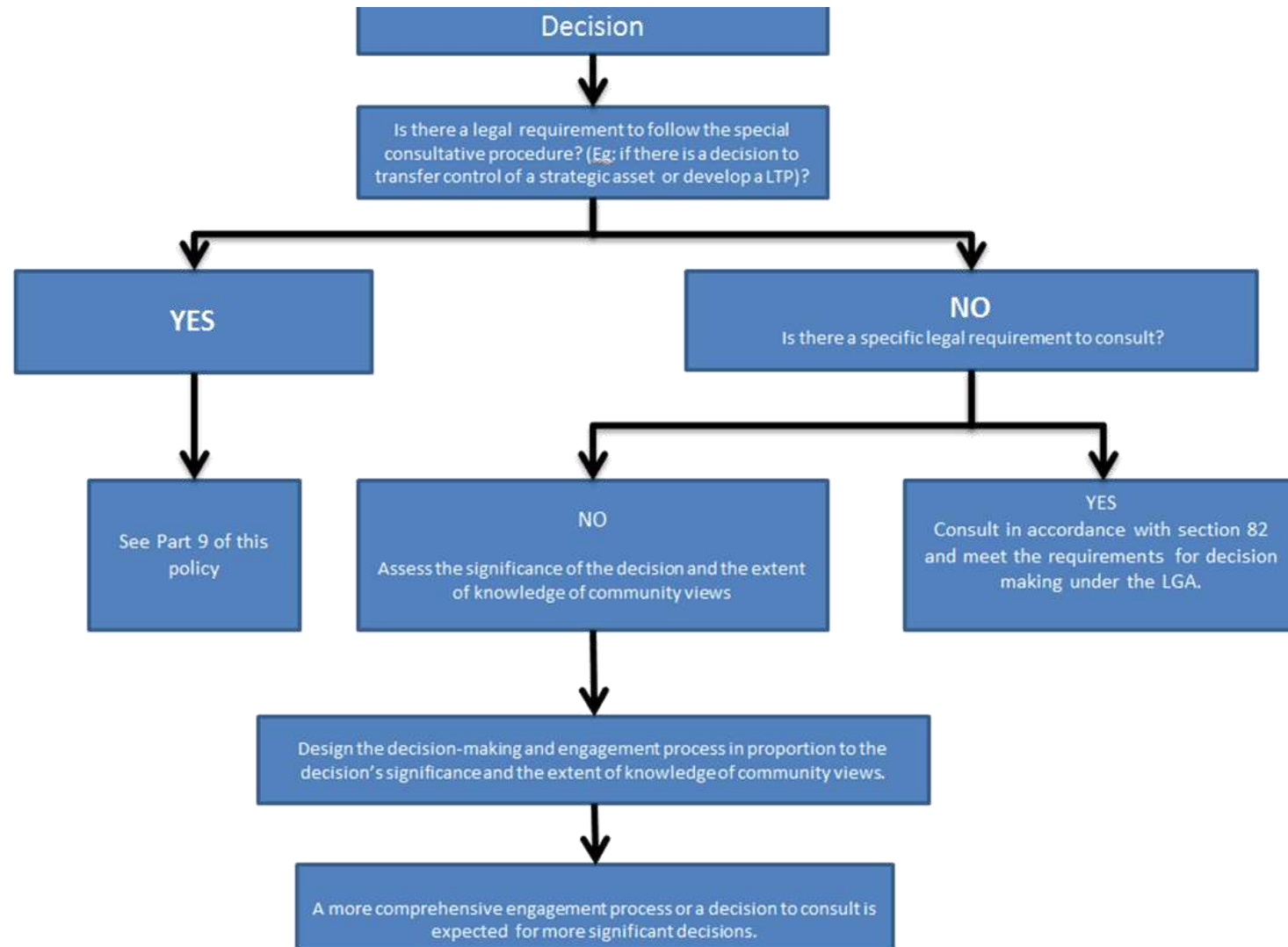
13 February 2018

Background

- Legislative requirement (s 76AA)
- Involves decision making, significant decisions and engagement
- Must include a list of strategic assets (s 76AA (3))
- Needs to be referenced in the LTP (s 93c)
- Primarily an internal focus
- Based on policies reviewed/adopted in 2012, 2013 and 2014.

Review

- Useability - shorter
- Significance Criteria and Factors
- Strategic Assets
- Added
 - Making it work in practice.
 - Papers to include a statement on significance and application of the policy.
- Completion
 - Continue engagement with the portfolio leader
 - Add a mihi – Strategic Communications and Engagement & Tira Poutama: Iwi Partnerships
 - Feedback in the LTP



Performance framework review

Process

R&F WP: 5 Workshops in 2017.

- Legislative requirements
- Principles and objectives
- Framework structure
- Dimensions
- Measures

Not Target setting

Our requirements under LGA

LTP must include

“...the performance measures that the local authority considers will enable the public to assess the level of service for major aspects of groups of activities...”

“...the performance target or targets set by the local authority for each performance measure.”

Compulsory measures:

- water supply
- sewerage and the treatment and disposal of sewage
- stormwater drainage, flood protection and control works
- the provision of roads and footpaths.

Our requirements under LGA

Outcomes measurement:

Annual reports must:

“...report the results of any measurement undertaken during the year of progress towards the achievement of ...outcomes.”

“ **community outcomes** means the outcomes that a local authority aims to achieve in meeting the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions.”

Examples

Performance measures: 'What we do'

Utilisation: Number of library books issued

Occupancy rates of community centres

Satisfaction: User satisfaction with library services

Complaints about water quality

Performance: Response times to graffiti removal

WCC corporate energy use

Standards: Compliance with drinking water standards

Examples

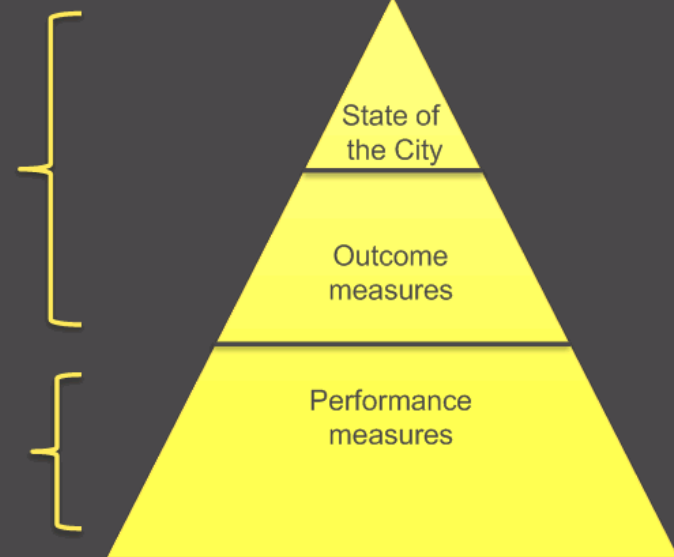
Outcome measures: 'What we seek'

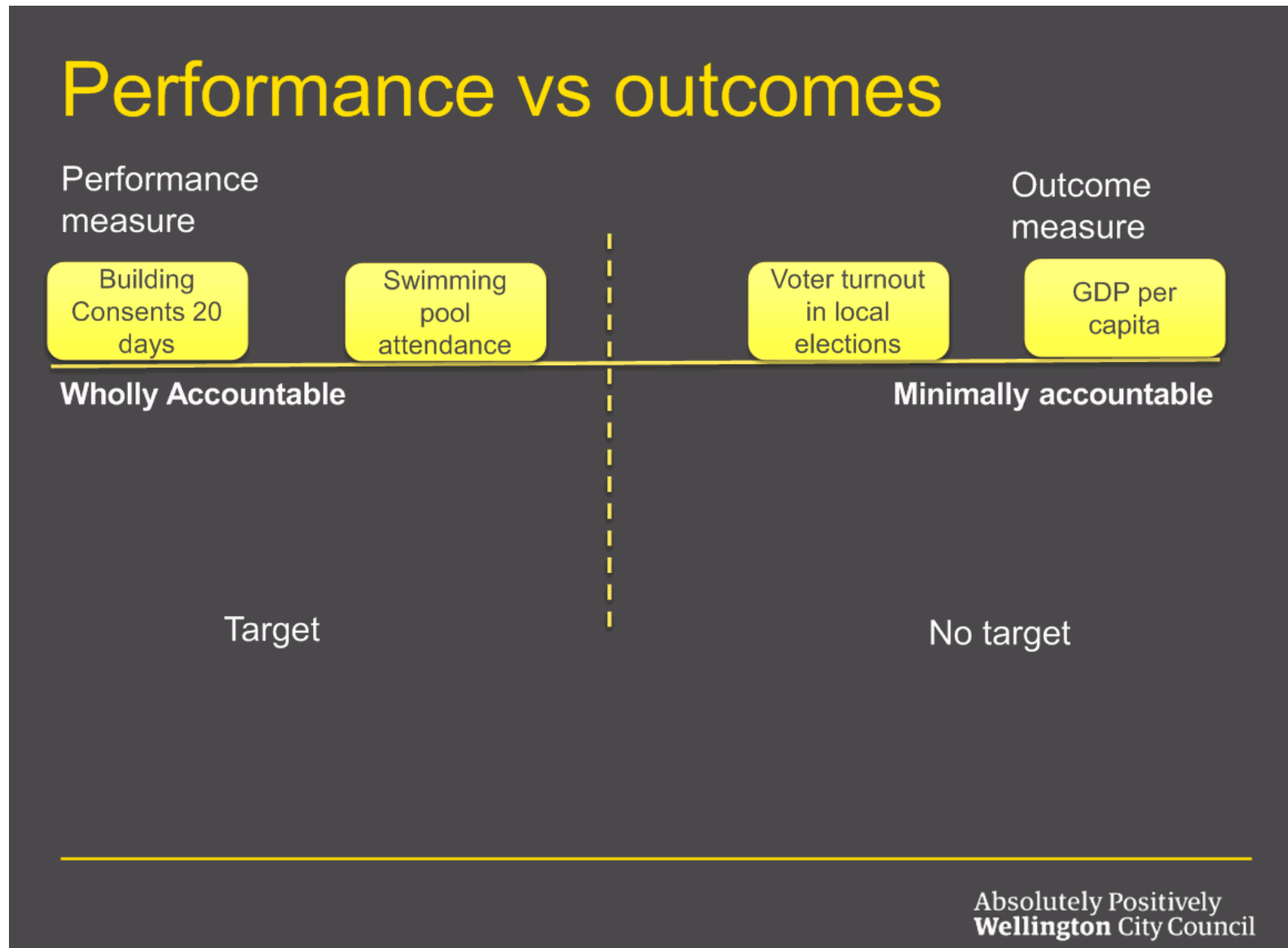
- Total waste to landfill per capita
- Energy use per capita
- Free wi-fi usage per day (logons)
- Visitors to Te Papa

Framework Structure

Our Outcomes

Our Activities and LoS





Objectives

Establish a measurement framework that meets the diverse needs of users including Governors, Officers, the public, stakeholders and regulators.

Establish a framework that aids in all of the following functions:

- *Providing evidence for governance decisions*
- *Improving Business monitoring*
- *Showing the 'State of the City'*
- *Improving public transparency*
- *Meeting statutory requirements*
- *Informing business improvement and transformation*
- *Enabling comparison across activities and showing value for money*
- *Enabling innovation*

Principles

Principles speaking to the purpose of the framework

- Measures should seek to tell a clear and specific story about an aspect of the performance of the business.
- The framework should include measures that speak to the value for money of the function.
- The revised framework should enable an enhanced ability to innovate, change service levels and transform services.
- The revised framework should enable enhanced visibility of the business and expose high performance, risk, opportunity and failure.

Principles 2

Functional Expectations

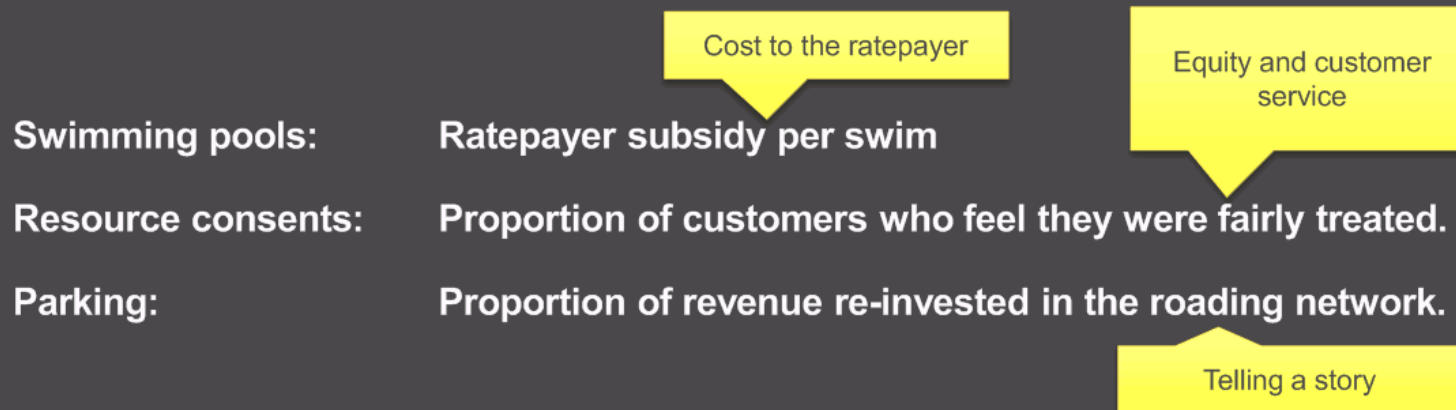
- Movement in a result should reflect a true change in the dimension being measured.
- Exceptional circumstances should not derail the validity of a measure.
- Measures should measure what they appear to measure.
- Measures should target a specific audience or audiences.
- The framework must meet all statutory requirements

Principles 3

Methodology, Collection and reporting principles

- Where possible, measures should utilize existing data sources.
- Preserving time series consistency should be a consideration.
- The value added by a measure must be worth the cost of collection
- Measurement methodologies should have no ambiguity
- Measures should be proportional where possible (expressed in a metric *per* a denominator) to account for phenomena such as population growth.
- The measurement framework should be designed with a reporting outcome or outcomes in mind.

Dimensions



Dimensions add richness...

Public health and safety	Compliance	Number of premises inspected within food act regulation required timeframes (new business and existing businesses).
	Efficiency	Percentage of high risk premises inspected.
		Percentage of high to very high premises inspected during peak time.
		Percentage of very high risk premises inspected twice during the year.
	Timeliness	Dog control urgent requests responded to within one hour
		Dog control non-urgent requests responded to within 24 hours.
		Public toilets -urgent requests responded to within four hours
		Public toilets non-urgent responded to within three days.
	Hygiene standard	Percentage of toilets that meet required cleanliness and maintenance performance standards.

Reporting

Data vs performance story

Tirohanga whānui o ngā whakahaere ratonga
Service performance overview

The Long-term Plan 2015-2025 sets out performance measures with targets that we report on, to track and share our progress. Here's an overview of how we performed in key areas - see volumes 1 and 2 of the annual report for detailed performance results.

Throughout the report, the following symbols and criteria are used to display performance measure results compared to targets:

Achieved Target has been met or exceeded	Substantially achieved Target has not been met by a significant margin	Not achieved Target not achieved and/or not met by a significant margin

Key report

- 88.4 million** rips, nails and public footpath
Target: 89 million (2016: 88.9 million) (2015: 79.2 million)
- 61%** of Aucklanders satisfied with the condition of roads
Target: 59% (2016: 63% (2015: 63%))
- 30%** of road bike targets met or exceeded by 2018/19
Target: 30% (2016: 30% (2015: 30%))
- 1,742,305** journeys made by bike
Target: 1,200,000 (2016: 993,876 (2015: 906,378))
- 96%** of people satisfied with their visit to a regional park
Target: 95% (2016: 96% (2015: 97%))
- 84,860** volunteer hours needed to help maintain and improve our regional parks
Target: 80,000 (2016: 88,547 (2015: 90,000))

Key report

- 28%** of peak parking time utilized at community centres and events
Target: 30% (2016: 28% (2015: 28%))
- 11%** of library items borrowed were from e-collections
Target: 10% (2016: 9% (2015: 8%))
- 0.4** dry weather days per 1000 connections to the sewerage system
Target: 0.5 (2016: 0.4) (2015: 0.4)
- 100%** of drinking water met 62 standards
Target: 100% (2016: 100% (2015: 100%))
- 1,204,433** visitors to Auckland Zoo and Auckland Art Gallery
Target: 1,370,000 (2016: 1,340,000 (2015: 1,360,000))
- 1074** public performing arts events followed by Auckland Zoo
Target: 927 (2016: 1064 (2015: 956))
- 576 million** contributed to Auckland's economy by major events
Target: 580m (2016: 549.7m (2015: 573.3m))
- 80%** of building consent applications processed within 20 working days
Target: 70% (2016: 76% (2015: 66%))
- 4366** buildings and other consented Auckland housing targets
Target: 4,200 (2016: 42,883 (2015: 4000))
- 144kg** of domestic waste collected per Auckland resident
Target: 150kg (2016: 150kg) (2015: 150kg)
- 66%** of pharmaceuticals found within two hours of being opened in Auckland
Target: 50% (2016: 57% (2015: 50%))
- 10.3%** return on equity for Auckland Council
Target: 6.0% (2016: 2.7% (2015: 10.2%))

