

***2021-31 LTP:
Levels of Service,
Community Outcomes,
Significance and
Engagement Policy***

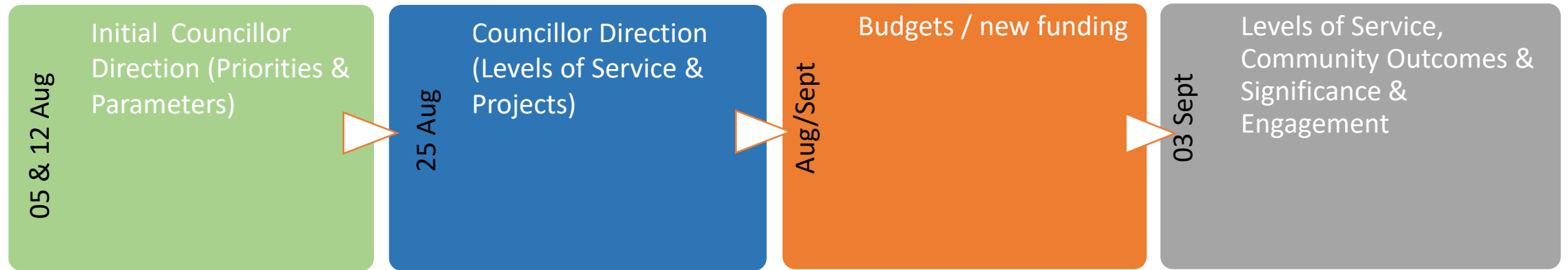
3 September 2020

Overview

Agenda for 3 September:

- Recap of process so far
- Levels of service and performance measures
- Community outcomes
- Significant and engagement policy

The month that was . . .



Coming Up . . .

The prioritization process is scheduled for the 17 September. All priorities/proposals will be entered into the system. Success will be dependent on making tradeoffs in order to reach a collective view.

A simple prioritization approach is proposed with the first round involving EMs ranking projects by:

- **Out = 0 POINTS**
- **Low priority = 1 POINT**
- **Medium priority = 2 POINTS**
- **High priority = 3 POINTS**

The list of new capex and opex projects will be scored, with crunching the numbers and bringing the full programme back along with new projects that sit “above the line” and “below the line” in relation to budgetary envelopes.

Likely be an iterative process with the methodology being adjusted to refine the list if need be.

Levels of service and performance measures

- Used to benchmark our performance
- Levels of service and measures are set in the LTP and then reported on in the Annual Report
- Shows the community the levels of service they can expect of the next 3 years
- Levels of service are associated with each key activity of Council
- Some service levels are mandatory and are set by central government – we can't change these
- Non-mandatory measures can be changed.
- Currently we have 73 Levels of service targets for Council:
 - 2019-20: 68% of targets were achieved (TBC)
 - 2018-18: 69% of targets were achieved
 - 2017-18: 74% of targets were achieved

Levels of service and performance measures

Staff have reviewed existing levels of service against current strategic outcomes and priorities as well as any external factors that might influence performance, such as legislative changes.

Staff have also looked at ensuring the levels of service are easy and transparent to measure as well as looking at sector best practice.

At this stage, a small number of changes are proposed:

- **Removal of measures that are no longer needed**
- **New measures that better represent our strategic outcomes**
- **Minor wording changes to make a level of service easier to understand and measure.**

Further changes maybe needed following prioritization and budgetary decisions. Any further changes will be reported back to Council for feedback.

Levels of service and performance measures

Key changes

Parks

Looking replace existing measures with targets against amount of recreation space relative to population:
e.g: Park land should meet 0.9Ha/1,000 residents

Venues and Events

Amend measures to better reflect the Whangarei Events Strategy 2019 – 2024
e.g. Number of Council delivered events that include two or more of the local experience categories (as per the Experience Local Whangarei Events Strategy 2019-2024)

Strategy and Democracy

Update measures to reflect requirements of new National Policy Statement on Urban Development
e.g. Meet our statutory reporting timeframes under the National Policy Statement on Urban Development

Levels of service and performance measures

Key changes

Community Development

Rewording measures so they are more defined and better linked to outcomes:

e.g. Effectiveness of Advisory Group engagement with Council to inform projects, programmes and district developments

Wastewater and Stormwater

Removal of measures which duplicate with other reporting:

e.g. Remove satisfaction with the wastewater and stormwater networks

Democracy

Response to LGOIMA requests within relevant timeframes to drop from 100% (current) to 95%. 100% is generally difficult to achieve in all cases due to the complexity of LGOIMA requests. 95% aligns with other statutory reporting requirements such as RMA applications.

Community Outcomes

Options for the Community Outcomes discussed on 25 August were:

Option 1 – No change

Option 2 – Minor tweaks to align to legislative changes / priorities

Option 3 – Full review of the Community Outcomes

There was general support for minor tweaks (noting that some councillors were in favour of no change), but a range of feedback on what this could look like. Two options for minor tweaks are provided (should Council wish to make changes).

Community Outcomes: Option 1

EFFICIENT AND RESILIENT CORE SERVICES

- It is easy and safe for everyone to travel around the District
- There are opportunities to walk and cycle
- The District is well prepared for growth and can adapt to change
- Services are supplied in ways that benefit the environment.

POSITIVE ABOUT THE FUTURE

- The District has productive land, people and a thriving city centre
- There is a fair urban/rural balance
- Council has clear, simple documents and rules
- The District embraces new technology and opportunities.

CARING FOR THE ENVIRONMENT

- Communities work to keep the environment clean and healthy
- Access to the coast is protected
- Open spaces in parks and streets are places where nature thrives
- The District is positively adapting to climate change.

PROUD TO BE LOCAL

- The District is neat, tidy and looks attractive
- Public areas feel and are safe
- There is always something to do and see
- There are opportunities for people of all abilities, ages and life stages to be active.
- **All of our cultures are valued and celebrated**

Community Outcomes: Option 2

EFFICIENT AND RESILIENT CORE SERVICES

- It is easy and safe for everyone to travel around the District
- There are opportunities to walk and cycle
- The District is well prepared for growth and can adapt to change
- Services are supplied in ways that benefit the environment.

POSITIVE ABOUT THE FUTURE

- The District has productive land, **resilient communities** and a **thriving economy**
- There is a fair urban/rural balance
- Council has clear, simple documents and rules
- The District embraces new technology and opportunities.

CARING FOR THE ENVIRONMENT

- Communities and **Council work to minimise waste** and keep the environment clean and healthy
- Access to the coast is protected
- Open spaces in parks and streets are places where nature thrives
- The District is positively adapting to climate change.

PROUD TO BE LOCAL

- The District is **safe**, tidy and looks attractive
- **The District has a range of housing options including for older persons.**
- There are opportunities for people of all abilities, ages and life stages to be active **and there are always things do and see.**
- **All of our cultures are valued and celebrated**

Significance and Engagement Policy (SEP)

- Required under the LGA, and reviewed as part of LTP process
- Purpose = guidance on how ‘significant’ decisions are, and how much engagement is required, to ensure council decision making is transparent and fair
- Policy includes criteria to assess decisions (‘two or more trigger’)
- Policy must also list Council’s strategic assets – those vital for delivering services to Whangarei
- Improvements made through last review, seeking feedback on further changes required

Significance and Engagement Policy (SEP)

Except for emergency works, a decision is considered significant if two or more of the criteria are triggered

For annual plan must also consider ‘materiality’ under the LGA

Criteria	Measure
Impact on Council's direction	Major and long-term
Change in Council's current level of service	Major and long-term
Level of public impact and/or interest	Major and district-wide, or Major for an identified community of interest
Impact on Council's capability (non-cost)	Major and long-term
Net financial cost/revenue of implementation, excluding any financial impact already included in a Long-Term Plan / Annual Plan	Net capital expenditure >10% of total rates in year commenced, and/or Net operating expenditure >2.5% of total rates in year commenced

How the SEP is used

- Significance and engagement should be considered *early* in the process
- Council reports – a statement to provide clarity to elected members and the public, about how significance has been considered, and how this influenced approach to engagement
- Element of subjectivity – expect staff to be conservative – Council ultimately determine via the report
- Council always has decision making ability to consult where it deems it appropriate

Possible areas for review of SEP

- Meets minimum requirements of LGA
- General approach – comments on engaging with Maori – *does this reflect the relationship in 2020?*
- Criteria – *could include reference to materiality requirement for annual plan, for completeness*
- Implementation – *could be presented more clearly*
- Appendix One – Strategic Assets
- Appendix Two – Community Engagement Guide – *refresh to reflect 2020 practice, and clearer on how we will respond to community preferences (s82 of LGA)*
- Readability, branding and graphics – *refresh*
- Next steps – note three options in briefing report

Next steps

- Budgets being compiled for review (now)
- Councillor prioritisation (17 September, with additional sessions if required)
- Phase 3, plan and supporting documents developed for Audit (October – December)