Long Term Plan 2018-28
Service Plan for Governance & Decision Making

Adopted by Council with the final Long Term Plan 2018-28 on 26 June 2018
Updated with Annual Plan 2019/20 adopted by Council 25 June 2019

Christchurch City Council

Approvals		
Role	**Name**	**Signature and date of sign-off**
Activity Manager	Lester Wolfreys	02/03/2018
Finance Manager	Michael Down	
General Manager(s)	Mary Richardson	

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What does the overall Group of Activities do and why do we do it?

Through the Communities and Citizens Group of Activities the Christchurch City Council enhances the wellbeing and resilience of its citizens and communities.

We contribute to safe, healthy and inclusive communities by providing high-quality library, sports and recreation, arts and cultural, community development and emergency management services.

We provide opportunities for people to express themselves and be challenged by art, music, theatre, dance and other media and to understand and celebrate our many identities and heritage.

Our libraries act as a vehicle for access to knowledge, ideas and information and as a democratic service open and available to anyone. Libraries are a trusted and recognised feature of local communities, but are also part of a network, with branches covering all parts of our city.

We encourage more people to be more active more often through the provision of a range of sport and recreation facilities and programmes.

We provide community centres, halls and houses to encourage participation in local activities and build a sense of community.

We provide information and advice to help citizens and communities. We offer support to community organisations to help them deliver the valuable services they provide.

Our activities aim to ensure all citizens have the opportunity to participate in community and city decision-making.

These activities help communities become stronger, more resilient, and healthy, so that Christchurch becomes a better place to live and provides opportunities for all.

1. What does this activity deliver?

Christchurch City Council is the second largest territorial local authority (TLA) in New Zealand. The Council is committed to participatory democracy for all residents, and actively encourages residents to participate in making deputations to Council and Community Boards, participating in hearings and engaging with Councillors and Community Board members. As a large TLA with a strong commitment to an active local democracy its effectiveness is dependent upon efficient and effective processes to support effective governance and good decision making.

In direct support of governance and decision making this activity provides the following services:
- Secretariat services, information, support for Council decision-making processes at governance-level meetings and hearings and to Elected Members of the Council and Community Boards

- Holding elections of Elected Members to the Council and Community Boards, polls and representation reviews

The provision of governance secretariat, information and support encompasses a range of formal and informal processes to support the 54 Elected Members to carry out their duties. It involves the generation of over 1600 reports to elected members each year, logistical and secretariat support for close to 500 meetings of Council, Council Committees, Community Boards and Reserve Management Committees. All of these meeting must be held within the provisions of the Local Government Act, and include the production and co-ordination of attendant agendas, minutes and follow-up of resolutions.

Annually this activity manages on average more than 3000 applications and related hearings for District Licensing; provides application, public consultation and hearings support for the: Menacing Dogs Act, Urban Design Panel, Reserve Hearings Panel, RMA Hearings Panel and Bus Shelter hearings. The activity also provides consultation and submissions support to Annual and Long Term Plans and major projects such as Major Cycleways, and Land Transfers.

It also provides the tools, technology, training and support that enables Elected Members to efficiently receive and manage the many thousands of pages of documents they are required to consider for decision making, and communicate with Council and the public. It also manages, updates and trains staff in InfoCouncil, which the Council's central system for managing all Council reports, resolutions and actions.

In addition to providing secretariat services to formal meetings this activity supports working parties, workshops and seminars, especially for Community Boards, which annually can exceed 200. Formal and informal reporting of the outcomes and milestones from decisions including newsletters is also provided to Elected Members and the Community. Staff also provide advice and local context to Elected Members to inform decision-making, and advice and support to members of the community to engage in Council processes. Community Governance Teams work with

the community and Community Boards to develop Community Board Plans that inform the priorities and decision making of Community Boards and provide reports for Boards and Council about key issues in the community.

This activity includes processes that ensure all local elections, polls and representation reviews are held with full statutory compliance. Between 2008 and 2017 this service has delivered three elections and eight bi-elections, with the requisite information, monitoring and reporting requirements of each. Communication between the Council and a range of national bodies such as the Justice and Electoral Committee, the Local Government Commission, the Remuneration Authority and the Electoral Commission is undertaken as part of this activity, and the implementation of changes brought about by their decisions. It also provides direct support for representation reviews.

2. Why do we deliver this activity?

This activity is provided as one of the core purposes of local government outlined in the Local Government Act 2002 (LGA); to "enable democratic local decision-making and action by, and on behalf of, communities." The LGA, the Local Government Official Information Act 1987 and the Electoral Act 2002 define the parameters within which Council conducts a broad range of governance and decision-making actions such as elections, polls, representation reviews, meetings and hearings. This activity provides the fundamental processes, structures and resources to support the formal component of local governance, ensuring compliance with the statutory requirements and promoting transparency and democratic accountability.

In addition to meeting legislative requirements, the Council seeks to encourage and support residents to have a strong connection with the City and sense of belonging, and to involve them at all levels of decision-making. The Council's vision for this is outlined in the following Community Outcomes:
- Strong sense of community
- Active participation in civic life

This means that our communities share a spirit of citizenship and participate in civic matters, the community's goals and aspirations are reflected in Council activities and people have a positive experience when engaging with Council. Providing support for public consultation, deputations and hearings is critical for ensuring citizen input into decision-making, and ensuring effective democratic processes. The formal and informal reporting of the impact of decisions, as well as significant milestones, back to the Community contributes to people's experiences of Council and their understanding of the way in which their contribution impacts Council decisions.

Council's strategic priorities include a focus on enabling active citizenship and connected communities. Council provides opportunities for individuals and groups to be involved in local government decision-making, and works to empower community groups to develop initiatives that encourage

participation in Council processes. Effective representation requires broad buy-in from the community and ensures that the views of the community are reflected in decision-making. Council is committed to encouraging active citizenship so that citizens are actively involved in the life of their city and have a strong sense of belonging in their own local communities.

The provision of new technology, training and support for Elected Members enables the Council to work efficiently and effectively and also work towards its vision for sustainable use of resources, zero waste. The impact of providing new technology to Elected Members enables them to communicate more efficiently with the community, and significantly improve financial and environmental costs.

3. Specify Levels of Service

The Levels of Service, Performance Measures and Performance Targets for Governance & Decision Making activity are provided below. Shaded rows are the levels of service and performance measures to be included in the Long Term Plan. Non-shaded rows are non-LTP management level measures.

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if…..)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2028/29
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
Holding elections of Elected Members to the Council and Community Boards, polls and representative reviews									
4.1.2 4.1.2	Provide processes that ensure all local elections, polls and representation reviews are held with full statutory compliance.	All local elections, polls and representation reviews are held with full statutory compliance.	Percentage compliance with legislative requirements.	100% compliance.	Auckland: 0 complaints regarding electoral processes are upheld by the ombudsman.	**4.1.2** 100% compliance	**4.1.2** 100% compliance	**4.1.2** 100% compliance	**4.1.2** 100% compliance
Providing secretariat services, information, support for Council decision-making processes at governance level									
4.1.22 100% compliance	Provide services that ensure all Council and Community Board meetings are held with full statutory compliance.	All Council and Community Board decisions are held with full statutory compliance.	Percentage compliance with legislative requirements.	100% compliance.	Wellington: 94% (2015/16) Auckland: 100% (2014/15)	**4.1.22** 100% compliance	**4.1.22** 100% compliance	**4.1.22** 100% compliance	**4.1.22** 100% compliance

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100% compliance									
4.1.18 4.1.18	Participation in and contribution to Council decision-making	Respondents are satisfied with opportunities to have a say in what Council does.. Council's decision-making processes are ways to engages with	Survey annually through the Annual Resident Survey of Percentage of respondents who understand how Council makes decisions	38% in 2016. 41% in 2017	Almost a third (32%) of respondents in the seven city areas agreed that they understand how their Council makes decisions.in 2016	**4.1.18** Percentage of respondents who understand how Council makes decisions: At least 41%	**4.1.18** Percentage of respondents who understand how Council makes decisions: At least 41%	**4.1.18** Percentage of respondents who understand how Council makes decisions: At least 42%	**4.1.18** Percentage of respondents who understand how Council makes decisions: At least 45%
4.1.29.1 4.1.29	Respond to requests for information held by Council in a manner that complies with the legislative processes and timelines set out in the LGOIMA	Investigations into process and compliance by the Ombudsman's Office are responded to within their requested deadlines - 100%	Regular review of the LGOIMA timelines in the database	95%	Not available	**4.1.29.1** 4.1.29 Investigations into process and compliance by the Ombudsman's Office are responded to within their requested deadlines:100% compliance	**4.1.29.1** 4.1.29 Investigations into process and compliance by the Ombudsman's Office are responded to within their requested deadlines:100% compliance	**4.1.29.1** 4.1.29 Investigations into process and compliance by the Ombudsman's Office are responded to within their requested deadlines:100% compliance	**4.1.29.1** 4.1.29 Investigations into process and compliance by the Ombudsman's Office are responded to within their requested deadlines:100% compliance

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						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
4.1.29.2 4.1.29		Provision of information is in accordance with LGOIMA principles and requirements - 100%	Review of the LGOIMA information provision	100%	Not available	**4.1.29.2** 4.1.29 4.1.29 Provision of information is in accordance with LGOIMA principles and requirements: 100% compliance	**4.1.29.2** 4.1.29 4.1.29 Provision of information is in accordance with LGOIMA principles and requirements: 100% compliance	**4.1.29.2** 4.1.29 4.1.29 Provision of information is in accordance with LGOIMA principles and requirements: 100% compliance	**4.1.29.2** 4.1.29 Provision of information is in accordance with LGOIMA principles and requirements: 100% compliance
4.1.23 4.1.23	Mana whenua satisfaction with opportunities provided for consultation and input.	Council meets its obligation under LGA and other legislation. Mana whenua are engaged in relevant decision-making processes	Survey of Te Hononga representative	Satisfied or very satisfied	There is no benchmark available	**4.1.23** Satisfied or very satisfied	**4.1.23** Satisfied or very satisfied	**4.1.23** Satisfied or very satisfied	**4.1.23** Satisfied or very satisfied

4. What levels of service do we propose to change from the current LTP and why?

To review changes to levels of service between those adopted for the Amended Long Term Plan 2016-25 (Annual Plan 2017/18) and the draft Long Term Plan 2018-28, refer to section 4 of the draft Service Plan.

Changes in Levels of Service adopted in Annual Plan 2019/20

LoS number	Proposed change	Rationale
4.1.22	Provide services that ensure all Council and Community Board meetings are held with full statutory compliance.	The Current LOS does not make sense as it is almost impossible to provide services that ensure every decision is made with full statutory compliance as a decision making body can elect to make a decision that does not comply no matter what services we provide. Changing the word "decisions" into "meetings" best reflects the governance services we do actually

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		provide. Decisions are the final outcome but the meetings reflect all the work subject to statutory provision that leads to the final decision. The use of the word meetings allows us to be held accountable, there are clear statutory provisions that apply.

5. How will the assets be managed to deliver the services?

There are no assets required for this activity.

6. What financial resources are needed?

Refer to the **Activities and Services** section in the most recently adopted **Long Term Plan / Annual Plan**.

7. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?

There are no capital projects for this activity.

8. Are there any significant negative effects that this activity will create?

There are no negative effects for Governance and Decision-Making.