



## GOVERNANCE AND CITIZEN INFORMATION

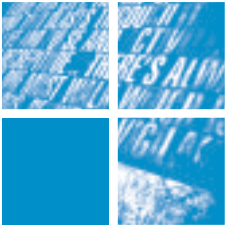
Governance and Citizen Information includes all those activities that make the Council accountable to the people of Wellington and ensure the smooth running of the city.

This includes managing three-yearly local authority elections, and meetings of the Council and its committees. It also includes developing policies and plans to promote the city's well-being, informing ratepayers about what we are doing, providing opportunities for public input into our decisions, and reporting on our performance.

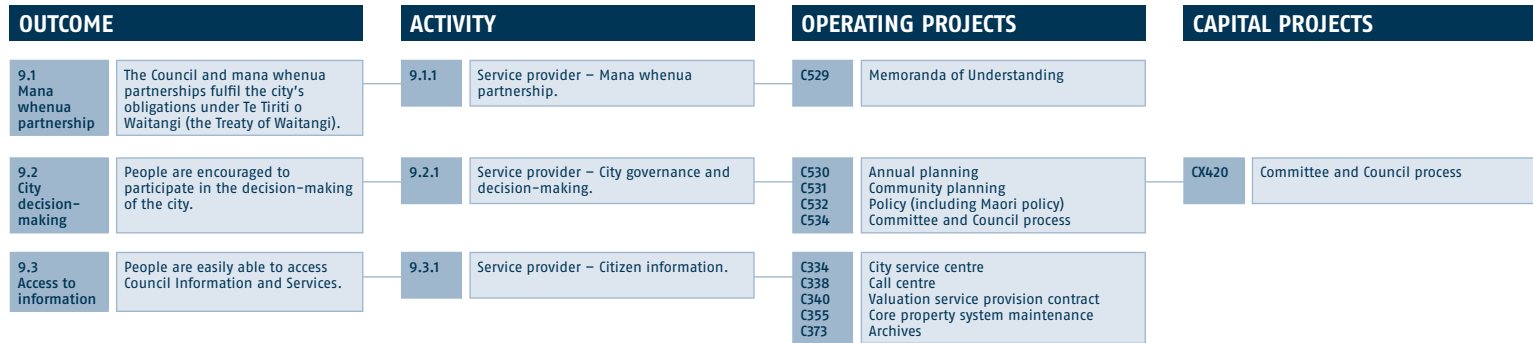
Governance and Citizen Information also covers our partnership with mana whenua (local Maori) and our recognition of obligations under the Treaty of Waitangi.

### **Working together**

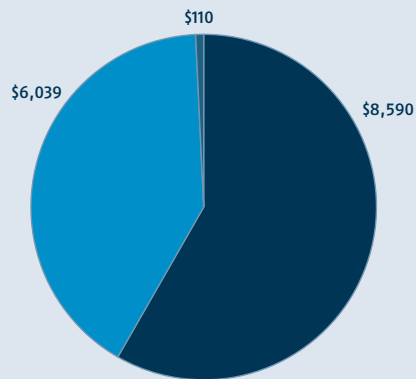
To advance our goals in this area we work alongside the Wellington Tenth Trust and Ngati Toa Rangatira. We have also committed to a triennial agreement that sets out when we will consult with other Councils in the Wellington region.



## STRATEGY TREE – GOVERNANCE AND CITIZEN INFORMATION

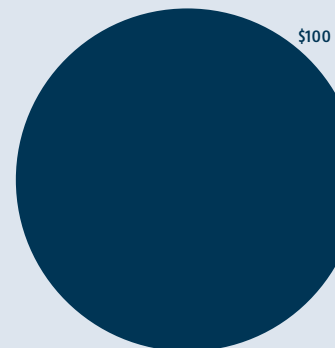


**GOVERNANCE AND CITIZEN INFORMATION:  
NET OPERATIONAL SPENDING (\$000)**



- Service provider - Mana whenua partnership
- Service provider - City governance and decision-making
- Service provider - Citizen information

**GOVERNANCE AND CITIZEN INFORMATION:  
CAPITAL SPENDING (\$000)**



- Service provider - City governance and decision-making

**What it costs**

These graphs outline what it costs to provide the activities in this key achievement area. The cost of providing each of the programmes in this area is outlined at the end of this chapter.



## 9.1 OUTCOME: MANA WHENUA PARTNERSHIP

Through partnerships with mana whenua, we aim to fulfil our obligations under the Treaty of Waitangi.

We judge the health of the relationship through ongoing discussions with mana whenua representatives. Evidence of the strength of the partnership is provided by the agreement of both mana whenua authorities, the Wellington Tenth Trust and Ngati Toa Rangatira, to revised memoranda of understanding resulting from a review we undertook of how we can improve opportunities for Maori to contribute to our decision-making.

### City outcome indicator

Qualitative interviews undertaken with both Treaty partners discussing the Treaty Partnership.

### 9.1.1 ACTIVITY: MANA WHENUA PARTNERSHIP

The Council takes its obligations under the Treaty of Waitangi seriously. In the spirit of partnership, we will continue to foster processes that provide opportunities for Maori to contribute to the Council's decision-making. Memoranda of understanding with the Wellington Tenth Trust and Ngati Toa guide our relationship with mana whenua.

#### Activity performance measures

Qualitative interviews undertaken with both Treaty partners discussing the Treaty Partnership.

## 9.2 OUTCOME: CITY DECISION-MAKING

We aim to encourage people to participate in the decision-making of the city.

The voter turnout at local body elections is the key indicator we use to measure levels of participation. The next elections in October 2004, will be the first under the new Single Transferable Vote system which Wellingtonians opted for as a result of a poll in 2003.

### City outcome indicator

The percentage of Wellingtonians aged 18 or over who vote in local elections, compared to the percentage who vote in regional and national elections.

### 9.2.1 ACTIVITY: CITY GOVERNANCE AND DECISION-MAKING

The Council develops strategies and policies to plan its direction and work for the future. Many aspects of this work are subject to legislative and consultation requirements. We generally exceed these requirements to find the most appropriate and effective means of informing the public, generating feedback and involving people in the decision-making process.

The Council supports a number of decision-making forums. This activity covers the costs of the Council's various committees, community boards and advisory group meetings. Advisory and administrative support for elected members is also covered. The Council's meetings are largely open to the public and their participation is encouraged. Agendas, background papers and publications are made available at libraries, service centres and from the Council's website.

### **Community boards**

The Tawa and Makara/Ohariu communities are represented by elected community boards. The boards reflect the unique history and requirements of the two areas and help make sure the Council knows and meets their communities' needs. The boards advise the Council and have limited decision-making functions (such as the placement of traffic control features on roads).

### **Activity performance measures**

1. The percentage of residents who are satisfied that the Council consults with them the right amount.  
Target 2004/05: 70%.
2. The percentage of residents who are satisfied with the way the Council involves people in decision-making.  
Target 2004/05: 45%.

## **9.3 OUTCOME: ACCESS TO INFORMATION**

We want people to have easy access to Council information. We accept our responsibility to make sure that people can get access to information about Council business and city events and attractions.

### **City outcome indicator**

There is no Annual Plan city indicator associated with this activity.

### **9.3.1 ACTIVITY: CITIZEN INFORMATION**

The Council provides a number of public services to facilitate the flow of information. These include our City Service Centre in the main foyer of the Council buildings in Wakefield Street, and our call centre which fields calls in relation to all Council business.

We also provide the public with the information on property values and access to the vast amount of historical information found in the Wellington City Archives.

With the exception of the archives, which charge a fee for accessing some information, all these services are provided to the public free of charge.

### **Activity performance measures**

There is no Annual Plan performance measure associated with this activity.



## 2004/05 OPERATIONAL SPENDING, FUNDING SOURCES AND TARGETS FOR GOVERNANCE AND CITIZEN INFORMATION

Council Plan 2003/04	Project description	Expenditure 2004/05	User charges and other revenue	Net expenditure/ rates funding requirement	Rates as a % of total funding	Rates funding target
Net (\$000)		(\$000)	(\$000)	(\$000)	(%)	(%)
110	C529 Memoranda of Understanding	110	-	110		
<b>110</b>	<b>9.1.1 Service provider – Mana whenua partnerships</b>	<b>110</b>	<b>-</b>	<b>110</b>	<b>100%</b>	<b>100%</b>
914	C530 Annual planning	972	-	972		
684	C531 Community planning	557	-	557		
1,367	C532 Policy (including Maori policy)	1,800	-	1,800		
4,087	C534 Committee and Council process	5,476	(215)	5,261		
<b>7,052</b>	<b>9.2.1 Service provider – City governance and decision making</b>	<b>8,805</b>	<b>(215)</b>	<b>8,590</b>	<b>98%</b>	<b>100%</b>
614	C334 City service centre	1,152	(130)	1,022		
1,223	C338 Call centre	1,835	-	1,835		
749	C340 Valuation service provision contract	902	(150)	752		
717	C355 Core property system maintenance	1,008	-	1,008		
1,163	C373 Archives	1,574	(152)	1,422		
<b>4,466</b>	<b>9.3.1 Service provider – Citizen information</b>	<b>6,471</b>	<b>(432)</b>	<b>6,039</b>	<b>93%</b>	<b>90%</b>
<b>11,628</b>	<b>Total for 2004/05</b>	<b>15,386</b>	<b>(647)</b>	<b>14,739</b>		

### 2004/05 CAPITAL SPENDING FOR GOVERNANCE AND CITIZEN INFORMATION

<i>Council Plan 2003/04 (\$000)</i>	<i>Project description</i>	<i>Expenditure 2004/05 (\$000)</i>
113	CX420 Committee and Council process	100
113	9.2.1 Service provider - City governance and decision-making	100
113	<b>Total for 2004/05</b>	<b>100</b>