

MAORI ENGAGEMENT (INCLUDING MANA WHENUA)

We acknowledge the special place of Maori in Wellington's history.

Wellington has a long history of occupation by Maori, and this creates responsibilities for the Council. 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.

So our governance arrangements include formal opportunities for mana whenua to contribute.

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 memoranda of understanding.

We also involve the wider Maori community on issues of specific interest to them.

MEASURING OUR PERFORMANCE

We measure progress in this area by interviewing representatives of both mana whenua organisations. In 2007/08, our targets are for both organisations to be 'quite satisfied' (4 measured on a 5-point scale).

WHAT IT WILL COST

ACTIVITY	OPERATIONAL SPENDING			CAPITAL SPENDING
	USER CHARGES AND OTHER REVENUE \$000	NET EXPENDITURE / RATES FUNDING REQUIREMENT \$000	EXPENDITURE 2007/08 \$000	EXPENDITURE 2007/08 \$000
Mana Whenua partnerships (7.2.1)	-	110	110	-
Total for 2007/08	-	110	110	-

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INFORMATION, CONSULTATION AND DECISION-MAKING

MEASURING OUR PERFORMANCE

We use a range of measures, including resident satisfaction surveys, to gauge our contribution to the city. In 2007/08, our targets are:

- 57% of residents surveyed will be satisfied that the Council consults with them the right amount
- at least a 3% increase (on 2006/07 levels) in the percentage of residents that are surveyed who say they are satisfied with the way the Council involves people in decision-making
- 75% of Council and committee agendas will be made available to the public five days prior to the meeting (statutory obligations mean that all agendas need to be available to the public at least two working days before the meeting)
- 150,724 business transactions will be carried out at Council service centres
- 80% of telephone calls to our Contact Centre will be answered within 30 seconds.

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

Democratic local decision-making is important for its own sake, because we exist to represent the collective will of the people we serve. It is also important for the benefits it brings such as higher levels of community engagement and higher confidence in local decision-making. We aim for a culture of openness, in which residents can get information about the city and how it is run, and feel they can make their views known. We'd like to encourage greater levels of engagement in local decision-making.

We aim to achieve this by providing information and opportunities for input.

We:

- keep residents **informed** through a wide variety of media, including newspapers, radio, Council publications and our website
- give members of the public access to information on property values
- 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
- provide agendas for Council and committee **meetings** in advance, and make our meetings open to the public except on occasions where there is a legitimate reason for keeping Council business confidential
- provide information, **answer queries** and deal with complaints through our 24-hour-a-day Contact Centre and our City Service Centre in Wakefield St
- will hold the 2007 local body **elections** on 13 October.

Over the next two years, we are planning several new projects aimed at keeping people informed about local issues and enhancing involvement in decision-making. These include:

- using e-democracy initiatives to increase public input into our decisions, for example by using e-petitions or setting up an 'e-panel' of residents who can provide online feedback on issues we face
- strengthening community involvement in our decisions by increasing opportunities for residents to provide regular feedback – one option under consideration is to set up a 'civic network' of residents who will provide regular feedback about issues facing the city
- continuing our communication with Pacific groups through regular Pacifica pages in our Absolutely Positively Wellington newspaper and by increasing the number of appearances by Council officers on Samoan Capital Radio.

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ACTIVITY	OPERATIONAL SPENDING			CAPITAL SPENDING
	USER CHARGES AND OTHER REVENUE \$000	NET EXPENDITURE / RATES FUNDING REQUIREMENT \$000	EXPENDITURE 2007/08 \$000	EXPENDITURE 2007/08 \$000
Consultation and communication (7.1.1)	-	104	104	-
City governance and decision-making (7.2.2)	(215)	8,018	8,233	80
Civic information (7.2.3)	(346)	4,520	4,866	-
Total for 2007/08	(561)	12,642	13,203	80