

MAORI ENGAGEMENT (INCLUDING MANA WHENUA)

MEASURING OUR PERFORMANCE

We measure progress in this area by interviewing representatives of both mana whenua organisations. In 2008/09, our targets are for both organisations to be 'very satisfied' (5 measured on a 5-point scale).

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

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.

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.

What it will cost

Activity	OPERATIONAL SPENDING			CAPITAL SPENDING
	User charges and other revenue \$000	Net expenditure / rates funding requirement \$000	Expenditure 2008/09 \$000	Expenditure 2008/09 \$000
7.2.1 Mana Whenua partnerships	–	110	110	–
Total for 2008/09	–	110	110	–

INFORMATION, CONSULTATION AND DECISION-MAKING

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 provide information and opportunities for input.

We:

- keep residents informed through a wide variety of media, including newspapers, radio, Council publications and our website
- 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 address complaints through our 24-hour-a-day Contact Centre and our City Service Centre in Wakefield St

- give members of the public access to information on property values.

In September 2008, we will conduct a poll to find out what electoral system Wellingtonians want for the 2010 and 2013 elections. The two options that will be polled are: first past the post (used up until the 2004 elections) and single transferable vote (used in the 2004 and 2007 elections).

The coming year will see us undertake a comprehensive review of our work programme in consultation with the public.

We're developing a new long-term plan for the city. As part of this work we'll take a fresh look at the broad issues likely to face the city in the next 10 years and we'll set in place a detailed programme for the first three years of that decade.

Like all institutions we face limits on our spending. We'll be asking for feedback on where you want to see this money spent – on what you want for the city and what, if anything, you would like changed to ensure that our services remain affordable.

The development of the long-term plan will be covered within existing budgets.

MEASURING OUR PERFORMANCE

Our targets for 2008/09 are:

- 60% (a 3% increase from our 2007/08 target) of residents surveyed will be satisfied that the Council consults with them the right amount
- at least a 3% increase (on 2007/08 levels) in the percentage of residents surveyed who say they are satisfied with the way the Council involves people in decision-making
- 80% (5% increase) 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)
- 146,202 (a decrease of 4,522) business transactions will be carried out at Council service centres
- 80% (unchanged) of telephone calls to our Contact Centre will be answered within 30 seconds.

What it will cost

Activity	OPERATIONAL SPENDING			CAPITAL SPENDING
	User charges and other revenue \$000	Net expenditure / rates funding requirement \$000	Expenditure 2008/09 \$000	Expenditure 2008/09 \$000
7.1.1 Consultation and communication	–	68	68	–
7.2.2 City governance and decision-making	(12)	8,060	8,072	–
7.2.3 Civic information	(307)	4,545	4,852	–
Total for 2008/09	(319)	12,673	12,992	–