

Community Outcomes

What are they?

'Community outcomes' are the community's overall aspirations for Wellington's future. They relate to all aspects of the city – its environment, economy, transport system, and social, recreational and cultural well-being. While many of these community outcomes relate directly to Council activities, some can only be achieved with help from other organisations such as business, government, the police and many others. Some relate to areas we have very limited ability to influence, such as the affordability of public health services and the diversity of the media.

How were they developed?

Wellington's community outcomes were developed in 2005 and 2006. We facilitated the process (as we are required to do by law), with the aim of ensuring the outcomes reflected the widest possible cross-section of Wellington residents, groups and businesses, with no single group or viewpoint dominating. The steps we followed were:

1. In April 2005, we asked 190 groups and stakeholders about the process we should follow to develop the outcomes. We received feedback from 36.
2. During May, we identified key themes and issues facing the city. This was done by: meeting with more than 20 agencies (such as community boards, government agencies, and Maori groups); contracting research company AC Nielsen to conduct six focus groups with Wellington residents; and compiling results from previous

consultation exercises; and compiling information about the Council's strategic position (vision, outcomes, goals and policies) at the time.

3. In July, a Public Review Panel met to draft the community outcomes. The review panel comprised 10 randomly-selected residents (representing a cross-section of the city's population) and 10 representatives from community groups. The groups were selected to represent social, economic, cultural and environmental interests.
4. During July and August, we asked for public feedback on the draft community outcomes. We printed and distributed a consultation brochure to stakeholders and agencies, and we publicised the consultation through advertising/advertorial, media releases, radio interviews, website links, meetings with community boards and Council advisory groups, and an article in



our *Absolutely Positively Wellington* newspaper.

Submissions could be made online or in writing.

People could either rate each outcome on a five-point scale, provide feedback for each of the eight outcome statements, or send a stand-alone submission.

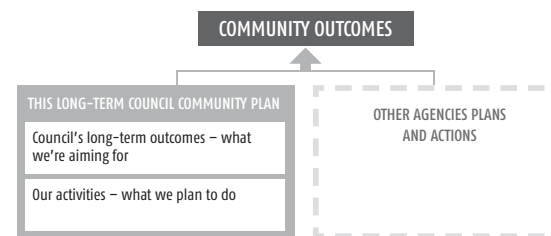
A total of 122 submissions were received, 105 from individuals and 17 from organisations/groups. Detailed results were given to the Public Review Panel.

5. On September 3 and 6, the Public Review Panel met to consider the submissions. An independent facilitator was used. The panel endorsed the community outcomes on September 6.
6. The community outcomes and our actions towards them were then outlined as part of the consultation on the 2006 draft long-term plan. A total of 1,368 submissions were received on the plan. It was adopted on 28 June 2006.



How do the community outcomes influence our work?

Identifying Wellington's community outcomes are an important part of setting our strategic direction. They guided the development of our own 'Council outcomes' (outlined below), which in turn guide our decisions about which services to provide and activities to support. In *Part 3: Our Activities in Detail*, you'll find explanations of how each activity supports community outcomes.



How do we work with other organisations to further community outcomes?

We work with government agencies and a wide range of other organisations and groups to further community outcomes. The exact nature of this work varies from activity to activity. Depending on the circumstances, we work in partnership with other organisations, or we provide funding, or we provide services, or we play a facilitating role. One example is the Police, who we work with on city safety initiatives – our Walkwise staff monitor city streets which aids police crime prevention and detection work. We also work with police on policy initiatives designed to enhance safety. Another example is social housing where our partnership with the government will see our social housing complexes upgraded over the next decade.

Part 3: Our Activities in Detail explains which key organisations we work with in relation to each activity.

We have appointed relationship managers to strengthen our relationships with other agencies whose work affects the city, ensuring their work contributes to community outcomes.

How do we know if the community outcomes are being achieved?

Our outcome reporting provides a high level outline of how the city is progressing. We will maintain a State of the City report – a summary of results assessing progress towards our community outcomes. This will be available on our website and updated from time-to-time as new results become available.

We also report progress against Council outcomes each year in our Annual Report. The results for both community and Council outcome indicators are drawn from a variety of sources, including surveys of city residents, Statistics NZ, Greater Wellington Regional Council and others.

We continually look to refine our outcome monitoring. In addition, to the outcome indicators we'll also assess progress through

- the Wellington Regional Strategy's proposed Genuine Progress Indicator
- indicators used for the Quality of Life project
- additional measures that are considered appropriate by agencies that can influence the community outcomes.

We plan to review the community outcomes and facilitate a new process by 2011.



COMMUNITY OUTCOMES

The current set of community outcomes are as follows:

Wellington will promote the sustainable management of the environment, and support increased opportunities for the exercise of kaitiakitanga or environmental guardianship.

Wellington will protect and showcase its natural landforms and indigenous ecosystems.

Pest animals and plants will be eliminated as methods become available, and no new pests will become established.

Wellington's long-term environmental health will be protected by well-planned and well-maintained infrastructure.

Wellingtonians will be well-prepared and co-ordinated to deal with any civil emergency and its aftermath.

Wellingtonians' use of non-renewable energy resources will decrease.

Wellington will move towards a zero waste policy.

Wellington, as New Zealand's capital city, will house and engage effectively with central government, embassies and corporates.

Wellington will have an increasing diversity of vibrant, internationally competitive businesses and industries of all sizes, and sustainable employment opportunities.

Wellington will become a centre of excellence for education and training, and the promotion of entrepreneurship.

Wellington will be a prime tourist and conference destination, with diverse and changing attractions that fit and highlight Wellington's best features.

Wellington's thriving suburban centres and rural areas will offer enhanced services and lifestyle choices.

A wide range of educational opportunities will be available for Wellingtonians of all ages.

Wellingtonians will be healthy and experience a high quality of life.

Wellington will be a dynamic and multicultural city that respects and celebrates cultural diversity.

Wellingtonians will feel safe in all parts of the city.

Social services, especially public health and housing, will be affordable, available and accessible to all Wellingtonians.

Wellington city and its amenities will be accessible to all Wellingtonians.

Wellington will have responsive social services and a strong volunteer sector.

Wellingtonians will enjoy recreation and be among the most active in New Zealand.

Opportunities for active and passive recreation in Wellington will be diverse, safe, affordable, accessible and attractive.



Wellington's communities will have ready access to multi-use indoor and outdoor facilities and spaces.

Wellington will host and promote international sporting events which make appropriate use of its natural environment and established facilities.

Tangata whenua and our multicultural diversity will be recognised and valued, and reflected in our city's culture.

Wellingtonians will celebrate their unique cultural identity.

Wellington will be recognised as New Zealand's arts and cultural capital, encouraging visual and performing arts.

Wellington will have venues that suit a range of events and reflect the needs of the city.

Wellington's transport system will be designed to meet the needs of its people efficiently and sustainably.

Wellington's public transport system will be accessible and affordable for all.

Wellington will be pedestrian and cyclist friendly.

Wellington's traffic will flow smoothly through and around the city and its suburbs.

Links by land, air and sea will meet the needs of people and enterprises.

Urban development will support Wellington's uniqueness as a compact harbour city.

Wellington will protect its heritage buildings and ensure that new developments are sympathetic to them.

Wellington will preserve and improve its parks, trees and open spaces.

Wellington's urban development and buildings will be energy-efficient.

Wellingtonians will protect and have access to public green open spaces and the coast.

Wellington communities will be inclusive and welcoming to all people.

The Treaty partnership will continue to be acknowledged in all local decision-making processes.

Wellington will have a culture of open and honest, no-surprises consultation involving all age groups that is genuine, timely and well-informed.

Wellington's governing bodies will comply with all legislative requirements and will behave in an ethical and fair manner.

Information required by citizens and groups will be easily accessible to enable participation in the community.

Wellington's media will be diverse, open and accessible to all people.

Wellington will have clear directional signage.

Wellingtonians will be actively involved in their communities, and work with others to make things happen.