



Performance Management Framework
2021-2031

Key Strategies



- **Homes and thriving communities strategic framework**
- **Draft Community Safety Strategy**
- **Draft Economic Development Strategy**
- **Climate Action Plan**
- **30 Year Infrastructure Plan**

Performance Management Framework

Goal – to align the performance management framework with Council's key strategies, and show commitment to fronting the challenges identified in the Long-term Plan



Performance Management Framework

A performance management framework serves to:

- Set the “level of service” the community can expect from us within the funding envelope the Council adopts.
- Measure the progress by setting “targets” seeking to be achieved
- Use results to inform the community of success
- Use results to inform us of the impediments to success and to work on intervention plans when required



2021-31 Performance Measures

Rotorua Lakes Council performance management is based on 8 activity groups as follows:

- Community Leadership
- Community Wellbeing
- District Development & Regulatory
- Roads & Footpaths
- Sewerage & Sewage
- Stormwater & Land Drainage
- Waste management
- Water Supplies

Total of 56-measures across the 8 activity groups.



Mandatory Measures

- Roads & Footpaths
- Sewerage & Sewage
- Stormwater & Land Drainage
- Water Supplies

These measures are the same as the LTP 2018-28



Waste Management

Exceptions to 2018 – 2 new measures:

- Reducing the percentage of contaminants in kerbside recycling collection across the Rotorua District.
- Number of tonnes per annum of food and green waste diverted from kerbside FOGO collections (year 3 on if FOGO adopted)



Community Leadership

Exceptions to 2018:

- Opportunities for community and individuals to participate
 - emphasis on quality, reliability & value of Let's Talk engagement platform
 - Increase the “reach” – building awareness and sharing information
- Trust and confidence in council's decision making processes



Community Wellbeing

Exceptions to 2018:

- Inclusion of community safety – creation of safe public spaces and places (CCTV, CPTED, water safety)
- Inclusion of community-led initiatives and community capacity building
 - neighbourhood matching fund
 - Community plans supported
 - Participation in community programmes for skills development and lifelong learning
- Sustainable open spaces network – connectedness to open green space & levels of safety there in.



District Development

Exceptions to 2018

Double down on unlocking land for development to meet housing constraints

- Sufficient development capacity for housing as per the requirements of the NPS-UD.
- Sufficient development capacity for businesses as per the requirements of the NPS-UD.
- Cumulative number of dwellings constructed from 1/7/2021
- Cumulative gross floor area (sqm) of buildings for business use constructed since 1/7/2021
- Businesses to grow job creation opportunities
 - Number of recipients of the Job Seeker Support
 - Number of CBD retail and office spaces not tenanted
- Processing time for consents (building, land use, subdivision)





Questions

