

# GUIDE TO ACTIVITY GROUPS

## Introduction

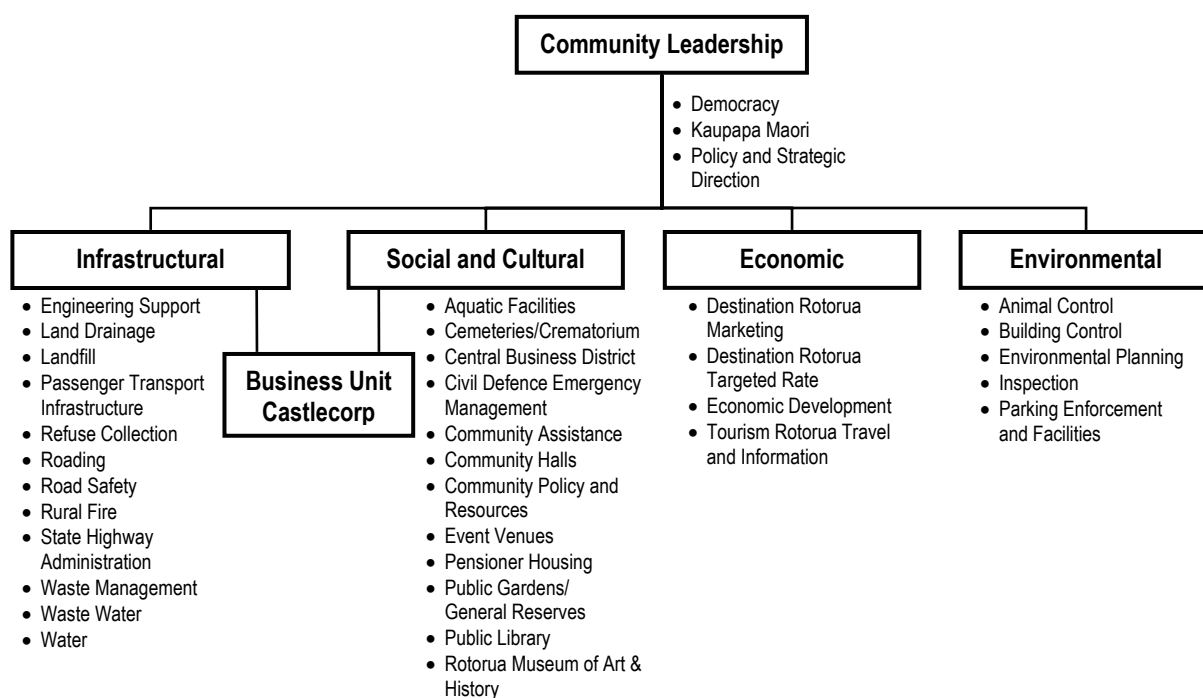
In preparing this year's Long Term Council Community Plan, consideration was given to the description and nature of costs associated with each of Council's activities. The Local Government Act 2002 (LGA 02) places an emphasis on:

- Local democracy and community participation
- Providing opportunities for Maori to contribute to Council's decision-making processes
- Sustainable development including:
  - social,
  - economic,
  - environmental, and
  - cultural wellbeing

There is also a special emphasis on policies, their priorities, and how they are developed.

As a place to start, Activity Groups have been further refined since last year's Annual Plan in response to the requirements of LGA 02 and community expectations. At the same time it is acknowledged that planning process, including the Long-Term Council Community Plan, will be of an evolving nature as the local government sector learns how to operate in this new legislative environment.

The diagram below shows the Activity Groups and their relationships.



- **Community Leadership** is at the heart of local government and is central to the LGA 02 which defines the purpose of local government as:

*To enable democratic local decision-making and action by, and on behalf of, communities*

It also acknowledges the considerable importance of using a robust and transparent process for decision-making. The activity group also recognises the need for Council to provide opportunities for Maori to contribute to its decision-

making process. This has been achieved by including the activities associated with the Kaupapa Maori cost centre activity within the group.

- **Infrastructural** has been established as an activity group in the main because many of the cost centres provide a contribution towards all of the wellbeing activities e.g. stormwater ensures homes are protected, businesses are not at risk of flooding and the environment is not degraded from uncontrolled stormwater runoff.

- **Social and Cultural** is an area where there is considerable room to develop in order to respond to identified community outcomes and priorities. The word 'cultural' can be used in a number of different contexts. Culture can be defined as the set of beliefs, attitudes, behaviours and institutions that characterise a community. Rotorua's complex cultural profile, includes its Maori heritage, modern-day ethnic diversity, arts scene, sporting culture, intergenerational differences, and measure of social connection.
- **Business Unit Castlecorp** is a separate business unit within the Rotorua District Council whose purpose is to provide infrastructural services to the residents of the District of Rotorua 365 days per year for:
  - water
  - wastewater
  - refuse
  - land drainage
  - parks and reserves
  - sports fields
  - public gardens
  - fleet maintenance
- **Economic** can be improved through Council working with key sectors and individuals to foster economic growth. Last year saw Council initiate a number of new strategies to contribute towards and facilitate economic growth. The LTCCP provides for the resourcing and implementation of Council's contribution to those strategies over the next 10 years.
- **Environmental** is strongly supported through Council's planning and regulatory roles and relates mainly to our functions and responsibilities under the Resource Management Act.

## Levels of Service and Targets

Within the activity groups each activity includes a statement to provide accountability not covered by the financial statements. Non-financial measurements determine the quantitative and qualitative elements of the outputs produced by Council. In order to be measured and therefore report actual performance against the planned performance, performance targets must have:

- Quantity - how much of the service/output is being provided
- Quality - how well the service/output is to be provided
- Timeliness - when the service/output will be provided

- Cost - how much delivery of the services/output will cost
- Location - where the service/output will be provided

Although all of the above components are relevant, some have greater importance than others. At times it may be appropriate to omit a particular component if it is clear that it is not required in a particular circumstance.

In this LTCCP, Council presents its intended levels of service provision for the next 10 years. Appropriate levels are determined, monitored and reviewed using 3 key mechanisms:

- Asset management plans
- Public perception surveys, and
- Submission process.

## Surveys

In parts of the LTCCP reference is made to an NRB survey. This is an annual community satisfaction survey relating to Council, policies, operations and level of service and how well it is meeting the needs of the community. The survey was first conducted in 1991 by the National Research Bureau using a telephone poll of 400 people selected at random with 100 from each electoral ward.

The survey has been conducted again in subsequent years. The margin of error for the 2004 survey was  $\pm 4.9\%$ .

## Quality

Council employs a number of professional, qualified staff in such areas as water, sewerage, planning, inspection, roading and a range of other activities. They continually monitor and review the quality of processes and outputs in their respective areas to ensure the maintenance of professional and Council standards. A considerable amount of operational work is carried out under contract either externally or by Castlecorp Business Unit. These areas include roading, waste management, land drainage, janitorial and reserve maintenance. Professional staff are fully responsible for the planning, programming and total management of these contracts to ensure appropriate professional and Council standards are maintained.

## 10 Year Budget

This statement provides financial information in summary about the outputs for each activity and in total for each group of activities.

## Contribution to Outcomes

At the beginning of each Activity Group section of the plan, we show in general terms which Community Outcomes the activities contribute to. More detail is provided in the descriptions of each individual activity.

For more information on the Community Outcomes, see the Bright Future section of this plan.

## Other Information

The summary page for each group of activities includes any significant negative effects that have been identified as arising from activities within the group.

Also included is a section that outlines areas where significant Council decisions will be made in relation to activities undertaken or intended to be undertaken within the group of activities.

## Types of Service Delivery

In each Activity Group, Council contributes to promoting outcomes through a number of roles. These include:

- Funder
- Asset owner and/or manager
- Facilitator
- Service Provider
- Policy Advisor
- Regulator