

Activity 4.0: City Governance and Decision-making

Accountable Manager: Darryl Griffin

What services are provided?

- Elected member governance and decision-making
- Staff support for, and advice to, elected members

Why do we provide these services?

Elected members receive advice and support to enable them to provide strong leadership for, and make good decisions on behalf of, Christchurch.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<p>• The Council provides leadership on issues affecting the community</p> <p>Decisions are transparent and informed by timely, accurate and robust information and advice</p> <p>Statutory obligations are met by the Council</p>	<p><i>Delivering comprehensive, timely and consistent information and advice to elected members of Council and community boards enables them to make informed decisions and take leadership on issues affecting the community.</i></p> <p><i>Delivering information and providing logistic support for councillors and community board members enables them to carry out their functions, duties and powers. Adhering to prescribed governance and decision-making practices ensures that decision-making is transparent. Recording decisions, communicating them and monitoring actions ensures that decisions are given effect to within the Council organisation.</i></p> <p><i>Council makes decisions, following processes that take into account all legislative requirements, Council policy and granted delegations, thereby meeting its statutory obligations.</i></p>

Which group or section of the community will benefit from this activity?:

Elected members (Mayor, Councillors and Community Board members), and the community at large.

Key legislation:

- Local Government Act 2002
- Local Government and Official Information Meetings Act 1987
- Resource Management Act 1991
- Canterbury Earthquake Recovery (CER) Act 2011

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Effective governance and decision-making by elected members					
4.0.1 Percentage of residents that understand how Council makes decisions	2012: 34% (2012 Annual Res Survey) Previous LOS provided: 2011: not surveyed 2010: 37% 2009: 38% (QoL) 2008: 31.5%	41% (average of 7 major cities surveyed in the biennial Quality of Life Survey 2010)	At least 40%	Targeting improvement while recognising that nationally this is a difficult issue to make progress on. Achievement needs to be a collaborative effort on the part of both elected members and staff, including implementing relevant outcomes from 2012 Communications audit.	Unresolved - Target to be reviewed pending comms outcome
4.0.8 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes	2012: 39% (2012 Annual Res Survey) Previous LOS provided: 2011: not surveyed 2010: 38% 2009: 58% (QoL)	63% (average of 7 major cities surveyed in the biennial Quality of Life Survey 2010)	At least 55%	To make progress towards the average benchmark as measured by the biennial Quality of Life Survey, while acknowledging historic CCC LOS.	Unresolved - Target to be reviewed pending comms outcome
4.0.9 Proportion of residents that are satisfied with the opportunities to access information about Council decisions.	2012: 38% (2012 Annual Res Survey) Previous LOS provided: 2011: not surveyed 2010: 41%	None available	At least 40%	One of the LGA's consultation principles is that relevant information is provided to those affected by or interested in a decision. Implementing relevant outcomes from 2012 Communications audit.	Unresolved - Target to be reviewed pending comms outcome
4.0.2 Percentage of residents satisfied that the Council makes decisions in the best interests of Christchurch	2012: 37% (2012 Annual Res Survey) Previous LOS provided: 2011: not surveyed 2010: 47% 2009: 41% 2008: 48%	53% (average of 7 major cities surveyed in the biennial Quality of Life Survey 2010)	At least 48%	Achievement needs to be a collaborative effort on the part of both elected members and staff. Targeting improvement while recognising historic CCC LOS and national LOS.	Unresolved - Target to be reviewed pending comms outcome
4.0.3 Council and community board decisions comply with statutory requirements	100%	LGOIMA 1987 – requires 100%	100%	To avoid judicial challenges and ensure the public has trust and confidence in decision-making.	ok

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Staff support for, and advice to, elected members					
4.0.5 Provide logistic support for meetings of Council and Community Boards	Approximate per annum: - 190 Formal Meetings of Council including its committees/ Subcommittees - 70 Informal meetings of Council including workshops - 210 Council Hearings panels - 40 Council Urban Design Panel meetings - 180 Formal meetings of Community Boards including their committees - 190 Informal meetings of Community Boards including seminars and workshops	Councils have different governance structures and therefore different levels of support requirements	Maintain current LOS: Approximate per annum: -190 Formal Meetings of Council including its committees/ Subcommittees - 70 Informal meetings of Council including workshops - 210 Council Hearings panels - 40 Council Urban Design Panel meetings - 180 Formal meetings of Community Boards including their committees - 190 Informal meetings of Community Boards including seminars and workshops	There are currently 20 FTEs to provide this logistic support for meetings: - 10.5 FTEs provide logistic support for Council meetings - 9.5 FTEs provide logistic and advisory support for meetings of 8 Community Boards	ok
4.0.10 Provide direct administrative support for Mayor	160 hours per week	Councils have different governance structures and therefore different levels of support requirements	160 hours per week	3.5 FTEs provide direct administrative support to Mayor	ok
4.0.11 Provide direct administrative support for Councillors, excluding meetings	60 hours per week	Councils have different governance structures and therefore different levels of support requirements	60 hours per week	1.5 FTEs provide direct administrative support to Councillors	Unresolved - pending review
4.0.12 Provide direct administrative support for Community Boards members, excluding meetings	75 hours per week across 8 Community Boards	Councils have different governance structures and therefore different levels of support requirements	75 hours per week, across 8 Community Boards	2 FTEs provide direct administrative support to Community Boards	Unresolved - pending review

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Staff support for, and advice to, elected members (cont'd)					
4.0.6 Meet all statutory requirements for notification of meetings	100%	LGOIMA 1987 – requires 100%	100%	100% is a realistic target to be achieved	ok
4.0.7 Reporting to elected members on outstanding resolutions that require staff to report back	Monthly (except for January)	None found	Monthly report to Councillors and Community Boards containing information on all outstanding resolutions requiring staff report back (except for January)	Provides confidence that decisions are being given effect to.	ok
4.0.4 Elected members satisfied with quality of logistic support from Democracy Services Unit	2010: 97% (2011: not surveyed) Previous LOS provided: 2009: 93% 2008: 88%	None	At least 90%	Feedback on how well-supported elected members are to carry out their roles will provide qualitative judgements in terms of effectiveness and help identify opportunities for improvement. Provides measure of customer satisfaction based on annual survey of all elected members (Mayor, Councillors and Community Board members).	ok