## 2. COMMUNITY OUTCOMES/STRATEGIC DIRECTIONS/ACTIVITY MANAGEMENT PLANS

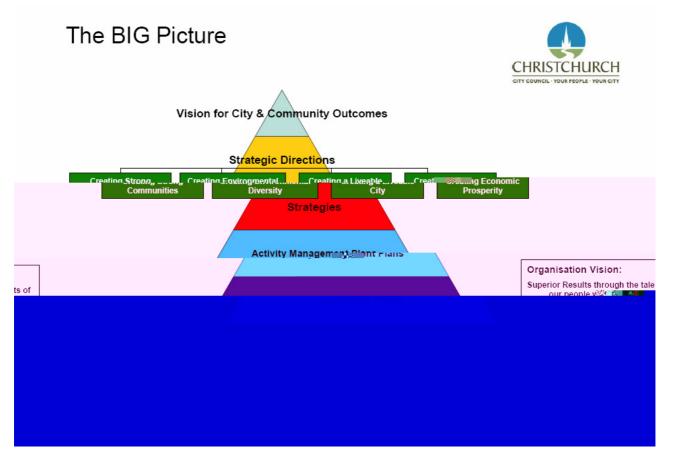
Staff will present the Community Outcomes and the feedback received on the Council's Strategic Directions (goals and objectives) and Activity Management Plans.

## INTRODUCTION

This paper covers the feedback on the Strategic Directions. Attached are:

- 1. An updated Strategic Directions paper changes (underlined) made to the document.
- A copy of the version of the Strategic Directions presented to the Council at the end of April 2005. This document includes changes to the words made at that meeting. Those words were used in the consultation document "Lets Talk it Through – draft Community Outcomes and Council Goals and Objectives".

In the future Council strategies will link the Activity Management Plans to the Strategic Directions and drive vertical (and horizontal) alignment of work in the individual Council units. A strategic mapping process is underway to align strategies covering all the aspects of the CCC with the Council's four Strategic Directions being Strong Communities, Healthy Environment, Liveable City and Economic Prosperity.

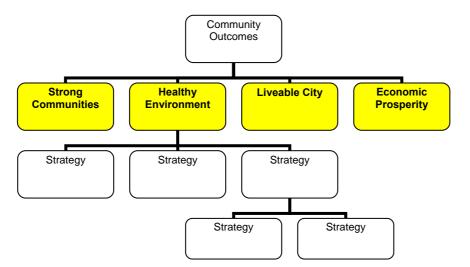


The Strategy Map project has been established because there is a need to clearly identify the Council's (as opposed to other organisations') contribution to achieving Community Outcomes and because there is a need for an increased focus on areas of maximum impact by the Council.

The Council has a range of strategies and policies. The formats and terminology used vary widely and the relationships and linkages between them are not always clear.

The objectives of the project are to:

- Develop an integrated strategy framework
- Develop consistent standards for strategies
- · Clearly identify the Council's role in contributing to Community Outcomes
- Identify the trade-offs between the resourcing needs of different strategy areas.



At the top of the Strategy Map are the four Strategic Directions outlining sets of goals and objectives. These are the over-arching statements of strategic intent, indicating in broad terms how the Council intends to contribute to the Community Outcomes. These Strategic Directions will be used as shorthand in Council communications, both with the community and internally.

The Strategic Directions have titles: Strong Communities, Healthy Environment, Liveable City and Economic Prosperity.

Beneath each strategic direction will be series of more explicit strategies with narrower scope. These strategies will inform the Activity Management Plans, the documents which will identify the services and levels of service the Council will provide.

To date significant effort has been put in to the development of the four Strategic Directions with work to develop strategies due to follow completion of these.

# STRATEGIC DIRECTIONS - PROCESS TO DATE

- Four staff groups have been working on developing the Strategic Directions understanding the Community Outcomes, developing a picture of the current and future situation facing the city and drafting goals and objectives.
- Community Board members provided feedback on the draft goals and some initial thoughts about objectives at a seminar on 10 February 2005.
- Councillors received draft goals (and initial thoughts about objectives) and Community Board members' feedback at seminars on 15 February 2005 and 1 March 2005.
- Four staff groups carried out further drafting of goals and objectives.
- Integration work was carried out to ensure the four separate areas work together as a whole.
- A workshop took place considering the Strategic Directions from a sustainable development perspective.
- Further drafting of goals and objectives was carried out.
- Community Board members considered the draft goals and objectives further at a seminar on 7 April 2004.
- Councillors considered the Draft Strategic Directions at a seminar on 12 April and provided input into their drafting.
- Councillors considered the Draft Strategic Directions at Council meetings on 21 and 28 April, approving them for consultation at the latter meeting.
- Consultation has been carried out on the Draft Strategic Directions alongside the draft Community Outcomes.

The Council's Draft Goals and Objectives (Strategic Directions) will be subject to further consultation as part of the Draft LTCCP in early 2006.

#### FEEDBACK RECEIVED ON DRAFT STRATEGIC DIRECTIONS

#### Overall

Despite efforts to clarify it, throughout the consultation people have had difficulty differentiating between Community Outcomes – as future aspirations for the city, and the Council's role as set out in its goals and objectives. In addition in the feedback received it was often unclear whether the feedback being provided was about the community outcomes, the Council goals and objectives or both. Consequently this summary of feedback on the Council goals and objectives and that received on the Draft Community Outcomes has been considered.

Many respondents focused on here and now issues and it was very difficult to manage people's expectations of the Council 'fixing' the issues raised in the short-term.

Major general issues identified through feedback on the draft Council goals and objectives were as follows:

- Social/people priority. A number of respondents noted that they believed that the social/people areas should be the priority for the Council with several being concerned at a perceived lessening of Council's focus in this area.
- Focus on those on the margin of society. A theme that came through in the responses was for the Council to have a focus on those at the margins of society or those of lower socio-economic status in its activities.
- Environmental sustainability. Through the feedback on both the Draft Community Outcomes and the Draft Council Goals and Objectives, issues around environmental sustainability were prominent. In general the feedback reinforced the need for the Council to ensure its activities do not degrade the environment further and restore it where possible.

### **Council Governance and Representation**

As part of the Strategic Directions document the Council decided to make some overarching statements about Council governance and representation and about the Council's relationship with Maori. These were not in the form of a specific set of goals and objectives, but did generate some feedback.

• Maori. There was a very strong signal from the Maori consultation that the Council needs to develop much improved relationships with Maori to enable Maori input to Council decision making processes.

Maori desire greater focus and commitment from the Council on developing durable and more effective means of engaging with Maori. Such engagement includes improved processes for communicating and consulting with Maori, and more effective opportunities for Maori to have input into decision-making.

It was noted that there were strong statements in the Draft Community Outcomes about demonstrating a commitment to understanding, representing and incorporating Maori views and values in decision-making, but that this was not matched by equally strong statements in the Council's Strategic Directions.

Several submissions through the general consultation process also commented that the Council's commitment to working with Maori needed to be strengthened and in some cases that it should be specifically identified as being within the context of the Treaty of Waitangi.

Alongside the issue of the relationship between the Council and Maori was a view that both Councillors and staff need to develop greater understanding of Maori society, culture and history.

- It was suggested that the Council's governance and representation statements should include a commitment to *equity*.
- A further characteristic of the governance and representation sought through the feedback was that of *responsiveness*.