

This section outlines the methods to be used by the Waimate District Council to provide suitable measures of its performance that are relevant to the Community and readily understandable.

### Judging the Performance of the Council

Ratepayers and residents need to know that the Council is performing well in achieving the outcomes the community wants and doing so in a cost-effective and efficient manner.

Every year, therefore, the Council publishes information in its Annual Report which is intended to help the Community to see how well the Council is actually doing.

This report is usually published in November of each year covering the previous period from July 1st to June 30th which represents the Council's financial year and includes financial reports as well as the performance indicators.

### What the Indicators are Intended to Show

The indicators are intended to show whether the Council is doing its part in reaching the Community's objectives and outcomes as they are recorded in the Long-term Council Community Plan, (LTCCP). At the same time, citizens want to know that the progress is being made in a way that is cost-efficient and that a realistic timetable is being met.

To show this in an understandable manner, the council has adopted three sets of measures that will provide a full picture when put together.

### What do other Councils Do?

All Councils are required to measure their performance by the Local Government Act, 2002, but a common approach has not yet been developed and it may be that there will always be varied approaches taken by different types of Councils.

The Waimate District Council has developed its own approach and discussed its intentions with Audit New Zealand to obtain their input and agreement that it is a valid methodology.

However, this current approach may change in future years as more experience is gained within the Council and from other local bodies as they seek to meet the Act's requirements.

### Waimate's Approach

There are three sets of measurements that are being used.

#### Activity Service Levels

Volume 3 of the LTCCP describes the tasks that the Council performs in terms of Activities, each Activity representing a service or set of similar services that the Council performs to meet needs of the Community.

Each Activity has a set of Service Levels defined for it that represent the expectations of the Community as to what the Council should be delivering in terms of standards, opening hours, quantities, maintenance cycles and so on as is relevant to the Activity.

Because they represent the expected level of service, it is straightforward to record whether they have been achieved 100% of the time or whether a failure has occurred.

For example, the Swimming Pool has identified opening hours and a defined season. It is either open those hours or it is not. If it is indeed closed at any of these times, the reporting will identify those times and why the closure occurred. Of course, there may be very good reasons for periodic closures but it is important that the causes be readily visible and for sound reasons.

These measurements, therefore, show whether the Council is performing at the agreed levels of expectation in its regular services.

#### Projects and Tasks

Volume 2 of the LTCCP outlines the overall plan for the District's future as the Community and the Council see it and including the roles the Council has to play in

achieving the identified strategic objectives and the Community outcomes.

The relationships between Vision, Outcomes, Strategic Objectives and the Council's Projects and Tasks, are described at the beginning of Volume 2. It shows that the Council will carry out its part in achieving Community outcomes if it carries out its Projects and Tasks in line with the timeframes the Community is anticipating.

Accordingly, the second set of measurements is based on the progress or otherwise of the Council in completing new Projects and in carrying out its regular Tasks to the Community's satisfaction.

These measurements, therefore, show whether the Council is doing its part in achieving Community Outcomes or falling behind.

## Cost Effectiveness

The third part of the measurements attempts to address the question of how efficiently and cost-effectively the Council is at providing all its services.

This is much more difficult to measure as it is not possible to look at indicators that provide black or white results unlike the two other sets of measurements described above.

These will continue to develop with more experience but some of the following will be used initially, to provide some basic comparisons with other Councils or over time that provide some of the picture.

Measurements will include:

- Comparative levels of Rates with other similar Councils
- Changes in Rates over previous years compared with other Councils
- Comparative costs for specific services where Waimate uses its own resources against experience with Contractors in other Councils
- Staff levels

## Summary

To summarise, the three-pronged approach described above should show the Council's overall performance against the Community's expectations which are:

The Council will carry out its roles in advancing the Outcomes that the Community wants

The Council will provide all its services to meet standards that have been agreed with the community

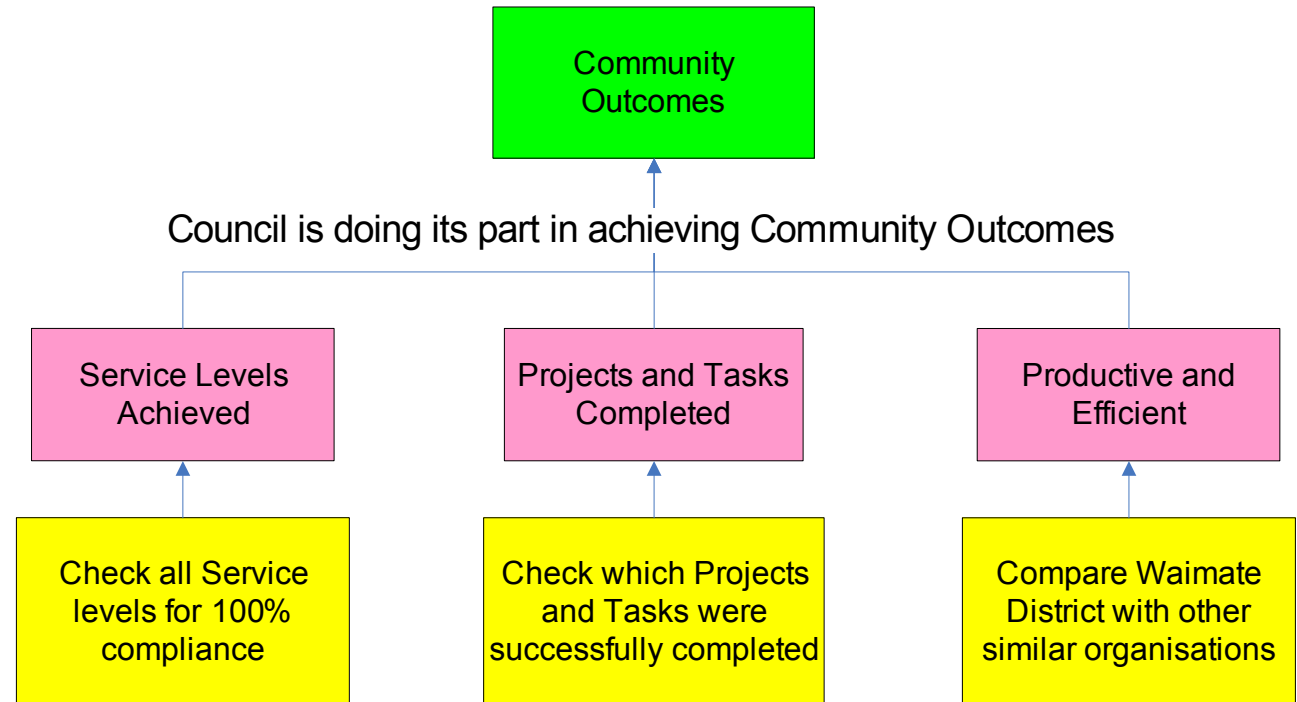
The Council will run its operations in a cost-effective and efficient manner

# Waimate 2020

## Performance Monitoring

A three-pronged approach is used by Waimate District Council to help citizens judge whether the Council is doing a good job or not.

Results are published in the Council's Annual Report published every November



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**The Council will provide all its services to meet standards that have been agreed with the community**

**The Council will run its operations in a cost -effective and efficient manner**