

Symbols used to identify each measure contributing to community outcomes

SC Services that support Communities

Council Initiatives		Measure		SC
Maintain and develop quality standards		Percentage of positive feedback in annual councillor satisfaction survey		
Result 2009/10: 84%	Target 2010/11: 90%	Result 2010/11: 94%	Achieved - Comments: Unfortunately only 9 of the 19 elected members responded.	
In 2009/10 Council advised: Start of new triennium and establishment of good working relationships with new members.			Challenges going forward: Review the process relating to the timing and content of the survey form relevant to the activity.	

Council Initiatives		Measure		SC
Enhance community involvement in local government		Percentage of residents aware of their Community Board (Communitrak Survey)		
Result 2009/10: 65%	Target 2010/11: 73%	Result 2010/11: 50%	Not Achieved - Comments: Educating the wider community about the role and delegations of community boards and encouraging people to take an active interest in boards is an ongoing challenge for boards and council staff.	
In 2009/10 Council advised: Encourage Community Boards to engage with their communities. Define more clearly Council/Community Board functions.			Challenges going forward: Ask boards to identify new measures that will improve their ties with communities. Communications Manager will meet with board chairs on a regular basis with a view to generating more news coverage that explains the role of boards and highlights the value they add to communities. Communications Manager has already started issuing monthly media statements about community grants that boards allocate.	

Council Initiatives		Measure		SC
Enhance community knowledge about the council		Percentage of residents who feel they know a great deal / a fair amount about Council (Communitrak Survey)		
Result 2009/10: 45%	Target 2010/11: 59%	Result 2010/11: 54%	Not Achieved - Comments: Educating the wider community about the role and statutory functions of the council and encouraging people to take an active interest in council processes is an ongoing challenge for elected members and staff.	
In 2009/10 Council advised: Work in this area is progressing to strengthen the advocacy 'leadership role of councillor's.			Challenges going forward: Continue using media statements and web site to communicate information to the community about the council. Use social networking sites, such as Facebook and Twitter, as public communication channels. Investigate the cost of replacing quarterly newsletters with monthly, full-page ads in local newspapers.	

Council Initiatives		Measure		SC
Keep people better informed about what the council does		Percentage of residents who feel well informed about what Council is doing (Communitrak Survey)		
Result 2009/10: 40%	Target 2010/11: 46%	Result 2010/11: 53%	Achieved - Comments: Local newspapers, which are widely read, publish most of the media statements the council issues about key council projects and policy changes.	
In 2009/10 Council advised: Utilise communication tools in a targeted way.			Challenges going forward: Continue using media statements and web site to communicate information to the community about the council. Use social networking sites, such as Facebook and Twitter, as public communication channels. Investigate the cost of replacing quarterly newsletters with monthly, full-page ads in local newspapers.	



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Council Initiatives		Measure		SC
Maintain and develop quality standards		Percentage of agendas sent out in 5 days before meetings		
Result 2009/10: 98.83%	Target 2010/11: 90%	Result 2010/11: 98.33%	Achieved - Comments: This is achieved by improving process and systems.	
In 2009/10 Council advised: Possible change to governance structure after election and ensuring all timeframes continue to be met within existing resources.			Challenges going forward: Continue to meet timeframes within existing resources.	

Council Initiatives		Measure		SC
Maintain and develop quality standards		Percentage of minutes sent out in 5 days after meetings		
Result 2009/10: 79.33%	Target 2010/11: 100%	Result 2010/11: 94.58%	Not Achieved - Comments: One month with reduced staff and staff absences due to illness.	
In 2009/10 Council advised: Need to ensure these parties appreciate their contribution to the KPI.			Challenges going forward: Continue to meet timeframes within existing resources.	

Council Initiatives		Measure		SC
Keep people better informed about what the council does		Website hits for agendas & minutes Amended indicator to provide a better indication of progress		
Result 2009/10: 8,725	Target 2010/11: 8,000	Result 2010/11: 5,381	Not Achieved - Comments: Lack of public awareness of the information available.	
In 2009/10 Council advised: Must ensure future web developments improve public access and confidence in information provided.			Challenges going forward: Address future web developments to improve public access and confidence to use information provided.	

Council Initiatives		Measure		SC
Improve public access to council information and services		Percentage of residents satisfied with ease of access to council information (Communitrak Survey)		
Result 2009/10: 61%	Target 2010/11: 68%	Result 2010/11: 41%	Not Achieved - Comments: People are able to access the council through a number of channels. More information is needed to understand the exact cause of residents' dissatisfaction.	
In 2009/10 Council advised: An emphasis on the level of information available to customers has been highlighted as an ongoing improvement.			Challenges going forward: Address ease of access issues as part of a review of the council's web site and communications strategy.	

