

Komiti o te Mōrearea me te Tūmaru | Risk & Assurance Committee

Ngā Tāpiritanga – Mēneti | Attachments – Minutes

Attachments – Minutes of a meeting of an ordinary meeting of Komiti o te Mōrearea me te Tūmaru | Risk & Assurance Committee held in the Council Chambers, 35 Kenrick Street, TE AROHA on 24 Oct 2023 at 9.00 am.

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Note: The attachments contained within this document are for consideration and should not be construed as Council policy unless and until adopted. Should Councillors require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.



Performance Measures Long Term Plan 2024-34

Risk and Assurance Committee

23 October 2023



Purpose of Workshop



- The purpose of this workshop is to:
 1. Discuss potential changes to performance framework
 2. Discuss potential changes to rating scale for Council's Annual Community Views Survey



Libraries



- Measure 1 - Libraries maintain total number of visits at 2022/23 levels (238,142).
- Measure 2 – May need to change the measure if the rating scale for the annual community views survey.





Emergency Management



- Propose to amend target to increase annual assessment score on previous year.





Communications and Events



- Delivery of events to allow for more flexibility. The target has been increased from 4 to 6 events, which reflects a more partnership based approach
- Communications and Events are aiming to increase the number of digital enablement projects from 1 to 3, as identified in the digital strategy
- It is proposed to remove the measure around access to Council information as this is incorporated into the above measure.



Community Leadership



- Council are proposing to amend the performance measure for Community Leadership to indicate a transparent and open democratic process, this will be measured in attendance rates of the Mayor and Councillors
- Council wish to continue dialogue with Te Manawhenua around the measure on Tangata Whenua involvement in the decision making process.





Strategies and Plans



- Propose to update the measure around community satisfaction that they have been provided with an opportunity to be involved in consultation processes. The target for 2024/25 is recommended to be set at 48%, with small increases in subsequent years.



Building Consents and Monitoring



- Add a performance measure around Code Compliance certificates. The target is 100% as required by legislation
- Reduce the percentage of complaints responded to within 10 working days from 100% to 95%.





Council's Annual Community Views Survey



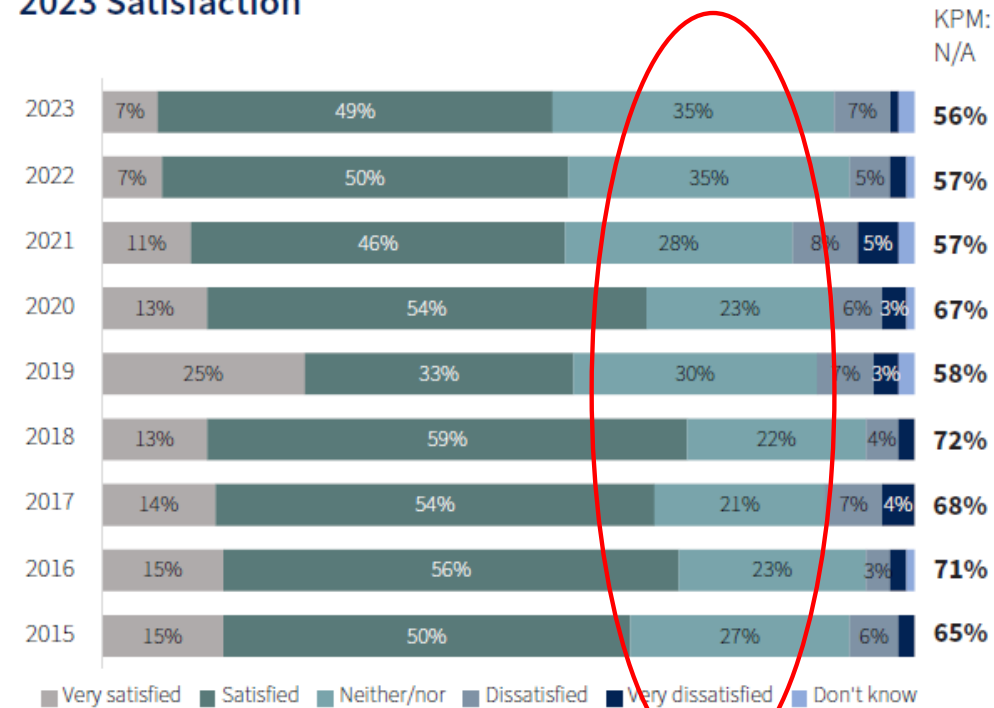
- Council undertakes a survey (reported on annually) through an external provider
- Council have expressed a preference to amend the rating scale for this survey in order to simplify the method of data capture.
- Staff have identified some general risks around this, as noted in the report. Risk and Assurance Committee are asked to provide feedback with regard to the proposed change.



Current Rating Scale



2023 Satisfaction



Proposed Rating Scale



- Advice has been sought from Versus
- Risks have been identified
- Recommend a four point scale:
 - **Very satisfied**
 - **Satisfied**
 - **Dissatisfied**
 - **Very dissatisfied**
- Recommend to keep a 'don't know' option

