

Group Organisation

COMMUNITY OUTCOMES

All the Community Outcomes are relevant for this group of activities, which provides management support and advice to elected members and Council officers. It also ensures that high levels of service are maintained, and that customers and staff are valued.

The role of the elected members and community representatives as part of this group is of the utmost importance. They represent the views of the community when decisions are being considered by Council.

HUTT CITY COUNCIL STRATEGIC GOALS

- A best practice organisation that provides value for money and prudent management
- An organisation that values its customers and staff.

SIGNIFICANT ACTIVITIES

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Elected Members

WHAT WE DO

Council is an elected body that provides a governance role for the City, sets the strategic direction of the Council including determining the activities the Council undertakes (within legal parameters) and monitors the Council's performance on behalf of the City residents and ratepayers. Community Boards and Ward Committees are part of the Council's governance structure and provide local input into the Council's decision making process.

WHY WE DO IT

To ensure good governance and good decision making, and to meet legal requirements.

HOW WE DO IT

How this activity contributes to strategic goals and Community Outcomes	How we measure progress	Our target
The long-term goal is to provide superior governance, in order to achieve Community Outcomes in the most efficient and timely manner.	Percentage of Hutt City residents that have seen or read Council's published information in the year.	Above peer Council average.
	Hutt City residents' satisfaction with the performance of the Mayor and Councillors.	Above peer Council average.
	Hutt City residents' satisfaction with the way rates are spent.	Above peer Council average.
	Average of Hutt City's residents' satisfaction across all standard community survey questions.	Above peer Council average.

STATEMENT OF PROSPECTIVE FINANCIAL PERFORMANCE

For the year ending 30 June 2006

	Estimate 30/6/2005 \$000s	Budget 30/6/2006 \$000s	Forecast 30/6/2007 \$000s	Forecast 30/6/2008 \$000s
Operating revenue				
Total operating revenue	–	–	–	–
Operating expenditure				
Employee costs	915	909	909	909
Support costs	516	545	539	531
Operating costs	66	168	68	68
Total operating expenditure	1,497	1,622	1,516	1,508
OPERATING DEFICIT BEFORE TAX	(1,497)	(1,622)	(1,516)	(1,508)

PROSPECTIVE FUNDING REQUIREMENT

For the year ending 30 June 2006

Rates funding requirement				
Operating deficit before tax	(1,497)	(1,622)	(1,516)	(1,508)
Total rates funding requirement	(1,497)	(1,622)	(1,516)	(1,508)
TOTAL FUNDING REQUIREMENT	(1,497)	(1,622)	(1,516)	(1,508)

Advice & Support

WHAT WE DO

This activity comprises those processes that support the Council's decision making, for example, strategic planning, policy development and monitoring and reporting.

WHY WE DO IT

Professional advice and support are necessary to assist Council, Community Boards and Ward Committees to make informed decisions on behalf of the community.

HOW WE DO IT

How this activity contributes to strategic goals and Community Outcomes	How we measure progress	Our target
Council provides advice and support to elected members and community representatives, which enables them to function effectively.	The majority of Councillors report that they are satisfied, or more than satisfied, with formal advice received from officers.	Councillors report they are satisfied or more than satisfied.

STATEMENT OF PROSPECTIVE FINANCIAL PERFORMANCE

For the year ending 30 June 2006

	Estimate 30/6/2005 \$000s	Budget 30/6/2006 \$000s	Forecast 30/6/2007 \$000s	Forecast 30/6/2008 \$000s
Operating revenue				
Other revenue	70	–	–	70
Total operating revenue	70	–	–	70
Operating expenditure				
Support costs	3,014	3,204	3,170	3,125
Operating costs	248	35	35	248
Total operating expenditure	3,262	3,239	3,205	3,373
OPERATING DEFICIT BEFORE TAX	(3,192)	(3,239)	(3,205)	(3,303)

PROSPECTIVE FUNDING REQUIREMENT

For the year ending 30 June 2006

Rates funding requirement				
Operating deficit before tax	(3,192)	(3,239)	(3,205)	(3,303)
Transfer (to)/from operating reserve	100	(50)	(50)	100
Total rates funding requirement	(3,092)	(3,289)	(3,255)	(3,203)
TOTAL FUNDING REQUIREMENT	(3,092)	(3,289)	(3,255)	(3,203)

Managing Services

WHAT WE DO

This activity incorporates the organisational support functions that help Council to provide its other activities in the most efficient and effective manner. It includes:

- Customer Relations
- Corporate Planning
- Finance
- General Administration
- Human Resources
- Information Management
- Office of the Chief Executive (including Legal Counsel and Communications)
- Strategic Development (including Democratic Services)
- Monitoring and Reporting.

WHY WE DO IT

This activity contributes to all Community Outcomes by supporting all of Council's other activities.

HOW WE DO IT

How this activity contributes to strategic goals and Community Outcomes	How we measure progress	Our target
Prioritise and manage operating and capital expenditure.	Net operating results. Net capital results.	Within overall budget. Within overall budget.
Establish prudent risk management policies and monitor compliance.	Work related accidents. Compliance with legal and policy requirements.	Less than 6 resulting in time off work. No significant non-compliance instances.

Implement the Baldrige Business Excellence Framework and obtain annual evaluation from the Business Excellence Foundation.	Application for assessment by the Business Excellence Foundation.	Application submitted in 2006
Participate in benchmarking exercises and pursue identified best practice.	Results compared with peer organisations.	At least 80% of measures exceed peer organisation averages.
Operate a continuous improvement programme.	Number of organisation improvements, as reported by staff.	Achieve more than 700.
Elicit regular feedback from customers and staff, and address identified concerns.	Satisfaction ratings in surveys of customer satisfaction. Satisfaction ratings in surveys of staff satisfaction. Staff turnover.	Exceed 80%. Exceed 80%. Less than 15%.

STATEMENT OF PROSPECTIVE FINANCIAL PERFORMANCE

For the year ending 30 June 2006

	Estimate 30/6/2005 \$000s	Budget 30/6/2006 \$000s	Forecast 30/6/2007 \$000s	Forecast 30/6/2008 \$000s
Operating revenue				
User charges	875	890	890	890
Other revenue	362	77	77	77
Total operating revenue	1,237	967	967	967
Operating expenditure				
Employee costs	5,064	5,417	5,417	5,417
Operating costs	6,168	5,905	5,870	5,705
Net interest expense	150	–	–	–
Depreciation	1,037	1,186	1,100	1,100
Total operating expenditure	12,419	12,508	12,387	12,222
OPERATING DEFICIT BEFORE ALLOCATIONS	(11,182)	(11,541)	(11,420)	(11,255)
Less costs allocated to significant activities	11,562	11,541	11,420	11,255
OPERATING SURPLUS BEFORE TAX	380	–	–	–

PROSPECTIVE FUNDING REQUIREMENT

For the year ending 30 June 2006

	Estimate 30/6/2005 \$000s	Budget 30/6/2006 \$000s	Forecast 30/6/2007 \$000s	Forecast 30/6/2008 \$000s
Rates funding requirement				
Operating surplus before tax	380	–	–	–
Transfer to operating reserve	(110)	(160)	(160)	(160)
Transfer from loan funding	3,009	1,588	1,035	(439)
Total rates funding surplus/ (requirement)	3,279	1,428	875	(599)
Loan funding requirement				
Capital expenditure – maintaining services	(1,194)	(1,864)	(576)	(991)
Capital expenditure – improving services	(232)	(458)	(320)	(320)
Less depreciation	1,037	1,186	1,100	1,100
Transfer to rate funding	(3,009)	(1,588)	(1,035)	439
Total loan funding (requirement)/ surplus	(3,398)	(2,724)	(831)	228
TOTAL FUNDING (REQUIREMENT)/ SURPLUS	(119)	(1,296)	44	(371)

2005/2006

OPERATING PROJECTS**Hutt City Promotions**

Implement strategy to promote City	\$200,000
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Quality of Life Study

National study on quality of life in large metro cities to provide information to decision makers to improve quality of life in major New Zealand cities	\$10,000
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Hutt City Council Expo

Expo to inform the public about Council, forms part of the LTCCP Community planning process	\$50,000
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Total	\$260,000
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CAPITAL MAINTENANCE PROJECTS**Customer Call Centre Call Management**

Call Management	\$10,000
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General Office Expenditure

Expenditure for health and safety equipment and general office furniture and equipment	\$30,000
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PC Replacement Programme

Planned as part of the IM Strategic Plan to maintain IT infrastructure ensuring delivery of core services to customers	\$326,555
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Printer Replacement Programme

Planned as part of the IM Strategic Plan to maintain IT infrastructure ensuring delivery of core services to customers	\$37,500
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Server Replacement Programme

Purchase of additional storage capacity and replacement of servers	\$35,000
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Network Replacement

Renewal of network components	\$35,000
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Software Purchases

Purchases of additional software for core Council functions	\$40,000
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Corporate Application/Hardware Replacement Programme

Year four of a four-year project to replace Council's Financial, Regulatory and Property systems	\$200,000
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Library Systems Replacement

Year two of a three-year project to renew Library software	\$1,000,000
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Telecommunications

Telecommunications upgrade	\$50,000
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Archives Accommodation

Storage of archives	\$100,000
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Total	\$1,864,055
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IMPROVING SERVICES (ASSET UPGRADES AND NEW ASSETS)**Online Service Development**

Continued development of web-based options for the delivery of core Council services	\$20,000
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Core Business Application Enhancement

The enhancement of core business applications within Council	\$140,000
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Customer Call Centre PBX Technology Upgrade

Expenditure for PBX and call management software upgrades, and furniture to address Health and Safety issues	\$10,000
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Electronic Document Management

Year one of a three-year plan to digitise Council records	\$200,000
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Mobile Devices

To improve service delivery and maximise return on investment in core software systems	\$40,000
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Carry Over 2004/2005

Archives Air Conditioning	\$47,750
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Total	\$457,750
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2006/2007

OPERATING PROJECTS**Hutt City Promotions**

Implement strategy to promote City	\$200,000
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Quality of Life study

National study on quality of life in large metro cities to provide information to decision makers to improve quality of life in major New Zealand cities	\$25,000
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Total	\$225,000
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IMPROVING SERVICES (ASSET UPGRADES AND NEW ASSETS)**Online Service Development**

Continued development of web-based options for the delivery of core Council services	\$100,000
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Core Business Application Enhancement

The enhancement of core business applications within Council	\$100,000
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Customer Call Centre PBX Technology Upgrade

Expenditure for PBX and call management software upgrades, and furniture to address Health and Safety issues	\$20,000
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Electronic Document Management

Year two of a three-year plan to digitise Council records	\$100,000
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Total	\$320,000
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2007/2008

OPERATING PROJECTS**Hutt City Promotions**

Implement strategy to promote City	\$50,000
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Quality of Life study

National study on quality of life in large metro cities to provide information to decision makers to improve quality of life in major New Zealand cities	\$10,000
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Total	\$60,000
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IMPROVING SERVICES (ASSET UPGRADES AND NEW ASSETS)**Online Service Development**

Continued development of web-based options for the delivery of core Council services	\$100,000
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Core Business Application Enhancement

The enhancement of core business applications within Council	\$100,000
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Customer Call Centre PBX Technology Upgrade

Expenditure for PBX and call management software upgrades, and furniture to address Health and Safety issues	\$20,000
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Electronic Document Management

Year three of a three-year plan to digitise Council records	\$100,000
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Total	\$320,000
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GROUP ORGANISATION