

## Our community outcomes

Under the Local Government Act 2002, Council must facilitate a process to identify Community Outcomes at least every six years. Community Outcomes are the big things the community needs to 'make life better' such as well-paid jobs, access to health care, affordable housing, leisure and recreational facilities and clean waterways. Council first went through this process in 2003/04. The outcomes identified were:

- ▶ Vibrant Communities.
- ▶ Connected Communities.
- ▶ Prosperous Communities.
- ▶ Safe and Healthy Haven.
- ▶ Positive Leadership.
- ▶ Fair and Active Democracy.

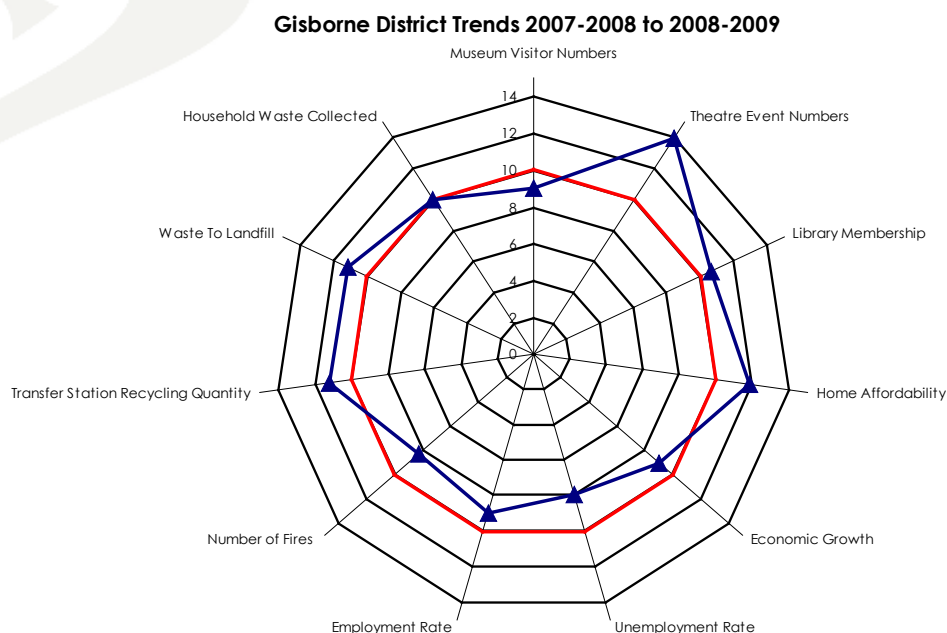
Community Outcomes are an important strategic driver for Council's actions, activities and general strategic direction. They inform and guide policy setting and service delivery. All of Council's activities contribute to one or more of the Community Outcomes. How each activity contributes is described in the "Activities in Details" section later in this document.

Community Outcomes are a vital barometer of Council's performance. Council measures itself against progress towards Outcomes because they are what the community told us they want now and in the future. Outcomes are complex because there are multiple factors that influence achievement and they require the cooperation of multiple stakeholders to bring about change. Due to their complex nature it is difficult to make a direct link between Council interventions (be it a policy, regulation or capital expenditure) and the achievement of Outcomes. However, Council is an important player especially in a small district like Gisborne. If the Community Outcome measures are continuously worsening the Council must use the information to change what and how it delivers services to the community.

The following results show progress towards the achievement of our Outcomes over the last year:

### KEY RESULTS FOR 2009

The spider diagram below shows which outcome indicators have improved (and the scale of the improvement) since last year. Where a blue spoke is outside the circle it means the indicator is doing better than last year, and when it is inside the circle, the result is worse than last year.



Since last year the Gisborne district has shown improvement in (listed in ranked order):

- ▶ Theatre event numbers increased by 56 events or 22% (Source: Gisborne District Council).
- ▶ Home affordability index improved by 5.06% (Source: Massey University).
- ▶ Transfer Station Recycling increased by 62 tonnes or 12% (Source: Gisborne District Council).
- ▶ Waste to landfill decreased by 1380 tonnes or 10% (Source: Gisborne District Council).
- ▶ Library membership numbers increased by 4% (Source: Gisborne District Council).

Areas that have worsened since last year are (listed in ranked order):

- ▶ Number of fires increased by 73 or 17% (Source: NZ Fire).
- ▶ Unemployment rate increased by 1.3% (Source: Statistics New Zealand).
- ▶ Museum visitor numbers decreased by 700 or 1% (Source: Tairāwhiti Museum).
- ▶ Economic growth rate decreased by 0.92% (Source: National Bank).
- ▶ Employment rate decreased by 0.5% (Source: Statistics New Zealand).

Areas that have remained the same are:

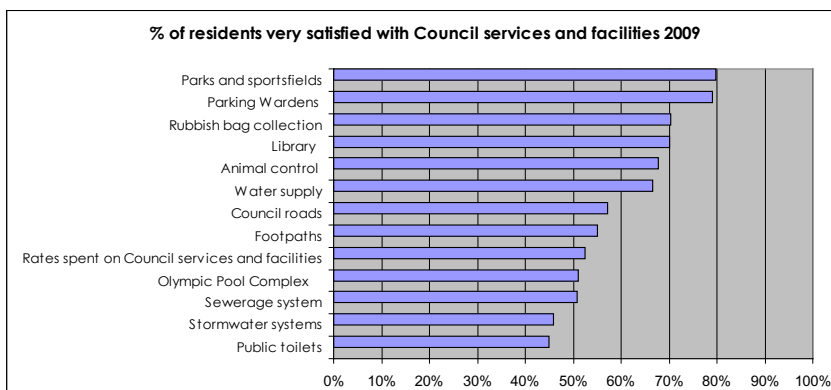
- ▶ Household waste collected stayed at 260 tonnes (Gisborne District Council).

A number of measures are not included in the spider diagram because they are not updated annually. These include:

- ▶ Air quality (Source: Biennial State of Environment Report due September 2009).
- ▶ Surface water and river quality (Source: Biennial State of Environment Report due September 2009).
- ▶ Swimming beaches water quality (Source: Biennial State of Environment Report due September 2009).
- ▶ Life expectancy (Source: Census).
- ▶ Mortality rate (Source: Census).
- ▶ Social deprivation (Source: Census).
- ▶ Number of Maori population speaking Maori (Source: Census).
- ▶ Visitor numbers and nights Migration (Source: Census).
- ▶ Population growth (Source: Census).
- ▶ Median Income (Source: Census).
- ▶ Dedicated recreational space (Source: SPARC Five Yearly).
- ▶ Crime Rates (Source: NZ Police 2008/09 data not released yet).

### Council Residents Satisfaction Survey

There are also a number of the outcome measures that relate to resident satisfaction. Each year Council conducts a resident satisfaction survey. The survey provides elected members and management with information on how Gisborne residents perceive the quality of our services. The following graph shows the level of satisfaction with services over the last year.



## TAIRĀWHITI BY CHOICE

In 2007/08 Council reviewed our Community Outcomes. The year long review culminated in the adoption of Tairāwhiti By Choice, a Community Outcomes document for the Gisborne district. The name Tairāwhiti was used to uniquely identify and affiliate communities within the Gisborne District Council catchment.

Tairāwhiti By Choice is a multi-agency document that sets out a shared vision of our region with goals and actions needed to achieve that vision. Tairāwhiti By Choice was adopted by Council in May 2009 and was endorsed by the regional heads of Tairāwhiti District Health, Tairāwhiti Polytechnic, Ministry of Social Development, Department of Conservation and Gisborne Police.

The new outcomes articulated in Tairāwhiti By Choice are:

|   |   |  |
|---|---|--|
|    | Environmentally Sustainable<br>Tairāwhiti/Tairāwhiti Ukauka Taiao | We value our environment ensuring it is protected and enhanced for future generations.   |
|    | Healthy Tairāwhiti/<br>Tairāwhiti Hauora Pai                      | We help each other to be healthy and active and ensure access to appropriate health services for all of our community.   |
|   | Connected Tairāwhiti/<br>Tairāwhiti Hononga Rau                   | We provide essential services and infrastructure in a way that makes the most of our region and supports all the outcome areas.  |
|  | Prosperous Tairāwhiti/<br>Tairāwhiti Hua Tōnui                    | We support and develop our economy to grow and attract positive tourism and investment, while maximising the benefits for our people and managing the impact on our environment.   |
|  | Skilled and Educated Tairāwhiti/<br>Tairāwhiti Mātau Nui          | We ensure there are local education and training opportunities that meet the needs of our people and support our economy.  |
|  | Vibrant Tairāwhiti/<br>Tairāwhiti Tū Ihiihi                       | We treasure the special values that make Tairāwhiti unique and shape our sense of identity and pride.  |
|  | Safe Tairāwhiti/<br>Tairāwhiti Āhuru Mōwai                        | We create a resilient community that makes our people feel safe and secure. We encourage art and culture, and reflect our region's heritage and cultural diversity as a way of expressing who we are and to create a vibrant region. |
|  | Empowered Tairāwhiti/<br>Tairāwhiti Whakamana Tangata             | Our community leads and advocates for itself, making sure that all people are actively involved in community life and participate in the democratic process.   |

These outcomes will inform future plans and be used to measure Council's performance going forward.