

# Community Outcomes

Community Outcomes are best described as long-term goals or aspirations of the community. They reflect what the community sees as important for its well-being.

It is Council's job<sup>1</sup> to help the community and its stakeholders identify the outcomes. The final Community Outcomes are community owned. They are to guide and inform decision making and provide a common set of objectives or goals for everyone working to benefit the district. Council has to link its activities back to the Community Outcomes. A review of the current Community Outcomes will take place in 2010 and 2011 and will assist in the development of the 2012-2022 ten year plan.

## "Our People, Our Future" Taupo District Community Outcomes

Kia ata whakatere i te waka.  
Kei pariparia e te tai, kei monenehu te kura.  
Whakamarotia atu ano, mea hoki mai ki te kapua  
whakapipi.

Be careful when launching your canoe  
Lest it be overcome by the tide and its plumes  
be drenched.

It is all very well that we go our separate ways  
but our strength is in working together.

(this is a quote from Tamamutu, Tupuna of Ngati Tuwharetoa).



### Lakes, Rivers, Landscapes – Places we are proud of

*Caring for our natural and built environment.*

- Recognising the special cultural relationship Ngati Tuwharetoa and its hapu have with land and water
- Looking after lakes, rivers and streams
- Balancing growth and keeping the special character of our district
- Enjoying the outdoors and appreciating our beautiful environment
- Respecting, understanding and managing natural resources and features



### Healthy People, Healthy Communities

*Physical, mental, spiritual and emotional health.*

- Acknowledging the diverse communities which make up our district and their needs
- Providing access to affordable, quality facilities and services
- Ensuring everyone has access to affordable and healthy housing
- Promoting healthy active lifestyles
- Having a strong sense of community belonging
- Promoting well-being through tikanga maori

<sup>1</sup> Under the Local Government Act 2002, a local authority must carry out a process to identify Community Outcomes for the intermediate and long-term future of its district at least once every six years.



## Safe and Secure

*People living in and visiting the Taupo District feel safe and are able to enjoy what we have.*

- Encouraging respect for people and property
- Welcoming visitors and being hospitable
- Designing spaces, buildings and roads with community safety in mind
- Knowing that help is available when you need it



## Thriving and Prosperous

*Providing opportunities for business and employment that meet the needs of our community and the environment.*

- A diverse range of quality employment opportunities
- Encouraging new business start-up and business growth
- Providing education and training to help ensure a skilled workforce matched to the needs of the community
- Ensuring that infrastructure and services keep pace with growth
- Providing quality education and lifelong learning for all



## Vibrant and Diverse

*Respecting and supporting all people.*

- Recognising and celebrating Maori culture through history, education, language, festivals
- Raising awareness and celebrating our culture and heritage
- Increasing focus on art and culture: music, dance, art and other art forms
- Supporting our young people by providing role models and acknowledging their achievements



## How were the Community Outcomes identified?

The Taupo District Community Outcomes process started in August 2004 with the formation of a working group that originally consisted of

- Taupo District Council
- Café for Youth Health
- Department of Internal Affairs
- Heartland Services
- Taupo Primary Health Organisation.

Other community agencies and groups (key stakeholders) were invited to a workshop in October 2004. Using information from that workshop and from previous community planning work done on VAST (Vibrant and Sustainable Taupo) and the 2020 Taupo-nui-a-Tia project the working group came up with a consultation process to identify Community Outcomes based on seven broad themes. These seven themes were put into a feedback form and sent out to every household in the district during February 2005.

Alongside this, 60 disposable cameras were distributed to Councillors, youth group members and other people living in Taupo, Turangi and Mangakino. These people were asked to take photographs in their community of things that represented for them social, economic, environmental and cultural well-being. All of the photographs in this section are from that exercise. The photos were then used in public displays held in Taupo, Turangi and Mangakino town centres over February 2005 to encourage discussion about what people thought was important and what they would like to see as Community Outcomes.

Those attending the public displays were asked to prioritise different issues by putting stones into labelled jars. All of this, along with information from the 513 returned feedback forms, was collated and presented back to a second workshop of key stakeholders in May 2005. Using information from this consultation along with information on the district, those attending the workshop came up with some draft Community Outcome statements. These statements were further refined at two further meetings held in May 2005. The Community Outcomes were finalised in May 2005 and presented to the community at the Council Expo 'Our District, Our Future, Fresh Thinking'.



# Monitoring Progress

To make sure that we are on the right track, councils are required to monitor the progress made toward achieving the Community Outcomes for their district. Monitoring involves the collection of information to indicate how we are going. Effective monitoring provides good information for decision making.

Taupo District Council is taking an integrated approach to monitoring by choosing indicators that are also relevant for State of the Environment and District Plan monitoring under the Resource Management Act 1991. Another monitoring programme that links in with Community Outcomes monitoring is the 2020 Taupo-nui-a-Tia monitoring programme.<sup>2</sup>

Taupo District Council is also involved in a regional approach to monitoring Community Outcomes through the Monitoring and Reporting on Community Outcomes working group (MARCO<sup>3</sup>) and the COBOP Monitoring and Reporting Group.

## State of the District Report

Council produced its first State of the District Report in November 2007 and we are planning to produce a second report in 2010.

The benefits of this report are that it helps to inform decision-makers about community needs in the Taupo District, and it promotes better co-ordination and application of community resources. The intention is to help guide Taupo District communities on a journey toward sustainable development.

The report identifies current states and long-term trends for the community outcomes. The trends are based on cumulative data, taking into consideration peaks and troughs over time. The indicators used in this report can be found in Appendix Three. We recognise that indicators of social and economic well-being are more readily available than environmental and cultural indicators. There is a need to develop better cultural indicators, in particular, and to improve the ways we measure environmental and cultural well-being at a local and national level.

In the years between we will produce a Top 20 Report, as we did in 2006 and early 2007. This report is a snapshot of the District using 20 key indicators from the State of the District Report. These indicators give an overall picture of the district and tell us how we are doing.

Copies of the State of the District Report and the Top 20 Report are available from Council or can be viewed online.

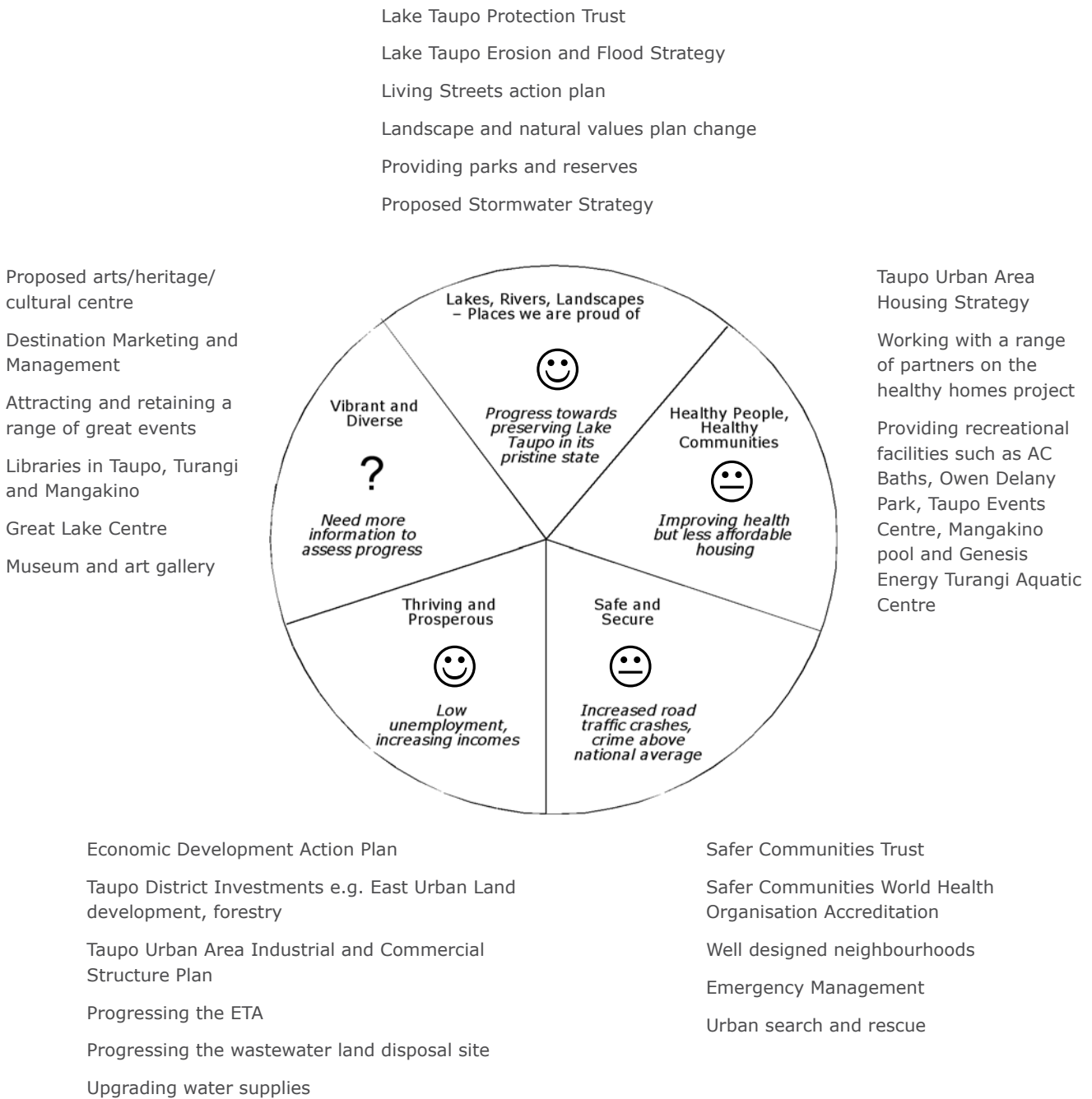
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<sup>2</sup> See the activities section for further information on the 2020 project.

<sup>3</sup> The MARCO group is a subgroup of Waikato Information Forum (WINFO) and Choosing Futures Waikato.

# Progress toward the Community Outcomes

The pie graph below summarises the findings of our State of the District report on the progress made toward achieving the Community Outcomes. It also shows some of the things we are doing or planning to do in response to the findings of the report.



# Working Together

Working toward achieving Community Outcomes is an opportunity to collaborate to achieve common goals. However, sometimes those agencies that can directly influence community well-being have different area boundaries that do not fit easily within district boundaries.

For example, the Taupo District falls within four regional council boundaries and within the Lakes District Health Board boundary based in Rotorua. This means that it is very important that Council maintains regional relationships. Central Government agencies have also indicated that they are more able to work toward achieving Community Outcomes at a regional rather than local level.

In each group of activities we have identified the key partners and agencies that we work with to further the Community Outcomes.

## Choosing Futures Waikato

In 2005 Taupo District Council was involved in a regional Community Outcomes process called 'Choosing Futures Waikato'. Alongside local Community Outcomes processes the twelve territorial authorities of the Waikato Region, together with the Environment Waikato, jointly identified regional-level Community Outcomes. The Waikato Regional Community Outcomes sit alongside and supplement local Community Outcomes.

This collaborative process was unique to the Waikato Region. The discussions and liaison that occurred between agencies have helped establish good relationships which have provided a strong foundation for the continuation and further development of regional collaboration on Community Outcomes. There is an emphasis on maximising existing networks and communication and co-ordination between stakeholders, including the identification of existing activities of key stakeholders who contribute to Community Outcomes.

Taupo District Council will continue to be involved in the Choosing Futures process in particular through the Monitoring and Reporting on Community Outcomes (MARCO) group.



## Community Outcomes Bay of Plenty (COBOP)

Taupo District has also been involved in a working group of Central Government and local government agencies collaborating on Community Outcomes in the Bay of Plenty Region. The councils in the Bay of Plenty Region, including Environment Bay of Plenty, have joined together with 17 Central Government agencies to form Community Outcomes Bay of Plenty (COBOP).

The members of COBOP work together to address areas of community wellbeing where more attention might be needed by Central Government, local government or the community to make progress toward achieving Community Outcomes. As an example, a local collaborative project that has arisen from COBOP work is the World Health Organisation Safe Communities Accreditation that Taupo District is undertaking.<sup>4</sup>

The collective process is consistent with the principles of local government in section 14 of the Local Government Act 2002, and reflects the shared roles of many organisations and the community in working toward Community Outcomes.

## Monitoring and Reporting on Community Outcomes (MARCO)

The MARCO group plays an important advocacy role and is an important communication link with Central Government on national monitoring programmes such as the Statistics New Zealand Linked Indicators Project.

Key outputs to date include

- a monitoring and reporting framework
- Community Outcomes indicators for the regional community outcomes
- Waikato Community Outcomes Perception Survey 2007.

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<sup>4</sup> See Community Engagement on page 78 for more information on WHO Safe Communities Accreditation.

# Opportunities for Maori Contribution to Decision-Making Processes

Activities Taupo District Council has undertaken and continues to undertake to establish and maintain processes to provide opportunities for Maori to contribute to decision making are as follows:

## Relationship Building

In 2004/05 the Chief Executive Officer and the Secretary of the Tuwharetoa Maori Trust Board signed a Management Protocol. The Protocol provides for senior staff from both organisations to meet on a regular basis to exchange information and seek advice from one another. In 2008, Council signed a Joint Management Agreement with the Tuwharetoa Maori Trust Board on behalf of Ngati Tuwharetoa. As part of the Natural and Landscape Values project, the agreement allows for qualified representatives from the two organisations to hear resource consent applications when on Māori Multiple owned freehold land. In addition to these, Council also has a Memorandum of Understanding with the Raukawa Maori Trust Board.

Council employs a number of key staff who work closely with various Maori groups and organisations:

- Strategic Communications Officer, who has Iwi liaison duties, plays a key role in maintaining and enhancing relationships between Tangata Whenua and Council
- Maori Land Rating Officer, whose role is principally to provide information and education on rating issues relating to Maori land, and to ensure that Council's rates remission policy is applied where relevant
- Strategic Relationships Advisor, who works closely with groups and organisations in and out of the Taupo District.

In addition to these positions a number of staff have vital roles in working alongside the numerous hapu and their respective whanau groupings.

## Policy Development

Council continues to work on the joint pilot project with the Rauhoto Land Rights Committee to identify and protect sites of significance to tangata whenua (to date this work is only being undertaken in one area of the district.)

Council continues to work in partnership with Central Government, Ngati Tuwharetoa and Environment Waikato on the Protecting Lake Taupo Project. Provision has been made for representation from Ngati Tuwharetoa on the joint Taupo District Council/Environment Waikato Committee. The role of the Committee is to oversee the Trust that was set up to allocate the public fund for reducing manageable sources of nitrogen into Lake Taupo by 20%.

Council has been seeking to engage and consult with Tangata Whenua at the Iwi and hapu level on key policy documents such as the Taupo District Plan, structure plans and changes to the District Plan. This work will continue.

A range of projects are also being worked on which are location specific and only involve the hapu with mana whenua status for the area in which the project is located (for example the East Taupo Arterial). Council continues to work with the representatives of Ngati Tuwharetoa on economic development through both the Taupo District Economic Development Advisory Board and the recently established Enterprise Lake Taupo. In 2003 the Tuwharetoa Maori Trust Board developed an Iwi Management Plan and this document continues to be used by Council staff.

## Staff Training

Training within Council in relation to Tangata Whenua has developed considerably. The primary focuses are:

1. providing appropriate information to staff to aid them in their respective roles
2. providing acknowledgement for names of both people and places within the district in an appropriate manner.

The following components are part of Council-wide staff development:

- staff induction of the district
  - o District, Iwi and Hapū boundaries
  - o Cultural and Historical sites of significance
  - o Crown – Iwi/ Hapū Deed(s) of Settlement
- annual Treaty of Waitangi workshops

Maori language courses are made available to staff and Council continues to increase proficiency in Te Reo Maori through continued development of understanding, highlighting pronunciation. Te Wiki o Te Reo Maori has been established as a solid platform from which to build, alongside customary protocols associated with whanau, hapu and Iwi. Limited information is readily available to staff throughout the district via the Intranet but greater emphasis is placed on one on one interaction with teams.

