

Good practice advice for attributing community progress to council performance

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Background

- S.92 and Schedule 10 s.15 – progress, performance and attribution stories
- OAG wants local government to define its own good practice
- The following list of recommendations is based on literature, observations and discussions...
- The purpose is to stimulate discussion and debate

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Recommendations

- Defining groups of activities – do they make sense to the layperson?
- LTCCP should describe contributions to community outcomes – logic flow
- S.10 (purpose of local govt) – is Council contributing to *every* community outcome - or not?

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Recommendations

- Begin community outcomes monitoring asap
- Monitor lots of data (context-rich), but give a concise report
- Describe both wants (community outcomes) and needs (based on the evidence)
- Ensure Community Outcomes Report and Annual Report are consistent with each other

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Recommendations

- Refer to the OAG logic flow hierarchy:

Well-being – vires test

Community outcomes – strategic choices and trade-offs

Rationale for activities – how the activity contributes to well-being/outcomes

Service levels – attributes the service influences/provides

Measures – how the impact on attributes will be assessed

Targets – the level of performance sought

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Recommendations

- Take a methodical approach to defining service levels, measures and targets:
 - ✓ Customer and Technical
 - ✓ Quantity, Quality, Timing and Location (e.g. NPDC)
 - ✓ Statutory Limits, Safety, Responsiveness, Cost, Asset Performance, Reliability, Efficiency, Environmental Protection, Customer Satisfaction (NAMS/OAG)

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Recommendations

- “Having the right debate” – community outcomes provide a framework, but what are the *priorities*?

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References

- Killerby 2006 “Performance, progress and attribution stories”
- MARCO 2005 “Resource Kit”
- OAG 2005 “Non-financial performance reporting in LTCCPs”
- OAG 2006 “Auditing the future #9”
- Ruffner 2003 “Governing for results”
- Links at www.paulkillerby.orcon.net.nz

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