

Community Outcome: Working Together - *Te mahi tahi*



We have a culture of working together as a city, as neighbourhood and as a family, efficiently utilising our time, people and resources. We mobilise local energy and empower people to participate through providing information people need and open and transparent decision-making.

Related outcome areas

- Whaiora - *Participation in society*
- Strong Community - *He iwi kaha*

Who are some of the key contributors to making this outcome happen?

Who	How
Waitakere City Council	<ul style="list-style-type: none"> • Provides a wide range of interaction opportunities to participate in local governance through democratic activities (city and youth councils, community, Pacific, and Ethnic Boards elections, consultations and meetings), community planning projects (around action areas e.g. family violence and localities e.g. suburbs and town centres) and local activity venues, programmes and funding support
Local residents groups	<ul style="list-style-type: none"> • Community mandated local discussion and advocacy
Auckland Regional Council	<ul style="list-style-type: none"> • Regional representation through elections and meetings. Activity opportunities to assist in parks and environmental development
Department of Internal Affairs	<ul style="list-style-type: none"> • Supporting local community and government development initiatives and funding
Community agencies including leisure and faith based	<ul style="list-style-type: none"> • Organisations to support and enable communities working together
Philanthropic and trust funding agencies	<ul style="list-style-type: none"> • Grant funding support to enable organisations to exist and do things

What is being done to make this outcome happen?

While there are many agencies involved in working to achieve the community outcome, there are also some specific planned and completed initiatives.

Community Outcome	Intent	Initiative	Details	Who
Working Together - <i>Te Mahi Tahi</i>	We have a culture of working together as a city, as neighbourhood and as a family, efficiently utilising our time, people and resources.	Project Twin Streams	Stream planting and care programme	Local community organisations, Council, ARC
		Waitakere Online	A community overseen web portal providing links to useful online information	Community Waitakere, Waitakere Enterprise, Council, Wider community representatives
	We mobilise local energy and empower people to participate through providing information people need and open and transparent decision-making	Waitakere Wellbeing Collaboration Project	A programme of enabling community agencies to work together with the council and government on citywide issues	Over 70 community local and central government agencies

Council contribution

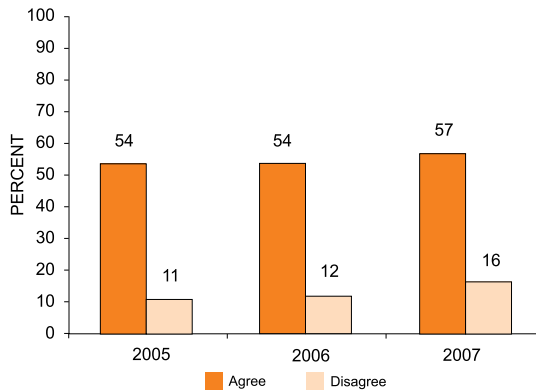
The council's contribution to this community outcome comes through its Active Democracy strategic platform. The platform's vision is that people feel that they can make a difference. There are high levels of community participation and respect for each other's views.

Platform	Intent	Initiative	Details	Who
Active Democracy	People feel that they can make a difference	Strategy, policy and planning consultation	A key step in the council's development of its various plans is consultation with interested and affected parties.	Public Affairs, strategists and planners.
		Council's annual and 10 year planning consultation	The proposed work plan and budget is distributed and written and verbal submissions are called for to be considered individually by both officers and Elected members and each receives an individual letter detailing the council's response	Finance: LTCCP and Annual Plan Team
	High levels of community participation	Local Authority and District Health Board election promotion campaign	Promotional campaign through posters, displays and ambassadors to encourage standing as a candidate, registering and voting	Democracy and Support Services and other contributing staff and sections
		Annual plan and long term planning consultation	Communication and consultation to engage community in direction setting and financial planning	Public Affairs, Finance and Strategy

Working Together

Many agencies, the community, local and central government as well as the business sector, will need to work collaboratively to ensure that the community outcomes are achieved. This indicator measures the extent to which residents agree that the community works together and supports one another. Since 2005 the proportion of people who agree has been around 55%.

Figure 42: Percentage of residents who agree and disagree that the community works together and people support each other (2005-2007)³⁶



Source: Waitakere City Council, KPI survey



"Living in Waitakere means a chance to function independently and be part of a community as well."

Raymond, Glen Eden.

Democratic participation and perceptions of the council

Participating in democratic processes can occur through a variety of means. These might include making submissions and voting, for example. The indicators here measure both participation in the council, as well as perceptions of the council. Voter turnout is one of the most formal means people can exercise their involvement in democratic processes. This indicator measures voter turnout in local government elections. Table 43 shows the voter turnout at the previous local body elections. Voter turnout peaked in 1996 but remained around 36% for the subsequent three elections.

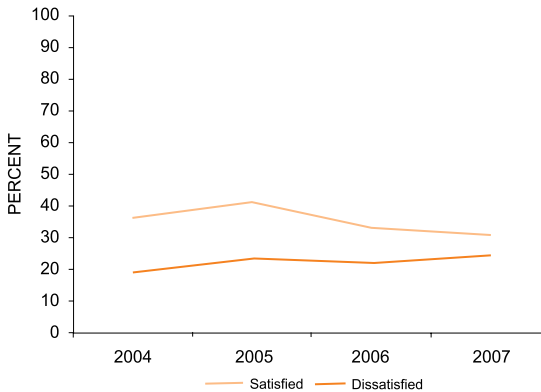
Table 43: Voter turnout in Waitakere local government elections 1995-2004

	1995	1996	2001	2004	2006
Voter turnout	41%	45%	35%	36%	37%

Source: Department of Internal Affairs

The council's annual KPI survey asks residents how satisfied they are with the way the council involves people in key decisions. This indicator measures residents' levels of satisfaction with council involving them in key decisions. There has been no significant change in the percentage of residents who are either satisfied or dissatisfied since 2004. However, there is a general trend of decline in the proportion of residents who are satisfied.

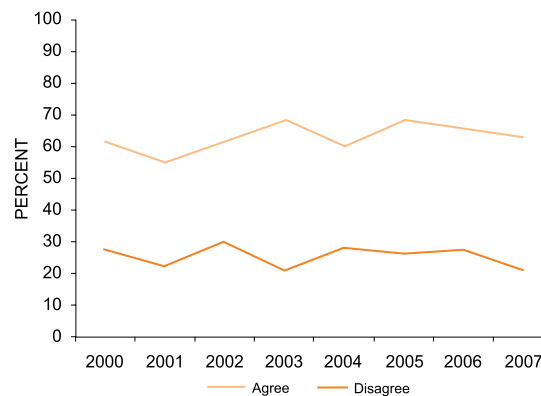
Figure 43: The percentage of Waitakere residents who are satisfied and dissatisfied with the way the council involves people in key decisions



Source: Waitakere City Council, KPI survey

Residents who are adequately informed about issues in the city have a greater ability to influence the outcomes of decision-making. This indicator measures the number of residents who agreed they were informed about key council issues. The figure below shows the proportion of people who agree and disagree that they are adequately informed from 2000 to 2007.

Figure 44: Percentage of Waitakere residents who agree/disagree that they are adequately informed about key council policies, decisions and services (2000-2007)



Source: Waitakere City Council, KPI survey

Overall, the survey results have shown reasonable stability over the period 2000 to 2007. The number of residents who agreed they were informed about key council issues has averaged around 63 percent over the survey period. Those who disagreed that they were informed have averaged 25 percent. It is important to note though, that public perception can be volatile. The percentage of residents who agreed ranges from 55% in 2001 to 68% in 2003 and 2006.

Within the intent of the Active Democracy strategic platform it is clear that the council wants to ensure that people can influence the decisions it makes. This indicator measures the amount of influence residents believe they have on council decisions. Overall, it shows that almost half of residents feel they have large or some influence on council decision-making and many report feeling they have a small influence. Only a small proportion report feeling they have no influence.

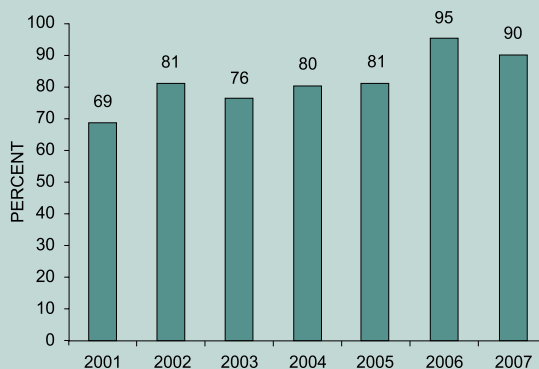
Figure 45: Percentage of residents who think they have a large/some, small or no influence on the council's decision-making



Source: Waitakere City Council

In order to have high participation in council decision-making, residents must be aware of the various means available to them to interact with the council. This indicator measures the percentage of residents who mention at least one way of interacting with the council. The results show that overall, the number of people who mentioned at least one method of influencing the council has increased since 2001.

Figure 46: percentage of residents who mentioned at least one valid method of interacting with the council (2001-2007)



Source: Waitakere City Council, KPI survey

The most frequent valid responses in the 2007 survey were writing/letter/submissions (29%), attending meetings (20%), via email/council's web site (15%), phoning (13%) and using the Call Centre to get to the right person (13%).



"What I like most about Waitakere is the wealth of culture and facilities."

Fred, Henderson