Case Study

Reporting on Mandatory Non-Financial Performance Measures – A Waikato Guideline

Initiative number 2014_08

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<thead>
<tr>
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Executive Summary

In 2010, the Local Government Act 2002 was amended to require the Secretary for Local Government to make rules specifying non financial performance measures for local authorities to use when reporting to their communities. The Department of Internal Affairs (DIA) was tasked with developing these measures and these were finalised in 2013/14.

The performance measures cover the following key aspects of service delivery:

1. How safe are the local roads?
2. What is the overall condition of sealed roads in the local road network?
3. Is the sealed roads network being maintained adequately?
4. Are the footpaths that form part of the local road network being maintained adequately?
5. Does the local authority responsible for the service provide a timely response if there is a problem?

The following information has been developed as a guideline to assist local authorities in the Waikato undertake the measurement in a consistent way, using best practice documentation and information. As this may be of interest to others in the industry, it is being shared through the REG Best Practice Asset Management Group.
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## Appendices

Contents of Guideline Document Adopted by the Waikato Local Authorities
1 Introduction

1.1 Project Outline

<table>
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<th>Project Name:</th>
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<tbody>
<tr>
<td>Project Location:</td>
<td>Waikato Region</td>
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<tr>
<td>Project Objectives:</td>
<td>To achieve a consistent approach to reporting on the mandatory performance measures required by the Department of Internal Affairs</td>
</tr>
<tr>
<td>Value: (cost savings)</td>
<td>The work targeted a consistent approach which may lead to savings through reduced external support requirements</td>
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<tr>
<td>Scope of Work:</td>
<td>This guideline relates to only those measures required by the DIA, and whilst these are included in the ONRC Performance Measures, no further ONRC measures are covered.</td>
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Environment:  
Constraints:  
Project commenced: November 2014  
Key Issues: Consistency of measurement, definition of requirements

1.2 Project Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Organisation / Role</th>
<th>Contact Details (Email and Telephone)</th>
</tr>
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</table>
| Dawn Inglis | RATA – Waikato Road Asset Technical Accord | Dawn.Inglis@waipadc.govt.nz  
027 554 2221 |
| Working Group | R Denton, S Fendall, M Gould, K Lelieveld, A McKillop, J Carling |  |
2 Case study

2.1 Introduction

In 2010, the Local Government Act 2002 was amended to require the Secretary for Local Government to make rules specifying non financial performance measures for local authorities to use when reporting to their communities. The aim was to help the public to contribute to discussions on future levels of service for their communities and to participate more easily in their local authority’s decision-making processes. The Department of Internal Affairs (DIA) was tasked with developing these measures.

The performance measures cover the following key aspects of service delivery:

1. How safe are the local roads?
2. What is the overall condition of sealed roads in the local road network?
3. Is the sealed roads network being maintained adequately?
4. Are the footpaths that form part of the local road network being maintained adequately?
5. Does the local authority responsible for the service provide a timely response if there is a problem?

As from July 2016, local authorities will be required to report on these mandatory non-financial performance measures as part of their Annual Report on the 2015/2016 year. In preparation for this a number of targets need to be set as part of the 2015-2025 Long Term Plan. Within the Waikato there was a request that all measurement be undertaken in a consistent way such that benchmarking of outcomes will be possible. It is acknowledged that whilst benchmarking work should, wherever possible, include similar network conditions. However this will be considered during the benchmarking analysis.

The guideline has been developed to assist local authorities in the Waikato undertake the measurement in a consistent way using best practice documentation and information.

Whilst it is acknowledged that there are alternative sources of data that could be used for this measurement, those noted below have been agreed upon by a working group representing the region’s local authorities. During this work it was also acknowledged that there are a number of measures for which regional consistency is not possible; these are the measures for footpath condition and customer service request response times. Therefore this guidance documentation only covers the first three measures.

The road safety measure has been clarified within the Waikato to reflect what was intended from the DIA’s worked example. Also within this measure, the requirement for a financial year reporting means that there is data lag, as reporting in July on the financial year just ended.
would result in data being missed as it was not included in the NZTA data set yet (there can be a delay of up to three months for data to be entered into CAS and the NZTA website updated).

### 3 Recommendations

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<tr>
<th>Specific Recommendations</th>
<th>Suggested Action to be Taken</th>
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<tr>
<td>DIA Measures open to interpretation in some areas</td>
<td>That outcomes from the setting of targets for these measures is shared, and feedback be provided to the DIA on the measures</td>
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<tr>
<td>ONRC Measures</td>
<td>As the ONRC performance measures are adopted, a review of the DIA mandatory measures be undertaken to ensure that the ones selected are most appropriate for a community to understand and respond to</td>
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4 Appendix

4.1 Waikato Guideline

The guideline is attached to this document.

Note: The amended wording for the road safety measure was considered appropriate for clarification but it is noted that this may be inconsistent with some other strategic safety documents.