

Tomorrow's Manukau

***Ensuring the LTCCP process
identifies & delivers key
community outcomes***



**Tomorrow's
Manukau**

The Counties Manukau sub-region



Total Population 399,334

Manukau (est/02): 307,000

Papakura: 40,665

Franklin: 51,669

Total Area
209,561 hectares

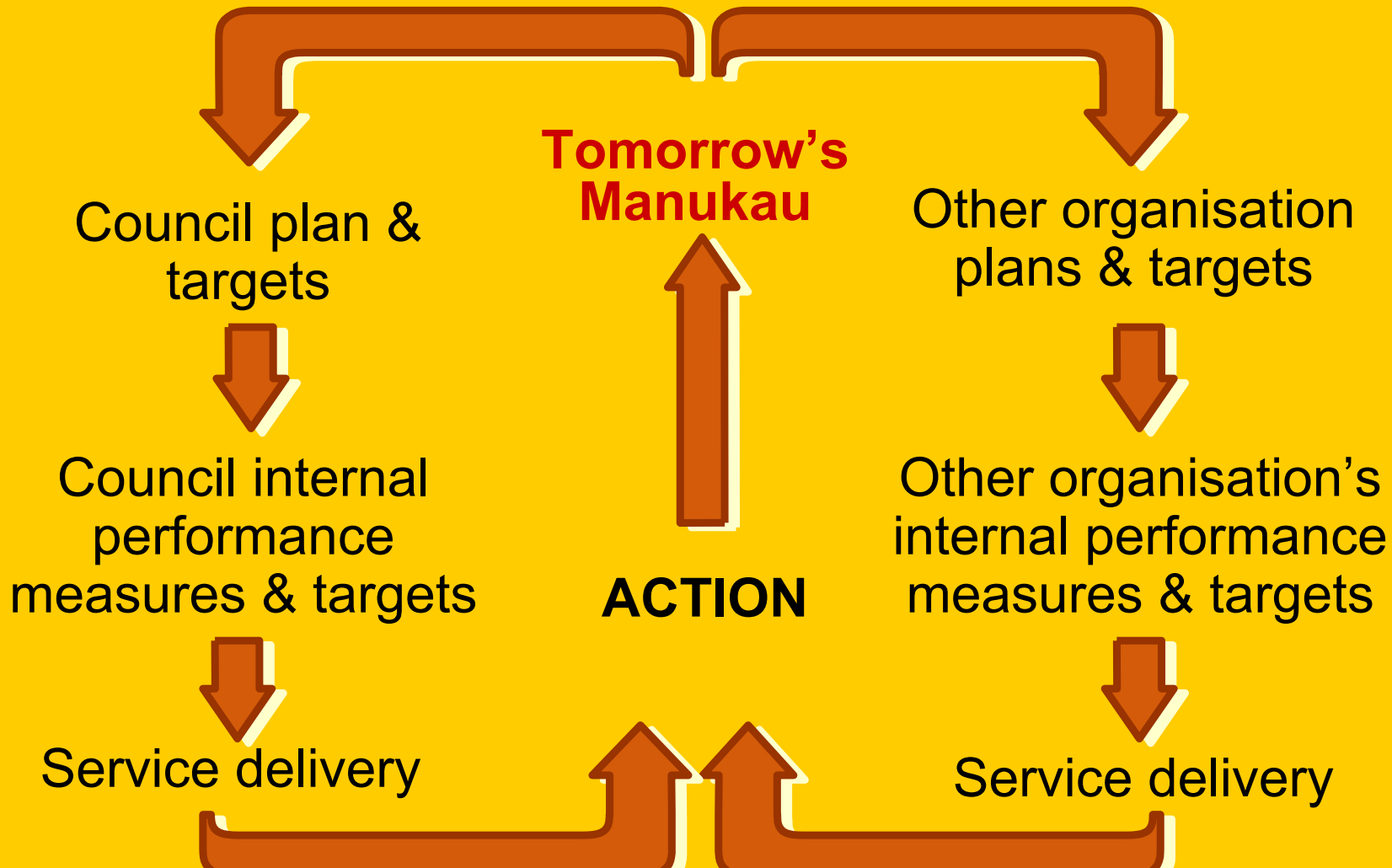


Goals in developing a vision

- A sense of direction for the city
- Know what's important to people
- A participative process to achieve multiple ownership
- A multi-stakeholder approach

All rowing in the same direction

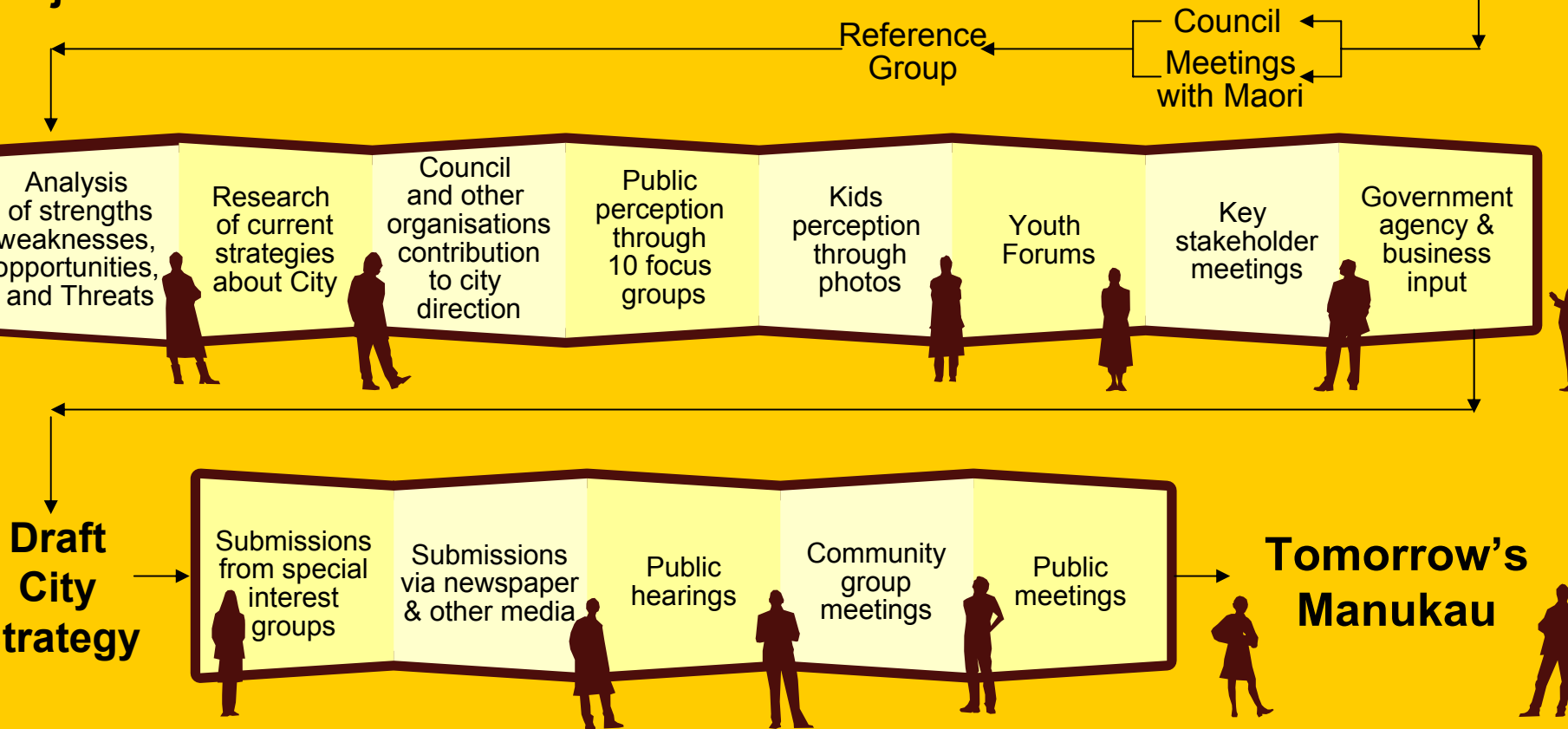




Determining key outcomes - the process



Manukau City Council launches a project to determine a vision for Manukau



Key stakeholders in the process



- Accident Compensation Corporation
- Alcohol Advisory Council of NZ
- Apprenticeship Training NZ
- Auckland City Council & ARC
- Auckland International Airport Ltd
- Chamber of Commerce
- City of Manukau Education Trust
- Counties Manukau District Health Bd
- Counties Manukau Sports Foundation
- Dept of Conservation & EECA
- Dept of Corrections & Dept of Courts
- Dept of Work and Income
- Early Childhood Development Agency
- Employers & Manufactures Assn
- Enterprising Manukau
- Enterprise Otago
- Federated Farmers
- Greenmount East Tamaki Business
- Housing New Zealand Corporation
- Huakina Development Trust
- Land Transport Safety Authority
- Manukau Institute of Technology
- Manukau Water
- Min. for the Environment, Econ Dev. Maori Affairs, PI Affairs, Social Policy, Transport
- Otago Health
- Pacific Islands Advisory Committee
- Papakura and Franklin District Councils
- Peoples Centre, Manurewa
- Police and also Safer Manukau
- Skill NZ
- Strengthening Families & CYFA
- Tamaki Ki Raro Trust
- Tamaki Te Tonga District Maori Council
- Te Ora o Manukau Manukau Healthy City
- Telecom
- Trade New Zealand
- Transfund New Zealand
- United Networks
- Vector Limited
- Watercare Services Limited



Linking outcomes to strategies



Selecting outcome indicators

- **Acceptability to community**
- **Relevant to project**
- **Cost effective**
- **Statistically valid**
- **Current**
- **Understandable**
- **Comparable**
- **Flexible**
- **Able to be unbundled**

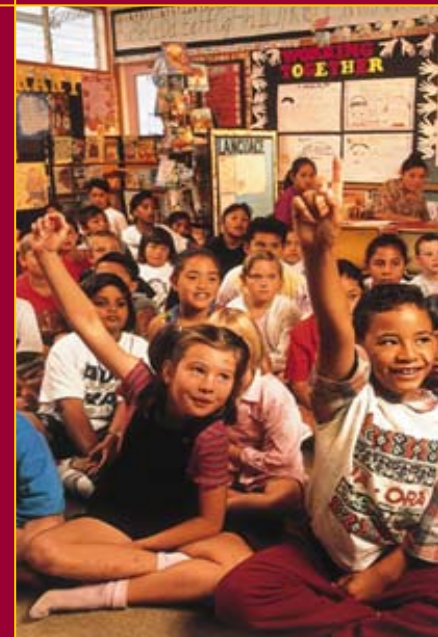


Measuring city progress



Educated Manukau

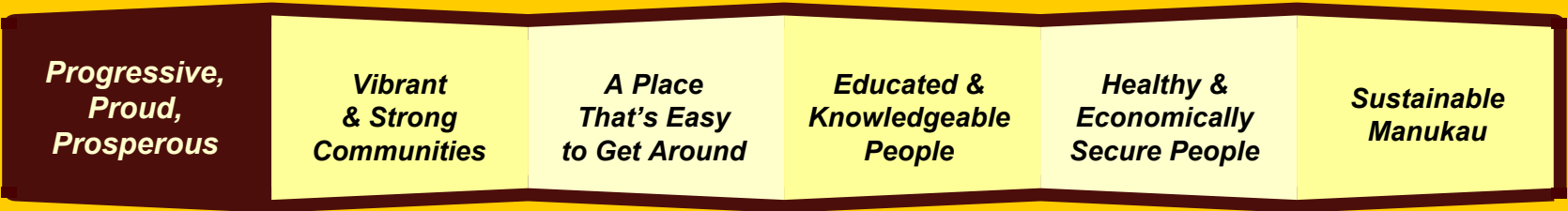
Target	Progress	Focus
People with qualifications	➡	Technical skills
Schools with web-sites & internet	↔	Broadbanding Access to web. Clevedon.
School leavers with qualifications	↔	Maori & PI kids
Youth job seekers	↔	
Internet useage	↔	Over 60's, Mangere
Pre-school attendance	➡	Maori & PI kids



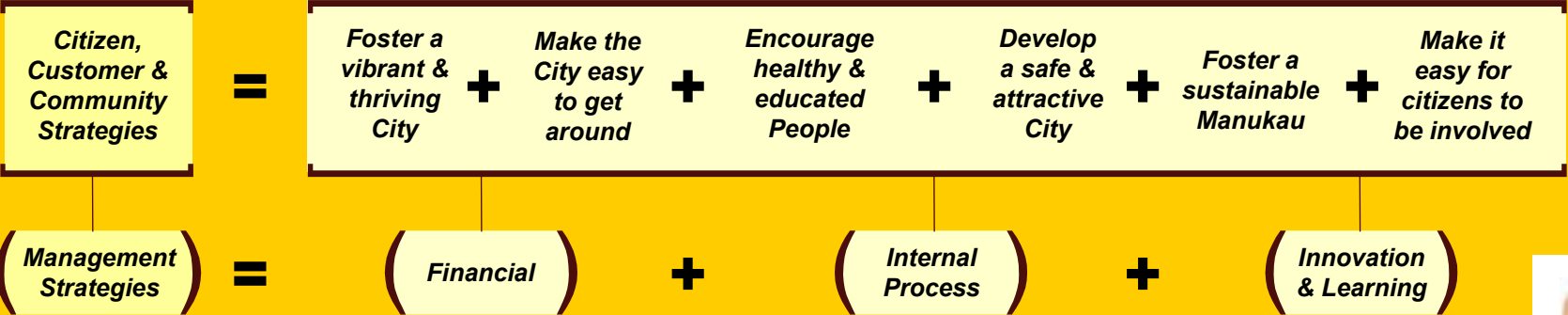
Linking Council planning to community outcomes



Outcomes for the City



Manukau City Council's Contribution to City Outcomes (DRAFT 03/04)



Links within the organisation



CITY OUTCOMES

Council Outcomes

Citizen & Customer
Financial
Process
Learning & Innovation

Objectives

Measures

Initiatives



Tactical

Citizen & Customer
Financial
Process
Learning & Innovation

Objectives

Measures

Initiatives



Operational

Citizen & Customer
Financial
Process
Learning & Innovation

Objectives

Measures

Initiatives



A specific, targeted, measurable approach

Specification for outcomes:

Achieve 2 % improvement in literacy levels with Samoan males aged 16-25 by date....

Otara

Samoan

Males

16 to 25 yrs



Developing council measures

Develop a Safe and Attractive City

Objective	Measure/Indicator	Progress
Develop a Safe and Attractive City	Residents feeling safe in their homes, town centres and neighbourhoods (day and night) increases from 72% in 2000 to 85% by 2006.	Across the City, there has been a slight decrease in residents' perceptions of safety, with 70% (72% in 2001) of residents feeling safe in their homes, town centres and neighbourhoods (day and night). *Note: survey was undertaken at a time when two murders had occurred in Manukau.
Improve safety in public places	<p>80% of citizens feel safe where Council has installed safety features over the year.</p> <p>2001/02 priorities include:</p> <ul style="list-style-type: none"> ■ Upgrade street lights City-wide. ■ Safer Manukau initiatives. ■ Injury Free Counties Manukau initiatives. ■ City and local area development (CLAD) in old Papatoetoe. 	<p>Over the past year, significant upgrades and improvements have been made to Old Papatoetoe town centre. Citizen survey results indicate that 84% of Old Papatoetoe/St George's shoppers feel safe in Old Papatoetoe town centre during the day and 23% feel safe at night.</p> <p>Upgrade street lights City-wide</p> <ul style="list-style-type: none"> ■ The budget for streetlight upgrading works for 2001/02 was \$593,000. New lights and standards valued at \$577,000, equating to 97% of the budget, were installed during the year. <p>Safer Manukau Initiatives</p> <ul style="list-style-type: none"> ■ Ban the Burglar. ■ Restructure of Safer Manukau. ■ Safety Audits – Otago – Chapel Downs. ■ Maori Crime Reduction Strategy.



Lessons learned

- ✓ **Taking people along with you on the journey**
- ✓ **Showing the steps from the vision to action**
- ✓ **Having a focussed approach**
- ✓ **The importance of councillors adding integrity to the process**
- ✓ **Setting targets**
- ✓ **Keeping it simple**
- ✓ **Patience**



Vision



Tomorrow's Manukau

Progressive, proud & prosperous

Leigh Gatt - Manager Strategic Initiatives, Manukau City Council