

Attachment 1: Information about Groups of Activities

GOVERNANCE

Democracy

What we do

The democracy activity provides support to elected officials and the Mayor's office, including engagement with communities and coordination of civic events to promote community wellbeing.

We are responsible for managing local elections, establishing governance structures, and supporting the review of the code of conduct policy. We provide open access to information about issues before the Council and its committees and community boards, as well as the decisions made. Additionally, we offer advisory services to elected members and the Mayoral Office.

Why we do it

We provide this activity to facilitate democratic decision-making, by and for our communities, and ensure transparency and open access to information. This activity also supports elected members in their roles, ensuring they can make robust decisions that promote our community's social, environmental, economic and cultural wellbeing.

Cultural partnerships

What we do

The cultural partnerships activity connects Te Kaunihera aa Takiwaa o Waikato with Maaori stakeholders and promotes Te Ao Maaori and Te Tiriti o Waitangi principles within the organisation.

We encourage Mana Taurite (equity), empower Tino Rangatiratanga (self-determination) and strengthen Paatuitanga (partnerships).

Why we do it

Strong partnerships with mana whenua, iwi, and other Maaori stakeholders will enable more robust decision making and direction setting. Engaging with Maaori throughout our work programmes will help to deliver on our mutual aspirations for the Waikato District.

The purpose of the mahi (work) in this activity is not only to uphold our formal obligations under Te Tiriti o Waitangi and our joint management agreements, but also to ensure our collective history is acknowledged and celebrated, while strengthening our relationships and delivering on improved outcomes for everyone.

SUSTAINABLE COMMUNITIES

Community resilience

What we do

Community resilience is about building local capacity and capability to respond to and recover from emergencies.

We support the organisation to integrate climate change mitigation and adaptation measures all of our work programmes, and provide guidance to our communities on reducing emissions, adapting to climate change, and preparing for emergency events.

Within this activity we also acknowledge the importance of culture and Te Tiriti in building resilience, engaging and collaborating with Maaori to build climate resilience and ensuring they have significant input into decision-making when it comes to resilience issues that impact Maaori communities.

Why we do it

Our goal is to enable, empower, and support community resilience. We work to build a culture of resilience in our district, so that everyone can participate in and contribute to community resilience, and be better equipped to plan for, respond to and recover from any disruptions.

Climate change resilience and adaptation is important for the safety and wellbeing of our communities. As a Council, we have an essential role to play in supporting this through our planning, decision-making, emergency response, and community engagement activities.

Economic and community development

What we do

The economic and community development activity delivers and implements Council's Growth and Economic Development strategy, Waikato 2070, which was created to lead and support the projected economic and community growth in the district.

We leverage key stakeholder relationships and partnerships to enhance economic, community and social outcomes for mana whenua, iwi, businesses, investors, residents, and visitors. We aim to grow a vibrant, diverse economy that creates increased opportunity and resilience for current and future residents.

Why we do it

The planning, design and management of our urban and rural areas, and the need to support economic and community development activities, will have long-term impacts particularly on the quality of life, social amenity, economic prosperity of our communities. The overall wellbeing of individuals is strongly influenced by the quality of the environments where we live, work, learn and play.

Through partnerships with national and regional agencies, the economic development work programme aims to maximise economic investment in the district for better economic, social, cultural, and environmental outcomes for our communities.

Community-led development is about working in partnership with our people and local, regional and national agencies, to support and develop initiatives that achieve the aspirations of our communities and assist them in continuing to grow and thrive.

Customer experience

What we do

Our customer experience team is the primary point of contact for most customer interactions. The team provides in-person support at our offices, manages our contact centre including phone and online service requests, and operates six libraries. The team also works with the whole organisation to actively engage with customers, understand their needs and continuously improve processes.

Why we do it

At Waikato District Council, we prioritise our customers' needs and aim to provide them with timely and effective support. Our goal is to build strong and trusted relationships with our customers and communities, and to achieve this, our dedicated team drives customer-centricity and helps us improve our overall success.

We believe that our libraries play an essential role in providing opportunities for lifelong learning, creativity, and public spaces where everyone is welcome to gather, meet, listen, watch, or participate. We also aim to enable access to the digital world and support people in acquiring digital skills to participate and experiment with new technologies.

Open spaces

What we do

This activity includes all parks, reserves and cemeteries, and any associated assets within these areas such as playgrounds, walkways, off-road cycleways, heritage sites (including monuments), and natural areas that serve to preserve biodiversity and provide opportunities for our communities to connect to nature.

We actively work with user groups and the community to support and assist events across our parks and reserves and enable external operational activities to occur from our sites.

Why we do it

The open spaces kaupapa is "achieving the best possible outcomes for the environment, the community, iwi, hapuu and manuwhiri (visitors) - suitably, sustainably, and affordably."

We provide this activity to assist the development of healthy, active, and functioning communities that are connected through sports, recreation, and connectivity to our local environments. We must also provide this activity to ensure compliance with the Reserves Act and the many bylaws, policies and plans that direct our work.

Property and community facilities

What we do

The property and community facilities activity plans, develops and operates aquatic centres, library buildings, community halls, public toilets, campgrounds and other properties such as Woodlands, Council offices, and residential dwellings such as elder housing.

We provide strategic property advice and management for Council's land and lease portfolio, as well as unformed roads. Our team also maintains an updated register of Council's land, lease and building portfolio to facilitate robust planning.

Why we do it

By effectively managing and optimising Council's land holdings, we can provide land and facilities that support economic, social and cultural wellbeing and ensure our district is well-positioned for the future.

The mahi we do through this activity contributes to social connectedness by providing places for relationship building. We ensure that land and facilities are well-planned and safe so that our communities can connect with themselves, each other and nature.

SUSTAINABLE ENVIRONMENT

Community safety

What we do

Our community safety activities aim to promote the health and safety of our communities by regulating the safe and responsible sale and supply of alcohol, enforcing public health regulations, and responding to and investigating potential breaches of bylaws and resource consents.

We also work towards minimising risks from nuisance and offensive behaviour, and encourage responsible dog ownership. Additionally, we provide education services to our community, which helps in protecting public health and safety, and maintaining the amenity of our district.

Why we do it

We provide this activity to improve, promote and protect public health and public safety.

These services also support protecting the amenity of our district so it's an enjoyable place to live, and visit.

Consenting

What we do

Consenting consists of two significant activities.

Building consents ensure that all buildings in our district are safe, healthy, durable, and compliant with relevant legislation.

Resource consents ensure that our communities and environment are developed and built in accordance with legislation, our District Plan and other relevant standards, strategies, and plans.

Why we do it

We ensure people can safely use a building, and that buildings do not threaten environmental quality or public health. We also ensure developments are safe, sustainable, and meet public expectations.

Our goal is to promote sustainable management of the district's natural and physical resources, which aligns with the purpose of the Resource Management Act 1991 and the objectives and policies of the Operative

and Proposed District Plans. This activity helps ensure that people use these resources in a way that is sustainable and responsible.

We ensure that the provision of property and land information to customers is consistent with the requirements of the Local Government and Official Information and Meetings Act 1987.

We record land hazard information to ensure the people and their property are not subject to unacceptable risks following subdivision and development and use of land.

Strategic and spatial planning

What we do

We guide and plan integrated land use and growth across the district to ensure building and development activities support safe, sustainable communities, including housing and employment-generating activities.

We also lead or coordinate council submissions to other agencies, and Council's participation in a variety of strategic initiatives and partnerships, including sub-regional partnerships.

We provide the framework to ensure adequate funding for infrastructure required to service growth and work with large-scale developers to ensure their activities align with land use and infrastructure planning.

Furthermore, we have a dedicated analytics unit that provides robust growth-related data and analysis to support planning and decision-making.

Why we do it

Our goal is to foster the sustainable prosperity and development of the district's communities, aligning with both national and regional policy directives. The strategic and spatial planning activity is pivotal in activating Council's vision and aligning our mahi with the aspirations and needs of the communities we serve. It provides a roadmap for sustainable development, promoting the efficient use of resources, infrastructure, and space. Strategic and spatial planning also facilitates informed decision-making by integrating diverse perspectives, fostering collaboration, and engaging stakeholders at every step.

Additionally, by providing stakeholders with clear, accurate and accessible information, we aim to guide them seamlessly through the necessary regulatory processes.

Waste management

What we do

We are responsible for all solid waste assets and services within the Waikato District, which enhance our community's health and wellbeing. We oversee, facilitate, and manage a range of programmes and interventions to achieve effective and efficient waste management and minimisation within the district.

Why we do it

We provide this activity to ensure waste is managed in a safe and sustainable way, and to preserve our natural and built environments. We also aim to meet Council's aspiration of 'working towards zero waste for the Waikato District' through our Waste Minimisation and Management Plan.

We provide a service that is vital to the health and wellbeing of our communities. It includes the provision of kerbside collection, recycling and waste education. We strive to ensure all aspects of our services are accessible to everyone, promoting a sense of belonging and pride throughout our towns.

TRANSPORT

Transport

What we do

The transport activity provides a fit-for-purpose network that gives people choices about how they move around our district. This includes urban and rural roads, footpaths, cycleways and safe crossings within the roading corridor. This activity also supports the development of the public transport network.

Why we do it

Our transport network is a vital infrastructure that connects communities, essential services, and supplies. Safe transport networks allow people to move around and through the district for work, education, and leisure. We strive to support sustainability by providing transport choices for our communities, especially for those who are transport-disadvantaged. Additionally, we aim to achieve our urban growth objectives while reducing congestion.

THREE WATERS

Three waters

What we do

Three waters management refers to the provision of water supply, wastewater services and stormwater management. This includes:

- The operation and maintenance of infrastructure.
- Planning for the renewal of existing infrastructure.
- Planning for the provision of new infrastructure to support growth and development.

Why we do it

Urban areas require proper infrastructure to support residents' needs. This is especially true for wastewater management because urban properties typically lack sufficient space for a septic tank and a disposal field.

Modern communities cannot function adequately without a dependable water supply, systems for transporting wastewater from densely populated areas for treatment and disposal, and effective ways for safely discharging the run-off generated on impermeable surfaces such as roads and roofs into waterways.

We provide these services and manage the infrastructure associated with them so that our communities can access clean water when they need to and are not inundated with stormwater and wastewater.

ORGANISATIONAL SUPPORT

Communications, marketing and engagement

What we do

The communications, marketing and engagement activity plays a vital role in building connections with the community, stakeholders and partners.

We achieve this by ensuring our ratepayers and residents are informed about Council's services, projects and programmes of work and how we are delivering on our vision and strategic priorities, while also managing the Council's reputation and associated risks.

We also foster a positive and engaged organisational culture where employees are connected to the organisational strategy, its teams, people, and overall purpose.

Why we do it

We provide this activity to ultimately help tell the story of Council and our commitment to building liveable, thriving and connected communities. During crisis situations, we act as a vital link between the Council and the community, providing timely and accurate information to keep people safe and informed.

By maintaining the Council's reputation through consistent and effective communication, we build trust and confidence, enhancing the overall relationship between the Council and the community. This activity enables us to be proactive, responsive, and inclusive in our communication efforts, ensuring that the diverse needs and preferences of the community are catered to, as well as meeting our legal obligations during emergency events.

Projects and innovation

What we do

This activity supports the organisation to define, manage and continuously innovate and improve the processes, methods and technologies used to deliver projects and programmes of work. Our team aims to support the organisation to ensure that services and outcomes are effective and efficient.

This activity also includes the delivery of all key Council projects to deliver on our vision of 'liveable thriving and connected communities'.

Why we do it

We promote and encourage best practice project management, business change management and innovation to enable the organisation to continuously improve. We partner with teams throughout the Council to seek opportunities for cost reduction, reduce waste and improve productivity, to provide value for money for ratepayers.

We support the business to remain agile and adjust quickly to the changing environment of local government.

Information management

What we do

The information management activity enables and leads the organisation in all information, technology, and records management-related matters. We are responsible for providing the current and future records management, information, business and geospatial insights, and technology required to enable the Council to achieve our strategic objectives, deliver our services and fulfil our statutory obligations.

Why we do it

We provide this activity to:

- a. Enable digital transformation, improving the quality of service delivery and providing a more efficient customer experience.
- b. Enable the smooth functioning of day-to-day business operations, leading ongoing business and process improvements, managing Council's cyber security and resilience, supporting major projects and change initiatives, and adopting innovative and transformative technology.
- c. Enable Council to manage its Public Records Act, Local Government Official Information and Meetings Act, and Archives NZ obligations.

Finance, legal, procurement and contracts

What we do

This activity encompasses a comprehensive set of services designed to support the Council and its operations.

Our finance team takes care of the Council's finances, promoting efficient financial management, ensuring accountability, and championing the Council's financial strategies and policies.

Our legal team is crucial in offering support and advice to the elected members and staff, ensuring legislative compliance, managing legal risks, and fulfilling the Council's legal obligations.

Our procurement team is dedicated to planning, sourcing, and managing quality goods and services at a reasonable cost for all of the Council's day-to-day operations, work programmes and projects.

Finally, our contracts and partnering team support our business groups and people to manage their important contractual relationships and strategic partnerships successfully, ensuring value for money and delivery of desired outcomes.

Why we do it

These activities are a critical aspect of gaining public trust and getting community buy-in for Council's work programmes. Collectively they drive accountability and ensure that Council provides value for money, compliant with legislation, and that any contracted services are delivered effectively. These activities also support continuous improvement in the way we work through the promotion of best practices and working in concert with our internal audit programme.

People and capability

What we do

This activity manages Council's employee experience, including recruitment, human resources systems, policies and procedures, as well as being accountable for Council having a safe and healthy work environment. It is also responsible for developing and delivering initiatives designed to attract and retain quality staff and support a constructive workplace culture, build learning and leadership capability and support organisational performance.

Why we do it

We have a duty of care to our employees and contractors to provide a healthy and safe work environment. In order to serve our communities in the best possible way, it is important that our people are skilled, supported, healthy and engaged, and we strive to be an employer of choice so that we can attract and retain amazing people to deliver our current and future services.

Corporate planning and strategy

What we do

The corporate planning and strategy activity focuses on the development of statutory plans and reports required by the Local Government Act 2002, including long term plans, annual plans, and annual reports. These documents are designed to communicate with our residents, ratepayers and other stakeholders what Council does, how rates are being spent, and how our communities will know we are doing what we set out to do.

We also develop policies and bylaws to manage issues, risks, and public safety across the district.

All of the work within this activity involves engaging and consulting with our communities on key decisions facing the district, including facilitating input from our iwi partners and mana whenua to support meeting our Te Tiriti o Waitangi obligations.

Why we do it

It is important that our communities have access to clear, accessible information, opportunities to influence decision making and to understand whether the Council's policies and services are achieving their intended objectives.

We focus on strategies, plans, policies, and bylaws to ensure that we successfully deliver on the aspirations and priorities of our communities.

This activity enables democratic decision making, by and for our communities, and enables Council to respond to issues and risks, and improve public safety, through the development of bylaws and policies under the Local Government Act 2002 and other relevant legislation.