



Answering the Right Questions

Andrew Boyle



Sept 2007



Monitoring

Monitoring is easy



It is all about answering peoples' questions



Answering Their Questions



Gives them information that want and will use

Makes it easy for planners



Monitoring

Giving people regular and structured information to answer their questions





Monitoring

What's happening 'out there'?



What difference are we making 'out there'?

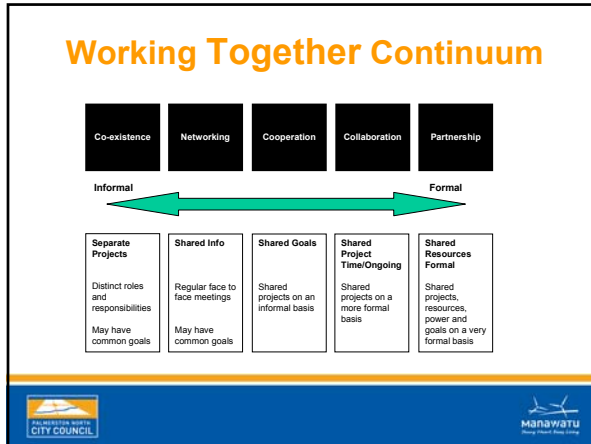
What's happening 'in here'?



Community Outcomes

What's happening 'out there'?





Health

DHBs provide primary, secondary and tertiary health care

Councils provide water, sewerage, rubbish collection, recreation facilities and regulatory inspections

Palmerston North City Council | Manawatu

Health

DHBs provide primary, secondary and tertiary health care

Councils provide water, sewerage, rubbish collection, recreation facilities and regulatory inspections



Relatively small joint projects in the middle

Palmerston North City Council | Manawatu

Whose Questions?

The community

Key stakeholders





Watchdogs

Very interested
Very involved






Cats

Low key
Not that interested unless personally affected



Ostriches

Don't know
Don't care



Whose Questions?

Answer their questions



10%



70%





20%



Brian Sharplin:

“So long as the roads are safe and not congested, the parks look nice, the sewerage runs at the touch of a button, the water is there at the turn of a tap, dogs aren't a nuisance, and so forth, most people don't give a damn what the Council does (unless they are affected by noise or a development next door, or they get an unreasonably high rates bill).”





Cats

Pragmatic and low key:

- Are you doing anything?
- If not, why not?



- How does it affect me?



Cats

Tell them a story:

- Why that outcome is important
- Who is doing what
- How things are going
- What is happening next





Cats

Keep it very simple and low key

How it makes their lives better:

Safer, healthier, easier, more fun



Key Stakeholders

Council

Central Government

Community Groups




Key Stakeholders

Same information but in more detail

No targets, but do identify trends

Use for strategic planning



Key Stakeholders

We will monitor every year

Major report in the year prior to an LTCCP



Update reports in other years



The Act

A local authority must monitor and, not less once than every three years, report on progress made in achieving the community outcomes

In relation to each group of activities the Annual Report must include the result of any measurement undertaken during the year towards the achievement of the community outcomes



The Act

A local authority must monitor and, not less once than every three years, report on progress made in achieving the community outcomes

Meet the spirit of the Act

In relation to each group of activities the Annual Report must include the result of any measurement undertaken during the year towards the achievement of the community outcomes





Spirit of the Act

Make "home" a better place to live

Do what people want

- and most people want us to get on with things so they can get on with their lives



Don't Forget

- **Monitoring is about answering peoples' questions**
- **Keep it simple**
- **Focus on the spirit of the Act**