

**SOLGM**  
NZ SOCIETY OF LOCAL GOVERNMENT MANAGERS

**2009 and Beyond Project-  
An Update**

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**11 July - Products Agreed**

- *Living through the LTCCP* - process management (released 30/8)
- *Piecing it Together* - the revised "Jigsaw" (15/10)
- *Performance Management Frameworks: Your Side of the Deal* (26/10)
- Financial Management Under the LGA (6/11?)
- *2009 and Beyond Seminars* (15/11 - 4/12)
- Community Outcomes (29/2/08)

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**The Four Cardinal Virtues**

- The right debate
- Integrated decision-making
- Plan your plan
- The continuous plan

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### Living through the LTCCP

- Process management is a key area for improvement
  - sequencing
  - resourcing (both in terms of numbers and skill sets)
- Tool-based
  - readiness check
  - three-year process with considerations
  - project plan
  - job descriptions for key roles
  - supporting explanation



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### Living through the LTCCP

- Key messages
  - start early – don't be bound to the triennial elections
  - sequencing of tasks is critical
  - project sponsor must be senior (ideally the CEO)
  - project manager needs authority and experience



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### Piecing it Together

- *24 Steps to a great LTCCP*
  - embed long-term planning into the culture of the LTCCP
  - start early and get your process right
  - appoint the right project manager and empower them to get things done
  - communicate
  - coordinate how and when you consult
  - pay attention to decision-making processes
  - apply QA throughout the process
  - Clarify links between the LTCCP and other policies and strategies



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### Putting it all Together

- More steps to a great LTCCP
  - pay attention to your protocols for managing information
  - avoid using audit as your only form of quality assurance
  - document forecasting assumptions, ensure they are applied consistently
  - impacts of growth and demand are critical forecasting assumptions
  - identify the key issues early
  - work on your summary throughout the process
  - treat outcomes as part of the process, not just an add-on
  - take the time to define your rationale for service delivery
  - group activities sensibly



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### Piecing it Together

- Still more steps to a great LTCCP
  - sort activity statements at an early point of the process
  - ensure asset info is up to date when you take your snapshot
  - use your performance management framework to communicate value
  - financial statements ditto
  - funding/financial policies need to show clearly "how the cake is cut"
  - involve CCOs in the planning process
  - don't forget the policy summaries

- Target Date – October 15



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### Your Side of the Deal - Content

- The Importance of Performance Management
- Performance Management Today
- Principles of Performance Management
- Community Outcomes
- Strategies
- Levels of Service, Performance Measures and Targets
- The Annual Plan/Report Loop
- Reporting and Communicating Performance Management
- Implementing Performance Management



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### Your Side of the Deal - Message

- Performance management demonstrates value to the community - it is *your side of the deal*
- Disclosure and reporting elements all link to one thing – *what are you doing to make peoples' lives better*
- Rationale for service delivery is crucial (another main area for practice improvement)
- Logic flow is important for the reader



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### Your Side the Deal - Message

- No 'magic KPIs' – most often 4-6 LOS per activity (and maybe 8-10 measures)
- LTCCP info a subset of your PMF – avoid technical measures in the LTCCP!
- Communication is key to demonstrating value
- Don't let the software firms in the building until you have a system that 'works for you'
- Target Date – October 26



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### Financial Management - Content

- Financial Management Today
- Financial Strategy and Modelling
- Balanced budget and prudence
- Funding and Financial Policies
- Statements
- Communicating financial information
- Integrating financial and other information



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### 2009 and Beyond Seminars

- Read the guides before you come
- Theme-based
  - reflecting sustainability in the LTCCP
  - integration
  - creating value for the community
  - taking elected members (and senior managers) with you
  - putting wheels on the community outcomes
- Sneak preview of the audit approach
- Mix of presentations, panel sessions and workshops



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### 2009 and Beyond Seminars

- November 15-16 Rotorua
- November 22-23 Auckland
- November 26-27 Christchurch
- November 29-30 Palmerston North
- December 3-4 Dunedin



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### 30 June 2009

649 Days to go

( 1 year, 9 months, 10 days ....)



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