



17.0 GLOSSARY OF TERMS

Activities

Refer to 'Significant Service' definition.

Agenda 21

Agenda 21 is the title of a document that resulted from the Rio Earth Summit, a United Nations conference held in Brazil in 1992. Agenda 21 is a global plan that focuses on sustainable, long-term development. It recognises that global issues need to be addressed at the local level – hence the expression “think globally, act locally”. Refer also to 'Sustainable Development' definition.

Annual Plan

A plan required by the Local Government Act 2002 to be produced by Council in the two intervening years between each three-yearly Long-Term Plan. The main purpose of the Annual Plan is to identify any amendments and variations to the specific year of the base Long-Term Plan. The Annual Plan is a supporting document to the base Long-Term Plan to which it relates and sets out what Council intends to do for the year, how much it will cost, and how it will be funded.

Annual Report

A report required by the Local Government Act 2002 that is produced by Council for each June financial year. The annual report shows how the actual activities, services and performance of Council measured up to the intended levels of service and performance as set out in a specific year of the Long-Term Plan or the Annual Plan.

Annual Residents Survey

The Annual Residents Survey is Council's main way of measuring the opinions of Hamilton's residents. It evaluates how satisfied people are with a number of facilities and services Council provides and helps Council to plan for the city's future. Approximately 700 interviews are completed by phone each year by an independent research company.

Activity Management Plans

Activity Management Plans (which are the 'new generation' of Asset Management Plans) describe the infrastructural assets of Council and outline the financial, engineering and technical practices to ensure the assets are

maintained and developed to meet the requirements of the community over the long-term. Activity Management Plans focus on the service that is delivered as well as the planned maintenance and replacement of physical assets.

Asset

An asset is an item of value that has existing and/or future benefits. Some examples include roads, footpaths, parks, buildings, park and street furniture and water pipes.

Capital Expenditure

Money spent on buying, building or improving assets.

Carriageways

The part of roads intended for vehicles to travel on.

Central Business District (CBD)

The main commercial and retail centre of the city (refer to Section 4.3 for a map showing the outline of the CBD).

Community Outcomes

Under the Local Government Act 2002, Council must facilitate a process where the community of Hamilton sets the priorities for what it thinks is important for its current or future social, economic, environmental and cultural wellbeing. This means developing vision statements, through community consultation, about how people want the city to develop over the coming ten years or more.

Hamilton's Community Outcomes were determined in 2005 through an extensive consultation process that involved feedback from over 3000 individuals, organisations and community groups. Council is only one of the many organisations in the city that contribute to the community outcomes, and some of the factors that contribute to working towards community outcomes may be outside of Council's control (refer to Section 7.0 for a full list of Hamilton's Community Outcomes).

Consultation

Consultation is the dialogue that comes before decision-making. Consultation is an exchange of information, points of view and options for decisions between affected and interested people and decision-makers.

Council Organisation

A company or organisation (as defined by Section 6 of the Local Government Act 2002) with which a local authority has involvement through its shareholding, voting rights or right to appoint directors.

Council-Controlled Organisation

As defined by Section 6 of the Local Government Act 2002, a company under the control of local authorities through their:

- shareholding of 50 per cent or more
- voting rights of 50 per cent or more or
- right to appoint 50 per cent or more of the directors.

Customer Satisfaction Survey Programme

Council operates a comprehensive Customer Satisfaction Survey programme (around 40 surveys in total) for a large number of its activities to gain detailed customer feedback on an ongoing basis. This feedback is then used to implement changes that ensure continual improvement to Council's services and facilities.

Customer Satisfaction Index (CSI)

A measurement scale used in the Annual Residents Survey and Customer Satisfaction Survey Programme. A score across an 11 point (0-10) satisfaction scale is used to measure respondents' satisfaction with the various facilities and services provided by Council. This score is converted to an index out of 100.

Current Assets

Assets that can readily be converted to cash, or will be used up during the year.

Depreciation

This accounts for the annual cost of the wearing out or the economic use of assets. It is generally assessed by spreading the cost of the asset over its estimated economic life.

Direct/indirect Benefits

Direct benefits are what people get out of a service they pay for (for example, enjoying a visit to the zoo). Indirect benefits are what the community gets from having those services provided.

District Plan

The Hamilton City District Plan is a legal document prepared under the Resource Management Act 1991 (RMA). The District Plan defines the way in which the city's resources will be sustainably managed and developed to achieve the purpose and principles of the RMA. The plan provides a framework of resource management policy and implementation methods to manage the effects of the use, development or protection of land and associated natural and physical resources in the city.

District Plan Variation

An alteration to a Proposed District Plan (which has more than a minor effect) undertaken at any time before the proposed plan becomes operative.

Elected Member

Members of the Hamilton community who have been elected by the community and given responsibility for the overall running of the city. Hamilton City Council's elected members comprise the mayor, deputy mayor and 12 councillors.

Funding and Financial Policy (FFP)

This policy sets out the guidelines of how Council plans for and acquires money to finance its operation. It also outlines the projects and programmes outlined in Council's Long-Term Plan and Annual Plan. This policy comprises a range of key policies (such as the Significance Policy and the Development and Financial Contributions Policy) that assist in determining Council's financial decisions. For a full list of policies that make up Council's Funding and Financial Policy, refer to Volume II of the 2006–16 Long-Term Plan.

Financial Year

Council's financial year runs from 1 July to 30 June the following year.

Financial Management Policy (FMP)

The former Local Government Act 1974 required Council to produce a Financial Management Policy, which sets out the guidelines of how Council plans for and acquires funds to finance its operation, and the projects and programmes in the Annual Plan. Council's Long-Term Financial Strategy underpins the Financial Management Policy and sets out Council's projects and programmes and the means by which they will be funded over the next 10 years. The new Funding and Financial Policy has replaced the Financial Management Policy under the new Local Government Act 2002.

Goal

A long-term target or direction of development. Goals state Council's aspirations for the organisation and Hamilton City.

Infrastructure

Networks that are essential to running a city, including the roading network, water supply and wastewater and stormwater networks.

Infrastructural Assets

These are assets required to provide essential services such as water, stormwater, wastewater and roading. They also include associated assets such as pump stations, treatment plants, street lighting and bridges.

Joint Venture

A form of contract, other than a partnership, between two or more parties to undertake a specific business project.

Levels of Service

The standard to which services are provided, such as speed of response times to information requests or the standard of the stormwater drainage system that prevent incidents of surface water flooding.

Local Authority

A local authority is either a regional council or a territorial authority whose role is to put into effect the purpose of local government (as defined by the Local Government Act 2002) and to perform specific duties and exercise rights conferred to it from central government. A territorial authority is a city council or a district council. There are 86 local authorities in New Zealand, which comprise 74 territorial authorities and 12 regional councils.

Local Government Act 2002

The Act of Parliament that legally defines the powers and responsibilities of all territorial local authorities. The purpose of this Act is to provide for democratic and effective local government that recognises the diversity of New Zealand communities through:

- providing a framework and powers for local authorities to decide what activities they undertake and the manner in which they will undertake them
- promoting the accountability of local authorities to their communities

- providing for local authorities to play a broad role in promoting the social, economic, environmental and cultural well-being of their communities by taking a sustainable development approach.

Long Term Council Community Plan

The Local Government Act 2002 requires Council to adopt a Long Term Council Community Plan (LTCCP), which outlines Council's intentions over a 10-year period. The LTCCP requires extensive community consultation, the identification of community outcomes and priorities, and the establishment of monitoring and review mechanisms.

The LTCCP is prepared every three years to outline the 10-year timeframe.

For the period 2006–16, Council has called its LTCCP 'Council's 2006–16 Long-Term Plan'.

Mission Statement

Identifies what an organisation does, why it exists and what it seeks to accomplish.

Objective

An over-arching, measurable target that must be met on the way to achieving a goal.

Operating Surplus

The excess of operating income over operating costs. An operating surplus includes non-cash items such as income and expenditure owing but not paid (debtors and creditors) and depreciation.

Partnerships Between Council and the Private Sector Policy

Section 107 of the Local Government Act 2002 requires Council to introduce a policy on partnerships between Council and the private sector. The policy must state Council's commitment of funding or other resources to partnerships between Council and the private sector. The focus of this policy is on commercial relationships with entities engaged in trading activities undertaken for the purpose of making a profit. The full policy is contained in Volume II of Council's 2006–16 Long-Term Plan.

17.0 GLOSSARY OF TERMS

Performance Measure

A performance measure provides a way of gauging the achievement of an objective. Targets are used to assess the success of the performance measure.

Resource Management Act 1991 (RMA)

The purpose of the Resource Management Act 1991 (RMA) is to promote the sustainable management of natural and physical resources. By bringing together laws governing land, air and water resources and concentrating on the environmental effects of human activities, the focus of the RMA is on ensuring that current natural and physical resources are used at a rate that enables communities to meet their current needs and that the needs of future generations are not compromised.

Service

A specific activity that is part of a significant service. For example, the significant service of 'Transport: Road Network Management' comprises more specific services such as carriageways, footpaths, cycleways and verges and road safety.

Significance Policy

Section 90 of the Local Government Act 2002 requires councils to adopt a 'significance' policy that sets out conditions that ascertain the 'significance' of proposals and decisions. Councils have special consultative obligations to comply with when decisions or proposals are deemed to be 'significant'. The full policy is contained in Volume II of Council's 2006–16 Long-Term Plan.

Significant Negative Effect

Where the operation of a significant service impacts on the four well-beings (social, economic, environmental and cultural), the following factors are considered in defining a significant negative effect:

- the number of people who could be affected
- the degree to which they could be affected
- the extent to which public health and safety is or could be compromised
- the likelihood of the significant negative effect occurring.

A significant negative effect can be either existing or potential.

Significant Service

There are 25 significant services that are the primary mechanism for ensuring

the delivery of Council's key activities. The term significant service and activity are used interchangeably in the Long-Term Plan.

The significant services are based on commonalities in the nature of their functions and have evolved over a considerable time period with the production of each year's budget.

Solid Waste

Waste products of non-liquid or gaseous nature (for example, building materials, used packaging).

Stormwater

Water that is discharged into the Waikato River as a result of stream overflows during rain and run-off from hard surfaces such as roads during wet weather.

Strategic Action Plan (SAP)

The name given to individual Council projects and programmes. These projects can be categorised in to three types: capital, operating and maintenance and renewals. Each SAP is given a number that identifies a specific project.

Standard Operating Procedure (SOP)

A SOP is a set way that Council undertakes various procedures and provides a number of steps that must be taken to ensure correct implementation. SOPs are an integral component of Council having all its operations certified to the international standard ISO 9001: 2000.

Strategic Framework Strand

A theme which is used to group related signpost statements outlining Council's Vision for planning and managing the city's ongoing sustainable development. Council's significant services are presented in the Long-Term Plan under one of the Framework's three strands.

Sustainability Indicator

Indicators that measure the city's social, economic, cultural and environmental well-being. The sustainability indicators will be updated and extended to monitor progress towards Hamilton's Community Outcomes.

Sustainable Development

Sustainable development is the cornerstone of Agenda 21 and can be interpreted as providing the following:

- a viable natural environment capable of supporting life systems, now and in the future
- a sufficient economy that provides sustainable livelihoods for all
- nurturing communities that provide opportunities for meeting social, cultural and spiritual needs.

A report from the Office of the Parliamentary Commissioner for the Environment notes that sustainable development can be thought of as 'Getting more, from less, for longer'.

The concept of sustainable development is an integral part of the Local Government Act 2002.

Territorial Authority

Refer to 'Local Authority' definition.

Triennial Agreement

The Local Government Act 2002 requires all councils within a region to reach agreement on how they intend to communicate and coordinate, and work with each other over the three-year period of each incoming council. The first triennial agreement for councils within the Waikato region became effective on 31 December 2003. A new triennial agreement is required within six months after each territorial authority election. The 2005 triennial agreement for the Waikato region can be accessed at www.hamilton.co.nz (under Hamilton City Council/Publications and Plans/Strategic Plans and Policies).

Wastewater

Wastewater is the liquid waste from homes (including toilet, bathroom and kitchen wastewater products) and businesses.