

## SHARED SERVICES WORKING GROUP UPDATE

### **Purpose of Report**

To update Councillors on the work of the Shared Services Working Group.

### **Recommendations**

Officers recommend that the Council:

1. *Receive the Shared Services Working Group Update Report.*
2. *Agrees the vision statement and criteria for shared services.*
3. *Notes the progress of the shared services currently underway.*

### **1. Background**

The Shared Services Working Group was established by the three Wairarapa councils to provide direction to Council so that gains can be made from aligning contracts for services and other efficiencies. Mayor Alex Beijen and Councillors Pam Colenso and Leigh Hay are members and the Working Group is supported by the three Chief Executives.

### **2. Discussion**

#### **2.1 Vision statement and criteria for assessment**

At its meeting on 6 September 2020 the Working Group agreed a vision statement and outcomes for assessing whether to progress a shared service. These are as follows:

#### ***Vision***

*Wairarapa Councils working together to deliver quality services and value to our residents, ratepayers and customers through shared or integrated services that are constantly striving to improve the experience for our customers, the efficiency and the effectiveness of common services and functions.*

#### ***Outcomes from Shared Services***

*The following outcomes will be used as criteria to assess whether activities and services might be shared. Will sharing the service:*

1. *Increase the cost effectiveness of services?*
2. *Provide an efficient and continuously improving, quality service that increases scale in capacity, capability and opportunity for specialisation?*
3. *Reduce the risks associated with small teams and duplication?*
4. *Provide the opportunity for depth in building product or service knowledge, sharing operational knowledge and experience with a focus on quality and centres of excellence?*

*Regulatory specific criteria*

5. *Provide more certainty to the customer through consistent regulatory process and decision making?*

*Back office criteria*

6. *Improve efficiency of information technology, and shared systems and process to support delivery?*

Officers recommend that Council agrees the vision statement and outcomes for assessing shared services.

## **2.2 Progress on shared services**

The Working Group discussed progress on a number of shared services including:

- Economic development review
- Dog pound
- Combined Building Consent Authority
- District Plan review
- Covid-19 response and recovery
- Wairarapa trails
- Wellington waste bylaw
- Combined GIS

The notes of these discussions and agreed actions are included at Appendix 1.

## **3. Appendices**

Appendix 1 – Notes of the Shared Services Working Group Meeting 6 September 2020

Contact Officer: Harry Wilson, Chief Executive

**Appendix 1 – Notes of the Shared  
Services Working Group Meeting  
6 September 2020**

## Shared Services Working Group Meeting notes 6 September 2020

Meeting held in the Carterton Events Centre. Present were:

- Alex, Pam and Leigh (SWDC)
- Greg, Rebecca (CDC)
- Brent (MDC)
- Officers: Jane Davis (CDC) and Angela Jane (MDC)

Apologies:

- Lynn, Tina, Robyn, Kath and Harry

### 1. Vision statement and criteria for shared services

Agreed the following vision for shared services:

#### ***Vision***

*Wairarapa Councils working together to deliver quality services and value to our residents, ratepayers and customers through shared or integrated services that are constantly striving to improve the experience for our customers, the efficiency and the effectiveness of common services and functions.*

Agreed the following criteria for assessing whether to progress a shared service:

#### ***Outcomes from Shared Services***

*The following outcomes will be used as criteria to assess whether activities and services might be shared. Will sharing the service:*

1. *Increase the cost effectiveness of services?*
2. *Provide an efficient and continuously improving, quality service that increases scale in capacity, capability and opportunity for specialisation?*
3. *Reduce the risks associated with small teams and duplication?*
4. *Provide the opportunity for depth in building product or service knowledge, sharing operational knowledge and experience with a focus on quality and centres of excellence?*

#### ***Regulatory specific criteria***

5. *Provide more certainty to the customer through consistent regulatory process and decision making?*

#### ***Back office criteria***

6. *Improve efficiency of information technology, and shared systems and process to support delivery?*

There was discussion about what to do where benefits and cost savings accrue differently to each Council and how the criteria would be applied in those situations. It was agreed that these matters would be considered on a case by case basis, and that a two-Council shared service arrangement would be OK.

There was also discussion about the role of the SSWG. It was agreed the group will continue to oversee the development of shared services and make recommendations to Councils about entering into shared service arrangements. It was also suggested that the Group receives copies of minutes from the Councils' committees.

**Actions:**

- ***Chief Executives to bring back to the Group an assessment of activities and services that are candidates for sharing in the future.***
- ***Bring Councils' committee minutes to next meeting***

## **2. Economic development review**

The group discussed the various Council's processes for responding to the Martin Jenkins draft report. CDC elected members have informally considered it and support the CCO recommendation.

SWDC yet to discuss the draft report but will do so. There are some who do not yet believe there needs to be a new entity established (with all the associated processes and costs) and that the preference may be to use an existing entity. Alex also noted the WEDS Governance Group would continue to exist under the new model.

MDC is yet to discuss the draft.

The Group agreed the economic development review can now be removed from the future agendas.

**Action:**

***Remove item from future SSWG agendas***

## **3. Dog Pound**

There was disappointment expressed about the delays with the assessment of options and decision-making. On behalf of the CEs Jane committed to getting the assessment work completed as quickly as possible, and preferably in time for the next SSWG meeting. Ideally there will be a special (remote) meeting before the December scheduled meeting where the information can be presented to the Group, for a recommendation to be agreed to go to the three councils.

MDC confirmed it is currently procuring services to design the pound, which will inform the final cost estimates. The design work is expected to be completed in 12 weeks.

**Action:**

***Chief Executives to complete the assessment of the options, including population growth projections) and bring back to the SSWG as soon as the work is completed (possibly a special Zoom meeting). Also bring back information regarding the current non-compliance status of the three pounds.***

## **4. Combined Building Consent Authority**

The Group acknowledged the good progress is being made with the building services shared service. There were questions raised about the programme showing CDC and SWDC forming a joint BCA ahead of MDC joining, with a preference that all three Councils would be part of the joint BCA from the outset. Jane confirmed this will happen if it is feasible to do so, acknowledging a joint BCA is new in NZ and the team is keeping an open mind as to whether the establishment would be better

to do in stages or all at once. All three Council building services managers will be part of the decision-making.

The Group agreed it would be good to have the joint BCA proposal presented to the next Combined Councils forum.

**Actions:**

***Jane to put the joint BCA initiative on the 21 October Combined Councils' Forum (as part of a wider SSWG report-back).***

## **5. District Plan Review**

The Group agreed that a scaled-down review may be more appropriate given the likely reform of the RMA. With the District Plan Review Committee now established the Group agreed the economic development review can now be removed from the future agendas.

**Action:**

***Remove item from future SSWG agendas***

## **6. COVID-Response and Recovery**

The Group briefly discussed the response and recovery activities and agreed that they can leave the oversight of these activities to the Wairarapa Recovery Committee.

**Action:**

***Remove item from future SSWG agendas***

## **7. Wairarapa Trails**

Greg provided a short update on activities and the Group acknowledged the big win for the Wairarapa of the Tauherenikau bridge funding.

## **8. Wellington Waste Bylaw**

Angela confirmed the draft Wellington Waste will be considered by each Council in the region for adoption in October, with joint public consultation to be undertaken before Christmas. Some other Councils in the region have already started their consultation processes – which they needed to do because their current Bylaws were expiring and so they needed to urgently adopt the draft provisions.

It was agreed that the bylaw consultation will be overseen by the Wairarapa Combined Bylaws Committee and can now be removed from the future agendas.

**Action:**

***Remove item from future SSWG agendas***

## **9. Combined GIS**

Jane informed the group that the combined GIS proposal was on hold pending the Councils improving their asset management plan data. Rebecca reminded the Group that this was going to kick off as part of the 2021-31 LTPs. Jane confirmed that the initiative will be progressed as soon as the AMPs are in order.