

Local Government (Customer Focus) Amendment Bill

Member's Bill

Explanatory note

General policy statement

In 2014 a Rules Reduction Taskforce was established to engage with the public over rules and regulations created by local authorities that impose unnecessary bureaucratic burdens on individuals and businesses. The Rules Reduction Taskforce found that the frustrations and delays experienced by individuals and small businesses were often in part due to a lack of customer focus within the wider system.

Currently there is no requirement under the Local Government Act 2002 (the **Act**) for local authorities to take a customer-focused approach to delivering public services and regulatory functions. This Bill amends the Act to require that local authorities promote a customer focus to delivering public services and regulatory functions, and provides that chief executives of local authorities are responsible for ensuring that local authorities provide customer-focused delivery in these areas.

Clause by clause analysis

Clause 1 is the Title clause.

Clause 2 is the commencement clause. It provides that the Bill comes into force on the day after the date on which it receives the Royal assent.

Clause 3 provides that the Bill amends the Local Government Act 2002 (the **principal Act**).

Clause 4 provides that the purpose of the Bill is to require local authorities to promote a customer focus in the delivery of public services and regulatory functions, and to provide that chief executives of local authorities are responsible for ensuring that this customer-focused delivery occurs.

Clause 5 amends section 14 by inserting an additional customer-service principle that local authorities must act in accordance with. The additional principle requires local

authorities to promote a customer focus in delivering public services and regulatory functions.

Clause 6 amends section 42 by inserting an additional responsibility for the chief executive appointed under the section. The additional responsibility is to ensure that the local authority provides customer-focused delivery of local public services and regulatory functions.

Hon Jacqui Dean

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The Parliament of New Zealand enacts as follows:

1 Title

This Act is the Local Government (Customer Focus) Amendment Act **2020**.

2 Commencement

This Act comes into force on the day after the date on which it receives the Royal assent. 5

3 Principal Act

This Act amends the Local Government Act 2002 (the **principal Act**).

4 Purpose

The purpose of this Act is to require local authorities to promote a customer focus in the delivery of public services and regulatory functions, and to provide that the chief executives of local authorities are responsible for ensuring that this customer-focused delivery occurs. 10

5 Section 14 amended (Principles relating to local authorities)

- (1) In section 14(1)(a)(ii), replace “:” with “; and”.
- (2) After section 14(1)(a)(ii), insert:

(iii) promote a customer focus in delivery of public services and regulatory functions:

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6 Section 42 amended (Chief executive)

After section 42(2)(d), insert:

(da) ensuring the customer-focused delivery of local public services and regulatory functions; and