Further lifting LGOIMA performance at Horowhenua District Council

Organisation structure, staffing, and capability

Review whether Information Management Services is the best location for coordinating and advising on LGOIMA requests

Develop a staff training programme, including both induction and more detailed training on withholding provisions

Establish a delegations framework for responding to LGOIMA requests

Internal policies, procedures and resources

Develop guidance for staff on identifying, recording and logging LGOIMA requests

Develop guidance for staff on LGOIMA provisions, to assist decision making

Amend charging policy to include the word 'reasonable' in relation to any charge imposed

Leadership and Culture

Actively foster a positive LGOIMA culture: establish peer review structure, appoint executive sponsor, build reputation for openness

Current practices

Ensure all public, media, elected member and property file requests are handled in accordance with LGOIMA

Seek Ombudsman's advice before making decisions on a charging regime for property file requests

Develop guidance for staff on dealing with information requests from elected members

Record administrative steps and reasons for LGOIMA decisions

Performance monitoring and learning

Consider how to include all customer service, media, elected member and property file requests in LGOIMA statistics

Include information on timeframes, extensions, and partial granting of requests in LGOIMA Authority Register

Consider peer review process

Improve level of detail in Group Monthly reporting to senior leadership