



Accountability Framework (AF)

Northwest Territories Association of Communities 2018 AGM

February 16, 2018

Northwest Territories
Municipal and
Community Affairs

Presenter

- **Robert Tordiff, Assistant Deputy Minister**



Introduction

- Background
- Office of the Auditor General's Report
- Confirm Purpose of Accountability Framework
- Workplan
- Goals & Objectives
- Demonstration
- Questions



Background - Why?

- New Deal 2007 – transfer of authority from GNWT to community governments.
- Role of MACA changed.
- New approach to build capacity.
 - 14 Indicators
 - Checklists to test performance
 - Handbook to introduce and describe purpose.



Background – Goal

- A framework that outlines the strategy for engaging communities on key areas of operations
- Provide communities information on what level of support and advice they can expect from MACA
- Identify key areas that will be tracked, when/how MACA will engage with communities if concerns are identified.



Background - Foundation

- Best practices and reporting requirements
- Document and report on community governance, programs and services.
- A mechanism for community governments to monitor their performance.
- Report on the overall performance of community governments in the delivery of municipal programs and services across the NWT.



Background - Responsibilities

Four core areas of responsibility

1. Good Governance
2. Comprehensive Planning
3. Sound Financial Management and Administration
4. Safe, Healthy and Vibrant Communities

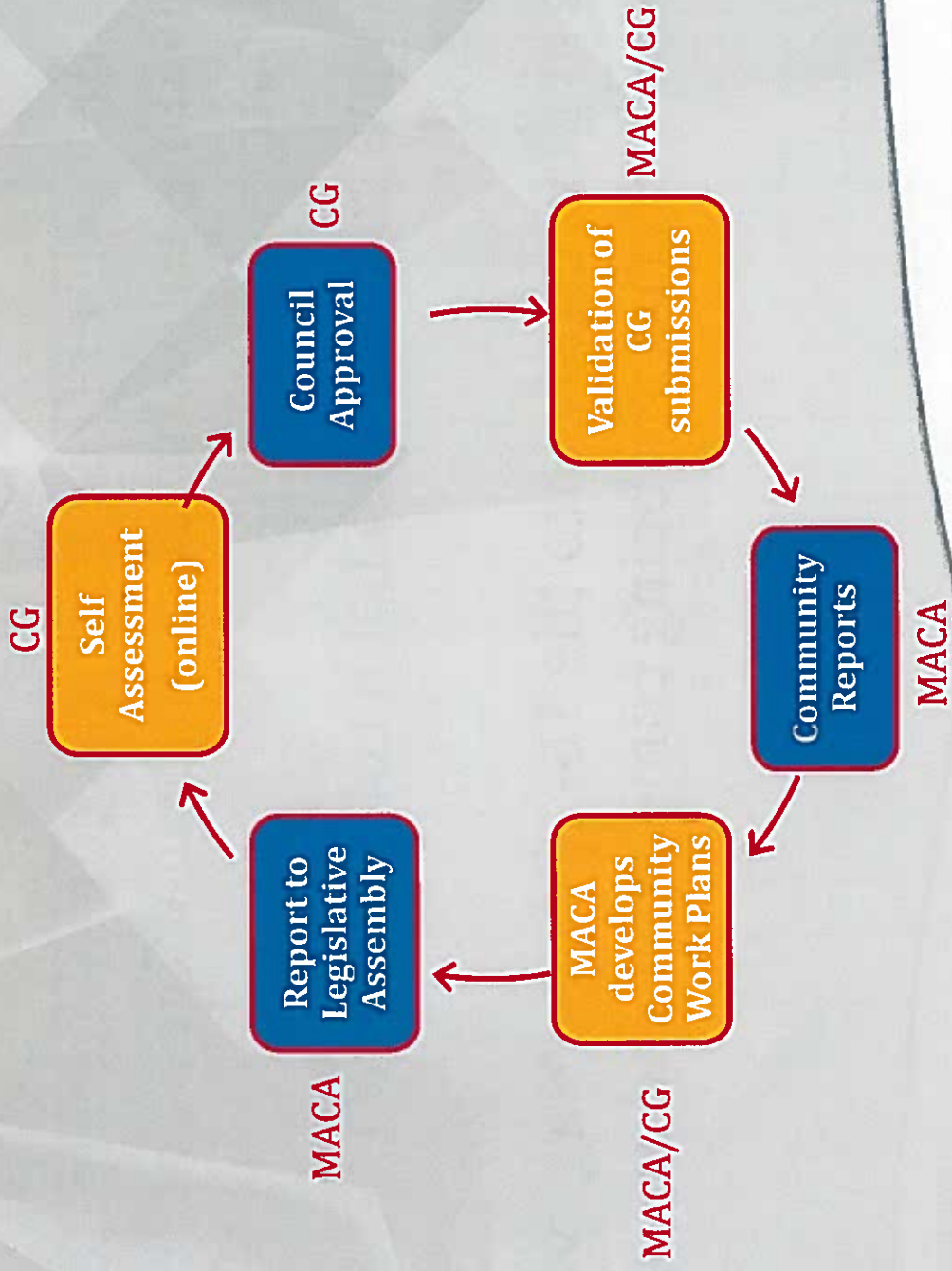


Background – Process

- **Self-Assessment Tool**
 - Web based online survey
 - Usually completed by SAO
 - Council approves before submitting to MACA
- **Verification**
 - MACA reconciles responses with records
- **Report**
 - Provided to each community government
 - Rolled-up for territorial report



AF Delivery Cycle



Background – Track Record

- The first pilot of the tool was completed in 13-14, providing some baseline information using 12 indicators.
- Information has also been collected for 14-15, 15-16, and
- We are currently into the 16-17 reporting cycle, which is currently being completed and analyzed.



Auditor General's Report

2016 assessment of support to community governments.

1. Regularly review and modify (as required) questions to ensure CG's can correctly answer them.
2. Develop clear guidance for CG's to complete and MACA Officials to assess.
3. Develop strategy to verify accuracy of information from CG's.



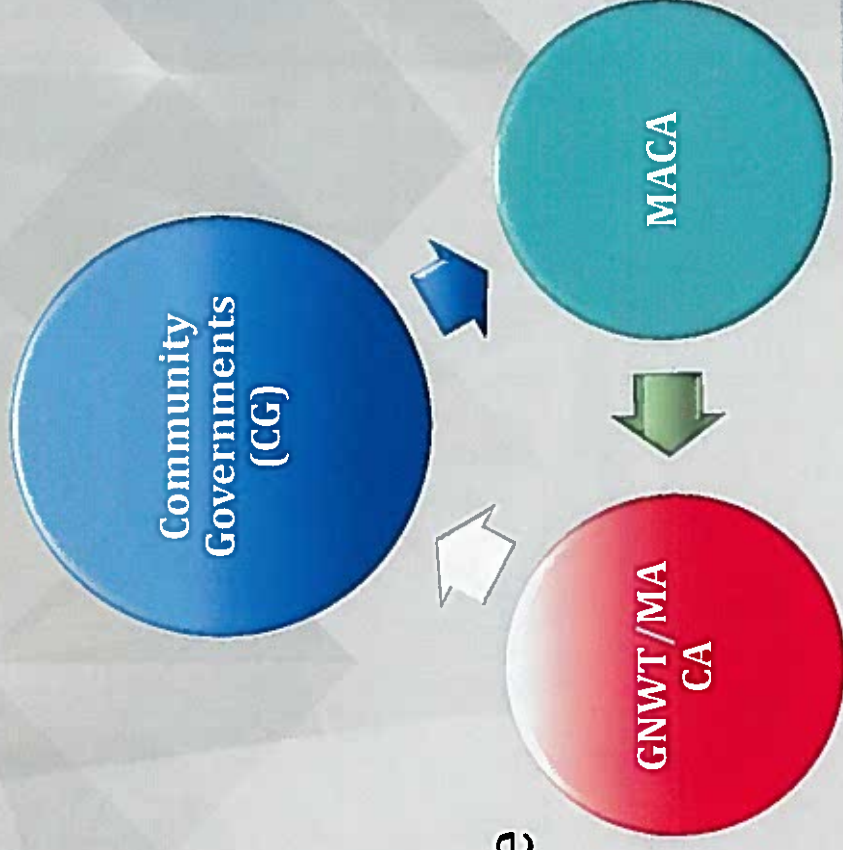
Principles of Accountability

- Expectations are predefined and understood
- Decisions are made in a reasonable way
- Feedback and criticism is embraced
- Responsibility is accepted
- Continuous improvement is institutionalized

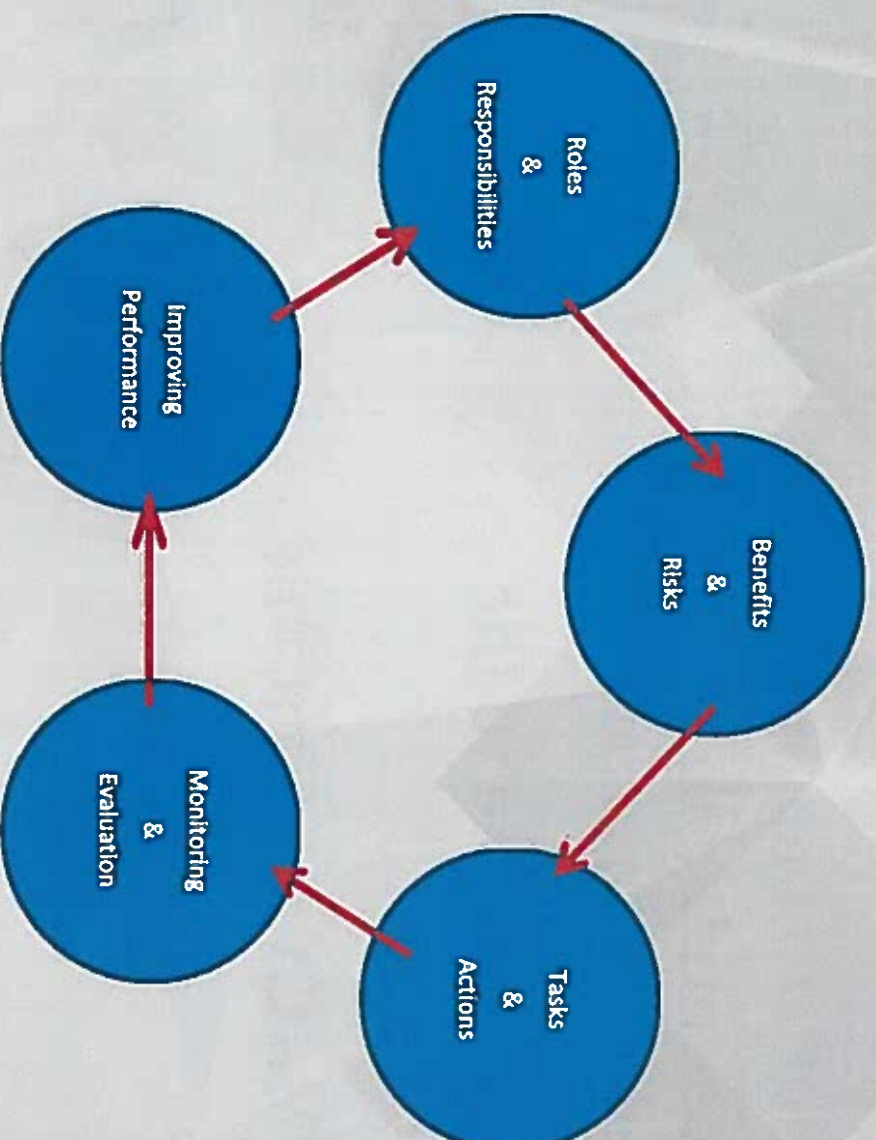


Accountability Cycle

- Community Governments (CG) accountable to residents and MACA
- MACA accountable to the GNWT
- GNWT/MACA accountable to CG



Elements of the Framework



The Workplan

- MACA Workshop (March 2017)
- Indicator Working Groups (March-July 2017)
- Assessment of Software Solutions (June-July 2017)
- Create draft survey (July-September 2017)
- Draft new handbook (August-October 2017)
- Test new reporting solution (August-December 2017)
- Pilot concept (LGANT AGM 2017)
- Present revisions (NWTAC, February 2018)
- Finalize survey, handbook, reporting tool (February – March 2018)
- Roll-out (?)



Highlights of New AF Tool

- Separate survey for designated authorities.
- Use of branches, drop-down menu, and list formats to establish relevance and interdependencies amongst questions.
- Enhance functionality for comment boxes.
- No more numerical sequence.
- Integrated links to handbook.
- Revised handbook to describe:
 - purpose of each indicator
 - method of assessing responses
 - How MACA will engage, based on assessment.



More highlights

- Timely reporting
- Links to MACA and Community Government workplans
- Indicator Questions are based on requirements of legislation, regulation, GNWT Policy, and contribution agreements



Demonstration

- Effective Use of Authority
- Strategic Planning
- Providing Safe Drinking Water



Questions



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Some Questions for You

- Do you think the changes we've made may contribute to improved response rates?
- Are you interested in using the AF reports to develop workplans for your staff?
- Are there specific indicator topics you would like us to include in the survey and report?
- Do you think councils should continue to approve the survey response before it is submitted to MACCA?

