

11. **CANTERBURY DEVELOPMENT CORPORATION LIMITED - MONITORING REPORT: THIRD QUARTER**

The Committee gave consideration to the Canterbury Development Corporation's monitoring report for the period ended 31 March 2001, noting the following points:

- The general high level of performance against specific quantitative measures for service delivery.
- The focus on qualitative reporting via client satisfaction surveys in the last quarter of the year.
- The dynamic nature of service delivery with some current activity falling outside KPIs agreed 15 months ago.

The Committee **decided**:

1. That CDC be congratulated on exceeding most of the KPIs.
2. That CDC be requested to give consideration to developing a smaller number of outcome measures for the purposes of reporting to the City Council and evaluating the benefits of the programmes.
3. That a progress report on the implementation of the Education Strategy be made to a future seminar meeting of the Committee.