

## 9. ACHIEVEMENT AGAINST PERFORMANCE INDICATORS – 2003/2004

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The purpose of this report is to inform the Board of its achievement against performance indicators in meeting its objectives for the year 1 July 2003 to 30 June 2004 (see attached).

The Board has previously decided that when this information is available it will undertake a gap analysis of its outcomes, then target those outcomes that have not been met. In reviewing, it needs to be noted that the Board has already allocated its Project Funding to a number of projects which will meet a number of the outcomes.

### ANALYSIS OF 2003/2004 OUTCOMES

The following comments are made on the Outcomes:

#### 1. **Healthy democratic processes at a local level**

Performance Indicators:

Strategy for liaison – has not been considered.

Undertake a satisfaction survey within the community – the Board has previously decided to not undertake this, but to seek to have questions included in the Residents' Survey.

#### 2. **To ensure local people's needs are being represented especially children, youth and the elderly**

Achievements indicate this is being met. Board Funding has targeted children, youth and some older persons' activities.

#### 3. **To live in a clean, green safe environment which defines the four seasons, the river and the Port Hills**

Achievements met.

#### 4. **A safe community**

Support and develop Neighbourhood Support Groups in Spreydon/Heathcote – not met.

This indicator is generally on-going. The SCAP Committee's objectives contribute significantly to this outcome.

#### 5. **Local heritage protected, preserved and restored**

Audit not undertaken. Options need to be looked at to implement this.

#### 6. **Empowered Community**

Considerable funding put towards achieving this outcome.

#### 7. **Vibrant business areas serving local needs**

Presentation from Canterbury Development Corporation.

#### 8. **A more culturally tolerant, inclusive society**

Some aspects have been met.

#### 9. **Effort and excellence acknowledged in the community**

Achievements met.

### 2004/2005 REVIEW

The Board needs to review its performance indicators to identify actions which will meet its outcomes.

**Staff**

**Recommendation:** That the Board review its role and performance indicators to ensure that its outcomes are or continue to be met.

**Chairperson's**

**Recommendation:** The Board may wish to refer this matter to its Finance and Policy Committee to review the Board's role and performance indicators.