

PUBLIC ACCOUNTABILITY

MONITORING REPORT

1 JULY TO 30 NOVEMBER 1999

MAYORAL

	Objectives		Performance Indicators	Achievement
1.	Support the Mayor's and Deputy Mayor's ongoing programmes and projects through the provision of a research , co-ordinating and resourcing support service and networking capability.	1.	Mayor satisfied with quality and timeliness of requested research and related services.	Mayor has expressed satisfaction with quality and timeliness of research and related services.
2.	Provide quality secretarial and clerical services.	2.	Secretarial and clerical services to a quality that reflects well on the office of the Mayor and Deputy Mayor, to the satisfaction of the Mayor, Deputy Mayor and Director of Operations.	Secretarial and clerical services have been maintained to a standard which satisfies Mayor, Deputy Mayor and Director of Operations.
3.	Provide a prompt, user friendly service to the public in making contact with the Mayor and Deputy Mayor and vice versa.	3.1	Printed communications and correspondence turn around time, average of no more than seven days.	Printed communications and correspondence have been replied to within an average of seven days.
		3.2	Immediate response to all telephone communications to and from the Mayor and Deputy Mayor.	All such telephone communications have been responded to immediately.

COUNCILLORS

	Objectives		Performance Indicators	Achievement
1.	Review and agree proposed outputs and their levels of service, and appropriate adequate resources for their effective delivery in accordance with the Council's strategic objectives.	1.1	Proportion of residents satisfied with the quality of Council service delivery meeting Annual Plan targets, as disclosed by the Annual Residents Survey – 85% (1997/98: 84%)	Will be assessed in March or April, 2000 after results of Annual Residents Survey become available.
		1.2	Residents' overall satisfaction with Christchurch as a place to live, work and spend time, at least 95% (1997/98: 94%)	Will be assessed in March or April, 2000 after results of Annual Residents Survey become available.

COMMUNITY BOARDS

These will be the subject of separate reports by the Community Advocates to the six community boards.

FINANCIAL

As at 30 November the total net cost of public accountability was as follows:

	Last Year Actual	Current Year	
		Budget	Actual
Net Cost	3,294,928	3,683,920	3,422,082