

7. CANTERBURY DEVELOPMENT CORPORATION LIMITED - MONITORING REPORT: THIRD QUARTER

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Corporate Plan Output: CDC Monitoring Report: Third Quarter Performance against KPIs	

The purpose of this report is to present the Canterbury Development Corporation Limited monitoring report for the period ended 31 March 2001.

Points to note are:

- 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 monitoring report which details CDC's performance against key performance indicators has been separately circulated to Councillors.

Chairman's

- Recommendation:**
1. That CDC be congratulated on exceeding most of the KPI.
 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.