

CHRISTCHURCH CITY COUNCIL

MINUTES OF A MEETING OF THE LONG TERM PLAN 2013-2012 COMMITTEE
HELD AT 9 AM ON TUESDAY 8 MAY 2012

PRESENT: Councillors Beck, Broughton, Buck, Button, Carter, Chen, Corbett, Gough, Johanson, Keown, Livingstone, Reid and Wells

1. APOLOGIES

Apologies were received from Mayor Parker, and apologies for lateness were received from Councillor Buck.

It was **resolved** that the apologies be accepted.

2. CONFIRMATION OF MINUTES OF PREVIOUS MEETING

It was **resolved** that the minutes of the meeting held on 17 April 2012 be confirmed as a true and accurate record.

3. DEPUTATIONS BY APPOINTMENT

Nil.

4. CONFIRMATION OF DRAFT COMMUNITY OUTCOMES

On the motion of Councillor Reid it was **agreed** that the staff recommendations regarding the proposed Community Outcomes be adopted for the draft Long Term Plan (LTP) document (see Attachment 1).

5. INTRODUCTION TO THE LONG TERM PROCESS

The committee suggested that the Timeline for the LTP process be printed on the next agenda to help the public understand the LTP process.

The committee noted:

- that once CERA has completed the Central City Recovery Plan, staff will bring a report to the Council on how the plan aligns with the Council's work programme
- the format of Activity Management Plans (AcMPs) is set out in legislation
- the need for the LTP 2013-22 document to be written in plain English
- that the framework for the LTP is the Community Outcomes, which were agreed in clause 4 above.

Councillor Buck arrived at 10.15 AM.

6. DISCUSSION OF ACTIVITY MANAGEMENT PLANS

It was noted that:

- the relevance of each activity is set out under the heading "Why do we provide these services?"
- the activity management plans (AcMPs) contain LTP performance measures, which will be published in the LTP 2013-22 document, and non-LTP performance measures. (These are technical management measures, which will not be published.)
- each plan will be updated according to the committee's direction.

8. 5. 2012

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Activity 5.1 Christchurch Economic Development Leadership and Coordination

Tim Hunter of Christchurch and Canterbury Tourism (CCT) and Tom Hooper of the Canterbury Development Corporation (CDC) presented on this activity.

The committee gave direction on the performance measures and levels of service. An updated AcMP, based on this feedback, will be provided at the LTP committee meeting on 11 July 2012.

Councillor Reid left at 12.40 PM.

The committee broke for lunch at 12.45 PM.

Councillor Wells assumed the Chair in Councillor Button's absence at 1.30 PM.

Activity 5.0 Civic and International Relations

The committee gave direction as noted in the updated AcMP, available at the link below:

<http://resources.ccc.govt.nz/files/AcMP-LTP2013-22CivicAndInternationalRelations.pdf>

Activity 5.3 City Promotions

The committee gave direction as noted in the updated AcMP, available at the link below:

<http://resources.ccc.govt.nz/files/AcMP-LTP2013-22CityPromotions.pdf>

Activity 4.0 City Governance and Decision Making

The committee gave direction as noted in the updated AcMP, available at the link below:

<http://resources.ccc.govt.nz/files/AcMP-LTP2013-22CityGovernanceAndDecision-making.pdf>

Councillor Button returned at 2.15 PM

Councillor Button resumed the chair.

The committee noted that at its next meeting on Wednesday 13 June

- AcMPs for Activity 4.1 - *Public Participation in Democratic Processes*, which was on the agenda for today's meeting, would be discussed
- revisions to AcMPs as a result of committee directions from today's meeting will be brought back to the committee.

Councillor Wells left at 3.37 PM

Councillor Reid returned at 3.40 PM

CONFIRMED THIS 13TH DAY OF JUNE 2012

MAYOR BOB PARKER (CHAIR)

Activity 5.0: Civic and International Relations

Accountable Manager: Richard Stokes

What services are provided?

- Maintain and develop strategic city-city programmes
- Maintain and develop relationships with Antarctic industry partners - USA, NZ and Italy Antarctic Research programmes
- Delivery of annual programme of Civic events - Citizenship Ceremonies, Anzac Day, Charter parades
- Delivery of special events in support of the Office of the Mayor

Why do we provide these services?

To foster economic development, embrace diversity and social/cultural understanding, attract talented migrants and high value tourists and be more influential in areas such as international peace, social and environmental sustainability.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<p>Christchurch is recognised as a great place to work, live, visit, invest and do business</p> <p>Cultural and ethnic diversity is valued and celebrated</p>	<p><i>Managing sister city relationships provides a platform for attracting high value investment, growth and innovation, as well as talented migrants and high value tourists.</i></p> <p><i>Developing relationships with Antarctic industry partners helps cement Christchurch's place as a great base for Antarctic programmes.</i></p> <p><i>Civic and special events provide opportunities for strengthening relationships with the local community and with national and international visitors.</i></p> <p><i>Managing sister city relationships and associated events contributes to the promotion of cultural links and understanding.</i></p> <p><i>Civic events provide opportunities for celebrating the cultural and ethnic diversity of the city and enhancing cultural understanding.</i></p>

Which group or section of the community will benefit from this activity:

City agencies (CDC, CCT) learning institutions, Christchurch business and tourist communities, migrant community, Kiwi Expats Abroad Community, Sister City Committees, Diplomatic and Consular Corps, Ministry of Foreign Affairs and Trade, Visits and Ceremonial Office (Internal Affairs), Antarctic NZ, US Antarctic Programme, Department of Internal Affairs, Canterbury Earthquake Recovery Authority.

Key legislation:

None

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Maintain and develop strategic city-city programmes					
<p>5.0.1 All Sister City Committee annual plans are assessed and 'within-budget' funding approved for those activities meeting the requirements of the International Relations Policy, in the areas of culture, education and business.</p> <p>Christchurch's Sister City Relationships are: Christchurch, England Seattle, USA Adelaide, Australia Gansu Province, China Kurashiki, Japan Songpa-Gu, Korea</p> <p>Friendship Relationship with: Wuhan, China</p>	100% of plans assessed	<p>Wellington has three sister city relationships and two historical sister city relationships.</p> <p>Auckland has five sister city and strategic alliances (valued at \$54m in 2007)</p>	100% of plans assessed (by staff) to meet two or more criteria (Best Practice, Business Development, Tourism, Education, Culture and Sport)	<p>Key business driver A Sister City Programme enables citizens to become directly involved in international relations in a unique and meaningful way, bringing long-term benefits to the local community and its partners abroad.</p> <p>In addition to encouraging international peace and goodwill, there are five key aspects to a Sister Cities programme: Best Practice; providing a forum for the exchange of sister city experiences. Business Development; supporting initiatives and opening doors. Tourism; showcasing Christchurch to the world. Education; developing links between educational providers, student exchanges and teacher exchanges. Culture and Sport; to perpetuate and understanding between people at all levels and of different cultures through social interaction for sporting exchanges and cultural interest.</p>	<p>Clarify Sister Cities vs Friendship Cities (noted in bold)</p> <p>Manager to report back in one month (June) with proposed LOS and budget around trade fairs with Sister Cities.</p>

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Maintain and develop relationships with Antarctic industry partners - USA, NZ and Italy Antarctic Research programmes					
5.0.2 Maintain and develop relationships with international partners currently using Christchurch as a base for Antarctic programmes	CCC an active partner within Antarctic Link Community (NZ, USA, Italy) All major events delivered - Season Opening function, Antarctic UC scholarship.	Hobart is base to three Antarctic international research programmes - Australia, France, Germany	5.0.2.1 Maintain three active partnerships within Antarctic Link Community: United States of America, New Zealand and Italy. From 2016/17 increase active partnerships to four: United States of America, New Zealand, Italy and Korea. 5.0.2.2 All major support activities delivered annually - Season Opening function, Antarctic University of Canterbury (UC) scholarship.	The Antarctic industry contributes \$88m direct expenditure annually to the Christchurch economy. Tasmania is proactively positioning Hobart as the Antarctic gateway of choice for 'East Antarctic nations' and produced the ' <i>Developing Tasmania's Antarctic Sector</i> ' strategy in late 2011, with a high priority on attracting East Antarctica nations to Hobart.	Antarctic Festival wording removed. Move to Events and Festivals Plan 7.0

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Delivery of Civic events - Citizenship Ceremonies, Anzac Day, Charter parades					
5.0.6 Citizenship Ceremonies for Christchurch based 'new New Zealand citizens' delivered	Citizenship Ceremonies presently being delivered when required	Other Cities such as Wellington (1231 people) and Auckland deliver Citizenship ceremonies.	Deliver a regular schedule of Citizenship Ceremonies to confer citizenship for 'new New Zealand citizens' in Christchurch, within budget	Civic events such as Citizenship Ceremonies and Anzac Day parades are important to participants and their part in the life of our City. Quality delivery and support from the City is essential.	Citizens replaces residents. Add "within budget" to LOS"
5.0.7 Support the RNZRSA in the delivery of the ANZAC Day Dawn parade and the Citizens service	Planning and delivery support provided annually for ANZAC Day Dawn parade	Throughout NZ local bodies provide support to the local branches of the RNZRSA to plan and deliver the ANZAC Day commemorations	ANZAC Day commemorations in central Christchurch supported with planning and delivery	Civic events such as Anzac Day parades are important to participants and their part in the life of our City. Quality delivery and support from the City is essential.	
5.0.8 Annual programme of other civic events delivered	In 2011 there were 700 graduates into the Mayors Taskforce for Jobs eligible to attend the Apprentices Graduation. The city has granted Freedom of the City to three military units, who have the right to a charter parade annually		Deliver Civic Awards, Apprentices Graduation, Charter Parades, Remembrance Day, February 22 commemorations	The Mayor is expected to host a wide variety of events through the course of the year. These events further our relationship with the local community and with national and international delegates. Addition of Feb 22 Commemoration as an annual activity in draft LTP will require inclusion budget of \$50k pa	Re apprentice graduation, manager to report back in August whether this could be handled by CDC. If so will it reduce budget for this activity?

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

Non-LTP Performance Standards	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Maintain and develop strategic city-city programmes (cont'd)					
5.0.9 Facilitate strategic city to city / region relationships where opportunity exists for high value investment, growth, tourism ad cultural links			5.0.9.1 Fulfill membership obligations of networks and work with CCT, CDC to leverage economic and best practice benefits of relationships. 5.0.9.2 Inform Council of opportunities for Christchurch in relationship networks based on disaster recovery	Southern Rim Gateway Cities to the Antarctic collaborate for best practice development and promotion of the Antarctic sector industry. The Great Wine Capitals Network works to further wine industry and wine tourism outcomes in member countries through a combination of inter-linked promotional and marketing activities.	Query potential relationships with disaster cities (see bold) Additional LOS – explore opportunities for strategic relationships, incl. pots-EQ recovery (CDC and CCT potential stakeholders (see bold)

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

Non-LTP Performance Standards	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Delivery of special events in support of the Office of the Mayor					
5.0.4 Manage special events in support of the Office of the Mayor	Manage special events in support of the Office of the Mayor		Continue to manage special events within budget and time constraints in support of the Office of the Mayor.	To mark significant, unforeseen/un-programmed community events. Recent examples include; Pike River, and February 22 memorials. The Mayor is expected to host a wide variety of events through the course of the year. These events further our relationship with the local community and with national and international delegates.	Manager to supply further detail on these special events (see bold)
5.0.10 Deliver functions / activities for visiting dignitaries	Facilitate guests of government, members of the diplomatic and consular corps and other VIP guests in their visits to the Christchurch City Council. In the first quarter 2012 facilitation of eight visiting delegations was required.		Facilitate guests of government, members of the diplomatic and consular corps and other VIP guests in their visits to the Christchurch City Council	Adherence to protocol and procedures for Civic delegations / dignitaries is an important part of establishing relationships of value to Christchurch.	Phrase "to the satisfaction of the Mayor's Office", removed.

Customer

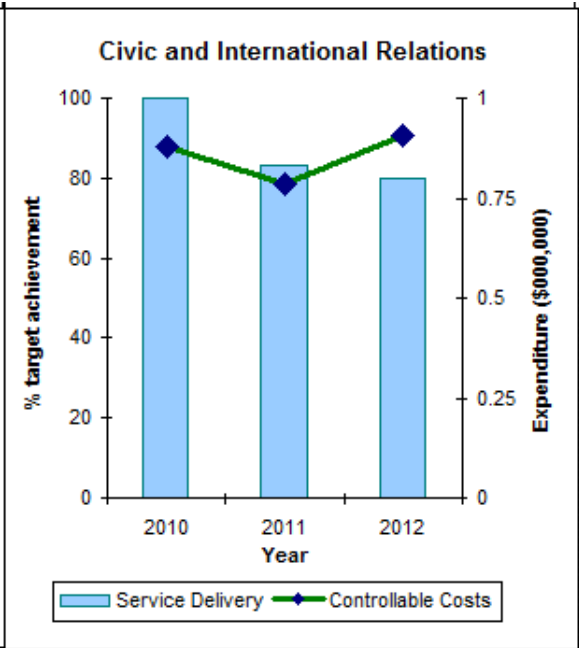
What business results must we deliver to our customers, to deliver on the outcomes?

No programmed capital projects programmed for Civic and International Relations

Financial Accountability

To achieve our business results, how must we manage our financial resources?

Activity Management Plan: Operational Budget	Draft 2012/2013 Plan (000)'s	Benefit Direct/General Allocation %	Funding Fees/ Subsidies/ Rates/Targeted Rates %	Period of Benefit (years)	Comments
Name of Activity: 5.0: Civic and International Relations					
International Relations & Sister Cities	581	20/80	0/0/100/0	Ongoing	100% Rates funded
Delivery of Civic Events	351	50/50	9/0/91/0	Ongoing	91% Rates Funded
Antarctic Industry	87		0/0/100/0	Ongoing	100% Rates funded
Special Events	92		0/0/100/0	Ongoing	100% Rates funded
Activity Costs before Overheads	1,111				
Corporate Overhead	59				
Depreciation	-				
Interest	-				
Total Activity Cost	1,170				
Funded By:					
Fees and Charges	30				<p style="color: red;">Re \$30k fees, theoretical, provide realistic number.</p> <p style="color: red;">Actual annual revenue \$4k,</p> <p>Since 2009 \$4k actual revenue has been charged to visiting Delegates which are not part of our City to City relationships Programme. (Suggest to review revenue budget)</p>
Total Operational Revenue	30				
Rates Funding	1,140				
Capital Expenditure	-				
Renewals & Replacements	-				
Asset Improvements	-				
New Assets	-				



Internal Process

To achieve our business results, what key processes must we excel at?

How will assets be managed to meet the levels of service?

What will be done with these assets?	Current Standards	Benchmarks	Current cost \$000's (12/13 Annual Plan)	LTP Committee Direction
No assets required			\$0	

Activity 5.3: City Promotions

Accountable Manager: Richard Stokes

What services are provided?

- Deliver Christchurch city promotional material with information about living, visiting and doing business in Christchurch (such as brochures, merchandise and websites)
- Management of the Christchurch city promotional film and photographic library stock
- Management of the city wide street banners programme - seasonal banners, event banners and Christmas decorations for the City

Why do we provide these services?

To promote Christchurch as a great place to live, work and visit.

To inform residents and visitors about key city attributes, in particular parks, sites, events, attractions and facilities.

To provide seasonal colour to the City through the banner programme.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<p>Christchurch is recognised as a great place to work, live, visit, invest and do business</p> <p>People have the information and skills to enable them to participate in society</p>	<p><i>Preparation of promotional materials across print, web and digital platforms provides Christchurch residents with information about the city and promotes it as an attractive destination to work, live, visit and do business. Management of the city's promotional film and photographic library stock helps support the preparation of these materials.</i></p> <p><i>The street banners programme provides the city with seasonal colour and a festive atmosphere, enhancing the perception of Christchurch as a great place to live and visit.</i></p> <p><i>Promotional materials and websites inform residents and visitors about key events, attractions and facilities within the city, encouraging participation.</i></p>

Which group or section of the community will benefit from this activity :

Christchurch Residents, International Students, English Language Schools, Study Christchurch, Christchurch and Canterbury Tourism, Canterbury Development Corporation, Christchurch City Council, Conference and Event organisers, Tourism and Accommodation Operators.

Key legislation:

None

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Deliver Christchurch city promotional material with information about living, visiting and doing business in Christchurch					
5.3.3 Maintain (external) Christchurch website	Provide http://www.christchurch.org.nz/ : 120,000 unique site visitors per annum		Continue to provide: http://www.christchurch.org.nz/ as the highest visited site for promotion of Christchurch City and a portal to information from City agencies	Most competitive cities worldwide maintain a site of this nature. Promote a view of Christchurch - open for business - to ensure progress of the City recovery and what is accessible is widely communicated.	
5.3.4 The Council produces and distributes city promotional material, for residents and visitors	Six major brochure categories provided		5.3.4.1 Provide print, web and digital (social media such as Face Book, You Tube) promotional material across information categories, including: <ul style="list-style-type: none"> •Christchurch Facts •City and Events Guide •City and regional map •City Walks and Drives • City Parks and Gardens 	City promotional material crosses over into resident, visitor and business marketing, therefore promotional material produced should be useful in all applications.	Add "and digital media" to recommended LOS. This will remain within the current budget level. Provide examples of digital and social media. (see bold)
5.3.1 Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch.	2012: 85% 2011: not surveyed 2010: 87% Annual Residents Survey	None available	85% Annual Residents survey	Key Business Driver: Provide an overview to residents and visitors about visiting, living, working and doing business in Christchurch, so that they have quality information to assist their enjoyment of living in Christchurch.	Increase LOS from 80% to 85% (see bold)

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Management of the city wide street banners programme - seasonal banners, event banners and Christmas decorations for the City					
5.3.2 Manage the annual programme of street banners and seasonal decoration.	Up to 16 seasonal and event banners in place on banner sites all year (including Christmas decorations)	None available	Seasonal and event banners in place on banner sites all year (including Christmas decorations): Up to 16 events / seasonal change outs per annum.	Key Business Driver: Provide colour, community and festive atmosphere.	Change performance standard to "Provide banners and seasonal decoration" (see bold)

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

Non-LTP Performance Standards	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Deliver Christchurch city promotional material with information about living, visiting and doing business in Christchurch (cont'd)					
5.3.4 (cont'd) The Council produces and distributes city promotional material	95% satisfaction of materials produced for City Agencies		5.3.4.2 95% satisfaction of materials produced for City Agencies	City promotional material crosses over into resident, visitor and business marketing, therefore promotional material produced should be useful in all applications.	(CDC, CCT, UC Survey) removed from LOS
5.3.5 Co-ordinate an integrated marketing position across organisations promoting Christchurch			CCC, CCT, CDC and CERA agree on common principles for promotion of the City	CCC, CCT, CDC and CERA all promote Christchurch in some way. Consistency of branding and messaging will increase the value of this activity for the City.	Add new non-LTP measure: Clarify city branding issues – integrated marketing position and online interface (with CERA, CDC and CCT) (see bold)

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Programme	Group of Activities	Activity	LTCCP Investment Category	Project	Project Name	LTCCP for 2012/13 as Amended	Proposed Changes in Draft	Recommend for 2012/13
1 - Renewals								
Economic Development								
City Promotions								
BAU-Core								
				342/101	Marketing Fixed Assets R&R	57		57
				342/102	Marketing Fixed Assets Improvements	55		55
				342/104	Events Equipment	56		56
Economic Development Total						168		168
1 - Renewals Total						168		168

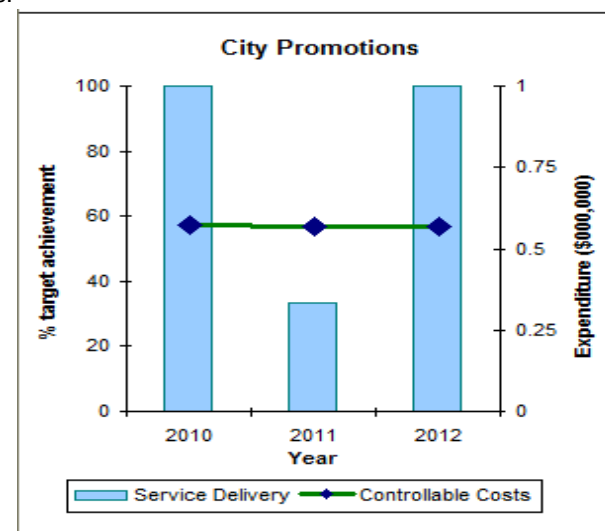
Note: This capital programme view is provided to inform readers of the Activity Management Plan about the nature of the capital programme associated with this Activity. It has been sourced from the draft Annual Plan 2012/13 and does not reflect any changes that may be necessary to implement the Activity Management Plan under review. A prioritised capital programme for the full LTP review period will be presented to Council later in the LTP review process to reflect any agreed Activity Management Plans changes along with any reprioritisation resulting from rebuild and recovery plans.

Financial Accountability

To achieve our business results, how must we manage our financial resources?

Activity Management Plan: Operational Budget	Draft 2012/2013 Plan (000)'s	Benefit Direct/General Allocation %	Funding Fees/ Subsidies/ Rates/Targeted Rates %	Period of Benefit (years)	Comments
Name of Activity: 5.3 City Promotions					
City Promotional Activity	284	50/50	6/0/94/0	Ongoing	94% Rates Funded
Film and Photo Stock	31	100	0/0/100/0	Ongoing	100% Rates Funded
Banner Programme	135	100	0/0/100/0	Ongoing	100% Rates Funded
Activity Costs before Overheads	450				
Corporate Overhead	30				
Depreciation	117				As in prior years Events Equipment is included in this activity, this will be re-aligned to the correct activity with the LTP budget process.
Interest	16				
Total Activity Cost	613				
Funded By:					
Fees and Charges	17				
Grants and Subsidies	-				
Total Operational Revenue Rates Funding	17 596				
Capital Expenditure					
Renewals & Replacements	57				
Asset Improvements	55				
New Assets	56				As in prior years Events Equipment is included in this activity, this will be re-aligned to the correct activity with the LTP budget process.

Manager to report to council to provide further information re contract payments details of any person in the employment of Council for promotional purposes. August 2012.



Internal Process

To achieve our business results, what key processes must we excel at?

How will assets be managed to meet the levels of service?

What will be done with these assets?	Current Standards	Benchmarks	Current cost \$000's (12/13 Annual Plan)	LTP Committee Direction
<p>Renewals and replacements</p> <p>Renewals and replacements of Banner assets is carried out to ensure delivery of the following levels of service:</p> <p>5.3.2</p>	<p>Maintenance of banners is carried out on an as required basis to ensure banners are maintained to the required standard to provide the above levels of service.</p>		\$112	

Activity 4.0: City Governance and Decision-making

Accountable Manager: Lisa Goodman

What services are provided?

- Elected member governance and decision-making
- Staff support for, and advice to, elected members

Why do we provide these services?

Elected members receive advice and support to enable them to provide strong leadership for, and make good decisions on behalf of, Christchurch.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<p>• The Council provides leadership on issues affecting the community</p> <p>Decisions are transparent and informed by timely, accurate and robust information and advice</p> <p>Statutory obligations are met by the Council</p>	<p><i>Delivering comprehensive, timely and consistent information and advice to elected members of Council and community boards enables them to make informed decisions and take leadership on issues affecting the community.</i></p> <p><i>Delivering information and providing logistic support for councillors and community board members enables them to carry out their functions, duties and powers. Adhering to prescribed governance and decision-making practices ensures that decision-making is transparent. Recording decisions, communicating them and monitoring actions ensures that decisions are given effect to within the Council organisation.</i></p> <p><i>Council makes decisions, following processes that take into account all legislative requirements, Council policy and granted delegations, thereby meeting its statutory obligations.</i></p>

Which group or section of the community will benefit from this activity?:

Elected members (Mayor, Councillors and Community Board members), and the community at large.

Key legislation:

- Local Government Act 2002
- Local Government and Official Information Meetings Act 1987
- Resource Management Act 1991
- Canterbury Earthquake Recovery (CER) Act 2011

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Effective governance and decision-making by elected members					
4.0.1 Percentage of residents that understand how Council makes decisions	2012: 34% (2012 Annual Res Survey) Previous LOS provided: 2011: not surveyed 2010: 37% 2009: 38% (QoL) 2008: 31.5%	41% (average of 7 major cities surveyed in the biennial Quality of Life Survey 2010)	At least 40%	Targeting improvement while recognising that nationally this is a difficult issue to make progress on. Achievement needs to be a collaborative effort on the part of both elected members and staff, including implementing relevant outcomes from 2012 Communications audit.	Unresolved - Target to be reviewed pending comms outcome
4.0.8 Percentage of residents that feel the public has some or a large influence on the decisions the Council makes	2012: 39% (2012 Annual Res Survey) Previous LOS provided: 2011: not surveyed 2010: 38% 2009: 58% (QoL)	63% (average of 7 major cities surveyed in the biennial Quality of Life Survey 2010)	At least 55%	To make progress towards the average benchmark as measured by the biennial Quality of Life Survey, while acknowledging historic CCC LOS.	Unresolved - Target to be reviewed pending comms outcome
4.0.9 Proportion of residents that are satisfied with the opportunities to access information about Council decisions.	2012: 38% (2012 Annual Res Survey) Previous LOS provided: 2011: not surveyed 2010: 41%	None available	At least 40%	One of the LGA's consultation principles is that relevant information is provided to those affected by or interested in a decision. Implementing relevant outcomes from 2012 Communications audit.	Unresolved - Target to be reviewed pending comms outcome
4.0.2 Percentage of residents satisfied that the Council makes decisions in the best interests of Christchurch	2012: 37% (2012 Annual Res Survey) Previous LOS provided: 2011: not surveyed 2010: 47% 2009: 41% 2008: 48%	53% (average of 7 major cities surveyed in the biennial Quality of Life Survey 2010)	At least 48%	Achievement needs to be a collaborative effort on the part of both elected members and staff. Targeting improvement while recognising historic CCC LOS and national LOS.	Unresolved - Target to be reviewed pending comms outcome
4.0.3 Council and community board decisions comply with statutory requirements	100%	LGOIMA 1987 – requires 100%	100%	To avoid judicial challenges and ensure the public has trust and confidence in decision-making.	ok

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

Non-LTP Performance Standards	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Staff support for, and advice to, elected members					
4.0.5 Provide logistic support for meetings of Council and Community Boards	Approximate per annum: - 190 Formal Meetings of Council including its committees/ Subcommittees - 70 Informal meetings of Council including workshops - 210 Council Hearings panels - 40 Council Urban Design Panel meetings - 180 Formal meetings of Community Boards including their committees - 190 Informal meetings of Community Boards including seminars and workshops	Councils have different governance structures and therefore different levels of support requirements	Maintain current LOS: Approximate per annum: -190 Formal Meetings of Council including its committees/ Subcommittees - 70 Informal meetings of Council including workshops - 210 Council Hearings panels - 40 Council Urban Design Panel meetings - 180 Formal meetings of Community Boards including their committees - 190 Informal meetings of Community Boards including seminars and workshops	There are currently 20 FTEs to provide this logistic support for meetings: - 10.5 FTEs provide logistic support for Council meetings - 9.5 FTEs provide logistic and advisory support for meetings of 8 Community Boards	ok
4.0.10 Provide direct administrative support for Mayor	160 hours per week	Councils have different governance structures and therefore different levels of support requirements	160 hours per week	3.5 FTEs provide direct administrative support to Mayor	ok
4.0.11 Provide direct administrative support for Councillors, excluding meetings	60 hours per week	Councils have different governance structures and therefore different levels of support requirements	60 hours per week	1.5 FTEs provide direct administrative support to Councillors	Unresolved - pending review
4.0.12 Provide direct administrative support for Community Boards members, excluding meetings	75 hours per week across 8 Community Boards	Councils have different governance structures and therefore different levels of support requirements	75 hours per week, across 8 Community Boards	2 FTEs provide direct administrative support to Community Boards	Unresolved - pending review

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

Non-LTP Performance Standards	Current LOS provided	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Staff support for, and advice to, elected members (cont'd)					
4.0.6 Meet all statutory requirements for notification of meetings	100%	LGOIMA 1987 – requires 100%	100%	100% is a realistic target to be achieved	ok
4.0.7 Reporting to elected members on outstanding resolutions that require staff to report back	Monthly (except for January)	None found	Monthly report to Councillors and Community Boards containing information on all outstanding resolutions requiring staff report back (except for January)	Provides confidence that decisions are being given effect to.	ok
4.0.4 Elected members satisfied with quality of logistic support from Democracy Services Unit	2010: 97% (2011: not surveyed) Previous LOS provided: 2009: 93% 2008: 88%	None	At least 90%	Feedback on how well-supported elected members are to carry out their roles will provide qualitative judgements in terms of effectiveness and help identify opportunities for improvement. Provides measure of customer satisfaction based on annual survey of all elected members (Mayor, Councillors and Community Board members).	ok

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

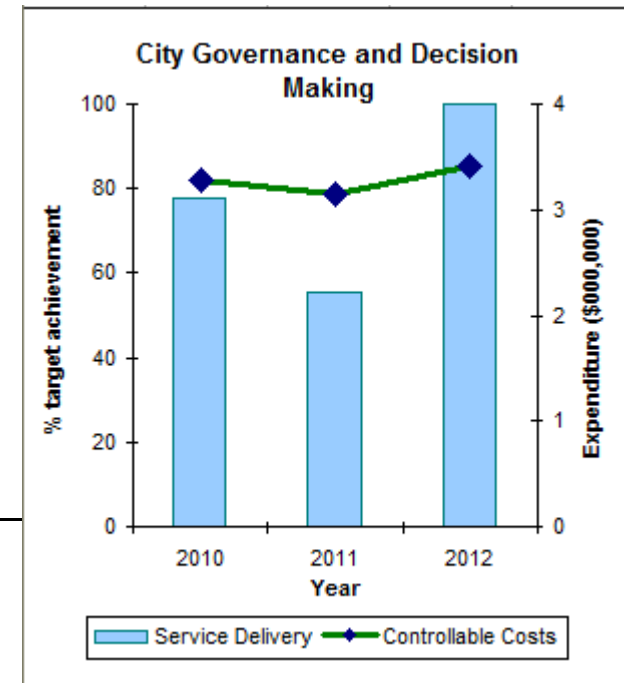
No capital projects scheduled for this activity for 2012/13.

Financial Accountability

To achieve our business results, how must we manage our financial resources?

Activity Management Plan: Operational Budget	Draft 2012/2013 Plan (000)'s	Benefit Direct/General Allocation %	Funding Fees/Subsidies/ Rates/Targeted Rates %	Period of Benefit (years)	Comments
Name of Activity: 4.0 City Governance and Decision Making					
Staff Support for, and advice to, elected members	3,731	0/100	0/0/100/0	Ongoing	
Effective governance and decision-making by elected members	3,526	0/100	0/0/100/0	Ongoing	Includes Elected Member remuneration \$2.1m
Contribution to Activity from Internal Services*					
Performance Management and Reporting					
Ensure CCC has quality plans and plan monitoring in place (LTCCP, Annual Plan, operational plans)	573				
Provide Corporate financial Management - Production of Annual Report	652				
Legal Services					
Provide legal advice to elected members and management, and manage the engagement of external legal advice	399				Corporate legal advice, to be changed to general overhead recovery in LTP. Will be reviewed as part of Legal Services Internal AcMP.
Activity Costs before Overheads	8,881				
Corporate Overhead	736				
Depreciation	-				
Interest	-				
Total Activity Cost	9,617				
Funded By:					
Fees and Charges	-				
Grants and Subsidies	-				
Total Operational Revenue	-				
Rates Funding	9,617				No significant purchases.
Capital Expenditure	-				

* Activity Management Plans for Internal Services will be reviewed together in the final workshop.



Internal Process

To achieve our business results, what key processes must we excel at?

How will assets be managed to meet these levels of service?

What will be done with these assets?	Current Standards	Benchmarks	Current cost \$000's (12/13 Annual Plan)	LTP Committee Direction
No assets associated with this activity	No renewals or replacements scheduled		\$0	