

Proposed Changes to Levels of Service

Proposed Changes to Levels of Service

Community Services Statement of Service Provision - Proposed Changes

Activity	Services Provided	Performance Measures	Performance Targets	
			2017-18 Target Approved Amended LTP	Proposed Change for 2017-18
Civil Defence Emergency Management (CDEM)	Co-ordinate civil defence readiness, response and recovery	Council is prepared for and maintains an effective response capacity to manage civil defence emergencies (CDEM Plans and procedures covering local response and recovery arrangements and specific contingency plans are in place)	CDEM Plans and procedures are reviewed annually	CDEM plans and procedures are developed, and/or reviewed annually [1]
Civil Defence Emergency Management	Co-ordinate civil defence readiness, response and recovery	Council is prepared for and maintains an effective response capacity to manage civil defence emergencies (Facility for use as an Emergency Operations Centre (EOC) available for the coordination of a multi-agency response in event of an emergency)	At least 2 Emergency Operations Centre (EOC) activations undertaken taken per annum (event or exercise)	At least one Emergency Operations Centre (EOC) activation occurs annually (either event or exercise) [2]
Civil Defence Emergency Management	Public education to increase community awareness and preparedness	Improve the level of community preparedness and awareness of risks through the roll out of the CDEM education plan	At least 50 CDEM public education activities occur annually	Change wording of performance measure [3]
Events and Festivals	Manage delivery of CCC Events and Festivals, provided by CCC	Attract, manage and sponsor the delivery of major events	Two events in place at Major Event level (subject to revision once updated Events Strategy adopted) Attract a range of regional, national and international events	Two events in place at Major Event level through TEED (subject to revision once updated Events Strategy adopted) [4] Attract a range of regional, national and international events through TEED [5]

Summary of proposed changes for Community Services	Rationale
[1] Change target from "CDEM Plans and procedures are reviewed annually" to "CDEM plans and procedures are developed, and/or reviewed annually"	To allow for the development of new plans, while also reviewing and improving existing plans. The individual plans have been included as associated tasks.
[2] Change target from "At least 2 Emergency Operations Centre (EOC) activations undertaken taken per annum (event or exercise)" to "At least one Emergency Operations Centre (EOC) activation occurs annually (either event or exercise)"	This has been reduced from 2 activations. One activation or real event is considered sufficient to maintain capability as this is in addition to ongoing training sessions. The associated task has been added as the roster is essential in ensuring the EOC functions effectively.
[3] Change wording of performance measure from "Improve the level of community and business awareness and preparedness of risks from hazards and their consequences" to "Improve the level of community preparedness and awareness of risks through the roll out of the CDEM education plan"	This amendment enables a more agile response to community needs, e.g. tsunami information may become the priority following a tsunami event, rather than what may have been previously planned. It also provides for a more suitable measure of success through the public education plan.
[4] Change target from "Two events in place at Major Event level (subject to revision once updated Events Strategy adopted)" to "Two events in place at Major Event level through TEED (subject to revision once updated Events Strategy adopted)"	As a result of the TEED formation from 1 July 2017.
[5] Change target from "Attract a range of regional, national and international events" to "Attract a range of regional, national and international events through TEED"	As a result of the TEED formation from 1 July 2017.

Heritage Protection Statement of Service Provision - Proposed Changes

Activity	Services Provided	Performance Measures	Performance Targets	
			2017-18 Target	Approved Amended LTP
Heritage Protection	Heritage Education Advocacy and Advice	Implement a programme to ensure a consistent and broadened level of historic heritage protection within Banks Peninsula and Christchurch City	Review 30-40 listed or potential heritage places per year	Discontinued [1]

Summary of proposed changes for Heritage Protection	Rationale
[1] Discontinue level of service "Implement a programme to ensure a consistent and broadened level of historic heritage protection within Banks Peninsula and Christchurch City"	715 current and new listings were reviewed as part of the replacement District Plan review process and the Order in Council relating to the District Plan does not allow changes to the plan until April 2021.

Libraries, Arts and Culture Statement of Service Provision - Proposed Changes

Activity	Services Provided	Performance Measures	Performance Targets	
			2017-18 Target	Approved Amended LTP
Libraries	Print and digital collections and content readily available for loan, for use in libraries and via the Library's website	Collections are available to meet the needs of the community.	Increase current size of purchased downloadable e-format collection by at least 30% per year	Increase usage of purchased downloadable e-format collection by 15% per year [1]
Libraries	Equitable access to relevant, timely information and professional library services	Provision of information via a variety of channels including physical and digital, assisted and self service, to provide informed access to information	Maintain ratio of public internet computers at least 4 per 5,000 of population Free Wifi access is available at Metropolitan, Suburban, and Neighbourhood Libraries 24/7	Change wording of service provided [2] Change wording of performance measure [3]
Libraries	Public Programmes designed to meet customers' diverse lifelong learning needs [4]	Provide programmes and events to meet customers' diverse lifelong learning needs	Maintain participation of 230-260 per 1000 of population (excluding periods of closure)	Change wording of service provided [4] Maintain participation of 230-300 per 1000 of population [5] (excluding periods of closure)

Summary of proposed changes for Libraries, Arts and Culture	Rationale
[1] Change target from "Increase current size of purchased downloadable e-format collection by at least 30% per year" to "Increase usage of purchased downloadable e-format collection by 15% per year".	Shift the target from acquisition to usage, and the percentage rate takes into account the trending down of the percentage increase in use, though the actual figure is still increasing.
[2] Change wording of service provided from "Equitable access to relevant, timely information and professional services" to "Equitable access to relevant, timely information and professional library services"	Clarification of service wording
[3] Change wording of performance measure from "Access to information via walk-in, library website, phone, email, professional assistance and on-line customer self service. In library access to online information using public computing devices and the internet" to "Provision of information via a variety of channels including physical and digital, assisted and self service, to provide informed access to information"	Clarification of performance measure wording
[4] Change wording of service provided from "Programmes and events designed to meet customers' diverse lifelong learning needs" to "Public programmes designed to meet customers diverse lifelong training needs"	Clarification of service wording
[5] Change target from "Maintain participation of 230-260 per 1000 of population (excluding periods of closure)" to "Maintain participation of 230-300 per 1000 of population (excluding periods of closure)"	Demonstrates likely increase in anticipated participation numbers

Regulation & Enforcement Statement of Service Provision - Proposed Changes

Activity	Services Provided	Performance Measures	Performance Targets	
			2017-18 Target Approved Amended LTP	Proposed Change for 2017-18
Building Consenting, Inspections and Monitoring	Building consenting public advice	Provide public advice service to support building consenting customers. First 30 minutes of pre-application meeting is free public advice.	Counter service at Civic Offices between the hours of 8.00am - 5.00pm, Monday to Friday (excluding public holidays)	Remove supplementary performance measure wording "First 30 minutes of pre-application meeting is free public advice". [1]
Building Consenting, Inspections and Monitoring	Building Consents	Grant Building Consents within 20 days working days	The minimum is to issue 90% of building consents within 19 working days from the date of lodgement	The minimum is to issue 95% of building consents within 19 working days from the date of lodgement [2]
Building Consenting, Inspections and Monitoring	Building Inspections and Code Compliance Certificates	Carry out building inspections in a timely manner	Carry out 90% of inspections within three working days.	Carry out 95% of inspections within three working days. [3]
Building Consenting, Inspections and Monitoring	Building Inspections and Code Compliance Certificates	Grant Code Compliance Certificates within 20 working days	The minimum is to issue 90% of Code Compliance Certificates within 19 working days from the dates of lodgement	The minimum is to issue 95% of Code Compliance Certificates within 19 working days from the dates of lodgement [4]
Building Policy	Claim Management - building related	Manage the processing of general negligence {building-related} claims under the appropriate forum [5]	Processing the general negligence (building-related) claims to agreed timeframes to settle or remove Council as a party	Settlement contributions are agreed in accordance with Financial Delegation Authority prior to attending negotiations [6]
District Planning	Maintain the operative Christchurch City Plan and Banks Peninsula District Plan - including processing of Council-led plan changes	Development and processing of all Council-led plan changes complies with statutory processes and timeframes	100% of development and processing of Council-led plan changes comply with statutory processes and timeframes	Discontinued [7]
Land and Property Information	Issuing Property Files	Retrieve and provide commercial property files in hard copy for customers	Retrieve and provide 95% of optional requests for scanning of records within 3 working days (charges apply)	Retrieve and provide 95% of optional requests for scanning of records within 5 working days (charges apply) [8]
Land and Property Information	Land Information Memoranda (LIMs)	Process Land Information Memorandum applications within statutory timeframes	Process 100% of Land Information Memorandum applications within 10 working days (excl Christmas period of closure)	Process 99% of Land Information Memorandum applications within 10 working days (excl Christmas period of closure) [9]

Summary of proposed changes for Regulation & Enforcement	Rationale
[1] Change wording of performance measure from "Provide public advice service to support building consenting customers. First 30 minutes of pre-application meeting is free public advice." to "Provide public advice service to support building consenting customers."	Provision of first 30 minutes free no longer achievable within budget. LOS change reflects proposed budgets for 2017/18.
[2] Change target from "The minimum is to issue 90% of building consents within 19 working days from the date of lodgement" to "The minimum is to issue 95% of building consents within 19 working days from the date of lodgement"	Result for 2016 is 97.2% within 19 days. With the number of Building Consent Applications expecting to reduce there is confidence that a increased target is achievable and ensures the bar remains high.
[3] Change target from "Carry out 90% of inspections within three working days" to "Carry out 95% of inspections within three working days".	Result for 2016 was 99% within 3 working days. With the number of Building Inspections expecting to reduce there is confidence the increased target is achievable and ensures the bar remains high.
[4] Change target from "The minimum is to issue 90% of Code Compliance Certificates within 19 working days from the dates of lodgement" to "The minimum is to issue 95% of Code Compliance Certificates within 19 working days from the dates of lodgement".	Result for 2016 was 93.9% within 19 working days. There is confidence the increased target is achievable and ensures the bar remains high.
[5] Change wording of performance measure from "Manage the processing of general negligence (building related) claims under the appropriate forum" to "Manage the processing of building related claims under the appropriate forum"	There is duplication between LTP & non LTP, practically weathertightness and general negligence occur in the same claim. To manage in the appropriate forum it has the same control.
[6] Merge this current measure with other performance measures and change wording of target from "Processing the general negligence (building-related) claims to agreed timeframes to settle or remove Council as a party" to "Settlement contributions are agreed in accordance with Financial Delegation Authority prior to attending negotiations"	
[7] Discontinue level of service "Development and processing of all Council-led plan changes complies with statutory processes and timeframes"	Only plan changes will be via Greater Christchurch Regeneration Act, not regular RMA process. As the Proposed Plan is not yet operative it would be very difficult to undertake a public plan change, also the extension of the Order in Council (OIC) prevents Council undertaking plan changes out to 2021. This has therefore become a meaningless LoS. We are investigating a review of the OIC limitation and will reconsider an appropriate LoS if and when this is changed.
[8] Change target from "Retrieve and provide 95% of optional requests for scanning of records within 3 working days (charges apply)" to "Retrieve and provide 95% of optional requests for scanning of records within 5 working days (charges apply)"	Amend LOS to 5 working days to reflect the current contract.
[9] Change target from "Process 100% of Land Information Memorandum applications within 10 working days (excl Christmas period of closure)" to "Process 99% of Land Information Memorandum applications within 10 working days (excl Christmas period of closure)".	Business performance is well within this, however when there are accuracy issues with difficult properties, Activity Manager wants to focus on integrity of information vs delivery time.

Sport and Recreation Statement of Service Provision - Proposed Changes

Activity	Services Provided	Performance Measures	Performance Targets	
			2017-18 Target Approved Amended LTP	Proposed Change for 2017-18
Recreation and Sports Facilities	Multi-purpose recreation and sport centres, swimming pools, stadia and other recreation and sporting facilities. Facilities provided at a city-wide and local level as appropriate.	Provide residents access to fit-for-purpose recreation and sporting facilities	Graham Condon, Jellie Park and Pioneer: Open 364 days per year 99-106 hrs/week Monday to Friday: 5.30am-9.30pm Saturday/Sunday: 7.00am-8.00pm (opening hours subject to maintenance, public holiday schedules and rebuild priorities)	Graham Condon, Jellie Park, Pioneer and QEII: Open 364 days per year 99-106 hrs/week Monday to Friday: 5.30am-9.30pm Saturday/Sunday: 7.00am-8.00pm (opening hours subject to maintenance, public holiday schedules and rebuild priorities) [1]
			Five stadia Cowles, Lyttelton, Pioneer, Graham Condon Hagley available for hire 364 days per year (subject to maintenance, public holiday schedules and rebuild priorities)	Five stadia Cowles, Lyttelton, Pioneer, Graham Condon, Hagley and Nga Puna Wai available for hire 364 days per year (subject to maintenance, public holiday schedules and rebuild priorities) [2]

Summary of proposed changes for Sport and Recreation	Rationale
[1] Change target from "Graham Condon, Jellie Park and Pioneer: Open 364 days per year 99-106 hrs/week Monday to Friday: 5.30am-9.30pm Saturday/Sunday: 7.00am-8.00pm (opening hours subject to maintenance, public holiday schedules and rebuild priorities)" to "Graham Condon, Jellie Park, Pioneer and QEII: Open 364 days per year 99-106 hrs/week Monday to Friday: 5.30am-9.30pm Saturday/Sunday: 7.00am-8.00pm (opening hours subject to maintenance, public holiday schedules and rebuild priorities)"	Metro coming on line in early 2020, QEII in 2018.
[2] Change target from "Five stadia Cowles, Lyttelton, Pioneer, Graham Condon Hagley available for hire 364 days per year (subject to maintenance, public holiday schedules and rebuild priorities)" to "Five stadia Cowles, Pioneer, Graham Condon, Hagley and Nga Puna Wai available for hire 364 days per year (subject to maintenance, public holiday schedules and rebuild priorities)"	Metro coming on line in early 2020 and Nga Puna Wai in 2018. Lyttelton is now a Community Facility.

Stormwater Drainage Statement of Service Provision - Proposed Changes

Activity	Services Provided	Performance Measures	Performance Targets	
			2017-18 Target Approved Amended LTP	Proposed Change for 2017-18
Stormwater Drainage	Provide and maintain the stormwater drainage system (surface water management systems, such as streams, rivers, utility waterways, basins, structures, pipes)	Resource consent compliance for consents held by Land Drainage Operations for discharge from stormwater system	Number of significant and/or repeated minor breaches of resource consent for stormwater drainage or associated discharges: 0	Number of abatement notices: 0 Number of infringement notices: 0 Number of enforcement orders: 0 Number of convictions: 0 [1]

Summary of proposed changes for Stormwater Drainage	Rationale
[1] Change target from "Number of significant and/or repeated minor breaches of resource consent for stormwater drainage or associated discharges: 0" to "Number of abatement notices: 0, Number of infringement notices: 0, Number of enforcement orders: 0, Number of convictions: 0"	Dept of Internal Affairs requires performance measures targeting the number (not percentage) of abatement notices, infringement notices, enforcement orders and convictions