

Proposed Changes to Levels of Service

Proposed Changes to Levels of Service – Draft Annual Plan 2019/20

	Adopted LTP 2018-28 Levels of Service (LOS)		Proposed Change for Annual Plan 2019/20		
	Performance Standards LOS	Performance Targets	Proposed Change	Summary of Change	Rationale
Governance					
Activity - Governance and Decision Making					
1	Provide services that ensure all Council and Community Board decisions are held with full statutory compliance.	100% compliance	Provide services that ensure all Council and Community Board meetings are held with full statutory compliance.	change in performance standards LOS	<ul style="list-style-type: none"> The Current LOS does not make sense as it is almost impossible to provide services that ensure every decision is made with full statutory compliance as a decision making body can elect to make a decision that does not comply no matter what services we provide. Changing the word "decisions" into "meetings" best reflects the governance services we do actually provide. Decisions are the final outcome but the meetings reflect all the work subject to statutory provision that leads to the final decision. The use of the word meetings allows us to be held accountable, there are clear statutory provisions that apply.
Citizens and Communities					
Activity - Community Development and Facilities					
2	Provide a range of well utilised community facilities, including voluntary libraries.	All Council-managed facilities have occupancy rates of 35% or higher.	Council-managed facilities have average occupancy rates of 35%-40% or higher.	change in performance target	Council (LOS 2.0.7 target - At least 80% of community facilities are activated and managed in partnership with the community.) has asked that we enter into partnership agreements for the operation of better utilised Council operated facilities e.g. Lyttelton, Aranui so they will no longer be included in calculating the average.

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Citizens and Communities					
Activity - Recreation, Sports, Community Arts & Events					
3	Provide citizens access to fit-for-purpose recreation and sporting facilities	5 Multi-purpose recreation and sport centres, Hornby , QEII, Graham Condon, Jellie Park and Pioneer open 364 days pa for 106 hours per week.	2020/21 target to exclude Hornby. No change to 2019/2020 target	change in performance target	Hornby recreation centre will not be open by the end of June 2021
Parks, heritage and coastal environment					
Activity – Parks and Foreshore					
4	Parks are provided managed and maintained in a clean, tidy, safe, functional and equitable manner- (Provision)	Increase tree canopy cover by 8ha	Increase tree canopy cover by 8ha based on projected area of planting at maturity	change in performance target	Satellite imagery is not renewed on an annual basis, and even if it were, new planting's wouldn't be detected as increased canopy cover for at least 5 or six years depending on the species
5	Implement a Pest Management Programme	Year on year decrease in target pest species at control locations	Decrease in scheduled pest plants at programme locations	change in performance target	Council do not have accurate baseline data for most pest plants that occur across Christchurch on which to demonstrate decreases, and therefore this has been re-worded to cover trends for species with known populations/locations.
6	Implement a Restoration Programme for threatened indigenous ecosystems	Year on year increase in indigenous species at target sites	No decline, or an increase in programmed indigenous species at target sites	change in performance target	Enables for increases to be measured at targeted sites rather than across parks in general (for which we do not hold this baseline date for) AND provides for situations where increasing species diversity may not be desirable.
7	Integrated conservation of threatened species	Year on year increase in threatened species net abundance in City's parks	No decline or an increase in programmed threatened species in target parks	change in performance target	As above - enables for increases to be measured at targeted sites rather than across parks in general (for which we do not hold this baseline date for).

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Strategic Planning and Policy					
Activity – Economic Development					
8	ChristchurchNZ provides leadership in inclusive and sustainable economic development for Christchurch	ChristchurchNZ monitors and reports on CEDS programme twice yearly.	Convene two city leadership discussions to review progress and recommend actions towards the 10-year goals	Change in performance target	Better reflects the active role ChristchurchNZ will take in ensuring progress against Christchurch's 10-year economic prosperity goals
9		2 economic update events are delivered	Deliver face to face economic update to at least 600 people	change in performance target	Better reflects audience reach
10		ChristchurchNZ provides input to at least 4 stakeholder working groups	Lead or provide significant input into at least 4 cross-agency or cross-industry working groups designed to deliver actions towards the 10-year goals	change in performance target	Better reflects the active role ChristchurchNZ will take in ensuring progress against Christchurch's 10-year economic prosperity goals and supporting collaboration across agencies
11	ChristchurchNZ supports an environment that encourages innovation, entrepreneurship and investment	ChristchurchNZ facilitates at least 2 opportunities to secure innovative businesses or investment into the city	Facilitate at least 2 opportunities to secure significant innovative businesses or investment into the city aligned with 10-year goals and priority focus areas	change in performance target	Better aligns activity with 10-year goals and needs of economy to transform
12		Support at least 10 start-up companies and 40 innovation, entrepreneurship and investment related events	Support at least 10 start-up/SME companies aligned with priority focus areas	change in performance target	ChristchurchNZ is reviewing its delivery of events in the context of a mature start-up and innovation ecosystem and a shift in central government funding priorities; ChristchurchNZ is focusing its effort on those businesses in post-launch where we

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					can make the most difference, given the maturing start-up support systems in Christchurch.
13	ChristchurchNZ leads the promotion and marketing of Christchurch and Canterbury to visitors	At least 50 famils hosted and 20 trade events led or attended	At least 50 famils hosted and 10 trade events led or attended in priority markets	change in performance target	ChristchurchNZ is moving to a more targeted approach to trade partnership activity, focusing on priority markets to achieve greater impact.
14	ChristchurchNZ promotes Christchurch and Canterbury as a great place to hold business events and conferences	At least 25% success rate for business event bid	At least *35% success rate for business event bid	change in performance target	Increasing level of ambition in line with proximity of opening of Te Pae Convention Centre. *Still waiting confirmation of this increase in target from Convention Bureau.
15		Total visits to online convention bureau information is at least 15,000	Delete this level of service target	Delete	Convention bureau activity is business to business activity where website visits is not an accurate or useful measure of effectiveness. The measures of bids made and success rate are sufficient to show the value and volume of activity.
16	ChristchurchNZ attracts, manages and sponsors the delivery of major events.	At least 3 events delivered at major event level as defined by the Major Events strategy	Portfolio of events delivered in line with the Major Events Strategy	change in performance target	Better reflects the need to consider Major Events activity has a strategic portfolio across the year and genres, rather than as isolated events.
17		At least 2 meetings of the Major Event Strategy Advisory Group	At least one Major Events Seed Funding round delivered per annum	change in performance target	Purpose of advisory group to make decisions supporting major events seed funding decisions. New measure better reflects the purpose of the activity
18	ChristchurchNZ provides residents and visitors with information about events, activities and attractions on in Christchurch	Total sessions on online promotional and digital platforms about visiting, working and living in Christchurch is at least 600,000	Increase social engagement by 30% year on year Increase clicks to ChristchurchNZ website by 25% year on year	change in performance target	New measures better reflect ChristchurchNZ's ambition to grow audience engagement

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19	ChristchurchNZ leads collaborative development and implementation of a city narrative.	Online toolkit of materials for city narrative is maintained & utilisation is monitored	Monitor month on month narrative toolkit traffic and activity to ensure consistently increasing engagement and usage	change in performance target	New measures better focus now narrative and toolkit are in place, to grow wider community engagement
		At least 4 meetings of the City Narrative Steering Group	Facilitate quarterly stakeholder engagement and business outreach initiative for nurturing city narrative	change in performance target	New measures better focus now narrative and toolkit are in place, to grow wider community engagement
20	Christchurch is recognised by Antarctic programme partners as being a quality Gateway city	Antarctic Gateway Strategy progress report is produced	Deliver actions as set out in the Antarctic Gateway Strategy implementation plan	change in performance target	Reflects focus on delivery rather than reporting
Activity - Water Supply					
21	Council water supplies are safe to drink	MoH risk grading of the urban water supplies (excluding NW zone): Ba	Delete this level of service target	Delete	MoH risk gradings are outdated, voluntary and are only provided at the request of the water supplier. It has historically been included in service plans to demonstrate and drive progress to improve the quality of our water supplies (including driving the well-deepening programme in the North West zone which is now largely complete). However, we now feel these targets are redundant. We have other targets for delivering water that is compliant with bacterial and protozoal requirements of the drinking water standards that demonstrate and drive progress to improve the quality of our water supplies. We do not propose to add any new targets for secure well heads. Our well heads need to be
22		MoH risk grading of the NW water supply zone: Da	Delete this level of service target	Delete	
23		MoH risk grading for Lyttelton Harbour: Bb	Delete this level of service target	Delete	
24		MoH risk grading of rural water supplies: Uu	Delete this level of service target	Delete	

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					secure to achieve protozoal compliance for Christchurch, and we already have a target for this (12.0.2.10, Proportion of urban residents supplied water compliant with the DWSNZ protozoal compliance criteria : $\geq 79\%$).