

Proposed Changes to Levels of Service

1. Water Supply

	Position	Name
Approval by General Manager	GM Infrac., Planning & Regulatory Serv.	Mary Richardson (acting)
Activity Manager (Submitter)	Head of Three Waters	Brent Smith (acting)

Rationale for change

Two mandatory Water Supply levels of service and targets are being changed to reflect updated guidance recently received from the Department of Internal Affairs (DIA) and the Office of the Auditor General (OAG), following findings from the audit of our Annual Report 2022.

Reporting against our existing targets is based on the percentage of drinking water supplied that meets DWSNZ (protozoal and bacterial – targets variously between 0.4% and 100%).

The updated guidance from DIA and OAG requires CCC to report against whether the water supplied is safe to drink - in other words compliant or not compliant with DWSNZ.

These target changes were also notified to Council (via Finance and Performance Committee of the Whole - for information, not for decision-making) with the Key Performance Results January 2023 report (meeting date 22 February 2023) and were applied immediately within that financial year 2022/23, to replace the out-of-date targets adopted by Council with the Annual Plan 2022/23.

Updated Levels of Service

LOS number	C/M	Performance Measures Levels of Service (LOS)	Future Performance Targets	Method of Measurement
			Year 3 2023/24	
12.0.2.9	C	Water supplied is compliant with the DWQA Rules in the Distribution System (Bacteria compliance)	Compliant	Report on compliance with the Drinking-water Standards for NZ (DWSNZ) and Drinking Water Quality Assurance Rules (DWQA Rules) from Taumata Arowai The DWQA Rules primarily impose requirements relating to drinking water supplier duties to: (1.) supply safe drinking water (2.) ensure that drinking water complies with the Water Services (Drinking Water Standards for New Zealand) Regulations 2022. Department of Internal Affairs, Water Supply non-financial performance measure 1a

LOS number	C/M	Performance Measures Levels of Service (LOS)	Future Performance Targets	Method of Measurement
			Year 3 2023/24	
12.0.2.10	C	Water supplied is compliant with the DWQA Rules in the Treatment System (Protozoal compliance)	Compliant	Report on compliance with the Drinking-water Standards for NZ (DWSNZ) and Drinking Water Quality Assurance Rules (DWQA Rules) from Taumata Arowai The DWQA Rules primarily impose requirements relating to drinking water supplier duties to: (1.) supply safe drinking water (2.) ensure that drinking water complies with the Water Services (Drinking Water Standards for New Zealand) Regulations 2022. Department of Internal Affairs, Water Supply non-financial performance measure 1b

Current Levels of Service

LOS number	C/M	Performance Measures Levels of Service (LOS)	Future Performance Targets	Method of Measurement
			Year 3 2023/24	
12.0.2.9	C	Proportion of residents (with supplies of > 100 customers) supplied water compliant with the DWSNZ bacterial compliance criteria	100%	Report to the Drinking Water Assessor on compliance with the Drinking-water Standards for NZ Department of Internal Affairs, Water Supply non-financial performance measure 1a
12.0.2.10	C	Proportion of residents (with supplies of > 100 customers) supplied water compliant with the DWSNZ protozoal compliance criteria	≥ 0.4%	Report to the Drinking Water Assessor on compliance with the Drinking-water Standards for NZ Department of Internal Affairs, Water Supply non-financial performance measure 1b

2. Recreation, Sports, Community Arts and Events

	Position	Name
Approval by General Manager	GM Citizens and Community	Mary Richardson
Activity Manager (Submitter)	Head of Recreation, Sports and Events	Nigel Cox

Rationale for Change:

Two level of service measures and targets for Recreation, Sports, Community Arts and Events are to be changed to reflect known delays in the opening of two new facilities.

Similar changes have been applied in the financial year 2022/23 (via the Key Performance Results January 2023 report to the Finance and Performance Committee of the Whole, meeting date 22 February 2023).

BACKGROUND:

Performance measures and targets for Recreation and Sports facilities and participations were set in the Long-term Plan 2021-31. At that time the targets for 2023/24 were set on the basis that two additional facilities would have opened during the 2022/23 year;

- Matatiki (Hornby Centre, now expected to be open to the public early 2024, within the 2023/24 year), and
- Parakiore (Metro Sports, now expected to be open to the public early 2025).

The target for the number of Recreation & Sport facilities are available for use in the 2023/24 year, with Matatiki-Hornby Centre expected to be in operation for approximately 5 months, is to be amended from 40 to 39 facilities.

Also, the target for the number of participations at multipurpose recreation and sport centres, outdoor pools and stadia is to be amended from at least 5.0 million for the year, to at least 4.63 million participations.

Updated Levels of Service

LOS number	C/M	Performance Measures Levels of Service (LOS)	Future Performance Targets	Method of Measurement
			Year 3 2023/24	
7.0.1.1	C	Provide citizens access to fit-for-purpose network of recreation and sporting facilities	39 x Recreation & Sport facilities are available for use	All facilities are available for community use
7.0.2.2	C	Provide well utilised facility based recreational and sporting programmes and activities	The number of participants using multipurpose recreation and sport centres, outdoor pools and stadia at least 4.63 million	Maintain accurate and current data on all facility, programme and service admissions.

Current Levels of Service

LOS number	C/M	Performance Measures Levels of Service (LOS)	Future Performance Targets	Method of Measurement
			Year 3 2023/24	
7.0.1.1	C	Provide citizens access to fit-for-purpose network of recreation and sporting facilities	40 x Recreation & Sport facilities are available for use (Hornby and Metro Sports Facility open)	All facilities are available for community use
7.0.2.2	C	Provide well utilised facility based recreational and sporting programmes and activities	The number of participants using multipurpose recreation and sport centres, outdoor pools and stadia at least 5.2 million	Maintain accurate and current data on all facility, programme and service admissions.

3. Economic Development

	Position	Name
Approval by General Manager	GM Infrac., Planning & Regulatory Serv.	Mary Richardson (acting)
Activity Manager (Submitter)	GM Infrac., Planning & Regulatory Serv.	Mary Richardson (acting)

BACKGROUND:

ChristchurchNZ management has undertaken a review of the Levels of Service ahead of the 2023 annual plan process. The review looked at the Levels of the Service with a view to identifying improvements for accountability, transparency and effectiveness in supporting efficient services delivering to CCCs community outcomes and ChristchurchNZ’s strategic outcomes.

This review also considered changes in operating conditions that have led to reprioritisation of resources to areas of greater opportunity since the Levels of Service were set, noting that the measures and targets were established during the Covid pandemic when there was significant uncertainty on the likely future economic and operating conditions.

Rationale for Change:

ChristchurchNZ would appreciate your consideration of the following changes identified through this review through the annual plan process.

These changes would support continual improvement in service delivery:

LOS 5.1.5.3: This minor wording change in the target would improve clarity.

LOS 5.1.5.1: This is a proposed change to the target and method of measurement from an activity (busyness) measure to an outcome (effectiveness) measure. The LoS as currently stated is not driving optimal behaviours for achieving the organisations strategic outcomes. The current target is encouraging an approach that pursues volume over value, investing time on leads that have a poor chance of conversion. It is a better use of limited resources to work intensively supporting a small number of employers that are seriously considering a new or increased presence in the city.

In addition, this updated measure would align with our strategic outcomes by replacing the measure and target from number of employers actively worked with, to a conversion measure of actual employment opportunities attracted.

LOS 5.1.8.1: Given the opening of new venues, the re-emergence of business events post-Covid and Auckland’s ICC not coming online until 2025, Christchurch has a temporary advantage in this market. ChristchurchNZ is working hard and targeting resources to capitalise on this opportunity for best-for-city outcomes. The proposed increase for this measure in 2023/24 year is to reflect this.

Updated Levels of Service

LOS number	C/M	Performance Measures Levels of Service (LOS)	Future Performance Targets	Method of Measurement
			Year 3 2023/24	
5.1.5.3	C	Build innovation and entrepreneurial strength	6 initiatives to support industry cluster development	Number of employers that have been actively worked with to attract them to the city to support economic recovery and repositioning
5.1.5.1	C	Build innovation and entrepreneurial strength	100 employees/ employment opportunities that have been attracted to the city	Number of employment opportunities that have been attracted to the city
5.1.8.1	C	Develop Christchurch as an attractive destination	50 City bids prepared to attract business events to Christchurch	City bids prepared to attract business events to Christchurch in line with the business event strategy and economic recovery plan

Current Levels of Service

LOS number	C/M	Performance Measures Levels of Service (LOS)	Future Performance Targets	Method of Measurement
			Year 3 2023/24	
5.1.5.3	C	Build innovation and entrepreneurial strength	6 initiatives to support industry cluster development, including Supernodes, to support job creation and work opportunities	Number of initiatives to support industry cluster development, including Supernodes, to support job creation and work opportunities
5.1.5.1	C	Build innovation and entrepreneurial strength	60 employers have been actively worked with to attract them to the city to support economic recovery and repositioning	Number of employers that have been actively worked with to attract them to the city to support economic recovery and repositioning
5.1.8.1	C	Develop Christchurch as an attractive destination	30 City bids prepared to attract business events to Christchurch	City bids prepared to attract business events to Christchurch in line with the business event strategy and economic recovery plan