

CHRISTCHURCH CITY COUNCIL

MINUTES OF A MEETING OF THE LONG TERM PLAN 2013-2022 COMMITTEE
HELD AT 9 AM ON TUESDAY 23 OCTOBER 2012

PRESENT: Mayor Bob Parker (Chairperson)
Councillors Peter Beck, Sally Buck, Ngaire Button, Jimmy Chen, Barry Corbett,
Jamie Gough, Yani Johanson, Aaron Keown, Glenn Livingstone and Sue Wells

1. APOLOGIES

Apologies were received from Councillors Helen Broughton, Tim Carter, and Claudia Reid.

Apologies for early leaving were received from Councillor Beck, who was absent for part of Clause 5 (Activity 2.4).

Councillor Buck was absent for part of Clause 5 (Activities 2.6, 2.0, 2.2, 2.3 and 2.4).

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

2. DEPUTATIONS

Nil.

3. CONFIRMATION OF MINUTES FROM PREVIOUS MEETINGS

It was **resolved** that the minutes of the meeting held on 10 October 2012 be confirmed.

4. OVERVIEW OF THE LONG TERM PLAN PROCESS

Staff updated the Committee on the timetable for, and progress in, the overall Long Term Plan (LTP) process and the rates impact of the Committee's proposals to date.

5. DISCUSSION OF NEW ACTIVITY MANAGEMENT PLANS

The Activity Management Plans (AcMPs) were discussed in the order indicated below. Staff responded to questions from the Committee on each plan and the Committee indicated whether it wanted any changes to the plans. Requested changes are noted under the **Committee direction** headings below. (Note: page numbers refer to Attachment A to the agenda).

Community Support

2.5 Civil Defence Emergency Management (pp. 1 - 13)

2.5.12

Committee direction

- It was noted that a new non-LTP level of service around participation in the Canterbury Civil Defence Emergency Management Group processes, such as meeting attendance, might be useful here to ensure proactive involvement by Council staff.

A link to the updated plan is provided below:

<http://resources.ccc.govt.nz/files/ACMP-LTP2013-22CivilDefenceEmergencyManagement.pdf>

5. Cont'd

Councillor Buck left the meeting at 10.0am.

2.6 Customer Services (pp. 14 - 25)

It was noted that:

- This activity is a combination of two previously separate activities (walk in and internal).
- Only two minor changes to current levels of service (LoS) are proposed, including Saturday morning opening (in 2.6.2) and an increase in staff to answer telephone enquiries (in 2.6.9).

Committee direction

Front page

- The first outcome needs to be more specific; suggest replacing “skills to enable them to participate in society” with “*the ability to access Council services.*”

2.6.2

- The Committee was supportive of the proposed increase in the LoS and associated budget to cover Saturday morning opening.
- Specify the opening hours in the LoS as well as the number of hours.
- Consider how opening hours can be aligned across different service centres.

2.6.4

- Increase the LoS to “Less than 3 minutes **95%** of the time.”
- It would be good to have more than one benchmark included for this LoS, e.g. Wellington and Auckland.

2.6.9 (Non-LTP)

- The Committee was supportive of the proposed increase in staffing and associated budget to achieve this LoS.

2.6.11

- Change the current performance to “1700 until 0800 hours” and include the current actual performance.

A link to the updated plan is provided below:

<http://resources.ccc.govt.nz/files/ACMP-LTP2013-22CustomerServices.pdf>

2.0 Community Facilities (pp. 26 - 34)

Committee direction

Front page

- Add key strategies to box at the bottom of page.

2.0.1

- Clarify that the goal is to have as many community facilities open as possible.

2.0.2

- Increase LoS from 85% to **90%** of customers satisfied.

2.0.5

- In rationale, do **not** have “closed” bold and italicised.

A link to the updated plan is provided below:

<http://resources.ccc.govt.nz/files/ACMP-LTP2013-22CommunityFacilities.pdf>

5. Cont'd

2.2 Build Stronger Communities (pp. 35 - 49)

Further information requested

The Committee requested that existing reports on the Safer Christchurch Strategy be provided to interested Committee members.

Committee direction

2.2.5

- Suggest that the work of community groups is acknowledged and/ or more visible in the wording of this LoS.
- Add mention of engaging with business associations (where appropriate) to reflect work that is already going on.

A link to the updated plan is provided below:

<http://resources.ccc.govt.nz/files/ACMP-LTP2013-22BuildStrongerCommunities.pdf>

2.3 Community Grants (pp. 50 - 56)

The Committee requested that staff send an email to its members clarifying protocols around timeframes for the approval and distribution of discretionary funds.

It was noted that it would be useful if the total amount of funding that the Council provides through community grants was more visible to the public, either through the LTP, which will be a public document, or through another mechanism.

No changes to this AcMP were proposed.

A link to the plan is provided below:

<http://resources.ccc.govt.nz/files/ACMP-LTP2013-22CommunityGrants.pdf>

2.4 Social Housing (pp. 57 - 68)

For 2.4.5 (p.62) confirmation that the current performance stated for 2010/11, is correct as "*below 80%*". A more accurate figure is not available for this post-earthquake period.

No other changes to this AcMP were proposed.

A link to the plan is provided below:

<http://resources.ccc.govt.nz/files/ACMP-LTP2013-22SocialHousing.pdf>

The meeting closed at 12.40 pm.