

Long Term Plan 2024-34 Activity Plan

Performance, Finance, and Procurement

- *Ensure Christchurch City Council has high quality plans and plans monitoring in place (Long Term Plan, Annual Plan, operational plans)*
- *Financial Reporting*
- *Financial Management (including corporate and external reporting, financial policy, insurance, treasury, and tax)*
- *Procurement and Contract Management*

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Approvals

| Role | Position | Name | For Draft LTP | |
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1. What this activity delivers

Ensure Christchurch City Council has high quality plans and plans monitoring in place (Long Term Plan, Annual Plan, operational plans)

For Council to deliver better performance in future years will mean creating and executing effective performance management. This means ensuring planning and implementation of the LTP through effective project management, by creating organisational performance targets around it, creating plans for execution around those targets and ensuring linkages to individual performance plans. This demands sophisticated performance monitoring mechanisms. Focus is on transparency and accountability for business results. This involved definition and implementation of an agreed programme of LGA S17A Service Delivery Reviews for Council.

High quality planning and plan monitoring is supported through conducting the annual Residents Surveys, Quality of Life and Life in Christchurch surveys, producing clear and concise Environmental Scans, monitoring, research, and reporting on community outcomes indicators, and maintaining city monitoring datasets and household and business growth models.

Procurement

Procurement works in a collaborative manner with the business to achieve a return on investment against the Procurement operating budget in the form of cashable tactical savings and cost avoidance. Ensure appropriate processes are in place and applied to govern the expenditure of public funds.

New Procurement Policy is being prepared for approval by H2-FY24. The new policy will influence its supporting Procurement Framework and will guide the processes and performance increases for this service for when this plan comes in effect in 01 July 2024. Full effect will begin to be seen by FY26/27. This will be updated for LTP 2027.



Financial Management

- Ensures that Council complies with its statutory financial obligations manages all financial transactions including borrowing and calculating and collecting rates
- Manages tax compliance
- Delivers organisational financial reporting and forecasting
- Manager Cash Flow requirements and Treasury compliance
- Monitors investment in Council Controlled Organisations, (CCOs)
- Reduces risk by securing appropriate insurance cover.

Financial Reporting

- Supports each business area by partnering and supporting to achieve their financial and commercial outcomes.
- Annual and long-term budgets are developed in conjunction with budget owners
- Financial, performance and commercial advice and support is provided to each business activity within Council, including monthly forecasts of financial performance
- Work with the other performance management activities to ensure managers understand their roles and responsibilities around compliance with Council's financial and performance frameworks, policies and processes Provision of financial reporting and self-service financial reporting tools for the organisation
- On-going development of new reporting tools and functionality to improve access and transparency to financial data

This activity includes the following services:

| Services | Contributes to Community outcomes |
|--|---|
|  <p>Ensure Christchurch City Council has high quality plans and plans monitoring in place (Long Term Plan, Annual Plan, operational plans) – To deliver better performance for Christchurch and Banks Peninsula in future years through effective planning and implementation of the Long-term Plan, Annual Plans, supported by performance monitoring mechanisms, and by providing transparency and accountability through regular reporting against organisational performance targets.</p> | <ul style="list-style-type: none">• A collaborative confident city• A thriving prosperous city |
|  <p>Financial Reporting – The provision of the full suite of financial services and financial reporting, including, monthly reporting internally and externally, treasury management, Rates, Insurance, and the monitoring of Council subsidiaries.</p> | |
|  <p>Financial Management (including corporate and external reporting, financial policy, insurance, treasury, and tax) – The timely provision of monthly financial reports to enable agile decision making. Completion of the financial section of the Annual Report with a clear audit in relation to financial activities and reporting.</p> | |
|  <p>Procurement and Contract Management - To ensure Council procurement is conducted in an open, transparent, fair, and accountable way consistent with the principles of the Council Procurement Policy and the Office of the Auditor General: procurement guidance for public entities. This is achieved through the Procurement Framework, Rules and Policy which is owned and managed by this activity. To provide efficient processes and professional advice for the procurement of goods, services and works and ongoing management of contracts to ensure ‘total value’ is achieved</p> | |

Who our key customers are:

Mayor and Councillors, Office of Auditor General, Executive Leadership Team and Heads of Service.

Who our key stakeholders are:

Mana whenua, community board members, Christchurch City Holdings, and associated companies.

What we do:

This activity plan provides visibility of and accountability for core business functions, corporate planning and performance, finance and procurement and contracts.

Community outcomes:

The services in this activity supports achievement of all the Community Outcomes through the organisational support and advice provided to the external activities of Council.





A snapshot of provision and use:

Ensure Council legislative and audit requirements are managed and met across planning, financial management and procurement.







| | |
|---|---|
| <p>Corporate Planning and Performance</p> <ul style="list-style-type: none"> ✓ Developed and delivered the LTP 2021-31 prior to and during COVID-19 lockdown. ✓ Delivered Annual plans and updated plans ✓ Conduct annual Residents Surveys, periodic Quality of Life and Life in Christchurch surveys, and one-offs, such as Te Kaha consultation ✓ Monthly Performance reporting to Finance and Performance Committee ✓ Commenced the LTP 2024-34 | <p>Financial Management</p> <ul style="list-style-type: none"> ✓ Complete Council Annual Report ✓ Provide financial input into Annual and Long Term Plans, including calculation of Rates ✓ Manage Treasury requirements. ✓ Collection of Rates ✓ Pay Council’s suppliers. ✓ Ensure adequate insurance cover ✓ Monitor the results of nine CCOs with combined assets of circa \$3 billion |
| <p>Procurement</p> <ul style="list-style-type: none"> ✓ Own and manage the procurement policy ✓ Own and manage the procurement framework and rules ✓ Lead and/or support procurement category strategies ✓ Lead and/or advise on sourcing activities ✓ Provide operational contract management advice and/or support. ✓ Compliance monitoring and reporting of all of Council Procurement activity, for context FY22/23 spend of \$980M across over 3,400 suppliers. | <p>Financial Reporting</p> <ul style="list-style-type: none"> ✓ Maintain online financial reporting tool – Value for Money ✓ Ongoing face to face and training, supplemented with mandatory online training modules of finance processes. ✓ Provision of month-end financial reports to Performance Management Unit within 6 working days of month end ✓ Provide on a monthly basis financial reporting, being a Snap Forecast for the CEO, Full Corporate Report for the CFO, Executive Management Report to ELT and Council Report to Finance and Performance Committee ✓ Provision of financial forecasts and budgets for all operational, groups, units, and teams across Council |

2. Why we deliver this activity

2.1. Community Outcomes: How this activity contributes

| Community Outcomes | Contribution* | Key contributions to achieving our community outcomes |
|--|---------------|--|
|  <p>A collaborative confident city Our residents have the opportunity to actively participate in community and city life, have a strong sense of belonging and identity, and feel safe</p> | | |
|  <p>A green, liveable city Our neighbourhoods and communities are accessible and well-connected, supporting our goals to reduce emissions, build climate resilience and protect and regenerate the environment, especially our biodiversity, water bodies and tree canopy</p> | | |
|  <p>A cultural powerhouse city Our diverse communities are supported to understand and protect their heritage, pursue their arts, cultural and sporting interests, and contribute to making our city a creative, cultural and events 'powerhouse'</p> | ★ | <ul style="list-style-type: none"> • This internal service supports all the Community Outcomes through the organisational support and advice provided by this Activity to the External Services of the Council • To positively impact on the current and future quality of life that residents have in Christchurch, the Procurement policy objectives encompass an ethos of sustainability (environmental, social, and economic) and opportunity. |
|  <p>A thriving prosperous city Our city is a great place for people, business and investment where we can all grow our potential, where enterprises are innovative and smart, and where together we raise productivity and reduce emissions</p> | | |
| <p>*Level of contribution – what this means</p> | | |
| <p>★★★★★ This activity is critical to the Council’s contribution to achieving this community outcome – we measure our impact with specific levels of service</p> | | |
| <p>★★★★ This activity strongly supports the Council’s contribution to achieving this community outcome – we measure our impact with specific levels of service for some elements</p> | | |
| <p>★★★ This activity supports the Council’s contribution to achieving this community outcome – we measure our impact with specific levels of service if practicable</p> | | |
| <p>★ This activity may provide incidental support to achieving this community outcome – it’s not cost-effective to measure our impact</p> | | |

2.2. Strategic Priorities - How this activity supports progress on our priorities

| Strategic Priorities | | Contribution* | How our strategic priorities influence the way we work |
|--|--|---------------|---|
|  | Be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility, and connection | ★ | <ul style="list-style-type: none"> Community Outcome monitoring, and via Annual Plan / Long Term Plan and community surveys Equity and Inclusion Policy applies to the procurement, management, and delivery of Council services. All elected members, employees, volunteers, and third parties/contractors carrying out work on behalf of Council are required to comply with this policy. This policy commits that we will use an equity and inclusion lens to inform decision making to avoid discrimination promote inclusion and increase fairness in the city, wherever possible. |
|  | Champion Christchurch and collaborate to build our role as a leading New Zealand city | ★ | <ul style="list-style-type: none"> No direct impact by this activity to this strategic priority |
|  | Build trust and confidence in the Council through meaningful partnerships and communication, listening to and working with residents | ★ | <ul style="list-style-type: none"> Applying the 'Fostering Local Business' principle from the Procurement Policy Providing commercial and financial analysis support to initiatives as they are developed Annual Plan / Long Term Plan and community surveys |
|  | Reduce emissions as a Council and as a city, and invest in adaptation and resilience, leading a city-wide response to climate change while protecting our biodiversity, water bodies and tree canopy. | ★ | <ul style="list-style-type: none"> Applying the 'Environmental Enhancement' principle from the Procurement Policy We have managed changes to the LTP to embed climate resilience into our planning for the district. This supports our strategic priority to reduce GHG emissions while supporting leading a city-wide response to climate change. Maximise investment in sustainable organisations whilst maintaining an equitable return on investment. |
|  | Manage ratepayers' money wisely, delivering quality core services to the whole community and addressing the issues that are important to our residents | ★ | <ul style="list-style-type: none"> The Procurement Objective for this strategic priority is 'Value for money', which is included in procurement and contract management activities. In supporting the development of all organisational budgets, we are mindful of the need to ensure value for money spend and ensuring that rates are affordable and sustainable. Through performance analysis and section 17A service delivery reviews we monitor and advise on value for money By monitoring the Council's Long Term Planning, and actual operating results and providing appropriate financial advice as required. By ensuring appropriate funding policies are in place and Council's credit rating is maintained. We lead and manage organisation saving initiatives |
|  | Actively balance the needs of today's residents with the needs of future generations, with the aim of leaving no one behind | ★ | <ul style="list-style-type: none"> This is supported through end-to-end procurement activity. |

***Levels of contribution - what this means**

- ★★★★ This activity is critical to achievement of this strategic priority - we measure our impact with actions and levels of service in the Strategic Priorities Action Plan
- ★★★ This activity strongly supports achievement of this strategic priority - we measure our impact with actions and levels of service in the Strategic Priorities Action Plan for important elements only
- ★★ This activity supports achievement of this strategic priority - we measure our impact with actions and levels of service in the Strategic Priorities Action Plan if practicable
- ★ This activity may provide incidental support for the achievement of this strategic priority - it's not cost-effective to measure our impact

2.3. Climate Resilience Goals: How this activity supports climate resilience goals

Net zero emissions Christchurch

Key sources of greenhouse gas emissions from this activity include:

Operational/embedded emissions

- *Office facilities:* Emissions from Te Hononga Civic Office facilities used by Performance, Finance, and Procurement staff. This includes printing, materials, electricity, etc.
- *Work travel:* Performance, Finance, and Procurement staff sometimes travel for work purposes and there are travel emissions associated with this. However, travel for Performance, Finance, and Procurement staff is rare and usually limited to travel for key training/conferences that are specifically relevant to local government. Travel within the city can be done on public transport, shared bike fleet, or the shared EV fleet.
- *Commuting:* Performance, Finance, and Procurement staff commuting emissions.
- *Upstream suppliers:* Emissions from the external Performance, Finance, and Procurement providers. While these emissions are indirect and currently unquantified, they are still an emissions-source associated with our activities.

Performance, Finance, and Procurement are taking the following actions to reduce greenhouse gas emissions:

Operational/embedded greenhouse gas emissions

- *Office facilities:* Responsibility for operational emissions from Te Hononga Civic Office falls to the facilities management team.
- *Work travel:* Where travel for work purposes is required, we encourage and implement remote options to avoid travel where possible, or use of low emissions options such as the Council's EV fleet. Where remote options are not possible, we will rely on the Council offsetting policy/process to offset the effect of these emissions.
- *Commuting:* Our flexible working policy allows and encourages working from home where appropriate to reduce commuting emissions.
- *Upstream suppliers:* Quantification of emissions from Performance, Finance, and Procurement resources and external Performance, Finance, and Procurement suppliers will enable Performance, Finance, and Procurement services to determine whether we can assist with reduction of these emissions through procurement processes.

Greenhouse gas emissions by users of Performance, Finance, and Procurement:

Note: Performance, Finance, and Procurement services do not directly manage Council assets or activities that affect district emissions. However, we acknowledge the importance of assisting asset and activity managers to make decisions that reduce district emissions. In addition, Procurement has an indirect effect in reducing emissions through the Procurement Policy and its supporting Framework. At the same time, the development of a new Procurement Sustainability Framework is being considered and should be presented in FY24.




We understand and are preparing for the ongoing impact of Climate change

Key climate risks for the Performance, Finance, and Procurement activity includes:

- *Physical risks to staff:* The changing climate could have direct impacts on our staff. This includes extreme weather (such as rainfall, flooding, extreme hot days, etc) affecting staff's ability to commute and accessibility to Te Hononga Civic Offices. This also includes health effects of changing climate on staff – e.g., increased illness, asthma, and susceptibility to extreme heat waves.
- *Physical risks to our suppliers:* Upstream Performance, Finance, and Procurement services suppliers will have similar commuting/accessibility and health effects for their staff.

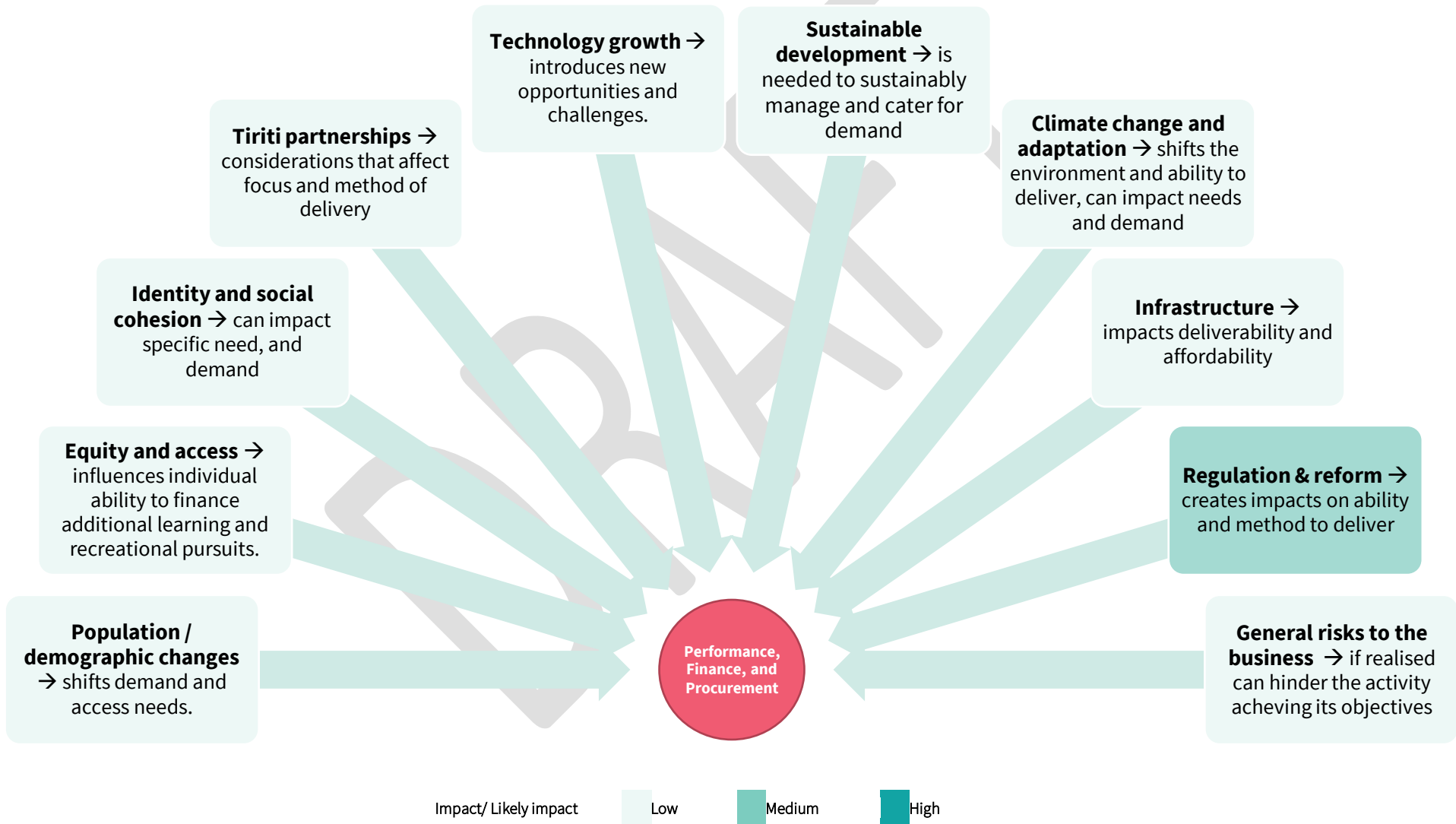


| | |
|--|---|
| | <ul style="list-style-type: none"> • <i>Financial risks:</i> In the likelihood of additional finance being required to adapt/respond to climate change including costs associated with offsetting, responding to emergency events due to climate related events, increased maintenance costs of assets due to increased exposure to extreme weather events, this matter will be seen in the respective activity plans. • <i>Insurance risks:</i> Risk of not being able to insure, or additional cost for insuring, Council assets due to climate change impacts. • <i>Reporting and standards risk:</i> Potential new and/or additional national or international reporting requirements and standards for financial disclosures and procurement. |
| | <p>Options being considered to reduce the risks to the Performance, Finance, and Procurement activity and the community posed by those climate risks include:</p> <ul style="list-style-type: none"> • <i>Physical risks to staff:</i> Direct/physical risks to staff commuting/accessibility is managed through flexible working policies to enable working from home for extreme weather events • <i>Physical risks to our suppliers:</i> Working with suppliers to ensure that direct/physical risks for their staff are also managed appropriately. • <i>Financial risks:</i> Proactive preparation and planning for future funding risks. • <i>Insurance risks:</i> Proactive preparation and planning for future insurance risks. • <i>Reporting and standards risk:</i> Ensuring we are prepared to implement any new required financial disclosures. Keeping up to date with the latest guidance from government on procurement expectations and requirements. Ensuring legal review of procurement contractual documents which allocate climate risk, include clause banks of clear and concise contractual wording to allocate risk. • <i>Training:</i> Ensuring the Performance, Finance, and Procurement staff have the skills and training necessary to manage risks to the Activity due to climate change. |
| <p>We are guardians of our natural environment and taonga</p> | |
|  | <p>Please describe a pilot project you will undertake in the next three years to increase understanding of emissions reduction options and building resilience to climate risks relevant to your activity.</p> <ul style="list-style-type: none"> • The Procurement & Contracts Unit will be undertaking a review of the Procurement Policy in H1-FY24. This will lead to a review of the Procurement Framework and procedures which should be fully implemented by early H1-FY25. • The development of a new Procurement Sustainability Framework is being considered and will be presented for approval in FY24. • The Travel Policy will be reviewed by the end of FY24. <p>Please explain any levels of service changes in this LTP, or that may be required in the future as a result of climate change.</p> <ul style="list-style-type: none"> • LOS change statement |

3. How we are planning for future impacts

There are various factors influencing current and future demand for Performance, Finance, and Procurement and the ability to deliver them. These are listed below.

3.1. Issues impacting current and future activity demand and deliverability



3.2. The high impact issues and mitigations planned

The more prominent ones that in particular effect our Community Outcomes or Strategic Priorities are summarised on this page. For further details on issues, including the current status, future projections, likely impact and mitigations please see Appendix B.

This activity has identified no high impact issues.

All current and future demand and deliverability impacts are identified as medium to low, or of no impact for this activity.

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4. Our levels of service

Council's Levels of Service (LoS) measures enable us to monitor and report against our outcomes and service performance. See Appendix A: Levels of Service Details for more detail.

Services & Level of Service Statements, with Measures of Success and future year Targets

| Level of Service statement (What we will provide) | Measures of success (What our community can expect) | Performance Targets/Outputs | | | |
|--|---|--|---------|---------|-----------|
| | | 2024/25 | 2025/26 | 2026/27 | 2027 - 34 |
| Ensure Christchurch City Council has high quality plans and plan monitoring in place (Long Term Plan, Annual Plan, operational plans) | | | | | |
| Ensure Christchurch City Council has high quality plans and plan monitoring in place (Long Term Plan, Annual Plan, operational plans) | Implement the Long-Term Plan and Annual Plan programme plan (13.1.1) | Critical path milestone due dates in programme plans are met | | | |
| | Implement and evolve CCC performance framework (13.1.2.2) | Performance Framework in place | | | |
| | Deliver Organisational Performance Reporting and Analysis (13.1.26) | At least 95% of governance, corporate, group and unit performance reports and analyses, based on organisational performance targets. delivered to agreed deadlines | | | |
| | Implement agreed programme of Service Delivery Reviews (LGA s17A) (13.1.27) | Programme delivery to Council to agreed timelines | | | |
| | Conduct Resident Surveys, analyse and provide results to Council and staff (13.1.3) | Maintain two surveys per year, by the end of May | | | |
| | Community outcomes monitoring and reporting programmes are maintained (13.1.24.1) | 85% of community outcomes monitoring indicators are up-to-date and reported publicly | | | |

5. How assets will be managed to deliver the services

This activity does not have assets.

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6. Capital expenditure and key capital projects

This activity does not have capital expenditure and key capital projects.

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7. Financial resources needed

7.1. Resources needed

Financial projections reflect the direction from Council as at the adoption meetings of 14, 21, 27 February 2024.

Performance, Finance, and Procurement

| 000's | LTP 2024/25 | LTP 2025/26 | LTP 2026/27 | LTP 2027/28 | LTP 2028/29 | LTP 2029/30 | LTP 2030/31 | LTP 2031/32 | LTP 2032/33 | LTP 2033/34 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Activity Costs Before Overheads by Service | | | | | | | | | | |
| Business Partnerships | 2,122 | 2,183 | 2,231 | 2,283 | 2,335 | 2,387 | 2,437 | 2,485 | 2,535 | 2,583 |
| Financial Management | 7,791 | 10,050 | 7,654 | 8,212 | 10,734 | 8,255 | 8,829 | 11,575 | 8,826 | 9,432 |
| Plans & Plan Monitoring | 1,313 | 1,364 | 1,705 | 1,411 | 1,457 | 1,823 | 1,505 | 1,534 | 1,564 | 1,593 |
| Procurement & Contract Management | 2,523 | 2,596 | 2,653 | 2,714 | 2,777 | 2,838 | 2,897 | 2,955 | 3,014 | 3,072 |
| | 13,749 | 16,194 | 14,243 | 14,620 | 17,303 | 15,302 | 15,667 | 18,550 | 15,940 | 16,680 |
| Activity Costs by Cost Type | | | | | | | | | | |
| Direct Operating Costs | 3,403 | 5,448 | 3,361 | 3,488 | 5,903 | 3,661 | 3,781 | 6,414 | 3,573 | 4,078 |
| Direct Maintenance Costs | | | | | | | | | | |
| Staff and Contract Personnel Costs | 9,817 | 10,102 | 10,324 | 10,561 | 10,804 | 11,042 | 11,274 | 11,499 | 11,729 | 11,952 |
| Other Activity Costs | 529 | 644 | 558 | 571 | 596 | 599 | 612 | 637 | 638 | 651 |
| Overheads, Indirect and Other Costs | (11,386) | (13,488) | (11,725) | (12,021) | (14,321) | (12,531) | (12,813) | (15,284) | (12,913) | (13,568) |
| Depreciation | | | | | | | | | | |
| Debt Servicing and Interest | | | | | | | | | | |
| Total Activity Cost | 2,363 | 2,705 | 2,518 | 2,599 | 2,982 | 2,770 | 2,854 | 3,266 | 3,027 | 3,112 |
| Funded By: | | | | | | | | | | |
| Fees and Charges | 2,216 | 2,302 | 2,375 | 2,452 | 2,532 | 2,612 | 2,693 | 2,772 | 2,855 | 2,936 |
| Grants and Subsidies | | | | | | | | | | |
| Cost Recoveries | 147 | 403 | 143 | 147 | 450 | 158 | 161 | 493 | 173 | 176 |
| Other Revenues | | | | | | | | | | |
| Total Operational Revenue | 2,363 | 2,705 | 2,518 | 2,599 | 2,982 | 2,770 | 2,854 | 3,266 | 3,027 | 3,112 |
| Net Cost of Service | - | - | - | - | - | - | - | - | - | - |
| Funding Percentages | | | | | | | | | | |
| Rates | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Fees and Charges | 94% | 85% | 94% | 94% | 85% | 94% | 94% | 85% | 94% | 94% |
| Grants and Subsidies | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Cost Recoveries | 6% | 15% | 6% | 6% | 15% | 6% | 6% | 15% | 6% | 6% |
| Other Revenues | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Capital Expenditure | - | - | - | - | - | - | - | - | - | - |
| Total Activity Capital | - | - | - | - | - | - | - | - | - | - |

7.2. Funding consideration and outcome

Section 101 Local Government Act 2002 - Funding Consideration. The following tables are based on the financials from the previous page.

Council funds the Performance Management and Reporting activity predominately through the general rate. This means that most funding comes from ratepayers, mostly on the basis of capital value, with benefits mostly received in the same year as the expenditure is incurred.

- **Operating expenditure:** All operational costs for the Performance Management and Reporting activity are allocated out to the external activities by way of Corporate Overhead. For explanation of how each external activity funds Corporate Overhead please refer to section 7.2 of those Activity Plans.
- **Capital expenditure:** The Performance Management and Reporting activity does not have any capital related expenditure.

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More information on the Council's Finance and Funding Polices can be found in the [Financial Strategy](#) and the [Revenue and Financing Policy](#)

8. Possible significant negative impacts on wellbeing



This activity may have significant negative effects on social, economic, environmental, or cultural wellbeing of the local community, now or in the future.

| Negative Effect | Mitigation |
|--|--|
| Social | |
| Smaller tier suppliers may struggle to ensure they can deliver against our Procurement Policy through tendering/contracting activity. This could result in increased challenges for Council to contract with some local suppliers. | To ensure the Procurement Framework that has been designed to support adherence to the procurement policy considers and directs how all 'tiers' of our supply base can respond to Councils Procurement principles. |
| Economic | |
| Rate requirements unsustainable, negatively impacting ability for ratepayers to pay. | Rates affordability is cornerstone of Rates setting discussions. Budget Managers are aware of Rates impact on all spending decisions. |
| Environmental | |
| This activity does not expect any significant effects on environmental wellbeing of the local community, not or in the future | |
| Cultural | |
| This activity does not expect any significant effects on cultural wellbeing of the local community, not or in the future | |

Appendices



A. Appendix A: Levels of Service detail

A.1. Continuous Improvement Review (S17A) – Recommendations for change

No Continuous Improvement Reviews (S17A) have been identified for this Activity.

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A.2. Levels of Service: Performance measures in detail

| Level of Service statement (What we will provide) | LOS | Measures of success (What our community can expect) | Performance Targets/Outputs | | | | Method of Measurement | Community Outcome | Historic Performance Trends | Benchmarks | C/M |
|--|-----------|--|---|---------|---------|-----------|---|--------------------------------|---|--|-----|
| | | | 2024/25 | 2025/26 | 2026/27 | 2027 - 34 | | | | | |
| Ensure Christchurch City Council has high quality plans and plan monitoring in place (Long Term Plan, Annual Plan, operational plans) | | | | | | | | | | | |
| Ensure Christchurch City Council has high quality plans and plan monitoring in place (Long Term Plan, Annual Plan, operational plans) | 13.1.1 | Implement the Long-Term Plan and Annual Plan programme plan | Critical path milestone due dates in programme plans are met | | | | Based on LTP and Annual Plan programme plan milestones | A collaborative confident city | 2022/23: Achieved 2021/22: Achieved 2020/21: Achieved 2019/20: Achieved 2018/19: Achieved | LGA 2002 Taituarā industry guidance | C |
| | 13.1.3 | Conduct Resident Surveys, analyse and provide results to Council and staff | Maintain two surveys per year, by the end of May | | | | Points of Contact Survey and a General Satisfaction Survey on Council's products and services only. Two surveys per year, by the end of May: General Satisfaction Survey and Points of Contact Survey | A collaborative confident city | 2022/23: Achieved 2021/22: Achieved 2020/21: Achieved 2019/20: Achieved 2018/19: Achieved | All major councils in NZ conduct resident surveys of some kind | C |
| | 13.1.2.2 | Implement and evolve CCC performance framework | Performance Framework in place | | | | There is always a CCC performance framework in place. Preserve integrity of CCC Performance Framework – all Performance Framework (Big Picture) linkages and key components functional | A collaborative confident city | 2022/23: Achieved 2021/22: Achieved 2020/21: Achieved 2019/20: Achieved 2018/19: Achieved | LGA 2002 LTP and Annual Report audits by OAG | C |
| | 13.1.24.1 | Community outcomes monitoring and reporting programmes are maintained | 85% of community outcomes monitoring indicators are up-to-date and reported publicly | | | | Outcomes monitoring management database report. Maintained since 2004 | A collaborative confident city | 2022/23: 85% 2021/22: 90% 2020/21: Achieved 2019/20: Achieved 2018/19: Achieved | | C |
| | 13.1.24.2 | City monitoring datasets are maintained | 85% of city monitoring datasets are up to date | | | | Report from the Data Warehouse system. Maintained since 1991 | A collaborative confident city | 2022/23: 85% 2021/22: 85% 2020/21: 95% 2019/20: 85% 2018/19: 96% | | M |
| | 13.1.24.3 | Household and business growth models are maintained | Household and business growth models are kept up to date and are reviewed at least annually | | | | Growth models review tracking spreadsheet. Maintained since the first Development Contributions Policy ~ 2004 | A thriving, prosperous city | 2022/23: Not achieved 2021/22: Achieved | | M |

| Level of Service statement (What we will provide) | LOS | Measures of success (What our community can expect) | Performance Targets/Outputs | | | | Method of Measurement | Community Outcome | Historic Performance Trends | Benchmarks | C/M |
|--|-----------|--|--|---------|---------|-----------|---|--|--|---------------|-----|
| | | | 2024/25 | 2025/26 | 2026/27 | 2027 - 34 | | | | | |
| | | | | | | | | 2020/21: Achieved 2019/20: Achieved 2018/19: Achieved | | | |
| | 13.1.24.4 | Monitoring and research projects (surveys, analysis, and reports) prepared as required | Projects deliver to agreed timelines | | | | Includes projects such as support for short-call consultations for Te Kaha, and OPP. Excludes annual residents survey (13.1.3.) | A collaborative confident city | New LOS in 2024/25 | | M |
| | 13.1.26 | Deliver Organisational Performance Reporting and Analysis | At least 95% of governance, corporate, group and unit performance reports and analyses, based on organisational performance targets. delivered to agreed deadlines | | | | Every month, organisational Performance Reports are published on the intranet, and are sent to ELT and Governance | A collaborative confident city | 2022/23: Achieved 2021/22: 100% (New LOS in 2021) | | C |
| | 13.1.27 | Implement agreed programme of Service Delivery Reviews (LGA s17A) | Programme delivery to Council to agreed timelines | | | | Schedule of proposed, planned and agreed Service Delivery Reviews | A collaborative confident city | New LOS in 2023/24 | LGA 2002 s17A | C |
| Business Partnership, Financial Management and Monitoring (including corporate and external reporting, financial policy, insurance, investment, treasury, tax and transactions) | | | | | | | | | | | |
| Ensure Council complies with its statutory financial obligations, effectively manages all financial transactions and tax compliance, delivers organisational financial reporting and forecasting material and forecasting, monitors investment in Council controlled organisations and reduces risk by securing appropriate insurance cover | 13.1.4.2 | Facilitate group and unit planning and budgeting | Plans and budgets prepared within corporate timeframes - 100% of deadlines met within agreed timeframe | | | | Co-ordination of the detailed operational financial budgeting process to meet the corporate milestones and timeframes Working with business owners to ensure milestones and timeframes are met. 100% of deadlines met within agreed timeframe | | 2022/23: 100% 2021/22: 100% 2020/21: 100% 2019/20: 100% 2018/19: Achieved | | M |
| | 13.1.5.1 | Business Performance Reporting | Monthly business unit and group financial reports prepared for integration with performance reports within agreed timeframes | | | | Monthly reporting on both operational & capital performance to General Managers and Unit Managers ensures financial and services delivery awareness is maintained to the highest level within the Council's Services. This needs to be provided in a manner that is understandable to the managers to allow them to both relate and react to the information. This also provides the basis for performance commentary to Council. 100% of deadlines met within agreed timeframe | | 2022/23: Achieved 2021/22: Achieved 2020/21: Achieved 2019/20: Achieved 2018/19: Achieved | | M |
| | 13.1.5.3 | Business Performance Reporting | Continually review adequacy of self - service reports for business use | | | | Continually review adequacy of self - service reports for business use | | 2022/23: Achieved 2021/22: Not Achieved (New LOS in 2021) | | M |

| Level of Service statement (What we will provide) | LOS | Measures of success (What our community can expect) | Performance Targets/Outputs | | | | Method of Measurement | Community Outcome | Historic Performance Trends | Benchmarks | C/M |
|---|-----------|---|--|---------|---------|-----------|--|-------------------|---|---|-----|
| | | | 2024/25 | 2025/26 | 2026/27 | 2027 - 34 | | | | | |
| | 13.1.6 | Council and Group financial and treasury reporting | Provide Council and Group financial and treasury reporting within statutory or otherwise agreed timeframes | | | | Measured through: <ul style="list-style-type: none"> • Monthly reports to CFO • Monthly forecasts to ELT • Quarterly reports to Treasury Committee • Quarterly financial performance report to Council • Budgets/ financial plans as part of the LTP and Annual Plan • Annual Council and Group forecasts to Standard & Poor's | | 2022/23: Achieved 2021/22: Achieved 2020/21: Achieved 2019/20: Not Achieved 2018/19: Achieved (Upgraded from A+ to AA- in 2019 and reaffirmed in 2020) | Reports - OAG guidelines, Accounting Standards, Financial Prudence Benchmarks, Standard & Poor's credit rating | M |
| | 13.1.7.4 | Financial management | Review financial and treasury strategies and policies within statutory or otherwise agreed timeframes Ensure compliance with prudential ratios | | | | Revised strategies and policies delivered and adopted as part of the LTP Amended strategies and policies delivered and adopted as required as part of an Annual Plan Compliance with policies and strategies in each Annual Plan and Long Term Plan | | 2022/23: Achieved 2021/22: Achieved 2020/21: Achieved 2019/20: Achieved 2018/19: Achieved | OAG guidelines, Accounting Standards Treasury Risk Management Policies Financial Prudence benchmark Standard and Poor's Credit Rating | M |
| Procurement and Contract Management | | | | | | | | | | | |
| Ensure Council procurement is conducted in an open, transparent, fair, and accountable way consistent with the principles of the Council procurement policy and the office of the Auditor General: Procurement guidance for public entities | 13.1.21.1 | Procurement and Contract Management is managed as a shared service delivery – Performance | Return on Investment (ROI) = total Cost Reduction/Avoidance | | | | Saving Methodology is split between Cost Reduction (CR) and Cost Avoidance (CA), which can be both Opex and Capex. Addressable Spend = The annualised amount of money Procurement and Contracts will be Contract Managing or Sourcing and has been identified as having a Cost Reduction/Avoidance opportunity Cost Reduction = a budgetary decrease against the estimated contract spend as per the agreed budget Cost Avoidance = Savings where a cost has been avoided, this could include (but is not limited to) adjustments not budgeted for and we have a negotiated decrease from original tender/ contract price or negotiations decreasing suppliers claims/ variations or extensions Return on Investment (ROI) to be delivered according to the total Cost Reduction/ Avoidance | | 2022/23: Achieved 2021/22: Not Achieved (New LOS in 2021) | Sustainable savings – Chartered Institute of Procurement and Supply 2 MBIE – Government Rules of Sourcing | M |

| Level of Service statement (What we will provide) | LOS | Measures of success (What our community can expect) | Performance Targets/Outputs | | | | Method of Measurement | Community Outcome | Historic Performance Trends | Benchmarks | C/M |
|--|-----------|---|--|---------|---|-----------|---|---|---|------------|-----|
| | | | 2024/25 | 2025/26 | 2026/27 | 2027 - 34 | | | | | |
| | | | | | | | agreed by 01 August every year against addressable spend. The CA & CR total will be agreed upon by the C.E. annually | | | | |
| | 13.1.21.2 | Procurement and Contract Management is managed as a shared service delivery – Performance | Sustainable return through procurement activity - 90% of sourcing activity and contract management activity to achieve sustainable outcomes annually | | Sustainable return through procurement activity – 90 - 95% of sourcing activity and contract management activity to achieve sustainable outcomes annually | | 85% of sourcing activity and contract management activity to achieve sustainable outcomes including the below categories: - Environmental - Social - Economic | 2022/23: 58.74% to all non-price benefits, 31.42% to sustainable benefits 2021/22: 85% (New measure in 2021) | Sustainable savings – Chartered Institute of Procurement and Supply MBIE - Government Rules of Sourcing | M | |
| | 13.1.22.1 | Procurement and Contract Management is managed as a shared service delivery – Conformance | 95% of all procurement activity more than \$100k (Excl. GST) put to market through RFP/T | | | | Excludes: • Procurement associated with emergency response and recovery activities where justification approved within delegated authority. • Procurement approved via Council’s procurement departure process • Procurement activity conducted by Council staff outside of the procurement and contracts unit | 2022/23: 100% 2021/22: 97.8% 2020/21: 98% 2019/20: 98% 2018/19: 97% | | M | |
| | 13.1.22.3 | Procurement and Contract Management is managed as a shared service delivery – Conformance | 100% of Procurement & Contract recommended Departures have valid procurement plans/strategies and risk assessment | | | | Departures in business units that are recommended by Procurement are checked and validated | 2022/23: 100% 2021/22: 100% (New LOS in 2021) | | M | |
| | 13.1.23.1 | Procurement and Contract Management Compliance Monitoring and Reporting | Report to Audit and Risk Management Committee monitoring compliance on time: 100% | | | | Report to Audit and Risk Management Committee every quarter. To ensure actions are closed out by the agreed timeframe, or revised timeframe | 2022/23: Achieved 2021/22: 100% 2020/21: 100% 2019/20: 100% 2018/19: 100% | | M | |

A.3. Levels of Service changes from Long-term Plan 2021-31, and why

Related Levels of Service (now known as Measures of Success and Targets) have been grouped together under Level of Service Statements. This provides a reduced suite of levels of service that are most critical and meaningful, rationalising the overall number to be presented in the LTP and included in future reporting to ELT, Council, and the community, while ensuring continued transparency of non-financial performance across services. Applying this process has resulted in no material changes to Measures of Success or Targets beyond those specifically set out below.

Deletions

| Activity / Level of Service | Change from 2021-31 LTP | Reason/Rationale | Options for Consultation |
|--|---|---|---|
| 13.1.15 (M) Payroll is processed | Moved to People & Culture Activity Plan | Moved to People & Culture Activity Plan as this business unit is now responsible for this Level of service. | Management measure, no consultation required. |
| 13.1.7.1 (M) Financial management – Asset valuation Target: Assets classes are valued on a rolling basis | Deletion | These are compliance and Audit requirements that occur as per policy. | Management measure, no consultation required. |
| 13.1.7.3 (M) Financial and Treasury management Target: Ensure compliance with financial and treasury management policies 100% of the time | Deletion | This will be adequately covered by LOS 13.1.7.4 | Management measure, no consultation required. |
| 13.1.7.5 (M) Council Annual Report Target: Deliver annual report within statutory timeframe and with unmodified audit opinion with no emphasis of matter | Deletion | This is a requirement of both the Local Government Act and the Office of the Auditor General. | Management measure, no consultation required. |
| 13.1.7.6 (M) Tax management Target: Deliver tax returns periodically and within statutory deadlines | Deletion | These are legislative and compliance requirements. | Management measure, no consultation required. |
| 13.1.9 (M) Complete successful citywide revaluation, including roll maintenance Target: 100% in accordance with the standards and timeframes set out in the Rating Valuation Act, Regulations, and Rules and any Orders made in | Deletion | This is a legislative requirement | Management measure, no consultation required. |

| Activity / Level of Service | Change from 2021-31 LTP | Reason/Rationale | Options for Consultation |
|--|-------------------------|--|---|
| relation to them. 100% of SLAs as per the contract | | | |
| 13.1.6 (M) General Ledger (GL) Accounts reconciled Target: At least 99% | Deletion | This is an internal control task. | Management measure, no consultation required. |
| 13.1.25.1 (M) Monitoring of CCTO performance Target: Report CCO and CCTO performance to Council in line with reporting cycle (quarterly or six monthly) | Deletion | It is a compliance requirement that such actions occur. | Management measure, no consultation required. |
| 13.1.10 (M) Insurance Programme Management: Council's assets have an appropriate level of insurance (subject to cost and insurance market availability) Claims for damaged assets are settled with the best possible outcome for Council Target: Quarterly update report to Finance and Performance Committee | Deletion | This is a management action that is also recorded on the risk register. It forms part of Councils quarterly reporting package. | Management measure, no consultation required. |
| 13.1.10.2 (M) Insurance claims are settled with the best possible outcome for Council Target: Half yearly reporting on outstanding insurance claims with detail of those settled | Deletion | An operational matter that is at the forefront of claim negotiations. | Management measure, no consultation required. |
| 13.1.11 (M) Rates are collected (includes rates on behalf of ECan) Target: % rates paid in same year: at least 97% | Deletion | This is an internal management protocol. Rates debtors' reports are included in Council quarterly reports. | Management measure, no consultation required. |
| 13.1.12 (M) Debt Collection Target: % debt collected at 3 months: At least 96% | Deletion | This is an internal management protocol. General debtors' reports are included in Council quarterly reports. | Management measure, no consultation required. |

| Activity / Level of Service | Change from 2021-31 LTP | Reason/Rationale | Options for Consultation |
|--|-------------------------|--------------------------------------|---|
| 13.1.14 (M) Manage un - cleared items on bank statements Target: No uncleared items >\$25k on bank statement 3 days after month end | Deletion | This is an internal management task. | Management measure, no consultation required. |
| 13.1.13 (M) Accounts Payable processed efficiently Target: % of Accounts Payable paid by 20th of month: At least 90% | Deletion | This is an internal management task. | Management measure, no consultation required. |

New

| Activity / Level of Service | Change from 2021-31 LTP | Reason/Rationale | Options for Consultation |
|---|-------------------------|--|---|
| LOS 13.1.27 (C) Implement agreed programme of Service Delivery Reviews (s17A) Target: Programme delivery to Council to agreed timelines | New | This LOS has been introduced to provide clarity on the range of core levels of service that the service/activity provides. | Management measure, no consultation required. |
| LOS 13.1.24.4 (M) Monitoring and research projects (surveys, analysis, and reports) prepared as required Target: Projects deliver to agreed timelines | New | | Management measure, no consultation required. |

Amendments

This Activity has no amended levels of service.

B. Appendix B: Possible issues impacting the Activity & the mitigations planned

B.1. Changing customer needs

Population / demographic changes (low impact)

| Issue/driver | Present Position | → Projection | Impact on services | Mitigating plans/actions |
|---|----------------------------|--------------|--|---|
| Population growth | 389,300 in 2022 (Stats NZ) | Evolving | <ul style="list-style-type: none"> May change/influence the way we deliver our services to the organisation and may be impacted by the local market and how that evolves with population growth | <ul style="list-style-type: none"> Seek learning opportunities to understand how we can harness meaningful change to better support the Organisation to serve a growing population Seek learning opportunities to understand how we can harness meaningful change to better support the Organisation to serve evolving Family and household structure |
| Ageing population | Evolving | | | |
| Family/household structure | | | | |
| Diversity | | | | |
| Shifts within city (e.g., growing communities, possible future managed retreat) | | | | |

Equity and access (low impact)

| Issue/driver | Present Position | → Projection | Impact on services | Mitigating plans |
|------------------------------|--|--|---|--|
| Incomes/discretionary income | According to Stats NZ, the median weekly earnings from wages and salaries in New Zealand grew by 7.1% in the year to the June 2023 quarter, reaching \$1,273 | <ul style="list-style-type: none"> According to the NZIER Consensus Forecasts, the annual average GDP growth rate for New Zealand is expected to slow down to 0.3% for the year ending March 2024, before picking up to 1% in the following year 1. | <ul style="list-style-type: none"> This may be considered when rates increases are applied along with the LoS and LTP obligations OPEX saving may be required which procurement will need to support through OPEX contract negotiations and strategic tender activity | <ul style="list-style-type: none"> LoS includes targets Procurement framework has a robust commercial lense over Plan, Source and manage Sustainability (Economic/Social/Environmental) focus as per our Procurement Policy |
| Growing gap rich and poor | This is noted as a low impact as the | | | <ul style="list-style-type: none"> Some mitigation can be applied through proposing Council review |

| | | | | |
|---------------------------|---|--|---|---|
| | finance and procurement services, whilst assisting the external activities of Council, do not have a direct impact on the setting of rates increases or other possible financial impacts. | | | its remission or other policies to ensure any growing gap between rich and poor is taken into account. |
| Equity access across city | Local market, include. Social Enterprise – low opportunity | <ul style="list-style-type: none"> • Increase opportunity | <ul style="list-style-type: none"> • Procurement Policy and Framework review and focus on Councillor direction and decisions | <ul style="list-style-type: none"> • Sustainability (Economic/Social/Environmental) focus as per our Procurement Policy • Local Market focus as per our Procurement Framework |

Identity and social cohesion (low impact)

This Activity has identified no possible identity and social cohesion issues impacting the Activity.

B.2. Tiriti Partnerships (low impact)

This Activity has identified no possible Tiriti Partnerships issues impacting the Activity.

B.3. Technological growth (low impact)

| Issue/driver | Present Position | → Projection | Impact on services | Mitigating plans |
|--|------------------|---|--|--|
| Changing technology and Procurement does not have end to end technical solutions | Evolving | <ul style="list-style-type: none"> • Unknown | <ul style="list-style-type: none"> • Opportunity to improve the service we offer to our customers • Efficiencies can be achieved | <ul style="list-style-type: none"> • Seek learning opportunities to understand how we can leverage technology changes |

| | | | | |
|---------------------------------------|--|--|--|---|
| (options are available in the market) | | | | to better improve our service budget and investment |
|---------------------------------------|--|--|--|---|

B.4. Resilience and environmental considerations

Climate change & adaptation (low impact)

This Activity has identified no possible climate change & adaptation issues impacting the Activity.

Sustainable development (low impact)

| Issue/driver | Present Position | → Projection | Impact on services | Mitigating plans |
|--|--|--|---|--|
| Managing GHG emissions (per table above) | <ul style="list-style-type: none"> Ethical market and modern slavery including forced labour is a major issue globally. Christchurch City Council takes this issue seriously and is committed to eradicating all forms of modern slavery. Sustainability (Economic/Social/Environmental) focus as per our Procurement Policy – this includes all subjects in issues/drivers | <ul style="list-style-type: none"> No Change | <ul style="list-style-type: none"> None as Christchurch City Council Procurement Policy and supporting Framework already includes this driver. | <ul style="list-style-type: none"> Christchurch City Council Procurement Policy and supporting Framework prescribe the process for appointing new suppliers, conducting supplier due diligence, establishing supply arrangements, executing supply contracts as well as making purchases and placing orders. We are committed to the highest standards of social, environmental responsibility and ethical conduct. |
| Ethical markets & procurement | | <ul style="list-style-type: none"> Modern Slavery legislation is being discussed in the New Zealand Government. Australia, the UK and the EU already have laws in place. Therefore, our projection is that within this next LTP period, there will be a new legislation being implemented in New Zealand. | | |
| Resilience & risk | | <ul style="list-style-type: none"> No Change | | |
| Natural hazards | | <ul style="list-style-type: none"> No Change | | |
| Triple bottom line | | <ul style="list-style-type: none"> No Change | | |

B.5. Infrastructure (low impact)

| Issue/driver | Present Position | → Projection | Impact on services | Mitigating plans |
|--------------|------------------|--------------|--------------------|------------------|
|--------------|------------------|--------------|--------------------|------------------|

| | | | | |
|---|---|---|---|---|
| Delivering on what we say and looking after what we've got | Evolving – working with our suppliers to help impact where they deliver services on behalf of Council | <ul style="list-style-type: none"> Unknown | <ul style="list-style-type: none"> Failure to have the correct internal infrastructure in place could affect the ability of the Unit to deliver to the wider organisation | <ul style="list-style-type: none"> Continue to support delivery by implementing technology and systems Proactively review systems and processes to ensure staff are empowered to deliver effectively |
| Resilience to impacts of climate change | | <ul style="list-style-type: none"> Unknown | <ul style="list-style-type: none"> Failure to have the correct internal infrastructure in place could affect the ability of the Unit to support resilience and adaptability across Council | <ul style="list-style-type: none"> Continue to support delivery by implementing technology and systems Proactively review systems and processes to ensure staff are empowered to adapt and deliver effectively in the face of global change |
| Planning and investing for growth | | <ul style="list-style-type: none"> Unknown | <ul style="list-style-type: none"> Failure to have the correct internal infrastructure in place could affect the ability of the Unit to support change and growth | <ul style="list-style-type: none"> Continue to support delivery by implementing technology and systems Proactively review systems and processes to ensure staff are empowered to adapt and deliver effectively in the face of global change |
| Understanding and maintaining the condition of our infrastructure | | <ul style="list-style-type: none"> Unknown | <ul style="list-style-type: none"> Failure to have the correct internal infrastructure in place could affect the ability of the Unit to deliver to the wider organisation | <ul style="list-style-type: none"> Continue to support delivery by implementing technology and systems Proactively review systems and processes to ensure staff are empowered to deliver effectively |

B.6. Regulations & reform (medium impact)

| Issue/driver | Present Position | → Projection | Impact on services | Mitigating plans |
|-----------------------------|---|--|--|---|
| Three Waters reform | Procurement Activity performed by Council | <ul style="list-style-type: none"> • May be separated into new entity | <ul style="list-style-type: none"> • Less work required on direct contracts • May require bridging/relationship type contracts | <ul style="list-style-type: none"> • TBC after entity is clarified |
| Future for Local government | There will be likely impacts on the services within the PMR activity from any future local government reform. | <ul style="list-style-type: none"> • | <ul style="list-style-type: none"> • Amalgamation of services | <ul style="list-style-type: none"> • Stay abreast of future briefings and announcements. • Ensure intended service delivery plans and methods of delivery keep pace with this changing situation, to be best placed should amalgamation take place. |

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B.7. Identified Business Unit Risks

Business Units aligned with this activity, i.e., Facilities and Asset Planning, Legal and Democracy, Digital and Community Support & Partnerships, will collaborate to deliver the levels of service for this activity.

Business risks that could impact this activity have been considered. A summary of risks currently assessed as most relevant to the activity are listed below. Risks are recorded and periodically reported to the Executive Leadership Team and the Audit and Risk Management Committee.

| Strategic priorities risk is associated with | Risk Description | Impact | Likelihood | Inherent Risk Rating | Controls / Mitigations | Residual Risk Rating |
|--|---|--------|------------|----------------------|---|----------------------|
| Performance | | | | | | |
| <ul style="list-style-type: none"> Build trust and confidence in the Council. Manage ratepayers' money wisely. | <p>Ensure LTP/AP content alignment</p> <p>There is a risk of:</p> <ul style="list-style-type: none"> key elements of the LTP/AP (outcomes, levels of service, budgets, capital projects and asset plans) can become misaligned. | Major | Unlikely | Medium | <ul style="list-style-type: none"> Ensure workstream plans remain current and aligned, through regular reporting to the LTP project team, LTP Steering Group, ARMC and Finance and Performance Committee. Where misalignment is identified that cannot be readily resolved, ensure rapid escalation of content misalignment to LTP project team, LTP project sponsor, LTP Steering Group. | Low |
| <ul style="list-style-type: none"> Build trust and confidence in the Council. Manage ratepayers' money wisely. | <p>Manage LTP/AP milestone slippage</p> <p>There is a risk of:</p> <ul style="list-style-type: none"> Key milestones for the LTP process are missed. This would compromise the project timeline. | Major | Likely | High | <ul style="list-style-type: none"> LTP project team, LTP Steering Group, ARMC and Finance and Performance Committee adhere to agreed timeframes, process and expectations, and monitors milestone progress and risks on a monthly basis from July 2022 - June 2024. Workstream leads for each key workstream of the LTP are | Low |

| Strategic priorities risk is associated with | Risk Description | Impact | Likelihood | Inherent Risk Rating | Controls / Mitigations | Residual Risk Rating |
|--|---|----------|---------------|----------------------|---|----------------------|
| | | | | | responsible for rapid escalation of any risks that could compromise delivery of a fit for purpose documents for presentation to councillors from July 2023. | |
| <ul style="list-style-type: none"> • Build trust and confidence in the Council. • Manage ratepayers' money wisely. | <p>Effective engagement with appropriate representational portion of our community</p> <p>There is a risk:</p> <ul style="list-style-type: none"> • We aren't engaging with a representative portion of the community through consultations, which could mean we aren't getting the full picture. | Moderate | Highly Likely | High | <ul style="list-style-type: none"> • Through the LTP workstream plan for Communication and Engagement Council's Engagement Working Group's Strategy for early engagement on the Long Term Plan provides a high level overview of tactics to support engagement on the Long Term Plan. The Strategy was developed with input from the Engagement Working Group and advocates from a range of communities, and aims to: <ul style="list-style-type: none"> ○ Support the development of a Long Term Plan that closely matches the priorities of our community ○ Increase residents' understanding of what a Long Term Plan is, and why it is such an important conversation for Christchurch and Banks Peninsula. | High |

| Strategic priorities risk is associated with | Risk Description | Impact | Likelihood | Inherent Risk Rating | Controls / Mitigations | Residual Risk Rating |
|--|---|--------|------------|----------------------|---|----------------------|
| | | | | | <ul style="list-style-type: none"> ○ Encourage submissions from a diverse range of submitters. <p>The Strategy proposes tactics to be delivered in three phases, running until consultation on the LTP in March-April 2024.</p> | |
| <ul style="list-style-type: none"> • Build trust and confidence in the Council. • Manage ratepayers' money wisely. | <p>Provide effective and timely reporting to Governance around organisational performance</p> <p>There is a risk of:</p> <ul style="list-style-type: none"> • Governance not being able to make informed decisions and we will not understand if we are on track to meet organisational performance targets. This could result in critical service delivery failure, degradation of overall residents' satisfaction with Council, and potential reputational risks. | Major | Unlikely | Medium | <ul style="list-style-type: none"> • Ensure ongoing monthly reporting of the organisational key performance targets (as a minimum service delivery (LOS), capital project delivery, operational and capital budgets) to Council or appropriate open committee forum. • Provide as year-end forecasts with exceptions reporting throughout the year, with year-end actual information for June. • Exceptions to be provided with appropriate management comments and remedial actions for bring performance back on track. • Provide opportunity for Councillors/committee members to ask questions and seek clarifications. | Low |

| Strategic priorities risk is associated with | Risk Description | Impact | Likelihood | Inherent Risk Rating | Controls / Mitigations | Residual Risk Rating |
|--|---|----------|------------|----------------------|---|----------------------|
| <ul style="list-style-type: none"> Build trust and confidence in the Council. Manage ratepayers' money wisely. | <p>Ensure the Performance Framework remains in place at all times</p> <p>There is a risk:</p> <ul style="list-style-type: none"> The organisation is not giving full effect to the decisions of Council. This could result in critical service delivery failure, degradation of overall residents' satisfaction with Council, delivering services not agreed to through Governance, and potential reputational risks. | Major | Unlikely | Medium | <ul style="list-style-type: none"> Ensure all Performance Framework (Big Picture) linkages and key components remain functional, are understood, and are actively used by all levels of leadership within the organisation. Reinstate Annual PDP audit by business partners to ensure adequate operationalising of council agreed objectives and ELT performance priorities through PDPs (currently in hiatus). | Medium |
| <ul style="list-style-type: none"> Build trust and confidence in the Council. Manage ratepayers' money wisely. | <p>Ensure our monitoring and research services remain effective, safe, and focused on collection, analysis and reporting of data and findings from residents, for the benefit of decision makers, residents and the community as a whole.</p> <p>There is a risk of:</p> <ul style="list-style-type: none"> Inaccuracies in data collection, analysis, or | Moderate | Unlikely | Medium | <ul style="list-style-type: none"> Ensure data collection, analysis and reporting processes are documented and followed where required. Peer review data outputs before these are given to decision makers. Staff handling and collecting data are aware of relevant Privacy Act provisions.; confidential data stored in restricted drives; confidential data not emailed if this can be avoided by using Microsoft | Low |

| Strategic priorities risk is associated with | Risk Description | Impact | Likelihood | Inherent Risk Rating | Controls / Mitigations | Residual Risk Rating |
|--|---|--------|------------|----------------------|---|----------------------|
| | <p>reporting. This could result in incorrect findings being reported to decision makers and/or loss of trust and confidence in data.</p> <ul style="list-style-type: none"> • Data privacy breaches. This could result in violations of the Privacy Act 2020 and/or loss of confidence in residents giving feedback to Council. • Some Community Outcomes and organisational performance indicators and targets not able to be measured due to gaps in secondary datasets and data not being available. This could result in failure to provide progress results for some outcome and performance measures. | | | | <p>Teams or another secure transfer method.</p> <ul style="list-style-type: none"> • Ensure data supply deadlines are in place with data suppliers. • Ensure data gaps are identified and primary surveying is considered where appropriate to reduce data gaps. • Ensure ongoing data gaps and viable mitigation approaches are recorded in Community Outcomes and performance methodology documents and reports and are reviewed frequently • Ensure Resident Surveys methodology is regularly peer reviewed to ensure it aligns to the service commitments adopted by Council, and to ensure when conducting surveys, we are capturing the core concerns of our community, towards understanding opportunities to improve our service offerings. • Ensure our community outcomes monitoring and reporting programmes are reviewed regularly and aligned to Councils adopted outcomes, and that they provide the | |

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|--|---|---------|----------------|----------------------|--|----------------------|
| | | | | | longer-term trend line perspectives of the effectiveness of our service delivery programmes. | |
| <ul style="list-style-type: none"> Build trust and confidence in the Council. Manage ratepayers' money wisely. | Retention and development of staff <ul style="list-style-type: none"> Lack of team resources (staffing) will lead to inability to deliver some legally required organisational outputs (LTP, Annual Plan, Performance reporting, Service Delivery Reviews, survey and monitoring an research) | Major | Likely | Medium | <ul style="list-style-type: none"> Support filling existing (not additional) vacancies or reduce work programme. | Medium |
| Finance | | | | | | |
| <ul style="list-style-type: none"> | Uncertainly regarding Three Waters transfer, extent and debt agreement | Extreme | Likely | | <ul style="list-style-type: none"> Liaising closely with NTU/DIA on transfer and timing of 3 Waters related debt. | High |
| <ul style="list-style-type: none"> | Climate Change costs cannot be absorbed in Financial Strategy or fully quantified – or decisions not made on how to incorporate in time | Extreme | Unlikely | medium | <ul style="list-style-type: none"> Maintenance of an appropriate level of debt headroom. | Medium |
| Procurement | | | | | | |
| <ul style="list-style-type: none"> Manage ratepayers' money wisely | Strategic Procurement Advice – Inaccurate data being captured and reported on | Major | Almost certain | Very High | <ul style="list-style-type: none"> Data in SAP for spend, contracts and suppliers is updated to better reflect what is being bought and who is buying it. | High |

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|--|--|--------|------------|----------------------|---|----------------------|
| <ul style="list-style-type: none"> Champion Ōtautahi Christchurch | <p>There is a risk of:</p> <ul style="list-style-type: none"> Making sub-optimal procurement decisions caused by not having access to complete, timely, relevant, and accurate data. Unsupportable procurement position, challenge of procurement decision/outcome and/or an unsatisfactory outcome for Council. | | | | <p>Standard SAP reporting is available for analysis of spend and budget management.</p> <ul style="list-style-type: none"> The role of a procurement data custodian will be defined. Awareness training provided to relevant staff around roles and responsibilities. Prior to releasing a tender to the market, an appropriately detailed procurement plan is developed and approved by Business Owners with the support of a Procurement Lead where required. All RFx documents to be reviewed and approved by a Procurement Manager over \$500k. Easily accessible information available on the HUB regarding the procurement framework. Procurement training for all new staff undertaking procurement activity on behalf of the Council will be offered. Ongoing procurement framework training offered. Develop and implement a quarterly internal audit and reporting process to identify spend non-compliance on activities that are occur outside | |

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|---|---|--------|------------|----------------------|--|----------------------|
| | | | | | of the procurement framework reporting to appropriate responsible personnel. | |
| <ul style="list-style-type: none"> Be an inclusive and equitable city which puts people at the centre, | <p>Retaining and Developing Staff <i>(Procurement expertise is on the Long-Term Skill Shortage List on Immigration New Zealand)</i></p> <p>There is a risk of:</p> <ul style="list-style-type: none"> Not being able to attract and retain appropriate staff. Being unable to develop staff to the level that we need them to operate at to provide the level of support and service which we strive to provide. Lack of resources to deliver our levels of service and support the business units with appropriate advice to ensure Council meets its strategic framework objects through our supply chain. | Minor | Likely | Medium | <ul style="list-style-type: none"> Develop and complete a procurement capability assessment as part of Annual PDP process to identify opportunities for career development. Regular 1:1 meetings (at least twice per month) are held with each staff member to facilitate open communication around workload, development opportunities & career aspirations. Identify opportunities for staff to receive training and development opportunities in skills and behaviours that are required for their role now and in the near future as our IT systems and financial processes are upgraded. | Low |

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|--|---|--------|----------------|----------------------|---|----------------------|
| <ul style="list-style-type: none"> • Be an inclusive and equitable city which puts people at the centre, • Manage ratepayers' money wisely | <p>Strategic Procurement Advice – Policy and Framework</p> <p>There is a risk of:</p> <ul style="list-style-type: none"> • Making sub-optimal procurement decisions caused by lack of understanding of Council's Procurement Policy and supporting Framework. • Unsupportable procurement position, challenge of procurement decision/outcome and/or an unsatisfactory outcome for Council | Major | Almost certain | Very High | <ul style="list-style-type: none"> • Prior to releasing a tender to the market, an appropriately detailed procurement plan is developed and approved by Business Owners with the support of a Procurement Lead where required. All RFX documents to be reviewed and approved by a Procurement Manager. • An appropriate probity officer allocated for a sourcing activity based on the assessed risk. This needs to be reviewed as part of approving the procurement plan. • The conflict of interest policy and processes must be applied for each procurement undertaken. Confidentiality & Conflict of Interest form will be reviewed by the probity officer during the planning and delivery phase (as appropriate). • Easy accessible information available on the HUB in regards to the procurement framework. • Procurement training for all new staff undertaking procurement activity on behalf of the Council will be offered. | Very High |

| Strategic priorities risk is associated with | Risk Description | Impact | Likelihood | Inherent Risk Rating | Controls / Mitigations | Residual Risk Rating |
|---|---|--------|----------------|----------------------|--|----------------------|
| | | | | | <ul style="list-style-type: none"> Ongoing procurement framework training offered. Develop and implement a quarterly internal audit and reporting process to identify spend non-compliance on activities that occur outside of the procurement framework reporting to appropriate responsible personnel. | |
| <ul style="list-style-type: none"> Manage ratepayers' money wisely | <p>Ability to provide an agile procurement support and service that addresses current volatile and uncertain environment while being compliant with relevant legislation.</p> <p>There is a risk of:</p> <ul style="list-style-type: none"> Unable to quickly make buying decisions, when required not withstanding emergency procurement. The procurement tools and processes in use do not enable agile, informed and quick procurement decisions. | Minor | Almost Certain | Medium | <ul style="list-style-type: none"> Upskill key procurement staff on new agile Public Procurement methods. Develop and deliver an internal training to all staff who lead procurement projects and relevant business units to understand new agile ways of working. Assess and implement the right tools to support agile, informed and quick procurement decisions. | Low |
| <ul style="list-style-type: none"> Build a cohesive | Health and Safety | Major | Unlikely | Medium | <ul style="list-style-type: none"> The approach to H&S evaluation is to be outlined and | Low |

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|---|--|--------|------------|----------------------|--|----------------------|
| Council – Proud to work for the Council – Health Safety and Wellbeing | <p>There is a risk of:</p> <ul style="list-style-type: none"> Procurement processes fails to identify suppliers who follow unsafe practices creating the potential for unnecessary health and safety risk to their employees, our staff and citizens. | | | | <p>justified as part of the procurement plan which is signed off by the Procurement Manager.</p> <ul style="list-style-type: none"> For tenders where the scope of work is assessed as Classification 1 (high risk work) respondents are required to be registered with a 3rd party assessment company and contribute to the Site Specific Safety Plan (SSSP). If suppliers are not registered with the 3rd party assessment company, a risk questionnaire must be completed. The supplier response is assessed as part of the evaluation on a pass/fail basis by a technically qualified and trained person. Where required. For tenders where the scope of work is not ‘Classification 1’ respondents are required to sign a statement confirming that they comply with the relevant H&S Act 2015" | |