

Activity 13.13: City Environment Business Administration and Business Improvement

Accountable Manager: Emma Gibbons

What services are provided?

- General and technical administration support (for City Environment Group)
- Business improvement, analysis and review and process documentation (for City Environment Group)

Why do we provide these services?

Business support – as a shared service supports the City Environment Group in the delivery of the Long Term Plan (LTP) and the Christchurch City Council vision and goals. Ensuring consistent, effective and efficient general and technical administration support.

City Environment provide the core infrastructure activities for council, that have varied technical requirements. As such the group requires focused and consistent business improvement initiatives to ensure group services are delivered in the most efficient and effective manner and to reinforce an ongoing culture of continuous improvement.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<i>City Environment Business Support supports the delivery of Council activities and services to the community by the City Environment Group, and thus contributes to many community outcomes.</i>	

Which group or section of the community will benefit from this activity?: City Environment group; CCC organisation; Rate payers; vendors/suppliers; the wider community.
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Key legislation: <ul style="list-style-type: none">• Local Government Act 2002; other Territorial Authority legislative requirements

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
General and technical administration support					
13.13.1 Deliver effective and efficient general and technical administration support	2011/12 97% 2010/11 98% 2009/10 96.8%	None available	13.13.1.1 At least 297 hours of staff resource time provided per week 13.13.1.2 At least 95% of monthly administration tasks completed	Service level agreement detailing service and delivery timeframes agreed with customer group annually. Achievement of LOS confirmed by measurement of 10% of workload. All tasks measured through out financial year.	<i>Accepted</i>
13.13.2 Customers are satisfied with service given	2011/12 100% 2010/11 not surveyed 2009/10 92.9%		At least 90% ongoing	Point of contact survey	<i>Accepted</i>
13.13.5 Monthly quality review checks of administration tasks completed, as per annual calendar	2011/12 99%		At least 95% quality level achieved	Quality reviews look to see that the tasks meet agreed standards.	<i>Accepted</i>

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Business improvement, analysis and review and process documentation					
13.13.3 Create and maintain documented processes and procedures	2011/12 not measured 2010/11 95% 2009/10 100%	No Benchmark available	At least 95% of agreed processes are created or maintained annually	Efficient, effective, consistent and cost effective, processes are developed, documented and reviewed to support the effective delivery of all City Environment group processes.	<i>Accepted</i>
13.13.4 Manage Business Improvement projects across City Environment Group/Council	2011/12 % not known, 2 projects incomplete 2010/11 70% 2009/10 100%		100% of agreed project deliverables are completed annually	Efficient, effective and proactive management of the delivery of agreed projects, as negotiated with Customers and Stakeholders. Ensuring an outcome of consistent and cost effective processes and systems to support the effective delivery of City Environment group services. Identifying best practice approaches.	<i>Accepted</i>