

Long Term Plan 2024-34 Activity Plan

Mayoral, Councillor and Executive Support

- *Provide information, support and advice to the Mayor, Deputy Mayor and Councillors, and Chief Executive*
- *Provision of information in accordance with LGOIMA*

Adopted XX and XX June 2024

Approvals

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			Signature	Date of sign-off
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1. What this activity delivers

Mayoral, Councillor and Executive Support

This activity supports both the Mayor and the Chief Executive to discharge their statutory duties.

The role of the Mayor is set out in section 41A of the Local Government Act and includes providing leadership to elected members and people in the district; and leading the development of the Council's plans, policies and budgets. Likewise, the role of the Chief Executive is detailed under section 42 of the Act. They are responsible, amongst other things, for implementing the decisions of the local authority, providing advice to members of the local authority and community boards, ensuring the effective and efficient management of the activities of the local authority; and acting as the principal administrative officer.

The Office of the Mayor and Chief Executive provides information, support and advice to the Mayor, Deputy Mayor, Councillors and Chief Executive. The Office supports the Mayor and Chief Executive to participate in and maintain significant external relationships, including the Canterbury Mayoral Forum, Greater Christchurch Partnership, Local Government New Zealand along with Central Government and other key stakeholders. The Office coordinates and analyses comprehensive policy information from across the organisation and from external sources, as well as providing executive support.

The Office, through the Official Information Team, processes all requests for information under the Local Government Official Information and Meetings Act (LGOIMA) and the Privacy Act, with a technical oversight of LGOMIA and Privacy by the Head of Democracy and Legal Services. The Office also coordinates Elected Member queries and correspondence; and administers Council briefings.

A separate Executive Support Team provides administrative support to the Executive Leadership group.

The Office of the Mayor and Chief Executive is responsible for the delivery of Civic and International Relations, covered under its own Activity Plan.

This activity includes the following services:



Provide information, support and advice to the Mayor, Deputy Mayor, Councillors, and Chief Executive

- This activity ensures advice and support are provided to the Mayor, Councillors and Chief Executive to assist them in their duties.



Provision of information in accordance with LGOIMA

- This activity receives and processes requests for information under the provisions of the Local Government Official Information and Meetings Act (LGOIMA).



Mayor and Councillors – 2022-2025 Triennium. Source: CCC website 2023



A snapshot of annual provision and use:

- ✓ Responded to approx. 1000 LGOIMA requests
- ✓ Responded to approx. 50 Ombudsman complaints
- ✓ Supported 51 Briefings and workshops
- ✓ Circulated 348 staff memos
- ✓ Responded to approx. 1300 Elected Member queries
- ✓ Responded to ~5000 pieces of mayoral correspondence
- ✓ Managed ~ 820 mayoral meetings
- ✓ Managed ~ 600 mayoral invitations
- ✓ Managed ~ 750 Deputy Mayor and Councillor meetings

Who our key customers are: Mayor, Deputy Mayor, Councillors, the Chief Executive, Residents.

Who our key stakeholders are: ELT, Heads of and Units, Ombudsman, Privacy Commissioner, Central Government (Ministers Office's), LGNZ, Canterbury Mayoral Forum, Greater Christchurch Partnership

What you think: External (LGOIMA and Correspondence) and Internal (EM Queries) volumes and response expectations are increasing. Social media is fuelling 24/7 expectations of accessibility and responsiveness of Elected Members.

What Customers say: Only 24% of residents surveyed believe the Council is open and transparent [Resident Survey Snap Shot 2022/23]

Community outcomes: A collaborative confident city

Where we came from

In 2012 the Local Government Act was amended to provide Mayors with new powers and responsibilities. Mayoral support at that time was provided by Democracy Services.

In 2013 a standalone Mayor's Office with a Chief of Staff and additional staff resource was established following external consultancy advice.

In 2015 an Office of the Chief Executive was established by the Fit4Future Review, incorporating a Chief and Senior advisors, Public Information advisors, Treaty advisors and the Civic & International Team.

In 2017 the Mayor's Office was reviewed by the then Chief of Staff and advisory and support staff were expanded.

In 2020 the Mayor's Office and Office of the Chief Executive were merged to form the Office of the Mayor and Chief Executive (OMCE), under a Director of the OMCE. The Mayor's Office Chief of Staff and some advisory positions were disestablished. The Treaty Advisors were moved to report to the CE.

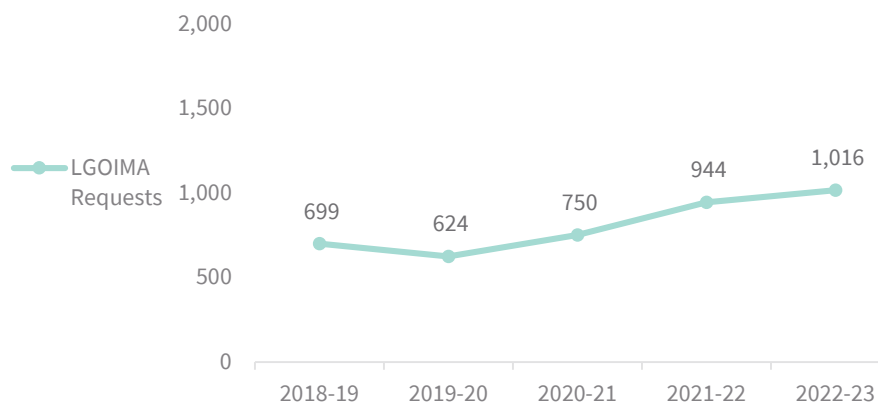
In Feb 2021 the Director of OMCE position was disestablished and in November 2021 a new Head of OMCE position was created in the Third-Tier restructuring.

What our community is saying



Demands for openness and transparency are increasing

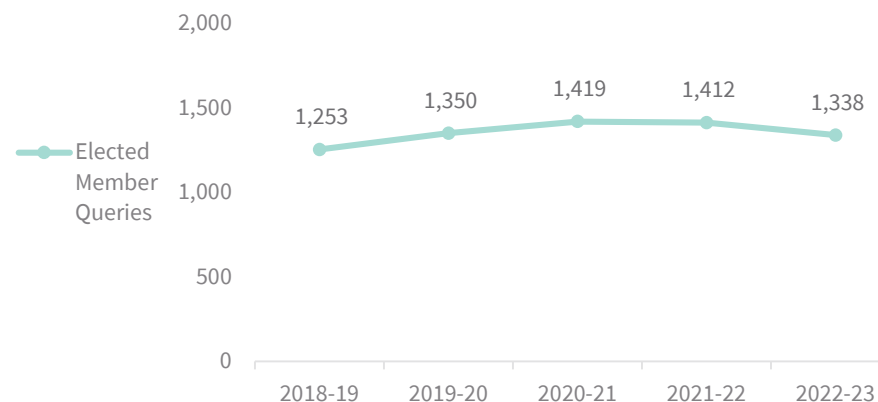
LGOIMA Requests



Activity	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 (Est)
LGOIMA requests	699	624	750	944	1016	1188
LGOIMA timeframes (days)	N/A	N/A	16.7	22.7	13.3	11.1
EM Queries	1253	1350	1419	1412	1315	940
CE Correspondence	305	363	302	161	412	612
Ombudsman Complaints	N/A	N/A	17	33	49	50
Ombudsman Adverse Findings	N/A	N/A	3	2	2	TBC





Source: [Official Information Team](#)

Elected Member Queries









2. Why we deliver this activity

2.1. Community Outcomes: How this activity contributes


Community Outcomes		Contribution*	Key contributions to achieving our community outcomes
	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	☆☆☆	<ul style="list-style-type: none"> We support interactions, meetings and correspondence between the Mayor, Deputy Mayor, Councillors and Chief Executive with the community and city stakeholders to promote active participation in governance forums and to inform decision making. We oversee the timely and accurate response to LGOIMA requests to promote transparent communication of Council decision-making and information sharing with residents and stakeholders.
	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	☆☆	<ul style="list-style-type: none"> We facilitate the leadership of the Mayor, Deputy Mayor, Councillors and Chief Executive, to articulate, agree on and monitor staff's implementation and the outcomes of Council policy decisions made that support us to deliver a green, liveable city. We support the Mayor, Deputy Mayor, Councillors and Chief Executive to have constructive relations with communities of interest and key stakeholders in the areas of climate change and promoting a regenerative environment.
	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'	☆☆	<ul style="list-style-type: none"> We facilitate the leadership of the Mayor, Deputy Mayor, Councillors and Chief Executive, to articulate, agree on and monitor staff's implementation and the outcomes of Council policy decisions to deliver a cultural powerhouse city. We support the Mayor, Deputy Mayor, Councillors and Chief Executive to have constructive relations with the city's diverse communities and key stakeholders for the arts, cultural and sporting interests.
	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	☆☆	<ul style="list-style-type: none"> We facilitate the leadership of the Mayor, Deputy Mayor, Councillors and Chief Executive, to articulate, agree on and monitor staff's implementation and the outcomes of Council policy decisions to deliver a thriving and prosperous city. We support the Mayor, Deputy Mayor, Councillors and Chief Executive to have constructive relations with communities of interest and key stakeholders for business and investment.
*Level of contribution – what this means			
★★★★	This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service		
★★★	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		
★★	This activity supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service if practicable		
★	This activity may provide incidental support to achieving this community outcome – it's not cost-effective to measure our impact		

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"> We facilitate engagement with the Mayor, Deputy Mayor, Councillors and Chief Executive and in Council processes through connections/ relationships with community and strategic partners, enabling the members to represent those community views to the Council.
	Champion Christchurch and collaborate to build our role as a leading New Zealand city	★★	<ul style="list-style-type: none"> We facilitate external meetings, national visits and regional partnership attendance to showcase Christchurch as a leading New Zealand city. (Note the Civic & International Relations team's facilitation of the international aspects of this are detailed in a separate Activity Plan). We support the Mayor, Deputy Mayor, Councillors and Chief Executive in their relationships with ChristchurchNZ, as City promotion and attraction agency, and with other key city organisations.
	Build trust and confidence in the Council through meaningful partnerships and communication, listening to and working with residents	★★★★	<ul style="list-style-type: none"> We look to enhance the Council's reputation for transparency and good decision-making through: <ul style="list-style-type: none"> Managing Mayor, Councillor and CE correspondence Promoting transparency e.g. proactive information releases, PX meeting releases, attendance records, expense records, etc Processing of LGOMIA requests and responding to Ombudsman investigations Managing privacy requests and investigations Ensuring the Mayor, Councillors and CE are provided with timely and suitable advice
	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 indigenous biodiversity, water bodies and tree canopy.	★★	<ul style="list-style-type: none"> Facilitate the Mayor and the Chief Executive's leadership in support of Council lowering our emissions and building our resilience to climate change impacts. Supporting the Mayor to meet responsibilities under the Global Covenant of Mayor's for Climate Change.
	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"> Support the Mayor's leadership to ensure that Council manages ratepayers' money wisely.
	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"> Support the Mayor's leadership to ensure that Council actively balances the needs of today's residents with the needs of future generations.
*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

	<p>Key sources of greenhouse gas emissions from this activity includes:</p> <p><u>Operational/embedded emissions</u></p> <ul style="list-style-type: none"> • <i>Office facilities:</i> Emissions from Te Hononga Civic Office facilities used by OMCE staff, and facilities used for Mayor, Deputy Mayor, Councillor and Chief Executives meetings. This includes printing, materials, electricity, etc. • <i>Work travel – Local /Regional:</i> The Mayor, Deputy Mayor, Councillors and Chief Executive travel for work purposes with associated travel emission. However, travel for OMCE staff is rare and limited to travel to support the Mayor and Deputy Mayor at external local/regional meetings. • <i>Work travel – National/International:</i> The Mayor and Chief Executive are the most frequent contributors to aircraft emissions from domestic travel. For consideration of international travel refer to the CIR Activity Plan. However, travel for OMCE staff is very rare – max one flight per year. • <i>Upstream emissions by suppliers:</i> While emissions by providers of OMCE resource are indirect and currently unquantified, they are still an emissions-source associated with our activities. OMCE rely on Council Procurement to vet the climate and environmental credentials of providers of OMCE resources e.g. stationery, electricity, etc. <p><u>Indirect emissions from users of the activity:</u></p> <ul style="list-style-type: none"> • <i>Non-Work travel:</i> Private vehicle travel of the Mayor, Deputy Mayor and Councillors to participate in self-organised meetings with residents. • <i>Commuting:</i> OMCE staff commuting emissions plus the commuting emissions of the Mayor, Deputy Mayor Councillors and Chief Executive 				
	<p>The Office of the Mayor and Chief Executive are taking the following actions to reduce greenhouse gas emissions:</p> <table border="1"> <thead> <tr> <th>Operational/embedded greenhouse gas emissions</th> <th>Greenhouse gas emissions by users of Office of the Mayor and CE</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • <i>Office facilities:</i> Responsibility for operational emissions from Te Hononga Civic Office falls to the Facilities Management Team. • <i>Work travel – Local /Regional:</i> We encourage and implement virtual meeting options where possible. Facilities lease a Nissan Leaf for use of the Mayor, Deputy Mayor and OMCE staff travelling in support of local and regional meetings. The current Mayor also utilises a private hydrogen powered vehicle. • <i>Work travel – National/International:</i> We encourage and implement virtual meeting options where possible. <i>Upstream suppliers:</i> OMCE rely on Council Procurement to vet the climate and environmental credentials of Office supplies e.g. stationery, electricity, etc. </td> <td> <ul style="list-style-type: none"> • <i>Mayor and Councillor's Non-Work travel:</i> We encourage and implement virtual meeting options where possible. • <i>Commuting:</i> Our flexible working policy allows and encourages working from home where appropriate to reduce commuting emissions. </td> </tr> </tbody> </table>	Operational/embedded greenhouse gas emissions	Greenhouse gas emissions by users of Office of the Mayor and CE	<ul style="list-style-type: none"> • <i>Office facilities:</i> Responsibility for operational emissions from Te Hononga Civic Office falls to the Facilities Management Team. • <i>Work travel – Local /Regional:</i> We encourage and implement virtual meeting options where possible. Facilities lease a Nissan Leaf for use of the Mayor, Deputy Mayor and OMCE staff travelling in support of local and regional meetings. The current Mayor also utilises a private hydrogen powered vehicle. • <i>Work travel – National/International:</i> We encourage and implement virtual meeting options where possible. <i>Upstream suppliers:</i> OMCE rely on Council Procurement to vet the climate and environmental credentials of Office supplies e.g. stationery, electricity, etc. 	<ul style="list-style-type: none"> • <i>Mayor and Councillor's Non-Work travel:</i> We encourage and implement virtual meeting options where possible. • <i>Commuting:</i> Our flexible working policy allows and encourages working from home where appropriate to reduce commuting emissions.
Operational/embedded greenhouse gas emissions	Greenhouse gas emissions by users of Office of the Mayor and CE				
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We understand and are preparing for the ongoing impact of Climate change

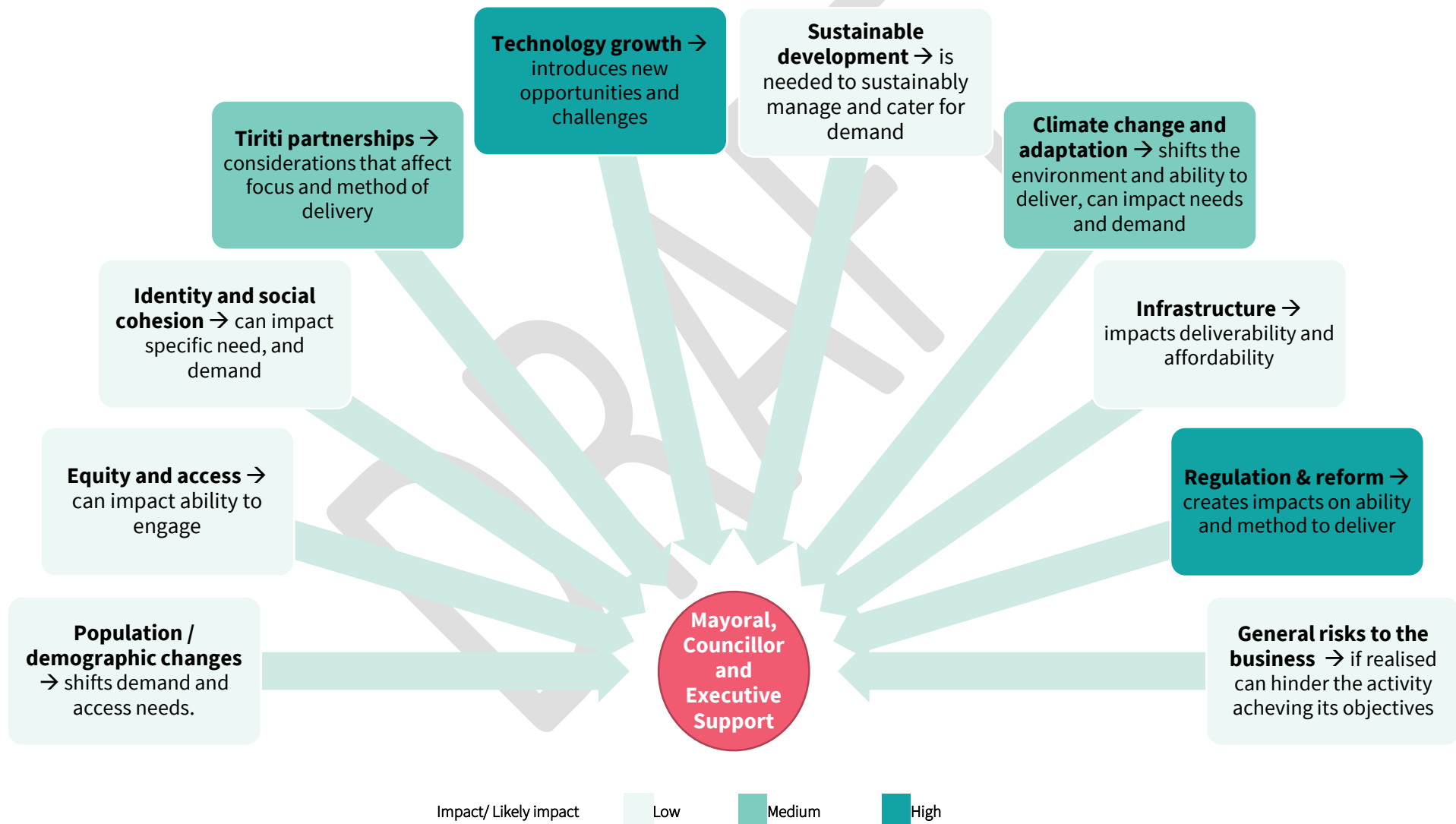
	<p>Key climate risks for the Office of the Mayor and Chief Executive includes:</p> <ul style="list-style-type: none"> • <i>Physical risks to staff:</i> The changing climate could have direct impacts on our staff. This includes extreme weather (such as rainfall, flooding, extreme hot days, etc) affecting 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. • More frequent severe weather events and the range of climate change risks will generate risk and costs across the business impacting on CDEM framework and responses, the work programme and requiring more frequent tactical responses from OMCE in support of the Council's strategic priorities. • Significant central government climate and emergency management policy /programme directions will impact the activity through requiring a leadership response.
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	<p>Options being considered to reduce the risks to the Office of the Mayor and Chief Executive 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>Changing regulatory framework:</i> The key mitigation of risks of increased severe weather events, CDEM responses, climate risks and associated government programme of works is to ensure adequate capacity and capability of OMCE staff to understand and facilitate the Mayor and Chief Executive’s response to climate events and policy frameworks.
We are guardians of our natural environment and taonga	
	<ul style="list-style-type: none">• Review opportunities to enhance support for the Mayor, the Climate Portfolio Lead and Elected Members to understand climate impacts and secure adequate advice from across the business to enable informed decision making.
	<ul style="list-style-type: none">• There are no anticipated levels of service changes for OMCE, in this LTP or that may be required in the future as a result of climate change.

3. How we are planning for future impacts

There are various factors influencing current and future demand on the Mayoral, Councillor and Executive Support activity and levels of service. 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.



Technology growth

→ Openness, transparency and response expectations driven by social media

This will **impact the community outcomes and strategic priorities** through increased demand for transparency, 24/7 availability of members and speed of responses

Mitigating actions to ensure we manage these demands includes additional Official Information Team capacity and providing additional support to Councillors



Regulation & reform

→ Major reform programmes e.g. RMA Reform, Future for Local Government, etc underway/expected

This will **impact the community outcomes and strategic priorities** by diverting elected member focus from BAU business

Mitigating actions to ensure we manage the workload of Mayor & Councillors includes providing additional support to Councillors



Mayoral,
Councillor
and
Executive
Support

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 & Summary of Levels of Service

- ➔ *Mayoral, Councillor and Executive Support has **1 Community (C) Levels of Service**. (These LOS community facing and will be published in our Statement of Service Provision)*
- ➔ *This Activity also has **3 Management (M) Levels of Service**. (These are LOS that are measured in the organisation to ensure service delivery)*

 Provide information, support and advice to the Mayor, Deputy Mayor and Councillors, and Chief Executive		 Provision of information in accordance with LGOIMA	
Service contributes to: <ul style="list-style-type: none">• Collaborative confident city. <p>This is by generally maintaining the targets of the levels of service promised.</p>	Levels of Service <p>This service has 2 Management LoS.</p> <ul style="list-style-type: none">• Provide direct advice and administrative support to the Mayor, Deputy Mayor and Councillors• Provide direct advice and support to the Chief Executive and administrative support to the Executive Leadership Team	Service contributes to: <ul style="list-style-type: none">• Collaborative confident city. <p>This is by generally maintaining the targets of the levels of service promised.</p>	Levels of Service <p>This service has 1 Community and 1 Management LoS.</p> <ul style="list-style-type: none">• Respond to requests for information held by Council in a manner that complies with the legislative processes and timelines set out in the LGOIMA.• Investigations into process and compliance by the Ombudsman's Office are responded to within their requested deadlines.

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

Indicative budgets are based on the 2023/24 Annual Plan projections for the balance of the current LTP. They are subject to further refinement of inflation and other assumptions for the new LTP.

Office of the Mayor, Chief Executive, and Treaty Relations

000's	Annual Plan 2023/24	LTP 2024/25	LTP 2025/26	LTP 2026/27	LTP 2027/28	LTP 2028/29	LTP 2029/30	LTP 2030/31
Activity Costs Before Overheads by Service								
Support & advice to the Mayor, CE and Councillors	965	1,079	1,114	1,145	1,176	1,204	1,231	1,256
Treaty & Mana Whenua Relations	1,235	1,290	1,333	1,370	1,407	1,440	1,472	1,502
Prov of Info in accordance with LGOIMA	1,308	1,369	1,415	1,454	1,493	1,529	1,563	1,594
	3,508	3,738	3,861	3,969	4,076	4,174	4,266	4,351
Activity Costs by Cost Type								
Direct Operating Costs	693	722	746	767	788	807	824	841
Direct Maintenance Costs								
Staff and Contract Personnel Costs	2,773	2,972	3,070	3,156	3,241	3,319	3,392	3,460
Other Activity Costs	42	44	45	46	48	49	50	51
Overheads, Indirect and Other Costs	1,604	1,672	1,741	1,771	1,825	1,884	1,911	1,951
Depreciation								
Debt Servicing and Interest								
Total Activity Cost	5,113	5,410	5,602	5,740	5,901	6,058	6,177	6,302
Total Operational Revenue								
Net Cost of Service	5,113	5,410	5,602	5,740	5,901	6,058	6,177	6,302
Funding Percentages								
Rates	100%	100%	100%	100%	100%	100%	100%	100%
Fees and Charges	0%	0%	0%	0%	0%	0%	0%	0%
Grants and Subsidies	0%	0%	0%	0%	0%	0%	0%	0%
Cost Recoveries	0%	0%	0%	0%	0%	0%	0%	0%

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 Office of the Mayor and Chief Executive 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 Office of the Mayor and Chief Executive 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 Office of the Mayor and Chief Executive activity does not have any capital related expenditure.

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

8. Possible significant negative impacts on wellbeing



This activity does not expect any significant negative effects on social, economic, environmental or cultural wellbeing of the local community, now or in the future.

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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

LOS number	C/ M	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Benchmarks	Future Performance Targets				Method of Measurement	Community Outcome
					Year 1 2024/25	Year 2 2025/26	Year 3 2026/27	Year 10 2033/34		
Provide information, support and advice to the Mayor, Deputy Mayor and Councillors, and Chief Executive										
4.1.25.1	M	Provide direct advice and administrative support to the Mayor, Deputy Mayor and Councillors	2023: Achieved 2022: Achieved		Provide information, support and advice within 48 hours, or as priorities are agreed.	Provide information, support and advice within 48 hours, or as priorities are agreed.	Provide information, support and advice within 48 hours, or as priorities are agreed.	Provide information, support and advice within 48 hours, or as priorities are agreed.	The information, advice and logistical support to carry out their functions, duties and powers effectively and efficiently. Note the potential for an IT solution for managing information requests.	
4.1.25.2	M	Provide direct advice and support to the Chief Executive and administrative support to the Executive Leadership Team	2023: Achieved 2022: Achieved		Provide information, support and advice within 48 hours, or as priorities are agreed.	Provide information, support and advice within 48 hours, or as priorities are agreed.	Provide information, support and advice within 48 hours, or as priorities are agreed.	Provide information, support and advice within 48 hours, or as priorities are agreed.	The information, advice and logistical support to carry out their functions, duties and powers effectively and efficiently.	
Provision of information in accordance with LGOIMA										

LOS number	C/M	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Benchmarks	Future Performance Targets				Method of Measurement	Community Outcome
					Year 1 2024/25	Year 2 2025/26	Year 3 2026/27	Year 10 2033/34		
4.1.29.2	C	Respond to requests for information held by Council in a manner that complies with the legislative processes and timelines set out in the LGOIMA	2023: TBD 2022: 98.7% 2021: 99.16% 2020: 99.7% 2019: 99.7%	LGOIMA	Provision of information is in accordance with LGOIMA principles and requirements – 99%	Provision of information is in accordance with LGOIMA principles and requirements – 99%	Provision of information is in accordance with LGOIMA principles and requirements – 99%	Provision of information is in accordance with LGOIMA principles and requirements – 99%	Regular review of the LGOIMA timelines in the Hybris database	
4.1.29.1	M	Investigations into process and compliance by the Ombudsman's Office are responded to within their requested deadlines	2023: Not achieved 2022: Not achieved 2021: 100% 2020: 100% 2019: 100%	LGOIMA	100%	100%	100%	100%	Regular review of the LGOIMA timelines in the Hybris database	

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

Amendments

Activity / Level of Service	Change from 2021-31 LTP	Reason/Rationale	Options for Consultation
<p>4.1.29.1</p> <p>Respond to requests for information held by Council in a manner that complies with the legislative processes and timelines set out in the LGOIMA</p> <p>Target: Investigations into process and compliance by the Ombudsman's Office are responded to within their requested deadlines - 100%</p>	<p>4.1.29.1</p> <p>Investigations into process and compliance by the Ombudsman's Office are responded to within their requested deadlines</p> <p>Target: - 100%</p> <p>Replacement of the LOS wording</p>	<p>This is to provide clarity about the intent of the LOS measure up front, that investigations into process and compliance by the Ombudsman's office is responded to as requested. There is no change to the LOS target, that this is expected to be done 100% of the time.</p>	<p>Consultation not required.</p> <p>There is no change to the purpose of the LOS or the target, and this is a management measure.</p>

New

Activity / Level of Service	Change from 2021-31 LTP	Reason/Rationale	Options for Consultation
<p>4.1.29.1: Respond to requests for information held by Council in a manner that complies with the legislative processes and timelines set out in the LGOIMA</p> <p>Target: Investigations into process and compliance by the Ombudsman's Office are responded to within their requested deadlines - 100%</p>	<p>These LoS have moved to this Activity from Governance and Decision Making.</p>	<p>These LoS fit under the service of Provision of information in accordance with LGOIMA, which is now delivered under the Activity of Office of the Mayor and Chief Executive</p>	<p>Consultation not required.</p>
<p>4.1.29.2: Respond to requests for information held by Council in a manner that complies with the legislative processes and timelines set out in the LGOIMA</p>			

Deletions

Activity / Level of Service	Change from 2021-31 LTP	Reason/Rationale	Options for Consultation
4.1.23 Maintain positive Iwi and Mana Whenua relationships Target: Iwi & Mana Whenua convey that they are satisfied or very satisfied with the relationship and project outcomes	These LOS have moved to the Activity of Te Tiriti Partner Relations.	These LoS fit under the service of Manage relationships with Treaty partners and Mana Whenua, which is now delivered in it's own Activity "Te Tiriti Partner Relations"	Consultation not required.
4.1.24 Facilitate opportunities for iwi and mana whenua to actively contribute in decision making processes Target: Iwi and Mana Whenua are satisfied or very satisfied with the level of engagement and opportunities to contribute to decision making in areas of mutual interest			
4.1.31 Provide CCC staff access to the Treaty Relations team for cultural support to strategy, policy and procedure development Target: Treaty relations team onsite availability @ 20hrs per week			
4.1.32 Provide CCC staff access to develop their cultural understanding to engage successfully with Iwi and Mana Whenua Target: Treaty relations team offer per annum: 12 courses			

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

B.1. Changing customer needs

Population / demographic changes (low impact)

This Activity has identified no population / demographic changes impacting the Activity.

Equity and access (medium impact)

This Activity has identified no equity and access issues impacting the Activity.

Identity and social cohesion (low impact)

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

B.2. Tiriti Partnerships (medium impact)

This Activity has identified no specific Tiriti partnership issues impacting the Activity.

B.3. Technological growth (high impact)

Issue/driver	Present Position	→ Projection	Impact on services	Mitigating plans
Social media & 24/7 news cycle	Elected members are facing an increasing number of queries from residents, with increasingly short turnaround time expectations.	<ul style="list-style-type: none">Elected members will continue to face an increasing pressure from 24/7 queries from residents with increasingly short turnaround time expectations.	<ul style="list-style-type: none">Changes to processes are being implemented to ensure queries go through the relevant channels	<ul style="list-style-type: none">Additional solutions required e.g. Wiki type resources for major projects , cut and paste response snippets, greater clarity on and proactive sharing of staff memos to EMs

B.4. Resilience and environmental considerations

Climate change & adaptation (medium impact)

This Activity has identified no specific climate change and adaptation issues impacting the Activity.

Sustainable development (low impact)

This Activity has identified no sustainable development issues impacting the Activity.

B.5. Infrastructure (low impact)

This Activity has identified no infrastructure issues impacting the Activity.

B.6. Regulations & reform (high impact)

Issue/driver	Present Position	→ Projection	Impact on services	Mitigating plans
Three Waters reform	Water Services legislation passed Operational water entities by 2025/26	<ul style="list-style-type: none">New Government signalling it will repeal Labour's legislation and leave Three waters with Councils / CCOs	<ul style="list-style-type: none">Level of staff advice and support required for the Mayor & Councillors around this policy area will remain high	<ul style="list-style-type: none">Retain OMCE advisory capacity
Resource Management reforms	"RMA 2.0" legislation passed.	<ul style="list-style-type: none">New Government signalling it will repeal Labour's legislation take a different approach to fast track consenting and urban density	<ul style="list-style-type: none">Level of staff advice and support required for the Mayor & Councillors around this policy area will remain high	<ul style="list-style-type: none">Retain OMCE advisory capacity
Future by Local government	FFLG Report public. National did not commit to any response pre Elections 2023	<ul style="list-style-type: none">LGNZ working on Sector response Future By Local Government.New Government response yet to be revealed, although potential support parties have views	<ul style="list-style-type: none">Level of staff advice and support required for the Mayor & Councillors around this policy area will remain high	<ul style="list-style-type: none">Retain OMCE advisory capacity

B.7. Identified Business Unit Risks

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	Assessed Risk Level			Controls / Mitigations	Residual Risk Rating
	Risk Title There is a risk that/of	Impact	Likelihood	Inherent Risk Level	Inherent	Residual
<ul style="list-style-type: none"> List List 	<p>Stakeholder & reputation</p> <p>There is a risk of:</p> <ul style="list-style-type: none"> If a strategic approach to partner and stakeholder relationship management is not adopted at an operational level, then the Council will miss opportunities, fail to respond effectively in crises, damage its reputation and reduce trust in the organisation. 	Major	High likely	High	<ul style="list-style-type: none"> A Partners & Stakeholders Engagement Framework/Plan is to be developed by OMCE in collaboration with Comms and Engagement and Strategic Policy by the end of June 2024. Please note the control has not been put in place yet. 	High