

Annual Plan measurement framework

1. Measurement framework review (2004)

A comprehensive review of the Annual Plan performance measurement framework was undertaken in early 2004. The overarching aim of that review was to improve the strategic alignment between city indicators and performance measures, and the outcomes to which they relate. Measures were reviewed against criteria that tested their:

- relevance
- completeness
- ability to be easily understood
- measurability
- comparability.

A key component of the review was to streamline the Annual Plan measurement framework. This was achieved by rationalising measurement contained within the Annual Plan and Quarterly Report (business unit/project level).

Annual Plan measurement framework: consists of a comprehensive set of ‘high level’ city indicators, and an essential set of activity performance measures.

Quarterly Report measurement framework: consists of a comprehensive set ‘lower level’ business unit and project level performance measures.

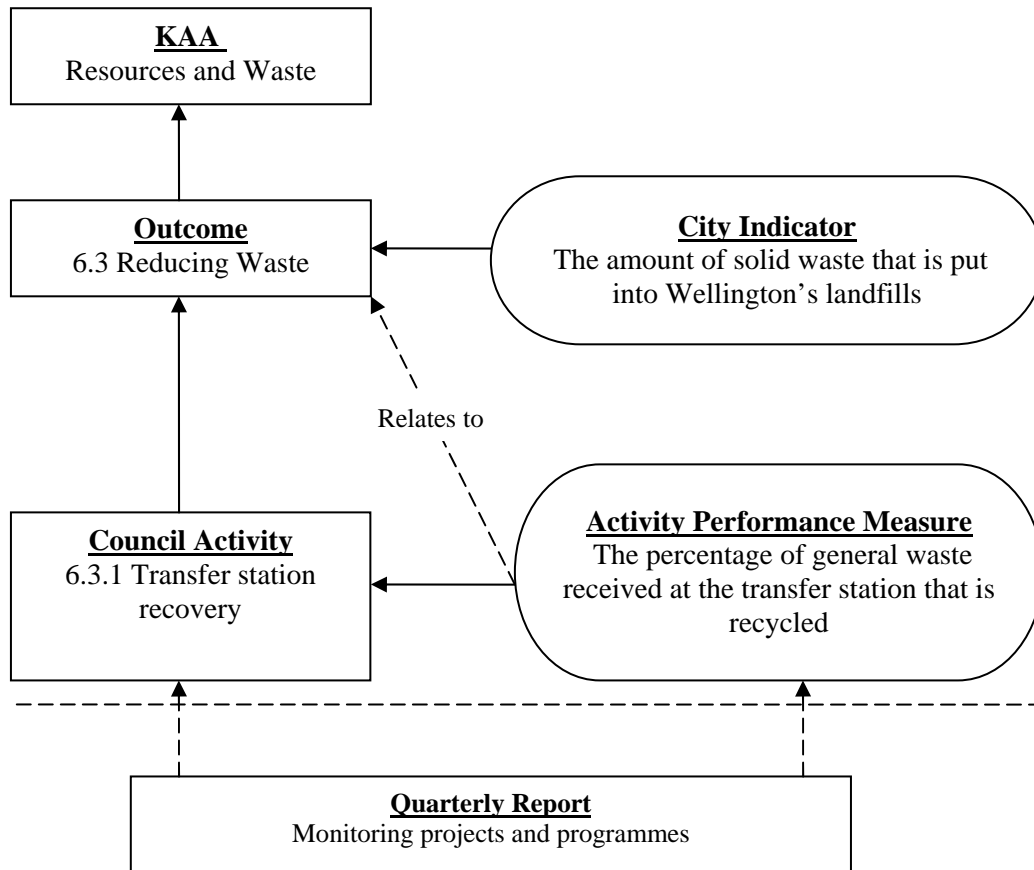
2. Annual Plan measurement framework

For the 2003/04 Council Plan (Long Term Council Community Plan), Council adopted a measurement framework using two distinct types of measurement:

1. **City Indicators** – are linked to outcomes, and measure our progress in accomplishing the outcomes the community wants. City indicators provide high level measurement information for the city as a whole. Therefore, in most examples city indicators will be influenced by the actions of many, including the Council, but also residents, businesses, central government, and many other people and groups.

2. **Activity Performance Measures** – are linked to activities, and measure council activity performance and their contribution to achieving outcomes. Typically, activity performance measures are influenced more strongly by Council, or are under Council control.

The framework is illustrated below, with an example:



Functioning in a complementing capacity to the Annual Plan, the Quarterly Report monitors organisational performance on a quarterly basis.