



NOTES

CEO KPI WORKING GROUP MEETING

HELD 14 July 2022 at 4PM

CEO OFFICE

1. ATTENDANCE

Andrew Brien - Chief Executive Officer,
Deputy Mayor Glenn Wilson,
Councillor Kim Eckert,
Councillor Suzie Williams,
Councillor John Matthew

2. APOLOGIES & NON-ATTENDANCES

Mayor John Bowler

3. REVIEW & CONFIRMATION OF PREVIOUS MINUTES

None

4. MATTERS ARISING FROM PREVIOUS MINUTES

None

5. REVIEW OF EXISTING KEY DELIVERABLES AND PROPOSED KEY FOCUS AREAS

5.1 ADDITIONAL KEY FOCUS AREAS THAT COUNCIL WANTS TO FOCUS ON

There was discussion around other potential areas for focus with the following identified for consideration:

- Add environment and sustainability to the KPIs including management of waste water
- Add Cities Power Partnerships

5.2 CEO ROLE

The CEO provided an overview of the alignment between the position description and the proposed key focus areas. It was identified that the key focus areas all aligned well with the key deliverables contained within the position description.

5.3 REPORTING AND MONITORING

The Chief Executive Officer outlined options in relation to reporting and monitoring of performance and it was agreed by the working group that a formal committee should be established to provide continuity in terms of review and maintaining focus over the reporting year. This will involve the establishment of

the CEO Review Committee and will be incorporated in the report to be provided to Council as an outcome of the working group meeting.

5.4 INTERNAL VERSUS EXTERNAL FACILITATION

There was discussion around the use of an external facilitator to assist with the annual review process and it was agreed that at this stage the process will be managed internally. This will be subject to review prior to the end of the financial year.

5.5 PROPOSED KPI FRAMEWORK DEVELOPED BY CEO

Discussions took place in relation to the key areas of focus that were identified by the CEO in the development of the initial framework. It was highlighted that the key areas of focused were all aligned to the required outcomes contained within the position description.

5.5.1 People

The issue of the back pays to staff was discussed and whilst it was noted that this is not complete, it was recognised that substantial work has already been completed. Officers will be finailing the back pay with the unions and effected staff. Current staff have been paid.

5.5.2 Governance

- A new Manager of Governance and Risk has been appointed with a key focus on working with the CEO to improve legislative compliance and corporate governance.

5.5.3 Financial

Whilst there was some discussion around the changes being proposed to the financial ratios, it was considered that these still be monitored to provide some ongoing comparative assessments until new or amended ratios are adopted by the State Government for use by Councils.

Priority focus area identified by the working group was around the need for the development of an updated long term financial plan.

5.5.4 Service Delivery

The follow-up on resolutions to ensure completion was identified as a potential area for focus. With the introduction of the new agenda and minutes processes and system it was identified that this will be addressed, however there was also a request to review decisions over the last few years to ensure that all decisions have been actioned. As an outcome a focus on bringing the Resolution Register back to Council, either through the Ordinary Council Meetings or via the new CEO Information Bulletin.

Community Strategic Plan – it was identified that the last review of the Plan may not have had the reach or met the expectations of the broader community. Much of this was related to the issues around COVID and running full scale community engagement in person. As a result it was identified that the Council will need to undertake a further review of the Community Strategic Plan and allow Council to help refocus the Council in line with current and emerging issues. As a result the City is going to undertake a review and then workshop the options with Council prior to the end of 2022.

Consideration to be given to undertaking Community and Business Perception Surveys during 2022/23.

EM requests – 5 day interim responses and 14 day follow up response? At present the City doesn't have a CRM system where we can easily track EM Request, although they are now being addressed and registered through the Council Records System. Whilst the system has not been identified as the highest priority, responses and follow up processes are to be improved.

5.5.5 Relationships

It was identified that there is a need to focus on stakeholders relationships and to get the outcomes (where any relevant actions are to be taken) from those meetings reported back to Council.

5.5.6 Projects

The CEO advised that officers are working towards the development of a project management framework. This will provide improved reporting and management of key projects and enable more effective reporting to Council.

Getting the framework completed will enable better integrated planning and reporting and allow for alignment with higher level regional planning documents.

It was identified that the current community strategic plan is just higher level aspirations and does not easily translate into projects and may not be as community focused as it could be.

It was identified that there is a need a robust service level plan – integrated with asset management plan and workforce plan. It was highlighted that this is something that we need to do. i.e roads maintenance vs resurfacing. Most LG's are reactive not proactive.

It was requested that the reintroduction of a status review in terms of works could be reintroduced – it used to be part of the information bulletin.

5.6 Other matters discussed

Throughout the meeting there were a number of general matters raised which have been addressed already or could be considered moving forward. These are:

- New organisational structure
- Current status in relation to the Enterprise Agreement and back pays for staff
- Organisational Values
- New systems and processes
 - Minutes and Agendas
 - Council meeting cycle
 - Improvements to electronic voting and sharing of information
 - Live streaming and recording of meetings
- Status of the outcomes and recommendations of the Leadership Summit

6. KEY DECISIONS

The following were specific questions posed in relation to the way forward:

Does council want to publish and publicly report on the performance of the Chief Executive Officer?

There was some discussion around this and it was agreed that there should be a report prepared by the Chief Executive Officer and presented to the CEO Review Committee. As much as possible from the report should be made publicly available, noting that there may be some issues which cannot be publicly reported.

Should the report go to information session or direct to council?

It was identified that in the event that Council establishes a formal Committee then the outcomes of any assessment should go direct to Council which is consistent with all other Committees of Council.

**Does council want to establish a formal committee to review performance
How often to meet?**

It was identified that there is a need for quarterly reporting to ensure that the CEO receives regular feedback and to achieve this there is a need for a formal committee.

7. CLOSE

5:07PM