

Chief Executive Auckland Council Performance Objectives

Time Period: 1 January 2016 - 31 December 2017

Performance Focus Area	Alignment with Auckland Council Strategy	Objectives	Key Performance Indicators
Sound financial stewardship of Auckland Council	<p>Outcome 5 Rates burden decreases as non-rates revenue share of total revenue grows to x% (tbc)</p> <p>Outcome 6 Doing more with less without compromising the customer service and experience (cost savings target TBC)</p>	<p>Council's financial performance</p> <p>Long Term Plan key financial indicators achieved</p> <p>Cost-savings & efficiency targets</p>	<ul style="list-style-type: none"> - Deliver Budget, including Long Term Plan efficiency savings - Targeted Group co-sourcing savings achieved - Increase Asset utilisation
Customer, Citizen and Community Satisfaction	<p>Outcome 1 Our citizens have a strong voice and are key in shaping Auckland</p> <p>Outcome 2 We get the job done faster, more conveniently and at lower cost than before for Customer, Community and Citizens</p>	<p>Increased trust in Council</p> <p>Customer friendly & responsive services</p> <p>Effective local body election processes</p> <p>Cohesive strategic direction for broader community involvement, including volunteers</p>	<ul style="list-style-type: none"> - Increase awareness of # of council services - Fit for purpose channels to engage & enable Auckland's diverse communities - Increased % of services are online (increase digitisation of council services)
Efficient and Effective Auckland Council	<p>Outcome 4 Elected members are better supported to make high quality decisions for Auckland</p> <p>Outcome 6 Doing more with less without compromising the customer service and experience (cost savings target TBC)</p>	<p>Elected members satisfaction with governance support, quality advice, delivery of agreed, funded and resourced projects and the organisations support of the Governance model</p> <p>Improve high volume customer facing processes</p> <p>Auckland Plan refresh completed effectively</p> <p>Delivery of Annual & Unitary Plans achieved</p> <p>Demonstrated evidence of innovations and new approaches that improve the performance of Council and the council family</p>	<ul style="list-style-type: none"> - Auckland Plan refresh completed on time - Governing Body Approval of Plans - Reduced cycle time for high volume processes - Elected members satisfaction increases, including quality advice reflecting changing community demographics (evidence to include Pasifika community)
Vibrant organisation prepared for the growth of Auckland	<p>Outcome 3 Our high performing and inclusive workforce effectively serves a diverse and changing Auckland</p>	<p>Effective CCO relationships built and delivery of major collaborative initiatives</p> <p>Readiness for Auckland growth, including major project delivery</p> <p>High performance innovative & inclusive culture & high employee engagement</p> <p>Achieve Maori aspirations, aligned to Te Toa Takatini</p> <p>A safe and healthy work environment</p> <p>Auckland Council strategy endorsed</p>	<ul style="list-style-type: none"> - Staff engagement score increases > 70%* - Culture programme demonstrates progress towards high performance, including diversity and innovation - Councillor feedback on Council / CCO relationship and CCO outcomes - Evidence of Auckland growth related projects - LTIFR < 2.5 - Evidence of meeting Officers Health & Safety due diligence obligations - Evidence of delivery of Te Toa Takatini priorities

Note* Staff engagement score will be amended for new methodology