
**Komiti Tohu me te Arotake Tūranga Mahi, me te
Rite o te Whiwhi ki Tā Tērā i Utu Ai /
Appointments, Performance Review and Value
for Money Committee**

OPEN MINUTES

Minutes of a meeting of the Appointments, Performance Review and Value for Money Committee held in the Room 1, Level 26, 135 Albert St, Auckland on Thursday, 4 April 2019 at 10.42am.

PRESENT

Chairperson	Mayor Hon Phil Goff, CNZM, JP	
Deputy Chairperson	Cr Hon Christine Fletcher, QSO	
Members	Cr Josephine Bartley	
	Cr Ross Clow	
	Cr Chris Darby	
	Cr Richard Hills	Until 12.33pm, Item C3
	Cr Desley Simpson, JP	
Ex-officio	Deputy Mayor Cr Bill Cashmore	
	IMSB Chair David Taipari	Until 11.56am

ABSENT

Cr Penny Hulse

1 Apologies

Resolution number APP/2019/14

MOVED by Mayor P Goff, seconded by Deputy Chairperson C Fletcher:

That the Appointments, Performance Review and Value for Money Committee:

- a) **accept the apology from Cr R Hills for early departure and Cr P Hulse for absence on council business.**

CARRIED

2 Declaration of Interest

There were no declarations of interest.

3 Confirmation of Minutes

Resolution number APP/2019/15

MOVED by Mayor P Goff, seconded by Cr C Darby:

That the Appointments, Performance Review and Value for Money Committee:

- a) **confirm the ordinary minutes of its meeting, held on Thursday, 7 March 2019, as a true and correct record.**

CARRIED

4 Petitions

There were no petitions.

5 Public Input

There was no public input.

6 Local Board Input

There was no local board input.

7 Extraordinary Business

There was no extraordinary business.

8 Value for Money Customer Services Review

Cr C Darby left the meeting at 10.45 am.

Resolution number APP/2019/16

MOVED by Mayor P Goff, seconded by Cr D Simpson:

That the Appointments, Performance Review and Value for Money Committee:

- a) receive the Customer Services Value for Money Review 2019 report
- b) endorse the recommendations set out in (c) below and recommend that the Governing Body approve the report and the recommendations
- c) recommend that the council's chief executive collaborates with the chief executives of the council-controlled organisations to:
 - i) design and implement a group approach to simplifying the customer channels and points of interaction including:
 - A) mapping the end-to-end-customer journey across the value chain and across organisational (and department) boundaries
 - B) identifying and measuring all the points of contact/channels the customer has to deal with across the group that impact on the customer experience
 - C) developing a brand framework outlining what a customer should expect when interacting with the group
 - D) adopting a common approach to measuring customer service quality particularly customer satisfaction with service delivery
 - E) evaluating the value of having a group customer service improvement action plan.
 - ii) develop a programme of work, building on initiatives underway to improve first time resolution of customer enquiries including:
 - A) empowering contact centre staff with the delegations, knowledge and systems access to respond (on the first telephone call) to a greater variety of customer information and service requests
 - B) improving responsiveness of business units to answer first point of customer contact enquiries by placing subject matter experts (on secondment) in the contact centre to take customer calls immediately on matters requiring specialist advice
 - C) expanding the case management approach to enquiries with a named person responsible for resolution
 - D) proactively tracking unresolved issues and work back-logs.

CARRIED

9 Appointments and Performance Review Committee Information Report - 4 April 2019

Resolution number APP/2019/17

MOVED by Mayor P Goff, seconded by Deputy Chairperson C Fletcher:

That the Appointments, Performance Review and Value for Money Committee:

- a) receive the information report – 4 April 2019.

CARRIED

10 Forward Work Programme

Resolution number APP/2019/18

MOVED by Mayor P Goff, seconded by Deputy Chairperson C Fletcher:

That the Appointments, Performance Review and Value for Money Committee:

- a) approve its forward work programme.

CARRIED

11 Update report for director appointments to the board of Watercare Services Limited

Resolution number APP/2019/19

MOVED by Mayor P Goff, seconded by Deputy Chairperson C Fletcher:

That the Appointments, Performance Review and Value for Money Committee:

- a) note that a confidential report is included on today's committee agenda that provides information to:
 - i) make decisions on the shortlist candidates for two director vacancies on Watercare Services Limited
 - ii) note that the reports include the skill requirements for the two director vacancies and is confidential due to the personal information relating to candidate applications and curricula vitarum contained in it.

CARRIED

12 Consideration of Extraordinary Items

There was no consideration of extraordinary items.

13 Procedural motion to exclude the public

Resolution number APP/2019/20

MOVED by Mayor P Goff, seconded by Deputy Chairperson C Fletcher:

That the Appointments, Performance Review and Value for Money Committee:

- a) exclude the public from the following part(s) of the proceedings of this meeting.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution follows.

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public, as follows:

C1 Confidential report: Shortlist candidates for director vacancies on Watercare Services Limited

Reason for passing this resolution in relation to each matter	Particular interest(s) protected (where applicable)	Ground(s) under section 48(1) for the passing of this resolution
The public conduct of the part of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists under section 7.	s7(2)(a) - The withholding of the information is necessary to protect the privacy of natural persons, including that of a deceased person. In particular, the report contains private information about the candidates that have applied for the two director vacancies on Watercare Services Limited.	s48(1)(a) The public conduct of the part of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists under section 7.

C2 Confidential Report: Review of the Full Time Equivalent Metric within the Chief Executive's Performance Objectives

Reason for passing this resolution in relation to each matter	Particular interest(s) protected (where applicable)	Ground(s) under section 48(1) for the passing of this resolution
The public conduct of the part of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists under section 7.	s7(2)(a) - The withholding of the information is necessary to protect the privacy of natural persons, including that of a deceased person. In particular, during this item, the committee will be discussing performance objectives for the Chief Executive and to assist with the context the discussions may have to go wider into terms of employment.	s48(1)(a) The public conduct of the part of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists under section 7.

C3 Confidential report: Chief Executive's performance objectives

Reason for passing this resolution in relation to each matter	Particular interest(s) protected (where applicable)	Ground(s) under section 48(1) for the passing of this resolution
The public conduct of the part of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists under section 7.	s7(2)(a) - The withholding of the information is necessary to protect the privacy of natural persons, including that of a deceased person. In particular, during this item, the committee will discuss performance objectives for the Chief Executive including possible discussion about terms of employment and remuneration.	s48(1)(a) The public conduct of the part of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists under section 7.

The text of these resolutions is made available to the public who are present at the meeting and form part of the minutes of the meeting.

CARRIED

10.59am The public was excluded.

Resolutions in relation to the confidential items are recorded in the confidential section of these minutes and are not publicly available.

1.19pm The public was re-admitted.

RESTATEMENTS

It was resolved while the public was excluded:

C1 Confidential report: Shortlist candidates for director vacancies on Watercare Services Limited

Resolution number APP/2019/21

MOVED by Mayor P Goff, seconded by Deputy Chairperson C Fletcher:

Restatement

- d) agree that the report and attachments will always remain confidential due to the private information relating to individuals contained in the report
- e) note that at the conclusion of the appointment process the decisions will be made publicly available.

C2 Confidential Report: Review of the Full Time Equivalent Metric within the Chief Executive's Performance Objectives

Resolution number APP/2019/22

MOVED by Mayor P Goff, seconded by Deputy Mayor BC Cashmore:

Restatement

- c) agree that there be no restatement of the resolutions, report and attachments

C3 Confidential report: Chief Executive's performance objectives

Resolution number APP/2019/21

MOVED by Mayor P Goff, seconded by Deputy Mayor BC Cashmore:

Restatement

- b) agree that there be no restatement of the resolutions, report and attachments.

1.20 pm

The Chairperson thanked Members for their attendance and attention to business and declared the meeting closed.

CONFIRMED AS A TRUE AND CORRECT RECORD
AT A MEETING OF THE APPOINTMENTS,
PERFORMANCE REVIEW AND VALUE FOR MONEY
COMMITTEE HELD ON

DATE:.....

CHAIRPERSON:.....