

Chief Executive's Performance Objectives

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	Corresponding Organisational Strategy KPIs
Sound financial stewardship of Auckland Council	<p>Outcome 5: General rates burden decreases as non-rates revenue share of total revenue grows</p> <p>Outcome 6: We do more with less without compromising service and the customer experience</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 	<ul style="list-style-type: none"> - Total non-general rates revenue % of total revenue - % growth in non-general rates revenue - General rates increase of <3.5%- Maintain Standard & Poor's AA credit rating - Total tax-supported debt/adjusted operating revenue (%) - Core operating costs as % of total revenue - Group Co-sourcing savings - Number of full-time equivalent employees per 1,000 residents - LTP efficiency target - Core operating costs per capita
Customer, Citizen and Community Satisfaction	<p>Outcome 1: Our citizens have a strong voice and are key in shaping Auckland</p> <p>Outcome 3: 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) 	<ul style="list-style-type: none"> - Trust in council - Satisfaction with council's performance - Iwi satisfaction (engagement) - Awareness of council's services - Opportunities to have a say in shaping Auckland - Ease of having a say in shaping Auckland - Availability of information to have a say in shaping Auckland - Customer experience - Digitisation of most common transactions - Consents processed within statutory days
Efficient and Effective Auckland Council	<p>Outcome 2: Elected members are better supported to make high quality decisions for Auckland</p> <p>Outcome 6: We do more with less without compromising service and the customer experience</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) 	<ul style="list-style-type: none"> - Elected members overall satisfaction with council staff advice and support - NZIER quality advice rating - Elected members satisfaction with council's quality of advice and information - Elected members satisfaction with council's timelines of advice and information
Vibrant organisation prepared for the growth of Auckland	<p>Outcome 4: Our high performing, inclusive and safe workforce 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 - 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 	<ul style="list-style-type: none"> - Employee engagement - Health & Safety – Lost Time Injury Frequency Rate - Workforce diversity index - Overall staff well-being