

CEO Performance Objectives for 2018 and 2019 - progress report to 30 June 2018

FOCUS AREA ONE: Organisational Culture & Performance

Performance measure	FY17 Result	FY18 Target	FY18 Result
EMPLOYEE ENGAGEMENT SURVEY:			
Overall Employee Engagement Score	47%	50%-52%	51%
Employee rating for "I have a clear understanding of this organisation's strategy"	65%	68%-70%	68%
Senior Leadership Index	40%	43%-45%	52%
Inclusion Index rating (from Engagement Survey)	58%	60%-61%	73%
Performance framework for Māori outcomes		Framework complete by June 2018	Draft Framework completed
IMSB Audit actions		Planned FY18 actions completed	16 of 24 completed
Performance scorecards for ELT and SLT		By January 2018	Completed
Mandate components of MyTime		By January 2018	Completed
Implement recognition framework to encourage non-financial recognition of high performance		By June 2018	On track
Implement Culture Plan as per timeline		FY18 programme by June 2018	Progressing as per plan

FOCUS AREA TWO: Effective Financial Management & Value for Money

Performance measure	FY17 Result	FY18 Target	FY18 Result
Maintain FTE levels at 6,091	6,091	6302 (6091 plus 211 for growth related areas)	6,120
Salary and wages expense to be delivered under Annual Plan numbers	\$461m	<\$497m	\$471.8m
Core operating costs, which excludes interest and depreciation, as % of revenue	80%	<80%	82%
Core operating costs per capita	\$637	\$633	\$654
Value for Money programme		Deliver Value for Money programme (FY18 plan)	Five completed; three in progress at various stages, next reviews identified
Meet professional services budget	\$70m	<\$67m + \$10m approved carry forwards	\$61.4m
Reset travel budget to deliver savings of \$0.3m for FY18	\$1.95m	\$1.34m	\$1,325k total spend including elected members travel costs of \$70k
Maintain Standard & Poor's AA rating and Moody's Aa2	AA Aa2	Maintain rating	Maintained rating

FOCUS AREA THREE: Operational Performance, Service Delivery and Transforming Customer & Community Experience

Performance measure	FY17 Result	FY18 Target	FY18 Result
Internal business processes and decision support frameworks delivered to assist elected members with finalising: <ul style="list-style-type: none"> - Long-term Plan - Auckland Plan refresh - America's Cup - CRL sponsor oversight - ATAP refresh - Annual Budget 	Not applicable	FY18 milestones successfully achieved	
Customer experience target (% of customers satisfied with the quality of service)	68%	70%	61%
PIRs to be completed for: <ul style="list-style-type: none"> - Regulatory Future Shape - Libraries Fit for the Future - Contact Centre consolidation - Community Facilities (contract management) 		Two reviews completed before June 2018	
Lead and progress with CCO's: <ul style="list-style-type: none"> - Value for Money joint projects - Shared Services - Joint events (e.g. America's Cup and APEC) 		Measured through stakeholder feedback	
Intercultural cities benchmarking (complete benchmarking process)		Complete Intercultural cities benchmarking process (March 2018)	
Improve the experience and impact of Mana Whenua engagement by streamlining forums across the Council family and better coordinating of consultation and engagement exercises		Fewer separate Mana Whenua engagement forums	