



# CEO Performance Review Panel

## AGENDA & REPORTS

for the meeting

Monday, 4 March 2024  
at 3.00 pm

in the Colonel Light Room, Adelaide Town Hall

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Membership	The Lord Mayor The Deputy Lord Mayor 1 Council Member 2 External Independent Members
Quorum	3
Presiding Member	The Right Honourable the Lord Mayor, Dr Jane Lomax-Smith
Deputy Presiding Member	Deputy Lord Mayor, Councillor Snape
Council Member	Councillor Abrahamzadeh
Independent Members	G Fraser J Tate

**1. Acknowledgement of Country**

At the opening of the CEO Performance Review Panel meeting, the Chair will state:

‘Council acknowledges that we are meeting on traditional Country of the Kurna people of the Adelaide Plains and pays respect to Elders past and present. We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kurna people living today.

And we also extend that respect to other Aboriginal Language Groups and other First Nations who are present today.’

**2. Apologies and Leave of Absence**

Nil

**3. Confirmation of Minutes**

That the Minutes of the meeting of the CEO Performance Review Panel held on 24 January 2024, be taken as read and be confirmed as an accurate record of proceedings.

View public 24 January 2024 Minutes [here](#).

**4. Items for Consideration and Determination**

4.1 2023/24 KPI Progress Report

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**5. Closure**

## 2023/24 CEO KPI Progress Report

Strategic Alignment – Our Corporation

**Monday, 4 March 2024**  
**CEO Performance Review**  
**Panel**

**Program Contact:**  
Chief Executive Officer

Public

**Approving Officer:**  
Michael Sedgman,  
Acting Chief Executive Officer

## EXECUTIVE SUMMARY

This report provides an update of progress against the endorsed 2023/24 Key Performance Indicators for the Chief Executive Officer as at the end of December 2023.

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## RECOMMENDATION

### THAT THE CEO PERFORMANCE REVIEW PANEL

1. Notes the approved Chief Executive Officer Key Performance Indicators for 2023/24, Attachment A to Item 4.1 on the Agenda for the meeting of the CEO Performance Review Panel held on 4 March 2024.
  2. Receives and notes the KPI progress report, Attachment B to Item 4.1 on the Agenda for the meeting of the CEO Performance Review Panel held on 4 March 2024, outlining progress against the Chief Executive Officer's endorsed 2023/24 Key Performance Indicators.
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## IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	<a href="#">Strategic Alignment – Our Corporation</a> Effective Leadership and Governance
CEO Employment Agreement	The Key Result Areas (KRAs) outlined are contained in the Chief Executive Officer (CEO) Position Description and as an attachment to the former CEO's employment agreement. Key Performance Indicators (KPIs) will be reviewed annually and periodically. Council may alter the KPIs at its discretion following reasonable consultation with the CEO.
Consultation	Not as a result of this report
23/24 Budget Allocation	Not as a result of this report

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## DISCUSSION

### Background

1. At its meeting on 27 June 2023, Council endorsed the recommendations of the CEO Performance Review Panel of 14 June 2023 and resolved that Council:
  - “1. Approves that the Chief Executive Officers performance for 1 July 23 – 30 June 24 will be:
    - 1.1. Assessed against the achievement of KPIs aligned to the Key Result Areas outlined in the CEO Position Description and contained in Attachment A as amended and attached to the minutes to Item 3.1 of the CEO Performance Review Panel held on 14 June 2023.
    - 1.2. Informed by a 360-degree survey to be conducted by Hender Consulting.”
2. The approved Chief Executive Officer (CEO) Key Performance Indicators (KPIs) for 2023/24 (**Attachment A**) are aligned to the Key Result Areas (KRAs) in the CEO's Position Description:
  - 2.1. Leadership and Strategic Plan Delivery
  - 2.2. Financial and Risk Management
  - 2.3. Operational and Project Delivery
  - 2.4. Organisational Health (including Innovation and Service Improvement)
  - 2.5. Stakeholder Management
  - 2.6. Lord Mayor and Councillors.
3. The CEO has cascaded the KPIs with supporting measures to the Portfolio Directors as the basis for a consistent organisational approach to performance review at the Executive level. The Acting CEO will assess the performance of the Executive group for the 2023/24 review period in accordance with the approved KPIs and where appropriate commence delivery against the adopted City of Adelaide 2024-2028 Strategic Plan.
4. In accordance with the approved process for the 2023/24 CEO Performance Review, the Acting CEO has prepared an update of progress as at 31 December 2023 provided as **Attachment B**.
5. The progress report provides detail on the status of delivery against the approved CEO KPIs and significantly records the completion of the following KPIs:
  - 5.1 Develop the City of Adelaide 2024-2028 Strategic Plan – adopted by Council on 12 December 2023 ([Link 1](#)).
  - 5.2 Update the Council's Long Term Financial Plan – adopted by Council on 26 September 2023 ([Link 2](#)).

6. As at 31 December 2023 the following KPIs have been significantly progressed:
    - 6.1 Delivery of Council's 2023/24 Business Plan and Budget:
      - 6.1.1 Quarter One Progress Report ([Link 3](#))
      - 6.1.2 Quarter Two Progress Report ([Link 4](#)).
    - 6.2 Develop a Housing Policy that supports the provision of affordable housing and social housing – endorsed for public consultation on 14 November 2023 ([Link 5](#)).
    - 6.3 Delivery of Council's 2023/24 Capital Works Program ([Link 6](#)):
      - 6.3.1 Total expenditure of \$40.741m with a further \$37.697m contracted, totalling a committed spend of \$78.438m of the total budget of \$110.280m.
      - 6.3.2 The spend profile of \$40.471m compares to \$23.564m at 31 December 2022, reflecting an increase of 42%.
  7. Of note, as at 31 December 2023 two KPIs have been completed, three KPIs have been significantly progressed and five KPIs are in progress.
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## DATA AND SUPPORTING INFORMATION

Link 1 – City of Adelaide Strategic Plan 2024–2028 <https://www.cityofadelaide.com.au/about-council/plans-reporting/strategic-planning/>

Link 2 – 2023/2024 Long Term Financial Plan (ACC2024/25503)

Link 3 – 2023/2024 Business Plan and Budget Quarter One Progress Report (ACC2024/25512)

Link 4 – 2023/24 Business Plan and Budget Quarter Two Progress Report (ACC2024/25513)

Link 5 - Draft Homelessness, Social & Affordable Housing Policy 2022-2025 for Public Consultation <https://yoursay.cityofadelaide.com.au/homelessness-social-affordable-housing-policy>

Link 6 – Capital Projects Update - December 2023 (ACC2024/25520)

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## ATTACHMENTS

**Attachment A** – Approved Chief Executive Officer (CEO) Key Performance Indicators (KPIs) for 2023/24

**Attachment B** - 2023/24 KPI Progress Report for the period to 31 December 2023

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- END OF REPORT -

**CEO KRAs**

Leadership and Strategic Plan Delivery  
 Financial and Risk Management  
 Operational and Project Delivery  
 Organisational Health (including Innovation and Service Improvement)  
 Stakeholder Management  
 Lord Mayor and Councillors

**CEO KPIS 2023/24**

#	KPI	KRA
1	<b>Develop the Council's 2024-2028 Strategic Plan</b> Presented to Council by end December 2023	Leadership and Strategic Plan Delivery
2	<b>Deliver all key objectives in Council's 2023/24 Business Plan and Budget</b> All key objectives delivered by end June 2024 Budgeted operating result delivered	Leadership and Strategic Plan Delivery  Financial and Risk Management
3	<b>Develop a City Plan that provides guidance on sustainable City growth</b> Presented to Council by end June 2024	Leadership and Strategic Plan Delivery
4	<b>Develop a Housing Policy that supports the provision of affordable and social housing</b> Presented to Council by end December 2023	Leadership and Strategic Plan Delivery
5	<b>Update the Council's Long-Term Financial Plan including the assumptions and parameters</b> Presented to Council by end October 2023	Financial and Risk Management
6	<b>Deliver Council's Asset Renewal Works Program</b> Adopted by Council as part of the 2023/24 Business Plan and Budget Asset Renewal Funding Ratio of 90% <i>The Asset Renewal Funding Ratio indicates whether Council is renewing or replacing existing assets at a rate of consumption.</i> 90% delivery of Council's Asset Renewal works program representing a minimum 25% improvement over the historical 5 year average of 65%  <b>Deliver Council's Major / New and Upgrade Works Program</b> Adopted by Council as part of the 2023/24 Business Plan and Budget Reduce the level of Capital Works Carry Forward in the range of 10% - 25% from the historical 5 year average of \$26.1M or 66%	Operational and Project Delivery
7	<b>Conduct four (4) public realm condition audits</b> <ul style="list-style-type: none"> <li>○ Quarterly reports on public realm condition audits presented to Council</li> <li>○ Develop a program to implement the findings by end June 2024</li> </ul>	Operational and Project Delivery

8	<p><b>Lead organisational culture improvement with a focus on values, leadership, expectations and behaviours to ensure the City of Adelaide is recognised as an employer of choice</b> All key priorities delivered by end June 2024</p>	Organisational Health (including Innovation and Service Improvement)
<p>Proposed Priorities:          Develop and communicate the City of Adelaide Employer Brand          Develop and implement the City of Adelaide Workforce Plan, with a focus on:</p> <ul style="list-style-type: none"> <li>○ Attraction of new talent</li> <li>○ Succession planning</li> <li>○ Improving Aboriginal and Torres Strait Islander employment participation rates in accordance with Council’s Reconciliation Action Plan</li> </ul> <p>Develop a more contemporary tool for Council to assess and monitor organisational culture</p> <p>Proposed Measures:          Attraction and Retention of Employees</p> <ul style="list-style-type: none"> <li>○ Monitor early turnover rate as an indicator that employer brand matches the employee experience</li> <li>○ Benchmark workforce turnover rate against Australian Capital Cities and Territories</li> </ul> <p>Recognition for leadership in the sector (Awards)          Employee participation in Performance and Development Conversations process &gt;80%          Employee participation in and completion of Mandatory Training 100%</p>		
9	<p><b>Finalise the two (2) external reviews of the Adelaide Economic Development Agency</b> Report on findings of two external reviews noted by Council by end August 2023 Implement findings by end February 2024</p>	Organisational Health (including Innovation and Service Improvement)
10	<p><b>Improve the customer experience for residents, businesses, city users, the Lord Mayor and Councillors</b> All key priorities delivered by end June 2024</p>	Stakeholder Management Lord Mayor and Councillors
<p>Proposed Priorities:</p> <ul style="list-style-type: none"> <li>✓ Effective management of responses to Council Members and related constituent enquiries             <ul style="list-style-type: none"> <li>○ Respond in a timely manner to CEO undertakings following Council and Committee meetings</li> <li>○ Streamline requests via the FreshDesk system and improve monitoring and reporting</li> </ul> </li> <li>✓ Improve transparency to enable sound decision making i.e. aim for majority of reports to be discussed in public             <ul style="list-style-type: none"> <li>○ Develop a pro disclosure policy that is adopted by Council and communicated to stakeholders</li> </ul> </li> </ul> <p>Proposed Measures:</p> <ul style="list-style-type: none"> <li>✓ 80% of decisions and CEO undertakings closed out within 12 months</li> <li>✓ Voice of Customer Surveys achieves a rating of 3.5 or higher</li> <li>✓ Overall satisfaction with delivery of Council services &gt;70%</li> <li>✓ Overall satisfaction with delivery of Council services &gt;70% sources Baseline City User Profile (CUP Survey), Resident and Business surveys</li> </ul>		

*Extraordinary items, subsequent Council decisions and/or directions may impact attainment of these KPIs*

# 2023/24 – Chief Executive Officer KPIs

KRA – LEADERSHIP AND STRATEGIC PLAN DELIVERY					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
<ul style="list-style-type: none"> <li>Working collaboratively with Council in the development, communication, and implementation of the Strategic Plan, and providing regular reporting to Council on progress against the Plan.</li> <li>Managing the strategic planning process and assessing performance against the Strategic Plan.</li> </ul>	<ul style="list-style-type: none"> <li><b>Develop the Council's 2024-2028 Strategic Plan.</b> <ul style="list-style-type: none"> <li>Presented to Council by end December 2023.</li> </ul> </li> </ul>	31 December 2023	✓	<b>Completed</b> <ul style="list-style-type: none"> <li>Vision and Themes Workshop 25/7/23.</li> <li>Council Member Workshop 23/9/23.</li> <li>Draft endorsed for public consultation 24/10/23.</li> <li>Public consultation 27/10/23-20/11/23.</li> <li>Adopted by Council 12/12/23.</li> </ul>	Corporate Services
<ul style="list-style-type: none"> <li>Ensuring the development of annual business plans and budgets that support the delivery of the Strategic Plan.</li> </ul>	<ul style="list-style-type: none"> <li><b>Deliver all key objectives in Council's 2023/24 Business Plan and Budget.</b> <ul style="list-style-type: none"> <li>All key Objectives delivered by end June 2024.</li> <li>Budgeted operating result delivered.</li> </ul> </li> </ul>	30 June 2024	●	<b>Significantly progressed</b> <ul style="list-style-type: none"> <li>Q1 Progress Report approved by Council 28/11/23.</li> <li>Q2 Progress Report approved by Council 27/2/24.</li> </ul>	Corporate Services
<ul style="list-style-type: none"> <li>Providing timely strategic advice and recommendations to Council on policy matters, issues and proposals affecting the future development and position of the City of Adelaide.</li> </ul>	<ul style="list-style-type: none"> <li><b>Develop a City Plan that provides guidance on sustainable City growth.</b> <ul style="list-style-type: none"> <li>Presented to Council by end June 2024.</li> </ul> </li> </ul>	30 June 2024	●	<b>In progress</b> <ul style="list-style-type: none"> <li>Workshop for Draft City Plan Vision and City Shaping Principles at City Planning, Development and Business Affairs Committee 6/6/23.</li> <li>City Plan Studio for stakeholder engagement held 1-15 September 2023.</li> <li>City Plan Project Update to be presented to City Planning, Development and Business Affairs Committee 5/3/24.</li> </ul>	City Shaping
	<ul style="list-style-type: none"> <li><b>Develop a Housing Policy that supports the provision of affordable and social housing.</b> <ul style="list-style-type: none"> <li>Presented to Council by end December 2023.</li> </ul> </li> </ul>	31 December 2023	●	<b>Significantly progressed</b> <ul style="list-style-type: none"> <li>Workshop at City Community Services and Culture Committee (CCSCC) 2/5/23.</li> <li>Draft Endorsed for public consultation by Council 14/11/23.</li> <li>Public consultation 23/11/23-19/1/24.</li> <li>Adopted by Council 13/2/24.</li> </ul>	City Shaping




KRA – FINANCIAL AND RISK MANAGEMENT					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
<ul style="list-style-type: none"> <li>Ensuring annual and long-term financial plans are developed, monitored, and controlled.</li> <li>Developing and maintaining financial capability to enable the organisation to discharge its statutory functions and to realise human and capital resources for maximum benefit to the community.</li> <li>Organising and managing funding requirements and account for the proper receipt of all monies.</li> <li>Ensuring the appropriate governance and compliance frameworks are in place, particularly in terms of the <i>Independent Commissioner Against Corruption Act 2012</i>.</li> <li>Managing, maintaining, and maximising Council assets and resources.</li> <li>Ensuring all commercial activities of Council are in line with community service obligations and have clearly defined financial goals (including rate of return on assets) whilst meeting Council’s sustainability objectives.</li> </ul>	<ul style="list-style-type: none"> <li><b>Update the Council’s Long-Term Financial Plan including the assumptions and parameters.</b> <ul style="list-style-type: none"> <li>Presented to Council by end October 2023.</li> </ul> </li> </ul>	31 October 2023	✓	<b>Completed</b> <ul style="list-style-type: none"> <li>Assumptions and parameters received and noted by Audit and Risk Committee Workshop 4/8/23.</li> <li>Assumptions and parameters received and noted by City Finance and Governance Committee Workshop 15/8/23.</li> <li>Recommended for adoption including the CEO Financial Sustainability Report by City Finance and Governance Committee 9/9/23.</li> <li>Adopted by Council 26/9/23.</li> </ul>	Corporate Services


# 2023/24 – Chief Executive Officer KPIs

KRA – OPERATIONAL AND PROJECT DELIVERY					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
<ul style="list-style-type: none"> <li>Ensuring Capital Works projects and Asset Renewal programs and projects are on track and within committed budgets.</li> </ul>	<ul style="list-style-type: none"> <li><b>Deliver Council's Asset Renewal Works Program.</b> <ul style="list-style-type: none"> <li>Adopted by Council as part of the 2023/24 Business Plan and Budget.</li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>Adopted by Council 27/6/23 \$50.416m</li> <li>Revised by Council 28/11/23 \$54.153m</li> </ul>	City Services
	<ul style="list-style-type: none"> <li>Asset Renewal Funding Ratio of 90%. <i>The Asset Renewal Funding Ratio indicates whether Council is renewing or replacing existing assets at a rate of consumption.</i></li> <li>90% delivery of Council's Asset Renewal works program representing a minimum 25% improvement over the historical 5 year average of 65%.</li> </ul>	30 June 2024		<p><b>Significantly progressed</b></p> <p>The total spend for renewal projects to the end of December 2023 is \$22.115m with a further \$20.838m contracted, totalling committed expenditure of \$42.953m.</p> <p>Actual spend to the end of December 2023 reflects an Asset Renewal Funding Ratio of 82% with a forecast year end ratio of 97% at the end of Q2 2023.</p>	City Services
	<ul style="list-style-type: none"> <li><b>Deliver Council's Major / New and Upgrade Works Program.</b> <ul style="list-style-type: none"> <li>Adopted by Council as part of the 2023/24 Business Plan and Budget.</li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>Adopted by Council 27/6/23 \$50.318m</li> <li>Revised by Council 28/11/23 \$56.127m</li> </ul>	City Services
	<ul style="list-style-type: none"> <li>Reduce the level of Capital Works Carry Forward in the range of 10%-25% from the historical 5 year average of \$26.1M or 66%.</li> </ul>	30 June 2024		<p><b>Significantly progressed</b></p> <p><b>Major Projects - \$41.716m</b> Major Projects as of 31 December 2023 reflects \$15.866m spent and \$15.224m contracted, totalling committed expenditure of \$31.091m.</p> <p><b>New &amp; Upgrade Works - \$14.411m</b> New and Upgrade Projects as of 31 December 2023 reflects \$2.760m spent and \$1.636m contracted, totalling committed expenditure of \$4.396m.</p>	City Services
<ul style="list-style-type: none"> <li>Managing the Council's resources and day-to-day operations in an efficient and effective manner.</li> <li>Ensuring all processes are administered within appropriate governance and compliance frameworks.</li> </ul>	<ul style="list-style-type: none"> <li><b>Conduct four (4) public realm condition audits.</b> <ul style="list-style-type: none"> <li>Quarterly reports on public realm condition audits presented to Council.</li> </ul> </li> </ul>	30 June 2024		<p><b>In progress</b></p> <p>Report on initial series of public realm condition audits for King William Street, North Terrace, Hutt Street and Melbourne Street noted by Council 27/2/24. Common areas of focus identified included: Cleaning, Graffiti, Footpath condition, Tree condition and tree surrounds, Weeds and Garden beds.</p> <p>Further condition audits planned for Q3 2023/24.</p>	City Services
	<ul style="list-style-type: none"> <li>Develop a program to implement the findings by end June 2024.</li> </ul>	30 June 2024		<p><b>In progress</b></p> <p>A program will be developed by 30 June 2024 and presented to the Infrastructure and Public Works Committee.</p>	City Services

KRA – ORGANISATIONAL HEALTH (Including Innovation and Service Improvement)					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
<ul style="list-style-type: none"> <li>Embracing and driving a culture that encourages employee engagement and promotes accountability, initiative, creativity, diversity, transparency, and the organisation's values through coaching, mentoring and empowering direct reports, having performance conversations and ensuring an effective balance of people leadership and management competencies.</li> <li>Measuring staff and customer engagement and experience along with financial and governance indicators.</li> <li>Ensuring best practice human resource management strategies are implemented.</li> <li>Ensuring the organisational structure and human resources remain relevant to the strategic goals of the organisation through effective recruitment, retention, and performance management strategies.</li> <li>Ensuring an effective industrial relations system for all Council employees is in place and maintained, which is compliant with relevant legislation.</li> <li>Ensuring processes and procedures are in place that maintain a workplace free from discrimination, bullying and harassment.</li> <li>Driving a high level of innovation and continuous improvement initiatives are implemented and the benefit realised and measured.</li> </ul>	<ul style="list-style-type: none"> <li><b>Lead organisational culture improvement with a focus on values, leadership, expectations and behaviours to ensure the City of Adelaide is recognised as an employer of choice.</b> <ul style="list-style-type: none"> <li>All key priorities delivered by end June 2024.</li> </ul> </li> <li>Proposed Priorities:                             <ul style="list-style-type: none"> <li>Develop and communicate the City of Adelaide Employer Brand.</li> <li>Develop and implement the City of Adelaide Workforce Plan, with a focus on:                                     <ul style="list-style-type: none"> <li>Attraction of new talent</li> <li>Succession planning</li> </ul> </li> <li>Improving Aboriginal and Torres Strait Islander employment participation rates in accordance with Council's Reconciliation Action Plan.</li> <li>Develop a more contemporary tool for Council to assess and monitor organisational culture.</li> </ul> </li> <li>Proposed Measures:                             <ul style="list-style-type: none"> <li>Attraction and Retention of Employees:                                     <ul style="list-style-type: none"> <li>Monitor early turnover rate as an indicator that employer brand matches the employee experience</li> <li>Benchmark workforce turnover rate against Australian Capital Cities and Territories.</li> </ul> </li> <li>Recognition for leadership in the sector (Awards).</li> <li>Employee participation in Performance and Development Conversations process &gt;80%.</li> <li>Employee participation in and completion of Mandatory Training 100%.</li> </ul> </li> </ul>	30 June 2024	●	<p><b>In progress</b></p> <ul style="list-style-type: none"> <li>Refreshed Employee Value Proposition content has been developed, aligned to aspirational employer brand. People and Marketing teams are working together to develop materials to enable roll out.</li> <li>Workforce Strategy drafted aligned to the four 'People Experience' action areas contained within the City of Adelaide's Strategic Plan 2024-2028 (attraction and retention, culture, high performance, ways of working).</li> <li>Workforce Planning framework in development with workforce planning processes to be implemented to align to 2024/25 business plan and budget outcomes.</li> <li>Initiatives to improve Aboriginal and Torres Strait Islander employment participation outlined in Reconciliation Committee paper presented on 26/2/24.</li> <li>'CultreAmp' platform procured and implemented to assess and monitor organisational culture. Currently in use for onboarding and exit surveys, and to be used for additional purposes including 2024 Culture Survey.</li> <li>Turnover of 14.4% as 31/12/23, compared to 16.3% as 31/12/22 (excluding casuals).</li> <li>Reduction in number of leavers with less than two years' service from 44 (December 2022) to 37 (December 2023).</li> <li>Seven nominations submitted for LGP SA Excellence Awards February 2024.</li> <li>90% participation in PDC process for 2023.</li> <li>84% of mandatory training has been completed as at 31/12/23.</li> </ul>	Corporate Services

# 2023/24 – Chief Executive Officer KPIs

KRA – ORGANISATIONAL HEALTH (Including Innovation and Service Improvement)					
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible
	<ul style="list-style-type: none"> <li>Finalise the two (2) external reviews of the Adelaide Economic Development Agency.                             <ul style="list-style-type: none"> <li>Report on findings of two external reviews noted by Council by end August 2023.</li> <li>Implement findings by end February 2024.</li> </ul> </li> </ul>	<p>31 August 2023</p> <p>29 February 2024</p>		<p><b>In progress</b></p> <ul style="list-style-type: none"> <li>KPMG/Deloitte reviews noted by Council 22/8/23.</li> <li>Council/AEDA Board Workshop 26/9/23.</li> <li>Council endorsed an Action Implementation Plan 24/10/23, including updates to City Finance and Governance Committee and the Audit and Risk Committee in March and July 2024.</li> <li>CEO Briefing – Council/AEDA Workshop held 30/1/24.</li> </ul>	Corporate Services

KRA – STAKEHOLDER MANAGEMENT – LORD MAYOR AND COUNCILLORS																																	
Responsibilities as per CEO Position Description	KPIs	Timeline	Progress	Status	Portfolio Responsible																												
<ul style="list-style-type: none"> <li>Engaging with a wide range of internal and external stakeholders within a complex political environment and across a broad organisational framework.</li> <li>Promoting Council and its activities to the community.</li> <li>Negotiating and achieving the resolution of major issues which affect the management, planning and development of the City.</li> <li>Upholding a customer service culture and ensure that Council services meet customer needs.</li> <li>Monitoring customer satisfaction levels on a regular basis and ensure public accountability.</li> <li>Promoting relationships and liaising with external agencies including government at local, state and commonwealth level, the business community and resident groups.</li> <li>Representing the City in an official capacity as required.</li> <li>Ensuring that the City's image and profile is prominent through effective promotion and representation to the public, media and other groups and agencies.</li> <li>Ensuring timely and accurate information about Council policies and programs is regularly provided to the community and that appropriate mechanisms are created for community feedback to Council.</li> <li>Ensuring prompt and appropriate responses are given to specific requests for information made to Council.</li> <li>Facilitating and fostering productive internal and external relationships and partnerships necessary for Council to achieve its business and community goals.</li> <li>Ensuring consultation is used effectively to enhance decision making by Council.</li> </ul> <p>Lord Mayor and Councillors</p> <ul style="list-style-type: none"> <li>Providing Council and the Lord Mayor with the best contemporary strategic advice, based on but not limited to a sound assessment of risks and opportunities and limitations imposed by the law.</li> <li>Working effectively with the Lord Mayor in their capacity as leader of, and official spokesperson for, the Council.</li> <li>Providing timely information, advice and support to the Lord Mayor, Deputy Lord Mayor and Councillors.</li> </ul>	<ul style="list-style-type: none"> <li><b>Improve the customer experience for residents, businesses, city users, the Lord Mayor and Councillors.</b> <ul style="list-style-type: none"> <li>All key priorities delivered by end June 2024.</li> </ul> </li> <li>Proposed Priorities:                             <ul style="list-style-type: none"> <li>Effective management of response to Council members and related constituent enquiries.                                     <ul style="list-style-type: none"> <li>Respond in a timely manner to CEO Undertakings.</li> <li>Streamline requests via the Fresh Desk system and improve monitoring and reporting.</li> </ul> </li> <li>Improve transparency to enable sound decision making ie aim for majority of reports to be discussed in public.                                     <ul style="list-style-type: none"> <li>Develop a pro disclosure policy that is adopted by Council and communicated to stakeholders.</li> </ul> </li> </ul> </li> <li>Proposed Measures:                             <ul style="list-style-type: none"> <li>80% of decisions and CEO Undertakings closed out within 12 months.</li> <li>Voice of Customer surveys achieves a rating of 3.5 or higher.                                     <p><b>There are clearly some issues in relation to this indicator relating to low response rates. An Action Plan has been developed with a focus to improve response conversion rates through engagement workshops with key business units.</b></p> </li> <li>Overall satisfaction with delivery of Council services &gt;70%.                                     <p>Overall satisfaction with delivery of Council services &gt;70% sources Baseline City User Profile (CUP Survey), resident and Business surveys.</p> </li> </ul> </li> </ul>	30 June 2024		<p><b>In progress</b></p> <ul style="list-style-type: none"> <li>87% of CEO undertakings closed within 12 months as at 31/12/23.</li> <li>Systematic Freshdesk updates provided monthly for Executive Review, highlighting current status, month on month comparison and any outstanding issues.</li> <li>Policy adopted by Council 28/11/23.</li> <li>95% of (Council) decisions closed within 12 months as at 31/12/23.</li> <li>Customer Satisfaction                             <ul style="list-style-type: none"> <li>Six-month average to 31/12/23 52%.</li> </ul> </li> <li>Customer Ease/Effort                             <ul style="list-style-type: none"> <li>Six-month average to 31/12/23 61%.</li> </ul> </li> <li>As per the 2023 City User Profile Survey, 12 of 13 services' satisfaction scores exceeded 70%.                             <table border="1" data-bbox="2077 1575 2433 1848"> <thead> <tr> <th>Service</th> <th>Score</th> </tr> </thead> <tbody> <tr><td>Arts, Culture and Events</td><td>88%</td></tr> <tr><td>Community Planning and Development</td><td>79%</td></tr> <tr><td>Community Safety</td><td>72%</td></tr> <tr><td>Economic Planning and Growth</td><td>75%</td></tr> <tr><td>Environmental Sustainability</td><td>76%</td></tr> <tr><td>Library Services</td><td>92%</td></tr> <tr><td>Park Lands and Open Space</td><td>91%</td></tr> <tr><td>Parking</td><td>53%</td></tr> <tr><td>Planning, Building and Heritage</td><td>81%</td></tr> <tr><td>Property Management and Development</td><td>82%</td></tr> <tr><td>Resource Recovery and Waste Management</td><td>82%</td></tr> <tr><td>Sports and Recreation</td><td>92%</td></tr> <tr><td>Streets and Transportation</td><td>75%</td></tr> </tbody> </table> </li> </ul>	Service	Score	Arts, Culture and Events	88%	Community Planning and Development	79%	Community Safety	72%	Economic Planning and Growth	75%	Environmental Sustainability	76%	Library Services	92%	Park Lands and Open Space	91%	Parking	53%	Planning, Building and Heritage	81%	Property Management and Development	82%	Resource Recovery and Waste Management	82%	Sports and Recreation	92%	Streets and Transportation	75%	Corporate Services
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