

CEO Strategic Priorities & Scorecard Interim Update

Thursday, 16 June 2022
CEO Performance Review
Committee

Strategic Alignment - Enabling Priorities

Program Contact:
Chief Operating Officer

Public

Approving Officer:
Amanda McIlroy - Chief
Operating Officer

EXECUTIVE SUMMARY

At its meeting on 30 November 2021, the CEO Performance Review Committee adopted the scorecard and a suite of strategic priorities as performance measures for the Chief Executive Officer (CEO) to achieve within twelve months, from September 2021 to September 2022.

The strategic priorities were subsequently revised slightly at the meeting on 3 March 2022 to improve clarity of outcomes and measures. As of end of May 2022, all strategic priorities are on track to be achieved by September 2022, while the scorecard measures require further focus over the next quarter.

This report provides an interim progress update on both the scorecard and the strategic priorities.

RECOMMENDATION

That the CEO Performance Review Committee:

1. Notes the progress against measures in the scorecard as provided in Attachment A to Item 4.1 on the Agenda for the meeting of the CEO Performance Review Committee held on 16 June 2022.
 2. Notes the progress against measures for the strategic priorities as provided in Attachment B to Item 4.1 on the Agenda for the meeting of the CEO Performance Review Committee held on 16 June 2022.
-

IMPLICATIONS AND FINANCIALS

CEO Contract	Achievement of agreed performance measures is required as part of the CEO contract.
Consultation	Key staff with responsibility for organisation scorecard and strategic priorities measures, including Executive and the CEO, have been consulted in the preparation of this report.
21/22 Budget Allocation	Not as a result of this report

DISCUSSION

1. The scorecard provides measures to determine performance against key organisational priorities and commitments relating to organisational, service and employee performance. The scorecard is structured around the four pillars of Effective Organisation, Customer Centricity, Engaged Workforce and Financial Sustainability.
2. Progress against the scorecard and strategic priorities is measured from September 2021 to September 2022. Where progress is measured over a different timeframe, this will be made clear.
3. As of May 2022, there are four measures that are off track or requiring action/attention, and nine that are on track to be achieved by September 2022.
4. The measures that require additional action/attention are summarised below.
 - 4.1. **Effective Organisation:** *>90% of internal audit recommendations are closed on time. 74% of internal audit actions closed on time. This measure has improved from a baseline of 50%. There has been focused effort on closing out agreed actions arising from internal audits undertaken. Any extension to the timeline for completion of an action item requires CEO approval. All action items, and their completion, are monitored by the Strategic Risk and Internal Audit committee and Audit and Risk Committee.*
 - 4.2. **Customer Centric:** *90% of TRIM correspondence actioned on time. Currently at 59%. Further investigation has found that current reporting on this measure includes reporting on all TRIM workflows, including internal approvals and acknowledgements. Given that the intent of this measure is to assess customer centricity, separate reporting is in development that focuses specifically on external, customer correspondence, which will improve the measure.*
 - 4.3. **Engaged Workforce:** *Participation in and completion of Mandatory Training 100%. Data to the end of May shows this at 76%. Completion of mandatory training is being regularly reported to and monitored by Executive to ensure each portfolio remains on track. It is anticipated that this escalation, combined with regular reminders and encouragement for staff to complete modules will support the achievement of this measure.*
 - 4.4. **Financially Sustainable:** *Committed Capital Works Projects & Asset Renewal programs delivered on time and on budget. Current baseline data for this measure may not be the most appropriate given the intended focus on financial sustainability. Further investigations are underway to develop a more relevant baseline and current trend for this measure that specifically addresses the issue of on time delivery, rather than capitalisation.*
5. The strategic priorities were established to support the Chief Executive Officer (CEO) in driving the vision of the organisation, complementary to Council's Strategic Plan and Annual Business Plan objectives.
6. As of end of May 2022, all strategic priorities are on track to be achieved by September 2022.
7. The 360-degree review of the CEO commenced in June 2022. Results from the 360-degree process will be shared at the next meeting of the CEO Performance Review Committee to be scheduled for September

2022. The 360-degree process is intended to inform the review of CEO's development and is not tied to any performance indicators.

8. As per the terms of her contract, in September the CEO will prepare and submit to the Performance Review Panel an assessment of her performance for the year.

ATTACHMENTS

Attachment A – Organisation Scorecard Progress May 2022

Attachment B – Strategic Priorities Progress May 2022

- END OF REPORT -