

**From:** Lynne Adamson  
**To:** [REDACTED]  
**Subject:** FW: Local Government Official Information request - 719103  
**Date:** Tuesday, 2 July 2019 05:15:00 p.m.  
**Attachments:** [CEO OBJECTIVES for 2018\\_19.pdf](#)

---

Kia ora [REDACTED]

I refer to your email dated 31 May 2019 requesting a copy of the Key Performance Indicators for the Chief Executive.

Please find attached a copy of the current CEO key performance indicators which are for the 2018/19 year for your information.

I trust this answers your query.

Nga mihi

*Lynne*

Lynne Adamson

**GOVERNANCE SUPPORT OFFICER  
CIVIC**

**P** 03 477 4000 | **DD** 03 474 3431 | **E** [lynne.adamson@dcc.govt.nz](mailto:lynne.adamson@dcc.govt.nz)

Dunedin City Council, 50 The Octagon, Dunedin  
PO Box 5045, Dunedin 9054  
New Zealand

[www.dunedin.govt.nz](http://www.dunedin.govt.nz)  
[www.dunedin.govt.nz](http://www.dunedin.govt.nz)

**From:** [REDACTED]  
**Sent:** Friday, 31 May 2019 3:11 p.m.  
**To:** Official Information <officialinformation@oa.dcc.govt.nz>  
**Subject:** Local Government Official Information request - 719103

Leonie has submitted a LGOIMA request - 719103.

Below are the details of the request

**Request details:**

Received via email "Kia Ora, could I please request under LGOIMA the Key Performance Indicators for the Chief Executive of the Council. Many thanks, Leonie Exel"

**File attachment (file name)**

LGOIMA,-KPIs-of-the-CEO.eml, 1.9 KB

**Name**

[REDACTED]

**Email address**

[REDACTED]

**Mailing address**

[REDACTED]

**Contact phone number**

not provided

**Do you wish to have your name withheld from publication**

## CEO OBJECTIVES FOR 2018

That the CEO leads the Dunedin City Council in:

- The development of a robust and transparent public profile with respect to major Council operational matters
- Improving communication with individual residents and stakeholder groups within the Dunedin community.
- Improving departments' responsiveness to decisions of Council
- Establishing a framework that aligns all departments' KPIs with Council strategies and priorities, monitors achievement against these, and reports to Council
- Embedding and deepening the culture of continuous improvement and customer focus throughout all areas of Council operations
- Improving internal processes for managing performance – setting performance expectations, acknowledging good performance and managing non-performance.

Focus area	Measure	Evidential basis
The development of a robust and transparent CEO public profile with respect to major Council operational matters	Public appearances, talks, fronting operational issues and concerns, direct communication with residents in the media concerning operational matters	Feedback to CEO, councillors  Reputation in the community
Improving Council communication with individual residents and stakeholder groups both within and outside the Dunedin community in an appropriate and timely manner.	Residents and stakeholders are satisfied with Council communication  Increased interaction with business community stakeholders  The CEO continues to be well regarded at local and central government level	Resident satisfaction surveys  Stakeholder satisfaction surveys  The nature and frequency of reporting on operational issues to the community  Attendance at Chamber of Commerce BA5 functions or other business community meetings
Establishing a framework that aligns all departments' KPIs with Council strategies and priorities, monitors achievement against these, and reports to Council, including timely responsiveness to the decisions of Council.	All Council departments have documented KPIs that are approved annually by the CEO  All departmental KPIs are clearly aligned to Council strategies and priorities	Documented evidence of departmental KPIs and alignment with strategic framework  Regular reports on achievement of departmental KPIs with agreed timeframes of activities being met.

Focus area	Measure	Evidential basis
	Clear framework developed to show delivery on the 'sustainability' and 'Treaty of Waitangi' council priorities	Progress against all council resolutions and the workplan is regularly reported on.  Quarterly reporting has qualitative and/or qualitative measures on progress in these areas
Development of council-wide workplan showing major work areas of each department	Workplan delivered and updated in each departmental quarterly report  Action on all council resolutions and the workplan is progressed in the agreed timeframe expected by Council.	Councillor satisfaction with the workplan reporting
Embedding and deepening the culture of continuous improvement and customer focus throughout all areas of Council operations	Residents' satisfaction with Council performance and customer focus  Staff are equipped and work together to deliver the strategic objectives of customer service and quality outcomes	Resident satisfaction surveys  Committee meeting minutes and reports to Council evidence audit processes are in place and up to date (eg. Health and Safety, Finance, Risk).  Customer focus initiatives and projects are being undertaken in line with Council strategies with quality outcomes evidenced.
Improving internal processes for managing performance – setting performance expectations, acknowledging good performance and managing non-performance	The Council has implemented an effective performance review and appraisal system  The Council has a framework for recognising and valuing staff  Ongoing cross-council work to increase staff engagement and morale	Documented evidence of system implementation  Council is made aware of exceptional staff performance  A regular CEO report is provided to Council.  Increase in 'staff engagement' score as measured by annual Connexa Survey: <ul style="list-style-type: none"> <li>• 53% Sep 2015</li> <li>• 51% Sep 2016</li> <li>• 61% Sep 2017</li> </ul>