



Meeting attachments

CEO Performance Review Committee

Wednesday 24 June 2026 2pm

**Meeting attachments – CEO Performance Review Committee
24 June 2026**



Attachment 1. CEO Performance Criteria 2026-2027

The Community's Vision	Council's Mission
• A liveable city that is vibrant, socially connected and desirable • A thriving city with a prosperous and innovative economy • A creative city that is inspiring, diverse and dares to be different • A resilient city that plans for the future and is empowered to take action • An inclusive city that welcomes, celebrates and cares for all people, cultures and abilities	We are for the community
Council's Values	
Our vision and mission are underpinned by a set of values that guide our behaviour as well as strategic and operational decisions. Values demonstrate integrity and accountability to external stakeholders and set the organisation apart from other Councils. Our values are: Collaboration: We are stronger and better working together. Inclusive: We value and welcome everyone to a culture which is fulfilling and brings us a sense of enjoyment. Integrity: By doing it right and doing it well, we are accountable and deliver on the trust placed in us. Making a difference: We adapt, learn and grow through curious thinking and courageous action.	

SUMMARY OF PERFORMANCE CRITERIA (Details on the following pages)

	Strategic Outcome	Performance Indicator	Review Frequency
1	Leadership Functions of the CEO	Deliver the functions of the City.	Quarterly progress report to Council Weekly meeting with Mayor Monthly briefing with Council
2	Delivery of Strategic Community Plan and Corporate Business Plan Funded Initiatives	Deliver action items within designated priorities, timeframes and budgets as measured from the quarterly progress report.	
3	Key Focus Areas	Customer Service Review and Planning Framework Review – measures as detailed in the table below.	

Notes:

1. These performance criteria are dynamic and may need to be renegotiated during the year in line with Council decisions and other external events outside of the control of the CEO. There will typically be evidence that can be provided of agreement regarding any additions, amendments or deletions to the Performance Criteria in Council minutes.
2. The CEO will review progress against these Performance Criteria in October and February for discussion with the CEO Performance Committee.
3. An annual qualitative Councillor and Senior staff survey will be conducted as a part of the in conjunction with the annual CEO performance review process, to measure leadership of our values and leadership capabilities for developmental purposes only.

CRITERIA 1 – LEADERSHIP FUNCTIONS OF THE CEO

Performance Criteria	Performance Indicator
1.1 Causing council decisions to be implemented	- Report quarterly on implementation of Council decisions, outlining remaining actions for resolutions not finalised within an anticipated timeframe - Provide timely, relevant and accurate information to enable the Council to fulfil its obligations. - Undertakes an annual assessment of organisational capability and provides elected members with a high-level briefing on the outcomes and proposed strategic response.
1.2 Managing the provision of services and facilities that the council has determined the local government is to provide in the district	- Provide monthly reporting of budget outcomes and variances. - Facilitate strategic reviews and programming by February 2027 to inform budget considerations. - Delivery of the Capital Works Program against agreed timeframes and budgets with quarterly reporting to council on percentage achievement of capital works program with progress updates. - Review of community engagement methodology by November, 2026.
1.3 Determining procedures and systems for — (i) implementing the local government's policies as determined by the council; and (ii) otherwise managing the local government's administration and operations	- Manage organisational risks, budget compliance, financial performance and asset management Annual Compliance report considered by Audit Committee and Council - Annual Audit report considered by Audit Committee and Council - Integrated Planning and Reporting Framework requirements and timeframes are maintained.
1.4 Being responsible for the employment, management, supervision, direction and dismissal of other employees (subject to section 5.37(2) in relation to senior employees)	Report on human resource management indicators as agreed with Council. Percentage of turnover within +5% of June 2026 level. Staff engagement survey within -5% of April, 2026 level.
1.5 Ensuring that records and documents of the local government are properly kept for the purposes of this Act and any other written law	- Record keeping system performance and effectiveness - Transparency and access e.g. FOIs, dissemination of public information, data breaches - Record Keeping Plan is current and training / awareness sessions are held annually

CRITERIA 2 – DELIVERY OF STRATEGIC COMMUNITY PLAN AND CORPORATE BUSINESS PLAN FUNDED INITIATIVES

Performance Criteria	Performance Indicator
2.1 Annual Actions from the Corporate Business Plan	Delivery of action items within designated priorities, timeframes and budgets as measured from and reported through the quarterly progress report.

CRITERIA 3 – KEY FOCUS AREAS

Performance Criteria	Performance Indicator
3.1 Customer Service Review	- Completion of the Customer Service Project delivery across the City. - Improved completion rate of Customer Request responses across the organisation. (March 2026 baseline)
3.2 Planning Framework Review	Demonstrated progress towards the City's Town Planning Framework