

Activity Briefing

People and Capability

Activity briefing agenda

- What we do
- Our key assets
- Background information
- Our key programmes
- A key project
- Our levels of service
- Key issues

What we do

*We have the right
people, motivated,
engaged and delivering*

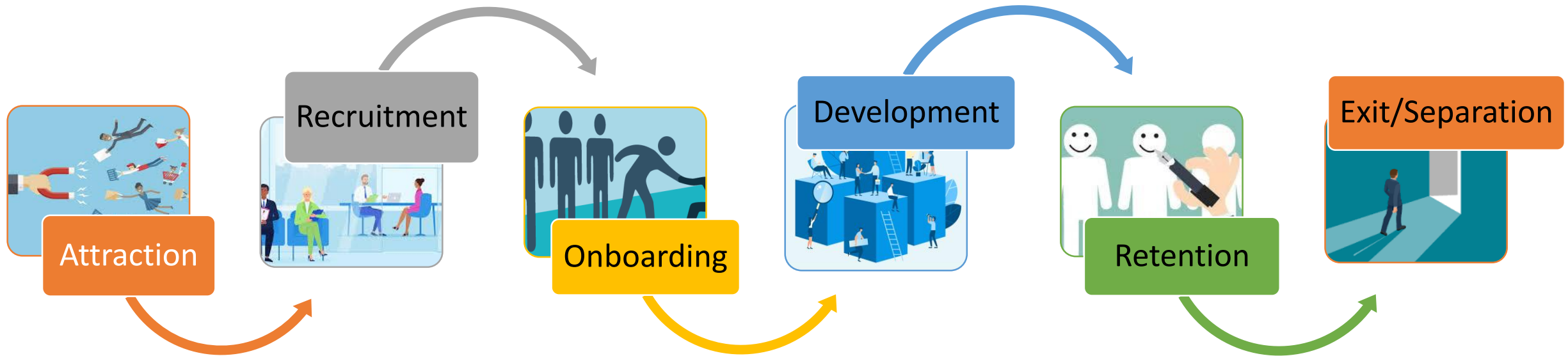
*WDC is a good place to
work*

*A workforce that is
diverse, flexible and
adaptive*



What we do

- The Employee lifecycle



Our key assets



24 areas of expertise



388 employees



Working together to deliver services and facilities that support a vibrant, attractive thriving District.

Ethnicity	September 2016	July 2020
NZ Maori	6.2%	11%
NZ Pakeha/European	9.6%	61%
Pacific Peoples		2.4%
Other European	6.2%	12.8%
Other	3.9%	10.6%
Blank	74.1%	2.2%

Ethnicity

Average length of service	7.87 years
Female	7.95 years
Male	7.71 years

Length of service

Who joined and who left your council during FY19?



12.8%
Staff turnover
rate



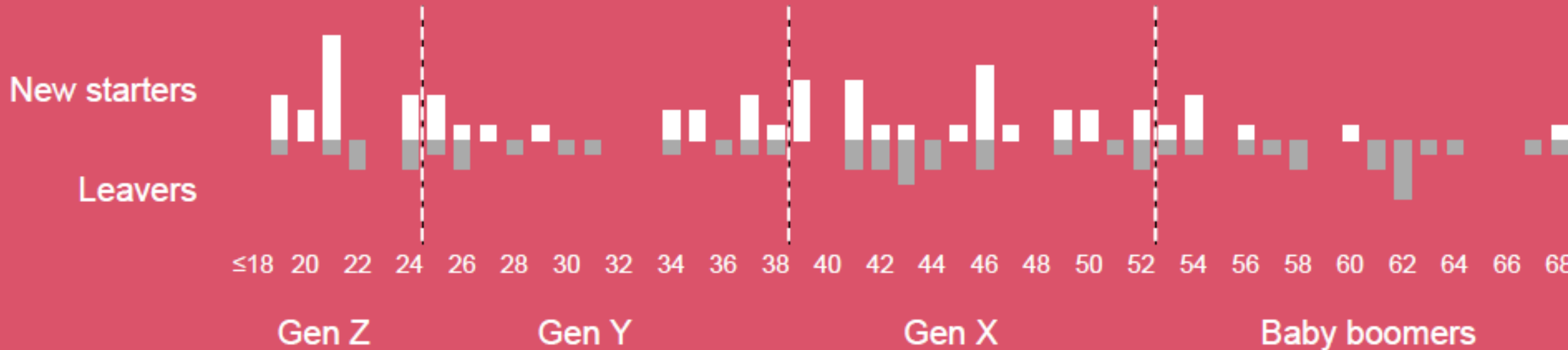
47
Leavers



59
New starters



8%
Vacant FTE
closing FTE



Starters & Leavers

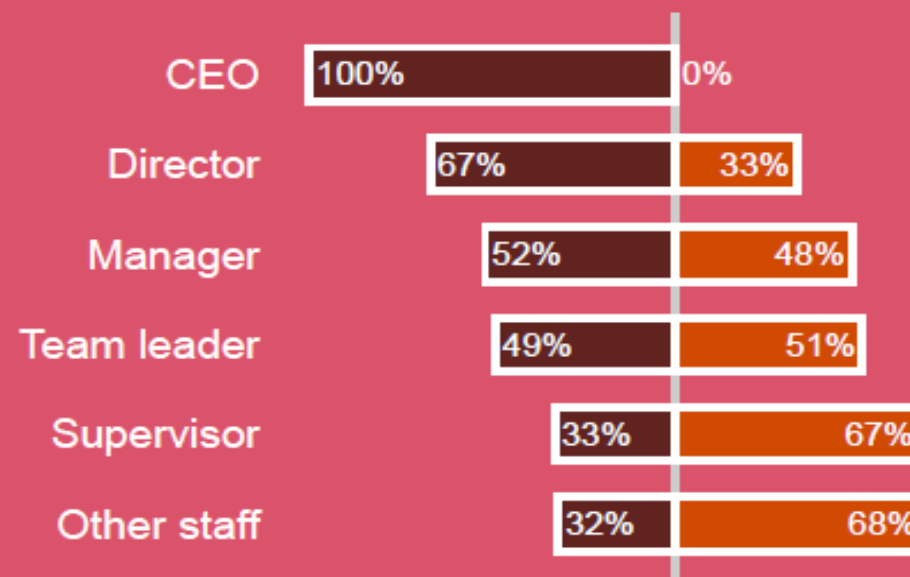
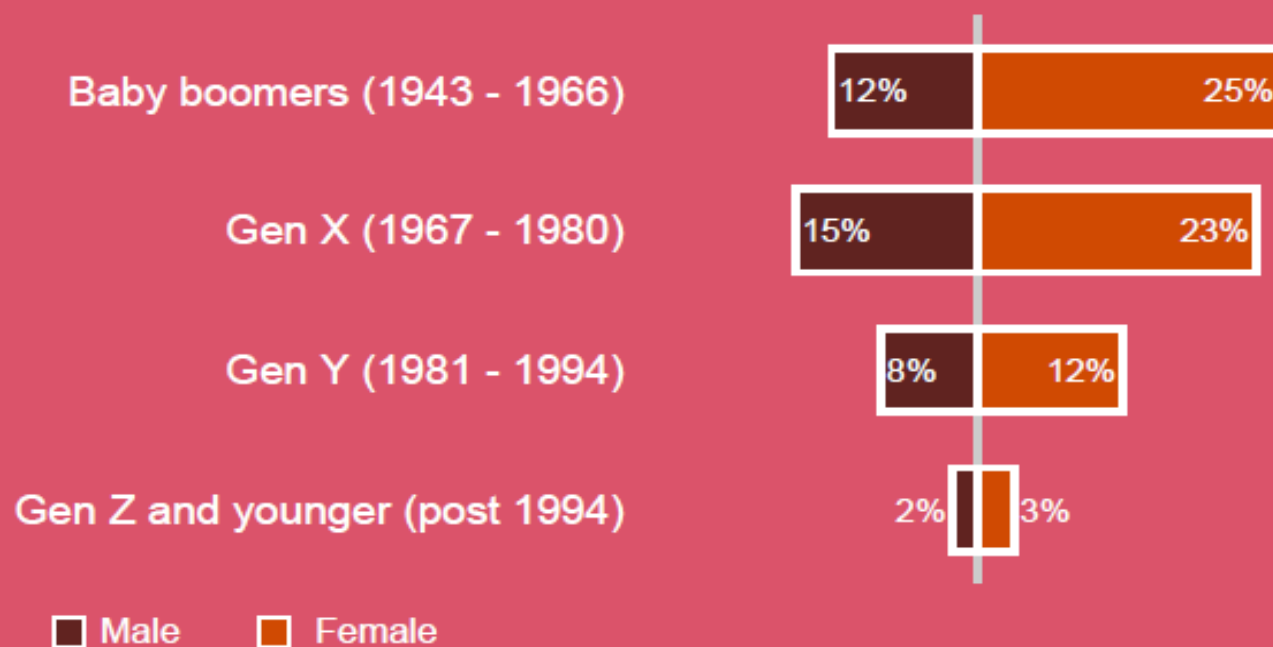
(The Australasian Local Government Performance Excellence Program FY19)

Does your council have a gender-diverse workforce?

64% of your employees are women



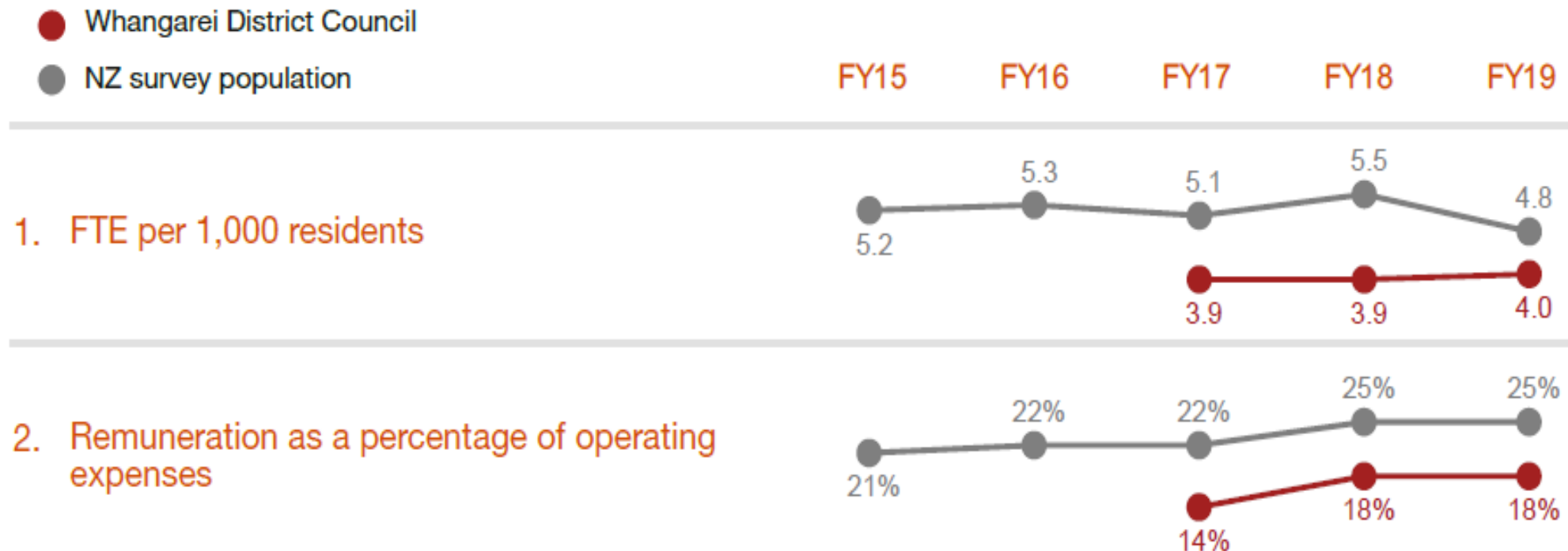
44% of your employees at manager level and above are women



Gender

(The Australasian Local Government Performance Excellence Program FY19)

Workforce Trend Summary



Taxpayers Union Councils personnel costs by household

http://www.ratepayersreport.nz/2019_report

Our key programmes



- Our Korero
 - Organisation Strategy
 - Health and Safety
- Learning and Development
 - Diversity and Inclusion

Our Korero 2018 – 2020

Our journey





Our Korero - Participation

Participation %	2018	2019	2020
WDC	89%	95%	93%
LG Benchmark	74%	75%	71%

Our Korero Organisation results

our kōrero

Let's talk about creating
a collaborative culture.



Overall score	2018	2019	2020
WDC	62%	65%	70%
LG Benchmark	63%	64%	64%

What the professionals thought were our key opportunities for improvement - 2018

Priority 1

- Clarify Organisational;
- Strategy/Vision
 - Living the Values
 - Roles

Priority 2

- Cross Departmental working;
- Reduce silos
 - Improve communications
 - Increase understanding of roles

Consultation
with people

- To feel valued and recognised
- To celebrate

One Building

Priority 3.

Remuneration
review

- Review the Technology which supports the business processes (Tech One)
- Review the ability to obtain customised reports

Our Korero whole organisation – highest scoring questions 2020

our kōrero

Let's talk about creating
a collaborative culture.



1	Culture	I enjoy working for this council	84%
2	Culture	I understand clearly how the things I do affect the ability of others in my department to do their job	84%
3	Leadership	My direct Manager (not Team Leader) treats people the way they ask us to treat the ratepayers/community and each other – <i>manaakitanga</i>	83%
4	Culture	Our organisation is a great place to work	82%
5	Rate Payer / Community Focus	The importance of our ratepayers/community has a significant impact on how we work	80%
6	Business Processes	The health, safety and wellbeing of people in our organisation is appropriately reflected in our systems, processes and work environment	80%
7	Rate Payer / Community Focus	I am proud of the impact our council has on the community	79%
8	Strategy	Social responsibility is appropriately reflected in our council's vision, values and strategy - <i>atawhaitanga</i>	76%
9	Internal Communication	My direct Manager (not Team Leader) shares information with me that enables me to do my job effectively	76%
10	Performance Development	My own performance targets are aligned with the objectives of our organisation	76%

Our Korero whole organisation – lowest scoring questions 2020

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Let's talk about creating
a collaborative culture.



1	Information	We can quickly obtain customised reports from our information systems	55%
2	Performance Development	Our remuneration structure is appropriate relative to the market	56%
3	Business Processes	Meetings are generally an effective use of time	60%
4	Rate Payer / Community Focus	Our organisation has a positive reputation with our ratepayers	62%
5	Project Planning	Effective consultation occurs before changes are made that affect others	62%
6	Rate Payer / Community Focus	Our organisation has a positive reputation in its local business community	62%
7	Strategy	All departments have goals or objectives that are aligned with those of other departments	63%
8	Review	Projects are reviewed thoroughly to see how well the actual outcome reflected the forecast outcome	63%
9	Business Processes	We have the technology to effectively support our processes	63%
10	Review	Information and results from projects are analysed and acted upon effectively	64%

Our Korero whole organisation Where we are in relation to the benchmark?

our kōrero
Let's talk about creating
a collaborative culture.



	Below the benchmark	Below the benchmark (significant)	Met the benchmark	Above the benchmark	Above the benchmark (significant)
2018	51	21	6	15	5
2019	19	3	12	41	12
2020	0	0	0	72	69

A key project – our organisation development journey

February 2016 – refocus our organisation

Working differently

Looked at culture, processes and structure

Introduced Our Korero



Focus on Organisation Strategy

Cross organisation working groups

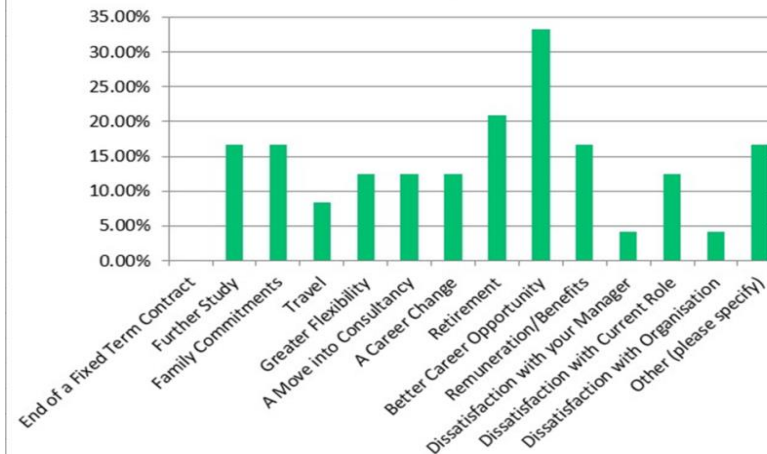
Our levels of service

- We work very closely in the business providing support and advice.

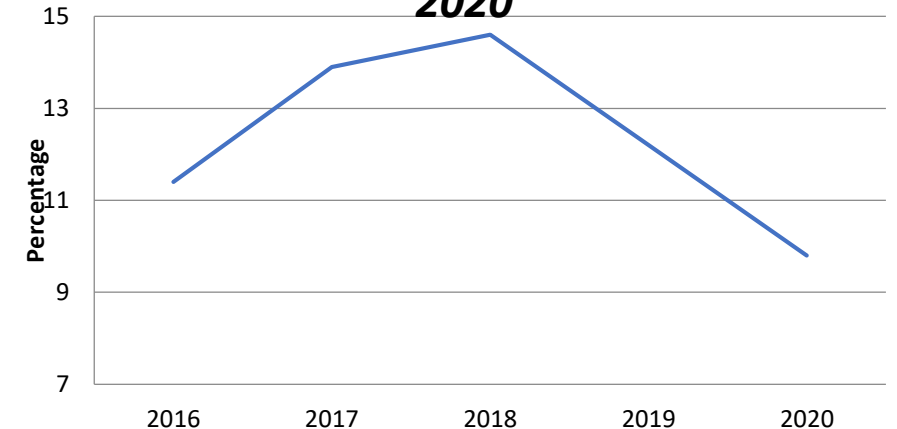
Some internal indicators of our service delivery include:



Exit Surveys – Reasons for leaving



WDC Employee Turnover 2016 - 2020





Key issues for the next 3 years

- Resourcing
 - The combination of lower staffing levels and recruitment freeze
- Implications of change/uncertainty on health and safety of our employees
 - Tourism, 3 Waters, Stadium Trust
 - Values based decisions challenged by different drivers
- Adapting in a timely way
 - Making changes within Council timeframes
- Culture – changing behaviours and expectations
 - The next new way of working
- Diversity and Inclusion
 - Embracing different world views



Key issues for the next 10 years

- Attracting talent – skill shortages
- Leaders who adapt to and influence through change
- Diversity and Inclusion
- Climate change
- Population growth
- Changing community expectations
- Legislative change



Key upcoming projects

- Organisation strategy – carry on
- Cross organisation working groups
- Responding to our changing District
 - Covid
 - Tourism
 - Changes to the RMA?

Questions