

Symbols used to identify each measure contributing to community outcomes

SC Services that support Communities

Council Initiatives		Measure		SC
Culture change, staff training and development		Staff satisfaction		
<b>Result 2009/10:</b> N/A	<b>Target 2010/11:</b> 67%	<b>Result 2010/11:</b> 0%	<b>Not Achieved - Comments:</b> As organisational changes were still occurring the survey did not take place.	
<b>In 2009/10 Council advised:</b> Complete survey once the new structure is bedded in.			<b>Challenges going forward:</b> Development plans are underway.	

Council Initiatives		Measure		SC
Culture change, staff training and development		Percentage variation from benchmark for staff engagement		
<b>Result 2009/10:</b> N/A	<b>Target 2010/11: -</b> 5%	<b>Result 2010/11:</b> 0%	<b>Not Achieved - Comments:</b> As organisational changes were still occurring the survey did not take place.	
<b>In 2009/10 Council advised:</b> Complete survey once the new structure is bedded in.			<b>Challenges going forward:</b> Development plans are underway.	

Council Initiatives		Measure		SC
Culture change, staff training and development		Staff sense of belonging		
<b>Result 2009/10:</b> N/A	<b>Target 2010/11:</b> 65%	<b>Result 2010/11:</b> 0%	<b>Not Achieved - Comments:</b> As organisational changes were still occurring the survey did not take place.	
<b>In 2009/10 Council advised:</b> Complete survey once the new structure is bedded in.			<b>Challenges going forward:</b> Development plans are underway.	

Council Initiatives		Measure		SC
Staff recruitment and retention		Cumulative reduction in contract and casual staff		
<b>Result 2009/10:</b> Achieved	<b>Target 2010/11:</b> 10%	<b>Result 2010/11:</b> Achieved	<b>Achieved - Comments:</b> Use of casual staff has significantly reduced and is carefully monitored.	
<b>In 2009/10 Council advised:</b> Continue to utilise internal resources and monitor the use of casual staff.			<b>Challenges going forward:</b> Maintain utilising internal resources and reduce casual staff costs.	

Council Initiatives		Measure		SC
Staff recruitment and retention		Percentage of Staff turnover		
<b>Result 2009/10:</b> 5.35%	<b>Target 2010/11:</b> 17%	<b>Result 2010/11:</b> 12.25%	<b>Achieved - Comments:</b> Poor economic conditions and economic forecasts indicate that staff turnover will continue to stay low due to decreased job opportunities; Unemployment in the Far North is the highest in the country.	
<b>In 2009/10 Council advised:</b> As NZ recovers from the recession retention of staff will be carefully planned.			<b>Challenges going forward:</b> Retention strategies and development plans are underway.	

Council Initiatives		Measure		SC
Reduce sickness absence		Percentage of Absenteeism		
<b>Result 2009/10:</b> 4.64%	<b>Target 2010/11:</b> 3.5%	<b>Result 2010/11:</b> 3.36%	<b>Achieved - Comments:</b> A reduction in staff taking sick leave.	
<b>In 2009/10 Council advised:</b> Ongoing monitoring and preventive measures to reduce the impact of winter ailments.			<b>Challenges going forward:</b> Minimise absenteeism by introducing wellness plans.	

