

Symbols used to identify each measure contributing to community outcomes

SC Services that support Communities

Council initiatives Culture change, staff training and development		Measure Staff satisfaction.		SC
Result 2010/11: 0%	Target 2011/12: 69%	Result 2011/12: 0%	Not Achieved - Comments: Changes as a result of organisational restructuring need to be bedded in before a survey is undertaken. A survey is planned for 2013.	
Council initiatives Culture change, staff training and development		Measure Percentage variation from benchmark for staff engagement.		SC
Result 2010/11: 0%	Target 2011/12: Nil	Result 2011/12: 0%	Not Achieved - Comments: Changes as a result of organisational restructuring need to be bedded in before a survey is undertaken. A survey is planned for 2013.	
Council initiatives Culture change, staff training and development		Measure Staff sense of belonging.		SC
Result 2010/11: 0%	Target 2011/12: 67%	Result 2011/12: 0%	Not Achieved - Comments: Changes as a result of organisational restructuring need to be bedded in before a survey is undertaken. A survey is planned for 2013.	
Council initiatives Staff recruitment and retention		Measure Cumulative reduction in contract and casual staff. <i>(Casual staff reduction has reached the bare minimum pool of trained staff required for use in frontline customer service positions during sickness, annual leave and peak periods. Target set in the LTCCP was 15%).</i>		SC
Result 2010/11: Achieved	Target 2011/12: 5%	Result 2011/12: 100%	Achieved - Comments: Cost of casual staff has plateaued. Casual staff services are utilised primarily in front line customer services areas to cover leave and absenteeism due to sickness.	
Council initiatives Staff recruitment and retention		Measure Percentage of staff turnover. <i>(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. Target set in the LTCCP was 16%).</i>		SC
Result 2010/11: 12.25%	Target 2011/12: 5%	Result 2011/12: 7%	Not Achieved - Comments: This result is based on voluntary resignations in 2011/12.	
Council initiatives Reduce sickness absence		Measure Percentage of absenteeism. <i>(Health trends and benchmarking information for other Councils indicate the Far North District Council will not be able to reduce sickness absence much lower than 4%. Target set in the LTCCP was 3%).</i>		SC
Result 2010/11: 3.36%	Target 2011/12: 4%	Result 2011/12: 4%	Achieved - Comments: By closely monitoring and reporting absenteeism to the general management team (GMT).	

