

 Report
 12.184

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 9 May 2012

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Committee Audit, Risk and Assurance

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Capability

People and Capability Group quarterly review

1. Purpose

The purpose of this report is to provide the Committee with a quarterly review of the People and Capability Group for the period ending 31 March 2012.

2. The decision-making process and significance

No decision is being sought in this report.

3. Executive summary

The main activities and functions carried out by the People and Capability Group over the last quarter were:

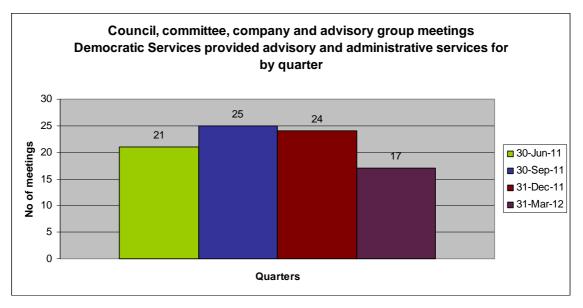
- Communicating the results of the Gallup Engagement Survey and working with managers/staff to develop the next steps in our engagement journey
- Managing the Public Transport change management process within the organisation and undertaking recruitment for new positions. Managing Greater Wellington's interests in the restructuring of the CDEM Group across the region
- Updating our organisational Health and Safety plan to incorporate the recommendations from the recent ACC WSMP audit and internal audit processes
- Developing an interactive workshop to focus on employee health and wellbeing
- Designing and delivering two new health and safety training courses to accommodate specific needs within the organisation
- Working with councillors to develop the Council's initial representation proposal for the 2013 triennial elections
- Reviewing the Council's Standing Orders and Council's adoption of new Standing Orders

3.1 Group overview

Report on Democratic Services

3.1.1 Servicing of meetings

During this quarter Democratic Services provided advisory and administrative services to 17 Council, committee, company and advisory group meetings. The following graph shows the number of meetings serviced by the Democratic Services Department over the 12 months.



3.1.2 Representation review

A workshop on the 2012 representation review was held with Councillors on 15 February 2012. A report, to enable the Council to adopt its initial representation proposal for the 2013 triennial elections, is being prepared for Council's consideration at its meeting on 13 June 2012.

3.1.3 Decision-making training

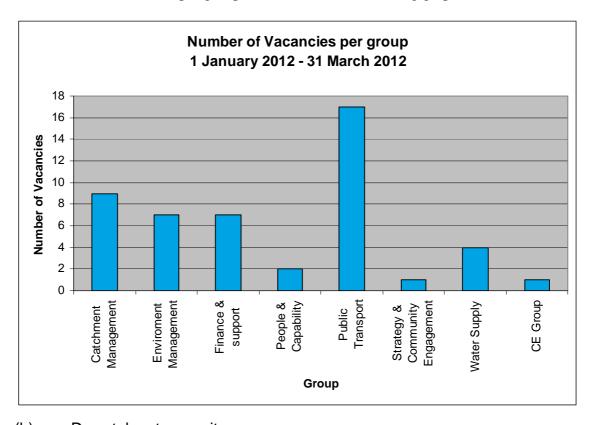
Training sessions for staff were held on the decision-making requirements of the Local Government Act 2002.

Report on Human Resources

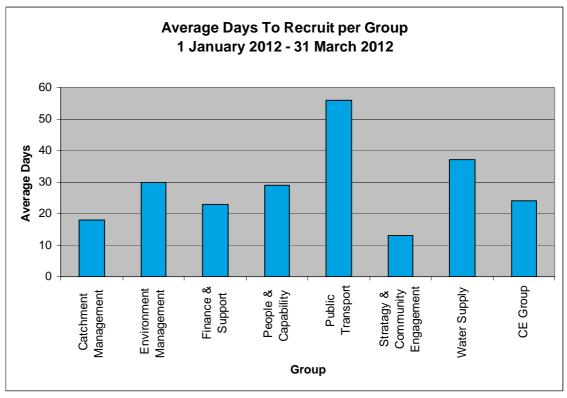
3.1.4 Recruitment

(a) Vacancies

The number of vacancies per group is outlined in the following graph:



(b) Days taken to recruit

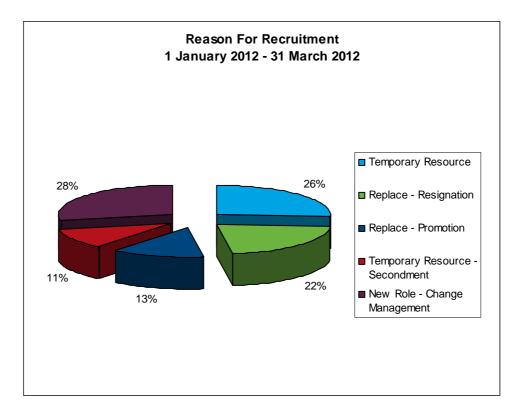


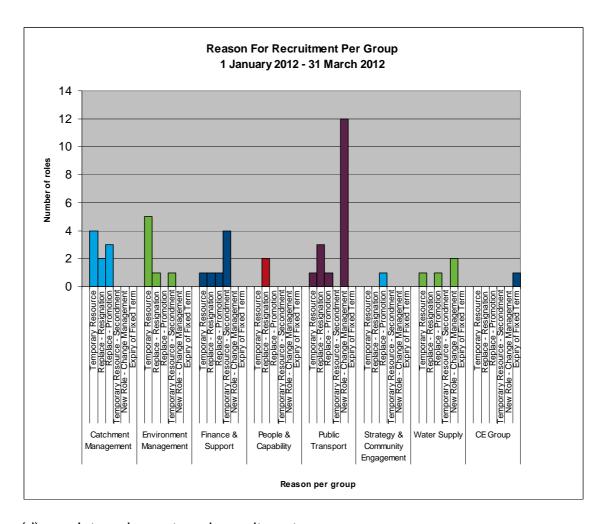
The average number of days to recruit for positions in the Public Transport Group was higher than 'average' due to the fact that the period of advertising was longer than usual during the Christmas period (December through to the end of January). In addition, a number of these positions were difficult to recruit as they were of a highly specialised nature.

(c) Reason for recruitment

The Public Transport change management process resulted in a number of new positions being created as well as vacancies created through internal promotions.

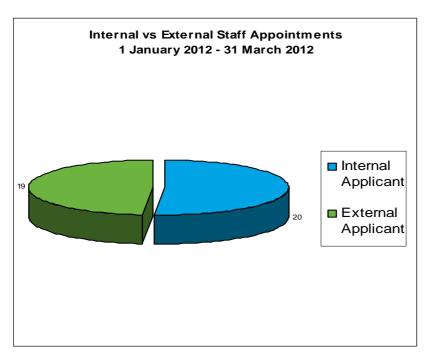
The following graphs identify the reasons for recruitment during the last quarter and a detailed breakdown per Group.





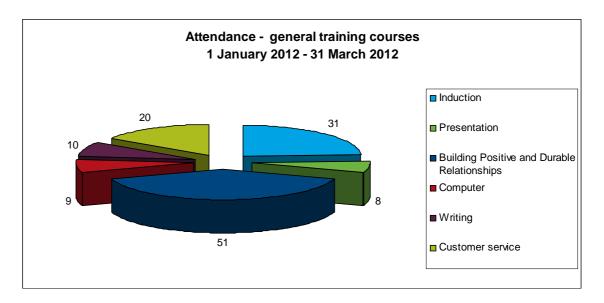
(d) Internal vs external recruitments

The following graph shows the number of appointments that were made internally compared with the number of external appointments.



3.1.5 Training and development

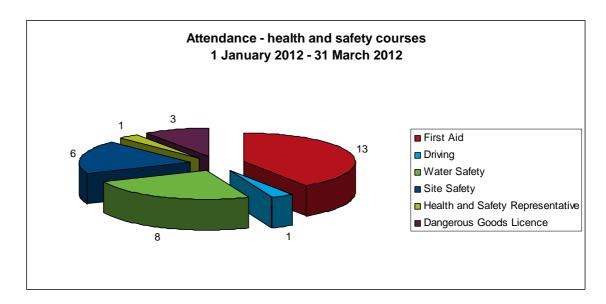
(a) Course attendance



Most managers and staff are now registered for "Fostering Positive Durable Relationships at Work" half day training sessions. Registrations will continue over the next couple of months and the bulk of the sessions will be completed by the end of May 2012. For any remaining staff, additional courses will be organised in the second half of the year.

Workforce Planning: The workforce planning projects and recommendations were approved by ELT in March 2012. These projects will be implemented over the remainder of this year, as resources permit.

The following graph shows the number of health and safety courses held over the last quarter.



(b) "Greater Managers" management development programme

In the last quarter we have run the following modules:

- Strategic Leadership Learning Groups 9 and 10
- Performance Management

 Learning Group 8
- Recruitment and Selection Greater Manager Graduates

Two further groups will be commencing the programme in July 2012. Learning Group 11 will be comprised of Team Leaders and Department Managers who have joined since we commenced the last programme, and Learning Group 12 will be nominees who demonstrate leadership potential.

3.1.6 Policies

The Recognition of Service Policy, Discrimination & Harassment Policy, and the Parental Leave Policy, were reviewed and minor updates made.

3.1.7 Change management - civil defence

Following the appointment of the new Regional Civil Defence and Emergency Management Wellington Manager/Group Controller, the appointee has completed reviewing the needs of civil defence across the region and proposed a new group structure. Consultation with staff has been completed. The next stage is the employment of staff by Greater Wellington.

3.1.8 Engagement at Greater Wellington

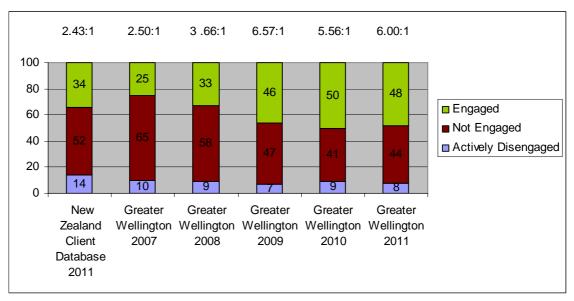
Our fifth Gallup Engagement Survey was conducted in late November/early December 2011. The results were communicated to the organisation during the last quarter.

Overall the results indicate that we have stalled in our engagement journey as there have been no meaningful movements in the level of engagement or in the level of satisfaction. In addition, the opinion of leadership and recommending Greater Wellington as a great place to work have not moved significantly over the last 3 years.

Notwithstanding these results, there have been meaningful positive movements in engagement and satisfaction in the Catchment Management and Finance and Support Groups. These two Groups have seen major changes in personnel and structure to address issues identified by the engagement surveys in past years.

In terms of our engagement index profile we have increased the ratio of engaged to actively disengaged staff to 6:1 (as shown in the graph below). This means that for every 6 engaged staff, there is one actively disengaged staff member. The ratio that is required to offset the impact of an actively

disengaged staff member is 4:1, so we are doing well in relation to that measurement.



The focus for Greater Wellington is to move the "not engaged" staff to become 'engaged'.

Report on health and safety

- 3.1.9 Greater Wellington health and safety activity and performance summary
 - (a) Key health and safety activity

In addition to business as usual, key health and safety activity that occurred during the last quarter included:

- Revision and update of the Greater Wellington 2011 2012 Health and Safety Action Plan incorporating recommendations from both the recent ACC WSMP audit and internal audit processes
- A half day interactive physical wellbeing workshop was held with 95 staff from the Catchment Management Group. The main part of the workshop was delivered by two guest physiotherapists who covered aspects of safe posture and movement related to tasks commonly performed by these staff. The workshop was very well received by staff and has resulted in some constructive discussion related to specific issues they face
- Twenty frontline reception staff attended the "Dealing with Difficult People" training workshop. The purpose of this workshop was to equip these frontline staff with strategies and skills to manage a variety of potential confrontational scenarios. This training workshop was very successful and it is planned that

we will run it again in the future, potentially as part of our core health and safety training

• The piloting of "driver refresher training", involving both a theory and practical on-road component. Pending the final evaluation of the pilot training, this course will be rolled out to all staff who drive Greater Wellington vehicles. This is an initial part of the revision of all health and safety processes related to work vehicle use at Greater Wellington

(b) Business group health and safety performance summary

The following graphs summarise Greater Wellington's health and safety performance over the last 12 months.

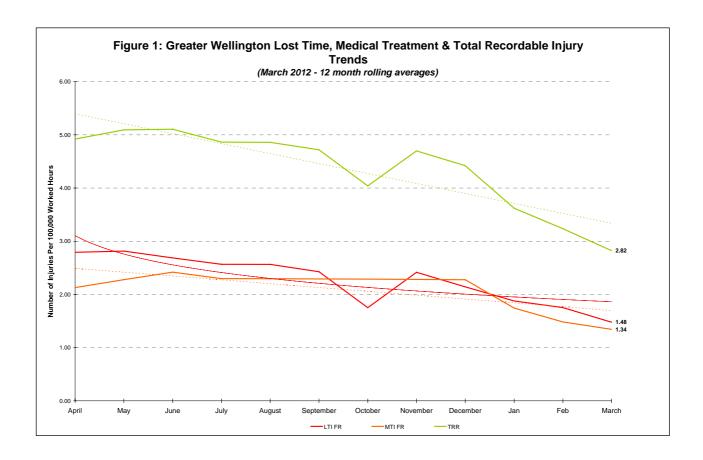


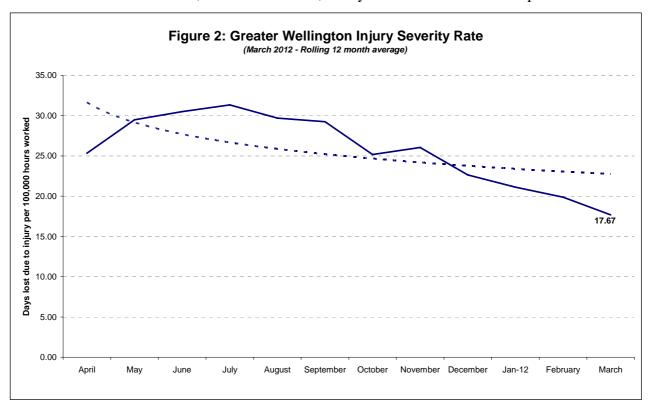
Figure 1 shows the relationship between the frequency of Long Term Injuries (LTIs) which result in time off work and Medical Treatment Injuries (MTIs) which require treatment by a registered medical practitioner. The Total Recordable Rate (TRR) is the combination of the Long Term Injuries Frequency Rate (LTIFR) and Medical Treatment Injuries Frequency Rate (MTIFR).

The graph shows that our TRR continues to show a sustained downward trend that began in the first quarter of 2011 - 2012. During

the last quarter the LTIFR decreased to 1.48 LTI's/100,000 hours worked, which is down from 2.14 LTI's/100,000 hours worked at the end of December 2011.

The MTIFR has also decreased further over this quarter at 1.34 MTI's/100,000 hours worked, down from the end of the previous quarter when it was at 2.14 MTI's/100,000 hours worked.

Both the LTIFR and MTIFR are below the annual target of 1.50/100,000 hours worked, set by the Executive Leadership Team in



August 2011. The decrease in these rates reflects the work that has been undertaken in the organisation to improve the safety of work practices and our workplaces.

Figure 2 shows the days lost per 100,000 hours worked due to work related injuries. This graph shows that our Severity Rate continues to decrease to 17.67 days lost due to injury/100,000 hours worked. During the last quarter there were no recorded days lost across the business due to LTIs.

4. **Group financial summary**

4.1 **Financial summary**

Direct expenditure of \$4.4 million is \$207,000 less than budget. All three departments are running within budget (Human Resources being the main contributor). All work programmes are running to schedule.

The renovation of Level 5 has cost in excess of \$120,000. \$100,000 was brought forward from the previous year, leaving the Group to absorb the \$20,000 shortfall.

4.2 **Group consolidated financial statements**

People & Capability Group		YTD			Full Year	Last Year		
Financial Performance Statement	Actual	Budget	Variance	Forecast	Budget	Variance	YTD Actual	FY Actual
9 Months ended 31 March 2012	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
External Revenue	14	14	-	18	18	-	14	19
Investment Revenue	4	4	-	6	6	-	3	8
Internal Revenue	2,264	2,243		3,011	2,991	20	1,938	2,584
TOTAL INCOME	4,614	4,593	21	6,145	6,125	20	4,148	5,535
less:								
Personnel Costs	1,199	1,311	112	1,698	1,747	49	1,126	1,534
Materials, Supplies & Services	1,113	1,136	23	1,509	1,516	7	1,051	1,449
Travel & Transport Costs	58	92	34	122	122	-	67	93
Contractor & Consultants	75	130	55	180	180	-	392	472
Grants and Subsidies Expenditure	-	-	-	-	-	-	-	-
Internal Charges	1,935	1,918	(17)	2,578	2,558	(20)	1,582	2,103
Total Direct Expenditure	4,380	4,587	207	6,087	6,123	36	4,218	5,651
Financial Costs	1	-	(1)	-	-	-	-	-
Bad Debts	-	-	-	-	-	-	-	-
Corporate & Department Overheads	(67)	(67)	-	(89)	(89)	-	(51)	(68)
Depreciation	33	32	(1)	43	43	-	38	49
Loss / (Gain) on Sale of Assets / Investments	-	(4)	(4)	(4)	(4)	-	(6)	(6)
Total Indirect Expenditure	(33)	(39)	(6)	(50)	(50)	-	(19)	(25)
TOTAL EXPENDITURE	4,347	4,548	201	6,037	6,073	36	4,199	5,626
OPERATING SURPLUS / (DEFICIT)	267	45	222	108	52	(16)	(51)	(91)
Add Back Depreciation	33	32	1	43	43	-	38	49
Other Non Cash	-	(4)	4	(4)	(4)	-	(6)	(6)
Net Asset Acquisitions	(157)	(107)	(50)	(157)	(107)	(50)	(65)	(93)
Net External Investment Movements	-	-	-	-	-	-	-	-
NET FUNDING BEFORE DEBT & RESERVE MO	143	(34)	177	(10)	(16)	(66)	(84)	(141)
Debt Additions / (decrease)	-	-	-	-	-	-	-	-
Debt Repaid	-	-	-	-	-	-	-	-
Net Reserves (Increase) / decrease	58	38	20	16	16	-	86	162
NET FUNDING SURPLUS (DEFICIT)	201	4	197	6	-	(66)	2	21

9 Months ended 31 March 2012		YTD			Full Year		Last	1	
Capital Expenditure Statement	Actual	Budget	Variance	Forecast	Budget	Variance	YTD Actual	FY Actual	
People & Capability Group	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	note
Total Asset Acquisitions	60	117	57	61	117	56	85	111	
Capital Project Expenditure	97	-	(97)	106	-	(106)	-	4	
Asset Disposal Cash Proceeds	-	(10)	(10)	(10)	(10)	_	(20)	(20)	
Net Capital Expenditure	157	107	(50)	157	107	(50)	65	95	
Investments Additions		-	-	-	-	-	-	-	
NET CAPITAL AND INVESTMENT EXPEND	157	107	(50)	157	107	(50)	65	95	1

4.3 Group financial summary for Audit, Risk and Assurance

4.3.1 Human Resources department financial report

Human Resources		YTD				Full Year	Last Year		
Financial Performance Statement	Actual	Budget	Variance		Forecast	Budget	Variance	YTD Actual	FY Actual
9 Months ended 31 March 2012	\$000	\$000	\$000	Ц	\$000	\$000	\$000	\$000	\$000
External Revenue	-	-	-		-	-	-	-	-
Investment Revenue	-	4 4 7	-		400	400	-	-	-
Internal Revenue	147	147	-		196	196	-	-	-
TOTAL INCOME	147	147	-		196	196	-	-	-
less:									
Personnel Costs	871	899	28		1,185	1,198	13	781	1,043
Materials, Supplies & Services	47	85	38		114	114	-	59	64
Travel & Transport Costs	6	5	(1)		6	6	-	10	12
Contractor & Consultants	74	107	33		142	142	-	119	130
Grants and Subsidies Expenditure	120	126	6		- 168	168	-	91	- 121
Internal Charges				H			- 40		
Total Direct Expenditure	1,118	1,222	104		1,615	1,628	13	1,060	1,370
Financial Costs	-	-	-		-	-	-	-	-
Bad Debts	(1,074)	(4.074)	-		(4.400)	(4.400)	-	(1.028)	(4.074)
Corporate & Department Overheads	(1,074)	(1,074)	(4)		(1,433)	(1,433)	-	(1,028)	(1,371)
Depreciation Loss / (Gain) on Sale of Assets / Investments	э	4	(1)		О	О	-	(7)	(7)
,	(4.000)	(4.070)	(4)		(4.407)	(4.407)	-	(-)	(1)
Total Indirect Expenditure TOTAL EXPENDITURE	(1,069) 49	(1,070) 152	(1) 103	┞	(1,427) 188	(1,427) 201	13	(1,030)	(1,372)
	98		103	Н			13	142	224
OPERATING SURPLUS / (DEFICIT)		(5)	103	Ц	8	(5)	13		224
Add Back Depreciation	5	4	1		6	6	-	5	6
Other Non Cash	-	-	-		-	-	-	(7)	(7)
Net Asset Acquisitions	-	-	-		-	-	-	(26)	(29)
Net External Investment Movements		-				-	-	·	-
NET FUNDING BEFORE DEBT & RESERVE MO	103	(1)	104		14	1	13	114	194
Debt Additions / (decrease)	-	-	-		-	-	-	-	-
Debt Repaid	-	-	-		-	-	-	1	
Net Reserves (Increase) / decrease	-	-	-	Ц	-	-	-	89	89
NET FUNDING SURPLUS (DEFICIT)	103	(1)	104		14	1	13	203	283

4.3.2 Human Resources department financial summary in words

Direct expenditure of \$1,118,000 is \$104,000 less than budget. \$45,000 is due to the timing of training programmes. We also hope to save \$18,000 relating to the Gallup contract.

4.3.3 Democratic Services department financial report

Democratic Services	YTD				Full Year	Last Year		
Financial Performance Statement	Actual	Budget	Variance	Forecast	Budget	Variance	YTD Actual	FY Actual
9 Months ended 31 March 2012	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
External Revenue	11	11	-	15	15	-	12	15
Investment Revenue	-	-	-	-	-	-	-	-
Internal Revenue	635	615		840	820	20	476	
TOTAL INCOME	646	626	20	855	835	20	488	649
less:								
Personnel Costs	311	367	56	464	489	25	301	437
Materials, Supplies & Services	33	15	(18)	21	21	-	15	16
Travel & Transport Costs	7	5	(2)	7	7	-	5	8
Contractor & Consultants	1	14	13	18	18	-	63	93
Grants and Subsidies Expenditure	-	-	-	-	-	-	-	-
Internal Charges	223	225		300	300	-	91	116
Total Direct Expenditure	575	626	51	810	835	25	475	670
Financial Costs	-	-	-	-	-	-	-	-
Bad Debts	-	-	-	-	-	-	-	-
Corporate & Department Overheads	-	-	-	-	-	-	-	-
Depreciation	7	2	(5)	3	3	-	5	6
Loss / (Gain) on Sale of Assets / Investm	-	(4)	(4)	(4)	(4)	-	-	-
Total Indirect Expenditure	7	(2)	(9)	(1)	(1)	-	5	6
TOTAL EXPENDITURE	582	624	42	809	834	25	480	676
OPERATING SURPLUS / (DEFICIT)	64	2	62	46	1	45	8	(27)
Add Back Depreciation	7	2	5	3	3	-	5	6
Other Non Cash	-	(4)	4	(4)	(4)	-	-	-
Net Asset Acquisitions	(54)	(22)	(32)	(46)	(22)	(24)	-	-
Net External Investment Movements	-	-	-	-	-	-	-	-
NET FUNDING BEFORE DEBT & RESE	17	(22)	39	(1)	(22)	21	13	(21)
Debt Additions / (decrease)	-	-	-	-	-	-	-	-
Debt Repaid	-	-	-	-	-	-	-	-
Net Reserves (Increase) / decrease	22	22	-	22	22	-	-	(22)
NET FUNDING SURPLUS (DEFICIT)	39	-	39	21	-	21	13	(43)

Democratic Services Capital Expenditure Statement 9 Months ended 31 March 2012	YTD Actual \$000	Budget \$000	Variance \$000	Full Year Forecast \$000	Budget \$000	Variance \$000	Last Year YTD Actual \$000	FY Actual
Total Asset Acquisitions	54	32	(22)	56	32	(24)	-	-
Capital Project Expenditure	-	-	-	-	-	-	-	-
Asset Disposal Cash Proceeds	-	(10)		(10)	(10)	-	-	-
Net Capital Expenditure	54	22	(32)	46	22	(24)	-	-
Investments Additions	-	-	-	-	-	-	-	-
Net Capital and Investment Expenditu	54	22	(32)	46	22	(24)	-	-

notes

4.3.4 Democratic Services department financial summary in words

Direct expenditure of \$575,000 is \$51,000 favourable mainly due to the staff vacancy for the early part of the year. The vacancy has been filled and we expect to remain within budget for the remainder of the year.

4.3.5 Democratic Services department business plan performance indicators

Target	Comment
All meetings will be conducted in accordance with statutory requirements and Council policies.	On target
Statutory public accountability processes will be completed in accordance with requirements.	On target

4.3.6 Elected members financial report

Elected Members	YTD				Full Year		Last Year		
Financial Performance Statement	Actual	Budget	Variance	Forecast	Budget	Variance	YTD Actual	FY Actual	
9 Months ended 31 March 2012	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	n
External Revenue	2	2	-	3	3	-	2	3	
Investment Revenue	4	4	-	6	6	-	3	8	
Internal Revenue	1,482	1,482	-	1,975	1,975	-	1,462	1,949	
TOTAL INCOME	3,820	3,820	-	5,094	5,094	-	3,660	4,884	
less:									
Councillor costs	17	45	28	49	60	11	43	54	
Materials, Supplies & Services	1,033	1,035		1,374	1,381	7	977	1,369	
Travel & Transport Costs	44	82	38	109	109	-	53	73	
Contractor & Consultants	-	10	10	20	20	-	210	250	
Grants and Subsidies Expenditure	1.592	1.567	(25)	2.110		(00)	1,400	1.867	
Internal Charges	,	,	(- /	, ,	2,090	(20)	,	,	
Total Direct Expenditure	2,686	2,739	53	3,662	3,660	(13)	2,683	3,613	
Financial Costs Bad Debts	-	-	-	-	-	-		-	
	1,008	1,008	-	1,344	1,344	-	977	1.303	
Corporate & Department Overheads	1,008	1,008	-	34	34	1	29	1,303	
Depreciation Loss / (Gain) on Sale of Assets / Investments	20	20	٥	34	34	1	29	3/	
, ,	4 000	4 00 4	-	4.070	4.070	1	1 007	4 0 4 4	
Total Indirect Expenditure TOTAL EXPENDITURE	1,028 3,714	1,034 3.773	6 59	1,378 5.040	1,378 5.038	(13)	1,007 3.690	1,341 4,954	
	-,	-, -		-,	-,		-,		
OPERATING SURPLUS / (DEFICIT)	106	47	59	54	56	(2)	(30)	(70)	
Add Back Depreciation	20	26	(6)	34	34	-	29	37	
Other Non Cash	-	-	-	-	-	-	1	1	
Net Asset Acquisitions	(103)	(85)	(18)	(111)	(85)	(26)	(38)	(63)	
Net External Investment Movements	-	-		-	-	-	-		
NET FUNDING BEFORE DEBT & RESERVE MOVEMENTS	23	(12)	35	(23)	5	(28)	(38)	(95)	
Debt Additions / (decrease)	-	-	-	-	-	-	-	-	
Debt Repaid	-	-	-	-	-	-	-	-	
Net Reserves (Increase) / decrease	36	16		(6)	(6)	-	(3)	95	
NET FUNDING SURPLUS (DEFICIT)	59	4	55	(29)	(1)	(28)	(41)	-	

Elected Members	YTD				Full Year		Last '	1	
Capital Expenditure Statement 9 Months ended 31 March 2012	Actual \$000	Budget \$000	Variance \$000	Forecast \$000	Budget \$000	Variance \$000	YTD Actual \$000	FY Actual \$000	notes
Total Asset Acquisitions	5	85	80	5	85	80	52	74	
Capital Project Expenditure	98	-	(98)	106	-	(106)	-	4	
Asset Disposal Cash Proceeds			_	-	-		(14)	(14)	
Net Capital Expenditure	103	85	(18)	111	85	(26)	38	64	1
Investments Additions	-	-	-	-	-		-	-	
Net Capital and Investment Expenditure	103	85	(18)	111	85	(26)	38	64	1

4.3.7 Elected members financial summary in words

Direct expenditure of \$2.7 million is on budget. There are no significant variances from budget.

Capital Expenditure of \$103,000 is \$18,000 more than budget. The re-fit of level 5 was completed at the time of this report. We do not expect significant further expenditure.

4.4 Risk analysis

The risks identified for the Group were reviewed and one additional risk was added to the Quantate risk management system. That risk is the potential Council reorganisation and impact on staff retention.

5. Communication

No communications are necessary at this time

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6.

Recommendations

That the Committee:

- 1. **Receives** the report.
- 2. *Notes* the content of the report.

Report prepared by:

Leigh-Anne BuxtonGeneral Manager, People & Capability

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