

From: [Information Management Team](#)
To: [REDACTED]
Subject: RE: Auckland Council Inquiry into Staff Performance [#62FC9S]
Date: Tuesday, 28 September 2021 10:51:00 AM

Tēnā koe [REDACTED]

We refer to your request dated 31 August 2021.

Please see responses below your questions.

1. What methodology is used to track performance?
Response: We use Pivot's Performance Ally tool and have a process of regular conversations and feedback. We don't apply performance ratings.
2. What has led to the use of this particular method/process? Why?
Response: We changed to this approach about 5 years ago as there were challenges around the application of performance ratings and we wanted the focus to be on the regular conversations and feedback.
3. If a performance framework is in place, what indicators are used? How is the data captured?
Response: Performance and development goals are set and captured in the Performance Ally online system. Comments and notes can be captured throughout the year, with final comments required at the end of the year.
4. Are these areas of performance measured: advice, support, reporting and implementation? If so, how?
Response: They are measured through evidence witnessed and conversations between the employee and their manager.
5. How often is performance measured?
Response: Regular conversations (feedback regularly, performance/goal related at least quarterly).
6. What improvements have been made?
Response: Ongoing education has been required to ensure managers and employees understand the value in the process from both an individual and organisational point of view.
7. Have different measures been used in the past and why were they discontinued?
Response: Prior to this approach we had weightings and ratings but as above, these were discontinued as we didn't feel these were adding any value.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this email (with your personal details removed) may be published on the Council's website.

Kate Ostapowicz (she/her)
Senior Advisor, Official Information

Hutt City Council, 30 Laings Road, Private Bag 31912, Lower Hutt 5040, New Zealand
M 027 265 5849 W www.huttcity.govt.nz

-----Original Message-----

From: Information Management Team
Sent: Tuesday, 31 August 2021 11:27 AM
To: [REDACTED]
Subject: RE: Auckland Council Inquiry into Staff Performance [#62FC9S]

Tēnā koe [REDACTED]

REQUEST FOR INFORMATION - LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987: ACKNOWLEDGEMENT OF REQUEST

I am writing to acknowledge receipt of your official information request dated 31 August 2021 for information

This is a multi-part message in MIME format.

--_000_MEYP282MB2438106A8FBF476C83DDA270D9CB9MEYP282MB2438AUSP_
Content-Type: text/plain;
charset="UTF-8"
Content-Transfer-Encoding: quoted-printable

-----Original Message-----

From: "[REDACTED]" 20
Sent: Tuesday, 31 August 2021 10:04 AM=20
To: "contact@huttcity.govt.nz" <contact@huttcity.govt.nz>=20
Subject: Auckland Council Inquiry into Staff Performance=20

Kia ora,

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I am an intern in the Governance Services Department at Auckland Council, which I am completing as part of my postgraduate studies at the University of Auckland.

I am currently researching how staff performance is measured in the local government context. Auckland Council is undertaking an elected members research project to understand how to improve the service delivered to elected members. The project's aim is to build a performance indicator framework that better reflects how staff enable effective and accountable governance.=20

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As part of my research, I am investigating how other councils in Australasia measure staff performance. It would be much appreciated if this email could be forwarded to someone in Wellington City Council who manages/oversees performance measurement and is able to answer the following questions:

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Is staff performance measured at Hutt City Council? If so:

1. What methodology is used to track performance?=20
2. What has led to the use of this particular method/process? Why?=20
3. If a performance framework is in place, what indicators are used? How is the data captured?=20
4. Are these areas of performance measured: advice, support, reporting and implementation? If so, how?=20
5. How often is performance measured?=20
6. What improvements have been made?=20
7. Have different measures been used in the past and why were they discontinued?

Additionally, if you are able to share examples of what is currently used or any other relevant information this would be valuable to my research.=20

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Thank you,