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5 BUSINESS ARISING FROM THE MINUTES OF THE PREVIOUS MEETING

Nil.

6 CONFIDENTIAL ITEMS

6.1 PRESENTATION OF CEO PERFORMANCE REVIEW SURVEY REPORT

RECOMMENDATION

That:

- Pursuant to Section 90(2) & (3) of the Local Government Act 1999 the Council orders that the public, with the exception of the Chief Executive Officer and Coordinator Organisational Development be excluded from attendance at the meeting held on Friday 17 September 2021 for Agenda Item 6.1 Presentation of CEO Performance Review Survey Report;
- 2. The Council is satisfied that pursuant to section 90 (3) (a) of the Local Government Act 1999, the information to be received, discussed or considered in relation to the Agenda Item 6.1 Presentation of CEO Performance Review Survey Report is:

information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

3. The Council is satisfied that the principle that the meeting be conducted in a place open to the public has been outweighed by the need to discuss this Agenda Item 6.1 in confidence.

COMMITTEE RESOLUTION

Moved: Cr Jeffrey Nickolls Seconded: Cr Paul Ireland

That:

- 1. Pursuant to Section 90(2) & (3) of the Local Government Act 1999 the Council orders that the public, with the exception of the Chief Executive Officer and Coordinator Organisational Development and be excluded from attendance at the meeting held on Friday 17 September 2021 for Agenda Item 6.1 Presentation of CEO Performance Review Survey Report;
- 2. The Council is satisfied that pursuant to section 90 (3) (a) of the Local Government Act 1999, the information to be received, discussed or considered in relation to the Agenda Item 6.1 Presentation of CEO Performance Review Survey Report is:

information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

3. The Council is satisfied that the principle that the meeting be conducted in a place open to the public has been outweighed by the need to discuss this Agenda Item 6.1 in confidence.

CARRIED

6.1 PRESENTATION OF CEO PERFORMANCE REVIEW SURVEY REPORT

Responsible officer: Katrina Bell, Coordinator Organisational Development

Attachments: 1. CEO Performance Review - Jason Taylor - 2020-2021 🗓 🖾

Section under the Act	The grounds on which part of the Council or Committee may be closed to the public are listed in Section 90(2) & (3) of the <i>Local Government Act 1999.</i>
Sub-clause and Reason:	(a) - information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

Background

Perks People Solutions (Perks) were engaged by Council to facilitate an independent 360-degree review of the CEO's performance for the period ending 30 June 2021. Perks also facilitated the same review for Council, two years prior.

The survey was sent out the participant list made up of key internal and external stakeholders on 26 July 2021 and closed on 9 August 2021, giving participants two weeks to provide a response. This year the survey format was changed slightly with a majority of participant completing the online survey, however Elected Members had face to face meetings with Matt Hobby.

Context

The CEO's contract includes the following clause relating to the CEO's performance review:

8 Performance Review

- a) The Council will ensure that a review of the Chief Executive Officer's performance is conducted on a facilitated basis half yearly with the review for the end of the June being a 360-degree review of Elected Members, an agreed sample of staff and stakeholders to be undertaken in confidence, (both described as a Performance Review).
- b) The Council shall give the Chief Executive Officer a minimum of 10 working days' notice in writing that a Performance Review is to be conducted to enable the Chief Executive Officer sufficient time to prepare.
- c) The Chief Executive Officer will prepare and submit to the Council an assessment of his own performance at least 2 days prior to the Performance Review.
- d) The final report on the Performance Review of the Chief Executive Officer at the end of the June is to be forwarded to the Council or relevant Council committee for consideration (**the June Half Year Assessment**).
- e) In the event that the Chief Executive Officer does not achieve Competent Performance in the June Quarter Assessment, a written report shall be compiled with respect to the June Quarter Assessment and a copy provided to the Chief Executive Officer within 1 month of the June Half Year Assessment. The report shall set out in detail any particular aspects of the Chief Executive Officer's performance that requires improvement, together with timeframes during which the Council expects those areas of performance to be improved to a specified standard.
- *f)* The Council must provide whatever counselling, advice and assistance as may be reasonably necessary to enable the Chief Executive Officer to improve his performance during any specified timeframes referred to in clause 8 (e). If at the conclusion of the timeframes

referred to in clause 8 (e) the Chief Executive Officer's performance is still below that required, the Council may:

(i) take no further action: or

-(ii) extend the timeframe for specified improvement for a further specified period; or

(iii) terminate the contract in accordance with clause 17.3 (b).

The CEO's contract includes the following clause relating to the Remuneration Review:

- 11. Remuneration Review
 - a) The Remuneration specified in Schedule 2 will be reviewed annually and any such review shall not result in a decrease in the Remuneration.
 - b) The annual review of the Remuneration shall be conducted within 1month following the performance review described in clause 8 (if reasonably practicable), and any change to the Remuneration shall be back dated to take effect from the anniversary of the commencement date of this agreement.
 - *c) The review of the Remuneration will take into account the following:*
 - (i) the agreed criteria upon which the Chief Executive Officer's performance is assessed in accordance with the performance review process, and
 - (ii) movements in the annual CPI (all groups Adelaide) and the increase and movement in executive salaries within Local Government in South Australia.
 - d) any variation to the remuneration must be approved by the Council.

Issues

Council and the CEO have contractual obligations they must meet.

Discussion Summary

Matt Hobby started his presentation by asking for feedback from the panel members about the slight change if format for this year's review, by having face-to-face interviews with elected members. The panel members felt it was a positive and beneficial change to the process.

Overall the response rates from participants were above average, which was really pleasing to see. The results for both the CEO's KRAs & KPIs were in the space that you want to see. There were some positive improvements in the Economic Development area, which is again pleasing as it was an area of focus. More clarity and realistic KPIs were mentioned as one of the reasons for an increase in this space.

Jason scored really well amongst the external stakeholders group, who were a mixture of his peers and community members.

Jason received healthy scores across the board and it was noted that while there are some obvious breakdowns in relationships, the scoring was still reflective of performance and that those participants were able to still score objectively and separate any personal gripes.

Jason provided comments on the final report. He felt that the process was well run this year and he like how the external stakeholder group was formed for the review with some good inclusions. He has really enjoyed the regional roles he has taken on throughout the year and working with Mayor Jeffrey Nickolls and has appreciated the support he has received from him. Jason did note that he felt some of the comments from elected members were factually incorrect and also expressed that the challenging relationships did make the position of CEO more difficult.

There was some discussion around some of the internal staff scoring and "halo" effect that can follow after a new CEO joins the organisation. It was agreed that this does happen, but scores amongst staff were still high and quite positive, any slight changes or drops in scoring were just highlighted as something to note and to provide some productive feedback for Jason to keep an eye on. Council may want to have staff complete face-to-face interviews in future reviews also.

Overall the survey results were really positive and this is also reflective of the health of the administration, not just the CEO.

Matt will start doing some preliminary salary benchmarking and work on developing the new set of KPIs for when Council are ready to proceed with the next steps. He will also make some minor amendments to the reports, as discussed in the meeting.

RECOMMENDATION

That the Panel notes and accepts the content of the report provided by Perks People Solutions.

COMMITTEE RESOLUTION

Moved: Cr Paul Ireland Seconded: Cr Jeffrey Nickolls

That the Panel notes and accepts the content of the report provided by Perks People Solutions. CARRIED

RECOMMENDATION

That the Panel deems the CEO's performance as satisfactory/unsatisfactory for the period of 1 July 2020 – 30 June 2021.

COMMITTEE RESOLUTION

Moved: Cr Paul Ireland Seconded: Cr Jeffrey Nickolls

That the Panel deems the CEO's performance as satisfactory for the period of 1 July 2020 – 30 June 2021.

CARRIED

RECOMMENDATION

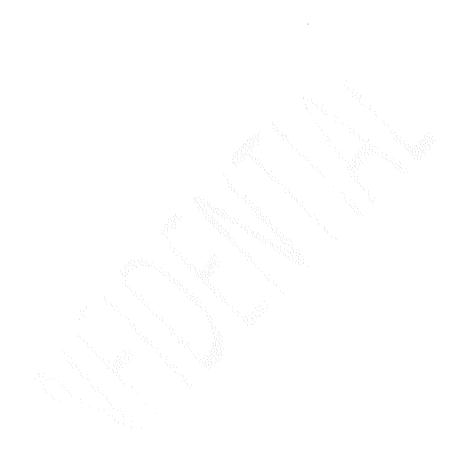
That the Panel, if the CEO's performance is deemed as satisfactory, engage Perks People Solutions to commence the review of the CEO's remuneration.

COMMITTEE RESOLUTION

Moved: Cr Jeffrey Nickolls Seconded: Cr Paul Ireland

That the Panel, if the CEO's performance is deemed as satisfactory, engage Perks People Solutions to commence the review of the CEO's remuneration.

CARRIED



Southern Mallee District Council

CEO Performance Review

Mr. Jason Taylor 2020 - 2021



Consultant Matthew Hobby | Perks People Solutions

CEO Performance Review |2020



Introduction

Perks People Solutions has been engaged to assist the Southern Mallee District Council with the performance review for their Chief Executive Officer (CEO) Mr Jason Taylor for the period of June 2020 - June 2021. The review includes a 360° survey of Elected Members, selected staff and selected external stakeholders. This report discusses the process and outcomes of the survey. This is the third consecutive CEO performance review conducted by Perks People Solutions. This is the second year using the revised scoring system.

Conduct of the Survey

Both an online and in person survey was conducted by Perks People Solutions in July 2021. In total, 25 people were invited to take participate in the survey. The participants were given 2 weeks to complete the survey online however this year, Elected Members chose to be interviewed to complete to review.

Survey Questions

The Survey contained 49 questions adapted from the CEO Position Description that were then agreed upon by the CEO Performance and Review Panel.

Survey Respondents

Of the 26 people invited 33 completed the survey representing the following groups:

- Elected Members (7 out of 7 completed)
- Managers (2 out of 4 completed)
- Internal Staff (1 out of 2 completed)
- Coordinators (3 out of 5 completed)
- External Stakeholders (13 out of 15 completed)

Survey Methodology

From each question respondents were asked to select from the following options to describe the CEO's performance for the period:

Rating	Description
7	Strongly Agree
6	Agree
5	Somewhat Agree
4	Neither Agree or Disagree
3	Somewhat Agree
2	Disagree
1	Strongly Disagree

Respondents were also asked to provide any comments about the CEO's performance for each question. There was also an opportunity to provide additional comments at the end of their survey.

KRA's | Summary of Average Scores

Below are the average scores displayed in the groups of participants

Economic Development			CEO Self-Assessment		
	2020	2021		2020	2021
Elected Members	5.10	5.29		6.50	6.31
Managers	6.75	6.38			
Internal Staff	5.75	6.75	Average (staff)	6.33	6.43
Coordinators	6.50	6.17	Average (all)	6.03	6.14

Strategic Planning			CEO Self-Assessment		
	2020	2021		2020	2021
Elected Members	5.43	5.29		6.67	6.67
Managers	6.17	6.17			
Internal Staff	5.92	6.08	Average (staff)	6.14	6.10
Coordinators	6.33	6.06	Average (all)	5.96	5.90

Representation, Public Relations & Relationships			CEO Self-Assessment		
	2020	2021		2020	2021
Elected Members	4.80	6.29		7.00	6.67
Managers	7.00	6.50			
Internal Staff	6.33	6.17	Average (staff)	6.56	6.15
Coordinators	6.33	5.78	Average (all)	6.12	6.18

Financial Management			CEO Self-Assessment		
	2020	2021	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2020	2021
Elected Members	5.33	5.21		5.85	7
Managers	5.92	5.33	1 N. N. M.		
Internal Staff	5.92	6.00	Average (staff)	6.02	5.78
Coordinators	6.22	6.00	Average (all)	5.85	5.64

Customer and Community Engagement		CEO Self-Assessment			
	2020	2021		2020	2021
Elected Members	4.63	5.00		6.43	5.86
Managers	5.93	5.64			
Internal Staff	6.07	6.00	Average (staff)	6.10	5.79
Coordinators	6.29	5.71	Average (all)	5.73	5.59

Operational and People Management			CEO Self-Assessment		
	2020	2021		2020	2021
Elected Members	4.92	6.00		6.20	7.00
Managers	6.00	5.70			
Internal Staff	5.90	6.30	Average (staff)	6.10	5.87
Coordinators	6.40	5.60	Average (all)	5.81	5.90

	2020	2021		2020	202
Elected Members	5.15	5.07		6.25	6.5
Managers	6.50	5.81			
Internal Staff	5.38	5.88	Average (staff)	6.01	5.83
Coordinators	6.17	5.75	Average (all)	5.80	5.63

Personal Competencies			CEO Self-Assessment		
	2020	2021		2020	2021
Elected Members	5.20	5.07		6.75	6.25
Managers	6.25	6.19		().	
Internal Staff	6.38	6.13	Average (staff)	6.43	6.05
Coordinators	6.67	5.83	Average (all)	6.12	5,80
	**************************************	00.00000000000000000000000000000000000			

Summary of Average Scores | KPI's

The 7 KPI's were agreed for the 2020/2021 periods, which fall into four categories (Economic Development, Representation, Public Relations and Relationships, Leadership and Management and Financial Management. The average of those is represented below.

Economic Development			CEO Self-Assessment		
	2020	2021		2020	2021
Elected Members	5.10	5.29		6.50	6.31
Managers	6.75	6.38			Longer and Street and Street
Internal Staff	5.75	6.75	Average (staff)	6.33	6.43
Coordinators	6.50	6.17	Average (all)	6.03	6.14

Strategic Planning			CEO Self-Assessment		
	2020	2021	1/5-2	2020	2021
Elected Members	5.43	5.29		6.67	6.67
Managers	6.17	6.17			
Internal Staff	5.92	6.08	Average (staff)	6.14	6.10
Coordinators	6.33	6.06	Average (all)	5.96	5.90

Representation, Public Relations & Relationships			CEO Self-Assessment		
	2020	2021	1 1 N N	2020	2021
Elected Members	4.80	6.29	NY 7-12	7.00	6.67
Managers	7.00	6.50			
Internal Staff	6.33	6.17	Average (staff)	6.56	6.15
Coordinators	6.33	5.78	Average (all)	6.12	6.18

Financial Management			CEO Self-Assessment		
	2020	2021		2020	2021
Elected Members	5.33	5.21		5.85	7
Managers	5.92	5.33			
Internal Staff	5.92	6.00	Average (staff)	6.02	5.78
Coordinators	6.22	6.00	Average (all)	5.85	5.64

Customer and Community Engagement			CEO Self-Assessment		
	2020	2021		2020	2021
Elected Members	4.63	5.00		6.43	5.86
Managers	5.93	5.64			
Internal Staff	6.07	6.00	Average (staff)	6.10	5.79
Coordinators	6.29	5.71	Average (all)	5.73	5.59

Operational and People Management			CEO Self-Assessment		
	2020	2021		2020	202
Elected Members	4.92	6.00		6.20	7.00
Managers	6.00	5.70			
Internal Staff	5.90	6.30	Average (staff)	6.10	5.87
Coordinators	6.40	5.60	Average (all)	5.81	5.90

Item 6.1 - Attachment 1

Governance and I	Governance and Reporting			CEO Self-Assessment		
	2020	2021		2020	2021	
Elected Members	5.15	5.07		6.25	6.5	
Managers	6.50	5.81				
Internal Staff	5.38	5.88	Average (staff)	6.01	5.81	
Coordinators	6.17	5.75	Average (all)	5.80	5.63	

Personal Competencies			CEO Self-Assessment		
	2020	2021		2020	2021
Elected Members	5.20	5.07		6.75	6.25
Managers	6.25	6.19			
Internal Staff	6.38	6.13	Average (staff)	6.43	6.05
Coordinators	6.67	5.83	Average (all)	6.12	5.80

Elected Member Score & Comments Analysis

In a year-on-year comparison, the most significant score changes for the Elected Members came in a score increase for the KRA's for Representation, Public Relations & Relationships (4.80 to 6.29) and Operational and People Management (4.92 to 6.00). For the KPI's, Elected Members significantly increased the scores year-on-year for Representation, Public Relations & Relationships (4.80 to 6.29) and for Operational and People Management (4.92 to 6.00). For the remainder of the other scores, the differences were minimal – some slightly increasing and some slightly decreasing.

Comments provided were appropriately detailed because the process changed to a face to face interview.

The following consistent themes were shared between a number of Elected Members: (please note for the same KRA, opinions were sometimes at the opposite end of the spectrum)

- The CEO has done a fantastic job bringing money into the region, but is very town focused
- The CEO focuses too much on Pinnaroo and it was suggested to work form Lameroo more often
- The CEO needs to focus on regional/ clay roads for farming access and more focus on the farming community
- · The CEO delivers on the strategic plan most years
- The CEO is professional in the media and on committees
- Concerns about the amount of debt that Council has
- The CEO has some excellent relationships in the community, but most of these are with the younger members of the community. Some older members of the community do not have strong relationships
- The CEO can be controlling or protective of staff
- Southern Mallee Matters has been well received
- Compliance is a strength
- Some felt the CEO acts with integrity, others disagreed with this
- Some felt he struggles when someone does not agree with him

Managers Score Analysis

The scores for the Manager group have all moved slightly down or remained the same for the KRA and KPI sections of the review. Whilst the movement is small, this is a trend that should be watched in future reviews.

Comments were sparce, however a couple of themes were documented. They were:

- The CEO has a good relationship with most of the community and staff but not all Elected Members and this relationship breakdown affects the community
- The CEO has raised the profile of council
- The CEO is reliant on internal staff for risk management, but it is much better than it has been

Internal Staff Score Analysis

In a year-on-year comparison, the most significant score changes for the Internal Staff came in a score increase for the KRA's for Economic Development (5.75 to 6.75). The remainder of the scores only change slightly up or down evenly across the survey.

Comments were limited from this group.

Coordinator Score Analysis

All KRA and KPI scores for the Co-ordinator group went slightly down, year on year. Whilst the movement is small, this is a trend that could be watched in future reviews.

Comments were limited from this group.

External Stakeholder Score Analysis & Comments

External stakeholder scores were and average of 6.63 across the 7 questions that were asked. Comments were very limited. The range of scores for all questions was between a 5 and a 7 which is a very strong result.

Comments:

- I have found the CEO to have an exceptionally open and collaborative approach with all stakeholders and partners. He encourages others to participate and adopts a modern and user-friendly leadership style
- I find Jason an approachable and supportive CEO
- Jason continues to be a pleasure to work with and we look forward to progressing an
 exciting regional agenda over the coming years.

- I value the input and strategic guidance from SMDC staff to regional local government initiatives.
- Jason demonstrates a passion for his role and the community of the Southern Mallee and reflects this through his energy and innovative approach to making a real difference for that community.
- As part of the PLA professional body, Jason contributes feedback, ideas and time. He is a strategic thinker and is competent and confident whilst also being considerate towards the views and feelings of others.
- Of my dealings with Jason of late I have been very satisfied with his big picture thinking, and feel he is very encouraging of community projects and visions. He sees the Southern Mallee for what it could be, not what it is, and is not afraid of change.
- Jason has been a pleasure to work with. His passion shines in all he does.
- Jason has been absolutely brilliant in his role from day one. Very professional and has a great vision for the whole council area.

Consultant Concluding Comments

The average scores that Jason has received in this performance review for both the KRA's and KPI's are mostly very similar to the previous year apart from a small number of scores that have increased significantly (greater than 1) which has been highlighted in green. For these positive movements, Jason should be congratulated. Upon further analysis of the staff scores, the Manager and Coordinator score trend is slightly down which could be worth watching in coming years.

From the comments many see that the CEO is doing a particularly good job in terms of attracting funding and improving the townships that sit in the Council. It has been suggested that a more regional focus on roads is required and staff and Elected Members all mentioned the relationship breakdown with a couple of Elected Members and the impact that this is having.

Having met with these Elected Members and had several discussions with the CEO, we understand that this is a complex issue that would require a complex solution that would sit outside of this review process.

6 CONFIDENTIAL ITEMS

6.1 PRESENTATION OF CEO PERFORMANCE REVIEW SURVEY REPORT

RECOMMENDATION

That having considered agenda Item 6.1 in confidence under section 90 (2) and (3) (a) of the Local Government Act 1999, the Council pursuant to section 91 (7) of the Act orders that the documents considered by the Council, including the officer's report and all minutes be retained in confidence. This order is to be reviewed at or before the ordinary Council meeting to be held in January 2022, as to if this order is to continue in operation.

COMMITTEE RESOLUTION

Moved: Cr Paul Ireland Seconded: Cr Jeffrey Nickolls

That having considered agenda Item 6.1 in confidence under section 90 (2) and (3) (a) of the Local Government Act 1999, the Council pursuant to section 91 (7) of the Act orders that the documents considered by the Council, including the officer's report and all minutes be retained in confidence. This order is to be reviewed at or before the ordinary Council meeting to be held in January 2022, as to if this order is to continue in operation.

CARRIED

6.2 REVIEW OF THE CEO'S STRATEGIC GOALS

RECOMMENDATION

That:

- Pursuant to Section 90(2) & (3) of the Local Government Act 1999 the Council orders that the public, with the exception of the Chief Executive Officer and Coordinator Organisational Development be excluded from attendance at the meeting held on Friday 17 September 2021 for Agenda Item 6.2 Review of the CEO's Strategic Goals;
- The Council is satisfied that pursuant to section 90 (3) (a) of the Local Government Act 1999, the information to be received, discussed or considered in relation to the Agenda Item 6.2 Review of the CEO's Strategic Goals is:

information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

3. The Council is satisfied that the principle that the meeting be conducted in a place open to the public has been outweighed by the need to discuss this Agenda Item 6.2 in confidence.