

Comparing Council Performance Across Continents

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Australasian LG Performance Excellence Program

Annalisa Haskell





All about Partnerships and Collaboration



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Warren Pearce
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Philosophy: LG to Drive its Own Improvement



EFFICIENCY

How you do what you do

EFFECTIVENESS

How well you do what you do with what you have GIVEN the nature of your role and area.





FROM 77 TO 147 COUNCILS

New Zealand
Australia

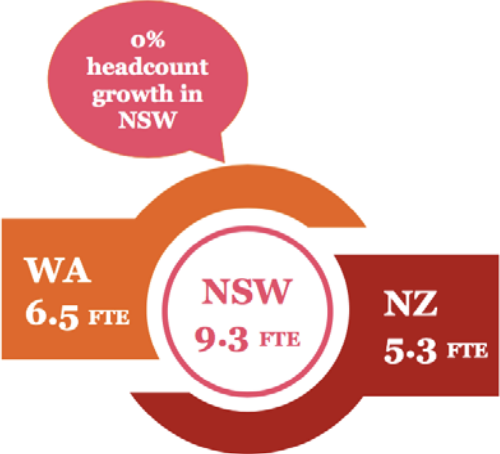
CARTO



What didn't we know
that we didn't know?

Workforce Profile

Workforce profile – FTE per 1,000 residents



Workforce profile – Employee cost per 1,000 residents



NSW Local Government Has a More Acute Issue

2011	WORKERS	LG WORKERS
Boomers	40	51
X	34	34
Y	26	15

BOOMERS

2013 51%

2016 44%

GEN Y

2013 15%

2016 22%



Span of Control

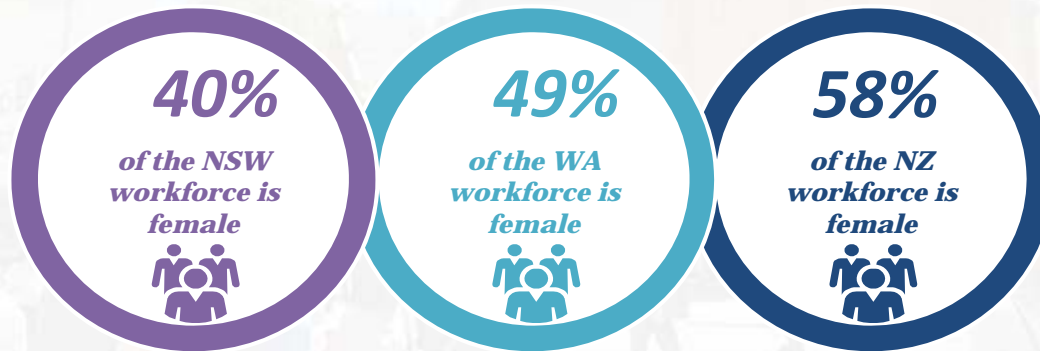


Definitions

Span of control: Total number of 'other staff' per manager (defined as supervisors and above)



Varying Female Representation



Profile at a Glance | June 2016

	NSW	NZ	WA
Av. Staff/Council	303	243	278
Staff: Manager ratio	3.0 (lowest)	3.7	3.3
Staff Turnover rate	10% (lowest)	14%	14%
First year staff turnover	16.% (gap highest)	15%	17%
Gen Y turnover	19% (gap highest)	14%	20%
New in last 2 years	10% (lowest)	20%	18%
Female participation rate	40% (lowest)	58% (highest)	49%
Female Manager and above	31%	38% (highest)	28%



A wide-angle, high-altitude photograph of Earth from space. The image shows the curvature of the planet, with a bright sun in the upper right quadrant creating a lens flare. The sky is a deep blue, and the Earth's surface is covered in white clouds and dark blue oceans. The text is overlaid in the lower portion of the image.

...International comparisons are possible
Now more than ever we need to keep learning



Imagine what we could do?

Annalisa Haskell



WORKFORCE				
WORKFORCE PROFILE	TOTAL WORKFORCE HEADCOUNT	YES	YES	YES for Northern Ireland
	FTE	YES	YES	NO
WORKFORCE PROFILE	% MALE/ FEMALE CEOS	YES	YES	YES
DIVERSITY IN MANAGEMENT	% FEMALE MANAGERS AND ABOVE /HIGHER	YES	YES	YES for Northern Ireland
RETENTION OF FIRST YEAR STARTERS	LOSS RATE %OF STAFF WHO JOINED IN FIRST YEAR	YES	YES	NO
NUMBER DAYS LOST TO INJURY	TOTAL NUMBER DAYS LOST PER 100 EMPLOYEES	YES	YES	NO
SICK DAYS/LEAVE TAKEN IN THE YEAR	MEDIAN SICK DAYS TAKEN /STAFF MEMBER	YES	YES	NO
	AVERAGE SICK DAYS TAKEN /STAFF MEMEBR	YES	YES	NO
PERFORMANCE APPRAISAL	% TOTAL STAFF WITH APPRAISAL COMPLETED	YES	YES	YES
WORKFORCE PER RESIDENT/POP	HEADCOUNT	YES	YES	YES for Northern Ireland
TRAINING SPEND PER FTE		YES	YES	YES for Northern Ireland only
TOTAL SPEND ON TRAINING VS BUDGET	PROPORTION OF SPEND ON TRAINING VS TOTAL EXPENDITURE	YES	NO	YES for Northern Ireland

LATER



CORPORATE SERVICES				
TOTAL CORPORATE SERVICES STAFF(HR/IT/FINANCE/CUSTOMER SERVICE)	NUMBER OF STAFF PER 100 EMPLOYEES	YES	YES	NO
TOTAL NUMBER OF FINANCE STAFF	NUMBER OF STAFF PER 100 EMPLOYEES	YES	YES	NO
TOTAL NUMBER OF IT STAFF	NUMBER OF STAFF PER 100 EMPLOYEES	YES	YES	NO
TOTAL NUMBER OF HR STAFF	NUMBER OF STAFF PER 100 EMPLOYEES	YES	YES	NO
COST OF FINANCE FUNCTION	\$COST AS % OF REVENUE	YES	NO	YES for Northern Ireland
	\$ COSTS AS % TOTAL EXPENSES	YES	YES	Yes for Northern Ireland only
COST OF IT SERVICES		YES	YES	YES for Northern Ireland
% IT /TOTAL EXPENSES		YES	YES	YES for Northern Ireland



LATER

SERVICE DELIVERY				
BY EXPENDITURE /RESIDENT	BY EXPENDITURE /RESIDENT	YES	YES	TBC
SOLID WASTE MANAGEMENT	COST PER RESIDENT	YES	YES	YES
PARKS AND GARDENS	COST PER RESIDENT	YES	YES	YES
LIBRARY SERVICES	COST PER RESIDENT	YES	YES	NO
ONLINE SERVICE DELIVERY	% OFFERING ONLINE PAYMENTS	YES	YES	YES



Imagine what we could do?

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Thank You

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