



EPLGA EO PERFORMANCE REVIEW REPORT

Mr Tony Irvine, June 2017

Performance Review – Online Survey

The Mayors and Chief Executive Officers of Eyre Peninsula Councils together with a representative from each of the LGA, RDA, DEWNR & EPNRMB, totalling 26 people, were selected to evaluate the performance of the EPLGA Executive Officer (EO), Mr Tony Irvine.

An email was forwarded on Friday 6 October 2017 with a link to the online survey asking for responses for the performance evaluation to be completed by 5pm Thursday 12 October 2017.

The online performance evaluation assists in streamlining the review process and covered the following areas, directly aligned to the Executive Officer (EO) Position Description and Strategic Objectives:

Part 1 - Core Competencies

- Business Skills
- Communication Skills
- Governance Support (for Elected Members only)
- Job Knowledge & Skills
- Leadership
- Organisation Skills
- Relationship Skills
- Service Delivery
- Work Quality & Productivity

Part 2 - Strategic Objectives Evaluation

Part 3 – Comments & Observations

Respondents were asked to provide a rating in relation to each proposition in the survey, aligned to the EO Job Description, using the following scale:

- 5: outstanding
- 4: exceeding requirements
- 3: meets requirements
- 2: needs improvements
- 1: not close to requirements

Overview of Survey Responses

17 responses were received out of the 26 selected recipients. Of the 17 local government respondents six were Elected Members.

The responses confirm that the overall performance of the EPLGA Executive Officer, Mr Tony Irvine, meets requirements, with many areas exceeding requirements and some areas needing some improvement.

Strongest performance areas

The Executive Officer's performance was rated as 'outstanding' or 'exceeding requirements' by over 70% of the survey responses, in the following areas:

- Demonstrates **strategic thinking and planning** in delivering the EPLGA Vision
- Developed and maintained **productive relationships**
- Demonstrate the ability to **focus on the strategic issues, goals and visions** of the EPLGA
- Demonstrates **initiative, innovating thinking and decisiveness** in addressing operational issues
- Creates a **positive impression on stakeholders** and **leads by example**

Survey responses with over 65% ratings of 'outstanding' or 'exceeding requirements' were:

- Provides value-adding support and assistance to member Councils
- Provided **high level of input, advice and support in assisting me (Mayors)** to undertake my role
- Ensures that Board meetings are **productive, legally compliant** and **conducted effectively**

Survey responses with over 60% ratings of 'outstanding' or 'exceeding requirements' were:

- Is quick to **acquire** and **retain relevant knowledge**
- Develops and maintains **effective communication strategies and mechanisms** with **stakeholders, partners** and other **external entities**
- Work is performed to a **high standard** with regard to the **efficient use of resources**
- Handles and follows through on **multiple tasks** concurrently and within **appropriate time frames**.

Strategic Objectives

Two questions (Part 2) in the survey considered the Strategic Objectives outlined by the EPLGA Presiding Member following the EO Performance Review in 2016. The responses are summarised below:

- Seeks and listens to feedback from Board Members and CEO's
 - ▶ 50% gave ratings of 4 or 5
 - ▶ 44% gave a rating of 3
 - ▶ 6% (1) person rated 1

- Members are kept informed and 'on board' on regional initiatives
 - ▶ 56% gave ratings of 4 or 5
 - ▶ 38% gave a rating of 3
 - ▶ 6% (1) person rated 1

Areas for improvement

There were 13 questions where one person (not necessarily the same respondent) thought that the Executive Officer (EO) needed improvement in areas plus 2 more questions where two people responded needs improvement. These two were in relation to question 6 – presents ideas persuasively and in a language appropriate to the relevant audience and question 31 – provides timely, high quality written and verbal reports to the Board to assist in decision making.

The common theme from these two questions was that the EO needs to improve his board reports so that members/others can better understand the matter being discussed.

There were three questions were 1 person (not necessarily the same respondent) thought that the EO is not close to requirements. These areas were:

- Demonstrates appropriate **listening skills** (both verbal and non-verbal) (94% scored above 3)
- Demonstrates the ability to **liaise with and develop productive working relationships with member Council's** (6% scored a 2 and 88% above 3); and
- Provides value-adding support and **assistance to member Councils** (19% scored a 3 & 69% a 4 and 6% unknown)

Feedback on performance

Based on the feedback on the Part 3 questions, where respondents could comment on what to start doing, keep doing and stop doing, the following were highlighted:

- EO to schedule more visits to member councils with Executive Committee
- Provide to the Board brief but comprehensive report of the work of the LGA Board and SAROC
- Continue to push sensible reforms to deliver the best for the communities
- Continue to maintain strong working relationship with other agencies
- Advocate more on the bigger issues for our region (particularly economic development and business related infrastructure)
- Continue to do what you do best
- Continue to build on government connection
- Keep pushing the EPLGA agenda
- Improve process in making key decisions together (approach to Joint Planning Board could have been more cohesive)

Unprompted general feedback

The last question of the survey provided opportunity to comment on areas not covered in the survey and 8 people offered comments.

#	RESPONSES	DATE
1	Manages a difficult job well. Is a valuable resource for the region and provides a unique blend of experience, skills and audacity	10/12/2017 1:16 PM
2	Tony is very efficient in strategic and governance areas Has well developed relations with both internal and external stakeholders. Over does an excellent job.	10/11/2017 11:29 AM
3	Tony continues to do an excellent job in difficult circumstances, he has a lot of experience to offer and is a great leader for the EP.	10/9/2017 3:44 PM
4	All good	10/9/2017 10:21 AM
5	Job well done keep up the good work	10/9/2017 8:55 AM
6	Tough year for Tony. Appreciated his dedication to the job.	10/9/2017 8:39 AM
7	Carry on with the support of the progressive and aware CEOs and elected members. Doing a good job in an often hostile environment.	10/9/2017 8:35 AM
8	Keep up the good work	10/8/2017 11:49 AM

Conclusion

The Performance Review survey received a reasonable level of response from the invited participants and provided information quantitative and qualitative data upon which the Executive Officer's Performance Review could be undertaken.

The Executive Committee met on November first and considered the Survey results and comments, and believes it is important to note the context for the EPLGA EO role, ie:

- The Association asks the EO to take a regional view of issues and to lead the member councils in this respect, and the challenges in doing this across a large region and 11 member councils are clear
- The EO is not resourced (by the member councils) to directly undertake policy and project work for the councils, and when working with the individual councils must focus on governance support, regional advocacy and relationships, and specific issues affecting councils where EPLGA determines that some multi-council project work should be facilitated and allocates resources accordingly
- Given the importance of the LGA Outreach Program to the region and the Association, LGA of SA must be recognised as a key partner with whom the EO must successfully engage, even if that sometimes looks like regional interests are not being given priority.

Comments by Executive Committee

Upon review of the survey data the committee makes the following comments:

- The largely positive score and the majority of comments confirm the competency and effectiveness of the Executive Officer
- Communication remains an area for improvement and to this end the Executive Committee recommends a schedule of at least annual visits to member councils by the President and EO
- It is suggested that an action list be produced at the conclusion of each meeting and distributed to parties to progress issues raised
- In conjunction with the Executive Committee and Member approval, a limited number of KPIs be developed to focus the activities of the EO
- That an extension of the contract be offered for twelve months with a 2% increase in remuneration.

This Performance Review report compiled by Mayor Bruce Green and the EPLGA Executive Committee, 1 November 2017.