



# Evaluation & Prioritisation Report – Bay Venues

4<sup>th</sup> December 2023

## Summary

Overall, a score of 77% is a very strong result and in the upper quartile of organisations. All areas were at least in the performing maturity of governance, with most at 'Flourishing' or 'leading' which is an excellent result.

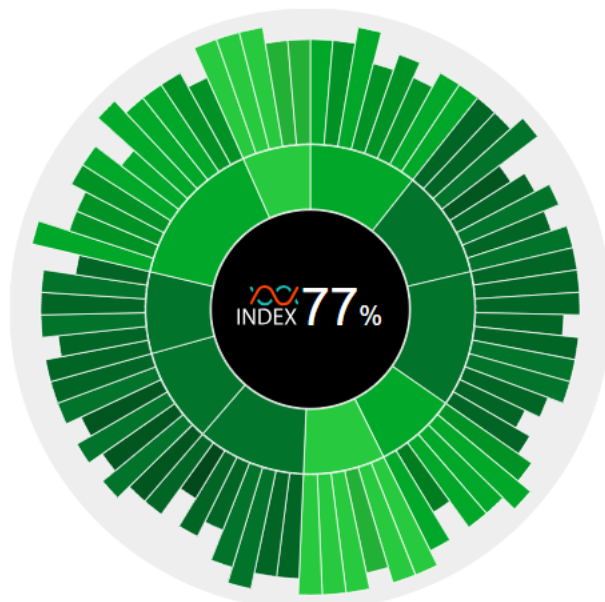
There was equal contribution across the group, high psychological safety demonstrated and strong engagement around all areas of the organisation.

I felt the group scored themselves fairly and were interested in delving deeper into some operational areas to get wider organisational feedback, which is a leading practice, and will drive strong engagement.

## Organisation Dashboard

Understand your Govn365 assessment progress and results

About the starburst



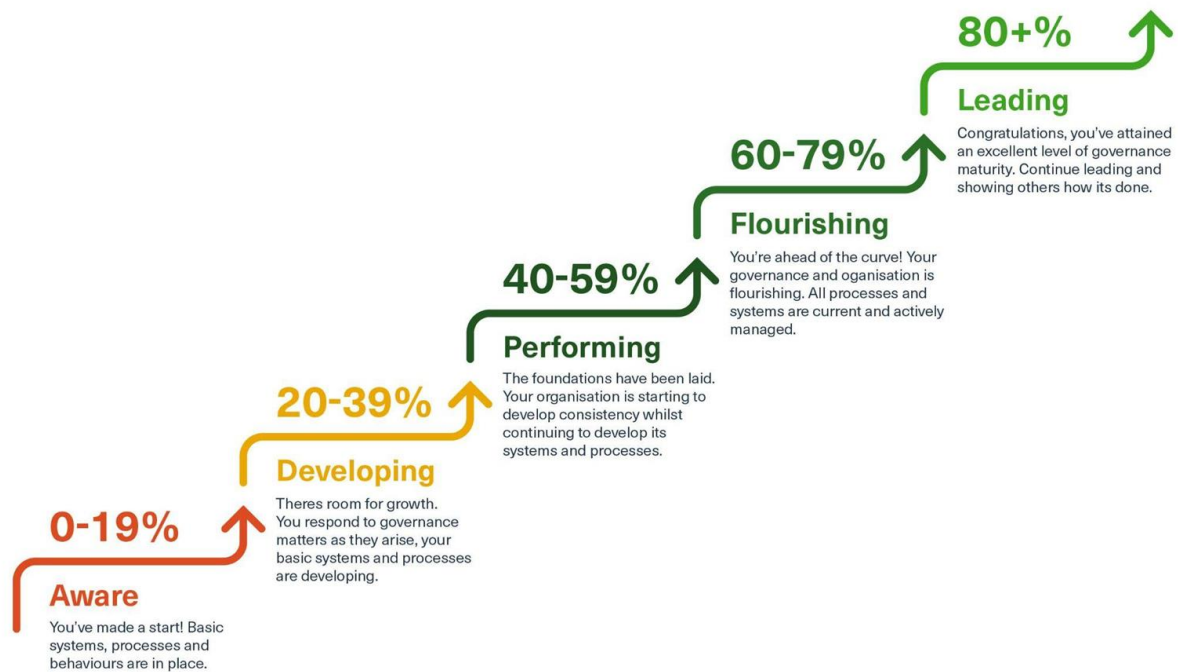
Improve Capability

### Modules

Strategy and Purpose	
High Performance Governance	
People and Culture	
Enterprise Risk Management (ERM)	
Financial Stewardship	
Digital and Information Technology	
Commercial	
Environment, Social and Governance (ESG)	
Health, Safety and Wellbeing	
Legal and Compliance	



## Key Strengths & Weaknesses



### Strengths (Leading)

- Financial Stewardship
- Legal & Compliance

### Strengths (Flourishing)

- Strategy & Purpose
- High Performance Governance
- Enterprise Risk Management
- Environment, Social & Governance
- Health, Safety and Wellbeing

### Opportunities (Performing)

- People & Culture
- Digital & Information Technology
- Commercial



## Key Themes to add value or reduce risk.

**Stakeholders** – There was discussion that with some stakeholders there are stronger relationships and understanding of needs. In the area of commercial, it was stated that a lot of the insights are anecdotal and not proactive or regular. Some of the insights are also siloed and it would be great if summary insight themes were raised at the governance group level on a more regular basis. It would also be a good practice to map the various stakeholders to identify their key needs and a subsequent engagement plan.

**Capabilities and experience** – There was a conversation about using a ‘skills matrix’ to identify the current capabilities and experiences of the group and then look at what is needed for the future so that the group can influence the council on future vacancies to ensure the diversity and capability of the group meets the future needs.

### **ACTION**

Govn365 to send a skills matrix to Simon - complete.

## **Digital & Information Technology**

There are opportunities in this area to build in some learning and development for the governance group in developing technology areas to stay abreast of opportunities as well as developing a digital roadmap for the future.

### **ACTION**

Privacy – Chad to check with the team on the retention and deletion policy – Complete and it identified a risk in this area.

## **Health, Safety and Wellbeing**

Two areas in this module that could be improved are the emergency preparedness, which is currently being worked on, followed by some scenario testing and mental wellbeing risk assessments to get a handle on the key risks in this area in the organisation and potential controls.

Below is a link to the business leader’s forum where there are resources on how to carry out a mental wellbeing risk assessment.

<https://www.forum.org.nz/resources/mental-wellbeing-at-work/protecting-mental-wellbeing/>

<https://www.forum.org.nz/assets/Uploads/Mental-Wellbeing-Indicators.pdf>

## **Enterprise Risk Management**

A couple of areas within this area that could be developed further are linking your enterprise risks with your strategy and looking at firstly the key things (or combination of) that could derail the strategy and then a separate session looking at upside risks or areas that could speed up your strategy and where you could take on more risk.

Business continuity was talked about as something the council did, but the opportunity could be understanding whether people in the organisation understand their role or responsibility if a disaster struck and how they would continue to operate. This may be in coordination with the council, but



key is ensuring that everyone knows their role, what they need to do, and the organisation has stress tested 2-3 scenarios each year to give yourself confidence that you will be able to recover from key events (cyber-attack, flood, etc)

## **Prioritisation Session 4.12.23**

Key areas raised as potential priorities for Bay Venues:

Continue to do the good things we are doing.

Stakeholder engagement (particularly Manu Whenua, then end users/communities and big user groups)

Digitisation of customer experience.

Emergency preparedness/Business continuity

Skills matrix for board changes to use to influence future appointments with council.

People and Culture – diversity and inclusion (this is currently in progress, expected feedback in January)

Commercial opportunities – Turn the plan into actions with values.

Commercial (Customer Value Proposition) – telling our story better and being insight led – links to stakeholder engagement piece.

1. Stakeholder Engagement mapping and plan
  - a. Identify all our key stakeholders, mutual value, how we connect and how often, how we would measure progress.
  - b. At least cover Manu Whenua, End users, key partners.
2. Commercial value plan
  - a. Develop a plan that identifies the key commercial opportunities, what, when and how with values
  - b. Holiday Park integration included in this plan.

**Owner – Chad – To report back to the board in March.**

**Owner – Chad and Adam – To report back to the board in March.**

Other areas being worked on:

Business continuity – Some work being done in IT, any other key risk areas?

Skills matrix – Being worked on with a view to being used in Q2 for re-elections.

Digitisation of customer experience – To be influenced by feedback from end users once complete.

Change management – With several recent changes, it would be good to do some post change reviews to gather learning for future changes, while the changes are fresh in peoples' minds.