

INDEPENDENT PANEL

Council-Controlled Organisations Review

12 February 2020

CCO review: Stakeholder update No. 1

Tēnā koe

I am the chair of the independent review of Auckland Council's council-controlled organisations (CCOs). I am writing to all stakeholders with an interest in the review's work to update them on progress and outline opportunities to have input into the review.

The review panel has two other members besides myself. They are Doug Martin and Leigh Auton. A team from Auckland Council will assist the review by carrying out the investigative work necessary for us to meet our terms of reference. The secretariat is headed by Claire Gomas (ccoreview@aucklandcouncil.govt.nz).

Objectives and terms of reference

The review's overall objectives are to examine:

- whether CCOs are an effective and efficient model for delivering services to the council and Aucklanders, and
- whether the CCO decision-making model provides sufficient political oversight, public transparency and accountability.

The terms of reference are broad and essentially require us to examine three areas: the CCO model and its accompanying roles and responsibilities; the accountability of CCOs; and CCO culture. The terms list a detailed set of questions for us to answer in relation to each of those areas. Since it is vital we clearly identify the scope of our work, we have distilled the essence of the terms into a list of issues (attached) that will form the basis of our engagement and eventual report.

It is still very early days, although we have already resolved to:

- adopt an informal and consultative approach with all stakeholders
- adopt a pragmatic approach so any changes can be brought about in a timely manner
- meet our timetable (which requires a final report to the council by July) barring any unforeseen circumstances
- stay within budget.

Engagement

We are especially committed to comprehensive engagement so we can obtain a range of views about the issues forming the subject of the review. In seeking feedback, we are interested in views on what is working well, as well as what is not. At this stage, we are looking for ideas from relevant stakeholders, and the community more broadly, primarily through written feedback. Individual meetings and workshops to test ideas and options,

however, are being considered and scheduled. Obviously, time and cost considerations will not allow us to meet every person interested in the review, but we are confident that a mix of meetings, written feedback and workshops will ensure we get a good cross-section of views.

We have already begun engagement with CCOs, the subject of the review. Over the next month or so, we will also meet with council staff and a range of stakeholders and customers who have major dealings with CCOs. In addition, we are looking to meet with a range of other stakeholders such as local boards, ratepayer groups and central government. We are also very cognisant of the need to obtain the views of mana whenua and have meetings in place for this already.

Wider engagement with the Auckland community is especially important to us. In this respect, we are fortunate that Auckland Council has agreed to gather written feedback on the review for us through the channels it will set up to collect feedback on its annual budget. This will happen between 21 February and 22 March.

The panel has also decided to hold a series of drop in sessions for those interested in talking to the panel face to face on the three broad areas of the review. The panel is especially interested in hearing about any practical ways to improve public trust and confidence in CCOs, or more generally the services they provide.

Below are details about the four drop in sessions and how to register to attend. These are a chance to drop in and talk to the Independent Panel members face to face and share your views.

	Date	Time (drop in anytime)	Location
North	Wednesday 4 March	2pm-4pm	Birkenhead Library
South	Thursday 12 March	5pm-7pm	Manukau Library
West	Tuesday 17 March	5pm-7pm	Te Manawa Community Hub, Westgate
Central	Thursday 19 March	12pm-2pm	Ellen Melville Centre, Auckland central

To attend any of these drop in sessions please [register online](#).

I will issue further updates as the review progresses.

In the meantime, thank you for your interest in the review and we look forward to your participation.

Nga mihi



Miriam Dean CNZM QC

Chair Independent Review Panel