

INDEPENDENT PANEL

Council-Controlled Organisations Review

6 May 2020

CCO review: Stakeholder update No. 2

Tēnā koe

I am writing to provide an update on the independent review of Auckland Council's council-controlled organisations (CCOs). We hope you are all well and managing to cope with the unprecedented impacts from Covid-19.

We have also considered the impact of Covid-19 on the review's timing and scope. The advice from the Mayor and council's Chief Executive, consistent with our own view, is that the review should continue as planned, including the obligation to provide our report in July. The CCOs run 75 percent of council's services and account for 55 percent of the council's budget.

One of the review's overall objectives is to examine whether the CCOs are an effective and cost-efficient model for delivering services and this aspect has become even more important with the significant economic impact of Covid-19 on Auckland Council as well as the wider Auckland community.

The three key areas of focus set out in our list of issues for the review are:

CCO model, roles and responsibilities	Here the key question is whether the CCO model delivers council services with the maximum of operational efficiency, transparency and accountability, or whether there are better ways to deliver such services
CCO accountability	Here the key question is whether the council's current approach to holding CCOs to account on behalf of Aucklanders could be improved
CCO culture	Here the key question is whether CCOs need to improve how they consult, engage with and respond to the wider community and council

Engagement

We have received a wide cross-section of views through a mix of meetings, written feedback and workshops.

The panel has been reviewing the extensive information it now has as a result of over a hundred interviews with stakeholders, as well as many documents, briefing papers and long-form and questionnaire submissions received.

Community engagement

Community engagement on the review occurred alongside Auckland Council's Annual Budget 2020/2021 from 21 February - 22 March 2020. We produced an engagement document and a summary was translated into Māori, simplified Chinese, Korean, Samoan,

and Tongan languages, and a New Zealand sign language video. We were interested in views on what is working well, as well as what is not. Material on the review was available on the 'AK Have Your say' website, through council service sites and libraries and at Annual Budget consultation events, noting that some large public events were cancelled in March due to Covid-19.

We also scheduled five public drop-in sessions across the region to give people the opportunity to talk to panel members face to face and share their views. Sessions were held in Birkenhead, Warkworth, Westgate and Manukau. The final drop-in session, scheduled in the city centre, was cancelled due to the increasing seriousness of Covid-19 but we were able to catch up online with people that had registered to attend.

We received 2250 submissions during the community engagement period.

Māori engagement

Panel members Doug Martin and Leigh Auton spoke on Radio Waatea on 26 February to promote Māori interest and feedback on the review. Material on the review was provided at events for the council's Annual Budget with mataawaka organisations. We met with mana whenua just prior lock to down and were pleased to receive written submissions from mana whenua organisations. We have sought the views of the council's Independent Māori Statutory Board. We will be re-engaging at a later date with these parties.

Stakeholder interviews

We have conducted over 100 interviews with CCO chairs and chief executives, councillors, local board chairs, council staff, resident and business organisations, CCO customers, regulators and other relevant stakeholders. These discussions have been guided by the three key areas of focus: CCO model, roles and responsibilities, accountability and culture.

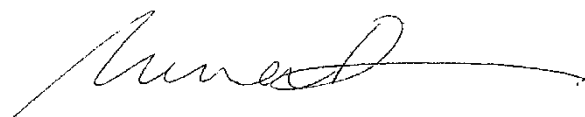
We have also requested various written material from the CCOs and relevant council staff and appreciated their ongoing cooperation despite the challenging times we now face.

Next steps

We continue to carefully consider the feedback and analyse the information provided. We will be reporting later in May to Auckland Council on the key issues and community and stakeholder feedback received.

Thank you for your interest in the review.

Nga mihi



Miriam Dean CNZM QC
Chair Independent Review Panel