

14.6 SERVICE REVIEW PROJECT

REPORT AUTHOR: Executive Assistant to the Chief Executive Officer
GENERAL MANAGER: Not Applicable
CONTACT NUMBER: 8366 4539
FILE REFERENCE:
ATTACHMENTS: Nil

PURPOSE OF REPORT

The purpose of this report is to advise the Council of the proposed Service Review Project in accordance with the Chief Executive Officer's Key Performance Indicators and to seek the Council's formal approval.

BACKGROUND

At its meeting held on 7 March 2022, following consideration of the Chief Executive Officer's Key Performance Indicators, the Council resolved the following:

That the Chief Executive Officer's Key Performance Indicators for the next twelve (12) months, as set out in the report, be endorsed, and that the Implementation of the new Organisational Structure be completed by 31 August 2022.

One of the Chief Executive Officer's Key Performance Indicators is the implementation of the Service Review Project.

The *Local Government Act 1999*, provides that Council can examine and report on the financial management or the efficiency and economy with which the Council manages or uses its resources to achieve its objectives.

Reviewing the efficiency and economy of an organisation are ostensibly service reviews.

The best and most prudent, efficient, structured and objective way of undertaking service reviews is to agree on and have in place a program of what needs to be reviewed and then agree on how the respective service will be reviewed.

Over the years, a number of service reviews have been undertaken by the Council. The most recent examples are the Street & Footpath Sweeping Program, the Home Library Service and a review of On-Street Parking Management is currently in progress.

Whilst the Service Review Project was discussed at the Elected Member Information Briefing held on 14 February 2022, the process associated with the implementation of the Project has not been formally considered by the Council.

RELEVANT STRATEGIC DIRECTIONS & POLICIES

Not Applicable.

FINANCIAL AND BUDGET IMPLICATIONS

An allocation of \$100,000 has been included in the draft 2022-2023 Budget.

CONSULTATION

- **Elected Members**
The Service Review Project was discussed at the Elected Member Information Briefing held on 14 February 2022.
- **Community**
Not Applicable.
- **Staff**
Not Applicable.
- **Other Agencies**
Not Applicable.

DISCUSSION

As discussed at the Information Briefing held on 14 February 2022, in tandem with the proposed changes to the Organisational Structure, it is proposed to implement a Service Review Project over three (3) years.

As part of the process, the Council will determine (based upon advice and recommendation of staff) the high priorities and which services/programs/processes it wishes to review.

Following this, the Council's Audit & Risk Committee is proposed to have oversight of the Service Review Project, which will also entail making recommendations to the Council following consideration of any outcomes and recommendations of the respective reviews.

Whilst some of the service reviews will be undertaken '*in house*' there will be a need to engage specialist consultants as required (depending on the service/program/process which are proposed to be reviewed).

To fund the first of the reviews (which will commence in 2022-2023), an allocation of \$100,000 has been included in the draft 2022-2023 Budget.

As discussed at the Information Briefing, given both the financial and service improvements which are likely to be derived from the Service Review Project, these funds will be well spent.

OPTIONS

Whilst the Council could determine an alternative process to that which has been set out in the report, as the Council has endorsed the Service Review Project as a Key Performance Indicator of the Chief Executive Officer and discussed the timeframes associated with the Project on the basis of the resources required to implement the Service Review Project, it is recommended that the Council endorses the process associated with the Service Review Project as set out in this report.

CONCLUSION

Subject to the Council endorsing the Service Review Project (and allocating funds as contained in the draft 2022-2023 Budget), a report which sets out the scope of the Service Review Project, the review schedule and the service/programs/processes which are proposed to be reviewed, will be prepared for the Council's consideration and endorsement.

This is scheduled to be considered at the June 2022 Council Meeting.

COMMENTS

Nil

RECOMMENDATION 1

That pursuant to Section 90(2) and (3) of the *Local Government Act 1999*, the Council orders that the public, with the exception of the Council staff present, be excluded from the meeting on the basis that the Council will receive, discuss and consider:

- (a) information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

and the Council is satisfied that, the principle that the meeting should be conducted in a place open to the public, has been outweighed by the need to keep the receipt/discussion/consideration of the information confidential.

RECOMMENDATION 2

In accordance with the Chief Executive Officer's Key Performance Indicator's, the Council endorses the following:

1. That the conduct of the Service Review Project over a three (3) year period commencing in the 2022-2023 financial year, be endorsed.
2. The Council notes that \$100,000 has been included on the draft 2022-2023 Budget for the purposes of undertaking the first year of the Service Review Project.
3. The Council notes that a report setting out the scope of the Service Reviews and the suggested and recommended services, programs and process to be reviewed, will be prepared for the Council's consideration at the June 2022 Council Meeting.

RECOMMENDATION 3

Under Section 91(7) and (9) of the *Local Government Act 1999*, the Council orders that the report, discussion and minutes be kept confidential until the commencement of the Service Review Project.

Cr Patterson moved:

That pursuant to Section 90(2) and (3) of the Local Government Act 1999, the Council orders that the public, with the exception of the Council staff present [Chief Executive Officer, General Manager, Governance & Community Affairs and Administration Officer, Governance & Community Affairs], be excluded from the meeting on the basis that the Council will receive, discuss and consider:

- (a) information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).*

and the Council is satisfied that, the principle that the meeting should be conducted in a place open to the public, has been outweighed by the need to keep the receipt/discussion/consideration of the information confidential.

Seconded by Cr Knoblauch and carried unanimously.

Cr Sims moved:

In accordance with the Chief Executive Officer's Key Performance Indicator's, the Council endorses the following:

- 1. That the conduct of the Service Review Project over a three (3) year period commencing in the 2022-2023 financial year, be endorsed.*
- 2. The Council notes that \$100,000 has been included on the draft 2022-2023 Budget for the purposes of undertaking the first year of the Service Review Project.*
- 3. The Council notes that a report setting out the scope of the Service Reviews and the suggested and recommended services, programs and process to be reviewed, will be prepared for the Council's consideration at the June 2022 Council Meeting.*

Seconded by Cr Moorhouse and carried unanimously.

Cr Stock moved:

Under Section 91(7) and (9) of the Local Government Act 1999, the Council orders that the report, discussion and minutes be kept confidential until the commencement of the Service Review Project.

Seconded by Cr Patterson and carried unanimously.

Released