
PSR14/043 ORGANISATION SERVICE REVIEW PRIORITISATION

E13.7262

Responsible Officer: Dr Catherine Dale - General Manager
Attachments: 1. Organisation Service Review Prioritisation list
Strategic Objective: 8: We work together to achieve our goals
Delivery Plan Link: Integrated Planning
Operational Plan Link: Organisation Service Review

EXECUTIVE SUMMARY

Council endorsed the commencement of an Organisational Service Review in August 2013. A number of reviews have now been completed or are progressing. These include libraries, swimming pools, visitor information centres and public toilets. The process for these reviews has involved widespread input from staff, key stakeholders and Councillors.

As a consequence of these reviews, it is recommended that priority order previously endorsed by Council be altered to reflect Council's current objectives and strategies.

This report therefore seeks endorsement by Council of a revised priority order of services for the progression of the Organisation Service Review into 2014-2015.

RECOMMENDATION

THAT:

1. Council endorse the revised organisation service review priority list.
2. Council undertake the remaining service reviews in that order as identified in the priority list.

BACKGROUND

The aim of the Organisational Service Review is to improve the level and quality of service provided to our community, Councillors and staff.

To assist Council in developing an approach and methodology to its service review, a review of the Victorian Best Value Framework, a sample of South Australian and New South Wales council's service reviews, and also Ontario and Toronto State service review guidelines were completed by staff.

At the Ordinary meeting on the 27 August 2013, Council endorsed the commencement of the Organisational Service Review. The report provided the background to the review, the approach used to prioritise Council's existing services and a methodology to carry out the service reviews was outlined.

The priority table endorsed identified the 24 high order services as included in the 2013-14 Operational Plan. It was divided into the different funds of Council (general, waste, water and

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sewer) with the general fund services ranking high. It also highlighted the grouping of the services into rounds (1, 2, 3, etc.) to assist with the rollout and management of the reviews.

CONSIDERATIONS

Since commencement of the Review in August 2013, Council has:

1. Completed reviews and endorsed options for implementation for the library, swimming pool and visitor information centre services.
2. Substantially completed the Public Toilet service review in relation to legislative requirements, community need and/or market opportunity.
3. Reviewed organisation systems and processes to acknowledge the need for Council to achieve greater efficiencies and financial sustainability into the future.
4. Prepared and adopted the Operational Plan and Budget for 2014-2015.

The revised priority list now includes a ranking of the services based on the 2014-2015 Operational Plan into a high, medium and low category. The revised priority list places focus on those services that are experiencing a higher demand from the community (such as development, compliance and recreational facilities) as well as those which need to comply with an increased legislative requirement (such as asset management).

Legal

Many of the services Council provides are in accordance to the Local Government Act 1993 and/or any other Act or law (Section 22). These services will be reviewed later in the process to ensure we are efficient and effective in the delivery of the service(s).

Policy

The Organisation Service Review is a Key Project in the 2013-14 and 14-15 Operational Plans.

Staff

An Organisation Service Review Project Officer has been appointed to ensure consistency in the process and the delivery of appropriate recommendations.

Each review will be conducted by a project team consisting of a minimum three (3) staff (a representative from service area, the Service Review Project Officer and an independent staff member/service user). The project team will be responsible for conducting the six steps of the review to evaluate the effectiveness and efficiency of the service and provide appropriate recommendations in regard to the service.

CONCLUSION

Part of Council's approach to financial sustainability is to examine the value of Council's services and the levels at which they are provided. The Integrated Planning and Reporting Framework requires Council to identify and commit to the services it will deliver during its term of office.

As a consequence of the completion of a number of service reviews since August 2013, the need to make changes to the priority order as endorsed is necessary to reflect Council's current

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structure, and to align with its objectives and strategies to meet the long-term needs of the community in a sustainable manner as provided in the Community Strategic Plan.

ORDINARY COUNCIL OF EUROBODALLA SHIRE COUNCIL ON TUESDAY 22 JULY 2014
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 ATTACHMENT 1 ORGANISATION SERVICE REVIEW PRIORITISATION LIST

Original Priorities
Round 1
Libraries
Swimming Pools
Visitor Information Centres
Round 2
Economic Development
Executive Services
Parks, Foreshore & Community Facilities
Round 3
Business Activities
Development Services
Emergency Management
Round 4
Land Use Planning
Regulatory Compliance
Social Inclusion
Stormwater & Flood Management
Round 5
Community Development
Natural Environment Planning
Sustainability & Environmental Services
Transport
Round 6
Community Care
Culture & Recreation
Integrated Planning
Round 7
Sewer
Waste Management
Water
Round 8
Finance & Governance
Organisation Development
Organisation Support

Revised Priorities
Round 1
Libraries
Swimming Pools
Visitor Information Centres
Round 2
Parks, Foreshores & Community Facilities Service (Public Toilets)
Development Services
Regulatory Compliance
Organisation Development
Round 3
Parks, Foreshores & Community Facilities Service (Public Buildings)
Parks, Foreshores & Community Facilities Service (Parks, Reserves and Sporting Facilities)
Transport
Round 4
Social Inclusion (Includes Community Development)
Sustainability and Environmental Services
Finance & Governance
Round 5
Community Care
Organisation Support
Round 6 and beyond - TBA
Economic Development
Executive Services
Parks, Foreshores & Community Facilities Service (Cemeteries)
Parks, Foreshores & Community Facilities Service (Boating Facilities)
Parks, Foreshores & Community Facilities Service (Community Land Management)
Parks, Foreshores & Community Facilities Service (Sporting & Recreation Services)
Business Activities
Emergency Management
Natural Environment & Land Use Planning
Stormwater & Flood Management
Arts & Culture
Integrated Planning
Sewer
Water
Waste Management