Service Summary Methodology

The following approach has been approved by the Executive:

Key attributes of what being the 'best Council we BEING THE BEST COUNCIL WE CAN BE can be' looks like For each of the 30 services: Key activities and outputs Ongoing updates provided to Councillors WHAT DO WE DELIVER & HOW DO What contracts What resources WE DELIVER THE SERVICE? What are we delivering on behalf of State WHY DO WE DELIVER THE Approx 9 months Key drivers for delivering the service SERVICE? WHO DO WE DELIVER THE SERVICE Who are the key stakeholders for this service? TO? WHAT DOES IT COST TO DELIVER · Expenditure and income including grants THE SERVICE? · What data do we gather to measure this HOW WELL DO WE PERFORM? Desktop review of readily available data benchmarked against other Councils Single report that includes service summaries of REPORT TO EXECUTIVE & all 30 services ORGANISATIONAL EFFICIENCY Executive and Portfolio will have the opportunity PORTFOLIO (on all 30 services) to review and provide feedback Workshop to discuss potential service delivery WORKSHOP WITH EXECUTIVE & options OR business improvement for each COUNCILLORS service Discuss and test outcomes of workshop with the CONSULT WITH A FOCUS GROUP Focus Group (cross-section of the community) (Internal or External Customers) prior to undertaking engagement Workshop to discuss the results of the Focus WORKSHOP WITH EXECUTIVE & Group consultation COUNCILLORS Commence community engagement on any proposed changes to the service COMMUNITY ENGAGEMENT (as required) Councillors to consider the outcomes of the community engagement and then agree to the future direction of each service: 1. Handover to Group Manager to progress with FUTURE DIRECTION OF THE business as usual or a revised service delivery SERVICE option OR Handover to Business Improvement team to facilitate business improvement (based on a mandated focus i.e. savings or efficiency) REPORT TO COUNCIL