

SERVICE REVIEW OUTCOMES

CIVIC AND GOVERNANCE

DETAILS OF SERVICE

Civic & Governance is a service unit within the Civic and Financial Service Department, Strategic and Corporate Services Directorate.

Civic & Governance provides a range of services to meet certain operating and statutory needs of Council. It is predominantly an internally focused service unit, meeting daily administrative requirements of the Maroondah Council and Councillors as well as all Directorates and Departments.

SCOPE OF SERVICES

The Civic and Governance team consists of 10.45 EFTs (equivalent full time), located at Council’s Ringwood office.

There are four major Sections within Civic and Governance:

- Council and Administrative Support;
- Records Management;
- Hallkeeping (incorporating City Offices maintenance); and
- Statutory Compliance.

The service area does have a limited direct and less frequent interface with the community through its facilitation of such functions as Council meetings, citizenship ceremonies, Freedom of Information requests and Council elections.

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Best Value Principle	Key Performance Indicator	Performance Result 2002-03	Target 2003-04
Cost Standard	Operate within Annual Budget 2002-03 Target \$1,587,000	Budget saving of \$9,000	Performance to +/- 5% of budget of \$1,158,000
Quality standard	Customer satisfaction rating – Overall satisfaction averaged result. Target 80% (Internal customer satisfaction survey)	83%	80%
Quality standard	Responsive of service – Customer satisfaction rating Target 80% (Internal customer satisfaction survey)	85%	80%

Best Value Principle	Key Performance Indicator	Performance Result 2002-03	Target 2003-04
Quality standard	Accessibility of service – Customer satisfaction rating Target 80% (Internal customer satisfaction survey)	84%	80%

Best Value Principle

Action taken

Benchmarking

The comparison process was commenced via an initial forum with six other municipalities that were planning Reviews for their Governance (or similar) areas and then later via approaches to various municipalities to share high level benchmarking results. Unfortunately only minor success has been achieved to date with this component although there is confidence of achieving meaningful outcomes in the near future after having revised the strategies to obtain the required information.

Consultation

The core component of the Review was an internal survey conducted across all departments.

The survey focussed on determination of both the levels of use of Civic and Governance services and also users' satisfaction with those services in terms of approachability, response times, quality and effectiveness. It also provided an opportunity for survey respondents to submit comments, criticisms and suggested improvements on any aspect of the unit's performance.

There were 222 additional comments received from survey respondents, a number of Focus Groups were established to examine the results and additional comments / issues, initiate proposed improvements and provide feedback to respondents.

Reporting

Reporting against key service performance indicators is performed monthly and the results documented in Council's monthly performance report. This report is tabled before Council on a quarterly basis and is a publicly available document

Maroondah's Best Value Annual Community Report of key findings, key performance targets and results will be available on Council's web page or from one of our Customer Service Centres.