



BEST VALUE ANNUAL REPORT

2011-12

BEST VALUE PROGRAM

Council having completed its five-year program of Best Value Service Reviews in accordance with the requirements of section 208 of the Local Government Act 1989, now embarks on an ongoing program of review based on a strategic approach. This report provides information on Council's approach to Best Value and on the status and outcome of Best Value Service Reviews carried out in 2010-2011. Information on Council's approach to Best Value, and the timetable for the conduct of the service reviews, is located on Council's website, www.whitehorse.vic.gov.au under About Council/Good Governance.

A. Council's Approach to Best Value

Council is required by the Local Government Act to comply with the Best Value principles and to this end will take a strategic approach to the application of the Best Value Principles on an ongoing basis. These reviews are expected to take account of the Best Value principles enshrined in Section 208B of the legislation, namely:

- 1 The need for services to deliver against agreed quality and cost standards.
- 2 Services being responsive to changing community needs.
- 3 Accessibility of services to those who need them.
- 4 Continuous improvement in the delivery of services.
- 5 Community consultation on services and activities.
- 6 Regular annual reporting to the community on Council's performance.

Furthermore, section 208C of the Act requires Council to take account of these factors when developing its quality and cost standards:

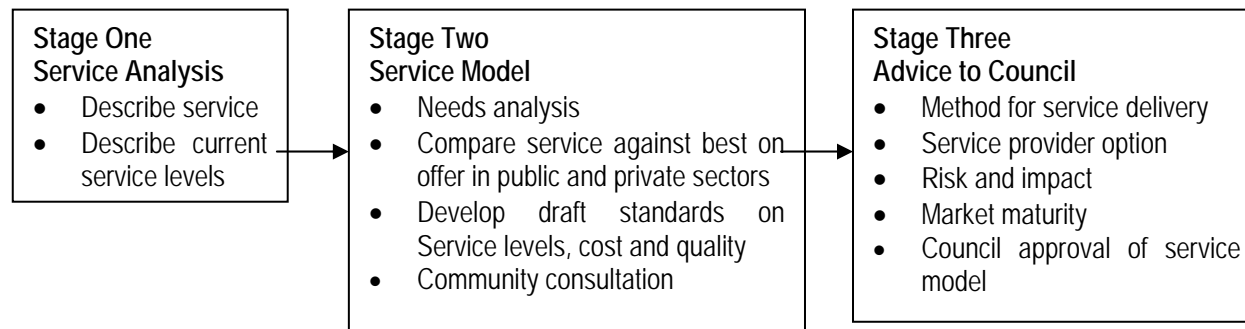
- 1 The best on offer in the public and private sectors.
- 2 Value for money.
- 3 Community expectations and values.
- 4 Balance of affordability and accessibility.
- 5 Opportunities for local employment growth.
- 6 Partnership building with other levels of government.
- 7 Environmental sustainability.

Three fundamental principles guide the implementation of Best Value at the City of Whitehorse, namely:

- 1 The Best Value process at the City of Whitehorse is used to ensure that all of the City's services and activities provide high quality and good value for money to the Community;
- 2 Council is committed to ensuring that, where appropriate, the services being provided by Council staff continue to be delivered internally unless it can be demonstrated that it would be better value to the community for these services to be provided by others; and
- 3 The Best Value process is implemented in accordance with the Victorian Government's Competitive Neutrality Policy Victoria 2000.

B. Conduct of Best Value Service Reviews

Each Best Value Service Review is conducted by the relevant work team, led by the manager of that team. Managers and teams are supported in this process through the use of a common review template and the provision of a central resource that provides information, advice and training. Service reviews have three distinct stages:



At the conclusion of each service review, both Council's Audit Committee and the Council receive a report that contains:

- a description of existing service standards and a proposed method of service delivery, with defined service levels and cost and quality standards that have been benchmarked and tested through consultation;
- an analysis of the service delivery options available, including an analysis of the maturity of the market, a risk assessment of each option and an assessment against Competitive Neutrality policy; and
- advice on the preferred service delivery option.

With the completion of Council's first 5-year program of reviews in June 2004, and in the light of the outcomes of the review of the Best Value Program, undertaken for the Victorian Government by the Best Value Commission, Council has reviewed its approach to the conduct of service reviews.

Council has found the service review process beneficial in enabling Council to ensure that its services meet the changing needs of the community and in providing an opportunity to compare its performance with like services in the public and private sectors. Whitehorse City Council will continue to apply the Best Value principles when conducting service reviews and continue to report to the community on the outcomes of its reviews through reports to Council and annual reports on the implementation of Best Value placed on Council's website.

In terms of the development of a program of reviews, Council will take a strategic approach to the conduct of reviews, identifying services for review on the basis of:

- Significance in achieving Council's strategic goals
- Capacity to lead to significant improvement in service delivery
- Changes in community satisfaction with the service
- Changes in community expectations or demands for the service
- Alterations in government policy that have major ramifications for service delivery
- The length of time that has lapsed since the previous review.

C. Progress of Service Reviews

Council has completed its 5-year program of service reviews. In 2006-2007 Council commenced its ongoing program of service reviews, which are currently completed/ in progress as listed below:

| SERVICE | COMPLETION DATE OF REVIEW |
|--|---------------------------|
| | |
| | |
| | |
| Transport Services (Aged and Disability) | October 2011 (C) |
| | |
| Whitehorse Arts Space | Deferred |
| All Waste Services (New Waste Management Plan) | November 2012 (IP) |
| Customer Service Reviews | Ongoing |
| Community Laws-Parking Services | December 2011 (C) |
| Child Care Services | June 2013 (IP) |

D. Outcome of Completed Service Reviews

As the Service Reviews have commenced, they are at this time reviews completed (C) or in progress (IP). The outcomes of the Best Value Service Reviews, commenced in 2010-2011, will be reported in the next Best Value Annual report for 2011/2012.

BEST VALUE REPORTING ON PERFORMANCE

For the completed Service Reviews, the cost and quality standards are included within the reports and reviewed and approved by Council's audit committee and endorsed by Council at the Ordinary Council meetings. The reports and Minutes of the Council meetings are available on the website or contact Council administration on 9262 6338 for assistance in accessing the relevant reports.