

MINUTES

Performance Strategic Reference Group

Date: Thursday 27 April 2023

Time: 4:30pm to 6:30pm

Location: Banksia Boardroom (Shire Hall) or via MS Teams

<i>Members</i>	<i>Present</i>	<i>Apology</i>
Councillor Mathew Deeth (Chair)	✓	
Councillor Matt Gould (Deputy Chair)	✓	
Councillor Brandstater		✓
Councillor Hannan		✓
Councillor Banasik		✓
Caroline Argent, Director Shire Connections	✓	
Rob Seidel, Chief Financial Officer		✓
Peter Wright, Manager Engagement and Performance	✓	
Eric Imbs, Head of Integrity and Governance	✓	
Simon Adcock, Manager Customer, Information and Technology Service	✓	
Mathew Walsh, Team Leader Management Accounting	✓	
Claire Digger, Team Leader Corporate Strategy and Performance	✓	
Sarah Smith, Acting Team Leader Strategic Communications	✓	
Clare Devenish, Senior Community Engagement Officer	✓	
Michael Shaw	✓	
Geoff O'Brien	✓	
Ian Lane	✓	
David James	✓	
David Bennett	✓	
David Lazzaro	✓	
Samuel Davis		✓
Nerida Cunneen		✓
Scott Grey		✓
Lyn Bright	✓	

Item	Notes	Agreed Actions
1. Acknowledgement of country	<ul style="list-style-type: none"> Chair gave acknowledgement 	

2. Attendance and apologies	<ul style="list-style-type: none"> As noted above Resignation has been received from Nerida Cunneen. Noted by Chair and agreed by the SRG members that we should contact Shaun Grimston (who was on an eligibility list for the Performance SRG) to ask whether he wishes to join 	Action: Shaun Grimston to be contacted regarding interest in joining the SRG.
3. Disclosure of interests	<ul style="list-style-type: none"> Nil 	
4. Confirmation of previous minutes	<ul style="list-style-type: none"> Confirmed 	
5. Long Term Financial Plan	<ul style="list-style-type: none"> Mat Walsh presented on Council's LTFP with key tracking indicators/ratios and projections discussed. Updated LTFP will be reported to Council in the coming months and will come back to a future SRG meeting 	Action: Updated LTFP to be presented to next SRG meeting.
6. Community Engagement Action Plan	<ul style="list-style-type: none"> Clare Devenish presented the draft Community Engagement Action Plan. Importance of training and culture across the organisation discussed Importance of leading by example from the top – Councillors and SLT – also discussed Suggestion to add/note Mayor/Deputy Mayors' Facebook Live Brief discussion also held regarding "complaints and compliments" – Eric Imbs gave a brief explanation of how we monitor and measure with an undertaking given to provide a more detailed presentation on this topic at the next SRG Meeting 	Action: Action Plan to be shared with SRG members for comments/feedback prior to being reported to Council at the June meeting
7. Draft 23/24 Operational Plan and Budget Exhibition Process	<ul style="list-style-type: none"> Claire Digger and Mat Walsh discussed the draft documents (endorsed by Council for exhibition at the 26 April Council Meeting) Key highlights discussed - capital works program, ongoing focus on road renewal and maintenance, focus on efficiencies and improvement SRG members were advised of upcoming exhibition and opportunity to comment / provide feedback etc. All encouraged to contribute. An email to all SRG and AG members will be going out with links / exhibition details etc. and all members will be encouraged to review and provide feedback. Discussion on the relationship of the proposed new rates structure also occurred. Mat confirmed not yet decided (still a proposal) Mat also gave a brief explanation of the key aspects of the rate structure proposal Feedback from SRG members was that the communications and letters issued regarding the rates structure proposal had been confusing/unclear Chair acknowledged this point and said better/clearer comms approaches would be 	Action: email to all SRG and AG members with links and exhibition details etc.

	<p>needed in the coming month given community feedback opportunity had effectively been extended at the April Council Meeting</p> <ul style="list-style-type: none"> • SRG members invited to email better rate restructure comms approach suggestions to Mat Walsh / Clare Devenish 	
8. Improvements and Efficiencies – Council Resolution	<ul style="list-style-type: none"> • Peter Wright advised on February Council resolution inviting SRG and AG members to make improvement/efficiency suggestions. • Chair noted that minutes and discussions from SRG meetings go to Council. • Members invited to email through any suggestions for consideration, particularly in the context of looking at the draft Op Plan and Budget (item 7 above) 	
9. Salesforce Update	<ul style="list-style-type: none"> • Simon Adcock presented on the progress of our roll-out of Salesforce • Simon displayed an example of how Salesforce has been used to transform the Planning Certificate application process, with a walk through of the customer user experience • SRG members praised this as a significant business improvement • Potential opportunity for communicating this positive story to community. 	<p>Action: Standing invite for Simon to attend future SRG meetings to provide updates.</p> <p>Action: Circulate proposed Salesforce rollout to SRG at appropriate time (possibly before next meeting)</p>
10. Voice of the Customer Project and Customer Satisfaction Survey	<ul style="list-style-type: none"> • Eric Imbs and Peter Wright gave update • Next Customer/ Community Satisfaction survey aiming to be done before June 30 • Using previous provider Micromex • Regarding the broader VoTC project Eric gave update on its broad aims, the EOI process to date, and that we now have a preferred provider to further engage with. • SRG member gave feedback regarding need to be “cautious” with promises of capacity for text analytics as has had experience that providers cannot deliver. - Eric. Will come back to future meeting. 	<p>Action: progress update to be presented at the next SRG meeting</p>
11. General Business	<p>Future agenda item on Complaints Management system noted (see item 6 above)</p>	<p>Action: Eric Imbs to present to next SRG re our complaints monitoring and measuring system</p>
Meeting close	<p>Councillor Matthew Deeth concluded Meeting at 6:40pm</p>	