



Local Government
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Local Government

Performance Excellence Program

2021

A sector led
performance
indicator tool

Local Government Performance Excellence Program

The Local Government Performance Excellence Program (PEP) has been designed by the sector, to allow councils to measure their performance against key indicators and allows them to benchmark their performance against other councils across the state and the country.

Being involved in this program allows councils to make more informed planning, management and operational decisions, prioritise and optimise resources, drive internal change, and support specific service delivery enhancements.

How does it work:

Councils submit a range of de-identified data via a secure online portal, which is analysed by our delivery partner PwC and provided back to them via a comprehensive report, complete with key highlights, an overview of the analysed data, and key considerations. Supporting the report is the Council Comparative Analysis Tool (CCAT), an online tool which enables councils to dive further into the data and narrow down on like for like councils, enabling a more detailed analysis of your council's performance indicators.



A streamlined data collection process

The refined question sets make the data collection process easy and with our new software, the submission process has never been simpler.



Gain useful insights through targeted data

With a targeted questionnaire and access to the CCAT data, you will only be reporting on what's useful to you and gaining enhanced insights to benefit your council.

“The PEP is a highly beneficial business improvement tool utilised by Muswellbrook Shire Council. The depth and quality of data and information in the final report is excellent and the experience in engaging with LG Professionals, NSW throughout the process is both positive and professional.”

Benefits to council:

- Uses existing real council data to provide insights for strategic decision making.
- Helps you understand what influences performance in your council
- Allows council comparisons across similar sized councils with similar services and infrastructure.
- Provides reliable and cost-effective benchmarking across groups of councils
- Offers a community of councils working together to develop the sector



Key Measurement Areas:

Operations Management

To measure whether council operations are cohesive, planned and well managed, the program analyses operations planning, customer service commitment, outsourcing, sharing services and internal system management. It explores the effectiveness of council operations and services, and illustrates how councils are strategically positioned in relation to key business enablers like technology.

Best practice suggests that aligning IT and business strategy will achieve greater results. Establishing a cohesive plan shared between the IT function and the rest of the council can play an important role in preparing council for inevitable technological disruption.

Workforce Management

The effective use and development of people is a fundamental measure and requirement of local government performance.

A council's workforce is its most important productive asset. This data can show you ways to improve the total employees costs as a proportion of operating expenses.

The program gathers data on not only the workforce profile but also on its capacity, performance and productivity. This data provides deep insights into the performance of the council's workforce and identifies efficiencies and concerns for future workforce planning.

Finance Management

The program measures how well your council's finance function operates as well as the finance systems and processes that support the organisation. Specifically, the program collects information on the council's financial strategy, rates collection, CAPEX and budget management.

Councils who are committed to agility and innovation are well positioned to attract a higher calibre candidate with a higher level of education. This data provides unique insights into efficiency, effectiveness and resilience of the strategic finance capability essential in the protection of future business needs.

Timeline



Further information:

For further information about the Local Government Performance Excellence Program, please contact:

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