

Services Delivery and Reporting

The 2007-08 Management Plan is the full realisation of the 'Service Specification' approach and a key step in the commitment to continuous improvement of services and their delivery. Public consultation on the Management Plan immediately indicated the benefits of this transparent governance approach. Line managers have ownership of the Management Plan and its deliverables to a greater extent than ever before.

Council now has clearer standards and tools to make resourcing decisions and an even more effective base for accountability, performance reporting and communication to the community on the City's program.

The value which we believe this model demonstrates was recognised by the award to Penrith City Council of the 2007 LGMA NSW Gold Award for Management Excellence.

Council's recently-upgraded Standard and Poors credit rating is AA+. No other local government body in Australia has a higher rating.

5. Lessons Learned

This initiative places Penrith City Council in a strong position to meet the future challenges of local government, while responding effectively to the needs of the City's communities.

Important lessons are being learned, not only locally but for the benefit of our State. NSW is at present developing a new legislative model for 'Integrated Planning, Reporting and Asset Management' by local government, which is being directly informed by this leadership work undertaken by Penrith City.

Establishing a practical model for translating high order sustainability principles into city management strategy, along with the commitment to continuous service improvement, is an exciting new direction developed by a local government with the vision to take this step.