



# Council Policy Manual

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## CP 3.7 Enterprise Performance Policy

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### POLICY OBJECTIVE

Give guidance to the planning, implementing, reviewing, evaluating and reporting on the effectiveness of initiatives, programmes, projects and activities that align with the strategic direction of the organisation.

### POLICY STATEMENT

The City of Perth is committed to the effective monitoring and delivery of initiatives in achieving the vision identified within the Strategic Community Plan. The guiding principles of Enterprise Performance at the City are as follows:

#### 1 Customer Expectation

Focus on the management of customer expectations, ensuring that there is a clear understanding of what our customers' needs are to then strive towards attaining the desired outcome.

#### 2 Promoting a high performance culture

Ensure that the organisation aligns and cascades the organisational commitments into business plans and individual work plans. Clear measures of performance and accountabilities will be evident and continuously reported against.

#### 3 Transparent and accountable

Ensure that timely periodical reporting, in an open and transparent manner, occurs on the progress made by the organisation on initiatives and key performance targets.

#### 4 Alignment to strategic framework

Ensure that strategies, plans and policies contain clear measures of performance to enable reporting on progress. These should complement the overarching strategic direction indicated by the City's Strategic Community Plan.

#### 5 Outcome focused

Ensure that clear measures of performance are related to addressing strategic outcomes for the benefit of the City of Perth's community.

#### 6 Monitoring the benefits of delivery

Ensure that clear measures are in place to determine the benefit of delivering identified initiatives. These measures should address how effective our actions are contributing towards the needs of the community.



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### 7 Utilising useful data

Ensure that the organisation is capturing, storing and utilising data that is beneficial to monitoring and supporting the delivery of identified benefits, needs and initiatives. Capturing data for data's sake will be avoided, in the context of delivering identified commitments.

### APPLICATION

This Policy applies to all City of Perth employees (full-time, part-time, temporary and casual) and consultants or contractors engaged by or associated with the City, who are working on any project/initiative that:

- Requires formal evaluation on progress achieved, as agreed by Manager/Director.
- Is included as an output in the Corporate Business Plan
- Is included as an output in the Capital Program of Works
- Is included as an output in any Implementation/Action Plan Endorsed by ELG and/or Council.

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### COMMITMENT

The City of Perth is committed to:

- Developing, implementing and continually improving the performance culture of the organisation.
- Improving organisational effectiveness and performance.
- Enhancing overall accountability to key stakeholders, including the community.
- Aligning delivery outcomes to meet the aspirational needs of the community.
- Identifying, monitoring and analysing the City's key lead and lag indicators, to assist in continuously improving the organisations service delivery.



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