



## Staff Memo

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**Report To:** South Huron Council

**From:** **Dan Best, Chief Administrative Officer/Deputy Clerk**

**Date:** July 16 2018

**Report:** CAO.2018-11

**Subject:** Service Delivery Review

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### Recommendations:

**That** South Huron Council receives CAO Memo 2018-11 from Dan Best, Chief Administrative Officer dated July 16, 2018 regarding the Service Delivery Review; and

**That** the Service Delivery Review be internally managed by the Municipality of South Huron; and

**That** South Huron Council approve the Service Delivery Review Workplan and methodology as presented.

### Purpose:

Approval

### Background and Analysis:

As part of a review of strategic initiatives and priorities, the need for a Service Delivery Review was examined and subsequently identified as a priority. The overall goal of the service delivery review is to better understand the services provided by the Municipality and to assist Council in making informed, strategic choices regarding those services.

On June 26, 2018 Council was presented with an overview of Service Delivery Process and identified the key objectives of the initiative:

- Investigate and understand the current services and service delivery models;
- Assess alternative service delivery methods, possible changes to level of service, and organizational structure; and
- Determine opportunities to be more efficient and effective in the sustainable delivery of municipal services

The project which is scheduled to begin in September 2018 is framed in a number of principles. For Council, Staff and the Community it is important to note the following:

- The framework and approach will be based on leading practice from municipal or other levels of government experience and/or private sector.
- There is no expectation that lay-offs will result from this review. This is not an exercise to reduce staff complement.
- This is not an audit. This is a review to build on successes and identify opportunities to improve the efficiency and effectiveness of how the Municipality delivers services to the community and residents of South Huron.

Further to the COW meeting of June 26, 2018 the following workplan has been developed:

### **Financial Impact:**

There are no financial implications as a result of the actions outlined in this report. Any future costs associated with this initiative will be incorporated as part of the 2019 budget discussion.

### **Legal Impact:**

There are no legal implications as a result of the actions outlined in this report.

### **Staffing Impact:**

There are no staffing implications as a result of the actions outlined in this report.

**Related Documents:**

Presentation to Committee of the Whole June 26, 2018  
SDM Workplan

Respectfully submitted,

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**Dan Best, Chief Administrative Officer/Deputy Clerk**