

RECOVER, RESET, REBUILD: ACTION PLAN 2021 – 2022

Adopted at Council meeting held on 28 September 2021

VISION: Cambridge: the best liveable suburbs

Mission: We will maintain and enhance our very liveable suburbs, their streetscapes and character and our vibrant activity centres through strategic, cost efficient management of resources and an enhanced community experience based on our *'locals first'* philosophy.

- **RECOVER** - from the effects of COVID-19 Pandemic and other external distractions (eg Inquiries).
- **RESET** – the Town's Priorities
- **REBUILD** – the Organisation

CORE AREAS	KEY ACTIONS	
1. Governance and Accountability	1.1 Finalise implementation of the Independent Governance Review Recommendations. 1.2 Develop a new Governance Framework and supporting capability which promotes quality, timely and transparent decision making by 31 December 2021 . 1.3 Finalise the Records Internal Audit Recommendations. 1.4 Review the Community Strategic Plan 2018-28 by no later than 30 March 2022 . 1.5 Review the Corporate Business Plan 2018-22 by no later than 30 March 2022 .	
2. Exceptional Service Delivery	2.1 Review Customer Complaints Policy and processes 2.2 Advocacy Plan to seek funding and partnerships creating efficiencies	
3. Information Technology	3.1 Upgrade of technology and software measured against ICT Plan 3.2 Deliver improvements through redefining processes	
4. Rebuild to Achieve Financial Sustainability and minimise Risk	4.1 Review revenue sources and expenditures and achieve cost savings through operational efficiencies. 4.2 Maintain quarterly reporting against Plan 4.3 Develop and review service plans and service levels as input into the budget 4.4 Implement a Risk Management Framework and registers to improve risk management	

Town of Cambridge Chief Executive Officer Key Performance Indicators for 2021 to 2022

	<p>maturity and report to Audit Committee by no later than 30 March 2022.</p> <p>4.5 Prepare a Strategic Property and Land Plan by no later than 30 March 2022.</p>	
<p>5. Rebuild an Agile Workforce and responsive Organisation</p>	<p>5.1 Continue to implement measures to improve our workplace culture and morale.</p> <p>5.2 Maintain quarterly workforce reporting</p> <p>5.3 Conduct mandatory training</p> <p>5.4 Adopt a new employee Collective Agreement</p>	<ul style="list-style-type: none"> ○ Independent Morale and Culture Survey and report to Council ○ Annual Mandatory training including OSH ○ Bullying and Harassment Plans ○ Safety and health incidents ○ Reduction of Workers Compensation claims ○ Reduction of Sick leave and EAP Usage ○ Reduction of employee turnover ○ New Collective Agreement