

Local Government Performance Reporting Framework 2020/21 Reporting Year







SERVICE PERFORMANCE INDICATOR RESULTS - YTD Quarter 2
(1 October 2020 – 31 December 2020)

Introduction

The Local Government Performance Reporting Framework (LGPRF) is a key initiative to improve the transparency and accountability of council performance to ratepayers and to provide a more meaningful set of information to the public. The framework is made up of a range of performance measures and a governance and management checklist items which together build a comprehensive picture of council performance.

The following report provides the prescribed Local Government Performance Reporting Framework service performance indicator results for end Q2 2020/21.

The following status icons may assist in interpreting these service performance results

	Result is currently on track / progressing as expected / within expected range for the reporting period
	Result is neutral / yet to be finalised / being monitored
	Result is currently not on track / not progressing as expected / outside expected range for the reporting period
	Result not available / New measure with no comparison available



Animal Management

Provision of animal management and responsible pet ownership services to the community including monitoring, registration, enforcement and education




Service indicator/measure	Measure expressed as:	Q2 YTD 2020/21	Q2 YTD 2019/20	EoY 2019/20	EoY 2018/19	Comment	Status
Timeliness Time taken to action animal requests	Number of days taken to action animal requests <i>Expected range: 1 to 10 days</i>	1.02 days	1.01 days	1.02 days	1.02 days	The time taken to action animal requests is tracking in accordance with previous financial years.	
Service standard Animals reclaimed	% of collected animals reclaimed <i>Expected range: 30% to 90%</i>	38.4%	49.49%	62.55%	76.87%	The number of animals reclaimed by their owners has decreased as the total number of animals impounded has decreased due to more residents being at home due to COVID-19 restrictions.	
Service cost Cost of animal management service	\$ direct cost of the animal management service per registered animal <i>Expected range: \$10 to \$70</i>	\$1.52	\$1.61	\$4.03	\$5.49	The YTD decreased cost in animal management services is attributed to a salaried position in animal management remaining vacant, less agency staff being used in favour of redeployed staff, and there being an overall decrease in the number of impounded animals due to more people being at home due to COVID-19 restrictions.	
Health and safety Animal management prosecutions	No of prosecutions <i>Expected range: 50% - 200%</i>	No prosecutions	100%	100%	N/A	The YTD figure will not be available during the first quarter and would be expected to be added as the financial year progresses.	
Service standards Animals rehomed	% of animals rehomed <i>Expected range: 30% to 90%</i>	41.30%	33.85%	51.90%	N/A	The number of animals rehomed with new owners has increased due to more residents taking	

companion animals into their homes during COVID-19 restrictions.



Aquatic Facilities

Provision of indoor and outdoor aquatic facilities to the community and visitors for wellbeing, water safety, sport and recreation

Service indicator/measure	Measure expressed as:	Q2 YTD 2020/21	Q2 YTD 2019/20	EoY 2019/20	EoY 2018/19	Comment	Status
Service standard Health inspections of aquatic facilities	Number of health inspections per Council aquatic facility <i>Expected range: 1 to 4 inspections</i>	1 inspection	1 inspection	2 inspections	3 inspections	Inspections are carried out by Council's Community Health team on each aquatic facility twice a year. Quarterly data can vary based on the phasing of inspections.	
Utilisation Utilisation of aquatic facilities	Number of visits to aquatic facilities per head of municipal population <i>Expected range: 1 to 10 visits</i>	0.55 visits	3.90 visits	7.57	10.11 visits	The YTD utilisation of aquatic facilities remains low due to COVID-19 capacity restrictions and facility closures.	
Service cost Cost of aquatic facilities	\$ direct cost less any income received of providing aquatic facilities per visit <i>Expected range: \$3 to \$20</i>	\$27.12	-\$0.73	\$0.81	\$0.39	The cost of aquatic facilities per visit has increased significantly when compared to the same time in the previous financial year due to COVID-19 capacity restrictions and facility closures.	



Food Safety

Provision of food safety services to the community including registrations, education, monitoring, inspections and compliance

Service indicator/measure	Measure expressed as:	YTD 2020	YTD 2019	EoY 2019/20	EoY 2018/19	Comment	Status
Timeliness Time taken to action food complaints	Number of days taken to action food complaints <i>Expected range: 1 to 10 days</i>	1.95 days (calendar year)	2.01 days (calendar year)	2.01 days	1.24 days	The number of days taken to action food complaints is tracking in accordance with previous financial years.	
Service standard Food safety assessments	% of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment <i>Expected range: 50% to 100%</i>	93.61% (calendar year)	100% (calendar year)	100%	100%	The percentage of food safety assessments has decreased as a result of COVID-19 restrictions, where officers attended essential inspections only. A large number of class 2 premises were unable to be inspected as many businesses, sporting clubs and community groups have not been permitted to operate due to COVID-19 restrictions. This measure follows a calendar year basis to align with reporting to DHHS	
Service cost Cost of food safety service	\$ direct cost of the food safety service per registered food premises <i>Expected range: \$300 to \$1,200</i>	\$314.62 (financial year)	\$347.94	\$690.11	\$689.36	The cost of food safety services has decreased due to the number of food premises increasing bringing the overall costs per premises down and a reduction in the use of agency staff compared to the same time in the previous financial year.	



Health and safety




Critical and major non-compliance notifications	% of critical and major non-compliance outcome notifications that are followed up by council <i>Expected range: 60% to 100%</i>	100% (calendar year)	100% (calendar year)	100%	99.06%	The percentage of critical and major non-compliance notifications followed up is tracking in accordance with previous financial years. This measure follows a calendar year basis to align with reporting to DHHS	
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Governance

Provision of good governance to the community including making and implementing decisions with reference to community engagement, policy frameworks and agreed practice

Service indicator/measure	Measure expressed as:	Q2 YTD 2020/21	Q2 YTD 2019/20	EoY 2019/20	EoY 2018/19	Comment	Status
Transparency Council resolutions at meetings closed to the public	% of Council resolutions made at meetings closed to the public <i>Expected range: 0% to 30%</i>	6.45%	3.96%	6.59%	8.52%	The YTD percentage of Council resolutions at meetings closed to public has increased due to there being more tenders considered by Council; tenders normally being considered in closed meetings. More contracts were submitted for consideration after the Council election period and before the Christmas and New Year period. In addition, there were more resolutions regarding changes to the processes for Council meetings.	
Consultation and engagement	Satisfaction rating out of 100 <i>Expected range: 40 to 70</i>	Not available	Not available	56	58	Satisfaction is measured as part of the annual Community Satisfaction Survey, with results	

Satisfaction with community consultation and engagement						to be made available in June 2021.	
Attendance	% of Council attendance at ordinary and special Council meetings <i>Expected range: 80% to 100%</i>	94.44% attendance	<i>88.89% attendance</i>	85.47%	88.89%	The percentage of attendance at Council meetings increased compared to the same time in the previous financial year due to there being a new Council and a greater number of meetings held with a shorter period of time following the election to decide strategic matters and the composition of committees.	
Council attendance at Council meetings							
Service cost	\$ direct cost of the governance service per councillor <i>Expected range: \$30,000 to \$80,000</i>	\$19,170	\$24,751	\$47,451	\$48,960	The cost of elected representation decreased due to a reduction of expenditure and use of allowances due to COVID impacts.	
Cost of elected representation							
Decision making	Satisfaction rating out of 100 <i>Expected range: 40 to 70</i>	Not available	<i>Not available</i>	59	62	Satisfaction is measured as part of the annual Community Satisfaction Survey, with results to be made available in June 2021.	
Satisfaction with Council decisions							




Please note that Victorian Government LGPRF changes for 2019/20 financial year have resulted in:


- The indicator name 'cost of governance' has changed to 'cost of elected representation' to better reflect what is measured by the indicator.



Libraries

Provision of print and digital based resources to the community in a variety of formats including collection services, e-services, research tools and interactive learning programs

Service indicator/measure	Measure expressed as:	Q2 YTD 2020/21	Q2 YTD 2019/20	EoY 2019/20	EoY 2018/19	Comment	Status
Utilisation Physical library collection usage	Number of physical library collection item loans per library collection item <i>Expected range: 1 to 9 items</i>	2.29 loans	5.36 loans	9.15 loans	10.47 loans	The number of physical collection loans decreased due to borrowers being unable to access libraries during COVID-19 restrictions.	
Resource standard Recently purchased library collection	% of recently purchased library collection that has been purchased in the last 5 years <i>Expected range: 40% to 90%</i>	75.86%	71.49%	68.81%	72.39%	The percentage of the library collection recently purchased increased due to a backlog of orders following easing of COVID-19 restrictions and a methodical review process carried out to remove old items in preparation for the new Library Management System migration.	
Service cost Cost of library service	\$ direct cost of the library service <i>Expected range: \$3 to \$15</i>	\$8.35	\$9.28	\$18.59	\$18.26	The cost of library service decreased reflecting the reduction on Council's first quarter contribution when compared to the same time in 2019/20 when compared to the same period in the 2020/21 financial year.	



						This measure now calculates the municipal population instead of number of visits.
Participation	% of the municipal population that are active library members					The number of active library borrowers within the municipality can be expected to vary over time. Borrowing can include print material, but also audio visual and digital materials which have recently become popular during COVID-19 restrictions due to ease of online access.
Active library members	<i>Expected range: 10% to 40%</i>					
		8.91%	13.94%	15.88%	16.26%	



Maternal and Child Health

Provision of universal access to health services for children from birth to school age and their families including early detection, referral, monitoring and recording child health and development

Service indicator/measure	Measure expressed as:	Q2 YTD 2020/21	Q2 YTD 2019/20	EoY 2019/20	EoY 2018/19	Comment	Status
Satisfaction Participation in first MCH home visit	% of infants enrolled in the MCH service who receive the first MCH home visit <i>Expected range: 90% to 110%</i>	97.82%	99.59%	98.17%	N/A	Participation rates have been affected by COVID-19 restrictions where families who have been interstate have had to cancel appointments due to border closures. These appointments have been rescheduled for 4-6 weeks' time. The percentage of infants enrolled in the Maternal Child Health Service who participated in the four-week key age and stage (KAS) visit generally remains at 100%. Anything below 100% reflects appointments made but not yet attended within the quarter and may explain the difference in 2019/20.	
Service standard Infant enrolments in the MCH service	% of infants enrolled in the MCH service <i>Expected range: 90% to 110%</i>	101.87%	100.96%	100.99%	101.06%	All birth notifications received by Council result in an MCH enrolment, however, the phasing of birth notifications and enrolment across reporting periods can result in the reported figure being less than or greater than 100%.	
Service cost Cost of the MCH service	\$ cost of the MCH service per hour of service delivered <i>Expected range: \$50 to \$200</i>	\$160.14	\$82.32	\$82.83	\$87.20	The cost of the Maternal Child Health service is calculated per hour of service delivered. In addition, the cost has increased due to several factors including: more nurses taking leave post COVID-19 lockdown; extended appointments to include COVID Safe cleaning; additional Aboriginal and Torres Strait Islander (ATSI) training (10 hours per nurse); two vacant positions have been filled	

						(Maternal Child Health Team Leader and Service Support Officer); an additional Maternal and Child Health calendar has been created (additional 0.4 EFT) to accommodate appointments (this calendar cease once COVID-19 restrictions ease); and funding received later than normal.		
Participation	% of children enrolled who participate in the MCH services <i>Expected range: 70% to 100%</i>						This measure captures participation of children in key age and stage appointments which can vary due to timing of appointments during the financial year. Increased cancellation of appointments due to COVID-19 restrictions and State border closures and rescheduling of these appointments into the next quarter may account for the decrease in participation.	
Participation in MCH service		42.42%	67.69%	76.18%	78.11%			
Participation	% of Aboriginal children enrolled who participate in the MCH service <i>Expected range: 60% to 100%</i>						Participation rates for aboriginal children vary over time due to Aboriginal families moving in and out of Maroondah and children entering home care.	
Participation in MCH service by Aboriginal children		42.70%	66.32%	76.24%	72.63%			



Roads

Provision of a network of sealed local roads under the control of the municipal council to all road users

Service indicator/measure	Measure expressed as:	Q2 YTD 2020/21	Q2 YTD 2019/20	EoY 2019/20	EoY 2018/19	Comment	Status
Satisfaction of use							
Sealed local road requests	Number of sealed local road requests per 100 kilometres of sealed local road <i>Expected range: 10 to 120 requests</i>	42.29 requests	55.86 requests	115.87 requests	108.04 requests	The number of sealed road requests has reduced due to less motorists being on the road due to COVID-19 restrictions, as well as better overall management of the road network where Council is working to proactively mitigate potential sealed road issues.	
Condition							
Sealed local roads below the intervention level	% of sealed local roads that are below the renewal intervention level <i>Expected range: 80% to 100%</i>	98.85%	99.27%	99.06%	97.31%	There was a very minor variation in the result for this indicator compared with the equivalent quarter in 2019/20.	
Service cost							
Cost of sealed local road reconstruction	\$ direct reconstruction cost per square metre of sealed local roads reconstructed <i>Expected range: \$20 to \$200</i>	N/A	\$0.00		\$221.08	Some works have commenced in the first quarter however costs have not yet been fully released. This measure will be updated in coming quarters.	
Cost of sealed local road resealing	\$ direct resealing cost per square metre of sealed local roads resealed <i>Expected range: \$4 to \$30</i>	N/A	\$0.00		\$19.99		
Satisfaction							
Satisfaction with sealed local roads	Satisfaction rating out of 100 <i>Expected range: 50 to 100</i>	N/A	N/A	64	70	Satisfaction is measured as part of the annual Community Satisfaction Survey, with results to be made available in June 2021.	



Statutory Planning

Provision of land use and development assessment services to applicants and the community including advice and determination of applications

Service indicator/measure	Measure expressed as:	Q2 YTD 2020/21	Q2 YTD 2019/20	EoY 2019/20	EoY 2018/19	Comment	Status
Timeliness							
Time taken to decide planning applications	Days between receipt of a planning application and a decision on the application <i>Expected range: 30 to 110 days</i>	28 days	31 days	28 days	34 days	The time taken between receipt of planning application and a decision being reached decreased due to a reduced number of incoming applications and systems improvements in issuing final decisions.	
Service standard							
Planning applications decided within 60 days	% of planning application decisions made within required timeframe days <i>Expected range: 40% to 100%</i>	86.68%	89.87%	88.60%	81.63%	Whilst Council Election Caretaker Period continues to slightly extend the time frames for recent decisions, Maroondah continues to be among the leaders in meeting this requirement in comparison to the Metropolitan Council Average of 64.7%.	
Service cost							
Cost of statutory planning service	\$ direct cost of the statutory planning service per planning application <i>Expected range: \$500 to \$4,000</i>	\$1,780.15	\$2,020	\$1,851	\$1,870	The direct cost of statutory planning service increased compared to the same time in the previous quarter due to there being a reduction in the number of planning applications.	

Decision making

Planning decisions upheld at VCAT
% of decisions subject to review by VCAT that were not set aside
Expected range: 30% to 100%

82.61%

91.67%

92.59%

90.24%

The measure showed a lower percentage of decisions upheld compared to the same time in the previous financial year, which may reflect the smaller number of decisions being considered by the Tribunal and lengthy VCAT timeframes as a result of COVID-19. In addition, increased wait times we are seeing a number of applicants further negotiating with Council during the course of an appeal resulting in an increased number of consent orders.





Waste Collection

Provision of kerbside waste collection service to the community including garbage and recyclables

Service indicator/measure	Measure expressed as:	Q2 YTD 2020/21	Q2 YTD 2019/20	EoY 2019/20	EoY 2018/19	Comment	Status
Satisfaction							
Kerbside bin collection requests	Number of kerbside bin collection requests per 1000 kerbside bin collection households <i>Expected range: 10 to 300 requests</i>	40.99 requests	32.65 requests	68.93 requests	71.9 Requests	There was an increased level of kerbside bin collection requests for this indicator compared with the equivalent quarter in 2019/20 due to more residents being at home due to COVID-19 restrictions.	
Service standard							
Kerbside collection bins missed	Number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts <i>Expected range: 1 to 20 bins</i>	4.55 bins	3.82 bins	4.1 bins	3.5 bins	The number of kerbside garbage and recycling bin collection requests has increased due to more residents being at home due to COVID-19 to report missed bins to Council. During pre-COVID times, bins would have been emptied before residents returned home from work.	
Service cost							
Cost of kerbside garbage collection service	\$ direct cost of the kerbside garbage bin collection service per kerbside garbage collection bin <i>Expected range: \$40 to \$150</i>	\$55.08	\$54.33	\$107.56	\$106.11	There was only minor variation in the result for this indicator compared with the equivalent quarter in 2019/20.	
Service cost							
Cost of kerbside recyclables collection service	\$ direct cost of the kerbside recyclables collection service per kerbside recyclables collection bin <i>Expected range: \$10 to \$80</i>	\$39.26	\$31.65	\$71.43	\$62.59	The cost of the kerbside recyclables collection service has increased due to an increase in the cost of disposal for recyclable materials.	
Waste diversion							
Kerbside collection waste diverted from landfill	% of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill <i>Expected range: 20% to 60%</i>	59.28%	56.13%	56.83%	53.66%	There was an increase in waste diverted from landfill due to an increase in the collection of garden organics.	