

# Local Government Performance Reporting Framework 2022/23 Reporting Year







SERVICE PERFORMANCE INDICATOR RESULTS - YTD Quarter 3  
(1 July 2022 – 31 March 2023)

# 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 Q3 2022/23.




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:	Q3 YTD 2022/23	Q3 YTD 2021/22	EoY 2021/22	EoY 2020/21	Comment	Status
<b>Timeliness</b> Time taken to action animal requests	Number of days taken to action animal requests <i>Expected range: 1 to 10 days</i>	<b>1.01 days</b>	1.02 days	1.03 days	1.05 days	This measure relates to the average number of days since receipt and the first response for all animal management requests. The time taken to action animal management requests is well within the expected range.	
<b>Service standard</b> Animals reclaimed	% of collected animals reclaimed <i>Expected range: 30% to 90%</i>	<b>67.18%</b>	68.71%	70.3%	48.2%	This measure considers the percentage of collected registrable animals reclaimed under the <i>Domestic Animals Act 1994</i> . The number of animals reclaimed by owners has decreased slightly. Officers continue to focus on reuniting animals with owners.	
<b>Service standards</b> Animals rehomed	% of animals rehomed <i>Expected range: 20% to 80%</i>	<b>18.46%</b>	14.29%	19%	44.01%	This measure considers the percentage of collected registrable animals under the <i>Domestic Animals Act 1994</i> that are rehomed. The number of animals rehomed has increased due to a decrease in the number of animals being reclaimed by owners.	

Service indicator/measure	Measure expressed as:	Q3 YTD 2022/23	Q3 YTD 2021/22	EoY 2021/22	EoY 2020/21	Comment	Status
<b>Service cost</b> Cost of animal management service	\$ direct cost of the animal management service per registered animal <i>Expected range: \$3 - \$40</i>	<b>\$3.43</b>	\$3.54	\$5.33	\$4.20	This measure captures the direct cost of the animal management service per registrable animal under the <i>Domestic Animals Act 1994</i> . There is only slight variation for the cost of animal management services compared to the same time in the previous financial year.	
<b>Health and safety</b> Animal management prosecutions	No of prosecutions <i>Expected range: 50% - 200%</i>	<b>100.00%</b>	100.00%	100%	N/A	This measure captures the percentage of successful animal management prosecutions under the <i>Domestic Animals Act 1994</i> . This measure has changed to a percentage value instead of a numeric value. The number of animal management prosecutions remains within the expected range.	



## 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:	Q3 YTD 2022/23	Q3 YTD 2021/22	EoY 2021/22	EoY 2020/21	Comment	Status
<b>Service standard</b> Health inspections of aquatic facilities	Number of health inspections per Council aquatic facility <i>Expected range: 1 to 4 inspections</i>	<b>1 inspection</b>	<i>0 inspections</i>	<i>1 inspection</i>	<i>2 inspections</i>	From 1 January 2021, aquatic facilities were required to be registered with Council. Inspections are carried out by Council's Community Health team for each aquatic facility annually, with a follow up inspection if required. Annual health inspections are conducted annually in November and December 2022, and all have now been completed.	
<b>Utilisation</b> Utilisation of aquatic facilities	Number of visits to aquatic facilities per head of municipal population <i>Expected range: 1 to 10 visits</i>	<b>6.45 visits</b>	<i>1.63 visits</i>	<i>4.43 visits</i>	<i>3.34 visits</i>	The municipality has three Council-owned and operated aquatic facilities. The utilisation of aquatic facilities has increased when compared to the same time in the previous financial year and is beginning to resemble pre-COVID attendance numbers.	
<b>Service cost</b> Cost of aquatic facilities	\$ direct cost less any income received of providing aquatic facilities per visit <i>Expected range: \$3 to \$20</i>	<b>\$0.45</b>	<i>\$7.06</i>	<i>\$2.91</i>	<i>\$5.70</i>	This measure considers the overall cost to Council of running its aquatic facilities less revenue received. The cost of aquatic facilities per visit has decreased compared to the same time in the previous quarter due to an increase in the number of visits.	



# Food Safety

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

<i>Service indicator/measure</i>	<b>Measure expressed as:</b>	<b>YTD Calendar Year (Q1) 2023</b>	<b>YTD Calendar Year (Q1) 2022</b>	<b>EOY Calendar Year 2021</b>	<b>EoY Calendar Year 2020</b>	<b>Comment</b>	<b>Status</b>
<b>Timeliness</b> Time taken to action food complaints	Number of days taken to action food complaints <i>Expected range: 1 to 10 days</i>	<b>1.89 days</b>	1.95 days	1.67 days	1.95 days	The indicator measures the average number of days taken for Council to respond to food complaints from receipt to first response action. Data shown is for the 2022 calendar year to align with reporting to the Department of Health (DoH). The number of days to action food complaints is within expected range. Where possible Council and the Environmental Health Officer's ensure they respond to requests as soon as they are received.	
<b>Service standard</b> 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 120%</i>	<b>13.68%</b>	12.48%	99.11%	93.61%	This measure relates to the percentage of registered Class 1 food premises and Class 2 food premises that receive an annual food safety assessment. Data shown is for the 2022 calendar year to align with reporting to the Department of Health (DoH). Food safety assessments generally commence from February onwards and the full figure result will not be available until the end of the calendar year.	

<i>Service indicator/measure</i>	<i>Measure expressed as:</i>	<b>YTD Calendar Year (Q1) 2023</b>	<b>YTD Calendar Year (Q1) 2022</b>	<b>EOY Calendar Year 2021</b>	<b>EoY Calendar Year 2020</b>	<b>Comment</b>	<b>Status</b>
<b>Service cost</b>							
Cost of food safety service	\$ direct cost of the food safety service per registered food premises <i>Expected range: \$300 to \$1,200</i>	<b>\$550.16 (financial year)</b>	\$487.31 <i>(financial year)</i>	\$641.56 <i>(financial year)</i>	\$599.36 <i>(financial year)</i>	This measure captures the direct cost of providing food safety services per food premises. This cost of the food safety service has increased slightly employee movements, leave taken and less premises being registered.	
<b>Health and safety</b>							
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>	<b>88.24%</b>	63.64%	83.33%	100%	This indicator measures the percentage of critical and major non-compliance outcome notifications that are followed up by Council. Council aims to respond to 100% of these notifications. Data shown is for the 2022 calendar year to align with reporting to the Department of Health (DoH).	





## 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:	Q3 YTD 2022/23	Q3 YTD 2021/22	EoY 2021/22	EoY 2020/21	Comment	Status
<b>Transparency</b> 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>	9.43%	7.14%	15.49%	13.13%	This indicator measures the percentage of Council resolutions made at an ordinary or special Council meeting, or at a meeting of a special committee consisting only of Councillors, closed to the public under Section 66 of the <i>Local Government Act 2020</i> . The percentage of Council resolutions at meetings closed to the public has increased due to more tender evaluation recommendations/reports that required Council approval (>\$500,000).	
<b>Consultation and engagement</b> Satisfaction with community consultation and engagement	Satisfaction rating out of 100 <i>Expected range: 40 to 70</i>	<b>Not available</b>	<i>Not available</i>	59	55	Satisfaction is measured as part of the annual Community Satisfaction Survey, with results to be made available in June 2023.	
<b>Attendance</b> Council attendance at Council meetings	% of Council attendance at ordinary and special Council meetings <i>Expected range: 80% to 100%</i>	90.12%	94.44%	83.33%	92.86%	Each year, a range of ordinary and special meetings of Council are held. This indicator measures the overall attendance levels for these meetings. The percentage of attendance at Council meetings has decreased slightly due to leave of absences.	



<b>Service indicator/measure</b>	<b>Measure expressed as:</b>	<b>Q3 YTD 2022/23</b>	<b>Q3 YTD 2021/22</b>	<b>EoY 2021/22</b>	<b>EoY 2020/21</b>	<b>Comment</b>	<b>Status</b>
<b>Service cost</b> Cost of elected representation	\$ direct cost of the governance service per councillor <i>Expected range: \$30,000 to \$80,000</i>	<b>\$44,809.22</b>	\$36,467.22	\$54,133.44	\$46,640.44	This measure captures the direct cost of delivering the governance service per elected representative. The cost of elected representation has increased slightly when compared to the same time in the previous financial year due to increase in activities as the Council term progresses.	
<b>Decision making</b> Satisfaction with Council decisions	Satisfaction rating out of 100 <i>Expected range: 40 to 70</i>	<b>Not available</b>	<i>Not available</i>	59	60	Satisfaction is measured as part of the annual Community Satisfaction Survey, with results to be made available in June 2023.	



## 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:	Q3 YTD 2022/23	Q3 YTD 2021/22	EoY 2021/22	EoY 2020/21	Comment	Status
<b>Utilisation</b> Physical library collection usage	Number of physical library collection item loans per library collection item <i>Expected range: 1 to 9 items</i>	<b>Not available</b>	4.22	6.22	4.97	Maroondah is a member of the Eastern Regional Libraries Corporation, which is a co-operative venture serving three outer eastern metropolitan councils. These results relate to libraries in the Maroondah municipality, which are located in Croydon and Ringwood (Realm).	?
<b>Resource standard</b> 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>	<b>Not available</b>	79.60%	78.43%	79.27%	This measure refers to the percentage of the library collection that has been purchased in the last five years.	?
<b>Participation</b> Active library members	% of the municipal population that are active library members <i>Expected range: 10% to 40%</i>	<b>Not available</b>	13.45%	12.03%	13.83%	This indicator highlights the percentage 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 and loan identifiable digital materials.	?

<i>Service indicator/measure</i>	<i>Measure expressed as:</i>	<b>Q3 YTD 2022/23</b>	<b>Q3 YTD 2021/22</b>	<b>EoY 2021/22</b>	<b>EoY 2020/21</b>	<b>Comment</b>	<b>Status</b>
<b>Service cost</b> Cost of library service	\$ direct cost of the library service <i>Expected range: \$10 to \$90</i>	<b>Not available</b>	\$14.69	\$19.71	\$17.37	This measure captures the direct cost of the library service per municipal population. Cost of library services per population has been consistent, even with the change in the indicator moving from cost of library service per visit to per population in 2020.	



# 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:	Q3 YTD 2022/23	Q3 YTD 2021/22	EoY 2021/22	EoY 2020/21	Comment	Status
<b>Service standard</b> Infant enrolments in the MCH service	% of infants enrolled in the MCH service <i>Expected range: 90% to 110%</i>	<b>101.14%</b>	101.90%	101.33%	101.09%	The Maternal Child Health (MCH) service enrolls newborn infants in the service at the home visit following receipt of a birth notification from the hospital. 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%.	
<b>Service cost</b> Cost of the MCH service	\$ cost of the MCH service per hour of service delivered <i>Expected range: \$50 to \$200</i>	<b>\$74.06</b>	\$249.81	\$76.47	\$97.53	This measure refers to the cost of Councils MCH service per hour of service delivered. The cost of the MCH service has now returned to expected range.	
<b>Participation</b> Participation in MCH service	% of children enrolled who participate in the MCH services <i>Expected range: 70% to 100%</i>	<b>72.52%</b>	36.46%	73.42%	76.19%	This measure captures participation of children in key age and stage appointments which can vary due to timing of appointments during the financial year.	
<b>Participation</b> Participation in MCH service by Aboriginal children	% of Aboriginal children enrolled who participate in the MCH service <i>Expected range: 60% to 100%</i>	<b>73.40%</b>	49.43%	84.69%	78.31%	This measure captures the percentage of Aboriginal children enrolled who participate in the MCH service, which can vary due to timing of appointments during the financial year.	
<b>Satisfaction</b> 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>	<b>94.79%</b>	100.95%	101.33%	96.99%	This measure considers the percentage of infants enrolled in the Maternal Child Health (MCH) service who participated in 4-week Key Age and Stage visit. The percentage remains at 100%. Anything below 100% reflects appointments made but not yet attended within the financial year.	



## 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:	Q3 YTD 2022/23	Q3 YTD 2021/22	EoY 2021/22	EoY 2020/21	Comment	Status
<b>Satisfaction of use</b>							
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>	100.83	0.78	113.31	93.96	Road requests are defined as customer requests logged within the Council corporate customer service application Infor Pathway. Requests include line marking, pothole repairs, damaged roads and patching, and road sweeping. The number of sealed road requests has increased due to more motorists being on the road following the easing coronavirus (COVID-19) restrictions.	
<b>Condition</b>							
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>	97.71%	93.36%	98.65%	98.85%	Council defines a technical level of service intervention figure to be a Pavement Condition Index (PCI) of 5 in Council's pavement management system, SMEC Pavement Management System. The deterioration of our road network has been modelled by our PMS. There was only minor variation in this result when compared to the previous year.	



<i>Service indicator/measure</i>	<i>Measure expressed as:</i>	<b>Q3 YTD 2022/23</b>	<b>Q3 YTD 2021/22</b>	<b>EoY 2021/22</b>	<b>EoY 2020/21</b>	<b>Comment</b>	<b>Status</b>
<b>Service cost</b>							
Cost of sealed local road reconstruction	\$ direct reconstruction cost per square metre of sealed local roads reconstructed <i>Expected range: \$20 to \$200</i>	<b>Not available</b>	<i>Not available</i>	\$385.77	\$250.31	The total project cost associated with the reconstruction of a sealed local road is considered. The project cost may include but is not limited to traffic control, road base, road surface, kerb, stormwater drain and traffic management device costs. Some works have commenced in the second quarter however the costs have not been fully released. This measure will be updated in coming quarters.	
<b>Service cost</b>							
Cost of sealed local road resealing	\$ direct resealing cost per square metre of sealed local roads resealed <i>Expected range: \$4 to \$30</i>	<b>Not available</b>	<i>Not available</i>	\$36.89	\$25.37	Council only uses asphalt products for resealing in line with community expectations. Generally, where advanced pavement deterioration is present (i.e. crocodile cracking) Council undertakes deep lift patching prior to resealing. Only reseals for a full road block as defined in Council's asset register has been included in this figure. Reseals that do not cover an entire road block are considered to be a patch and are not included. Some works have commenced in the second quarter however the costs have not been fully released. This measure will be updated in coming quarters.	
<b>Satisfaction</b>							
Satisfaction with sealed local roads	Satisfaction rating out of 100 <i>Expected range: 50 to 100</i>	<b>Not available</b>	<i>Not available</i>	63	67	Satisfaction is measured as part of the annual Community Satisfaction Survey, with results to be made available in June 2023.	



## 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:	Q3 YTD 2022/23	Q3 YTD 2021/22	EoY 2021/22	EoY 2020/21	Comment	Status
<b>Timeliness</b>							
Time taken to decide planning applications	Days between receipt of a planning application and a decision on the application <i>21.25 Expected range: 30 to 110 days</i>	35	35	29	28	This measure looks at the median number of days taken between receipt of a planning application and a decision on the application. In addition to Councils dedication to provide timely decisions, Councils electronic planning application processes allowed for more efficient processing time. The time taken to decide on planning applications remains low at 35 days on average for the quarter. This is within target range of between 30 and 110 days.	
<b>Service standard</b>							
Planning applications decided within 60 days	% of planning application decisions made within required timeframe days <i>Expected range: 40% to 100%</i>	73.42%	73.42%	83.54%	86.87%	In accordance with the Planning and Environment Act 1987, a council is permitted 60 statutory days to determine a planning application. The 60 statutory days includes weekends, public holidays and commences when the application is lodged. The legislation allows for the 60-day statutory clock to be stopped and re-started in certain circumstances. The planning applications decided within the required timeframes is at the same rate compared to the same time in the previous financial year.	

<i>Service indicator/measure</i>	<i>Measure expressed as:</i>	<b>Q3 YTD 2022/23</b>	<b>Q3 YTD 2021/22</b>	<b>EoY 2021/22</b>	<b>EoY 2020/21</b>	<b>Comment</b>	<b>Status</b>
<b>Service cost</b>							
Cost of statutory planning service	\$ direct cost of the statutory planning service per planning application <i>Expected range: \$500 to \$4,000</i>	<b>\$2,849.81</b>	\$1,832.20	\$1917.15	\$1,919	This measure looks at the direct cost of Council to provide the statutory planning service per planning application received. The direct cost of the statutory planning service was higher than the same time in the previous financial year due to the increased expenditure on resources to assist with the workload because of staff vacancies.	
<b>Decision making</b>							
Planning decisions upheld at VCAT	% of decisions subject to review by VCAT that were not set aside <i>Expected range: 30% to 100%</i>	<b>96.55%</b>	85.71%	89.19%	81.82%	If an applicant disagrees with the decision of Council in relation to a planning application, they have the opportunity to appeal the decision at the Victorian Civil and Administrative Tribunal (VCAT). This indicator measures the percentage of planning application decisions made by Council, appealed by an applicant and subject to review by VCAT that were not set aside (i.e. VCAT agreed with the decision of Council). Of the 14 VCAT decisions made, 13 have been upheld by the Tribunal, resulting in a success rate of 96.5% of Council decisions being affirmed.	







## Waste Collection

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

Service indicator/measure	Measure expressed as:	Q3 YTD 2021/22	Q3 YTD 2020/21	EoY 2021/22	EoY 2020/21	Comment	Status
<b>Satisfaction</b>							
Kerbside bin collection requests	Number of kerbside bin collection requests per 1000 kerbside bin collection households <i>Expected range: 10 to 300 requests</i>	67.75	66.53	88.87	76.91	Council provides a comprehensive waste management service that strives to meet best practice standards in terms of kerbside collection. This indicator focuses on the kerbside bin collection service. Council provides a three-bin waste collection service (garbage, recyclables, and green organics). These requests relate to cancellations, damaged bin repairs/replacements or replacing stolen bins. This figure tends to fluctuate according to population movement in the municipality.	
<b>Service standard</b>							
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>	5.05	4.85	4.7	4.55	This indicator identifies the ratio of bins missed compared to scheduled bin collections. This includes 120L, 80L, second bin and fortnightly recycling kerbside bin collection. There was a slight increase in kerbside bin collections missed compared to the same time in the previous year due to a change in contract with trucks and drivers now from a different depot, which has a different disposal site. It is expected that this will improve going forward as drivers start to get use to their routes.	

<b>Service indicator/measure</b>	<b>Measure expressed as:</b>	<b>Q3 YTD 2021/22</b>	<b>Q3 YTD 2020/21</b>	<b>EoY 2021/22</b>	<b>EoY 2020/21</b>	<b>Comment</b>	<b>Status</b>
<b>Service cost</b>							
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>	<b>\$114.06</b>	\$99.16	\$131.30	\$109.55	This measure looks at the direct cost of Council to provide the kerbside garbage bin collection service per kerbside garbage bin. The cost of the kerbside garbage collection increased slightly due to an increase in the landfill levy from \$105.90 per tonne to 125.90 as of 1 July 2022 as well as an increase in fuel prices.	
<b>Service cost</b>							
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>	<b>\$53.37</b>	\$57.60	\$75.74	\$77.45	This measure looks at the direct cost of Council to provide the kerbside recyclables collection service per kerbside recyclables bin. The cost of kerbside recycling processing has decreased due to obtaining a better rate with the new processing contract.	
<b>Waste diversion</b>							
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>	<b>56.16%</b>	56.37%	55.50%	56.71%	This measure refers to the percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill. There is only a slight variation on the amount of waste diverted from landfill compared to the same time in 2021/22	