

SERVICE PERFORMANCE INDICATORS

GLEN EIRA CITY COUNCIL
ANNUAL REPORT
2019–2020

BENTLEIGH • BENTLEIGH EAST • BRIGHTON EAST • CARNEGIE
CAULFIELD • ELSTERNWICK • GARDENVALE • GLEN HUNTLY
MCKINNON • MURRUMBEENA • ORMOND • ST KILDA EAST



GLEN EIRA
CITY COUNCIL



STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS — AQUATIC FACILITIES

FOR THE YEAR ENDED 30 JUNE 2020

SERVICE / Indicator / Measure	Results 2017	Results 2018	Results 2019	Results 2020	Material variations
AQUATIC FACILITIES					
Service standard					
Health inspections of aquatic facilities [Number of authorised officer inspections of Council aquatic facilities/number of Council aquatic facilities]	5.50	5.50	4.50	4.50	No material variations.
Utilisation					
Utilisation of aquatic facilities [Number of visits to aquatic facilities /municipal population]	10.39	10.76	10.85	7.55	Aquatic facilities attendance this year is significantly lower than previous years as there have been multiple closures due to bush fire smoke pollution and the COVID-19 pandemic.
Service cost					
Cost of aquatic facilities [Direct cost of aquatic facilities less income received/ number of visits to aquatic facilities]	-	-	-	\$3.38	Note: new measure for 2019–20 financial year. This measure replaced two previous measures: 'Cost of indoor aquatic facilities' and 'Cost of outdoor aquatic facilities'. See <i>retired measures</i> at the end of this table.

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS – ANIMAL MANAGEMENT

FOR THE YEAR ENDED 30 JUNE 2020

SERVICE / Indicator / Measure	Results 2017	Results 2018	Results 2019	Results 2020	Material variations
ANIMAL MANAGEMENT					
Timeliness					
Time taken to action animal management requests [Number of days between receipt and first response action for all animal management requests/number of animal management requests]	1.31	1.45	1.17	1.29	Improved reporting has produced a more accurate result.
Service standard					
Animals reclaimed [Number of animals reclaimed/number of animals collected] ×100	63.33%	61.31%	64.67%	66.25%	No material variations.
Animals rehomed [Number of animals rehomed/number of animals collected] ×100	-	-	-	20.75%	Note: new measure for 2019–20 financial year. 20.75% is the total animals rehomed (83) divided into the animals impounded (400). Of the 400 animals impounded, 265 (66%) were returned to their owners.
Service cost					
Cost of animal management service per population [Direct cost of the animal management service/ population]	-	-	-	\$4.70	Note: new measure for 2019–20 financial year. This measure is replacing previous 'Cost of animal management service' which was based on cost per number of registered animals. See <i>retired measures</i> at the end of this table.
Health and safety					
Animal management prosecutions [Number of successful animal management prosecutions/ number of animal management prosecutions] ×100	-	-	-	100%	Note: new measure for 2019–20 financial year. This measure is replacing previous 'Animal management prosecutions' which was a measure of number, not proportion. See <i>retired measures</i> at the end of this table. The total number of prosecutions has decreased significantly as the Magistrates Court was closed from March 2020 due to the COVID-19 restrictions. There are six pending prosecutions to be heard when the Magistrates Court is reopened.

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS — FOOD SAFETY

FOR THE YEAR ENDED 30 JUNE 2020

SERVICE / Indicator / Measure	Results 2017	Results 2018	Results 2019	Results 2020	Material variations
FOOD SAFETY					
Timeliness					
Time taken to action food complaints	2.00	1.49	1.69	1.85	No material variations.
[Number of days between receipt and first response action for all food complaints/number of food complaints]					
Service standard					
Food safety assessments	103.21%	104.03%	100.00%	102.37%	No material variations.
[Number of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment in accordance with the <i>Food Act 1984</i> / number of registered class 1 food premises and class 2 food premises that require an annual food safety assessment in accordance with the <i>Food Act 1984</i>] x100					
Service cost					
Cost of food safety service	\$606.38	\$640.40	\$747.12	\$810.05	No material variations.
[Direct cost of the food safety service/number of food premises registered or notified in accordance with the <i>Food Act 1984</i>]					
Health and safety					
Critical and major non-compliance outcome notifications	98.52%	100.00%	96.52%	100%	No material variations.
[Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises followed up/number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises] x100					

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS – GOVERNANCE

FOR THE YEAR ENDED 30 JUNE 2020

SERVICE / Indicator / Measure	Results 2017	Results 2018	Results 2019	Results 2020	Material variations
GOVERNANCE					
Transparency					
Council decisions made at meetings closed to the public	5.86%	9.35%	9.86%	12.81%	The higher than normal decisions closed to the public can be attributed to a high number of contracts awarded.
[Number of Council resolutions made at Ordinary or Special Meetings of Council, or at meetings of a special committee consisting only of Councillors, closed to the public/number of Council resolutions made at Ordinary or Special Meetings of Council or at meetings of a special committee consisting only of Councillors] x100					Council is working towards greater transparency with regard to decision making by including these items in the public agenda.
Consultation and engagement					
Satisfaction with community consultation and engagement	54.00	55.00	60.00	60.00	No material variations.
[Community satisfaction rating out of 100 with how Council has performed on community consultation and engagement]					
Attendance					
Councillor attendance at Council Meetings	93.89%	88.36%	87.37%	83.07%	No material variations.
[The sum of the number of Councillors who attended each Ordinary and Special Council Meeting/(number of Ordinary and Special Council meetings) x (number of Councillors elected at the last Council general election)] x100					
Service cost					
Cost of elected representation	\$40,379.33	\$43,244.78	\$43,359.11	\$43,636.33	No material variations.
[Direct cost of the governance service/number of Councillors elected at the last Council general election]					
Satisfaction					
Satisfaction with Council decisions	55.00	55.00	61.00	58.00	Glen Eira remains above the state-wide average of 53.
[Community satisfaction rating out of 100 with how Council has performed in making decisions in the interest of the community]					

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS – LIBRARIES

FOR THE YEAR ENDED 30 JUNE 2020

SERVICE / Indicator / Measure	Results 2017	Results 2018	Results 2019	Results 2020	Material variations
LIBRARIES					
Utilisation					
Physical library collection usage [Number of physical library collection item loans/number of physical library collection items]	8.21	8.01	7.95	5.62	<p>Note: from 2019–20, this indicator measures the performance of 'physical library items' as a subset of the wider library collection.</p> <p>This measure previously measured 'Library collection usage'. See <i>retired measures</i> at the end of this table.</p> <p>Library closures due to COVID-19 restrictions caused a drop in the use of the physical library collection. All library branches were closed from the 23 March 2020, with restricted re-opening from the 3 June 2020.</p>
Resource standard					
Recently purchased library collection [Number of library collection items purchased in the last five years/number of library collection items] x100	73.17%	72.21%	71.96%	68.98%	No material variations.
Participation					
Active library borrowers in municipality [Number of active library borrowers in the last three years/the sum of the population for the last three years] x100	16.88%	16.50%	16.54%	16.03%	No material variations.
Service cost					
Cost of library service per population [Direct cost of the library service/population]	-	-	-	\$26.50	<p>Note: new measure for 2019–20 financial year.</p> <p>This measure is replacing the previous 'Cost of library service' indicator which measured based on number of library visits. See <i>retired measures</i> at the end of this table.</p>

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS – MATERNAL AND CHILD HEALTH

FOR THE YEAR ENDED 30 JUNE 2020

SERVICE / Indicator / Measure	Results 2017	Results 2018	Results 2019	Results 2020	Material variations
MATERNAL AND CHILD HEALTH (MCH)					
Service standard					
Infant enrolments in the MCH Service [Number of infants enrolled in the MCH Service (from birth notifications received)/number of birth notifications received] x100	100.00%	97.27%	100.93%	100.74%	No material variations.
Service cost					
Cost of MCH Service [Cost to Council of the MCH Service/hours worked by MCH nurses]	\$75.16	\$77.47	\$77.55	\$82.92	No material variations.
Participation					
Participation in the MCH Service [Number of children who attend the MCH Service at least once (in the year)/number of children enrolled in the MCH Service] x100	87.37%	87.11%	81.49%	77.32%	No material variations.
Participation in the MCH Service by Aboriginal children [Number of Aboriginal children who attend the MCH Service at least once (in the year)/number of Aboriginal children enrolled in the MCH Service] x100	87.50%	92.86%	95.24%	100.00%	No material variations.
Satisfaction					
Participation in four-week key age and stage visit [Number of four-week key age and stage visits/number of birth notifications received] x100	-	-	-	96.42%	Note: new measure for 2019–20 financial year. This measure is replacing the previous 'Participation in first MCH home visit'. See <i>retired measures</i> at the end of this table.

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS — ROADS

FOR THE YEAR ENDED 30 JUNE 2020

SERVICE / Indicator / Measure	Results 2017	Results 2018	Results 2019	Results 2020	Material variations
ROADS					
Satisfaction of use					
Sealed local road requests [Number of sealed local road requests/kilometres of sealed local roads] x100	66.20	69.62	63.45	56.22	Investment in road reinstatement work following the railway level crossing removal projects improved the condition of the road network in Glen Eira. This has led to fewer requests for road maintenance.
Condition					
Sealed local roads maintained to condition standards [Number of kilometres of sealed local roads below the renewal intervention level set by Council/kilometres of sealed local roads] x100	96.58%	94.17%	92.17%	88.96%	No material variations.
Service cost					
Cost of sealed local road reconstruction [Direct cost of sealed local road reconstruction/square metres of sealed local roads reconstructed]	\$126.16	\$135.11	\$137.86	\$143.70	No material variations.
Cost of sealed local road resealing [Direct cost of sealed local road resealing/square metres of sealed local roads resealed]	\$17.61	\$19.39	\$20.58	\$24.50	Council resurfaced busy Poath Road that needed more than average asphalt and works were completed over the weekend to minimise traffic disruption. The annual bitumen price increased and the works associated with the resurfacing were higher than usual. Council only resurfaces its roads with asphalt and not spray seal.
Satisfaction					
Satisfaction with sealed local roads [Community satisfaction rating out of 100 with how Council has performed on the condition of sealed local roads]	67.00	70.00	70.00	73.00	No material variations.

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS – STATUTORY PLANNING

FOR THE YEAR ENDED 30 JUNE 2020

SERVICE / Indicator / Measure	Results 2017	Results 2018	Results 2019	Results 2020	Material variations
STATUTORY PLANNING					
Timeliness					
Time taken to decide planning applications [The median number of days between receipt of a planning application and a decision on the application]	103.00	89.00	66.00	50.00	The Urban Planning Department has continued to focus on the timeliness of decision making embedding process improvements as part of its whole of service review service transformation. Key aspects of the transformation that have assisted reducing timeframes include digitising the service and setting ambitious key performance indicators for staff while focusing on achieving great outcomes for customers.
Service standard					
Planning applications decided within required time frames [(Number of regular planning application decisions made within 60 days) + (Number of VicSmart planning application decisions made within 10 days)/number of planning application decisions made] x100	57.81%	57.48%	70.39%	87.71%	The Urban Planning Department has continued to focus of efficient processing of planning applications following a whole of service transformation. As a result there has been an improvement in the percentage of applications determined within statutory timeframes.
Service cost					
Cost of statutory planning service [Direct cost of the statutory planning service/number of planning applications received]	\$2,287.66	\$2,376.77	\$2,695.71	\$3,093.79	The overall cost of running the Urban Planning Department has increased due to two factors. There has been a downturn in the property market along with impacts on the development sector as a result of COVID-19. This has resulted in less planning applications being received and as such the cost per application has increased. In addition to this, Council has had a prolonged and complex planning appeal that has resulted in a higher than usual spend to defend Council's decision.
Decision-making					
Council planning decisions upheld at VCAT [Number of VCAT decisions that did not set aside Council's decision in relation to a planning application/number of VCAT decisions in relation to planning applications] x100	41.80%	57.33%	72.41%	83.33%	As part of the transformation of the Urban Planning Department, a key focus has been on good decision making and enabling staff to negotiate with all parties in the planning process to achieve a positive outcome. This has seen an increased number of mediated planning decisions and a consequential reduction in the number of applications refused by the department. The department has also continued to reflect on key themes in the tribunal's decision making. These factors have led to less VCAT appeals and improved alignment in the way Council interprets policy.

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS – WASTE COLLECTION

FOR THE YEAR ENDED 30 JUNE 2020

SERVICE / Indicator / Measure	Results 2017	Results 2018	Results 2019	Results 2020	Material variations
WASTE COLLECTION					
Satisfaction					
Kerbside bin collection requests [Number of kerbside garbage and recycling bin collection requests/number of kerbside bin collection households] ×1,000	116.90	96.12	94.14	94.97	No material variations.
Service standard					
Kerbside collection bins missed [Number of kerbside garbage and recycling collection bins missed/Number of scheduled kerbside garbage and recycling collection bin lifts] ×10,000	1.18	1.21	0.93	2.41	The number of missed bins remains low and reflects a consistently high performance by Council's kerbside waste contractor. The 2019–20 figure appears to be slightly higher than recent years, but this is due to some request types that were excluded in previous reporting years.
Service cost					
Cost of kerbside garbage bin collection service [Direct cost of the kerbside garbage bin collection service/number of kerbside garbage collection bins]	\$115.29	\$109.60	\$105.87	\$106.96	No material variations.
Cost of kerbside recyclables collection service [Direct cost of the kerbside recyclables bin collection service/number of kerbside recyclables collection bins]	\$10.80	\$19.25	\$37.63	\$55.30	The cost of processing recycling has increased over the last few years due to a number of factors, including that Council used to receive a rebate for recycling, and now must pay to process recyclables.
Waste diversion					
Kerbside collection waste diverted from landfill [Weight of recyclables and green organics collected from kerbside bins/weight of garbage, recyclables and green organics collected from kerbside bins] ×100	45.28%	44.51%	46.02%	49.24%	Council's diversion rate steadily increased between July 2019 and March 2020, reaching over 50 per cent diversion in October and November 2019 and February and March 2020. Increased waste generation due to COVID-19 may have impacted diversion during April, May and June 2020.

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS – RETIRED MEASURES

FOR THE YEAR ENDED 30 JUNE 2020

RETIRED MEASURES					
SERVICE / Indicator / Measure	Results 2017	Results 2018	Results 2019	Results 2020	Material variations
AQUATIC FACILITIES					
Health and safety					
Reportable safety incidents at aquatic facilities [Number of WorkSafe reportable aquatic facility safety incidents]	9.00	12.00	6.00	Retired in 2020	As of July 1 2020, councils are no longer required to report on this indicator for the <i>Local Government Performance Reporting Framework</i> .
Service cost					
Cost of indoor aquatic facilities [Direct cost of indoor aquatic facilities less income received/number of visits to indoor aquatic facilities]	-\$1.93	-\$1.72	-\$1.48	Retired in 2020	This measure was replaced from 1 July 2019 by 'Cost of aquatic facilities' [Direct cost of aquatic facilities less income received/number of visits to aquatic facilities].
Cost of outdoor aquatic facilities [Direct cost of outdoor aquatic facilities less income received/number of visits to outdoor aquatic facilities]	\$4.42	\$5.26	\$2.38	Retired in 2020	This measure was replaced from 1 July 2019 by 'Cost of aquatic facilities' [Direct cost of aquatic facilities less income received/number of visits to aquatic facilities].
ANIMAL MANAGEMENT					
Service cost					
Cost of animal management service [Direct cost of the animal management service/number of registered animals]	\$38.63	\$42.89	\$42.62	Retired in 2020	This measure was replaced from 1 July 2019 by 'Cost of animal management service per population' [Direct cost of the animal management service/population].
Health and safety					
Animal management prosecutions [Number of successful animal management prosecutions]	4	11	14	Retired in 2020	This measure was replaced from 1 July 2019 by 'Animal management prosecutions' [Number of successful animal management prosecutions/ number of animal management prosecutions] x100.
LIBRARIES					
Service cost					
Cost of library service [Direct cost of the library service/number of visits]	\$5.54	\$6.39	\$6.37	Retired in 2020	This measure was replaced from 1 July 2019 by 'Cost of library service per population' [Direct cost of the library service/population].
MATERNAL AND CHILD HEALTH (MCH)					
Satisfaction					
Participation in first MCH home visit [Number of first MCH home visits/number of birth notifications received] x100	104.1%	102.3%	98.9%	Retired in 2020	This measure was replaced from 1 July 2019 by 'Participation in four-week Key Age and Stage visit' [Number of four-week key age and stage visits/number of birth notifications received] x100.