

SERVICE PERFORMANCE INDICATORS

GLEN EIRA CITY COUNCIL **ANNUAL REPORT** 2021–2022

BENTLEIGH • BENTLEIGH EAST • BRIGHTON EAST • CARNEGIE
CAULFIELD • ELSTERNWICK • GARDENVALE • GLEN HUNTLY
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GLEN EIRA
CITY COUNCIL



STATE GOVERNMENT

SERVICE PERFORMANCE INDICATORS — AQUATIC FACILITIES

FOR THE YEAR ENDED 30 JUNE 2022

SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
AQUATIC FACILITIES					
Service standard					
Health inspections of aquatic facilities [Number of authorised officer inspections of Council aquatic facilities/number of Council aquatic facilities]	4.50	4.50	1.50	4.00	2020–21 the facilities were closed when Melbourne was in pandemic lockdowns. Each time lockdowns were lifted, leisure centres were deemed high risk so were the last industry group to reopen. As lockdowns lifted in 2021–22, we resumed inspections at GESAC.
Utilisation					
Utilisation of aquatic facilities [Number of visits to aquatic facilities /municipal population]	10.85	7.55	2.21	3.83	Due to the COVID-19 restrictions Glen Eira Leisure facilities were closed and restricted for significant parts of 2020–21 which resulted in less access for patrons. As lockdowns eased in late 2021, we were able to reopen our facilities to the public.
Service cost					
Cost of aquatic facilities [Direct cost of aquatic facilities less income received/ number of visits to aquatic facilities]	-	\$3.38	\$12.61	\$3.61	The operational cost for 2021–22 decreased compared to last year because we were able to reopen and operate for the majority of the year. 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 2022

SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
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]	1.17	1.29	1.75	-	As a result of changes to the system (Pathway), the previous field used to evaluate the first actioning date is no longer available. Council is currently exploring alternative options to extract this information.
Service standard					
Animals reclaimed [Number of animals reclaimed/number of animals collected] x100	64.67%	66.25%	73.41%	75.79%	No material variations.
Animals rehomed [Number of animals rehomed/number of animals collected] x100	-	20.75%	49.13%	41.58%	Due to the COVID-19 lockdown and the travel restrictions in place the foster program for Councils pound facility was affected thus reducing the volume of animals in foster care and it's ability to rehome. Note: new measure for 2019–20 financial year.
Service cost					
Cost of animal management service per population [Direct cost of the animal management service/ population]	-	\$4.70	\$5.69	\$5.74	No material variations. 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] x100	-	100%	100%	100%	No material variations. 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.

STATE GOVERNMENT

SERVICE PERFORMANCE INDICATORS — FOOD SAFETY

FOR THE YEAR ENDED 30 JUNE 2022

SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
FOOD SAFETY					
Timeliness					
Time taken to action food complaints [Number of days between receipt and first response action for all food complaints/number of food complaints]	1.69	1.85	1.97	1.47	Council implements consistent application of internal policies and procedures to customer service requests, actioning food complaints in a timely manner, either on the day complaint was received or day after receipt.
Service standard					
Food safety assessments [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	100%	102.37%	100.24%	100.49%	No material variations.
Service cost					
Cost of food safety service [Direct cost of the food safety service/number of food premises registered or notified in accordance with the <i>Food Act 1984</i>]	\$747.12	\$810.05	\$742.79	\$642.13	The cost of food safety service per premises remains similar to previous years. This result reflects activity impacted by the COVID-19 pandemic.
Health and safety					
Critical and major non-compliance outcome notifications [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	96.52%	100%	95.71%	99.14%	No material variations.

STATE GOVERNMENT

SERVICE PERFORMANCE INDICATORS — GOVERNANCE

FOR THE YEAR ENDED 30 JUNE 2022

SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
GOVERNANCE					
Transparency					
Council decisions made at meetings closed to the public	9.86%	12.81%	4.79%	4.44%	No material variations.
[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					
Consultation and engagement					
Satisfaction with community consultation and engagement	60.00	60.00	58.00	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	87.37%	83.07%	91.81%	87.78%	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) × (number of Councillors elected at the last Council general election)] x100					
Service cost					
Cost of elected representation	\$43,359.11	\$43,636.33	\$36,416.78	\$49,668.33	The direct cost of governance has an increase greater than 10 per cent due to the following: <ul style="list-style-type: none"> — a review and retrospective payment of Councillor Allowances by the Remuneration Tribunal with no increase given to Councillors in December 2020; — the 2020–21 financial year was the first year for this Councillor group with Councillors undertaking additional training. While additional training was undertaken by Councillors in the 2021–22, the total dollar value decreased; and — new devices were required for Councillors to fulfil their role. They had previously been given returned equipment that no longer worked.
[Direct cost of the governance service/number of Councillors elected at the last Council general election]					

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS — GOVERNANCE CONT.

FOR THE YEAR ENDED 30 JUNE 2022

SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
GOVERNANCE					
Satisfaction					
Satisfaction with Council decisions	61.00	58.00	59.00	62.00	No material variations.
[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 2022

SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
LIBRARIES					
Utilisation					
Physical library collection usage [Number of physical library collection item loans/number of physical library collection items]	7.95	5.62	3.15	4.66	Loans of physical library items increased due to the easing of COVID-19 restrictions which allowed library customers to return to browsing and borrowing in library branches. Note: from 2019–20, this indicator measures the performance of 'physical library items' as a subset of the wider library collection. This measure previously measured 'Library collection usage'. See <i>retired measures</i> at the end of this table.
Resource standard					
Recently purchased library collection [Number of library collection items purchased in the last five years/number of library collection items] x100	71.96%	68.98%	66.92%	72.32%	New library items are purchased regularly to keep the collection fresh and relevant.
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	16.54%	16.03%	13.97%	12.24%	COVID-19 restrictions and social hesitancy resulted in fewer people actively using the library service.
Service cost					
Cost of library service per population [Direct cost of the library service/population]	-	\$26.50	\$23.63	\$26.24	The cost of providing library services increased due to the ramping up of activities and resources due to reduced COVID-19 restrictions. Note: new measure for 2019–20 financial year. 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.

STATE GOVERNMENT

SERVICE PERFORMANCE INDICATORS — MATERNAL AND CHILD HEALTH

FOR THE YEAR ENDED 30 JUNE 2022

SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
MATERNAL AND CHILD HEALTH (MCH)					
Service standard					
Infant enrolments in the MCH Service	100.93%	100.74%	101.08%	101.12%	No material variations.
[Number of infants enrolled in the MCH Service (from birth notifications received)/number of birth notifications received] x100					
Service cost					
Cost of MCH Service	\$77.55	\$82.92	\$84.76	\$86.50	No material variations.
[Cost to Council of the MCH Service/hours worked by MCH nurses]					
Participation					
Participation in the MCH Service	81.49%	77.32%	70.96%	73.08%	No material variations.
[Number of children who attend the MCH Service at least once (in the year)/number of children enrolled in the MCH Service] x100					
Participation in the MCH Service by Aboriginal children	95.24%	100.00%	85.71%	77.97%	The participation of Aboriginal children enrolled who participate in the MCH service has met the set target range. Participation by Aboriginal children fluctuates due to the small number of registered Aboriginal children and this may occur when a child transfers in or out of Council part way through a year.
[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					
Satisfaction					
Participation in four-week key age and stage visit	-	96.42%	95.38%	95.52%	No material variations.
[Number of four-week key age and stage visits/number of birth notifications received] x100					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 2022

SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
ROADS					
Satisfaction of use					
Sealed local road requests [Number of sealed local road requests/kilometres of sealed local roads] x100	63.45	56.22	44.98	61.92	Road related requests increased from 224 to 309 in 2021–22. The increase was due to: — The Railway Level Crossing Removal Project (LXRP) related works have been started and a number of heavy vehicles using the local roads increased, causing damage to local roads; — there is a reduction in investment on road projects; and — more travelling due to lifting the travel restrictions. However, the figure is consistent with pre-LXRP and pre-COVID period.
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	92.17%	88.96%	87.35%	91.18%	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]	\$137.86	\$143.70	\$138.93	\$147.88	No material variations.
Cost of sealed local road resealing [Direct cost of sealed local road resealing/square metres of sealed local roads resealed]	\$20.58	\$24.50	\$26.68	\$23.70	The associated works with road resurfacing such as crack sealing, pit lifting, line marking vary from road to road. These works had increased during 2020–21 and is now consistent with previous years.
Satisfaction					
Satisfaction with sealed local roads [Community satisfaction rating out of 100 with how Council has performed on the condition of sealed local roads]	70.00	73.00	70.00	69.00	No material variations.

STATE GOVERNMENT

SERVICE PERFORMANCE INDICATORS — STATUTORY PLANNING

FOR THE YEAR ENDED 30 JUNE 2022

SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
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]	66.00	50.00	64.00	59.00	After more than 2 years of disruption from the impacts of COVID-19, the Urban Planning Department has been able to adapt to a hybrid work style and focus on the efficient delivery of the planning service. The team is committed to delivering an efficient service and the improvements this year set the Glen Eira apart as a high performing planning service.
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	70.39%	87.71%	87.09%	89.35%	No material variations.
Service cost					
Cost of statutory planning service [Direct cost of the statutory planning service/number of planning applications received]	\$2,695.71	\$3,093.79	\$2,899.11	\$2,646.07	Working in a hybrid digital work environment has enabled the department to reduce costs, while still providing sector leading service.
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	72.41%	83.33%	58.82%	66.67%	Glen Eira City Council had a very low number of planning applications (total of 41 applications) that were appealed to VCAT in the reporting year. Of these decisions, only nine set aside the decision of Council, while 14 of the appeals were settled through mediation, being more than a third of the appeals lodged with VCAT. The collective results suggest that Council is on balance making positive decisions on applications.

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS — WASTE COLLECTION

FOR THE YEAR ENDED 30 JUNE 2022

SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
WASTE COLLECTION					
Satisfaction					
Kerbside bin collection requests [Number of kerbside garbage and recycling bin collection requests/number of kerbside bin collection households] x1,000	94.14	94.97	86.87	172.74	Total kerbside bin collection requests increased as a result of changing the frequencies of the red general waste bins to fortnightly and the green FOGO bins to weekly. The main increases were related to changing bin size and ordering new bins.
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] x10,000	0.93	2.41	1.51	0.72	Glen Eira City Council changed the collection frequencies of the red general waste bins to fortnightly in July 2021. Although this may appear to be improved performance by Council's kerbside collection contractor, this is more reflective of the reduced number of scheduled bin lifts in the garbage stream.
Service cost					
Cost of kerbside garbage bin collection service [Direct cost of the kerbside garbage bin collection service/number of kerbside garbage collection bins]	\$105.87	\$106.96	\$108.30	\$94.95	The cost to deliver the red general waste bin decreased despite increases to the landfill levy due to the reduction in collection frequency from weekly to fortnightly in late July 2021.
Cost of kerbside recyclables collection service [Direct cost of the kerbside recyclables bin collection service/number of kerbside recyclables collection bins]	\$37.63	\$55.30	\$67.00	\$74.57	There has been a slight increase to the total amount of recycling collected in 2021-22 compared to the previous year, and more recycling bins being collected than previous years.
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] x100	46.02%	49.24%	49.05%	61.90%	Glen Eira City Council diverted more waste from landfill due to a change in collection frequencies. Starting in late July 2021, green food and organic bins are collected weekly, and red general waste bins are collected fortnightly. The change in frequencies has supported more organic waste to be diverted from landfill, and reduced the total tonnes sent to landfill.

STATE GOVERNMENT SERVICE PERFORMANCE INDICATORS — RETIRED MEASURES

FOR THE YEAR ENDED 30 JUNE 2022

RETIRED MEASURES					
SERVICE / Indicator / Measure	Results 2019	Results 2020	Results 2021	Results 2022	Material variations and comments
AQUATIC FACILITIES					
Heath and safety					
Reportable safety incidents at aquatic facilities [Number of WorkSafe reportable aquatic facility safety incidents]	6.00	Retired in 2020	Retired in 2020	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]	-\$1.48	Retired in 2020	Retired in 2020	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]	\$2.38	Retired in 2020	Retired in 2020	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]	\$42.62	Retired in 2020	Retired in 2020	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]	14	Retired in 2020	Retired in 2020	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]	\$6.37	Retired in 2020	Retired in 2020	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	98.9%	Retired in 2020	Retired in 2020	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.