

2023-2024 MID-YEAR (JANUARY 2024) LOCAL GOVERNMENT PERFORMANCE REPORTING FRAMEWORK (LGPRF) PERFORMANCE SUM

* as defined by the LGPRF guidelines set by the Victorian Government

SERVICE AREA	INDICATOR	MEASURE DESCRIPTION	EXPECTED RANGE*	January 2022	July 2022	January 2023	July 2023	January 2024	SIMILAR COUNCILS	PERFORMANCE V SIMILAR COUNCILS	NILLUMBIK WITHIN EXPECTED RANGE*	MID-YEAR COMMENTARY
Animal Management	Timeliness	Time taken to action animal management requests	1 to 10 days	2.01 days	1 day	2.2 days	1 day	2 days	3.1 days	✓	✓	Time taken to action animal management requests remains steady. There were 345 animal management requests from July to December 2023, which on average were responded to within two business days of receipt.
	Service standard	Animals reclaimed from Council	30% to 90%	92.30%	78.70%	95.23%	81.25%	82.65%	42.20%	✓	✓	Of 98 animals impounded from July to December 2023, 81 were reclaimed. This is an increase of 1.4% in the past 6 months which is a positive result.
	Service cost	Cost of animal management service per population	\$10 to \$70	NM	\$17.30	NM	\$14.25	NA	\$8.94	NA	NA	This measure is calculated on an annual basis, and therefore no new data in this reporting period.
	Health and Safety	Animal management prosecutions	50-100%	NM	100%	NM	100%	NA	97.90%	NA	NA	No animal management prosecution matters were raised within the last 6 months.
Aquatic Facilities	Service standard	Health inspections of aquatic facilities	1 to 4 inspections	3	2	2	2	2	3.2	✗	✓	Microbiological testing was performed at Eltham Leisure Centre in December 2023 and at the Diamond Creek Outdoor Pool in October 2023.
	Service cost	Cost of aquatic facilities per visit	-\$3 to \$10	(\$14.75)	(\$2.82)	(\$8.81)	(\$0.44)	(\$4.15)	\$1.70	✗	✗	When seasonality is considered, there is considerable uplift from last year (\$14.75) due to stronger and more consistent participation numbers as we head further away from the challenges of COVID-19.
	Utilisation	Number of visits to aquatic facilities per head of municipal population	1 to 10 visits	0.45 visits	5.2 visits	6.75 visits	11.22 visits	6.25 visits	4.8 visits	✓	✓	Visits continue to remain high. Improved access to technology has been implemented to capture attendance data at the two aquatic facilities.
Food Safety	Timeliness	Time taken to action food complaints	1 to 10 days	1.7 days	1.68 days	1.78 days	1.93 days	1.31 days	1.7 days	✓	✓	A continued focus on implementing new procedures since 2018 has seen the time taken to action food-related complaints maintained.
	Service standard	Percentage of required food safety assessments undertaken	50% to 100%	98.82%	98.83%	100.00%	100.00%	100.00%	86.10%	✓	✓	100% of Class 1 and 2 premises received a food safety assessment in the 2022 reporting period.
	Service cost	Cost of food safety service per premises	\$300 to \$1,200	\$484.22	\$461.55	\$461.55	\$208.94	\$208.94	\$323.55	✓	✗	This measure is calculated on an annual (calendar year) basis.
	Health and Safety	Percentage of critical and major non-compliance outcome notifications followed up by Council	60% to 100%	94.40%	94.44%	95.00%	100.00%	100.00%	86.30%	✓	✓	100% of critical and major non-compliant inspection outcomes were followed up within the reporting period.
	Transparency	Council decisions made at meetings closed to the public	0% to 30%	2.80%	2.33%	1.85%	1.98%	1.86%	7.70%	✓	✓	Council made 107 resolutions at 11 Council and Delegated Committee meetings, of which two were made in a meeting closed to the public under section 66(2) of the Local Government Act 2020. As required by the Act, the reasons why a meeting was closed to the public are recorded in the public version of the minutes.
	Consultation and Engagement	Community satisfaction with community consultation and engagement	40 to 70 out of 100	NA	62.1/100	NA	69.3/100	NA	59.0/100	NA	NA	This measure is updated on an annual basis only as the result is taken from the Annual Community Survey conducted in February.

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Governance	Attendance	Councillor attendance at Council meetings	80% to 100%	96.10%	95.24%	91.84%	89.29%	100.00%	90.90%	✓	✓	Council held 6 Council meetings and one Extraordinary Council meeting in the first 6 months of the 2023-2024 reporting period. No absences were recorded for these meetings.
	Service cost	Cost of elected representation	\$30,000 to \$80,000	\$22,974.43	\$53,468.00	\$24,149.40	\$51,175.19	\$29,976.67	\$97,912.00	✓	✓	The cost of governance includes training, conference and seminar costs, travel, mayoral vehicle, mobile, internet, Councillor allowances and other miscellaneous expenditure.
	Satisfaction	Community satisfaction with Council decisions	40 to 70 out of 100	NA	62.6/100	NA	67.7/100	NA	59.0/100	NA	NA	This measure is updated on an annual basis only as the result is taken from the Annual Community Survey conducted in February.
Libraries	Utilisation	Physical library collection usage	1 to 9 items	1.15 items	6.72 items	2.04 items	8.45 items	2.59 items	5.7 items	✓	✓	A slight decrease in the number of loans compared to last quarter, however this number reflects a small increase in the number of loans in comparison to the October-December 2022 quarter.
	Resource standard	Proportion of library resources less than 5 years old	40% to 90%	42.31%	91.83%	91.46%	91.14%	83.43%	78.80%	✓	✓	With the rising cost of collection and associated costs, the number of new items added will decrease. In response, YPRL has implemented sustainable collection retention practices. This has resulted in a decrease to the percentage of the collection less than 5 years old.
	Participation	Active library members in municipality	10% to 40%	7.39%	25.24%	13.78%	25.83%	46.20%	10.00%	✓	✓	The number of registered library members is increasing with a focus on a membership drive in Nillumbik branch libraries and reflects an increase in the use of the Hurstbridge Hub.
Maternal and Child Health (MCH)	Satisfaction	Participation in 4-week key age and stage visit	90% to 110%	95.78%	98.98%	98.52%	97.02%	98.96%	96.90%	✓	✓	The participation rates in Maternal Child Health programs have remained consistently high in 2023-2024. This demonstrates the number of families who elected to engage in the service.
	Service standard	Infant enrolments in the MCH service	90% to 110%	101.81%	101.87%	101.85%	101.12%	100.76%	101.30%	X	✓	The high-service standard for infant enrolments in the Maternal and Child Health service is measured by the ratio of infants enrolled (from birth notifications received) to the total number of birth notifications received.
	Service cost	Cost of the MCH service	\$50 to \$200	\$78.36	\$73.74	\$73.74	\$72.22	\$72.02	\$83.04	✓	✓	The cost of service has remained steady in recent years. This figure is calculated on an annual basis.
	Participation	Participation in the MCH service	70% to 100%	45.94%	80.08%	70.10%	79.87%	67.74%	66.50%	✓	X	High participation in the Maternal and Child Health service is determined by the ratio of the number of children who attend the service at least once in a year to the total number of children enrolled in the MCH service. This indicator reflects the level of engagement and utilisation of the MCH service. Participation has declined following the COVID-19 pandemic..
	Participation	Participation in the MCH service by Aboriginal children	60% to 100%	44.44%	81.63%	71.79%	73.17%	65.79%	77.10%	X	✓	Participation in MCH services by First Nations children has declined. Addressing barriers such as cultural sensitivity, geographic isolation, and historical distrust is continually addressed to improve participation and ensure equitable healthcare for First Nations children.
	Satisfaction	Sealed local road requests per 100km of sealed local roads	10 to 120 requests	96 requests	73.46 requests	32 requests	57.91 requests	25.67 Requests	85.4 requests	✓	✓	There are 487km of sealed local roads in the Shire. There were 125 customer requests logged in relation to sealed local roads between July to December 2023.

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Roads	Condition	Sealed local roads maintained to condition standards	80% to 100%	88.07%	95.10%	N/A	95.28%	N/A	96.70%	NA	✓	These figures are calculated and provided on an annual basis only.
	Service cost	Cost of sealed local road reconstruction per square metre	\$20 to \$200	\$177.89	\$132.73	N/A	\$166.73	N/A	\$124.80	NA	✓	These figures are calculated and provided on an annual basis only.
	Service cost	Cost of sealed local road resealing per square metre	\$4 to \$30	\$13.47	\$10.70	N/A	\$14.90	N/A	\$29.71	NA	✓	These figures are calculated and provided on an annual basis only.
	Satisfaction	Community satisfaction with sealed local roads	50 to 100 out of 100	NA	60/100	N/A	68.5/100	N/A	57.0/100	NA	✓	These figures are calculated and provided on an annual basis only.
Statutory Planning	Timeliness	Time taken to decide planning applications	30 to 110 days	87 days	100 days	105 days	102 days	84 days	115.3 days	✓	✓	Council is committed to reducing decision timeframes. Over the 6 month period, the planning team has had a greater focus on returning incomplete applications, encouraging pre-application meetings and reducing multiple requests for further information.
	Service standard	Planning applications decided within required timeframes	40% to 100%	65.01%	60.36%	56.90%	55.99%	68.83%	56.00%	✓	✓	Council is committed to reducing decision timeframes. Over the 6 month period, Council has made a significant improvement in the number of applications decided within statutory timeframes.
	Service cost	Cost of statutory planning service per planning application	\$500 to \$4,000	\$2,885.45	\$2,989.05	\$2,989.05	\$2,788.89	\$2,788.89	\$3,569.91	✓	✓	This measure is calculated on an annual basis only.
	Decision making	Council planning decisions upheld at VCAT	30% to 100%	73.00%	64.00%	55.00%	46.15%	62.50%	47.60%	✓	✓	This measure improved from the previous result. Of the 8 decisions referred to VCAT, 5 were upheld.
	Service standard	Kerbside collection bins missed per 10,000 households	1 to 20 bins	6.97 bins	6.46 bins	4.13 bins	4.56 bins	3.15 bins	6.9 bins	✓	✓	The number of missed bins has decreased compared to the previous report in July 2023 and also compared to January 2023. With additional waste collections also taking place during the reporting period, this is a positive result.
	Service cost	Cost of kerbside garbage bin collection service per bin	\$40 to \$150	\$46.02	\$103.21	\$49.51	\$96.96	\$45.23	\$141.95	✓	✓	There has been a slight decrease in the cost of the service per bin due to slightly lower garbage tonnes and dividing the cost by the actual number of bins serviced rather than by the number of households (as previously reported).
	Service cost	Cost of kerbside recyclables collection service per bin	\$10 to \$80	\$51.18	\$100.35	\$49.41	\$102.52	\$41.00	\$67.24	✓	✓	There has been a decrease in the cost of the service per bin due to lower recycling processing costs and a change to dividing the cost by the actual number of bins services rather than by the number of households (as previously reported).
	Waste diversion	Kerbside collection waste diverted from landfill	20% to 60%	75.00%	72.69%	75.00%	72.24%	72.00%	47.90%	✓	X	Nillumbik residents diverted more than 8,300 tonnes of kerbside material from landfill from July to December 2023. The diversion rate is slightly lower than the July to December period in the past few years primarily due to 10 per cent less green waste tonnes.