

Council Plan 2021-2025 – Strategic indicators

Indicator	Source	2020-2021 Result	2021-2022 Result	% change	Target	Current Status	Commentary
Community and Connection							
Percentage of people who think multiculturalism makes life in their area better – acceptance of diverse cultures	Victorian Population Health Survey	53.7%	60.4%	6.7%	↑	↑	This is the percentage of people who responded 'yes-definitely' to the statement in the 2019 Victorian Population Health Survey (VPHS). The VPHS data is collected every 3 years, so new data will be available in 2023-2024.
Percentage of people who say it is important for Council to address the needs of LGBTIQ+ residents	Annual Community Survey	55.5%	54.5%	-1.0%	↑	→	This measure decreased slightly from the 55.5% result recorded in the 2021 Annual Community Survey.
Percentage of people that say they feel valued by society	Victorian Population Health Survey	45.5%	57.4%	11.9%	↑	↑	This is the percentage of people who responded 'yes-definitely' to the statement in the 2019 VPHS survey. The VPHS data is collected every 3 years, so new data will be available in 2023-2024.
Number of reconciliation activities delivered	Council records	NM	15	NA	↑	↑	This is a new measure for Council. Activities delivered in 2021-2022 included 3 monthly cultural consultations, 11 community based activities, 1 flag raising ceremony and resources provided to early years' services and playhouses. Work to develop more effective ways of capturing data for this indicator will take place in 2022-2023.
Number of Council volunteers	Council records	361	316	-12.5%	↑	↓	Volunteer engagement has been key to minimising Council volunteer attrition during the COVID-19 period when volunteer participation in the Shire dropped from 24% in 2016 to 16% in 2021 according to the latest Census. Our focus during the pandemic was to support volunteers to stay well, and stay engaged. We are working now toward optimal retention for each program, through improved recruitment and inclusive practice under the new Volunteer Framework.
Percentage of people engaged in assisting/helping a local group (volunteering)	Census data	24%	16%	-8%	↑	↓	Awaiting more recent Nillumbik data from the 2022 Victorian Population Health Survey (which will not be available until 2023). Latest Census data shows a 19% decrease in volunteer participation over the COVID-19 period. Recruitment and promotion of volunteering opportunities is a priority to address this decline.
Number of Council auspice Friends of Groups	Council records	21	21	0%	↑	→	Based on Friends Group list as of August 2021.
Proportion of the municipal population that are active library members	LGPRF	27.0%	25.2%	-1.8%	↑	→	Despite being lower than the 2020-2021 result, this figure is on the increase as the Return Yourself to the Library campaign is implemented and COVID-19 restrictions on public libraries are eased. As branch libraries have only opened for the full range of opening hours in the first half of 2022, it is expected that this figure will continue to rise.
Community satisfaction with community services	Annual Community Survey	7.62/10	7.68/10	0.8%	↑	→	This measure increased slightly from the 2021 result as recorded in the Annual Community Survey.
Annual immunisation coverage rate for children aged 0 to 5	LGPRF	94.2%	96.2%	2.0%	↑	→	This measure increased slightly in 2021-2022 as services returned to more business as usual levels post COVID-19 restrictions.
Participation in the Maternal and Child Health service	LGPRF	81.7%	80.0%	-1.7%	↑	→	This is a slight decrease from the 2021-2022 result, reflecting impacts of COVID-19 and flu illnesses on attendance.
Total enrolments in programs at Living and Learning Nillumbik	Council records	1,196	1,708	42.8%	↑	↑	This is an increase on the 2020-2021 result, primarily due to the Living and Learning service being open and available for longer periods post-COVID 19 restrictions and closures.

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Place and space							
Total number of participants in arts and cultural programs and activities	Council records	61,912	96,900	56.5%	↑	↑	This is an increase from the 2020-2021 result, which was impacted by COVID-19 related closures and restrictions.
Community satisfaction with arts and cultural programs, activities and events	Annual Community Survey	7.63/10	7.77/10	1.8%	↑	→	This measure increased slightly from the 2021 result as recorded in the Annual Community Survey.
Community satisfaction with the appearance and quality of newly constructed developments	Annual Community Survey	6.85/10	7.01/10	2.3%	↑	↑	This measure increased slightly from the 2021 result as recorded in the Annual Community Survey.
Percentage of VCAT decisions upholding Council's position	LGPRF	75%	64%	-11%	↑	↓	This measure decreased from the 2020-2021 result. Of 25 decisions referred to VCAT, 16 were upheld (compared to 8 out of 12 in 2020-2021).
Percentage of planning applications determined within required timeframes	LGPRF	66.1%	60.4%	-5.7%	↑	↓	This measure decreased in 2021-2022. While Council is committed to improving decision timeframes, a number of staffing gaps within the Planning Services team were experienced, as well as higher application numbers for the first half of 2021-2022.
Number of trees planted in streets and parks to maintain tree canopy	Council records	218	417	91.3%	↑	↑	The 2021-2022 planting program delivered 217 trees planted in streets and parks environs throughout the Shire. A further 200 trees were planted under the North East Link Collaboration.
Number of Land Management Incentive Program grants provided to the community for control of noxious and environmental weeds	Council records	35	37	5.7%	↑	↑	This measure slightly increased on the 2020-2021 result.
Number of dead animals collected by Council	Council records	359	349	-2.9%	↓	↑	This is the number of service requests to collect dead animals for 2021-2022. It is slightly lower than the 2020-2021 total, which is a positive result.
Number of infringements issued following investigation of littering or rubbish dumping	Council records	3	2	-33.3%	↑	↓	2 local law infringements were issued in 2021-2022, compared to 3 in 2020-2021.
Community perception of public safety during day and night	Annual Community Survey	8.48/10	8.35/10	-1.5%	↑	→	This measure decreased slightly from the 2021 result as recorded in the Annual Community Survey.
Community satisfaction with the design of public spaces	Annual Community Survey	7.46/10	7.42/10	-0.5%	↑	→	This measure decreased slightly from the 2021 result as recorded in the Annual Community Survey.
Community satisfaction with provision and maintenance of parks and gardens	Annual Community Survey	7.41/10	7.47/10	0.8%	↑	→	This measure increased slightly from the 2021 result as recorded in the Annual Community Survey.
Percentage of capital works program delivered	Council records	82.0%	96.0%	14.0%	↑	↑	This represents actual expenditure, including commitments, of the 2021-2022 budget. The 2020-2021 figure represents physical completion of the capital works program.
Community satisfaction with aquatic and leisure facilities	Annual Community Survey	7.79/10	8.18/10	5.0%	↑	↑	This measure improved significantly from the 2021. This was driven by the increased access and visitation to Council's facilities post-COVID restrictions/closures.
Attendance at leisure and aquatic facilities	LGPRF	304,230	498,268	63.8%	↑	↑	This is a significant increase on the 2020-2021 result, due to the facilities (Eltham Leisure Centre and Diamond Creek Outdoor Pool) being open for a longer period without COVID-19 restrictions and limitations compared to 2020-2021.

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Community satisfaction with local traffic management	Annual Community Survey	6.55/10	6.44/10	-1.7%	↑	→	This measure decreased slightly from the 2021 result as recorded in the Annual Community Survey. Traffic management rated as the second top issue for survey respondents.
Sealed local roads maintained to condition standards	LGPRF	83.8%	95.1%	11.3%	↑	↑	This is an increase on the 2020-2021 result. Of 488.9kms of sealed roads in the Shire, 458.3km are maintained within condition standards.
Community satisfaction with grading of unsealed roads	Annual Community Survey	6.39/10	6.21/10	-2.9%	↑	↓	This measure decreased from the 2021 result as recorded in the Annual Community Survey. Road maintenance and repairs was the top issue for survey respondents in 2022.
Sustainable and resilient							
Community satisfaction with Council meeting its responsibilities towards the environment	Annual Community Survey	6.72/10	6.90/10	2.7%	↑	↑	This measure increased slightly from the 2021 result as recorded in the Annual Community Survey.
Community satisfaction with environmental programs and facilities	Annual Community Survey	8.30/10	8.16/10	-1.7%	↑	→	This measure decreased slightly from the 2021 result as recorded in the Annual Community Survey.
Number of participants in environmental programs and events	Council records	1,003	2,469	146.1%	↑	↑	This is a significant increase on the 2020-2021 figure, due to a much larger number of programs and events on offer in 2021-2022, through Council's Environment, Waste, Edendale Community Farm, Library and Living and Learning services.
Number of program participants and visitors at Edendale Community and Environment Farm	Council records	70,000	60,000	-14.3%	↑	↓	Compared to a non-COVID year, Edendale was closed to the public for approximately 14 weeks and then open on restricted hours for a further 24 week period. Visitation numbers as such were down on last year.
Community satisfaction with regular waste collections	Annual Community Survey	8.04/10	7.97/10	-0.9%	↑	→	This measure decreased slightly from the 2021 result as recorded in the Annual Community Survey.
Percentage of kerbside waste collections diverted from landfill	LGPRF	72.9%	72.7%	-0.2%	↑	→	This result is comparable to last year (72.9%). Nillumbik residents diverted 17,765 tonnes of kerbside waste from landfill during 2021-2022. The continuous wetter weather from the LaNina event maintains the amount green waste collected (i.e. 10,894 tonnes) and the normalisation of recycling processing. Nillumbik continues to be well above the State diversion targets.
Percentage of contamination in kerbside recycling waste bins	Council records	15.8%	18.2%	2.4%	↓	↑	This is Council's bin based contamination results. Processing facility contamination is 31.1%.
Community satisfaction with Council's support for local business	Annual Community Survey	7.23/10	7.35/10	1.7%	↑	→	This measure increased slightly from the 2021 result as recorded in the Annual Community Survey.
Number of jobs available in the shire	Census data	11,495	10,804	-6.0%	↑	↓	Based on 2020-2021 full time equivalent (FTE). This is a 6% decrease on the previous figure (2016). Data will be updated in 2023 upon the release of more detailed 2021 Census information.
Number of local residents who work within the shire	Census data	13,308	13,315	0.1%	↑	→	Figure is based on 2016 Census data. The result is similar to the previous result (2011). Data will be updated in 2023 on release of 2021 Census information.
Gross Regional Product (\$)	National Institute of Economic and Industry Research	\$2.01 billion	\$1.95 billion	-3.3%	↑	↓	Figure is as at 30 June 2021. This decreased on the previous result (2020). Data will be updated in 2023 on release of 2021 Census information.

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Responsible and accountable							
Community satisfaction with Council making decisions in the best interests of the community	Annual Community Survey	6.30/10	6.26/10	-0.6%	↑	→	This measure is comparable to the 2021 result as recorded in the Annual Community Survey.
Community satisfaction with Council's consultation and engagement	Annual Community Survey	6.14/10	6.21/10	1.1%	↑	→	This measure increased slightly from the 2021 result as recorded in the Annual Community Survey.
Percentage of people feeling they have the opportunity to have their say	Victorian Population Health Survey	74.2%	72.0%	-2.2%	↑	↓	This is the percentage of people who responded 'definitely or sometimes' to the statement in the 2019 survey. This was slightly down on the previous result (2018).
Community satisfaction with Council's responsiveness to local community needs	Annual Community Survey	6.32/10	6.20/10	-1.9%	↑	→	This measure decreased slightly from the 2021 result as recorded in the Annual Community Survey.
Community satisfaction with fire prevention works	Annual Community Survey	6.68/10	6.22/10	-6.8%	↑	↓	This measure decreased from the 2021 result as recorded in the Annual Community Survey. Bushfire management and prevention rated as the fourth top issue for survey respondents.
Percentage of fire prevention notices that resulted in compliance	Council records	96.0%	98.7%	2.7%	↑	↑	This measure improved slightly in 2021-2022. 304 fire prevention notices were issued in 2021-2022. Of those, only 4 properties failed to comply.
Time taken to action food complaints	LGPRF	1.47 days	1.7 days	13.5%	↓	↑	This measure increased slightly comparable to the 2021 result of 1.47 days.
Percentage of animals reclaimed from the regional pound	Council records	82.4%	78.7%	-3.7%	↑	↓	Of 216 animals impounded in 2021-2022, 170 were reclaimed (78.7%). This is a decrease from 82.4% (183 animals reclaimed from 222 collected) in 2020-2021.
Percentage of issued infringement notices expiated	Council records	88%	74%	-14.0%	↑	↓	Of a total 5,482 infringements issued in 2021-2022, 4,070 have been paid. This compares to 2,386 issued and 2,122 paid in 2020-2021.
Community satisfaction with customer service	Annual Community Survey	7.24/10	6.33/10	-12.6%	↑	↓	This measure decreased significantly from the 2021 result as recorded in the Annual Community Survey.
Customer satisfaction score from direct customers	Customer Experience Survey	6.3/10	6.1/10	-3.2%	↑	↓	This is based on results from the biannual Customer Experience Survey. The result was slightly down from the 2020-2021 result.
Satisfaction score of customer visits to Council's website	Customer Experience Survey	6.1/10	6.4/10	4.9%	↑	↑	This is based on results from the biannual Customer Experience Survey. The result was slightly higher than the 2020-2021 result.
Number of visitors to Council's website	Council records	309,000	358,000	15.8%	↑	↑	This is an increase on the 2020-2021 result, with an increase in users and page views on Council's website.
Total number of participants on Council's social media channels	Council records	17,469	19,463	11.4%	↑	↑	This is an increase of 1,994 on 2020-2021 results. This includes increases in participants on Council's Facebook, Twitter, Instagram and LinkedIn.
Percentage of successful grant applications applied for by Council	Council records	NM	38%	NA	↑	↑	This is a new measure. In 2021-2022, 58 applications were submitted, with 22 of those being successful. Ongoing improvement to monitoring and reporting of this measure will continue throughout 2022-2023.

Note: A +/-2% threshold is applied to all results (i.e. if the % change is +/-2% of the previous year's result, it is subsequently recorded as 'No Change'. This is due to the diversity of data sources and measurement scales used across the 56 indicators. The vast majority of these 'No Change' results are from the Annual Community Survey results, which were heavily influenced by COVID-19 restrictions and closures and their impact on Council service delivery and availability.

LEGEND:	
↑	Result improved on previous year/result
→	Result was within +/- 2% threshold, therefore no significant change
↓	Result decreased compared to previous year/result