

Local Government Performance Reporting – Report of Operations

Six monthly report to December 2021.

Performance Measure	2019	2020	2021	June to Dec 2021	Comments
<i>Aquatic Facilities: To provide a safe, accessible and well utilised facilities</i>					
<i>Service Standard</i> Health inspections of aquatic facilities	0	0	0	0	No authorised Council Officer inspections were undertaken during June – December 2021.
<i>Utilisation</i> Utilisation of aquatic facilities	0.51	0.35	0.49	0.19	Total visits to the Council owned Hopetoun Swimming Pool from 29 November to 31 December 2022 was 1,263. Calculation represents number of visits to Hopetoun Pool divided by population.
<i>Service Cost</i> Cost of outdoor aquatic facilities	<i>New in 2020</i>	\$14.75	\$10.98	\$14.32	Direct cost of operating Hopetoun Swimming Pool less income received (to Council), divided by number of visits to the service.

Performance Measure	2019	2020	2021	June to Dec 2021	Comments
<i>Animal Management: To protect the health and safety of animals, humans and the environment</i>					
<i>Timeliness</i> Time taken to action animal requests	1.24	1.04	1.17	1.17 days	Number of days between receipt and first response action for all animal management requests divided by the number of animal management related requests.
<i>Service Standard</i> Animals reclaimed	57%	50%	91%	55%	Percentage of collected registerable animals under the Domestic Animals Act 1994 reclaimed. Calculation represents number of animals reclaimed divided by number of animals collected.
<i>Service Standard</i> Animals rehomed	<i>New in 2020</i>	71%	45%	38%	Percentage of collected registerable animals under the Domestic Animals Act 1994 rehomed. Calculation represents number of animals rehomed divided by number of animals collected.
<i>Service Cost</i> Cost of animal management service per population	\$15.38	\$17.13	\$13.80	\$7.60	The direct costs of the animal management service per municipal population.
<i>Health and safety</i> Animal management prosecutions	<i>New in 2020</i>	0	100%	0%	Percentage of animal management prosecutions which are successful.

					No animal prosecutions occurred in this reporting period.
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Performance Measure	2019	2020	2021	June to Dec 2021	Comments
<i>Food Safety: To protect public health by preventing the sale of unsafe food</i>					
<i>Timeliness</i> Time taken to action food complaints	3	1	3	2.86	Average number of days it takes for Council to action food complaints received from members of the public about the safety or handing of food for sale.
<i>Service Standard</i> Food safety assessments	51%	71%	53%	38%	Percentage of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment.
<i>Service Cost</i> Cost of food safety service	\$802	\$1,029	\$195.05	\$113.57	The direct cost of the food safety service per food premises registered by Council, or for which Council has received notification during the year.
<i>Health and Safety</i> Critical and major non-compliance notifications	100%	100%	100%	0%	Percentage of critical and major non-compliance outcome notifications that are followed up by Council. The food safety service protects public health by preventing the sale of unsafe food. Council has had no reports for the first half of the year.

Performance Measure	2019	2020	2021	June to Dec 2021	Comments
<i>Governance: To make and implement decisions in the best interests of the community</i>					
<i>Transparency</i> Council decisions made at meetings closed to the public	15%	12%	21%	21%	Number of decisions made in a closed session relate to Request for Tender evaluations being considered.
<i>Consultation and engagement</i> Community satisfaction rating out of 100 with community consultation and engagement.	63	59	62	N/A	Reported annually.
<i>Attendance</i> Council attendance at Council meetings	83%	89%	92%	98%	Councillors represent the views of their constituents and allow decisions to take place by attending meetings. The percentage represents the attendance of Councillors at Council Meetings.

<i>Service Cost</i> Cost of elected representation	\$32,429	\$34,179	\$37,305	\$17,767	Direct cost of delivering Council's governance service per Councillor.
<i>Decision making</i> Community satisfaction rating out of 100 for satisfaction with Council decisions.	63	58	61	N/A	Reported annually.

Performance Measure	2019	2020	2021	June to Dec 2021	Comments
<i>Libraries: To provide accessible and well utilised print and digital resources</i>					
<i>Utilisation</i> Physical library collection usage	1.28	1.01	0.51	.36	Number of physical library collection item loans per physical library collection item. This aims to identify if the library services are well utilised. Numbers are down, due to COVID-19 restrictions and access to library services.
<i>Resource Standard</i> Recently purchased library collection	40%	41%	42%	47%	Percentage of the library collection that has been purchased in the last 5 years.
<i>Participation</i> Active library borrowers in municipality	9%	10%	8%	7.03%	Percentage of the population that are active library borrowers in the last three financial years.
<i>Service Cost</i> Cost of library service per population	\$28.57	\$31.14	\$31.07	\$15.65	Operating expenses directly related to the delivery of the library service (including library programs).

Performance Measure	2019	2020	2021	June to Dec 2021	Comments
<i>Maternal & Child Health: To promote healthy outcomes for children and their families</i>					
<i>Service Standard</i> Infant enrolments in the MCH service	98%	103%	101%	100%	Percentage of infants enrolled in the MCH services. This is ascertained by number of infants enrolled in MCH services divided by the number of birth notices received.
<i>Service Cost</i> Cost of the MCH service	\$122	\$169	\$102	\$96.65	Is operating expenses directly related to the delivery of the MCH service. This includes expenses such as nurses' salaries and oncosts divided by total hours MCH Nurses worked.
<i>Participation</i> Participation in MCH service	93%	91%	86%	137%	Percentage of children enrolled who participate in the MCH service. This identified the number of children who attend the MCH service at least once in a financial year divided by the

					number of enrolled children in the MCH service.
<i>Participation</i> Participation in MCH service by Aboriginal children	100%	94%	90%	94%	Percentage of Aboriginal Children enrolled who participate in the MCH service. This identified the number of Aboriginal children who attend the MCH service at least once in a financial year divided by the number of enrolled Aboriginal children in the MCH service.
<i>Satisfaction</i> Participation in 4-week key age and stage visit	<i>New in 2020</i>	98%	98%	80.56%	Percentage of infants enrolled in MCH services who receive the 4-week key age and stage visit.

Performance Measure	2019	2020	2021	June to Dec 2021	Comments
<i>Roads: To provide a sealed local road network that is safe and efficient</i>					
<i>Satisfaction of use</i> Number of sealed local road requests	3.82	13	33	51.15	Number of sealed road requests received per 100km of sealed local road.
<i>Condition</i> Sealed local roads maintained to condition standards	98%	80%	100%	99%	Percentage of sealed local roads that are below the renewal intervention level set by Council and are not requiring renewing.
<i>Service Cost</i> Cost of sealed local road reconstruction per square metres	\$25	\$61	\$94		Reported annually
<i>Service Cost</i> Cost of sealed local road resealing per square metres	\$5	\$7	\$18		Reported annually
<i>Satisfaction</i> Community satisfaction out of 100 with sealed local roads	42	40	39	N/A	Reported annually

Performance Measure	2019	2020	2021	June to Dec 2021	Comments
<i>Statutory Planning: To make planning application decisions which are consistent with the local planning scheme</i>					
<i>Timeliness</i> Time (days) taken to decide planning applications	16	18	18	21	Median number of days between receipt of a planning application and a decision on an application.
<i>Service Standard</i> Planning applications decided within required time frames	88%	102%	98%	80%	Percentage of planning application decisions made within the relevant required time.
<i>Service Cost</i> Cost of statutory planning service	\$1,731	\$2,423	\$4,725	\$4,787	Operating expenses directly related to the delivery of the statutory planning service, excluding enforcement, divided by the number of statutory planning applications.

<i>Decision Making</i> Council planning decisions upheld at VCAT	0%	0%	0%	0%	Percentage of planning application decisions subject to review by VCAT and that were not set aside.
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Performance Measure	2019	2020	2021	June to Dec 2021	Comments
<i>Waste Management: To maximise the amount of kerbside waste diverted from landfill</i>					
<i>Satisfaction</i> Kerbside bin collection requests	31	51	7	17	Number of kerbside bin collection requests per 1000 kerbside bin collection households.
<i>Service Standard</i> Kerbside collection bins missed	1.44	.32	.64	.19	Number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts.
<i>Service Cost</i> Cost of kerbside garbage collection service	\$169	\$179	\$191	\$53.02	The cost of the kerbside garbage bin collection service per kerbside garbage collection bin.
<i>Service Cost</i> Cost of kerbside recyclables collection service	\$164	\$96	\$137	\$62.66	The direct cost of the kerbside recyclables collection service (including the contract cost of collection) per kerbside recyclables collection bin.
<i>Waste Diversion</i> Kerbside collection waste diverted from landfill	25%	19%	22%	16.23%	Percentage of recyclables and green organics collected from kerbside bins that is diverted from landfill.