

3.3 LGPRF REPORTING FOR 2021/22 FINANCIAL YEAR

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Responsible Senior Officer: Danny Wain, Chief Financial Officer

RECOMMENDATION

That Council endorses the results of the Local Government Performance Reporting Framework (LGPRF) for the 2021/2022 financial year.

INTRODUCTION

Attached, for Council noting, is the results of Local Government Performance Reporting Framework (LGPRF) for the 2021/2022 Financial year.

BACKGROUND

All Victorian Councils must submit a range of performance indicators (a subset of those in our performance statement) to Local Government Victoria. The results are published on the Know Your Council website.

DISCUSSION

The 2021/22 LGPRF reporting results can be found in Attachment One, noting that the data is uploaded via a portal and presented in its current format (graphs) for analysis and review only.

The results and associated commentary are developed in line with the State Government's Local Government Victoria Best Practice Guide.

The results have been considered by the external auditors. Advice on the draft results and commentary was also received from Local Government Victoria. The feedback included in the attached report for consideration.

POLICY IMPLICATIONS

The results must adhere to the requirements of the Local Government Act 2020 and the Local Government (Planning and Reporting) Regulations 2020.

CONSULTATION

The draft results have been presented to Council's Audit and Risk Committee and Local Government Victoria. The results were also presented at Council's Strategy Meeting on 11th October 2022.

Feedback received has been noted and included in the updated report.

SOCIAL IMPLICATIONS

Nil noted.

HUMAN RIGHTS CONSIDERATIONS

Nil noted.

FINANCIAL IMPLICATIONS

Nil noted.

CONCLUSION

The LGPRF reporting data (**Attachment One**) is supplied in accordance with Local Government Victoria's Best Practice Guide and supported for uploading accordingly.

GOVERNMENT PERFORMANCE REPO(LGPRF) REPORTING FRAMEWORK (LGPRF) REPORT

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LGPRF Result Status July 2021 to June 2022

Legend

	On target or above
	Below target (<10%)
	Below target (>10%)

Service measure		Annual Target	Result July 21 to June 2022	Status
SERVICE PERFORMANCE MEASURES				
Animal Management				
AM1	Time taken to action animal management requests	1.50	1.43	
AM2	Animals reclaimed	40%	37%	
AM5	Animals rehomed	50%	54%	
AM6	Cost of animal management service per population	\$5.80	\$7.72	
AM7	Animal management prosecutions	100%	100%	
Aquatic Facilities				
AF2	Health inspections of aquatic facilities	1.00	1.00	
AF6	Utilisation of aquatic facilities	5.25	3.82	
AF7	Cost of aquatic facilities	\$6.50	\$9.22	
Food Safety				
FS1	Time taken to action food complaints	1.50	1.24	
FS2	Food safety assessments	100%	93%	
FS3	Cost of food safety service	\$565	\$538	
FS4	Critical and major non-compliance outcome notifications	100%	100%	
Governance				
G1	Council decisions made at meetings closed to the public	9%	5.32%	
G2	Satisfaction with community consultation and engagement	73	68	
G3	Councillor attendance at council meetings	91%	89.51%	
G4	Cost of elected representation	\$48,000	\$47,621	
G5	Satisfaction with council decisions	72	68	
Libraries				
LB1	Physical library collection usage	5.00	4.05	
LB2	Recently purchased library collection	67%	67%	
LB4	Active library borrowers in municipality	15%	13%	
LB5	Cost of library service per population	\$30.48	\$29.93	
Maternal & Child Health				
MC2	Infant enrolments in the MCH service	100%	100.25%	
MC3	Cost of the MCH service	\$68	\$73	
MC4	Participation in the MCH service	78%	74.54%	
MC5	Participation in the MCH service by Aboriginal children	84%	75.89%	
MC6	Participation in 4-week Key Age and Stage visit	97%	97.83%	
Roads				
R1	Sealed local road requests	30	42.58	
R2	Sealed local roads maintained to condition standards	98%	99%	
R3	Cost of sealed local road reconstruction	\$95	0.00	N/A
R4	Cost of sealed local road resealing	\$25	\$25	
R5	Satisfaction with sealed local roads	76	72	
Statutory Planning				
SP1	Time taken to decide planning applications	70	66	
SP2	Planning applications decided within required time frames	80%	76%	
SP3	Cost of statutory planning service	\$2,629	\$2,471	
SP4	Council planning decisions upheld at VCAT	55%	47%	
Waste Collection				
WC1	Kerbside bin collection requests	95	101.58	
WC2	Kerbside collection bins missed	3.75	4.02	

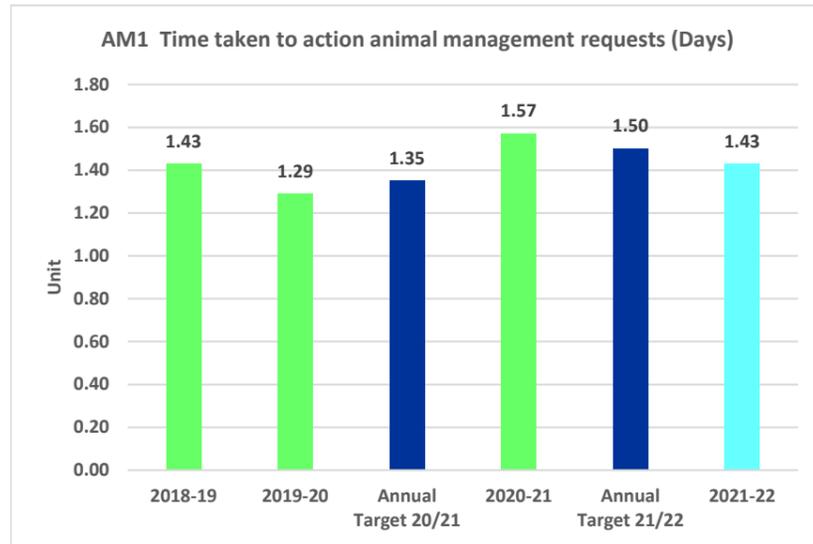
Service measure		Annual Target	Result July 21 to June 2022	Status
WC3	Cost of kerbside garbage bin collection service	\$121	\$119	
WC4	Cost of kerbside recyclables collection service	\$47	\$39	
WC5	Kerbside collection waste diverted from landfill	60%	56%	
FINANCIAL PERFORMANCE MEASURES				
Efficiency				
E2	Expenses per property assessment	\$2,441	\$2,352	
E4	Average rate per property assessment	\$1,471	\$1,559	
Liquidity				
L1	Current assets compared to current liabilities	151.00%	179.68%	
L2	Unrestricted cash compared to current liabilities	70.50%	25.08%	
Obligations				
O2	Loans and borrowings compared to rates	0.00%	0.00%	
O3	Loans and borrowings repayments compared to rates	0.00%	0.00%	
O4	Non-current liabilities compared to own source revenue	4.90%	5.62%	
O5	Asset renewal and upgrade compared to depreciation	171.30%	148.41%	
Operating Position				
OP1	Adjusted underlying surplus (or deficit)	-1.10%	1.11%	
Stability				
S1	Rates compared to adjusted underlying revenue	69.40%	67.76%	
S2	Rates compared to property values	0.20%	0.16%	
SUSTAINABLE CAPACITY MEASURES				
C1	Expenses per head of municipal population	\$979	\$1,003	
C2	Infrastructure per head of municipal population	\$4,730	\$5,114	
C3	Population density per length of road	268.00	257.79	
C4	Own-source revenue per head of municipal population	\$839	\$838	
C5	Recurrent grants per head of municipal population	\$97	\$114	
C6	Relative Socio-Economic Disadvantage	9	9	
C7	Staff turnover rate	11.00%	17.16%	

LOCAL GOVERNMENT PERFORMANCE REPORTING FRAMEWORK (LGPRF)

Reporting period July 2021 to June 2022

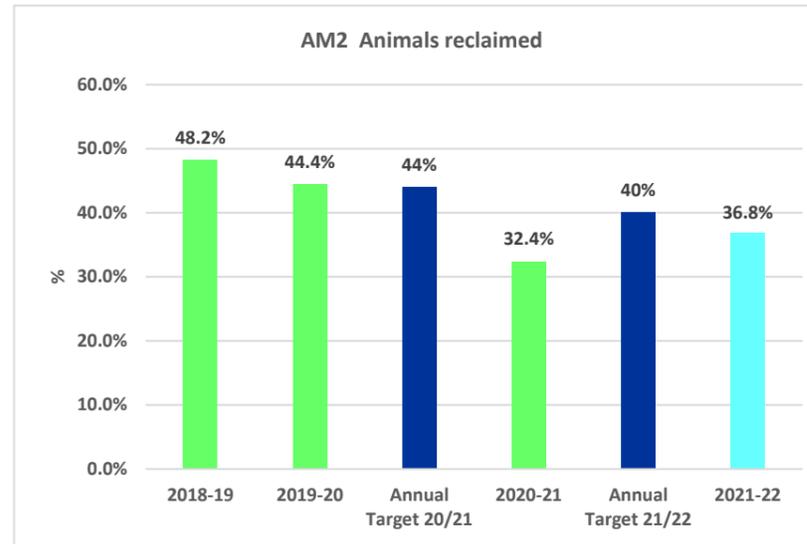
SERVICE PERFORMANCE MEASURES

ANIMAL MANAGEMENT



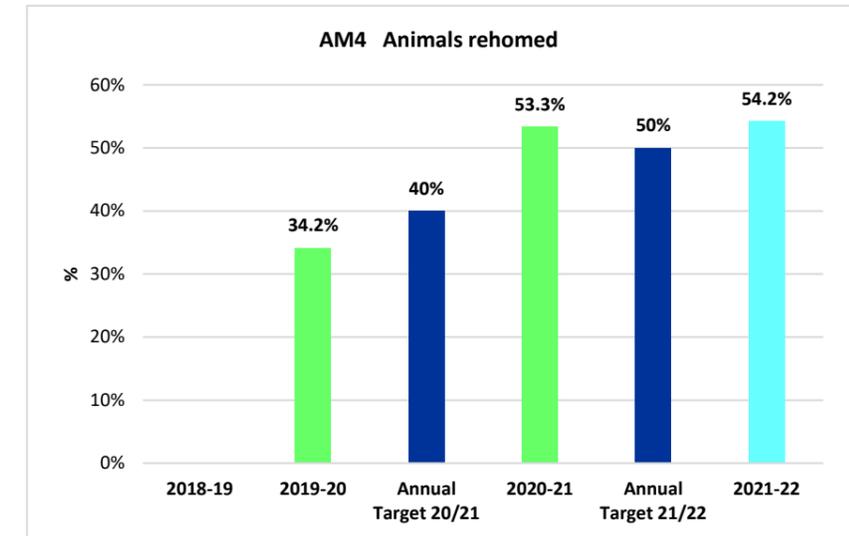
Material Variation and Comments

The time taken to respond to animal complaints continues to track at less than two days, which continues to reflect a favourable outcome. The variance represents a matter of hours and is nonetheless reflective of consistency in staff performance and continued effectiveness in current systems and processes.



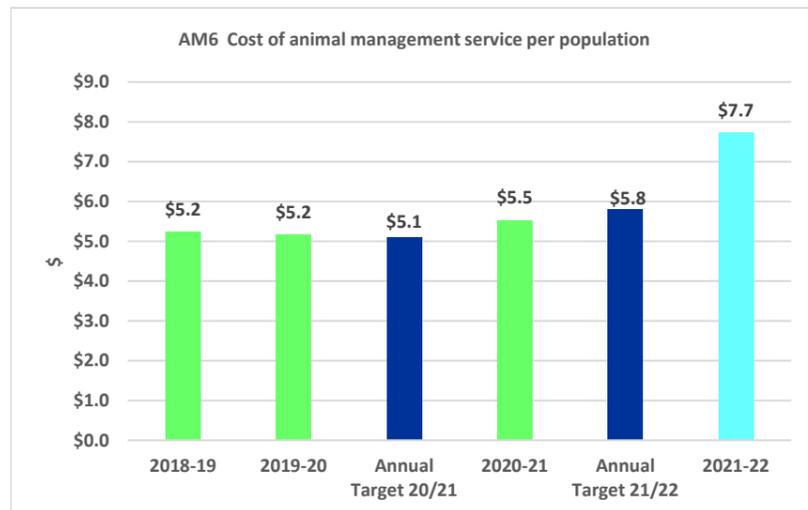
Material Variation and Comments

While the reclaim rates of dogs has remained consistently high over the last 4 financial years, the reclaim rates for cats has not followed the same trend, resulting in much lower reclaim rates. More particularly, during 2020/2021 the reclaim rate was adversely impacted by the significant increase in the number of cats impounded without a corresponding increase in reclaims. 2021-2022 has seen a slight increase in reclaim rates, which was largely due to a reduced number of cats impounded rather than a higher number of cats reclaimed.



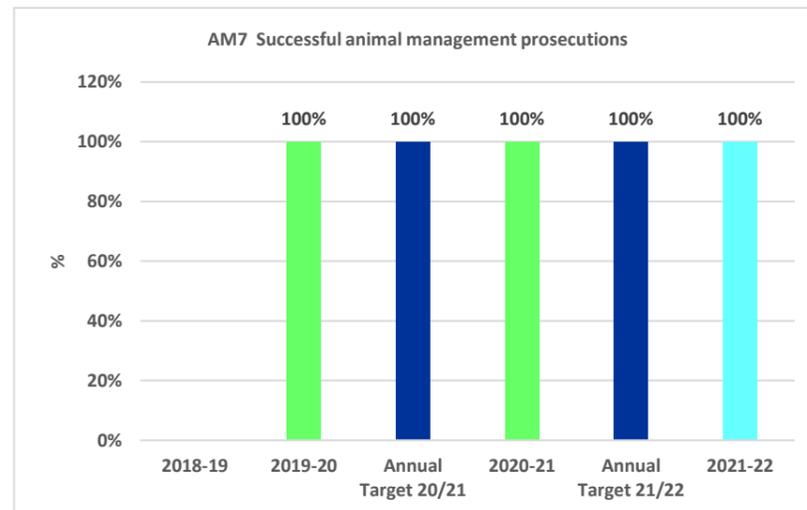
Material Variation and Comments

The Pandemic has generated an increase in people's interest in the value of pets in these challenging times. This higher rate of connection between people and pets has resulted in an escalation in people's acquisition of pets. Given the continued exposure to the pandemic impacts, the increase in rehoming has continued.



Material Variation and Comments

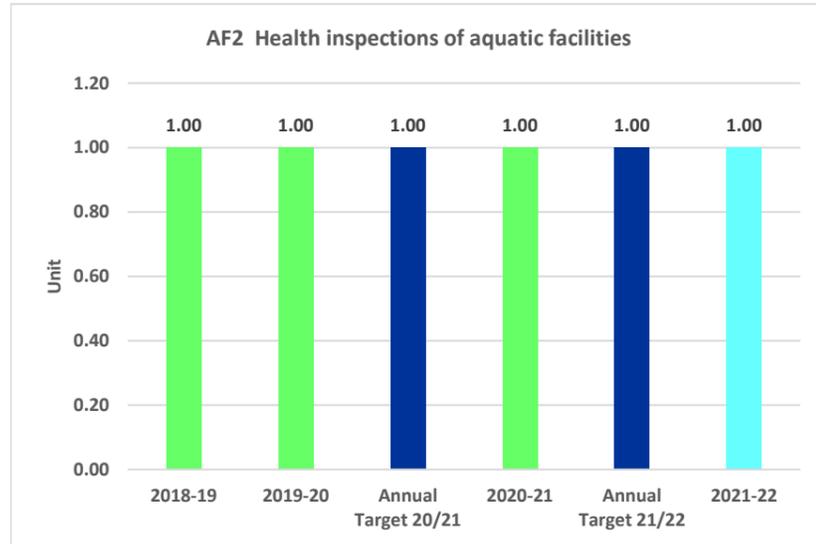
Save for a minor reduction in costs during 2019/2020, the costs gradually increased from 2017 until 2020-2021. However, in the last 12 months there has been a substantial increase in the cost of contracted animal services (specifically pound services) which is reflective of the trend throughout the industry.



Material Variation and Comments

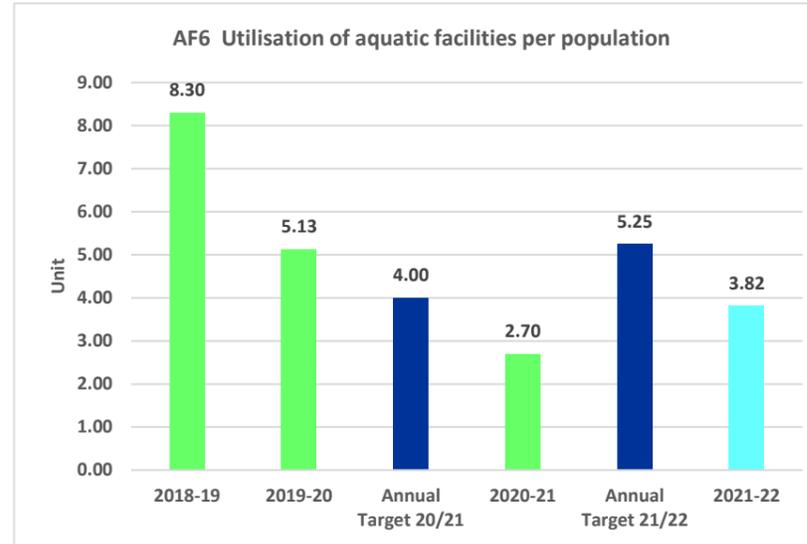
The continued high success rate in prosecutions is reflective of the willingness of people to report incidents that impact wider community safety and amenity, which is complemented by the quality of investigations and enforcement skills within the relevant teams.

AQUATIC FACILITIES



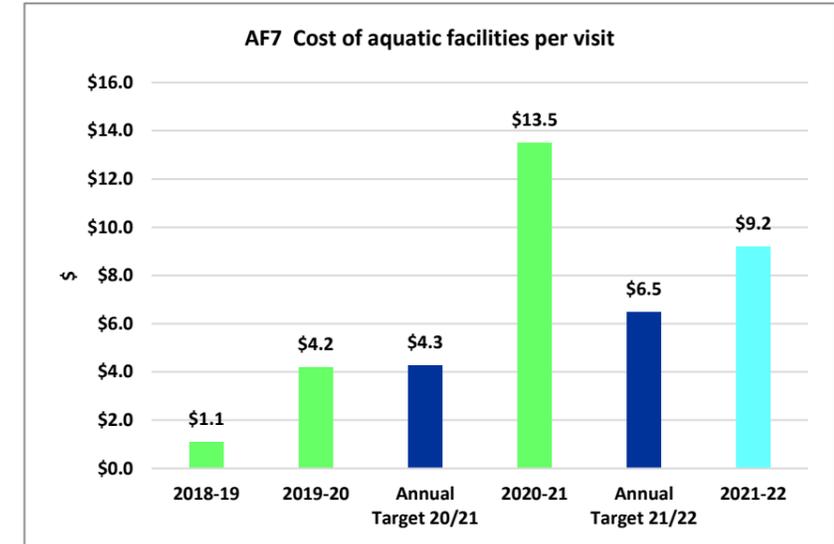
Material Variation and Comments

Health inspections were undertaken on all three facilities.



Material Variation and Comments

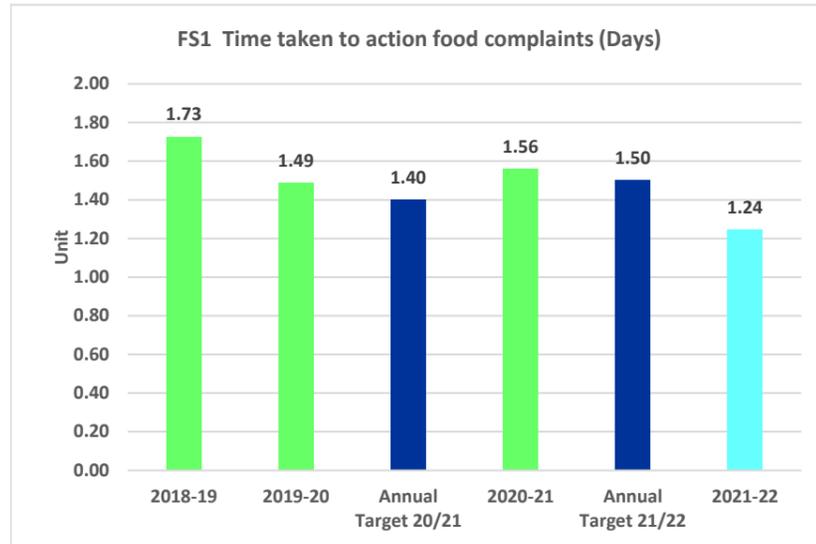
Modest improvement in 2021/22 compared to 2020/21. However, attendances still significantly lower than pre-COVID level, that is 54% lower. Health Club and casual attendances (aquatics) have been hardest hit with Group Fitness and Learn-to-Swim programs reaching 75% pre-COVID levels.



Material Variation and Comments

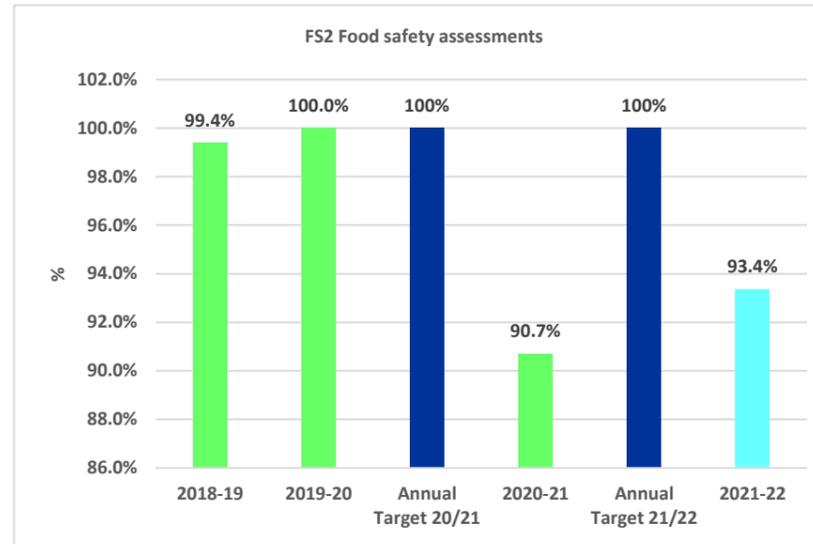
Cost is reflective of the drop in attendances however, a significant improvement (32%) compared to 2020/21. This cost is expected to be reduced as a result of major cost savings initiatives will be implemented in 2022/23 as multiple energy saving initiatives come into effect.

FOOD SAFETY



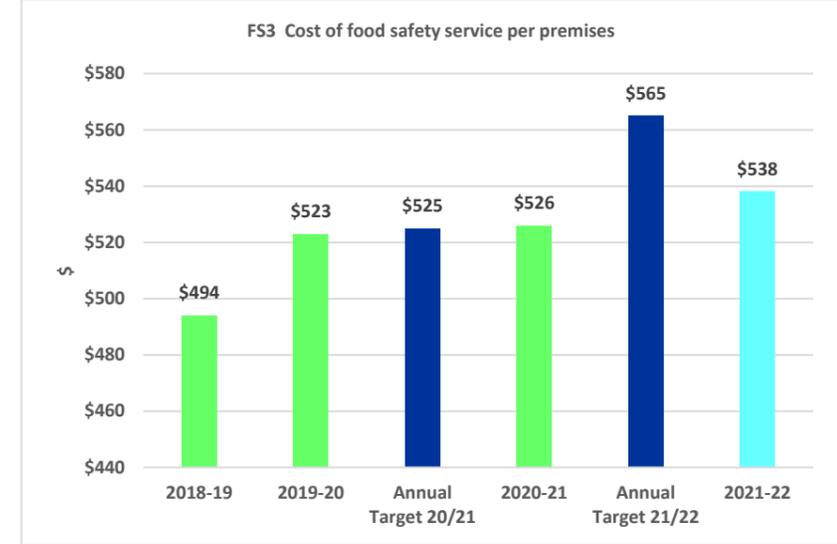
Material Variation and Comments

This result represents the 2021 calendar year as per the Performance Reporting requirements. The average number of days taken to action food complaints has slightly decreased from the previous years.



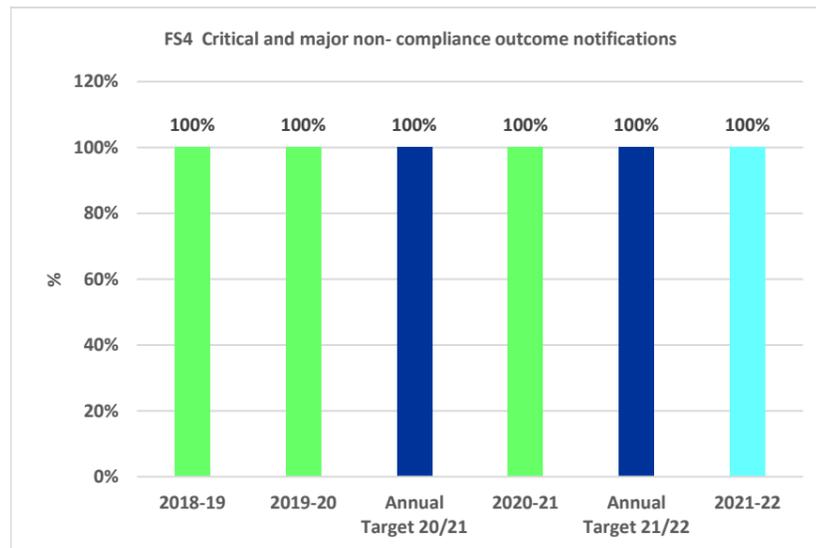
Material Variation and Comments

This result represents the 2021 calendar year as per the Performance Reporting requirements. Public Health resources were again stretched with COVID-19 responsibilities. State Government imposed restrictions also meant many food businesses were again closed for extended periods of time, making it difficult to schedule and complete assessments for all food businesses once restrictions were lifted towards the end of the registration period. All remaining businesses that have recommenced operations have had their annual food safety assessment completed in 2022.



Material Variation and Comments

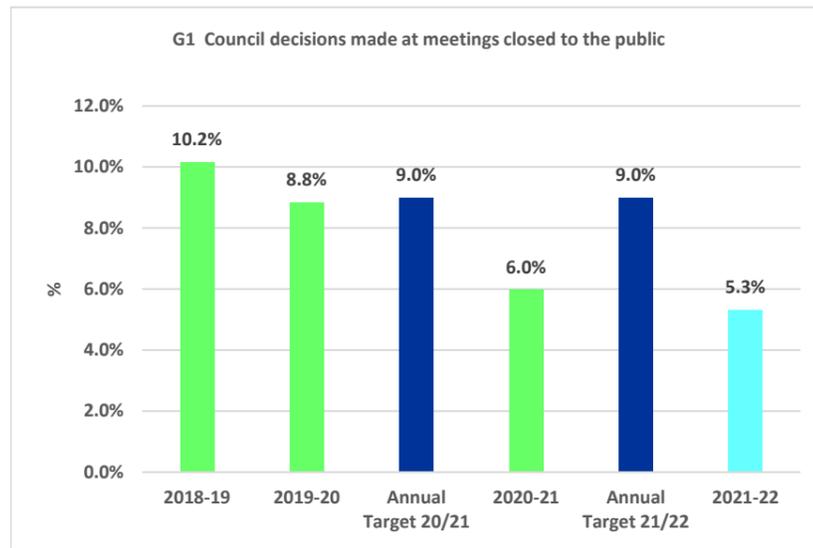
The overall average cost of service has marginally increased in comparison to previous years largely, due to costs associated with staffing.



Material Variation and Comments

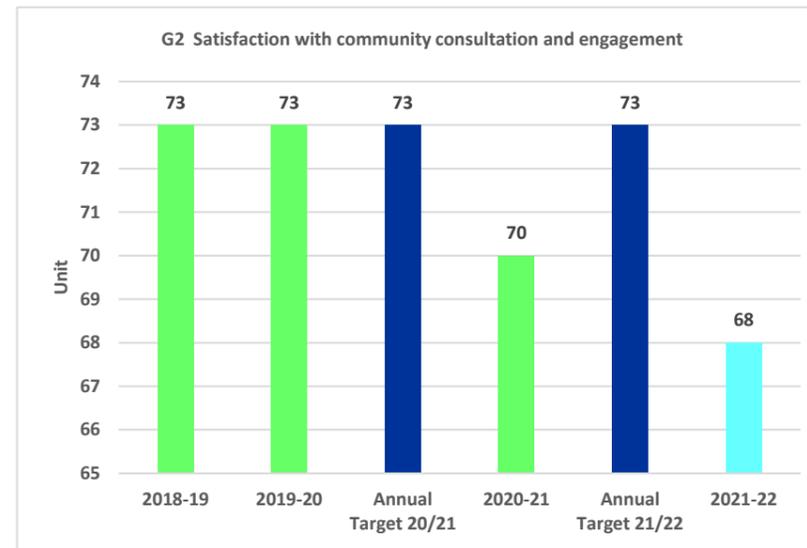
This represents the 2021 calendar year as per the Performance Reporting requirements. All non-conformances have been followed up and this is consistent over the four year period.

GOVERNANCE



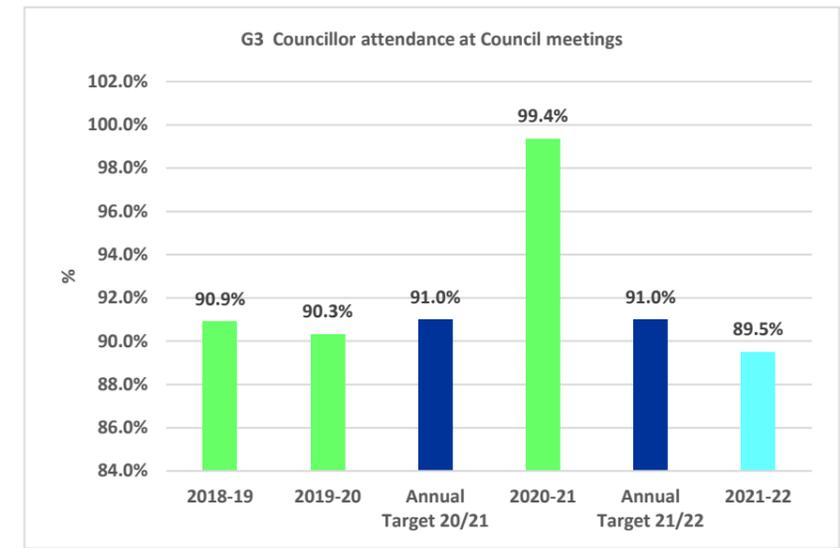
Material Variation and Comments

The result of 5.32% is consistent with Council's commitment to transparency.



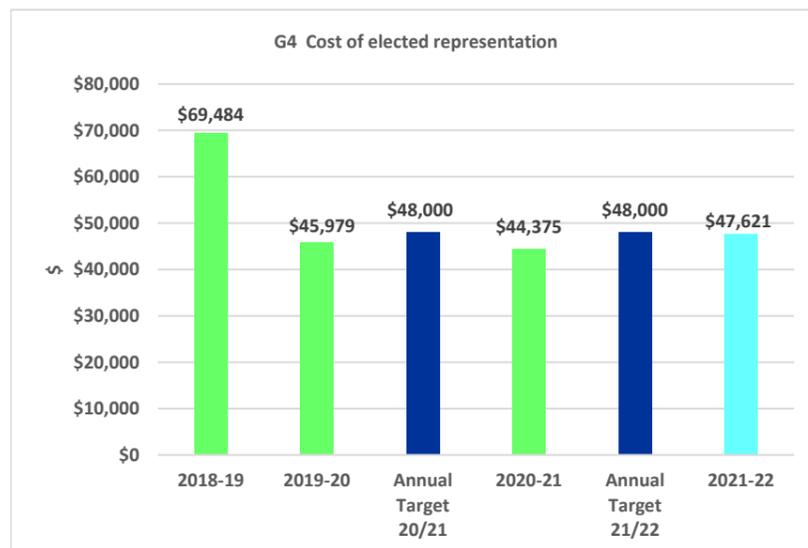
Material Variation and Comments

Monash scored 70 for overall satisfaction, higher than the average Melbourne benchmark of 66 but a 3.7% decline from last year's score of 73. Community engagement and consultation recorded a score of 68 down from 70 the previous year. Key issues attributing to this year's results were rubbish and waste issues, including the change to the bin collection service with landfill bins moving to a fortnightly collection. Council also recorded a decline of 10.4% in its customer service across the organisation. In part, this score was impacted by community concerns on the change in the kerbside bin collection service but also reflects a broader decline in customer service. Council is currently looking at processes to improve customer service and responsiveness across the organisation, this is being treated as a whole of organisation priority and will include better informing our community at how feedback is received through community consultation and engagement.



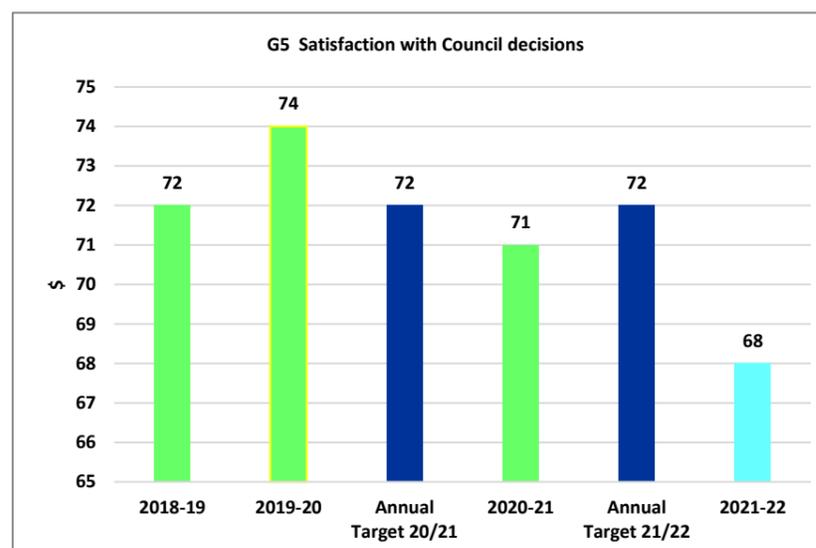
Material Variation and Comments

This result is consistent with two of the previous three financial years.



Material Variation and Comments

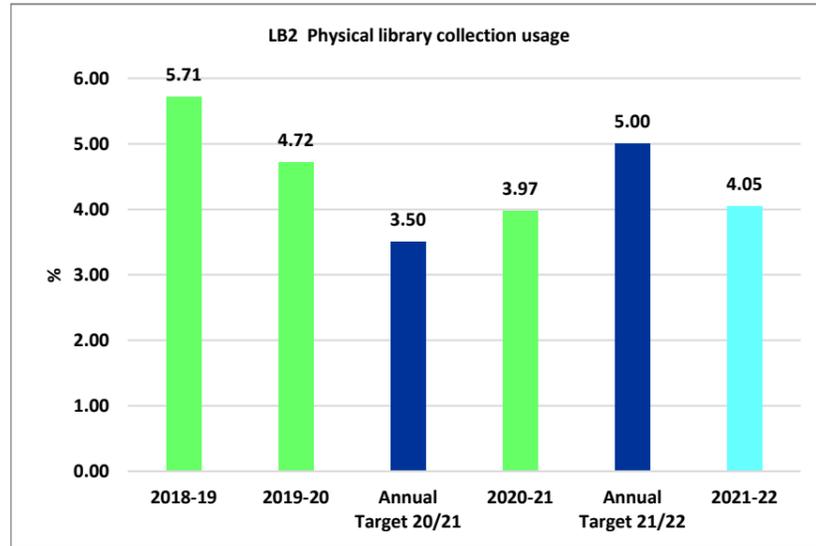
This result is subject to fluctuation resulting from factors such as the Victorian Independent Remuneration Tribunal's determination (effective 18 December 2021) relating to Mayor & Councillor allowances.



Material Variation and Comments

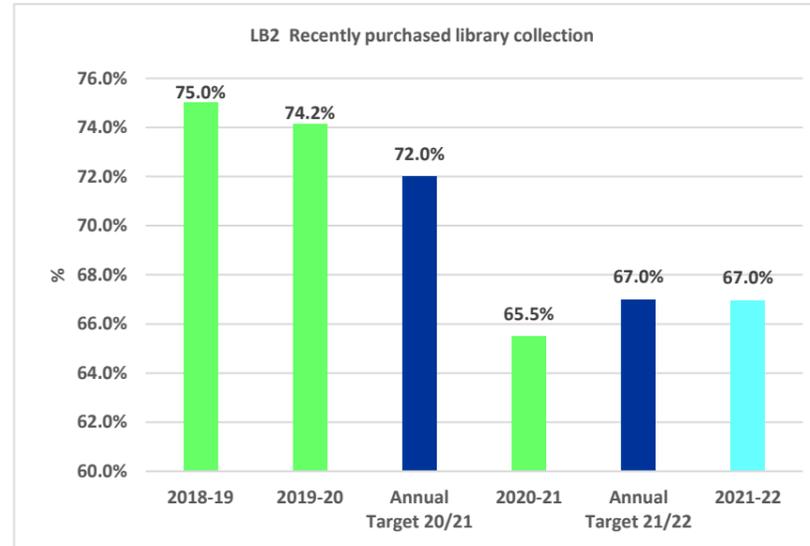
Making decisions in the interest of the community recorded a score of 68 (down 3.9% from 71 in 2021). Despite the decline in satisfaction recorded this year, satisfaction with Council's performance maintaining the trust and confidence of the local community remains measurably and significantly higher than the metropolitan Melbourne (63). Council is currently looking at processes to improve customer service and responsiveness across the organisation, this is being treated as a whole of organisation priority and will include better informing our community at how feedback is received through community consultation and engagement.

LIBRARIES



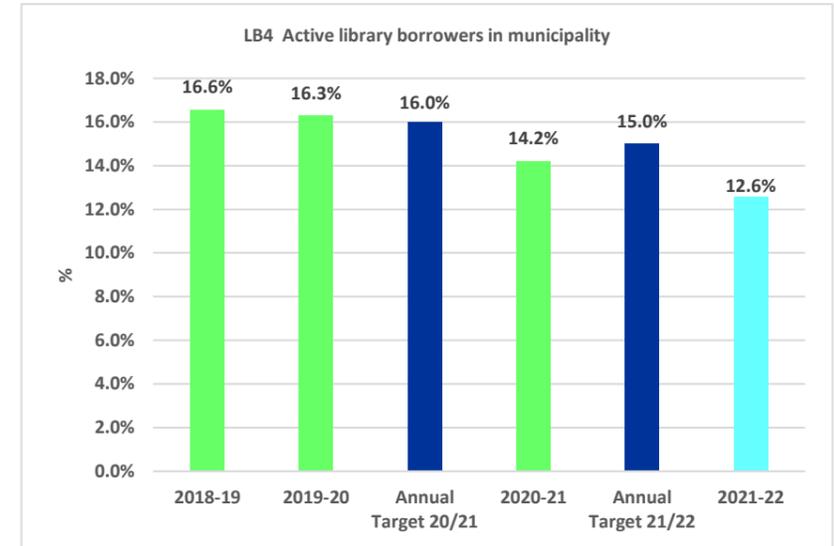
Material Variation and Comments

Access to the Library's physical collection from January 2020 was impacted by Pandemic closures. As a result of lifting restrictions in early 2022, physical collection usage has returned to 75% of pre COVID levels.



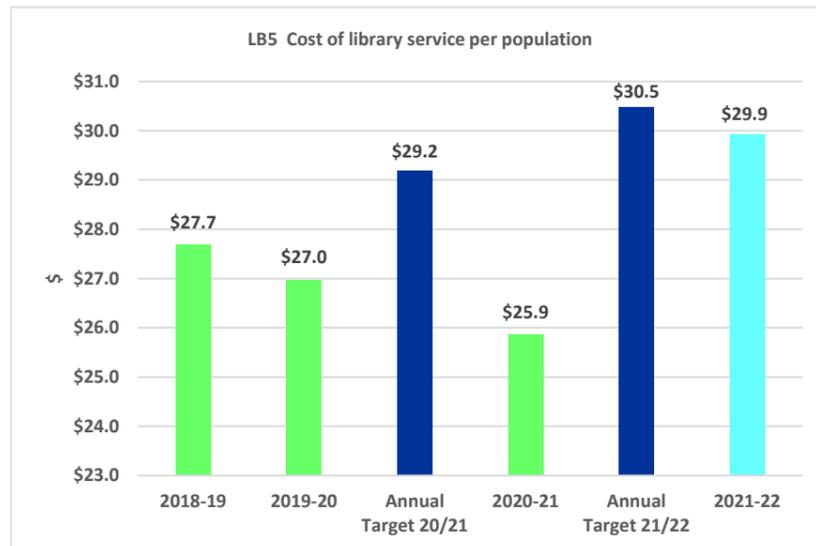
Material Variation and Comments

The reduction in collection funding for 2020/21 impacted the number of new items added to replace worn/redundant titles. Restoration of the Budget in 2021/22 supported the gradual rebuilding of the collection to pre-Pandemic ratios.



Material Variation and Comments

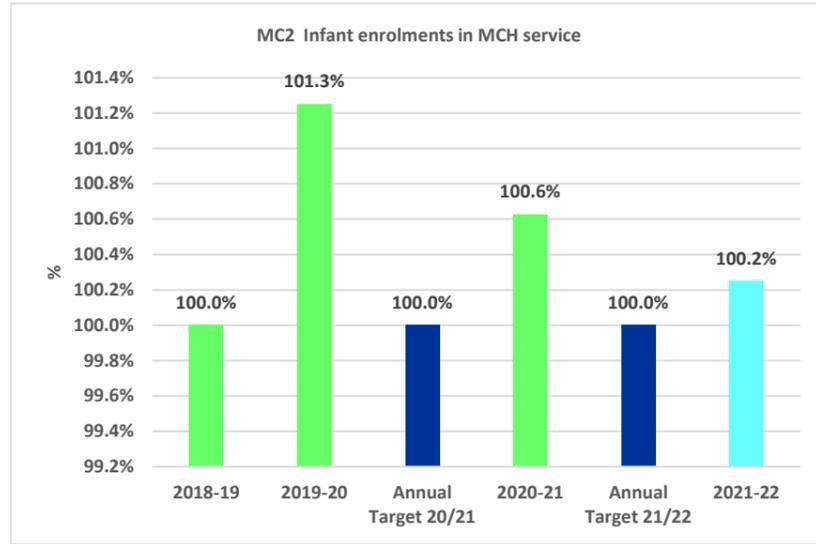
Pandemic restrictions directly impacted the number of active library borrowers since January 2020. The drop in physical loans was only partly offset by an increase in use of eResources through the Pandemic.



Material Variation and Comments

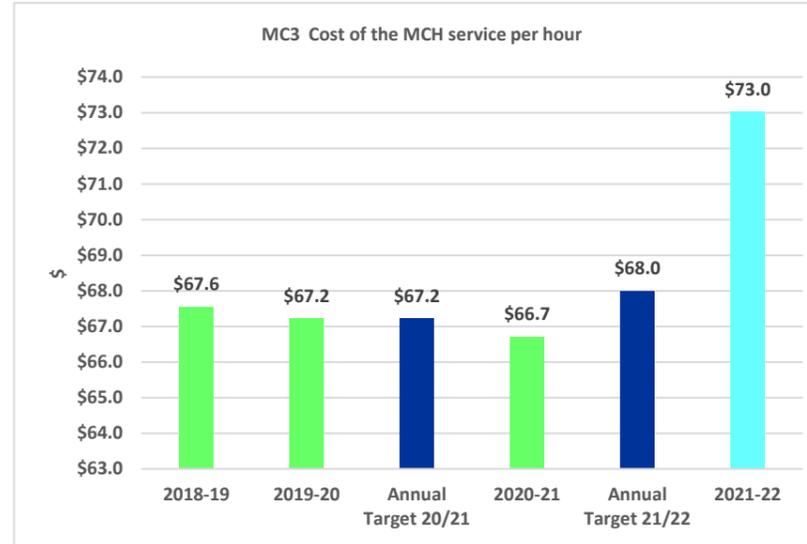
The result for 2020-21 reflects reduced programming during the Pandemic lockdowns. While the result for 2021/22 increased, this is due to the increased provision of programs in 2022 and a decline in the municipal population for 2021/22.

MATERNAL AND CHILD HEALTH



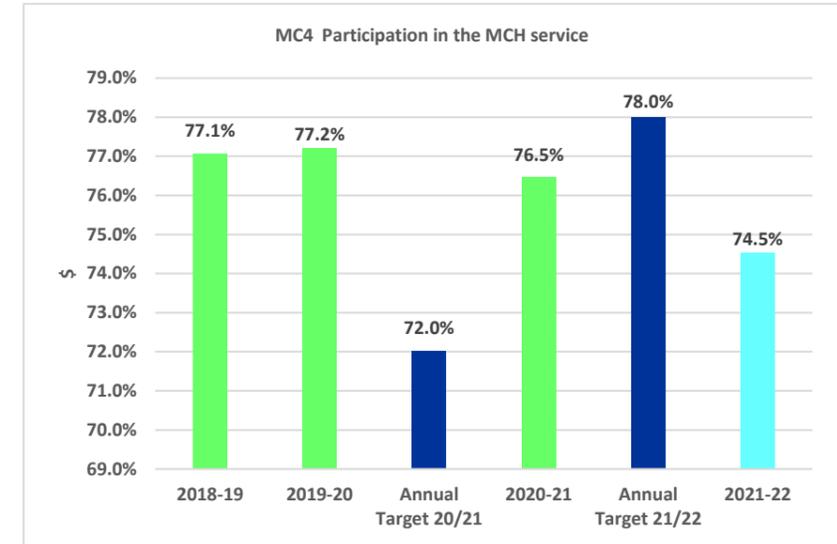
Material Variation and Comments

A slight reduction compared to the latter two previous years. The minor variance is in line with population predictions. The greater than 100% result in the MC2 can be related to children born in the previous financial year (i.e. born the 29th or 30th June 2021).



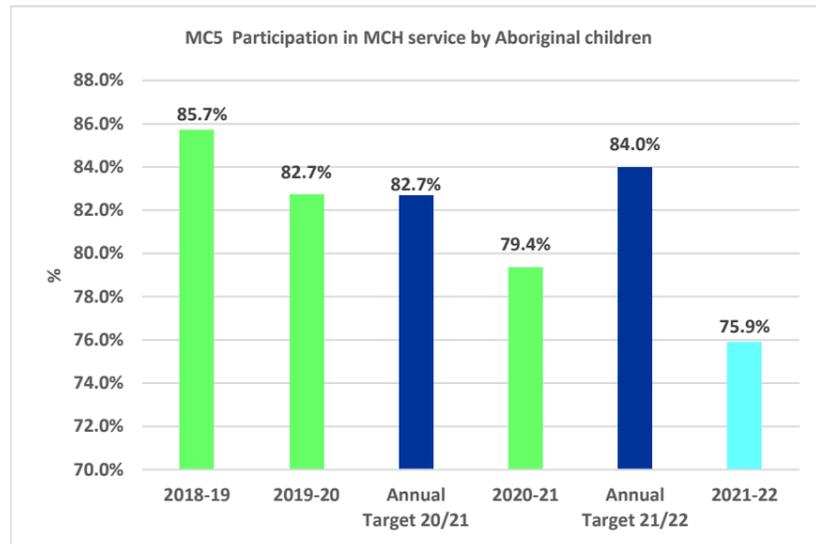
Material Variation and Comments

The impacts on staff availability due to COVID and other illness has resulted in a reduction in the number of hours of service available to be delivered. When coupled with the Code Brown which saw a focus on servicing children 12 months and under, the number of service hours provided has reduced with no commensurate reduction in costs able to be achieved.



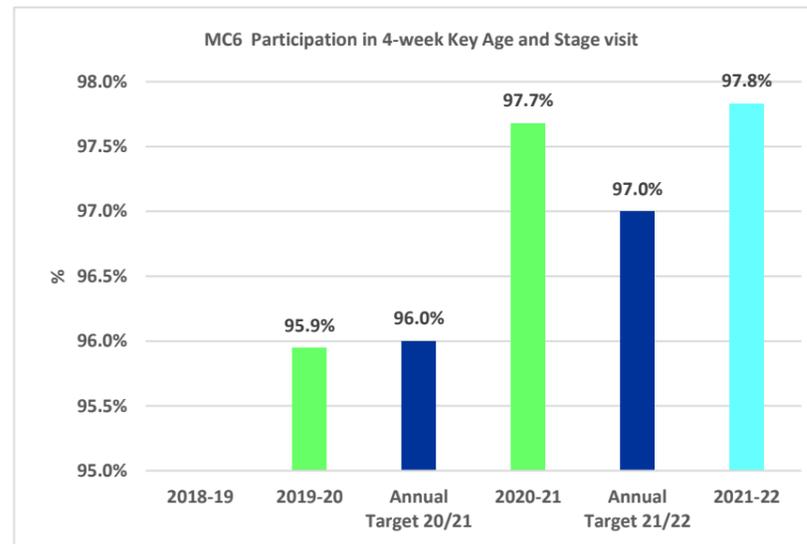
Material Variation and Comments

Due the pandemic there was a slight reduction in attendance of clients as the MCH service had reduced appointments available. To support clients that weren't able to be seen DHS has provide funding for an extra nurse. This nurse has been employed to provide clients who weren't seen during the pandemic KAS appointment opportunities. This will increase the participation rate for the next 12 months.



Material Variation and Comments

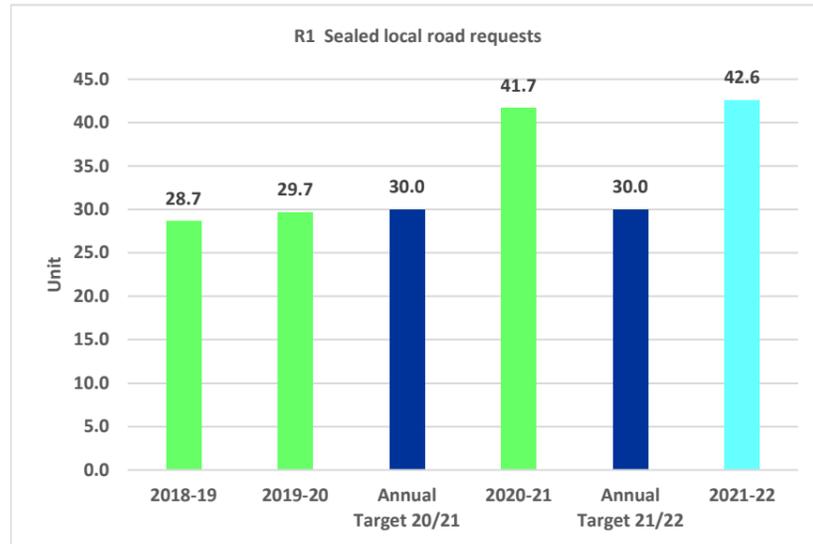
Participation in the MCH service by Aboriginal children over the past four years has declined. A review of the CDIS (child development information system) data indicated attendance of Aboriginal children in the City of Monash in the first two years and three year- plus age dropped off. This is consistent the drop off seen with non-Aboriginal children. Total number of identified Aboriginal children enrolled is 56.



Material Variation and Comments

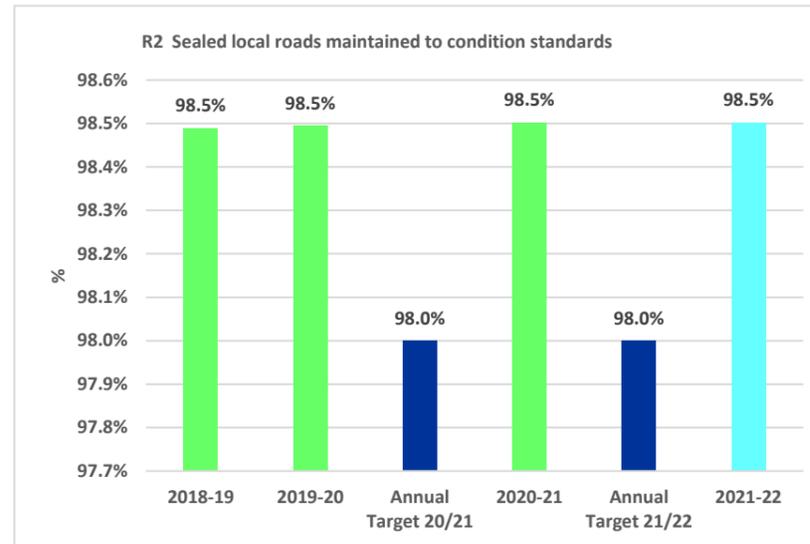
An increase in attendance over the three year period. This is likely due to the increased focus on HV,2,4 and 8 week KAS visits during the Code Brown. Support was provided to MCH to support attendance through follow up and prioritisation of this age group.

ROADS



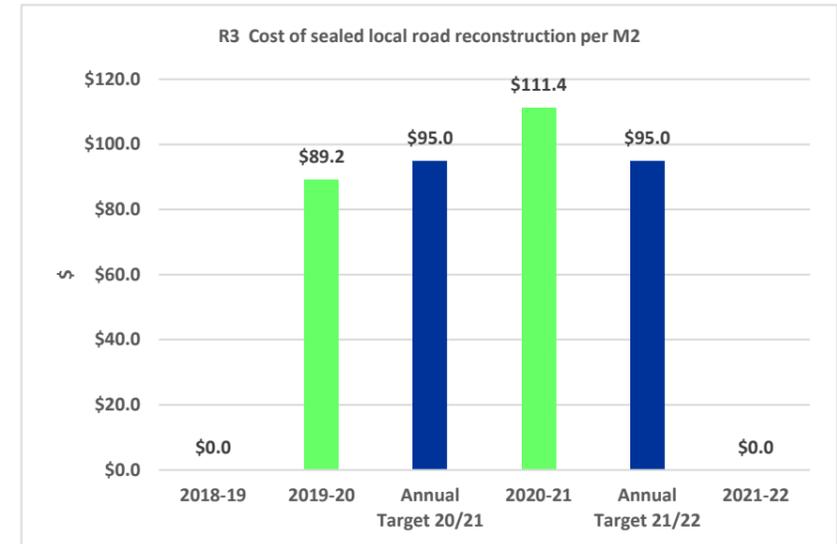
Material Variation and Comments

Number of sealed local road requests has remained steady as compared to previous reporting period. The number of requests is reflective of wetter conditions experienced during last few years. Wet weather generally leads to a higher instance of issues such as potholes therefore resulting to higher requests. Prior to that, we saw a steady state of just under 30 requests per 100 km of road as the conditions were dry resulting in less issues. City of Monash addresses such requests in line with intervention level as per our Road Management Plan.



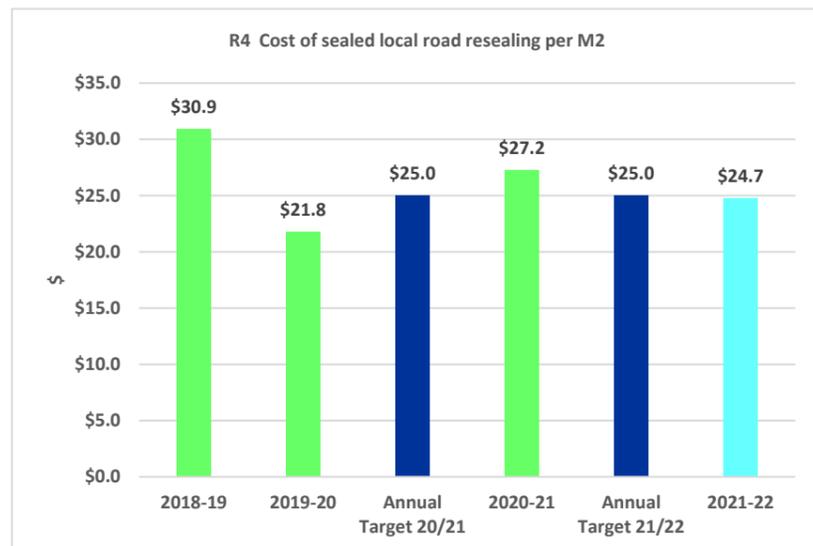
Material Variation and Comments

Programming of road resurfacing has increasingly been better planned as Monash. Council has been utilising the predictive modelling within the Pavement Management System. Council's continuous commitment to invest in the renewal of its road network has kept the number of roads in a very poor condition to a low number.



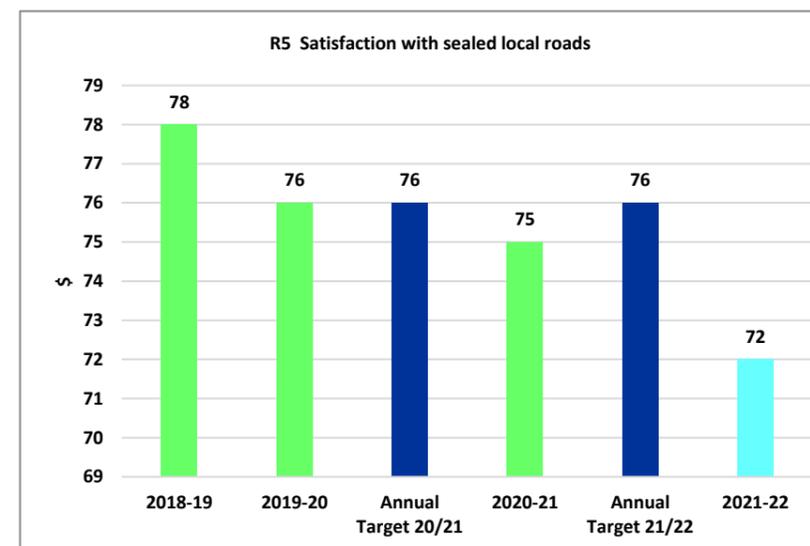
Material Variation and Comments

There were no completed road reconstruction projects in 2021/22. Council's investment in road infrastructure has not decreased, however the measure is based on completed reconstruction projects. Council's methodology for road renewal is to apply the most appropriate treatment which give the best value to the community. This means that in some reporting periods, there will be no reconstructions undertaken, only resurfacing.



Material Variation and Comments

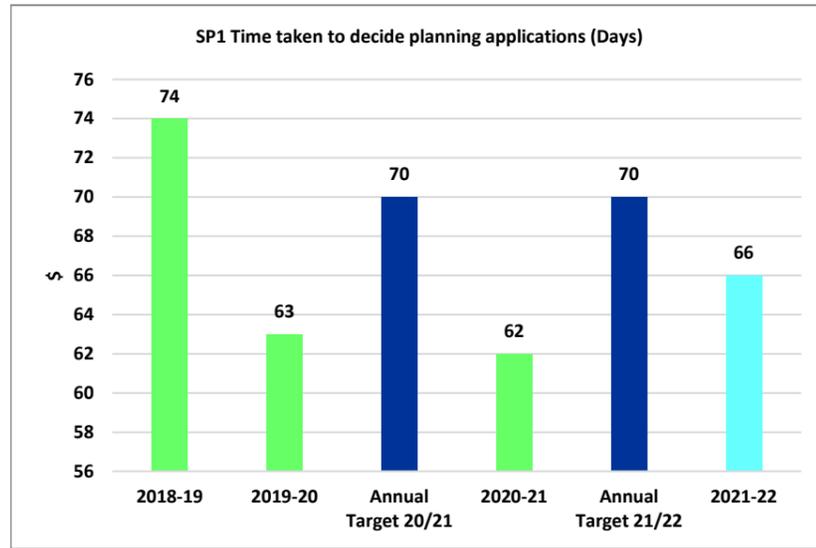
The cost per square metre of road resealing has decreased compared to 2020/21. The unit rate tends to fluctuate year on year based upon works undertaken on various road hierarchy, fluctuating petroleum price and the level of traffic management required. During the 2021/22 reporting period Council was able to achieve economies of scale by combining multiple reseal projects together.



Material Variation and Comments

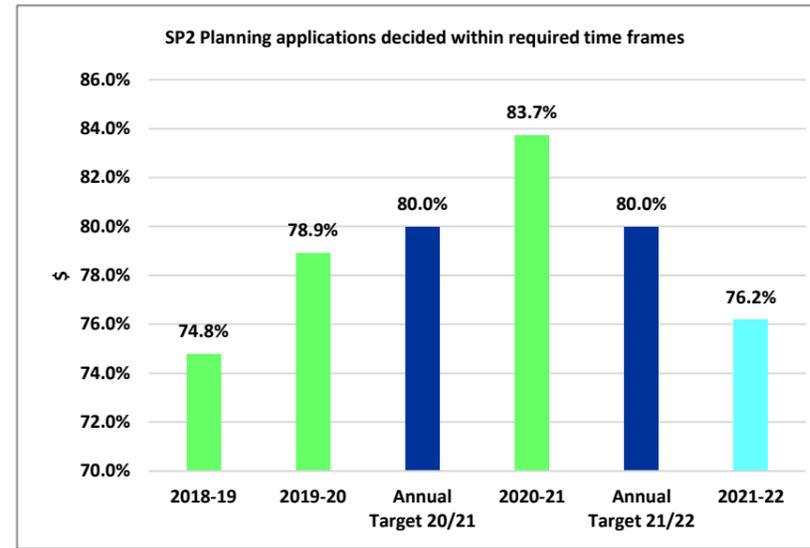
Maintenance and repair of sealed roads recorded a score of 72 down 3.6%. The decline in satisfaction with sealed local roads is attributed to a number of factors including increased traffic on the roads following COVID lockdowns and a focus on traffic and congestion and an overall decline in satisfaction with government services. Council is currently looking at processes to improve customer service and responsiveness across the organisation, this is being treated as a whole of organisation priority and will include better informing our community at how feedback is received through community consultation and engagement.

STATUTORY PLANNING



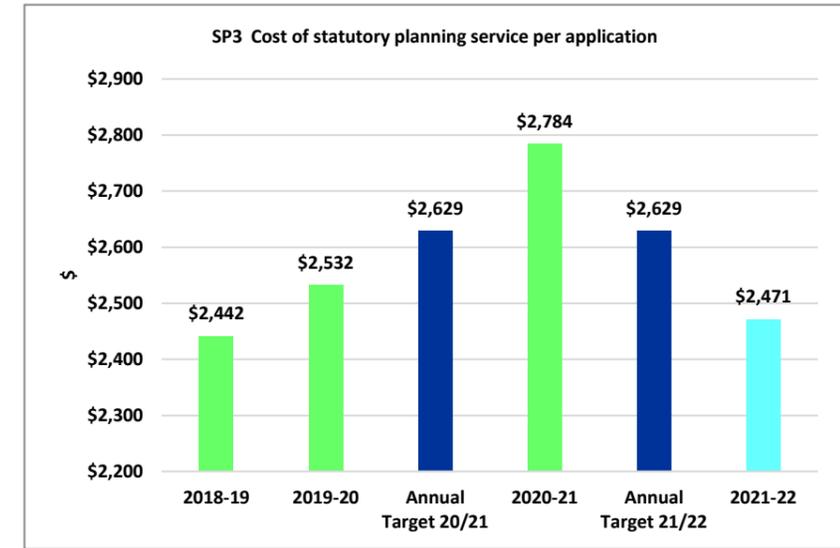
Material Variation and Comments

There has been an increase in time taken to decide planning applications compared to the latter two years. However, this remains a good result having regard to the increase in application numbers received (91), and accounting for staff shortages and disruption caused by COVID-19. The result is indicative of the established digitised work practices which have allowed the team to remain highly productive whilst working remotely.



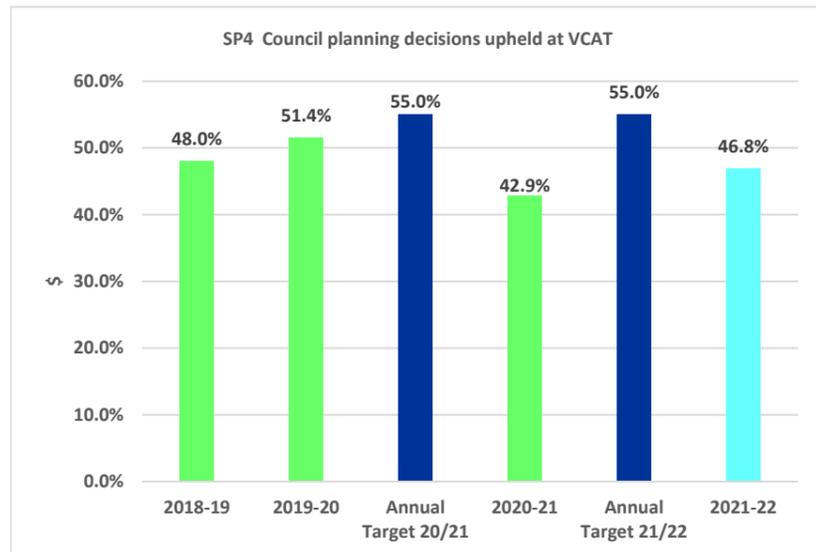
Material Variation and Comments

There has been a decrease in the percentage of applications decided within the required timeframe compared to the latter two previous years. Pleasingly, Council made 57 more decisions compared to 2020/21, whilst also receiving more applications (91). The result still demonstrates the effectiveness of improvements in the delivery of the service including digitised work practices, which have allowed the team to remain highly productive whilst working remotely and maintain a high level of delivery against the Planning and Environment Act statutory days provision. This remains well ahead of the State average which is 64%.



Material Variation and Comments

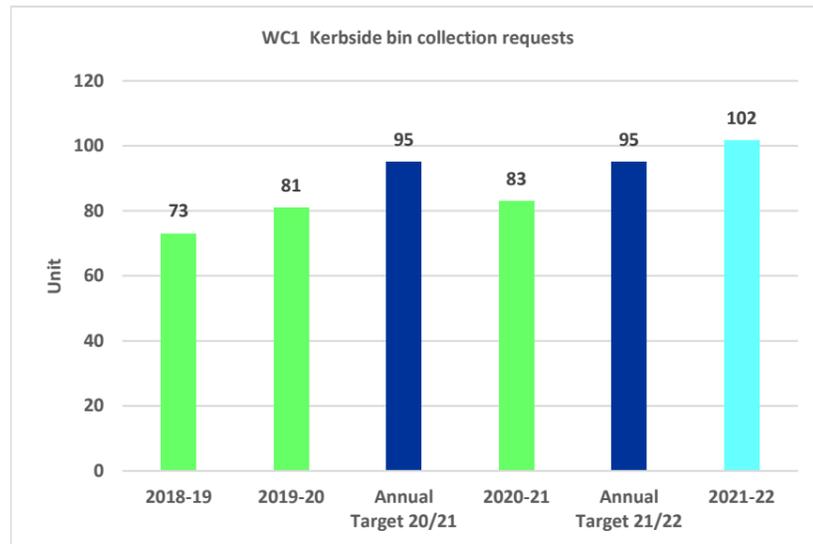
The cost of service fluctuates year on year, with application numbers received being the key driver. With an increase in application numbers the cost of service has naturally decreased.



Material Variation and Comments

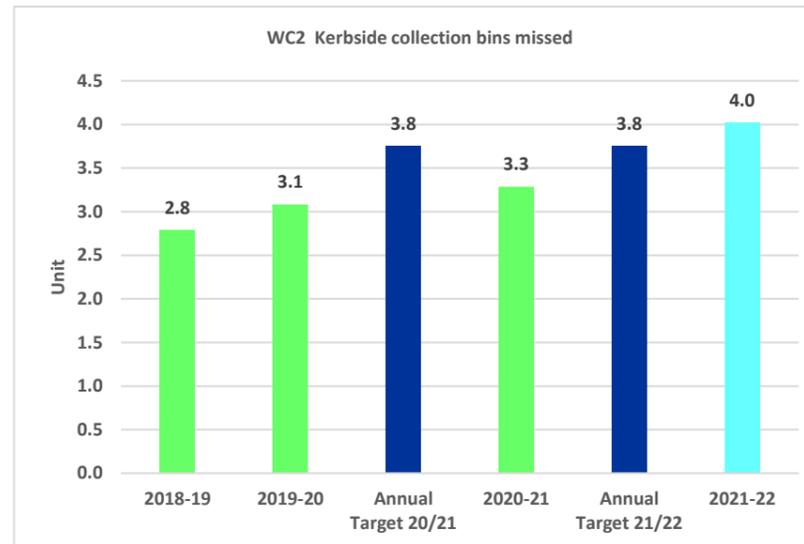
There has been a 4% improvement to the result when compared to the 2020/21 reporting period.

WASTE COLLECTION



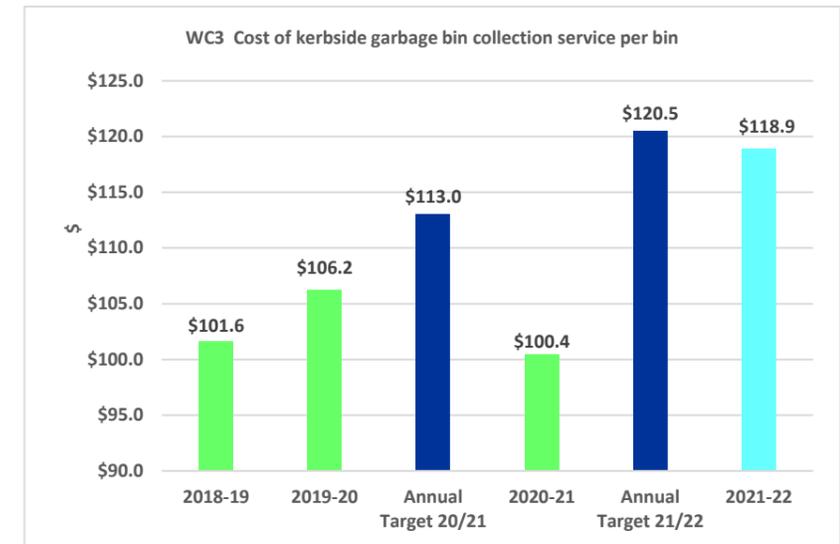
Material Variation and Comments

Bin requests have increased this year compared to the previous three years due to an increase in bin repair and replacement requests. This has been prompted by additional education material provided to increase community awareness as part of Councils Food Waste Collection Program and subsequent bin collection frequency changes.



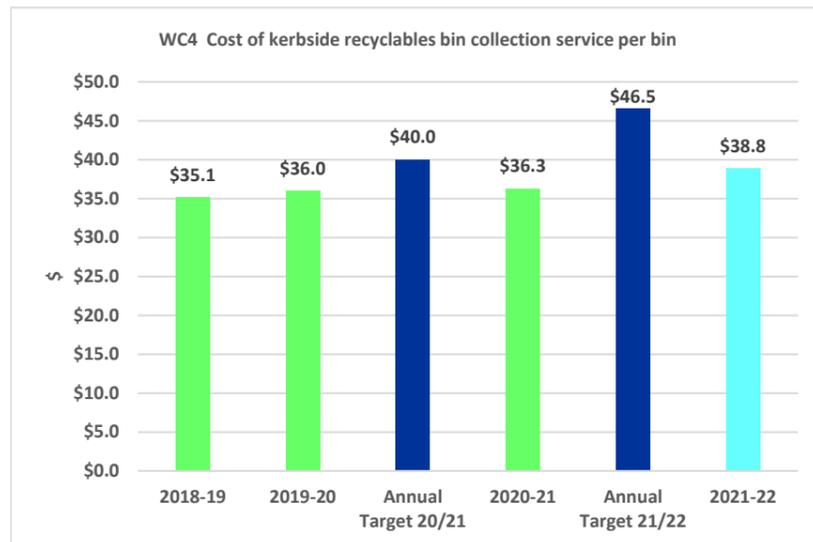
Material Variation and Comments

There has been a slight increase in missed bins which can be attributed to challenges faced by Council's collection contractor in regards to resourcing during COVID 19.



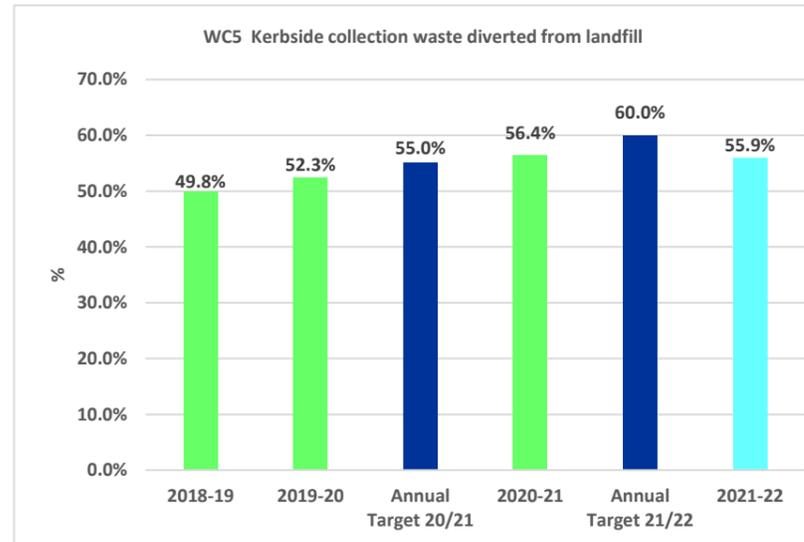
Material Variation and Comments

There was a 18% increase in 2021/22 due to a \$40 per tonne rise in the State imposed EPA landfill levy.



Material Variation and Comments

No notable change over four years.

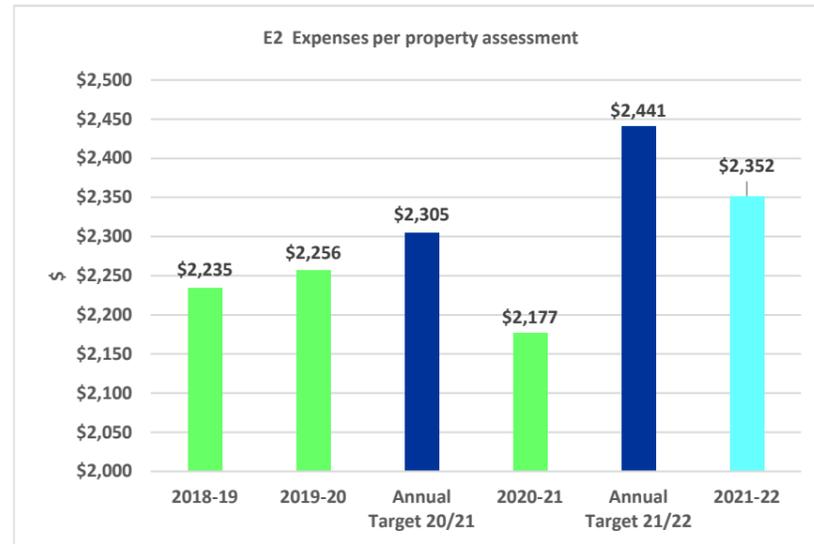


Material Variation and Comments

A marginal decrease. An increase is expected in 2022/23 following the switch to bin collection frequency from August 2022.

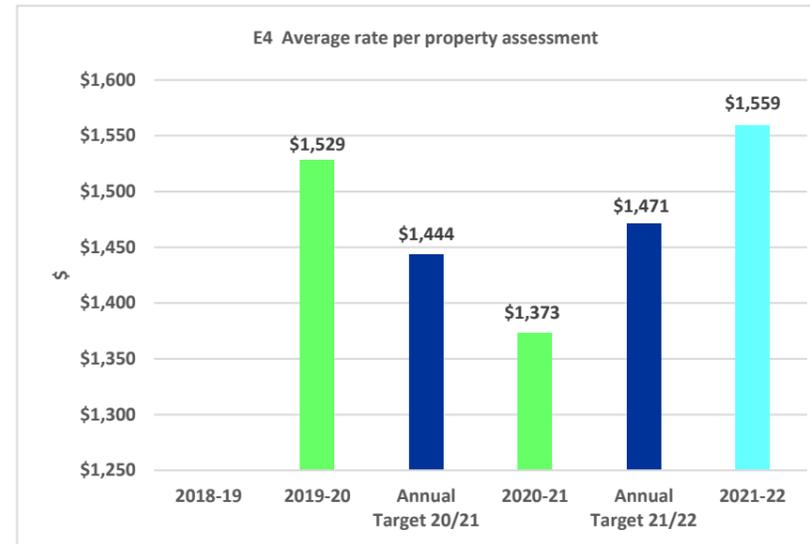
FINANCIAL PERFORMANCE MEASURES

EFFICIENCY



Material Variation and Comments

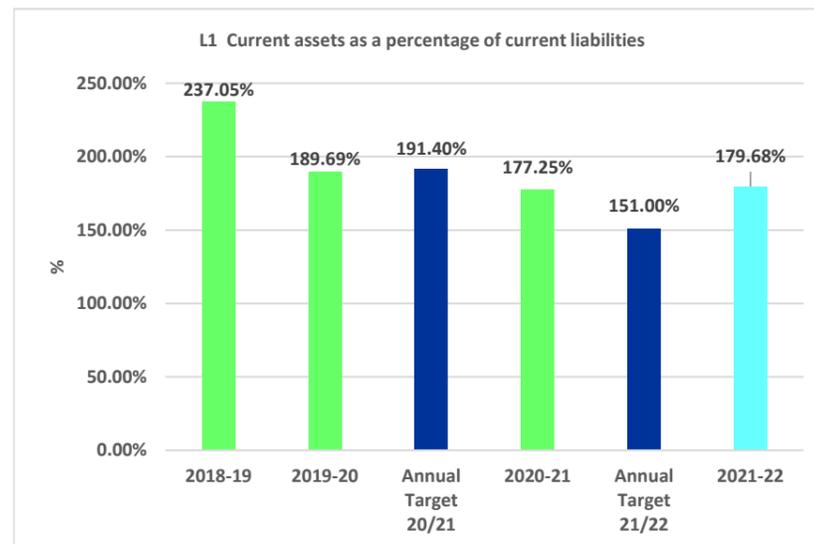
This ratio increased by 7.9% in 21/22 mainly due to increased expenditure which relates to a post-covid return to normal services for the year. A minor increase to property assessments occurred but as covid restrictions eased for Victoria, Council facilities and services gradually increased capacity. On an expenses per property assessment the Monash ratio is significantly lower than similar councils and the State average.



Material Variation and Comments

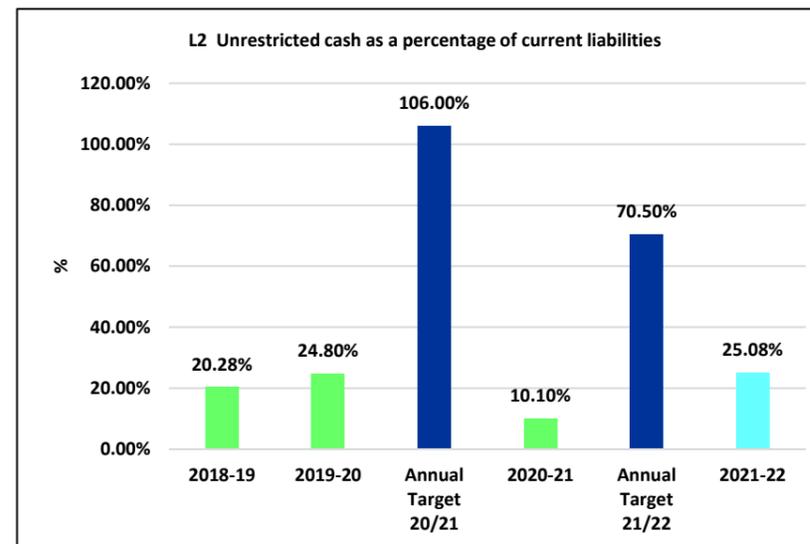
The Minister for Local Government rate cap of 1.5% was applied to the 21/22 rates (in 2020/21 Council provided a 10% waiver to all rate payers to alleviate COVID impacts). This resulted in an increased ratio by 13.6% which also included a 1.88% supplementary rate growth. Council's rates are one of the lowest in the State on a per assessment basis.

LIQUIDITY



Material Variation and Comments

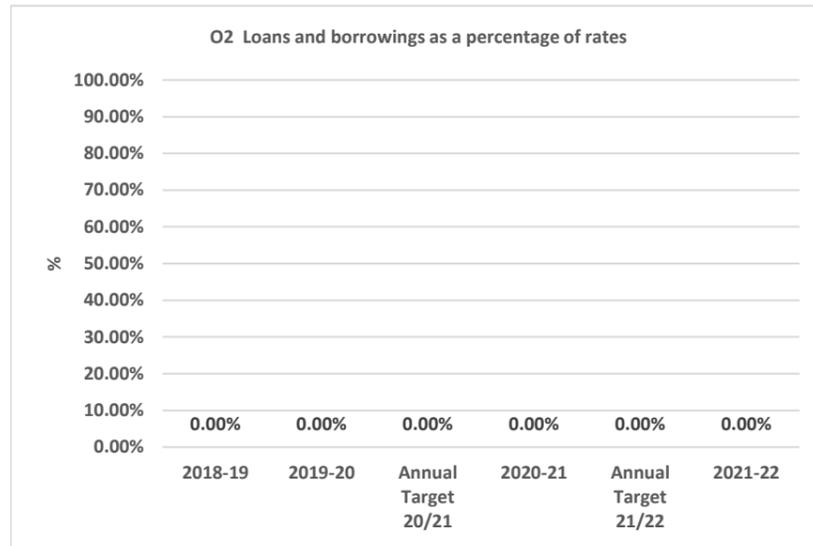
The liquidity ratio increased by 2.97% in 21/22. Current assets, which include cash and term deposits, decreased by \$4M overall and current liabilities decreased by \$3.2M; this was mainly due to lower unearned income being carried forward to next year. Reduced cash holdings coupled with lower capital grants unearned income have improved marginally the overall ratio. Council's forecast working capital levels are expected to reduce in future years mainly due to significant capital works projects scheduled into the future. This result indicates a strong financial position with current assets exceeding liabilities.



Material Variation and Comments

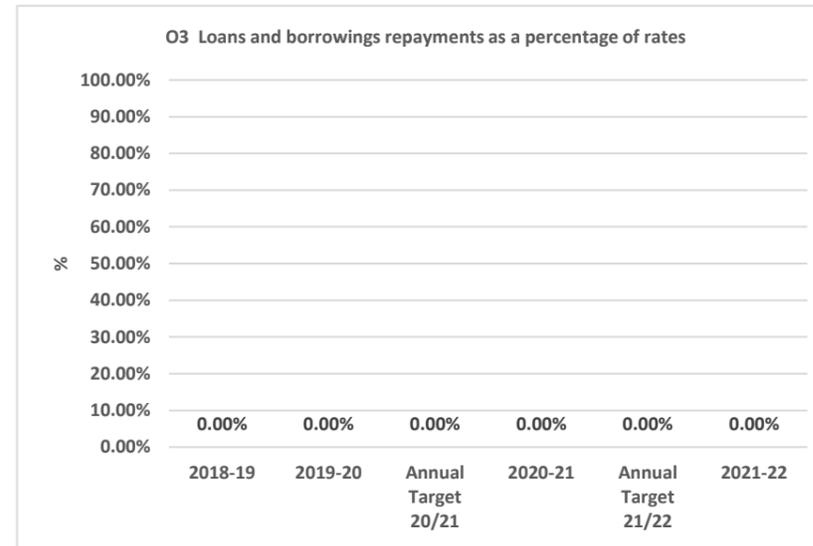
This ratio increased by 15% compared to 20/21. Higher unrestricted cash (lower restricted cash levels) combined with lower current liabilities, mainly lower unearned income from grants received, have combined to achieve an improved result. Higher unrestricted cash relative to liabilities can indicate an ability to maintain payments in a timely manner.

OBLIGATIONS



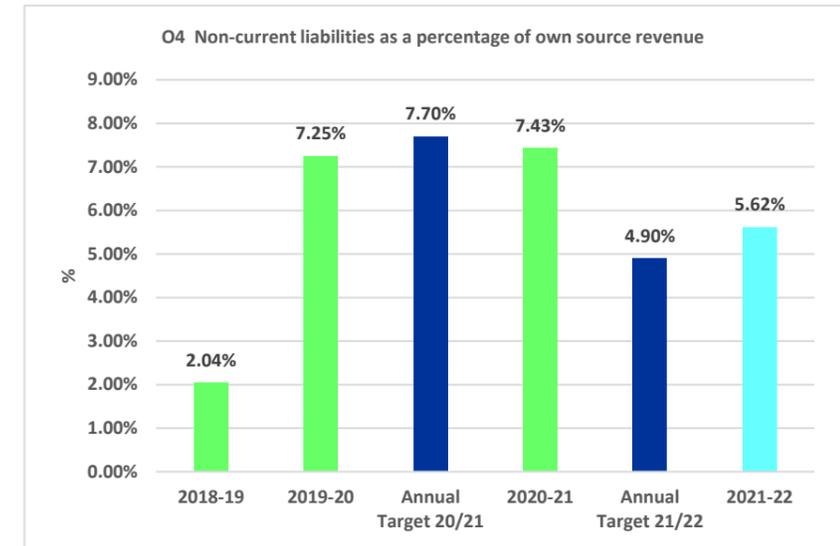
Material Variation and Comments

Council achieved a debt free status as at 30 June 2015. Future year budgets may require borrowings for various capital works projects but this will be considered and decided upon by Council at the appropriate time.



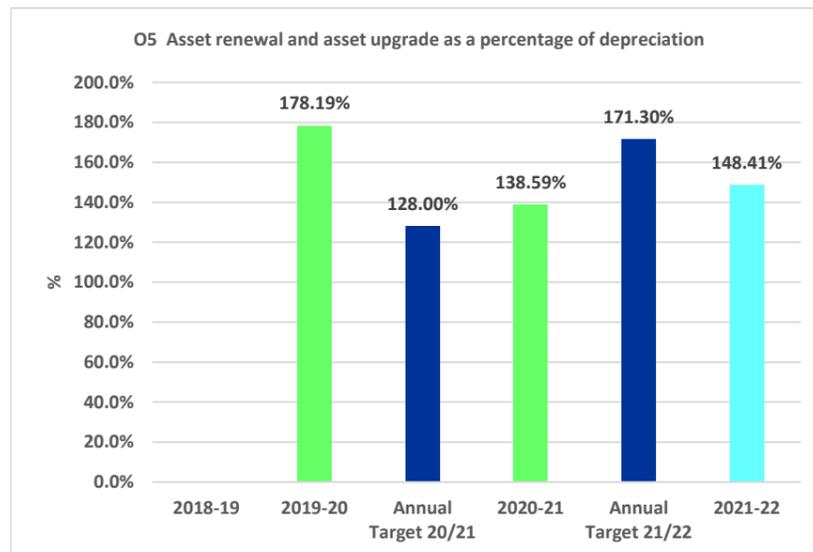
Material Variation and Comments

Council achieved a debt free status as at 30 June 2015. Future year budgets may require borrowings for various capital works projects but this will be considered and decided upon by Council at the appropriate time.



Material Variation and Comments

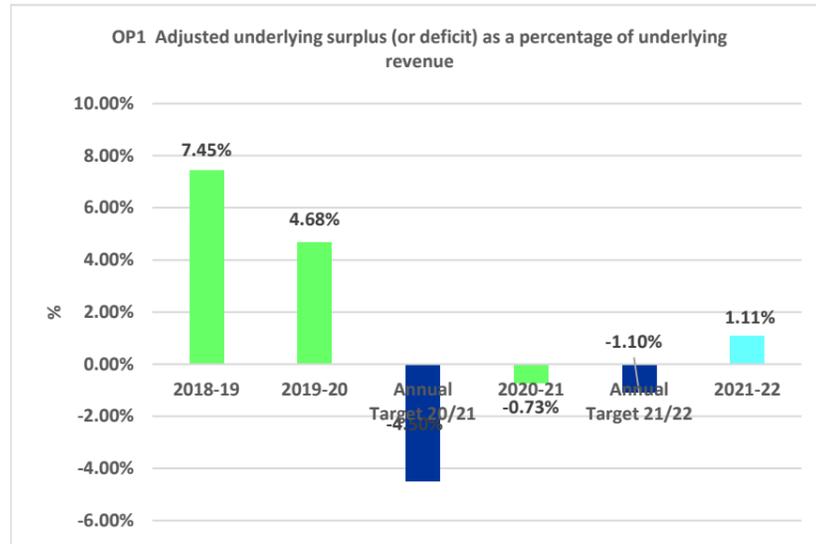
The 21/22 ratio compared to the prior year is lower by 1.81%; whilst non-current liabilities have decreased (\$1.18M) own source revenue has increased (\$24.6M) mainly due to additional rate revenue, higher statutory fee and user fee income received. Rate revenue increased due to a return to full charges for the year and no 10% rate waiver; user charges increased due to improved patronage as facilities opened up and statutory fees experienced continued high volumes particularly in planning and building.



Material Variation and Comments

This ratio increased by 9.81% on the prior year due to higher renewal and upgrade expenditure undertaken compared to asset depreciation. Council is still meeting its renewal targets and the 148.41% ratio confirms existing high level asset renewal and upgrade expenditure.

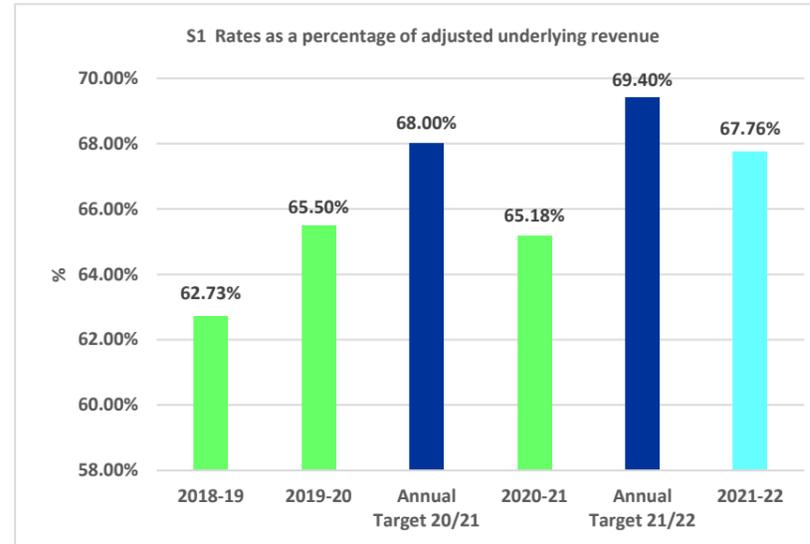
OPERATING POSITION



Material Variation and Comments

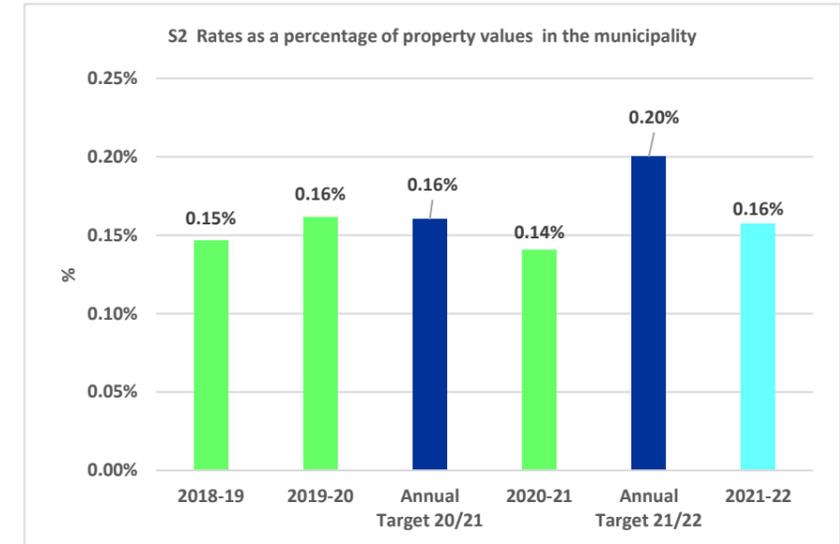
The 21/22 adjusted underlying surplus increased by \$3.73M from 20/21 and the ratio improved by 1.93%. This was mostly due to increased rate income, statutory fees and user charges received in 21/22 as compared to 20/21. With the emergence from Covid restrictions and a change to full rate charges without the 10% waiver in place, income improved as did the adjusted financial surplus. Expenses also increased given the return to post-covid services and the re-opening of various council facilities (Halls, Reserves and Recreation facilities).

STABILITY



Material Variation and Comments

This ratio has increased by 2.58% overall in 21/22. This relates to increases in rate revenue and also underlying revenue by similar amounts. The rate revenue increase is due to a return to full rate charges for 21/22 and no rate waiver of 10% for all ratepayers. Underlying revenue includes statutory fees and also user charges which both experienced an increase on the prior year with improved patronage and use of facilities and volume increases in planning and building.

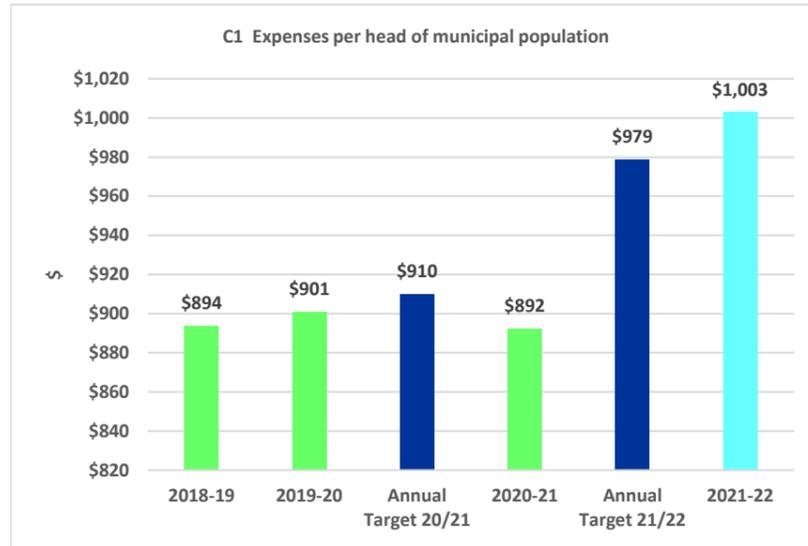


Material Variation and Comments

The ratio has increased by only 0.02% compared to 20/21. This is due to an increase in capital improved values and also an increase in rate revenue. The increase in rate revenue relates to the 1.5% approved rate cap increase by the Minister for Local Government and also the return to full rate charges for the year. Council applied a rate waiver in the previous year of 10% for all ratepayers in response to the covid pandemic economy impact experienced by all ratepayers across the municipality.

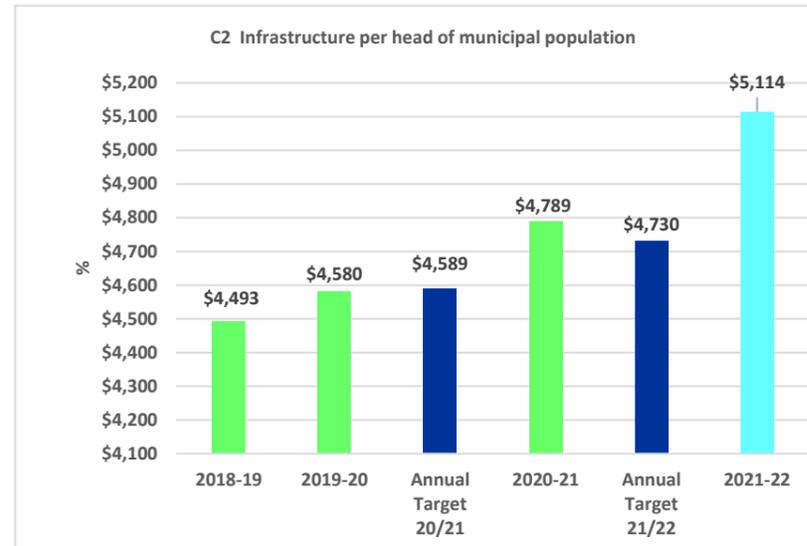
SUSTAINABLE CAPACITY MEASURES

CAPACITY



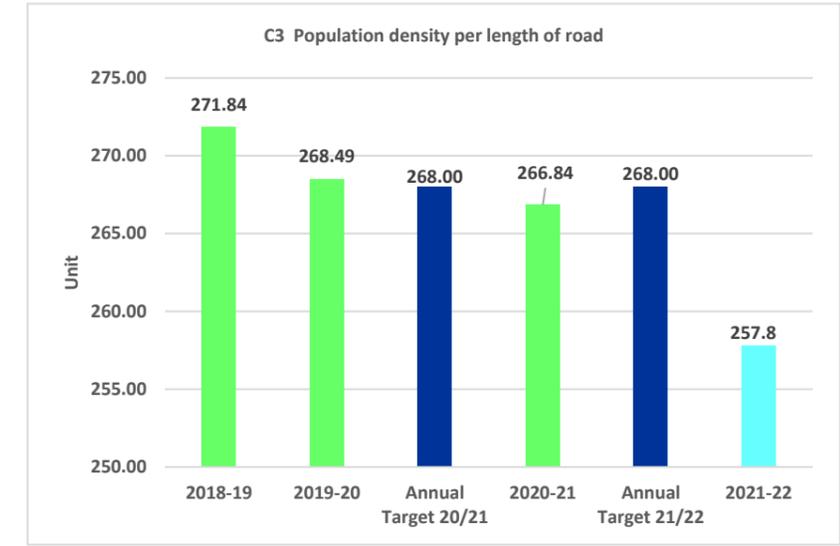
Material Variation and Comments

The ratio has increased by 12.3% from 20/21 which is mainly due to a 3.4% decrease in population. Expenditure is higher than in 20/21 due to services returning to a post-covid normal after several restriction periods for Victoria occurring mainly in 20/21. A result of \$1,002.92 again indicates Council is on the lower end of the expenses per head of municipal population.



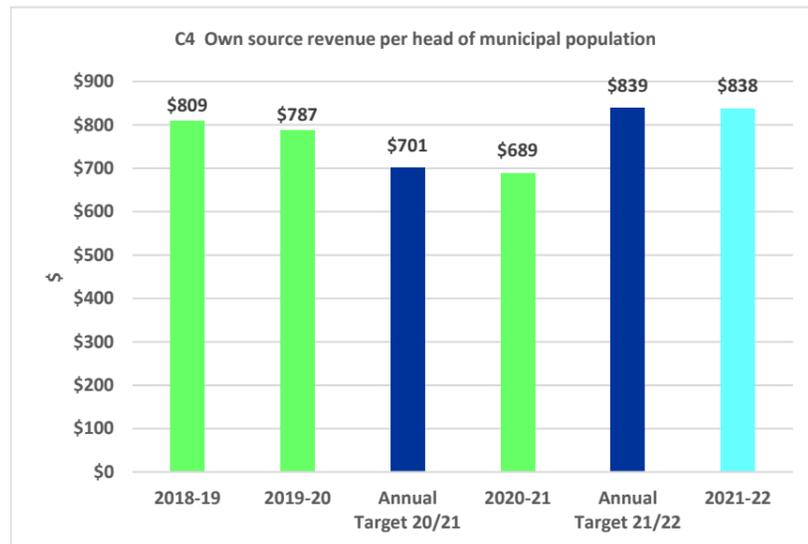
Material Variation and Comments

The increase of 6.8% primarily relates to a higher capital works program although municipal population decreased over the 12 month period by 3.4% impacting the final result.



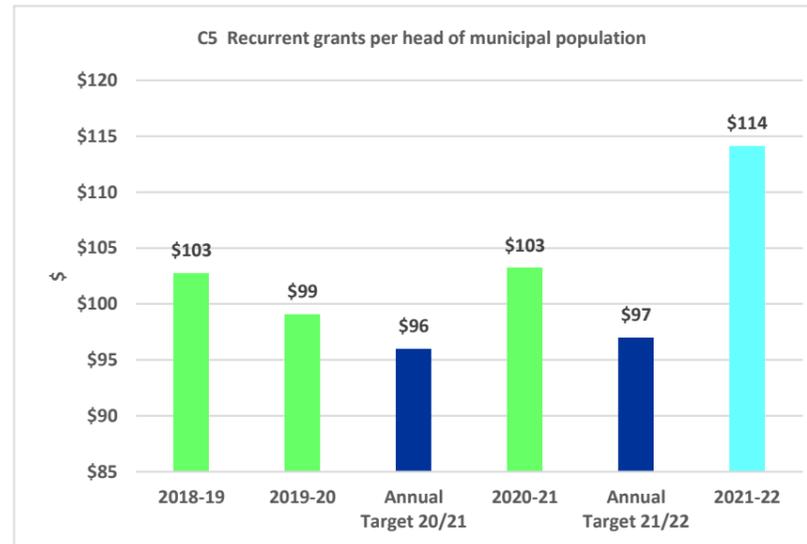
Material Variation and Comments

A slight decrease due to the decline in the municipal population. Although the trend has seen a reduction in recent years the longer-term expectation is a higher ratio as population numbers increase.



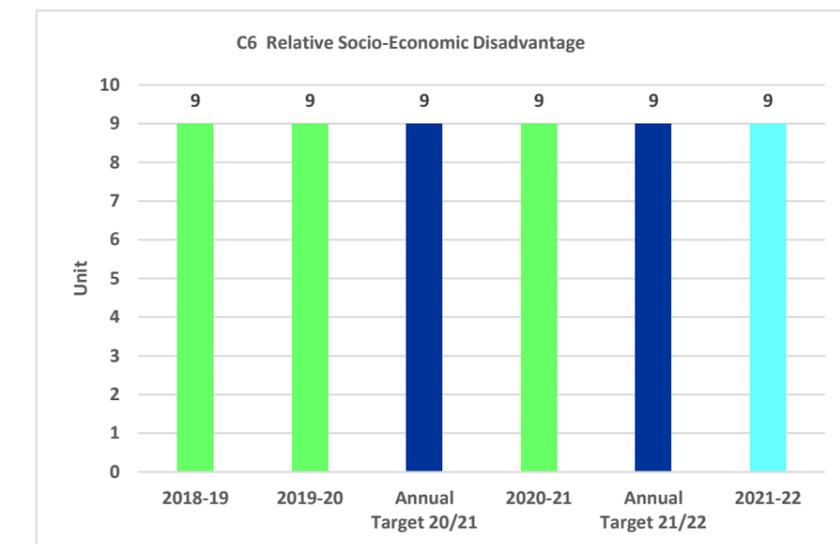
Material Variation and Comments

Own source revenue in 21/22 increased mainly due to rate income returning to full charges with no rate waiver which only applied in 20/21. User fees improved as Council services returned to a 'post-covid' normal and facilities opened up although there were some restrictions in Victoria experienced in the early part of the financial year. Municipal population decreased by 3.4% which has also contributed to the \$838.19 result measure or 21.6% increase.



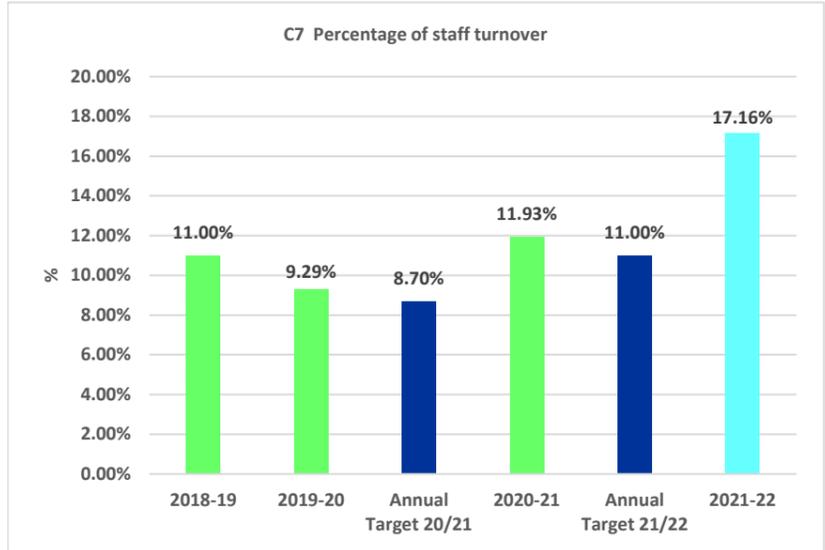
Material Variation and Comments

This ratio increased by 10.6% over 20/21 levels with an overall increase in recurrent grant income of \$1.44M. Municipal population reduced by 3.4% which has resulted in a ratio increase to \$114.13.



Material Variation and Comments

The City of Monash is ranked in the top 10% on the SEIFA index suggesting low levels of disadvantage.



Material Variation and Comments

Council experienced 139 terminations of permanent employees within the financial year 2021/22. This equates to 45 additional terminations than the previous financial year (2020/21). Breakdown detailed.

- 118 were voluntary (resignation or retirement). This represents an increase of 36 additional voluntary terminations than the previous financial year.
- There was an increase of 8 employees terminating due to the ending their contract.
- As the workforce moved into a COVID-normal period, there was an increase in resignations (retirement or career change) due to the amount of workload, changing expectations around workplace culture and flexibility/ability to work remotely.
- Within this financial year (specifically February 2022), following government requirements for employees to have the 3 vaccinations within the workplace, all of Council's Healthcare and Emergency Service employees were asked to fulfil this requirement in order to work. This led to Council terminating employees who did not comply.