

Local Government Performance Reporting Framework - Indicators 2014-2015

A Proud Community Growing Together



The Victorian Government established the Local Government Performance Reporting Framework (LGPRF) in 2014 to ensure that all Councils measure and report on their performance in a consistent way.

The LGPRF and the reporting format for indicators and measures are prescribed by the *Local Government Act 1989* (the Act) and the Local Government (Planning and Reporting) Regulations 2014.

The LGPRF Indicators have been aligned with the Council Action Plan 2013-17, objectives and strategies.

LGPRF Indicator	CP Objective	CP Strategy	Performance Measure	Data Source	Service Unit
Indicator – Service Performance					
Governance To make and implement decisions in the best interests of the community					
1	2.3	2.3.3	Council decisions made at meetings closed to the public	Council Resolutions	Customer Engagement
2	2.3	2.3.3	Satisfaction with community consultation and engagement	Community Satisfaction survey	Community Planning
3	2.1	2.1.1	Councillors attendance at council meetings	Minutes of Ordinary and Special Meeting	Customer Engagement
4	2.1	2.1.3	Cost of governance	Councils Finance system	Customer Engagement
5	2.1	2.1.1	Satisfaction with council decisions	Community Satisfaction survey	Community Planning

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Statutory Planning To make planning application decisions which are consistent with the local planning scheme					
6	2.2	2.2.1	Time taken to decide planning applications	Planning Permit Activity Reporting System (PPARS)	Planning & Environment
7	2.2	2.2.1	Planning applications decided within 60 days	Planning Permit Activity Reporting System (PPARS)	Planning & Environment
8	2.1	2.1.3	Cost of statutory planning service	Councils Finance system Planning Permit Activity Reporting System (PPARS)	Planning & Environment
9	2.2	2.2.2	Planning decisions upheld at VCAT	Minutes of Ordinary and Special Meeting VCAT correspondence	Planning & Environment
Economic Development To stimulate local economic activity					
10	1.3	1.3.1	Participation in Business Development activities	Council records/registers Australian Business Register – Australian Tax Office (ATO)	Economic Development & Advocacy
11	1.3	1.3.2	Delivery of planned business development activities	Council records	Economic Development & Advocacy

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12	2.1	2.1.3	Cost of Economic Development service	Councils Finance system Australian Business Register – Australian Tax Office (ATO)	Economic Development & Advocacy
13	1.3	1.3.2	Change in number of businesses	Australian Business Register – Australian Tax Office (ATO)	Economic Development & Advocacy
Roads					
To provide a sealed local road network that is safe and efficient					
14	2.2	2.2.2	Sealed local road requests	Customer Request Management System (CRM) Councils Asset Management system	Engineering Services
15	1.5	1.5.2	Sealed local roads below the intervention level	Councils Asset Management system	Engineering Services
16	2.1	2.1.3	Cost of sealed local road reconstruction	Councils Finance system Councils Asset Management system	Engineering Services
17	2.1	2.1.3	Cost of sealed local road resealing	Councils Finance system Councils Asset Management system	Engineering Services
18	2.2	2.2.1	Satisfaction with sealed local roads	Community Satisfaction survey	Engineering Services

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Libraries					
To provide free, accessible and well utilised print and digital based resources					
19	3.4	3.4.3	Library Collection Usage	Councils Library Management system	Learning Communities
20	3.4	3.4.3	Standard of library collection	Councils Library Management system	Learning Communities
21	2.1	2.1.3	Cost of library service	Councils Finance system Councils Library Management system	Learning Communities
22	3.4	3.4.3	Active library members	Councils Library Management system Australian Bureau of Statistics	Learning Communities
Waste Collection					
To maximise the amount of kerbside waste diverted from landfill					
23	2.2	2.2.1	Kerbside bin collection requests	Customer Request Management System (CRM) Councils Rates system	Operations
24	2.2	2.2.1	Kerbside collection bins missed	Customer Request Management System (CRM) Councils Rates system	Operations

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25	2.1	2.1.3	Cost of kerbside garbage bin collection service	Councils Finance system Councils Rates system	Operations
26	2.1	2.1.3	Cost of kerbside recyclables bin collection service	Councils Finance system Councils Rates system	Operations
27	1.4	1.4.3	Kerbside collection waste diverted from landfill	Municipal Recycling Facility records	Operations
Aquatic Facilities To provide safe, accessible and well utilised facilities					
28	2.2	2.2.1	User satisfaction with aquatic facilities	Optional Performance Measure Council records	Leisure & Facilities
29	2.6	2.6.2	Health inspections of aquatic facilities	Health Management records Councils Asset Management system	Compliance
30	2.6	2.6.2	Reportable safety incidents at aquatic facilities	Council records	Leisure & Facilities
31	2.1	2.1.3	Cost of indoor aquatic facilities	Councils Finance system Council records	Leisure & Facilities

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32	2.1	2.1.3	Cost of outdoor aquatic facilities	Councils Finance system Council records	Leisure & Facilities
33	2.2	2.2.2	Utilisation of aquatic facilities	Council records Australian Bureau of Statistics	Leisure & Facilities
Animal Management To protect the health and safety of animals, humans and the environment					
34	2.1	2.1.4	Time taken to action animal management requests	Measure applicable from 1 July 2015	Compliance
35	2.6	2.6.2	Animals reclaimed	Council records Councils Rates system	Compliance
36	2.1	2.1.3	Cost of animal management service	Councils Finance system Councils Animal Management system	Compliance
37	2.6	2.6.2	Animal management prosecutions	Number of successful animal management prosecutions	Compliance
Food Safety To protect public health by preventing the sale of unsafe food					
38	2.1	2.1.2	Time taken to action food complaints	Measure applicable from 1 July 2015	Compliance

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39	2.6	2.6.2	Food safety assessments	Councils Health Management system	Compliance
40	2.1	2.1.3	Cost of food safety service	Councils Finance system Councils Health Management system	Compliance
41	2.6	2.6.1	Critical and major non-compliance outcome notifications	Councils Health Management system	Compliance
Home and Community Care (HACC)					
To support people to live independently and safely in their own community and home environment					
42	2.1	2.1.4	Time taken to commence the HACC service	Measure applicable from 1 July 2015	Community Care & Inclusion
43	2.6	2.6.2	Compliance with Community Care Common Standards	Council records Department of Health	Community Care & Inclusion
44	2.1	2.1.3	Cost of domestic care service	Municipal Association of Victoria (MAV) Councils Health and Community Care system	Community Care & Inclusion
45	2.1	2.1.3	Cost of personal care service	Municipal Association of Victoria (MAV) Councils Health and Community Care system	Community Care & Inclusion
46	2.1	2.1.3	Cost of respite care service	Municipal Association of Victoria (MAV) Councils Health and Community Care system	Community Care & Inclusion

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47	2.1	2.1.4	Participation in HACC service	Councils Health and Community Care system Department of Health	Community Care & Inclusion
48	3.5	3.5.1	Participation in HACC service by Culturally and Linguistically Diverse (CALD) people	Councils Health and Community Care system Department of Health	Community Care & Inclusion
Maternal and Child Health (MCH) To promote healthy outcomes for children and their families					
49	3.2	3.2.4	Participation in first MCH home visit	Councils Maternal & Child Health system Council records	Children's Services
50	3.2	3.2.4	Infant enrolments in MCH service	Councils Maternal & Child Health system Council records	Children's Services
51	2.1	2.1.3	Cost of MCH service	Municipal Association of Victoria (MAV) Councils Maternal & Child Health system	Children's Services
52	3.2	3.2.4	Participation in the MCH service	Councils Maternal & Child Health system	Children's Services
53	3.1	3.1.2	Participation in MCH service by Aboriginal children	Councils Maternal & Child Health system	Children's Services

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Indicator – Financial Performance					
Operating position Generate an adjusted underlying surplus					
54	2.1	2.1.3	Adjusted underlying surplus (or deficit)	Councils Financial Statements	Finance
Liquidity Generate sufficient cash to pay bills on time					
55	2.1	2.1.3	Current assets compared to current liabilities	Councils Financial Statements	Finance
56	2.1	2.1.3	Unrestricted cash compared to current liabilities	Councils Financial Statements	Finance
Obligations Appropriate level of long term obligations					
57	2.1	2.1.3	Loans and borrowings compared to rates	Councils Financial Statements	Finance
58	2.1	2.1.3	Loans and borrowings repayments compared to rates	Councils Financial Statements	Finance
59	2.1	2.1.3	Non-current liabilities compared to own source revenue	Councils Financial Statements	Finance
60	2.1	2.1.3	Asset renewal compared to depreciation	Councils Financial Statements	Finance

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Stability Generate revenue from a range of sources					
61	2.1	2.1.3	Rates compared to adjusted underlying revenue	Councils Financial Statements	Finance
62	2.1	2.1.3	Rates compared to property values	Councils Financial Statements Councils Annual Budget	Finance
Efficiency Uses resources efficiently					
63	2.1	2.1.3	Expenses per property assessment	Councils Financial Statements Councils Annual Budget	Finance
64	2.1	2.1.3	Average residential rate per residential property assessment	Councils Financial Statements Councils Annual Budget	Finance
65	2.1	2.1.3	Resignations and terminations compared to average staff	Councils Payroll system	Organisational Development

LGPRF Indicator	CP Objective	CP Strategy	Performance Measure	Data Source	Service Unit
Indicator – Sustainable Capacity					
Capacity Meet the agreed service needs of the community					
66	2.1	2.1.3	Own source revenue per head of municipal population	Financial Statements Australian Bureau of Statistics	Finance
67	2.1	2.1.3	Recurrent grants per head of municipal population	Financial Statements Australian Bureau of Statistics	Finance
68	2.1	2.1.3	Expenses per head of municipal population	Financial Statements Australian Bureau of Statistics	Finance
69	2.1	2.1.3	Infrastructure per head of municipal population	Financial Statements Australian Bureau of Statistics	Finance
70	2.1	2.1.3	Population density per length of road	Financial Statements Australian Bureau of Statistics	Finance
71	2.1	2.1.3	Relative socio-economic disadvantage	Financial Statements Australian Bureau of Statistics	Finance

LGPRF Indicator	CP Objective	CP Strategy	Performance Measure	Data Source	Service Unit
Indicator – Governance and Management Checklist					
Checklist Strong Governance and Management frameworks					
1	2.3	2.3.1	Community engagement policy	Council records	Community Planning
2	2.3	2.3.1	Community engagement guidelines	Council records	Community Planning
3	2.1	2.1.3	Strategic Resource Plan	Council records	Finance
4	2.1	2.1.3	Annual Budget	Council records	Finance
5	2.2	2.2.1	Asset management plans	Council records	Engineering Services
6	2.2	2.2.1	Rating strategy	Council records	Finance
7	2.2	2.2.1	Risk policy	Council records	Organisational Development
8	2.2	2.2.1	Fraud policy	Council records	Finance
9	2.6	2.6.4	Municipal emergency management plan	Council records	Operations
10	2.6	2.6.3	Procurement policy	Council records	Finance
11	2.6	2.6.4	Business continuity plan	Council records	Operations
12	2.6	2.6.4	Disaster recovery plan	Council records	Information Services

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13	2.1	2.1.1	Risk management framework	Council records	Organisational Development
14	2.1	2.1.4	Audit committee	Council records	Finance
15	2.1	2.1.4	Internal audit	Council records	Finance
16	2.3	2.3.3	Performance reporting framework	Council records	Community Planning
17	2.3	2.3.3	Council plan reporting	Council records	Community Planning
18	2.3	2.3.3	Financial reporting	Council records	Finance
19	2.3	2.3.3	Risk reporting	Council records	Organisational Development
20	2.3	2.3.3	Performance reporting	Council records	Community Planning
21	2.3	2.3.1	Annual report	Council records	Customer Engagement
22	2.1	2.1.1	Councillor Code of Conduct	Council records	Customer Engagement
23	2.1	2.1.1	Delegations	Council records	Customer Engagement
24	2.1	2.1.5	Meeting procedures	Council records	Customer Engagement

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Appendix A – Optional Service Performance Indicators					
Immunisation To minimise the incidence of vaccine preventable disease					
	4.3	4.3.9	User satisfaction with immunisation service	No data source	Compliance
	4.3	4.3.9	Vaccination of children by council	Australian Childhood Immunisation Register	Compliance
	2.6	2.6.2	Return of consent cards by secondary school children	Council records	Compliance
	2.1	2.1.3	Cost of immunisation service	Councils Finance system Council records	Compliance
	4.3	4.3.9	Vaccination of children	Australian Childhood Immunisation Register	Compliance
	4.3	4.3.9	Vaccination of secondary school children	Councils Immunisation system	Compliance
Sports grounds To provide accessible and well utilised facilities					
	4.3	4.3.7	Structured activities on sports fields	Council records Councils Asset Management system	Leisure & Facilities
	2.2	2.2.2	Condition of sports fields	Council records	Operations

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				Councils Asset Management system	
	2.1	2.1.3	Cost of sports grounds	Council records Councils Asset Management system	Operations
	2.2	2.2.2	Population per sports field	Council records Councils Asset Management system	Leisure & Facilities
Street sweeping					
To provide clean local roads while minimising environmental and flooding risks					
	2.2	2.2.1	Street sweeping requests	Customer Request Management system (CRM) Councils Asset Management system	Operations
	2.2	2.2.1	Frequency of sealed local road sweeping	Councils records Councils Asset Management system	Operations
	2.1	2.1.3	Cost of street sweeping service	Councils Finance system Councils Asset Management system	Operations
	2.2	2.2.1	Routine cleaning of sealed local road pits	Council records	Operations