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**LOCAL GOVERNMENT
PERFORMANCE MONITORING
FRAMEWORK**

DRAFT REPORT

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APPENDIX D | PROPOSED INDICATORS

How to read the following tables:

- **Table D.1** contains the indicators proposed for consultation
 - the indicators are grouped according to the common service categories
 - column one provides an identifying code for each indicator
 - column two lists the indicators
 - column three specifies the type of indicator
 - column four describes the extent to which a given indicator is already reported:
 - the indicator is currently collected by most or all councils and externally verified (External)
 - the indicator is now collected by most or all councils, but only with internal checks (Internal)
 - the indicators is a new measure (New), although it may be collected by some councils already
- **Table D.2** contains the secondary list of indicators.
- **Table D.3** contains the contextual information proposed to accompany the indicators.



Table D.1 Proposed indicators by service category			
Infrastructure and assets (IA)			
Infrastructure overview		Type	Data source
IA1	Percentage of annual capital budget spent within the year		Internal
Roads and bridges asset management		Type	Data source
IA2	Condition-based renewal gap - \$ spent on renewing / what \$ were required to be spent for period (MAV STEPS program): <ul style="list-style-type: none"> roads bridges. 	Quality	External (MAV)
IA3	Percentage of council assets at intervention level (MAV STEPS program): <ul style="list-style-type: none"> roads bridges. 	Quality	External (MAV)
IA4	Length of local sealed road renewed as a percentage of total sealed road network: <ul style="list-style-type: none"> resurfaced reconstructed. 	Effectiveness	Internal
IA5	Length of local gravel road resheeted as a percentage of total gravel road network	Effectiveness	Internal
IA6	Civic Mutual Plus (overall score): proactive inspections and reactive request for roads	Effectiveness	External (CMP)
IA7	Civic Mutual Plus (overall score): Compliance with Road Management Plan*	Effectiveness	External (CMP)
IA8	Community satisfaction (index score) with condition and maintenance of municipal roads, streets, footpaths**	Effectiveness	External (DPCD)
Pathways asset management		Type	Data source
IA9	Condition-based renewal gap - \$ spent on renewing / what \$ were required to be spent for period – pathways (MAV STEP Program)	Quality	External (MAV)
IA10	Percentage of council assets at intervention level – pathways (MAV STEP Program)	Quality	External (MAV)
IA11	Length of Pedestrian paths split into: <ul style="list-style-type: none"> installed (square metres) upgraded (square metres) repaired (square metres). 	Effectiveness	Internal



Table D.1 Proposed indicators by service category			
Infrastructure and assets (IA) (cont)			
Pathways asset management (cont)		Type	Data source
IA12	Civic Mutual Plus (overall score): proactive inspections and reactive request for footpaths	Effectiveness	External (CMP)
IA7	Civic Mutual Plus (overall score): Compliance with Road Management Plan*	Effectiveness	External (CMP)
IA8	Community satisfaction (index score) with condition and maintenance of municipal roads, streets, footpaths**	Effectiveness	External (DPCD)
Drains asset management		Type	Data source
IA13	Condition-based renewal gap - \$ spent on renewing / what \$ were required to be spent for period – drains (MAV STEPS program)	Quality	External (MAV)
IA14	Percentage of council assets at intervention level – drains (MAV STEPS program)	Quality	External (MAV)
IA15	Percentage of service requests responded to by council within council's target timeframe per annum	Quality	New
Building asset management		Type	Data source
IA16	Condition-based renewal gap - \$ spent on renewing / what \$ were required to be spent for period – buildings (MAV STEPS program)	Quality	External (MAV)
IA17	Percentage of council assets at intervention level – buildings (MAV STEPS program)	Quality	External (MAV)
Street tree asset management		Type	Data source
IA18	Civic Mutual Plus (overall score): management of urban street trees and parks*	Effectiveness	External (CMP)
IA19	Compliance with tree line clearance obligations of Energy Safe Victoria	Effectiveness	NEW



Table D.1 Proposed indicators by service category			
Development and planning (DP)			
	Statutory planning	Type	Data source
DP1	Proportion of applications decided within statutory timeframe (60 days) per annum	Efficiency	External (DPCD, VCAT)
DP2	Number of planning applications decided compared to those received	Efficiency	External (DPCD)
DP3	Number of appeals against council's approvals or refusals to the Victorian Civil and Administrative Tribunal (as a percentage of total decisions): <ul style="list-style-type: none"> • by council • by applicant or objectors. 	Quality	External (DPCD, VCAT)
DP4	Percentage of decisions upheld by VCAT for: <ul style="list-style-type: none"> • approvals • refusals • notices of decision. 	Quality	External (VCAT)
DP5	Proportion of planning applications decided during the year: <ul style="list-style-type: none"> • under delegation by officers • by council • through appeal. 	Effectiveness	External (DPCD, VCAT)
DP6	Average and median approval times of all Development Assessments decided (days)	Effectiveness	Internal
	Transport and parking	Type	Data source
DP7	Community satisfaction (index score) with traffic management and parking facilities (CSS)**	Effectiveness	External (DPCD)
	Building control	Type	Data source

Further work required.



Table D.1 Proposed indicators by service category			
Community services (CS)			
	Maternal and child health	Type	Data source
CS1	Number of key ages and stages visits attended divided by the number of active infant records (ages 0-4)	Effectiveness	External (DHS)
CS2	Number of hours of maternal and child health enhanced services for vulnerable groups	Accessibility and availability	External (DHS)
	Family, youth and children's services	Type	Data source
CS3	Average waiting times for: <ul style="list-style-type: none"> youth counselling services family counselling services. 	Accessibility and availability	External (DOH)
CS4	Total number of childcare places (per capita, children aged 0 to 5 years old): <ul style="list-style-type: none"> number utilisation rate. 	Effectiveness	External (DEECD)
CS5	Total number of 4 year old kindergarten places per capita (per capita, children aged 4 years old) <ul style="list-style-type: none"> number utilisation rate. 	Effectiveness	External (DEECD)
	Aged and disability care	Type	Data source
CS6	Number of hours of home and community care delivered per eligible client	Effectiveness	External (DOH)
CS7	Percentage of elderly person aged over 75 receiving help from the municipality to live in their own home over the year	Effectiveness	Internal
CS8	Percentage of assessments completed within 7 days	Accessibility and availability	Internal



Table D.1 Proposed indicators by service category			
Sustainability and environment (SE)			
	Waste management	Type	Data source
SE1	Annual residential waste generation (kilograms) per residential assessment	Effectiveness	External (Sustainability Victoria)
SE2	Proportions of annual residential waste: <ul style="list-style-type: none"> • recycling • green waste • waste. 	Effectiveness	External (Sustainability Victoria)
SE3	Percentage of service requests responded to by council within council's target timeframe per annum	Quality	New
SE4	Community satisfaction (index score) with waste management (CSS)**	Effectiveness	External (DPCD)
	Street cleaning	Type	Data source
SE5	Community satisfaction (index score) with appearance of public areas (CSS)**	Effectiveness	External (DPCD)
	Corporate environmental responsibility	Type	Data source
SE6	The council's potable water consumption per annum	Efficiency	Internal
SE7	Gross amount of greenhouse gas emissions from the council's operations less amount of offsets (gross and offsets)	Efficiency	Internal
Recreation and open space (ROS)			
	Libraries	Type	Data source
ROS1	Number of (physical) visits per capita	Accessibility and availability	External (DPCD)
ROS2	Number of website hits per capita (every unique visit)	Accessibility and availability	Internal
ROS3	Activity rate of active registered borrowers	Accessibility and availability	External (DPCD)
ROS4	User satisfaction with the library services offered by the council	Effectiveness	New
	Parks	Type	Data source
IA18	Civic Mutual Plus (overall score): management of urban street trees and parks*	Effectiveness	External (CMP)
SE5	Community satisfaction (index score) with appearance of public areas (CSS)**	Effectiveness	External (DPCD)



Table D.1 Proposed indicators by service category			
Recreation and open space (ROS) (cont)			
	Sporting facilities	Type	Data source
ROS5	Number of visits per annum to council provided aquatic centres	Accessibility and availability	Internal
ROS6	Civic Mutual Plus (overall score): management of sporting reserves:* <ul style="list-style-type: none"> • sustainability assessments • inspections/maintenance/completed works 	Effectiveness	External (CMP)
ROS7	Community satisfaction (index score) with recreational facilities (CSS)**	Effectiveness	External (DPCD)
Regulation (R)			
	Emergency management	Type	Data source
R1	Status of Municipal Emergency Plan as assessed by audit	Effectiveness	External
	Public health	Type	Data source
R2	Septic tanks inspected <ul style="list-style-type: none"> • registered • percentage inspected • percentage breaches. 	Effectiveness	Internal
R3	Civic Mutual Plus (overall score): food safety*	Effectiveness	External (CMP)
	Animal control	Type	Data source
R4	Dog registration rate (number registered per 1000 households)	Effectiveness	External (DPI)
R5	Cat registration rate (number registered per 1000 households)	Effectiveness	External (DPI)
R6	Total number of dog attacks reported per annum: <ul style="list-style-type: none"> • human • animal. 	Effectiveness	External (DPI)
	Enforcement	Type	Data source
R7	<ul style="list-style-type: none"> • Parking infringements (number) • Enforcement success rate (%) 	Effectiveness	External (DOJ)
R8	<ul style="list-style-type: none"> • Animal infringements (number) • Enforcement success rate (%) 	Effectiveness	External (DOJ)



Table D.1 Proposed indicators by service category			
Regulation (R) (cont)			
	Enforcement (cont)	Type	Data source
R9	<ul style="list-style-type: none"> • Fire prevention notices issued (number) • Enforcement success rate (%) 	Effectiveness	External (DOJ)
R10	<ul style="list-style-type: none"> • Other infringements (noise, etc) • Enforcement success rate (%) 	Effectiveness	External (DOJ)
Economic development (ED)			
	Industry support	Type	Data source
ED1	<ul style="list-style-type: none"> • Community satisfaction (index score) with overall performance of economic development (CSS)** , or • Satisfaction rates of businesses with the support and advice provided by council 	Effectiveness	External (DPCD)
	Tourism	Type	Data source
	See secondary list		
Communication (Comm)			
	Information and accessibility	Type	Data source
Comm1	Website quality and accessibility as assessed through independent mystery user survey	Quality	New
Comm2	Community satisfaction (index score) with the council's advocacy and community representation on key local issues (CSS)**	Effectiveness	External (DPCD)
Comm3	Community satisfaction (index score) for the council's engagement in decision-making on key local issues (CSS)**	Effectiveness	External (DPCD)
	Request and complaint handling	Type	Data source
Comm4	Percentage of telephone calls received by council's contact centre that is answered within 30 seconds	Accessibility and availability	New



Table D.1 Proposed indicators by service category			
Communication (Comm) (cont)			
Request and complaint handling (cont)	Type	Data source	
Comm5	Community satisfaction (index score) for the council's interaction and responsiveness in dealing with the public (CSS)**	Effectiveness	External (DPCD)
Comm6	Call centre responsiveness as assessed through independent mystery user survey	Quality	New

* The Civic Mutual Plus data has limited applications as time series data since their definitions change from year to year.

** Indicators from the Community Satisfaction Survey may require refinements if they are to be used.

Table D.2 Secondary list			
	Service category	Type	Data source
<i>Secondary List</i>	Corporate environmental responsibility: Percentage of street lights with energy efficient bulbs	<i>Efficiency</i>	<i>Internal</i>
<i>Secondary List</i>	Tourism: Visitation figures	<i>Accessibility and availability</i>	<i>External (Office of Tourism)</i>
<i>Secondary List</i>	Tourism: Number of jobs in tourist industries	<i>Effectiveness</i>	<i>External (ABS)</i>
<i>Secondary List</i>	Tourism: Number of overnight tourist stays	<i>Quality</i>	<i>External (Office of Tourism)</i>
<i>Secondary list</i>	Request and complaint handling: 'First time call resolution rate' – % of enquiries and complaints resolved on the first call	<i>Effectiveness</i>	<i>Internal</i>



Table D.3 Contextual information		
Population		Unit
C1	Total estimated population (including number and growth rate)	Number
C2	Age structure: Percentage via years: 0-4, 5-14, 15-24, 25-54, 55-64, 65-74 and 75+ years	Percentages
C3	Percentage of low-English proficiency (from Census)	Percentage
C4	Resident per residential assessment	Persons per dwelling
Financial		Unit
C5	Operating expenditure per assessment and per capita	\$
C6	Capital expenditure per assessment and per capita: <ul style="list-style-type: none"> • new capital • renewal. 	\$
C7	Renewal capital works expenditure per assessment and per capita	\$
C8	Rates per assessment and per capita	\$
C9	Total revenue per assessment and per capita	\$
C10	Grants income: <ul style="list-style-type: none"> • general purpose • local roads • other government grants. 	\$
Land Use		Unit
C11	Total area of land and by proportion (based on planning data): <ul style="list-style-type: none"> • residential • business • industrial • mixed use • farm/rural • open space managed by council • other open space. 	1) Hectares, 2) Proportion of total
Road and pathways		Unit
C12	Local sealed roads: <ul style="list-style-type: none"> • state roads • local roads. 	km
C13	Local unsealed roads (managed by council)	km
C14	Bridges and major culverts maintained	Number
C15	Length of footpaths	km
C16	Length of bike paths (includes shared paths): <ul style="list-style-type: none"> • off-road • on-road paths. 	km
Drains		Unit
C17	Kilometres of drains managed by council (only includes pipes, channels and table drains)	km
C18	Number of drainage pits managed by council	Number of



Table D.3 Contextual information		
	Property	Unit
C19	Rateable properties	Number
C20	Numbers of assessments: <ul style="list-style-type: none"> • residential • commercial • industrial • farming • conservation • other. 	Number
	Community Infrastructure	Unit
C21	Number of council owned buildings on asset register	Number
C22	Proportion of buildings assessed to comply with <i>Disability Discrimination Act</i> standards of access	Number
	Environment	Unit
C23	Environmental risk indicator (VGC and Macquarie University)	
	Economic statistics	Unit
C24	Rate of unemployment	Percentage
C25	Household income (including % population breakdown by income brackets instead of average)	\$
C26	SEIFA index – socio-economic indexes: <ul style="list-style-type: none"> • Index of Relative Socio-economic Disadvantage • Index of Relative Socio-economic Advantage and Disadvantage • Index of Economic Resources • Index of Education and Occupation 	Index
C27	Number of Jobs	Number
C28	Number of municipal residents working within the municipality	Number