



GLEN EIRA  
CITY COUNCIL

BENTLEIGH  
BENTLEIGH EAST  
BRIGHTON EAST  
CARNEGIE  
CAULFIELD  
ELSTERNWICK  
GARDENVALE  
GLEN HUNTLY  
MCKINNON  
MURRUMBEENA  
ORMOND  
ST KILDA EAST

# QUARTERLY SERVICE PERFORMANCE REPORT

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QUARTER ENDING JUNE 2020 • [WWW.GLENEIRA.VIC.GOV.AU](http://WWW.GLENEIRA.VIC.GOV.AU)



# CHIEF EXECUTIVE OFFICER OVERVIEW

Welcome to our final Quarterly Performance Report for 2019–2020.

The State of Emergency declared on 16 March continues to impact Council services. As a result, there has been several changes to Council services, including closures of some of our facilities and the postponement of several initiatives, events and works.

I would like to reassure you that our current financial position remains sound, however we know there will be a significant impact on our finances as we continue to be impacted by this global pandemic.

Progress worth noting this quarter includes:

- Council endorsement of redevelopment option B of the Carnegie Swim Centre (with the dive pool) to progress to concept design. A further phase of consultation was endorsed by Council on 30 June and consultation on the concept design is now underway.
- The Bentleigh Laneway Project is now complete with new bin enclosures, lighting and murals to increase the general amenity of the area.
- There have been all-abilities access upgrades completed at Bentleigh Reserve Pavilion, Caulfield Pavilion, Packer Park and McKinnon Reserve.
- Further Reconciliation Action Plan highlights include National Reconciliation Week activities such as an online community event with Welcome to Country and Smoking Ceremony from Boon Wurrung Foundation,
- Ninety-four per cent of our community indicated they felt safe or very safe when walking in their local area alone during the day, and sixty-four percent felt safe or very safe when walking in their local area alone after dark.
- Detailed design completed for the new park in Aileen Avenue, Caulfield South
- A much higher level of engagement was seen with Council's new website. Analysis tells us that people are navigating through the site with more ease and are finding what they want more quickly than before.

For those impacted by COVID-19, Council has endorsed a \$7.3 million Response and Recovery Package to provide immediate financial relief to residents, businesses, sporting clubs and community groups. The Package contains a range of financial concessions, including the ability to defer rates without penalty interest, waivers to certain fees, rent relief for Council community tenants and several new grant programs. If you would like to access this Package or would like to learn more, please visit Council's website or call our Customer Service team on 9524 3333.

I encourage you to continue to keep up-to-date with how we are tracking against the commitments we have made to you and that you find this information insightful.

Please stay safe during this challenging time and remember to be kind to yourself and others.

If you have any feedback, please don't hesitate to email me at [mail@gleneira.vic.gov.au](mailto:mail@gleneira.vic.gov.au)

Regards,  
Rebecca McKenzie  
Chief Executive Officer

# FINANCIAL OVERVIEW

Council's financial position is presently sound, however the impact of COVID-19 on Council's operating result for 2019-20 has been significant. The operating result year-to-date is lower than was anticipated when the annual budget was set however the balance sheet position and the cash position remain favourable.

While Council has always enjoyed a sound financial position, we are already experiencing a detrimental impact on previously reliable income streams as a result of the pandemic. Facility closures, changes to programming, reduced revenue and unanticipated increased expenditure will all have an impact on Council's long-term financial position and liquidity. On 7 April 2020, Council endorsed the 'COVID-19 Response and Recovery Package' which contains a mix of both financial concessions and new initiatives. In the 2019-20 financial year it was resourced through re-prioritisation of existing budgets and the re-allocation of resources (staffing and budgetary) from activities now unable to be progressed due to COVID-19. The value of initiatives is estimated at \$3.4m for 2019-20.

At the end of June 2020, the performance against budget from ordinary activities showed an unfavourable variance of \$7.37 million, due to lower than anticipated income of \$3.99 million and an unfavourable variance in operating expenditure of \$3.38 million. This was mainly due to: lower than anticipated income received for user fees and fines \$5.87 million; adverse variances in - doubtful debts expense (\$3 million), materials and services (\$2.09 million) and depreciation (\$1 million). Favourable items included employee costs \$4.38 million and government grants \$2.82 million.

Council's current asset ratio, a measurement of our financial strength, decreased to 1.27 from 1.40 the previous year. This means for every \$1 of current liability, the Council had \$1.27 in current assets to meet those commitments. The Council remains financially well positioned and the 2019-20 surplus provides further financial flexibility to meet the city's future service and infrastructure funding needs.

The table below details Council's forecast performance based on the Victorian Auditor-General Financial Sustainability Risk Indicators.

*At time of writing Council's 2019-20 Annual Financial Report has not been audited so these results are indicative only.*

FINANCIAL SUSTAINABILITY RISK INDICATORS	Objective	2018-2019 Actuals based on VAGO Parliamentary Report	2019-20 Annual Budget as at 30 June 2020	2019-20 Annual Forecast As at 30 June 2020	2019-20 Risk Based on Annual Forecast as at 30 June 2020	COMMENT
Net Result	To generate surpluses consistently greater than 0%	13.38%	9.75%	5.95%	Low	Council is generating positive surpluses.
Underlying Result	Ability to generate surplus in the ordinary course of business-excluding non-recurrent capital grants and non-monetary asset contributions to fund capital expenditure from net result. Low risk indicator to be more than 5%	12.00%	8.30%	3.50%	Medium	Council is generating positive surpluses to fund operations.
Liquidity	To measure Council's ability to repay short-term liabilities as they fall due. Low risk indicator is to be greater than 1.0	1.40	1.44	1.27	Low	Council's forecast to 30 June 2020 indicates a Liquidity Ratio of greater than 1.0.
Indebtedness	Lower than 40% relates to the ability to repay debt from own-source revenue	9.84%	7.62%	9.70%	Low	Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue.
Internal Financing	Generating enough cash from operations to fund new assets. Low risk indicator is to be greater than 100%	140.77%	107.42%	115.44%	Low	Council is restricted in generating cash due to our COVID-19 responses in the short term. Measures to correct this will be sought over the coming months.

Capital Replacement	To ascertain the level of risk of insufficient spending on asset renewal. Low risk indicator is to be more than 1.5	1.79	2.00	1.46	Medium	Council operates at a medium level of risk with respect to capital replacement.
Renewal Gap	To ensure there is sufficient spending on Council's asset base. Low risk indicator is to be greater than 1.0	1.28	1.49	1.20	Low	Council spends sufficient funds on its asset base.

# WHAT'S BEEN HAPPENING AT A LOCAL LEVEL

Major events that were scheduled throughout this quarter were cancelled as a result of the Covid-19 restrictions. Where possible Council moved these events online.

## All Wards – Online

- Volunteer Recognition - 208 certificates and pins were distributed across the municipality for years and hours of service
- Podcast produced 'Volunteering in Challenging Times' and broadcast on community radio
- Community Awards certificates for winners and nominees were distributed to 15 individuals and 15 community groups
- Community Awards special announcement of the winners by the Mayor was recorded and shared on Facebook and Council's website
- Community Safety Forum conducted via Have Your Say, to further understand the community's feelings of safety



## All Wards – Online

- Wominjeka Glen Eira live broadcast on YouTube to celebrate National Reconciliation Week
- World Autism Day promotion online
- Chat n Chuckle Social group via Zoom
- Disability Reference Committee meetings via Zoom
- "Library@Home" recorded storytimes and creative workshops now accessible 24 hours
- Instructional how-to videos created for e-books, digital magazines and other online library services
- "LibraryLive" in-conversation sessions held with local and international authors and presenters via Zoom
- Library "Book Chats" Facebook group launched
- "Click and Collect" book reservation service initiated at libraries
- GE ARTS online
- J-Air weekly radio program 'Glen Eira Working Together' connects community with the work of Council and community organisations during COVID

# MAJOR PROJECT UPDATES

## Eat Street [Bentleigh Structure Plan]

- **Project Status** : Initiate
- **Project Comment** : Detailed design is complete. A decision was made to delay implementation until early 2021 in order to ensure local businesses are not impacted during the peak Christmas trading period. The project will go to public tender for construction in late 2020 with construction and works to commence in early 2021.

## Safe Cycling Corridor Pilot (Integrated Transport Strategy)

- **Project Status** : Plan
- **Project Comment** : The development of a draft corridor plan is underway with the first stage being the identification of priority road scenarios. A community reference group, a technical advisory group and an impacted business group have been established to consult on and have direct input into the development of the draft corridor plan. Traffic modelling as a key input in the development of the design has been deferred due to COVID-19.

## Neerim Road Streetscape

- **Project Status** : Plan
- **Project Comment** : Concepts for Neerim Road streetscape have been completed. Consultation with community and traders deferred due to COVID-19. Detailed design underway and timing of construction to be determined based on an appropriate timeframe subject to community and trader feedback as well as other developments in the precinct to ensure impact is minimised.

## Murrumbeena Park Community Hub Development

- **Project Status** : Plan
- **Project Comment** : Murrumbeena Community Hub will soon complete detailed design. The tender process to appoint a contractor to build the Community Hub will commence in September/October. We anticipate that this contractor will be appointed in December with construction to commence in January 2021.

## Elsternwick Community Hub [Elsternwick Structure Plan]

- **Project Status** : Initiate
- **Project Comment** : Community consultation regarding the kinds of experiences and the types of services the community would like to see at the new Hub has been completed. The feedback received during engagement is now being used to develop concept design options for the new Hub.

## New open space - Aileen Ave

- **Project Status** : Plan
- **Project Comment** : Council has approved the formal road discontinuance of Heather St for the proposed Aileen Ave Park at the 7 April meeting. Landscaping design - 100% completed and review of detailed design by Council is in progress.

#### **Lord Reserve and Koornang Park Masterplan Implementation**

- **Project Status** : Initiate
- **Project Comment** : A Landscape Architect has developed concept plans for the North-East corner through to the multi-purpose cricket nets at Koornang Park as well as the new cricket nets at Lord Reserve. This will be presented to the Lord Koornang community reference group, and future community consultation.  
  
Future concepts design for the Moira Ave multi-purpose space, perimeter car parks and the pool forecourt are pending the formal road discontinuance process and further works on the swim centre.

#### **Carnegie Market [Carnegie Structure Plan]**

- **Project Status** : Deferred
- **Project Comment** : Progression of a permanent Carnegie Market has been deferred and is currently on hold. Works are progressing on plans for a community spaces pilot site at the former Neerim Road Furniture Warehouse.

#### **Carnegie Swim Centre Redevelopment**

- **Project Status** : Initiate
- **Project Comment** : Council is currently undertaking community consultation to seek feedback in regard to the architectural concept design and the traffic and parking analysis. Community consultation commenced on the 1 July 2020 and will conclude on 12 August 2020 and findings will be presented to an Ordinary Council Meeting on 1 September 2020. Community feedback received will be given further consideration during the next phase Schematic Design.  
  
The redevelopment of Carnegie Swim Centre is estimated to be completed by early 2023.

#### **Selwyn Street Cultural Precinct [Elsternwick Structure Plan]**

- **Project Status** : Initiate
- **Project Comment** : Concept design for the Cultural Precinct is progressing in line with design program and is being governed by a special advisory committee charged with overseeing the development and function of the precinct. Creative team and have been appointed to commence work on an integrated commemorative public art work with concepts currently being developed.

#### **Lord Reserve - Pavilion Development**

- **Project Status** : Initiate
- **Project Comment** : Detailed design stage has commenced with a completion date set for August 2020. Architects are currently working through Construction Documentation following technical review of Design Development. Following on from this stage, construction is proposed for FY 2020/21.

#### **Bentleigh Library Improvement and Integration [Bentleigh Structure Plan]**

- **Project Status** : Plan
- **Project Comment** : Bentleigh Library will soon complete detailed design. The tender process to appoint a contractor to build the Bentleigh Library will commence in September/October. We anticipate that this contractor will be appointed in December with construction to commence in early 2021.

**Bleazby Street Multi-Deck car park [Bentleigh Structure Plan]**

- **Project Status** : Plan
- **Project Comment** : Currently in early stages of planning and feasibility. Concept and functional design is being developed alongside landscaping solutions and traffic modelling.

**Stanley Street - Elsternwick Multi-deck car park [Elsternwick Structure Plan]**

- **Project Status** : Plan
- **Project Comment** : Currently in early stages of planning and feasibility. Concept and functional design is being developed alongside landscaping solutions and traffic modelling.



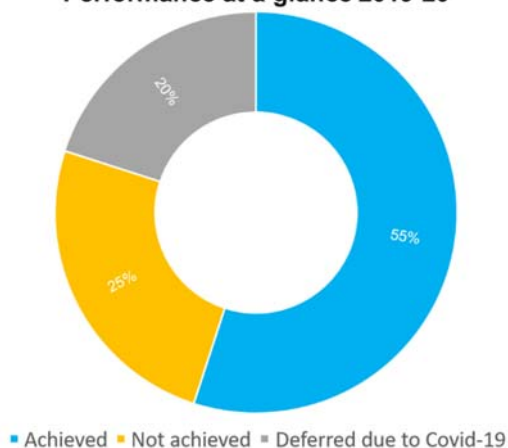
## PERFORMANCE AT A GLANCE 2019/2020

The Council Plan 2017–2021 sets out five themes where Council will focus its efforts to enhance community experience over the next five years. These themes were developed in consultation with the community. The following section of this report tracks our performance in delivery against those five themes.

### PROGRESS AGAINST GLEN EIRA COUNCIL AND COMMUNITY PLAN 2019/2020 COMMITMENTS

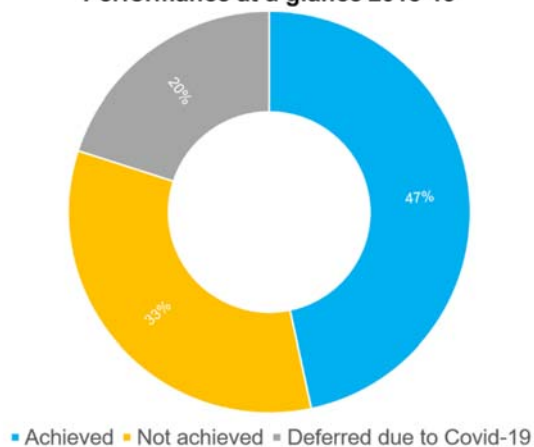
Total Number of Community Plan commitments for 2019-20	60	%
Achieved	33	55%
Not achieved	15	25%
Deferred due to Covid-19	12	20%

Performance at a glance 2019-20



Total Number of Community Plan commitments for 2018-19	15	%
Achieved	7	47%
Not achieved	5	33%
Deferred due to Covid-19	3	20%

Performance at a glance 2018-19






# LIVEABLE AND WELL DESIGNED

## A WELL PLANNED CITY THAT IS A GREAT PLACE TO BE

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2020
Improve the experience of new businesses seeking Council permits through implementation of the Better Approvals program	90 per cent of planning permit decisions for businesses will be made within 50 statutory days.	Business based applications have been prioritised through a dedicated concierge service and 92 per cent of applications have been determined within 50 statutory days. The majority of business based applications fall within the VicSmart category and 95 per cent of these applications have been determined within 10 days. This is well above the performance measure. For more complex applications, 85 per cent of applications have been determined within 50 days.
We will commence the construction of the new Eat Street in Bentleigh	Construction of the new Eat Street in Bentleigh commenced by June 2020.	Detailed design is complete. A decision was made to delay implementation until early 2021 in order to ensure local businesses are not impacted during the peak Christmas trading period. The project will go to public tender for construction in late 2020 with construction and works to commence in early 2021.
We will continue the implementation of our structure plans for Elsternwick	We will seek authorisation to commence the planning scheme amendment process for Elsternwick Structure Plan planning controls by 30 June 2020.	The implementation of the Elsternwick Structure Plan had been placed on hold pending the outcome of the planning scheme amendment for the implementation of the Bentleigh and Carnegie Structure Plans. The progress for the following two commitments provides background on the State Government procedural challenges Council faced.
We will continue the statutory implementation of our structure plans for Bentleigh	We will submit the Bentleigh planning scheme controls (including the quality design guidelines) to the Minister for Planning for approval by 1 April 2020.	The original amendment package for Bentleigh was lodged for authorisation in January 2019, with written advice received ten months later from the Minister for Planning that he would not issue authorisation without additional information and changes. The revised Amendment package was lodged in February 2020 and the Minister for Planning provided conditional authorisation for the revised Amendment package in late March 2020. This quarter Council officers have been working through the requirements and have also been preparing the exhibition material for the Amendment.
We will continue the statutory implementation of our structure plans for Carnegie.	We will submit the Carnegie planning scheme controls (including the quality design guidelines) to the Minister for Planning for approval by 1 April 2020	The original amendment package for Carnegie was lodged for authorisation in January 2019, with written advice received ten months later from the Minister for Planning that he would not issue authorisation without additional information and changes. The revised Amendment package was lodged in February 2020 and the Minister for Planning provided conditional authorisation for the revised Amendment package in late March 2020. This quarter Council officers have been working through the requirements and have also been preparing the exhibition material for the Amendment.
We will create a new community space on the site of the old furniture warehouse in Neerim Road Carnegie	Implementation and activation of a new open space area on the old furniture warehouse site in Carnegie by June 2020.	In March 2020 when the COVID-19 lockdown occurred this project was in the final stages of preparation of the construction documentation. However, the project was then placed on hold as there was uncertainty around gatherings in public places. It was not considered safe to open a new community space when there were restrictions and social distancing guidelines in place.  The project is now progressing, and the tender is scheduled to be advertised in late August with construction commencing as soon as possible. The new plan is to complete the community space and open it to the public only when it is appropriate to do so.
We will develop, consult and implement policies and controls that protect heritage and the character of our residential areas.	Council will complete the 'Hidden Gems' Heritage Review and seek Minister authorisation to exhibit the planning controls by 1 April 2020.	Heritage review and Council report on the review and associated proposed planning scheme amendment are now complete and are scheduled to be considered at the August 2020 Ordinary Council Meeting.

We will endorse and plan to implement Council's Social and Affordable Housing Strategy.	We will complete 80 per cent of first year commitments by June 2020.	Council has achieved eight out of 13 actions for year one with completion of a planning framework for affordable housing contributions, a feasibility study on its own social housing, mapping of potential sites for social and affordable housing, identifying options for Council's role in provision of social housing and working with other Councils in maximising the quantity of social and affordable housing across Glen Eira and the region. Some actions were not completed in 2019-2020 due to changing priorities in response to COVID-19 where face-to-face activities couldn't proceed and other activities to support the community during the pandemic took precedence. Actions not completed have been incorporated into the 2020-2021 implementation plan and is included in the Community Plan commitments.
	Our Social and Affordable Housing Strategy will be endorsed by Council in 2019.	The Social and Affordable Housing Strategy and Implementation Plan for Year One was endorsed by Council on 16 October 2019.
We will further progress the development of a community focused multi-use recreation precinct for Lord Reserve, Carnegie Swim Centre and Koornang Park, Carnegie.	We will complete detailed design on redevelopment of Carnegie Swim Centre.	After the consultation over summer was completed, Council endorsed redevelopment option B (with the dive pool) to progress to concept design with a further planned community consultation to commence in July. A further phase of consultation was endorsed by Council on 30 June and consultation on the concept design is now underway. Detailed design will proceed after the concept design is adopted by Council in September 2020.
	We will complete detailed design on Lord Reserve Koornang Park Masterplan.	A Landscape Architect has developed concept plans for the North-East corner through to the multi-purpose cricket nets at Koornang Park as well as the new cricket nets at Lord Reserve. This will be presented to the Lord Koornang community reference group, and future community consultation.  Future concepts design for the Moira Ave multi-purpose space, perimeter car parks and the pool forecourt are pending the formal road discontinuance process and further works on the swim centre.
We will improve safety and walkability in Bentleigh laneways	Implementation of Bentleigh vibrant laneway project by June 2020.	The Bentleigh Laneway Project is now complete. Bin enclosures have been constructed to remove the unsightly and unsafe large skip bins from the laneway. In addition, lighting has been installed to provide a safe environment at night for pedestrians in the area. To increase the general amenity of the area, murals have been painted on the walls of adjoining businesses.
We will invest a minimum of \$30M through Council's Capital Works Program	More than \$30M spent on Capital Works Program for 2019-20	This commitment is complete with actual year to date expenditure of \$39.3M.
We will progress the Elsternwick community hub concept.	To further develop feasibility and prepare concept design.	Community consultation regarding the kinds of experiences and the types of services the community would like to see at the new Hub has been completed. The feedback received during engagement is now being be used to develop concept design options for the new Hub.
We will progress the redevelopment of the Bentleigh Library and Youth Hub	Complete detailed design for the new Bentleigh Library and Youth Hub	Detailed design has now commenced with a completion date set for end of August 2020. Construction is anticipated to commence in early 2021.
We will work with the Victorian Planning Authority to manage growth in the municipality in a way that involves the community and stakeholders, and addresses development, open space, business and transport.	Implement the structure plan in the planning scheme for East Village by 30 June 2020.	Following receipt of The Planning Panel report in January 2020 Council officers have been undertaking alterations to the documentation for Planning Scheme amendment C155 to incorporate the Panel recommendations. The amendment was endorsed at the Council meeting on the 7th July 2020.
	Adopt structure plans for the Caulfield Station Precinct and Glen Huntly by 30 June 2020.	Council officers have been working with the Victorian Planning Authority (VPA), who were preparing the Structure Plan for the Caulfield Station Precinct. The VPA have advised that, since COVID19 their priorities have been changed, and the project will be handed over to Council in July 2020, at which time Council officers will take over the preparation of the draft Structure Plan. Adoption of the Structure Plan is now planned by June 2021. Council is leading the Glen Huntly project. Officers have completed the draft Structure Plan, and this plan was endorsed for exhibition at the 9 June 2020 Council meeting. The consultation process is now underway, and the results will be reported back to Council in August 2020.

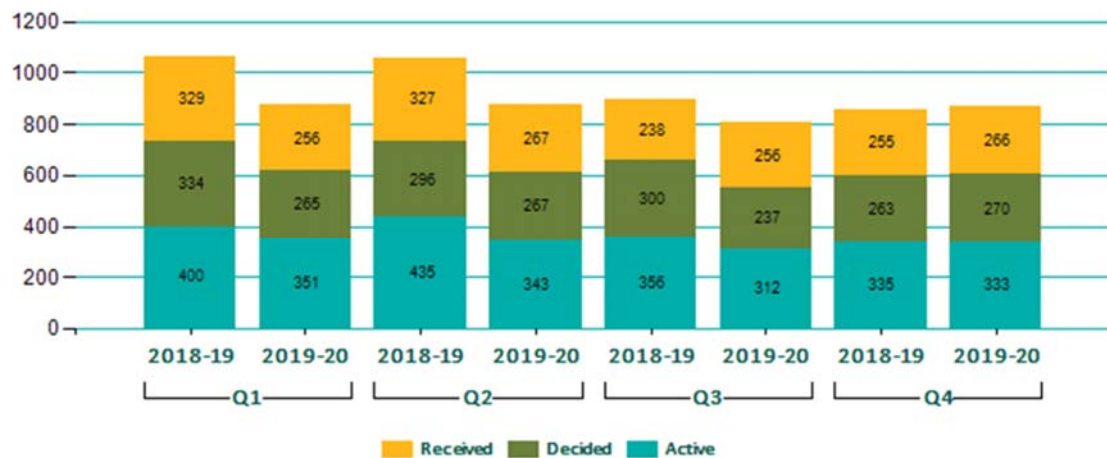
 Achieved	 Not Achieved	 Deferred due to Covid-19
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## 2018-2019 commitments

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2020
We will commence the statutory implementation of our structure plans for Bentleigh, Carnegie and Elsternwick.	Panel process concluded and amendments submitted to the Minister for Planning for approval.	The original amendment package for Bentleigh and Carnegie was lodged for authorisation in January 2019, with written advice received ten months later from the Minister for Planning that he would not issue authorisation without additional information and changes. The revised Amendment package was lodged in February 2020 and the Minister for Planning provided conditional authorisation for the revised Amendment package in late March 2020. Since this time Council officers have been working through the requirements and have been preparing the exhibition material for the Amendment. The next step is exhibition of the Amendment. For the Elsternwick Structure Plan progressing a planning scheme amendment package is on hold waiting further progression of the Bentleigh and Carnegie Amendment.
We will develop, consult and implement policies and controls that protect heritage, and the character of our residential areas.	Major Heritage review amendment to be endorsed by Council and submitted to the Minister for planning for authorisation.	Heritage Reviews and Planning Scheme Amendments have been continuing. Reviews and associated Amendment will be progressed over a number of years. For this financial year, progress has achieved expectations.
We will further progress the development of a community focused multi-use recreation precinct for Lord Reserve, Carnegie Swim Centre, and Koornang Park, Carnegie. .	Community consultation on concept plans for Carnegie Swim Centre and endorsement by Council.	Community consultation on concepts for Carnegie Swim Centre commenced on 17 October 2019 and closed on 31 January 2020. A further phase of community consultation on the concept design is now underway and will close mid-August.
	Community consultation on concept master plan for Lord Reserve/Koornang Park and endorsement by Council.	The Lord Reserve and Koornang Park Masterplan was adopted at the 25 June Council meeting.
We will progress the development of a new vibrant community hub in Elsternwick.	Community consultation undertaken on feasibility and proposed components of the new community hub by June 2019.	Community engagement on components of the Elsternwick Hub was completed in 2019. Community feedback will be used to inform the concept design development.
We will refresh Glen Eira City Council's Municipal Strategic Statement to reflect recent strategic planning work, including the Activity Centre, Housing and Local Economy Strategy (July 2017).	Council adoption of planning scheme amendment and submission to Minister of Planning for approval	The Municipal Strategic Statement refresh is underway consistent with the Department of Environment, Land, Water and Planning's timeframes and expectations. A report and draft Planning Scheme Amendment is scheduled to be presented to Council in December 2020.
We will guide better buildings in Glen Eira through the implementation of our Quality Design Guidelines.	Public exhibition of permanent planning controls which seek to implement the Quality Design Guidelines	Advice received from the Department of Environment, Land, Water and Planning officers in relation to proposed Planning Scheme Amendment C184 in 2019 was that the Quality Design Guidelines must not be a background/reference document or specifically referred to in the Glen Eira Planning Scheme. However, relevant elements may have the potential to be translated into various parts of the planning scheme. This approach has been followed with the revised drafted Amendment C184 documents that were endorsed by Council at its meeting of 4 February 2020 for the purposes of obtaining authorisation to prepare and exhibit the planning scheme amendment. Exhibition of this Amendment will not take place until 2020/2021.
<div> <div>Achieved</div> <div>Not Achieved</div> <div>Deferred due to Covid-19</div> </div>		

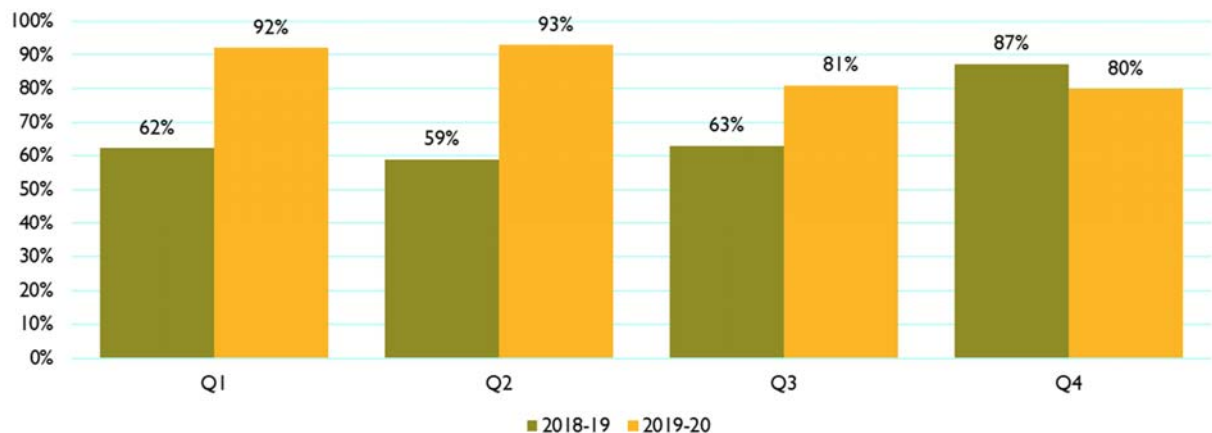
## SERVICE PERFORMANCE INDICATORS – PLANNING

### Applications Received and Decided



**Comment:** The number of applications received and determined has remained consistent with the previous quarter, active applications continue to be at a sustainable level.

### Applications Completed within 60 Statutory Days



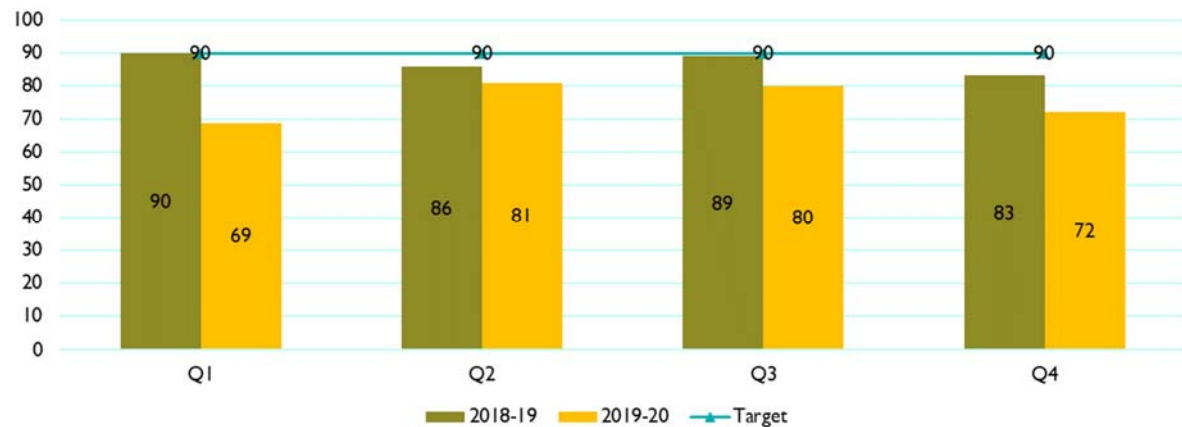
**Comment:** 80% of applications have been determined within the statutory timeframe for this quarter. There has been a drop since the first half of the year however it is still considerably higher than previous years. Glen Eira out performs most other Metropolitan Councils for the percentage of decisions made within statutory timeframes.

### Average Statutory Days Per Determination



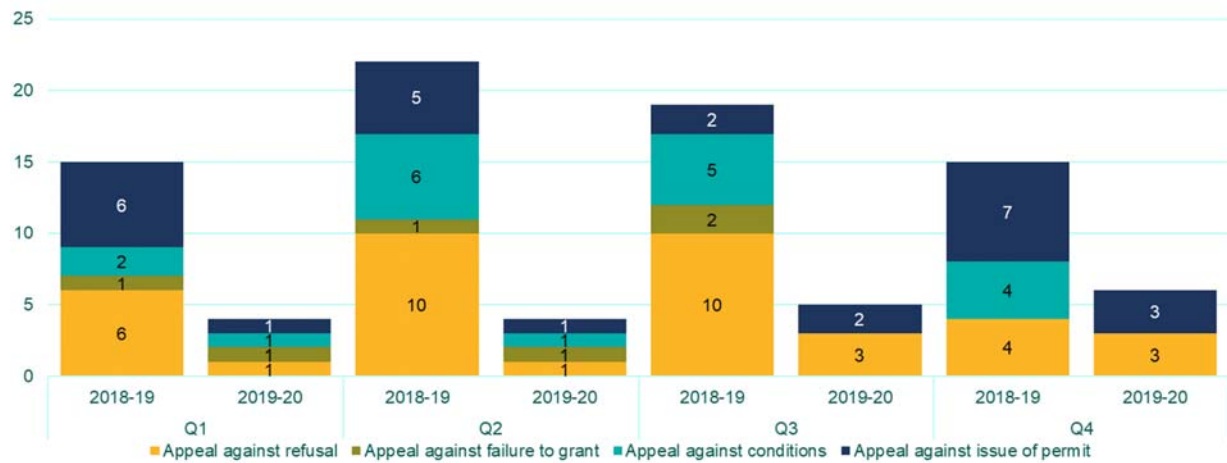
**Comment:** This quarter there has been a reduction in the average statutory days in which a planning decision is made. Glen Eira is proud of these improvements which is providing a vastly quicker planning permit process for our customers.

### Average Days to Determination (Gross)



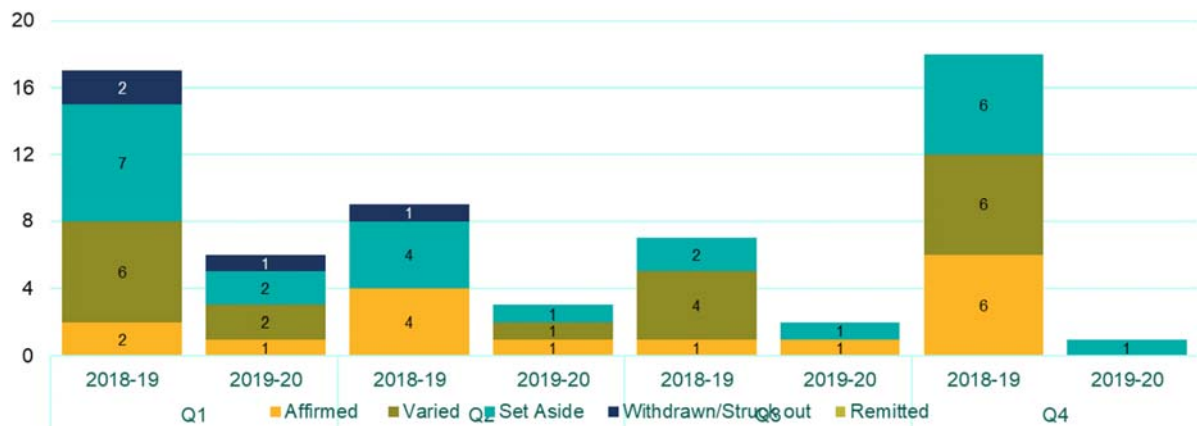
**Comment:** This represents the average overall number of days for the whole planning permit process, including when additional information is required and the period of review to the Victorian Civil and Administrative Tribunal. The average number of days represents an overall quicker process for our customers.

### VCAT Appeals and reasons for Appeals



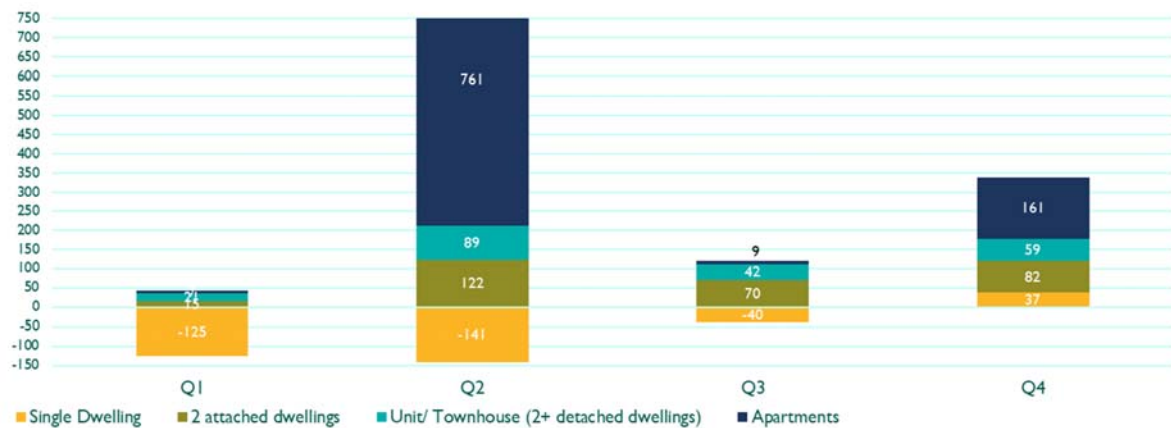
**Comment:** This quarter we received 3 VCAT appeals. This is consistent with the previous quarter, however still a reduction compared to the same time last year. This demonstrates that our decision making is finding a reasonable balance between various stakeholder expectations.

### VCAT Decisions



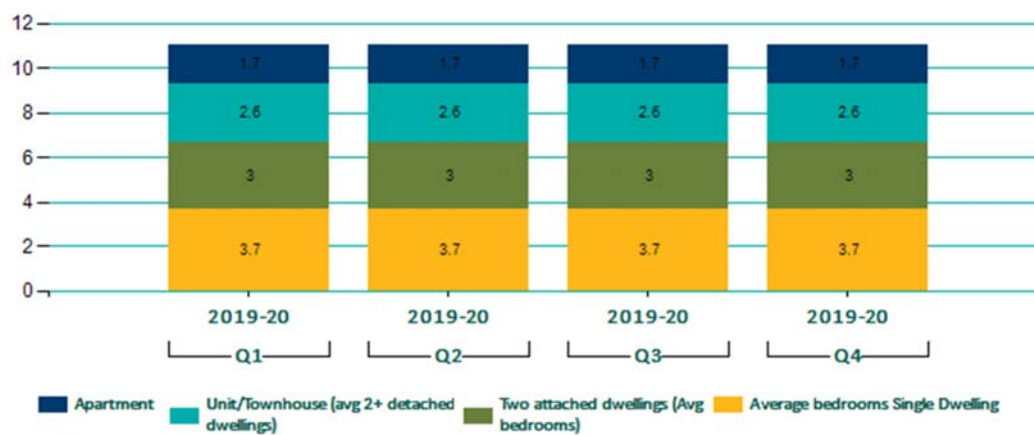
**Comment:** The number of VCAT decisions remains significantly low. This quarter there was 1 decision made by VCAT. This decision was upheld by VCAT. The Urban Planning team are reviewing VCATs decision and using this as a learning tool to assist them with better decision making in the future.

## Trend in Available Housing Stock



**Comment:** The annual trend is seeing a reduction in the number of single dwellings as land is developed for more medium to high density. The additional dwellings constructed in this quarter are predominantly two attached dwellings or apartments.

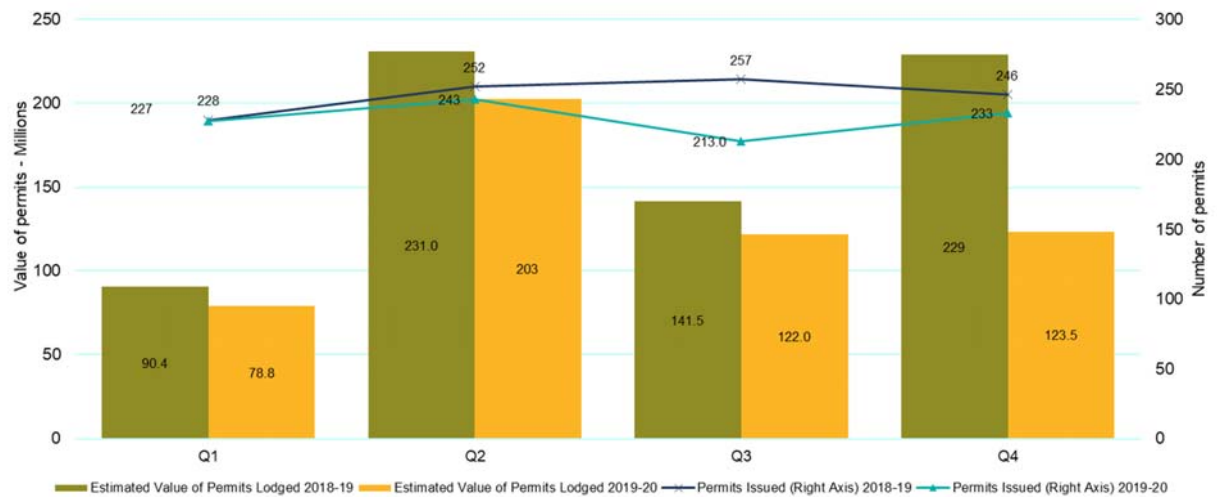
## Average Bedrooms per Dwelling Type



**Comment:** We continue to see the average bedroom numbers per dwelling remain at 3-4 for houses and 1-2 for apartments.



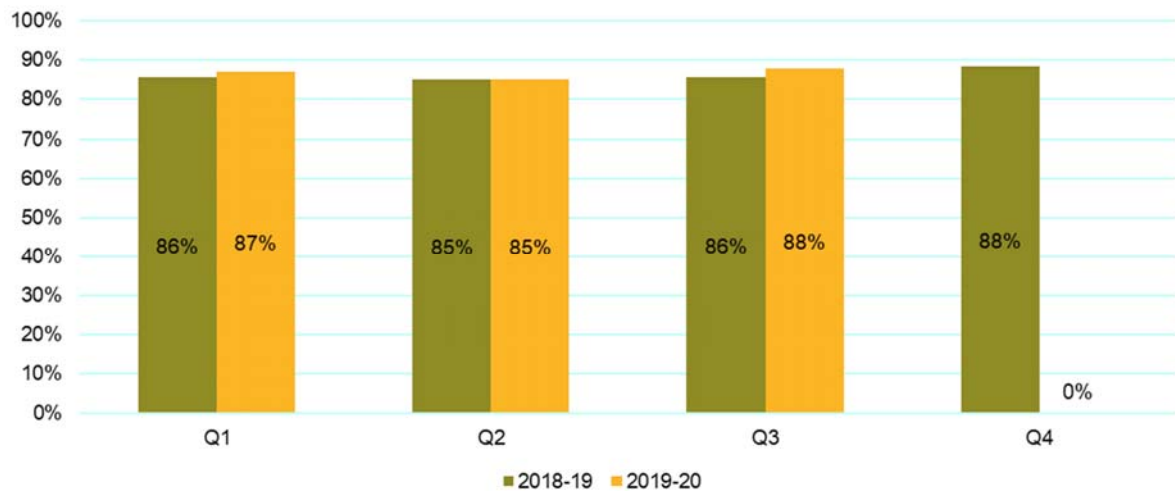
## Estimated Value of Planning Permits Lodged



**Comment:** The estimated value of planning permits lodged this quarter has remained steady compared to the previous quarter. Permits issued for this quarter has increased slightly compared to the previous quarter however this is considerably consistent with the same time last year.

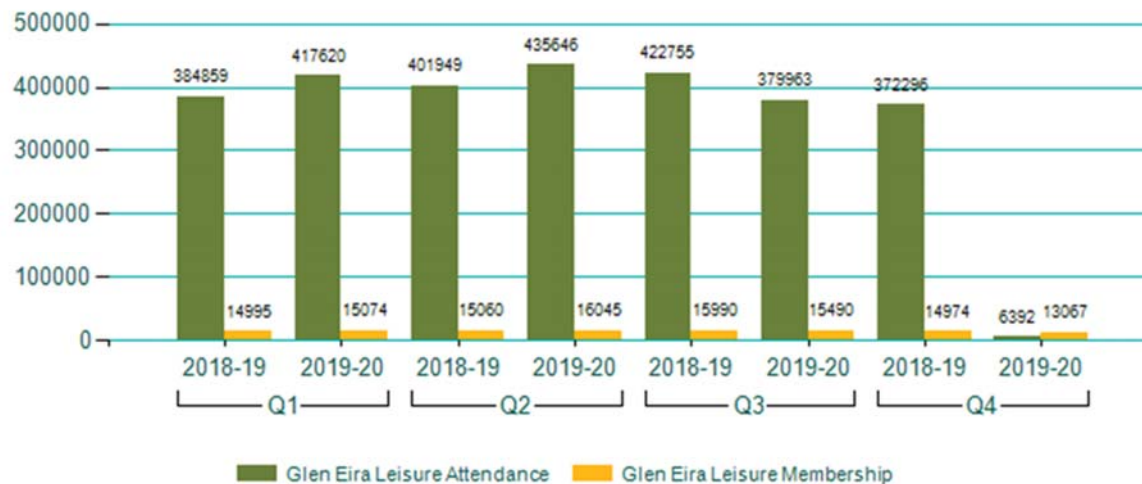
## SERVICE PERFORMANCE INDICATORS - GESAC

### GESAC Overall Service Improvement Program Score



**Comment:** The report to measure this result was unable to be produced due to closures as a result of the Covid-19 restrictions.

### GESAC Membership and Attendance



**Comment:** Membership and attendance has been significantly affected by the Covid-19 restrictions and subsequent closure of the leisure facilities. The data is all registered members who have their memberships on hold during the closure and the members who signed up for Covid-19 memberships.

# ACCESSIBLE AND WELL CONNECTED

## A CITY THAT IS EASY TO MOVE AROUND, WITH SAFE TRAVEL OPTIONS AND WALKABLE NEIGHBOURHOODS

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2020
We will commence implementation of the action plans for walking and cycling based on the principles of the Integrated Transport Strategy	Commence implementation of the walking strategy action plan	At the 17 December 2019 Ordinary Council Meeting, the Walking and Accessibility Action Plan was adopted by Council. The implementation of this action plan has commenced including actions: <ul style="list-style-type: none"> <li>• Continue Council's program of assessing the Disability Discrimination Act compliance of our activity centres and prioritise actions. (Elsternwick and Carnegie assessment recently completed and action plans adopted by Council)</li> <li>• Continue to educate the community in relation to walking by funding a series of initiatives and programs. (Walk to school 'golden ticket' program run with 15 Glen Eira primary schools in October)</li> </ul>
	Commence implementation of cycling strategy action plan	At the 17 December 2019 Ordinary Council Meeting, the Cycling Action Plan was adopted by Council. The implementation of this action plan has commenced including actions: <ul style="list-style-type: none"> <li>• Implementation of a Safe Cycling Corridor Pilot Project. Investigate an appropriate route to establish a Safe Cycling Street to link the St Kilda Road Corridor and the Djerring Trail. (Inkerman Rd selected as corridor – corridor plan in preparation, however the project design has been paused in response to the COVID -19 restrictions)</li> <li>• Investigate completion of missing sections of cycling routes in Glen Eira. (Frankston Rail Trail from Glen Huntly to Caulfield being investigated as part of Caulfield structure plan development and early LXRA investigations)</li> </ul>
We will complete and review the transport pilot projects in line with our new Integrated Transport Strategy, with a focus on creating safer and walkable neighbourhoods	Commence implementation of the pedestrian safe neighbourhood project pilot in Bentleigh East, by 30 June 2020	Concept and traffic designs have been prepared. Speed reduction requests have been submitted to the Department of Transport seeking approval.  The neighbourhood Plan will be finalised with landscape design consultants; however, community consultation is temporarily on hold due to COVID-19 restrictions.  Community and stakeholder consultation will recommence in the new financial year with implementation to follow.
	Complete community and stakeholder consultation and a 'corridor plan' for the safe cycling corridor project by 1 March 2020.	All scheduled activities including community and stakeholder consultation for the development of a Cycling Corridor plan have been temporarily postponed due to COVID-19 restrictions.  All community and stakeholder consultation will recommence in the new financial year, with a commitment to complete all community and stakeholder consultation and present a report to Council by June 2021.
We will construct a number of new footpaths throughout the municipality, creating connections where there are missing footpaths	Construct 1km of new footpaths in prioritised locations across the municipality.	This commitment is complete with 1.1km of new footpaths across six streets successfully constructed.
We will manage car parking guided by the new Parking Policy	By 1 April 2020, commence implementation of a new residential parking permit framework, as adopted in the Parking Policy and Local Law	The Parking policy was endorsed at the 17 March Council meeting and is available on Council's website.  Residents applying for permits as of 1 July 2020 will be governed by the Parking Policy. 100 visitor permits, trades person permits and carers permits are available for new applicants.  All residents will reapply for permits 2022 per the policy.

Achieved

Not  
Achieved

Deferred due  
to Covid-19

## 2018-2019 commitments

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2020
We will develop and implement a new car parking policy based on the principles of the Integrated Transport Strategy.	Adopt the Car Parking Policy	The Glen Eira Parking Policy and Residential Parking Permit System Policy were adopted at the Ordinary Council Meeting of 17 March 2020. Implementation of this policy has commenced, including actioning applications for parking restrictions in local streets.
We will develop pilot projects in line with our new Integrated Transport Strategy, with a focus on creating safer and walkable neighbourhoods.	Pilot one pedestrian safe neighbourhood project	Council consulted with the community on the Pedestrian Safe Neighbourhood Plan between 28 June and 4 August 2019. Work on the design for the treatments within the study area is underway incorporating feedback received from the community. The next round of consultation was planned for May 2020. However, this project has now been placed on hold due to COVID-19 restrictions.
	Pilot one corridor improvement for safe cycling	The development of a draft corridor plan is underway with the first stage being the identification of priority road scenarios.  A community reference group, a technical advisory group and an impacted business group have been established to consult on and have direct input into the development of the draft corridor plan. Traffic modelling as a key input in the development of the design has been deferred due to COVID-19 restrictions.
We will update our action plans for walking and cycling based on the principles of the Integrated Transport Strategy.	Update and endorse a revised Walking Action Plan and Cycling Action Plan.	At the 17 December 2019 Ordinary Council Meeting, the Walking and Accessibility Action Plan and the Cycling Action Plan were adopted by Council.
We will work with the Level Crossing Removal Authority to implement upgrade works to Neerim Road, Murrumbeena in line with community feedback and Council endorsed designs.	Commence the upgrade of Neerim Road, Murrumbeena streetscape works	Concepts for Neerim Road streetscape have been completed. Consultation with community and traders was deferred due to COVID-19 restrictions. Detailed design underway. Community and trader feedback and other development in the precinct will dictate the timeframe for construction.

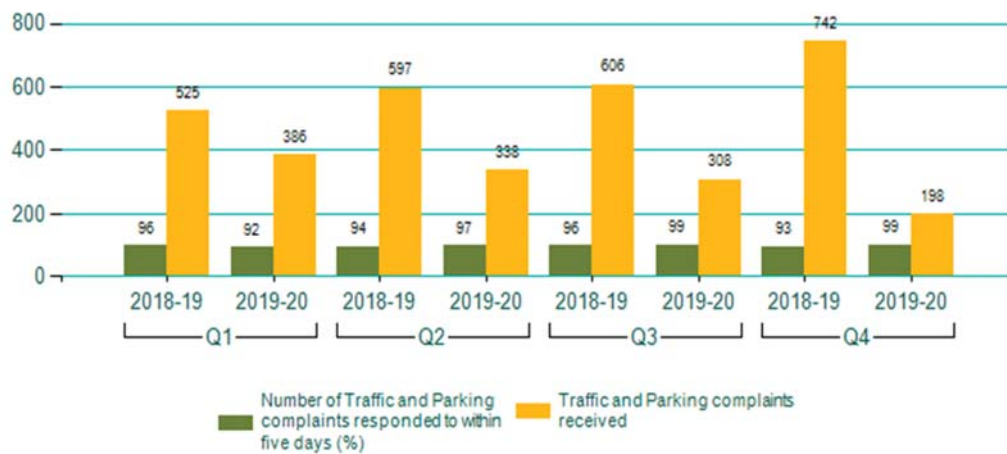
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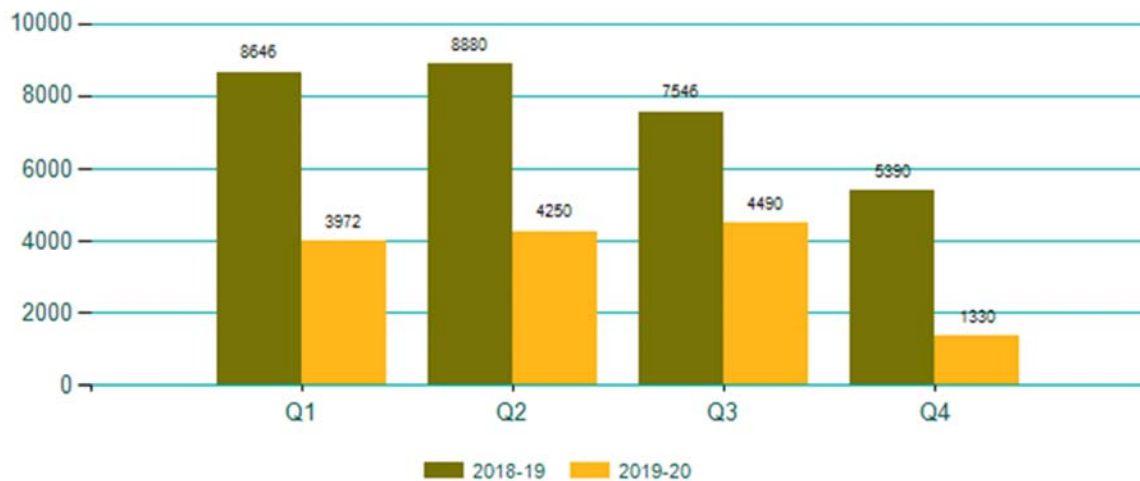
# SERVICE PERFORMANCE INDICATORS - TRAFFIC AND SAFETY

## Percentage of Traffic and Parking Complaints Investigated Within 5 Days



**Comment:** A total of 198 complaints / investigations were received in the last quarter (61 in April 51 in May and 86 in June). These figures are significantly lower than the figures of the same period last year. The complaints have decreased for this period which could be attributed to the Covid-19 pandemic. Although, we are continuing to work hard to respond back to each complainant within five days to ensure service excellence.

## Footpath Improvements (M2)



**Comment:** The footpath program of works is on time and the budget fully expended.

# SAFE, HEALTHY AND INCLUSIVE

## A STRONG AND SAFE COMMUNITY THAT BRINGS PEOPLE TOGETHER AND ENHANCES HEALTH AND WELLBEING

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2020
Council will provide digital kiosks in two activity centres. These spaces will allow customers to complete transactions, find information about Council, its services, events and amenities	Two digital kiosk spaces implemented by June 2020	The digital kiosks were ready to be installed in Bentleigh and Carnegie Libraries by the end of March 2020. However due to COVID-19 resulting in the closure of the libraries this was not achievable. When the libraries reopen in a greater capacity and we can meet safety, cleaning and social distancing requirements the kiosks will be installed.
We will build a Community Shed at Moorleigh Village	Community Shed at Moorleigh Village completed by June 2020	The "Glen Eira Community Shed Project" is currently on site and is near practical completion. The contractor is carrying out final finishing tasks, ready for handover Mid-July 2020. Following on from completion of construction there will be a planned move into the new facility for key tenants.
We will continue to implement all-abilities access in Council managed community facilities, aligned with Council's Disability Action Plan 2017-2021	Implement upgrades to ensure all-abilities access at Bentleigh Reserve Pavilion	The Disability Discrimination Act works at Bentleigh Reserve Pavilion have been completed.
	Implement upgrades to ensure all-abilities access at Caulfield Pavilion	The Disability Discrimination Act works at Caulfield Pavilion is fully completed.
	Implement upgrades to ensure all-abilities access at McKinnon Reserve Pavilion	The Disability Discrimination Act works at McKinnon Reserve Pavilion have been completed.
	Implement upgrades to ensure all-abilities access at Packer Park Pavilion	The Disability Discrimination Act works at Packer Park Pavilion have been completed.
We will develop health and fitness programs in community venues to expand our reach	We will implement a Dive in and Learn to Swim eight-week program for culturally and linguistically diverse communities.	Four weeks of the Learn to Swim Program was completed in February. The Program was then put on hold due to Covid-19 restrictions and will resume when the restrictions allow. The participants loved the program and were very thankful council was starting such an initiative.
	We will engage 400 participants in our Active Parks programs	We ran another Active Parks program starting in February 2020 which ran for six weeks. The overall attendance for this program was 478 which was a great result. The program has been well received and we plan to continue this program throughout the year once COVID-19 restrictions are eased.
We will develop role descriptions for all categories of Council volunteers and deliver training programs to build their capacity to support the community	Role descriptions developed for all categories of volunteers	Role descriptions have been developed for all the categories of volunteers at Council. These Role Descriptions were approved by the Executive Team in June 2020.
	We will develop a volunteer induction program and commence rollout by June 2020	A Volunteer Induction Program has been developed, with consultation with key stakeholders. The Program was approved by the Executive Team. However, due to the impacts of COVID-19, many of Council's Volunteers have temporarily ceased their engagement and the implementation of the induction program has not been able to be implemented. When our volunteers re-engage, following COVID-19 impacts, the Induction Program will be implemented.
We will engage our community through a diverse program of events and activities	We will deliver 50 programs to the community including; literacy based and community interest programs in Libraries, cultural and celebratory events at indoor venues and outdoor in Council's parks and gardens to engage the community.	Target exceeded. Libraries, Arts and Culture presented the community with ways to create, learn, experience, and connect through diverse programs held in libraries, Council venues, parks and gardens. Since the COVID-19 pandemic, online programming now engages our usual audiences as well as new audiences across Glen Eira. Online events included 'Artynoons' for children and families, 'Living through History with COVID', art lessons, Library@Home storytimes and workshops, and 'in-conversations' with artists and international and local presenters and authors. Formats include pre-recorded, live and streaming to reach the widest audiences, creating an added benefit to those who normally could not attend programs in person because of busyness or mobility challenges.

We will implement our Glen Eira Youth Strategy	We will complete 90 per cent of first year commitments by June 2020	<p>A total of 28 actions (76%) of the Glen Eira Youth Strategy Action Plan 2019-2020 were completed.</p> <p>Due to state restrictions on non-essential gatherings, social distancing requirements and the closure of local primary and secondary schools due to COVID-19, a total of 9 actions (28%) were unable to be completed by 30 June 2020.</p> <p>While unfortunately COVID-19 impacted some actions, there were still many highlights of the Youth Strategy Action Plan including; the largest ever Youth Art Exhibition, the delivery of the Moving Up program to over 1000 year 6 students and establishing the new Glen Eira Multicultural Youth Network.</p>
We will implement our 'Innovate' Reconciliation Plan	We will complete 90 per cent of 2019-2020 activities	The 2019-20 Reconciliation Action Plan has 50 actions: 96% of those are complete or on target, there are 2 actions (4%) which cannot be completed due to dependencies on external organisations. Highlights in the final quarter of 19/20 include National Reconciliation Week activities including internal 'you can't ask that' panel and online community event with Welcome to Country and Smoking Ceremony from Boon Wurrung Foundation, Cassie Leatham workshop on Bush Tukka and musical performance by Pirritu. Cultural awareness online staff training hosted by the Koorie Heritage Trust. Indigenous History Report by Dr Ian Clark has been provided in draft and workshop planning has commenced for the 2020-2022 Reconciliation Action Plan.
We will increase compliance activity around building sites in order to improve safety and amenity during major construction works	Decrease in the number of complaints received from neighbours by 10 per cent	There was a notable decrease in construction activity and associated complaints over the last six months of the year due to the impacts of COVID-19. Despite this decrease Council's compliance activity remained consistent with the previous year. In the previous financial year 4,529 complaints were received, compared to 4,359 complaints received in this financial year. This represents a 3.75% decrease.
We will increase park patrols with a focus on educating owners about the importance of cleaning up after your dog.	Increase the number of park patrols in 'hot spot' locations by 10 per cent	This commitment was achieved with a 10% increase in park patrols compared to the previous year. In the previous financial year 2,338 parks were patrolled, compared to 2,574 in this financial year. This represents a 10.09% increase.
We will support crime prevention in the municipality through the delivery of key activities under our Community Safety Plan 2018-2022	We will complete 90% of second year commitments in our Community Safety Plan.	The Community Safety Action Plan 2018-2020 commitment is complete, with 94% of actions completed. Three actions were not completed either due to external resourcing issues or COVID-19 restrictions. Recent achievements of the action plan include the completion of the research into community views of safety, and the completion of the 2020 Community Snapshot.
	We will undertake research on community views of safety as part of a midway check in on our Community Safety Plan to inform future directions.	<p>Community Confidence and Feelings of Safety Survey has been completed with Glen Eira Community Voice online panel. The survey findings were distributed to the community and three community focus groups were scheduled; one took place on 17th March at Town Hall and due to COVID-19 restrictions, the remaining sessions were conducted online via Council's Have Your Say page. The analysis of the data and responses will be presented to the Community Safety Committee in July.</p> <p>Additionally, Glen Eira asked further tailored questions regarding community safety and social cohesion as part of the 2020 Local Government Community Satisfaction Survey. Ninety-four per cent indicated they felt safe or very safe when walking in their local area alone during the day, and sixty-four felt safe or very safe when walking in their local area alone after dark.</p>

Achieved
  Not Achieved
  Deferred due to Covid-19

#### 2018-2019 commitments

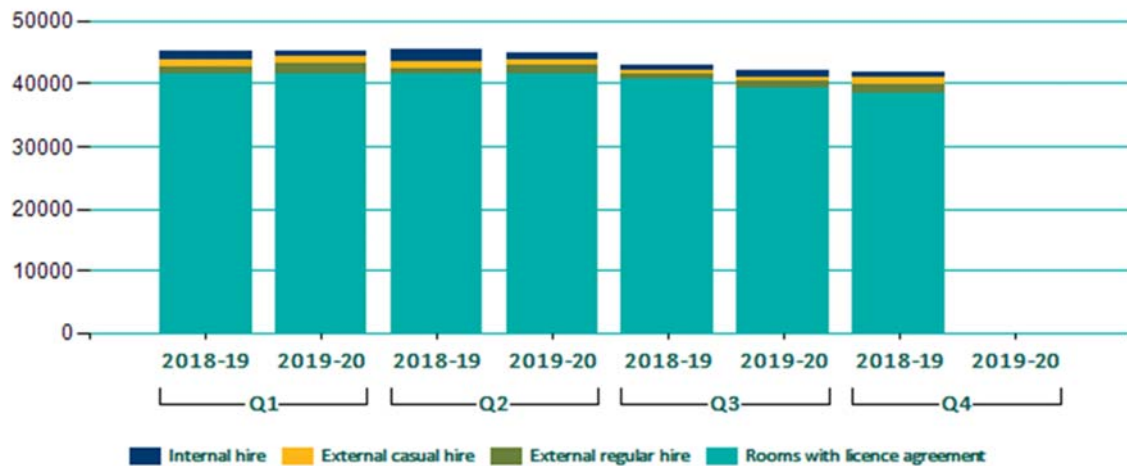
COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2020
We will consult the community on the design for a Community Shed at Moorleigh Village.	Concept designs completed and project 'shovel ready' by June 2019.	A new commitment has been included in the 2019/20 action plan to ensure this project is completed by June 2020.

Achieved
  Not Achieved
  Deferred due to Covid-19



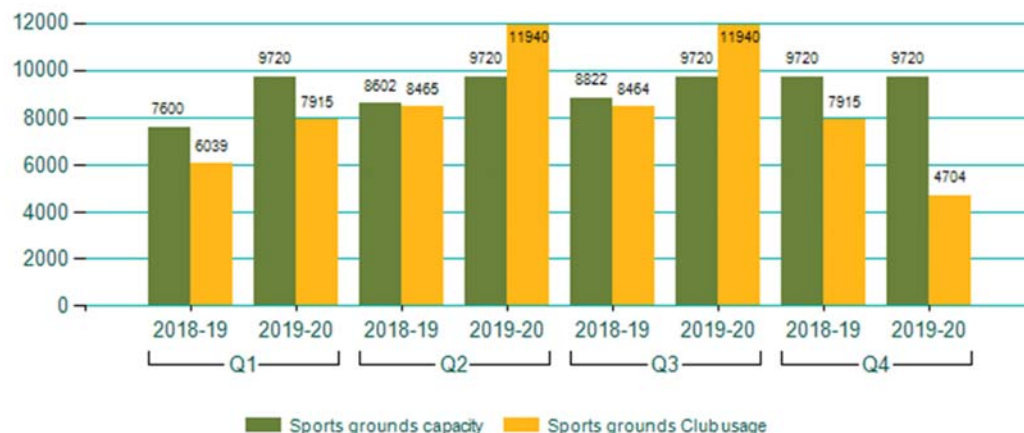
# SERVICE PERFORMANCE INDICATORS - COUNCIL FACILITIES

## Utilisation of Council Community Function Rooms



**Comment:** Due to Covid-19 restrictions no bookings for hire were made during quarter 4.

## Sports Ground Utilisation



**Comment:** Sports grounds are maintained and managed to a high standard to maximise use by sports clubs, and to benefit other casual users of the park (such as dog walkers).

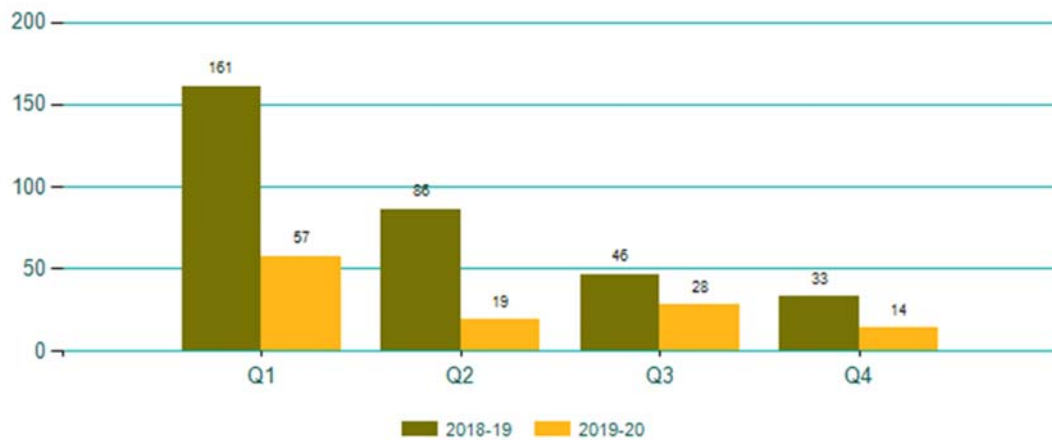
Sportsground capacity (shown in hours in the graph above) is only assessed by sports club use during winter months (quarter 1 and quarter 4).

The reduced hours of use noted in quarter 4 2019-20 is due to the limited formal sports club use of sportsgrounds due to the impact of Covid-19.



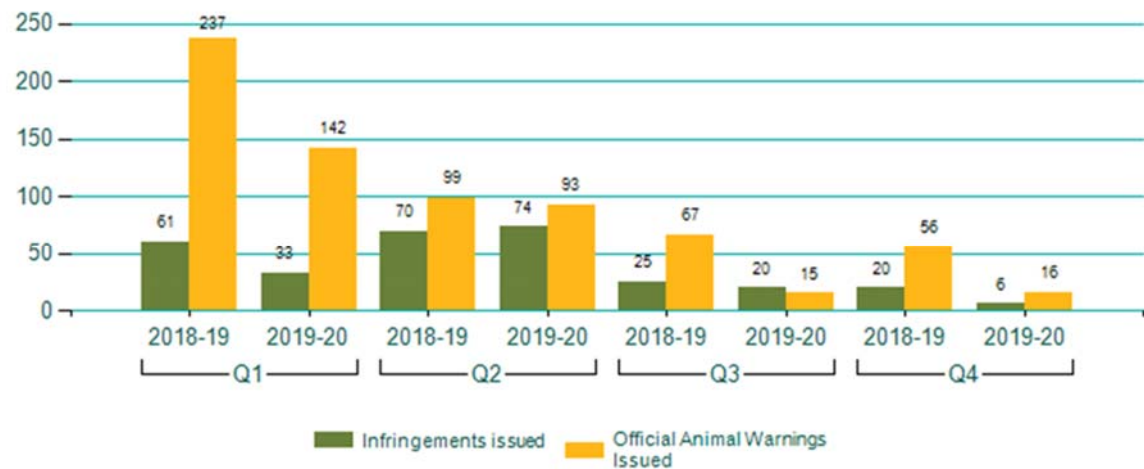
## SERVICE PERFORMANCE INDICATORS - LOCAL LAWS

### Infringement Notices Issued for Construction Sites



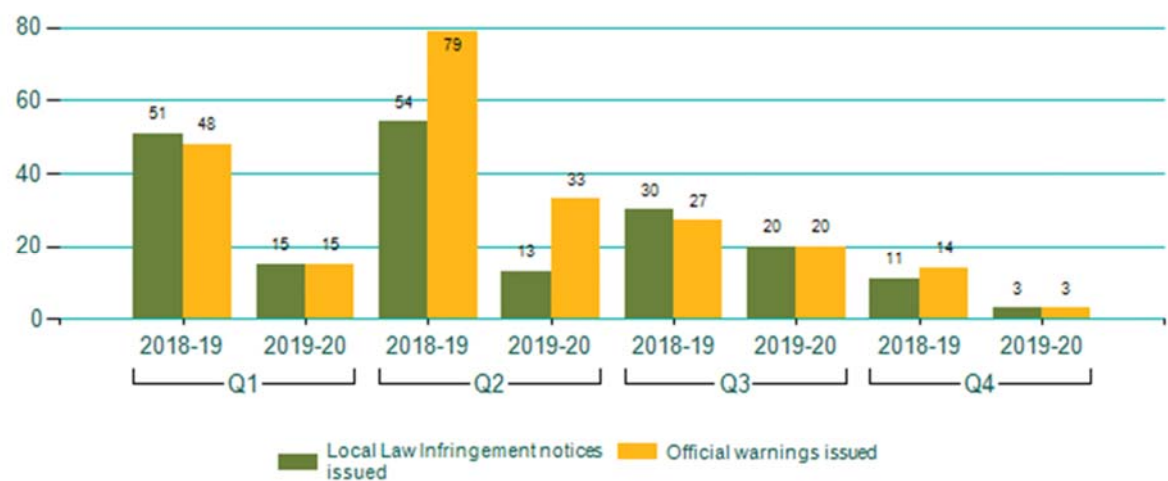
**Comment:** There has been a reduced amount of construction due to Covid-19 restrictions.

### Animal Official Warnings vs Infringement Notices Issued



**Comment:** There was a significant decrease due to the change in enforcement strategy during Covid-19.

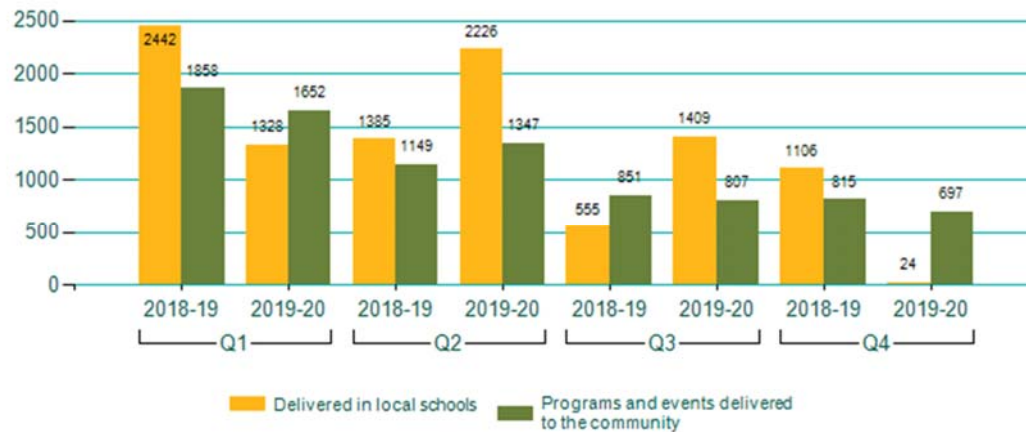
Local Law Official Warnings vs Infringement Notices Issued



**Comment:** There has been a significant decrease due to many Local Laws not considered essential services during COVID-19 and only enforcing when the community is at risk.

# SERVICE PERFORMANCE INDICATORS - COMMUNITY SERVICES

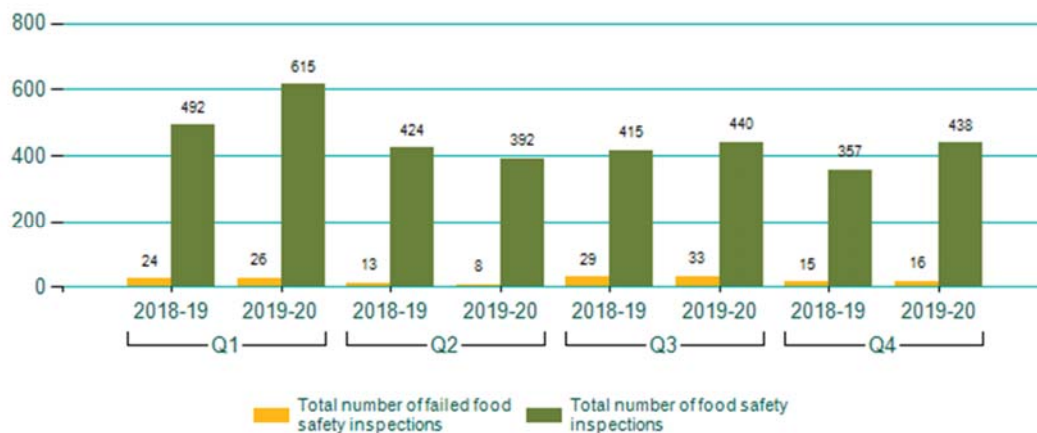
## Types of Youth Programs and Attendance



**Comment:** While Covid-19 restrictions did result in the cancellation of some of Youth Services large events and programs in the first half of 2020, Council has been able to shift many community programs to an online format and introduce new initiatives such as the Social Distancing Support Program.

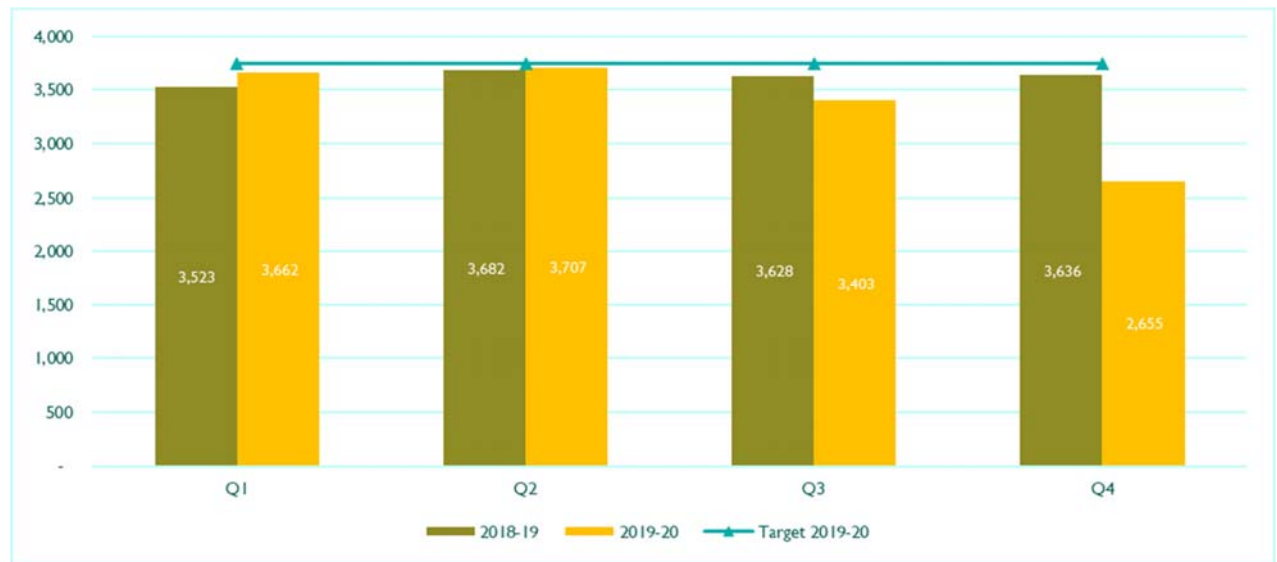
Covid-19 has had a huge impact on Youth Services school-based programs. With the closure of primary and secondary schools since March 2020 due to Covid-19 and Department Education and Training restrictions on external visitors, Youth Services has been unable to deliver programs over Term 2 2020.

## Food Safety Inspections



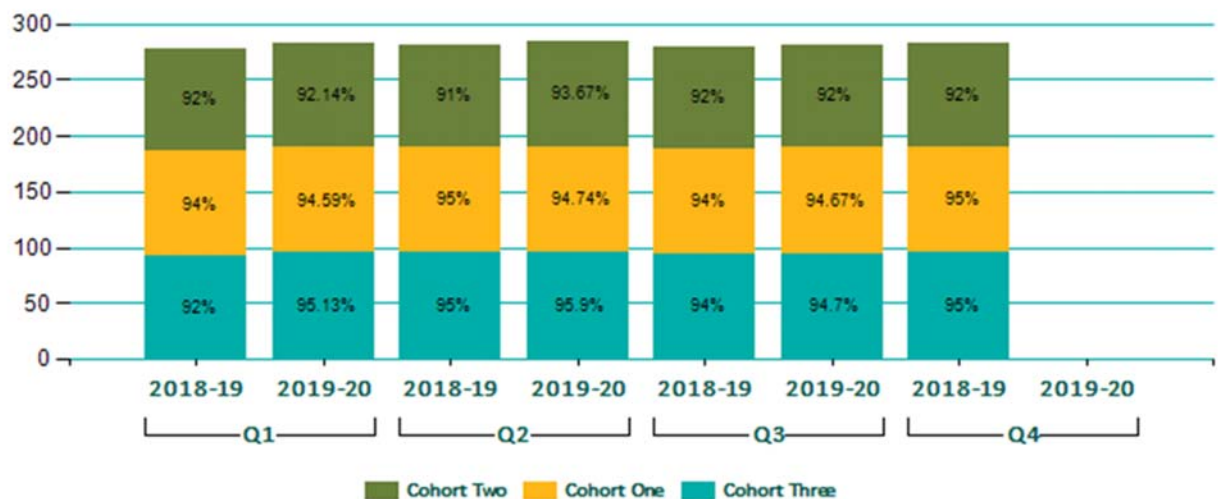
**Comment:** The number of inspections each month generally remains consistent. A failed inspection is defined as a major or critical non-compliance. A lower number indicates fewer premises with an identified food safety risk and the number remains low.

## Maternal and Child Health Visits



**Comment:** Key Ages and Stages visits numbers were down during this quarter due to the COVID-19 restrictions placed on the service with no face to face consultations, these being replaced with telephone and teleconferencing consults. The focus was on young babies up to 4 months old and when some face to face consults were allowed, the number of visits were reduced due to adherence to cleaning requirements between visits. Consults have now returned to remote contact. Total Key Ages and Stages visits for 2019-2020 13,427.

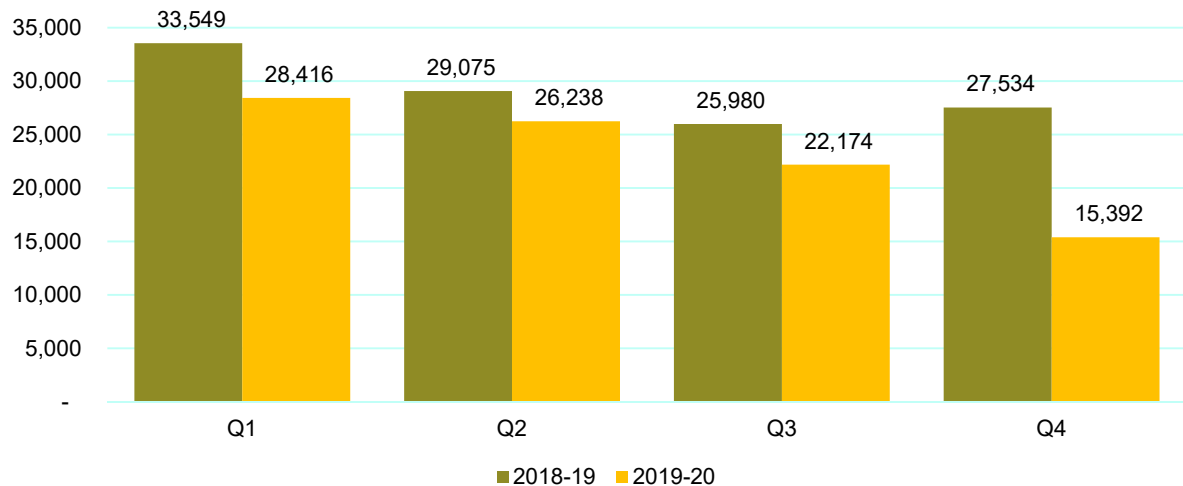
## Immunisation Coverage Against Each Cohort



*Data not available at the time of this report publication.*

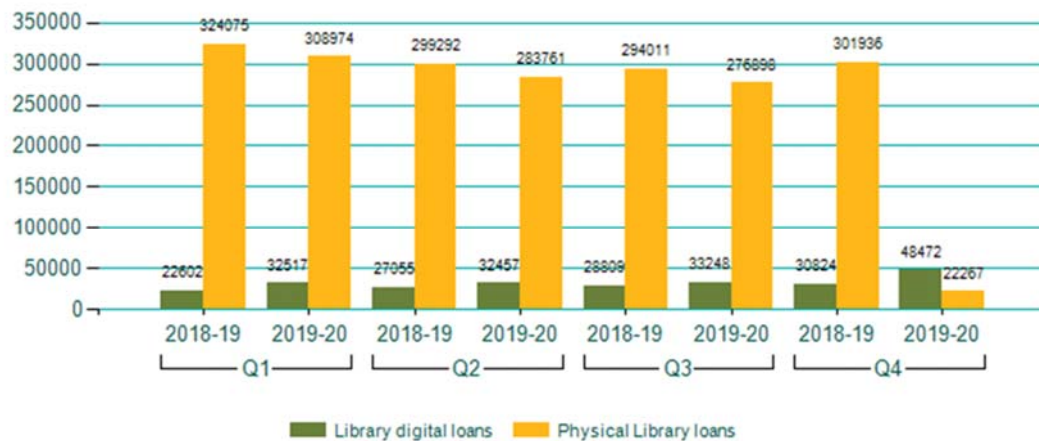
**Comment:** Cohort 1 – must receive their 2, 4 and 6 months immunisations by their 1st birthday  
 Cohort 2 – must receive their 2, 4, 6, 12 and 18 months immunisations by their 2nd birthday  
 Cohort 3 – must receive their 2,4,6,12,18 and 4 year old immunisations by their 5th birthday

## In Home and Social Support Hours



**Comment:** Covid-19 restrictions have impacted this service as social support remains closed and In Home support is 15% lower than normal. There were 1500 additional hours of welfare work undertaken through all of quarter 4 and we have included these hours in this chart.

## Library Loans



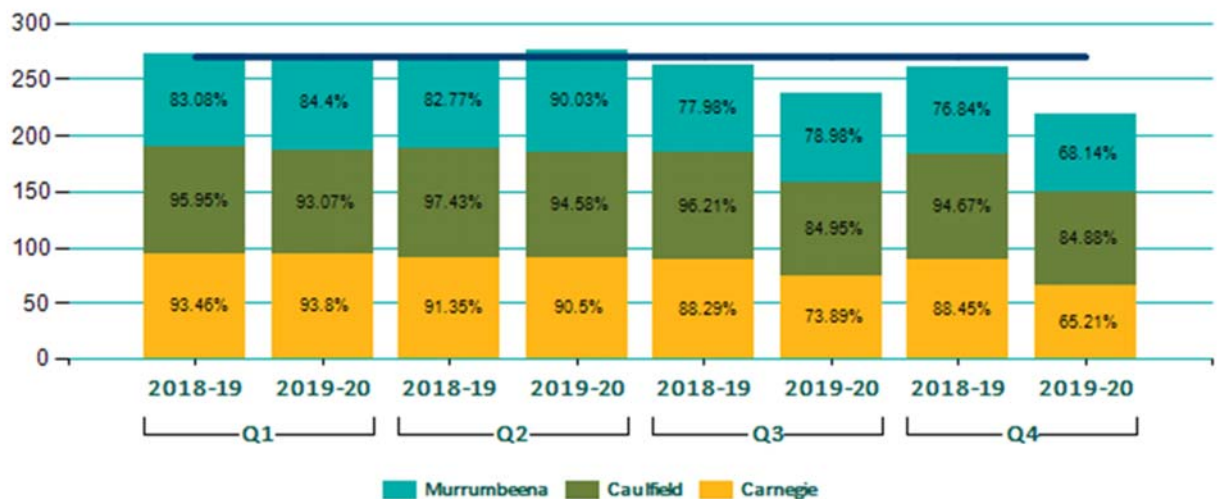
**Comment:** Library branches were closed in April and May, with limited re-opening in June, resulting in drastically reduced lending of physical items. Loans of digital items increased almost 58% compared to quarter 4 2018/19.

## Library Visits



**Comment:** Visits to library branches decreased by almost 98% compared to the 4th quarter of 2018/19 due to libraries being closed during COVID-19 restrictions.

## Early Learning Centres Utilisation rate






**Comment:** Centre utilisation was impacted by the COVID-19 pandemic, offset slightly by the introduction of the Child Care Fee Relief Package affording families free childcare. However, some families chose to remove their children due to a change in personal circumstances or health concerns. Numbers for June have increased at all Centres. Free childcare ceases 12 July with Child Care Subsidy resuming for eligible families




# CLEAN AND SUSTAINABLE

## AN ATTRACTIVE AND SUSTAINABLE ENVIRONMENT FOR FUTURE GENERATIONS

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2020
Five percent of the capital budget for all new and large refurbishment building projects will be allocated to sustainability measures, over and above, the minimum required standards	Five per cent of Carnegie Swim Centre redevelopment budget allocated to sustainable initiatives and separately reflected in cost plan.	The project team have ensured this requirement has been incorporated into the design and the current cost plan.
	Five percent of Murrumbena Pavilion redevelopment budget allocated to sustainable initiative and separately reflected in cost plan	The project team have ensured this requirement has been incorporated into the design and the current cost plan.
We will commence the implementation of actions from the Tennis Strategy	Install Tennis Australia Book-a-Court system in four locations across Glen Eira	<p>The installation of the book-a-court system has commenced at five tennis facilities. Completion of this project is awaiting installation of the hardware and activation of software by Tennis Victoria which was delayed due to COVID-19. This project is now due for completion in August 2020.</p> <p>Expressions of interest were sought from all tennis clubs who wished to be considered for installation of the 'book-a-court' system to allow casual access to tennis courts. Pre-installation electrical works have been undertaken at the confirmed sites.</p>
We will implement our updated Open Space Strategy 2019-2031 priority actions including design and construction of open space projects	Complete detailed design of a new park in Aileen Avenue Caulfield South	Detailed design is now complete. The tendering process and construction of Park and associated drainage works will start in August 2020.
	Invest \$900k in improvements under the Outer Circle Railway Management Plan	\$805k has been spent on improvements under the Outer Circle Railway Management Plan. Melbourne Water handed the land back to Council for reinstatement and development in March causing a three-month delay. Final landscaping work will be completed in August 2020.
We will invest in solar energy generation on Council buildings and support the community to implement initiatives that contribute to our sustainability objectives	Additional solar generation to be installed at Kindergartens (4 sites)	The solar installation works at four Kindergarten sites have been completed.
	Additional solar generation to be installed at Centenary Park Pavilion	The solar installation works at Centenary Park Pavilion have been completed.
	Additional solar generation to be installed at Council Independent Living Units (ILU's - 6 sites).	This target was exceeded with 11 ILU sites completed (Jasper Road), instead of six.
	Additional solar generation to be installed at Godfrey Street Community House	The solar installation works at Godfrey Street Community House is fully completed.
We will see an increase in food waste recycling in the municipality.	10% increase in food waste recycling measure through annual waste bin audit.	The annual waste bin audit completed in November 2019 measured an 11% increase of food waste recycled in the Council's green bin, compared to an audit completed during a similar period in 2018.
We will update and refresh a minimum of two key Council community infrastructure strategies relating to recreation, open space and facilities	Dog off-leash areas reviewed and community consultation undertaken.	A review of the Dog off Leash Areas has been undertaken and the report was endorsed by Council on 5 May 2020. This report included the data and information collected during the community consultation period throughout 2019. Further to this, Council also endorsed an amended Order of the Domestic Animals Act to commence implementation of the new off-leash areas.
	Council endorsement of the Playground Strategy	The Playground Strategy has been deferred to allow for the community consultation phase to be undertaken when social distancing restrictions due to COVID-19 are lifted. This will allow for valuable community input to inform the Strategy and to ensure it reflects community needs.

 Achieved	 Not Achieved	 Deferred due to Covid-19
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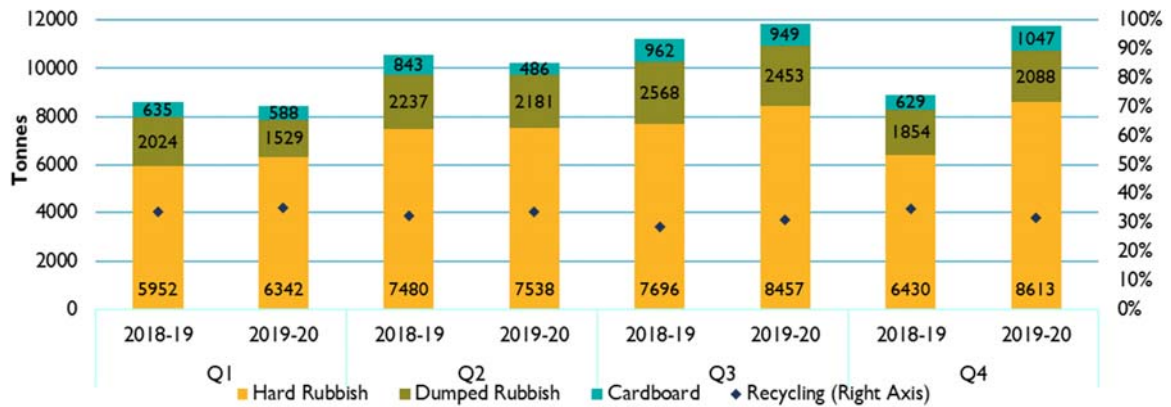
## 2018-2019 commitments

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2020
We will expand on recent trials of place-based teams to improve amenity in our activity centres.	High level of satisfaction of traders and/or community with the presentation of our activity centres, measured through a survey.	A Have Your Say survey was made available on Council's website in early July 2019, it was promoted to all Traders Associations and informal trader groups with limited response.
We will protect our valued trees within our city and consult on the establishment of a new tree protection policy and Significant Tree Register (may change subject to Council resolution following consultation)	Complete the development of the tree protection policy and Significant Tree Register (through a Local Law).	At the 30 June 2020 Council meeting, the proposed Classified Tree Local Law, proposed Classified Tree Assessment Guidelines and proposed Classified Tree Policy were endorsed for public consultation between 1 to 29 July 2020.
 Achieved	 Not Achieved	 Deferred due to Covid-19



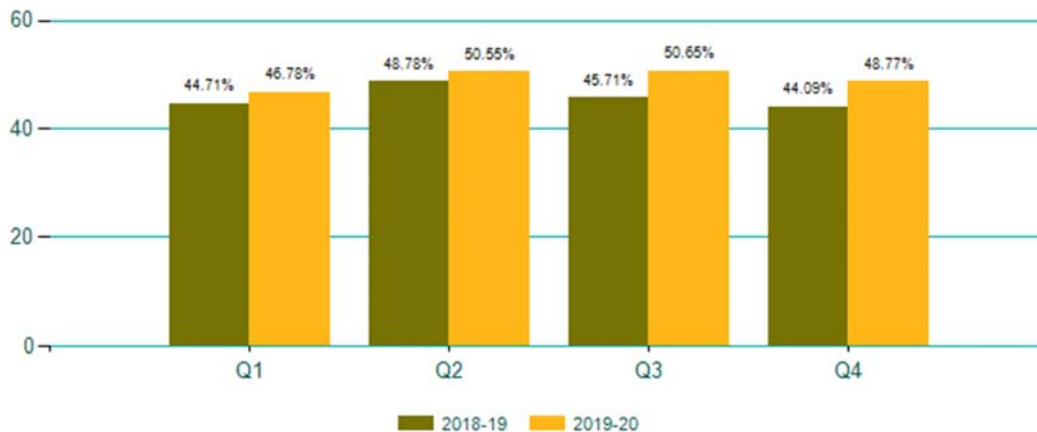
## SERVICE PERFORMANCE INDICATORS - RECYCLING

### Recycling Diversion Rate for Hard Rubbish and Dumped Rubbish



**Comment:** There was an increase in hard rubbish and cardboard collections due to increased waste generation with more people home during lockdown over quarter 4.

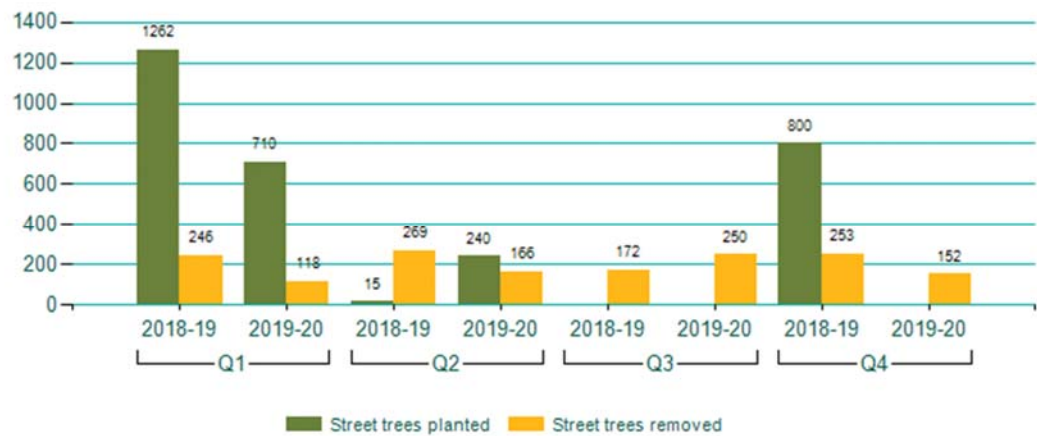
### Recycling Diversion Rate for Kerbside Municipal Waste



**Comment:** The diversion rate declined in the last quarter of 2019/2020 due to the rise of municipal waste generated by more people at home during COVID-19 related lockdown.

# SERVICE PERFORMANCE INDICATORS - PARKS

## Street Trees Removed and Planted






**Comment:** Planting was ceased due to Covid-19 restrictions.

A total of 684 trees removed for the year; removals are reducing each year with improved maintenance regimes however removals for new developments are inflating these numbers.

# INFORMED AND ENGAGED

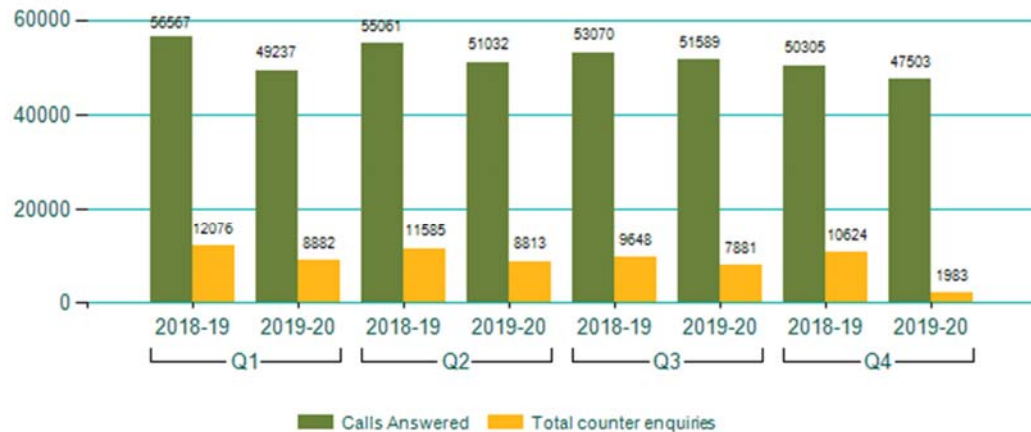
## A WELL GOVERNED COUNCIL THAT IS COMMITTED TO TRANSPARENCY AND ENGAGES RESIDENTS IN DECISION-MAKING

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2020
Council will improve the ability for community to complete transactions online outside of core business hours	Increase of activity on the home page to reflect a 5% increase in clicks throughs	We are seeing much higher engagement with Council's new website, compared with the old one.  Where comparable services existed on the previous homepage, there has been a 46% increase in click-through for those transactions. This, combined with a lower site bounce rate, tells us that people are navigating through the site with more ease and are finding what they want quicker than before.
	5% increase in transaction volume outside of core business hours through Council's website	The total transaction volume at the end of the final quarter shows that 20% of online transactions have been done outside of business hours. This is a 2% increase from the previous end-of-year results. Overall online transactions have increased by 11% from the previous year.  Previous quarters this year showed increases in after-hours transactions, with a drop seen in quarter four. It is expected that the downturn in the last quarter is partly due to the impact of COVID restrictions, meaning people who are working at home are more easily able to transact during business hours and are less likely to wait until after hours to complete online transactions.  After hours has been defined as weekends, public holidays and any time outside of regular 9-5 business hours during the week. A transaction is defined as a form submitted through our website, and any application or request.
We will complete the review of our Local Law in consultation with the community.	Local Laws endorsed by Council by November, 2019	Completed. Council endorsed new Local Laws in November 2019.
We will continue to implement our Community Engagement Strategy 2018 - 2021	We will consult with Glen Eira Community Voice on at least six occasions.	We have exceeded our commitment with a total of seven Community Voice activities. Five surveys and two quickpolls have been undertaken with the most recent activities asking our Community Voice members how they are coping during the COVID-19 pandemic. This information will help to inform Council's decisions and priorities for 2020-2021.
We will demonstrate our commitment to transparency by increasing the amount of information that is available to the public via various communication modes.	Improvement in the Community Satisfaction Rating with how Council has performed in making decisions in the interest of the community	Council's performance on this measure in 2020 was 58 as compared to 61 in 2019 but was significantly higher than the Statewide average of 53.
	Increased social media presence by posting a minimum of 20 messages per month that inform the community on a range of Council services and events via Council's What's on in Glen Eira Facebook and Instagram pages and an increase in the use of video.	A total of 246 posts and 23 videos have been streamed across Facebook and Instagram showcasing and informing the community of Council's services and events as well as relevant State Government initiatives.
We will develop a community vision that represents the aspirations and priorities of our community	We will have a draft Community Vision for Council endorsement by the end of June 2020. This will incorporate engaging with the community to co-design the process and reaching out to capture views from diverse communities.	The Community Vision Citizens panel is still currently paused due to the COVID pandemic and not being able to proceed with face to face sessions. Currently officers are looking at potential options to resume the work of the Community Vision panel with an online approach or face to face (if permissible) using different timelines. Council will review options presented by officers and inform the preferred approach in July 2020.
We will report quarterly to the community on our progress against all of our promises outlined in this Plan	Quarterly reporting considered by Council in August, November, February and May annually	The Community Plan progress was considered by Council on the 13th August 2019, 26th November 2019, 25th February 2020, and the 19th May 2020. The results are published on Council's Community Dashboard.

 Achieved	 Not Achieved	 Deferred due to Covid-19
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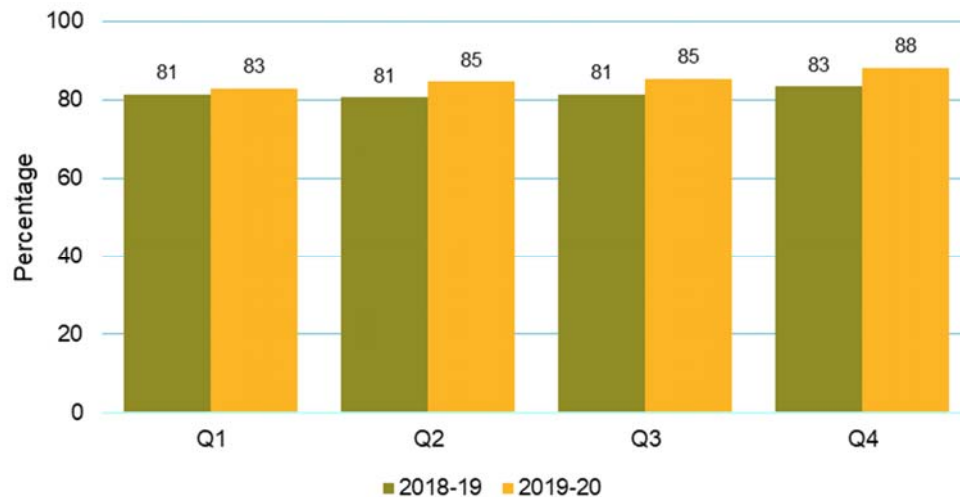
## SERVICE PERFORMANCE INDICATORS - SERVICE CENTRE

### Calls Answered and Counter Enquiries



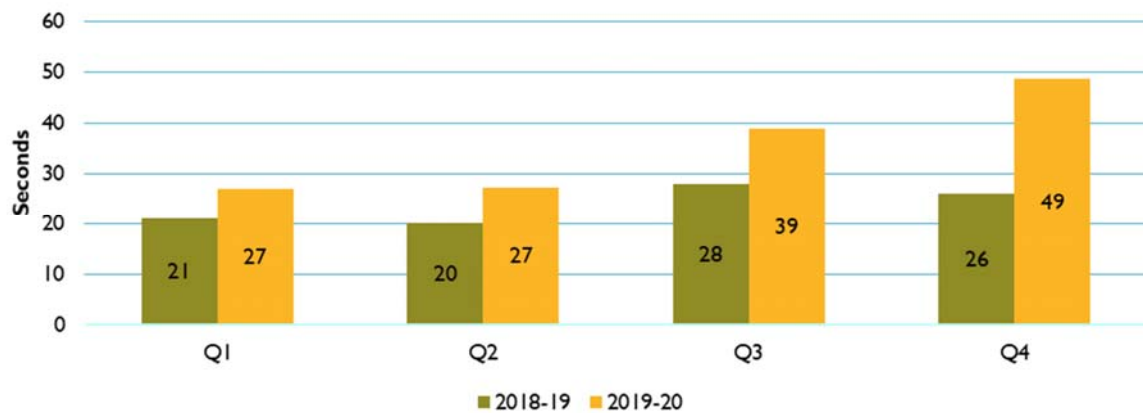
**Comment:** Calls answered and counter enquiries were down for quarter 4 due to COVID-19. Our front counter closed on 23 March and remains closed until it is safe to re-open. Council introduced Live Chat on the website which assisted customers who preferred to use online enquiries.

### % First Point of Call Resolution



**Comment:** First Point Resolution increased as the Customer Service Centre operators were required to respond to a large number of calls related to pool registrations during May and June.

### Average Queue Wait Time



**Comment:** The Average Queue Wait Time for the quarter was higher due to the large number of calls generated from pool registration enquiries and the time required to respond to technical issues related to this matter.

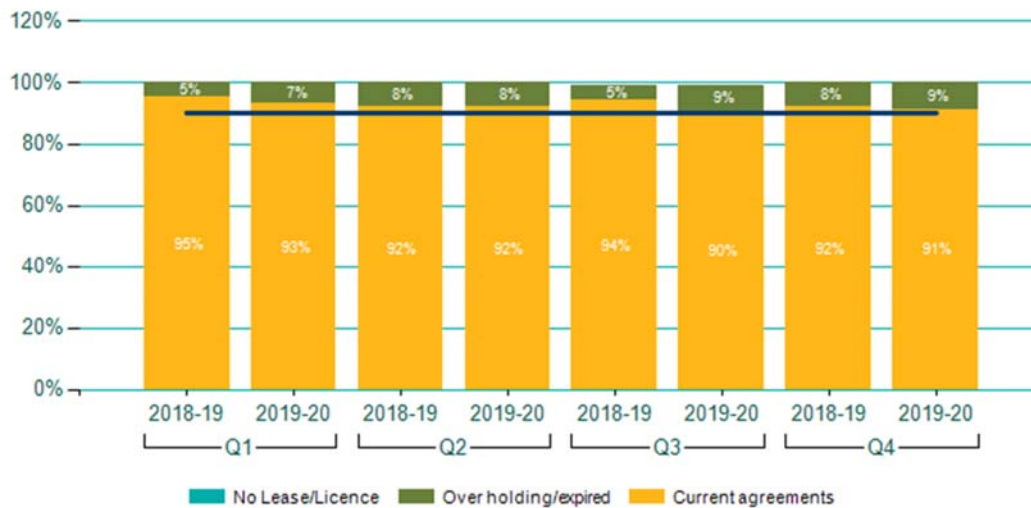
## GOVERNANCE

### PUBLIC QUESTIONS TO ORDINARY COUNCIL MEETINGS FOR THE PERIOD 01 April 2020 TO 30 June 2020

Average time taken to reply to public questions taken on notice at Ordinary Council meetings	0
Number of Ordinary Council meetings	6
Number of public questions asked at Ordinary Council meetings	19
Number of Public questions ruled inadmissible at Ordinary Council meetings	0
Public questions answered at an Ordinary Council meetings	19
Public questions answered following Ordinary Council meetings (person submitting question not present and/or public question taken on notice)	0

# SERVICE PERFORMANCE INDICATORS - BUILDINGS AND PROPERTIES

## Status of Lease and Licence Portfolio (Council as Landlord)



**Comment:** Reasons for agreements not being renewed may be due to detailed negotiation or consideration of long-term strategic issues, for example negotiations with the Catholic Archdiocese for their occupation of part of St Kevin's Primary School playground and tennis club. The new leases with Telstra and Vodafone are awaiting their execution, as well as licences to J'Air and three tenants at Moorleigh Community Village.

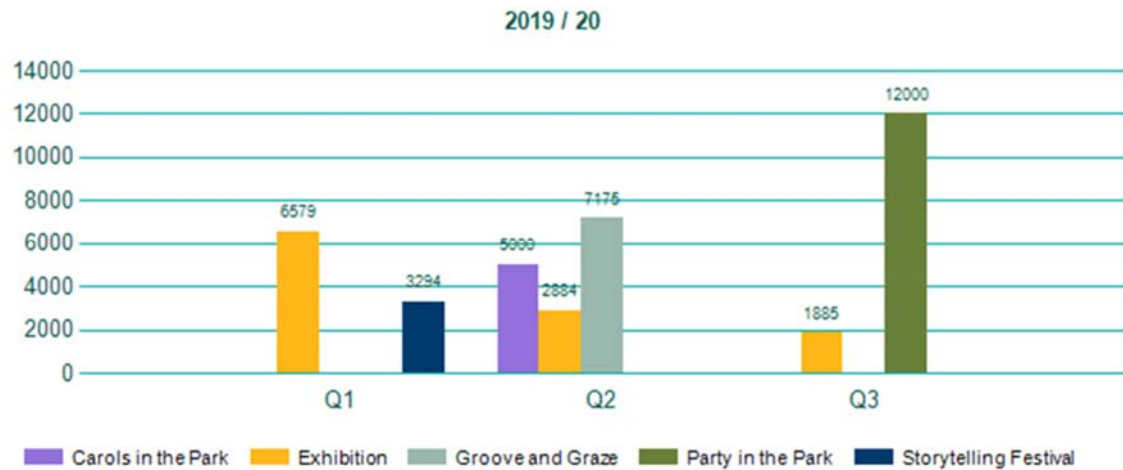
Council administers 87\* agreements covering a variety of community and commercial tenancies. Our aim is to renew leases and licences ahead of their expiry. If they are not renewed they move to overholding or to a month by month basis.

At the end of quarter 4 all occupiers of council land or buildings had a current agreement, with the proportion of current lease or licence agreements sitting at 91% and those in overholding 9%.

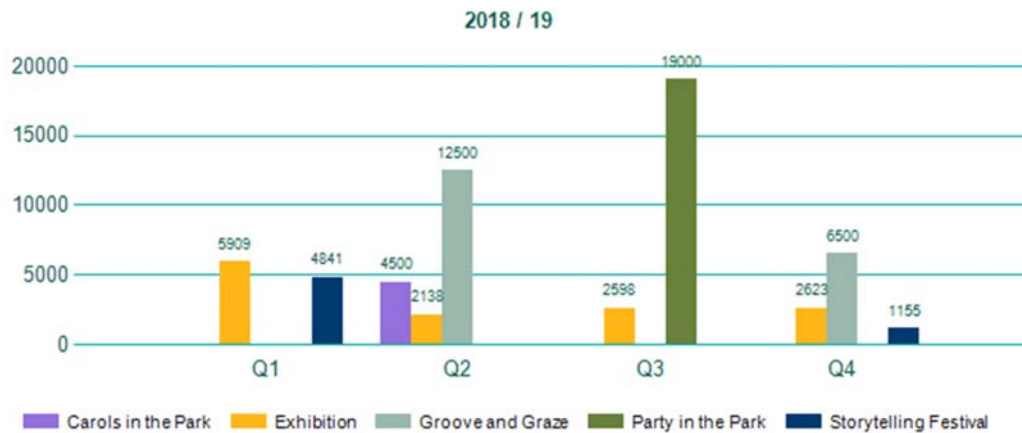
*\*Since the last report the lease with Caulfield Park Tennis Club has ended.*

## SERVICE PERFORMANCE INDICATORS – EVENTS

### Attendance at Major Events

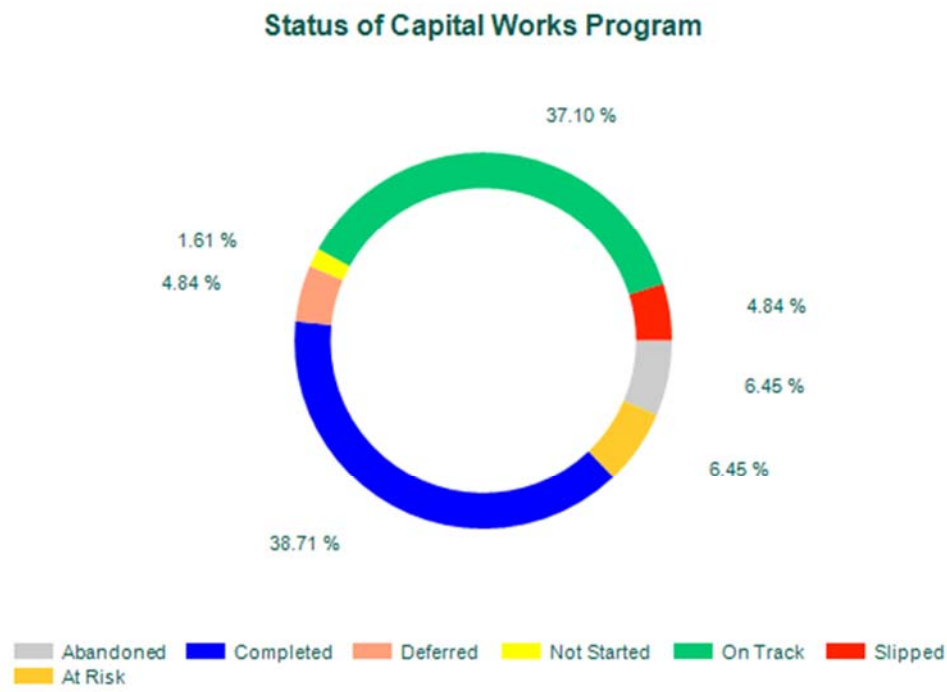


**Comment:** No major events were held due to Covid-19 restrictions.

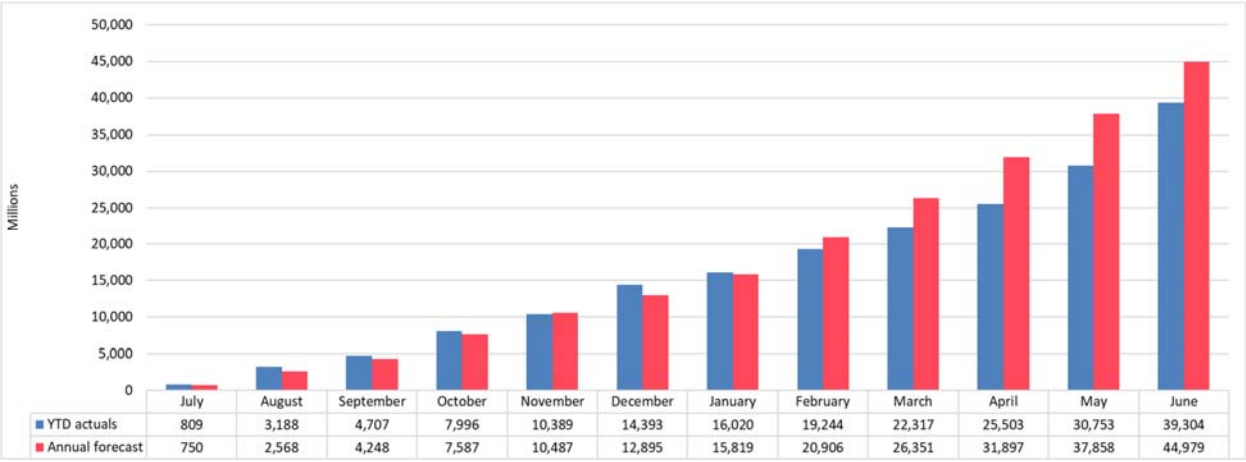


# CAPITAL WORKS PROGRAM UPDATE

## PROJECTS COMPLETED THIS QUARTER



## Capital Works Expenditure Program





# COMMUNITY ENGAGEMENT UPDATE

We are committed to engaging on matters that involve:	Consultations conducted	Responses Received
Significant change to services and facilities	0	0
A change in strategic direction	4	47
Changes to existing amenity or character of an area	1	139
Considerable budget implications	2	24
Controversial or sensitive matter	0	0
Key emerging issue	4	261

# COMMUNITY ENGAGEMENT UPDATE

## OVERVIEW



### Glen Eira Community Hub

In response to COVID-19 pandemic, Council developed the Glen Eira Community Hub on Have Your Say Glen Eira as part of the Be Kind campaign. The Community Hub is a place where our residents can share their stories of life in lockdown, give thanks to those who work tirelessly to keep our community safe, and participate in fun weekly activities. The aim of the Community Hub is to build social connections at a time when we are isolated from our family, friends and neighbours.

## WHAT DID THE COMMUNITY TELL US?

*"The resident in Lancaster street who fully embraced "going on a bear hunt" and had different themed bears from magician, to super hero, to mechanic, to builder etc every day for over a month. This brought so many smiles to so many local kids."*

#

*"Last weeks sunny cool days were perfect for a ride along the popular Djerring trail under skyrail after school with my daughter and then filling paniers with Glen Huntly supermarket shopping. I'm really looking forward to Railtrails on Frankston Train line, Rosstown rail trail and Djerring trail all meeting up and with the Glen Eira/Neerim Road schools route that serves 9000 kids schools. Hope these are well designed for easy safe bike and walking connections in the level crossing projects and built really soon."*

*"To the beautiful team at Humble Creatures, Tiffany, Eric and Matt for keeping the coffees and take away going and keeping me sane!"*



### *Bluestone Laneway, Kerb and Channel Renewal Reconstruction Policy*

We wanted to hear residents' views about how important it is to preserve the bluestone in laneways and streets in non-heritage areas for the future. Council own and manage bluestone in our road reserves, laneways and kerbs; they are an integral part of the heritage of Glen Eira. Our current policy for managing bluestone renewal - the Street and Laneway Design and Construction Policy 2013 - provides some guidance for the renewal of bluestone. In recent times, our community has expressed some concern with this renewal process. As a result, we developed the draft Bluestone Laneway, Kerb and Channel Reconstruction Policy. The draft Policy applies to the reconstruction of bluestone laneways and kerb and channels in road reserves and aims to better manage and preserve these assets in the future.

## UPCOMING PROJECTS IN THE NEXT QUARTER

These projects are:

- **Proposed Classified Tree Local Law** - Community members are invited to have their say on a proposal to establish a Classified Tree Register for trees on public and private land, and a Local Law which will protect the trees on the Register.
- **Carnegie Swim Centre Redevelopment** - We are inviting community feedback on a proposed concept design for Carnegie Swim Centre.
- **Community Engagement Policy 2021** - We are inviting community feedback on the Council's policy, which is being reviewed to ensure it is aligned with the *Local Government Act 2020*.
- **Urban Forest Strategy** - We are inviting community feedback on this proposed strategy.
- **Reconciliation Action Plan** - We are welcoming input to support the implementation of this action plan.