



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

QUARTER ENDING DECEMBER 2020 • WWW.GLENEIRA.VIC.GOV.AU



CHIEF EXECUTIVE OFFICER OVERVIEW

Welcome to our second Quarterly Service Performance Report for 2021–2022, covering the period 1 October to 31 December 2020.

2020 was a difficult year for the Glen Eira community and Council. Our residents, businesses, sporting clubs and community groups all suffered as a direct result of COVID-19. We all had to be adaptive and resilient in an unknown environment. Like many, we were forced to close a number of our key facilities, postpone events and pivot our services online. Although our current financial position remains sound, COVID-19 impacted many of our strategic intentions for the year and made a significant impact on our finances.

I am very much looking forward to putting 2020 behind us and focusing on the recovery phase we have now entered into. With all our services now open, our focus will be on supporting the Glen Eira community. On Tuesday 14 December 2021, Council revised its Response and Recovery Package from \$8.6 million to \$8.9 million. This has allowed us to provide additional funding for small business support grants and continue to offer financial relief to ratepayers, sporting clubs and community groups. 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.

Although things have been challenging, progress worth noting this quarter includes:

- As part of the '16 Days of Activism Against Gender-Based Violence' campaign, Council delivered *"Everyday Conversations - Active Bystander Training"* for Council staff and Glen Eira community;
- Eat Street construction will start in May 2021;
- Construction of the Murrumbeena Park Community Hub will also start in March 2021; and
- The East Village amendment documentation and s173 Agreement have been lodged with the Minister for Planning on October 30, 2020.

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 of interest.

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

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 continues to be 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.

At the end of December 2020, the performance against budget from ordinary activities showed a favourable variance of \$3.79 million. This is made up of higher than anticipated income of \$6.1 million due to new government grants received (\$6.9 million) and offset by lower than budgeted income received for user fees and fines (\$0.79 million). Expenditure is \$2.3 million higher than budget which is attributed to the requirements of the additional grant funding above.

The forecast result expected for the financial year is a loss of \$1.98 million compared with the adopted 2020–21 Annual Budget surplus of \$5.36 million. The decreased forecast result is affected by the timing of capital grants which will have no effect once they are received in the following year. The remainder of variances is attributed to reduced fee income due to the ongoing nature of the pandemic (\$5.48 million), unbudgeted pandemic expenses such as personal protective equipment particularly in Residential Aged Care (\$1.32 million), and increased pandemic support to the community and businesses (\$1.5 million).

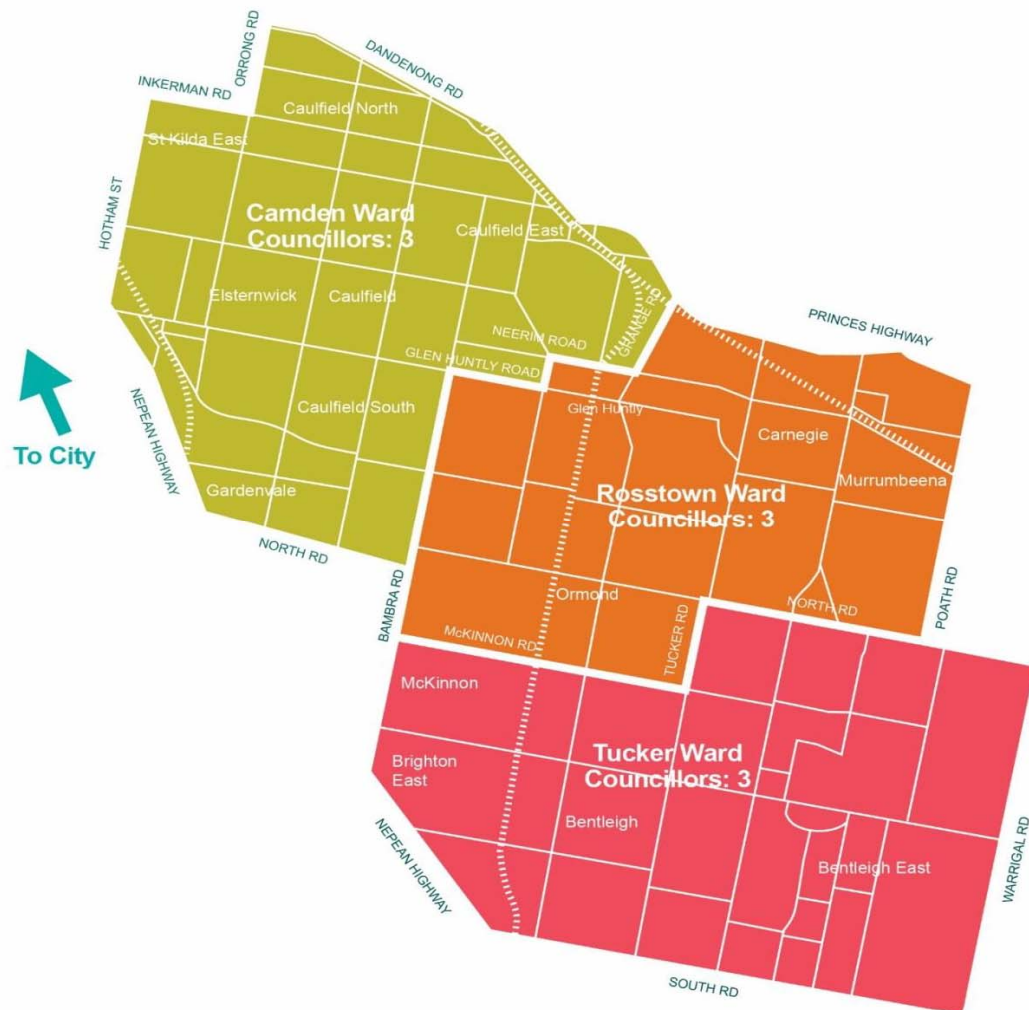
Council's current liquidity ratio, a measurement of our financial strength, decreased to 1.02. This means for every \$1 of current liability, the Council had \$1.02 in current assets to meet those commitments. This is still an acceptable position, and we have seen a positive effect on our income streams during December, however indicators, including our net result, have moved from a low to medium risk level. The ongoing effects of the pandemic and high costs of recovery will continue to be monitored to reduce the impact on Council's long-term financial position and liquidity.

FINANCIAL SUSTAINABILITY RISK INDICATORS	Objective	2019-2020 Actuals based on VAGO Parliamentary Report	2020-21 Annual Budget as at 31 December 2020	2020-21 Annual Forecast As at 31 December 2020	2020-21 Risk Based on Annual Forecast as at 31 December 2020	COMMENT
Net Result	To generate surpluses consistently greater than 0%	5.95%	2.94%	-1.09%	Medium	The unfavourable net result percentage is based on the assumption that some business units, such as Glen Eira Leisure facilities, will be operating for only part of 2020-21 due to the COVID-19 pandemic.
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%	3.51%	-0.50%	-1.09%	Medium	Council anticipates an unfavourable underlying result during 2020-21 due to our reduced ability to generate fee income during the COVID-19 pandemic.
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	1.27	1.14	1.02	Low	Council's forecast to 30 June 2021 indicates a Liquidity Ratio of greater than 1.0.

Indebtedness	Lower than 40% relates to the ability to repay debt from own-source revenue	9.67%	6.97%	7.15%	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%	118%	71.00%	61.00%	Medium	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	1.38	1.64	1.81	Low	Council operates at a low 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	1.20	1.15	1.15	Low	Council spends sufficient funds on its asset base.

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

WHAT'S BEEN HAPPENING AT A LOCAL LEVEL



The Gallery remained closed and all public face to face events were cancelled due to the COVID-19 pandemic. Free arts and culture programs and events were offered as an alternative using online platforms such as YouTube, ZOOM and Facebook. These included a series of free gardening and floristry sessions for teens and adults and 'live' Glen Eira focused art, history and heritage events held on Sundays.

Although Glen Eira Libraries couldn't have on-site sessions, that didn't stop us from having adventures with over 38 live online programs across October, November and December! We went down the worst street in London during the period of Jack the Ripper, met hedgehogs and learnt about entomophagy (eating bugs)! We heard about Nick Cave's early years and the perils of being a famous corpse.

We explored fashion of the 1920s, royal wedding attire and ladies' fashion of the 1930s. We discovered the history of video games, learnt about Tutankhamun with an Egyptologist, rejoiced in stories of hope with Heather Morris and crept backstage at famous museums to visit their hidden exhibits with The Secret Museum.

MAJOR PROJECT UPDATES



PLAN

NEERIM ROAD STREETScape: 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: The tender process has been completed and the contract for the construction of the Murrumbena Community Hub will be considered at the 23 February 2021 Council meeting. Construction will commence in March 2021.

AILEEN AVENUE OPEN SPACE: Aileen Avenue Open Space Construction tender evaluation report approved by Council on 2 February 2021 Council meeting. Aileen Avenue Open Space drainage works has started. The open space aspects of the construction has been rescheduled to start for mid year after the demolition of the existing building at No.6 Aileen Ave (Rental lease is extended by the tenant due to COVID-19-19 situation).

SELWYN STREET CULTURAL PRECINCT (ELSTERNWICK STRUCTURE PLAN): 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. Concepts are also being developed for an integrated commemorative public artwork.

BLEAZBY STREET MULTI-DECK CAR PARK (BENTLEIGH STRUCTURE PLAN): Currently under review.

BENTLEIGH LIBRARY IMPROVEMENT AND INTEGRATION (BENTLEIGH STRUCTURE PLAN): The redevelopment of the Bentleigh Library is due to commence in March 2021. The tender advertising period has now closed, and submissions are currently being assessed. The contract will be considered at the 23 February 2021 Council meeting.



INITIATE

EAT STREET BENTLEIGH (BENTLEIGH STRUCTURE PLAN): Detailed design is complete. The project will go to public tender for construction in May with Stage 1 construction scheduled to be completed by November 2021 and stage 2 undertaken in February to June 2022.

ELSTERNWICK COMMUNITY HUB (ELSTERNWICK STRUCTURE PLAN): 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 inform the next stages in the planning for the new Hub.

LORD RESERVE AND KOORNANG PARK MASTERPLAN: Landscape architect has been engaged to prepare concepts and options around the eastern end (east of Carnegie Swim Centre). As outlined in the master plan this will include a multi-purpose space, explore the car-park layout and improvements to the north eastern entrance. Awaiting on Community Reference Group input into Nth/East corner design. Lord Reserve cricket nets relocation to the new location is nearing completion. Works on the Koornang Park Pavilion is scheduled for completion in May and the Lord Reserve Pavilion completed in February.

CARNEGIE SWIM CENTRE REDEVELOPMENT: Consultants have progressed further on the detailed design based on the community feedback received during concept design consultation. A communications strategy and Environmentally Sustainable Design report have been developed for the project. The project has reached the 50% stage of design, which is a significant milestone for the redevelopment. Council has been presented with the design package and have supported undertaking the communication with the community.

STANLEY STREET ELSTERNWICK MULTI DECK CARPARK (ELSTERNWICK STRUCTURE PLAN): Currently under review.

LORD RESERVE PAVILION DEVELOPMENT: Contract for this project was awarded by Council in December 2020, and construction has commenced in February.



DEFERRED

CARNEGIE MARKET (CARNEGIE STRUCTURE PLAN): Progression of a permanent Carnegie Market has been deferred. Works are progressing on plans for a new community space at the former Neerim Road Furniture Warehouse. Construction is due to commence on this new community space late January 2021 and be completed early April 2021

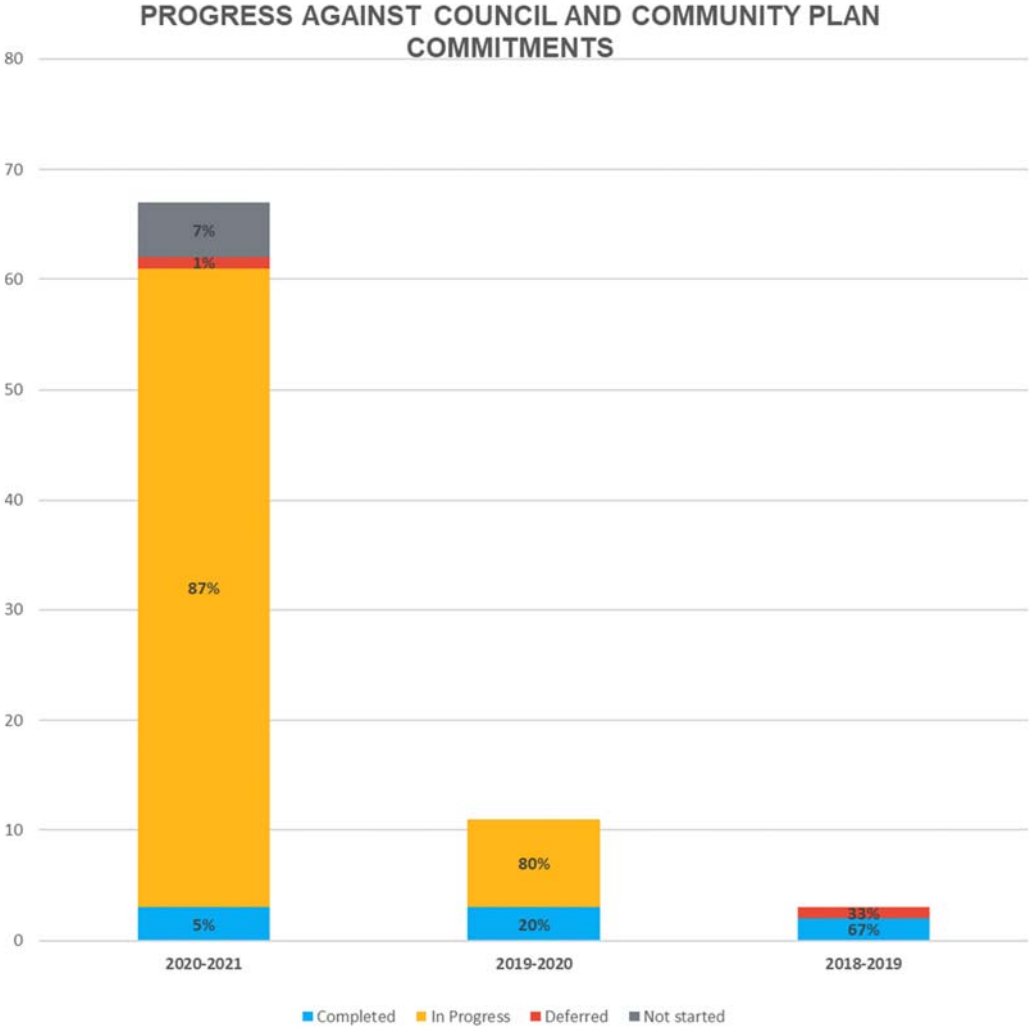
PERFORMANCE AT A GLANCE

The Council Plan 2017–2021 sets out five themes where Council will focus its efforts to enhance community experience over the next four 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.

Please note: any carry over commitments from 2018, 2019 and 2020 that have been incorporated into the current year commitments have been removed since last reporting.

PROGRESS AGAINST GLEN EIRA COUNCIL AND COMMUNITY PLAN COMMITMENTS


Community Plan Commitments	2020-2021	2019-2020	2018-2019
Completed	3	3	2
In Progress	58	8	0
Deferred	1	0	1
Not started	5	0	0
Total	67	11	3




LIVEABLE AND WELL DESIGNED

A WELL PLANNED CITY THAT IS A GREAT PLACE TO BE


COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 December 2020
We will continue to deploy our structure planning program, implementing the Council and community shared vision for our activity centres on transport and parking, employment, open spaces, infrastructure, and accommodating population growth.	We will conclude the Planning Scheme Amendment process for the Benteigh and Carnegie Structure Plan Planning Scheme Amendments, including public exhibition and consultation with the community.	Amendment C184 was exhibited from 23 July to 27 Aug 2020. A report will be presented to 23 February 2021 council meeting to consider the submissions and decide on the next steps of the amendment.
	We will commence the formal Planning Scheme Amendment process to implement the Glen Huntly Structure Plan.	The final structure plan was presented to Council on September 1 following community consultation. The plan was not endorsed at this meeting. Officers will undertake further review and modelling of built form and traffic in Q2 to finalise the plan. The revised structure plan will be the subject of a Council report in Q3 when the plan could proceed to a formal planning scheme amendment process. The planning scheme amendment documentation is currently being prepared in anticipation of the adoption of the Structure Plan.
	Following community and stakeholder consultation, we will complete a draft Structure Plan for the Caulfield Station Precinct.	The project plan is now prepared, tender for consultant services has been released and consultant team to be appointed February. Drafting of the structure plan will start in Q3 and Q4. This project will extend into 21/22 due to the late handover from the Victorian Planning Authority.
	We will continue to progress the formal Planning Scheme Amendment process for the Elsterwick Structure Plan.	This project is scheduled to recommence in Q3 due to commitments with the exhibition of C184 - Benteigh and Carnegie Structure Plans. Changes are required to the structure plan. A planning scheme amendment will not be undertaken in 2021.
We will continue to protect and celebrate Glen Eira's cultural heritage through a range of planning policies and controls.	We will publicly exhibit and review community and stakeholder submissions for the Hidden Gems Planning Scheme Amendment and Benteigh, Carnegie and Elsterwick Planning Scheme Amendments.	Hidden Gems was exhibited from 29 Oct to 30 Nov 2020. Submissions will be reported to Council in February 2021. Benteigh and Carnegie went to panel in October 2020 and the proposal was supported by the panel. It will be considered in February for adoption by Council. Elsterwick heritage has been authorised by the Minister and will commence exhibition in Q3.
	We will deliver a minimum 80 per cent of year two actions in the Social and Affordable Housing Strategy 2019–2023 Action Plan.	Implementation of the plan is underway with Council participating in discussions with State Government and other local governments about funding and advocacy opportunities.
We will contribute to an increase in the availability of social and affordable housing in the municipality through implementing our Social and Affordable Housing Strategy 2019–2023.	We will develop a position paper on Council's commitment to a planning mechanism for affordable housing contributions for new developments.	Currently researching planning mechanisms for affordable housing contributions as part of new developments and will have a position paper completed for Council consideration in Q4.
	We will develop a standard policy for affordable housing requirements on rezoned sites.	The policy will be scheduled for Council consideration in Q4.
We will develop community facilities and spaces that are vibrant hubs, connect people with the place that they live, and encourage active lifestyles.	We will commence construction of the Community Hub at Murrumbeena Park.	Construction is due to commence in March 2021. The contract for the construction works is due to be awarded at the 23rd February 2021 Council meeting.
	We will use the outcomes of our community consultation process to inform the completion of a detailed design for the Carnegie Swim Centre in preparation for tender.	Project has reached 50% Design stage and the design package was presented and supported by the Council. The design will now be discussed with the Community Reference Group and the broader community
	We continue the development of a concept plan for a cultural precinct in Selwyn Street, Elsterwick.	Functional Layout Plan options have been developed in line with an advisory committee made up of stakeholders from the precinct Concept design development has to recommence in early 2021 following reconvening of advisory committee.

	We will commence construction of the Benteigh Library and Youth Hub and forecourt.	Construction is due to commence in March 2021. The tender for the construction has concluded its advertising stage and submissions are now being assessed by the tender evaluation panel. Contract award for construction scheduled for the 23 February 2021 Council meeting.
	We will commence concept design and community consultation for a new Community Hub and Library in Elsterwick.	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 was earmarked to be used to develop concept design options for the new Hub in line with community plan commitments. Discussions with executive and ongoing cash flow analysis and planning with regards to the Hub has meant the project is likely to be delayed to now be delivered in line with the SRP majority of spend in 2024-25 to 2027-28.
	We will commence construction of Eat Street in Benteigh — a pedestrian friendly mall which will underpin Benteigh's growing café and restaurant culture.	Detailed design is completed Construction to be staged over 2 years to minimise impact to traders during peak trade periods Project to commence construction in May/June 2021, following tender award for construction.
We will have a contemporary Glen Eira Planning Scheme that reflects Council's adopted land use and development strategies and plans, and meets State Government requirements.	We will commence a formal planning scheme amendment process to revise the Glen Eira Planning Scheme to implement Council's adopted policies and strategies including updated planning provisions for our neighbourhood centres.	The Planning Scheme Rewrite has progressed significantly in Q2 and was adopted by Council on December 15 2020. Exhibition will proceed in Q3 following Council's consideration of the December report. The draft planning controls for three Neighbourhood Activity Centres is underway. Public consultation on the drafts are scheduled for Q3 and formal reporting to Council in Q4.
We will invest a minimum of \$25 million on infrastructure projects that maintain and enhance liveability through Council's Capital Works Program.	More than \$25 million will be spent through Council's Capital Works Program for 2020–21.	Fifty Seven percent of the community plan commitment has been delivered as of January with a YTD forecast of \$16.38m against YTD actuals of \$14.39m. Therefore, we have confidence around delivering more than \$25million in the 20-21 Capital Works Program.
		

Commitments 2019 – 2020

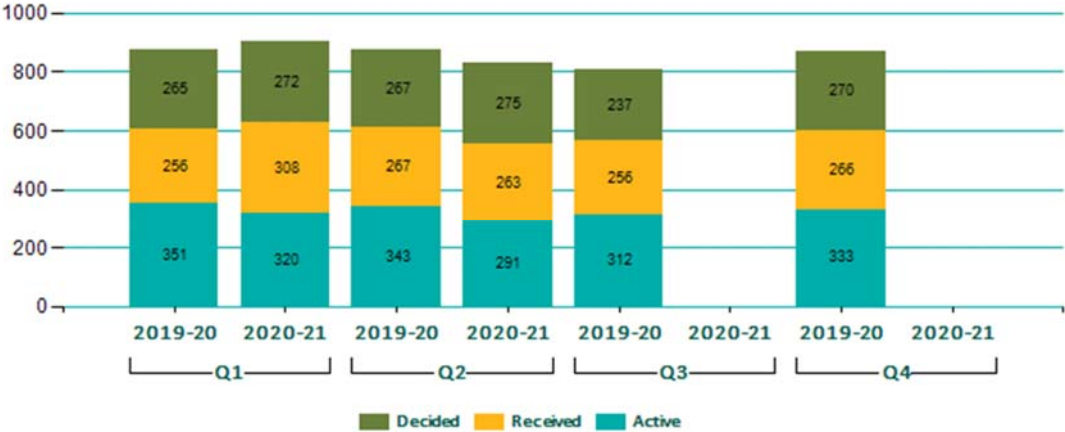
COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 December 2020
We will create a new community space on the site of the old furniture warehouse in Neerim Road Carnegie.	Implementation and activation of a new open space area on the old furniture warehouse site in Carnegie by June 2020.	This project is progressing. A contractor has been appointed by Council to carry out the works. Construction has commenced on site and is anticipated to be completed in April 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.	The final East Village Amendment documentation and s173 Agreement for the Community Facility were lodged with the Minister for Planning on October 30, 2020.
	Adopt structure plans for the Caulfield Station Precinct and Glen Huntly by 30 June 2020.	Late September, the VPA advised that due to their operational changes in the COVID-19 environment that they were handing over preparation of the Caulfield Station Precinct Structure Plan back to Council. All background documents were received late November 2020. In the ensuing period a project plan has been prepared and a tender for consultant services has been released, with the consultant team to be appointed February. Drafting of the structure plan to occur in Q3 and Q4. This project will extend into 21/22 due to the late handover from the VPA. With regard to the Glen Huntly Structure Plan, this document is complete and awaiting endorsement by Council, which is to occur Q3.
		

Commitments 2018 – 2019

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	<p>Advice received from the Department of Environment, Land, Water and Planning indicated the Quality Design Guidelines would not be considered as a background/reference document in the Glen Eira Planning Scheme.</p> <p>However, relevant elements are being translated into various parts of the planning scheme rewrite which is being tabled in a report for Council consideration in December.</p>
		

SERVICE PERFORMANCE INDICATORS - PLANNING

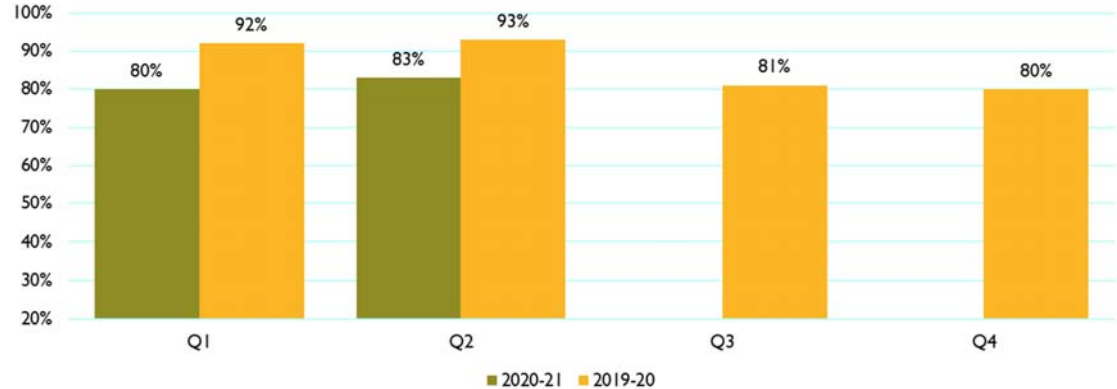
Applications Received and Decided



Comment: This number of applications is consistent with the previous year and it is expected that this is due to current uncertainty in the property market.

The number of active applications continue to be lower than the previous financial year and this is likely to continue as the benefits of planning office process improvements are realised. The number of decisions made is slightly more than new applications received.

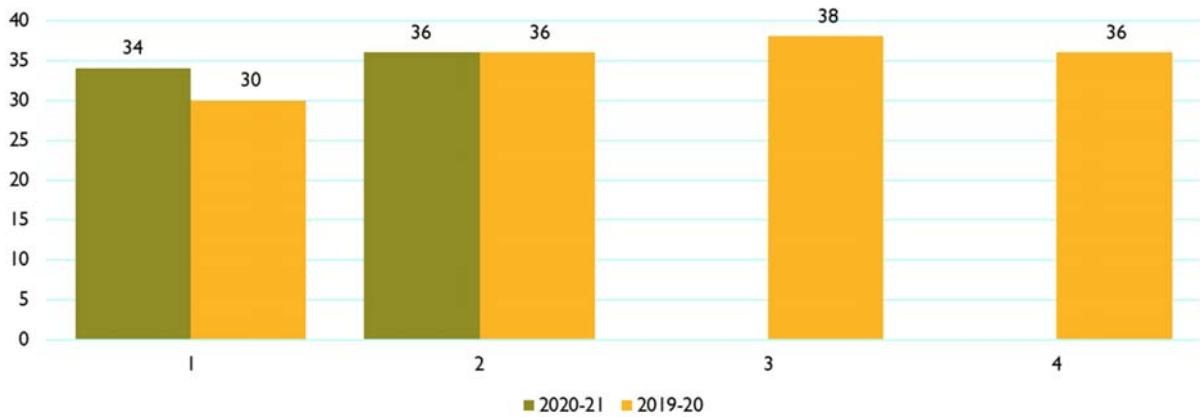
Applications Completed within 60 Statutory Days



Comment: 80% of applications have been determined within the 60-day timeframe. This remains steady compared to previous quarters. This is a result of planning office process improvements.

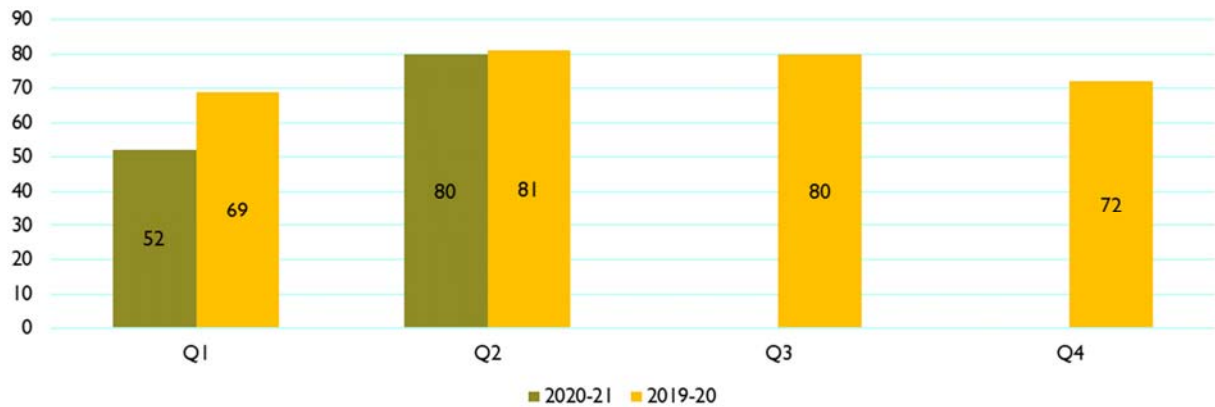
Glen Eira is one of the top performing Councils within the State for the percentage of decisions made within statutory timeframes.

Average Statutory Days Per Determination



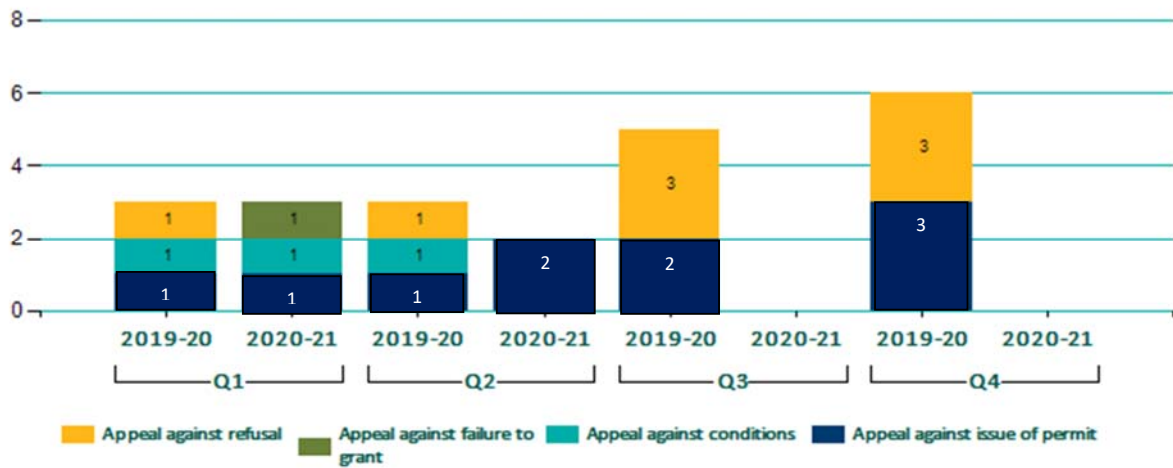
Comment: Council continues to make timely decisions on planning applications and has an average timeframe for decisions that is well below the state average. The planning office process improvements have firmly resulted in a reduction in the average statutory days in which a planning decision is made.

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 and sits below the state average.

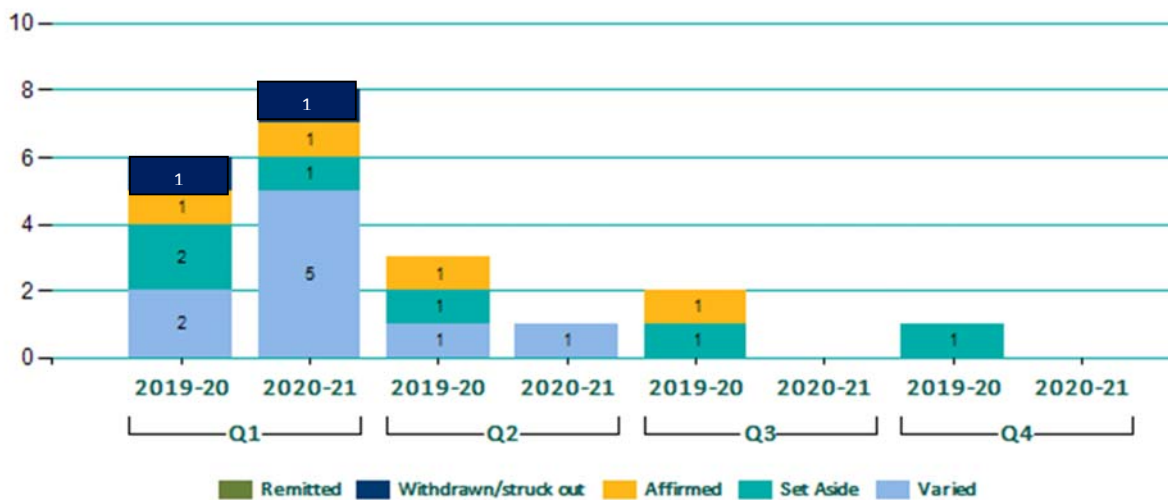
VCAT Appeals and reasons for Appeals



Comment: The number appeals continues to be low and demonstrates that our decision making is finding a balance between various stakeholder expectations.

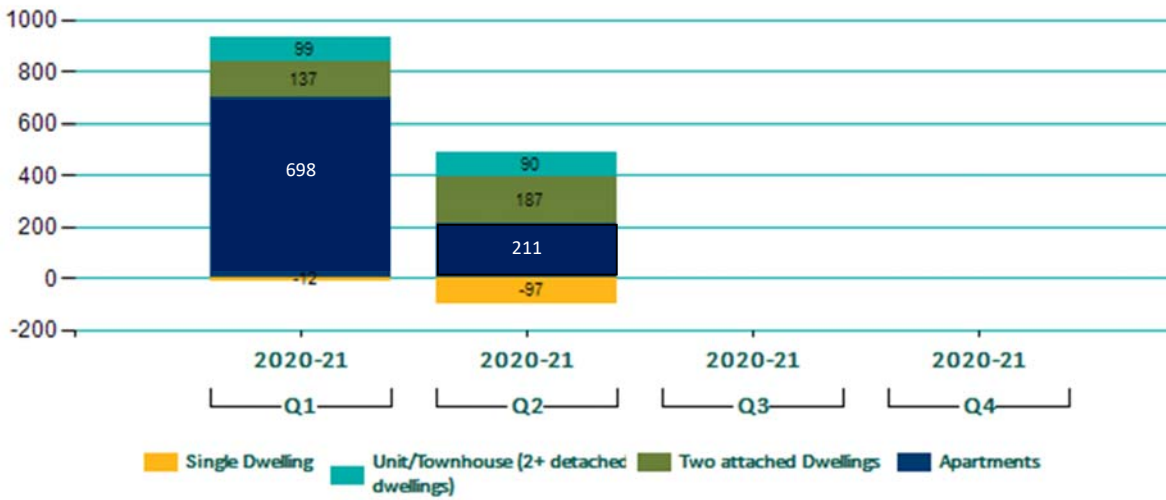
Data source: Planning Permit Activity Reporting Systems (PPARS) - DELWP

VCAT Decisions



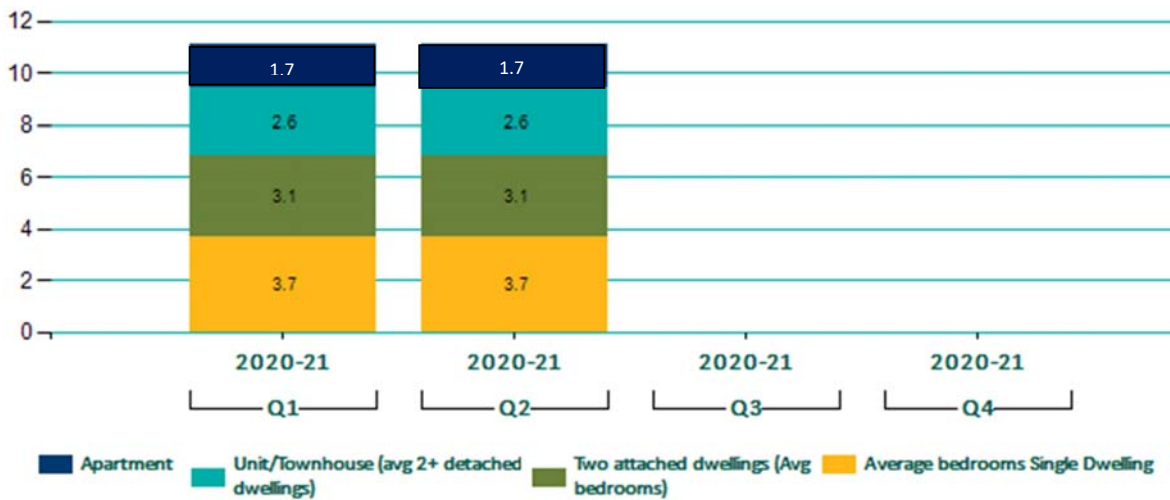
Comment: The number of decisions is lower than last year with a similar proportion of decisions being upheld by the Tribunal.

Trend in Available Housing Stock



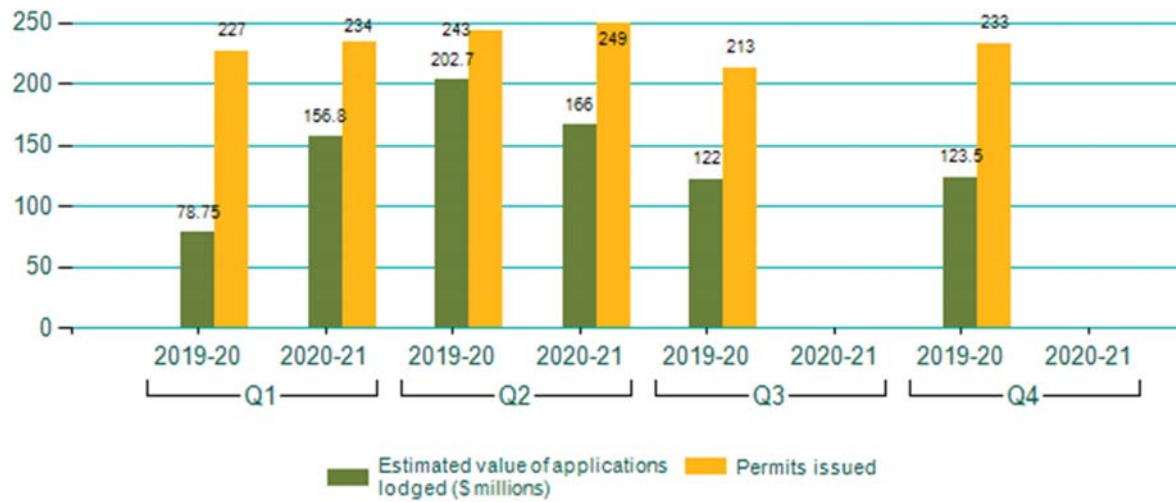
Comment: The annual trend is seeing a reduction in the number of single dwellings as land is developed for more medium density housing. The additional dwellings constructed in this quarter are predominantly two attached dwellings or apartments.

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

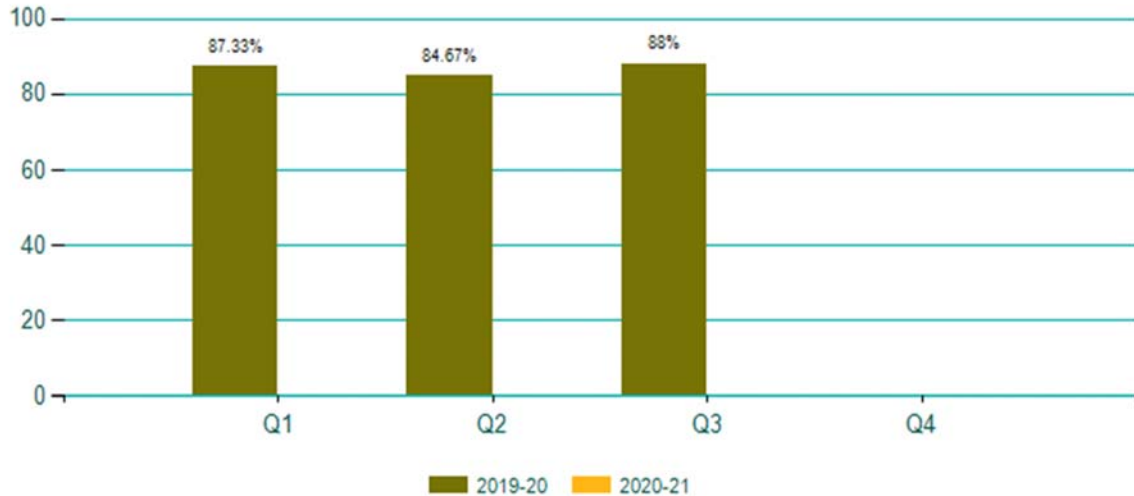


Comment: The estimate value of planning permits lodged and permits issued is consistent with this time last year.

Data source: Planning Permit Activity Reporting Systems (PPARS) – Department of Environment, Land, Water and Planning (DELWP)

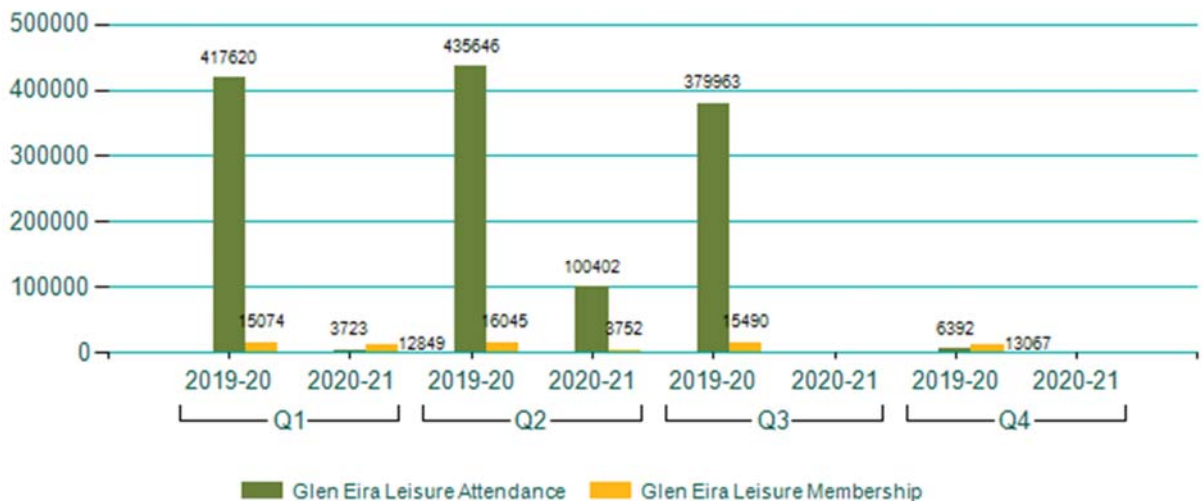
SERVICE PERFORMANCE INDICATORS - GESAC

GESAC Overall Service Improvement Program Score



Comment: Program has been paused due to COVID-19 closures. There cannot be any assessments undertaken while the centre is closed, and the decision has been made to not recommence the assessments until capacities in the centre justify it. This program will recommence in March.

GESAC Membership and Attendance



Comment: Memberships for the health club, aquatics, and stadium were relaunched in December 2020. The centre was closed in Q2 of 20/21 hence the large drop off.

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 31 December 2020
We will continue to implement of our Integrated Transport Strategy 2018–2031, with a focus on creating safer and walkable neighbourhoods, and a range of viable transport options for our diverse community.	We will expand the Active Schools Program to at least two more schools.	We were unable to run this program in October as scheduled due to COVID. Schools were unable to engage with the program due to restricted numbers and COVID protocols. Council will engage with schools in the new year to recommence this programme.
	We will consider community reference group feedback and professional design advice in order to resolve whether the proposed Inkerman Road safe cycling corridor will proceed to tender and construction.	Pending further consideration by Council, the current program sees community consultation on the concept plan in June / July 2021, with a formal Council report seeking endorsement of the final plan late 2021.
We will enable cycling to become a safe and attractive form of transportation in the municipality by implementing our Cycling Action Plan.	We will commence implementation of at least one action from each of the three themes of our Cycling Action Plan: 1. Education and behaviour. 2. Policy and enforcement. 3. Infrastructure.	<p>Education and behaviour</p> <ul style="list-style-type: none"> - Develop and install a network of cyclist counters for continuous monitoring. One site for the Djerring trail being explored. <p>Policy and enforcement</p> <ul style="list-style-type: none"> - Street Design Guidelines - Advocate with the State Government to maintain high quality standards for cycling infrastructure (completed The Cycling Guide) <p>Infrastructure</p> <ul style="list-style-type: none"> - Safe cycling corridor pilot - Bike parking strategy – underway - Connection to Djerring Trail – liaising with Stonnington and Chadstone Shopping Centre.
We will enable walking to become a safe and attractive form of transportation in the municipality by implementing our Walking and Accessibility Action Plan.	We will commence implementation of at least one action from each of the three themes of our Walking and Accessibility Action Plan: 1. Education and behaviour. 2. Policy and enforcement. 3. Infrastructure.	<p>Education and behaviour</p> <p>Continue to educate the community in relation to walking by funding a series of initiatives and programs. – Walk to School program in October delayed due to COVID-19. Conversations with Schools about walking programs to be held in the new year.</p> <p>Policy and enforcement</p> <p>Create Street Design Guidelines - underway</p> <p>Infrastructure</p> <p>Pilot a Pedestrian Safe Neighbourhood – Plan being refined.</p>
We will make it easier for pedestrian travel throughout the municipality by maintaining the quality and condition of our footpaths.	We will invest a minimum of \$1.8 million maintaining and improving our footpaths in prioritised locations.	As of 30th December 2020, \$1,110, 909 of the budget has been spent.





Commitments 2019 — 2020


COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 December 2020
<p>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</p>	<p>Complete community and stakeholder consultation and a 'corridor plan' for the safe cycling corridor project by 1 March 2020.</p>	<p>Traffic assessments planned for November to help shape a preferred functional layout plan have once again been delayed due to the impacts of COVID-19.</p> <p>These delays have impacted the work plan with the 1 March 2021 timeframe for Council adoption no longer achievable.</p> <p>A new project plan has been prepared, anticipating re-commencement of CRG consultation, and traffic analysis in Feb 2021.</p> <p>Based on this new timeframe it is expected that this commitment will be achieved October/November 2021.</p>
	<p>Commence implementation of the pedestrian safe neighbourhood project pilot in Bentleigh East, by 30 June 2020</p>	<p>Designs are being refined to match the strategic resourcing available for the project. This work will result in a delay to the project.</p> <p>'Commence implementation of the pedestrian safe neighbourhood project pilot in Bentleigh East, by 30 June 2020' will not be met.</p>

 Completed

 In Progress

 Ongoing

 Deferred

 Not Started

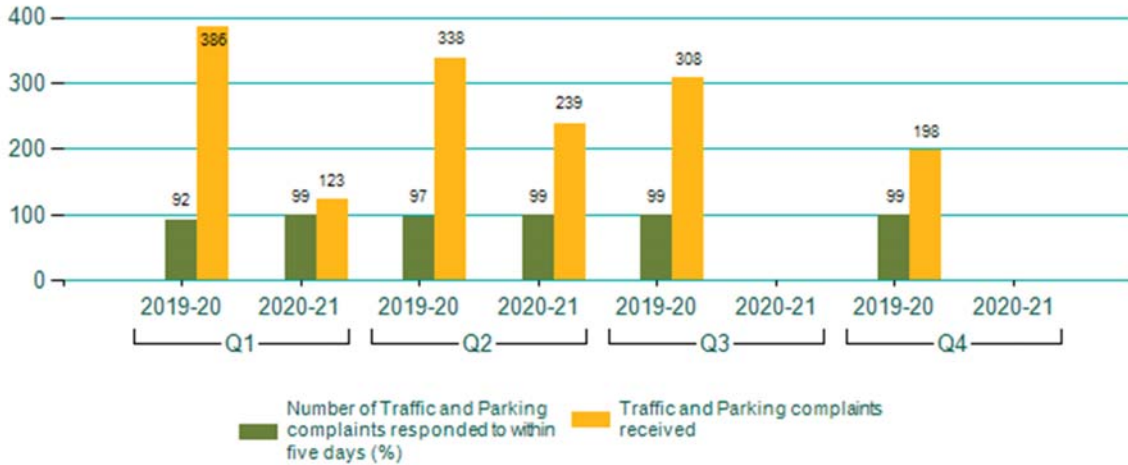
Commitments 2018 — 2019

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 December 2020
<p>We will develop pilot projects in line with our new Integrated Transport Strategy, with a focus on creating safer and walkable neighbourhoods.</p>	<p>Pilot one pedestrian safe neighbourhood project</p>	<p>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 the feedback received from the community.</p>
<p>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.</p>	<p>Commence the upgrade of Neerim Road, Murrumbeena streetscape works.</p>	<ul style="list-style-type: none"> - Works originally to be undertaken by LXP however this commitment was adjusted late in the project due to delays with the delivery of the LXP. - Preferred option endorsed by Council via OCM in October 2017 - Officers went out to tender to construct, however only one tender submitted and was almost double the anticipated cost - Councillors elected to go back out to consultation with traders (including Mayor and Crs) and discuss options of expanding scope of works to be expanded in order to deliver an 'entire' streetscape project - Revised concepts for Neerim Road streetscape have been completed. Consultation with community and traders was deferred due to COVID-19 restrictions. - Community and trader feedback and other development in the precinct will dictate the timeframe for construction to ensure minimising impact to an already sensitive streetscape/trader village - Future planned development (Murrumbeena IDO, Foodworks redevelopment) will also factor in when will be an appropriate time to undertake the works - likely many years away. - Project not included in future years in SRP and is not budgeted for.

Completed
 In Progress
 Ongoing
 Deferred
 Not Started

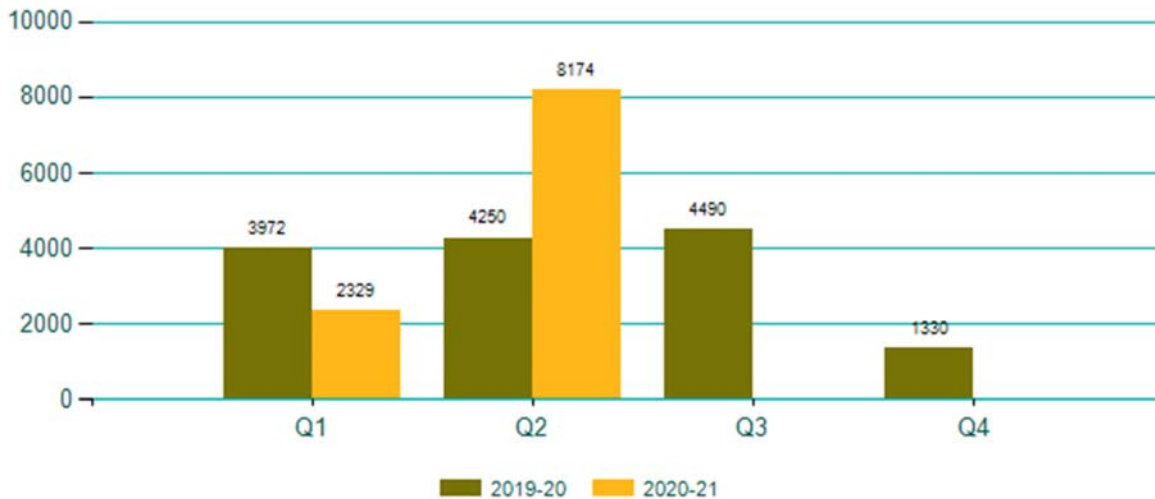
SERVICE PERFORMANCE INDICATORS - TRAFFIC AND SAFETY

Percentage of Traffic and Parking Complaints Investigated Within 5 Days



Comment: A total of 239 complaints / investigations were received in the last quarter (68 in Oct, 103 in Nov and 68 in Dec). These figures are slightly higher than the figures of the same period last year (additional 41 requests received). The requests appear to be picking up now that COVID-19 restrictions have eased. Now with two new members in our team, we are continuing on working hard to respond back to each complainant within 5 days to ensure service excellence.

Footpath Improvements (M2)



Comment: Budget is back on track after the contractors were laid off for 6 weeks due to COVID-19.

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 31 December 2020
We will continue to deliver our Active Communities Program to improve the health and fitness and social connection of residents.	We will engage at least 500 Glen Eira residents in free exercise activities in parks throughout Glen Eira.	As restrictions were lifted, GEL used an outdoor marquee to provide free fitness classes for the community. Additional classes will be held in Parks in 2021 as well.
We will contribute to the community's sense of safety and support crime prevention in the municipality through delivery of key activities in our Community Safety Plan 2018–2022.	We will deliver bystander training to staff and the community in order to educate and empower participants so that they can contribute to the prevention of family violence.	As part of the '16 Days of Activism Against Gender-Based Violence' campaign, Council delivered "Everyday Conversations - Active Bystander Training" for Council staff on 26 November, and for the Glen Eira community on 9 December.
	We will develop a 2020–22 Action Plan and deliver a minimum 80 per cent of the year one commitments.	Between September and December 2020, Council delivered two 'Virtual Coffee with a Cop' sessions on the topics of responding to mental health during COVID-19, and community policing, as a way of ensuring the community continued to be informed about current community safety topics and initiatives during the COVID-19 Melbourne lockdown period. Council has also promoted the Women's Health in the South East's (WHISE) COVID-19 family violence prevention and gender equality social media campaign. The campaign provided the community with critical information on the prevention family violence and how to access appropriate support services. Council also launched the Glen Eira Living Safely Program which provides the community with practical information, advice, and messaging regarding home and car security.
We will deliver programs and initiatives that support young people and give them a voice through the implementation of our Glen Eira Youth Strategy 2019–2023.	We will complete a minimum of 80 per cent of year two commitments of the Glen Eira Youth Strategy 2019–2023 by June 2021.	64% of actions in the 20/21 Youth Action Plan are currently completed/on target as of December 2021. 30% are due to commence in term 1 2021 including a range of school-based programs that were unable to be delivered in 2020 due to COVID-19 restrictions. Some highlights of completed actions so far include 2 online LGBTQIA+ events attend by over 100 young people, the Moving Up with Parents primary school to secondary school transitions webinar attended by 76 parents and the online Youth Art Expo with over 120 entries.
We will deliver swimming lessons to residents with limited water safety knowledge and skills to ensure they are safe around water.	A minimum of 100 residents will have the opportunity to participate in a modified swimming program by June 2021.	We anticipate some limitations with delivering this program as it is dependent on government restrictions being lifted. It is anticipated that we can commence this program in February 2021.
We will engage our community through a diverse program of events and activities.	We will deliver 60 curated events and activities including literacy based and community interest programs in libraries, and cultural and celebratory events at indoor venues and outdoors in Council's parks and gardens to engage and strengthen our communities including: the Glen Eira Storytelling Festival; three Party in the Park events; and Reconciliation Week activities in line with Council's Reconciliation Action Plan.	We remain confident that we will meet our Library target by producing live and recorded content online, averaging 4-5 programs per week, even though we will not be resuming in-person programs at the libraries until 2021. We will flag issues as they arise that may affect our ability to produce programs, such as any issues with online production software and technology fails, and plan for alternate live or recorded formats
	We will organise and promote at least three community activities at the new community space in Neerim Road, Carnegie, enhancing the activity centre's vibrancy and attractiveness.	Construction of the community space will commence in January and will be completed March/April. Activities will be planned for Q4 once the space is completed. Conducting the events will be dependent on any restrictions at the time. The new Working for Victoria roles will assist in the development of the 3 events.

We will enhance health and wellbeing outcomes in our community by implementing Council's Municipal Public Health and Wellbeing Plan (MPHWP).	We will deliver a minimum of 90 per cent of the MPHWP 2017–21 year four commitments by June 2021.	Actions are well underway for this plan with activities to support the health and wellbeing of the community including mental health, nutrition and physical activity information being promoted, the COVID-19 Community Groups Committee meeting fortnightly to identify priorities for the community for recovery and building resilience, and delivery of community and business grants to provide support during and after the pandemic.
	We will engage with the community in preparation for the MPHWP 2021–2025.	We will engage the community on the health and wellbeing plan over three stages of engagement. The first stage of community wide engagement will start in February 2021. It is hoped that a wide range of community engagement activities will take place and will follow more focused stakeholder engagements. The engagement will work in collaboration across a range of council business units and community networks.
We will enhance outcomes for people with disabilities in our municipality by implementing Council's Disability Action Plan 2017–2021.	We will upgrade a minimum of four Council facilities to improve their functionality for people with disabilities and ensure that they meet appropriate compliance standards.	All Disability Discrimination Act design works have been completed. The remaining projects are being finalised and costed.
	We will implement 70 per cent of quick wins from the accessibility reports for Bentleigh, Elsternwick and Carnegie shopping precincts to make accessibility improvements which will help people with disabilities to be active in the community.	Council is on track, now completely 80% of the recommendations highlighted in the Accessibility Report of Bentleigh, Elsternwick and Carnegie precincts. This includes looking at new and re-developments within the Council area and seeking ways to improve design accessibility.
We will invest in increased compliance activity on building sites in order to improve safety and amenity during major construction works.	Decrease in the number of complaints received by 10 per cent.	Complaints for construction sites dropped by 22% for Q2. This can be attributed to increased enforcement at building sites and associated Council directions being complied with. We anticipate there may be an impact on the number of complaints as construction activity increases following lockdown. Many people are working from home and may be affected by construction works so the assumption is that this may lead to an increase in complaints.
We will investigate Council's provision of active recreation facilities identified in the GET ACTIVE — Future of Sport and Active Recreation Report.	We will prepare and consult on an Active Recreation Action Plan, focused on future provision of active recreation facilities, including multipurpose courts, skate facilities and outdoor fitness equipment in our parks.	A consultant has been appointed to deliver the Active Recreation Action Plan. The community engagement phase of the project is due to be undertaken in the coming months.
We will provide high quality leisure facilities to improve the health and wellbeing of all Glen Eira residents by engaging them in visits to our health clubs, pools and stadium.	We will increase our online presence and engagement of Glen Eira Leisure activities by 20 per cent.	The online program has been increased steadily with higher demands during lock down period.
We will provide visible and active community leadership throughout the COVID-19 pandemic, ensuring that our community is informed, essential services are maintained, and best practice public health principles are upheld.	Comply with all Department of Health and Human Services COVID-19 guidance, notes and directions.	We are confident that we can comply with all DHHS directives.
We will update our planning controls to better protect areas that are prone to overland flooding.	Once the Melbourne Water flooding analysis has been completed, we will seek authorisation from the Minister for Planning to commence a Special Building Overlay Planning Scheme Amendment. The amendment is unlikely to conclude in 20/21 and will need to be further progressed in 21/22 due to delays in receiving the information from Melbourne Water	The flood analysis and mapping data from Melbourne Water is still yet to be received by Council. It is anticipated that this will occur in February 2021. Officers will continue to work with Melbourne Water to progress the Special Building Overlay once the data is provided.

<p>We will work with community, businesses and other stakeholders to develop and deploy a comprehensive COVID-19 Recovery Strategy.</p>	<p>Implement all high priority actions from COVID-19 Response and Recovery Plan.</p>	<p>The plan is a dynamic document that changes as new restrictions are implemented.</p> <p>We are working on a new plan to transition into recovery.</p>
<p>We will work with local Elders and the Boon Wurrung Foundation to build a unified community that acknowledges Aboriginal and Torres Strait Islander Peoples through meaningful reconciliation.</p>	<p>We will continue to implement our Reconciliation Action Plan 2018–20 — Innovate and achieve 90 per cent of commitments.</p>	<p>Implementation of this plan is almost complete with highlights including: Welcome and Acknowledgment of Country incorporated in most events and large meetings, acknowledgement of NAIDOC week in December which was delayed due to COVID-19 and an active and engaged RAP Advisory Committee that continues to meet regularly and guides local priorities.</p>
	<p>We will renew Council's memorandum of agreement with the Boonwurrung Traditional Owners.</p>	<p>Agreement has now been reviewed and agreed to by the Boon Wurrung and is ready for signing.</p>
	<p>We will seek endorsement of the next iteration of our Reconciliation Action Plan — Innovate from Reconciliation Australia.</p>	<p>First draft completed, approved to Director level and endorsed by the Boon Wurrung Foundation. Currently with RAP Advisory and Working Groups for review. Due to be submitted to Reconciliation Australia in early December. Commitment on track to be delivered.</p>
	<p>We will renew Aboriginal markers and storyboards at Mallanbool Reserve.</p>	<p>Renewal of the markers and storyboards is progressing well with new text agreed and plans underway for installation</p>
	<p>We will commence a process to engage with the community on design of a learning stone and gathering place site at Mallanbool Reserve.</p>	<p>Engagement for this project was agreed by the RAP Advisory Group in December and is planned for early 2021.</p>

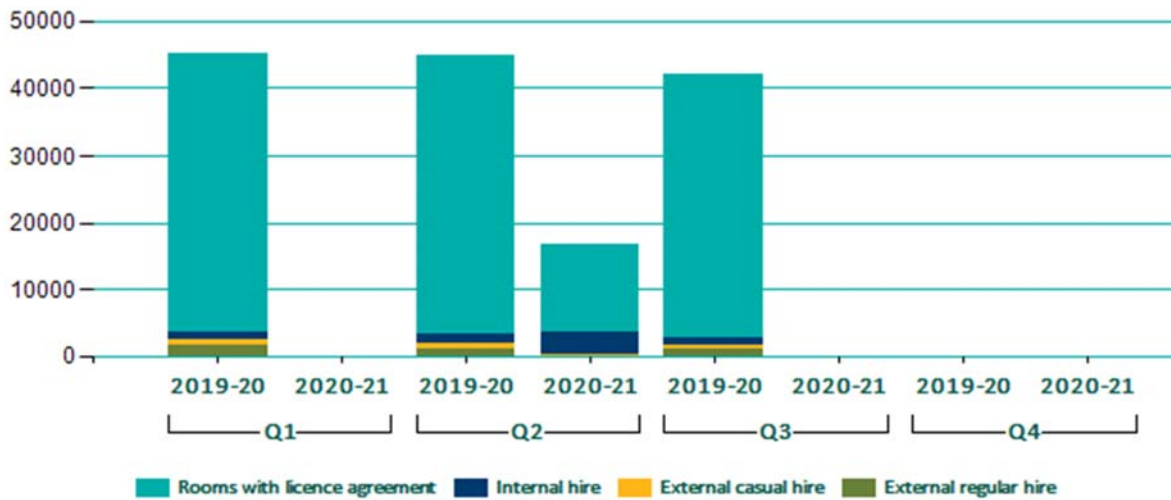


Commitments 2019 - 2020

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 December 2020
<p>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.</p>	<p>Two digital kiosk spaces implemented by June 2020</p>	<p>The digital kiosks were ready to be installed in Benteigh 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.</p> <p>This project has recommenced, we are establishing an implementation plan for a COVID-Safe installation for Carnegie Library in February/March 2021. The Benteigh installation will be revisited after the Library upgrade is completed.</p>
<p>We will build a Community Shed at Moorleigh Village.</p>	<p>Community Shed at Moorleigh Village completed by June 2020</p>	<p>The "Glen Eira Community Shed Project" construction is complete. The physical move into the new facility for confirmed tenants will take place 1st February 2021.</p>
<p>We will develop role descriptions for all categories of Council volunteers and deliver training programs to build their capacity to support the community.</p>	<p>We will develop a volunteer induction program and commence rollout by June 2020</p>	<p>A Volunteer Induction Program has been developed in consultation with key stakeholders. The Program was endorsed by the Executive Team. Implementation of the Program was delayed due to the impacts of COVID-19 and new volunteer engagement temporarily ceasing. Implementation of the Program has commenced in early 2021 as Council recommences new volunteer engagement.</p>
<p> Completed In Progress Ongoing Deferred Not Started </p>		

SERVICE PERFORMANCE INDICATORS - COUNCIL FACILITIES

Utilisation of Council Community Function Rooms

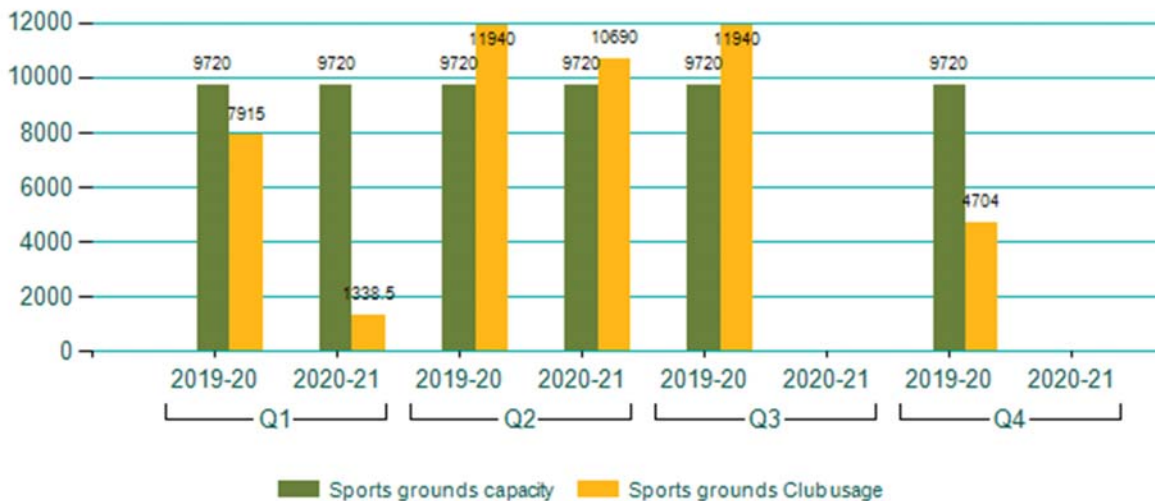


Comment: As directed by the Victorian Chief Health Officer and the Victorian Government limited bookings have been taken due to COVID-19 restrictions.

The following facilities have been repurposed and are being fully utilised for operational purposes.

- McKinnon Hall–Citywide Working for Victoria Program
- Carnegie Multi-Purpose Room–Citywide Working for Victoria Program
- DC Bricker Pavilion–Citywide Working for Victoria Program Duncan McKinnon Pavilion–Council food relief Centre
- Glen Huntly Park Pavilion–Community Information and Support Glen Eira emergency food relief Centre#

Sports Ground Utilisation

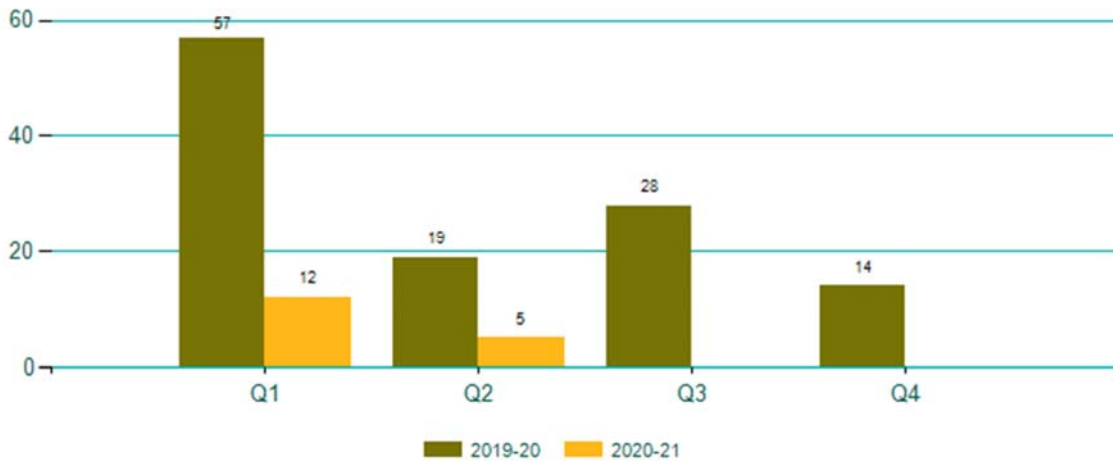


Comment: Sports grounds are maintained and managed to a high standard to maximise capacity. Informal casual use including dog walking is not included in the statistics.

Capacity is not applicable in summer months and is only assessed during winter months (Q1 & Q4).

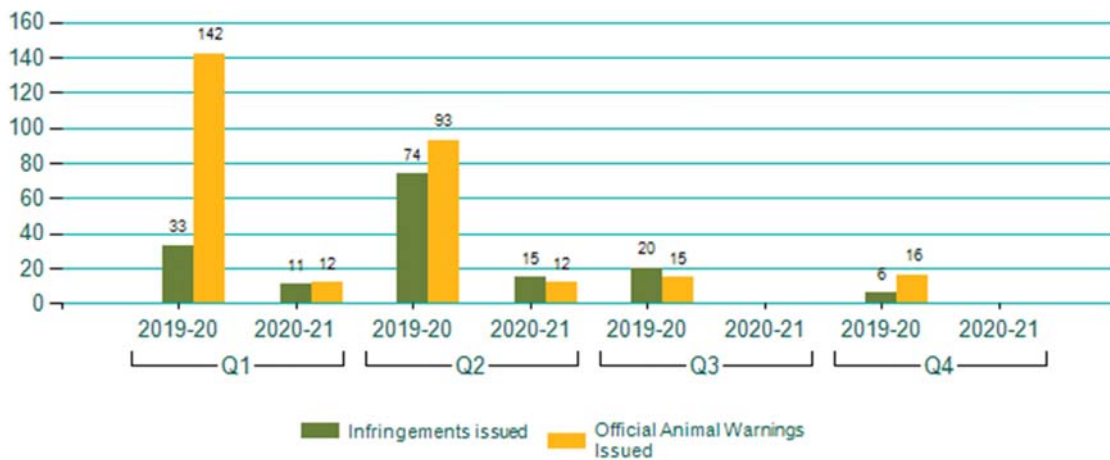
SERVICE PERFORMANCE INDICATORS - LOCAL LAWS

Infringement Notices Issued for Construction Sites



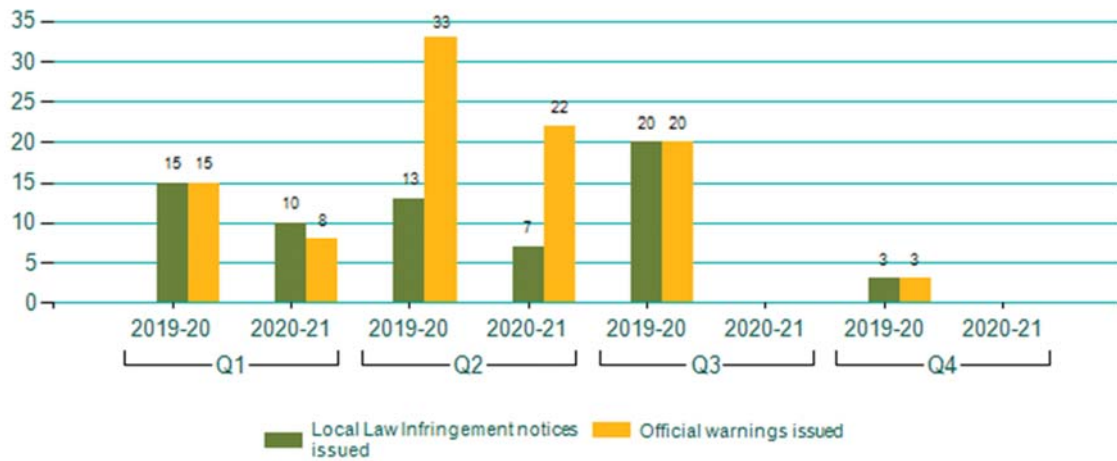
Comment: Increased focus and monitoring of building sites resulted in increased compliance with Council directions which saw a reduction in Infringements being issued.

Animal Official Warnings vs Infringement Notices Issued



Comment: Number of infringements increased slightly due a number of pending investigations being finalised during this period. During the Q1 and Q2 period 2020/21, Council initiated a relaxed enforcement approach associated with animal offences during the Pandemic which resulted in a significant reduction of Official Warnings and Infringement Notices.

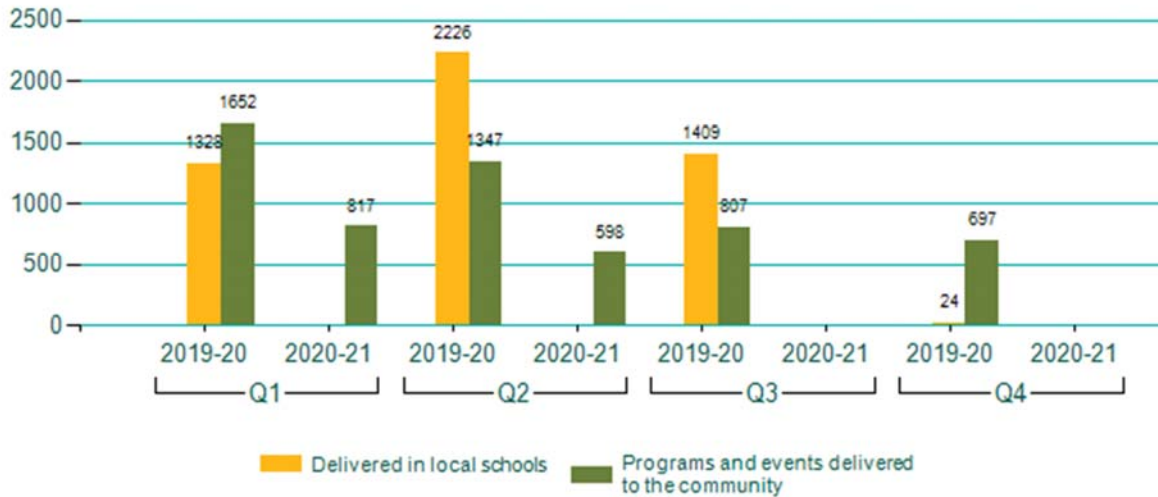
Local Law Official Warnings vs Infringement Notices Issued



Comment: A slight decrease in Local Law infringements was due to a higher level of compliance from builders and residents.

SERVICE PERFORMANCE INDICATORS - COMMUNITY SERVICES

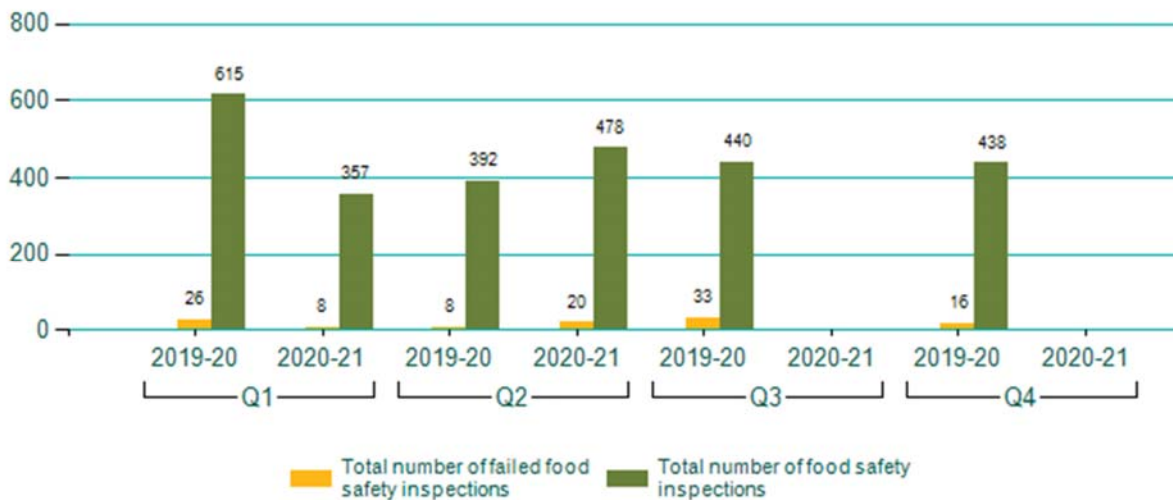
Types of Youth Programs and Attendance



Comment: Outdoor programs continued with limited numbers and all youth community programs finished for the year in mid-December.

No school-based programs delivered in December due Victorian State government COVID-19 restrictions. Moving Up session plans and resources were given to all primary school for teacher to self-deliver to their grade 6 classes.

Food Safety Inspections



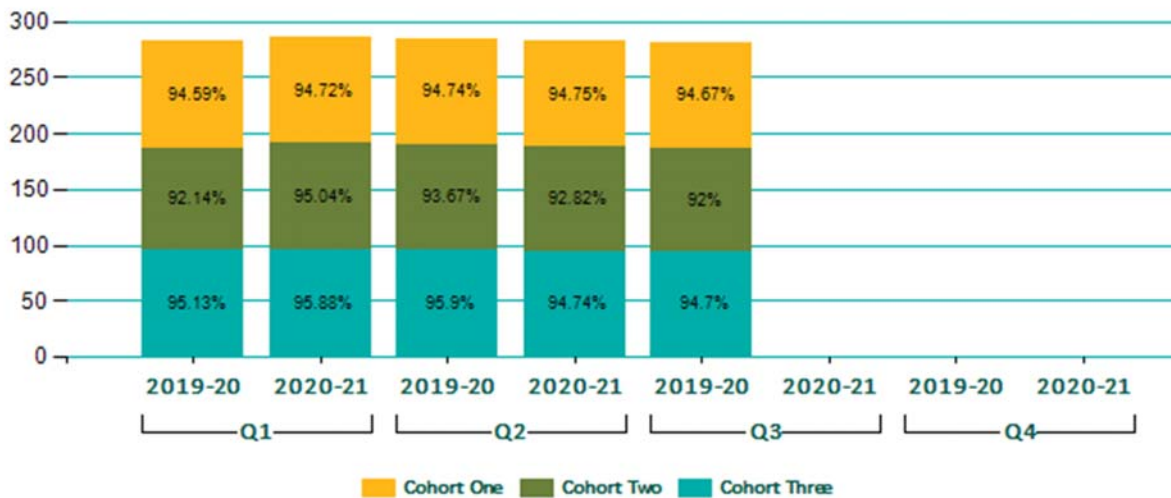
Comment: Council inspects all food businesses annually. The number of inspections remains generally consistent. The number of failed inspections remains low. A failed inspection is when a deficiency is found by a Council officer that poses a risk to public health and must be followed up by the Council.

Maternal and Child Health Visits



Comment: 1053 Key Ages and Stages visits during December, 5999 visits year to date. 2960 Key Ages and Stages visits for the second quarter October to December 2020. Key Ages and Stages visits down slightly from the last quarter and lower than 2019-2020 due to COVID-19 restrictions. The main focus with COVID-19 restrictions was on younger babies and during the holiday period numbers traditionally lower with families taking leave.

Immunisation Coverage Against Each Cohort



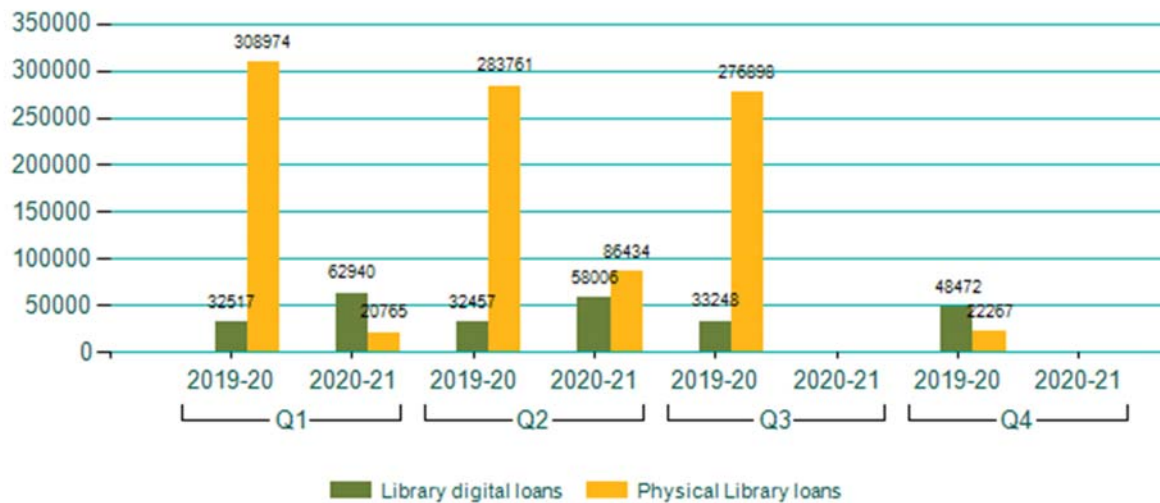
Comment: Cohort one: Children aged of 1 year and 3 months
 Cohort two: Children aged of 2 years and 3 months
 Cohort three: Children aged of 5 years and 3 months

In Home and Social Support Hours



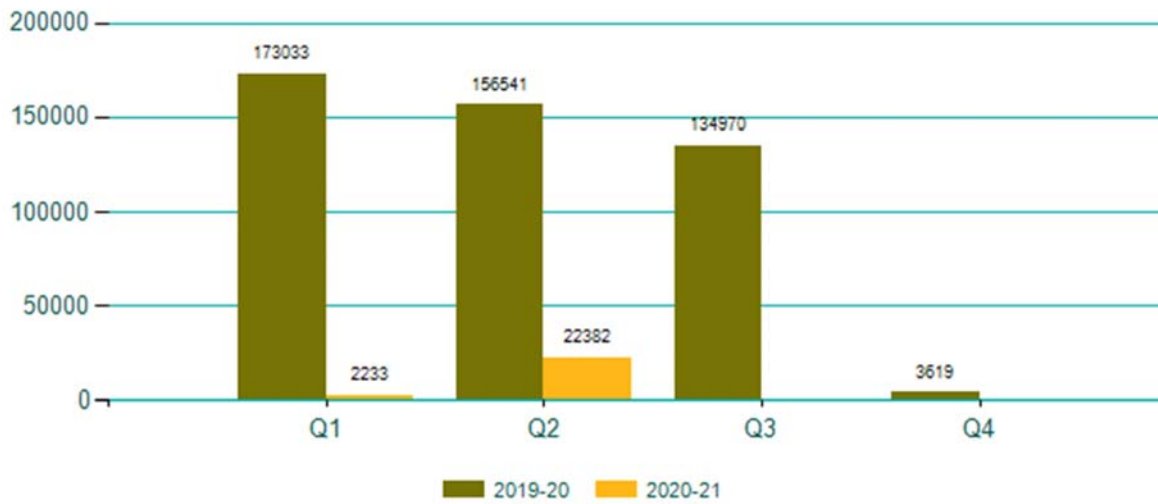
Comment: Hours are starting to increase again as community confidence in services returns. Social support recommenced on a small scale in December and is expected to have a strong influence in lifting service levels in Q3.

Library Loans



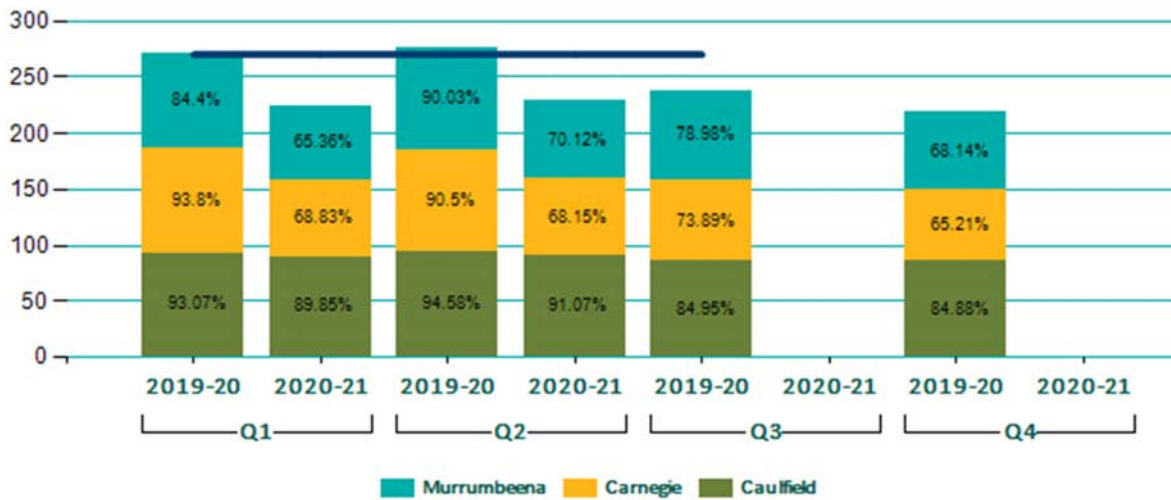
Comment: Library branches were closed or had limited access during the second quarter of 2020/21 due to COVID-19 restrictions, resulting in almost 200,000 fewer loans compared to the same period in 2019/20.

Library Visits



Comment: Visits to library branches were greatly reduced due to branch closures and limited opening hours due to COVID-19.

Early Learning Centres Utilisation rate



Comment: Attendance traditionally drops during December with families taking leave. Centres are closed from 24 December and resume on the 19th January 2021.

CLEAN AND SUSTAINABLE

AN ATTRACTIVE AND SUSTAINABLE ENVIRONMENT FOR FUTURE GENERATIONS

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 December 2020
We will enhance community perceptions of cleanliness and safety of our public spaces by taking a proactive approach to the removal and prevention of graffiti on Council and State assets.	Continue to work with Inner South East Mayors Forum members to progress a graffiti removal trial on State assets.	Work has continued with the Inner South East Mayors Forum members in preparation for the start of a two-year trial to manage graffiti on State assets. The program is set to begin 1 July 2021.
We will enhance the protection of significant trees across the municipality through the development of a Classified Tree Register.	Council will consult with the community on a Classified Tree Local Law and thereafter determine and implement the Classified Tree Local Law and Classified Tree Register.	The nomination process and classified tree register has been incorporated into the Parks Services Team operating practices so that trees nominated on the register can be assessed and determined if registration is appropriate.
We will increase the quality, availability and accessibility of public open space across the municipality by implementing priority actions from our Open Space Strategy 2019–2031.	We will commence the preparation of a planning scheme amendment process to implement a change to the open space contribution levy to 8.3 per cent for all developments in excess of a two-lot subdivision.	On 15 December, Council endorsed proceeding with an amendment to introduce the new rate into the planning scheme. Exhibition is scheduled to be undertaken in Q3.
	Implement the high priority action from the Lord Reserve Koornang Park Master Plan to commence construction of the new Lord Reserve Pavilion.	Design works are now complete, and the project is heading into Tender for Construction stage. Following construction tender, tender analysis and council approval to proceed, Construction is scheduled to commence on site at Lord Reserve Pavilion on 18th January 2021 with a scheduled construction time frame of 60 weeks, proposed completion date March 2022.
	We will commence the construction of a new open space in Aileen Avenue, Caulfield South.	Detailed design and documentation 95% complete. Project will begin 4th quarter of 20/21 and be completed in 21/22 Financial year.
	Implement the high priority action from the Lord Reserve Koornang Park Master Plan for new cricket nets at Lord Reserve.	Consultant is finalising Lord Koornang Masterplan. Officers will prioritise 20/21 works by end of October. Implementation will commence in November 2020.
We will invest in Council initiatives and support our community through programs that contribute to our environmental sustainability objectives.	We will develop a new Environmental Sustainability Strategy with action plans to achieve corporate and community carbon emission reduction targets.	We are on track to develop the new strategy. This strategy will set out how we will achieve our new emission reduction targets of zero net emissions for Council operations by 2025 and for the community by 2030. A consultant has been engaged to develop the strategy as well as associated action plans, with the first stage of community consultation completed in October and November.
	We will install additional solar generation facilities on Council sites including early learning centres (at least three sites) and pavilions (at least three sites).	All Purchase Orders have been raised for the solar works and will be completed by the end of February 2021.
	We will install an electric car and vehicle charging station at Town Hall for community use and to facilitate the introduction of electric options to our fleet as opportunities arise.	Civil works are expected to start at Town Hall 26th November with equipment installation works to begin 7th December. Works are expected to finish 11th December. Civil works, installation and commissioning completed. Roadway marking yet to be completed.
We will invest in sustainability initiatives for our large building projects, over and above	Five per cent of the capital budget for Carnegie Swim Centre,	This has been incorporated into the plans for CSC and MCH.

the minimum required standards, to contribute to our environmental sustainability objectives.	Murrumbeena Pavilion and Elsternwick Community Hub will be allocated to sustainability measures, over and above the minimum required standards.	MCH pre-tender estimate for ESD initiatives is anticipated to be higher than target coming in at 6.7% of the total budget.
We will reduce the amount of waste going to landfill by increasing our rate of food waste recycling across the municipality.	Our annual waste bin audit will show a minimum 10 per cent improvement in the rate of food waste recycling from 2019–20.	Promotion of the food scrap recycling program continues with social media updates, Glen Eira News articles and updates through other Council channels. The annual waste audit is usually conducted in October or November but was delayed by COVID-19 restrictions. The waste audit is now scheduled to be completed in February 2021.
We will update and refresh a minimum of two key Council community strategies relating to recreation, open space, infrastructure or facilities.	We will refresh our Asset Management Plans for roads, footpaths and drainage.	Update to refresh our Asset Management Plans for roads, footpaths and drainage has commenced January 2021 and will be completed by June 2021.

■ Completed
■ In Progress
■ Ongoing
■ Deferred
■ Not Started

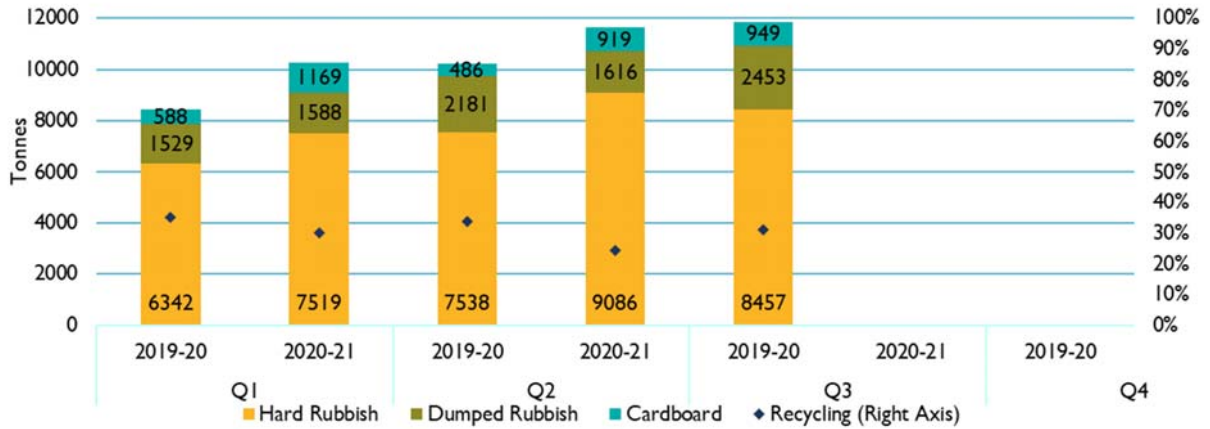
Commitments 2019 - 2020

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 December 2020
We will commence the implementation of actions from the Tennis Strategy.	Install Tennis Australia Book-a-Court system in four locations across Glen Eira	The installation of the book-a-court system has commenced at five tennis facilities, with initial electrical works being completed by Council at each site. 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 by January 2021.
We will implement our updated Open Space Strategy 2019-2031 priority actions including design and construction of open space projects.	Invest \$900k in improvements under the Outer Circle Railway Management Plan	95% of hardscaping complete. Boyd Park pathway was opened in July. Planting and mulching works began late August and will be completed mid-September. Furniture to follow. It is anticipated Boyd & Springthorpe to be fully opened by early October.
We will update and refresh a minimum of two key Council community infrastructure strategies relating to recreation, open space and facilities.	Council endorsement of the Playground Strategy	The Playground Strategy was deferred in 2020 to allow for the community consultation phase to be undertaken when social distancing restrictions due to COVID-19 were eased. Background work on the Strategy is in progress with the community engagement phase to be undertaken in the coming months.

■ Completed
■ In Progress
■ Ongoing
■ Deferred
■ Not Started

SERVICE PERFORMANCE INDICATORS - RECYCLING

Recycling Diversion Rate for Hard Rubbish and Dumped Rubbish



Comment: A 43% increase in the number of cardboard collections was noted compared to same time last year. This may be due to increased online shopping and home deliveries.

A 20% increase in the number of Hard Rubbish collections was noted, compared with the same time last year. This may be due to more people at home during that period.

More materials were recycled during this period, however, the recycling rate dropped slightly overall as we collected higher volumes of general waste in comparison. This may be attributed to more households' clean-outs with more people home than usual.

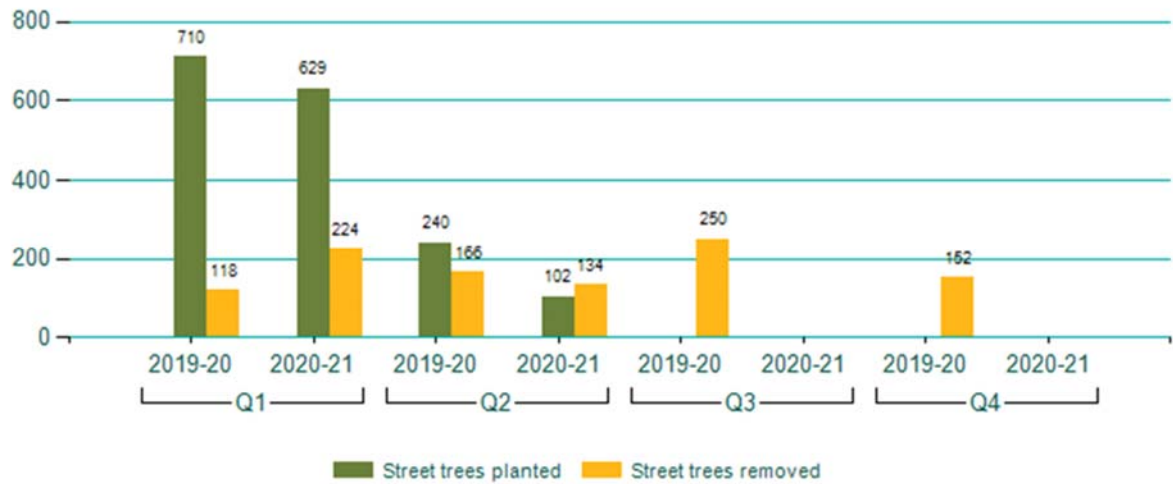
Recycling Diversion Rate for Kerbside Municipal Waste



Comment: Compared to the same time last year we collected a higher quantity of waste from all kerbside streams. While green bin volumes also increased slightly this year, overall recycling rates remained the same, hovering around the 50%. More people staying at home potentially contributed to these trends.

SERVICE PERFORMANCE INDICATORS – PARKS

Street Trees Removed and Planted



Comment: Tree planting ceased as a non-essential service during COVID-19 reducing the overall number over Q2.

INFORMED AND ENGAGED

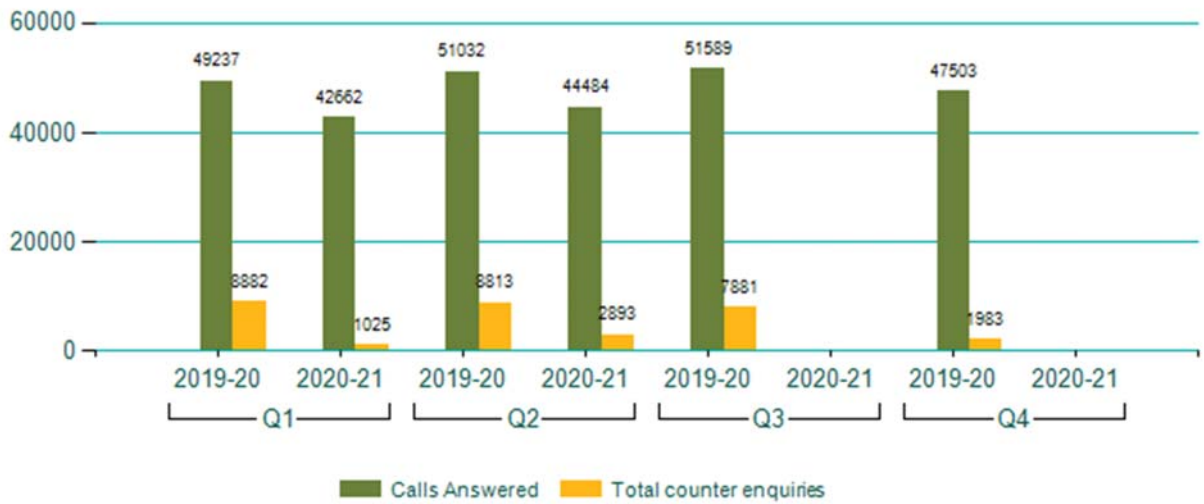
A WELL GOVERNED COUNCIL THAT IS COMMITTED TO TRANSPARENCY AND ENGAGES RESIDENTS IN DECISION-MAKING

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 December 2020
We will continue to advocate on behalf of the community in-line with the priorities identified in our Advocacy Strategy.	We will report annually to Council on the success of our advocacy efforts including the success rate of grant applications and other policy-based advocacy to peak bodies, Federal and State Governments.	Approximately \$1.3M recreation and open space grant applications submitted, pending results. Council continues to monitor Federal and State funding opportunities that support Council infrastructure projects such as the Carnegie Pool Project
We will ensure that Council's governance processes and frameworks remain consistent with contemporary practice and Local Government Act requirements.	All requirements of the new Local Government Act 2020 will be complied with in accordance with implementation timelines set by the Minister for Local Government.	All requirements of the new Local Government Act 2020 have, to date, been fully complied with in accordance with implementation timelines set by the Minister for Local Government.
We will ensure that the community has the opportunity to influence and shape Council initiatives and programs through implementing our Community Engagement Strategy 2018–2021.	We will consult with the Glen Eira Community Voice on at least six occasions between July 2020 and June 2021.	Topics from the first three Community Voice activities included: social impacts of COVID-19, urban planning services, patronage of Glen Eira parks and paths and the Reconciliation Action Plan. Surveys were carried out in August and November, while a Quick Poll was carried out in October.
	We will maintain or improve the community satisfaction rating with how Council has performed in making decisions in the interest of the community.	The 2020 Local Government Community Satisfaction Survey reported a performance score of 58 with how Council has performed in making decisions in the interest of the community, which is down from 61 in 2019, however well above the State-wide average of 53. The 2021 survey will be conducted in February / March 2021 with results due around the middle of the year.
	We will ensure that every major Council project and each major engagement activity has an engagement plan.	11 major engagement projects have started and all have engagement plans. These projects include: the Carnegie Swim Centre Redevelopment, Environmental Sustainability Strategy, Proposed Classified Tree Local Law and Urban Forest Strategy.
We will make it easier to transact with Council and demonstrate our commitment to transparency by enhancing our communication channels and increasing the amount of information that is publicly available.	We will implement chat functionality on our website to make it easier for the community to find information and transact with us online.	Live chat implementation complete. Automated Chatbot implementation in progress. The chatbot has been set-up, training delivered, and content added. Continuing to test the chatbot, ready for deployment in January 2021.
	We will establish a baseline measure for community satisfaction with our website and aim for minimum 10 per cent improvement across the year.	Our priority for this commitment is to establish additional baseline measures to monitor activity impact and gauge the success of initiatives. We have begun working on a Satisfaction Index that will rate multiple quantitative and qualitative data sets to establish a baseline score to measure an improvement percentage against. This will create more transparency in satisfaction scores than we have currently with the JWS Local Government Community Satisfaction Survey.
	We will increase our social media presence by posting a minimum of 20 messages per month on a variety of platforms, informing the community on a range of Council services and events.	We posted a minimum of 20 posts across Facebook, Instagram and LinkedIn throughout October, November and December. The total number of posts across this period was 242.
	We will achieve and sustain a minimum five per cent increase in transaction volume through Council's website from pre-COVID-19 levels.	Transaction volumes through the website have seen noticeable shifts during COVID-19 based on transaction type and availability of service. For example, ePathway applications have decreased or remained static however online requests have increased by 10%. The closure of the Town Hall and delayed permit renewals have impacted volumes online, as has COVID-19 specific transactions such as Rates Relief or Footpath Extended Trading Permits. It is anticipated that COVID-19 will continue to have significant bearing on transaction volumes for the foreseeable future and it is difficult to gauge influence over a longer period. With increasing business unit support to move to online operations we may

		see the conversion of additional transactions to online over the coming six months which should assist in increasing the rates. Other activity will be the initiation this month of the Forms Platform project which will increase the usability and support of more complex online applications. We anticipate a reduced number of abandoned transactions as a result of this project. The measurable benefits of this project should be seen towards the end of the financial year following launch of the platform and will continue to increase as transactions are migrated.
We will proactively involve the community in building a vision for the future of Glen Eira and in determining future Council priorities.	We will endorse a Glen Eira Community Vision 2040 and work with community organisations to build understanding and commitment to the vision.	The draft Glen Eira 2040 Community Vision will be open for public exhibition from 18/1/21 - 28/2/21. A range of engagement activities, promotion and workshops have been planned to take place during this period with a range of our community groups and organisations.
	We will develop a Glen Eira City Council Plan 2021–2025 for endorsement by June 2021.	The new Local Government Act has provisions for the development of the Council Plan with a due date for 2021 set at 31 October. We are tracking well with planning. We anticipate a draft plan will be prepared by 30 June 2021 and available for community consultation.
We will report regularly to the community on our performance and on our progress in delivering our promises outlined in this Plan.	A Quarterly Performance Report will be considered by Council in August, November, February and May annually.	The first Quarterly Performance Report went to the 24 November 2020 Council meeting and is available on Council's website. The second quarter's report is scheduled for the 23 February meeting.

Completed
 In Progress
 Ongoing
 Deferred
 Not Started

Calls Answered and Counter Enquiries



Comment: Overall calls have reduced as expected over the holiday period.

% First Point of Call Resolution



Comment: Our first point resolution is higher than the previous year and has been consistently higher since COVID-19. Customer service is resolving similar types of enquiries related to the impacts of COVID-19 without having to consult other business units.

Average Queue Wait Time



Comment: Our queue wait times have been significantly higher than our normal standard due to technical issues with our call back system and COVID-19 related absences. We have recruited new staff who are currently undergoing training and are due to start on the phones early to mid-February. IT have also consulted our supplier for a planned upgrade that should resolve the issues with the call back system. We should see wait times reducing in the coming quarter as a result of these modifications.

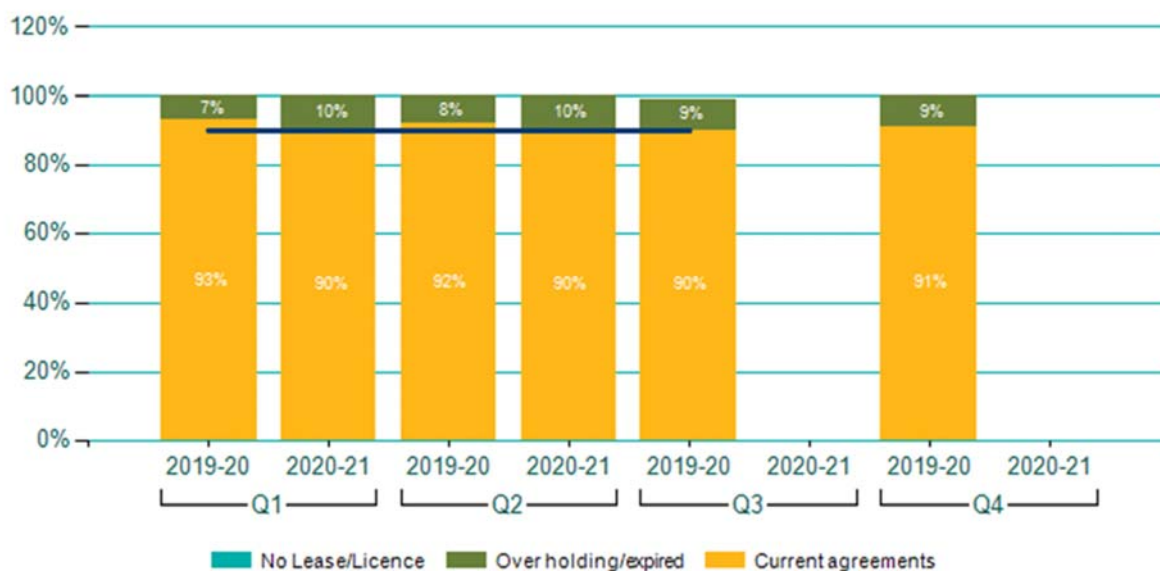
GOVERNANCE

PUBLIC QUESTIONS TO ORDINARY COUNCIL MEETINGS FOR THE PERIOD 01 October 2020 TO 31 December 2020

Average time taken to reply to public questions taken on notice at Ordinary Council meetings	0
Number of Ordinary Council meetings	3
Number of public questions asked at Ordinary Council meetings	14
Number of Public questions ruled inadmissible at Ordinary Council meetings	0
Public questions answered at an Ordinary Council meeting	14
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: 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 2 all occupiers of council land or buildings had a current agreement, with the proportion of current lease or licence agreements sitting at 90% and those in overholding 10%.

Reasons for agreements being in overholding/expired may be due to detailed negotiation or consideration of long-term strategic issues.

There are a number of tennis club leases which are in the process of rolling over to the second term of their current lease, with Deeds of Renewal being finalised. The licence with Melbourne Water for earlier occupation of parts of Boyd Park, Riley Reserve and Springthorpe Gardens has formally ended on receipt of their final Condition Report.

SERVICE PERFORMANCE INDICATORS - EVENTS

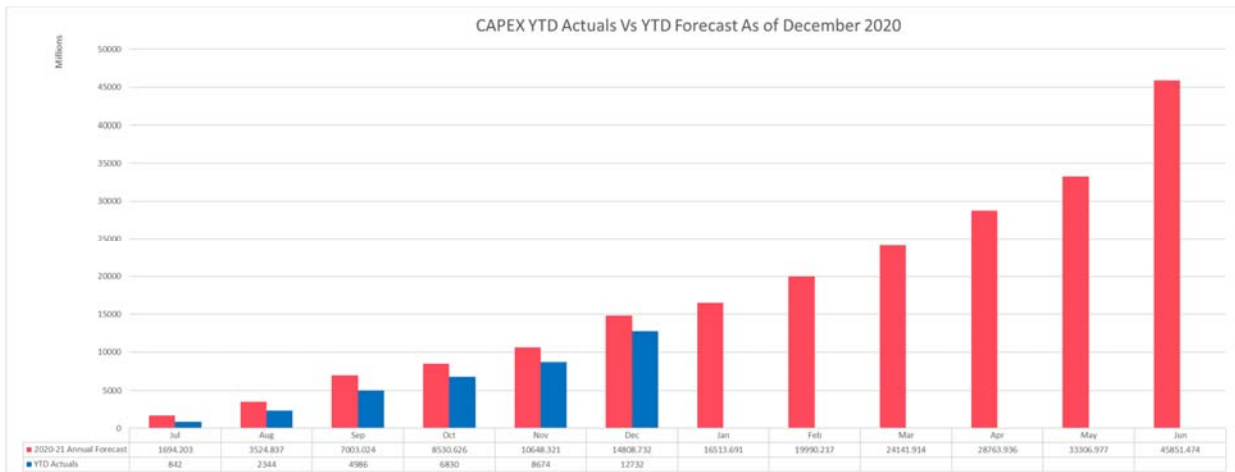
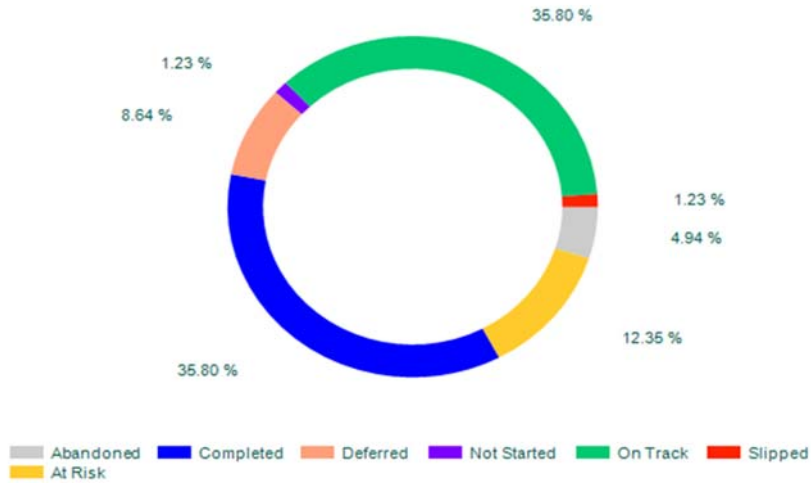
Attendance at Major Events

The Gallery remained closed and all face to face public events were cancelled due to the COVID-19 pandemic. Free arts and culture programs and events were offered as an alternative using online platforms such as YouTube, ZOOM and Facebook. These included a series of free gardening and floristry sessions for teens and adults and 'live' Glen Eira focused art, history and heritage events held on Sundays.

CAPITAL WORKS PROGRAM UPDATE

PROJECTS COMPLETED THIS QUARTER

Status of Capital Works 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	1	117
Changes to existing amenity or character of an area	2	39
Considerable budget implications	0	0
Controversial or sensitive matter	0	0
Key emerging issue	2	419

OVERVIEW



Glen Eira 2040 Community Vision

The draft Community Vision is being exhibited following months of engagement activities. 32 community representatives formed the final deliberative citizens panel that developed the report.

Council is encouraging community to test whether they have captured Glen Eira's aspirations, needs and values for the future. Feedback will be collated and provided to community representatives who will meet again to finalise the Community Vision.



Engaging Glen Eira

How can Council best involve community members in its planning and decisions? By understanding what is important to its community, Council can make informed and transparent decisions about projects that affect residents, rate payers, and local businesses.

Recent advances in community engagement practice and adoption of the Local Government Act 2020 - which requires councils to adopt and maintain a community engagement policy - have provided Council with an opportunity to review its Community Engagement Policy.



Our plan for an environmentally sustainable Glen Eira (2021-25)

The Environmental Sustainability Strategy 2021-2025 will outline Council's commitment to strong and fast action on climate change, and how we'll achieve our ambitious new emissions reduction targets.

It sought ideas on what Council should do to reduce its environmental impact, and how we can help community do the same. Input will help shape a four-year strategy to meet our net zero emissions targets and make a difference.



Name for a new park in Caulfield South

Council is creating a new park at Aileen Avenue, Caulfield South and received initial community feedback on its proposed name. Council is also in consultation with our aboriginal community to discuss suitable indigenous names for the new park. A report will be brought to a future Council meeting for consideration and adoption of the new name.

The new park will be classified as a 'Local Park' and will include trees, plantings, shelter with picnic table, natural play elements and play equipment.

Trialling new dog off-leash areas in our parks

Glen Eira City Council is trialling new dog off-leash areas at Rosanna Street Reserve, Carnegie, Wattle Grove Reserve, McKinnon, and Springthorpe Gardens, Murrumbeena until 31 October 2021. Council is seeking community feedback on whether they should remain when the trial period finishes.

The trial follows Council's Dog Off-Leash Review 2020, where community feedback indicated a desire for off-leash areas in these parks.



Community Voice activities

The October Quick Poll sought insights into Public Parks and Shared Path Patronage in Glen Eira.

The November survey sought insights on the following topics: The Social Impact of COVID-19, Engaging on Urban Planning and Feedback and Ideas to Refine Community Voice.



Amendment C214 Post War and Hidden Gems Planning Scheme

WHAT DID THE COMMUNITY TELL US?

"Tree offset program – the removal of a tree on one property should pay for the planting and upkeep of more trees on other properties." (Our plan for an environmentally sustainable Glen Eira 2021-25 – Male, 25-34, Bentleigh)

"Great community engagement to me is when you can actually SEE the Council engaging with the community. " (Community Engagement Policy - Female, 18-24, Bentleigh)

"The more development, the more unsuited the suburb becomes as a home for trees." (Urban Forest Strategy - Male, 50-59, Elsternwick)

"I am thrilled to see a warm water pool in the plan as I am a mature aged resident, I live nearby and I need the warm water exercise due to arthritis. So thank you for that inclusion." (Carnegie Swim Centre Redevelopment - Female, 65-74, Carnegie)

"As a Murrumbeena resident we are blessed with lots of local parks. It's been so wonderful to see so many people use local parks and the sky rail. I've also noticed frequent patrolling of parks from Glen Eira Council staff which is keeping them clean and safe." (Public Parks and Shared Path Patronage in Glen Eira - Female, 35-49, Murrumbeena)

UPCOMING ENGAGEMENT PROJECTS IN THE NEXT QUARTER

- Council and Municipal Public Health and Wellbeing Plan consultation
- Community Vision Exhibition
- Elsternwick Structure Plan Heritage Amendment exhibition
- Glen Eira Planning Scheme Rewrite Amendment exhibition
- Open Space Contributions Amendment exhibition
- Housing Strategy
- Street Design Guidelines
- To inform the Playground Strategy
- Active Recreation Plan
- Princes Park playground redevelopment