



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 30 JUNE 2021
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This report uses the best available information. While care has been taken to ensure the content in the report is accurate, it cannot be guaranteed at time of publication. There may be errors and omissions, or it may not be wholly appropriate for your particular purposes. In addition, the publication is a snapshot in time based on historic information which is liable to change.

CHIEF EXECUTIVE OFFICER OVERVIEW

WELCOME TO OUR FINAL QUARTERLY SERVICE PERFORMANCE REPORT FOR 2020–2021, COVERING THE PERIOD 1 APRIL TO 30 JUNE 2021.

THIS REPORT MARKS THE END OF THE FOUR-YEAR COUNCIL PLAN CYCLE. DELIVERING ON OUR COMMITMENTS DURING THE MOST CHALLENGING HEALTH, ECONOMIC AND SOCIAL PERIOD OF THIS GENERATION HAS REQUIRED COUNCIL TO BE AGILE AND ADAPTIVE TO ENSURE WE CONTINUE TO PROVIDE THE SERVICES, PROGRAMS AND INFRASTRUCTURE OUR COMMUNITY NEEDS.

While we have had challenges, it is important that we reflect on the many achievements that have been delivered across the four-years of the plan. These outcomes have been achieved in partnership with our community and stakeholders and I would like to thank the many partners that have worked with us over the last four years.

SOME OF THESE ACHIEVEMENTS INCLUDE:

- Delivery of masterplans and commencement of the construction of Murrumbeena Park, Eat Street Bentleigh, Bentleigh Library and Youth Hub and Lord Reserve/Koornang park and EE Gunn pavilion
- Adoption and implementation of strategies to support our future focus on integrated transport, community safety, connecting with young people, youth, reconciliation, classified trees, advocacy, the 2040 Community Vision, and our Community Engagement policy
- Delivery of engagement and activities onsite and online for our diverse community with a range of activities provided by Arts and Culture, Glen Eira Leisure, Youth Services, Libraries and the establishment of a community voice and youth panel
- Supporting our community with initiatives including *Be Kind* throughout the COVID-19 period and the launch of our good neighbour program
- Implementing sustainability initiatives including solar panels and the solar savers program, installation of electric car charging stations, the procurement of two electric vehicles, installation of energy efficient LED street lights and recycling initiatives
- Installation of the book-a-court system across five local tennis clubs allowing greater access for the community to these facilities
- Increasing and improving the ways that the community can transact with Council inside and outside operating hours with enhancements to the website and an increase in the number of transactions that can be completed online
- Improving communication and transparency with Council through implementing quarterly reporting, increasing our social media presence and producing new residents, new business and new parent's guides

COVID-19 has impacted on Council's capacity to progress or deliver some priorities and these will be included in the new planning cycle and outlined in our draft *Council Plan 2021-2025*. These items include:

- Planning scheme amendments for Elsternwick, Bentleigh, Carnegie, Hidden Gems, Caulfield Station Precinct, and Glenhuntly.
- Progressing a special building overlay planning scheme amendment for the Elster Creek catchment
- Completion of a feasibility study for Inkerman Road for a safe cycling corridor
- Upgrading the Neerim Road, Murrumbeena streetscapes

I encourage you to continue to participate in Council's engagement opportunities as we work to finalise our new Council Plan 2021-2025 and other important strategies and projects over the coming months. We will continue to work closely with Councillors and the community to ensure we develop our plans and deliver outcomes in the best interests of the community.

Please continue to stay safe and remember to be kind to yourself and others.

If you have any feedback on this report, please don't hesitate to email me at

mail@gleneira.vic.gov.au



Regards,
Rebecca McKenzie
Chief Executive Officer

FINANCIAL OVERVIEW

The impact of COVID-19 on Council's operating result continues to be significant. Our operating result for year end is a surplus of \$516,000, which is lower than the adopted budget. The underlying result is a loss of \$5.04 million which excludes the income received tied to capital projects.

Our performance against budget from ordinary activities showed an unfavourable variance of \$4.85 million. This is made up of lower than anticipated income of \$3.22 million and expenditure unfavourable to budget by \$1.63 million.

The pandemic reduced our ability to generate income and was the main driver for our decreases in user fee income (\$6.5 million), statutory fees and fines (\$1.84 million) interest earned (\$1.31 million) and other income (\$1.46 million). This is offset by new government grants received (*\$7.66 million) which included the Working for Victoria initiative of \$6.6 million.

Our closing cash balance of \$64.2 million was slightly higher than the adopted 2020-21 budget of \$58.6 million. This was mainly due to capital grant funding being received in advance during 2020-21. In addition, there are capital projects that were underspent during 2020-21 that will be completed during 2021-22. The Balance Sheet position remains favourable as at 30 June 2021. Council's current liquidity ratio, a measurement of our financial strength is now 1.21. This means for every \$1 of current liability, the Council had \$1.21 in current assets to meet those commitments. This is an acceptable position however other indicators have moved into medium and high-risk levels. The table below details Council's forecast performance based on the Victorian Auditor-General Financial Sustainability Risk Indicators.

Our 2021-22 Budget has been set with these indicators in mind and anticipating an improvement in the worldwide COVID-19 situation with full recovery of our income streams over the next two years.

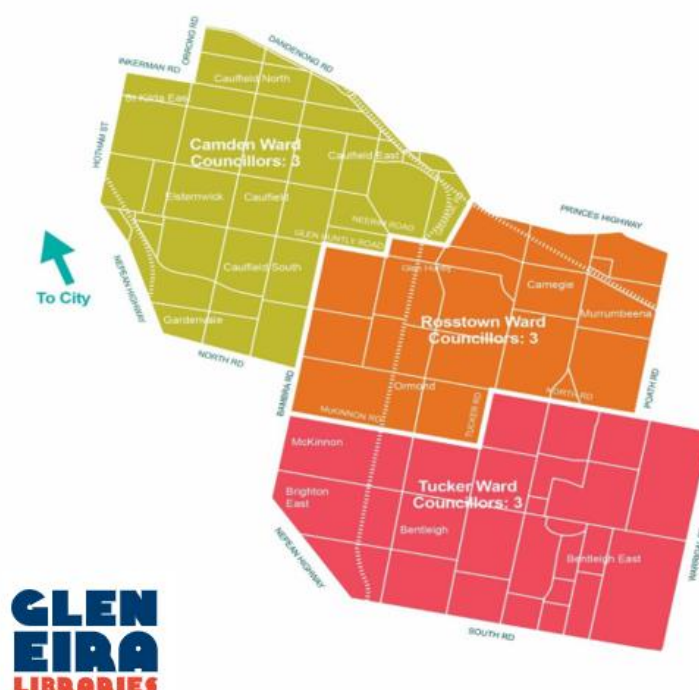
At time of writing, Council's 2020-21 Financial Report has not been audited by the Victorian Auditor-General's Office (VAGO), so these results are indicative only.

* In total we were successful in advocating for \$16 million in total grants that will be received over 2020 – 2022.

Financial Sustainability Risk Indicators	2019-20 Actuals based on VAGO Parliamentary Report	2019-20 Risk	2020-21 Annual Budget Draft Actuals (unaudited)	2020-21 Risk (unaudited)	Comment
Net Result <i>To generate surpluses consistently greater than 0%</i>	5.95%	Low	0.29	Low	The unfavourable net result percentage is due to low user fee income generated for services that operated for only part of 2020-21 due to the COVID-19 pandemic.
Underlying Result <i>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%</i>	3.51%	Medium	-2.91%	High	Council's unfavourable underlying result during 2020-21 was due to our reduced ability to generate fee income during the COVID-19 pandemic.
Liquidity <i>To measure Council's ability to repay short-term liabilities as they fall due. Low risk indicator is to be greater than 1.0</i>	1.27	Low	1.21	Low	Council's Liquidity Ratio as at 30 June is greater than 1.0 indicating Council's is able to repay short-term liabilities as they fall due.
Indebtedness <i>Lower than 40% relates to the ability to repay debt from own-source revenue</i>	9.67%	Low	8.56%	Low	Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue.
Internal Financing <i>Generating enough cash from operations to fund new assets. Low risk indicator is to be greater than 100%</i>	118%	Low	43.00%	High	Council has been restricted in generating cash due to our COVID-19 responses and restrictions in the short term.
Capital Replacement <i>To ascertain the level of risk of insufficient spending on asset renewal. Low risk indicator is to be more than 1.5</i>	1.46	Medium	1.34	Medium	Council is maintaining a moderate level of capital replacement.
Renewal Gap <i>To ensure there is sufficient spending on Council's asset base. Low risk indicator is to be greater than 1.0</i>	1.20	Low	0.89	Medium	Some renewal works were delayed and will be completed during the 2021-22 year.

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



COVID-19 restrictions resulted in the cancellation of major events such as Carols in the Park, Party in the Park and the Groove and Graze. Our library and gallery doors closed, and in-person activities were largely not possible over the last 12 months. The Libraries, Arts and Culture teams moved quickly and effectively to respond to the changing situation and pivoted to delivering online programming and services to keep the community engaged and connected.

In this last quarter, program highlights included live streamed gallery floor talks, the Carnegie Community Space opening event, the Storytelling Festival online, Library and Information Week scavenger hunt and activities, and the National Reconciliation Week online launch. When possible, we welcomed the return to live StoryTime and BabyTime sessions at Carnegie library and Community Centre and the new Djeembana Room at the McKinnon Library and Youth Services pop-up, plus recorded sessions via the Library@Home website.

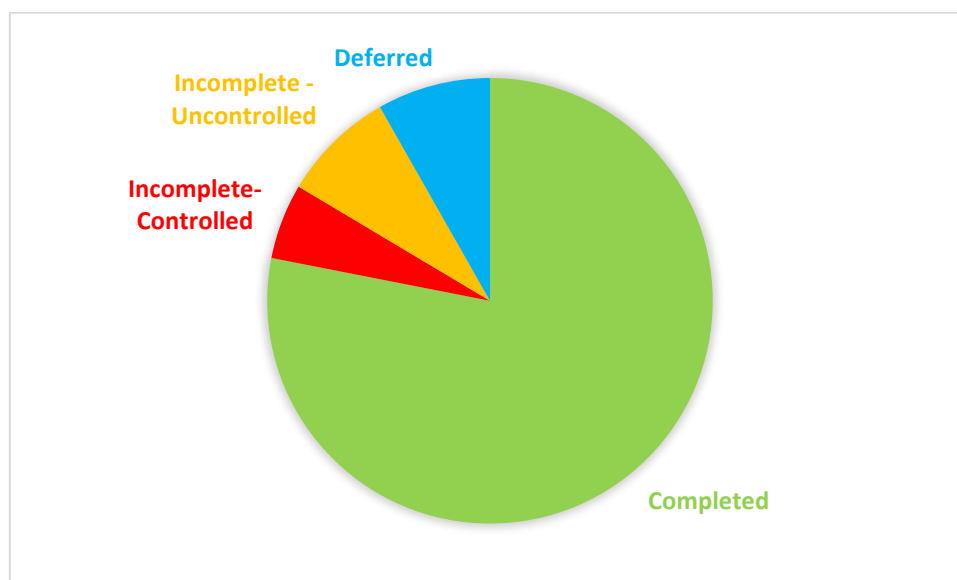
A contactless Click and Collect service enabled library members to quickly and safely pick-up reserved items at the library, with online e-books and other digital material available to access 24 hours a day. The Home Library Service delivered books to 210 isolated and vulnerable residents across Glen Eira each month,

The pivot to online programming in 2020 and 2021 culminated in Glen Eira Libraries hosting 117 live online special events with local and international authors and experts, attracting 5,537 attendees, and creating more than 100 pre-recorded sessions for the Library@Home initiative. The Arts and Culture team produced weekly Sunday Sessions online talks, workshops and performances and hosted 30 live online and pre-recorded sessions, with more than 8,000 views over the year.

A mix of online and in-house programs continues to be delivered by Libraries, Arts and Culture both in readiness for any further impact on services and to allow for more accessibility to programming in response to community feedback.

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 last 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.



PROGRESS AGAINST GLEN EIRA COUNCIL AND COMMUNITY PLAN COMMITMENTS






Items appearing in the table below for 2019-20 and 2018-19 were carry over items from previous year commitments




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




Community Plan Commitments	2020-21	2019-20	2018-19
Completed	54	3	
Incomplete due to factors within Council's control	4		
Incomplete due to factors outside Council's control	6		
Deferred by Council	4	1	1
Total	68	4	1

LIVEABLE AND WELL DESIGNED

A WELL PLANNED CITY THAT IS A GREAT PLACE TO BE

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
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 commence the formal Planning Scheme Amendment process to implement the Glen Huntly Structure Plan.	The draft structure plan was presented to Council on 1 September 2020 following community consultation. The plan was not endorsed at this time therefore the planning scheme amendment was not able to be progressed. Officers undertook more detailed assessments including 3D modelling, traffic and heritage to support the structure plan's propositions. The structure plan will be presented back to Council in Q1 of 2021/22 for endorsement. A planning scheme amendment will be pursued following Council's endorsement.	
	We will conclude the Planning Scheme Amendment process for the Bentleigh and Carnegie Structure Plan Planning Scheme Amendments, including public exhibition and consultation with the community.	Following exhibition of the Amendment, a report was presented to Council on 16 March 2021 where Council resolved not to proceed further with the amendment in its current form, and to undertake a reset of the process beginning with the development of a <i>Housing Strategy</i> , which will underpin separate amendments for <i>Bentleigh and Carnegie</i> .	
	We will continue to progress the formal Planning Scheme Amendment process for the Elsternwick Structure Plan.	The Elsternwick Amendment to introduce planning controls from the structure plan was on hold awaiting the outcome of Amendment C184. (Carnegie and Bentleigh Planning Scheme Amendments). Council abandoned C184 on 16 March 2021. There will need to be revisions to the <i>Elsternwick Structure Plan</i> in order for it to support a Planning Scheme Amendment (PSA). These revisions will be considered in the context of the Housing Strategy consultation currently underway. The revised <i>Structure Plan</i> will be presented to Council in August/September 2022 for consultation, with a PSA to implement the structure plan to be commenced early 2023.	
	Following community and stakeholder consultation, we will complete a draft Structure Plan for the Caulfield Station Precinct.	The Victorian Planning Authority (VPA) handed the management of the structure plan over to Council in November 2020 due to changing State priorities as a result of COVID-19. This resulted in delays in undertaking consultation and completing a draft structure plan. A revised timeline was established for the project which will see a draft structure plan presented to Council in December 2021. The project is proceeding to these timeframes.	
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 Bentleigh, Carnegie and Elsternwick Planning Scheme Amendments	The Hidden Gems was exhibited from 29 October to 30 November 2020. Submissions were reported to Council in February 2021. Council resolved to undertake further consultation. A further report was presented to Council on 27 April 2021 seeking the Amendment to be referred to an independent planning panel. This is to be held in July 2021. Bentleigh and Carnegie Heritage Review was adopted by Council on 16 March 2021 and is awaiting approval by the Minister for Planning. Elsternwick Heritage Review has been extended and authorisation sought on 16 March 2021. The amendment was placed on exhibition from 10 June to 12 July 2021.	

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
We will contribute to an increase in the availability of social and affordable housing in the municipality through implementing our <i>Social and Affordable Housing Strategy 2019–2023</i>	We will deliver a minimum 80 per cent of year two actions in the <i>Social and Affordable Housing Strategy 2019–2023 Action Plan</i> .	Nine out of the eleven actions (82%) of the Year Two <i>Action Plan</i> have been completed. We have worked with adjoining Councils to encourage the development of consistent policies and understanding what each are doing in the social and affordable housing policy area. We have completed a mapping of unused or potential State Government sites within the Glen Eira Municipality where opportunities exist for social and/or affordable housing projects. Further, we have developed a position paper on adopting a standard policy for affordable housing requirements on rezoned sites which included guidance on how and when the affordable housing requirement will be determined and the preferred delivery mechanisms (e.g. dwellings, land or cash). We have also conducted training for our Urban Planning Department about achieving affordable housing outcomes in planning applications. Ongoing monitoring will occur to ensure that legal training is conducted and is aligned with any applications that have the potential to include affordable housing.	
	We will develop a standard policy for affordable housing requirements on rezoned sites.	The <i>Standard policy for affordable housing requirements in rezoned sites</i> was endorsed by Council at the 29 June 2021 Ordinary Council Meeting.	
	We will develop a position paper on Council's commitment to a planning mechanism for affordable housing contributions for new developments.	The position paper was reported to Council on 29 June 2021 for noting.	
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 of the new Community Hub commenced in March 2021. The Canary Island Palm Trees that were such a beautiful part of the Park have been carefully removed and are now being maintained in storage during construction. At the conclusion of construction the Palm Trees will be replanted on site. Construction is scheduled to be completed in May 2022.	
	We will use the outcomes of our community consultation process to inform the completion of a detailed design for the Carnegie Memorial Swimming Pool in preparation for tender.	An Expression of Interest for a suitable contractor has been completed, with the formal tender phase due to commence in September 2021. It anticipated the tender will be awarded later in the year with construction to start early 2022.	
	We will commence construction of Eat Street in Bentleigh — a pedestrian friendly mall which will underpin Bentleigh's growing café and restaurant culture.	Construction is now underway with first phase due to be complete in November 2021.	
	We continue the development of a concept plan for a cultural precinct in Selwyn Street, Elsternwick.	Functional Layout Plan (FLP) options have been developed in line with an advisory committee made up of stakeholders from the precinct which has now been adopted by Council. The detailed design will commence in 2021-22. An engagement plan will be developed and it is likely the project will be ready to commence construction in late 2023.	
	We will commence construction of the Bentleigh Library and Youth Hub and forecourt.	The Bentleigh Library and Youth Services closed to the public on 7 March 2021. Construction is currently underway and is due to be completed in June 2022.	

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
	We will commence concept design and community consultation for a new Community Hub and Library in Elsternwick.	Community consultation regarding the kinds of experiences and the types of services the community would like to see at the new Community 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 <i>Council and Community Plan</i> commitments. Due to impacts of COVID-19 this project has been deferred. The timing in line with Council's revised <i>Strategic Resource Plan</i> is under review, however it is likely that construction will be towards the latter part of our current 10 year planning cycle.	
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 progressed significantly in Q2 and was adopted by Council on 15 December 2020. The Minister for Planning required some minor changes to the planning scheme amendment documentation which has been completed and the amendment package returned to the Minister for approval to exhibit the amendment.	
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.	\$32.5M was spent on Council's Capital Works Program in 2020–21.	

Commitments 2019 – 2020

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
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	The new Carnegie Community Space has been completed and was opened to the public on 15 May 2021.	



Completed



Incomplete due to factors outside Council's control



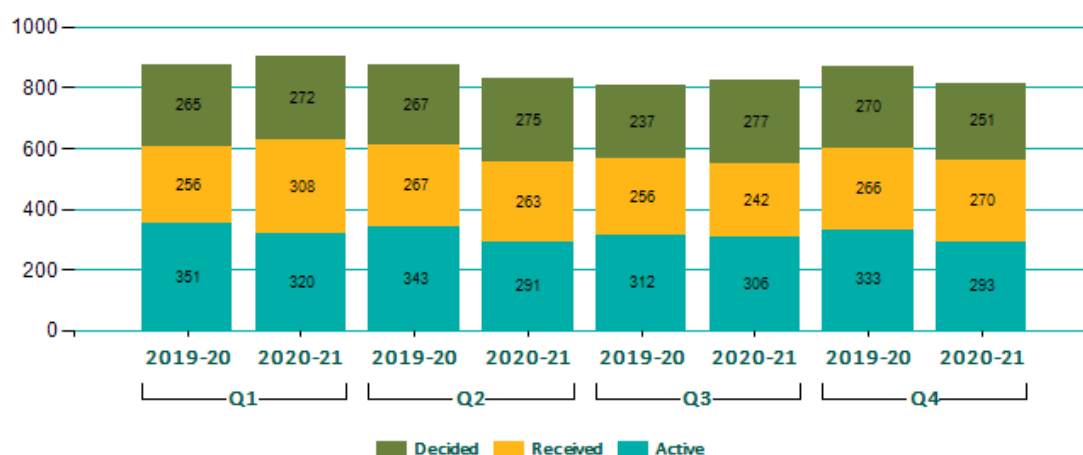
Incomplete due to factors within Council's control



Deferred by Council

SERVICE PERFORMANCE INDICATORS – PLANNING

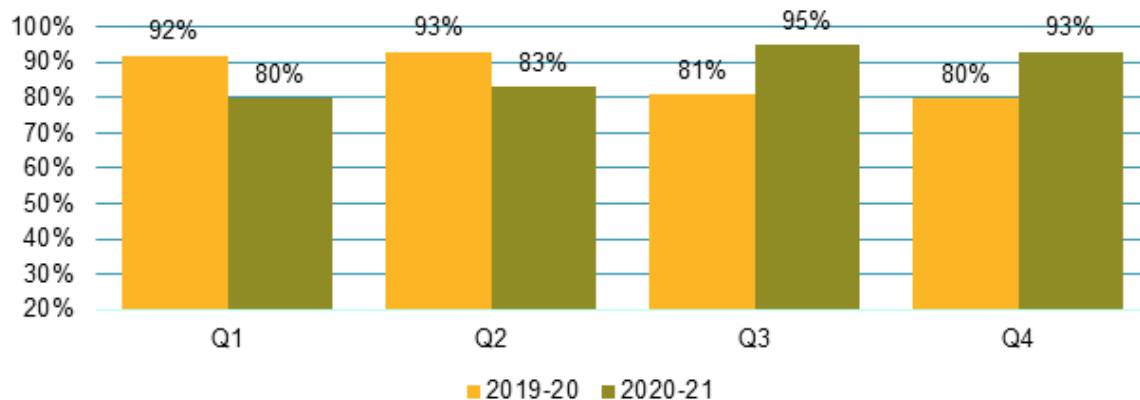
Applications Received and Decided



Comment: The number of applications received this quarter has increased compared to last quarter. Overall, we have received more applications this year compared to last year.

The number of applications determined this quarter was less than last quarter however, overall we determined more applications this year than the previous year.

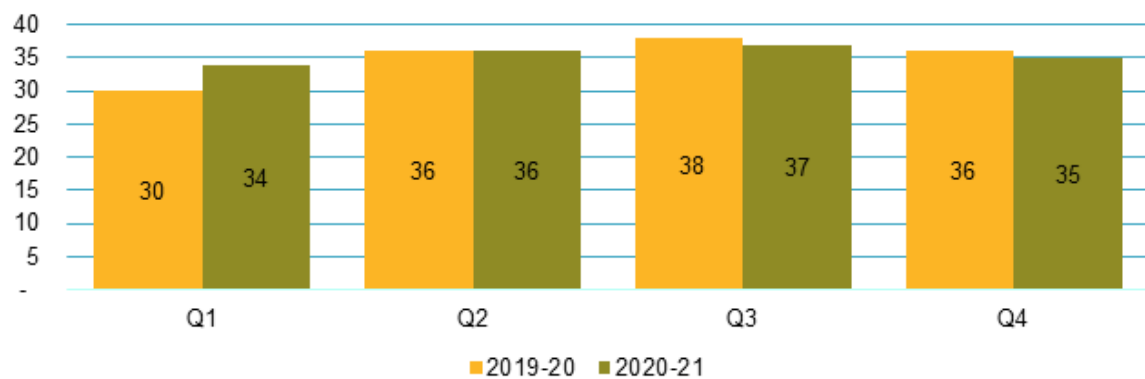
Applications Completed within 60 Statutory Days



Comment: 93% of applications have been determined within the statutory timeframe for this quarter. There has been a remarkable increase in performance against the statutory timeframes compared to the previous quarters

In comparison to other Metropolitan Councils, this quarter Glen Eira is still one of the top performing councils within the State for the percentage of decisions made within statutory timeframes.

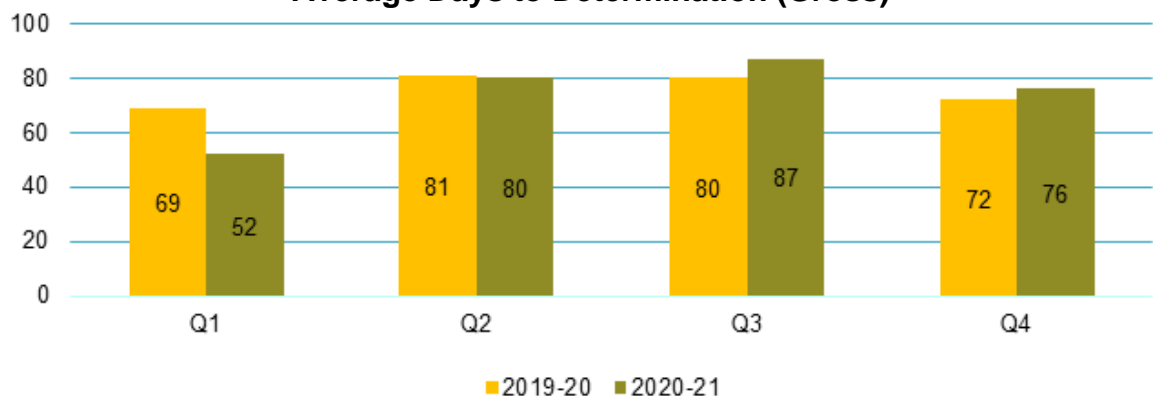
Average Statutory Days Per Determination



Comment: This quarter there has seen a reduction in the average statutory days in which a planning decision is made.

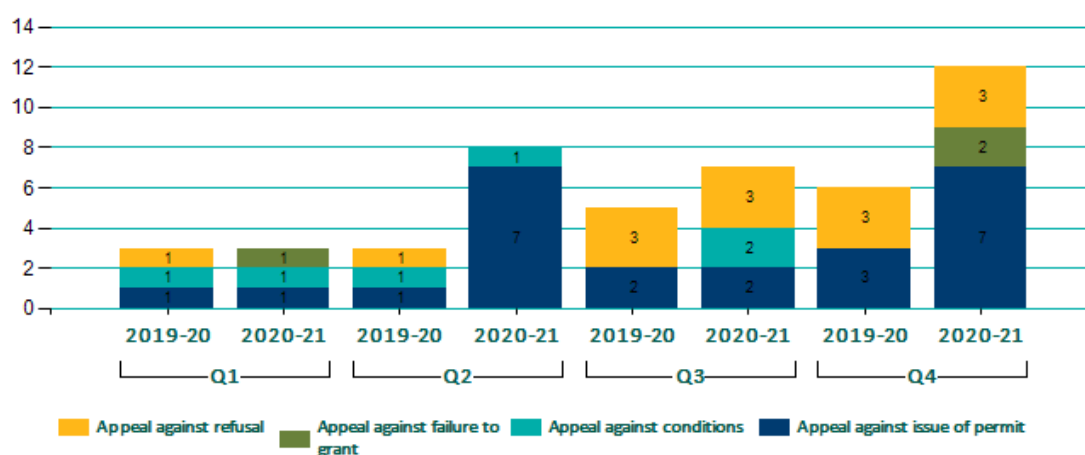
These improvements are pleasing and indicate that we are providing a vastly quicker planning permit process for our customers.

Average Days to Determination (Gross)



Comment: There has been a decrease this quarter compared to the previous quarter however, the overall gross days taken to issue a permit is on par compared to the same time last year. 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 faster process for our customers.

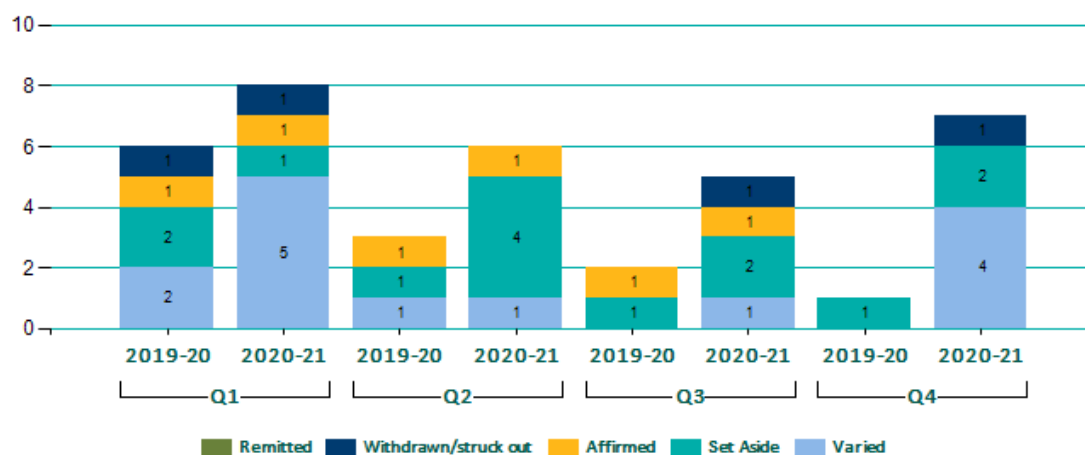
VCAT Appeals and reasons for Appeals



Comment: Overall, the number of Council decisions being appealed to VCAT have increased on the previous year. However, they continue to remain at very low levels with only 30 appeals lodged. There appears to be a more significant increase in the number of appeals lodged by objectors to Council's decision to approve an application. However, this is reflective of a change process by VCAT whereby if there are multiple appeals lodged by objectors for the same application, then VCAT now treats these individual appeals, previously they were collated and treated as the one appeal.

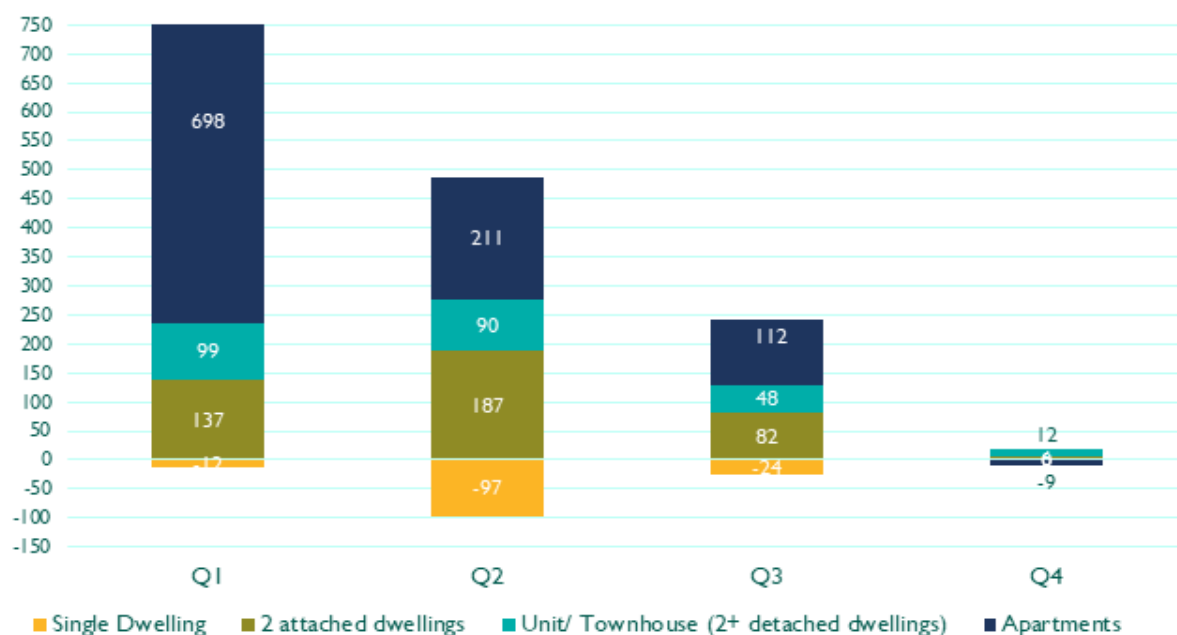
Data source: Planning Permit Activity Reporting System (PPARS) – DELWP

VCAT Decisions



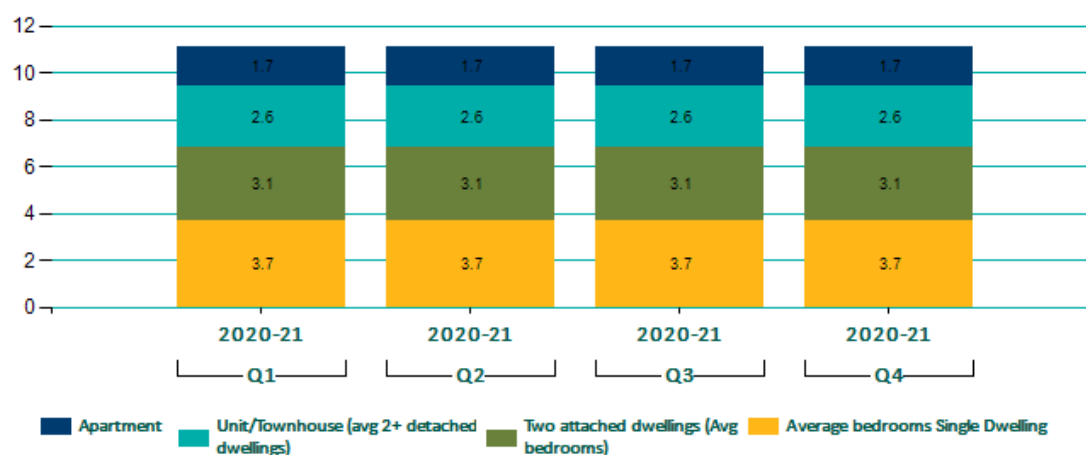
Comment: Overall, the number of Council decisions being appealed to VCAT have increased on the previous year.

Trend in Available Housing Stock



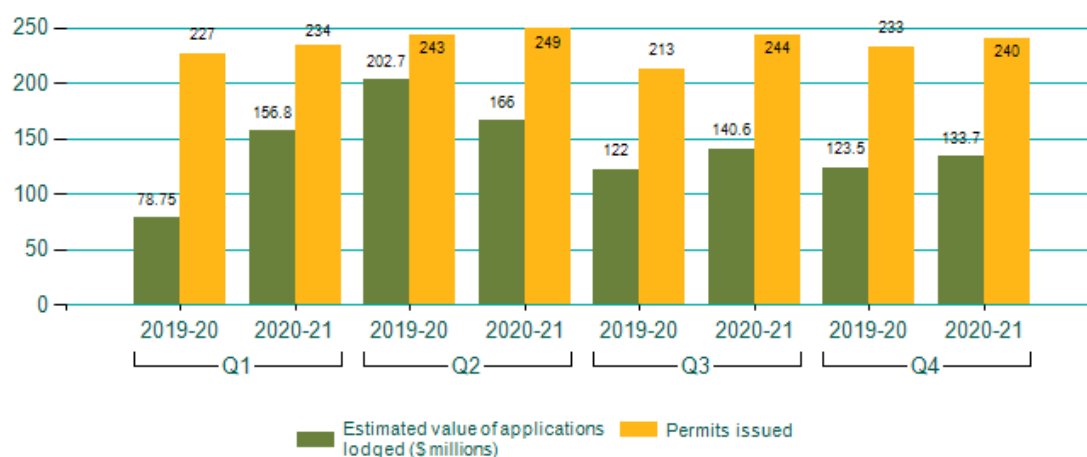
Comment: Data for this metric is not available for May and June due to the timing of rates notice revaluations. The Q4 numbers represent movement within April only.

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

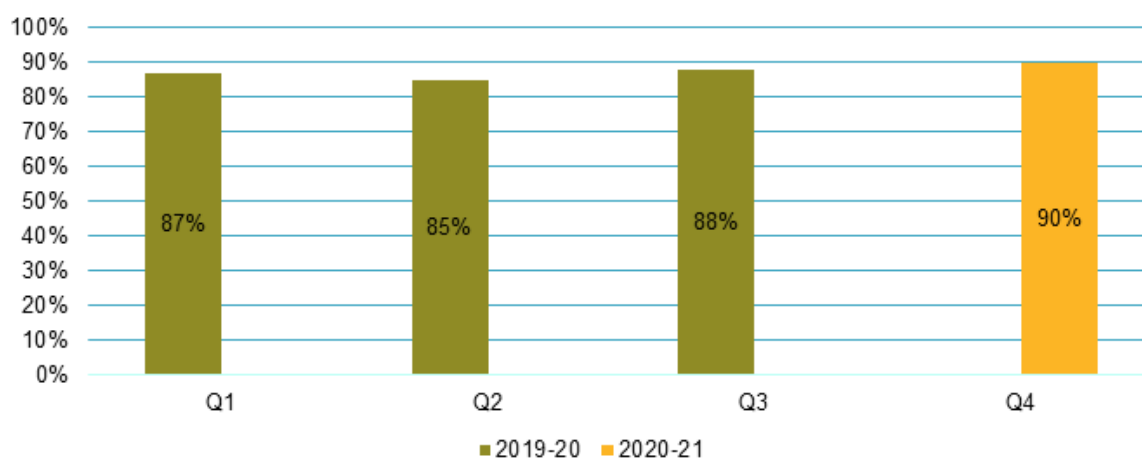


Comment: The estimated value of planning permits lodged this quarter has remained steady compared to the previous quarter. Permits issued for this quarter has increased slightly compared to the previous quarter however this is consistent with the same time last year.

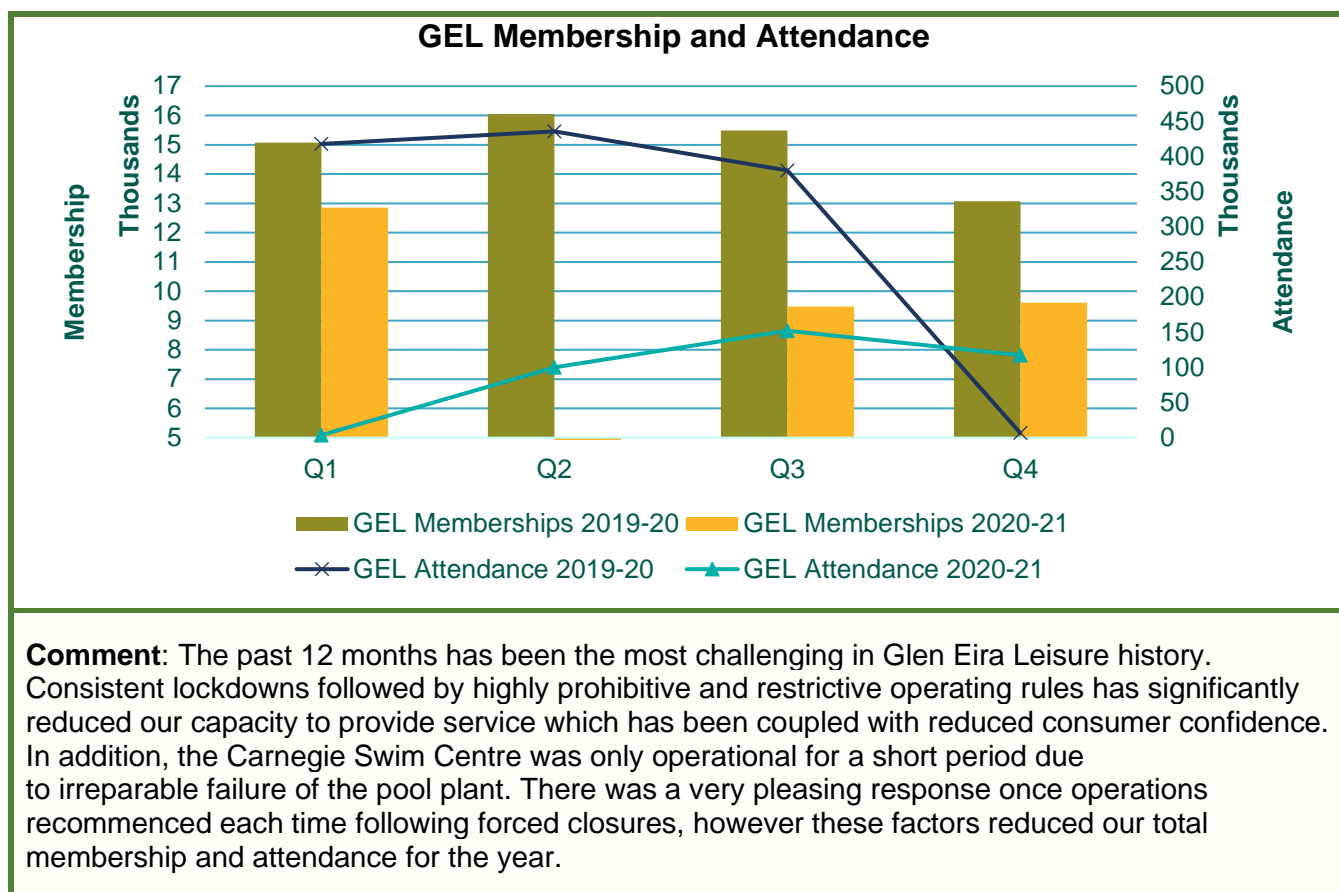
Data source: Planning Permit Activity Reporting Systems (PPARS) – Department of Environment, Land, Water and Planning (DELWP)

SERVICE PERFORMANCE INDICATORS - GEL

GEL Overall Service Improvement Program Score





Comment: This is a very pleasing result to increase our standards over what has been a challenging year due to multiple COVID-19 closures and restrictions. The program was paused due to COVID-19 closures since Q4 2019-20.




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 2021	STATUS
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.	<p>Council has now expanded their program and there are 13 schools participating in the Active Schools Program. We have been supporting schools with internal active initiatives while running the annual 'Golden Ticket Program' which encourages children to walk, ride or scoot to school opposed to being driven.</p> <p>Council has secured funding from VicHealth to include healthy eating initiatives promoting social connection and support local food providers. The funding will be used to encourage further schools to participate in 'Active Schools – Go For Gold' initiative that will be run in October 2021.</p>	
	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.	<p>Following the Council decision of March 2021 to continue with the designs for the corridor a new project plan has been prepared, anticipating re-commencement of Cycling Reference Group consultation, and traffic analysis in June 2021.</p> <p>Due to additional lockdown restrictions occurring in May/June and July 2021 traffic data collection has been delayed.</p> <p>We are anticipating the data collection can occur in August 2021 and we expect that this commitment will be achieved by June 2022.</p>	
We will enable cycling to become a safe and attractive form of transportation in the municipality by implementing our Cycling Action Plan.	<p>We will commence implementation of at least one action from each of the three themes of our <i>Cycling Action Plan</i>:</p> <ol style="list-style-type: none"> 1. Education and behaviour. 2. Policy and enforcement. 3. Infrastructure. 	<p>1. Education and behaviour During 2020-21 we have worked to develop a plan to install a network of cyclist counters for continuous monitoring. The first site for the counters was the Djerring trail but this has been delayed due lockdown restrictions. We anticipate the counters will be installed in July 2021. We have continued to have conversations with Schools about their interest and the timing of cycling programs.</p> <p>2. Policy and enforcement We have developed a draft of the Street Design Guidelines and will continue to advocate with the State Government to maintain high quality standards for cycling infrastructure. We have also completed – <i>The cycling guide</i>.</p> <p>3. Infrastructure We have completed a draft of the Bike parking strategy. We have also worked in consultation with Chadstone Shopping Centre and City of Stonnington to connect the Djerring trail with the Scotchman's Creek trail via Boyd Park.</p>	

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
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 <i>Walking and Accessibility Action Plan</i> : 1. Education and behaviour. 2. Policy and enforcement. 3. Infrastructure.	<p>1. Education and behaviour We have continued to educate the community in relation to the importance of walking by funding a series of initiatives and programs. The Walk to School program that was due to commence in October 2020 did not proceed due to COVID-19 restrictions. We will continue to have conversations with Schools about their interest and timing of walking programs to be held in July to December 2021.</p> <p>2. Policy and enforcement We have created a draft of the Street Design Guidelines</p> <p>3. Infrastructure Our Pilot for a Pedestrian Safe Neighbourhood project that was scheduled in 2020-21 has been deferred to 2023-24 financial year due to financial considerations.</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.	We have invested \$1.859 Million in maintaining and improving our footpaths in prioritised locations this year.	

Commitments 2018 — 2019

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
We will work with the Level Crossing Removal Authority to implement upgrade works to Neerim Road, Murrumbena in line with community feedback and Council endorsed designs.	Commence the upgrade of Neerim Road, Murrumbena streetscape works.	Due to the impacts of COVID-19 this project has now been deferred and will be appropriately resourced in future years budgets.	



Completed



Incomplete due to factors outside Council's control



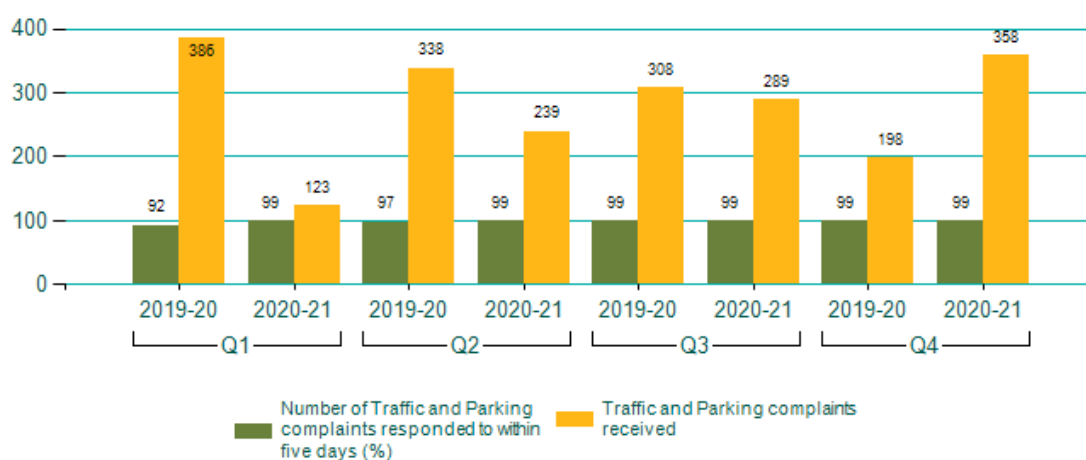
Incomplete due to factors within Council's control



Deferred by Council

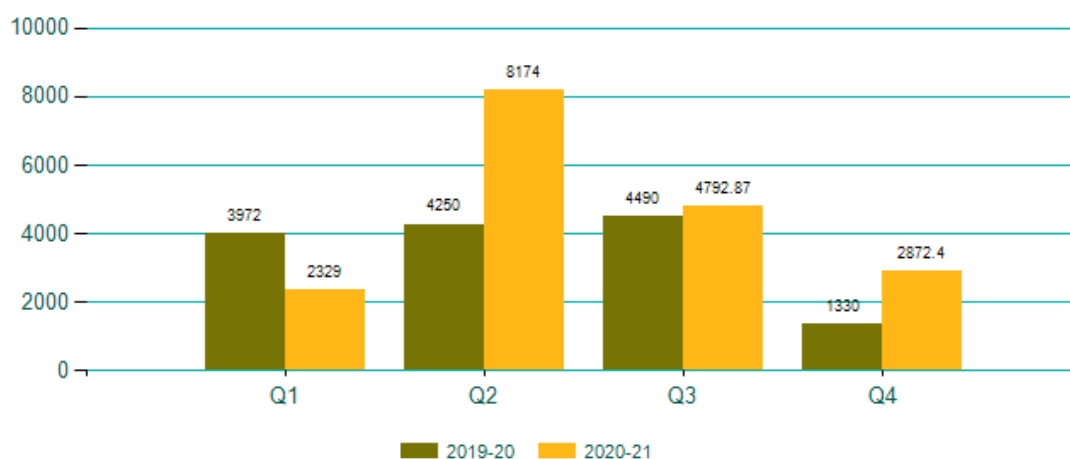
SERVICE PERFORMANCE INDICATORS - TRAFFIC AND SAFETY

Percentage of Traffic and Parking Complaints Investigated Within 5 Days



Comment: A total of 358 investigations / complaints were received in the last quarter (121 in April, 148 in May and 89 in June). These figures are significantly higher than those of the same period last year (160 more). This is a positive sign that the level of activity in our centres is increasing post COVID-19 closures. Despite the increase in activity, we have continued to achieve a 99% response rate within 5 days.





Footpath Improvements (M2)








Comment: Our footpath budget was spent on time and on budget resulting in an additional 18,168 m² of footpaths being delivered.






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 2021	STATUS
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.	We engaged a total of 986 attendees in outdoor programs. As restrictions were lifted, Glen Eira Leisure used an outdoor marquee to provide free fitness classes for the community. In addition, classes will be scheduled in Parks in Q4 2021.	
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 2020, and for the Glen Eira community on 9 December 2020.	
	We will develop a 2020–22 Action Plan and deliver a minimum 80 per cent of the year one commitments.	The Community Safety Action Plan 2020–2022 contains 21 actions to be implemented each year over two years. Of the 2020/21 actions, 20 (95%) were completed. In early 2021 Council developed and launched the Glen Eira Good Neighbour Recognition Program designed to connect and build positive relationships with our neighbours, build friendships, and enhance community safety. During our 2020-2021 lockdown periods Council supported and promoted online events, activities and programs that brought community together, fostered connections, and increased understanding of culture and faith. The Glen Eira Libraries had weekly on-line multicultural and diversity author discussions which included international and national guests from the indigenous, transgender and diverse communities. Council also held four virtual "Coffee with a Cop", with Victoria Police which offered the opportunity to access resources, gain information and asked questions about Elder Abuse, Mental Health, Community Policing and Youth. Council was successful in receiving funding from The Department of Justice and Community Safety to develop and implement the Living Safely Program. In partnership with Victoria Police and Glen Eira Neighbourhood Watch 5,860 Crime Prevention Kits were distributed to Glen Eira residents, which saw improvement in community confidence and increase in car and home security measures	
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.	Eighty eight per cent of year two actions in the <i>Glen Eira Youth Strategy Action Plan 2020-21</i> were completed as of June 2021. Some highlights of completed actions include; * the online event, <i>Queerstories</i> which ran as a part of the <i>Glen Eira Storytelling festival</i> and had 220 registered attendees. * the online Parent Information Night webinar in partnership with Cyber Safety Project, with 48 registered attendees. * Youth Leadership Team presentations to Council on current youth issues, * the return to face-to-face delivery for all community and school based programs in 2021. * the <i>Moving Up with Parents</i> primary school to secondary school transitions webinar, attended by 76 parents. * the online Youth Art Expo, with over 120 entries and * two "Welcome to Glen Eira" Glen Eira Multicultural Youth Network) activities (Barista training and Sushi social).	



COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
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 enrolled 90 participants in the CALD swimming program. The swimming program was heavily impacted by COVID-19 restrictions with the GESAC learn to swim program closed for a total of 35 weeks and COVID-19 capacity restrictions placed on the pools for an additional 10 weeks. Demand for the program also decreased due to stay at home pandemic restrictions and family concerns about possible exposure to the virus in the community	
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.	One hundred and fifty online and face-to-face (where permitted) community events and activities were delivered by Libraries and Arts and Culture, despite the cancellation of major cultural events such as Carols in the Park, Party in the Park and Groove and Graze due to the closure of libraries, physical distancing restrictions and lockdowns throughout the pandemic. The Storytelling Festival was moved online. Events and activities included performance groups and children's entertainers; artists and curators; arts and crafts programs, pop-up events in shopping precincts and parks; 'in-conversations' with international and local presenters and authors; Library@Home storytimes and workshops, and more.	
	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.	The community space is complete with the opening event held on May 15. The additional two events were planned but unable to proceed due to COVID-19 restrictions. Opportunities to conduct additional events will be discussed with the Carnegie Traders Association and programmed when permitted.	
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 <i>Municipal Public Health and Wellbeing Plan 2017-21</i> year four commitments by June 2021.	<p>The <i>Municipality Public Health and Wellbeing Plan</i> for 2020-21 contained 43 actions, of these 41 actions (95%) were completed. Some of the key actions include:</p> <ul style="list-style-type: none"> *Development of a Business Resource Hub containing information on small business grants, rent relief, webinars for businesses and support for residents and ratepayers during COVID-19 lockdowns. * Our Public Health team administered 7,050 vaccinations to infants and children and 1,865 influenza vaccinations to eligible residents and staff. * Our Active Ageing program also supported 130 older residents through exercise program cards which promoted staying active during COVID-19. * Our Glen Eira Be Kind campaign successfully focused on spreading acts of kindness for yourself and others including stories and tips on how to look after yourself and your neighbours. * During the COVID-19 lockdowns the Children Services Teams reached families through weekly online playgroups. Resource packs with arts and crafts supplies and activity sheets were delivered to families to keep children engaged at home. * A successful Glen Eira <i>Community Awards</i> event was held in May 2021 to recognise our many volunteers and community groups. Awards were presented for <i>Citizen of the Year</i> <i>Young Citizen of the Year</i> and <i>Community Group of the Year</i>. 	

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
	We will engage with the community in preparation for the <i>Municipal Public Health and Wellbeing Plan 2021–25</i>	During April - June 2021 we delivered a variety of engagement activities using online, written and face to face methods. These incorporated surveys, pop up engagement, workshops and focus groups with a broad range of population groups and people in our community from diverse backgrounds and identities. This has helped shape the draft plan which will go through a further period of community consultation in August and September 2021.	
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.	Council has implemented accessibility upgrades at Mackie Road Reserve Pavilion, Victory Park Pavilion, Princess Park Multipurpose Pavilion and DC Bricker Pavilion. These works have enhanced the physical access and improved their functionality for people with disabilities.	
	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 has implemented 89% of quick wins from the accessibility reports for Bentleigh, Elsternwick and Carnegie shopping precincts. This includes improving parking accessibility options around shops and services for people with disabilities and engaging local businesses to be more aware of access and inclusion.	
We will invest in increased compliance activity on building sites in order to improve safety and amenity during major construction works.	Decrease the number of complaints received by 10 per cent.	Complaints relating to building sites decreased by 22.5 % but enforcement action increased during this period. These figures show a trend of Council taking a zero-tolerance approach to the impact construction is having on community safety and amenity to ensure compliance. Officers have been proactive in monitoring building sites and creating a presence which has resulted in a decreased need to be reactive.	
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.	<p>Extensive consultation has been undertaken including in-park observations at nine sites including Caulfield Park, Caulfield North, Princes Park, Caulfield South, Booran Reserve, Glen Huntly, Packer Park, Carnegie, Joyce Park, Ormond, Duncan MacKinnon Reserve, Murrumbeena, Hodgson Reserve, Bentleigh, King George Reserve, Bentleigh East and McKinnon Reserve, McKinnon. We also conducted online surveys and engaged with internal Council departments and a range of external community organisations including Sport and Recreation Victoria and Maccabi Victoria.</p> <p>Analysis of the engagement outcomes, as well as assessments of individual suburbs, examining their open space provision (as reflected by the <i>Open Space Strategy</i>), active recreation facility provision and gaps, demographics and analysis of opportunity has been used to inform the development of the <i>Active Recreation Action Plan</i>.</p> <p>The <i>Active Recreation Action Plan</i> focuses on future provision of active recreation facilities, including multipurpose courts, skate facilities and outdoor fitness equipment in our parks, and opportunities to activate the community through physical activity programs.</p> <p>The <i>Active Recreation Action Plan</i> is scheduled to be considered for endorsement at the 20 July Ordinary Council Meeting</p>	

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
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.	Our online programming has increased steadily in response to higher demand during lock down period. The <i>GEL Anywhere</i> program proved to be very popular in 2020/21 with a variety of programs being presented including nutrition, mental health, fitness, children's and older adult programs. Programs for people with disabilities were also provided free for the community. The minutes viewed of GEL Anywhere online classes increased to 1.2million in 2020-21 from 320.9K the previous year and Net followers of our Facebook page increased by 1.9 million compared to a modest increase of 800,000 the previous year.	
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.	2020-21 has continued to be a challenging time for our community. We have continued to adhere to the guidance and directions of the Department Health and Human Services; communicating changes and advice as it comes to hand via social media, our website and other channels, pivoting our operations online and continuing to deliver our core services to the community. We are committed to ensuring we can support the community by providing leadership, partnership and advice as we move into a new financial year.	
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.	Finalised flood mapping data was received late Q4 and is now under final review. Council is expecting a formal request from Melbourne Water as the proponent for their component of the amendment in November 2021. Following this, officers will brief Council and seek authorisation for the Amendment.	
We will work with community, businesses and other stakeholders to develop and deploy a comprehensive COVID-19 Recovery Strategy.	Implement all high priority actions from COVID-19 Response and Recovery Plan.	Currently there are 32 actions contained within the <i>COVID-19 Recovery Strategy 2021</i> . These actions relate to ongoing activities within business units with a strong focus on community recovery from the social and economic impacts of the pandemic. The <i>Action Plan</i> within the <i>Strategy</i> changes as new actions are added. The action items are reported monthly to the Glen Eira Municipal Response and Recovery Committee.	
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.	We will continue to implement our Reconciliation Action Plan 2018-20 — Innovate and achieve 90 per cent of commitments.	We were successful in completing our actions within the <i>Reconciliation Action Plan 2018-20 - Innovate plan</i> . We were delighted to be announced winner of <i>Reconciliation Victoria</i> and <i>Victorian Local Government Association's</i> respected HART (Helping Achieve Reconciliation Together) Award in the Local Government category for 2021	
	We will renew Council's memorandum of agreement with the Boonwurrung Traditional Owners.	The memorandum of agreement documents were signed by both parties on 8 February 2021 continuing our strong partnership for the future.	
	We will seek endorsement of the next iteration of our Reconciliation Action Plan — Innovate from Reconciliation Australia.	Conditional endorsement was received from Reconciliation Australia. The new Reconciliation Action Plan Document is now being prepared for launch in August.	
	We will renew Aboriginal markers and storyboards at Mallanbool Reserve.	The updated text has been approved by the traditional owners and Council's Aboriginal and Torres Strait Islander Civic and Cultural Officer. Signage style and design type has been confirmed and manufacturer engaged. Final updates to images and text alignment is being completed. We were waiting on restrictions to lift for signage to be confirmed onsite. Installation of the signage is now expected in September 2021.	

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
	We will commence a process to engage with the community on design of a learning stone and gathering place site at Mallanbool Reserve.	A site visit with Traditional Owners and Reconciliation Action Plan Advisory Group members took place and discussion with the Elders confirmed similar design ideas. We have engaged with a learning stone representative and Council's Parks team to progress the design. An engagement plan has been developed containing clearly defined goals for the project.	

Commitments 2019 - 2020

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATES AS AT 30 June 2021	STATUS
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 kiosk was installed in the Carnegie Library in February 2021. The second digital kiosk was installed in the Elsternwick Library instead of Bentleigh Library which is currently closed for redevelopment.	
We will develop role descriptions for all categories of Council volunteers and deliver training programs to build their capacity to support the community	We will develop a volunteer induction program and commence rollout by June 2020	A Volunteer Induction Program was developed in consultation with key stakeholders. The Program was endorsed by the Executive Team however implementation of the Program was delayed due to the impacts of COVID-19. Implementation re-commenced in early 2021 once COVID-19 restrictions on volunteers lifted.	



Completed



Incomplete due to factors outside Council's control

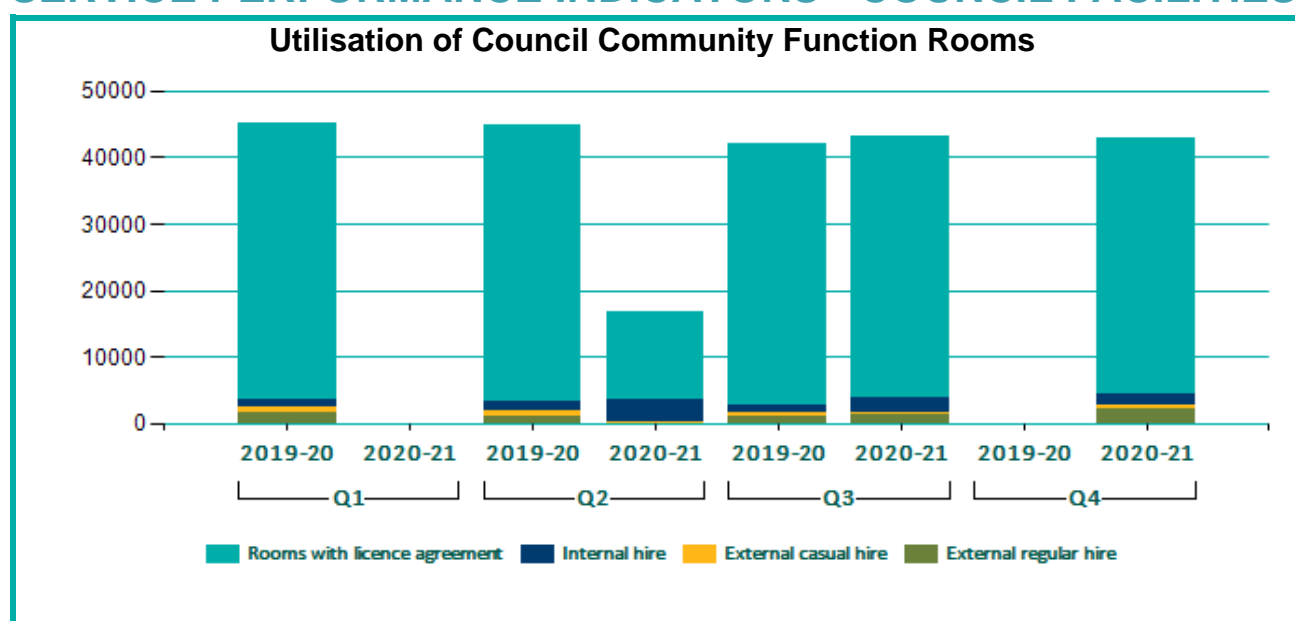


Incomplete due to factors within Council's control



Deferred by Council

SERVICE PERFORMANCE INDICATORS - COUNCIL FACILITIES



Comment: Figures represent the monthly bookings of Council's eleven Community Function Rooms: Bentleigh McKinnon Youth Centre, Caulfield Park Pavilion and Community Room, DC Bricker Function Room, Duncan Mackinnon Reserve Social Room, East Caulfield Function Room, Glen Huntly Park Function Room, McKinnon Public Hall, Murrumbeena Function Room, Packer Park Function Room, Moorleigh Function Room and the Moorleigh Community Village Centre.

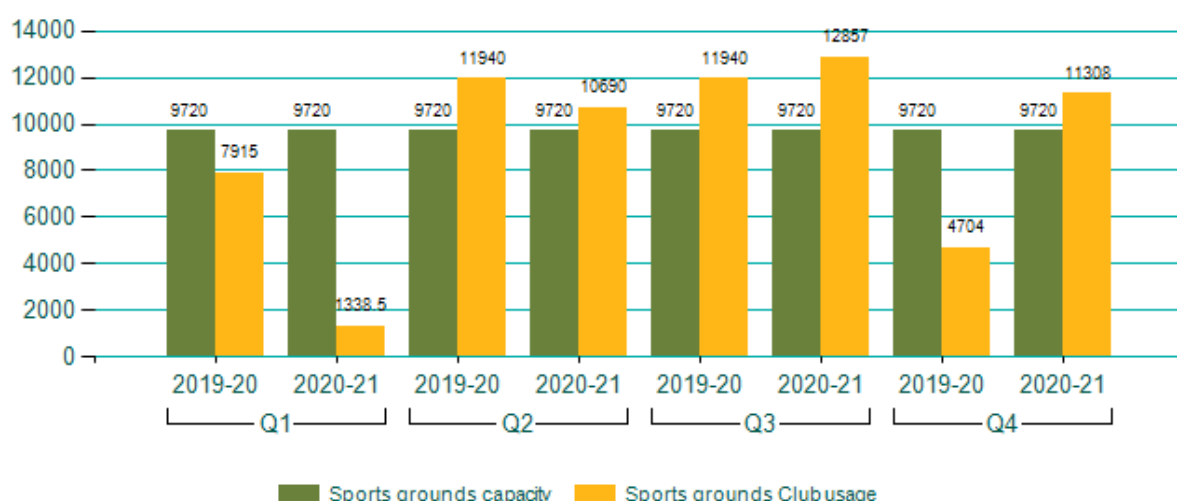
Users consist of a mix of community casual hire, regular hire (e.g. judo, ballet, gymnastics and Pilates groups), licence agreements and internal Council bookings.

Licence agreements are in place for rooms at Moorleigh Community Village Centre and DC Bricker Pavilion (Sandringham Dragons).

Figures exclude Town Hall bookings.

Bookings have been limited due to COVID-19 density restrictions & further lockdowns in Victoria

Sports Ground Utilisation

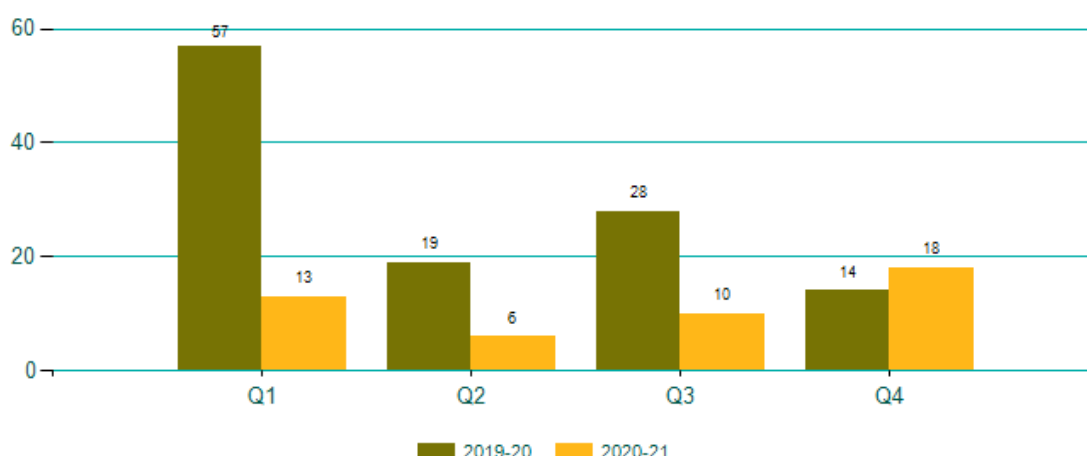


Comment: COVID-19 restrictions impacted on sportsground usage hours. There was no usage from 30 May - 10 June 2021.

There was a further increase in sportsground usage by schools during the fourth quarter. School usage was impacted by COVID-19 restriction from 30 May - 10 June.

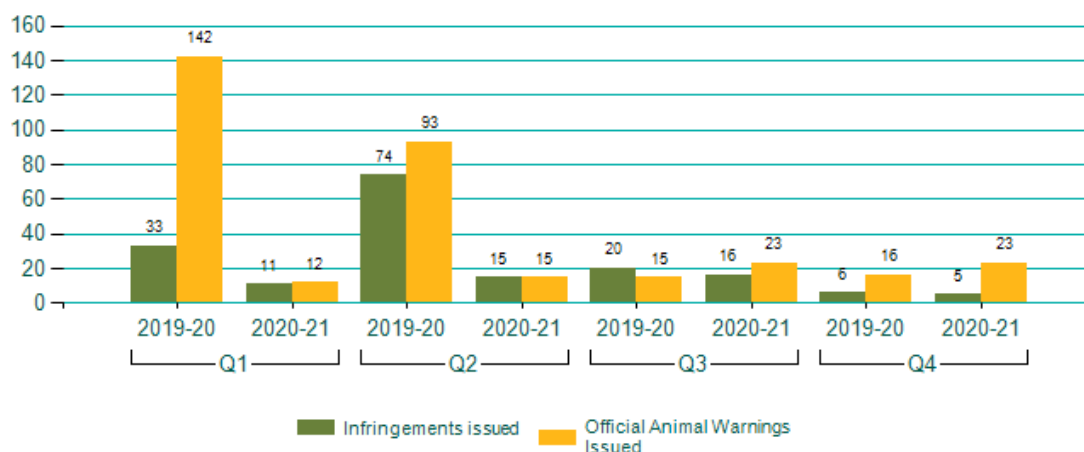
SERVICE PERFORMANCE INDICATORS - LOCAL LAWS

Infringement Notices Issued for Construction Sites



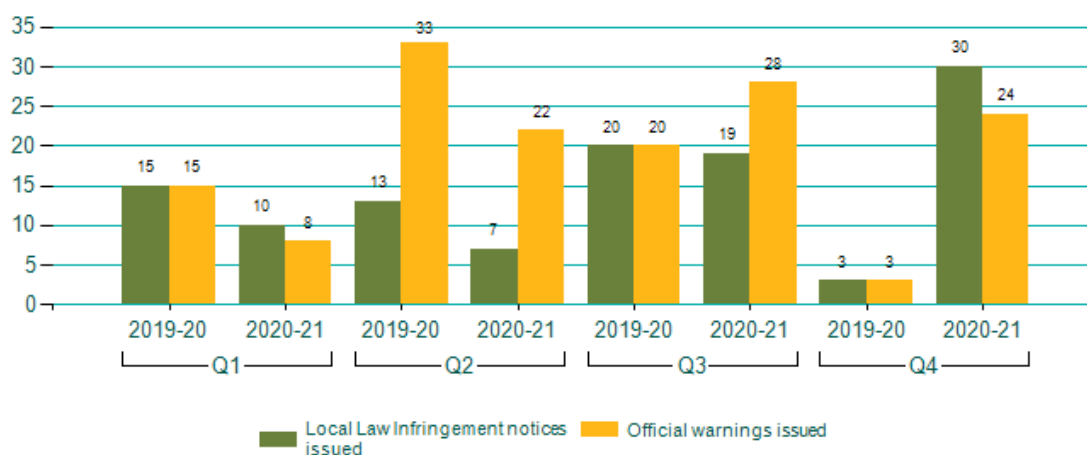
Comment: Local Law Infringement Notices increased from the same time last year. This can be attributed to Council's zero tolerance for building site breaches associated with safety and amenity with a large portion of these infringement notices being issued for building site breaches posing a risk to community safety and amenity.

Animal Official Warnings vs Infringement Notices Issued



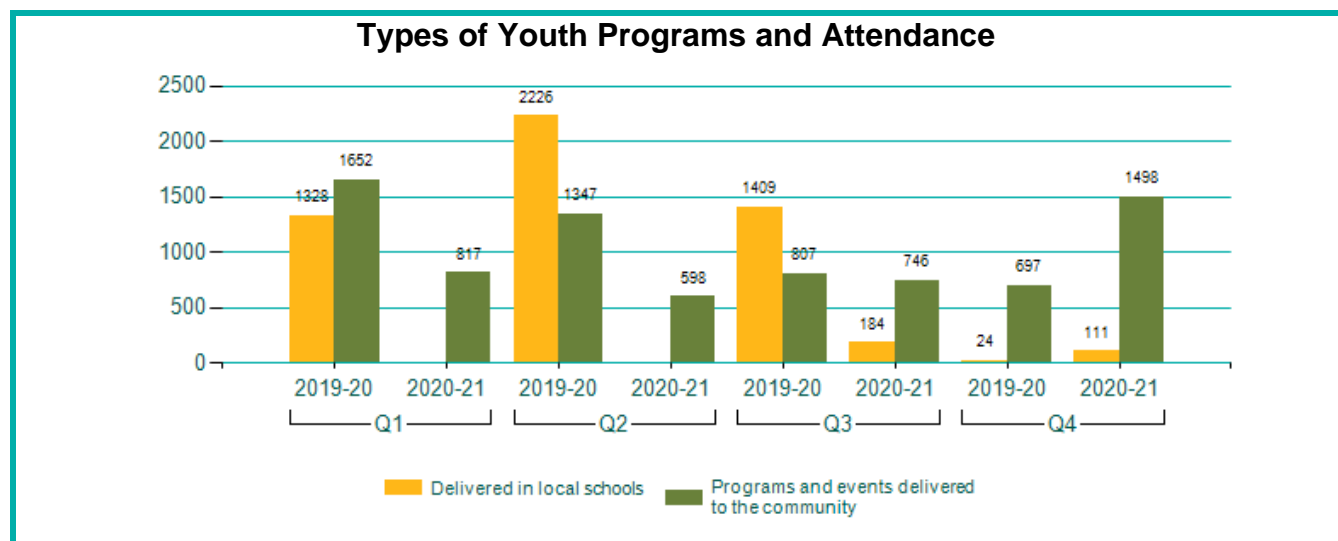
Comment: Animal Management Official Warnings were higher than the same time last year whilst Animal Management Infringements decreased. This was due to dogs not spending as much time outdoors during winter period and greater compliance achieved through officer's education / official warning process.

Local Law Official Warnings vs Infringement Notices Issued



Comment: Local Law Official Warning notices reduced slightly from the previous quarter but Local Law Infringement Notices increased. This can be attributed to Council's zero tolerance for building site breaches associated with safety and amenity with a large portion of these infringement notices being issued for building site breaches posing a risk to community safety and amenity.

SERVICE PERFORMANCE INDICATORS - COMMUNITY SERVICES



Comment: Community based programs are running, with a solid level of engagement from young people. The School Holiday Program operated with great success.

Glen Eira Youth Services were invited to run a stall at the Bayside Glen Eira Kingston Local Learning & Employment Network (BGKLEN) Industry Expo, providing advice and information to young people curious about pursuing a career in community services.

Community based programs are running with consistent engagement from young people.

Special events were facilitated online, including the Parent Information Night in collaboration with the Cyber Safety Project, and the Storytelling event; Queerstories.

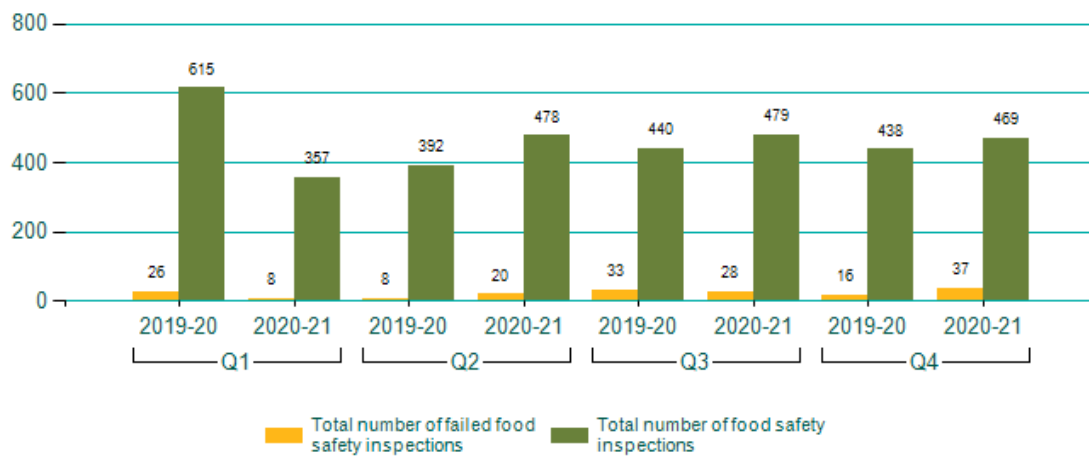
Community based programs ran both online and face to face.

No school-based programs were delivered in April. Booking requests for Secondary School Program, the upcoming months have been received from McKinnon and Shelford.

Glen Eira Youth Services participated in a diversity and inclusion workshop at Valkstone Primary School, Mock job interviews at Our Lady of Sacred Heart, and supported the SRC group at Carnegie Primary school in a playground audit project.

Glen Eira Youth Services facilitated a guest speaker from Queerstories for the Glen Eira College Pride group.

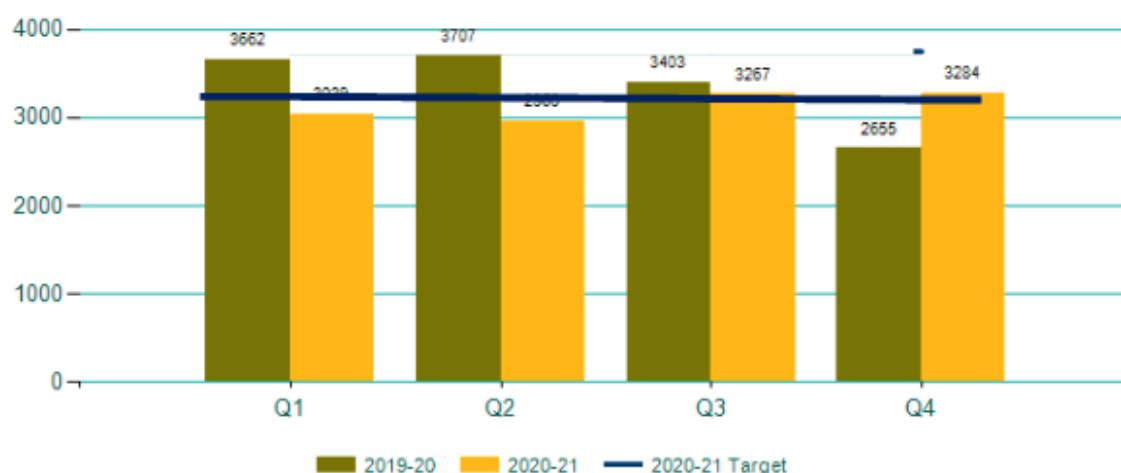
Food Safety Inspections



Comment: The number of failed inspections remains low but has increased from last quarter due to an increase in the number of inspections undertaken. 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. This includes situations where there is a serious risk of food being sold that is unsafe to eat.

Council inspects all food businesses annually. The number of inspections annually remains generally consistent.

Maternal and Child Health Visits

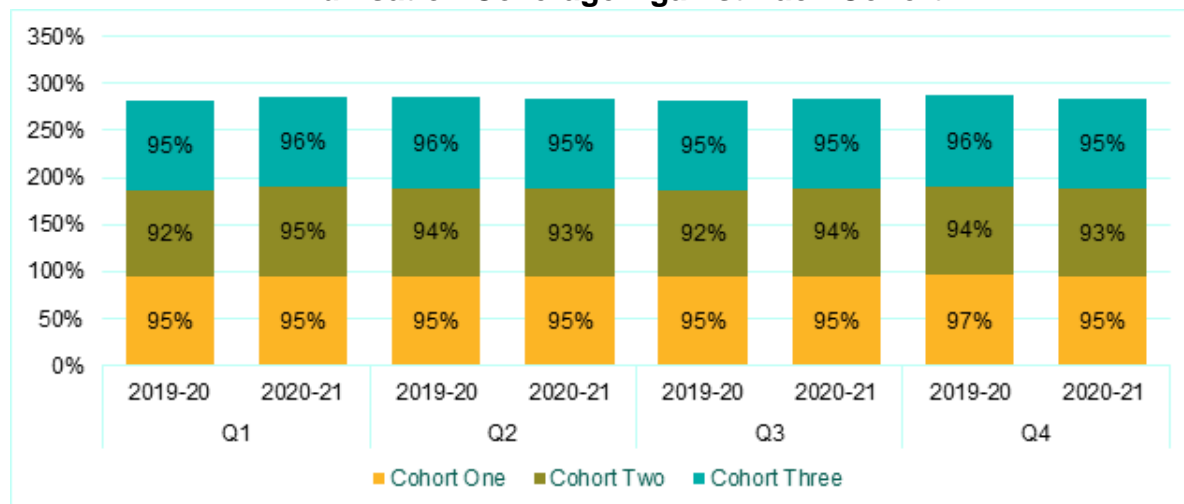


Comment: Glen Eira City Council's Maternal and Child Health Service provides a universally-accessible comprehensive and focused approach for the promotion, prevention and early identification of the physical, emotional and social factors affecting young children and their families.

Throughout the COVID-19 pandemic the Council's Maternal and Child Health service offered a flexible service and conducted the Key Ages and Stages consultations via telehealth and face-to-face appointments. In order to comply with COVID-19 restrictions and Victorian Department of Health requirements for this service during the pandemic, all children aged 0-8 weeks and their parents/carers received a telehealth phone consult followed by a 15-minute face-to-face appointment. Additionally, all clients enrolled in the Enhanced Maternal and Child Health Service, who identify as Aboriginal or Torres Strait Islander or who were identified as vulnerable received face-to-face consults and/or home visits.

Council's Maternal and Child Health Service and its capacity to meet participation targets were impacted by COVID-19. Some families declined appointments due to increased anxieties about COVID-19 or concerns about leaving their residence for an appointment.

Immunisation Coverage Against Each Cohort



Comment: The immunisation coverage for the program delivered by Glen Eira City Council in accordance with the National immunisation Program is separated under three age groups:

Cohort 1: 12-<15 months

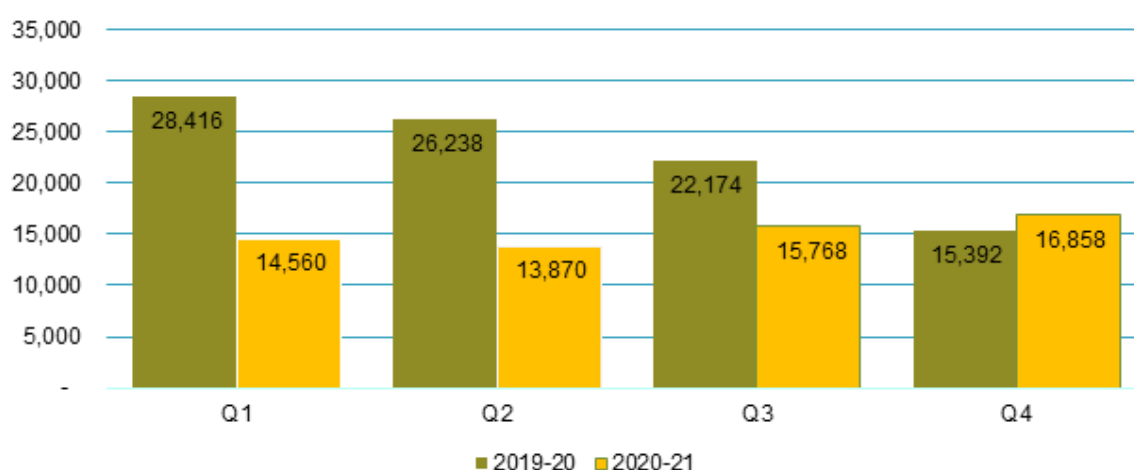
Cohort 2: 24-<27 months

Cohort 3: 60-<63 months

Community immunisation sessions have remained operational throughout the COVID-19 pandemic, offering “walk-in” sessions as a flexible model to support easy access for families with young children that fits with their family schedule which may have been unpredictable or disrupted during periods of lockdown and COVID-19 restrictions. The importance of remaining up to date with vaccinations in accordance with Australia’s National Immunisation Program despite the pandemic and Council’s community immunisation sessions were promoted using Council’s social media channels and publishing in Glen Eira news and in partnership with Council’s Maternal and Child Health Service.

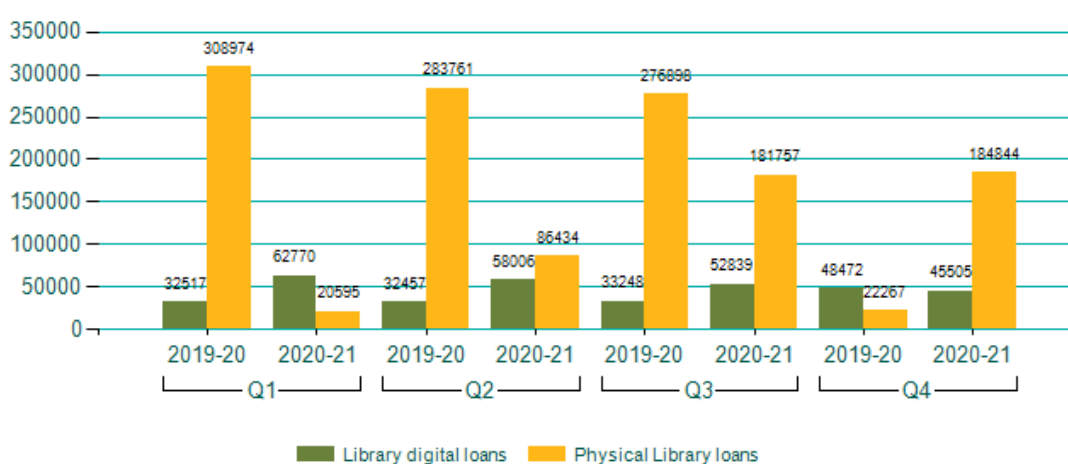
Council receives quarterly immunisation data from Victorian Government’s Department of Health and Human Services which demonstrates that immunisation rates have fluctuated during 2019-2020 and 2020-2021 due to the impact of COVID-19, particularly in Quarter 4 of 2020-2021 for all cohorts. Active promotion of Council’s immunisation service continues and the service is offered in various locations throughout the Glen Eira municipality as part of an approach to offer a localised service across the community.

In Home and Social Support Hours



Comment: During the year, 1727 clients were contacted to have their current services and their wellbeing reviewed, and 773 hours of additional welfare related work was provided to our most vulnerable clients. COVID-19 restrictions and lengthy periods of lockdown saw our Social Groups Program close and many In Home Support clients suspended their services for the best part of the year.

Library Loans



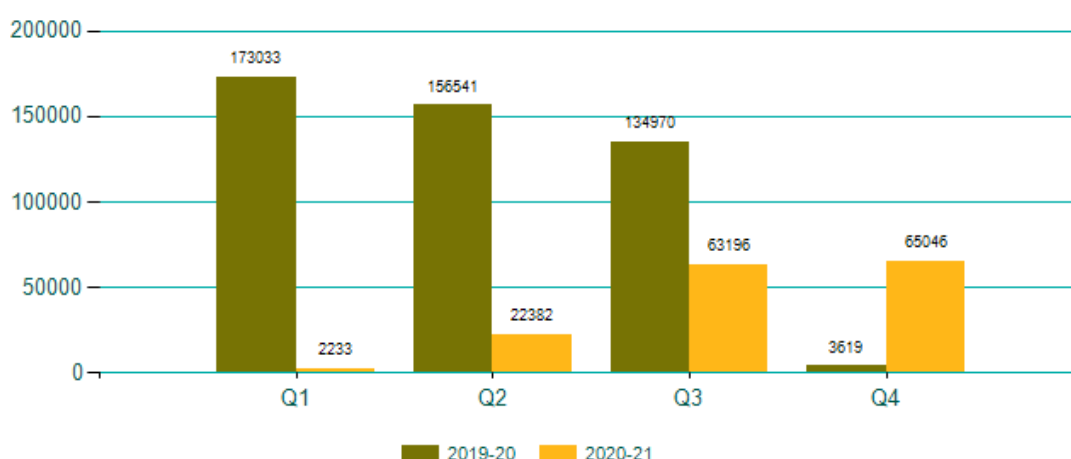
Comment:

Digital loans: Demand for digital items remained steady, with particular interest in e-books and audio books. Libraries increased the range of e-books and audio, e-magazines, and other electronic resources by extending our existing subscriptions and introducing new platforms.

Physical loans: COVID-19 restrictions and numerous lockdowns between 28 May and 10 June impacted greatly on visits and loans of physical items. A click and collect and home delivery service enabled the library to continue offering materials for loan when library doors were closed to the public.

In total, the overall number of loans for 2020-21 was 692,750 which is down 33% compared to 2019-20.

Library Visits



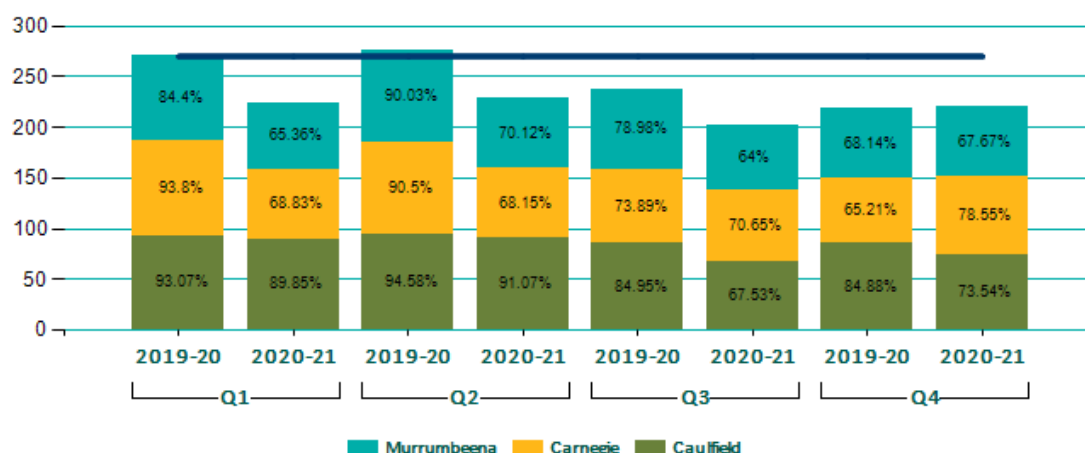
Comment: Visits to library branches were impacted by the closure of Bentleigh Library in March for redevelopment and COVID-19 restrictions and lockdowns. While libraries have had reduced opening hours and been completely closed for periods of time, members have been able to access services online 24/7 throughout the pandemic. Where branches have been open, there have been limitations on capacity numbers to help keep the community safe.

A contactless Click and Collect service has enabled members to quickly and safely pick-up reserved items at the library.

The Home Library Service also offers a book delivery service to residents who are isolated or unable to visit a library due to ill health, disability, etc. At present 201 residents receive home deliveries, and more are added upon request.

Customers are kept up to date with changes to opening times via the library website, social media and e-news. Each time restrictions are eased to enable library doors to open, many visitors eagerly return to enjoy browsing and selecting materials to borrow, use the amenities and connect with others in their community.

Early Learning Centres Utilisation rate



Comment: Utilisation of Council's early learning centres was heavily impacted by the COVID-19 pandemic. Family usage patterns of the service have changed during the pandemic. New working from home arrangements and concerns about infants and toddlers possible exposure to the virus were the primary drivers for reduced utilisation rates.

Some families with children in the long day kindergarten program transitioned their child to a sessional kindergarten program because they did not have to pay fees in sessional kindergarten services under the Victorian's Government's "Free Kindergarten" initiative.

Parent tours and programs to orientate and transition new families into the service have been heavily restricted or cancelled completely during COVID-19 lockdowns and restrictions.


CLEAN AND SUSTAINABLE

AN ATTRACTIVE AND SUSTAINABLE ENVIRONMENT FOR FUTURE GENERATIONS

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATES AS AT 30 June 2021	STATUS
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	On 1 September 2020, following public consultation and after consideration of community submissions, Council resolved to adopt the Classified Tree Local Law. The nomination process and classified tree register has been moved to business as usual.	
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.	Implement the high priority action from the Lord Reserve Koornang Park Master Plan to commence construction of the new Lord Reserve Pavilion.	Project works are progressing well on site at Lord Reserve Pavilion, Carnegie with the construction phase site set up complete. Temporary facilities are in place for the community sports clubs use during the construction phase. The demolition and site preparation works are now complete, with footings installation and slab construction currently underway. Currently the project is expected to reach practical completion by March 2022. This will be weather dependent; the construction timelines will be continually reviewed as we progress further.	
	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.	Planning Scheme Amendment C218 (revised open space contribution) was referred to DELWP in December 2020 seeking authorisation. DELWP is yet to respond but is considered imminent and we will proceed to exhibition once authorised.	
	We will commence the construction of a new open space in Aileen Avenue, Caulfield South.	Construction of new open space commenced with demolition and site preparation works in June 2021. Park construction will be completed in 2021-22 financial year.	
	Implement the high priority action from the Lord Reserve Koornang Park Master Plan for new cricket nets at Lord Reserve.	The construction of the new cricket nets at Lord Reserve was completed in February 2021.	
We will invest in Council initiatives and support our community through programs that contribute to our environmental sustainability objectives.	We will develop a new <i>Environmental Sustainability Strategy</i> with action plans to achieve corporate and community carbon emission reduction targets.	<i>Our Climate Emergency Response Strategy 2021-2025</i> was endorsed by Council on 29 June 2021. Extensive community and stakeholder consultation was undertaken to inform the final strategy, which sets 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.	
	We will install additional solar generation facilities on Council sites including: early learning centres (at least three sites) and pavilions (at least three sites).	Council implemented Solar works at 4 pavilions and 4 early learning sites. The sites include – <ul style="list-style-type: none"> • Victory Park Pavilion, • Bailey Reserve Pavilion, • Mackie Road Reserve Pavilion, • Moorleigh Reserve Pavilion, • Bentleigh East Kindergarten, • Centre Road Kindergarten, • Caulfield South Kindergarten, • East Bentleigh CCC. These works have enhanced the building and improved their energy usage.	

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATES AS AT 30 June 2021	STATUS
	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.	Two electric car vehicle charging stations have been placed at Town Hall for community use and for recharging our new electric cars that are now part of our fleet.	
We will invest in sustainability initiatives for our large building projects, over and above the minimum required standards, to contribute to our environmental sustainability objectives.	Five per cent of the capital budget for Carnegie Swim Centre, Murrumbidgee Pavilion and Elsternwick Community Hub will be allocated to sustainability measures, over and above the minimum required standards.	This has been incorporated into the plans for Carnegie Memorial Swimming Pool and Murrumbidgee Community Hub. Council has gone over and above the minimum required sustainability standards with Council adopting a six star green star approach for Carnegie Memorial Swimming Pool and Murrumbidgee Community Hub has allocated 6.7 per cent of the total budget for sustainability measures.	
We will reduce the amount of waste going to landfill by increasing our rate of food waste recycling across the municipality.	Assess the outcomes of the trial and determine a future approach across the municipality.	The outcomes from the weekly green bin trial were presented to Council on 21 July 2020. Council resolved to further roll out the weekly green bin, fortnightly red bin collection to the wider community. On 8 September 2020, Council endorsed a plan to roll out the weekly green bin service to the wider municipality from 1 July 2021.	
	Our annual waste bin audit will show a minimum 10 per cent improvement in the rate of food waste recycling from 2019–20.	We have not achieved this commitment. The annual waste bin audit was completed in March 2021, delayed from October/November 2020 due to COVID-19 restrictions. The waste audit showed no improvement in the rate of food waste recycling but remained steady compared to the audit completed in November 2019. The lack of improvement could be due to a variety of factors, such as the outbreak of COVID-19 and less enthusiasm for food waste recycling. However, there could be other factors influencing the result, such as the different season the audit was completed. There was a noticeable reduction to organic tonnes recycled in February and March 2021 compared to the preceding months, although we have continued to supply kitchen caddies and new green bins to residents. In July 2021, the green bin will be collected weekly instead of fortnightly. We expect the rate of food waste recycling to increase alongside the increased collection frequency of the green bin.	
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.	As part of reassessing our priorities post COVID-19 we commenced the process to update and refresh our Asset Management Plans for roads, footpaths and drainage in January 2021. These will be completed in line with the new <i>Local Government Act 2020</i> requirements by the end of October 2022. Council's <i>Road Management Plan</i> (RMP) review has been completed. The RMP will issued for community consultation process prior to Council endorsement in 2021-22.	

Commitments 2019 – 2020

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
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 <i>Playground Strategy</i> 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 <i>Strategy</i> and the community consultation process has been completed. Officers are in the process of reviewing consultation feedback and preparing the final <i>Strategy</i> for Council endorsement	



Completed



Incomplete due to factors outside Council's control



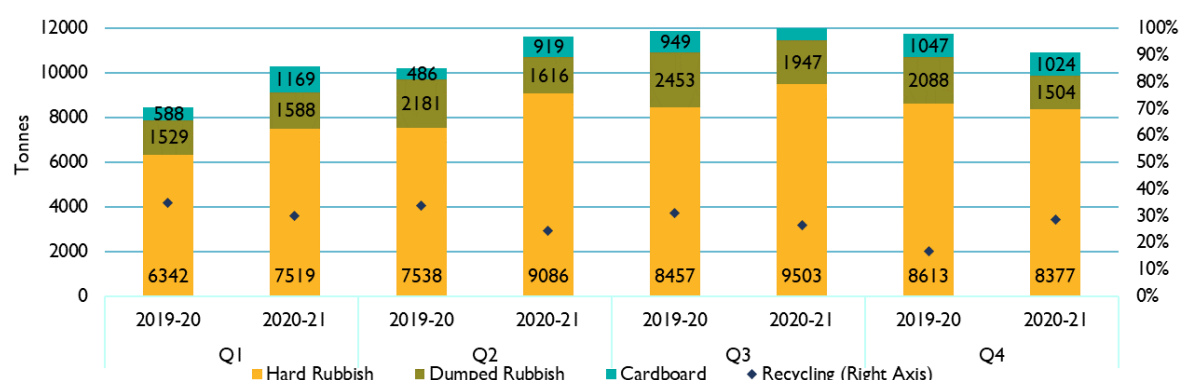
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Deferred by Council

SERVICE PERFORMANCE INDICATORS - RECYCLING

Recycling Diversion Rate for Hard Rubbish and Dumped Rubbish



Comment:

Cardboard: Overall a consistent number of bulk cardboard collections were requested compared with the same time last year.

Hard Rubbish: While the pandemic circumstances remain similar there has been no significant change to the number of Hard Rubbish collections.

Recycling: For this quarter, new updated weight figures were used to calculate some of the recycled hard rubbish which contributed to the increase in the recycling rate. With these updated figures the weight of mattresses has also been incorporated which contributed to a further increase in the recycling rates. Overall, these updated figures better reflect the hard rubbish recycling rates.

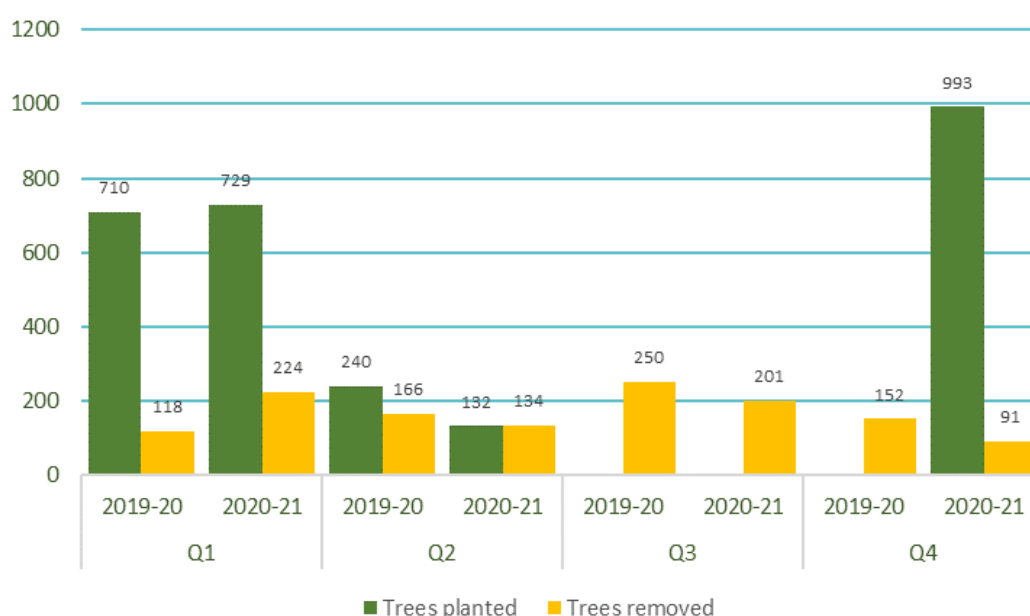
Recycling Diversion Rate for Kerbside Municipal Waste



Comment: The diversion rate remains consistent with the same time last year, the kerbside recycling rate is following a steady trend, peaking during warmer months due to more garden waste and slightly reducing over the cooler months.

SERVICE PERFORMANCE INDICATORS – PARKS

Trees Removed and Planted








Comment: We planted 1,000 new trees and replaced 854 across our parks and streets in 2020-21.

The annual total is above recent trending results and indicative of the aging tree population and urban densification realisation.

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 2021	STATUS
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.	As reported in Council's Annual Report and regular financial reporting, Council secured \$16.53 million in grant funding (over and above Grants Commission funding) in the 2020-21 financial year. Council also progressed advocacy in relation to a wide variety of social and local issues including but not limited to regulation of rooming houses, Caulfield to Rowville light rail, planning reform, indigenous representation, jobseeker payments, availability of COVID-19 vaccinations, funding for Carnegie Memorial Swim Pool Centre, funding for urban forest initiatives, and funding for electric vehicle infrastructure.	
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.	The <i>Local Government Act 2020</i> provides for phased implementation of reforms commencing in July 2020 and extending to December 2021. Council has complied with all requirements within required time frames. Significant requirements met include the adoption of a <i>Community Engagement Policy</i> , a <i>Public Transparency Policy</i> , new Governance Rules, a new Councillor Code of Conduct and its Financial Plan. Completion of future requirements is well advanced including finalisation of the <i>Community Vision</i> and <i>Council Plan</i> .	
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.	We consulted Community Voice on topics including: social impacts of COVID-19, urban planning services, patronage of Glen Eira parks and paths, the Reconciliation Action Plan, our plan for an environmentally sustainable Glen Eira (2021-2025) and integrated engagement for the <i>Council Plan 2021-2025</i> and <i>Public Health and Wellbeing Plan 2021-2025</i> . Surveys were conducted in August, November, February, March and June 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 2021 Local Government Community Satisfaction Survey reported a performance score of 59 with how Council has performed in making decisions in the interest of the community, which is up from 58 in 2020, and above the State-wide average of 56.	
	We will ensure that every major Council project and each major engagement activity has an engagement plan.	Ten major engagement projects started and all had engagement plans. These projects included: the Carnegie Memorial Swim Centre Redevelopment, <i>Environmental Sustainability Strategy</i> , proposed <i>Classified Tree Local Law</i> , <i>Urban Forest Strategy</i> , <i>Glen Eira 2040 Community Vision</i> , a Healthy, Connected and Thriving Glen Eira and <i>Glen Eira Active Recreation Action Plan</i> .	
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.	Council's and Glen Eira Libraries websites have an automated chatbot available 24/7 and live chat available during business hours. This functionality assists the community, making it easier to find information and to transact with Council online.	
	We will establish a baseline measure for community satisfaction with our website and aim for minimum 10 per cent improvement across the year.	The 2021 <i>Local Government Community Satisfaction Survey</i> received last quarter, show that perceptions of customer service performance are highest among residents contacting Council via the website. With ratings increasing significantly over the past 12 months (index score of 86per cent, an increase of 14per cent). Overall, feedback shows that customers can generally find the information that they are looking	

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 30 June 2021	STATUS
		for more easily. These results will inform the next roadmap of improvements for our digital channels.	
	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.	<p>Throughout April, May and June we provided information and news to the community through: GECC Facebook: 226 posts total, including 8 videos GECC Instagram: 142 posts total, including 3 IGTV videos and 40 stories GECC LinkedIn: 5 posts</p> <p>Cumulatively across the year, we provided: GECC Facebook: 909 posts total, including 35 videos GECC Instagram: 308 posts total, including 6 IGTV videos and 55 stories GECC LinkedIn: 53 posts</p> <p>We also increased the frequency and type of posts to the community to ensure they were kept informed on the current COVID-19 situation and the impacts Council services.</p>	
	We will achieve and sustain a minimum five per cent increase in transaction volume through Council's website from pre-COVID-19 levels.	<p>Online customer transaction volumes increased by 13.2per cent, with 45per cent of all transactions received through digital channels.</p> <p>As more people are turning to online for services, we will continue looking for improvements to our digital channels over the coming months to make it easier for our community to transact with Council through their channel of choice.</p>	
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 <i>Glen Eira 2040 Community Vision</i> was endorsed by Council 19 May 2021. This important achievement has been promoted widely and shared across our community groups and organisations through newsletters, correspondence and presentations, acknowledging that the community's vision will be important for all of our future planning for Glen Eira. The <i>Community Vision</i> will help guide Council's activities across the new four year <i>Council Plan</i> and integrated and plans	
	We will develop a Glen Eira City Council Plan 2021–2025 for endorsement by June 2021.	<p>The new <i>Local Government Act 2020</i> has new provisions for the development of the <i>Council Plan</i> with a due date for 2021 set at 31 October. This date was not understood when the target was set by Council in June 2020.</p> <p>Progression toward completion is well underway with community consultation completed on 25 June 2021. We are currently collating the engagement information with a plan to draft the report to go back to the Councillors and subsequently the community for feedback in August 2021.</p> <p>We plan to have the new <i>Council Plan 2021-25</i> adopted in October 2021 in line with the <i>Local Government Act 2020</i> requirement.</p>	
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 Quarterly Performance Report has been adopted by Council and provided to the community each quarter of 2020-21 to demonstrate the progress against our <i>Council and Community plan</i> commitments and associated performance measures.	



Completed



Incomplete due to factors outside Council's control



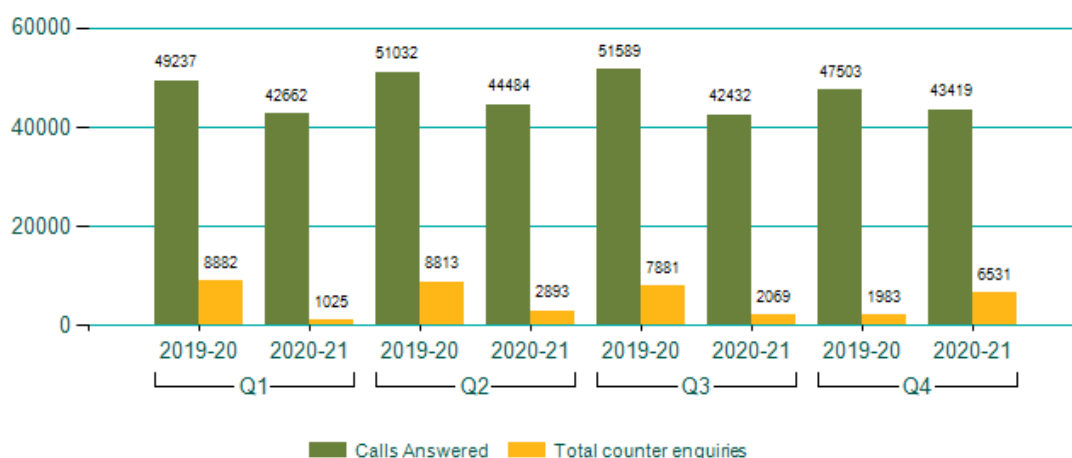
Incomplete due to factors within Council's control



Deferred by Council

SERVICE PERFORMANCE INDICATORS – SERVICE CENTRE

Calls Answered and Counter Enquiries



Comment: The number of calls answered by the contact centre have steadily increased from April. This was due to several factors including; mailouts for the final Rates notices and the due date for payment falling in May and also the launch of the green bin service correspondence to the community.

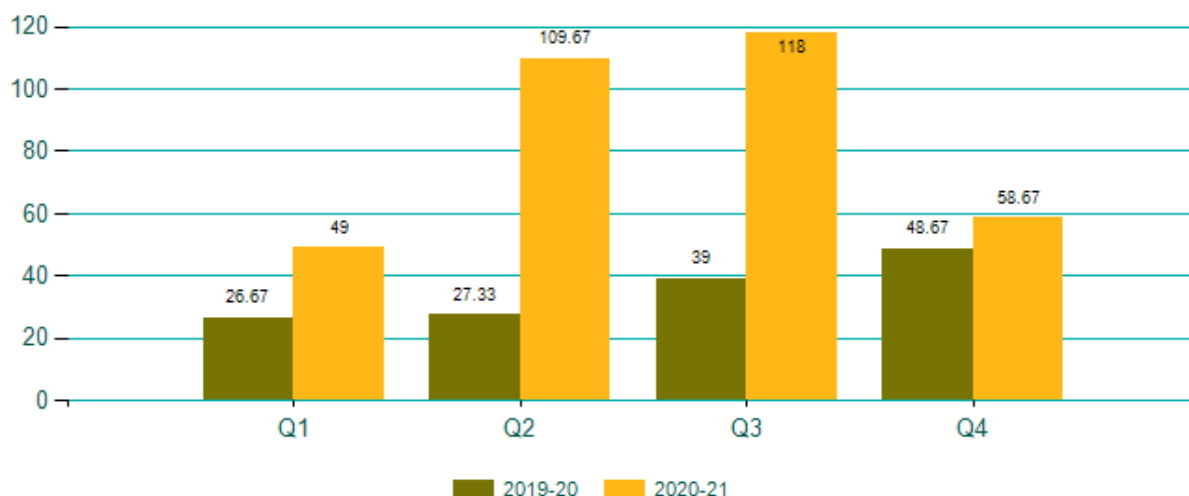
Our counter enquiries have been quite consistent, however reduced by a slight margin in the last month. This is due to the fact that most of our counter inquiries are related to payments, service provision or document processing. Due to the lockdown in June, our front counter services were closed to the wider community. This in turn has affected the total number of counter inquiries in that month.

% First Point of Call Resolution



Comment: Our first point resolution has been consistently around the 85% - 90% mark. The types of enquiries received in the last three months have been complex in nature requiring staff to spend more time on each call. This is done to ensure a better customer experience and resolution to the inquiry.

Average Queue Wait Time (seconds)



Comment: Our queue wait times have significantly reduced from last quarter (118 secs in Q3 vs 58 secs in Q4). Consistent staffing levels have assisted us in having a higher number of available agents to answer calls and reduce wait times. Most of the enquiries we received in Q4 were able to be responded to in an efficient manner.

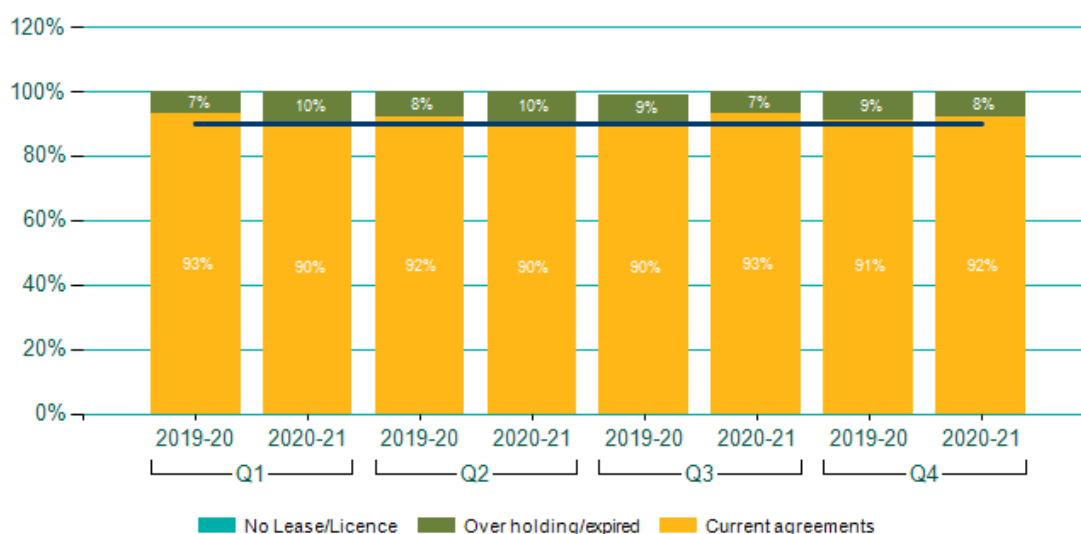
GOVERNANCE

PUBLIC QUESTIONS TO ORDINARY COUNCIL MEETINGS FOR THE PERIOD 01 April 2021 TO 30 June 2021

Average time taken to reply to public questions taken on notice at Ordinary Council meetings	7 days
Number of Ordinary Council meetings	5
Number of public questions asked at Ordinary Council meetings	30
Number of Public questions ruled inadmissible at Ordinary Council meetings	0
Public questions answered at an Ordinary Council meeting	30
Public questions answered following Ordinary Council meetings (person submitting question not present and/or public question taken on notice)	1

SERVICE PERFORMANCE INDICATORS - BUILDINGS AND PROPERTIES

Status of Lease and Licence Portfolio (Council as Landlord)



Comment: Council administers 83* 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 92% and those in overholding 8%.

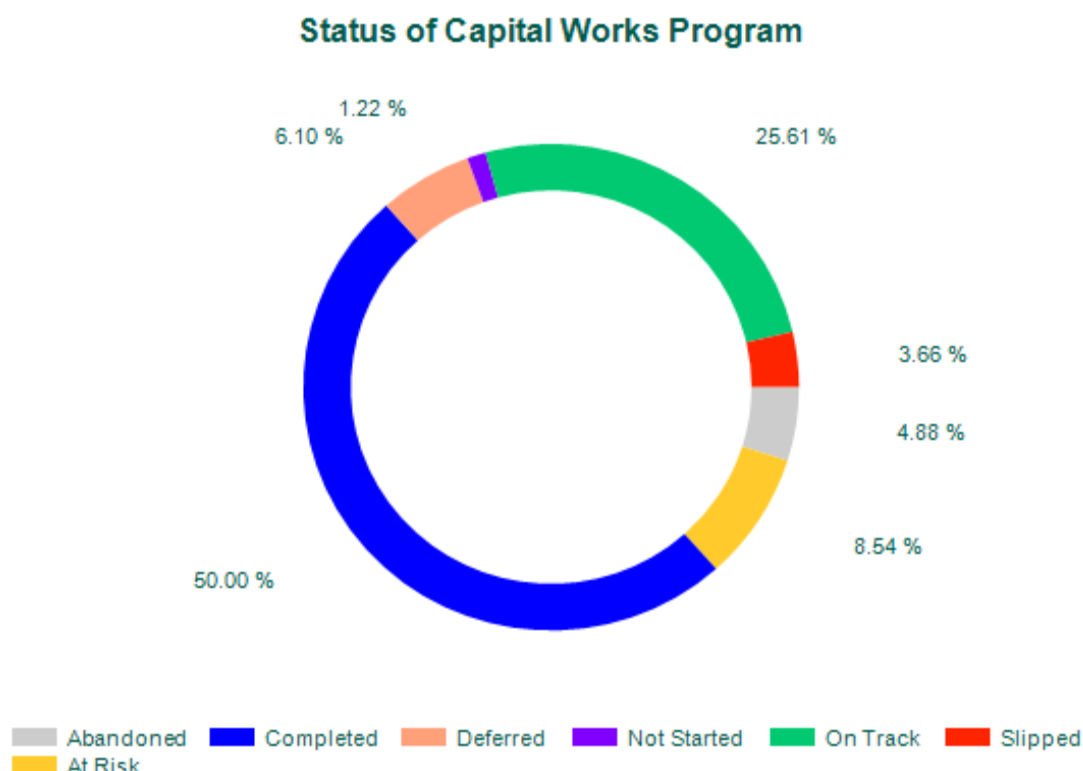
*Since the last report the following agreements have ended: lease of 6 Aileen Avenue, lease to Artistic Culinaire (GESAC café) and licence to J'Air (radio equipment at Town Hall). We have also prepared and executed 12 Deeds of Renewal this quarter with a variety of sporting and community groups.

In the next quarter we will be negotiating 3 tennis club lease renewals and 9 community leases which includes scout groups, girl guides and East Bentleigh Child Care Centre.

Reasons for agreements being in overholding/expired may be due to detailed negotiation or consideration of long-term strategic issues. This includes the Catholic Archdiocese for their occupation of part of St Kevin's Primary School playground, Telstra at Princes Park (finalising lease), Bailey Reserve Scouts (we will renew when we find a second tenant to share the hall), Godfrey St Community House (finalising lease), East Bentleigh Village Garden at Moorleigh (licence with group for execution), United Energy at GESAC (finalising lease).

Ground lease renewals are being prepared for several bowls, croquet and tennis clubs as well as a substation lease to UE for infrastructure at GESAC.

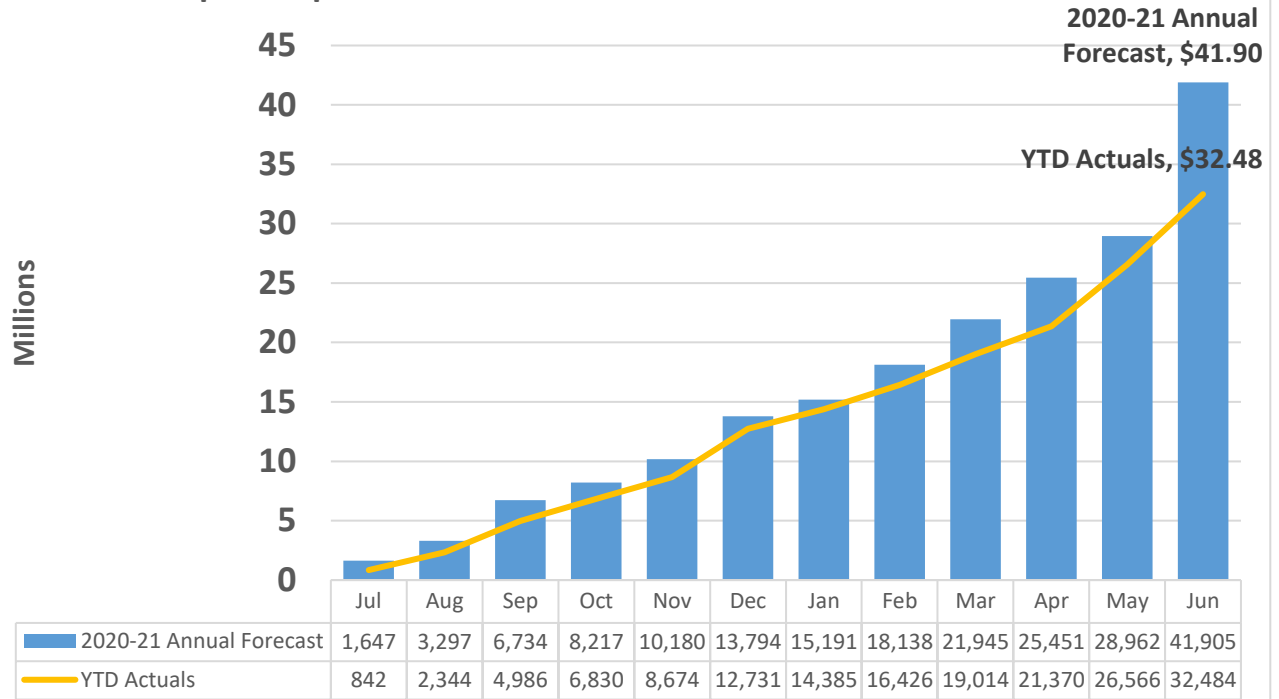
CAPITAL WORKS PROGRAM UPDATE



Comment: During 2020–21 we expended \$32.48 million on capital works. Council’s capital works program has been underspent during the year due to the restrictions of COVID-19 impacting the availability of contractors and the nature and timing of work that could be undertaken. Variance to budget for total capital works was \$8.2 million with major variances including the following activities:

- **Land** — we purchased three parcels of land for future open space (\$3.27 million).
- **Buildings** — we underspent by \$7 million in 2020–21 due to the impact of COVID-19 on timing of works that are ongoing at Murrumbeena Community Hub, Bentleigh Library redevelopment, Lord Reserve pavilion and Carnegie Memorial Swimming Pool. These will be carried forward into 2021–22.
- **Plant, machinery and equipment** — was under budget due to delays in delivery of ordered fleet and plant and equipment as a result of COVID-19 (\$1.17 million).
- **Drainage** — was underspent by \$1.35 million due to works across the municipality unable to be completed and will be carried forward to the 2021–22 financial year.
- **Streetscape works** — relates to development and beautification of Council’s streets and shopping precincts. These projects are under budget by \$3.04 million mainly due to the Bentleigh Eat Street Plaza project which was delayed due to COVID-19 (\$2.65 million). Funding will be carried forward to the 2021–22 year.

Capital expenditure - Actuals Vs Forecast as at 30 June 2021



MAJOR PROJECT UPDATES



NEERIM ROAD STREETScape: Concepts for Neerim Road streetscape have been completed. Consultation with community and traders was deferred due to COVID-19. Council has deferred this project until 2025. However, the pedestrian crossing works will be undertaken as an entirely separate Local Area Traffic Management project

AILEEN AVENUE OPEN SPACE: The site drainage works were completed, and the construction contract was awarded this quarter with works scheduled to commence in July 2021.

SELWYN STREET CULTURAL PRECINCT (ELSTERNWICK STRUCTURE PLAN): The concept design for the Cultural Precinct is progressing in line with the design program under the oversight of a special advisory committee. Concepts are also being developed for an integrated commemorative public artwork.

MULTI-DECK CAR PARK BENTLEIGH AND ELSTERNWICK (BENTLEIGH AND ELSTERNWICK STRUCTURE PLAN): Currently under review. Will be considered by Council in August 2021.

BENTLEIGH LIBRARY IMPROVEMENT AND INTEGRATION (BENTLEIGH STRUCTURE PLAN): The Library closed to the public on 7th March 2021. Construction is currently underway and is due to be completed in June 2022. Bentleigh Library will be transformed into a new community centre that integrates Council's Youth Services and will provide new multipurpose spaces that can be adapted to deliver a range of programs and events for young people, adults, and families through to senior citizens.

EAT STREET BENTLEIGH (BENTLEIGH STRUCTURE PLAN): Construction is now underway with first phase due to be complete in November 2021.

ELSTERNWICK COMMUNITY HUB (ELSTERNWICK STRUCTURE PLAN): Functional Layout Plan (FLP) options have been developed in conjunction with stakeholders from the precinct which has now been adopted by Council. Given the financial impact of COVID-19, the detailed design and construction phases of the project will not progress until the latter part of our current 10-year planning cycle.

MURRUMBEENA PARK COMMUNITY HUB DEVELOPMENT: Construction commenced on 6 April 2021.

The temporary facilities at Murrumbeena Park were also established for the Club to utilise during the construction period.

Construction remains on schedule for completion in April/May 2022.

LORD RESERVE AND KOORNANG PARK MASTERPLAN: This quarter the *Koornang Park* multi-purpose space/cricket net design was completed and funding for construction under the Local Roads and Community Infrastructure (LRCI) Program was secured.

Construction of the multi-purpose space will commence in early 2021-22.

LORD RESERVE PAVILION DEVELOPMENT: Project works are progressing well on site – the construction phase site set up is complete.

Temporary facilities are in place for the community sports clubs' use during the construction phase.

The project completed is scheduled for March 2022.

CARNEGIE MEMORIAL SWIMMING POOL REDEVELOPMENT: Council endorsed the final designs for the project in June, which included the decision to ensure the project meets the Green Council of Australia's 6 Star certification

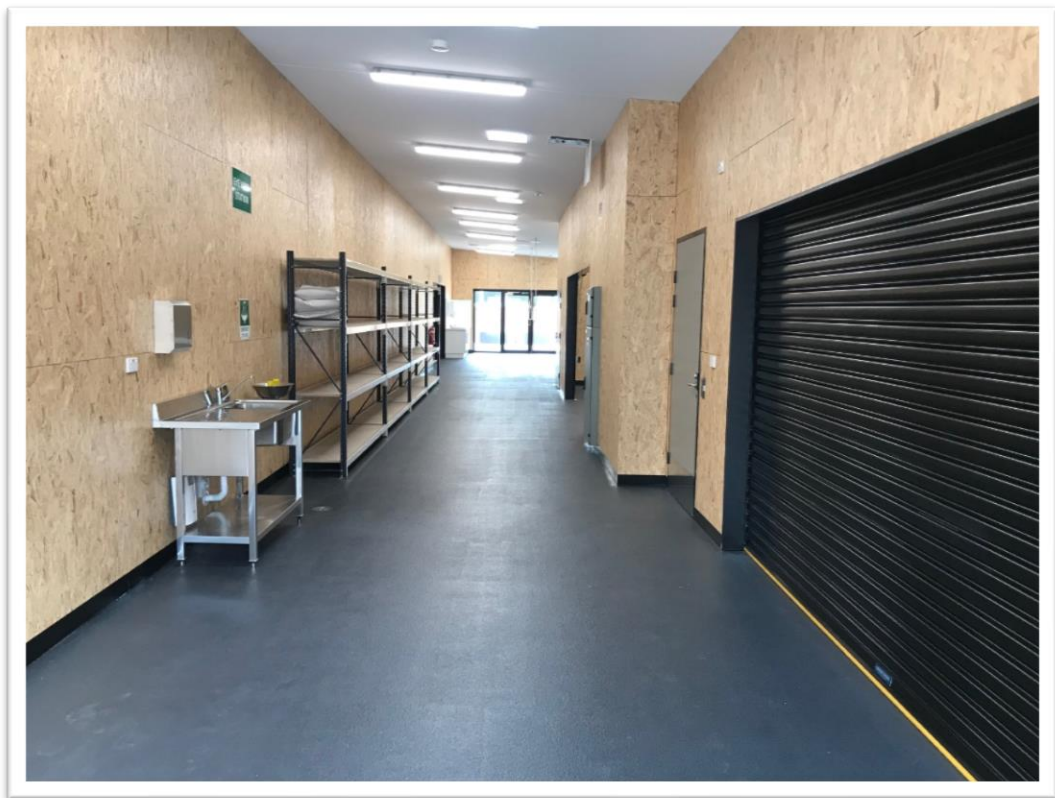


	<p>process. This will make this centre one of the very few aquatic '6 star' rated centres in the country.</p> <p>Throughout June an Expression of Interest (EOI) process to shortlist building contractors was completed and the project team commenced the documentation for the formal tender process, which will commence in first quarter of 2021-22.</p> <p>The Project remains on track to start construction in early 2022 and be completed in mid-2023.</p>
	<p>KOORNANG PARK PAVILION UPGRADE: Construction works were substantially completed, with only a few minor external items still outstanding.</p> <p>The works have been a tremendous benefit to the club in enhancing the community atmosphere at the club during training and competition days. An opening ceremony will be held when COVID-19 restrictions allow.</p>
 <p>DEFERRED</p>	<p>CARNEGIE MARKET (CARNEGIE STRUCTURE PLAN): Progression of a permanent Carnegie Market has been deferred due to competing priorities and Council's constrained financial position.</p>

1. Glen Eira community shed external



2. Glen Eira community shed internal



3. Victory Park extension and refurbishment external



4. Victory Park extension and refurbishment internal



5. Koornang Park pavilion upgrade



6. Bentleigh Hodgson Reserve multi-purpose play space



7. Mackie Reserve pavilion - unisex and accessible bathroom refurbishment



COMMUNITY ENGAGEMENT UPDATE

We are committed to engaging on matters that involve:	Consultations conducted	Responses Received
Significant change to services and facilities	1	436
A change in strategic direction	5	2399
Changes to existing amenity or character of an area	0	0
Considerable budget implications	1	20
Controversial or sensitive matter	0	0
Key emerging issue	2	4278

OVERVIEW

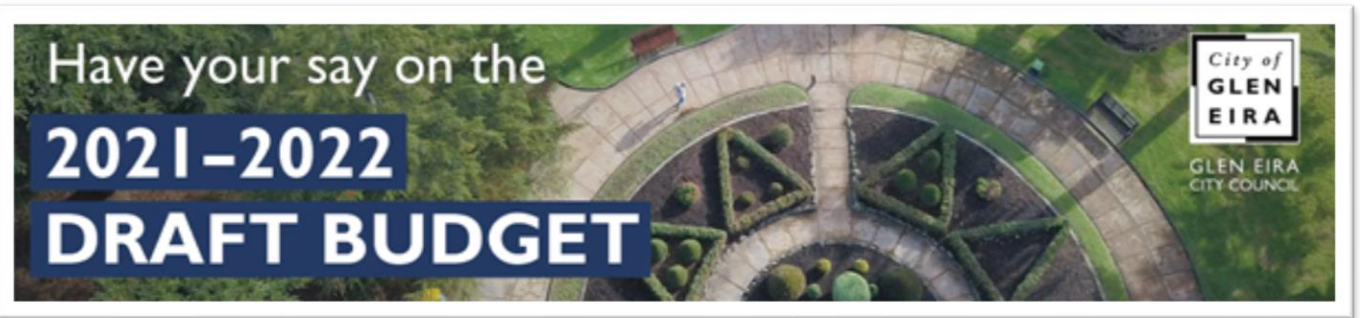


A Healthy, Connected and Thriving Glen Eira

Council sought feedback from community members who live, work and play in Glen Eira to help shape the Council Plan and Municipal Public Health and Wellbeing Plan (2021-2025) for the next four years.

Council carried out extensive community engagement activities, both online and face-to-face, to gain ideas about how we can support the growth and resilience of the community.

After feedback has been analysed and the draft Council Plan and Municipal Public Health and Wellbeing Plan have been developed, both plans will go to the community for a further round of public exhibition and consultation.



2021-22 Budget

The Council's 2021–2022 Budget was adopted at a Council Meeting on 29 June 2021. This followed the draft *2021-2022 Budget, Financial Plan and Revenue and Rating Plan* being available for public comment.

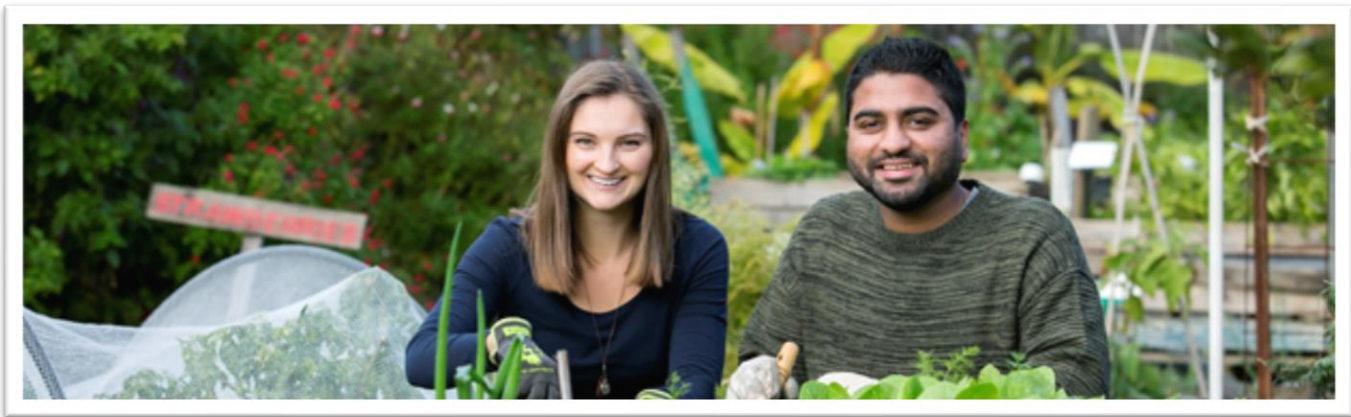
Council's focus for the next year is to support and lead the community's recovery from the pandemic and continue to deliver quality projects and services that make Glen Eira a great place to live, work and do business.



Draft Built Form Frameworks for Caulfield Park, Caulfield South and Bentleigh East Neighbourhood Activity Centres

To help manage change, Council developed draft Built Form Frameworks for three of our smaller shopping strips: [Caulfield South](#), [Caulfield Park](#) and [Bentleigh East](#). These centres are places where people shop, work, meet, relax and transit from. Frameworks set out recommendations for the size, shape, form and placement of future buildings. To do this, they review existing buildings and surrounds.

Council sought feedback on the issues, opportunities and recommendations set out in each framework and is reviewing that feedback to inform a decision on whether to change or adopt the draft Built Form Frameworks and start a planning scheme amendment process.



Our Climate Emergency Strategy 2021-2025

Our Climate Emergency Response Strategy 2021–2025 was adopted at a Council meeting on 29 June 2021 following a series of community engagement activities.

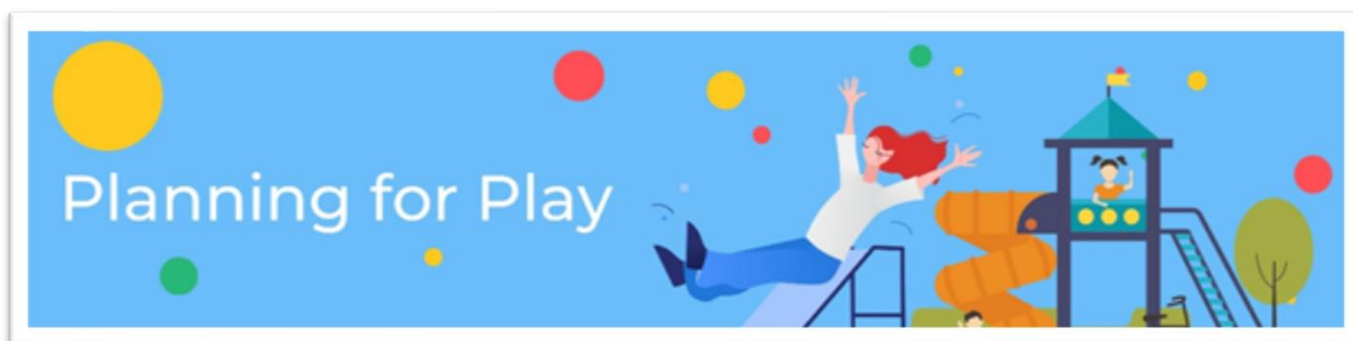
The Strategy commits to stronger climate change and sustainability targets for Council and the community.



Active Recreation Action Plan

Council endorsed the Active Recreation Action Plan at its Council Meeting on 20 July 2021. Council officers visited local parks and active recreation areas to gain community insights about how they could encourage people to get active, to complement online engagement.

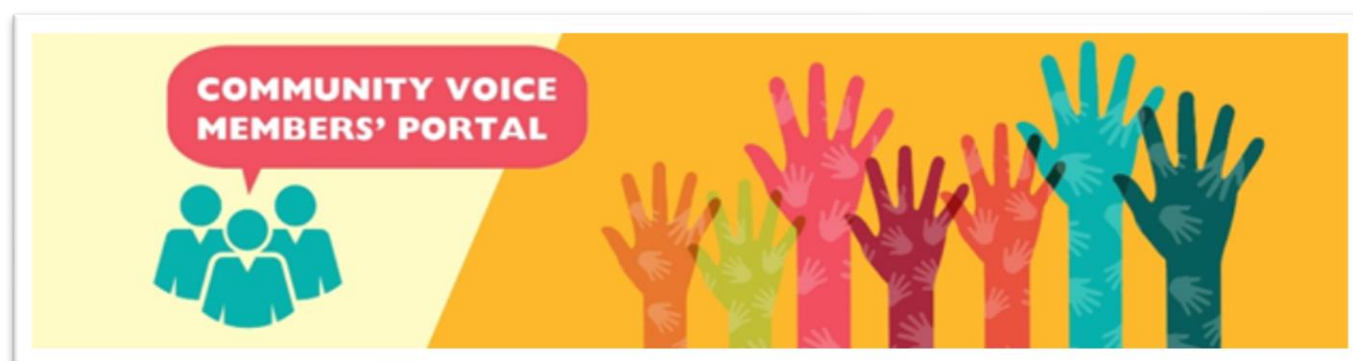
The Action Plan provides an analysis of existing active recreation infrastructure and opportunities and strategic direction for the future of active recreation within the community.



Planning for Play

Council called on Glen Eira residents, playground users, supervisors and all lovers of play to help guide the development of its Playground strategy.

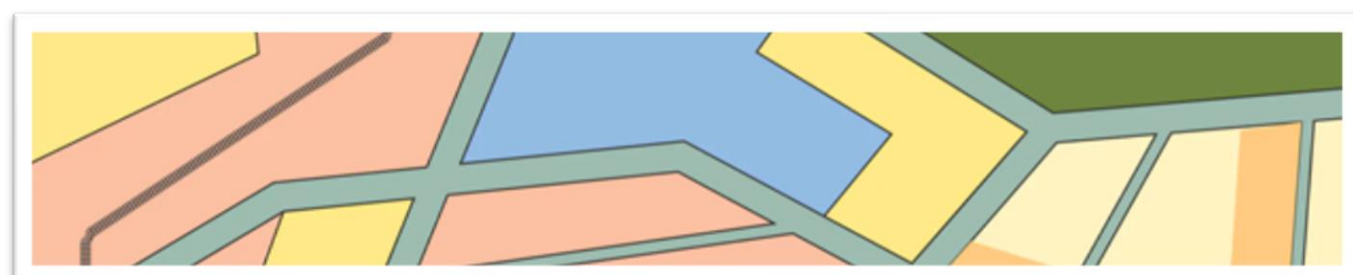
Council wanted to know how they used local playgrounds or why they didn't use them. Community member involvement will set future direction for play spaces in Glen Eira.



Community Voice June Survey

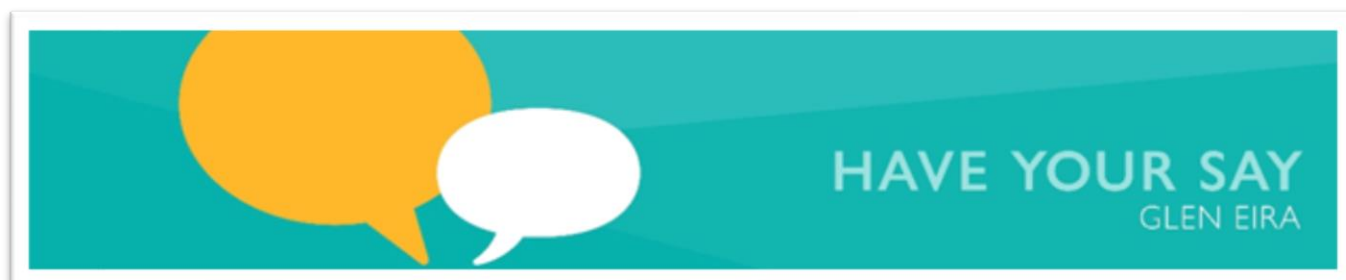
The June survey include the following topics:

- A healthy, thriving and connected Glen Eira – to complement work being done on the integrated engagement for the Council Plan 2021-2025 and Public Health and Wellbeing Plan 2021-2025.
- Views on Interacting with Council – to gain views on how the community like to communicate with Council.



Elsternwick South Local Area Traffic Management Plan

Council is developing a Local Area Traffic Management Plan for Elsternwick South to help address unnecessary through-traffic, create a safer environment for walkers and riders, and explore opportunities for greenery. Council sought feedback from community members on traffic management options.



Planning Scheme Amendment C204 Heritage Elsternwick, Carnegie and Bentleigh

WHAT DID THE COMMUNITY TELL US?

“Encourage more people to walk and cycling to local shopping centres by making streets safer and more attractive and provide more outdoor places for people to gather in shopping centres”

- A healthy, connected and thriving Glen Eira

“Having better lighting at night, this is especially important in winter when it is dark by the time I get home from work”

- Active Recreation Plan

“I congratulate the council on firstly declaring a Climate Emergency and secondly developing a bold strategy to address this emergency. The document outlines this strategy very well”

- Our Climate Emergency strategy

“Please consider existing residents in close proximity to the new builds... and if done properly Caulfield South could look amazing and become a 'draw' for both local residents and visitors alike”

- Caulfield South Neighbourhood Activity Centre – Draft Built Form Framework

UPCOMING PROJECTS IN THE NEXT QUARTER

- [Community Voice August Survey](#)
- Smoke-Free Zones Local Law
- [Housing Strategy](#)
- [Smart Cities Roadmap](#)
- Packer Park Playground Upgrade
- Mackie Road Reserve Masterplan

