

# **Council Plan 2020-21 Quarter Two Progress Report**

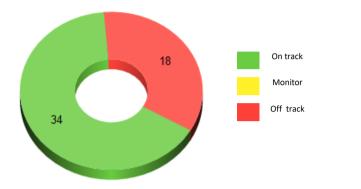
Greater Shepparton City Council



Print Date: 16-Feb-2021



Council Plan

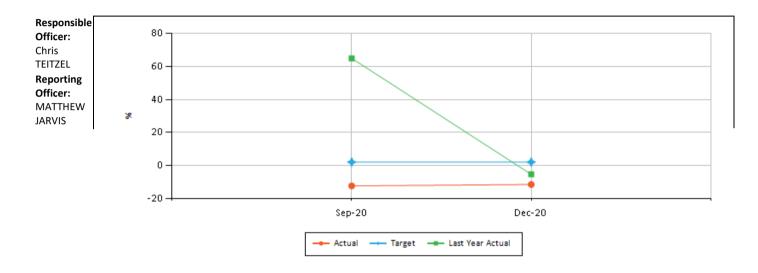




**Council Plan** 

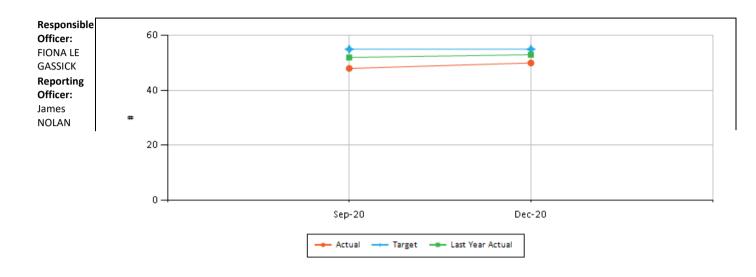
1.1 Leadership and Governance

KPI: Adjusted underlying surplus (or deficit) as a percentage of underlying revenue



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	%	2.00		Result impacted by early receipt of 50% of Federal Financial Assistance Grant Funds and non-council asset works also impacting \$1m payment to ACE college, \$1.45m payment to Museum of Vehicular Evolution (MOVE) 4 year average for indicator leading into 2020/21 was 5.5%
Dec-20	RED	%	2.00	(11.60)	Improvement on Q1 forecast result which was -12.5%.

#### KPI: Community satisfaction with community consultation and engagement



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	#	55.00	48.00	
Dec-20	RED	#	55.00	50.00	



Attachment 10.2.1

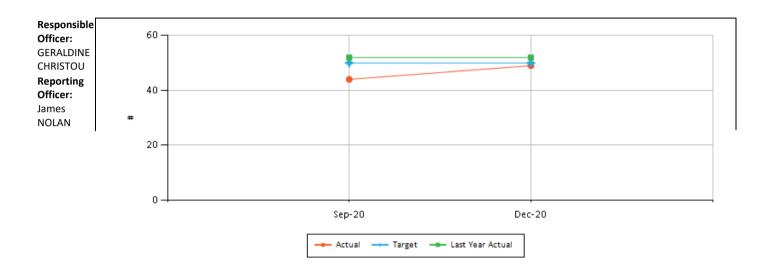
#### **KPI:** Community satisfaction with council decisions



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	#	50.00	45.00	
Dec-20	RED	#	50.00	48.00	

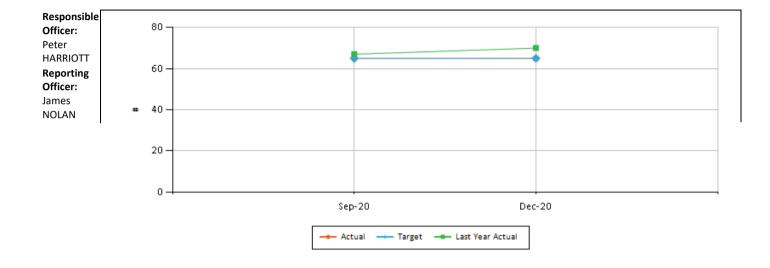
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#### **KPI:** Community satisfaction with level of advocacy



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	#	50.00	44.00	
Dec-20	RED	#	50.00	49.00	

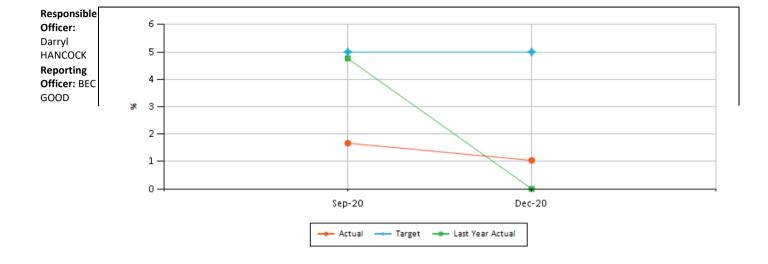
#### KPI: Community satisfaction with services



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	65.00	65.00	
Dec-20	GREEN	#	65.00	65.00	



KPI: Council decisions made at meetings closed to the public



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	5.00	1.67	1 out of 60 decisions were made in meetings closed to the public.
Dec-20	GREEN	%	5.00		0 out of 36 decisions were made in meetings closed to the public. Year to date 1 decision out of 96 were made in meetings closed to the public.



Attachment 10.2.1

#### **KPI: Councillor attendance at council meetings**

100 -

Responsible

Officer:

Darryl HANCOCK <b>Reporting Officer:</b> BEC GOOD	X	80 60 40 20				
		o –	Sep-	 20 Dec-	-20	
				I → Target → Last Year Actual		

1

PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	90.00		There were 2 Councillor absence from Council meetings in Quarter one. Year to date Councillor attendance at Council meetings is 92.59%
Dec-20	GREEN	%	90.00		There was 1 Councillor absence from Council meetings in Quarter two. Year to date Councillor attendance at Council meetings is 94.44%





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#### KPI: Current assets as a percentage of current liabilities

Responsible Officer: Chris		600 -	
TEITZEL Reporting Officer:		400 —	
MATTHEW JARVIS	8		
		200 –	
		0	
			Sep-20 Dec-20
			Actual Target Last Year Actual

PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	%	150.00	103.00	
Dec-20	RED	%	150.00	103.80	Improvement on Q1 forecast result which was 103%

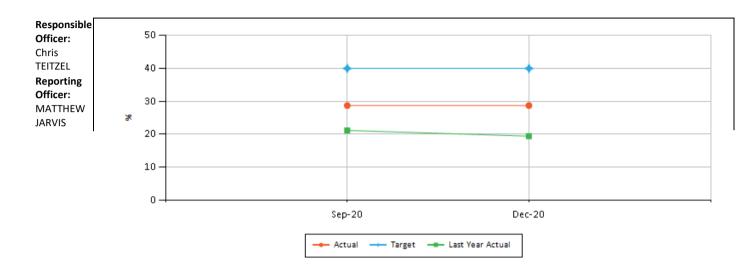




PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	%	70.00	69.00	
Dec-20	RED	%	70.00	69.00	



#### KPI: Loans and borrowings as a percentage of rates



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	40.00	28.70	
Dec-20	GREEN	%	40.00	28.70	No change from Q1 forecast result (28.7%)

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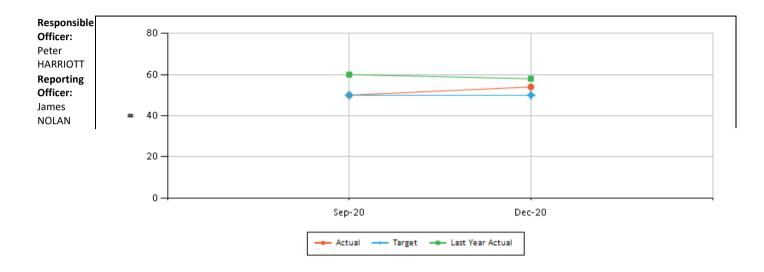
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KPI: Municipal HWB Implementation Plan reported annually to DHHS



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	25.00	25.00	
Dec-20	GREEN	%	50.00	50.00	

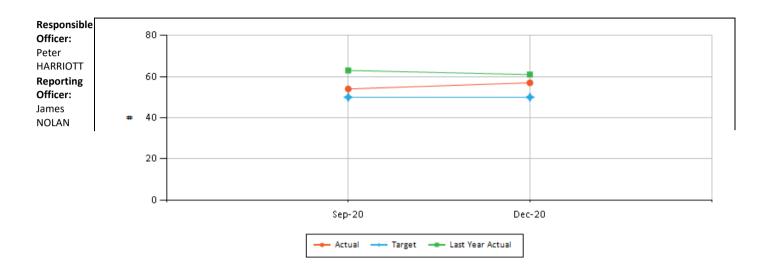




PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	50.00	50.00	
Dec-20	GREEN	#	50.00	54.00	



## KPI: Overall performance community satisfaction rate



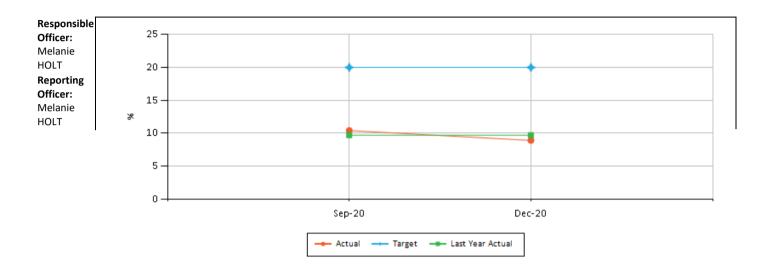
PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	50.00	54.00	
Dec-20	GREEN	#	50.00	57.00	





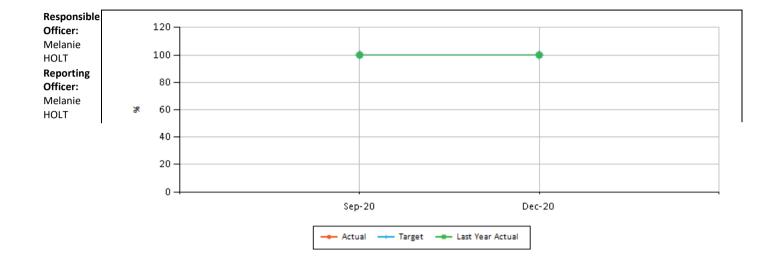
#### 1.2 Social

KPI: Active library members in municipality



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	%	20.00		10.4% of the community are active library members in the municipality based on GVRL data.
Dec-20	RED	%	20.00		8.9% of the community are active library members in the municipality based on GVRL data.

## **KPI: Compliance with Home Care Standards**



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	100.00	100.00	
Dec-20	GREEN	%	100.00	100.00	



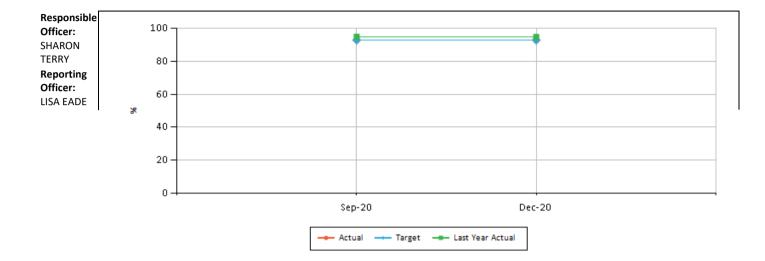
KPI: GSCC to achieve 2% indigenous employment by 2020 as per the Algabonyah Agreement

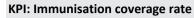


PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	2.00	2.14	
Dec-20	RED	%	2.00		There are 21 indigenous people employed at Council. Indigenous employment is currently 1.98% of headcount (3.56% of FTE)

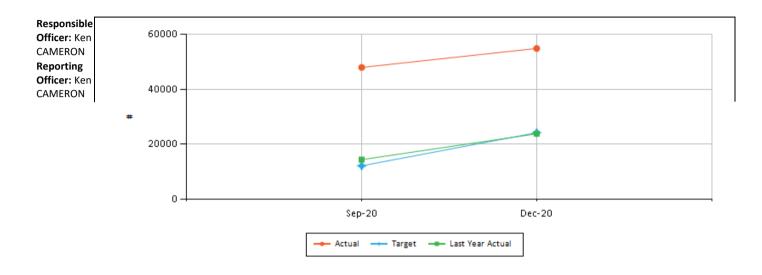
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PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	93.00		Average immunisation rate for all cohorts is 93% for the September quarter. This compares with a state average of 95%
Dec-20	GREEN	%	93.00		Average immunisation rate for all cohorts is 93% for the September quarter. This compares with a state average of 95% More recent data has been requested.



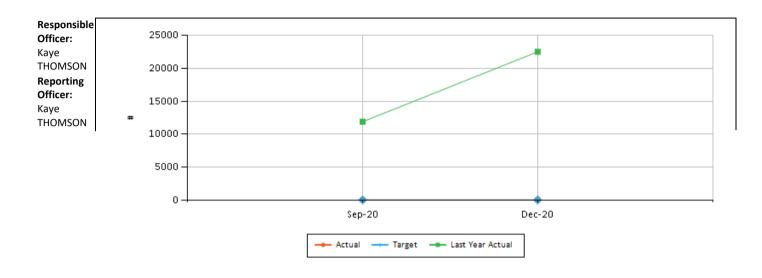


#### KPI: Number of people attending performing arts events



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	12,085.00		During the reporting period, only online webcasts have been possible due to pandemic restrictions. Live attendance is therefore not possible. Online attendance as measured by unique "views" has been recorded although comparisons to live events is not really valid.
Dec-20	GREEN	#	24,170.00		During the reporting period, only online webcasts have been possible due to pandemic restrictions. Live attendance is therefore not possible. Online attendance as measured by unique "views" has been recorded although comparisons to live events is not really valid.

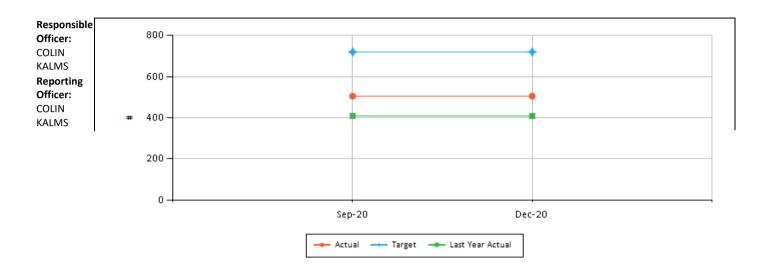
## KPI: Number of people attending SAM



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	0.00	0.00	
Dec-20	GREEN	#	0.00	0.00	

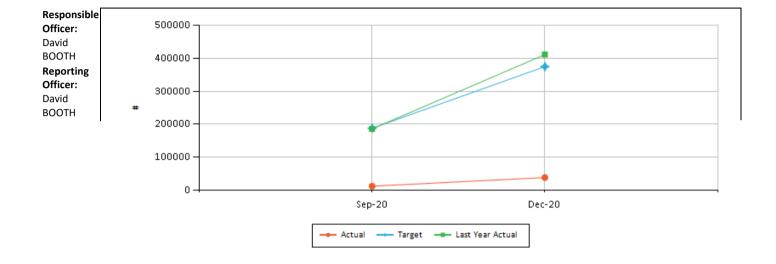
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## KPI: Number of people cycling to work within Greater Shepparton



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	#	720.00	505.00	Super Tuesday count from March 2020
Dec-20	RED	#	720.00	505.00	Super Tuesday count from March 2020

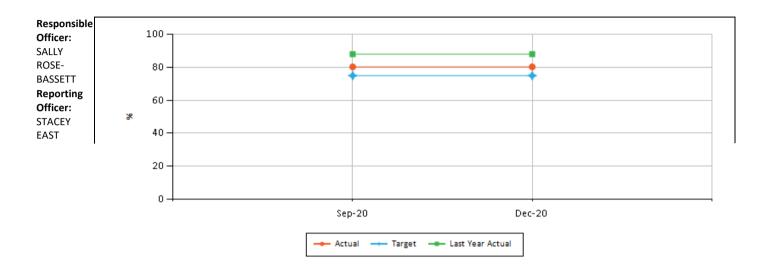
KPI: Number of people that participate in Council run Active Living programs



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	#	187,500.00		Due to COVID-19 restrictions participation has been reduced in quarter one. Participation has been predominantly at Shepparton Stadium and Aquamoves.
Dec-20	RED	#	375,000.00	37,598.00	



KPI: Participation in the Maternal & Child Health (MCH) Service



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	75.00		There has been a 80.35% participation in the Maternal and Child Health service.
Dec-20	GREEN	%	75.00		There has been a 80.35% participation in the Maternal and Child Health service. I have requested more recent data.

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## KPI: Participation in the MCH service by Aboriginal children

Responsible		100			
Officer: SALLY					
ROSE-		80 -			•
BASSETT				Ţ	I
Reporting		60 -			•
Officer: STACEY	*				
EAST		40 -			
I					
		20 -			
		0 –			
			Sep	5-20 De	c-20
			Actu	ual 🛶 Target 💶 Last Year Actual	

PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	65.00		There has been an 88.33% participation in the Maternal and Child Health service by Aboriginal children.
Dec-20	GREEN	%	65.00		There has been an 88.33% participation in the Maternal and Child Health service by Aboriginal children. I have requested more recent data.



KPI: The Actions identified in the Municipal Public Health and Wellbeing Annual Action Plan linked to the Social Theme are addressed.

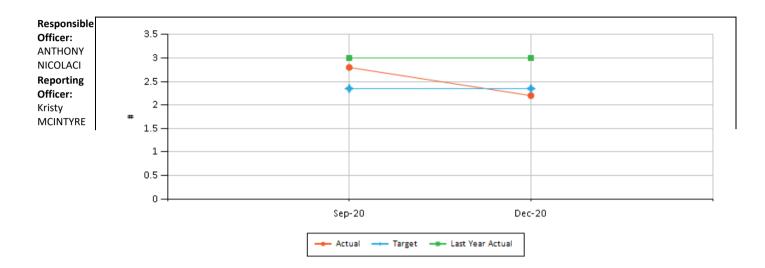


PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	25.00	25.00	
Dec-20	GREEN	%	50.00		Many of the initiatives identified in the Annual action plan are consistent with actions undertaken in response to Covid19. Examples include promotion of physical activity through the 'This Girl Can' initiative and 'Live Nature Wise' initiative.



1.3 Economic

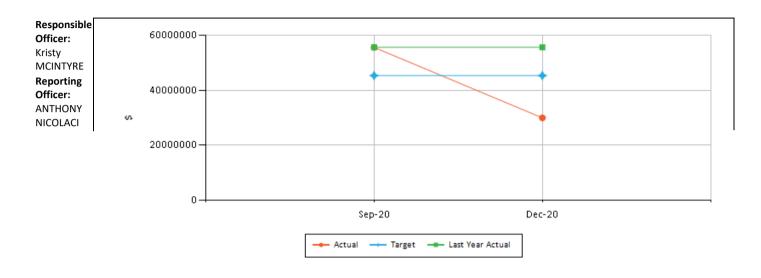
KPI: Average length of stay per visitor



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	2.35		Average length of stay per visitor as at 31 December 2019 was 2.8 days which is the same when compared with the previous year.
Dec-20	RED	#	2.35		Average length of stay per visitor as at June 2020 was 2.2 nights in the region down by 0.6 nights when compared with December 2019.

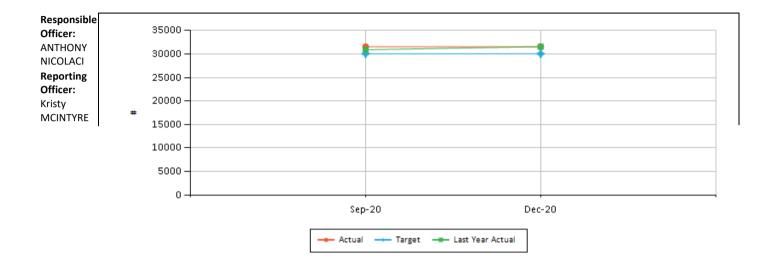


## **KPI: Economic yield from Council events**



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	\$	45,390,000.00	55,670,000.00	Economic yield from Council events is \$55.67m as at August 2019
Dec-20	RED	\$	45,390,000.00		Economic yield from Council events is \$29.95m as at August 2020 due to covid-19 pandemic and major events restrictions being in place.

## KPI: Number of employed residents

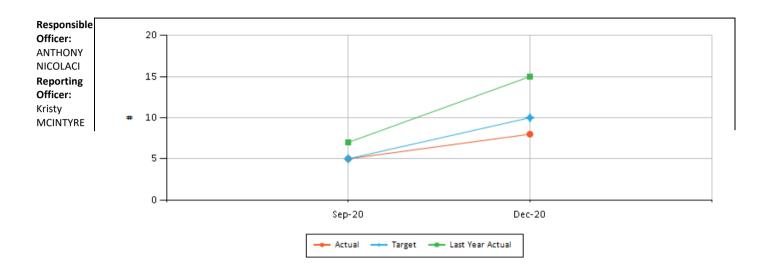


PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	30,052.00	•	There were 31,545 employed residents as of December 2019. An increase of 639 employed residents.
Dec-20	GREEN	#	30,052.00		There were 31,545 employed residents as of December 2019. An increase of 639 employed residents.





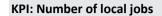
KPI: Number of existing businesses Council assists to expand their operations in Greater Shepparton

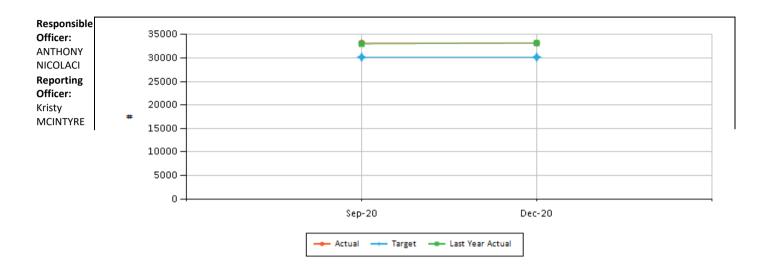


PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	5.00	5.00	
Dec-20	RED	#	10.00	8.00	

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Attachment 10.2.1





PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	30,185.00	•	The number of local jobs as at December 2019 is 33,188 (based on Employment (total) by industry - Economy ID)
Dec-20	GREEN	#	30,185.00		The number of local jobs as at December 2019 is 33,188 (based on Employment (total) by industry - Economy ID)



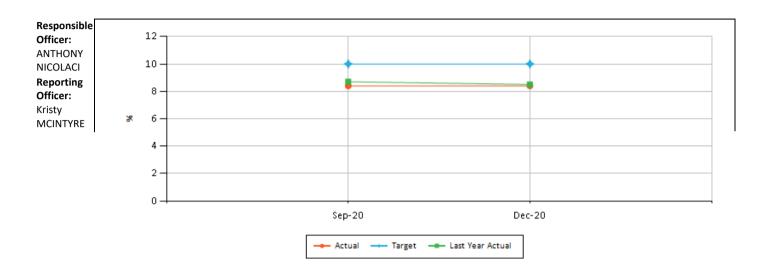
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KPI: Number of new businesses Council assists to invest in Greater Shepparton



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	5.00	13.00	Council assisted 13 new businesses between July and September 2020
Dec-20	GREEN	#	10.00	23.00	Council assisted 10 new businesses between October & December

KPI: Reduction in the Greater Shepparton retail vacancy rate

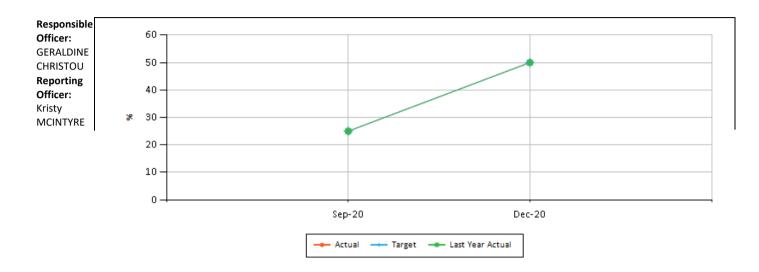


PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	10.00	8.40	Current vacancy rate is 8.4% as at September 2020
Dec-20	GREEN	%	10.00		Current vacancy rate is 8.4% as at December 2020 with a total of 52 vacancies over 622 locations within the CBD



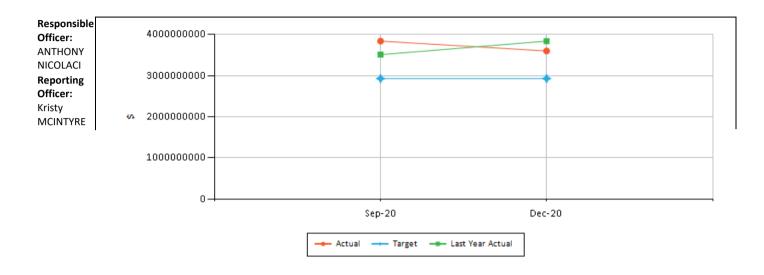
#### Attachment 10.2.1

KPI: The Actions identified in the Municipal Public Health and Wellbeing Annual Action Plan linked to the Economic Theme are addressed



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	25.00	25.00	
Dec-20	GREEN	%	50.00	50.00	

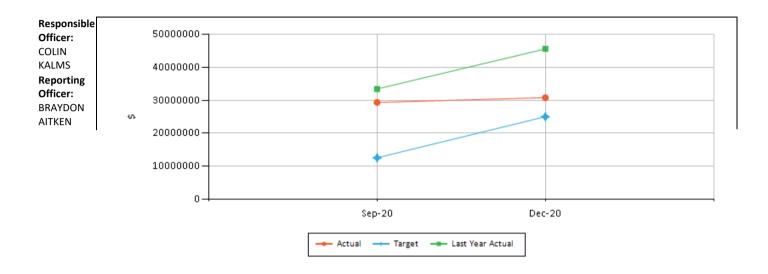
## **KPI: Value of gross regional product**



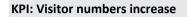
PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	\$	2,929,000,000.00	3,840,000,000.00	Value of gross regional product is \$3.84Bn (NIEIR 2019)
Dec-20	GREEN	\$	2,929,000,000.00	3,600,000,000.00	Value of gross regional product is \$3.6Bn (NIEIR 2019)

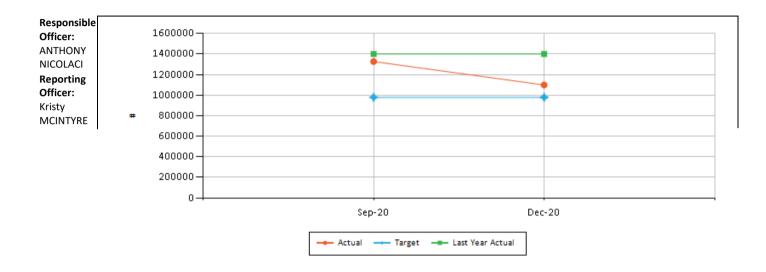
Attachment 10.2.1

#### KPI: Value of non-residential building approvals



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	\$	12,500,000.00		The value of non-residential building approvals for July to August 2020 was \$29.4m
Dec-20	GREEN	\$	25,000,000.00	30,798,730.00	The value of non-residential building approvals as at the end of December 2020 was \$30.8m



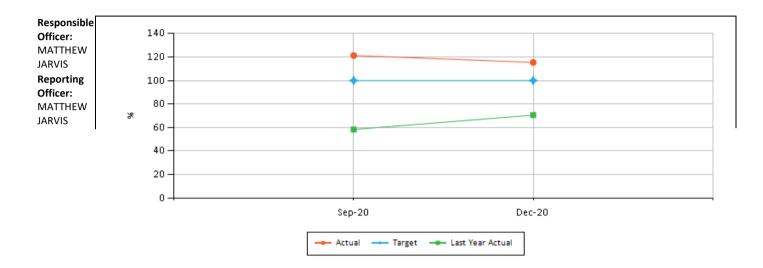


PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	979,100.00		401,000 domestic overnight 914,000 domestic day trip 12,400 international visitors.
Dec-20	GREEN	#	979,100.00	1,099,200.00	



#### 1.4 Built

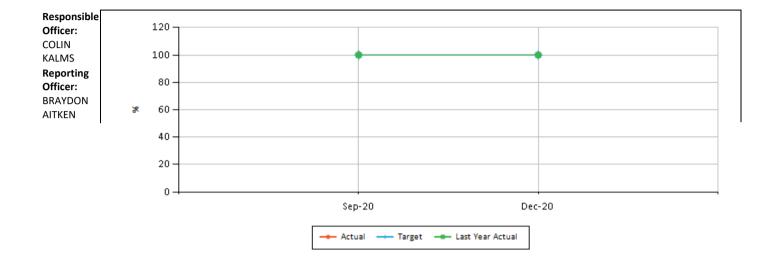
KPI: Asset renewal and upgrade funding as a percentage of total depreciation



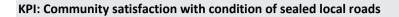
PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	100.00	121.31	
Dec-20	GREEN	%	100.00		Lower than Q1 forecast result (121.3%) due to re-budgeting of upgrade works into future financial years.

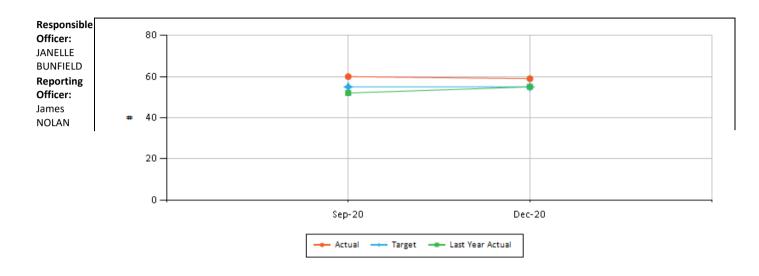
Attachment 10.2.1

#### KPI: Building applications decided within 14 days (for complete applications)



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	100.00	100.00	
Dec-20	GREEN	%	100.00	100.00	

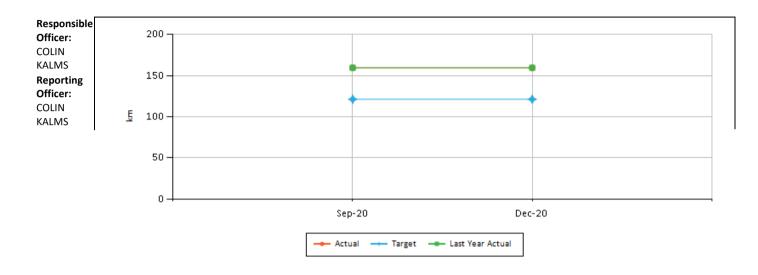




PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	55.00	60.00	
Dec-20	GREEN	#	55.00	59.00	

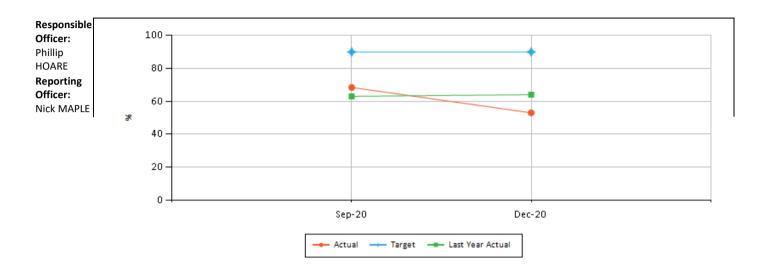


## KPI: Increase in kilometres of cycling and walking routes in Greater Shepparton



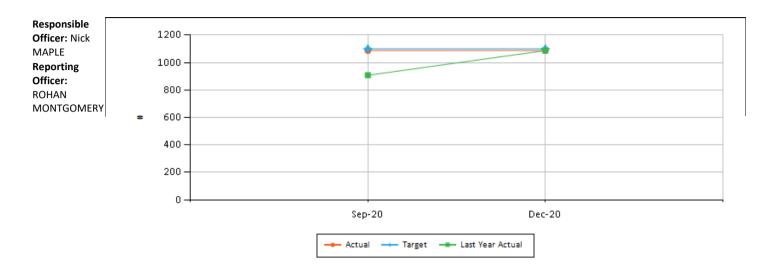
PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	km	121.24		There are 159.51kms of cycling and walking routes in Greater Shepparton
Dec-20	GREEN	km	121.24		There are 159.51kms of cycling and walking routes in Greater Shepparton

#### KPI: Infrastructure asset defects addressed within relevant intervention period by class of asset



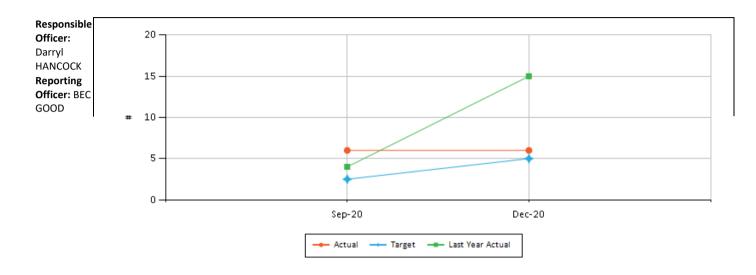
PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT		
Sep-20	RED			68.41	6214 defects addressed within relevant intervention period 1023 defects addressed outside relevant intervention period 1846 defects outstanding outside relevant intervention period		
Dec-20	RED	%	90.00		2765 defects addressed within relevant intervention period 812 defects addressed outside relevant intervention period 1688 defects outstanding outside relevant intervention period		

KPI: Maturity of Council's asset management practices and processes



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	#	1,100.00		Our current NAMAF (National Asset Management Assessment Framework) score is 1087 as the Asset Management Strategy and Plans have been approved.
Dec-20	RED	#	1,100.00		Our current NAMAF (National Asset Management Assessment Framework) score is 1087 as the Asset Management Strategy and Plans have been approved.

KPI: Number of Federal and ministerial meetings and briefing held per year in advocating for projects, services and programs



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	2.50	6.00	
Dec-20	GREEN	#	5.00	6.00	



KPI: Percentage of capital projects completed at the conclusion of the financial year (based on number of projects)



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	5.00	5.00	7 of 144 projects completed.
Dec-20	RED	%	20.00	7.00	10 of 144 projects completed.

#### **KPI: Planning applications decided within 60 days**

100 -

80 -

Responsible

Officer: COLIN KALMS

Reporting Officer: BRAYDON AITKEN	*	60 - 40 - 20 -		
		0-+	sep-20 Dec-20	_
			Actual Target Last Year Actual	

PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	#	80.00		74.8% of planning applications decided within 60 days Results have continued to improve from last financial year as shown by: July 2020 79% August 2020 76% September 2020 84%
Dec-20	RED	#	80.00		77.3% of planning applications decided within 60 days Results have continued to improve from last financial year as shown by: October 2020 69% November 2020 84%

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Agenda - CM20210316 - Council Meeting - 16 March 2021 Attachments



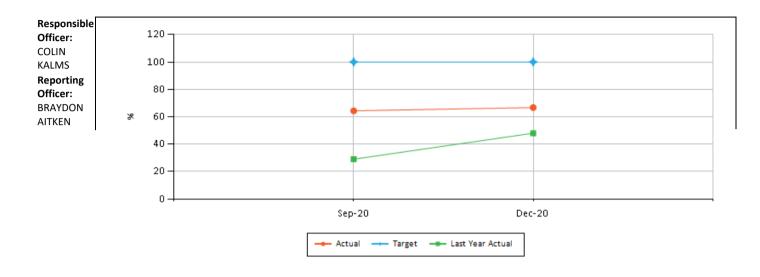
		December 2020 74% This is higher than Regional Centres (74.8%) and Rural Councils (71.5%)	

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Agenda - CM20210316 - Council Meeting - 16 March 2021 Attachments

### KPI: Planning applications issued within 10 working days (PPARS)



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	RED	%	100.00		64.3% of planning applications were issued within 10 working days (PPARS) July 2020 63% August 2020 38% September 2020 83%
Dec-20	RED	%	100.00		66.7% of planning applications were issued within 10 working days (PPARS) October 2020 50% November 2020 75% December 2020 85.7% This result is lower than the average of Regional Centres (92.2%) and Rural Councils (81%)

KPI: The Actions identified in the Municipal Public Health and Wellbeing Annual Action Plan linked to the Built Theme are addressed.

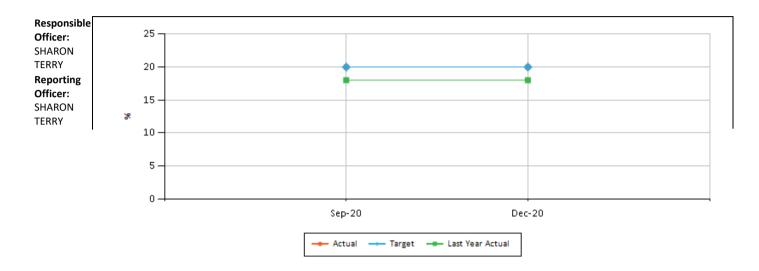


PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	25.00	25.00	
Dec-20	GREEN	%	50.00	50.00	



#### **1.5 Environment**

KPI: Improve Council's energy efficiency rating in accordance with the Energy Reduction plan



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	20.00		The Energy Reduction Plan target of 20% reduction is in the process of being confirmed. The target of 250kW of solar installation was exceeded by 237.5kW; total installation was 487.5kW.
Dec-20	GREEN	%	20.00		The Energy Reduction Plan target of 20% reduction is in the process of being confirmed. The target of 250kW of solar installation was exceeded by 237.5kW; total installation was 487.5kW.



#### KPI: Kerbside collection waste diverted from landfill

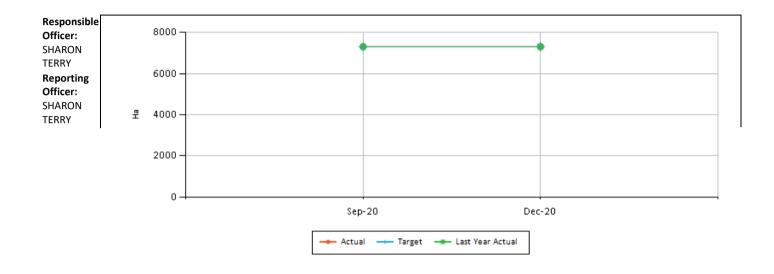


PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	50.00	53.18	
Dec-20	GREEN	%	50.00	53.54	



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	На	7,311.00	7,320.00	Currently estimated at 7320Ha of Native Vegetation Cover
Dec-20	GREEN	На	7,311.00	7,320.00	Currently estimated at 7320Ha of Native Vegetation Cover

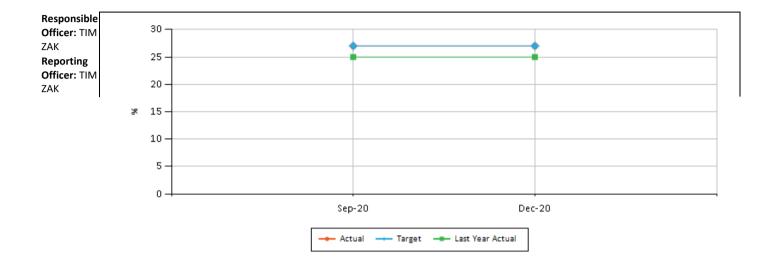
#### **KPI: Percentage of Native Vegetation cover (NVC)**





Attachment 10.2.1

KPI: Percentage of tree canopy cover



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	27.00	27.00	Currently tracking around 27 %. An external assessment to take place 2021
Dec-20	GREEN	%	27.00		Tree canopy is difficult to predict. Full audit to be completed in 2023/24

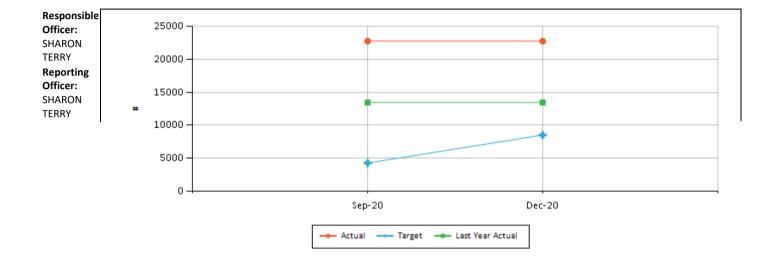


KPI: The Actions identified in the Municipal Public Health and Wellbeing Annual Action Plan linked to the Environment Theme are addressed.



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	%	25.00	25.00	
Dec-20	GREEN	%	50.00	50.00	

### KPI: Trees planted per year (including One Tree Per Child)



PERIOD	PERFORMANCE	UNIT	TARGET	ACTUAL	COMMENT
Sep-20	GREEN	#	4,250.00		20,780 trees - One Tree Per Child 2,000 trees - Working For Victoria Total of 22,780
Dec-20	GREEN	#	8,500.00		20,780 trees - One Tree Per Child 2,000 trees - Working For Victoria Total of 22,780

Agenda - CM20210316 - Council Meeting - 16 March 2021 Attachments

