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**Best Value Standards 2012-13**

In accordance with the *Local Government Act 1989*, the Council has developed the

following standards for the services it provides to the community. The Council’s performance results against the Best Value standards are published in the Annual Report.

For more information, please contact the Council’s Corporate Development & Governance Officer on 9932 1000.

| **Department** | **Target** |  |
| --- | --- | --- |
| **Business And Finance** |
| Finance |
| Outstanding rates (less hardship) as a percentage of the rates income | ≤ 4%  |
| Working Capital Ratio | ≥ 100%  |
| Value of green purchases made by the organisation | ≥ $2 million  |
| Certification of financial statements by Auditor-General | Certified with unqualified audit opinion. |
| Health and Regulatory Services |
| Local Government Community Satisfaction Survey result – Enforcement of Local Laws | ≥ 64 |
| Percentage of public health service management requests attended to within business rule timeframes | ≥ 80% |
| Percentage of local laws service management requests attended to within business rule timeframes | ≥ 80% |
| Percentage of registered premises receiving at least one onsite assessment per registration period | 100% |
| Number of food samples submitted as required by the *Food Act*.  | Statutory targets met |
| Percentage of eligible school crossings supervised. | 100% |
| **Community Services** |  |  |
| Community Care & Support |
| Local Government Community Satisfaction Survey result – Home Care Services | ≥ 71 |
| Client satisfaction with In Home Support Services | ≥ 90% of survey respondents rate the service as ‘satisfactory’ or better |
| Client satisfaction with the Delivered Meals Service | ≥ 90% of survey respondents rate the service as satisfactory or better |
| Client satisfaction with Planned Activity Group Services | ≥ 90% of respondents rate the service as satisfactory or better |
| Client satisfaction with Seniors Transport Services | ≥ 90% of respondents rate the service as satisfactory or better |
| Time taken from an urgent referral to the contact with a client for the purposes of assessment and review for community care services | ≥ 85% within two working days |
| Time taken from a non urgent referral to the contact with a client for the purposes of assessment and review for community care services | ≤ 10 working days |
| Community Development |  |
| Number of local residents and volunteers trained through the community training program | ≥ 200  |
| Increase in local residents and volunteers trained through the community training program  | ≥ 5% |
| Increase in eligible applications to the Council’s community grants program  | ≥ 5% |
| Family, Youth and Children's Services |
| Local Government Community Satisfaction Survey result – Maternal and Child Health Services | ≥ 73 |
| Local Government Community Satisfaction Survey result – Child and Family Day Care Services | ≥62 |
| Utilisation rate of the Occasional Care Program by the community | ≥ 95% of available places utilised |
| Client satisfaction with the Family Day Care Service. | ≥ 95%  |
| Number of Effective Full-Time Places in Family Day Care | ≥ 125  |
| Number of babies receiving services through the Enhanced Maternal and Child Health Service | ≥ 86  |
| Babies under one month enrolled at the Maternal and Child Health service from the birth notification | ≥ 95%  |
| Number of children receiving service in the Pre-School Field Officer Program | ≥ 95 |
| Percentage of the Youth Services and programs that are targeted towards identified disadvantaged groups | ≥ 70%  |
| Library Services |
| Local Government Community Satisfaction Survey result – Libraries | ≥ 80 |
| Turnaround from purchase of reserved items to placement on the library shelf | 100% within 14 days |
| Turnaround from purchase non-reserved items to placement on the library shelf | 100% within 28 days |
| Percentage of the library collection that is five years or younger (excluding local history items) | 70%  |
| Proportion of ebooks loaned | ≥ 80% of titles borrowed |
| Increase in hours of internet usage in the libraries, including Wi Fi | ≥ 5% |
| Increase in attendance at Lifelong learning programs (including training) delivered to the community by the library | ≥ 5% |
| **Organisation Development** |
| Communications |
| Local Government Community Satisfaction Survey result – Keeping the Community Informed | ≥ 62 |
| Number of advertorials produced to communicate Council information to the community | ≥ 50 |
| Number of communications plans developed to support communication of Council activities  | ≥ 40  |
| Growth of Twitter followers | ≥ 10% |
| Growth of Facebook followers  | ≥ 10% |
| Number of methods by which the community can request services and communicate with the organisation through social media and mobile devices.  | ≥ 4 |
| Proportion of Council publications offered in different formats upon request | 100% |
| Corporate Development |
| Timely production and publication of the Council’s Annual Report | Lodged with the Minister for Local Government by 30th September and uploaded to the Council website by 7th October |
| Standard achieved for annual reporting in the Australasian Reporting Awards | Bronze award or higher |
| Periodic presentation of performance reports against the annual Operations Plan to the Council | Quarterly reports |
| Customer Service |
| Local Government Community Satisfaction Survey result – Customer Service | ≥ 77 |
| Percentage of calls to the Council's 9932 1000 number resolved at first point of contact | ≥ 75%  |
| Overall percentage of service management requests that are attended to within the timeframes set by the business rules | ≥ 80%  |
| Wait period for a call to be answered | ≤ 30 seconds |
| Number of mobile customer service programs conducted | ≥ 4  |
| Governance |
| Percentage of Freedom of Information requests responded to within statutory timeframes | 100% |
| Percentage of register of interest returns completed and returned to Governance within the legislative timeline  | 100% |
| Instruments of Delegation to staff members reviewed and updated at least annually | 1 or more annual reviews |
| Percentage of Council meeting agendas posted on the Council's website by 6.00pm on the Friday before the Council meeting | 100% |
| Percentage of Council policies that are current (not scheduled for review)  | ≥ 80% |
| Human Resources |
| Percentage of employees who have had Annual Reviews conducted in the previous year | ≥75%   |
| Number of course topics offered in the Corporate Training Program | ≥ 40   |
| Number of employees attending training offered in the Corporate Training Program | ≥ 800   |
| The number of injuries in the workplace | ≤ 150 |
| Number of days lost due to work-related injuries | ≤ 100  |
| Information Services |
| Percentage of normal priority incidents resolved within 16 hours (two business days) | ≥ 75%  |
| Percentage of high-priority incidents resolved within 8 hours | ≥ 75%  |
| Network server downtime during normal business hours | ≤ 5%  |
| Satisfaction level of internal customers from user survey | ≥ 80%  |
| Knowledge and Records Management |
| Number of written privacy complaints received | 0 |
| Percentage of requested files retrieved from secondary storage within 48 hours | ≥ 99%  |
| Percentage of daily correspondence processed and uploaded into the Electronic Documentation Management System on day of receipt | ≥ 85%  |
| Risk and Occupational Health and Safety  |  |
| Percentage of scheduled safety walks conducted | 100% |
| **Planning And Environment** |
| Arts, Events and Tourism |
| Local Government Community Satisfaction Survey result – Community and cultural activities | ≥ 69 |
| Local Government Community Satisfaction Survey result – Business and community development and tourism | ≥ 63 |
| Number of visitors to the Hobsons Bay Visitor Information Centre. | ≥ 50,000  |
| Provision of arts and cultural activities in the Council’s cultural venues.  | ≥ 1 event per facility |
| City Strategy |
| Local Government Community Satisfaction Survey result – Waste management | ≥ 65 |
| Local Government Community Satisfaction Survey result – Environmental sustainability | ≥ 73 |
| Local Government Community Satisfaction Survey result – Planning for population growth in the area | ≥ 48 |
| Local Government Community Satisfaction Survey result – Council’s general town planning policy | ≥ 53 |
| Percentage of waste service management requests attended to within business rule timeframes | ≥ 80%  |
| Urban Planning and Development |
| Local Government Community Satisfaction Survey result – Planning and building permits | ≥ 51 |
| Percentage of building permit details recorded on Council's computer system within 5 days of receipt | ≥ 90% |
| Percentage of building complaints responded to within 10 day of receiving written notification | ≥ 90%  |
| Percentage of dispensation applications where assessment commences within 7 days of receipt | ≥ 90%  |
| Number of appeals against failure to determine a planning permit application within the prescribed time | ≤ 5 appeals  |
| Percentage of requests for further information to be sent out within 28 days of receipt of a planning permit application | ≥ 90%  |
| **Works And Assets** |
| Capital Works and Assets |
| Local Government Community Satisfaction Survey result – Traffic management | ≥ 55  |
| Local Government Community Satisfaction Survey result – Parking facilities | ≥ 52  |
| Carry forward at year end not more than 5 per cent of the annual capital works budget as adjusted by resolution of the Council. | ≤ 5% |
| City Maintenance and Cleansing  |  |  |
| Local Government Community Satisfaction Survey result – The condition of local streets and footpaths  | ≥ 52  |
| Percentage compliance with requests for building and facilities maintenance. | ≥ 95%  |
| Percentage of complaints or requests for municipal cleansing resolved within five working days. | ≥ 97%  |
| Percentage of requests to fix potholes responded to within three working days. | ≥ 99%  |
| Percentage of footpath maintenance requests responded to within three working days. | ≥ 99% |
| Parks |
| Local Government Community Satisfaction Survey result – The appearance of public areas | ≥ 70 |
| Percentage of service management requests attended to within business rule timeframes. | ≥ 80% |
| Percentage completion of customer service requests regarding street trees in accordance with contract specifications. | ≥ 80%  |
| Recreation |
| Local Government Community Satisfaction Survey result – Recreational facilities | ≥ 70 |
| Percentage of service management requests attended to within business rule timeframes | ≥ 80%  |