



FUTURE STONNINGTON

CEO Quarterly Update
Q2 – FY 2021-22





Message from the CEO

Welcome to the first edition of our newly formatted City of Stonnington Chief Executive Officer Quarterly Update, an important document that will help us to report on our progress in delivering our new Council Plan 2021-25 (Future Stonnington).

We know that the community wants to be kept updated on how their Council is performing, and I look forward to sharing information about our performance as part of an ongoing commitment of transparency and accountability to people who live, work, visit and play in Stonnington.

Each quarter, we will present key highlights and our progress in achieving major initiatives towards each of the strategic directions of our Council Plan 2021-25. The report also includes a summary of performance data collected as part of the Victorian Government's Local Government Performance Reporting Framework (LGPRF).

The Council Plan 2021-25 shapes what we do, and we're working hard to deliver it. Under the Plan's three strategic directions there are a number of actions identified for us to deliver this year. In this update, you'll be able to easily see how we're progressing in delivering each action. If we're on track, there will be a green tick, if we're behind, there will be a yellow or red symbol and an explanation why.

This is the first update in the new format and I'm interested to see what our community thinks.

If you have feedback please email council@stonnington.vic.gov.au and we'll review before the next update.





City of
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Delivering Future Stonnington

Quarter 2 - FY 2021-2022

In October 2021, Council adopted Future Stonnington which sets out our long-term vision for the city (the Stonnington Community Vision 2040) and the outcomes we will work towards over the next four years (the Council Plan 2021-25).

Future Stonnington reflects nine months of conversations with our community about the future they want for our city.

Our vision for Stonnington is to be a safe, inclusive and creative city; one where we celebrate our people, history and culture; and embrace a healthy and sustainable way of life.

To achieve this vision, our Council Plan 2021-25 sets out strategic directions and objectives to guide our organisation over the next four years. The plan positions Stonnington as:

- A thriving and unique place
- An inclusive and healthy community, and
- A people-centred and future ready city.

The following sections provide an update on our progress towards achieving these strategic directions through the delivery of our Year 1 Annual Plan 2021-22.



CEO Quarterly Update

Quarter 2 - FY 2021-2022



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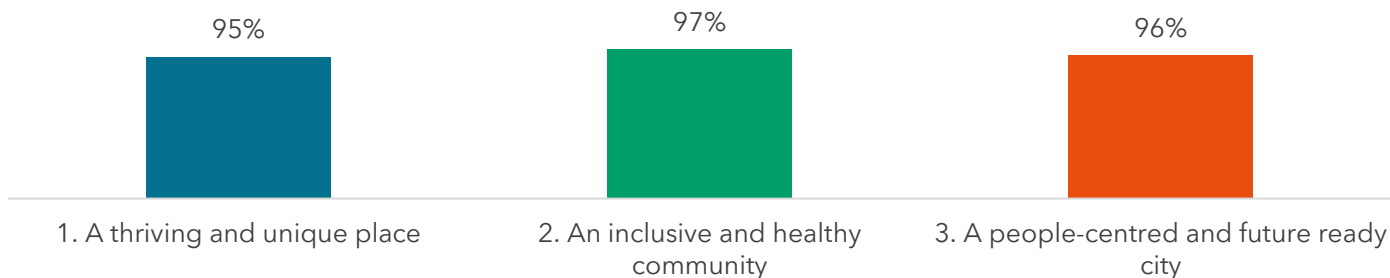
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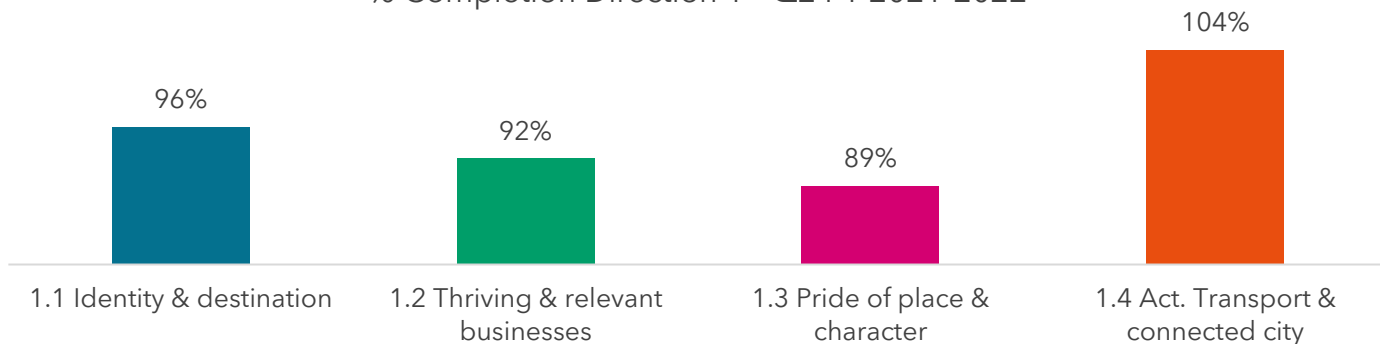
Summary Report

Progress achieving Year 1 Annual Plan

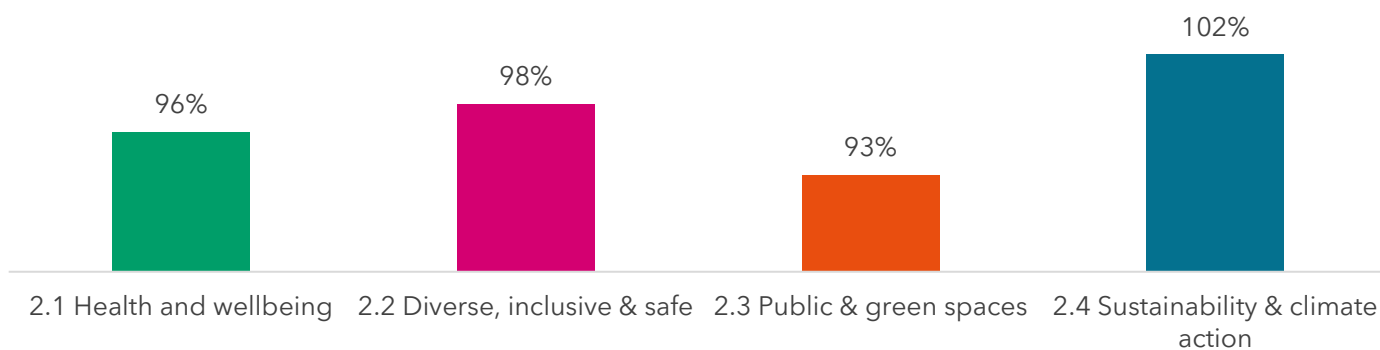
% Council Plan completion by Directions
Q2 - FY 2021-2022



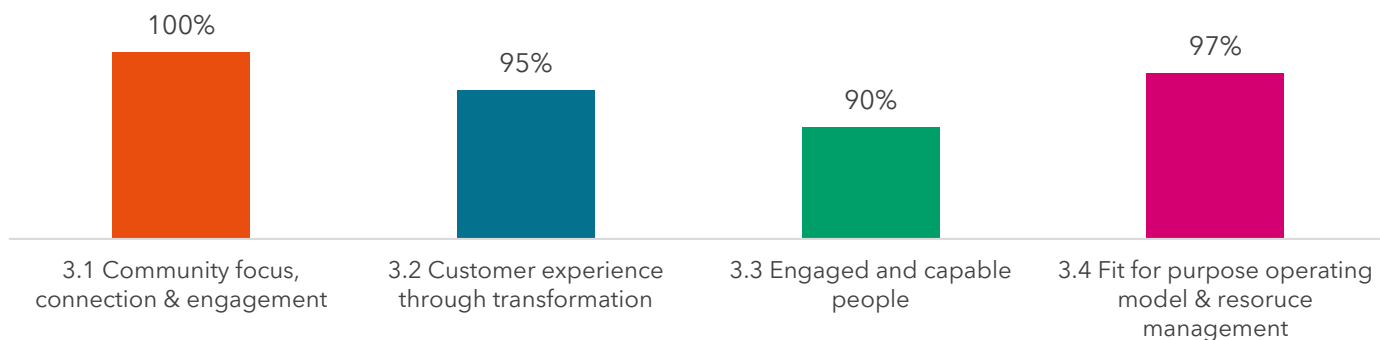
% Completion Direction 1 - Q2 FY 2021-2022



% Completion Direction 2 - Q2 FY 2021-2022



% Completion Direction 3 - Q2 FY 2021-2022



* Percentages above 100% include actions which are tracking ahead of schedule

Direction 1: A thriving and unique place



Direction 1: A thriving and unique place Highlights

Supporting our community through arts and culture

Stonnington's **Annual Arts and Cultural Grants program** supports creative, innovative, dynamic and contemporary projects that enhance the cultural, community and economic development of the city.

During this period, we supported:

27 grant recipients/projects
Total of \$455,514.50



Arts and Culture Grant Recipient - The Ball Room Project presented at Chapel Off Chapel

Stonnington events

Roola Boola Children's Arts Festival delivered a diverse range of arts experiences and workshops for children held online and in-person.

So Soiree presented a program of **Comedy, Circus and Cabaret in the Parlour** breathing new life into Grattan Gardens and driving visitation to Greville Street as Melbourne reopened.

12 Days of Christmas activations invited visitors and local residents to participate and explore Prahran Square and Central Park. Popular activities included an immersive sound and light show, **Santa Paws pet photography**, **Christmas silent disco** and **stunning neon displays** in Central Park.



So Soiree event at Grattan Gardens, Prahran, The Parlour

Pride of our heritage and character

We are conducting suburb-by-suburb heritage reviews to protect and celebrate our heritage.

Malvern was the first suburb to be reviewed and the assessment of the suburb was completed in 2021.

The suburbs of **Armadale, Kooyong** and **Toorak** are currently being assessed, with Prahran and Windsor also commencing in 2022.

The remaining suburbs of **Glen Iris, Malvern East** and **South Yarra** will be undertaken in 2023 and 2024.



Como House Stonnington heritage



Direction 1: A thriving and unique place

Performance by actions







Quarter 2 - FY 2021-2022

The following section contains the Year 1 Annual Plan 2021-22 actions for Direction 1.










The below table summarises our progress towards achieving each action.

The expected percentage of completion for Q2 is 50%. The expected completion for Q3 will be 75% and for Q4 is 100%.

Performance by actions

-  On-track - 50% of the action completed in the first two quarters of the financial year
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-  Deferred: Action on-hold until further notice

Objective 1.1 Identity and destination

ID	Activity	Status	Comment
1.1 A	Develop a Place-Led Economic Development Strategy and complementary precinct plans to guide our approach and priorities for evolving our future neighbourhoods.		Project delayed (40%). Comprehensive community engagement underway in Q3.
1.1 B	Prepare a new masterplan to guide the transformation of the Chapel Street precinct as a premier shopping and lifestyle destination.		Project on track meeting current milestones.
1.1 C	Develop a destination marketing program to stimulate visitation by showcasing our unique places, events, businesses and services.		Project delayed (40%) due to COVID-19 impacts.
1.1 D	Develop an Arts and Culture Strategy to support, grow and promote Stonnington as a creative city.		Project on track meeting current milestones.
1.1 E	Deliver the annual Arts and Culture Grants Program to support artists and organisations to deliver creative, innovative, dynamic and contemporary projects that enhance the cultural, community and economic development of our city.		Project on track meeting current milestones. A total of 25 recipients were successful during FY21-22
1.1 F	Promote Prahran Square as a cultural and recreational destination through community events and activations.		Project on track. Average visitation affected by lockdowns during Q2. Activities resumed once restrictions were eased.
1.1 G	Present diverse programming at Chapel Off Chapel that attracts visitation and supports the creative sector.		Project on track. Operations impacted during Q2 due to COVID-19. However new formats introduced to provide online programs.
1.1 H	Deliver a visual and public art program and maintain, manage and curate our contemporary art collection.		Project on track. Completion of several visual art projects and policy and strategy reviews undertaken.
1.1 I	Deliver a signature program of free and ticketed events to increase visitation, dwell time and spend in our city.		Project on track. Signature events affected during lockdowns, however recommenced in line with restrictions. Activities included Christmas activations and So Soiree Grattan Gardens.

Direction 1: A thriving and unique place

Performance by actions

Quarter 2 - FY 2021-2022



City of
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Objective 1.2 Thriving and desirable businesses

ID	Activity	Status	Comment
1.2 A	Provide funding, information and relief measures for businesses to support COVID-19 recovery.		Project on track. Fee waivers, outdoor dining and trading programs continued.
1.2 B	Deliver the See Opportunity Action Plan initiatives to attract new tenants, retain existing tenants and activate vacant tenancies.		Project delayed (40%) due to façade improvement program delays.
1.2 C	Undertake a feasibility assessment as part of the Renew Chapel initiative to explore a short-term leasing model to attract complementary tenants and local creatives.		Project delayed (40%). Scoping study draft completed with further refinements required.
1.2 D	Continue to expand and streamline our Stonnington Business Concierge service to support business permit and approval processes.		Project on track. Permanent Business Concierge Officer employed.
1.2 E	Leverage Stonnington's precinct associations to deliver maximum value to businesses that pay the Special Rate.		Project on track. Continued to support and administer five special rate schemes.

Objective 1.3 Pride of place and character

ID	Activity	Status	Comment
1.3 A	Complete a design review and permit application process for the Prahran Town Hall redevelopment project.		Project deferred to FY2024. Building leased to Star Health for a COVID-19 vaccination and testing hub.
1.3 B	Complete the permanent Board recruitment, leasing and management agreement review, and asset management review of the Prahran Market.		Project on track. Board recruited in Q2. Leasing and management agreement review underway.
1.3 C	Improve public realm outcomes in accordance with adopted masterplans (including Forrest Hill, Mount Street and Windsor Siding).		Project on track. Public realm works included Mount Street and Hobson Street Pocket Parks and Thomas Oval Dog Park.
1.3 D	Undertake a review of the Stonnington Planning Scheme to ensure relevance and alignment with Future Stonnington objectives, State Government and local policy directions.		Project on track meeting current milestones.
1.3 E	Finalise the Neighbourhood Activity Centre Framework to guide the future growth and development of our neighbourhoods.		Project delayed (35%). Draft completed and peer review undertaken. Progress in Q3 and Q4 will accelerate to meet milestones.
1.3 F	Complete suburb-by-suburb heritage reviews and implement associated Planning Scheme amendments to protect and celebrate our heritage.		Project delayed (40%). Heritage review 1 (Malvern) awaiting Ministerial approval to progress the amendment.
1.3 G	Finalise the Housing Strategy to guide the amount, type and location of future housing within Stonnington.		Project delayed (35%). Draft completed and peer review undertaken. Progress in Q3 and Q4 will accelerate to meet milestones.
1.3 H	Advocate to the State Government to improve public housing quality and amenity.		Project on track. Key activities during this period included the advocacy to DELWP on the Bangs Street Housing redevelopment planning application.

Direction 1: A thriving and unique place

Performance by actions

Quarter 2 - FY 2021-2022



City of
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Objective 1.3 Pride of place and character

ID	Activity	Status	Comment
1.3 I	Liaise with the Victorian Government Architects Panel to peer review major or culturally significant planning applications.		Project deferred. Action unlikely to progress due to a lack of response from the Office of the Victorian Government Architect (OVGA). Council will continue to utilise internal expert panels for peer review of planning applications.
1.3 J	Advocate for improved community outcomes related to major State Government projects.		Project delayed (40%). due to State Government recruitment timeframes. Proposed projects for focus included Horace Petty Estate, Swinburne redevelopment and LXRP works.
1.3 K	Maintain and apply the Stonnington Planning Scheme, and prepare major planning policy documents to shape the future of the city.		Project on track. Council continues to review and apply the Planning Scheme.
1.3 L	Review, administer and enforce Council's Local Laws.		Ongoing action. Council continues to serve the community on a reactive basis.

Objective 1.4 Active transport and connected city

ID	Activity	Status	Comment
1.4 A	Monitor and implement the Integrated Transport Plan to address key challenges, identify gaps and maximise opportunities to improve the future planning and development of the city's transport system.		Project on track. Activities included the agreement with Lime share bike scheme to increase local cycling rates and reduce car dependency.
1.4 B	Deliver improved off-road trails and on-road cycling paths, and supporting infrastructure, to make it easier and safer for people to cycle within and through the city.		Project delayed (40%) due to resourcing.
1.4 C	Plan for walkable communities and places by providing connected and comfortable pathways that encourage walking to everyday destinations.		Project on track. The Walking Strategy/Action Plan draft has been completed to guide planning for walkable communities.
1.4 D	Deliver campaigns to encourage more people to walk and cycle, including education and training programs.		Project on track. Initiatives to support increased walking across the municipality included in the Walking Strategy/ Action Plan draft.
1.4 E	Advocate for improved accessibility and efficiency of public transport.		Project on track. Activities included the upgrade of the Route 58 tram to newer high capacity rolling stock.
1.4 F	Implement a car share scheme allowing members to hire vehicles on demand as an alternative to private car ownership.		Project ahead of schedule (75%). A Car Share Policy has been endorsed. Applications for new car share services are currently being assessed.
1.4 G	Undertake a parking study to optimise parking opportunities across the municipality.		Project deferred. Review required to align with Council sustainable transport objectives.
1.4 H	Provide well-designed and managed roads, crossings and footpaths to keep all road users safe.		Project on track. Activities included applications to Blackspot funding, pedestrian crossings and footpaths.



Direction 2: An inclusive and healthy community

Direction 2: An inclusive and healthy community Highlights



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Towards zero carbon 2030: Our Climate Emergency Action Plan

As part of our long-term commitment to sustainability, we have adopted our plan to take Stonnington towards a zero-carbon, climate-ready future. Actions taken towards this goal include:

- Adoption of the **Climate Emergency Action Plan**
- Council started **using renewable electricity** to power its buildings and facilities through the Victorian Energy Collaboration
- Commencement of the development of a roadmap to electrify Council buildings and facilities
- Initiation of the development of Council's climate resilience framework
- Completion of a **clean out of the Percy Treyvaud Memorial Park wetlands**
- Installation of '**Lost Lands Found**' biodiversity eco-art installation at Central Park
- Establishment of the **Climate Emergency Advisory Committee**
- Completion of the **2021 Environmental Champions** program.

Addressing inclusion

Sport4All (S4A) is a collaboration between the Australian Government, Sport Australia and Get Skilled Access that have partnered with the City of Stonnington to **support people with disability** to participate in club and school sports when, where and how they choose.

The pilot program was established in 5 LGAs and ran for 6 months. **30% of our clubs and schools have joined the S4A program** and are collaborating with Council to create opportunities for individuals with disabilities to participate in sport. Achievements during this period include: **25** inclusive activities to mark the International Day of People with Disabilities.

100 students from St Joseph's Primary connected with Paralympians through Paralympic Pen Pal program

1 in **3** sporting clubs in Stonnington have signed up to the Sport4All program

3 webinars during the Tokyo Paralympics



Sport4All activation - Wheelchair AFL, Orrong Romanis Recreation Centre

Percy Treyvaud Memorial Park

Council has awarded ADCO Construction the contract to build the Percy Treyvaud Memorial Park sports facilities.

Works on site commenced in January 2022.

The project will increase the area of public open space by more than **1,000m²**.

Completion is expected within **2 years**.

Total cost of the project is **\$49.9M** including a **\$4M** contribution from Australian Government.



For more information about the designs, please visit this link [Flythrough - Masterplan for Percy Treyvaud](#)

Direction 2: An inclusive and healthy community

Performance by actions

Quarter 2 - FY 2021-2022









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The following section contains the Year 1 Annual Plan 2021-22 actions for Direction 2.








The below table summarises our progress towards achieving each action.

The expected percentage of completion for Q2 is 50%. The expected completion for Q3 will be 75% and for Q4 is 100%.

Performance by actions

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Objective 2.1 Health and wellbeing

ID	Activity	Status	Comment
2.1 A	Implement the Stonnington Health and Wellbeing Plan and complementary strategies to improve and promote the health and wellbeing of our community over the next four years.		Project on track. Stonnington Health and Wellbeing Plan adopted in October 2021. Implementation Plan drafted.
2.1 B	Implement the COVID-19 Community Recovery Plan to support families, groups and individuals to recover from the impacts of COVID-19 on health, wellbeing and resilience.		Project on track. Implementation of the Community Recovery Plan continues to support families and individuals.
2.1 C	Develop the Affordable Housing Strategy and continue to advocate for increased housing supply.		Project off-Track (25%). Discussion paper prepared and first stage community engagement undertaken. Further workshops planned for Q3 and Q4.
2.1 D	Implement the Active Stonnington Strategic Framework to support the Stonnington community to be more physically active, lead healthier lifestyles and be socially connected.		Project on track. Online and in person programs delivered to the community.
2.1 E	Support local sporting clubs to increase participation and inclusion, including opportunities for people living with disabilities.		Project on track. Activities included Sport4All workshops and a series of inclusive sports opportunities.
2.1 F	Deliver the annual Community Grants Program to support eligible community organisations delivering Stonnington-based programs that respond to community needs and align with Council's priorities.		Project on track. Annual Community Plan approved in October 2021. New Quick Response Grants category introduced to the program.
2.1 G	Develop and implement a Library Strategy to define how we contribute to building literate, productive and engaged communities over the next ten years.		Project on track. Strategy underway and community and stakeholder engagement already undertaken.

Direction 2: An inclusive and healthy community

Performance by actions

Quarter 2 - FY 2021-2022



City of
STONNINGTON

Objective 2.1 Health and wellbeing

ID	Activity	Status	Comment
2.1 Ha	a) Deliver community services for children, young people and families to increase health and wellbeing, foster community connection and increase awareness in relation to mental health and accessing services.		Project on track. Activities included home visits to new parents and programs for young people to create resilience and connectedness to their community.
2.1 Hb	b) Deliver community services for older persons to increase health and wellbeing, foster community connection and increase awareness in relation to mental health and accessing services.		Project on track. Activities during COVID-19 restrictions included: Engage Program, Library Services and Active Stonnington.
2.1 I	Implement the Stonnington Zero program to support people who are homeless to achieve stable housing, and implement an associated community and trader awareness program.		Project on track. Statement of Commitment signed off by partner agencies and protocols developed.
2.1 J	Deliver an ongoing program of events through our Libraries.		Project on track. Activities during COVID-19 restrictions were delivered online.
2.1 K	Advocate for allied community health and supports services provided out of Council buildings to deliver stronger health systems to the community.		Project on track. Northbrook House has been leased to run Headspace services and programs for the community.

Objective 2.2 Diverse, inclusive and safe

ID	Activity	Status	Comment
2.2 A	Adopt and implement the Reconciliation Action Plan as a framework for how we recognise the contributions made by Aboriginal and Torres Strait Islander peoples and provide leadership for our community as we continue our reconciliation journey.		Project on track. Draft Reconciliation Action Plan (RAP) 2022-24 conditionally endorsed by Reconciliation Australia for Council Adoption in February 2022.
2.2 B	Undertake gender impact assessments for new policies, programs or services that have a direct and significant impact on our community.		Project on track. New policies, programs and services required Gender Impact Assessments to be undertaken.
2.2 C	Coordinate the LGBTIQ+ Advisory Committee and develop an action plan to support our continuing development as a safe and inclusive organisation and city.		Project on track. LGBTIQ+ Committee established. Consultant undertaking development of the LGBTIQ+ Action Plan.
2.2 D	Integrate updated Child Safe standards into our ongoing commitment to providing welcoming, safe and accessible environments where children feel valued, listened to and considered in decisions that affect their lives.		Project on track. Child Safe training rolled out across the organisation in October 2021 to continue on a yearly basis.
2.2 E	Implement the final year of the Inclusion Plan to support people living with a disability and their families and carers.		Project on track. Activities included the inaugural Stonnington Disability Forum, Carers Forum, 16 Days of Activism Women and Disability staff training.
2.2 F	Commence design and construction of a regional accessible playground catering for all ages and abilities at Sir Zelman Cowen Reserve.		Project on track. Design completed. Tender process to follow in April 2022.

Direction 2: An inclusive and healthy community

Performance by actions

Quarter 2 - FY 2021-2022



City of
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Objective 2.2 Diverse, inclusive and safe

ID	Activity	Status	Comment
2.2 G	Implement the Municipal Emergency Management Plan (EMP) and sub-plans.		Project on track. MEMP and sub-plans updated to reflect changes to legislation and amendment to the Pandemic Plan requirements.
2.2 H	Develop the Community Safety Strategy and identify priorities, partnerships and actions.		Project delayed (40%) due to procurement timeframes to engage the consultant.
2.2 I	Deliver the community safety camera program and leverage funding opportunities to address emerging safety issues.		Project on track. Upgrade of Community Safety Camera Program Wireless Network completed.
2.1 J	Monitor and minimise risks to public health through the enforcement of legislation and guidelines.		Project on track. Continued to monitor and minimise public health risks.

Objective 2.3 Public and green spaces

ID	Activity	Status	Comment
2.3 A	Review the Public Realm Strategy through the development and implementation of the Open Space Strategy.		Project off-track (30%). Discussion paper has been prepared. Community Consultation to be undertaken in Q3.
2.3 B	Strategically purchase land across the municipality to create increased open space through the Strategies for Creating Open Space.		Ongoing action. Council will continue to monitor for properties that may be suitable to acquire for open space purposes.
2.3 C	Redevelop the multi-sport and recreation precinct at Percy Treyvaud Memorial Park through phased capital works as resolved by Council.		Project on track. Construction has commenced.
2.3 D	Deliver Harold Holt Swim Centre upgrade works, including outdoor areas and dry program rejuvenation project.		Project on track. Construction has commenced.
2.3 E	Deliver community sporting facility upgrades, including Toorak Park Charles Lux Pavilion and East Malvern Tennis, and other priority works.		Project on track. Some projects are in design phase and others in construction phase.
2.3 F	Provide high-quality and well-maintained public open spaces, including parks, gardens, reserves, golf course and sportsgrounds to cater for diverse community needs through delivering the annual program of works.		Project on track. Works included planting 8,000 indigenous plants, all abilities exercise equipment, roundabout landscape works.
2.3 G	Deliver the staged implementation of the Gardiners Creek Masterplan and other waterway and biodiversity improvement projects.		Project on track. Design works undertaken during this period.
2.3 H	Develop the Community Infrastructure Plan (CIP) to strategically review current and future infrastructure and service requirements for Stonnington.		Project delayed (40%). Development of the CIP underway. Inventory of the existing asset data of being prepared.
2.3 I	Implement the Development Contributions Plan through Planning Scheme amendments and operationalisation.		Project on track. Public exhibition carried out in Q1 and Planning Panel in Q2.

Direction 2: An inclusive and healthy community

Performance by actions

Quarter 2 - FY 2021-2022



City of
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Objective 2.4 Sustainability and climate change

ID	Activity	Status	Comment
2.4 A	Finalise and commence implementation of the Climate Emergency Action Plan.		Project on track. Plan adopted. Council has begun using renewable electricity to power Council buildings and facilities.
2.4 B	Maintain and grow Stonnington's urban forest and enhance biodiversity through implementing the Urban Forest Strategy and Sustainable Environment Strategy.		Project on track. Actions included planting of 1,700 street trees and 10,000 small trees within parks and open spaces.
2.4 C	Develop a roadmap to electrify Council buildings and facilities, and transition away from gas.		Project on track. Council commenced development of a roadmap to electrify Council buildings and facilities.
2.4 D	Support the community to reduce energy use, install rooftop solar and purchase renewable energy through education, advice and programs.		Project on track. Council delivered a summer energy campaign to encourage solar uptake across community.
2.4 E	Build community capacity to take climate action through the Environmental Champions program.		Project on track. 19 participants graduated from the 2021 Enviro Champions Program.
2.4 F	Support local businesses to reduce energy use, implement environmental upgrades and save money through education, engagement and financing options.		Project on track. Small Business Energy Savers promoted through Eastern Alliance for Greenhouse Action.
2.4 G	Develop and implement the Waste and Circular Economy Strategy.		Project on track. Development of Strategy underway. Community consultation planned for Q3.
2.4 H	Reduce food and green waste to landfill through expanding Council's kerbside food and green waste service and targeted education and engagement.		Project on track. Activities included educational programs and investigations for communal composting facilities.
2.4 I	Provide best practice and innovative waste management solutions.		Project on track. A revised Waste Strategy is under development as per 2.4 G.
2.4 J	Implement water sensitive urban design throughout Council buildings and infrastructure projects, reducing potable water use and increasing alternative water use.		Project on track. Water sensitive urban designs considered for new projects.
2.4 K	Develop and implement a Sustainable Assets Policy to drive Environmentally Sustainable Design in Council buildings and infrastructure projects.		Project ahead of schedule (60%). Sustainable Assets Policy developed for Council endorsement in March 2022

Direction 3: A people-centred and future ready city





Direction 3:

A people-centred and future ready city Highlights

Capital Works Update

Works completed at:

- Hobson Street pocket park redevelopment
- Princes Garden - temporary pocket park
- Retaining wall and landscaping works at Sir Robert Menzies reserve

Construction commenced at:

- Princes Gardens sports court redevelopment (multi-used courts) **\$1.167 M**
- Orrong Park Tennis Centre redevelopment (multi-purpose courts) **\$1.059 M**
- Redevelopment of the heritage dive tower **\$1.395 M**



Digital Transformation

# Projects	On track	Monitoring	Delayed*	On hold	Actuals + Commitments (since Aug-20)	Estimated cumulative Business Case \$ Benefits
20	9	4	3	4	\$16.8m	~\$22.5m 6-year period

* Waiting on resources

Milestones completed this quarter:

- Cyber security remediation program brought forward due to cyber security incident
- New procurement system
- New learning system
- Full hybrid working environment
- MS Teams rolled-out
- Improved parking renewals process
- All sites Telstra/NBN upgrade completed
- \$670k government grant to digitise permits

Outcome highlights this quarter:

- 30% uplift in Microsoft Secure Score
- 100% hybrid office for service continuity
- 18% more parking renewals returned earlier, 7% improved completion rate and 50sec less time to complete on average
- All satellite sites (incl. Aquatics, Chapel Off Chapel) upgraded with no impact on service and revenue
- Significantly decreased cyber security risk due to upgrade of programs and systems

Next Quarter:

- Smart Cities Strategic Framework
- Select Project Management tool
- Data Warehouse go-live
- Reporting efficiencies
- My Stonnington App soft launch

Direction 3: A people-centred and future ready city

Performance by actions

Quarter 2 - FY 2021-2022









City of
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The following section contains the Year 1 Annual Plan 2021-22 actions for Direction 3.




The below table summarises our progress towards achieving each action.

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Performance by actions

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Objective 3.1 Community focus, connection and engagement

ID	Activity	Status	Comment
3.1 A	Engage with the community about matters that affect them, using different forms and levels of engagement as defined by the Community Engagement Policy.		Project on track. Community Engagement Policy updated and improvements made to the online engagement platform.
3.1 B	Provide timely and effective communication to promote and celebrate our services and achievements, in alignment with our corporate identity and brand.		Project on track. Suit of communication strategies underway.
3.1 C	Develop and maintain Council's advocacy program, including collaboration with M9 Councils.		Ongoing action. Council will continue to advocate and collaborate with M9 Councils for regional initiatives.

Objective 3.2 Customer experience through transformation

ID	Activity	Status	Comment
3.2 A	Implement the Digital Transformation Strategy / One Stonnington to support current and future organisational business needs and customer expectations.		Project on track. Digital Transformation roadmap developed.
3.2 B	Develop and implement the Data Strategy to unlock Council's data and information to better meet expectations of modern customer interactions and operations.		Project delayed (40%). Data strategy and implementation of data hub progressed with some delays caused by the cyber security incident.
3.2 C	Develop and implement the Customer Experience Strategy to identify, build and implement the required people, system and process capabilities.		Project delayed (40%) due to resourcing. Milestones will be accelerated to meet milestones.
3.2 D	Develop and implement the Smart Cities Strategy.		Project on track. Community Consultation commenced and strategy development underway.

Direction 3:

A people-centred and future ready city

Performance by actions

Quarter 2 - FY 2021-2022



City of
STONNINGTON

Objective 3.2 Customer experience through transformation

ID	Activity	Status	Comment
3.2 E	Develop and implement new customer products and channels, and improve and optimise existing customer channels.		Project on track. Ongoing improvements to the website and other communication channels.
3.2 F	Develop and implement the Voice of Customer capability - 'know me'.		Project on track. Insights from the customer research used to help shape the program.
3.2 G	Streamline Council processes and services, and improve community satisfaction.		Project on track. Technology improvements implemented.
3.2 H	Enhance Council's data and cyber security to align with Office of Victorian Information Commissioner standards.		Project on track. Significant improvements made to protect Council's data.

Objective 3.3 Engaged and capable people

ID	Activity	Status	Comment
3.3 A	Baseline our organisational culture and implement targets and plans to shift our culture to improve organisational performance.		Project on track. Baseline measurement of organisational culture completed and staff engagement underway.
3.3 B	Develop and embed a toolkit to enable staff to increase and practice digital transformational skills (e.g. agile training, new ways of working and change management).		Project delayed (40%) due to the cyber security incident and COVID-19 impacts.
3.3 C	Embed the safety culture transformation four pillars; Walk, Share, Care and Learn.		Project on track. Implementation of the four safety pillars underway.
3.3 D	Embed an organisational capability framework to build capability that enables Council to deliver on its strategic objectives.		Project on track. Development of the framework progressed, to be finalised in Q3.
3.3 E	Develop and embed a new Risk Framework in alignment with the new Council Plan, and engage staff so that risk is embraced as a performance improvement and value creation tool.		Project on track. Current Risk Framework under review.
3.3 F	Refresh our organisational values to support the delivery of our new Council Plan and to meet our cultural aspirations.		Project off-track. Preparatory work commenced. Implementation of this initiative has been moved to 2022-23.
3.3 G	Raise the profile of diversity and inclusion and undertake a gender equality audit to identify any workplace inequality within our organisation to improve our diversity composition and to make Council an Employer of Choice.		Project on track. Workplace Gender Equality Audit submitted to the Commission for Gender Equality in the Public Sector.

Direction 3: A people-centred and future ready city

Performance by actions

Quarter 2 - FY 2021-2022



City of
STONNINGTON

Objective 3.4 Fit for purpose model and resource management

ID	Activity	Status	Comment
3.4 A	Implement the Technology Enablement Program to: Support Council business through network upgrades, cyber security resilience, laptop renewal and replacement. Ensure staff have access to the right systems and programs to best do their jobs and effectively meet community needs.		Project on track. Improvements to the current systems and modernisation of equipment achieved.
3.4 B	Scope and commence modernising Council's record management services, including digitisation.		Project delayed (40%) due to resourcing and the impacts of the cyber security incident.
3.4 C	Review Council's ten-year Asset Management Plans to guide long-term management of our assets and commence phase one of the Strategic Asset Management Program.		Project on track. Plans reviewed and updated. Implementation of strategic plans underway.
3.4 D	Develop and implement an integrated planning and performance framework that links the community's aspirations with Council strategy, operations and performance.		Project delayed (35%) due to resourcing. Draft framework under development.
3.4 E	Coordinate annual business planning aligned with the Annual Budget.		Project on track. Commenced annual Service Planning in line with annual Budget process.
3.4 F	Complete building renewal and upgrade projects through delivery of the Capital Works Program.		Project on track. Several minor and major upgrades undertaken.
3.4 G	Maintain Council's property assets including municipal building, pavilions and other community buildings.		Project on track. Proactive maintenance scheduled through the year.
3.4 H	Deliver ongoing maintenance of our roads, laneways, footpaths, bike paths and drains to maintain amenity.		Ongoing action. Proactive and reactive maintenance completed.
3.4 I	Optimise the fuel efficiency of Council's vehicle fleet.		Project on track. Continued environmental responsible purchases.
3.4 J	Ensure Council's governance practices meet legislative requirements.		Project on track. Governance practices met requirements.
3.4 K	Develop and implement an integrated service review framework that will enable Council to review and optimise service delivery and efficiency and improve our customer experience.		Project ahead of schedule (60%). Best Value/Service Review framework developed. Priority setting underway ahead of endorsement.
3.4 L	Optimise technology service management to support staff obtaining the best value from our IT systems.		Project on track. New processes introduced and focus on standards of services being provided.



Local Government Performance Reporting Framework (LGPRF)

Quarter 2 - FY 2021-2022

Approach to performance reporting

LGPRF indicators help Councils to measure and track their performance in providing services to the community.

In this section we provided a summary of our performance across a range service areas we deliver, including:

- Animal management
- Aquatic facilities
- Food safety
- Governance
- Libraries
- Maternal and child health
- Roads
- Statutory planning
- Waste collection

For this report we are comparing indicators from the same quarter over the previous two financial years to allow a comparison in our performance over time.



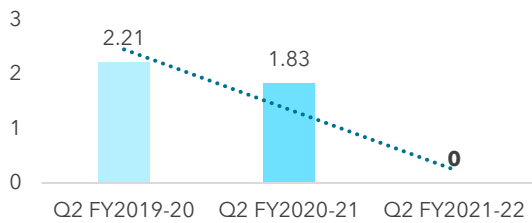


Metrics and Indicators (LGPRF)

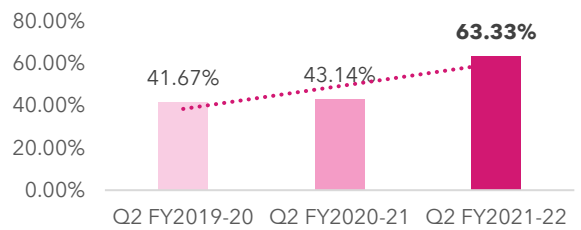
How we are performing

Animal Management

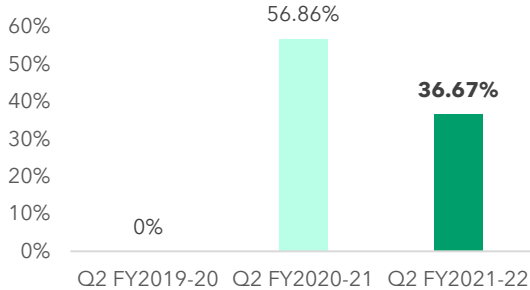
AM1. Time taken to action animal management requests (days)



AM2. Animals reclaimed from Council (%)



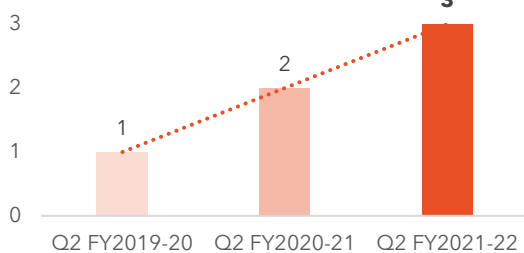
AM5. Animals rehomed (%)



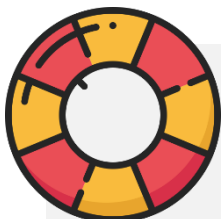
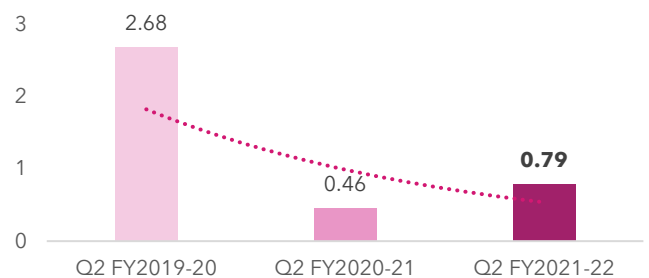
AM1. No CRM request received in this period.
AM2. As cats are less likely to be reclaimed than dogs, the percentage is influenced by the number of cats collected.
AM5. Animals that are not rehomed are sent to Save-A-Dog-Scheme for adoption.
*** AM7** Animal prosecutions: There were no animal prosecutions during this period.

Aquatic Facilities

AF3. Reportable safety incidents at aquatic facilities (#)



AF6. Utilisation of aquatic facilities (#)



AF3. All incidents reported to Worksafe were COVID-19 infections.
AF6. A slight improvement in visitation was observed following the staged reopening. Still significantly lower than the pre-COVID statistics.

*** AF2.** Due to COVID-19, closures and risks, no inspections were undertaken during this period. Pools inspections will recommence in early 2022.

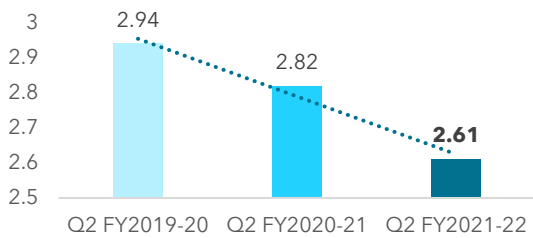


Metrics and Indicators (LGPRF)

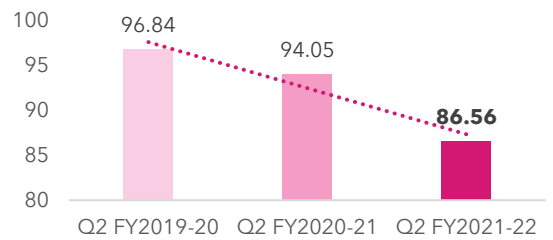
How we are performing

Food Safety

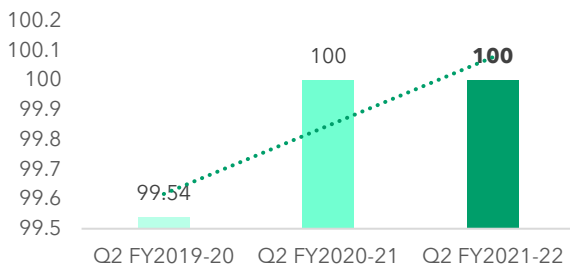
FS1. Time taken to action food complaints (days)



FS2. Required food safety assessments undertaken (%)



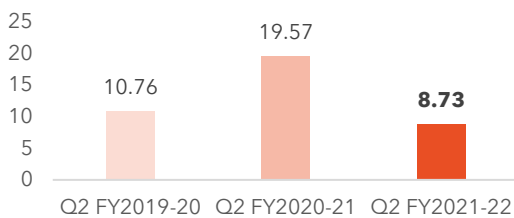
FS4. Critical and major non-compliance outcome notifications followed by Council (%)



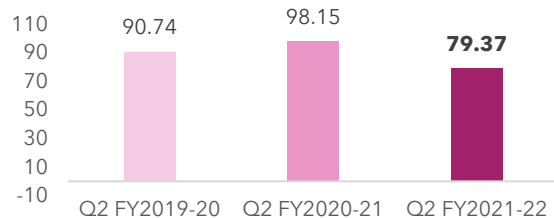
FS1. Consistent performance given the challenges of COVID environment.
FS2. Due to premises being closed and staff shortages during this quarter a lower percentage of required assessments were undertaken.
FS4. All major or critical non-compliance outcome notifications and all inspections were followed up.

Governance

GO1. Council decisions made at meetings closed to the public (%)



GO3. Councillor attendance at council meetings (%)



GO1. Council strives to make decision in open council meetings whenever possible as part of its commitment to public transparency.
GO3. Councillor attendance has decreased during this quarter.

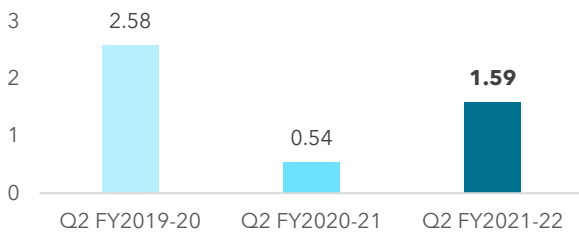


Metrics and Indicators (LGPRF)

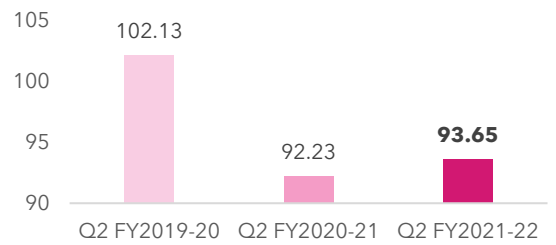
How we are performing

Libraries

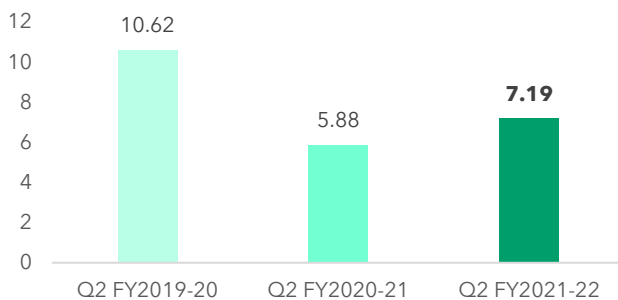
LB1. Physical library collection usage (#)



LB2. Proportion of library resources less than 5 years old (%)



LB4. Active library borrowers in municipality (%)



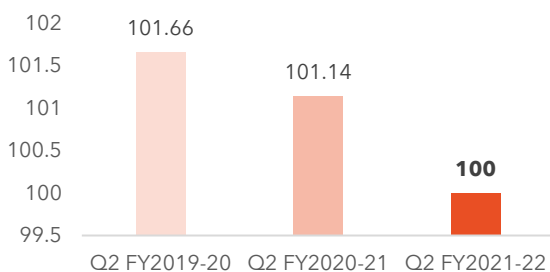
LB1. Improvement from previous year. However, the rates remain below pre-COVID times. Despite closure and only 'Click and Collect' model, loans performed well.

LB2. Stonnington continues to renew and maintain the standard of the library collection.

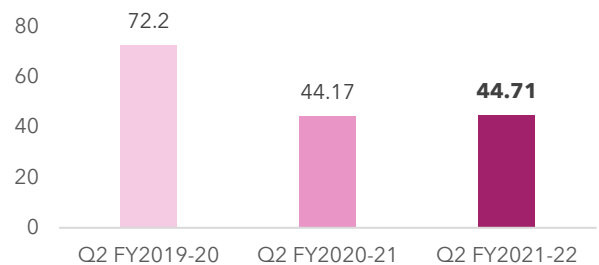
LB4. # Active library borrowers is 8,533 and figures are in line with expected activity. Noting that the operational 'Click and Collect' model may have impacted some users.

Maternal and Child Care

MC2. Infant enrolments in MCH service (%)



MC4. Participation in the MCH service (%)



MC2. Figures can differ if child/family moves in or out of LGA. For this period all infants were enrolled to the MCH

MC4. Attendance rate is acceptable as some clients are eligible to attend their appointment over many months

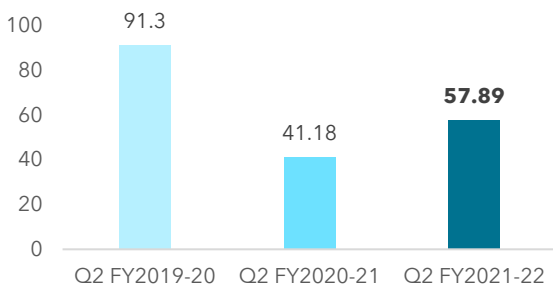


Metrics and Indicators (LGPRF)

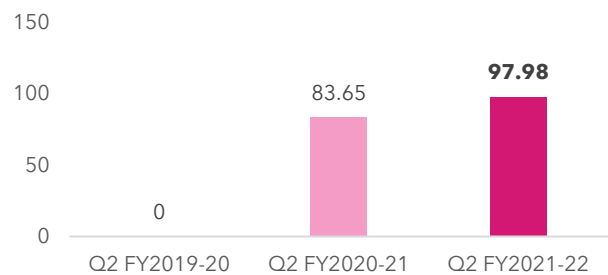
How we are performing

Maternal and Child Care

MC5. Participation in the MCH service by Aboriginal children (%)



MC6. Participation in 4 week Key Age and Stage visit (%)



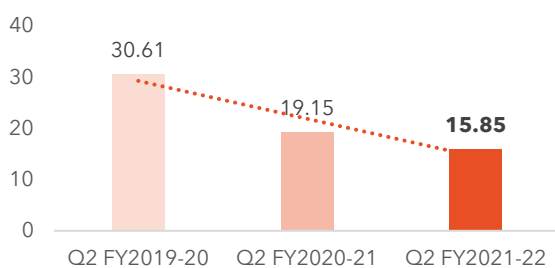
MC5. Due to low numbers of families in this cohort, some may not be eligible to attend their KAS visit during this time.

MC6. Good attendance numbers (242/247 attended).

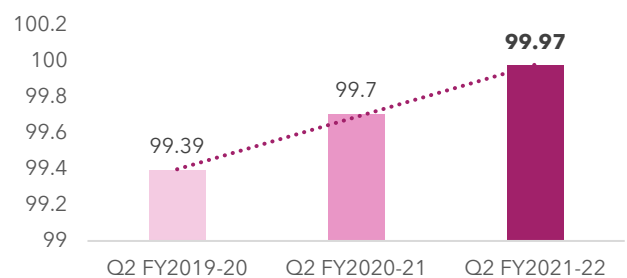
Non-attendance may have been due to some appointments falling just outside this timeframe.

Roads

RD1. Sealed local road requests per 100km of sealed local roads (%)



RD2. Sealed local roads maintained to condition standards (%)



RD1. The number of requests has decreased. This is likely due to the standard quality of the local roads

RD2. Road condition has been maintained by ongoing maintenance and renewal programs

*** RD3-RD4.** Local roads that were completed during this period on time and within budget: Orrong Rd (Toorak) Alvie St (Malvern East), Thomas St (Windsor)

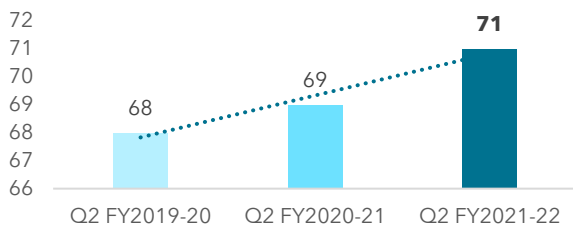


Metrics and Indicators (LGPRF)

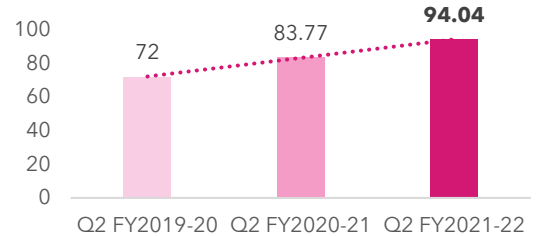
How we are performing

Statutory Planning

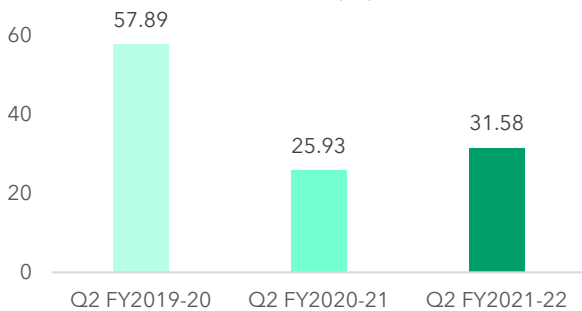
SP1. Time taken to decide planning applications (days)



SP2. Planning applications decided within required time frames (%)



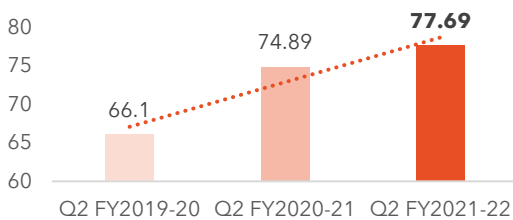
SP4. Council Planning decisions upheld at VCAT (%)



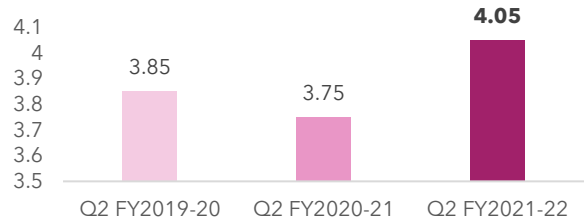
SP1. Application processing and decision delays were due to the cyber security incident.
SP2. Decision were made within required timeframes.
SP4. The number of eligible VCAT decisions had reduced due to an increase in matters settled via consent.

Waste Collection

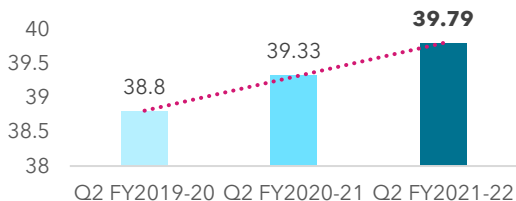
WC1. Kerbside bin collection requests (#)



WC2. Kerbside collection bins missed (#)



WC5. Kerbside collection waste diverted from landfill (%)



WC1. Bin collection requests have increased. Potentially due to increased bin refills from working from home arrangements.
WC2. The percentage of bins missed has increased during lockdown periods.
WC5. Council has increased diversion compared to the same quarter over the last two years. It may be due to the introduction of Food Organics and Garden Organics.



City of
STONNINGTON

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Stonnington Services and Visitor Hub
Chatham Street, Prahran Square,
Prahran

Stonnington Depot
(Administration Building)
293 Tooronga Road, Malvern

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Community Languages

Call the Stonnington Community Link,
a multilingual telephone information service.

Mandarin	普通话	9280 0730
Cantonese	廣東話	9280 0731
Greek	Ελληνικά	9280 0732
Italian	italiano	9280 0733
Polish	Polski	9280 0734
Russian	Русский	9280 0735
Indonesian	Bahasa Indonesia	9280 0737
All other languages		9280 0736

We are national relay service friendly

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- * TTY user phone 133 677 then ask for 8290 1333
- * Speak and Listen users phone 1300 555 727 then ask for 8290 1333
- * Internet relay users connect to the NRS then ask for 8290 1333