

# Local Government Performance Measurement Framework



# Context and key drivers

## 1. Destination 2036

*‘Develop a consistent performance measurement approach for councils...’*

## 2. Local Government Review Panel

### **Future Directions Recommendation**

*Development of consistent data collection and performance measurement systems for NSW councils along similar lines to the current Victorian initiative, and in accordance with the Destination 2036 Action Plan*

## 2. Local Government Acts Taskforce

*As the principal element of the governance framework for local government in NSW, the Taskforce acknowledges the importance of ensuring the Act provides a strong framework which facilitates councils acting fairly, responsibly, ethically and in the public interest.*

## 4. NSW Auditor General’s Report

*‘...NSW lacks assurance that councils comply with the Act, are financially viable and provide efficient and effective services to residents and ratepayers.’*

*(from Monitoring Local Government)*

# Objectives and Scope

- **Objectives**

A consistent set of core performance measures that can apply to all NSW council for:

- Accountability to **Community**
- Reporting/intelligence to **State**
- Promoting continuous improvement amongst **Councils**

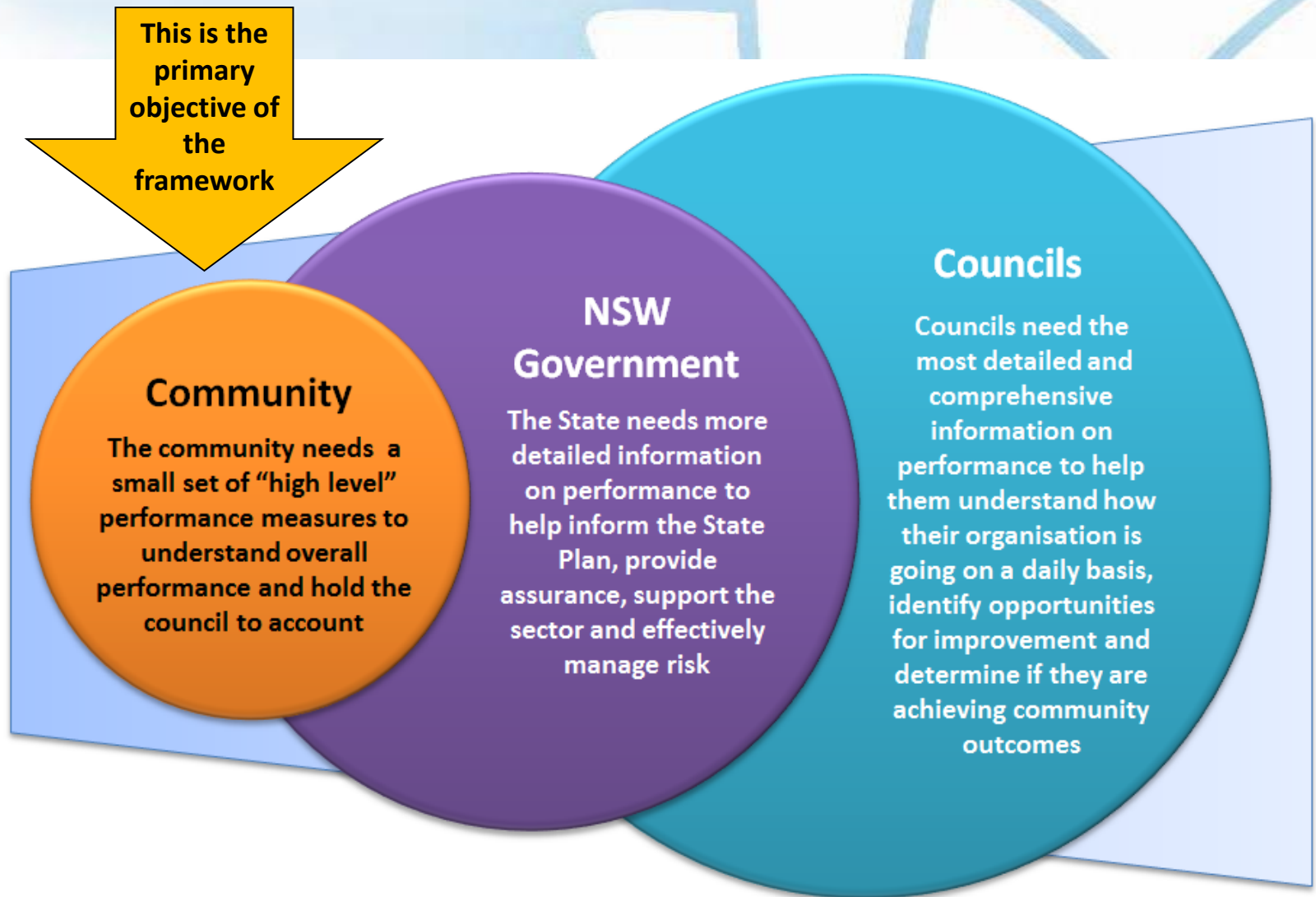
- **Scope**

- Council performance
- Output measures at Delivery Program and Resourcing Strategy levels of IP&R Framework
- Small set of meaningful, comparable measures that people in the community understand and care about

- **Opportunities**

- More useful State-level performance measures and council groupings for comparatives
- State-wide survey of community satisfaction to fill gaps eg. service effectiveness
- State-wide repository for data input and reporting
- Reduced reporting

# Objectives and Scope



# Work to date

- **Financial/Asset indicators**
  - TCorp financial sustainability reports
  - Infrastructure audit
- **Local Government Performance Measurement Framework**
  - Draft for consultation, being developed with the External Reference Group
- **2011/12 Comparatives**
  - Readily-obtainable data list reviewed to choose best indicators to highlight
  - Includes sector wide overview and individual 'Your Council' snapshots
- **Community satisfaction as a measure of effectiveness**
  - Have been exploring State-wide community satisfaction surveys with other jurisdictions and research companies

# Figure 2. Local Government Performance Framework

## *Inputs*

*To understand community needs*

**Community Engagement Strategy**

**Data sources**

## *Performance Outputs*

*To promote accountability and drive improvement*

**Delivery Program Resourcing Strategy**

## *Performance Outcomes*

*To understand sustainability*



**Sustainable Council**

*To understand sustainability of council*

## *Outcomes*

*To understand effectiveness*

**Community Strategic Plan**

**Sustainable Community**

*To meet social, economic, environmental and civic leadership needs*



# Albury City Council



Albury City has an area of approximately 305.9 km<sup>2</sup> with a population of 49,467. It is a major regional city located in the southern Riverina on the Murray River. Albury has strong ties with the adjacent Victorian City of Wodonga. It has a diverse economy, based on agriculture and tourism. Albury provides services for surrounding agricultural communities in other local government areas.

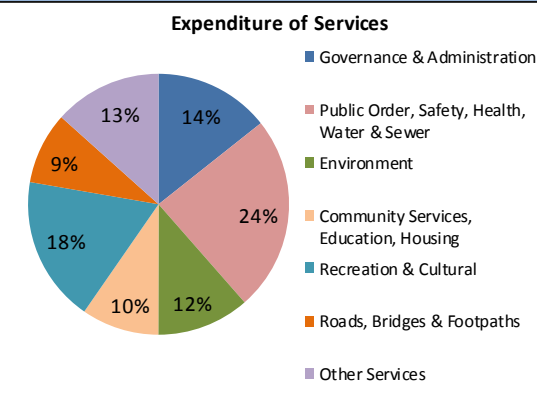
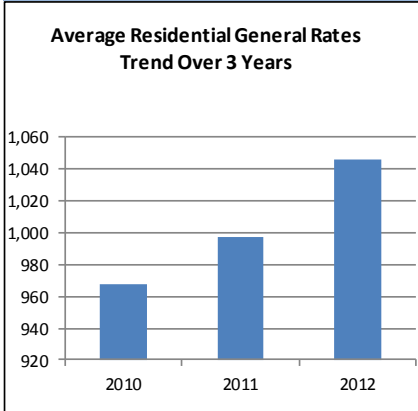
Your Local Government Area	LGA	Group Avg
Five year population change	0.4%	1.5%
Population aged <19	26.6%	26.3%
Population aged >20 <59	53.0%	49.9%
Population aged >60	20.4%	23.9%
Aboriginal & Torres Strait Islanders	2.3%	4.7%
Language Other than English	5.3%	4.5%
Socio-Economic Index Ranking (1 lowest)	87	69

Your Local Economy	LGA	Group Avg
Unemployment Rate	5.8%	6.3%
Average Taxable Income (\$)	\$41,573	\$39,851
Average Household Family Size	2.9	2.9
Largest Industry Employer	Health/social assistance	
Value of DA's determined (\$M)	\$127,426	\$82,333
Tourist Accommodation Establishments	33	17

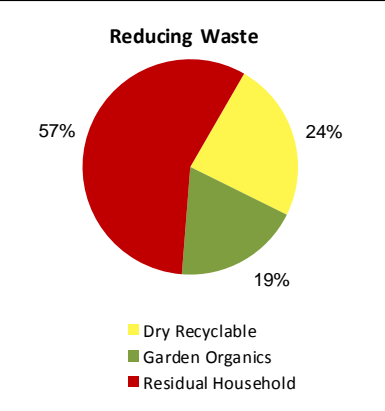
Your Council	LGA	Group Avg
Number of Councillors	9	10
Population per Councillor	5,496	3,976
Number of Equivalent Full Time Staff	466	310
2011/12 Revenue (\$'000)	\$96,873	\$75,132
Revenue per capita	\$1,958	\$2,071
Expenses per capita	\$1,958	\$1,956
Population Density (Residents per km <sup>2</sup> )	161.71	55.24

Your Public Facilities & Social Facto	LGA	Group Avg
Number of Public Swimming Pools	2	3
Number of Public Halls	13	12
Number of Public Libraries	2	3
Open Public Space (ha)	2,025	1,006
% Pensioner Rebates	17.3%	21.4%
Access to Internet at Home	69.90%	68.16%

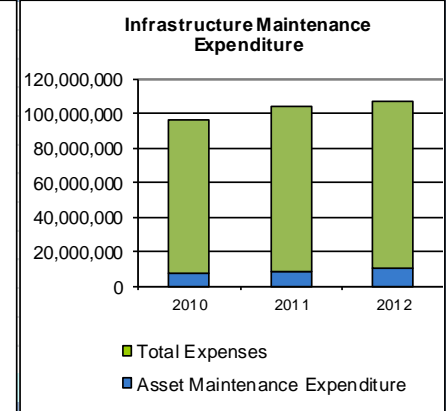
## Your Council's Rates and Spending



## Your Council's Waste Services



## Infrastructure Maintenance Expenditure



TCorp has assessed your Council's current Financial Sustainability Rating as Moderate with a Neutral outlook.

The Infrastructure Audit assessed Council's infrastructure management to be Moderate.

# Process

## Phase 1:

### Establish & Consult

- Governance
- Working groups
- Discussion paper

Jul - Jan 2014

## Phase 2:

### Develop & Test

- Develop indicators
  - Identify data gaps/overlaps/redundancies
- Consult

Aug 13 – Mar 14

## Phase 3:

### Enable

- Pilot
- Legislative change
  - Streamlined community satisfaction surveys
- Reporting and comparatives

2014-15

Limited number of core, consistent and comparable measures of council performance



# Making phase 1 & 2 happen

**Community Satisfaction**

Working group

DLG/  
Sector reps

**Governance**

Working group  
DLG/Sector reps

**Finance**

Working group  
DLG/Sector reps

**Assets**

Working group  
DLG/Sector reps

**Service Delivery**

Working group  
DLG/Sector reps

**External Advisory Group**  
DLG, LGNSW, LGMA, 1 sector rep from each working group

**DLG**

# Ways to have input

## Discussion paper

- Provides information about why we are undertaking this project
- Seeks input from councils and others on proposed objectives, principles and framework to develop performance measures
- Asks councils to complete a survey on current community satisfaction surveys in sector and interest in State-run surveys

**To be involved, read the discussion paper and share your views by 24 January 2014 by email to:**



**[LGPF@dlg.nsw.gov.au](mailto:LGPF@dlg.nsw.gov.au)**

