

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**

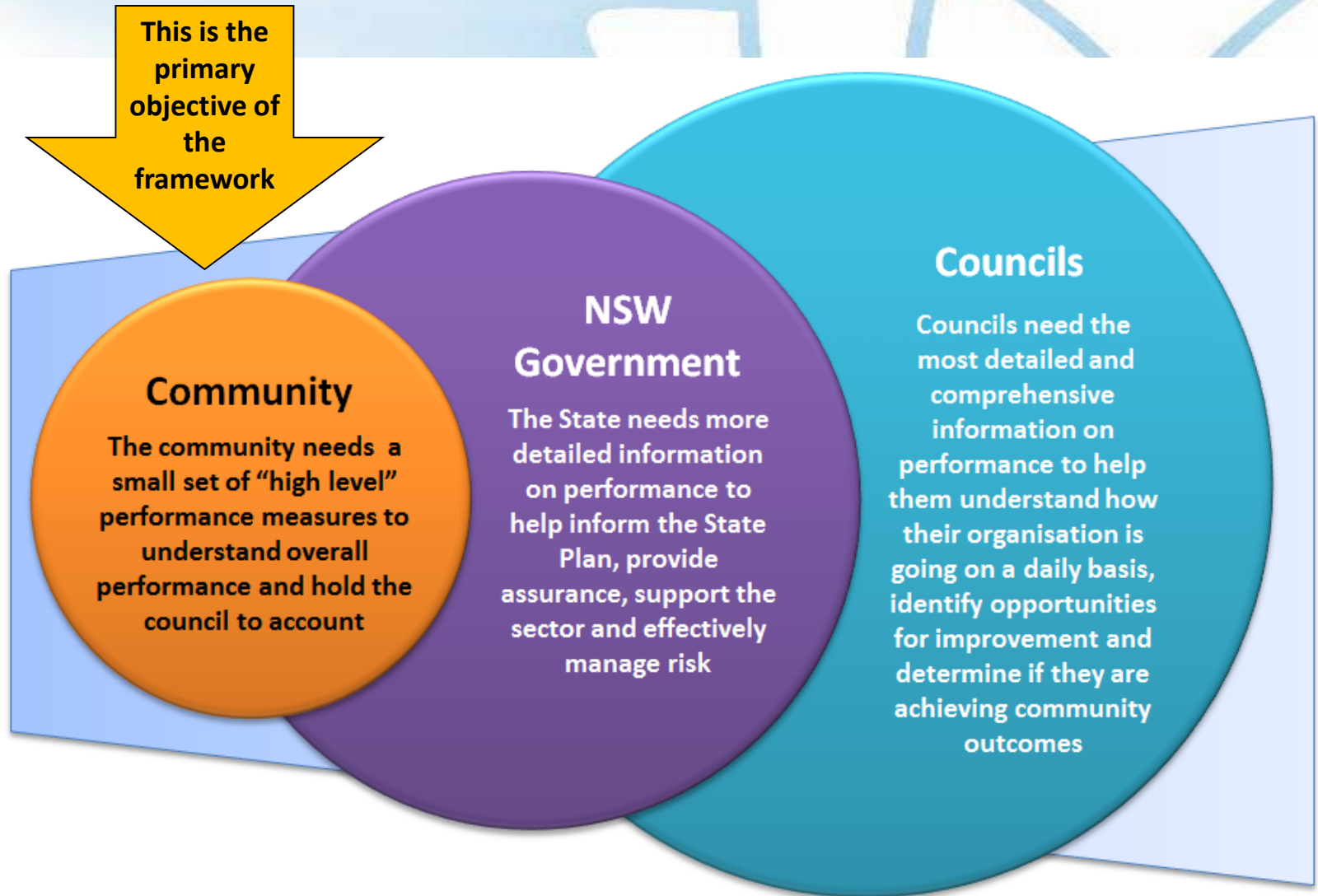
- **Scope**

- 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 km² 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.

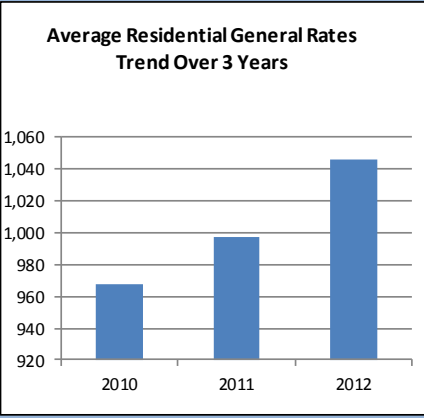
Your Local Government Area	LGA	Group Avg
Five year population change	0.4%	1.5%
Population aged <19	26.6%	26.3%
Population aged >20 <59	53.0%	49.9%
Population aged >60	20.4%	23.9%
Aboriginal & Torres Strait Islanders	2.3%	4.7%
Language Other than English	5.3%	4.5%
Socio-Economic Index Ranking (1 lowest)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

Your 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 ²)	161.71	55.24

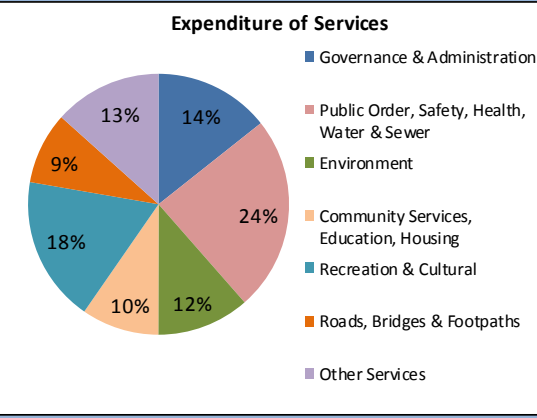
Your Local Economy	LGA	Group Avg
Unemployment Rate	5.8%	6.3%
Average Taxable Income (\$)	\$41,573	\$39,851
Average Household Family Size	2.9	2.9
Largest Industry Employer	Health/social assistance	
Value of DA's determined (\$M)	\$127,426	\$82,333
Tourist Accommodation Establishments	33	17

Your 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%

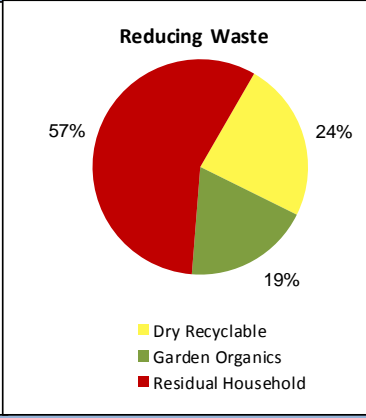
Your Council's Rates and Spending



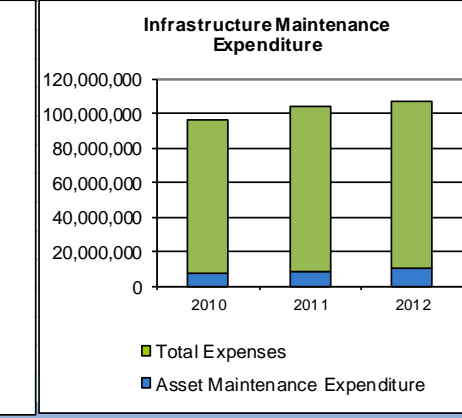
Your Council's Waste Services



Infrastructure Maintenance Expenditure



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

