

Council performance is stable

Council's performance on all core measures is relatively stable in 2016 compared to past years, with results in this year's Community Satisfaction Survey moving only a few points in either the plus or minus direction. The results of the survey will be tabled at the Council meeting on Wednesday.

Annual Local Government Community Satisfaction Surveys are coordinated by Local Government Victoria (LGV) on behalf of local councils. A total of 400 randomly completed interviews were conducted in South Gippsland Shire between 1 February and 30 March, 2016.

The main objectives of the survey are to assess the performance of South Gippsland Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides Council with a means to fulfil some of its statutory reporting requirements as well as acting as a feedback mechanism to LGV.

Of the core measures, Council continues to perform best in the area of Customer Service and higher results were received for Community Decisions, Sealed Local Roads and Advocacy. Lower results were for Overall Performance and Community Consultation.

Of the 'Best Thing About Council', residents pointed to Parks and Gardens, Councillors and Customer Service, while indications of where 'Council most needs to improve' included Sealed Road Maintenance, Community Consultation and Expensive Rates.

Mayor, Cr Robert Newton, said Sealed Local Roads continued to be the most problematic area, despite improving by three points.

"This is most concerning as 11 of the 17 roads specified by respondents as being poor are State Government roads managed by VicRoads. The top two most cited roads are State highways," Cr Newton explained.

"This clearly means that more needs to be done by Council and VicRoads in terms of informing the community about who owns and manages what roads."

Cr Newton said he believed the survey did not accurately reflect the ongoing work behind the scenes to achieve success.

"The Karmai Community Children's Centre in Korumburra means better access for local families, long-awaited extensions to the iconic Great Southern Rail Trail means we now have a continuous trail from Leongatha to Port Welshpool, our efforts in lobbying for both the Corner

Inlet Tourism Development project and South Gippsland Highway Black Spur Alignment, has put these invaluable projects firmly on the agenda,” he explained.

“There is an ambitious capital works program planned across the Shire with \$20.81M earmarked for works around property, plant and equipment and infrastructure. It is a significant achievement to be in a solid financial position and able to increase our Capital Works Program compared to past years while also adapting to rate capping. This amount was set and prioritised based on ongoing consultation with our community, as well as strategic planning to assess needs and develop sound business cases for each project.”

Council’s job now is to analyse the results to inform the Local Government Performance Reporting Framework (LGPRF) report, Council's Annual Report, the 2017-2021 Council Plan, educative material for the community, future community engagement activities and other plans and strategies of Council, as relevant.

Community Satisfaction Survey 2016 summary of core measures:

Performance Measures	South Gippsland 2016	South Gippsland 2015	Who gave the highest score	Who gave the lowest score
Overall Performance	47	2 points lower	35-49yrs	Women and 50-64yrs
Community Consultation	47	2 points lower	35-49yrs	18-34yrs
Advocacy	47	2 points higher	18-34yrs	50-64yrs
Making Community Decisions	47	3 points higher	18-34yrs and 35-49yrs	65+yrs
Sealed Local Roads	30	3 points higher	65+yrs	18-34yrs
Customer Service	65	Equal	Men	35-49yrs
Overall Council Direction	43	1 point lower	35-49yrs	50-64yrs

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