

## Achievement of Customer Service Guarantee Report – April to June 2018

Section	Target	Result	Met or Exceeded Target	Within 3% of achieving Target	Not Achieved	Target Not Yet Applicable	Comment from relevant manager, where required
<b>Overall Achievement</b>			<b>31</b>	<b>5</b>	<b>3</b>	<b>1</b>	
Customer Responsiveness	We will answer 90% of calls to our Customer Service Centre within 30 seconds.	<b>93.8%</b>	<b>X</b>				<b>An average of 93.8% has been achieved for the current period.</b>
	We will respond to your letter within 10 working days of receipt.	<b>94.17%</b>			<b>X</b>		<b>This is an improved result when compared to the previous reporting period results.</b>
	If you email us at our central email address (mail@monash.vic.gov.au), we will acknowledge your email within 1 working day and respond within 10 working days.	<b>All emails acknowledged within 1 working day</b> <b>89.08%</b>			<b>X</b>		<b>This is a slight decline in the response rate from the previously reported results with a higher volume of email received. This is a continued focus area for improvement.</b>
Waste Services	Our household waste collection service will not lead to more than 120 reports of uncollected bins per month. (this target is well above industry standards).	<b>Total missed waste bin reports were 279. Results for April were 87, May 101 and Jun 91.</b>	<b>X</b>				<b>Target was achieved.</b>
	Our household recycling collection service will not lead to more than 60 reports of uncollected bins per month. (this target is well above industry standards).	<b>Total missed recycling bin reports was 95. Results for April were 41, May 23 and June 31.</b>	<b>X</b>				<b>Target was comfortably achieved.</b>

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	Damaged bins will be repaired within 3 - 5 working days of being reported to us.	Number of requests received were 647. Results for April were 208, May 234 and June 205.	X				Target was achieved.
	Bins for a new or resumed service will be provided to an occupied premise within 2 working days of being requested.	Number of requests received were 307. Total for April was 94, May 110 and June 103.		X			April 2018 - two requests did not make it onto the run sheet for the bin maintenance officer due to the template corrupting, but was completed the next day.  June 2018 – three requests were not completed on time due to a new Bin Maintenance Officer learning the role and not being aware of the Customer Service Guarantee. Process was explained and the requests were completed the next day.
	Bins reported as missing will be replaced within 2 working days of being reported to Council	Number of requests received were 221 with results April 65, May 83 and June 73		X			May 2018 –one request was not completed on time due to the system not emailing the request. The request was done within 3 days of it being received.  June 2018 –two requests were not completed on time due to short fall staff and needing to prioritise the work load.
	Every year we will provide one free hard waste collection for each Monash household, as part of Council's Annual Hard & Green Waste Collection.		X				Target was achieved.
Street Cleaning Services	We will clean every major shopping strip 6 days per week. Residential streets will be cleaned on average, once every 5 weeks.	Service provided as stated	X				Target was achieved.
	We will respond to reports of overfull street litter bins in shopping strips within 2 hours of being reported (during working hours).	No reports received	X				
	We will investigate reports of litter and dumped waste on public land within one day of it being reported to us.	Number of requests received were 498. Apr 132, May 183, Jun 183		x			April 5 not completed on time - but completed the next day May 3 completed on time – 1 completed the next day and 2 within 3 days June 5 not completed on time - but completed the next day.  A shortage of skilled resources with high number of unexpected leave this quarter.

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Roads & Footpaths	Major potholes on Council roads that are assessed as urgent will be made safe within 24 hours. If assessed as non-urgent, potholes will be temporarily made safe within 5 working days and repaired within 20 working days.	Two major pothole requests were received by the Council in this quarter  Two minor potholes requests received and repaired within 20 working days	X				
	18,000 m2 of footpaths will be upgraded each year.	7546 m2. For the quarter.	X				
	Footpaths determined to be a tripping hazard will be made safe within 5 working days. Where Council assesses the footpath problem as urgent, it will be made safe within 24 hours.	A total 81 requests were received with 75 jobs completed within 5 working days. Six jobs did not meet the timeframe due to heavy workload during this quarter.		X			
Trees	We will inspect every Council street tree at least once every two years and prune, if necessary.	The Annual Cyclic Street Tree Pruning Program has completed all 31 map areas covering the municipality.	X				
	We will plant a minimum of 1,000 new or replacement street trees per year.	1350 new or replacement street trees have been planted.	X				
	We will plant in excess of 70,000 trees, shrubs and groundcovers in reserves each year.	A total of 101,302 trees, shrubs and groundcovers have been planted in reserves	X				
Library Services	40,000 new items will be added to the Monash Libraries' collection each year.	14,560 new items added to the library collection in April-June 2018	x				A total of 47,171 new items were added to the library collection in 2017-18. The target was exceeded.

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	9,000 new items will be added to the Monash Libraries' collection for culturally and linguistically diverse communities each year.	<b>3,155 items for culturally and linguistically diverse communities added to library collection in April-June 2018</b>	<b>x</b>				<b>A total of 11,171 new library items for culturally and linguistically diverse communities were added to the collection in 2017-18, exceeding this target.</b>
Health	All restaurants, cafes and takeaway food shops will be subject to an inspection by an Environmental Health Officer at least once every 12 months.	<b>In this quarter 668 of 1331 food businesses inspected (50%)</b>	<b>x</b>				
Graffiti	We will respond to reports of offensive graffiti within 4 hours of being notified (between the hours of 7.30am – 4pm, Monday-Friday), with the aim being to remove the offensive graffiti as soon as possible.	<b>One instance of offensive graffiti was reported by the community, 14 instances identified by staff. All were removed within the timeframe.</b>	<b>X</b>				
Parks & Open Space	We will visit all parks every two - six weeks (seasonal) to ensure that the grass is maintained and to identify, remove or report any situations of risk or threat to public safety.	<b>Routine maintenance programs have been completed within our targets with 434 problem reports submitted by Horticulture officers between April and June and 1,245 across the year.</b>	<b>X</b>				<b>1,245 problem reports have been submitted by Horticulture officers throughout the year.</b>
	We will inspect every children's park playground either weekly or fortnightly (depending on their level of use) to ensure they are safe, clean and usable.	<b>Inspections and follow up maintenance has been completed across the Council's 136 playgrounds within the required frequency.</b>	<b>X</b>				
Animal Management	We will conduct a minimum of 20 hours of patrols of local parks per month.	<b>Target exceeded. April 21.5 hours May 24.5 hours June 21 hours</b>	<b>x</b>				

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	We will respond to complaints about animal nuisances, such as barking dogs within 3 working days.	<p><b>Target met.</b> In total 70 Barking Dog Complaints were received, 75% were responded to within one working day, 13% were responded to within two working days and 12% were responded to within three working days.</p> <p>32 Nuisance Cat complaints were received, 94% were responded to within one working day and the remainder within two working days.</p>	x				
	We will respond to reports of dogs wandering at large and dog attacks within 24 hours.	<p><b>Target met.</b> 47 Reports of dogs wandering at large received and 27 dog attacks reported.</p>	x				
Community Amenity	Appropriate enforcement action will be taken within 3 working days on complaints regarding a Local Law (such as an overhanging tree, littering or obstructions on footpaths and roadways).	<p>97.7% of complaints were responded to within three working days.</p>		x			For the period 1686 CRs were received relating to Local Laws. 1648 out of 1686 were actioned within 3 working days. The 38 that were not attended to within three working days were abandoned vehicle complaints and complaints about overgrown vegetation/long grass at properties and on nature strips. They were attended to within 4-5 working days. These complaints were matters where the associated risks were minor and managed as a lower priority in the context of a number of competing demands.
Planning	100% of 'simple' planning applications (as determined by the VicSmart application process) will be determined within 10 working days.	<p>96% of 'simple' planning applications were decided in this time.</p>			X		<p>We have received 71 VicSmart planning application for this period. This is a 16% increase when compared to the previous quarter.</p> <p>69 applications were decided. Of these, 66 were decided in 10 working days or less. Three applications took longer than 10 days to decide. Each of these applications was for the removal of a single tree and Council Officers sought the advice of our Consulting Arborist prior to refusing the applications. It is considered the additional time was necessary to ensure we did not refuse any application unnecessarily.</p>

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	80% of all other planning applications will be determined within 60 days.	82%	x				82% of Planning application have been decided in 60 days for this quarter. This is an increase in the percentage of applications decided 'in time' when compared to the same quarter last year, which saw 73% of applications decided in time. Through this quarter we received 408 new applications and decided 424 applications. We continue to review processes and procedures aimed at increasing the number of decisions made in time.
Community Care	We will respond within 2 working days to any priority 1 referrals for assistance (prioritised using priority of access guidelines).	N/A				x	No longer a valid measure as referrals are made directly to My Aged Care, not Council.
	We will provide all required delivered meals to every eligible Meals on Wheels client by 1pm.	9980 meals were provided over the quarter, 100% were delivered within the required timeframe.	x				
	We will respond within 1 working day to any emergency home maintenance request made by a recipient of Monash HACC services.	24 urgent requests for Home Maintenance were received over the quarter, 100% were responded to within one working day.	x				
Maternal & Child Health	Every new child born to a Monash family will receive a home visit from a Maternal & Child Health nurse.	107.7%	X				Total of 389 Birth notifications (BN) received this month. The MCHN service attended to 419 Home Visits (HV) of these 40 HV complete from BN received late March/SCN babies and BN received with 10 HV to be completed in the next reporting round.
	We will offer ten consultations to all Monash children aged 0-4 years, at key ages and stages.	100%	X				All children aged between 0 birth and 6 years of age offered 10 KAS and stage appointments thorough the universal services, Outreach or Enhanced MCH.
Parking	We will provide parking permits within 5 working days of the receipt of a valid application.	Target met. 809 Disabled Permits issued. 584 Residential Parking Permits issued	X				

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Recreation	We will deliver 99% of timetabled classes for group fitness, swim lessons, squads and multisport.	<b>99.5% of Group Exercise classes delivered. 99.6% of LTS classes were delivered.</b>	<b>x</b>				
Communication	We will continually improve Council's website and expand the functions that our community can perform online via our website (i.e. make payments, request Council services and provide feedback).		<b>x</b>				<b>Updates were made to Council's website to inform community of consultations, events, services and improvements every working day during this quarter.</b>
	We will produce 11 issues of the Monash Bulletin each year and every issue will be delivered to approx 67,000 households.		<b>x</b>				<b>Monthly issues of the Bulletin were delivered to Monash households in April, May and June in line with the publication schedule.</b>
	We will report to the community on how we have performed on the targets set out in this guarantee on a quarterly basis on the Monash website and on an annual basis through the Monash Bulletin and Monash website.		<b>x</b>				<b>A report on Council's performance for the second quarter of 2018 (April-June) will be published on Council's website and a full report of the year will also be published on the website and in the Monash Bulletin.</b>