

Achievement of Customer Service Guarantee Report – October to December 2017

Section	Target	Result	Met or Exceeded Target	Within 3% of achieving Target	Not Achieved	Target Not Yet Applicable	Comment from relevant manager, where required
Overall Achievement			31	5	3	1	
Customer Responsiveness	We will answer 90% of calls to our Customer Service Centre within 30 seconds	94.12%	x				An average of 94.12% has been achieved for the current period.
	We will respond to your letter within 10 working days of receipt.	91.41%		x			A decrease in responsiveness from the last result, monitoring of this area will continue.
	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.	100% 89.47%	x				A decrease in result compared to the last quarter. This area continues to be monitored for opportunities for improvement.
Sustainable Monash	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).	A total of 295 waste bin reports were received during this period. 91 in October, 93 in November and 111 in December	x				Target was comfortably achieved.
	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).	A total of 102 recycling bin reports were received during this period. 37 in October, 28 in November and 37 in December	x				Target was comfortably achieved.

Achievement of Customer Service Guarantee Report – October to December 2017

Section	Target	Result	Met or Exceeded Target	Within 3% of achieving Target	Not Achieved	Target Not Yet Applicable	Comment from relevant manager, where required
	Damaged bins will be repaired within 3 - 5 working days of being reported to us.	A total of 781 requests were received and actioned within 3 – 5 working days during this period. 246 in October, 284 in November and 251 in December	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.	A total of 374 requests were received during this period. 101 in October, 121 in November and 152 in December.		x			Waste Services achieved 100% compliance for October. In November we did not complete three jobs within the required timeframe, but these were completed the next day. In December one job was not completed on time but was completed the next day. This was attributed to staff shortage and unskilled staff filling in the role due to a public holiday.
	Bins reported as missing will be replaced within 2 working days of being reported to Council	A total of 247 reports were received during this period. 72 in October, 112 in November and 63 in December.	x				Target was achieved.
	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				Successful collection completed this quarter.
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				
	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.	A total of 558 requests were received during this period. 202 in October, 166 in November and 190 in December.			x		In October 202 total requests were received, and of these two requests were not completed on time due to a scheduling error. In November 166 total requests were received, with six requests not completed. In December 190 total requests were received, with 39 requests not completed on time. There were a significant number of requests that were not completed with the one day time limit in November and December. Reasons for this mainly relate to some staff

Achievement of Customer Service Guarantee Report – October to December 2017

Section	Target	Result	Met or Exceeded Target	Within 3% of achieving Target	Not Achieved	Target Not Yet Applicable	Comment from relevant manager, where required
							and plant shortages over this period due to staff leave and mechanical breakdown.
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.	4 major pothole request were received by the Council in this quarter. 19 minor potholes requests were received and were repaired within 20 working days	x				
	18,000 m2 of footpaths will be upgraded each year.	10,052m2 of footpath was replaced during October to December 2017	x				A total of 43,844m2 of footpath was replaced between 1 January 2017 and 31 December 2017.
	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 of 12 requests were received, all completed within 5 working days.	x				
Trees	We will inspect every Council street tree at least once every two years and prune, if necessary.	Programmed inspections, and any necessary works, are running within schedule	x				
	We will plant a minimum of 1,000 new or replacement street trees per year.	1,292 have been planted this year, exceeding the targets	x				Establishment works continue to ensure planting works are sustainable.
	We will plant in excess of 70,000 trees, shrubs and groundcovers in reserves each year.	70,928 trees, shrubs, plants, grasses and groundcovers planted.	x				This figure has only increased slightly since last quarter as it is not the optimal planting season.
Library Services	40,000 new items will be added to the Monash Libraries' collection each year.	7,845 new items added this quarter	x				A total of 47,931 new library items were added to the library collection in 2017. The target has been exceeded.

Achievement of Customer Service Guarantee Report – October to December 2017

Section	Target	Result	Met or Exceeded Target	Within 3% of achieving Target	Not Achieved	Target Not Yet Applicable	Comment from relevant manager, where required
	9,000 new items will be added to the Monash Libraries' collection for culturally and linguistically diverse communities each year.	2,256 new items added this quarter	x				A total of 11,127 new library items for culturally and linguistically diverse communities were added to the collection in 2017. This target has been exceeded.
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.	1,325 food safety inspections have been conducted for the year from a total of 1,348 food premises (98%).		x			1325 food safety inspections is the cumulative total for the 2017 calendar year.
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.	0 instances of offensive graffiti were reported by the community, 9 instances identified by staff. All were removed within the timeframe	x				
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.	All sites were serviced within guaranteed frequency.	x				On some occasions a service was not required if there was insufficient growth, however most sites continued to grow aggressively with continued rain in December. 132 problem reports completed by the Parks team during this period.
	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.	Target achieved.	x				During this quarter, 16 defects were repaired, 7 defects reported for graffiti removal, 22 sites had mulch topped up.
Animal Management	We will conduct a minimum of 20 hours of patrols of local parks per month.	Target exceeded. October 20.5 hours; November 23.5 hours; December 22 hours	x				
	We will respond to complaints about animal nuisances, such as barking dogs within 3 working days.	Target met. In total 63 barking dog complaints were received - 78% were responded to within 1 working day, 10%	x				

Achievement of Customer Service Guarantee Report – October to December 2017

Section	Target	Result	Met or Exceeded Target	Within 3% of achieving Target	Not Achieved	Target Not Yet Applicable	Comment from relevant manager, where required
		were responded to within 2 working days and 12% were responded to within 3 working days. 14 Nuisance Cat complaints were received - 92% were responded to within 1 working day and the remainder within 3 working days.					
	We will respond to reports of dogs wandering at large and dog attacks within 24 hours.	Target met. 36 Reports of dogs WAL received and 21 dog attacks reported.	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).	97.4% of complaints were responded to within 3 working days.		x			For the period 2,114 CRs were received relating to Local Laws (a 74% increase compared to the previous quarter). 2,059 out of 2,114 were actioned within 3 working days. The 55 that were not attended to within 3 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 whereby 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.	87% of 'simple' planning applications were decided in this time			x		We have received 58 VicSmart planning applications for this period. This is a 23% increase when compared to the previous quarter. 68 applications were decided. Of these, 58 were decided in 10 working days or less. 9 applications took longer than 10 days to decide and 1 is still to be decided.
	80% of all other planning applications will be determined within 60 days.	57% of all other Planning applications were determined within 60 days			x		57% of Planning application have been decided in 60 days for this quarter. Through this quarter we received 425 new applications and decided 465 applications. The cumulative total for all applications decided in the first half of the year is 63%. This still compares favourably with the state and metropolitan averages. We have noticed that our Residential zones amendment continues to have an effect on timing as we are spending more time on getting applications right as opposed to just deciding them. Encouragingly, we are starting to see the total number of days it takes to decide an application dropping and this should lead to further improvement in the amount of decisions within 60 days.

Achievement of Customer Service Guarantee Report – October to December 2017

Section	Target	Result	Met or Exceeded Target	Within 3% of achieving Target	Not Achieved	Target Not Yet Applicable	Comment from relevant manager, where required
Community Care	We will respond within 2 working days to any priority 1 referrals for assistance (prioritised using priority of access guidelines).	N/A				N/A	Referrals are no longer received directly. All referrals are made to the Commonwealth My Aged Care Contact Centre and we do not control the priority process or the timing with which they pass them to us or any other agency.
	We will provide all required delivered meals to every eligible Meals on Wheels client by 1pm.	11,123 meals were delivered during the quarter prior to 1pm	x				
	We will respond within 1 working day to any emergency home maintenance request made by a recipient of Monash HACC services.	All 45 urgent requests for home maintenance have been responded to as required within the required timeframe.	x				
Maternal & Child Health	Every new child born to a Monash family will receive a home visit from a Maternal & Child Health nurse.	103.37%	x				474 Birth Notifications Received. 490 Home Visits attended (This figure will include 6 HV for babies who were in SCN and not seen in the last quarter and infants that transferred into Monash after discharge from the hospital).
	We will offer ten consultations to all Monash children aged 0-4 years, at key ages and stages.	100%	x				All children born in the City of Monash are offered the 10 KAS consultations
Parking	We will provide parking permits within 5 working days of the receipt of a valid application.	Target met. 787 Disabled Permits were issued and 216 Residential Parking Permits.	x				
Recreation	We will deliver 99% of timetabled classes for group fitness, swim lessons, squads and multisport.	100%	x				A&L achieved 99% of timetabled classes for Group Fitness and 99.08% for swimming lessons, squads.
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).		x				Updates were made to Council's website to inform community of consultations, surveys, events, services and improvements every working day during this quarter.

Achievement of Customer Service Guarantee Report – October to December 2017

Section	Target	Result	Met or Exceeded Target	Within 3% of achieving Target	Not Achieved	Target Not Yet Applicable	Comment from relevant manager, where required
	We will produce 11 issues of the Monash Bulletin each year and every issue will be delivered to approx 67,000 households.		x				Monthly editions of the Monash Bulletin were delivered to Monash households in October, November and December in line with the publication schedule.
	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.		x				A report on Council's performance for the third quarter of 2017 (July-September) was published on Council's website.