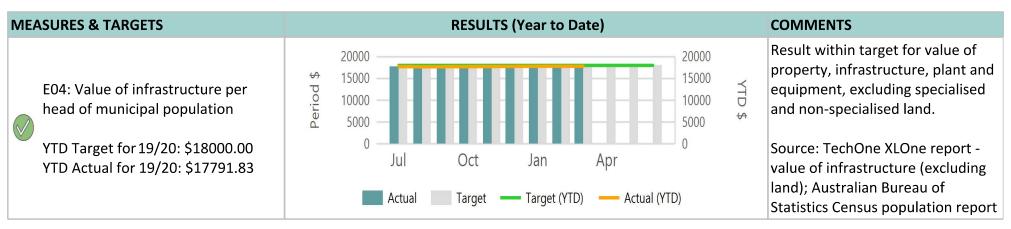
### We Are Established

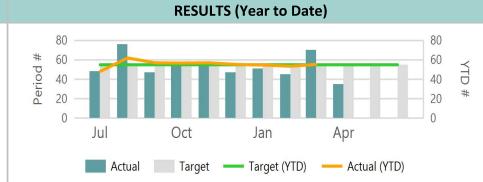


### We Are Growing

#### **MEASURES & TARGETS**

G01: Median number of processing days taken between receipt of planning application and a decision

YTD Target for 19/20: 55.00 YTD Actual for 19/20: 55.33



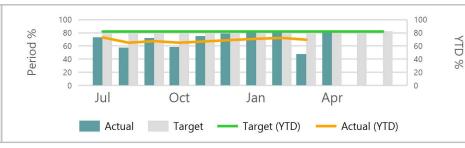
#### COMMENTS

Council Plan target is being met. Longer times are often to enable negotiations to be completed between parties to alow for devleopment.

Source: Planning Permit Activity Reporting System report

G02: Percentage of planning decisions made within 60 days

YTD Target for 19/20: 82.00% YTD Actual for 19/20: 69.59%

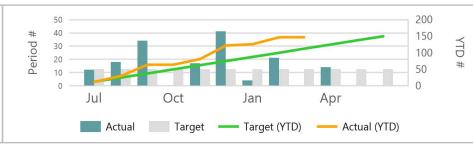


This is affected by negotiations between parties to achieve an appropriate outcome.

Source: Planning Permit Activity Reporting System report

G04: Number of new housing lots released in municipality

YTD Target for 19/20: 112.50 YTD Actual for 19/20: 147.00



The year to date target is being achieved.

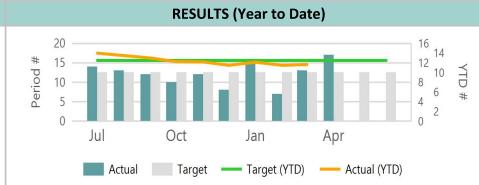
Source: Council rates database

### We Are Growing

#### **MEASURES & TARGETS**

G05: Number of building permits for new dwellings issued within municipality

YTD Target for 19/20: 12.50 YTD Actual for 19/20: 11.67



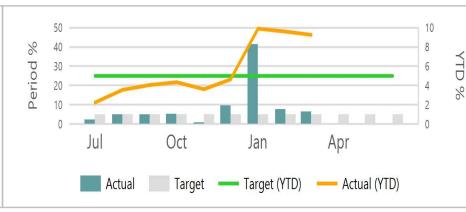
#### COMMENTS

The target of 12.50 permits issued is generally being achieved with a drop in December due to Christmas and a drop in February due to bushfire impacts.

Source: Victorian Building Authority data

G07: Percentage change in Followers of Visit Wangaratta Facebook and Instagram pages

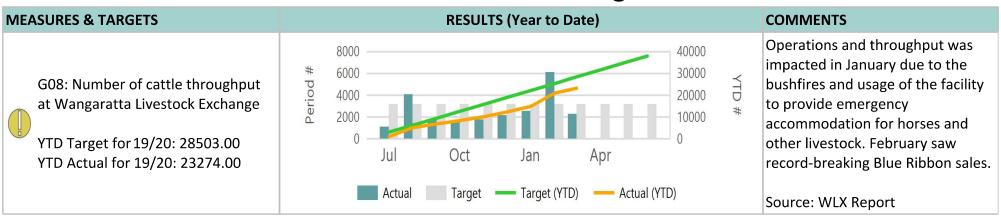
YTD Target for 19/20: 5.00% YTD Actual for 19/20: 9.26%



Facebook and Instagram continue to have strong engagement and followers. Council had to pull back on planned advertising given the impact of COVID-19 and not wanting to 'bring' people to region. The focus is on supporting online purchasing.

Source: Facebook and Instagram

## We Are Growing



# We Are Inspired

I01: Number of attendees at the Wangaratta Art Gallery

**MEASURES & TARGETS** 

X

YTD Target for 19/20: 29346.00 YTD Actual for 19/20: 22617.00



COMMENTS

The gallery closed late March 2020 due to restrictions imposed by the State Government in response to the COVID-19 pandemic. Numbers had started to decrease from 17 March 2020.

Source: Council gallery records

IO6: Number of ticket sales for WPACC



YTD Target for 19/20: 16036.00 YTD Actual for 19/20: 16243.00



Direct result of COVID-19 impact. The venue closed on 17 March 2020 but ticket sales had been decreasing prior to that.

Source: SABO

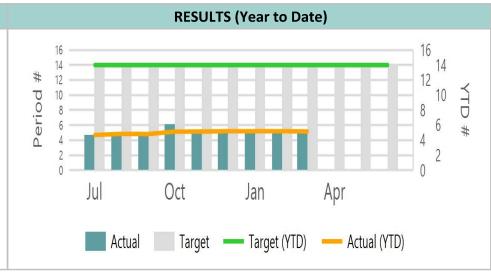
### We Are Inspired

# I08: Average number of days to

close a customer request

**MEASURES & TARGETS** 

YTD Target for 19/20: 14.00 YTD Actual for 19/20: 5.17



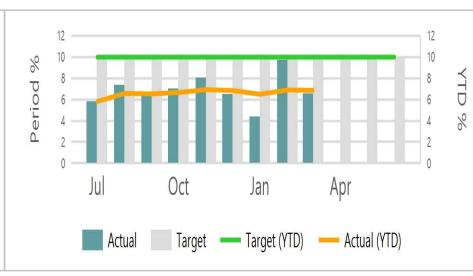
#### COMMENTS

On Track: Work on-going: running as per established target of 14 days to close a customer request. In March, the average days a customer request remained open was 4.9 days within the established target's range. Council continues to follow up with customers on cases waiting a response.

Source: Customer Request Management System - March 2020

IO9: Percentage of customer requests overdue by more than 60 days

YTD Target for 19/20: 10.00% YTD Actual for 19/20: 6.87%



On Track: Work on-going - running as per established target of 10% overdue by more than 60 days. The current results demonstrate that council is responding to customer requests in the agreed target timeframes with an extremely small number of the most complex requests remaining open beyond 60 days.

Source: Customer Request Management System - March 2020

## We Are Inspired

#### **MEASURES & TARGETS**

I10: Number of events held at the Wangaratta Library (excluding regular programs)

YTD Target for 19/20: 48.00 YTD Actual for 19/20: 59.00



#### COMMENTS

The library was on track to meet the plan of 6 events for March however COVID-19 restrictions meant that events were cancelled.

Source: Council library records

I11: Number of conferences and conventions at the Performing Arts and Convention Centre

YTD Target for 19/20: 140.00 YTD Actual for 19/20: 145.00



The venue was on track to meet budget however COVID-19 saw all events cancelled from 17 March 2020.

Source: Council PAC records

I12: Number of events held at the Wangaratta Art Gallery



YTD Target for 19/20: 21.00 YTD Actual for 19/20: 40.00



COVID-19 meant that all events were cancelled. This impacted the gallery revenue as one event was a workshop with a fee to attend of \$200 per person.

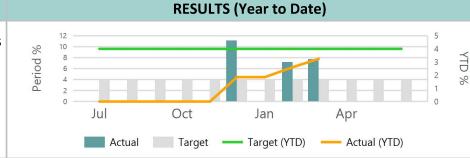
Source: Council art gallery records

### We Are Sustainable

### **MEASURES & TARGETS**

S01: Percentage of Council decisions made at meetings closed to the public

YTD Target for 19/20: 4.00% YTD Actual for 19/20: 3.24%



#### COMMENTS

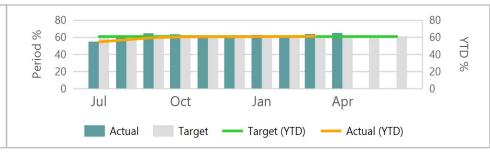
This measure is on track to come in under the year end target.

Source: Council meeting minutes 2 March 2020 & 24 March 2020

S02: Percentage of kerbside collection waste diverted from landfill



YTD Target for 19/20: 61.00% YTD Actual for 19/20: 61.35%



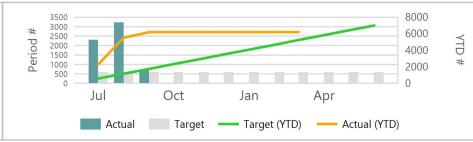
Organic waste is slightly up due to recent rain events.

Source: Tipsite software records, spreadsheet records for the organics plant and JJ Richards monthly invoice.

S03: Native Plants planted in the Muncipality - Greening Wangaratta Program



YTD Target for 19/20: 5249.97 YTD Actual for 19/20: 6196.00



Team have been working through seedling program in readiness for Autumn and Winter planting program

Source: Council records

### We Are Thriving

# T01: Number of visits to aquatic facilities per head of population

**MEASURES & TARGETS** 

YTD Target for 19/20: 3.78 YTD Actual for 19/20: 3.46



COMMENTS

Reduction in attendance due to COVID-19 closure.

Source: YMCA monthly report data

T02: Percentage of children enrolled to participate in the Maternal & Child Health Service



YTD Target for 19/20: 95.00% YTD Actual for 19/20: 100.94%



Source:

T03: Cost of Maternal and Child Health Service per hour of service delivered



YTD Target for 19/20: \$67.00 YTD Actual for 19/20: \$60.11



Source:

### We Are Thriving

### T05: Number of Home Care Clients

**MEASURES & TARGETS** 

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YTD Target for 19/20: 1400.00 YTD Actual for 19/20: 1383.11



### COMMENTS

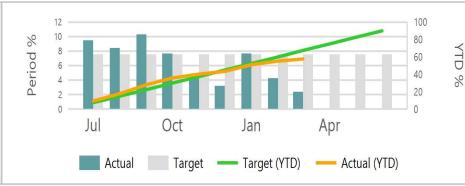
Cliient numbers are ahead of target.

Source:

T07: Percentage of registered class 1 and 2 food premises that receive an annual food safety assessment



YTD Target for 19/20: 67.50% YTD Actual for 19/20: 57.63%



It has not been possible to undertake all inspections due to the impact of Covid 19 and Covid-19 related health priorities together with the number of business that have closed or moved to takeaway.

Source: Health Manager