

SERVICE REVIEW OUTCOMES

NEIGHBOURHOOD SERVICES

DETAILS OF SERVICE

Neighbourhood Services is a service unit within the Planning and Environmental Services Area, Strategic and corporate Planning Directorate.

The Neighbourhood Services Team carry out numerous tasks in accordance with all legislative requirements of the Domestic (Feral and Nuisance) Animals Act, Road Traffic Act, Road Rules (Victoria, Country Fire Authority Act, Environment Protection Act, Summary Offences Act, Maroondah Local Laws and Council policies. The team provide a 24 hour 7 days per week emergency service.

SCOPE OF SERVICES

The Neighbourhood Service team consists of 8.7 EFTs (equivalent full time), located at Council's Croydon office.

The unit has a direct role in:

- Parking Operations and Patrols
- School Crossing Supervision
- Animal Management / Registration
- Fire Prevention/Blackberry Control
- Education on Local Law Matters
- Emergency Response

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Best Value Principle	Key Performance Indicator	Performance Result 2002-03	Target 2003-04
Cost Standard	Operate within Annual Budget 2002-03 Target: Net \$316,897 Budget Exp \$1,235,397	Exceeded budget Expenditure by 7%	Performance to +/- 5% of budget, Net \$300,039
Newly identified Cost Standard	Net cost per service request	\$300	\$300

Best Value Principle

Action taken

Accessibility

Neighbourhood Services operates standard office hours 8.30am to 5.00pm Monday to Friday, excluding public holidays. Access to service information is also available on Council's Web site.

Parking management operates outside of normal office hours, evenings, weekends and limited public holidays. A 24 hour emergency service is provided 7 days per week, accessible via Council's 1300 882233 telephone contact number.

Benchmarking

Benchmarking was undertaken with four metropolitan Council's against the following indicators.

Ratio registered pets per household population:

Maroondah.....1 : 210
Council A.....1 : 184
Council B1 : 155
Council C.....1 : 242

Ratio attacks per animal registrations:

Maroondah.....1 : 1,100
Council A 1 : 152
Council B1 : 600
Council C..... 1 : 91

Number of service complaints received:

Maroondah..... 2,600
Council A 5,309
Council B 8,450
Council C..... 7,056

Consultation

The Department of Victorian Communities Annual Community Satisfaction Survey recorded a satisfaction result for Enforcement of By Laws of 64% (indexed mean).

While the enforcement nature of this service limits the effectiveness of direct customer consultation the team does meet regularly with the Schools, Businesses and the Chamber of Commerce to ensure an understanding of current issues and appropriate levels of response.

This included extensive consultation with the Maroondah Hospital management on the proposed redevelopment works and the management of parking in the area.

The team also co-ordinate and conduct road safety education programs throughout local primary schools as part of their community safety commitment.

**Best Value
Principle**

Action taken

Reporting

Reporting against key service performance indicators is performed monthly and the results documented in Council's monthly performance report. This report is tabled before Council on a quarterly basis and is a publicly available document

Maroondah's Best Value Annual Community Report of key findings, key performance targets and results will be available on Council's web page or from one of our Customer Service Centres.