

Public - Chief Executive Officer's Quarterly Report

Period reporting - January to March 2023 (public version)



Lifestyle Capital of Victoria

I am pleased to present the Chief Executive Officer's Quarterly Report for the period ending 31 March 2023 (public version).

The information within this public document represents the period in time from January to March 2023 inclusive providing greater transparency and a more comprehensive view of the organisation and its key activities.

Key topic areas include:

- People and Culture;
- Organisational Highlights;
- Business Transformation;
- Planning Progress;
- Financial and Corporate Planning;
- Accountability and Transparency;
- Key Projects Updates;
- Key Meetings and Activities;
- Advocacy; and
- Audit and Risk.

Thank you to Councillors, Council's staff, volunteers and contractors who continue to actively support our municipality.

Regards

Phil Cantillon

Chief Executive Officer

Frankston City Council acknowledges and pays respect to the Bunurong People, the Traditional Custodians of these lands and waters.

PEOPLE AND CULTURE

Weekly communication

Each Monday, the CEO including Acting CEOs distributes an all-staff email providing advice on key achievements, sections thanking staff and well done commentary, along with other news and items relating to Council briefings/meetings. The email is then uploaded onto Council's internal website portal called Grapevine. COVID-19 updates are distributed to staff as required. In late March 2023, the CEO sent a further email providing an update on reflections and insights from the key actions directly related to the staff survey held last year.

Future Ready Frankston – Roadshow

Council hosted an all-staff Future Ready Frankston Roadshow in late March 2023 held at the Frankston Arts Centre during this period. Over 250 staff participated through-out the day which included an EMT Panel Q&A session along with individual displays on Council's bridging themes including:

- Connectivity;
- Culture;
- Capability;
- Customer;

The displays were extremely interactive and creative allowing staff to understand the depth of work that has been completed in this space. A further roadshow was held at the Operations Centre in early April 2023 to ensure all staff had an opportunity to reflect on the journey the organisation has undertaken in this realm.

Future Ready Kick Start Program

The Kick Start Program commenced in February 2023 and is well underway with the feedback from the 16 participants being very positive so far. The topics covered at Leading Self, Leading Others, innovating for the Future, Thinking Strategically, Executing Operational Plans and Your Career. The program culminates with the participants presenting a project pitch to EMT on a strategic pitch associated with Future Ready Frankston.

All Staff Survey 2022

The staff survey was administered by Best Practice Analytics from 16 May 2022 to 27 May 2022, with a response rate of 74%. This was our best response rate. As an organisation, 65 questions rated statistically better than the last pulse survey in 2021, 38 questions stayed the same and only 5 questions rated statistically worse than the last survey. Two of the key indicators within the survey are the employee engagement score which improved from 45% in June 2021 to 54% making our culture one of ambition and the Truly Great Place to Work score which improved from 65% to 68%. Considering the challenges and impacts on the organisation as a result of COVID, these results were very pleasing.

A Pulse check administered by Best Practice Analytics is planned for July 2023 to check our progress on the implementation of the Culture Improvement Plans and against our key culture measures of staff engagement and “Truly great Place to Work”. The results would be expected from August 2023 and will be rolled out in accordance with the roll out plan.

People Matter Survey 2023

The People Matter survey for Local Government is facilitated by the Gender Equality Commission and takes place every two years. Council has completed the registration to take part in May 2023. The survey is an anonymous employee survey that gathers gender equality indicators. Following the completion of the survey, Council is provided online dashboards to allow the team to provide results in July 2023.

The results will also feed into Council’s Gender Audit that is prepared annually and submitted to the commission.

ORGANISATIONAL HIGHLIGHTS

External Awards and Recognition

Frankston City became the first municipality to win ‘gold’ for two years in a row after the Frankston City Street Art Tours were named 2022 Australian Street Art Awards’ Best Street Art Tour.

Council has been nominated as a finalist in the LGPro Excellence Awards 2023 for Service Delivery category nominated for our Healthy & Safe Communities, the nomination showcases the work of the Maternal and Child Health team, in partnership with Peninsula Community Legal Centre supporting women and families in Frankston. Our second nomination was for Council’s Transparency Hub project in the category of Special Projects. The project has been a key initiative in building community trust by sharing board sets of data on council operations in a user-friendly portal. Also Council employee Chrissy Athanasopoulos is nominated as a finalist in the 2023 LGPro Awards for Excellence in the Young Achievers category. The winners will be announced on 25 May 2023 at the LGPro Annual Conference Dinner at the Sofitel Melbourne on Collins.

A number of Council’s newly-upgraded play spaces being Ballam Park and Carrum Downs Recreation Reserve were named among the top 10 in Melbourne on a number of online media outlets during January 2023.

Corporate donations and fundraising

A number of staff were involved in fundraising opportunities during this period including the World’s Greatest Shave to help support beating blood cancer, one staff member raised over \$800. Another officer was involved in raising money for the Heart Foundation (raised over \$500) while participating in the 20km disco-walk Coast Trek event. Staff could also donate money towards the Good Friday Appeal by guessing the number of chocolates in a jar and raised over \$200.

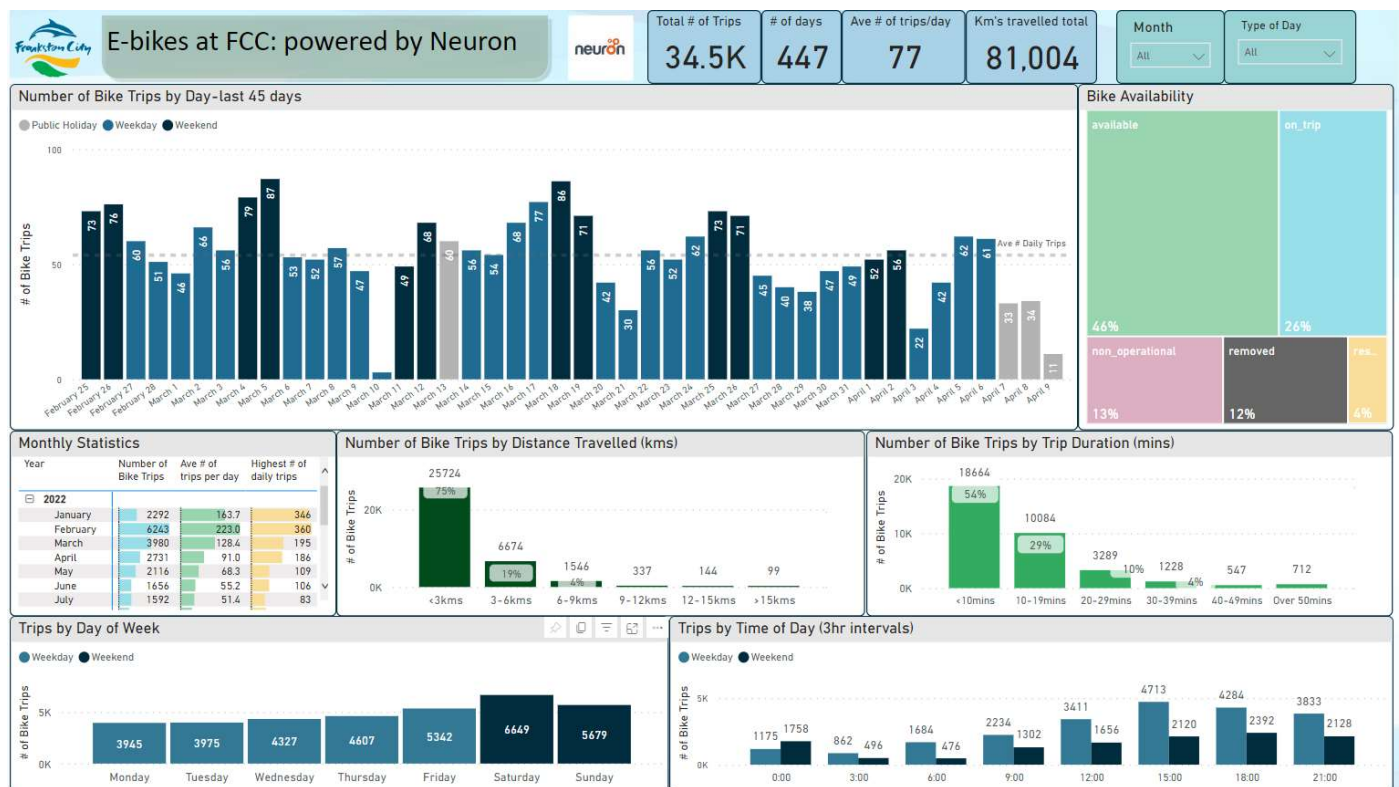
BUSINESS TRANSFORMATION

Council’s Websites

Since the last reporting cycle, the digital team has started preliminary upgrade work on the remaining websites such as ‘Invest Frankston’ and will continue this work through the next reporting period.

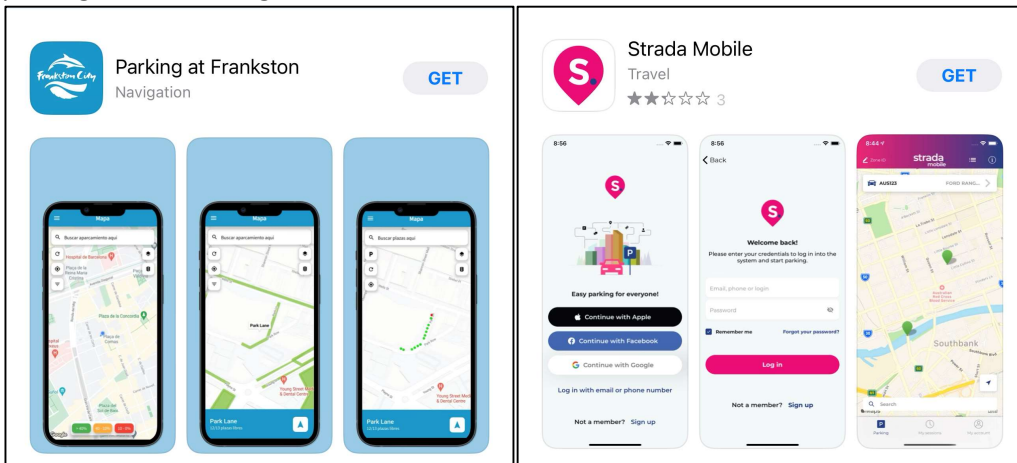
Smart Cities initiative

At its 30 January 2023 Council meeting, Council resolved to continue the peddle assisted E-bike trial until 3 April 2023 Council meeting. At this meeting, Council will be presented an evaluation report of the trial which will include communication consultation feedback and statistics on performance across a range of metrics and will decide on the future of E-bike operations within the municipality. The latest dashboard data is below.



Council’s Smart Parking trial continued through the reporting period with Council gathering valuable data into parking trends and habits. Additional sensors have been deployed at Norman Avenue and on Beach Street. The data gathered will be used to help inform future parking decisions within the trial areas.

Two parking apps have been launched and can be downloaded from the Apple and Google Play stores. The first app is called 'Strada Mobile' and enables the user to pay for parking from their mobile device. The second is called 'Parking at Frankston' and enables the user to locate available parking bays in real time within the trial area. More information is available on Council's website at <https://www.frankston.vic.gov.au/Community-and-Health/Transportation-and-parking/Smart-Parking-Trial>

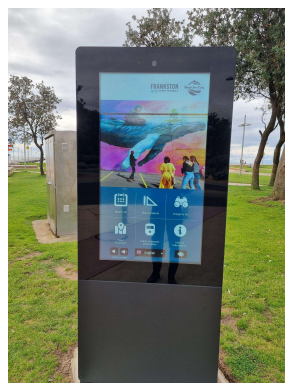


Frankston City Council's Transparency Hub continues to be a popular source of information for the public with additional information of interest to the community to be added in the next reporting period. Below are the number of downloads and interactions within the portal:

Number of Users	1,500
Number of Manual Dataset downloads	309
Number of API calls	204,000
Most popular Datasets	e-bikes, animal registrations, capital works delivery

More detail relating to the Transparency Hub is detailed under 'Accountability and Transparency' section.

Council's three digital way finding screens located at Frankston Foreshore, Wells Street and Young Street (in front of the train station) continue to be updated and enhanced with the latest Council information. These screens help locals and visitors to navigate and explore Frankston at the touch of a screen. This initiative was a partnership with State Government as Council continue its Smart City journey.



Future Ready Frankston Efficiencies

Future Ready Frankston is Council's corporate strategy and part of its mandate is to assist Council in delivering efficiencies for Council. During the last quarter a selection of the efficiencies delivered include:

- Significant reduction in call time handing within Customer service resulting in more calls being answered and faster resolution times for customers;
- Statutory planning process improvement leading to significant reduction in processing times of key decision points in the planning application process;
- Reduced manual processing of customer request reporting resulting in 60 hours of saved resource time.

Public Art & Big Picture Festival 2023

The sixth year of The Big Picture Festival was delivered in March 2023 bringing the total amount of street art in Frankston's CBD to 70+. Attendance throughout the festival week and the Block Party was approx. 6,000, record these events. A Night Walk was a first for the festival giving the community an opportunity to view a projection artwork in the nighttime hours. The sculpture program is progressing well with three additional sculptures to be installed by 30 June with a collection of fibre glass sculptures due to be installed in the Library Forecourt in the final quarter.

Discover Frankston

March was heavy with events, including marketing delivery and support for Big Picture Fest, Stellar Short Film Festival, Country by the Bay and Sunset Twilight Market. This included partnerships with social media influencers, onsite social media, e-news, paid advertisements, campaign partners and website development. An initial application for the Top Tourism Town awards was submitted with the final submission due in April 2023.

Frankston Major Events

The Mayor's Party in the Park and Pets' Day Out planning continues ahead of event delivery in April 2023. Destination Event Attraction Events, commercial and community event applications are continuing and a number of events were delivered in March, ahead of the next peak in April 2023.

Frankston Arts Centre

Ticket sales for the quarter have picked up and are now above projected targets. Several new initiatives have been added to the ticketing system including guest checkout for online sales, 360 degree seat view on our seating plans and smoother bundling of shows to receive a discount.

The utilisation at Cube 37 for March 2023 reached 91% which included the presentation of a musical *Beared* written and directed by a local community member who received an Artist Grants through Council's annual grant program.

Frankston Libraries

The Early Years literacy programming returned for the year in February, with large audiences seen at all locations. 9762 attendance to all programs for the quarter.

Capital works projects are on track, with Carrum Downs closing to receive new shelving and layout.

The Digital Literacy Funding announcement from State Government supports the library to conduct hands-on digital training programs to seniors in the community during 2023. Frankston City Libraries received \$34,500. Six new laptops received to support tech access for community members.

Trial of Justice of the Peace signing station commenced at Frankston library, and Chatty Cafe launched at Seaford library.

Shelving space at Seaford library increased and new layout introduced, with a small increase in the collection offering. The feedback from the community was positive.

The libraries team participated in Australian Reading hour, hosting two events on the day.

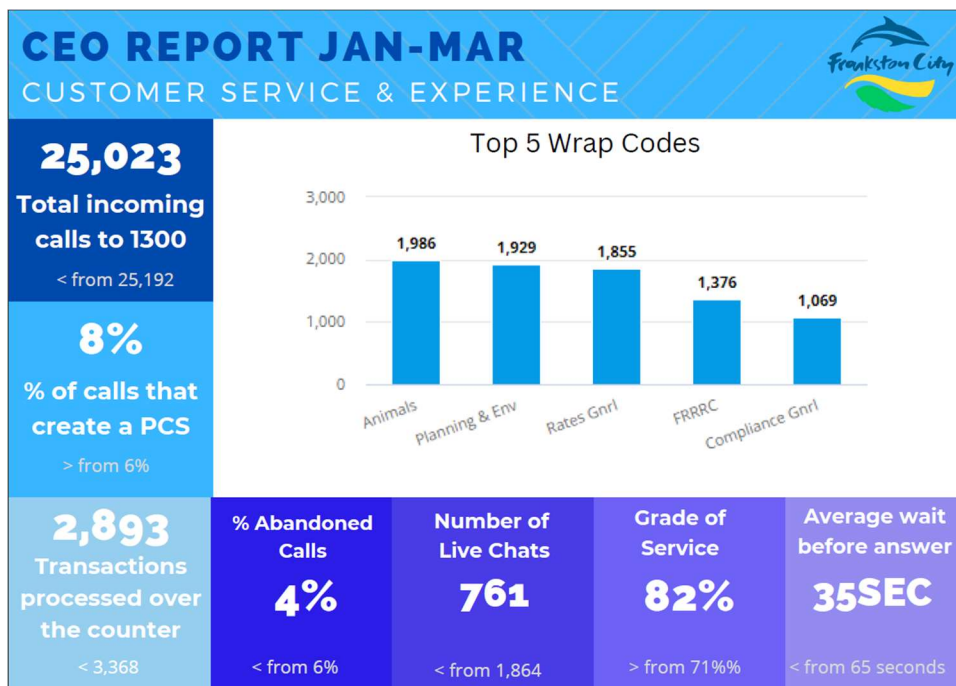
Hospitality

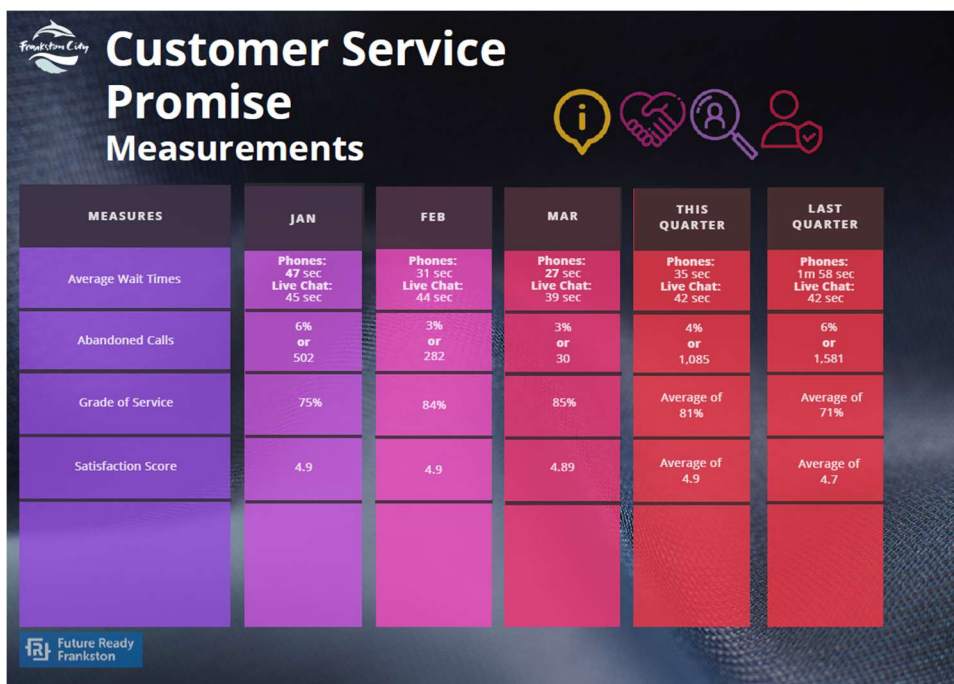
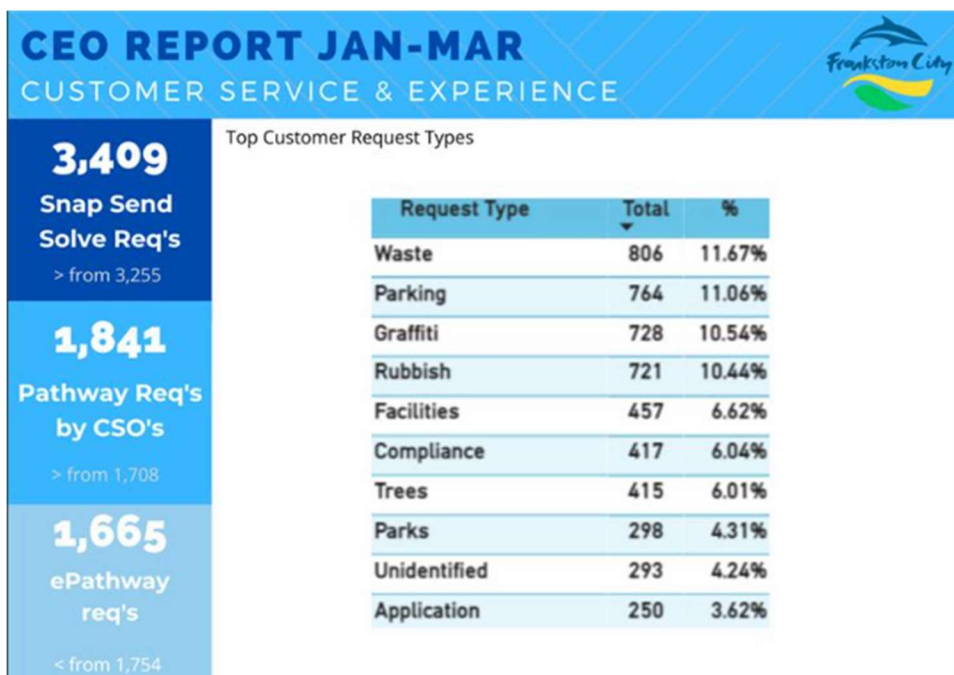
Hospitality introduced a number of new business initiatives these include but are not limited to, implementing an inventory management system, reviewing and introducing new menu offerings, streamlining the menu to focus on popular seasonal items and simplifying Front of House and Back of House operations. The attendance over the quarter for functions surpassed 20,000 across the delivery of 137 events.

Council’s Corporate Customer Service Update

The Customer Service and Experience team have once again been busy this quarter. Operationally our call centres had high volumes of calls with the rates instalments due early in this quarter. Animal Registrations were also sent out in March. Pleasingly Council was able to meet its Grade of Service KPI for two months this quarter, which is a steady increase in performance. Our customers also like to be served face to face, this remained consistent. Our customers choose our Langwarrin Service Centre as their centre of choice.

Our Customer Experience Strategy continues to be implemented in the organisation and a large amount of change coming directly in the Customer Service Team. We are currently working on and implementing a new process design for Complaint Handling. This new process will enable Council to meet our legislative requirements and offer a well-rounded service experience for our customers.





Social and media engagement - Frankston City Community

The first quarter of the year is always busy in the social media and media space.

Social media continues to perform well, with average reach for top performing posts reaching upwards of 80,000 people, including some key City Positioning campaigns which were shared amongst non-resident metro audiences.

Festivals and events continue to generate the most engagement, which included February's Waterfront Festival, Big Picture Festival and Southside festival. These are closely followed by sporting facilities (updates regarding Jubilee Park, Carrum Downs tennis courts, Lloyd Park Pavilion).

We also generated significant reach and engagement for our Thriving Economy Council Plan outcome surrounding new business openings such as Betty's Burgers, Hotel Lona and TGI Fridays, with the community sharing positive sentiment around the changing face of Frankston CBD.

Community on our long term FMAC vision has been a high priority this Quarter, with multiple posts ensuring robust community awareness, engagement and understanding.

Negative community sentiment continues in relation to Long Street Reserve, Langwarrin, where local residents continue to petition on the majority of FCC's social media posts, irrespective of their topic. We continue to monitor and moderate accordingly.

Two themes dominated the media landscape in the first quarter; Long Street Reserve and FMAC. The quarter kicked off with mainstream media interested in the proposed kindergarten at Long Street in Langwarrin, led by a full page story in the Herald Sun on 8 January 2023. The story led to the Mayor doing a number of interviews, including ABC Radio Melbourne and 3AW.

Later in the quarter we commenced Frankston positioning/FMAC campaign, with a range of media outreach undertaken to support the vision outlined in the FMAC draft structure plan. The Mayor undertook media interviews with ABC Radio, 3AW and Fox FM.

Other media work during the quarter centred on councillor conduct and the My Place movement.

Strategic communications supported the roll-out of a number of engagement programs including Budget 2023-24, the Langwarrin Kindergarten project and Seaford Wetlands. We also delivered communications on a number of strategic initiatives including the single use plastics ban, purple bin lid roll-out, Women Leading Locally and the Healthy Futures Hub.

Strategic communications also worked closely with the events and tourism teams to promote the Waterfront Festival (which featured a Channel Nine live interview), and the 2022 Street Art Awards.

Community Engagement

Community engagement levels have been high over the first quarter. While the number of live projects has been relatively low, community interest and impact from the live projects has been high. Visits to Engage Frankston have been over 8,973, and there has been over 700 contributions to projects including:

- Budget 2023-2024;
- Langwarrin Kindergarten project;
- Review of the E-bike trial;
- Seaford Wetlands.

The Budget 2023-2024 was a particularly good example of the community responding really well to early engagement and influence opportunities, with 362 responses to our funding priorities activity, and our share your funding idea activity. This is a 1600% increase on participation in budget engagements in the past, with Stage 2 of this engagement just being launched.

Active planning/drafting is currently underway for more high community impact/interest projects including:

- Witternberg Reserve offset scheme;
- Industrial Strategy - Stage 2 engagement;
- Housing Strategy;
- Draft Footpath Trading and Parklets Guidelines;

- Draft Mobile Food Van Guidelines;
- Waste Circularity Plan – Stage 2 engagement;
- Frankston South Community and Recreation Centre;
- Sandfield Reserve Youth Space;
- RF Miles Reserve name change.

Building Frankston’s Future (BFF) Capital Works Awareness

A number of BFF branded signs/fence banners were installed across the city, including:

- Yarralumla and Rosemary Reserve play spaces upgrades;
- Delacombe Park terrace works;
- Fairway shipping area upgrade;
- Eric Bell Reserve Pavilion redevelopment;
- Seaford Wetlands Rejuvenation;
- Kananook Creek Gardens pathway and boardwalk construction;
- Baxter Dam engineering works;
- Lloyd Park Netball Pavilion redevelopment.

For other Communication channels:

- Social media postings for all capital works and some revitalisation projects on Facebook, Instagram and Linked In continue to reference “Building Frankston’s Future”/#BuildingFrankstonsFuture, such as Jubilee Park Stadium and precinct and Carrum Downs Recreation Reserve tennis courts;
- Building Frankston’s Future branding and messaging continues to be showcased in Frankston City News and eNews;
- Opening at Ballam Parks Athletics Track and Wingham Park Older Adults Activity Zone also featured tear drop and pull up banners as a backdrop.



Customer Requests Update

When the community request information/service from the council, the demand is measured in two ways;

1. Via our customer service channels (aka “Customer Requests”) OR
2. Written correspondence -emails and paper-based letters (aka “ReM Requests”)

Performance analysis is performed quarterly and year on year to gauge trends more accurately and to account for seasonal variances (e.g. animal registration renewal, rates notices).

1. Customer Requests:

1.1 Table below highlights Customer Requests Jan-Mar 2023 (Q3)



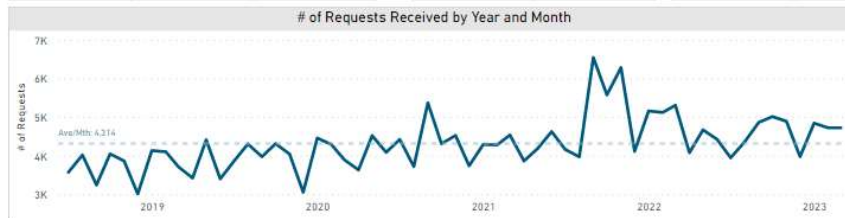
Customer Request Activity - Quarterly Report

Data Refreshed: 31 March 2023

Requests Received (Opened)

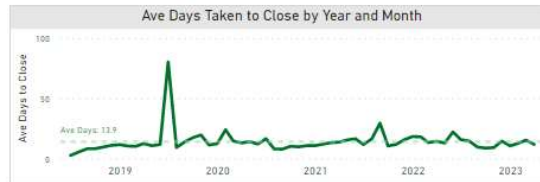
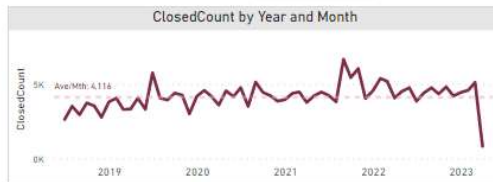
Currently Open	Jan 2023	Feb 2023	Mar 2023	Qtr 3 This FY	Qtr 3 Last FY	This FYTD	Prev FYTD	Prev Full FY
3671	4.84K	4.72K	4.72K	14.29K	15.58K	42.18K	59.39K	59.39K

Overall Ave Days Open
228.5



Requests Closed

Jan 2023	Feb 2023	Mar 2023	Qtr 3 This FY	Qtr 3 Last FY	This FYTD	Prev FYTD	Prev Full FY
4.44K	4.59K	5.11K	14.14K	15.12K	40.51K	45.35K	58.67K



Jan 2023	Feb 2023	Mar 2023	Qtr 3 This FY	Qtr 3 Last FY	This FYTD	Prev FYTD	Prev Full FY
10.4	12.6	15.2	12.9	16.3	12.1	16.4	

Council received 14,290 requests in Q3 which is a decrease of 9% from the same time last year (15,580) and continues the same trend from Q1. Council closed 14,140 requests, down 9% from last year (15,120).

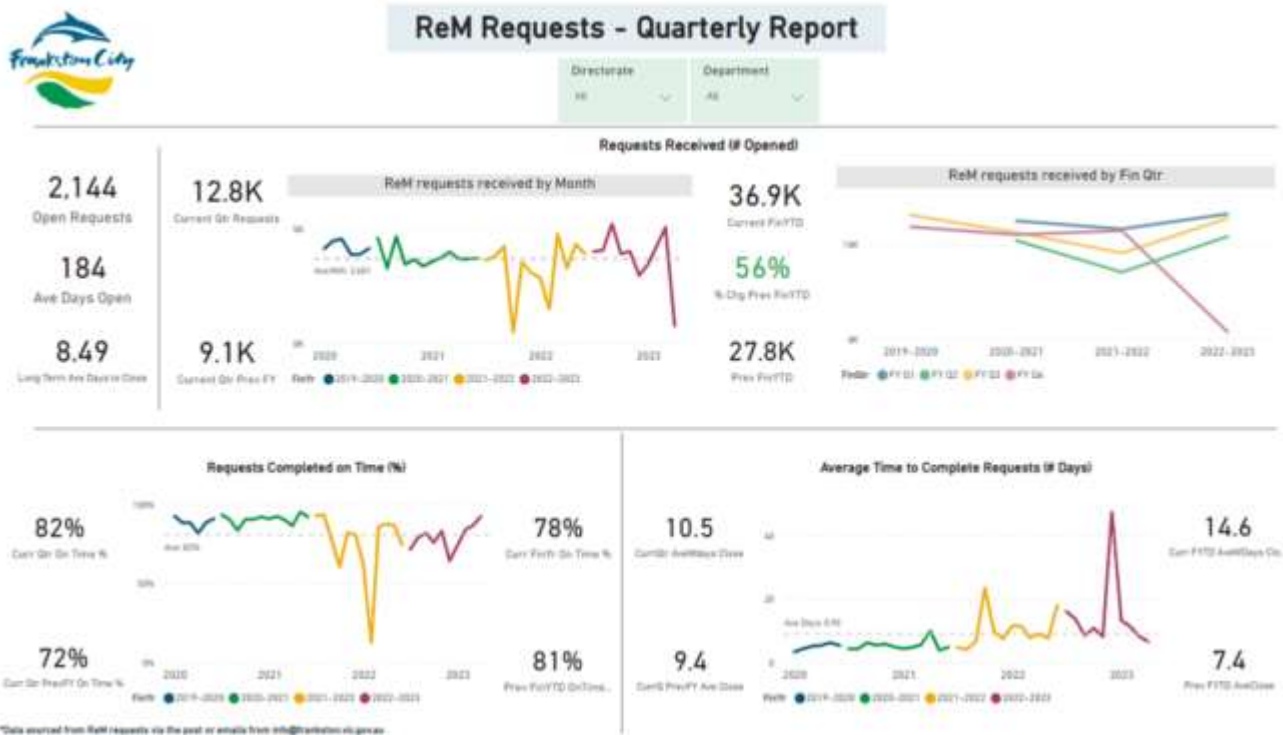
At the end of Q3, Council had 3,671 open requests with an average number of day’s open of 229*. This is up from last quarter where the average was 165*. This higher number includes the more complex long-term requests that require much effort to resolve. Council continues to improve our internal processes, especially for the requests that are complex. This upward trend is something Council staff will look to reverse in Q4.

The average number of days* to close requests was 13 in Q3 which has decreased 19% compared to last year (16 days). Although the volume for Customer Requests in Q3 was down compared to this time last year, more work is needed to decrease our response time and the closure of complex requests.

* Figures are rounded to the nearest whole number.

2. ReM Requests:

2.1 Table below highlights ReM Requests Jan-Mark 2023 (Q3)



Council received 12,800 pieces of correspondence in Q3 which is a 41% increase from the same time last year (9,100)! Q3 saw a 17% increase from Q2 (10,930).

There are 2,144 open ReM requests, slightly down from 2,158 in Q2.

Council aims to respond to correspondence within 10 days- Q3 showed we met that benchmark 82% of the time (72% for Q3 last year, an increase of 10%).

The average number of days to respond to correspondence was 11* days for this reporting period which is an increase of 1 day from the same period last year.

Overall, this quarter saw a big jump in ReM requests but our response times improved. This is a trend we will look to continue into Q4.

* Figures are rounded to the nearest whole number.

Planning Progress

Statutory Planning data update – Quarter 3 (2022-23)

Statutory planning on-time delivery for Q3 at 71 percent was above the target of 70 percent. Progress has been made in reducing outstanding application volumes and this is reflected in shorter decision timeframes.

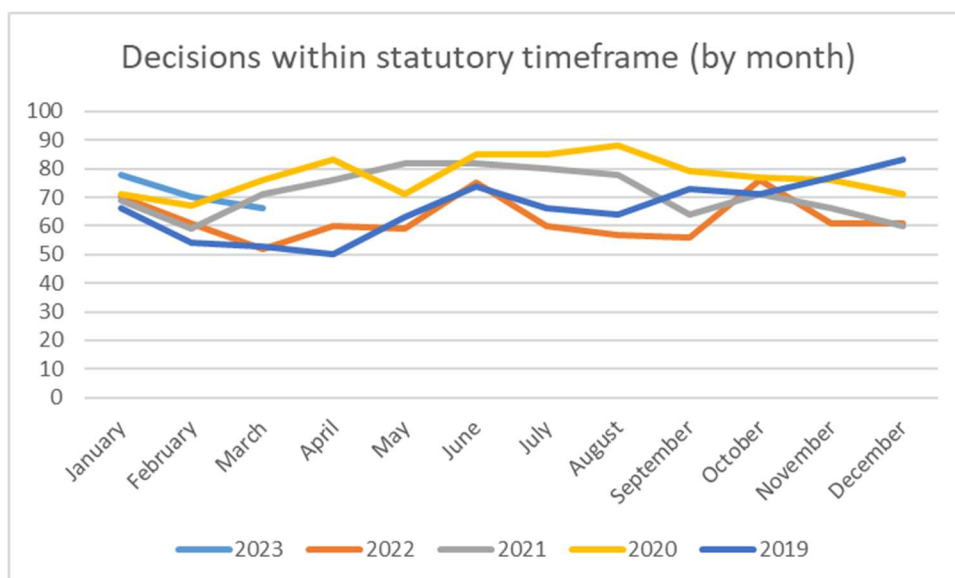
As at the time of preparation of this report, there are 286 undecided planning permits, amendment to planning permits, and plan approval applications currently with Council, a reduction of approximately 50 applications over the quarter. It is anticipated that application workloads and decision volumes within statutory timeframes will steady at or above target levels over the final quarter.

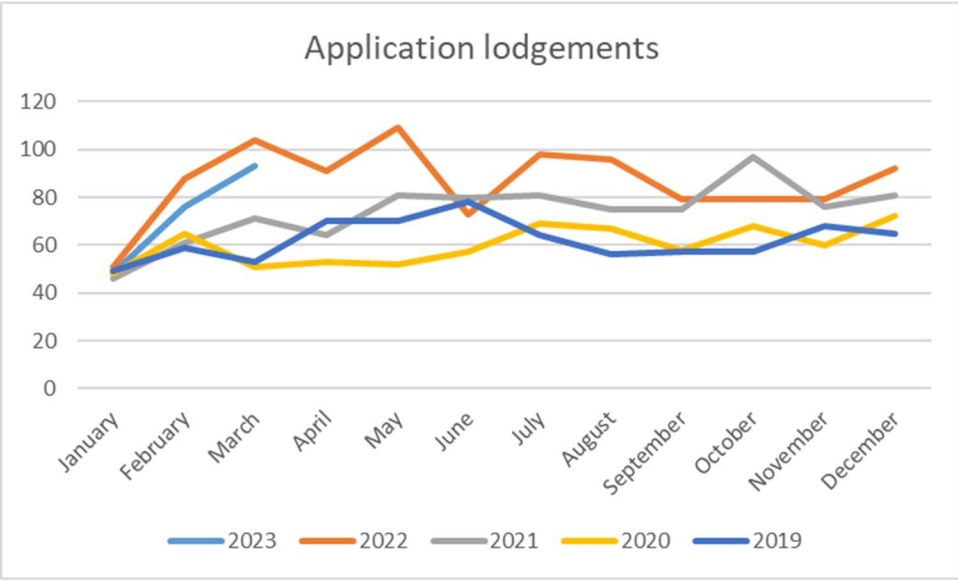
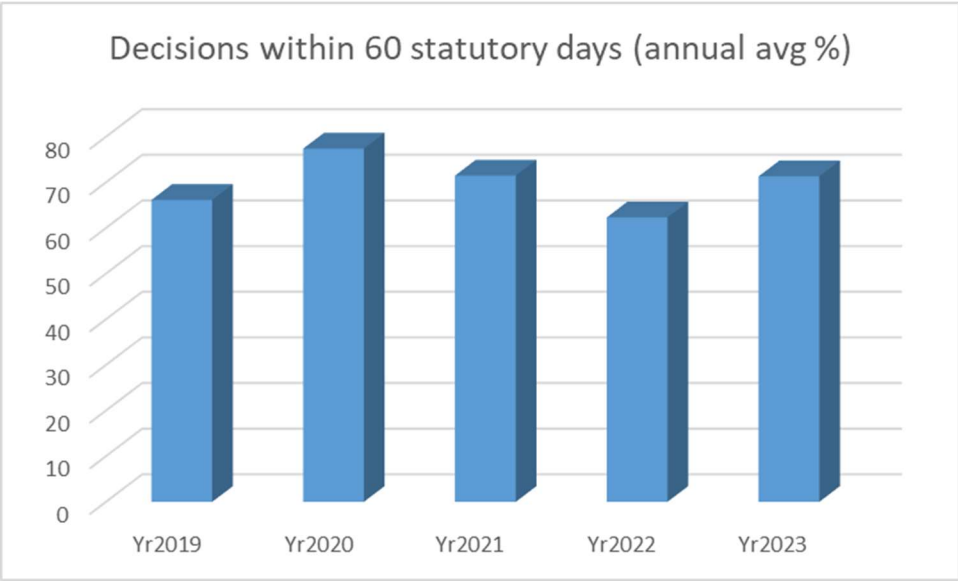
The on-time delivery data is illustrated in the charts below (calendar year) as well as the volume of applications received per month over the last five years. This demonstrates the consistent volume of applications received each month, noting that the lodgement volume includes new permit and amendment applications and other consent types, but is still not reflective of all work undertaken in the processing of planning permit applications. Whilst we received higher application volumes in 2022, with an average of 87 per month, and two months over 100, lodgments in the first 3 months of 2023 have been slightly lower. These first months are comparable to 2021, although higher than the longer term average.

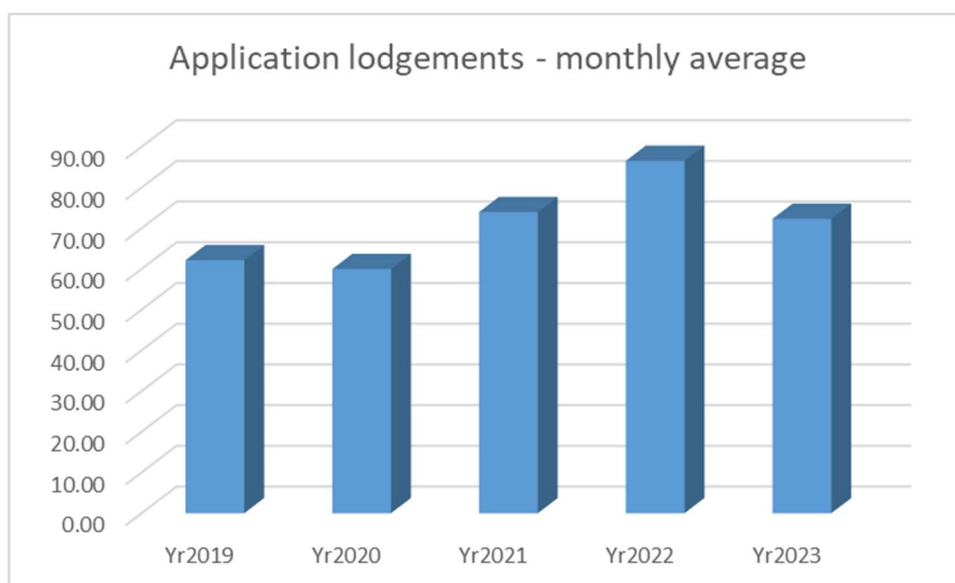
A summary of developer financial contributions received within the quarter is also detailed below.

It should be noted the data for Q3 was calculated manually as the State Government Planning Permit Activity Reporting System (PPARS) does not publish the monthly or quarterly data until approximately the middle of the following month. There may be a minor discrepancy with the manually calculated on-time delivery data and the published PPARS data.

Developer Financial Contributions- Quarter 3 (2022-23)	
Contribution Type	Total Amount Received
Open Space Contributions	\$407,5000
Car Parking Financial Contributions (cash-in-lieu)	\$0.00







Environmental Health update- Food Business Inspection and Enforcement Outcomes Quarter 3 (2022-23)

Council reports on food safety activities which are considered key performance indicators, as part of the Local Government Performance Reporting Framework, which is also published on the 'Know Your Council' website.

Every year, Council Environmental Health Officers (EHOs) undertake *statutory food premises inspections* at over 900 registered food businesses across the Frankston municipality. Where EHOs assess the food safety practices, food safety procedures and food safety risks of a food business and its employees. On occasion, some food businesses fail to adhere to the expected food safety hygiene standards when handling and selling food to the community.

In these instances, EHOs will raise a critical or major non-compliance outcome based upon the serious food safety risks identified at the food premises inspection. The *Critical and major non-compliance notifications* measurement indicates that once critical or major food safety risks has been identified, the EHOs conduct a follow up inspection to ensure the risks have been adequately addressed and food safety is no longer compromised.

Where critical and major inspection outcomes occur, Council EHOs can undertake various enforcement actions against the food business proprietors. This can include issuing a *Food Act 1984 (Vic) Orders* or a *Food Act 1984 (Vic) Direction* on the food business proprietor. These provide clear, legal directions to a food business proprietor to improve a food handling and storage practice, repair defective equipment, clean the food business, and require employees to undertake additional food safety training, such as allergen awareness.

As part of this enforcement action, EHOs can also issue *Food Act 1984 (Vic) Penalty Infringement Notices* for severe or ongoing major or critical food safety risks identified at a food business. This can serve as a major deterrent for the business to improve food safety standards and better public health outcomes for the community.

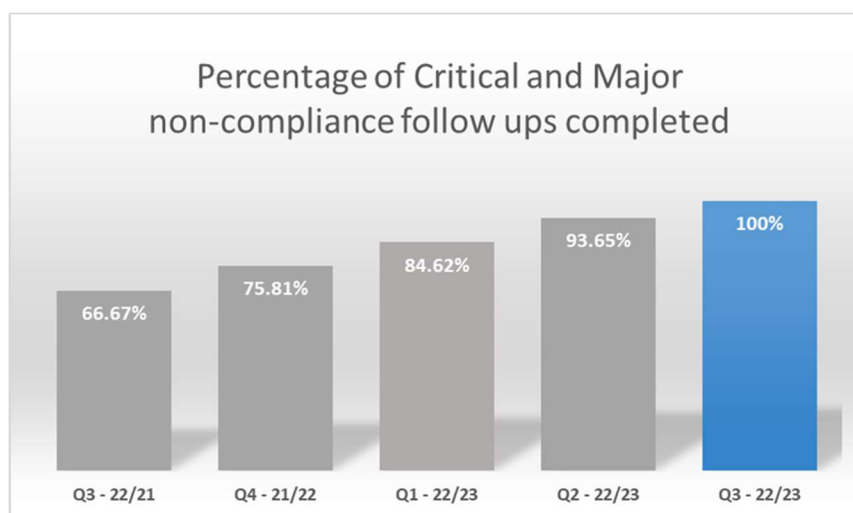
Summary of Food Business Inspection and Enforcement Outcomes (Quarter 3, 2022-23)

Critical and major non-compliance notifications – follow ups (2022-23)

The percentage of *critical and major non-compliance outcome notifications* that are followed up by EHOs at registered food businesses was **100% for Quarter 3 of 22/23**. This outstanding result significantly exceeds the required target of 60% which has been set by the organisation, and demonstrates a very high level of follow-up action taken by the Environmental Health team to address any critical and major non-compliances raised at statutory food business inspections.

Critical and major non-compliance notifications (2022-23) history chart

Quarter 3 of 2022/2023 demonstrated an ongoing improvement in the percentage of follow up action completed by Environmental Health Officers.



Number of compliant statutory food premises inspections

The total number of statutory inspections where the food business achieved an outcome of compliant for Quarter 3 was **116**.

Number of non-compliant statutory food premises inspections

The total number of statutory food premises inspections where the food business failed and was non-compliant for Quarter 3 was **34**.

This amounts to 150 statutory food premises inspections conducted with a compliance rate of 77.33%.

Food Enforcement - Number of Food Act Orders/Directions Issued

The total number of Food Act Orders/Directions Issued issued to food business proprietors, as part of enforcement against serious food safety breaches for *Quarter 3* was **three**.

Food enforcement - Number of Penalty Infringement Notices Issued

The total number of Penalty Infringement Notices issued to food business proprietors, as part of enforcement against serious food safety breaches for *Quarter 3* was **six**.

Summary of Food Business Inspection Outcomes data (Quarter 3, 2022-23)

Food Business Inspection and Enforcement Outcomes for Quarter 3, 2022/2023	JAN	FEB	MAR	TOTAL
Critical and major non-compliance notifications – follow ups	n/a	n/a	n/a	100%
Number of compliant statutory food premises inspections	20	49	47	116
Number of non-compliant statutory food premises inspections	7	14	13	34
Food Enforcement - Number of Food Act Orders/Directions Issued	0	3	0	3
Food Enforcement - Number of Penalty Infringement Notices Issued	0	4	2	6

City Futures Department update

The following Policy & Strategy Development work was undertaken during January to March 2023

- A report on the community engagement program and submissions received for the **draft Frankston Metropolitan Activity Centre Structure Plan** was taken to the 15 March 2023 Council Meeting where submitters for and against the Structure Plan had the opportunity to speak.
- Councillors were also taken on a ‘deep dive’ of the Structure Plan at a Briefing on 29 March to better understand the height and setback controls throughout the City Centre.
- The Structure Plan and the associated Planning Scheme Amendment documents continue to be finalised.
- The **draft Frankston Industrial Strategy** was finalised and the Council were briefed on 22 February 2023 about the draft and the consultation program.
- The **draft Frankston Housing Strategy** is underway, and Council were briefed on the 8 March 2023 with a ‘Setting the Scene’ briefing on a range of technical elements that make up this work and an outline of what Councillors could expect during the next stages of the project.
- On 27 February 2023, the Council were briefed on **Planning Scheme Amendment C152fran** which is a ‘fix up’ amendment that seeks to correct a number of administrative errors within the Frankston Planning Scheme.
- On 27 February 2023, the Council were briefed on **Planning Scheme Amendment C158fran and the land transfer for open space at 250 Wedge, Road Skye** in order to facilitate the delivery of district level open space for the Carrum Downs and Skye communities.
- The Nepean Boulevard Vision Master Plan progressed in quarter 3. The Master Plan is the next step in outlining the vision for the transformation of Nepean Highway from Mile Bridge to Oliver’s Hill. The Master Plan will guide prioritisation and development of the Boulevard corridor in consultation with key stakeholders.
- On the 22 February 2022, Councillors were briefed on the Final Monterey Reserve Landscape Master Plan prior to the plan being presented for Council endorsement. The Master Plan provides a framework to guide improvements, including a preliminary summary of costs, over a 15 year period. Two (2) rounds of community consultation have been completed to inform the final Master Plan, and all

submissions have been considered and, where appropriate incorporated into the final draft of the Masterplan. A design budget for the youth space improvements is budgeted in the 23/24 Capital Works Program.

- The new Footpath Trading and Parklet Guidelines were developed for Community consultation. The Guidelines will assist businesses to apply for extended, outdoor dining and trading areas.
- The review of the Commercial Operator (food/beverage trucks) guidelines continued with a Councillor Briefing in February. Feedback from the Councillor Briefings has been incorporated into new draft Mobile Food Van Procurement guidelines and a comprehensive communications plan has been developed to support operator and community engagement on the draft guidelines, to commence in May 2023.
- New developed draft Footpath Trading and Parklet Guidelines were finalised and targeted business and business stakeholder group and community engagement will commence in April 2023. The EIA team will be visiting suburban shopping strips, Frankston CBD, and some industrial precincts in person to deliver information on the upcoming engagement, to ensure a sound response from the business community.
- Council was updated on the Witternberg Reserve as a **Native Vegetation Offset** and endorsed the commencement of community consultation on the proposed fencing of the reserve. A report will be presented to Council in Quarter 4 at the conclusion of the community consultation.
- Community consultation and internal stakeholder review of the draft Climate Change Strategy and Action Plan was concluded on 8 January 2023. Submissions received from staff and the public informed changes to prioritisation and refinement of several actions. While the total number of actions remained unchanged. The final Strategy will be presented to Council on 3 April 2023 for adoption.
- Work continued on the **Urban Forest Precinct Plans** for Frankston, Frankston Heights, Karingal and the Frankston Metropolitan Activity Centre (FMAC) to determine opportunities for increasing canopy cover and develop a 10 year planting plan.
- Community consultation on the **Coastal Marine Management Plan** Values, Issues and Opportunities report concluded on 16 January 2023. The information collated was reviewed and used to further develop the spatial plans, vision statements and implementation plan for each precinct. Officers have commenced internal stakeholder review of the actions. Bunurong Land Council has been engaged to develop a Coastal Cultural Values report to inform the final development of the management plan.
- The recommended revised mapping of Frankston City's areas of environmental significance to inform the Planning Scheme overlay mapping has been provided by the consultants and is being reviewed by Council officers.

The following Programs and Events were delivered during January – March 2023:

- Frankston City Council is teaming up with over 27 Councils across metropolitan Melbourne to represent Greater Melbourne on the global stage in the City Nature Challenge. Planning is underway for two events to occur during the challenge in collaboration with Parks Victoria at the Frankston Nature Conservation and Pines Flora and Fauna Reserves are underway
- Volunteers completed 8 Gardens for Wildlife Visits to help residents provide an area of habitat in their garden to support local wildlife.
- Promotion and planning continued for the Indigenous Nursery Open day to be held first weekend of May
- The 2022-23 Invest Frankston Façade Improvement Grants opened on 23 March 2023 for Stage 1 applications. This stage allows applicants to test their eligibility for a grant and propose a project brief. Eligible applicants will be invited to apply for Stage 2 in April 2023.
- Marketing for Façade Grants included Invest Frankston Social Media posts and direct messaging via Instagram and Facebook, paid Facebook advertising, Business eNewsletter, Invest Frankston blog and direct emails.

- Council's Business Concierge services was widely promoted via various channels including the Frankston City News, Council's website and social media. Seventy Business Concierge enquiries were received from 1 January 2023 to 31 March 2023. The numbers reflect the promotion of the service and the success of this in both reaching and supporting the business community in Frankston City.
- The Frankston Job Advocate team engaged with community members from a range of cohorts including young people, parents and carers returning to employment, newly redundant aged care workers, people experiencing homelessness and the general public. 886 individuals were supported by the program from January 2023 – March 2023.
- Implementation of the Frankston Revitalisation Program continued with planning, design and approvals underway for the Monash Greenlink, Stiebel Lane Revitalization and Nepean Highway median lighting project.
- A pilot program commenced for a new technology to access data to improve urban planning and design responses. The platform will provide data to better understand how Council assets (parks, community facilities) are being used and will assist in prioritising investment as well as evaluate projects success once they are completed.
- Implementation of the Wayfinding Strategy and Style Guide commenced in Quarter 3. Implementation of the Strategy will help make it easier for residents and visitors to find their way around Frankston's open spaces, shared paths and shopping strips.
- Planning for community engagement progressed for the Sandfield Reserve, Carrum Downs 'Safety through Diversity' project funded through the Victorian Governments Creating Safer Place grant.

Frankston Business Collective

The Frankston Business Collective (FBC) continues its success with 130 registered members (an increase of 20) and one new Strategic Partner member, the Lona Hotel. Discussions continue with several other businesses.

Business events for the first quarter of 2023 include:

- FBC Frankston Women in Business event – 16 February – McClelland Gallery & Sculpture Park – very successful - 85 attendees;
- FBC networking event – 23 February 2023 – NEIT Frankston; education segment: financial literacy for small businesses – 52 attendees;
- FBC March networking event – 22 March 2023 – Biersal; education segment: new Vic psychological OHS regulations – 50 attendees;
- FBC April networking event – 19 April 2023 – Wagalot; education segment: finance ahead of end of financial year;
- FBC Business Excellence Awards – formally launched at the beginning of March - 22 nominations at the end of March 2023.

Promotion and awareness initiatives throughout the first quarter include:

- Leaflet distribution to 4000 businesses in the Frankston LGA during the week of 27 March 2023;
- Advertising in the April Mornington Peninsula Magazine;
- Radio interview with JR on RPP 17 March 2023;

The Board of the Business Collective continues to liaise with Council officers to stay informed on FMAC and other Council projects, such as Kerbside Trading and the Industrial Strategy.

FINANCIAL AND CORPORATE PLANNING

Integrated Planning and Reporting update

The 2023-2024 planning cycle continued with Service Owners presenting their initiatives to the Executive Management Team in early February, this list was then condensed and formed the main component of the Councillor Planning Day held on Saturday 4 March 2023. This day was attended by seven Councillors and presentations from Managers were given surrounding the financial state of Council, changes in relation to waste circularity, a capital works update and the community engagement we have undertaken thus far surrounding the 2023-2024 Budget and Council Plan. The results of this day formed the basis in the development of the draft Council Plan and Budget, which was endorsed by Council on 3 April 2023 for public display and comment.

Service Planning update

Service teams continued to review their service plans and identify any service initiatives that require additional resources which were integrated into the 2023-2024 Planning Cycle process. This was developed under the oversight of the newly established Service Governance Groups. Five of the 20 Service Plans have now been reviewed and completed for the 2022-2026 period, with the balance plans nearing completion. Service Governance Groups prioritised initiatives based on their strategic alignment, Councillor focus areas, strategic risk and/or legislative changes.

COVID Package

At its 25 July 2022 meeting, Council resolved that *'any noteworthy, future updates relating to COVID-19 recovery including financial updates will be reported in the CEO Quarterly Report'*. A total of \$437,425 from the 2021-2022 Relief and Recovery Package was transferred to the 2022-2023 financial year to deliver activities that were not able to be completed in the previous year and an additional \$647,000 was committed to extend activities for a further year, plus \$175,000 in 2023-2024. Subsequently, the budget set aside for a program of COVID-19 recovery activities for 2022-2023 totals \$1,084,425. A total of \$793,397 has been spent to 31 March 2023 including:

- \$234k in continued support to the 'Frankston Business Collective';
- \$132k in continued support for Community Support Frankston;
- \$128k payment of invoices for Invest Frankston Business grants awarded in 2021-2022;
- \$102k in 2 hours of free car parking at selected FMAC car parks.

ACCOUNTABILITY AND TRANSPARENCY

Interstate Travel Public Register (Staff and Councillor)

During the last quarter January –March 2023, there was no interstate travel by Councillors and staff members. The Year-to-Date Interstate Travel Register is available on Council's website.

Training costs associated for staff

An action from Council's Accountability and Transparency (ATR) project was to identify any staff member (de-identified) who has received greater than \$1000 for their professional development in a calendar year and the rationale for the approval. This information now forms part of the Chief Executive Officer's quarterly report for the previous quarter (1/1/2023 – 30/3/2023) and is presented below. This information will also be reflected in a report to the Council's Audit and Risk Committee.

There have been 20 staff who have received professional development where costs have been greater than \$1000 in the period 1 January 2023 to 30 March 2023. This development has all been identified in the individual staff members performance review and has been Leadership Development.

Please note that the Future Ready Kick Start Program commenced on the 7 February 2023 with 16 staff from across the organisation at a cost of \$1,248 per staff member. This training is internal and co-facilitated by an external provider. For the remaining four staff members, their leadership development are all external development programs.

Department	Directorate	Development Category	Date of start of Training	Total Cost	Rationale for Approval
Operations	Infrastructure & Operations	Leadership Development	7/2/23	\$1248	Identified in Performance review
Operations	Infrastructure & Operations	Leadership Development	7/2/23	\$1248	Identified in Performance review
Operations	Infrastructure & Operations	Leadership Development	7/2/23	\$1248	Identified in Performance review
Operations	Infrastructure & Operations	Leadership Development	7/2/23	\$1248	Identified in Performance review
Community Strengthening	Communities	Leadership Development	7/2/23	\$1248	Identified in Performance review
Community Strengthening	Communities	Leadership Development	7/2/23	\$1248	Identified in Performance review
Arts & Culture	Customer, Innovation & Arts	Leadership Development	7/2/23	\$1248	Identified in Performance review
Arts & Culture	Customer, Innovation & Arts	Leadership Development	7/2/23	\$1248	Identified in Performance review
Arts & Culture	Customer, Innovation & Arts	Leadership Development	7/2/23	\$1248	Identified in Performance review
Procurement	Corporate & Commercial	Leadership Development	7/2/23	\$1248	Identified in Performance review
People & Culture	Customer, Innovation & Arts	Leadership Development	7/2/23	\$1248	Identified in Performance review
People & Culture	Customer, Innovation & Arts	Leadership Development	7/2/23	\$1248	Identified in Performance review

Business Transformation	Customer, Innovation & Arts	Leadership Development	7/2/23	\$1248	Identified in Performance review
Business & IT	Customer, Innovation & Arts	Leadership Development	7/2/23	\$1248	Identified in Performance review
Development Services	Communities	Leadership Development	7/2/23	\$1248	Identified in Performance review
Capital Works Delivery	Infrastructure & Operations	Leadership Development	7/2/23	\$1248	Identified in Performance review
Capital Works Delivery	Infrastructure & Operations	Leadership Development	16/2/23	\$9990	Identified in Performance review
Community Strengthening	Communities	Leadership Development	23/2/23	\$6700	Identified in Performance review
Community Strengthening	Communities	Leadership Development	28/2/23	\$6415	Identified in Performance review
Business Transformation	Customer, Innovation & Arts	Leadership Development	22/3/23	\$10,249	Identified in Performance review

Transparency Hub

As noted earlier in this report under 'Business Transformation', after the successful launch of Frankston City Council's Transparency Hub, we have seen very encouraging numbers of downloads and interactions with the portal as previously mentioned in this report.

The public launch of Council's Transparency Hub took place in late September 2022. A key initiative in our 2021-2025 Council Plan, the project brings together a broad range of data sources, from capital works schedules and awarded contracts, to traffic movements and animal registrations, serving the information to the public in a user-friendly online portal. The aim of the hub is to build community trust and engagement, help the public better understand the decisions Council makes and how Council manages resources and delivers services.

The new user-friendly tool helps ratepayers understand how their money is spent. Users can find everything from capital works schedules and awarded contracts to traffic movements and animal registrations. You can view and interact with the Transparency Hub at <https://data.frankston.vic.gov.au/pages/home/>

Process for Councillors to seek advice from Governance on legal and administrative matters relevant to role

A refresher for Councillors to highlight key governance matters will be considered for the last quarter. Councillors are encouraged to contact the Manager Governance in the first instance, for any governance, legal or administrative enquiries.

Notice of Motion process

The process for lodging a Notice of Motion (NOM), reasons for rejection of a NOM and how a NOM would be dealt with in a Council Meeting has been detailed in Rule 24 of the Council's Governance Rules. As per Governance Rules, full text of a NOM accepted by the CEO is included in the agenda.

Public petition process

The Governance Rules, adopted and amended by Council on 5 September 2022, include amendments to Rule No. 58 for Petitions. This expresses Rule No. 58.10 *"Electronic or online petitions, joint letters, memorials or like applications must contain the name and email address of each petitioner or signatory, which details will, for the purposes of this Rule 58, qualify as the address and signature of such petitioner or signatory."*

Councillor Appreciation awards process

A Councillor Appreciation awards protocol was developed to provide guidance on the nomination process for Councillors and the community. Councillors can present a Councillor Appreciation Award at each Council meeting to an individual/group for their extraordinary work in the community. These awards are recorded in the minutes of the council meeting and are considered as nominations for the annual Citizen of the Year awards. Six (6) Councillor Appreciation Award recipients were included in the nominations for the Citizen or Community Group of the Year Awards in 2023.

Accountability and Transparency Reform document

The Accountability and Transparency Reform (ATR) document commenced in May 2018 with 160 items. Items were considered and implemented by the relevant Managers. New supplementary items to the ATR were identified by Cr Bolam in March 2022. These new items were presented to Council meeting on 24 October 2022 and Council resolved the remaining items will be monitored and reported via the CEO's public quarterly report to Council until completed and where appropriate considered for Council's Transparency Hub.

An ATR status report for January to March 2023 is attached (attachment 1) to this public version CEO's quarterly report.

One of the items identified in the original ATR was to provide a quarterly status of Councillor attendance at Councillor Briefings. The overall status is included in the Annual Report every year and updated quarterly on Council's website. The status of Councillor Attendance at Council Meetings is also required for the Local Government Performance Reporting Framework indicators as part of reporting to Local Government Victoria (LGV).

These are provided to the community via LGV's Know Your Council website and in the Annual Report every year.

The information will be included on the Transparency Hub before the end of the financial year.

During the last quarter (January – March 2023) there were 3 Council Meetings, and 11 Councillor Briefings Meetings.

Table 1 titled, 'Councillor Attendance at Meetings and briefings (January to March 2023)' below provides an overview of attendance for this period.

Councillor Attendance at Meetings – January to March 2023

Councillor	Council Meetings Attended	Councillor Briefings Attended	Total Attended	Attendance
Cr David Asker	2	10	12	86%
Cr Sue Baker	3	10	13	93%
Cr Kris Bolam	3	10	13	93%
Cr Nathan Conroy	3	11	14	100%
Cr Claire Harvey	3	11	14	100%
Cr Brad Hill	3	10	13	93%
Cr Liam Hughes	3	11	14	100%
Cr Steven Hughes	2	0	2	14%
Cr Suzette Tayler	3	10	13	93%

Table 2 below notes Councillor Attendance at Briefings only for the quarter is as follows: (Rachna)

**Councillor Attendance at Briefings only
January to March 2023**

Councillor	Councillor Briefings	Attendance
Cr David Asker	10	91%
Cr Sue Baker	10	91%
Cr Kris Bolam	10	91%
Cr Nathan Conroy	11	100%
Cr Claire Harvey	11	100%
Cr Brad Hill	10	91%
Cr Liam Hughes	11	100%
Cr Steven Hughes	0	0%
Cr Suzette Tayler	10	91%

* 11 Briefings were held between January-March 2023

Tally on tracking reports presented to Closed Council

Council continues to serve its community with integrity through transparency, good governance and accountability. There has been an astounding reduction in the percentage of Closed to the Public Council reports, represented by 28% (2018/19), 18.84% (2019/20), 8.92% (2020/21) and 5.86% (2021/22) with a further reduction expected to be reported in 2022/23.

In 2021-2022, Council's result for the Local Government Performance Reporting measure 'Decisions made in Closed Council' was 5.86%, as against the average of 7.44% for all Victorian Councils, demonstrating the better transparent decision making for the community. The average for all Victorian Councils has been less than 10% since 2016.

Since July 2020, contracts are tabled in open Council Meetings. Agendas and reports were also streamlined to ensure they are tabled in open agendas at every Council Meeting.

During Quarter 3 (January-March 2023) No decision was made in the meeting closed to the public. During this time, there have been 25 reports presented to the council meetings open to public with 0 being considered in Closed Council. There have been 2 Notices of Motion and 1 Urgent Business item raised during the last quarter.

Implementation and review of effectiveness of key policies from previous financial year

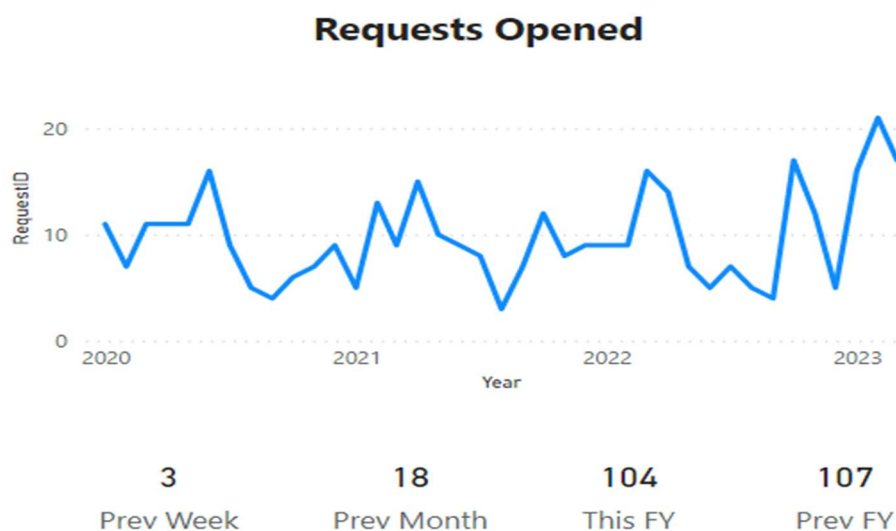
The Council Officers have commenced the work towards review of the effectiveness of the Council's key policies from the previous financial year. It is expected the review would be completed by the end of the Financial Year 2022-2023.

Reports on progress against Councillor requests

As of 6 April 2023, there were 33 open Councillor requests, with 98 requests closed off this financial year to date. A total of 104 new Councillor requests opened for this financial from 1 July 2022 to 6 April 2023.

Councillor requests are assigned to the relevant Department Manager for investigation and monitored by the Governance team. Regular updates on progress are provided to Councillors via the Council Request Report Portal and officers liaise with residents to resolve the request.

Table 3 & 4 below notes Councillor Requests opened and closed for this financial year to date from 1 July 2022 to 6 April 2023 against previous financial year 2021-2022:



Requests Closed



6 Prev Week 12 Prev Month 98 This FY 111 Prev FY

Procurement update

See graph overview below.

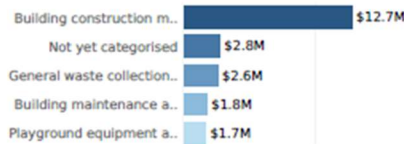
Overview				
Spend	Suppliers	Transactions	Purchase Orders	% of Total Spend
\$35.7M	1,184	4,880	988	6%



Top 5 Categories



Top 5 Sub Categories



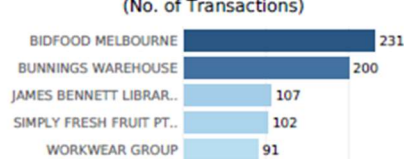
Top 5 Business Units



Top 5 Suppliers



Top 5 Suppliers (No. of Transactions)



Location



Procurement update cont'd

Council continues to subscribe to the Local Government LEAP Program, which is a system that provides data analytics and reporting on Council expenditure, as well as benchmarking and statistics with other LGAs. In comparison with the previous quarter, Council has increased its expenditure under contract from 61.2% to 77.1%. PO Compliance has also increased to 83.4%. To promote accountability and transparency, the following reports are provided:

Contracts awarded under Financial Delegation between 1 January 2023 and 31 March 2023

Contracts valued over \$1,000,000 (GST exclusive) are awarded in open Council Meetings.

Contract #	Contract Title	Award Date	Supplier	Contract Sum (\$ ex GST)	Awarded By
CN10841	Mountain Bike Track and Associated Work at Overport Park	6/01/2023	The Trail Collective Pty Ltd	650,208	CEO
CN10913	Langwarrin Equestrian Toilet Block	20/02/2023	Grove Aust Pty Ltd	192,830	CEO
CN10931	Frankston Arts Centre Sound System Renewal	5/01/2023	DCAP PTY LTD	287,000	Director
CN11046	TechOne Ci Anywhere Upgrade	25/01/2023	Galaxy 42 Pty Ltd T/A Atturra Business Applications	453,750	CEO
CN11050	Management of Derelict & Abandoned Vehicles	13/02/2023	Harvey Wreckers PTY LTD	30,000	Director
CN11054	Review of systems and the development of an enterprise systems architecture	10/02/2023	KPMG	116,000	Director
CN11099	Lease of Artwork 2023 SCULPTURE BY THE SEA	24/03/2023	SCULPTURE BY THE SEA	89,225	Manager
CQ10950	Footpath Condition Audit	1/02/2023	INFRASTRUCTURE MANAGEMENT GROUP PTY LIMITED	137,992	Director
CQ10984	Centenary Park Golf Course - 4th Hole Redevelopment	13/01/2023	SJM Turf and Civil Pty Ltd	85,953	Manager
CQ11033	Pavement Investigations and Designs for Road Rehabilitation 2022/23	6/03/2023	Smec Australia Pty Ltd	68,605	Manager
CQ11051	Jubilee Park Landscape Design Services	8/03/2023	Pollen Studio Pty Ltd	49,650	Manager

CQ11070	Lyrebird Community Centre - Courtyard Upgrade Works	29/03/2023	Open Playscapes Pty Ltd	68,124	Manager
EOI10907	CCTV Supply Install and Associated Services Panel	4/1/2023	Multiple Suppliers	900,000	CEO

Contracts granted exemption from Procurement Process between 1 January and 31 March 2023

Contract #	Contract Title	Award Date	Supplier	Contract Sum (\$ ex GST)
E11052	Frankston Metropolitan Activity Centre FMAC Structure Plan Advocacy	20/02/2023	Julie A Reid & Associates	15,000
E11053	Native Vegetation Values Assessment, 60 Valley Road Langwarrin	7/02/2023	The Abzeco Unit Trust T/A Abzeco Pty Ltd	16,000
E11058	Frankston Basketball & Gymnastics Stadium Feasibility Study Review	14/02/2023	HB Arch Pty Ltd	75,000
E11061	Breastfeeding Chairs	16/02/2023	Eastern Commercial Furniture	14,500
E11062	Tyre Collection from FRRC	16/02/2023	TYRECYCLE PTY LTD	140,000
E11064	Integration Middleware Boomi 3 year renewal	18/02/2023	Boomi Australia Pty. Ltd.	299,443
E11094	Annual Licence fee for Livestream	6/03/2023	VIMEO, INC	50,000
E11095	Community Satisfaction Survey - Metropolis	7/03/2023	Metropolis Research Pty Ltd	110,000

KEY PROJECT UPDATES

The 2022/23 Capital Works Program is well underway and whilst we are still delivering in an escalated cost environment and experiencing other market pressures, Council remains committed to delivering key infrastructure to provide vital services to the community.

Key principles and funding strategies have been developed to manage these unfavorable market conditions and ensure delivery of Council's strategic priorities in 2022/23. Officers have applied these funding strategies and presented changes to the 2022/23 Capital Works Program and the 10 Year Long Term Infrastructure Plan (2022-2032) which were endorsed by Council at its meeting on 12 December 2022.

As at 12 April 2023, the actual expenditure is \$54.62M, and the forecast expenditure \$89.10M against the Adjusted Capital Works Budget of \$92.60M.

It is important to highlight that the construction company Lloyd Group was placed into voluntary administration and all project work halted for Council in late March 2023.

Council responded very quickly to ensure its assets were protected by immediately contacting the appointed administrator Deloitte, to assure them Council would work together with them throughout this process to make it as smooth as possible. Unfortunately, the construction sector market is extremely difficult at the moment. Lloyd Group is a large and reputable organisation that has managed extensive projects such as Victoria's school build program and our own RF Miles Pavilion. For sites like the Jubilee Park Stadium and the Healthy Futures Hub that were almost at opening stage and this is a disappointing situation for both Council and the community. Council is currently working on a resolution.

The status of the four projects at the time of the Lloyd Group being placed into voluntary administration on 31 March 2023 are:

- Jubilee Park – 95 per cent complete – weeks away from completion;
- Healthy Futures Hub (Seaford) – 99 per cent complete – days away from completion;
- Lloyd Park Senior Pavilion – 60 per cent complete – three months of work remaining;
- Eric Bell Pavilion – 30 per cent complete – six months of work remaining.

Ballam Park Improvement works:

Playspace and Landscape Project

- The construction of the Ballam Park South PlaySpace and Landscape Project was completed just prior to Christmas and was opened to the public - The Play Space has been very well received as demonstrated via Social Media posts. NB: This is in conjunction with other recently delivered Play Spaces including Carrum Downs Recreation Reserve, Orwil and Witternberg.

Integrated Water Treatment/Lake Feature Project

- Draft concept plans have been developed for a new Bio-retention scheme, ornamental lake and integrated landscape featuring new water-sensitive urban design rain gardens, picnic shelter and barbecue, jetty, viewing platform, path connections, seating, LED lighting, landscaping and sculptural elements.
- These concepts have been used to seek grant funding from Melbourne Water.
- The concepts we represented to Council as part of the November 2022 Major Projects Advisory Committee (MPAC) and will be presented to the Community for comment in April/May 2023.
- The project concepts will then be progressed to detailed design phase to enable tenders to be sought in July 2023 from Contractors and progressing to Council's ordinary meeting in August/September 2023 seeking the Award of a Contract.
- Construction is then envisaged to commence October 2023 and be completed in early 2024.
- **Kananook Gardens Project update**
 - Delivery of the new pathways were completed in late March 2023 with the boardwalk planned to be constructed during April/May 2023 completing the main elements of this stage of works,
 - The remaining Interpretative and wayfinding Signage component installation to commence in mid-2023.

Update on CN10650 Facilities Management & Security Services Contract and CN10651 Cleaning Services Contract

In February 2023, I attended introductory meetings with the two new Contractors – Campeyn Group Pty Ltd for the Facility Management and Security Services Contract and Alpha Corporate Services Pty Ltd for Council's Cleaning Services Contract. Both Contractors commenced on 14 October 2022, with an initial contract term of 4 years and an option to extend for another 2 + 2 years.

Council currently undertakes Facility Management & Security and Cleaning Services for 500+ buildings and structures/assets along with 400+ CCTV cameras.

By having the two separate contracts, Council have been able to implement improved IT solutions that enable real-time reporting of the issues and more efficient audit of Council facilities. With new IT systems, Council staff has improved oversight of its contractors and more importantly, provides greater flexibility to attend to emerging issues and intervene before it impacts community ability to enjoy our assets. These solutions include successful implementation of the Alpha Online Service portal which allows improved monitoring of the cleaning standards, attendance and ensuring frequencies are being met through the latest technology, which includes GPS Tracking.

Council staff use iPad's whilst out on site, to perform audits and raise work orders directly to Campeyn Group for any reactive maintenance issues, vandalism and report graffiti resulting in faster response time to the tasks.

Council also uses the GACR app which allows the team to perform cleaning audit inspections onsite and generate reports from the portal to capture KPIs measured against the contract specifications. The communication portal is also where we capture complaints, requests or notify the cleaning team, sending them directly to Alpha Corporate to rectify issues in a timely manner.

Through these significant changes, Council has achieved improved customer service satisfaction and communication, better value for money and more efficient building auditing around maintenance and cleaning activities, which is of great benefit to the community.

Council staff continue to work with its new Contractor's to explore other improvements that derive cost efficient service delivery whilst meeting community expectations. This includes potential improvements in the planned/scheduled maintenance activities with focus on extending the asset to achieve optimum life before the asset is fully replaced.

Overall, this transition to the new Facility Management and Cleaning Services contract is proving to be successful and a step in the right direction.

KEY MEETINGS AND ACTIVITIES

During this quarter (January to March 2023), the CEO attended meetings either face to face or via video-conferencing (teams). An important Councillor Planning Session was held on Saturday 4th March 2023 to allow for the Councillors to be briefed by EMT, Managers and also representatives from Peninsula Leisure on various matters. Council's draft budget 2023/2024 was discussed along with the Council's Community Engagement plan, Capital Works implementation and Council's up and coming 'purple' bin roll out for glass.

The CEO performed the role of Master of Ceremonies at significant events during this time.

During this period, Angela Hughes Director Communities acted in the role of CEO from 17 December 2022 until 15 January 2023. Listed below is a snapshot of the meetings attended by the CEO during January to March 2023:

- Weekly meetings with the Mayor covering topics such as Advocacy, Communications, Developers matters and Economic Development, Investment & Activation;
- Participation in 'meet the Mayor and CEO' sessions with various community groups/representatives;
- Participation in the Affordable and Social Housing sub-committee meetings;

- Participation in the Destination Events Working Group;
- Participation in various meetings managed through the Mayor and CEO session format;
- Participation in various meetings with Council’s Management Team;
- Participated in Council’s Future Ready Frankston Roadshow – EMT on the couch session;
- Participation in Corporate Induction including EMT Q&A Panel session;
- Participation in the Council’s Audit and Risk Committee meeting;
- Participation and presentation at the Frankston Arts Advisory Committee meeting;
- Participation in Joint State/Local Government Monthly CEO forums;
- MC role for the 2023 Australia Citizenship and Citizen of the Year Awards held on Australia Day;
- MC role for the official opening of the Wingham Park Older Adults Activity Zone;
- MC role for the official opening of Ballam Park Athletics Track;
- Attendance at the Rotary Club – Sponsorship Dinner;
- Attendance at the Monterey Recycled Water Scheme Funding Announcement;
- Attendance at the International Women’s Day event hosted by Minister for Planning, the Hon. Sonya Kilkenny MP;
- Meeting with Paul Edbrooke MP, Member for Frankston;
- Various meetings with Minister Kilkenny MP, Member for Carrum;
- Meeting with Peta Murphy MP, Member for Dunkley;
- Meeting with Michael Galea MP Member of the Victorian Legislative Council;
- Meeting with David Limbrick MP Member of the Victorian Legislative Council;
- Meeting with Ann-Marie Hermans MP Member of the Victorian Legislative Council;
- Meeting with Chair of the Frankston RSL re: Beauty Park Cenotaph;
- Meeting with Frankston RSL representatives and Mayor Conroy, Frankston RSL site matters;
- Meeting with the Frankston Football Club;
- Meeting with the Cranbourne Dandenong Pistol Club representatives;
- Meeting with Department of Transport representatives;
- Introductory meeting with Campeyn Group new facility management and security contractor;
- Introductory meeting with Alpha Corporate new cleaning services contractor;
- Meeting with the Imam from Langwarrin Mosque;
- Meeting with Peninsula Leisure Chair and CEO;
- Participation in the Peninsula Health Annual General Meeting and Community Forum;
- Participated in the Frantastic Food Awards;
- Participated in the Big Picture Fest 2023 welcome event;
- Participated in the Annual School Crossing Supervisors meeting;
- Attended Infrastructure and Operations Directorate Multicultural lunch;
- Participation at various Jubilee Park Indoor Stadium – Project Advisory Group meetings;
- Participation in a number of meetings with fellow CEO’s regarding South-East Melbourne Advanced Waste Processing (SEMAWP);
- Attendance at various Greater South East Melbourne Group (GSEM) meetings involving CEOs;
- Chairing of the GSEM Employment Precincts Sub-Committee meeting;
- Attendance at the South East Airport Regional working group (part of GSEM);
- Participation in the Frankston Suburban Revitalisation Board meeting #14 chaired by Mr Paul Edbrooke MP, Member for Frankston;
- Attendance at the Peninsula Kingswood Golf Club Foundation Event luncheon with guest speaker Ash Barty AO.

ADVOCACY

Commuter Car Park – Kananook

A tender process for the project construction contract was completed and awarded subject to the issuing of a Planning Permit at the February 2023 Council Meeting. Officers met with the Department of Infrastructure, Transport, Regional Development, Communications and the Arts in March 2023 to discuss communications, branding and events relating to the project, including the potential renaming of the project as a facility from Kananook Commuter Car Park to an alternative. The renaming is being considered through the May 2023-2024 Federal Budget process. An official project commencement sod turning photo opportunity event is proposed for late April/early May 2023, pending confirmation of the planning permit being issued mid-April 2023. All going well a Contractor is expected to commence construction works on site late May 2023.

Greater South East Melbourne Group (GSEM)

During this period, meetings were held monthly with the GSEM CEO group enabling opportunities for Frankston to advocate for better outcomes (includes shires of Cardinia and Mornington Peninsula, and the cities of Knox, Casey, Frankston, Greater Dandenong, Kingston and Monash). The vision is for job creation, job retention, future proofing the community and ensuring liveability and sustainability. The meeting held on 6 April 2023 was chaired by Phil Cantillon CEO as a rotating chair role.

Frankston is overseeing the GSEM Project Portfolio for Employment Precincts with meetings chaired by Phil Cantillon CEO. The purpose of this group is to share ideas, best practices, greater knowledge and collaboration, building a stronger narrative for the regional precincts and interest/buy in from other levels of government and key stakeholders. A third meeting was held on 23 March 2023 with a future meeting currently scheduled on 27 July 2023.

The CEO is also a member of the newly formed Southeast Airport regional Working Group (part of GSEM), the group will focus on achieving an airport in the Cardinia Council municipality. A meeting was held on 23 February 2023 with another meeting scheduled in late April 2023.

During February 2023, Phil Cantillon CEO attended the last of two Strategic Planning workshops with fellow CEOs to reflect upon the current strategy, focus and future priority areas.

Advocacy and engagement with Members of Parliament, candidates and key stakeholders

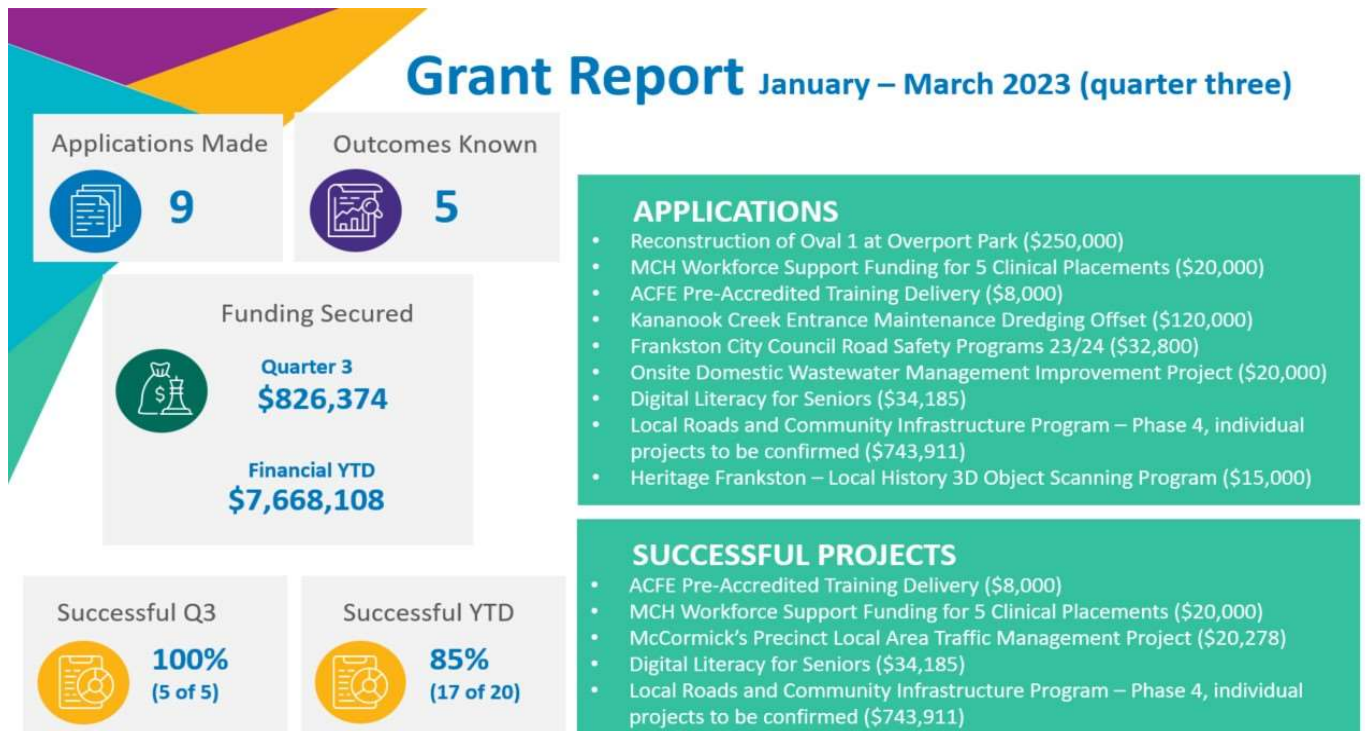
With the state election held in November 2022, Council had numerous meetings with locally elected Members of Parliament, Ministers, candidates and other key stakeholders, including:

- Meeting – 13 January 2023 – Paul Mercurio MP, State Member for Hastings – Langwarrin Kindergarten proposal;
- Correspondence (in) - 24 January 2023 – Peta Murphy MP – Long Street Reserve Langwarrin Kindergarten proposal;
- Meeting – 7 February 2023 – Mornington Peninsula Shire Council Officers – Shared User Paths connecting Frankston to Mornington Peninsula;
- Correspondence (out) - 8 February 2023 – Minister for Roads and Road Safety Hon Melissa Horne MP cc Paul Edbrooke MP – Kananook Railway Station noise wall graffiti removal;
- Correspondence (in) - 9 February 2023 – Kananook Commuter Car Park;
- Announcement – 10 February 2023 – Hon Harriet Shing MP, Minister for Water and South East Water – Monterey Recycled Water Scheme funding announcement;
- Meeting – 16 February 2023 – Monash University – Bike Better Initiative and cycling infrastructure in Frankston City;

- Correspondence (in) - 22 February 2023 – Peta Murphy MP – Nairn Marr Djambana building redevelopment;
- Meeting – 27 February 2023 – Peta Murphy MP, Federal Member for Dunkley and Paul Edbrooke MP, State Member for Frankston – Local projects;
- Meeting – 27 February 2023 – Michael Galea MP, State Member for South Eastern Metropolitan Region – Introductory meeting and draft FMAC Structure Plan;
- Event – 28 February 2023 – Paul Edbrooke MP, State Member for Frankston – Official opening of Wingham Park;
- Meeting – 28 February 2023 – David Limbrick MP, State Member for South Eastern Metropolitan Region – Langwarrin Kindergarten proposal;
- Meeting – 2 March 2023 – John Pesutto MP, Leader of the Victorian Opposition – Introductory meeting and local projects;
- Correspondence (out) - Peta Murphy MP – Response to earlier Kananook Commuter Car Park letter;
- Meeting – 8 March 2023 – Federal Department of Infrastructure, Transport, Regional Development, Communications and the Arts – Kananook Commuter Car Park;
- Correspondence (in) – 9 March 2023 – Hon Ros Spence MP, State Minister for Suburban Development – Frankston Revitalisation;
- Correspondence (in) – 14 March 2023 – Paul Mercurio MP, State Member for Hastings – Raising constituent safety concerns for pedestrians along Golf Links Road;
- Meeting – 15 March 2023 – Ann-Marie Hermans MP, State Member for South Eastern Metropolitan Region – Introductory meeting and draft FMAC Structure Plan;
- Correspondence (in) – 20 March 2023 – Paul Edbrooke MP, State Member for Frankston – Letter of support for Council seeking grant funding from State Government;
- Meeting – 23 March 2023 – Level Crossing Removal Projects – Kananook Stabling Yard and Train Maintenance Facility;
- Meeting – 30 March 2023 – Hon Sonya Kilkeny MP, Minister for Planning – Draft FMAC Structure Plan.

Grant Tracking Report

Please note: Projects identified in the outcomes known section includes the outcomes highlighted in the 'applications made section' along with applications made in other months across the calendar year.



Frankston Revitalisation Board

The Frankston Revitalisation Board was extended for another 12 months by the State Government in June 2022. Mr Phil Cantillon, CEO along with the Mayor of the Day once again represent Frankston City Council on the Board.

During this period, the Board held a meeting on 30 March 2023 with both the Mayor, Cr Nathan Conroy and CEO, Mr Phil Cantillon attending along with Angela Hughes, Director Communities.

Meetings are chaired by the Member for Frankston, Mr Paul Edbrooke MP and various organisations across our municipality along with State Government officials participate. The board continues to focus on implementing the revitalisation strategy (vision for Frankston) along with reviewing key action plans and strategies for the Frankston Town Centre including car parking reviews, updates on responding to alcohol and other drugs in Frankston and the Mornington Peninsula program.

Frankston Early Parenting Centre (EPC) Board

Unfortunately, due to unforeseen circumstances, there has been no Frankston Early Parenting Centre Board meetings held during this period due to several factors. Normally co-chaired by Mr Paul Edbrooke MP, Member for Frankston and Ms Sonya Kilkenny MP, Member for Carrum. Mr Cantillon holds a position on the board as a representative of Frankston City Council.

Formed to help steer the Frankston Early Parenting Centre outcomes to provide better access to specialist services and early parenting support for Frankston families, closer to home. Services will be tailored to the needs of our community, with a strong focus on delivering a centre that is fit-for-purpose and well-integrated with other services in the area. The group is supported by the Department of Health and the Victorian Health Building Authority.

Update on Community Support Frankston Inc. Financial Crisis funding

Council resolved to allocate \$175,000 at the mid-year budget review to undertake security upgrade works at the Community Support Frankston building and to undertake a review to identify opportunities to improve the service as it relates to Council. An expert consultant has been selected to undertake the review and work is expected to commence in the coming weeks. Additionally, the security audit is now complete and quotes are being obtained to address the findings of the security audit, such as upgrading door locks and duress alarm systems.

AUDIT AND RISK

Frankston Metropolitan Activities Centre Car Parking Committee

Following installation of signs and parking sensors in Frankston CBD (Young Street and Young Street car park, Playne Street and Playne Street car park, Wells Street, Thompson Street and Park Lane), additional sensors have been installed in Norman Avenue and Beach Street. This will enable residents or visitors to track remaining parking time on their bay and receive clear notice of when to vacate the space.

Officers will also be monitoring the use of this App and the parking data during the trial period for review and draw any conclusions for any further trials within the municipality.

Homelessness update

The Frankston City Strategic Housing and Homeless Alliance (chaired by Angela Hughes, Director Communities) met on 16 February 2023. Resignation, retirement and restructure amongst member organisations has seen participation in the Alliance decline over the last 12 months. To address this issue, Council officers contacted each member organisation prior to this meeting to ensure a representative of the organisation would attend the (hybrid) meeting. This action had a positive effect on the meeting, with every member organisation in attendance. At this meeting, it was decided that a workshop into the purpose, membership and workplan of the group would be held next quarter.

Council's Housing Affordability Committee, chaired by Cr Baker, met on 6 February and 29 March 2023. Topics discussed at these Committee meetings included a new housing and homelessness fact sheet created by the Social Planning team and a discussion paper issued by Frankston Zero following their Housing Forums held last calendar year. Jackie Galloway and George Hatvani, representing Frankston Zero, spoke to the Committee on 29 March 2023 in relation to their discussion paper.

Members of the Housing Affordability Committee also attended a site visit of 13-15 Chesterville Road, Cheltenham on 16 March 2023. This is a newly constructed residential building, managed as an affordable and social housing site. It is a good example of the look, function and feel of this kind of development. The accommodation provided is much needed and has been occupied faster than anticipated. The visit was arranged by the Social Planning team.

Audit and Risk Committee update

The Audit and Risk Committee met on Friday 24 February 2023. The topics discussed included Council Plan and Budget Quarterly Report including Peninsula Leisure for quarter 2. Internal audits on Contract Management and Asset Management were presented by HLB Mann Judd.

Further reports included a risk in focus report on Financial Sustainability and the status update of Information, Communications and Technology projects. The Audit and Risk Charter was signed by the Chairperson and updated on the Frankston City Council website. The next meeting is scheduled for Friday 19 May 2023.

Update on Aged Care Reform

Council staff continue to attend all webinars, training and workshops relating to the Aged Care Reform to ensure Frankston City is well positioned to implement the Reform changes in a timely manner. An 'Aged Care Reform Road Map' has been developed and includes 17 projects that will require completion to meet the Reform requirements. An Aged Care Reform Project Advisory Group (PAG) meets fortnightly to discuss and progress the projects listed in the Road Map. All milestones, risks and comments are documents in the Project on a Page document within the Road Map. Any change in milestones are discussed in the PAG and progressed by the project lead for each project.

Officers presented to Councillors in March to provide an update on the Reform and what Frankston are doing to prepare for the change. The new Support at Home Model is expected to be released in May/June 2023. Once the details are known the Community Care Team will commence implementing the changes, any proposed changes to existing aged care services, or additional new services will be prepared for Council's consideration.

Update on Kindergarten Reform

At the January 2023 Council meeting, a petition containing 1751 signatures was received to cease the progression of the Langwarrin Child and Family Centre at Long Street Reserve. At the same meeting, a Notice of Motion was received regarding the release of the October 2022 confidential report, with the exception of two paragraphs and an attachment that required communication between service providers and Council officers.

At the February 2023 Council meeting, a report on the Langwarrin Child & Family Centre was tabled. The report detailed the long search for land in Langwarrin, along with the resolution to release all remaining confidential information. Information regarding engagement opportunities was also detailed, including the in-person event at the Long Street Reserve and the online webinar for service users.

A report will be prepared for the June 2023 Council meeting to respond to the petition and present the community engagement findings. Key findings from the additional assessment reports, including traffic study, ecological impact and cultural heritage management plan will be included in the report, along with the recommendations.

~ Thank you for taking the time to read this report.

OFFICE USE ONLY: A4851814

Accountability and Transparency Reform (ATR) - status update quarter 3 (January to March 2023)

Supplementary ATR items

Cr Bolam new items from October 2022	Officer comments
Item 1	
That Council's interstate travel policy be reformed to reflect the following: De-identified staff travel and accommodation above \$1000 must be reflected in the CEO's periodic public report, and the specific rationale.	Council's Interstate Travel Register has been deidentified and included in the public attachment of the CEO's quarterly report for March 2023. It is also available on Council's website under documents available for public inspection. This item is recommended for closure.
Item 2	
De-identified staff professional development above \$1000 must be reflected in the CEO's periodic public report, and the specific rationale for approval.	A Professional Development report has been developed and included in the CEO's quarter 3 report in April 2023 and will be considered for Council's transparency hub in future data releases. This item is recommended for closure.
Item 3	
That the next Councillor and Staff Code of Conduct updates are to include the strengthening of compliance with Council's Lobbyists Register and Developers Register.	The Local Government Act 2020 includes provisions that allow other matters to be included in the Councillor Code of Conduct, it is noted that the prescribed standards of conduct are the only obligations that must be complied with by a Councillor. It is expected that guidance in relation to developers and local government may be available in 2023 which may determine the requirements going forward. On hold until further discussions occur in 2023.

Original ATR items

Cr Bolam original items from June 2020	Officer comments
Item 12	
External advocacy bodies (ie. MAV, Anti-Gambling Alliance), where Council provides an annual contribution, must provide a written report to Council on the external organisation's activities in the past twelve months. These reports are then clustered and presented to Council.	Reports by external advocacy bodies, such as the MAV and Anti Gambling Alliance Reports have been provided to Councillors via the Councillors' portal. These reports are provided annually to Council as part of their funding arrangement and will be provided to Councillors via the portal when received. Other reports by external advocacy bodies will also continue to be provided to Councillors via the Councillor's portal on a regular basis. This item is recommended for closure.
Item 20	
Better disclosure of remuneration arrangements for senior officers Example Melbourne City Council does this in their annual report	A comparison of Frankston City Council's Annual Report and that of the City of Melbourne's Annual Report shows both contain the same requirements as prescribed under the Local Government Act 2020 and per the Local Government Victoria sector guidance and Model Report of Operations for 2021-2022. It is recognised that the City of Melbourne disclose the senior executive remuneration under the Staff Profile section of their Annual Report. This is not a mandatory legislative requirement nor a recommended requirement in the Model Report of Operations. Under the Local Government Act 2020 officer remuneration is designated confidential information on the grounds that it relates to personal information, being information which if released would result in the unreasonable disclosure of information about any person or their personal affairs. The Annual Report 2021-2022 was received by Council at its meeting in October 2022 and is now available to the public. The financial statements are included with wording which explains the senior executive remuneration. This item is recommended for closure.
Item 37	
As is practiced by the City of Gardner in Massachusetts (United States), quarterly figures are made available online to the public regarding departmental spending on goods and services (Open Check database).	Financial reports are available quarterly on Council's website. Council's Transparency Hub enables access to and drill down of multiple financial year data. More detailed financial information was released for quarter two on the Transparency Hub. Further updates will continue every quarter throughout the year. This item is recommended for closure.
Item 39	
That every term a 'transparency review' is to occur of the Frankston City Council website, the review is to cover, and assess, the types of information openly available via the Council's website to help gauge how open the organisation is, learn about how it can be more transparent and compare its performance in this area with its peer Councils.	Migration of website completed. Redesign and publishing of updated content is now live. Council's Transparency Hub is intended as the primary location for open data. Extra data sets will be uploaded and maintained each quarter. The Councillor specific data will be ready for release in April 2023. This item will continue to be monitored until June 2023.