

**SINGLETON
COMMUNITY
STRATEGIC
PLAN
2017 - 2027**

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A WORD FROM OUR LEADERS

Singleton is fortunate to have a vibrant local economy, sound assets, excellent community facilities, a proud history and a bright future.

The Singleton Community along with Council has made many difficult decisions in the past few years which have positioned us well to effectively and efficiently manage our assets, deliver quality services and promote our area as a wonderful place to live, work and invest.

This document, the Singleton Community Strategic Plan is a representation of the long term vision for our community. This Plan has been determined by you, our community, and outlines the expectations, aspirations and challenges for the Singleton community into the future.

We consider this is our contract with you, our Community. Due to the extensive consultation program and engagement by the Singleton community, we have been able to clearly understand our community's priorities and align the services and activities Council provide with your expectations and needs.

This Strategic Plan along with the four year Delivery Program and the one year Operational Plans, maps a clear path for achieving this.

Singleton Council is fortunate to have been determined to be 'Fit for the Future' by the NSW Office of Local Government. As such, continued diligence and sound decision making by the Executive Leadership Team and elected Council, we believe, will see Singleton thrive into the future.



Jason Linnane
General
Manager



Cllr. Sue Moore
Mayor

OUR COUNCIL



Clr Sue Moore
Mayor

The role of the elected Council is to:

- Direct and control the affairs of the Council in accordance with the Local Government Act.
- Participate in the optimum allocation of the Council's resources for the benefit of the area.
- Play a key role in the creation and review of the Council's policies and objectives and criteria relating to the exercise of the Council's regulatory functions.
- Review the performance of the Council and its delivery of services, and the management plans and revenue policies of the Council.

Our Councillors are:



Clr Godfrey Adamthwaite
Deputy Mayor



Clr Sarah Lukeman



Clr John Martin



Clr Tony Jarrett



Clr Tony McNamara



Clr Val Scott



Clr Hollee Jenkins

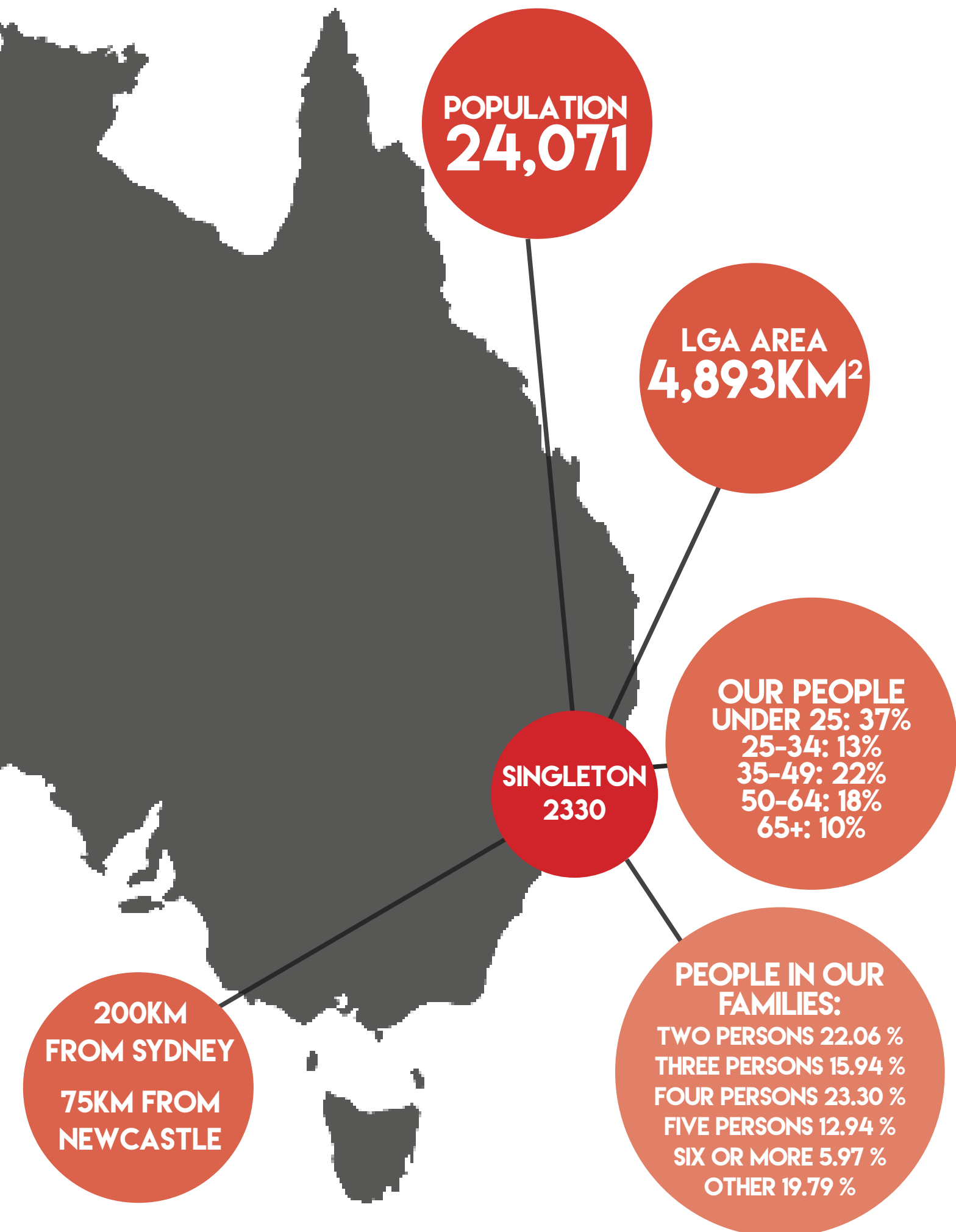


Clr Sue George



Clr Danny Thompsen

OUR SINGLETON



OUR INDUSTRIES

Located in the heart of the Hunter Valley, Singleton's economy is built on the rich natural resources the land provides. Boasting a world class mining industry, internationally renowned wine and food experiences and a long history of agricultural activities, in addition to a strong Defence industry based at Lone Pine Barracks, Singleton is well positioned to continue to diversify the local economy and thrive into the future.

AGRICULTURE

Local primary industry includes beef cattle farming, dairy farming, mushroom growing, viticulture and horse studs.



**\$9.8 MILLION
IN LOCAL
WAGES**

**\$101 MILLION
REGIONAL
OUTPUT
ANNUALLY**



VISITOR ECONOMY

Singleton is located at the centre of the Hunter Valley, one of Australia's premier wine producing regions.



**1.399M
VISITORS TO
THE REGION
ANNUALLY**

**OVER 40
VINEYARDS,
WINERIES AND
CELLAR DOORS
LOCALLY**



RETAIL, ACCOMMODATION & FOOD SERVICES

Retail trade, accommodation and food services are vital industries in attracting visitors to Singleton, while supporting a culturally diverse local community. The \$11 million Town Centre Revitalisation project completed in October 2015 has an estimated economic cost benefit of \$23.98 million to the town.



**\$29 MILLION
IN LOCAL WAGES**

**\$218 MILLION IN
REGIONAL
OUTPUT ANNUALLY**

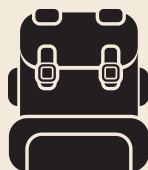


DEFENCE

The Australian Army School of Infantry is located at the Lone Pine Barracks just 8 kilometres south of the Singleton CBD. The Barracks cover approximately 14,000 hectares and is an important contributor to the local economy with vast employment opportunities. Approximately 60% of the military staff live locally with their families and 6% own a local home.



**500 PERMANENT
STAFF
2,000 RECRUITS
USE THE FACILITY
ANNUALLY**



**RESPONSIBLE
FOR THE ARMS
TRAINING OF
AUSTRALIAN
ARMY RECRUITS**

COAL

Around 20 coal mines operate in Singleton LGA and produce approximately 57 million tonnes of coal annually. Mining royalties generated, strong community partnerships and many employment opportunities demonstrate the importance of this industry to the local economy.



**36% OF LOCALS
EMPLOYED**

**\$5.1 BILLION IN
REGIONAL
OUTPUT
ANNUALLY**



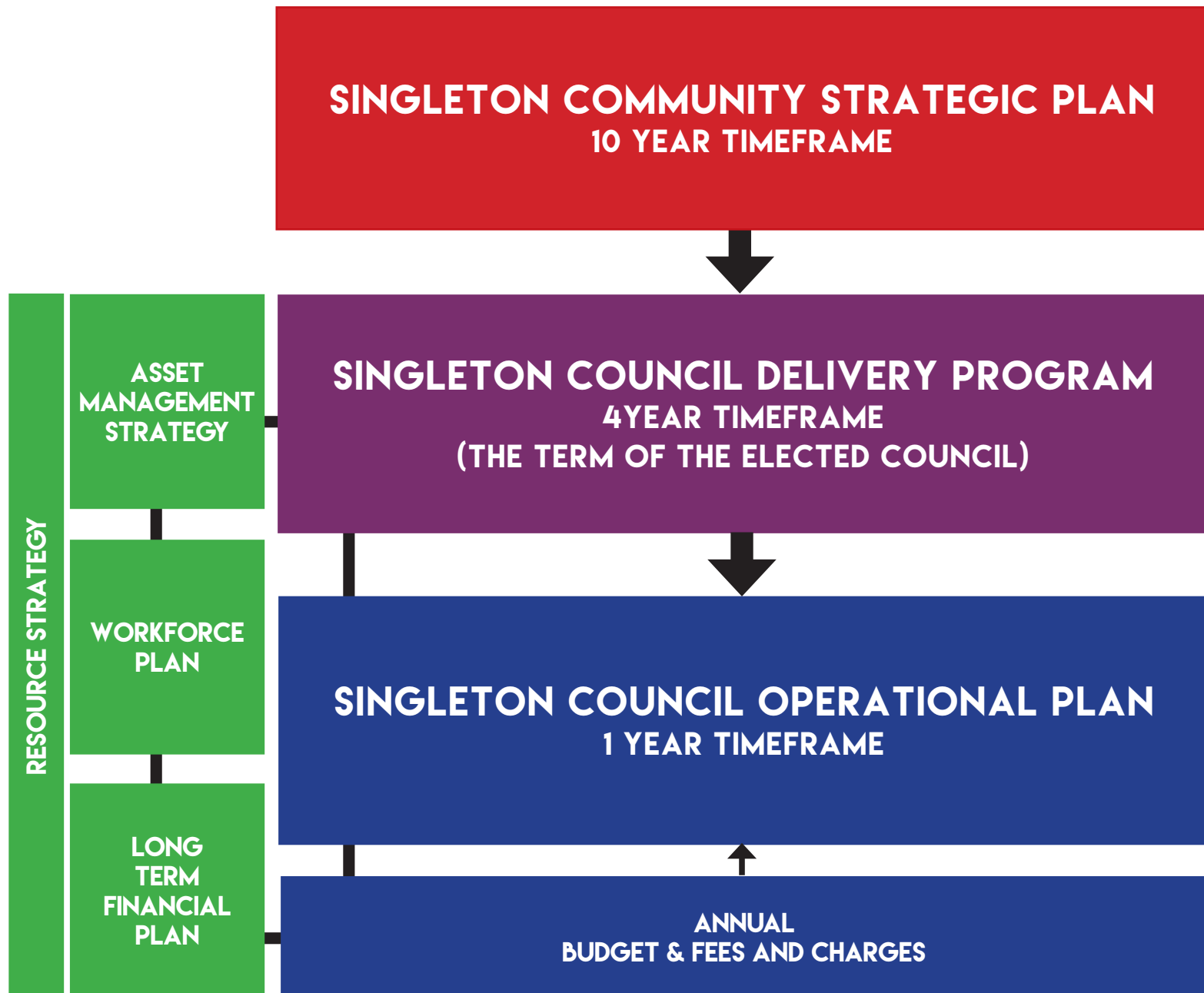
WHY THE REVIEW?

Singleton Council, like all other NSW Councils, have a requirement to adhere to the structure of strategic and operational planning as outlined by the NSW Integrated Planning and Reporting (IPR) legislation. Singleton Council believes this engagement and planning process to be most significant as it is the mechanism by which we can gather and assess the priority needs and desires of our community and align our services accordingly.

Since the previous Community Strategic Plan was developed in 2011, Singleton has seen some significant changes, including a significant shift in our local economy. Reviewing the Strategy has given Council a fresh line of sight between our community's needs and aspirations, and the opportunities available for us to work together as a community to build a robust and sustainable place to live, work and play.

To ensure broad buy in, Council has developed this Community Strategic Plan in partnership with state government agencies, community groups and individuals. To ensure the strategies outlined in this document come to life, Council has also developed a four year Delivery Program and one year Operational Plans. This allows us to track and report our progress against plan. This is your guarantee that Council is meeting the community's expectations. These Plans and Programs are underpinned by a number of key documents which ensure Council is appropriately resourced, with both people and finance, to deliver on our promises to the community.

The following diagram clearly details the relationship between each of these tools:



TALKING TO OUR COMMUNITY

In preparing this plan, a detailed and extensive community engagement program was undertaken. We spoke with more than 2000 people across the broad demographic. A range of communications and contacts were made, from face-to-face conversations at schools, events and on the street through to online surveying.

A snapshot of the engagement is detailed here:



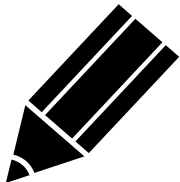
OVER 360 PEOPLE TOLD US THEIR PRIORITIES VIA THE ENGAGEMENT BOOTHS AT:
JOHN STREET
LOCAL GOVERNMENT ELECTION PRE-POLLING
SINGLETON SQUARE
SINGLETON PUBLIC LIBRARY
SINGLETON YOUTH VENUE
SINGLETON COUNCIL CUSTOMER SERVICE CENTRE
BROKE VILLAGE FAIR
SINGLETON SUNDAY MARKETS
SINGLETON SHOW



66 PEOPLE ACTIVELY ENGAGED VIA THE ONLINE ENGAGEMENT HUB



81 COMMUNITY MEMBERS ATTENDED ONE OR MORE OF OUR 6 COMMUNITY INFORMATION WORKSHOPS



69 STUDENTS (FROM AGE 10 TO 17) PARTICIPATED IN 4 WORKSHOPS HELD AT LOCAL SCHOOLS



13 PEOPLE PARTICIPATED IN CUSTOMER SATISFACTION SURVEY FOCUS GROUP



307 PEOPLE RESPONDED TO OUR QUESTIONS VIA SOCIAL MEDIA



504 PEOPLE PARTICIPATED IN CUSTOMER SATISFACTION PHONE SURVEYS



35 PEOPLE SHOWED US WHAT THEY WANT TO SEE IN THE #SINGLETON2027 COMPETITION

INSPIRATION & ASPIRATIONS

Through the consultation, online, face to face and through social media, our community provided a wealth of ideas, aspirations and inspiration for the future of Singleton.

Here are some of these ideas, desires and suggestions:

IMPROVED CONNECTIVITY TO THE RIVER

WATER PARK & WATER ACTIVITIES WITHIN PARKS

DIVERSE RANGE OF LOCAL JOBS

AN ART GALLERY FOR SINGLETON

PERFORMING ARTS CENTRE

MORE CREATIVE USE OF MINING VOIDS

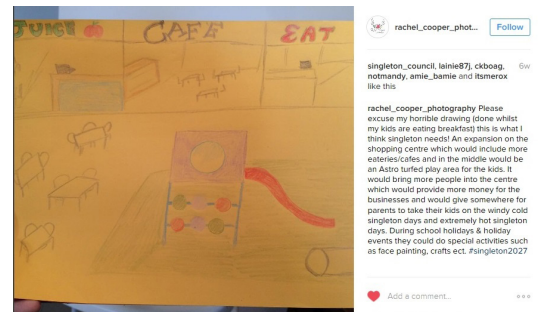
IMPROVEMENTS TO LAKE ST CLAIR

BETTER BUSINESS COLLABORATIONS

ENHANCED NATURAL ATTRACTIONS

MORE SPORTING EVENTS

CONTINUATION OF THE TOWN CENTRE REVITALISATION PROJECT



INSPIRATION & ASPIRATIONS

Ideas, desires and suggestions continued:

MORE BUSINESS EVENTS

PARKS, GARDENS AND FACILITIES ARE INTEGRATED

STRONG IDENTITY FOR SINGLETON

24 HOUR POLICING

EXCELLENT HEALTH SERVICES

PUBLIC ACCESS TO NATIONAL PARKS

DIVERSE COMMUNITY EVENTS

ACTIVITIES FOR YOUTH

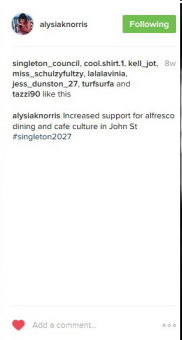
BABY | CHILDREN'S EXPO

MORE CAFES AND RESTAURANTS

MORE DIVERSE NIGHT TIME ECONOMY

BETTER ACCESS TO THE RIVER

A PLANNED TRANSITION FROM MINING BASED ECONOMY



The background is a dark, abstract composition. A large, semi-transparent white circle is positioned in the upper left quadrant. To the right of this circle, there is a vibrant, multi-colored bokeh effect with streaks of red, orange, yellow, green, and blue. The overall aesthetic is modern and dynamic.

OUR VISION

**VIBRANT • PROGRESSIVE
CONNECTED
SUSTAINABLE • RESILIENT**

ROLES & RESPONSIBILITIES

In speaking with our community, many challenges and opportunities have been raised. While many of these challenges and opportunities can be affected by us through the services Council provide, not all are under Council's control.

To ensure we are clear about what Council's role is, we have established three types of actions:

DELIVER

Explanation

For Strategies, Deliverables and Actions which are labelled as DELIVER, Singleton Council can directly affect the outcome and is responsible for making this happen.

COLLABORATE

Explanation

For Strategies, Deliverables and Actions which are labelled as COLLABORATE, Singleton Council, with the assistance of other organisations or parties can affect the outcome and is committed to building and maintaining the relationships to make this happen.

ADVOCATE

Explanation

For Strategies, Deliverables and Actions which are labelled as ADVOCATE, Singleton Council does not have direct control, but is committed to advocate and lobby for our community on this matter.

FUNDING

Singleton Council has been very successful in the past in seeking and receiving funding for major infrastructure and other projects through external, New South Wales and Australian Government Grant Funding Programs.

Council is committed to delivering our community's priorities and seeking external funding wherever an appropriate opportunity is presented.

Furthermore, Council is committed to building the capacity of community organisations and local businesses through the dissemination of information about grant funding opportunities of relevance.

OUR ADVOCACY ROLE

VIBRANT

- Progression of the design and construction of the Singleton Bypass
- Pursuit of a university campus to service Singleton and the Upper Hunter
- 24 Hour policing for Singleton
- Increased safety on public transport
- Services to support a night time economy

PROGRESSIVE

- Upgrades and improvements to Singleton Hospital to cater for the needs of our growing community
- Access to education for community members affected by the transition of the local economy

CONNECTED

- Upgrades and improvement to the New England Highway/Golden Highway intersection for safety
- An increased number of trains to major centres including Newcastle and Sydney
- An increased number and improved connectivity of local public transport
- Improved infrastructure in rural/village settings to improve pedestrian safety

SUSTAINABLE

- Attraction and retention of specialist health care
- Appropriate and affordable housing for all stages of life with particular consideration of our ageing population
- Collaborate with government and non-government agencies to deliver outcomes for the community

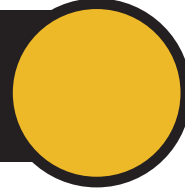
RESILIENT

- Access to quality health services for our community
- Adequate funding for schools and other education institutes
- A greater diversity of employment options locally
- Support for regional combat agency to meet the needs of our growing community with particular attention to preparedness for emergency situations

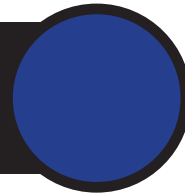
OUR FIVE PILLARS

In developing this Plan and speaking with our community, the opportunities and challenges of significance are able to be grouped under five key headings. As such, we have created five pillars which represent these headings and have listed the relevant strategies under each:

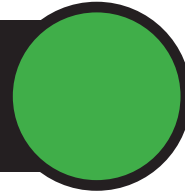
OUR PEOPLE



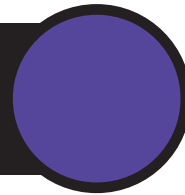
OUR PLACES



OUR ENVIRONMENT



OUR ECONOMY



OUR LEADERSHIP



OUR SUCCESS

HOW DO WE TRACK OUR PERFORMANCE?

For each of our five pillars we have developed measures that reflect the community's expectations.

Because this document, the Singleton Community Strategic Plan, has a ten year timeframe and is high level strategy, these measurements are indicative of the contribution Council and its activities and services are making to our community.

The Delivery Program and Operational Plans are shorter timeframes and have more specific measures.

WHAT DOES SUCCESS LOOK LIKE?

- Singleton is a creative, vibrant, inclusive, safe and healthy community
- Singleton is a well-planned, sustainable, accessible and safe community with vibrant places and spaces
- We value, protect and enhance a sustainable environment
- We have an innovative, sustainable and diverse economy
- Singleton community is resilient, informed, connected and engaged
- An effective and efficient operational Council
- A highly functioning and progressive elected Council

OUR PEOPLE



OUR PEOPLE

OBJECTIVES: Singleton is a creative, vibrant, inclusive, safe and healthy community

Singleton community is resilient, informed, connected and engaged

STRATEGIES:

**PROVIDE SERVICES AND
FACILITIES THAT MEET THE
NEEDS OF OUR COMMUNITY
AT DIFFERENT STAGES OF
LIFE**

**PROVIDE SOCIAL,
RECREATIONAL AND
CULTURAL SERVICES WHICH
EDUCATE, INSPIRE AND
ENTERTAIN**

**PROMOTE, FACILITATE AND
PROVIDE SERVICES FOR
PUBLIC HEALTH, HEALTHY
LIVING AND LIFESTYLES**

**COLLABORATE WITH
GOVERNMENT AND OTHER
AGENCIES TO IMPROVE
SERVICES RELATING TO BUT
NOT LIMITED TO HEALTH,
EDUCATION, INTEGRATION,
CONNECTIVITY, SECURITY
AND WELL-BEING**

**FACILITATE AND SUPPORT
PROGRAMS AND ACTIVITIES
WHICH PROMOTE INCLUSION
AND CELEBRATE DIVERSITY**

SNAPSHOT

HOUSING OWNERSHIP

SINGLETON

Owned with a mortgage 34.02 %

Rented 23.13 %

Other tenure type 0.40 %

Owned outright 26.61 %

Being occupied rent-free 1.21 %

Being purchased under a rent/buy scheme 0.15 %

**SINGLETON
61% HOME
OWNERSHIP**

NEW SOUTH WALES

Owned with a mortgage 37.18 %

Rented 26.15 %

Other tenure type 0.40 %

Owned outright 26.56 %

Being occupied rent-free 0.87 %

Being purchased under a rent/buy scheme 0.23 %

**NSW
63% HOME
OWNERSHIP**

EMPLOYMENT

SINGLETON

Employed, worked full-time 34.75 %

Employed, worked part-time 13.02 %

Unemployed, looking for full-time work 1.06 %

Not in the labour force 21.73 %

Employed, away from work 3.08 %

Unemployed, looking for part-time work 0.68 %

**SINGLETON
35% F/T
EMPLOYED**

NEW SOUTH WALES

Employed, worked full-time 28.77 %

Employed, worked part-time 13.48 %

Unemployed, looking for full-time work 1.68 %

Not in the labour force 27.66 %

Employed, away from work 2.73 %

Unemployed, looking for part-time work 1.15 %

**NSW
29% F/T
EMPLOYED**

INDEX OF DISADVANTAGE

SINGLETON 419/564

Ranks 419 out of 564 local government areas with Socio-Economic Indexes for Areas (SEIFA)

Scores in Australia, this means:

- There are 145 local government areas which are less disadvantaged, and
- There are 418 local government area that are more disadvantaged

**SINGLETON
419
564**

HUNTER REGION

Cessnock 124/564

Maitland 352/564

Muswellbrook 245/564

**SINGLETON
- HIGHEST
RANK IN THE
HUNTER
REGION**

NOTE: This will form the baseline data for future reporting.

MEASURING SUCCESS

Below are a list of measures which indicate Singleton's position in relation to this pillar:

OBJECTIVES

MEASURE



Increasing Index of Disadvantage (Socio-Economic Indexes for Areas - SEIFA)

Increasing customer satisfaction - trending towards 80%

Decreasing crime rates

Increasing perception of safety in the community (as measured through Customer Survey)

Increasing participation rates (participation numbers in events and programs)

Increasing rates of engagement (numbers engaged, diversity of groups engaged)

Increasing healthy lifestyle (as reported by Hunter New England Health)



OUR PLACES

OUR PLACES

OBJECTIVE: Singleton is a well-planned, sustainable, accessible and safe community with vibrant places and spaces

STRATEGIES:

**PROVIDE SAFE AND WELL-
MAINTAINED FACILITIES AND
INFRASTRUCTURE**

**IMPROVE TRANSPORT
CONNECTIVITY AND
SUPPORT SUSTAINABLE
ALTERNATIVES**

**PROVIDE SAFE AND RELIABLE
WATER AND SEWER SERVICES**

**FACILITATE LAND
USE PLANNING AND
DEVELOPMENT OUTCOMES
WHICH RESPECT AND
CONTRIBUTE IN A POSITIVE
WAY TO THE ENVIRONMENT
AND COMMUNITY**

**PROMOTE AND FACILITATE
SUSTAINABLE VILLAGE
LIVING**

SNAPSHOT

FIT FOR THE FUTURE - SINGLETON

INFRASTRUCTURE BACKLOG RATIO

Fit For the Future requires an Infrastructure backlog of less than 2% of Council's Asset Value

**SINGLETON
HAS 2.55%
BACKLOG
RATIO**

FIT FOR THE FUTURE - SINGLETON

ASSET MAINTENANCE RATIO

Fit For the Future requires an Asset Maintenance Ratio of greater than 100% average over 3 years

**SINGLETONS
AMR IS
71%**

FIT FOR THE FUTURE - SINGLETON

BUILDING AND INFRASTRUCTURE ASSET RENEWAL RATIO (IARR)

Fit For the Future requires Council to have greater than 100% rolling 3 year average

**SINGLETON
HAS IARR OF
183%**

NOTE: This will form the baseline data for future reporting.

MEASURING SUCCESS

Below are a list of measures which indicate Singleton's position in relation to this pillar:

OBJECTIVES

MEASURE



- Infrastructure Backlog Ratio
- Asset Maintenance Ratio
- Building and Infrastructure Asset Ratio

- Disability and Inclusion Action Plan completion
- Increase in public transport access

- Community satisfaction with participation in and outcomes from strategic planning (land use, transport, asset)



OUR ENVIRONMENT

OUR ENVIRONMENT

OBJECTIVE: We value, protect and enhance a sustainable environment

STRATEGIES:

**COLLABORATE TO ENHANCE,
PROTECT AND IMPROVE OUR
ENVIRONMENT**

**EDUCATE AND ADVOCATE
TO IMPROVE AIR QUALITY
IN SINGLETON**

**PROMOTE EFFICIENT WATER
AND WASTE MANAGEMENT
AND INCREASE REUSE AND
RECYCLING**

**COLLECT AND MANAGE
URBAN STORMWATER
EFFECTIVELY**

**MANAGE AND REDUCE RISKS
FROM ENVIRONMENTAL
POLLUTION AND DISEASE**

**INCREASE THE PLANNING
AND PREPAREDNESS FOR
NATURAL DISASTERS**

WATER QUALITY

SINGLETON

As the local water authority quality and testing compliance is critical.

**SINGLETON
100%
COMPLIANCE**

PARKS AND RESERVES

SINGLETON

Singleton Council has 74 Parks and Reserves.

**SINGLETON
74 PARKS**

CYCLEWAYS

SINGLETON

Singleton has 15 kilometres of cycleways.

**SINGLETON
15KMS OF
CYCLEWAYS**

OPEN SPACES

SINGLETON

Singleton has 486 hectares of Open Spaces
Singleton Council maintains 230 hectares of this Open Space.

**230HA
MAINTAINED
OPEN SPACE**

MEASURING SUCCESS

Below are a list of measures which indicate Singleton's position in relation to this pillar:

OBJECTIVES



MEASURE

- Compliance with water quality targets (drinking, effluent, river health)
- Increasing number of heritage actions completed against the Heritage Management Plan
- Improve air quality
- Increasing recycling, reuse and landfill diversion rates
- Decreasing prevalence of noxious weeds
- Decreasing household energy consumption
- Decreasing household water consumption
- Increasing participation rates in household / community education programs

OUR ECONOMY



OUR ECONOMY

OBJECTIVE: We have an innovative, sustainable and diverse economy

STRATEGIES:

**ATTRACT NEW INVESTMENT
TO INCREASE THE DIVERSITY
AND RESILIENCE OF THE
SINGLETON ECONOMY**

**SUPPORT THE CAPACITY OF
SINGLETON BUSINESSES TO
BE FLEXIBLE, ADAPTABLE
AND PREPARED FOR
CHANGE**

**CONTINUE TO SUPPORT
LOCAL TOURISM OPERATORS
FOR THE PROMOTION OF
SINGLETON AS A TOURISM
DESTINATION**

**INFORM AND INSPIRE
OUR COMMUNITY TO BE
PREPARED AND EMBRACE
JOBS OF THE FUTURE**

**ENHANCE RELATIONSHIPS
BETWEEN LOCAL
BUSINESS, INDUSTRY AND
GOVERNMENT TO SET
STRATEGIC ECONOMIC
GOALS**

**SEEK FUNDING TO PROVIDE
INFRASTRUCTURE,
PROGRAMS, SERVICES OR
EVENTS WHICH VALUE ADD
TO THE DELIVERY OF THE
OBJECTIVES OF SINGLETON
2027**

**FACILITATE THE
DEVELOPMENT OF A NIGHT
TIME ECONOMY FOR
SINGLETON**

**FOSTER INITIATIVES THAT
STRENGTHEN SINGLETON'S
BRAND IDENTITY**

GROSS REGIONAL PRODUCT

SINGLETON

Gross Regional Product \$3,711.525

Per Capita GRP (\$'000) \$163.539

Per Worker GRP (\$'000) \$257.745

SINGLETON
GRP
\$163M
PER CAPITA

HUNTER REGION

Gross Regional Product \$61,866.121

Per Capita GRP (\$'000) \$63.177

Per Worker GRP (\$'000) \$180.248

HUNTER
REGION
GRP
\$63M
PER CAPITA

WAGES AND SALARIES

SINGLETON

The total wages and salaries estimate for Singleton is \$1,602.580 million.

The total employment estimate for Singleton is 14,400 jobs.

SINGLETON
\$1.6B IN
WAGES

HUNTER REGION

The total wages and salaries estimate for Hunter Region is \$29,473.027 million.

The total employment estimate for Hunter Region is 343,227 jobs.

HUNTER
REGION
\$29.4B IN
WAGES

ECONOMIC DIVERSITY

SINGLETON

Mining 57.9 %

Construction 5.9 %

Public Administration & Safety 2.6%

Administrative & Support Services 2.0%

Manufacturing 10.9 %

Rental, Hiring & Real Estate Services 5.0 %

Wholesale Trade 2.4 %

SINGLETON
58%
ECONOMY IS
MINING

HUNTER REGION

Manufacturing 22.7 %

Construction 9.7 %

Health Care & Social Assistance 5.1 %

Electricity, Gas, Water & Waste Services 4.8 %

Rental, Hiring & Real Estate Services 10.3 %

Mining 9.0 %

Financial & Insurance Services 4.8 %

HUNTER
REGION
HAS GREATER
ECONOMIC
DIVERSITY

NOTE: This will form the baseline data for future reporting.

MEASURING SUCCESS

Below are a list of measures which indicate Singleton’s position in relation to this pillar:

OBJECTIVES

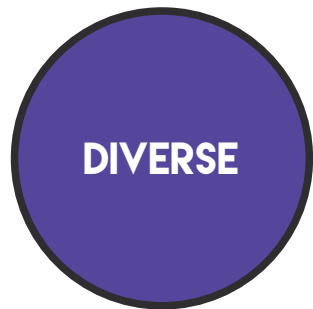
MEASURE



- Increase in tourism visitation (spend and number of overnight stays)
- Attraction of grant funding



- Increase in Gross Regional Product
- Decrease in unemployment
- Increase in business counts (turnover and staff)
- Trends in new housing and commercial approvals
- Trends in median house price
- Trends in population



- Increase in market diversification
- Increase in tourism diversification

OUR LEADERSHIP



OUR LEADERSHIP

OBJECTIVES: An effective and efficient operational Council

A highly functioning and progressive elected Council

STRATEGIES:

**COUNCIL'S SERVICE DELIVERY
IS ALIGNED WITH OUR
COMMUNITY'S NEEDS AND
DELIVERED THE BEST WAY
POSSIBLE**

**SERVICES ARE PROVIDED
BY THE RIGHT PEOPLE, IN
THE RIGHT JOBS, WITH
THE RIGHT SKILLS AND
ATTITUDES AT THE RIGHT
TIME**

**PROVIDE ACCURATE AND
TIMELY COMMUNICATION TO
OUR COMMUNITY**

**DEVELOP STRONG
PARTNERSHIPS TO DELIVER
SERVICES**

**IMPROVE THE CONNECTIVITY
BETWEEN THE COMMUNITY,
STAKEHOLDERS AND COUNCIL
TO CREATE AN INFORMED
COMMUNITY**

**TO LEAD, GOVERN
AND REGULATE IN AN
ETHICAL, EQUITABLE AND
TRANSPARENT WAY**

**INFRASTRUCTURE,
SERVICES, FACILITIES AND
COUNCIL ARE MANAGED
IN A FINANCIALLY
SUSTAINABLE WAY**

SNAPSHOT

COMMUNITY SATISFACTION

SINGLETON

The results showed that overall 83 per cent of residents were at least “somewhat satisfied” with Council’s performance in 2016.

SINGLETON
83% OF
RESIDENTS
“SOMEWHAT
SATISFIED”

FIT FOR THE FUTURE

SINGLETON

Singleton Council has been deemed Fit for the Future by IPART in 2016.

SINGLETON
FIT
FOR THE FUTURE

COUNCIL STAFF

PROFESSIONAL DEVELOPMENT

Spend on staff learning and development is \$2,340 per FTE.

\$2,340
PER FTE

VOLUNTARY STAFF TURNOVER




Voluntary staff turnover is 18% per annum.

18%
PER ANNUM

NOTE: This will form the baseline data for future reporting.

MEASURING SUCCESS

Below are a list of measures which indicate Singleton’s position in relation to this pillar:

OBJECTIVES	MEASURE
	Risk management – zero harm to people, property and the environment - decreasing trend in number of LTI and increasing risk management maturity score
	Financial sustainability - achievement of Long Term Financial Plan
	Increasing employee engagement - trending towards 65% Service delivery - 95% completion of operational plan actions

SINGLETON COUNCIL

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