



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE MEETING TO BE HELD ON

**13 JULY 2020 AT CONCLUSION OF SPORT, RECREATION AND GRANTS
COMMITTEE**

**IN WITTBER & DR RUBY DAVY ROOMS, SALISBURY COMMUNITY HUB, 34
CHURCH STREET, SALISBURY**

MEMBERS

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr L Braun
Cr C Buchanan (Deputy Chairman)
Cr A Duncan
Cr D Hood
Cr P Jensen
Cr J Woodman

REQUIRED STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr M Petrovski
PA to General Manager Community & Org. Development,
Mrs B Hatswell

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Innovation and Business Development Sub Committee Meeting held on 10 June 2020.

REPORTS

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OTHER BUSINESS

CLOSE



**MINUTES OF INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
MEETING HELD IN WITTBER & DR RUBY DAVY ROOMS, SALISBURY
COMMUNITY HUB, 34 CHURCH STREET, SALISBURY ON**

10 JUNE 2020

MEMBERS PRESENT

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr L Braun
Cr C Buchanan (Deputy Chairman)
Cr D Hood
Cr P Jensen
Cr J Woodman

OBSERVERS

Cr D Proleta

STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr M Petrovski
PA to the General Manager City Infrastructure, Ms E Semrau

The meeting commenced at 6:35pm.

The Chairman welcomed the members, staff and the gallery to the meeting.

APOLOGIES

An apology was received from Cr A Duncan.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr L Braun
Seconded Cr J Woodman

The Minutes of the Innovation and Business Development Sub

Committee Meeting held on 11 May 2020, be taken and read as confirmed.

CARRIED

Moved Cr J Woodman
Seconded Cr L Braun

The Minutes of the Confidential Innovation and Business Development Sub Committee Meeting held on 11 May 2020, be taken and read as confirmed.

CARRIED

The Chair indicated to members that that Cr Henningsen has been added as an observer to the online minutes of the previous meeting.

Deputation

Mr David Waylen of the Salisbury Business Association addressed Members regarding a city wide events strategy.

The Chair advised the meeting that Council already had a report on events scheduled for July 2020, and thanked Mr Waylen for the comprehensive deputation.

REPORTS

IBDSC1 Future Reports for the Innovation and Business Development Sub Committee

Moved Cr L Braun
Seconded Mayor G Aldridge

1. The information be received.

CARRIED

IBDSC2 Community Bus to Service Western Suburbs

Moved Cr C Buchanan
Seconded Cr L Braun

1. That this report be received.
2. Staff promote Salisbury Home and Community Care transport services and deliver letter drop offs to all senior residents in the Western suburbs to identify need for service and inform the further development of potential service and model options.
3. That opportunities are explored with the Department of Planning, Transport and Infrastructure for development of an on-demand bus service within the City of Salisbury.

CARRIED

Further Motion

Moved Cr C Buchanan
Seconded Cr L Braun

That:

-
1. Staff bring back a further report following assessment of the impact of implementing parts 2 and 3 of the previous motion regarding the Community Bus to Service Western Suburbs, and
 2. The report to include advice on possible cost structures and service levels for the provision of a dedicated community transport service to commence in 2021/22 for the western part of the city and link residents to shopping precincts such as Springbank Plaza and the Salisbury Hub, including a:
 - a. fully funded Council-subsidised community bus service;
 - b. partially subsidised model;
 - c. user pays model.

CARRIED

IBDSC3 Community Requests - Response Dashboard

Moved Cr J Woodman
Seconded Mayor G Aldridge

1. The information be received.

CARRIED

OTHER BUSINESS

Nil

CLOSE

The meeting closed at 7:35pm.

CHAIRMAN.....

DATE.....

ITEM	IBDSC1
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	13 July 2020
HEADING	Future Reports for the Innovation and Business Development Sub Committee
AUTHOR	Michelle Woods, Projects Officer Governance, CEO and Governance
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	This item details reports to be presented to the Innovation and Business Development Sub Committee as a result of a previous Council resolution.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 A list of resolutions requiring a future report to Council is presented to each sub committee and standing committee for noting.
- 1.2 If reports have been deferred to a subsequent month, this will be indicated, along with a reason for the deferral.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Report authors and General Managers.
- 2.2 External
 - 2.2.1 Nil.

3. REPORT

3.1 The following table outlines reports to be presented to the Innovation and Business Development Sub Committee as a result of a previous Council resolution:

Meeting Item	- Heading and Resolution	Officer
28/10/2019 1.1.3 Due:	Collaboration Agreement between Council and Community Centres 3. <u>That the Innovation and Business Development Sub Committee conduct a review of the Collaboration Agreement over the next 12 months</u> and conduct a review of the management model for Community Hubs (Burton, Para Hills and Ingle Farm) by June 2020. November 2020	Jo Cooper
28/10/2019 1.1.3 Due:	Collaboration Agreement between Council and Community Centres 3. That the Innovation and Business Development Sub Committee conduct a review of the Collaboration Agreement over the next 12 months and <u>conduct a review of the management model for Community Hubs (Burton, Para Hills and Ingle Farm) by June 2020.</u> August 2020	Jo Cooper
28/10/2019 2.1.1 Due:	Burton Community Hub Project Update 2. That development of a management model be considered as part of a review of community hub models, including the Paddocks Hub by the Innovation and Business Development Sub Committee to be reported to the sub committee by April 2020. August 2020	Jo Cooper
25/11/2019 6.0.2- IBDSC4 Due:	Verge Maintenance Review 3. A further report be provided at the completion of 2020 on the effectiveness of the trial. 4. Further work be undertaken over the next 12 months to identify sites for alternative verge treatments with consideration to aligning and funding through existing strategies and capital works programs, and a report be brought back recommending other sites and verge treatments. December 2020	Mark Purdie
25/11/2019 6.0.2- IBDSC4 Due:	Verge Maintenance Review 5. A further report be provided on implementing changes to the Verge Development Policy with advice on the potential to provide financial and other incentives to residents to maintain their own verges. December 2020	Craig Johansen

23/03/2020	Improvement of Organisational Operations	John Devine / Terry Sutcliffe
6.0.2- IBDSC-OB1	That staff bring back a report to the Innovation and Business Development Sub Committee that: a. details the current status of the existing operations covering building, property and land development related functions; b. identifies opportunities to improve the alignment and interface across organisation operations associated with the delivery of property related strategic outcomes and service delivery and support to leaseholders of Council facilities. Due: July 2020 Deferred to: August 2020 Reason: Review report being finalised and consultation with staff required before presentation to Council.	
25/05/2020	Update on the proposed Dry Creek Project	Bruce Naumann
6.0.3- IBDSC2	2. A Dry Creek project business case be presented to Council, following successful completion of the Dry Creek Stormwater Management Plan (SMP) and a community/stakeholder engagement process. Due: November 2020	
25/05/2020	City of Salisbury Calendar of Events & Exhibitions Review	Julie Kushnir
6.0.3- IBDSC3	4. A report be prepared that provides advice on a City of Salisbury Christmas Carol grant, and appropriate criteria for expending the \$30,000 grant, to commence in the 2021/22 financial year. Due: September 2020	
25/05/2020	City of Salisbury Calendar of Events & Exhibitions Review	Julie Kushnir
6.0.3- IBDSC3	5. With regard to the potential of a community market being established in future, a report be prepared for further consideration and inclusion in the budget process for the next financial year. Due: September 2020	

4. CONCLUSION / PROPOSAL

- 4.1 Future reports for the Innovation and Business Development Sub Committee have been reviewed and are presented to Council for noting.

CO-ORDINATION

Officer:	Executive Group	GMCOD	GMCI	GMCD	GMBE
Date:	06/07/2020	02/07/2020	03/07/2020	03/07/2020	02/07/2020

ITEM	IBDSC2
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	13 July 2020
HEADING	Community Event Sponsorship Christmas Carol Grant Criteria
AUTHOR	Gemma Murray, Community Planner: Place Activation, Business Excellence
CITY PLAN LINKS	3.2 Have interesting places where people want to be. 3.2 Have interesting places where people want to be. 3.4 Be a proud, accessible and welcoming community.
SUMMARY	This report outlines the advice on a Christmas Carol grant, made available through the Community Event Sponsorship Program and includes associated criteria.

RECOMMENDATIONS

1. A New Initiative Bid of \$30,000 be prepared for consideration by Council in the 2021/22 budget for an annual grant as part of the Community Event Sponsorship Program, commencing 2021/22, for a Christmas Carols event to be staged from December 2021 onwards.
2. That the proposed criteria outlined in this report (Item IBDSC2 Innovation and Business Development Committee 13 July 2020) be approved.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Terms of Agreement Template - Christmas Carols Grant

1. BACKGROUND

- 1.1 At the Council meeting held on 11 May 2020 it was resolved that: (relevant extract taken)

1.1.4 A report be prepared that provides advice on a City of Salisbury Christmas Carol grant, and appropriate criteria for expending \$30,000 grant to commence in the 2021/22 financial year.

2. REPORT

- 1.2 The annual budget for the Community Event Sponsorship Program (CESP) is \$60,000 p.a.
- 1.3 The annual budget is split between two (2) rounds per financial year.
- 1.4 The annual budget allows up to eight (8) events to be sponsored for an amount up to \$5,000 each financial year, and two (2) events to be sponsored for an amount between \$5,000 and \$10,000 each financial year.

- 1.5 An additional \$30,000 p.a. is to be considered to be made available, commencing 2021/22 financial year, for the sole purpose of a community group / organisation conducting a Christmas Carols event. This is exclusive to Council's in kind support and contribution including traffic management.
- 1.6 The proposed grant criteria for the amount of up to \$30,000 p.a. outlined in this report is to be considered as part of the Community Event Sponsorship Program.
- 1.7 The annual budget for the Community Event Sponsorship Program (CESP) will need to be increased to \$90,000 p.a. in total commencing 2021/22 financial year, should this be approved.
- 1.8 In the event that no suitable application is received for this grant, the City of Salisbury is under no obligation to award the funds to any applicant if the applications do not meet the assessment criteria..

2. GRANTS PURPOSE

- 2.1 The purpose of the Community Event Sponsorship Program (CESP) is to deliver outcomes in alignment with the Salisbury City Plan 2035. The program will assist in achieving the vision of "*A sustainable, connected and progressive community*".
- 2.2 Furthermore, the CESP contributes to the commitment that aims to "*provide experiences that make our places lively and interesting*".
- 2.3 The CESP aims to complement the City of Salisbury's existing events calendar, whilst increasing the capacity of community organisations to deliver events thereby increasing participation and attendances.

3. ASSESSMENT CRITERIA

- 3.1 To secure funding for the sole purpose of hosting a Christmas Carols event, the organisation conducting the event will need to demonstrate:
 - Maturity around risk and organisation management
 - Significant community benefit
 - Attraction to the broader community of the City of Salisbury (not limited to membership of an organisation)
 - The event will be hosted in the City of Salisbury
 - Positive promotion of the City of Salisbury
- 3.2 All eligible applications for the \$30,000 grant will be assessed against the following suggested criteria:
 - *Completion of the application in full and submitted by mid – May. This is in line with the first CESP round of the year which opens at the beginning of April.*
 - *Demonstrated need for the event;*
 - *Demonstrated previous experience organising major events with supporting evidence provided;*
 - *Stakeholder endorsement and support for the event;*

- *Consideration of, and for with, existing events calendar and events;*
- *Demonstrated multiple community, organisations or association benefit;*
- *Extent to which the event addresses the City of Salisbury City Plan strategic objectives and community needs;*
- *Extent to which alternative, complementary sponsorship and funding sources have been explored or secured;*
- *Adequate, comprehensive and value for money of event budget;*
- *Extent to which the event meets the needs of the CESP;*
- *Alignment with the priorities of the CESP;*
- *Risk management considerations;*
- *Extent to which the organisation has the financial capacity to meet its financial obligations with the City of Salisbury (e.g. does the organisation have any bad debt with the City of Salisbury);*
- *Demonstrated ability for the event to attract over 5,000 patrons;*
- *Regional or state wide significance of the event;*
- *Long term sustainability of the event in the City of Salisbury;*
- *Demonstrated ability for the event organisers to deliver an event of significant size and scale with supporting evidence provided;*
- *Profile of the event and ability of the organisation to raise the profile of the City of Salisbury;*
- *The number of other events that have been funded for the financial year (noting that only one (1) event will be sponsored for an amount between \$10,000 and \$30,000 each financial year for the sole purpose of conducting a Christmas Carols event).*

3.3 All eligible applications for the \$30,000 grant must submit the following information in their application;

- *Most recent annual financial statement certified by the President /Treasurer or audited by a qualified accountant as presented at an AGM*
- *A copy of an Event Plan / Checklist including concept plans*
- *Where applicable supply evidence of cash support (e.g. recent bank statement)*
- *Provide a Certificate of Incorporation demonstrating not-for profit status*
- *Provide a signed copy of committee minutes endorsing the event, authorising an application to the Community Event Sponsorship Program and documenting the authorised project contact*
- *Where applicable provide letters of support for the event*
- *Where applicable provide a letter/email from the head of the organisation supporting the application*
- *Provide a copy of a Marketing Plan / Communications Strategy*

- *Provide a copy of a Risk Management Plan*

- 3.4 Incomplete applications will be considered non-compliant and ineligible for sponsorship.
- 3.5 Applications for the \$30,000 grant are to be submitted in line with the first round of the year, which opens at the beginning of April and closes around mid - May. Once all documentation has been received, the application will be processed and presented for assessment to the Sport, Recreation and Grants Committee.
- 3.6 The successful applicant will be required to sign the Terms of Agreement document prior to receiving funds, as per template attached to this report.
- 3.7 The successful applicant will be required to submit a comprehensive acquittal report within six (6) months of the event completion date. The acquittal report will need to include statistics directly related to their communications plan. The report will also need to include a completed visitor survey to support the event assessment.

4. CONCLUSION / PROPOSAL

- 4.1 It be considered to increase the CESP budget from \$60,000 to \$90,000 p.a., commencing 2021/22, allowing one (1) Christmas Carol event grant to be provided each year up to \$30,000.
- 4.2 That the criteria for the \$30,000 p.a. grant outlined in this report be considered and approved.

CO-ORDINATION

Officer: GMBE
Date: 02/07/2020



Community Event Sponsorship Program
Christmas Carols Event Grant
Round X - Agreement X.2020
EVENT XX
DATE XX
Terms of Agreement

Parties	<p>XXX ABN: Address: Contact: Position: Telephone: Email:</p> <p style="text-align: right;">("Organisation")</p> <hr/> <p>City of Salisbury ABN: 82 615 416 895 Address: 34 Church Street, Salisbury SA 5108 Contact: Gemma Murray Position: Community Planner: Place Activation Telephone: 08 8406 8593 Fax: 08 8281 5466 Email: gmurray@salisbury.sa.gov.au</p> <p style="text-align: right;">("City of Salisbury")</p>
Description	<p>Community Events have traditionally played a significant role in the Salisbury Community and the City of Salisbury is committed to providing opportunities to increase the number and size of events held within the City of Salisbury.</p> <p>The variety of events and programs presented throughout the year offer an example of how Council engages with community and strives to achieve the vision of "a flourishing City with opportunity for all."</p> <p>The Community Event Sponsorship Program aims to deliver outcomes in alignment with the Salisbury City Plan 2030.</p> <p>XXX</p>
Strategic Alignment	<p>The XXX aligns with the City of Salisbury's vision "Salisbury – A flourishing City with opportunity for all" and a number of strategic objectives as outlined in their application.</p>
Expectations	<p>The following outlines areas of responsibility to be undertaken by XXX.</p> <ul style="list-style-type: none"> • Undertake all planning, management and logistics of the XXX, and services related to the specified outcomes • Acknowledge the City of Salisbury using logo and graphic devices on all promotional material related to the event. • List the event in the Discover Salisbury online calendar. • Recognition in speeches of the contributions of the City of Salisbury. • Display City of Salisbury branding and promotional material at the venue throughout the duration of the event.

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	<ul style="list-style-type: none"> • Provide a Project Acquittal Report to the City of Salisbury at the completion of event, the report to be received within 6 months of event completion. XXX • Invite the Mayor and Elected Members to event openings.
Expectations	<p>City of Salisbury The following outlines areas of responsibility to be undertaken by City of Salisbury:</p> <ul style="list-style-type: none"> • The term of the grant will commence XXX. • Provide funding of up to XXX excluding GST for the purpose of supporting the Christmas Carols Event. • JPEG image of City of Salisbury logo.
Payment	<p>City of Salisbury will provide a grant up to the value of \$30,000 for the sole purpose of supporting the Christmas Carols Event. The XXX will invoice the City of Salisbury for this amount.</p>
Intellectual Property	<p>XXX agrees that the City of Salisbury logo and any other intellectual property of the City of Salisbury, remains the property of the City of Salisbury and the City of Salisbury grants the XXX to use its intellectual property for the purposes of this agreement.</p>
Conditions of Funding	<p>1. Grant money may only be used for the purpose for which it was intended, as stated in the application/approval letter. Should circumstances change you must advise in writing and seek approval from the Community Events Sponsorship Program, City of Salisbury, prior to utilising funds. 2. Grant money must be acquitted (see blank acquittal form attached) within six months of being awarded. The acquittal advice for this grant must be submitted by XXX unless negotiated with the Community Events Sponsorship Program, City of Salisbury.</p> <p>These terms of agreement demonstrates acceptance of the Community Event Sponsorship Program offer from the City of Salisbury, and agreeance to meet the conditions outlined above. I understand failure to meet these conditions, without consultation with the Community Event Sponsorship Program may result in future applications being jeopardised. I also understand that I am responsible for determining GST implications and will provide proof of registration and a tax invoice if applicable.</p>

<p>Signed for and on behalf of XXX by a person duly authorised to act on its behalf in the presence of:</p> <p>_____ Signature</p> <p>_____ Name</p> <p>_____ Position</p> <p>_____ Date</p>	<p>Signed for and on behalf of City of Salisbury by a person duly authorised to act on its behalf in the presence of:</p> <p>_____ Signature</p> <p>_____ Name</p> <p>_____ Position</p> <p>_____ Date</p>
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**INFORMATION
ONLY
ITEM**

IBDSC3

**INNOVATION AND BUSINESS DEVELOPMENT SUB
COMMITTEE****DATE**

13 July 2020

HEADING

Performance Excellence Program - participation update

AUTHOR

Warren Gearey, Continuous Improvement Specialist, Business Excellence

CITY PLAN LINKS

4.2 Develop strong capability and commitment to continually improve Council's performance.

4.3 Have robust processes that support consistent service delivery and informed decision making.

4.4 Embed long term thinking, planning and innovation across the organisation.

SUMMARY

In March 2020 the Innovation & Business Development subcommittee endorsed the recommendation to participate in the 2020/21 Performance Excellence Program.

The prospectus for the 2020 Performance Excellence program, which was released in late May 2020 did not offer a one-year option, but offered South Australian-based local government organisations a two-year option that was aligned to the expected outcomes of the South Australian Productivity Commission Report into Local Government.

RECOMMENDATION

1. That the information be received.
2. That the Innovation and Business Development subcommittee note that the City of Salisbury is participating in the 2020/21 Performance Excellence Program and will participate in the 2021/22 program unless the recommendations of the South Australian Productivity Commission are implemented by February 2021.
3. That the Innovation and Business Development subcommittee note that a new initiative bid of \$12,300 may be required in 2021/22 should the recommendations of the South Australian Productivity Commission not be implemented by February 2021.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 The *Australasian LG Professionals Performance Excellence Program* is a national and New Zealand initiative involving over 160 local government organisations and is coordinated by PWC (PriceWaterhouseCoopers).
- 1.2 The Performance Excellence program, which is now in its seventh year, has become a widely recognised performance benchmarking program within local government, allowing contributing councils to comprehensively and comparatively self-assess their operations and management performance.
- 1.3 The City of Salisbury has a comprehensive performance report for each year of participation, as well as, access to three years' worth of metrics, charts and information trends via an online portal.
- 1.4 In March 2020 a report was presented to the Innovation & Business Development subcommittee providing two options for consideration as follows:
 - 1.4.1 *Option 1*: no participation in the Performance Excellence Program.
 - 1.4.2 *Option 2*: is to sign up to the 2020 Performance Excellence program at an estimated cost of \$30,000 (exact pricing is expected to be published in the next few months).
- 1.5 The Elected Members endorsed the option to enrol for 12 months at an estimated cost of \$30,000.
- 1.6 The rationale for the one year agreement was that the State Government was considering an industry sector benchmarking program and Council would not sign to a three year agreement as the future involvement was unknown.
- 1.7 A corresponding new initiative bid was endorsed for 2020/21 reflecting the one year program.
- 1.8 This report is updating Council that a one year agreement is not available as anticipated with Council signing a two year agreement with the ability to exit should the State Government implement an industry sector benchmarking program.
- 1.9 The participation of South Australian local government organizations in the Performance Excellence Program was noted in the South Australian Productivity Commission (SAPC) Local Government Inquiry report. The report includes commentary that highlights the importance of performance reporting as a useful tool to identify continuous improvement opportunities.

2. CITY PLAN CRITICAL ACTION

- 2.1 Enabling Excellence Measures: Benchmarking our performance

3. CONSULTATION / COMMUNICATION

- 3.1 Internal
 - 3.1.1 General Manager, Business Excellence
 - 3.1.2 Manager, Business Systems & Solutions.

4. REPORT

Performance Excellence Program 2020/21 – 2022/23

- 4.1 The prospectus for the Performance Excellence Program was released in late May 2020, with the program commencing on 1 July 2020.
- 4.2 Unlike the 2017/18 – 2019/20 Performance Excellence Program, there is no one-year option. Participants are only offered the three-year program, however, a two-year option is available to South Australian-based local government organisations.
- 4.3 The two-year option for South Australian-based councils reflects expected changes within the state associated with the recommendations of the South Australian Productivity Commission (SAPC) Local Government Inquiry.
- South Australian Productivity Commission (SAPC) Local Government Inquiry*
- 4.4 This report was presented to the South Australian Government in November 2019, and included nine recommendations.
- 4.5 In February 2020, the South Australian Government confirmed its support for all the recommendations in the SAPC report.
- 4.6 The first recommendation in the report has a significant overlap with the Performance Excellence Program, as follows:
- 4.6.1 To support council efficiency improvement, financial accountability and engagement with communities and the state government, the Commission recommends that the South Australian Government establish a broad information framework, with a range of indicators published online, to enable high level comparisons of councils, including with themselves over time, for the purposes of providing:
- a) councils with information to support decision making and continuous improvement;
 - b) communities and ratepayers with consistent information about their council performance and productivity, including comparisons with appropriate councils; and
 - c) state and Australian governments with information to allow better informed engagement with local government and decisions which affect local government
- PWC Performance Excellence Program / South Australian Government response to the recommendations of the South Australian Productivity Commission Local Government*
- 4.7 The prospectus of the Performance Excellence Program offers South Australian-based local government organisations a two-year option, which assumes that the recommendations from the South Australian Productivity Commission will take a couple of years to become operational.
- 4.8 Further, the terms and conditions for South Australian-based local governments provides a release from participation in the second year under clause 6 of the terms and condition, as follows:
- 4.8.1 Where SA Councils contract for a two-year term commencing 2020, AND where government reforms mandate sector-wide benchmarking AND the resultant benchmarking tool is implemented within the contract term, SA Councils will be exempt from the termination fees provided that notice is given by 26 February 2021.

- 4.9 The budget bid in the draft budget for 2020/21 is based on what was the estimated one year cost of participation at \$30,000.
- 4.10 The cost of the two-year program is \$42,300, which is \$21,150 for 2020/21 and \$21,150 for 2021/22.
- 4.11 There is sufficient budget available to participate in the first year of the two-year program, with a budget bid of \$12,300 required for the 2021/22 financial year.
- 4.12 On 16 June 2020 a report was presented to the Executive group with two options for consideration as follows:
 - 4.12.1 No further participation in the Performance Excellence Program;
 - 4.12.2 Participating in the two-year option of the Performance Excellence Program.
- 4.13 Noting the relevant release clauses associated with participation in the Performance Excellence Program, the Executive approved participation in the first and second years of the three-year program, which commenced on 1 July 2020.

5. CONCLUSION / PROPOSAL

- 5.1 The anticipated option to only participate in the first year of the three-year Performance Excellence program is not available in the prospectus for the 2020/21 – 2022/23 Performance Excellence Program.
- 5.2 The prospectus for the Performance Excellence Program recognises the likely impacts of the recommendations of the South Australian Productivity Commission Local Government Inquiry and offered South Australian-based local government organisations a two-year option, at a cost of \$21,150 a year.
- 5.3 Noting the decision of the Innovation and Business Development subcommittee to participate in the 2020/21 Performance Excellence Program, and that PWC recognises the implications of the recommendations of the South Australian Productivity Commission report, the City of Salisbury entered into an agreement for participation in the first and second years of the Performance Excellence Program.
- 5.4 If the recommendations of the South Australian Productivity Commission are implemented before February 2021, the City of Salisbury will not participate in the 2021/22 Performance Excellence Program.
- 5.5 There are sufficient funds in the 2020/21/ budget for participation in the first year of the program and a budget bid will be required in 2021/22 for participation in the second year of the program.
- 5.6 The 2020/21 Performance Excellence Program commenced on 1 July 2020.

CO-ORDINATION

Officer: GMBE
Date: 02/07/2020

ITEM	IBDSC4 INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	13 July 2020
HEADING	Community Requests - Response Dashboard
AUTHOR	Charles Mansueto, General Manager Business Excellence, Business Excellence
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	As per Council resolution a monthly report on the Community Requests - Response Dashboard is provided for information.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Community Requests - 30 June 2020

1. BACKGROUND

- 1.1** At the council meeting held on 26/08/2019 item IBDSC-OB2 was considered and the following resolved:

‘That, in order to regularly monitor customer service performance, an update report on the “customer review dashboard” be a standing item on the agenda for the Innovation and Business Development Sub Committee, and be provided at each meeting.’

Resolution No 0250/2019

- 1.2** Further, at the November 2019 meeting, the committee also requested that the information be provided by department.

2. CONSULTATION / COMMUNICATION**2.1** Internal

- 2.1.1** General Manager Business Excellence

2.2 External

- 2.2.1** Nil

3. ORGANISATION

- 3.1** The Community Request - Response Dashboard for the period 1 July 2019 to 30 June 2020 is attached for reference.

- 3.2 Only service requests received through the Community Experience Centre are included in this report.
- 3.3 A total of 17,292 (74.6%) requests were closed within 10 days.
- 3.4 Since 1 July the administration has achieved a 94.2% closed/response outcome within the 10 day target from a total of 23,179 requests received.
- 3.5 Year to date, of the requests that had not been closed within the 10 days, 77.2% had been responded to within the 10 day period.
- 3.6 In the 10 days prior and up to 30 June 2020, of the requests that had not been closed within the 10 days, 78.6% had been responded to within the 10 day period.

4. DEPARTMENT

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,408	0.0%	98.8%	1.2%	98.8%
City Development	6,120	6.1%	82.9%	11.0%	89.0%
Community Development	232	0.0%	91.8%	8.2%	91.8%
City Infrastructure	15,297	27.3%	68.6%	4.1%	95.9%
Epathway	33	0.0%	90.9%	9.1%	90.9%
Information Requests	89	-	93.3%	6.7%	93.3%
Total	23,179	19.4%	75.1%	5.5%	94.5%

- 4.1 Further investigation of the data has identified that a number of customer requests in City Development had been closed out but an incorrect or no code assigned to those closed-out requests, affecting the data. This will be monitored and future reports should reflect updated and corrected data.
- 1.3 The requests captured as Epathway are requests previously received online before Council commenced CityWatch (new E-Services application).
- 1.4 Information requests are for when a community member contacts Council to provide some information but it doesn't generate any action.

2. SNAP SEND SOLVE

- 2.1 Elected Members may have recently received a report from Snap Send Solve (SSS). This information is collated by SSS when they send a survey to customers

using their application after 14 days of the customer logging a request on SSS to get feedback on their request.

- 2.2 The dashboard report is a new feature as part of an enterprise licence with Snap Send Solve, but they are currently sending it to customers and Councils for free to show the product's capability.
- 2.3 It is unclear as to the accuracy of the information, with staff seeking further information from SSS.

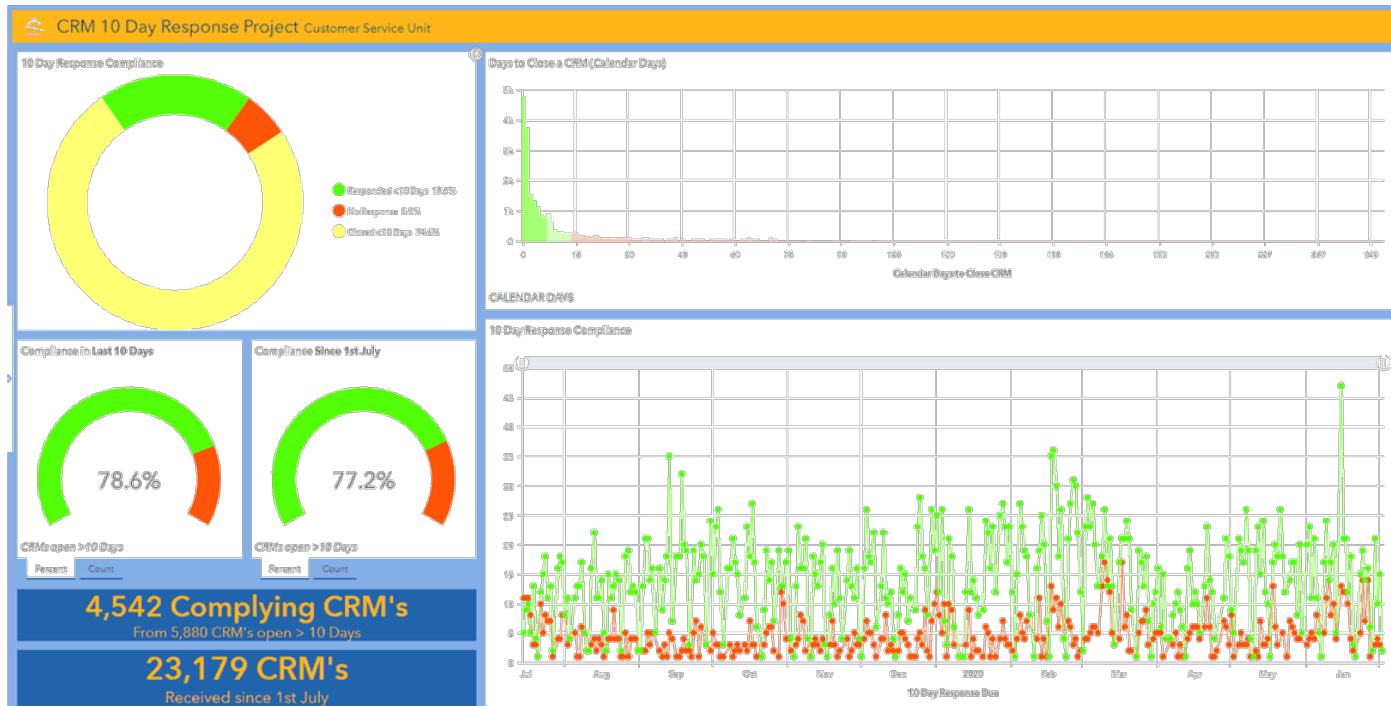
5. CONCLUSION / PROPOSAL

- 5.1 The monthly report on the Community Requests - Response Dashboard be received.

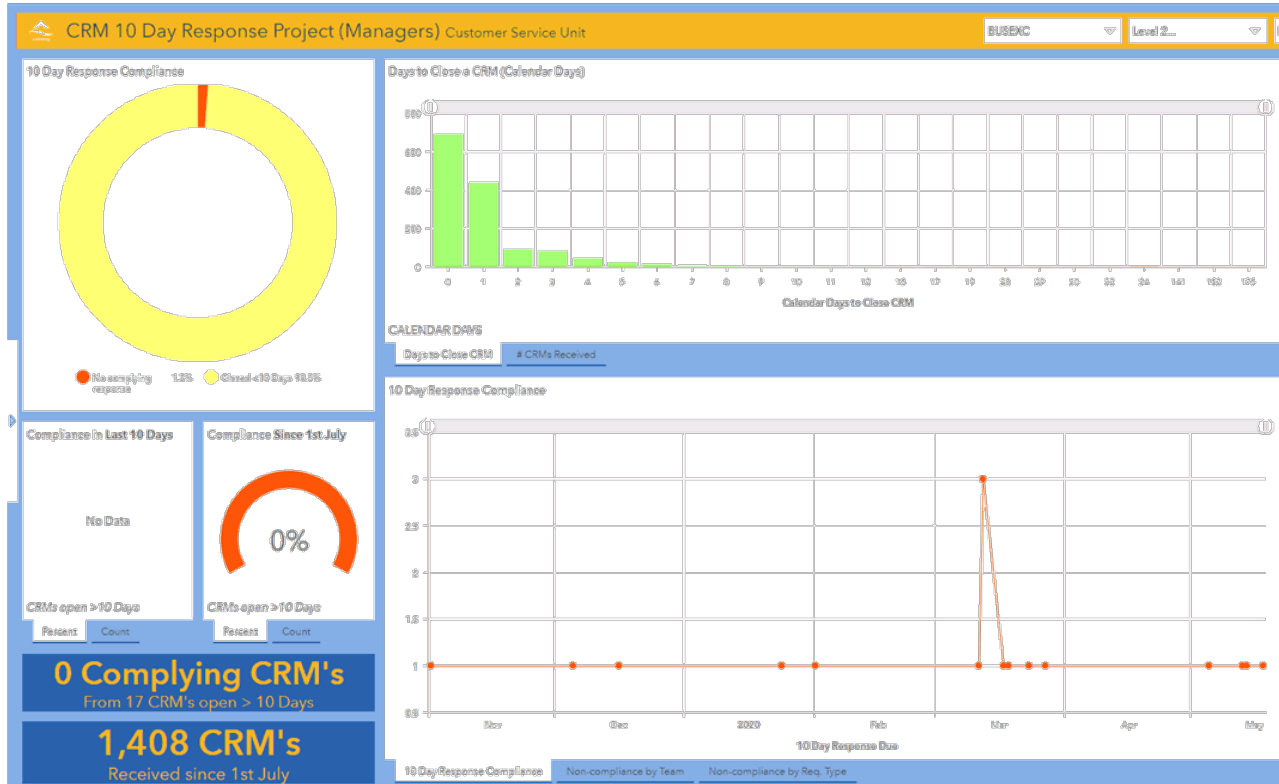
CO-ORDINATION

Officer:	Executive Group	GMCiD
Date:	06/07/2020	07/07/2020

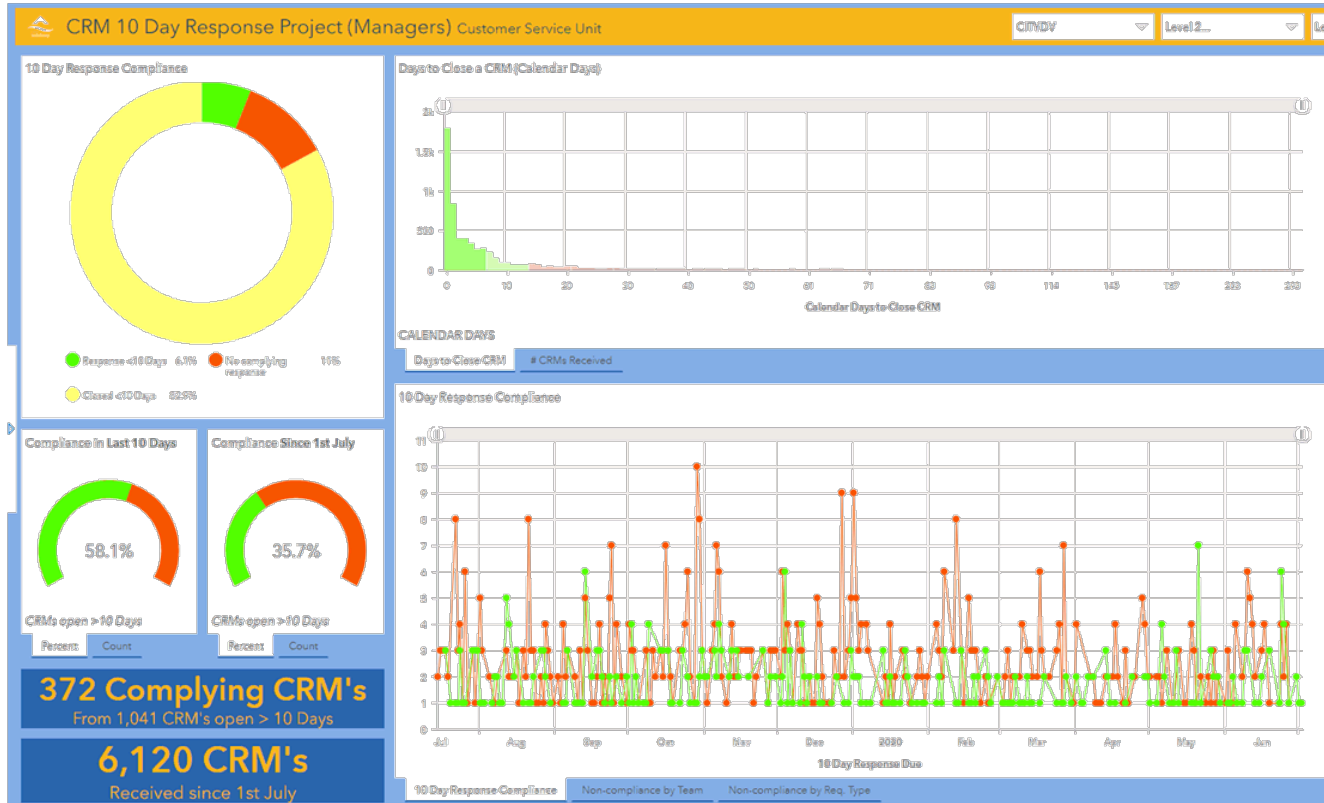
10 Day Service Standard – 1 July 2019 to 30 June 2020



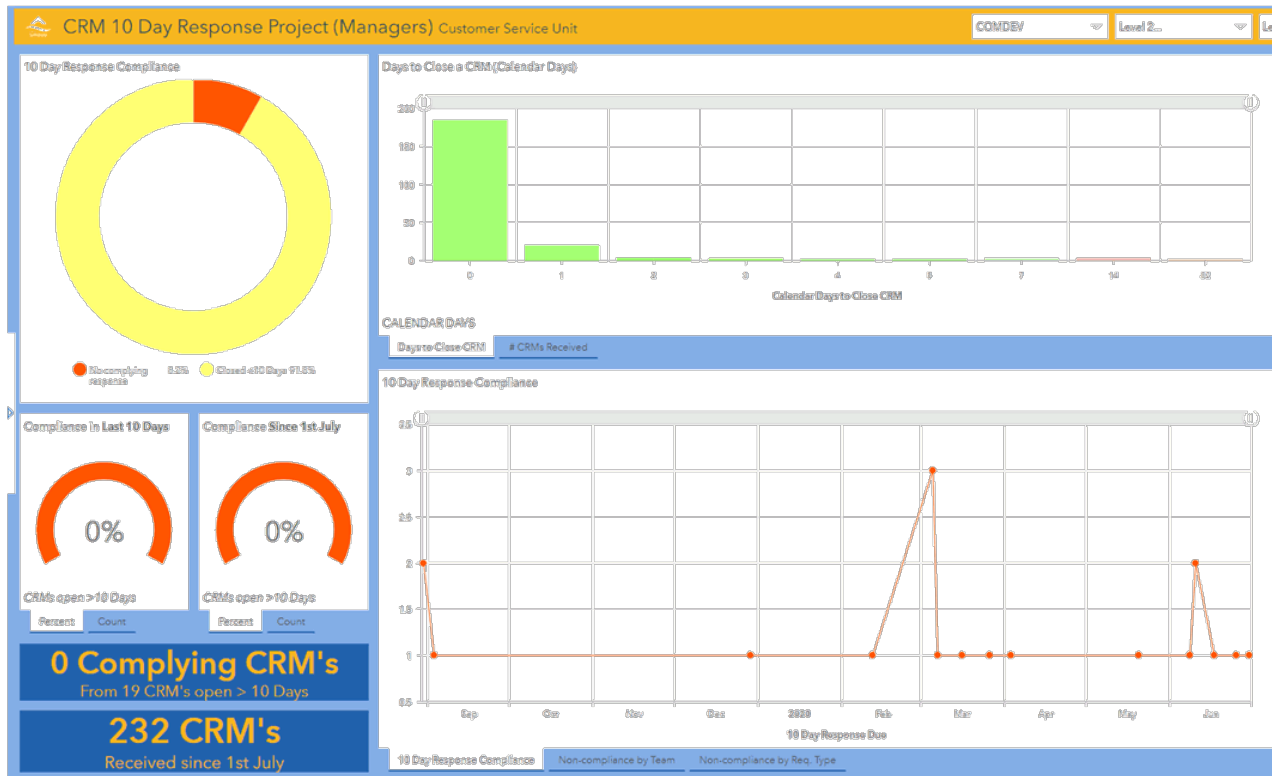
Business Excellence – 1 July 2019 to 30 June 2020



City Development – 1 July 2019 to 30 June 2020

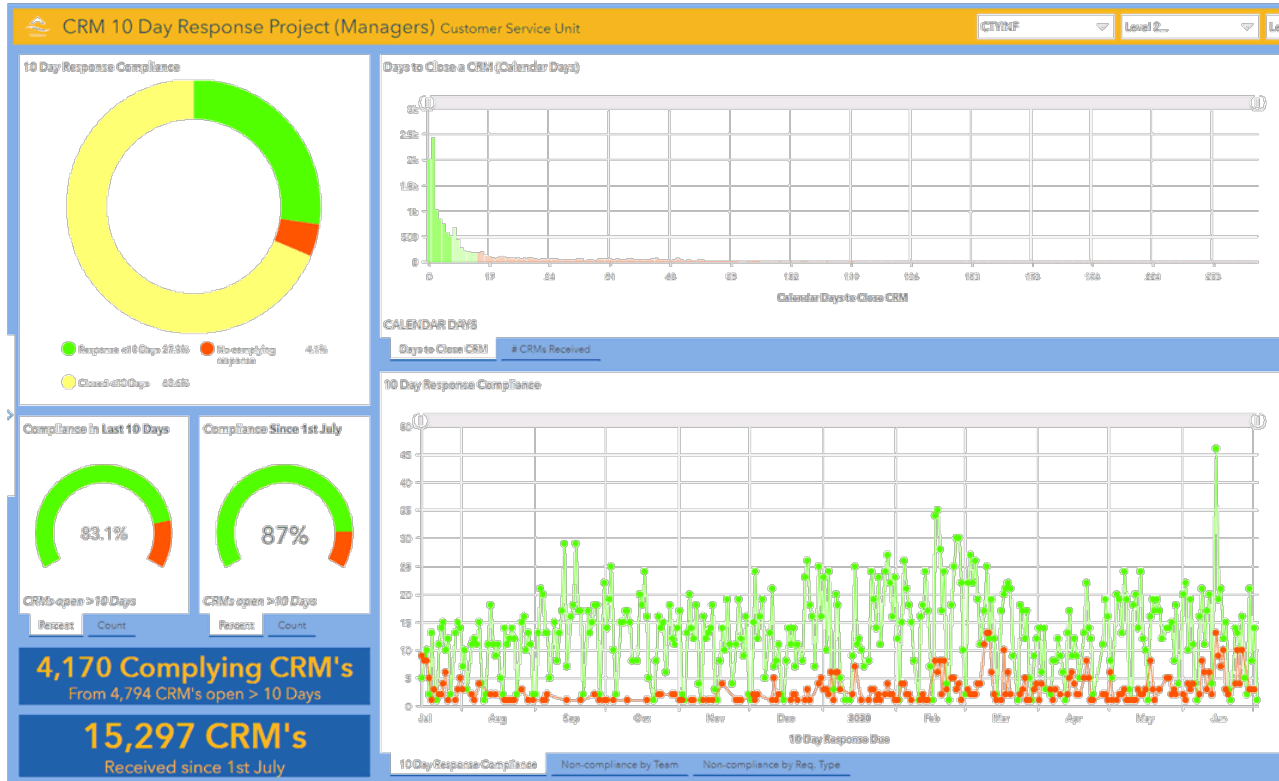


Community Development – 1 July 2019 to 31 June 2020

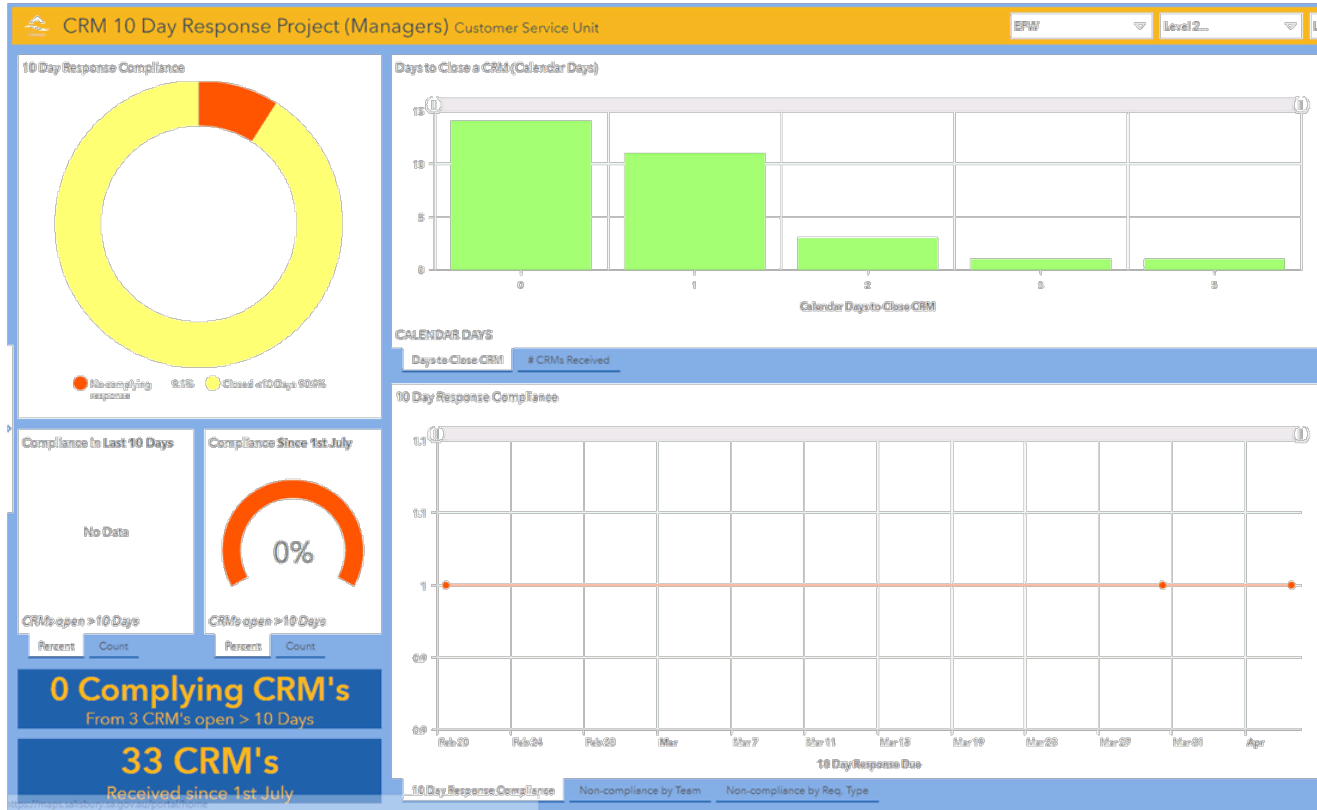


Item IBDSC4 - Attachment 1 - Community Requests - 30 June 2020

City Infrastructure – 1 July 2019 to 30 June 2020



Epathway – 1 July 2019 to 30 June 2020



Information Only – 1 July 2019 to 30 June 2020

