



AGENDA

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

**14 SEPTEMBER 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

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

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

REPORTS

IBDSC1 Future Reports for the Innovation and Business Development
Sub Committee 7

IBDSC2 Community Requests - Response Dashboard 11

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 AUGUST 2020

MEMBERS PRESENT

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

OBSERVERS

Cr N Henningsen

STAFF

General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr M Petrovski
Administrative Coordinator - Business Excellence, Mrs M Potter

The meeting commenced at 6.42pm.

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

APOLOGIES

Nil

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr L Braun
Seconded Cr P Jensen

The Minutes of the Innovation and Business Development Sub Committee Meeting held on 13 July 2020, be taken and read as confirmed.

CARRIED

The Chair advised the meeting that she had received a request from Mr David Waylen to give a Deputation regarding Item IBDSC3 on the Agenda

Bring Forward Item IBDSC3 – City of Salisbury Calendar of Events and Exhibitions Review

Moved Cr C Buchanan
Seconded Cr L Braun

1. That Item IBDSC3 – City of Salisbury Calendar of Events and Exhibitions Review be brought forward to be discussed after the Deputation.

CARRIED

Deputation

Mr David Waylen, on behalf of the Salisbury Business Association, addressed Members regarding Item IBDSC3 City of Salisbury Calendar of Events and Exhibitions Review.

The Chair thanked Mr Waylen for the deputation.

REPORTS

IBDSC3 City of Salisbury Calendar of Events and Exhibitions Review

Mayor G Aldridge left the meeting at 7:01 pm.

Mayor G Aldridge returned to the meeting at 7:03 pm.

Cr A Duncan left the meeting at 7:15 pm and did not return.

Mayor G Aldridge left the meeting at 7:18 pm and did not return.

Moved Cr C Buchanan
Seconded Cr L Braun

1. That the report be noted.
2. The Proposed 3 Year Exhibition & Events Calendar as provided by staff in this report (IBDSC10/08/2020, Item IBDSC3) be endorsed subject to the following changes:
 - a. Secret Garden – Option C with the variation that the Friday night event is a City of Salisbury Community Recognition event and the Administration is requested to provide a further report with a proposed list of community groups to be invited.
 - b. Writers Festival – Option A

- c. Salisbury Community Achievement Awards to be incorporated into the Australia Day Awards Program, and a further report to be provided with advice on a potential award category, if required.
- d. Salisbury Plays to include the opening of Fairbanks Reserve in line with the proposed construction schedule.
- 3. Council endorse the introduction and staging of a brand new (nature play style) activity, “The Discover Salisbury Challenge” in December 2020, to kick off school holiday activations, whilst still enabling the appropriate management of social distance requirements, anticipating that they are still in place at the time.

CARRIED

IBDSC1 Future Reports for the Innovation and Business Development Sub Committee

Moved Cr J Woodman
Seconded Cr P Jensen

- 1. The information be received.

CARRIED

IBDSC2 Community Requests - Response Dashboard

Moved Cr P Jensen
Seconded Cr J Woodman

- 1. The information be received.

CARRIED

OTHER BUSINESS

Nil

CLOSE

The meeting closed at 7.29 pm.

CHAIRMAN.....

DATE.....

ITEM	IBDSC1
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	14 September 2020
HEADING	Future Reports for the Innovation and Business Development Sub Committee
AUTHOR	Michelle Woods, Projects Officer Governance, CEO and Governance
CITY PLAN LINKS	4.2 We deliver quality outcomes that meet the needs of our community
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	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. Due: September 2020 Deferred to: October 2020 Reason: Further work is being undertaken by staff.	Jo Cooper
28/10/2019 1.1.3	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> Due: September 2020 Deferred to: October 2020 Reason: Further work is being undertaken by staff.	Jo Cooper
28/10/2019 2.1.1	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. Due: September 2020 Deferred to: October 2020 Reason: Further work is being undertaken by staff.	Jo Cooper
25/11/2019 6.0.2- IBDSC4	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. Due: December 2020	Mark Purdie

25/11/2019 6.0.2- IBDSC4	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. Due: December 2020	Craig Johansen
23/03/2020 6.0.2- IBDSC-OB1	Improvement of Organisational Operations 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: September 2020 Deferred to: October 2020 Reason: Due to additional analytical work being required.	John Devine / Terry Sutcliffe
25/05/2020 6.0.3- IBDSC2	Update on the proposed Dry Creek Project 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	Bruce Naumann
25/05/2020 6.0.3- IBDSC3	City of Salisbury Calendar of Events & Exhibitions Review 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 Deferred to: November 2020 Reason: To allow the administration to further consider the implications of a community market within the now approved event calendar.	Julie Kushnir

27/07/2020 6.0.2- IBDSC2 (10/06/20)	<p>Community Bus to Service Western Suburbs</p> <p>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</p> <p>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:</p> <p>a - fully funded Council-subsidised community bus service;</p> <p>b - partially subsidised model;</p> <p>c - user pays model.</p> <p>Due: October 2020</p>	Julie Douglas
24/08/2020 6.0.2- IBDSC3	<p>City of Salisbury Calendar of Events and Exhibitions Review</p> <p>2. The proposed 3 Year Exhibition & Events Calendar as provided by staff in this report (IBDSC 10/08/2020, Item IBDSC3) be endorsed subject to the following changes:</p> <p>a. Secret Garden – Option C with the variation that the Friday night event is a City of Salisbury Community Recognition event and the Administration is requested to provide a further report with a proposed list of community groups to be invited.</p> <p>c. Salisbury Community Achievement Awards to be incorporated into the Australia Day Awards Program, and a further report to be provided with advice on a potential award category, if required.</p> <p>Due: October 2020</p>	Julie Kushnir

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
Date: 07/09/2020

ITEM	IBDSC2 INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	14 September 2020
HEADING	Community Requests - Response Dashboard
AUTHOR	Hannah Walters, Project Manager Community Experience, Community & Org. Development
CITY PLAN LINKS	4.1 Members of our community receive an exceptional experience when interacting with Council
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 - 31 August 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 The Project Manager Community Experience has followed up with relevant business units to ensure the 10 Day Service Standard process is understood with the aim to reduce the number of non-compliance CRM's in the future.

2.2 External

- 2.2.1 Nil

3. ORGANISATION

- 3.1 The Community Request - Response Dashboard for the period 1 September 2019 to 31 August 2020 is attached for reference.
- 3.2 Only service requests received through the Community Experience Centre are included in this report. No anonymous requests are included in this report.
- 3.3 A total of 16,132 (72.8%) requests were closed within 10 days.
- 3.4 In previous monthly reports we have reported financial year data. As we now have over 12 months of data we will be reporting the results for the previous 12 months on a rolling basis. Since 1 September the administration has achieved a 94.3% closed/response outcome within the 10 day target from a total of 22,139 requests received.
- 3.5 Since 1 September 2019, of the requests that had not been closed within the 10 days, 79.1% had been responded to within the 10 day period. (Refer Attachment)
- 3.6 In the 10 days prior and up to 31 August 2020, of the requests that had not been closed within the 10 days, 100% had been responded to within the 10 day period, compared to last month which was 91.5%

4. DEPARTMENT

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,346	-1%	98.7%	1.3%	98.8%
City Development	5,101	9.1%	80%	10.9%	89.1%
Community Development	199	0.0%	90.5%	9.5%	90.5%
City Infrastructure	15,407	27.8%	67.8%	4.4%	95.6%
Epathway	16	0.0%	93.8%	6.3%	93.8%
Information Requests	70	-	91.4%	8.6%	91.4%
Total	22,139	21.5%	72.8%	5.7%	94.3%

- 4.1 The requests captured as Epathway are requests previously received online before Council commenced CityWatch (new E-Services application). No new Epathway requests will be received going forward and requests received via CityWatch are captured in the relevant Department stats.

- 4.2 Information requests are for when a community member contacts Council to provide some information but it doesn't generate any action.
- 4.3 The Community Requests Report (Attachment 1) has been presented as a monthly count, rather than a daily count. This is to smooth out the variation of Saturdays and Sundays where there are very few requests.

5. SNAP SEND SOLVE

- 5.1 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.
- 5.2 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.
- 5.3 We are now preparing a similar dashboard report for review by the Innovation and Business Development Sub Committee using our own CRM data, however this is still progressing with the Business Systems and Solutions Team.

6. CONCLUSION / PROPOSAL

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

CO-ORDINATION

Officer:	GMCOD	Executive Group
Date:	04/09/2020	07/09/2020

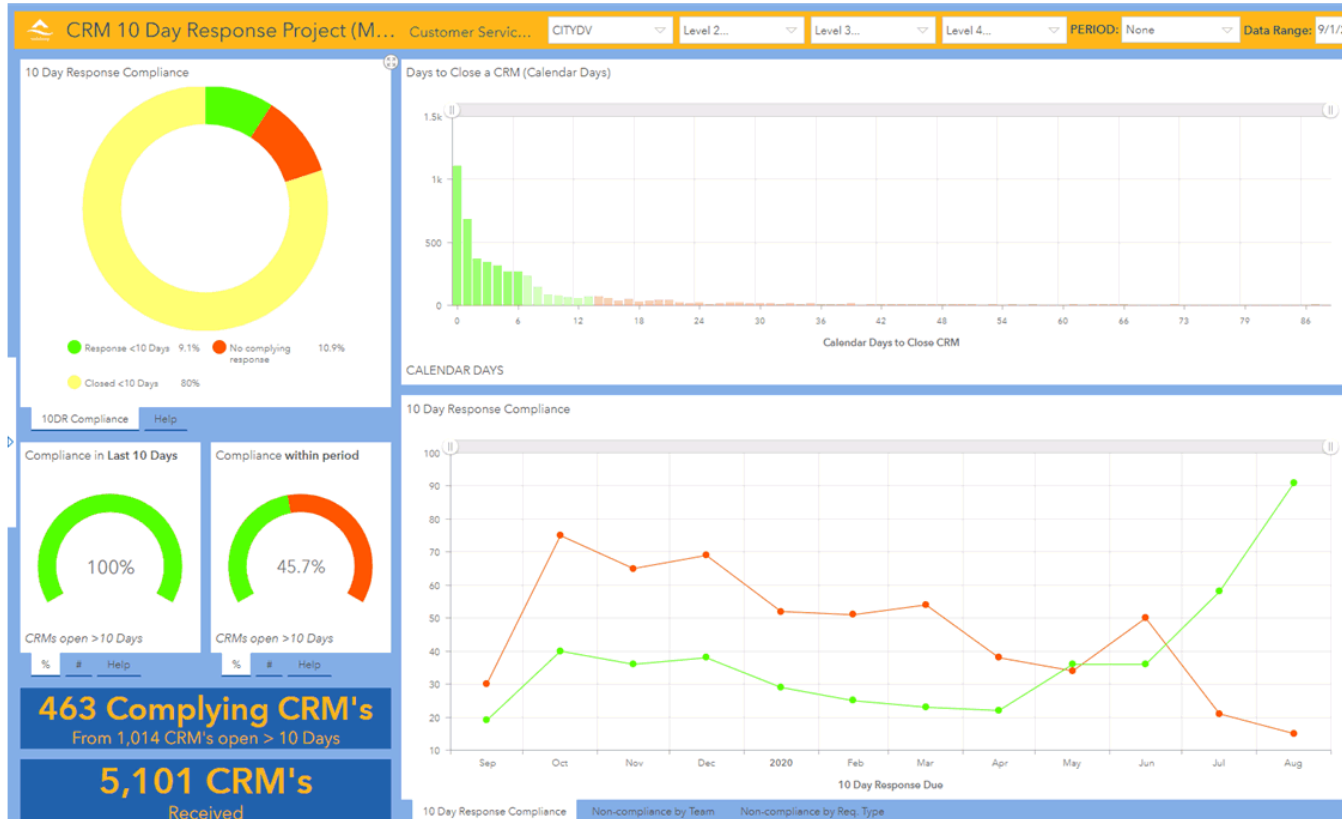
10 Day Service Standard – 1 September 2019 to 31 August 2020



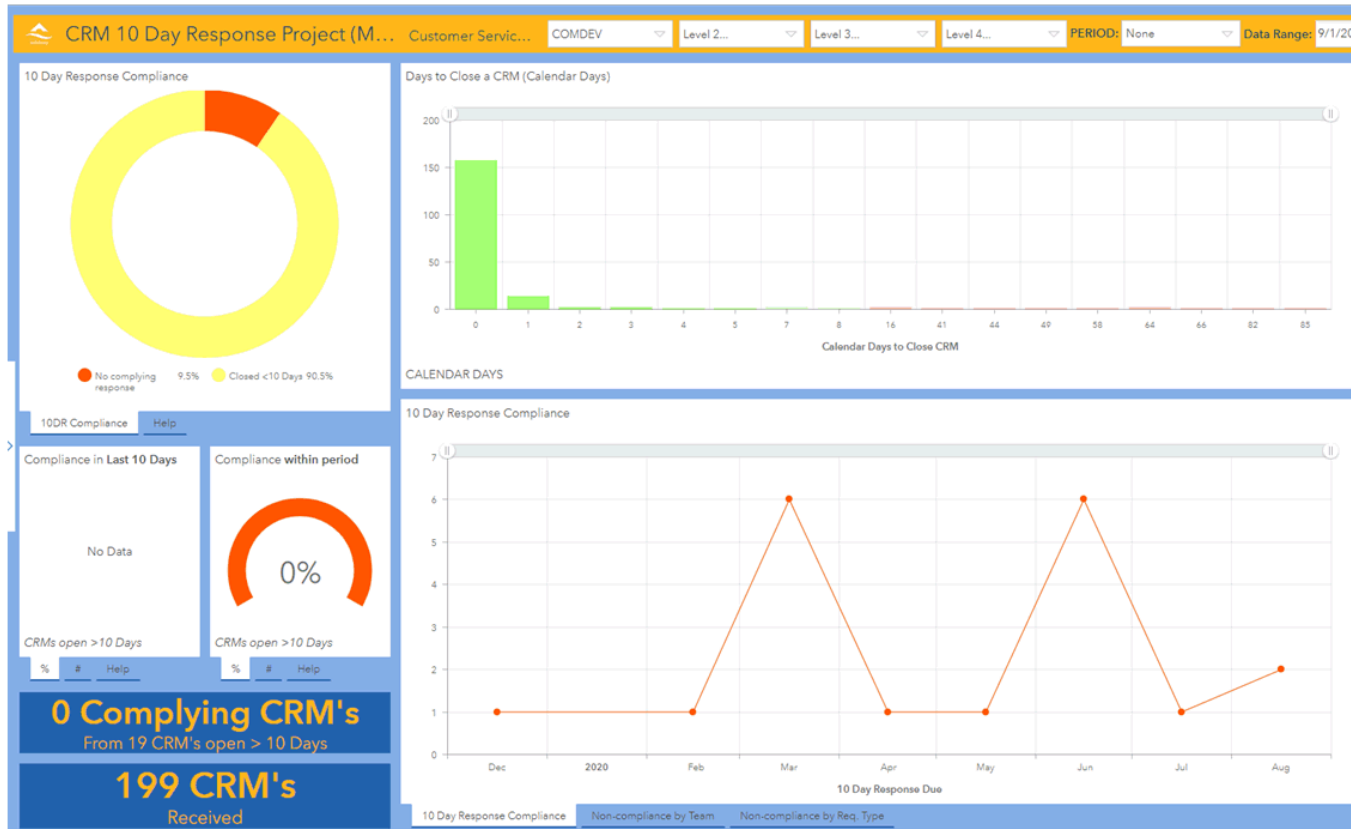
Business Excellence – 1 September 2019 to 31 August 2020



City Development – 1 September 2019 to 31 August 2020



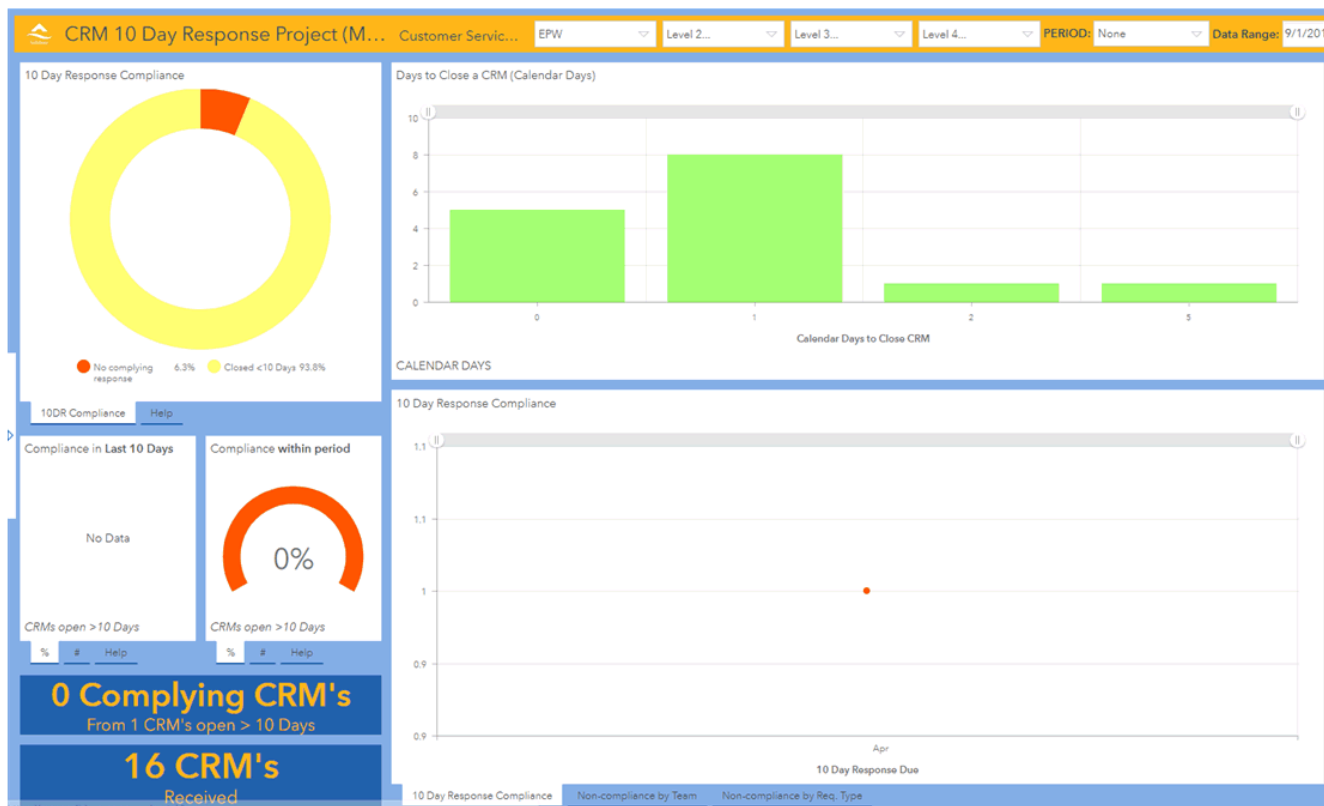
Community Development – 1 September 2019 to 31 August 2020



City Infrastructure – 1 September 2019 to 31 August 2020



Epathway – 1 September 2019 to 31 August 2020



Information Only – 1 September 2019 to 31 August 2020

