



## **AGENDA**

### **FOR INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING TO BE HELD ON**

**19 JANUARY 2021 AT 6:30 PM**

**IN THE LITTLE PARA CONFERENCE ROOMS, SALISBURY COMMUNITY  
HUB, 34 CHURCH STREET, SALISBURY**

#### **MEMBERS**

Cr K Grenfell (Chairman)  
Mayor G Aldridge (ex officio)  
Cr M Blackmore  
Cr B Brug (Deputy Chairman)  
Cr C Buchanan  
Cr P Jensen  
Cr G Reynolds  
Cr J Woodman

#### **REQUIRED STAFF**

Chief Executive Officer, Mr J Harry  
General Manager Business Excellence, Mr C Mansueto  
General Manager Community & Org. Development, Ms G Page  
Manager Governance, Mr M Petrovski  
Governance Support Officer, Ms K Boyd

#### **APOLOGIES**

#### **LEAVE OF ABSENCE**

#### **PRESENTATION OF MINUTES**

Presentation of the Minutes of the Innovation and Business Development Committee Meeting held on 15 December 2020.

Presentation of the Minutes of the Confidential Innovation and Business Development Committee Meeting held on 15 December 2020.

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## **REPORTS**

### *Administration*

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### *For Information*

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## **OTHER BUSINESS**

## **CLOSE**



**MINUTES OF INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE  
MEETING HELD IN LITTLE PARA CONFERENCE ROOMS, SALISBURY  
COMMUNITY HUB, 34 CHURCH STREET, SALISBURY ON**

**15 DECEMBER 2020**

**MEMBERS PRESENT**

Cr K Grenfell (Chairman)  
Mayor G Aldridge (ex officio)  
Cr M Blackmore  
Cr C Buchanan  
Cr P Jensen  
Cr G Reynolds  
Cr J Woodman

**OBSERVERS**

Cr S Ouk  
Cr A Duncan  
Cr D Hood

**STAFF**

Chief Executive Officer, Mr J Harry  
General Manager Business Excellence, Mr C Mansueto  
General Manager Community & Org. Development, Ms G Page  
General Manager City Development, Mr T Sutcliffe  
General Manager City Infrastructure, Mr J Devine  
Manager Governance, Mr M Petrovski  
Risk and Governance Program Manager, Ms J Crook  
Governance Support Officer, Ms K Boyd

The meeting commenced at 6:34pm.

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

**APOLOGIES**

An apology was received from Cr B Brug.

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## LEAVE OF ABSENCE

Nil

## PRESENTATION OF MINUTES

Moved Cr M Blackmore

Seconded Cr P Jensen

The Minutes of the Innovation and Business Development Sub Committee Meeting held on 09 November 2020, be taken as read and confirmed.

**CARRIED**

## REPORTS

### *Administration*

#### **6.0.1 Future Reports for the Innovation and Business Development Committee**

Moved Cr M Blackmore

Seconded Cr C Buchanan

1. The information is received.

**CARRIED**

## CONFIDENTIAL ITEMS

### 6.4.1 Property Services Review - Consultants' Report and Recommendations

Moved Cr J Woodman

Seconded Cr P Jensen

1. *Pursuant to Section 90(2) and (3)(a) of the Local Government Act 1999, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because:*
  - *it relates to information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).*
2. *In weighing up the factors related to disclosure,*
  - *disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations*
  - *Non-disclosure of this matter at this time would enable information to be considered in detail and a determination reached without disclosing personal affairs, as defined in the Local Government Act 1999, of any person in relation to the matter.*

*On that basis the public's interest is best served by not disclosing the **Property Services Review - Consultants' Report and Recommendations** item and discussion at this point in time.*
3. *Pursuant to Section 90(2) of the Local Government Act 1999 it is recommended the Council orders that all members of the public, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.*

**CARRIED**

The meeting moved into confidence at 6:37pm

The meeting moved out of confidence and closed at 7:35pm.

CHAIRMAN.....

DATE.....



<b>ITEM</b>	6.0.1  <b>INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE</b>
<b>DATE</b>	19 January 2021
<b>HEADING</b>	Future Reports for the Innovation and Business Development Committee
<b>AUTHOR</b>	Michelle Woods, Projects Officer Governance, CEO and Governance
<b>CITY PLAN LINKS</b>	4.2 We deliver quality outcomes that meet the needs of our community
<b>SUMMARY</b>	This item details reports to be presented to the Innovation and Business Development Committee as a result of a previous Council resolution.

**RECOMMENDATION**

1. The information is 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 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 table below outlines the reports to be presented to the Innovation and Business Development Committee as a result of a Council resolution.

Meeting Item	- Heading and Resolution	Officer
28/10/2019 1.1.3  <b>Due:</b> <b>Deferred to:</b> <b>Reason:</b>	<b>Collaboration Agreement between Council and Community Centres</b> 3. That the Innovation and Business Development Sub Committee conduct a review of the Collaboration Agreement over the next 12 months and conduct a review of the management model for Community Hubs (Burton, Para Hills and Ingle Farm) by June 2020. January 2021 February 2021 This issue will be the subject of presentation to Informal Strategy.	Jo Cooper
28/10/2019 2.1.1  <b>Due:</b> <b>Deferred to:</b> <b>Reason:</b>	<b>Burton Community Hub Project Update</b> 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. January 2021 February 2021 This issue will be the subject of presentation to Informal Strategy.	Jo Cooper
21/12/2020 6.4.1  <b>Due:</b>	<b>Property Services Review - Consultants' Report and Recommendations</b> Council has previously resolved this resolution to be confidential. June 2021	Terry Sutcliffe / John Devine

### 4. CONCLUSION / PROPOSAL

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

### CO-ORDINATION

Officer: EXECUTIVE GROUP

Date: 11/01/2021



<b>ITEM</b>	6.2.1
	<b>INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE</b>
<b>DATE</b>	19 January 2021
<b>HEADING</b>	Community Requests - Response Dashboard
<b>AUTHOR</b>	Hannah Walters, Project Manager Community Experience, Community & Org. Development
<b>CITY PLAN LINKS</b>	4.1 Members of our community receive an exceptional experience when interacting with Council
<b>SUMMARY</b>	As per Council resolution a monthly report on the Community Requests - Response Dashboard is provided for information.

**RECOMMENDATION**

1. The information is received.

**ATTACHMENTS**

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

1. 10 Day Service Standard - November 2020
2. 10 Day Service Standard - December 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 Relevant Divisional Managers – update on current dashboards statistics and areas for improvement in results

**2.2 External**

- 2.2.1 Nil

### 3. ORGANISATION

- 3.1 The Community Request - Response Dashboards for the rolling 12 month period 1 December 2019 to 30 November 2020 and 1 January 2020 to 31 December 2020 are 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 Of the 22,302 requests received in the past rolling 12 month period ending 30 November 2020:
- 3.3.1 72.7% of requests were closed within 10 days.
- 3.3.2 94% were either closed or a response provided within 10 days.
- 3.4 Of the 22,628 requests received in the past rolling 12 month period ending 31 December 2020:
- 3.4.1 72.4% of requests were closed within 10 days.
- 3.4.2 93.9% were either closed or a response provided within 10 days.
- 3.5 The target response listed in the City Plan Corporate Dashboard - Innovation and Business Development is to respond to 94.4% of requests within 10 working days. (This is reported as closed or responded to within 10 days).

### 4. DATA SETS

#### 4.1 12 Month Rolling Report ending 30 November 2020- CRM data

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,205	0.2%	99.8%	0.0%	100%
City Development	5,273	12.1%	80.4%	7.5%	92.5%
Community Development	201	3.5%	80.1%	16.4%	83.6%
City Infrastructure	15,557	26.4%	67.8%	5.8%	94.2%
Epathway	8	12.5%	85.7%	0%	100%
Information Requests	58	3.5%	94.8%	1.7%	98.2%
Total	22,302	21.3%	72.7%	6%	94.0%
		94.0%		6.0%	

<b>4.2 4.2 12 Month Rolling Report ending 31 December 2020- CRM data</b>					
<b>Department</b>	<b>Requests Received</b>	<b>% Responded &lt; 10 Days</b>	<b>% Closed &lt; 10 Days</b>	<b>% Not Met 10 Day Response</b>	<b>% Closed/ Responded</b>
Business Excellence	1,188	0.2%	99.8%	0.0%	100%
City Development	5,330	13%	89.8%	7.2%	92.8%
Community Development	189	3.7%	79.4%	16.9%	83.1%
City Infrastructure	15,849	26.2%	67.7%	6.1%	93.9%
Epathway	7	14.3%	85.7%	0%	100%
Information Requests	65	3.1%	95.4%	1.5%	98.5%
<b>Total</b>	<b>22,628</b>	<b>21.4%</b>	<b>72.4%</b>	<b>6.1%</b>	<b>94.0%</b>
		<b>93.9%</b>		<b>6.1%</b>	

4.1.2 The table below shows data for the rolling 12 month period relating to requests closed or responded to within 10 business days.

The City Plan Corporate Dashboard target is 94.4%.

Rolling 12 Months Ending	% Closed or Responded within 10 Days
Jan-20	95
Feb-20	95
Mar-20	94.4
Apr-20	94.5
May-20	94.5
Jun-20	94.2
Jul-20	94.3
Aug-20	94.3
Sep-20	97.8
Oct-20	94.1
Nov-20	94.0
Dec-20	93.9

4.1.3 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.

- 4.1.4 Information requests are when a community member contacts Council to provide some information, but it does not generate any action.

#### **4.3 10 Days Prior to End of Month Data**

- 4.3.1 In the 10 days prior to, and including 30 November, of the requests that had not been closed within the 10 days, 85.2% had been responded to within the 10 day period, compared to last month which was 75.4%.
- 4.3.2 In the 10 days prior to, and including 31 December, of the requests that had not been closed within the 10 days, 76.0% had been responded to within the 10 day period, compared to last month which was 85.2%.
- 4.3.3 This decrease is primarily a result of a drop in the number of requests closed or responded to by a number of departments. The Project Manager Exceptional Community Experience will undertake further analysis with the relevant teams to ensure we see an increase in CRM requests that are either closed or responded to within 10 business days,

### **5. FURTHER ANALYSIS AND CHANGES TO DASHBOARD**

- 5.1 After viewing the “Snap Send Solve” dashboard, we have added some additional data. The dashboard now includes 12 months rolling data for,
- The method the customer used to contact Council
  - A breakdown of customer type who logged the CRM request
  - The top 5 service requests types
- 5.2 We logged a total of 1900 CRM requests in November 2020.
- 5.3 The top 5 CRM requests types for November 2020 are:
- |                                |     |
|--------------------------------|-----|
| • Dumped Rubbish               | 122 |
| • Fast Response Field Services | 99  |
| • General Parking Complaint    | 96  |
| • Tree Pruning                 | 93  |
| • Fallen Tree/ Branch          | 90  |
- 5.4 The top 5 suburbs where CRM requests were logged are as follows for November 2020:
- |                     |     |
|---------------------|-----|
| • Salisbury         | 180 |
| • Mawson Lakes      | 170 |
| • Parafield Gardens | 168 |
| • Paralowie         | 159 |
| • Salisbury North   | 134 |
- 5.5 We logged a total of 1913 CRM requests in December 2020.
- 5.6 The top 5 CRM requests types for December 2020 are:
- |                                |     |
|--------------------------------|-----|
| • Fallen Tree/Branch           | 151 |
| • Tree Pruning                 | 146 |
| • Dumped Rubbish               | 126 |
| • Fast Response Field Services | 124 |
| • General Parking Complaints   | 88  |

5.7 The top 5 suburbs where CRM requests were logged are as follows for December 2020:

• Mawson Lakes	190
• Parafield Gardens	179
• Salisbury	179
• Paralowie	163
• Salisbury North	148

## **6. CONCLUSION / PROPOSAL**

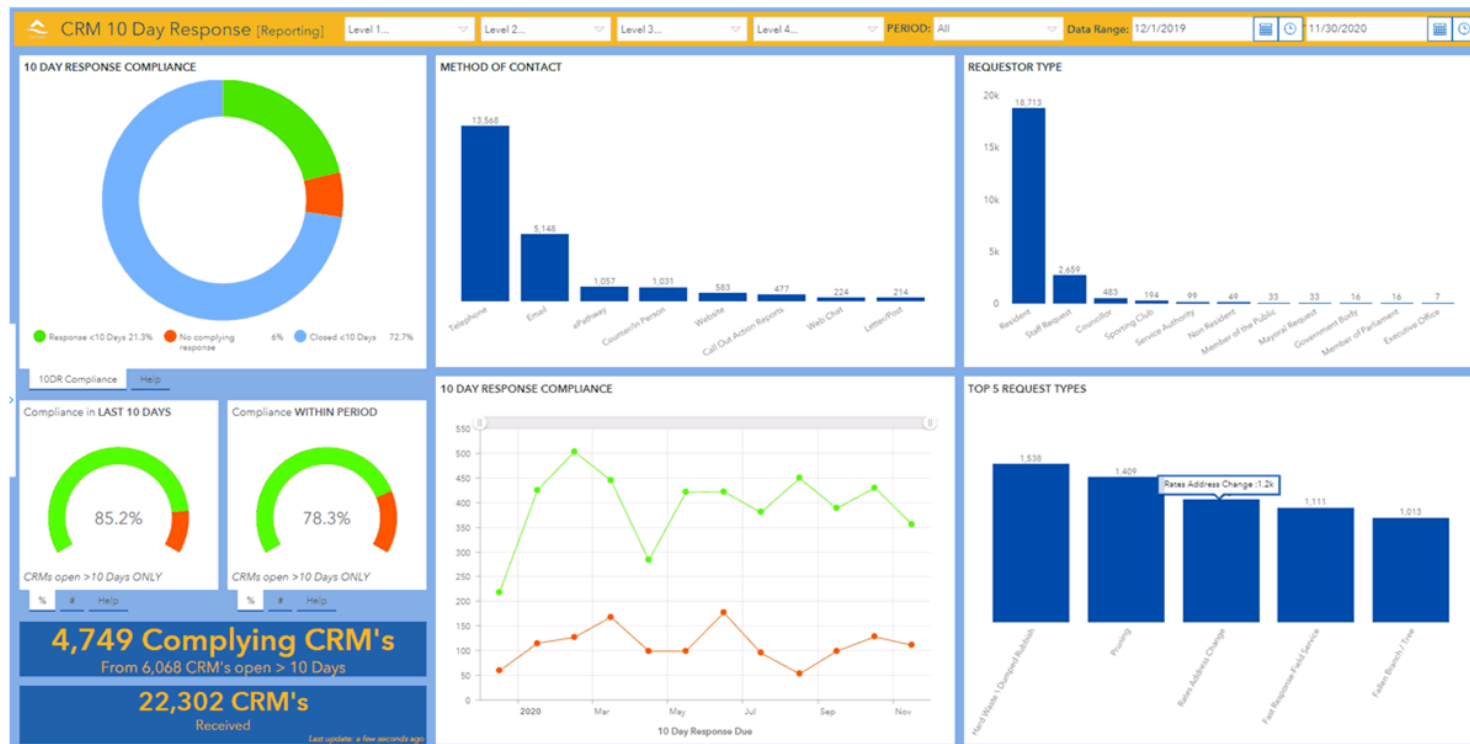
6.1 The monthly report on the Community Requests - Response Dashboard be received.

### **CO-ORDINATION**

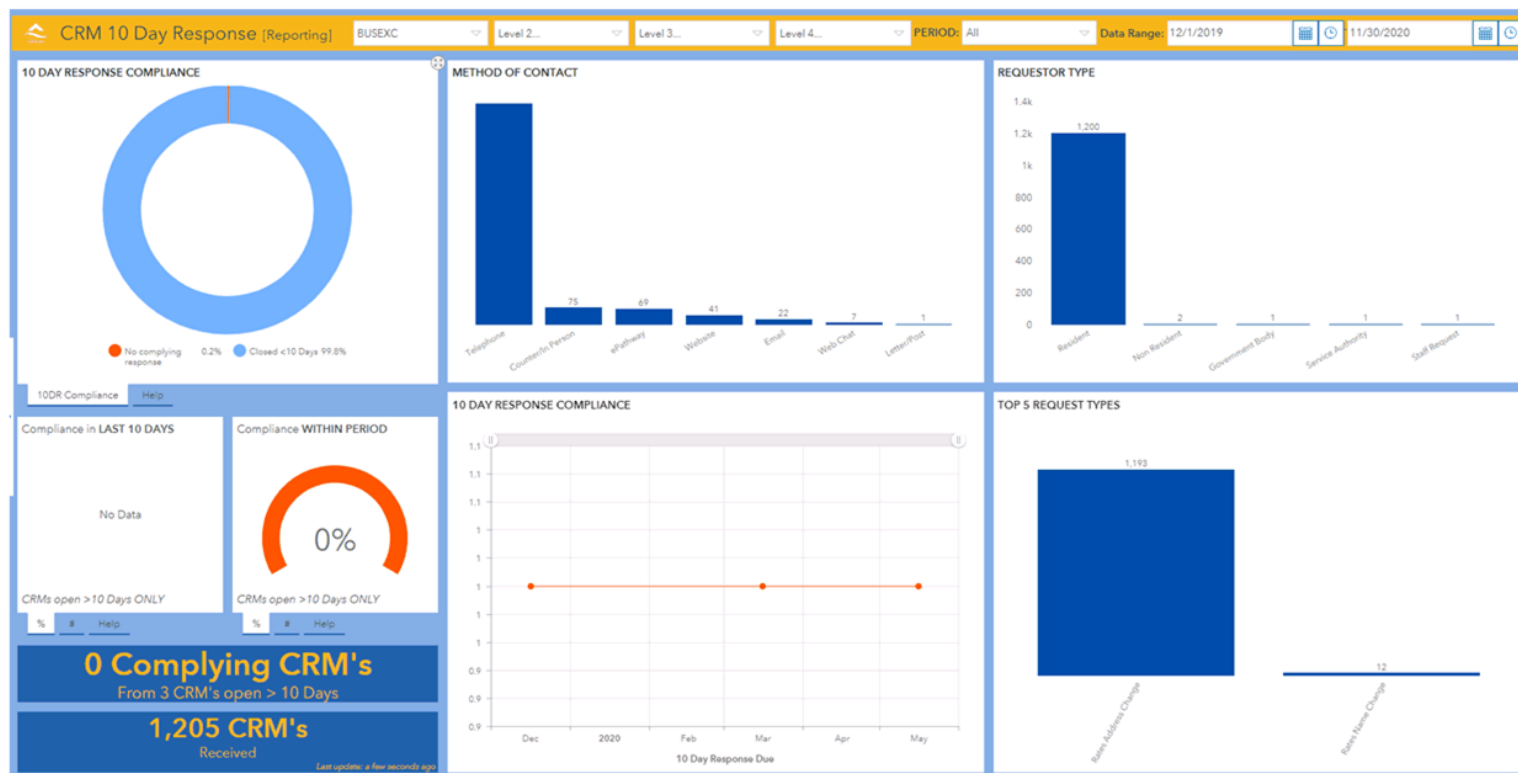
Officer: Executive Group  
Date: 11/01/2021



## 10 Day Service Standard – 1 December 2019 to 30 November 2020

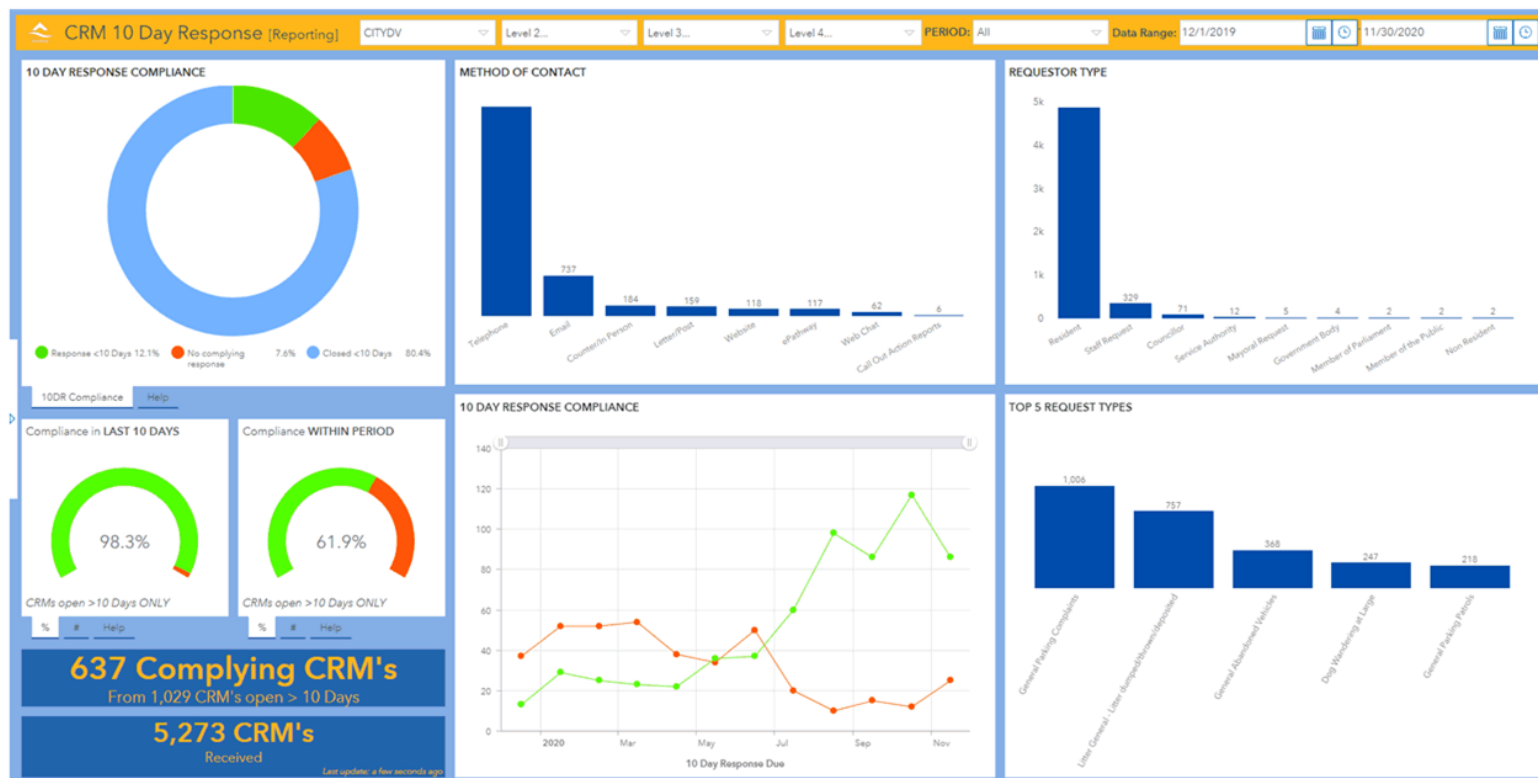


## Business Excellence – 1 December 2019 to 30 November 2020

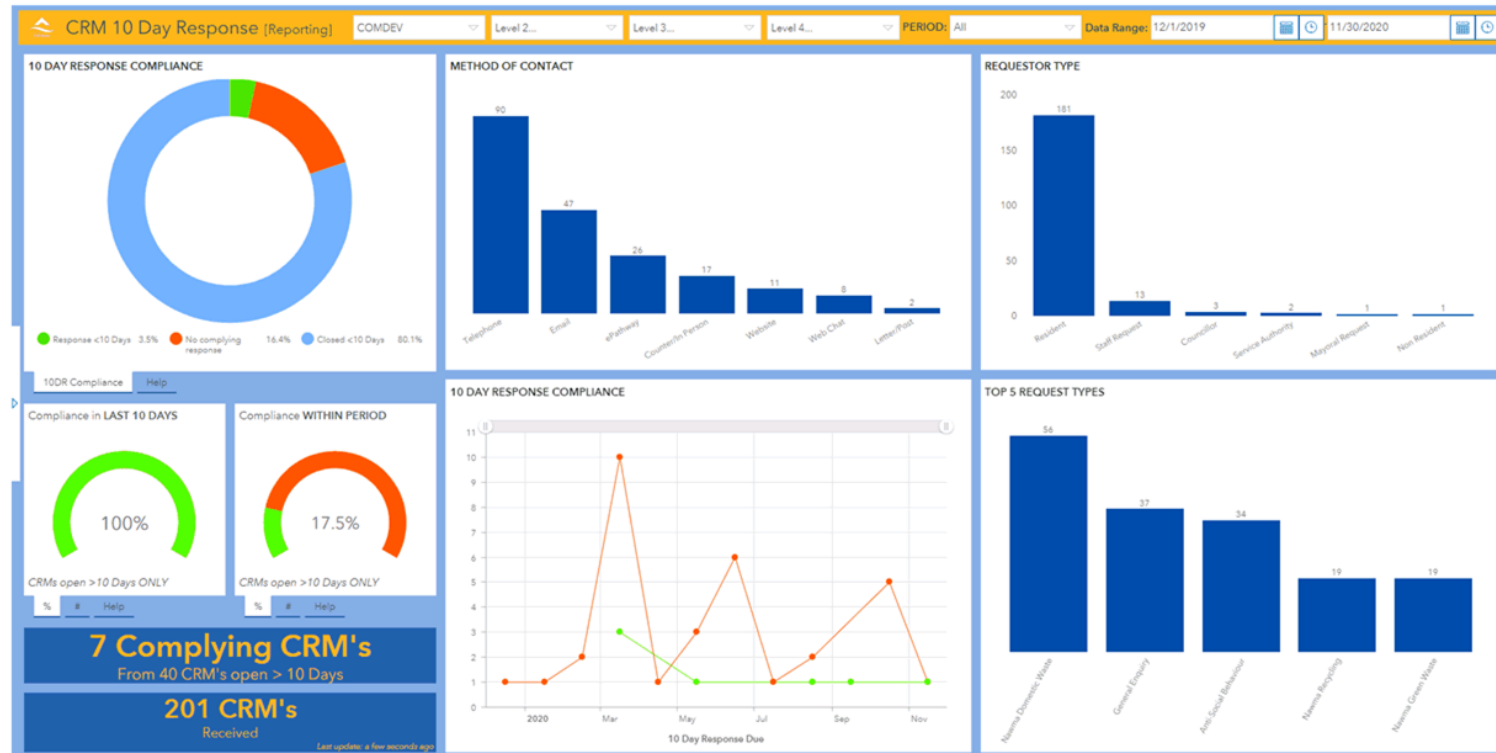




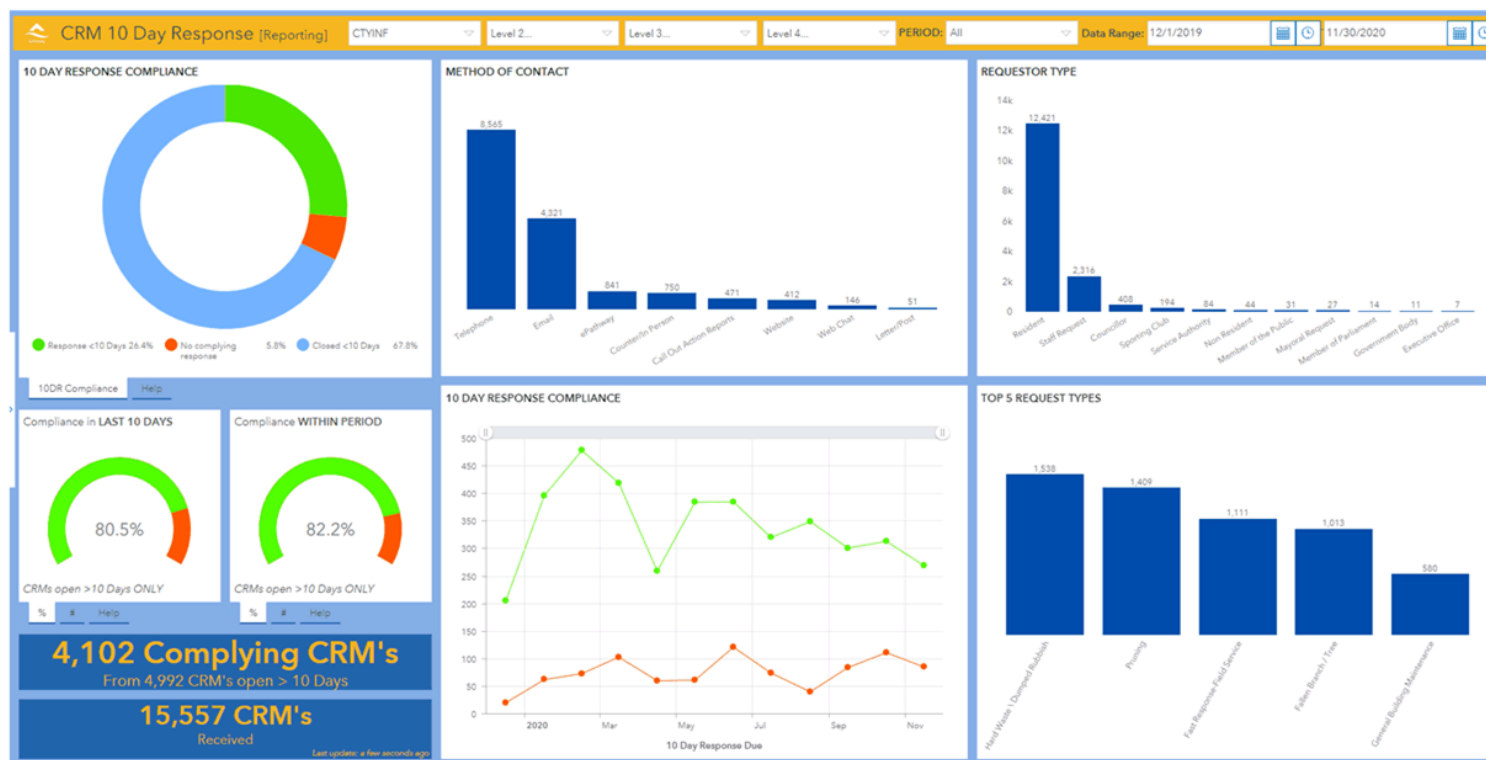
## City Development – 1 December 2019 to 30 November 2020



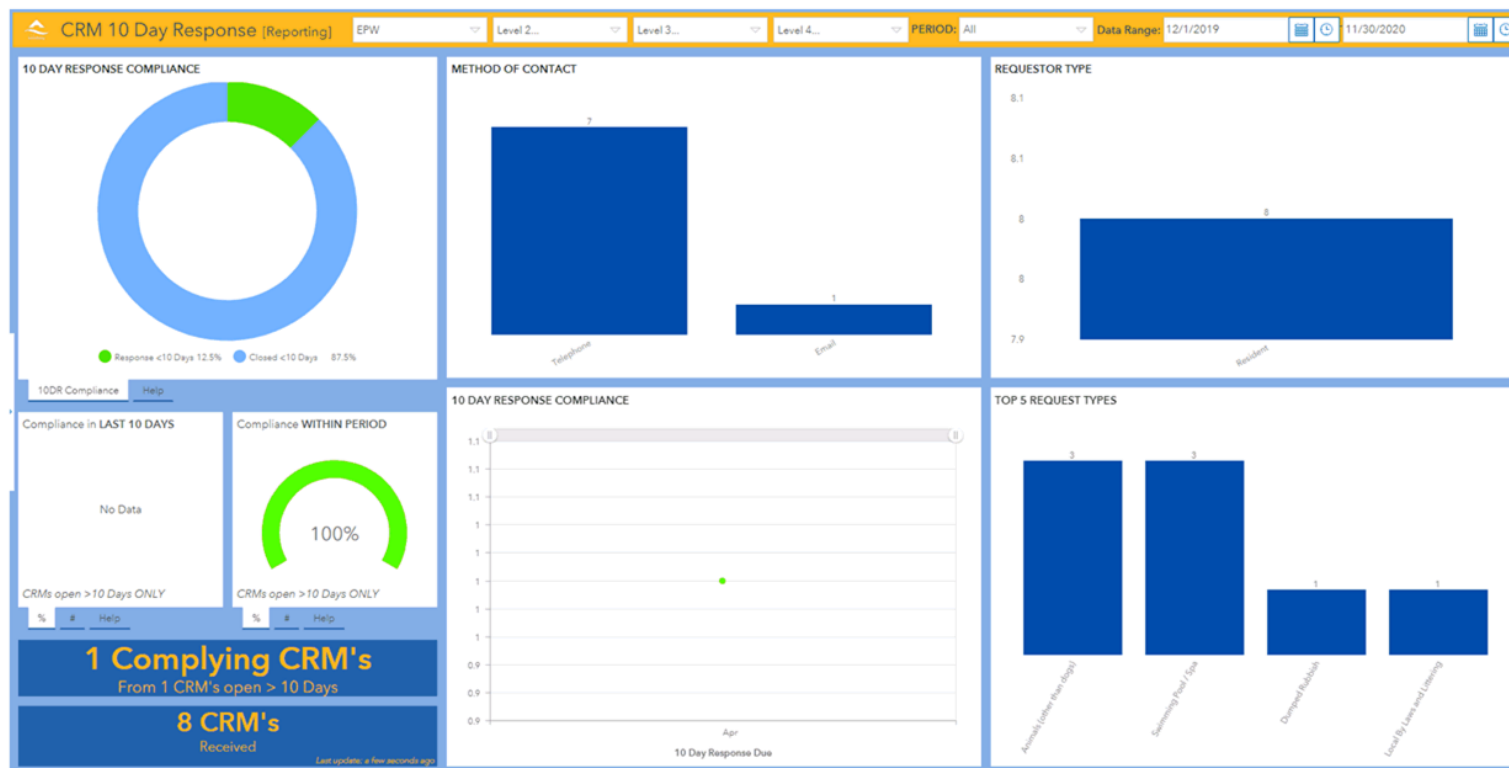
## Community Development – 1 December 2019 to 30 November 2020



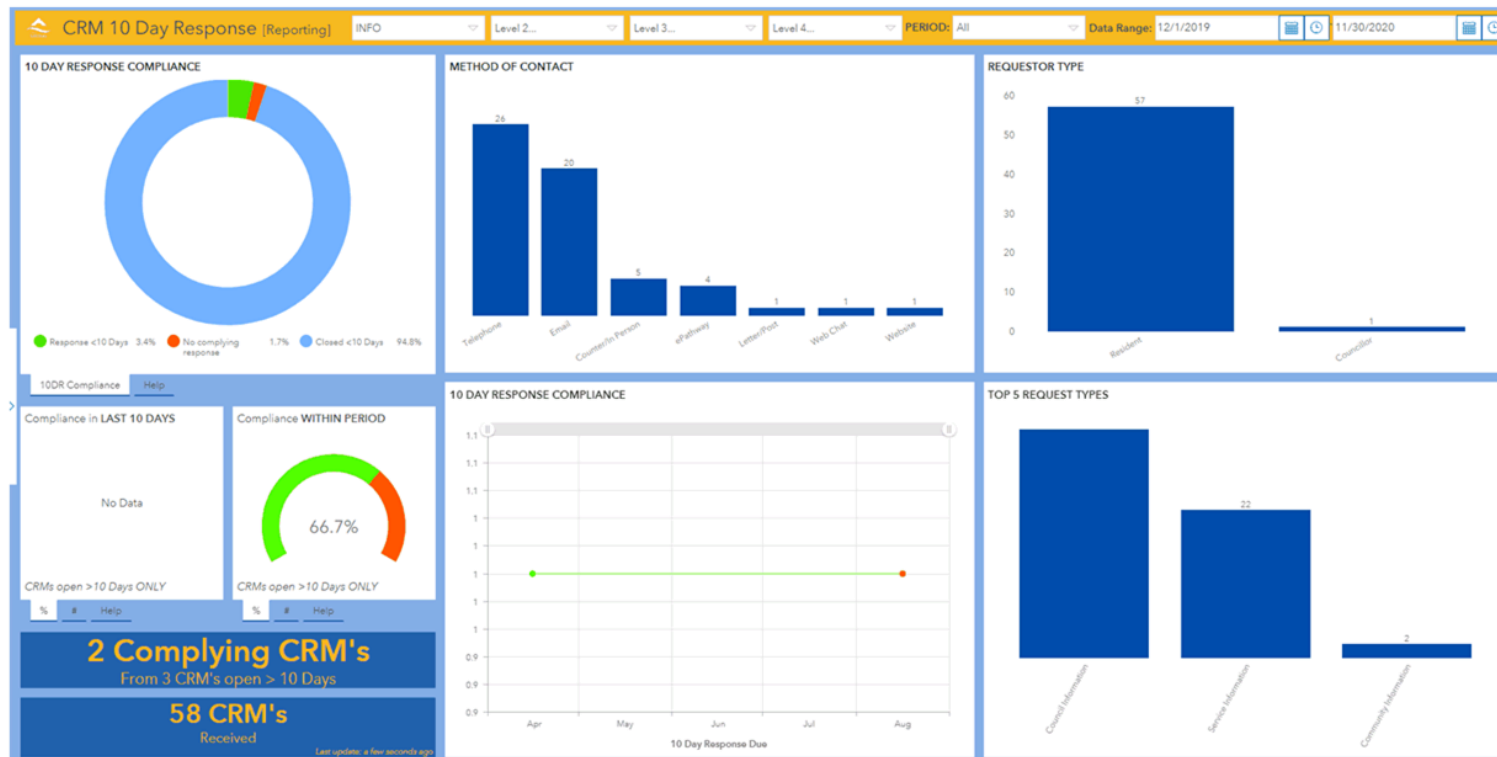
## City Infrastructure – 1 December 2019 to 30 November 2020



## Epathway – 1 December 2019 to 30 November 2020

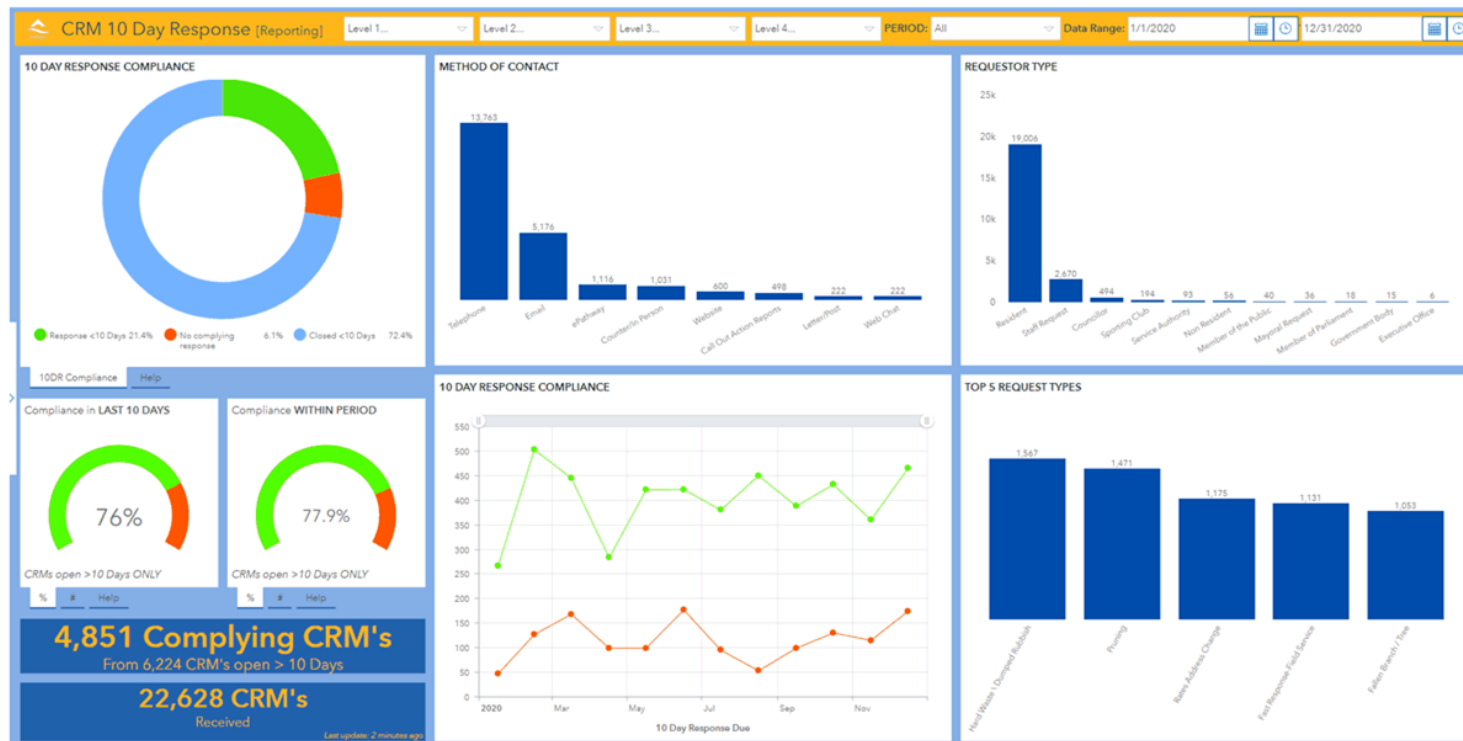


## Information Only – 1 December 2019 to 30 November 2020

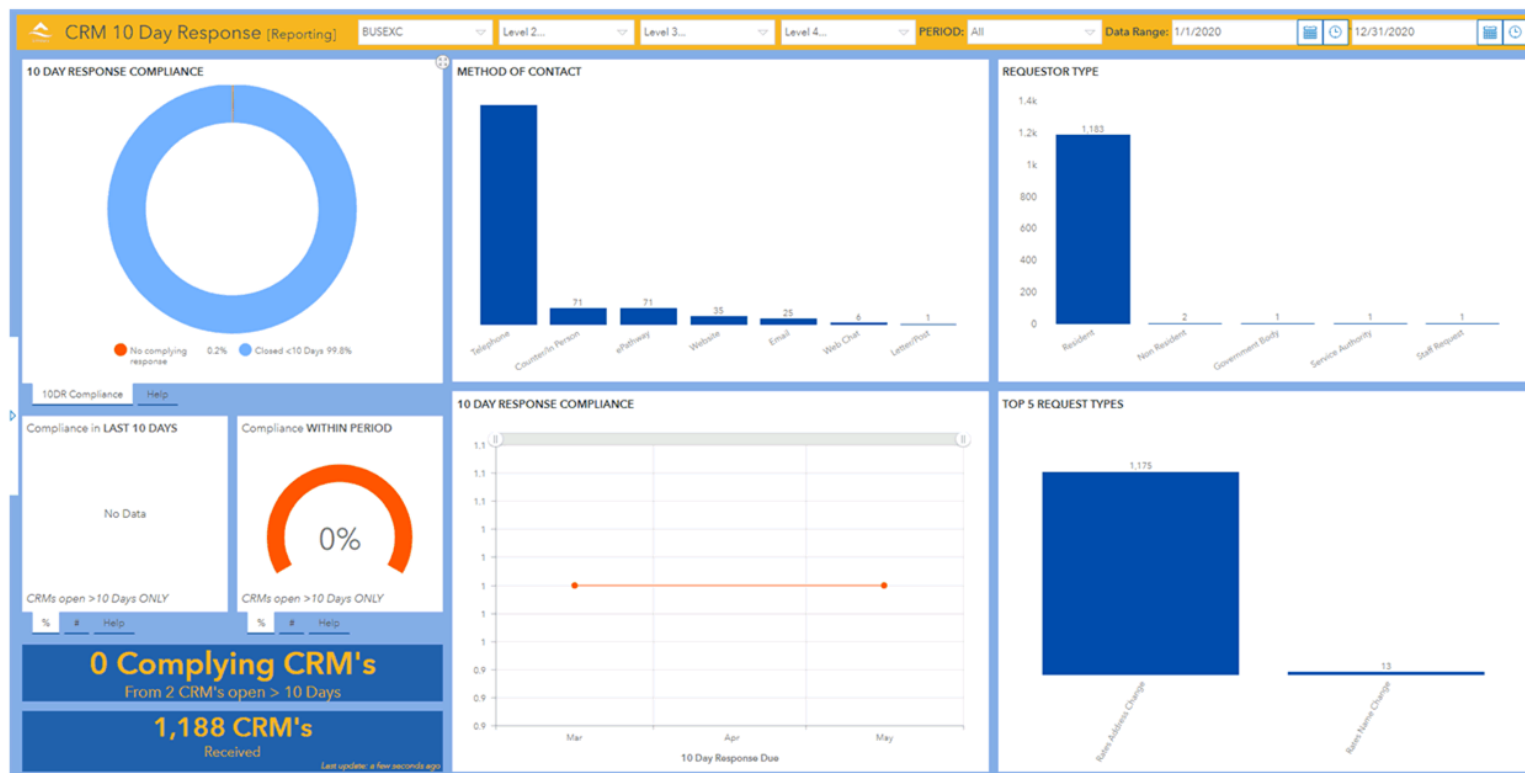




## 10 Day Service Standard –1 January 2020 to 31 December 2020

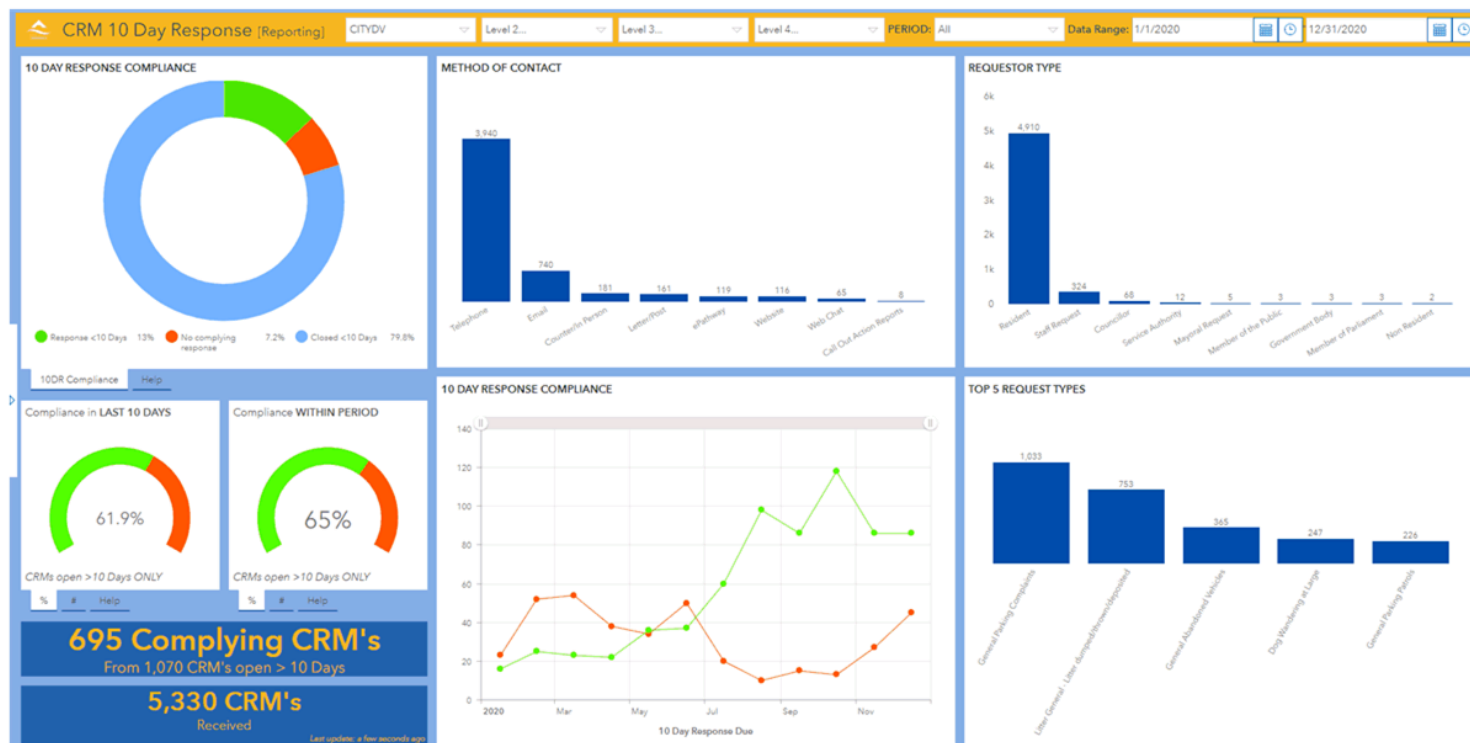


## Business Excellence – 1 January 2020 to 31 December 2020

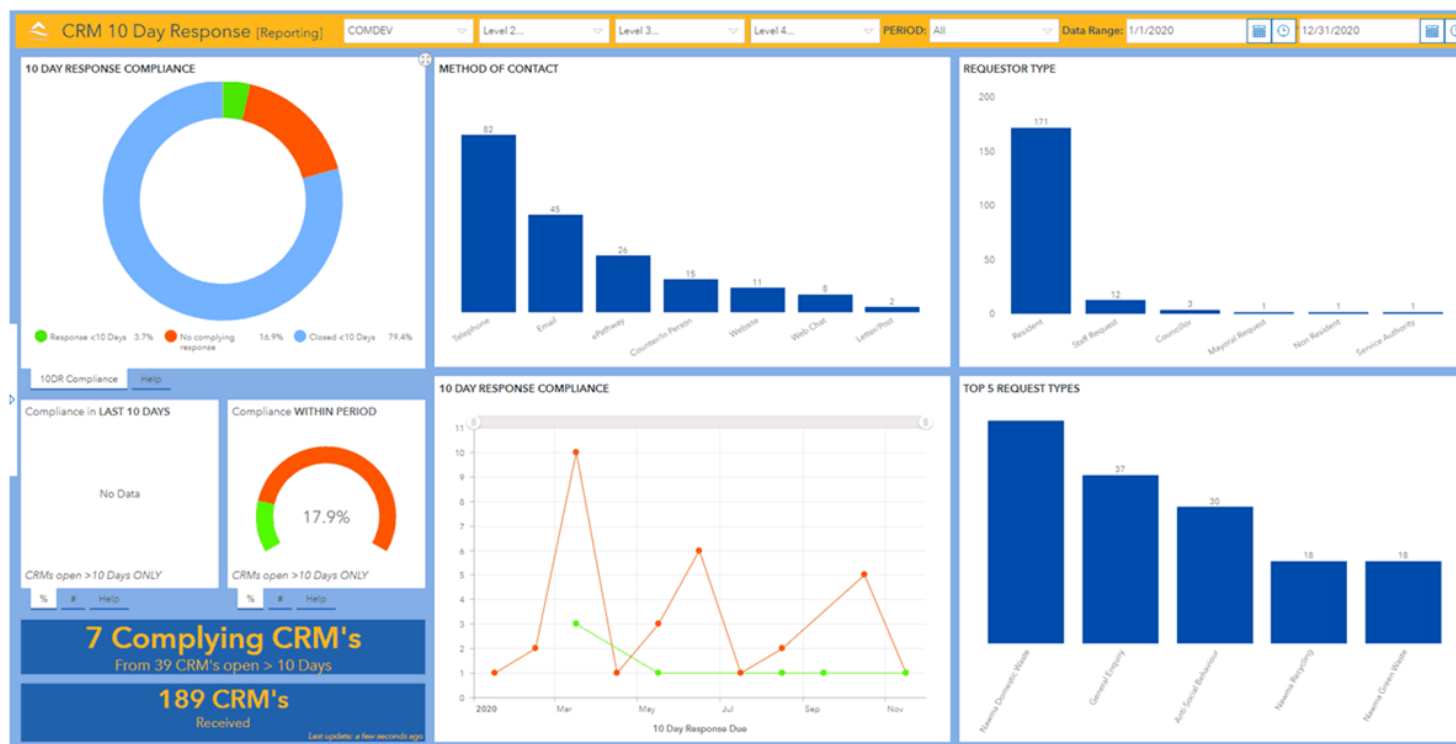




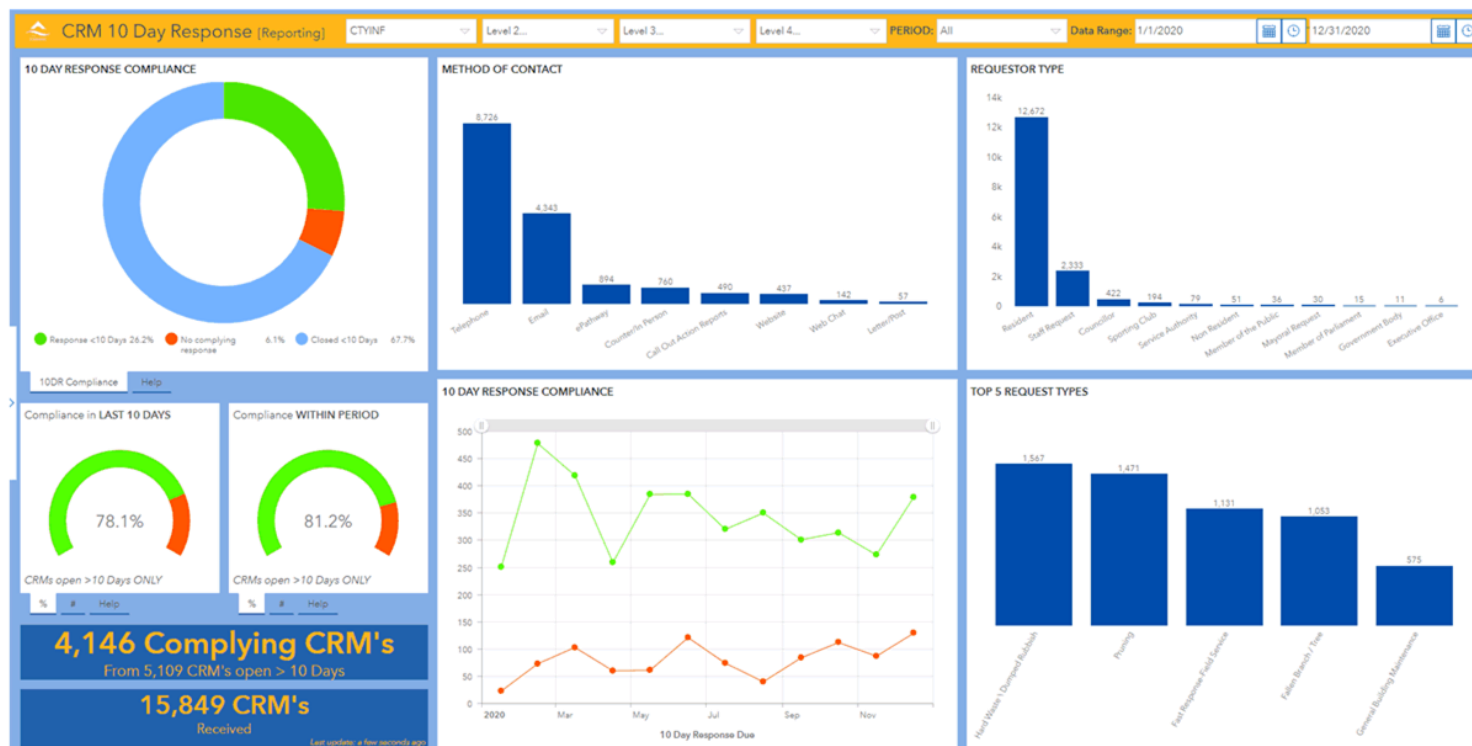
## City Development – 1 January 2020 to 31 December 2020



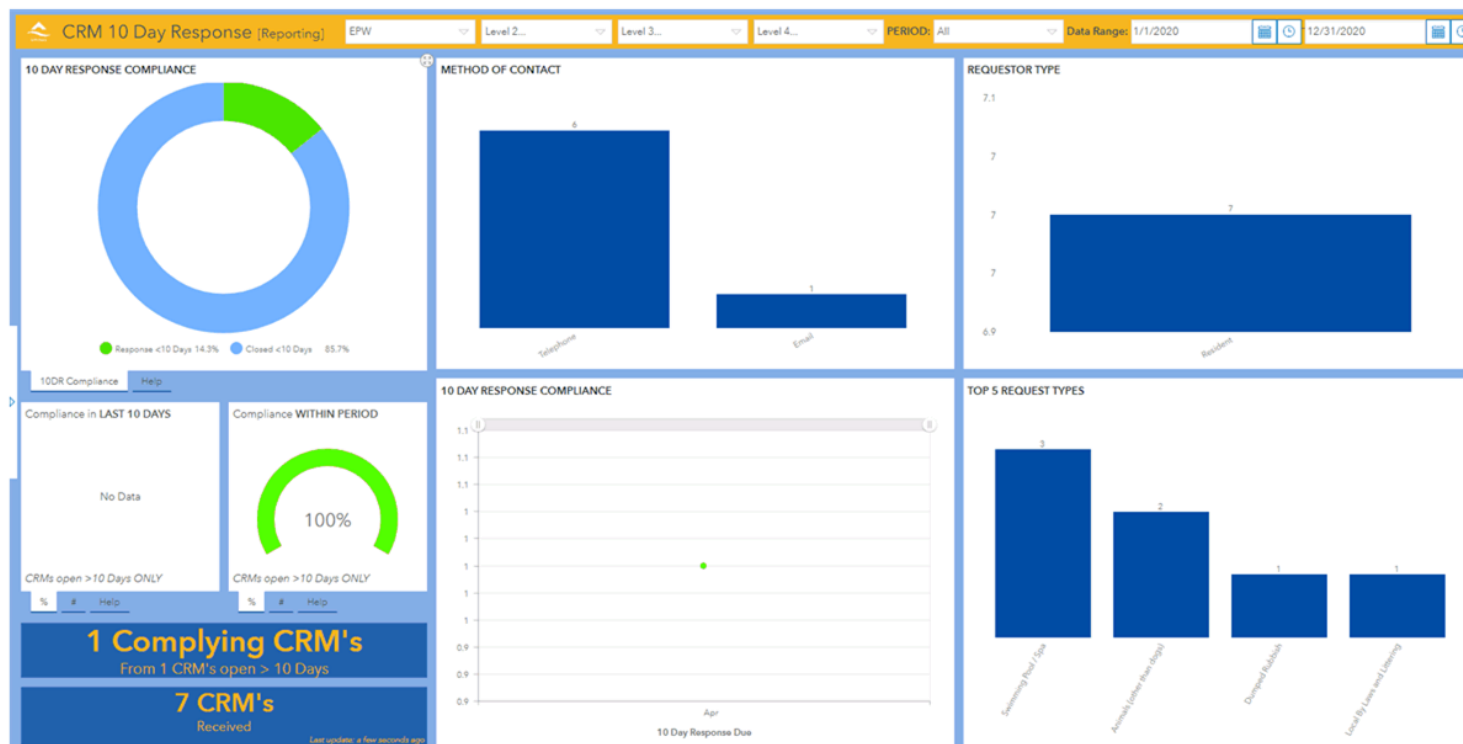
## Community Development – 1 January 2020 to 31 December 2020



## City Infrastructure – 1 January 2020 to 31 December 2020



## Epathway – 1 January 2020 to 31 December 2020



## Information Only – 1 January 2020 to 31 December 2020

