



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING TO BE HELD ON

16 MARCH 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)
Deputy Mayor, 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 16 February 2021.

Presentation of the Minutes of the Confidential Innovation and Business Development Committee Meeting held on 16 February 2021.

REPORTS

Administration

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For Decision

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For Information

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OTHER BUSINESS

CONFIDENTIAL ITEMS

6.4.1 Community Hubs Management Model and Community Centre's Collaboration Agreement Review

Recommendation

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on grounds that:

1. *Pursuant to Section 90(2) and (3)(b)(i) and (b)(ii) 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 could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and*
 - *information the disclosure of which would, on balance, be contrary to the public interest.*
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 will protect sensitive information relating to operational matters and commercial position of Council.*

*On that basis the public's interest is best served by not disclosing the **Community Hubs Management Model and Community Centre's Collaboration Agreement Review** 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.*

CLOSE



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

16 FEBRUARY 2021

MEMBERS PRESENT

Cr K Grenfell (Chairman)
Cr M Blackmore
Cr B Brug (Deputy Chairman) (*via Teams VC*)
Deputy Mayor, Cr Chad Buchanan
Cr P Jensen
Cr G Reynolds
Cr J Woodman

OBSERVERS

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
Manager Governance, Mr M Petrovski
Governance Support Officer, Ms K Boyd

The meeting commenced at 6.31 pm.

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

APOLOGIES

An apology was received from Mayor G Aldridge.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr P Jensen
Seconded Cr J Woodman

The Minutes of the Innovation and Business Development Committee Meeting held on 19 January 2021, be taken as read and confirmed.

CARRIED

REPORTS

Administration

6.0.1 Future Reports for the Innovation and Business Development Committee

Moved Cr B Brug
Seconded Cr M Blackmore

1. The information is received.

CARRIED

For Decision

6.1.1 Salisbury Plays - Renaming

Moved Cr M Blackmore
Seconded Cr J Woodman

1. The Salisbury Plays event is renamed to:
 - a. Salisbury Community Fun Day
2. The location of the event is added to the above name of the event to recognise the location.

CARRIED

6.1.2 Recommendations of the Strategic Property Development Sub Committee meeting held on Monday 8 February 2021

Moved Cr P Jensen
Seconded Cr J Woodman

The information contained in the Strategic Property Development Sub Committee of the meeting held on 8 February 2021 be received and noted with respect to the following recommendations contained therein to be adopted by Council:

CARRIED

6.1.2-SPDSC1 Future Reports for the Strategic Property Development Sub Committee

Moved Cr P Jensen
Seconded Cr J Woodman

1. The information be received.

CARRIED

6.1.2-SPDSC3 Walkleys Road Corridor – Stage 1 Community Engagement Outcome

Moved Cr P Jensen
Seconded Cr J Woodman

1. The Walkleys Road Corridor Engagement Report as provided in Attachment 1 to this report (SPDSC – 08/02/2021, Item No. SPDSC3) are noted.

CARRIED

For Information

6.2.1 Community Requests - Response Dashboard

Moved Cr P Jensen
Seconded Cr J Woodman

1. The information is received.

CARRIED

6.2.2 Major Renewal Works at Parafield Airport Wetlands

Moved Cr G Reynolds
Seconded Cr P Jensen

1. The information is received.

CARRIED

OTHER BUSINESS

Nil

CONFIDENTIAL ITEMS

6.4.1 Recommendations of the Confidential Strategic Property Development Sub Committee meeting held on Monday 8 February 2021

Moved Cr M Blackmore
Seconded Cr P Jensen

1. *Pursuant to Section 90(2) and (3)(b)(i) and (b)(ii) 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 could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and*
- *information the disclosure of which would, on balance, be contrary to the public interest.*

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 would protect Council's commercial position as public disclosure may provide third parties with a commercial advantage*

*On that basis the public's interest is best served by not disclosing the **Recommendations of the Confidential Strategic Property Development Sub Committee meeting held on Monday 8 February 2021** 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 7.01 pm.

The meeting moved out of confidence and closed at 7.01 pm.

CHAIRMAN.....

DATE.....

ITEM	6.0.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	16 March 2021
HEADING	Future Reports for the Innovation and Business Development 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 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
21/12/2020	Property Services Review - Consultants' Report and Recommendations	Terry Sutcliffe / John Devine
6.4.1	Council has previously resolved this resolution to be confidential.	
Due:	June 2021	

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: 05/03/2021

ITEM	6.1.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
HEADING	Recommendations of the Strategic Property Development Sub Committee meeting held on Wednesday 10 March 2021
AUTHOR	Sharee Klein, Project Coordinator Strategic Development Projects, City Development
CITY PLAN LINKS	3.4 Our urban growth is well planned and our centres are active 4.4 We plan effectively to address community needs and identify new opportunities
SUMMARY	The minutes and recommendations of the Strategic Property Development Sub Committee meeting held on Wednesday 10 March 2021 are presented for Innovation and Business Development Committee's consideration.
RECOMMENDATION	
	1. The information contained in the Strategic Property Development Sub Committee Minutes of the meeting held on 10 March 2021 be received and noted and that the following recommendations contained therein be adopted by Council:
	SPDSC1 Future Reports for the Strategic Property Development Sub Committee
	1. The information be received.
	SPDSC2 Walkleys Road Corridor Draft Concept Plan
	1. The Draft Concept Plan for the Walkleys Road Corridor as provided in Attachment 1 to this report (SPDSC – 10/03/2021, Item No. SPDSC2) be endorsed as the basis for conducting the Phase 2 of stakeholder and community engagement activities in accordance with the Walkleys Road Corridor Community Engagement Strategy endorsed by Council in October 2020 (SPDSC – 13/10/2020, Item No. SPDSC4).
	2. As part of the concept plan, a more significant playspace facility be included in the reserve between Baloo Street and Fosters Road, and the communication in relation to the concept plan identify potential improvements to local area traffic management.
	3. Staff be authorised to initiate Stage 2 of the community engagement activities in accordance with the Walkleys Road Corridor Community Engagement Strategy endorsed by Council in October 2020 (SPDSC – 13/10/2020, Item No. SPDSC4) and to make necessary adjustments to the Draft Concept Plan to ensure the information presented to the community is in a user-friendly and informative format.

ATTACHMENTS

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

1. Minutes Strategic Property Development Sub Committee - 10 March 2021

CO-ORDINATION

Officer: GMCID
Date: 11/3/2021



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

10 MARCH 2021

MEMBERS PRESENT	Cr P Jensen (Chairman) Mayor G Aldridge (ex officio) Deputy Mayor, Cr C Buchanan Cr K Grenfell Cr D Proleta Cr J Woodman
OBSERVERS	Cr S Reardon
STAFF	Chief Executive Officer, Mr J Harry General Manager City Development, Mr T Sutcliffe Manager Governance, Mr M Petrovski Coordinator Strategic Development Projects, Ms S Klein Strategic Planning, Policy & Development Planner, Ms H Terao PA to General Manager City Infrastructure, Ms H Prasad

The meeting commenced at 5:47 pm.

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

APOLOGIES

An apology was received from Cr G Reynolds.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Mayor G Aldridge
Seconded Cr J Woodman

The Minutes of the Strategic Property Development Sub Committee Meeting held on 08 February 2021, be taken as read and confirmed.

CARRIED

Moved Cr K Grenfell
Seconded Cr J Woodman

The Minutes of the Confidential Strategic Property Development Sub Committee Meeting held on 08 February 2021, be taken as read and confirmed.

CARRIED

REPORTS

SPDSC1 Future Reports for the Strategic Property Development Sub Committee

Moved Cr J Woodman
Seconded Cr K Grenfell

1. The information be received.

CARRIED

SPDSC2 Walkleys Road Corridor Draft Concept Plan

Moved Mayor G Aldridge
Seconded Cr D Proleta

1. The Draft Concept Plan for the Walkleys Road Corridor as provided in Attachment 1 to this report (SPDSC – 10/03/2021, Item No. SPDSC2) be endorsed as the basis for conducting the Phase 2 of stakeholder and community engagement activities in accordance with the Walkleys Road Corridor Community Engagement Strategy endorsed by Council in October 2020 (SPDSC – 13/10/2020, Item No. SPDSC4).
2. Staff be authorised to initiate Stage 2 of the community engagement activities in accordance with the Walkleys Road Corridor Community Engagement Strategy endorsed by Council in October 2020 (SPDSC – 13/10/2020, Item No. SPDSC4) and to make necessary adjustments to the Draft Concept Plan to ensure the information presented to the community is in a user-friendly and informative format.

With leave of the meeting and consent of the seconder, Mayor G Aldridge VARIED the MOTION as follows:

1. The Draft Concept Plan for the Walkleys Road Corridor as provided in Attachment 1 to this report (SPDSC – 10/03/2021, Item No. SPDSC2) be endorsed as the basis for conducting the Phase 2 of stakeholder and community engagement activities in accordance with the Walkleys Road Corridor Community Engagement Strategy endorsed by Council in October 2020 (SPDSC – 13/10/2020, Item No. SPDSC4).
2. As part of the concept plan, a more significant playspace facility be included in the reserve between Baloo Street and Fosters Road, and the communication in relation to the concept plan identify potential improvements to local area traffic management.
3. Staff be authorised to initiate Stage 2 of the community engagement activities in accordance with the Walkleys Road Corridor Community Engagement Strategy endorsed by Council in October 2020 (SPDSC – 13/10/2020, Item No. SPDSC4) and to make necessary adjustments to the Draft Concept Plan to ensure the information presented to the community is in a user-friendly and informative format.

CARRIED

OTHER BUSINESS

Nil.

CLOSE

The meeting closed at 6.23 pm.

CHAIRMAN.....

DATE.....

ITEM	6.2.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	16 March 2021
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 is received.

ATTACHMENTS

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

1. 10 Day Service Standard Dashboards

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 Strategic Executive – 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 March 2020 to 28 February 2021 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 22,900 requests received in the past rolling 12 month period ending 28 February 2021:
- 3.3.1 79.7% of requests were closed within 10 days.
- 3.3.2 93.7% were either closed or a response provided within 10 days.
- 3.4 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).
- 3.5 The definition of “Closed” is when the CRM request has been actioned and completed with 10 business days.
- 3.6 The definition of “Responded” is when the CRM has been logged and we contact the customer within 10 days to inform them when the required action will be undertaken.
- 3.7 The definition of “Non-Compliance” is when a CRM request has been logged and open for more than 10 days and no contact has been made with the customer. Data sets

4. 12 MONTH ROLLING REPORT ENDING 28 FEBRUARY 2021 - CRM DATA

4.1 CRM Data

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,162	.1%	99.9%	0.0%	100%
City Development	5,456	14.5%	79.5%	6%	94%
Community Development	150	2.7%	80.7%	16.7%	83.4%
City Infrastructure	16,055	25.1%	67.9%	6.9%	93%
Epathway	5	0%	100%	0%	100%
Information Requests	72	2.8%	95.8%	1.4%	98.6%
Total	22,900	21.1%	72.5%	6.4%	93.6%
		93.6%		6.4%	

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
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
Jan-21	93.7
Feb-21	93.6

4.1.3 Further to a question raised at the previous Innovation & Business Development Committee, Community & Organisational Development Department has reviewed their internal process for managing CRM requests. Since the 1 November 2020 all CRM requests have been completed within 10 working days. The table in 4.1 is showing results for the past 12 months before the process change was implemented. In the coming months you will see an increase in overall compliance for CRM requests within the Community Development division.

4.1.4 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.

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

4.2 10 Days Prior to End of Month Data

4.2.1 In the 10 days prior to, and including 28 February 2021 of the requests that had not been closed within the 10 days, 79.7% had been responded to within the 10 day period, compared to last month which was 80.3%.

4.2.2 This decrease is primarily a result of a drop in the number of requests closed or responded to by particular Divisions. 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,

4.2.3 It is noted that we are still below the benchmark result of 94.4% of requests 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 10 service requests types

5.2 We logged a total of 2,355 CRM requests in February 2021.

5.3 The top 10 CRM requests types for February 2021 are:

- Tree Pruning 232
- Fast Response Field Services 156
- Fallen Tree/Branch 154
- Dumped Rubbish 139
- General Parking Complaint 113
- Tree Inspection 79
- Footpaths 74
- Change of Address 68
- Dog Wandering 61
- Tree Removal 61

5.4 The top 10 suburbs where CRM requests were logged are as follows for February 2021:

- Parafield Gardens 274
- Salisbury 254
- Paralowie 239
- Mawson Lakes 193
- Salisbury North 180
- Pooraka 138
- Salisbury Downs 124
- Salisbury East 121
- Ingle Farm 115
- Para Hills 109

5.5 At January’s meeting a request was made for a breakdown of City of Salisbury population by suburb. Along with this information a further breakdown has been provided that shows the number of CRM requests logged for each suburb in January 2021. The population data provided for Mawson Lakes and Brahma Lodge were incorrectly reported. The data from ABS, Quickstats Census 2016 shows the following population numbers:

- 5.5.1 Mawson Lakes 13,297
- 5.5.2 Brahma Lodge 3,320

5.5.3 Revised list of population data from ABS, Quickstats Census 2016

Suburb	Population	Suburb	Population
Bolivar	269	Parafield Gardens	16,945
Brahma Lodge	3,320	Paralowie	16,530
Burton	6,346	Pooraka	7,228
Cavan	40	Salisbury	8,205
Direk	700	Salisbury Downs	5,984
Dry Creek	228	Salisbury East	8,972
Edinburgh	272	Salisbury Heights	5,184
Globe Derby Park	346	Salisbury North	9,891
Green Fields	154	Salisbury Park	2,164
Gulfview Heights	3,642	Salisbury Plain	1,212
Ingle Farm	8,825	Salisbury South	99
Mawson Lakes	13,297	St Kilda	70
Para Hills	6,554	Valley View	6,110
Para Hills West	3,190	Walkley Heights	3,497
Para Vista	2,904	Waterloo Corner	1,225
Parafield	105		

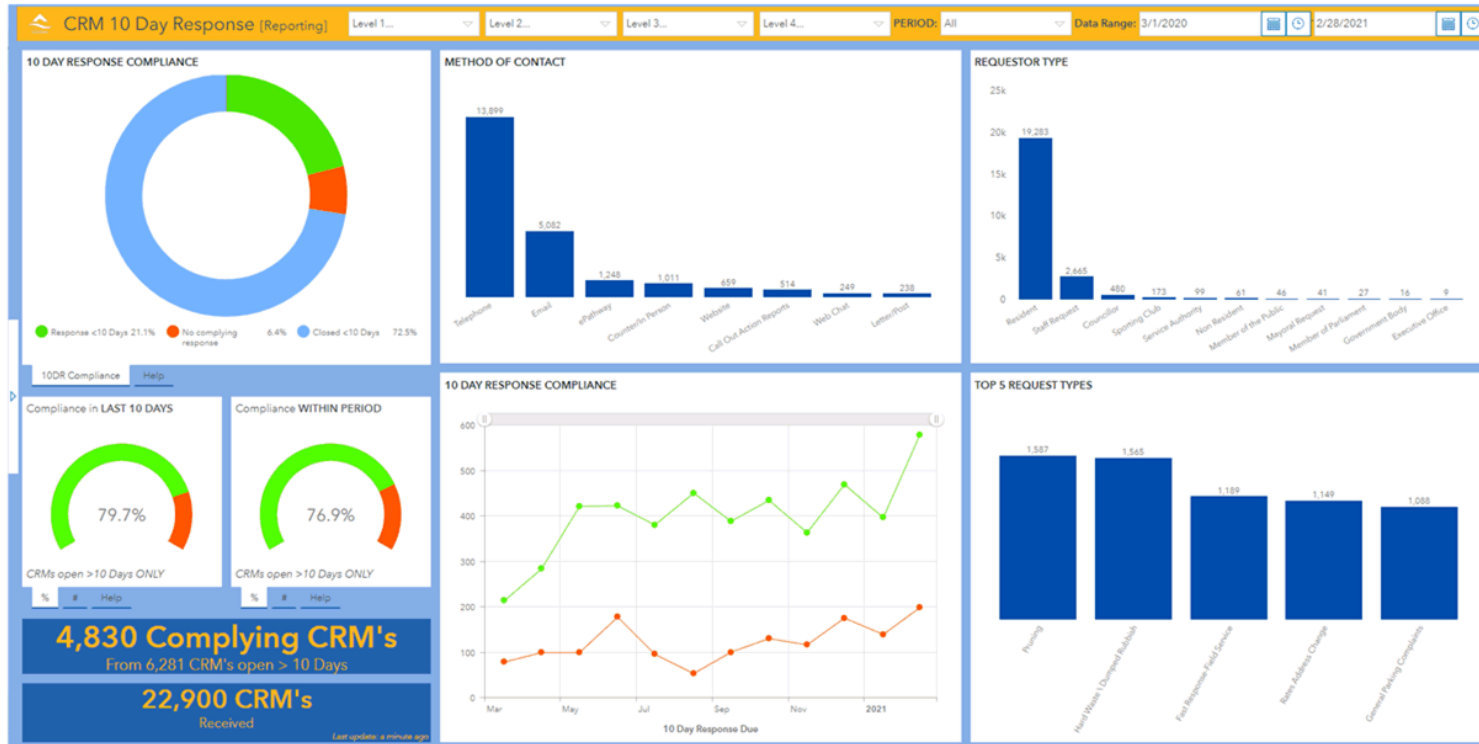
6. CONCLUSION / PROPOSAL

- 6.1 The monthly report on the Community Requests - Response Dashboard be received.
- 6.2 It is noted that the Project Manager Community Experience will continue to work with individual business units to identify where CRM are not meeting the target.
- 6.3 It is also noted that there is a project underway to identify technology solutions to better analyse and report requests.

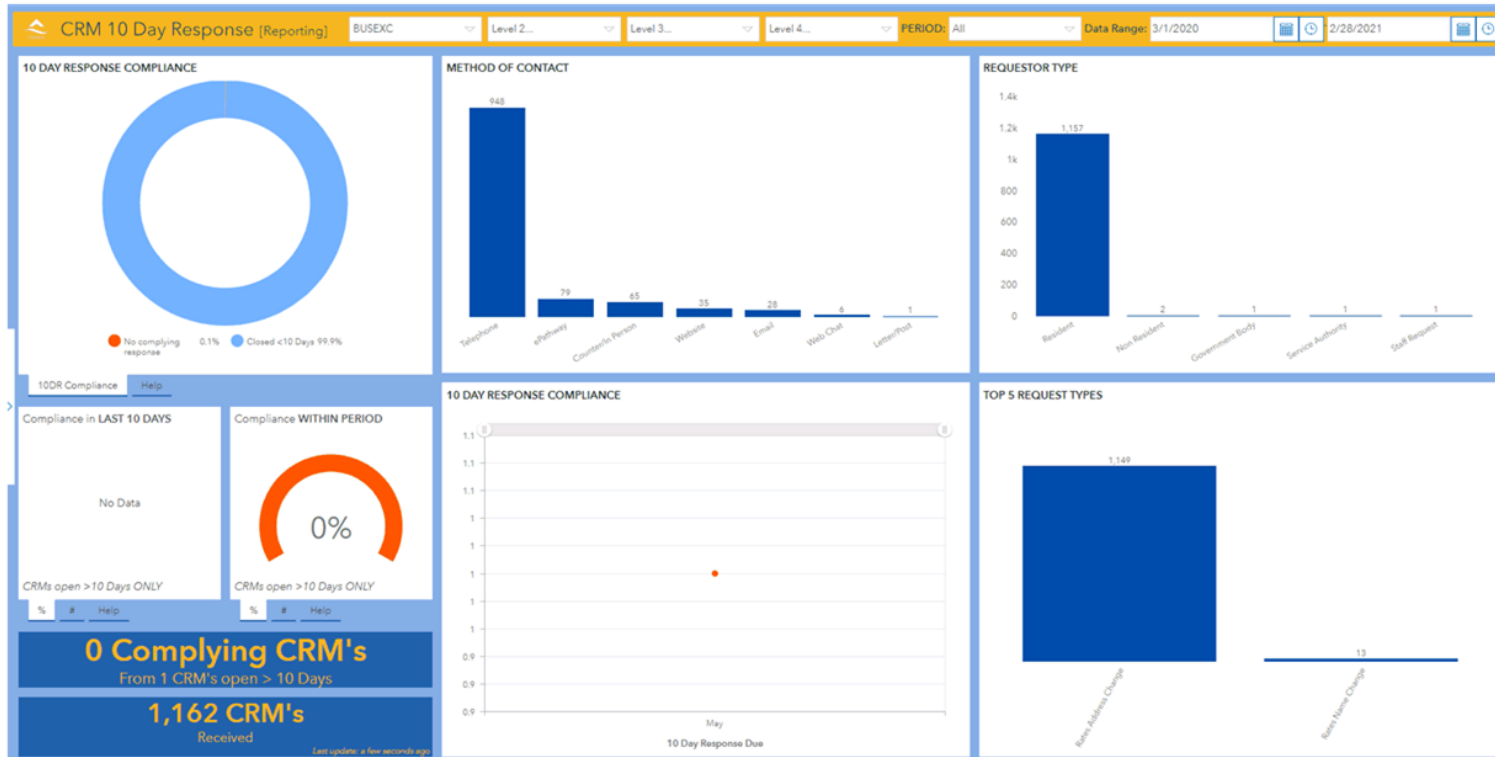
CO-ORDINATION

Officer: GMCOD
Date: 04/03/2021

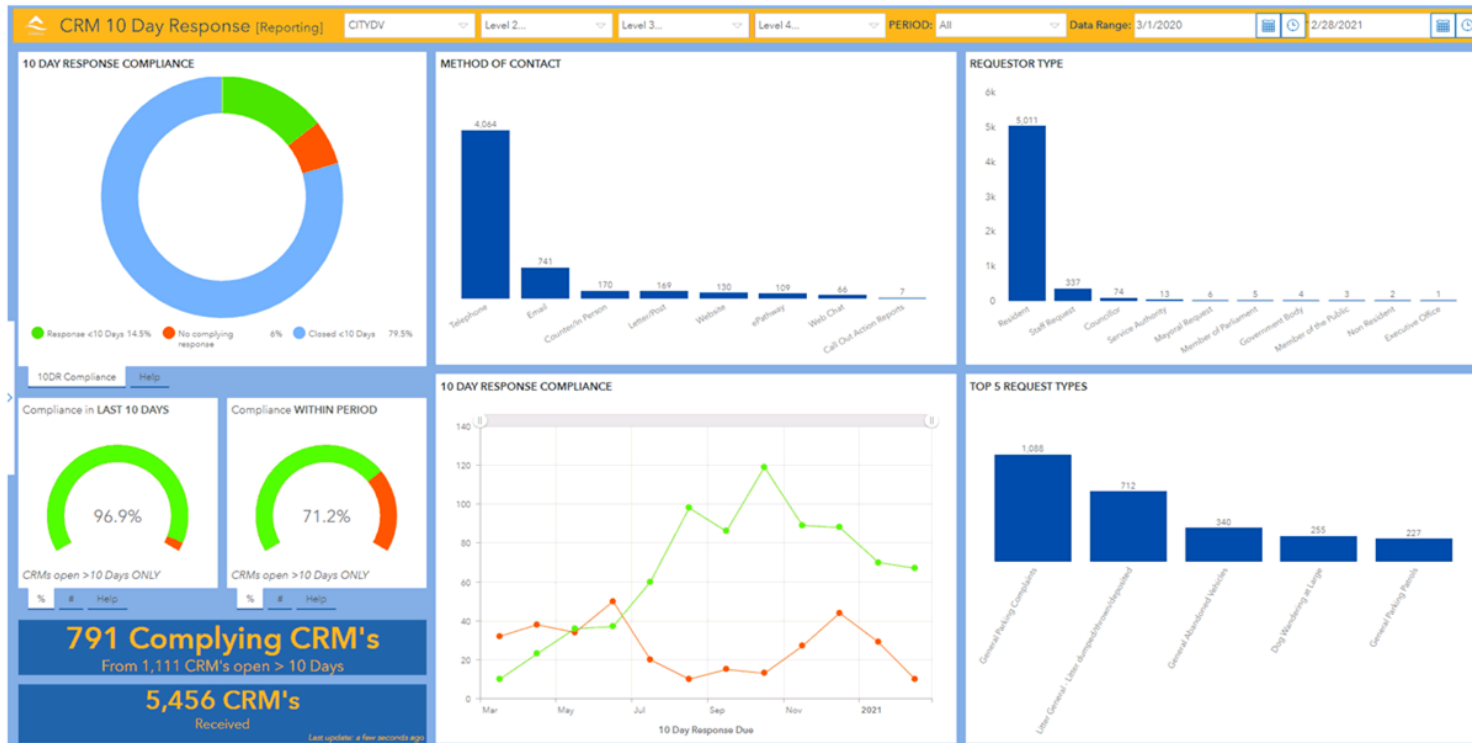
10 Day Service Standard – 1 March 2020 to 28 February 2021



Business Excellence – 1 March 2020 to 28 February 2021

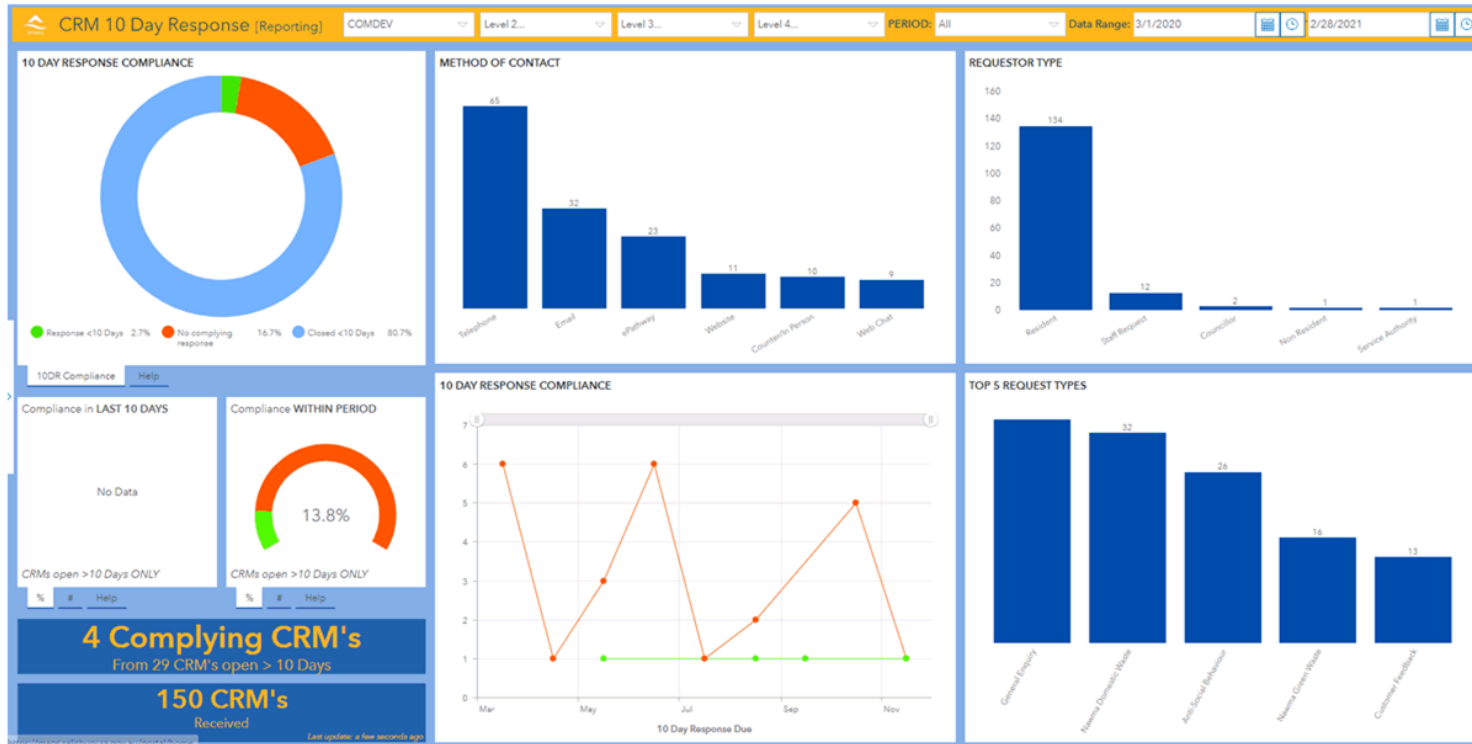


City Development – 1 March 2020 to 28 February 2021

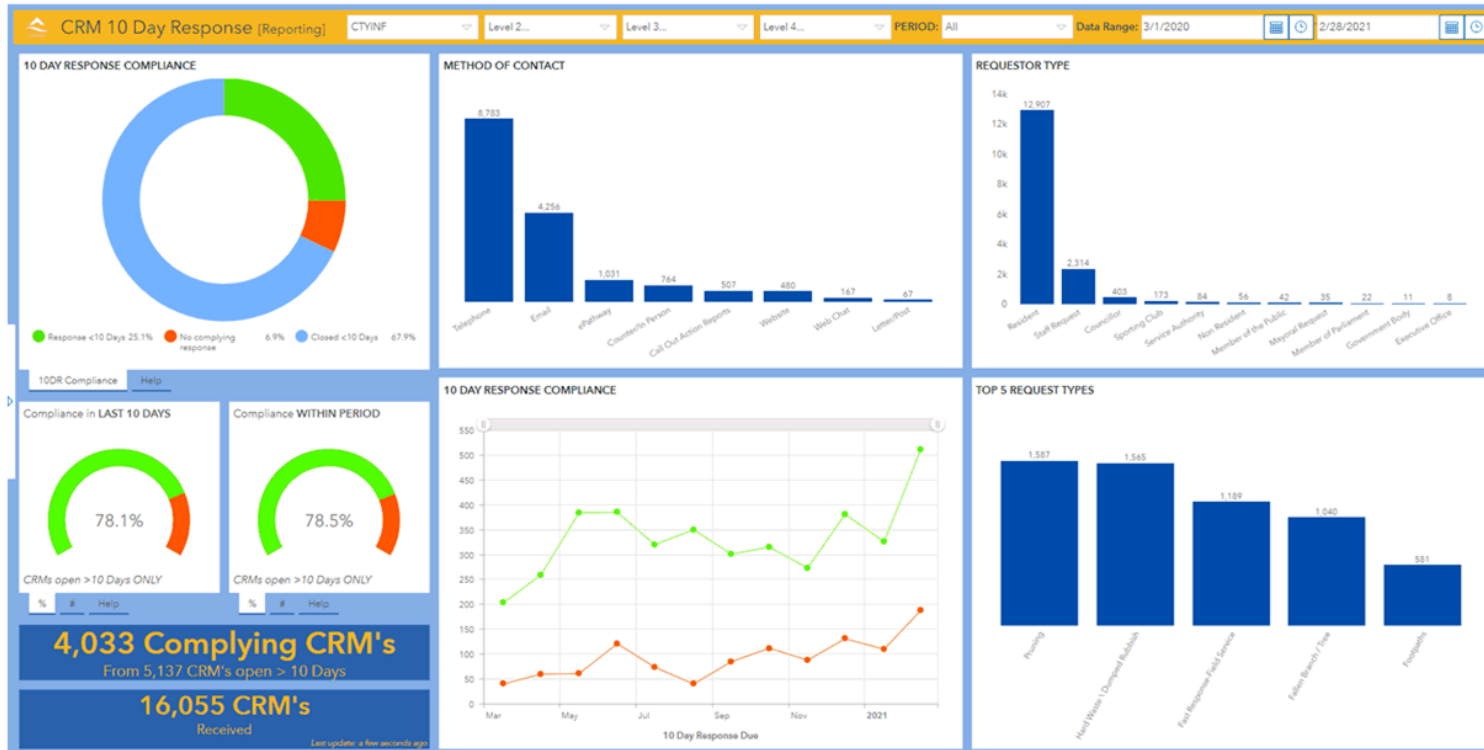


Item 6.2.1 - Attachment 1 - 10 Day Service Standard Dashboards

Community Development – 1 March 2020 to 28 February 2021

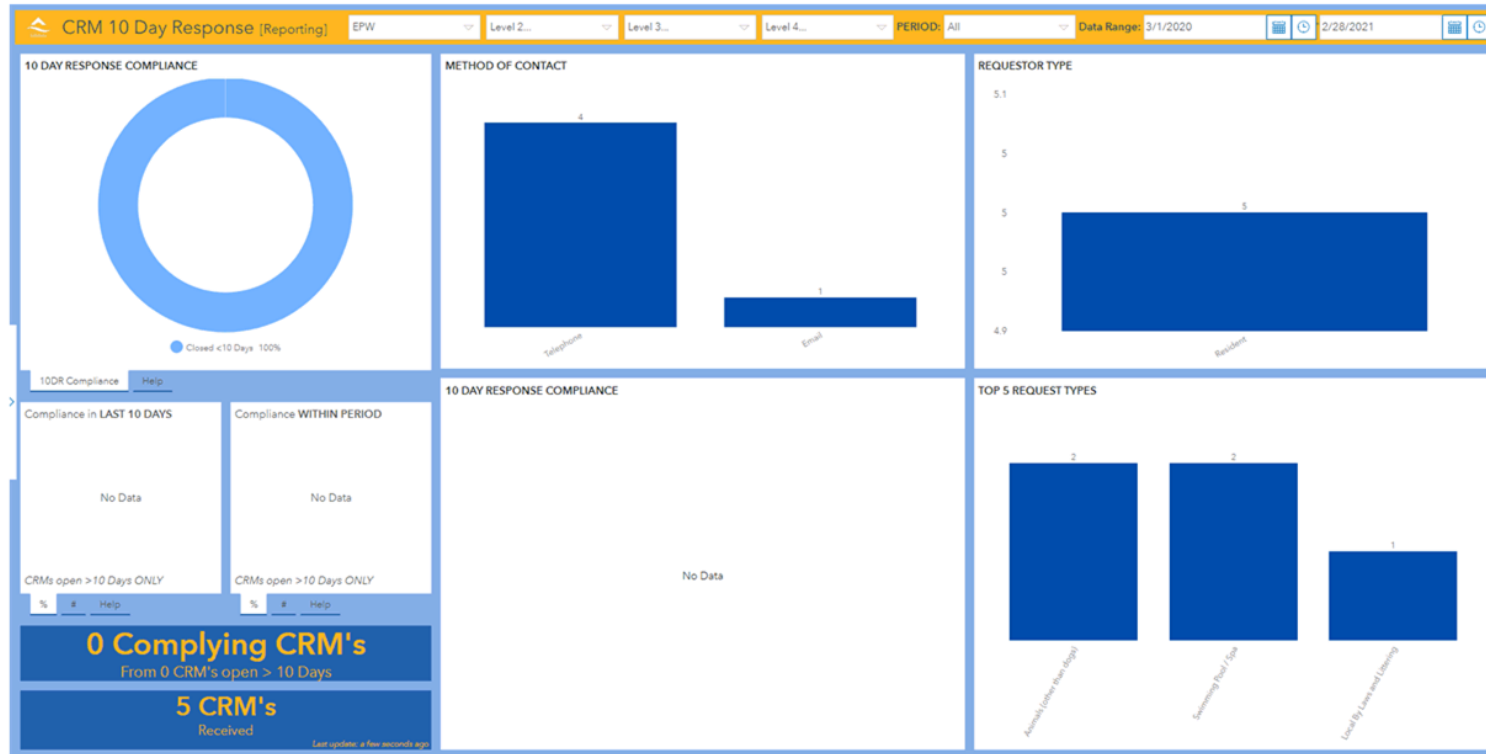


City Infrastructure – 1 March 2020 to 28 February 2021



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Dashboards

Epathway – 1 March 2020 to 28 February 2021



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Dashboards

Information Only – 1 March 2020 to 28 February 2021

