



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING TO BE HELD ON

20 JULY 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
Manager Governance, Mr R Deco
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 22 June 2021.

Presentation of the Minutes of the Confidential Innovation and Business Development Committee Meeting held on 22 June 2021.

REPORTS

Administration

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OTHER BUSINESS

CONFIDENTIAL ITEMS

6.4.1 Recommendations of the Confidential Strategic Property Development Sub Committee meeting held on Tuesday 13 July 2021

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 report at this time will 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 Tuesday 13 July 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.*

CLOSE



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

22 JUNE 2021

MEMBERS PRESENT

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr B Brug (Deputy Chairman) (*via Teams VC*)
Deputy Mayor, Cr C Buchanan
Cr P Jensen
Cr G Reynolds

OBSERVERS

Cr N Henningsen (*via Teams VC*)
Cr D Hood (*from 6.43 pm*)

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
Manager Governance, Mr R Deco
Project Manager Community Experience, Ms H Walters
Team Leader Business Intelligence and Data Management, Ms L Fischetti
Governance Support Officer, Ms K Boyd

The meeting commenced at 6.33 pm.

6.0.2 Presentation - Ten Day Service Standard - Dashboard

*Project Manager Community Experience, Ms H Walters and Team
Leader Business Intelligence and Data Management, Ms L Fischetti
provided an overview of the proposed new 10 Day Service Standard
Dashboard which has improved functionality and reporting ability.*

Moved Cr C Buchanan
Seconded Mayor G Aldridge

That the presentation be received.

CARRIED

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

APOLOGIES

Apologies were received from Cr M Blackmore and Cr J Woodman.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr P Jensen
Seconded Cr G Reynolds

The Minutes of the Innovation and Business Development Committee
Meeting held on 18 May 2021, be taken as read and confirmed.

CARRIED

Moved Cr G Reynolds
Seconded Cr P Jensen

The Minutes of the Confidential Innovation and Business Development
Committee Meeting held on 18 May 2021, be taken as read and
confirmed.

CARRIED

REPORTS

Administration

6.0.1 Future Reports for the Innovation and Business Development Committee

Moved Cr P Jensen
Seconded Cr G Reynolds

1. The information is received.

CARRIED

For Information

6.2.1 Community Requests - Response Dashboard

Moved Cr P Jensen
Seconded Cr G Reynolds

1. The information is received.

CARRIED

OTHER BUSINESS

Nil

CONFIDENTIAL ITEMS

6.4.1 Waste to Energy

Moved Cr G Reynolds
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 will protect commercially sensitive information the disclosure of which may confer a commercial advantage on a third party or prejudice the commercial position of Council*

*On that basis the public's interest is best served by not disclosing the **Waste to Energy** 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 at 7.24 pm.

6.4.2 Property Services Review Progress and Status Update

Moved Cr C Buchanan

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 will protect information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).*

*On that basis the public's interest is best served by not disclosing the **Property Services Review Progress and Status Update** 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 7.24 pm.

The meeting moved out of confidence and closed at 7.27 pm.

CHAIRMAN.....

DATE.....

ITEM	6.0.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	20 July 2021
HEADING	Future Reports for the Innovation and Business Development Committee
AUTHOR	Joy Rowett, Governance Coordinator, 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
22/03/2021 6.4.1	Community Hubs Management Model and Community Centres Collaboration Agreement Review 1. This item be deferred to the May Innovation and Business Development Committee to allow consultation and development of further models with Hills and Central Ward Councillors and the Chairpersons of the Community Wellbeing and Sport and Innovation and Business Development Committees. Due: July 2021 Deferred to: August 2021 Reason: Deferred to enable further discussion and consultation with the working party.	Jo Cooper
24/05/2021 6.4.1	Exceptional Community Experience Project Update Council has previously resolved this resolution to be confidential. Due: August 2021	Charles Mansueto

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: 12/07/2021

ITEM	6.0.2
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
HEADING	Recommendations of the Strategic Property Development Sub Committee meeting held on Tuesday 13 July 2021
AUTHOR	Sharee Klein, Manager 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 4.2 We deliver quality outcomes that meet the needs of our community
SUMMARY	The minutes and recommendations of the Strategic Property Development Sub Committee meeting held on Tuesday 13 July 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 13 July 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 is received.

SPDSC2 Affordable Housing Implementation Plan - Status Update July 2021

1. The report is received.
2. Council endorses the Affordable Housing Implementation Plan Action Plan Table (July 2021), as provided in Attachment 1 (Item No. SPDSC2, Strategic Property Development Sub-Committee, 13/07/2021).

SPDSC3 Walkleys Road Corridor Project - Community Engagement

1. The Engagement Report for the Walkleys Road Corridor Stage 2 as provided in Attachment 1 to this report (Strategic Property Development Sub Committee 13/07/2021, Item No. SPDSC3) be noted.
2. The Walkleys Road Draft Final Concept Plan as provided in Attachment 2 to this report (Strategic Property Development Sub Committee 13/07/2021, Item No. SPDSC3) be endorsed to proceed to Business Case Phase.
3. Staff be authorised to initiate Stage Two of the 'close the loop' community engagement activities in accordance with the Walkleys Road Corridor Community Engagement Strategy and to make necessary adjustments to the Draft Final Concept Plan to ensure the

information presented to the community is in a user-friendly and informative format, reflective of the Council decisions made for the Walkleys Road Corridor project.

4. That Council note and endorse the following actions arising from the Community engagement outcomes to be undertaken in parallel to the next stage of the Walkleys Road Corridor Project:
 - a. Traffic investigations to identify priority actions to improve traffic, local area traffic management and road safety along local roads in the vicinity of the Walkleys Road Corridor project to address concerns identified through community engagement activities.
 - b. Further community engagement to develop a new playground at the corner of Baloo Street and Sullivan Road, Ingle Farm.

ATTACHMENTS

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

1. Minutes Strategic Property Development Sub Committee - 13 July 2021

CO-ORDINATION

Officer: GMCID
Date: 14/7/2021



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

13 JULY 2021

MEMBERS PRESENT

Cr P Jensen (Chairman)
Mayor G Aldridge (ex officio)
Cr C Buchanan
Cr K Grenfell (Deputy Chairman) (*from 7:02 pm*)
Cr D Proleta
Cr G Reynolds (*from 8:00 pm*)
Cr J Woodman

OBSERVERS

Ms Jane Wilson, URPS
Ms Nicole Halsey, URPS

STAFF

Chief Executive Officer, Mr J Harry
General Manager City Development, Mr T Sutcliffe
Manager Strategic Development Projects, Ms Sharee Klein
Administrative Coordinator – Business Excellence, Mrs M Potter

The meeting commenced at 7:00 pm

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

APOLOGIES

Nil.

LEAVE OF ABSENCE

Nil

PRESENTATION

The Manager Strategic Development Projects, Ms S Klein introduced Jane Wilson and Nicole Halsey from URPS to provide an overview of the Draft concept plan and the consultation process undertaken for the Walkleys Road Corridor Project. The Chair thanked Ms Wilson and Ms Halsey for their attendance.

Mayor G Aldridge left the meeting at 7:26 pm.

Cr C Buchanan left the meeting at 7:26 pm.

Cr C Buchanan returned to the meeting at 7:26 pm.

Mayor G Aldridge returned to the meeting at 7:27 pm.

Cr K Grenfell left the meeting at 7:31 pm.

PRESENTATION OF MINUTES

Moved Cr J Woodman

Seconded Cr D Proleta

The Minutes of the Strategic Property Development Sub Committee Meeting held on 13 April 2021, be taken as read and confirmed.

CARRIED

Moved Cr D Proleta

Seconded Mayor G Aldridge

The Minutes of the Confidential Strategic Property Development Sub Committee Meeting held on 13 April 2021, be taken as read and confirmed.

CARRIED

REPORTS

SPDSC1 Future Reports for the Strategic Property Development Sub Committee

Moved Mayor G Aldridge

Seconded Cr J Woodman

1. The information is received.

CARRIED

SPDSC2 Affordable Housing Implementation Plan - Status Update July 2021

Moved Cr D Proleta

Seconded Mayor G Aldridge

1. The report is received.
2. Council endorses the Affordable Housing Implementation Plan Action Plan Table (July 2021), as provided in Attachment 1 (Item No. SPDSC2, Strategic Property Development Sub-Committee, 13/07/2021).

CARRIED

SPDSC3 Walkleys Road Corridor Project - Community Engagement

Moved Cr J Woodman

Seconded Mayor G Aldridge

1. The Engagement Report for the Walkleys Road Corridor Stage 2 as provided in Attachment 1 to this report (Strategic Property Development Sub Committee 13/07/2021, Item No. SPDSC3) be noted.
2. The Walkleys Road Draft Final Concept Plan as provided in Attachment 2 to this report (Strategic Property Development Sub Committee 13/07/2021, Item No. SPDSC3) be endorsed to proceed to Business Case Phase.
3. Staff be authorised to initiate Stage Two of the ‘close the loop’ community engagement activities in accordance with the Walkleys Road Corridor Community Engagement Strategy and to make necessary adjustments to the Draft Final Concept Plan to ensure the information presented to the community is in a user-friendly and informative format, reflective of the Council decisions made for the Walkleys Road Corridor project.
4. That Council note and endorse the following actions arising from the Community engagement outcomes to be undertaken in parallel to the next stage of the Walkleys Road Corridor Project:
 - a. Traffic investigations to identify priority actions to improve traffic, local area traffic management and road safety along local roads in the vicinity of the Walkleys Road Corridor project to address concerns identified through community engagement activities.
 - b. Further community engagement to develop a new playground at the corner of Baloo Street and Sullivan Road, Ingle Farm.

CARRIED

OTHER BUSINESS

Nil

CONFIDENTIAL ITEMS

SPDSC4 Strategic Development Projects - Project Status Report

Moved Mayor G Aldridge

Seconded Cr D Proleta

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 report at this time will 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 **Strategic Development Projects - Project Status Report** 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 7:40 pm

The meeting moved out of confidence at 7:41 pm

**SPDSC5 Walkleys Road Corridor - Community Engagement (Stage 2)
Outcome and Feasibility Analysis**

Moved Cr J Woodman

Seconded Cr D Proleta

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*
 - *The report includes commercially sensitive project costing and feasibility information*

*On that basis the public's interest is best served by not disclosing the **Walkleys Road Corridor - Community Engagement (Stage 2) Outcome and Feasibility Analysis** 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 7:41 pm

Cr K Grenfell returned to the meeting at 8:00 pm.

The meeting moved out of confidence at 8:44 pm

Further Motion:

**SPDSC5 Walkleys Road Corridor – Community Engagement (Stage 2)
Outcome and Feasibility Analysis**

Moved Cr C Buchanan

Seconded Cr J Woodman

1. That Council notes that Stage Two of the ‘close the loop’ community engagement activities in accordance with the Walkleys Road Corridor Community Engagement Strategy will be undertaken (subject to Council approval), and recommends that Council does not proceed to revocation and road closure pending completion of the next phase of community engagement and consideration of a further report to Council on the next phase of the project.

CARRIED

SPDSC6 Salisbury Oval Development Site Update

Mayor G Aldridge declared a material conflict of interest on the basis of her company performing work for one of the expression of interest respondents. Mayor Aldridge left the meeting at 8:44 pm and did not return.

Cr J Woodman declared a perceived conflict of interest on the basis of having a family member who works for one of the expression of interest respondents. Cr Woodman managed the conflict by remaining in the meeting and voting in the best interest of the community.

Moved Cr K Grenfell

Seconded Cr J Woodman

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

- The terms of the sale of the land and final form of the proposed development are still under negotiation with the preferred EOI respondent.

*On that basis the public's interest is best served by not disclosing the **Salisbury Oval Development Site Update** 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 8.44 pm

The meeting moved out of confidence and closed at 9:09 pm

CHAIRMAN.....

DATE.....

ITEM	6.2.1 INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	20 July 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. Council receives and notes the information.

ATTACHMENTS

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

1. 10 Day Service Standard - Dashboard

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
- 2.2 External
 - 2.2.1 Nil

3. ORGANISATION

- 3.1 The Community Request - Response Dashboards for the rolling 12 month period 1 July 2020 to 30 June 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 23,149 requests received in the past rolling 12 month period ending 30 June 2021:
- 3.3.1 70.8% of requests were closed within 10 day
- 3.3.2 93.0% 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 within 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.

4. 12 MONTH ROLLING REPORT ENDING 30 JUNE 2020 - CRM DATA

4.1 CRM Data

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,154	0%	99.8%	0.2%	99.8%
City Development	5,627	16.2%	79.4%	4.4%	95.6%
Community Development	74	34.1%	83.8%	12.2%	87.9%
City Infrastructure	16,186	24.9%	66.7%	8.5%	91.6%
Epathway	6	0%	100%	0%	100%
Information Requests	102	1.0%	98%	1%	99%
Total	23,149	21.4%	71.6%	7.0%	93.0%
		93.0%		7.0%	

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
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
Mar-21	93.5
Apr -21	94.4
May-21	93.0
Jun-21	93.0

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 defined as a community member contacting Council to provide some information, but this information 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 30 May 2021 of the requests that had not been closed within the 10 days, 70.8% had been responded to within the 10 day period, compared to last month which was 69.9%.

4.2.2 It is noted that the benchmark was achieved with a result of 94.4% of requests closed or responded to within 10 business days.

4.3 Current Month Performance

4.3.1 The table below shows the results for CRM requests logged in June 2021 where the community members supplied their contact details.

4.3.2 For CRM requests received in June 2021 we achieved a compliance rate of 94.9% where CRM Request was either closed or responded within 10 business days.

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	103	0.0%	99%	1.0%	99.0%
City Development	424	3.6%	92.9%	3.5%	96.5%
Community & Org Development	3	0.0%	66.7%	33.3%	66.7%
City Infrastructure	1257	13.2%	80.9%	5.9%	94.1%
Epathway	0	0.0%	100%	0.0%	100.0%
Information Requests	8	0.0%	100%	0.0%	100.0%
Total	1795	10.1%	84.8%	5.1%	94.9%
		94.9%		5.1%	

5. FURTHER ANALYSIS AND CHANGES TO DASHBOARD

5.1 After viewing the “Snap Send Solve” dashboard, some additional data has been added. 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 16 service requests types

5.2 A total of 1,853 CRM requests were logged in June 2021.

5.3 The top 15 CRM requests types for June 2021 are:

- Dumped Rubbish 141
- Fast Response – Field Services 121
- Change of Address 102
- General Parking Complaint 102
- Tree Pruning 91
- Drainage 58
- Dog Wandering 56
- Issue Keys / Swipe Card 53
- Footpath 50
- Litter General – Litter 49
- General Building Maintenance 42
- Fallen Tree/Branch 42
- General Abandoned Vehicles 35
- Pot Holes 34
- Tree Removal 33

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

• Parafield Gardens	210
• Paralowie	183
• Salisbury	182
• Mawson Lakes	156
• Salisbury North	139
• Pooraka	98
• Para Hills	98
• Ingle Farm	96
• Salisbury East	91
• Salisbury Downs	81

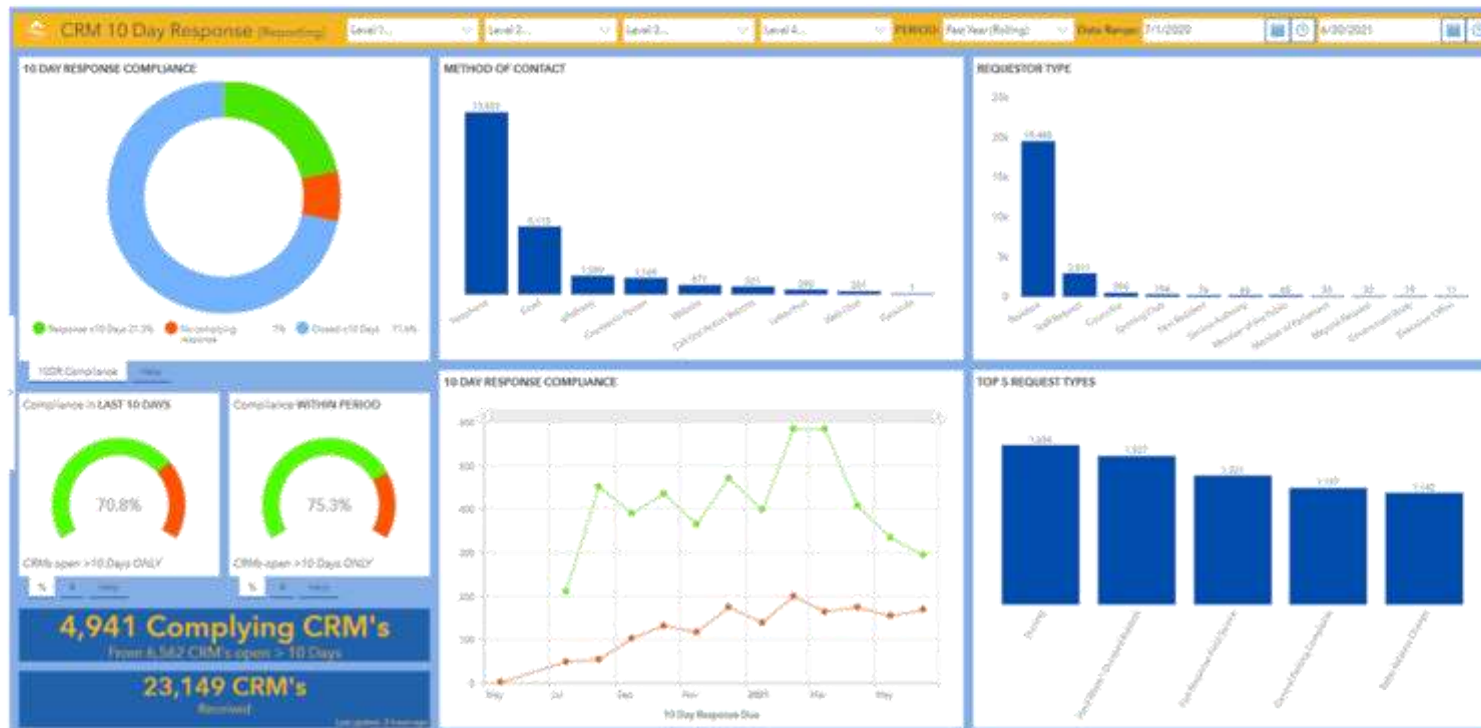
CONCLUSION / PROPOSAL

- 5.5 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.
- 5.6 It is also noted that there is a project underway to identify technology solutions to better analyse and report requests.

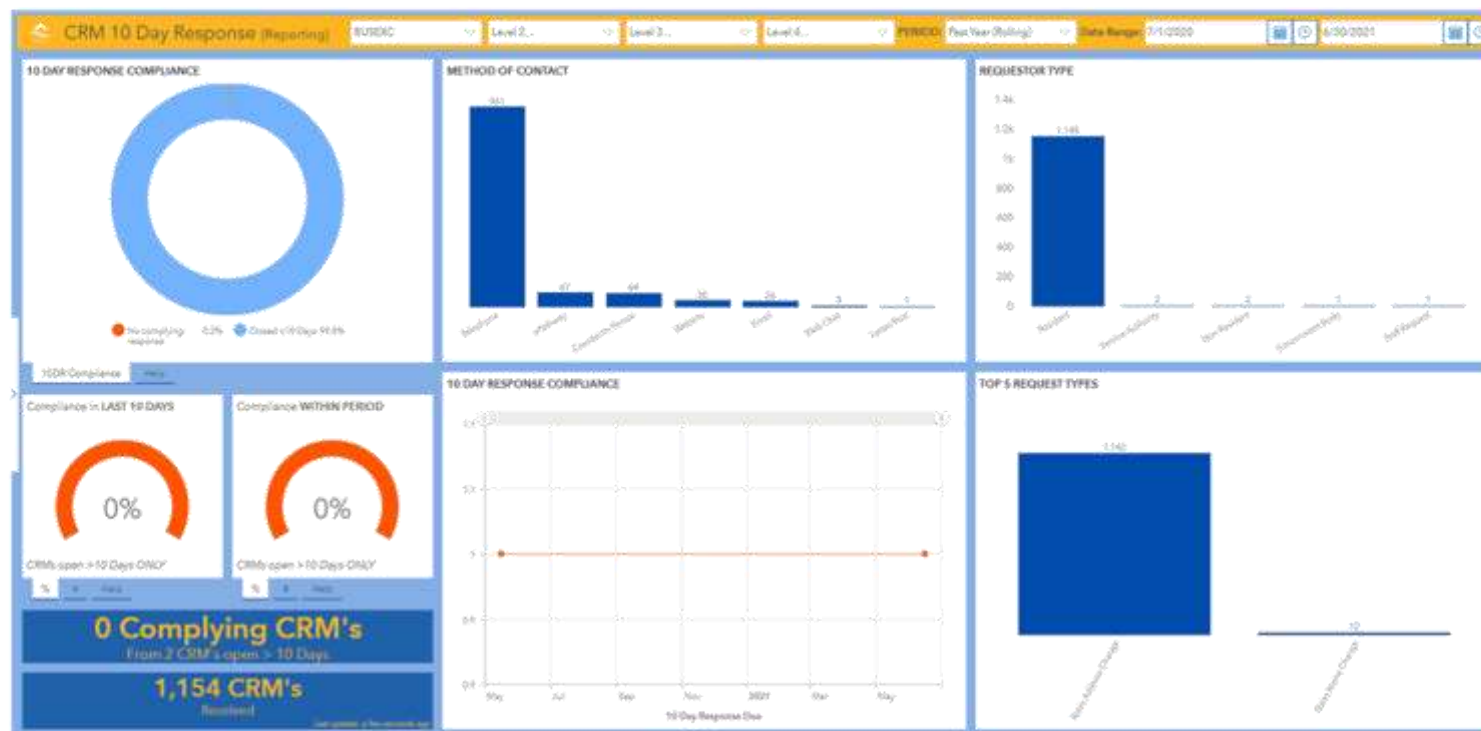
CO-ORDINATION

Officer: GMCOD
Date: 16/06/2021

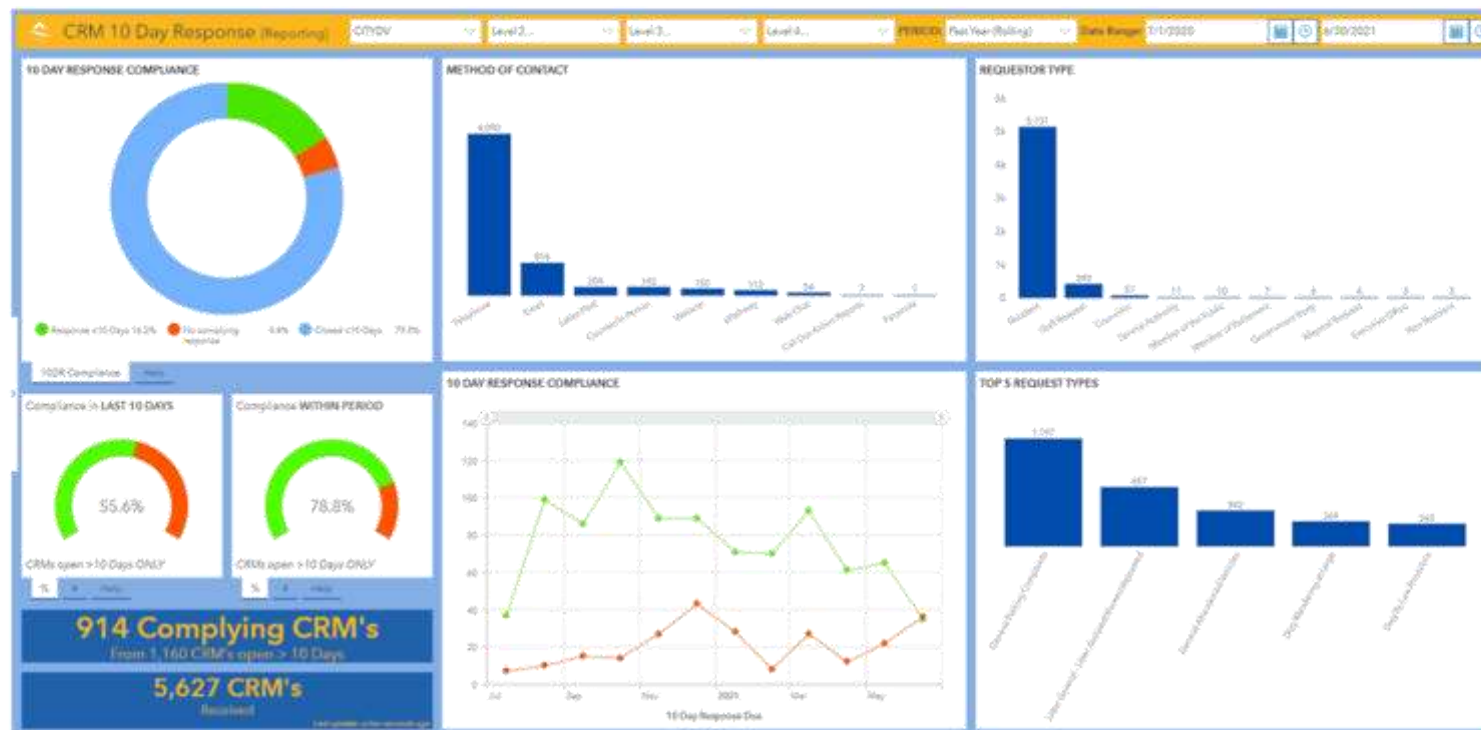
10 Day Service Standard – 1 July 2020 to 30 June 2021



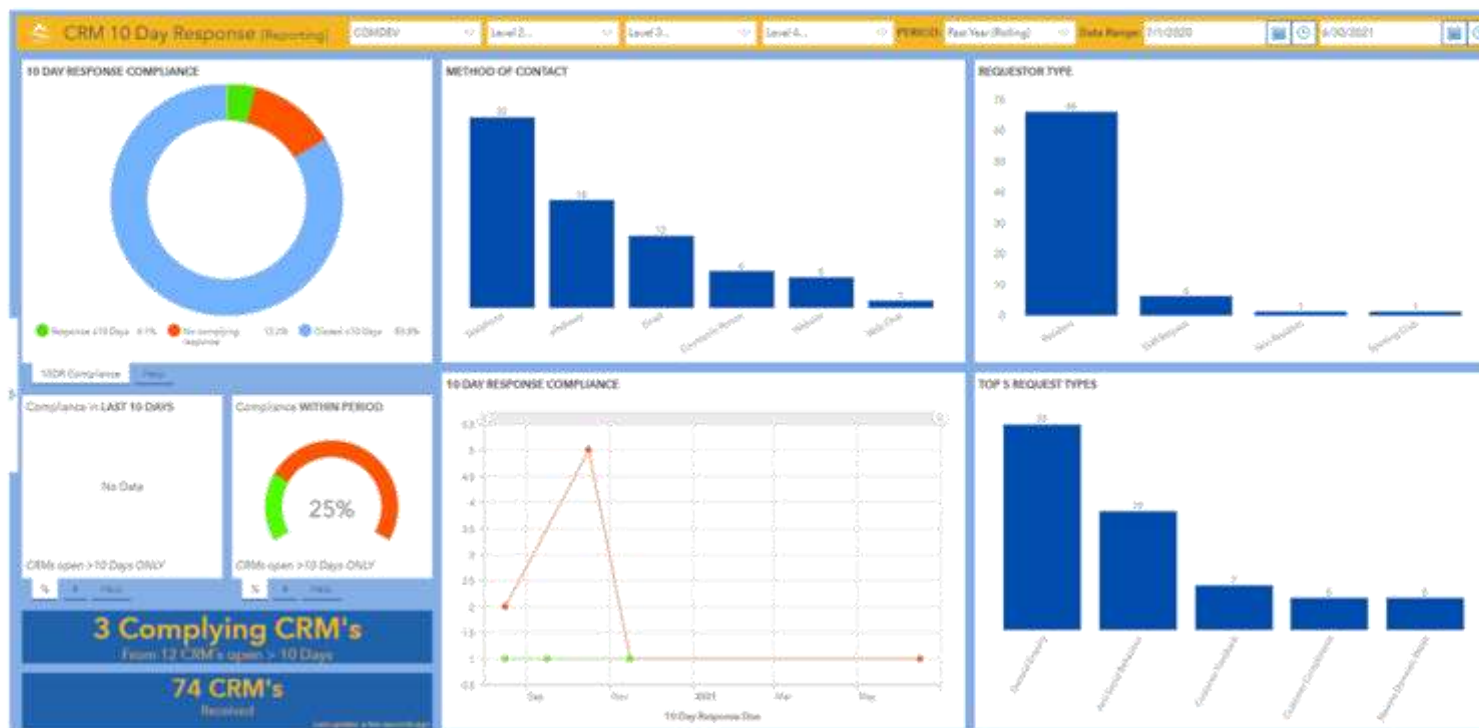
Business Excellence – 1July 2020 to 30 June 2021



City Development – 1 July 2020 to 30 June 2021



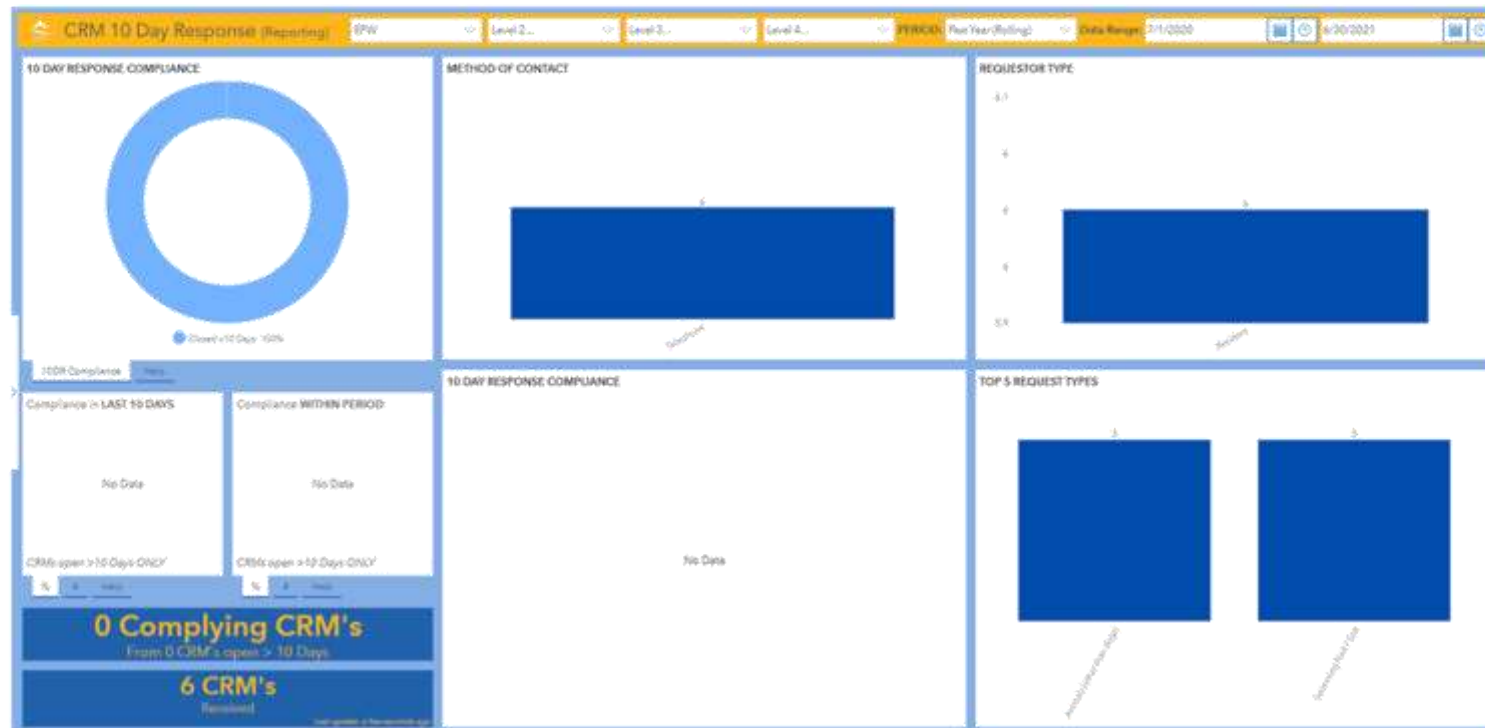
Community Development – 11July 2020 to 30 June 2021



City Infrastructure – 1July 2020 to 30 June 2021



Epathway – 1July 2020 to 30 June 2021



Information Only – 1July 2020 to 30 June 2021

