



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING TO BE HELD ON

16 NOVEMBER 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
Team Leader Corporate Governance, Mr B Kahland
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 19 October 2021.

REPORTS

Administration

- 6.0.1 Future Reports for the Innovation and Business Development Committee 7
- 6.0.2 Recommendations of the Strategic Property Development Sub Committee
meeting held on Monday 8 November 2021 9

For Information

- 6.2.1 Community Requests - Response Dashboard 15

OTHER BUSINESS

CONFIDENTIAL ITEMS

6.4.1 Recommendations of the Confidential Strategic Property Development Sub Committee meeting held on Monday 8 November 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 Monday 8 November 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**

19 OCTOBER 2021

MEMBERS PRESENT

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr M Blackmore
Cr B Brug (Deputy Chairman) (*via Teams VC*)
Cr C Buchanan (*from 6.34 pm*)
Cr P Jensen
Cr G Reynolds
Cr J Woodman

OBSERVERS

Cr A Duncan

STAFF

Chief Executive Officer, Mr J Harry (*from 6.35 pm*)
General Manager Business Excellence, Mr C Mansueto
General Manager Community Development, Mrs A Pokoney-Cramey
General Manager City Development, Ms M English
Manager Governance, Mr R Deco
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

Nil

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr J Woodman

Seconded Cr B Brug

The Minutes of the Innovation and Business Development Committee Meeting held on 21 September 2021, be taken as read and confirmed.

CARRIED

Cr C Buchanan entered the meeting at 6.34 pm.

Moved Mayor G Aldridge

Seconded Cr P Jensen

The Minutes of the Confidential Innovation and Business Development Committee Meeting held on 21 September 2021, be taken as read and confirmed.

CARRIED

REPORTS

Administration

6.0.1 Future Reports for the Innovation and Business Development Committee

Moved Cr J Woodman

Seconded Cr P Jensen

That Council:

1. Notes the report.

CARRIED

For Information

6.2.1 Community Requests - Response Dashboard

Moved Cr P Jensen

Seconded Cr C Buchanan

That Council:

1. Notes the report.

CARRIED

OTHER BUSINESS

Nil

The meeting closed at 6.39 pm.

CHAIRMAN.....

DATE.....

ITEM	6.0.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	16 November 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.

RECOMMENDATIONThat Council:

1. Notes the report.

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
23/08/2021 6.2.2 Due: Comment:	Exceptional Community Experience Project Update 2. Notes that a further report with final findings will be presented to the Business and Innovation Development Committee by October 2021. February 2022 As noted in the October 2021 Future Report item, this report is being presented in February 2022 to enable further work into the findings for the Exceptional Community Experience Project.	Hannah Walters
27/09/2021 6.1.1 Due:	Community Hubs Management Model and Community Centre's Collaboration Agreement Review 4. Approves a comprehensive assessment of the management models, in the context of delivering the best outcomes for our community, be conducted and reported back to Council by June 2023 for Bagster Road Community Centre, Salisbury East Neighbourhood Centre, Pooraka Farm Community Centre and Morella Community Centre. June 2023	Amy Pokoney Cramey

4. CONCLUSION / PROPOSAL

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

ITEM 6.0.2

**INNOVATION AND BUSINESS DEVELOPMENT
COMMITTEE**

HEADING Recommendations of the Strategic Property Development Sub Committee meeting held on Monday 8 November 2021

AUTHOR Sharee Klein, Manager Strategic Development Projects, City Development

CITY PLAN LINKS 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 Monday 8 November 2021 are presented for Innovation and Business Development Committee's consideration.

RECOMMENDATION

That Council:

1. Receives and notes the information contained in the Strategic Property Development Sub Committee Minutes of the meeting held on 08 November 2021 and that the following recommendations contained therein be adopted by Council:

SPDSC1 Future Reports for the Strategic Property Development Sub Committee

That Council:

1. Notes the report.

ATTACHMENTS

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

1. Minutes Strategic Property Development Sub Committee - 8 November 2021



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

8 NOVEMBER 2021

MEMBERS PRESENT	Cr P Jensen (Chairman) Deputy Mayor, Cr C Buchanan Cr K Grenfell (Deputy Chairman) Cr G Reynolds Cr J Woodman
OBSERVERS	General Manager Business Excellence, Mr C Mansueto General Manager Community Development, Mrs A Pokoney-Cramey
STAFF	Chief Executive Officer, Mr J Harry General Manager City Development, Ms M English Manager Strategy Development Projects, Mrs S Klein PA to GM City Infrastructure, Ms H Prasad

The meeting commenced at 6.48pm.

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

APOLOGIES

Apologies were received from Mayor G Aldridge and Cr D Proleta.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr K Grenfell
Seconded Cr J Woodman

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

CARRIED

REPORTS

SPDSC1 Future Reports for the Strategic Property Development Sub Committee

Moved Cr K Grenfell
Seconded Cr G Reynolds

That Council:

1. Notes the report.

CARRIED

OTHER BUSINESS

Nil.

CONFIDENTIAL ITEMS**SPDSC2 Strategic Development Projects - Project Status Report**

Moved Cr K Grenfell
 Seconded Cr G Reynolds

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 **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 6:52pm.

The meeting moved out of confidence and closed at 7:20pm.

CHAIRMAN.....

DATE.....

ITEM	6.2.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	16 November 2021
HEADING	Community Requests - Response Dashboard
AUTHOR	Hannah Walters, Project Manager Community Experience, Community 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.

RECOMMENDATIONThat Council:

1. Notes the report.

ATTACHMENTS

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

1. 10 Day Service Standard Report Dashboard 2021

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 Data Project Lead Business Transformation
- 2.2 External
 - 2.2.1 Nil

3. REPORT

Organisation

- 3.1 The Community Request - Response Dashboards for the rolling 12-month period 1 November 2020 to 31 October 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 22,848 requests received in the past rolling 12-month period ending 31 October 2021:
 - 3.3.1 71.8% of requests were closed within 10 days.
 - 3.3.2 92.1% 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 Customer Request Management (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.

12 Month Rolling Report Ending 31 October 2021 - CRM Data

- 3.8 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
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
Jul-21	92.4
Aug-21	92.0
Sept-21	91.9
Oct-21	92.1

3.9 CRM Data

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,231	0%	99.9%	0.1%	99.9%
City Development	5,476	14.5%	79.6%	5.9%	94.1%
Community Development	49	2.0%	98.0%	0.0%	100.0%
City Infrastructure	15,972	24.1%	66.6%	9.3%	90.7%
Epathway	6	0.0%	100%	0.0%	100%
Information Requests	114	0.0%	99.1%	0.9%	99.1%
Total	22,848	20.3%	71.8%	7.9%	92.1%
		92.1%		7.9%	

- 3.10 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.

Definitions:

- Epathway: Old online pathway module used to log service requests via the website
- Citywatch: Replaced Epathway with more use friendly functionality for community members to log service requests online via the Council website.
- E-Services Allows for service provision through the internet. The community to log requests online.

- 3.11 Information requests are defined as a community member contacting Council to provide some information, but this information does not generate any action.

10 Days Prior to End of Month Data

- 3.12 In the 10 days prior to, and including 31 October 2021, of the requests that had not been closed within the 10 days, 94.1% had been responded to within the 10-day period, compared to last month which was 78.3%.

Current Month Performance

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

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	87	0.0%	100%	0.0%	100.0%
City Development	412	8.3%	85.9%	5.8%	94.2%
Community Development	6	0.0%	100.0%	0.0%	100.0%
City Infrastructure	1,287	13.3%	85.8%	0.9%	99.1%
Epathway	1	0.0%	100%	0.0%	100.0%
Information Requests	6	0.0%	100%	0.0%	100.0%
Total	1,799	11.5%	86.6%	1.9%	98.1%
		98.1%		1.9%	

3.14 For CRMs received in October 2021 we achieved a compliance rate of 98.1% where the CRM Request was either closed or responded within 10 business days.

Further Analysis and Changes to Dashboard

3.15 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 15 service request types

3.16 A total of 1,868 CRM requests were logged in October 2021.

3.17 The top 15 CRM requests types for October 2021 are:

- Fast Response 117
- Dumped Rubbish 110
- Change of Address 84
- General Parking Complaints 84
- Tree Pruning 83
- Verge Mowing 76
- Fallen Tree / Branch 66
- Dog Wandering 58
- Issue Keys / Swipe Card 53
- Footpath 44

- General Abandoned Vehicle 44
- Drainage 43
- Litter General 37
- General Building Maintenance 36
- Irrigation 33

3.18 The top 10 suburbs where CRM requests were logged are as follows for October 2021:

- Mawson Lakes 223
- Salisbury 214
- Paralowie 179
- Parafield Gardens 178
- Salisbury North 122
- Ingle Farm 105
- Salisbury East 86
- Para Hills 83
- Burton 65
- Salisbury Downs 65

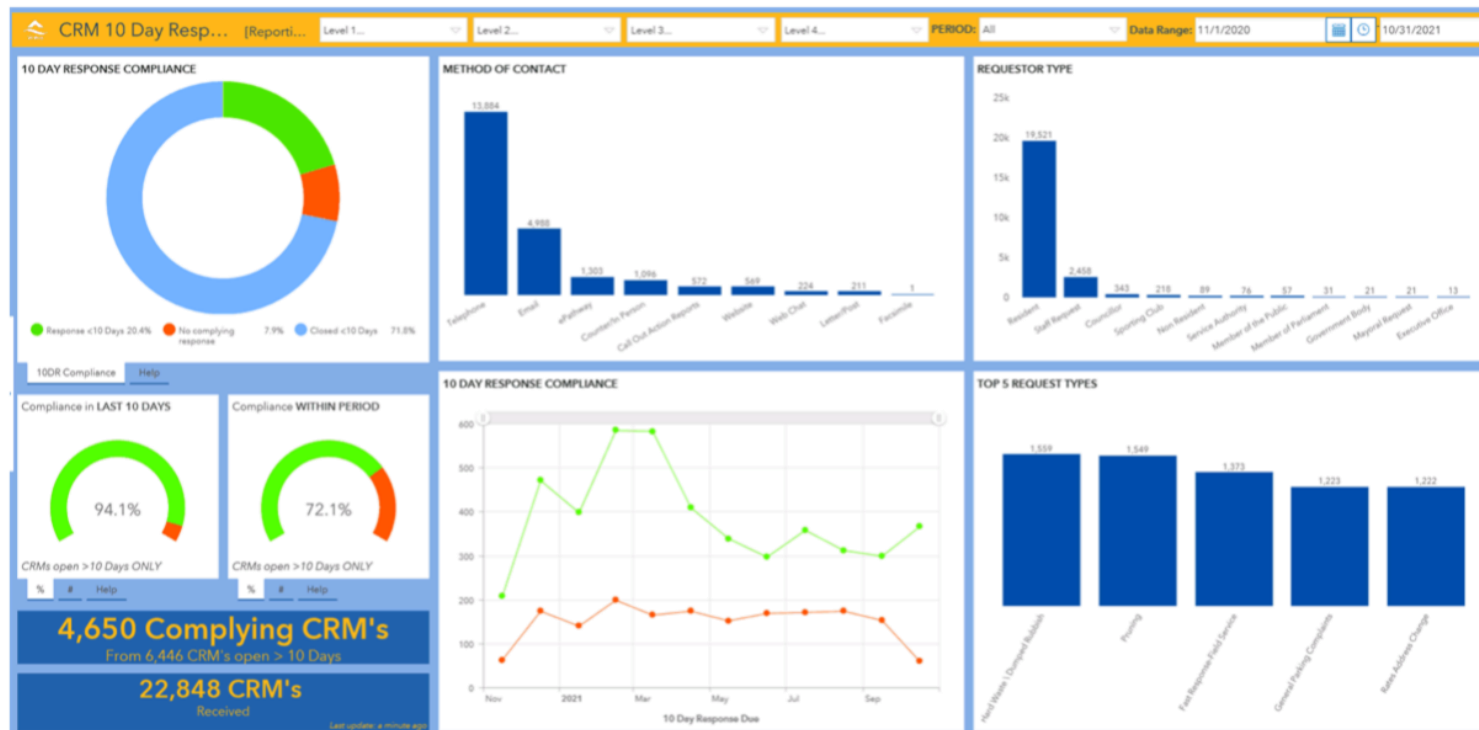
4. UPDATE ON NEW REPORTING DASHBOARD

- 4.1 The Data Project Lead, Business Transformation, is currently working with Expose to move the organisation to a more modern data analytics platform which is a future-proof architecture used to process, store and manage large amounts of raw, unstructured data that is readily available in a secure cloud.
- 4.2 Due to the work required to implement the cloud-based dashboards we propose to start using the Power BI dashboards from January 2022. Having the cloud-based dashboards will remove the need for staff to be manually updating the dashboard data which is resource intensive.
- 4.3 We are proposing to roll out the real time cloud based 10 Day Service Standard Dashboard report in January 2022 once the engagement with Expose Data is completed.

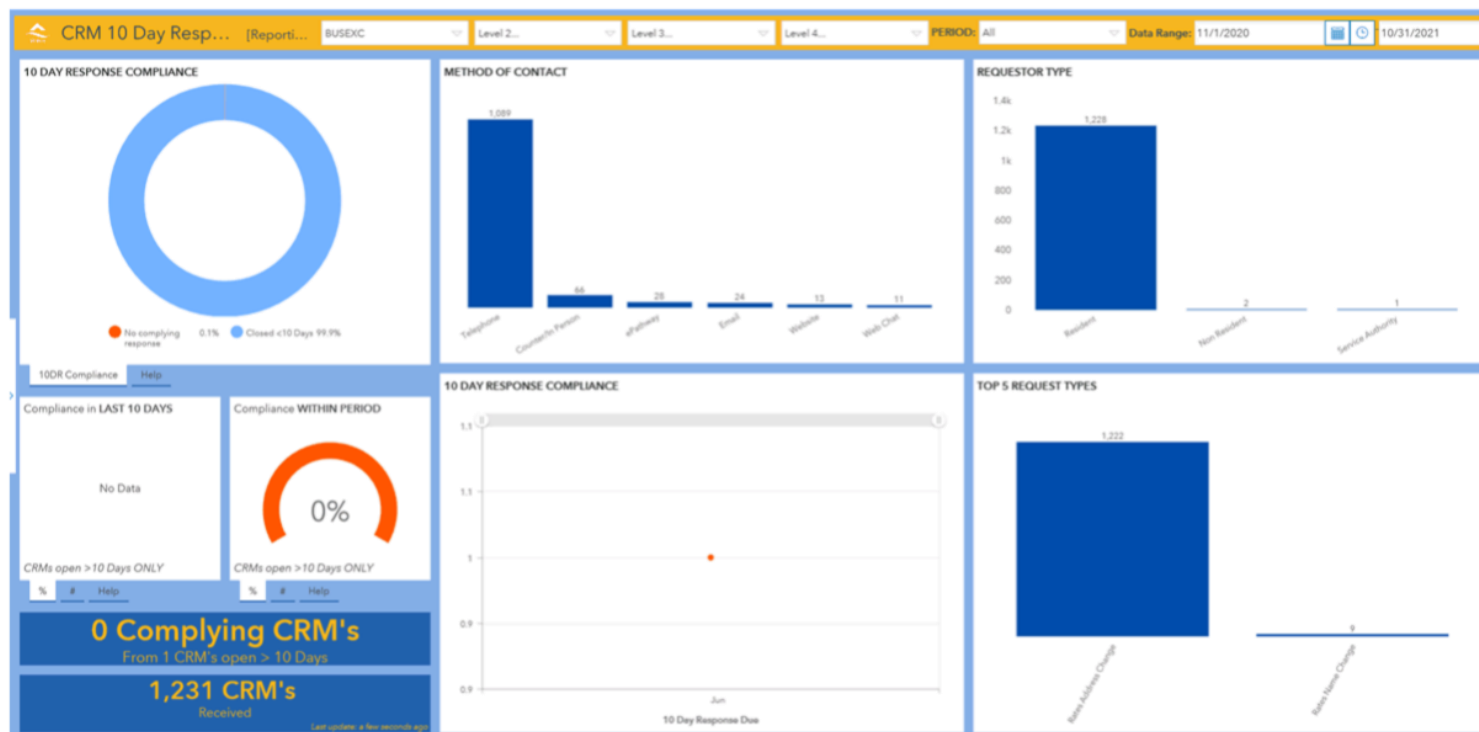
5. CONCLUSION / PROPOSAL

- 5.1 It is noted that the Project Manager Community Experience will continue to work with individual business units to identify where CRM is not meeting the target.
- 5.2 Significant improvements are being made by all departments to meet the 10 Day Service standard commitment as shown in the current monthly performance.
- 5.3 It is also noted that the project to identify an improved technology solution to analyse and report requests is nearing completion. We are aiming to have the new interactive cloud-based dashboard implemented in January 2022.

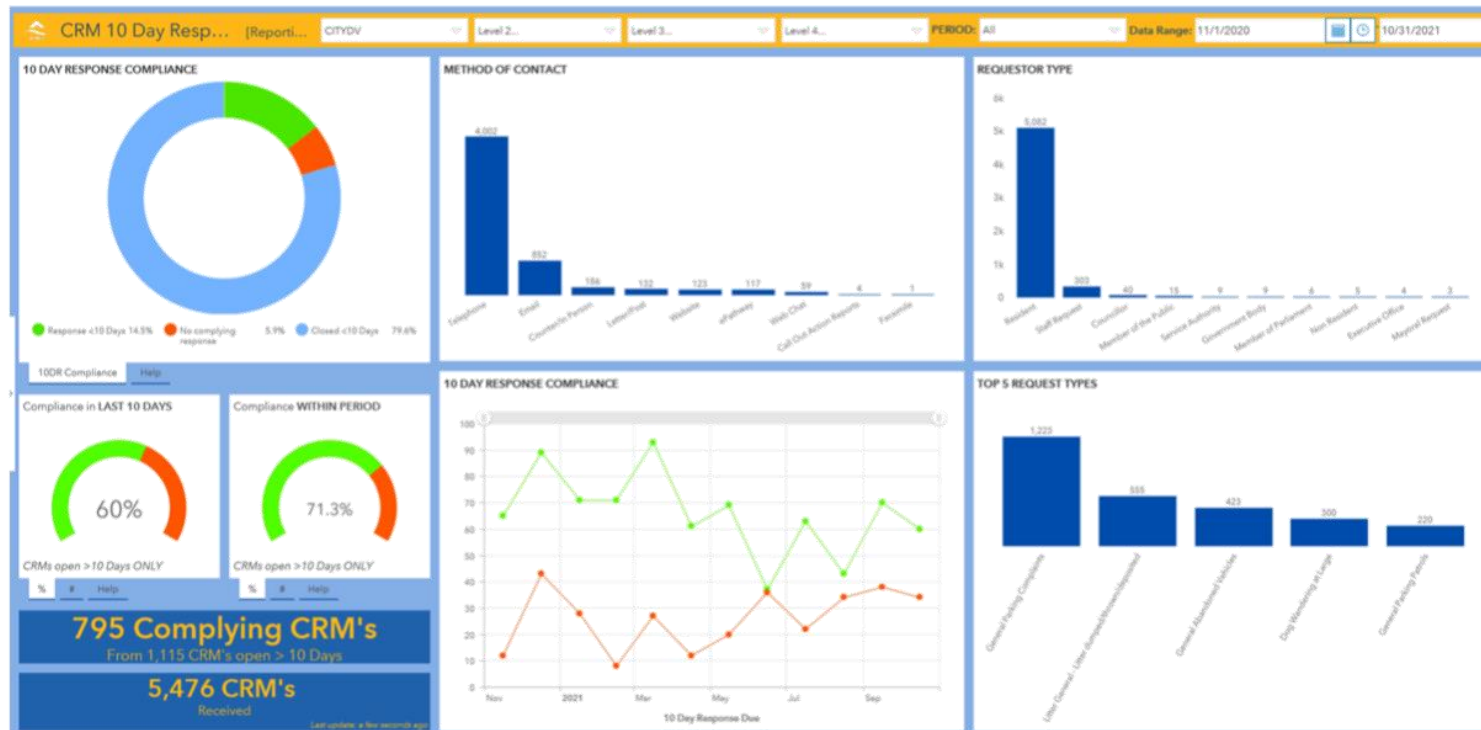
10 Day Service Standard –1 November 2020 to 31 October 2021



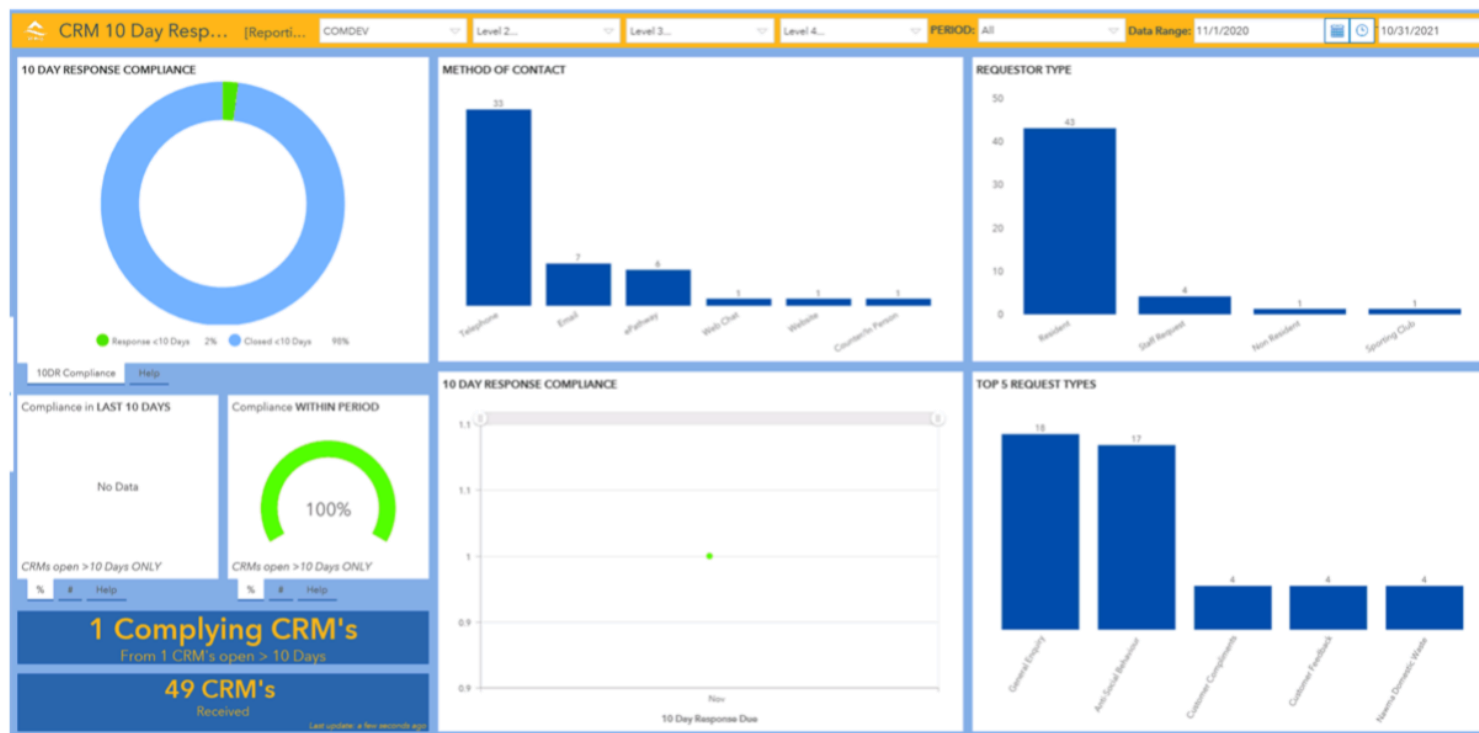
Business Excellence – 1 November 2020 to 31 October 2021



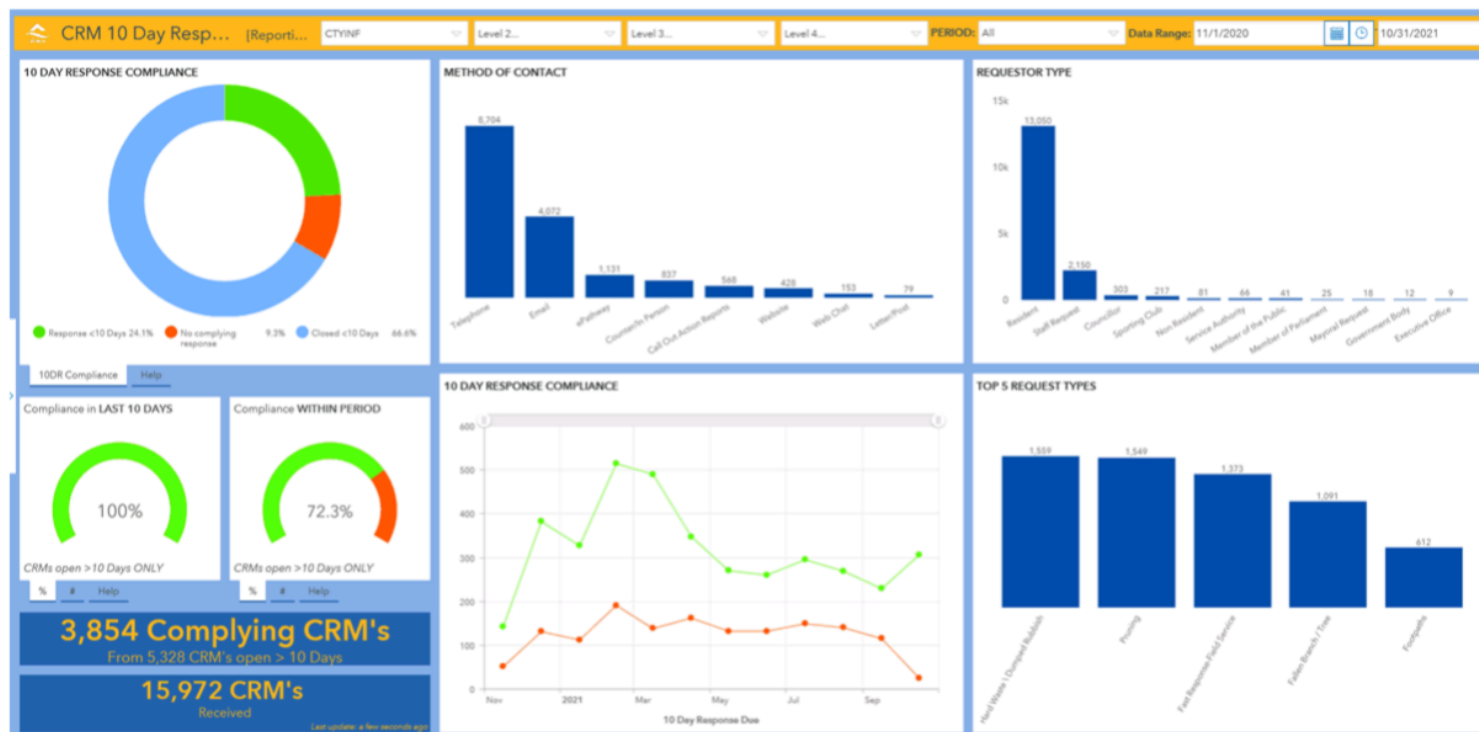
City Development – 1 November 2020 to 31 October 2021



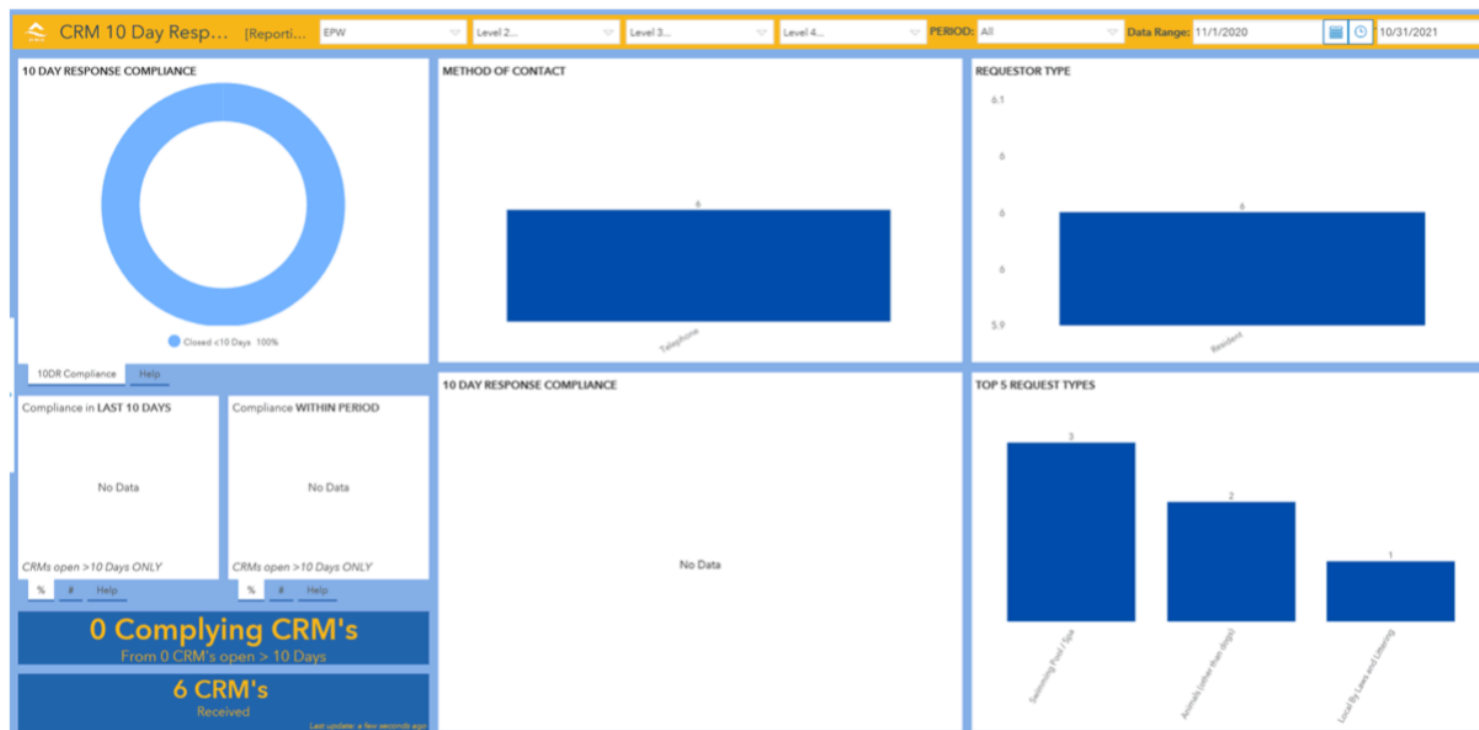
Community Development – 1 November 2020 to 31 October 2021



City Infrastructure – 1 November 2020 to 31 October 2021



Epathway – 1 November 2020 to 31 October 2021



Information Only – 1 November 2020 to 31 October 2021

