



## **AGENDA**

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

**18 JANUARY 2022 AT CONCLUSION OF COMMUNITY WELLBEING AND  
SPORT COMMITTEE**

**IN 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 14 December 2021.

Presentation of the Minutes of the Confidential Innovation and Business Development Committee Meeting held on 14 December 2021.

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**REPORTS**

*Administration*

6.0.1 Future Reports for the Innovation and Business Development Committee ..... 9

*For Information*

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**OTHER BUSINESS**

**QUESTIONS WITHOUT NOTICE**

**MOTIONS WITHOUT NOTICE**

**CLOSE**



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

**14 DECEMBER 2021**

**MEMBERS PRESENT**

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

**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

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 M Blackmore  
 Seconded Cr J Woodman

The Minutes of the Innovation and Business Development Committee Meeting held on 16 November 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 M Blackmore

That Council:

1. Notes the report.

**CARRIED**

**Bring Forward Item 6.1.1**

Moved Cr C Buchanan  
 Seconded Cr M Blackmore

1. That item 6.1.1 – KIK Innovations and 42 North Partnership Opportunity, be brought forward as the next item for discussion.

**CARRIED**

**6.1.1 KIK Innovations and 42 North Partnership Opportunity**

Moved Cr C Buchanan  
 Seconded Cr G Reynolds

That Council:

1. Notes that \$25,000 from the existing Community Development Operating Budget will be allocated to partner with KIK Innovations and 42 Adelaide.
2. Notes the outcomes of the partnership will include placement of 20 graduates with northern businesses and the attraction of a further 20-40 students from the City of Salisbury into the program in 2022.
3. Notes that the City of Salisbury will continue to work with KIK innovations to explore enterprise solutions to youth unemployment across sectors relevant to our local context.

**CARRIED**  
 UNANIMOUSLY

**6.0.2 Recommendations of the Strategic Property Development Sub Committee meeting held on Tuesday 7 December 2021**

Moved Cr C Buchanan  
 Seconded Cr G Reynolds

That Council:

1. Receives and notes the information contained in the Strategic Property Development Sub Committee Minutes of the meeting held on 07 December 2021 and that the following recommendations contained therein be adopted by Council:

**CARRIED**

**6.0.2-SPDSC1 Future Reports for the Strategic Property Development Sub Committee**

Moved Cr C Buchanan  
 Seconded Cr G Reynolds

That Council:

1. Notes the report.

**CARRIED**

**6.0.2-SPDSC2 Stage One Community Engagement Outcome - Eight Investigation Sites: Ingle Farm, Para Vista, Para Hills**

Moved Cr C Buchanan  
 Seconded Cr J Woodman

That Council:

1. Notes the concerns raised by the community as part of the Community Engagement undertaken for eight sites located in Ingle Farm, Para Vista and Para Hills.
2. Requests that Administration undertake further investigations in relation to the matters raised by the community, such as traffic and parking implications, intensity of development, retention of trees and habitat, as well as opportunities to improve existing open space, and report back to Council on these matters.

*Cr P Jensen declared a perceived conflict of interest on the basis of his employment. Cr Jensen left the meeting at 6:41 pm.*

**CARRIED**

*Cr P Jensen returned to the meeting at 6:46 pm.*

*For Decision*

**6.1.2 Northern Futures Inc Winding Up - Establishing an Economic Futures Fund and Reference Group**

Moved Cr M Blackmore  
 Seconded Cr C Buchanan

That Council:

1. Approves the establishment of the Economic Futures Fund and Reference Group as a CEO Working Group.
2. Approves the appointment of Mayor G Aldridge as the City of Salisbury representative on the Economic Futures Fund Reference Group.
3. Authorises the CEO to approve administrative arrangements relating to the establishment of the Economic Futures Fund and the Reference Group.
4. Approves the acceptance of Northern Future’s Inc’s surplus funds on its winding up.

**CARRIED**

*For Information*

**6.2.1 Community Requests - Response Dashboard**

Moved Cr B Brug  
 Seconded Cr P Jensen

That Council:

1. Notes the report.

**CARRIED**

**6.2.2 Community Bus Trial Implementation Update**

*Cr P Jensen left the meeting at 7:02 pm.  
 Cr P Jensen returned to the meeting at 7:07 pm.*

Moved Cr C Buchanan  
 Seconded Cr B Brug

That Council:

1. Notes that passenger numbers in the Community Bus Trial are steadily increasing and that Salisbury City Centre (Parabanks bus stop), St Kilda; and Highway One Caravan Park are the most popular bus stops.
2. Request that the administration introduce the additional bus stops, subject to confirmation from the bus company, for the remainder of the trial, effective immediately at:
  - Martins Road adjacent to the bike track
  - Bolivar Road near dog park
  - St Kilda near the roundabout

- 
3. Staff provide a further information report to Council on cost implications of introducing a Sunday service for the remainder of the trial.
  4. Approves that a non-discretionary bid of \$42,000 is considered through the second quarter budget review process to cover the cost of increased passenger capacity and disability access for the Community Bus Trial as expressed by Council.

**CARRIED**  
UNANIMOUSLY

### **6.2.3 Business Transformation Program Update**

Moved Cr G Reynolds  
Seconded Cr J Woodman

That Council:

1. Notes the report.

**CARRIED**

### **OTHER BUSINESS**

Nil

**CONFIDENTIAL ITEMS**

**6.4.1 Recommendations of the Confidential Strategic Property Development Sub Committee meeting held on 7 December 2021**

Moved Cr J Woodman  
Seconded Cr M Blackmore

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 7 December 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 7.25 pm.

The meeting moved out of confidence and closed at 7.25 pm.

CHAIRMAN.....

DATE.....



<b>ITEM</b>	6.0.1
	<b>INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE</b>
<b>DATE</b>	18 January 2022
<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**

That 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	<p><b>Exceptional Community Experience Project Update</b></p> <p>2. Notes that a further report with final findings will be presented to the Business and Innovation Development Committee by October 2021.</p> <p><b>Due:</b> February 2022</p> <p><b>Comment:</b> 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.</p>	Hannah Walters
27/09/2021 6.1.1	<p><b>Community Hubs Management Model and Community Centre's Collaboration Agreement Review</b></p> <p>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.</p> <p><b>Due:</b> June 2023</p>	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.

<b>ITEM</b>	6.2.1
	<b>INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE</b>
<b>DATE</b>	18 January 2022
<b>HEADING</b>	Community Requests - Response Dashboard
<b>AUTHOR</b>	Hannah Walters, Project Manager Community Experience, Community 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**That Council:

1. Notes the report.

**ATTACHMENTS**

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

1. 10 Day Service Standard Report

**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 Nil

**2.2 External**

2.2.1 Nil

### 3. REPORT

#### Organisation

- 3.1 The Community Request - Response Dashboards for the rolling 12-month period 1 January 2021 to 28 December 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 20,687 requests received in the past rolling 12-month period ending 28 December 2021:
- 3.3.1 88.2% of requests were closed within 10 days.
- 3.3.2 92.6% 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.

#### Current Month Performance

- 3.8 The table below shows the results for CRM requests logged in December 2021 until 28 December 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	79	0.0%	100%	0.0%	100.0%
City Development	373	16.1%	81.0%	2.9%	97.1%
Community Development	8	37.5%	62.5%	0.0%	100.0%
City Infrastructure	879	31.5%	66.3%	2.2%	97.8%
Information Requests	7	0.0%	85.7%	14.3%	85.7%
Total	1,346	25.3%	72.4%	2.3%	97.7%
		97.7%		2.3%	

- 3.9 For CRMs received in December 2021 we achieved a compliance rate of 97.7% where the CRM Request was either closed or responded within 10 business days.

**12 Month Rolling Report Ending 28 December 2021 - CRM Data**

3.10 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-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
Nov -21	92.4
Dec-21	92.6

**CRM Data – Rolling 12 months till 28 December 2022**

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,251	0.1%	99.7%	0.2%	99.8%
City Development	4,833	1.9%	91.2%	6.9%	93.1%
Community Development	49	6.2%	91.8%	2.0%	98.0%
City Infrastructure	14,435	5.6%	86.2%	8.2%	91.8%
Information Requests	119	0.0%	96.6%	3.4%	96.6%
<b>Total</b>	<b>20,687</b>	<b>4.4%</b>	<b>88.2%</b>	<b>7.4%</b>	<b>92.6%</b>
			<b>92.6%</b>	<b>7.4%</b>	

- 3.11 The requests captured as Null 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. The Null category captures information requests and requests captured under old categories that are no longer used.

**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.

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

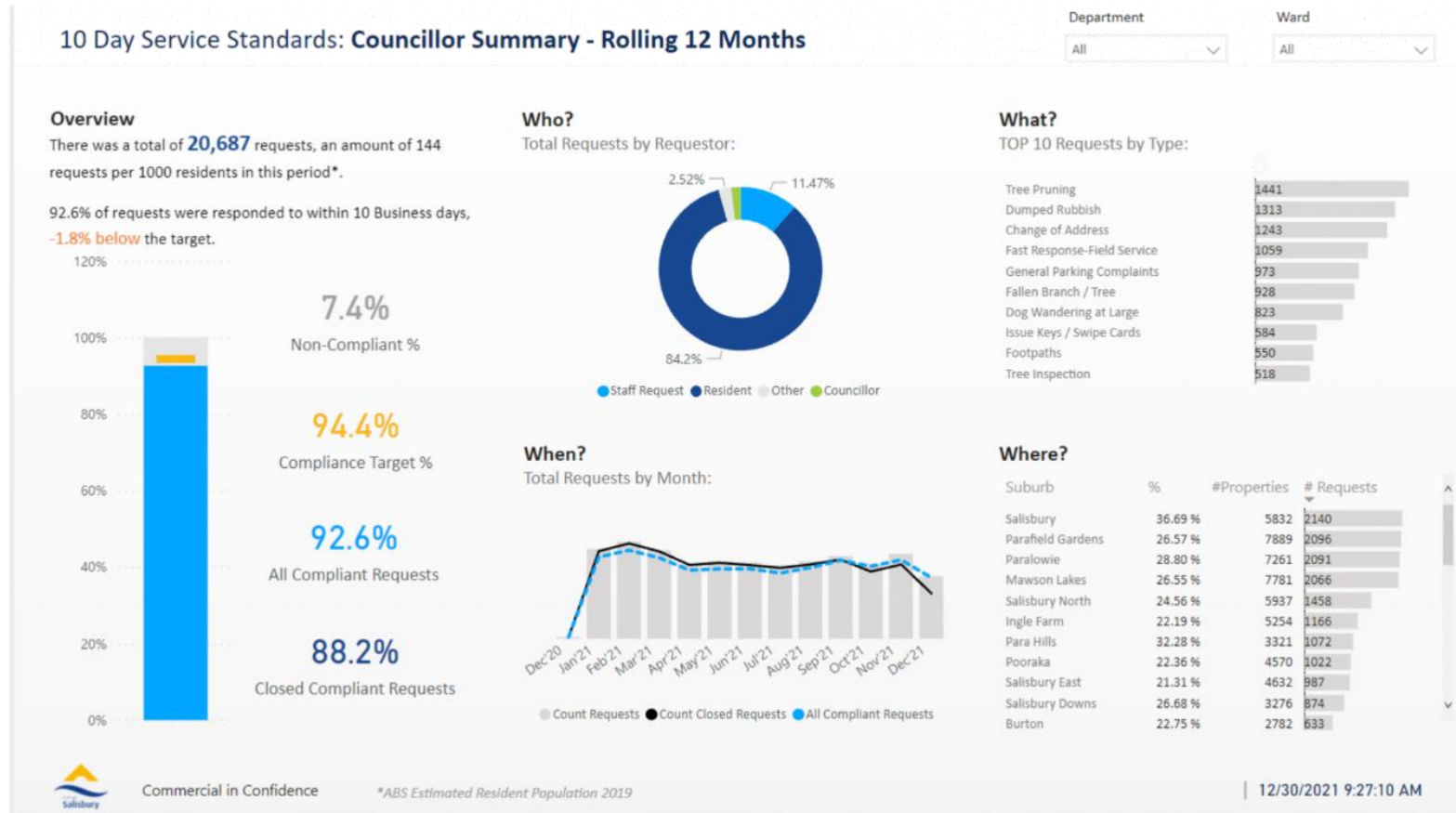
**Further Analysis and Changes to Dashboard**

- 3.13 This month we have provided the new visualisation dashboard created through Power BI. This month the visualisations will only be available in PDF format until the data is moved and stored in cloud which is due to occur in late January 2021.
- 3.14 In February we will place the interactive dashboard on the Elected Members portal along with some tutorials on how to use the dashboard.
- 3.15 The interactive dashboard will allow you to filter results by department and ward and will provide a complete breakdown of requests per suburb.
- 3.16 The dashboard now shows the top 10 categories for each department.
- 3.17 Included in the attachment is an example of the dashboard by ward type. North Ward has been provided in the example. Filtering by ward shows the top 10 categories for each ward type.
- 3.18 We will provide training awareness sessions and/or one on one sessions to help you navigate around the dashboard.

**4. CONCLUSION / PROPOSAL**

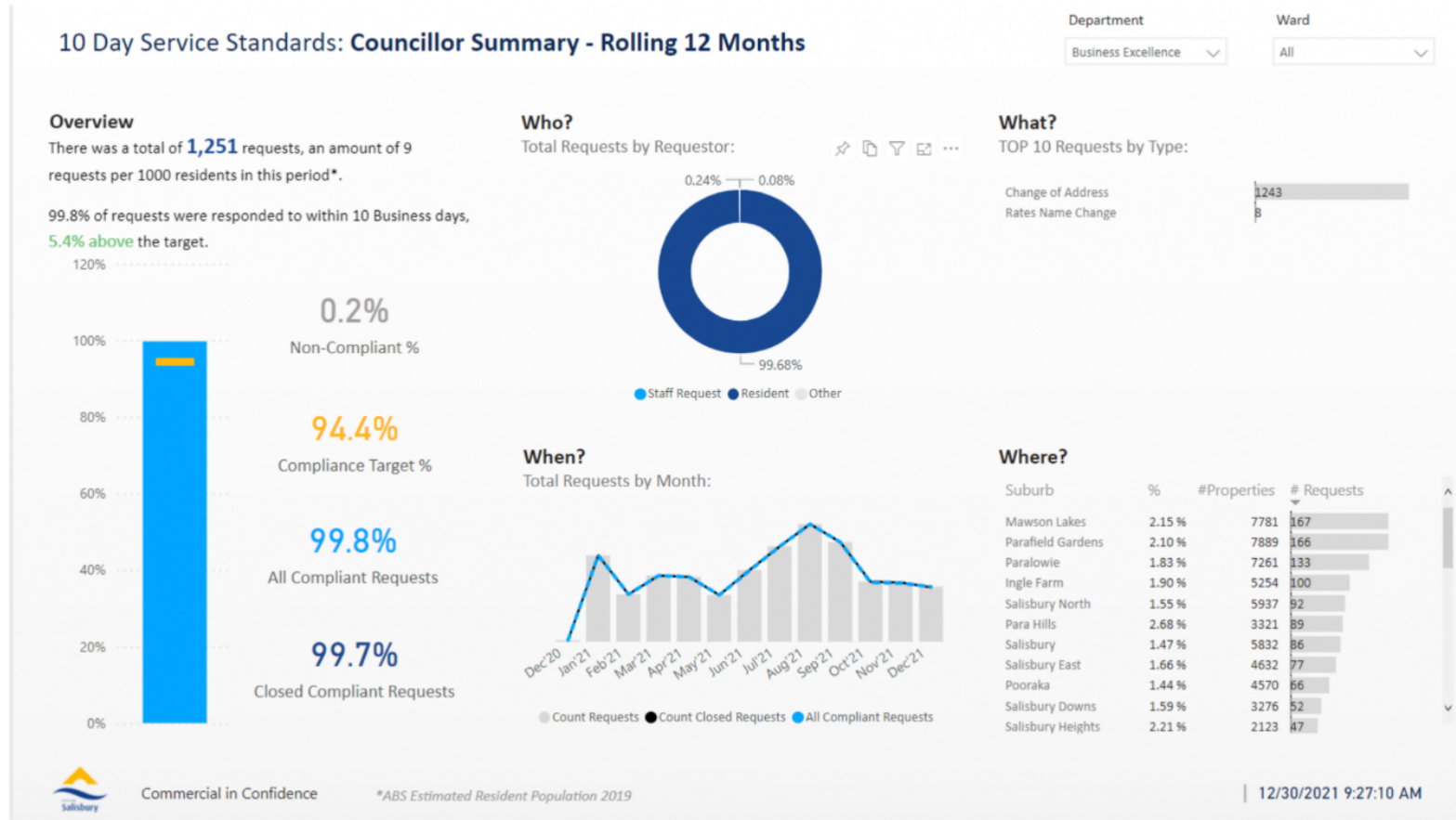
- 4.1 The new Power BI dashboard has been implemented and will be available on the Elected Member portal in February 2022.
- 4.2 It is noted that the Project Manager Community Experience will continue to work with individual business units to identify where CRM is not meeting the target.
- 4.3 Significant improvements are being made by all departments to meet the 10 Day Service standard commitment as showing in the currently monthly performance.

# 10 Day Service Standard – 1 January 2021 to 28 December 2021



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

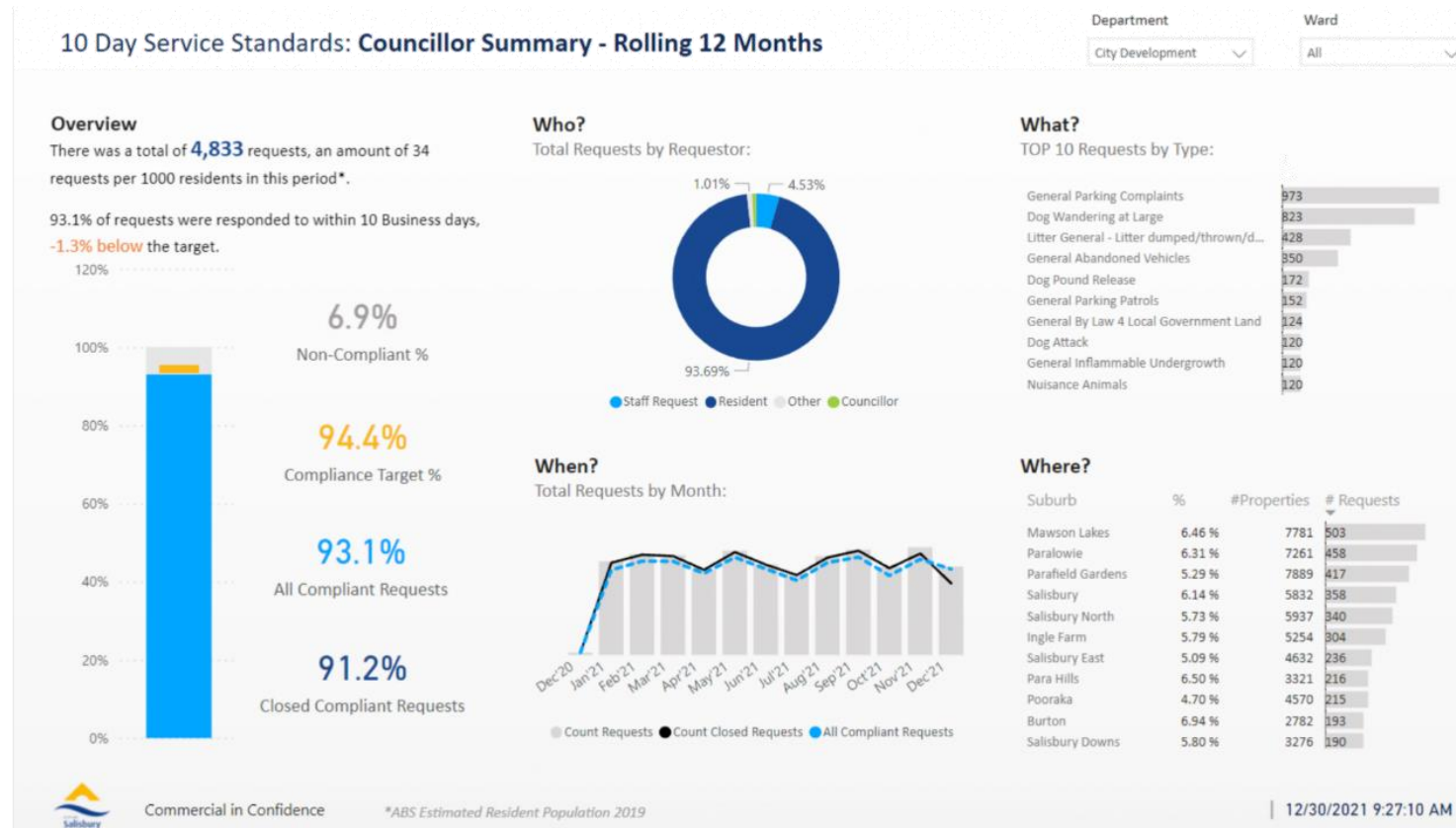
# Business Excellence – 1 January 2021 to 28 December 2021



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report



# City Development – 1 January 2021 to 28 December 2021



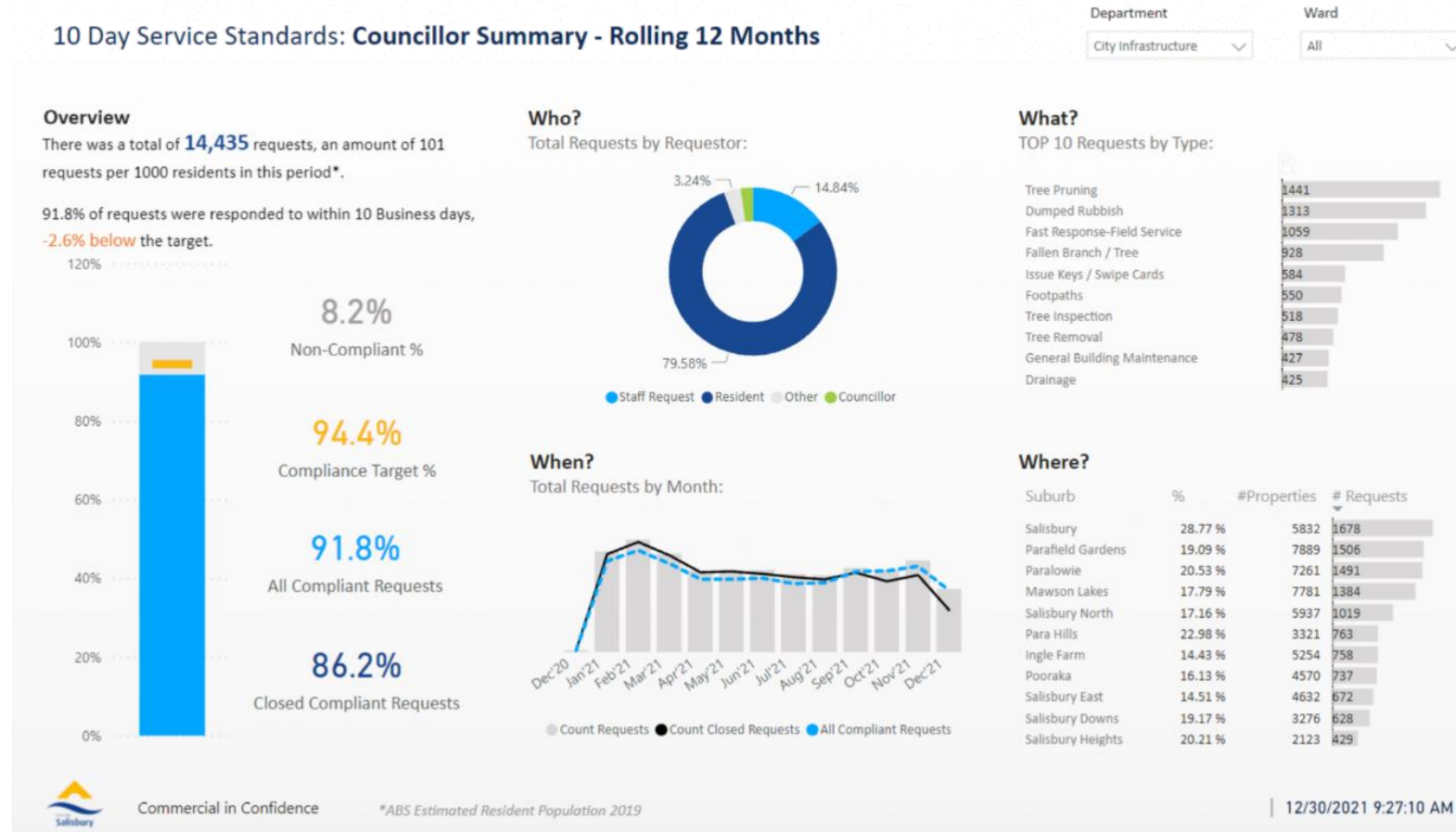
Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

# Community Development – 1 January 2021 to 28 December 2021



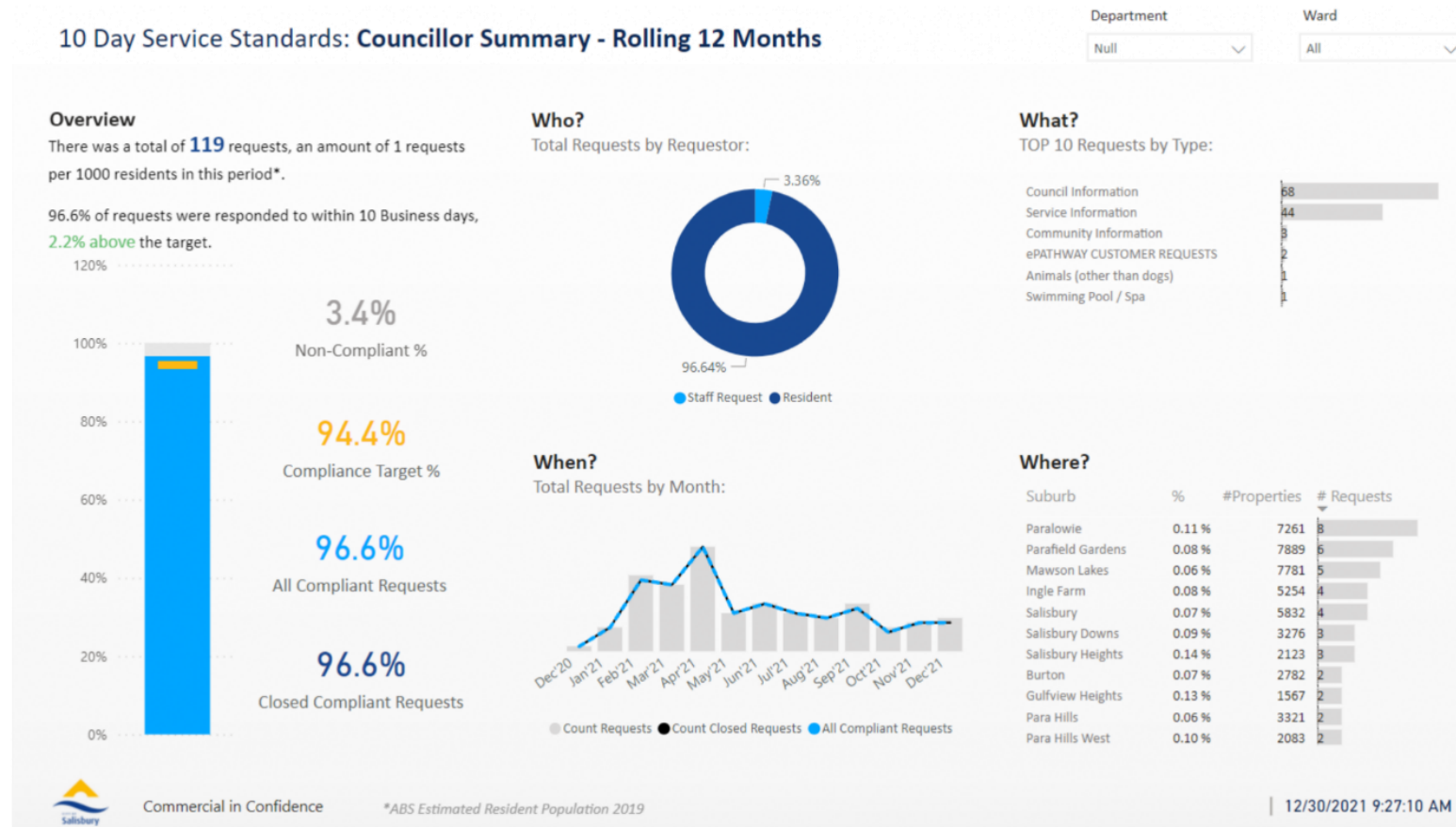
Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

# City Infrastructure – 1 January 2021 to 28 December 2021



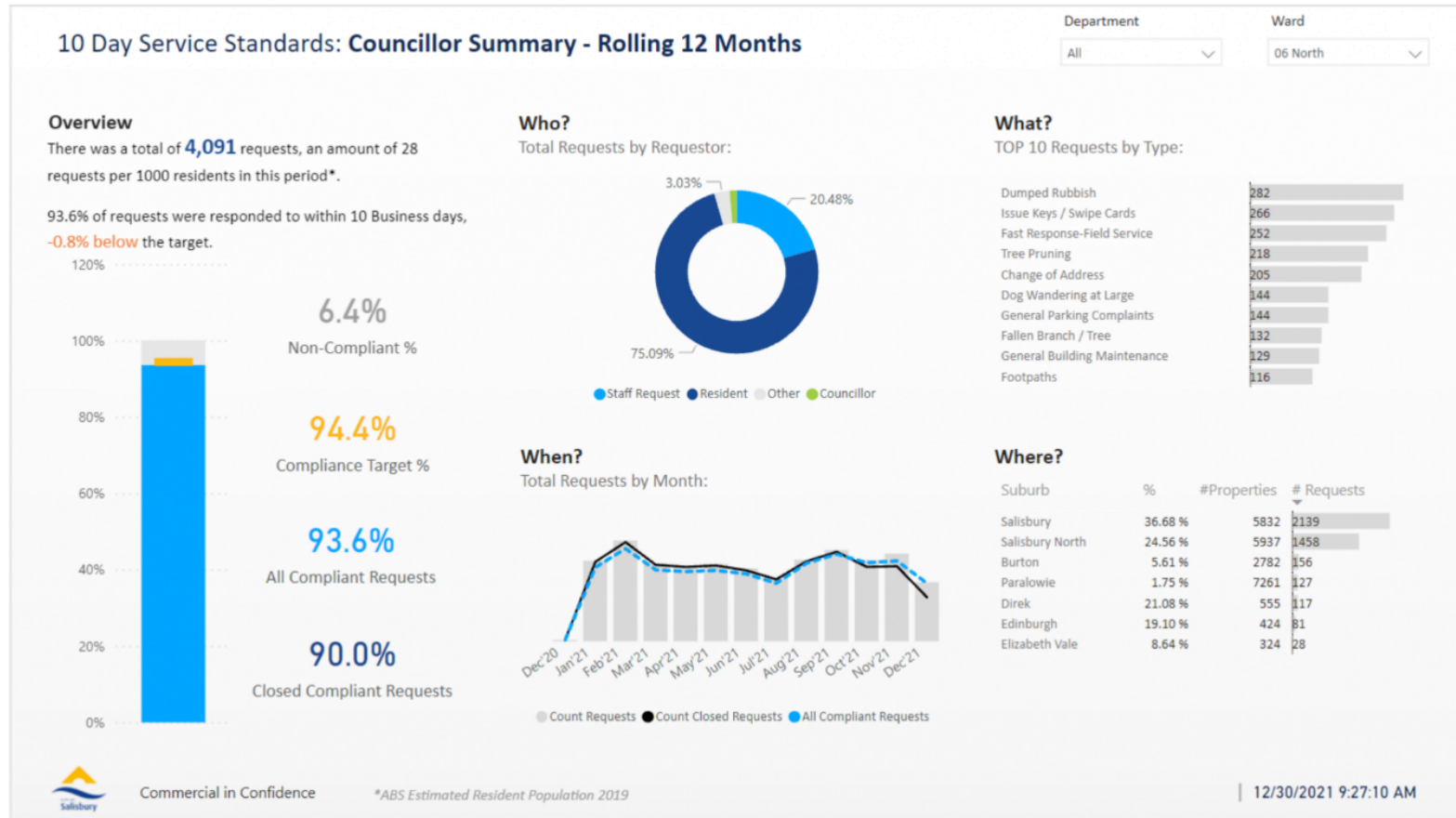
Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

# Null (Information) – 1 January 2021 to 21 December 2021



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

# North Ward (Example) 1 January 2021 to 21 December 2021



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report