AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING TO BE HELD ON

20 APRIL 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
A/Manager Governance, Mr B Kahland
Team Leader Council Governance, Ms J O'Keefe-Craig
Governance Support Officer, Ms K Boyd

APOLOGIES

LEAVE OF ABSENCE

Leave of absence for this meeting was previously granted to Cr J Woodman.

PRESENTATION OF MINUTES

Presentation of the Minutes of the Innovation and Business Development Committee Meeting held on 22 March 2022.

REPORTS

QUESTIONS ON NOTICE

There are no Questions on Notice.

QUESTIONS WITHOUT NOTICE

MOTIONS ON NOTICE

There are no Motions on Notice.

MOTIONS WITHOUT NOTICE

OTHER BUSINESS

CLOSE

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

22 MARCH 2022

MEMBERS PRESENT

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr M Blackmore *(via Teams VC)*
Cr B Brug (Deputy Chairman) *(via Teams VC)*
Cr C Buchanan

OBSERVERS   Cr A Duncan

STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Team Leader Corporate Governance, Mr B Kahland
Governance Support Officer, Ms K Boyd

The meeting commenced at 6.52 pm.

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

APOLOGIES

Apologies were received from Cr P Jensen and Cr J Woodman.

LEAVE OF ABSENCE

Leave of absence for this meeting was previously granted to Cr G Reynolds.

PRESENTATION OF MINUTES

> Moved Cr B Brug
> Seconded Mayor G Aldridge

> The Minutes of the Innovation and Business Development Committee Meeting held on 22 February 2022, 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 Mayor G Aldridge

> That Council:

> 1.   Notes the report.

CARRIED

For Decision

6.1.1   Covid-19 Small Business Support

> Moved Cr C Buchanan
> Seconded Cr M Blackmore

> That Council:

> 1.   Approves the establishment of a once off grant program as part of the City of Salisbury's COVID support for small business commencing in May 2022, and approves the criteria and guidelines presented in Attachment 1, Innovation and Business Development Committee, 22 March 2022, Item No. 6.1.1.

> 2.   Authorises the Chief Executive Officer or delegate to finalise the grant program guidelines and administrative procedures.

CARRIED

For Information

6.2.1   Community Requests - Response Dashboard

> Moved Cr B Brug
> Seconded Mayor G Aldridge

> That Council:

> 1.   Notes the report.

CARRIED

6.2.2 Community Bus Trial Implementation Update

Moved Cr C Buchanan
Seconded Cr B Brug

That Council:

1. Notes that passenger numbers in the Community Bus Trial have continued to increase to an average of 90 passengers per week.

2. Approves the continued provision of the Community Bus service until July 2022 pending the preparation of an evaluation report on the Community Bus Trial.

3. Approves that a non-discretionary bid of $53,000 is considered through the Third Quarter Budget Review process to extend the Community Bus service for a further 3 months.

CARRIED

QUESTIONS ON NOTICE

There were no Questions On Notice.

QUESTIONS WITHOUT NOTICE

There were no Questions Without Notice.

MOTIONS ON NOTICE

There were no Motions On Notice.

MOTIONS WITHOUT NOTICE

There were no Motions Without Notice.

OTHER BUSINESS

There were no Other Business items.

The meeting closed at 6.56 pm.

CHAIRMAN………………………………………….

DATE……………………………………………

ITEM	6.0.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	20 April 2022
HEADING	Future Reports for the Innovation and Business Development Committee
AUTHOR	Hayley Berrisford, PA to General Manager Business Excellence, Business Excellence
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

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
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	Chandler Giles
28/02/2022 6.1.1 **Due:**	**Exceptional Community Experience Project Update** 3. An updated business case is brought back to the Innovation & Business Development Committee as part of the 2022/23 budget considerations on potential savings as part of the CRM project. May 2022	Hannah Walters
28/02/2022 6.1.2 **Due:**	**Support and Recovery Plan for Residents and Businesses through COVID** 5. Approves a Report to be presented to Council in August 2022 to report on outcomes delivered and unspent funds. August 2022	Amy Pokoney Cramey
28/03/2022 6.2.2 **Due:**	**Community Bus Trial Implementation Update** 2. Approves the continued provision of the Community Bus service until July 2022 pending the preparation of an evaluation report on the Community Bus Trial. July 2022	Julie Douglas

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	6.2.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	20 April 2022
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.

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 Project Lead, Data Management

   2.2 External

   Nil

3. REPORT

Organisation

3.1 The Community Request - Response Dashboards for the rolling 12-month period 1 April 2021 to 31 March 2022 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 20,794 requests received in the past rolling 12-month period ending 31 March 2022:

    3.3.1 87.0% of requests were closed within 10 days.

    3.3.2 94.6% 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 March 2022 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	82	1.2%	98.8%	0.0%	100.0%
City Development	444	19.6%	77.5%	2.9%	97.1%
Community Development	15	59.6%	93.3%	6.7%	93.3%
City Infrastructure	1,462	39.7%	59.9%	0.4%	99.6%
Information Requests	6	0.0%	83.3%	16.7%	83.3%
Total	2,009	33.6%	65.4%	1.0%	99.0%
			99.0%	1.0%	

3.9 For CRMs received in March 2022 we achieved a compliance rate of 99.0% where the CRM Request was either closed or responded to within 10 business days.

12 Month Rolling Report Ending 31 March 2022 - 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
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
Jan-22	92.9
Feb-22	94.0
Mar 22	94.6

CRM Data – Rolling 12 months till March 2022

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,209	0.1%	99.5%	0.4%	99.6%
City Development	4,839	2.7%	90.6%	6.7%	93.3%
Community Development	62	9.7%	85.5%	4.8%	95.2%
City Infrastructure	14,576	9.8%	84.7%	5.5%	94.5%
Information Requests	108	0.0%	95.4%	4.6%	95.4%
Total	**20,794**	**7.6%**	**87.0%**	**5.4%**	**94.6%**
			94.6%	**5.4%**	

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 user-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 We have successfully moved the data and it is now being stored in the cloud. The dashboard is automatically updated each day.

3.14 In March we placed the interactive dashboard on the Elected Members portal and provided a reference guide on how to use the dashboard.

3.15 The interactive dashboard will allow filtering of 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.
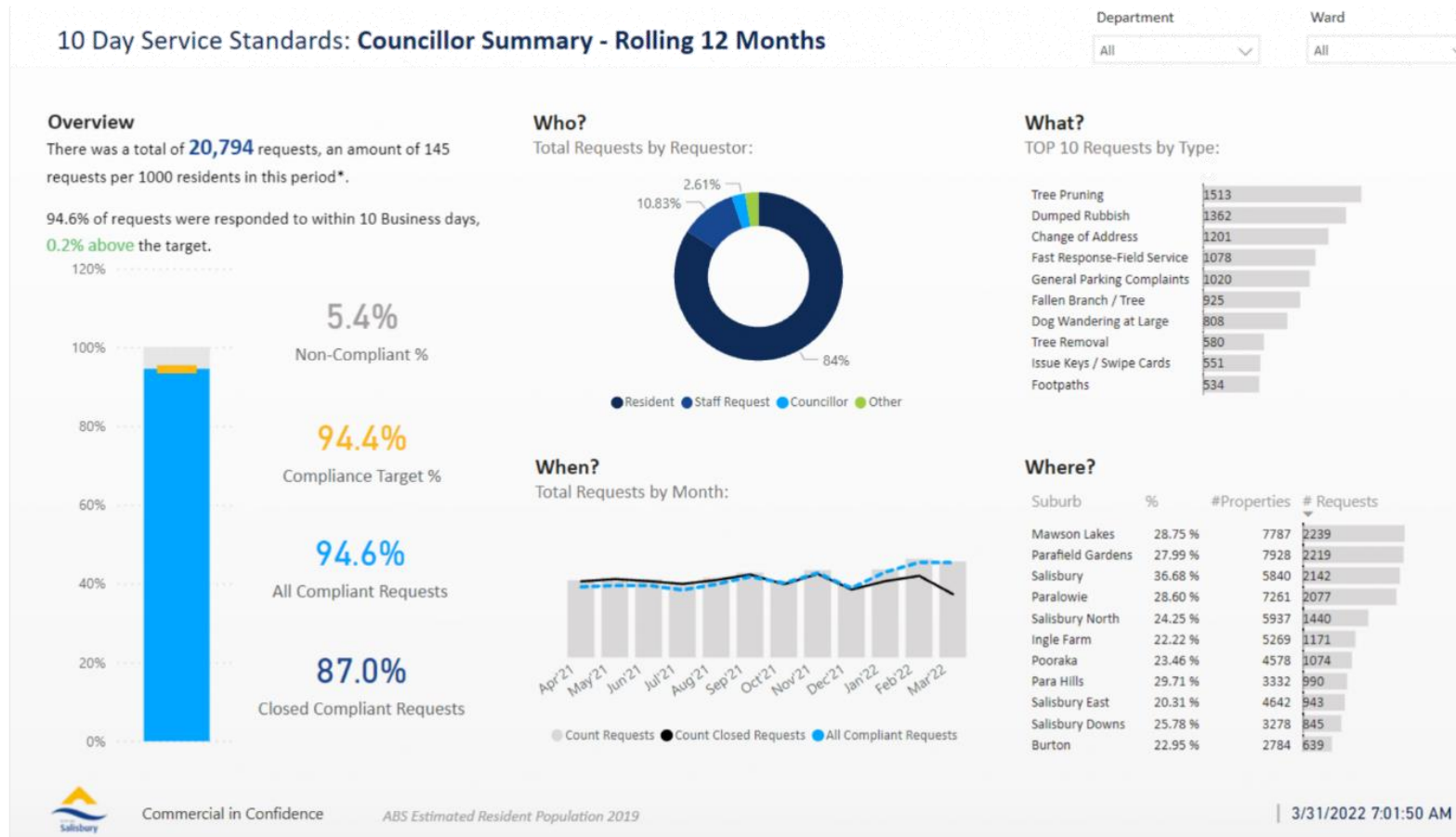
4. **CONCLUSION / PROPOSAL**

4.1 The new Power BI dashboard has been implemented and has been available on the Elected Member portal since the end of March 2022.

4.2 It is noted that the Community Experience Lead 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.

4.4 This month we have met the target response listed in the City Plan Corporate Dashboard - Innovation and Business Development to respond to 94.4% of requests within 10 working days.

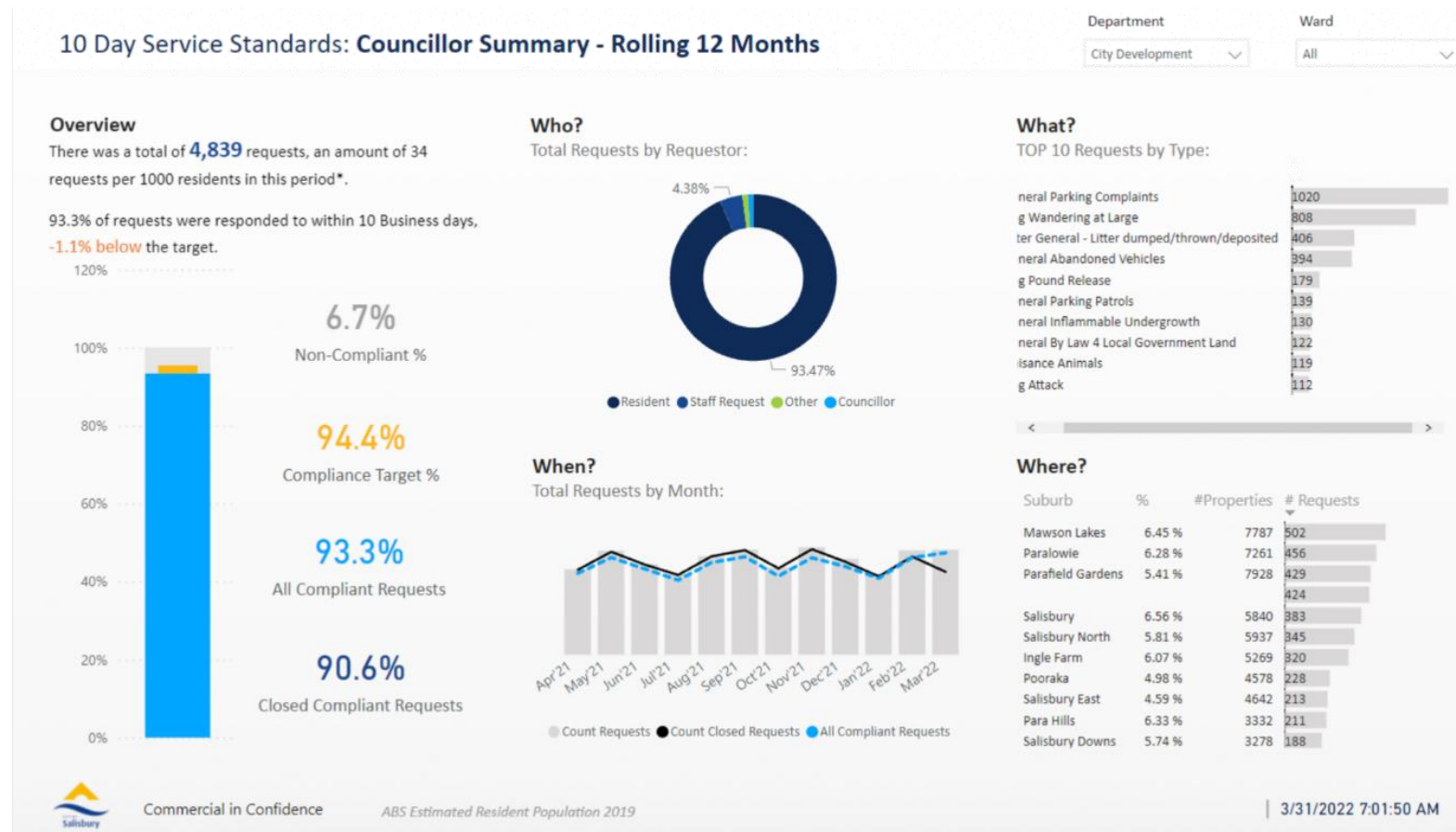# 10 Day Service Standard –1 April 2021 to 31 March 2022

10 Day Service Standards: **Councillor Summary - Rolling 12 Months**

Department: All

Ward: All

Overview

There was a total of **20,794** requests, an amount of 145 requests per 1000 residents in this period*.

94.6% of requests were responded to within 10 Business days, **0.2% above** the target.

5.4% Non-Compliant %

94.4% Compliance Target %

94.6% All Compliant Requests

87.0% Closed Compliant Requests

Who?

Total Requests by Requestor:

84%, 10.83%, 2.61%

● Resident ● Staff Request ● Councillor ● Other

When?

Total Requests by Month:

Apr'21, May'21, Jun'21, Jul'21, Aug'21, Sep'21, Oct'21, Nov'21, Dec'21, Jan'22, Feb'22, Mar'22

● Count Requests ● Count Closed Requests ● All Compliant Requests

What?

TOP 10 Requests by Type:

Type	Count
Tree Pruning	1513
Dumped Rubbish	1362
Change of Address	1201
Fast Response-Field Service	1078
General Parking Complaints	1020
Fallen Branch / Tree	925
Dog Wandering at Large	808
Tree Removal	580
Issue Keys / Swipe Cards	551
Footpaths	534

Where?

Suburb	%	#Properties	# Requests
Mawson Lakes	28.75 %	7787	2239
Parafield Gardens	27.99 %	7928	2219
Salisbury	36.68 %	5840	2142
Paralowie	28.60 %	7261	2077
Salisbury North	24.25 %	5937	1440
Ingle Farm	22.22 %	5269	1171
Pooraka	23.46 %	4578	1074
Para Hills	29.71 %	3332	990
Salisbury East	20.31 %	4642	943
Salisbury Downs	25.78 %	3278	845
Burton	22.95 %	2784	639

Commercial in Confidence   *ABS Estimated Resident Population 2019*

3/31/2022 7:01:50 AM

Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

Business Excellence – 1 April 2021 to 31 March 2022
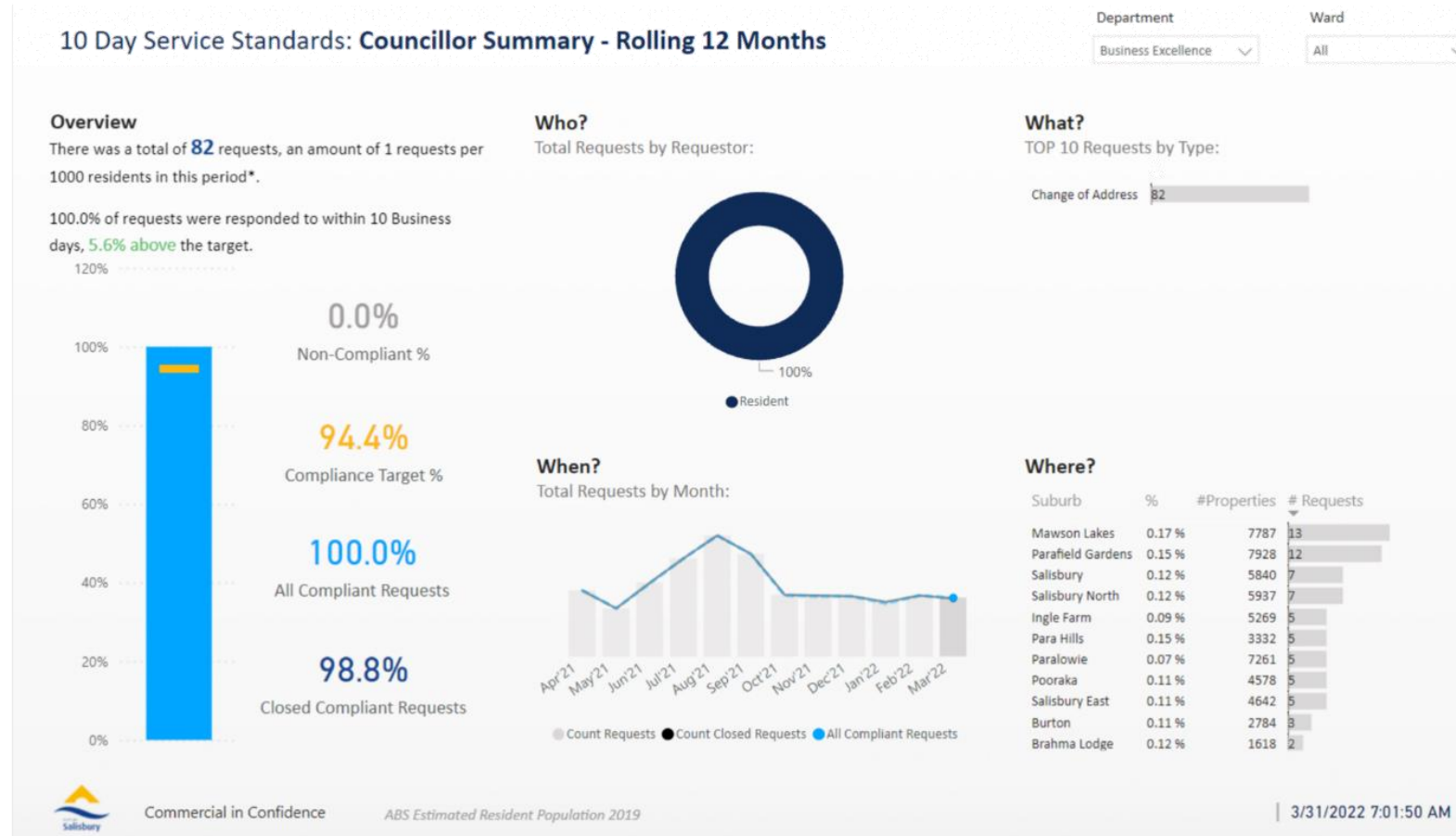
City Development – 1 April 2021 to 31 March 2022

Community Development – 1 April 2021 to 31 March 2022

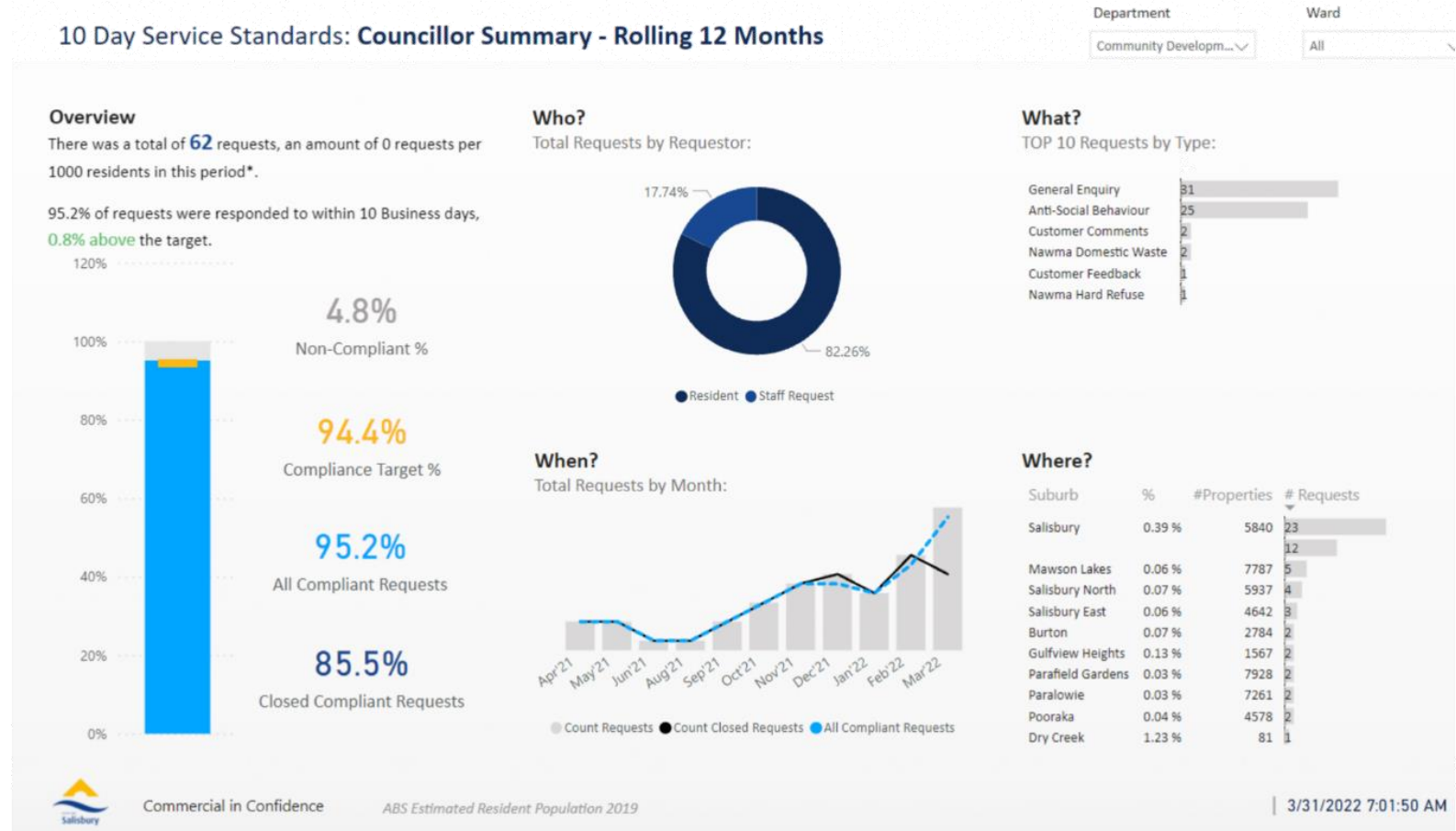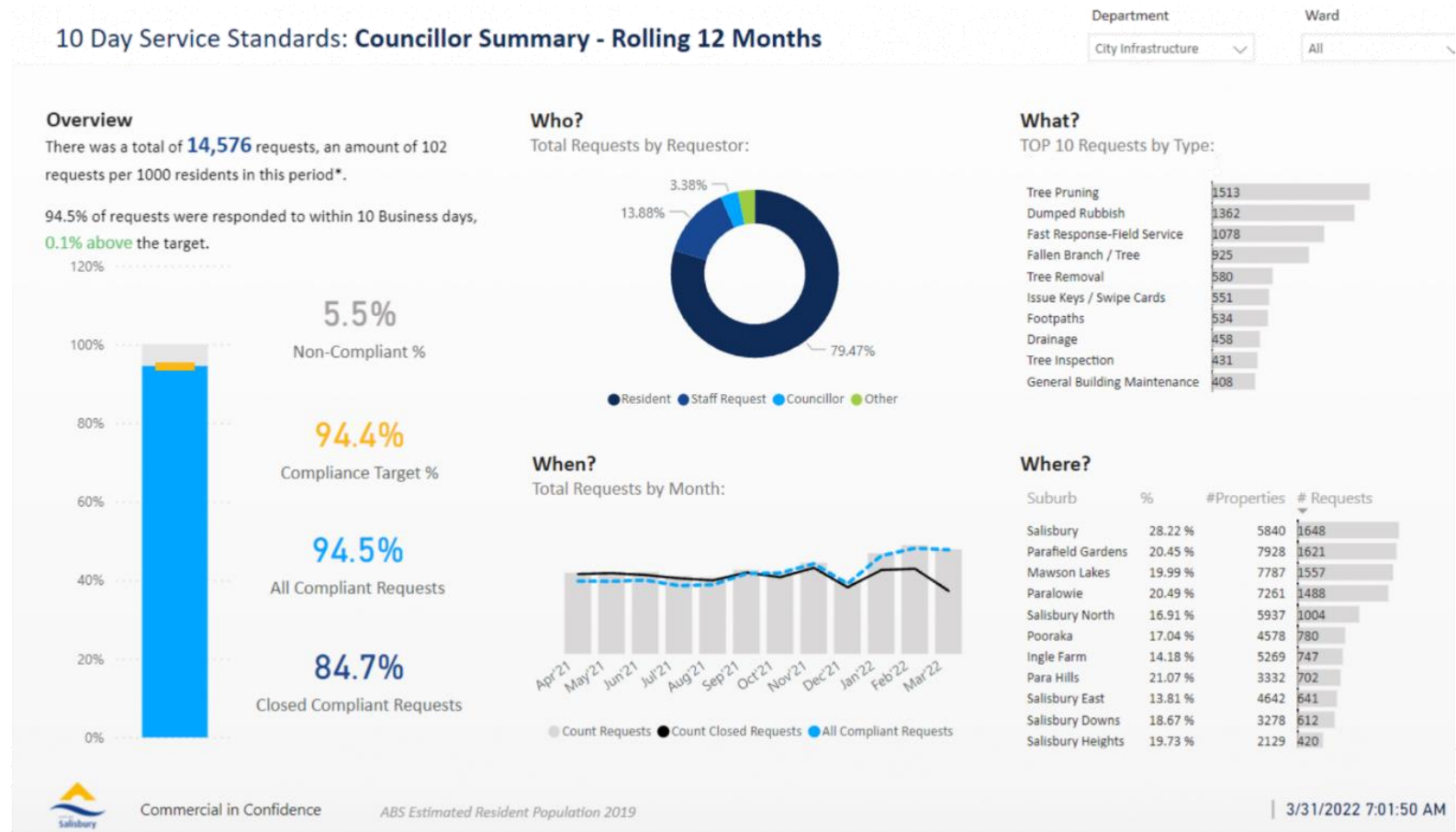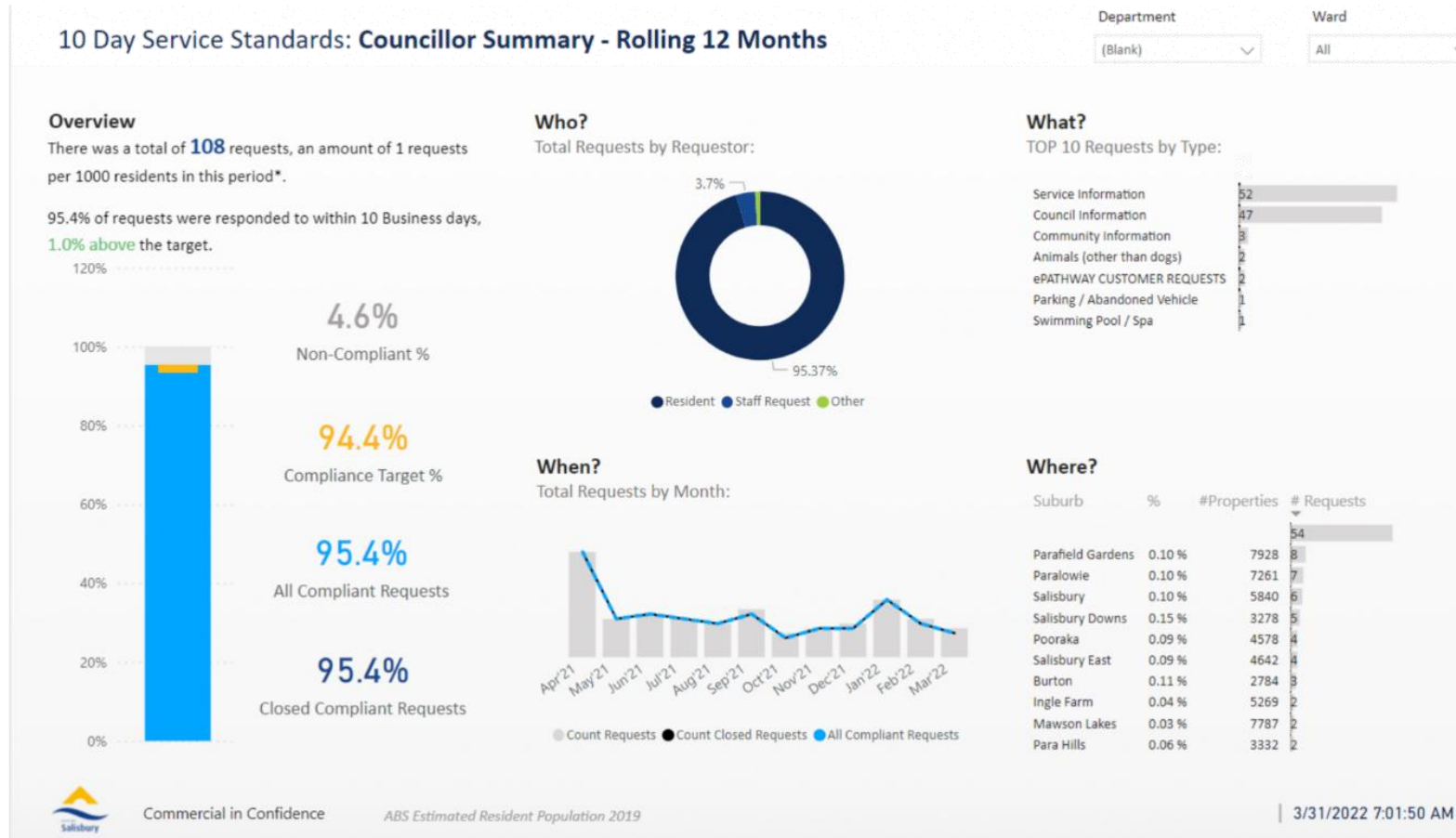# City Infrastructure – 1 April 2021 to 31 March 2022

Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

Null (Information) – 1 April 2021 to 31 March 2022

Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report