



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING TO BE HELD ON

**16 AUGUST 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
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 July 2022.

REPORTS

Administration

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For Decision

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For Information

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QUESTIONS ON NOTICE

There are no Questions on Notice.

MOTIONS ON NOTICE

There are no Motions on Notice.

OTHER BUSINESS

(Questions Without Notice, Motions Without Notice, CEO Update)

CONFIDENTIAL ITEMS

6.4.1 Ryans Road Land Disposal Revised Concept Masterplan

Recommendation

Pursuant to section 83(5) of the *Local Government Act 1999* the Innovation and Business Development Committee Orders, 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 **Ryans Road Land Disposal Revised Concept Masterplan** 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 LITTLE PARA CONFERENCE ROOMS, SALISBURY
COMMUNITY HUB, 34 CHURCH STREET, SALISBURY ON**

19 JULY 2022

MEMBERS PRESENT

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

OBSERVERS

Cr S Ouk (*via Teams VC*)

STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
General Manager City Development Ms E English
General Manager Community Development, Ms A Pokoney Cramey
Acting General Manager City Infrastructure, Mr D Roy
Manager Governance, Mr R Deco
Director Business Transformation, Ms J Emerson (*via Teams VC*)
Scrum Master/Business Analyst Lead, Mr G Sapra
People, Change & Communications Lead, Ms C Randall
Community Experience Lead, Ms H Walters
Manager Enabling Technology, Mr D Bevan
Project Lead - Data Management, Ms L Fischetti
Manager Strategic Development Projects, Ms S Klein
PA to GM Community Development, Ms S Howley

The meeting commenced at 7:15pm.

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

APOLOGIES

Nil.

LEAVE OF ABSENCE

Nil.

PRESENTATION OF MINUTES

Moved Cr G Reynolds
Seconded Cr P Jensen

The Minutes of the Innovation and Business Development Committee Meeting held on 21 June 2022, 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 B Brug

That Council:

1. Notes the report.

CARRIED

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

Cr C Buchanan returned to the meeting at 7:27 pm.

Cr P Jensen left the meeting at 7:30 pm.

Cr P Jensen returned to the meeting at 7:40 pm.

PRESENTATION

Digital Salisbury 2027

Mr David Bevan – Manager Enabling Technology, Business Transformation presented the Digital Salisbury 2027

The presentation received from Mr Bevan is included as Attachment 1 to these minutes.

6.1.1 Digital Strategy

Moved Mayor G Aldridge
Seconded Cr J Woodman

That Council:

1. Adopts the priorities, principles and goals as defined in the Attachment 1 Digital Salisbury 2027 (Innovation and Business Development Committee, 19 July 2022, Item no 6.1.2)

LOST

Mayor G Aldridge left the meeting at 8:20 pm and did not return.

Moved Cr C Buchanan
Seconded Cr B Brug

That Council:

1. Notes the report.
2. Defers the Digital Strategy to the CEO Briefing session to be held in September 2022 to enable the Administration to consider the feedback provided by the Innovation & Business Committee to help formulate the Digital Strategy.
3. Requests that a further report to be presented in the September 2022 Innovation & Business Committee to include:
 - the total budget allocated towards the Digital Strategy year to date;
 - the proposed budget for the 2023/2024 financial year and subsequent financial years; and
 - Total estimated costs of the implementation of the Digital Strategy.

CARRIED
unanimously

BREAK

In accordance with the Code of Practice for Meeting Procedures, the Chairman provided a break to all present. Leave of the meeting was obtained and the meeting was suspended at 8.41 pm.

The meeting reconvened at 8.53 pm.

6.1.2 Shopfront Improvement Grant

Moved Cr C Buchanan
Seconded Cr G Reynolds

That Council:

1. Approves the reallocation of \$67,436 of the unspent funds from the COVID-19 Small Business Grant and the approved funds for a Discover Salisbury campaign, to implement a Shopfront Improvement Grant program to support local businesses in the Salisbury City Centre.
2. Notes that a further report will be presented to Council with the Shopfront Improvement Grant guidelines.

CARRIED
UNANIMOUSLY

6.1.3 Recommendations of the Strategic Property Development Sub Committee meeting held on Monday 11 July 2022

Moved Cr P Jensen
Seconded Cr B Brug

The information contained in the Strategic Property Development Sub Committee of the meeting held on 11 July 2022 be received and noted with respect to the following recommendations contained therein to be adopted by Council:

CARRIED

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

Moved Cr P Jensen
Seconded Cr B Brug

That Council:

1. Notes the report.

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

QUESTIONS ON NOTICE

There were no Questions On Notice.

MOTIONS ON NOTICE

There were no Motions on Notice.

OTHER BUSINESS (*Questions Without Notice, Motions Without Notice, CEO Update*)

There were no Other Business Items.

ORDER TO EXCLUDE THE PUBLIC

6.4.1 Recommendations of the Confidential Strategic Property Development Sub Committee meeting held on Monday 11 July 2022

Moved Cr M Blackmore

Seconded Cr J Woodman

Pursuant to section 83(5) of the *Local Government Act 1999* the Innovation and Business Development Committee Orders, this matter to 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 11 July 2022** 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, Chief Executive Officer, General Manager Business Excellence, Manager Governance, PA to GM Community Development, Scrum Master/Business Analyst Lead, Director Business Transformation, Community Experience Lead, Manager Enabling Technology, People, Change and Communications Lead be excluded from attendance at the meeting for this Agenda Item.

CARRIED

The meeting moved into confidence at 9:05pm.

The meeting moved out of confidence and closed at 9:07pm.

CHAIRMAN.....

DATE.....

ITEM	6.0.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	16 August 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.

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
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 6.1.2 Due: Deferred to: Reason:	Support and Recovery Plan for Residents and Businesses through COVID 5. Approves a Report be presented to Council in August 2022 to report on outcomes delivered and unspent funds. August 2022 September 2022 Information being finalised to present this report in September 2022	Amy Pokoney Cramey
23/05/2022 6.4.2 Due: Deferred to: Reason:	Exceptional Community Experience Project Update Council has previously resolved this resolution to be confidential. August 2022 October 2022 Further work being undertaken which requires the item to be deferred to October 2022	Hannah Walters
27/06/2022 6.1.2 Due:	Community Bus Evaluation Report 4. Council further considers the matter following receipt of the State Government's response as per Recommendation 3 of this report. September 2022	Michelle Atkinson
25/07/2022 6.1.1 Due:	Digital Strategy 3. Requests that a further report be presented in the September 2022 Innovation and Business Committee to include: - the total budget allocated towards the Digital Strategy year to date; - the proposed budget for the 2023/2024 financial year and subsequent financial years; and - total estimated costs of the implementation of the Digital Strategy. September 2022	David Bevan

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	6.1.1 INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	16 August 2022
HEADING	Shopfront Improvement Grant Guidelines
AUTHOR	Leandro Lopez Digon, Manager Economic Development & Urban Policy, City Development
CITY PLAN LINKS	3.1 Salisbury's businesses are successful and part of our community 3.2 Salisbury is a place of choice for businesses to start, invest and grow 3.4 Our urban growth is well planned and our centres are active
SUMMARY	This report presents draft guidelines for a Shopfront Improvement Grants program as requested by Council on 25 July 2022. Due to caretaker period, applications will open after the election is certified (around mid-November) and recommended successful applicants will be presented to Council in January 2023 for decision.

RECOMMENDATION

That Council:

1. Approves the Shopfront Improvement Grant Guidelines presented in Attachment 1, of the Innovation and Business Development Committee, 16 August 2022, Item 6.1.1.
2. Authorises the Chief Executive Officer or delegate to finalise the grant program guidelines and administrative procedures.

ATTACHMENTS

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

1. Shopfront Improvement Grant Guidelines

1. BACKGROUND

- 1.1 On 23 May 2022, as part of the City Centre Revitalisation Project (Church/John Street) Update, Council noted:
 1. *The report.*
 2. *That a further report regarding Shop Front Grants and Economic Uplift in consultation with the Salisbury Business Association will be presented to Council.*

1.2 Furthermore, on 25 July 2022, Council resolved the following:

1. *Approves the reallocation of \$67,436 of the unspent funds from the COVID-19 Small Business Grant and the approved funds for a Discover Salisbury campaign, to implement a Shopfront Improvement Grant program to support local businesses in the Salisbury City Centre.*
2. *Notes that a further report will be presented to Council with the Shopfront Improvement Grant guidelines.*

2. CITY PLAN CRITICAL ACTION

2.1 Support new and existing businesses and industries grow and create jobs.

3. CONSULTATION / COMMUNICATION

3.1 Internal

1. Community Experience and Relationships
2. Economic Development
3. Polaris Business and Innovation Centre Business Advisors
4. Financial Services

3.2 External

1. Salisbury Business Association
2. Adelaide Economic Development Agency – City of Adelaide

4. REPORT

- 4.1 The Salisbury City Centre Urban Design Framework contains a built form objective to “offer an authentic local mainstreet experience that is well designed and legible with activated streetscape environments.”
- 4.2 Achievement of this objective would be supported by increasing the investment by private property owners into the upkeep and presentation of their buildings. This will complement Council’s significant investment in John and Church Streets.
- 4.3 Draft guidelines for a shopfront improvement grants program to assist businesses located in the Salisbury City Centre and leverage the investment Council is making in the area have been developed. Being delivered on behalf of the City of Salisbury by the Polaris Business and Innovation Centre, the grants are aimed at assisting businesses improving the amenity of their area.
- 4.4 The draft guidelines attached provide details of the eligibility criteria and a framework for the grant program. The initiative includes funding of up to \$10,000 (excluding GST) for each successful applicant and applicants are required to demonstrate a contribution of 30% of the total cost of the proposed improvement (financial contribution).

- 4.5 The proposed timeline to enable applications to be considered by Council is as follows:

9 September 2022	Guidelines and processes finalised and approved by CEO
14 November 2022	Promotion of grant program commences (or after caretaker period)
14 November 2022	Applications open (or after caretaker period)
18 December 2022	Applications close
22 Dec 2022 -9 Jan 2023	Applications assessed by the panel
January 2022	Recommendation to Council

- 4.6 A marketing plan will be drafted to promote the program to City of Salisbury businesses located in the Salisbury City Centre.
- 4.7 As part of the promotion of the program templates and ideas for improvements will be shared. Proposals where a number of nearby businesses would like to collaborate to enhance the street appeal will be welcome.
- 4.8 Potential applicants will be encouraged to contact the Polaris Business & Innovation Centre or the Salisbury Business Association.
- 4.9 All applications will be assessed by an evaluation panel on their merit using the criteria outlined in the attached guidelines. The evaluation panel will include the Manager Economic Development & Urban Policy, the Manager Community Participation and Partnerships, the Team Leader Urban Built Assets and the Executive Officer of the Salisbury Business Association.

5. CONCLUSION / PROPOSAL

- 5.1 If approved Council will establish a Shopfront Improvement Grants program that will support business in the Salisbury City Centre improve the amenity of their area.
- 5.2 This program will be delivered in collaboration with the Salisbury Business Association.



Online applications open on Monday 14 Nov 2022 and close at 5pm on Sunday 18 Dec 2022

Our goal

The City of Salisbury is committed to provide support and strengthen both our businesses and community life. In this context, we aim for the Salisbury City Centre to offer an authentic local mainstreet experience that is well designed and attracts people to visit.

Achievement of this objective would be supported by increasing the investment by private property owners into the upkeep and presentation of their buildings. This would complement Council's investment of \$8 million in the Church and John Street Revitalisation project.

The key objectives of the program are:

- to enhance the activation of the area
- to improve the operation and viability of the local businesses
- to improve the amenity of the Salisbury City Centre

The type of improvements that could be considered include:

- Repainting of external shop frontages or facades
- Improving signage as part of a broader shopfront improvement project
- Improving accessibility for all users as part of a broader shop front improvement project
- Introducing external materials that add visual interest to the street (eg texture, tiling)
- Introducing green elements such as vines, green walls and window boxes
- Installing laminated glass or security glazing (and removal of security roller doors)
- Installing or upgrading awnings.

If you have a project idea which has not been listed above, please contact the Polaris Business & Innovation Centre on 08 8260 8205 or via email polaris@salisbury.sa.gov.au; or the Salisbury Business Association on 0414 813 202 to discuss your proposal and check eligibility.

Funding available

Funding of **up to \$10,000** (excluding GST) will be available for each successful applicant. Applicants are required to demonstrate a contribution of **30%** of the total cost of the proposed improvement (financial contribution). Applicants will be required to provide quotes for the items they are seeking funding for and provide receipts and proof of purchases to acquit the grant within 6 weeks of implementation.

This grant funding process opens on **Monday 14 Nov 2022** and will close on **Sunday 18 Dec 2022**. All applications will be assessed after the 18 Dec 2022 deadline and a panel will review each application against the eligibility criteria.

Eligibility criteria

To be eligible for the Shopfront Improvement Grant, your business needs to:

- Have an ABN.
- Be located within the Salisbury City Centre area. (Those located in John Street, Church Street or adjacent streets will be given priority.)
- Be a property owner or a tenant holding owner's consent.
- Business must be a small business – employing under 20 employees.
- Work will commence in 2022/23 financial year.

We would welcome proposals where a number of nearby businesses would like to collaborate to enhance the street appeal.

Before applying, we strongly encourage you to contact the Polaris Business & Innovation Centre or the Salisbury Business Association.

We only accept applications via our online system. To apply, visit the Polaris website on <https://www.polariscentre.com.au/resources/>.

Businesses and conditions that are not eligible for funding

The program will not support:

- Businesses, organisations or property owners wanting to fund improvements on properties located outside the Salisbury City Centre area.
- Applications contravening an existing Policy or Operating Guideline.
- The application has safety and/or environmental hazards.
- Retrospective spending.

Elected Members and employees of the City of Salisbury are not eligible to sign or be listed on any grant application.

Assessment of applications

All applications will be assessed by an evaluation panel on their merit using the criteria outlined below. Submitting an application does not guarantee you will receive a grant. This grant program has a limited funding pool available and applications will be assessed and ranked according to Council's grant assessment criteria and processes.

Criteria	Weighting %
Delivers high quality outcomes	30
Fully detailed, costed and balanced budget, with quotes and realistic pricing	20
Works are ready to begin quickly	20
Use of greening or eco-friendly approach to enhancements	10
Highly visible	10
Procure products and services from local suppliers in the City of Salisbury	10
TOTAL	100

Decision on successful applications will be announced after the first Council meeting in 2023.

Conditions of funding

Funds provided must be used for the approved grant, with monies spent by the end of the current 2022/23 financial year.

Any changes that would result in funding being expended other than as detailed in the application may not be undertaken without written approval from the City of Salisbury.

Applicants must obtain any necessary approvals and meet any costs associated with those approvals.

Where appropriate the applicant will ensure that the project complies with all the relevant acts, codes, standards and applicable legislation.

Appropriate acknowledgement of City of Salisbury's funding must be given by the recipient in promotional material, announcements and reports of the specific project.

All successful applicants will be required to provide a detailed written report on outcomes of the project funded by Council in the form of an acquittal report document.

Acquittal reports will be required within six weeks from the conclusion of each project, unless otherwise agreed by the City of Salisbury.

The acquittal report must include any relevant receipts and a short report on the effectiveness of the project in achieving the stated outcomes in the application.

Expenditure statements must be signed by the applicant where applicable. Failure to fulfil this requirement will prejudice any future funding applications.

GST requirements

Grants are subject to GST legislation. If your application is successful and your organisation is registered for GST, Council will require a valid tax invoice before the grant can be processed.

General requirements

Applicants must hold or should be willing to obtain the appropriate insurances for the implementation of their grant funded project.

Entity undertaking the work is also required to hold appropriate insurances.

Applications must be completed in full, or they will not be accepted.

Council will not be responsible for any expenses incurred by an applicant in preparing their application, or as a result of an applicant anticipating approval of their application.

The City of Salisbury's logo may be used on promotional material to acknowledge sponsorship. Applications for logo usage must be submitted to the City of Salisbury's Marketing Department via email Communications@salisbury.sa.gov.au. The logo must not be acquired for use from elsewhere (eg downloaded from website, scanned/photographed from a document, etc).

Grants funding is required to be returned to City of Salisbury in the event that the proposed activity does not occur. In the event that all grant money is not expended, any unspent portion must also be returned to the City of Salisbury.

Frequently Asked Questions (FAQs)

How do I apply?

Only applications submitted through the online application form will be accepted.

All online applications are to be submitted before 5pm on Sunday 18 Dec 2022.

You will receive an acknowledgement email confirming the submission of your application, however this does not mean that your grant has been approved.

Can we submit more than one application?

No, you can submit only one application.

Do I need a quote for all individual items?

Yes.

What is considered as an acceptable quote?

A formal quote which clearly describes the items/scope of work and cost is required.

If I have already purchased equipment prior to this start date can I claim back this money?

No, you can only submit invoices for works after the start date of the grants to be approved.

Will late applications be accepted?

Late applications will not be considered.

What other help is available?

The City of Salisbury assists local businesses with access to business advisory services through the Polaris Business and Innovation Centre. Assistance is provided via workshops, individual meetings and mentoring programs. Contact Polaris Centre on 8260 8205 or visit www.polariscentre.com.au to find out more.

The City of Salisbury Grant Finder is a grant sourcing service and can be found at <https://cityofsalisbury.grantguru.com.au/>

ITEM	6.2.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	16 August 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.

RECOMMENDATIONThat 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 Nil

3. REPORT

Organisation

- 3.1 The Community Request - Response Dashboards for the rolling 12-month period 1 August 2021 to 31 July 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 21,616 requests received in the past rolling 12-month period ending 31 July 2022:
- 3.3.1 91.0% of requests were closed within 10 days.
- 3.3.2 96.2% 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 July 22 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	116	6.9%	93.1%	0.0%	100.0%
City Development	506	25.2%	70.8%	4.0%	96.0%
Community Development	7	85.7%	14.3%	0.0%	100.0%
City Infrastructure	999	33.5%	66.3%	0.2%	99.8%
Information Requests	3	0.0%	100.0%	0.0%	100.0%
Total	1,631	29.3%	69.4%	1.3%	98.7%
		98.7%		1.3%	

- 3.9 For CRM requests received in July 2022 we achieved a compliance rate of 98.7% where the CRM Request was either closed or responded to within 10 business days.

12 Month Rolling Report Ending 31 July 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
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
Apr-22	94.8
May-22	95.4
Jun-22	95.8
Jul-22	96.2

CRM Data – Rolling 12 months July 2022

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,181	0.7%	98.9%	0.4%	99.6%
City Development	5,268	3.4%	88.2%	8.4%	91.6%
Community Development	87	6.9%	90.8%	2.3%	97.7%
City Infrastructure	15,005	6.3%	91.3%	2.4%	97.6%
Information Requests	75	0.0%	90.7%	9.3%	90.7%
Total	21,616	5.2%	91.0%	3.8%	96.2%
		95.8%	4.2%		

- 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 statistics. 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.

Recent Changes to Dashboard

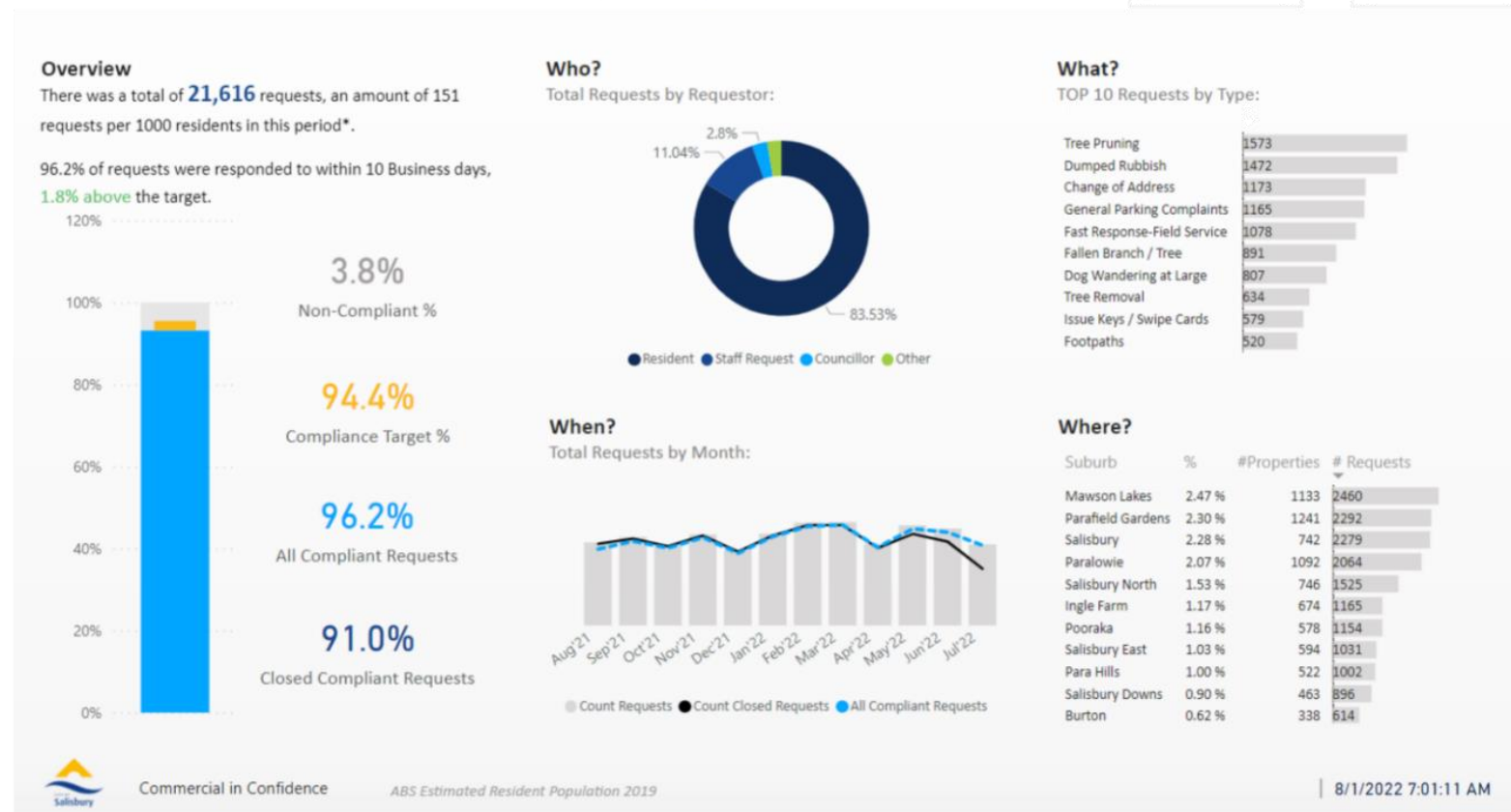
- 3.13 We have successfully moved the data and it is now being stored in the cloud. The dashboard is automatically updated each day.
- 3.14 The interactive dashboard will allow filtering of results by department and ward and will provide a complete breakdown of requests per suburb.
- 3.15 The dashboard now shows the top 10 categories for each department.

4. CONCLUSION / PROPOSAL

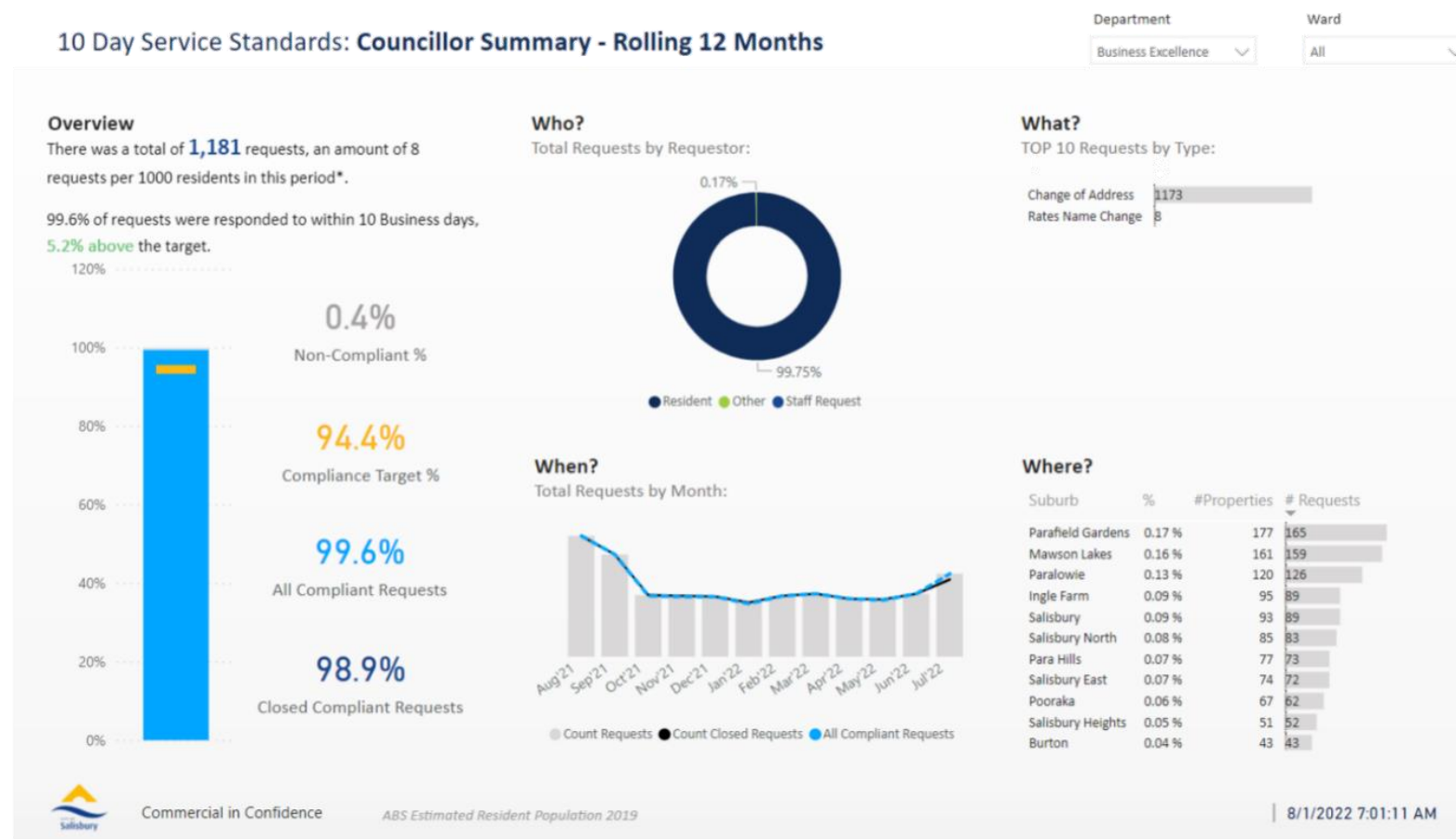
- 4.1 The new Power BI dashboard has been implemented and has been available on the Elected Member portal since the end of March 2022.
- 4.2 It is noted that the Community Experience Lead will continue to work with individual business units to identify where CRM is not meeting the target.
- 4.3 This 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 August 2021 to 31 July 2022

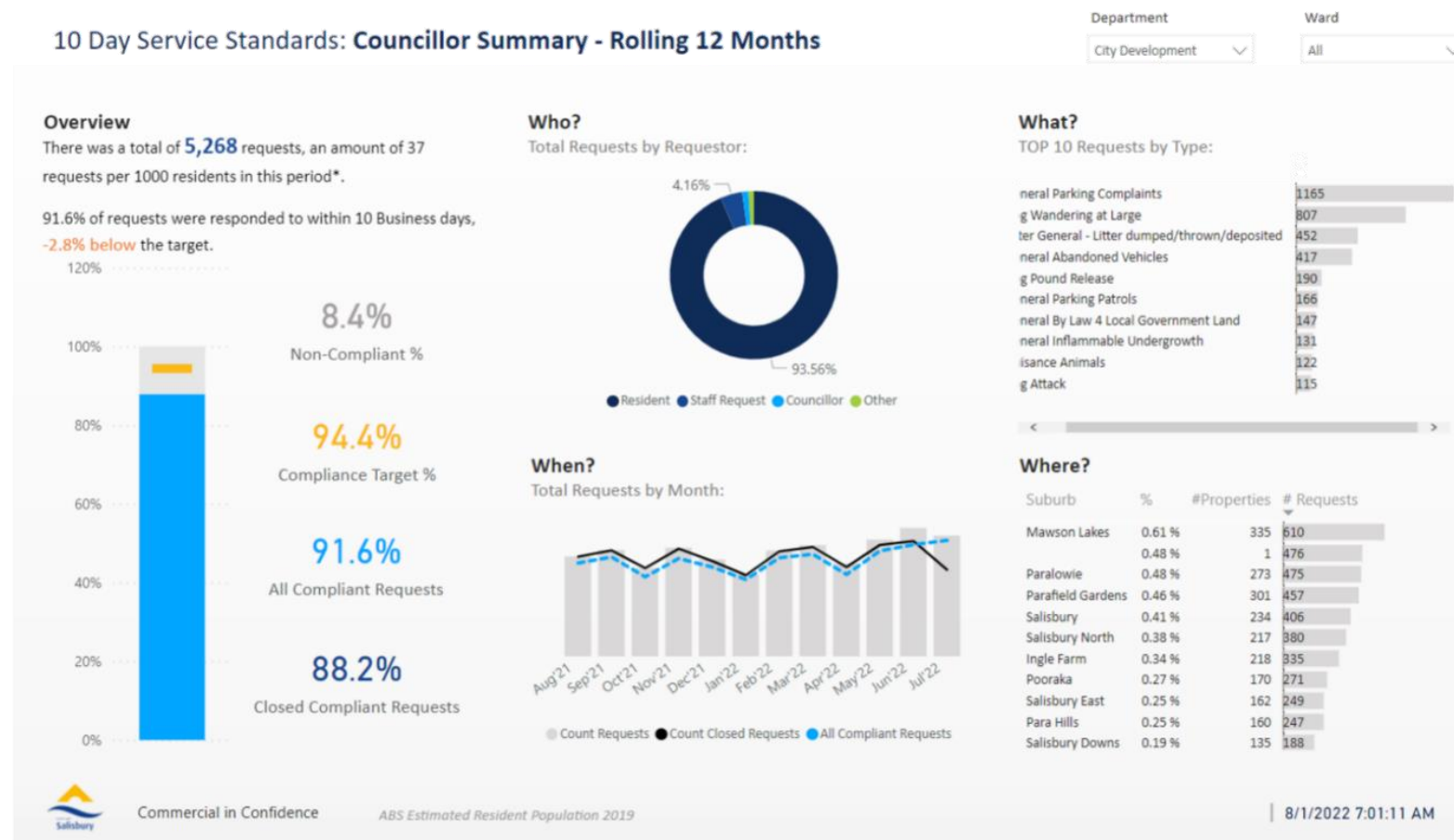
10 Day Service Standards: Councillor Summary - Rolling 12 Months



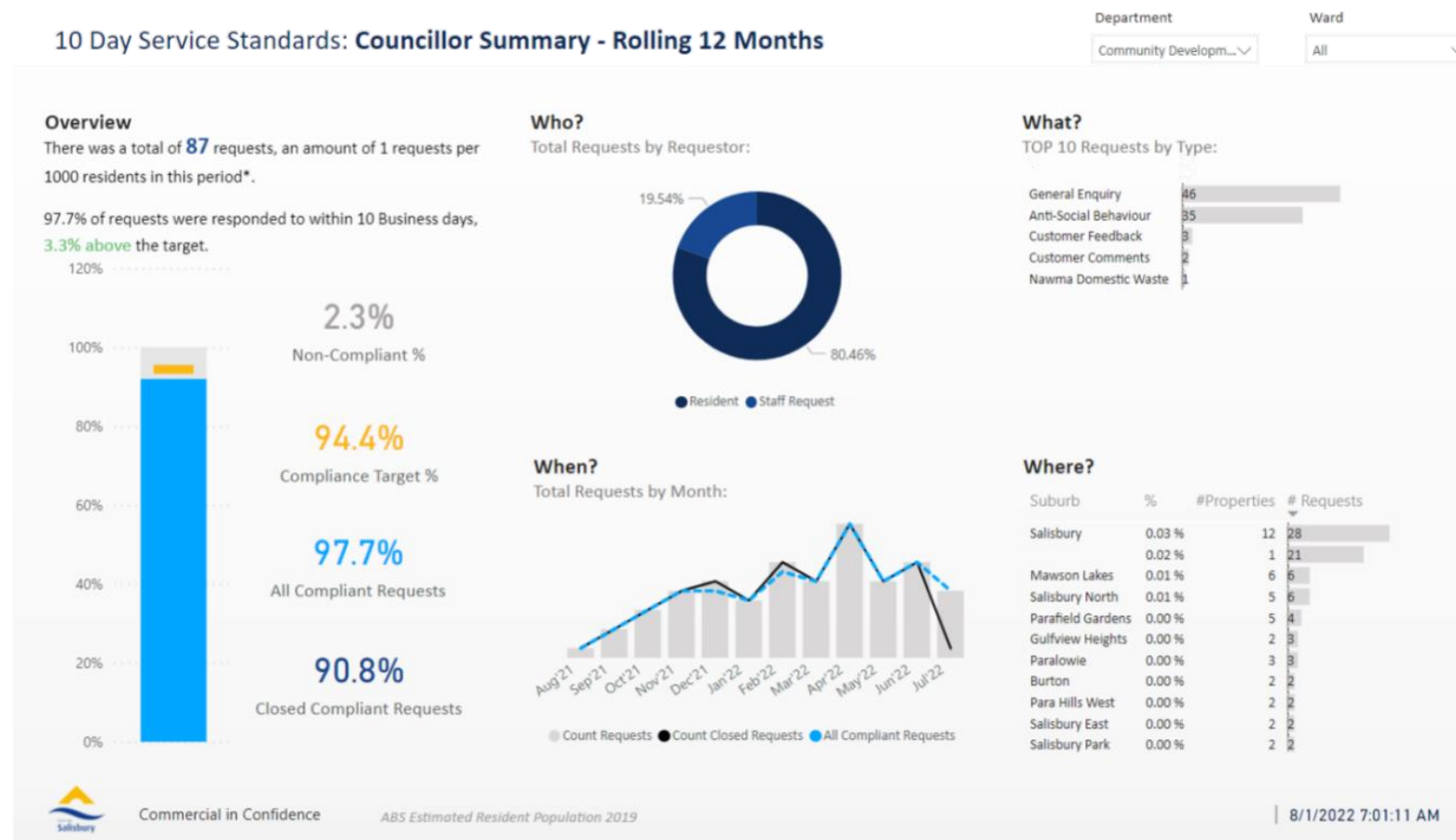
Business Excellence – 1 August 2021 to 31 July 2022



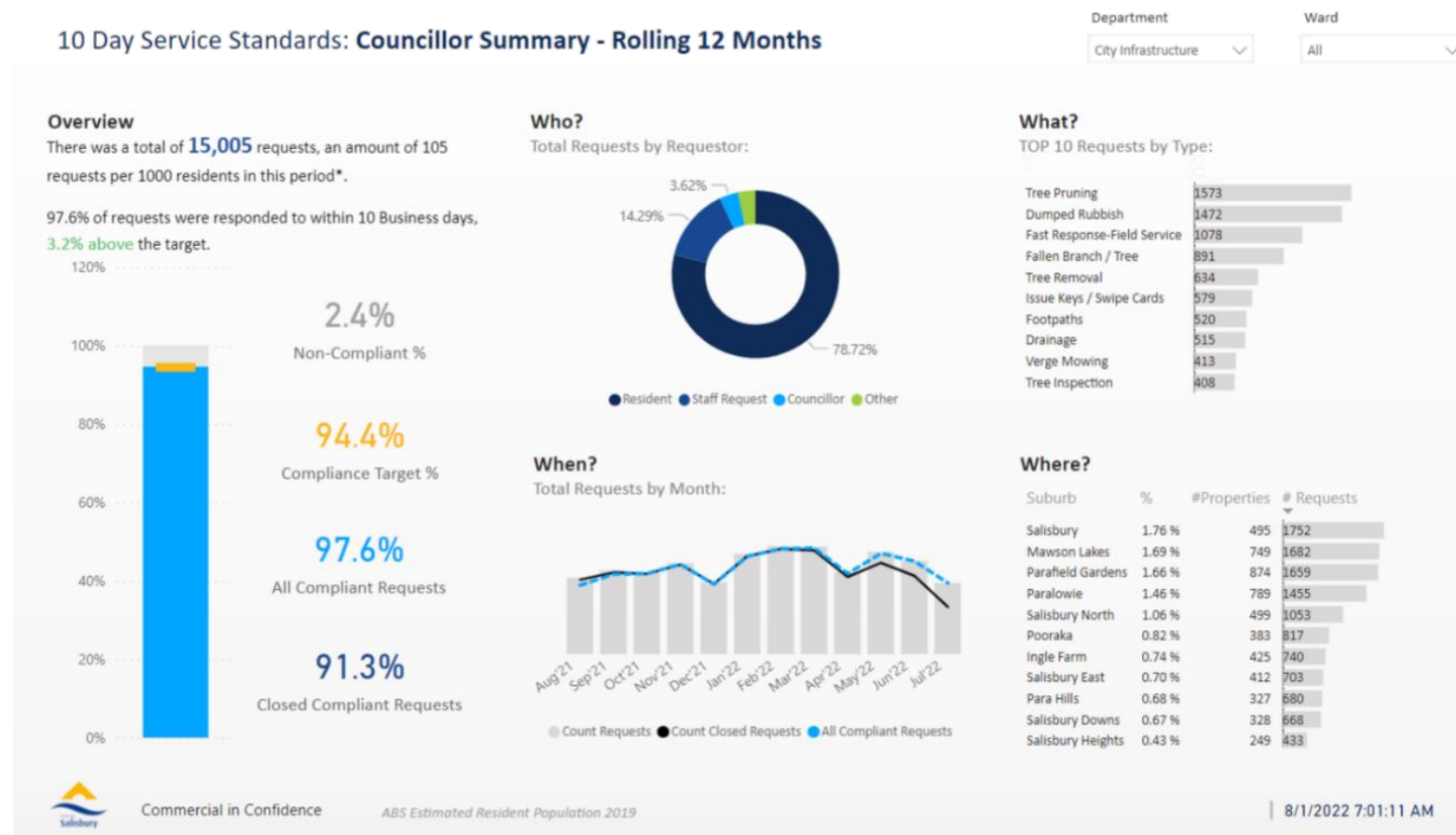
City Development – 1 August 2021 to 31 July 2022



Community Development – 1 August 2021 to 31 July 2022



City Infrastructure – 1 August 2021 to 31 July 2022



Null (Information) – 1 August 2021 to 31 July 2022

