



## **AGENDA**

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

**21 FEBRUARY 2023 AT THE CONCLUSION OF COMMUNITY WELLBEING AND  
SPORT COMMITTEE**

**IN THE LITTLE PARA CONFERENCE ROOMS, SALISBURY COMMUNITY HUB,  
34 CHURCH STREET, SALISBURY**

#### **MEMBERS**

Mayor G Aldridge (ex officio)  
Cr L Brug  
Deputy Mayor, Cr C Buchanan  
Cr K Grenfell (Deputy Chairman)  
Cr M Mazzeo  
Cr S McKell

#### **REQUIRED STAFF**

Chief Executive Officer, Mr J Harry  
General Manager Business Excellence, Mr C Mansueto  
General Manager Community Development, Mrs A Pokoney Cramey  
General Manager City Infrastructure, Mr J Devine  
General Manager City Development, Ms M English  
Manager Governance, Mr R Deco  
Governance Support Officer, Ms K Boyd

#### **APOLOGIES**

Apologies have been received from Cr S McKell and Cr M Mazzeo.

#### **LEAVE OF ABSENCE**

#### **PRESENTATION OF MINUTES**

Presentation of the Minutes of the Innovation and Business Development Committee Meeting held on 24 January 2023.

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**REPORTS**

*Administration*

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

*For Information*

6.2.1 Community Requests - Response Dashboard ..... 11

**QUESTIONS ON NOTICE**

**MOTIONS ON NOTICE**

**OTHER BUSINESS**

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

**CLOSE**



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

**24 JANUARY 2023**

**MEMBERS PRESENT**

Cr S Reardon (Chairman)  
Mayor G Aldridge (ex officio)  
Cr L Brug  
Cr C Buchanan  
Cr K Grenfell (Deputy Chairman)  
Cr S McKell

**OBSERVERS**

Cr B Brug

**STAFF**

Chief Executive Officer, Mr J Harry  
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 7.10 pm.

The Chairman welcomed the Elected Members, Members of the public and Staff to the meeting.

**APOLOGIES**

An apology was received from Cr M Mazzeo.

**LEAVE OF ABSENCE**

Nil

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## PRESENTATION OF MINUTES

Moved Cr K Grenfell  
Seconded Cr L Brug

The Minutes of the Innovation and Business Development Committee Meeting held on 18 October 2022, be taken as read and confirmed.

**CARRIED**

## PRESENTATION

### Enterprise Resource Planning and Customer Relationship Management

Moved Cr K Grenfell  
Seconded Cr L Brug

Pursuant to section 83(5) of the *Local Government Act 1999*, the 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)(k) 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 tenders for the supply of goods, the provision of services or the carrying out of works.*

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*

*On that basis the public's interest is best served by not disclosing the presentation 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, including the Chief Executive Officer, General Manager Business Excellence, General Manager Community Development, General Manager City Development, Manager Governance, Governance Support Officer, Director Business Transformation, Community Experience Lead, People Change and Communications Lead, Manager Enabling Technology, Scrum Master/Business Analyst Lead, Nigel Lutton and Eliza Sbizzirri from It Vision, Nathan Leverington from Ennovative and Jason Dreimanis from Salesforce be excluded from attendance at the meeting for this Agenda Item.*

**CARRIED**

The meeting moved into confidence at 7.12 pm.

The meeting moved out of confidence at 7.47 pm.

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## REPORTS

### *Administration*

#### **6.0.1 Future Reports for the Innovation and Business Development Committee**

Moved Mayor G Aldridge  
Seconded Cr S McKell

That Council:

1. Notes the report.

**CARRIED**

### *For Decision*

#### **6.1.1 Community Bus - Continuation until 2 April 2023**

Moved Cr C Buchanan  
Seconded Cr L Brug

That Council:

1. Notes the success of the community bus trial and commits to an ongoing fully funded Council provided community bus service to be considered as part of the 2023/24 budget process.
2. Approves the continuation of the existing community bus program until 30 June 2023 with funding provided by a non-discretionary review bid of \$105,000.
3. Requests the administration to undertake a community consultation and receive customer feedback on how Council can improve the community bus service and report back in April 2023

With leave of the meeting and consent of the seconder, Cr C Buchanan VARIED the MOTION as follows:

That Council:

1. Notes the success of the community bus trial and commits to an ongoing fully funded Council provided community bus service to be considered as part of the 2023/24 budget process.
2. Approves the continuation of the existing community bus program until 30 June 2023 with funding provided by a non-discretionary review bid of \$105,000.
3. Requests the administration to undertake community consultation and receive customer feedback on how Council can improve the community bus service and report back in April 2023.
4. Continues to lobby the State Government to provide public transport for St Kilda and Globe Derby.

**CARRIED**

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A **DIVISION** was requested by Cr C Buchanan and the following members responded to the Chairman's call as having voted in favour of the **MOTION**:

Mayor G Aldridge, Crs L Brug, C Buchanan, K Grenfell and S McKell

The following members responded to the Chairman's call as having voted against the **MOTION**:

Cr S Reardon

The Chairman declared the **MOTION** was **CARRIED**

### **6.1.2 Recommendations of the Salisbury Living Sub Committee meeting held on Wednesday, 18 January 2023**

Moved Cr K Grenfell

Seconded Cr L Brug

The information contained in the Salisbury Living Sub Committee of the meeting held on 16 January 2023 be received and noted with respect to the following recommendations contained therein to be adopted by Council:

**CARRIED**

#### **6.1.2-SLSCC1 Future Reports for the Salisbury Living Sub Committee (formerly the Strategic Property Development Sub Committee)**

##### **Recommendation**

That Council:

1. Notes the report.

#### **6.1.2-SLSCC2 Strategic Development Projects - Status Report**

##### **Recommendation**

That Council:

1. Notes this report.

*For Information*

### **6.2.1 Community Requests - Response Dashboard**

Moved Mayor G Aldridge

Seconded Cr K Grenfell

That Council:

1. Notes the report.

**CARRIED**

## **QUESTIONS ON NOTICE**

*There were no Questions on Notice.*

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**MOTIONS ON NOTICE**

*There were no Motions on Notice.*

**OTHER BUSINESS**

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

*Cr C Buchanan left the meeting at 8:15 pm and did not return.*

**CONFIDENTIAL ITEMS**

**6.4.1 Enterprise Resource Planning and Customer Relationship Management Update**

Moved Mayor G Aldridge  
Seconded Cr K Grenfell

Pursuant to section 83(5) of the *Local Government Act 1999* the 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)(k) 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 tenders for the supply of goods, the provision of services or the carrying out of works.*

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*

*On that basis the public's interest is best served by not disclosing the **Enterprise Resource Planning and Customer Relationship Management 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 8.15 pm.

The meeting moved out of confidence and closed at 8.16 pm.

CHAIRMAN.....

DATE.....

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<b>ITEM</b>	6.0.1
	<b>INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE</b>
<b>DATE</b>	21 February 2023
<b>HEADING</b>	Future Reports for the Innovation and Business Development Committee
<b>AUTHOR</b>	Hayley Berrisford, PA to General Manager Business Excellence, Business Excellence
<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.

<b>Meeting Item</b>	<b>- Heading and Resolution</b>	<b>Officer</b>
27/09/2021 6.1.1	<b>Community Hubs Management Model and Community Centre's Collaboration Agreement Review</b> 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. <b>Due:</b> June 2023	Chandler Giles
27/06/2022 6.1.2	<b>Community Bus Evaluation Report</b> 4. Council further considers the matter following receipt of the State Governments response as per Recommendation of this report. <b>Due:</b> September 2022 <b>Deferred to:</b> April 2023 <b>Reason:</b> Waiting on response from Ministers Office.	Michelle Atkinson
214/10/2022 6.2.2	<b>Salisbury City Centre Revitalisation Update – Church and John Streets Working Group Outcomes</b> 3. Notes that the outcome of the Expression of Interest will be reported to Council seeking approval to progress negotiations with a preferred proponent should one be identified. <b>Due:</b> April 2023	Sharee Klein

### 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>	21 February 2023
<b>HEADING</b>	Community Requests - Response Dashboard
<b>AUTHOR</b>	Hannah Walters, Community Experience Lead, Business Excellence
<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 Nil

### **3. REPORT**

#### **Organisation**

- 3.1 The Community Request - Response Dashboards for the rolling 12-month period 1 February 2022 to 31 January 2023 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 26,110 requests received in the past rolling 12-month period ending 31 January 2023:
- 3.3.1 89.9% of requests were closed within 10 days.
- 3.3.2 96.5% 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 January 2023 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	95	1.1%	98.9%	0.0%	100.0%
City Development	651	18.5%	77.0%	4.5%	95.5%
Community Development	12	25.0%	66.7%	8.3%	91.7%
City Infrastructure	1,840	39.7%	59.2%	1.1%	98.9%
Information Requests	10	10.0%	80.0%	20.0%	80.0%
Total	2,608	32.9%	65.1%	2.0%	98.0%
		98.0%		2.0%	

- 3.9 For CRM requests received in January 2023 we achieved a compliance rate of 98.0% where the CRM Request was either closed or responded to within 10 business days.

**12 Month Rolling Report Ending 31 January 2023 - 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
Feb-22	94.0
Mar-22	94.6
Apr-22	94.8
May-22	95.4
Jun-22	95.8
Jul-22	96.2
Aug -22	96.5
Sep - 22	96.2
Oct-22	96.3
Nov-22	96.6
Dec 22	96.5
Jan-23	96.5

**CRM Data – Rolling 12 months January 2023**

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,099	0.1%	99.1%	0.8%	99.1%
City Development	7,244	2.7%	88.7%	8.6%	91.4%
Community Development	136	2.2%	91.2%	6.6%	93.4%
City Infrastructure	17,554	8.7%	89.8%	1.5%	98.5%
Information Requests	77	1.3%	85.7%	13.0%	87.0%
<b>Total</b>	<b>26,110</b>	<b>6.6%</b>	<b>89.9%</b>	<b>3.5%</b>	<b>96.5%</b>
			<b>96.5%</b>	<b>3.5%</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 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.

**3.13 Requests received using external apps**

- Below is a table that shows the monthly breakdown of requests received via external apps Snap Send Solve, My Local Services and Neat Streets.

Date	Snap Send Solve	My Local Services	Neat Streets
Feb-22	130	87	0
Mar-22	115	105	0
Apr-22	105	58	2
May-22	102	106	5
Jun-22	134	117	2
Jul-22	105	84	1
Aug-22	115	77	15
Sep-22	189	110	2
Oct-22	199	149	0
Nov-22	169	130	0
Dec-22	157	89	0
Jan-23	179	132	0
<b>Total</b>	<b>1699</b>	<b>1244</b>	<b>27</b>

- These requests are received via the [city@salisbury.sa.gov.au](mailto:city@salisbury.sa.gov.au) email address and manually put into our CRM system by the Community Experience Team.

**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.

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# 10 Day Service Standard – 1 February 2022 to 31 January 2023



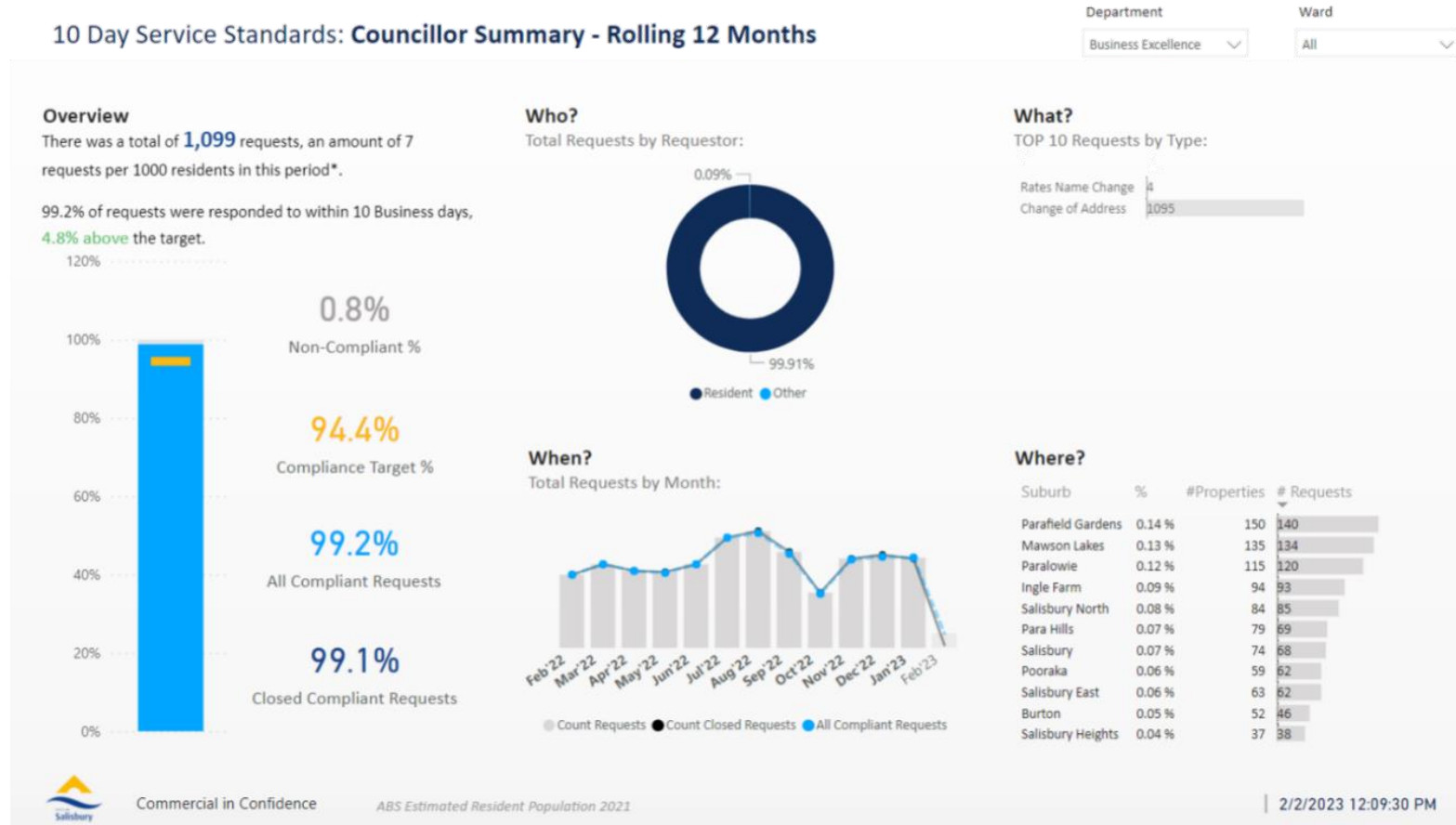
Commercial in Confidence

ABS Estimated Resident Population 2021

2/2/2023 12:09:30 PM

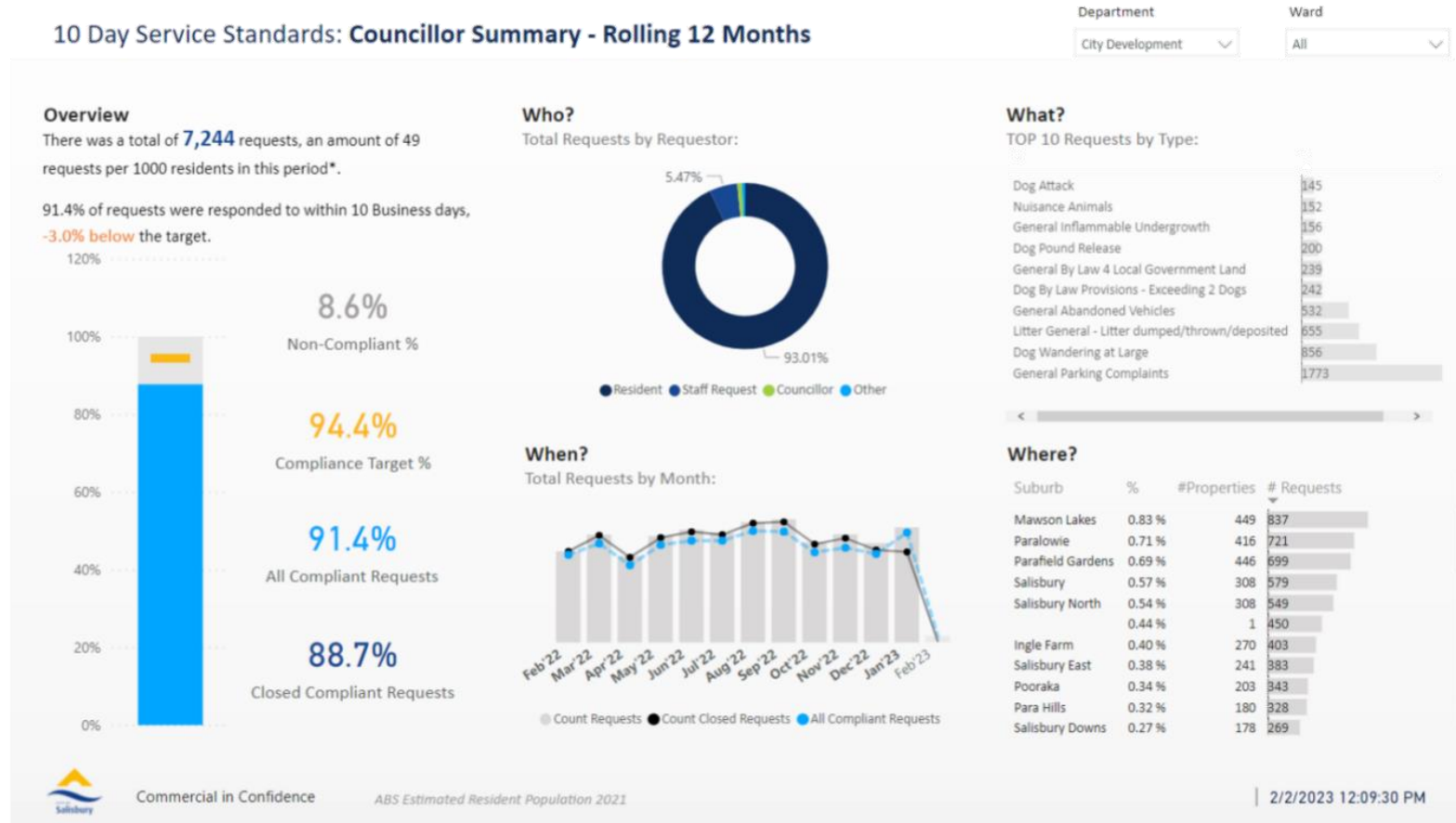
Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

# Business Excellence – 1 February 2022 to 31 January 2023



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

# City Development – 1 February 2022 to 31 January 2023



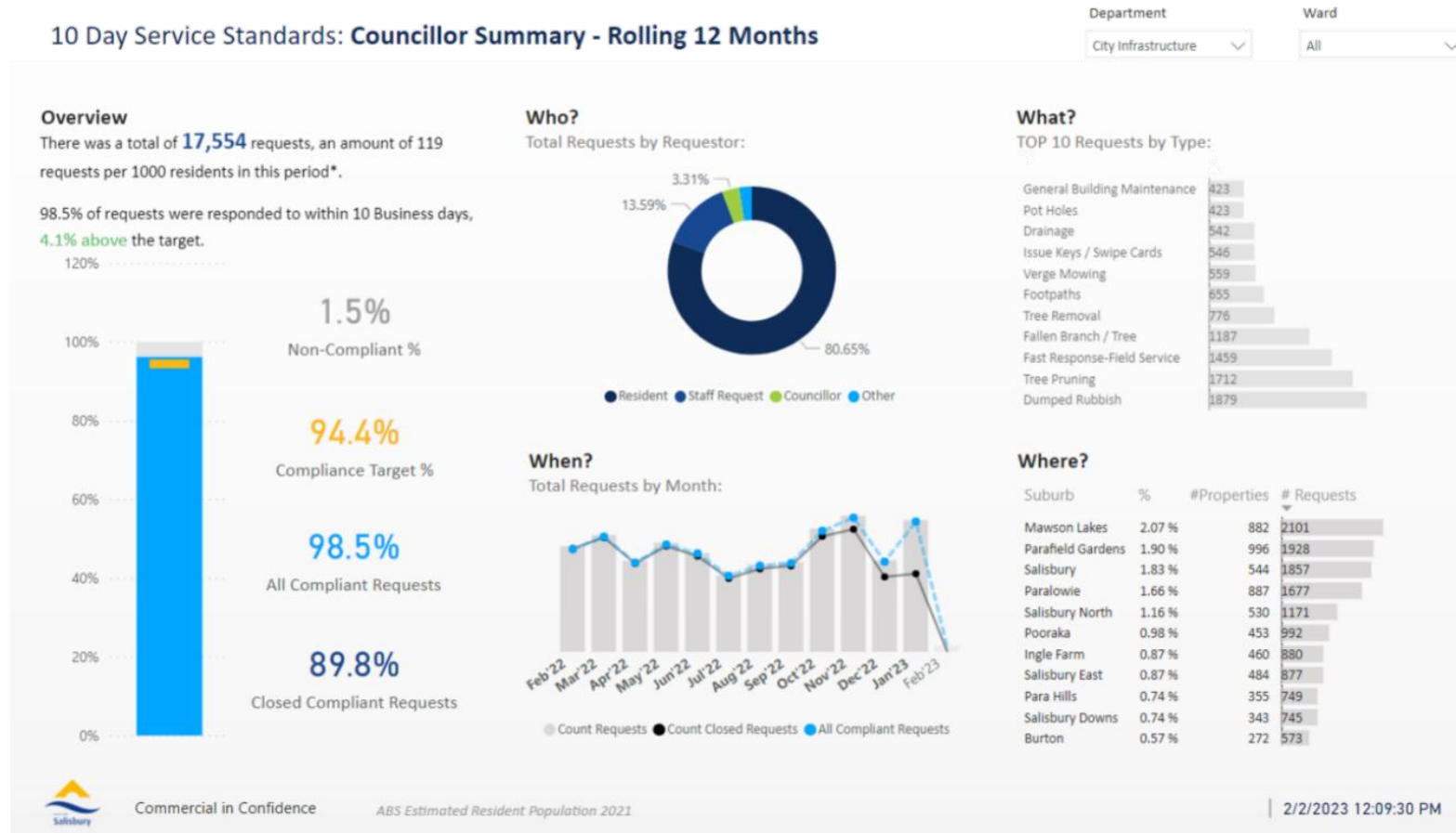
Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

# Community Development – 1 February 2022 to 31 January 2023



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

# City Infrastructure – 1 February 2022 to 31 January 2023



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

# Null (Information) – 1 February 2022 to 31 January 2023



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report