



HEALTH & COMPLIANCE COMMITTEE MEETING

AGENDA

3 FEBRUARY 2015

Your attendance is required at a meeting of the Health & Compliance Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 3 February 2015 commencing at 3.00pm for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be "C. R.", written in a cursive style.

CHIEF EXECUTIVE OFFICER
27 January 2015

Next Meeting Date: 03.03.15

Please note:

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

TABLE OF CONTENTS

ITEM	SUBJECT	PAGE NO
1	OPENING.....	1
2	PRESENT	1
3	APOLOGIES AND LEAVE OF ABSENCE	1
4	CONFIRMATION OF MINUTES.....	1
5	DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA	1
6	BUSINESS OUTSTANDING	2
6.1	BUSINESS OUTSTANDING TABLE FOR HEALTH AND COMPLIANCE COMMITTEE.....	2
7	PUBLIC FORUMS/DEPUTATIONS	5
	NIL	5
8	OFFICERS' REPORTS	6
	NIL	6
9	STRATEGIC REPORTS	7
9.1	MONTHLY OPERATIONS REPORT FROM COMMUNITY STANDARDS AND COMPLIANCE UNIT FOR NOVEMBER AND DECEMBER 2014.	7
10	NOTICES OF MOTION	23
	NIL	23
11	URGENT BUSINESS/QUESTIONS	24
12	CLOSURE OF MEETING.....	25

1 OPENING

2 PRESENT

Members Present:

Councillor C E Smith (Chairperson)
The Mayor, Councillor M F Strelow
Councillor N K Fisher
Councillor A P Williams

In Attendance:

Mr M Rowe – General Manager Community Services (Executive Officer)
Mr E Pardon – Chief Executive Officer

3 APOLOGIES AND LEAVE OF ABSENCE

4 CONFIRMATION OF MINUTES

Minutes of the Health & Compliance Committee held 2 December 2014

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

6.1 BUSINESS OUTSTANDING TABLE FOR HEALTH AND COMPLIANCE COMMITTEE

File No: 10097

Attachments: 1. Business Outstanding Table for Health and Compliance

Responsible Officer: Evan Pardon - Chief Executive Officer

Author: Michael Rowe - General Manager Community Services

SUMMARY

The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Health and Compliance Committee is presented for Councillors' information.

OFFICER'S RECOMMENDATION

THAT the Business Outstanding Table for the Health and Compliance Committee be received.

BUSINESS OUTSTANDING TABLE FOR HEALTH AND COMPLIANCE COMMITTEE

Business Outstanding Table for Health and Compliance

Meeting Date: 3 February 2015

Attachment No: 1

Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
02 December 2014	Selective Inspection Program 5 January 2015 to 3 May 2015	THAT in accordance with the Animal Management (Cats and Dogs) Act 2008, Council approves an inspection program, the Selective Inspection Program, as detailed in the report, for the Rockhampton Regional Council local government area between 5 January 2015 and 3 May 2015.	Catherine Hayes	16/12/2014	Public Notice Issued

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

Nil

9 STRATEGIC REPORTS

9.1 MONTHLY OPERATIONS REPORT FROM COMMUNITY STANDARDS AND COMPLIANCE UNIT FOR NOVEMBER AND DECEMBER 2014

File No: 1464

- Attachments:**
1. Monthly Operations Report Community Standards and Compliance Section for the months November and December 2014
 2. Local Laws Traffic Light Report for November 2014
 3. Health, Pest and Vector Traffic Light Report for November 2014
 4. Community Standards and Compliance Section's Traffic Light Report for December 2014
 5. Financial Matters Report for Community Standards and Compliance for the month of November 2014
 6. Financial Matters Report for Community Standards and Compliance for the month of December 2014

Authorising Officer: Michael Rowe - General Manager Community Services

Author: Catherine Hayes - Manager Community Standards and Compliance

SUMMARY

The monthly Operations Report for Community Standards and Compliance Section as at 31 December 2014 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Community Standards and Compliance Monthly Operations Report for November and December 2014 be received.

COMMENTARY

This report provides information about the activities of Rockhampton Regional Council's Community Standards and Compliance Section for the months of November and December 2014.

The Section consists of five units namely Environment and Public Health, Local Laws, Vector Management, Pest Management and Support Services.

**MONTHLY OPERATIONS REPORT
FROM COMMUNITY STANDARDS AND
COMPLIANCE UNIT FOR NOVEMBER
AND DECEMBER 2014**

**Monthly Operations Report Community
Standards and Compliance Section
for the months November and
December 2014**

Meeting Date: 3 February 2015

Attachment No: 1

MONTHLY OPERATIONS REPORT
COMMUNITY STANDARDS AND COMPLIANCE SECTION
Period Ended December 2014

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Nil

Improvements / Deterioration in Levels of Services or Cost Drivers

.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for November and December 2014 are outlined in Attachment 2, 3 and 4.

Comments & Additional Information

Nil

2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for the reporting period are:

	SECOND QUARTER		
	October	Nov	Dec
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	2	0	0
Total Number of Incidents Reported	0	2	1
Hazard Inspections completed	0	0	0

Risk Management Summary

Example from Section Risk Register (excludes risks accepted/ALARP)

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed
Pest Management - Council does not have appropriate and implemented pest management planning for pest plants and pest animal management leading to public complaints about service delivery, localized damage to Council's reputation, temporary redirection/addition of staff/resources required.	Moderate	Legislative changes occurring in 2016. Review and realign plan with newly identified changes. Review of service level arrangements/requirements	2016	0
Local Laws - Failure to achieve earned income targets resulting in an inability to fund operations; poor service delivery and public dissatisfaction.	Very High 3	1. Effective infringement financial management process to be put in place. 2. Internal Process Review	30/06/14	5% as at 5/3/14
Local Laws - Inconsistent regulation and enforcement of local laws and legislation resulting in poor service and considerable public dissatisfaction.	High 4	1. Reviewed to be completed: Internal Audit, Process Review, Legal review of Local Laws 2. membership subscription to LGAQ's Legislation Compliance Section. 3. Join SEQ Regional Animal Management Group (SEQRAM).	31/12/14	5% as at 5/3/14

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Council's Ground Distribution Contract Licence outdated	6 April 2017		Not due until 6 April 2017
Pest Management Officers AC/DC Licenses	Various	100%	
Vector Management Officers Pest Management Technicians Licenses	Various	100%	
Local Laws Power of Entry Training	Various	100%	completed
Investigation Skills	Various	44%	
Animal Management	Various	100%	completed

3. ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

No capital projects are relevant to the Community Standards and Compliance Section.

4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

Project	Revised Budget	Actual (incl. committals)	% Budget Expended	Explanation
Issue of Dog Registration Renewals	20,000	To be determined	82%	Renewals issued
Systematic Inspection	20,000	To be determined	TBA	100% completed
Micro Chipping Day	4,000	To be determined	TBA	

5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS**Adopted/Operational Service Level Standards & Performance**

Service Level	Target	Current Performance
Annual inspection of licensed food businesses undertaken	100%	57%
Annual inspection of licensed businesses that provide higher risk personal appearance services undertaken	100%	27%
Annual inspection of devolved licensed environmentally relevant activities undertaken	100%	0%

Please note the service levels depicted in the above table are operational standards only and have not been formally adopted by Council.

FINANCIAL MATTERS

The Financial Matters report is outlined in Attachment 5 and 6.

**MONTHLY OPERATIONS REPORT
FROM COMMUNITY STANDARDS AND
COMPLIANCE UNIT FOR NOVEMBER
AND DECEMBER 2014**

**Local Laws Traffic Light Report for
November 2014**

Meeting Date: 3 February 2015

Attachment No: 2

All Monthly Requests (Priority 3) Local Laws 'Traffic Light' report November 2014

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days)		Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed				Current Mth	6 Months		
Dog Registration Enquiry	22	21	21	10	12	0	10	● 2.30	● 4.72	● 7.31	3.25
Animals (more than permitted number)	32	19	18	5	26	0	30	● 1.00	● 11.01	● 16.87	6.25
Comm Compliance Barking Letter/Visitors Advice	11	9	5	4	3	0	5	● 0.50	● 5.06	● 5.85	2.26
Dog Attack on Animal (Confirmed)	0	0	0	0	0	0	10	● 0.00	● 0.00	● 0.00	0.00
Dog Attack on Person (Fear) CSO	2	1	23	6	18	0	20	● 10.50	● 11.14	● 11.14	10.04
Dog Attack on Animal (Alleged) CSO	17	9	7	1	14	0	20	● 0.00	● 19.88	● 24.75	10.82
Dog Attack on Person (Bite) CSO	35	23	9	3	18	0	20	● 5.00	● 21.02	● 23.83	9.48
Heavy Vehicle Parking	1	1	2	1	1	0	10	● 4.00	● 5.59	● 6.16	2.48
Overgrown Allotments	29	19	31	8	33	0	45	● 3.13	● 16.12	● 18.42	14.75
Regulated Parking	8	8	34	27	7	0	10	● 3.15	● 5.29	● 6.09	2.59
Dust Complaint	1	0	1	1	1	0	10	● 0.00	● 2.33	● 7.83	4.23
Litter/Illegal Dumping	7	4	15	11	7	0	20	● 2.36	● 6.05	● 7.53	3.09
Noise Complaint	1	0	5	3	3	0	10	● 4.00	● 5.53	● 7.13	2.88
Barking Dog Complaint - Stage 1	3	1	31	30	3	0	3	● 0.70	● 0.59	● 1.01	0.51
Barking Dog Complaint - Stage 2 LLEO Use Only	7	5	11	1	12	0	30	● 8.00	● 14.06	● 20.48	10.34
Nuisance Vehicle	10	8	22	9	15	0	10	● 3.89	● 6.72	● 6.97	3.84
Wandering Animals (dogs, cats, poultry)	22	21	77	57	21	0	10	● 0.75	● 1.28	● 1.60	0.76
Wandering Stock	4	4	40	26	14	0	10	● 1.85	● 3.43	● 3.97	1.58

**MONTHLY OPERATIONS REPORT
FROM COMMUNITY STANDARDS AND
COMPLIANCE UNIT FOR NOVEMBER
AND DECEMBER 2014**

**Health, Pest and Vector Traffic Light
Report for November 2014**

Meeting Date: 3 February 2015

Attachment No: 3



All Monthly Requests (Priority 3) Health & Environment 'Traffic Light' report November 2014

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Vector Misting	1	1	0	0	0	0	7	● 0.00	● 2.40	● 2.40	0.50

**MONTHLY OPERATIONS REPORT
FROM COMMUNITY STANDARDS AND
COMPLIANCE UNIT FOR NOVEMBER
AND DECEMBER 2014**

**Community Standards and Compliance
Section's Traffic Light Report for
December 2014**

Meeting Date: 3 February 2015

Attachment No: 4



All Monthly Requests (Priority 3) Community Standards Compliance 'Traffic Light' report December 2014

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days)		Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)	Avg Completion Time (days) Q2
			Received	Completed				Current Mth	6 Months			
Dog Registration Enquiry	12	11	57	32	26	0	10	● 3.56	● 4.84	● 6.43	3.65	● 5.13
Animals (more than permitted number)	26	13	24	12	25	0	30	● 2.33	● 14.56	● 16.92	7.51	● 10.44
Comm Compliance Barking Letter/Visitors Advice	3	2	5	4	2	0	5	● 5.50	● 6.25	● 6.29	2.12	● 6.91
Dog Attack on Animal (Confirmed)	0	0	0	0	0	0	10	● 0.00	● 0.00	● 0.00	0.00	● 0.00
Dog Attack on Person (Fear) CSO	18	14	17	6	15	0	20	● 8.17	● 15.11	● 15.11	12.37	● 15.11
Dog Attack on Animal (Alleged) CSO	14	9	16	4	17	0	20	● 6.25	● 20.79	● 26.06	11.31	● 14.33
Dog Attack on Person (Bite) CSO	18	17	2	0	3	0	20	● 0.00	● 23.56	● 24.65	9.56	● 23.04
Heavy Vehicle Parking	1	1	3	3	0	0	10	● 1.00	● 5.50	● 5.87	2.26	● 3.14
Overgrown Allotments	34	19	24	3	36	0	45	● 8.67	● 18.22	● 18.50	15.10	● 14.08
Regulated Parking	7	7	33	31	2	0	10	● 2.39	● 5.12	● 5.52	2.55	● 4.05
Dust Complaint	1	1	0	0	0	0	10	● 0.00	● 5.83	● 9.40	5.09	● 7.00
Litter/Illegal Dumping	7	4	11	5	9	0	20	● 4.80	● 6.44	● 7.99	4.71	● 6.31
Noise Complaint	3	3	8	8	0	0	10	● 4.25	● 6.95	● 7.63	3.30	● 7.44
Barking Dog Complaint - Stage 1	3	2	52	50	3	0	3	● 0.48	● 0.89	● 1.05	0.49	● 0.65
Barking Dog Complaint - Stage 2 LLEO Use Only	12	6	3	1	8	0	30	● 0.00	● 14.34	● 19.99	13.57	● 16.00
Vector Misting	0	0	10	10	0	0	7	● 0.50	● 1.45	● 1.45	0.50	● 1.42
Nuisance Vehicle	15	10	21	17	9	0	10	● 3.41	● 6.91	● 7.36	3.88	● 7.73
Wandering Animals (dogs, cats, poultry)	21	20	79	52	28	0	10	● 0.58	● 1.24	● 1.55	0.79	● 1.04
Wandering Stock	14	13	15	12	4	0	10	● 0.92	● 4.10	● 4.03	1.51	● 3.74

**MONTHLY OPERATIONS REPORT
FROM COMMUNITY STANDARDS AND
COMPLIANCE UNIT FOR NOVEMBER
AND DECEMBER 2014**

**Financial Matters Report for
Community Standards and Compliance
for the month of November 2014**

Meeting Date: 3 February 2015

Attachment No: 5

End of Month General Ledger - (Operating Only) - COMMUNITY SERVICES



As At End Of November

Report Run: 09-Jan-2015 08:48:54 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	41.7% of Year Gone
HEALTH & ENVIRONMENT							
<u>Local Laws</u>							
Revenues	(1,054,750)	0	0	(769,483)	(769,483)	73%	✓
Expenses	2,096,493	0	197,359	762,880	960,239	46%	✗
Transfer / Overhead Allocation	214,200	0	0	74,113	74,113	35%	✓
Total Unit: Local Laws	1,255,943	0	197,359	67,510	264,869	21%	✓
<u>Environmental Services & Public Health</u>							
Revenues	(195,858)	0	0	(48,715)	(48,715)	25%	✗
Expenses	1,150,089	0	2,057	262,161	264,218	23%	✓
Transfer / Overhead Allocation	65,000	0	0	14,027	14,027	22%	✓
Total Unit: Environmental Services & Public Health	1,019,231	0	2,057	227,474	229,531	23%	✓
<u>Pest Management</u>							
Revenues	(500)	0	0	(555)	(555)	111%	✓
Expenses	729,350	0	1,758	260,384	262,142	36%	✓
Transfer / Overhead Allocation	144,000	0	0	42,158	42,158	29%	✓
Total Unit: Pest Management	872,850	0	1,758	301,987	303,745	35%	✓
<u>Vector Management</u>							
Revenues	(1,000)	0	0	0	0	0%	✗
Expenses	483,589	0	22,338	160,911	183,249	38%	✓
Transfer / Overhead Allocation	92,000	0	0	34,304	34,304	37%	✓
Total Unit: Vector Management	574,589	0	22,338	195,215	217,553	38%	✓
Total Section: HEALTH & ENVIRONMENT	3,722,613	0	223,512	792,185	2,296,263	62%	✗

**MONTHLY OPERATIONS REPORT
FROM COMMUNITY STANDARDS AND
COMPLIANCE UNIT FOR NOVEMBER
AND DECEMBER 2014**

**Financial Matters Report for
Community Standards and Compliance
for the month of December 2014**

Meeting Date: 3 February 2015

Attachment No: 6



End of Month General Ledger - (Operating Only) - COMMUNITY SERVICES

As At End Of December

Report Run: 09-Jan-2015 09:23:26 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	50% of Year Gone
COMMUNITY SERVICES							
HEALTH & ENVIRONMENT							
<i>Local Laws</i>							
Revenues	(1,054,750)	0	0	(815,567)	(815,567)	77%	✓
Expenses	2,096,493	0	174,697	870,854	1,045,551	50%	✓
Transfer / Overhead Allocation	214,200	0	0	87,290	87,290	41%	✓
Total Unit: Local Laws	1,255,943	0	174,697	142,577	317,274	25%	✓
<i>Environment & Public Health</i>							
Revenues	(195,858)	0	0	(55,174)	(55,174)	28%	✗
Expenses	803,672	0	2,361	248,401	250,762	31%	✓
Transfer / Overhead Allocation	65,000	0	0	16,920	16,920	26%	✓
Total Unit: Environment & Public Health	672,814	0	2,361	210,148	212,509	32%	✓
<i>Health and Environment</i>							
Revenues	0	0	0	0	0	0%	✓
Expenses	346,417	0	0	64,984	64,984	19%	✓
Transfer / Overhead Allocation	0	0	0	0	0	0%	✓
Total Unit: Health and Environment	346,417	0	0	64,984	64,984	19%	✓
<i>Pest Management</i>							
Revenues	(500)	0	0	(744)	(744)	149%	✓
Expenses	729,350	0	5,520	299,275	304,795	42%	✓
Transfer / Overhead Allocation	144,000	0	0	63,562	63,562	44%	✓
Total Unit: Pest Management	872,850	0	5,520	362,093	367,613	42%	✓
<i>Vector Management</i>							
Revenues	(1,000)	0	0	0	0	0%	✗
Expenses	483,589	0	16,850	207,392	224,242	46%	✓
Transfer / Overhead Allocation	92,000	0	0	38,611	38,611	42%	✓
Total Unit: Vector Management	574,589	0	16,850	246,003	262,853	46%	✓
Total Section: HEALTH & ENVIRONMENT	3,722,613	0	199,428	1,025,805	2,450,465	66%	✗

10 NOTICES OF MOTION

Nil

11 URGENT BUSINESS/QUESTIONS

Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting

12 CLOSURE OF MEETING