



HEALTH & COMPLIANCE COMMITTEE MEETING

AGENDA

3 NOVEMBER 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 November 2015 commencing at 3.00pm for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be "R. [unclear]", is positioned above the typed name of the Acting Chief Executive Officer.

ACTING CHIEF EXECUTIVE OFFICER
27 October 2015

Next Meeting Date: 01.12.15

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.

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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 6 October 2015

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

8.1 MONTHLY OPERATIONS REPORT COMMUNITY STANDARDS AND COMPLIANCE SECTION PERIOD ENDED SEPTEMBER 2015

File No: 1464

Attachments:

1. September 2015 Monthly Operations Report
2. Traffic Light Report for September 2015
3. Financial Matters Report for September 2015

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 30 September 2015 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Community Standards and Compliance Monthly Operations Report for September 2015 be 'received'.

COMMENTARY

This report provides information about the activities of Rockhampton Regional Council's Community Standards and Compliance Section for the month of September 2015.

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

**MONTHLY OPERATIONS REPORT
COMMUNITY STANDARDS AND
COMPLIANCE SECTION PERIOD
ENDED SEPTEMBER 2015**

**September 2015 Monthly Operations
Report**

Meeting Date: 3 November 2015

Attachment No: 1

MONTHLY OPERATIONS REPORT
COMMUNITY STANDARDS AND COMPLIANCE SECTION
Period Ended September 2015

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Nil

Improvements / Deterioration in Levels of Services or Cost Drivers

- Pest Management began their Systematic Inspection Program for declared weeds in Alton Downs. The program runs through until 30 November 2015.
- 36 days lost due to leave taken by Local Laws Officers.
- No timed regulated parking undertaken in the CBD for a week due to the Food and Wine Festival.
- Number of animals impounded beginning to increase due to the approach of summer (breeding season).
- Parvo virus and hookworm becoming more prevalent in the animal community.
- Animal systematic inspection commenced in Gracemere.
- Following the success of food safety presentations to the Warripari Scouts group in August, an Environmental Health Officer presented the same presentation to a district Scout meeting with groups from Rockhampton, Yeppoon and Calliope. This was warmly received and there is potential for more education at individual scout meetings within Rockhampton.
- Environmental Health Officers participated in the pre-event preparations with Stage and Audio for the Food and Wine Festival and conducted inspections at the event. The event ran successfully with only small issues identified that could be rectified quickly.
- From 1st September 2015 the asbestos provisions of the *Public Health Act 2005* have been devolved to Local Government to inspect (previously Council referred complaints to Queensland Health). Officers are currently putting together relevant work instructions, forms, letters and safety procedures in relation to conducting this work. All Environmental Health Officers have attended the relevant training provided by Workplace Health and Safety prior to this date.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for September 2015 are outlined in Attachment 2.

Comments & Additional Information

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

Safety Statistics

The safety statistics for the reporting period are:

	July	August	September
Number of Lost Time Injuries	0	1	0
Number of Days Lost Due to Injury	0	14	2
Total Number of Incidents Reported	2	3	2
Hazard Inspections Completed	-	-	-

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 – Council does not meet its legislative and service delivery responsibilities for Local Laws' community compliance leading to the possibility of legal action, significant damage to Council's reputation with multiple complaints, and general public dissatisfaction.	Very High 3	1. Effective infringement financial management process to be put in place. 2. Internal Process Review	30/06/14	10% as at 30/4/15
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 24/3/15

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%	Completed
Vector Management Officers Pest Management Technicians Licenses	Various	100%	Completed
Local Laws Power of Entry Training	Various	100%	Completed
Investigation Skills	Various	9%	
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	\$20 000.00	\$10 112.00	50.56%	Renewals and reminders issued
Micro Chipping Days	\$10 000.00	\$0	0%	

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%	34%
Annual inspection of licensed businesses that provide higher risk personal appearance services undertaken	100%	33%
Annual inspection of devolved licensed environmentally relevant activities undertaken	100%	8%

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

September Impounded Animals

Impound	Cat	Dog	Kitten	Puppy	Pig	Pony	Total
Stray Surrendered	4	15	4				23
Stray Secured		59		4			63
Surrendered during		4		8			12
Surrendered by Owner/Keeper	12	12		13			33
Seized		3					7
Straying Stock						1	1
Caught in Trap	24		2		1		27
Wandering Dog		37		6			43
Total	40	130	6	31	1	1	209

September Impounded Animals Released from Pound

Release	Cat	Dog	Kitten	Puppy	Pig	Pony	Total
Released to Owner	4	67					71
Rescued	18	26	4	31		1	80
Stock Sold							0
Escaped/Stolen	1						1
Euth Other	14	23	2		1		40
Euth Blood		2					2
Euth Aggressive	3						3
Euth Diseased		7					7
Euth Old							0
Euth Owner Request		4					4
Still Held		1					1
Other							0
Total	40	130	6	31	1	1	209

Registered Dogs/Declared Dog Totals

Description	New Registrations/Declared in September	To Date
Dogs Registered	362	13784
Dangerous Dogs	1	29
Menacing Dogs	0	48
Restricted Dogs	0	1

Infringements Issued

Description	Number of Tickets Issued in September	Total Financial Year to Date
Parking Infringements	310	1302
Animal Infringements	167	391
Local Law Infringements	4	23
Total	481	1716

FINANCIAL MATTERS

The Financial Matters report is outlined in Attachment 3.

**MONTHLY OPERATIONS REPORT
COMMUNITY STANDARDS AND
COMPLIANCE SECTION PERIOD
ENDED SEPTEMBER 2015**

**Traffic Light Report for September
2015**

Meeting Date: 3 November 2015

Attachment No: 2



All Monthly Requests (Priority 3) Community Standards Compliance 'Traffic Light' report September 2015

	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)	Avg Completion Time (days) Q1
			Received	Completed								
Dog Registration Enquiry	65	60	687	616	76	0	10	● 2.06	● 2.33	● 3.07	1.69	● 2.10
Animals (more than permitted number)	24	17	21	13	15	0	30	● 5.15	● 13.86	● 18.89	10.56	● 9.97
Comm Compliance Barking Letter/Visitors Advice	3	1	10	8	4	0	5	● 1.38	● 3.98	● 4.19	1.18	● 2.13
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	15	14	14	6	9	0	20	● 7.00	● 19.21	● 25.21	8.60	● 12.70
Dog Attack on Animal (Alleged) CSO	18	14	20	12	12	0	20	● 6.83	● 21.75	● 27.06	9.80	● 10.28
Dog Attack on Person (Bite) CSO	8	4	6	2	8	0	20	● 7.50	● 21.86	● 28.17	8.24	● 9.33
Heavy Vehicle Parking	3	2	5	4	2	0	10	● 5.00	● 5.72	● 5.17	3.72	● 4.81
Overgrown Allotments	27	17	14	5	19	0	45	● 4.80	● 21.24	● 21.53	13.51	● 13.49
Regulated Parking	11	11	40	33	7	0	10	● 3.18	● 3.79	● 4.54	3.25	● 3.39
Dust Complaint	1	1	1	1	0	0	10	● 6.00	● 6.67	● 6.22	6.22	● 5.00
Litter/Illegal Dumping	1	1	12	11	1	0	20	● 2.36	● 6.79	● 10.06	6.02	● 3.94
Noise Complaint	0	0	2	2	0	0	10	● 4.00	● 8.00	● 6.84	3.58	● 3.38
Barking Dog Complaint - Stage 1	8	7	65	57	8	0	3	● 1.58	● 3.39	● 2.65	0.66	● 2.31
Barking Dog Complaint - Stage 2 LLEO Use Only	19	15	19	10	13	0	30	● 3.80	● 16.46	● 22.49	12.30	● 14.53
Vector Misting	1	1	2	2	0	0	7	● 0.00	● 1.25	● 0.83	0.48	● 1.00
Nuisance Vehicle	8	8	27	19	8	0	10	● 3.26	● 7.29	● 8.03	4.09	● 5.28
Wandering Animals (dogs, cats, poultry)	19	18	118	96	23	0	10	● 0.40	● 1.15	● 1.35	0.76	● 0.74
Wandering Stock	13	10	33	22	14	0	10	● 3.59	● 7.78	● 6.59	2.69	● 7.22

**MONTHLY OPERATIONS REPORT
COMMUNITY STANDARDS AND
COMPLIANCE SECTION PERIOD
ENDED SEPTEMBER 2015**

**Financial Matters Report for September
2015**

Meeting Date: 3 November 2015

Attachment No: 3



End of Month General Ledger - (Operating Only) - HEALTH & ENVIRONMENT

As At End Of September

Report Run: 08-Oct-2015 14:14:10 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	25% of Year Gone
COMMUNITY SERVICES							
HEALTH & ENVIRONMENT							
<u>Pest Management</u>							
Revenues	(3,000)	0	0	(438)	(438)	15%	✘
Expenses	712,240	0	841	134,111	134,952	19%	✔
Transfer / Overhead Allocation	147,400	0	0	32,571	32,571	22%	✔
Total Unit: Pest Management	856,640	0	841	166,244	167,085	20%	✔
<u>Environment Health</u>							
Revenues	(155,900)	0	0	(71,715)	(71,715)	46%	✔
Expenses	770,928	0	345	161,327	161,672	21%	✔
Transfer / Overhead Allocation	67,000	0	0	9,249	9,249	14%	✔
Total Unit: Environment Health	682,028	0	345	98,861	99,206	15%	✔
<u>Vector Management</u>							
Revenues	(2,000)	0	0	(45)	(45)	2%	✘
Expenses	506,380	0	35,899	85,394	121,293	24%	✔
Transfer / Overhead Allocation	80,000	0	0	15,122	15,122	19%	✔
Total Unit: Vector Management	584,380	0	35,899	100,470	136,370	23%	✔
<u>Local Laws</u>							
Revenues	(1,131,000)	0	0	(653,777)	(653,777)	58%	✔
Expenses	1,795,357	0	201,959	382,232	584,191	33%	✘
Transfer / Overhead Allocation	235,330	0	0	38,810	38,810	16%	✔
Total Unit: Local Laws	899,687	0	201,959	(232,734)	(30,775)	-3%	✔
<u>CS&C Support</u>							
Expenses	563,678	0	8,688	139,502	148,190	26%	✘
Total Unit: CS&C Support	563,678	0	8,688	139,502	148,190	26%	✘
<u>CS&C Management</u>							
Expenses	204,173	0	0	46,374	46,374	23%	✔
Total Unit: CS&C Management	204,173	0	0	46,374	46,374	23%	✔

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 25% of Year Gone
Total Section: HEALTH & ENVIRONMENT	3,790,586	0	247,732	318,717	566,449	15%	✓
Total Department: COMMUNITY SERVICES	3,790,586	0	247,732	318,717	566,449	15%	✓
Grand Total:	3,790,586	0	247,732	318,717	566,449	15%	✓

9 STRATEGIC REPORTS

Nil

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