



# HEALTH & COMPLIANCE COMMITTEE MEETING

## AGENDA

**1 DECEMBER 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 1 December 2015 commencing at 3.00pm for transaction of the enclosed business.*

A handwritten signature in black ink, appearing to be "R. [unclear]".

**ACTING CHIEF EXECUTIVE OFFICER**  
24 November 2015

Next Meeting Date: 02.02.16

**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 3 November 2015

**5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

**6 BUSINESS OUTSTANDING**

Nil

**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

**8 OFFICERS' REPORTS**

Nil



## 9 STRATEGIC REPORTS

### 9.1 MONTHLY OPERATIONS REPORT FROM COMMUNITY STANDARDS AND COMPLIANCE UNIT FOR OCTOBER 2015

**File No:** 1464

**Attachments:**

1. Monthly Operations Report From Community Standards and Compliance Unit for October 2015
2. Traffic Light Report for October 2015
3. Financial Matters Report for October 2015

**Authorising Officer:** Michael Rowe - General Manager Community Services

**Author:** Catherine Hayes - Manager Community Standards and Compliance

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#### SUMMARY

*The monthly Operations report for Community Standards and Compliance Section as at 31 October 2015 is presented for Councillor's information.*

#### OFFICER'S RECOMMENDATION

THAT the Community Standards and Compliance Monthly Report for October 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 October 2015.

This 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  
OCTOBER 2015**

**Monthly Operations Report From  
Community Standards and Compliance  
Unit for October 2015**

**Meeting Date: 1 December 2015**

**Attachment No: 1**

**MONTHLY OPERATIONS REPORT**  
**COMMUNITY STANDARDS AND COMPLIANCE SECTION**  
**Period Ended December 2015**

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**VARIATIONS, ISSUES AND INNOVATIONS*****Innovations***

*Nil*

***Improvements / Deterioration in Levels of Services or Cost Drivers***

- Environment and Public Health Unit attended the Waste Transfer Station Open Day, providing a food safety stall focusing on using your Green Bag Safely.
- Officers attended the Environmental Health Australia Regional Conference hosted by Livingstone Shire Council.
- 19 days lost to leave in Local Laws
- New Local Laws Officer commenced on 26 October 2015
- One LLO vacancy remaining.

**LINKAGES TO OPERATIONAL PLAN**

**1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS**

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

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***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:

	August	September	October
<b>Number of Lost Time Injuries</b>	1	0	0
<b>Number of Days Lost Due to Injury</b>	14	2	0
<b>Total Number of Incidents Reported</b>	3	2	2
<b>Hazard Inspections Completed</b>	-	-	-

### ***Risk Management Summary***

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

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed
<b>Pest Management</b> -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
<b>Local Laws</b> – 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
<b>Local Laws</b> – 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	\$1340.00	0.13%	Gifts/donations

**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%	42%
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.

**October Impounded Animals**

Impound	Cat	Dog	Kitten	Puppy	Horse	Pony	Cattle	Poultry	Total
Stray Surrendered	17	17	5	3					42
Stray Secured	2	47							49
Surrendered during		3						1	4
Surrendered by Owner/Keeper	29	15		4					48
Seized									0
Straying Stock					3	2	3		8
Caught in Trap	19								19
Wandering Dog		23							23
<b>Total</b>	<b>67</b>	<b>105</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>193</b>

**October Impounded Animals Released from Pound**

Release	Cat	Dog	Kitten	Puppy	Horse	Pony	Cattle	Poultry	Total
Released to Owner	6	50			3	2	1		62
Rescued	26	21		4					51
Stock Sold							2		2
Escaped/Stolen									0
Euth Other	17	27	5	3				1	53
Euth Blood									0
Euth Aggressive	3								0
Euth Diseased	1								1
Euth Old									0
Euth Owner Request	14	6							20
Still Held									0
Other (transferred to LSC)		1							1
<b>Total</b>	<b>67</b>	<b>105</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>193</b>

**Registered Dogs/Declared Dog Totals**

Description	New Registrations/Declared in October	To Date
Dogs Registered	581	14365
Dangerous Dogs	1	30
Menacing Dogs	0	48
Restricted Dogs	0	1

**Infringements Issued**

Description	Number of Tickets Issued in October	Total Financial Year to Date
Parking Infringements	491	1793
Animal Infringements	215	606
Local Law Infringements	4	27
Total	710	2426

**FINANCIAL MATTERS**

The Financial Matters report is outlined in Attachment 3.



**MONTHLY OPERATIONS REPORT  
FROM COMMUNITY STANDARDS AND  
COMPLIANCE UNIT FOR  
OCTOBER 2015**

**Traffic Light Report for October 2015**

**Meeting Date: 1 December 2015**

**Attachment No: 2**



## All Monthly Requests (Priority 3) Community Standards Compliance 'Traffic Light' report October 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)
			Received	Completed							
Dog Registration Enquiry	77	73	310	300	13	0	10	● 3.08	● 2.77	● 3.26	1.89
Animals (more than permitted number)	15	7	21	11	18	0	30	● 3.73	● 13.06	● 18.87	10.14
Comm Compliance Barking Letter/Visitors Advice	4	3	55	44	12	0	5	● 1.27	● 3.71	● 3.39	1.08
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	9	5	20	6	18	0	20	● 5.00	● 16.37	● 24.61	8.07
Dog Attack on Animal (Alleged) CSO	12	8	12	6	10	0	20	● 8.83	● 250.72	● 147.42	10.18
Dog Attack on Person (Bite) CSO	8	4	8	4	8	0	20	● 4.25	● 17.89	● 28.04	8.19
Heavy Vehicle Parking	2	1	4	4	1	0	10	● 1.75	● 5.56	● 5.27	3.68
Overgrown Allotments	19	7	16	5	23	0	45	● 3.20	● 18.18	● 21.59	13.24
Regulated Parking	7	7	20	16	4	0	10	● 3.69	● 3.83	● 4.56	3.30
Dust Complaint	0	0	2	2	0	0	10	● 2.50	● 5.00	● 4.13	4.13
Litter/Illegal Dumping	1	1	15	11	4	0	20	● 2.82	● 5.72	● 7.37	4.82
Noise Complaint	0	0	6	4	2	0	10	● 3.50	● 3.15	● 6.25	3.52
Barking Dog Complaint - Stage 1	6	6	44	30	12	0	3	● 1.90	● 3.68	● 2.95	0.71
Barking Dog Complaint - Stage 2 LLEO Use Only	13	10	3	1	5	0	30	● 9.00	● 17.29	● 22.82	13.44
Vector Misting	0	0	0	0	0	0	7	● 0.00	● 1.00	● 0.51	0.51
Nuisance Vehicle	8	7	24	15	10	0	10	● 3.80	● 6.91	● 7.78	4.25
Wandering Animals (dogs, cats, poultry)	23	22	100	82	19	0	10	● 0.52	● 1.00	● 1.32	0.75
Wandering Stock	15	14	30	21	10	0	10	● 1.62	● 9.10	● 7.56	2.67

**MONTHLY OPERATIONS REPORT  
FROM COMMUNITY STANDARDS AND  
COMPLIANCE UNIT FOR  
OCTOBER 2015**

**Financial Matters Report  
for October 2015**

**Meeting Date: 1 December 2015**

**Attachment No: 3**



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

As At End Of October

Report Run: 05-Nov-2015 15:55:01 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	33.3% of Year Gone
<b>COMMUNITY SERVICES</b>							
<b>HEALTH &amp; ENVIRONMENT</b>							
<u>Pest Management</u>							
Revenues	(3,000)	0	0	(438)	(438)	15%	✘
Expenses	712,240	0	973	169,385	170,359	24%	✔
Transfer / Overhead Allocation	147,400	0	0	40,520	40,520	27%	✔
<b>Total Unit: Pest Management</b>	<b>856,640</b>	<b>0</b>	<b>973</b>	<b>209,467</b>	<b>210,440</b>	<b>25%</b>	<b>✔</b>
<u>Environment Health</u>							
Revenues	(155,900)	0	0	(79,842)	(79,842)	51%	✔
Expenses	770,928	0	300	204,085	204,385	27%	✔
Transfer / Overhead Allocation	67,000	0	0	14,398	14,398	21%	✔
<b>Total Unit: Environment Health</b>	<b>682,028</b>	<b>0</b>	<b>300</b>	<b>138,640</b>	<b>138,940</b>	<b>20%</b>	<b>✔</b>
<u>Vector Management</u>							
Revenues	(2,000)	0	0	(45)	(45)	2%	✘
Expenses	506,380	0	17,240	124,778	142,017	28%	✔
Transfer / Overhead Allocation	80,000	0	0	20,435	20,435	26%	✔
<b>Total Unit: Vector Management</b>	<b>584,380</b>	<b>0</b>	<b>17,240</b>	<b>145,167</b>	<b>162,407</b>	<b>28%</b>	<b>✔</b>
<u>Local Laws</u>							
Revenues	(1,131,000)	0	18,182	(782,322)	(764,140)	68%	✔
Expenses	1,795,357	0	176,531	506,861	683,393	38%	✘
Transfer / Overhead Allocation	235,330	0	0	52,448	52,448	22%	✔
<b>Total Unit: Local Laws</b>	<b>899,687</b>	<b>0</b>	<b>194,713</b>	<b>(223,013)</b>	<b>(28,300)</b>	<b>-3%</b>	<b>✔</b>
<u>CS&amp;C Support</u>							
Expenses	563,678	0	8,739	180,268	189,007	34%	✘
<b>Total Unit: CS&amp;C Support</b>	<b>563,678</b>	<b>0</b>	<b>8,739</b>	<b>180,268</b>	<b>189,007</b>	<b>34%</b>	<b>✘</b>
<u>CS&amp;C Management</u>							
Expenses	204,173	0	0	61,336	61,336	30%	✔
<b>Total Unit: CS&amp;C Management</b>	<b>204,173</b>	<b>0</b>	<b>0</b>	<b>61,336</b>	<b>61,336</b>	<b>30%</b>	<b>✔</b>

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 33.3% of Year Gone
Total Section: HEALTH & ENVIRONMENT	3,790,586	0	221,966	511,865	733,830	19%	✓
Total Department: COMMUNITY SERVICES	3,790,586	0	221,966	511,865	733,830	19%	✓
<b>Grand Total:</b>	3,790,586	0	221,966	511,865	733,830	19%	✓

**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**