



HEALTH & COMPLIANCE COMMITTEE MEETING

AGENDA

2 FEBRUARY 2016

Your attendance is required at a meeting of the Health & Compliance Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 2 February 2016 commencing at 3.00pm for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be "C. R.", is positioned above the printed name of the Chief Executive Officer.

CHIEF EXECUTIVE OFFICER
27 January 2016

Next Meeting Date: 01.03.16

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.

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
	NIL	2
7	PUBLIC FORUMS/DEPUTATIONS	3
	NIL	3
8	OFFICERS' REPORTS.....	4
	NIL	4
9	STRATEGIC REPORTS	5
9.1	MONTHLY OPERATIONS REPORT COMMUNITY STANDARDS AND COMPLIANCE SECTION PERIOD ENDED DECEMBER 2015	5
10	NOTICES OF MOTION.....	19
	NIL	19
11	URGENT BUSINESS/QUESTIONS	20
12	CLOSURE OF MEETING	21

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 1 December 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 COMMUNITY STANDARDS AND COMPLIANCE SECTION PERIOD ENDED DECEMBER 2015

File No: 1464

Attachments:

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

Authorising Officer: Cheryl Haughton - Acting 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 2015 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Community Standards and Compliance Monthly Operations Report outlining November and December 2015 information be 'received'.

COMMENTARY

This report provides information about the activities of Rockhampton Regional Council's Community Standards and Compliance Section for November and December 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 DECEMBER 2015**

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

Meeting Date: 2 February 2016

Attachment No: 1

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

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

Nil

Improvements / Deterioration in Levels of Services or Cost Drivers

- Participated in Food Safety Week from 9-13th November, including a colouring in competition, Adult Quiz and stalls in Rockhampton, Gracemere and Mt Morgan. Received 260 Colouring in submissions.

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 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:

	October	Nov	Dec
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	10	0
Total Number of Incidents Reported	2	2	4
Hazard Inspections Completed	-	-	1

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	\$10 611.64	53%	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%	53%
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.

Registered Dogs/Declared Dog Totals

Description	Registrations/Declared in November	Registrations/Declared in December	To Date
Dogs Registered	585	269	14950
Dangerous Dogs	2	0	32
Menacing Dogs	0	3	48
Restricted Dogs	0	0	1

Infringements Issued

Description	Number of Tickets Issued in November	Number of Tickets Issued in December	Total Financial Year to Date
Parking Infringements	550	142	2485
Animal Infringements	242	99	947
Local Law Infringements	3	3	
Total	795	244	3465

Declared Plant Systematic Inspection Results

Between September and November 2015 Pest Management Officers conducted systematic pest plant inspections on 83 properties at Alton Downs. The following are the results of these inspections.

Declared and Non-Declared Pest Plants	Identified Number of Properties
Chinee Apple	68
Rubber Vine	43
Harrisia Cactus	32
Mimosa	7
Lantana	7
Leucaena (non-declared)	4
Prickly Pear	8
Mother of millions	2
Asparagus Fern	3
Castor oil (non-declared)	1
Hymenachne	1

FINANCIAL MATTERS

The Financial Matters report is outlined in Attachment 3.

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

Traffic Light Report for November 2015

Meeting Date: 2 February 2016

Attachment No: 2



All Monthly Requests (Priority 3) Community Standards Compliance 'Traffic Light' report November 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	13	10	217	178	19	0	10	● 2.42	● 2.69	● 3.17	1.93
Animals (more than permitted number)	17	7	22	14	18	0	30	● 5.21	● 12.07	● 17.16	9.13
Comm Compliance Barking Letter/Visitors Advice	12	11	78	69	10	0	5	● 1.94	● 2.90	● 3.14	1.31
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	16	14	10	4	8	0	20	● 4.75	● 14.12	● 23.18	7.97
Dog Attack on Animal (Alleged) CSO	8	4	14	3	13	0	20	● 5.00	● 267.23	● 143.12	9.20
Dog Attack on Person (Bite) CSO	6	5	7	0	6	0	20	● 0.00	● 17.38	● 28.41	8.07
Heavy Vehicle Parking	1	1	3	3	0	0	10	● 1.67	● 6.90	● 6.37	3.54
Overgrown Allotments	23	18	23	8	20	0	45	● 2.00	● 18.23	● 22.40	13.10
Regulated Parking	3	3	25	23	1	0	10	● 3.43	● 3.62	● 4.50	3.22
Dust Complaint	0	0	0	0	0	0	10	● 0.00	● 5.00	● 4.71	4.71
Litter/Illegal Dumping	4	3	9	4	6	0	20	● 2.75	● 4.94	● 7.64	5.11
Noise Complaint	2	1	10	9	2	0	10	● 2.11	● 2.91	● 5.17	2.60
Barking Dog Complaint - Stage 1	13	11	46	35	10	0	3	● 1.89	● 2.98	● 3.07	0.68
Barking Dog Complaint - Stage 2 LLEO Use Only	6	5	5	3	3	0	30	● 1.00	● 18.97	● 22.34	12.91
Vector Misting	0	0	2	2	0	0	7	● 0.50	● 0.80	● 0.51	0.51
Nuisance Vehicle	7	6	23	18	6	0	10	● 2.89	● 5.40	● 7.10	4.21
Wandering Animals (dogs, cats, poultry)	19	19	88	74	14	0	10	● 0.30	● 0.84	● 1.28	0.70
Wandering Stock	10	9	36	32	5	0	10	● 1.56	● 8.46	● 7.36	2.53

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

Traffic Light Report for December 2015

Meeting Date: 2 February 2016

Attachment No: 3



All Monthly Requests (Priority 3) Community Standards Compliance 'Traffic Light' report December 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) Q2
			Received	Completed								
Dog Registration Enquiry	16	10	123	110	7	0	10	● 1.67	● 2.69	● 3.00	1.86	● 2.63
Animals (more than permitted number)	19	15	20	16	8	0	30	● 4.94	● 11.73	● 18.14	9.14	● 9.00
Comm Compliance Barking Letter/Visitors Advice	10	9	41	39	2	0	5	● 2.00	● 2.56	● 2.98	1.35	● 2.22
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	8	5	19	10	12	0	20	● 9.40	● 13.74	● 21.78	8.60	● 10.65
Dog Attack on Animal (Alleged) CSO	13	8	8	2	11	0	20	● 7.50	● 289.88	● 145.56	10.05	● 11.44
Dog Attack on Person (Bite) CSO	3	2	8	5	4	0	20	● 4.40	● 14.26	● 26.91	8.02	● 7.42
Heavy Vehicle Parking	0	0	2	2	0	0	10	● 1.50	● 7.15	● 6.48	3.62	● 1.67
Overgrown Allotments	19	11	29	12	25	0	45	● 4.33	● 16.94	● 21.46	13.08	● 11.66
Regulated Parking	1	1	11	9	2	0	10	● 1.89	● 3.68	● 4.56	3.31	● 3.55
Dust Complaint	0	0	1	1	0	0	10	● 4.00	● 3.80	● 4.63	4.63	● 3.00
Litter/Illegal Dumping	3	1	10	9	3	0	20	● 1.78	● 4.65	● 6.51	5.35	● 4.82
Noise Complaint	2	2	3	3	0	0	10	● 0.67	● 3.78	● 5.55	2.19	● 3.95
Barking Dog Complaint - Stage 1	10	8	38	32	5	0	3	● 1.97	● 2.89	● 3.14	0.75	● 2.94
Barking Dog Complaint - Stage 2 LLEO Use Only	3	2	1	0	2	0	30	● 0.00	● 16.34	● 21.99	13.24	● 6.57
Vector Misting	0	0	4	3	1	1	7	● 0.67	● 0.75	● 0.53	0.63	● 0.60
Nuisance Vehicle	5	5	23	18	5	0	10	● 3.89	● 5.71	● 7.21	4.29	● 4.46
Wandering Animals (dogs, cats, poultry)	14	14	75	62	11	0	10	● 0.48	● 0.75	● 1.23	0.71	● 0.60
Wandering Stock	4	4	32	26	6	0	10	● 2.38	● 7.12	● 7.29	2.64	● 3.43

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

**Financial Matters Report for
November and December 2015**

Meeting Date: 2 February 2016

Attachment No: 4



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

As At End Of November

Report Run: 11-Jan-2016 12:20:02 Excludes Nat Accts: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	41.7% of Year Gone
COMMUNITY SERVICES							
HEALTH & ENVIRONMENT							
<u>Pest Management</u>							
Revenues	(3,000)	(3,000)	0	(682)	(682)	23% *	
Expenses	712,240	712,240	1,595	207,879	209,474	29% ✓	
Transfer / Overhead Allocation	147,400	147,400	0	47,857	47,857	32% ✓	
Total Unit: Pest Management	856,640	856,640	1,595	255,053	256,649	30% ✓	
<u>Environment Health</u>							
Revenues	(155,900)	(155,900)	0	(92,715)	(92,715)	59% ✓	
Expenses	770,928	770,928	100	244,541	244,641	32% ✓	
Transfer / Overhead Allocation	67,000	67,000	0	18,656	18,656	28% ✓	
Total Unit: Environment Health	682,028	682,028	100	170,482	170,582	25% ✓	
<u>Vector Management</u>							
Revenues	(2,000)	(2,000)	0	(45)	(45)	2% *	
Expenses	506,380	506,380	17,205	151,501	168,705	33% ✓	
Transfer / Overhead Allocation	80,000	80,000	0	25,215	25,215	32% ✓	
Total Unit: Vector Management	584,380	584,380	17,205	176,670	193,875	33% ✓	
<u>Local Laws</u>							
Revenues	(1,131,000)	(1,131,000)	0	(896,832)	(896,832)	79% ✓	
Expenses	1,795,357	1,795,357	161,676	653,239	814,915	45% *	
Transfer / Overhead Allocation	235,330	235,330	0	68,985	68,985	29% ✓	
Total Unit: Local Laws	899,687	899,687	161,676	(174,608)	(12,932)	-1% ✓	
<u>CS&C Support</u>							
Expenses	563,678	563,678	6,620	220,687	227,306	40% ✓	
Total Unit: CS&C Support	563,678	563,678	6,620	220,687	227,306	40% ✓	
<u>CS&C Management</u>							
Expenses	204,173	204,173	0	73,769	73,769	36% ✓	
Total Unit: CS&C Management	204,173	204,173	0	73,769	73,769	36% ✓	
Total Section: HEALTH & ENVIRONMENT	3,790,586	3,790,586	187,196	722,054	909,250	24% ✓	
Total Department: COMMUNITY SERVICES	3,790,586	3,790,586	187,196	722,054	909,250	24% ✓	
Grand Total:	3,790,586	3,790,586	187,196	722,054	909,250	24% ✓	



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

As At End Of December

Report Run: 11-Jan-2016 12:21:21 Excludes Nat Accts: 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><u>Pest Management</u></i>							
Revenues	(3,000)	(3,000)	0	(802)	(802)	27% *	
Expenses	712,240	712,240	1,833	263,938	265,772	37% ✓	
Transfer / Overhead Allocation	147,400	147,400	0	57,076	57,076	39% ✓	
Total Unit: Pest Management	856,640	856,640	1,833	320,212	322,045	38% ✓	
<i><u>Environment Health</u></i>							
Revenues	(155,900)	(155,900)	0	(98,144)	(98,144)	63% ✓	
Expenses	770,928	770,928	32	289,688	289,720	38% ✓	
Transfer / Overhead Allocation	67,000	67,000	0	20,569	20,569	31% ✓	
Total Unit: Environment Health	682,028	682,028	32	212,114	212,145	31% ✓	
<i><u>Vector Management</u></i>							
Revenues	(2,000)	(2,000)	0	(45)	(45)	2% *	
Expenses	506,380	506,380	16,911	171,109	188,020	37% ✓	
Transfer / Overhead Allocation	80,000	80,000	0	29,672	29,672	37% ✓	
Total Unit: Vector Management	584,380	584,380	16,911	200,735	217,646	37% ✓	
<i><u>Local Laws</u></i>							
Revenues	(1,131,000)	(1,131,000)	0	(964,638)	(964,638)	85% ✓	
Expenses	1,795,357	1,795,357	184,915	818,761	1,003,676	56% *	
Transfer / Overhead Allocation	235,330	235,330	0	89,556	89,556	38% ✓	
Total Unit: Local Laws	899,687	899,687	184,915	(56,321)	128,594	14% ✓	
<i><u>CS&C Support</u></i>							
Expenses	563,678	563,678	7,755	271,611	279,366	50% ✓	
Total Unit: CS&C Support	563,678	563,678	7,755	271,611	279,366	50% ✓	
<i><u>CS&C Management</u></i>							
Expenses	204,173	204,173	0	89,662	89,662	44% ✓	
Total Unit: CS&C Management	204,173	204,173	0	89,662	89,662	44% ✓	
Total Section: HEALTH & ENVIRONMENT	3,790,586	3,790,586	211,447	1,038,013	1,249,459	33% ✓	
Total Department: COMMUNITY SERVICES	3,790,586	3,790,586	211,447	1,038,013	1,249,459	33% ✓	
Grand Total:	3,790,586	3,790,586	211,447	1,038,013	1,249,459	33% ✓	

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