



# **PLANNING AND REGULATORY COMMITTEE MEETING**

## **AGENDA**

**5 JULY 2016**

*Your attendance is required at a meeting of the Planning and Regulatory Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 5 July 2016 commencing at 9.00am for transaction of the enclosed business.*

A handwritten signature in black ink, appearing to be the initials "C R" followed by a long horizontal stroke.

**CHIEF EXECUTIVE OFFICER**  
28 June 2016

Next Meeting Date: 19.07.16

**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 C R Rutherford  
Councillor M D Wickerson

In Attendance:

Mr E Pardon – Chief Executive Officer (Executive Officer)

**3 APOLOGIES AND LEAVE OF ABSENCE**

**4 CONFIRMATION OF MINUTES**

Minutes of the Planning and Regulatory Committee held 21 June 2016

**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 FROM COMMUNITY STANDARDS AND COMPLIANCE UNIT FOR MAY 2016

**File No:** 1464

**Attachments:**

1. Monthly Operations Report from Community Standards and Compliance Unit for May 2016
2. Traffic Light Report for May 2016
3. Financial Matters Report for May 2016

**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 May 2016 is presented for Councillor's information.*

#### **OFFICER'S RECOMMENDATION**

THAT the Community Standards and Compliance Monthly Operations Report for May 2016 be 'received'.

#### **COMMENTARY**

This report provides information about the activities of Rockhampton Regional Council's Community Standards and Compliance Section for the month of May 2016.

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 MAY 2016**

**Monthly Operations Report from  
Community Standards and Compliance  
Unit for May 2016**

**Meeting Date: 5 July 2016**

**Attachment No: 1**

**MONTHLY OPERATIONS REPORT**  
**COMMUNITY STANDARDS AND COMPLIANCE UNIT**  
**Period Ended May 2016**

**VARIATIONS, ISSUES AND INNOVATIONS*****Innovations****Nil****Improvements / Deterioration in Levels of Services or Cost Drivers***

E&amp;PH Unit activities for May include:

- Conducted education sessions to non profit organisations who were participating in the "Taste of the World" event .
- Conducted inspections of all food businesses at "Taste of the World".

**LINKAGES TO OPERATIONAL PLAN****1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS**

The response times for completing the predominant customer requests in the reporting period up to and including May 2016 are outlined in Attachment 2.

***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:

	March	April	May
<b>Number of Lost Time Injuries</b>	0	0	0
<b>Number of Days Lost Due to Injury</b>	0	0	0
<b>Total Number of Incidents Reported</b>	4	3	1
<b>Hazard Inspections Completed</b>	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
<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

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed
<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%
<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%

**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%	Not completed
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
<b>Issue of Dog Registration Renewals</b>	\$21 000.00	\$13495.29	64.26%	Renewals and reminders issued
<b>Micro Chipping Days</b>	\$15 000.00	\$1340.00	8.93%	Minor equip

## **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%	92%
Annual inspection of licensed businesses that provide higher risk personal appearance services undertaken	100%	67%
Annual inspection of devolved licensed environmentally relevant activities undertaken	100%	69%

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 March	Registrations April	Registrations May	Current total
Dogs Registered	207	179	215	15996
Dangerous Dogs	1	0	1	29
Menacing Dogs	0	1	0	48
Restricted Dog	0	0	0	1

### ***Infringements Issued***

Description	March	April	May	Financial YTD
Parking Infringements	568	423	672	4967
Animal Infringements	59	91	116	1788
Local Law Infringements	13	17	11	90
Total	640	531	799	6845

## **FINANCIAL MATTERS**

The Financial Matters report is outlined in Attachment 3.

**MONTHLY OPERATIONS REPORT  
FROM COMMUNITY STANDARDS AND  
COMPLIANCE UNIT FOR MAY 2016**

**Traffic Light Report for May 2016**

**Meeting Date: 5 July 2016**

**Attachment No: 2**



## All Monthly Requests (Priority 3) Community Standards Compliance 'Traffic Light' report May 2016

	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	11	8	139	114	28	0	10	● 2.01	● 4.94	● 3.56	2.36
Animals (more than permitted number)	5	3	16	13	5	0	30	● 3.54	● 9.56	● 12.57	7.47
Comm Compliance Barking Letter/Visitors Advice	0	0	4	4	0	0	5	● 1.50	● 2.32	● 2.78	1.40
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	14	13	5	2	4	0	20	● 5.00	● 22.61	● 23.55	8.78
Dog Attack on Animal (Alleged) CSO	9	4	11	4	12	0	20	● 3.50	● 20.66	● 153.56	8.59
Dog Attack on Person (Bite) CSO	6	5	8	3	6	0	20	● 5.00	● 20.34	● 17.97	6.55
Heavy Vehicle Parking	1	1	0	0	0	0	10	● 0.00	● 4.84	● 6.10	3.00
Overgrown Allotments	64	41	33	22	34	0	45	● 6.41	● 12.29	● 14.22	12.44
Regulated Parking	5	4	37	32	6	0	10	● 3.53	● 4.78	● 4.17	3.04
Dust Complaint	0	0	2	2	0	0	10	● 3.50	● 6.83	● 6.00	4.60
Litter/Illegal Dumping	2	2	10	6	4	0	20	● 3.83	● 6.39	● 6.91	5.86
Noise Complaint	3	2	4	4	1	0	10	● 2.00	● 5.60	● 4.90	2.23
Barking Dog Complaint - Stage 1	14	11	90	84	8	0	3	● 1.96	● 2.77	● 3.01	0.69
Barking Dog Complaint - Stage 2 LLEO Use Only	4	4	9	6	3	0	30	● 5.50	● 16.26	● 18.83	11.58
Vector Misting	2	1	6	6	1	0	7	● 1.33	● 1.08	● 1.05	1.26
Nuisance Vehicle	14	11	31	22	12	0	10	● 4.23	● 5.82	● 5.88	3.68
Wandering Animals (dogs, cats, poultry)	22	20	96	78	20	0	10	● 0.71	● 1.05	● 0.95	0.64
Wandering Stock	4	3	19	13	7	0	10	● 2.46	● 4.53	● 6.86	2.19

**MONTHLY OPERATIONS REPORT  
FROM COMMUNITY STANDARDS AND  
COMPLIANCE UNIT FOR MAY 2016**

**Financial Matters Report for May 2016**

**Meeting Date: 5 July 2016**

**Attachment No: 3**



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

As At End Of May

Report Run: 06-Jun-2016 15:45:08 Excludes Nat Accts: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	91.7% of Year Gone
<b>COMMUNITY SERVICES</b>							
<b>HEALTH &amp; ENVIRONMENT</b>							
<u>Pest Management</u>							
Revenues	(3,000)	(2,000)	0	(1,701)	(1,701)	85%	✘
Expenses	712,240	675,440	7,513	490,372	497,885	74%	✔
Transfer / Overhead Allocation	147,400	147,200	0	110,474	110,474	75%	✔
<b>Total Unit: Pest Management</b>	<b>856,640</b>	<b>820,640</b>	<b>7,513</b>	<b>599,145</b>	<b>606,658</b>	<b>74%</b>	<b>✔</b>
<u>Environment Health</u>							
Revenues	(155,900)	(156,050)	0	(130,211)	(130,211)	83%	✘
Expenses	770,928	713,829	300	491,412	491,712	69%	✔
Transfer / Overhead Allocation	67,000	67,200	0	32,662	32,662	49%	✔
<b>Total Unit: Environment Health</b>	<b>682,028</b>	<b>624,979</b>	<b>300</b>	<b>393,863</b>	<b>394,163</b>	<b>63%</b>	<b>✔</b>
<u>Vector Management</u>							
Revenues	(2,000)	(57,100)	0	(35,010)	(35,010)	61%	✘
Expenses	506,380	488,380	4,639	356,176	360,815	74%	✔
Transfer / Overhead Allocation	80,000	82,050	0	60,716	60,716	74%	✔
<b>Total Unit: Vector Management</b>	<b>584,380</b>	<b>513,330</b>	<b>4,639</b>	<b>381,882</b>	<b>386,521</b>	<b>75%</b>	<b>✔</b>
<u>Local Laws</u>							
Revenues	(1,131,000)	(1,288,000)	0	(1,301,408)	(1,301,408)	101%	✔
Expenses	1,795,357	2,031,800	187,206	1,570,435	1,757,641	87%	✔
Transfer / Overhead Allocation	235,330	245,130	0	169,665	169,665	69%	✔
<b>Total Unit: Local Laws</b>	<b>899,687</b>	<b>988,930</b>	<b>187,206</b>	<b>438,692</b>	<b>625,898</b>	<b>63%</b>	<b>✔</b>
<u>CS&amp;C Support</u>							
Expenses	563,678	649,560	7,656	482,493	490,149	75%	✔
Transfer / Overhead Allocation	0	0	0	15	15	0%	✘
<b>Total Unit: CS&amp;C Support</b>	<b>563,678</b>	<b>649,560</b>	<b>7,656</b>	<b>482,508</b>	<b>490,164</b>	<b>75%</b>	<b>✔</b>
<u>CS&amp;C Management</u>							



	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	91.7% of Year Gone
Expenses	204,173	199,673	0	165,703	165,703	83%	✓
<b>Total Unit: CS&amp;C Management</b>	<b>204,173</b>	<b>199,673</b>	<b>0</b>	<b>165,703</b>	<b>165,703</b>	<b>83%</b>	<b>✓</b>
<b>Total Section: HEALTH &amp; ENVIRONMENT</b>	<b>3,790,586</b>	<b>3,797,112</b>	<b>207,314</b>	<b>2,461,793</b>	<b>2,669,107</b>	<b>70%</b>	<b>✓</b>
<b>Grand Total:</b>	<b>3,790,586</b>	<b>3,797,112</b>	<b>207,314</b>	<b>2,461,793</b>	<b>2,669,107</b>	<b>70%</b>	<b>✓</b>

**9 NOTICES OF MOTION**

Nil

## **10 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.*

**11 CLOSURE OF MEETING**