

SUBJECT: BLACKHEATH COMMUNITY GARDENS

FILE NO: F03180

Question by Councillor O’Grady (29/01/2008)

1. *How many formal meetings have there been between BANC and Council Staff during the process of establishing the current status of the garden?*

Question by Councillor Myles (29/01/2008)

2. *Can the number of emails and telephone conversations of both Staff and Councillors be included in the answer to the above?*

Questions by Councillor O’Grady (29/01/2008)

3. *Can the minutes of the meeting be circulated to Councillor O’Grady?*
4. *Can there be an estimate provided of the cost to undertake the investigation?*

Response by Acting Group Manager Community and Corporate Questions 1 and 2

The following table lists the communication with Blackheath Area Neighbourhood Centre (BANC), since the Development Application was submitted for the renewal of the Garden’s license.

Date	Form of Communication with BANC Representatives
3 rd April 2007	Letter from Senior Town Planner
7 th June 2007	Formal meeting with Senior Town Planner, Team Leader Recreation
13 th June 2007	Letter from Senior Town Planner
25 th July 2007	Letter from Senior Town Planner
6 th August 2007	Formal meeting with Senior Town Planner, Executive Principal Planner
7 th August 2007	Email from Senior Town Planner
16 th Nov. 2007	Email from Team Leader Recreation
11 th Jan 2008	On-site meeting with relevant staff and Councillors. (Councillors Hamilton and Frappell in attendance).
16 th Jan 2008	Email with Team Leader Recreation

In addition to the formal correspondence and meetings above, approximately five informal meetings / conversations (not minuted) have occurred with BANC representatives, involving the following Council staff; Manager Corporate Planning, Program Leader Community Outcomes, Team Leader Recreation and the Senior Town Planner. Approximately six phone calls with the Senior Town Planner have also occurred.

Response to Question 3

It is unclear which meeting is referred to. It is assumed that the minutes of the two formal meetings listed in the above table are sought. The 7 June 2007 meeting was summarised into an email letter which will be forwarded separately to the ward Councillors. The letter;

- Outlined Council concerns with the gardens;
- Recommended that the DA be withdrawn and re-submitted with Crown Lands consent, and
- Advised that the group look for other sites.

The meeting of 6 August 2007 was to provide BANC with a background to the assessment process and give an update on the status of the DA. A copy of the file note on this meeting will be forwarded to the ward Councillors.

Response to Question 4

The investigation of alternative sites has, to date, required approximately 56 hours of staff and Councillor time, as shown in the table below:

Officers	Estimated Hours	Activity
Recreation Team members	12	Visiting potential sites in and around Blackheath
Recreation Team leader	12	Escorting Department of Lands Representative and (separately) Councillor to various sites, follow up emails. Seeking planning advice, researching options, report writing
General Manager, Manager, Assets & Contract Management, Program Leader, Recreation Team leader	16	Site visits, community liaison, procedural advice
Councillors	10	Multiple site visits, community liaison
Senior Town Planners, Executive Principal Planner, Manager Planning Health & Enforcement	5	Provision of planning advice on alternative sites
Bushland Management Officer	1	Providing background information on one alternative site

No resources other than staff time have been expended to date. The next steps for this project includes additional liaison, site visits, working parties and another Council report. It is anticipated that all the above staff may be required again for similar or greater amounts of time.

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SUBJECT: NO 32 WASCOE STREET GLENBROOK

FILE NO: X05/1109

Question by Councillor Frappell (29/1/08)

Can Councillors be briefed on this type of process from the Land and Environment Court?

Response

A briefing on the Land & Environment Court process with regards to the above Development Application will be given to Councillors at the Development Application Briefing Session scheduled for 26 February 2008.

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**SUBJECT: CUSTOMER SERVICE REQUEST CATEGORIES AND
TARGET RESPONSE TIMES FOR CUSTOMER SERVICE
REQUESTS**

FILE NO: F00086

Question by Councillor O’Grady (20/11/07):

“Could the Council receive a report on the breakdown of request categories and target response times for Customer Service Requests (CSRs)?”

Response

The Council uses a computer based customer service system for recording all CSRs into the organisation from the community. Each customer request type has an associated service target. The expectation is that service targets will be met in a minimum of 85% of cases.

As a matter of routine, Customers receive a response advising of their CSR reference number and the expected completion time. Where it is expected that the advised service target will not be met, the customer is notified and provided with a revised estimated completion time. The categories within this system include all of the items within the following table:

Table 1 – CSR Categories

Request Type Description	Service Target in Working Days
Resident request for Echo Point Parking Voucher EP	10
Report an abandoned vehicle	15
Report an untidy/unhealthy/overgrown premise	45
Report pollution on or from private property	10
Abandoned Vehicles	15
Animals	15
Dog Off-leash Areas	10
Dog Attack/Bite/Vicious	0.5
Dog Barking	10
Dog Roaming	1
Dogs - Request Pickup	1
Animal Attacks NOT DOGS	1
Animal Issues NOT DOGS	15
Animal Noise Issues NOT DOGS	10
Animal Stray NOT DOGS	1
Other noise issues	45
Cemeteries Information	10
Council Process	15
Council Policy	15
Correspondence Enquiry	15
Development Application	15
Ministerial enquiries	15

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Request Type Description	Service Target in Working Days
Member of Parliament	15
Business Papers	15
Councillor Enquiry Info General	15
Council Resolutions	60
Council Meeting Outcomes	15
Notice of Motion	60
Questions Without Notice	15
Questions With Notice	60
Matters of Urgency	20
Employees & Agents	15
Fees & Charges	15
Goods Provided by Council	15
Policy & Procedure	15
Quality & Range of Service	15
Delegations	15
Environmental Issues	15
Pollution-Air-Incidents/Issues	15
Pollution-Noise-Incidents/Issues	15
Pollution-Water-Incidents/Issues	1
Spillage (oil etc), roads	0.5
On Site Sewerage Management	15
Sediment & Erosion Issues - Construction Related	2
Stormwater	45
ePathway - Application Lodgement	1
ePathway - New User Request	1
ePathway - Change User Details Request	1
ePathway - Error	1
All FDC enquiries	15
Freedom of Information	21
Request for Information	15
Illegal/Unhealthy Premises	15
Use/Build without consent	45
Untidy/Unhealthy Premises	45
Non Compliance with Consent (Council as PCA)	15
Non compliance with Consent-Private PCA, DA only	15
Public Safety - bldg fire/collapse/fire safety	1
Food Related	5
Swimming Pools Fencing & Water Quality	5
Illegal activities in public places	2
Leisure Centres - All Enquiries	15
Legal	15
All Library enquiries	15
Parking Meters	15
Professional Indemnity	15
Public Liability	15
Motor Vehicle Claims	15

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Request Type Description	Service Target in Working Days
Other Insurance	15
Council Assets	0.5 -120

An Asset related CSR will automatically be logged in a secondary system for scheduling the works. The following information outlines how works on assets are prioritised and determines the relevant 0.5-120 day timeframe for works to be completed.

Emergency Situations

Emergency situations are hazards that are likely to cause injury or damage. CSRs that are emergency situations have a response time of less than 1 day. Examples of emergency situations are exposed wires, sewerage overflowing, needles or syringes in public places, roads blocked and trees down.

Road Priority Ranking

Road priority ranking is based traffic volumes, risk and public visibility. The basis for setting the road priorities is included in the table below. The priority, request type and associated service target are programmed into the works request management system and the resolution of requests is monitored against the service target.

Road	Description
Priority 1 (high)	Link roads - Roads linking two or more townships, also an alternative route to Highway; Pavement width is a minimum of 7.0 metres; or Roads in Town Centres - Local Roads within the township with Business/shops on both sides of the street and high traffic volume.
Priority 2	Primary local roads (Collector) – Traffic Volume 1000 to 4500 vehicles per day; Primary access roads connecting residential streets; Pavement width is a minimum of 7.0 metres. * Road width may vary along bus routes and school frontage and other traffic generating areas
Priority 3 (low)	Secondary Local Road – traffic volume is less than 1000 vehicles per day; access roads to properties; pavement width is a minimum of 4.5 metres. Residential Roads - traffic volume is less than 150; No through roads, service roads; Pavement width is between 3.5 and 4.5 metres.

Park Priority Ranking

Parks are prioritised by their usage.

Park	Park Description
Priority 1 (high)	District Park
Priority 2	Township Parks (although some may be priority 1 or 3)
Priority 3 (low)	Local Park

RESPONSE TO QUESTIONS WITHOUT NOTICE Ordinary Meeting, 19.02.08

Customer service requests can be logged at our Customer Service Centres, through our Call Centre, via the Council's website or in writing.

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