

# **Health and Amenity Plan 2016 - 2017**

## **END OF YEAR PROGRESS REPORT**

**30 June 2017**

Ipswich City Council introduced its first ever Health and Amenity Plan (The Plan) in 2016. The Plan is designed to provide everyone living, working and visiting Ipswich with an understanding of Council's approach to the compliance activities for which it is responsible.

For the 2016-2017 year, the Plan consisted of six core priorities with a range of actions to be delivered over the twelve months. The activities were identified by the Ipswich community as compliance matters that require a stronger focus and higher priority to Council. Knowledge about these problems and their associated risks were established by collecting and analysing data from a range of information sources including:

- direct feedback from the community
- complaints received by Council
- results from compliance monitoring and
- trends in non-compliance areas.

The six core priorities are:

1	<b>CUSTOMER CENTRIC</b> Improved information & processes
2	<b>ANIMAL MANAGEMENT</b> Barking dogs Roaming dogs Roaming cats Dog control in public and on private property
3	<b>PARKING</b> Safer School Parking Program Parking on footpaths
4	<b>ENVIRONMENTAL PROTECTION &amp; AMENITY MATTERS</b> Sediment & erosion controls Illegal dumping Overgrown yards Hoarding & squalor issues
5	<b>PUBLIC LAND MANAGEMENT</b> Use of public land (parks, Conservation estates, and malls)
6	<b>PEST MANAGEMENT</b> Noxious weeds Rabbits and wild dogs

The Health, Security and Regulatory Services Department (HSRS) within Council is responsible for compliance activities. The plan has been actioned and managed by HSRS through detailed project plans and funded activities to assist in delivering the compliance strategies and target levels listed in the Plan.

The key deliverables of the Health and Amenity Plan are now listed in this end of year report. It is envisioned that the majority of priorities in the 2016-2017 Plan will appear in the 2017-2018 Plan, however the majority of actions will be different as other compliance strategies are introduced.

# Highlights of the key deliverables

Based on the Plan's compliance strategies and target levels identified the following are the key highlights of what has been delivered in 2016-2017:



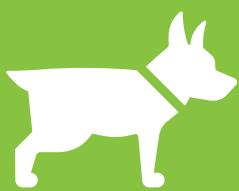
6 HAP Hubs delivered in Ipswich to seek face-to-face feedback on where Council should focus its efforts and resources when it comes to compliance.



Minor reduction in resolution times for barking dog complaints (2 days less)



Significant reduction in dog fencing complaints in 2016-2017 compared to previous year (more than 200 less complaints).



Minor reduction in roaming dog complaints received in 2016-2017 compared to previous year (50 less complaints).



There are 3,500 more dogs on Council's registration system that are listed as microchipped in 2016-2017 compared to the previous year.



Council developed a partnership with Bunnings Warehouse and the RSPCA to deliver workshops in Bunnings stores aimed at showing cat and dog owners how they can create low cost solutions for containing their cats and dogs to their yards.



There were 30% fewer dog attacks reported to Council in 2016-2017 compared to the previous year.



Minor reduction in complaints received about parking at Schools during pick up and drop off periods.



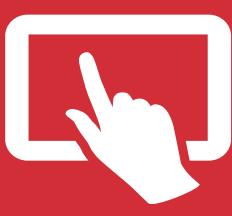
Parking on footpath complaints have increased by 255 complaints in 2016-2017 compared to previous years. The HAP Hubs confirmed that this is an issue for residents and will be explored further in other compliance strategies for the 2017-2018 Health and Amenity Plan.



Illegal dumping on footpaths has decreased by nearly 50 complaints in 2016-2017 compared to the previous year.



Education and advice on erosion and sediment control issues provided via various workshops, builder field days, Healthy Waterway events and forums.



Council introduced a new pre-lodgement process via MyIpswich to assist potential event organisers where the events are expected to have more than 2,000 people attend.

The full Plan with key deliverables is listed on the following pages.

# PRIORITY 1: CUSTOMER CENTRIC

Customer centric means looking at all information Council (HSRS) provides, whether online or in hard copy from the point of view of the customer. We will focus on ensuring the customer can perform the most important task easily.

Council provides an extremely wide and diverse range of services to communities every day. There is a need for simplified, de-cluttered Council websites that make it easy for customers to complete their electronic journey quickly and easily. Communities are accessing government services online with increasing frequency, not only because they are on the move but also because more people are engaging with the internet.



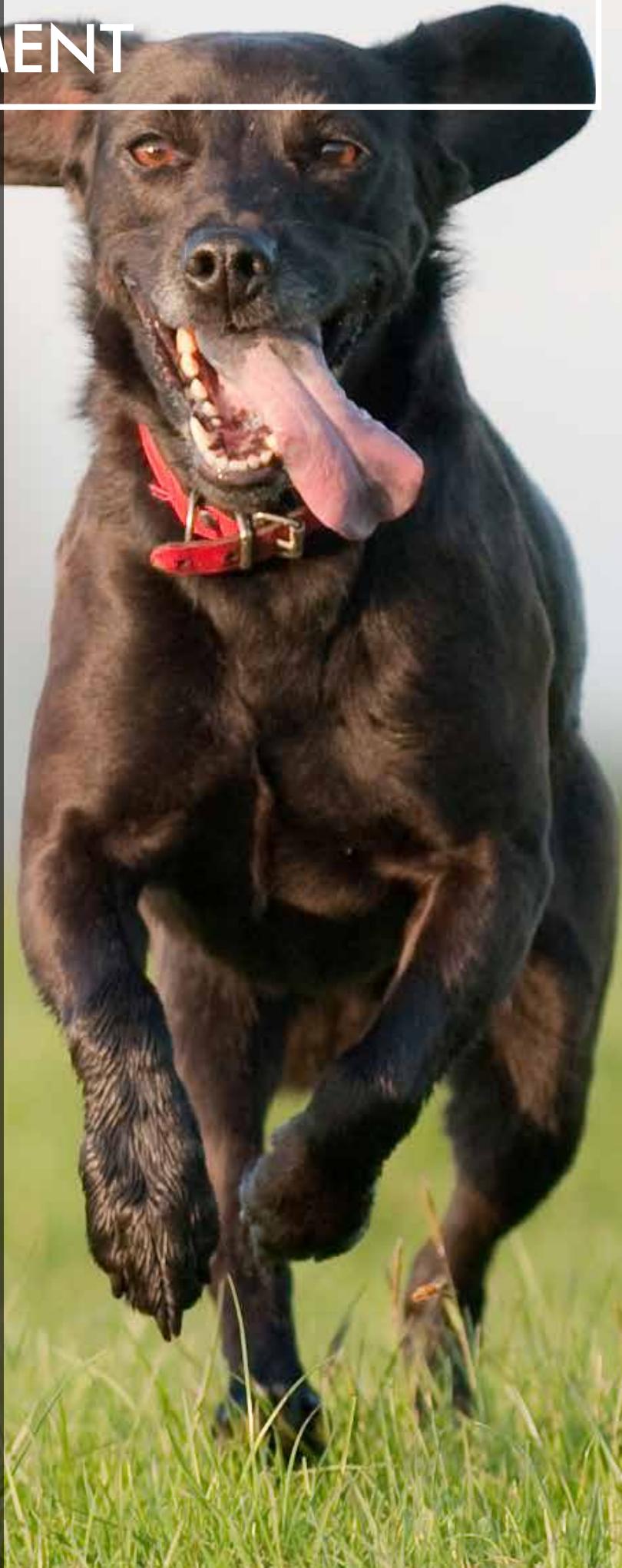
## ACTION: Improved information and engagement with the community

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
<p>Community feedback is that information online is too hard to find or is incomplete.</p> <p>Lack of understanding of what Council is responsible for.</p>	<p>Ensure we have a responsive website that provides good user experiences across all devices (smart phone, tablet, desktop) for compliance matters.</p> <p>Regular use of analytics tools to assess online efforts to deliver better community services.</p> <p>Reviewing Council publications in order to enhance access to Council information and services.</p> <p>Conduct more community education activities to improve awareness about Council's role, responsibilities, policies and services.</p> <p>Offering extra and different opportunities for community engagement so that our decisions and other outcomes better meet community and customer needs.</p> <p>Providing quality customer service training for all staff and an ongoing program of continuing skills development and education about Council products and services.</p> <p>Focusing staff reward and recognition programs on community and customer satisfaction measures.</p>	<p>Reduced need to produce paper leaflets or newsletters.</p> <p>Increase in the efficient use of officer's time.</p> <p>Increased understanding of how the community accesses Council information and what topics get the most 'hits' to assist with future priority identification.</p> <p>Reduction in calls that are directed to another agency as it is not a Council managed issue.</p>	<p>HSRS reviews the need to produce collateral in print on a case-by-case basis. Where possible all information is made electronically available on Council's website and can be printed by the public as required and needed. HSRS has reduced how much it prints through this process.</p> <p>A significant review of compliance information on Councils website has been undertaken. Improvements will go live early in 2017-2018.</p> <p>A significant review of compliance procedures and related customer scripting has been reviewed and updated.</p> <p>HSRS has increased its engagement opportunities by providing more events and programs for the public to engage. In particular we have introduced HAP Hubs to help inform the development of the 2017-2018 Health and Amenity Plan. Six hubs were held across April, May and June 2017 with over 450 votes counted as to where people think our efforts and resources should be focussed when it comes to compliance matters.</p> <p>Increase in engagement opportunities for Council.</p>

## PRIORITY 2: PET MANAGEMENT

Pet nuisances rank highly in terms of the number of complaints that Council receives annually from the community, with the majority focussed on dogs. Considering the population growth the Ipswich City Council region will experience in the years ahead, the cat and dog population is expected to grow alongside of it. The combined cat and dog population is approximately one third of what the human population of Ipswich is.

Excessive barking, roaming cats and dogs and how dogs are controlled in public are all high volume complaint areas for Council to investigate and manage. Having effective control of a dog in public, including designated off leash areas, can mean less dog attacks on people and animals.



## ACTION: Barking Dogs

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
<p>High numbers of complaints. Residents can find investigation processes complex and lengthy.</p>	<p>Review the barking dog complaint process including local law and policy requirements, online information, pathways for customers to provide information and examples of nuisance behaviour, and customer service scripting.</p> <p>Benchmarking best practice with other local governments to identify improvement opportunities for the community and Council.</p>	<p>Clear concise laws, procedures and customer information on how barking dog complaints are managed.</p>	<p>HSRS has reviewed its barking dog process and laws to ensure customers understand the process and obligations.</p> <p>Resolution times for barking dog complaints has been reduced by two days when comparing 2015-2016 and 2016-2017 resolution times. On average, barking dog complaints are taking 22 days to resolve.</p>

## ACTION: Roaming Dogs

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
<p>High numbers of complaints.</p> <p>Lost and found process needs to be improved to create real time reporting.</p>	<p>Review the roaming dog process including information online, customer service scripting, service provision and technology.</p> <p>Benchmarking best practice with other local governments to identify any efficiencies for the community and Council.</p>	<p>Reduction in number of roaming complaints received by Council.</p> <p>Reduction in fencing complaints.</p> <p>Increased access to real time information on lost and found dogs (and other pets) in the Ipswich area.</p> <p>Increase in number of microchipped dogs.</p>	<p>A reduction in roaming dog complaints has been realised. The reduction is minor however work in this space will continue with the 2017-2018 Health and Amenity Plan. On average Council has received 50 less complaints in 2016-2017 compared to 2015-2016. This is a reduction on average of 4-5 per month and 1 less per week.</p> <p>Dog fencing complaints have had a significant reduction with over 200 less complaints received by Council in 2016-2017 compared to 2015-2016. This represents on average 20 less dog fencing complaints received per month in 2016-2017.</p> <p>There are 3,500 more dogs that are registered with Council and identified as microchipped in 2016-2017 compared to 2015-2016. This represents an increase of 20%.</p> <p>Lost and found information is now through a single point of truth for the region, meaning owners can easily locate their lost pet or identify one they have found. The lost and found information is done via the RSPCA portal and is a live update to council's website. Impounded information is still documented and retained by Council directly.</p>

## ACTION: Roaming Cats

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
<p>High numbers of complaints.</p> <p>Anecdotal feedback is that some residents don't realise laws exist requiring cats to be contained to their yard.</p> <p>Unowned (feral) cats are an issue in some areas requiring cat traps to be set.</p>	<p>Research and investigate containment options to showcase possible solutions to cat owners.</p> <p>Research, investigate and implement desexing campaigns and compliance programs for owned and unowned cats.</p> <p>Research and investigate mandatory desexing laws for cats.</p>	<p>Reduction in number of complaints received by Council.</p> <p>Increase of desexed and microchipped cats in the community.</p> <p>Increase in promotion of desexing benefits.</p> <p>Increase in promotion of containment solutions.</p>	<p>In 2016-2017 Council received 20% less roaming cat complaints compared to 2015-2016. Requests for cat traps had a minor reduction in 2016-2017 compared to the previous year also. A total of 50 less requests were received.</p> <p>Council has partnered with two agencies to promote the benefits of desexing. The two separate campaigns provide financial assistance to support owners desex their pets.</p> <p>RSPCA Operation Wanted runs from June – August each year and provides a discount for desexing at participating vets. AWLQ offer subsidised desexing for cats while funds last and will be operational at the commencement of the 2017-2018 financial year.</p> <p>Council held three workshops in conjunction with Bunnings Warehouse on how people can easily obtain/create a low cost containment solution for their cats on their property (regardless of whether they rent or own). The workshops had on average 18 people at each session across the city.</p>

## ACTION: Dog Control in Public and on Private Property

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
<p>High numbers of complaints made about aggressive dog behaviour including situations where a dog has attacked another person or animal. This can occur in off leash parks, public areas and private property.</p>	<p>Develop a Code of Conduct for off leash parks. Explore ways to address the harassment issues of dogs frightening people from inside their properties, particularly in circumstances where a dog may be able to access the public through the fence or where the fence is not secure or effective.</p> <p>Reduce the number of dog attacks and harassment through bite avoidance education and encourage more accurate reporting of all dog attacks.</p>	<p>A Code of Conduct is implemented in all off-leash dog parks and promoted widely by Council and other stakeholders.</p>	<p>A Code of Conduct has been developed and will be implemented in the 2017-2018 financial year. The launch of the Code will be accompanied by a progressive marketing campaign to highlight why a Code is required.</p> <p>Council held three workshops in conjunction with Bunnings Warehouse on how people can easily remedy fencing on their property to ensure it is secure so their dogs can't escape. The workshops had on average 18 people at each session across the City.</p>

# PRIORITY 3: PARKING

Resident feedback and the volume of complaints indicate that parking around schools and parking on footpaths are a concern to the general community.

Due to the ever changing populations at schools, there is a need to ensure Council regularly reminds parents and motorists who travel to schools in private vehicles about the need to do so safely. The approach by Council is to first engage with the school community (generally by way of the school newsletter), educate the school community about the issues associated with parking illegally and then take enforcement action if required. Council will continue to implement proactive compliance programs at school drop off and pick up times.

Council understands that people sometimes use the nature strip because they feel it is safer than parking on a road, especially in streets that are narrow. However, the reality is that parking fully or partially on nature strips and footpaths, regardless of the intention, can be dangerous and illegal. Council have a safety and legal obligation to enforce the parking laws. Council will aim to increase people's awareness of laws and why they exist.



## ACTION: Safer School Parking

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
High volume complaints of unsafe parking at schools including near miss incidents and injuries/ accidents.	<p>Continuation of Safe School Parking Program involving schools that have high volume complaints and parking safety issues.</p> <p>Reduction in complaints made about parking at schools.</p>	<p>The Safe School Parking Program is delivered and evaluated each school term.</p>	<p>The School Safe Parking Program continued in 2016-2017 with nine schools participating in the program. A combination of on-foot and car patrols are undertaken the first week of each school term at participating schools to assist schools, parents and kids understand the dangers of illegal parking at pick up and drop off times. A range of actions occur during the week including on average 60 educational brochures and 60 move-ons occurring at each school with warnings and PIINs issued only in extreme circumstances where drivers don't take Council officers (or Police) advice to move on as they are parked illegally. Complaints about illegal school parking remain constant however a minor reduction (7 less complaints) was achieved in 2016-2017 compared to the previous year. Complaints mainly occur at the commencement of each school term. A range of resources are being developed that Schools can utilise to spread the message about safe school parking.</p>

## ACTION: Parking on Footpaths

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
<p>High volume complaints of unsafe parking on footpaths including blocked access to private properties and damage to utilities.</p> <ul style="list-style-type: none"> <li>cause major damage to public infrastructure both above and below the ground</li> <li>may prevent emergency personnel from accessing key infrastructure such as water, sewerage, gas, telecommunications and drainage pipes</li> <li>can pose increased safety risks for pedestrians as they are less visible to oncoming cars</li> <li>restrict access for wheelchair and pram users.</li> </ul>	<p>Education and promotion of the laws that exist and potential solutions. Include key messaging, for example vehicles parked on the nature strip or footpath:</p> <ul style="list-style-type: none"> <li>of what damage, inconveniences and safety issues parking on a footpath may cause.</li> </ul>	<p>Reduction in complaints for parking on a footpath.</p> <p>Increased promotion</p>	<p>Parking on footpath complaints have increased in 2016-2017 compared to the previous year with Council receiving 255 more complaints. This could be explained by the community having a further understanding of why parking on footpath needs to be enforced and less tolerant of offenders. At HAP Hubs held during April, May and June 2017, parking on footpaths was noted as an area Council needs to focus on more. This will be explored in the 2017-2018 Health and Amenity Plan.</p> <p>Council's website has been updated to provide simple, yet comprehensive messaging for residents and visitors about why parking on footpath issues are monitored and enforced.</p>

# PRIORITY 4: ENVIRONMENTAL PROTECTION AND AMENITY MATTERS

Land development and building sites have been identified as a potential major contributor of sediment to Ipswich's waterways and this is a significant concern given the current amount of construction activity due to the city's growth. If it enters our waterways, sediment (such as soil, sand, silt, mud) and litter washed from urban areas can cause both short and long term environmental problems.

The *Environmental Protection Act 1994* places a legal responsibility on all persons who cause land disturbance to minimise or prevent environmental harm. Council has a legal obligation to administer these laws and, ultimately, improve the quality of our waterways and natural environment.

Queensland's *Waste Reduction and Recycling Act 2011* provides everyone with the ability to report littering and illegal dumping associated with a motor vehicle, trailer or vessel. Every year, ratepayers' money is spent on cleaning up illegally dumped waste. Even more money is spent on fixing infrastructure and natural areas impacted by dumping. Dump sites can lower property values and also attract other illegal activities. Overgrown yards and junk accumulation issues on private property need more socialisation for the community to understand what triggers action by Council in terms of public health, amenity and overall compliance management.



## ACTION: Erosion and Sediment Controls

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
High volume complaints (seasonal) on sediment/pollutants.	Implement and monitor an Erosion and Sediment Control Compliance Program (ESCCP) targeting projects in the construction phase of development, including both large lot developments and residential home construction sites.	Increased compliance with State Legislation. Training, workshops and onsite visits undertaken and delivered to developers, contractors and builders on best practice solutions for erosion and sediment control.	<p>Council has attended and provided education and advice on erosion and sediment control issues at various workshops, builders field days, Healthy Waterways events and forums to assist developers and builders understand what their obligations are under planning conditions, legislation and laws, and exhibit best practice erosion and sediment control practices.</p> <p>Council's website has had additional content added to assist homeowners, builders and developers understand the impact of poor practice and best practice regarding erosion and sediment controls.</p> <p>Complaints received by Council have remained steady between 2015-2016 and 2016-2017 with an increase of four complaints but this may be due to a wetter year in 2016-2017 compared to 2015-2016.</p> <p>Healthy Waterways scorecard rating is improved (longer term).</p>

## ACTION: Illegal Dumping

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
<p>High volume complaints of illegal dumping across the city.</p>	<p>Research and implement new technologies for monitoring hot spots where illegal dumping occurs.</p> <p>Encourage residents to report sightings of illegal dumping activities and provide easy pathways for lodging reports.</p> <p>Encourage residents not to leave items out the front of properties unless a kerbside clean up by Council is in operation.</p>	<p>Earlier detection of hot zones where dumping is occurring due to residents being vigilant about reporting of sightings.</p>	<p>Overall, illegal dumping complaints have increased significantly with 156 more complaints received in 2016-2017 compared to the previous year. However, a subset of that [illegal dumping on a footpath] has reduced. Council received 47 less complaints this year compared to the previous year.</p>

## **ACTION: Overgrown Yards**

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
High volume complaints (seasonal). Some residents aren't sure what constitutes an overgrown yard (how long is too long), which may result in inaccurate reporting.	Provide more information on what constitutes an overgrown yard during the lodgement of complaints online. Provide more proactive information and advice on how Council manages and investigates complaints of this nature.	Increase in complaints of overgrown yards. Increase in information available online on how Council manages overgrown yards.	Overgrown yard complaints have increased with 256 more complaints received in 2016-2017 compared to the previous year. This was anticipated with more information made available online about the process (increased community awareness) and that Ipswich had a much wetter year than the previous. Peak times for complaints were January, February and April 2017.

## ACTION: Hoarding and Squalor Issues on Private Property

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
<p>Complaints of hoarding and squalor often take a long time to resolve, although surrounding residents often want a quicker resolution of their complaints.</p> <p>Review the process of how Council manages issues involving hoarding and squalor including information online, referral pathways to community services, customer service scripting, service provision and training.</p> <p>Benchmarking best practice with other local governments and agencies to identify any efficiency for the community, individuals involved and Council.</p>	<p>Increase information provided to the community on hoarding and squalor issues.</p> <p>Increase inter-agency communication to assist when cases are identified by Council Officers.</p> <p>Increase long term resolution of matters involving hoarding and squalor.</p>	<p>The community understands that sometimes mental health issues can manifest in symptoms such as hoarding and squalor. Resolution of such symptoms may require medium to long term therapy. Council has reviewed its own process and has increased its communications on these issues with other agencies through a regional action group. Council's website is being updated with improved information to help the community understand this complex issue.</p>	<p>Council received 264 complaints about public health and amenity issues relating to hoarding and squalor in 2016-2017. Whilst not all require long term management, a lot do require Council to provide assistance and referral pathways to specialist allied health services.</p>

# PRIORITY 5: PUBLIC LAND MANAGEMENT

The diversity of Ipswich's parks has been strengthened in recent years with the development of new areas such as Riverheart Parklands, Robelle Domain Parkland and Orion Lagoon. Community feedback ensures enhancements are continually being made to local parks and larger district parks such as Queens Park and conservation areas.

The Health Security and Regulatory Services Department has a role to play in the use of these spaces to ensure fair play is observed and that no damage is done to these public spaces. For example trail bikes and four wheel drives in our conservation areas such as White Rock can create devastating environmental damage through erosion, transporting seeds from one area to another, injuries and fatalities for our wildlife, and destruction of native plants.

Commercial activities in our parks need to be monitored through minimum standards and approvals to ensure there is no anti-competitiveness to surrounding businesses, damage to public spaces through the placement of temporary infrastructure or create noise, parking nuisances or safety issues to nearby residents.



## ACTION: Fair Play on Public Land - Parks, Conservation Estates and Malls

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
<p>Complaints regarding the illegal use of conservation areas causing damage or noise nuisances etc.</p> <p>Confusion over what approvals and licences are required for some activities in Council's public places, and who is responsible for different nuisances in different situations.</p>	<p>Continue patrols of conservation parks to monitor illegal use of trail bikes and four wheel drive vehicles.</p> <p>Assist other areas of Council to promote the intended use of conservation parks and the damage illegal use can do.</p> <p>Review Council's local laws to ensure there are clear minimum standards and approvals in place for activities on Council land.</p> <p>Provide clearer information and pathways for people to apply to undertake activities in Council's parks.</p>	<p>Increase in positive feedback from event organisers on Council's application and approval process.</p> <p>Decrease in illegal use of Council land identified.</p> <p>Increase in information available online including how to apply, how to comply, and where to get further information on using Council land.</p>	<p>Council has introduced a pre-lodgement request for events that will have over 2,000 people in attendance, via My Ipswich which has received positive feedback from those who have utilised it. This will assist organisers and Council understand the full scope of the event prior to an application being submitted.</p> <p>Information about events, planning and requirements has been developed and submitted. This information will go live on Council's website early in 2017-2018.</p> <p>Council undertakes scheduled weekend patrols and patrols during normal work hours to investigate customer complaints and detect illegal activity in Council's conservation parks. Sophisticated surveillance technology is being trialled for deployment in the coming year.</p>

# PRIORITY 6: PEST MANAGEMENT

Pest plants and animals degrade our natural resources, damage precious remnant vegetation, compromise biodiversity and interfere with human health and recreation. They cause financial losses to eco-tourism and cost Queenslanders over \$600 million annually in lost production and in control costs. Of particular concern to rural residents is the management of rabbits and wild dogs.

Council works with agencies and stakeholders to assist with pest management, including the Darling downs Moreton Rabbit Board (DDMRB), whose role it is to maintain the rabbit fence in rabbit proof condition and to monitor compliance with State Government legislation. Council pays a precept payment to the DDMRB which is prescribed by legislation to manage rabbit issues in the Ipswich area. The board provides technical and other advice to landholders to assist with rabbit eradication. The board consists of eight local authorities and covers approximately 28,000 square kilometres (7 million acres).

Another area under pest management that requires a collective approach includes 'wild dog' management. This term refers collectively to purebred dingoes, dingo hybrids and domestic dogs that have escaped or been deliberately released. Wild dogs create a number of economic, environmental and social problems, particularly for agricultural businesses. Effective wild dog control requires a cooperative 'nil tenure' approach. This involves landholders, local government officers and other stakeholders working together to apply a range of control methods at a 'landscape' (rather than an individual property) level. Control methods include baiting, trapping, shooting, fencing and the use of livestock guardian animals.



## ACTION: Noxious Weeds, Rabbits and Wild Dogs

Issue	Compliance Strategy	Target Level	Deliverables in 2016-2017
Landholder pest complaints are high in various regions of the city.	<p>Review the process of how Council manages pest compliance including information online, referral pathways to other agencies including the DDMRB, customer service scripting, service provision and training.</p> <p>Benchmarking best practice with other local governments and agencies to identify any efficiency for the community, individuals involved and Councils.</p>	Reduction in complaints about pest animals and weeds.	<p>The Biosecurity Act was enacted on 1 July 2016 bringing a shift of approach through a change in the enforcement model, moving away from strategic pest management planning to a more strategic risk management framework. HSRS has reviewed its process of how it manages pest information and has provided information that will go live on Council's website early in 2017-2018. Council also held a weed and pest information workshop for landholders prior to Christmas with 35 attendees.</p> <p>Council will also be giving consideration to the current declared class 1, 2, 3 and naturalised non-native species and outlining a General Biosecurity Obligation (GBO) for landholders which will promote more effective management of invasive species.</p> <p>Noxious weed and pest complaints increased by 95 in 2016-2017 compared to the previous year. The majority of the increase related to the more rural areas of Ipswich. The increase for weeds could be related to a wetter year than the year before.</p>

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