

VML:MB
Vicki Lukritz
3810 6221

15 February 2018

Sir/Madam

Notice is hereby given that a Meeting of the **HEALTH, SECURITY AND COMMUNITY SAFETY COMMITTEE** is to be held in the **Council Chambers** on the 2nd Floor of the Council Administration Building, 45 Roderick Street, Ipswich commencing at **8.30 am** on **Tuesday, 20 February 2018.**

<u>MEMBERS OF THE HEALTH, SECURITY AND COMMUNITY SAFETY COMMITTEE</u>	
Councillor Ireland (Chairperson) Councillor Pahlke (Deputy Chairperson)	Councillor Antonioli (Mayor) Councillor Wendt (Deputy Mayor) Councillor Pisasale

Yours faithfully

ACTING CHIEF EXECUTIVE OFFICER

HEALTH, SECURITY AND COMMUNITY SAFETY COMMITTEE AGENDA

8.30 am on **Tuesday**, 20 February 2018

Council Chambers

Item No.	Item Title	Officer
1	Health, Security and Regulatory Services Monthly Activity Report – January 2018	SPSM&PO(BO)
2	Eat Safe Ipswich Progress Update	PO&SEHO

** Item includes confidential papers

HEALTH, SECURITY AND COMMUNITY SAFETY COMMITTEE NO. 2018(02)

20 FEBRUARY 2018

AGENDA

1. **HEALTH, SECURITY AND REGULATORY SERVICES MONTHLY ACTIVITY REPORT –
JANUARY 2018**

With reference to a report by the Strategic Policy and Systems Manager and Principal Officer (Business Operations) dated 7 February 2018 concerning the monthly update on the activities of the Health, Security and Regulatory Services (HSRS) Department.

RECOMMENDATION

That the report be received and the contents noted.

2. **EAT SAFE IPSWICH PROGRESS UPDATE**

With reference to a report by the Policy Officer and Senior Environmental Health Officer dated 9 February 2018 concerning the progress of the Eat Safe Ipswich project.

RECOMMENDATION

That the report be received and the contents noted.

** Item includes confidential papers

and any other items as considered necessary.

Health, Security and Community Safety Committee	
Mtg Date: 20.02.2018	OAR: YES
Authorisation: Sean Madigan	

A4636645
MW:MW

7 February 2018

MEMORANDUM

TO: CHIEF OPERATING OFFICER
(HEALTH, SECURITY AND REGULATORY SERVICES)

FROM: STRATEGIC POLICY AND SYSTEMS MANAGER AND
PRINCIPAL OFFICER (BUSINESS OPERATIONS)

RE: HEALTH, SECURITY AND REGULATORY SERVICES MONTHLY ACTIVITY REPORT –
JANUARY 2018

INTRODUCTION:

This is a joint report by the Strategic Policy and Systems Manager and Principal Officer (Business Operations) dated 7 February 2018 concerning the monthly update on the activities of the Health, Security and Regulatory Services (HSRS) Department.

BACKGROUND:

The HSRS Department is responsible for the management of compliance activities across the City. The attached HSRS Monthly Activity Report (**Attachment A**) is for the month of January 2018. The data within the report is separated into two components:

Compliance Delivery Status: Provides an update on service requests, infringements, warnings, prosecutions and appeals, licences, permits and design assessments approved in the month.

Other Program Delivery Status: Provides an update on other programs, such as the Immunisation clinics, implementation of new laws, special events and any stakeholder engagement which may include the progress of projects for the HSRS Health and Amenity Plan for 2017-2018.

CONCLUSION:

The HSRS Monthly Activity Report provides an update on compliance and other programs being delivered during the month with comparisons to previous periods.

ATTACHMENT:

Name of Attachment	Attachment
HSRS Monthly Activity Report – January 2018	Attachment A

RECOMMENDATION:

That the report be received and the contents noted.

Barbara Dart and Maree Walker
STRATEGIC POLICY AND SYSTEMS MANAGER; PRINCIPAL OFFICER (BUSINESS OPERATIONS)

I concur with the recommendation contained in this report.

Sean Madigan
**CHIEF OPERATING OFFICER
(HEALTH, SECURITY AND REGULATORY SERVICES)**

Health, Security and Regulatory Services

January 2018
MONTHLY ACTIVITY REPORT

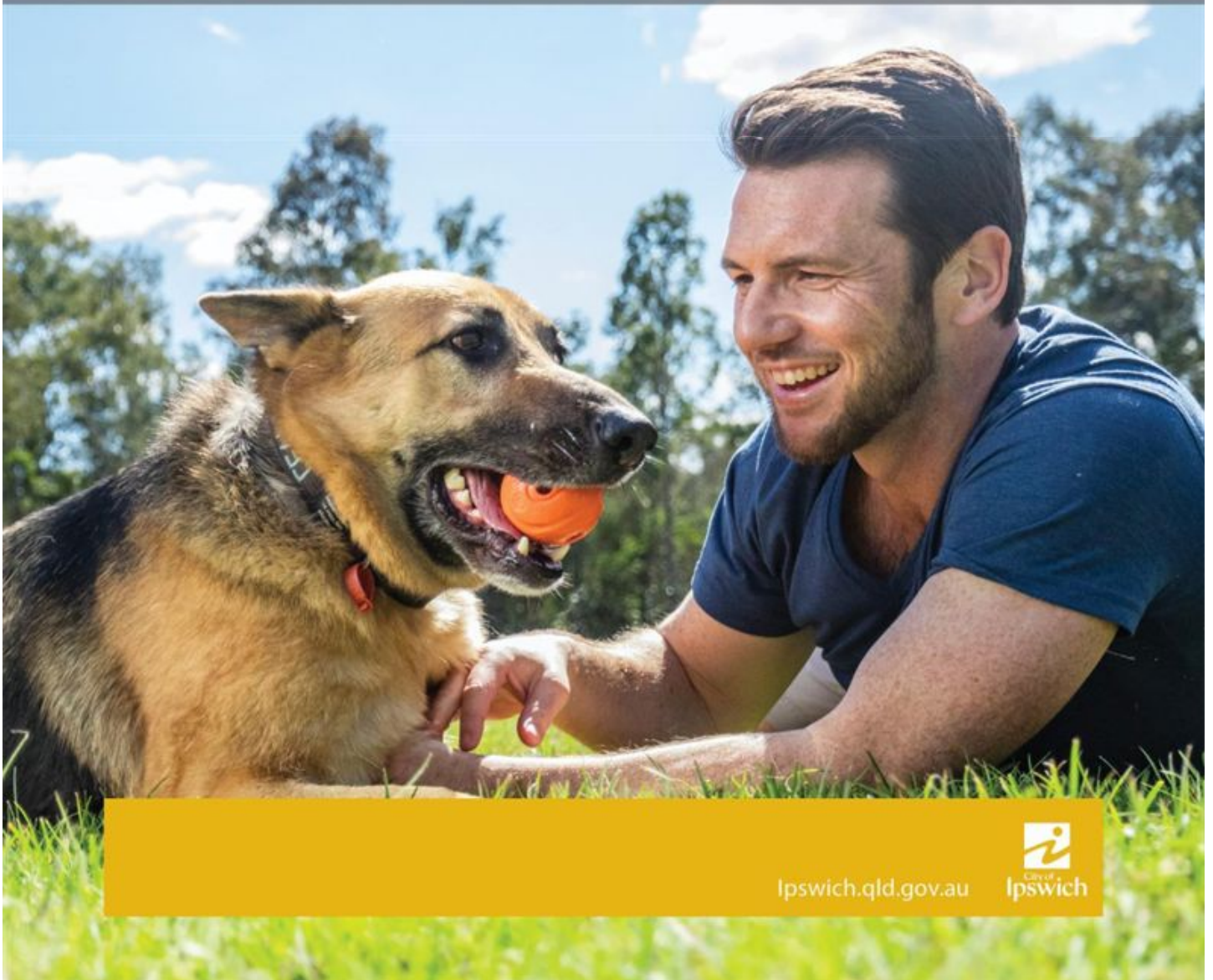


Table of Contents

Introduction	2
Compliance Delivery Status	3
Customer Service Requests	3
Penalty Infringement Notices (PINs) and Warnings	8
Prosecutions and Appeals.....	10
Infringement Review requests for January 2018.....	10
Licences, Permits and Design Assessments	11
Other Program Delivery Status	13
Immunisation Program	13
Environment Health and Protection.....	13



Introduction

Council's Department of Health, Security and Regulatory Services (HSRS) is the lead agency in the Ipswich community for the design and delivery of policy and programs that develop and drive a safe and healthy community.

Health and safety can be linked to the majority of services and responsibilities undertaken by Ipswich City Council. Local Councils are no longer just known for the three R's – Roads, Rates and Rubbish. From ensuring children are safe during peak school pick up and drop off times, providing CCTV protection and coverage across the City all the way to guiding businesses on how they can safely prepare food in cafes and restaurants, health and safety is at the very cornerstone of what the community wants. Health and safety is also critical to new communities when they are developed, as it will foster active lifestyles, provide easy access to healthy foods, create streets that are safe to walk through and encourage positive relationships between neighbours that are free of nuisance.

This monthly activity report for **January 2018** provides a snap shot of compliance activities for specific activities, outputs and outcomes.

Compliance Delivery Status

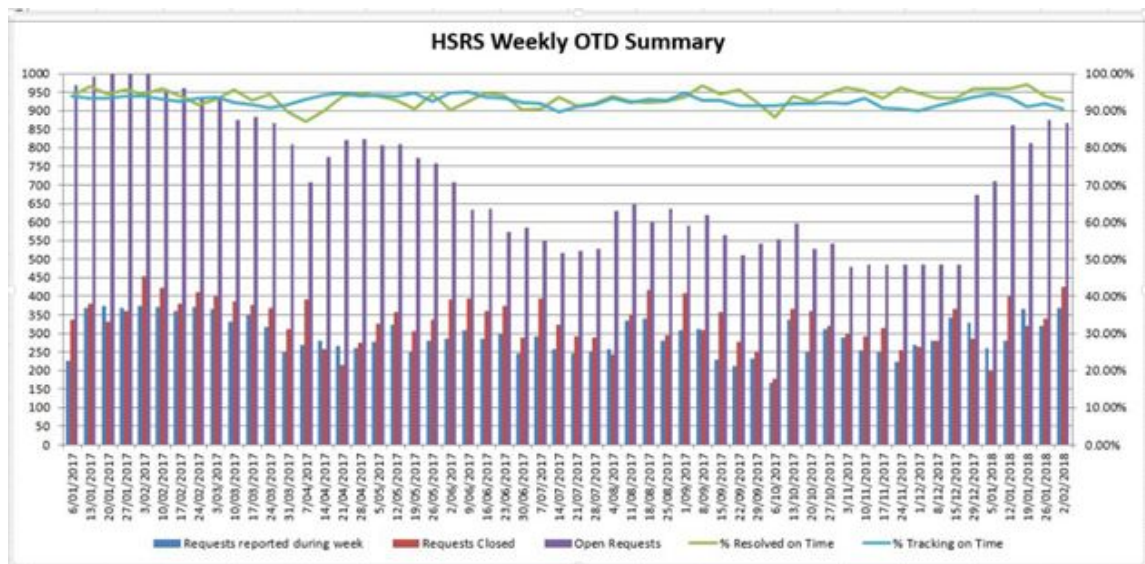
Customer Service Requests

The HSRS Department receives service requests from the community in relation to a diverse range of matters including but not limited to animal management, local laws, parking and environmental health. HSRS monitors the volumes and types of service request to identify trends and allocate resources accordingly to provide a high level of customer service to the community.

HSRS Weekly Compliance Activity - Ongoing

The below graph illustrates the week by week monitoring of customer service requests that are processed, investigated and resolved by HSRS staff. The Department continues to monitor the 85% target to resolve requests timeframe through allocating appropriate Council resources to respond to the needs of the community ensuring that the health, safety and wellbeing of the community are protected.

HSRS manage 75 service requests types, monitoring seasonal peaks for request management, proactive campaign planning. Seasonal peaks can include rainfall impacting sediment/erosion and overgrown properties and school terms and holidays impacting on programs including safe school parking.



Total requests actioned each month for HSRS

MONTH	Total Customer Service Requests Created	Variance to previous month
Jan-16	1204	↑246
Feb-16	1011	↓193
Mar-16	1029	↑18
Apr-16	1078	↑49
May-16	1032	↓46
Jun-16	1007	↓25
Jul-16	1067	↑60
Aug-16	1238	↑171
Sep-16	1053	↓185
Oct-16	1166	↑113
Nov-16	1317	↑151
Dec-16	1079	↓238
Jan-17	1561	↑482
Feb-17	1403	↓158
Mar-17	1405	↑2
Apr-17	1197	↓208
May-17	1340	↑143
Jun-17	1388	↑48
Jul-17	1199	↓189
Aug-17	1581*	↑382
Sep-17	1260	↓321
Oct-17	1233	↓27
Nov-17	1368	↑135
Dec-17	1129	↓239
Jan-18	1607	↑478

*The increase in the total number of service requests in August includes investigations for littering and dumping from the Kerbside Cleanup project, as well as proactive inspections relating to environmental activities.

Top 10: Customer Service Requests and Volumes for January 2018

The following dashboard highlights the top 10 service requests raised by customers in each Division for **January 2018** with variances from the previous month for HSRS officers to investigate. Service request numbers for the top 10 have remained relatively steady with the seasonal peak in Overgrown Private Property retaining the highest volume.

	Overgrown Private Property	Ranking	This Month	Last Month
			1	1

DIV 1	DIV 2	DIV 3	DIV 4	DIV 5	DIV 6	DIV 7	DIV 8	DIV 9	DIV 10	TOTAL
7	25	23	47	28	27	30	30	27	12	256

	Roaming Dogs	Ranking	This Month	Last Month
			2	3

DIV 1	DIV 2	DIV 3	DIV 4	DIV 5	DIV 6	DIV 7	DIV 8	DIV 9	DIV 10	TOTAL
7	5	10	14	0	17	9	12	20	2	96

	Illegal Parking on Footpath	Ranking	This Month	Last Month
			3	4

DIV 1	DIV 2	DIV 3	DIV 4	DIV 5	DIV 6	DIV 7	DIV 8	DIV 9	DIV 10	TOTAL
8	5	15	9	2	7	9	8	16	2	81

	Collection of Impounded Dog	Ranking	This Month	Last Month
			4	2

DIV 1	DIV 2	DIV 3	DIV 4	DIV 5	DIV 6	DIV 7	DIV 8	DIV 9	DIV 10	TOTAL
2	18	4	12	0	8	8	5	8	6	71



Abandoned Vehicle

Ranking

This Month

Last Month

5

8

DIV 1	DIV 2	DIV 3	DIV 4	DIV 5	DIV 6	DIV 7	DIV 8	DIV 9	DIV 10	TOTAL
5	16	6	5	0	4	13	7	7	2	65



Dog Attack

Ranking

This Month

Last Month

6

5

DIV 1	DIV 2	DIV 3	DIV 4	DIV 5	DIV 6	DIV 7	DIV 8	DIV 9	DIV 10	TOTAL
3	6	3	4	8	12	5	3	9	5	58



Unregistered Dog

Ranking

This Month

Last Month

7

7

DIV 1	DIV 2	DIV 3	DIV 4	DIV 5	DIV 6	DIV 7	DIV 8	DIV 9	DIV 10	TOTAL
5	6	5	3	4	12	2	5	10	2	54



Dog Noise Nuisance

Ranking

This Month

Last Month

8

6

DIV 1	DIV 2	DIV 3	DIV 4	DIV 5	DIV 6	DIV 7	DIV 8	DIV 9	DIV 10	TOTAL
1	5	3	2	6	10	5	10	5	3	50



Loan of Cat Trap

Ranking

This Month
9

Last Month
9

DIV 1	DIV 2	DIV 3	DIV 4	DIV 5	DIV 6	DIV 7	DIV 8	DIV 9	DIV 10	TOTAL
1	4	1	8	4	6	3	4	3	2	36



Dog Fencing Issue

Ranking

This Month
10

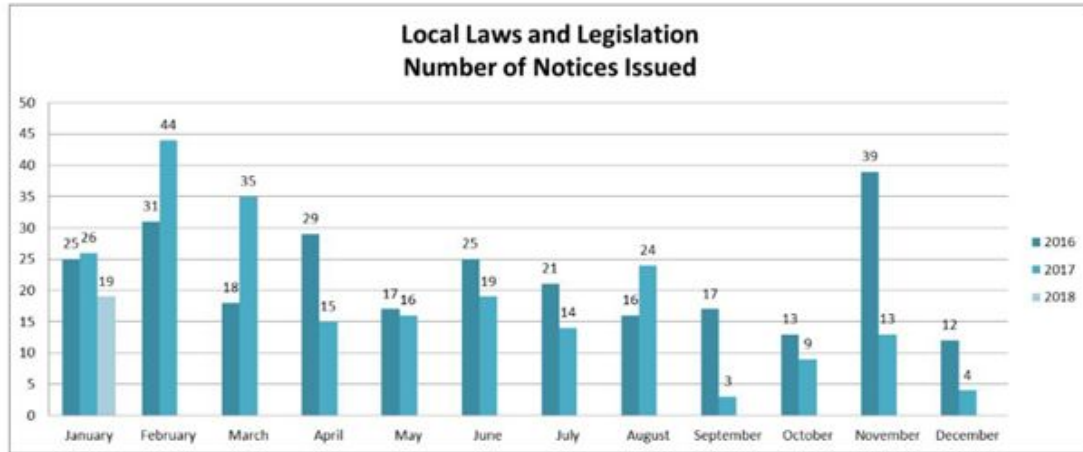
Last Month
10

DIV 1	DIV 2	DIV 3	DIV 4	DIV 5	DIV 6	DIV 7	DIV 8	DIV 9	DIV 10	TOTAL
0	3	8	2	2	7	1	4	2	5	34

Penalty Infringement Notices (PINs) and Warnings

Local Laws and Legislation – PINs Issued

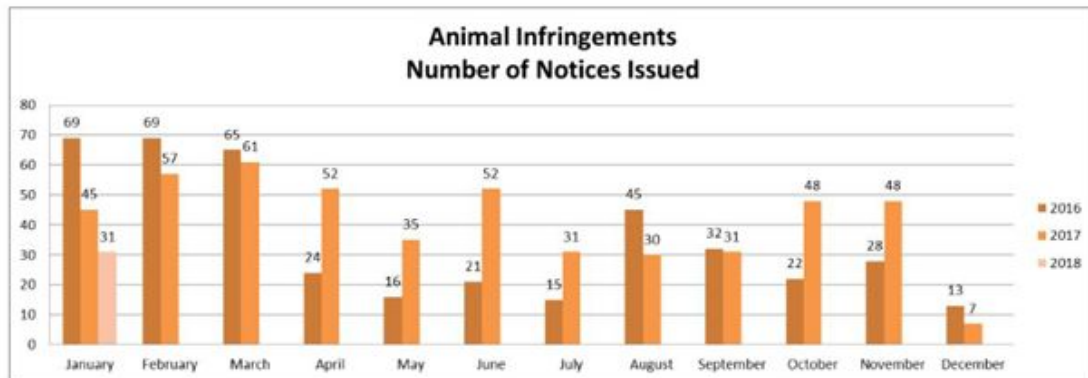
The HSRS Department issues PIN's and where applicable warnings for a variety of offences under the Local Laws and the *Transport Operation Road Use Management Act*. HSRS issues PIN's and warnings in order to protect the health, safety and wellbeing of the community generally however these are used in conjunction with education and awareness programs to achieve positive outcomes. The Health and Amenity Plan focuses on community education to understand laws as well as be proactively raising awareness on how compliance can be achieved.



Previous 12 month period (February 2016 to January 2017) total = 264

Current 12 month period (February 2017 to January 2018) total = 215

Animal Management – PINs Issued



Previous 12 month period (February 2016 to January 2017) total = 395

Current 12 month period (February 2017 to January 2018) total = 483

Parking – PINs Issued



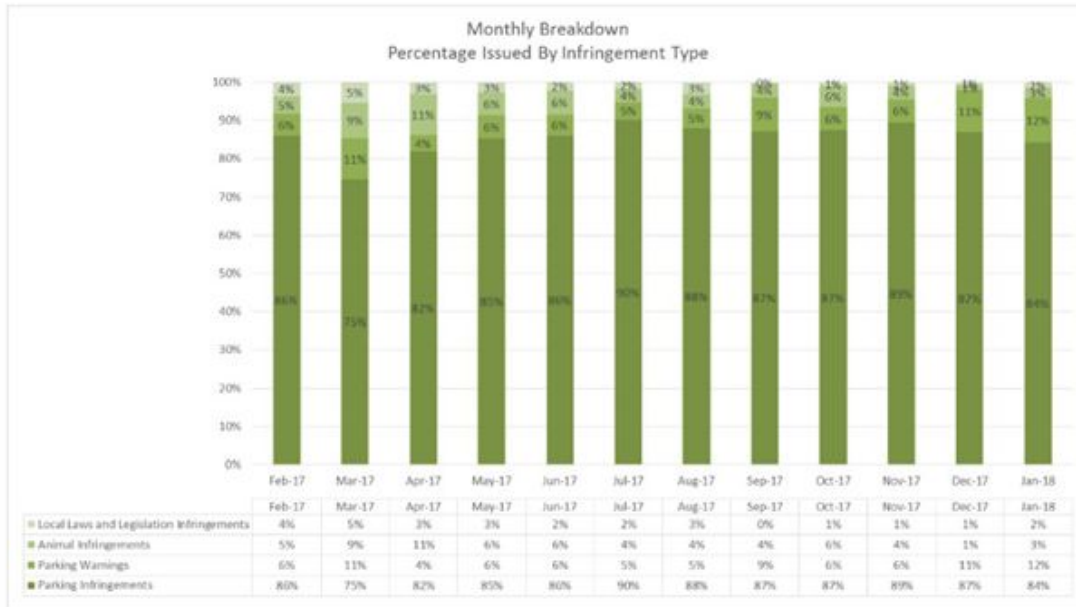
Previous 12 month period (February 2016 to January 2017) total = 12,197
 Current 12 month period (February 2017 to January 2018) total = 8,833

Parking – Warnings Issued



Previous 12 month period (February 2016 to January 2017) total = 1,213
 Current 12 month period (February 2017 to January 2018) total = 729

The chart below shows a summary of total infringements and warnings for the current 12 month period (February 2017 to January 2018).



Prosecutions and Appeals

The HSRS Department completes investigations and briefs of evidence which are forwarded to Council's Legal Branch for consideration of the evidence and public interest to determine the most appropriate course of action. The Chief Operating Officer of HSRS makes the final determination of whether a matter should proceed to prosecution taking into account factors such as the public interest and the seriousness of the offending behaviour. Matters that are investigated and considered for prosecution include complex environmental offences, planning offences and contested PIN's.

List of prosecutions and appeals as of 5 February 2018

<i>Current Register Status</i>	
Investigation (Brief in development)	4
Brief (with Legal Branch)	12
Court	13
TOTAL	29

Infringement Review requests for January 2018

Division										
1	2	3	4	5	6	7	8	9	10	Total
1	3	7	0	1	3	150	2	1	2	170

Licences, Permits and Design Assessments

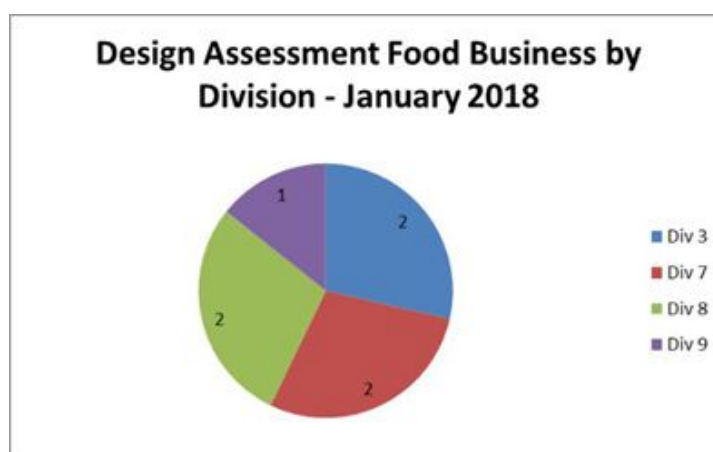
The HSRS Department approve a range of licences (commercial activities) and permits (non-commercial activities) under Council's local laws and State Legislation such as the *Food Act 2006*. Design Assessments are also carried out by HSRS to determine suitability and compliance with standards for fit-outs of various businesses, primarily food business, but also others such as public swimming pools, entertainment venues and high risk personal appearance services (HRPAS) such as tattoo studios. The below represent the licences, permits and design assessments approved by HSRS for **January**.

Licences/Permits

Licence/Permit Type	No. Issued January 2018
Accommodation Meals exempt frm Food Safety Program	1
Baker / Patisserie	1
Cafe / Restaurant	4
Care Facility Meals (Fee Exempt)	1
Child Care Centre Meals (Fee Exempt)	1
Domestic Cat Permit	2
Domestic Dog Permit	2
Food Manufacturer	1
Poultry Permit (Standard)	1
Takeaway Food Premises	2
Temporary Food Stall (One Off Event)	7
Temporary Food Stall (One Off Event)(Fee Exempt)	1
Temporary Home	1

Design Assessments

Application Type	Total Approved in January
Design Assessment Food Business	7



Development Compliance Contributions

The below table highlights the Planning and Development fees paid to Council as a result of direct HSRS compliance action.

- Planning fees resulting from operational activities are trending in excess of those achieved in recent years. Building fees and infringements issued are trending below previous years.
- Generally less building issues are being encountered as compliance work carried out over previous years has caused many building issues across the City requiring attention to be resolved. This has also led to less infringements being issued.

2017 Quarter	# of PINs Issued	Applications Submitted following Compliance Investigation
2017 Jan- Mar	1	14
2017 Apr-Jun	2	13
2017 Jul-Sept	2	14
2017 Oct-Dec	2	13
2017 Year to Date	7	54

Other Program Delivery Status

Immunisation Program

Immunisation is a simple, safe and effective way of protecting against harmful diseases that can cause serious complications.

Community clinics are held at Priceline Riverlink every second Tuesday 11.00am – 12.00 noon and Redbank Plaza Library on the 1st Thursday afternoon of each month.

An announcement was made by Queensland Health for a free influenza vaccine for children aged 6 months to less than 5 years in 2018. These children will be eligible at Council's community clinics. At this stage service providers have not been given additional information other than the Ministerial announcement, more details will be available in early 2018 prior to the flu season.

The last 2017 Community Clinic was held on 14 December with the first in 2018 held on 16 January.

January Clinics

Type	Individuals Treated	Immunisations Issued
Community Clinics	23	51
Schools (catch-ups)	15	15
School Clinics	--	--
Special Projects (seasonal flu vaccinations)	--	--

Environment Health and Protection

Conservation Park Patrols

HSRS undertake patrols in conservation estates on behalf of Council to monitor, detect and prevent illegal action such as 4WD and trail bikes and other activities including illegal dumping, damage to Council infrastructure, location identification of pest plants/animals and dogs on and off leash.

The focus on these activities is due to the risk of harm to wildlife and native plants; erosion issues; and the transportation of seeds around the estates and risk to recreational users (eg potential for UXOs).

The desired outcome of the patrols is to provide a safe environment for lawful users; prevent and reduce impacts on flora; prevent and reduce damage to infrastructure (including gates and fencing); and reduced injuries and fatalities of wildlife.

These patrols are undertaken on a weekly basis (predominantly on weekends) with additional patrols carried out during peak periods (eg school holidays).



Ipswich City Council
45 Roderick Street
PO Box 191, Ipswich
QLD 4305, Australia

Tel (07) 3810 6666
Fax (07) 3810 6731
council@ipswich.qld.gov.au

Join us online on:



Health, Security and Community Safety Committee	
Mtg Date: 20.02.18	OAR: YES
Authorisation: Sean Madigan	

CMJ: CMJ

9 February 2018

MEMORANDUM

TO: CHIEF OPERATING OFFICER (HEALTH SECURITY AND REGULATORY SERVICES)

FROM: POLICY OFFICER AND SENIOR ENVIRONMENTAL HEALTH OFFICER

RE: EAT SAFE IPSWICH PROGRESS UPDATE

INTRODUCTION:

This is a joint report by the Policy Officer and Senior Environmental Health Officer dated 9 February 2018 concerning the progress of the Eat Safe Ipswich project. The Eat Safe Ipswich program is a deliverable of Priority 4 in the 2017-2018 Health and Amenity Plan which was endorsed at the Council ordinary meeting of 22 August 2017.



BACKGROUND:

The Eat Safe Program is a system where a licenced food business would receive a food star rating based on compliance with the *Food Act 2006* and *Food Safety Standards*.

The objective of the Eat Safe program is to increase and reward compliance with the *Food Act 2006* and Food Safety Standards which will in turn optimise service delivery. It is a voluntary program. If a business calculates a 3 star or above rating they can opt-in to have their results publicly displayed.

Information Sessions have been conducted in Ipswich and Springfield for businesses eligible for the program (all licenced food businesses excluding water carriers and temporary food permits). There is currently 785 businesses eligible for the Eat Safe Ipswich program.

There was 138 attendees over 4 sessions held at the Ipswich location and 69 attendees over the 3 sessions held at the Springfield location. Some of these attendees own multiple businesses across Ipswich City Council.

Since holding the information sessions we have noticed an increase in engagement with businesses that attended earlier sessions ringing to secure places in the last information session for other staff, praising the information provided.

Businesses have commented how fantastic the program is and how it is good to motivate staff and reframe the image of compliance in regards to food safety.

From now through until around September each business will have the opportunity to have an education visit at their business to increase their potential to achieve an excellent star rating. Council officers are contacting businesses to make these bookings and moving from suburb to suburb.

The first education visits have started to occur in Springfield with site visits by education officers to talk to staff. Currently 43 businesses have taken this opportunity up over the last 3 weeks.

Approximately a month after an education officer has visited the business an Environmental Health Officer will visit and conduct an audit to assign the star rating. The first businesses will begin to receive this visit from the week commencing 19 February 2018.

All star ratings won't be released to the public until every business has been visited and the program is launched later this year however businesses will receive the star rating at the audit and may decide to opt into the program.

A suite of resources for the program are available online at www.ipswich.qld.gov.au/eatsafe with businesses also given the opportunity to order hard copies at the information sessions and their education visit. To date 71 businesses have ordered resources with other businesses opting to stay paperless accessing them online.

Two of the Eat Safe resources have been provided in 3 additional languages other than English (Vietnamese, Simplified and Traditional Chinese) to assist businesses and staff where English may not be their first language, which is believed to be a first for a Council program.

Eat Safe Ipswich will be launched officially in October 2018 when a marketing campaign to promote the program will be operational to the greater community. An educational approach with businesses will continue as staff work with all businesses to achieve compliance with the *Food Act 2006* and utilise the Eat Safe Ipswich program to promote their compliant food safety practices.

CONCLUSION:

The Eat Safe Ipswich program will be officially launched this year – October 2018. A range of work still needs to occur over the next year to ensure a seamless and successful rollout of the program occurs. A hands on approach with businesses will occur over the next year followed by community education to promote the benefits of the program.

RECOMMENDATION:

That the report be received and the contents noted.

Candice Johns
POLICY OFFICER

Lorraine O'Donnell
SENIOR ENVIRONMENTAL HEALTH OFFICER

I concur with the recommendation contained in this report.

Barbara Dart
STRATEGIC POLICY AND SYSTEMS MANAGER

I concur with the recommendation contained in this report.

Sean Madigan
CHIEF OPERATING OFFICER (HEALTH, SECURITY AND REGULATORY SERVICES)