

Workshop Program

Wednesday 13 December 2017 commencing at 6.15pm

Reception Room, Civic Centre, 128 Prospect Road, Prospect

Workshop Chair: Cate Hart, Chief Executive Officer

Workshop Opening

- Apologies
- On Leave

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Meeting Close

Workshop Guidelines

The following details provide an overview of the procedures to be observed:

1. The Workshop will be held on the first and second Tuesday of each month, other than January of each year, between the hours of 6.15pm and 9.30pm (commencing with a light meal for elected members and staff), for the term of the Council or until the Council determines to discontinue the Workshop structure.
2. The need for extraordinary Workshops will be assessed and determined by the CEO.
3. The Workshops will be held in the Reception Room, Civic Centre, 128 Prospect Road, Prospect SA 5082.
4. The time, date and location may be subject to change by the CEO where necessary.
5. The Workshops will be open to the public and media. Notice of a Workshop and the program for a Workshop is to be placed on the Council's website.
6. A confidentiality declaration may be determined by either the Council or CEO in accordance with Council's Informal Gatherings Policy.
7. No decisions will be made at the Workshops. There will be the opportunity for discussion and questions and answers only, and the provision of guidance to the Administration.
8. The CEO or proxy will convene and chair the Workshop to ensure the smooth running of the meeting. The proxy will be determined by the CEO on a needs basis.
9. All Elected Members will be encouraged to attend.
10. The CEO will ensure the Program and papers for the Workshop, which will include Agenda items for the following Council Meeting, will be provided to members by the Friday preceding the Workshop to allow time for members to read the reports and prepare their questions prior to the Workshop.
11. Notes will be made of the general issues and items covered by the Workshop, given that no decisions can be made, and distributed to Elected Members for information.
12. The format for the Workshop may vary on a meeting by meeting basis and could include training, planning, presentations, and discussions.
13. The format for the Workshop will be determined by the CEO.
14. External parties may make Presentations/deputations to the Workshop, subject to prior agreement by the CEO.
15. Elected Members, employees and consultants will be required to disclose any financial and/or conflicts of interest in matters to be discussed. The disclosure of such interest and participation in the Workshop will need to be made as if the matter was considered in accordance with the Local Government Act 1999. A record of the disclosures of interest will be made and maintained by the CEO.

Workshop Protocol

The protocols are a set of guiding principles that aim to achieving enhanced, meaningful engagement of members and to facilitate an equal and equitable participation of all members.

The individual members commitment to active listening and disciplined talking, displaying both courtesy and respect to other members is paramount.

1. The Chair ensures that every members' input is heard and not overlooked or lost, and will enforce a limit on speakers' time when it is best required.
2. No rank and/or officer position of administrative or governance authority recognised within the workshop (except for the Chair), and protocols are enforced when deemed necessary.
3. Members and staff are to be addressed by their first name and not by their title of office they hold.
4. Discussion must be focussed on the issues and matters being the subject of discussion.
5. One member speaking at a time is a right, and must be enjoyed by all members.
6. Interrupting another member speaking is not desired and members are encouraged to exercise restraint for the benefit of all concerned. Equally, there should be no dialogue between members and person(s) in the gallery that interrupts the workshop discussion.
7. No ridicule, blame or shame to be expressed and/or exchanged during the workshop and care should always be taken with the words used in debate.
8. Problems and solution expressed by members are a healthy part of the discussion and may lead to positive outcomes, and should not be frowned upon but rather encouraged.
9. Although it is not a decision-making forum, it is an important part of ensuring a well-informed and enhanced decision-making process for Council.
10. The imperatives for a successful conduct of these workshops are that all members need to work together, displaying courtesy and respect to each other.

It is important that all members recognise the above list of protocols is not about rules; protocols are a set of guiding principles that are agreed on and committed to by all participating members.

Notes from previous workshop

Notes from Workshop 05/12/2017

- Chair:** Cate Hart, Chief Executive Officer
- Present:** K Barnett, T Evans, A De Backer, A Harris, M Standen, M Lee, M Groote
- Video Link:** D O'Loughlin
- Apologies:** M Larwood

Notes from previous workshop held on 21/11/2017

- Taken as read.

1. Public Utilisation of Parks and Reserves (Large Non-Council Events)

Nathan Cunningham and Carolyn Ramsey provided a brief on the emerging challenges associated with an increase in demand for open and public spaces within the City of Prospect. Administration is seeking a balance between demand, environmental impact, community users and local resident needs and expectations.

We currently take an informal approach to parks and reserves utilisation with the proposed user providing notice of intention to enjoy the space and facilities at any one of Councils public spaces. This in turn enables provision of additional waste receptacles and cleaning services, with limited ability to recoup costs under a user pays system.

A number of non-council events are increasing in size, using more power, amenities and waste services, requiring additional monitoring of noise levels and traffic management. The discussion considered maintaining a status quo of the notification system for small to medium events or to undertake a process review to include a fee structure for defined large events, with or without the introduction of a permitting system.

Attendees questions and comments

Prospect & Broadview Oval are not considered parks, do we have any involvement in terms of encouraging other users or as locations for events? *They are leased sites and we do not get involved.*

Would a site bond be applied to events of over 150 people? *Yes.*

Do neighbouring Councils have policies in respect to exclusive use via a booking system? *No fencing is allowed when parks are booked so in effect users do not have exclusive use of those parks.*

Would we have to refund the fee if the park is booked and then someone else sets up in the spot paid for? *No, we advise applicants that the park is open to all and as such the applicant knows the risk.*

Surely if the event is greater than 150 people there is a process to advise the local community of the upcoming event. *We advise the event organiser to do a letterbox drop of the immediate area and quite often there is public notification via posters.*

What would constitute an event? *We will need to develop a definition.*

Are we adding or removing 'red tape'? *We do not currently have a framework to handle the enquiries and staff need some guidelines to assist groups in booking parks if Council wants this facilitated. We are taking on board the Council's intent of facilitating more events rather than undertaking them ourselves so the guidelines etc are intended to help with this rather than create red tape.*

I think we should make it easier and stricter, provide organisers with guidelines to assist with them satisfying our requirements.

Where is the demand currently coming from? *We are inexpensive, central and well located, our parks are well contained and easy to manage, we do not currently promote or encourage more events but we know that other councils have more restrictions than we do and often charge more for larger events.*

Is the demand from groups or families? *We are receiving notifications from cultural groups, Universities, special interest groups and other organisations.*

I think we need to model a framework on another Council's and edit to suit our needs. *Yes, we can look at this approach rather than developing a new framework.*

What has driven this need to change? *A large organization wanted an event for 300+ people on a very popular day and proposed to take over the whole site which would exclude other general*

community users. It has been an issue for a little while as our parks become more popular and we are receiving more enquiries about how to book our parks.

How would a new policy help us to administer the larger events more efficiently? *This would provide the staff with guidance on what process to undertake and how best to assist the community.*

I want to understand the resourcing and impact making it easier for large events to happen will have.

Would it be a preference to consider locals first when competing for space?

Bonython Park flat rate is roughly \$600 and every other structure is charged per item. If it is fundraising we should charge something, have a fee structure, perhaps if it is a community local resident gathering not so much.

There is a Southern market event monthly at different sites, how would we respond if we were approached to hold a 100 stall market? *That may be a regular event and would likely come to council for a decision; we are talking about ad-hoc events.*

I think where the organiser is making a profit, and regular markets, they should be expected to pay to hold a stall or event. *We may be able to categorise the events.*

Where to from here

Return to a future Workshop with a draft guideline, including a checklist.

2. CLIC Concept Design

Nathan Cunningham introduced Chris Newby and JPE Design's Tom & Josephine to present a further design iteration of the Community Hub, Library & Innovation Centre.

The Office for Design Architecture SA (ODASA) design feedback was outlined including the design themes and guiding principles which were well supported; particularly the skin and reveal of the building. It is suggested that the relationship between this building and the Prospect Road high street is an important one with the setting of a precedent for future development.

Further work suggested by ODASA includes:

- Internal program including commercial space;
- Interface to Vine Plaza (VP) and activation through integrated design;
- Balcony relationship to car park;
- Built form relationship to Town Hall.

Attendees' questions and comments

With reference to ODASA's suggestion to review the number of parking spaces, how many car parks are proposed for beneath the building? *An estimated 30 spaces.*

Why do they feel this would be too many? *It is more about the relationship between the relatively small area of the building footprint compared with the total area provided for parking.*

Concept Design Update

JPE took on board ODASA comments regarding the significance of the Town Hall, by exposing the front corner to create a sense of arrival. JPE have pushed out the gallery space by aligning the parapet wall height of the Town Hall to create a theme.

Attendees' questions and comments

Will the splaying of the wall reduce our inside floor area? *We have lost some outdoor space and gained additional space on the upper level. This may provide an opportunity to wrap the balcony around the VP.*

Regarding the commercial space will there be a net loss? We spoke about the link to revenue and the space. *The space has reduced to 330-340 sq.m, but we are still working through the administration area.*

I understand the extra metre on the 2nd floor from the South; with reference to Prospect Road can we draw out the top floor? *Drawing it back out may see the new building overshadow the Town Hall.*

If there was more articulation on the top floor, would that allow it to draw out without too much impact? *The design is fairly well articulated (difficult to see on the elevation) but we will take on board this feedback.*

I like the gallery protruding as a strong element, the overhang of the Town Hall is concerning trying to consider the heritage element and I would like to see how you are working in the lifts and stairs with further modelling.

The overhang gives more articulation and blending of old and new.

The new building should have its own identity while there should be a relationship with the Town Hall. The improvements have made a difference in honoring the Town Hall, but it looks like we are not going to punch through where the old institute used to be, and the West side is currently quite hostile. I would be interested in seeing the translucent skin.

How will people enter & exit and include activation of VP, how do we increase the activity in this area? How will a community café work? *People may be able to buy a coffee from the front window. ODASA has asked us to look at the relationship of VP with the building, there has been no work on the VP for some time and it may be that council will consider any work here as a separate project. We are looking at having a blueprint prepared should we need to source grant funding.*

This design may be exposing the southwestern corner to the setting summer sun which can be quite intense; how does this design encourage exposure to the northern winter sun?

The rear elevation provides no area for deliveries that would suit the Toy Library space having a roller door, or for event bump in /out. *We are looking to remove some trees from the plaza and allow for all abilities access and bump in/out activities.*

I think the trucks will pull up on Prospect Road metres away from the Town Hall entry, I would like to keep the trucks out of VP and keep it a people space.

How do people unload now? *People park on the road or the bottom of the plaza and navigate the Town Hall steps.*

Lifts and stairs located on the northern wall, was there any modelling to have them on the southern side? *We undertook some modelling, as presented at the charrette.*

What are we doing to allow out of hours access to public toilets? *We have the amenities in the Town Hall to enable out of hours access, with a 3 zone proposal to provide for a variety of events type and sizes. Evening access is another scenario which may need to be considered.*

I think the amenities should be open all the time people inhabit the building. The bar/kitchen will not succeed unless we lease the area as a commercial element and perhaps retain the right to access the bar. It may be too big a burden to ask the community to maintain the bar/kitchen. The meeting/maker space in the Town Hall is in a good place and we can incorporate an area for food service instead of preparation as most bring the food prepared.

The Gallery is lovely and on prime real estate, can we develop as a multifunctional space? *We are continuing to meet with representatives who have raised this opportunity.*

The Art window how do we manage the art exposure to sunlight? And can there be an opportunity for other groups to have access to this space?

The art store is outrageously big, and the council's art collection can be stored offsite. The long skinny storage behind the stage will be mostly non-functional and reduce the Town Hall space. *This is an active consideration at this time, and with limited areas for storage we need to make sure it all works effectively.*

Have we lost the grand staircase? Is it still in the same place? *It's been straightened up since changing the front façade.*

Where is the computer space? We thought we decided to still have PCs. *We are proposing an area on the 1st floor that will provide opportunity for people to learn on their mobile devices without having a dedicated digital hub space. It can be adapted for fixed PCs.*

My concern is for the people at the front of the library when a hostile person comes into the building.

At what point do we start compromising the void beside the staircase, with it starting to look like a manhole cover, losing the grandeur and connection from a previous design.

Is there the availability to have more of an open stair and breaking it into an L Shape? *We still have to show the functionality of the stairs, using it as a base for service and storage for efficiency.*

Can we move the staff staircase and have meeting rooms that are two way? *We can explore that.*

The commercial space does not look as large as it was. *It was 380m² originally it is now 340-350m².*

We need to reconsider what ODASA has said about the front carve off this has reduced the income stream. *We've added 40sq.m in floor area, but the proposal has less space for staff than currently.*

The commercial space could be empty for a time, I would not like to squash staff up and not use the commercial space.

What sense are we getting from this design when considering the cost implications? *We are liaising with the cost people and giving them more detailed information as we move along.*

If we are looking at putting the commercial space on the 1st floor and staff all on the same floor what would be the cost benefit. Test the swap to establish if there are any efficiencies.

Workshop closed at 9.28pm

Workshop Items

1. Process Review in Managing Customer Requests

Responsible Director:	Ginny Moon, Director Corporate Services
Expected Duration:	60 minutes
Presented by:	Jo-Ann Tanti, Manager Governance & Administration Helen Robins, Manager City Maintenance & Community Safety George Pajak, Manager Knowledge & Information

At the 28 August 2017 Council Meeting – the following resolution was adopted by Council:

Process Review in Managing Customer Requests

“That council investigate, and subsequently present to a workshop within 3 months, options available to streamline and improve the process through which elected members raise local service / maintenance requests and interface with administration during the resolution process.”

At the Council Workshop on 30 October 2017, Director Corporate Services, Ginny Moon advised of the deferral for this item from November to December 2017 Workshop. This provides for the inclusion of additional relevant information and the involvement of Simon Bradley, Director Infrastructure and Environment.

The presentation will cover the following topics: -

- Setting the Scene
- Request for Service
- CRM Process and Customer Feedback
- Response in Full Process (RIF)
- Complaints Handling
- Complaints Handling Audit
- Complaints Handling Audit Actions
- Where to From Here
- Sneak-peak and the current status of Civica’s Community Portal
- Next Steps

The CRM Process and Customer Feedback will be the key focus of the presentation.

Attachments:

Nil

2. CLIC Concept Design

Responsible Director: Nathan Cunningham, Director Community and Planning

Expected Duration: 45 minutes

Presented by: Chris Newby, CLIC Project Lead

Chris Newby will present the latest design iteration for the Community Hub, Library and Innovation Centre, with updates made in response to feedback from the Elected Member workshop on 5 December 2017 and the subsequent Community Reference Group charrette on 6 December 2017.

The presentation will allow for discussion of the updated concept plans in readiness for Council's meeting on 19 December 2017, and for further information on the next steps to be undertaken following endorsement of the concept plan for further design development.

Attachments:

Nil

Future Workshop and Council Agenda Items

Members may seek advice as to the purpose, or intended resolutions planned for the next Council meeting. These items are subject to change.

Council Meeting 19/12/2017 – 6pm Start

- Mayoral Monthly Report
- Revocation on 218 Main North Road
- Repairs to Broadview Tennis Clubrooms
- Citizen of the Year Awards (Confidential Report)
- Fund My Neighbourhood Update
- Public Realm Compliance Policy & Updated guidelines
- CLIC Project Update
- CLIC Concept Plans for Endorsement
- CLIC Prudential Report
- Audit Committee Report
- Audit Committee Appointment of Independent Member – EOI
- Leasing and Licensing Policy

Council Workshop 09/01/2018

- Main North Road Investment Attraction Strategy
- Open Space Strategy
- Logo and Tagline for Prospect Road Village Heart – Marketing Fund
- Budget - Recurrent / Long Term Financial Plan

Council Meeting 23/01/2018

- Mayoral Monthly Report
- Main North Road Concept Plan
- Main North Road Investment Strategy
- LGA Reform Report
- East Waste Board Minutes
- Community Engagement Policy and Toolkit
- CLIC Project Update
- Open Space Strategy
- Website Revitalisation EOI Stage 2
- Second Budget Review
- ERA 6 Monthly Report
- Export Hub - Business Incubator - update

Council Workshop 30/01/2018

- Budget - Recurrent / Long Term Financial Plan