

# Council Policy (WCC.021)

## Service Levels

**Responsible Officer:**

General Manager

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February 2024

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31 December 2025



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# CONTENTS

<b>1. Purpose</b>	<b>1</b>
<b>2. Scope</b>	<b>1</b>
<b>3. Policy</b>	<b>1</b>
<b>4. Appendices</b>	<b>2</b>

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# **1. Purpose**

This policy provides a framework for setting service level statements. Service levels aim to ensure a consistent level of service provision and infrastructure maintenance across the West Coast.

# **2. Scope**

This policy applies to the creation of Council service levels with the exception of the Customer Service Charter.

# **3. Policy**

## **3.1 Introduction**

Service level statements provide clarity on the level of service provided in a particular area or assets. For example, setting how often roads will be inspected for damage, or the level of potholes that are acceptable on a road before repair.

## **3.2 Benefits of Service Level Statements**

Setting service level statements ensure clarity for the Community and Council workforce about the level of service that is expected. It assists in prioritizing work and responding to work requests. Importantly it supports the provision of a consistent standard across the West Coast which aligns to resource allocation.

## **3.3 Roles**

Council team members will prepare service level statements based on current budget allocations and infrastructure standards. Council team members will be responsible for implementing the service level standards in line with required processes.

Council will be provided service level statements for approval or amendment. Where Council increases service levels, they will be responsible for increasing resourcing.

## **3.4 Process**

Council team members will prepare service level statements for review and approval by Council. Levels will be based on current budgets and infrastructure. The statements will be prepared by service area or asset and provided to Council as they are ready.

Prior to provision to Council the Service Level Statement will have community engagement in accordance with paragraph 4.7.8 of WCC.005 Community Engagement. Council will be provided the service levels statements, and any community submissions at an ordinary meeting of Council and can choose to approve them or refer to a workshop for further discussion.

Where Council increases service levels the decision will be deferred until Council can be provided advice on the cost of the service level increase and the offsets or increased resourcing that is required.

Where Council increases service levels from the staff recommendations Council will determine at the same time where offsets in service provision can be made or to provide additional resources.

Once a Service Level Statement is approved it will be included in this policy as an appendix. Where relevant the Service Level Statement will also be added to Asset Management Plans.

## 4. Appendices

### Appendix 1 – Council Service Levels

- Corporate Services
- Compliance & Planning Services
- Infrastructure Services

#### Appendix 1 – Council Service Levels

##### CORPORATE SERVICES

Activity	Service Level
Acknowledge Receipt of Job Applications	Acknowledgement within 2 business days.
Payment of Accounts	Payment No Later than Due Date.
s.132 Certificates	Processed within 5 business days

##### COMPLIANCE & PLANNING SERVICES

Activity	Service Level
s.337 Certificates	Processed within 15 business days.
Building Permit Assessment	Processed within 7 calendar days following payment and provision of all information including responses to RFIs.
Plumbing Permit Assessment	Processed within 7 calendar days following payment and provision of all information including responses to RFIs.
Certificate of Likely Compliance Notifiable Plumbing Works	Processed within 14 calendar days following payment and provision of all information including responses to RFIs.
Plumbing Work Inspection	Processed within 2 business days following payment.
Determine “Permitted” Planning Application	Processed within 28 calendar days following payment and provision of all information including responses to RFIs.
Determine a “Discretionary” Planning Application	Processed within 42 calendar days following payment and provision of all information including responses to RFIs.
Dog Registration	Processed within 5 business days with complete form and payment.
Nuisance or Animal Complaint Investigation	Commenced within 10 business days.
Impounded Animal	Animals released within 48 hrs. of request and payment.

## INFRASTRUCTURE SERVICES

Activity	Service Level
Rectify Missed Kerbside Collection.	Within 48 hrs. of notification (where Council at fault).
Delivery of new kerbside bin.	Within 10 business days of payment.
Making safe dangerous manholes or stormwater pits.	Barricaded or sign posted within 4 hrs. Of notification.
Repairs to Council manhole or pit damage.	Within 15 business days of notification.
Removal of stormwater blockage (flooding property).	Within 24hrs. of notification.
Removal of stormwater blockage (flooding road).	Safety signage within 24hrs. Repair within 5 days.
Removal of stormwater blockage (no property risk).	Repair within 30 business days.
Potholes (Urban Sealed Roads)	Only actioned where pothole is >50mm in depth and >500mm in width. Temporary repair within 5 business days.
Potholes (Non-Urban Sealed Roads)	Only actioned where pothole is >50mm in depth and >500mm in width. Temporary repair within 5 business days.
Potholes (Unsealed Roads)	Only actioned where pothole is >75mm in depth and >750mm width. Inspection and temporary repair within 5 business days.
Edge Breaks (Sealed Roads)	Only actioned where edge break exceeds 150mm. Inspection and temporary repair within 15 business days.
Missing regulatory signs (All roads)	Replaced within 30 business days.
Bridges barrier repair or missing signage	Rectified within 20 business days.