

## Item 7

### Questions on Notice with Answers

#### 1. Noise Complaints

By Councillor Scott

##### Question

1. Broken down by year, since 2016 how many noise complaints has the City received? How many complaints have been received per year in each City of Sydney suburb?
2. Broken down by month, since March 2020 how many noise complaints has the City received?

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##### Answer by the Chief Executive Officer

Records extracted from the City's Pathway system show the following noise complaints were received.

Noise Complaints by Suburb January 2016 - July 2021						
Suburb	2016	2017	2018	2019	2020	2021 (Jan-July)
Annandale	2	2	3		4	2
Barangaroo	24	10	17	15	3	5
Beaconsfield	23	18	15	18	17	9
Camperdown	134	136	66	76	51	17
Centennial Park	23	40	13	19	22	27
Chippendale	168	157	168	131	111	37
Darlinghurst	384	376	423	440	325	186
Darlington	53	35	74	29	46	9
Dawes Point	6	15	12	15	33	15
Elizabeth Bay	95	70	105	56	122	50
Erskineville	196	178	214	212	114	99
Eveleigh	12	41	28	39	23	7

<b>Noise Complaints by Suburb January 2016 - July 2021</b>						
<b>Suburb</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021 (Jan- July)</b>
Forest Lodge	61	48	45	70	74	36
Glebe	265	251	296	276	332	116
Haymarket	82	55	77	90	73	29
Millers Point	32	38	63	67	32	12
Moore Park	9	12	2	14	11	8
Newtown	184	143	151	162	128	68
Paddington	90	79	74	61	43	52
Potts Points	313	286	312	251	186	75
Pyrmont	236	197	247	190	166	90
Redfern	278	304	230	267	332	134
Rosebery	173	138	98	71	94	32
Rushcutters Bay	34	61	32	36	70	15
St Peters		1				
Surry Hills	507	481	546	570	435	229
Sydney	808	973	776	856	543	343
The Rocks	30	15	20	24	25	14
Ultimo	95	130	99	130	81	54
Waterloo	306	378	320	179	180	94
Woolloomooloo	113	86	98	81	82	41
Zetland	122	171	146	122	124	81
General - no location provided	28	63	39	42	59	13
<b>Annual Total</b>	<b>4886</b>	<b>4988</b>	<b>4809</b>	<b>4609</b>	<b>3941</b>	<b>1999</b>

<b>Noise Complaints March 2020 - July 2021</b>	
<b>Month</b>	<b>Volume</b>
Mar-20	474
Apr-20	478
May-20	345
Jun-20	333
Jul-20	290
Aug-20	293
Sep-20	307
Oct-20	307
Nov-20	320
Dec-20	277
Jan-21	309
Feb-21	336
Mar-21	364

## **2. Pandemic Leave and Stand Downs for City Staff and Contractors**

By Councillor Scott

### **Question**

1. Broken down by year, how many City staff have been stood down under the Splinter Award, and for how long?
2. Broken down by month, how many City staff have had their hours reduced since lockdown began in June 2021?

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### **Answer by the Chief Executive Officer**

1. No City of Sydney employee was stood down under the Splinter Award in 2020.

In July 2021, as a result of public health restrictions, 292 employees were stood down with pay under the 2021 Splinter Award. Many of these employees have now returned to their usual work.

As at 11 August 2021, 101 employees have been or remain stood down with pay under the 2021 Splinter Award.

2. No employees had their hours reduced in June 2021.

In July 2021, one part time employee (30 hours per week) had their hours reduced, with the hours not worked being paid as Covid-19 Special Paid Leave as per the 2021 Splinter Award.

In August 2021, 70 employees in Construction Maintenance commenced working reduced hours with the balance of their ordinary pay being paid as Covid-19 Special Paid Leave as per the 2021 Splinter Award.

### **3. Waste Management Complaints**

By Councillor Scott

#### **Question**

1. Broken down by year, since 2016 how many complaints about illegally dumped waste has the City received? How many complaints have been received per year in each City of Sydney suburb?
2. Broken down by month, since March 2020 how many complaints about illegally dumped waste has the City received?
3. What is the average response time for illegally dumped waste to be collected once reported to the City?
4. What is the average number of complaints per incident of illegally dumped waste the City receives?

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#### **Answer by the Chief Executive Officer**

1. The number of requests relating to reported illegal dumps are listed below:

In 2019, Cleansing and Waste worked with Customer Service to amend the way illegal dumps and booked collections were captured and directed. After these changes, a single illegal dump or booked collection could result in up to four separate requests to ensure that waste was recycled and diverted from landfill where possible.

As a result, increases in the number of reported illegal dumps from this point in time reflect better management of the type of waste presented and does not necessarily reflect an increase in reported illegal dumps.

In 2020, the Covid-19 pandemic caused significant increases in all domestic waste streams, including reported illegal dumps and booked collections.

	2016	2017	2018	2019	2020	2021
ALEXANDRIA	478	514	555	743	1527	835
ANNANDALE	12	11	14	11	10	7
BARANGAROO	1	-	-	-	1	-
BEACONSFIELD	53	57	84	135	305	146
CAMPERDOWN	160	125	181	152	241	204
CENTENNIAL PARK	86	93	107	161	394	222
CHIPPENDALE	480	465	553	732	1109	533
DARLINGHURST	1048	1383	1770	2147	2734	1414
DARLINGTON	204	221	237	391	731	333
DAWES POINT	12	9	5	11	15	11
ELIZABETH BAY	347	357	472	464	581	321
ERSKINEVILLE	318	317	402	556	910	642
EVELEIGH	31	18	24	61	114	85
FOREST LODGE	194	196	217	311	415	256
GLEBE	1142	1407	1481	2268	3106	1591
HAYMARKET	55	90	77	75	63	43
MILLERS POINT	44	24	35	60	107	57
MOORE PARK	1	4	4	6	13	2
NEWTOWN	798	828	986	1090	1556	1109
PADDINGTON	207	244	330	426	625	370
POTTS POINT	479	560	720	763	1211	671
PYRMONT	318	464	673	699	1002	450
REDFERN	984	947	1107	1684	2519	1562
ROSEBERY	177	146	246	377	713	506
RUSHCUTTERS BAY	112	130	185	194	270	139
ST PETERS	6	5	4	9	17	2
SURRY HILLS	1521	1783	2396	2996	4268	2253
SYDNEY	266	284	319	300	297	196
THE ROCKS	12	7	8	2	8	6
ULTIMO	482	658	506	626	939	488
WATERLOO	451	632	775	1218	1761	1132
WOOLLOOMOOLOO	399	473	552	652	922	496
ZETLAND	153	176	193	328	813	344
<b>Total</b>	<b>11031</b>	<b>12628</b>	<b>15218</b>	<b>19648</b>	<b>29297</b>	<b>16426</b>

2. The number of requests relating to reported illegal dumps are listed below:

<b>Number of Requests (Reported Illegal Dumps)</b>	
<b>2020</b>	
Mar	2735
Apr	2940
May	2143
Jun	2191
Jul	2472
Aug	2363
Sep	2351
Oct	2200
Nov	2296
Dec	2388
<b>2021</b>	
Jan	2305
Feb	2784
Mar	2405
Apr	2334
May	2020
Jun	2157
Jul	2007
Aug	414
<b>Grand Total</b>	<b>40505</b>

3. The average time over the last five years for a reported illegal dump to be collected is 1.82 days. This is calculated by measuring from the time the report is received by Customer Service to the time that the request is marked as completed in the customer request system.
4. City systems record details of reported illegally dumped waste, such as the date and location. However, the date and location of reported illegal dumps is not sufficient to identify individual incidents of illegal dumping. Multiple illegal dumps may take place in the same location over a short period of time and be separate instances.

Based on the information available, the City does not have the ability to provide an average amount of complaints per incident of illegally dumped waste in the City.

#### **4. NSW Industrial Relations Commission**

By Councillor Scott

##### **Question**

Broken down by year, since 2004 how many claims have been filed against the City with the NSW Industrial Relations Commission? How many of these cases have resulted in findings against the City? Please list breaches identified in these findings against the City.

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##### **Answer by the Chief Executive Officer**

Digital records dating back to 2013 were available for review. Since this time, the City has had 28 matters filed with the NSW Industrial Relations Commission. Of these, 17 were related to individual employees and 11 pertained to the City's Award, or the City's workforce policies and procedures. No adverse findings or breaches were determined against the City.