

EXAMPLE SHIRE COUNCIL · RESIDENT ISSUES

Rank repeat reports of the same issue above single reports

APPROVED

LIVE FROM FRI 9 OCT 2026

DECISION	Which resident issues reach the weekly operations meeting, and who decides
LOGIC	issue-ranking v1.4 · rule 3 ● The Council's, versioned
DATA USED	Web form, phone log, survey tool (weekly), ward boundaries
WHY	Repeat reports were reaching the meeting late, because each channel counted them separately.
ALTERNATIVES	Rank by channel; rank by age. Both tested, both caught fewer repeats.
ACCOUNTABLE	Manager, Community Services
REVIEW	Each July, or when ward boundaries change

01 Test evidence

TABLE 01

The records list caught 104 of 111 repeat reports in four weeks. The manual list caught 81.

WARD	ISSUES	REPEAT REPORTS	CAUGHT BY RECORDS LIST	CAUGHT BY MANUAL LIST	HELD FOR AN OFFICER
North Ward	140	38	36	29	6
River Ward	122	33	31	24	5
Hills Ward	64	19	18	14	3
Coast Ward	90	21	19	14	4
All four wards	416	111	104	81	18

Table 01 · Repeat reports caught, by ward, in a four-week test against the manual list. n=111 repeat reports among 416 issues, four weeks to Fri 2 Oct 2026. Source: customer request system and channel exports, read [date]. Example data: Example Shire is fictional.

02 Trace

- 2 Sep Rule drafted and tested on eight weeks of past issues
- 7 Sep Test started alongside the manual list
- 2 Oct Test ended; results above
- 9 Oct Approved and published by the Manager, Community Services

03 Approval

Approved by
Manager, Community Services · date

Prepared by
[Delivery lead], NTWRK · date