

14.2.5 Community Engagement on Council's Draft City Vision and Annual Business Plan 2024-25

Report Type	Decision
City Plan Theme	Community Economy Environment & Heritage Placemaking Leadership
Report Author	Team Leader Strategy & Insights, Corporate Services
Report Summary	This report provides a summary of the feedback received on Council's Draft City Vision 2024-34 and Draft Annual Business Plan 2024-25.
Attachments	1. City Vision And Annual Business Plan Consultation Report [14.2.5.1 - 8 pages]

RECOMMENDATION

Council resolves that:

- 1. The report of the Director Corporate Services titled "Community Engagement on Council's Draft City Vision and Annual Business Plan 2024-25" be received and noted.**
- 2. No changes to the City Vision 2024-34 are proposed arising from the Community feedback received.**
- 3. No changes to the Draft Annual Business Plan 2024-25 are proposed arising from the Community feedback received.**
- 4. The City Vision 2024-34 and Annual Business Plan 2024-25 be finalised for adoption by Council at a Special Meeting on 25 June 2024.**

Report

At its December 2023 meeting, Council endorsed a new Draft City Plan (published as Draft City Vision 2024-34) for the purpose of community consultation. Further to this, Council endorsed the Draft Annual Business Plan 2024-25 for community engagement at its meeting of 9 April 2024. At this meeting Council also endorsed the engagement process to be undertaken for these documents and that:

A further report be brought back to Council to consider community feedback and submissions on the Draft City Vision 2024-34 and Draft Annual Business Plan 2024-25 in June 2024.

During the engagement period, a total of 20 responses were received via ParticipatePAE and one submission was received via email. As required under legislation a Public Meeting meeting was held on 14 May 2024 to enable the community to provide comment on the Annual Business Plan, one person spoke at the Public Meeting.

A majority of ParticipatePAE survey respondents (13 or 65%) were Satisfied or Very Satisfied with the Draft City Vision and Goals. Similarly, a majority of survey respondents (11 or 55%) were Satisfied or Very Satisfied with the Draft Annual Business Plan.

A report providing a more detailed summary of the feedback can be found in Attachment 1.

The majority of feedback received aligns to the Goals and Objectives within the City Vision and/or services and facilities currently delivered by Council. The feedback does not warrant any change to the City Vision or Annual Business Plan and confirms Council's Vision and Annual plan are aligned to community need.

The submission made at the May public meeting requested Council undertake a feasibility study into the construction of a tidal pool in the Port River in 2024-25. The Tidal Pool is currently an unfunded project. Should Council want to undertake a feasibility study it is recommended that the project is considered alongside its other strategic priorities and overall funding capacity. This can occur as part of the development of the 4 Year Business Plan and the review of the Long-Term Financial Plan that will be completed by November 2024.

The City Vision 2024-34 and Annual Business Plan 2024-25 will be brought to Council for endorsement at a Special Council Meeting to be held later in June.

City Plan Relationship

The Draft City Vision 2024-34 is the foundation for all work undertaken by the City of PAE. This includes introducing a Four-Year Business Plan to Council's suite of strategic planning documents and development of the Draft ABP 2024-25 (as required under the Local Government Act 1999). The Draft ABP has been developed to help deliver on the Draft City Vision aligned to the four goals of Thriving Community, Prosperous Economy, Clean and Green City and Places for People.

Legislative Context and Related Policies

Section 122 of the Local Government Act 1999 (SA) requires Council to develop and adopt plans (which may take various forms) relating to the management of its area and which identify the council's objectives for a period of at least four years. Section 123 of the Local Government Act 1999 (SA) and Regulation 7 of the Local Government (Financial Management) Regulations 2011 (SA) require Council to develop and adopt an Annual Business Plan and a Budget. The Annual Business Plan and Budget must not be finalised until Council has consulted with, and considered the views of, the community.

Stakeholder Engagement

Community consultation on the Draft City Vision and Draft ABP commenced 15 April 2024 and concluded 14 May 2024. The community was informed about the consultation opportunity via:

- Council's 'ParticipatePAE' website
- Autumn edition of PAE Today
- An Advertiser placement during the consultation period
- Posters in Council offices and facilities (where possible)
- Postcard handout with summary information and QR code linking to the ParticipatePAE website
- Engagement activities scheduled across the City where Elected Members could attend

- Council's website: Latest News, FAQs, and Your Rates at Work
- Council's social media
- Explainer video voiced by the Mayor.

The community were able to provide feedback via:

- Council's 'ParticipatePAE' website - three survey options were provided: short (1-2 mins), medium (5-10 mins) or detailed (prepare and upload submission)
- In writing (handed in, via mail, via email)
- In person or phone conversation
- Public representation at the May 2024 Council meeting.

As indicated previously a report on community feedback has been collated for Council to consider and is provided as Attachment 1 to this report. This information will be available on Council's website and in Council reports and informs the recommendations for adopting the final City Vision and ABP later in June 2024.

All respondents who provided contact details will receive an email/letter acknowledging and thanking them for their submission, directing them back to the PAE website for responses based on topic/themes and advising they can make contact if they would like specific feedback on their submission. This is in line with the Communications and Engagement Framework principle of transparency through closing the loop.

The report on the feedback has been considered and noted by Council's Audit and Risk Committee at its meeting of 22 May 2024.

Risk Management

The key risk identified for engaging the community on the City Vision and the Annual Business Plan is the community may perceive they are not being heard or that Council is not acting on their feedback. This risk is being mitigated through the approach outlined in this report. Maintaining balance between financial sustainability and meeting the needs of the community has never been more crucial than in the current economic environment.

Key operational risks to the delivery of the City Vision and ABP include:

- Persistent materials supply chain and labour shortages. This impacts costs and delivery timeframes for infrastructure projects and purchase of plant, equipment and fleet.
- The tight labour market is placing challenges in attracting and retaining staff which in turn can place pressure on delivery of projects and services.
- Climate change increases the risk of extreme weather events which may cause significant damage to Council infrastructure requiring a diversion of Council resources.
- Ongoing need to manage the significant threats of increasing cyber security breaches as we progress our digital transformation projects.

Financial Management

Council's draft 2024-25 Annual Business Plan and budget has been developed in the context of delivering on the commitments and community priorities outlined in the City Plan 2030, the Draft City Vision 2024-34 and Council's Long Term Financial Plan.

Environmental and Social Impacts

The City Vision 2024-34 describes Council's social and environmental goals and objectives for the City over the next 10 years. The Draft ABP outlines a range of community and environmental programs and services to progress Council's City Vision.



CITY VISION AND ANNUAL BUSINESS PLAN

Community consultation outcomes report

Executive Summary

A majority of respondents indicated that they were either Very satisfied or Satisfied with both the Draft City Vision and the Draft Annual Business Plan.

Consultation Process

Community consultation on the Draft City Vision 2024-34 and Draft Annual Business Plan commenced on 15 April 2024 and concluded on 14 May 2024.

The community were informed about the consultation through a variety of sources including Council's 'ParticipatePAE' website, PAE Today, an Advertiser placement during the consultation period, posters in Council offices and facilities and postcards handout with summary information and QR code directing them to the ParticipatePAE website.

Three community pop-ups were also held during the consultation period (two Drop-in Sessions regarding the Semaphore Foreshore Master Plan and one Community Conversations at The Lights) and were promoted as another opportunity to talk to staff about the draft Plans.

Feedback was also invited from PAE staff using the same mechanisms. However, this report on community feedback does not include staff feedback (n=2).

Feedback could be provided by completing a feedback form on ParticipatePAE, in writing, in person, by phone conversation or through public representation at the 14 May 2024 Council meeting.

The following provides a summary of the feedback received.

Summary of engagement with ParticipatePAE

Across the engagement period, the ParticipatePAE page received a total of 716 visits from 547 unique visitors. Traffic towards the site was driven primarily by direct access by users, which included using the QR code on the postcards.

There were two documents available to download:

- Draft City Vision 2024-34 – 227 downloads
- Draft 2024-25 Annual Business Plan – 173 downloads

A total of 4466 email notifications were sent via ParticipatePAE (new project notification, newsletter and Shaping Inclusion members).

Summary of Feedback via ParticipatePAE

ParticipatePAE survey participants were able to choose from three survey options:

- short (1-2 mins)
- medium (5-10 mins)

- detailed (prepare and upload submission).

A total of 20 responses (16 – short; four – medium; zero – detailed) were received via ParticipatePAE. This was an increase in the number of responses received via ParticipatePAE compared to last year where 16 responses were received.

Responses were received from across the Council area from the following suburbs:

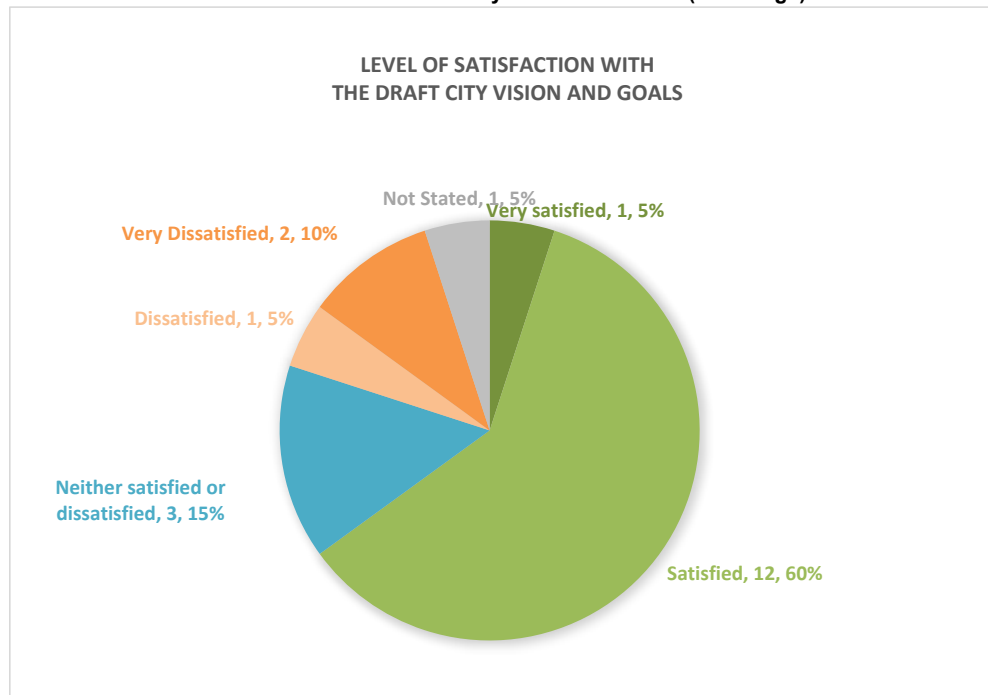
- | | | |
|-----------------------|---------------------|-----------------------|
| • Klemzig (3) | • Clearview (1) | • Rosewater (1) |
| • Dernancourt (1) | • Sefton Park (1) | • Semaphore South (1) |
| • Windsor Gardens (1) | • Kilburn (1) | • Exeter (1) |
| • Lightsview (1) | • Ottoway (2) | • Largs North (1) |
| • Enfield (1) | • Port Adelaide (1) | • Osborne (1) |

Two (2) respondents were from outside of the Council area.

Draft City Vision and Goals

A majority of survey respondents (13 or 65%) were Satisfied or Very Satisfied with the Draft City Vision and Goals, with a further three (or 15%) Neither Satisfied or dissatisfied. Table 1 below collates the results of all ratings received via both the short and medium surveys.

Table 1 – Level of Satisfaction with the Draft City Vision and Goals (All ratings)



Of those that were Satisfied or Very satisfied, feedback included:

- The Vision and Goals were generally seen as appropriate, comprehensive and/or forward-thinking
- Several comments were in support of projects within the Annual Business Plan.

Of those that were Neither Satisfied or Dissatisfied, feedback indicated a 'wait and see' approach, i.e. that their level of satisfaction will be dependent on how Council interprets the Vision into action over time.

Of those that were Dissatisfied or Very Dissatisfied, feedback included:

- A desire for additional focus on safety and addressing undesirable public realm behaviour
- A feeling that there was no real opportunity to provide feedback
- One respondent selected 'Very Dissatisfied' however their comment was in support of a planned project within the Annual Business Plan.

Four survey participants engaged in the medium survey which provided an opportunity to provide more detailed feedback on the individual Goals. One respondent did not select any ratings (i.e. Very satisfied through to Very dissatisfied) but did provide a comment. Table 2 below shows the results of ratings received in response to the question "How satisfied are you that the draft City Vision and goals set a positive direction for our long-term future?" via the medium survey.

Table 2 – Level of Satisfaction with the Draft Goals (Medium Survey Ratings)



The results indicated:

- Across Thriving Community, Clean and Green City and Places for People, 50% (n=2) of respondents reporting being Satisfied or Very satisfied
- Prosperous Economy received more ambivalent feedback with 50% (n=2) of respondents being Neither satisfied or dissatisfied
- Whilst 50% (n=2) of respondents were either Satisfied or Very satisfied with Clean and Green City, there was one respondent (25%) who was Dissatisfied (expressing a desire for a greater emphasis on the environment).

Feedback included:

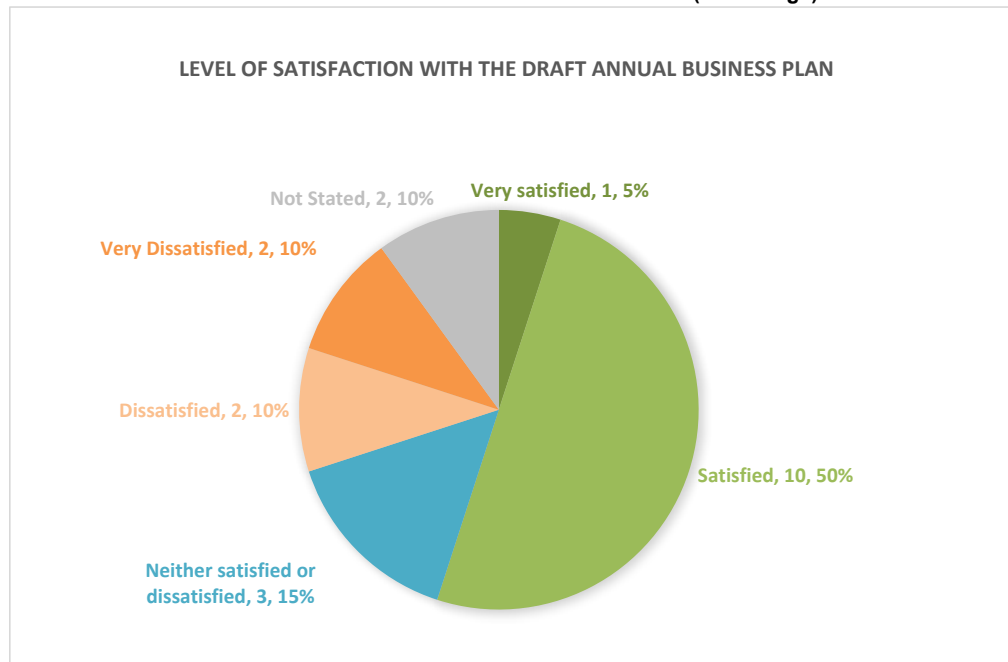
- Most comments related to a desire to do more for the environment (ie. increase trees and green spaces, reduce pollution and waste)
- One respondent expressed a desire for support to local or small businesses to be prioritised over support to big businesses.

Draft Annual Business Plan

In answering the survey respondents were asked whether they had reviewed the website information or the full Annual Business Plan document. Fourteen had viewed the full plan and five had reviewed the website content only and one did not state.

A majority of survey respondents (11 or 55%) were Satisfied or Very Satisfied with the Draft Annual Business Plan, with a further three (or 15%) Neither satisfied or dissatisfied. Table 3 below collates the results of all ratings received via both the short and medium surveys.

Table 3 – Level of Satisfaction with the Draft Annual Business Plan (All Ratings)



Of those that were Satisfied or Very satisfied, feedback included:

- Several comments in support of the project to upgrade lighting at TK Shutter Reserve
- Support for lighting at Branson Avenue Reserve
- A request for a 'library of tools' that people could borrow for house maintenance or gardening and a request for more Kaurna related signage in council parks.

Of those that were Neither satisfied or dissatisfied, feedback included:

- A desire for more detail about how the budget is "divided up"
- Calls for increased planting
- A request for increased traffic calming and stormwater works.

Of those that were Dissatisfied or Very Dissatisfied, feedback included:

- Several comments in support of increased focus on cooling and/or greening the environment
- A desire for additional focus on safety and addressing undesirable behaviour
- A request for more public toilets
- A desire for activity to be displayed by Council ward
- One respondent selected 'Very Dissatisfied' however their comment was in support of the lighting upgrade proposed at TK Shutter Reserve.

Summary of consultation themes

Feedback Theme	Staff Comments
Public Safety	
Additional focus on safety and addressing undesirable behaviour	Feedback is noted. Council works closely with SAPOL to coordinate efforts in addressing anti-social behaviour in public spaces. Council is planning to upgrade several reserves in the 2024-25 financial year to improve safety and accessibility.
Engagement and Information Provision	
No real opportunity to provide feedback	Feedback is noted and we will review whether we can improve how we can better promote the various feedback avenues provided. Feedback could be provided by completing a feedback form on ParticipatePAE, in writing, in person, by phone conversation or through public representation at the 14 May 2024 Council meeting.
Activity to be displayed by Council ward	Feedback is noted. Council's key role and function is to provide services and programs for the whole community. This is reflected in the City Vision and Annual Business Plan documents. Information on capital works projects for individual wards is available online via Council's website.
More information about how the budget is 'divided up'	Feedback is noted. It is not clear from the comment what type of 'division' the respondent was seeking. However, Council provides significant detail as part of the Audited Financial Statements within the Annual Report. There is also our rates at work calculator on Council's website and this is also included in the Annual Business Plan.
Environment	
Do more for the environment (ie. increase trees and green spaces, reduce pollution and waste)	Feedback is noted. Council continues to review how it can best respond to climate change risks. Being a Clean and Green City is a key Goal of the City Vision and is reflected in several activities in the Annual Business Plan. Council currently delivers a diverse range of environmental programs through its Greening the City program, open space developments, Net Zero Emissions Plan, waste and recycling services and community based environment programs

Economic Development	
Support for local or small business to be prioritised over big business	Feedback is noted. Council currently provides a business advisory support service and hosts a range of network and business development events that are tailored towards the needs of small businesses. Council is currently developing our Prosperous Economy Strategy and Plan and this feedback will be considered during this process.
Services and Programs	
A 'library of tools' that people could borrow for house maintenance or gardening	Feedback is noted. Council does not currently offer a 'library of tools' that can be borrowed for home use. However, library members are able to book access to the Makerspace at the Parks Library which has a small selection of tools that may be used within the Makerspace.
More Kaurua-related signage in council parks	Feedback is noted. 'Walking together on Kaurua Country' is a key Objective within the Places for People Goal of the City Vision. Council's Parks & Reserves Naming Policy and its Open Space Signage Strategy both align with this suggestion.
Increased stormwater and traffic calming works	Feedback is noted. Council plans and programs stormwater and traffic calming works in accordance with activity identified by either the Stormwater Asset Management Plan or the Local Area Traffic Management (LATM) program.
More public toilets	Feedback is noted. Council is in the process of reviewing public toilet provision across the City. Adequate access to public toilets is also considered as part of planning relevant capital works projects (i.e. to parks, gardens and/or buildings).
Outdoor gym at Semaphore Foreshore	Feedback is noted and will be passed on as part of the development of the Semaphore Foreshore Masterplan. There is outdoor fitness equipment already located along the foreshore at: <ul style="list-style-type: none"> • Adjacent to Hart Street, Semaphore • South of Arthur Street Semaphore South • Adjacent to Anthony Street, Largs North

All respondents who provided contact details will receive an email/letter acknowledging and thanking them for their submission, directing them back to the PAE website for responses based on topic/themes and advising they can make contact if they would like specific feedback on their submission. This is in line with the Communications and Engagement Framework principle of transparency through closing the loop.

Summary of other Feedback

As required under legislation a Meeting was held on 14 May 2024 to enable the community to provide comment on the Annual Business Plan. One person spoke at the Public Meeting in relation to a proposal to allocate funding towards further studies into the feasibility of a Tidal Pool in the Port River. In addition, one submission was received via email and expressed a desire for an outdoor gym at Semaphore Foreshore.

Next Steps

Council will have an opportunity to review feedback at the 11 June 2024 Council meeting and consider whether any adjustments are required to either the Draft City Vision and/or Draft Annual Business Plan and Budget. The final version of these documents will then be brought back to Council at the end of June 2024 for adoption.