























City of Vincent






COUNCIL PRIORITIES 2016/17 - PROGRESS SUMMARY (January 2017)






Quick View Green = Completed Yellow = Still in Progress Red = Delayed	Council Priority	CBP Ref	Delivery Timeframe	Owner	Status/Comment
Developing a New Strategic Community Plan to Guide the Future of the City					
	1. Develop a new Strategic Community Plan (SCP) for the City that genuinely reflects community aspirations and sets clear goals and outcomes.	1.1	2016/17	CEO	The SCP tender has been awarded to Shape Urban to assist the City with the project. The community engagement will commence in this financial year, whilst the preparation of the SCP document is anticipated to be completed in 2017/18.
	2. Coherent community consultation on a potential underground power program, to guide future budget planning and priorities.	Nil	2016/17	CEO	The community consultation approach is currently being considered with a view to presenting a draft approach to a Council Workshop in February 2017 prior to consultation commencing. This consultation exercise will need to be carefully constructed to ensure it complements (not confuses) the SCP community engagement campaign.
Leading Local Government Transparency and Accountability					
	3. Establish a new Governance Manager to drive improvement across the organisation in reporting, risk management and governance.	Nil	Completed	CS	The Manager Governance and Risk position has been established and was filled in April 2016.
	4. Establish live streaming of Council Briefings and Meetings.	2.1	2016/17	CS	A report is to be presented to Council in March 2017 to consider a formal policy position to guide the management of live streaming of Council Briefings and/or Meetings. A Request for Quote for the work has been prepared and the project is intended to be completed this financial year.
	5. Review the code of conduct to reflect best practice.	2.4	2016/17	CS	The review has commenced and is intended to be completed and revisions to the Code made this financial year.
	6. Creation of Transparency and Accountability portal for easy access to public registers and Council allowances.	Nil	Completed	CEO	The Portal was created in May 2016 and can be accessed via the City's website. Further registers were added in October 2016.






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Stronger Financial Management and Budget Planning					
	7. Complete our first audit of all major City of Vincent assets, including all community facilities.	Nil	2016/17	TS	<p>A condition survey has been completed of all City buildings at component level, including inventory, life-cycle and statutory compliance. Universal access audits are being undertaken now, followed by mechanical plant (air condition, lifts, etc) to inform the long term asset management plan.</p> <p>All City buildings have now been assessed by qualified plumbers and electricians to identify any defects or non-compliances; rectification and maintenance costs; and to prepare detailed long-term renewal/upgrade plans.</p> <p>All halls and pavilions have also now been compliance upgraded for emergency lights, egress and smoke detection. Additionally, a disability access and inclusion consultant is surveying City buildings to identify areas of non-compliance, areas for improvement, best practice standards and future renewal/upgrade requirements.</p>
	8. Establish a clear 10 year Asset Management Plan and Capital Works Plan to guide future budget planning and expenditure for the City in a fair and consistent approach.	Nil	2018/19	TS	<p>The full Asset Management Plan is anticipated to be completed in 2018/19. The information gathered through completed audits will be used in the interim to inform budget decisions.</p> <p>Administration will workshop service levels for City assets with Council Members in detail this year, commencing with building assets in February 2017. This will include consideration of proposed intervention levels to different building categories.</p>
	9. Requirement for a Business Case to be presented to Council and in annual budget papers for all expenditure greater than \$250,000 or proposed to run for 2 or more years.	Nil	N/A	All	<p>Projects greater than \$250,000 or proposed to run for 2 years or more are now required to be presented to Council.</p>
Guiding Better Development Outcomes in the City					
	10. Reform planning policies to design out poor outcomes which affect amenity and liveability.	4.1	2016/17	DS	<p>The reform of the planning policies was adopted by Council in December 2016 and take effect from 21 January 2017.</p>

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	11. Stricter standards for rear setbacks for new developments to protect the amenity of existing residents.	4.1	2016/17	DS	Policy reform on rear setbacks requires approval from the WAPC. Administration is currently working with the Department of Planning staff to progress this and it is intended to be completed this financial year.
	12. Raise requirements to establish more meaningful and liveable green spaces in new developments.	4.1	2016/17	DS	Changes for commercial developments took effect on 21 January 2017. Residential and mixed use developments require WAPC approval. Administration is working with the Department of Planning to progress this and it is intended to be completed this financial year.
	13. Establish clear guidelines for storey heights for major density developments.	4.1	2016/17	DS	Building height requirements were reformed as part of the new planning policy adopted by Council in December 2016 which took effect on 21 January 2017.
Better customer service					
	14. Focus on delivering an improved customer experience coupled with simple, clear and consistent rules and requirements for the community to access and understand.	5.5	2016/17	CE	The Community Engagement Directorate has been restructured with the new Marketing & Communications Team now incorporating Customer Service. Existing customer service workflows, standards and technologies have been reviewed as the basis for transforming the City's Customer Service Delivery Model, Customer Request Management System and Customer Service Charter.
	15. Implementation of an improved customer request management system.	5.4	2018/19	CE	The review referenced in Item 14 above will form the basis for implementing a new Customer Request Management System across 2017/18 and 2018/19. This will be informed by customer service delivery outcomes and expectations from the SCP. In the meantime, operational improvements will be made to better manage, track and respond to customer requests.
	16. Simplification of the City's car parking permit system to improve convenience for ratepayers.	5.1	2016/17	CE	Council adopted the revised Parking Permits Policy in October 2016 with full implementation, including related technologies and broad resident communications, to be completed this financial year.
	17. Review the City's website to offer a more easy to use and interactive on-line customer experience.	5.3	2017/18	CE	The City's website has been reviewed with a number of improvements to enhance its functionality and user experience to be completed by mid-2017. A scope is also being prepared for an entirely new website platform which will be delivered in 2017/18 as per the CBP timeframe.

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	18. Refocus services provided through the new Community Engagement Directorate to better reflect and respond to community needs and aspirations.	6.3	2017/18	CE	The Community Engagement Directorate has been restructured with the new Community Partnerships Team reviewing all existing programs, services and facilities. These outcomes will be further informed by service delivery outcomes and expectations from the SCP to ensure responsiveness to community needs and aspirations.
Meaningful and smarter community engagement					
	19. Establish a more meaningful approach to the City's engagement practices, including adoption of Plain English principles and 'closing the feedback loop'.	6.3	2017/18	CE	Through the new Marketing & Communications Team the City has implemented specific Communication Plans for key projects and community engagement activities which will ensure consistent and clear messaging and purpose. A broader review of the City's overall community engagement approach, including a new Community Engagement Strategy and Policy (to replace the current Community Consultation Policy), will be undertaken in 2017/18 as per the CBP timeframe.
	20. Establish and support the operation of a new Community Engagement Panel.	6.4	2016/17	CE	A draft Policy has been progressed to guide the establishment of a Community Engagement Panel based upon feedback from the Council Workshop held in August 2016. The finalisation of this Policy and implementation of the Panel is being considered within the context of the proposed community engagement campaign associated with the SCP.
	21. Promote and encourage local resident involvement in town teams and precincts.	6.5	2016/17	DS	Administration regularly promotes Town Team AGMs and events to drive membership and community involvement. Place Managers / Community Partnerships regularly attend Town Team meetings providing support and advice to improve membership and community involvement. Work in this area is ongoing and will be complemented by Place Plans being prepared by Administration for each Town Centre to support the activities of the various Town Teams.
Cutting red tape					
	22. Review alfresco fees and permit approvals to encourage street activation and reduce/remove the administrative burden in managing the current process.	Nil	2016/17	DS	The alfresco permit fees have been removed. The ability for applicants to self-assess permits through an on-line portal is still being completed. A review of the Trading in Public Places Local Law is being undertaken to consider removal of the requirement for a permit altogether.

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	23. Simplify and streamline statutory application and approval processes, including investigating on-line lodgement of applications and electronic assessment of applications.	5.2	2017/18	DS	The Planning Policy Reform has replaced 19 previous policies and created a single policy document, which significantly streamlines assessment. Ongoing investigation and review into all processes has commenced and improvements are now being made to assessment approaches. Online lodgement capability is being scoped with implementation intended for 2017/18.
	24. Examine policy mechanisms to encourage and incentivise independent, small business in town centres.	4.1 & 9.10	2016/17	DS	Planning Policy Reform supports tenancy sizes that support small business. The Planning Framework for each town centre is to be undertaken through centre structure plans. Initial consultation on Leederville Activity Centre took place recently at the Light Up Leederville Festival. The Business Advisory Group has also recently begun exploring this initiative.
	25. Development of a proactive business engagement program that makes Vincent a city of choice for small business (led by the CEO and newly formed Business Advisory Group).	7.3	2016/17	CEO	Administration has developed a draft framework for a Business Engagement Program and the suite of projects which would support this program. The Framework was discussed at the recent Business Advisory Group.
Creating Liveable Neighbourhoods					
	26. Establish new green light pedestrian crossings at key intersections, to improve pedestrian safety on our streets.	8.1	2018/19	TS	<p>Changes to signals are subject to the approval of Main Roads WA (MRWA), which is currently being sought for the following intersections included in the current Budget - Bourke/Loftus Streets, Vincent/Fitzgerald Streets and William/Bulwer Streets.</p> <p>Designs for all three intersections have been submitted to MRWA for approval, quotation and programming. In addition, the City has made application to install a pedestrian crossing in Fitzgerald Street, North Perth near Woodville Reserve.</p>
	27. Establish two year trial of a 40km/h zone in the City of Vincent to demonstrate benefits of low speed zones for residents, including a safer road environment near the highly active water playground at Hyde Park.	8.2	2017/18	TS	Administration has met with Main Roads WA (MRWA) and the Road Safety Commission (RSC) to progress the trial, including pre and post-trial measurements to evaluate its impact. Signage changes will be at the City's cost. Administration intends to consult with affected residents in February and then report to Council for direction thereafter. Council's resolution from 23 August 2016 (Item 9.2.3) requested the consultation to commence by no later than 30 November 2016 but that timeframe was delayed due to the feedback received from MRWA and RSC.

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	28. Construction of Bulwer Street bike lane to Lord Street, to complete third major cycling corridor in the City.	3.1	2016/17	TS	Constructed and completed in 2016 and is now fully operational.
	29. Continued rollout of the Greening Plan, including an audit of the canopy provided by street trees on residential streets with a goal of at least one tree outside each property.	8.3	2017/18	TS	The rollout of the Greening Plan has continued. The audit of tree canopy commenced in December 2016 with aerial imagery of vegetation cover and tree canopy provided by CSIRO. The audit is intended to be completed this financial year. The audit will identify where vegetation has increased and decreased which will be used to identify gaps to inform future greening initiatives.
Renewing of town centres					
	30. Create a new pedestrian space near Axford Park in Mt Hawthorn and open the park to more adaptable and diverse community uses.	9.4	2017/18	TS	<p>Community engagement commenced in December 2016 and the results will be used to inform and guide the scope for further works at the Park, in accordance with the Project Plan and Methodology adopted by Council for this project at its meeting on 26 July 2016 (Item 9.2.2).</p> <p>An amount of \$60,000 is included in the 2016/17 budget for up-lighting trees in the park and further funding will be listed for consideration in the 2017/18 Draft Budget to implement any agreed changes to Axford Park.</p>
	31. Further investment in pedestrian friendly spaces, seating and trees for the North Perth precinct.	9.7	2017/18	DS	Administration is progressing work on a North Perth Town Centre Place Plan which includes a variety of initiatives to improve the pedestrian environment over a 4 year period. In addition, Administration commenced consultation in January 2017 to inform a study and recommendations on a new Public Open Space in the North Perth Town Centre.
	32. Investment in William Street to assist property owners and tenants to improve streetscape appeal.	9.2	2016/17	DS	<p>This project has been delayed by two key factors:</p> <p>Firstly, MRWA's delay in approving the Brisbane Street/William Street two way conversion project, for which the City has allocated approximately \$325,000 to complete in the 2016/17 budget for. The City is currently awaiting final approval before MRWA's nominated electrical contractor can change the signals at the three affected intersections.</p> <p>Secondly, Water Corporation has advised that it will be replacing the cast iron water main in Brisbane Street in mid-late 2017, which may further delay the two way conversion project and therefore the City's investment in streetscape enhancements along William Street.</p>

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	33. Activation of newly created Vincent public spaces, through free public programs (ie community yoga).	9.5	2016/17	CE	Town Centre Public Spaces can now be hired by businesses, Town Teams and the broader community for functions, events and activities. This has resulted in the following increase activity: <ul style="list-style-type: none"> Oxford Street Reserve has been hired 12 times for outdoor yoga Newcastle/Carr Junction has been hired once for the Leederville Long Table Lunch Mary Street Piazza has been hired 3 times for the Networks' Staged on Beaufort Series. Town Teams also now have access to a \$10,000 grant which can be used on events and activations in Town Centre Public Spaces. Administration is currently investigating how the hire system can be improved via an easy to use online interface.
Smarter, sustainable waste management for the community					
	34. Review City of Vincent waste management collections services, including potential to increase recycling services in recognition of changing community behaviour and demand.	10.1	2016/17	TS	A trial will be commenced in the coming months to introduce increased capacity recycling bins, which will be evaluated in June 2017. This information will provide data to guide future decisions on waste management options.
	35. Review system of waste charges for ratepayers - and potential to provide incentives to reduce waste to green bins.	10.1	2016/17	TS	An audit has been completed of all businesses provided with a City of Vincent commercial waste service. This audit will now inform a review of the waste charge through development of the 2017/18 budget.
	36. Create a coherent program to encourage reduction and reuse of waste within Vincent households.	10.1	2016/17	TS	The City's waste team is being restructured and will afford the creation of a dedicated Policy and Waste Education Officer to lead the introduction of best practice waste management in the City's services, as well as behaviour change programs with residents and businesses.
	37. Explore and implement new opportunities to encourage more sustainable waste management practices within high density developments.	10.1	2016/17	TS	Refer comment on Council Priority 36.