

14.1.2 Community Engagement on Council's Draft 2022-23 Annual Business Plan

Report Type	For Information
City Plan Theme	Community Economy Environment & Heritage Placemaking Leadership
Report Author	Corporate Planner, Corporate Services
Report Summary	<p>To provide quality services, facilities and programs for the community, each year Council develops an Annual Business Plan (ABP). The Draft 2022-2023 ABP outlines the priority areas for the next financial year based on Council's City Plan 2030, approved strategies and plans and feedback received from the community.</p> <p>At its meeting of 12 April 2022, Council endorsed the Draft 2022-2023 ABP for community engagement.</p> <p>The purpose of this report is to outline the stakeholder engagement process undertaken and provide feedback received to date for Council's consideration in the finalisation of the 2022-2023 ABP.</p>
Attachments	1. Community Engagement on the Draft ABPB 2022-2023 [14.1.2.1 - 19 pages]

RECOMMENDATION

Council resolves that:

1. The report of the Director Corporate Services titled "Community Engagement on Council's Draft 2022-23 Annual Business Plan" be received and noted.
 2. It is noted that the feedback provided through the community consultation broadly aligns to the priorities, services and works program to be delivered through the Draft 2022-2023 Annual Business Plan.
 3. The priorities, services and works program within the Draft 2022-2023 Annual Business Plan remain unchanged and notes that the final Plan and budget will be presented to Council for endorsement at the 28 June 2022 Special Council meeting.
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Background

At its meeting on 12 April 2022, Council resolved as follows:

1. *The report of the Director Corporate Services titled "Draft Annual Business Plan 2022-23 for Community Engagement" be received and noted.*
2. *The Draft Annual Business Plan 2022-23, developed with a proposed average rate increase based on the latest available measure of 'Adelaide CPI' (being 3.3% for the 12 months to December 2021) as per Attachment 1 to this report, be endorsed*

- for community engagement.*
3. *The CEO or delegate be authorised to make minor corrections and amendments prior to publication.*
 4. *The community engagement approach outlined in this report be adopted to consult on the Draft Annual Business Plan 2022-23*
 5. *A further report be brought back to Council to consider community feedback and submissions on the Draft Annual Business Plan 2022-23 in June 2022.*
 6. *Subject to community feedback, the final Annual Business Plan 2022-23 presented to Council for consideration in June 2022 be updated with the latest available measure of Adelaide CPI at that time (being for the 12 months to March 2022).*

The consultation period commenced Tuesday 26 April 2022 and closed 5pm, Wednesday 25 May 2022.

Communications and Engagement Approach

Council's engagement on the Draft ABP was extensive and provided opportunities for the community to provide feedback on the Draft ABP and other matters.

The community was notified of feedback opportunities through the following communications:

- One Advertiser placement;
- Posters and displays in Council offices and facilities (where possible);
- Article in the PAE Today Winter publication;
- 'Latest News' and 'Your Rates at Work' and FAQs pages on the Council website;
- Have Your Say PAE website;
- Council's Rates at Work webpage;
- Nine (9) Social media announcements/posts;
- Mayor and Elected Member videos;
- Emails and texts using Council's contacts database.

Information about Council's Draft 2022-2023 ABP was made available in the eight most spoken languages other than English in the City of Port Adelaide Enfield (Vietnamese, Hindi, Punjabi, Mandarin, Cantonese, Greek, Farsi and Italian). Translation and interpreter services were also available.

Council invited members of the public to speak and ask questions in relation to the Draft ABP for one hour at its 10 May 2022 Council meeting. No verbal submissions were presented during the meeting.

Feedback was provided in person, online and in writing.

Summary of Community Feedback

We received a total of 764 community responses, of these, only 27 provided feedback on their level of agreement to the proposed priorities for 2022-2023. A third of these agree with the proposed priorities, 11% disagreed and the majority of responses were neutral. Those who answered disagree/neutral commented on the lack or delay of capital works in their respective neighborhoods and several expressed some concern over the proposed rate increase.

155 comments were submitted with the community responses. Comments were diverse with people indicating both an appreciation for Council and suggestions for improvement. In the analysis of the qualitative feedback, comments were grouped into categories such as capital infrastructure, active recreation and environment. 27 comments related to capital infrastructure such as roads, footpaths and streetlighting.

The level of agreement to the proposed priorities and analysis of the qualitative feedback does not clearly suggest a need to change priorities outlined in the Draft ABP 2022-2023 and confirms Council's priorities are aligned to community need.

More detail about the community feedback can be found in **Attachment 1**.

Approach to Responding to Community and Acting on Feedback

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

It is recommended that the ABP 2022-2023 be finalised with the current priorities as listed in the Draft and that PAE undertake the following to address any immediate concerns:

Feedback categories considered for this approach	What PAE does with the feedback
General feedback on: <ul style="list-style-type: none"> - rates - capital infrastructure - active recreation - environment - etc. 	Responses will be packaged into themes and sent to relevant senior managers in PAE asking them to consider the community feedback. Managers will assess whether to contact community members directly if further action is required.
Customer service requests: Specific complaints/service requests that could be addressed by PAE's maintenance team such as <ul style="list-style-type: none"> - site cleanliness - building maintenance 	An appropriately assigned PAE team member will follow up on the customer service response following the normal protocol.
Specific feedback on customer engagement	The customer engagement team will assess and consider how to appropriately act on the feedback on a case-by-case basis.

City Plan Relationship

The Draft ABP 2022-2023 has been developed to help deliver on the vision and themes in the City Plan 2030.

Legislative Context and Related Policies

Section 123 of the Local Government Act 1999 and Section 6 of the Local Government (Financial Management) Regulations 2011 requires councils to adopt an Annual Business Plan . Under the Act, councils are required to engage the community on the Draft ABP before final adoption.

Stakeholder Engagement

In addition to the community feedback, Council's Audit Committee provided the following feedback on the Draft ABP 2022-2023 at their meeting on 18 May 2022:

- Noted flexibility (exists) within the Capital Projects given potential cost pressures that may arise;
- Nil operating surplus limits Councils ability to cover significant cost increases;
- Increased debt levels prudently align to expenditure on major new assets, eg. upgraded Sporting Facilities;
- Council has a challenge to match the average rate increase to CPI (Consumer Price Index).

Risk Management

The key risk identified for the ABP Community consultation 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.

Financial Management

The financial projections in the Draft ABP 2022-2023 which Council consulted on were based on an average rate increase for existing properties in line with movements in the December Adelaide CPI (3.3%). Council indicated during the consultation period that this may be adjusted should the March CPI be higher (or lower).

Council will consider a future report at its 28 June 2022 Special Council meeting to adopt the 2022-2023 ABP. Council in developing the 2022-2023 budget will seek to balance unavoidable increases in expenditure due to inflation while maintaining a rate increase that recognises the cost of living pressures faced by many residents and businesses.

Environmental and Social Impacts

The ABP sets out the services and programs Council will deliver in 2022-2023 many of which deliver positive environmental and social outcomes for the community.

Attachment 1 Community Engagement on the Draft ABPB 2022-2023

Introduction

We received a total of 764 community responses through a variety of methods. This is a 28% increase compared with 445 responses in 2021. Most responses were submitted via Have Your Say.

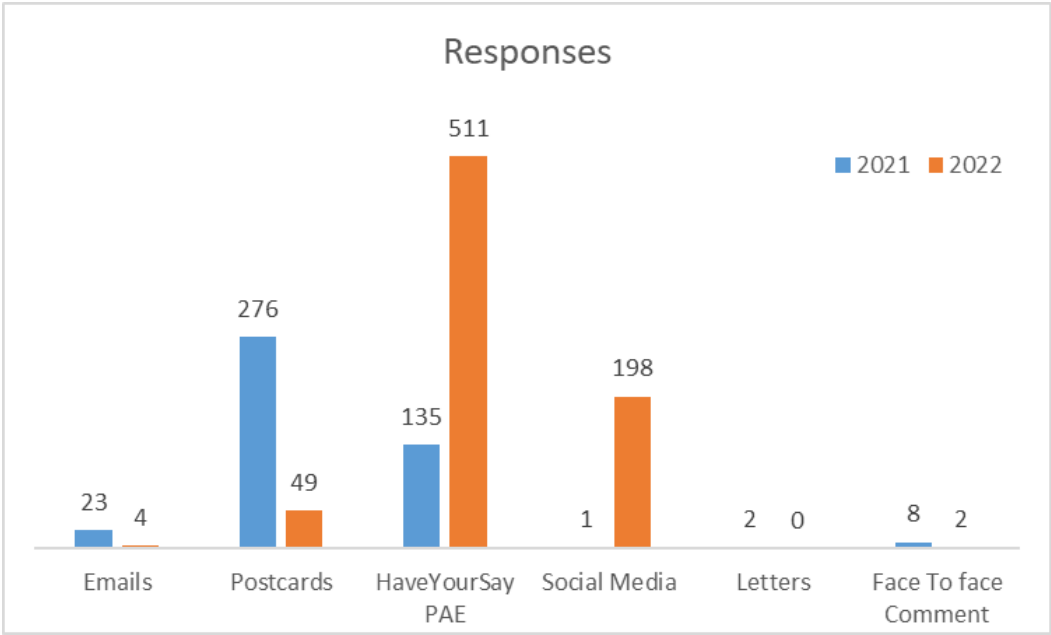


Figure 1 Breakdown of community responses

Results

From the responses received, only 27 provided feedback on their level of agreement to the proposed priorities for 2022-2023. Those who answered disagree/neutral commented on the lack or delay of capital works in their respective neighborhoods as well as some concern over the proposed rate increase.

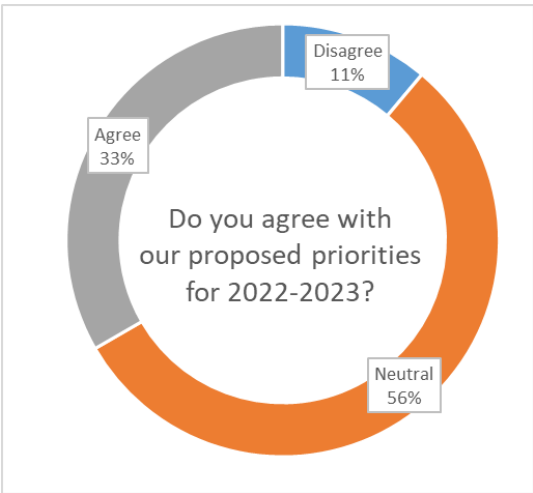


Figure 2 Responses to the question "do you agree with our proposed priorities for 2022-23

From the 764 responses there were 155 comments submitted from 86 submissions. Comments are diverse with people indicating both appreciation for Council and suggestions for improvement. In the analysis of the qualitative feedback, comments were grouped into categories such as capital infrastructure, active recreation and environment, noting more than one comment may come from a submission.

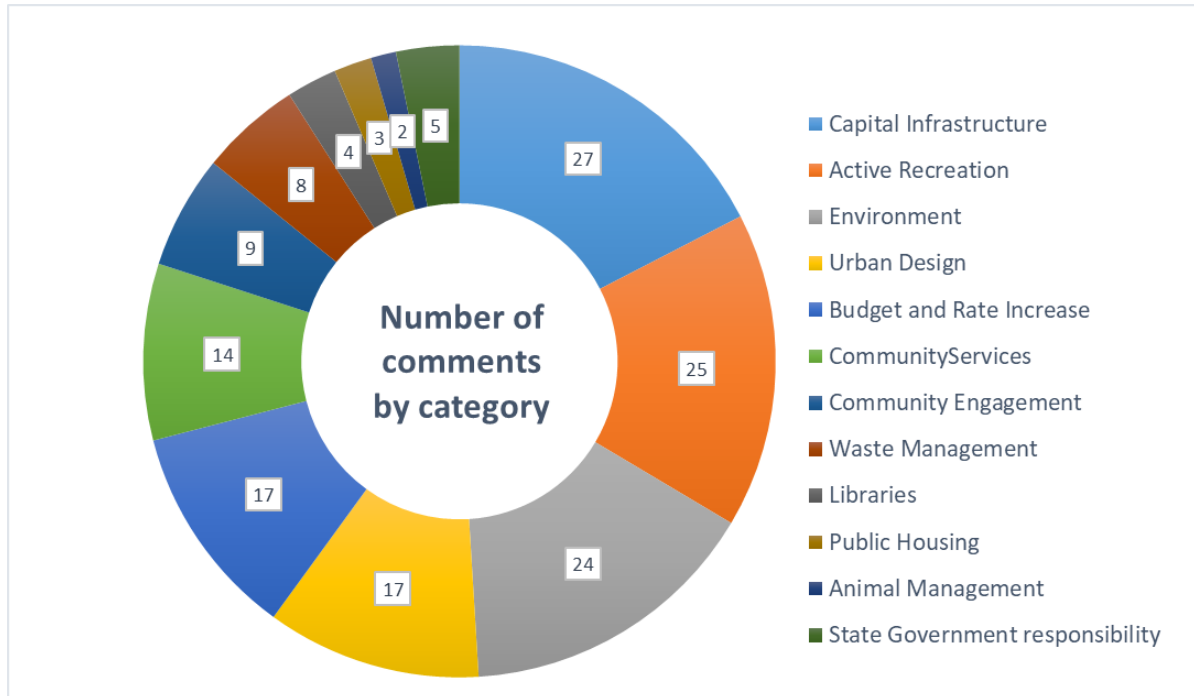


Figure 3 Categorisation of comments received in community engagement

Comments on capital investment continues to be the highest in community concerns as an area that directly impacts community life. Most of the concerns are covered by our Capital Works Program or Asset Management Plans and we will provide responses that support community to access this information. Some submissions relate to matters under the care and control of state government agencies or utilities providers.

This year six comments (4%) opposed the proposed rate rise increase compared to the four (1%) in 2021.

Comments were also analysed to determine what type of response would be required to address feedback. All 86 respondents who provided contact details will be provided with a standard email/letter acknowledging and thanking them for their submission. PAE will log six customer requests to address specific maintenance requests and PAE will contact one customer in relation to specific feedback on Communications and Engagement.

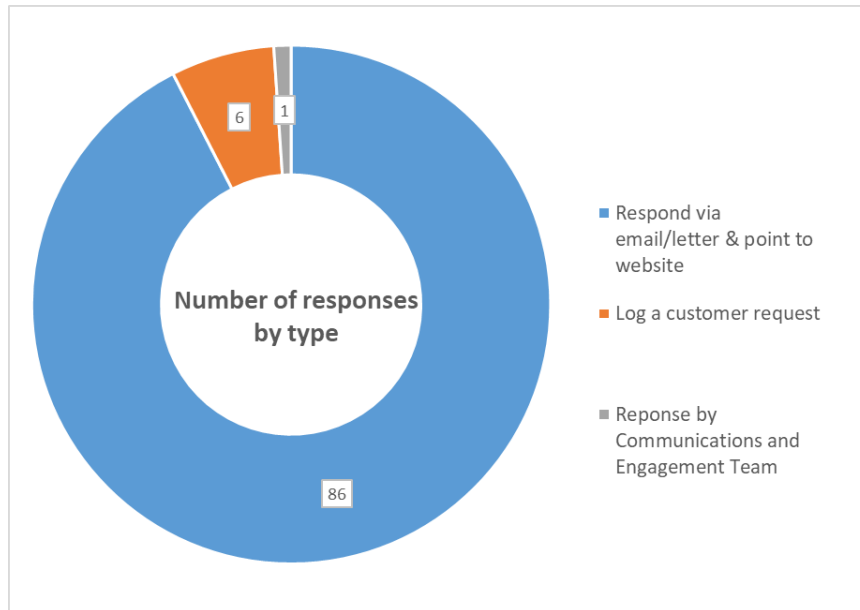


Figure 4 Responses to community comments

Summary of comments by category

Below is an overview of all comments received by category.

Capital Infrastructure (27 comments)

Feedback included those relating to road networks, traffic, parking, footpaths, street lighting as well as stormwater management. Most of the concerns are covered by our Capital Works Program or Asset Management Plans and we will provide a response that supports community to access this information.

Active Recreation (25 comments)

The comments present varied interest in our playgrounds as well as sporting facilities and reserves. They range from following up on our works in specific capital projects, plans for 2022-2023 as well as having appropriate shading and increasing safety in playgrounds. Respondents will be directed to our capital works program as contained in our ABP document and other relevant documents including our Active Recreation Plan, Sports Development Plan and the State of Play Report.

Environment (24 comments)

The environment continues to be a primary concern from the feedback received. Comments relate mostly to general environmental concerns as well as the improvement of tree canopy across the City. Administration response will include links to the 2022-2023 ABP where the Living Environment Program is highlighted as a priority which includes initiatives to increase tree planting in the City.

Urban Design (17 comments)

Feedback has been received referring to placemaking and urban design, primarily relating to controls over new developments or high-density areas. There are also placemaking comments which particularly relate to the Port Adelaide Precinct including the Port River. The placemaking comments are valuable and will assist in

future projects, however Council has limited powers to respond/act on those relating to the urban infill and higher housing density given provisions are mandated by State Government Policy under the Planning and Design Code. Council will continue to advocate on behalf of the community for quality development outcomes.

Budget and Rate Increase (17 comments)

Comments included those who are supportive as well as against the proposed rate increase and how it will add pressure to general cost of living. Some community members suggested looking for operational efficiencies as well as better allocation of project funding across the City. We will continue promoting our financial hardship programs or other payment arrangements and consider the suggestions in our budget review process.

Community Services (14 comments)

Most comments express community appreciation of the programs and services we offer community members. Review and development of our community services and programs is an ongoing process. Comments/suggestions will be forwarded to the relevant staff for consideration.

Community Engagement (9 comments)

Comments include suggestions for better consultation and communication approaches. As we are currently consulting the community on our draft Communications and Engagement Framework, these comments will be forwarded to our community engagement team.

Waste Management (8 comments)

Feedback received are a combination of general/strategic commentary on our waste management approach as well as concerns for specific waste-related issues in particular areas in the City. The community members have shared ideas on how to improve waste management practice across the City which is encouraging, and these comments will be considered in future projects.

Libraries (4 comments)

Community expressed both an appreciation of our library services as well as some suggestions on how they can be improved. All suggestions will be forwarded to our libraries management team.

Public Housing (3 comments)

The comments received expressed concern for those experiencing homelessness in the community. This feedback will be referred to our current project developing our approach in working with SA Housing Authority to help address the housing pressure in our community.

Animal Management (2 comments)

Comments received pertain to cat and dog management issues in the City and will be referred to our by-laws review.

To be referred to relevant State government departments (5 comments)

These comments refer to areas beyond our scope of operations and will be referred to relevant state government departments. These include the Port Adelaide Train

Station, Jetty management, child protection, crime prevention and drug abuse in the community.

Level of community participation

Below is a closer look at the level of participation received from the community in this year's community consultation exercise.

The chart below shows that Have Your Say PAE attracted more than five times the number of visitors compared to last year. Traffic to the site (71%) was primarily from an email to more than 35,000 city users on our database.

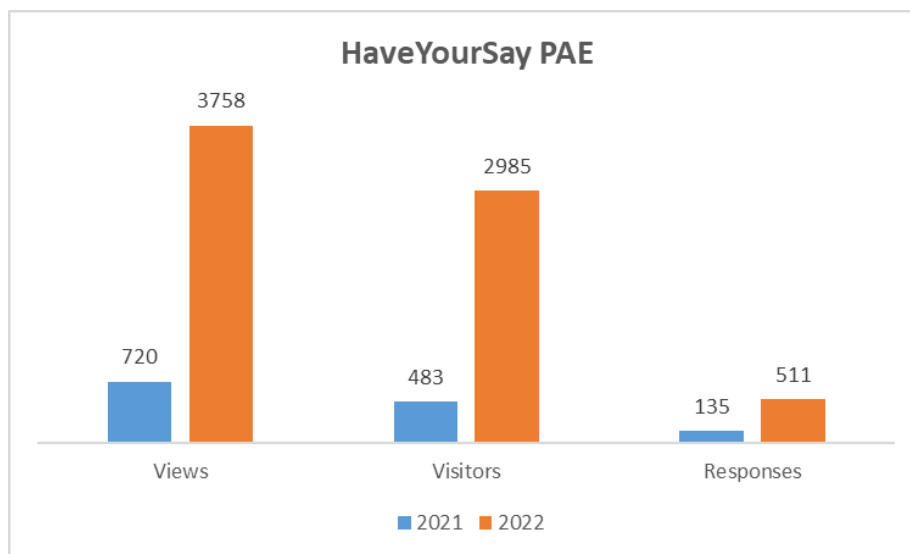


Figure 5 Break down of community participation through the Have Your Say site

Social media responses remain high, including views of the Mayor's and Elected Members videos.

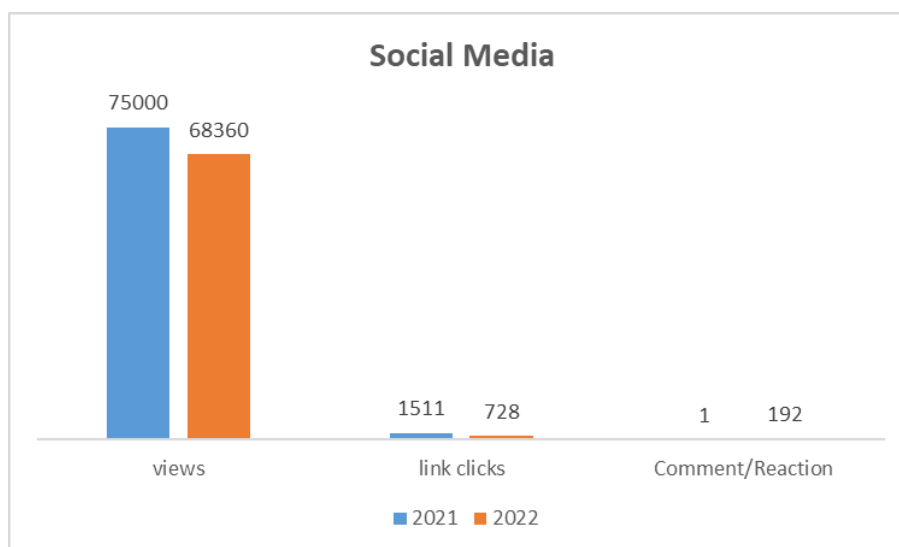


Figure 6 Break down of community participation through social media

Results by Ward

A place of residence was provided by 59 responses. Participation rates across the wards is as follows:

WARD	PROPORTION	
	2021	2022
Enfield	59	7
Klemzig	18	11
Northfield	33	1
Outer Harbor	35	9
Parks	33	5
Port Adelaide	17	16
Semaphore	18	5
Outside Council Area	29	5