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REGULATORY & OPERATING ENVIRONMENT

Storm Ahead: Afra Beukers - Warringah Art Exhibition entrant

A broader look at the context we operate in.

In the following pages we take a step back and provide an overview of the environment we operated in during the financial year. In setting our strategic direction for 2010 – 2011 and beyond we considered a range of social, cultural, political and economic factors. We also monitored these factors closely throughout the year to ensure our organisation remained well positioned to execute its strategic direction and deliver what we said we would to our community - on time, within budget and with the most effective and efficient use of our resources.

We believe this contextual information helps our community and stakeholders assess our performance and also provide some insight into the factors we need to consider in planning for our future - we needed to abide by certain regulatory obligations, but some of the issues unique to local government and Warringah required us to find sustainable solutions for the immediate and longer term.

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Moving Towards a Low Carbon Warringah

Moving Towards a Low Carbon Warringah

Our approach to this involves investing in measures to make our facilities and services more energy efficient as well as adopting new 'clean' energy technologies that reduce our carbon emissions. It also means supporting householders and businesses that wish to make the transition to a cleaner energy future.

Our investment in energy efficiency measures means that our facilities use the same amount of energy in 2010 - 2011 as we did in 2005 - 2006 despite servicing a community that has grown by nearly 7,000 people in that time.

As a result of 16 separate initiatives we have saved \$694,975 and 1,472 tonnes of carbon emissions in the two years from 2008 - 2009 to 2010 - 2011. This translates into annual energy savings of 1000 mega watt hours and water savings of 7.6 mega litres.

Since 2008 - 2009 greenhouse gas emissions have declined by around 2% per year due to investment in renewable energy technology and energy efficiency measures, and the purchase of GreenPower for our largest sites. While this reduction is a good outcome, we still have much work to do to achieve our goal of a 40% reduction in emissions by 2020 (using a 2000 baseline year). Our use of water has also declined by nearly 20% since 2004 - 2005, again due to investment in water efficiency technology and better water management of our facilities. This result means that we have achieved the water saving goal set in our 2008 Water Savings Action Plan.

We will continue to look for ways to reduce energy and water consumption including investigating new initiatives as part of the development of the next four year Energy and Water Savings Action Plan (due June 2012).

Distributed Energy

Distributed energy schemes have the potential to deliver significant carbon reduction with their scope covering both demand side (customers) and supply side (generation) technologies. The ability to create such schemes needs to be considered within the context of the electricity market (with implications on physical energy supply and financial settlement), technology (with implications on potential solutions), and regulatory environment (impacting connection and licencing requirements).

We have completed an analysis of the opportunities available to take part of Warringah 'off the grid'. The analysis comprised four Study Papers that describe the distributed energy and intelligent grid options available to Warringah Council and the possible business models to delivering them. These Study Papers will form the basis for taking distributed energy further including opportunities for community-based power schemes both within and outside the LGA.

Our Environmental Sustainability Strategy

We started developing a new Environmental Sustainability Strategy in 2009 to replace our 2001 Strategy. The Environmental Sustainability Strategy is nearing completion and will set directions for Council and the community to 2020. The Strategy sets out nine aspirational targets and will provide a foundation for Council actions in relation to a sustainable Warringah over the decade.

The Plan demonstrates Council's commitment to taking-the-lead in sustainability initiatives; whether in terms of the way Council undertakes its business or prepares its plans and guidelines that apply to the wider Warringah community.



Social Justice Principles

What are Social Justice Principles?

To meet the diverse needs, wants and aspirations of our community we ensure social justice principles inform our planning. The NSW Government's social justice strategy identifies these principles as follows:

Equity – there should be fairness in decision making, prioritising and allocation of resources, particularly for those in need.

Everyone should have a fair opportunity to participate in the future of the community. The planning process should take particular care to involve and protect the interests of people in vulnerable circumstances.

Access – all people should have fair access to services, resources and opportunities to improve their quality of life.

Participation – everyone should have the maximum opportunity to genuinely participate in decisions which affect their lives.

Rights – equal rights should be established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life.

How Do They Inform Our Planning?

To help us understand and plan for the diverse needs, wants and aspirations of our community we produced our Social Plan 2010. The Social Plan provides valuable demographic information and analyses key issues relevant to the following target groups:

- Children and families
- Women and men
- Young people
- Older people
- People with disabilities, including those with chronic illness
- Aboriginal and Torres Strait Islander people
- People from culturally and linguistically diverse backgrounds

General subject areas relevant to Warringah are also analysed, including:

- Community connectedness and community capacity building
- Community and safety
- Health and wellbeing
- Transport
- Community information provision
- Housing
- Recreation and cultural provision and development

Continuing and Emerging Needs

For the purposes of our Annual report 2010 - 2011 we have summarised some of the key findings of our Social Plan below:

Young people

There were more issues identified for young people than for any other target group. These included accessibility of entertainment, limited recreational venues and transport options, behaviours jeopardising health, declining enrolment in tertiary education, alcohol abuse, improved social needs, and decreasing youth population. Some programs to counter these are listed below:

- 24/7 Youth Film Festival
- Seminar: Surviving Year 12 - In March more than 560 parents and adolescent attended a seminar as part of our ongoing Speaker's Night for parents of Teenagers.
- Northern Composure Band Competition
- Sister City Youth Exchange Program
- Free speakers nights
- DiscoBility

To read more, see page 110 Community and Safety Services

Carers

There are many people in Warringah caring for children, older people and people with a disability; however there is limited recognition of carers (particularly of informal carers, i.e. non-regulated and home-based care). There needs to be improved service information and provision, in collaboration with state and federal departments and community sectors to enhance the lives of carers and those being cared for. Such activities held during past year were:

- Positive Parenting Program - Parents and carers of teenagers interested in learning positive ways of promoting teenage development were encouraged to attend our free Teenage Triple P (Positive Parenting Program) series, which run four times per year.
- Seniors Week Program 2011 - A full program of activities was provided for seniors 20 March until 12 April.
- Seniors and Care Guide 2011 - Over 40,000 copies of the guide was distributed to a range of outlets providing services for seniors and carers across Manly, Mosman and Warringah.

To read more, see page 110 Community and Safety Services

Cultural and linguistically diverse communities

Although Warringah has a smaller proportion of people born overseas or from a non-English speaking background than the Sydney average, Warringah is becoming increasingly diverse and there are growing numbers of people from culturally and linguistically diverse backgrounds residing in the area. There are a range of languages spoken, different cultural perspectives and a multiplicity of needs that will inform the way we plan for our future and build partnerships with other government and community agencies. Some of the programmes conducted in the past year are as follows;

- Partnership between Cromer Campus, NSW Council for Pacific Communities and Warringah Council
- Cultural development grants to assist the community in organising celebrations of cultural identity.

Children and families

The number of children in Warringah has increased and it is important to ensure that the needs of children and their families are considered. Significant changes in government policy approaches to children and families present opportunities for us to further enhance services for children of all ages and their families. There are also opportunities to improve social outcomes for Indigenous children and families in Warringah. Addressing the needs of children and families can also assist in further improving the social outcomes of our young people now and in the future. Programs run during the year include:

- New occasional care venue at Brookvale
- Inclusion of children with additional needs
- Transition to school

To read more, see page 106 Children's Services

Community Connectedness, Capacity Building and the Importance of Place

Our community is changing and this has significant implications for how we plan for our future. Identifying with a community, feeling connected and having a sense of belonging is fundamental. Community capacity building is also essential. Individuals, organisations and communities need to manage their own affairs and work collectively to foster and sustain positive change. Community capacity building is about:

- Strengthening our community's capacity to meet its own needs;
- Improving the ability of our community to enhance their quality of life; and
- Assisting disadvantaged groups to participate in community life and to obtain a fair share of the benefits

We need to continue to ensure our approach to planning and reporting is integrated, holistic and streamlined. This helps align our services with the diverse and changing needs of our community.

What's the Next Step?

Our Social Plan provides a wealth of information which can help inform future decision making. It defines 'how' we propose to improve social outcomes for Warringah and therefore helps guide 'what' we are going to do in the future. It also forms part of our broader integrated and holistic approach to planning and reporting, helping us to negotiate often complex interdependencies for the benefit of our community.

Take a look at the Social Plan on our website for a comprehensive account of local community needs and the kinds of strategies we have in mind to address these.

State and Regional Directions

Planning Collaboratively for the Future

When it comes to planning we need to be mindful of the broader context and impact. Our planning is subject to regional, State and Federal priorities and we have to plan accordingly. In recent years the NSW Government has prepared major plans and strategies to help guide state and regional planning.

State Plan 2010

The State Plan 2010 updates the State Plan 2006. It defines the overarching goals and outcomes that will shape state policy over a ten year period. It establishes priorities and targets which drive the actions of various NSW Government agencies. The Plan covers all major State responsibilities including health, education and transport and references a number of other key strategic plans driving State services. Priorities in the State Plan 2010 include a focus on jobs and skill development, clean energy, building a clever State and tackling the complex issue of homelessness.

State Infrastructure Strategy 2008 - 2018

The State Infrastructure Strategy is a rolling 10-year plan for infrastructure projects to support service delivery. The Strategy maps infrastructure projects by six broad regions – Sydney, Central Coast, Hunter, North Coast, Illawarra - South East and Inland NSW.

In December 2010 the State Environmental Planning Policy on Infrastructure was amended to enable small wind turbine systems and solar energy systems, coastal protection works and emergency services facilities.

Metropolitan Plan for Sydney

Several years ago the Department of Planning released its Metropolitan Strategy "City of Cities" (2005). The strategy established a broad framework to facilitate and manage growth and development in Sydney over a 25 year period. Primarily it indicated how Sydney will accommodate 640,000 new homes by 2031.

In December 2010 the Department of Planning released its "Metropolitan Plan for Sydney 2036", being the 5-yearly review of the Metropolitan Strategy. The Plan revised growth in the housing sector to a higher goal for the year 2036, being 770,000 new homes.

For our region, the North East Subregion (Warringah, Manly and Pittwater LGAs) it has increased housing targets from 17,300 (by 2031) up to 29,000 (by 2036), and increased job targets from 16,250 (by 2031) up to 23,000 (by 2036). The Plan also helps guide government investment and links local and State planning issues such as providing transport, roads, health,

employment and other infrastructure. Warringah's share of the targets for houses and jobs has not been announced.

The Metropolitan Plan continues to plan for the Northern Beaches Hospital at Frenchs Forest, and identifies this area and a 'Potential Specialised Centre' focussing on land near the intersection of Warringah Road and Wakehurst Parkway. The centre would have the potential to become a focus for greater employment including health and service-related jobs.

New NSW Government

The new government in its first 100 days has initiated a number of changes and reviews, which will potentially affect the regulatory and operating environment of local government. For instance:

- Establishing the Infrastructure Fund and audits of local infrastructure
- Establishing the Integrated Transport Authority
- Started preparing a Solar and Renewable Energy Action Plan
- Increasing Landcom housing releases
- Commencing an extensive review of planning legislation
- Initiatives to help create jobs and support businesses
- Health reforms

SHOROC Regional Directions

SHOROC Councils include Warringah, Pittwater, Manly and Mosman. They undertake collaborative planning and service delivery for the mutual benefit of the councils and their communities. We provide a contribution of a \$138,000 per year to the resourcing of SHOROC. In 2010 all four councils endorsed a regional strategy, "Shaping our Future", which establishes priorities in public transport, roads and health services, housing and jobs. The strategy also assists in gaining State and Federal government support for the region's needs, for instance feasibility studies on a Rapid Bus Transit System for the northern beaches, input to the Sydney Regional Plan and the NSW Transport Infrastructure Summit.

Other SHOROC initiatives during the year included:

- Developing a regional sustainability plan and indicators.
- Starting a waste stream audit and planning towards a common waste service by 2014.
- Cost Saving and Efficiency Program through joint tendering and contracting.
- Regional profiling of demographics, economics and state of the environment.

State and Local Government Responsibilities

Key Responsibilities

To help contextualise our regulatory and operating environment we have put together this table. It identifies key issues for our community and outlines the roles of the State Government alongside our own.

Traffic and Transport	State	Local
Strategic transport planning to accommodate projected housing and population growth on the peninsula (e.g. designated bus lanes).	✓	✓
Plan for and improve the efficiency of the state road network (e.g. Spit Bridge improvements).	✓	
Advocate for efficiency of the state road network.		✓
Provide grant funding for local roads.	✓	
Maintenance of state roads (e.g. Warringah Road, Mona Vale Road, Pittwater Road, Forest Way, Condamine Road) and planning to reduce congestion.	✓	
Maintenance of local roads and planning to reduce congestion.		✓
Provision and maintenance of traffic lights and road regulatory signage (e.g. give way, speed limits).	✓	
Construct traffic calming devices on regional and local roads (e.g. speed humps, pedestrian crossings) to reduce speed and improve safety for pedestrians and other road users as approved by the Traffic Committee.		✓
Road safety education.	✓	✓
Liaise with the Roads and Traffic Authority, the police and other key agencies to improve road safety and the efficiency of the road network.		✓
Operate Sydney Buses and manage regional bus contracts (e.g. Forest Coach Lines).	✓	
Liaise with State Government and bus operators about service gaps in public transport.		✓
Provision and maintenance of infrastructure that supports the efficiency of the bus network i.e. provision of bus shelters and seats.		✓
Promote public transport as a way of reducing congestion and impact on the environment.	✓	✓
Enforcement of road rules (e.g. speeding, load limits).	✓	
Enforcement of load limits in local streets (e.g. 4 tonne load limit).		✓
Enforcement of on and off-street parking restrictions.		✓
Provision and maintenance of Council off street car parks.		✓

Cycleways and Footpaths	State	Local
Provide grant funding for bike paths, cycleways and footpaths.	✓	
Promote and plan for cycleways, bike paths and footpaths as alternate modes of transport.	✓	✓
Plan for interconnected networks of cycleways, bike paths and footpaths across Warringah and the region i.e. Bike Plan and Pedestrian Access and Mobility Plan.		✓
Maintain and build new cycleways, bike paths and footpaths associated with state roads.	✓	
Maintain existing pavements and bike infrastructure.		✓
Build new sections of bike paths, footpaths, cycleways and associated bike infrastructure.		✓

State and Local Government Responsibilities

Utilities – Energy (Electricity and Gas), Water and Sewerage	State	Local
Plan and deliver new energy, water, and sewerage infrastructure to meet service gaps and/or increased loads from business, housing and population growth.	✓	
Plan for improvements to the stormwater network in response to local flooding or development.		✓
Maintenance and renewal of the stormwater network including sweeping of streets and clearing of pits and pipes.		✓
Operation of public corporations that provide energy, water, and sewerage.	✓	
Education programs and incentives to reduce consumption of energy and water.	✓	
Information and education programs for households to reduce energy and water consumption that complement the state's program.		✓
Water and energy savings initiatives to reduce our overall usage.		✓
Paying for street lighting and lighting in public places.		✓
Installation and maintenance of street lighting and lighting in public places.	✓	
Working with the energy provider to determine safety lighting needs in streets and public places.		✓
Lopping of street trees under power lines i.e. trimming.	✓	
Removal and trimming of trees on public land.		✓
Health Services	State	Local
Development of public health policy.	✓	
Provision and planning for state wide public health services and infrastructure (e.g. public hospitals, ambulance service, the new Northern Beaches Hospital).	✓	
Work with the community to identify gaps in health service / emerging health needs within Warringah and advocate for solutions on behalf of our community.		✓
Ensure land use plans provide appropriate locations for health services.		✓
Health promotion and education.	✓	
Provide an information and referral service on health issues to target groups in the community (e.g. youth and aged).		✓
Law Enforcement	State	Local
Provision and management of NSW Police Force (primary law enforcement agency in NSW) to:	✓	
<ul style="list-style-type: none"> • prevent, detect and investigate crime • monitor and promote road safety • maintain social order (e.g. dealing with noisy parties and drunk and disorderly conduct) • perform and coordinate emergency and rescue operations. 		
Provision of Council Rangers, Building Surveyors, Environmental Health Officers and development Control Officers who enforce compliance and issue infringement notices relating to: illegal parking, abandoned vehicles on public streets, illegal building work, unauthorised land uses or clearing, environmental, public health & safety breaches (e.g. pools) and companion animals.		✓
Issuing and revoking licences for restaurants, clubs and pubs to serve alcohol, including conditions of operation.	✓	
Working with relevant agencies to develop and implement crime prevention initiatives.		✓

Residential and Commercial Development	State	Local
Development of state, regional and subregional planning strategies.	✓	
Provide growth targets for residential and commercial developments (e.g. Metropolitan Strategy).	✓	
Establish State Environmental Planning Policies (SEPP) to address significant issues of the state and for the people of NSW. SEPPs override council local environmental plans.	✓	
Approve development applications that are significant to the state of NSW and its residents.	✓	
Assess and determine development applications in accordance with the Local Environmental Plan, Development Control Plan and SEPPs.		✓
Hear appeals against Council decisions on development applications (Land and Environment Court).	✓	
Provide a standard framework for councils to develop local land use plans (e.g. Local Environment Plan and Development Control Plan).	✓	
Approve local land use plans (e.g. Warringah Local Environmental Plan).	✓	
Develop local land use plans for Warringah (e.g. Local Environmental Plan and Development Control Plan) that define the activities (e.g. residential, commercial uses) and the structures that can be built on the land. The Local Environmental Plan needs to accommodate growth targets for business, housing and population growth set by the State Government.		✓
Adopt Development Control Plans.		✓
Accredit private certifiers to oversee compliance with development conditions and construction certificates (Building Professionals Board). Investigate non compliance with approvals that they have been appointed to oversee.	✓	
Ensure compliance with development consent conditions when Council is appointed the principal certifying authority. Where a private certifier is appointed principal certifying authority Council reports any breaches of approval to the Building Professionals Board - State Government.		✓
Environment	State	Local
Natural resource management (policies, plans and education) eg. Biodiversity, Climate Change adaptation and mitigation, Coastal zone, Floodplains, Waterways, Water Cycle and Heritage.	✓	✓
Protecting native animals and plants, including Threatened Species, Tree Preservation Orders and Development conditions of consent.	✓	✓
Managing National Parks, Aquatic Reserves, Intertidal Protected Zones and Crown Land.	✓	*
Managing local reserves and lagoons e.g. water quality, biodiversity, bush regeneration, weeds and pests, fire, recreation, access etc.		✓
Pollution (water, air, noise and land) by a licensed industry & premises, vehicles, dangerous goods, boats and ships; algal blooms and fish kills.	✓	
Pollution (water, air, noise and land) on all unlicensed premises including residences, small business and development sites.		✓
Drinking water quality and supply and sewer overflows.	✓	
Waste collection, recycling and cleaning of streets and facilities.		✓
Waste – illegal dumping.	✓	✓

* Long Reef Aquatic Reserve is jointly managed with the National Parks and Wildlife Service, to protect wildlife from dogs, illegal harvesting of fish and shellfish and other activities.

Did You Know: Council and its subsidiary Kimbriki Environmental Enterprises Pty Ltd (KEE) contributes the equivalent of 10.1% (\$6.573m p.a) of Rates Income (including Levies) to the State Government in the form of fees and contributions. This includes \$2.7m to Emergency Management NSW for NSW Fire Brigades, Rural Fire Service and State Emergency Service, \$0.255m to the Sydney Regional Development Fund, \$0.285m to the Department of Planning for the Planning Reform Fee, and \$3.248m by KEE to the Department of Environment, Climate Change & Water for the Waste & Environment Levy.

Transport

What's the Challenge?

Traffic congestion and poor public transport links remain a major local issue. Residents overwhelmingly singled this out as the major challenge for Warringah over the next five to ten years in the annual community surveys conducted between 2007 to 2011.

The congestion on our roads reflects our heavy reliance on motor vehicles – 74% of residents commute to work by motor vehicle (2006 ABS census). At present our road network struggles to accommodate this level of private vehicle use.

While there is a range of contributing factors people choose to commute by private vehicle in part because there are a lack of alternative forms of transportation.

Improvements have been made to increase the efficiency of the public transportation system on major arterial roads, including works at busy intersections and bus priority lanes. However, the current system does not adequately service all of Warringah nor operate at times convenient to commuters.

Another important factor is our geography. With only three entry and exit points to the Northern Beaches Peninsula (Mona Vale Road, Warringah Road and the Spit Bridge), appropriate and regionally-supported approaches to long-term traffic and transport management are essential.

Warringah's revised targets for new dwellings based on the Sydney Metropolitan plan 2036 adds a new dimension to our already existing transport challenges.

More people means more movement and increasing pressure on existing transport networks.

Meeting the Challenge

We share responsibility for various aspects of transport and infrastructure with the Federal and State governments, and with the private sector. Solutions regarding our congested roads and inadequate public transport system are therefore limited by jurisdiction as well as geography. The section "State and Local Government Responsibilities" on pages xx to xx provides an overview of the different roles of the State Government and Council for the key issues, including transport.

The State Government has released a plan to 2036 for transport across Sydney, the Metropolitan Transport Plan – Connecting the City of Cities with a 10 year funding guarantee. The Metropolitan Transport Plan links additional dwelling and employment targets with the transport network. For the northern beaches the focus is on improving the efficiency of the bus system through more frequent services, longer peak and off peak service periods, more bus services and connections to rail and ferry networks and centres, and transport information and priority to improve average bus speeds. Four Strategic Bus Corridors are recognised in the Plan:

- Brookvale to City via Roseville (Warringah Road)
- Chatswood to Dee Why/Brookvale (Warringah Road)
- Mona Vale to City (Pittwater Road)
- Mona Vale to Macquarie (Mona Vale Road)

NSW Government's announcement of feasibility planning for a Bus Rapid Transit system on the Northern Beaches has been welcomed. A key element of the feasibility planning is that it includes analysis of the route from Mona Vale to the city as well as the route between Dee Why and Chatswood.

We will continue to lobby the appropriate organisations for longer-term solutions to the peninsula's increasing transport challenges. In our budget 2011 - 2012 a range of initiatives have been funded that focus on getting people out of their cars, of which you could find out more about by reading our Strategic Community Plan 2011, which is available on our website – warringah.nsw.gov.au

Northern Beaches Hospital

In March 2006 the NSW Government announced that Frenchs Forest would be the home for a new hospital. This has also been reflected in the Metropolitan Strategy for 2036 where Frenchs Forest is identified as a potential specialised centre. The Northern Beaches Hospital is proposed to be constructed on the north-west corner of Warringah Road and Wakehurst Parkway. Since the announcement, progress on planning for the hospital has been slow. The 2010 - 2011 State budget allocated \$5 million to enable the commencement of stage one of the Northern Beaches Health Service on the Frenchs Forest site and associated works at Manly and Mona Vale Hospitals; however, the allocated \$5 million is well below the estimated total cost to complete these works.

The estimated \$600 million proposal by NSW Health will be assessed by the Department of Planning. The proposal consists of 40,000 square metres of hospital floor space including Emergency Services, Imaging, Operational and Clinical support and accommodation for 198 beds while additional expansion is expected in the future.

We will continue to monitor the progress of the Northern Beaches Hospital and seek a genuine whole-of-government approach to planning and project delivery. This includes improvements to the Warringah Road – Wakehurst Parkway intersection.

Annual Community Survey

What and Why?

Each year we conduct a community survey to measure residents' overall satisfaction and identify which services the community believes are the most important. Annually, some 600 Warringah residents are randomly selected to take part. We see this as an integral part of our decision making process as this helps ensure that the views and perceptions of our community inform our strategic planning, quality improvement processes and ultimately the delivery of services.

The most recent community survey was conducted in June 2011, involving 600 randomly selected Warringah residents. This information provides valuable insights into the needs and priorities of our residents, and is a good basis for further engagement, consultation and research.

Major Issues of Concern

- Maintaining and expanding the capacity of infrastructure (30% of residents)
- Development issues (25%)
- Traffic management (9%)
- Improvement of roads, including footpaths and cycle ways (9%)
- Population growth (7%)
- Environmental issues (7%)

Overall Satisfaction

Overall satisfaction increased from 57% in 2010 to 67% in 2011 which is back in line with the results in 2009 and 2008. The table below shows trends in overall satisfaction over time. In the broad historical context overall satisfaction is back to the same performance level as the 2002 survey.

Year	Survey % Satisfied
2002	60%
2007	69%
2008	67%
2009	69%
2010	57%
2011	67%

The number of satisfied residents, scoring Council more than 6 out of 10, has increased to 67%.

Warringah's mean score is slightly below the NSW average satisfaction score. The results below is based on a mean score out of 10 with Warringah achieving an overall satisfaction of 6.0 out of 10 compared to the NSW average satisfaction score of 6.3.

Survey	Mean Score
Warringah 2011	6.0
NSW - average	6.3
NSW - best	7.5
NSW - worst	5.3
Warringah 2010	5.9

Whilst the number of residents who are satisfied with Council has increased from 57% to 67%, the mean score has remained static. This is as a result of a change in the distribution of the scores in the mid range scores of 5-7.

Individual Council Services and Facilities

Overall, the 2011 results indicate that we are providing many of the services and facilities rated as important by residents at a satisfactory level or above.

However, in-depth analysis of importance and satisfaction results has revealed a number of priorities for improvement including:

- Development approval process
- Council responsiveness to community needs
- Managing residential development
- Sporting fields and amenities
- Managing commercial development
- Consultation with the community

Staff and Councillor Performance

Three quarters of residents (74%) who had contact with Council staff indicated that they were satisfied with their overall performance. The overall mean satisfaction rating for staff was 7.25 (out of 10), which was on a par with the 2010 result and on a par with the external benchmark mean of 7.2 for the NSW comparison group.

Nearly half of all respondents (44%) were satisfied with the Councillor's performance and this was on a par with the 2010 result of 45% but is still below the 56% scored in 2009. The overall mean satisfaction rating with Councillors was 5.8 (out of 10), which is slightly above the external benchmark for Councillors of 5.6.

Community Connectedness

Warringah residents continue to feel they live in a safe community with increases in most of the measures. The vast majority of survey respondents (96%) stated that they feel safe in their own homes. Furthermore, 93% felt that they could call on a neighbour or nearby relative if they needed assistance.

Warringah residents appear to have a relatively strong sense of community connectedness with 90% of residents agreeing that their neighbourhood is a friendly place to live; whilst 85% of survey participants felt strongly that they belonged to the community they live in.

Warringah residents also have a strong sense of local identity, with 92% of survey respondents agreeing that residents in their area are proud of where they live.

Future Outlook

The results of the survey will be considered as part of Council's ongoing strategic planning and business improvement processes.

Strategic Community Plan 2011

Community Engagement

Our Strategic Community Plan (SCP) is a rolling plan that is updated and refreshed on an annual basis. Therefore, a community consultation exercise with residents and other stakeholders is undertaken every year to coincide with the refresh process. In early 2011, a draft SCP 2011 was developed out of the then existing SCP 2010 with further input provided by the Annual Community Survey 2010, advice from officers working 'in the field', and desk top research.

During the period 2 April to 13 May, Council exhibited the Draft SCP 2011. This included:

- Posting a summary brochure and questionnaire to every household in Warringah
- Public exhibitions at various locations
- Web-based exhibition on Council's website
- Provision of an online discussion forum on Council's website
- Hosting two community meetings to enable residents to ask questions and to make a public address to Councillors should they so wish

Submissions

The exercise generated 1,304 submissions which were analysed and sorted by Council staff in order to understand what the community thought about the draft SCP and what changes needed to be made to prepare a final version. Some of the key messages coming from the community, and how Council responded to them were:

Sportsfields

The 'hottest topic' was the proposed increase in sporting user fees. However, on reflection, Council was satisfied that even when the increase is applied, the fee still represents value at about 60 cents per week for seniors and less than 50 cents per week for juniors to train and play matches. There were also concerns about the quantity and quality of sporting fields so as a consequence, Council has brought forward a capital project to create a new field and lighting at Cromer Park and will bring forward sportsfield rectification works at a number of venues across Warringah. Council is also in discussions with various sporting bodies to identify improvements to the current maintenance programs.

Roads and Traffic

There were many calls to improve the condition of roads and improve traffic flows. Although many of our major roads are the responsibility of the Roads and Traffic Authority (RTA), Council has allocated \$10.6 million over the next four years to re-sheet the roads under its care. Council will also be preparing a Dee Why Town Centre Masterplan that will include a one-way system at known bottlenecks to reduce congestion in Dee Why.

Footpaths and Cycleways

Residents also wanted more and better footpaths and cycleways. Accordingly, Council recently adopted the Pedestrian Access and Mobility Plan (PAMP) which will target the construction of new footpaths to where they are most needed. Council has also provided extra funds to the \$1.2 million that was already allocated to the roll out of the Bike Plan over the next four years.

Warringah Aquatic Centre (WAC)

A majority of residents responding to the consultation supported an upgrade to facilities at the WAC, but opinion was divided as to what form this should take and how it should be funded. Council will undertake further rounds of consultation to make sure any refurbishment or redevelopment of the WAC meets the needs and aspirations of the majority of our community.

Dee Why Town Centre Revitalisation

A majority of residents responding to the consultation also supported the need to improve Dee Why Town Centre and an impression of what it should look and feel like is beginning to emerge. Council will use this information as the starting point for developing a Dee Why Town Centre Masterplan which will be subject to further rounds of consultation as it evolves over time.

The examples above demonstrate that Council does listen to what the community is saying and adapts its plans when it can. However, it is not an easy task. Our community contains a diverse group of people who have differing needs and differing aspirations as to what Warringah should be like. It is our job to make sure we listen and understand all these points of view so that we can deliver services and create an environment that works for the whole community.

