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**WHAT YOU SAID!**

***Consultation Program findings for the Council Plan 2017-2021***

***(Year 2)***

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| **Our approach** |

The Consultation Program undertaken to inform the development of the second year of the Council Plan 2017- 2021, focused on our community letting us know how they think we performed, on delivering against Year 1 commitments, and what we might need to consider for the year ahead.

Further to this, we provided an additional consultation opportunity regarding the development of the annual budget. This focused on our Fees and Charges Schedule and Rating Strategy, two key components of the annual budget.

Findings of our Year 2 Council Plan 2017-2021 Consultation Program are detailed within this report and build upon the extensive Consultation Program undertaken for the development of the four year Council Plan 2017-2021. Full details of the four year program and findings can be found on Council’s website, and is titled *Council Plan 2017 ‘What you said’ Report.*

Together all of this information has helped shaped our Council Plan key initiatives for 2018/2019 and the Budget 2018/2019.

***What you said:***

*“I am very happy with how Banyule has taken shape, particularly over the last 24 months. A vision appears to be getting implemented effectively.”*

*Feedback from community member*

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| **Methodology** |

Two streams of consultation were undertaken with external stakeholders in the development of the Council Plan 2017-2021 (Year 2) and Council Budget 2018/2019.

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| **Document** | **Date Range** | **Method** | **Engagement Delivery** | **Topic** | **Contributions** |
| Council Plan 2017 – 2021 (Year2) | 06.01.18 -26.02.18 | Assisted and unassisted On-line survey | Face to face engagement with community at 7 ward based Movies on the Move events  Shaping Banyule | Perception of delivery against Year 1 commitments  Considerations for moving forward within each of the objective areas for Year2 | 324 |
| Council Budget 2018/2019 | 12.12.17 -02.02.18 | On-line survey | Shaping Banyule | Perception of equity of Rating Strategy  Perception of value for money of Fees & Charges Schedule | 3 |

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| **Profile of Respondents** |

**Gender**

***Council Plan Consultation***

|  |  |  |
| --- | --- | --- |
| **Gender** |  |  |
| Female | 179 | 55% |
| Indeterminate/intersex/unspecified | 3 | 1% |
| Male | 132 | 41% |
| No info | 10 | 3% |
| Total | 324 | 100% |

***Budget Consultation***

|  |  |  |
| --- | --- | --- |
| **Gender** |  |  |
| Female | 3 | 100% |
| Indeterminate/intersex/unspecified | 0 | 0% |
| Male | 0 | 0% |
| No info | 0 | 0% |
| Total | 3 | 100% |

**Age**

***Council Plan Consultation***

|  |  |  |
| --- | --- | --- |
| **Age group** |  |  |
| Under 15 | 4 | 1% |
| 15-19 | 4 | 1% |
| 20-24 | 3 | 1% |
| 25-34 | 63 | 19% |
| 35-44 | 155 | 48% |
| 45-54 | 44 | 14% |
| 55-64 | 22 | 7% |
| 65-84 | 12 | 4% |
| No info | 17 | 5% |
| Total | 324 | 100% |

*Age data not provided by Budget respondents*

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| **Key Findings** |

The following information relates to: how the community felt Council performed during Year 1 of implementing the Council Plan 2017-2021 and what we need to consider in planning for Year 2, 2018/2019. It also details findings of the budget consultation.

*Note: These findings relate to consultations undertaken to date as a part of the Council Plan (Year2) and Budget 2018/2019 development process and not to the formal submission/public exhibition process which is still to occur, refer to page 16, ‘Where to from here’ for details.*

A summary of selected highlights from Year 1 implementation, mapped against objectives, can be found in Appendix 1 – 2017 Council Plan Selected Highlights.

**Council Plan Perception of delivery against Year 1 commitments**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **How do you think we are tracking on delivery outcomes relating to [each of the five areas]?** | | | | | | |  |  |  |  |  |  |
|  | **PEOPLE**  1a) health & wellbeing | | **PLANET**  2a) environment | | **PLACE**  3a) places & spaces | | **PARTICIPATION**  4a) engagement & advocacy | | **PERFORMANCE**  5a) efficiency & good governance | | Total | |
| Extremely unwell | 1 | 0% | 1 | 0% | 3 | 1% | 1 | 0% | 3 | 1% | 9 | 1% |
| Not well | 7 | 2% | 13 | 4% | 6 | 2% | 10 | 3% | 11 | 3% | 47 | 3% |
| Well | 63 | 19% | 93 | 29% | 52 | 16% | 65 | 20% | 84 | 26% | 357 | 22% |
| Very well | 179 | **55%** | 133 | 41% | 143 | 44% | 164 | 51% | 151 | 47% | 770 | 48% |
| Extremely well | 74 | 23% | 84 | 26% | 120 | **37%** | 84 | 26% | 75 | 23% | 437 | 27% |
| Total | 324 | 100% | 324 | 100% | 324 | 100% | 324 | 100% | 324 | 100% | 1620 | 100% |

***Bold****= objectives receiving the highest ‘very well’ and ‘extremely well’ ratings*

* Collectively, 97% of respondents reported satisfaction (well – extremely well) with the delivery of outcomes for Year 1 implementation of the Council Plan 2017-2021
* 1% of respondents reported that they believed Council was tracking ‘extremely unwell’ in delivering outcomes throughout Year 1 implementation of the Council Plan 2017-2021
* Collectively, the majority of respondents reported that they believed Council was tracking ‘very well’ in delivering outcomes throughout Year 1 implementation of the Council Plan 2017-2021
* The objective with the highest percentage of respondents reporting that Council is tracking ‘extremely well’ with delivery of outcomes is ‘Place’
* The objective with the highest percentage of respondents reporting that Council is tracking ‘very well’ with delivery of outcomes is ‘People’
* There is no objective with notable variance in respondents reported satisfaction (well – extremely well) with the delivery of outcomes

**Considerations for moving forward within each of the objective for Year2**

**Top 10 Priorities**

*Highest percentage of submissions per topic – aggregation across all 5 objectives*

|  |  |
| --- | --- |
| **Topic** | **Objective** |
| **Positive feedback** regarding Council | People, Planet, Place, Participation & Performance |
| Upgrade our **parks and reserves**- shade, equipment, drinking water, toilets and equipment for 10+ year olds | Place |
| Increase efforts and policy regarding **recycling and renewable energy** | Planet |
| Carefully manage **development,** strategic land use and capital investment with consideration to social infrastructure, environmental and economic impact | Place |
| Carefully manage **traffic congestion and safety** | Place |
| Increase sealed **foot and bike paths** for connectivity and accessibility | Place |
| Increase **bin size, collection frequency** and amount of bins in public | Planet |
| Increase **health promotion** initiatives | People |
| Increase **events and activities** | People |
| Increase **communication** regarding Council news and activities | Participation |

**Council Budget 2018/2019**

* 67% of respondents think Council’s fees and charges represent value for money
* 33% of respondents think Council’s rates are fairly distributed between different types of land across the municipality
* Of the 67% of respondents, who reported not thinking Council’s rates are fairly distributed between different types of land across the municipality, 100% of these also stated that they were uncertain as to what their position of support was.

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| **What you said about …………… PEOPLE** |

Work within this objective seeks to foster strong, healthy and inclusive communities.

Overall you told us that you were happy with how we are tracking with delivering outcomes in relation to this objective, 97% of respondents reported that they felt we had performed well to extremely well.

The **top five themes**, under this objective, that you identified for us to prioritise in Year 2 are:

1. Increase health promotion initiatives
2. Increase events and activities
3. Increase fitness station equipment in parks
4. Increased support to sporting clubs
5. Increased support to community groups

Whilst not directly making it into the top 5 priorities, the need for Council to continuing prioritising work with young people, 10 years plus, was consistently identified by respondents. Council’s commitment to working with young people is documented in the Banyule Youth Plan 2018-2021.

**In your words………………….**

*Quotes from community members*

“I like watching what Banyule do for the LGBTIQ community”

“I’d love to see all the parks and public spaces have fitness tracks.”

“There is always opportunity to improve technology and invest in local business”

“Feels like Banyule must have a great community.”

**How we are responding to what you said**

|  |  |
| --- | --- |
| **Your priorities** | **2017-2021 (Year 2) Council Plan Key Direction Reference** |
| Increase health promotion initiatives | 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 |
| Increase events and activities | 1.1, 1.2, 1.3, 1.5 |
| Increase fitness station equipment in parks | 1.1 |
| Increased support to sporting clubs | 1.1 |
| Increased support to community groups | 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 |

‘People’ Key Directions:

* 1. Support and promote health and wellbeing
  2. Provide a range of services for people at important life stages
  3. Support a connected, inclusive and involved community
  4. Develop and promote safety and resilience in our community
  5. Enhance quality of life and connection through arts and culture
  6. Stimulate business, employment and investment opportunities

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| **What you said about …………… PLANET** |

Work within this objective seeks to protect and care for the natural environment.

Overall you told us that you were happy with how we are tracking with delivering outcomes in relation to this objective, 96% of respondents reported that they felt we had performed well to extremely well.

The **top five themes**, under this objective, that you identified for us to prioritise in Year 2 are:

1. Increase efforts and policy regarding recycling and renewable energy
2. Increase bin size, collection frequency and amount of bins in public
3. Publicise environmental initiatives better
4. Consider and communicate facts regarding the environmental impacts of developments
5. Educate community on keeping waterways and wetlands clean

In addition to the above priority areas, 3 further themes were raised a number of times by respondents. These were: the need for more food organics and garden organics (FOGO) initiatives, greater investment in sustainable transport and to increase vegetation planting and maintenance. This information will be feed back to the relevant Council Service Areas for consideration.

**In your words………………….**

*Quotes from community members*

“The creeks and waterways need to be consistently monitored for environmental sustainability……. have water information for users of the bike tracks to help residents understand how they can assist.”

“I love living in Banyule, keep up the good work.”

“I hope Council is working to make all Council owned buildings more energy efficient”

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**How we are responding to what you said**

|  |  |
| --- | --- |
| **Your priorities** | **2017-2021 (Year 2) Council Plan Key Direction Reference** |
| Increase efforts and policy regarding recycling and renewable energy | 2.3, 2.4 |
| Increase bin size, collection frequency and amount of bins in public | 2.4 |
| Publicise environmental initiative better | 2.5 |
| Consider and communicate facts regarding the environmental impacts of developments | 2.1, 2.5 |
| Educate community on keeping waterways and wetlands clean | 2.1 |

‘Planet’ Key Directions:

2.1 Protect and enhance our natural environment

2.2 Conserve water and improve stormwater management

2.3 Lead in planning for, and responding to, climate change

2.4 Avoid waste generation

2.5 Be environmental stewards

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| **What you said about …………… PLACE** |

Work within this objective seeks to maintain and enhance our public spaces, buildings and infrastructure.

Overall you told us that you were happy with how we are tracking with delivering outcomes in relation to this objective, 97% of respondents reported that they felt we had performed well to extremely well.

The **top five themes**, under this objective, that you identified for us to prioritise in Year 2 are:

1. Upgrade our parks and reserves – shade, equipment, drinking water, toilets and equipment for 10+ year olds
2. Carefully manage development, strategic land use and capital investment with consideration to social infrastructure, environmental and economic impact
3. Increase sealed foot and bike paths for connectivity and accessibility
4. Carefully manage traffic congestion and safety
5. Increase parking

Support for small business and local employment also rated highly, as did feedback regarding the need for Council to promote initiatives and investments so as to maximise usage within the community.

**In your words………………….**

*Quotes from community members*

“We need to have good open space as yard sizes decrease.”

“Connecting Darebin bike trail to the main Yarra trail would be a great improvement.”

“Love the parks in the area, keep them like this.”

“I have been a resident for 60 odd years and have seen a number of improvements.”

**How we are responding to what you said**

|  |  |
| --- | --- |
| **Your priorities** | **2017-2021 (Year 2) Council Plan Key Direction Reference** |
| Upgrade our parks and reserves – shade, equipment, drinking water, toilets and equipment for 10+ year olds | 3.4 |
| Carefully manage development, strategic land use and capital investment with consideration to social infrastructure, environmental and economic impact | 3.1, 3.2 |
| Increase sealed foot and bike paths for connectivity and accessibility | 3.5. 1.4 |
| Carefully manage traffic congestion and safety | 3.2, 1.4 |
| Increase parking | 3.1, 3.5 |

‘Place’ Key Directions:

3.1 Preserve and improve Banyule as a great place to live, work and play

3.2 Renew and maintain Banyule’s public assets and infrastructure

3.3 Invest in and support activity centres and employment precincts

3.4 Provide great public and open spaces

3.5 Support sustainable transport

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| **What you said about …………… PARTICIPATION** |

Work within this objective seeks to ensure meaningful engagement and advocacy for the broader interest of the community.

Overall you told us that you were happy with how we are tracking with delivering outcomes in relation to this objective, 97% of respondents reported that they felt we had performed well to extremely well.

The **top five themes**, under this objective, that you identified for us to prioritise in Year 2 are:

1. Increase communication regarding Council news and activities
2. Continue provision of good consultation and engagement opportunities
3. Continue good communication from Council
4. Continue provision of free family events
5. Expand work with minority groups

Feedback was also received in regards to the future of Australia Day, this matter will be addressed as part of the Inclusion, Access and Equity portfolios within Community and Social Planning and in consultation with key stakeholders such as the Banyule Aboriginal and Torres Strait Islander Advisory Group.

**In your words………………….**

*Quotes from community members*

“I really like the community events that provide opportunity to engage.”

“Share information with residents in terms of success and what you are doing.”

“I feel like I have been heard before when speaking about things.”

“Love the Banyule Banner for updates and info.”

**How we are responding to what you said**

|  |  |
| --- | --- |
| **Your priorities** | **2017-2021 (Year 2) Council Plan Key Direction Reference** |
| Increase communication regarding Council news and activities | 4.3 |
| Continued provision of good consultation and engagement opportunities | 4.1 |
| Continued good communication from Council | 4.3 |
| Continued provision of free family events | 4.1 |
| Expand work with minority groups | 4.1 |

‘Participation’ Key Directions:

4.1 Engage meaningfully with our community and encourage participation

4.2 Advocate for our community

4.3 Communicate effectively with our community

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| **What you said about …………… PERFORMANCE** |

Work within this objective seeks to ensure wise management of our resources to achieve Council’s strategic objectives.

Overall you told us that you were happy with how we are tracking with delivering outcomes in relation to this objective, 96% of respondents reported that they felt we had performed well to extremely well.

The **top five themes**, under this objective, that you identified for us to prioritise in Year 2 are:

1. Continue the provision of great customer service
2. Need for more careful expenditure of budget
3. Spread infrastructure investment equitably across municipality
4. Increase collaboration between Council and community
5. Increase responsiveness to community requests

**In your words………………….**

*Quotes from community members*

“I thought the customer service was fantastic, wanted to give it a 5 star!”

“Always room for improvement, but it’s a two way street.”

“Wouldn’t live anywhere else in Melbourne.”

“I like my Council.”

**How we are responding to what you said**

|  |  |
| --- | --- |
| **Your priorities** | **2017-2021 (Year 2) Council Plan Key Direction Reference** |
| Continued provision of great customer service | 5.1 |
| Need for more careful expenditure of budget | 5.3 |
| Spread infrastructure investment equitably across municipality | 5.3 |
| Increase collaboration between Council and community | 5.2, 1.1, 1.2, 1.3, 1.6, 3.3 |
| Increase responsiveness to community requests | 5.1 |

‘Performance Key Directions:

* 1. Provide exceptional customer service
  2. Deliver best value services and facilities
  3. Provide responsible financial management and business planning
  4. Provide good governance and be accountable
  5. Promote an engaged and productive organisation
  6. Manage the systems and assets that support service delivery

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| **Where to from here** |

The proposed Council Plan 2017-2021 (Year 2) and proposed Budget 2018/2019 will be placed on a statutory public exhibition period 11 April – 9 May 2018, during this time formal submissions, regarding content of the documents, can be made by the community.

Formal submissions will be heard and considered during May – June 2018 and the proposed Council Plan 2017-2021 (Year2) and proposed Budget 2018/2019 will be presented at the Council meeting June 25th 2018, for consideration and adoption.

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| **Appendix 1 – 2017 Council Plan Selected Highlights** |

Throughout 2017/2018 an extensive amount of work has been undertaken in working towards achieving our shared vision of *‘Banyule, a green, sustainable and vibrant place for a healthy, connected and inclusive community.*’

Below is a selection of highlights from across each of our five strategic objectives.

**People**

* Aged & Disability Services maintained Rainbow Tick Accreditation
* Hosting of Sorry Day & Reconciliation Week Events
* Development of renewed Arts Plan & Recreation Plan
* Facilitation of community festival such as: Malahang Community Festival, Kids Arty Farty Festival including the award winning Sensory Friendly Festivals initiative, Youth Fest, Seniors Festival, Carols By Candlelight, Boulevard Lights, Movies on the Move & Children's Week Program
* Facilitation of: State of Being Art Exhibition, Urban Lightbox Galleries Project, 2017 Banyule Awards for Works on Paper & Pinpoint Program: Art in Public Spaces initiative
* Banyule Best Business Awards 2017
* Volunteer & Citizen of Year Awards 2017
* Provision of over 100 quality services including: Aged & Disability Services, Maternal & Child Health, Youth Services, Public Health & Immunisation, Pre-school placements & enrolments, Waste & Recycling, Libraries & Neighbourhood Houses, Leisure & Culture Programs

**Planet**

* Installation of Council's first Solar Photovoltaic (PV) & Battery System at Simms Road Oval Pavilion, Montmorency
* Ecological & Conservation Assessment of Warringal Parklands & Banyule Flats
* Development of a Dumped Rubbish & Litter Plan
* 2017 Home Harvest FEASTival
* Delivering reliable waste management services with a focus on diverting waste from landfill
* Community education programs about environmental sustainability (eg. Sustainable Homes and Community Programs, Spring Outdoors, wildlife Corridor program and Positive Charge)

**Place**

* Ivanhoe Library & Cultural Hub Concept Plans & Community Consultation
* Collaboration on railway level crossing removal at Lower Plenty Road & Rosanna Station & duplication of rail between Heidelberg & Rosanna
* Allocation of $25.7 million to maintain & upgrade community facilities and infrastructure
* Development of Master Plans for Burgundy & Powlett Reserves, Heidelberg & Petrie Park & Rattray Reserve, Montmorency
* Launch of a new $1.35 million pavilion at NJ Telfer Reserve, Bundoora
* Ramu Reserve upgrades in Heidelberg West
* New fenced off-lead dog area at Ford Park, Ivanhoe
* Continued to upgrade Banyule's shared trail network which extends for more than 37 kilometres

**Participation**

* Renewal of the Banyule Inclusion, Access & Equity Framework and: Aboriginal & Torres Strait Islander Plan, LGBTI Plan, Disability Plan & Multicultural Plan
* Establishment of an Age Friendly City Advisory Committee
* North East Link consultation & advocacy
* Marriage equality advocacy
* Coordination of Council's advisory committees (eg. Inclusion Access & Equity Committees, Arts & Cultural Advisory Group, Banyule Environment Advisory Committee (BEAC) and Child, Youth & Family Committee

**Performance**

* Opening of the new Banyule Council Civic Office, Greensborough, to house 320 staff across two floors with a Customer Service Centre and extensive community facilities for public use
* Developed and commenced implementation of the Council Plan 2017-2021, integrating the Municipal Health & Wellbeing Plan 2017-2021
* Adoption of the Council Budget 2017/2018 to deliver on the Council Plan, maintain services, invest in infrastructure, and deliver priority projects and initiatives that benefit our community
* Drafting of the Fees & Charges Schedule & Rating Strategy for 2018/2019
* Commenced development of a new Banyule Customer Service Charter