



Symphonies of Seaweed Collaroy: Heidi Hereth - Warringah Art Exhibition entrant

Our Regulatory and Operating Environment

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 2011-2012 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 to assess our performance, and also provides 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 require us to find sustainable solutions for the immediate and longer term.



REGULATORY & OPERATING ENVIRONMENT

A broader look at the context we operate in.

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A More Sustainable Warringah

Council has set eight strategic directions in our new Environmental Sustainability Strategy to inspire change and guide our progress in the long term. These directions have a foundation in what we see as the key focus areas for a more sustainable Warringah.

We distinguish between two types of strategic directions:

Commitments – these targets relate to Council operations and are within our sphere of control. The targets are:

- 40% reduction in Council's corporate carbon emissions by 2020 (using a 2000 baseline)
- Support a 40% minimum reduction of carbon emissions in Warringah by 2020 (2000 baseline)
- 50% increase in neighbourhood food production and distribution by 2020 (using 2010 baseline)
- 80% less food waste in the general waste stream by 2020 (using a 2000 baseline)

Aspirations – these targets relate to areas where Council has only partial ability to influence outcomes and where partnerships with the community and other levels of government are critical to our success. The Aspirations are:

- Maintain and enhance local indigenous biodiversity in Warringah
- Maintain and enhance waterway function in Warringah
- Minimise the risk to life, property and the environment from natural hazards through partnerships with other levels of government and the community
- Protect the natural and cultural values of Council-managed lands while ensuring that visitor access and use is sustainable

Environmental education is a key tool to help our community achieve these aspirations.

These directions will be reviewed in alignment with our annual and four-yearly business planning cycles in order to ensure that progress towards these directions is measured and reported. Some of the targets are also supported by the NSW Government's Waste and Sustainability Improvement Payments scheme (WaSIP). We anticipate around \$450,000 will be devoted to sustainability projects in 2012-2013.

We have already made progress with a number of these directions. For example, 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.

Since 2009-2010 our greenhouse gas emissions have declined by around 5% 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. Our use of water has also declined by nearly 34% since 2004-2005, again due to investment in water efficiency technology and better water management of our facilities.

The implementation of a new four-year Energy and Water Savings Action Plan will drive further savings in energy and water.

Adapting to climate change impacts is a challenge that goes hand in hand with reducing our greenhouse gas emissions. We are building capacity for adapting to climate change in a range of planning and operational contexts including; flood studies, coastline hazard mapping, management plans and education.



Dog Ho: Julia Sample - Warringah Art Exhibition entrant

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 a Social Plan in 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

Warringah Council Social Plan

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

As a local government organisation we operate within a much broader social, cultural, political and economic environment. We need to negotiate a range of factors to successfully plan for our future. On the following pages we discuss our regulatory and operating environment and some of the issues unique to local government or Warringah.

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 taking into account this framework and our community's needs.

State Plan - NSW 2021

The new State Government was elected in March 2011 and released its State Plan "NSW 2021" in September 2011. It defines the overarching goals that will shape state policy over a ten-year period, driving the actions of government agencies in areas such as health, education, transport and economic development.

Priorities in NSW 2021 include improving the economy and cost of living; jobs and skill development; investing in critical infrastructure; and improving local environments, community life and transport. The government has been working with local councils, Regional Organisations of Councils (ROCs) and communities to develop local and regional action plans to deliver priority needs for each area. The final regional action plans are expected to be released in mid- 2012.

Metropolitan Planning

The new government will be changing a number of central aspects of the planning system. Provisions for state significant development (Part 3A) have been repealed, and a review of the planning legislation is underway.

The Metropolitan Plan from the previous State Government is under review, with an updated Plan due for release in late 2012. This will detail housing and employment growth targets across Sydney, with likely areas for housing to include greenfield sites and metropolitan areas well-served by public transport.

Regional Directions

SHOROC Councils include Warringah, Pittwater, Manly and Mosman – the Shore Regional Organisation of Councils. They undertake collaborative planning and service delivery for the mutual benefit of the councils and their communities. We provide a contribution of \$138,000 per year to the resourcing of SHOROC. The benefits include savings from joint tendering and contracting, as well as planning and advocacy to state and federal government for our region's needs.

All four councils have developed and endorsed a SHOROC regional strategy "Shaping our Future", with directions and priorities on transport, roads, health services, housing and jobs. An accompanying sustainability plan addresses the natural environment, waste, energy, transport, development and climate change.

A number of initiatives have arisen from this, including work towards a common waste service by 2014. The strategy also assists in gaining state and federal government support for the region's needs such as feasibility studies on a Rapid Bus Transit System for the northern beaches, input into other transport infrastructure planning, and developing local and regional action plans with the new NSW government.

Local Infrastructure

The new State Government will prepare a 20-year State Infrastructure Strategy. This will include a review of each local government area examining the backlog of local infrastructure, to obtain the best information on where investment is needed. The new Metropolitan Plan will also link with plans for transport, roads, health, employment and other infrastructure. The government will establish a Local Infrastructure Renewal Scheme to subsidise local councils for upgrading of infrastructure for roads, community halls, libraries, parks, sports grounds etc.

Destination 2036 – Local Government Reform

The State Government is working with NSW Councils to shape the future of local government over the next 25 years. During 2011 the government released the "Destination 2036" discussion paper and conducted a forum with all NSW Councils, which led to the development of an action plan. The Destination 2036 Action Plan focuses on key areas of service delivery, governance, financial sustainability, structures and strong relationships with the State government. It will help drive major reviews of the Local Government Act and planning legislation.

Most of the tasks under the Action Plan will be undertaken by the NSW Local Government Division and local government peak bodies, though councils and ROCs will be involved in reviewing shared services, local and regional plans and grant funding. Warringah Council continues to be active in the reform process and initiatives to improve financial sustainability, improve regional shared services, commercialise selected services, and explore amalgamation and corporatised councils.

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 etc) 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.		✓

Bike paths, Cycle ways 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 ie 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.		✓

Utilities – energy (electricity and gas), water & 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 ie installation of water tanks at the Warringah Aquatic Centre.		✓
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 ie 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 (eg 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 (on and off street parking), abandoned vehicles on public streets, dog attacks, illegal building work, unauthorised land uses, environmental, public health and safety breaches.		✓
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.		✓

State and Local Government Responsibilities

Residential and commercial development	State	Local
Development of state, regional and sub-regional planning strategies.	✓	
Provide growth targets for residential and commercial developments (eg 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 (eg Local Environment Plan and Development Control Plan).	✓	
Approve local land use plans (eg Warringah Local Environmental Plan).	✓	
Develop local land use plans for Warringah (eg Local Environmental Plan and Development Control Plan) that define the activities (eg 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 eg water quality, biodiversity, bush regeneration, weeds and pests, fire, recreation and access.		✓
Pollution (water, air, noise and land) by a licensed industry and 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.

Our Community and Housing Needs

What are the Current Trends?

Australia's population is ageing with people living longer due to improved health-care. The proportion of Australians aged over 65 years has grown from approximately 8% in 1970 to around 14% in 2011, and this figure is expected to increase to around 25% by 2042.

In Warringah the number of residents aged 65 years and older is 1.5% above the national average and the number of Warringah residents over 85 years has increased significantly since 2006. On the flip side, our younger adult population is still in decline. The 2011 census data shows a further decrease in our young working age population (those aged between 20 and 34) since the last measure in 2006.

While the two-parent family remains the most common in Warringah, the trend for smaller households continues. Since 2001 there have been increases in one-person and two-person households, and 2011 has also seen a marked increase in lone parent households when compared to figures in 2006.

Although detached separate houses remain the most prevalent housing structure in Warringah, ABS Census data reveals that medium and high density households have also increased. There has been a 40% increase in the number of four or more storey unit blocks, amounting to over 1,000 additional units of this density type since 2006. This means that nearly 50% more residents (about 2,200) are living in a four or more storey unit block than in 2006.

What does this mean for Warringah?

Since Warringah's demographics are changing, so too are the needs of our residents and the type of housing people want for themselves and their families. Throughout people's lives their lifestyles and housing needs change and we need to accommodate this through appropriate planning. We need to respond to our changing demographics and facilitate housing types to meet the different household needs associated with an ageing population, single parent families and families with fewer (or no) children. For example, attractive, medium density dwellings (such as courtyard homes, villas and row dwellings) may be a suitable option for smaller household types.

Work commenced on a new Housing Strategy for Warringah. In June 2011 Council resolved to withdraw the Draft Housing Strategy and undertake no further work on it until the State Government confirms Warringah's dwelling target of 10,300 and provides a commitment to funding additional infrastructure to support the new development.

Metropolitan Plan

The Department of Planning and Infrastructure has recently advised that it is reviewing the Metropolitan Plan from the previous State Government. An updated Plan is scheduled for release in late 2012. Though the previous Plan set targets for our region as a whole, it is expected that the updated Plan will address each council area, setting out the forecast growth in housing and employment for Warringah.



Coastal: Mary Rafter - Warringah Art Exhibition entrant

Transport

What's the Challenge?

Traffic congestion and poor public transport links remain a major local issue. In the last four Annual Community Surveys, residents overwhelmingly singled this out as a major challenge for Warringah over the next five to ten years.

The congestion on our roads reflects our heavy reliance on motor vehicles. The Bureau of Transport's 2007 Household Travel Survey indicates that 75% of travel trips made by Warringah residents were by private car. At present our road network struggles to accommodate this level of private vehicle use.

While there are 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 transport 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 road 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. If Warringah's increase in dwelling and employment targets is maintained in the Metropolitan Plan (currently under review) this will add a new dimension and pressure to our already existing transport challenges.

Meeting the Challenge

The NSW Government is developing a new long term transport masterplan, including a 12-month consultation process, that when released in late 2012 will detail how they will tackle transport priorities for NSW. The NSW long term transport masterplan will be a comprehensive strategy for all modes of transport across NSW. The plan will identify a clear direction for transport over the next 20 years, building on current commitments which are underpinned by a \$13.1 billion investment in roads and transport in the 2011-2012 budget.

The plan will address key challenges that face the state around the areas of population growth, job creation, increasing housing supply and the need for a freight and public transport network that maximises the benefits to the economy and aligns with land use strategy. The four SHOROC councils have agreed that the construction priorities are a bus rapid transit system and targeted road upgrades for our major arteries. The new masterplan needs to commit funds for immediate construction of these critical infrastructure needs.

Transport and traffic priorities agreed in the SHOROC regional strategy *Shaping Our Future* include:

- A bus rapid transit system to link Dee Why to Chatswood, Ryde and Sydney CBD
- A bus rapid transit system to Sydney CBD from Mona Vale with a dedicated peak hour median bus lane and a new underground interchange at Neutral Bay to service buses from Sydney's North West and the SHOROC region generally
- Road upgrades for Mona Vale Road, Wakehurst Parkway and the Warringah Road intersections with Wakehurst Parkway and Forest Way

Council is also preparing a Sustainable Transport Strategy. This will complement the SHOROC regional strategy and will seek to increase travel trips in Warringah undertaken by foot, bicycle or public transport.

There are six imperatives to be addressed if transport is to play a role in delivering a more sustainable Warringah:

- A need to reduce our ecological footprint and greenhouse gas emissions (to which transport is a major contributor) and to mitigate and adapt to the effects of climate change
- The projected arrival of peak oil, which is likely to lead to significant increases in fuel costs and the cost of living
- Addressing the transport infrastructure needs of a growing population which could approach 170,000 by 2031, by encouraging a major shift in travel mode choice

Northern Beaches Hospital

- A need to encourage self containment of jobs, goods and services and local economic prosperity and provide affordable living opportunities through integrated land use and transport planning
- The passion and commitment of the Warringah community to protect the attractive lifestyle values of the region
- Council taking a leadership role in relation to promoting and encouraging staff to utilise more sustainable commuting and business travel modes

Clearly a quantum change is required if Warringah is to take a more sustainable transport path.

Such a path must achieve greater use of public transport, walking or cycling. Wider ranging, more frequent, reliable and efficient public transport services which are integrated with improved walking and cycling networks and activity centres and nodes are essential. In this respect, priority actions outlined in the Warringah Bike Plan (2010) and Warringah Pedestrian Access and Mobility Plan (2011) will also continue to be implemented by the 2012-2013 budget.

Better transport services also need to be coupled with promotion, marketing and education about the issues associated with transport planning and the benefits of shifting personal travel choices towards more sustainable transport forms.

Northern Beaches Hospital

In March 2006 the NSW Government announced that Frenchs Forest would be the home for a new hospital. 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 2011-2012 State Budget allocated \$9.2 million to commence stage one of the Northern Beaches Health Service on the Frenchs Forest site and associated works at Manly and Mona Vale Hospitals. The budget also stated that as of 30 June 2012, \$4.8m has been spent by the NSW Government on the planning of the hospital. Council has been approached by the State Government to purchase Council land on the site proposed for the hospital.

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.



Gadyan: Fiona Chaplin - Warringah Art Exhibition entrant

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 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 it 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 May 2012, 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 2011

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

Major Issues of Concern 2012

Traffic management	12%
Transport	12%
Development issues	11%
Housing	6%
Population growth	6%
Roads	6%

Overall Satisfaction

Overall satisfaction has increased significantly over the past few years from 57% in 2010, to 67% in 2011 and now 79% in 2012. This is the highest satisfaction level since we have been measuring satisfaction in 2002. The table below shows trends in overall satisfaction over time.

The main contributing factors to the overall increase in satisfaction are the increase in satisfaction with the Councillors and Mayor, along with the increased satisfaction with community consultation, information and responsiveness, Council staff and many (19) of the 45 key services and facilities offered by Council.

The number of satisfied residents, scoring Council more than 6 out of 10, has increased to 79% of respondents.

Year	Survey % Satisfied
2002	60%
2007	69%
2008	67%
2009	69%
2010	57%
2011	67%
2012	79%

Warringah's mean score for overall satisfaction of 6.6 out of 10 is above the NSW average satisfaction score of 6.5.

Survey	Mean Score
Warringah	6.6
NSW average	6.5
NSW - best	7.0
NSW - worst	5.5
Warringah 2011	6.0
Warringah 2010	5.9

Individual Council Services and Facilities

Overall the 2012 results indicate we are providing many of the services and facilities rated as important by residents at a satisfactory level or above. Of the 45 services and facilities rated, 19 services and facilities showed increased satisfaction levels and only one area showed a decrease.

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

- Consultation with the community by Council
- Council responsiveness to community needs
- Information on Council services
- Maintaining major roads
- Managing residential development
- Traffic management
- Development approvals process
- Council operates in an environmentally friendly way

Staff and Councillor Performance

Some 82% of residents who had contact with Council staff indicated they were satisfied with their overall performance. The overall mean satisfaction rating for staff was 7.54 (out of 10), which was above the 2011 (7.25) result and on a par with the external benchmark mean of 7.5 for the NSW comparison group.

Building on the increase in 2011, there was once again a significant increase in satisfaction with Councillors and Mayor (75%) compared with 59% in 2011 and 45% in 2010. This is the best result since this measurement commenced in 2007. The overall mean satisfaction rating with Councillors was 6.5 (out of 10) which is above the 2011 result of 5.8 and above the Micromex 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 they feel safe in their own homes. Furthermore, 89% felt 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 91% of residents agreeing their neighbourhood is a friendly place to live, whilst 85% of survey participants felt strongly they belonged to the community they live in.

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

Future Outlook

The results of the survey will be a key input in the development of the new long term Community Strategic Plan and assist the new Councillors in determining priorities for the future. The results will also inform our 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 2012, a draft SCP 2012 was developed out of the then existing SCP 2011 with further input provided by the annual Community Survey 2011, advice from officers working 'in the field', and desktop research.

During April and May, Council exhibited the Draft Strategic Community Plan 2012.

This included:

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

Submissions

We received a total of 37 submissions including:

- Summary brochure feedback forms (hard copies received via post)
- online forms
- letters and emails

We read each submission. Where appropriate, responses to questions in the feedback forms and other issues raised, in both feedback forms and separate submissions, were collated and assessed.

We conducted a qualitative analysis of all individual comments and like comments/issues were grouped for staff comment. This helped us identify recurring themes and issues raised by our community, assisting also to determine Warringah's strategic direction over the next four years.

Service Levels and Underlying Budget Assumptions

To help ensure our community was informed about what Council was proposing for 2012-2013 we distributed a summary brochure to households in Warringah. This provided details of our draft budget and gave opportunities to provide Council with feedback. The summary brochure was also available online and could be accessed via our website.

The summary brochure provided information on key assumptions underlying our draft budget – growth in rates, employee expenses and materials and contracts – and demonstrated how any one of the assumptions could have a material and compounding impact on our long term financial sustainability.

Future Planning

Submissions received helped inform Council's decision making in finalising the Draft Plan and formally adopting the final Strategic Community Plan 2012. To read more about specific changes made to the Draft Plan visit our website warringah.nsw.gov.au



The Dinner Party: Cam Lavac - Warringah Art Exhibition entrant