

## BUSINESS PAPER



His Worship the Mayor, Councillor Greg Davies with The Hon David Bradbury MP at the Plaque Unveiling and Official Opening Ceremony of the North Penrith Commuter Car park held at the car park grounds on 3 August 2012.

# Policy Review Committee Meeting

## 13 August 2012

# PENRITH CITY COUNCIL

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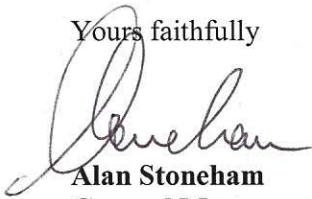
8 August 2012

Dear Councillor,

In pursuance of the provisions of the Local Government Act, 1993 and the Regulations thereunder, notice is hereby given that a **POLICY REVIEW COMMITTEE MEETING** of Penrith City Council is to be held in the Pasadena Room, Civic Centre, 601 High Street, Penrith on Monday 13 August 2012 at 7:00PM.

Attention is directed to the statement accompanying this notice of the business proposed to be transacted at the meeting.

Yours faithfully



**Alan Stoneham**  
General Manager

## ***BUSINESS***

1. **LEAVE OF ABSENCE**
2. **APOLOGIES**
3. **CONFIRMATION OF MINUTES**  
*Policy Review Committee Meeting - 30 July 2012.*
4. **DECLARATIONS OF INTEREST**  
*Pecuniary Interest (The Act requires Councillors who declare a pecuniary interest in an item to leave the meeting during discussion of that item)*  
*Non-Pecuniary Conflict of Interest – Significant and Less than Significant (The Code of Conduct requires Councillors who declare a significant non-pecuniary conflict of interest in an item to leave the meeting during discussion of that item)*
5. **ADDRESSING THE MEETING**
6. **MAYORAL MINUTES**
7. **NOTICES OF MOTION TO RESCIND A RESOLUTION**
8. **NOTICES OF MOTION**
9. **DELIVERY PROGRAM REPORTS**
10. **REQUESTS FOR REPORTS AND MEMORANDUMS**
11. **URGENT BUSINESS**
12. **CONFIDENTIAL BUSINESS**



**POLICY REVIEW COMMITTEE MEETING**

**MONDAY 13 AUGUST 2012**

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**MEETING CALENDAR**

**CONFIRMATION OF MINUTES**

**DELIVERY PROGRAM REPORTS**

## 2012 MEETING CALENDAR

January 2012 - December 2012

(adopted by Council on 21 November 2011, amended by Council 9 July and 6 August 2012)

	TIME	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	
		Mon	Mon	Mon	Mon	Mon	Mon	Mon	Mon	Mon	Mon	Mon	Mon	
<b>Ordinary Council Meeting</b>	<b>7.30pm</b>		6 20#@	5 26		23❖	21#	25*	23	6 (7.00pm) 27#@	3✓ (7.00pm) 24^\ (7.00pm)	15∞	5 19#	10 (7.00pm)
<b>Policy Review Committee</b>	<b>7.00pm</b>		13	19	16	7	4	2 30	13		8	12	3	

- ❖ Meeting at which the Draft Operational Plan for 2012-2013 is endorsed for exhibition
- \* Meeting at which the Operational Plan for 2012-2013 is adopted
- # Meetings at which the Operational Plan quarterly reviews are presented
- @ Delivery Program progress reports
- ^ Election of Mayor/Deputy Mayor
- ✓ Meeting at which the 2011-2012 Annual Statements are presented
- ∞ Meeting at which any comments on the 2011-2012 Annual Statements are presented
- \ The opportunity may be taken to move this meeting to the 17 September 2012, should the election result be declared early  
*The Ordinary Council Election will be held on 8 September 2012*
- Extraordinary Meetings are held as required.
- Members of the public are invited to observe meetings of the Council (Ordinary and Policy Review Committee).  
Should you wish to address Council, please contact the Senior Governance Officer, Glenn Schul.

**UNCONFIRMED MINUTES  
OF THE POLICY REVIEW COMMITTEE MEETING OF PENRITH CITY  
COUNCIL HELD IN THE PASSADENA ROOM, PENRITH  
ON MONDAY 30 JULY 2012 AT 7:08PM**

**PRESENT**

His Worship the Mayor, Councillor Greg Davies, Deputy Mayor, Councillor Jackie Greenow and Councillors Jim Aitken OAM, Kaylene Allison, Robert Ardill, Kevin Crameri OAM, Mark Davies, Ross Fowler OAM, Ben Goldfinch, Marko Malkoc, Karen McKeown, Kath Presdee and John Thain.

**APOLOGIES**

PRC 43 RESOLVED on the MOTION of Councillor Jackie Greenow seconded Councillor Marko Malkoc that apologies be received for Councillors Tanya Davies and Prue Car.

**CONFIRMATION OF MINUTES - Policy Review Committee Meeting - 2 July 2012**

PRC 44 RESOLVED on the MOTION of Councillor Marko Malkoc seconded Councillor Jim Aitken OAM that the minutes of the Policy Review Committee Meeting of 2 July 2012 be confirmed.

**DECLARATIONS OF INTEREST**

Councillor Jackie Greenow declared a Pecuniary Interest in Item 1 - *Draft Heritage Local Environmental Plan where owners objected to the heritage listing* as she owns properties which are subject to the report. Councillor Greenow stated that she would leave the room for discussion of the item.

Councillor Mark Davies declared a Non Pecuniary Conflict of Interest – Less than Significant in Item 1 - *Draft Heritage Local Environmental Plan where owners objected to the heritage listing* as one of the properties subject to the report is owned by his physician.

Councillor Robert Ardill declared a Non Pecuniary Conflict of Interest - Less than Significant in Item 1 - *Draft Heritage Local Environmental Plan where owners objected to the heritage listing* as a previous client of his in a previous position that he held owned a property subject of the report.

Councillor Kath Presdee declared a Non Pecuniary - Conflict of Interest Less than Significant in Item 1 - *Draft Heritage Local Environmental Plan where owners objected to the heritage listing* as members of her family attend a medical centre at a property which is subject of the report.

Councillor Greg Davies declared a Non Pecuniary Conflict of Interest - Less than Significant in Item 1 - *Draft Heritage Local Environmental Plan where owners objected to the heritage listing* as he had exchanged voting preferences with one of the owners of a property which is subject of the report at the last Penrith City Council local government election.

Councillor Kaylene Allison declared a Non Pecuniary Conflict of Interest - Less than Significant in Item 1 - *Draft Heritage Local Environmental Plan where owners objected to the heritage listing* as she had exchanged voting preferences with one of the owners of a property which is subject of the report of the report at the last Penrith City Council local government election.

## DELIVERY PROGRAM REPORTS

### A LEADING CITY

#### **2 2012 Local Government Association of NSW Annual Conference**

PRC 45 RESOLVED on the MOTION of Councillor Ross Fowler OAM seconded Councillor Marko Malkoc

That:

1. The information contained in the report on 2012 Local Government Association of NSW Annual Conference be received.
2. The motions detailed in the report be submitted for inclusion in the 2012 Local Government Association NSW Conference Business Paper.
3. A similar motion to motion 2 of the Report be submitted to the Australian Local Government Association (ALGA) National General Assembly.
4. A memo reply be provided to all Councillors on the outcomes and actions of a Motion that was submitted by the Council to the 2009 Local Government Association of NSW Annual Conference titled "Penalties for the illegal dumping of waste".
5. The below motion that was submitted by the Council in 2010, be resubmitted to the 2012 Conference with amendments, if required after further discussions are undertaken with Westpool, UIP, Metropool and other member Councils.

#### Tendering with respect to elected local government organisations

That section 377 (1) of the Local Government Act 1993 – General power of the council to delegate – be amended to allow councils to delegate to Regional Organisation of Councils (ROC's), strategic alliances or groupings of councils, the power and authority to allow them to accept tenders on behalf of member councils.

This can be simply achieved by the following amendment to the clause:

377 (1) A council may, by resolution, delegate to the general manager or any other person or body (not including another employee of the council) any of the functions of the council, other than the following:

The acceptance of tenders which are required under this Act to be invited by the council,  
INSERT THE WORDS

..... except where by individual resolution, a Council may delegate to a Regional Organisation of Councils (ROC's), strategic alliances or grouping of Councils, the authority to undertake and accept or reject tenders on behalf of member councils.

Such an action may not take place unless the majority of members have passed such a motion and is binding only to those councils which elect to be part of the tender process.

**3 [Brand Policy](#)**

PRC 46 RESOLVED on the MOTION of Councillor Ben Goldfinch seconded Councillor Mark Davies

That:

1. The information contained in the report on Brand Policy be received
2. The draft Brand Policy in the appendix to this report be adopted.

Councillor John Thain left the meeting the time being 7:44pm.

Councillor John Thain returned to the meeting, the time being 7:45pm.

**A LIVEABLE CITY**

**4 [Tennis Development Plan](#)**

The Council's Recreation Manager, Andrew Robinson introduced the report and gave a presentation.

PRC 47 RESOLVED on the MOTION of Councillor Ross Fowler OAM seconded Councillor Jim Aitken OAM

That:

1. The information contained in the report on Tennis Development Plan be received.
2. The draft Tennis Development Plan is adopted as the Penrith Tennis Development Plan with the deletion of recommendation 7 within the Plan.
3. A Tennis Development Steering Group consisting of tennis facility operators, program providers, Tennis NSW, NDTA and Council Officers is formed to progress the implementation of the Penrith Tennis Development Plan.
4. Progress on the implementation of the Penrith Tennis Development Plan including a regional tennis facility be reported to the Recreation Working Party.
5. A further urgent report be presented to Council on the site options available for a regional tennis facility in the Council's area, in readiness for a feasibility study.

**5 [Samuel Marsden Road Riding Facility Grounds Committee - Future Operation](#)**

PRC 48 RESOLVED on the MOTION of Councillor Kevin Crameri OAM seconded Councillor Jim Aitken OAM

That:

1. The information contained in the report on Samuel Marsden Road Riding Facility Grounds Committee - Future Operation be received.
2. The Samuel Marsden Road Riding Facility Grounds Committee be wound up



and replaced by a Venue Management Advisory Group consisting of the President and Secretary of both RDA Nepean and the Nepean Pony Club, and a Council Officer from Penrith City Council's Recreation Department.

3. A further report be submitted to Council regarding the outcomes of the development of the licence agreements for RDA Nepean and the Nepean Pony Club for use of the facility.
4. A letter of thank you be provided by the Mayor to the existing members of the Samuel Marsden Road Riding Facility Grounds Committee recognising their service to the Committee.

## **6 City Presentation Policies**

PRC 49 RESOLVED on the MOTION of Councillor Robert Ardill seconded Councillor Karen McKeown

That:

1. The information contained in the report on City Presentation Policies be received.
2. The draft policies on the Naming of Parks and Reserves; Memorial Seating and Planting in Council's Parks and Reserves and Roadside Memorials be adopted.

Councillor Karen McKeown left the meeting the time being 8:00pm.

## **7 Compulsory Desexing of Dogs and Cats Sold or Re-Homed from Council's Contracted Animal Holding Facility**

Councillor Karen McKeown returned to the meeting, the time being 8:02pm.

PRC 50 RESOLVED on the MOTION of Councillor Kevin Crameri OAM seconded Councillor Kath Presdee

That:

1. The information contained in the report on Compulsory Desexing of Dogs and Cats Sold or Re-Homed from Council's Contracted Animal Holding Facility be received
2. Subject to adoption by Hawkesbury City Council, Penrith City Council accept the new desexing policy for all companion animals (dogs and cats) sold or released to rescue agencies on behalf of Penrith City Council by Council's animal holding facility contractor.

Having previously declared an Interest in Item 1, Councillor Jackie Greenow left the meeting and did not return, the time being 8:18pm.

**ADDRESSING THE MEETING**

**Mr William Moss**

*Item 1 - Draft Heritage Local Environmental Plan where owners objected to the heritage listing*

Mr Moss, owner spoke in regards to his property at 304 High Street, Penrith. Mr Moss stated that the building is severely compromised with safety issues that cannot be overcome. Mr Moss highlighted that he wished to amalgamate his property with the neighbouring property and would consult with Council to ensure the amenity of any new building is appropriate. Mr Moss requested that the heritage listing be removed from this site.

**Mr Paul Rappoport**

*Item 1 - Draft Heritage Local Environmental Plan where owners objected to the heritage listing*

Mr Rappoport, speaking on behalf of Mr Moss, as a heritage consultant on 304 High Street, Penrith stated that in his view the building is no longer viable for heritage listing in terms of its significance and financial viability. Mr Rappoport detailed substantial internal changes and significant exterior additions to the building.

Mr Rappoport expressed the view that the surrounding buildings now mean that this building does not fit in with the area it is found, and that in his view the development potential far outweighs any potential conservation value.

**Mr Vernon Horne**

*Item 1 - Draft Heritage Local Environmental Plan where owners objected to the heritage listing*

Mr Horne, owner spoke in regards to his property at 12 Higgins Street, Penrith. Mr Horne stated that he has already had to spend a considerable amount of money on stabilising the building, and that the building has now become cost prohibitive to maintain. Mr Horne believes the heritage listing victimises him and diminishes his rights. Mr Horne concluded by stating that he receives little help from the Government and that his plans for a new building will enhance the streetscape.

**1 Draft Heritage Local Environmental Plan where owners objected to the heritage listing**

PRC 51 RESOLVED on the MOTION of Councillor Robert Ardill seconded Councillor Ben Goldfinch

That:

1. The information contained in the report on Draft Heritage Local Environmental Plan where owners objected to the heritage listing be received.
2. Any properties to be removed from the proposed Schedule of Local Heritage Items under the Draft Heritage Local Environmental Plan have documented photographic evidence taken to maintain a historical record of the removed properties.
3. In respect of the properties detailed in the Report as 1-14 (Local Heritage Items) and 1-3 (Heritage Conservation Area) and also an additional Item 15 – 304 High Street, Penrith the following be resolved: -

**Item 1: 38 Park Avenue, Kingswood**

PRC 52 RESOLVED on the MOTION of Councillor Jim Aitken OAM seconded Councillor Marko Malkoc that 38 Park Avenue, Kingswood be removed from the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

**Against**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor John Thain  
Councillor Marko Malkoc  
Councillor Kevin Crameri OAM  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison  
Councillor Greg Davies

**Item 2: 163 Derby Street, Penrith**

PRC 53 RESOLVED on the MOTION of Councillor Ross Fowler OAM seconded Councillor Robert Ardill that 163 Derby Street, Penrith be deferred from the Draft Heritage Local Environmental Plan and further information be provided concerning the property.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

**Against**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor John Thain  
Councillor Marko Malkoc  
Councillor Kevin Crameri OAM  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison  
Councillor Greg Davies

**Item 3: 229 High Street, Penrith**

PRC 54 RESOLVED on the MOTION of Councillor Jim Aitken OAM seconded Councillor Marko Malkoc be that 229 High Street, Penrith be removed from the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

**Against**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor John Thain  
Councillor Marko Malkoc  
Councillor Jim Aitken OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison

Councillor Ross Fowler OAM  
Councillor Greg Davies  
Councillor Kevin Crameri OAM

**Item 15: 304 High Street, Penrith**

PRC 55 RESOLVED on the MOTION of Councillor Jim Aitken OAM seconded Councillor Marko Malkoc that 304 High Street be removed from the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

**Against**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor John Thain  
Councillor Marko Malkoc  
Councillor Kevin Crameri OAM  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison  
Councillor Greg Davies

**Items 4,5,6: 14,16,18 Pages Road, St Marys**

PRC 56 RESOLVED on the MOTION of Councillor Karen McKeown seconded Councillor Marko Malkoc that 14,16 and 18 Pages Road, St Marys be removed from the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

**Against**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor John Thain  
Councillor Marko Malkoc  
Councillor Kevin Crameri OAM  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison  
Councillor Greg Davies

**Item 7,8,9: 14-278 Castlereagh Road, Castlereagh Road (Slab Cottage and Pise House Ruins and Castlereagh Road Alignment, Castlereagh**

PRC 57 RESOLVED on the MOTION of Councillor John Thain seconded Councillor Karen McKeown that 14-278 Old Castlereagh Road, Castlereagh (Slab Cottage and Pise House ruins) and Castlereagh Road Alignment, Castlereagh remain in the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

**Against**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor John Thain  
Councillor Marko Malkoc  
Councillor Kevin Crameri OAM  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison  
Councillor Greg Davies

Councillor John Thain left the meeting and did not return the time being 9:10pm.

**Item 10: 115-119 Henry Street, Penrith**

PRC 58 RESOLVED on the MOTION of Councillor Greg Davies seconded Councillor Jim Aitken OAM that 115-119 Henry Street, Penrith remain on the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

**Against**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor Marko Malkoc  
Councillor Kevin Crameri OAM  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison  
Councillor Greg Davies

**Item 11: 253 High Street, Penrith**

PRC 59 RESOLVED on the MOTION of Councillor Marko Malkoc seconded Councillor Jim Aitken OAM that 253 High Street, Penrith be removed from the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor Marko Malkoc  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison

**Against**

Councillor Greg Davies  
Councillor Kevin Crameri OAM

**Item 12: 449-451 High Street, Penrith**

PRC 60 RESOLVED on the MOTION of Councillor Jim Aitken OAM seconded Councillor Ross Fowler OAM that 449-451 High Street, Penrith remain on the Draft Heritage Local Environmental Plan.

In accordance with the Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor Marko Malkoc  
Councillor Kevin Crameri OAM  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison  
Councillor Greg Davies

**Against**

**Item 13: 10-12 North Street, Penrith**

PRC 61 RESOLVED on the MOTION of Councillor Ross Fowler OAM seconded Councillor Kevin Crameri that 10-12 North Street, Penrith remain on the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

**Against**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor Marko Malkoc  
Councillor Kevin Crameri OAM  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison  
Councillor Greg Davies

**Item 14: St Mary Magdalene Anglican Church, St Marys**

PRC 62 RESOLVED on the MOTION of Councillor Karen McKeown seconded Councillor Marko Malkoc that St Mary Magdalene Anglican Church, St Marys remain on the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

**Against**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor Marko Malkoc  
Councillor Kevin Crameri OAM  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison  
Councillor Greg Davies



Councillor Ross Fowler OAM requested that the Policy Review Committee move into a Confidential Session to discuss options concerning the Heritage Conservation Area.

PRC 63 RESOLVED on the MOTION of Councillor Mark Davies seconded Councillor Ben Goldfinch that the Policy Review Committee move into a Confidential Session to discuss options concerning the Heritage Conservation Area the time being 9:23pm.

Councillors Karen McKeown and Kath Presdee left the meeting, the time being 9:24pm.

Councillors Karen McKeown and Kath Presdee returned to the meeting, the time being 9:25pm.

PRC 64 RESOLVED on the MOTION of Councillor Marko Malkoc seconded Councillor Ben Goldfinch that Council move out of Confidential Session the time being 9:38pm.

**\*Heritage Conservation Area**

**Item 1 & 2: 12 & 16 Higgins Street, Penrith**

PRC 65 RESOLVED on the MOTION of Councillor Robert Ardill seconded Councillor Kevin Crameri OAM that 12 & 16 Higgins Street, Penrith remain as part of the relevant Heritage Conservation Area under the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

<b>For</b>	<b>Against</b>
Councillor Rob Ardill	Councillor Kath Presdee
Councillor Ross Fowler OAM	Councillor Karen McKeown
Councillor Mark Davies	Councillor Marko Malkoc
Councillor Ben Goldfinch	Councillor Jim Aitken OAM
Councillor Kevin Crameri OAM	Councillor Kaylene Allison
Councillor Greg Davies	

**\*NOTE: Please refer to Minute Nos. 212 and 213 of the Minutes of the Ordinary Meeting of 6 August 2012 for an amended resolution regarding the Heritage Conservation Area.**

Councillor Mark Davies left the meeting, the time being 9:41pm.

Councillor Mark Davies returned to the meeting, the time being 9:44pm.

Councillor Jim Aitken OAM left the meeting, the time being 9:44pm.

Councillor Jim Aitken OAM returned to the meeting, the time being 9:46pm.

**Item 3: 1 Brown Street, Penrith**

PRC 66 RESOLVED on the MOTION of Councillor Kevin Crameri OAM seconded Councillor Marko Malkoc that 1 Brown Street, Penrith remain as part of the relevant Heritage Conservation Area under the Draft Heritage Local Environmental Plan.

In accordance with Section 375A of the Local Government Act 1993, a DIVISION was then called with the following result:

**For**

**Against**

Councillor Rob Ardill  
Councillor Kath Presdee  
Councillor Karen McKeown  
Councillor Marko Malkoc  
Councillor Kevin Crameri OAM  
Councillor Jim Aitken OAM  
Councillor Ross Fowler OAM  
Councillor Mark Davies  
Councillor Ben Goldfinch  
Councillor Kaylene Allison  
Councillor Greg Davies

Councillor Kevin Crameri OAM left the meeting and did not return the time being 9:51pm.

There being no further business the Chairperson declared the meeting closed the time being 9:53pm.



## DELIVERY PROGRAM REPORTS

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2	<a href="#">North Penrith All Abilities Playground</a>	15



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## A LEADING CITY

Item		Page
1	<a href="#">Penrith City Council Community Survey 2012</a>	1





## **1 Penrith City Council Community Survey 2012**

**Compiled by:** Krystie Race, Sustainability Research Planner  
Tanya Jackson, Strategic Planning Coordinator

**Authorised by:** Ruth Goldsmith, Group Manager - Leadership

<b>Objective</b>	<i>We demonstrate accountability, transparency and ethical conduct</i>
<b>Community Outcome</b>	<i>A Council that manages its finances, services and assets effectively (4)</i>
<b>Strategic Response</b>	<i>Deliver services for the City and its communities, and maintain our long term financial sustainability (4.1)</i>

### **Executive Summary**

This report summarises some of the key findings in the Penrith City Council Community Survey 2012. It is proposed to provide a briefing and presentation of the detailed analysis to the incoming Council, following the election in September, together with a copy of the survey when it has been finalised.

The report recommends that the information in the report be received.

### **Background**

Council has regularly conducted a City-wide telephone survey of residents in Penrith to ascertain their satisfaction with Council's services, and their relative levels of importance. To align with the new Integrated Planning and Reporting (IPR) requirements, the survey is now done annually.

Council's first customer survey of 623 households was conducted in April 2003 with the assistance of IRIS Research. The same methodology was used in 2005, 2007, 2009, 2011 and 2012 to ensure that meaningful comparisons could be drawn from the five sets of results. The aim of the survey is to provide Council with an understanding of the perceptions and needs of our local communities regarding a broad range of services and facilities. In particular, it provides:

- Measurement of the importance of, and satisfaction with, services and facilities provided by Council
- Perceptions of customer service provided by Council staff
- Perceptions about community well being and 'feel' of the City
- Information to help Council identify service priorities for our communities
- A comparison of Council's overall satisfaction ratings with other councils.

The survey also provides information for the indicators in the Community Strategic Plan, Council's Delivery Program and Annual Report.



## **Survey Methodology**

601 completed telephone surveys were collected from a random sample of residents throughout the City. Strict sampling procedures ensure that characteristics of selected respondents mirror the overall adult population with a representative distribution across age, gender, ward and defined land areas (eg rural, new release and established urban areas). The survey was conducted from 25 June to 1 July 2012.

The telephone survey asked respondents to give both an importance and satisfaction rating (using a rating scale of 10 ‘very important’ or ‘very satisfied’ to 1 ‘not important’ or ‘very dissatisfied’) about Council’s external services and facilities. The survey methodology targets residents’ perception of service provision and Council staff performance.

## **Summary of Key Results**

The key results from the 2012 survey are summarised under the following seven headings:

1. Overall Council Performance
2. Staff Performance
3. Value for Money
4. Resident Prioritisation of Council Services and Facilities
5. Communication
6. Community Well Being
7. Benchmarking

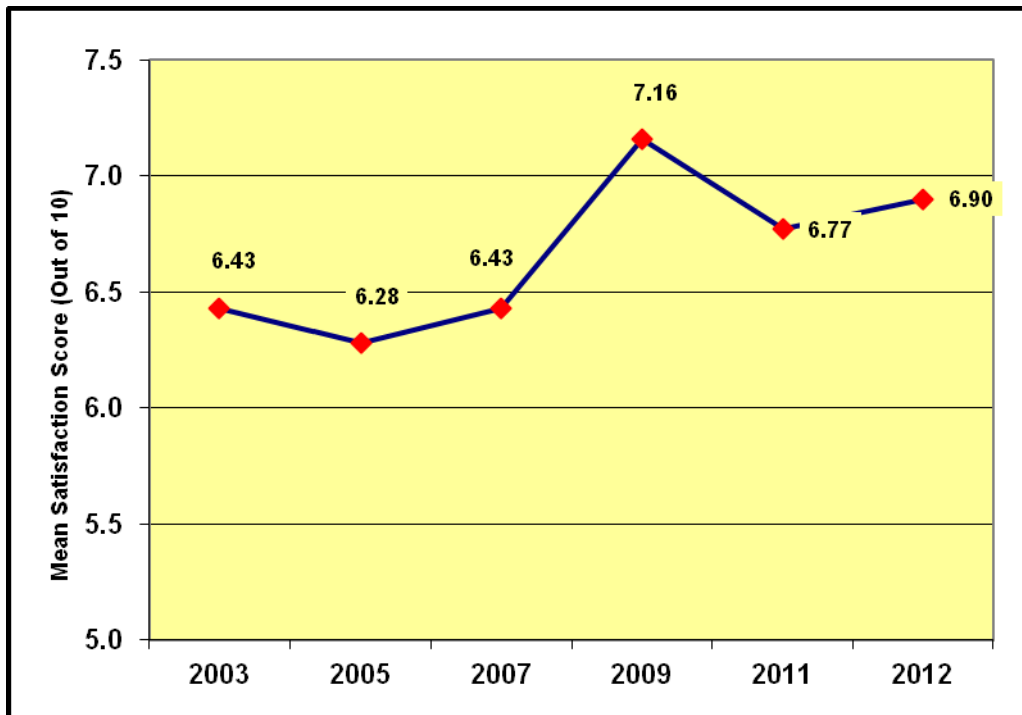
### **1. Overall Council Performance**

The survey indicates that:

- overall, 81.3% of residents were satisfied with Council’s performance (that is, provided a score above the neutral point of 5), compared to 6.8% that were dissatisfied (that is, a score less than 5)
- around 7 out of 10 (69.3%) residents provided a ‘high’ satisfaction rating (7-10) for Council’s overall performance, compared to only 2.5% that had a ‘low’ satisfaction
- residents aged between 18-24 and 65+ are more likely to be highly satisfied with Council’s overall performance compared to those aged between 24 and 65 years
- residents living in the New Release Areas are more likely to be satisfied than those living in the Rural Areas within the City.

Council continues to maintain an extremely high level of resident satisfaction, with mean scores increasing from 6.43 in 2003 to 6.90 in 2012. Satisfaction ratings have marginally increased by 0.13% from the 2011 survey results. This marginal increase could be attributed to the 2011 survey being undertaken just after the public exhibition period for Council’s Special Rate Variation.

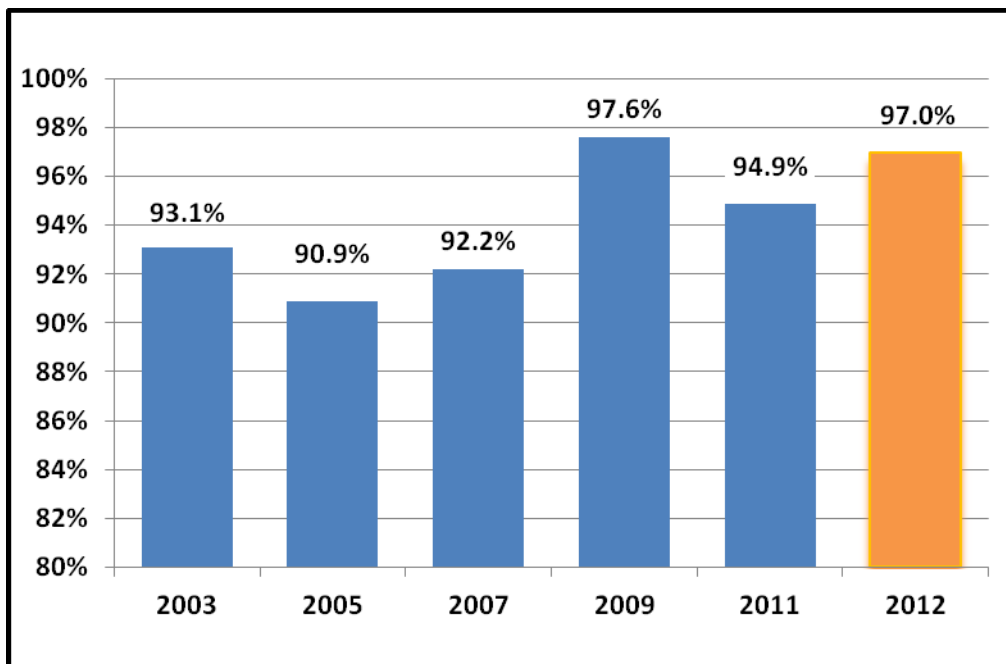
**Overall Satisfaction with Council Performance ~ 2003 to 2012 Comparison Scores**  
(Mean Scores - out of 10)



The 2012 survey indicates that 97% of all residents in the Penrith LGA rate Council's overall performance as 'medium' or 'high' compared to only 2% of residents who rate it as 'low'.

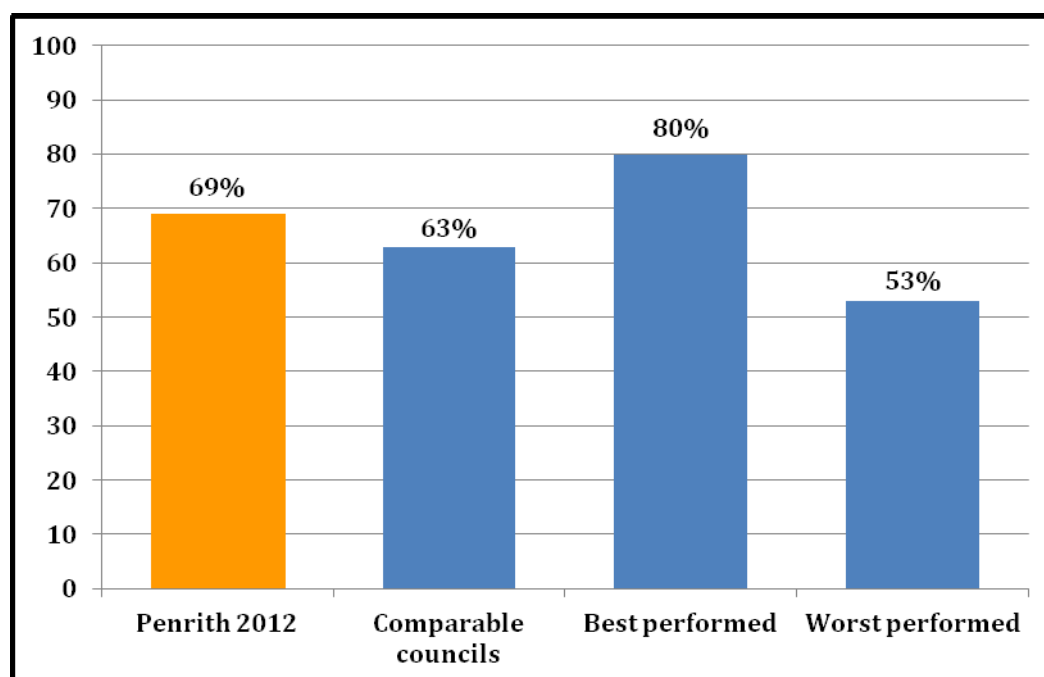
**Overall Satisfaction with Council's Performance**

(% of residents rating 'medium' to 'high' satisfaction in the City-wide telephone survey)



Council also continued to outperform comparable NSW councils – by 6% in 2012.

### Overall Satisfaction with Council ~ Performance comparisons with other councils



## 2. Staff Performance

The 2012 results indicate that 80.2% of residents were ‘satisfied’ with the performance of Council staff and 15.7% were ‘dissatisfied’. This is an increase in ‘satisfied’ residents of 5.1% from 2011.

Where residents had contact with Council staff, only 11.7% were dissatisfied (fewer than the 13% in 2011). This again shows that where residents have contact with Council staff they are likely to be more satisfied.

## 3. Value for Money

The survey asked residents to rate their level of satisfaction with the value they feel they are receiving from their rates. The results show that Council continues to deliver good value for rates, with mean scores steady from 5.95 in 2003 to 6.08 in 2012. There was a spike in the results in 2009.

Overall, the survey showed that 57.5% of residents are ‘satisfied’ in this area, with 16.7% dissatisfied. Residents living in the established areas reported the highest satisfaction with the services they received for their rates, while the rural areas reported the least satisfaction with 13.5% of respondents scoring value for rates as ‘low’.

In general, these results indicate that the majority of residents perceive the amount of rates charged by Council is commensurate with the services or facilities they receive.

#### 4. Resident Prioritisation of Council Services and Facilities

In the survey, residents were asked to rate the importance of key services and facilities provided by Council, and then to rate their satisfaction with those same services and facilities. Importance ratings are affected by the number of users of that service or facility. Accordingly, some services may be seen as less important by residents where they are only used by a relatively small number of people in the City.

The 10 most important services have changed little over the past year, however the order of importance has changed slightly, with *Food safety and hygiene in local restaurants* is now first and *Domestic garbage collection* is second in 2012. *Provision of parks, playgrounds and reserves* jumped 5 places to rank 9th most important, replacing *Protection of bushland, natural environment and wildlife*.

##### *Top Ten Council Services/Facilities rated as Most Important*

2012 Ranking	Service / Facility	2011 Ranking
1	Food safety and hygiene in local restaurants	2
2	Domestic garbage collection	1
3	Safety of local roads	3
4	Supporting and encouraging local industry and jobs	4
5	Ease of traffic flow	5
6	Cleanliness and condition of public toilets	6
7	Provision of parking	7
8	The health of the Nepean River and creeks	8
9	Provision of parks, playgrounds and reserves	13
10	Provision of street and public space lighting	10

There has been a slight change in the order of services and facilities with which residents are most satisfied in 2012, compared to 2011. The provision of *Library services* remains in the top position. The most notable change is *Domestic garbage collection* rising eight places from 14 to 6, and replacing *Condition of cemeteries*. This could be attributed to residents becoming more familiar with the new 3 bin system.

This year, the *Cleanliness / condition* and *Provision of public toilets* again rated as a service providing low satisfaction, which mirrors previous Council surveys. However, Council's efforts over the last 4 years in terms of refurbishment of public toilets and new maintenance regimes have translated into measurable gains. Council continues to recognise the importance of this service by increasing the service level and funding of public toilet maintenance through the Special Rate Variation (SRV).

The 2012 survey also shows that residents have given a lower level of satisfaction score to the *Condition of local roads*. In the 2011 survey, this was ranked 30 and is now ranked at 34.

***Top Ten Satisfaction scores for Council Services/Facilities***

2012 Ranking	Service/Facility	2011 Ranking
1	Provision of library services	1
2	Condition of swimming pools and leisure centres	5
3	Provision of sporting fields	2
4	Protection of bushland, natural environment and wildlife	7
5	Food safety and hygiene in local restaurants	10
6	Domestic garbage collection	14
7	Condition of sporting fields	3
8	Condition of public spaces	4
9	Provision of Council buildings neighbourhood facilities etc	=7
10	Condition of council buildings neighbourhood facilities etc	=3

The survey analyses the results of the importance and satisfaction scores to arrive at an indicative priority rating for services and facilities. While further analysis of the priority ratings needs to be carried out, they can provide a guide to the allocation of resources and identification of areas for further investigation.

**5. Communication**

The survey results showed that:

- one quarter (23.9%) of residents surveyed indicated that they receive information about Council activities from the Penrith Press
- the share of residents using Council’s website as a source of information has increased from 17.2% in 2011 to 23.5% 2012
- 12.0% of residents surveyed indicated that they receive information about Council activities from the Western Weekender
- 10.2% of residents surveyed indicated that they receive information about Council activities from Council’s Community Newsletter received in the mail
- the proportion of residents reportedly using social media, such as Twitter and Facebook, as their main source of information currently remains small at 1.2%
- a number of ‘other’ sources of information were mentioned by residents. These included small numbers of mentions for each of the following – word of mouth, letterbox drops, emails, phone, library, and call Council on the phone.

**6. Community Well Being**

Section 4 of the survey provides results on a number of key indicators of wellbeing. This is a new part of the Community Survey, which provides useful data in determining resident perceptions about Penrith as a place to live, work and travel around. The results inform the indicators in the Community Strategic Plan, Council’s Delivery Program, the Annual Report and the End of Term Report. The questions sought to measure:

- Resident satisfaction with various lifestyle aspects *eg access to and safety of parks, playgrounds, public spaces; reserves, access to Council services, information and facilities, ability to move around Penrith*
- Public transport use
- Whether residents walk or cycle to work
- Participation in sporting and recreational activities
- Participation in or attendance at cultural activities and events
- Access to the internet
- Agreement with a set of Well Being Statements
- Resident views about Council's performance in community engagement

## **7. Benchmarking**

The survey has also provided benchmarking data for 28 satisfaction measures. Each of the measures compares Council's 2012 result with the average score of 'comparable councils' and the 'Best Performed' and 'Worst Performed' council score within that cohort. This data will be useful in Council's future service review work.

## **Conclusion**

The survey results continue to provide useful information on resident perceptions and satisfaction regarding Council services and facilities, as well as indications of where further investigations and analysis should be undertaken. As a supporting body of work for the Community Strategic Plan, Council's Delivery Program and Operational Plan, the survey assists in considering short and long term priority setting, resource allocations and potential service adjustments and enhancements. The satisfaction ratings are a useful performance monitoring tool.

Council has, in general, been able to maintain a consistently high level of satisfaction in 2012 compared with the 2011 resident survey, particularly in the overall performance of Council's service and facilities (in comparison with other councils) and the overall performance of Council's staff. Results also continue to show that Penrith residents perceive they are getting value from the amount of rates charged by Council.

The results generally validate the approach taken by Council in addressing the areas of relatively low satisfaction, through the successful Special Rate Variation (SRV). Future resident surveys will continue to monitor the effectiveness of these approaches and Council's performance. The surveys will also continue to inform Council regarding priorities, and assist in our focus on continuous improvement and benchmarking.

## **RECOMMENDATION**

That:

1. The information contained in the report on Penrith City Council Community Survey 2012 be received.

## **ATTACHMENTS/APPENDICES**

There are no attachments for this report.

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## **A CITY OF OPPORTUNITIES**

There were no reports under this Delivery Program when the Business Paper was compiled



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## **A GREEN CITY**

There were no reports under this Delivery Program when the Business Paper was compiled

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## A LIVEABLE CITY

Item		Page
2	<a href="#">North Penrith All Abilities Playground</a>	15





## **2 North Penrith All Abilities Playground**

**Compiled by:** John Gordon, Parks Manager  
Matthew Morris, Parks Program Co-ordinator

**Authorised by:** John Gordon, Parks Manager

**Requested By:** Deputy Mayor, Councillor Jackie Greenow

<b>Objective</b>	<i>Our public spaces encourage safe and healthy communities</i>
<b>Community Outcome</b>	<i>A City with safe, inviting parks and public spaces (18)</i>
<b>Strategic Response</b>	<i>Provide safe, well-maintained public spaces and parks (18.1)</i>

### **Background**

The establishment of an all abilities playground in the Smiths Paddock recreation area of the Landcom North Penrith development was the subject of a previous report and presentation to the Access Committee meeting on 13 June 2012. At this June meeting, it was requested by Cr Greenow that a further presentation be made to the Policy Review Committee about the design of the playground facilities planned for the North Penrith development.

Fiona Robbe, Landscape Architect, will make a presentation at the meeting regarding the design and development of the North Penrith playground facilities with a focus on the design principles associated with inclusive playgrounds.

### **Current Situation**

Landcom presented to the Access Committee in February on the proposed approach and design brief for delivering two playgrounds within the North Penrith Development. After presenting to the Access Committee, Landcom proceeded to seek proposals for the design of the playgrounds based on the brief that had been prepared. This process proved to be unsuccessful, as Landcom was not satisfied with the design responses from the various companies involved as they did not achieve the level of design integration and quality that Landcom was seeking.

As a result, Landcom consulted with a number of organisations and designers, including the Touched By Olivia Foundation, to determine the best way forward. This culminated in Landcom engaging an inclusive design expert, Fiona Robbe, to produce designs for each playground. Fiona has specialised in the design of children's environments for over 10 years, and is nationally and internationally recognised for her expertise in inclusive design.

As a first step, Fiona developed a series of design options, seeking to determine an appropriate design solution for both playgrounds considering the context and space available in each location. This recognised both the challenges and opportunities presented by the delivery of two separate playgrounds, with the focus on differentiating the playgrounds and catering for a wide range of users. Landcom and Fiona have now presented the design

proposal for each playground to Council officers, which received extremely positive feedback.

The designs have been finalised and documented, as the delivery timeframe required equipment orders to be placed by the end of June. It is anticipated the playground will be completed and open in October.

The development and delivery of a high quality network of playgrounds across the City should, where practical, incorporate the key elements of inclusive design.

### **RECOMMENDATION**

That:

1. The information contained in the report on North Penrith All Abilities Playground be received.
2. Fiona Robbe be thanked for her presentation on the North Penrith All Abilities Playgrounds.

### **ATTACHMENTS/APPENDICES**

There are no attachments for this report.

## **A VIBRANT CITY**

There were no reports under this Delivery Program when the Business Paper was compiled