

# Corporate Business Plan 2019-23

Status update - 1 January 2020 to 31 March 2020

Following is an update for the actions set out in the City of Bayswater Corporate Business Plan 2019-2023 for the period of 1 January 2020 to 31 March 2020

## At a glance...



### OUR COMMUNITY

**Aspiration:** An active and engaged community.  
**Strategies:** C1 A strong sense of community through the provision of quality services and facilities.  
C2 Accessible services that recognise

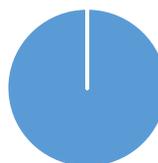


■ On track (5)  
■ Off track (1)  
■ Not started (0)  
■ Complete (3)



### OUR NATURAL ENVIRONMENT

**Aspiration:** A quality and connected built environment.  
**Strategies:** N1 Natural environment and biodiversity that are conserved and protected.  
N2 A resilient community that responds to sustainability challenges.



■ On track (3)  
■ Off track (0)  
■ Not started (0)  
■ Complete (0)



### OUR BUILT ENVIRONMENT

**Aspiration:** An active and engaged community.  
**Strategies:** B1 Appealing streetscapes.  
B2 A connected community with sustainable and well maintained transport.  
B3 Quality built environment.

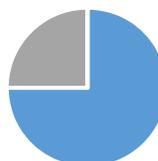


■ On track (7)  
■ Off track (1)  
■ Not started (1)  
■ Complete (1)



### OUR LOCAL ECONOMY

**Aspiration:** An active and engaged community.  
**Strategies:** E1 Support initiatives for local business.  
E2 Active and engaging town and city centres.



■ On track (3)  
■ Off track (0)  
■ Not started (1)  
■ Complete (0)



### LEADERSHIP & GOVERNANCE

**Aspiration:** An active and engaged community.  
**Strategies:** L1 Accountable and good governance.  
L2 Proactively communicates and consults.  
L3 Strong stewardship and leadership.



■ On track (7)  
■ Off track (0)  
■ Not started (1)  
■ Complete (0)



# OUR COMMUNITY

Aspiration: An active and engaged community.

1 January 2020 to 31 March 2020

Outcomes	Strategies	Actions	Timeframes				Status	Comments	
			19/20	20/21	21/22	22/23			
C1 A strong sense of community through the provision of quality services and facilities.	C1.1 Plan and provide a range of community facilities and services to meet current and future needs.	C1.1.1 Implement the approved future option for the Maylands Waterland site.	●	●	●	●	On Track	The draft Concept Plans were approved by Council at the OCM 10 March 2020. Project Services is currently scoping detail design and costing documents.	
		C1.1.2 Implement a library services strategy.					Off Track	This project has been delayed due to the COVID-19 pandemic, as efforts have been focused on business continuity. Implementation of the consultant's recommendations has been slowed due to closure of some of the City's services. A report to the ELT regarding recommendations that involve capital funding and additional resources was scheduled for February but is now scheduled for April.	
		C1.1.3 Investigate possible locations for permanent event stage structures within the City's Regional reserves.	●	●			On Track	Four potential site options have been released to the community for comment. Following the engagement period the City will assess feasibility in more detail once current COVID-19 pandemic priorities have passed.	
	C1.2 Deliver community programs that encourage community interaction and participation.		C1.2.1 Develop and implement a Community Recreation Plan.	●	●	●	●	On Track	A desktop review is nearing completion and engagement options are being considered. A draft plan is expected to be presented to Council in mid-2020. Due to the COVID-19 pandemic, engagement is unlikely to occur until later in 2020.
			C1.2.2 Deliver and implement a youth plan.	●	●	●	●	Complete	The City's Youth action Plan, The Platform, was adopted by Council at the OCM 3 September 2019. The Plan is now available the City's website and was successfully launched to key external stakeholders at The RISE on 4 December 2019. Actions will be implemented as part of ongoing business as usual operations. Outcomes will be reported annually as prescribed by action L3.1.3.
			C1.2.3 Develop and implement a Public Health Plan.	●	●	●	●	Complete	Public Health and Wellbeing Plan has been completed and was endorsed by Council on 11 June 2019. The City has also commenced implementing the actions within the plan.
			C1.2.4 Develop and implement a Culture Plan.	●	●	●	●	Complete	The City's inaugural Cultural Plan 2019-2024 was adopted by Council at the OCM of 23 July 2019. The Plan has now been designed and will be launched to the wider workforce and community by end of September 2019



# OUR COMMUNITY

Aspiration: An active and engaged community.

1 January 2020 to 31 March 2020

Outcomes	Strategies	Actions	Timeframes				Status	Comments
			19/20	20/21	21/22	22/23		
	C1.3 Deliver a safety service which builds a strong sense of community safety.	C1.3.1 Apply Crime Prevention Through Environmental Design principles in Town Centre developments.	●	●	●	●	On Track	The Morley Activity Centre Plan includes a number of provisions to encourage CPTED principles. The Morley Anti-Social Behaviour Committee is considering commissioning a CPTED report for the city centre.
C2 Accessible services that recognise diversity.	C2.1 Ensure the City's services and facilities are accessible and inclusive.	C2.1.1 Review of Aged Care assets.	●	●			On Track	A divestment plan, which includes identifying project dependencies, is being prepared with an aim to present to the Executive Leadership Team in April/May 2020.



# OUR NATURAL ENVIRONMENT

Aspiration: A green and sustainable environment.

1 January 2020 to 31 March 2020

Outcomes	Strategies	Actions	Timeframes				Status	Comments
			19/20	20/21	21/22	22/23		
N1 Natural environment and biodiversity that are conserved and protected.	N1.1 Develop and implement management strategies to strengthen the resilience of the environment.	N1.1.1 Develop and implement a City of Bayswater Environmental liveability framework including biodiversity, climate change, and urban forest.	●	●	●	●	On Track	<p>The City met with local experts in February and March. A calendar of meetings and community engagement was adopted, but has been impacted by the COVID-19 pandemic.</p> <p>All meetings are now conducted using ZOOM. Early community engagement by survey through Engage Bayswater has not been impacted. Options for the next, more detailed phase of engagement are currently being discussed with the experts and the City's partners at Curtin University, and will be influenced by the outcomes of the survey.</p>
N2 A resilient community that responds to sustainability challenges.	N2.1 Provide innovative waste and recycling services to reduce waste and empower the community to do the same.	N2.1.1 Review waste collection practices, investigate and implement alternative waste treatment technologies, including Food Organics and Garden Organics (FOGO).	●	●	●	●	On Track	<p>The FOGO bin system is scheduled to commence from July 2020. The City has undertaken a pre and post inspection audit of a Multi-Unit Development (MUD) to assess the effectiveness of additional measures that were implemented to reduce contamination and increase diversion from landfill. The measures were effective and are now being utilised at other MUDs.</p> <p>A home composting workshop was held on the 4 February 2020. The program helps remove a significant quantity of food and garden waste from the municipal waste stream.</p>
		N2.1.2 Deliver waste education to the community in partnership with other stakeholders.	●	●	●	●	On Track	<p>The City's bin tagging program and other waste promotion activities have been placed on hold as a result of COVID-19.</p>



# OUR BUILT ENVIRONMENT

Aspiration: A quality and connected built environment.

1 January 2020 to 31 March 2020

Outcomes	Strategies	Actions	Timeframes				Status	Comments
			19/20	20/21	21/22	22/23		
B1 Appealing streetscapes.	B1.1 Develop and maintain streetscapes.	B1.1.1 Develop and implement a streetscape upgrade plan for Morley and Bayswater.	●	●			On Track	The final Morley Streetscape plan was adopted by Council at the OCM 24 March 2020. The document will be updated to reflect the modifications adopted by Council prior to June 2020. An implementation plan was also adopted by Council. The Bayswater Streetscape plan will not be prepared by the City now that DevelopmentWA are involved in the Bayswater town centre. The City will work with DevelopmentWA and the Public Transport Authority.
		B1.1.2 Develop and implement a streetscape upgrade plan for Noranda.			●		Not Started	Not due to commence until 2021/22.
B2 A connected community with sustainable and well maintained transport.	B2.1 Advocate for safe and accessible public transport.	B2.1.1 Partner with the Department of Transport to deliver strategic bicycle routes.	●	●	●	●	On Track	A response was received from the Department of Transport regarding signalised crossings at the intersection of Whatley Crescent and Leake Street. The Department advised it has already contributed significant funds to Metronet to upgrade the layout and as such it would not fund an interim signalised crossing.
		B2.1.2 Complete and implement a City wide Local Area Traffic Management Study.	●	●	●	●	Complete	The study was completed and endorsed by Council in 2018. An implementation plan was completed and adopted by Council in March 2019. Recommendations from the study will be implemented as part of ongoing business as usual operations.
		B2.1.3 Develop remaining Parking Management Strategies for Town Centres.					On Track	Parking Management Strategies for Morley and Maylands have been adopted and implementation is underway. A short-term parking improvement plan for Bayswater was adopted by Council at the OCM 3 September 2019 and implementation is underway. New time restrictions have been implemented on Olfe Street, Murray Street and Whatley Crescent. Five hour parking will be implemented in outer areas soon. Minor amendments are being made to parking and tree plans based on comments from MainRoads WA. Works have been advertised to surrounding owners and occupants, with comments to be provided by 31 March. Tree planting, kerbing and line-marking will begin after advertising has concluded, subject to comments.



# OUR BUILT ENVIRONMENT

Aspiration: A quality and connected built environment.

1 January 2020 to 31 March 2020

Outcomes	Strategies	Actions	Timeframes				Status	Comments
			19/20	20/21	21/22	22/23		
		B2.1.4 Investigate a pedestrian friendly shared place in the Bayswater Town Centre.	●	●	●	●	On Track	This project will be implemented with the Metropolitan Redevelopment Authority and Public Transport Authority in the redevelopment of the Bayswater Station and surrounding precinct. The City will seek to influence the detailed road and public realm design of these two agencies.
B3 Quality built environment.	B3.1 Develop plans, policies and guidelines for quality built form.	B3.1.1 Prepare a Structure Plan and built form policies for each town centre - Maylands, Morley, Noranda and Bayswater.	●	●	●	●	On Track	The consultant has been appointed for the Bedford North project (Walter Road West Corridor Plan) and community engagement commenced in early March. Due to the COVID-19 pandemic the engagement process has been delayed until later this year. The Bayswater Town Centre Structure Plan is with the WAPC for approval and it is anticipated that it will be determined in the coming months.
		B3.1.2 Develop and implement a Local Planning Strategy and develop a new town planning scheme.	●	●	●	●	On Track	The draft Local Planning Strategy was approved for advertising at the OCM 30 April 2019. It is now with the WAPC for their consent to advertise. Preliminary feedback has been provided by WAPC officers. Once the information has been reviewed the City will organise a meeting with the WAPC to discuss any concerns and determine a way forward and anticipated timeframe. Preparation of a new scheme has commenced and will be completed in 2021.
		B3.1.3 Review and implement the Municipal Heritage Inventory and associated processes.	●	●	●	●	On Track	The report on the comments received during public consultation was presented to the Heritage Advisory Committee on 12 February 2020. The Municipal Heritage Inventory was then adopted. The document is being updated by the consultant and will be made available on the City's website when ready. A letter is being prepared for all impacted land owners to advise them of the outcome and to provide information about the City's heritage incentives.
	B3.2 Facilitate the development of activity nodes.	B3.2.1 Facilitate the development of shopping precincts.	●	●	●	●	Off Track	A report on the options for the Bedford shopping precincts was presented to the OCM 24 March 2020. Council resolved to consider funding this new program as part of the FY2020/21 budget. If it is funded it will commence in January 2021.



# OUR LOCAL ECONOMY

Aspiration: A business and employment destination.

1 January 2020 to 31 March 2020

Outcomes	Strategies	Actions	Timeframes				Status	Comments
			19/20	20/21	21/22	22/23		
E1 Support initiatives for local business.	E1.1 Implement initiatives that support business growth.	E1.1.1 Create precinct marketing plans that itemise the qualities of the town centres and transmits them to the public.	●	●			On Track	The scope for the branding and marketing plans has been finalised to go out to market. As of the end of the quarter, the City was awaiting confirmation that this matter remains a priority for Council as part of the recovery from COVID-19.
E2 Active and engaging town and city centres.	E2.1 Increase public amenity in town and city centres to enhance community interaction and public safety.	E2.1.1 Strengthen the Morley City Centre as a pedestrian friendly environment to meet the requirements of a Strategic Metropolitan Centre.	●	●	●	●	On Track	The final Morley Activity Centre Streetscape Plan was adopted at the OCM 24 March 2020. Implementation of the plan will now commence, depending on budget allocations and grant funding for the project in future financial years.
		E2.1.2 Implement Town Centre Activation Plans.					On Track	The focus of Place Management has shifted to provide direct support for businesses during the COVID-19 pandemic. The City has been contacting all businesses in the City offering support and connecting them to support as necessary. A 'Buy-in-Baysie' campaign on the City's website and social media has been highlighting local businesses that are adapting to the changing operating environment. <b>Note from after end of quarter:</b> At the OCM 7 April 2020 Council approved a new 'Buy-in-Baysie' grant program for business and that was rolled out on 9 April 2020.
		E2.1.3 Develop and implement a Public Art Strategic Plan.	●	●			Not Started	This project will commence subject to funding in FY2020/21.



# LEADERSHIP & GOVERNANCE

Aspiration: Open, accountable and responsive service.

1 January 2020 to 31 March 2020

Outcomes	Strategies	Actions	Timeframes				Status	Comments
			19/20	20/21	21/22	22/23		
L1 Accountable and good governance.	L1.1 Ensure policies, procedures and practices are effective.	L1.1.1 Investigate opportunities to simplify processes and reduce red tape in all areas of the City's business.	●	●	●	●	On Track	The COVID-19 pandemic is expediting many red tape reduction initiatives within the business. Some examples of initiatives currently taking place are a move from paper to electronic timesheets and the use of Microsoft Teams to save travel requirements for internal meetings.
	L1.2 Deliver long term financial planning.	L1.2.1 Develop a land asset disposal and acquisition strategy and program, including review of use.	●	●			On Track	Councillors were briefed on Parts One and Two of the Strategy in February 2020 and provided feedback. A second briefing on Parts Three and Four was scheduled for 14 April 2020 however it has been postponed due to the COVID-19 pandemic. Currently awaiting confirmation about whether the Strategy will be reported to Council in May 2020 or if the finalisation of this project will be postponed.
L2 Proactively communicates and consults.	L2.1 Communicate and engage with the community.	L2.1.1 Develop a public relations and marketing strategy, including online and social media.	●	●			On Track	The Communications and Marketing Strategy is being developed and the City has been working with a consultant to develop the Social Media Strategy. Both projects are currently on hold due to the COVID-19 pandemic, but are currently still expected to be completed by the end of FY2020/21.
		L2.1.2 Undertake a community perception survey every two years.		●		●	On Track	The next Community Perceptions Survey is scheduled for FY2020/21 and work will commence closer to the date.
	L2.2 Provide quality customer services to the community.	L2.2.1 Develop, review and implement processes and corporate systems to be more responsive to community needs and contemporary customer interaction.	●	●	●	●	On Track	The City continues to improve processes and services to meet customer needs. This includes a number of projects in response to the COVID-19 pandemic, including expanding the Homebound and Books on Wheels services, Virtual Storytime and free workout videos and plans.
L3 Strong stewardship and leadership	L3.1 Provide Council with information and support to enable informed decision making.	L3.1.1 Co-ordinate ongoing training programs for elected members.	●	●	●	●	On Track	Training is ongoing in accordance with the requirements of the Local Government Act 1995 and as requested by Councillors. City staff continue to keep all Councillors updated on new training opportunities and assist in booking these as required.
		L3.1.2 Undertake annual staff satisfaction surveys.	●	●	●	●	Not Started	The FY2019/20 survey was completed in December 2019. Results have been received and shared with employees. Work towards the next survey is scheduled to commence in November 2020.



# LEADERSHIP & GOVERNANCE

Aspiration: Open, accountable and responsive service.

1 January 2020 to 31 March 2020

Outcomes	Strategies	Actions	Timeframes				Status	Comments
			19/20	20/21	21/22	22/23		
		L3.1.3 Provide an annual report on the implementation of approved strategies.	●	●	●	●	On Track	The first report was delivered to the Audit and Risk Committee, reporting on a number of strategies from Strategic Planning and Place. This report was received well. Work is underway on the report for the next quarter, which will include strategies from Sustainability and Environment.