

Corporate Business Plan 2019-23

Progress Report - 1 April 2021 to 30 June 2021

Following is an update for the actions set out in the City of Bayswater Corporate Business Plan 2019-2023 for the period of 1 April 2021 to 30 June 2021

At a glance...

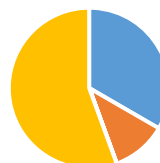


OUR COMMUNITY

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 diversity.

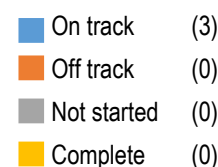
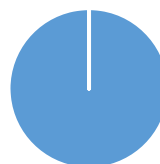


OUR NATURAL ENVIRONMENT

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.



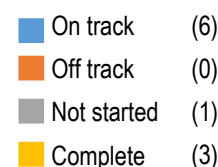
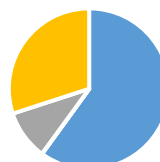
OUR BUILT ENVIRONMENT

Aspiration: An active and engaged community.

Strategies: B1 Appealing streetscapes.

B2 A connected community with sustainable and well maintained transport.

B3 Quality built environment.

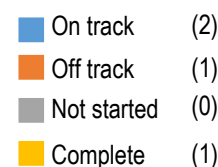


OUR LOCAL ECONOMY

Aspiration: An active and engaged community.

Strategies: E1 Support initiatives for local business.

E2 Active and engaging town and city centres.



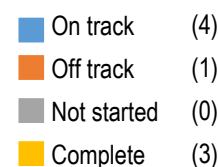
LEADERSHIP & GOVERNANCE

Aspiration: An active and engaged community.

Strategies: L1 Accountable and good governance.

L2 Proactively communicates and consults.

L3 Strong stewardship and leadership.





OUR COMMUNITY

Aspiration: An active and engaged community.

1 April 2021 to 30 June 2021

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	MG Group has been appointed as the main construction and landscape contractor. A smoking ceremony was held on 16 June to bless the land before construction commenced. Sewer and drainage will commence first, followed by splash pads, buildings and pathways. Play equipment and picnic BBQs will follow. Planting and landscaping will occur last while the water treatment system is tested for compliance. The facility is anticipated to open in December 2021.	
		C1.1.2 Implement a library services strategy.	●	●	●	●	Complete	Report on recommended actions emanating from the Library Services Strategy document and an the actions completed, underway and planned delivered that are intended to satisfy the action delivered to ELT in December 2021. Supported actions will be implemented as part of ongoing operations. Outcomes will be reported annually as prescribed by action L3.1.3.	
		C1.1.3 Investigate possible locations for permanent event stage structures within the City's Regional reserves.	●	●			Complete	In August 2020 Council resolved not to progress a community event stage.	
	C1.2 Deliver community programs that encourage community interaction and participation.		C1.2.1 Develop and implement a Community Recreation Plan.	●	●	●	●	On Track	Desktop research and initial community engagement has been completed. An update was provided to Councillors at the Workshop 13 June 2021. This project has been delayed due to conflicting priorities, including the COVID-19 pandemic and other projects.
			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 on the City's website and was 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	The Public Health and Wellbeing Plan was completed and endorsed by Council in June 2019. It was reviewed in July 2020 and a progress report was provided to the Audit and Risk Committee in August 2020. Actions will be implemented as part of ongoing business as usual operations. Outcomes will be reported annually as prescribed by action L3.1.3.



OUR COMMUNITY

Aspiration: An active and engaged community.

1 April 2021 to 30 June 2021

Outcomes	Strategies	Actions	Timeframes				Status	Comments
			19/20	20/21	21/22	22/23		
		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 was launched to the wider workforce and community in September 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.
	C1.3 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	Picked up through numerous projects being undertaken. A current examples is the Bedford North Project.
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.	●	●			Off Track	Tenders have been assessed for the management of the City's aged care sites, with view to negotiating with the selected proponent for acquisition of the sites. Recommendations will be provided to the City's Aged Care Divestment Committee in July 2021. While the project was notionally targeted to be completed by 30 June 2021, the issues to be resolved are complex, including negotiations with the current aged care service provider and the State Government, and those factors have delayed the project by several months.



OUR NATURAL ENVIRONMENT

Aspiration: A green and sustainable environment.

1 April 2021 to 30 June 2021

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	The draft framework has been wordsmithed and will be presented to the Executive Leadership Team during the next quarter.
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	The City and the EMRC are currently arranging for a Household Hazardous Waste drop-off point at the City's Transfer Station. Investigations are also underway into future waste recovery opportunities for the old material recovery facility shed at the City's Transfer Station.
		N2.1.2 Deliver waste education to the community in partnership with other stakeholders.	●	●	●	●	On Track	The City is continuing to provide waste education through local schools in conjunction with Cleanaway. The City is also working with the EMRC in relation to: - Implementing additional waste initiatives at the Bayswater Transfer Station - Delivering waste education to the community as a part of the FOGO rollout, which commenced in March 2021.



OUR BUILT ENVIRONMENT

Aspiration: A quality and connected built environment.

1 April 2021 to 30 June 2021

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.	●	●			Complete	Council adopted the Morley Activity Centre Streetscape Plan and Implementation Plan in March 2020. The implementation was not funded in the FY2020/21 budget. The project was resubmitted for consideration in the FY2021/22 budget and funds were approved to commence implementation, which will be ongoing. 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	In accordance with the Corporate Business Plan, this will commence in FY2021/22.
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	The action plan for 2021 is complete. The City is awaiting grant funding and guidelines following a successful application to the Department of Transport to commence a review of the Bike Plan. Provision has been made in the FY2021/22 budget for matching funds.
		B2.1.2 Complete and implement a City wide Local Area Traffic Management Study.	●	●	●	●	Complete	The study was complete and endorsed by Council in 2018. The Citywide Traffic Management Implementation Plan was adopted by Council in March 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.
		B2.1.3 Develop remaining Parking Management Strategies for Town Centres.	●	●	●	●	On Track	Bayswater Short Term Car Parking Management Plan is complete. Additional plans are intended to be captured as a part of future Precinct Plans. See action B3.1.1 for more information.
		B2.1.4 Investigate a pedestrian friendly shared place in the Bayswater Town Centre.	●	●	●	●	On Track	This will be implemented with DevelopmentWA and PTA as part of the redevelopment of the Bayswater Station and the surrounding precinct. The City will seek to influence the detailed road and public realm design of these two agencies.



OUR BUILT ENVIRONMENT

Aspiration: A quality and connected built environment.

1 April 2021 to 30 June 2021

Outcomes	Strategies	Actions	Timeframes				Status	Comments
			19/20	20/21	21/22	22/23		
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 City requested funds to develop a Precinct Structure Plan for the Noranda Town Centre as a part of the FY2021/22 budget process, but funding was not approved. The Bayswater Structure plan was endorsed by the WAPC in January 2021 and will now be implemented by Development WA. Structure Plans have previously been approved for Maylands and Morley.
		B3.1.2 Develop and implement a Local Planning Strategy and develop a new town planning scheme.	●	●	●	●	On Track	Awaiting comments from the Department of Planning, Lands and Heritage regarding the City's updated Local Planning Scheme.
		B3.1.3 Review and implement the Municipal Heritage Inventory and associated processes.	●	●	●	●	Complete	The Local Heritage Survey was adopted at the OCM 12 February 2020. The document has been finalised and is available on the City's website.
	B3.2 Facilitate the development of activity nodes.	B3.2.1 Facilitate the development of shopping precincts.	●	●	●	●	On Track	Survey responses from businesses in Bedford are being collated, and include information about their wishes for improvements in the precinct and their willingness to contribute financially. Engagement sessions are planned for July/August with local residents around each shopping precinct to gauge their views on their precinct. Following this, implementation plans will be developed for each precinct over the following months.



OUR LOCAL ECONOMY

Aspiration: A business and employment destination.

1 April 2021 to 30 June 2021

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.	●	●			Complete	The Destination Marketing Strategy was adopted by Council at the OCM 27 April 2021. Implementation has commenced, with banner design and costings. Considerations to continue implementation were included in the FY2021/22 budget. Implementation and outcomes will be reported annually as prescribed by action L3.1.3.
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	Following adoption of the final Morley Streetscape plan in March 2020, funding for the implementation of the plan was not allocated in the FY2020/21 budget. The project was resubmitted for consideration as part of the FY2021/22 budget and funds were approved to commence implementation.
		E2.1.2 Implement Town Centre Activation Plans.	●	●	●	●	On Track	Place Managers have now commenced implementing a number of stimulus projects, including: - Public space at The RISE - Shade structure and other works at Bert Wright Park - Painting of shopfronts in Bayswater town centre - Removal of planter boxes on Eighth Avenue - Morley Library Pocket Park - Noranda Nook additional infrastructure. Due to community engagement issues and other projects being combined, the funds for the Morley Library, Bert Wright Park shade structure and RISE improvements are being carried forward.
		E2.1.3 Develop and implement a Public Art Strategic Plan.	●	●			Off Track	This project was not funded in the FY2020/21 budget, resulting in delays undertaking the work. A review of other local government's strategies has been undertaken. The review found that the majority were developed in-house. A draft table of contents has been developed to identify necessary content. This be investigated for inclusion in the team's FY2021/22 annual plan.



LEADERSHIP & GOVERNANCE

Aspiration: Open, accountable and responsive service.

1 April 2021 to 30 June 2021

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 City recently went live with a new minutes and agenda software. The previous software was laborious and unreliable. This change is saving staff time and reducing complication with the agenda and minutes process.
	L1.2 Deliver long term financial planning.	L1.2.1 Develop a land asset disposal and acquisition strategy and program, including review of use.	●	●			Complete	Council adopted the Land Acquisition and Disposal Strategy and associated Policy at the OCM 23 June 2020.
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.	●	●			Complete	The development of a Public Relations and Marketing Strategy was a historic action in the CBP. In consultation with the CEO, the decision was made to instead develop a Strategic Communications Plan and Social Media Strategy. Both documents have now been completed and are currently being implemented. The Social Media Strategy includes the Baysie is My Home video campaign.
		L2.1.2 Undertake a community perception survey every two years.		●		●	Off Track	Delivery of the Community Perception Survey 2020/21 is slightly off track, with the survey scheduled to be undertaken from 5 July to 28 July 2021. The final report containing results and outcomes from the survey is expected in late August. The initial schedule for this project was pushed out due to other commitments and team work load.
	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 Customer Services team continues to develop content for the Knowledge Management System, LivePro, and apply it daily to provide first point resolution for customer enquiries. Preliminary work has also begun towards a comprehensive complaints register to support the strategic analysis of customer complaints.
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	Coordination of Councillor training programs is provided as required and updated upon request.
		L3.1.2 Undertake annual staff satisfaction surveys.	●	●	●	●	Complete	The FY2020/21 survey was completed as part of the City's COVID-19 staff survey. Work for the FY2021/22 survey will commence in late 2021.
		L3.1.3 Provide an annual report on the implementation of approved strategies.	●	●	●	●	On Track	A Corporate Strategy Report is presented to each Audit and Risk Management Committee. The reports are received well by the Committee. The reports keep the Committee and Council informed of how the City is progressing against adopted strategies.