

A photograph of two young girls with colorful face paint (rainbows and flowers) blowing bubbles. The girl on the left is wearing a pink shirt and holding a yellow bubble wand. The girl on the right is wearing a purple floral dress and holding a green bubble wand. They are outdoors at an event with white tents in the background.

PENRITH

COMMUNITY STRATEGIC PLAN 2021 - 2033

ENGAGEMENT UPDATE

PENRITH
CITY COUNCIL

penrith.city

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INTRODUCTION

Over the past 12 months we've invited everyone who lives in, works in, or visits the Penrith Local Government Area (LGA) to share their ideas about the future of our City. The information we've captured will inform the development of Penrith City Council's 12-year Community Strategic Plan; an important document which outlines our community's vision, and the priorities and strategies which will be undertaken to achieve it.

In this document we want to show you a snapshot of the progress we've made, the ideas which have been shared, the questions which have arisen and the themes we're beginning to draw out.

We're inviting you to read this document and think about the direction the Community Strategic Plan is taking. If you would like to add to anything you read here, or if you have ideas which haven't come out yet please return the form provided at the end of this document.

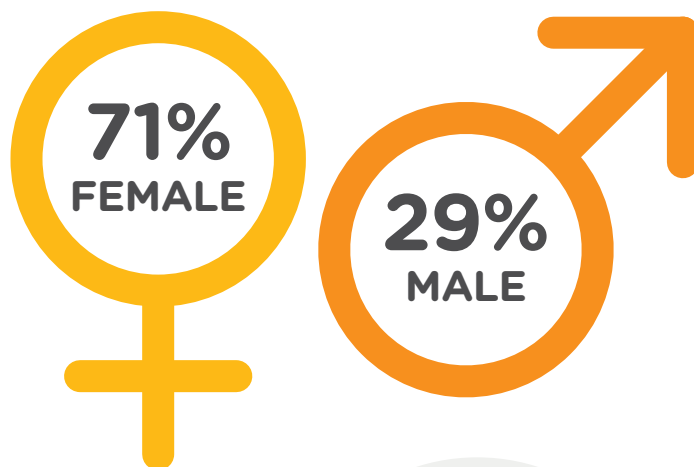


HOW FAR HAVE WE COME, AND WHAT'S STILL LEFT TO DO?

STAGE 1 – Complete ✓	Engagement Strategy and Community Participation Plan (Sept to Nov 2019)
STAGE 2 – Complete ✓	Explore what we've heard (Dec 2019) Understand what our community has told us from past projects.
STAGE 3 – Complete ✓	Scope the vision (Feb to Mar 2020) Understand current community challenges and priorities through surveys at pop up booths around the LGA
STAGE 4 – Complete ✓	Understand the vision (Apr to May 2020) Share what we have learned about where we want to be, contact local service providers, community groups, sporting groups and businesses directly about how we could get there.
STAGE 5 – Complete ✓	Ideas for the vision (Sept to Dec 2020) Have conversations with the wider community through zoom workshops about what Penrith wants to be and how we could get there.
STAGE 6 – Current	Refine the vision (Jan to Apr 2021) Release detailed research, seek feedback, and conduct further engagement to clarify our path.
STAGE 7	Confirm the vision (May to Jun 2021) Share the draft Plan with the wider Penrith community to confirm the destination and route for our journey.

OUR COMMUNITY, OUR VISION

In the first half of 2020 (Stages 3 and 4) we started our community consultation by conducting surveys at pop-up booths and then during the COVID-19 pandemic we continued our conversations by holding several online workshops. A diverse range of people from across Penrith's LGA took part in these consultation opportunities.

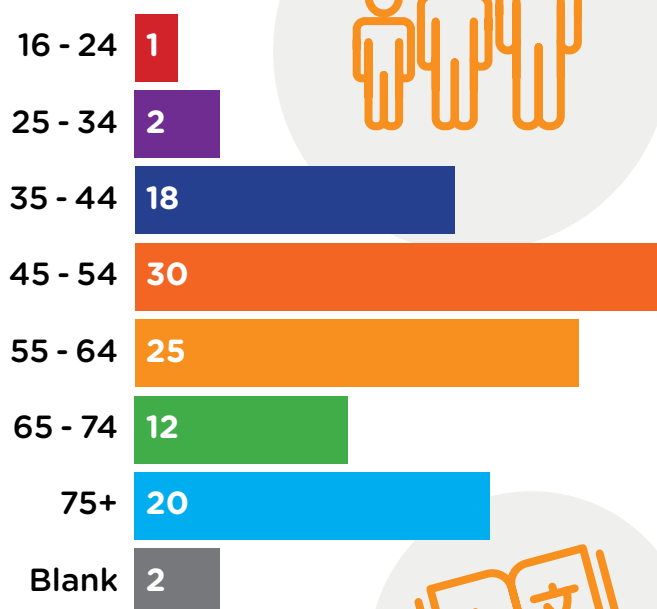


TIME LIVED IN LGA

- 4 months to 73 years
- Average 26 years

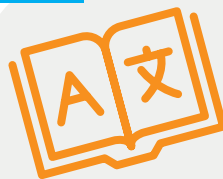


AGE RANGE



CALD PARTICIPANTS 18%

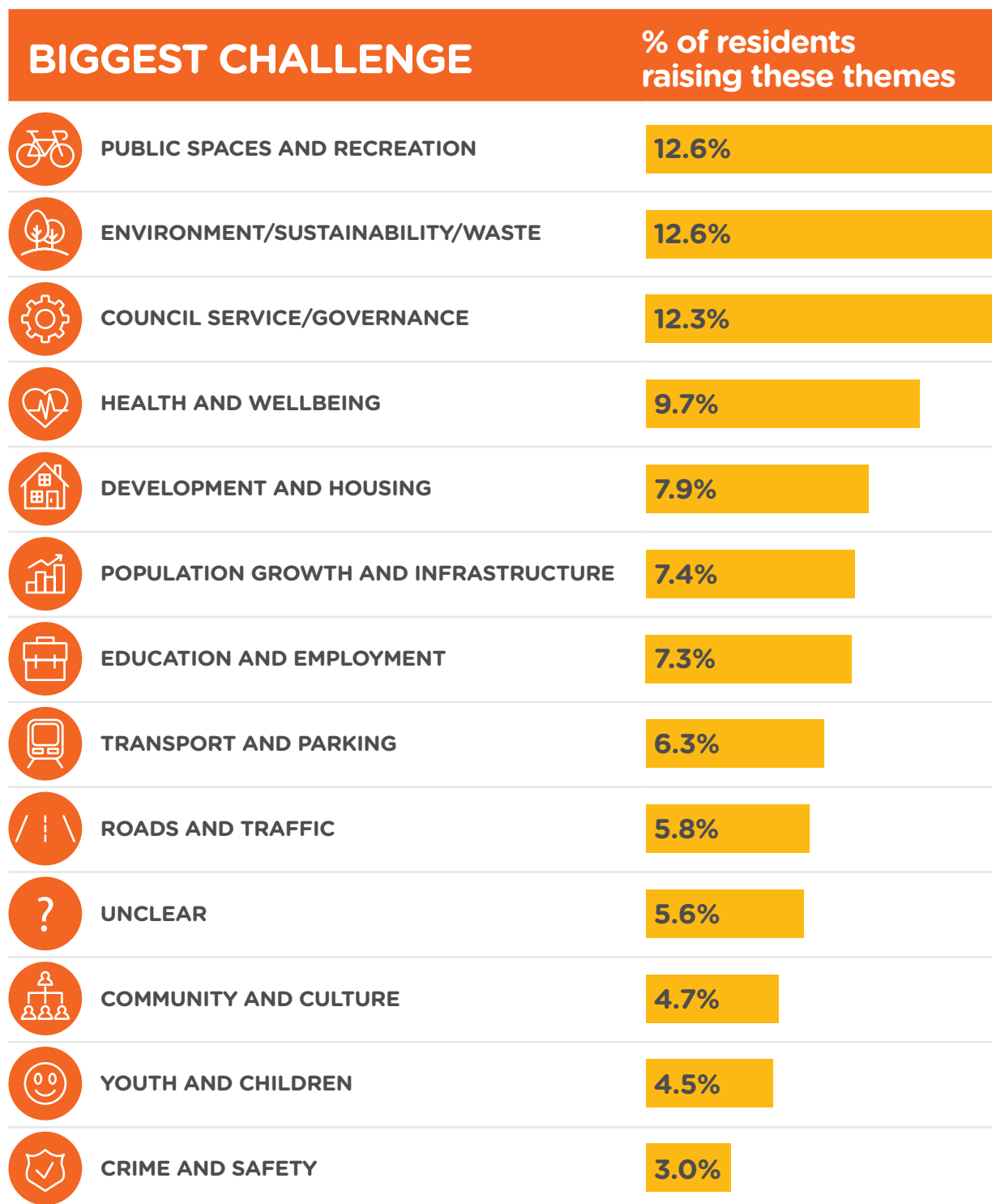
Other languages spoken: Portuguese, Hindi, Tagalog, Telugu, Italian, German, Fujian, Mandarin, Cantonese, French, Creole, Bangla, Maltese, Urdu, Arabic.



AREA OF LGA

PENRITH	24
CAMBRIDGE PARK	3
CLAREMONT MEADOWS	4
COLYTON	1
CRANEBROOK	5
EMU PLAINS/HEIGHTS	5
ERSKINE PARK	1
GLENMORE PARK	10
JAMISONTOWN	3
JORDAN SPRINGS	5
KINGSWOOD	5
LEONAY	8
MULGOA	5
ORCHARD HILLS	1
OXLEY PARK	1
SOUTH PENRITH	8
REGENTVILLE	1
ST CLAIR	3
ST MARYS	5
SURVEYORS CREEK	3
WALLACIA	1
WERRINGTON	6

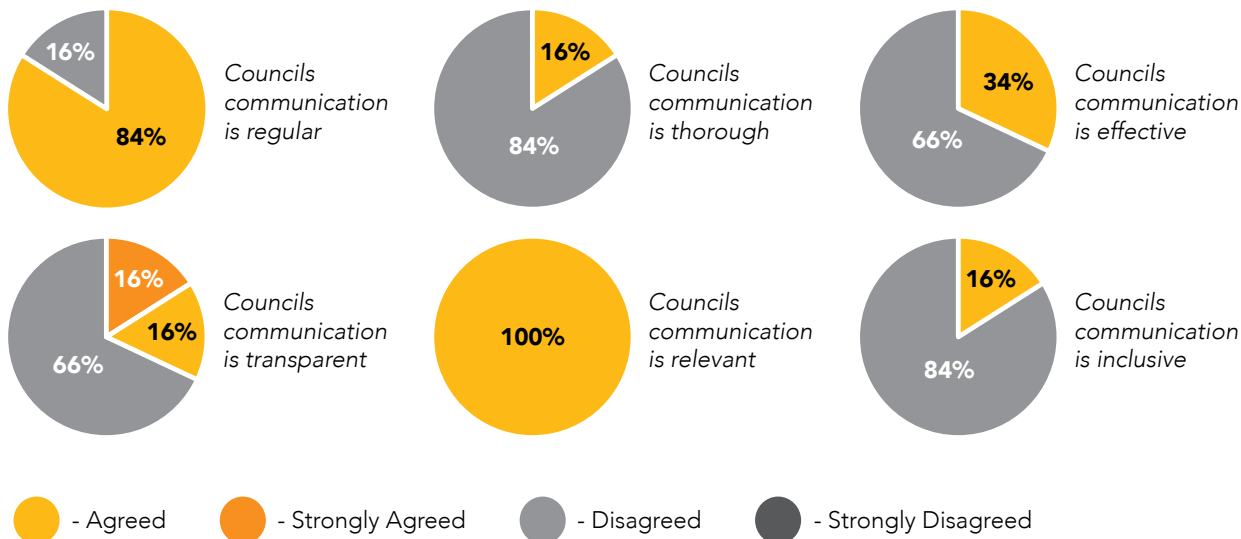
During consultation we asked our residents what the biggest challenge facing Penrith over the next 10 years would be. The responses were categorised into the following themes:





EMERGING THEME STRENGTHENING COUNCIL'S COMMUNITY RELATIONSHIP

Participants were surveyed regarding Council's communication and the results include:



Stages 1 - 4 highlighted Council's service as a top three concern for Penrith residents. In our conversations we learned that communication and cooperation need work. We chose to run the first online workshop around the theme 'Strengthening Council's Community Relationship', to take a deep dive into what could be improved and what a successful relationship should look like.

During the workshop, we discovered that one of the major concerns was where to find information from Council. We asked about the communication platforms currently available and their effectiveness, which lead participants to highlight:

- Limited accessibility of local newspapers, particularly for seniors and people with a disability. As well as language barriers for non-English speaking communities.
- Opportunities should be made available for community face-to-face contribution and engagement.
- Local members need to be more present and engaged with the community. For example, candidates taking the time to meet and greet, to hear from their community members.
- Council should develop an app or online platform that provides relevant information depending on the geographic area in Penrith and the need and interest of that target group.

Participants were also asked to identify the different factors that would lead to a successful Council and community relationship. They identified the following:

- Communication must be simple, relevant, timely and easily understood. No jargon and relevant to the reader, even targeted.
- Communication must be two ways, in that Council should engage with the community for feedback and engage again following the outcome.
- Provide clarity about the different department roles, so that the community understands how Council is serving them.
- Run face-to-face community meetings and use this to collect feedback from those who have difficulty with registering their feedback in other ways.
- Value the time that residents take to attend Council meetings and write submissions by following up and providing reasons for outcome.

CLOSING THE FEEDBACK LOOP

During consultation our community raised questions which we weren't able to answer at the time. We have provided answers to some of the questions raised in the workshop below.

Why does The Western Weekender deliver to some streets and not others? What are their delivery points?

The Western Weekender distribution doesn't cover all residences in the Penrith LGA. The distribution is coordinated around demand, suburbs that the Western Weekender partners most want to target and avoiding streets where there been complaints in the past. This changes quite regularly, so there's no set map to refer to. For residents outside of the distribution, alternative options including receiving a digital copy via email can be viewed at: westernweekender.com.au/getapaper

Is Council no longer going to put a segment in the Western Weekender about major development?

Council continues to exhibit Development Applications, Public Exhibitions, Public Notices, and other similar items each week in the Western Weekender on what is known as Council's 'Corporate News Page'. This page contains information on Council's opening hours, contact details, next Council meeting, three short news briefs which provide the community with information on events or programs and the statutory notices.

NSW Government legislation changed earlier this year to address the problem of limited local media publications and their temporary or permanent closure due to Coronavirus pandemic. Those changes allow Council's to only advertise on their website and not in the local media. Penrith City Council has always advertised in the local media and is continuing to do so despite the requirements being relaxed.

How do those outside of the Western Weekender's distribution and without internet access receive timely information?

Current trends point to digital methods for the dissemination of news and information. Council has seen the number of news outlets diminish in the local area and the frequency of remaining publications decrease as a result of digital platforms such as websites, e-newsletters and social media. Council is continuing to print and distribute its quarterly newsletter while being mindful of sustainability and reducing waste by allowing the community to opt into a digital only version.

How are decisions made about roundabout placement?

Every site is different and subject to its own site assessment and determination as to the best solution. Some sites are designed as roundabouts from the outset as an efficient means for distributing traffic through an intersection, there are many examples of this in our new release subdivision areas throughout the City.

Where roundabouts are installed at an existing intersection, it is generally in response to an identified issue such as poor sight lines, reported crash history and/or poor intersection performance during times of high traffic volume and a number of traffic facilities are considered before determining a roundabout as the most appropriate. A site can be identified and then nominated through a program such as the Annual Blackspot Program, or it can be a site that Council has identified as requiring upgrade through our own funding streams.

Could Council provide an option to sign up to a mailbox or app for information? Could this be personalised to specific areas or interests?

Council sees value in this idea and will investigate ways to implement it over the coming months.

Could residents have regular meetings with the Councillors?

This request is being considered.

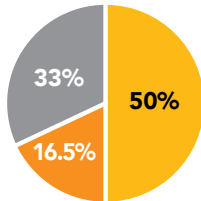
Could residents receive a template or guide to help with making a submission?

We agree this is a great idea and we're committing to implement it as part of a change in our online engagement processes.

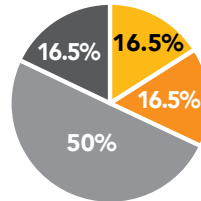


EMERGING THEME GROWING PENRITH'S LIFESTYLE

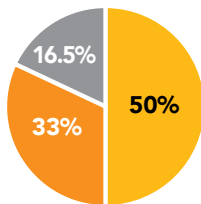
Participants were surveyed regarding 'Roads and Transport' within Penrith and the results include:



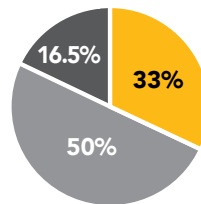
Penrith Council identifies safe, easy, and quick travel within the LGA a priority for residents



Penrith Council provides updated about alternative parking sites within the LGA

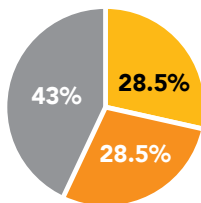


Penrith Council is working with state government to make roads better and safe

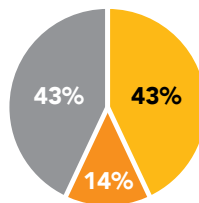


Penrith Council is encouraging more residents to use public transport or walk to help reduce traffic congestion

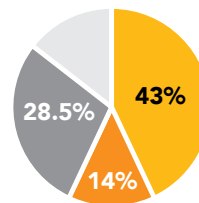
Participants were surveyed regarding 'Public spaces and events' within Penrith and the results include:



Penrith events, services and facilities are inclusive



Penrith events, services and facilities accommodate their needs and expectations



Penrith events, services and facilities make them feel safe

- Agreed
 - Strongly Agreed
 - Disagreed
 - Strongly Disagreed

Our second online workshop 'Growing Penrith's Lifestyle' covered the broadest range of topics of the three workshops. We discussed creating public value through events, services, and facilities, as well as barriers to getting around the city, and strategies to foster inclusivity, opportunity, safety and happiness for all our residents.

ROADS AND TRANSPORT

Participants acknowledged the positive work which is being done already. There was agreement that:

- Growth is inevitable and comes with its advantages and disadvantages.
- There is lots of positive infrastructure and road development setting our City on a great future path.
- Residents are more agreeable to the inconvenience of roadworks when they can see the future advantage.
- Penrith City Council does promote public and active transport well.
- Pathways are seeing great improvements lately.

In the discussions, suggestions and observations included:

- Communication about roadworks at the site e.g., 'due to complete *date*'. This would make it a lot easier to drive past/sit through on daily commute.
- Improve bus services in certain areas, bus lanes.
- Improve, widen pathways in rural areas.
- Protect parking areas, provide commuter only parking areas.
- Provide shuttle bus service to ferry people from parking areas in the outskirts of the City.
- Ensure consistency across LGA, some areas are better equipped than others.
- Heat is a major deterrent to public or active transport.

PUBLIC SPACES AND EVENTS

Participants made the following observations, and highlighted the following solutions to grow Penrith's lifestyle:

- Penrith City Council promotes facilities well including the Nepean River and Sydney International Regatta Centre (SIRC). These facilities are often overcrowded making it difficult for locals to make use of them, however the attention that the facilities of Penrith get from people outside of Penrith shows that impact and the success of these facilities.
- Participants enjoy attending events and activities delivered by Council at the Nepean River and SIRC.
- There aren't enough community facilities available that can be booked for performing and art groups for rehearsal and storage, and they are too expensive to hire regularly.
- The focus on cultural activities in Penrith is not as high as the focus on sporting activities.
- There is a need for prominent art and architectural designs in the community.
- More investment and engagement within neighbourhood centres by Council.
- We need streets in other parts of the City to include social spaces like there are on High Street.
- More events to build community connections like night markets, more events by the River and local events that you can walk to, that develop connections in local communities.
- Participants recognised the improvements made to Regatta Park. However, identified the importance of more cultivated parks and inviting space for picnics.
- Participants appreciated the availability of Council grants to help community members deliver small community events.

CLOSING THE FEEDBACK LOOP

During consultation our community raised questions which we weren't able to answer at the time. We have provided answers to some of the questions raised in the workshop below.

Could Council provide information about central spots for parking?

Council has released an app called ParkPenrith which can be downloaded at either the Apple App Store or the Google Play Store. The app uses and displays data from the in-ground sensors that were installed in early 2019. It improves people's experience by providing real-time information on parking availability in Penrith.

Are there any plans to bring back the Penrith CBD shuttle or a similar initiative?

The Penrith CBD Shuttle Bus was a short-lived initiative by Transport for NSW (TfNSW) which ceased operation in August 2013. TfNSW determined it was no longer viable due to low patronage and the existing bus network providing adequate access. There are currently no plans to bring it back.

Council is constantly working to improve the accessibility and walkability of our City and has noted the interest in revisiting an initiative of this kind.

How will parking be compensated with the development of the new City Park?

While there will be a small amount of parking loss (approx. 60-70 spaces), other parking projects, such as the Soper Place development will significantly increase parking by approximately 1,400 spaces in the City Centre.

Is Council still considering the Carpenter's Site as a community and cultural events space? The Penrith Progression Plan previously highlighted that this site was initially meant to be an extension to the Joan and the cultural precinct. Is this still the case?

The Carpenters Site is currently categorised as a future development site within Council's property portfolio. All permissible options for alternative uses are still on the table for that future development and Council will undertake a business case review for any specific options.

Could Council provide a map that highlights cycling paths across the city to show cycling routes?

Council has information on its website including the following cycling track maps:

- Hikes and Bikes Map
- Glenmore Park Fitness Map
- Great River Walk Map

You can access these maps by visiting: penrith.city/facilities-recreation/outdoor-recreation

TfNSW also has lots of information on its website relating to cycling:

- transportnsw.info/travel-info/ways-to-get-around/walking-cycling/cycling
- rms.nsw.gov.au/maps/cycleway_finder

As a community member visiting Kingswood Village Cafe, would it be possible to get access to the toilets at the community centre?

Unfortunately, the toilet in Kingswood Neighbourhood Centre is only available for use by the hirers and the centre is often booked by other community groups during Village Cafe. We are working to find a better solution.

Can there be an in-kind agreement for community groups that are wanting to use community facilities to deliver cultural activities?

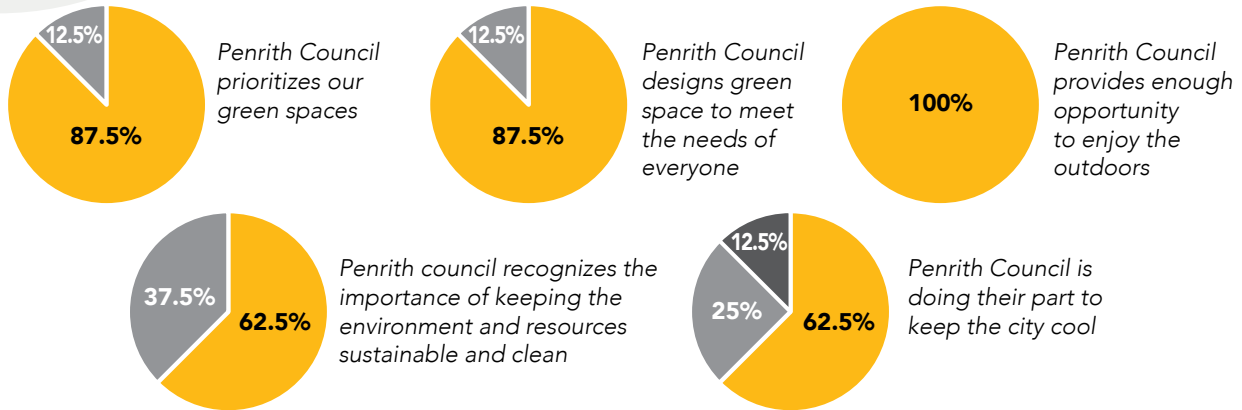
Currently, Council supports all not-for-profit community group/activities through subsidised community rates for the hire of community facilities. These fees are reviewed annually by Council and documented in Council's Fees and Charges Schedule available at: penrith.city/council/council-business/rates-payments-fees

Other initiatives to support local groups include a Fee Waiver Program for one-off community and cultural events that align with the Community Plan and grants from the Community Assistance Program, where the cost of hiring a facility could be included with the grant. Previously, funding for hire fees has also been available for cultural activities through Council's Magnetic Places Program.

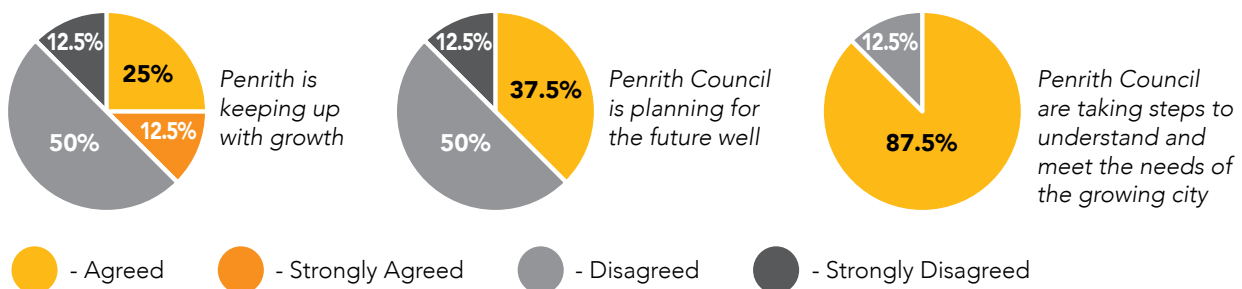


EMERGING THEME PROTECTING THE ENVIRONMENT AND MANAGING GROWTH

Participants were surveyed regarding Council's efforts in 'protecting the environment' and the results include:



Participants were surveyed regarding Council's ability to 'manage growth' with the Penrith LGA and the results include:



In our final online workshop, we brought together two related issues; 'Protecting the Environment' and 'Managing Growth'. This was to ensure we understood our community's passion, but also where the comfortable balance of focus might land. We discussed the urban heat challenge and strategies to keep the City cool and protected, as well as solutions for the rapid population and infrastructure growth in the LGA.

Participants highlighted the following in relation to protecting the environment:

- Council needs to take a more coordinated approach to Cooling the City.
- More contribution to biodiversity conservation on council land, native vegetation around river to increase habitat.
- Residents recognised that we have come a long way but there is still more work to do.
- Investment into existing shaded areas, trees and habitat and the presence of more native plants across the riverside walk.
- Increase the number of rubbish bins in public places.
- Organise a quarterly 'clean up' day.

Participants highlighted the following in relation to managing growth:

- Some participants were uncomfortable with state and federal governments planning in and around Penrith and that the concerns of residents about things like raising the dam wall, the airport and extra growth need to be considered.
- Local infrastructure needs to be planned before approving more medium and high density housing.
- Participants raised concern about the rapid population growth and its impact on roads, traffic, and the health care system.
- Participants asked for more community engagement and updates on current and future development, including major road upgrades.
- Councillors need to be more interactive and have more of a presence in the future.

CLOSING THE FEEDBACK LOOP

The responses we've collected so far to the concerns raised in our final workshop:

What actions is Council taking to address environmental and climate change related issues?

- Council has a Sustainability Policy and targets to achieve sustainability goals and apply principles to Council's operations and projects.
- Council is implementing the Cooling the City Strategy, including tree planting projects (such as South Penrith, Erskine Park and St Marys Living Places project), and have applied for grants for further street tree and mass park planting to increase canopy cover in Penrith for shading/cooling.
- Council is currently developing a Green Grid Strategy to highlight areas and corridors where tree planting should be prioritised.
- Council partnered with Western Sydney University on the heat sensor project to install 120 sensors across Penrith and record localised summer temperatures. The report has been published and provides recommendations for actions to cool the city.
- Council is currently developing a Resilience Action Plan. The community will have the chance to comment on our draft Resilience Action Plan in early 2021.
- Council is a member of Cities Power Partnership the largest Local Government network for cities tackling climate change. Under this program Council has made a pledge to meet targets and goals around energy efficiency, renewable energy, and greenhouse gas emissions.
- Council has installed solar panels at 38 small sites and will install panels at 4 more community sites before early 2021. Council has also undertaken energy efficient lighting upgrades and is currently partnering with Endeavour Energy to upgrade streetlights to efficient LEDs, reducing our greenhouse emissions.
- Council hosted the Cooling the City Masterclass and the Homes and Heat events in February 2020 – the presentations can be viewed at youtube.com/PenrithCityCouncil.
- Community engagement projects to assist households to be more energy efficient – including partnering with Endeavour Energy to promote the PowerSavers app, as well as the Empowering Penrith video series for households penrith.city/empoweringpenrith.
- Promotion of the get prepared app to assist households in preparing an emergency plan for emergencies including bushfire and flood.
- Council's ongoing bushcare program.

Is Council interested in getting involved in micro grids?

Infrastructure and network failure are a shock identified in the Resilient Sydney Strategy, which the Penrith Resilience Action Plan will align with. Council is working with Endeavour Energy on energy efficiency projects and promoting the Peak Saver Program to households within five primary suburbs where network infrastructure is under pressure during peak loads, with the aim of encouraging household reduction in energy use to reduce pressure on the grid.

Council has had no involvement in microgrids so far, but will undertake research to see how much of an advantage they could provide in energy efficiency, renewable energy and increased resilience, particularly in new community developments.

How does Council retain biodiversity on large lots?

The Penrith Green Grid Strategy will map existing ecological, hydrological and recreational areas and how they are connected, then look for ways these areas can be improved. The strategy will include the development of an implementation plan that will make recommendations for ways in which Council can ensure the retention and expansion of the green grid across the LGA.



Thank you to everyone who has contributed their views, thoughts, and ideas about Penrith's future to help us develop the 12-year Community Strategic Plan.



FEEDBACK

We'd love to hear your feedback - please send your responses to:

Email: corporate.planning@penrith.city
Post: Attn Corporate Planning Penrith Council
PO Box 60
Penrith 2751

Is there anything covered in this document that you would like to comment on?

What other challenges facing Penrith would you like to highlight?

Any other comments



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CITY COUNCIL

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