

DETAILED ACTION PLAN

Clean City Action Plan 2022-25

December 2022

DRAFT



7

destinations



Safe & Strong

A proud inclusive community that unites, celebrates and cares

Safe & Strong documents are guided by the Social Inclusion Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as being a child friendly City, children's services, community safety and crime prevention, inclusiveness, community services, universal access, reconciliation, ageing, community harmony and youth.



Clean & Green

A clean and sustainable city with healthy waterways and natural areas

Clean & Green documents are guided by the Environmental Sustainability Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as managing our catchments and waterways, natural resources, hazards and risks, emergency management, biodiversity and corporate sustainability.



Prosperous & Innovative

A smart and evolving city with exciting opportunities for investment and creativity

Prosperous & Innovative documents are guided by the Prosperity and Innovation Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as revitalising our centres, employment, investment, being SMART and creative, and providing opportunities for cultural and economic growth.



Moving & Integrated

An accessible city with great local destinations and many options to get there

Moving & Integrated documents are guided by the Transport Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as accessibility, pedestrian and cycling networks, pedestrian and road safety, transport hubs, and asset management.



Healthy & Active

A motivated city that nurtures healthy minds and bodies

Healthy & Active documents are guided by the Health and Recreation Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as lifelong learning, active and healthy lifestyles, and providing quality sport and recreation infrastructure.



Liveable & Distinctive

A well designed, attractive city which preserves the identity and character of local villages

Liveable & Distinctive documents are guided by the Liveable City Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as preserving the character and personality of centres, heritage, affordable housing, and well managed development.



Leading & Engaged

A well- governed city with brave and future focused leaders who listen

Leading & Engaged documents are guided by Council's Lead Resourcing Strategies. Supporting Plans, Action Plans and Policies cover such themes as open government, managing assets, improving services, long term funding, operational excellence, monitoring performance, being a good employer, civic leadership, and engaging, educating and communicating with our community.

Strategic Planning Framework Summary

The Strategic Planning Framework (SPF) maps out the role of all current and future Council strategies and plans that work to deliver the vision for the City. The framework works from the highest level of strategic direction in the Community Strategic Plan through to more detailed plans that will eventually drive works, projects and programs on the ground. The framework is comprised of the following levels:

The **COMMUNITY STRATEGIC PLAN (CSP)** is our highest level plan and translates the community's desired outcomes for the city into key destinations. The CSP includes community suggested actions which can be tested in the development of all other plans.

1

LEAD STRATEGIES are Council's response to the CSP and provide high level strategic direction on key challenges facing the City. They are informed by a sound evidence base that considers key trends and an understanding of the implications of key issues and opportunities on the City.

2

SUPPORTING PLANS break down broad theme areas discussed in LEAD STRATEGIES into smaller themes providing high level actions. SUPPORTING PLANS identify broad works projects and programs required to deliver on these actions. Supporting plans include indicative costing and resourcing requirements and delivery timeframes.

3

DETAILED ACTION PLANS take actions from SUPPORTING PLANS and identify specific works projects and programs required to deliver on these actions. Supporting plans include detailed costing and resourcing requirements and delivery timeframes.

4

GUIDELINES, POLICIES AND CODES provide detailed information, rules for activities or guidance for specific works on Council or other lands.



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01

Introduction

The Action Plan focuses on the six key focus areas identified in the community and staff consultations.

The Four Pillars Clean City Model is critical to addressing the key focus areas. The Model includes:

1. Data collection and analysis – using data to develop customer-focused initiatives, evolve our City and make real improvements;

2. Infrastructure and services – installing and maintaining infrastructure is essential to promote positive outcomes;

3. Education – programs are needed to assist residents and businesses in understanding they have a responsibility to keep the City clean, tidy and well-maintained. Programs are also needed to inform residents of the relevant services provided by Council; and

4. Enforcement – increase in visibility of enforcement staff and the development of joint education and enforcement programs.

The Action Plan will be measured by resident satisfaction with the key focus areas in the Community Satisfaction Survey.



02 Funding

While Council currently devotes significant financial resources to maintaining and cleaning public spaces and amenities, we recognise that to fully achieve the community's and Council's desired level of cleanliness we will require greater financial resources than are currently allocated. In 2021, Council was granted a Special Rate Variation with the majority of the funds allocated to maintaining community assets and keeping the City clean.

The actual cost implications are unclear. The Four Pillars Clean City Model will impact upon and determine the cost of each individual project.

It's highly likely we will see additional services, more frequent servicing, new or upgraded infrastructure, machinery and equipment, and additional staffing.

03

Council units responsible

The responsibility for a Clean City needs to be embedded across the entire Council, however the actions have been assigned to the responsible operational area/s for reporting purposes only.

04

Reporting and assessment implementation

The Action Plan will be reviewed every two years and we will report our progress to the community through our Integrated Reporting and Planning Framework.

05

Key focus areas

The Action Plan will focus on the six key focus areas identified in the community and staff consultations:

Focus Areas and Aims
1. Preventing Illegal Dumping Prevent household items, construction materials, and asbestos being dumped in public places and increase awareness that dumping is illegal and there are applicable fines.
2. Clean and Tidy Town Centres Improve the look and feel of town centres through: better service coordination; improved infrastructure installation and maintenance; and increased engagement with residents and businesses. Community outreach will aim to build an understanding of shared responsibility for keeping town centres clean and tidy.
3. Clean and Tidy Parks Improve the maintenance and servicing of parks and develop litter prevention campaigns to encourage residents to look after their local parks.
4. Clean and Tidy Public Toilets Improve the usability of toilet facilities through increased maintenance and servicing.
5. Healthy Waterways Reduce pollution and litter in waterways, including organic matter (i.e. sediment, grass), drink containers, plastic bags, food packaging, cigarette butts and microplastics. Waterways include rivers, creeks, open water bodies, drainage lines and close pipe systems.
6. Organisation-Wide Co-operation Increase co-ordination and collaboration across Council to create a clean, tidy and well-maintained city.

06 Action Plan

1. Preventing Illegal Dumping

Ref.	Action	Unit/s Responsible	Priority
1.1	Review and identify service levels and staffing resources to prevent, enforce and collect illegal dumping.	Sustainable Future and Waste Services	High
1.2	Investigate the feasibility of mini campaigns for clean streets in residential areas.	Sustainable Future	High
1.3	Continue to improve the Booked Bulky Waste Clean-Up service to reduce illegal dumping of household waste.	Sustainable Future	High
1.4	Work collaboratively with strata managers, NSW Department of Housing and owners to improve amenity and reduce dumping in and around Multi Dwelling Housing and Residential Flat Buildings.	Sustainable Future	High
1.5	Continue to roll out Eyes On It education and awareness campaigns.	Sustainable Future	Ongoing
1.6	Continue to develop joint enforcement and education programs based on community information in industrial areas, including railway corridors.	Regulatory Services	Ongoing
1.7	Develop joint education and enforcement programs focused on illegal dumping at charity donation bins and shops.	RID	Ongoing
1.8	Undertake illegal dumping and litter hotspot prevention projects in residential and open spaces.	Regulatory Services	Medium
1.9	Improve awareness programs on enforcement actions undertaken.	Regulatory Services and Communications	Medium

2. Clean and Tidy Town Centres

Ref.	Action	Unit/s Responsible	Priority
2.1	Review the current bin cleaning, servicing, and maintenance schedules, to guide and develop service standards and resource allocation for clean and well-maintained bins.	City Improvement	High
2.2	Review the current cleaning and maintenance service schedules for town centres, to guide cleaning and maintenance service standards and resource allocation	City Improvement	High
2.3	Investigate the alignment and coordination of all services to contribute to a place-based management of town centres.	City Improvement	Medium
2.4	Work collaboratively with businesses to develop and implement a project to address littering and illegal dumping in commercial and industrial areas (front and back of business), including investigate better waste collection systems (shared and locked skip bins, bin cages, cardboard balers, above ground compactor).	Sustainable Future	High
2.5	Lobby State Government agencies such as Transport for NSW to commit to regularly maintaining their public places.	Sustainable Future	Ongoing
2.6	Develop joint programs with local Business Centres and Chambers of Commerce.	City Marketing & Investment	Low
2.7	Liaise with Local Area Commands to address graffiti and vandalism in public places.	Community Services	Ongoing
2.8	Develop and implement programs that build community pride and ownership in town centres (e.g. We Like Our Town Centres Litter Free).	Sustainable Future	Low
2.9	Waste Services and City Cleaning staff to be included in designing town centres.	City Transformation	Ongoing

3. Clean and Tidy Parks

Ref.	Action	Unit/s Responsible	Priority
3.1	Review the current bin cleaning, servicing, and maintenance schedules, to guide and develop service standards and resource allocation for clean and well-maintained bins.	City Improvement	High
3.2	Develop programs to assist permanent sporting associations to manage litter and waste.	Sports and Recreation	Low
3.3	Expand pro-active litter reduction programs in parks, such as We Like Our Park Litter Free program.	Sustainable Future	Medium

4. Clean and Tidy Public Toilets

Ref.	Action	Unit/s Responsible	Priority
4.1	Review the current cleaning and maintenance service schedules for public toilets to guide service standards and resource allocation.	City Improvement	High
4.2	Investigate how to best provide cleaning schedule status and feedback to the community.	City Improvement	Low

5. Healthy Waterways

Ref.	Action	Unit/s Responsible	Priority
5.1	Undertake a scoping study to identify pollution sources and control strategies (infrastructure and services), and how these affect our waterways.	Asset Systems & Planning	High
5.2	Develop a program to review trees/other flora that are planted in public spaces (streets in particular) to reduce the amount of organic litter entering waterways (i.e. prioritising planting of non-deciduous trees where appropriate).	Sustainable Future and Waste Services	Low
5.3	Develop a program to incorporate pollution control/ water sensitive urban design practices into capital works (i.e. installation of typologies at multiple scales from source to end of pipe).	Asset Systems & Planning	Low
5.4	Re-establish and implement the stormwater audit program and face-to-face education for medium and high-risk businesses.	Regulatory Services	Low
5.5	Conduct new underground petroleum storage systems site audits at service stations.	Regulatory Services	Low
5.6	Continue to implement Get the Site Right campaign, to increase awareness of the dangers of runoff from building sites impacting the environment and encourage developers, builders and home renovators to implement appropriate erosion and sediment controls.	Regulatory Services	High
5.7	Work collaboratively with Cooks River Alliance, Georges Riverkeeper, Parramatta Riverkeeper and AUSMAP on the development, targets and principles of each catchment's litter strategy and programs.	Sustainable Future	High
5.8	Review Development Control Plan requirements for land holders regarding pollution prevention.	Strategic Planning	Low

Ref.	Action	Unit/s Responsible	Priority
5.9	Undertake initiatives to educate community and manage and improve local waterway and waterbody health including: <ul style="list-style-type: none"> • implementing an interactive media and social media campaign to engage and educate the community about litter devices and broader river health (year one); • undertaking targeted water quality analysis and function reporting for water sensitive urban design and open water bodies (years one and two); • general waterway health monitoring and education programs. 	Sustainable Future	High
5.10	Continue to develop water-based activities and events to connect the community with the local waterways (increase ownership).	Sustainable Future	High
5.11	Develop a community engagement program specifically focused on targeting organic litter.	Sustainable Future	Low

6. Organisation-Wide Co-operation

Ref.	Action	Unit/s Responsible	Priority
6.1	Establish a permanent Clean City Steering Group, to coordinate and align actions and communication.	Sustainable Future	Completed
6.2	Use numerous communication methods to promote the services already provided to keep the City clean, tidy and well maintained.	Communications	High
6.3	Process-map all functions relating to the CCSP, to identify service levels and staffing resources.	Clean City Steering Group	Medium
6.4	Review IT systems of teams, to ensure we utilise technology to improve the way we work.	Clean City Steering Group	Medium
6.5	Investigate the options for increasing use of applicable technology such as portable cameras, CCTV and mobile phone apps to identify litter, illegal dumping and graffiti in laneways, town centres and parks.	Sustainable Future	Low

