



Planning &
Environment



PITTWATER
COUNCIL



UrbanGrowth
NSW

Ingleside Design Workshops Evaluation Report



Prepared by Pittwater Council - February 2015

www.inglesideplanning.com.au



Introduction

The NSW Department of Planning and Environment, Pittwater Council and UrbanGrowth NSW are continuing to investigate the potential for urban development in Ingleside.

Consistent with the project partners' commitment to meaningful consultation, a second round of community workshops was held in late November/early December 2014. At these workshops a draft Structure Plan was presented to the community for comments and feedback. The draft Structure Plan identifies potential land uses in the Ingleside precinct. This plan was informed by inputs from various technical consultancies and from the community's responses received at the first round of workshops held in March 2014.

The draft Structure Plan attempts to balance development and conservation while integrating the things that the community told us were important to them. The development of the Structure Plan continues to be an iterative process. Comments and feedback received at this round of community workshops along with further input from the technical consultant will continue to shape the development of the draft Structure Plan.

Workshop format

The second round of Ingleside design workshops were held on:

- Thursday 27 November 2014, 6pm – 8.30pm (Monash Country Club)
- Saturday 29 November 2014, 2pm – 4.30pm (Monash Country Club)
- Wednesday 3 December 2014, 6pm – 8.30pm (Pittwater Rugby Park)

The workshops began with a presentation on the development of the draft Structure Plan, delivered by Cox Richardson, the masterplanning consultant engaged for this project. This was followed by a Q&A session allowing attendees to ask general questions of the Project Team. Attendees then participated in group work on up to 10 individual tables at each session. Workshop participants were allocated tables based on their geographic location and their main areas of interest. The group work involved robust group discussions on the draft Structure Plan, with attendees providing valuable comments and suggestions to be considered in future iterations of the Plan.

Workshop attendees were also asked to comment on the vision statement created for this project, developed with input from the Ingleside Community Reference Group and feedback from the first workshop sessions in March.

Independent consultants, Elton Consulting, were again engaged to facilitate the workshop sessions.

Evaluating the workshops

This report evaluates the success of the workshops. The outcomes of the workshops are not discussed within this report but are summarised and presented within the Ingleside Design Workshops Outcomes Report prepared by Elton Consulting.

The workshop sessions have been evaluated through feedback received from:

- An online survey completed by 85 workshop participants, and
- A survey completed by 6 table facilitators.

Attendance

Event registrations

There were 206 registrations for the three workshop sessions comprising 73 for the first session, 65 for the second session and 64 for the third session. Registrants indicated their primary area of interest as North Ingleside (87), South Ingleside (70), Wirreanda Valley (32) and 'Other' (13).

Over half the registrations indicated they had attended a prior workshop (108 out of 202) and 42 were members of a community group or association, half of whom (19) indicated they were acting on behalf of that group or association.

Workshop attendees

The workshops were attended by 170 community members, with 36 people who registered not attending. The groups and associations represented at the workshops included the Wirreanda Valley Residents Association, Friends of Narrabeen Lagoon Catchment, Warriewood Residents Association, Bayview and Ingleside Residents Association, Scouts Australia, Wirreanda Valley Landowners, Baha'i Temple, The North Shore Horse and Pony Association, Climate Action Pittwater, Sustainability Pittwater, Pittwater Community Arts, Elanora Heights Residents Association and Bayview Heights Estate Owners Group.

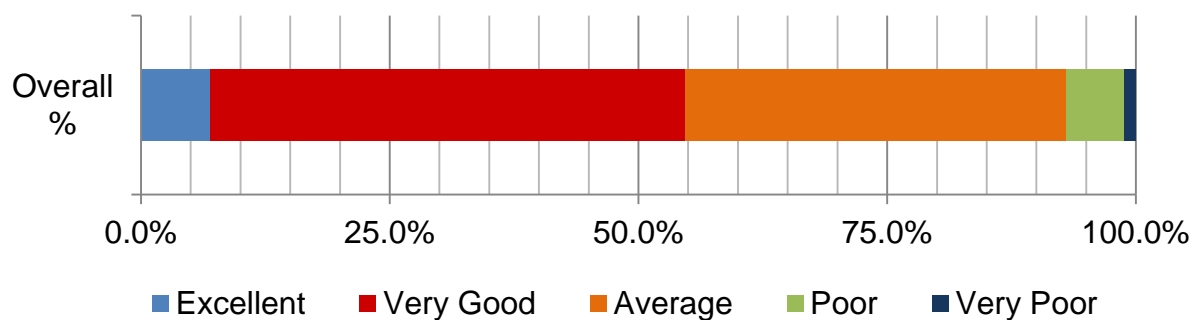
Evaluation survey respondents

This evaluation report is based on the survey results of those who completed the evaluation survey. The evaluation survey was emailed to attendees of the workshop sessions who had provided their email address. Of the 170 workshop attendees, 86 survey responses were received – a response rate of 51%. This was higher than the response rate of the previous round of workshops which had a 25% response rate (41 out of 162 attendees).

Community perceptions of the event

Overall satisfaction

In the evaluation survey, over half of the respondents rated the workshops 'Excellent' or 'Very Good' (47/86 or 52%) in response to the question *"Overall, how would you rate the event?"*. This level of satisfaction was similar to the prior round of workshops at 54%. Over one third of respondents rated the workshops 'Average' with 5 respondents rating them as 'Poor' and a single respondent rating the workshop they attended 'Very Poor'.



This Evaluation Report includes a summary of feedback received from the evaluation survey including:

- Respondents' satisfaction with the operation of the workshops
- The most useful and least useful aspects of the workshops
- Suggestions to improve the workshops.

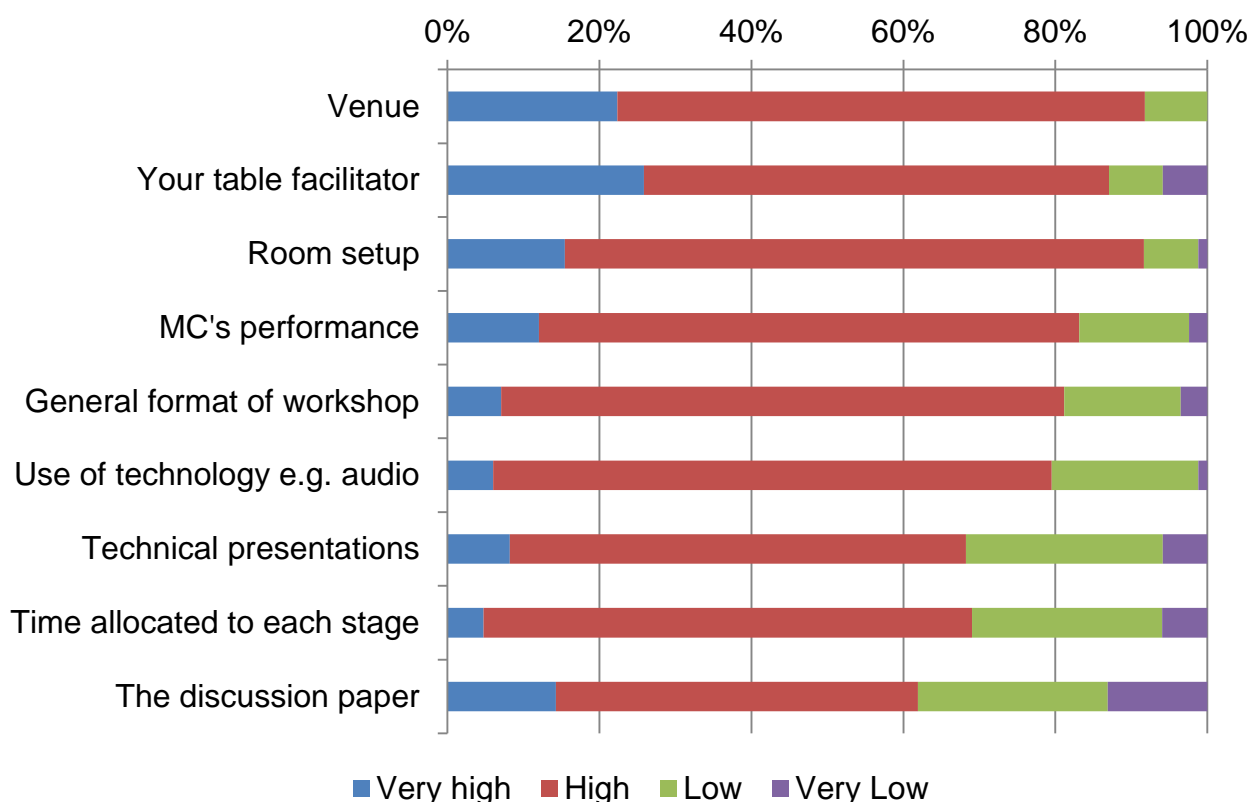
Satisfaction with aspects of the workshop

Respondents were asked to rate their satisfaction with various aspects of the workshop. The aspects, ranked from highest to lowest were: venue, table facilitator, room setup, MC's performance, general format of the workshop, use of technology e.g. audio and presentation, technical presentations, time allocated to each stage of the workshop and the discussion paper.

While the discussion paper was rated as the lowest, it was reviewed by more respondents prior to attending the workshop than the background reports were. In suggesting improvements to the workshop, it was suggested that the Project Team continue to strongly encourage people to read the available material to inform themselves prior to attending the workshop, as many common questions were already answered in either the discussion paper or background reports.

It should also be noted that while the evaluation survey asked for most/least useful elements of the workshop and suggestions for improvement, some of the issues that people provided feedback on (for example the venue or MC's performance, were clearly viewed very positively overall.

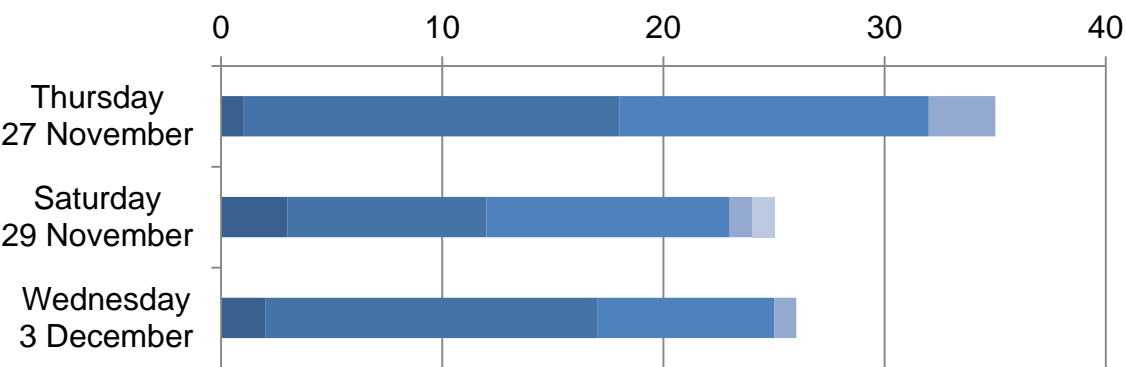
This question was a compulsory question and was answered by all 86 respondents.



About the survey respondents

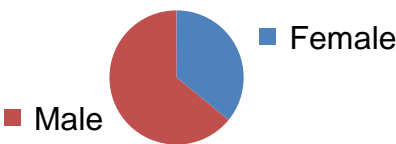
Which session did you attend?

In total, 86 responses were received to the evaluation survey. 35 of these respondents attended the first workshop session, 25 attended the second and 26 attended the third. The higher response rate and over-representation in this survey data of attendees to the first workshop may indicate a more passionate crowd and an improvement by the Project Team in response to issues and questions from the first workshop.



Gender

The 64% of respondents were male, 36% were female.

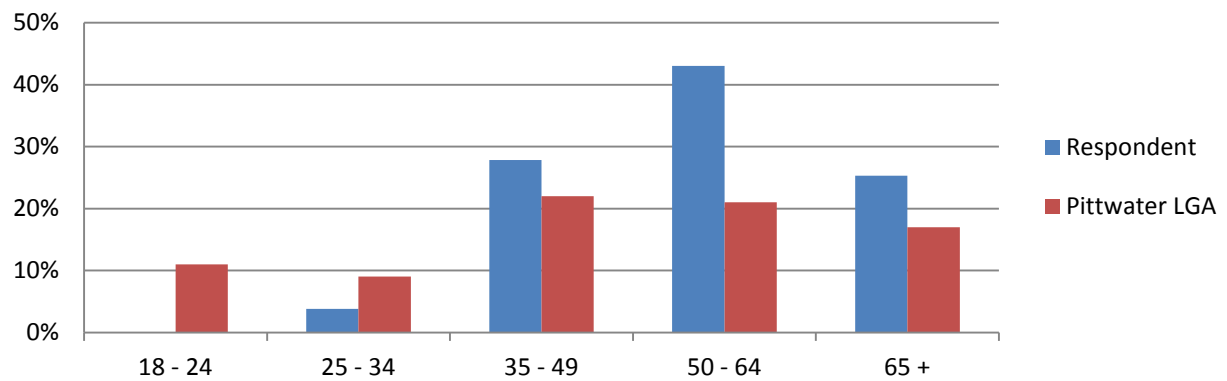


This question was answered by 78 respondents and skipped by 8.

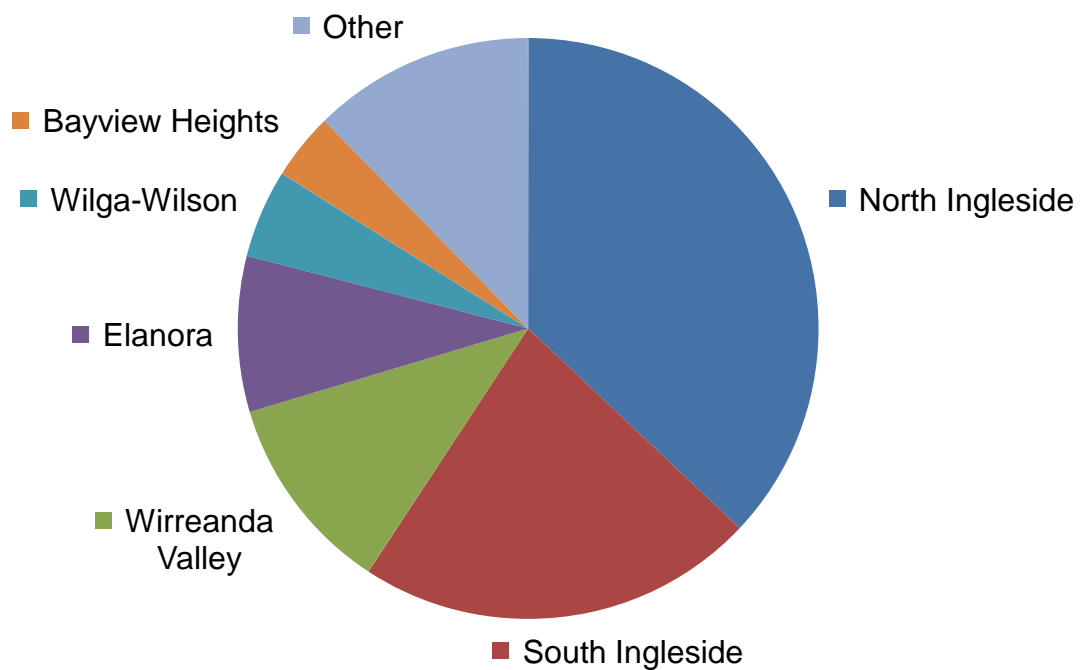
Age

The age profile of respondents (in comparison to the Pittwater LGA) is represented in the chart below. At the workshops, an older and more established demographic was over-represented while young people were under-represented compared to the general Pittwater population.

This question was answered by 79 respondents and skipped by 7.



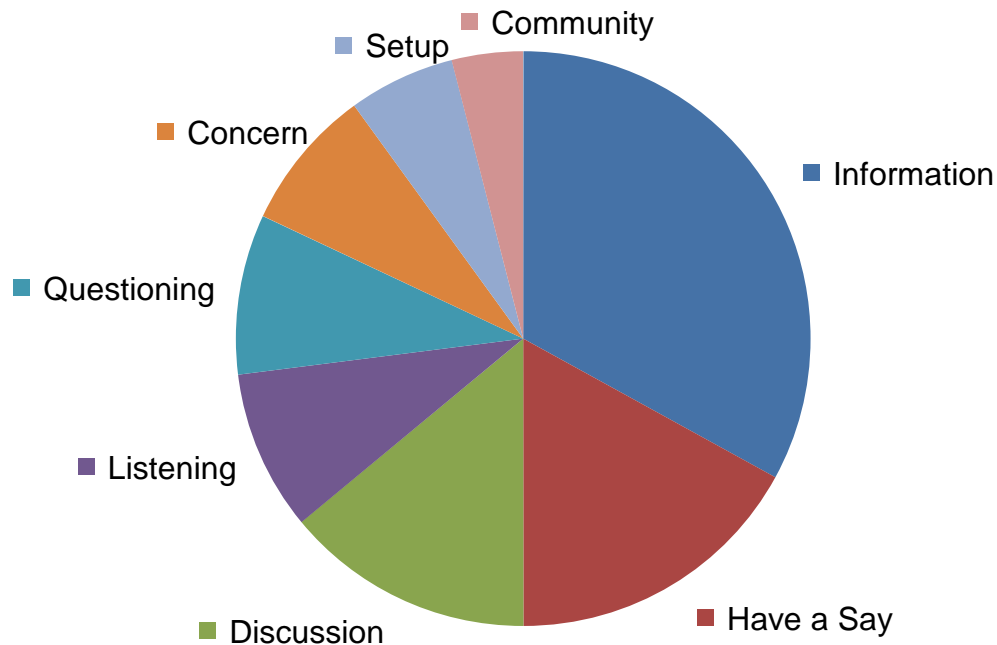
Where do you live?



Respondents lived in North Ingleside (30), South Ingleside (18), Wirreanda Valley (9), Elanora (7), Wilga-Wilson (4), Bayview Heights (3) and 'Other' (10) including Curl Curl, Mona Vale, Avalon and Cromer. This question was answered by 81 respondents and skipped by 5.

Most useful aspects of the workshops

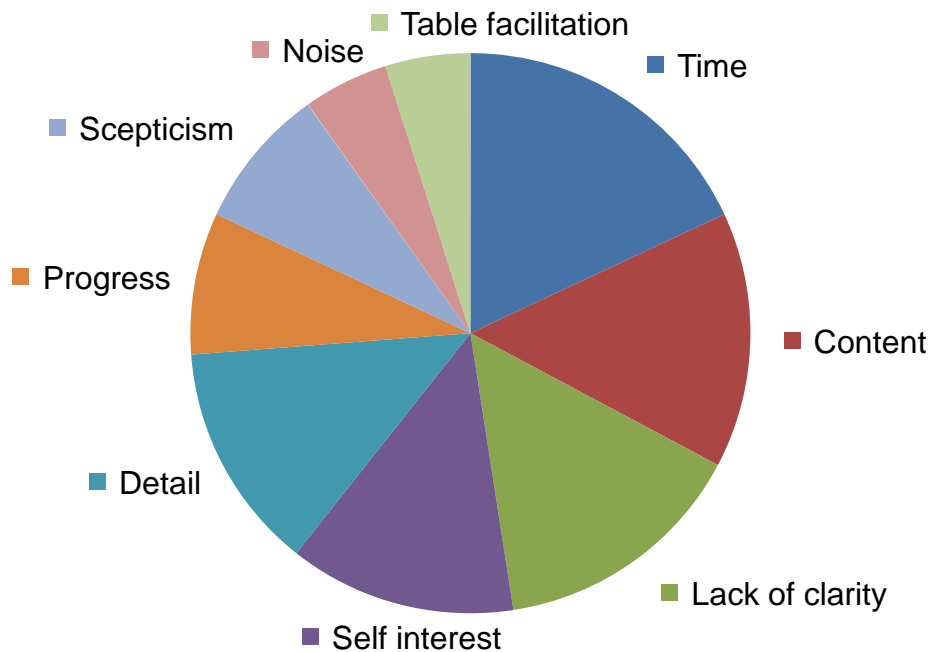
This question was an open text response and was answered by 74 respondents and skipped by 12. The main themes are expressed below.



- **Information** - Access to/provision of good information about the proposal and progression of the planning process.
- **Having a say** – Being able to contribute to the process and have a say.
- **Discussion** – Being able to discuss ideas, issues and opportunities with others.
- **Listening** – Being able to listen to what others from the community had to say.
- **Questioning** – Being able to quiz/question the Project Team and receive answers.
- **Concern** – Some people expressed concern over the transparency or accuracy of the process.
- **Setup** – Comments about use of the PowerPoint presentation, table facilitation or general process.
- **Community** – Meeting others in the community and finding out about their concerns and aspirations for Ingleside.

Least useful aspects of the workshops

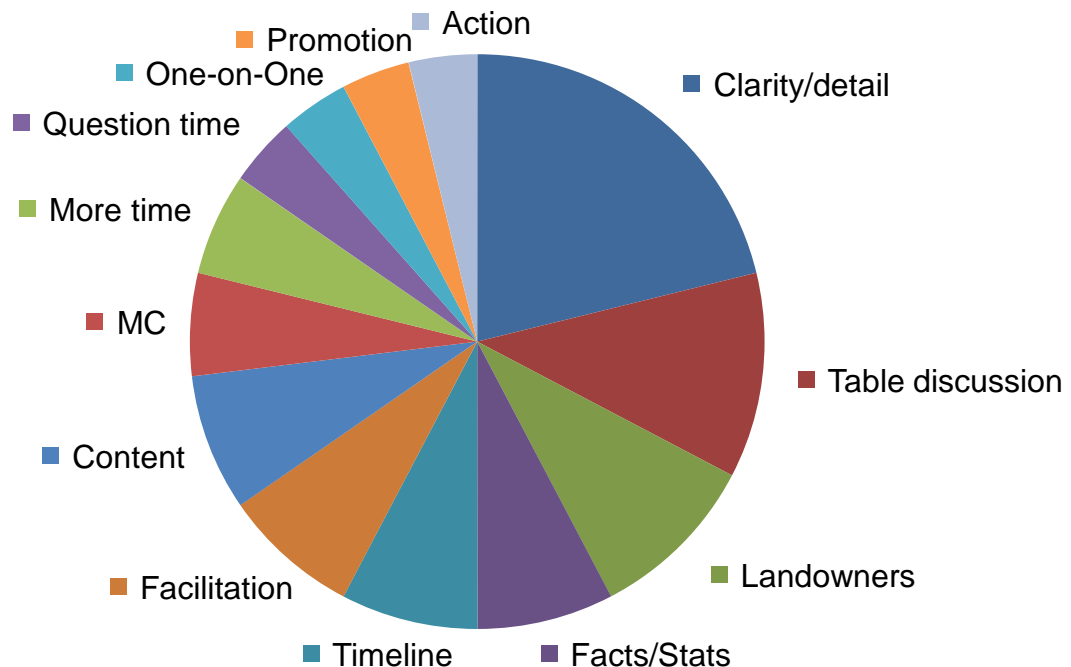
This question was an open text response and was answered by 69 respondents and skipped by 17. The main themes are expressed below.



- **Time** – More time needed to discuss questions and input.
- **Content**– Commentary related to the planning content e.g. issues with infrastructure/traffic, sewer, water, sustainability or bushfire management.
- **Lack of clarity/ knowledge** – Apparent confusion or lack of clarity by presenters and the Project Team on basic facts or data errors.
- **Self interest** – Individual self interest or personal agendas side-tracked the process/question time.
- **Detail** – The plans, discussion or reports presented were too broad-brush and did not contain enough detail.
- **Progress** – Lack of progress/concern about progression in the planning process.
- **Scepticism** – Lack of trust or scepticism around the transparency of the process and interests in involved and whether landowner voices are being heard.
- **Noise** – Difficulty with the audio-visual equipment given microphone issues and electronic pointer with a large group in a large room.
- **Table facilitation** – Concern over whether the table facilitator managed to write everything down or represent input accurately.

Suggestions for the future

This question was an open text response and was answered by 64 respondents and skipped by 22. The main themes are expressed below.



- **Clarity/detail** – Provide more detail, clearer plans and more clarity on outcomes.
- **Table discussion** – More time for table discussion.
- **Landowners** – Deal with individual landowners issues.
- **Facts/Stats** – Have answers to questions ready.
- **Timeline** – Information about the project and likely future timelines.
- **Facilitation** – Stronger table facilitators and more transparency in the note-taking.
- **Content** – Planning content related commentary.
- **MC** – The MC could take more questions offline/ manage time differently.
- **More time** – Workshops should be longer to cover the content.
- **Questions** – More time for questions from the community.
- **One-on-One** – Allow one-on-one sessions.
- **Promotion** – Encourage workshop attendees to have read all available information prior to attending workshops as many simple questions are already answered within this material.
- **Action** – More rapid progress on the plan.

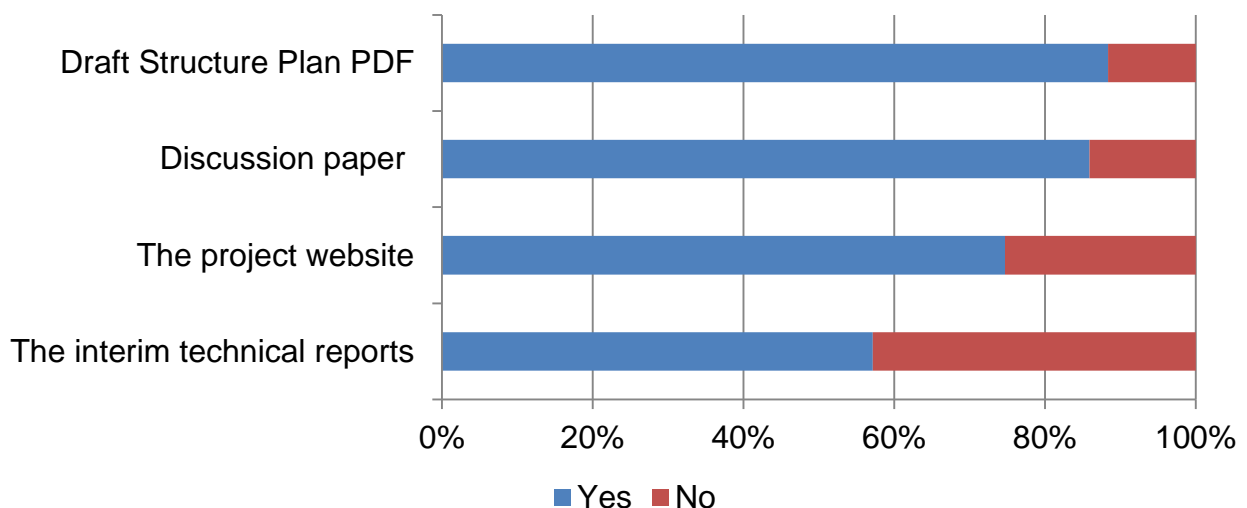
Future consultation

The Project Team have used a range of different methods to consult the community on this process. These include workshop sessions, pop-up stalls, discussion papers, newsletters and regular updates to the Ingleside Planning website.

Methods

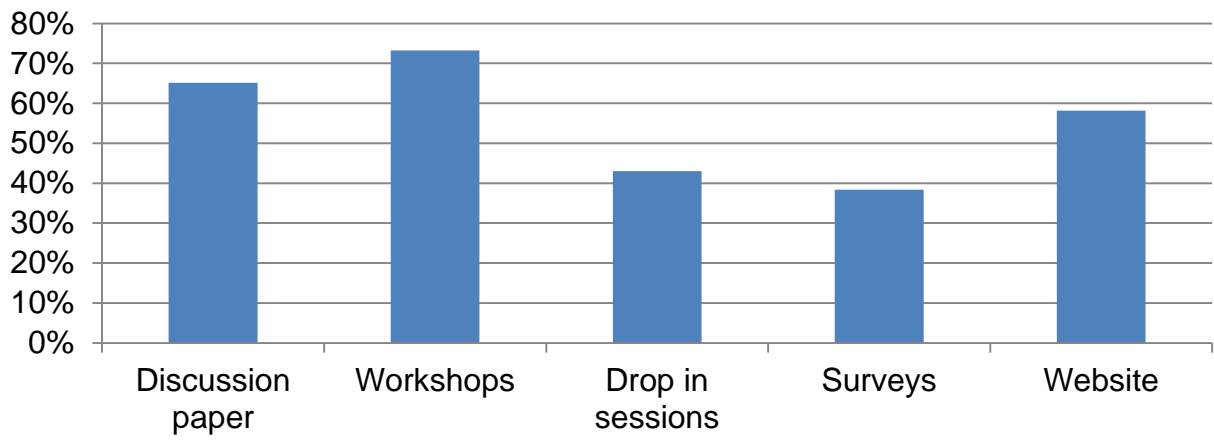
The workshops were supported by the provision of information in multiple formats including map of the draft Structure Plan, a discussion paper, updates to the website and the release of interim technical reports.

Respondents were asked which available information they had read or reviewed prior to attending the workshop sessions. This was a compulsory question and was answered by all 86 respondents. Most respondents indicated they had reviewed the draft Structure Plan and discussion paper in the lead up to the workshops. This may be a result of the draft Structure Plan being displayed in the discussion paper and both being available on the website. The website had been viewed by almost three quarters of respondents whereas the technical reports had been reviewed by just over half.



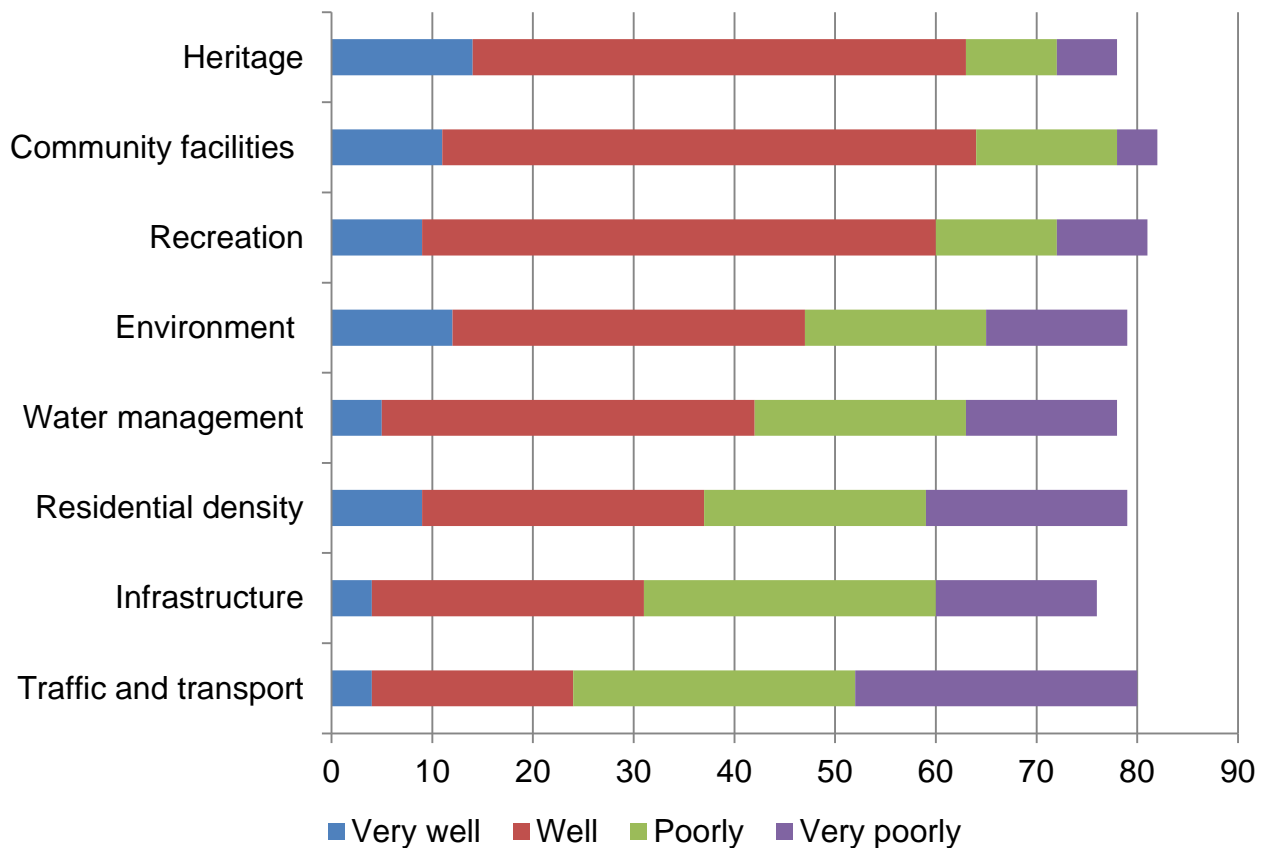
Respondents were also asked about their preferred future consultation options. This question was also compulsory and was answered by all 86 respondents.

Almost three quarters of respondents indicated that they would like to be consulted through future workshop sessions. Two-thirds of respondents identified that they would like to receive discussion papers, with 86% of people indicating that they had read the discussion paper prior to attending the workshops. The Ingleside project website was the third most popular option for consultation.



Planning issues

Respondents were asked how well they thought the draft Structure Plan had addressed certain issues. This question was answered, at least partially, by 82 respondents and skipped entirely by 4. Some respondents chose to skip various options when answering the question.



As shown on the graph above, the majority of respondents indicated that they were generally satisfied with the way the draft Structure Plan had addressed the issues of heritage, community facilities and recreation. Approximately 40% of respondents indicated that they were not satisfied with how the issues of environment and water management were addressed by the plan.

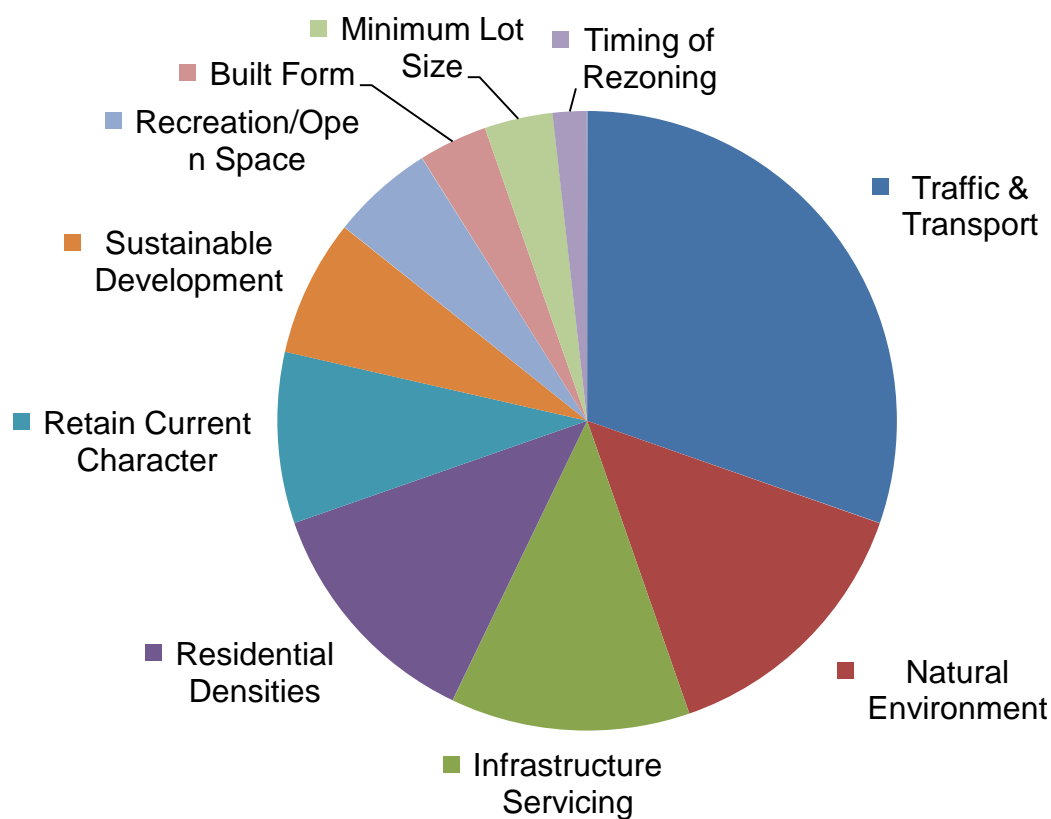
The issues that respondents thought were most poorly addressed by the draft Structure Plan included traffic & transport, infrastructure and residential densities. Predictably, these were the issues respondents believed to be of greatest importance for future planning in Ingleside.

Respondents were subsequently asked in an open text question what they believe are the most important issues in planning for Ingleside. This question was answered by 77 respondents and skipped by 9. Some responses received were not all relevant to the question. The results are displayed in the graph below.

Traffic and transport was overwhelmingly identified as the most important issue in planning for future development in Ingleside. Infrastructure servicing and residential densities were also fairly well represented in respondent's answers.

Not surprisingly, these leading issues identified for future planning were the same issues that respondents thought the draft Structure Plan had addressed poorly. Issues such as heritage and community facilities that the majority of respondents though had been addressed well by the draft Structure Plan were not represented in any answers to this question.

Interestingly, 60% of respondents believed that the draft Structure Plan had addressed environmental issues well or very well, however this was still an issue that many thought remains important for future planning in Ingleside.



- **Traffic & transport** – Cycleways, vehicular traffic, public transport and the timing of the Mona Vale Road upgrade.
- **Natural environment** – Location and dimensions of wildlife corridors and the management of bushfire risk.
- **Infrastructure servicing** – Adequate and timely provision of sewer, gas and reticulated water.
- **Residential densities** – The location and equity of residential densities.
- **Character** – Retain the existing character of Ingleside.
- **Sustainable development** – Incorporating sustainable development into any outcome.

- **Recreation and open space** – The location of open space and recreation areas.
- **Built form** – Providing appropriate built form.
- **Minimum lot size** – Appropriate minimum lot sizes.
- **Timing** – Appropriately manage the timing of the rezoning process.

Conclusion and recommendations

The Ingleside Community Workshops held in late 2014 were an important engagement event to support the evolution of the likely development outcome for Ingleside.

The workshops were well attended by 170 community members, landowners and community organisations and received a generally positive response. This evaluation report was produced from the feedback provided by the online workshop evaluation survey which was emailed to all attendees of the workshops. The Project Team will use the high volume of constructive comments and suggestions to inform future stages of community engagement.

Recommendations
<p>The following methods of engagement are preferred for future consultation:</p> <ul style="list-style-type: none">➤ Workshops sessions,➤ Discussion papers,➤ Website updates, and➤ Drop in sessions. <p>The following improvements could be made to any future workshop sessions:</p> <ul style="list-style-type: none">➤ Provide more detail and clarity to define outcomes for landowners,➤ Allow more time for group table discussions, and➤ Deal with individual landowner issues separately from workshop sessions. <p>Future iterations of the draft Structure Plan should adequately address the following issues:</p> <ul style="list-style-type: none">➤ Traffic and transport,➤ Infrastructure servicing, and➤ Residential densities.

Appendix – PDF version of the web survey

Ingleside Planning Community Workshop Feedback

Welcome

Thank you for attending the second round of community workshops. We would appreciate your feedback on these workshops and their contribution to planning for the future of Ingleside.

Ingleside Planning Community Workshop Feedback

About the workshops

*1. Which session did you attend?

- ☐ Thursday 27 November 2014 - Monash Country Club
☐ Saturday 29 November 2014 - Monash Country Club
☐ Wednesday 3 December 2014 - Pittwater Rugby Park

*2. Overall, how would you rate the event?

- ☐ Excellent ☐ Very good ☐ Average ☐ Poor ☐ Very poor

3. Please rate your level of satisfaction from 1-4 for each of the following:

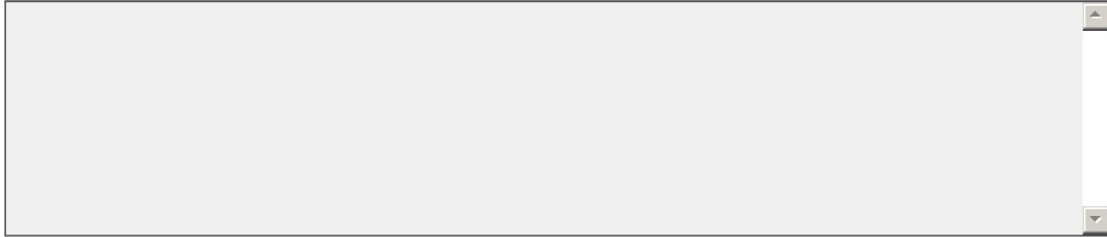
	Very high	High	Low	Very Low
Venue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Room setup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of technology e.g. audio and projection quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General format of workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MC's performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical presentations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your table facilitator's performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time allocated to each stage of workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The discussion paper explaining the draft structure plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. In the lead up to the workshop did you read/review...

	Yes	No
The discussion paper explaining the draft Structure Plan	<input type="radio"/>	<input type="radio"/>
The PDF map of the draft Structure Plan	<input type="radio"/>	<input type="radio"/>
The interim technical reports	<input type="radio"/>	<input type="radio"/>
The project website (inglesideplanning.com.au)	<input type="radio"/>	<input type="radio"/>

Ingleside Planning Community Workshop Feedback

5. What did you find MOST useful about the workshop?

A large, empty rectangular text area with a light gray background and a thin black border. It has a vertical scrollbar on the right side.

6. What did you find LEAST useful about the workshop?

A large, empty rectangular text area with a light gray background and a thin black border. It has a vertical scrollbar on the right side.

7. What suggestions do you have for improving the workshops?

A large, empty rectangular text area with a light gray background and a thin black border. It has a vertical scrollbar on the right side.

8. How would you like to be consulted in the future about this planning process?

- ☐ Workshops
- ☐ Drop in sessions
- ☐ Website
- ☐ Surveys
- ☐ Discussion paper

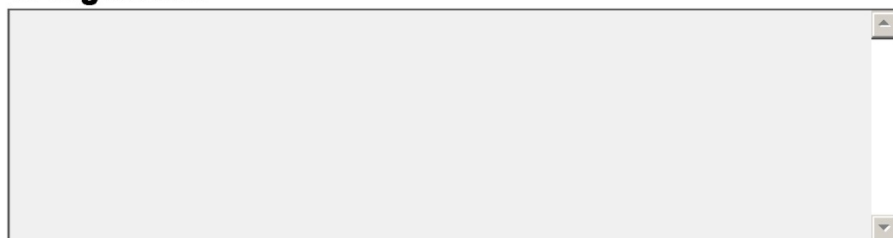
Ingleside Planning Community Workshop Feedback

About the draft Structure Plan

9. How well do you think the draft Structure Plan has addressed the following issues:

	Very well	Well	Poorly	Very poorly
Water management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential density	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic and transport (e.g. road network, cycle ways)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation (e.g. open space, sports ovals, playgrounds)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community facilities (e.g. community centres, schools)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment (e.g. vegetation, wildlife corridors, bushfire)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Now you have participated in the workshop and had time to reflect, what do you think is the most important issue in planning for future development in Ingleside?



Ingleside Planning Community Workshop Feedback

About you

Almost finished, just some quick demographic questions

11. Your name (optional)

12. Gender

☐ Female

☐ Male

13. Please select your age bracket

☐ 18 - 24

☐ 25 - 34

☐ 35 - 49

☐ 50 - 64

☐ 65 +

***14. Where do you live?**

☐ South Ingleside

☐ Wilga-Wilson

☐ Wirreanda Valley

☐ North Ingleside

☐ Bayview Heights

☐ Other

If other please specify suburb

Ingleside Planning Community Workshop Feedback

Thank you for your feedback!