

Consultation Findings and Evaluation Report

Bayside City Council - Highett Structure Plan Review – Executive Summary

To be read in conjunction with:

Attachment 1 (Consolidated Findings from Consultation)

Attachment 2 (Participation Profile and Engagement Evaluation)

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EXECUTIVE OVERVIEW

Bayside City Council engaged Activate Consulting (and partners Planisphere, Wayfarer Consulting and Cochrane Research Solutions) to design and implement a community consultation program to inform the review of the Highett Structure Plan. This Consultation Findings and Evaluation Report outlines the consultation approach undertaken and results of the first round of engagement.

This Report is presented in three parts:

- The **Executive Summary** (this document) presents an overview of the project, a summary of key findings, and a high-level evaluation of the consultation process.
- **Attachment 1 – Consolidated Findings for Consultation** presents the detailed findings, including charts, tally tables and verbatim submissions. This includes:
 - Part A presents what people like and love about Highett now; and
 - Part B presents what people want for the future in Highett. These findings are grouped to correspond with the topics set out in the Highett Structure Plan Review (February 2017) and some additional emerging themes.
- **Attachment 2 - Participation Profile and Engagement Evaluation** presents a description of the participation profile by engagement activity and for the entire program, as well as participant demographics. The engagement evaluation presents participant feedback, facilitator observations and as assessment of the consultation program against the stated project objectives.

Bayside City Council (Council) and Activate Consulting (and partners) implemented a comprehensive Communications and Engagement Strategy which achieved a high level of interest and engagement. In total there were **900 separate participation interactions and submissions by approximately 740 individuals**. Based on available data recorded for participant gender, residential suburb, age, household structure and connection/s to Highett, **it is concluded that a broad cross-section of the Highett (Bayside) community participated in this consultation** and there was a strong level of engagement by interested and affected community members. Community feedback was captured via a variety of engagement approaches: online, face-to-face discussions, in writing and via sticky dots and hand drawings. Further, **390 different participants** voluntarily provided full personal identifying information by opting in during engagement activities or by subscribing to the online consultation webpage.

Participants provided **extensive input into the Review**. Engagement activities were carefully designed to quickly capture input and permit thoughtful and in-depth contributions. By consolidating the findings from all engagement activities and then sitting this alongside the **deliberative** input gathered via Online Forum discussions and Community Workshops, we can see consistent themes in the community sentiment. Further, unprompted and prompted **participant feedback gathered throughout the engagement program suggests participants have had a positive engagement experience**.

Regarding managing and reporting the feedback, the responses were analysed with the assistance of Microsoft Excel and QSR NVivo11 data analysis software package. NVivo assists with the **rigorous analysis and transparent reporting** of large volumes of personalised responses to the open-ended questions. The data were subjected to content analysis using a template approach which allowed the data to be carefully sorted and categorised by main and/or minor themes. This approach permitted themes to be predetermined and to emerge throughout the course of analysis. Findings are presented as visual word clouds, charts, summary tables or a full listings of verbatim comments in Attachment 1.

PROJECT BACKGROUND

Overview

The Highett Structure Plan (2006) was prepared jointly by Bayside and Kingston City Councils and was given effect in the Bayside Planning Scheme in 2007 through Planning Scheme Amendment C46. A considerable amount of development, land use policy and demographic change has occurred in Highett since the Structure Plan was developed, hence Bayside City Council is undertaking a review.

The Highett Structure Plan Review was informed by an understanding of State and local policy changes since the implementation of the Highett Structure Plan, relevant Council strategies and policies, demographic change, the current housing and economic composition of the centre, Planning Panels and Victorian Civil and Administrative Tribunal (VCAT) findings, and previous community feedback on:

- Planning permit applications (from 2005- 2016);
- Planning Scheme Amendment C140 which sought to implement the Bayside Housing Strategy;
- Draft Planning Scheme Amendment C125 which sought to introduce the Residential Growth Zone in the activity centres along the Frankston railway line; and
- The development of the Bayside Community Plan 2025.

This work was compiled into the Highett Structure Plan Review document. This document provided a basis for discussion with the Highett community to get their unique insights, feedback, local knowledge and desires for the future of their community to be considered as part of the review.

This represents the first phase of community feedback which will inform the drafting of a redeveloped Highett Structure Plan. This report presents the findings of the community consultation and subsequent recommendations based on the community input received.

Purpose

The overall aim of the community engagement was to enable the Highett community to influence the future of their area and community through involvement in the Highett Structure Plan Review.

More specifically to:

- Verify the information contained in the Highett Structure Plan Review and collect additional feedback regarding key issues and opportunities in Highett;
- Explore options set out in Structure Plan Review;
- Raise awareness and create understanding of reasons for change in density, the role of Council and the structure plan and what can be influenced;
- Test proposals in the Draft Highett Structure Plan;
- Create or enable community and stakeholder action in response to challenges;
- Provide a range of easy, creative and engaging ways for people to get involved;
- Improve Council's relationship with the Highett community by:
 - showing them that Council is listening to their concerns and has listened to past concerns;
 - giving community members the opportunity to really understand why Highett is changing and to work with Council to provide input into future improvements; and
- Ensure Council and the community hear a diverse range of views from a diverse range of stakeholders.

Engagement Approach

A three-stage communication and engagement approach was developed to respond to the complexity of the project, the variety of stakeholders involved, and the level of discontent that had been previously expressed by this community about the level of change in their area and perception that Council was not listening to their concerns.

Stage 1a: Creating the context, broad education, promotion and targeted engagement (17 April – 14 May)

This included:

- Rolling out broad communications about how and why Highett is changing;
- A targeted online and hard copy survey (apartment dweller survey) promoted via direct mail and social media advertising;
- Broad communications to promote the project and engagement opportunities including:
 - Information on the *Have Your Say Bayside* webpage, with opportunities to ask questions online;
 - Local newspaper advertisements x6;
 - Direct mail to businesses, land owners and occupiers within an approximate 1000m radius of the Highett train station, and key community groups and service providers x2;
 - Distribution of approx. 4,000 information brochures; and
 - Signage and displays in key locations around Highett.
- Promoting the engagement opportunities for future stages.

Stage 1b: Raise awareness, introduce the project, tell the Highett story and seek feedback (15 May - 30 June)

This included:

- Releasing the Highett Structure Plan Review document, videos and fact sheets;
- *Have Your Say Bayside* webpage ideas and voting;
- Online and hard copy surveys;
- In-person engagement activities including:

Activity	Date	Location (all in Highett)
Drop-in session	6 May	Livingston Kindergarten Open Day
Café Conversations	21 May	The Diplomat Café
Café Conversations	28 May	The Diplomat Café
Drop-in session	3 June	Highett Shopping Centre (Woolworths)
Drop-in session	7 June	Highett Youth Club
Walkshop (walking tour)	11 June	Various locations in Highett
Walkshop (walking tour)	18 June	Various locations in Highett
Drop-in session	26 June	Peterson Youth Centre

- Targeted engagement activities Dunkley Fox estate;
- Individual meetings on request and written submissions; and
- Highett newsletter and general communications.

Stage 1c: Community in-depth feedback and ideas for the future of Highett (19 June – 30 June)

This included:

- A series of two workshop sessions where participants:
 - were further educated about the complexities of planning for growth, the structure plan and the areas where they can have influence;
 - heard a presentation of the feedback received from the community so far; and
 - workshopped and provided informed input about how Highett can be improved.

Activity	Date	Location (all in Highett)
Workshop #1	21 June	Highett Neighbourhood House
Workshop #1	25 June	Highett Neighbourhood House

PARTICIPATION LEVEL

Participation Rate

Community feedback was captured via a variety of engagement approaches: online, face-to-face discussions, in writing and via sticky dots and hand drawings. As shown in the below table, there was a strong level of engagement with **900 separate participation interactions and submissions** across all activities.

Engagement activity	Approach/venue	Participant interactions
Online participation		
Apartment Resident Survey	Online	127
<i>Have Your Say Bayside</i> - main survey (general public)	Online	136
<i>Have Your Say Bayside</i> - online forum	Online	90
Written or face-to-face participation		
Main survey (general public)	Paper-based	19
Individual submissions	Written/email direct to Council	9
Childrens' handprint activity x 2	Highett Recreation Centre Dunkley Fox Estate	39 9
Café conversation x 2	The Diplomat Café	30
Listening post x 2	Woolworths Complex Highett Recreation Centre	42
Drop-in dotmocracy activity x 2	Woolworths Complex Highett Recreation Centre	60*
Walking tour x 2	Around Highett	23
Drop-in outreach activity x 3	Woolworths Complex Livingston St Kindergarten Peterson Youth Centre	40 33 9
Idea cards (My idea for Highett is xxx, so that xxx)	Available at all face-to-face activities	180
Community Workshop x 2	Highett Neighbourhood Community House	54
Total participant interactions		900

** In relation to the dotmocracy drop-in activity, a conservative estimate of a 15 dots allocation per participant has been assumed, thus the number of participants is more likely to be under-stated than over-stated.*

While a precise number of participants is difficult to tally, by collating all the unique participant information received throughout all activities and reducing any duplicates it is estimated that around **740 unique individuals** participated in the engagement. Furthermore, available data can **verify 390 different participants** based on voluntarily provided full personal identifying information.

It is noteworthy that the previously presented table does not include online 'awareness' metrics. There were also **962 unique visitors to the *Have Your Say Bayside – Managing Growth in Highett*** consultation webpage and **91 new online e-newsletter subscribers active** throughout the consultation period.

For a detailed description of the participation level and profile, see Attachment 2 - Participation Profile and Engagement Evaluation.

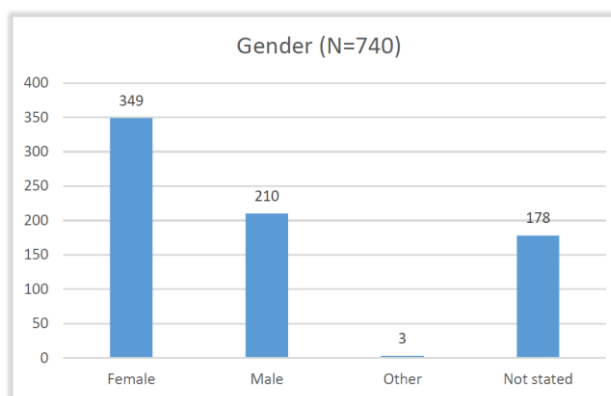
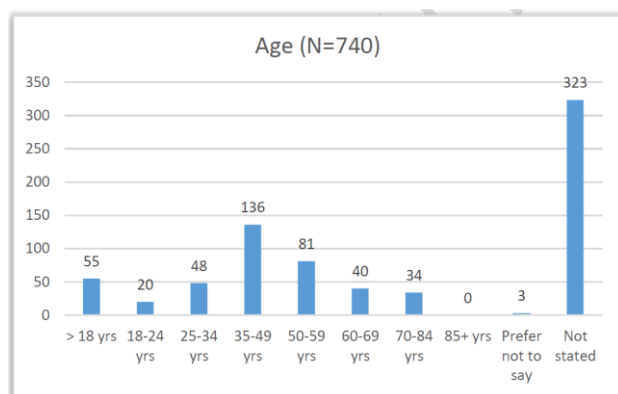
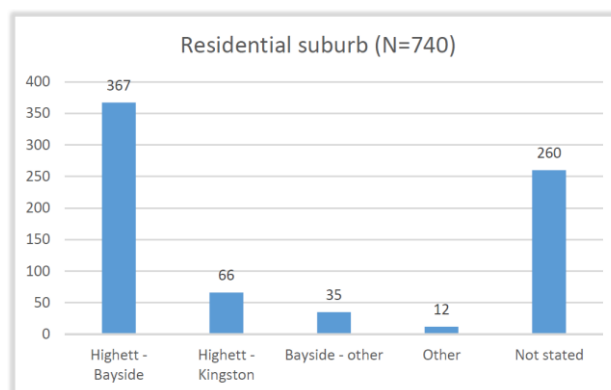
Participant Profile

Due to the nature of some engagement activities (such as the dotmocracy and handprint activities), no or limited demographic/personal details were reported by participants. In some instances estimates were recorded by activity facilitators. To encourage participation, the provision of demographic/personal details was optional and some individuals elected to participate anonymously. A cross check of participant details showed some identifiable individuals participated in more than one activity or made more than one submission. While all submissions have been counted as participant interactions, these individuals have been counted as one participant only.

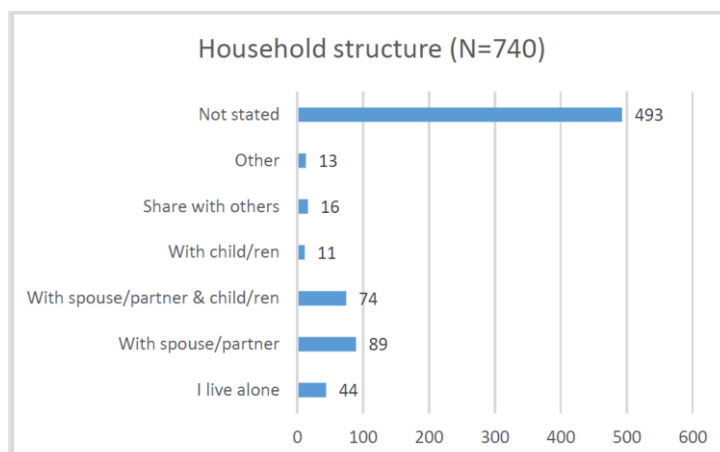
The participation profile was monitored throughout the consultation to allow adjustments to be made if necessary. Available data show **a broad cross-section of the Highett community** participated in this consultation. The profile presented in this section is based on feedback from **740 participants** and draws on the **available data recorded for five key demographic indicators**: gender, residential suburb, age, household structure and connection/s to Highett.

Most participants (76.5%) reside in Highett (Bayside), with 13.8% from Highett (Kingston) and the remaining unspecified and/or mostly from neighbouring suburbs such as: Cheltenham, East Sandringham, Hampton East, Hampton, Pennydale or Sandringham.

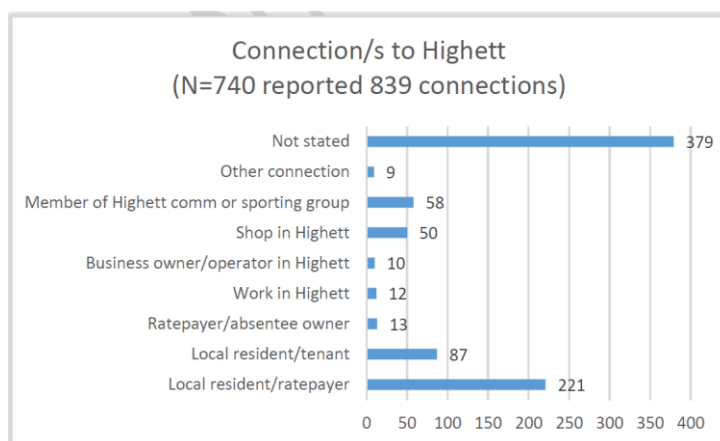
In total **more females (62.1%) participated** than males, and all age groups were represented with **strong participation (32.6%) by the 35 to 49 years age group**. It is noteworthy, that the often harder to reach age group of 18 to 34 years is also represented. The 85+ years age group was not represented.



Representatives from **all household structures** participated including those living with a spouse/partner (36.0%), those living with child/ren (34.4% with or without a spouse/partner) and those living alone (17.8%).



The consultation **reached a mix of local residents/ratepayers (61.2%), resident/tenants (24.1%),** and people with a variety of other connections to Highett such as business owners/operators, people that work in Highett, shop in Highett or are a member of a Highett community or sporting group.



For more detailed information on the participation profile, please refer to Attachment 2 - Participation Profile and Engagement Evaluation Report.

RESEARCH FINDINGS – HIGHTETT NOW

What people love about Highett

Articulating what participants like and love about Highett provides a useful basis from which to consider the consultation findings and contextualise the issues, concerns and improvement suggestions in the feedback.

Participants largely reaffirmed feedback from previous consultations, with particularly strong support for the **friendly village feel and sense of community** and **having everything within close proximity or walking distance** evident across engagement activities.

People in Highett love the **village feel, friendly people and sense of community**. To them it is home. Despite some new families are moving in, there are familiar and friendly faces in their neighbourhood. Highett still has a quaint suburban character with leafy trees and a vibe of revitalisation.

Respondents love the **quality of life and liveability** of being in Highett, a quiet suburb located right in the midst of some of the best suburbs in Bayside. The **natural parks, playgrounds, local schools and community centres** are among the favourite spaces.

People in Highett love everything being **close**, often within walking distance. **Local shops, railway station, public transport, beaches and the bay, a variety of quality cafes, restaurant and bars** are within easy reach.

Some (but not all) participants like the changes and improvements taking place in the activity centre. For some, the mixture of housing style and types was seen as a positive, but for others not so. Similarly, the **affordability of Highett** was seen as a positive for some (particularly younger people) and a negative for others. This tension emerges further throughout the other consultation themes.

When asked ‘what do you like/love about Highett’, the top three most frequently referenced themes in the personalised feedback were:

1. Close to shops and a range of local shopping options (58 references);
2. Variety of quality local cafes, restaurants, bars and entertainment (44 references); and
3. Village feel and sense of community (39 references)

Many of the concerns and improvement suggestions evident in the ‘Research Findings - Highett in the Future’ relate to concerns about losing the village feel, sense of community and resident amenity with increased housing density and population growth. The most frequently raised issues and improvement suggestions were associated with **Movement and Transport** (particularly parking and traffic) followed by **People and Housing, Built Form** and **Open Space and Recreation Facilities**.

I have lived in Highett most of my life, and love the look, feel of Highett

The community spirit. People in Highett love Highett

The quiet leafy streets

I like that it is mostly single level and low density housing. That is why I planned my future here

Love living in Highett, love that more and more cafes and restaurants are going up along Highett Road, hope that keeps happening

Love the parks that are close for my dog.

Proximity to everything important to me

More young families and professionals coming into the area

RESEARCH FINDINGS – HIGHETT IN THE FUTURE

Overall Themes and Priorities

Feedback was sought across the seven key themes/topics of the Highett Structure Plan Review. As shown in the table below, the number of references for each theme provides an insight into the key issue/challenge priority areas for the community. A 'reference' is each time a comment or suggestion was made relating to a particular topic.

The largest number of references (258 or 22.2% of total references) were in relation to **Movement and Transport**, followed by **People and Housing** (217 or 18.6% of total references).

Section/topic	Number of references	% of total references
Section 1. People and Housing	217	18.6%
Section 2. The Economy	119	10.2%
Section 3. Movement and Transport	258	22.2%
Section 4. Social and Physical Infrastructure	143	12.3%
Section 5. Built Form	163	14.0%
Section 6. Open Space and Recreation Facilities	157	13.5%
Section 7. Environment and Sustainability	107	9.2%
Total references	1164	100.0%

Further, **Safety** was an important topic that emerged during the consultation. A total of 149 **Safety**-related references were identified throughout the seven topic areas. These have been collated and re-presented as Section 8.

When asked to rate six key factors to 'make Highett a great place to live, work and play' (environmental protection, open space provision, community infrastructure, transport/movement options, vibrant economy, housing variety) mixed and varied views were reported. **Improving and expanding open space and recreation facilities** emerged the most important factor (with a mean score of 4.02/6). **Providing a range of housing types for the diverse population that are well designed and appropriately located** was also rated as important, but was the factor with the lowest mean score of 3.18/6.

This section presents a high level interpretation of the findings by topic. A selection of verbatim comments is presented in breakout boxes to reflect the essence of the community sentiment.

People and Housing

People in Highett have largely reaffirmed feedback from previous consultations. There was strong support for loving the *Friendly village feel and sense of community* and the *Character of the area*. Mixed support was reported for the *New and old styles of the buildings in Highett* and *Highett's affordability*.

Many participants supported proposed improvements previously suggested by other community members (*Fewer high density buildings in small streets, New developments should be environmentally friendly, Apartment buildings need shared outdoor areas and off-street parking, New buildings setback from the road and Affordable housing other than apartments*). There was strong agreement with some proposed actions to ensure new development is well-located and appropriate (*Requiring developments of eight or more dwellings should include communal open space and Seeing if new buildings along Bay Road could have new cycle paths or wider footpaths*). There were also mixed views on other proposed actions (*Making parts of Bay Road [near Southland] a mix of housing and business development and Updating the Neighbourhood Character Policy to recognise that neighbourhood character will change in areas where medium density housing is encouraged*).

The People and Housing topic attracted a strong level of un-prompted personalised comments with 217 or 18.6% of total references.

Over-development there is a critical point between well and over populated that once tipped is very difficult to correct. The wealthiest and most liveable suburbs in Victoria have a strong combination of houses and apartments but does not consume the functionality of the areas

The bayside area traffic is horrendous now esp in the activity area of Graham Rd and Highett Rd and around the railway area. Over-development in this area will further create problems. There are major accidents waiting in the wings now. I am very concerned

The feedback suggests that Highett is experiencing 'growing pains' – in terms of an influx of newer, higher density development, the amount of development currently underway and the tension around new apartment developments and affordable housing options.

Participants' concern about population growth was not about being unwelcoming towards new or more people to Highett. They are more concerned that further increases in housing density and population growth will intensify the current pressure on community infrastructure, traffic congestion, parking inadequacies and compromise the natural environment and wildlife. Further, there is concern these issues may be amplified by the creation of Southland station and higher density living in neighbouring areas.

Participants have mixed sentiments about the future of the CSIRO site. They have a wariness about the implications of development on this site in terms of scale and density but also see this site as a prime opportunity to increase open space. Some participants raised concerns regarding security, safety and inadequate street lighting. The sentiment that 'Highett is the poor cousin' is evident in some comments and some suggest Highett is taking more growth than other Bayside suburbs and receiving less investment.

Participants propose retaining a focus on Highett as a family-friendly community, with a diversity of housing types in line with current neighbourhood character, not just high density apartments. They recommend containing over-development to protect the village feel, sense of community, amenity and quality of life. **It is felt adequate onsite parking must be provided in new developments** as more people will impact traffic congestion, which presents safety issues for pedestrians and cyclists (particularly along Bay Rd and due to the light sequencing Highett Road/Graham Road/Highett Station). On-street parking in narrow streets causes visibility and safety issues.

To support increased population growth participants suggested improvements and upgrades are needed in the areas of community facilities (including a library to explore with Kingston City Council), recreation facilities, services, shopping streetscapes, physical infrastructure as well pedestrian and cycling infrastructure. It was felt that more public open space will be critical to offset the general loss of 'green-ness' in the area due to less trees and reduced front/backyards and will be important in the future to support more people.

One bold idea proposed is to consider making the open space at Lyle Anderson Reserve available for development in return for access to increased open space at the CSIRO site, where it is more central and useable. There were mixed views to this suggestion with many agreeing that with the sentiment and some feeling that there should not be a 'trade' but both open space areas should be retained and enhanced to increase overall usable open space in Highett. The need for an east-west connection through the CSIRO site was also mentioned.

The Economy

People in Highett have largely reaffirmed feedback from previous consultations. There was support for loving the *Lively café and bar culture*, *More local businesses opening* and *Proximity to shops and restaurants*.

Many participants strongly supported some proposed improvements (*Better traffic conditions and more convenient parking* and *Affordable community activities*), while there was some support for *More local and independent businesses*.

There were mixed views on the three proposed locations for new shops and offices (*Along Bay Road*, *On the CSIRO site*, *Along Highett Road*) with even support for all three sites. Key considerations evident in the general feedback for this question are parking and congestion.

The Economy topic attracted some un-prompted personalised comments with 119 or 10.2% of total references.

The feedback suggests that traffic congestion and inadequate parking are a major issue for the economy and the local shopping areas. Participants are also concerned about the appearance of the shopping streetscape, and prevalence of graffiti and rubbish.

Participants propose having a variety of quality shopping and dining options, providing access to affordable spaces and supporting small local businesses as ways to build and sustain a thriving local economy. People like the emerging mix of cafes, dining options and wine bars and welcome more. Participants propose beautification of the shopping areas (particularly Highett Road), which includes prompt removal of graffiti and rubbish as well as proactive streetscape beautification (in partnership with Kingston City Council). They also would like public art and historical references to further enhance and reflect the sense of community pride and connectedness. To support the Economy, participants suggest improving parking infrastructure, physical infrastructure and addressing the safety and traffic congestion associated with the level crossing. It was also felt that community and recreation facilities and open spaces also need upgrading.

Traffic and ample car parking - make it easy to get around and offer free parking to enjoy the new retail and entertainment opportunities

Good variety - some clothing shops would be great and fruit and veg / pop up shops

Some more high end restaurants would be great / wine bar.

Main shopping street could do with a spruce up to make up it to date.

Movement and Transport

People in Highett have largely reaffirmed feedback from previous consultations. They love *Having everything with walking distance, Convenient public transport and Being close to shops, city, beach, main roads and transport*. There was strong support for proposed improvements (*Better traffic flow and less congestion, More car parking, Safety for Pedestrians – better nature strips and more street lighting, and Better cycle paths*).

Participants indicated support for the proposed improvements to encourage walking and cycling in the local area (presented in descending order - *Improved safety for walkers/cyclists, Improved existing paths, Wider footpaths and Better located footpaths, More information about local walks and rides and Access to bike racks/lockers*). Participants also indicated a variety of specific and general locations where walking and cycling paths need to be improved, widened or added. Highett Road and Bay Road were most frequently mentioned and there were references to improving links to open space and street lighting. There was interest in having bike lanes on roads and the view that lanes marked on the roadway make drivers more aware of cyclists.

Participants generally agreed with the proposed sites where there are traffic, parking or safety issues in Highett. Participants referred to sites on an assortment of streets including Bay Road, Middleton Street, Beaumaris Parade, Graham Road, James Avenue, Donald Street and Tibrockney Street.

The Movement and Transport topic attracted a strong level of un-prompted

personalised comments with 258 or 22.2% of total references. There were also many references to vehicles, traffic and parking in the feedback reported for other topics such as People and Housing (48 references) and the Economy (37 references). The feedback suggests that vehicles, traffic congestion, lack of parking and the impact of the level crossings are major issues for Highett.

Participants are concerned about traffic flow, speed and congestion. They are troubled by limited on-street car parking and loss of resident amenity in light of the proposed population growth. Participants are concerned about public transport service frequency and connections as well as pedestrian and cyclist safety.

Participants propose advocating for the removal of the level crossings, reviewing the frequency and connectivity of public transport services and bus routes. Participants would like to see an **overall traffic management and parking study** for Highett which includes strategies to address particularly hazardous intersections now and plan for the future.

Participants seek improvements to bus infrastructure and Highett train station including a two-five minute pick-up zone. Pedestrian and cyclist safety improvements refer to crossings at Highett Road and Bay Road (particularly to access bus stops and Southland station). Street lighting is sought along paths and main routes from the station. A new path along the railway requires good lighting to minimise safety/isolation concerns.

The need for Highett and Wickham Road underground railway crossings and the possibility of underground pathways for pedestrians to cross the road on both sides of the Highett Railway. Co-operation between both Bayside and Kingston Councils to lobby the appropriate authorities

Better traffic management control. With onset of lots of apartments and a railway crossing. Highett R/voad is a bottleneck

More regular bus services and to be coordinated with rail timetables

Social and Physical Infrastructure

People in Highett have largely reaffirmed feedback from previous consultations. They love *Being able to walk to local amenities* and *Having so many options close by*. There was support for the proposed improvements (*More community spaces and community events* and *Better community centres*).

The Social and Physical Infrastructure topic attracted a moderate level of un-prompted personalised comments with 143 or 12.3% of total references relating to planning for community facilities, especially for teenagers or people with a disability.

Participants are concerned about the ability and capacity of existing infrastructure and services to cope with the proposed population growth. The need for a new or larger primary school and care facilities to cater for an increasing number of children was mentioned. There were many comments on the need for a new or better library (in partnership with Kingston City Council), and frequent references to the CSIRO site. Participants referred to the need for a variety of active spaces and activities for teenagers and interventions to make it easier to move around community facilities.

Participants propose considering access and accessibility when planning for social and physical infrastructure and creating multi-purpose, inclusive public facilities. Irrespective of its location, participants propose a library in Highett include multi-purpose rooms and facilities suitable for a variety of community uses (for people of all demographics). Existing community facilities (such as the hall at Lyle Anderson reserve) could be upgraded to increase public usage and more community spaces, local events and activities, a community garden and market would be welcomed.

Participants noted the need to increase the number of activities, services and facilities supporting community wellbeing, specifically those with a focus on health (physical health and obesity) and social health (mental health, overcoming isolation and encouraging intergenerational interaction).

The importance of planning for, and investing in, social and physical infrastructure to meet the needs of current and future residents in Highett was emphasised. The feedback suggests that some community services and facilities are not close by and that this may be impacting on the need for vehicles (and therefore adding to traffic congestion).

Plan for disability access in all future plans in the Highett area

Teenagers need open space and organised activities particularly if confined to unit/developments

New library and community hub at the CSIRO site

A primary school for all the new children

Wi-Fi near public places

Could we reinvigorate the local scout hall for teenagers?

Free community fitness classes for children

Built Form

As shown in the previous section on People and Housing, There was support for the proposed improvements and some proposed actions to ensure new development is well-located and appropriate.

When participants were asked 'Apart from building height, what would make new development more acceptable to you?' Some participants would like to restrict building height, stop new high-rise developments and place development in specific locations for resident amenity.

Many participants recommended **more on-site parking provision, improved traffic management infrastructure and more parking and more facilities, infrastructure and services to accommodate population growth.** Others suggested *reconsidering the Neighbourhood Character policy and development approval processes.*

In relation to design, participants would welcome *designs that integrate greenery, private open space and sustainability features and better quality and more visually attractive designs.* In addition, participants would like to see *diversity in new housing forms, increases in front set-backs and restrictions being placed on the minimum size and number of dwellings per household block.*

The Built Form topic also attracted a moderate level of un-prompted personalised comments with 163 or 14.0% of total references.

Participants expressed concerns about building height and new high-rise developments. They are worried about the impact of developments on resident quality of living and pressures being placed on existing facilities and infrastructure. There are concerns about privacy and overshadowing as well as the liveability of new apartments in terms of people having access to open space and fresh air. Participants are also concerned about the quality of some buildings (in terms of offering a liveable, functional design) as well as the quality of building materials.

They are concerned about the general loss of green space and wildlife corridor and seek to retain residential developments with backyards, front yards or court yards. While participants acknowledge the need for affordable housing, there were also concerns expressed about increasing the volume of social housing. Some participants offered specific comments on key elements of the Highett Structure Plan Review (February 2017). They seek new development to be carefully planned and strong advocacy by Bayside City Council.

Participants proposed encouraging diversity in new housing forms (preferably two to three storey buildings) with adequate on-site parking. New development would be more acceptable if it addressed the previously listed features. The need to integrate greenery, private open space and sustainability features as well as better quality and more visually attractive designs was supported.

Use building materials that made to last. Stop ignoring things like retaining walls not being built. Check the builds from start to finish.

High buildings should not be allowed unreasonably high and overlooking and taking light from existing dwellings

Adequate community space and infrastructure to facilitate community

Adequate car parking in developments and given most households have 2 cars this means space for 2 cars to park not 1

Environmentally friendly buildings with aesthetic design with new trees and green space

Open Space and Recreation Facilities

People in Highett have largely reaffirmed feedback from previous consultations. They love *Highett's parks and gardens* and *Proximity to the beach*. There was support for the proposed improvements (*Hard rubbish, graffiti and litter should be cleaned up promptly, More open and peaceful space and More parks, playgrounds and gardens*). There was mixed support for *Dog off-leash areas*.

Participants indicated support for the proposed actions to improve open space and recreation facilities (presented in descending order – *Making sure there are public walking and cycling links through the CSIRO site, Opening up Lyle Anderson Reserve to Graham Road (via 36-40 Graham Road) and Lobbying for pedestrian and cycling links along the Frankston train line*).

The Open Space and Recreation Facilities topic attracted a moderate level of un-prompted personalised comments with 157 or 13.5% of total references.

The main concern expressed related to the uncertainty surrounding the redevelopment of the CSIRO site. Other concerns raised include the need for improvements to infrastructure and facilities at existing parks and reserves for personal safety and visual amenity (cleaning up graffiti and litter).

The CSIRO site is very important to the people of Highett, and participants proposed a variety of suggestions to consider in the redevelopment including creating a central community hub, community open space, community facilities and garden, preserving the Grassy Woodland and history of the site. Walking and cycling links through the CSIRO site are considered critical to improve the overall accessibility of Highett including the ability to easily access public transport, shops and open spaces.

Participants proposed ideas for improving the safety and facilities at Lyle Anderson Reserve. Participants highlighted the need for more outdoor and indoor open spaces, including safe, family-friendly playgrounds and dog-friendly areas. People would welcome open space for active and passive recreation. Suggestions were made to improve pedestrian and cyclist links to open space and showed support for advocating for pedestrian and cycling links along the Frankston line. Participants would generally welcome more for clean open spaces and gardens for the community to interact and come together.

It would be great to really develop the area around Graham Rd and the CSIRO site making this a real community meeting place and some housing

As apartment living increases the council needs to invest in well serviced and safe parks and gardens for the community

Parking, good lighting, CCTV for safety, fenced for child safety when playing, some shade structures and lots of trees

Create more pedestrian or cycle friendly links between open spaces/parks/recreation areas.

Environment and Sustainability

People in Highett have reaffirmed feedback from previous consultations. There was support for the proposed improvements (*Keep existing trees and plant more trees and More parks, playgrounds and gardens*).

Participants indicated support for the proposed actions to better protect the local environment (presented in descending order – *Requiring all new buildings to have features that reduce the use of energy and water, The use of nature strip planting and street trees to provide wildlife corridors and Exploring the use of the Frankston train line as a wildlife corridor*).

The Environment and Sustainability topic attracted some un-prompted personalised comments with 107 or 9.2% of total references.

Participants expressed concerns about preserving the biodiversity and natural habitat for native birds and animals and managing environmental weeds. Concerns were raised about the need to provide safe natural spaces for the community.

In relation to new developments, participants expressed concerns relating to the uncertainty surrounding the redevelopment of the CSIRO site and Highett Grassy Woodland and the need to protect existing mature trees from removal.

Participants proposed responsible and sustainable requirements for new developments, nature strip planting and trees and encouraging sustainability education and actions. Suggestions were also offered regarding re-development of the CSIRO site.

Safety

Safety emerged as a key themes throughout the consultation with a total of 149 Safety-related references made throughout the seven topic areas. These have been collated and are outlined here.

Participants expressed concerns about the appearance of Highett, inadequate street lighting, illegal and anti-social behaviours and the poor condition of some roads and footpaths. Participants are also concerned about the impact of new developments in relation to resident amenity and community safety.

Participants proposed the prompt addressing of graffiti, vandalism and rubbish, improved street lighting (in general and Graham Road) and interventions to address illegal and anti-social behaviours. Reduced traffic speed limits and improvements to footpaths and roads to assist pedestrian and cyclist movements are also proposed. Participants would welcome efforts to create more safe and appealing parks, outdoor spaces and areas around the Frankston train line would be supported.

Understanding that trees are renewable and developments supporting environmental impact offset projects are possible.

I very much welcome the statements about wildlife corridors and the value of planting indigenous species.

Local planting and more open space. Biggest thing I see is a lack of planting and permeable area in the new developments

That planning controls to the east (and west and north) should aim to minimise any additional shading of the Highett Grassy Woodland

Maintain appearance of public spaces removing graffiti and picking up hard rubbish

Lighting along Graham Road (CSIRO)

More designated bike paths and lanes. More pedestrian lights or overpass along Bay Road.

CCTV safety cameras at major roads and shopping hubs for the safety of all

Footpath trading at the intersection of Middleton Street and Highett Road will make it difficult to complete turns. Bins and trees already obscure vision at this intersection

EVALUATION

Monitoring and evaluation was undertaken throughout the community consultation which included a review of each engagement activity, weekly participation reporting, and feedback gathered directly from participants about their engagement experience. This allowed for improvements and adjustments to be made during the consultation period, ensuring that the engagement program was responsive to local community needs. This section provides a high-level overview of the evaluation, however for more detail please refer to Attachment 2 – Participation Profile and Engagement Evaluation.

Level of engagement and participant feedback

A variety of materials were purposely designed and made available online and in printed format to inform and support participation in this project. By way of examples, there were copies of the Highett Structure Plan Review (February 2017), DL brochures, maps showing key development sites (current and proposed), fact sheets explaining “Who are we planning for?”, posters, surveys with reply paid envelopes as well as an online video.

Some community members actively engaged online. There were a total of **962 unique ‘aware’ visitors** to the *Have Your Say Bayside* webpage of which:

- **588 informed participants** visited multiple project pages, downloaded a document, visited the Key Dates page, viewed a photo, viewed a video or engaged by making a contribution
- **106 engaged participants** made a contribution by participated in a survey, asking a question and/or contributing to the Online Forum.

Three participation incentives were used to encourage and thank individuals for engaging. Coffee vouchers were used at the café conversations and Apartment Residents Survey respondents could opt-in for the chance to win a \$100 prepaid Visa Card at the completion of the survey. The option to opt-in for the chance to win a second \$100 prepaid Visa Card was available at online and face-to-face engagement activities.

The level of take up by participants of opt-in options is another indicator of a positive engagement experience. Around 300 different individuals voluntarily disclosed personal contact details, opted in to enter the prize draw and/or receive an e-newsletter from Council. Further, there were 91 new registrations or subscribers to the *Have Your Say Bayside - Managing Growth in Highett* consultation webpage which signals an interest in the project and a willingness to build and continue their relationship with Council.

Feedback was offered **voluntarily** throughout engagement activities (verbally and in written form) as well as a **formal written evaluation** at the Community Workshops. In both cases it was evident that participants had a positive engagement experience. While participants offered mostly compliments, some improvement suggestions were received and where possible, feedback was incorporated.

I am impressed by the proposals made in this survey as I have considered lobbying for them all. Well done and best of luck.

It's hard to please everyone but you are doing a great job in engaging the locals to help

More communication about Highett on Facebook so that residents feel part of the Bayside community

I would like it to be noted that I felt that this survey was bias and skewed towards pro development and medium to high density dwellings

Need more workshops with more time

I just wanted to congratulate you and your team on a very well organised event last night. The facilitators were outstanding and gave concise overviews of the progress so far and the work required last night.

Thank you for the opportunity to put my ideas and thoughts in the Highett Structure Plan. Look forward to the feedback and implementation of some of our ideas

Consultant and staff feedback on activities

An evaluation template was promptly completed by Council officers and/or the Consultants facilitating each engagement activity. This template assisted with the monitoring and documenting of key information and insights. Overall, the engagement activities led by the consultants were considered successful in attracting a good level and depth of participation from the community. Where improvement suggestions were noted, action was taken prior to an engagement activity being repeated.

The following feedback provided by the Community Workshop facilitator was complimentary in terms of the process and participants' informal comments. *"Most people were really pleased to have the opportunity to engage in the process and felt they had a good opportunity to discuss the issues with staff and other residents, I noticed that workshop participants were really respectful of each other's comments and participated really well, I got the impression that they felt it was a worthwhile process they were certainly engaged and very friendly."*

Volume and quality of the consultation feedback

As shown in Attachment 1, this consultation gathered a significant volume of local input and knowledge. Engagement activities incorporated a range of data gathering approaches. There were open and closed-ended questions, handprint drawings, a dotmocracy activity and individualised submissions. Participants were generous with their time and input, generating around 100 pages of personalised, qualitative feedback.

The volume and quality of the consultation feedback:

- Demonstrates the capability of the Highett community to articulate their preferences and views;
- Reassures Council officers that the feedback from previous consultations is largely supported and has been extended through additional input;
- Relates specifically to the key topics addressed in the Highett Structure Plan Review (February, 2017); and
- Provides extensive and current local knowledge to inform the Review and identify key areas for action, advocacy and working with Kingston City Council.

Assessment against project objectives

Based on the evidence demonstrated so far and the responses to each of the stated project objectives, it is our view that the project outcomes have been achieved.

Project objectives:

- Inform stakeholders and the public about the project and the opportunity to engage – achieved (see Participation Level)
- Provide a range of easy, creative and engaging ways for people to get involved – achieved (see Engagement Program)
- Reach 500 interactions across all engagement activities – achieved and exceeded (see Participation Level)

- Ensure council and the community hear a diverse range of views from a diverse range of stakeholders – achieved (see Participation Level)
- Improve Council's relationship with the Highett community by showing them that Council is listening to their concerns and has listened to past concerns – achieved to date (see Section 9 in Attachment 1 and Attachment 2)
- Collection of new insights and verification of existing information (Background paper) – achieved (see detailed input reported)
- Improve quality of the Highett Structure Plan – achieved (see detailed input and recommendations reported, at Officer's discretion)
- Raise awareness and create understanding of reasons for change in density (social licence and behaviour change), the role of Council and the structure plan and what can be influenced – achieved (also see Section 9 in Attachment 1)

ACKNOWLEDGEMENTS

We would like to thank the many Bayside City Council staff who supported the consultation through promotion and assistance with community outreach activities. We would like to acknowledge the many Highett Road traders and community organisations that assisted with the distribution of promotional materials and hosted engagement activities. Finally, we would like to recognise the generosity of the Highett community in sharing their views and contributing valuable local knowledge to inform the review of the Highett Structure Plan.