

Relevant Information for Council

FILE: X039568 **DATE:** 19 August 2022

TO: Lord Mayor and Councillors

FROM: Kate Deacon, Director Strategic Development and Engagement

THROUGH: Monica Barone, Chief Executive Officer

SUBJECT: Information Relevant To Item 6.2 – 2021/22 Quarter 4 Review - Delivery Program 2017-2021

For Noting

This memo is for the information of the Lord Mayor and Councillors.

Purpose

To provide further information on the 2021/22 Quarter 4 Review - Delivery Program 2017-2021 in relation to reporting on the Community Recovery Plan.

Background

At the meeting of the Corporate, Finance, Properties and Tenders Committee on 15 August 2022, further information was sought on the status of actions in the Community Recovery Plan, comparison of utilisation of key community services and facilities since before the pandemic began and the status of installation of new automated public toilets.

To continue to service the community and meet their needs in a time of extreme change and crisis, the organisation also had to quickly adapt, introducing new ways of working, mobilising emergency management plans and rapidly redirecting resources to areas of highest need.

It was also requested that capital project budgets for the images shown in the Quarter 4 Review presentation be provided.

Status of actions and reporting of the Community Recovery Plan:

As outlined on page 9 of the quarterly report of the Community Recovery Plan, 18 of the 57 actions were "new" actions when the plan was adopted. This was new work the City commenced in direct response to pandemic recovery and included a broad range of initiatives such as accelerated capital works on parks and playgrounds, streamlined outdoor dining approvals and fee waivers, city revitalisation events and marketing campaigns, pop-up cycleways, or working with charities to support their pandemic response fund-raising to provide ongoing services to people in the local area.

The other 29 actions were actions whereby the existing services and programs of the City were amplified or specifically directed towards supporting pandemic recovery.

Activity against all actions has been reported to Council and published on the City's website every quarter since Quarter 1 2020/21. In addition, around 50 reports and 50 briefings have been presented to Council during this time to deliver projects, services and initiatives that implemented the actions of the recovery plan. The following provides just a small snapshot of the intense volume of some of these activities over the two years covered by the Community Recovery Plan at a cost to the City of approximately \$145M and included in the quarterly reports:

- 478 applications for footway dining approved and \$5.87M in fees waived.
- The City's commercial and community tenants and kiosks supported with approximately \$8.67M in rent relief and/or rent deferrals.
- 5,072 business supported in the first 15 months of the pandemic with \$989,267 in relief of inspection, registration, application and administrative fees for health and building compliance activities.
- The City wrote to our suppliers at the commencement of the pandemic and again in August 2021 with the onset of Delta to confirm that the City would continue to pay suppliers within 30 days and provided contacts within Procurement should suppliers be experiencing cashflow issues or other impacts on their business sustainability.
- \$2.16M in waived, discounted or foregone fees for filming, markets rental and venue hire and venue hire cancellation fees in the first 15 months of the pandemic.
- 68,599 page views of the public health alerts in the local area on the City's website during the height of the pandemic (which were also published on the City's social media channels).
- Six new pop-up cycleways to provide more Covid-safe travel options.
- An innovative program of six Summer Streets events to provide opportunities for the local community to celebrate in a Covid-safe way while supporting local businesses.
- Sustained investment in grants and grant programs including many that were created specifically for recovery. For example, \$10.68M provided for Covid relief to the community, cultural and small business sector in the first few months of the pandemic, or the \$4M grant for businesses to kick-start new micro precincts as an innovative approach to revitalisation. These were in addition to the existing grants, many of which were also directed toward recovery programs such as the City's emergency grants supporting people facing food security, digital access and social isolation.

- 28,000 food hampers, 13,800 meals and 21,500 cloth masks delivered to vulnerable community members.
- \$1.95M donated in three tranches to food relief charities including OzHarvest, FoodBank and SecondBite, complemented with the #feedsydney fundraising campaign which the City promoted widely, including to City staff.
- Sustained and practical support to people experiencing homelessness to ensure they had access to information from NSW Health and access to support services such as temporary accommodation.
- The City worked closely with NSW Local Health Districts to provide locations for both Covid-19 testing and vaccination pop up clinics in City owned buildings. Focus was on areas of high demand including Woolloomooloo, Redfern, Waterloo, Camperdown, Glebe, Ultimo and other areas across the Local Government Area. Food hampers were also provided in many of these locations, facilitated by the City.
- The City also facilitated pop up and mobile testing and health clinics in Martin Place and Woolloomooloo to support our vulnerable community members requiring free and easy access to health services, and supported a weekly vaccination hub in Woolloomooloo. This clinic provided free vaccinations and boosters primarily to people sleeping rough and those living in social housing.
- A broad range of initiatives such as customer service staff responding to enquiries through a concierge service, street cleansing operations directed to "hotspot" areas at the height of the pandemic, adapting existing programs in libraries and community centres to be delivered online when it was not possible to run face to face programs, or extensive and sustained support to vulnerable members of the community throughout the pandemic.

While three of the actions have been reported as complete, the remaining actions reflect the City's ongoing support of recovery which will continue while communities and businesses continue to be impacted by the pandemic. Council resolved at their meeting in February 2022 to extend the Community Recovery Plan for 6 months to end June 2022 to allow for the City's work that supports the social and economic recovery to be incorporated into the new 2022/23 Operational Plan. This work is now captured in over 47 actions in the current Operational Plan and will be reported to Council quarterly as part of the standard suite of corporate reports.

It should also be noted that a significant amount of work was undertaken by City staff to ensure that the organisation could function remotely.

The City's Technology and Digital Services provisioned new equipment, software and security infrastructure to enable approximately 1,500 employees and key agency contractors to work remotely during the various Covid lockdowns. This provided critical business continuity for the City's services and ensured that employees could continue to work productively.

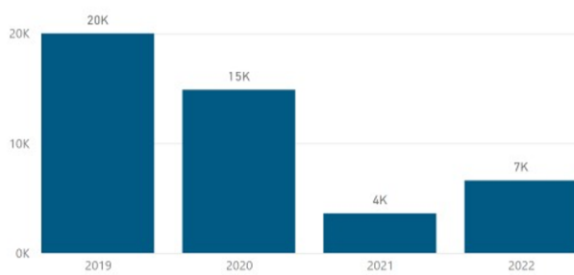
The City's Work Health and Safety and Human Resources teams supported managers and employees with a comprehensive suite of Covid-safe resources, risk assessments and guidance to keep employees and visitors to our facilities safe, while maintaining our community services. A new Covid-safe Workplace Policy was implemented with key controls addressing interactions of workers and physical distancing, hygiene and cleaning, ventilation, and vaccinations. Rapid Antigen Testing was also introduced for essential workers.

The Crisis Management Team led by Executive Directors, met regularly to monitor risks and changes to the public health orders as they related to the City’s employees and services and to make key decisions on safety and service impacts. 111 Crisis Management Team meetings were held since the commencement of the pandemic.

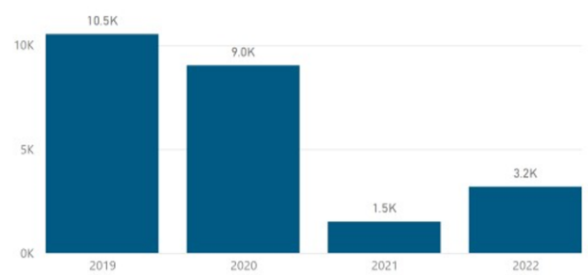
Comparison of utilisation of key services and facilities pre-pandemic, during pandemic and current:

The following charts provide an overview of utilisation of key community services and facilities each financial year since 2019

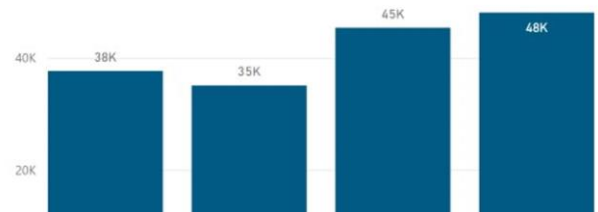
Total bookings of City Spaces facilities and venues



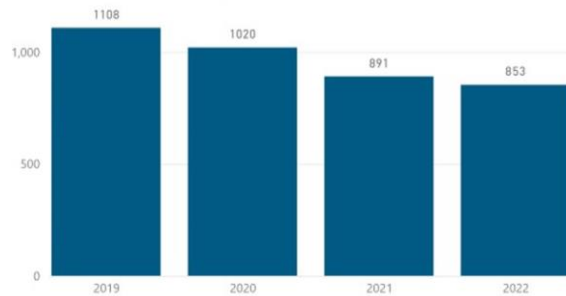
Total bookings of City Spaces facilities and venues at community rates



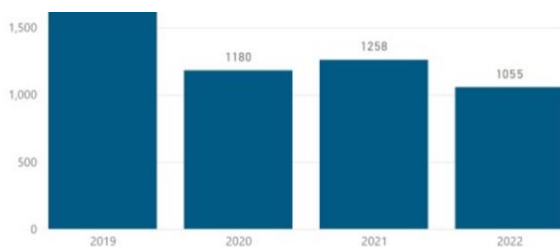
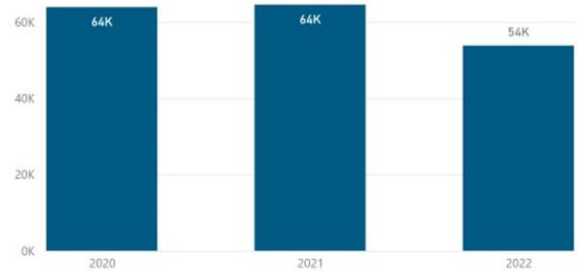
Meals provided through the City's Meals on Wheels service



Children supported through City operated Children's Services



Sessions of care provided at the City's Education and Care Services (long day care, occasional care, preschool, out of school hours care)



New Automated Public Toilet Facilities:

Further information was also sought on the status of Automated Public Toilet Facilities, with the below table detailing new Automated Public Toilet Facilities proposed for installation in 2023.

New Automated Public Toilet Facilities - Approved

Location	Installation
Oxford Street, Paddington, Mitre 10 carpark	2023
Quay Street / George Street Railway Square	2023
Victoria Park - City Road North, opposite Myrtle Street	2023
Wattle Street / Quarry Street	2023
14 Hickson Road, Walsh Bay (out front of old public toilet)	2023

New Automated Public Toilet Facilities – Under Assessment

Location	Installation
Crewe Place / Confectioners Way Rosebery	2023
Sydney Place Woolloomooloo Playground	2023

Capital project budgets – Quarter 4 Review presentation

Details of capital project budgets for completed projects and those under construction were also requested. (Attachment A provides this information with the images of the projects).

Budgets are listed in the tables below.

Table 1 – Completed Projects

Completed Projects	Project Cost (\$M)
Corporation Building - Façade, Roof, Window, Awning Repairs	4.3
City of Sydney Creative Studios	2.4
George Street South Pedestrianisation (completed sections only: Bathurst Street to Rawson Street)	27.1

Completed Projects	Project Cost (\$M)
Devonshire Street Pedestrianisation, Surry Hills (completed sections only: Chalmers Street to Elizabeth Street)	(included above)
Gadigal Avenue, Potter Street and Crystal Street	2.0
King Street Cycleway - Stage 2	2.5
Perry Park - Stage 2 Basketball Court	7.5
Mentmore Avenue and Morley Avenue, Roseberry - Traffic Calming	0.6
Woolley Street, Glebe - Traffic Calming	0.3
Carillion Avenue, Newtown - Traffic Calming	0.6
Commonwealth Street, Surry Hills - Traffic Calming	0.2
Raper Street, Newtown - Traffic Calming	0.1
Short Street, Redfern - In Road Planting	0.1
Open Space Renewal - Lawrence Hargraves Reserve	2.6
Town Hall House - Hot Water Storage Tank Replacement	1.2
PACT Theatre - Air Conditioning Upgrade, Erskineville	0.1
Zetland Avenue - Mid (Joynton Avenue to Portman Street)	6.7
Existing Streets (Portman Street) Upgrade	10.2

Table 2 – Under Construction

Under Construction	Expenditure to Date (\$M)	Project Budget as at Q4 (\$M)
119 Redfern Street	0.9	2.1
Drying Green Park	21.7	22.1
Green Square Public Art – Drying Green	0.8	1.0

Under Construction	Expenditure to Date (\$M)	Project Budget as at Q4 (\$M)
Green Square to Ashmore Connection	15.8	31.2
Kings Cross Public Domain - Macleay Street	12.3	12.3
Sydney Town Hall External Works Stage 3	9.7	16.5
Open Space Renewal - Archibald Fountain and Water Stairs	1.3	2.8
Woolworths Building - Façade Remediation	2.9	6.0
Open Space Renewal - Clyne Reserve	0.9	1.2
McDonald Street Widening Works	18.1	19.3
Green Square Public School and Community Spaces	2.8	24.7
Pitt Street Cycleway	1.7	2.6
Erskineville Alexandria Precinct Cycleway Links	4.0	9.6
Alexandria School and Park Synthetic Sportsfield - Joint Use	4.6	8.2
Standardised Park Toilet - Pirrama Park	0.7	1.0
George Street - Lend Lease Circular Quay VPA	0.8	8.8

Memo from Kate Deacon, Director Strategic Development and Engagement

Prepared by: Kate Deacon, Director Strategic Development and Engagement
Bill Carter, Chief Financial Officer
Kim Woodbury, Chief Operating Officer

Attachments

Attachment A. Quarter 4 Review Presentation – Capital Project Images with Budget

Approved

A handwritten signature in black ink, appearing to read 'P.M. Barone', with a long horizontal flourish extending to the right.

MONICA BARONE

Chief Executive Officer