



North Narrabeen Rockpool Amenities Upgrade

Community Engagement Report – February 2018

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1. Executive Summary

Northern Beaches Council proposed to upgrade the amenity facilities located at the North Narrabeen Rockpool. The proposed upgrades will include accessible facilities, an upgrade to the male and female amenities and change rooms, refurbishment of the swim club room on the upper floor and possible inclusion of a café.

The main objective for this project was to raise awareness and understand the level of support from the community. To ensure we reached the relevant and directly affected members of the community, we applied a wide range of engagement techniques and methods to understand their thoughts and to hear their views on the proposed concept plans.

Throughout the engagement process, a total of 430 submissions were received. Whilst more than half of the written and online comments were unsupportive of the proposed upgrades, over 50% of those surveyed onsite said they would use or would consider using a café.

The main concerns were around the addition of the café, car parking, rubbish generation and overcrowding.

Council is currently reviewing the community feedback and will prepare a recommendation for Council consideration.

2. Background

As part of Council's ongoing commitment to improving public amenities in the area, we're proposing to upgrade the facilities of the North Narrabeen Rockpool Public Amenities. With the diverse range of recreational activities happening in this area, Council is committed to increasing the use and enjoyment of this space.

The proposed work will include the addition of accessible facilities, the refurbishment of the existing male and female amenities and change rooms. The upper floor, being the swim club, will also be refurbished.

We also sought the community's thoughts on the introduction of a café at this location.

The work has been budgeted for as part of Council's 2017/18 and 2018/19 Capital Works Program.

3. Engagement Objective

The key community objective for this project was to raise awareness and gain an understanding of support or objection from the community and relevant stakeholders on the proposed renewal of the existing building and potential for additional use, with the possible inclusion of a café.

4. Engagement Approach

A range of engagement activities were undertaken to reach a broad range of our community. Engagement methods included online project interface, print promotion, onsite signage, direct mail, email communication to key stakeholders, local resident groups and businesses, onsite drop-ins and key stakeholder meetings.

The initial engagement period was for 28 days, and further to community feedback and Councillor discussion the comment period was extended until Wednesday 31 January.

- Project open for comment Wednesday 22 November – Tuesday 19 December 2017, subsequently extended until 31 January, 2018.
- Direct mail out to property owners within 1km of North Narrabeen Rockpool Amenities. A formal notification letter was sent to 1363 residents and businesses within a 1km radius of the site. The notification advised the project was open for comment, drop-in dates and provided information on how to Have Your Say.
- Advertising and promotion of the project was done via public notices published in the Manly Daily on Saturdays: 25 November, 16 December 2017 and 13 January 2018.
- Key stakeholder management and direct communication was carried out with the swimming club and North Narrabeen Boardriders to understand the use and respective needs for the site.
- Three on-site drops in sessions were held. One was held during the initial engagement period and a further two drop-ins held during the school holiday period, in order to hear from a broad range of the community. Drop-in dates as follows:
 - Saturday 2 December, 11-1pm
 - Wednesday 3 January, 2.30-4pm
 - Saturday 13 January, 9.30-11.30am
- A total of 430 comments were received from residents and interested parties. These were received via Council's Have Your Say project Page, drop-in comments / feedback, written comments, petitions, and surveys carried out onsite during drop-ins.

5. Key Findings

Throughout the engagement process, a total of 430 submissions were received. More than half of the online and written comments were unsupportive of the proposed upgrades including the addition of a café. However, over 50% of those surveyed onsite were in support of, or would consider using the café.

Of the people against the proposal there were thoughts that there were already enough cafés in the area and that a café on the site would be an eyesore. A number of concerns were raised in regards to the rubbish generated from the café and the potential impact this might have on the local environment.

Parking and overcrowding were raised as potential issues. Some community members felt that the area is already overcrowded particularly in summer and that the parking is already at capacity.

Other members of the community were supportive of the plan commenting that the upgraded site would be a welcome addition to the area and that the café would provide a sheltered spot for people to enjoy the beach particularly in winter when it can get cold and windy.

Onsite drop-ins

A total of 90 comments were received with 46% being in favour of the proposed upgrade works and the inclusion of a café, 40% against the inclusion of a café and 14% of those surveyed would consider/not sure.

Online comments

Council received 319 online comments through the Have Your Say project page, with 23% being in favour of the upgrade including the café, 72% against the inclusion of a café and/or upgrade of the building and 5% would consider/not sure.

Comments to Council

Written comments totalled 19, being submitted to Council via letters or emails, with 26% of those comments being in favour of the upgrade and café, 73% against the upgrade and café.

Petitions

Council received two petitions relating to the proposed upgrade works, one online and one paper submission. A total of 1274 signatures were submitted with the online petition and 117 with the paper petition. Both petitions were against the proposed inclusion of a café citing negative impacts on the area and environmental concerns as the reason.

Social media

There was some discussion generated on social media through a Manly Daily post on the proposed upgrade works and inclusion of a café. The comments reflected a mixed reaction from our community with some support, consideration and some strongly opposed. The comments have been recorded as would consider/not sure.

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The following tables detail the comments received.

Engagement Activity Type	Yes	No	Would consider/ not sure	Total
Onsite Drop in	41	36	13	90
	46%	40%	14%	
Online	73	228	17	318
	23%	72%	5%	
Comments to Council	5	14		19
	26%	73%		
Petition		2		2
		100%		
Social Media Comment			1	1
			100%	
TOTAL	119	280	31	430
	28%	65%	7%	

Support	Not sure/would consider	Do not support	
119	31	280	
		<i>Break down</i>	
		<i>Parking</i>	36
		<i>Rubbish Generation</i>	52
		<i>Environmental Impact</i>	22
		<i>Negative Impact to the area</i>	34
		<i>Enough cafés in the area</i>	43
		<i>No upgrade needed</i>	12
		<i>Commercial Viability</i>	12
		<i>I do no support</i>	36
		<i>Reduction of access/space/overcrowding</i>	31
		<i>General issue with the floorplan</i>	2
TOTAL 430			

6. Evaluation and next steps

Council will review the comments received during the community engagement period and prepare a recommendation for consideration by Council.

The community engagement summary will be available via the Have Your Say project page following recommendation to Council.

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Appendix I

Community comments

*The comments below are a snapshot of the general themes that arose during the engagement process and not the full list of comments.

Theme	Community Comment	Council Response
Comments supporting Upgrade/Café	<ul style="list-style-type: none">• Great idea, long overdue.• It's all good, please do it. Look forward to seeing something done in the old Pittwater area. Long overdue and well done on the initiative.• I think this is a great proposal. I have often felt that the current building was such a wasted opportunity to make better use of that space. I look forward to using the new and improved facilities.• Sure, objections will be raised from a minority of residents...but for once let's get past minority numbers and cater for the majority who seek such venues for all to enjoy. We seem to constantly be swayed by a vocal minority on issues like this and other community minded beneficial projects, that even after an initial 'settling in period' are accepted favourably by even earlier objectors...Let's just do it.	
Not Sure/ Would Consider	<ul style="list-style-type: none">• The facility is in need of some work and the Council is to be congratulated for doing so but the development must be sensitive to the area it operates in and not detract from it.• I could take or leave a café as there are several in the vicinity. What I would suggest is creative shading, at the correct angle to provide shade from the hot western afternoon sun. The other little 'huts' near BBQ are not at the right angle. Also, more seating. And greenery to soften the awful look of the square brown brick building.	

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Theme	Community Comment	Council Response
Not Sure/ Would Consider	<ul style="list-style-type: none"> One issue with that café is the proximity to the café at the surf club, just across the estuary – not sure if there'd be enough business for both, and the amenity block is further from the car park and most people are lazy when it comes to leaving their cars. Not sure what time the swimming club activities take place, but obviously the café would need to match. The site and facilities definitely needs upgrading, however my major concern would be the loss of the natural beauty and free access to the ocean rock pools. Increased patronage may mean the limited parking in the area becomes overcrowded and consequently deter people from using the site. 	
Parking	<ul style="list-style-type: none"> Increased traffic flow/ difficult to park. Parking for locals. I believe the kiosk/café will become a destination and mean parking for swimmers will be difficult. My concerns for a café at Narrabeen Rockpool are the lack of available parking spaces. There are many people who use the rock pool for recreation and exercise purposes and often parking can be stretched to the limit. To add a coffee shop there is only replicating the many coffee shops in the area. Does Council have plans to increase parking in the area? 	<p>The intent is that this is a small café that would not be a destination attraction, rather it would service the current users of the area i.e. rockpool users, beach users, coastal walkway users, visitors to the holiday park.</p> <p>As such it is not proposed to increase the current car park.</p>
Rubbish Generation	<ul style="list-style-type: none"> A café there is bound to increase the amount of rubbish that's deposited in the area where the lagoon flows into the sea. Waste. More waste entering our oceans, plastic straws, spoons, coffee cups etc. 	<p>This needs to be carefully managed through the controls Council has at hand. Like many of the other foreshore food and beverage leases specific requirements will need to be spelled out in:</p>

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Theme	Community Comment	Council Response
	<ul style="list-style-type: none"> Rubbish - Disposable coffee cups and food packaging - if this café goes ahead. The proposed development has the potential to create increased waste entering the nth Narrabeen aquatic reserve. Waste includes, cooking waste. 	<ul style="list-style-type: none"> Tender requirements / lease terms Adherence to Council policy requirements eg. No single use plastics The selection of a suitable operator that will deliver to the word and intent of the proposed use.
Environmental Impact	<ul style="list-style-type: none"> Marine sensitive area. A café will introduce more rubbish and vermin into a marine park. The rock platform is an Aquatic Reserve - it is already highly visited and disturbed - it does not need more people (and dogs and kids) attracted to it trampling, collecting etc. Protection of sensitive rock platform and aquatic reserve. Café will mean extra human stress on such a beautiful environment. Rubbish is just one part of that (And NO, you cannot control the rubbish - there WILL be a significant increase in rubbish regardless of the lease agreement, bins provided etc.). Human stress also means extra people walking over the rock platform, which is already under immense pressure. 	A high priority is ensuring that there will be no additional environmental impact to the area. Council's intention is to improve the amenity of the existing area.
Negative impact to the area	<ul style="list-style-type: none"> I go to this beach most weekends as my boyfriend surfs there. One of the things I love the most about Australian beaches are that they are preserved and protected, left exactly how they were found. A café would ruin this and would just be the beginning to similar areas. Please keep protecting Sydney beaches. 	A high priority is ensuring that there will be no additional environmental impact to the area. Council's intention is to improve the amenity of the existing area.

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Theme	Community Comment	Council Response
	<ul style="list-style-type: none"> Do not proceed with the amenities upgrade. This will ruin the natural landscape and beauty of Narrabeen. Please do not allow the development of this café to go ahead. The development will destroy the natural beauty of the north Narrabeen headland, increase pollution into and around the ocean and create increased congestion. Don't ruin north Narrabeen!! Would destroy the natural scenic values and character of the area. Would interfere with the voluntary Learn to Swim Club. Would interfere with the activities of the long established swimming clubs and the general pool users. 	
Enough cafés in the area	<ul style="list-style-type: none"> There are already 6 cafés in the immediate area of the Lake entrance. Allowing a commercial facility on a headland is an act of environmental vandalism. There are enough coffee shops etc. in Narrabeen (Ocean St) and Warriewood Beach. We do not need another shop. I don't see the need for a cafe - there are several cafés in the area already. I'd expect this potentially will create litter problems and also people risk their safety being tempted to cross the channel when the lake entrance is open. There are already cafés at all of the local surf clubs plus existing nearby businesses. There is no need for cafe in an area that needs environmental protection Please upgrade the toilet block including accessible access and don't add a café. 	<p>The intention of the café at this location is to improve the amenity for the users of the immediate area as no café currently services the immediate area.</p> <p>As can be seen, cafés have increased in the area over the last number of years, which has been driven by demand and that this competition has driven quality and value.</p> <p>This café would be sympathetic to the natural environment and minimally increases the footprint of the existing building to the rear of the building.</p>
No upgrade needed	<ul style="list-style-type: none"> Refurbishment of amenities is totally unnecessary, the existing block is always clean and tidy, all the wall and floor tiles and the grout are in good condition and all the plumbing works well, the money you would use to refurbish would be better put in a safe box and used to continually do maintenance to the pool. 	<p>Council is committed to improving the level of service to the community with their public amenities.</p>

North Narrabeen Rockpool Amenities Upgrade

Theme	Community Comment	Council Response
	<p>The people who come there come to swim in the pool and most of them are the ones that pay rates to the council if you want a wheelchair accessible toilet it could be built at either end of the existing building which is in good condition, definitely no cafe which would create rubbish</p> <ul style="list-style-type: none"> The toilets and changing rooms are not in need of refurbishment in my opinion however I can understand the need for the addition of accessible facilities. I believe the money would be better spent on upgrading the pool pumps and upgrading the pool itself such that it gets more flow of seawater resulting in the pool being flushed out more such that the pool water is fresher and provides a better swimming experience. Leave it as it is! Do not need more development, and yet another cafe selling unhealthy food and littering the beaches. I don't have a problem with the existing amenities. Not a great looking building, but works. 	<p>The current building is dated and has a number of building code non-compliances that need to be addressed.</p> <p>There is currently no accessible amenity within the building and the male and female amenities require upgrades to meet current community expectations.</p> <p>Further, there are areas of the current building that are significantly underutilised and in poor condition that should be improved to the benefit the community.</p>
Commercial viability	<ul style="list-style-type: none"> I really am unsure how much use a cafe would get. I really believe it would only be seasonal as most people swimming at the pool consistently, complete their swim and leave. If others comment differently then maybe it is viable, or more for the tourist season - spring/summer months. I support upgrading the existing amenities. I do not believe a cafe is appropriate for that location. Limited opportunity for passing trade. Yes those who proposed this have no retail understanding or experience. They feel free to spend rate payer's revenue on major mistake. This facility will not be viable for the operator or Council. Be prepared to see it closed if it ever opens and then see the tenant make claims of compensation to Council. Get some expertise please!! 	<p>The right operator will work with the community and service their needs and operate when there is demand.</p> <p>It's important to note that there is potential for the operation to be tenuous with a sustained community campaign against the café. This can be addressed by working with some of the key stakeholders that have concerns about the building.</p>

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Theme	Community Comment	Council Response
	<ul style="list-style-type: none"> A cafe in this position is unnecessary and I feel would never be commercially viable due to the existing cafés plus North Narrabeen Surf Club Cafe which has a big car park to facilitate custom. 	A suggested approach is that Council officers can include these stakeholders in helping to define what a successful operation would look like through the tender process and the lease for inclusion in the specification.
I do not support	<ul style="list-style-type: none"> Happy with the idea re upgrade of amenities but not the cafe. The stairs desperately need to reach safety standards. This is just plain silly and an obvious grab for money. Any development would cause council enormous grief. No way to the cafe! We don't need another cafe for the community. Think about something else the local community could use to better their lifestyle, not another cafe. What about a community hangout, etc. 	Comments noted.
Reduction of space/ access and overcrowding	<ul style="list-style-type: none"> Access to pool for swimmers. Overcrowding Waste management especially like, but also, car parking, change of use of space changes atmosphere of place The surface area in front of the facilities at North Narrabeen is very small to put tables and chairs for a cafe. People visiting the pool with stroller's wheelchairs etc. would have difficulty passing through this area. This is one of only a few unspoilt, natural, un-commercialised pools that is on the Northern beaches. The draft floorplan is inappropriate for the small, narrow space around it. A cafe/kiosk is a larger than appropriate development for this confined area. 	<p>The proposed inclusion of a café does not increase the footprint of the existing building to the front and a minimal increase to the side.</p> <p>The intent is that this café would not be a destination attraction, rather it would service the current users of the area i.e. rockpool users, beach users, coastal walkway users, visitors to the holiday park.</p>

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Theme	Community Comment	Council Response
	<ul style="list-style-type: none"> Why do we need another café that will only add to the congestion in this difficult to access area? There is already at least four other coffee shop/café within 150 metres! All of these are small business owners, struggling to carve out a living in a very competitive world. I think the Council's consideration of ANOTHER café is thoughtless and unfair to the surrounding businesses. My other concerns include the increased strain on the 'already' inadequate car park and the strong possibility of increased litter around the pool area. Considering the access to the amenities area which has been successfully pedestrian access for many years I fear this would be opened TOO regularly to service vehicles for food deliveries, rubbish removal and cleaning vehicles. Scrap the idea please. It ticks no boxes at all! 	A key driver of the project is to improve the amenity for the swim club and open up more of the building for community use, increasing access rather than reducing access.
General issue with the floorplan	<ul style="list-style-type: none"> Firstly the ground floorplan. The size of the male and female facilities is too small for a highly used public pool. There are days in Winter that no one uses the pool and then there are days like now that pool is crowded with 100's of people. What you have will never cope. Is this small floor space at the expense of the proposed café? (you didn't show current floor plan)There are no urinals in the men's toilet only two standard toilets. I think that urinal use is probably on a higher user rate that solid waste disposal. If the standard toilet is used for urine disposal it would become very unhygienic, very quickly. I would also suggest that four women's toilet is also far below what is required. One of the main requirements in a change room is showers, hot showers. When a person finishes swimming they want to wash the salt off. Two showers for men and two for women is again, inadequate for the size of the usage. Are they heated? In the women's change room there is no discrete area for them to change. My understanding is that many women require that area, even more so now that some religious groups also should be considered. From looking at the plan I see only stairs as access to the change facilities. How do the old or disabled access the change room? Do we need another café? 	Comments noted and floorplan has been amended where it is seen as a superior solution.

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Theme	Community Comment	Council Response
	<p>NO NO NO. The last thing the Northern Beach's need is another café. Rough counts there are 5 access points for coffee within 300 m. One is only 70m. Use any available space on the ground floor for its primary target of Change and Toilet Facilities not a shop or café.</p> <p>Upper floor plan.</p> <p>There is a swimming club and I'm sure they do a great job, but why devote so much space and floor area to a swimming club? What do they use it for? There is even an Office shown on the proposed plan. The President's Office I suppose?</p> <p>The Change/Toilet facility imposes on some very beautiful ocean frontage. It's an ugly design, built in the days when any kind of concession to environment or landscape was considered. Its block house design would be better suited to some terrible place like Long Bay Jail. Recently the Warriewood Beach change facility was remodelled and updated. I haven't seen inside, but the outside looks terrific. Something to proud of. Compare this to the NN facility, wow what a difference. I have heard that the budget allocation is only for an upgrade. The building really needs demolishing .It was a bad design that satisfied basic limited usage without any consideration to the environment. Time now to correct that mistake.</p> <ul style="list-style-type: none"> • Insufficient consideration for access to toilet and change facilities for: <ul style="list-style-type: none"> - wheelchair bound patrons - parents with prams <p>Maintain the ceramic tiles and wash bowls instead of the stainless steel ones in some newer change rooms.</p>	

North Narrabeen Rockpool Amenities Upgrade

Appendix II

Advertising and Promotion

Manly Daily News: 25 November 2017

Northern Beaches Have Your Say

View projects that are open for comment and 'Have Your Say' at northernbeaches.nsw.gov.au

North Narrabeen Rockpool Amenities Upgrade

We are looking to upgrade the amenities block at North Narrabeen Rockpool and would like your feedback. The draft plan proposes to:

- Refurbish changing rooms and toilets
- Include the addition of accessible facilities
- Refurbish the swim club room on the upper floor

We are also seeking feedback on the potential establishment of an on-site café.



@beachescouncil
northernbeaches.nsw.gov.au



Manly Daily News: 16 December 2017

Have Your Say

Find out about projects open for comment and have your say at yoursay.northernbeaches.nsw.gov.au

You can also drop in to one of our Customer Service Centres, call us on 1300 434 434, or write a letter (marked attention to the project name) to Northern Beaches Council, 725 Pittwater Rd, Dee Why 2099.

North Narrabeen Rockpool Amenities Upgrade

We are looking to upgrade the amenities block at North Narrabeen Rockpool with the possible establishment of an onsite café and seek your feedback.

Comments close: Tue 19 Dec

Manly Daily News: 13 January 2018

Have Your Say

Find out about projects open for comment and have your say at yoursay.northernbeaches.nsw.gov.au.

You can also drop in to one of our Customer Service Centres, call us on 1300 434 434, or write a letter (marked attention to the project name) to Northern Beaches Council, 725 Pittwater Rd, Dee Why 2099.

North Narrabeen Rockpool Amenities

We have extended the comment period on the proposed upgrade to the North Narrabeen Rockpool Amenities building.

The draft plan proposes to:

- refurbish changing rooms and toilets
- include the addition of accessible facilities
- refurbish the swim club room on the upper floor.

We are also seeking feedback on the potential establishment of an onsite café.

We'd like to hear your thoughts on this project. Come and see us at Narrabeen Rockpool on:

- Sat 13 Jan, 9.30 - 11.30am
- Comments close: Wed 31 Jan

Draft Event Strategy

We are seeking feedback on our draft Events Strategy, which will support the visioning, strategic planning, management and delivery of Council's annual event programs for the community.

Council staff will be available to answer questions and receive feedback at the following events:

World Food Markets, Gilbert Park, Manly

- Fri 19 Jan, 5 - 7pm
- Fri 2 Feb, 5 - 7pm

North Narrabeen Rockpool Amenities Upgrade

Onsite signage



North Narrabeen Rockpool Amenities Upgrade

Comment period extended

We are looking to upgrade the amenities block at North Narrabeen Rockpool. To ensure we capture feedback from a broad cross-section of the community we are extending the comment period until 31 January 2018.

The draft plan proposes to:

- refurbish changing rooms and toilets
- include the addition of accessible facilities
- refurbish the swim club room on the upper floor

We are also seeking feedback on the potential of an onsite café.

Have your say

Online: northernbeaches.nsw.gov.au/council/have-your-say

In Person: meet the project team and share your thoughts on the proposal

North Narrabeen Rockpool Amenities Block on:
Wednesday 3 January, 2.30 - 4.30pm and
Saturday 13 January, 9.30 - 11.30am
Comments close Wednesday 31 January



northern
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council