



northern
beaches
council

September 2020

Quarterly Report on Service

Performance -

Implementing the

Operational Plan 2020/21

Introduction

This is a report on progress in implementing the Operational Plan 2020/21 for the quarter ending 30 September 2020. It is structured by 16 key services, with detail on service highlights, progress of projects, and the performance of services and finances. An overview of performance is below with further detail on the accompanying service pages.

Of the 188 projects, 94% were either progressing or completed (comprised of 91% of operational and 96% of capital projects). In total, five projects are completed. Council's target is for 80% of all projects to be completed or progressing on schedule by 30 June 2021.

Results for 37 performance measures are included. Overall 78% targets have been met and a further 8% are approaching their target. Most of the results with missed targets have been impacted by COVID-19. One indicator was unable to be measured, i.e. satisfaction with key community events, as most events were cancelled due to COVID-19 restrictions.

Performance at a glance

19 Awards and Recognition

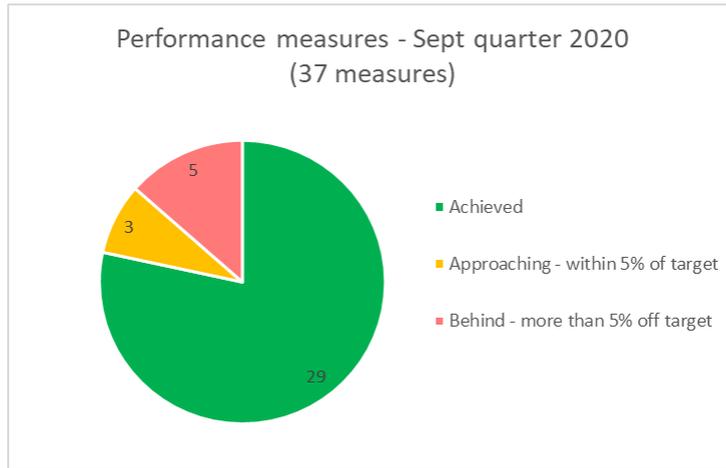
- ❖ **Winner Local Government Management Challenge 2020** – NSW Division, LG Professionals

Local Government Excellence Awards 2020, LG Professionals NSW:

- ❖ **Winner Community partnerships** (population > 100,000) - Northern Beaches Suicide Response
- ❖ **Winner Environmental Leadership and Sustainability** - Swap for Good Business program (waste)
- ❖ **Finalist Environmental Leadership and Sustainability** - Environment and Climate Change Strategy
- ❖ **Finalist Service Delivery** (population > 60,000) – Library digital literacy initiatives
- ❖ **Finalist Creative communities** - Connected Through Creativity 2029
- ❖ **Finalist Community development** (population > 100,000) - Big Ideas Forum
- ❖ **Finalist Special Project Initiative** - Local Strategic Planning Statement Towards 2040
- ❖ **Finalist Asset and infrastructure projects over \$1.5m** - Dee Why Town Centre Urban Renewal
- ❖ **Finalist Risk Management** - Incident and Emergency Management Program
- ❖ **Finalist Excellence in People and Culture** - Inspire, Connect, Belong and Share
- ❖ **Finalist Innovative Leadership and Management** - One Recruitment Project

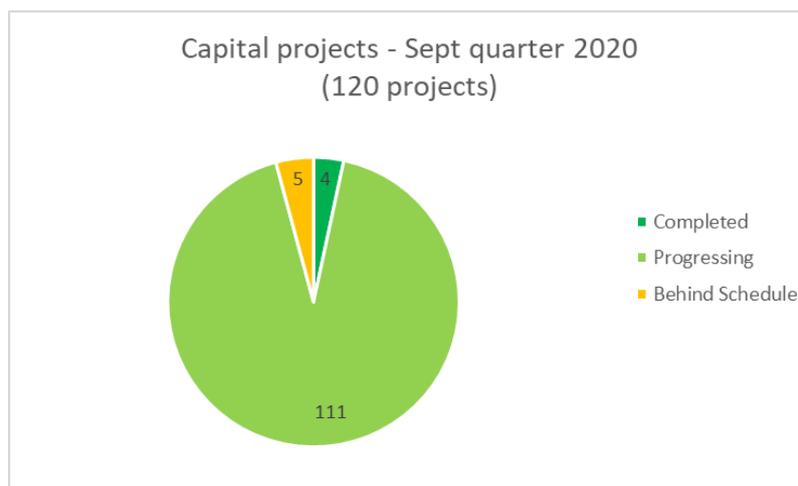
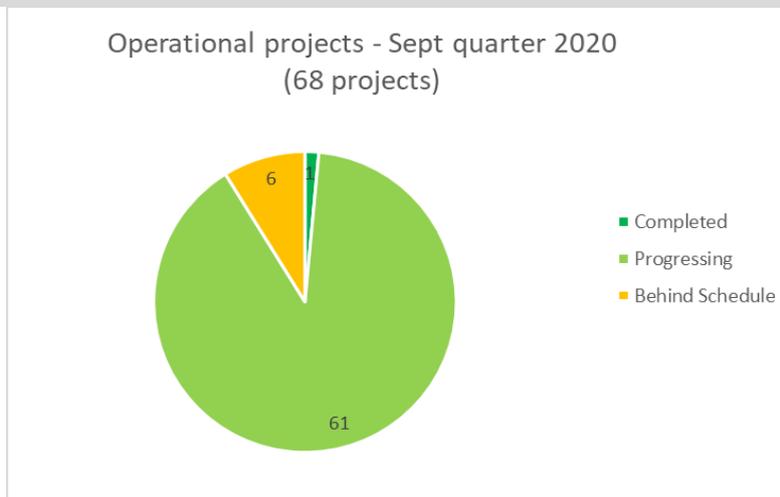
LG NSW Local Government Week Awards 2020:

- ❖ **Highly Commended** – **Leo Kelly Arts and Culture Award** - Connected Through Creativity 2029
- ❖ **Finalist - Planning Award for Excellence in Leadership** - Local Strategic Planning Statement
- ❖ **RH Dougherty Awards:**
 - **Winner Innovation in Special Events** - Taste of Manly 2019
 - **Winner Outstanding Individual Contribution** – Julie Steele, Marketing Communications Lead
 - **Highly Commended Innovation in Special Events** - Artist Book Award, Library Service
 - **2 x Finalist Excellence in Communications** – New waste service, and Swap for Good program



Note: The measure satisfaction with Council events is unable to be reported as COVID-19 restrictions have prevented major events from being held.

Project status: overall 94% completed or progressing on schedule



Each service summary includes a short update on projects for the quarter:

Key: Complete Progressing Behind Schedule

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Environment and Sustainability

HIGHLIGHTS

Coast, catchment and estuary management

The Northern Beaches was impacted by a coastal storm in August following two in July. Each storm resulted in a significant amount of erosion at most beaches. To maintain public safety, all impacted public access ways were closed including those at Dee Why, Collaroy-Narrabeen and Newport beaches, and staff are investigating activities to aid beach recovery. Fisherman's Beach pathway protection works were also completed following the storm damage.

Projects undertaken this quarter included:

- Collaboration with a number of adjoining Councils to develop coastal management programs for the Hawkesbury-Nepean Estuary and Sydney Harbour;
- Assessing Development Applications for private protection works at Collaroy-Narrabeen;
- Lagoon, headland and dune bush regeneration works across a number of sites;
- Ongoing creek monitoring during winter storm events and targeted vegetation management to control sediment accumulation in creeks;
- Scotland Island water and wastewater feasibility study reports completed in final draft form and currently on exhibition

Bushland and biodiversity

Bushland regeneration was conducted across 156 hectares in 46 sites, improving habitats and reducing invasive species. This quarter 981 native plants were planted, with 74 new trees now in the ground. Two new native plant nurseries are now up and running at Curl Curl and at the Cromer Council Depot.

Weed control projects reduced priority weeds in bushland and waterways, with ongoing control measures to contain their spread throughout high-risk creek catchments and road corridors. We successfully managed pest animals, including culling five foxes and 93 rabbits, reducing the pressure on native vegetation and wildlife.

Education and our volunteers

Bushcare volunteer numbers have increased substantially to 390 actively registered volunteers. Key achievements include planting out the first wildflower site out at Alan Newton Reserve in Curl Curl together with the community Bushlink group. At a Bushcare event held in September, 25 children from Forestville Vacation Care planted trees at Forestville Community Centre.

A total of 295 students attended incursions in September at the Coastal Environment Centre (CEC). CEC is being assessed for additional solar panels, safety strips for stairs, and adapting the setup of projectors for more teaching options.

Preparing for bush fires

Preparations for the 2020/21 bushfire season included ongoing maintenance of asset protection zones (APZ), preparing for hazard reduction burns and fuel reduction, as well as inspections and maintenance of fire trails. All 250 extreme APZs have been prepared. Council is seeking additional funding from the NSW Rural Fire Service for ongoing maintenance of APZs and fire trails.

Favourable weather conditions allowed fire agencies to undertake six hazard reduction burns on Council land including at Tania Park, Terrey Hills Oval, Attunga Reserve and Catherine Park, plus

two burns within Manly Dam. These burns have seen a total of 5.7 hectares of bushland hazard reduced to protect the community and environment.

To further support Council's bush fire management program, a Bush Fire Management Policy has been drafted in preparation for public exhibition later in the year.

Stormwater and floodplain management

The Stormwater and Floodplain Engineering team received 137 customer requests for sites that needed maintenance or inspection. The analysis of flood mitigation options through Floodplain Risk Management Studies is continuing in the Manly to Seaforth and McCarrs Creek, Mona Vale and Bayview areas.

Stormwater renewal works on a water quality device at North Harbour Reserve were completed and will reduce the volume of gross pollutants entering the harbour. Works are continuing on a renewed gross pollutant trap at Howell Close, Newport. This will assist in reducing the risk of blockage and flooding to downstream properties.

The Narrabeen Lagoon Entrance Management Strategy is being developed. This includes assessing long term options, reviewing procedures for occasional large clearance operations as well as emergency openings.

Adapting to Climate Change

The development of the Climate Resilience Design Guide is progressing well in partnership with Dubbo Regional Council and IPWEA, supported by a grant under the 'Local Government Increasing Resilience to Climate Change' program. The Design Guide will help councils to extend the useful life of assets, reduce maintenance costs and encourage the switch to low carbon infrastructure.

Assessing applications

A range of development applications (DAs) were referred for environmental assessment. Our environment teams assess these applications to ensure that impacts and hazards are properly addressed, and that the planned development meets the requirements of legislation, Council's policies, and protects infrastructure and the natural environment. The applications this quarter included:

- Several DAs for private coastal protection works at Collaroy-Narrabeen beach
- 89 DAs with stormwater and floodplain considerations
- 138 DAs with bushland and biodiversity considerations, plus attending 35 DA pre-lodgement meetings
- Over 500 DAs for development engineering works were received, the highest volume received in a quarter since the Council was formed.

Another 250 applications were received for assessment and certification under the Roads Act and the Local Government Act for activities such as driveways, hoarding permits and subdivisions.

Corporate Sustainability

The Climate Change Action Plan is the first of a series of action plans to be developed since the adoption of Protect.Create.Live - Environment and Climate Change Strategy 2040. A dashboard is being developed to track progress against the commitments within the Strategy.

At the August meeting, Council resolved to proceed with seeking a renewable electricity Power Purchase Agreement for our facilities and operations. The technical specifications and tender document are currently being prepared.

Council continues to claim Energy Saving Certificates for energy efficiency upgrades under the NSW Energy Saving Scheme, with \$16,000 received this quarter. These funds are being reinvested in more energy saving projects to further reduce our carbon emissions.

Performance measures – Environment and Sustainability	Target	September Quarter
Bush regeneration by contractors (hectares)	>45 ha	156 ha

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Workload measures – Environment and Sustainability	September Quarter
No. sustainability education events	2
No. people attending sustainability education events	3,431
Gross pollutants removed from stormwater networks (tonnes)	120
No. DA referrals for assessment of environmental controls	755*

Notes on results:

* DA referrals for assessment of environmental controls include those for coastal protection works, development engineering, stormwater/floodplain works and other works that may affect the natural environment or its biodiversity. This is a subset of all applications that Council receives and assesses.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind Schedule



Implement priority works to protect waterways, coastal environments and associated natural hazards - Executive Manager Environment & Climate Change

This program includes investigations and on ground works as well as monitoring of the condition of our coast and waterways. Various activities during the quarter are covered in the highlights above, such as monitoring, regeneration, studies and collaborative planning. Coastal storms in July and August caused beach erosion and damage at Dee Why, Collaroy-Narrabeen and Newport. Along with numerous inspections and liaison with residents, all impacted access ways were closed for public safety and beach scraping completed.



Undertake environment studies and investigations to support strategic planning of the Northern Beaches - Executive Manager Environment & Climate Change

The draft Environment Study prepared by consultants is currently under internal review. Additional studies are in progress to support the preparation of the new planning framework. These studies relate to biodiversity, riparian lands, stormwater quality management, estuary planning and geotechnical information.



Expand volunteer and environment centre programs in response to community priorities - Executive Manager Environment & Climate Change

Bushcare now has a total of 390 actively registered volunteers (a significant increase during the reporting period), who collectively gave over 350 hours of their time. In September 295 students attended incursions with the Coastal Environment Centre. Site improvements continue at the Manly Environment Centre for work health and safety. Preparations are underway for community education through Solar Conversations and Sustainable Business Program including online materials.



Investigate and implement viable options to reduce minor flooding on Wakehurst Parkway - Executive Manager Environment & Climate Change

The Wakehurst Parkway investigations are focused on identifying and, if feasible, implementing options to reduce very frequent flooding of the Wakehurst Parkway roadway. Council staff liaised with Transport for NSW in December to confirm the potential for additional funding to provide a greater level of flood immunity. Confirmation of any additional funding has been delayed until late 2020.



Implement priority bushland, biodiversity and bushfire hazard works - Executive Manager Environment & Climate Change

Council responded to around 260 customer requests relating to hazardous trees, weeds and pest animals; undertook 162 weed inspections on private properties, assessed 138 Development Application referrals, attended 35 DA pre-lodgement meetings, and provided expert witness advice for four matters in the Land and Environment Court.

Preparations for the 2020/21 bushfire season are underway. All 250 extreme Asset Protection Zones (APZ) have been inspected prepared for the fire season. All Fire Trails have been inspected and are passible for firefighting purpose, with two needing maintenance improvements this year. A Bush Fire Management Policy is being prepared.



Develop and implement action plans and reporting to support the Environment and Climate Change Strategy - Executive Manager Environment & Climate Change

The first draft action plan, the Climate Change Action Plan, has been prepared and is undergoing final review. Once finalised it will be made available on Council's website.



Develop and implement a Narrabeen Lagoon Entrance Management Strategy - Executive Manager Environment & Climate Change

The Narrabeen Lagoon Entrance Management Strategy will investigate and develop long term options, as well as optimising our existing emergency response arrangements. A draft Options Paper is being prepared for public consultation.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Coastal Protection

Collaroy-Narrabeen Coastal Protection Works - Executive Manager Environment & Climate Change

Collaroy Narrabeen Coastal Protection Works are planned to be constructed to synchronise with private protection works. Environmental Impact Assessment is underway.

Stormwater program

Planned Stormwater New - Executive Manager Environment & Climate Change

Concept options report is under review for the Dee Why gross pollutant trap design with community consultation to follow. A contractor has been engaged to do CCTV inspection of pipes at Deakin Street, Forestville.

Warriewood Valley creekline works - Executive Manager Environment & Climate Change

Construction of Fern Creek rehabilitation project is underway with site 1 being at 75% completion. Site 2 was completed early September and the vegetation is establishing. Site 3 has seen most of the construction activity completed with installation of the culvert prefabricated elements and concrete slab. Engineering certification to be provided. Planning has commenced for Prosperity Wetland at Warriewood.

Planned stormwater renewal works - Executive Manager Environment & Climate Change

Works have commenced on a program of pit reconstruction for across the area. A range of other projects are progressing:

- Howell Close, Newport, trash rack renewal: construction works to be completed October/ November
 - Park Street, Mona Vale, drainage improvements: minor onsite remediation works in the kerb including new pits completed. Draft flood modelling report has been received on options and will undergo community consultation
 - North Steyne, Manly, gross pollutant trap: works currently out for tender which closes on 15 October 2020. Works expected to start February 2021
 - Fairy Bower, Manly, drainage works: currently out to tender, seeking a contractor to commence works in Autumn 2021
 - Snapperman Beach, Palm Beach, outlet renewal: applied for Crown land and fisheries permits for the planned works
 - Avalon Parade culvert renewal: preliminary options report completed, and detailed design can commence
-

Stormwater program

- Collaroy ocean pool outlet stormwater investigation: consultant has completed upgrade option investigation. Suitable option under consideration
- Wabash Road and Waroon Avenue, Cromer, levee preliminary concept design: feasibility study commenced.



Reactive stormwater renewal works - Executive Manager Environment & Climate Change

This program investigates stormwater issues and carries out minor renewal works to the stormwater network, so that assets are well-maintained and local flooding issues are addressed. There are currently 331 active customer requests relating to stormwater issues. Various works undertaken included:

- New pit construction at Kirra Road, Frenchs Forest.
- Patch repairs at The Crescent, Fairlight, Peronne Avenue, Clontarf, and Grandview Drive, Newport.
- Pit construction at The Crescent, Fairlight
- Cleaning of detention basin at Dixon Place, Warriewood.



Gross Pollutant Trap renewal works - Executive Manager Environment & Climate Change

Council operates a substantial number of stormwater quality improvement devices, including gross pollutant traps, to protect and enhance the natural environment. This project delivers upgrades and repairs to Council's gross pollutant traps. During this month a feasibility assessment for rectification works for the existing gross pollutant trap at East Manly Cove commenced.

Water and Energy Saving initiatives



Installation of solar at Manly Andrew Boy Charlton Aquatic Centre - Executive Manager Environment & Climate Change

The 265Kw solar panel system has been installed and is currently awaiting the final inspection by Ausgrid



Energy saving Initiatives works program - special rate variation - Executive Manager Environment & Climate Change

This project delivers energy efficiency and renewable energy projects in the former Pittwater area. A range of solar panel installations and energy efficiency projects are planned, including expansion of solar panel systems on the Coastal Environment Centre and Avalon Recreation Centre as well as energy efficient lighting upgrades at Mona Vale Library and Sydney Lakeside Holiday Park. Preparation of technical specifications and quotation documentation for these projects is underway.

Water and Energy Saving initiatives



Energy saving initiatives works program - revolving energy fund - Executive Manager Environment & Climate Change

This project delivers energy efficiency upgrades and solar panel installations in Council facilities. Approximately \$16,000 income has been received due to energy efficiency upgrades. Preparation for the solar panel installation at Cromer Administration Centre and the Roundhouse Children's Centre, Manly, are underway including site visits.



Water saving and re-use initiatives - special rate variation - Executive Manager Environment & Climate Change

This project delivers water savings and water re-use projects in the former Pittwater area. Preparations are underway for an audit of facilities with high use, including several surf life savings clubs. This information will be used to deliver water saving works in the current financial year.

FINANCIALS

Environment and Sustainability

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	438,941	383,354	55,586	1,654,251	1,654,251	1,592,206
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	1,258,463	66,993	1,191,470	2,612,733	3,768,938	3,756,378
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,697,404	450,347	1,247,057	4,266,984	5,423,189	5,348,585
Expenses from Operations						
Employee Benefits and Oncosts	(1,980,629)	(1,991,490)	10,861	(7,544,579)	(7,544,579)	(7,582,365)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(1,270,185)	(1,232,101)	(38,084)	(7,062,282)	(7,307,694)	(7,668,557)
Depreciation and Amortisation	(1,738,734)	(1,738,734)	-	(6,954,936)	(6,954,936)	(6,954,936)
Other Expenses	(1,963,730)	(1,911,462)	(52,268)	(7,593,895)	(7,595,673)	(7,595,141)
Internal Charges	(640,849)	(643,396)	2,547	(2,560,756)	(2,560,756)	(2,564,221)
Overhead Allocation	(729,740)	(729,740)	-	(2,918,961)	(2,918,961)	(2,918,961)
Total Expenses from Operations	(8,323,867)	(8,246,923)	(76,944)	(34,635,409)	(34,882,599)	(35,284,181)
Surplus / (Deficit) from Operations	(6,626,464)	(7,796,576)	1,170,113	(30,368,425)	(29,459,410)	(29,935,597)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	15,996	115,415	(99,419)	1,450,258	1,565,673	1,581,673
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(6,610,468)	(7,681,161)	1,070,694	(28,918,168)	(27,893,737)	(28,353,924)
Rates and Annual Charges						
Rates and Annual Charges	9,134,223	9,134,223	-	30,368,425	30,368,425	30,368,425

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$6,626,464 is lower than forecast by \$1,170,113 at the end of the quarter.

Total Income from Operations of \$1,697,404 is higher than forecast by \$1,247,057.

Grants and Contributions for Operational Purposes are higher than forecast as a result of the early receipt of the NSW Government subsidy relating to the Emergency Services Levy.

Total Expenses from Operations of \$8,323,867 are higher than forecast by \$76,944.

Other Expenses are \$52,268 higher than forecast as a result of timing differences associated with Council's membership of the Resilient Sydney Partnership and costs relating to mask requirements for Council staff dealing with COVID-19 impacts.

Annual forecast

For the full financial year the Deficit from Operations is forecast to increase by \$476,187 as a result of increased development engineering agency staff expenditure to respond to an increase in development assessment engineering referrals and undertake geo-tech planning for the new LEP (\$330,864) and contracts to manage the early opening of Narrabeen Lagoon (\$59,933).

Waste and Cleansing

HIGHLIGHTS

Cleansing services

Our cleansing team is up early in the morning to ensure our village and town centres, beaches and street are clean each day. Over 14,000 square metres of pavement were scrubbed and cleaned and nearly 6,000 square metres of graffiti removed (1,455 graffiti incidents). Nearly 200 tonnes of waste was captured from street sweeping and beach raking, with 97% of materials recycled and made into asphalt material.

As part of our response to the COVID-19 pandemic, high use bus shelters, public furniture in major town centres are regularly disinfected.

Waste Services

A review of services to the offshore communities of Scotland Island and the western Pittwater foreshores commenced with broad community consultation to address issues of pollution, amenity, safety and improve services. Services to these residents is delivered by barge over water. The outcomes of the review are expected to be reported to Council before the end of 2020.

Waste services continue to commence early each day to ensure compliance with NSW public health orders, separation of workers at depots and to avoid transmission of COVID-19 between staff.

Local Government Professionals NSW Award Winners

The Swap for Good program won the NSW Local Government Professional Award in the category of Environmental Leadership and Sustainability, and is eligible for the National Federation Awards.

In 2019, the Swap for Good business program was created to help businesses to phase out Single-use Plastics. Waste Educators worked with over 2,000 local food and beverage businesses to help facilitate a change in their procurement practices and operations. Activities included face-to-face and online engagement, events, workshops, webinars and a resource kit with action plans, posters and supplier lists as well as how-to guides.

Education to support residents reduce their waste to landfill

To support residents to reduce their waste to landfill there were 14 free webinars held, with 372 residents attending. The topics ranged from growing vegies, avoiding food waste, making preserves and beeswax wraps, composting and worm farming and wicking beds, to maintaining and repairing furniture and bikes.

Similar topics were used in a range of news stories and videos distributed to over 65,000 residents. Other topics included backyard chickens, plastics bottles and other single use plastics, recycling, hazardous waste and reporting illegal dumping.

Performance measures – Waste and Cleansing	Target	September Quarter
Domestic waste and recycling services: Compliance with schedules	100%	100%
Reports of missed waste collection services	<1%	0.1%

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind Schedule

Implement and manage contracts for cleaning of streets, pavements, graffiti and bus shelters - Executive Manager Waste Management & Cleansing

A waste service review is being conducted, to determine the term of extension of the Street Sweeping and Bus Shelter cleaning contracts. Two new contracts have recently been awarded for Pavement Cleaning and Graffiti Removal, and are being actively implemented and managed by Council.

Implement and manage contracts for domestic waste collection and processing - Executive Manager Waste Management & Cleansing

The waste collection contractor is performing well, though some aspects are yet to be fully implemented, relating to bin management, smart integration and bulky goods. For the waste processing contract, the contractor is investigating alternatives for the re-use of organic waste which is harvested from the red-lid garbage bins. This is in response to changes in EPA legislation for the re-use of such waste on land. A NSW recycler is investigating options to recover additional materials from landfill. Trials are expected to commence soon, and the Northern Beaches has expressed interest.

Deliver waste education and change initiatives for community and business - Executive Manager Waste Management & Cleansing

To support residents to reduce their waste to landfill there were 14 free webinars held, with 372 residents attending. A range of news stories and videos on waste solutions and creative ideas were distributed to over 65,000 residents. Waste plan assessments were also conducted during the quarter to improve the waste outcomes of four community events and four development applications. Council was nominated for the overall Sustainable City award by Keep Australia Beautiful, for which staff hosted the judge for a day to showcase the wide range of projects submitted as part of the awards.

Review waste service and infrastructure for offshore communities - Executive Manager Waste Management & Cleansing

Review underway and expected to brief Councillor in late 2020



Improve service efficiency for customers by automating business processes and services - Executive Manager Waste Management & Cleansing

The consultants have presented their improvement recommendations and costings, which are currently being considered.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Waste and Cleansing



Public Place Bin Enclosures - Executive Manager Waste Management & Cleansing

Replacement of bin hides will commence once the new urban design guidelines have been approved. In the meantime, bins are being maintained as well as possible to ensure safety and functionality. Manly Corso bin enclosures were refurbished in September 2020.

FINANCIALS

Waste and Cleansing Services

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	1,301	6,975	(5,674)	27,909	27,909	27,909
Investment Fees and Revenues	(19)	-	(19)	38,543	38,543	38,543
Other Revenues	214,701	214,701	-	858,804	858,804	858,804
Grants and Contributions						
- Operating Purposes	256,907	-	256,907	313,595	471,382	474,289
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	472,890	221,676	251,215	1,238,851	1,396,638	1,399,545
Expenses from Operations						
Employee Benefits and Oncosts	(1,991,807)	(1,971,050)	(20,757)	(7,837,770)	(7,837,770)	(7,837,770)
Borrowing Costs	(79,224)	-	(79,224)	-	-	(305,115)
Materials and Contracts	(9,857,053)	(11,631,824)	1,774,771	(45,784,026)	(45,941,813)	(44,711,608)
Depreciation and Amortisation	(718,441)	(416,617)	(301,824)	(1,666,469)	(1,666,469)	(2,873,765)
Other Expenses	(2,182,248)	(2,218,783)	36,535	(2,316,543)	(2,316,543)	(2,267,596)
Internal Charges	(764,446)	(747,411)	(17,035)	(2,976,934)	(2,976,934)	(3,010,440)
Overhead Allocation	(437,831)	(437,831)	-	(1,751,322)	(1,751,322)	(1,751,322)
Total Expenses from Operations	(16,031,048)	(17,423,514)	1,392,466	(62,333,065)	(62,490,851)	(62,757,617)
Surplus / (Deficit) from Operations	(15,558,158)	(17,201,839)	1,643,681	(61,094,213)	(61,094,213)	(61,358,072)
Income from Capital Grants and Contributions						
Grants and Contributions						
- Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(15,558,158)	(17,201,839)	1,643,681	(61,094,213)	(61,094,213)	(61,358,072)
Rates and Annual Charges						
Rates and Annual Charges	48,741,556	48,468,970	272,586	56,883,011	56,883,011	57,487,569

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$15,558,158 is lower than forecast by \$1,643,681 at the end of the quarter.

Total Income from Operations of \$472,890 is higher than forecast by \$251,215 primarily as a result of the timing of the receipt of the Better Waste and Recycling Grant.

Total Expenses from Operations of \$16,031,048 are lower than forecast by \$1,392,466. This is principally the result of lower than anticipated materials and contracts.

Materials and Contracts are \$1,774,771 lower than forecast as a result of an overall reduction in waste collection within the domestic waste operation resulting in lower than anticipated waste disposal/processing costs and the impact of lease accounting on the collection contract, which resulted in an offsetting increase in amortisation and borrowing costs.

Annual forecast

For the full financial year, the Deficit from Operations is forecast to increase by \$263,858. This is primarily due to changes in Accounting Standards affecting interest on leases - right of use assets (\$120,160) and additional waste disposal costs for the public waste operation (\$150,000). Higher than anticipated income has been received through the domestic waste charge, with the additional income of \$604,558 transferred to the domestic waste restricted cash reserve.

Kimbriki Resource Recovery Centre

HIGHLIGHTS

Kimbriki's latest fully lined landfill cell has been completed and is fully operational. As part of further site improvements, a large portion of the access route was sealed with asphalt, to improve the customer experience, safety and soil management. Resurfacing of the receival pad for recyclables and public drop off area was completed. A second tipping area was concreted at the vegetation processing area to improve the separation of cars from heavy vehicles.

The site achieved international accreditation for its Integrated Management Systems for quality and environmental management, as well as occupational health and safety. Kimbriki is also seeking expressions of interest in establishing a resale store and associated activities at our Social Precinct onsite.

Kimbriki hosted Her Excellency the Honourable Margaret Beazley AC QC, Governor of New South Wales for a virtual tour and discussions on the impacts of the COVID-19 pandemic. The Governor had strong interest in our wicking beds programs - a variety of garden beds with water tanks at the base for self-watering. This led to a Kimbriki wicking bed being installed at Government House, constructed from materials reclaimed from old roofing from Avalon Public School.

Performance measures – Kimbriki	Target	September Quarter
Total waste diverted from landfill (onsite at Kimbriki Resource Recovery Centre)	82%	81%*
Domestic dry waste diverted onsite from landfill	10%	4%**

Results Key:  Achieved  Approaching - within 5% of target  Behind - more than 5% off target

Notes on results:

- * A downturn in supply of demolition waste due to COVID-19 has negatively impacted this result
- ** COVID-19 impacts on staffing arrangements and distancing requirements have negatively impacted resource recovery efforts

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule



Review and implement the Business Plan endorsed by shareholder Councils -

Executive Manager Waste Management & Cleansing

The 10-year Business Plan was reviewed by Shareholder councils and subsequently approved by the Board.



Research and develop improved resource recovery consistent with the endorsed Business Plan - Executive Manager Waste Management & Cleansing

This project is currently suspended, as COVID-19 has impacted on staffing arrangements and resource recovery efforts



Expand the sustainability hub and enhance social enterprise opportunities - Executive Manager Waste Management & Cleansing

Kimbriki has received expressions of interest for establishing a resale store and associated activities at our Social Precinct onsite. Tenders have been invited from suppliers.

Capital projects

Key:  Complete  Progressing  Behind Schedule

Kimbriki improvements



Kimbriki clean water diversion system - Executive Manager Waste Management & Cleansing

Finalising planning and procurement phases with contracting and commencement to take place in the first half of 2021.



Kimbriki landfill cell development Area 4A - Executive Manager Waste Management & Cleansing

Landfill cell completed and in use. Some minor stabilisation works to be completed on the western side of the site once the lining system has been covered.



Kimbriki gas capture system - Executive Manager Waste Management & Cleansing

Expansion of gas capture system into new landfill areas is underway.



Kimbriki landfill cell development Area 4A/3B - Executive Manager Waste Management & Cleansing

Commencing concept design and preliminary costings.



Kimbriki vehicles - Executive Manager Waste Management & Cleansing

Replacement vehicle ordered



Kimbriki renewal program - Executive Manager Waste Management & Cleansing

Significant road surfacing completed, additional security fencing installed, Weighbridge D upgraded. Contractor procured for upgrade to electrical supply.



Kimbriki other - Executive Manager Waste Management & Cleansing

Office equipment replacement program on track.

FINANCIALS

Kimbriki Resource Recovery Centre

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	8,682,913	8,209,847	473,067	35,311,338	35,311,338	35,311,338
Investment Fees and Revenues	34,520	76,500	(41,980)	306,000	306,000	133,520
Other Revenues	591,665	734,766	(143,100)	3,136,227	3,136,227	2,774,148
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on Disposal of Assets	5,782	-	5,782	-	-	-
Total Income from Operations	9,314,881	9,021,112	293,768	38,753,565	38,753,565	38,219,006
Expenses from Operations						
Employee Benefits and Oncosts	(1,235,146)	(1,423,468)	188,322	(5,306,345)	(5,306,345)	(5,306,345)
Borrowing Costs	(437,205)	(533,827)	96,623	(2,135,309)	(2,135,309)	(1,787,892)
Materials and Contracts	(3,337,401)	(3,132,956)	(204,445)	(14,056,415)	(14,056,415)	(13,739,351)
Depreciation and Amortisation	(724,685)	(702,029)	(22,656)	(2,960,857)	(2,960,857)	(3,090,775)
Other Expenses	(3,085,452)	(2,964,166)	(121,285)	(12,036,387)	(12,036,387)	(11,746,869)
Internal Charges	-	-	-	-	-	-
Overhead Allocation	-	-	-	-	-	-
Total Expenses from Operations	(8,819,889)	(8,756,447)	(63,442)	(36,495,313)	(36,495,313)	(35,671,232)
Surplus / (Deficit) from Operations	494,992	264,665	230,326	2,258,253	2,258,253	2,547,773
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	494,992	264,665	230,326	2,258,253	2,258,253	2,547,773
Rates and Annual Charges						
Rates and Annual Charges	-	-	-	-	-	-

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total Surplus from Operations of \$494,992 is higher than forecast by \$230,326 at the end of the quarter.

Total Income from Operations of \$9,314,881 is higher than forecast by \$293,768 primarily as a result of higher vegetation and landfill revenues which offset lower metal and construction and demolition revenues.

User Charges and Fees are higher than forecast as a result of higher volumes of landfill and vegetation received.

Investment Fees and Revenues are lower than forecast as a result of lower interest rates.

Other Revenues are lower than forecast as a result of lower prices for recycled metal.

Total Expenses from Operations of \$8,819,889 are higher than forecast by \$63,442. This is principally the result of higher than anticipated Materials and Contractor Costs.

Employee Benefits and Oncosts are \$188,322 lower than forecast mainly related to control of overtime and reductions in office staff.

Materials and Contracts are \$204,445 higher than forecast as a result of the processing costs for higher volumes of vegetation and landfill.

Borrowing Costs are lower than forecast due to the reduction in contributions to the Closure/Post Closure Fund. Other Expenses are \$121,285 higher than forecast as a result of higher EPA levies due to higher volumes of landfill.

Annual forecast

For the full financial year, the Surplus from Operations is forecast to increase by \$289,521 as a result reduced contributions to the Closure/Post Closure fund due to improvements in landfilling methodologies increasing the forecasted life of the site. This is partially offset by reductions in Investment Income due to lower interest rates and reductions in Other Revenues due to lower metal recycling prices.

While User Fees are higher than anticipated for the reasons noted above no changes have been made to the annual forecast as there is insufficient information to conclude these trends continue for the full financial year.

Strategic Land Use Planning

HIGHLIGHTS

Northern Beaches Local Environmental Plan

Work is underway to prepare a new Northern Beaches Local Environmental Plan. One of the key components of this work is how and where to apply environmental zones. Staff are undertaking an Environmental Zones Review to inform the decision making in relation to this issue. Work has progressed including a councillor briefing, staff briefing and five Community Focus Groups. This work will assist in the application of environmental zones across the local government area.

Public Space Vision and Design Guideline

Council staff have undertaken a comprehensive review and consolidation of the three former Councils' various public domain guidelines. This has included the consolidation of various materials schedules, palettes and associated public domain policy documents in collaboration with internal stakeholders and document users. The Public Space Vision and Design Guidelines document has been prepared in line with the increased expectations on the delivery of high-quality places and spaces for people in the urban public realm. The draft Public Space Vision and Design Guidelines document seeks to retain and enhance the unique landscape character of the Northern Beaches whilst providing additional environmental, social, health and economic outcomes within its centres and neighbourhoods through the introduction of best practice street design and appropriate material selection. This document was reported to Council in September and subsequently placed on exhibition.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule



Develop Place Plans for Avalon, Mona Vale and Manly and other centres on a rolling program - Executive Manager Strategic & Place Planning

Work is progressing on the Avalon Place Plan. A draft document has been prepared and has been reviewed by the Avalon Community Reference Group. Comments from this group are being reviewed and updates made to the document. Work on the Manly Place Plan has also commenced.



Prepare Northern Beaches Local Environmental Plan and associated studies - Executive Manager Strategic & Place Planning

Stage 1 of the community engagement program has commenced with updates to the website and notification to landowners and registered community members seeking expressions of interest for site visits and focus groups associated with the Environmental Zones Review. Briefings of Councillors and Community Focus Groups has taken place with significant interest.

The Urban Design Study has commenced, and preliminary results reviewed. A geotechnical study brief has been prepared for review by technical experts. Several meetings were held with Department of Planning, Industry & Environment (DPIE) regarding housing and environmental issues.

For the DCP, work has continued on preservation of trees, traffic and transport, heritage, public art, noise, waste, wood heating, sewage management, social impact assessment and coastal and estuarine hazards.

For the LEP, work is progressing on the zoning framework and the Character Study has been finalised for an internal review.



Develop Aquatic Reserve Masterplan with a state-of-the-art education and recreation precinct - Executive Manager Strategic & Place Planning

This project is linked to the delivery of the new Frenchs Forest Town Centre and the proposed relocation of the Frenchs Forest High School. The State Government are currently preparing planning documents to place on exhibition that is scheduled for late 2020.



Complete Brookvale Structure Planning and Rezoning – to revitalise Brookvale town centre - Executive Manager Strategic & Place Planning

A preferred consultant was selected to provide peer review services for the project. A site tour was conducted, and work is continuing with the consultant to prepare a draft structure plan.



Ingleside Precinct – work with Department of Planning, Industry and Environment on the potential land release - Executive Manager Strategic & Place Planning

The DPIE was scheduled to release the Ingleside Bushfire Evacuation Study at the beginning of September but this was postponed in an effort to release a more comprehensive planning package.



Prepare a Local Housing Strategy - Executive Manager Strategic & Place Planning

The Draft Local Housing Strategy has been completed, edited, and submitted to Studio to prepare final document for a report targeting the November 2020 Council meeting. It is proposed to publicly exhibit the draft Strategy for six weeks following the Council's consideration of the draft.



Frenchs Forest precinct planning for a sustainable area with Green Star Communities rating - Executive Manager Strategic & Place Planning

The application documents are only able to be submitted to Green Buildings following the exhibition of the Frenchs Forest plans by the NSW Government.

FINANCIALS

Strategic Land Use Planning

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD	YTD	YTD	Original	Revised	Current
	Actual	Forecast	Variance	Budget	Budget	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	351,752	231,348	120,404	925,764	925,764	925,764
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	350	-	350	-	-	-
Grants and Contributions - Operating Purposes	304,695	129,424	175,271	357,945	357,945	357,945
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	656,797	360,772	296,025	1,283,709	1,283,709	1,283,709
Expenses from Operations						
Employee Benefits and Oncosts	(1,138,137)	(1,085,899)	(52,238)	(4,343,601)	(4,343,601)	(4,343,601)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(123,720)	(346,978)	223,258	(1,178,356)	(1,668,774)	(1,668,774)
Depreciation and Amortisation	(11,724)	(11,724)	-	(46,894)	(46,894)	(46,894)
Other Expenses	(24,570)	(210,292)	185,723	(834,000)	(834,000)	(834,000)
Internal Charges	(60,952)	(62,107)	1,155	(248,427)	(248,427)	(254,260)
Overhead Allocation	(93,291)	(93,291)	-	(373,165)	(373,165)	(373,165)
Total Expenses from Operations	(1,452,393)	(1,810,292)	357,898	(7,024,443)	(7,514,861)	(7,520,695)
Surplus / (Deficit) from Operations	(795,596)	(1,449,519)	653,923	(5,740,734)	(6,231,152)	(6,236,985)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(795,596)	(1,449,519)	653,923	(5,740,734)	(6,231,152)	(6,236,985)
Rates and Annual Charges						
Rates and Annual Charges	1,386,969	1,386,969	-	5,490,434	5,490,434	5,490,434

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$795,596 is lower than forecast by \$653,923 at the end of the quarter.

Total Income from Operations of \$656,797 is higher than forecast by \$296,025 primarily as a result of higher planning fees than anticipated and the timing of contributions for the operation of the Aboriginal Heritage Office.

Total Expenses from Operations of \$1,452,393 are lower than forecast by \$357,898. This is principally the result of lower contract services due to timing differences in the delivery of projects that will be undertaken throughout the year.

Annual forecast

For the full financial year, the Deficit from Operations is forecast to increase by \$5,833 as a result of an additional charge for the operation of a vehicle allocated to the service.

Development Assessment

HIGHLIGHTS

This quarter 462 development applications, 180 modifications of consent and four reviews of determination applications (646 total) were lodged for assessment and 90 pre-lodgement meetings were held.

On 1 July, mandatory electronic lodgement of all development applications through the State Government Planning Portal was introduced. A single method of lodgement has created internal efficiencies and has contributed to improved assessment timeframes.

In September, the first Development Sustainability and Advisory Panel (DSAP) Meeting was held. The panel comprises design and sustainability experts who provide high level, independent advice on development applications with the view to improving the design quality of buildings on the Northern Beaches. These include multi-unit housing, boarding houses, seniors' living as well as large commercial and industrial applications.

Performance measures – Development Assessment	Target	September Quarter
Average processing time of 90% of development applications*	<75 days	63 days
Outstanding DAs older than 100 days (since application received)	<20%	13%

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

- * The DA measure above is in place of a measure included in the Operational Plan in error.

FINANCIALS

Development Assessment

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	1,094,573	300,785	793,788	2,528,275	2,528,275	2,969,591
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,094,573	300,785	793,788	2,528,275	2,528,275	2,969,591
Expenses from Operations						
Employee Benefits & Oncosts	(1,238,665)	(1,303,909)	65,244	(5,215,638)	(5,215,638)	(5,215,638)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(88,033)	(54,333)	(33,700)	(442,474)	(442,474)	(520,474)
Depreciation and Amortisation	(22,092)	(22,092)	-	(88,366)	(88,366)	(88,366)
Other Expenses	(5,041)	(4,974)	(67)	(13,900)	(13,900)	(13,900)
Internal Charges	(53,192)	(54,431)	1,238	(217,723)	(217,723)	(217,723)
Overhead Allocation	(166,473)	(166,473)	-	(665,893)	(665,893)	(665,893)
Total Expenses from Operations	(1,573,496)	(1,606,211)	32,715	(6,643,994)	(6,643,994)	(6,721,994)
Surplus / (Deficit) from Operations	(478,923)	(1,305,426)	826,503	(4,115,719)	(4,115,719)	(3,752,403)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(478,923)	(1,305,426)	826,503	(4,115,719)	(4,115,719)	(3,752,403)
Rates and Annual Charges						
Rates and Annual Charges	1,305,426	1,305,426	-	4,115,719	4,115,719	4,115,719

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$478,923 is lower than forecast by \$826,503 at the end of the quarter.

Total Income from Operations of \$1,094,573 is higher than forecast by \$793,788 primarily as a result of an increase in applications and pre-lodgements rather than as forecast, a reduction in response to COVID-19.

Total Expenses from Operations \$1,353,830 are lower than forecast by \$32,715 principally the result of salary savings due to delays in recruitment, partially offset by higher than forecast materials and contracts as a result of increased applications requiring external independent assessment.

Annual forecast

The deficit from operations is forecast to decrease \$363,316, due to the reasons noted above as the anticipated impact of COVID on applications has not eventuated, with higher income (\$441,316) partially offset by increased operating expenses to provide assessment services (\$78,000).

Environmental Compliance

HIGHLIGHTS

Animal management

Council continues to enforce responsible dog ownership to keep our community safe. This quarter all Rangers retrained in handling aggressive dogs through an accredited external trainer. During the reporting period, Rangers issued dog attack fines totalling \$18,480, prohibited areas fines totalling \$4,950, and off leash fines totalling \$28,710. Seven menacing dog declarations have been put in place. Proactive patrols are being increased at known hotspots throughout the LGA targeting 'off leash' and 'prohibit zones' as the warmer season approaches.

Manly alcohol-free areas

East Esplanade returned to the 7 days a week, 8pm to 8am Alcohol Prohibited Zone restriction on 11 September 2020. Nightly reports indicate an increase in patronage.

Unauthorised bike tracks

Council is currently investigating two unauthorised bike track construction activities in Washington Avenue, Cromer, and Baringa Reserve, Seaforth. Extensive patrols conducted by the Council Rangers have potentially identified person/s responsible (in part) and enquiries continue with those persons at each site.

Illegal dumping

A multi-unit dwelling illegal waste scene is under investigation by Council Rangers, where searching activities have revealed numerous person's identities within the material at known 'hotspot' - Macpherson Street, Warriewood. The quick response has enabled the Rangers to obtain the necessary core evidence and prevent the existing four cubic metres pile from increasing. Enquiries continue, however leads are strong with significant enforcement and education outcomes to follow.

807 requests were received this quarter in relation to dumped waste / litter management. 547 were assigned to the Cleansing team to remove. 260 were investigated and actioned by Environmental Compliance.

Environmental health

The Environmental Health team had two successful outcomes in court regarding food safety, under the Food Act 2003. In one case that concluded in August 2020, the defendant pleaded guilty to one offence. They received a penalty of \$200 (due to their financial situation being impacted by COVID-19) and were ordered to pay Council's professional costs of \$2,000. In a second case that also concluded in August 2020, the defendant pleaded guilty to six offences. They received a penalty of \$6,000 and were ordered to pay Council's professional costs of \$3,000.

Council has entered into a partnership with NSW Health to continue mosquito surveys in the Warriewood Wetlands and at Narrabeen Lagoon.

Performance measures – Environmental Compliance	Target	September Quarter
Critical and high-risk public health inspections completed, in line with schedule	100%	0%*
Critical and high-risk retail food premises inspections completed, in line with schedule	100%	0%*

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* No inspections due to the effect of COVID-19 restrictions on businesses. Online Food Safety seminars are being provided

OPERATIONAL PROJECTS

Key: ✔ Complete 🔄 Progressing ! Behind Schedule



Review environmental compliance tools and procedures to improve customer experience - Executive Manager Environmental Compliance

Council has commenced a review of environmental compliance-related standard letters to ensure consistency and plain English messaging to improve the customer experience. Operational efficiencies are also being reviewed in order to expedite response time frames for investigations where possible.

FINANCIALS

Environmental Compliance

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	324,352	507,659	(183,307)	2,168,732	2,168,732	1,706,521
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	920,138	1,294,384	(374,246)	7,971,090	7,971,090	7,619,900
Grants and Contributions - Operating Purposes	4,000	-	4,000	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,248,491	1,802,044	(553,553)	10,139,822	10,139,822	9,326,421
Expenses from Operations						
Employee Benefits and Oncosts	(2,251,307)	(2,405,489)	154,182	(9,607,635)	(9,607,635)	(9,607,635)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(218,575)	(386,732)	168,157	(1,739,060)	(1,739,060)	(1,713,060)
Depreciation and Amortisation	(37,615)	(37,615)	-	(150,458)	(150,458)	(150,458)
Other Expenses	(6,362)	(198,771)	192,409	(259,717)	(259,717)	(89,508)
Internal Charges	(221,412)	(223,569)	2,157	(894,276)	(894,276)	(894,276)
Overhead Allocation	(294,342)	(294,342)	-	(1,177,370)	(1,177,370)	(1,177,370)
Total Expenses from Operations	(3,029,612)	(3,546,517)	516,905	(13,828,517)	(13,828,517)	(13,632,308)
Surplus / (Deficit) from Operations	(1,781,122)	(1,744,474)	(36,648)	(3,688,695)	(3,688,695)	(4,305,887)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,781,122)	(1,744,474)	(36,648)	(3,688,695)	(3,688,695)	(4,305,887)
Rates and Annual Charges						
Rates and Annual Charges	1,744,474	1,744,474	-	3,688,695	3,688,695	3,688,695

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$1,781,122 is higher than forecast by \$36,648 at the end of the quarter.

Income from Operations of \$1,248,491 is lower than forecast by \$553,553 primarily as a result of a freeze on fees for some areas, such as food inspection fees and fees for Annual Fire Safety Statements.

User Charges & Fees are lower than forecast as a result of the freeze on proactive fees for services.

Other Revenues are lower than forecast as a result of reduced parking income, which is primarily attributed to lower fines issued due to the COVID-19 pandemic.

Total Expenses from Operations of \$3,029,612 are lower than forecast by \$516,905. This is principally the result of lower enforcement activities in areas impacted by COVID restrictions such as food and public health inspections, and lower processing fees for infringements due to a reduction in enforcement actions towards industries impacted by COVID-19.

Employee Benefits & Oncosts are \$154,182 lower than forecast mainly due to vacant positions.

Materials and Contracts are \$168,157 lower than forecast as a result of lower processing fees for infringements and enforcement actions, but this is anticipated to pick up in the next quarter with the resumption of enforcement actions.

Annual forecast

For the full financial year, the Deficit from Operations is forecast to increase by \$617,191 primarily as a result of the impact of COVID-19 as outlined above.

Parks and Recreation

HIGHLIGHTS

Sportsgrounds

Construction of two new sports courts was completed in September 2020 at Avalon Beach Reserve. The courts are marked for netball, basketball and pickleball. The new courts will meet local netball needs identified in the Sportsgrounds Strategy (2017) and is a response to community requests for more outdoor basketball courts and places to play pickleball. This project was made possible with a \$572,000 grant from the NSW Government.

An upgrade of the sports amenities building at LM Graham Reserve, Manly, was completed. The upgrade includes new accessible public toilets, improved canteen and more sports storage. These improvements will benefit the football and cricket clubs based at the reserve and all those people who enjoy the open space for walking their dogs, playing basketball and exercising on the sports oval.

The synthetic cricket wicket at Hitchcock Park, Avalon Beach, was resurfaced and the baseball back nets at Boondah Reserve, Warriewood, were refurbished and extended.

The weed control and fertiliser application components of the sportsfield renovation program were delivered on numerous playing surfaces across the Northern Beaches.

Towns and villages

The Killarney Heights shopping centre upgrades have been completed. In consultation with the local community we installed new play equipment suitable for all ages, soft fall and synthetic turf, landscaping, additional seating, a shade net, and footpath lighting along the Tramore Place pathway.

The Seaforth roundabout was refurbished, including weed removal and replanting. The hanging gardens in Redman Road, Dee Why, were also refurbished.

Parks, beaches and playgrounds

The upgrade of Frenchs Forest Showground has been completed. The upgrade includes landscape upgrades, the construction of a car park and the construction of the very popular circuit around the showground used regularly by joggers, kids learning to ride and people just out for a stroll. The car park has been formalised replacing the formerly unsealed area. The drainage from the car park runs through bioswales that ensure any runoff from the car park will be as clean as possible before entering our catchment.

The new skate park at North Curl Curl has opened to much excitement. The skate park was designed by local skaters and members of the community. It has been designed to offer a selection of elements that services the local young skating population while also offering something different to Council's other skate facilities.

A new bridge at Lidwina Reserve, Cromer, was installed. The new bridge meets shared path standards and re-establishes the crucial active transport link from one side of South Creek to the other in Cromer.

Work was completed on the seawall renewals at Florence Reserve, Newport, and Pittwater Park, Palm Beach. The renewed seawalls provide coastal erosion protection for these popular parks and have been designed to modern engineering standards to be more resilient to coastal erosion and climate change.

The latest stage of the landscape upgrade of East Esplanade, Manly, was completed and included reviving the gardens, new fitness and play equipment and returfing. Council also completed the returfing and seawall at Clontarf Beach Reserve to greatly improve the usability and look of the popular park.

Council continues its commitment to improving walking trails across the Northern Beaches with renewals to boardwalks at Manly Dam, the completion of another stage of the Manly to Spit walk renewal and the completion of stair renewals in Tower Hill Reserve, Manly.

The children's playground in Dunbar Park, Avalon, received a much-needed makeover and re-opened for play this quarter. The design was based on community feedback which identified keeping the existing footprint, introducing nature, and different challenges for different ages as key objectives. The new inclusive playground features natural materials such as timber, rope, and sandstone and caters for both young and older children with two play towers giving differing climbing challenges. There are also artistic and interpretive carvings throughout the playground that will be a delight for children to discover.

Gardens were refurbished at a number of sites including Brookvale Community Centre, Forestville War Memorial Playing Fields, and Surfrider Gardens, Narrabeen.

Beach safety

The warmer weather is coming, and our lifeguards are back patrolling more of the beaches as we progressively re-open for the summer season. The team helped beach goers this quarter, undertaking 4,878 preventative actions to keep people safe. They also undertook five rescues and 201 first aid services in the period. Beach Services staff also had significant input into the development of the Northern Beaches Council COVID-19 Summer Action Plan for Outdoor Public Places.

Tree management

We continued the management of trees across the Northern Beaches to improve streetscapes, provide shade and enhance the local environment, whilst managing tree related risk. This quarter we have planted 250 trees on streets, parks and adjacent to our playgrounds.

We processed 1,299 public tree related customer requests and there were 227 private tree applications processed.

The proactive tree maintenance program continued this quarter with the Pittwater area completed during this period.

Winter sport 2020

Following the easing of the COVID-19 NSW Government restrictions sports training and competition was permitted to recommence under specific rules. Council, local sports groups and NSW Health worked together to implement approved safety plans and the winter sports season commenced in July 2020. In cooperation with local summer sports the winter season was extended into October 2020.

Performance measures – Parks and Recreation	Target	September Quarter
Rockpools cleaned weekly during summer season and every two weeks outside of summer	95%	100%
Sportsfields mowed weekly in summer playing season and monthly in winter	95%	100%

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Workload measures – Parks and Recreation	September Quarter
Number of preventative actions by professional lifeguards on patrolled beaches	4,878*

* **Preventative actions** are highly seasonal and reflect the increase in beach visitors.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind Schedule



Develop replacement and compensatory principles for the removal of trees on public open space - Executive Manager Parks & Recreation

The development of the replacement and compensatory principles for the removal of trees on public open space has been drafted and the document has now been circulated for internal review.



Develop an 'Iconic Tree Register' - Executive Manager Parks & Recreation

Development of the draft 'Iconic Tree Register' is in progress. Completion of the document will be subject to internal advice and review.



Develop an Open Space Strategy - Executive Manager Parks & Recreation

The Open Space and Recreation Strategy project is on schedule. This quarter, the focus was on community engagement. In July the engagement activities included a workshop with the Manly Warringah War Memorial State Park Advisory Committee and discussions with diverse recreation groups such as archery and triathlon. We also conducted a phone survey of 403 Northern Beaches households.

In August and September, we continued community engagement with targeted stakeholders. We also commenced work on a draft Off-Road Cycling Action Plan to assess the off-road cycling proposals that we have received from Northern Beaches riders and we began looking into undertaking an audit of unauthorised bike trails at key locations.



Undertake accessibility audit of open space and implement priority improvements - Executive Manager Parks & Recreation

Inspections have been undertaken as part of the audit process and a draft report is expected to be available for internal review by the end of October 2020.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Reserves and Parks improvements



North Curl Curl youth facility - Executive Manager Parks & Recreation

The skate park at North Curl Curl has been completed and opened to the public. Landscaping works surrounding the skate park are currently in a maintenance period. Work on finalising design drawings for the access ramp to the new amenities and the new car park will continue with works proposed to be undertaken over the next 12 months.



Reserves new and upgrades - Executive Manager Parks & Recreation

Work has commenced on installing the commemorative shelter at Collaroy Plateau Park and it will be ready for the 75th anniversary of the first significant detection of radio astronomy waves from space on 3 October 2020.

Due to the recent State Heritage listing of Ivanhoe Park the proposed works for the site are now subject to referral to the NSW Heritage Council for approval. This process is likely to take up to six months from lodgement putting this financial year's planned works at risk of not being completed.



Warriewood Valley - public space and recreation - Executive Manager Parks & Recreation

Work is progressing well on the development of the Warriewood Valley sports courts. Construction is expected to be completed in November 2020. Preliminary investigations have commenced on the development of the Fern Creek Park in Warriewood. Ausgrid have approved the design for the undergrounding of high voltage power lines at Fern Creek Park and Council is likely to issue the design for quotation in October 2020.



Glen Street masterplan implementation - Executive Manager Parks & Recreation

All planned works under the Glen Street Open Space Masterplan project have been completed. Work is continuing on other related projects including the Lionel Watts Eastern Amenities upgrade and the installation of pedestrian crossings on Pringle Avenue and Glen Street to allow safe access to the site from Wakehurst Public School.



Youth facilities - Executive Manager Parks & Recreation

Detailed design is being prepared for the Newport Youth Hub. It is expected that a Request for Quotation will be issued in late October 2020 for construction in early 2021.



Freshwater Beach Masterplan implementation - Executive Manager Parks & Recreation

This project is scheduled to start in January 2021.

Reserves and Parks improvements



Newport Beach basketball court - Executive Manager Parks & Recreation

Requests for quotations have been sought to undertake the construction of a half-court basketball court at Newport Beach. It is anticipated that work will be completed before Christmas 2020.



Reserve pathway and lighting - new - Executive Manager Parks & Recreation

Community engagement on the paths proposed at Wingara Reserve, Belrose, and Catalpa Reserve, Avalon, are scheduled to close in mid-October. Feedback to date has been mostly positive. Pending the final outcomes of the community engagement work is expected to commence before the end of 2020.



Reserves renewal program - Executive Manager Parks & Recreation

All planned works under the reserves renewal program for 2020/21 have been completed. \$127,000 will be transferred to CR05015 Public Amenities Renewal Program to fund the replacement of the East Esplanade stairs which is being carried out by the contractor undertaking the East Esplanade public amenity renewal work.

Playground improvements



Connecting All Through Play - Inclusive Play - Executive Manager Capital Projects

Construction of the Clontarf all abilities playground has gone to tender this quarter with submissions due in October 2020. Construction of the new playground is expected to commence in early 2021.



Playgrounds new and upgrades - Executive Manager Parks & Recreation

Dunbar Park Playground in Avalon has been completed and opened to the public. Work is ongoing at Plateau Park playground and it is expected to open in November 2020. The swing set at the Lionel Watts will have shade sails installed in mid-October 2020.



Playground renewal program - Executive Manager Parks & Recreation

Community engagement is underway on the renewal of the playground equipment at Grasmere Reserve, Collaroy Plateau.

Sportsgrounds improvements



Connecting all Through Play - Active Play - Executive Manager Capital Projects

The development applications for lighting projects at Passmore Reserve, North Manly, and Frank Gray/Mick Pawley Reserve, Curl Curl, were submitted in August for review and determination.



Sportsgrounds - new and upgrades - Executive Manager Parks & Recreation

The Avalon Beach netball courts have been opened for use. Lighting works are ongoing due to a delay in the delivery of the light fittings from overseas but is expected to be completed in October and work on the detailed design for the proposed bridge is ongoing.

Sportsgrounds improvements



Sports Club Capital Assistance Program - Executive Manager Parks & Recreation

The Sport and Recreation Infrastructure Grant Program for 2020/21 opened for applications on 5 September 2020 and closes 12 October 2020.



Synthetic sportsground conversion - Executive Manager Parks & Recreation

The results of community engagement are being analysed and the concept masterplan for Miller Reserve, Manly Vale is being updated as a result. It is anticipated that Council will consider adoption of the masterplan at its November 2020 meeting and if adopted a tender for construction of the synthetic field will be issued shortly afterwards.



Sportsfield renewal program - Executive Manager Parks & Recreation

Contracts have been executed for the delivery of lighting renewal at Beacon Hill Oval and JJ Melbourne Hills BMX track, work is expected to commence on site before the end of 2020. The North Narrabeen batting cage will be completed in October, the responses to the request for quotation to install new protective netting at Manly Oval are being assessed and the request for quotation for renewal works at John Fisher Park netball has been issued.

Foreshore and Building improvements



Foreshores new and upgrades - Executive Manager Parks & Recreation

Works on Stage 2A of landscape upgrades to East Esplanade have been completed. Work is progressing on detailed design for Lagoon Park, Manly, construction of which is scheduled to commence in October 2020. Detailed design is underway for East Esplanade Stage 2B, which will commence work in February 2021 and the concept design for the Mona Vale Beach upgrade is also under development.



Mona Vale Surf Life Saving Club - new building works - Executive Manager Property

This project aims to re-build the surf club building and a new amenities block in existing locations. Council has approved for the project to proceed to the construction tender stage. The lead consultant is finalising the tender documents scheduled for issue in October 2020.



Long Reef Surf Life Saving Club - new building works - Executive Manager Property

This project sees the construction of a new surf life saving club, public amenities and cafe at Long Reef Beach. The first stage of the two-stage tender is complete. A shortlist of six contractors has been developed based on the outcomes of the Expression of Interest. Staff have finalised the design development in collaboration with the Club and the appointed architects. The tender for the construction has been advertised.



Manly Life Saving Club design works - Executive Manager Property

This project is to redevelop Manly Life Saving Club and associated community facilities. At its meeting of 23 June 2020, Council agreed to reserve \$5 million from the Surf Life Saving Major Renewals Fund to progress this project, in addition to the committed \$5 million in funding from the Federal Government. The project has now been approved to proceed to design stage.

Foreshore and Building improvements



Collaroy Beach accessible ramp - Executive Manager Parks & Recreation

A contractor has been appointed and work will commence shortly with completion expected in late 2020.



Foreshores renewal program - Executive Manager Parks & Recreation

Peer review of the design for the stabilisation of the collapsed slope at Taylors Point has been completed. Minor adjustments to the tender package will be completed in September with a view to commencing procurement in November 2020. The concept plan for Avalon Beach foreshore improvements has been completed and stakeholder engagement is ongoing. Work has commenced on the renewal of the boat ramp and surrounding foreshore at Bilarong Reserve on the foreshore of Narrabeen Lagoon.



Rockpool - renewal program - Executive Manager Parks & Recreation

Investigations are ongoing to repair the damage to Mona Vale rockpool caused by the recent east coast low. The pool is still functional and safe.



Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure

All works at Little Manly and Forty Baskets tidal pools are now complete, and the pools are open to the public. Work is underway at Taylors Point (piling and netting). Shark bar removal is commencing at Clontarf, along with netting replacement at Manly Cove



Surf Life Saving Club minor renewals - Executive Manager Property

Funds are allocated for a range of surf life saving club projects. Those completed this quarter include Narrabeen (rectified steel-work and concrete spalling), Dee Why (roller doors) and Bilgola (new accessible toilet and roof repairs). At North Steyne, roof works and master planning are in progress.

Those in planning stage include:

- Dee Why - external painting
- Freshwater - roof and door repairs, and new training room - architect appointed
- Queenscliff - major refurbishment works and high-level windows - tender being assessed
- Warriewood - awning and master planning - architect appointed
- Newport – Development Application being progressed



Surf Life Saving Club major renewals fund - Executive Manager Property

Funds are to be allocated for the Manly Life Saving Club project for future years.



South Narrabeen Surf Life Saving Club - Executive Manager Property

This project will deliver upgrades to the eastern balcony and stairs to improve accessibility to the building.

An interim occupation certificate has been issued by the certifier allowing the cafe to re-open prior to the school holidays

Foreshore and Building improvements

The outstanding works including the balcony roof and floor tiling will commence at the end of October 2020 for completion in November 2020.

Town centre and village upgrades



Commercial centre upgrade program - Executive Manager Parks & Recreation

Stakeholder consultation with businesses at Forestville Shops has been undertaken and invaluable feedback on the designs has been received. The concept plan for the site will go on public exhibition in late October 2020. Quotes are currently being assessed for undertaking repaving works at Balgowlah shopping precinct with work likely to commence in February 2021.



Public space protection program - Executive Manager Parks & Recreation

Work has commenced on the installation of the public place protection measures in Manly. It is expected work will be completed by the end of 2020.



West Esplanade activation plan - Executive Manager Parks & Recreation

Project is scheduled to start in January



Public defibrillator installation - Executive Manager Parks & Recreation

The installation of a public automated external defibrillator at Tania Park is planned for November 2020.



Place making infrastructure - Executive Manager Parks & Recreation

A contractor has been appointed to undertake the paving works in Waratah Street, Mona Vale. Work is expected to commence in November 2020.



Commercial centre renewal program - Executive Manager Parks & Recreation

The renewal of the shopping centre at Killarney Heights has been completed. Work on finalising the concept designs for the upgrade of the shops at Church Point is ongoing.

Recreational trails



Recreational trails - renewal program - Executive Manager Parks & Recreation

Work on the first stage of the Manly to Spit Walk renewal planned for this year has been completed. Work will shortly commence at Manly Dam on another stage of the Circuit Trail renewal and also on the Narrabeen Lagoon Trail.

FINANCIALS

Parks and Recreation

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	169,455	392,511	(223,056)	2,158,530	2,158,530	2,158,530
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	32,589	46,082	(13,493)	193,379	193,379	193,379
Grants and Contributions - Operating Purposes	17,675	11,358	6,317	45,432	775,432	775,432
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	219,720	449,952	(230,232)	2,397,341	3,127,341	3,127,341
Expenses from Operations						
Employee Benefits and Oncosts	(2,738,031)	(2,855,032)	117,001	(12,607,329)	(12,607,329)	(12,607,329)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(4,020,771)	(4,219,481)	198,710	(13,485,869)	(13,599,487)	(13,599,487)
Depreciation and Amortisation	(1,270,130)	(1,270,130)	-	(5,080,518)	(5,080,518)	(5,080,518)
Other Expenses	(59,861)	(86,571)	26,710	(445,820)	(445,820)	(445,820)
Internal Charges	(338,926)	(347,681)	8,755	(1,403,533)	(1,403,533)	(1,399,918)
Overhead Allocation	(930,282)	(930,282)	-	(3,721,130)	(3,721,130)	(3,721,130)
Total Expenses from Operations	(9,358,001)	(9,709,177)	351,176	(36,744,199)	(36,857,817)	(36,854,202)
Surplus / (Deficit) from Operations	(9,138,281)	(9,259,225)	120,944	(34,346,858)	(33,730,476)	(33,726,861)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	267,903	169,229	98,674	8,473,030	8,950,335	9,556,068
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(8,870,378)	(9,089,996)	219,618	(25,873,828)	(24,780,141)	(24,170,794)
Rates and Annual Charges						
Rates and Annual Charges	9,194,298	9,194,298	-	34,336,858	34,336,858	34,336,858

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$9,138,281 is lower than forecast by \$120,944 at the end of the quarter.

Total Income from Operations of \$219,720 is lower than forecast by \$230,232 primarily as a result of the timing of User Charges and Fees.

User Charges and Fees are lower than forecast due to the timing of the income recognition for annual watercraft storage renewal notices (\$228,174).

Other Revenues are lower than forecast due to Council delaying the invoicing of some commercial beach operators to take into consideration the impact of COVID-19 on their businesses.

Total Expenses from Operations are lower than forecast by \$351,176. This is principally the result of lower than anticipated expenditure on Materials and Contracts and Employee costs across the Unit.

Employee Benefits and Oncosts are \$117,001 lower than forecast. This is primarily due to vacancies, most of which have now been filled and the lower than anticipated Local Government Award increase.

Materials and Contracts are \$198,710 lower than forecast as a result of the timing of expenditure in a number of areas including vegetation maintenance and sportsfields. Monthly rephasing has been amended to reflect the intended expenditure for the rest of this year and it is anticipated that the adopted budgets will be expended as planned.

Other Expenses are \$26,710 lower than forecast this quarter primarily because the purchase of uniforms for some staff was delayed due to the seasonal nature of the Beach Safety Team.

Grants and Contributions for Capital Purposes are higher than forecast due to Council receiving the entire Safer Community Fund Grant this quarter which was earlier than anticipated.

Annual forecast

For the full financial year, the Deficit from Operations is forecast to decrease by \$3,615 as a result of internal transfers for Council related services.

Children's Services

HIGHLIGHTS

Community connections

All Council services participated in the NSW Department of Education early adopters' program. This provides families with the new Quality Ratings Star System and associated information to educators to share with families for discussing the service ratings and how that relates to their childcare centre.

Cromer Vacation Care continued building on their elder connections with their art/craft/card sharing with the residents from Dee Why Gardens. This has proven to be a success initiative for the centre with both residents and children happily sharing cards and stories.

The Reconciliation Action Plan (RAP) Working Group met to review the Children's Services RAP and added two additional actions; Recognise and Respect Rights and Care for Country.

A number of educators attended Little Scientist training to develop their skills in providing Science, Technology, Engineering and Maths (STEM) concepts and experiences for the children.

Children

All services are supporting families with school readiness programs with a particular focus in the next few months to support children transitioning to school next year and shared digital links with families and community in relation to local school orientation visits and tours. Pre-school children were given digital links for families and community in relation to local school orientation visits and tours

Children's Services supported 50 children and families with additional needs across early childhood services during August. Of these, 14 children received Inclusion Development funding to support their participation in the service. The remaining children were supported by educators within the programs.

COVID-19 support

All service staff and management continue to respond to the COVID-19 pandemic through implementing rigorous, health, hygiene and safety precautions, use of concierge at drop off and collection, telephone meetings and enrolment interviews, reviewing and updating COVID-19 risk assessment and site talks.

Educators have been provided with reusable cloth masks for all staff thereby minimising the impact on the environment and supporting Council's sustainability ethos.

'Birdie and the Virus' resource from Children's Health Queensland is being shared with children to support the mental health and emotional wellbeing of babies and young children.

Performance measures – Children’s Services	Target	September Quarter
No. children attending Long Day Care programs	> 700	808
No. children attending Family Day Care programs	> 380	384
No. children attending Preschool programs	> 100	121
No. children attending Vacation Care programs	Q1 > 400	534

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind Schedule

Provide quality education and care that meets or exceeds the National Quality Standard - Executive Manager Children's Services

All Council services participated in the NSW Department of Education early adopters' program. This provides families with the new Quality Ratings Star System and associated information to educators to share with families.

Support children from diverse socio-disadvantaged backgrounds to participate in quality early education and vacation care programs - Executive Manager Children's Services

Children's Services supported 50 children and families with additional needs across early childhood services in July to September. The federal government's child well-being subsidy supported 14 children at risk to receive early childhood education and care and the financial hardship subsidy supported 37 children to receive early childhood education and care.

FINANCIALS

Children's Services

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	2,664,654	2,932,544	(267,890)	13,312,059	13,057,259	11,862,897
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	(291)	2,000	(2,291)	8,000	8,000	8,000
Grants and Contributions - Operating Purposes	1,442,174	552,052	890,123	922,728	1,177,528	2,120,653
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	4,106,538	3,486,596	619,942	14,242,787	14,242,787	13,991,550
Expenses from Operations						
Employee Benefits & Oncosts	(2,933,329)	(2,911,657)	(21,672)	(11,539,951)	(11,539,951)	(11,385,010)
Borrowing Costs	(182)	-	(182)	-	-	(2,594)
Materials and Contracts	(230,235)	(533,939)	303,704	(2,062,877)	(2,091,647)	(1,934,504)
Depreciation and Amortisation	(3,655)	-	(3,655)	-	-	(61,090)
Other Expenses	(8,602)	(99,809)	91,208	(201,193)	(201,193)	(194,193)
Internal Charges	(116,703)	(131,027)	14,324	(528,498)	(528,498)	(528,498)
Overhead Allocation	(190,810)	(190,810)	-	(763,239)	(763,239)	(763,239)
Total Expenses from Operations	(3,483,516)	(3,867,242)	383,726	(15,095,757)	(15,124,527)	(14,869,128)
Surplus / (Deficit) from Operations	623,022	(380,646)	1,003,668	(852,970)	(881,740)	(877,578)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	623,022	(380,646)	1,003,668	(852,970)	(881,740)	(877,578)
Rates and Annual Charges						
Rates and Annual Charges	380,646	380,646	-	852,970	852,970	852,970

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Total Surplus from Operations of \$623,002 is higher than forecast by \$1,003,668 at the end of the quarter.

Total Income from Operations of \$4,106,538 is higher than forecast by \$619,942 primarily as a result of the extension of 'Free Child Care' until 12 July and timing of the funding amounts received. This will be addressed in the quarterly review.

User Charges & Fees are lower than forecast as a result of the Business Continuity Payments and free childcare being extended until the 12 July and the postponement of fee increases until 1 October 2020. This is offset by higher grant funding.

Grants and Contributions for Operational Purposes are higher than forecast as a result of COVID-19 Local Government Early Childhood Education and Care grants and Transition funding. The timing of the funds being received will be addressed in the quarterly review.

Other Revenues are lower than forecast as a result of timing for invoicing of advertisers for the Vacation Care brochure.

Total Expenses from Operations of \$3,483,516 are lower than forecast by \$383,726. This is principally the result of lower than anticipated use of agency staff and lower Trainee costs due to government subsidies.

Materials and Contracts are \$303,704 lower than forecast as a result of lower than anticipated spending and lower costs of trainees due to an additional government subsidy.

Other Expenses are \$91,208 lower than forecast as a result of a rent credit applied to Dee Why Children's Centre.

Annual forecast

For the full financial year, the Deficit from Operations is forecast to decrease by \$4,162 to reflect the current accounting standards for leasing for Dee Why Children's Centre.

Community Arts and Culture

HIGHLIGHTS

Arts and Culture

As a key action in implementing Council's Arts and Creativity Strategy *Connected Through Creativity 2029*, research commenced for a Cultural Map of the Northern Beaches. This included the development of the cultural auditing framework, creation of a local cultural database with over 3,200 entries and, as first stage community engagement, a survey of the local creative community was conducted in September with 632 responses received. Research and feedback will be analysed in October with second stage community engagement planned for November 2020.

Council's new Arts and Creativity Grants were launched in the quarter with 121 eligible applications received, and 26 receiving full or partial funding. Continuing to support the creative community with the impacts of COVID-19, Creative Community Support Grants recipient outcomes were promoted on social media and regular updates were provided through the Creative News E-newsletter and the online curated list of resources, grants and opportunities on Council's website.

The Creative Space presented a new program of pop-up exhibitions to support local artists and designers affected by COVID-19. The program ran from July through to the end of September with 21 artists participating and providing positive feedback on their experience. Support and assistance were provided to the Northside Aboriginal Artists to develop and present their new October exhibition title *Daryung*.

A new work titled *Midnight Dream* by David Cragg was delivered in Mona Vale as part of Council's new Street Art Program.

The Northern Beaches Art Prize *Postcards from Home* was presented online and generated over 1,000 postcard-sized entries. The exhibition strongly reflected people's reactions to the COVID-19 period and its diverse effects upon them. The exhibition drew huge traffic to the Art Gallery's website and postcards of the winning works from each section have been placed on sale at MAG&M. The People's Choice winners were Kevin Paul (Open) and Brodie Falkard (Youth).

Manly Art Gallery & Museum (MAG&M)

Manly Art Gallery and Museum (MAG&M) hosted 6 visual arts and museum exhibitions at the Gallery and another online. Treasures from the Vault, A Portrait of the Beach and the Ceramics display highlighted significant acquisitions obtained for the permanent collection over the past 90 years, Latitude showcased world and Australian maps from 1482 to 1974 and the Portraits Project juxtaposed photographs of prominent Northern Beaches artists by Greg Weight with self-portraits by 22 artists. Because of COVID-19 transport difficulties, the exhibition of Papunya Tjupi paintings from Central Australia was shown online. Interviews with curators and artists were also posted as well as art projects for children. Online traffic numbers are pleasingly high.

The MAG&M Design Shop's 9 Designers project continued with designers Sophie Cooper in July, Nettie Lodge in August, and Eve Bracewell in September. Complementing the 90th anniversary program, the Gallery Society donated two works, including a works by Wendy Sharpe and a ceramic work by Juz Kitson, a former Northern Beaches resident and a previous winner of the HSC Express Yourself Theo Batten scholarship.

Glen Street Theatre

The July – September period saw a staged reopening of Glen Street Theatre aligned with NSW Health guidelines. The theatre hosted four Citizenship Ceremonies staged a live web stream event for RU OK? Day, and presented *Poisoning Pigeons in The Park* to a sold out house of eager community members keen to return to seeing shows at Glen Street Theatre

The transformation of the Sorlie's Studio into a webcast recording space, enabled continued support for Council services to be delivered through a digital platform. Events included: Library Services - online children's Storytime, recording of the Human Library - Stories of The Northern Beaches, and online delivery of the Young Writer Awards; Youth Services - recording and online delivery for Northern Composure Band Competition finalists; Community Development – online delivery of six Safe and Sound Webinars series and pre recordings for Mental Health Month; and Events – pre-recording of artists for the upcoming online Manly Jazz Festival.

The September school holiday period also saw the resumption of drama classes at Glen Street Theatre with two week-long sessions held in partnership with NIDA Open.

Community Centres

Community Centres reopened with some restrictions to returning regular hirers following a three-month closure due to the COVID-19 pandemic.

Stage 1 of a new organisational bookings and payments system commenced for Community Centre bookings. This stage includes a number of online payment options, enabling an improved experience for the community centre customers.

Manly Youth & Community Centre, Beacon Hill War Memorial Hall and Bilarong Community Hall have all reopened following major upgrades. The community are enjoying using the as new facilities at these venues.

Caring for young people and families

The Youth and Community Development Team facilitated over 40 programs that were attended by 1,050 community members, with an additional 55,297 engaged through online channels and social media, as many projects moved to an online format, due to COVID-19.

The Northern Composure Unplugged Competition was adapted to be held online due to COVID-19 restrictions. With 34 entries, the ten finalists' performances were professionally recorded and posted on the KALOF YouTube channel, the up-and-coming musicians received 1,415 people choice votes and over 6,000 views. Finalists were assessed by a panel of music industry professionals, including members of popular local band Lime Cordiale, former Hi-5 member Kellie Crawford, and one of Council's Youth Advisory Group members.

The team were instrumental in facilitating a group of young creatives, including some from local high schools in creating the large-scale mural at Bungan Lane in Mona Vale. The project was delivered in response to antisocial behaviour and damage in public spaces occurring by young people, funded by a grant secured from the Crime Prevention Division of the NSW Department of Communities and Justice.

With restrictions easing in July and band Lime Cordiale releasing a new album, 400 young people attended live intimate acoustic performances at the Northern Beaches PCYC. This was achieved through having five shows back to back with eighty patrons at each show, to ensure COVID-19 health guidelines were adhered to.

Supporting our seniors

The Safe and Sound Webinar series wrapped up on 1 July with the last in the series of six events; "Helping older people stay connected". The session focused on managing mental health and wellbeing, the importance of connection, relationships and supporting older people during time of stress. The Safe and Sound Webinars were about staying mentally healthy, and featured six webinars aimed at supporting young people, youth supports, men, women, seniors and LGBTIQ+ communities. Recordings are available on Council's website.

The Meals on Wheels Service delivered 4,464 meals to older people in the community to enable them to live at home for longer and prevent social isolation. Our meal delivery service is continuing with contactless delivery in place to maintain the safety of our customers, volunteers and staff.

Aboriginal Heritage

A North Head Walk & Talk was held in partnership with the Aboriginal Heritage Office. This was an easy, scenic walk for eight seniors where they learnt about the rich history of North Head. Karen Smith from the Aboriginal Heritage Office was also interviewed as part of a new Human Library series which will be recorded and available soon on Council's website as a podcast.

Big Ideas

In July, the Big Ideas forum went fully online for "Beyond COVID: Social Impacts and Community Responses" with 176 participants dialling in. The panel comprised Dr Norman Swan, Lucinda Brogden AM, Dr Sean Turnell and Greg Jones. In the forum the panellists and community discussed the next stage of the recovery from the COVID-19 pandemic.

Suicide Prevention

Council won a NSW Local Government Excellence Award in the Community Partnerships and Collaboration category, for taking a lead role in establishing a coordinated response to suicide in our area together with police, health authorities, local service groups and the community.

Council facilitated an informal community meeting at the Avalon Recreational Centre on behalf of the Northern Beaches Suicide Response Steering Group. The September meeting was held in recognition of the grief felt by the community due to a recent loss. Four service providers and 37 community members attended the meeting.

An additional 92 people received Community Gatekeeper training. This three-year program is funded by NSW Health and looks to establish a large cohort of people to be able to respond and actively engage with people who may be undergoing mental health stress.

Council have partnered with Wesley Life Force to establish a community led Suicide Prevention Network on the Northern Beaches. Three online meetings have been held in the quarter with up to 48 people attending each one. This is a very high level of engagement compared to similar groups.

Community and Cultural Development Grants

The 2020/21 Community Grants Program saw 17 groups being awarded a total of \$97,566 to carry out a range of community projects. Five Community, Arts and Culture multi-year funding arrangements have also been approved totalling an additional \$47,184.

The COVID-19 Community Response Grant program continued, with Rounds 2 and 3 distributing \$76,937 to nine local organisations providing urgently needed assistance to the community during the COVID-19 pandemic.

Performance measures – Community Arts and Culture	Target	September Quarter
Community centre bookings	Q1 > 9,270	8,314*
Direct services: Meals services	> 4,500	4,464**
Volunteers who actively participate in ongoing programs across Council	> 650	843

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

* Due to COVID-19, Community Centre bookings are down with ongoing restrictions in place. Some hirers have reduced their hire, delayed their return or are not returning at all in 2020.

** Due to COVID-19 the Community Lunches and Social Outings were not run

Workload measures – Community Arts and Culture	September Quarter
Number of information and referral enquiries (community development)*	151

* Includes seniors, people with disability, CALD community, homelessness and vulnerable residents, GLAM referrals, youth support services, Community Grants

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind Schedule

Develop a Social Plan and supporting plans for target demographics - Executive Manager Community, Arts & Culture

A workshop was held with the Community and Belonging Strategic Reference Group on 12 August, commencing community engagement on the project. The community engagement plan has been endorsed for implementation from September 2020 to March 2021. A Presentation on the development of the Social Sustainability Strategy was made at a Councillor briefing. The YourSay page has launched with expressions of interest open to the community to contribute to the development of the Strategy.

Plan and deliver creative spaces at Avalon and Mona Vale - Executive Manager Community, Arts & Culture

The building works tender was awarded, and refurbishment works commenced on 28 September 2020. The facility's draft Business plan, operational plan and terms and conditions are under internal review.

Review the Disability Inclusion Action Plan - Executive Manager Community, Arts & Culture

A project framework is under development.



Implement gatekeeper training program for suicide prevention - Executive Manager Community, Arts & Culture

A gatekeeper training register has been created and actively promoted to broader community and targeted stakeholders, with very good response. 293 participants have registered to receive training, 157 have completed community gatekeeper training.



Implement the Coast Walk Public Art Strategic Plan - Executive Manager Community, Arts & Culture

The Public Art Selection Panel met on 28 September and provided feedback on the Aboriginal Art and Storytelling, Robert Dunn Reserve, St David's Avenue Park projects and Council's public art commissioning process. Positive feedback was received. As part of implementing Council's resolution to prepare a funding plan for the Coast Walk Public Art Plan, meetings were held with fundraising staff from the Australian Museum, Sydney Theatre Company and Creative Partnerships Australia.



Develop well-being indicators to measure community resilience and connections - Executive Manager Community, Arts & Culture

A literature review has commenced, and key frameworks and approaches identified.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Art Works



Manly Art Gallery - art works - Executive Manager Community, Arts & Culture

Council purchased 22 photographic portraits by Greg Weight for \$5,000.



Theo Batten Bequest - art works - Executive Manager Community, Arts & Culture

No artwork purchases this month. \$2,500 has been spent on the MAG&M roof signage project, which is being funded by the bequest.

Community Centre Improvements



Warriewood Valley Community Centre new works - Executive Manager Capital Projects

A concept design for the new Warriewood Valley community centre has been prepared and publicly exhibited in September. The outcomes of the engagement are due to be reported to Council in October.



Community buildings works program - Executive Manager Property

The majority of the funds in this program have been expended on the works at Raglan Street community facility. Remaining funds will be used for minor works.

Community Centre Improvements



Community centres minor works program - Executive Manager Property

Air conditioning works have been completed at Forestville Memorial Hall. Planning is underway for projects to utilise remaining funds.

Cultural Improvements



Coast Walk - art trail - Executive Manager Community, Arts & Culture

The Public Art Selection Panel met on 28 September to provide feedback on the Aboriginal Art and Storytelling, Robert Dunn Reserve, Mona Vale, and St David Avenue Park, Dee Why, projects. The commissioning agreement was finalised, and the project timelines were updated.



Coast Walk Aboriginal art and signage - Executive Manager Community, Arts & Culture

Meetings have been held with local Aboriginal community members and the Public Art Selection Panel to discuss and provide feedback on the artist brief for the Aboriginal Art and Storytelling Project.



Manly Art Gallery renewal works - Executive Manager Property

The project includes building and mechanical plant upgrades occurring at Manly Art Gallery and Museum. The front awning work has been completed.



Glen Street Theatre renewal works - Executive Manager Property

This project aims to upgrade the air conditioning system with the installation of new chillers and steel platform to the north eastern corner of the building. The tender for the Stage 1 Works has been issued to the market. The contractor for the platform works is now engaged with works scheduled to commence at the end October 2020.



Creative Arts Space - Mona Vale - Executive Manager Property

Progress is on hold until a strategic decision is made with regard to the whole Mona Vale precinct i.e. Library, the administration building and adjacent Community Hall.



Creative Arts Space - Avalon Golf Course - Executive Manager Property

Works to the lower ground floor conversion to become a facility for arts activities commenced in the last week of September.

FINANCIALS

Community, Arts and Culture Service

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD	YTD	YTD	Original	Revised	Current
	Actual	Forecast	Variance	Budget	Budget	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	378,444	84,501	293,943	3,123,060	3,123,060	3,238,442
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	6,153	191,903	(185,749)	731,023	731,023	510,813
Grants and Contributions - Operating Purposes	348,874	309,359	39,515	854,702	1,123,367	1,073,367
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	733,472	585,763	147,709	4,708,785	4,977,450	4,822,622
Expenses from Operations						
Employee Benefits and Oncosts	(1,716,885)	(1,793,621)	76,735	(7,099,222)	(7,099,222)	(7,029,722)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(447,353)	(221,443)	(225,910)	(2,443,013)	(2,699,501)	(3,458,385)
Depreciation and Amortisation	(252,326)	(252,326)	-	(1,009,302)	(1,009,302)	(1,009,302)
Other Expenses	(184,913)	(449,850)	264,937	(926,290)	(976,290)	(895,946)
Internal Charges	(98,871)	(84,712)	(14,160)	(334,461)	(334,461)	(326,971)
Overhead Allocation	(263,108)	(263,108)	-	(1,052,431)	(1,052,431)	(1,052,431)
Total Expenses from Operations	(2,963,456)	(3,065,059)	101,603	(12,864,720)	(13,171,208)	(13,772,758)
Surplus / (Deficit) from Operations	(2,229,984)	(2,479,296)	249,312	(8,155,934)	(8,193,757)	(8,950,136)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	2,500	38,000	(35,500)	20,000	200,000	200,000
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,227,484)	(2,441,296)	213,812	(8,135,934)	(7,993,757)	(8,750,136)
Rates and Annual Charges						
Rates and Annual Charges	2,511,134	2,511,134	-	7,991,526	7,991,526	7,991,526

Budget commentary year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$2,229,984 is lower than forecast by \$249,312 at the end of the quarter.

Total Income from Operations of \$733,472 is higher than forecast by \$147,709. User Charges and Fees are higher than forecast as a result of the opening and charging fees for the hire of community centres from 1 August for permitted activities, as the budget anticipated full closure of the centres until 30 September 2020. Grants and Contributions for Operational Purposes are higher than forecast as a result of additional grant funding provided for Meals and Wheels due to COVID-19.

Other Revenues are lower than forecast as a result of a reduction in revenue of \$132,000 due to a reduction in beverage sales, sponsorship and staffing costs that are usually passed on to hirers.

Total Expenses from Operations of \$2,963,456 are lower than forecast by \$101,603. Employee Benefits and Oncosts are lower than forecast primarily due to a reduction in casuals and vacant positions at Glen Street Theatre. Other Expenses are lower than forecast mainly as a result of the delayed distribution of \$239,000 in community grants and a reduction in advertising at Glen Street Theatre. These have been offset by an increased cleaning regime for all community and cultural facilities required to be COVID safe, resulting in an increase in Materials and Contracts.

Annual forecast

For the full financial year, the Deficit from Operations is forecast to increase by \$756,378. This is mainly due to additional cleaning for community and cultural facilities (\$283,558) and maintenance and servicing at Glen Street Theatre (\$158,925) and Community Centres (\$276,800). This is in addition to reduced fees and charges and other revenues of \$192,000 at Glen Street Theatre and \$26,854 at Manly Art Gallery and Museum and increased Community Centre hire income of \$128,459. This forecast is based on Glen Street Theatre and community centres operating at full capacity from 1 January 2021.

Library Services

HIGHLIGHTS

Connecting and building our community

Our residents' use of the service continued to grow this quarter. Library membership grew by 1,863 to a total of 192,498 people and our Home Library service expanded its reach by a further 25 customers to a total reach of 539. We received 89,529 visits to the library website and our eLoans remained steady, reaching 85,228 for the quarter.

Due to the Coronavirus (COVID-19), onsite programs remained suspended during the quarter. The service delivered 121 online programs in the quarter viewed by 3,244 people. Events included online Story Time, the early literacy program '1000 Books Before School', the annual Young Writers' competition, the 'Art & Words' project, the 'Poetry Slam' and the 'Zine Festival' which included an expanded program of workshops and an online market place.

A COVID-19 Safety Plan for the initial return of non-vulnerable volunteers has been reviewed for action in the coming term.

Improving the service

The Local History digital platform 'History Hub' successfully launched to the public on 7 September 2020. History Hub is the online source for Northern Beaches Library's Local Studies collection which allows the public to discover past and present stories of the Northern Beaches, its people and local environment.

The library submission of the 'Artist Book' initiative for the Local Government RH Dougherty Awards received a 'highly commended' award for innovation in special events.

In July, the service commenced free Click and Collect transfers for available items. This gives customers easy no cost access to the entire Northern Beaches collection for pick up at the library branch most convenient to them.

Performance measures – Library Services	Target	September Quarter
No. library memberships	> 180,000	192,498
No. youth memberships	> 32,000	35,412

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule



Increase the reach of the Home Library service - Executive Manager Library Services

The Home Library Service welcomed 25 new clients to the service during this quarter.



Digitise the Local Studies collection - Executive Manager Library Services

The History Hub was launched to the public on 7 September 2020 and work was done to improve the information about 4,027 items in the collection.



Review opportunity to provide 24/7 access to the physical library space - Executive Manager Library Services

Stakeholder analysis completed and opportunities for 24/7 access to a physical library space identified. The project brief, timeline and costings are currently undergoing internal review.



Review library opening hours to improve consistency and access - Executive Manager Library Services

Review completed.



Optimise volunteering opportunities across the service - Executive Manager Library Services

While volunteering opportunities were temporarily suspended, a full risk assessment of all volunteer roles was completed to enable volunteer roles to continue to be optimised in a post COVID-19 environment. The COVID-19 safety plans for the return of volunteers into the service were reviewed. The process for bringing back volunteers has commenced with non-vulnerable volunteers returning to the service first.



Improve and expand library programs in line with customer needs and demands - Executive Manager Library Services

Council has transitioned programming to online due to COVID-19. The launch of the Arts & Words project was successfully adapted to an online format. All 12 original artworks displayed at Manly Library and copies of the project's anthology 'Portrait' were sold in all six branches.

The Poetry Slam and presentation night of the Young Writers competition were delivered online and the Zine Festival went live.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Library Upgrades



Mona Vale Library - upgrades and new works - Executive Manager Property

Progress is on hold until a strategic decision is made with regard to the whole Mona Vale precinct i.e. Library, Administration building and adjacent Community Hall.

Library Upgrades



Mona Vale Library outdoor courtyard - Executive Manager Library Services

Quotes have been obtained for the outdoor courtyard works. The old courtyard decking has been removed in preparation for the works.



Forestville Library renewal works - Executive Manager Property

Planning in progress for internal alterations to improve customer service and expand options.

Community Space and Learning



New Library Technology - Executive Manager Library Services

The implementation of the new library technology was completed on 31 August 2020.



New Library Furniture - Executive Manager Library Services

Review of additional furniture required undertaken in line with community demand.



Library local priority grant purchases - Executive Manager Library Services

The library application subscription was paid for in August.



Library books - replacement - Executive Manager Library Services

Adult fiction comprised 24% of received stock, adult non-fiction 10%, junior items 17% and DVDs 9%. eLibrary items comprised 25% of this quarter's spend, eMagazine subscription renewal comprised 8% and the remaining 7% of stock received was young adult and audio-visual items.

FINANCIALS

Library Service

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD	YTD	YTD	Original	Revised	Current
	Actual	Forecast	Variance	Budget	Budget	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	30,366	45,332	(14,966)	181,401	181,401	121,166
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	14,644	38,466	(23,822)	153,913	153,913	77,764
Grants and Contributions - Operating Purposes	-	-	-	80,263	165,822	30,350
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	45,010	83,798	(38,788)	415,577	501,136	229,280
Expenses from Operations						
Employee Benefits and Oncosts	(1,735,541)	(1,839,179)	103,638	(7,342,169)	(7,342,169)	(7,342,169)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(74,504)	(98,512)	24,009	(568,197)	(653,756)	(512,375)
Depreciation and Amortisation	(441,399)	(441,399)	-	(1,765,595)	(1,765,595)	(1,765,595)
Other Expenses	(100,077)	(101,392)	1,315	(493,650)	(493,650)	(486,039)
Internal Charges	(30,693)	(32,260)	1,567	(129,039)	(129,039)	(129,039)
Overhead Allocation	(256,187)	(256,187)	-	(1,024,746)	(1,024,746)	(1,024,746)
Total Expenses from Operations	(2,638,400)	(2,768,928)	130,528	(11,323,396)	(11,408,955)	(11,259,963)
Surplus / (Deficit) from Operations	(2,593,389)	(2,685,130)	91,740	(10,907,819)	(10,907,819)	(11,030,682)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	9,006	9,125	(118)	717,000	808,246	943,718
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,584,383)	(2,676,005)	91,622	(10,190,819)	(10,099,573)	(10,086,964)
Rates and Annual Charges						
Rates and Annual Charges	2,685,130	2,685,130	-	10,907,819	10,907,819	10,907,819

Budget commentary – year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$2,593,389 is lower than forecast by \$91,740 at the end of the quarter.

Total Income from Operations of \$45,010 is lower than forecast by \$38,788 primarily as a result of COVID-19 restrictions limiting the use of library services along with the fact the notifications of pending overdue books has been significantly improved resulting in reduced occurrences.

Total Expenses from Operations of \$2,638,400 are lower than forecast by \$130,528. This is principally the result of lower than anticipated costs in Employee Benefits and On-costs of \$103,638 due to a judicious approach taken with staff vacancies at the height of the COVID-19 pandemic. Materials and Contracts are also \$24,009 lower than forecast largely as a result of business adjustments required to manage through COVID-19 restrictions.

Annual forecast

For the full financial year, the Deficit from Operations is forecast to increase by \$122,863 to \$11,030,682 due to the changes outlined above. A portion of library operational grants have been re-classified from operating to capital grants to fund capital projects including an awning over the amphitheatre at Glen Street Library.

Transport Traffic and Active Travel

HIGHLIGHTS

Restoring our tidal pools and wharves

Forty Baskets and Little Manly tidal pools are completely restored and ready for use this summer. The pools were rebuilt using durable steel piles wrapped in HDPE plastic, materials which provide lower maintenance costs and will prolong the life of the pools, while maintaining their heritage appearance. High quality, strong netting replaced the existing shark bars as it is more environmentally friendly and provides additional habitat for sea life such as sea horses.

We obtained grant funding to start designing a wharf upgrade at Mackerel Beach. A marine specialist was engaged this quarter to undertake a structural assessment of the existing piles to determine how much of the existing structure can be reused. Further design work will be undertaken over this financial year, including community engagement to use in the detailed design. Construction is planned for next financial year.

Underwater investigations are also part of the Currawong Beach wharf upgrade project that is being designed this year and built next financial year. We are currently undertaking short term upgrade work on the wharf at present to be sure the structure is sound for the high season holiday lettings at the resort. Emergency repairs to the wharf head commenced in September to maintain safety following a structural assessment.

Making travel on our roads safer

Council's road resurfacing program has commenced for 2020/21. Sixteen sections of road have already been completed this quarter and another 54 roads are to be resurfaced across the Northern Beaches this year. Our list includes a number of regional roads partly funded by the Transport for New South Wales (TfNSW) as well as local roads funded by the Federal Government's 'Roads to Recovery' program.

Enhancing active transport

Planning and construction of the 2020/21 footpath and shared path delivery program is well underway. We've already constructed eight of the new footpaths on our list, as well as one shared path. We managed to secure an additional \$1.4m from the Federal Government, so we can build more footpaths this year.

Road safety matters

The Road Safety team ran an engaging workshop with 20 seniors, updating them on road rules and safety tips for using our roads and paths.

We have also contributed to the safety of another vulnerable group, small children, through checking 361 child car restraints. Our fitters found that 81% of those checked actually needed a safety adjustment.

The first online 'Supervisors of Learner Drivers' workshop was held on 26 August 2020. It was booked out with 55 people in attendance. Feedback received was positive, with most participants preferring the online option over face to face.

A strategic approach to transport

The Manly parking permit scheme framework was adopted by Council in December 2019 and launched on 1 September 2020 with applications opening for Little Manly and Balgowlah then progressively rolling out to all scheme areas by April 2021. The framework includes new permits for

residents and businesses and an online application process to remove the need to visit Manly Town Hall.

Council was successful in obtaining grant funding through the Department of Planning, Industry and Environment 'Streets as Shared Spaces' program. This funding will provide the opportunity to return streets over to people through pilot and innovative programs in Manly, Bilgola, Mona Vale, Dee Why and Newport.

Performance measures – Transport and Active Travel	Target	September Quarter
Works on schedule for active travel assets	100%	100%
Road renewals program on schedule	100%	100%

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind Schedule

! **Develop accessibility maps for all major town and village centres - Executive Manager Transport & Civil Infrastructure**

This project is behind schedule due to operational priority issues.

✔ **Develop Transport Plans to support the Transport Strategy – Parking, Road Safety, Public Transport - Executive Manager Transport & Civil Infrastructure**

The team has been working on development of the draft Electric Vehicle Operation Plan and the draft Parking Plan. Project planning has commenced for the development of the Road Network Plan.

✔ **Implement Transport Plans which support the Transport Strategy – Parking, Bike, Road Safety, Public Transport - Executive Manager Transport & Civil Infrastructure**

The Active Travel implementation program is on track.

Designs are completed and construction-ready for the shared paths at Rodborough Road, Frenchs Forest, and Allambie Road, Allambie Heights.

Detailed designs are underway for the shared paths at Patanga Road, Frenchs Forest, the Queenscliff to Freshwater link and on the Brookvale to Dee Why link.

The following shared paths are being prepared for community engagement: Barrenjoey Road, Mona Vale, and Trafalgar Park, Newport.



Implement Walking Plan and Pedestrian Access and Mobility Plans - Executive Manager Transport & Civil Infrastructure

The new footpath program is on track with eight footpaths completed to date.

Community engagement is being undertaken on the next footpaths to be delivered in the program and concept plans are being prepared for the remainder of new footpaths.



Expand the Active to Schools initiative to encourage walking and cycling to school, in partnership with Transport for NSW - Executive Manager Transport & Civil Infrastructure

Schools that have recently completed a Road Safety review, have undergone a Social Pinpoint self-report. Information captured from this will be used to develop action plans for future works.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Active Travel – cycleways and footpaths



Footpath new - Executive Manager Transport & Civil Infrastructure

The new footpath program for 2020/21 has commenced with projects completed at Abbott Road, Curl Curl, Curban Street, Balgowlah Heights, Sunshine Street, Manly Vale, and St Andrews Gate, Elanora Heights.

On the ground delivery has commenced at a further five locations and planning is underway for the balance of the program.



Bike Plan implementation - new works - Executive Manager Transport & Civil Infrastructure

Planning and design work is underway for shared paths in Queenscliff, Frenchs Forest and Brookvale.



Connecting Communities - footpaths program - Executive Manager Capital Projects

Newport to Avalon - Finalising redesign work with a view to commence consultation at the start of October.

Ocean Road, Palm Beach - Work has commenced with footpath replacement to the Pavilion. Roads and Maritime Services (RMS) has now requested raised thresholds, and in response Council is finalising design adjustments to include these additional works and preparing a works authorisation deed and funding with RMS.

Whale Beach Road - Design challenges have been encountered with regards to the geotechnical conditions on site. Further detailed assessment is required to progress the detailed design.



Connecting Communities cycleways program - Executive Manager Capital Projects

The remaining section to be complete is Newport to Avalon. The redesign work is being finalised with a view to commence consultation at the start of October

Active Travel – cycleways and footpaths



Narrabeen Lagoon pedestrian and cycle bridge - Executive Manager Capital Projects

Tender documentation for this project is completed and is ready for release. It is expected that the work will go to tender in October 2020.



Footpath renewal works - Executive Manager Transport & Civil Infrastructure

The footpath renewal program is on track. Individual components of the program have been scoped, measured and marked up. Council advertised for local contractors to complete the work, undertook an evaluation of submissions to select the best supplier and delivery of the program commenced.

Road and related infrastructure upgrades



New traffic facilities - Executive Manager Transport & Civil Infrastructure

Detailed designs have been prepared and final approvals are being sought for the five new traffic facilities to be located at Collaroy Plateau, Warriewood, Cromer, Belrose and Newport.



Scotland Island roads and drainage improvements - Executive Manager Transport & Civil Infrastructure

Delivery logistics currently underway with works to commence in November.



Warriewood Valley - Traffic and Transport Infrastructure - Executive Manager Transport & Civil Infrastructure

The bus bay at Macpherson Street has been completed and the other elements of the program are in various stages of detailed design and procurement.



Church Point - new infrastructure - Executive Manager Transport & Civil Infrastructure

This project is scheduled to start in February.



Church Point masterplan boardwalk extension - Executive Manager Transport & Civil Infrastructure

Construction will commence in early 2021 pending resolution of the Crown lease issues.



Kerb and gutter new - Executive Manager Transport & Civil Infrastructure

Planning, scoping, design and investigation works are underway for the work to be delivered in this program.



Traffic facility delivery - accelerated - Executive Manager Transport & Civil Infrastructure

There are nine projects to be delivered in this program in 2020/21. Of the nine, eight are in stages of detailed design and approvals. Delivery of the pedestrian safety works in Manly commenced in September 2020.



Bus stop renewal - Executive Manager Transport & Civil Infrastructure

Not yet commenced.

Road and related infrastructure upgrades



Kerb and gutter renewal works - Executive Manager Transport & Civil Infrastructure

This program is on track. Planning, investigation, procurement and construction works are in progress at the various locations identified as part of the program.



Retaining wall renewal works - Executive Manager Transport & Civil Infrastructure

Designs are being finalised for the three retaining walls that form the program in 2010/21.



Road Resheeting program - Executive Manager Transport & Civil Infrastructure

This program is on track. Road re-sheeting has been completed on 16 streets and a further 29 sites have had scoping and design completed.



Bridge renewal works - Executive Manager Transport & Civil Infrastructure

Delivery of the program is on track. Work this quarter has included applications to the State government for approvals relating to the Ocean Street bridge works, as well as completion of detailed design and tender preparation for the bridge works at Oxford Falls Road.

Wharf upgrades



Church Point commuter wharf expansion - investigation - Executive Manager Transport & Civil Infrastructure

Project is scheduled to start in January.



Wharves works program - Executive Manager Transport & Civil Infrastructure

Emergency repair works at Currawong have commenced and the wharf has been made safe and accessible.



Carol's Wharf renewal works - Executive Manager Transport & Civil Infrastructure

Works awarded to a contractor in September. Works to be completed in 2021.



Bells Wharf renewal works - Executive Manager Transport & Civil Infrastructure

Works awarded to a contractor in September. Works to be completed in 2021.

Car parks and parking stations



Smart Parking infrastructure project - Executive Manager Transport & Civil Infrastructure

As detailed in 'Move – Northern Beaches Transport Strategy' Council's Smart Parking Management objective is to manage car parking in a way that is equitable and supports the economic viability of centres and boosts sustainable public transport and active travel use. With this in mind, internal stakeholders have been working together to refine the project scope.



Car park renewal works - Executive Manager Transport & Civil Infrastructure

Work on this program is on track with detailed design and scoping of works having commenced for projects in Newport, Avalon, Palm Beach and Narrabeen.

Car parks and parking stations



Multi storey car parks renewal works - Executive Manager Property

Upgrade and renewal works to mechanical plant and lifts at Council multi-storey car parks.

Plant and Fleet



Major plant renewal - Executive Manager Transport & Civil Infrastructure

This program is on time and within budget.



Light fleet renewal - Executive Manager Transport & Civil Infrastructure

This program is on time and within budget.

FINANCIALS

Transport Traffic and Active Travel

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	3,182,737	947,801	2,234,936	13,442,696	13,442,696	14,307,789
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	24,999	220,412	(195,413)	1,382,000	1,382,000	1,386,544
Grants and Contributions - Operating Purposes	751,260	584,309	166,951	4,274,737	4,203,201	4,285,273
Gains on disposal of Assets	151,730	215,564	(63,834)	470,370	470,370	470,370
Total Income from Operations	4,110,726	1,968,086	2,142,640	19,569,803	19,498,267	20,449,976
Expenses from Operations						
Employee Benefits and Oncosts	(2,854,785)	(2,918,907)	64,122	(11,666,367)	(11,666,367)	(11,666,367)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(2,732,531)	(2,781,692)	49,161	(9,698,688)	(9,704,476)	(10,199,054)
Depreciation and Amortisation	(3,198,846)	(3,198,846)	-	(12,795,382)	(12,795,382)	(12,795,382)
Other Expenses	(876,379)	(1,396,351)	519,972	(4,457,504)	(4,457,504)	(4,457,504)
Internal Charges	2,085,207	2,083,997	1,210	8,323,180	8,323,180	8,342,315
Overhead Allocation	(960,012)	(960,012)	-	(3,840,050)	(3,840,050)	(3,840,050)
Total Expenses from Operations	(8,537,346)	(9,171,811)	634,465	(34,134,811)	(34,140,599)	(34,616,041)
Surplus / (Deficit) from Operations	(4,426,620)	(7,203,725)	2,777,105	(14,565,007)	(14,642,331)	(14,166,065)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	3,352,795	4,100,509	(747,714)	16,609,038	17,035,654	19,882,894
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,073,825)	(3,103,216)	2,029,391	2,044,031	2,393,323	5,716,829
Rates and Annual Charges						
Rates and Annual Charges	7,126,401	7,126,401	-	14,565,007	14,565,007	14,565,007

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$4,426,620 is lower than forecast by \$2,777,105 at the end of the quarter.

Total Income from Operations of \$4,110,726 is higher than forecast by \$2,142,640 primarily as a result of the COVID-19 pandemic not impacting service as much as originally anticipated.

User Charges and Fees are higher than forecast primarily as a result of higher than anticipated parking revenue.

Total Expenses from Operations of \$8,537,346 are lower than forecast by \$634,465.

Other Expenses are \$519,972 lower than forecast as a result of the timing of CTP insurance payments and lower than expected street lighting expenditure.

Annual forecast

For the full financial year, the Deficit from Operations is forecast to reduce by \$476,266 primarily as a result of increased parking revenue partially offset by increased expenditure on road network signage.

Economic Development, Events and Engagement

HIGHLIGHTS

Supporting small business during COVID-19

During the July to September quarter, we continued to connect with our business community to support them through the economic challenges related to COVID-19. We provided ongoing assistance to our local businesses as the local economy started to re-open to keep businesses informed of changing requirements, connect them to local and Government support, cut red-tape and costs where we could, and understand their needs and provide inspiration.

Some of the key initiatives that occurred in the September quarter to support small businesses included:

- agreeing to extend Fee waivers for up to 9 months (until 31 Dec 2020) on outdoor dining and footpath merchandise, as well as food and other health inspections on premises and fire safety fees
- distributing a fortnightly Business Newsletters to a database of over 15,000 local businesses
- establishing a local contractor program to procure minor concrete renewal and maintenance works, with packages of work up to the value of \$50,000, from local businesses to boost the economy
- awarding Creative Community Support Grants of up to \$3,000 to assist businesses to adjust to COVID-19 conditions
- ongoing support for the five local chambers of commerce with fortnightly meetings with the Mayor and CEO, to discuss a coordinated response to businesses
- partnering with the ATO to host eight weekly webinars on small business challenges from starting to closing a business, running a home-based business, becoming an employer, and managing cashflow and budgets. Over 300 businesses registered across the eight sessions
- growing a Business to Business (B2B) Support Hub to list local business support services to assist impacted businesses (80 listed providers)
- undertaking a Business Recovery Survey (140 responses) to understand the impact of COVID-19 on businesses, business outlook and additional support needed to re-open
- running a Business Community Unite campaign – showcasing five local businesses which have successfully pivoted to inspire others (over 55,000 views)

Tourism

We have continued to work with our tourism industry to support them during COVID-19 and to help them recover as travel bans were lifted. This included running a Winter School Holiday social media campaign, geo-targeting potential visitors within a two-hour drive of the Northern Beaches.

Activating local places

Placemaking is all about collaboration and creating vibrancy, to create places where people want to visit and spend time. Council is working at a local level to improve places for local residents, businesses and groups. Unfortunately, due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council has taken the decision to postpone and/or cancel some planned activations.

As restrictions associated with the pandemic ease, we will review the situation. Some of the key outcomes this quarter across the wards include:

- Place Coordinators supporting local businesses within town centres, including weekly health audits
- Distribution of Manly Mainstreet newsletter to businesses within Manly CBD
- Assisting businesses with information on resuming business being COVID-19 safe
- Liaising with business networks and chambers on a regular basis
- Supporting Manly market operations during the pandemic with advice and supply of signage
- Providing advice to buskers
- SWaT program in town centres, commencing with Freshwater
- Planning for the beautification of Newport, Manly Vale and Brookvale by the implementation of planters and pots
- As part of the Streets as Shared Spaces Program initiative of the NSW Government in response to COVID-19, in August Council was awarded grants of \$100,000 for a program of street closures in Newport, Mona Vale, Dee Why and Balgowlah Heights during October and November 2020; and \$875,000 for annual street closures in Manly and Bilgola. We are currently working with businesses at these locations to deliver on the program.

Citizenship

During this quarter we were able to return to delivering 'in person' citizenship ceremonies at Glen Street Theatre. Working within the NSW Health Orders and implementing risk mitigation strategies three citizenship ceremonies were held, two in August and one in September. We welcomed 318 people as Australian citizens at these events.

Event Support

With in-person events facing restrictions from NSW Health, members of the Events and Partnerships team were redeployed to support other business priorities related to COVID-19. The team also reviewed COVID-19 Safety Plans across the business for events and activities that were able to take place while ensuring our community remained safe.

Engaging our community

27 projects underwent actively community engagement this quarter of 2020. Significant projects included:

- Warriewood Valley Community Centre
- Warringah Golf Club lease renewal
- Activation of library spaces at night
- Cultural Audit
- North Harbour Reserve.

These key metrics give a sense of the scale of engagement across the range of projects:

Awareness

- 30,782 unique visitors to the Your Say website
- 43,902 Your Say website visits
- 31.8% of visits lasted at least one active minute
- six social media posts/adverts reached over 354,973 individuals with 17,700 links clicked

Conversations

- 2,985 online submissions completed
- 5.9% visits where at least one contribution was made
- 12.3% visits where at least two actions were performed

Participation

- four online focus groups held
- five survey conducted with 613 completions in total

Performance measures – Economic Development, Events, Engagement	Target	September Quarter
High impact projects with a Community Engagement Plan	100%	100%
Satisfaction with Council’s key community events	80%	No data *
Satisfaction with Council’s business events	80%	94%**

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

- * Due to COVID-19 restrictions, most Council-run events were cancelled. However, three Citizenship events were held with limited attendees, and feedback was positive. Online events included the Battle of Australia and Vietnam Vets Days.
- ** Business events included 8 weekly online webinars with over 300 business registrations

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind Schedule



Prepare a strategic approach to place making across our town and village centres - Executive Manager Community Engagement & Communications

Activation Plans prepared for the 14 town and village centres identified in Place Score survey are currently under review due to COVID-19.



Revise the Community Engagement Framework - Executive Manager Community Engagement & Communications

Project Management process for reviewing the Community Engagement Framework has commenced.



Develop and implement an Economic Development Plan - Executive Manager Community Engagement & Communications

An Economic Development Plan (EDP) is being prepared to guide short-term economic recovery and longer-term economic growth of the region. A Business Recovery Survey was conducted to understand the current impact of COVID-19 on local businesses and the additional support needed. The findings of the survey and outline framework for the EDP were presented to the Economic and Smart Communities Strategic Reference Group (SRG) on 19 August 2020. Consultant NDP has been engaged to facilitate a workshop with the Economic and Smart Communities SRG to set vision and principles for the EDP.



Deliver a seminar on inclusive employment practices and benefits for local businesses - Executive Manager Community Engagement & Communications

Council is continuing to develop a webinar on inclusive employment, including identifying potential speakers and local providers.

The Disability Inclusion Award 2020 was promoted as part of the Northern Beaches Local Business Awards. The awards have closed and an assessment by the panel is underway.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Town and Village Centre Activations



Dee Why Town Centre - Design - Executive Manager Capital Projects

We have been undertaking community engagement on the Triangle Park North in the Dee Why Town Centre, as well as completing the tender documents for construction of the park at the corner of St David Avenue and Pittwater Road, Dee Why.



Dee Why Town Centre – construction phase 1 - Executive Manager Capital Projects

Streetscape upgrade works on Pittwater Road between St David Avenue and The Kingsway are complete.



Manly Laneways – new works - Executive Manager Capital Projects

Work on paving at the corner of Whistler Street, Sydney Road and Belgrave Street commenced in August 2020. Paving work is scheduled for completion in November 2020, weather permitting.

FINANCIALS

Economic Development, Events and Engagement

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	-	2,499	(2,499)	10,000	10,000	483,522
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	2,535	89,348	(86,813)	993,765	993,765	408,919
Grants and Contributions - Operating Purposes	2,000	(5,000)	7,000	20,000	20,000	120,000
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	4,535	86,847	(82,312)	1,023,765	1,023,765	1,012,441
Expenses from Operations						
Employee Benefits and Oncosts	(1,215,473)	(1,356,233)	140,760	(5,414,893)	(5,414,893)	(5,383,706)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(249,294)	(2,449)	(246,845)	(2,663,559)	(2,720,752)	(2,918,350)
Depreciation and Amortisation	(18,285)	(18,285)	-	(73,139)	(73,139)	(73,139)
Other Expenses	(45,377)	(260,684)	215,307	(700,254)	(700,254)	(888,737)
Internal Charges	(36,978)	(58,728)	21,749	(247,619)	(247,619)	(247,619)
Overhead Allocation	(303,269)	(303,269)	-	(1,213,076)	(1,213,076)	(1,213,076)
Total Expenses from Operations	(1,868,676)	(1,999,648)	130,972	(10,312,540)	(10,369,733)	(10,724,626)
Surplus / (Deficit) from Operations	(1,864,141)	(1,912,801)	48,660	(9,288,775)	(9,345,968)	(9,712,186)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,864,141)	(1,912,801)	48,660	(9,288,775)	(9,345,968)	(9,712,186)
Rates and Annual Charges						
Rates and Annual Charges	1,912,801	1,912,801	-	9,288,775	9,288,775	9,288,775

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$1,864,141 is lower than forecast by \$48,660 at the end of the quarter.

Total Income from Operations of \$4,535 is lower than forecast by \$82,312 primarily as a result of reduced market and sponsorship revenue.

Total Expenses from Operations of \$1,868,676 are lower than forecast by \$130,972.

Employee Benefits and Oncosts of \$1,215,473 are lower than forecast mainly due to vacancies within the Events team.

Annual forecast

For the full financial year, the Deficit from Operations is forecast to increase by \$366,218 primarily as a result of the continuation of the Community Event grants program for 2020/21 (\$263,000) and the impact of COVID-19 on market hire income (\$80,000)

Property and Facilities

HIGHLIGHTS

Aquatic centres

There were good results for attendance at the aquatic centres, considering the COVID-19 restrictions on class attendances, and on the number of people within a facility at any one time. Warringah Aquatic Centre reached over 57,000 attendances, only 2% behind the same period last year. Manly Andrew Boy Charlton attendances were over 129,000, a modest 5% lower than this time last year.

Supporting our tenants through COVID-19

Council has a large number of community groups and businesses that use Council buildings impacted by COVID-19 restrictions. As part of our overall community and business support, Council continues to waive the rent for impacted lessees and licensees, to assist them get back on their feet as COVID-19 restrictions roll back. Outdoor dining fees are waived until December 2020, and we're giving more flexibility for seating areas to allow for social distancing. For retail stores struggling for patrons, we invited merchandising applications to allow them to display merchandise outside their stores.

Brookvale Oval Centre of Excellence and new grandstand set to commence

The Property team have worked with the Manly Warringah Sea Eagles to put in place the appropriate agreements to enable the planned Centre of Excellence (CoE) to commence construction. The CoE and Grandstand facilities at Brookvale Oval have been in planning for a long time, with funding totalling \$32.5m received from Federal and State governments to enable these works to occur. Council will also be writing to the Minister for Local Government requesting approval to put in place a 30-year lease with the Manly Warringah Sea Eagles.

Rejuvenating Currawong

The landscaping and building works at Currawong that commenced in February 2020 and progressing well and nearing completion. The works include the total renewal of existing main pathway and retaining walls as well as the refurbishment of the games room and three cottages - Bluetongue, Kookaburra and Goanna Cottage. These works will rejuvenate the site and provide a much-improved visitor experience, and are well on track to be being reopened prior to the peak summer holidays period.

Mona Vale and Long Reef surf clubs in progress

The proposed new Mona Vale Life Saving Club and Long Reef Surf Life Saving Club buildings and their associated community facilities have taken another step towards reality, with both being approved to go to construction tender. These projects have been in the planning for many years, and with the design and approvals all now finalised, they are now moving to the deliver stage with the demolition and construction works planned to commence in early to mid-2021.

Performance measures – Property and Facilities	Target	September Quarter
Availability of Council buildings for use by the community	100%	100%
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	Q1 > 194,000	186,396*

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* COVID-19 restrictions are still impacting attendance numbers, particularly within classes and some areas of the facilities. Combined attendance is down 4% compared to the same period last year.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind Schedule



Implement priority accessibility improvements to property assets - Executive Manager Property

The amenities designed for Mona Vale Beach Surf Club will include a unisex accessible amenity and family change room with an additional unisex amenity on the first floor, with construction planned over two years. The new amenities at Apex Park include a unisex amenity, family change and an ambulant cubicle. Construction is planned to be completed in late 2020.

At South Narrabeen SLSC there will be accessibility improvements to the building. The balcony and stair upgrades to the cafe and first floor are complete. Accessible amenities at East Esplanade Manly are due for completion in late 2020. Design is in progress for Shelly Beach for an upgrade and unisex accessible amenities.



Continue to improve the provision and cleanliness of public amenities - Executive Manager Property

Existing cleaning contract continues to perform at a satisfactory level with additional day cleaning teams commencing from 28 September 2020 as part of the seasonal resourcing strategy. Summer cleaning approaches have been reviewed with ramped up resourcing again being put in place to ensure customer expectations are met.



Currawong Cottages and surrounds - refurbishment and modernisation - Executive Manager Property

Works to refurbish three holiday cabins and games room building at Currawong Beach are complete. A new pathway and retaining wall have been completed improving access and drainage across the site. Upgrade of the electrical mains switchboard at the site is planned for October 2020.

Additional funding has been received from the NSW Government for proposed improvements to the Conference Centre Building located at the top of the site. The scope of improvements includes bushfire upgrades to the building along with interior remodelling to better cater for group bookings. Planning is underway for the works which are scheduled to be completed this financial year.



Improve leasing and licencing practices for community users - Executive Manager Property

Draft Community Lease and Licence policy with associated templates to be presented to Council late 2020. This should deliver a better, quicker and simpler leasing and licencing outcome for community users.



Focused improvement of Surf Life Saving Club facilities - Executive Manager Property

Funds are allocated for a range of surf life saving club projects. Those completed this quarter include Narrabeen (rectified steel-work and concrete spalling), Dee Why (roller doors) and Bilgola (new accessible toilet and roof repairs). At North Steyne, roof works and master planning are in progress.

Those in planning stage include:

- Dee Why - external painting
- Freshwater - roof and door repairs, and new training room - architect appointed
- Queenscliff - major refurbishment works and high-level windows - tender being assessed
- Warriewood - awning and master planning - architect appointed
- Newport – Development Application being progressed



Deliver the new Warriewood Valley Community Centre - Executive Manager Property

This project aims to deliver a new multi-use community centre on the existing site of the Nelson Heather Centre. The exhibition of the concept plans for community feedback closed on 27 September 2020.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Emergency buildings program

Terrey Hills Emergency Services Headquarters design works - Executive Manager Property

The project aims to prepare a masterplan that will appropriately rationalise and utilise the site that houses the RFS, SES and Marine Rescue head office operations for the Northern Beaches, including suitable accommodation for all three services as well as providing appropriate accommodation and services during a major incident. The scope is currently being refined in consultation with the users of the site.

Duffys Forest Rural Fire Station new works - Executive Manager Property

This project will demolish and replace the existing Duffy's Forest Fire Brigade building. The Development Application has been lodged and is being assessed.

Marine Rescue Broken Bay Building - new works - Executive Manager Property

Discussed with Marine Rescue the design of a replacement building at Rowland Reserve.

Civic building and compliance works

Currawong Cottages - new cottages, games room and amenities - Executive Manager Property

Works to refurbish three holiday cabins and games room building are complete. A new pathway and retaining wall have been completed improving access and drainage across the site. Upgrade of the electrical mains switchboard at the site is planned for October 2020.

Additional NSW Government funding has been received for improvements to the Conference Centre Building located at the top of the site. The scope of improvements includes bushfire upgrades to the building along with interior remodelling to better cater for group bookings. Planning is underway for the works which are scheduled to be completed this financial year

Wyatt Avenue Futsal Centre new works - Executive Manager Parks & Recreation

In response to strong community need this site has been selected for further investigation as a high quality, off-road bike riding facility. An arboricultural survey and concept plan for the facility were completed, and we started weed clearance and demolition of old structures. Community engagement on the concept will commence in October 2020.

Operational buildings works program - Executive Manager Property

Planning underway for proposed office reconfiguration at the ground floor of Manly Town Hall, Manly. Planning ongoing for air conditioning upgrades at various location. The request for quotation has been released for roof repairs at Dee Why Civic Centre.

Sport buildings works program - Executive Manager Property

This program focuses on the improvement of existing sporting buildings for the community. The works to LM Graham Reserve Sports amenities are completed, and the old building is yet

Civic building and compliance works

to be demolished to create additional space for dog exercise. Also completed are rectification and upgrades to Reub Hudson Oval Sports amenities.



Sydney Lakeside Holiday Park renewal works - Executive Manager Property

Capital building works are complete

Property management



Acquisition of minor land parcels - Executive Manager Property

The contracts for the land purchase in Whale Beach have been exchanged - settlement should be finalised in November to transfer the land to Council's ownership.

Cemetery Works



Manly Cemetery Columbarium new works - Executive Manager Property

Planning is ongoing for proposed new columbarium walls, pathway and garden at Manly Cemetery. A development application will be lodged for approval addressing heritage constraints for the site and vital tree protection measures.

Public Amenities improvements



North Curl Curl youth public amenities - Executive Manager Property

This project sees the construction of a new toilet block to service the North Curl Curl Community Garden and Skate Park. Designs are underway for the amenities including access pathways. It is anticipated works will commence in early 2021.



Public amenities works program - Executive Manager Property

This focuses on the improvement of existing amenities for the community. This year's program include works to Dee Why Beach, which are under way and due for completion in October 2020, improved and expanded East Esplanade amenities, which are due for completion in December 2020 and the design phase for improved amenities at Shelly Beach.



Clontarf Reserve amenities renewal - Executive Manager Property

Concept design works have commenced for alterations to improve the existing amenities.

Aquatic Centre improvements



Warringah Aquatic Centre renewal works - Executive Manager Property

Entrance foyer improvements and pool-side office works completed. Work commenced on further office improvements and pool plant replacement.



Manly Aquatic Centre renewal works - Executive Manager Property

Upgrade of pool equipment and other minor works at Manly Aquatic Centre.

FINANCIALS

Property and Facilities

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	3,386,569	518,741	2,867,828	13,663,075	13,663,075	15,899,969
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	3,074,778	3,120,054	(45,276)	12,674,523	12,674,523	12,320,557
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on Disposal of Assets	3,271	-	3,271	(3,498,335)	(3,498,335)	(3,498,335)
Total Income from Operations	6,464,617	3,638,794	2,825,823	22,839,263	22,839,263	24,722,191
Expenses from Operations						
Employee Benefits and Oncosts	(2,793,531)	(2,879,429)	85,897	(11,389,994)	(11,389,994)	(11,389,994)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(3,152,597)	(2,017,339)	(1,135,258)	(11,193,360)	(11,193,360)	(12,141,661)
Depreciation and Amortisation	(1,732,254)	(1,732,254)	-	(6,929,016)	(6,929,016)	(6,929,016)
Other Expenses	(2,139,433)	(3,794,015)	1,654,582	(10,875,939)	(10,875,939)	(17,279,122)
Internal Charges	(129,091)	(105,498)	(23,593)	(422,558)	(422,558)	(546,882)
Overhead Allocation	(1,160,815)	(1,160,815)	-	(4,643,259)	(4,643,259)	(4,643,259)
Total Expenses from Operations	(11,107,721)	(11,689,349)	581,628	(45,454,125)	(45,454,125)	(52,929,933)
Surplus / (Deficit) from Operations	(4,643,103)	(8,050,555)	3,407,451	(22,614,862)	(22,614,862)	(28,207,742)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	1,438,422	926,931	511,491	3,388,741	3,735,270	3,588,286
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(3,204,681)	(7,123,623)	3,918,942	(19,226,121)	(18,879,592)	(24,619,456)
Rates and Annual Charges						
Rates and Annual Charges	8,050,555	8,050,555	-	22,891,259	22,891,259	22,891,259

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$4,643,103 is lower than forecast by \$3,407,451 at the end of the quarter.

Total Income from Operations of \$6,464,617 is higher than forecast by \$2,835,823 primarily as a result of the COVID-19 pandemic not impacting service delivery as anticipated.

Total Expenses from Operations of \$11,107,721 are lower than forecast by \$581,628. This is principally the result of timing differences associated with the payments for subsidising rent for local businesses to mitigate the effects of the COVID-19 on their operations.

Grants and Contributions for Capital Purposes are higher than forecast as a result of timing differences associated with the receipt of funds.

Annual forecast

For the full financial year, the Deficit from Operations is forecast to increase by \$5,592,880 primarily due to the settlement of a legal matter and an increase in net income from Aquatic Centres (\$687,274), Lakeside Holiday Park (\$299,746) and the Golf Driving Range (\$244,026).

Governance and Assurance Services

HIGHLIGHTS

Corruption prevention training

Corruption prevention training is being conducted for all executive managers and people leaders. The sessions assist staff to identify and manage corruption risks. It is expected that all business units will have been trained by the end of the year.

Performance measures – Governance and Assurance	Target	September Quarter
Council meeting minutes finalised and published within three working days of meetings	100%	100%
Council's compliance with Governance Framework to meet statutory requirements	100%	100%

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind Schedule



Deliver an effective complaints management and resolution framework - Executive Manager Internal Audit & Complaints Resolution

A draft Complaints Resolution Manual has been developed and is with the Director Corporate and Legal for comment. Complaints resolution staff training continues.



Deliver the Internal Audit program in line with the Internal Audit Strategic Plan - Executive Manager Internal Audit & Complaints Resolution

Audits have been completed or are underway in accordance with the Audit Plan.

FINANCIALS

Governance and Assurance Services

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Original Budget \$	Revised Budget \$	Current Forecast \$
Income from Operations						
User Charges and Fees	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	64,381	-	64,381	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	64,381	-	64,381	-	-	-
Expenses from Operations						
Employee Benefits and Oncosts	(847,421)	(913,449)	66,028	(3,653,797)	(3,653,797)	(3,653,797)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(797,953)	(1,395,946)	597,993	(3,800,444)	(3,800,444)	(3,800,444)
Depreciation and Amortisation	(11,983)	(11,983)	-	(47,933)	(47,933)	(47,933)
Other Expenses	(763,524)	(777,571)	14,047	(3,112,913)	(3,112,913)	(3,226,001)
Internal Charges	(5,483)	(26,655)	21,172	(106,621)	(106,621)	(27,871)
Overhead Allocation	(280,250)	(280,250)	-	(1,120,998)	(1,120,998)	(1,120,998)
Total Expenses from Operations	(2,706,613)	(3,405,853)	699,240	(11,842,706)	(11,842,706)	(11,877,044)
Surplus / (Deficit) from Operations	(2,642,232)	(3,405,853)	763,621	(11,842,706)	(11,842,706)	(11,877,044)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,642,232)	(3,405,853)	763,621	(11,842,706)	(11,842,706)	(11,877,044)
Rates and Annual Charges						
Rates and Annual Charges	3,405,853	3,405,853	-	11,842,706	11,842,706	11,842,706

Budget commentary year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$2,642,232 is lower than forecast by \$736,621 at the end of the quarter.

Income from Operations is higher than forecast by \$64,831 primarily as a result of the recovery of legal expenditure incurred.

Expenses from Operations of \$2,706,613 are lower than forecast by \$699,240. This is principally the result of lower than anticipated legal expenditure and timing differences associated with the payment of contract services for internal audit work.

Employee Benefits & Oncosts are \$66,028 lower than forecast mainly related to vacant positions within the service.

Materials and Contracts are \$597,993 lower than forecast as a result of the reasons mentioned above.

Internal Charges are \$21,172 lower than forecast as a result of the phasing of receipts associated with the recovery of insurance costs from Lakeside Holiday Park."

Annual forecast

For the full financial year the Deficit from Operations is forecast to increase by \$34,339 as a result of higher insurance premiums (\$126,735) partially offset by a reduction in the budget for Mayoral and Councillor Fees (\$13,646) as there will be no increase in fees in the 2020/21 financial year and an additional internal charge to recover insurance costs from Lakeside Holiday Park (\$78,750).

Customer Service

HIGHLIGHTS

Digital channels increasing

The quarter saw 72,000 customer contacts across all channels, which was a 16% increase on the previous quarter. We are seeing an increase in digital channel usage, while volumes are remaining consistent for calls and counter visits.

Manly Beach Permits launched in Little Manly with a new online process, with 49% of customers choosing to utilise the new online option.

Customers approve of concierges

Concierges remain in place and are working well for triaging customer requests, queue management and COVID-19 requirements. 97% of customers have expressed a preference for keeping the concierge service going forward.

Performance measures – Customer Service	Target	September Quarter
Calls answered within 30 seconds	80%	55%*
Customer satisfaction with customer service calls	85%	98%
Customer satisfaction with online requests	80%	89%
Customer requests conducted online	30%	39%

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* Average call response time did not meet the target, due to staff vacancies and high call volumes on Beach Parking permits, new Manly Parking permit scheme and rates.

Workload measures – Customer Service	September Quarter
No. calls to Customer Service 1300 434 434	46,066

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule



Improve and review the customer portal to enhance accessibility - Executive Manager Customer Service

A plan of works is in progress to review and improve the customer portal.



Enhance the customer experience across the organisation - Executive Manager Customer Service

Planning has commenced for implementation of improved organisational reporting.



Develop and implement a consistent feedback approach across all customer contact channels - Executive Manager Customer Service

Coordinating the program of work to implement a consistent feedback approach across all customer contact channels.

FINANCIALS

Customer Service

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD	YTD	YTD	Original	Revised	Current
	Actual	Forecast	Variance	Budget	Budget	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	556,604	293,481	263,123	856,136	856,136	1,067,044
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	556,604	293,481	263,123	856,136	856,136	1,067,044
Expenses from Operations						
Employee Benefits and Oncosts	(872,208)	(880,468)	8,260	(3,508,710)	(3,508,710)	(3,508,710)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(19,659)	(38,037)	18,378	(137,090)	(137,090)	(146,890)
Depreciation and Amortisation	(16,590)	(16,590)	-	(66,359)	(66,359)	(66,359)
Other Expenses	(13,799)	(10,955)	(2,844)	(53,112)	(53,112)	(53,112)
Internal Charges	167,666	166,474	1,192	665,894	665,894	665,894
Overhead Allocation	(143,223)	(143,223)	-	(572,892)	(572,892)	(572,892)
Total Expenses from Operations	(897,813)	(922,800)	24,987	(3,672,270)	(3,672,270)	(3,682,070)
Surplus / (Deficit) from Operations	(341,209)	(629,319)	288,110	(2,816,133)	(2,816,133)	(2,615,026)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(341,209)	(629,319)	288,110	(2,816,133)	(2,816,133)	(2,615,026)
Rates and Annual Charges						
Rates and Annual Charges	629,319	629,319	-	2,816,133	2,816,133	2,816,133

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$341,209 is lower than forecast by \$288,110 at the end of the quarter.

Total Income from Operations of \$556,604 is higher than forecast by \$263,123 as a result of the issue of parking permits for the new Manly Permit scheme which was delayed from earlier in the calendar year.

Total Expenses from Operations of \$897,813 are lower than forecast by \$24,987. This is principally the result of vacancies that were filled at the end of Q1 and phasing of other costs which will be incurred in Q2.

Annual Forecast

For the full financial year, the Surplus from Operations is forecast to increase \$201,108 primarily as a result of the timing of the renewal of Manly Parking Permits.

Corporate Support Services

HIGHLIGHTS

Financial support during COVID-19

With adoption of the operational plan and budget for 2020/21, we implemented a support package for businesses and community groups to assist with the impacts of COVID-19. This has included rent reductions for commercial tenants, fees waived for 222 outdoor dining permits, 37 footpath merchandise permits, 358 food and other environmental health inspections and numerous fire safety inspections. All ratepayers also received a reduction in their rates and domestic charges through a subsidy on their 2020/21 rates notice. This has been further supported by an extension of our hardship practices which recognise that issues relating to COVID-19 will impact on some ratepayers.

Funding community projects

Council was notified this quarter that it was successful in securing over \$4 million in funding for high priority community projects. In partnership with other agencies we will be delivering the following projects:

- \$2,410,000 for Newport Beach to the Serpentine Link from Infrastructure NSW
- \$975,000 from Department of Planning Industry and Environment for the Beaches Eat.Stay.Play and Active projects at Manly and Bilgola
- \$640,303 from NSW Boating Now for seven projects from Pittwater to Manly

IGNITE Program – Inspiring Great New Ideas Towards Excellence

Council continues its journey towards excellence under the Australian Business Excellence Framework (ABEF). Training our staff in business excellence is progressing well with over 360 staff now completed their on-line training programs.

Council have also commenced a program of Service Reviews, of all our 61 services, to ensure they are meeting the current and future needs of our community. A report on the findings of these reviews will be presented to Council in December 2020.

Digital technology improving your world

Council continues to introduce more service to our Customers online. This quarter we introduced the ability for customers to apply and pay online for the Manly Residential Parking Permits and Hoarding Permits. The IT Service Management project has commenced to uplift the Service Delivery offering to our customers. The introduction of a new Intranet allows staff to be able to collaborate easily and find information to be able to respond quickly to our customers.

The introduction of the emergency preparedness map allows residents to search for their property and establish the property's proximity to bush fire prone land, mapped flood, and coastal erosion areas and identifies what risks your property would be exposed to in extreme weather conditions and other emergencies.

Financial reporting

The Audit Office of NSW issued unqualified reports on the General and Special Purpose Financial Statements for the 2019/20 financial year in September 2020.

Council has achieved a Net Operating Result for the 2019/20 financial year of \$18.6m surplus (2018/19: \$28m surplus) and a Net Operating Result before Capital Grants and Contributions of \$16.5m deficit (2018/19: \$9.9m surplus).

The financial result for the year, which was the subject of this audit, was significantly impacted by the COVID-19 pandemic and natural disaster-declared storms. While the Council did not meet the Operating Performance ratio benchmark of 0% at this time, the Council has met all other financial and asset performance ratios and working capital is sufficient to meet the Council's operating requirements. The net cost to Council of the COVID-19 pandemic to 30 June 2020 is \$11m.

The staff presentation on the audited Financial Statements to the Audit, Risk and Improvement Committee was well received.

Rates harmonisation project

We have commenced developing a new and equitable rating structure for the whole Northern Beaches, will be undergo community engagement later in the year. This will replace the structures of the three former Councils and will be based on rating categories and sub-categories that aim to provide an equitable framework and methodology for calculating rates. Achieving a harmonised rates structure by 1 July 2021 is a requirement of the NSW Government.

Launch of our new careers portal

In July our new careers portal for external applicants was launched. The portal features information on what it is like to work at Council, including the benefits and features a number of videos from employees that detail how they make a difference daily. It also breaks down vacancies by categories which makes searching for roles a much easier experience. If candidates can't find an open role, they are given the opportunity to join our talent community and be informed when vacancies that match their criteria arise. This will enable us to build a talent pipeline. The portal is a good representation of our employer value proposition.

Introduction of the LG Award 2020 conditions

The new Award was released, effective 1 July 2020. The Award included 35 amendments or additions to the previous award, these have now been implemented, notable changes include:

- Tightening up of On Call conditions
- Annual leave at full, half or double pay now available
- Payment in lieu of annual leave now available
- Alterations to the spread of hours and penalty rates for various functions
- Availability of review of nature of engagement for casuals employed in excess of 12 months

Internal policies and procedures have been updated to reflect these changes.

Performance measures – Corporate Support	Target	September Quarter
Correspondence replied to within 10 working days	90%	93%
Councillor requests responded to within 10 working days	80%	98%
Operational projects on schedule	80%	91%
Capital projects on schedule	80%	96%
Quarterly, annual reports submitted to Council on time	100%	100%

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

OPERATIONAL PROJECTS

Key: ✔ Complete 🔄 Progressing ! Behind Schedule

Present Council's quarterly budget review statement, annual report and financial statements - Executive Manager Strategy & Performance

The draft General and Special Purpose Financial Statements and Special Schedules for the year ended 30 June 2020 were presented to Council on 29 September 2020 and subsequently forwarded to the auditor. The draft annual report is with the design studio for completion of the final design. Quarterly reporting of business performance against the delivery program for 2020/21 is on track.

Deliver a program of service reviews - Executive Manager Strategy & Performance

Northern Beaches Council is currently undertaking a process to review its 61 Services to ensure they are meeting the current and future needs of our community. A report on the findings of these reviews will be presented to Council in December 2020.

Develop strategic directions and plans based on Integrated Planning and Reporting framework - Executive Manager Strategy & Performance

A project has been initiated to develop a Strategic Planning Framework. The first milestone has been completed, which included a stock take of all strategies and plans developed or scheduled across the business. Naming conventions and principles for the framework have also been drafted and are undergoing initial review.

Develop the delivery program, annual operational plan and long-term financial plan - Executive Manager Strategy & Performance

Project is scheduled to start in October

Revise and implement the Digital Transformation Strategy - Chief Information Officer

Online booking system implemented for community venues phase 1 (internal use). Progress was made to phase 2 of the online booking system (external access and integration), as well as the staff management systems in line with the digital strategy.

Implemented the Manly Residential Parking scheme online application and payment solution. Introduced the online Hoarding Application, with payment facility for our customers.



Review the Community Strategic Plan and its resourcing strategy - Executive Manager Strategy & Performance

Project is scheduled to start in February.



Develop a harmonised rates structure - Chief Financial Officer

Commenced modelling the rates harmonisation, to detect overall impact on ratepayers in each of the three former Council areas. Councillors have been briefed on the principles of harmonisation, and the impact for residential ratepayers, as well as pensioner concessions and stormwater management charges.

In regard to the requirements on NSW local government for harmonisation, Council met with IPART on the harmonisation of minimum rates. A General Managers Reference Group has been established together with other councils, and a joint submission sent to the Office of Local Government (OLG). We have also met with other amalgamated councils, OLG and the Minister for Local Government to highlight issues that may need a legislative focus.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

IT improvements



IT Infrastructure - new works - Chief Information Officer

The IT Infrastructure New Works Program has been established to deliver new technology to support Council. The program includes for example new Public Wi-Fi points and CCTV and the upgrade of core infrastructure such as replacing infrastructure switches.



IT Software – new works - Chief Information Officer

Progress continued with the with development of:

- People Central modules for management of our workforce
- Organisation Booking System for customers
- Scoping for the Website upgrade



IT Infrastructure replacements - Chief Information Officer

This program is replacing outdated infrastructure hardware to ensure a stable environment e.g. CCTV, Data Centre, Network and Public Wi-Fi



Computers, laptops and mobile devices - replacement - Chief Information Officer

The computer end user device program consists in the replacement of Desktops, Laptops, Mobile phones and Tablets. The replacement schedule is currently in line with the budget.

FINANCIALS

Corporate Support Services

Income Statement - 1 July to 30 September 2020

	Year to date			Annual		
	YTD	YTD	YTD	Original	Revised	Current
	Actual	Forecast	Variance	Budget	Budget	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	120,665	104,940	15,725	445,789	445,789	445,789
Investment Fees and Revenues	460,654	347,583	113,071	1,355,536	1,355,536	1,355,536
Other Revenues	128,167	211,748	(83,581)	713,417	713,417	423,900
Grants and Contributions - Operating Purposes	682,975	715,145	(32,170)	6,090,869	6,090,869	6,352,124
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,392,461	1,379,416	13,046	8,605,611	8,605,611	8,577,349
Expenses from Operations						
Employee Benefits and Oncosts	(5,982,166)	(5,722,087)	(260,079)	(21,845,311)	(21,845,311)	(22,332,856)
Borrowing Costs	(297,439)	(300,029)	2,590	(1,190,327)	(1,190,327)	(1,194,818)
Materials and Contracts	(615,817)	(1,434,295)	818,478	(3,073,199)	(3,409,060)	(3,482,278)
Depreciation and Amortisation	(551,115)	(606,048)	54,933	(2,424,194)	(2,424,194)	(2,508,266)
Other Expenses	(4,764,828)	(5,462,994)	698,167	(13,431,836)	(13,431,836)	(13,675,051)
Internal Charges	244,724	267,002	(22,278)	1,081,371	1,081,371	1,139,509
Overhead Allocation	6,209,633	6,209,633	-	24,838,531	24,838,531	24,838,531
Total Expenses from Operations	(5,757,009)	(7,048,820)	1,291,810	(16,044,964)	(16,380,825)	(17,215,228)
Surplus / (Deficit) from Operations	(4,364,548)	(5,669,404)	1,304,856	(7,439,353)	(7,775,214)	(8,637,879)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	1,795,514	1,395,022	400,492	5,580,088	5,580,088	5,580,088
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,569,034)	(4,274,382)	1,705,348	(1,859,265)	(2,195,126)	(3,057,791)
Rates and Annual Charges						
Rates and Annual Charges	119,222,138	119,187,653	34,485	2,066,384	2,066,384	2,066,384

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total Deficit from Operations of \$4,364,548 is lower than forecast by \$1,304,856 at the end of the quarter.

Total Expenses from Operations of \$5,757,009 is lower than forecast by \$1,291,810.

Materials and Contracts are \$818,478 lower than forecast primarily as a result of the timing of information technology contracts.

Other Expenses are \$698,167 lower than forecast as a result of the timing of software, postage, data services, and training.

Grants and Contributions for Capital Purposes are \$400,492 higher than forecast as a result of timing of receipts associated with section 7.11 and 7.12 developer contributions.

Annual forecast

For the full financial year the Deficit from Operations is forecast to increase by \$862,665 primarily as a result of new positions and contract expenditure within the Digital and IT business unit to deliver projects including People Central and security improvements (\$1,104,781), partially offset by the receipt of a Natural Disaster grant from a February 2017 hailstorm (\$261,255).