

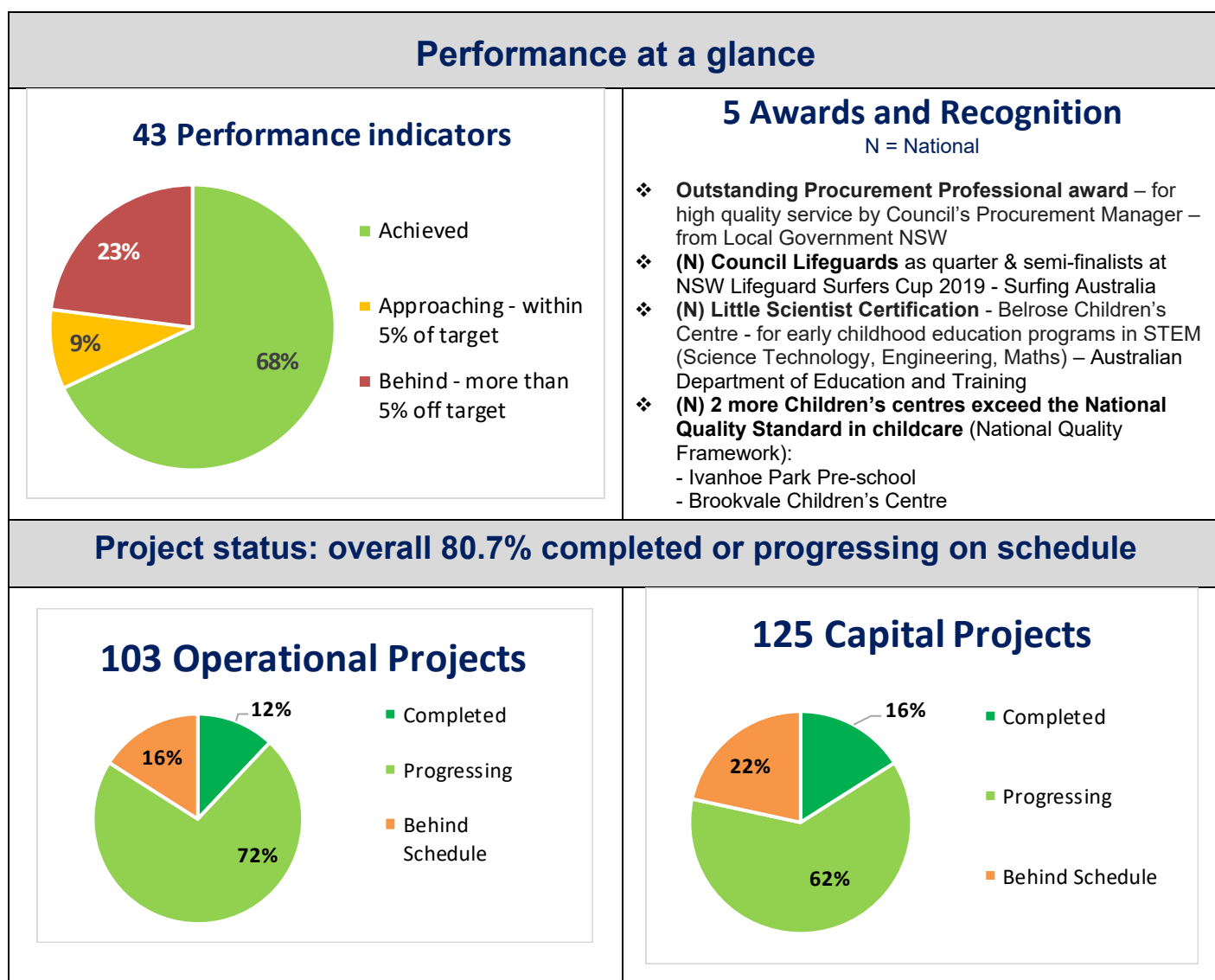
March 2019 Quarterly Report on Service Performance - Implementing the Operational Plan 2018/19

Introduction

This is a report on progress in implementing the Operational Plan 2018/19 for the Quarter ending 31 March 2019. 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 228 projects, overall 80.7% were either progressing or completed (comprised of 84% of operational and 78% of capital projects). In total, 32 projects are completed. Council's target is for 80% of all projects to be completed or progressing on schedule by 30 June 2019.

Of the 43 Performance Indicators, 68% met their target, while a further 9% are approaching it (i.e. the result is within 5% of their target). Two performance measures were unable to be reported as their data capture systems are under development.



Each service summary includes a short update on all projects, and their progress for the quarter:

Key:  Completed  Progressing on schedule  Behind schedule

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Environment and Sustainability

HIGHLIGHTS

Environment centres

The Coastal Environment Centre (CEC) has hosted hundreds of people in the centre since the start of the new year. Over the summer holidays, more than 265 children attended the popular *Kids on the Coast* school holiday education program. Since the school year began over 2,500 school students have visited the centre and have been provided with hands on, practical, outdoor learning experiences.

The Manly Environment Centre cataloguing project has created 9,700 online records of hard copy resources in the March quarter. The online catalogue is accessible to council staff and the public. The online catalogue is available at: <http://menvc.omeka.net>.

Community sustainability

Over the last quarter a range of initiatives have helped residents and business become more environmentally sustainable. These initiatives include:

- The renewal of our sustainability pages on Council's website to provide up to date information to encourage the community to make positive environmental changes.
- The launch of our *Thank you!* campaign. The campaign aims to recognise the efforts of Northern Beaches residents who do their bit for the environment. The campaign is delivered across print, digital media and billboards.
- A Sustainable Surfing presentation held in partnership with Surf NSW during the Vissla Surf Pro. Some 40 attendees met and discussed the issues of carbon, waste and toxicity in the surf industry. Three of these businesses have subsequently joined Council's Sustainable Business Network.
- The provision of free energy saving advice to residents and businesses that has resulted in another 180 people obtaining quotes for solar panels.

Environmental volunteers

Over this quarter, our Bushcare Volunteers contributed more than 820 hours across 54 different sites working with Council to conserve and rehabilitate publicly owned natural bushland. In addition, two new Bushcare groups were formed at Dee Why and Long Reef.

Tick resistant shirts and wide brimmed hats have continued to be supplied to volunteers with the majority of volunteers now using this equipment. Council has implemented a new data management system centralising Bushcare volunteer details across the LGA. This is helping Council to manage our Bushcare volunteers in a more effective manner and realising new opportunities. The Bushcare team have also begun moving all volunteers on to a standardised Northern Beaches Council Agreement with over 200 volunteers on board. Council recognised the work of the Bushcare Volunteers in protecting our local environment through the *Thank You* campaign.

Coast, catchment and estuary management

Council undertakes an extensive program to protect, preserve and manage our coast and waterways. Some highlights for the quarter included:

- Works have commenced on weed removal and revegetation at Curl Curl Lagoon. These works are funded by Council and an Environmental Trust grant from the NSW State Government. These works will continue over the next three years.
- Monitoring estuary health at the coastal lagoons and Pittwater has continued. At the end of the annual monitoring period the data will be used to provide an overall rating for each site.

- The continuation of work on the program to protect public assets at Collaroy-Narrabeen Beach through the construction of coastal protection works. Detailed designs and a review of environmental factors are being finalised.

Bushland and biodiversity

Bush regeneration continued at over 350 sites to improve native habitats and reduce invasive species. Other actions to protect bushland and biodiversity this quarter included:

- Reducing fire risk – Council has been updating the bushfire information on its website to help the community be better prepared for bushfire events.
- Responding to over 240 bushland and biodiversity customer requests
- Conducting the regional fox baiting and other pest animal control programs. This the culling of 5 foxes and over 100 rabbits.
- The assessment of 80 development application referrals and representing Council in several Land and Environment Court proceedings

Stormwater and floodplain activities

The Northern Beaches flood program is on target with the public exhibition undertaken for the Ingleside, Elanora and Warriewood Overland Flow Study and the Newport Flood Study.

The Narrabeen Lagoon Floodplain Risk Management Study and Plan report has been finalised following the collation and review of submissions. The Manly to Seaforth Flood Study was also completed this quarter. These will be reported to Council during April.

Stormwater works undertaken this quarter include the relining and encasement of the stormwater pipe at South Steyne; the continued replacement of Jacksons Road stormwater and reconstruction works on a headwall at Pittwater Road near Corniche Road, Bayview. Stormwater relining of various poor condition stormwater pipes at several sites in Manly, Collaroy, Balgowlah and Warriewood as well as pipe patching at Farview Road, Bilgola have been completed. The design for the remediation of open channels has been finalised for Polo Street, Mona Vale and Nioka Road, Narrabeen. The detailed design and the Review of Environmental Factors for water quality improvement devices proposed for East Esplanade and South Steyne in the Manly area were also completed.

Improving development and other applications

Nearly 220 development application referrals for engineering works were received and 355 assessments were completed, along with 60 associated pre-lodgement meetings. Over 200 other engineering applications were determined, for activities including the construction of driveways, installation of hoardings and subdivision certification.

Corporate sustainability

Preparation continued on the draft Northern Beaches Environment and Climate Change Strategy that included review by the Environment Strategic Reference Group as well as internal reviews. Upon finalisation, the strategy will be presented to Council for public exhibition.

Our energy efficiency keeps improving, as part of our pledge to the Cities Power Partnership. Works have included lighting upgrades at Pacific Waves Carpark, Manly that will reduce approximately 60 tonnes of carbon emissions each year and will also save on annual energy and maintenance costs. An energy audit of Council's top 23 energy consuming sites was also completed. This report provides detailed recommendations for specific sites and will inform a program of works for energy efficient upgrades at Council facilities.

Council commissioned a water audit report of two of its top water consuming sites, Sydney Lakeside Holiday Park and Pittwater Rugby Park. These audits will assist with a program of works to reduce water consumption at these sites.

Performance Measures – Environment and Sustainability	Target	September Quarter	December Quarter	March Quarter
Bush regeneration by contractors (hectares)	≥ 300 ha/year	75 ha	120 ha	240 ha

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

Workload Measures – Environment and Sustainability	September Quarter	December Quarter	March Quarter
No. sustainability education events	114	74	31
No. people attending sustainability education events	5,240	11,263	4,103
Gross pollutants removed from stormwater networks (tonnes)	165	150	300
No. DA referrals for assessment (of environmental controls and engineering requirements)	703	771	484

OPERATIONAL PROJECTS

Key: ✓ Completed 🔄 Progressing on schedule ! Behind schedule



Deliver programs to protect and restore our catchments, waterways and coast including ecological, risk and restoration programs - Executive Manager Natural Environment & Climate Change

Council undertakes an extensive program to protect, preserve and manage our coast and waterways. This program includes investigations and on ground works as well as monitoring of the condition of these areas.

As a result of the recent fire at a storage building in Brookvale, significant effort has gone into management of downstream impacts. Contaminated water entered the stormwater system, as a result of the firefighting, and flowed into Brookvale Creek and Manly Lagoon, and then discharged onto Queenscliff Beach. Works included installation of sandbags and booms, closure of the lagoon and beach as a precautionary measure, and ongoing water quality monitoring.

Council's estuary monitoring program continued with sampling at sites in the coastal lagoons and Pittwater for a range of ecological health indicators. Once this annual program is completed the results will be analysed to produce the annual rating for each of these waterways.

Lagoon, headland and dune bush regeneration contracts for 2018/19 are continuing in accordance with the annual program, as well as additional exotic tree and weed removal at Curl Curl lagoon where revegetation works will be ongoing for the next three years.

Council is working closely with the State Government to develop content for the Local Strategic Planning Statement, which is a precursor to development of a new Northern Beaches Local Environmental Plan. Council is also collaborating with a number of adjoining Councils to develop Coastal Management Programs for the Hawkesbury-Nepean Estuary and Sydney Harbour.

During this period, Council continued to develop the program to protect public assets at Collaroy-Narrabeen beach through the construction of coastal protection works. These works are scheduled to commence this financial year. Council resolved at its meeting of 26 March to

provide financial assistance to eligible properties of up to 20% (50/50 Council/NSW State Government) of the cost of construction works.



Deliver strategic environmental sustainability programs and enhance resilience to climate change - Executive Manager Natural Environment & Climate Change

Council received and reviewed the draft final report for the Stage 2 Solar Feasibility Study which is investigating the viability of installing solar panels on Council facilities, with the results directing future capital works programs.

The draft Northern Beaches Environment Strategy was provided to the Steering Committee and other internal staff for final review. Upon completion of the review the strategy will be submitted to studio for graphics and design.

Council submitted an '*Increasing Resilience to Climate Change*' grant application to develop a Climate Resilience Design Guide in collaboration with the Institute of Public Works Engineering Australasia and Dubbo Regional Council. The planned project will build on previous award winning works to assist local governments to build resilience into infrastructure assets.



Deliver effective and engaging sustainability education and volunteering programs to local residents, businesses and schools- Executive Manager Natural Environment & Climate Change

The Greener Communities Program includes activities at the Coastal Environment Centre (CEC) in Narrabeen, the Manly Environment Centre (MEC), Environmental Volunteers and a wide range of Community Sustainability initiatives.

Environment Centres

In March more than 2000 school students from 22 schools attended the Coastal Environment Centre (CEC). The CEC also partnered with various groups to host events including; Rotary to host a clean-up Australia Day event, the Department of Education for a local schools in-service and well-being day for teachers, the Peninsula Community of Schools for a teacher personal development day, and the University of the 3rd Age group held three workshops for their members. Other events included a snakes and spiders awareness workshop for the community and bushcare volunteers, nature play, rock platform and a family friendly earth hour energy hacks. The augmented reality sandbox is now operational and our most recent casual teaching recruits are now fully trained up and out in the field educating local school children and the community.

The Manly Environment Centre (MEC) cataloguing project is progressing well with more than 9,700 resources catalogued to date. Four Interns from Nigeria, China and Italy and also community volunteers are involved in this project with 620 volunteer hours being recorded in the Centre during March. The MEC hosted a walk and information session with students from Macquarie University to discuss developing a local App focusing on environmental and heritage locations. These students are part of Macquarie University's Professional and Community Engagement (PACE) Program.

In March celebrations were held at Shelly Beach to mark the 17th anniversary of the Aquatic Reserve status being granted to Cabbage Tree Bay. Friends of Cabbage Tree Bay Volunteers and their friends attended the event which consisted of a morning tea and talks from some of the original advocates for Cabbage Tree Bay and a talk from the Sydney Institute of Marine Science presented an update on Operation Crayweed. Also on display was a sonar poster image of Cabbage Tree Bay before it became an aquatic reserve which depicted the huge benefits of 'no take' protected areas.

Community Sustainability

A *Sustainable Surfing* presentation was held in partnership with Surf NSW for the Vissla Surf Pro, with 40 attendees who heard about the issues of carbon, waste and toxicity in the surf industry. Attendees had the opportunity to engage with and ask questions of local and international shapers about what it would take to change the industry.

An Earth Hour Event was held with approximately 50 people in attendance. The Charge Ahead energy program continued throughout March with two events including an Advanced Solar event with more than 70 attendees and an Energy Efficiency for Apartments event with 30 attendees.



Deliver programs to protect our community from the effects of flooding including floodplain planning, response and mitigation options

Executive Manager Natural Environment & Climate Change

The Northern Beaches flood program is on target with a number of important projects being delivered this year. During March the public exhibition commenced for both the Ingleside, Elanora and Warriewood Overland Flow Study and Newport Flood Study. The Narrabeen Lagoon Floodplain Risk Management Study and Plan report has been finalised following the collation and review of submissions.

The scope and environmental assessment has been finalised for sand removal at North Narrabeen to help improve the hydraulic efficiency of Narrabeen Lagoon entrance. Works will commence on-site this financial year.



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

A study to assess the feasibility of a range of options to reduce the frequency of flooding on Wakehurst Parkway is currently being finalised. A preliminary draft feasibility study was submitted in March 2019. This confirmed that many of the proposed options to reduce the frequency of flooding on Wakehurst Parkway have the potential for a number of environmental impacts. Further environmental analysis and costings are being finalised to help inform the environmental and economic feasibility of the various floodplain management options. The final feasibility report is expected to be delivered in April 2019.



Investigate Scotland Island Wastewater feasibility - Executive Manager Natural Environment & Climate Change

Council received funding from the New South Wales Government to conduct an independent investigation into the commercial feasibility of the supply of water and wastewater services to Scotland Island. The project is being administered by Council with the involvement of a working group comprising local representatives.

The consultants have finalised the high level review of social and environmental factors, property surveys and are close to completing options for water and wastewater services. Professional peer review of the project is continuing. The project is expected to conclude by December 2019.



Deliver programs to protect and restore bushland including threatened species and pest species management and control of bushfire risk - Executive Manager Natural Environment & Climate Change

Bushland management includes contractor bush regeneration, bushland maintenance works and response to customer requests relating to bushland areas. During March Council continued bush regeneration works across 350 bushland sites. The Bush Regeneration Team undertook drainage channel stabilisation works at Forestville Park. Approximately 100m of jute matting was installed along the channel/creek banks. This is part of a larger re-vegetation project where several large Coral Trees have been removed. The next stage is mulching, replanting with native species both into the creek banks and adjacent areas. Grant funded projects have also commenced for *Grevillea caleyi* in Terrey Hills.

The Bushfire Team is administering the Rural Fire Service (RFS) Local Government Grants and Resilience Program. The funding will target mitigation works and fire trail upgrades across Councils bushland. During March the Bushfire Team has completed a desk top audit of all Extreme 1A Asset Protection Zones (APZ) under Council's care and control. A number of APZ's have been prioritised for second round funding under the RFS grants program. Council, in conjunction with the RFS responded to two hazard requests during this month.

Biodiversity management involves pest plant and animal control programs, operational management such as responding to customer requests, assessment of development applications and strategic programs. Councils Pest Animal Control Program operated in major reserves across the area with one fox and 48 rabbits culled. Council concluded its regional fox baiting program at five sites across the Northern Beaches. The Invasive Species Team undertook 20 weed inspections and completed 17 weed and pest customer requests. Council's trap hire program leased three traps for the control of vertebrate pest species on private property.

The Biodiversity referral body completed 27 development assessment referrals during March and provided advice for seven pre-lodgement meetings. The Biobanking Agreement for Ingleside Chase Reserve was put on public exhibition and community submissions are currently being reviewed. Staff provided expert Biodiversity input into the Council's Local Strategic Planning Statement the precursor to the development of the Northern Beaches Local Environment Plan. Guidelines are being developed to assist development applicants in addressing the legislative reforms under the NSW Biodiversity Conservation Act 2016.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Coastal Protection Works



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

This project relates to the construction of works to protect public and private property on Collaroy-Narrabeen Beach including road ends, public parks, South Narrabeen Surf Life Saving Club, and Collaroy carpark. The public works need to be aligned with the works being undertaken by residents to protect private property.

A number of private applications have been finalised, while tenure arrangements are being negotiated between residents and the State Government. At the meeting of 26 March, Council resolved to provide \$3,460,000 of financial assistance for up to 20% of the cost of construction works to eligible properties (split 50/50 between Council and New South Wales Government); the process of applying for and providing these funds is being finalised.

Coastal Protection Works

Planning for the public works is underway, with works at Collaroy carpark expected to commence in this financial year. Detailed design of priority sites has been finalised, a Review of Environmental Factors is being finalised, and contractors are being engaged. This project is currently financially ahead of schedule, however it is likely that funding will be carried forward into the 19/20 financial year.

Stormwater program



Planned Stormwater new - Executive Manager Natural Environment & Climate Change

The Planned Stormwater New Works Program provides new assets and upgrades to the existing stormwater network in order to reduce incidences of flooding and address water quality issues.

The installation and construction for a water quality improvement device at East Esplanade Manly has been forecast to commence in May 2019 following finalisation of the construction tender process and upon receipt of the prefabricated device.

The design works and environmental assessment for the proposed Crown of Newport Reserve project is being undertaken by a specialist engineering consultants, and is due for completion this financial year. The project is currently behind schedule due to phasing issues, however it is expected that the works will be completed by the end of the financial year.



Warriewood Valley creekline works - Executive Manager Natural Environment & Climate Change

This project will deliver creekline works to mitigate flooding and improve the riparian ecosystem in Warriewood Valley. Designs have been completed for the main site for this year's works, and procurement is underway to deliver the works this financial year.



Planned Stormwater renewals - Executive Manager Natural Environment & Climate Change

The Jacksons Road Warriewood stormwater culvert replacement project is ongoing with key installations of the western culvert stage 1 works now complete. The proposed stage 2 will require Jacksons Road traffic lanes to be reduced to one lane and the two-way flow controlled by temporary traffic lights at the site. These necessary maintenance works have been scheduled over the school holidays to reduce the impact to local residents and also shoppers to the adjacent Warriewood Square.

The stormwater augmentation at Ilford Road Frenchs Forest has been delayed as a result of a Sydney Water watermain requiring Sydney Water to undertake protection of the service in May 2019. Construction works will be finalised in May/June 2019.

The South Steyne stormwater pipe concrete encasement has commenced with all excavation and demolition works complete. Concrete encasement will commence in April and overall works are to be completed in May 2019.

Stormwater relining of various poor conditioned stormwater pipe assets has been completed in Manly, Collaroy, Balgowlah and Warriewood. Remediation of stormwater pits to enable relining in Pittwater, Manly and Forestville is forecast to commence in April 2019.

Concept designs for the Fairy Bower Pool stormwater outlet pipe is ongoing including hydrological/hydraulic investigation of the frequent overflow stormwater culvert covers along Marine Parade.

Stormwater program

Proposed remediation of the Raglan Street Manly stormwater outlet requiring the replacement of the corroded strapping to the stormwater pipe is scheduled to commence in April and completed in May 2019.



Reactive Stormwater renewals - Executive Manager Natural Environment & Climate Change

The Reactive Stormwater Renewal Works Program delivers minor renewal works on the existing stormwater network. This ensures that the assets are maintained in good condition and local flooding issues are addressed.

During March, a headwall reconstruction at Pittwater Road near Corniche Road, Bayview was completed. Closed circuit television pipe surveys were carried out as preliminaries for several minor renewal works projects. A request for quotation has also been prepared to engage a contractor to undertake various stormwater pit renewal projects that require confined space entry. Sites include: Edwin Ward Place - Mona Vale, Headland Road - Curl Curl, Hudson Parade - Clareville, Allington Crescent - Elanora Heights and The Walk, Clontarf.



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

Council have received quotations to carry out the gross pollutant trap renewal works at North Harbour Reserve, Balgowlah and are currently assessing the submissions. It is anticipated that the construction works will commence in May and be completed by the end of the financial year.

Community Nursery



Community Nursery - Curl Curl - Executive Manager Natural Environment & Climate Change

The community nursery provides opportunities for a host of activities in addition to growing native plants for Council programs. In March the internal fit out of the nursery and external landscaping was completed and power was connected. The nursery will be connected to water in April. The opening is scheduled for 7 April with volunteers set to begin working later in the month.

Water and Energy Saving initiatives



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

This project delivers energy savings works in the former Pittwater area.

During March, Council finalised the energy audit report of Council's top 23 energy consuming sites. This report provides detailed recommendations for specific sites and will inform a program of works for energy efficient upgrades at Council sites.

Council finalised the quotation process and awarded the contract for the installation of additional solar panels at Sydney Lakeside Holiday Park. The project will abate 20 tonnes of carbon emissions each year with works scheduled to begin in late April 2019.



Energy Saving Initiatives works program - revolving energy fund - Executive Manager Natural Environment & Climate Change

This project delivers energy efficiency and renewable energy works in Council properties.

Water and Energy Saving initiatives

Energy audit report of Council's top 23 energy consuming sites. This report provides detailed recommendations on energy reducing options for specific sites. Four lighting upgrade project business cases were selected to be implemented this financial year at Cromer Depot, Pittwater Rugby Park, Pittwater Golf Centre and Manly Art Gallery and Museum.

In March Council commenced the energy efficient lighting upgrade project at Pacific Waves Carpark in Manly aimed at reducing energy usage and improving safety. It is anticipated that the upgrade will save approximately 60 tonnes of carbon emissions each year and will also save costs through reduced energy and maintenance requirements. This project will be completed by the end of the financial year.



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

This project will implement water saving and re-use projects in the former Pittwater area. During March Council received the draft final Water Audit report of two of its top water consuming sites, Sydney Lakeside Holiday Park and Pittwater Rugby Park. The report was reviewed internally. These audits will assist with a program of works to reduce water consumption at these sites.

Delays with the production of the final water audit report have slowed the development of business cases for current financial year water savings projects, however these works are expected to be completed by the end of the financial year.

FINANCIALS

ENVIRONMENT & SUSTAINABILITY SERVICES

Income Statement – 1 July 2018 to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	23,331,907	23,331,907	0	32,860,125	32,860,126	32,860,126
User Charges & Fees	1,284,095	1,270,017	14,078	1,515,757	1,826,446	1,776,446
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	3,360	0	3,360	0	0	0
Grants and Contributions - Operating Purposes	406,227	465,648	(59,421)	894,518	894,552	816,024
Grants and Contributions - Capital Purposes	6,527	0	6,527	0	0	223,527
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	25,032,117	25,067,573	(35,456)	35,270,400	35,581,125	35,676,123
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(4,956,885)	(5,502,384)	545,499	(7,850,731)	(7,354,566)	(7,154,566)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(4,923,013)	(5,758,465)	835,452	(8,514,859)	(8,809,327)	(8,512,294)
Depreciation and Amortisation	(5,257,219)	(5,257,219)	0	(7,009,625)	(7,009,625)	(7,009,625)
Other Expenses	(4,200,078)	(4,194,317)	(5,761)	(5,592,400)	(5,592,400)	(5,602,400)
Internal Charges	(2,199,893)	(2,189,087)	(10,806)	(2,928,980)	(2,928,980)	(2,928,980)
Overhead Allocation	(2,530,355)	(2,530,355)	0	(3,373,807)	(3,373,807)	(3,373,807)
Total Expenses From Continuing Operations	(24,067,443)	(25,431,827)	1,364,384	(35,270,401)	(35,068,705)	(34,581,672)
Surplus / (Deficit) from Continuing Operations	964,674	(364,254)	1,328,928	(1)	512,420	1,094,451

The Total Surplus from Continuing Operations of \$964,674 is higher than forecast at the end of March primarily as a result of lower than forecast expenditure during the nine months.

Total Income from Continuing Operations of \$25,032,117 is lower than forecast by \$35,456 primarily due to the timing of receipt of Grants and Contributions for Operating purposes.

Total Expenses from Continuing Operations of \$24,067,443 are lower than forecast by \$1,364,384. This is principally the result of Employee Benefits & Oncosts and Materials and contracts that are, respectively, \$545,499 and \$835,452 lower than forecast. Employee Benefits & Oncosts are lower than forecast due to a significant number of vacancies across the service. Staff are working very hard to maintain service levels with these vacancies and are utilising temporary contractors where possible. Materials and Contracts are lower than forecast principally due to lower than anticipated expenditure in the floodplain and stormwater programs, and phasing of other works.

For the full financial year a surplus from Continuing Operations of \$1,094,451 is forecast, representing an increase of \$582,031. Income from Continuing Operations is forecast to increase by \$94,998 due to changes in grants and contributions to be received.

Expenses from Continuing Operations are forecast to decrease by \$487,033. This is comprised of a reduction in anticipated Materials and Contracts expenditure of \$297,033 primarily due to lower than anticipated expenditure in the floodplain program, and a reduction in employee costs for the reasons noted above. Capital grants increased \$217,000 for Collaroy-Narrabeen Coastal Protection Works and capital contributions have increased \$6,527 in recognition of energy savings certificates received. \$10,000 has also been allocated to the Eco Schools Grant Program (in other expenses) from the Merger Savings Fund.

Waste and Cleansing

HIGHLIGHTS

New Waste Service – Contract Awarded for Replacement of Residential Waste Bins

In November Council awarded a tender to SULO to undertake the bin replacement and recovery program to support Council's new waste service commencing 1 July 2019.

All residents will be receiving new waste and recycling bins as part of the launch of the new waste services.

The new waste service, negotiated for the first time for the whole of the Northern Beaches, is an innovative, high-tech waste solution delivering better value, safer and more responsive services for the community with better outcomes for the environment.

All Northern Beaches residents for the first time will receive equal and consistent services including the same number of collections, and the same bin size, design and quality.

A communication strategy has been developed to make sure residents are well informed on changes to services prior to the new contract commencing in July.

Event Waste Management Strategy highlights

Council receives hundreds of major event bookings per year for which the Waste Education Team are required to assess and approve waste management plans. From January 2019 to end March the Waste Education Team have assessed 34 events.

For larger events, the Waste Education Team brief the stallholders on the policy and inspect their packaging prior to the day of the event. The team provide support to help event organisers comply with Council's policies.

Major events where the policy has been implemented this quarter include:

- Australia Day Celebrations - 26 January 2019 – 12 portable water stations installed across three locations
- Disabled Surfers Association Hands on Day - 23 February 2019 – Collaroy Beach – supply of reusable water station, paper cups and straws, 300 reusable water bottles
- Northern Beaches Youth Sport & Lifestyle Festival - 10 February 2019 - Pittwater Rugby Park – supply of two portable water fountain units
- The Drop Festival - 23 March 2019 - Keirle Park – Manly – supported implementation of a reusable cup return process.

Permanent Water Fountains

Permanent water fountains have been purchased to be installed at the following sites where major events are held:

- Palm Beach
- Bilgola Beach
- Nolan Reserve (District Park)

Portable Water Fountains

Council's 14 Portable water fountains have been available to loan for community groups and have been borrowed by 28 community groups.

The Waste Education Team have recently purchased four large water coolers that are available for loan to event organisers. The water coolers are practical for events such as fun runs and ocean swim events so water stations can be set up on beaches and reserves where taps are not available. They were recently utilised at the Cliffside Fun Run.

Performance Measures – Waste and Cleansing	Target	September Quarter	December Quarter	March Quarter
Domestic waste and recycling services: Compliance with schedules	100%	100%	100%	100%
Complaints on domestic waste collection service	<1%	Data not available	Data not available	* Data not available
Clean town centres and villages: Compliance with schedules	100%	100%	100%	100%

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

Note on results:

* **Complaints on domestic waste collection:** No result currently available as the data collection system is currently undergoing an upgrade.

OPERATIONAL PROJECTS

Key: ✔ Completed ✔ Progressing on schedule ! Behind schedule



Implement Waste Strategy - Executive Manager Waste Management & Cleansing

Council's strategy to implement a holistic new residential waste management system is on track. A Processing and Waste Disposal contract was awarded in 2017 and the 10 year Waste Collection Contract was signed in September 2018 both of which commence on 1 July 2019. A contract for supply and delivery of new residential waste bins was awarded in November and the bin rollout has commenced.



Implement Event Waste Management Strategy - Executive Manager Waste Management & Cleansing

Council's Waste Education team continued to support event organisers to comply with Council's Event Waste Management Strategy by providing active support at six major community events this quarter.



Waste Education and Behaviour change projects - Executive Manager Waste Management & Cleansing

This quarter Council commenced its bin replacement program in preparation for the commencement of the new waste contract starting 1 July 2019. Communications commenced to inform residents about Council's New Waste Service and Bin Replacement program.

Education specific to this program has included:

- Education campaign and artwork developed
- Website updated

- Social Media
- Paid advertisements in the Manly Daily, Peninsular Living and Pittwater Life
- All resident A5 Flyer
- Tailored letters with unique codes to all residents advising the process of ordering additional bins
- New call centre established and staff recruited and trained to handle resident enquires related to the new waste service
- Bin tags and bin stickers developed to educate residents on the process of what to do when new bins arrive and how old bins will be recovered.

Waste education and behaviour change projects have been planned to help residents reduce their waste going to landfill to support Council 's new waste service. Forty eight workshops/events have been organised for the calendar year including:

- Reducing waste in Bulky Goods clean up through 'Buy Sell Online' workshops and 'How to Ethically Declutter', Furniture Repair Café and e-repair café. Also Second Hand Saturdays, car boot sales and suitcase rummages
- Reducing waste in garbage bin, food waste reduction through learning to preserving & pickling and correct storage. Also 'Keeping Backyard chickens' and Composting
- Reducing single use plastics – Beeswax wrap workshops and reusable nappy workshops
- Beeswax wrap workshop and composting and worms workshop
- Production of a how to composting video
- Supported Clean Up Australia Day 3 March
- Schools education program



Implement Single Use Plastics Strategy - Executive Manager Waste Management & Cleansing

The Waste Education Team have incorporated education related to Council's Single Use Plastics Policies at the New Staff Induction sessions. All new staff are given a reusable keep cup and drink bottle and encouraged to use these at work and out and about representing Council as well as being aware of their procurement responsibilities related to these policies.

The Waste Education Team is currently meeting with business units to discuss how these policies may affect them and help identify ways they can make simple changes in their operations in order to comply. For example, Children Services have phased out plastic bags for wet and soiled clothing and have replaced them with reusable wet bags.

Our 'Swap This for That' campaign to reduce community use of single use plastics has continued with the following education events and workshops this quarter:

- Beeswax wrap workshops
- Using portable water fountains at Council events and loaning them to event organisers
- Website updates
- Encouraging recycling soft single use plastics (which haven't been avoided) at Recycle bins at local supermarkets

- Discussing strategies for waste avoidance with residents who contact the Waste Education team regarding the 80L size of the garbage bin under the new waste service



Working with business – responsible waste management - Executive Manager Waste Management & Cleansing

In 2018 all hospitality businesses (+1,000) on the Northern Beaches were contacted to encourage them to transition away from single use plastics. In February 170 newly registered businesses were contacted to encourage them to move away from single use plastics. Engaging directly with business continue being an integral part of reducing single use plastics on the Northern Beaches.

The Waste Education Project Officers have developed a strategy and are currently developing the resources required to commence their business engagement. The program includes:

- Face to Face engagement with local businesses
- Action plan with sustainability milestones
- Posters for staff and customers
- Behaviour change training guide with tips to educate and empower staff
- Sustainable procurement guide
- Supplier list
- Marketing guide to promote sustainability stories
- Pilot case study roll out in May
- Online networking hub on LinkedIn platform
- Collaboration with key Council departments (including Economic Development, Greener Communities, Food Safety & Environmental Health, Communications) and community groups (eg. Chamber of Commerce, Surfrider Ocean Friendly) (ongoing)
- Program launch event is planned for June 2019
- Business expo event showcasing sustainable packaging suppliers in July
- Data collection to capture sustainability journey
- Case studies of local heroes to enable behaviour change
- Presence at the Northern Beaches Business Awards – Sustainability Award
- Ongoing webinar series
- Regular newsletter communications
- Corporate Beach Clean event for Clean Up Australia Day 2020





Waste/Cleansing plant/fleet review - Executive Manager Waste Management & Cleansing

Twelve new waste trucks for the new waste service were built this quarter and are ready for signwriting design.

The other new waste trucks are on track for delivery.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Waste and Cleansing



Clontarf Reserve new recycling station - Executive Manager Waste Management & Cleansing

Bin installation works are underway.



Compactor bins trial - Executive Manager Waste Management & Cleansing

Installation of the bins at Shelley Beach is expected in April/May.



Domestic waste bins - bin replacement - Executive Manager Waste Management & Cleansing

The rollout of the new waste bins is underway. Over 80,000 bins have been delivered to houses and 60,000 old bins recovered for recycling.

FINANCIALS

WASTE MANAGEMENT & CLEANSING

Income Statement – 1 July 2018 to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	56,217,877	55,947,287	270,591	58,263,289	58,651,289	58,131,289
User Charges & Fees	210,575	288,730	(78,156)	654,138	250,805	250,805
Investment Fees and Revenues	53,633	36,808	16,825	49,077	49,077	49,077
Other Revenues	60,466	0	60,466	0	0	420,000
Grants and Contributions - Operating Purposes	641,356	687,072	(45,716)	714,050	660,050	660,050
Grants and Contributions - Capital Purposes						
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	57,183,907	56,959,896	224,011	59,680,554	59,611,220	59,511,220
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(6,038,438)	(5,724,224)	(314,214)	(7,576,307)	(7,746,307)	(8,203,307)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(30,157,034)	(35,484,107)	5,327,073	(46,304,390)	(46,155,927)	(43,135,927)
Depreciation and Amortisation	(423,529)	(423,529)	0	(564,706)	(564,706)	(564,706)
Other Expenses	(72,276)	(182,208)	109,932	(243,367)	(243,367)	(153,367)
Internal Charges	(2,468,664)	(2,489,016)	20,352	(3,327,865)	(3,327,865)	(3,320,892)
Overhead Allocation	(1,247,939)	(1,247,939)	0	(1,663,919)	(1,663,919)	(1,663,919)
Total Expenses From Continuing Operations	(40,407,881)	(45,551,024)	5,143,143	(59,680,554)	(59,702,091)	(57,042,118)
Surplus / (Deficit) from Continuing Operations	16,776,026	11,408,872	5,367,154	(0)	(90,871)	2,469,103

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations \$16,776,026 is higher than forecast by \$5,367,154 at the end of March as a result of both higher income and lower than forecast expenditure.

Total Income from Continuing Operations of \$57,183,907 is higher than forecast by \$224,011. Rates and Annual Charges are higher than forecast by \$270,591 due to additional domestic waste services provided throughout the year. Investment Fees and Revenues are higher by \$16,825, partially offsetting lower User Charges & Fees of \$78,156 and lower Grants and Contributions for Operating Purposes of \$45,716 due to lower pensioner rebates. The lower User Charges and Fees principally relates to the cessation of the Commercial Waste service during the second quarter. The first of three instalments of the “goodwill” payment negotiated under the container deposit scheme (CDS) was received under ‘Other Revenues’.

Total Expenses from Continuing Operations of \$40,407,881 are lower than forecast by \$5,143,143. This is the result of lower Materials and Contracts of \$5,327,073 and lower Other Expenses of \$109,932, which are partially offset by higher Employee Benefits & Oncosts of \$314,214. The lower Materials and Contracts expenses are primarily arising from delays in determining additional expected costs due to change in import conditions for recycling in China. There is also a general decline in tonnes for all waste streams resulting in lower tipping and processing costs. The higher than forecast Employee Benefits and On Costs are related to lower than anticipated vacancies throughout the year with a fairly stable workforce, additional temporary and casual staff associated

with the bin rollout program and additional cleansing service requirements within commercial centres.

For the full financial year, the result is forecast to increase by \$2,559,974 to a surplus of \$2,469,103 for the reasons noted above. This is comprised of a reduction in Domestic Waste Charges income of \$520,000 for credits for customers reducing their bin service and an increase in Other Revenue (\$420,000) for the CDS income noted above. The forecast change in Expenses is a result of lower Materials and Contracts and Other Expenses of \$3,110,000 partially offset by an increase in Employee Costs of \$457,000 for the reasons noted above. Of the \$2,559,974 budget variation proposed, \$1,639,974 is attributable to the Domestic Waste Service, with the balance of \$920,000 related to the Public Place Waste Service.

Kimbriki Resource Recovery Centre

HIGHLIGHTS

In February Kimbriki commenced full operation of the Leachate Treatment Plant, Since coming online 500,000 litres of waste water has been treated per day dramatically reducing the environmental risks associated with the operation.

Work has commenced constructing the next engineered, fully lined landfill cell. The cell is expected to be completed and ready to receive waste in early 2020.

The EcoHouse has expanded its services to include an Honesty Shop. This sells plants and gardening supplies locally sourced and in many cases propagated on site in the purpose-built nurseries constructed from re-use materials. Check out the website for details (www.ecohouseandgarden.com.au).

Kimbriki has entered into a new charity partnership with *Bikes4Life* who refurbish old bikes donated by the public and ship them to various locations in south-east Asia, since December they have received 420 bikes and have 250 loaded in a shipping container about to leave for Cambodia. They conduct monthly workshops with around 40-50 volunteers refurbishing bikes and packing spare parts, check out their website for details (www.bikes4life.com.au/sydney-north/).

Performance Measures - Kimbriki	Target	September Quarter	December Quarter	March Quarter
Total waste diverted from landfill (onsite at Kimbriki Resource Recovery Centre)	79%	84.2%	86.0%	84.3
Domestic dry waste diverted onsite from landfill	10%	4.2%	2.0%	* 8.0%

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

Note on results:

* **Domestic dry waste diverted onsite from landfill** – Resource recovery from landfill is being adversely impacted by delays in procuring a new contractor. This procurement has been delayed to align it with the construction and demolition processing tender to maximise the potential for synergies between the two operations.

OPERATIONAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule



Review site operations and develop new business plan consistent with Council's vision for the site - Executive Manager Waste Management & Cleansing

Interim Business Plan consistent with the Council's vision for the site has been submitted and is subject to periodic review.



Site operations are primarily conducted under four Contracts, all of which expire in 2019. The vegetation tender has been assessed and recommendation made with respect to the preferred tenderer. The tender for the receipt, transport and processing of recyclables onsite close in May 2019.

In February Kimbriki commenced full operation of the Leachate Treatment Plant which has been treating 500,000 litres per day of waste water. This facility has dramatically reduced the environmental risks associated with the operation and will be a key site asset up to and beyond closure of the landfill operations.

Work has commenced constructing the next engineered, fully lined landfill cell which is expected to be completed and ready to receive waste in early 2020.

Services provided by the Ecohouse and Sustainability Hub have been expanded to additional programs and social enterprises benefiting impoverished communities here and internationally.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Kimbriki improvements



Kimbriki high level drain - Executive Manager Waste Management & Cleansing

This quarter a peer review of the design, alternate options and associated cost estimates was commenced.



Kimbriki western bund wall on Area 3B - Executive Manager Waste Management & Cleansing

Construction of lift 20 and 21 were completed.



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

This quarter, KEE worked to finalise the contract for works and commenced the process of obtaining a construction certificate.



Kimbriki leachate treatment plant - Executive Manager Waste Management & Cleansing

This quarter the leachate treatment plant became operational. Launch of the facility is scheduled for May/June 2019.



Kimbriki gas capture system - Executive Manager Waste Management & Cleansing

Landfill gas capture works and onsite monitoring was ongoing this quarter with minor extension works to the landfill gas capture system conducted.



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

Due to Kimbriki's capacity to manage incoming tonnes, no further work was undertaken on Cell 4B and this is now completed for the year. The development of Cell 4A will be a priority for the rest of the year.



Kimbriki landfill resource recovery facility - Executive Manager Waste Management & Cleansing

Project completed for 2018/19. No further development of this facility is planned for this financial year.



Kimbriki vehicles - Executive Manager Waste Management & Cleansing

Project completed for 2018/19. No other plant or fleet replacement is planned.

Kimbriki improvements



Kimbriki renewal program - Executive Manager Waste Management & Cleansing

This quarter improvements were made to the ANL work area and surface water management system, installation of Weighbridge D Racking commenced and design of the pump system for the dam which services the vegetation processing platform was finalised.



Kimbriki other - Executive Manager Waste Management & Cleansing

This quarter a new computer switch panel was purchased and faulty printers were replaced.

FINANCIALS

KIMBRIKI RESOURCE RECOVERY CENTRE

Income Statement – 1 July 2018 to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	0	0	0	0	0	0
User Charges & Fees	24,430,313	24,664,198	(233,885)	33,704,105	33,246,948	33,013,063
Investment Fees and Revenues	174,463	137,765	36,698	97,000	162,018	198,716
Other Revenues	2,541,532	2,406,919	134,612	2,823,448	3,094,230	3,228,842
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Total Income From Continuing Operations	27,146,307	27,208,882	(62,575)	36,624,553	36,503,196	36,440,621
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(3,737,833)	(3,788,079)	50,246	(5,458,347)	(5,049,375)	(5,105,614)
Borrowing Costs	(1,155,389)	(1,048,059)	(107,330)	(1,112,772)	(1,540,519)	(1,540,519)
Materials and Contracts	(8,947,231)	(8,972,854)	25,623	(13,654,264)	(12,328,962)	(12,328,962)
Depreciation and Amortisation	(1,189,723)	(1,235,125)	45,402	(1,730,374)	(1,696,857)	(1,655,335)
Other Expenses	(8,974,189)	(9,091,133)	116,944	(11,737,395)	(12,295,289)	(12,234,575)
Internal Charges	0	0	0	0	0	0
Overhead Allocation	0	0	0	0	0	0
Total Expenses From Continuing Operations	(24,004,366)	(24,135,250)	130,885	(33,693,152)	(32,911,001)	(32,865,005)
Surplus / (Deficit) from Continuing Operations	3,141,942	3,073,632	68,309	2,931,401	3,592,194	3,575,616

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$3,141,942 is \$68,309 higher than forecast at the end of March as a result of lower than forecast expenditure which has been partially offset by lower than anticipated income.

Total Income from Continuing Operations of \$27,146,307 is lower than forecast by \$62,575. User Charges and Fees are \$233,885 lower than forecast (0.9%) as a result of lower than anticipated

landfill revenue due to discounting from competitors prior to the introduction of the Queensland EPA levy and lower than anticipated C&D revenues due to partial closure to commercial customers of brick loads due to capacity issues. The lower User Charges and Fees are partially offset by higher investment interest earned of \$36,698, and higher Other Revenues of \$134,612 continuing the year to date trends.

Total Expenses from Continuing Operations are \$24,004,366 which is lower than forecast by \$130,885. Materials and Contracts are tracking closely to forecast with the minor variance being due to a reduction in lower than anticipated running costs of the Leachate Treatment Plant and the continued focus on cost control. Depreciation and Amortisation expenses are lower due to the timing of the completion of a number of capital works projects and Other Expenses are lower than forecast due to a reduction in the EPA waste levy as a result of lower volumes. Employee Benefits & Oncosts are \$50,246 lower due to reductions in headcount. Borrowing Costs are higher than forecast by \$107,330 due to the reassessment of future rehabilitation costs noted in previous quarters.

A minor reduction to the Surplus from Continuing Operations for the full financial year of \$16,578 is forecast. Income from Continuing Operations is forecast to decrease by \$62,575 in line with year to date actual results. This includes a reduction in User Charges and Fees of \$233,885 for the reasons noted above. This reduction is offset by an increase in Investment Revenues and an increase in Other Revenues in line with the year to date trends. Expenses from Continuing Operations are forecast to decrease by \$45,996 due to a reduction in Depreciation of \$41,522 and a reduction in Other Expenses of \$60,714, partly offset by an increase in Employee Benefits and Oncosts of \$56,239.

Strategic Land Use Planning

HIGHLIGHTS

Local Environmental Plans (LEP) Review

Council commenced preparation of our *Local Strategic Planning Statement* (LSPS). The LSPS will include a 20-year vision for land use planning and development across the Northern Beaches. A joint Strategic Reference Group (SRG) meeting was held to develop priorities for the LSPS and seven focus group meetings were held (one for each Ward, one Culturally and Linguistically Diverse and one Youth) to test the priorities developed. An on-line survey also received over 150 responses.

Council also retained consultants to develop a Housing Strategy, Employment Study, Social Infrastructure Study and Environment Study to support the preparation of the LSPS.

The draft LSPS and related discussion papers on housing, employment and social infrastructure will be reported to Council in mid-2019 and formally exhibited in the third quarter of the year.

Affordable Housing

Council has been working closely with the Department of Planning & Environment (DPE) to determine the exact feasibility of affordable rental housing provision in the Frenchs Forest Planned Precinct.

A draft Affordable Rental Housing Scheme has been prepared and this will be exhibited together with rezoning documentation for Frenchs Forest in the second quarter of 2019.

Consultants were also appointed to prepare a Housing Strategy. This strategy will also analyse the supply of and demand for affordable housing in the Northern Beaches.

Dee Why Town Centre Local Environmental Plan (LEP)

Amendments to the Warringah Development Control Plan (DCP) to support the LEP changes were adopted by Council in February 2019 and will commence with the making of the LEP amendments by the Minister for Planning.

My Place: Avalon - Avalon Place Plan

The Spotlight on Avalon document was released in January 2019 and presented the key findings of the community engagement phase of the My Place: Avalon project.

The document outlined the community vision for Avalon, community values, priorities for action and future directions. The report informs the development and preparation of the Avalon Place Plan.

Pittwater Waterway Review

The *draft Pittwater Waterway Strategy 2038* was placed on public exhibition for 8 weeks commencing on the 8 December 2018 to 3 February 2019.

Community and stakeholder input was sought through a range of online and face-to-face engagement activities, including pop up sessions and stakeholder meetings. A total of 47 written submissions were received during the exhibition period. Where appropriate, the *draft Pittwater Waterway Strategy 2038* has been amended in line with submissions and is anticipated to be reported to Council, in the middle of the year for endorsement and implementation.

Dee Why Town Centre Contributions Plan

Public exhibition of the Draft Dee Why Town Centre Contributions Plan commenced on 30 March 2019 for six weeks. This draft plan will deliver high quality, functional and much needed public facilities for the Dee Why Town Centre.

Northern Beaches Council Contributions Plan

The Draft Northern Beaches Council Contributions Plan has been prepared to assist in the provision of appropriate infrastructure to support the growth of the Northern Beaches population and workforce. Public exhibition of the Draft Northern Beaches Council Contributions Plan commenced on 30 March 2019 for six weeks.

OPERATIONAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule



Develop Place Plans for Avalon, Mona Vale and Manly - Executive Manager Strategic & Place Planning

The Avalon Place Plan is progressing:

- Spotlight on Avalon document has been published.
- Community Reference Group workshop in February established quick wins that can be initiated prior to completion of the place plan: Avalon netball courts; Avalon Beach Whale Wash Stone sculpture; and Dunbar Park and playground improvements.
- Traffic modelling of key intersections and parking study is now underway.

Work on the Mona Vale Place Plan is also underway and progress includes

- Review and analysis of previous community engagement activities completed.
- Commenced planning for community engagement.
- Commenced development of project pages for website.



Structure Planning and Rezoning - Ingleside - to deliver a new sustainable suburb. This will include achieving a Green Star Communities rating - Executive Manager Strategic & Place Planning

Department of Planning and Environment, Council and NSW Rural Fire Service has established a Steering Committee to oversee the bushfire evacuation study now underway as part of the planning investigation for Ingleside.



Precinct Planning - Frenchs Forest – to deliver a sustainable town centre and precinct. This will include achieving a Green Star Communities rating - Executive Manager Strategic & Place Planning

The project was registered with the Green Building Council Australia to initiate the certification process as a GreenStar Communities rated project.



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

All relevant documentation and technical reports have been completed ahead of presentation of the reports to the Working Group meeting in April.



Structure Planning and Rezoning - Brookvale - to deliver revitalisation to Brookvale town centre - Executive Manager Strategic & Place Planning

The Brookvale Structure Plan is on hold for the following reasons:

- The North District Plan, released in March 2018, contains requirements to retain and manage industrial land. Council has commenced an employment study (incorporating a strategic review of industrial lands).
- Consultation with Transport for NSW and Roads and Maritime Service has confirmed the existing transport study is outdated and a new study is required to support the Structure Plan. Council has commenced a new transport study for Brookvale - Dee Why

These additional studies will inform the forward path of this Structure Plan.



Implement the Pittwater Waterway Review - Executive Manager Strategic & Place Planning

The community exhibition of the draft Pittwater Waterway Strategy is completed. A total of 46 submissions were received resulting in minor amendments to the draft Strategy prior to adoption by Council. A draft report has been prepared and Studio are finalising the document prior to reporting to Council in May 2019.



Undertake Northern Beaches Strategic Land Use Planning Study - Executive Manager Strategic & Place Planning

We have undertaken successful engagement with seven focus groups - one with each ward, one for culturally and linguistically diverse people and one with youth.

A significant amount of work is underway, from consultant studies to continuing engagement with the Greater Sydney Commission in finalising the Local Strategic Planning Statement framework.



Implement an Affordable Housing policy - Executive Manager Strategic & Place Planning

Council has been included in State Environmental Planning Policy 70 (Affordable Housing Revised Schemes) and is working with the Department of Planning to include provisions in Council's Local Environment Plan (LEP) to enable affordable rental housing contributions in the Frenchs Forest Planned Precinct.

A draft Affordable Rental Housing Scheme to accompany the LEP amendments will be reported to Council when the proposed amendments are adopted.

SGS Economics preparing Council's Housing Strategy - analysing supply of and demand for affordable housing

FINANCIALS

STRATEGIC & PLACE PLANNING

Income Statement – 1 July 2018 to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	3,664,543	3,664,543	0	4,955,168	4,955,168	4,955,168
User Charges & Fees	598,600	788,779	(190,178)	1,267,219	1,106,536	961,227
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	1,522	0	1,522	0	0	0
Grants and Contributions - Operating Purposes	267,500	192,500	75,000	206,500	305,250	355,250
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	4,532,165	4,645,821	(113,656)	6,428,887	6,366,954	6,271,645
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(2,388,196)	(2,489,951)	101,755	(3,390,560)	(3,400,560)	(3,250,560)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(448,405)	(839,396)	390,991	(1,143,792)	(1,173,192)	(1,223,192)
Depreciation and Amortisation	(24,622)	(24,622)	0	(32,830)	(32,830)	(32,830)
Other Expenses	(691,815)	(556,489)	(135,327)	(888,441)	(778,941)	(756,441)
Internal Charges	(187,540)	(190,592)	3,052	(258,700)	(258,700)	(258,700)
Overhead Allocation	(535,924)	(535,924)	0	(714,565)	(714,565)	(714,565)
Total Expenses From Continuing Operations	(4,276,502)	(4,636,973)	360,471	(6,428,887)	(6,358,787)	(6,236,287)
Surplus / (Deficit) from Continuing Operations	255,663	8,848	246,815	(0)	8,167	35,358

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$246,815 is higher than forecast at the end of March primarily as a result of lower than forecast expenditure which has been partially offset by lower than anticipated income during the quarter.

Total Income from Continuing Operations of \$4,532,165 is lower than forecast by \$113,656 primarily as a result of lower User Charges & Fees associated with planning proposals and planning certificates.

There has been a marked softening in the development industry. This has resulted in fewer planning proposals received in addition to a reduction in the number of Planning Certificates requested. This trend appears to be continuing. Accordingly, a reduction in anticipated income is proposed from User Charges and Fees by \$145,309. Operating grants and contributions were also reforecast due to an unanticipated grant of \$50,000 for the Manly West Esplanade project.

Total Expenses from Continuing Operations of \$4,276,502 is lower than forecast by \$360,471. Employee Benefits & Oncosts are lower than forecast by \$101,755 due to vacant positions. A \$150,000 reduction in this budget is proposed.

Materials and Contracts are \$390,991 lower than forecast principally due to the timing of budgeted expenditure on the Local Strategic Planning Statement project. The project will continue to progress this financial year within the allocated budget. Other Expenses were \$135,327 higher than forecast due to the timing of the payment of the Dept of Planning & Environment Levy – the levy has been paid in full for the financial year.

Other expenses were also impacted by advertising and other costs associated with the community engagement and exhibition of the Brookvale Structure Plan and Ingleside Land Release. Both of these projects have been delayed and as such it is proposed to reduce anticipated expenditure on promotional costs by \$22,500.

For the full financial year, the Total Surplus from Continuing Operations is forecast to be by \$35,358 as a result of the above forecast changes.

Development Assessment

HIGHLIGHTS

This quarter 309 Development Applications, 134 Modifications of Consent were received for assessment; and 61 pre-lodgement meetings were held.

The Development Assessment team have commenced investigating the implementation of the electronic lodgement of Development Applications. Electronic lodgement will be via the NSW Department of Planning Portal and is anticipated to be introduced in late 2019.

Performance Measures – Development Assessment	Target	September Quarter	December Quarter	March Quarter
Applications for new additional housing stock determined under delegation within 40 days (Development Applications and Complying Development Certificates)	90%	34%	38 %	* 24%
DAs determined under delegation within 60 days	90%	47%	43 %	** 29%
DAs referred to independent panels within 90 days	90%	44%	45 %	*** 55%

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

Notes on results:

*** Applications for new additional housing stock** – The total number of Development Applications (DAs) for new additional housing stock is very similar to that of Q2. However, the number of Complying Development Certificates approved for new additional housing stock during this quarter has decreased, substantially impacting the Q3 percentage. This percentage consists of four DAs approved in under 40 days, 41 in total and eight Complying Development Certificates.

**** DAs determined under delegation** - There has been a reduction in the percentage of determinations under 60 days from the previous quarter. 95 DAs were approved by delegation within 60 days. The total number of DAs approved in the period was 330.

***** DAs referred to independent panels** – This is a 10% improvement from the previous period. Six approved DAs were referred to independent panels within 90days, from a total of 11 DA Applications.

OPERATIONAL PROJECT

Key: ✔ Completed 🔄 Progressing on schedule ! Behind schedule



Review and monitor delegations in light of new Local Planning Panel (formerly IHAPs) - Executive Manager Development Assessment

A review has taken place and no changes have been made to the Local Planning Panel delegations.

FINANCIALS

DEVELOPMENT ASSESSMENT

Income Statement – 1 July 2018 to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	2,346,798	2,346,798	0	3,256,641	3,256,641	3,256,641
User Charges & Fees	2,635,072	3,232,248	(597,175)	4,313,781	4,313,781	3,689,781
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	0	0	0	0	0	0
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	4,981,871	5,579,046	(597,175)	7,570,422	7,570,422	6,946,422
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(3,579,060)	(4,182,840)	603,781	(5,757,993)	(5,497,993)	(5,017,993)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(253,243)	(392,017)	138,775	(641,090)	(463,490)	(464,890)
Depreciation and Amortisation	(46,397)	(46,397)	0	(61,863)	(61,863)	(61,863)
Other Expenses	(132,758)	(141,757)	8,999	(196,210)	(186,210)	(181,210)
Internal Charges	(225,484)	(234,704)	9,220	(319,943)	(319,943)	(319,943)
Overhead Allocation	(444,991)	(444,991)	0	(593,322)	(593,322)	(593,322)
Total Expenses From Continuing Operations	(4,681,932)	(5,442,707)	760,775	(7,570,421)	(7,122,821)	(6,639,221)
Surplus / (Deficit) from Continuing Operations	299,938	136,339	163,600	0	447,600	307,200

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$163,600 is higher than forecast at the end of March which relates to lower than anticipated income and lower than forecast expenditure in the first three quarters of the financial year.

Total Income from Continuing Operations of \$4,981,871 is lower than forecast by \$597,175 primarily as a result of lower User Charges and Fees, as a result in a lower number of applications submitted.

Total Expenses from Continuing Operations of \$4,681,932 are lower than forecast by \$760,775. Employee Benefits & Oncosts are \$603,781 lower than forecast due to a large number of vacancies. Materials and Contracts are lower than forecast by \$138,775 as a result of fewer than expected applications requiring referral to the Local and Regional Planning Panel meetings. Other expenses are lower than forecast by \$8,999 as a result of lower advertising and other costs associated with the lower overall number of development applications.

For the full financial year, the Surplus from Continuing Operations is forecast to reduce by \$140,400 due to a reduction in income of \$624,983 offsetting a reduction in employee costs of \$480,000 for the reasons noted above.

Environmental Compliance

HIGHLIGHTS

Being proactive

Council continued night Ranger patrols in Manly regulating alcohol prohibited areas between 6pm – 11pm. These have proven effective in reducing alcohol consumption at prohibited times in beach and reserve areas.

Council's food safety inspection program is on target with 100% of critical and high risk inspections being completed this quarter.

Northern Beaches Council also delivered its first public swimming pool inspection program. This has seen a significant reduction in cryptosporidium notifications.

Being responsive

Over 6,000 customer requests were responded to in relation Environmental Compliance matters this quarter such as:

- Illegal building works or land use
- Fire safety
- Swimming pool barriers
- Pollution, including noise, air, water
- Drainage and flooding enquiries/complaints
- Unhealthy conditions including sewer leaks and asbestos related enquires
- Food safety and public health
- Keeping of animals
- Barking, menacing and dangerous dogs
- Illegal trailers and abandoned vehicles
- Illegal parking

Performance Measures – Environmental Compliance	Target	September Quarter	December Quarter	March Quarter
Critical and high risk retail food premises inspections completed, in line with schedule	100%	97%	100%	100%
Critical and high risk public health inspections completed, in line with schedule	100%	100%	100%	100%

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

FINANCIALS

ENVIRONMENTAL COMPLIANCE

Income Statement – 1 July to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	629,139	629,139	0	1,600,444	1,600,444	1,600,444
User Charges & Fees	1,451,238	1,567,878	(116,639)	2,106,015	2,106,015	2,106,015
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	6,194,319	7,254,618	(1,060,299)	9,672,500	9,672,500	8,422,500
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	8,274,696	9,451,635	(1,176,939)	13,378,959	13,378,959	12,128,959
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(5,665,033)	(6,143,460)	478,427	(9,109,383)	(8,009,383)	(7,689,383)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(2,133,084)	(1,990,367)	(142,717)	(2,016,730)	(2,716,730)	(2,996,730)
Depreciation and Amortisation	(78,999)	(78,999)	0	(105,332)	(105,332)	(105,332)
Other Expenses	(78,107)	(64,126)	(13,981)	(86,379)	(86,379)	(106,379)
Internal Charges	(716,354)	(731,389)	15,035	(995,331)	(995,331)	(995,331)
Overhead Allocation	(799,353)	(799,353)	0	(1,065,804)	(1,065,804)	(1,065,804)
Total Expenses From Continuing Operations	(9,470,930)	(9,807,693)	336,764	(13,378,960)	(12,978,960)	(12,958,960)
Surplus / (Deficit) from Continuing Operations	(1,196,233)	(356,058)	(840,175)	(0)	400,000	(830,000)

Commentary – Year to Date Actuals and Annual Forecast

The Total Deficit from Continuing Operations of \$1,196,233 is higher than forecast at the end of March as a result of lower than anticipated income, which has been partially offset by lower than forecast expenditure.

Total Income from Continuing Operations of \$8,274,696 is lower than forecast by \$1,176,939 as a result of lower Other Revenues income, in particular relating to parking fines, as well as lower User Charges and Fees. While fines income is lower than anticipated, it is consistent with the average income received from parking fines annually (\$7.3m average per year over 4 years).

Total Expenses from Continuing Operations of \$9,470,930 are lower than forecast by \$336,764. This is principally the result of lower than anticipated Employee Benefits & Oncosts partially offset by higher Materials and Contracts. The lower Employee Benefits & Oncosts are largely resulting from vacant positions, with the higher Materials and Contracts in particular relating to agency personnel to cover these vacancies.

Changes are proposed to the annual forecast to reduce fines income by \$1,250,000 partially offset by reductions in fine processing costs of \$100,000 and Other Expenses by \$20,000. It is also proposed to reduce Employee Benefits and Oncosts by \$320,000 offset by an increase in Agency Personnel costs of \$320,000.

Parks and Recreation

HIGHLIGHTS

Beach Safety

Good weather conditions resulted in a busy quarter with over 5.66 million people attending our beaches. Our lifeguards and Volunteer Surf Life Savers kept them safe, with 977,919 preventative actions, undertaking 394 rescues and managing 3,505 incidents requiring first aid. They also undertook 15,535 regulatory actions, such as dealing with anti-social behaviour, litter and dogs on beaches.

Sportsgrounds

We continue to implement the Sportsground Strategy to improve the availability and quality of the fields, courts and facilities. The following 2018/ 19 sport and recreation Infrastructure grant funded projects were completed:

- The renewal of St Matthews Farm Reserve resulted in an additional field, better playing surface and improved lighting. These are some of the final actions in the St Matthews Farm masterplan which included a new clubhouse, skatepark and cricket nets for this popular Cromer park.
- Improved playing surface and better lighting at Rueb Hudson and Denzil Joyce Ovals at John Fisher Park, Curl Curl.
- Improved drainage for Beacon Hill Oval fields 1 & 2 and the installation of irrigation at Newport Oval.
- The annual winter sportsground allocations and change-over were completed.

A series of sportsfield renovation activities were delivered this quarter. Drainage improvements by sand grooving were undertaken at John Fisher Park (Fields 3, 4 and 5), Curl Curl; Weldon Oval Freshwater; Manly West, Balgowlah; Lionel Watts Oval, Belrose; and Forestville War Memorial Playing field. Topdressing, over-sowing and fertiliser programs were also implemented across a variety of fields in this period.

New fencing was installed at Bantry Bay Reserve, North Balgowlah.

The replacement of the 12th Green at Mona Vale Golf Club and the new watering system at the Manly Croquet Club have been completed as part of the 2018/19 Sport and Recreation Infrastructure Grants Program.

Parks, Beaches and Playgrounds

The renewal of walking trails at Manly Dam has progressed well with work completed on renewing the trails and stairs in the southern area of the Park. The improved quality of the tracks creates a safer and better experience for users and makes it more attractive to people who have never experienced walking around this natural park area.

Council completed the renewal of the playgrounds at Gilbert Park (Manly), Tania Park (Balgowlah Heights), Cross St (Balgowlah) and May Road (Dee Why) during the quarter. Tania Park has been upgraded to an inclusive playground that offers multiple play experiences for children of all ages and abilities.

Avalon Beach Reserve dog off leash area was approved as a permanent facility. This is an additional off leash area for the dogs of the Northern Beaches.

Additional park benches have been installed at the gardens adjacent to Narrabeen Beach.

Tree Management

Trees are actively managed to improve the streetscape, shade and local environment, as well as for safety. As part of our street tree planting program, local residents are encouraged to request a tree for their nature strip, and they agree to care for it until fully established. This quarter 127 trees were planted under this arrangement.

During this quarter the proactive public tree maintenance program was completed in the Pittwater Ward. The aim of this program is to reduce the risks of tree failure through proactive management.

202 private tree permit applications and 1,973 Customer requests were received and actioned during this quarter. There were also 64 illegal tree removal investigations and 124 requests for advice received.

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

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

Workload Measures – Parks and Recreation	September Quarter	December Quarter	March Quarter
Number of preventative actions by professional lifeguards on patrolled beaches	* 7,778	* 163,208	* 997,919

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

OPERATIONAL PROJECTS

Key: ✔ Completed ✔ Progressing on schedule ! Behind schedule



Develop a Mountain Bike Strategy - Executive Manager Parks & Recreation

This project is scheduled to start in April 2019.



Develop the Parks and Recreation website to ensure user friendly access to information - Executive Manager Parks & Recreation

Work on the website continued this quarter with the following sections updated: trees, gardens, watercraft storage, facility information and additional photographs.



Implement a new integrated private tree application processes - Executive Manager Parks & Recreation

The Tree Development Control Plans have been harmonised and now provide a consistent set of regulations across the Northern Beaches. The new permit application system is operational providing efficient customer service.

This project was completed ahead of schedule due to the State Government introduction of the Vegetation State Environmental Planning Policy requirement late 2017.



Develop and implement a system for measuring customer experience for Parks and Recreation - Executive Manager Parks & Recreation

This project will not commence this year. It is considered that this is a small component of a larger project for the organisation. The experience of Parks and Recreation customers will be considered in the development of a broader customer experience project for Council.



Develop and Implement Operational Plans for Manly Oval and North Narrabeen Reserve including Pittwater Rugby Park - Executive Manager Parks & Recreation

Project is scheduled to start in April.



Develop an Open Space Strategy (including for Playgrounds) - Executive Manager Parks & Recreation

This project is behind schedule. A Project Initiation Document has been reviewed and updated.



Implement recommendations from the review of Beach Lifesaving services - Executive Manager Parks & Recreation

The final report is under review. The execution of the Life Saving agreement is planned to be completed by 30 June 2019.



Develop Masterplans – Little Manly, Clontarf Beach and Terrey Hills Oval - Executive Manager Parks & Recreation

Council has completed the first stage of community engagement for both Little Manly and Clontarf Beach Masterplans. It is envisaged that the draft masterplans will be presented to Council for endorsement to conduct further community engagement in May 2019.



Implement a tree planting program - Executive Manager Parks & Recreation

The next programmed tree planting period will commence in July 2019. In the meantime we will continue to develop the tree planting program, this will include consulting with residents and community groups on the replacement of trees across the Northern Beaches.

Projects progressing



Implement proactive tree maintenance program that aims to reduce risk of public tree failure - Executive Manager Parks & Recreation

Proactive tree maintenance works were completed in Church point, Elvina Bay, Lovett Bay, Morning Bay, Great Mackerel Beach, Scotland Island and Cottage Point this quarter.

Auditing of the Narrabeen Ward was carried out this month, in preparation for commencement of proactive tree works in April.

There were 1,978 customer requests related to trees this quarter.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Foreshore and Building improvements

Collaroy Beach - new accessible public amenities and ramp upgrades - Executive Manager Parks & Recreation

This project has been completed.

Dinghy storage new - Executive Manager Parks & Recreation

Community engagement is complete and construction of dinghy racks at Jamieson Park and a new launch ramp at Berry Reserve will commence in April 2019.

Foreshores - new and upgrades - Executive Manager Parks & Recreation

Implementation of the South Palm Beach Masterplan is on schedule. The next stage of work will extend south from Ocean Place to Horden Park. Council has recently received a grant for further works at South Palm Beach including road works, drainage and improvements at Kiddies Corner. The Ocean Street works will be completed this financial year and work at Kiddies Corner will commence early next financial year.

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

Proposed changes to the internal layout will require a modification to the approved development application. There will be further community consultation on the proposed changes.

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

At the February meeting, Council resolved to proceed with a proposed alternative concept that included design changes requested by Long Reef Surf Life Saving Club at the completion of the community engagement. The design changes will be incorporated into a development application that will be lodged in mid 2019.

Foreshores renewal program - Executive Manager Parks & Recreation

The concept plan for Clontarf Beach seawall and bleachers has been completed and is currently being documented for construction. The construction will be delayed until after the dredging of the tidal pool. Work will shortly commence on the renewal of the seawall in Aitken Reserve, North Manly.

Rockpool - renewal program - Executive Manager Parks & Recreation

A tender has been released to reconstruct the boardwalk in North Narrabeen rockpool. It is expected that construction will commence in May 2019, after the conclusion of the swimming season.

Mona Vale Surf Life Saving Club - renewal works - Executive Manager Property

Proposed changes to the internal layout will require a modification to the approved development application. There will be further community consultation on the proposed changes.

Dinghy storage replacement of racks - Executive Manager Parks & Recreation

This project is completed.

Foreshore and Building improvements



Rowland Reserve Boating Facilities Renewal - Executive Manager Property

This project has now been fully completed.



Long Reef Surf Life Saving Club renewal works - Executive Manager Property

At the February meeting, Council resolved to proceed with a proposed alternative concept that included design changes requested by Long Reef Surf Life Saving Club at the completion of the community engagement. The design changes will be incorporated into a development application that will be lodged in mid 2019.

Playground improvements



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

Lionel Watts playground construction is progressing well.

The Frenchs Forest Showground car park design being reviewed internally by Council's drainage section.



Playground renewal program - Executive Manager Parks & Recreation

Tania Park playground in Balgowlah Heights has been completed. This playground will provide a wonderful play opportunity for people of all abilities. Gilbert Park, Frenchs Forest, playground has also been completed. Playground renewals were also completed at Warri Reserve, Narraweena and Cross Street Reserve, Balgowlah.

Work on the renewal of the playground in Fairway Reserve, and King Street Reserve playground both in Manly Vale will commence in April.

Sportsgrounds improvements



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

Work on the Calabria Club Futsal is expected to commence in May.

The contract for works on the South Narrabeen Surf Club lift has been awarded and works are commencing in May.

Further planning and approval works are ongoing for surf life saving club works stream with majority of construction delayed until 2019/20 due to lease agreements not having been finalised.



Sportsgrounds - new and upgrades - Executive Manager Parks & Recreation

The contract for the installation of irrigation at Tania Park has been awarded. Construction will start in April on the ring main, pump and control system. Lateral lines in the sportsfield itself will be installed following the winter sports season.



Sports Club Capital Assistance Program - Executive Manager Parks & Recreation

In this quarter these Sports and Recreation Infrastructure Grant Program funded projects were completed:

- Mona Vale Golf Club's replacement of the 12th green at the Mona Vale Golf Course
- Newport Bowling Club's new shade structures
- Manly Croquet Club's new watering system at Keirle Park

Sportsgrounds improvements

- Narrabeen Lakes Sailing Club's upgrade to change rooms at Jamieson Park
- Mona Vale Bowling Club's upgrade to one bowling green and a new access ramp



Forestville War Memorial playing fields masterplan implementation - Executive Manager Parks & Recreation

Work on the shared path and ANZAC Memorial Pathway extension has been completed.



Sportsfield renewal program - Executive Manager Parks & Recreation

Work is progressing on schedule to renew the sportsfield lighting systems at Collaroy Plateau Park and Newport Oval. Work has been completed on renewing the lighting at Reub Hudson/Denzil Joyce Ovals in North Curl Curl.



Warriewood Rugby Park clubhouse - Executive Manager Property

All construction work for the new sports amenities and clubhouse building at Pittwater Park / North Narrabeen Reserve has been completed. The documentation and finalisation of the project are now in hand.

Reserves and Parks improvements



Reserves - new and upgrades - Executive Manager Parks & Recreation

Work will shortly commence on the construction of the permanent off leash dog park at Avalon Beach following Council approval.



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

Detailed design for this project has been delayed and as a consequence it is unlikely that construction will commence this financial year.



Glen Street masterplan implementation - Executive Manager Parks & Recreation

Work is progressing well on the delivery of the Glen Street Masterplan. The conversion of Lionel Watts 3 and 4 is behind schedule due to the inclement weather experienced in December and March, while the new regional playground is on schedule for completion in September 2019. Council will shortly issue a tender for the construction of the car park in the Showground and shared paths.



Youth facilities - Executive Manager Parks & Recreation

Community engagement has commenced on the development of the skate park at Lionel Watts Reserve in Frenchs Forest. A design and construction tender was released in March 2019 using the design input from the community. It is expected that works will commence on site in June 2019.



Reserves renewal program - Executive Manager Parks & Recreation

Council has commenced work on replacing the Central Road East Bridge in Avalon. It is expected works will be completed in April 2019.

Recreational trails



Narrabeen Lagoon Trail - aquatic boardwalk - Executive Manager Parks & Recreation

Council has engaged a contractor to undertake the design and construction of the overwater boardwalk. Work on site is expected to commence in May 2019.



Recreational trails - renewal program - Executive Manager Parks & Recreation

The renewal of walking trails at Manly Dam has progressed well with work completed on renewing the trails and stairs in the southern area of the Park.

Town centre and village upgrades



Town and Village Enhancements (Pittwater) - Executive Manager Parks & Recreation

Work on the Powder Works Road shops streetscape upgrade has been completed. A contractor has been engaged to undertake paving works on Barrenjoey Road, Mona Vale. It is anticipated these works will be undertaken in May 2019.



Minor streetscape improvements - Executive Manager Parks & Recreation

Work has been completed on the latest stage of the Balgowlah shops upgrade.

In this quarter, Council also completed the upgrade of the western side of Pittwater Road, Narrabeen.

FINANCIALS

PARKS & RECREATION

Income Statement – 1 July 2018 to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	24,486,150	24,486,150	0	32,665,203	32,665,202	32,665,202
User Charges & Fees	1,749,953	1,681,822	68,131	1,902,666	2,302,666	2,302,666
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	212,492	129,519	82,973	178,542	178,542	266,726
Grants and Contributions - Operating Purposes	204,276	63,000	141,276	30,000	68,000	215,784
Grants and Contributions - Capital Purposes	359,958	353,175	6,783	250,250	472,250	747,500
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	27,012,828	26,713,666	299,162	35,026,662	35,686,661	36,197,879
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(8,927,259)	(8,595,540)	(331,719)	(11,574,345)	(11,654,344)	(11,654,344)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(9,327,731)	(9,462,682)	134,951	(12,861,284)	(12,861,285)	(13,011,285)
Depreciation and Amortisation	(3,814,522)	(3,814,522)	0	(5,086,029)	(5,086,029)	(5,086,029)
Other Expenses	(264,632)	(326,458)	61,826	(458,449)	(458,449)	(458,449)
Internal Charges	(1,050,064)	(1,079,702)	29,638	(1,457,985)	(1,457,985)	(1,457,985)
Overhead Allocation	(2,691,427)	(2,691,427)	0	(3,588,569)	(3,588,569)	(3,588,569)
Total Expenses From Continuing Operations	(26,075,635)	(25,970,331)	(105,305)	(35,026,660)	(35,106,661)	(35,256,661)
Surplus / (Deficit) from Continuing Operations	937,193	743,336	193,857	1	580,000	941,218

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$193,857 is higher than forecast at the end of March as a result of higher than anticipated income.

Total Income of \$27,012,828 is higher than forecast by \$299,162. Higher User Charges and Fees of \$68,131 are primarily due to additional income related to large new events such as the Drop Music Festival at Keirle Park, Manly and additional filming projects across the LGA. Other Revenue is \$82,973 higher than anticipated as Council received some budgeted lease and license income earlier than anticipated and additional income related to tree works undertaken by Council on behalf of private residents. Grants and Contributions for Operating Purposes are above forecast due to a \$99,784 grant from Crown Land for the Plan of Management Support Program and a \$20,000 grant from Local Land Services for sandune rehabilitation. Council has also received grants and contributions for Avalon Netball courts, Lionel Watts and the implementation of the South Palm Beach masterplan, which have been added to the forecast for the next quarter.

Total Expenses of \$26,075,635 is \$105,305 lower than forecast. Employee Benefits & Oncosts are \$331,719 higher than forecast (3.8%) primarily due to lower than anticipated vacancies throughout the year and additional staff training. Materials and contracts are \$134,951 lower than forecast, primarily related to the delay in the implementation of the geotechnical works at Marine Parade, Manly. Other Expenses are \$61,826 lower than forecast primarily due to less than anticipated public tree insurance claims and not all requests from Surf Lifesaving Clubs for their annual subsidy has been received to date.

For the full financial year, the Surplus from Continuing Operations forecast has increased by \$361,218 to \$941,218. This is principally due to a forecast increase in Grants and Contributions – Capital Purposes relating to additional grants received for the Lionel Watts Masterplan (\$150,000) and Council's Sportsfield Renewal Program (\$170,000).

Children's Services

HIGHLIGHTS

Council offers a range of quality education and care services for children aged 0 to 12 years:

- Seven Long day care and three pre-school centres catering for children aged 6 weeks to 5 years.
- Family day care consists of 56 educators caring for children aged up to 12 years.
- Vacation care offered children care during the Summer school holiday period at four locations.

Supporting Our Community

Council is proud to work with children and families who need additional support. Currently this includes:

- Caring for and educating 46 children with additional needs
- Supporting inclusion of 19 socio-disadvantaged children:
 - Ten children at risk in conjunction with Dalwood Spilstead early intervention and Manly Warringah Women's Resource Centre – a not for profit community-based service for women and vulnerable families, including women and children escaping domestic violence
 - Nine low income families who receive additional resources from other providers

National recognition

Council is proud to be recognised for the outstanding services provided at our Ivanhoe Park Pre-school and Brookvale Children's Centre. These services have been officially rated as 'Exceeding the National Quality Standard' under the National Quality Framework. The National Quality Standard sets the national benchmark for the quality of children's education and care services across Australia. We are now in the top 13% in NSW for the standard of services we provide to our families and children.

Great practice

Belrose Children's Centre achieved *Little Scientist Certification* with Mayor Michael Regan presenting the Children, Families and Staffing team with a plaque to recognise this achievement of supporting STEM (Science, Technology, Engineering and Maths) in the curriculum.

Narrabeen Children's Centre has started a collection point for the recycling of bread tags, that once recycled go towards providing wheelchairs for children in developing nations.

Renovations

Manly Community Pre-school has closed for renovations and families and educators have moved to Ivanhoe Park Pre-school and North Harbour Pre-school during this time while we create a new and exciting expanded pre-school at Kangaroo Street

The Roundhouse Children's Centre renovations in the 0-2 year old room were completed with a new cot room, bathroom, flooring and painting. The additional cot room and refurbished ergonomic nappy change rooms ensure a quality space for our younger children

Harbour View Children's Centre has re-opened after expansion and renovations of the play spaces, outdoor areas and kitchen. The centre is now offering more places for children under 3 years.

Performance Measures – Children's Services	Target	September Quarter	December Quarter	March Quarter
No. children attending Long Day Care programs	≥ 700	783	745	706
No. children attending Family Day Care programs	≥ 380	482	383	* 361
No. children attending Preschool programs	≥ 100	142	130	114
No. children attending Vacation Care programs	March ≥ 800	596	477	** 636

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

Notes - * Lower number of educators, recruitment is ongoing.

** Vacation Care targets are seasonal and vary each quarter. Beacon Hill Vacation Care is closed for renovation of the Community Centre.

OPERATIONAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule



Providing quality education and care – meeting or exceeding the National Quality Standard - Executive Manager Children's Services

National Quality Framework updates

- Services celebrated Harmony Week (17 - 23 March), and provided educators with a range of information and resources to support their program of experiences for children in care.
- A newsletter was distributed to families covering the following topics, International Women's Day, children's brain development and tips to raising a multilingual child.

Community and Service Achievements

- Family Day Care worked closely with Council's Marketing and Communication team, producing an article for the 'Northern Beaches Mum e-newsletter' about one family day care educator's journey in setting up her service.
- Belrose Children's Centre achieved Little Scientist Certification with Mayor Michael Regan presented the Children, Families and Staffing team with a plaque to recognise this achievement of supporting STEM (Science, Technology, Engineering and Maths) in the curriculum.
- The Centres hosted Parent Information Evenings, including School Transition night featured Primary School teachers as guest speakers from our Local Public School.
- Narrabeen Children's Centre has continued in their sustainability ethos with acquiring books from a "free" website to be added to the street library and Bi-lingual books for the Centre
- Narrabeen Children's Centre has started a collection point for the recycling of bread tags, that once recycled go towards providing wheelchairs for children in developing nations
- Vacation Care successfully applied to become a 'plot holder' at the Manly Vale Community Garden. The Centre Coordinator and Educational Leader will be attending an induction session with the Manly Vale Community Garden volunteers

Upgrades to Children's Services

- Belrose Children's Centre has finalised the painting of the outdoor Pre-school space, ensuring the environment looks fresh.
- Belrose Children's Centre has revitalised the outdoor play space gardens with additional landscaping works and wood chipping.
- With a focus on the mental health and Educator well-being, Narrabeen Children's Centre has purchased, through a recycling site, outdoor seating for educators to have time away from the children in a calming environment.
- Narrabeen Children's Centre has a newly designated space marked for emergency egress from the building for children ensuring clear pathway into car park and to the Emergency Assembly place.
- A new on-line booking system called 'BookMe' will be introduced for the April holidays and will also include a new payment system called iPay. Families have been updated with this new system via email and the brochure.



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 27 children with additional needs across early childhood services. Nine children with additional needs have been approved for funding from the Inclusion Development Fund (IDF) provided to address barriers to inclusion, funding is being sought for an additional four children.

Government funding supported ten children from families at risk or facing difficult circumstances to receive early childhood education and care. Seven low income families with children attending pre-school pay reduced fees through the Government's Start Strong program.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule



Dee Why Children's Centre design works - Executive Manager Property

The project is on schedule. The proposed site for the new building is at Arthur Reserve in Dee Why.

Stage 1 community engagement has now closed with a report being prepared for publication.



Harbourview Preschool/Community Centre upgrades - Executive Manager Property

Works to upgrade and extend the existing Harbourview Child Care Centre in Seaforth were completed as scheduled in October 2018, followed by preparing the internal space for re-opening. The Centre is due to re-open in early 2019.



Kangaroo Street Preschool new works - Executive Manager Property

Council has selected a builder and has resolved to proceed to the construction phase of the project.



Children's centres works program - Executive Manager Property

Work at the Roundhouse has been completed.

Works on play area renewal works at Brookvale Children's Centre are on schedule to be completed by mid June 2019.

FINANCIALS

CHILDREN'S SERVICES

Income Statement – 1 July to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	1,000,554	1,000,554	0	1,336,066	1,336,066	1,336,066
User Charges & Fees	9,014,950	9,315,463	(300,513)	12,800,552	12,604,552	12,282,314
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	5,384	7,497	(2,113)	10,000	10,000	10,000
Grants and Contributions - Operating Purposes	781,784	704,431	77,352	590,196	939,329	977,329
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	10,802,672	11,027,945	(225,274)	14,736,814	14,889,947	14,605,710
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(7,608,237)	(8,055,990)	447,753	(10,981,517)	(10,881,517)	(10,406,063)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(1,873,813)	(1,797,355)	(76,458)	(2,366,469)	(2,366,469)	(2,482,547)
Depreciation and Amortisation	(211,016)	(211,016)	0	(281,354)	(281,354)	(281,354)
Other Expenses	(104,357)	(122,659)	18,302	(144,836)	(144,836)	(135,745)
Internal Charges	(157,689)	(166,271)	8,581	(221,455)	(221,455)	(220,401)
Overhead Allocation	(555,887)	(555,887)	0	(741,182)	(741,182)	(741,182)
Total Expenses From Continuing Operations	(10,510,998)	(10,909,177)	398,178	(14,736,814)	(14,636,814)	(14,267,293)
Surplus / (Deficit) from Continuing Operations	291,673	118,769	172,904	0	253,134	338,417

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$291,673 is higher than forecast by \$172,904 at the end of March.

Total Income from Continuing Operations of \$10,802,672 is lower than forecast by \$225,274 primarily as a result of lower than anticipated fee revenue. User Charges & Fees are lower than forecast as a result lower utilisation of places while renovations are undertaken at Roundhouse in the baby room and Beacon Hill Vacation care closure while the building is being renovated. Grants and Contributions for Operating Purposes are \$77,352 higher than anticipated as a result of unanticipated grant funding for Quality Learning Environments at pre-schools. Other Revenues are slightly lower than forecast as a result of timing with suppliers paying for advertising in the Vacation Care brochure.

Total Expenses from Continuing Operations of \$10,510,998 are lower than forecast by \$398,178. This is principally the result of staff vacancies to reflect centres undergoing renovations. Employee Benefits & Oncosts are \$447,753 lower than forecast mainly due to vacancies and a higher use of

agency staff. Materials and Contracts are \$76,458 higher than forecast as a result of higher agency usage due to vacant staff positions.

For the full financial year the Surplus from Continuing Operations is forecast to increase to \$338,417 which reflects the unanticipated operational grant funding noted above.

Community Arts and Culture

HIGHLIGHTS

Arts and Culture

Numerous exhibitions have been held at the Creative Space, including;

- Siblings Exhibition - Gap Studios
- Everyone's Backyard - Cre8ive Studios
- Oceanic Bodies - Fiona Dobrijevic
- Free Flowing Free Falling - Carmel Creighton

The Creative Toolkit community education series continues with a workshop on Creative Collaborations. Council facilitated the *Made For You* exhibit by the Artists & Craftsmen of Pittwater and the *Caber-ra Nanga - Weaving Baskets* projects. The Heritage Near Me 'Great Wall of Manly' project was presented with internal partners, Youth Services and Manly Art Gallery and Museum.

Manly Art Gallery & Museum

The first quarter of 2019 saw the highest attendance numbers at MAG&M this financial year. *Destination Sydney: Reimagined*, the second in this series of three gallery exhibitions, drew over 15,000 visitors from all over Sydney and NSW and 25 booked tours were organized. Critically and commercially, this was a very successful exhibition. The resulting retail sales were the highest of the year. Also received was the *Natural Collection* of Warringah Printmakers works on paper. The complementary Ceramics exhibition has been featured in the *Ceramics Australia* journal and was hailed as an innovative way to display a large number of works.

Express Yourself (the HSC major works from 21 high schools in the region) is again a very popular exhibition, and so far it has equalled Destination Sydney in visitor numbers. The \$5,000 Theo Batten Award for tertiary students was divided between two students and the \$3,000 Gallery Society prize was divided among three students. Council's Youth Services KALOF group sponsored the opening night musicians and the People's Choice award. Complementing this exhibition is the Valerie Taylor children's book drawings. Both exhibitions had well attended artists' talks.

Refurbishment of the gallery continued with the piers of the Theo Batten Gallery replanked and packed and in the next month, acoustic sound panels will be installed, the Ceramics Room stairs will be replaced, floors will be sanded and new skirting boards will be fitted.

Glen Street Theatre

Theatre subscriptions have increased by 60% from last year. The 2019 Season opened with the sold-out *Girls on Tap*, followed by *The Caretaker* which was extended by popular demand and International Women's Day was celebrated with the dance theatre show *RED*. Our music and family show offering continues to be well received.

Support for our Community

Meals on Wheels continues to deliver meals to older people in the community to enable them to live at home with premature admission into an aged care facility. A number of community lunches were held in March with a theme of St Patricks Day that proved very popular. Staff are promoting the Service to CALD Carers Groups across the Northern Beaches Community.

The Hop Skip & Jump Service operated every day in March and carried 29,657 passengers. 93% of the trips were on time.

A successful move saw the Adolescent and Family Counsellors moved from Kangaroo Street to 1 Pittwater Road, Manly. The new offices are larger, more central and have rooms for a wide variety of uses. In March, the Counsellors delivered four very successful parenting workshops at the Seaforth Village Community Centre.

The Seniors Festival 2019 *Love Your Life* in March featured 16 activities with over 1,600 people. Events included healthy and creative ageing, exercise and dance, sustainable living and an *Express Yourself Expo* including local performers *The Third Age Rock Orchestra* and *The Big Sing*.

The *Big Ideas Forum* launched in March at Glen Street Theatre with over 300 people gathered to hear acclaimed social researcher Hugh Mackay AO and several local community representatives on the topic *Why Neighbourhoods Matter*. This new forum seeks to engage the community in the robust exchange of ideas.

The Northern Beaches Local Business Awards now has a new Inclusion category for 2019, encouraging local businesses to take active steps in making their businesses accessible and inclusive. Nominations close 14 May.

The Community, Arts and Culture Grants Program 2019/20 opened on 18 March providing grants of \$2,000 - \$10,000 to eligible, not for profit organisations. Grant applications close 30 April.

Youth Events and Programs

Two Summer Skate Nights were held in the summer School holidays with 600 people taking part.

Three Heats of Northern Composure Youth Band Competition were held at Frenchs Forest, Mona Vale and Dee Why with 850 people attending. The Final will be a part of Youth Week celebrations in April.

The ArtDecko Skate Deck Art Exhibition engages young people with numerous local artists to produce artworks on skateboard decks. Workshops were held at YOYOs Youth Centre, Manly Library and Mona Vale Library, with 267 young people taking part. The Exhibition is to be held at Northern Beaches PCYC, as part of National Youth Week celebrations in April.

An All Ages Band Night was held at the Northern Beaches PCYC on 31 March with 430 tickets sold. The show was part of headline band's National Tour.

Volunteer recruitment

Volunteer recruitment continues to grow across Council, with over 60 new volunteers added to a total of over 590 regular volunteers covering seven areas of interest: Meals on Wheels, Manly Art Gallery & Museum, Libraries, Bushcare, Cemeteries, Environment Centres and Manly Visitor Information Centre. Recruitment for the Taste of Manly special event volunteers is currently in progress, aiming to recruit over 100 volunteers across the event weekend.

New volunteers can now access more information on the Council website regarding volunteer roles, and can contact the Volunteer Coordinator to assist with placement into a suitable role.

Community Centres

The annual Community Centre Course and Activity brochure for 2019 was printed and distributed to libraries, community centres and customer service centres across the Northern Beaches. Over 130 community centre groups and activities are included in the brochure.

Peter Watson was awarded an 'Outstanding Community Service, Australia Day Award' for his volunteer work for the Forest Men's Kitchen. The Kitchen brings senior men together to learn cooking skills and also provides social connectedness. The Forest Men's Kitchen has been such a success at Forestville Youth Centre, Peter has now opened new groups at Ted Blackwood Community Centre at Warriewood and also at Curl Curl Youth & Community Centres.

The project for the new organisational booking system went through a tender and evaluation process. The proposed new booking system for community centres will be implemented to replace two systems currently being used by the business unit.

The community engagement process for the proposed Warriewood Valley Community Centre commenced with the user groups from the Nelson Heather Centre and residents of the Warriewood Valley.

Beacon Hill War Memorial Hall is still closed for major renovations; it is hoped to be reopened for the community to hire by mid - year. The Beacon Hill Community Kindergarten is temporarily relocated at Cromer Community Centre for the duration of the building works at Beacon Hill.

Performance Measures – Community Arts and Culture	Target	September Quarter	December Quarter	March Quarter
Community centres: no. bookings	March \geq 7,500	9,401	8,500	8,205
No. arts and culture events/ performances	March \geq 50	111	131	* 45
No. community development events/ programs	March \geq 30	47	57	52
Direct services: No. Meals services	March \geq 4,250	4,571	4,551	** 4,151
No. clients for Youth and Family counsellors	\geq 125	179	163	128
No. Hop Skip and Jump passengers	March \geq 95,200	86,569	82,775	✱ 80,606
No. volunteers who actively participate in ongoing programs	\geq 250	675	785	▼ 590

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

Notes on results: some targets are seasonal and vary each quarter.

- * Number of arts and culture events and performances was down this quarter because Glen Street Theatre and the Creative Space were very quiet in January
- ** Number of Meals on Wheels services were down this quarter because a number of our clients entered respite / aged care accommodation during the January school holidays when family members are away and unable to provide them with support. January is traditionally the quietest month of the year in terms of Meals on Wheels services delivered.
- ✱ The Hop Skip Jump bus service had lower than anticipated passengers this quarter. Target is aspirational and based on potential expansion of the service.
- ▼ This figure acknowledges the over 590 regular volunteers covering seven areas of interest: Meals on Wheels, Manly Art Gallery & Museum, Libraries, Bushcare, Cemeteries, Environment Centres and Manly Visitor Information Centre.

OPERATIONAL PROJECTS

Key: ✓ Completed 🔄 Progressing on schedule ! Behind schedule



Develop an Arts Strategy - Executive Manager Community, Arts & Culture

Over 100 submissions were received during the public exhibition period of the draft Arts & Creativity Strategy. These are now being analysed and collated and will be used to make

relevant alterations to the strategy prior to presentation to Council for adoption. In addition, an Action Plan is being compiled to give further structure to the Strategy.



Develop a Community Centre Strategy - Executive Manager Community, Arts & Culture

The Draft Community Centre Strategy is still being reviewed by staff and the consultant. New catchment data is being prepared for Council's Social Infrastructure study that will assist informing the Community Centre Strategy's Planning Areas. It is now proposed that the Community Centre Strategy will go to Council in the second half of 2019.



Develop a Public Art Policy and guidelines - Executive Manager Community, Arts & Culture

Public Exhibition of the draft Collection Cultural Management and Gifts Policy and Draft Public Art Policy closed on 28 January. Submissions are being reviewed, prior to presentation to Council for adoption, with amendments if required.



Develop and support disability education and awareness initiatives - Executive Manager Community, Arts & Culture

Regular information is available to the community via Council's website, LINC'S Community database and regular Disability Newsletter (1400+ members). There is also ongoing work on two other related DIAP actions - establishing Inclusion Awards for local businesses and the disability inclusion and information access hub.



Support biennial inclusion awards to recognise local businesses and community organisations demonstrating best practice - Executive Manager Community, Arts & Culture

Inclusion Awards will be a new category in the established Northern Beaches Local Business Awards in July. Online and targeted community promotion has commenced.



Develop a Social Plan (2018/19), and specialised Plans for specific demographics (Youth, Aged, Disability, CALD, etc.) - Executive Manager Community, Arts & Culture

The Social Plan framework will commence following the completion of Demographic Profiling and the Social Infrastructure Study, both currently underway.



Develop a Volunteer Management Framework - Executive Manager Community, Arts & Culture

The internal working party met to consider the key elements of the Volunteer Framework.



Youth activities at PCYC - Executive Manager Community, Arts & Culture

Headline band DZ Deathrays led an 'All Ages' show at the PCYC on Sunday 31 March, with 430 tickets sold. The show was part of the band's Australian tour, with this being the only Sydney show. There were three support bands with one (Dysfunction) being the winner of Northern Composure Unplugged Competition, held in late 2018.



Develop a Manly Art Gallery and Museum Masterplan - Executive Manager Community, Arts & Culture

Work commenced on refurbishment of the Theo Batten Gallery.



Expansion of the Meals on Wheels Service - Executive Manager Community, Arts & Culture

A number of presentations have been made to community groups in the Brookvale and Dee Why area with a focus on the promotion of home-delivered meals to potential clients.



Develop a programming strategy for Glen Street Theatre - Executive Manager Community, Arts & Culture

The Glen Street Theatre Programming Assessment Framework has been finalised, creating an overarching rationale to ensure future quality programming. As a result of this project, the 2019 annual theatre program has enjoyed a 60% increase over 2018, and subscriptions continue to sell.



Develop and promote an online disability inclusion and access information hub - Executive Manager Community, Arts & Culture




This Project is being completed over two years 2018/19. The Community Development Team is currently working on webpage design.



Support the establishment of a youth and wellbeing hub at Mona Vale - Executive Manager Community, Arts & Culture

Sixteen ongoing counselling sessions were held with young people at the Avalon Youth Hub in March. The Wednesday community engagement afternoons continue to see good attendance with service partners Mission Australia, Street Works, Headspace and Burdekin Association all actively involved. Youth Hub staff facilitated three high school presentations and were also a part of the Northern Beaches Youth Interagency (NBYI) activation at the Sydney Vissla Surf Pro held at Manly Beach.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Art Works



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

Two Brett Stone ceramic pots were purchased during the quarter. Curators will continue to search for exemplary works for the collection in the remaining months of the financial year.



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

All funds from the Theo Batten bequest for 2018/19 have been expended.

Community Centre Improvements



Warriewood Valley Community Centre - Executive Manager Capital Projects

The Heather Nelson Centre site has been confirmed as the location for the new Warriewood Valley Community Centre. Consultation with key users and a building assessment is ongoing. Broader community consultation is expected to commence by mid-2019.



Community centres minor works program - Executive Manager Property

Works were completed in November, including Beacon Hill Community Centre building

Community Centre Improvements

upgrades; refurbishment of the Harbord Literary Institute to accommodate the Aboriginal Heritage Office; and minor works required at the Tramshed building in Narrabeen.



Beacon Hill Community Centre and Youth Club - Executive Manager Property

The project is behind schedule and the builder's contract was terminated due to non-performance. A report on options will be presented to the next available Council meeting.

Cultural Improvements



New creative art space - northern end of the Northern Beaches - Executive Manager Property

A dual approach to providing arts facilities has recently been selected by Council with some provision within the Avalon Golf Clubhouse and more extensive provision in the Mona Vale Administration building.



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

The public exhibition period for the draft Coast Walk Public Art Strategic Plan closed, with submissions under review prior to presentation to Council.



Manly Art Gallery renewal works - Executive Manager Property

Acoustic panels will be installed in May. Various minor works have been completed with additional flooring works scheduled for during the gallery shut-down in June.



Glen Street Theatre renewal works - Executive Manager Property

This project is on schedule with remaining purchases to be made before June 2019.

FINANCIALS

COMMUNITY ARTS & CULTURE

Income Statement – 1 July to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	5,549,553	5,549,553	0	7,195,630	7,195,630	7,195,630
User Charges & Fees	1,990,098	2,104,980	(114,882)	3,000,735	2,741,226	2,658,226
Investment Fees and Revenues	0	19,500	(19,500)	26,000	26,000	0
Other Revenues	1,190,999	1,112,967	78,032	1,673,696	1,534,683	1,534,683
Grants and Contributions - Operating Purposes	546,950	521,424	25,526	676,132	676,132	682,632
Grants and Contributions - Capital Purposes	180,000	0	180,000	0	0	180,000
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	9,457,600	9,308,424	149,176	12,572,193	12,173,670	12,251,171
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(4,386,108)	(4,641,378)	255,270	(6,259,301)	(6,299,224)	(6,070,223)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(2,040,141)	(2,495,296)	455,155	(3,119,300)	(3,294,044)	(3,111,544)
Depreciation and Amortisation	(577,631)	(577,631)	0	(770,174)	(770,174)	(770,174)
Other Expenses	(772,898)	(806,538)	33,640	(694,666)	(949,114)	(920,944)
Internal Charges	(288,627)	(274,163)	(14,464)	(372,354)	(372,354)	(380,381)
Overhead Allocation	(1,017,298)	(1,017,298)	0	(1,356,398)	(1,356,398)	(1,356,398)
Total Expenses From Continuing Operations	(9,082,703)	(9,812,304)	729,601	(12,572,193)	(13,041,307)	(12,609,665)
Surplus / (Deficit) from Continuing Operations	374,897	(503,880)	878,777	(1)	(867,637)	(368,494)

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$374,897 is higher than forecast at the end of March primarily as a result of a capital grant received, unspent salaries due to vacancies and lower than forecast expenditure.

Total Income from Continuing Operations of \$9,547,600 is higher than forecast by \$149,176. This is the result of a capital grant received of \$180,000 for the Coast Walk Art Trail. The lower than anticipated User Charges & Fees of \$114,882 is primarily related to the Beacon Hill Memorial Hall remaining closed for renovations during the reporting period.

Total Expenses from Continuing Operations are \$9,082,703 which is lower than forecast by \$729,601. Materials and Contracts are \$455,155 lower than forecast as a result of lower than forecasted expenditure in community centres due to renovation closures and a number of savings in social planning, community and arts development.

Changes are proposed to the annual forecast to address the variances noted above. These include:

- Community Centres - \$82,999 net decrease in income – primarily due to the impact of renovation closures, and a net decrease in expenditure in Materials & Contracts of \$83,000.
- Employee Benefits & Oncosts – reduction of \$219,000 as this relates to vacant positions that, whilst vacant during January to March, will be recruited in May and June 2019.

- Materials & Contracts - \$99,500 net decrease due to savings in community development programs.

Library Services

HIGHLIGHTS

Engagement

An additional 2,122 people became library members this quarter, taking the library membership to 181,938, equating to 67.7% of the Northern Beaches population. eLoans continued to rise, reaching 50,870, an increase of over 10% from the previous quarter. Engagement on digital platforms continues to appeal to the community with 90,742 visits to the library website over the past three months. Local Studies 'Flashback Friday' posts proved to be the most popular Facebook post this period, reaching a record 14,000 community members.

The Library service delivered 355 programs with 10,742 community members participating. Program highlights included:

- 108 adult programs, including seven author talks, attended by 1,430 people
- Seven youth programs with 837 youth participants
- Pop Up library showcased at six events across the Northern Beaches, and
- Annual summer reading club with 155 participants.

Improvements

New computers were purchased to increase the speed of the catalogue search experience. Three more 'Your Voice' customer feedback kiosks were purchased for branches experiencing high volumes of feedback. Customers can also now submit feedback through the library 'Your Voice' web link.

In planning for the future library spaces, a comprehensive strategy paper was shared with Strategic Planning for consideration in upcoming town planning initiatives.



A project to house all Local Studies digital images commenced in March with the aim to de-mystify local studies and improve access as well community engagement on their local history archives.

The project to improve the ways items are loaned, returned and secured through the service progressed and a tender was awarded.

Performance Measures – Library Services		Target	September Quarter	December Quarter	March Quarter
No. library memberships		≥ 177,700	178,415	179,816	181,938
No. youth memberships		≥ 26,900	30,493	30,859	31,233

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

OPERATIONAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Single library management system for customers to improve and increase access to all library loanable items and services across the Northern Beaches public libraries - Executive Manager Library Services

Project was completed in August 2018, and resulted in a single Library Management System for the Northern Beaches.

Modernise library spaces and identify opportunities to increase the number of spaces available in line with customer demand - Executive Manager Library Services

Draft report on the future strategic direction for library facilities and spaces has been submitted to the Executive Manager, Library Services for review and finalisation.

Implement a single library card to access all library services across the Northern Beaches public libraries - Executive Manager Library Services

The single library card for all Northern Beaches libraries was available in July 2018. There are four designs to choose from, all elements from the Council logo - Grevillea, Whale tail, Sunshine and Blue Tongue Lizard.

Implement the 'Tiny Doors' project as part of the Youth Opportunities Grant 2017/18 - Executive Manager Library Services

A plan for the ongoing management and maintenance of the Tiny Doors has been established. This includes plans for new promotional activities during future school holidays and other special events.

Workshops will be held throughout April and May to build 'back-up' doors for those identified as being at risk.

Implement new library opening hours to improve consistency and access to the service - Executive Manager Library Services

The improved library opening hours and seven day operational roster project working groups presented a joint proposal to the Chief Executive Team in March. There is support for the proposal subject to funding. Funding options are being explored.

Increase engagement with youth through a range of programs and activities - Executive Manager Library Services

Several engagement initiatives were run throughout the month, including the Pop Up library at Manly Surf Festival as well as a promotional high school visit. Two 'Art Decko' workshops were also delivered with 174 youth attending the events.

Youth Week information packs were prepared and sent to branches for distribution.

Increase volunteering opportunities across the service - Executive Manager Library Services

The Justice of the Peace register has been reviewed and a further 19 volunteers have been identified for inclusion in the regular roster.

Planning has commenced for a Volunteer Week afternoon tea in May to thank volunteers for their contribution to the service.

Three new Justice of the Peace volunteers have commenced at Manly and Warringah Mall libraries.



Implement consistent loan and security processes across the public library service - Executive Manager Library Services

The tender was awarded and contract documentation is being prepared.



Implement on-line customer suggestion and feedback process across all the public libraries to improve service delivery - Executive Manager Library Services

The approved customer suggestion and feedback tool - 'Your Voice' - has now been installed in the six library branches. Customer response has been positive, with many already engaging with the tool and providing valuable insights into their experience of their library service.



Review and improve eServices for library customers in line with customer needs and demands - Executive Manager Library Services

The working group are finalising recommendations for the trial or purchase of additional eServices based on extensive research and usage statistics. Examples include Niche Academy and access to art resources.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Community Space and Learning



New library technology - printing and emerging technologies - Executive Manager Library Services

The docket printers have been replaced in several branches to ensure better functionality with the self-check out machines.



New Library Books - Executive Manager Library Services

Purchases during the quarter focused on magazine subscriptions, eBooks and eAudio. All funds have now been expended.



New Library Technology - Executive Manager Library Services

The tender was awarded and contract documents are being prepared.



Replacement of Library Books - Executive Manager Library Services

A range of resources were purchased in the quarter, covering adult fiction, adult non-fiction and the junior collection. The range included e-books and e-audio, DVDs and audio visual collections.

Library Upgrades



Mona Vale Library upgrades and new works - Executive Manager Property

Delays have been experienced due to changes in the scope. However, a concept has been agreed and detailed designs are now being finalised.

Library Upgrades



Mona Vale Library renewal works - Executive Manager Property

The scope of this project has been varied to include replacement of a component of the air conditioning unit.



Manly Library renewal works - Executive Manager Property

The designer is progressing with the preparation of the plans for the new layout. Works will continue into next financial year.



Library buildings works program - Executive Manager Property

This project will create a new outdoor reading area at Dee Why Library.

Construction works are expected to be completed by the end of April.

FINANCIALS

LIBRARY SERVICES

Income Statement – 1 July to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	6,784,411	6,784,411	0	9,645,125	9,645,125	9,645,125
User Charges & Fees	136,040	197,054	(61,014)	263,279	263,279	177,857
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	88,054	115,560	(27,506)	176,716	176,716	115,461
Grants and Contributions - Operating Purposes	148,598	180,000	(31,402)	180,000	180,000	180,000
Grants and Contributions - Capital Purposes	498,349	469,557	28,792	469,557	469,557	498,349
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	7,655,452	7,746,582	(91,129)	10,734,676	10,734,676	10,616,792
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(4,683,239)	(4,957,628)	274,389	(6,751,671)	(6,751,671)	(6,461,671)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(543,271)	(695,282)	152,011	(1,000,968)	(1,000,968)	(891,208)
Depreciation and Amortisation	(1,159,627)	(1,159,627)	0	(1,546,169)	(1,546,169)	(1,546,169)
Other Expenses	(163,015)	(262,761)	99,745	(345,279)	(345,279)	(209,746)
Internal Charges	(114,742)	(118,102)	3,360	(161,048)	(161,048)	(161,048)
Overhead Allocation	(697,156)	(697,156)	0	(929,541)	(929,541)	(929,541)
Total Expenses From Continuing Operations	(7,361,051)	(7,890,556)	529,505	(10,734,676)	(10,734,676)	10,199,382)
Surplus / (Deficit) from Continuing Operations	294,402	(143,974)	438,376	0	(0)	417,410

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations is \$438,376 higher than forecast at the end of March as a result of lower than forecast expenditure, partially offset by lower than anticipated income over the nine months.

Total Income from Continuing Operations of \$7,655,452 is lower than forecast by \$91,129 due to lower User Charges & Fees, lower Other Revenues as well timing of the receipt of Grants and Contributions. The lower User Charges & Fees are primarily due to reduced print revenues due to library customers preferring the less expensive option of scanning. Other Revenues are lower than forecast as a result of the new and improved library management system notifying customers of pending overdue book fees prior to the due date.

Total Expenses from Continuing Operations of \$7,361,051 is lower than forecast by \$529,505. This is primarily due to lower Employee Benefits & Oncosts of \$274,389, reduced spend in Materials and Contracts of \$152,011 and in Other Expenses of \$99,745. The lower Employee Benefits & Oncosts are due to existing vacancies as a result of the phased implementation of the new library structure. The reduced spend in Materials and Contracts and Other Expenses is due to timing and reduced costs associated with improving library services and facilities.

A Surplus from Continuing Operations of \$417,410 is now expected for the full financial year in line with the lower trends in both income and expenditure noted above.

Transport Traffic and Active Travel

HIGHLIGHTS

Youth bicycle workshop

A Youth Bicycle Workshop was held on the 22 January 2019 with 12 kids participating. They learnt about basic bike maintenance and shared pathway etiquette, which included a ride on the shared pathway from Cromer to Narrabeen Lagoon. The feedback from the workshop was very positive and the kids enjoyed the day.

‘Stepping On’ pedestrian safety workshop

This workshop is organised externally and encourages older people to keep active and independent. The workshop covers pedestrian and road safety. There were 20 participants at the workshop that was run on 14 March at the Forestville Community Arts Centre.

Child car restraints

The February child car seat check tested 68 restraints of which over 80% failed, mainly due to the seats being too loose allowing children to bounce around. Fifty five children are now safer in their cars because they came to the free checking session and had their seats correctly adjusted and fitted.

Senior road safety workshops

Two free road safety workshops were offered in January and February to a vulnerable road user group of seniors, with 126 people attending. Over 90% were very satisfied with the session, especially with updating their awareness on roundabouts, driving and parking rules and tips.

Safety around schools

We have initiated a dedicated program to monitor and prioritise needs for the 80 schools on the Northern Beaches. Council has developed a Safety Around Schools brochure that is available to all schools as well as on Council’s website to help educate parents on rules and regulations which support safety around their schools. Council’s Road Safety team have liaised with various primary and high schools to assist with safety around their schools as well as promoting Ride to School day on 22 March, which encourages bicycle safety and active travel.

Clontarf tidal pool

Work is progressing on the maintenance upgrades of the tidal pools, the renewal project and the dredging of the Clontarf tidal pool.

Northern Beaches Roads and Transport Infrastructure Asset Management Plan

The Roads and Transport Infrastructure Asset Management Plan has now been completed. The purpose of this Plan is to provide a framework to manage Council’s transport network assets throughout their life. It sets out management standards, current condition and the status of assets enabling appropriate funding for necessary maintenance and improvements into the future.

The portfolio of assets included in this plan consists of 845km roads, 552km footpaths, 17 road and pedestrian bridges, 30 wharves and jetties as well as car parks, kerb and gutter, traffic facilities, retaining walls, bus shelters and other infrastructure that is located within the road reserve boundaries.

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

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

OPERATIONAL PROJECTS

Key: ✓ Completed ⌚ Progressing on schedule ! Behind schedule



Develop a Northern Beaches Transport Strategy - Executive Manager Transport & Civil Infrastructure

The Northern Beaches Transport Strategy was adopted at the Council Meeting on 27 November 2018. Implementation of this strategy is through the Walking Plan, the Bike Share Mobility Plan and the Bike Plan.



Review Accessible Parking Provision - Executive Manager Transport & Civil Infrastructure

Completed road safety audit for accessible car parking spaces at Forestville shopping centre with identified changes to be implemented.

Report expected to go to June Traffic Committee.



Develop a Northern Beaches Walking Plan - Executive Manager Transport & Civil Infrastructure

The Draft Walking Plan was approved by Council on 17 December 2018 for public exhibition. Community consultation closed on 3 March 2019.



Deliver an active to schools initiative to encourage walking and cycling to school in partnership with the Roads and Maritime Service - Executive Manager Transport & Civil Infrastructure

We conducted a survey of local schools to enable us to better understand their traffic and transport issues. We obtained a very satisfying 70% rate of return.

The data will allow us to plan our 'Active to School' initiatives.

Four of our six initiatives have been implemented this year to date:

- Speed cushions at Raglan Street for St. Mary's Catholic School, Manly
- Abbott Street raised pedestrian crossing Balgowlah Heights Public School
- Grevillea Street pedestrian safety improvements Wheeler Heights Public School
- Maretimo Street pedestrian crossing Balgowlah Boys Campus – NBSC

Our next projects this financial year are:

- Starkey Street raised pedestrian crossing
- Mimosa Street parking changes to improve the kiss and drop area Davidson High School and Mimosa Public School



Develop Northern Beaches Bike Plan - Executive Manager Transport & Civil Infrastructure

Community engagement on the Draft Bike Plan took place this quarter with three drop in sessions and five pop up sessions. Council received more than 700 comments pinned to its webpage map.

Work to complete the community engagement report and draft plan is underway and the final report is due to be presented to Council in May.



Develop and Implement Pedestrian Access and Mobility Plans (PAMP) - Executive Manager Transport & Civil Infrastructure

The Walk Avalon PAMP was adopted by Council on 8 August 2017, with works to be funded in future years. The adopted Plan will also link with the Avalon Place Plan currently being developed.

The Walk Manly PAMP was adopted by Council on 24 October 2017, with works to be funded in future years. Designs and consultations on some higher priority measures have been progressed, with those actions to be completed in 2018/19

No new PAMP studies are being undertaken in 2018/19 due to Roads and Maritime Service funding applications being unsuccessful.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Active Travel – cycleways and footpaths



Footpath new - Executive Manager Capital Projects

The new footpath program is progressing as planned. Footpaths were constructed at the following locations during the quarter:

- Frenchs Forest: Cannons Parade
- Dee Why: Quirk Street
- Dee Why: South Creek Road
- Elanora Heights: Marinna Road
- Balgowlah: New Street East
- North Curl Curl: Playfair Road



Bike Plan implementation - new works - Executive Manager Capital Projects

Construction of the Fitzpatrick Avenue, Frenchs Forest shared path commenced in March.

Designs are complete and public consultation is in progress for the Manly Creek and Adams Street shared user path projects.



Connecting Communities footpaths program - Executive Manager Capital Projects

Works on Narrabeen Park Parade and Hillcrest Avenue, Mona Vale are complete.

The construction for the Whale Beach Road section of the Coast Walk has been deferred until after June 2019 to allow additional consultation time with affected residents.

Active Travel – cycleways and footpaths



Connecting Communities cycleways program - Executive Manager Capital Projects

Main sections of the shared path at Collaroy are on hold due to utility delays.

Minor works at Warriewood and Manly Vale are completed.

Newport to Avalon cycleway consultation is ongoing and construction is expected in late 2019.



Warriewood Valley - pedestrian and cycleway network - Executive Manager Parks & Recreation

Works has commenced on the construction of the new pedestrian bridge at Brands Lane, Warriewood. Work is progressing on schedule and is likely to be completed in May 2019.



Bayview to Church Point - timber walkway - Executive Manager Capital Projects

Preliminary investigations and preparation of an options report for the walkway between Bayview baths and the Bayview tennis courts are ongoing and will be completed by June 2019.



Footpath renewal - Executive Manager Capital Projects

Footpath renewals are tracking ahead of schedule with the years program nearing completion.

Works completed in this quarter:

- Dee Why: Pacific Parade

Road and related infrastructure upgrades



New traffic facilities - Executive Manager Capital Projects

The Traffic Facilities program is progressing as planned.
Works completed in this quarter:

- Wheeler Heights: public school pedestrian fencing
- Balgowlah Heights: Abbott Street crossing



Scotland Island - roads and drainage improvements - Executive Manager Capital Projects

Planning and design has continued this quarter for the design projects to be delivered by June 2019.



Warriewood Valley - Macpherson Street Bridge restoration works - Executive Manager Capital Projects

MacPherson Street was reopened to the public in late 2017. All major roadworks are complete. Final defect remediation, fencing and landscaping was completed in March.



Warriewood Valley – traffic and transport infrastructure - Executive Manager Capital Projects

Designs are ongoing for the following projects:

- Boondah Road and Jackson Road roundabout
- Pittwater Road and Jackson Road intersection

Road and related infrastructure upgrades

- Pittwater Road and Warriewood Road intersection
- Warriewood Road and Brands Lane roundabout
- Warriewood Road and Jubilee Avenue roundabout

The purchase of splay corners for future round about projects will be deferred until future years due to the duration of the land acquisition process.



Church Point – Stage 2 road works - Executive Manager Capital Projects

Designs for the Stage 2 road works have been issued to the Roads and Maritime Service for review and comment. Environmental approvals are in progress. Construction has been deferred until after June 2019 when environmental approvals are expected to be obtained.



Eramboo, Terrey Hills - new driveway - Executive Manager Capital Projects

Works at Eramboo are complete.



Bus stop renewal - Executive Manager Capital Projects

Contracts have been awarded for the bus stop renewal program. Construction works are ongoing in 2019.

Construction of the Palm Beach bus shelter is expected to commence in late April 2019.



Car park renewal - Executive Manager Capital Projects

The following car park renewal projects have been completed:

- Avalon Beach: Careel Bay Playing Fields - off Barrenjoey Road (near Careel Head Road)
- Warriewood: Rat Park carpark access road
- Palm Beach: car park - off Ocean Road near Palm Beach Road intersection, including the parallel parking on Ocean Road (just linemarking to complete)

Work on the Palm Beach car parking bays between Ocean Place and the south end is currently underway.

Design of the Clareville Beach car park has been completed with construction due to commence in May-June 2019.



Kerb and gutter renewal - Executive Manager Capital Projects

The kerb and gutter renewal program is progressing as planned, in conjunction with the road resheeting program.

Kerb and gutter renewals were completed at the following locations this quarter:

- Cromer: Cromer Road
- Cromer: Little Willandra Road
- Cromer: Toronto Avenue
- Bayview: Kennedy Place
- Collaroy Plateau: Hilma Street
- Mona Vale: Waratah Street, Mona Street, Bungan Street

Road and related infrastructure upgrades

- Whale Beach: Whale Beach Road



Retaining wall renewal - Executive Manager Capital Projects

Stage 2 works at The Esplanade, Narrabeen are near completion with minor rectification work to be undertaken in March and April.

Concept designs and investigations are in progress for retaining walls at McCarrs Creek Road Church Point and Moore Street Clontarf.

Commencement of the construction of these retaining walls is deferred until next financial year.



Road re-sheeting program - Executive Manager Capital Projects

Road resurfacing was completed at the following locations this quarter:

- Allambie Heights: Allambie Road and Wyrarna Sreet
- Bayview: Kennedy Place and Pittwater Road
- Belrose: Munnamba Avenue and Coora Avenue
- Cromer: Toronto Avenue, Little Willandra Road and Cromer Road
- Dee Why: Pacific Parade, Hawkesbury Avenue, Griffin Road, Avon Road and Holborn Avenue
- Forestville: Alkoomie Avenue, Ashton Avenue, Bentley Avenue, Cleary Avenue and Woodlands Road
- Freshwater: Kooloora Avenue, Undercliff Street and Oliver Street
- Killarney Heights: Glenarm Crescent
- Mona Vale: Bungan Street and Waratah Street
- Narraweena: Willandra Road
- Whale Beach: Surf Road



Bridge renewal - Executive Manager Capital Projects

Geotechnical investigations are complete and structural assessments are in progress. Construction works will be deferred until next financial year.



Parking Station and Meters Infrastructure - Executive Manager Transport & Civil Infrastructure

All Pay and Display meters have now been replaced, and works for electric vehicle charging points are on track for this financial year.

Wharf upgrades



Church Point - wharf extension - Executive Manager Capital Projects

Detailed design is near completion. Construction commencement has been delayed.

Wharf upgrades



Wharves works program - Executive Manager Capital Projects

Works are complete for the Church Point Cargo Wharf.

Design works are in progress for Bells and Carols wharves on Scotland Island.

Plant and Fleet



Major plant renewal - Executive Manager Transport & Civil Infrastructure

Program is on track for replacing major plant.



Light fleet renewal - Executive Manager Transport & Civil Infrastructure

This program provides for the replacement of Council's light fleet vehicles and is on track.

Foreshore improvements



Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure

Works are progressing on the maintenance upgrades of the tidal pools, the renewal project and the dredging of the Clontarf Pool.

FINANCIALS

TRANSPORT, TRAFFIC AND ACTIVE TRAVEL

Income Statement – 1 July 2018 to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	10,924,610	10,924,610	0	14,554,781	14,554,781	14,554,781
User Charges & Fees	12,048,884	10,548,696	1,500,188	12,305,959	13,567,875	14,337,819
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	1,200,747	754,000	446,747	952,000	952,000	1,295,143
Grants and Contributions - Operating Purposes	1,579,430	2,458,479	(879,050)	4,189,710	4,189,710	4,627,837
Grants and Contributions - Capital Purposes	1,839,045	1,471,944	367,101	1,222,512	2,171,372	2,680,709
Gains on disposal of Assets	860,222	633,750	226,472	765,000	765,000	1,280,000
Total Income From Continuing Operations	28,452,939	26,791,480	1,661,459	33,989,962	36,200,738	38,776,289
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(7,644,515)	(7,901,813)	257,298	(11,344,442)	(10,509,953)	(10,359,953)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(8,189,621)	(7,796,057)	(393,564)	(11,282,001)	(10,243,381)	(11,842,711)
Depreciation and Amortisation	(8,633,885)	(8,633,885)	0	(11,511,847)	(11,511,847)	(11,511,847)
Other Expenses	(3,532,110)	(3,909,411)	377,301	(5,426,865)	(4,925,125)	(4,915,075)
Internal Charges	7,368,008	7,345,685	22,323	9,797,326	9,894,343	9,894,343
Overhead Allocation	(3,166,600)	(3,166,600)	0	(4,222,133)	(4,222,133)	(4,222,133)
Total Expenses From Continuing Operations	(23,798,722)	(24,062,080)	263,358	(33,989,962)	(31,518,096)	(32,957,376)
Surplus / (Deficit) from Continuing Operations	4,654,217	2,729,399	1,924,818	(0)	4,682,642	5,818,913

Commentary – Year to Date Actuals and Annual Forecast

The Surplus from Continuing Operations of \$4,654,217 is higher than forecast at the end of March as a result of lower than forecast expenditure and higher than anticipated income.

Total Income from Continuing Operations of \$28,452,939 is higher than forecast by \$1,661,459. This principally relates to higher User Charges and Fees of \$1,500,188, higher Other Revenues of \$446,747 and higher Grants and Contributions for Capital Purposes of \$367,101 offset by lower Grants and Contributions for Operating Purposes of \$879,050.

The higher User Charges & Fees primarily relates to higher fees from Parking of \$9.86m attributable to upgraded parking station and meter infrastructure, higher Road Permits fees of \$0.89m and Road Restoration charges of \$1.2m reflecting the continued higher levels of construction activity. Grants and Contributions for Operating Purposes are lower than forecast by \$879,050 of which \$839,192 relates to the prepayment of 50% of the 2018/19 Local Roads component of the Financial Assistance Grant and the balance to the timing of receipt of the operational component of the Roads and Maritime Services – Traffic Facilities Block Grant.

Total Expenses from Continuing Operations of \$23,798,722 are lower than forecast by \$263,358. This is principally the result of lower than anticipated Employee Benefits & Oncosts of \$257,298 and lower Other Expenses of \$377,301. Employee Benefits & Oncosts are lower than forecast mainly due to vacant positions, which has been offset by higher Materials and Contracts costs for Agency Personnel of \$830,000 to continue to meet service levels. Materials and Contracts were higher than forecast by \$393,564, mainly due to the above Agency Personnel costs. The lower

Other Expenses principally relates to lower third party insurance costs, public liability claims and street lighting costs.

For the full financial year, the Surplus from Continuing Operations is forecast to increase by \$626,934. User Charges and Fees are forecast to increase for parking fees (\$283,532), Road Inspection and Permit fees (\$231,755 and Road Restoration charges (\$250,648) for the reasons noted above. Grant and Contributions for Operating Purposes is forecast to increase by \$438,127 for additional Adshel Grants Income. Grants and Contributions for Capital Purposes is forecast to increase by \$509,337 primarily due to grants received for the Regional Road Repair Program, and Other Expenses has been reduced by \$10,050 for insurance for motor vehicles. Materials & Contracts are forecast to increase by \$1,599,330. In addition to Agency Personnel costs mentioned above, additional materials and contracts of \$769,330 are forecast due to carrying out works associated with increased revenue and grants above (eg restoration works) and critical infrastructure works on Tidal Pools.

Economic Development, Events and Engagement

HIGHLIGHTS

Community Engagement

The community was consulted on a broad range of projects. In total, 58 engagement events were held with 897 citizens engaged in face to face sessions. The key Council projects for consultation this quarter were:

Planning and transport

- Northern Beaches Planning Our Sustainable Future
- Northern Beaches Bike Plan
- Northern Beaches Walking Plan

Environment and open space

- Avalon Dog Park Trial
- Clontarf Reserve Masterplan
- Manly West Esplanade Heritage Activation Plan
- Station Beach Dog Off-Leash Area Trial
- Pittwater Waterways Strategy
- Ingleside Elanora Warriewood Overland Flood Study

Supporting our community and culture

- Arts and Creativity Strategy
- Northern Beaches Coast Walk – Public Art Trail
- Manly LSC Renewal
- Warriewood Valley Community Centre
- Dee Why Children's Centre

The number of people interested in ongoing engagement grew, with 2,056 more contacts joining our Community Engagement Register.

Events

Australia Day

Council marked Australia Day celebrations across the Northern Beaches at a variety of events. These events included BBQ breakfasts at Newport Beach, Narrabeen Lagoon and Dee Why Beach, and pool parties at the Manly Andrew 'Boy' Charlton and Warringah Aquatic Centres. The events were supported by 35 local community groups, with over 500 volunteers taking part in various activities and fundraising on the day.

In addition, Council awarded the 2019 Australia Day Award recipients for Citizen of the Year, Young Citizen of the Year, Senior Citizen of the Year, Community Event of the Year, Sports person of the Year, and 15 recipients for Outstanding Community Service.

Citizenship Ceremonies

Citizenship Ceremonies were held on Australia Day, 25 February and 18 March, with 326 people becoming Australian citizens.

World Food Markets

The World Food Markets were held in Gilbert Park, Manly each Friday from 11 January through to 29 March. Over 5,000 people enjoyed the relaxed vibe of live entertainment by local bands with a range of international food stallholders, including stalls from two local businesses.

International Women's Day

An International Women's Day fundraising breakfast was held at Manly Golf Club on Friday 8 March. Over 160 guests heard from inspirational guest speaker Tracey Spicer AM. A record number of local businesses supported the event with raffle prizes which raised over \$1,400 for local charities the Northern Beaches Women's Shelter and Manly Warringah Women Resource Centre.

Vissla Sydney Surf Pro

Council supported the Vissla Sydney Surf Pro major event held in Manly from 16 to 24 March. Thousands of visitors enjoyed the world class surfing competition and beachside activations. Highlights of the event included appearances by 11-time World Surf League World Champion Kelly Slater as well local Northern Beaches surfer Jordy Lawler claiming victory for the 2019 event.

Place and Economic Development

Tourism

Council has completed the first phase in developing its Destination Management Plan (DMP) (Tourism Plan) for the Northern Beaches. During January and February 2019, Council staff and consultants undertook a series of one-on-one and group workshops with 45 local tourism industry and Government stakeholders. This provided industry insights into how the visitor economy is performing, where strengths of the area are and where opportunities for improvement lie. The DMP will guide the visitor economy development and growth in the region for the next decade.

The second phase of the project commences in May with a two-week community media campaign and a tourism industry summit 20 May at the Manly Art Gallery and Museum.

During the January peak summer period, Council also conducted a series of face-to-face visitor surveys at Palm Beach and Manly to build an understanding of the types of visitors coming to our area, what they did and how much they spent, as well as satisfaction with their experience. In total 613 visitor surveys were completed and this builds upon the 2018 Visitor Survey to enhance our understanding who our visitors are and what they contribute to the local economy. The visitor survey findings will inform the Northern Beaches DMP.

Economic Development

Council has commenced a Northern Beaches Employment Study to identify key opportunities to accommodate growth industries, reduce rates of commuting and stimulate employment opportunities matching the skills of our community. This study will consider emerging industry trends and the changing nature of business and work over the next 20 years while assessing the capacity of our industrial precincts and commercial centres to meet this future demand. This study will inform our new Local Environment Plan and Economic Development Plans.

Council's sustainable education and economic development teams reached out to our local surfboard industry with a 'Sustainable Surfing' event to coincide with Vissla Sydney Surf Pro. This event looked to start a conversation about the potential for improving sustainability in the surfboard industry with a local academic providing insights into innovative approaches trialled internationally and consumer appetite. While the challenges in this space were widely recognised, the evening inspired thought provoking conversations and a networking opportunity for the local industry.

Council has continued to partner with Service NSW to deliver the “*Easy to do Business Program*”, which provides personalised business advice (through a business concierge) to new and growing businesses. Initially focused on ‘small bars, cafes and restaurants’, this program has been expanded to the housing construction, printing, clothing retail and road freight sectors. Between January and March 2019, 10 new local businesses signed up to this program, adding to the 120 businesses that had already engaged in the program since its inception with Northern Beaches Council in May 2017.

Place Coordination

Mona Vale SWAT

The Special Works and Transformation team (SWAT) worked on a blitz of Mona Vale Town Centre in March, with a focus on enhancing general upkeep of the centre. The surveys conducted around the blitz showed an improvement in the level of satisfaction with cleanliness following the blitz, changing from an average score of 3.54 (Slightly Satisfied-Satisfied) to 4.31 (Satisfied-Very Satisfied)

Green our Streets – Brookvale

In response to Place Score findings, Council trialled the installation of 40 planter boxes on Chard Road and Pittwater Road, Brookvale. Titled ‘Greening our streets’, the trial ran for two weeks and tested community and business sentiment to increased vegetation. Feedback was extremely positive: 100% of businesses and visitors surveyed were supportive of planter boxes in the longer term, and 50% of businesses noted that the trial had generated positive outcomes for their business.

Seaforth & Newport Activation Plans

The Seaforth Activation Plan is currently underway with business workshops undertaken and community engagement to commence in April. The Newport Activation Plan has commenced with consultants undertaking the initial assessment of the centre. These plans will include actions for activations and include suggestions of partnerships for delivery of the actions.

Forestville Business Network

The Forestville Business Network Group has been established to bring together a range of businesses from around the shopping mall at Forestville to drive the development of opportunities and liaison with Council.



Performance Measures – ED, Events, Engagement	Target	September Quarter	December Quarter	March Quarter
High impact projects with a Community Engagement Plan	100%	100%	100%	100%
No. businesses registered on Council's contact database	≥ 613	1,300	1,675	2,471
No. participating in business engagement	March ≥ 250	375	596	1,005
No. community and civic events organised by council	March ≥ 26	10	34	* 23

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

Notes on results:

- * Council delivered the following events in the March quarter: 5 Australia Day events, Australia Day Awards, Australia Day Volunteer Thank You Reception, 3 citizenship ceremonies, 12 world food markets and one event for International Women's Day.

OPERATIONAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule



Seek to establish a university presence on the Northern Beaches - Executive Manager Strategy, Performance & Improvement

This project is in the preparation phase. The potential sites for the University will now be focused on Frenchs Forest and Dee Why. Priority being given to Frenchs Forest and looking for options to consolidate Council assets with a University. This will be dependent upon the precinct planning process which is now to be released post NSW Election due to caretaker mode.



Develop a Placemaking Strategy - Executive Manager Community Engagement & Communications

The Placemaking Framework project has been deferred to commence once the new reporting lines have been implemented and internal consultation has taken place with the Director Planning & Place and the Executive Manager Strategic & Place Planning.



Develop town and village centre profiles, including place and business audits - Executive Manager Community Engagement & Communications

The Mona Vale Town Centre Profile is being finalised and will be uploaded to Council's website.

The Forestville Town Profile is currently being drafted.



Support development and stakeholder engagement of Place Plans - Executive Manager Community Engagement & Communications

Community Engagement and Place & Economic Development teams continue to work with project teams.



Develop Place Activation Plans for key centres - Executive Manager Community Engagement & Communications

The first activation plan (Seaforth) is nearing completion, while the second (Newport) is under investigation.



Prepare an Economic Development Plan for the Northern Beaches - Executive Manager Community Engagement & Communications

Phase One of the Economic Development Plan, the Northern Beaches Employment Study, has commenced.



Develop a Northern Beaches Destination Management Plan - Executive Manager Community Engagement & Communications




The Northern Beaches Destination Management Plan is progressing with completion of Phase 1 (Situation Analysis) and commencement of Phase 2 (Strategic Directions Paper and Tourism Summit) is underway.



Implement the Events Strategy - Executive Manager Community Engagement & Communications

The Events Strategy was adopted by Council in June 2018. Implementation of the strategy continues with the roll out of the Events Grants and Sponsorship Program and review of Council's events program. See the highlights report (above) for more information.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Town and Village Centre Activations



Dee Why Town Centre – design - Executive Manager Capital Projects

The design for St David's Park is progressing with design reviews currently in progress.



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

Streetscape works on Howard Avenue and Oaks Avenue are nearing completion.

The commencement of Pittwater Road paving works between Dee Why Parade and Howard Avenue and between Oaks Avenue and Pacific Parade is delayed slightly due to paver supply issues.



Manly Laneways – new works - Executive Manager Capital Projects

Planning for construction of Market Place Triangle has started. Construction is scheduled for next financial year for these works.



Manly Laneways – renewal works - Executive Manager Capital Projects

Electrical upgrades at Whistler Street car park continued through February. Stage 1 remediation and the ground floor bike cage works at Whistler Street car park commenced in March and are progressing ahead of schedule.

FINANCIALS

ECONOMIC DEVELOPMENT, EVENTS AND ENGAGEMENT SERVICES

Income Statement – 1 July 2018 to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	6,704,700	6,704,700	0	8,671,078	8,671,078	8,671,078
User Charges & Fees	12,795	6,910	5,885	9,319	9,319	9,319
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	654,072	669,983	(15,910)	704,239	1,090,299	1,031,180
Grants and Contributions - Operating Purposes	5,500	0	5,500	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	7,377,068	7,381,593	(4,526)	9,384,636	9,770,696	9,711,577
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(3,631,059)	(3,391,019)	(240,040)	(4,426,809)	(4,678,034)	(4,859,034)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(2,409,878)	(2,727,433)	317,555	(3,116,225)	(3,436,025)	(3,436,025)
Depreciation and Amortisation	(39,105)	(38,402)	(703)	(51,203)	(51,203)	(51,203)
Other Expenses	(242,879)	(305,588)	62,709	(394,435)	(408,135)	(361,700)
Internal Charges	(153,906)	(172,101)	18,195	(231,156)	(231,156)	(231,156)
Overhead Allocation	(873,607)	(873,607)	0	(1,164,809)	(1,164,809)	(1,164,809)
Total Expenses From Continuing Operations	(7,350,435)	(7,508,150)	157,715	(9,384,637)	(9,969,362)	(10,103,927)
Surplus / (Deficit) from Continuing Operations	26,633	(126,556)	153,189	(0)	(198,665)	(392,350)

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$26,633 is \$153,189 higher than forecast at the end of March primarily as a result of lower than forecast expenditure during the quarter relating to the timing of the delivery of some key projects.

Total Income from Continuing Operations of \$7,377,068 is tracking closely to forecast. The small variance relates primarily to lower than forecast income and revenue from events such as the World Food Markets that was impacted by poor weather conditions, and Taste of the Beaches that had reduced income due to lower than anticipated attendance numbers.

Total Expenses from Continuing Operations of \$7,350,435 is lower than forecast by \$157,715. Employee costs were higher than forecast primarily due to lower than anticipated vacant positions throughout the year. Materials and Contracts were \$317,555 lower than forecast due to the timing of the delivery of a number of projects that will be delivered in the last quarter. Other Expenses are also lower than forecast by \$62,709, in part due to savings in advertising.

For the full financial year the Deficit from Continuing Operations is forecast to increase by \$193,685. While income reduced by \$4,526 in line with year to date trends, Employee Benefits and Oncosts increased by \$181,100 and Other Expenses decreased \$46,435 for the reasons noted above.

Property and Facilities

HIGHLIGHTS

Manly Andrew Boy Charlton Aquatic Centre (MABC)

During the January to March period MABC Aquatic Centre received high visitation numbers and continued growth within the swim school and squad program. The appointment of a dedicated elite level squad coach has been beneficial for MABC swimmers who now have a competitive swimming pathway. Overall attendance numbers for the quarter were 178,063 compared to 148,972 for the same period last financial year. MABC held an open day on Australia Day on Saturday 26 January with a gold coin donation entry going to charity.

Warringah Aquatic Centre

The Centre has seen a high number of families visiting the centre during January with the splash pad being particularly popular. February and March saw our annual schools swimming carnival season with the centre hosting 40 carnivals. The centre also hosted an Australia Day event which saw more than 1,000 visitors attend, enjoying the giant pool inflatable, an aqua disco, thong races, a dive bomb competition and much more.

Property and Facilities

In February Council completed a major construction in the delivery of long-awaited North Narrabeen Reserve sporting facilities. These amenities consist of a modern purpose-built clubhouse building containing club rooms, storage, toilets and change rooms, a canteen and a breezeway and replaces the old clubhouse and adjacent portable public amenities building. The new building also contains several sustainable features, such as rain water collection, solar hot water and solar energy and will be a great facility for the local community for years to come.

Council worked closely with the two clubs who use the clubhouse, Pittwater Baseball and the Narrabeen Tigers Junior Rugby Union, on this project with the two sports clubs and the NSW State Government providing a portion of the funds for these works.

Additionally, the delivery of a new surf life saving club building in Mona Vale came a step closer to reality on 13 February 2019 when the Sydney North Planning Panel gave consent for the Development Application (DA). The project, which became fully funded after a 23 October 2018 announcement by the Member for Pittwater Rob Stokes that the NSW Government has provided an additional \$2.5m, is now progressing to detailed design with construction due to commence later in the calendar year.

Performance Measures – Property and Facilities	Target	September Quarter	December Quarter	March Quarter
Learn to Swim attendance (Manly and Warringah Aquatic Centres)	March \geq 22,600	21,817	24,267	* 22,295
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	March \geq 246,100	178,312	216,924	275,467
Occupancy of Council buildings: % utilised by the community	100%	99.5%	** 99.5%	** 99.5%

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

Notes on results: Targets for aquatic centres are seasonal and vary each quarter

* **Learn to Swim attendance** - Learn to Swim numbers fluctuate. Preschool attendance was low at the WAC, whilst MABC swim enrolments continue to increase steadily.

**** Occupancy of Council buildings** – Three buildings remain unavailable. All three (Currawong Games Room, Elanora Scouts Hall and the Jacka Park Shed) are on the 2019/20 program for renewal to bring back into community use.

OPERATIONAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Beach Building Works Program including major works at Mona Vale SLSC, Long Reef SLSC and the Narrabeen Swimming Club - Executive Manager Property

Progress on the beach building works program this quarter included:

- Collaroy SLSC boat storage roof - contractor has been engaged and works have commenced.
- South Curl Curl SLSC concrete repairs - the works were completed in October 2018.
- South Narrabeen SLSC lift and foyer upgrades - the preferred tenderer has been appointed to undertake the works.
- North Narrabeen rockpool amenities upgrades - the works have commenced but following representations from the clubs the start date for the project was delayed meaning that it will not be completed this financial year.
- Mona Vale SLSC renewal - the DA was approved but further changes to the design will delay commencement of the project until later this calendar year.
- Long Reef SLSC renewal - the Council meeting in February 2019 agreed to continue the project.

Sports Buildings Works Program including the creation of a new sports building in Nolan's Reserve and a new sports building in Pittwater Park - Executive Manager Property

The new amenities building at North Narrabeen Reserve has been finished and is now open for use.

Work at Nolan's Reserve has been suspended for contractual reasons.

Currawong Cottages and surrounds refurbishment and modernisation - Executive Manager Property

Approval for the initial DA works is being assessed by the Office of Environment and Heritage. A second DA for the remaining cabins is being prepared for submission.

The purchase of the Pasadena site - Executive Manager Property

In line with Council's Resolution on 1 August 2018 an offer was made to purchase the Pasadena site, which was subsequently rejected by the owner. Council will no longer be purchasing the Pasadena site. The State Government has since re-allocated these funds towards the delivery of other Council projects.

The review, consolidation and potential transfer of lands to Council from Crown Lands as part of the Crown Land Transfer Program. - Executive Manager Property

Council representatives have met with participants in the Crown Land Transfer Program for formal negotiations on five occasions with discussions progressing. The first batch of proposed land transfers for reporting and approval to the various governance bodies has been

determined and agreements are being finalised. The intent is to have these transfers agreed prior to the end of the financial year.



Develop a new customer friendly online booking and payment system for outdoor eating, watercraft storage permits, parking etc. - Executive Manager Property

This project has been rolled into the greater Council booking systems project. Council is in the process of procuring a contract for phase two of the project to commence.



Identify Council's top 10 public assets/locations to be accessible - Executive Manager Property

An initial list of ten locations / properties has been prepared and circulated internally.



Conduct accessibility audits of Council's public facilities and assets - Executive Manager Property

Collation of existing accessibility reports has commenced with further research required; followed by analysis to identify gaps.



Implement priority asset improvements - Executive Manager Property

This action is reliant on the completion of the accessibility audit of Council's public facilities and assets. An initial list has been prepared and circulated for comment. Works will then be incorporated into Asset Management Plans and future years' capital renewal programs.



Work with the Department of Education on the future recreation use of the Manly Warringah War Memorial Park and plans to modernise the Warringah Aquatic Centre - Executive Manager Property

Council officers have been working closely with the Department of Education on the potential for funding the redevelopment of the Warringah Aquatic Centre in line with the proposed new school on Aquatic Reserve. The details are yet to be agreed, and discussions are continuing.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

Rural Fire Service program



Terrey Hills Emergency Services Headquarters design works - Executive Manager Property

The project is currently on hold pending funding commitment from relevant organisations. No further work will be carried out this year.



Rural Fire Service building works program - Executive Manager Property

Work has commenced at Elvina Bay. Planning is in progress for Coal and Candle with work to commence in June and run over two financial years.

Civic building and compliance works



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

The project has been submitted to the Office of Environment and Heritage for approval before the work can be tendered. A further development application for the remaining six cabins is ready for submission.



Operational buildings works program - Executive Manager Property

Various office alterations have been undertaken in response to organisational changes. An access card project is progressing well with most buildings are now on the single card.



Sport buildings works program - Executive Manager Property

The new sporting amenities at Cromer Park opened earlier this financial year.

Upgrades to Forest Playing Fields Sports Amenities are due to commence in early April and be completed by June 2019.

Community engagement for the amenities extension at LM Graham Reserve has closed with construction works planned for the 2019/20 financial year.



Beach buildings works program - Executive Manager Property

Work at South Curl Curl SLSC was completed earlier in the year and the roofing contract for the boat storage area at Collaroy SLSC is progressing on schedule.



Swim Club Buildings Works Program - Executive Manager Property

Funds will be used on the amenities at North Narrabeen swim club building.



Disability access compliance works (DDA) - Executive Manager Property

This program of works aim to improve accessibility to Council buildings. In this current financial year, the funds have been spent on works on the Beacon Hill Community Centre building upgrades and Nolan Reserve amenities as part of the expanded building works.



Building Code of Australia compliance works - Executive Manager Property

This program of works aim to address building code non-compliances to Council buildings. In this current financial year, the funds are allocated to works on the Beacon Hill Community Centre building upgrades.



Sydney Lakeside Holiday Park renewal works - Executive Manager Property

Upgrades to the facilities and cabins at Sydney Lakeside Caravan Park will be delivered under this project. Works to repair the bunk rooms have been completed along with several cabin upgrades. Further works will be scheduled for the quieter winter months and will be based on the results of the condition audit.



Pittwater Golf Driving Range renewal works - Executive Manager Property

This project aims to deliver upgrades to the Pittwater Golf Centre. A program of works is currently under preparation, in consultation with the Golf Centre management group with works to be undertaken after the busy summer period.

Public Amenities improvements



Public amenities works program - Executive Manager Property

Works to upgrade North Harbour Reserve Amenities are now complete, with some defects to be addressed.

Community engagement for East Esplanade Public Amenities has now closed.

The design is currently being finalised, with works slightly delayed due to the requirement to remove redundant underground services.

Other minor amenities renewals will be carried out under this program.



Manly Dam amenities works - Executive Manager Property

This project sees the refurbishment of the public amenities adjacent to the playground at Manly Dam to provide improved facilities to users of the main recreation area. The refurbished amenities will consist of improved male, female and accessible amenities as well as change rooms and external showers.

The works have commenced and are due for completion in early-mid 2019.



Nolan's Reserve Sports amenities works - Executive Manager Property

The project is behind schedule and the builder's contract was terminated due to non-performance. A report on options will be presented to the next available Council meeting.



North Narrabeen Rock Pool amenities works - Executive Manager Property

Following a delay to starting the works in response to requests from the user groups, the builders have commenced and the project is due for completion in August 2019.



Palm Beach Pavilion renewal works - Executive Manager Property

Design works for the restoration, including reinstatement of the coast side awning, are progressing in preparation for works during next financial year.

Some initial pointing repairs will be undertaken this year to protect the building.

Cemetery Works



Cemetery works program - Executive Manager Property

Works on the new memorial gardens are expected to be complete by the end of June 2019. Concept design for the proposed new columbarium at Manly Cemetery has been completed.

Aquatic Centre improvements



Warringah Aquatic Centre renewal works - Executive Manager Property

Work to install new pumps, filters and equipment for the pools has been completed. Equipment has been purchased for swimming events.



Manly 'Andrew Boy Charlton' Aquatic Centre renewal works - Executive Manager Property

Works completed.

FINANCIALS

PROPERTY AND FACILITIES SERVICES

Income Statement – 1 July 2018 to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	9,714,213	9,714,213	0	12,119,941	12,119,941	12,119,941
User Charges & Fees	12,590,922	12,331,073	259,849	15,108,526	15,609,776	15,820,776
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	8,867,910	8,335,090	532,820	11,874,748	11,673,498	11,963,199
Grants and Contributions - Operating Purposes	24,171	0	24,171	0	0	0
Grants and Contributions - Capital Purposes	1,881,163	(106,817)	1,987,980	1,142,688	417,582	1,984,171
Gains on disposal of Assets	(1,669,858)	(1,670,000)	142	0	(1,670,000)	(1,670,000)
Total Income From Continuing Operations	31,408,521	28,603,559	2,804,962	40,245,903	38,150,797	40,218,087
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(7,697,979)	(7,729,644)	31,665	(10,683,330)	(10,433,330)	(10,417,574)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(9,731,333)	(9,124,203)	(607,130)	(11,883,624)	(11,883,624)	(12,641,449)
Depreciation and Amortisation	(3,716,199)	(3,589,881)	(126,318)	(4,786,508)	(4,786,508)	(4,786,508)
Other Expenses	(5,599,486)	(5,558,884)	(40,602)	(7,418,104)	(7,418,104)	(7,481,852)
Internal Charges	(723,383)	(667,281)	(56,102)	(901,870)	(901,870)	(901,870)
Overhead Allocation	(3,429,350)	(3,429,350)	0	(4,572,467)	(4,572,467)	(4,572,467)
Total Expenses From Continuing Operations	(30,897,730)	(30,099,242)	(798,488)	(40,245,903)	(39,995,903)	(40,801,720)
Surplus / (Deficit) from Continuing Operations	510,791	(1,495,683)	2,006,474	(0)	(1,845,107)	(583,634)

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$510,791 is higher than forecast at the end of March primarily as a result of the financial impact of the transfer of TAFE lands to Council. Additionally there are greater than forecast income from both User Charges and Fees and Other Revenues and greater than forecast expenditure in Materials and Contracts.

Total Income from Continuing Operations of \$31,408,521 is greater than forecast by \$2,804,962. This result is principally due to the unbudgeted income relating to the transfer of TAFE land in Belrose from NSW Department of Education to Council of \$1,573,000, which is reflected in Grants and Contributions - Capital Purposes. The greater than forecast User Charges & Fees are primarily due to higher than anticipated patronage at the Manly Andrew Boy Charlton Aquatic Centre (MABC) leading to a positive position for the aquatic centres of \$211,379. Other Revenues income is trending greater than forecast due to additional retail sales in the aquatic centres, greater than forecast lease income from Kimbriki site rental and greater than forecast lease outgoings recoveries. The year end position for these three areas has been reforecast to reflect these increased income positions.

Total Expenses from Continuing Operations of \$30,897,730 are greater than forecast by \$798,488. Employee Benefits & Oncosts are \$31,665 lower than forecast primarily due to vacancies in the Property and Commercial team and Trades Services team, which has been mostly offset by the higher than budgeted casual staff requirements for the Aquatic Centres, which is related to the increased visitation and corresponding income. The end of year forecast for Employee Benefits and Oncosts have been revised down slightly (\$15,756) to reflect these positions and trends. Materials and Contracts are currently over budget by \$607,130, which reflects both the need to

deliver services by contractors and agency personnel due to current staff vacancies, as well as an increased requirement in maintenance and operational works both in the Property area and the Aquatic Centres. It is anticipated that this trend will continue and the Material and Contracts year end forecast has been increased by \$757,825 to reflect this.

For the full financial year, the Deficit from Continuing Operations is forecast to decrease by \$1,261,474 to \$583,633 as a result of the changes noted above.

Governance and Assurance Services

HIGHLIGHTS

Strategic Reference Groups (SRGs)

The six SRGs held meetings and provided valuable advice on how Council can address the community's aspirations and goals, in line with our *Community Strategic Plan*. Valuable feedback was received on a range of initiatives.

Improving our planning and transport frameworks

- "Move" Northern Beaches Transport Strategy - Bike and Walking Plan
- Local Environmental Plan
- Avalon Place Plan
- Local Housing Strategy
- Community Development and Services Policy
- Lighting the Way - Accelerated Street Lighting Improvement Program

Sustaining our environment and open space

- Environment Strategy
- Naming Northern Beaches Open Space and Facilities
- Bushland and Biodiversity Policy

Supporting our community and culture

- Community Grants
- Diplomatic Ties and Civic Relationships
- "Be Connected" Digital Literacy Initiative - Northern Beaches Library Services
- Live Music on the Northern Beaches
- Inclusive Business Award
- Manly Jazz Festival 2018 Wi-Fi

Stimulating our economy

- Employment Study
- Destination Management Plan

The SRGs are proving to be vital stakeholders in assisting Council's strategic decision-making, by reviewing various strategies, plans and other initiatives presented each quarter.

Office of Integrity and Complaints Resolution (OICR)

The first phase OICR's complaints management and reporting system, 'Mike', was deployed in early 2019.

'Mike' leverages the reporting and workflow management capability of Council's Salesforce-based Customer Relationship Management platform, OneCRM, to deliver significantly improved operational efficiencies and provide an enhanced view of risks and opportunities through a sophisticated reporting interface.

Working with Council's Head of Internal Audit and KPMG with oversight from the Audit, Risk and Improvement Committee (ARIC), the OICR have taken the first steps towards establishing the Northern Beaches Fraud and Corruption Control Plan and Policy.

Council's current Complaints Management Policy is being reviewed by the OICR to ensure currency and relevance.

Performance Measures – Governance and Assurance	Target	September Quarter	December Quarter	March Quarter
Council meeting minutes finalised and published within 3 working days of meetings	95%	100%	100%	100%
Council's compliance with Governance Framework to meet Governance statutory requirements	100%	100%	100%	100%

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

OPERATIONAL PROJECTS

Key: ✓ Completed 🔄 Progressing on schedule ! Behind schedule



Design and delivery of a comprehensive Enterprise Risk and Opportunity Management (EROM) framework - Executive Manager Governance & Risk

The EROM Framework reference document the Risk & Opportunity Assessment Guidelines have been finalised.



Provide an Internal Audit program that is fully aligned with the Enterprise Risk and Opportunity Management (EROM) framework and is responsive to key strategic risks - Executive Manager Governance & Risk

The Strategic Internal Audit Plan: FY19 - FY21 was approved by Council at its Ordinary Meeting on 26 March 2019, following endorsement by the ARIC at its meeting on 19 February 2019.

Internal audit activity is underway in accordance with the approved Strategic Internal Audit Plan for FY19.

Ongoing monitoring and reporting on the implementation of internal audit recommendations is continuing.



Maintain and coordinate the committees framework and register, including the provision of support to establish and manage committees and joint external stakeholder groups - Executive Manager Governance & Risk

This project was completed in August 2018. Governance support is now established for committees and joint external stakeholder groups. The Committee Register is being maintained.



Coordinate the development and review of an integrated policy framework and maintain Council's Policy Register. - Executive Manager Governance & Risk

The Local Government (Council Amalgamations) Proclamation 2016 states that all of the policies of the three former councils (255 in total) are still in effect until Council adopts a new policy or the former policy is revoked. Since the amalgamation:

- 110 policies have been revoked and either replaced by a new similar policy, or revoked
- 27 new policies have been adopted by Council, 22 of these replaced some that were revoked
- The current policy register consists of 172 policies.



Develop and implement a technology platform to enable enhanced complaints management workflows and detailed reporting - Head of Integrity & Complaints

Phase one of Council's Complaint Management and Reporting tool is complete.



Develop and facilitate Code of Conduct training to Councillors and Council staff - Head of Integrity & Complaints

Code of Conduct training and awareness is an ongoing program for both Councillors and staff.

The anticipated adoption of the new Northern Beaches Council Code of Conduct in June 2019 represents another opportunity to raise awareness and remind staff of their obligations under the Code.



Deliver on initiatives identified in the OICR three year strategic plan - Head of Integrity & Complaints

Work continued on range of project in the OICR Strategic Plan. Extended leave by staff in the unit slowed progress on a number of projects this quarter

FINANCIALS

GOVERNANCE AND ASSURANCE SERVICES

Income Statement – 1 July to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	8,848,940	8,848,940	0	11,865,734	11,865,734	11,865,734
User Charges & Fees	1,434	7,263	(5,830)	9,735	9,735	9,735
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	249,694	250,000	(306)	0	250,000	250,000
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	9,100,068	9,106,203	(6,135)	11,875,469	12,125,469	12,125,469
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(2,325,227)	(2,487,805)	162,579	(3,440,743)	(3,340,743)	(3,220,743)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(2,935,583)	(3,168,368)	232,785	(4,209,724)	(4,209,724)	(4,239,724)
Depreciation and Amortisation	(25,167)	(25,167)	0	(33,556)	(33,556)	(33,556)
Other Expenses	(2,088,613)	(2,217,862)	129,249	(2,958,718)	(2,958,718)	(2,958,718)
Internal Charges	(78,998)	(99,172)	20,174	(135,676)	(135,676)	(135,676)
Overhead Allocation	(822,789)	(822,789)	0	(1,097,052)	(1,097,052)	(1,097,052)
Total Expenses From Continuing Operations	(8,276,376)	(8,821,163)	544,787	(11,875,469)	(11,775,469)	(11,685,469)
Surplus / (Deficit) from Continuing Operations	823,691	285,040	538,652	(0)	350,000	440,000

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$823,691 is higher than forecast at the end of March primarily as a result of lower than forecast expenditure.

Total Income from Continuing Operations of \$9,100,068 is consistent with the year to date forecast.

Total Expenses from Continuing Operations of \$8,276,376 is lower than forecast by \$544,787. This is principally the result of lower than anticipated Employee Benefits & Oncosts of \$162,579, lower Materials and Contracts of \$232,785 and lower Other Expenses of \$129,249.

Employee Benefits & Oncosts are lower than forecast primarily due to vacancies within the Governance and Risk business unit. The lower Materials and Contracts expenditure mostly relates to the delayed commencement of the contract for scheduled internal audit services. The program of audits is now on track to be completed by the end of the financial year. The variance in Other Expenses is principally due to the nature and variability of claims within the public liability and professional indemnity insurance and claims environment.

The Surplus from Continuing Operations for the full financial year is forecast to increase by \$90,000. This is comprised of a decrease of \$120,000 in Employee Benefits and Oncosts, partially offset by an increase in Materials in Contracts of \$30,000 primarily for the reasons noted above.

Customer Service

HIGHLIGHTS

Customer Service has introduced a number of measures this quarter to improve the customer experience.

Rates notices are now being produced with Council bar codes to allow for faster and more accurate processing of rates payments by using a bar code reader. This reduces the amount of time customers spend in our service centres which has a flow on effect to customer wait times.

Renewal of Manly residential parking permits has been streamlined by sending reminder emails to customers who previously bought permits, highlighting the documentation they require and also directing them to renew via email. This has seen a marked increase in early renewal rates and therefore permit compliance. There has also been a corresponding reduction in the number of customers visiting us to renew and therefore a reduction in wait times for customers who do choose to renew in person or who are visiting to conduct other council business.

We have also opened our Manly branch extended hours during peak parking permit renewal times to accommodate customers unable to reach us during normal business hours.

Performance Measures – Customer Service	Target	September Quarter	December Quarter	March Quarter
Calls answered within 30 seconds	80%	77 %	77 %	* 71%
Customer satisfaction with service calls	80%	90 %	90 %	90%
Customer satisfaction with online requests	80%	** Data not available	** Data not available	** Data not available
Customer requests conducted online	15%	17%	20%	39%

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

Notes on results:

* **Calls Answered within 30 seconds** - Target not met and lower than previous quarters. This is due to a 13% increase in call volume, more complex calls from significant projects such as the new Waste contract and staff vacancies.

** **Customer satisfaction with online requests** – Feedback functionality for customers currently exists however no feedback has been received during this quarter. The functionality whereby customers are automatically prompted to provide feedback following an online interaction is under development but has been delayed by other development priorities. It is envisaged this prompting will result in increased customer feedback.

Workload Measures – Customer Service	September Quarter	December Quarter	March Quarter
No. calls to Customer Service 1300 434 434	49,048	46,117	52,065

OPERATIONAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule



Continued improvement to customer portal to enhance the customer experience - Executive Manager Customer Service

Project is on target for providing improved functionality to customer portal through delivery of customer interface into new waste contract and customer console.



Building a customer centric culture by continued delivery on Customer Experience (CX) Strategy Measures of Success program - Executive Manager Customer Service

Project is focusing on the measures of success of the 5-year strategy.



Investigation of a concierge and customer queuing system across all front counters - Executive Manager Customer Service

The project is currently gathering qualitative and quantitative customer data and feedback, across front counter operations, to help plan staffing levels and business improvements.



Investigate service delivery options for customer service locations including hours of operation. - Executive Manager Customer Service

On 25 September, Council adopted the recommendations of a review of Customer Service Centres, and will not to proceed with an additional facility in Frenchs Forest ward. We will continue investing in digital services, and monitor customer needs across all Service Centres. Project completed.

FINANCIALS

CUSTOMER SERVICE

Income Statement – 1 July to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	1,723,858	1,723,858	0	2,495,218	2,495,218	2,495,218
User Charges & Fees	965,351	1,017,665	(52,314)	1,274,112	1,274,112	1,274,112
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	0	0	0	0	0	0
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
Total Income From Continuing Operations	2,689,210	2,741,523	(52,314)	3,769,330	3,769,330	3,769,330
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(2,489,733)	(2,582,484)	92,751	(3,523,107)	(3,523,107)	(3,523,107)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(180,659)	(212,758)	32,099	(282,720)	(282,720)	(282,720)
Depreciation and Amortisation	(34,843)	(34,843)	0	(46,457)	(46,457)	(46,457)
Other Expenses	(20,728)	(33,286)	12,558	(44,803)	(44,803)	(44,803)
Internal Charges	495,338	492,148	3,190	654,824	654,824	654,824
Overhead Allocation	(395,301)	(395,301)	0	(527,067)	(527,067)	(527,067)
Total Expenses From Continuing Operations	(2,625,925)	(2,766,523)	140,599	(3,769,330)	(3,769,330)	(3,769,330)
Surplus / (Deficit) from Continuing Operations	63,285	(25,000)	88,285	0	0	0

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$63,285 is higher than forecast at the end of March due to lower than forecast income and lower than forecast expenditure during the quarter.

Total Income from Continuing Operations of \$2,689,210 is lower than forecast by \$52,314 primarily due to the budgeted timing of the sale of parking permits, with sales allocated evenly over the financial year rather than the actual timing of the sales.

Total Expenses from Continuing Operations of \$2,625,925 are lower than forecast by \$140,599. Employee Benefits & Oncosts are lower than forecast by \$92,751 due to a number of vacancies that are now being recruited. Materials and Contracts are \$32,099 lower than forecast because of customers using our online reporting tool after-hours thereby allowing customers to self-serve for non-urgent issues rather than contact our contracted after-hours service.

No changes have been made to the annual forecast during this quarter review.

Corporate Support Services

HIGHLIGHTS

Grant Funding secured

Council secured an addition \$1,194,454 in funding for:

Project	Agency	Grant
Northern Beaches Coast Walk Public Art Project	Liquor & Gaming NSW	\$200,000
Coastal Connections – Mona Vale to Narrabeen Coastal Dune restoration	NSW Department of Industry – Local Land Services	\$20,000
Hostile Vehicle Mitigation at Manly Corso & Wharf	Department of Industry, Innovation and Science (Federal)	\$400,000
Saving Sydney's Freshwater Wetlands on the Northern Beaches	NSW Environmental Trust	\$320,000
Collaroy Flood Study	NSW Office of Environment & Heritage	\$94,000
Middle Harbour Flood Study	NSW Office of Environment & Heritage	\$148,000
Avalon Netball Courts – Ancillary Infrastructure	Department of Premier & Cabinet	\$12,454

Community grants and sponsorship

Applications for the 2019/20 Community, Arts and Culture grant program and the Events Grant and sponsorship program. These program support community organisations with seed funding for the delivery of services and events to the community. The applications for both programs close in April/May 2019.

Two grant writing seminars have also been held in March coinciding with the opening of Council's grant programs. These sessions assist participants in writing good application and securing much needed funding. Both sessions were well attended and received positive feedback.

Performance Measures – Corporate Support	Target	September Quarter	December Quarter	March Quarter
Correspondence replied to within 5 working days	80%	83%	91%	89%
Operational projects progressing or completed	80%	89%	92%	84%
Capital projects progressing or completed	80%	91%	90%	78%*
Quarterly and annual reports submitted to Council on time	100%	100%	100%	100%

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

Notes on results:

* **Capital projects progressing or completed** – of the 125 capital projects 27 are behind schedule for delivery this financial year.

OPERATIONAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule



Implement the Procurement Framework - Chief Financial Officer

Work to implement the Procurement Framework in 2018/19 is complete.



Prepare and present Council's Quarterly Budget Review Statement - Chief Financial Officer

The third Quarterly Budget Review Statement for March 2019 is currently being prepared, and will be presented to the Council meeting on 28 May 2019.



Develop and refine processes, procedures, policies and management standards - Chief Financial Officer

Both the 'Invoicing and Debt Management Policy' and the "Rates & Annual Charges Hardship Policy" have been drafted and are being reviewed by the Deputy Chief Financial Officer - Transactional Accounting.



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

This project will start in April when the Service Improvement Framework and prioritised list of service reviews has been finalised by the Chief Executive Officer and Chief Executive Team.



Develop strategic directions and plans based on Integrated Planning and Reporting framework for Local Government - Executive Manager Strategy, Performance & Improvement

Continuing to provide strategic guidance into the development of the Local Strategic Planning Statement, Environment Strategy and Arts Strategy implementation plan.



Develop the Delivery Program and annual Operational Plan - Executive Manager Strategy, Performance & Improvement

Council's Delivery Program 2019-2023, including the Operational Plan and Budget 2019/20 were prepared this quarter for public exhibition during April and May.



Implement disability awareness education and training for all staff - Executive Manager Human Resources

This project is driven by our Disability Inclusion Action Plan, and aligns to our draft Equal Employment Management Plan (EEO Plan). It also links to our People Plan by addressing our culture, values and behaviours, as well as increasing diversity in our workforce.

EEO, diversity and disability awareness:

- Are currently being reviewed as a part of our blended / e-learning capability investigations
- Will be incorporated into the review of Council's Trainee Management program
- Will be incorporated in to our 2019 induction program for new employees
- Are part of our ongoing training of our people leaders in Recruitment and Selection



Implement the Workforce Management Plan - Executive Manager Human Resources

The focus this quarter has been on review and assessment of employee performance goals, values and behaviours using newly implemented management tools.

We have also been taking steps towards achieving White Ribbon Workplace Accreditation to demonstrate our commitment to the prevention of violence against women, using workplace practices.


Implementation of our Workplace Health and Safety programs also continued this quarter.



Implement the digital transformation strategy - Chief Information Officer

Progress has been made in each of the goals. The Strategy is being updated to reflect progress and include additional key projects and more details about the plans.

CAPITAL PROJECTS

Key:  Completed  Progressing on schedule  Behind schedule

IT improvements



IT Infrastructure – new works - Chief Information Officer

The implementation of corporate WiFi coverage for Council buildings is progressing well.

Physical access points have been installed at the following buildings:

- Boondah Depot site
- Civic Centre Dee Why
- Manly Town Hall
- Harbourview Child Care
- Manly visitors centre
- Balgowlah Depot
- Cromer Depot
- Vuko, Warriewood
- Mona Vale Village

Next site scheduled for installation is:

- Soldiers, Manly

The configuration has commenced with project completion now by end of May 2019.



IT Software – new works - Chief Information Officer

The IT Software New Works Program will consist of the following projects:

1. Identity Management Software - will not commence this financial year due to other priorities

IT improvements

2. Facilities & Events Bookings System - Tender evaluation report approved at the April Council meeting. Contract negotiation stage
3. Staff Roster Management System - Library and children's Services - Procurement stage - tender closed, tender evaluation stage
4. Timesheet System - Procurement stage - tender closed, tender evaluation stage , a combined tender with the Rostering requirement report to be approved

Due to the long lead time to complete the procurement process for item 2, 3 and 4 spending is behind schedule.



IT Infrastructure - replacements - Chief Information Officer

Network infrastructure replacements including switches firewalls and servers are on track for replacement.



IT Software - replacements - Chief Information Officer

This project is for the renewal of specialist software and is on schedule.



PC and Mobile Device Replacements - Chief Information Officer

A program of replacements continued, to meet staff hardware requirements for both PCs and mobile devices.

FINANCIALS

CORPORATE SUPPORT SERVICES

Income Statement – 1 July 2018 to 31 March 2019

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
Income From Continuing Operations						
Rates and Annual Charges	49,189,331	48,997,752	191,580	8,975,128	9,175,128	9,175,128
User Charges & Fees	554,707	615,593	(60,886)	737,970	762,054	742,054
Investment Fees and Revenues	4,749,208	4,460,902	288,306	5,576,010	5,836,010	6,089,010
Other Revenues	487,678	406,015	81,663	134,941	639,426	639,426
Grants and Contributions - Operating Purposes	3,937,288	6,060,004	(2,122,716)	7,262,682	7,732,682	7,732,682
Grants and Contributions - Capital Purposes	7,709,410	7,741,619	(32,209)	8,900,000	10,150,000	10,250,000
Gains on disposal of Assets	1,692,500	1,270,000	422,500	0	1,270,000	1,690,000
Total Income From Continuing Operations	68,320,121	69,551,884	(1,231,763)	31,586,731	35,565,300	36,318,300
Expenses From Continuing Operations						
Employee Benefits & Oncosts	(18,284,181)	(18,390,293)	106,112	(26,286,653)	(25,476,444)	(25,261,748)
Borrowing Costs	(1,327,125)	(1,409,693)	82,569	(2,459,338)	(1,911,591)	(1,744,691)
Materials and Contracts	(6,374,637)	(6,711,367)	336,730	(8,057,879)	(9,299,032)	(8,769,228)
Depreciation and Amortisation	(2,217,979)	(2,674,807)	456,828	(1,768,024)	(3,768,024)	(3,768,024)
Other Expenses	(1,209,561)	(1,368,550)	158,989	(1,692,806)	(1,671,146)	(1,688,392)
Internal Charges	501,999	573,746	(71,747)	860,213	763,196	763,196
Overhead Allocation	19,207,976	19,207,976	0	25,610,635	25,610,635	25,610,635
Total Expenses From Continuing Operations	(9,703,507)	(10,772,988)	1,069,481	(13,793,852)	(15,752,405)	(14,858,251)
Surplus / (Deficit) from Continuing Operations	58,616,614	58,778,897	(162,282)	17,792,879	19,812,895	21,460,049

Commentary – Year to Date Actuals and Annual Forecast

The Total Surplus from Continuing Operations of \$58,616,614 is lower than forecast by \$162,282 at the end of March as a result of both lower than anticipated income and lower than forecast expenditure.

Total Income from Continuing Operations of \$68,320,121 is lower than forecast by \$1,231,763 for the following reasons:

- Rates and Annual Charges are higher than forecast by \$191,580 principally as a result of the timing of pensioner rates rebates;
- Investment Fees and Revenues are higher than forecast by \$288,306 as a result of higher than anticipated investments funds available;
- Other Revenues are higher than forecast by \$81,663 principally due to unbudgeted insurance costs recovered;
- The higher Gains on Disposal of Assets of \$422,500 relates to the sale of road reserves under Council resolution in Clontarf, Whale Beach and Palm Beach;
- User Charges & Fees were \$60,886 lower than forecast primarily due to a reduction in the volume of s603 rating certificates requested;

- Grants and Contributions for Operating Purposes was \$2,122,716 lower than forecast due to the prepayment of 50% of the 2018/19 Financial Assistance Grant at the end of the last financial year; and
- The higher Grants and Contributions for Capital Purposes of \$32,209 largely relates to higher development contributions.

Total Expenses from Continuing Operations of \$9,703,507 are lower than forecast by \$1,069,481:

- Employee Benefits & Oncosts were lower than forecast by \$106,112, principally due to vacant positions through the period and the timing of FBT expenses;
- Lower Borrowing Costs of \$82,569 reflects lower interest rates payable on loans;
- Materials and Contracts were \$336,730 lower than forecast primarily due to the timing of NCIF projects and the Mona Vale Performance Space, offset by increases in Information & Digital Technology due to the timing of software licence renewals.
- Depreciation is \$456,828 lower than forecast due to the timing of the completion of capital works projects; and
- The lower Other Expenses of \$158,989 principally relates to lower data services charges than anticipated and the timing of the remaining SCF community grants payments.

For the full financial year the Surplus from Continuing Operations is forecast to increase by \$1,647,154 to \$21,460,049.

Total Income from Continuing Operations is forecast to increase by \$753,000. Investment Fees and Revenues are forecast to increase by \$253,000 as a result of higher interest earnings. Grants and Contributions for Capital Purposes are forecast to increase by \$100,000 as a result of the receipt of a grant for works carried out in 2017/18 on the Marine Parade Landscape Masterplan. The increases have been partially offset by a decrease in User Charges and Fees of \$20,000 as a result of a lower level of s603 certificates. No forecast adjustment has been made in respect of the Financial Assistance Grant as we cannot anticipate whether the prepayment will again occur in this financial year. Gains on the Disposal of Assets are forecast to increase by \$420,000 due to the road reserve sales noted above.

Total Expenses from Continuing Operations are forecast to decrease by \$894,154. Employee Benefits and Oncosts are forecast to decrease by \$214,696 due to the vacancies noted above and a reforecast of the FBT anticipated payable. Borrowing Costs are forecast to decrease by \$166,900 due to interest rate variations on loans. Materials and Contracts are forecast to decrease by \$529,804 as a result of forecast decreases in Finance of \$210,000, in Strategy, Performance and Improvement of \$35,304, CEO's office of \$79,500 and \$330,000 in Systems & Information. The decrease in Finance relates to lower bank charges, postage costs and software costs, in Strategy, Performance and Improvement to Other Contract Services and in Systems & Information to a decrease in costs associated with system improvement programs through the utilisation of in-house staff and the timing of the records digitalisation project. These decreases were partially offset by an increase in Capital Projects of \$30,000 for agency staff and \$95,000 for works to 19-21 Oaks Avenue Dee Why as per Council resolution (399/18 18 December 2018). Other Expenses are forecast to increase by \$17,246, with an increase of \$96,246 for the final SCF community grants, partially offset by a reduction of \$79,000 in other expenses for the CEO's office.