



northern
beaches
council

March 2021

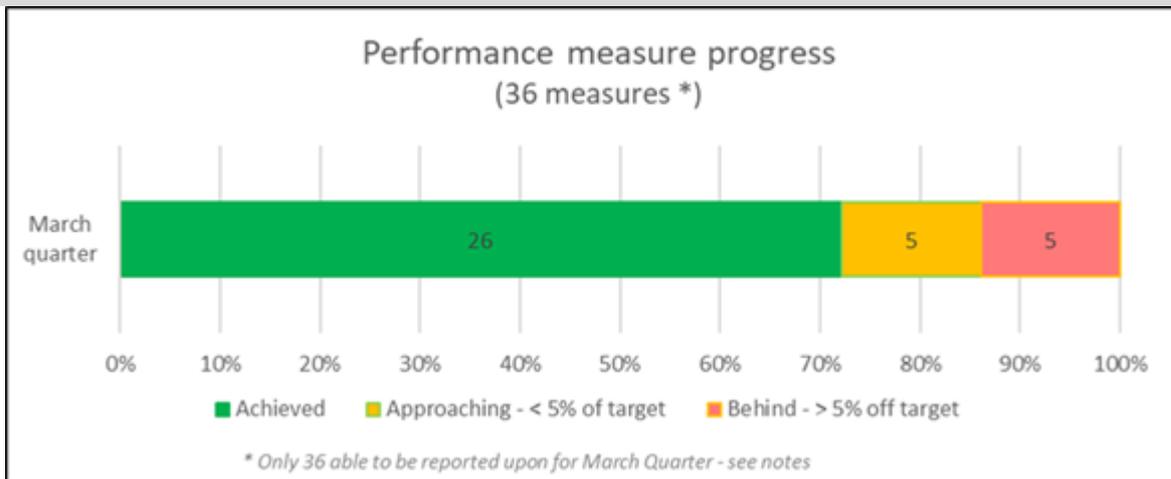
**Quarterly Report on Service Performance -
Implementing the
Operational Plan 2020/21**

Introduction

This is a progress report on implementing the Operational Plan 2020/21 for the quarter ending 31 March 2021. 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.

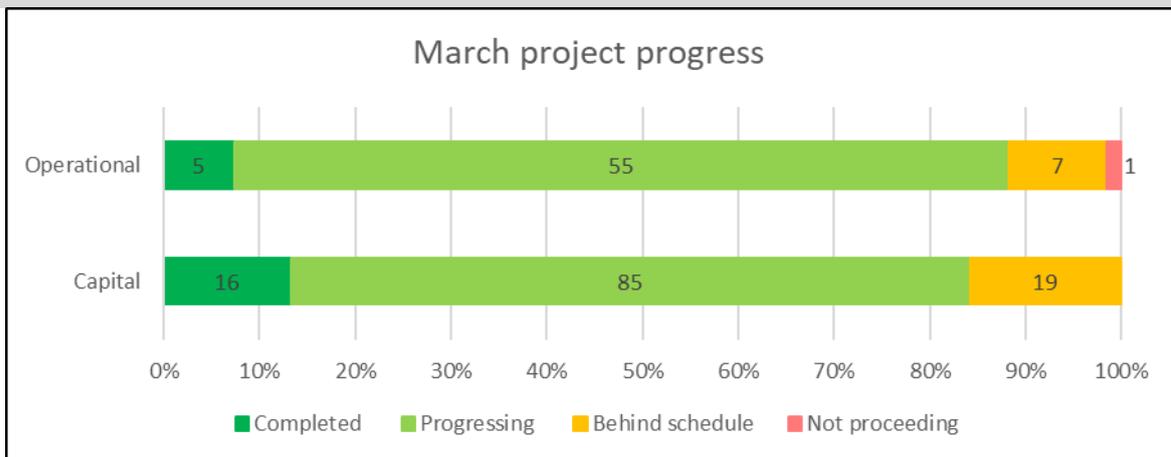
Results for 36 performance measures are included. Overall 86% of targets have been achieved or are within 5% of their target. There were no business events staged in the March quarter and satisfaction levels of participants attending these events. Of the ten measures that did not achieve their target, for half (5) this was due to the continuing impact of COVID-19 and associated restrictions.

Performance at a glance



Of the 188 projects, 86% were either progressing or completed (comprised of 88% of operational and 84% of capital projects). Council's target is for 80% of all projects to be completed or progressing on schedule by 30 June 2021. In total 21 projects have been completed to date nine this quarter.

Project status: overall 86% completed or progressing on schedule



Operational projects completed this quarter:

- Review and implement the Kimbriki Business Plan endorsed by shareholder Councils
- Develop replacement and compensatory principles for the removal of trees on public open space
- Undertake an accessibility audit of open space and implement priority improvements
- Develop a harmonised rates structure

Capital projects completed this quarter:

- Scotland Island roads and drainage improvements
- Kimbriki landfill cell development Area 4A
- Kimbriki vehicles
- Manly Aquatic Centre renewal works
- Creative Arts Space - Avalon Golf Course

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Environment and Sustainability

HIGHLIGHTS

Coast, catchment and estuary management

The Northern Beaches was impacted by coastal storms again on 20-21 March, causing erosion and debris on beaches. There have been significant beach clean-ups of debris in Council foreshore areas, which will continue as flood debris is discharged to the ocean from the Hawkesbury River.

This quarter, work has been ongoing to maintain public safety and beach recovery. Other progress this quarter includes:

- Lagoon, headland and dune bush regeneration works across various sites
- Curl Curl North primary school students and teachers tour around Curl Curl Lagoon's riparian restoration site and the floating wetland trial facility
- Collaboration with five Councils to prepare a Coastal Management Program (CMP) for the Hawkesbury-Nepean River system. A grant of \$316,662 was received from the NSW Coast and Estuary Grants to complete these studies for the Program.
- Engaged UNSW's Water Research Laboratory to review historical data and prepare a 10-year Waterway Health Card on our waterways.

Stormwater and floodplain management

Council received 176 customer requests regarding stormwater and flooding issues. The analysis of flood mitigation options through *Floodplain Risk Management Studies* is continuing for the Manly to Seaforth area and McCarr's Creek, Mona Vale and Bayview areas. Community consultation on these options will be undertaken in coming months.

The *Narrabeen Lagoon Entrance Management Strategy* is being developed, with initial community consultation held in February and March. Four community members attended one-on-one information sessions, community groups were consulted and 106 submissions were received.

For Wakehurst Parkway flood mitigation, a \$13.1 million funding proposal was received from Transport for New South Wales. Council will place the *Wakehurst Parkway Flood Mitigation Feasibility Study* on public exhibition in coming months.

Bushland and Biodiversity

Bushland was regenerated across 125 reserves, to improve habitat and reduce invasive species. This quarter 2,421 native plants were planted, including 370 new trees now in the ground. Priority weeds were reduced in bushland and waterways, with ongoing control measures to contain their spread throughout high-risk creek catchments and road corridors. We successfully managed pest animals, including culling 17 foxes and 224 rabbits.

Preparing for bush fires

The *Bush Fire Management Policy* was adopted by Council on 23 February, including some minor amendments in response to community feedback during public exhibition.

Sites have been prepared (21) for fire agencies to undertake the hazard reduction burns when weather conditions are favourable. Our contractors have also been maintaining the entire Asset Protection Zones (APZ) network throughout the fire season with the support of grant funding from the NSW Rural Fire Service (RFS).

Education and Volunteering

Over 800 volunteer hours were completed by 324 Bushcare volunteers, including 86 from active corporate volunteers. Friends of Cabbage Tree Bay volunteers also returned to the field this quarter.

At the Coastal Environment Centre (CEC) 10 Community Kids on the Coast programs were run and 41 School programs were completed. Five kW of solar panels were also installed to reduce the CEC's energy footprint.

The Manly Environment Centre (MEC) is reviewing and digitising its collection of 11,000 resources, in readiness for opening at a more suitable venue. MEC is temporarily housed in Level 2 of Manly Library, with environmental staff available for queries on the local environment.

Assessing applications

Over 600 development applications were referred for environmental assessment, to ensure that impacts and hazards are properly addressed for the natural environment and infrastructure:

- Several for private coastal protection works at Collaroy-Narrabeen beach
- 83 with stormwater and floodplain considerations
- 196 with bushland and biodiversity considerations
- 320 with engineering aspects for assessment.

In addition, around 270 applications were received for assessment and certification under the Roads Act and the Local Government Act for activities such as driveways, hoarding permits and subdivisions.

Sustainability

The Water Savings Partnership program is active at 13 sites, with water-saving audits conducted this quarter at 10 Council sites, two private childcare centres and a charity house. Following site audits, potential water savings of 230kL/year have been identified for Dee Why and Brookvale Children's Centres.

Council partnered with Ausgrid to install the first community solar battery at Beacon Hill as part of a two-year trial. This allows surrounding households to store excess power generated by the solar panels they have on their homes. This energy can then be used later, providing savings in their electricity costs and avoiding the need for household batteries.

Council's electricity is now sourced 100% from renewable energy. Part of this is reducing our own emissions by using renewable energy sources. In August, Council resolved to seek a renewable electricity Power Purchase Agreement, which is now in place, with Infigen Energy now providing 100% renewable electricity for Council's facilities and operations.

Council continues to claim Energy Saving Certificates for our improvements under the NSW Energy Saving Scheme. Over \$29,000 has been received this financial year, and reinvested in more energy saving projects to further reduce our carbon emissions.

To build further sustainability features into our projects, Council is developing a *Sustainable Design Technical Guide* to provide advice and guidance for our project managers.

Adapting to Climate Change

Following the adoption of the *Environment and Climate Change Strategy* last year, a series of four year action plans are being developed. The first of these, the *Climate Change Action Plan*, is complete and available on Council's website. The development of a *Climate Resilience Design Guide* is progressing well in partnership with Dubbo Regional Council and the Institute of Public Works Engineering Australasia (IPWEA). The design guide will help councils extend the useful life of assets, reduce maintenance costs and encourage the switch to low carbon infrastructure. This initiative is being supported by a grant under the *Increasing Resilience to Climate Change* program for Local Government.

Performance measures – Environment and Sustainability	Target	September quarter	December quarter	March quarter
Bush regeneration by contractors (hectares) – cumulative	45 ha/quarter	156	435	659

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	2	57	63
No. people attending sustainability education events	3,431	2,586	2,976
Gross pollutants removed from stormwater networks (tonnes)	120	254	567
No. development application referrals for assessment of environmental controls [†]	755	800	602

Notes on results:

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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

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

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

Projects undertaken this quarter include:

- Developing coastal management programs for the Hawkesbury-Nepean Estuary and Sydney Harbour, together with adjoining Councils
- A scoping study for coastal management of priority beaches: Collaroy-Narrabeen, Fisherman's, Bilgola and Basin Beaches
- Resolving development applications for private protection works at Collaroy-Narrabeen beach. Private protection works are continuing at properties between Stuart and Wetherill Streets and have commenced between Wetherill and Clarke Street
- Lagoon, headland and dune bush regeneration works continued. Revegetation at Curl Curl Lagoon and Long Reef Headland will be ongoing for the next two years under a Crown Lands Grant
- Annual lagoon water quality monitoring is underway at all lagoons and in the Pittwater waterway
- Community event *Microplastics in the Northern Beaches* at James Meehan Reserve Dee Why on 27 February
- Completed draft *Estuarine Planning Level Studies* for Cowan Creek and Middle Harbour
- Completed draft riparian mapping and planning projects
- Beach clean-up following the flooding storms in March

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

The *Environment Study* is being prepared, which supports the development of the Northern Beaches Local Environment Plan. Other supporting work in progress includes biodiversity and riparian studies, an investigation of estuarine planning levels, a review of geotechnical information, and the stormwater quality management study. These studies will be completed and presented to the community for consideration in the coming months.

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

Following COVID restrictions, the Coastal Environment Centre recommenced its full program. Highlights included:

- 181 children attending Kids on the Coast programs in January
- 41 School programs attended by 2,599 students
- New NDIS and Duke of Edinburgh volunteers supporting our programs
- Hosting the community engagement program on Narrabeen Lagoon
- Two community Earth Hour events at Manly Dam and Warriewood Wetlands.

Community sustainability activities included:

- 324 active Bushcare volunteers contributing a total 853 hours of bush regeneration
- 22 Corporate volunteer groups providing 86 hours of bush regeneration
- Friends of Cabbage Tree Bay volunteers active again following restrictions
- *Tourism Operators Sustainability workshop* in March
- Webinar on *Maximising the savings from your solar*
- *Solar my Schools* projects.



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

The Wakehurst Parkway investigations are focused on identifying and, if feasible, implementing options to reduce very frequent flooding of the Wakehurst Parkway roadway. In late 2019 Council staff liaised with Transport for NSW to confirm the potential for additional funding to provide a greater level of flood immunity. The availability of additional funding was confirmed in the NSW Budget in mid-November 2020. In February 2021 formal notification of the funding was received by Council.

Council has resolved to place the *Wakehurst Parkway Flood Mitigation Feasibility Study* on public exhibition later in 2021, following TfNSW allocating funding to construct any of the feasible options.



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

The *Bushland and Biodiversity Policy* was adopted by Council on 23 February 2021. Bush regeneration continued across 125 reserves, with weed control and new plantings.

Some 350 customer requests were responded to, on a range of environmental issues. 48 weed inspections were undertaken on private property. Pest management included culling 17 foxes and 224 rabbits, reducing the pressure on native vegetation and wildlife. Our Biodiversity referral body completed 196 development application referrals, advice for 25 pre-lodgement meetings, and expert advice in two Land and Environment Court appeals. New mapping and planning controls were progressed as part of developing a new Local Environment Plan and Development Control Plan.

Our *Bush Fire Management Policy* was adopted by Council in February 2021, following community engagement. We also continue to work co-operatively on maintaining Asset Protection Zones and fire trails, as well as hazard reduction burns on Council estate. While

conditions in March restricted the opportunity for the burns, 21 sites are prepared for fire agencies to undertake burns in suitable conditions.

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

The *Climate Change Action Plan* is complete and available on Council's website. The remaining action plans are currently under preparation.

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

The *Narrabeen Lagoon Entrance Management Strategy* will investigate and develop long term options for the management of the lagoon, and optimise existing emergency response arrangements.

The initial community consultation process has been completed, using an interactive options paper and explainer video on the Your Say project page. Over 3,000 letters were sent to residents to invite their input and outline ways to provide feedback. Over 100 submissions were received, and provided valuable input to the development of the strategy.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Coastal Protection

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

Collaroy Narrabeen Coastal Protection Works are planned to be constructed to tie in with private protection works. Environmental Assessment is under way and Council will commence construction on the next stage of public works in 2021.

Stormwater program

 **Planned Stormwater New - Executive Manager Environment & Climate Change**

This program has been impacted by wet weather, contractor availability and COVID-19 restrictions. During the quarter the following was progressed:

- Narrabeen Lagoon flood study works: consultant completed hydraulic modelling and a draft report which is being reviewed
- Dee Why Gross Pollutant Trap (GPT) design: consultant commenced preliminary investigations and report is due in April
- Asset inspection program: completed CCTV investigations in Newport

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

Stormwater program

The Fern Creek Final Rural Fire Service ramp connection is progressing subject to approval of adjoining landowners. The Request for Quote for works on Prosperity Wetland has closed, with evaluation currently taking place.



Planned stormwater renewal works

- Executive Manager Environment & Climate Change

The delivery of the program has been impacted by wet weather, contractor availability and COVID-19 restrictions. Progress has been made on:

- Several pipe remediation works
- North Steyne GPT - works commenced in March
- Fairy Bower – preparation for works to start in late April, weather permitting
- Collaroy ocean pool outlet and stormwater investigation - hydraulic modelling and concept design progressed
- Park Street, Mona Vale drainage - community consultation completed and technical plans are being prepared
- Avalon Parade Culvert renewal: tendering process underway
- Snapperman Beach outlet, Palm Beach: Stage 1 works are being completed and Stage 2 tender evaluation is underway



Reactive stormwater renewal works

- Executive Manager Environment & Climate Change

This program investigates stormwater issues and carries out minor renewal works to the stormwater network, so that Council assets are well-maintained and local flooding issues are addressed. There are currently 351 active customer requests relating to stormwater issues. Works undertaken included:

- Emergency stormwater works following storm event
- Laura Street drainage improvements finished
- Detailed design for surcharge pit at Foxall Street, Elanora Heights
- Nareen Parade, North Narrabeen open channel clearance finished
- Pit and pipe repairs at Nandi Avenue, Frenchs Forest finished

To-date, Council has removed 941 tonnes of waste from our water quality improvement devices this financial year.



Gross Pollutant Trap renewal works

- Executive Manager Environment & Climate Change

Council upgrades and repairs water quality improvement devices, including GPTs, to protect and enhance the natural environment. Preparations are underway to audit all GPTs and Water Quality Devices in Manly and surrounds, to help prioritise works.

Water and Energy Saving initiatives



Installation of solar at Manly Andrew Boy Charlton Aquatic Centre

- Executive Manager Environment & Climate Change

Water and Energy Saving initiatives

The 265Kw solar panel system has been installed and is operating. The project is complete.



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

This project delivers energy savings projects in the former Pittwater area. Expansion of existing solar panel installations was completed at the Coastal Environment Centre and a solar-battery system at Newport Community Centre. The *Lighting Management Plan* is in preparation for the Urban Night Sky Place application at Palm Beach Headland.



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

Solar panel installations were completed at the Roundhouse Children's Centre in Manly and the Forestville Library. Lighting designs are being prepared for energy efficient lighting at Dee Why Civic Centre and Cromer Administration Building. Quotes are being sought for energy efficient lighting at the Warringah Aquatic Centre.



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

Investigations continued to better understand water consumption at several of the high using sites within the former Pittwater area. Funds have been allocated to water harvesting at the Mona Vale Surf Life Saving Club. Works commenced on water-efficient controls at Porters Reserve Newport.

FINANCIALS

Environment and Sustainability

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	1,260,820	1,150,239	110,581	1,654,251	1,592,206	1,754,380
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	16,475	-	16,475	-	-	-
Grants and Contributions - Operating Purposes	1,525,689	1,477,443	48,246	2,612,733	3,783,731	4,029,053
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	2,802,984	2,627,682	175,302	4,266,984	5,375,938	5,783,433
Expenses from Operations						
Employee Benefits and Oncosts	(5,813,297)	(5,871,431)	58,135	(7,544,579)	(7,671,747)	(7,691,747)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(5,083,726)	(5,850,662)	766,936	(7,238,912)	(8,365,609)	(8,367,643)
Depreciation and Amortisation	(5,216,202)	(5,216,202)	-	(6,954,936)	(6,954,936)	(6,954,936)
Other Expenses	(5,572,743)	(5,525,449)	(47,295)	(7,417,265)	(7,419,043)	(8,119,043)
Internal Charges	(1,912,992)	(1,918,712)	5,720	(2,560,756)	(2,557,821)	(2,557,821)
Overhead Allocation	(2,189,221)	(2,189,221)	-	(2,918,961)	(2,918,961)	(2,918,961)
Total Expenses from Operations	(25,788,180)	(26,571,676)	783,496	(34,635,409)	(35,888,118)	(36,610,152)
Surplus / (Deficit) from Operations	(22,985,196)	(23,943,994)	958,798	(30,368,425)	(30,512,180)	(30,826,719)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	31,635	-	31,635	1,450,258	25,082	29,360
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(22,953,561)	(23,943,994)	990,433	(28,918,168)	(30,487,098)	(30,797,359)
Rates and Annual Charges						
Rates and Annual Charges	23,334,923	23,334,923	-	30,368,425	30,368,425	30,368,425

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$22,985,196) is lower than forecast by \$958,798 at the end of the quarter.

Total Income from Operations of \$2,802,984 is higher than forecast by \$175,302.

User Charges and Fees are higher by \$110,581 as a result of additional Development Engineering fee revenue.

Grants and Contributions for Operating Purposes are higher by \$48,246 as a result of a \$50,000 grant from the Pittwater Environmental Foundation for works at Currawong.

Total Expenses from Operations of (\$25,788,180) are lower than forecast by \$783,496.

Materials and Services are lower by \$766,936 primarily as a result of the timing of bush regeneration and management works which was impacted by delays in the confirmation of RFS funding.

Other Expenses are higher by (\$47,295) as a result of timing differences associated with the payment of Environmental Grants to recipients.

Grants and Contributions for Capital Purposes are higher by \$31,635 as a result of the receipt of Energy Saving Certificates from the National Carbon Bank of Australia.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$314,538) to (\$30,561,575) primarily due to the forecast payment of \$700,000 in subsidies for private coastal protection works at Collaroy-Narrabeen partially offset by State grant funding.

Waste and Cleansing

HIGHLIGHTS

Turning waste into resources

To support residents to reduce their waste to landfill, seven free webinars were held this quarter, with topics ranging from growing vegetables and avoiding food waste, to reusable nappies and clothing repair. News stories and videos were distributed to over 65,000 residents on these topics, as well as recycling. The Avalon Car Boot Sale and the Bags to Riches Flea Market also recommenced, providing opportunities for residents to sell rather than dispose of household items.

The highly successful inaugural Charity Clothing Drop Off Day at Pittwater Rugby Club was held in collaboration with Australian Red Cross. 450 cars dropped off unwanted textiles and small homewares to fill three shipping containers, rather than go to landfill. Proceeds support Red Cross programs for those in need.

The school recycling program trial in collaboration with 'Worn Up' commenced with involvement from 11 schools. Old uniforms are collected and upcycled.

The Swap for Good Business program continued to help local businesses reduce their use of single use plastics. The recent focus has been on BYO cutlery, 'swap and go' coffee cups and sustainable packaging. School Canteen support has started with a three month program to reduce plastic waste.

There was also a fine fuel vegetation collection for offshore communities in February and 94 local clean up groups registered for Clean Up Australia Day in March. Waste services continued to commence early each day until the last week of March to ensure compliance with NSW public health orders for separation of workers at depots and to avoid transmission of COVID-19.

Cleansing Services

Over 220 tonnes of storm debris on our beaches and lagoons was removed and disposed of following intense storms in late March. The clean-up effort is ongoing as more items wash up on our shores.

Other achievements include:

- 556 tonnes of street sweeping and beach waste were collected for Downer EDI's Reconomy process
- Removal of 3,604 m² of graffiti
- Over 12,865m² of pavers were high pressure washed and scrubbed in town centres and villages.

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

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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

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

The contracted cleansing services are delivering satisfactory outcomes for graffiti removal, pavement cleaning, bus shelter cleaning and street sweeping.

The Cleansing service was impacted by the recent March storms and flooding. Significant amounts of storm debris were washed up on beaches and lagoons, and the service played a key role in removing and disposing of the debris.

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

The waste collection contract is providing the expected benefits, and negotiations are underway to fine-tune the service with regards to bin management, bulky goods clean-ups, and the use of smart technology. The waste processing contract is ensuring that red bin contents are being processed into a composted material before being sent to landfill. SUEZ are developing alternative uses of this material, following new EPA restrictions on land application of the composted material.

The recycling contractor is conducting a trial for additional plastic recovery from red lid bins, to divert for recycling

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

To support residents to reduce their waste to landfill seven free webinars were held this quarter, with topics ranging from growing vegetables and avoiding food waste, to reusable nappies and clothing repair. News stories and videos were distributed to over 65,000 residents on these topics, as well as recycling.

Three events were held over the quarter including the Avalon Car Boot Sale, Bags To Riches Flea Market and the Charity Clothing Collection Day.

The school recycling program trial in collaboration with `Worn Up` commenced with involvement from 11 schools. Old uniforms are collected and upcycled.

The Swap for Good Business program continued to provide support to local businesses to help reduce their use of single use plastics. Development and distribution of new resources targeting BYO cutlery, `swap and go` coffee cup programs and sustainable packaging. Swap for Good School Canteen Support Program was launched with 10 schools participating.

The Bulky Goods education campaign commenced with an activation in Manly and new signage placed in known hotspots for illegal dumping.

37 events waste management plans were assessed in the quarter

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

Project is slightly delayed as additional time was needed to examine community feedback and to develop options and costings. This quarter there was additional consultation with the

community and National Parks, as well as technical reviews by engineers regarding wharf-based collection and alternatives.

The load bearing capacity of wharves is being assessed for consideration of a small compactor trial.



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

Better systems and procedures have been developed, and staff training completed, so that issues can be better prioritised for rapid response.

Community dashboard on waste, reuse and recycling information is being finalised, to be released in coming months.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Waste and Cleansing



Public Place Bin Enclosures - Executive Manager Waste Management & Cleansing

Design and replacement of bin hides will proceed once the new urban design guidelines have been approved by Council. The guidelines were delayed several months in coming to Council, and are now scheduled to be considered at the 25 May Council meeting.

FINANCIALS

Waste and Cleansing Services

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	7,884	20,924	(13,040)	27,909	27,909	11,909
Investment Fees and Revenues	22,834	19,272	3,562	38,543	38,543	38,543
Other Revenues	440,583	644,103	(203,520)	858,804	858,804	784,560
Grants and Contributions - Operating Purposes	256,907	256,907	-	313,595	474,289	447,185
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	728,208	941,205	(212,997)	1,238,851	1,399,545	1,282,197
Expenses from Operations						
Employee Benefits and Oncosts	(6,155,493)	(5,911,931)	(243,562)	(7,837,770)	(7,937,770)	(7,884,204)
Borrowing Costs	(231,795)	(231,795)	-	-	(305,115)	(305,115)
Materials and Services	(34,294,705)	(34,448,107)	153,402	(45,960,701)	(44,878,283)	(45,951,781)
Depreciation and Amortisation	(2,155,324)	(2,155,324)	-	(1,666,469)	(2,873,765)	(2,873,765)
Other Expenses	(2,178,815)	(2,100,921)	(77,894)	(2,139,868)	(2,100,921)	(2,178,815)
Internal Charges	(2,284,691)	(2,256,270)	(28,421)	(2,976,934)	(3,010,440)	(3,010,440)
Overhead Allocation	(1,313,492)	(1,313,492)	-	(1,751,322)	(1,751,322)	(1,751,322)
Total Expenses from Operations	(48,614,315)	(48,417,839)	(196,475)	(62,333,065)	(62,857,617)	(63,955,442)
Surplus / (Deficit) from Operations	(47,886,106)	(47,476,634)	(409,472)	(61,094,213)	(61,458,072)	(62,673,245)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(47,886,106)	(47,476,634)	(409,472)	(61,094,213)	(61,458,072)	(62,673,245)
Rates and Annual Charges						
Rates and Annual Charges	55,764,622	55,585,523	179,099	56,883,011	57,487,569	57,682,569

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$47,886,106) is higher than forecast by (\$409,472) at the end of the quarter.

Total Income from Operations of \$728,208 is lower than forecast by (\$212,997).

User Charges and Fees are lower by (\$13,040) as a result of lower than anticipated income from Litterbin Services due to the reduced number of events held as a result of COVID.

Other Revenues are lower by (\$203,520) as a result of lower than anticipated receipts from the Container Deposit Scheme recycling income. This is due to reduced levels of eligible container volumes than previously forecast.

Total Expenses from Operations of (\$48,614,315) are higher than forecast by (\$196,475).

Employee Benefits and Oncosts are higher by (\$243,562) primarily due to lower than anticipated vacant positions in the service.

Materials and Services are lower by \$153,402. Waste processing costs for vegetation, recycling and bulky goods are \$0.9m higher than anticipated due to higher volumes and waste collection is higher by \$0.4m due to additional services provided under contract. This has been offset by \$1.1m in reduced costs for waste disposal as a result of timing differences and a lower than anticipated disposal unit price.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$1,435,174) to (\$62,893,245) principally due to retrospective payments for additional services provided under the URM collection contract for the collection of additional bulky goods and waste bins and higher than forecast tonnage volumes in vegetation and recycling disposal and processing. This has been offset by a reduction in waste disposal costs. An additional \$195,000 in domestic waste charges has also been forecast due to additional waste services for customers.

Kimbriki Resource Recovery Centre

HIGHLIGHTS

The Eco House and Garden has seen the return of both adult and school groups for workshops and tours. Kimbriki supported Council's *Living Smart Sustainability* short course with workshops and guided tours at the Eco House and Garden.

A Request for Tender has been issued to construct the Clean Water Diversion System at Kimbriki. This will intercept stormwater from the 100 hectare catchment upstream, divert it around the site and back to its natural waterway to better manage stormwater. It will also allow for full utilisation of the Kimbriki site.

Performance measures – Kimbriki	Target	September quarter	December quarter	March quarter
Total waste diverted from landfill (onsite at Kimbriki Resource Recovery Centre)	82%	81%*	80%*	80%*
Domestic dry waste diverted onsite from landfill	10%	4%**	4%**	7%***

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

Notes on results:

- * The target is not quite met as there has been an ongoing downturn in demolition and green waste for recycling since mid-2019. During the March quarter, there was also more mixed waste brought to the site by residents, none of which can be recycled
- ** Resource recovery efforts onsite were constrained by COVID-19 restrictions i.e. requiring social distancing and a change to staffing arrangements
- *** Increased recovery of metals from mixed waste has significantly improved the March quarter result. Trials continue on recovery of other materials, with promising results.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule ✘ Not proceeding

✔ Review and implement the Business Plan endorsed by shareholder Councils - Executive Manager Waste Management & Cleansing

The draft ten year Business Plan starting in 2021/22 was issued to shareholder Councils for review and comments.

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

A buyer has been secured for first batch of 400 tonnes of excavated natural materials, following chemical testing to establish it is suitable for use. Currently waiting for favourable weather to refine the product for sale. Potential to recover approximately 3,000 tonnes of recyclable materials.



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

This project is behind schedule as all tenders had to be rejected due to significant costs and increased risks from contract variations. Discussions are being held to develop a modified model for the hub to operate.

CAPITAL PROJECTS

Key: Complete Progressing Behind schedule Not proceeding

Kimbriki improvements



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

A Request for Tender for the works was issued 25 February. Further planning elements are being finalised.



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

Landfill cell completed and in use, stabilisation works on the western side of the site completed.



Kimbriki gas capture system - Executive Manager Waste Management & Cleansing

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



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

Concept design and preliminary costings for Western Shelf are under development.



Kimbriki vehicles - Executive Manager Waste Management & Cleansing

Vehicle replacement program completed for 2020/21



Kimbriki renewal program - Executive Manager Waste Management & Cleansing

Commenced work on extension of the aerial onsite electricity network. This will supply services to the stormwater tank farm and allow for realignment of stormwater drainage



Kimbriki other - Executive Manager Waste Management & Cleansing

Office equipment replacement program on track.

FINANCIALS

Kimbriki Resource Recovery Centre

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	27,768,447	27,440,685	327,762	35,311,338	36,018,354	36,346,116
Investment Fees and Revenues	69,030	73,469	(4,439)	306,000	91,469	87,030
Other Revenues	2,048,775	1,879,437	169,338	2,867,922	2,527,483	2,695,573
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	162,685	161,041	1,644	268,305	228,117	229,761
Gains on disposal of Assets	4,535	-	4,535	-	-	4,535
Total Income from Operations	30,053,471	29,554,632	498,840	38,753,565	38,865,423	39,363,015
Expenses from Operations						
Employee Benefits and Oncosts	(3,640,757)	(3,749,332)	108,576	(5,306,345)	(4,979,037)	(4,870,461)
Borrowing Costs	(1,312,833)	(1,327,464)	14,631	(2,135,309)	(1,774,437)	(1,763,709)
Materials and Services	(14,218,222)	(13,773,705)	(444,517)	(18,155,700)	(17,914,553)	(18,370,495)
Depreciation and Amortisation	(2,402,797)	(2,431,436)	28,639	(2,960,857)	(3,188,074)	(3,159,431)
Other Expenses	(6,282,739)	(6,186,564)	(96,175)	(7,937,102)	(8,173,221)	(8,264,744)
Internal Charges	-	-	-	-	-	-
Overhead Allocation	-	-	-	-	-	-
Total Expenses from Operations	(27,857,348)	(27,468,501)	(388,846)	(36,495,313)	(36,029,322)	(36,428,840)
Surplus / (Deficit) from Operations	2,196,124	2,086,130	109,994	2,258,253	2,836,101	2,934,175
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	2,196,124	2,086,130	109,994	2,258,253	2,836,101	2,934,175
Rates and Annual Charges						
Rates and Annual Charges	-	-	-	-	-	-

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total Surplus from Operations of \$2,196,124 is higher than forecast by \$109,994 at the end of the quarter.

Total Income from Operations of \$30,053,471 is higher than forecast by \$498,840.

User Charges and Fees are higher by \$327,762 as a result of additional processing across landfill, vegetation and co-mingled recyclables as we continued to see higher than expected volumes during the COVID pandemic.

Other Revenues are higher by \$169,338 as a result of increased recycling activity mainly in the area of recovery of metal from mixed waste.

Total Expenses from Operations of (\$27,857,348) are higher than forecast by (\$388,846) as a result of the higher volumes of incoming material which is offset by higher revenues.

Employee Benefits and Oncosts are lower by \$108,576 as a result of reduced headcount and control of overtime.

Borrowing Costs are lower by \$14,631 as a result of reduced contributions to rehabilitation costs, and lower interest rates associated with the Right of Use Asset costs.

Materials and Services are higher by (\$444,517) as a result of the higher volumes of waste processed. The recent heavy rains caused a significant rockslide on site which covered an internal drain and road and brought down powerlines. The recovery incurred \$200,000 in unbudgeted costs related to cleaning up and making the area safe and the hire and fuelling of generators to provide power to the southern half of the site whilst awaiting repairs by Ausgrid.

Other Expenses are higher by (\$96,175) as a result of increased Land Tax charges and higher Waste and Environment Levy which relates directly to higher processing volumes.

Annual Forecast

For the full financial year, the Total Surplus from Operations is forecast to increase by \$98,074 to \$2,934,175 principally due to additional tipping fees and recycling income together with reduced staffing costs offset by increased contract services and land tax and levy payments associated with processing greater quantities.

Strategic Land Use Planning

HIGHLIGHTS

Northern Beaches Local Housing Strategy

Council has been developing a Local Housing Strategy to accommodate demand for housing on the Northern Beaches until 2036. A draft Local Housing Strategy was submitted to Council on 15 December 2020. Council resolved to publicly exhibit the draft Strategy from 15 January to 21 February 2021. The exhibition was subsequently extended to 7 March 2021 given the level of public interest. Over 630 submissions were received raising a range of issues. Staff have been reviewing the submissions and will report back to the April 2021 Council meeting recommending amendments to the Strategy to address issues raised in submissions.

Northern Beaches Local Environmental Plan

Work is progressing on the new Northern Beaches Local Environmental Plan and Development Control Plan to replace the current four Plans across the Local Government Area (LGA). The Local Environmental Plan guides development decisions through zoning and development controls.

A wide range of technical studies are being developed to inform the new planning framework. These include environmental studies (environmental zones review, biodiversity planning review, riparian provisions, Cowan Creek and North and Middle Harbour estuarine planning levels studies, stormwater quality strategy, geotechnical engineering study), Deferred Lands studies (biodiversity study and strategic bush fire risk assessment), and planning studies (urban design study, character study, social infrastructure study, employment study).

A Discussion Paper on the proposed Local Environmental Plan is being prepared for the June 2021 Council meeting. It is proposed that this Discussion Paper be released for public comment following its endorsement by Council at that meeting.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

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

The *Avalon Place Plan* was placed on public exhibition on 11 February 2021. The public exhibition will run until 16 May 2021. To date, Council has received 167 submissions. Council staff have commenced reviewing and collating these submissions. Face to face meetings for business owners were also held within the village through March.

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

The *Local Environmental Plan Discussion Paper* has been sent to editor and the LEP / DCP Program has been amended to account for separate targeted engagement programs. Issues affecting process make up a significant amount of the content in the Discussion Paper. Moving forward, project risks include tight timeframes for internal review and studio preparation and the need to align with non-completed technical studies.

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

This project is linked to the delivery of the new Frenchs Forest Town Centre and the proposed relocation of the Frenchs Forest High School to this site. The State Government in early 2021 made an announcement that the Frenchs Forest High School would not be relocated to the Aquatic Reserve Site.



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

Additional traffic capacity testing was undertaken for an alternative growth scenario without major regional infrastructure upgrades.



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

The NSW Department of Planning, Industry & Environment (DPIE) have advised Council that they are continuing to progress the exhibition package for the precinct. DPIE will advise exact dates of exhibition once known.



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

The *draft Northern Beaches Local Housing Strategy* was publicly exhibited between 15 January 2021 and 7 March 2021 and will be reported to Council on 27 April 2021.



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

Work has been progressing on the finalisation of the planning documentation to support potential rezoning. Continuing engagement with the Department of Planning, Industry & Environment. The application documents for Green Star Communities rating will be submitted to the Green Building Council of Australia following the exhibition of the Frenchs Forest Precinct Plan LEP amendments by the NSW Government, which is anticipated to occur in 2021.

FINANCIALS

Strategic Land Use Planning

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	834,224	694,045	140,179	925,764	925,764	997,567
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1,400	-	1,400	-	-	-
Grants and Contributions - Operating Purposes	304,695	281,771	22,924	357,945	357,945	304,695
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,140,319	975,817	164,502	1,283,709	1,283,709	1,302,262
Expenses from Operations						
Employee Benefits and Oncosts	(3,550,726)	(3,257,700)	(293,026)	(4,343,601)	(4,343,601)	(4,343,601)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(711,035)	(1,179,513)	468,478	(1,342,356)	(1,832,774)	(1,526,626)
Depreciation and Amortisation	(35,171)	(35,171)	-	(46,894)	(46,894)	(46,894)
Other Expenses	(687,241)	(670,000)	(17,241)	(670,000)	(670,000)	(680,604)
Internal Charges	(186,023)	(189,653)	3,630	(248,427)	(254,260)	(254,260)
Overhead Allocation	(279,874)	(279,874)	-	(373,165)	(373,165)	(373,165)
Total Expenses from Operations	(5,450,069)	(5,611,911)	161,842	(7,024,443)	(7,520,695)	(7,225,151)
Surplus / (Deficit) from Operations	(4,309,750)	(4,636,094)	326,344	(5,740,734)	(6,236,985)	(5,922,888)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(4,309,750)	(4,636,094)	326,344	(5,740,734)	(6,236,985)	(5,922,888)
Rates and Annual Charges						
Rates and Annual Charges	4,122,410	4,122,410	-	5,490,434	5,490,434	5,490,434

Budget commentary - year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$4,309,750) is lower than forecast by \$326,344 at the end of the quarter.

Total Income from Operations of \$1,140,319 is higher than forecast by \$164,502 primarily as a result of higher planning fee income than anticipated and the timing of contributions for the operation of the Aboriginal Heritage Office.

Total Expenses from Operations of (\$5,450,069) are lower than forecast by \$161,842. This is principally the result of savings in Contract Services - Land Use Planning costs.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$314,097 to (\$5,922,888) principally due to savings in Contract Services - Land Use Planning, which will not be utilised by year end.

Development Assessment

HIGHLIGHTS

This quarter 437 Development Applications, 156 Modifications of Consent and 6 Review of Determination Applications were lodged for assessment and 67 Pre-Lodgement meetings were held.

The primary focus this quarter has been to reduce Development Application, Modification or Review of Determination processing timeframes. This has been achieved through a 10% improvement in the median processing times from the previous quarter.

Further progress was made in the business improvement space on upcoming projects scheduled for release in next quarter including the online payments tool for Development Applications and a modification fee online calculator. The team recently released the first fact sheet on view sharing which can now be found on Council's website.

Performance measures – Development Assessment	Target	September quarter	December quarter	March quarter
Average processing time of 90% of development applications* (days)	<75	63	61	63
% Outstanding development applications older than 100 days (since application received)	<20%	13%	11%	19%

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

Notes on results:

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

FINANCIALS

Development Assessment

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	2,567,159	2,526,302	40,857	2,528,275	3,269,591	3,309,591
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	2,567,159	2,526,302	40,857	2,528,275	3,269,591	3,309,591
Expenses from Operations						
Employee Benefits and Oncosts	(3,858,085)	(3,911,727)	53,642	(5,215,638)	(5,215,638)	(5,215,638)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(439,640)	(401,877)	(37,763)	(456,374)	(534,374)	(574,374)
Depreciation and Amortisation	(66,275)	(66,275)	-	(88,366)	(88,366)	(88,366)
Other Expenses	-	-	-	-	-	-
Internal Charges	(160,674)	(163,292)	2,618	(217,723)	(217,723)	(217,723)
Overhead Allocation	(499,419)	(499,419)	-	(665,893)	(665,893)	(665,893)
Total Expenses from Operations	(5,024,093)	(5,042,591)	18,498	(6,643,994)	(6,721,994)	(6,761,994)
Surplus / (Deficit) from Operations	(2,456,934)	(2,516,289)	59,355	(4,115,719)	(3,452,403)	(3,452,403)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,456,934)	(2,516,289)	59,355	(4,115,719)	(3,452,403)	(3,452,403)
Rates and Annual Charges						
Rates and Annual Charges	3,179,605	3,179,605	-	4,115,719	4,115,719	4,115,719

Budget commentary - year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$2,456,934) is lower than forecast by \$59,355 at the end of the quarter.

Total Income from Operations of \$2,567,159 is higher than forecast by \$40,857.

User Charges and Fees are higher by \$40,857 as a result of minor increase to the number of applications received

Total Expenses from Operations of (\$5,024,093) are lower than forecast by \$18,498.

Employee Benefits and Oncosts are lower by \$53,642 as a result of a temporary reduction in working hours for some positions.

Materials and Services are higher by (\$37,763) as a result of a higher rate of applications requiring independent assessment due to conflicts of interest.

Annual Forecast

For the full financial year, no changes to the annual forecast are proposed.

Environmental Compliance

HIGHLIGHTS

Manly Alcohol-Free Areas

East Esplanade continues to operate under the 7 days a week coverage, 8pm to 8am Alcohol Prohibited Zone. Patrol numbers will decrease from four to two officers beginning 6 April 2021 for Autumn and Winter season.

Light Traffic Enforcement

Rangers completed a Light Traffic operation in Powderworks Road in response to complaints of many oversized heavy vehicles utilising the 3 Tonnes restriction roadway. The operation took place in the early morning which saw multiple vehicles pulled over in the inspection station. All heavy vehicles checked were reported as compliant, having lawful reasoning to utilise the route for deliveries.

Animal Management

Two matters were before Local Court during this reporting period, which saw court elections on fines issued for dogs not under effective control in a public place. In both matters the defendants pleaded guilty at the mentions (with explanations). Section 10s were issued in both circumstances – matters proven, however no penalty or convictions recorded.

Environmental Health

Environmental Health have advised people around the Narrabeen Lagoon and Warriewood Wetlands areas to take extra precautions against exposure to mosquitoes after Ross River virus and Barmah Forest virus were detected in mosquitoes collected at Deep Creek in late March. Ross River virus was also detected in mosquitoes collected in the Warriewood Wetlands in early April.

Temporary Real Estate signs

To assist with improved compliance of planning rules for temporary Real Estate Signs (including sign boards, spike signs and flags), information on Council's webpage has been updated and a direct mail out has been sent to over 180 Real Estate agencies within the Northern Beaches. The Rangers are preparing a proactive operation to coincide with recent correspondence addressing unauthorised real estate signage throughout the LGA. Matters of non-compliance will be appropriately dealt with under the provisions of the Impounding Act.

Building Control

Council's website has been updated to improve information on building control for customers. This includes further information about the Department of Planning's portal for submission of complying development certificates and construction certificates, as well as an online fee quote calculator so customers can receive an immediate fee quote.

A new process has been implemented to triage Building Compliance customer requests. The process is designed to improve response times for customers, including acknowledgements, investigation of the complaint details, organisation of any necessary inspections and determination of the best outcome in a particular situation.

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%	0%*	0%*	54% **
Critical and high-risk public health inspections completed, in line with schedule	100%	0%*	0%*	42% ***

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

Notes on results:

- * No inspections due to the effect of COVID-19 restrictions on businesses. Resources have been shifted to focus on COVID-19 compliance for businesses
- ** The food inspection program recommenced in the month of March 2020, following an extended shut down caused by the COVID-19 pandemic
- *** Progress has been made on completing overdue wastewater approvals, however the proactive inspection program on other issues, like skin penetration and cooling towers, etc. is yet to recommence due to resourcing issues.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

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

Improved processes for customer requests

Rangers and the Customer Service team are establishing an ongoing conversation aimed at training staff, and deployment of an improved process to ensure correct and relevant information is sought at initial customer contact for Ranger related work. They are also conducting a review to further improvements to the online complaint lodgement service. A review is also underway of the generic acknowledgment/outcome letters that are produced by Council’s system.

A new process has been implemented to triage Building Compliance customer requests. The process is designed to improve response times for customers, including acknowledgements, investigation of the complaint details, organisation of any necessary inspections and determination of the best outcome in a particular situation.

Website updates

To assist with improved compliance of planning rules for temporary Real Estate Signs (including sign boards, spike signs and flags), the information on Council’s webpage has been updated, and letters sent to over 180 Real Estate agencies within the Northern Beaches. The Rangers team are continuing to monitor problem areas.

Building Control provided additional content on Council's website to improve information available for customers. This includes provision of information about the Department of Planning's portal for submission of comply development certificates and construction certificates, as well as an online fee calculator so customers can obtain an immediate fee quote.

The Cooling tower application web page has been substantially upgraded to align with the changes to the Public Health legislation. New standard letters have been added to the Approval to Install an On-Site Sewage Management System event lines to reduce processing times.

FINANCIALS

Environmental Compliance

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	1,086,509	989,261	97,248	2,168,732	1,447,054	1,481,054
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	3,643,993	3,594,727	49,266	7,971,090	4,698,477	4,743,477
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	4,730,502	4,583,988	146,514	10,139,822	6,145,531	6,224,531
Expenses from Operations						
Employee Benefits and Oncosts	(6,980,368)	(7,209,306)	228,939	(9,607,635)	(9,607,635)	(9,407,635)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,170,698)	(1,027,362)	(143,336)	(1,826,568)	(1,330,568)	(1,582,919)
Depreciation and Amortisation	(112,844)	(112,844)	-	(150,458)	(150,458)	(150,458)
Other Expenses	(13,038)	(1,499)	(11,539)	(172,209)	(2,000)	(2,000)
Internal Charges	(664,635)	(670,707)	6,072	(894,276)	(894,276)	(894,276)
Overhead Allocation	(883,027)	(883,027)	-	(1,177,370)	(1,177,370)	(1,177,370)
Total Expenses from Operations	(9,824,610)	(9,904,746)	80,136	(13,828,517)	(13,162,308)	(13,214,658)
Surplus / (Deficit) from Operations	(5,094,108)	(5,320,758)	226,650	(3,688,695)	(7,016,777)	(6,990,128)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(5,094,108)	(5,320,758)	226,650	(3,688,695)	(7,016,777)	(6,990,128)
Rates and Annual Charges						
Rates and Annual Charges	3,051,528	3,051,528	-	3,688,695	3,688,695	3,688,695

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$5,094,108) is lower than forecast by \$226,650 at the end of the quarter.

Total Income from Operations of \$4,730,502 is higher than forecast by \$146,514.

User Charges and Fees are higher by \$97,248 as a result of additional companion animal fees and swimming pool inspection fees.

Other Revenues are higher by \$49,266 as a result of increased enforcement activity within the fire safety team, and increased enforcement activity within the animal management team.

Total Expenses from Operations of (\$9,824,610) are lower than forecast by \$80,136.

Employee Benefits and Oncosts are lower by \$228,939 as a result of savings from permanent salaries due to vacancies, as well as savings from long service and annual leave. This is offset by an increase in Agency costs within Materials and Services to ensure service levels are maintained.

Materials and Services are higher by (\$143,336) as a result of contract services for fine processing, and contract services for complex compliance investigations and agency staff to fill vacant staff positions.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$26,650 to support additional capex funding to purchase IT devices for the Rangers Team.

Parks and Recreation

HIGHLIGHTS

Enhancing and managing our sports facilities

Renewal of the netball courts at John Fisher Park, Curl Curl, is now complete. In total nine courts were reconstructed, 27 courts were resurfaced and all were ready at the start of the netball season.

New safety netting was installed at Manly Oval to prevent the cricket balls and footballs landing on Sydney Road or Raglan Street. The netting was installed in time for the 2021 Shute Shield.

Upgraded floodlighting was completed at the Terrey Hills BMX bike track. These lights will improve accessibility and ensure that night riding activities can be undertaken more safely.

The seasonal changeover of the sportsfields was undertaken at the end of March and included covering wickets, line marking, removing summer goals and erecting the winter goal posts. New back nets were installed at Ararat Reserve, Frenchs Forest. We also undertook a series of sportsfield renovation programs to prepare for winter, including scarifying and top-dressing Brookvale Park playing field in preparation for the NRL season.

Upgrading parks, trails, foreshores and playgrounds

The outdoor gym at Lagoon Park, Manly, was upgraded and expanded as part of the implementation of the *Lagoon Park landscape plan*. The sandstone revetment, protecting the picnic area from floods, erosion and storm surges, was also completed.

The Lagoon Park gym provides an entire body work-out for people of any fitness level or age. An exciting new feature is the use of QR codes that allow users to watch instructional videos from accredited fitness professionals on how to undertake the movement.

Community engagement has commenced for an upcoming playground refurbishment at Quarrie Reserve, North Manly. The aim of this project will be to give the playground a new lease of life, with community feedback and ideas being a key starting point.

Garden restorations and new planting has been completed at East Esplanade, Manly, Melwood Oval, Forestville, and Rialto Square, Manly. A new mural at the Brookvale Community Centre is finished and complements the refurbishment of the garden. Regeneration works were also carried out at North Curl Curl carpark site.

Towns and villages

Paving works at Waratah Street in the Mona Vale commercial centre were completed. These works are a continuation of previous paving refurbishments in the street and have improved the amenity of the streetscape.

Keeping everyone safe at the beach

Despite our 21 patrolled beaches being closed due to the COVID-19 pandemic in early January, there were 2,866,002 visits this quarter with 390 rescues and 2,832 first aid cases requiring attention. There were also 157,530 preventative actions undertaken by the lifeguards and volunteer lifesavers. These actions primarily involved directing swimmers to swim between the flags, away from rips, and directing board riders to steer clear of the flags.

Tree management

There were 1,751 requests regarding trees on public land received from the community this quarter, 84 of those were as a result of storms.

Tree Services received 184 private property advice requests, 60 alleged illegal removal requests and 11 development related requests. There were 175 applications to remove or prune trees on private land, with 136 trees approved for removal and 30 trees approved for pruning. Council has recommended a new tree be planted to replace each of the 125 of the approved removals.

101 new trees were planted across the local area as part of our ongoing public open space tree planting program.

Council has commenced the preliminary project planning for the works along the Condamine Street road corridor, Manly Vale. This project is grant funded from the Greener City Grant (NSW Government).

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%	100%	100%	92% *

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

Notes on results:

* Significant rain this quarter prevented access to a number of sportsfields. Machinery access would have damaged the surfaces.

Workload measures – Parks and Recreation	September quarter	December quarter	March quarter
Number of preventative actions by professional lifeguards on patrolled beaches*	4,878	104,544	157,530

* Preventative actions are highly seasonal and reflect the increase in beach visitors during periods of favourable weather.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule ✘ Not proceeding

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

Stakeholder comments have been reviewed and the tree replacement and compensatory guideline document has been edited accordingly.

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

Investigations have continued on the possibility of creating an interactive online register.

✔ **Develop an Open Space Strategy - Executive Manager Parks & Recreation**

Work continued on the draft *Off Road Cycling Action Plan* and draft Strategy and Strategic Directions and Actions paper during March 2021.

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

The audit has been completed and findings will be incorporated into future renewal projects at these sites. Priority actions that require significant investment in infrastructure will be considered in future delivery programs.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Reserves and Parks improvements

 **North Curl Curl youth facility - Executive Manager Parks & Recreation**

The construction of the amenities block has commenced, and the car park and landscaping design is almost complete.

 **Reserves new and upgrades - Executive Manager Parks & Recreation**

Work is progressing well on the development of a new masterplan for Ivanhoe Park with the Masterplan due to be presented to Council for endorsement for public exhibition at its April 2021 meeting.

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

The Warriewood Valley Sports Courts have opened to the public and the public toilets are expected to be completed in mid-2021 due to the difficulties in connecting them to the sewer. Works have commenced on undergrounding the high voltage power at the new park on Fern Creek Road.

 **Glen Street masterplan implementation - Executive Manager Parks & Recreation**

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

 **Youth facilities - Executive Manager Parks & Recreation**

Work on The Grove Bike Park upgrade, Seaforth, was delayed when extra clarification was sought from those who submitted a quotation. A contractor was eventually selected, and Council is working with them to finalise the design. Work is expected to commence in May 2021.

 **Freshwater Beach Masterplan implementation - Executive Manager Parks & Recreation**

The design brief for stage one of the Freshwater Beach Masterplan is currently being prepared. Construction work is scheduled to commence on Stage 1 in 2022. Stage 1 works include upgrading the area around Moore Road car park and the construction of a new playground.

Reserves and Parks improvements



Newport Beach basketball court - Executive Manager Parks & Recreation

Construction has commenced on the new half court and fitness station at Newport Beach. It is expected that work will be completed in early May, weather permitting.



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

The pathway at Catalpa Reserve, Avalon, has been completed with minor finishing works expected to be completed in April. Work has commenced on the shared path at Wingara Reserve, Belrose, and is expected to be completed in late April, weather permitting. Work will commence in April on the shared pathway to connect Allambie Road and the Scout Hall at Allambie Oval.



Reserves renewal program - Executive Manager Parks & Recreation

All planned works under the Reserves Renewal program for 2020/21 have been completed. This includes the bridge replacement at Lidwina Reserve, Cromer, the path at John Fisher Park, Curl Curl, and the stairs at Tower Hill Reserve, Manly.

Playground improvements



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

A contractor has been appointed for Clontarf Playground. Construction is expected to commence in April 2021. Works are slightly behind schedule due to an unexpected delay with the supply of the play equipment. Works are expected to be completed mid-2021.



Playgrounds new and upgrades - Executive Manager Parks & Recreation

The concept plan for Little Manly Point playground will be released for community engagement after the autumn school holidays. Construction is planned for August 2021.



Playground renewal program - Executive Manager Parks & Recreation

Council has awarded a contract for the renewal of softfall at the playground at Seaforth Oval with works to commence in early May. The community engagement on the playground renewal at Quarrie Reserve, North Manly, is in progress.

Sportsgrounds improvements



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

The Development application for sportsfield lighting at Passmore Reserve is awaiting approval.

Construction commencement will be deferred until next financial year pending development application approval.



Sportsgrounds - new and upgrades - Executive Manager Parks & Recreation

This program delivers a number of upgrades to sportsgrounds across the Northern Beaches. To date the netball courts and lighting have been installed at Avalon Beach.

Construction of the proposed pedestrian bridge at the Avalon courts is delayed whilst the Roads and Maritime Services assess flooding potential on Barrenjoey Road.

Sportsgrounds improvements

The development application for sportsground lighting at Passmore Reserve, Manly Vale, has been lodged for external assessment and the application for lighting at John Fisher Park, Curl Curl, has been withdrawn. The timetable for installation of lights at Passmore Reserve is pending review of the development application, therefore the overall project is considered behind schedule at this time.



Sports Club Capital Assistance Program - Executive Manager Parks & Recreation

Three projects funded by Council's 2020/21 Sport and Recreation Infrastructure Grants Program have been completed. These are: the LED lighting upgrade on four tennis courts at the Terrey Hills Tennis Centre, the driveway upgrade at the Mona Vale Bowling Club, and the two new emergency access gates installed at the Long Reef Golf Course.



Synthetic sportsground conversion - Executive Manager Parks & Recreation

Ongoing reviews of technical, design and environmental documentation has lengthened project timeframes.



Sportsfield renewal program - Executive Manager Parks & Recreation

The renewal of the John Fisher Park netball courts has been completed. Work will shortly commence on the resurfacing of the BMX track at JJ Melbourne Hills, Terrey Hills.

Foreshore and Building improvements



Foreshores new and upgrades - Executive Manager Parks & Recreation

Works have commenced on site at East Esplanade to complete the implementation of the Masterplan. Implementation of the *Lagoon Park Landscape Plan* is continuing with the new seawall completed, the new outdoor gym ready to open in early April and works have commenced on the upgrade of the picnic area. It is anticipated work will be completed in late April 2021.



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

Council approved the tender recommendation at the meeting on 23 March 2021 and the preparation of the contract is under way. The works are expected to commence in May 2021.

The works for the Apex Park amenities and sewer upgrade are due to commence early in April 2021.



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

Temporary toilets and accommodation for Long Reef Surf Life Saving Club has been established at the beach reserve. Construction of the new surf club and associated works commenced on 22 February 2021. Completion of this project is expected in early 2022.



Manly Life Saving Club design works - Executive Manager Property

This project sees the redevelopment of Manly Life Saving Club and associated community facilities.

At its meeting of 23 June 2020, Council agreed to reserve \$5 million from the 'Surf Life Saving Club Major Renewals Fund' to progress this project. This is in addition to the committed \$5 million in funding from the Federal Government. Further funding is also being sought.

Foreshore and Building improvements

The project has now been approved to proceed to design stage. An expression of interest, as the first stage of a two-stage procurement process, is currently being prepared for design consultancy services.



Collaroy Beach accessible ramp - Executive Manager Parks & Recreation

Council has appointed a contractor and work is scheduled to commence on 26 April 2021.



Foreshores renewal program - Executive Manager Parks & Recreation

A development application for the seawall restoration at Clareville is expected to be lodged in April 2021. Work will commence in early May on minor renewal works on Avalon Beach to the north of the surf club. The tenders received for seawall renewal at Catherine Park, Scotland Island, are currently being assessed.



Rockpool - renewal program - Executive Manager Parks & Recreation

Designs are currently being prepared to renew the damaged approaches to Avalon and Bilgola rockpools. Work is expected to be undertaken in May 2021.



Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure

Heritage consultant has been engaged and community meetings have been undertaken, for the Paradise Beach tidal pool project.



Surf Life Saving Club minor renewals - Executive Manager Property

A range of surf life saving club projects are in progress. Completed work includes:

- Narrabeen - rectified structural steel-work and concrete spalling
- Queenscliff - high level windows replaced; major refurbishment works are in progress
- Bilgola - new accessible toilet and roof repairs
- North Steyne - roof works.

Plans are in progress for minor works and repairs at North Steyne, Freshwater, Warriewood and Newport.



Surf Life Saving Club major renewals fund - Executive Manager Property

Funds to be accumulated for use at Manly Life Saving Club in a future year.



South Narrabeen Surf Life Saving Club - Executive Manager Property

All works are complete with the hall, eastern balcony and new stair access being available to the users of the building and cafe, further improving the overall accessibility for the building where a new lift was installed last year.

Town centre and village upgrades



Commercial centre upgrade program - Executive Manager Parks & Recreation

The next stage of the Balgowlah Shopping Precinct upgrade will commence in April and be completed in June 2021.

Town centre and village upgrades



Public space protection program - Executive Manager Parks & Recreation

Work has been completed on the installation of the hostile vehicle mitigation devices in the Manly central business district.



West Esplanade activation plan - Executive Manager Parks & Recreation

Council is currently undertaking site analysis to inform the design. Construction is scheduled to commence in February 2022.



Public defibrillator installation - Executive Manager Parks & Recreation

The public automated external defibrillator at Tania Park, Balgowlah Heights, was installed in October 2020.



Place making infrastructure - Executive Manager Parks & Recreation

A contractor has been appointed to undertake the paving works in Waratah Street, Mona Vale. Work is expected to commence in March 2021. There has been a slight weather-induced delay to the delivery of this project.



Commercial centre renewal program- Executive Manager Parks & Recreation

Work on finalising the concept designs for the upgrade of the shops at Church Point is ongoing and is likely to be released for community engagement in April 2021. These works will be incorporated into a single contract with the proposed road realignment at Church Point and consequently will not be proceeding to construction until later in 2021.

Recreational trails



Recreational trails - renewal program - Executive Manager Parks & Recreation

Work has been completed on the most recent stage of the renewal of the Circuit Trail at Manly Dam. Work involved the installation of over 130m of boardwalk, drainage and stair renewal. Work on a design and construction package for the next stage of Manly Dam trail renewal and the replacement of a bridge on the Manly to Spit walkway will be developed and released over coming months with work to commence in July 2021.

FINANCIALS

Parks and Recreation

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	1,284,417	1,712,037	(427,621)	2,158,530	2,210,797	2,210,797
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	9,960	6,188	3,772	8,250	8,250	8,250
Grants and Contributions - Operating Purposes	808,797	1,771,578	(962,781)	45,432	1,879,736	1,879,736
Other Income	193,078	132,059	61,019	185,129	185,129	246,941
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	2,296,252	3,621,862	(1,325,611)	2,397,341	4,283,912	4,345,724
Expenses from Operations						
Employee Benefits and Oncosts	(9,573,055)	(9,725,531)	152,476	(12,607,329)	(12,607,329)	(12,607,328)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(11,472,072)	(11,416,661)	(55,411)	(13,626,525)	(14,857,593)	(15,156,384)
Depreciation and Amortisation	(3,810,389)	(3,810,389)	-	(5,080,518)	(5,080,518)	(5,080,518)
Other Expenses	(799,189)	(733,185)	(66,004)	(305,164)	(798,864)	(798,864)
Internal Charges	(1,026,808)	(1,026,328)	(480)	(1,403,533)	(1,349,998)	(1,349,998)
Overhead Allocation	(2,790,847)	(2,790,847)	-	(3,721,130)	(3,721,130)	(3,721,130)
Total Expenses from Operations	(29,472,361)	(29,502,942)	30,581	(36,744,199)	(38,415,432)	(38,714,223)
Surplus / (Deficit) from Operations	(27,176,109)	(25,881,079)	(1,295,030)	(34,346,858)	(34,131,520)	(34,368,499)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	2,221,572	2,015,110	206,461	8,473,030	5,863,407	5,933,407
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(24,954,538)	(23,865,969)	(1,088,569)	(25,873,828)	(28,268,114)	(28,435,092)
Rates and Annual Charges						
Rates and Annual Charges	26,611,360	26,611,360	-	34,336,858	34,336,858	34,336,858

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$27,176,109) is higher than forecast by (\$1,295,030) at the end of the quarter.

Total Income from Operations of \$2,296,252 is lower than forecast by (\$1,325,611).

User Charges and Fees are lower by (\$427,621) as a result of the timing of the income recognition for Watercraft fees and the impact of COVID-19 on the use of parks, reserves and beaches since June 2020.

Grants and Contributions for Operating Purposes are lower by (\$962,781) primarily as Council is yet to receive disaster assistance funding from the Commonwealth and State Governments for the Nov 2019 storm claim.

Other Income is higher by \$61,019 as a result of income from the lease of Cromer Park being received earlier than expected.

Total Expenses from Operations of (\$29,472,361) are lower than forecast by \$30,581.

Employee Benefits and Oncosts are lower by \$152,476 as a result of a number of staff vacancies in Parks Operations and Asset Delivery. Most positions have now been filled.

Materials and Services are higher by (\$55,411) as a result of an increase in the number of requests from the community regarding the management of vegetation and trees and works to stabilise a seawall at Collaroy Beach.

Other Expenses are higher by (\$66,004) primarily due to the timing of the payment of SLSA subsidies.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$236,979) to (\$34,368,499) principally due to increased expenses incurred for urgent works to stabilise a sea wall at Collaroy Beach and increased vegetation expenses which has been partially offset by higher than anticipated lease income.

Children's Services

HIGHLIGHTS

Exciting Learning Opportunities

The Centres have commenced using the Early Learning Science Technology Engineering Maths (ELSA) and Early Learning Languages Australia (ELLA) programs for pre-school aged children. These programs are a creative way for children to learn more about their learning environment. ELLA is a digital, play-based language learning program. This initiative inspires children by driving a genuine interest in a new language and culture. The ELSA apps are play-based, encourage active learning, and inspire children to explore and interact with their natural world.

Centres are now implementing a new social/emotional learning program called Kimochis which will help children to manage hard-to-have feelings and challenging behaviours; resulting in happier, better-adjusted children.

North Harbour Pre-school commenced operation to support children planning to start primary school in 2022. This temporary activation has been well received by local families which coincides with additional State government funding.

Harmony Day was celebrated with Harbour View Pre-school children who went on a virtual trip around the world, exploring many different cultures through music, video, dance and food and contributions from families.

Children

Children's Services supported 37 children and families with additional needs across early childhood services in this quarter. An increasing number of children at risk are accessing the Federal Government's child well-being subsidy. This supported 12 children this quarter to receive early childhood education and care and two families were supported through the financial hardship subsidy. Seven families with children at pre-school were eligible for reduced fees through the Government's Start Strong program.

COVID-19 support

All Centres recently removed the Concierge service in response to the reduced risk of COVID-19 on the Northern Beaches. The COVID-19 Risk Assessment was updated in response to NSW Health advice and restrictions. Educators have continued their amazing work to provide a frontline service to families so essential workers were able to work even throughout the lock down periods.

Community and Service achievements:

- Dee Why Children's Centre conducted room information nights held over zoom for families to facilitate a connection with the service.
- The Roundhouse Children's Centre offered carpark connection meetings with our families to build connection and provide feedback on how children are settling in to the centre and each learning space.
- The pre-school Vacation Care at Manly Vale, was successful and supported the community in an area that is vital for children leaving their pre-school/long day care centres and supporting transition to school life.
- Vacation Care collaborated with the Coastal Environment Centre to introduce a 'soft plastics' program to the centres.

- An Occupational Therapist came to Harbour View Children's Centre to observe and work with one of the children who has been recently diagnosed with a condition. This enabled us to share information and strategies to help support the family.
- Narrabeen Children's Centre has commenced as a collection point for non-perishable food items and comfort items from home to be sent to servicemen and women overseas in conjunction with Returned Services League (RSL) and has received further bulk donations for the Centre's Community Street Library.
- Collaboration with Marketing and Communications to promote the Vacation Care service within the community has resulted in an upgrade to the Vacation Care website. This ensures that families are able to access current information and email direct to the Administration Specialists who will support new families through the enrolment process.

Upgrades to Children's Services:

Brookvale Pre-school and Children's Centre staff have new beds, rugs and new building play equipment.

Dee Why Children's Centre participated in a Water Audit from Sydney Water with the end vision to minimise water usage and wastage within the service.

Manly Community Pre-school and Harbour View purchased and are now implementing a new social/emotional learning program called *Kimochis* which will help children to manage hard-to-have feelings and challenging behaviours; resulting in happier, better-adjusted children.

The Roundhouse Children's Centre purchased new lockers for the Pre-School rooms

Harbour View Children's Centre has undergone stage 1 of the garden upgrade as part of the Quality Learning Environment Grant. The first stage includes the planting of bamboo and an irrigation system. The next step is the biodiversity garden.

Narrabeen Children's Centre has completed outdoor upgrades with replacement to decking in 2-3 year olds area resulting in a raised extension area; relocation of potted plants both inside the rooms and in the Centre's front area; and bike area replaced and encourages use of bicycles as a mode of transport for local families.

Manly Community Pre-school has welcomed Nick from The Growing Trend back for organic gardening sessions. The children are plating and nurturing our bush tucker garden

Performance measures – Children's Services	Target	September quarter	December quarter	March quarter
No. children attending Long Day Care programs	700	808	838	700
No. children attending Family Day Care programs	380	384	386	381
No. children attending Preschool programs	100	121	119	187
No. children attending Vacation Care programs	Q1 > 400 Q2 > 400 Q3 > 600	534	472	537 *

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

* COVID-19 has reduced the capacity of the service based on the risk assessment. The group size changed from 60 children to 30 children per location. Excursions are not taking place. Also only operating four locations.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

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

National Quality Framework updates:

All Centres removed the Concierge service in response to the reduced risk of COVID-19 in the Northern Beaches. The COVID-19 Risk Assessment was updated in response to NSW Health advice and restrictions.

Dee Why and Narrabeen Children's Centres have commenced the ELSA and ELLA (Early Learning STEM and Languages Australia) program for pre-school aged children.

Manly Community Pre-School educators are spending time building relationships with families and children and beginning to learn what their interests are and what the families' goals and aspirations are for the year ahead. Our families have started to fill in the Partnerships with Parents form on Educa which enable us to work with families to create a holistic learning environment.

Professional development opportunities have been regularly shared with Family Day Care Educators such as the free training offered by the University of Wollongong, PD in your Pocket funded through the NSW Government's Sector Development Program.

Centre representatives developed an Anti-Bias working group to strengthen our commitment to children and families.

Harbour View Pre-school room went on a virtual trip around the world, exploring many different cultures through music, video, dance and food and contributions from families. This is an introduction to the Harmony Day celebrations taking place in March.

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 33 children and families with additional needs across early childhood services. There were 14 children with additional needs receiving Inclusion Development funding so additional educators can be employed to support the children to participate in the early learning programs at the centre. The additional needs of another 19 children were managed by educators in the room.

The federal government's child well-being subsidy supported 12 children at risk to receive early childhood education and care and two families were supported through the financial hardship subsidy. Seven families with children at pre-school were eligible for reduced fees through the Government's Start Strong program.

FINANCIALS

Children's Services

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	8,579,330	8,660,400	(81,070)	13,312,059	12,065,028	12,026,761
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	4,187	6,000	(1,813)	8,000	8,000	8,000
Grants and Contributions - Operating Purposes	2,316,163	2,489,447	(173,284)	922,728	2,897,900	2,897,900
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	10,899,681	11,155,847	(256,166)	14,242,787	14,970,928	14,932,661
Expenses from Operations						
Employee Benefits and Oncosts	(8,779,788)	(8,826,767)	46,979	(11,539,951)	(11,699,210)	(11,812,210)
Borrowing Costs	(2,471)	(2,079)	(392)	-	(2,594)	(2,594)
Materials and Services	(819,951)	(1,386,739)	566,788	(2,263,551)	(1,966,007)	(1,714,740)
Depreciation and Amortisation	(57,435)	(45,817)	(11,618)	-	(61,090)	(61,090)
Other Expenses	(3,159)	(389)	(2,770)	(519)	(519)	(519)
Internal Charges	(388,317)	(422,601)	34,283	(528,498)	(579,735)	(579,735)
Overhead Allocation	(572,429)	(572,429)	-	(763,239)	(763,239)	(763,239)
Total Expenses from Operations	(10,623,551)	(11,256,822)	633,272	(15,095,757)	(15,072,394)	(14,934,127)
Surplus / (Deficit) from Operations	276,130	(100,975)	377,106	(852,970)	(101,465)	(1,465)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	450,000	200,000
Surplus / (Deficit) from Operations including Capital Grants and Contributions	276,130	(100,975)	377,106	(852,970)	348,535	198,535
Rates and Annual Charges						
Rates and Annual Charges	948,757	948,757	-	852,970	852,970	852,970

Budget commentary - year to date actuals and annual forecast

Year to Date Actuals

The Total Surplus from Operations of \$276,130 is higher than forecast by \$377,106 at the end of the quarter.

Total Income from Operations of \$10,899,681 is lower than forecast by (\$256,166).

User Charges and Fees are lower by (\$81,070) as a result of lower attendance at vacation care and some movement of children from long day care to pre-school.

Grants and Contributions for Operating Purposes are lower by (\$173,284) as a result of timing of Pre-school funding grants and additional funding due to be received for "free" pre-school places in 2021.

Total Expenses from Operations of (\$10,623,551) are lower than forecast by \$633,272.

Employee Benefits and Oncosts are lower by \$46,979 as a result of current vacant positions.

Materials and Services are lower by \$566,788 as a result of lower than anticipated spending on agency personnel, and lower costs of trainees due to an additional Government subsidy and timing of purchase of goods with many items of stock on back order from suppliers.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$100,000 principally due to a reduction in agency personnel requirements.

Community Arts and Culture

HIGHLIGHTS

Arts and Culture

Implementation of the Coast Walk Public Art Strategy continued with tenders assessed for the Aboriginal Art and Storytelling Project and the Robert Dunn Reserve project. Stella Stories have been selected to undertake the Robert Dunn project. Artist Panel members, James Voller and Denis Golding were engaged to deliver a major artwork at St David Avenue Park, as part of the park upgrade works. The Dee Why Beach Panorama was installed in March, featuring an eight metre long photograph of Dee Why Beach in the 1920's.

Four new works were added to the Street Art Program collection, including

- Brookvale Community Centre - A local artist, Kentaro Yoshida, worked with local Tibetan community members and Year 10 and Year 11 students from St Augustine's School.
- Whistler Street Carpark, Manly - NSW Aboriginal artist, Otis Carey
- Peninsula Carpark, Manly –Claire Foxtton will create a large-scale mural across two levels of the carpark.
- Seaforth - Local artist Elliot Routledge completed this work in the first week of February.

The new Avalon Workshop, located on the lower ground floor of the Avalon Golf Clubhouse, was launched with a community open weekend on 6 to 7 March 2021. Works have progressed on the new Mona Creative Pop Up studios and workshop space.

A new Creative Toolkits program was launched in March with two workshops, *Build your digital portfolio: Photographing your artwork* well attended.

Manly Art Gallery & Museum (MAG&M)

After the December lockdown, MAG&M reopened in January with the Laura Jones paintings, Nicholas Harding's theatre sketchbooks and the Q Station's *Hidden Treasures* (a response to the 1918 and 2020 pandemics) exhibitions, which brought back our audience. These were followed by the most popular exhibitions since the early 2020 lockdown, the annual *Express Yourself* exhibition of HSC major works, and the National Artists' Book Award, which is co-ordinated by Manly Library. The Theo Batten Award for arts tertiary students and the Gallery Society awards were presented during the *Express Yourself* exhibition,

Public programs began with the first of the special Ceramics talks, led by ceramist Leonard Smith. This series is being hosted by the Gallery Society. There were four significant donations to the Gallery's permanent collection in January, most notably an Arthur Murch portrait from 1964, donated by Mr Robin Bayes. The Gallery's Margel Hinder bronze maquette *From Northpoint (1975 – 76)* was lent to the AGNSW for the Hinder retrospective and is placed in front of a huge video of the completed work in situ, as it was, at North Sydney.

Glen Street Theatre

Glen Street Theatre commenced 2021 operating at 75% capacity under NSW Public Health Orders. Customer demand has been strong in this quarter with *Wharf Revue*, *Echoes of The Jazz Age*, *The Very Hungry Caterpillar*, *A Taste of Ireland*, *Back in Time* and *Mono* selling out to capacity limits.

The Glen Street Membership program continues to grow with 274 new members acquired in this quarter. Feedback on the flexibility of booking and the opportunity to receive discounts on a broader

range of shows has been very positive. Customer satisfaction is high with 81% of theatre patrons surveyed rating their overall satisfaction with their Glen Street theatre experience as Very Satisfied.

The business successfully registered for the Dine and Discover Program and local residents have been actively using the Discover voucher at the theatre. Community members have already redeemed over \$2,000 in Discover vouchers for theatre tickets this quarter.

In early March Glen Street Theatre was successful in receiving an exemption from NSW Health to operate at 100% recognising the effective risk management and COVID Safe practices in place. This was followed two weeks later by the NSW Premier's announcement that all NSW Theatres may operate at 100% capacity.

Capital works continue with final site assessments undertaken for the new air conditioning chiller units to be installed next quarter.

Caring for young people and families

The Adolescent and Family Counselling service delivered 228 sessions with 171 clients from across the Northern Beaches. Between January and March one *Parenting Program* with four sessions and one *Dad's Parenting Program* with two sessions were delivered to 24 participants.

The Youth Development Team recommenced its school engagement presentations with two local high schools. This provided an opportunity to promote existing and upcoming programs and seek feedback from young people on a variety of topics. Several more school engagements are planned for the 4th quarter. The school engagements are driven by the Youth Advisory Group.

The *Northern Composure Unplugged Competition* kicked off with successful entrants participating in a skills development workshop on 31 March at Warringah Mall Library.

The KALOF (Keep A Look Out For) social media platforms continue to grow and prove to be a valuable way in which to engage with young people and parents.

Tenzin Tournament 3x3 Basketball Tournament was held at the PCYC, in partnership with several local youth service organisations which had a multi-faceted approach. Young people participated in basketball skills and drills as well as health and wellbeing workshops. Over 100 young people were involved in four workshops with just over 100 people attending the community day.

Supporting our seniors

The Meals on Wheels Service delivered 4,379 meals to older people in the community to enable them to live at home for longer and prevent social isolation. Our meal delivery service is continuing with contactless delivery in place to maintain the safety of our customers, volunteers and staff. Community lunches are continuing for clients at Manly Seniors Centre each Friday and the monthly community lunch at Seaford Community Centre was reinstated in March.

The Northern Beaches Seniors Festival program of activities is now available for the 3-week festival from 13 to 30 April. Council will be coordinating two *Meet Your Local Seniors Groups* mini-expos.

An online interactive map was launched on Council's website for people to explore accessible features in our local area. The online tool helps you locate inclusive playgrounds, mobility parking, accessible toilets and much more at [Access your area](#).

Council created a short video for Harmony Week 2021 celebrating our cultural communities and spaces with representatives from our diverse community.

Nominations for the Disability Inclusion Award are now open for the Northern Beaches Local Business Awards, recognising businesses on the Northern Beaches who serve the whole community and aim to accommodate everyone's needs regardless of their abilities. Entries closed 24 May.

Community Development

Council partnered with Wesley Life Force to establish Northern Beaches CARES (Care And Respond; End Suicide) a community led Suicide Prevention Network on the Northern Beaches. The group meets on the second Tuesday of each month, 6.30 to 8pm and are in the process of developing a comprehensive action plan with short-term and long-term goals, activities and projects. New members are welcome.

The second annual Street Count was conducted in February 2021, identifying 57 people who were homeless, a drop of 20% from 2020 figures. Council continues to collaborate with key housing and community partners on the Northern Beaches Homelessness Interagency and Case Coordination Group which has housed 43 people into social housing, private rental and support accommodation. This has been a significant achievement and a strong indication of the success of the additional funding and the effective coordination of local housing services.

Volunteers

The outstanding contribution made by volunteers across the Northern Beaches was recognised in January at the Australia Day Awards ceremony. The Citizen of the Year, Senior Citizen of the Year, Young Citizen of the year, Sportsperson of the Year, Community Event of the Year and fifteen Outstanding Community Service Awards were presented to members of our community who are making positive contributions to the Northern Beaches.

Most volunteer teams at Council have now returned to normal operations. New volunteer enquiries are being encouraged to engage in bush care, Aboriginal heritage and gardening volunteer roles, or referred to external organisations that better match their interests. All other Council volunteer roles are currently full. The Aboriginal Heritage Office has seen a significant increase in volunteers in the role of Site Monitor, having added 16 new volunteers since January.

A new Volunteer Induction Handbook that provides a consistent experience for volunteers has been developed and will be distributed to all Council volunteers next quarter.

Community Centres

Community Centres were closed in December 2020 due to the COVID -19 outbreak on the Northern Beaches. The centres in the 'southern' area of the Northern Beaches reopened on 4 January. Following its use as a COVID testing site Avalon Recreation Centre reopened on 11 January. Newport Community Centre continued to be used as a COVID testing site until it reopened to the regular hirers on 2 February.

Private social functions had not been held in Council's community centres since the centres reopened to the regular hirers in June 2020. As NSW Health orders eased restrictions, Council reopened the centres for private functions in early March 2021, proving very popular, with high demand from the community.

From 1 January 2021 North Steyne and Queenscliff Surf Clubs hall hire are to be booked and managed by the clubs directly.

From 1 February 2021 Council approved for Community Northern Beaches to manage the North and West Halls of Brookvale Community Centre in line with Council's commitment to the provision of community service hubs in strategic locations.

The *Community Centres Strategy and Policy* were both adopted at Council's meeting on 23 March 2021. This provides a framework for the provision of Council managed, multi-use community space over the next 20 years.

Performance measures – Community Arts and Culture	Target	September quarter	December quarter	March quarter
Community centre bookings	Q1 = 9,270 Q2 = 8,450 Q3 = 7,500	8,314*	7,180*	7,233**
Direct services: Meals services	4,500	4,464***	4,120***	4,387**
Volunteers who actively participate in ongoing programs across Council	650	843	805	974

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

Notes on results:

- * Due to COVID-19, Community Centre bookings were down with ongoing restrictions in place.
- ** Community Centres remained closed in January due to COVID-19, some groups did not return upon reopening.
- *** Due to COVID-19 the Community Lunches and Social Outings were not run or were reduced.

Workload measures – Community Arts and Culture	September quarter	December quarter	March quarter
Number of information and referral enquiries (community development)*	151	97	168

* Includes seniors, people with disability, CALD community, Community Grants, homelessness and rough sleeping, hoarding and squalor, GLAM referrals, youth support services, legal graffiti walls and student requests.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding



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

The draft *Better Together Social Sustainability Strategy and Implementation Plan* is being developed and will be presented to Council in the coming months.



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

The Avalon Workshop was launched with a community open weekend on 6-7 March. Bookings are going well with a range of activities including youth, film, weaving, music, photography, water-colour painting and mono-printing.

The call-out of the new Mona Vale Creative Space Pop Up was advertised on 24 March 2021, with leasees expected to commence in May 2021.



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

This action will now be delayed. The NSW Department of Communities and Justice has announced that due to COVID-19 current disability inclusion action plans can remain active until June 2022. A new delivery schedule is under preparation.



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

Training has been sent to 334 Community Gatekeepers to date. Of these, 146 have completed the training and a further 45 have commenced the training. The first face to face Accidental Counsellor training session was held on 31 March and a second is planned for 30 April.



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

At the Council meeting of 23 March it was resolved to engage Stella Stories to deliver the Robert Dunn Reserve artwork project and to recommence Stage 2 of the Aboriginal Art and Storytelling Project. The Dee Why Beach Panorama project was completed, with work installed in mid-March 2021.



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

Options for a well-being indicators framework have been identified and are under consideration.

CAPITAL PROJECTS

Key:		Complete		Progressing		Behind schedule		Not proceeding
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Art Works



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

Curators are currently researching an additional purchase in contemporary Australian practice as part of ongoing collection development.



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

The artist and Council architect will determine the feasibility of plans. The architect will lodge a development application on behalf of MAG&M.

Community Centre Improvements



Warriewood Valley Community Centre new works - Executive Manager Capital Projects

The Development Application has been submitted for Warriewood Valley Community Centre. An Expression of Interest request for a Head Contractor has been released in February and closed in March with submissions currently being reviewed.



Community buildings works program - Executive Manager Property

Works at The Soldiers Memorial Hall, Manly have been completed and the building is now in use by community organisations.



Community centres minor works program - Executive Manager Property

Works have been agreed to by the key stakeholder for North Narrabeen Community Centre. Works to proceed over the Easter school holidays.

Cultural Improvements



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

On 23 March 2021 Council considered the recommendations of the Public Art Selection Panel for the Aboriginal Art and Storytelling Project and the Robert Dunn Reserve project. Council resolved to repeat Stage 2 of the process of the Aboriginal Art and Storytelling Project, inviting five artist/ artist groups to submit detailed designs, and to commission Stella Stories for the Robert Dunn Reserve project.

The Dee Why Heritage Panel on Dee Why Beach was installed on 19 March 2021 and artist briefs are under development for the works at Mona Vale and Long Reef Surf Clubs.



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

Recommendation of the Public Art Selection Panel went to Council on 23 March 2021. The tender received was rejected and the three original shortlisted teams will be invited to resubmit, plus two other teams from the EOI stage.



Manly Art Gallery renewal works - Executive Manager Property

Cultural Improvements

The majority of the work has been completed for this financial year.

Some additional air-conditioner replacement works are required and the scope of works has been prepared to stage the works as funding becomes available.



Glen Street Theatre renewal works - Executive Manager Property

This project aims to upgrade the air conditioning system with the installation of new chillers and steel platform to the north eastern corner of the building.

The Stage 1 air conditioning upgrades are scheduled to start on 17 May 2021 for completion in early July 2021.

The new air conditioning platform has been installed in preparation for the upgrades work.



Creative Arts Space - Mona Vale - Executive Manager Property

The major project is on hold pending strategic direction for the whole Mona Vale Library and Administration Centre. Some interim works are proceeding, including a temporary conversion of the former Baby Health Centre to create a "pop-up" facility.



Creative Arts Space - Avalon Golf Course - Executive Manager Property

Building works and fit-out have been completed and the facility is now open for community use.

FINANCIALS

Community, Arts and Culture Service

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	1,521,301	1,758,088	(236,788)	3,123,060	2,433,473	1,958,089
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	81,879	146,211	(64,332)	683,665	322,946	205,846
Grants and Contributions - Operating Purposes	824,224	672,713	151,511	854,702	1,073,367	1,099,584
Other Income	33,600	36,619	(3,019)	47,358	47,358	47,358
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	2,461,004	2,613,632	(152,628)	4,708,785	3,877,144	3,310,877
Expenses from Operations						
Employee Benefits and Oncosts	(5,128,510)	(5,192,688)	64,179	(7,099,222)	(6,948,722)	(6,624,215)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,793,002)	(2,437,362)	644,360	(3,114,213)	(3,561,009)	(3,252,340)
Depreciation and Amortisation	(756,977)	(756,977)	-	(1,009,302)	(1,009,302)	(1,009,302)
Other Expenses	(517,559)	(376,590)	(140,969)	(255,090)	(554,865)	(631,865)
Internal Charges	(252,244)	(249,042)	(3,202)	(334,461)	(336,095)	(338,135)
Overhead Allocation	(789,324)	(789,324)	-	(1,052,431)	(1,052,431)	(1,052,431)
Total Expenses from Operations	(9,237,615)	(9,801,982)	564,368	(12,864,720)	(13,462,424)	(12,908,289)
Surplus / (Deficit) from Operations	(6,776,611)	(7,188,350)	411,740	(8,155,934)	(9,585,280)	(9,597,412)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	146,000	(146,000)	20,000	200,000	130,000
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(6,776,611)	(7,042,350)	265,740	(8,135,934)	(9,385,280)	(9,467,412)
Rates and Annual Charges						
Rates and Annual Charges	6,414,651	6,414,651	-	7,991,526	7,991,526	7,991,526

Budget commentary year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$6,776,611) is lower than forecast by \$411,740 at the end of the quarter.

Total Income from Operations of \$2,461,004 is lower than forecast by (\$152,628).

User Charges and Fees are lower by (\$236,788) as a result of decreased ticket sales at Glen Street Theatre and hire fees for community centres. These two areas are still affected by NSW Health Orders. A level of reduced community confidence has resulted in income below pre-COVID levels, with this trend anticipated to continue for the remainder of the financial year.

Other Revenues are lower by (\$64,332) as a result of reduced beverage sales at Glen Street Theatre.

Grants and Contributions for Operating Purposes are higher by \$151,511 as a result of donations of \$24,425 provided as a grant to Glen Street Theatre from the Australian Cultural Fund, and grant funding from the Department of Communities and Justice for the fourth quarter presented to Council in the 3rd quarter. The end of year result will be increased by the new funds to Glen Street Theatre.

Total Expenses from Operations of (\$9,237,615) are lower than forecast by \$564,368.

Employee Benefits and Oncosts are lower by \$64,179 as a result of extended leave and extended vacancy periods for a number of positions and the impact of reduced activity at Glen Street Theatre.

Materials and Services are lower by \$644,360 as a result of reduced expenditure in community centres to partially offset the reduced income level, a change in format for a number of youth and community development programs which are slowly transitioning back to pre-COVID formats.

Other Expenses are higher by (\$140,969) as a result of the timing of the payment of grants and subsidies and an additional \$77,000 in COVID-19 Rapid Response Grants funded through reduced expenditure in Materials and Services.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$12,132) to (\$9,597,412) principally due to reduced income at Glen Street Theatre and Community Centres that will not be fully offset by decreased expenditure across the service.

Library Services

HIGHLIGHTS

Connecting and building our community

Our community use of the service continued to grow this quarter. Library memberships grew by 1,811 to a total of 195,732 people and our Home Library Service (HLS) welcomed 21 new clients which brings the total number of HLS clients to 527. We received 105,601 visits to the library website, our eLoans increased by 6% reaching 95,192 for the quarter and 5,933 people have downloaded the Northern Beaches Library app to date.

Due to COVID-19, most of the onsite programs remained suspended during the quarter. The online version of Story Time was viewed by 410 people and Dee Why and Glen Street Library held trial outdoor Story Times in March attended by 83 children and adults. Various events were held including the 'Summer Reading Challenge', 'Library Lovers' Day', a 'Children's Art' show with 150 creative works submitted, the 'Young Scriptwriters' Competition' with 19 original entries featuring the theme of 'fake news'. A further 38 children also signed up to the ongoing '1000 Books Before School' program.

In February, the 2021 Artists' Book Award was launched at the Manly Art Gallery with 82 people attending and a further 600 watching the presentation online.

Local Studies presented at the Dee Why Public School to give teachers an introduction to History Hub and they coordinated a further three primary school presentations at Mona Vale Public, Cromer Public and St. Kevin's.

In March, a permanent historical panorama display at Dee Why Beach was installed. The panorama has a QR code linking back to a related collection on History Hub.

The Library Service was awarded the Youth Opportunities Grant 2021 by the NSW Department of Communities and Justice, to run *Events for Youth by Youth*.

Improving the service

Various improvements to our library branches were made throughout the quarter. Dee Why Library installed new shelving for Click & Collect and additional shelving for Junior Non-Fiction. Solar panels were installed at Glen Street and Forestville Library to become more energy efficient. Additional blinds were also installed at Glen Street Library in response to customer feedback about the level of glare in the reading lounge. Mona Vale Library refurbished the outdoor courtyard and installed bench seating to create a more usable and programmable space. Glass doors were installed in the ground floor meeting room at Manly Library to allow for an increase in natural light.

System improvements were made to the library customer feedback mechanism 'Your Voice' to simplify and attract customers to provide feedback. The self-check kiosks were also simplified and made more efficient to improve customer experience in managing their borrowings.

Performance measures – Library Services	Target	September quarter	December quarter	March quarter
No. library memberships	180,000	192,498	193,921	195,732
No. youth memberships	32,000	35,412	35,641	35,942

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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding



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

The Home Library Service (HLS) welcomed eight new clients to the service in March which exceeds the KPI of 60 new clients in the financial year. There was a decrease of six clients due to natural attrition, however demand remains strong. The total number of HLS clients currently sits at 527.



Digitise the Local Studies collection - Executive Manager Library Services

Edits completed on 2,626 digitised items in History Hub to improve the quality of information available to the public.



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

New service desk and 24/7 access equipment at Forestville Library ordered. Marketing collateral including posters, signage and a website page created to inform the community of the Forestville Library renovations and closure to occur in May.



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

Completed.



Optimise volunteering opportunities across the service - Executive Manager Library Services

Justice of the Peace (JP) volunteers are delivering service across four library branches and COVID safety measures have been established at Manly Library so that JP volunteers can return after Easter 2021.

Risk assessments on four volunteer roles have been reviewed and approved, and these volunteers will be invited back to service from April 2021.

The protocol document for volunteer induction back into service has been reviewed, updated and approved.



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

Planning and marketing commenced for the resumption of live early literacy programming in April at all six branches.

The inaugural *Young Scriptwriters Competition* closed with 19 entries and six finalists selected.

Commenced the development of three new Click & Create kits in collaboration with local creatives.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Library Upgrades

 **Mona Vale Library - upgrades and new works - Executive Manager Property**
The progress of the project is awaiting the strategic review of options for the whole Mona Vale Library, administration building and adjacent community hall.

 **Mona Vale Library outdoor courtyard - Executive Manager Library Services**
Benches have been installed in the courtyard area. The sensory garden is due for completion in May with budget expended in the month of June 2021.

 **Forestville Library renewal works - Executive Manager Property**
Quotations received and contractor engaged. Finalising preparations for commencement of works in May 2021 for completion this financial year.

Community Space and Learning

 **New Library Technology - Executive Manager Library Services**
The implementation of the new library technology was completed on 31 August 2020

 **New Library Furniture - Executive Manager Library Services**
Chairs delivered and budget expenditure completed.

 **Library local priority grant purchases - Executive Manager Library Services**
Glass doors installed at Manly Library with invoice to be received.
Forestville Library 24/7 access equipment ordered and no work commenced for Warringah Mall Library.

 **Library books – replacement - Executive Manager Library Services**
eBook and eAudio comprised 14% of March spend, Adult Fiction comprised 30%, Adult Non-Fiction 19%, Junior items 19%. 10% of spend was on DVD with the remaining 10% of spend on Young Adult and Audio Visual items.

FINANCIALS

Library Services

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	92,490	86,762	5,728	181,401	111,166	111,166
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	58,636	59,998	(1,362)	153,913	69,764	69,764
Grants and Contributions - Operating Purposes	748,022	727,772	20,250	80,263	727,772	742,022
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	899,148	874,531	24,617	415,577	908,702	922,953
Expenses from Operations						
Employee Benefits and Oncosts	(5,328,870)	(5,509,251)	180,381	(7,342,169)	(7,342,169)	(7,342,169)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(493,421)	(556,034)	62,613	(944,847)	(1,021,743)	(967,893)
Depreciation and Amortisation	(1,324,196)	(1,324,196)	-	(1,765,595)	(1,765,595)	(1,765,595)
Other Expenses	(91,000)	(115,300)	24,300	(117,000)	(117,000)	(117,000)
Internal Charges	(88,696)	(96,779)	8,083	(129,039)	(129,039)	(129,039)
Overhead Allocation	(768,560)	(768,560)	-	(1,024,746)	(1,024,746)	(1,024,746)
Total Expenses from Operations	(8,094,742)	(8,370,119)	275,377	(11,323,396)	(11,400,292)	(11,346,442)
Surplus / (Deficit) from Operations	(7,195,594)	(7,495,588)	299,994	(10,907,819)	(10,491,589)	(10,423,489)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	55,591	187,722	(132,131)	717,000	343,718	343,718
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(7,140,003)	(7,307,866)	167,863	(10,190,819)	(10,147,871)	(10,079,771)
Rates and Annual Charges						
Rates and Annual Charges	8,064,462	8,064,462	-	10,907,819	10,907,819	10,907,819

Budget commentary – year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$7,195,594) is lower than forecast by \$299,994 at the end of the quarter.

Total Income from Operations of \$899,148 is higher than forecast by \$24,617.

User Charges and Fees are higher by \$5,728 as a result of additional service fees and venue hire revenue.

Other Revenues are lower by (\$1,362) as a result of system improvements which have reduced overdue fee income.

Grants and Contributions for Operating Purposes are higher by \$20,250 as a result of receiving a grant for Youth event opportunities.

Total Expenses from Operations of (\$8,094,742) are lower than forecast by \$275,377.

Employee Benefits and Oncosts are lower by \$180,381 as a result of vacant permanent positions within the service.

Materials and Services are lower by \$62,613 as a result of lower contract services and delays experienced in supply channels as a result of COVID.

Other Expenses are lower by \$24,300 as a result of timing differences associated with the payment of grants and subsidies.

Grants and Contributions for Capital Purposes are lower by (\$132,131) as a result of lower funding and drawdown for Local Priority Grant (State Library subsidy) funded purchases.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$68,100 to (\$10,423,489) principally due to reduced LPG funded expenditure and contract service savings.

Transport Traffic and Active Travel

HIGHLIGHTS

Refurbishing our tidal pools and wharves

Community engagement with users of the Church Point commuter wharf has been undertaken to inform the feasibility study for additional dinghy berths. Consultants are shortly to be asked to submit proposals to undertake the feasibility study.

Planning of the designs for Currawong Wharf and Mackerel Beach Wharf are progressing.

A heritage study and preliminary research has commenced for the design of the reconstruction of Paradise Beach wharf, Avalon.

Emergency repair works were completed at Currawong wharf and McCarrs Creek Reserve wharf.

Making travel on our roads safer

The road resheeting program to improve our local roads is on track. 13 sections of road have been completed this quarter, which has resulted in a total of 13.7 km or 51 section of roads upgraded already this financial year. This work included repairs to kerb and gutter and traffic devices in preparation for road resurfacing.

Works include a number of regional roads partly funded by the Transport for New South Wales (TfNSW) as well as local roads funded by the Federal Government's 'Roads to Recovery' program.

Other works undertaken to the end of the March quarter include:

- Glen Street/Pringle Avenue, Belrose, roundabout construction
- Bareena Drive and Vista Avenue, Balgowlah Heights, roundabout construction
- East Esplanade north of Ashburner Street and at Victoria Parade, Manly, raised pedestrian crossing construction
- West Esplanade at Commonwealth Parade, Manly, installation of speed cushions
- Cliff Street at Darley Road, Manly, pedestrian refuge construction
- Richard Road, Scotland Island, drainage work, road pavement and retaining wall construction (wearing course to come)

New and renewed kerb and gutter works have now been completed in 51 streets, together with 50% of the carparking improvements program as at the end of the March quarter.

The Safer Roads Program grant funding has been received from TfNSW for installation of a pedestrian fence in Barrenjoey Road, Avalon.

Enhancing active transport – shared path, cycling and footpath projects

Shared paths were completed at Rodborough and Allambie Roads, and Patanga Street, Frenchs Forest, with grant funding from Transport for NSW.

New bike racks were installed opposite North Steyne Surf Club, Manly.

Community engagement and detailed designs were undertaken for shared path projects at Barrenjoey Road, Mona Vale, and Trafalgar Park, Newport. Construction on these projects is scheduled to commence in quarter four.

Installation of a bus boarding slab and new seat at 5 Macpherson Street, Warriewood, was completed as part of Council's bus stop renewal program.

Strategic transport planning

A Streets as Shared Spaces project was delivered in Whistler Street, The Corso and Darley Road in Manly to make public spaces safer for everyone.

Road safety matters

At our free child car restraint check, 69 car seats were checked and 94% of those needed correction or re-fitting.

Attendance at the free car maintenance workshops for young people was impressive. Fifty five young people attended and learnt how to change a tyre, check oil, windscreen and radiator fluid, as well as doing a basic car maintenance check. They also learned about not drinking and driving, the importance of wearing a seatbelt and driving at the correct speed, and the consequences of being in a crash.

On 17 March, 38 people attended our online 'Supervisor of Learner Driver' workshop. They learned about the log book hours required, increasing your confidence as a supervisor driver, and pressures faced by learner drivers when driving.

Parking Operations

In March, murals were installed at two of our car parks in Manly, Peninsula car park and Whistler Street car park. The artwork installation at Peninsula car park was done by artist Claire Foxton at the car park booths, lifts and motorbike bays. The artwork installation at Whistler Street car park was done by artist Otis Hope Carey at the top of the lift shaft on the rooftop.

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:  Complete  Progressing  Behind schedule  Not proceeding

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

A draft project brief and project plan have been created. The mapping strategy has been completed and an internal stakeholder meeting has been held. The project is slightly behind schedule due to operational priority issues.

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

Parking Plan proposed to be included in the May 2021 Council Agenda.



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

The Active Travel implementation program is on track.

The Patanga Road, Frenchs Forest, shared path has been completed and construction has commenced for shared paths in Rodborough and Allambie Roads, Allambie Heights, as well as the Queenscliff to Freshwater link.

Community engagement has been undertaken for the Trafalgar Park, Newport, shared path and Queenscliff access ramp.

Designs are approved for construction of the Mona Vale shared path.



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

Implementation is on track for the *Walking Plan* and *Pedestrian Access and Mobility Plans*.



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

Federal Stimulus School Infrastructure Program grant funding has been secured for the next 18 months for various school infrastructure projects.

'Making parking easier' brochure distributed to local schools.

'No Parking' banners delivered to Seaforth Public School Parents and Children to raise safety awareness.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Active Travel – cycleways and footpaths



Footpath new - Executive Manager Transport & Civil Infrastructure

Six new footpath projects were completed up to the end of this quarter at the following locations:

- The Boulevarde, Newport
- Quirk Street, Dee Why
- Ethel Avenue, Brookvale
- Arnott Crescent, Warriewood
- Federal Parade, Brookvale
- Hall Avenue, Collaroy Plateau

Active Travel – cycleways and footpaths



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

Program on track.



Connecting Communities - footpaths program - Executive Manager Capital Projects

The second stage of community consultation for Newport to Avalon Pedestrian and Cycleway closed in December. Construction commencement for this section will be delayed until next financial year as additional consultation is required for the section through The Serpentine.

Construction of the coast walk at Ocean Road, Palm Beach was completed in March 2021.

Detailed design is ongoing for Whale Beach Road.



Connecting Communities cycleways program - Executive Manager Capital Projects

The remaining section to be completed is Newport to Avalon. Submissions for the second stage of community consultation closed in December.

Construction commencement for this section will be delayed until next financial year as additional consultation is required for the section through The Serpentine.



Narrabeen Lagoon pedestrian and cycle bridge - Executive Manager Capital Projects

Council accepted a tender for the construction of the Narrabeen Lagoon Pedestrian and Cycle Bridge in February 2021. Construction is expected to commence on site in May 2021 and be completed in late 2021.



Footpath renewal works - Executive Manager Transport & Civil Infrastructure

Footpath renewal works have been completed at:

- Sydney Road, Seaforth
- Keenan and Park Streets, Mona Vale
- West Street, Balgowlah
- Oaks Avenue, Dee Why
- Beach Hill Road, Beacon Hill
- Lakeview ramp, Warriewood.

Road and related infrastructure upgrades



New traffic facilities - Executive Manager Transport & Civil Infrastructure

Program on track.



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

Drainage and retaining wall construction together with the rehabilitation of the road pavement of the Richard Road section from Cecil Street to house No. 59 has been completed.

Road and related infrastructure upgrades

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

This program has been delayed by the land acquisition process. Some parts of the project will not be completed until 2021/22.

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

Community engagement on this project is scheduled to commence in April 2021, with construction scheduled for mid-2021.

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

Construction scheduled to commence May/June.

Kerb and gutter new - Executive Manager Transport & Civil Infrastructure

On track for delivery.

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

This program is on track.

Bus stop renewal - Executive Manager Transport & Civil Infrastructure

Installation of a bus boarding slab and new seat at 5 Macpherson Street Warriewood was completed as part of Council's bus stop renewal program.

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

This program is on track.

Retaining wall renewal works - Executive Manager Transport & Civil Infrastructure

This program is on track.

Road Resheeting program - Executive Manager Transport & Civil Infrastructure

This program is on track.

Bridge renewal works - Executive Manager Transport & Civil Infrastructure

There are two components to this project and both are slightly behind schedule.

Delays to the Oxford Falls Road Bridge project are expected whilst we await formal transfer of the road reserve to Council prior to releasing the tender.

Work on the Ocean Street Bridge will take place to coincide with Lagoon clearance works and construction is not expected to commence until June 2021.

Wharf upgrades

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

Wharf upgrades

The results of the Church Point Commuter Wharf user survey are being assessed. Council expects to seek quotes in April.

The project overall is behind schedule, to ensure the results of community engagement are properly considered in the project, however the feasibility study is expected to be complete by the end of June.



Wharves works program - Executive Manager Transport & Civil Infrastructure

A brief for renewal works is being prepared for Mackerel Beach wharf. New fender piles are being installed at Elvina Bay South wharf. In addition, a request for quotation is being prepared for a condition rating assessment of all wharves.



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

Works to be completed mid-2021.



Bells Wharf renewal works - Executive Manager Transport & Civil Infrastructure

Works to be completed mid-2021.

Car parks and parking stations



Smart Parking infrastructure project - Executive Manager Transport & Civil Infrastructure

Preparation is underway to trial NSW Customer Service Park 'n Pay app.



Car park renewal works - Executive Manager Transport & Civil Infrastructure

Delivery of this program is on track.



Multi storey car parks renewal works - Executive Manager Property

Works at Peninsula car park, Manly, have been completed and are well progressed at Bungan Lane, Mona Vale.

Plant and Fleet



Major plant renewal - Executive Manager Transport & Civil Infrastructure

Some production and supply chain delays are being experienced due to COVID-19.



Light fleet renewal - Executive Manager Transport & Civil Infrastructure

The light fleet replacement program is on track.

FINANCIALS

Transport Traffic and Active Travel

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	10,724,630	10,438,418	286,212	13,442,696	13,491,896	13,323,929
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	572,314	556,475	15,838	1,382,000	692,000	692,000
Grants and Contributions - Operating Purposes	1,459,942	1,921,284	(461,342)	4,274,737	4,285,273	4,368,095
Other Income	4,545	3,408	1,137	-	4,544	4,544
Gains on disposal of Assets	829,246	385,344	443,901	470,370	470,370	470,370
Total Income from Operations	13,590,677	13,304,930	285,747	19,569,803	18,944,083	18,858,938
Expenses from Operations						
Employee Benefits and Oncosts	(8,866,571)	(8,752,772)	(113,799)	(11,666,367)	(11,666,367)	(11,666,367)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(9,949,643)	(11,424,946)	1,475,303	(14,156,192)	(14,462,299)	(14,158,906)
Depreciation and Amortisation	(9,596,537)	(9,596,537)	-	(12,795,382)	(12,795,382)	(12,795,382)
Other Expenses	(7,020)	-	(7,020)	-	-	-
Internal Charges	6,237,146	6,252,354	(15,209)	8,323,180	8,335,169	8,325,109
Overhead Allocation	(2,880,037)	(2,880,037)	-	(3,840,050)	(3,840,050)	(3,840,050)
Total Expenses from Operations	(25,062,662)	(26,401,938)	1,339,276	(34,134,811)	(34,428,928)	(34,135,596)
Surplus / (Deficit) from Operations	(11,471,985)	(13,097,008)	1,625,023	(14,565,007)	(15,484,845)	(15,276,658)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	6,103,105	15,709,954	(9,606,849)	16,609,038	20,572,954	12,861,043
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(5,368,880)	2,612,946	(7,981,826)	2,044,031	5,088,109	(2,415,615)
Rates and Annual Charges						

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$11,471,985) is lower than forecast by \$1,625,023 at the end of the quarter.

Total Income from Operations of \$13,590,677 is higher than forecast by \$285,747.

User Charges and Fees are higher by \$286,212 as a result of the timing of road restoration fee works.

Grants and Contributions for Operating Purposes are lower by (\$461,342) as a result of later than anticipated payment of the Block Grant.

Gains on Disposal of Assets are higher by \$443,901 due to the timing of the turnover of vehicles sold at auction.

Total Expenses from Operations of (\$25,062,662) are lower than forecast by \$1,339,276.

Employee Benefits and Oncosts are higher by (\$113,799) as a result of lower than anticipated vacancy levels within the service.

Materials and Services are lower by \$1,475,303 primarily due to supply delays in the LED streetlight replacement program.

Grants and Contributions for Capital Purposes are lower by (\$9,606,849) as a result of the timing of Connecting Communities Cycleway program and Narrabeen Lagoon bridge works and a delay in the payment of the Local Roads and Community Infrastructure grant.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$208,187 to (\$15,276,658) principally due to a reduction in anticipated parking income due to reduced demand primarily for pay and display parking and the re-phasing of the accelerated streetlighting LED replacement program, resulting a deferral of \$381,668 in expenses and \$28,146 in grant income to the 2021/22 financial year.

Economic Development, Events and Engagement

HIGHLIGHTS

Business Support Service

On 5 January 2021 Council launched a new Business Support Service to provide a one-stop shop to case manage business enquiries within Council. The proposal for a case managed approach was first raised at the November 2020 Council meeting in a Mayoral Minute. This referenced feedback from business chambers and the Economic and Smart Communities Strategic Reference Group on challenges for local businesses when dealing with Council 'red tape'. However, the declaration of the Northern Beaches lockdown on 20 December, brought a new urgency to setting in place a coordinated approach within Council to support local businesses. Consequently, Council created a new dedicated business hotline and established a case management approach to dealing with business enquiries.

To date over 150 businesses have connected with Council through this new Business Support Service. Given the timing of the service launch, not surprisingly the majority of calls were regarding COVID-19 support packages or advice on how to meet new COVID Safe requirements.

Destination Management Plan

The draft Destination Management Plan (DMP) "*Destination Northern Beaches: Creating a Sustainable Visitor Economy*" was placed on exhibition from 7 December 2020 until 17 February 2021. There were 211 unique submissions received which expressed a mix of sentiments towards tourism on the Northern Beaches. Community concerns around impact of visitation on traffic, parking and local amenity, as well as further feedback on initiatives to support recovery of the tourism industry, are being addressed through the final DMP. The final DMP and a Community Engagement Report will be presented back to Council at the April 2021 meeting.

Activating local places

- Worked with Service NSW to provide information to businesses on the Dine & Discover voucher rollout and encourage them to register.
- The *Summer Spraycation* art cube program saw a mix of established and emerging artists paint live across the Beaches. Utilising Patrick Hunter's '*Open Air Cube*', artists activated places in Manly, Freshwater, Collaroy, Mona Vale and Avalon.
- Finalised the License Agreement for the operation of Fresh Produce Market each Wednesday at Bert Payne Park Newport.
- Liaison with business networks and local Chambers of Commerce
- Installation of lighting in Pine trees at Dee Why Strand and Collaroy
- Chalk Art installation- Dee Why Strand
- Sand Art installation – Manly and Collaroy
- Australia Day support of activations in town and village centres
- Seaforth Shop Top Mural – anti Graffiti initiative – working in partnership with building owners.
- Live like a Local series EOI to allow Hello Manly to publish articles on Northern Beaches restaurants, cafes, bars, pubs, clubs, and tourism experiences recommended by locals as their 'favourite spots'.
- Rialto Square beautification project complete. The square has had new paint for the concrete wall, new timber street furniture, seven white modern pots filled with succulents and festoon lighting installed.
- Assisted the Transport Network team with the *Streets as Shared Spaces* program, Council has trialled activating three new outdoor dining spaces and improved the streetscape with new furniture, garden beds and planter boxes, road resurfacing treatments and the installation of low-level lighting in Manly. The new street furniture will be in place till December 2021.

- Streets as Shared Spaces – Dee Why Strand: Stage 1: Business Engagement completed. Community Engagement running through March and April 2021
- Distribution of Manly Mainstreet newsletter to businesses within Manly CBD

Citizenship

During this quarter we were able to continue delivering in-person citizenship ceremonies at Glen Street Theatre. Working within the NSW Health Orders and implementing risk mitigation strategies one citizenship ceremony was held in January (on Australia Day) and one in March. 274 people became citizens at these events.

Australia Day

Traditional Australia Day breakfasts could not be held under the NSW Health Orders. Instead Council delivered four events in the lead up to Australia Day, and one on Australia Day. An 'Australian Made' market at James Meehan Reserve, Dee Why where stallholders needed to make their product in Australia. A food Truck Party at Forestville and an OpenAir Cinema screening an Australian Movie at Brookvale Oval. An Australian Citizenship Ceremony was held on Australia Day at Glen St Theatre. On Australia Day the local community were encouraged to celebrate in public outdoor spaces with their family and friends whilst staying COVID Safe.

Sun Run

The Sun Run was able to proceed under Community Sport with a capacity of 3,000 participants and a number of COVID-19 safety measures put in place. Council worked closely with stakeholders including NSW Police, RMS, STA and suppliers to ensure the event was safely executed. This was the first 'fun run' delivered with substantial numbers in NSW since March 2020 and provided a safe test case for other organisers and the State Government.

Food Markets

With the ability to proceed with Food Markets under the State Public Health Orders, the Narrabeena edition of WFM was held in January. Creating a warm and relaxed environment an average 2,000 – 3,000 locals and visitors attended each night, spreading their picnic rugs and enjoying the live music and food trucks. Under the State Governments *Festival of Place Summer Fund* Council was awarded \$10,000 to host an additional three nights of the World Food Markets and Winnererremy Bay. Unfortunately, due to weather and floods, the first two weeks were cancelled. The third week's event was held and had 500 attendees at any one time. An additional event will be held in March at Winnererremy Bay.

International Women's Day (IWD)

Council held a 'sell out' IWD Breakfast at the Novotel Manly. Attendees supported our two local Women's charities through a raffle run on the day, prizes were donated by local businesses. Guest speaker and local resident Sam Bloom had the audience captivated with her story of strength and perseverance as she continues to deal with a terrible accident. Additionally, we ran an IWD market at Dee Why where 60 stallholders showcased their products for sale. The majority of stallholders were local to the Northern Beaches and included clothing, pottery, jewellery, dog washing products, hats, condiments, wine holders, candles and cheese boards.

Partnerships

Council supported third party events through the second and third round of 'fast track' grants. 10 Grants were awarded through these two rounds. Additionally, *Volleyfest* was held at Manly and an agreement was negotiated with the World Surf League for a Championship Tour Event to be held at North Narrabeen in April.

Engaging our community

24 new projects were commenced in the quarter with a total of 74 projects at various stages of the engagement lifecycle including planning and reporting. Significant projects in this quarter included:

- Rates Harmonisation
- Northern Beaches Local Housing Strategy
- Destination Northern Beaches
- My Place: Avalon
- Narrabeen Lagoon Entrance Management Strategy.

Performance measures – Economic Development, Events, Engagement	Target	September quarter	December quarter	March quarter
High impact projects with a Community Engagement Plan	100%	100%	100%	100%
Satisfaction with Council's key community events	80%	No data*	70%	93%
Satisfaction with Council's business events	80%	94%	92%	N/A **

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

Notes on results:

* Due to COVID-19 restrictions, most Council-run events were cancelled.

** No business events delivered this quarter

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule ✘ Not proceeding

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

The Summer Activation program was scaled back due to COVID lockdown. Council is continuing to support businesses affected by COVID-19 through its Business Support Service, including assisting businesses, where possible, in registering for the Dine & Discover program.

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

Progress of the Framework is delayed due to high volume workload and resource shortage. Development and exhibition of the plan is still scheduled for late 2021.

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

The *Economic Development Plan* to guide economic recovery and growth is progressing, with quotes requested from consultants to be reviewed.

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

The delivery of a seminar on inclusive employment practices is on hold with focus on new Business Support Service throughout the quarter.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Town and Village Centre Activations

 **Dee Why Town Centre – design - Executive Manager Capital Projects**

Works commenced on site at St David's Avenue Park in late February and are expected to be completed by mid-2021.

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

Consultation is continuing on Triangle Park North.

Works commenced on site at St David's Avenue Park in late February and are expected to be completed by mid-2021.

 **Manly Laneways – new works - Executive Manager Capital Projects**

Streetscape upgrades on the corner of Whistler, Sydney and Belgrave Streets have been completed.

No further works are planned this financial year.

FINANCIALS

Economic Development, Events and Engagement

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	194,008	266,687	(72,679)	10,000	483,522	483,022
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	34,921	288,312	(253,391)	993,765	408,919	132,919
Grants and Contributions - Operating Purposes	34,500	120,000	(85,500)	20,000	120,000	22,000
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	263,429	674,999	(411,570)	1,023,765	1,012,441	637,941
Expenses from Operations						
Employee Benefits and Oncosts	(3,702,993)	(4,042,082)	339,089	(5,414,893)	(5,383,706)	(5,383,706)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,994,182)	(2,411,013)	416,831	(3,257,013)	(3,385,287)	(2,870,661)
Depreciation and Amortisation	(54,854)	(54,854)	-	(73,139)	(73,139)	(73,139)
Other Expenses	(80,253)	(238,575)	158,322	(106,800)	(346,800)	(254,800)
Internal Charges	(118,043)	(188,888)	70,844	(247,619)	(247,619)	(247,619)
Overhead Allocation	(909,807)	(909,807)	-	(1,213,076)	(1,213,076)	(1,213,076)
Total Expenses from Operations	(6,860,133)	(7,845,219)	985,086	(10,312,540)	(10,649,627)	(10,043,001)
Surplus / (Deficit) from Operations	(6,596,704)	(7,170,220)	573,516	(9,288,775)	(9,637,186)	(9,405,060)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(6,596,704)	(7,170,220)	573,516	(9,288,775)	(9,637,186)	(9,405,060)
Rates and Annual Charges						
Rates and Annual Charges	7,010,601	7,010,601	-	9,288,775	9,288,775	9,288,775

Budget commentary - year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$6,596,704) is lower than forecast by \$573,516 at the end of the quarter.

Total Income from Operations of \$263,429 is lower than forecast by (\$411,570).

User Charges and Fees are lower by (\$72,679) as a result of timing differences associated with the holding of planned events.

Other Revenues are lower by (\$253,391) as a result of reduced Manly Visitor Information Centre and events income.

Grants and Contributions for Operating Purposes are lower by (\$85,500) as a result of timing differences associated with the receipt of grant funding for Place Making.

Total Expenses from Operations of (\$6,860,133) are lower than forecast by \$985,086.

Employee Benefits and Oncosts are lower by \$339,089 as a result of vacant positions and COVID impacts on the events schedule.

Materials and Services are lower by \$416,831 as a result of lower Contract Services - Events Management costs and the timing of Advertising, Bank Charges and Subscription expenses.

Other Expenses are lower by \$158,322 as a result of timing differences associated with the payments of events grants.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$232,126 to (\$9,405,060) principally due to lower income from events and the Manly Visitor Information Centre partly offset by lower expenditure due to COVID restrictions, cancellations and postponements and a reduced Grants and Subsidies program.

Property and Facilities

HIGHLIGHTS

Aquatic centres

COVID-19 continues to affect attendances at the aquatic centres, with significantly reduced numbers attending swimming carnivals and classes. The Warringah Aquatic Centre (WAC) hosted 43 swimming carnivals during this period with the majority having few or no spectators.

Both facilities have seen memberships and enrolments slowly moving back to normal levels. This quarter the WAC had 86,878 attendances, and Manly Andrew Boy Charlton achieved 169,123 attendances. Overall the attendances were 4% lower than this time last year.

Progress on Surf Life Saving Club buildings

The proposed new Mona Vale and Long Reef surf buildings and their associated community facilities have taken further steps towards reality. The construction works have commenced at Long Reef, with the old clubhouse having been demolished and ground works underway. The Mona Vale surf building and associated amenities construction was approved by Council in March, with work due to start onsite in late April.

The current works at Queenscliff SLSC to install a lift will be completed by the end of June, to allow access to the upper floor for prams and wheelchairs.

Avalon Workshop opened

The Avalon Workshop was formally opened to the public as a creative space on 6 March 2021 in the Avalon Golf Clubhouse. This provides two multi-use workshop spaces for teaching creative mediums including physical artwork creation, small performances and digital creations. There is also now an affordable creative studio space for a local artist.

A new home for the Sydney Northern Beaches Woodturners

The former Girl Guide Hall at Forestville has been transformed and is now the new home for the Sydney Northern Beaches Woodturners. While seeking a suitable location for the last decade, the Woodturners had operated out of various premises where they were reliant on goodwill for their equipment space, most recently Narrabeen RSL.

The Woodturners worked collaboratively with Council staff and trades to rebirth the building and make it into a community woodworking workshop, complete with a state of the art dust extraction system. It also provides an additional meeting room for other community groups.

Council's Land Register is now live on Council's website

We recently launched a new easy to use interactive mapping system on our website, which displays all of Council's owned and managed land. It also provides additional details on the status of the land, for example whether it is leased, its classification and zoning, and whether it is Crown land. The system can be accessed at <https://www.northernbeaches.nsw.gov.au/council/information-access/council-land-register>

Future of the North Manly Recreation Space

Council has commenced an Expressions of Interest (EOI) process to give the recreation space at North Manly a new lease on life. Incorporating the area previously operated as a bowling club, this is intended to provide new recreational facilities for the community. The EOI process invites organisations and sporting groups to put forward concept ideas against the shortlisted uses being:

- Combined BMX, skateboarding, surfing and snowboarding facilities
- Tennis facilities
- Indoor basketball facilities
- Small sided soccer (synthetic) facilities
- Gymnastics facilities.

Submissions will be evaluated towards the end of the year with a report being provided to Council.

Performance measures – Property and Facilities	Target	September quarter	December quarter	March quarter
Availability of Council buildings for use by the community	100%	100%	100%	100%
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	Q1 = 194,000 Q2 = 244,000 Q3 = 265,000	186,396*	217,152*	256,001 *

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

Notes on results:

* COVID-19 restrictions impacted on attendance numbers, particularly within classes and some areas of the facilities. This has resulted in attendances in:

- September 2020 being down 4% on September 2019
- December 2020 being 12% down on December 2019
- March 2021 being 4% down on March 2020

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Implement priority accessibility improvements to property assets - Executive Manager Property

Completed accessibility improvements include:

- East Esplanade, Manly - accessible amenities
- South Narrabeen SLSC - balcony and stair upgrades to the café and first floor

Work is underway for improvements at:

- Queenscliff SLSC - lift
- Lionel Watts Sports amenities and lift
- North Curl Curl community gardens/ skate park - accessible amenities

Accessible amenities are also planned to be installed at Mona Vale Beach for the Surf Club, separate beach amenities block, as well as Apex Park.

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

The amenities cleaning tender report is expected to go to Council in June. The existing cleaning contract continues to perform at a satisfactory level, with additional day cleaning teams scheduled during the Easter School holidays as part of the seasonal resourcing strategy.

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

Works to refurbish three holiday cabins and the games room building were completed in December 2020. A new pathway and retaining wall were also constructed, improving access and drainage across the site. Bushfire upgrade works at The Lodge (i.e. Conference Centre) were also completed, thanks to additional funding provided by the NSW Government's Crown Reserves Improvement Fund.

An application for heritage approvals is being prepared, for restoration of the remaining six cabins.

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

Improved templates are being developed to deliver a better, quicker and simpler leasing and licensing outcome for community users, including surf life saving clubs. Policy guidelines and templates are undergoing internal review prior to further consultation with stakeholders.

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

Work has commenced on a new building at Long Reef, and soon to commence for new building at Mona Vale Beach. Other work includes:

- Narrabeen - rectified structural steel-work and concrete spalling

- Queenscliff - high level windows replaced; major refurbishment works are in progress
- Bilgola - new accessible toilet and roof repairs completed
- North Steyne - roof works completed.

Plans are in progress for works and repairs on other sites.



Deliver the new Warriewood Valley Community Centre - Executive Manager Property

This project aims to deliver a new multi-use community centre on the existing site of the Nelson Heather Centre. The Expression of Interest process closed in mid-March. The successful Contractors are expected to be notified in early April.

Documentation is being prepared with the Architect and other consultants in the process of design development. The Request for Tender is planned for release in May.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Emergency buildings program



Terrey Hills Emergency Services Headquarters design works - Executive Manager Property

RFS, SES and Marine Rescue occupy the site corner of Mona Vale Road and Kamber Road Terrey Hills as a control centre and incident support location for coordinating major emergencies across the Northern Beaches.

Funding has been allocated to prepare a masterplan to rationalise and utilise the site. This will include suitable accommodation for all three services during normal operations as well as major incidents. Additionally, site parking, traffic management, flow and entry and exit to Mona Vale Road will be addressed.



Duffys Forest Rural Fire Station new works - Executive Manager Property

This project sees the demolition of the existing Duffy's Forest Rural Fire Brigade building, construction of a new building, carpark and drainage.

A Development Application was approved in December 2020. The preparation of detailed design and tender documentation is now underway. Construction is expected to commence early next financial year.



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

Planning and design of a replacement Marine Rescue building at Rowland Reserve, Bayview is underway with building work to be completed next financial year.

Civic building and compliance works



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

Civic building and compliance works

Works to refurbish three holiday cabins and the games room building were completed in December 2020. A new pathway and retaining wall were also constructed, improving access and drainage across the site. Bushfire upgrade works at The Lodge (i.e. Conference Centre) were also completed, thanks to additional funding provided by the NSW Government's Crown Reserves Improvement Fund.

An application for heritage approvals is being prepared, for restoration of the remaining six cabins.



Wyatt Avenue Park Embellishment - Executive Manager Parks & Recreation

This project is behind schedule to ensure that the results of community engagement on the *Generic Parks Plan of Management* are considered in planning for the future of the reserve.



Operational buildings works program - Executive Manager Property

Funding allocated for repairs to Council-occupied buildings.



Sport buildings works program - Executive Manager Property

This program focuses on the improvement of existing sporting buildings for the community.

This year's program includes works that have been completed at LM Graham Reserve Sports amenities Reub Hudson Oval Sports amenities.

The construction of a new greenkeepers shed is in progress to replace the old shed located in the former LM Graham Reserve Sports Amenities.



Sydney Lakeside Holiday Park renewal works - Executive Manager Property

All facility renewal and upgrade works have been completed during the quieter winter months.

Property management



Acquisition of minor land parcels - Executive Manager Property

Acquisition is completed for encroaching stairs at 265 Whale Beach Road, Whale Beach.

The sale and transfer of land associated with 62 and 85 Hillside Road Newport is expected to be settled by 30 June with the Department of Planning, Industry and Environment. Regarding land classification, 62 Hillside will be classified as 'community land', and a report will go to Council proposing that 85 Hillside be 'operational land'.

Cemetery Works



Manly Cemetery Columbarium new works - Executive Manager Property

This project comprises the proposal for a new columbarium and associated pathway, a small memorial garden and signage at Manly Cemetery. A Crown Reserves Improvement Fund grant will help fund the costs of the project. A concept design has been prepared and is undergoing community engagement until mid-April 2021.

Public Amenities improvements



North Curl Curl youth public amenities - Executive Manager Property

This project sees the construction of a public amenity to service the North Curl Curl Community Garden and Skate Park. Work started on site in February, with the sewer line and connection to the sewer mains now completed. Screw piling, strip footings and in-ground hydraulic services installation are also completed. Delivery of the modular building is expected in late April.



Public amenities works program - Executive Manager Property

This program of works focuses on the renewal of our public amenities to improve the level of service to the community. Amenities works were completed in late 2020 at Dee Why Beach, and Manly's East Esplanade Reserve.

Detailed design is complete for amenities at Manly's Shelly Beach. Work will start in April at Mona Vale's Apex Park amenities.



Clontarf Reserve amenities renewal - Executive Manager Property

Accessible toilet – works completed.

Further improvements have been delayed by weather and have been rescheduled to commence after the Easter holidays.

Aquatic Centre improvements



Warringah Aquatic Centre renewal works - Executive Manager Property

Upgrade works to the foyer and offices, in conjunction with pool equipment plant upgrades, have all been completed.



Manly Aquatic Centre renewal works - Executive Manager Property

Work has been completed on the upgrade of pool equipment and other minor works.

FINANCIALS

Property and Facilities

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	11,415,392	11,375,201	40,191	13,663,075	14,673,968	14,873,974
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	704,710	664,846	39,864	1,015,730	811,096	877,896
Grants and Contributions - Operating Purposes	1,025	-	1,025	-	-	-
Other Income	9,210,746	8,795,259	415,486	11,658,793	11,703,141	11,838,141
Gains on disposal of Assets	53,144	260,000	(206,856)	(3,498,335)	(3,238,335)	(3,238,335)
Total Income from Operations	21,385,017	21,095,306	289,711	22,839,263	23,949,870	24,351,676
Expenses from Operations						
Employee Benefits and Oncosts	(8,845,256)	(8,596,253)	(249,003)	(11,389,994)	(11,421,806)	(11,619,306)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(22,262,969)	(21,686,573)	(576,396)	(20,193,278)	(27,179,592)	(27,973,506)
Depreciation and Amortisation	(5,196,762)	(5,196,762)	-	(6,929,016)	(6,929,016)	(6,929,016)
Other Expenses	(1,398,468)	(1,723,831)	325,363	(1,876,021)	(1,745,495)	(1,898,598)
Internal Charges	(379,067)	(404,943)	25,877	(422,558)	(536,328)	(524,228)
Overhead Allocation	(3,482,444)	(3,482,444)	-	(4,643,259)	(4,643,259)	(4,643,259)
Total Expenses from Operations	(41,564,966)	(41,090,806)	(474,160)	(45,454,125)	(52,455,496)	(53,587,912)
Surplus / (Deficit) from Operations	(20,179,949)	(19,995,500)	(184,450)	(22,614,862)	(28,505,625)	(29,236,236)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	2,028,910	1,758,379	270,531	3,388,741	3,109,252	3,097,206
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(18,151,039)	(18,237,121)	86,082	(19,226,121)	(25,396,373)	(26,139,031)
Rates and Annual Charges						
Rates and Annual Charges	15,020,724	15,020,724	-	22,891,259	22,891,259	22,891,259

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$20,179,949) is higher than forecast by (\$184,450) at the end of the quarter.

Total Income from Operations of \$21,385,017 is higher than forecast by \$289,711.

User Charges and Fees are higher by \$40,191 as a result of increased revenue from Swimming Pools and Golf Course use, additional Cemetery fee revenue offset by lower Lakeside Holiday Park accommodation fee income.

Other Revenues are higher by \$39,864 as a result of increased sales of Food and Merchandise.

Grants and Contributions for Operating Purposes are higher by \$1,025 as a result of a contribution to Avalon Golf Course from the Office of Sport for a defibrillator.

Other Income is higher by \$415,486 as a result of increased Lease income from Sporting/Community groups, Commercial properties and rent from the Kimbriki Resource Recovery Centre.

Gains on Disposal of Assets are lower by (\$206,856) as a result of the timing of the write down of demolished assets at Brookvale Oval.

Total Expenses from Operations of (\$41,564,966) are higher than forecast by (\$474,160).

Employee Benefits and Oncosts are higher by (\$249,003) as a result of higher casual staff requirements due to increased patronage at the Aquatic Centres.

Materials and Services are higher by (\$576,396) as a result of additional maintenance and servicing of buildings and timing differences associated with the payment of Contract Services for cleaning offset by lower Management Fees incurred and reduced utility costs.

Other Expenses are lower by \$325,363 as a result of timing differences associated with the payments of Grants and Subsidies.

Grants and Contributions for Capital Purposes are higher by \$270,531 as a result of a land dedication at Warriewood.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$730,611) to (\$29,236,236) principally due to increased Aquatic Centre and leasing income partly offsetting increased employee costs for the Aquatic Centres, increased Building Maintenance costs and greater Grant and Subsidy assistance primarily for outdoor dining fee waivers.

Governance and Assurance Services

HIGHLIGHTS

Corruption Risk Management

In March, we commenced a program of discussions with each Executive Manager about corruption risk management to help ensure they understand their risks and have appropriate control measures in place.

Governance and Risk

In February, Council confirmed its intention not to hold a constitutional referendum or poll in conjunction with the upcoming Local Government Elections on 4 September 2021.

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

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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

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

The team have made improvements to procedures for data collection and reporting,

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

Some external reviews on the *2020/21 Annual Audit Plan* will not be completed within the financial year, but can be done by the staff auditor in the 2021/22 Plan.

FINANCIALS

Governance and Assurance Services

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	100,671	-	100,671	-	-	74,000
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	100,671	-	100,671	-	-	74,000
Expenses from Operations						
Employee Benefits and Oncosts	(2,550,330)	(2,740,627)	190,297	(3,653,797)	(3,653,797)	(3,653,798)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(5,125,820)	(5,204,198)	78,378	(6,913,357)	(6,927,045)	(6,929,045)
Depreciation and Amortisation	(35,949)	(35,949)	-	(47,933)	(47,933)	(47,933)
Other Expenses	(34,000)	-	(34,000)	-	-	(38,000)
Internal Charges	(9,843)	(13,401)	3,559	(106,621)	(17,869)	(17,869)
Overhead Allocation	(840,749)	(840,749)	-	(1,120,998)	(1,120,998)	(1,120,998)
Total Expenses from Operations	(8,596,690)	(8,834,925)	238,235	(11,842,706)	(11,767,642)	(11,807,642)
Surplus / (Deficit) from Operations	(8,496,020)	(8,834,925)	338,905	(11,842,706)	(11,767,642)	(11,733,642)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(8,496,020)	(8,834,925)	338,905	(11,842,706)	(11,767,642)	(11,733,642)
Rates and Annual Charges						
Rates and Annual Charges	9,029,710	9,029,710	-	11,842,706	11,842,706	11,842,706

Budget commentary year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$8,496,020) is lower than forecast by \$338,905 at the end of the quarter.

Total Income from Operations of \$100,671 is higher than forecast by \$100,671.

Other Revenues are higher by \$100,671 as a result of Legal Fees incurred recovered from third parties.

Total Expenses from Operations of (\$8,596,690) are lower than forecast by \$238,235.

Employee Benefits and Oncosts are lower by \$190,297 as a result of vacant positions in the service.

Materials and Services are lower by \$78,378 as a result of reduced expenditure on civic events and the timing of audit program expenditure.

Other Expenses are higher by (\$34,000) as a result of RFS and SES donations.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$33,999 to (\$11,743,662) principally due to recognising a distribution of funds from a closed insurance pool scheme upon wind up.

Customer Service

HIGHLIGHTS

This quarter recorded a similar level of customer contacts as the previous quarter, however filling staff vacancies and introducing productivity efficiencies resulted in an improved Service Level score of 73%. Service Level will continue to be a focus for the team in the June quarter.

Council expanded its operating hours during early January to support the community during the local COVID-19 lockdown. Council was the first point of contact for many residents for help and advice during this time.

A new system has been implemented and training conducted to improve Council's customer service for local business owners. This includes streamlining the experience of connecting members of our business community with the appropriate Council staff and ultimately provide better business support.

Performance measures – Customer Service	Target	September quarter	December quarter	March quarter
Calls answered within 30 seconds	80%	55%*	47%**	73%***
Customer satisfaction with customer service calls	85%	98%	98%	98%
Customer satisfaction with online requests	80%	89%	90%	89%
Customer requests conducted online	30%	39%	40%	39%

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

Notes on results:

- * Staff vacancies and high call volumes on Beach Parking permits, new Manly Parking permit scheme and rates impacted the achievement of the target.
- ** An 8% increase in call volumes, receiving up to 70,000 customer contacts this quarter and ongoing contacts on the new Manly Parking permit scheme impacted the achievement of the target.
- *** The response times were lower as new Customer Service staff were provided on the job training in the call centre.

Workload measures – Customer Service	September quarter	December quarter	March quarter
No. calls to Customer Service 1300 434 434	46,066	44,019	43,113

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule ✘ Not proceeding

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

We are actioning online improvements based on customer feedback to make the online portal easier to navigate and use.



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

A Customer Experience Working group has been set up to discuss Voice of the customer results and to implement improvements based on this feedback.

External research will commence in May to understand customer experience drivers in the community.



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

This is being addressed as part of the Service Reviews.

FINANCIALS
Customer Service

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	1,026,987	914,710	112,278	856,136	1,067,044	1,131,999
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,026,987	914,710	112,278	856,136	1,067,044	1,131,999
Expenses from Operations						
Employee Benefits and Oncosts	(2,717,749)	(2,634,823)	(82,926)	(3,508,710)	(3,508,710)	(3,508,710)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(128,810)	(147,616)	18,807	(190,202)	(200,002)	(200,002)
Depreciation and Amortisation	(49,770)	(49,770)	-	(66,359)	(66,359)	(66,359)
Other Expenses	-	-	-	-	-	-
Internal Charges	501,390	499,421	1,970	665,894	665,894	665,894
Overhead Allocation	(429,669)	(429,669)	-	(572,892)	(572,892)	(572,892)
Total Expenses from Operations	(2,824,607)	(2,762,458)	(62,149)	(3,672,270)	(3,682,070)	(3,682,070)
Surplus / (Deficit) from Operations	(1,797,620)	(1,847,748)	50,129	(2,816,133)	(2,615,026)	(2,550,071)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,797,620)	(1,847,748)	50,129	(2,816,133)	(2,615,026)	(2,550,071)
Rates and Annual Charges						
Rates and Annual Charges	2,048,881	2,048,881	-	2,816,133	2,816,133	2,816,133

Budget commentary - year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$1,797,620) is lower than forecast by \$50,129 at the end of the quarter.

Total Income from Operations of \$1,026,987 is higher than forecast by \$112,278 as a result of the issue of parking permits for the new Manly Parking Scheme, which was delayed from earlier in the calendar year.

Total Expenses from Operations of (\$2,824,607) are higher than forecast by (\$62,149).

Employee Benefits and Oncosts are higher by (\$82,926) as a result of additional workload to support the community during the COVID lockdown and storm event in Q3

Materials and Services are lower by \$18,807 as a result of phasing.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$64,955 to (\$2,550,071) principally due to an increase in the number of parking permits issued.

Corporate Support Services

HIGHLIGHTS

COVID-19 support continues

Council continued to provide assistance to ratepayers experiencing difficulty in paying their rates due to financial hardship, recognising the ongoing impacts of the COVID-19 pandemic on ratepayers.

Fee waivers for outdoor dining permits were extended to 30 June 2021 to further support local businesses.

Harmonising rates across the area

Community engagement on rates harmonisation is complete, with Council making the decision to adopt a weighted average minimum rate (scenario 4) and introduce the change on 1 July 2021. A stormwater management services charge will also be more fairly be applied to all eligible properties. New policies were adopted for pensioner concessions and hardship.

Funding community projects

Council secured a number of high value grants during the quarter from the State and Federal Government. The Federal Government Stimulus Fund has provided \$8.57 million to implement road safety infrastructure around a number of primary and high schools, to be spent over two years.

Recent NSW Government funding includes \$859,952 from the Metropolitan Greenspace Program to construct a boardwalk within the Manly Dam Reserve. This boardwalk will increase safety and access for pedestrians and better protect the natural bushland.

A further \$7.8 million has been secured under the Precinct Support Scheme to improve open space at three locations in the new Frenchs Forest Precinct - Brick Pit, Akora and Rabbett Reserves.

\$593,679 was secured from the Department of Planning, Infrastructure and Environment under the Crown Reserves Improvement Fund to fund seven projects including weed management projects at Governor Phillip Park, Middle Creek Reserve, Griffith Park and Harbord Reserve. This funding will also support the upgrade of minor walking trails at Manly Dam Reserve, new memorial walls and seating at Manly Cemetery, and the upgrade at Queenscliff Surf Life Saving Club.

Improving online services

Council introduced more services to our Customers online:

- Apply and pay online for Flood applications (basic and comprehensive)
- Apply and pay online for Heritage Exception applications
- Rates Harmonisation calculator
- Rate payer emergency communication tool - allows Council to send an SMS to Rate payers during incidents

An interactive map has also been launched, to search and discover accessible features such as inclusive playgrounds, mobility parking, toilets and much more. It is available on Council's webpage on [Access your area](#).

Effective tools for staff

We continue to provide new and improved ways of working, with the introduction this quarter of:

- The mobility application for Bushland and Biodiversity team, to access information and complete tasks in the field
- Improved Public Tree reports
- Enabling staff to better capture storm-related issues for better incident response

We've also uplifted the internal IT services and processes we provide, so help staff keep working effectively with the range of IT tools, support and equipment provided.

IGNITE – Inspiring Great New Ideas Towards Excellence

Council continues its journey towards excellence under the Australian Business Excellence Framework (ABEF). Over 850 staff have now completed one or more training sessions in business excellence and continuous improvement. A new People Leaders Training Program has been launched, along with two new skills-based workshops on facilitation skills and process improvement.

Council has now finalised its program of Service Reviews, backed up by an independent external review of the approach used. The program resulted in 57 services being systematically reviewed, and their service levels being established to meet the current and projected needs of our community. Improvement actions and opportunities identified within the Reviews are now being workshopped with Councillors.

Performance measures – Corporate Support	Target	September quarter	December quarter	March quarter
Correspondence replied to within 10 working days	90%	93%	91%	91%
Councillor requests responded to within 10 working days	80%	98%	95%	93%
Operational projects on schedule	80%	91%	90%	88%
Capital projects on schedule	80%	96%	90%	84%
Quarterly, 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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

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

The December Quarterly report was presented to Council meeting on 23 February and is available on Council's website.

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

Council has completed its program of Service Reviews and establishment of service levels, to ensure that all services are meeting the current and future needs of our community. This Program resulted in 57 services being systematically reviewed, as well as an independent external assessment of the program against the *Service Review Framework* adopted by Council. Improvement actions and opportunities identified within the Reviews are being presented to Councillors.



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

The list of strategies and plans is close to finalisation. A draft of the Strategic Planning Framework has been completed and supporting documentation is being prepared to provide direction and support to staff in developing strategies and plans.



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

Briefings and workshops have been held with Councillors regarding the proposed program and budget for 2021/22 and beyond. The draft *Delivery Program, Operational Plan and Budget 2021/22* was finalised for the April Council meeting and exhibition in May.



Revise and implement the Digital Transformation Strategy - Chief Information Officer

The following has been in progress, in line with Council's transition to digital solutions:

- Phase 2 of the Organisation Booking System online, for Community Centres and Parks and Reserves
- Online payment options for all Techone applications
- Introducing more online services for our customers:
 - Apply and pay for Flood and Heritage Exception Applications.
 - Rates Harmonisation calculator for residents to easily estimate proposed changes to their rates.
 - A new rate payer emergency communication tool - allows Council to send an SMS during incidents

We are also improving ways of working for Council staff with more mobile applications for staff on bushland and biodiversity, public trees and storm issues.



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

A project plan has been developed. A review has also been completed on community engagement since 2016 to identify any key themes coming through from the community to shape the engagement.



Develop a harmonised rates structure - Chief Financial Officer

The proposed harmonised rates structure underwent community consultation in January-February 2021. At the meeting on 23 March Council adopted the proposed methodology, which will be implemented by 1 July 2021. It also endorsed the harmonisation of the Stormwater Management Service Charge, *Pensioner Rates, Charges and Concession Policy*

and *Hardship Policy*. This enables a more fair and equitable approach to collection of annual rates and charges across the area.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

IT improvements

IT Infrastructure - new works - Chief Information Officer

The project aims to replace all network switches in all locations, as well as WiFi points and CCTV as needed. A request for quotes on the network switches has been delayed as there have been changes to the scope and options for the work - further technical and cost analysis is underway to support decision-making.

IT Software – new works - Chief Information Officer

This includes a range of projects that are currently in progress:

- A casual hire portal for booking open space and community centres. This will include payments and the ability to change or cancel bookings.
- Staff management software on timesheets and pay

IT Infrastructure replacements - Chief Information Officer

Recent replacement of IT Infrastructure includes Network Switches, CCTV, and WiFi access points.

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

The program is on track to replace devices at their end of life or end of support/warranty.

FINANCIALS

Corporate Support Services

Income Statement – 1 January – 31 March 2021

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	390,347	327,850	62,496	445,789	445,789	505,789
Investment Fees and Revenues	1,080,365	1,027,798	52,567	1,355,536	1,355,536	1,305,536
Other Revenues	250,588	273,687	(23,099)	713,417	306,431	282,399
Grants and Contributions - Operating Purposes	2,506,225	2,602,735	(96,510)	6,090,869	6,352,124	6,352,124
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	4,227,524	4,232,070	(4,546)	8,605,611	8,459,880	8,445,848
Expenses from Operations						
Employee Benefits and Oncosts	(17,358,994)	(17,080,619)	(278,375)	(21,845,311)	(22,467,856)	(22,393,425)
Borrowing Costs	(821,891)	(897,025)	75,134	(1,190,327)	(1,194,818)	(1,094,818)
Materials and Services	(9,175,115)	(11,024,030)	1,848,916	(14,310,111)	(14,853,449)	(14,693,994)
Depreciation and Amortisation	(1,379,710)	(1,881,175)	501,465	(2,424,194)	(2,508,266)	(2,185,816)
Other Expenses	(2,209,679)	(2,194,424)	(15,255)	(2,194,924)	(2,194,924)	(2,194,924)
Internal Charges	733,497	848,842	(115,345)	1,081,371	1,130,141	1,130,141
Overhead Allocation	18,628,898	18,628,898	-	24,838,531	24,838,531	24,838,531
Total Expenses from Operations	(11,582,994)	(13,599,534)	2,016,540	(16,044,964)	(17,250,641)	(16,594,305)
Surplus / (Deficit) from Operations	(7,355,470)	(9,367,464)	2,011,994	(7,439,353)	(8,790,760)	(8,148,457)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	5,682,812	4,641,556	1,041,255	5,580,088	5,881,580	6,725,004
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,672,658)	(4,725,907)	3,053,250	(1,859,265)	(2,909,180)	(1,423,453)
Rates and Annual Charges						
Rates and Annual Charges	41,929,086	41,765,709	163,378	2,066,384	2,066,384	2,228,384

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$7,355,470) is lower than forecast by \$2,016,540 at the end of the quarter.

Total Income from Operations of \$4,227,524 is lower than forecast by (\$4,546).

User Charges and Fees are higher by \$62,496 as a result of additional fee income for issuing Section 603 Certificates.

Investment Fees and Revenues are higher by \$52,567 as a result of fair value adjustments to investments offsetting reduced interest income.

Other Revenues are lower by (\$23,099) as a result of fewer legal actions resulting in a reduction in the need to recover legal costs.

Grants and Contributions for Operating Purposes are lower by (\$96,510) as a result of the timing of instalments of the Financial Assistance Grant.

Total Expenses from Operations of (\$11,582,994) are lower than forecast by \$2,016,540.

Employee Benefits and Oncosts are higher by (\$278,375) as a result of restructuring costs.

Borrowing Costs are lower by \$75,134 as a result of lower interest payable on loans.

Materials and Services are lower by \$1,848,916 as a result of timing differences associated with the renewal of software licences and contract expenditure within IT along with lower employee wellness and training program expenditure and stationery, printing and postage costs.

Grants and Contributions for Capital Purposes are higher by \$1,041,255 as a result of higher than anticipated development contributions received.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$642,304 to (\$8,148,457) principally due to lower borrowing costs, reductions in postage, stationery and printing costs, increased credit card surcharges recovered, lower employee wellness and training expenditure and lower depreciation charges related to the amortisation of the tip remediation asset. An additional \$162,000 in rates income is also forecast.