



northern
beaches
council

September 2022

**Quarterly Report on service
performance –**

**Implementing the
Operational Plan 2022/23**

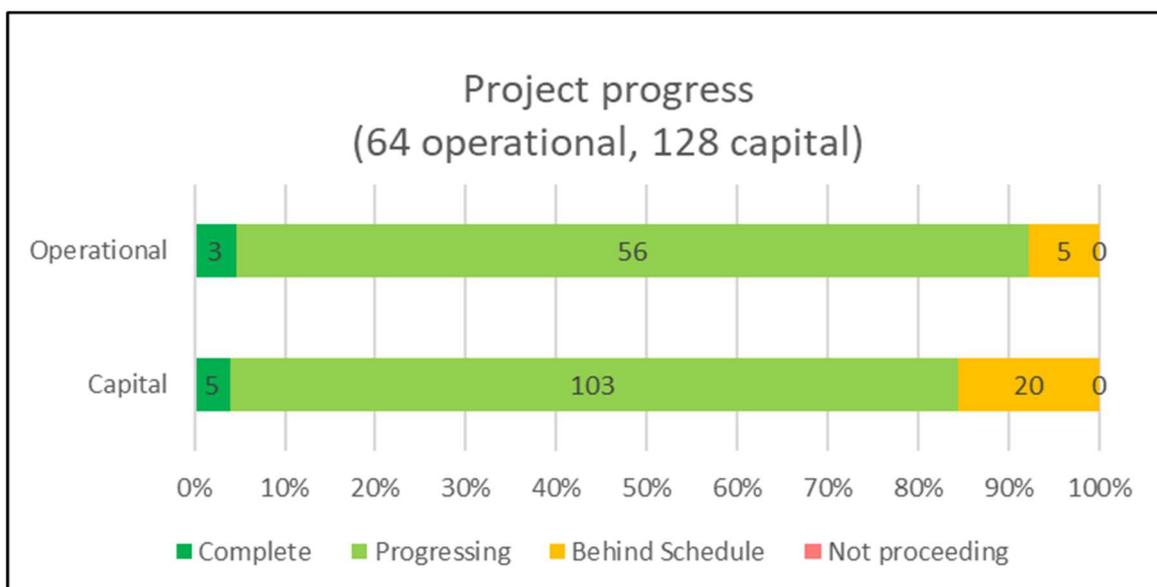
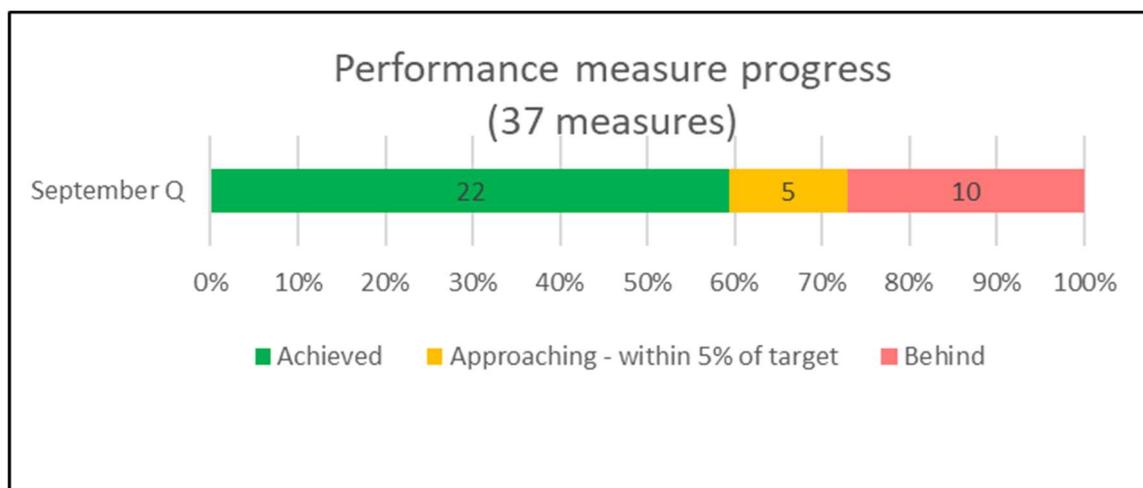
Executive summary

This is a report on progress in implementing the Operational Plan 2022/23 for the quarter ending 30 September 2022. It is structured by the four sustainability elements – environmental, social, economic and civic - with a total of 16 key services. This report details each service’s highlights, progress of projects, and the performance of services and finances. An overview of progress and performance is below.

Of the 192 projects, 87% were either progressing or completed (comprised of 92% 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 2023. In total, eight projects have been completed. Half of the projects that are behind schedule are due to delays caused by storm events, persistent wet weather, COVID-19 or third-party issues.

Results for 37 performance measures are included. Overall 73% of targets were met or approached, and 27% were missed. Most results that were behind target were impacted by external factors such as storms, persistent wet weather, COVID-19 or third-party issues.

Performance at a glance



Awards and Recognition

(N = National)

Council was recognised with one award and commendation for achievements across communication:

LG NSW, Local Government Week Awards 2022 - RH Dougherty Awards

- ❖ *Excellence in Communication – population more than 70,000 – Delivering a Fairer Rating System – Highly Commended*

In this report each service summary includes a short update on projects for the quarter:

Key:  Complete  Progressing  Behind schedule  Not proceeding

CONTENTS

Executive summary	2
ENVIRONMENTAL.....	5
Environment and Sustainability	5
Waste and Cleansing	14
Kimbriki Resource Recovery Centre.....	20
SOCIAL	24
Community, Arts and Culture	24
Children’s Services	31
Library Services	36
Strategic Land Use Planning	40
Development Assessment.....	44
Environmental Compliance.....	46
Parks and Recreation.....	49
ECONOMIC.....	59
Economic Development, Events and Engagement.....	59
Transport Traffic and Active Travel.....	63
Property and Facilities	71
CIVIC.....	78
Customer Service.....	78
Governance and assurance services	81
Corporate Support Services	84

ENVIRONMENTAL

Environment and Sustainability

HIGHLIGHTS

Assessing applications

Over 1000 referrals were assessed in the first quarter for development applications with environmental considerations, to ensure that impacts and hazards are properly addressed for the natural environment and infrastructure:

- Approximately 440 referrals undertaken by Development Engineering in relation to Stormwater, vehicular access and infrastructure considerations
- 310 with coastal, riparian considerations and water management
- 260 with bushland and biodiversity considerations.

In addition, approximately 250 applications were received in the quarter for assessment and certification under the Roads Act, Environmental Planning & Assessment Act, Conveyancing Act and the Local Government Act for activities such as driveways, legal document authorization, hoarding permits and subdivisions.

Bushland and biodiversity

Council's Bushland management program commenced with new updated contracts for all bushland sites. Over 3,500 local native plants were planted, increasing the extent and quality of habitats for many threatened species.

Invasive Species staff responded to 23 customer requests relating to pest animals and 21 requests for weeds, conducted 15 weed inspections on private property, culled 85 rabbits and four foxes and fumigated five fox dens in the northern part of the LGA.

The Biodiversity team have completed 240 development planning referrals and advice on 10 DA pre-lodgement applications during the first quarter. Updated draft mapping and reporting of biodiversity values across the Northern Beaches has been placed on public exhibition as part of the Conservation Zones review, and community consultation activities have commenced. Council has also prepared a draft Flying-fox Camp Management Plan to better manage Flying-fox camps into the future. Staff have participated in community consultation activities for the Review of Environmental Factors associated with Proposed dog off-leash areas at Mona Vale Beach (South) and Palm Beach (North). As part of Biodiversity month, staff have led three community spotlighting events in natural areas across the Northern Beaches. Staff have also supported NSW NPWS to deliver the Manly penguin census as part of a larger State-wide survey. Biodiversity guidelines prepared to assist development applicants in addressing related controls and legislation have been placed on Council's website.

Bushfire management

Council's 2022/23 Bushfire management program commenced, however due to broad climatic drivers influencing persistent above-average rainfall no hazard reduction burns were completed on throughout the first quarter. Despite the unfavourable conditions, Council has been working on preparing burns listed on the Northern Beaches Bush Fire Management Committee (BFMC) 2022/23 Hazard Reduction Program. From the Council proposals 25 sites are prepared and awaiting fire agencies to implement.

Council's contractors have been working on maintaining the Asset Protection Zone (APZ) network in preparation for the fire season. Maintenance works have been completed on 80 APZs, including 74 priority sites, and Council's contractors are now prioritising works on any remaining sites. To support ongoing APZ works Council has secured \$1.266m in grant funding through programmes

administered by the NSW Rural Fire Service (RFS). In addition, Council is awaiting the outcome of further grant applications to support preparation works at a number of hazard reduction burn sites.

Council has been inspecting its fire trail network ahead of the fire season. 33 trails have been inspected. We are continuing to partner with the RFS and the BFMC regarding fire trails, and undertakes program maintenance and upgrade works where required.

Council also continued to work closely with the BFMC during the quarter to prepare the new draft Bush Fire Risk Management Plan, including to appreciate new Ignition Management Zones (IMZ). The draft plan is now expected to be released on public exhibition in early 2023.

Corporate sustainability and climate change adaptation

Council adopted the following two new pledges under the Cities Power Partnerships program:

- **Work Together and Influence:** Revise procurement documents, policies and procedures to ensure that suppliers align with Council's sustainability goals.
- **Renewable Energy:** Provide incentive and/or remove barriers to encourage local businesses to take up solar power and battery storage.

As such, work continues to progress to finalise our Sustainable Design Technical Guidelines. Sustainability clauses within Council's procurement policy have been reviewed prior to this policy being presented to Council. Further work is continuing on a pilot study on scope 3 emissions from our supply chain, which has been valuable in connecting with some of our suppliers to discuss low emission opportunities.

A review is currently underway to track the progress on the completion of actions under the Climate Change Action Plan, the first action plan created under the Protect.Create.Live - Northern Beaches Environment & Climate Change Strategy.

Council is also undertaking a project which is focussing on embedding Climate Change Risk Assessment across our business. The project is a cross-Council collaboration run by the Environment and Climate Change Unit and will deliver risk adaptation actions and an implementation plan as well as embedding the risks and adaptation actions into Council's Enterprise Risk Management Framework.

Stormwater and floodplain management

The Narrabeen Lagoon Entrance Management Strategy is a comprehensive report which investigates and makes recommendations for the long term as well as for optimising Council's existing emergency response arrangements. The project has been completed and the Final Strategy was adopted by Council at the 27 September 2022 Council Meeting. Council will now commence investigation and delivery of the highest priority actions identified in Strategy.

Park Street Drainage Upgrade construction works are underway having commenced in late August and are expected to be completed before Christmas. Design and construction for culvert upgrade has been completed on Scotland Island. Construction of the stormwater outlet and embankment stabilisation works at Brookvale Creek near Ankali Place are about to commence. Design stages for WSUD improvement projects for both Brookvale and Freshwater Beach catchments have commenced. Detailed design is underway for Collaroy ocean pool stormwater outlet to address the works required to stabilise the seawall and the drainage system and works are expected to be completed in early 2023.

Community sustainability

Our Business Sustainability Awards were conducted and the winning company, 4 Pines of Brookvale, was revealed in August. Solar Conversations continue to be offered and delivered to interested community members, and two information webinars were held and well supported during the quarter - How to transition to an all-electric home and \$ave on your energy bills (86 registrations) and Installing rooftop solar on the Northern Beaches (212 registrations). Council co-sponsored an EV Expo/NRMA Drive Days event at St Ives showground in collaboration with Kuring-gai Council and the NRMA.

Our Sustainability Business Network added 10 new members, and planning is currently underway for waste/circular economy networking event in October. The water efficiency officer gave away water saving rinse taps to businesses involved in Sydney Water program and finally Council continues to be involved in two council collaboration working groups targeting large businesses and SMEs to research options to increase renewable energy uptake (ie using GreenPower, solar installations on businesses and aggregations using PPAs).

Environment centres

The Northern Beaches Environment Centres have been back functioning at full capacity for school groups and preschool groups. We completed the Winter School holiday program and ran a series of community events including our CEC Open day. Schools Tree Day successfully delivered native plants to 14 Northern Beaches Schools, with very enthusiastic feedback from local teachers. We also participated in the Sydney Science Trail at the Australian Museum, as part of National Science Week. We educated on stormwater pollution using the catchment model and investigated the challenges of micro-plastics on our beaches.

Education and volunteering

We have over 400 enthusiastic Environmental Volunteers working with the Bushcare and Friends of Cabbage Tree Bay teams. We were able to hold our National Tree Day tree planting event this year where over 200 community members planted over 1,500 native plants back into our natural environments. Staff have supported volunteers who have propagated over 500 native plants at our community nurseries, all of which we expect will find homes in our bushlands or in Council landscaping works.

Environment and Sustainability - Performance measures	Target	September quarter
Volunteer bushland regeneration (hours)	1,875	1,271*
No. sustainability education events	40	26*
No. invasive pest animals controlled to protect native flora and fauna	100	89*
- Workload measures		
Gross pollutants removed from stormwater networks (tonnes)	-	0**
No. DA referrals for assessment of environmental controls †	-	1,013

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

Notes on results:

* Impacted by persistent wet weather.

** Due to ongoing storms and contractor unavailability, GPT cleanings were not done.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule

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

An open day was held at the Environment Centre attracting 400 participants on a wet Sunday.

Corporate bushcare event has been secured this quarter for early next quarter (with SAP), generating income of \$2500 for 1/2 day. Intending to advertise broadly to garner additional events and engage more businesses.

The Environment Grants program offer a total of \$50,000 in grants is underway with the grants to be awarded at the October Council meeting.

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 frequent flooding of the Wakehurst Parkway roadway. A report was presented to Council at the March 2022 meeting providing the outcomes of the public exhibition of the draft feasibility study. Council endorsed immediately progressing the Oxford Falls and Oxford Falls Road west sites - Detailed Design and environmental assessments and Approvals. These works are in progress.

In relation to the works at The Bends, Council endorsed undertaking a peer and technical review. of the options in conjunction with key stakeholders to determine if the environmental impact of options at that location can be reduced further. These works are continuing following engagement with experts and identification of suitable options to pursue.

Progress on target for revised schedule, still to be approved by TfNSW.

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

Council adopted Protect.Create.Live - The Northern Beaches Environment & Climate Change Strategy in December 2019. This was followed by a series of four-year action plans that provide more specific detail on the actions Council will undertake to progress towards the aspirations and commitments in the Strategy. A review is currently underway to track the progress on the completion of actions under the Climate Change Action Plan, the first action plan that was published in early 2021.

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

The Narrabeen Lagoon Entrance Management Strategy is a comprehensive report which investigates and makes recommendations for the long term as well as for optimising Council's existing emergency response arrangements.

The Final Strategy was adopted by Council at the 27 September Council Meeting. Numerous actions have been identified and prioritised for delivery over the next two to three years.

! Develop and implement coastal management programs - Executive Manager Environment & Climate Change

Currently working on Coastal Management Plans (Stages 1-3) for Sydney Harbour Catchment, Hawkesbury Nepean River Catchment (Pittwater) and significant Open Coast Hazard Locations (Collaroy-Narrabeen and Fishermans, Bilgola and Basin Beaches).

Staff have prepared a funding application for Northern Beaches Open Coast and Lagoons CMP Scoping Study (Stage 1) with Department of Planning and Environment.

A Coast Action Plan has also been developed identifying Council priorities which is available on our website.

! Develop and implement a creek management strategy - Executive Manager Environment & Climate Change

Comprehensive mapping undertaken for the riparian lands and stormwater technical studies for the LEP/DCP-Czones project. These maps will be used to identify and protect priority catchments which in turn will drive creek prioritisation in any finalised creek management strategy. Funding sources are being explored (grants, internal budget bids) to fund works where they are prioritised.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Coastal Protection

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

Implementation of the 1.3km of coastal protection works program is currently in progress and includes a mix of both private and Council works. The 1.3km beach frontage comprises 202 residential addresses (across 53 lots) and public assets across 11 land parcels. Private residents are responsible for implementing works on private land and Council is responsible for works on public land.

Nearly 50% of the total 1.3km has been constructed with the following breakdown:

- 250m of public (Council implemented) coastal protection works have been constructed.
- 290m of private coastal protection work have been constructed
- 110m of private coastal protection currently under construction (due for completion in November).

Stuart and Ramsey Street road ends will be constructed by Council in the third quarter once private works are complete and summer season is over. Design, approvals and procurement for Wetherill Street road end is complete. Council is working to ensure access to beach during summer months is maintained and beach amenity is retained

Stormwater program



Planned stormwater new works - Executive Manager Environment & Climate Change

Collaroy Water Quality Strategy: Final concept options are being reviewed for works to improve water quality at Collaroy Beach.

Park Street Drainage Upgrades: works commenced in late August.

Drainage Improvements: Council is currently undertaking design investigations for several drainage projects. Design and construction for culvert upgrade has been completed on Scotland Island. Detailed design for a new drainage system in Lindley Avenue and Walker Avenue, Narrabeen will be finalised shortly. Design stage of Mona Vale Beach outlet drainage improvement works is about to commence. A contractor was engaged in August to construct the stormwater outlet and embankment stabilisation works at Brookvale Creek near Ankali Place. The detailed design is in progress for works at Surf Side Avenue.

Design stages for Water Sensitive Urban Design improvement projects for both Brookvale and Freshwater Beach catchments have commenced.

Planned asset inspection works are being carried out at various locations across the LGA. Works have completed for both Starkey Street catchment in Killarney Height and the Freshwater catchment.



Warriewood Valley Creekline Works - Executive Manager Environment & Climate Change

Work has been delayed until October, due to persistent rainfall



Planned stormwater renewal works - Executive Manager Environment & Climate Change

Collaroy ocean pool outlet stormwater investigation: detailed design is underway to address the works required to stabilise the seawall and the drainage system near the ocean pool. The design is expected to be completed in early 2023.

Dee Why GPT Design: the detailed design is underway for a gross pollutant trap on Dee Why Beach and this is expected to be completed by late 2022.

Freshwater catchment flood study and concept options: The concept design is being finalised.

Newport Beach stormwater outlet works: concept options have been finalised, and detailed design has commenced. Community consultation will commence shortly.

Drainage improvements at Abbots Road: the Consultant has been engaged to investigate drainage improvement options and modelling for these works is underway.

Eustace Street Drainage Upgrade: Preliminary investigation has been completed. Preliminary concept option development is underway. Council is also in the process of developing designs for remediation works at both Whale Beach Stormwater Outlet and Georgina Avenue outlet in Elanora. Darley Street (Mona Vale) stormwater pipe remediation has been completed.

Stormwater pit reconstruction/modification works: Works have commenced to upgrade dilapidated pits in Newport and are about to commence for Freshwater and Collaroy Plateau and Narrabeena areas. Several pit upgrades at Beacon Hill and Freshwater, Allambie Heights, Dee Why, Seaforth and Balgowlah have been completed.

Stormwater program

Drainage investigations: Detailed design is in progress for Darley Road in Manly, Pozieres Parade in Allambie Heights. Freshwater Beach outlet renewal works design has been finalised and process underway for construction, construction estimated to commence mid-October. Construction is about to commence for drainage renewals works at the intersection of Garden Street and Powderworks Road, North Narrabeen Drainage improvement works at Marine Parade, Manly are being assessed.



Reactive stormwater renewal works - Executive Manager Environment & Climate Change

Reactive Stormwater Renewal project covers the everyday Customer requests, emergency works and high-risk minor construction works for Council's Stormwater assets.

Pipeline patching completed at Owen Stanley Avenue Beacon Hill, Dorothy Avenue Cromer, Maralinga Avenue Elanora Heights, Orange Grove Frenchs Forest, and Pittwater Road North Manly.



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

There are a total of 287 Water Quality Devices across Northern Beaches Council LGA. This project manages the renewals of the GPT within this group. GPT Audit for the former Manly LGA was completed. GPT cleaning works for September were completed across the LGA.

Water and Energy Saving initiatives



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

This project is delivering the works associated with designating the Palm Beach Headland site as an Urban Night Sky Place. This project was carried forward from 2021/22 year due to delays in procuring replacement lighting for the site. The lighting upgrades for the amenities have been delayed until October. It is expected that the streetlight upgrades will also occur around this time. A Working Group meeting was held in September, and new members were welcomed following the expression of interest process.



Energy Savings Initiatives Program - Executive Manager Environment & Climate Change

This project delivers energy savings initiatives such as renewable energy and energy efficiency projects across Council's assets. During this month, background information was collected for the preparation of procurement documentation for Stage 2 of the energy efficiency audit. This audit will provide a program of works to improve the energy efficiency of Council's assets.



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

This program delivers water saving and re-use initiatives across Council's assets and facilities. The draft feasibility study for rainwater harvesting for Cromer depot was completed and is being internally reviewed. Planning continued for rainwater harvesting at Dee Why Civic Centre.

FINANCIALS - Environment and Sustainability

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	680	544	136	2,176	2,176	2,246
Investment Fees and Revenues	-	-	-	-	-	1
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	2,525	164	2,360	3,185	3,124	3,662
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,205	708	2,497	5,361	5,300	5,909
Expenses from Operations						
Employee Benefits and Oncosts	(1,926)	(2,063)	137	(8,940)	(8,940)	(8,940)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,615)	(1,925)	310	(8,182)	(8,405)	(9,578)
Depreciation and Amortisation	(1,919)	(1,919)	-	(7,679)	(7,679)	(7,679)
Other Expenses	(1,947)	(2,258)	311	(7,841)	(8,154)	(8,541)
Internal Charges	(659)	(659)	1	(2,650)	(2,650)	(2,640)
Overhead Allocation	(802)	(802)	-	(3,211)	(3,211)	(3,211)
Total Expenses from Operations	(8,868)	(9,627)	759	(38,504)	(39,038)	(40,589)
Surplus / (Deficit) from Operations	(5,663)	(8,919)	3,255	(33,143)	(33,739)	(34,680)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	26	(26)	-	1,566	1,066
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(5,663)	(8,892)	3,229	(33,143)	(32,173)	(33,614)
Rates and Annual Charges						
Rates and Annual Charges	8,082	8,082	-	32,975	32,975	32,974

Budget commentary - year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations (of \$5.7m) is lower than forecast by \$3.3m at the end of the quarter.

Total Income from Operations of \$3.2m is higher than forecast by \$2.5m.

User Charges and Fees are higher by \$0.1m as a result of increased Development Engineering revenue.

Grants and Contributions for Operating Purposes are higher by \$2.4m as Transport for NSW has prepaid natural disaster funds.

Total Expenses from Operations of (\$8.9m) are lower than forecast by \$0.8m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of vacant positions and staff leave in Bushland and Biodiversity, Stormwater and Floodplain Engineering and Coast and Catchment operations.

Materials and Services are lower by \$0.3m as a result of timing differences for Bushland and Biodiversity works offset by nearly \$1.0m of expenditure on Council's road network, tree assets, maintenance of infrastructure reserves and buildings related to storm events experienced earlier in the year.

Other Expenses are lower by \$0.3m due to timing differences for the payment of contributions towards Collaroy-Narrabeen Coastal Protection private property works.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$0.9m) to (\$34.7m) principally due to increased storm-related expenditure, additional Agency Personnel costs in Development Engineering and Stormwater and Floodplain Engineering and increased contract expenditure in Bush Regeneration. This offsets an increase in Development Engineering fee revenue and an increase in expected Collaroy-Narrabeen Coastal Protection private property works contributions.

Waste and Cleansing

HIGHLIGHTS

Making an impact with education

Council has again been recognised in the industry for our initiatives to assist our community and businesses to reduce waste and transition towards a local circular economy. For example:

“Charitable Recycling Australia would love to run a profile on Northern Beaches Council as an example of best practices collaboration....our members were unanimous in applauding the engagement they have had with you”

“On behalf of Sydney Coastal Councils Group and Parramatta River Catchment Group, I just wanted to say a huge thank you for the excellent presentations! They were a great opportunity for not only the participants but also ourselves to learn about all the amazing litter prevention projects you are running and to inspire creative ideas around how litter prevention can be achieved!”

The waste education team has also conducted an extensive program of waste recovery projects, trials, audits, online and in person training and communication to build capability and resilience in the community in the transition to a circular economy model of waste management. This included:

- Seven Workshops covering home composting, reusable nappies, preserving fruit and vegetables and reducing plastic on a budget
- Provision to the community of Avalon car boot sale and Chemical Cleanout events
- Four news stories were published
- A waste education stall held at Council's Picnic in the Park event at Narrabeen
- Waste audit of Manly Selective School
- Supplying water fountains to four community led events including the Manly Fun Run and Mimosa Public School Fireworks to reduce plastic waste associated with buying water in disposable bottles.

For Plastic Free July a new interactive artwork, ‘Inconvenience Store’ was commissioned and displayed at Manly, Dee Why, Mona Vale, Warringah Mall Library and the Coastal Environment Centre.

Collecting and managing waste

Council's residential waste service continues to deliver strong resource recovery and environmental outcomes, with approximately 65% of domestic waste diverted from landfill.

Collection services continued without significant disruption in the quarter despite some ongoing contractor staff absence due to COVID-19 infections. Negotiations to improve services also commenced which is expected to result in improved waste services to the community.

Council's extensive feasibility analysis of different options to recover more materials (including food waste) from the red bin was completed and will inform the development of a Council Waste and Circular Economy Strategy to divert more waste from landfill.

Council also worked with Kimbriki and partners to deliver additional collections for the recovery of timber from bulky goods.

The litter bin team completed an audit of all public litter bins using an online “App” developed by our IMT team which keeps comprehensive data on each bin. This will greatly assist in improving the service and maintenance of this infrastructure. Reporting from the app is now in development.

A comprehensive litter study was conducted including teams across Council as well as an audit of public place bins and surrounding areas to inform development of strategies to reduce litter in the environment.

Swap for Good

The award winning Swap for Good Business program continued by providing additional starter kits of swap cups and containers to local businesses. The team met with a large grocery supermarket and school canteen managers to assist in the transition to reusable products. All resources for the program are now available on Council’s website for businesses to use to help reduce and eliminate single use plastics.

Keeping our streets and public spaces clean

This ongoing work keeps our public spaces clean:

- removed 2,468 reported incidents of graffiti
- serviced 191 Council owned bus shelters
- street sweeping services collected 416 tonnes of waste materials, of which 295 tonnes of was organic leaf litter for recycling. The rest of the materials were disposed of as landfill due to contamination and non-organic matters.
- nine tonnes of illegally dumped waste material were collected and disposed of. The majority was bulky household waste left on the kerbside without a booking for collection.

Performance measures – Waste and Cleansing	Target	September quarter
No. participating in education events on waste and circular economy solutions	1,000	4,000
Reports of missed waste collection and litterbin services	< 0.5%	0.15%

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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Manage contracts for cleaning of streets, pavements, graffiti and bus shelters to provide clean public places - Executive Manager Waste Management & Cleansing

All contract performances are on track and meeting the key performance indicators. The service delivery model is currently under review.

- Street sweeping and Pavement scrubbing: being completed on time. No interruptions recorded.
- Graffiti Removal: cleaning response to graffiti reported on Council assets is being done on time. There has been an increase in cases on non-Council assets, and vandalism in the Mona Vale area.



Manage domestic waste contracts to maximise resource recovery and adapt to community needs - Executive Manager Waste Management & Cleansing

Waste Collection Contract, URM

Formal contract negotiations commenced in September 2022 with the. Some aspects of the contract not currently being completed by the contractor include supply and delivery of residential waste bins.

Covid virus pandemic continues to cause some concern regarding overfull bins and early starts especially as lock down rules ease.

URM are continuing to make truck route adjustments to alleviate disturbance from earlier start times implemented to mitigate covid risk which is still in the community and impacting on driver availability. Contract prices were significantly impacted by the end of June CPI result and will be addressed in the September budget review.

Waste Processing Contract - CLEANAWAY

This contract continues to divert approximately 35% of the red bin contents from landfill.

There is still an ongoing discount on the disposal price while there is a partial EPA landfill levy exemption in place. The levy exemption was expected to end in April 2022, however has been extended by the EPA to November 2023.

A KPI in the contract regarding recovery rates is unable to be met since the EPA change in law for land application of output material from processing of municipal solid waste. This has resulted in significant reduction in disposal price in the form of a quarterly rebate to Council depending on the KPI result.

Recycling and waste disposal contract - KIMBRIKI

Kimbriki delivers recycling via sub-contractors such as Australian Native Landscapes and IQRenew as well as landfill primarily from Bulky Goods disposal. Council is working with Kimbriki to recover more from the Bulky Goods stream, such as timber and metal.

A trial timber recovery for reuse commenced in July and completed at the end of September. The results will be reported in next quarter. A polystyrene recovery trial is also in the planning stages with Kimbriki.

IQRenew Container Deposit Scheme sharing

Council continues to receive approximately \$170,000 per quarter from the Container Deposit Refund scheme.



Deliver waste programs and education to support Council's domestic waste collection services, including waste reduction and circular economy principles - Executive Manager Waste Management & Cleansing

Council Waste Education Team continued to deliver a comprehensive community education program which included the following.

Seven Workshops covering home composting, reusable nappies, preserving fruit and vegetables and reducing plastic on a budget.

Provision to the community of Avalon car boot sale and Chemical CleanOut events.

Four news stories were published, a waste education stall was held at Council's Picnic in the Park event at Narrabeen, four presentations to community groups were delivered and a waste audit was conducted at Manly Selective School. Water fountains to reduce plastic waste associated with buying water in disposable bottles were loaned to four community led events including the Manly Fun Run and Mimosa Public School Fireworks.

For Plastic Free July a new interactive artwork, "Inconvenience Store" was commissioned and displayed at Manly, Dee Why, Mona Vale, Warringah Mall Library and Coastal Environment Centre.

A number of programs continued including school uniform recycling, community medical waste collection, battery and x-ray collections. The Swap for Good program also continued with circular cups and containers delivered to more businesses, a corporate workshop and a school canteen managers meeting was held.

The waste education team also continued to update Council's waste webpages, community dashboard and recycling network online map throughout the period as well as conduct expressions of interest/RFQs for soft plastics recovery and charity drop off days.

A trial timber recovery from bulky goods was also conducted in cooperation with Kimbriki, a comprehensive litter study conducted and public place litter audit completed.



Consult on and implement a new long-term waste and circular economy strategy - Executive Manager Waste Management & Cleansing

Development of a new Waste and Circular Economy Strategy has commenced.

In consultation with Council's Community Engagement Team, a consultation plan has been developed and a consultant engaged to assist with a community survey and follow up focus group workshops. The survey questions are completed ready for release and focus group planning is underway and will be further informed by the survey responses.

As well as the community consultation the development of the strategy will be informed by the following related projects:

- Audit of residential waste bin contents composition (Completed 2021/22)
- Red bin contents recovery opportunities research study (Completed September 2022)
- Audit of public place litter and litter bins (To be finalised in October 2022)
- Soft Plastics recovery and opportunities study and trial (Request for quotation current)

- Timber recovery from Bulky Goods trial (Completed 30 September 2022)
- Implementation of NSW Government Waste and Sustainable Materials Strategy 2041 (Released June 2022)
- NSW Plastics Action Plan (Published June 2022)



Promote opportunities to the community for separate collection of recoverable waste types - Executive Manager Waste Management & Cleansing

A trial collection of timber for use in the manufacture of chipboard for making cupboards etc was conducted for 10 weeks ending 30 September. During the trial promotion and communication of the trial was continually updated along with methodology to provide the best opportunity to residents to participate and to achieve the best recovery possible.

During the course of the trial the participation level increased dramatically as methods and communications were updated. The outcomes of the trial will be reviewed in October.

Staff are currently planning a polystyrene recovery trial in consultation with Kimbriki, which is expected to take place around November 2022.

A Request for Quotation was issued for separate soft plastics collection, which closed in August. Submissions being considered for roll out by end of year.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Plant and equipment



Public place bin enclosures - Executive Manager Waste Management & Cleansing

Planning phase. Bin colour selections have been made, orders will be placed in October.

FINANCIALS - Waste and Cleansing Services

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	3	10	(7)	38	38	38
Investment Fees and Revenues	16	12	5	46	46	46
Other Revenues	148	163	(15)	650	650	650
Grants and Contributions - Operating Purposes	80	102	(21)	-	330	351
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	247	285	(38)	734	1,064	1,085
Expenses from Operations						
Employee Benefits and Oncosts	(2,035)	(1,968)	(67)	(8,420)	(8,420)	(8,520)
Borrowing Costs	(63)	(60)	(3)	(240)	(240)	(240)
Materials and Services	(10,957)	(11,459)	502	(49,056)	(49,386)	(49,307)
Depreciation and Amortisation	(679)	(679)	(0)	(2,716)	(2,716)	(2,716)
Other Expenses	15	(4)	19	(16)	(16)	(16)
Internal Charges	(744)	(744)	(0)	(2,977)	(2,977)	(2,977)
Overhead Allocation	(450)	(450)	-	(1,801)	(1,801)	(1,801)
Total Expenses from Operations	(14,913)	(15,364)	451	(65,227)	(65,557)	(65,578)
Surplus / (Deficit) from Operations	(14,666)	(15,079)	413	(64,493)	(64,493)	(64,493)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(14,666)	(15,079)	413	(64,493)	(64,493)	(64,493)
Rates and Annual Charges						
Rates and Annual Charges	15,933	15,944	(12)	64,493	64,493	64,493

Budget commentary - year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$14.6m) is lower than forecast by \$0.4m at the end of the quarter primarily due to lower than forecast expenditure. Materials and Services are lower by \$0.5m primarily due to lower waste, recycling and vegetation processing costs to date.

Annual Forecast

No changes are proposed to the forecast result.

Kimbriki Resource Recovery Centre

HIGHLIGHTS

Services

Following on from several extreme weather events and the challenges of COVID and other illnesses through the winter months Kimbriki has been able to stabilise its internal operations as well as continuing to provide effective access and a high standard of service to all of our customers.

The Eco House and Garden has been accommodating school visits and resident workshops up until the last week of September when the Eco House was closed for the school holidays to allow for construction of the Clean Water Diversion System around its immediate perimeter. The Eco Garden remains open for casual visitors, and it is expected full services will recommence in the second half of November.

Construction of the Clean Water Diversion System (CWDS) commenced in June 2022 and will continue throughout the next financial year. The CWDS is a network of drainage channels which will encircle the site, capturing and diverting storm water from surrounding areas and returning it to the natural watercourse downstream. This will further reduce the environmental footprint of the site as well as allowing access to additional areas for landfilling, extending the life of the landfill significantly.

Improvements

Kimbriki continued to offer a substantial discount to customers who sorted their waste to separate engineered timbers from mixed waste. This enables Kimbriki to recover and recycle these materials back into particle board for manufacture, closing the loop on these wastes that previously had to be landfilled. This has been operating on a trial basis since May this year with approximately 130 tonnes per month being separated and recovered in an industry-first process. The trial continues until May 2023 and looks to be certain to continue beyond that time removing nearly 2,000 tonnes of material from landfill for recycling each year.

To further improve Kimbriki's resource recovery levels a trial on the manufacture and sale of recycled soil products from waste has also been undertaken successfully and as a result sales commenced of this newly developed product. In September over 600 tonnes were recycled and sold for use in commercial and residential construction projects.

On the 1st of August Kimbriki launched its new point of sale software, Clearweigh, into all four of our weighbridges. Clearweigh allows for faster processing times reducing queuing as well as being a more contemporary software package ensuring data security and compatibility with the latest operating systems.

Performance measures – Kimbriki	Target	September quarter
Total waste from all sources diverted from landfill onsite	82%	78%*
Waste sources diverted from landfill in the Mixed Waste section onsite from all sources	10%	10%

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

Notes on results:

* Low vegetation volume and slowing of the construction sector impacted recyclable material volumes. Temporary closures of proximal transfer stations increased hard waste volumes.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule

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

Engineered Timber Trial continues with more than 140 tonnes recovered in September. Sales of Engineered New Material (ENM) produced from waste commenced with approximately 235 tonnes recovered in September.

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

Reverse Garbage and Bikes4Life continue to operate. Contact with other Not-For-Profits has revealed they are struggling to rebound from COVID and need six to 12 months to build back core business before considering expansion.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Kimbriki improvements

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

Construction underway. Bulk earthworks on western and northern perimeter continue.

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

Design Phase.

Kimbriki gas capture system - Executive Manager Waste Management & Cleansing

Installation of the Gas Capture network is on an 'as needed basis" depending on incoming wastes and filling plans. All gas capture works have been completed as required.

Kimbriki landfill cell development mid-west landfill - Executive Manager Waste Management & Cleansing

Design not scheduled to commence until March 2023.

Kimbriki vehicles - Executive Manager Waste Management & Cleansing

No purchases.

Kimbriki renewal program - Executive Manager Waste Management & Cleansing

Construction of new roadway delayed due to wet weather, rescheduled for October.

Kimbriki other - Executive Manager Waste Management & Cleansing

Purchases of replacement IT equipment as required - no significant purchases.

FINANCIALS - Kimbriki Resource Recovery Centre

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	9,139	8,319	820	34,930	34,930	37,550
Investment Fees and Revenues	154	15	139	60	60	199
Other Revenues	1,253	748	505	3,124	3,124	3,629
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	72	69	3	274	274	278
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	10,618	9,151	1,467	38,388	38,388	41,655
Expenses from Operations						
Employee Benefits and Oncosts	(1,386)	(1,167)	(219)	(4,994)	(4,994)	(5,037)
Borrowing Costs	(498)	(435)	(64)	(1,739)	(1,739)	(1,993)
Materials and Services	(4,574)	(3,945)	(629)	(16,641)	(16,641)	(18,288)
Depreciation and Amortisation	(1,007)	(1,000)	(7)	(4,003)	(4,003)	(4,010)
Other Expenses	(2,354)	(2,096)	(257)	(8,385)	(8,385)	(8,912)
Internal Charges	-	-	-	-	-	-
Overhead Allocation	-	-	-	-	-	-
Total Expenses from Operations	(9,819)	(8,643)	(1,176)	(35,763)	(35,763)	(38,241)
Surplus / (Deficit) from Operations	798	507	291	2,626	2,626	3,415
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	798	507	291	2,626	2,626	3,415
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 \$0.8m is higher than forecast by \$0.3m at the end of the quarter.

Total Income from Operations of \$10.6m is higher than forecast by \$1.5m.

User Charges and Fees are higher by \$0.8m as a result of higher volumes of mixed waste due to capacity issues at other transfer stations. Vegetation revenues were higher due to the revenue generated by hosting fees received for vegetation accepted from a non-shareholder council.

Investment Fees and Revenues are higher by \$0.1m as a result of improved interest rates on term deposits.

Other Revenues are higher by \$0.5m as a result of higher prices for recycled metal and early success of the engineered timber and ENM trials which brought a higher than expected recovery revenue from mixed waste.

Total Expenses from Operations of (\$9.8m) are higher than forecast by (\$1.2m).

Employee Benefits and Oncosts are higher by (\$0.2m) as a result of the higher than expected increase in leave provisions for the annual salary adjustment and extra costs associated with overtime and casual hours to cover higher levels of sick leave and extra shifts rostered during the training and implementation of a new weighbridge point of sale system and extra work in retrieving engineered timber during the trial.

Borrowing Costs are higher by (\$0.1m) as a result of a review for the Landfill Closure and Post Closure Provision which took into account recent changes in interest rates.

Materials and Services are higher by (\$0.6m) as a result of the increase of processing costs due to higher than expected landfill tonnages and the rise of plant hire rates due to the surge in diesel prices. Vegetation and demolition costs were over budget in line with increased volumes.

Other Expenses are higher by (\$0.3m) as a result of the higher EPA levies in line with the higher incoming landfill volumes.

Annual Forecast

For the full financial year the Total Surplus from Operations is forecast to increase by \$0.8m to \$3.4m principally due to the forecasted extra revenue from mixed waste, with the corresponding extra landfill processing cost, EPA levies and site rental fee. The materials and services are also increased to reflect the rise of Leachate Treatment Plant running cost due to the higher volume of Leachate generated as a result of the wet weather and the surge in chemical materials prices. Borrowing costs are also adjusted to reflect the recent changes to interest rates from the review of the Landfill Closure and Post Closure Provisioning.

SOCIAL

Community, Arts and Culture

HIGHLIGHTS

Glen Street Theatre

This quarter saw 75 events staged at the venue with 12,220 attendees.

Glen Street Theatre opened for 2023 bookings on July 1 and received an overwhelming response for forward bookings and enquiries for calendar year 2023. All regular community hirers have returned and secured preferred dates with enquiries from commercial producers continuing.

Value for Glen Street Theatre Members continues to grow with new partnerships including Behind the Beans Café and the Manly Art Gallery and Museum – Design Shop providing members a 10% discount, and member only ticket giveaway offers from the industry sector including *Night at The Barracks* at North Head, *Swan Lake* at the International Convention Centre and *Come From Away* at Theatre Royal.

Glen Street Theatre was represented at the performing arts sector conference (APAX) as part of national industry discussions and forward planning for 2024 and 2025 state and national performing arts tours.

Preparatory works were finished for Stage Two of the venue air-conditioning upgrade which will be the final phase in replacing this failing infrastructure resulting in improved patron comfort and energy efficiency. Roof patching was undertaken as water leaks resulting from wet weather in foyer and onstage areas progress around the venue.

Community centres

Community Centres team continue to work on the development of the online booking system. Since the online portal was launched in May this year there has been a marked increase in casual bookings. This is mainly attributed to the relative ease of enquiring, as searching suitability and availability is now online and can be done at any time.

The team are working towards launching fully automated bookings. This is scheduled for early November and will further improve the customer experience.

The relocation project for the community groups who attend the Nelson Heather Centre is now complete. The centre will be closed early in 2023 to make way for the new Warriewood Community Centre which will be built on the same site. Hirers of that centre will be operating at other community spaces in 2023 until the new centre opens.

Social sustainability

The Better Together 2040 Social Sustainability Strategy is now in its second year of implementation. The work between July and September has been focused on developing the Youth Voice Shaping the Beaches Future action plan, developing a Community Service Hubs Framework, beginning implantation of the Disability Inclusion Action Plan, and capturing baseline data for the Community Wellbeing Framework.

Community development

The Community Development Grants Program was open for applications from Wednesday 29 June to Monday 8 August receiving 58 applications with assessment panel recommendations progressing to the October Council meeting for approval.

Over 600 people have participated in the It Takes a Village program which inspires and equips the local community to increase social connections and feelings of belonging in neighbourhoods across the Northern Beaches including through local Meet Your Neighbour initiatives.

Council facilitated the nomination and selection process for the Disability Inclusion Award as part of the Northern Beaches Local Business Awards announced on 24 August 2022 with the winner for 2022 being MTA Travel Natasha Spencer and Runner Up going to Bridge Housing.

Council developed an information and referral guide in partnership with the Northern Beaches Domestic Violence Network, providing key information on local domestic and family violence services. The Guide has been distributed to local service providers, GPs, and across Council with 1,000 printed copies for service providers to give to victim survivors of domestic and family violence and abuse.

Supporting seniors

Council conducted audits of 10 council sites including libraries and carparks in collaboration with the Northern Beaches Dementia Advisory Group to confirm key actions to improve accessibility for people living with dementia.

Meals on Wheels delivered over 4,700 meals to older people in the community to enable them to live at home for longer and prevent social isolation. This included weekly community lunches at Manly Seniors Centre and monthly social outings which enable connection and reduce social isolation.

Empowering young people and families

Council's Youth Advisory Group (YAG) commenced on 8 August with 29 young people aged 12-24 with five (5) from each ward with four (4) additional young people selected with the assistance of the Northern Beaches Youth Interagency. YAG members participate in monthly meetings to share their voices on matters of importance to local young people, to plan events and activities and to provide input to Council on behalf of their peers. YAG members will be presenting as emcees for the innovative Spark Tank business pitch event run by Share the Spark at Glen Street Theatre on 13 October.

The Youth Development team was successful in securing \$71,500 Graffiti Management Grant funding to coordinate eight public art installations across five identified locations in the Northern Beaches and give opportunities for local artists to collaborate with local young people and youth organisations.

The Adolescent and Family Counselling Service provided 224 free client counselling sessions to young people and their families. The service also hosted a monthly social club for young people experiencing social isolation to build capacity in social skills and relationships.

Community safety

Council continued its role in leading a coordinated response to community safety in the Northern Beaches through consultative meetings with local Police, local agency and interagency representatives and other stakeholders through the Community Safety Advisory Committee. Council collaborated with Macquarie University interns to conduct research on the incidence and context of sexual assault across the Northern Beaches which was an identified action from Council's Community Safety Plan. The Committee considered a summary of these research findings and determined to establish a working group to progress attention to this matter.

Following the recent review of all Alcohol Free Zones (AFZ) across the LGA, updated signage was installed to reflect new expiry dates. Council also conducted a public exhibition to establish an additional AFZ at Mona Vale to address alcohol related antisocial behaviour.

Arts and culture

The second Environmental Art and Design Prize featured 212 artists and designers whose works were selected for exhibition across three of our Northern Beaches cultural venues Manly Art Gallery and Museum, Curl Curl Creative Space and Mona Vale Pop Up Gallery.

From 2 – 28 September 2022 Manly Art Gallery & Museum hosted *Manly by Ferry: Treasures from the Vault* featuring works from the collections; *Portrait of a House* by photographer and filmmaker Louise Whelan, and *Salvatore Zofrea: The Drawn Line*, presented in collaboration with Orange Regional Gallery. Three new works on the external façade of the Gallery by Northern Beaches-born, New York-based artist Simone Douglas.

Creative Open delivered an innovative and cost-effective cultural event for the Northern Beaches community while promoting the unique culture of creativity of the Northern Beaches to the broader Sydney encouraging visitors to the LGA. Creative Open highlighted a range of creative hubs across the LGA and encouraged community belonging and wellbeing, with over 9,000 visitors over two weekends across 80 art, music, and design experiences at over 50 venues.

The Aboriginal Art and Storytelling Project launched on 4 August featuring works by artist Frances Belle Parker, in collaboration with UAP, at Avalon, Long Reef, and Narrabeen Lagoon. New artwork was delivered for St David Avenue Park by Dennis Golding in collaboration with Collide Public Art.

Valuing our volunteers

Volunteers were active in all programs across Council to continue delivering valued services to our community. Council provided a submission to the NSW taskforce for Volunteering.

Nominations opened for the 2023 Australia Day Awards to recognise the significant contribution of volunteers across our community.

Community Arts and Culture - Performance measures	Target	September quarter
Volunteers who actively participate in ongoing programs across Council	650	523*
Community centre bookings	9,270	9,119**
No. Meals services	4,500	4,674
- Workload measures		
No. information and referral enquiries	-	75

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

Notes on results:

* Impacted by persistent wet weather.

** Fall in demand due to COVID has endured. This year 43 regular hirers have cancelled their bookings, and a further 20 hirers have reduced their hours booked.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule

 **Deliver the Performance Space at Mona Vale Public School with the State Government - Executive Manager Community, Arts & Culture**

Site meeting planned with key stakeholders for 26 October. Opening is scheduled for early in 2023.

 **Plan for an integrated community and cultural hub at Mona Vale - Executive Manager Community, Arts & Culture**

Procurement of consultants to undertake the first stage of this project is underway.

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

The project continues and is nearing completion.

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

Works are in the planning stage.

 **Implement Better Together 2040 Social Sustainability Strategy and develop supporting action plans to address community priorities - Executive Manager Community, Arts & Culture**

Work progressing, activity this quarter has focused on Community Service Hubs framework, Youth Voice Action Plan, and Cultural Diversity project planning.

 **Develop a mental health discussion paper - Executive Manager Community, Arts & Culture**

The project is scheduled to start in October.

 **Develop Youth Voice – shaping the beaches' future - Executive Manager Community, Arts & Culture**

A Draft Action Plan is under development.

 **Develop a Multicultural Access and Equity Plan - Executive Manager Community, Arts & Culture**

The project has commenced.

 **Implement actions from the Disability Inclusion Action Plan - Executive Manager Community, Arts & Culture**

The project is underway.

CAPITAL PROJECTS

Art Works



Theo Batten Bequest purchases - Executive Manager Community, Arts & Culture

Funds are allocated to artwork currently undergoing Development Application assessment.

Community Centre Improvements



Warriewood Valley Community Centre new works - Executive Manager Capital Projects

Tender documents have been prepared for the Construction of Warriewood Valley Community Centre. Further reviews are required before releasing the tender to the market.



Community buildings works program - Executive Manager Property

This program of work is allocated to community buildings projects, with this year's focus on upgrading the Harbord Literary Institute playground. Some funds will also be directed towards the air conditioning works at Glen Street Theatre, and cabin works at Currawong.



Community centres minor works program - Executive Manager Property

The projects include the soft-fall upgrade at Belrose Community Centre playground, and works at Ted Blackwood Community Centre.



Cromer Depot Improvement Plan Works - Executive Manager Property

The focus of this year's depot improvements is the replacement of the asbestos roof on the main workshed.

Tender submissions have been evaluated and a report recommending a contractor was considered at the September Council Meeting.

Cultural Improvements



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

Works are in planning stage.



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

This project was successfully launched on 4 August 2022. New site signage is currently being updated.



Glen Street Theatre renewal works - Executive Manager Property

This program include minor renewal works at Glen Street Theatre and the Stage 2 air conditioning system upgrade.

The tenders were declined by Council and to invite fresh tenders with updated details to be released to the market. The works on site are now expected to be undertaken in FY 2023/24 due to longer lead times for the chiller delivery.

Roofing and platform preparatory works have been completed.



Creative Arts Space - Mona Vale design works - Executive Manager Property

A request for quotation to produce concepts is in progress this financial year with design works to follow.

FINANCIALS - Community, Arts and Culture Service

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	823	871	(48)	4,277	4,277	4,178
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	153	188	(35)	842	842	788
Grants and Contributions - Operating Purposes	339	1,374	(1,035)	1,908	2,161	2,033
Other Income	11	10	0	42	42	42
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,327	2,444	(1,117)	7,068	7,321	7,041
Expenses from Operations						
Employee Benefits and Oncosts	(1,546)	(1,675)	129	(7,174)	(7,174)	(7,114)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(573)	(1,155)	582	(3,459)	(3,703)	(3,351)
Depreciation and Amortisation	(158)	(158)	-	(632)	(632)	(632)
Other Expenses	(278)	(1,429)	1,152	(1,594)	(1,713)	(1,711)
Internal Charges	(11)	(7)	(4)	(44)	(44)	(47)
Overhead Allocation	(214)	(214)	-	(858)	(858)	(858)
Total Expenses from Operations	(2,779)	(4,638)	1,859	(13,761)	(14,124)	(13,713)
Surplus / (Deficit) from Operations	(1,453)	(2,195)	742	(6,693)	(6,803)	(6,672)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	1	(1)	-	20	20
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,453)	(2,194)	741	(6,693)	(6,783)	(6,652)
Rates and Annual Charges						
Rates and Annual Charges	2,104	2,104	-	6,606	6,606	6,606

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$1.4m) is lower than forecast by \$0.7m at the end of the quarter.

Total Income from Operations of \$1.3m is lower than forecast by (\$1.1m).

User Charges and Fees are lower by (\$0.1m) as a result of regular community centre hirers reducing hours of use due to changing economic circumstances and operating models.

Grants and Contributions for Operating Purposes are lower by (\$1.0m) as the funds are recognised as income when project milestones are achieved. There have been delays in the Mona Vale Performance Space project.

Total Expenses from Operations of (\$2.8m) are lower than forecast by \$1.9m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of a number of vacant positions.

Materials and Services are lower by \$0.6m as a result of the reduced cost of cleaning community facilities due to the new cleaning contract (\$0.2m), delay in the distribution of community grants (\$0.2m), and a number of changes in the timing of the implementation of programs in arts and culture and community development.

Other Expenses are lower by \$1.2m as a result of delays in works for the Mona Vale Performance Space due to inclement weather, with payments tied to milestones.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$0.1m to (\$6.7m) principally due to savings in cleaning contracts and a higher than anticipated vacancy rate.

Children's Services

HIGHLIGHTS

Community connections

Manly Vale Vacation Care are reaching out to Hardi Aged Care in Manly Vale with kindness cards in the beginnings of developing an ongoing relationship. North Harbour Vacation Care and Harbour View Children's Centre will also be reaching out to the residents of the Bupa facility in Seaforth with kindness cards as part of the connection program.

Belrose Children's Centre reached out to continue the connection with the Rural Fire Brigade. The Rural Fire Brigade gave a tour of the Fire Truck along with the fire hose. This facilitated the Rural Fire Brigade to engage with a family as part of trauma therapy during the visit.

All services celebrated Nation Child Protection Week. This year's theme was 'Every child, in every community, needs a fair go'. We engaged in various experiences, discussions and read stories from The Safe Series, an initiative from the Office of the Children's Guardian who promotes the safety, welfare and well-being of all children. Key messages from the series include children have a right to feel safe at all times, nothing is so awful that you can't talk about it, the child should be listened to and the child will be believed.

Manly Community Pre-school ventured out to Manly Art Gallery to look at the Manly by Ferry: Treasures from the Vault exhibition, the children were very interested in the different types of ferries and styles of paintings that were on display.

Our Early Learning Centres and Family Day Care supported Early Childhood Dementia Day with Children and Educators painting their face to raise awareness of Early Childhood Dementia.

Embedding cultural safety

Belrose Children's Centre welcomed Indigenous dancers into the service to learn cultural Indigenous dances during National Aborigines and Islanders Day Observance Committee (NAIDOC) week and continued the engagement with 'Bush to Bowl' in planting edible native plants and herbs in the garden.

Harbour View Children's Centre has had four planter boxes installed in our front entrance from Bush to Bowl who are a 100% First Nations owned business. They specialise in growing, selling and educating about native plants and bush tucker. These planter boxes are filled with native herbs and plants for our community to enjoy and learn about as we engage in educational incursions.

Narrabeen Children's Centre continued to embed Indigenous awareness by reflecting on the indigenous seasons calendar, the presentation by Ryker and Neville Bory shared history, music, dance, writing through the use of native symbols and storytelling. This linked in with the children's increased awareness of Australia's native animals which has been present in their program for several months.

Supporting families

Brookvale Children's Centre provided education and care for children and families from The Roundhouse Children's Centre babies room, whilst their service was undergoing urgent repair work due to recent flood damage. Teachers from the babies room have relocated to Brookvale to support families using the service

With permission from families, Brookvale Pre-school has provided feedback to local schools requesting information to support children with additional needs who are attending school next year. They have hosted support teachers from Beacon Hill, Narraweena and Freshwater in support of a smooth transition to school for these children.

We welcomed families and the community to attend Special Friends Afternoon tea. The event allowed community connections and the vision of an anti-bias approach to family and community connections to be strengthened. We acknowledged and celebrated the different family structures we have at North Harbour Pre-school, sending a positive message to our children.

Amazing educators

Harbour View Children's Centre celebrated Early Childhood Educator Day with the children and their families. The Centre made a display including photos of children and their voices that celebrated all the things they love about their educators. The Centre is also participating in a study that develops an instructional resource that will assist early childhood educators to screen mild developmental delay amongst three to four year old children. The study involves both the children and their educators. This research study was approved by Macquarie University Human Research Ethics Committee.

Narrabeen Children's Centre welcomed the return of the Kimochi program, a system for helping children grow and transform by dealing skilfully with their feelings.

Improving our facilities

The Roundhouse Children's Centre are undertaking an extensive cleaning and restoration program in the Freshwater and Little Manly rooms. The work program included following key actions and rectification works. The Centre implemented a concierge service whilst the front half of the service is inaccessible due to the cleaning restoration works. The concierge service was implemented at the back gate limiting the number of people who enter and exit through the gates for the safety of the children.

Dee Why Children's Centre had recent upgrades to the outdoor environment and purchased a large amount of new outdoor climbing equipment to challenge gross motor skills.

Performance measures – Children's Services	Target	September quarter
No. children attending Long Day Care programs	700	762
No. children attending Family Day Care programs	380	317*
No. children attending Preschool programs	100	199
No. children attending Vacation Care programs	350	433

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

Notes on results:

* There are less FDC educators due to Public Health Orders requiring all FDC household members to have a COVID vaccination. Several Educators also closed due to taking leave and travelling overseas.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Implement the Children's Services Strategy - Executive Manager Childrens Services

Key actions underway:

Deliver a program collaboratively with one centre and one elder care service and report on the outcomes for community connections: There is an ongoing relationship established between Cromer Vacation Care and Dee Why Gardens Retirement Village, during the Spring school holidays some of the residents will be visiting the centre to catch up with the children and enjoy a magic show together. Manly Vale Vacation Care are reaching out to Hardi Aged Care in Manly Vale with kindness cards in the hope of developing an ongoing relationship. Similarly, North Harbour Vacation Care will also be reaching out to the residents of the Bupa facility in Seaforth with kindness cards as part of the connection program being designed by the facilities lifestyle coordinator and the Director of Harbour View Children's Centre

Develop a business case for a new Council-run centre in the upper Northern Beaches and/or Frenchs Forest: This is being explored for future opportunities.
Facilitate efficient and effective recruitment and onboarding processes to ensure the seamless delivery of high-quality service. Review and refine employment policies to strengthen the delivery of accessible and integrated services for families: The early learning centre Manager continues to work with marketing/ communications and Human Resources to refine the recruitment and onboarding process as well as ensuring that our employment policies support our model of service deliver.

Empower and support educators to feel confident in articulating Council's early learning approach and the importance of early learning: Council's Children's Services early learning approach is embedded in our policies, procedures and practices. Staff discussions about our early learning approach and the importance of early learning take place at monthly service team meetings, management team meetings, policy review meetings and daily in the services. Continuous learning is encouraged for all educators via training aligned with our services philosophies that support our early learning approach.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Childcare Buildings



Children's centres works program - Executive Manager Property

This project sees the renewal of Council owned and operated Children's Centres. This year's program will address building and playground renewal at North Harbour Preschool. The extent of the works will depend on the results of an application to the Start Strong Capital Works NSW Department of Education program.

Playground renewal at Dee Why Children's Centre will also be delivered this financial year.

FINANCIALS - Children's Services

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	3,335	3,454	(119)	14,021	14,021	13,999
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1	1	0	4	4	4
Grants and Contributions - Operating Purposes	650	613	37	2,126	2,126	2,126
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,987	4,068	(81)	16,151	16,151	16,128
Expenses from Operations						
Employee Benefits and Oncosts	(3,144)	(2,931)	(213)	(12,503)	(12,503)	(12,485)
Borrowing Costs	(2)	(2)	0	(7)	(7)	(7)
Materials and Services	(317)	(580)	263	(2,237)	(2,251)	(2,250)
Depreciation and Amortisation	(17)	(17)	(0)	(59)	(59)	(59)
Other Expenses	-	-	-	-	-	-
Internal Charges	(132)	(135)	3	(538)	(538)	(536)
Overhead Allocation	(196)	(196)	-	(785)	(785)	(785)
Total Expenses from Operations	(3,808)	(3,862)	54	(16,128)	(16,142)	(16,120)
Surplus / (Deficit) from Operations	178	206	(27)	22	8	8
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	37	-	37	-	100	100
Surplus / (Deficit) from Operations including Capital Grants and Contributions	215	206	9	22	108	108
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 \$0.2m is consistent with the forecast for the end of the quarter.

Total Income from Operations of \$4.0m is lower than forecast by (\$0.1m).

User Charges and Fees are lower by (\$0.1m) as a result of Roundhouse Children's Centre operating at lower numbers while urgent works were undertaken at the centre, lower occupancy at Family Day Care due to lower educator numbers and the phasing of income for Vacation Care.

Total Expenses from Operations of (\$3.8m) are lower than forecast by \$0.1m.

Employee Benefits and Oncosts are higher by (\$0.2m) as a result of an increased spend on casual staff due to the unavailability of Agency staff.

Materials and Services are lower by \$0.3m as a result of lower than anticipated spending on Agency personnel, timing of rent for Dee Why and lower spending on excursions and incursions for vacation care.

Annual Forecast

No overall change to the forecast surplus result is proposed.

Library Services

HIGHLIGHTS

Valued social institutions

With almost 218,000 visits to our libraries this quarter, they are amongst the most valued social institutions in the Northern Beaches. This quarter over 62,300 active library members who regularly borrow items, attend programs and events, volunteer or browse our local history portal 'History Hub'. There were over 238,000 physical loans and 85,000 e-loans this quarter, including over 6,400 items for the 522 clients of our home library service.

Creative and connected communities

A variety of 389 programs and events were attended by almost 8,000 library members. This included Portrait Drawing for Teens series, Creative Writing and STEM workshops, a NAIDOC story time, Tech Help, Dementia Memory Lane Café, Mona Vale Library 50th Anniversary celebration, Local History talks and our ever-popular Young Writers' Competition 2022 Presentation Night. We are also setting up a partnership with Early Ed Cubby Toy House Library for a 12-month trial of toy library facilities.

Digital inclusion

Our local studies team is preserving our rich collections, with 557 items digitised this quarter, and 28,281 items now accessible on History Hub. An online portal, History Hub provides instant access to photographs, videos and oral histories and has received more than 14,860 users in the quarter.

Improved spaces and places

Forestville Library has continued to be transformed into an accessible and contemporary community space with a public trial for 24/7 access to the library currently underway. Works continue to update the space with a meeting room refurbishment complete.

The public trial has been exceptionally well received by the Forestville community. In the first four weeks, a total of 320 community members signed up with more than 50% of new members under 30 years old. Forestville Library was visited 1,250 times after regular staffed opening hours, often studying, working or simply enjoying the space on a rainy Sunday. Members praised the "very quiet and relaxing space" and the "flexibility to visit the library on their own terms".

With assistance from Dementia Australia, audits have been conducted at all library branches, working towards a dementia-friendly accreditation. The Memory Lane Café continues at Mona Vale Library, offering a supportive and welcoming space for people living with a diagnosis of dementia, their family, and friends.

Performance measures – Library Services	Target	September quarter
No. Home Library customers	525	522*
No. library programs and activities	400	389**
No. of physical visits to libraries	175,000	217,991

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

Notes on results:

* Numbers are constrained by the loss of elderly clients and those that leave LGA

** The number of program and activities has not yet returned to pre-COVID levels.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Develop a Library Strategy - Executive Manager Library Services

Tender preparations for a library consultant complete. Tender now open.



Review and implement opportunities for 24/7 access to the physical library space - Executive Manager Library Services

Public trial commenced 29 August. Minor refurbishing is underway to meeting rooms.



Achieve dementia friendly accreditation across appropriate library services - Executive Manager Library Services

Dementia-friendly audits undertaken at all libraries, and accredited training of all library staff.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Library Upgrades



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

Building works will progress following advice received from the consultancy services in connection with the Mona Vale Community Cultural Precinct.



Library buildings works program - Executive Manager Property

Planning has commenced for repairs to the Dee Why Library roof membrane is underway.

Community Space and Learning



Library local priority grant purchases - Executive Manager Library Services

Minor works for meeting room refurbishment at Forestville Library complete.

Minor discrete refurbishment works at Dee Why Library underway.



Library books - replacement - Executive Manager Library Services

Of the physical items received, Adult Fiction comprised 44% of stock, Adult Non Fiction 18%, Junior items 26% and DVDs 5%. The remaining 7% of stock received was Young Adult and Audio Visual items.

FINANCIALS - Library Services

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	40	38	2	151	151	151
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	36	23	13	92	92	92
Grants and Contributions - Operating Purposes	-	-	-	799	799	799
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	76	61	16	1,043	1,043	1,043
Expenses from Operations						
Employee Benefits and Oncosts	(1,719)	(1,823)	104	(7,800)	(7,800)	(7,800)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(304)	(386)	82	(1,174)	(1,210)	(1,285)
Depreciation and Amortisation	(456)	(456)	-	(1,823)	(1,823)	(1,823)
Other Expenses	-	-	-	(118)	(118)	(118)
Internal Charges	(20)	(22)	3	(96)	(96)	(84)
Overhead Allocation	(263)	(263)	-	(1,054)	(1,054)	(1,054)
Total Expenses from Operations	(2,762)	(2,950)	189	(12,064)	(12,101)	(12,164)
Surplus / (Deficit) from Operations	(2,685)	(2,890)	204	(11,022)	(11,058)	(11,122)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	56	-	56	162	244	244
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,630)	(2,890)	260	(10,859)	(10,814)	(10,878)
Rates and Annual Charges						
Rates and Annual Charges	2,863	2,863	-	11,022	11,022	11,022

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$2.7m) is lower than forecast by \$0.2m at the end of the quarter.

Total Expenses from Operations of (\$2.8m) are lower than forecast by \$0.2m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of vacant positions within the service.

Materials and Services are lower by \$0.1m as a result of timing differences associated with payments for subscription charges and service contract costs.

Grants and Contributions for Capital Purposes are higher by \$0.1m as a result of timing differences associated with expenditure funded by Local Priority Grant monies received in previous years.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$0.1m) to (\$11.1m) principally due to increased costs associated with a new cleaning contract.

Strategic Land Use Planning

HIGHLIGHTS

Local Environmental Plan

At the August meeting, Council resolved to exhibit the Conservation Zones Review and associated technical studies for public comment. The Review provides an assessment of the use of environmental conservation zones in Council's current Local Environmental Plans (LEPs), reviews other relevant studies and guidance, and recommends a methodology to create a single set of Conservation Zones for the new Northern Beaches LEP based on mapping of hazards (e.g., bushfire and flooding, and ecology e.g., threatened species and core habitat).

The Conservation Zones Review and mapping of proposed new Conservation Zones is on exhibition until 30 October 2022. Council has contacted all landowners who are likely to be affected by these proposals and directed them to a mapping tool on Council's website which provides a detailed analysis of proposed zoning changes and the reasons for those changes. Council is also holding public webinars for areas covered under the existing four LEPs.

Local Housing Strategy

Council submitted its Local Housing Strategy Implementation Plan to the Department of Planning and Environment for approval. The Department accepted the Plan and Council continues to work with the Department on implementing its actions both through relevant Structure/ Precinct/ Place Plans for Mona Vale, Brookvale, Frenchs Forest and Manly, as well as through the new Northern Beaches Local Environmental Plan.

Mona Vale Place Plan

The draft Mona Vale Place Plan has been prepared (draft Place Plan) and key internal business units have undertaken a review of the draft Place Plan. During the internal review process, data discrepancies were identified regarding the existing and potential housing capacity. A detailed internal review was undertaken to identify issues and re-evaluate housing numbers.

Key elements of the draft Place Plan were presented to the Mona Vale Place Plan Project Working Group (Project Working Group). During the meeting, members of the Project Working Group provided comments and feedback which will be incorporated into the final version of the draft Place Plan.

Avalon Beach Place Plan

The Avalon Beach Place Plan was formally adopted by Council at the July Council Meeting, with two amendments:

1. Further community consultation is undertaken with regard to Action 52 (Beach Gateway terracing) of the adopted Plan. Action 52 is considered a long-term (five to ten year) activity. Consultation will be undertaken closer to the time of planning the design and implementation of this action.
2. Further consultation be undertaken in relation to cycleways within Avalon Beach village. This item had been removed from the Plan and it is recommended that it be re-investigated. Consultation is recommended to be conducted and reported back to Council within 12 months

The Place Plan Implementation Strategy has been prepared along with the establishment of the Place Plan Implementation Steering Committee which will drive the implementation of the Place Plan.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



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

Avalon Beach Place Plan - Avalon Beach Place Plan Implementation spreadsheet completed and distributed to internal stakeholders for action.

Mona Vale Place Plan - Detailed housing and employment data forwarded to Transport Network team for traffic modelling to ascertain potential impacts on local transport networks and major intersections.

Manly Place Plan - Draft Manly Place Plan document submitted to Council for internal review.



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

LEP and DCP work contingent upon completion of Conservation Zones exhibition which commenced in September and closes 30 October 2022. Draft LEP Scoping report prepared, however further work needed to commence discussions with Department of Planning. Local Housing Strategy Implementation Plan accepted by Department of Planning in September (letter of acknowledgement received). Draft structure for DCP prepared for review. Floor space ratio project Commenced. Anticipate draft LEP and DCP submission to Council mid-2023.



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

Preparation of the draft Structure Plan has continued. It is expected the draft Structure Plan will be presented to Council by the end of 2022.



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

Land at Frenchs Forest rezoned and came in on 1 June 2022. The statutory provisions does not permit ability and certainty for an application for GreenStar Communities rating to be progressed for this precinct.



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

This project is now closed by NSW Government following its decision on 10 June 2022. The future strategic planning for the Ingleside area is now being considered by Council under the new LEP/DCP project.

FINANCIALS - Strategic Land Use Planning

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	377	293	84	1,172	1,172	1,172
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	320	82	239	332	332	332
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	697	374	322	1,503	1,503	1,503
Expenses from Operations						
Employee Benefits and Oncosts	(1,040)	(1,118)	78	(4,783)	(4,783)	(4,783)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(93)	(408)	315	(765)	(1,129)	(1,129)
Depreciation and Amortisation	(14)	(14)	-	(55)	(55)	(55)
Other Expenses	(527)	(528)	1	(715)	(715)	(715)
Internal Charges	(50)	(50)	-	(213)	(213)	(213)
Overhead Allocation	(107)	(107)	-	(430)	(430)	(430)
Total Expenses from Operations	(1,831)	(2,225)	394	(6,961)	(7,325)	(7,325)
Surplus / (Deficit) from Operations	(1,135)	(1,851)	716	(5,457)	(5,821)	(5,821)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,135)	(1,851)	716	(5,457)	(5,821)	(5,821)
Rates and Annual Charges						
Rates and Annual Charges	1,607	1,607	-	5,044	5,044	5,044

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$1.1m) is lower than forecast by \$0.7m at the end of the quarter.

Total Income from Operations of \$0.7m is higher than forecast by \$0.3m.

User Charges and Fees are higher by \$0.1m as a result of a higher level of planning activity.

Grants and Contributions for Operating Purposes are higher by \$0.2m due early receipt of contributions to operate the Aboriginal Heritage Office.

Total Expenses from Operations of (\$1.8m) are lower than forecast by \$0.4m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of lower levels of vacant roles.

Materials and Services are lower by \$0.3m as a result of timing differences associated with land use planning services.

Annual Forecast

No changes are required to the budget.

Development Assessment

HIGHLIGHTS

This quarter 463 Development Applications, 150 Modifications of Consent and two Reviews of Determination Applications were lodged for assessment. 36 Pre-lodgement meetings were held.

We held a customer workshop with a view to both improving the overall customer experience through gathering feedback from our frequent applicants, as well as to provide useful information on upcoming legislative changes.

A number of business improvements were made during the period, two of which include:

- The implementation of a building cost calculator to ensure accurate DA fees and Development Contributions are paid to Council. These fees ensure vital public infrastructure is provided to the community. The costs within the calculator are based on current industry cost guides.
- DA lodgement requirements were amended to provide clarity as to documentation needed for solid fuel heaters.

Performance measures – Development Assessment	Target	September quarter
Average determination time of 90% of Development applications, modifications and reviews (days)	≤ 75	64
Outstanding applications, modifications and reviews older than 100 days (since application received)	≤ 20%	23%*

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

Notes on results:

* The target was marginally missed due to resourcing constraints. This result has been steadily improving over the preceding 6 months.

FINANCIALS - Development Assessment

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	1,396	887	508	3,550	3,550	3,550
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,396	887	508	3,550	3,550	3,550
Expenses from Operations						
Employee Benefits and Oncosts	(1,267)	(1,306)	40	(5,589)	(5,589)	(5,589)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(154)	(146)	(8)	(584)	(664)	(662)
Depreciation and Amortisation	(20)	(20)	-	(80)	(80)	(80)
Other Expenses	-	-	-	-	-	-
Internal Charges	(44)	(44)	-	(187)	(187)	(187)
Overhead Allocation	(171)	(171)	-	(685)	(685)	(685)
Total Expenses from Operations	(1,656)	(1,687)	31	(7,124)	(7,204)	(7,203)
Surplus / (Deficit) from Operations	(260)	(800)	540	(3,574)	(3,654)	(3,653)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(260)	(800)	540	(3,574)	(3,654)	(3,653)
Rates and Annual Charges						
Rates and Annual Charges	800	800	-	3,574	3,574	3,574

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$0.3m) is lower than forecast by \$0.5m at the end of the quarter. Total Income from Operations of \$1.4m is higher than forecast by \$0.5m. User Charges and Fees are higher by \$0.5m due to Development applications. Total Expenses from Operations of (\$1.7m) are consistent with the forecast.

Annual Forecast

For the full financial year the Total (Deficit) from Operations forecast remains (\$3.6m).

Environmental Compliance

HIGHLIGHTS

Council continues to partner with the RSPCA in the Keeping Cats Safe at Home program. The program aims to promote responsible animal ownership, improve access to desexing activities, microchipping and registration to provide cats a safe and happy home life. The program also focuses on behaviour change for animal owners to reduce detrimental impacts to wildlife caused by domestic cats.

Northern Beaches experienced a strong engagement in registration of companion animals via the online NSW Pet Registry in 2021/22. Northern Beaches Council is identified within the top five NSW Councils for online pet registrations, with approximately 2,005 new registrations undertaken.

An online payment facility was introduced for Building Information Certificates, Comply and Development Certificates, Construction Certificates and appointment of Principal Certifiers, and online payments removing unnecessary delays for customers in having to come into Council offices or send through their credit card details. This new facility has also improved timeframes for processing applications upon receipt.

Council's arbovirus surveillance program will recommence in November 2022 and will run during the warmer months when mosquitoes are most active. The program provides an opportunity to inform the community risk reduction measures, as well as issue warnings if species of concern are detected. Sampling locations will be at Warriewood Wetlands and Middle Creek/ Narrabeen lagoon.

Performance measures – Environmental Compliance	Target	September quarter
All mandatory food inspections completed	100%	100%

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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



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

Council continues to partner with the RSPCA in the Keeping Cats Safe at Home program. The program aims to promote responsible animal ownership, for animal welfare and protection of wildlife.

Online payment facilities are working well for Building Information Certificates, Comply and Development Certificates, Construction Certificates and appointment of Principal Certifiers. This allows applicants to pay online, removing unnecessary delays to customers for processing applications.

FINANCIALS - Environmental Compliance

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	503	608	(105)	2,433	2,433	2,353
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1,406	2,049	(643)	8,200	8,200	7,870
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,909	2,657	(748)	10,633	10,633	10,223
Expenses from Operations						
Employee Benefits and Oncosts	(2,063)	(2,323)	261	(9,942)	(9,942)	(10,123)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(446)	(454)	8	(1,742)	(1,742)	(1,478)
Depreciation and Amortisation	(39)	(39)	-	(155)	(155)	(155)
Other Expenses	(2)	(0)	(2)	(2)	(2)	(2)
Internal Charges	(166)	(169)	3	(723)	(723)	(723)
Overhead Allocation	(303)	(303)	-	(1,211)	(1,211)	(1,211)
Total Expenses from Operations	(3,018)	(3,287)	269	(13,773)	(13,773)	(13,691)
Surplus / (Deficit) from Operations	(1,109)	(630)	(478)	(3,140)	(3,140)	(3,468)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,109)	(630)	(478)	(3,140)	(3,140)	(3,468)
Rates and Annual Charges						
Rates and Annual Charges	630	630	-	3,140	3,140	3,140

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$1.1m) is higher than forecast by (\$0.5m) at the end of the quarter. Total Income from Operations of \$1.9m is lower than forecast by (\$0.7m), primarily due to adverse resourcing impacts.

User Charges and Fees are lower by (\$0.1m) as a result of lower Environmental Health and Building fees. Other Revenues are lower by (\$0.6m) as a result of lower Parking Fines revenue.

Total Expenses from Operations of (\$3.0m) are lower than forecast by \$0.3m.

Employee Benefits and Oncosts are lower by \$0.3m as a result of high vacancies in Rangers, Environmental Health and Building Control.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$0.3m) to (\$3.5m) principally due to a reduction in Parking Fines revenue.

Parks and Recreation

HIGHLIGHTS

Keeping everyone safe at the beach

The warmer weather is coming and our lifeguards are back patrolling more of the beaches as we progressively re-open for the summer season. The team helped beach goers this quarter, undertaking 4,852 preventative actions to keep people safe. They also undertook nine rescues and 93 first aid services in the period.

Sport and Recreation Infrastructure Grants Program

In this quarter, three local sports clubs completed projects that Council supported through the Sport and Recreation Infrastructure Grants Program:

- the Manly Croquet Club installed new solar panels on the club's building at Keirle Park
- the Belrose Tennis Club upgraded lighting on three courts at the club's centre in Belrose, and
- the Manly Warringah BMX Club upgraded the track start shelter with a new concrete surface at the BMX complex at JJ Melbourne Hills Memorial Reserve.

Exhibition of draft strategy

Community engagement was completed for the draft Let's Play Open Space and Outdoor Recreation Strategy and Action Plan. This strategy will guide the planning, improvement and management of our open spaces and recreation facilities for the next 15 years.

Managing urban trees

There were 1,139 requests received from the community regarding trees on public land, 105 were the result of storm events.

530 trees were planted across the Northern Beaches as part of our ongoing public open space tree planting program.

Tree Services received and processed 134 private tree applications to remove or prune trees, there was 80 approved for removal and 40 approved for pruning. There were 24 applications refused and 80 applications recommended for a tree replacement.

325 trees were planted during the two Greener City Grants projects completed at the end of June. Brookvale and Roseberry Street industrial area, the western side of John Fisher Park, and the greening of Condamine Street Manly Vale. This resulted in the planting of advanced trees in areas where there is minimal tree canopy. Ongoing maintenance of the trees will continue to assure their success.

Sportsfields

Despite the wet weather, we had our 122 playing fields ready for the commencement of summer sport. Selective herbicide spraying and fertilising has also been carried out.

BLANK PAGE

Parks and Recreation		Target	September quarter
- Performance measures			
Rockpools cleaned weekly during summer season and every two weeks outside of summer – subject to tidal conditions		95%	90%*
Sportsfields mowed weekly in summer playing season and monthly in winter – subject to weather conditions		95%	90%**
- Workload measures			
Number of preventative actions by professional lifeguards on patrolled beaches [†]		-	4,852

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

Notes on results:

* Big seas and persistent wet weather prevented some scheduled maintenance

** Persistent wet weather prevented some scheduled mowing but grass length did not impact on availability to the public.

[†] Preventative actions are highly seasonal and reflect the increase in beach visitors.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

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

Council has tendered and appointed new contractors last year with an enhanced scope of cleaning and the addition of day cleaning services. We will continue to monitor performance and service delivery as per the contract.

Develop an 'Iconic Tree Register' for trees on public land - Executive Manager Parks & Recreation

The digital web page has been constructed in draft format for testing.

Facilitate implementation of the Open Space and Recreation Strategy and Action Plan - Executive Manager Parks & Recreation

Project is scheduled to start in January.

Development of the Indoor Sport and Recreation Strategic Plan - Executive Manager Parks & Recreation

A draft project brief is under development.



Implement the Sportsground Strategy - Executive Manager Parks & Recreation

Work is progressing well on the implementation of the sportsground strategy. At Cromer High, Council has awarded a contract for the installation of irrigation which will be installed in the Summer Holidays. The DA for the installation of lighting at this sportsground will be lodged after consent to lodge has been granted from the Department of Education. Council has also started preparing the required documentation to undertake community engagement and to lodge a DA for sportsfield lighting at Freshwater High. Community engagement is expected to commence in early 2023.



Implement the Northern Beaches Property Management Framework and associated actions - Executive Manager Property

Following the adoption of the Property Management Framework the Property Steering Committee was formed and has held two meetings in the first quarter. Progress of Action Items has been reported to the Committee with items progressing each month.

CAPITAL PROJECTS

Key: Complete Progressing Behind schedule Not proceeding

Reserves and Parks improvements



North Curl Curl Youth Facility - Executive Manager Parks & Recreation

Work on the car park, bio swale and accessibility ramp has been completed. The playground unit will be installed before the end of the year.



Freshwater Beach Masterplan implementation - Executive Manager Parks & Recreation

Further community engagement is required with key stakeholders before detailed design can be finalised for tender. As it is unlikely a tender will be considered before March 2023 it is unlikely there will be as much progress on construction as initially forecast this financial year.



Wyatt Avenue Open Space - Executive Manager Parks & Recreation

Works have commenced on site and are expected to be completed by the end of 2022.



McKillop Park boardwalk - Executive Manager Parks & Recreation

The Review of Environmental Factors is currently being finalised, along with the detailed design for tender. It is expected community engagement will commence in October 2022.



Manly Dam Boardwalk - Executive Manager Parks & Recreation

The recent tender process did not attract a suitable contractor and Council will need to go back to market. As it is unlikely a tender will be considered before February 2023 progress on construction on site will not be as advanced as initially forecast this financial year.



Ivanhoe Park Masterplan Implementation - Executive Manager Parks & Recreation

The responses to the request for quotation for the demolition and replacement of the fencing at Ivanhoe Park have been reviewed and came in substantially over budget. A revised scope will be issued to the market in October 2022.

Reserves and Parks improvements



Lynne Czinner Park, Warriewood - Executive Manager Parks & Recreation

Detailed design has required additional time than planned. As it is unlikely a tender will be considered before March 2023 progress on construction on site will not be as advanced as initially forecast this financial year. The final connection for the 33kV cable is expected to be completed in December 2022 during Ausgrid's next scheduled shutdown.



Lionel Watts fitness space - Executive Manager Parks & Recreation

The design brief for the design and construction of the new fitness equipment at Lionel Watts is being developed and will be released to the market later in 2022.



Forestville War Memorial Playing Fields fitness station - Executive Manager Parks & Recreation

The design brief for the design and construction of the new fitness equipment at Melwood Oval is being developed and will be released to the market later in 2022.



Oxford Falls Bushland Reserve - Executive Manager Parks & Recreation

A request for quotation for construction of stairs has been issued and will be evaluated in October 2022.



Reserves renewal program - Executive Manager Parks & Recreation

The evaluation of the tender responses to the replacement of the bridge at Tyagarah Reserve, Cromer has been completed with a recommendation to be reported to Council in October 2022 with work to commence in early 2022. The renewal of the pathway at King Street Reserve, Manly Vale is complete.

Playground improvements



Frenchs Forest Precinct park upgrades - Executive Manager Parks & Recreation

The detailed design for Brick Pit Reserve requires further investigation and the design process will fail the 50% design milestone as a result.

As it is unlikely a tender will be considered before April 2023 construction will not progress as initially forecast this financial year.



Little Manly Point Reserve Playground Upgrade - Executive Manager Parks & Recreation



Jacka Park playground upgrade - Executive Manager Parks & Recreation

During construction unexpected sinkholes opened up in proximity of the playground. Work has had to cease while these are investigated by Council's Stormwater Team.



Ashley Parade Reserve - new playground - Executive Manager Parks & Recreation

The project is currently on public exhibition and will close in early October 2022.



Dee Why Beach (Michaela Howie) Playground Upgrade - Executive Manager Parks & Recreation

Playground improvements

The project is scheduled to start in November.



Playground renewal program - Executive Manager Parks & Recreation

Planning has commenced for playground renewals at Annana Reserve, Elanora Heights and JAF Fenwick in Seaforth. Work was delayed at Jacka Park, Freshwater and Lindsay Reserve, Forestville. Work has commenced at Allworth Reserve and Epacris Reserve.

Sportsgrounds improvements



Connecting all Through Play - Active Play - Executive Manager Parks & Recreation

Construction commenced on site late August 2022. Due to wet ground conditions in September the construction works are delayed. The scheduled completion date is before the commencement of the 2023 winter sport season.



Sports Club Capital Assistance Program - Executive Manager Parks & Recreation

2022/23 Grants Program - closed for applications 11 September 2022, 16 applications received.

2021/22 Grant Program - Mona Vale Golf club completed the upgrade to the path to the 1st tee at the Mona Vale Golf Course.



Sportsfield renewal program - Executive Manager Parks & Recreation

Renewal of the softball back nets at John Fisher Park was completed in early September. Drainage works at Frank Grey Oval, Curl Curl, Kitchener Park, Mona Vale and Beverly Job Park, Narraweena have been scheduled for construction over the upcoming summer period. The contract for the renewal of lighting at Kitchener Park has been executed and work is scheduled to commence in March 2023

Foreshore and Building improvements



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

Construction works commenced in February 2021 with completion currently anticipated in October 2022. An opening ceremony has been scheduled for 19 November 2022.

Delay has been influenced by a number of factors:

- Inclement weather throughout the year, especially affecting Building B (café) which was programmed for late start so as not to constrain access and deliveries to site
 - Impact of COVID -19 on labour supplies and material availability
 - Variations from the design
 - Defects requiring rectification.
-



Manly Life Saving Club design works - Executive Manager Property

In consultation with the community and relevant stakeholders this project will create a design for the refurbishment/replacement of Manly Life Saving Club and associated community facilities. Architects have been selected with the contract to be signed in October 2022.

Foreshore and Building improvements



Little Manly Beach masterplan implementation - Executive Manager Parks & Recreation

The completion of the seawall has been delayed by the need to undertake further heritage investigations work is expected to be completed in October 2022. The demolition of the 40 Stuart Street, Manly is scheduled for March 2023.



Mona Vale Beach upgrade - Executive Manager Parks & Recreation

Major works have been completed at Mona Vale Beach. Minor outstanding operational works will be completed in 2022/23.



Manly Dam mountain bike trail upgrade - Executive Manager Parks & Recreation

The project is scheduled to start in October.



Warriewood Beach foreshore upgrades - Executive Manager Parks & Recreation

The Review of Environmental Factors for stage 1 works has been approved but substantial delays from Council's design consultant have meant the project has slipped behind schedule. Council is working through ramifications of this with the Warriewood Surf Life Savings Club.



Foreshores renewal program - Executive Manager Parks & Recreation

Responses have been received to the request for quotation for Long Reef Boardwalk renewal and a contract should be awarded in October. Work on the Taylor's Point stabilisation and seawall renewal is nearing completion and should be completed in October. The contract for the renewal of the seawall at Snapperman's Beach will be awarded in October 2022 and work will commence as soon as possible. This job has been delayed by the need to seek further clarifications on remediation works.



Rockpool - renewal program - Executive Manager Parks & Recreation

A request for design services for the renewal of Mona Vale, Bilgola and Whale Beach Rockpools has been issued to the market in September 2022. It is expected that the detailed design to be able to tender for construction will not be completed in time to commence construction in winter 2023 and the impact on service continuity is too great to undertake construction in peak swimming season. As such construction on Mona Vale Rockpool will commence in winter 2024.



Dinghy Storage - Executive Manager Parks & Recreation

The installation of dingy racks at Harold Reserve, Scotland Island is complete. Dingy racks at Sangrado Reserve, Seaforth and Little Manly Reserve will be undertaken in early 2023.



Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure

Work is continuing on the Request for Environmental Factors and detailed design.



Surf Life Saving Club minor renewals - Executive Manager Property

This program delivers a program of minor works at Surf Lifesaving Clubs.

The main focus this year are the training room works at South Narrabeen SLSC with smaller projects and design works at other locations.

Foreshore and Building improvements

Work at South Narrabeen is progressing well.



Clontarf tidal pool refurbishment - Executive Manager Transport & Civil Infrastructure

Draft Request for Environmental Factors and community engagement completed.



Bayview seawall and path - Executive Manager Parks & Recreation

Design documentation is nearing completion. Community notification will commence in October 2022. The tender for construction will be released before the end of 2022. The project is behind schedule due to delays in receiving the latest version of the design.

Town centre and village upgrades



Commercial centre upgrade program - Executive Manager Parks & Recreation

The detailed design development for Forestville shops is nearing completion and the Tender package will be released to the market in the next several months. The project is behind schedule due to the need to amend design to ensure the project meets budget.



West Esplanade activation plan - Executive Manager Parks & Recreation

All programmed works have been completed.



Commercial centre renewal program - Executive Manager Parks & Recreation

The design for Church Point is currently being reviewed following external stakeholder comments. It is likely the design package will be issued to the market for construction in 2022.

Recreational trails



Recreational trails - renewal program - Executive Manager Parks & Recreation

Works on the trail renewal at Deep Creek Reserve have commenced. Assessment of trail renewal quotations for the coast walk between Dee Why and Curl Curl will be undertaken in early October with work to commence before the end of 2022.

FINANCIALS - Parks and Recreation

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	782	520	261	2,534	2,534	2,534
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	68	71	(3)	286	286	286
Grants and Contributions - Operating Purposes	112	679	(567)	1,097	1,624	1,624
Other Income	-	-	-	2	2	2
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	962	1,270	(308)	3,920	4,446	4,446
Expenses from Operations						
Employee Benefits and Oncosts	(2,638)	(2,556)	(82)	(13,414)	(13,414)	(13,414)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(3,846)	(4,212)	366	(15,100)	(15,468)	(15,983)
Depreciation and Amortisation	(1,578)	(1,578)	-	(6,315)	(6,315)	(6,315)
Other Expenses	(14)	(38)	24	(256)	(256)	(256)
Internal Charges	(354)	(350)	(4)	(1,454)	(1,454)	(1,454)
Overhead Allocation	(956)	(956)	-	(3,826)	(3,826)	(3,826)
Total Expenses from Operations	(9,386)	(9,690)	304	(40,366)	(40,735)	(41,250)
Surplus / (Deficit) from Operations	(8,424)	(8,420)	(4)	(36,447)	(36,289)	(36,804)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	481	857	(376)	5,826	7,876	5,337
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(7,943)	(7,562)	(381)	(30,621)	(28,413)	(31,467)
Rates and Annual Charges						
Rates and Annual Charges	8,652	8,652	-	36,421	36,421	36,421

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

Total Income from Operations of \$1.0m is lower than forecast by (\$0.3m).

User Charges and Fees are higher by \$0.3m as a result of the timing of Open Space booking fees on sports facilities.

Grants and Contributions for Operating Purposes are lower by (\$0.6m) as a result of the timing of B-line offset tree planting Mona Vale to Seaforth Rd project.

Total Expenses from Operations of (\$9.4m) are lower than forecast by \$0.3m.

Employee Benefits and Oncosts are higher by (\$0.1m) due to additional Beach Safety Team casual staff costs.

Materials and Services are lower by \$0.4m as a result of the timing of B-line tree planting Mona Vale to Seaforth Rd project \$0.6m and timing of reserves and sportsfields maintenance \$0.3m offset with storm-related expenditure on Condover Reserve (\$0.5m).

Grants and Contributions for Capital Purposes are lower by (\$0.4m) primarily due to the timing of the Long Reef SLSC project contribution.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$0.5m) to (\$36.8m) due to storm-related expenditure at Condover Reserve.

Capital grants and contributions is forecast to decrease by (\$2.5m) to (\$5.3m) as funded projects have been rephased to the next financial year - Manly Dam Boardwalk (\$1.8m) and Frenchs Forest Precinct Park Upgrades (\$1.8m). This has been offset with additional grants for Taylors Point seawall \$1.0m and the Recreational Trails Renewal Program \$0.1m.

ECONOMIC

Economic Development, Events and Engagement

HIGHLIGHTS

Business support service

The Business Support Service continues to provide support to our community and has managed 534 cases. Most enquiries have been financial support (Council and NSW Government) for businesses impacted by COVID-19, as well as changing business restrictions. There have also been a significant number of enquiries for setting up a business on the Northern Beaches, especially home-based businesses and outdoor permits.

Local business awards 2022

On the 24 August 2022, the Presentation Evening was held for the 2022 Northern Beaches Local Business Awards, run by Precedent Production. Council was pleased to once again be a major sponsor of this program and to specifically sponsor the Sustainability Business award, won by 4 Pines, and the Disability Inclusion award, won by MTA Travel Natasha Spencer.

Economic Development Strategy

Council has developed a draft Northern Beaches Economic Development Strategy (EDS), to guide decision making to deliver a thriving and sustainable economy over the next 10 years and beyond. We are intending to bring the draft EDS to a Council Meeting for public exhibition within the next few months.

Digital solutions program

Council hosted two digital solutions webinars funded through the Federal Government's Australian Small Business Advisory Services (ASBAS) to help small businesses build their digital capacities. Delivered by Realise Business, the webinars covered the topics of "Get set up on Google" and "Turn one sale into many". Both webinars were well attended with 100% of participants responding they were satisfied or very satisfied with the business events.

Activating local places

Council continued to support the activation of local spaces through a variety of initiatives across the Northern Beaches:

- Two community street libraries installed at Fairlight and Newport
- Artworks in storage from the Art Cube project was used to cover unseemly construction hoarding in Seaforth
- Monthly Manly Mainstreet and Beaches Biz EDM's sent out
- Annual place audits and monthly vacancy mapping completed
- Planning commenced for next quarter's activation program
- Assistance provided to internal teams with business notifications for NAIDOC week at Forestville, Dee Why and Avalon and Vietnam Veterans Day, Manly Jazz and Night at the Barracks.

Destination Management Plan

Council has delivered several action items identified in the Destination Management Plan (DMP). A key action in the DMP is supporting community engagement through improved awareness and understanding of the economic importance of the visitor economy to the Northern Beaches

community. This was progressed through the media promotion of the economic achievements made through the grant funded Manly CBD activation, PLAY MANLY. This event delivered an increase in visitation, longer periods of visitation and a 24% increase in total spending over the 10-day event period than what was forecast.

Manly Jazz was also strategically moved to a new date to create greater opportunities for increased destination visitors and economic benefits through increased accommodation and hospitality bookings. In addition, a newly refreshed brand was launched with the new post- COVID event, to attract a broader demographic to engage with the event.

A digital marketing campaign, 'Check Manly off your list' was implemented. This was developed by the Tourism & Economic Recovery Taskforce and delivered in collaboration with the Manly Business Chamber.

Event grants and sponsorship

Council ran the first round of the Event Grants and Sponsorship Program. 23 events received funding including Rotary Art Show, Christmas Carols, Eggs by the Lake, Scottish Festival and Northern Beaches Buckets.

Partnerships

Encore Manly and Night at the Barracks were key partnership events, including marketing benefits on Council Manly sites, as well as online and social channels. Encore ran for 10 days from August 17 – 28 with in-venue performances across Manly including Amy Shark, Blue & Bingo, Boy & Bear and Darryl Braithwaite. Night at the Barracks runs from 9 September through to October 9 with performances three to four times per week including Jessica Mauboy, Tim Finn, Bjorn Again, and locals Winston Surfshirt.

Events for everyone:

Citizenship Ceremonies - Council ran four ceremonies with 504 people becoming citizens. One of these ceremonies was run on National Citizenship Day, Saturday 17 September.

Picnic in the Park - Picnic in the Park was held at John Fisher Park, Curl Curl. The event featured PJ Masks live interactive show along with the Beanies and their musical adventure. 750 tickets were sold. The event was targeted at local families who could bring their own picnic and enjoy a fun, entertaining event. Local food vendors provided offerings to attendees as well as having Waste Education providing an interactive zone along with face painting and a bubble lady.

Vietnam Veterans Day - A service was held at Manly War Memorial, Manly Corso to commemorate Vietnam Veteran's Day. The service is held on the anniversary of the Battle of Long Tan when 108 young Australians held out against overwhelming odds in a Vietnamese rubber plantation. 300 people were in attendance to mark the occasion including representatives from the National Servicemen and Affiliates.

Battle for Australia - A service was held at the Dee Why War Memorial, The Strand to commemorate the Battle for Australia. The service reflects on the bravery of those who served on Australia's home front, and the islands, the seas and in the skies to the north. It's an important reminder of a challenging time for Australians between 1942 and 1945. 50 people were in attendance including the NASHO's.

Manly Jazz - Manly Jazz returned to The Corso, surrounding laneways and beachfront on September 23 – 25. This event changed date to support local businesses on a traditional less busy weekend. Over three days and four stages more than 70 artists performed for crowds returning from COVID-19. Activations included a Jazz Garden with Piano for the People, the large MANLY letters, chalk art and colouring corner. More than ten venues were a part of the

in-venue program including Hotel Steyne, Herring Room, The Tropic, Manly Pavilion and Council's Art Gallery and Library.

Performance measures – Economic Development, Events, Engagement	Target	September quarter
High level projects have a completed Community Engagement Plan and Report (level 1-3 projects)	100%	100%
Decisions on all Council project engagements are communicated to the community within 30 days	85%	100%
Average no. website visits/month	330,000	309,077*

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

Notes on results:

* Result reflects demand i.e. website traffic fluctuated lower than expected.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

Implement the Northern Beaches Destination Management Plan - Executive Manager Community Engagement & Communications

Following adoption of the Destination Management Plan in September 2021, Council has embarked on some very exciting programs including the highly successful 10 day 'Play Manly' Event. We also launched a successful bid to host the Local Government NSW (LGNSW) tourism conference and have been exploring themes and potential case studies/site visits across the Northern Beaches. During the quarter Council continued to support the activation of local spaces through a variety of initiatives across the Northern Beaches.

Develop and implement an economic development strategy - Director Planning & Place

Council is preparing its first Northern Beaches wide Economic Development Strategy (Business on the Beaches) to set the strategic directions to create a vibrant local economy over the next 10 years.

CAPITAL PROJECTS

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

Town and Village Centre Activations

Avalon Place Plan implementation - Executive Manager Parks & Recreation

Project is scheduled to start in February.

FINANCIALS - Economic Development, Events and Engagement

Income and Expenditure Statement

01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	26	51	(25)	357	357	338
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	103	50	52	552	552	571
Grants and Contributions - Operating Purposes	5	-	5	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	134	101	33	909	909	909
Expenses from Operations						
Employee Benefits and Oncosts	(1,289)	(1,298)	9	(5,686)	(5,686)	(5,686)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(543)	(514)	(29)	(3,500)	(3,500)	(3,400)
Depreciation and Amortisation	(18)	(18)	-	(72)	(72)	(72)
Other Expenses	(15)	(44)	29	(609)	(609)	(567)
Internal Charges	(33)	(35)	2	(190)	(190)	(190)
Overhead Allocation	(312)	(312)	-	(1,247)	(1,247)	(1,247)
Total Expenses from Operations	(2,209)	(2,220)	11	(11,304)	(11,305)	(11,163)
Surplus / (Deficit) from Operations	(2,075)	(2,119)	44	(10,395)	(10,396)	(10,254)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,075)	(2,119)	44	(10,395)	(10,396)	(10,254)
Rates and Annual Charges						
Rates and Annual Charges	2,119	2,119	-	10,395	10,395	10,395

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$2.1m) is consistent with the forecast at the end of the quarter.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$0.1m to (\$10.3m) principally due to reductions in Materials and Services in planned Major Events and Community Events.

Transport Traffic and Active Travel

HIGHLIGHTS

Restoring tidal pools and wharves

Council manages six operational tidal swimming enclosures across the Northern Beaches, giving a diverse range of recreational opportunities. Our tidal pool program is aimed at ensuring these facilities are maintained in good condition for everyone to use.

Council manages 39 wharves across the local government area. We have completed condition inspections of 20 wharves with 19 to go.

Mackerel Beach Wharf stairs were replaced to improve safety and address ongoing corrosion. Minor repairs have been completed at Bennetts Wharf. Upgrades to Bells Wharf and Carols Wharf on Scotland Island have been completed.

Maintenance and condition inspections were completed on 91 bridges and 52 major culverts.

The Church Point Commuter Wharf Feasibility Study was placed on exhibition from 29 August to 26 September 2022. During the exhibition two drop-in sessions were held at Church Point. Some 119 submissions were received and are now being reviewed.

Be safe and capable on our roads

Take advantage of our programs to improve your safety:

- In collaboration with Community Northern Beaches - Multicultural Services, Council launched a Road Safety brochure on NSW Driver Licensing Rules, translated into Tibetan for the 2,000 Tibetans living on the area. This is the largest Tibetan community in Australia, the majority are refugees and speak Tibetan at home.
- Child restraint checks – this quarter 70 families had their car restraints checked, with 87% needing adjustment. 117 children are safer because of these checks.
- Driving off to a good start – online workshop for supervisors of learner drivers on their responsibilities, rules and use of the logbook. For the one workshop there were 82 participants, mostly parents and teenagers.
- The community at RSL ANZAC Village ('War Vets') took advantage of a personalised seniors road safety workshop. Twenty-seven people updated their road safety knowledge, learning tips on road rules, safe cars, using mobility scooters and using public transport.

Improving local roads

Council's road resurfacing program has commenced with 42 streets in this year's program. Our list includes several regional roads, partly funded by Transport for New South Wales (TfNSW), as well as local roads funded by the Federal Government's 'Roads to Recovery' program. Resurfacing of Pittwater Road, Church Point was completed in this quarter. Preparation work for other resurfacing projects is in progress.

Council was advised in August that it has been successful in obtaining Blackspot Program funding from TfNSW to address road safety issues at several locations. Council will be implementing the following changes in 2022/23:

- Gladstone Street and Bishop Street, Newport – raised platform at intersection and street lighting
- Fisher Road and Lismore Avenue, Dee Why – roundabout and traffic calming with street lighting improvements and speed limit reduction.

- McCarrs Creek Road, Church Point – skid resistant surfacing, shoulder widening, signage and raised median island

In addition, funding over two years (2022-2024 financial years) was received for the following multi-year projects on roundabouts:

- Parkes Road and Anzac Ave, Collaroy Plateau
- Carawa Road and Alfred Street, Cromer

Residents in Chisolm Avenue, Avalon Beach complained about stormwater coming off the end of the cul-de-sac and entering their properties. Formalisation of the cul-de-sac was completed in September including new kerb and gutter to re-direct water into the existing drainage system. This was a huge engineering task due to the complexity of the location. New kerb and gutter was installed together with staircases, driveways, parking areas and road re-sheeting.

Active travel and community transport

The following works for raised pedestrian crossings were completed, to support the 30km/h High Pedestrian Activity zone in the Manly Town Centre:

- North Steyne at Raglan and Carlton Streets and between Ceramic Lane and Collingwood Street
- Victoria Parade at South Steyne

The shared path network was expanded with the completion of projects along Abbott Road, Curl Curl and was funded through the Federal Stimulus School Zone Funding.

The Hop Skip Jump buses provided a daily service with nearly 31,000 commuters travelling between July and September 2022. This bus service links Seaforth, Balgowlah Heights, Clontarf, Manly Vale, Fairlight, Manly and Fairy Bower.

Provision for parking

Repair and resurfacing of Dunbar Park carpark, Avalon Beach was completed with drainage improvements.

At the September meeting Council resolved to install parking services and technology (sensors) to over 700 parking spaces in the Manly Ward. During the September quarter there were 279,941 visits to the Manly pay stations and 13,755 visits to the PCYC pay station in Dee Why.

Performance measures – Transport and Active Travel	Target	September quarter
No. community road safety events/ sessions held	10	7*

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

Notes on results:

* Three activities have been delayed by external contractors.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Implement transport plans which support the Transport Strategy – Parking, Bike, Road Safety, Public Transport and Freight - Executive Manager Transport & Civil Infrastructure

Walking Plan - new footpath program has commenced.

Bike Plan - secure bike parking at Dee Why beach has commenced.

Parking Plan - draft plan awaiting review from New Projects panel.

EV Operational Plan - under development to install EV charging stations.

Road Safety Program - has commenced.



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

Round 1 quotes accepted and allocated to contractors to commence construction.

Round 2 request for quotes have been sent to contractors.

Avalon Streets as Shared Spaces - design finalised and awaiting approval from Local Traffic Committee at the October 2022 meeting.



Develop transport plans to support the Transport Strategy – Parking, Public Transport and Freight - Executive Manager Transport & Civil Infrastructure

Parking Plan under development and community consultation has begun.



Plan parking technology and infrastructure across the Northern Beaches - Executive Manager Transport & Civil Infrastructure

Council resolved at the September meeting to appoint a tenderer to install parking services and technology (sensors) to over 700 parking spaces in the Manly Ward.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Active Travel – cycleways and footpaths



Footpath new - Executive Manager Transport & Civil Infrastructure

Notification of works to residents with works to commence in mid-October.

Phase 1 of works awarded to contractors.

Active Travel – cycleways and footpaths



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

Project not yet started.



Connecting Communities - footpaths program - Executive Manager Capital Projects

Planning and investigations for the Newport to Avalon and Whale Beach Road sections of the Coast Walk are ongoing.

Progress is slightly behind schedule due to delays in briefing Councillors on this project.



Connecting Communities cycleways program - Executive Manager Capital Projects

Planning and investigations for the Newport to Avalon and Whale Beach Road sections of the Coast Walk are ongoing.

Progress is slightly behind schedule due to delays in briefing Councillors on this project.



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

Project on track.



Narrabeen Lagoon pedestrian and cycle bridge - Executive Manager Capital Projects

Construction of the Narrabeen Lagoon Pedestrian and Cycle Bridge is ongoing. Works are behind schedule due to delays in material supply. Works are expected to be complete in November, weather permitting and subject to the delivery of materials.



Triangle Park North - Dee Why Town Centre - Executive Manager Capital Projects

Design options for Triangle Park North are currently being considered. Community engagement to be undertaken later in 2022 or early 2023.



Fern Creek bridge and shared paths - Executive Manager Parks & Recreation

The contractor to construct the bridge across Fern Creek has been engaged and the final design is being prepared. Work is expected to commence on site in early 2023.



Queenscliff Headland access ramp - Executive Manager Transport & Civil Infrastructure

Tender closed and evaluation underway.



Active Transport Corridor Project - Executive Manager Transport & Civil Infrastructure

Project Planning underway.

Drawings for Sections 6 and 7 completed.



Dee Why Beach secure bike storage - Executive Manager Transport & Civil Infrastructure

Final planning underway and onsite meetings held.



Footpath renewal works - Executive Manager Transport & Civil Infrastructure

Program underway.

Road and related infrastructure upgrades



New traffic facilities - Executive Manager Transport & Civil Infrastructure

Design work has commenced.



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

Culvert reconstruction is complete. Dish drain construction is in progress.



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

The acquisition process has commenced and letters have been sent to the affected property owners. Design Work completed for Jubilee Avenue and Warriewood Road roundabout.

Boondah Road design underway.

Traffic signal designs ready for release to TfNSW for review.



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

Design and investigations are on-going for the realignment of McCarrs Creek Road and Pittwater Road, Church Point.

Road Safety Audit reviewing required scope of work has been received and under review.



Kerb and gutter new - Executive Manager Transport & Civil Infrastructure

Project on track.



Accelerated traffic facility delivery - Executive Manager Transport & Civil Infrastructure

Program on track.



Safer Schools Infrastructure - Executive Manager Transport & Civil Infrastructure

Awaiting allocation of funding for new 2022/23 works.



Bus stop renewal - Executive Manager Transport & Civil Infrastructure

Program of works being finalised.



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

Program on track.



Retaining wall renewal works - Executive Manager Transport & Civil Infrastructure

Pacific Parade, Dee Why - still awaiting pipe procurement.

Park Street, Avalon - finalising Request for Environmental Factors environmental assessment - works located in Endangered Ecological Communities, further soil testing has been commissioned to be completed in September.

Cabarita Road, Avalon - awaiting approval of quotation for works to be completed.



Road Resheeting program - Executive Manager Transport & Civil Infrastructure

Program on track.

Road and related infrastructure upgrades



Bridge renewal works - Executive Manager Transport & Civil Infrastructure

Program on track.

Wharf upgrades



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

Feasibility Study public exhibition closed 26 September. Investigation phase ongoing before design stage can commence.



Wharves works program - Executive Manager Transport & Civil Infrastructure

Program on track.



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

Works were substantially completed in May.



Bells Wharf renewal works – Executive Manager Transport & Civil Infrastructure

Works were completed in August.

Car parks and parking stations



Smart Parking infrastructure project - Executive Manager Transport & Civil Infrastructure

Capital Project not yet started.



Car park renewal works - Executive Manager Transport & Civil Infrastructure

Dunbar Car Park Avalon - works completed.



Multi storey car parks renewal works - Executive Manager Property

Works will be completed on Council multi-storey car parks to ensure fire safety, lifts and other essential services are fit for purpose.

Plant and Fleet



Major plant renewal - Executive Manager Transport & Civil Infrastructure

Program on track.



Light fleet renewal - Executive Manager Transport & Civil Infrastructure

Program has commenced.

FINANCIALS - Transport Traffic and Active Travel

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	4,001	3,884	117	17,497	17,497	17,497
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	322	28	295	952	952	952
Grants and Contributions - Operating Purposes	756	464	293	4,142	3,581	5,805
Other Income	3	3	-	10	10	10
Gains on disposal of Assets	354	-	354	457	457	457
Total Income from Operations	5,436	4,378	1,058	23,059	22,499	24,722
Expenses from Operations						
Employee Benefits and Oncosts	(2,732)	(3,102)	370	(13,270)	(13,270)	(13,070)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(4,264)	(4,039)	(225)	(14,040)	(14,583)	(16,750)
Depreciation and Amortisation	(3,870)	(3,870)	-	(15,485)	(15,485)	(15,485)
Other Expenses	-	-	-	-	-	-
Internal Charges	1,960	1,962	(2)	8,085	8,085	8,064
Overhead Allocation	(934)	(934)	-	(3,739)	(3,739)	(3,739)
Total Expenses from Operations	(9,840)	(9,983)	143	(38,449)	(38,992)	(40,981)
Surplus / (Deficit) from Operations	(4,404)	(5,605)	1,200	(15,390)	(16,494)	(16,259)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	1,630	2,051	(421)	13,663	19,492	15,758
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,774)	(3,554)	780	(1,727)	2,998	(501)
Rates and Annual Charges						
Rates and Annual Charges	4,996	4,996	-	15,390	15,390	15,390

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$4.4m) is lower than forecast by \$1.2m at the end of the quarter.

Total Income from Operations of \$5.4m is higher than forecast by \$1.1m.

User Charges and Fees are higher by \$0.1m as a result of the timing of receipts related to Road Permits offset by those related to Road Restorations.

Other Revenues are higher by \$0.3m as a result of the timing of receipts for Advertising on Council Structures.

Grants and Contributions for Operating Purposes are higher by \$0.3m with grant funding received for the June/July 2022 storm offset by the timing of contributions for Transport Network and Street Lighting operations.

Gains on Disposal of Assets are higher by \$0.4m as a result of the timing of fleet disposals.

Total Expenses from Operations of (\$9.8m) are lower than forecast by \$0.1m.

Employee Benefits and Oncosts are lower by \$0.4m as a result of vacant positions and staff leave in the Service.

Materials and Services are higher by (\$0.2m) as a result of storm-related expenditure and increased fuel costs offset by timing differences for Street Lighting and Maintenance and Construction charges.

Grants and Contributions for Capital Purposes are lower by (\$0.4m) due to delays in the delivery of the related capital expenditure projects including the Connecting Communities - Cycleways Program.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$0.2m to (\$16.3m) principally due to a higher than expected Financial Assistance Grant for Local Roads (\$0.2m). Employee costs have been reduced due to vacant positions in Maintenance and Construction along with Transport Network teams. This is offset by increased contract costs in Maintenance and Construction. Contracts have also been increased by \$2 million, funded by operational grants, to undertake storm-related repairs.

Property and Facilities

HIGHLIGHTS

Facilities

Improvements to facilities completed this quarter include:

- Refurbishment of Stoney Range Cottage
- Upgrade of North Steyne SLSC female amenities
- Boom gates upgraded at Sydney Lakeside Holiday Park
- The tender process for the new Cleaning and Hygiene contracts.

Future of the North Manly recreation space

On 23 August 2022, Council endorsed a proposal to enter into a Public Private Partnership (PPP) with the Manly Warringah Gymnastics Club (Club) to transform the former North Manly Bowling site into a 3,000 m² gymnastics centre. The progression of the PPP and granting of a lease to the Club is subject to approval by the Minister for Local Government, and submission of a development application by the Club. We look forward to a great new recreation facility for the community.

Sydney Lakeside Holiday Park

Several cabins have been given a make-over, upgrading them to improve the visitor experience at the site, and to maintain the overall asset in good condition.

Porters Reserve sports amenity, Newport

Work has commenced on the new Sports Amenities which will provide female friendly facilities to encourage participation by women and girls. Council is pleased to have worked with the club to design a building that meets their needs and to continue to increase participation.

Long Reef surf club

The building is close to completion with opening towards the end of 2022. The new facility is beautifully designed to recede into the landscape. In addition to the club facilities, there will be a café, public amenities and a lifeguard space.

Marine Rescue building, Bayview

Work is progressing well on the new building, which is being provided in collaboration and with funding from NSW Marine Rescue.

Swim Centres

Gym membership at Manly Andrew Boy Charlton (MABC) is achieving its highest membership base since opening in 2016.

Both sites are struggling to attract and retain staff in Learn to Swim resulting in reduced numbers. A number of initiatives will be trialled to try and reverse this trend so programs can continue to grow.

The facilities achieved the combined attendances of 200,240, comprised of 61,241 at Warringah Aquatic Centre plus 138,999 at MABC. Attendances were 100% higher than the same period last year 2021/22 as both centres were closed due to COVID-19. Attendances were also up when comparing with the first quarter of 2020/21 by 7%.

Pleasingly the attendances for this quarter continue to trend to pre-COVID numbers.

Performance measures – Property and Facilities	Target	September quarter
Availability of Council buildings for use by the community (not currently programmed for maintenance)	100%	99.8%
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	184,300	200,240

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

Notes on results:

* Due to a fire in 2021 the Sailing clubhouse in Jamieson Park is unavailable

OPERATIONAL PROJECTS

Key: ✔ Complete 🔄 Progressing ! Behind schedule

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

The main focus this year is the training room works at South Narrabeen SLSC with smaller projects and design works at other locations.

Implement priority accessibility improvements to property assets - Executive Manager Property

Council continues to improve accessibility to Council buildings.

This year, the focus is on installing a lift at Avalon Bowling Club.

Several Public Amenity projects and Sports Amenity projects will also improve accessibility. These include the planned new toilets at Little Manly Point, the renewed Beach Amenities at Shelly Beach and the new Sports Amenities at Porters Reserve.

Plans are also underway for new accessible amenities at Rowland Reserve.

Currawong Cottages and surrounds - refurbishment, modernisation and environmental works - Executive Manager Property

Funding has been received from the NSW Government to fund further restoration and upgrade works at remaining cabins. In the March 2022 quarter procurement for construction services was completed. At the March ordinary meeting Council endorsed tender recommendations to appoint a contractor for works to restore and upgrade four cabins along with remedial works to remaining two original condition cabins. Works commenced in June 2022 and will be completed ready for guests to use the facilities in the Christmas holiday period December 2022.

Deliver the new Warriewood Valley Community Centre - Executive Manager Capital Projects

Tender documents have been prepared for the construction. Further reviews are required before releasing the tender to the market. Delayed due to construction industry market conditions.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Civic building and compliance works



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

Funding has been received from the NSW Government to fund further restoration and upgrade works to the cabins. Works commenced in June 2022 and is progressing well.

It will be completed ready for guests to use the facilities in the Christmas holiday period December 2022.



Operational buildings works program - Executive Manager Property

The program focuses on various technical plant replacements and to meet the operational and maintenance needs of Council building assets.

This will include a contribution towards the costs of replacing the roof of the main workshed at Cromer Depot.



Sport buildings works program - Executive Manager Property

Design is expected to be delivered this financial year for additional facilities at Pittwater Rugby Park and for Boondah Oval Warriewood. The delivery phase for the project is expected to be completed in the following year(s) subject to further funding.



Beach Buildings Works Program - Executive Manager Property

This program includes minor renewal works and refurbishment to existing beach buildings. This included upgrade works to Queenscliff Swim Club and the beach level public change facilities at North Steyne SLSC.

Works are starting in mid-October at Queenscliff Swim Club and works are underway to the change rooms at North Steyne SLSC.



Disability access compliance works (DDA) - Executive Manager Property

This program provides accessibility improvements to Council buildings. The focus this year is installing a lift and an accessible amenity at Avalon Bowling Club. The preparation of plans and documentation is under way



Building Code of Australia compliance works (BCA) - Executive Manager Property

This program of works is to improve Council building compliance in accordance with the National Construction Code.

The works confirmed include the handrails upgrade at Dee Why Library. A contractor has been engaged with works scheduled to start in October outside of business hours.



Sydney Lakeside Holiday Park renewal works - Executive Manager Property

This project will deliver ongoing improvements to the holiday accommodations cabins and support facilities at Sydney Lakeside. The main focus is the cabin refurbishment which is nearing completion.



Pittwater Golf Driving Range Renewal Works - Executive Manager Property

Civic building and compliance works

This program will complete required works for the building, range and putt putt at Pittwater Golf Centre. The café flooring area is to be replaced and options for reducing wayward golf balls on the driving range are being assessed.

Emergency buildings program



Terrey Hills Emergency Services Headquarters - Executive Manager Property

This project will deliver new facilities at the Emergency Services Headquarters building off Mona Vale Road. Procurement of project and design services was finalised in the March 2022 quarter. The project is on hold subject to approval from NSW Rural Fire Service on proceeding to design for the project.



Duffys Forest Rural Fire Station new works - Executive Manager Property

Tender Evaluation was endorsed by Council at the August meeting. The contract was prepared and executed with Carfax Commercial Constructions. Construction commenced on 5 September with expected completion by the end of February 2023, weather permitting.



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

The new Marine Rescue Building at Rowland Reserve is now in construction phase. Works commenced in June 2022 and are expected to be completed in December 2022, subject to weather



Emergency Buildings Works Program - Executive Manager Property

Funds are allocated to undertake work to emergency services buildings. Funds this year will be applied to the construction of new facilities for Marine Rescue at Rowland's Reserve.

The remainder of funds have been allocated to the demolition and construction of a new retaining wall at Scotland Island Rural Fire Brigade, completed in July of 2022, and a new security and access control system for the Northern Beaches Fire Control Centre, Terrey Hills, completed in September of 2022.

Aquatic Centre improvements



Warringah Aquatic Centre renewal works - Executive Manager Property

Works are to be completed on Council multi-storey car parks to ensure fire safety, lifts and other essential services are fit for purpose.



Manly Aquatic Centre renewal works - Executive Manager Property

This project will deliver upgrade works to the office area and other areas. There will also be pool equipment and plant upgrades.

Cemetery works



Manly Cemetery Columbarium new works - Executive Manager Property

This project sees the construction of a new columbarium and associated pathway, a small memorial garden and signage at Manly Cemetery. A Crown Reserves Improvement Fund grant has been secured towards the costs of the project.

A revised concept design has been prepared in response to the community consultation. The detailed design phase is nearing completion incorporating DA conditions of consent. A tender for the works is expected to be released to market in October 2022.

Cemetery works



Mona Vale Cemetery Works Program - Executive Manager Property

Funds allocated for renewal and improvement works to cemetery grounds and facilities at Mona Vale Cemetery. This year's program sees the delivery of landscape works at the memorial gardens including tree protection, garden edging and memorial plinths along with minor improvements to the office and entry gate.

Public amenities improvements



Little Manly Point Amenity - Executive Manager Property

The project involves the construction of three unisex amenities including ambulant and accessible facilities, following a need identified in the Little Manly Reserve Landscape Masterplan. Community consultation has been undertaken and concluded.

The building design works have been completed in preparation for release of the tender. The project is being undertaken following a Part V approval indicating the development is exempt from Development Approval. A number of environmental, Indigenous and European heritage issues raised on or adjacent to the site, and a consultant from Council's panel has been engaged to undertake a Review of Environmental Factors and the tender delayed pending the recommendations of the report.



Porters Reserve Clubhouse Changespace - Executive Manager Property

This project will deliver a new change facility and canteen building that will improve opportunities for girls and women to participate in Rugby at Porters Reserve, Newport. Construction commenced on site in late August.

The new change space will consist of a female friendly change room and amenities, accessible change room and amenities, referees room, first aid room and canteen, sitting over new concrete bleachers beside the current rugby club.



Forestville Town Centre New Amenities - Executive Manager Property

This project sees the design and construction of a new amenities facility to replace the existing Exeloo facility and to increase capacity. The evaluation of quotations has been completed. The contract has been issued for signing and return for execution by Council.



Public amenities works program - Executive Manager Property

Works on site are scheduled to commence in mid -anuary 2023.

This budget delivers a renewal program of Council's public amenities. Shelly Beach amenities and Rowland Reserve Bayview amenities are planned for renovations in 2022/2023 (including accessible toilets being added), with designs commencing for other future years projects.

Some funds will be directed to minor "refresh" projects including the works underway at North Steyne SLSC.

FINANCIALS - Property and Facilities

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	4,411	4,543	(133)	18,396	18,396	18,396
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1,133	1,059	74	4,062	4,062	4,062
Grants and Contributions - Operating Purposes	(1)	-	(1)	-	-	-
Other Income	2,430	2,437	(6)	9,559	9,559	9,809
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	7,973	8,040	(67)	32,017	32,017	32,267
Expenses from Operations						
Employee Benefits and Oncosts	(2,740)	(2,838)	97	(12,232)	(12,232)	(12,232)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(6,311)	(6,011)	(300)	(21,829)	(21,829)	(22,567)
Depreciation and Amortisation	(1,902)	(1,902)	-	(7,613)	(7,613)	(7,613)
Other Expenses	(225)	(230)	5	(401)	(401)	(401)
Internal Charges	(76)	(73)	(3)	(319)	(319)	(319)
Overhead Allocation	(1,193)	(1,193)	-	(4,774)	(4,774)	(4,774)
Total Expenses from Operations	(12,447)	(12,247)	(201)	(47,167)	(47,167)	(47,905)
Surplus / (Deficit) from Operations	(4,474)	(4,207)	(267)	(15,150)	(15,150)	(15,638)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	1,958	1,385	573	3,161	4,442	5,697
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,517)	(2,822)	305	(11,989)	(10,708)	(9,940)
Rates and Annual Charges						
Rates and Annual Charges	4,207	4,207	-	15,389	15,389	15,389

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$4.5m) is higher than forecast by (\$0.3M) at the end of the quarter.

Total Income from Operations of \$8.0m is lower than forecast by (\$0.1m).

User Charges and Fees are lower by (\$0.1m) as a result of lower Lakeside Holiday Park and Currawong accommodation fees and Golf Course and Driving Range revenue offset by higher income at the Aquatic Centres.

Other Revenues are higher by \$0.1m as a result of timing for licence income from Commercial Properties offset by the recovery of outgoings together with food and merchandise sales at the Aquatic Centres.

Total Expenses from Operations of (\$12.3m) are higher than forecast by (\$0.2m).

Employee Benefits and Oncosts are lower by \$0.1m as a result of vacant positions and staff leave in Commercial and Tourism Assets and the Facilities Management operations.

Materials and Services are higher by (\$0.3m) as a result of timing differences associated with the cost of Electricity, an increase in the cost per KJ for gas at the Manly Aquatic Centre, increased contract costs for demolition works offset by timing differences within Commercial and Tourism assets operations.

Grants and Contributions for Capital Purposes are higher by \$0.6m as a result of receipts for Currawong Cottages restoration and Duffy's Forest Rural Fire Station works.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$0.5m) to (\$15.6m) principally due to increased Kimbriki Resource Recovery Centre rent offsetting increased level of cleaning for the Aquatic Centres in the new cleaning contract and increased utilities charges.

CIVIC

Customer Service

HIGHLIGHTS

Responding to your calls

The target service level of 80% of calls answered within 30 seconds was exceeded, achieving 86% for the quarter. Customers continued to embrace digital offerings taking advantage of new online applications and payment options enabling resources to re-focus on other projects and process improvement initiatives.

Local parking permits

Online applications went live for parking permits at Church Point, Rowland Reserve, Woorak Reserve and Iluka Reserve Permits. The online applications have streamlined the process for both applicants and Customer Service staff and adds to Council's digital offerings.

714 North Permits were purchased since 1 July 2022, 317 were applied for online. This represents 44.5% of all North Permit applications. The online process is more efficient for customers and staff and saves approximately 10 to 20 minutes per application compared to the over-the-counter process. This would equate to approximately 80 hours of saved time for the Customer Service team (based on an average time saving of 15 minutes per application) and enable the team to attend to other customer queries.

Online beach permits

1123 Beach Permits were purchased since 1 July 2022. 326 were applied for online or 29% of all Beach Permit purchases. The online process is more efficient for customers and staff and saves approximately 10 minutes per application compared to the over-the-counter process. This would equate to approximately 54 hours of saved time for the Customer Service team (based on an average time saving of 15 minutes per application) and enable the team to attend to other customers.

Customer Service - Performance measures	Target	September quarter
Calls answered within 30 seconds	80%	86%
Customer requests conducted online	30%	38%
- Workload measures		
No. calls to Customer Service 1300 434 434	-	35,662
No. enquiries received at the counter and by mail, email and online requests	-	19,986

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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



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

This will be a prioritised piece of work under the new Customer Experience and Digital unit which will continue the work already started.



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

This will be a prioritised piece of work under the new Customer Experience and Digital unit which will continue the work already started.



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

Dashboards are currently in design phase and will be rolled out next quarter.

FINANCIALS - Customer Service

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	0	1	(1)	4	4	4
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	4	-	4	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	4	1	3	4	4	4
Expenses from Operations						
Employee Benefits and Oncosts	(931)	(1,004)	73	(4,296)	(4,296)	(4,296)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(56)	(45)	(11)	(192)	(192)	(192)
Depreciation and Amortisation	(17)	(17)	-	(67)	(67)	(67)
Other Expenses	-	-	-	-	-	-
Internal Charges	187	187	-	746	746	746
Overhead Allocation	(147)	(147)	-	(589)	(589)	(589)
Total Expenses from Operations	(963)	(1,025)	62	(4,397)	(4,397)	(4,397)
Surplus / (Deficit) from Operations	(959)	(1,024)	65	(4,393)	(4,393)	(4,393)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(959)	(1,024)	65	(4,393)	(4,393)	(4,393)
Rates and Annual Charges						
Rates and Annual Charges	1,024	1,024	-	4,393	4,393	4,393

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$1.0m) is lower than forecast by \$0.1m at the end of the quarter. Total Expenses from Operations of (\$1.0m) are lower than forecast by \$0.1m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of vacant positions which are currently under recruitment.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to remain at (\$4.4m).

Governance and assurance services

HIGHLIGHTS

Resolving complaints

We launched our improved Complaints Resolution module in Salesforce to allow us to collect more comprehensive data on complaints that come to our internal audit team and to provide greater and more targeted reporting functionality.

Being transparent and accountable

Council held three Ordinary meetings since July. All agendas and minutes were placed online in accordance with the timeframes established in Council's Delivery Program.

The Audit Risk and Improvement Committee (ARIC) met in September 2022. The ARIC was also convened to review Council's annual financial statements.

The annual process for the Disclosures of Interest Returns by Designated Persons was undertaken and completed within the prescribed timeframe set. The tabling of these annual returns will occur at the October Ordinary Council Meeting.

Performance measures – Governance and Assurance	Target	September quarter
Council meeting minutes finalised and published within three working days of meetings	100%	100%
Enterprise risk registers reviewed and current	100%	100%
Internal audits undertaken in line with strategic Internal Audit Plan	80%	100%

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

✔ Deliver an effective complaints management and resolution framework – Executive Manager, Governance & Risk

This task has been completed. The complaints resolution module on Salesforce has been developed and tested and implemented.

✔ Deliver the Internal Audit program in line with the Internal Audit Strategic Plan – Executive Manager, Governance & Risk

The annual Internal Audit Plan is on target.



Provide organisational and targeted corruption risk management training - Executive Manager, Governance & Risk

Several online training modules have been developed. They will be recorded and distributed to the business in the next two weeks.

FINANCIALS - Governance and Assurance Services

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	38	-	38	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	38	-	38	-	-	-
Expenses from Operations						
Employee Benefits and Oncosts	(818)	(903)	86	(3,865)	(3,865)	(3,865)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,308)	(1,788)	480	(6,819)	(6,819)	(6,889)
Depreciation and Amortisation	(7)	(7)	-	(27)	(27)	(27)
Other Expenses	-	-	-	-	-	-
Internal Charges	7	7	-	22	22	22
Overhead Allocation	(288)	(288)	-	(1,153)	(1,153)	(1,153)
Total Expenses from Operations	(2,414)	(2,979)	566	(11,841)	(11,841)	(11,912)
Surplus / (Deficit) from Operations	(2,376)	(2,979)	603	(11,841)	(11,841)	(11,912)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,376)	(2,979)	603	(11,841)	(11,841)	(11,912)
Rates and Annual Charges						
Rates and Annual Charges	2,979	2,979	-	11,841	11,841	11,841

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$2.4m) is lower than forecast by \$0.6m at the end of the quarter. Total Expenses from Operations of (\$2.4m) are lower than forecast by \$0.6m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of vacant positions and staff leave within Governance and General Counsel operations. Materials and Services are lower by \$0.5m as a result of timing differences associated with the payment of Legal Costs, contract services in Governance and Insurance.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$0.1m) to (\$11.9m) principally due to increased insurance premium costs for the current year.

Corporate Support Services

HIGHLIGHTS

Securing grants

Council was successful in securing \$1,305,000 from the NSW Government to undertake high priority environment and resilience projects, as well as community events which support local small business. The funding is for:

- \$5,000 to deliver a networking event for the local small business community
- \$1,000,000 for flood recovery and resilience following the June/July storm event
- \$300,000 for disaster risk reduction in the Northern Beaches. This will support the development of a public facing disaster dashboard, improvements to the flood warning system and investigations into valve opening and water release at Manly Dam.

Continually improving

Council is committed to building a culture of continuous improvement across Council. Our springboard is the Australian Business Excellence Framework (ABEF), which gives a holistic approach to better management practices which results in enhanced outcomes for our community. We've tailored this into our own strategy and tools, collectively referred to as the IGNITE Program – Inspiring Great New Ideas Towards Excellence.

We've equipped over 65% of staff to develop improvement ideas, having completed online IGNITE learning modules. As staff develop improvement ideas in their service areas, they are being captured in our Improvements Register. This quarter 57 improvements have been implemented, bringing the total number of registered improvements to over 366. These key improvements have resulted in a range of benefits, including reduced time and improved service to the community.

Expanding online services

Council continues to expand its digital offerings by increasing the number of online transactional services for our customers including:

- Application and payment online for parking area permits at Church Point, Rowland, Woorak and Iluka Reserves
- Payment online for Building Information Certificates, Council Construction Certificates (CC's), Principal Certifier Authority (PCAs) and Complying Development Certificate (CDC's)
- Improved customer experience and internal efficiencies with the launch of the online beach parking sticker application and payment.

Digital tools were also launched for public exhibition of the Conservation Zones Review including an online interactive mapping tool, and a digital submission form.

A range of other improvements were also introduced including:

- A Nursery Management System to provide accurate data management, enable future planning through reporting efficiencies and time and cost savings to the organisation
- Enhancements allowing customers the ability to create Business Accounts within our self-service customer portal
- Increased functionality of the Planning Agreements and Contributions online registers.

Effective tools for staff

We continue to provide new and improved ways of working for Council staff to support better experience for our customers including:

- The introduction of the digitisation of the mailroom service
 - Reduction of Tech Debt with the legacy mailbox migration from on-premise to the Cloud.
- Improved IT controls and safeguards by introducing new technology to prevent staff and public from accessing illegal, malicious, and offensive material on the internet.

Staff culture survey

Council conducted an Employee Engagement Survey, facilitated by Voice Project in June 2022. Council was awarded The Change Champion Award by Voice Project based on our significant improvement in our survey scores. We are the only metro council that has been awarded this honour and only the third council in NSW.

Since our last survey in 2019, the key outcomes were:

- 13% improvement in how we handle change
- overall engagement score is up to 78%
- wellbeing score went up to 69%
- progress and performance increased from 11% to 68%

All areas that performed well in the last survey continue to perform well, along with a number of new categories that include respect and conduct.

Thrive - wellbeing program

As one of the four key themes within the Workforce Management Strategy, the wellbeing and safety of our employees continues to be a focus with the support of the 'Thrive' program. This quarter, Shannon Nevin (former Manly Footballer and founder of Walk n Talk for Life) delivered an inspiring talk on RU OK? Day. Our employees were also encouraged to participate in the Thrive Hive Exhibition, an activity designed to encourage wellbeing through creativity. We also launched the "Be Well, Lead Well" program for our level four managers, which focuses on positively leading others. The program consists of three sessions over a three-month period.

Corporate Support - Performance measures	Target	September quarter
Correspondence replied to within 10 working days	90%	92%
Operational projects on schedule	80%	92%
Capital projects on schedule	80%	84%
Quarterly, annual and statutory reports submitted to Council on time	100%	100%
- Workload measures		
No. service review actions implemented	-	8

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

OPERATIONAL PROJECTS

Key: ✔ Complete 🔄 Progressing ! Behind schedule



Present Council's quarterly Budget Review Statement, Annual Report and Financial Statements - Executive Manager Strategy & Performance

Preparation of the Annual Report 2021/22 is underway. This is expected to be tabled at the October Council meeting.



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

Project is scheduled to start in October.



Review the Long-Term Financial Plan and explore financially sustainable options to support the Community Strategic Plan - Executive Manager Financial Planning & Systems

Project is scheduled to start in October.



Implement the Workforce Management Strategy to attract, identify and develop high performing leadership talent for the future - Executive Manager Human Resources

Work has commenced on the Leadership Talent deliverables within the Workforce Management Strategy, currently:

- Reviewing Succession & Development and Opportunity Marketplace, identifying costs of implementation in preparation for developing project brief.
- Developing communications / roll out plan for the Capability Framework.



Implement the Workforce Management Strategy to build future workforce capacity by developing a capable, agile and resilient workforce – Executive Manager Human Resources

The People Central Roadmap is nearing completion, along with the future works prioritisation matrix. The Service Portal review has commenced using a DMAIC methodology. This improvement is in the define stage - voice of the customer and voice of the business has been collected ready for analysis.



Implement the Workforce Management Strategy to integrate safety and wellbeing solutions for staff resilience - Executive Manager Human Resources

Focus on applying the WHS actions of the Workforce Management Strategy to integrate safety and wellbeing solutions for staff resilience has only recently commenced for the 2022/23 reporting period.



Implement the Workforce Management Strategy to shape a desired organisational culture aligned to the customer experience - Executive Manager Human Resources

Work has commenced on the Diversity, Equity and Inclusion deliverables within the Workforce Management Strategy.

Following the close of the 2021/22 performance cycle and the 2022/23 performance cycle now underway, the values are front of mind for the organisation and continue to be embedded and aligned to achieving Council's culture and purpose.

Action Planning following the Employee Engagement Survey is underway across the business, with organisational focus areas established and workshops being held to establish Divisional and Business Unit level focus areas.

Work will soon begin on delivering the people initiatives within the Disability Inclusion Action Plan.



Implement the Service Review Program - Executive Manager Strategy & Performance

An initial review of Council's 57 Services in 2021/22 has resulted in 166 Management Improvement Actions now being implemented. Council has now commenced Stage 2 of its Service Review Program and is currently in the process of reviewing maintenance operations associated with Property. These reviews will ensure the service is financially sustainable, improves customer experience and is planning for future challenges.



Embed the Australian Business Excellence Framework into Council's management practices and service delivery - Executive Manager Strategy & Performance

Council has provided training and support across the organisation through a range of IGNITE (Inspiring Great New Ideas Towards Excellence) programs to develop understanding and management practices using the Australian Business Excellence Framework (ABEF). 65% of Council staff have now participated in one or more of the IGNITE Programs and Council is preparing to undertake its next ABEF Self- Assessment in late 2022 to further determine priority actions to support its excellence journey.



Expand the practice of continuous improvement through the implementation of key improvement projects - Executive Manager Strategy & Performance

Council has launched its new and improved IGNITE (Inspiring Great New Ideas Towards Excellence) Register to assist in capturing new ideas and completed improvements across the organisation.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

IT improvements



IT Infrastructure - new works - Chief Information Officer

Continue with the UPS installation as per the project plan.

Continue with the workshops for the configuration of the Network Switches.



IT Software – new works - Chief Information Officer

Booking system upgrade to version four (4) in progress.

Printer consolidation - commenced process to engage a vendor.



IT Infrastructure - replacements - Chief Information Officer

Commence Infrastructure replacement for break fix for 2022/23 with associated planning.



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

End user device replacement planning commenced for 2022/23. Awaiting delivery of phase two equipment.

FINANCIALS - Corporate Support Services

Income and Expenditure Statement 01 July 2022 to 30 September 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	106	109	(2)	468	468	468
Investment Fees and Revenues	942	222	720	1,928	1,928	6,227
Other Revenues	192	151	42	558	558	397
Grants and Contributions - Operating Purposes	399	399	-	6,059	4,493	4,848
Other Income	2	-	2	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,642	880	762	9,014	7,447	11,940
Expenses from Operations						
Employee Benefits and Oncosts	(5,216)	(5,733)	518	(24,702)	(24,702)	(25,062)
Borrowing Costs	(196)	(162)	(34)	(643)	(643)	(872)
Materials and Services	(3,407)	(5,192)	1,785	(16,084)	(16,566)	(17,316)
Depreciation and Amortisation	512	1,048	(536)	(628)	(628)	(628)
Other Expenses	-	(1)	1	(9)	(9)	(9)
Internal Charges	133	133	-	538	538	538
Overhead Allocation	6,338	6,338	-	25,361	25,361	25,361
Total Expenses from Operations	(1,836)	(3,569)	1,733	(16,167)	(16,649)	(17,989)
Surplus / (Deficit) from Operations	(194)	(2,689)	2,494	(7,153)	(9,201)	(6,049)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	5,051	1,737	3,313	6,952	7,249	7,878
Surplus / (Deficit) from Operations including Capital Grants and Contributions	4,856	(951)	5,808	(201)	(1,953)	1,829
Rates and Annual Charges						
Rates and Annual Charges	178,000	177,805	195	14,758	14,758	14,759

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$0.2m) is lower than forecast by \$2.5m at the end of the quarter.

Total Income from Operations of \$1.6m is higher than forecast by \$0.8m.

Investment Fees and Revenues are higher by \$0.7m as a result of higher interest on investments.

Total Expenses from Operations of (\$1.8m) are lower than forecast by \$1.8m. Employee Benefits and Oncosts are lower by \$0.5m as a result of vacant positions and staff leave within Information and Digital Technology and Human Resources operations and capitalisation of Capital Projects staff costs.

Materials and Services are lower by \$1.8m as a result of the timing of payments for Training, Computer Software and Contract Services for Information Technology offset by increased Agency Personnel costs.

Grants and Contributions for Capital Purposes are higher by \$3.3m as higher than anticipated development contributions were received.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$3.2m to (\$6.0m) principally due to increased revenues from higher interest rates and investment balances and a higher Financial Assistance Grant offsetting additional resourcing costs in Digital and IT operations, higher borrowing costs on Council's variable loans, higher interest costs on deposits and bonds and increased software expenditure.