



northern  
beaches  
council

**March 2023**

**Quarterly Report on service  
performance –**

**Implementing the  
Operational Plan 2022/23**

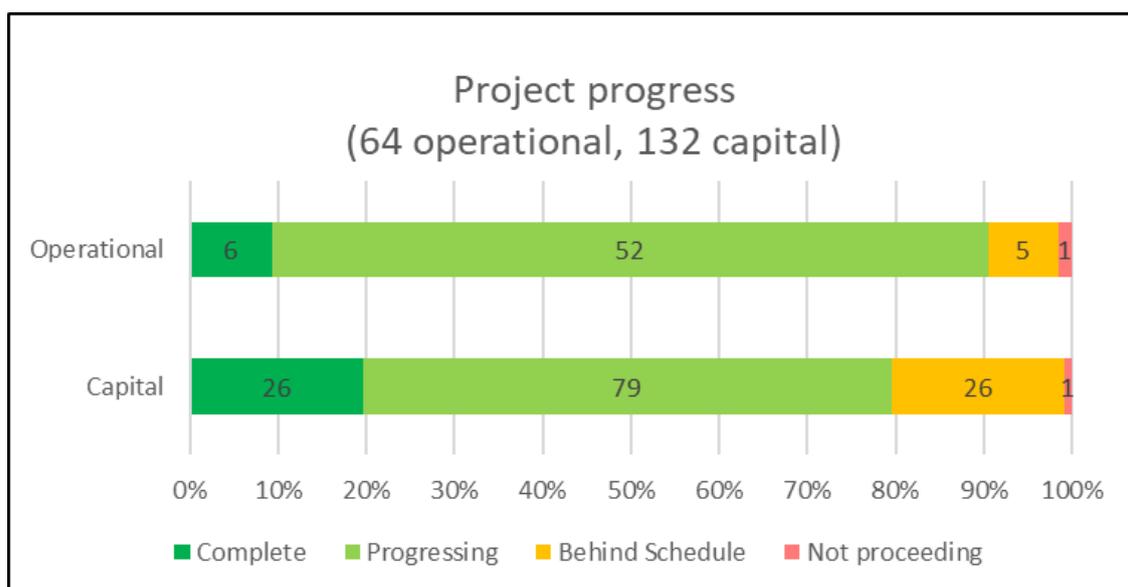
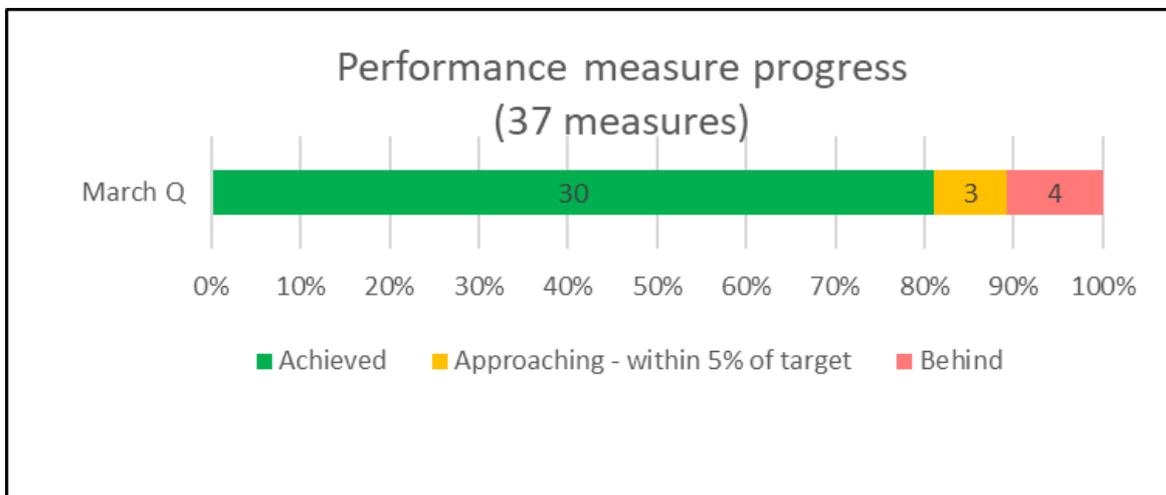
## Executive summary

This is a report on progress in implementing the Operational Plan 2022/23 for the quarter ending 31 March 2023. 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.

Results for 37 performance measures are included. Overall 89% of targets were met or approached, and 11% were behind target. Most results that were behind target were impacted by external factors such as economic or weather conditions, capacity of third party providers or lowered demand.

Of the 196 projects, 84% were either progressing or completed (comprised of 91% of operational and 80% 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, 33 projects have been completed. Over half of the projects that are behind schedule (19 of 33) are due to delays caused by external factors such as economic or weather conditions, or third-party issues.

### Performance at a glance



## 1 Award

Council was recognised in 1 award for open space/coastal facilities:

### ***Tripadvisor Best of the Beaches Award 2023 (International)***

- ❖ *Northern Beaches Council's Manly Beach – 13<sup>th</sup> Best Beach in the World and 2<sup>nd</sup> Best Beach in the South Pacific*

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

**Key:**  Complete  Progressing  Behind schedule  Not proceeding

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# ENVIRONMENTAL

## Environment and Sustainability

### HIGHLIGHTS

#### **Bushland and biodiversity**

The team has continued to work with Strategic and Place Planning on refinement of draft Conservation Zones for the Northern Beaches. Following public exhibition, the Northern Beaches Flying-Fox Camp Management Plan has been finalised. Environmental assessment and consultation continued on the proposed dog off-leash areas at Mona Vale Beach (South) and Palm Beach (North).

Bushland regeneration works continued in over 260 bushland sites, with 1,382 local native flora planted. Condition mapping of Council's bushland has commenced with 137 bushland areas mapped.

To reduce the pressures on our biodiversity, we conducted 137 weed inspections on private property, and culled 266 rabbits and 22 foxes on public land.

#### **Bushfire management**

Three hazard reduction burns which involved Council land were completed by the fire agencies during the quarter. These burns have seen approximately one hectare of Council bushland hazard reduced protecting 154 nearby properties, as well as achieving important ecological outcomes. Another 27 Council sites are prepared and awaiting fire agencies to undertake the controlled burns. Council is continuing to fund and utilise grant funding from the NSW Rural Fire Service to ensure sites are prepared and ready to be burned when weather conditions are favourable.

Active maintenance continued on the Asset Protection Zone (APZ) network throughout the quarter with works completed on 149 high priority areas. Remaining sites are expected to be completed early into the fourth quarter. Maintenance works were also undertaken by Council on the Booralie Fire Trail at Duffy's Forest and by the NSW National Parks and Wildlife Service throughout Morning and Lovett Bays on Pittwater's western foreshores. Additional fire trail maintenance works are also planned in Cromer Road Reserve, Red Hill Reserve, Cook Street Reserve, Davidson Park Recreation Area, Londonderry Drive Reserve, Manly Dam, Elvina Bay and Great Mackerel Beach Reserve.

Work continued with the Northern Beaches Bush Fire Management Committee (BFMC) throughout the quarter to finalise the new draft Bush Fire Risk Management Plan to reduce bush fire risk across the landscape. The draft plan is expected to be on public exhibition in the coming months.

#### **Corporate sustainability and climate change adaptation**

Water-saving, renewable energy and energy efficiency initiatives were progressed during quarter three. This included two rainwater harvesting projects at Cromer Depot and Dee Why Civic Centre. At the Depot a concrete slab and three tanks installed ready for plumbing connection. At the Civic Centre, heritage requirements were reviewed and suitable tanks selected. Smart online water monitoring was installed at four sites to assist tracking the impact of water-saving initiatives proposed for 2023/24.

The contract for energy efficient upgrades to the air handling unit at Warringah Aquatic Centre has been awarded and we are in the planning stages for delivery of this project. At Balgowlah Depot 120 lights were upgraded to energy efficient alternatives. Even further energy efficient and also dark sky-friendly lighting is due to be installed in early April at Governor Phillip Park as part of the Urban Night Sky Place (UNSP) project.

The Energy Audits and Transition from Gas Plan project commenced following successful engagement of the consultant and the Environment, Resilience & Climate Change (ERCC) team are working with Property to organise the site visits. ERCC also worked with Property to ensure the upcoming roofing works on Civic Centre and Dee Why Library will support future solar PV installations.

The Environment and Climate Change Strategy Dashboard is live on the website and work is underway on an additional tile to provide information on our bushland and biodiversity.

Council's Climate Change Risk Assessment Project has also progressed. Input from internal workshops completed in the last quarter has been collated and used to form a draft Climate Risk Register with controls, risk ratings, and proposed adaptation actions. Further engagement is underway to finalise the details, ownership, and timeframes for adaptation actions.

### **Community sustainability, education and volunteers**

We have delivered three online events this quarter: *Solar for Strata* webinar in February with over 100 registrations and *Maximise your savings with solar* webinar in March with over 155 registrations. Additionally, a lunchtime webinar for businesses, *Renewable energy & introduction to PPAs* on 22 March, with around 80 registrations.

Council's new monthly Solar & Energy Roadshow launched in February, to coincide with Seniors Festival Roadshow which will visit all wards across the LGA and offers residents a free drop-in session to ask sustainability staff about solar and energy efficiency, has now activated at Forestville library and Narrabeen Tramshed. These sessions have been much appreciated and well attended, with non-stop questions for the whole two or three hours that we are in attendance.

Earth Hour was once again supported by Council with a presentation at Mona Vale library on 6 March, plus a news story in the EDM and the usual lights-out policy across all facilities.

We continue to offer online advice to residents through our Solar Conversations service. This service is offered by trained Council staff to simplify solar, primarily for residential rooftops. We have delivered 15 Solar Conversations this quarter to members of the public.

We also offer free expert advice to residents via our Energy & Solar Advisory Service, which is delivered by Watts Going Down. This trial service has proven to be a very popular for residents with 64 phone consultations delivered this quarter.

The latest quarter figures released by the Australian PV Institute, for the Northern Beaches LGA showed an increase of 756 solar installations, which delivered a reduction of 6,400 tonnes of CO<sub>2</sub> emissions - equivalent to nearly 1,500 cars off the road annually, which saves Northern Beaches households approximately \$588,000 per year. This brings our total solar penetration to 20.8% residential density, with installations to 16,577 premises, delivering a reduction of 90,200 tCO<sub>2</sub>e/year = 27,000 cars off the road, and saving households \$11,487,000 per year.

Our Sustainability Business Network membership is steadily increasing with 143 members and hope that this will continue to grow as we launch our Renewable Energy Group Power Purchase Agreement for businesses and organisations.

We have an aggregator in place for our Renewable Energy Group PPA for businesses, Business Green Energy will shortly be actively recruiting local businesses and organisations to become part of our Buyers Group.

We continue to sponsor the Sustainability Award as part of the Local Business Awards and have updated the application form to be an online form which has streamlined the process for all involved, applications will open on 17 April.

This quarter saw the Friends of Cabbage Tree Bay rosters and newsletter arranged and the team finalised the calendar of events for Eco Awards, Friends of Long Reef, Friends of Cabbage Tree Bay and Ocean Festival 2023. The informal working group was established for a new environmental volunteer group at Long Reef. A celebration for the 10<sup>th</sup> Anniversary of Friends of Cabbage Tree Bay was also held with guest speakers. Included guest speakers from Viz, The University of Technology & Science and Coralwatch.

### **Stormwater and floodplains**

There have been numerous activities undertaken to improve the stormwater network across the Northern Beaches. Detailed design has been completed for a number of projects including Willandra Road outlet rehabilitation works, Beacon Hill; Surfside Avenue stormwater augmentation, Avalon; and upgrades at Pozieres Parade, Allambie Heights. Concept designs have also been finalised for Newport Beach culvert repairs.

Consultants have been engaged on a number of projects to improve stormwater management and quality. This includes Brookvale Water Sensitive Urban Design Project; a flood impact assessment for proposed kerb and gutter upgrades at Collaroy Street, Collaroy; and preparation of concept and detailed design for drainage upgrade works at Killawarra Road, Duffys Forest. Contractors were also engaged for renewal of the Ankali Place outlet.

Planned asset inspections have been completed for Starkey Street catchment in Killarney Heights, providing important information on condition of stormwater assets in the area. CCTV works in Avalon's Careel Creek Catchment have also been undertaken.

The culverts at Freshwater Beach were repaired, with new collars and grates installed. Stormwater pit reconstruction and modification works have also been completed within the suburbs of Freshwater, Collaroy Plateau, Newport, Narrabeena, Beacon Hill, Allambie Heights, Dee Why, Seaforth and Balgowlah.

A number of significant rainfall events occurred through the quarter requiring monitoring and response to prevent flooding around the lagoons. The lagoon entrances at each of the four lagoons were effectively managed, with berm heights actively maintained below flood levels at Dee Why and Curl Curl Lagoons on a number of occasions. These lagoons then opened naturally prior to reaching flood heights. Manly Lagoon was mechanically opened during a rain event on 21 February 2023. Narrabeen Lagoon was also mechanically opened on 30 January and 9 February 2023 in response to potential flooding concerns.

Our 287 Water Quality Devices are effectively preventing material from entering our waterways. The total volume of waste removed this financial year is 621.24 tonnes. We have also engaged contractors to rectify three gross pollutant traps around Sandy Bay, Clontarf, as well as undertake vegetation clearance and minor renewal at Lemon Tree Close Basin and Perentie Close Basin.

### **Coast and catchments**

Planning for coastal protection works at Collaroy beach street ends has progressed, and Council continues to work with residents regarding their development applications and private construction works for permanent protection at Collaroy-Narrabeen beach.

Council is also developing Coastal Management Programs (CMPs) for priority beaches, starting with a scoping study co-ordinated with key stakeholders. This includes Collaroy-Narrabeen, Fisherman's, Bilgola and Basin beaches, as well as Sydney Harbour and Hawkesbury Nepean Catchments.

For the 11th consecutive year, lagoons and Pittwater are being monitored this summer for their estuarine health, building a valuable record to help better manage them.

Other progress included:

- completing draft studies and Public Exhibition of those technical documents that will contribute to a new Northern Beaches LEP and DCP – studies include *Estuarine Planning Level Studies for the Harbour and Cowan Creek*, *Stormwater Study* and *Watercourse, Wetlands and Riparian Lands Study*
- monitoring groundwater under an interim site management plan at Addiscombe Road Reserve, Manly Vale
- geotechnical monitoring and signage installation at key sites
- installation of a floating wetland at Curl Curl Lagoon
- bush regeneration and weed control in dunes, headlands and riparian areas across 93 hectares of bushland
- completion of the Coast Action Plan and the Waterways and Catchments Action Plan, now on Council's website
- scraping at Great Mackerel, Fisherman's and South Newport beaches.

Environment and Sustainability				
- Performance measures	Target	September quarter	December quarter	March quarter
Volunteer bushland regeneration (hours)	Q1,4: 1,875 Q2,3: 1,575	1,271*	1,547*	1,550**
No. sustainability education events	40	26*	48	34***
No. invasive pest animals controlled to protect native flora and fauna	100	89*	181	288
- Workload measures				
Gross pollutants removed from stormwater networks (tonnes)	-	0****	236	385
No. DA referrals for assessment of environmental controls <sup>†</sup>	-	1,013	1,010	648

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

Community Sustainability Events reduced slightly due to focus on Specific Project & January Holidays

**Notes on results:**

\* Impacted by persistent wet weather

\*\* Volunteer numbers and hours are still affected by the legacy of persistent wet weather, but are gradually building up again.

\*\*\* The Community Sustainability Team has been focusing on the introduction of a Power Purchase Agreement for local businesses in this quarter resulting in a reduction in the number of events, the team is working toward including additional community events in the next quarter.

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

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

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



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

#### **Community Sustainability**

We continue to work towards solar and energy efficiency targets via events, education, news stories and calls to action across various platforms. Over 330 people attended recent online webinars including *Solar for Strata, Maximise your savings with solar*, and one for businesses in March on *Renewable energy & introduction to PPAs*.

Our new monthly *Solar and Energy Roadshow* launched in February, offering residents a free drop-in session to ask sustainability staff about solar and energy efficiency. These are well attended and will roam across the whole Northern Beaches through the year. We continue to offer online advice to residents through our *Solar Conversations* service, to 15 residents this quarter, focussing on rooftop solar. We also provided 64 consultations in our free *Energy and Solar Advisory Service*, provided by experts at Watts Going Down.

The Sustainability Business Network has steadily increased to 143 members. This will likely grow further after the upcoming launch our Renewable Energy Group Power Purchase Agreement for businesses and organisations. We also continue to sponsor the Sustainability Award as part of the Local Business Awards, applications will open on 17 April.

#### **Environmental Volunteering**

This quarter saw the Friends of Cabbage Tree Bay rosters and newsletter arranged and the team finalised the calendar of events for Eco Awards, Friends of Long Reef, Friends of Cabbage Tree Bay and Ocean Festival 2023. The informal working group was established for a new environmental volunteer group at Long Reef. A celebration for the 10th Anniversary of Friends of Cabbage Tree Bay was also held including guest speakers from Viz, The University of Technology & Science and Coralwatch.



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

This focusses on identifying and, if feasible, implementing options to reduce frequent flooding of the Wakehurst Parkway roadway. A draft feasibility study was completed, placed on public exhibition and the outcomes reported to Council in March 2023. Council endorsed immediately progressing the Oxford Falls and Oxford Falls Road west sites, which are now undergoing site studies, environmental assessment and design. Design options for work at The Bends site underwent additional analysis with a view to minimising impacts on the natural environment (less vegetation clearing and sediment removal). Seeking further details on whether the scope of works may be affected by a change in funding of TfNSW works along Wakehurst Parkway. Progress is 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**

All Action Plans supporting the Environment & Climate Change Strategy have been

developed and are being implemented. A dashboard has been launched on Council's website to track progress against our commitments. During this quarter, further data was investigated for inclusion and new pages are currently under development.



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

The Strategy was adopted by Council at the 27 September 2022 Council Meeting. Various actions have been identified and prioritised for delivery over the next 2-3 years.

The entrance was mechanically opened on 30 January 2023. To allow the Ocean Street bridge abutment works to proceed, it was mechanically closed again in March, though it was close to naturally closing. Bridge works should be finished in May. Conditions are being monitored and the lagoon will be mechanically opened if required.

Planning is underway for an entrance clearance in the second half of 2023, earlier than expected, following an accumulation of sand at the northern end of the Narrabeen embayment over the last 12 months.



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

Council is 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).

Council was awarded funding for a Northern Beaches Open Coast and Lagoons CMP Scoping Study (Stage 1) with Department of Planning and Environment (DPE). An RFQ is now being prepared in collaboration with DPE.

We are also implementing our adopted Coast Action Plan which is being implemented.



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

This project has commenced with literature review complete and internal consultation commencing. The project is behind schedule due to a change in scope of the project and staff vacancies, in addition to resources being re-directed to manage the impacts of frequent coastal storms, Collaroy Beach coastal protection works and Conservation Zone/LEP review.

## 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 49 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.
- 400m of private coastal protection work have been constructed

Design and approvals for Wetherill St, Stuart and Ramsey St road ends (public works) are in progress.

Private works construction at Flight Deck and Shipmates are estimated to commence in May 2023.

Delays to this program and its projects are attributable to the progression and completion of private works; the impact of significant weather events; and the requirement to regularly consult on proposed works and environmental approvals.

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### Stormwater program



#### **Planned stormwater new works - Executive Manager Environment & Climate Change**

Lindley Avenue / Walker Avenue: design progressing and expected to be completed Q1 FY24.

Ankali Place - preferred contractor engaged in March. Due to contractor timing delays, construction works now scheduled to commence in April 2023 with completion expected Q1 FY24.

Surf Side Avenue - detailed design complete and procurement process for construction works to be undertaken.

Freshwater Water Sensitive Urban Design (WSUD) investigation - consultant progressing modelling and concept design work with draft report expected in April 2023.

Brookvale WSUD - preferred consultant engaged and inception meeting undertaken as well as on-site sediment and water quality sampling.

Willandra Road outlet rehabilitation works 100% detailed design with IFC drawings completed. Note - Sydney Water advice from late January is that an "out-of-scope" Building Plan Approval (BPA) is now required due to proximity of proposed stormwater works near SW sewerage line. Approval process can be expected to take approximately 4 months resulting in construction works to be delayed by at least the same timeframe. Construction

now forecasted to commence Q1 FY24.

Planned asset inspections works: Various planned asset inspection works are being finalised at several locations across the LGA. Works have been completed for Starkey Street catchment in Killarney Heights and nearing completion in Freshwater catchment. Contractor finalising CCTV works in Avalon's Careel Creek Catchment.

Kerb and gutter projects - Loquat Valley Road and Myola Road are still underway. Collaroy Street - consultant engaged to undertake flood impact assessment for proposed kerb and gutter upgrade.

North Harbour Reserve Catchment - awaiting response to RFQ (closing 31 March 2023) after which submissions to be evaluated.



### **Warriewood Valley Creekline Works - Executive Manager Environment & Climate Change**

Contractors have commenced establishing the site and are readying to commence excavation. The works involve the creation of two basins in series that will improve flood outcomes, create habitats, and improve downstream water quality. Weather permitting works are expected to be completed by end of June.



### **Planned stormwater renewal works - Executive Manager Environment & Climate Change**

Stormwater pits have been reconstructed or modified at Freshwater, Collaroy Plateau, Newport, Narrabeena, Beacon Hill, Allambie Heights, Dee Why, Seaforth and Balgowlah. Works are underway at Garden Street Narrabeen to construct a headwall as part of major culvert upgrade works in Mullet Creek crossing under Garden Street.

Collaroy South Seawall and Stormwater Outlet upgrades: Additional water quality investigation has been completed, to assess potential impacts. Complex considerations for detailed design and approvals mean that works will likely start in 12 months.

Detailed designs are also underway for these projects:

- Marine Parade drainage upgrade, Manly
- Darley Road drainage, Manly
- Freshwater Beach culvert repairs
- Abbotts Road drainage improvements, Curl Curl
- Pozieres Parade drainage, Allambie Heights
- Dee Why beach gross pollutant trap
- Killawarra Road drainage, Duffys Forest
- Garden Street and Powderworks Road drainage, Warriewood
- Mona Vale Beach outlet works
- Newport Beach stormwater outlet.

Options are being investigated for:

- Drainage Improvement at Holmes Avenue, Clontarf
- Eustace Street Drainage Upgrade, Manly.



### **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.

CRMs received in March 2023 – 57.  
CRMs open current total – 262.



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### **Gross Pollutant Trap (GPT) 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. Contractor engaged for the rectification of three GPTs located at Sandy Bay, Clontarf. Contractor engaged for vegetation clearance and minor renewal at Lemon Tree Close Basin, and Perentie Close Basin.

Total GPT waste removed to date this financial year is 621.24 tonnes.

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## **Water and Energy Saving Initiatives**



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

All remaining lights for upgrades have been received and installation scheduled for early April.

A working group meeting was held on 8 March where outreach events for Dark Sky Week, April 15-22, and Globe at Night citizen science project were discussed, with Greener Communities to lead delivery.



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### **Energy Savings Initiatives Program - Executive Manager Environment & Climate Change**

Energy efficient lighting upgrade completed at Balgowlah Depot and the contract for the energy efficiency equipment upgrade at the Warringah Aquatic Centre was awarded. Contract awarded and project commenced for Energy Audits and Transition from Gas Plan.



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

Smart online water monitoring installed for sites proposed for 2023/24 water savings initiatives. Contract awarded for water audit of the Warringah Aquatic Centre and preparations for a site visit and data collation commenced. Business case approved for rainwater harvesting at Civic and Balgowlah Depot, tanks ordered and the slab poured at Cromer Depot ready for tank installation.

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## FINANCIALS - Environment and Sustainability

### Income and Expenditure Statement

01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	1,547	1,675	(129)	2,176	2,227	2,130
Investment Fees and Revenues	3	1	1	-	1	1
Other Revenues	1	-	1	-	-	-
Grants and Contributions - Operating Purposes	1,264	432	832	3,185	3,426	3,771
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>2,814</b>	<b>2,108</b>	<b>706</b>	<b>5,361</b>	<b>5,655</b>	<b>5,902</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(6,329)	(6,484)	155	(8,940)	(8,905)	(8,753)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(6,769)	(6,721)	(48)	(8,182)	(9,675)	(10,884)
Depreciation and Amortisation	(5,284)	(5,284)	(0)	(7,679)	(7,206)	(7,206)
Other Expenses	(5,875)	(5,898)	24	(7,841)	(8,543)	(8,533)
Internal Charges	(1,976)	(1,976)	0	(2,650)	(2,640)	(2,640)
Overhead Allocation	(2,407)	(2,407)	-	(3,211)	(3,211)	(3,211)
<b>Total Expenses from Operations</b>	<b>(28,640)</b>	<b>(28,771)</b>	<b>131</b>	<b>(38,504)</b>	<b>(40,180)</b>	<b>(41,227)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(25,827)</b>	<b>(26,663)</b>	<b>836</b>	<b>(33,143)</b>	<b>(34,526)</b>	<b>(35,325)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	93	130	(37)	-	1,117	93
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(25,733)</b>	<b>(26,533)</b>	<b>800</b>	<b>(33,143)</b>	<b>(33,409)</b>	<b>(35,232)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	25,137	25,135	2	32,975	32,974	32,974

## **Budget commentary - year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$25.8m) is lower than forecast by \$0.8m at the end of the quarter.

Total Income from Operations of \$2.8m is higher than forecast by \$0.7m.

User Charges and Fees are lower by (\$0.1m) as a result of lower than anticipated income received for development engineering and environmental education services.

Grants and Contributions for Operating Purposes are higher by \$0.8m as a number of CRIF Program grants were recently received.

Total Expenses from Operations of (\$28.6m) are lower than forecast by \$0.1m.

Employee Benefits and Oncosts are lower by \$0.2m as a result of staff vacancies within Development Engineering, Stormwater and Bushland Management teams

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$0.8m) to (\$35.3m) principally due to storm related expenditure.

# Waste and Cleansing

## HIGHLIGHTS

### Collecting/managing waste

Council progressed the development of a comprehensive Waste and Circular Economy Strategy to guide long-term direction of waste management and transitioning to a circular economy in the area. After an initial telephone survey of 600 residents in December, follow-up targeted working groups and community engagement has occurred. We are finalising drafting of the Strategy for Council approval to exhibit in June.

Council also approved a soft plastic trial after the collapse of RedCycle, for collection of soft plastic at Kimbriki from April to June, for recycling at Plastic Forests in Albury. Council will buy back some recycled products to demonstrate a functioning circular economy. Council's expanded polystyrene (EPS) recovery and recycling trial is also continuing in cooperation with Kimbriki.

Implementation has commenced on recommendations from a comprehensive litter study to help reduce litter. This has included redesign of recycling bins in Manly which has dramatically reduced contamination and maximised recycling. We continue to review consolidation of litter bin types and signage in the community.

Council's waste collection contractor also returned to 6am contracted start times for waste collection after Covid restrictions eased. This has improved community sentiment to the service, although due to significant IT issues with the contractor there was a spike in missed services in February/March which is being addressed.

### Education offerings

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

- Provision to the community of the Reuse and Recycling Event (see below) and the Avalon Car Boot Sale.
- Two news stories were published, 33 events were assessed to ensure they comply with Council's Waste policies.
- Water fountains to reduce plastic waste were loaned to six events including the Disabled Surfers Association Hands on Day.
- Over 80 Clean Up Australia Day clean ups took place across the LGA.
- Two Workshops covering home composting / worm farming and making food not waste.
- The 'Inconvenience Store', an interactive artwork, was displayed at the Coastal Environment Centre and the PCYC at Dee Why.
- A number of ongoing programs continued including community medical waste collection, battery and x-ray collections.

### Reuse and recycling event - Sunday 29 January

Over 40 staff and volunteers met with 560 carloads of Northern Beaches residents who dropped off 21 tonnes of donations, keeping these items out of landfill and supporting people in need.

All donated goods will be reused or recycled, specifically:

- Donated clothing and accessories for adults and small homeware items used to support welfare services and will be sold in Red Cross Shops across Sydney including local stores on the Northern Beaches such as Avalon, Newport, Dee Why and Manly.
- Nursery items/clothing for babies and children rehomed to families in need from the Greater Sydney and Illawarra areas.
- Donated electronics and bikes will be reused, repaired and/or recycled.

This event has received widespread acknowledgment from charities and supporters as a leading reuse/repair event. Council has subsequently applied for an EPA grant to help us scale up reuse/repair initiatives and looking at feasibility – through a project titled “Towards a Northern Beaches Circular Economy Hub – the leading reuse and repair network in NSW”.

### Keeping public spaces clean

All 191 bus shelters were cleaned, pressure washed, and graffiti removed this quarter. Our Rapid Graffiti Removal Program also removed 2,281 incidents of graffiti in various locations.

Street sweeping schedule has been adhered to during the quarter. The service collected approximately 467 tonnes of debris from streets, and 289 tonnes of these were disposed of as organic waste for recycling.

### Illegal dumping removal program

In total, eight tonnes of illegally dumped items were collected and disposed of. Most of these materials were collected as bulky goods from households.

Performance measures – Waste and Cleansing	Target	September quarter	December quarter	March quarter
No. participating in education events on waste and circular economy solutions	1,000	4,000	5,021	6,085
Reports of missed waste collection and litterbin services	< 0.5%	0.15%	0.18%	0.25%

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

## OPERATIONAL PROJECTS

<b>Key:</b>		Complete		Progressing		Behind schedule
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### **Manage contracts for cleaning of streets, pavements, graffiti and bus shelters to provide clean public places - Executive Manager Waste Management & Cleansing**

All contract performance KPIs are on track and meet expectations.  
Commenced the process to harmonisation of street sweeping program across the LGA.



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

Improvements in this quarter included return to 6am contracted start times by URM and operating out of Cromer depot to help streamline operations after asbestos removal works. Cleanaway contract also continues to divert approximately 35% of red bin contents from landfill. Also announced/commenced two 'problem' plastic collections - including polystyrene and soft plastic.

However, increased missed services and other service issues, contributed to by a cyberattack, are being managed to improve performance.



### **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's Waste Education Team continued to deliver a comprehensive community education program which included the following:

- Provision to the community of the Reuse and Recycling Event and the Avalon Car Boot Sale.
- Two news stories published and 33 events assessed for waste policy compliance.
- Water fountains to reduce plastic waste loaned to six events including the Disabled Surfers Association Hands on Day.
- Over 80 Clean Up Australia Day clean ups took place across the LGA.
- Two Workshops covering home composting / worm farming and making food not waste.
- The "Inconvenience Store", an interactive artwork was displayed at the Coastal Environment Centre and the PCYC at Dee Why.
- A number of ongoing programs continued including community medical waste collection, battery and x-ray collections.

On the back of the successful collection events a grant submission was made to the Local Government Waste Solutions fund for a project titled "Towards a Northern Beaches Circular Economy Hub – the leading reuse and repair network in NSW".



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

Drafting of the strategy commenced in this quarter informed by prior strategies and trials, this will be developed further in the next quarter before expected public exhibition in July.

A consultant was engaged to complete a number of community workshops to further investigate the findings of the telephone survey completed in December to determine community attitudes and appetite for change and cost increase.

A consultant was engaged to assist with the drafting, feasibility and stress testing of initiatives to be proposed in the waste and circular economy strategy. Workshops are planned for April.

An RFQ was released for a consultant to peer review a major study of red bin recovery opportunities completed in September 2022, which will underpin selection of options for Council to consider.



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

Negotiations to conduct a soft plastics collection and recycling trial were completed and Council decided to implement the trial in conjunction with Kimbriki and Plastic Forests who will produce new products from the material. Other teams in Council have committed to buying back some of the products for use in Council projects.

A polystyrene recovery trial continues in conjunction with Kimbriki on selected dates and continues to be very successful. The trial will continue with selected dates into next quarter.

## **CAPITAL PROJECTS**

**Key:**  Complete  Progressing  Behind schedule

### **Waste and Cleansing**



### **Public place bin enclosures - Executive Manager Waste Management & Cleansing**

Mona Vale Bins have now been replaced and all that is remaining in this year's program is the installation of Palm Beach bins, which have already been purchased.

## FINANCIALS - Waste and Cleansing Services

### Income and Expenditure Statement

01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	29	29	0	38	38	38
Investment Fees and Revenues	61	35	27	46	46	46
Other Revenues	412	488	(76)	650	650	600
Grants and Contributions - Operating Purposes	149	275	(126)	-	351	351
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>650</b>	<b>826</b>	<b>(175)</b>	<b>734</b>	<b>1,085</b>	<b>1,035</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(6,575)	(6,269)	(306)	(8,420)	(8,559)	(8,677)
Borrowing Costs	(183)	(180)	(3)	(240)	(240)	(240)
Materials and Services	(34,814)	(37,671)	2,857	(49,056)	(49,269)	(47,674)
Depreciation and Amortisation	(2,037)	(2,036)	(0)	(2,716)	(2,716)	(2,716)
Other Expenses	15	(12)	27	(16)	(16)	(16)
Internal Charges	(2,265)	(2,221)	(44)	(2,977)	(2,977)	(2,964)
Overhead Allocation	(1,350)	(1,350)	-	(1,801)	(1,801)	(1,801)
<b>Total Expenses from Operations</b>	<b>(47,209)</b>	<b>(49,739)</b>	<b>2,530</b>	<b>(65,227)</b>	<b>(65,578)</b>	<b>(64,089)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(46,559)</b>	<b>(48,913)</b>	<b>2,355</b>	<b>(64,493)</b>	<b>(64,493)</b>	<b>(63,053)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(46,559)</b>	<b>(48,913)</b>	<b>2,355</b>	<b>(64,493)</b>	<b>(64,493)</b>	<b>(63,053)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	48,301	48,237	65	64,493	64,493	64,569

## **Budget commentary - year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$46.6m) is lower than forecast by \$2.4m at the end of the quarter.

Total Income from Operations of \$0.7m is lower than forecast by (\$0.2m).

Other Revenues are lower by (\$0.1m) as a result of lower than anticipated recycling income.

Grants and Contributions for Operating Purposes are lower by (\$0.1m) due as income is recognised as expenditure is undertaken on the Better Waste Recycling Fund project.

Total Expenses from Operations of (\$47.2m) are lower than forecast by \$2.5m.

Employee Benefits and Oncosts are higher by (\$0.3m) as a result of an increase in overtime and the use of casuals to cover permanent staff vacancies along with an increase in the Employee Leave Entitlement provision due to factors including higher forecast future pay increases.

Materials and Services are lower by \$2.9m as a result of lower than forecast tonnages in Waste, Bulky Goods and Recycling disposal costs.

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$1.4m to (\$63.1m) principally due to lower than anticipated tonnages.

# Kimbriki Resource Recovery Centre

## HIGHLIGHTS

### Kimbriki services

Kimbriki hosted Northern Beaches Council's trial collections of polystyrene which has been well received with over 700 residents bringing polystyrene to Kimbriki for recycling during the four trial days.

Construction of the Clean Water Diversion System (CWDS) continued and is due for completion around the middle of 2023. 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.

### Kimbriki improvements

The road has been sealed between the Kimbriki Mixed Waste Transfer Station and the outbound weighbridges and the floor of the Household Problem Waste area. As well as providing a better customer experience, these works further reduce the generation of dust and sediment on site. Kimbriki's Eco House and Garden team conducted their inaugural Teacher Professional Development Day for over 30 local teachers. The aim of the workshop is to enable K-12 teachers to confidently engage their students in Sustainability & Indigenous Perspectives within the curriculum.

Performance measures – Kimbriki	Target	September quarter	December quarter	March quarter
Total waste from all sources diverted from landfill onsite	82%	78%*	78%*	81%*
Waste sources diverted from landfill in the Mixed Waste section onsite from all sources	10%	10%	7%**	6%**

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

#### Notes on results:

\* Continues to be impacted by higher volumes of mixed waste received (due to problems at other waste facilities), and lower volumes of construction recyclables (due to the economic slowdown).

\*\* The slowing economy has reduced sales of manufactured soil products. Freight issues have delayed transport off site of metal and engineered timber stockpiles.

## 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**

Finalised study of different organics/food waste and red bin recovery operations - to form basis of recovery targets in Waste and Circular Economy Strategy.

Agreed soft plastics trial and buy back of recycled content with Plastic Forests.



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

Reverse Garbage and Bikes4Life continue to operate. Peninsular Senior Citizen Toy Repairers establishing new workspaces. Boomerang Bags ready to commence.

## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule

### **Kimbriki improvements**



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

Channel construction continues with shotcreting and stabilisation works. Recent heavy rainfall impacted some areas causing delays as areas were assessed and remediated.



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

The revised Site Masterplan allocates a different cell for development next. Funding has been transferred to the project Kimbriki Future Cell Development.



### **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 done as required.



### **Kimbriki future cell development - Executive Manager Waste Management & Cleansing**

Design Finalised. Earthworks RFT closed, contractor procured, lining materials purchased.



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

The revised Site Masterplan allocates a different cell for development next. Funding has been transferred to the project Kimbriki Future Cell Development.



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### **Kimbriki vehicles - Executive Manager Waste Management & Cleansing**

No purchases since December 2022 when a PHEV Vehicle was purchased.



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### **Kimbriki renewal program - Executive Manager Waste Management & Cleansing**

Road construction delayed due to unavailability of contractor.



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### **Kimbriki other - Executive Manager Waste Management & Cleansing**

Office Equipment replaced as required.

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## FINANCIALS - Kimbriki Resource Recovery Centre

### Income and Expenditure Statement

01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	28,484	28,684	(200)	34,930	37,913	37,513
Investment Fees and Revenues	673	577	96	60	739	835
Other Revenues	3,132	2,993	139	3,124	3,741	3,880
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	200	209	(9)	274	277	268
Gains on disposal of Assets	10	-	10	-	-	10
<b>Total Income from Operations</b>	<b>32,498</b>	<b>32,462</b>	<b>36</b>	<b>38,388</b>	<b>42,671</b>	<b>42,507</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(3,812)	(3,865)	53	(4,994)	(5,019)	(4,966)
Borrowing Costs	(1,495)	(1,494)	(1)	(1,739)	(1,993)	(1,993)
Materials and Services	(14,202)	(14,244)	43	(16,641)	(18,802)	(18,948)
Depreciation and Amortisation	(3,012)	(3,018)	7	(4,003)	(4,022)	(4,016)
Other Expenses	(7,010)	(6,993)	(17)	(8,385)	(9,179)	(9,196)
Internal Charges	-	-	-	-	-	-
Overhead Allocation	-	-	-	-	-	-
<b>Total Expenses from Operations</b>	<b>(29,530)</b>	<b>(29,615)</b>	<b>85</b>	<b>(35,763)</b>	<b>(39,015)</b>	<b>(39,119)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>2,968</b>	<b>2,847</b>	<b>121</b>	<b>2,626</b>	<b>3,656</b>	<b>3,388</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>2,968</b>	<b>2,847</b>	<b>121</b>	<b>2,626</b>	<b>3,656</b>	<b>3,388</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	-	-	-	-	-	-

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total Surplus from Operations of \$3.0m is higher than forecast by \$0.1m at the end of the quarter.

Total Income from Operations is \$32.5m.

User Charges and Fees are lower by (\$0.2)m as a result of lower than forecasted incoming volumes of mixed waste.

Investment Fees and Revenues are higher by \$0.1m as a result of increased interest rates on term deposits which brought a better return on investment revenue.

Other Revenues are higher by \$0.1m as a result of the site hosting fee for the receipt of vegetation from a non-shareholder council, and the recycled metal income due to the catch-up of outgoing movements of stockpiles by a contractor.

Total Expenses from Operations of (\$29.5)m are lower than forecast by \$0.1m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of the good control of overtime hours.

### **Annual Forecast**

For the full financial year the Total Surplus from Operations is forecast to decrease by (\$0.3)m to \$3.4m principally due to lower user fees and charges from the incoming volumes of mixed waste, and increased contributions into the remediation fund from the additional interest earned.

# SOCIAL

## Community, Arts and Culture

### HIGHLIGHTS

#### Glen Street Theatre

NIDA (National Institute of Dramatic Art) hosted drama workshops for children and young adults across the January school holidays and continues to offer regular weekend programs during Term One for young people in Grades 3 – 10.

Commercial venue hire remained strong across this quarter including a FOXTEL TV special, 'Psychic TV Live', being filmed to a crowd of 300+ patrons.

Overall this quarter saw 71 events held for approximately 11,000 patrons.

A new venue awareness branding campaign was launched across the Northern Beaches and North Shore areas. This '*Find your Glen Street Theatre*' campaign will run for six months with a focus on promoting the diversity of events on offer at a local venue.

In partnership with *The Tawny Frogmouth*, Glen Street Theatre launched its inaugural junior reviewer initiative. The successful applicant, aged 8-12 years old, will receive a family pass including tickets for two adults and two children to attend and review all four family shows (*Possum Magic*, *360 Allstars*, *The Twits* and *Are We There Yet*) at Glen Street this year for publication in *The Tawny Frogmouth*.

#### Arts and Culture

The inaugural Emerging Curator program was awarded to Jodie Crawford, who has commenced her mentorship program with Arts and Culture staff with a view to an exhibition at Curl Curl Creative Space in early July 2023, as part of NAIDOC Week. Social Enterprise, the Possibility Project commenced their lease at the Mona Vale Creative Studios, and planning for the 2023 Weaving Bridges program has commenced.

The callout periods for the 2023 *Creative Open* art, music and design festival and the 2023 Environmental Art & Design Prize (EADP) commenced on 17 March with a *Happy Hour at MAG&M* event which attracted approximately 100 people. The 2023 EADP judging panel includes first nations curator Emily McDaniel, artist Caroline Rothwell, and designer Adam Goodrum.

Manly Art Gallery & Museum's (MAGM) summer exhibitions *Fair Play: Sport as motif & metaphor*, *Barely Wearable: Ruth Downes* and *Manly by Ferry: Treasures from the Vault* continued until the end of February, receiving good visitor numbers throughout the period. From 3 March to 16 April 2023, MAGM hosted *the Artists' Book Award Exhibition* and *Express Yourself 2023*, featuring the works of HSC students from across 20 Northern Beaches high schools. The EY23 LIVE: Meet the Artists + Live Music and Performance event on 26 March 2023 attracted over 80 people. The MAG&M Art Wall featured key works by Dennis Golding as part of the Sydney WorldPride 2023. A new MAG&M Quarterly program was produced for March to May 2023 and the new Life Drawing Program commenced, with classes at Manly and Mona Vale.

New signage for the Aboriginal Art and Storytelling Project and the Clubs NSW grant was acquitted. Engineering for the public artwork at McKillop Park was completed and the Leesa Knights public artwork at Long Reef Surf Life Saving Club was completed. The Public Art Policy was placed on public exhibition for community feedback in January 2023.

## **Socially sustainable Northern Beaches**

The Better Together 2040 Social Sustainability Strategy is now in its second year of implementation.

The Better Together Leadership group met during the quarter and provided strategic advice around the priorities for 2023 to continue building social sustainability on the Northern Beaches.

Project work between October and December has been focused on public exhibition and finalising the Youth Voice Action Plan 2028 - Shaping the Beaches Future, beginning implementation of the Disability Inclusion Action Plan 2022-2026, starting a project focused on cultural diversity and inclusion, and developing the first indicator report for the Community Wellbeing Framework.

## **Community centres**

The tender for the construction of the Warriewood Community Centre closed on 2 March 2023. The Community Centre team continues to work with the regular groups hiring Nelson Heather Centre to relocate them to other community centres for the interim.

Further progress has been made with the implementation of a cloud version of the online booking and payments system. It is planned to be going live in May 2023 and will further enhance the ease of making a booking and the customer experience.

The new Mona Vale Performance Space is scheduled to be completed in April 2023. This exciting new space is currently under construction on the Mona Vale Public School site. The use of the space outside of school hours will be managed by Council and be available for the public to hire for a variety of purposes, including dance, drama, theatre and musical activities. Council is planning to have the space available for community hire from Term 2, 2023.

## **Community development**

It Takes a Village continues to grow, holding 27 Meet Your Neighbour events with approximately 60 people attending each event and 99% of attendees making around 10 new social connections. The program included a short video as an awareness campaign for Neighbour Day on 26 March 2023.

Community engagement for the Multicultural Inclusion Plan began, with a group of 11 cultural leaders at Dee Why PCYC on 16 March 2023, facilitated by consultants from Cultural Perspectives.

## **Community safety**

Council continued to lead a coordinated response to community safety through consultative meetings of the Community Safety Advisory Committee. Council has made progress on relevant actions within the five-year Community Safety Plan 2021-26, including a report to the Committee on crime trends on sexual assault. In response to some of the recommendations, the Committee established a Northern Beaches Sexual Assault Prevention and Response Working Group, which consulted with the Northern Sydney Sexual Assault Service to determine priority areas for action. Council held an Expressions of Interest for members to a new LGBTQIA+ Working Group and is in the final stages of assessment before establishing this new group.

## **Empowering young people and families**

Council led a partnership with several councils in Northern Sydney to engage peak organisation Twenty10 to deliver a Sexual and Gender Diversity webinar in March to around 100 parents, grandparents and carers. The event received positive feedback and the recording is available on Council's website.

Council commenced the 20<sup>th</sup> year of Northern Composure Band Competition receiving 19 entries and two rounds of semi-finals in March, with the final to be held over Youth Week in April 2023.

Council continues to coordinate the Youth Advisory Group and provide support to the student-led Beaches Leadership Team organising the second 'Have Your Say Day' event at Glen St Theatre in May 2023.

The Adolescent and Family Counselling Service provided 170 free client counselling sessions to young people and their families. The service continued to host a monthly social club for young people experiencing social isolation, to build capacity in social skills and relationships, and delivered a two-session program to build the capacity of dads and carers of young people.

## **Supporting seniors**

The Seniors' Festival was held from February 1-27 with over 70 programmed activities on offer throughout the Northern Beaches. The Festival included the local band Third Age Jazz Rock Fusion at Meriton Square in Dee Why. It also included two 'Meet Your Local Seniors Groups' Expos, the first was held at Northern Beaches PCYC, Dee Why with 180 Seniors and 30 expo exhibitors, and the second was held at Newport Community Centre with 100 seniors and 20 expo tables. The expos included targeted presentations on accessing aged care, aged care reform, and making the most of your GP visits.

Meals on Wheels delivered over 4,900 meals to older people in the community, enabling them to live at home for longer and preventing social isolation. This included weekly community lunches at Manly Seniors Centre, monthly social BBQs in Seaford and monthly social outings fostering connection and promoting inclusion. A full bus of clients enjoyed a social outing to the Premiers Concert at Darling Harbour in February.

## **Valuing our volunteers**

Volunteers were active in all programs across Council and continue delivering valued services to our community.

The Australia Day Awards program 2023 concluded with an event in January to recognise the outstanding contribution of 15 incredible volunteers making the Northern Beaches a better place for so many people.

Community Arts and Culture				
- Performance measures	Target	September quarter	December quarter	March quarter
Volunteers who actively participate in ongoing programs across Council	650	523*	544*	660
Community centre bookings	Q1: 9,270 Q2: 8,450 Q3: 7,500 Q4: 9,000	9,119**	8,585	8,390
No. Meals services	4,500	4,674	4,748	5,067
- Workload measures				
No. information and referral enquiries	-	75	65	106

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

**Notes on results:**

\* Impacted by persistent wet weather reducing volunteer activities

\*\* A 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 booked hours.

## OPERATIONAL PROJECTS

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



**Deliver the performance space at Mona Vale public school with the State Government - Executive Manager Community, Arts & Culture**

Construction is nearly complete, with the building due for handover in mid-April 2023.



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

Project is progressing.



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

891 community members have completed training. Funding will cease on 30 June 2023.



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

Completed projects include the Aboriginal Art and Storytelling Project and art at the Long

Reef Surf Club. Delays have been experienced on some projects as they have been put on hold following community feedback and further design modifications.

Projects in the planning stage include Collaroy, Newport, and McKillop Park at Freshwater.



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

Work progressing, activity across the January to March quarter focused on public exhibition of the Youth Voice Action Plan, planning and initiating stakeholder engagement for the development of the Multicultural Inclusion Plan, and finalising the Wellbeing Outcomes Framework.



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

This project will not be proceeding, as mental health challenges are being addressed by other significant work already undertaken by Council, and in partnership with other organisations.



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

The final Youth Voice Action Plan 2028 will be taken to the April Council meeting for consideration.



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

The project has progressed and is on track. Stakeholder engagement is underway.



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

The project is underway.

## CAPITAL PROJECTS

**Key:** Complete Progressing Behind schedule

### Artworks



**Gallery Artwork Purchases - Executive Manager Community, Arts & Culture**

Works complete in 2021/22. Final payment made in 2022/23.



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

Works are in planning stage.

## Community Centre Improvements



### Warriewood Valley Community Centre new works - Executive Manager Capital Projects

Some delays as further reviews were required before releasing the tender to the market. Tenders were received in March, and it is expected that the outcome of the tender process will be reported to the May Council meeting.



### Community buildings works program - Executive Manager Property

This program of work is allocated to community buildings projects. In this financial year, the projects include the playground upgrade works at the Harbord Literary Institute. Key stakeholders have indicated that the preferred timeframe for the works is in the period from December 2023 to January 2024 to minimise the impact on the users.

This program also funds the works at the Glen Street Theatre to replace the air-conditioning ductwork in the auditorium (Stage 2 air-conditioning upgrade works tender due for release on 1 May 2023) and remediation works to the Ted Blackwood Community Centre building.



### Community centres minor works program - Executive Manager Property

This program of works includes minor renewal works to community centre buildings. The final project in this program of works is the structural rectification and other minor internal works to upgrade finishes and lighting at Ted Blackwood Community Centre, noting that part of the funding is proposed to be covered by the Community Building Works Program.

Other works already completed include the replacement of the storeroom roof at Manly Art Gallery and Museum and the lift roof at Tramshed Arts and Community Centre.

## Cultural Improvements



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

Program of works is progressing, with planning continuing for 2023 projects. McKillop Park artwork has moved to the next stage following consultation although behind schedule.



### 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 includes funds for minor renewal works and equipment renewal at Glen Street Theatre.



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

Consultants have been appointed to advise on options for changes to the Mona Vale Admin building and Mona Vale Memorial Hall to better meet the needs of the arts community in the northern part of the northern beaches.

A final report will be delivered this financial year.

## FINANCIALS - Community, Arts and Culture Service

### Income and Expenditure Statement

01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	2,656	3,082	(426)	4,277	4,109	3,656
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	603	626	(23)	842	818	886
Grants and Contributions - Operating Purposes	1,707	1,419	288	1,908	2,071	2,046
Other Income	32	31	0	42	42	42
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>4,998</b>	<b>5,158</b>	<b>(161)</b>	<b>7,068</b>	<b>7,039</b>	<b>6,629</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(5,028)	(5,192)	164	(7,174)	(7,114)	(6,912)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,746)	(2,468)	721	(3,459)	(3,339)	(3,086)
Depreciation and Amortisation	(474)	(474)	-	(632)	(632)	(632)
Other Expenses	(1,600)	(1,273)	(327)	(1,594)	(1,749)	(1,749)
Internal Charges	(39)	(32)	(7)	(44)	(47)	(47)
Overhead Allocation	(643)	(643)	-	(858)	(858)	(858)
<b>Total Expenses from Operations</b>	<b>(9,531)</b>	<b>(10,081)</b>	<b>551</b>	<b>(13,761)</b>	<b>(13,738)</b>	<b>(13,284)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(4,533)</b>	<b>(4,923)</b>	<b>390</b>	<b>(6,693)</b>	<b>(6,699)</b>	<b>(6,654)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	33	23	10	-	23	33
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(4,501)</b>	<b>(4,901)</b>	<b>400</b>	<b>(6,693)</b>	<b>(6,677)</b>	<b>(6,622)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	5,082	5,082	-	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 (\$4.5)m is lower than forecast by \$0.4m at the end of the quarter.

Total Income from Operations of \$5.0m is lower than forecast by (\$0.2)m.

User Charges and Fees are lower by (\$0.4)m as a result of lower revenue from Glen Street Theatre operations and lower utilisation of the Community Centre spaces due to higher than average cancellations from regular hirers.

Grants and Contributions for Operating Purposes are higher by \$0.3m as a result of timing differences associated with the drawdown of Stronger Communities funding for the Mona Vale Public School Performance Space project.

Total Expenses from Operations of (\$9.5)m are lower than forecast by \$0.6m.

Employee Benefits and Oncosts are lower by \$0.2m as a result of vacancies within the Service offsetting an increase in the Employee Leave Entitlement provision due to factors including higher forecast future pay increases. As income at Glen Street Theatre is linked directly to employee costs, the reduction in hirer income has resulted to a reduction in employee costs in this area.

Materials and Services are lower by \$0.7m as a result of lower expenditure on performance fees/royalty payments, contract services in Aged and Disability and Youth Services and Merger Savings Funded works, advertising, stationery and printing costs and timing differences associated with Public Art and Arts and Culture projects.

Other Expenses are higher by (\$0.3)m as a result of timing differences associated with Grants and Subsidy payments for the Mona Vale Public School Performance Space project.

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to decrease to (\$6.7)m principally due to reduced Employee costs across the Service and Materials and Services costs largely in Glen Street Theatre and Youth Services offsetting reduced Fee Income and Other Revenue from the Glen Street Theatre and community centre operations.

# Children's Services

## HIGHLIGHTS

### Supporting families

Family Day Care have received a final report from the Assessment and Rating visit held in January which has resulted in an Exceeding rating against the National Quality Framework.

Early Learning services have welcomed a large percentage of new families into their centres over the past few months, with all educators working in partnership with families in the setting of goals for children which will link with the documentation completed over the year.

The Family Day Care service has registered five new educators with the scheme, providing greater options for children and families in the local government area.

Brookvale Children's Centre, Roundhouse Children's Centre and Manly Community Pre-school Educators have attended training in preparation for supporting children with additional inclusion needs in the learning environment.

### Community connections

Narrabeen Children's Centre has continued to receive donations including plants for the outdoor environment, bread tags and donations to the Street Library from the local community. A bench was added to the Street Library area so that community borrowers can sit and browse the books in comfort.

The Vacation Care team has met with additional needs schools, teachers, educators, specialists, and families to strengthen relationships with our customers and the local community. We have sought their expertise, engaged in exchanges around best inclusion practices, and shared resources with all pertinent parties to ensure the best service possible for all stakeholders.

Belrose Children's Centre has continued its relationship with Kimbriki Resource Recovery Centre this year after receiving a grant to ensure the continued visits to Belrose Children's Centre. The Children and Educators are actively involved in composting and taking care of their worm farm.

Belrose, Brookvale, Dee Why, Narrabeen, North Harbour and Harbour View Children's Centres were the recipients of a Quality and Participation Grants Program provided by the NSW Education Department. The funds received will be used at each centre to create spaces to support the inclusion needs of children and families.

### Amazing Educators

The Trainee at Harbour View Children's Centre has been nominated for the Belrose Rotary Award for outstanding service in her role as educator at Harbour View Children's Centre. This nomination has been made by Hunter Valley Training Company and supported by Northern Beaches Council.

The Director of North Harbour Children's Centre is participating in a 12-month study, through the University of NSW, on the emotional labour and wellbeing of educators.

The Family Day Care service is taking part in the Early Start Pilot Study (University of Wollongong) testing an online support tool for Family Day Care Services and educators to improve nutrition and physical activity practices.

Performance measures – Children’s Services	Target	September quarter	December quarter	March quarter
No. children attending Long Day Care programs	700	762	864	714
No. children attending Family Day Care programs	380	317*	325*	336*
No. children attending Preschool programs	100	199	208	207
No. children attending Vacation Care programs	Q1,2,4: 350 Q3: 525	433	421	709

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

**Notes on results:**

\* The number of educators supporting the service reduced during COVID as Public Health Orders required all household members to be vaccinated. Since Health Orders were relaxed, educator numbers have not yet recovered, and several others are also closed due to taking leave.

## OPERATIONAL PROJECTS

**Key:** ✔ Complete ✔ Progressing ! Behind schedule



### Implement the Children's Services Strategy - Executive Manager Early Learning and Customer Services

1. 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 with the children scheduled to make friendship bracelets and decorate cards to give to the residents during the autumn school holidays. North Harbour Vacation Care has also scheduled to decorate cookies and deliver them to the residents at Bupa Aged Care in Seaforth during the autumn school holidays. Harbour View Children's Centre has also made connections with Bupa Aged Care in Seaforth with plans for the children in the pre-school room to visit the residents in the coming months. Narrabeen Children's Centre Director attended an intergenerational conference to enhance understanding on different ways to connect within the community.

2. 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.

3. 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 Manager Early Learning Centres continues to work with marketing/communications and HR to refine the recruitment and onboarding process as well as ensuring that our employment policies support our model of service delivery. A change to the medical check requirements supported by the Chief Executive Team has enabled a smoother transition for new employees.

4. 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 service philosophies that support our early learning approach. A poster articulating this learning approach has been produced in consultation with the marketing and communications team along with other reference materials to support the educators in articulating our early learning approach, these have been distributed to the early learning centres for display and reference.

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## 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.

Project funds allocated towards upgrades at North Harbour have been diverted to priority works at the site including drainage and lift replacement.

Urgent works to renew playground surfaces have been delivered under this year's program at Dee Why Children's Centre. Works were completed in July 2022. Further works to renew outdoor play areas at the centre are planned and will be delivered by this program.

## FINANCIALS - Children's Services

### Income and Expenditure Statement 01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	9,864	10,119	(256)	14,021	13,999	13,576
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	16	3	13	4	4	4
Grants and Contributions - Operating Purposes	2,146	1,621	525	2,126	2,126	2,494
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>12,026</b>	<b>11,744</b>	<b>283</b>	<b>16,151</b>	<b>16,128</b>	<b>16,073</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(10,066)	(9,152)	(913)	(12,503)	(12,485)	(13,131)
Borrowing Costs	(3)	(5)	2	(7)	(7)	(7)
Materials and Services	(1,007)	(1,704)	697	(2,237)	(2,250)	(1,549)
Depreciation and Amortisation	(32)	(45)	13	(59)	(59)	(59)
Other Expenses	-	-	-	-	-	-
Internal Charges	(374)	(402)	28	(538)	(536)	(536)
Overhead Allocation	(588)	(588)	-	(785)	(785)	(785)
<b>Total Expenses from Operations</b>	<b>(12,070)</b>	<b>(11,897)</b>	<b>(173)</b>	<b>(16,128)</b>	<b>(16,120)</b>	<b>(16,065)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(44)</b>	<b>(153)</b>	<b>109</b>	<b>22</b>	<b>8</b>	<b>8</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	58	11	47	-	100	58
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>14</b>	<b>(142)</b>	<b>156</b>	<b>22</b>	<b>108</b>	<b>66</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	-	-	-	-	-	-

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$0.0)m is lower than forecast by \$0.1m at the end of the quarter.

Total Income from Operations of \$12.0m is higher than forecast by \$0.3m.

User Charges and Fees are lower by (\$0.3)m as a result of receipt of Start Strong grant funding for the first three quarters of the year being received in January which lowers the expected fee income by families for long day care centres and a combination of lower year to date utilisation at Family Day Care and Vacation Care.

Grants and Contributions for Operating Purposes are higher by \$0.5m as a result of increased Start Strong funding to offset the fee paid by families and preschool funding received.

Total Expenses from Operations of (\$12.1)m are higher than forecast by (\$0.2)m.

Employee Benefits and Oncosts are higher by (\$0.9)m as a result of higher casual salaries due to unavailability of Agency staff and an increase in the Employee Leave Entitlement provision due to factors including higher forecast future pay increases.

Materials and Services are lower by \$0.7m as a result of lower than anticipated spending on Agency Personnel and Child Care Supplies, timing of rent for Dee Why being paid and lower spending on excursions and incursions for Vacation Care.

### **Annual Forecast**

For the full financial year the Total Surplus from Operations is forecast to remain unchanged at \$0.1m. Reductions in income have been offset by reductions in expenditure. Capital grants have been moved from the Children's Centres Works Program to the Childcare Playground Renewal Program within the Parks and Recreation Service.

# Library Services

## HIGHLIGHTS

### Valued social institutions

With more than 186,800 visits to our public libraries over the quarter, our library services are one of our most valued social institutions in the Northern Beaches. At end March 2023, there were more than 66,000 active members of our library service who regularly borrow items, attend programs and events, volunteer or browse our local history portal 'History Hub'.

524 of our community members receive a tailored home library service, with our volunteers delivering more than 6,500 items this quarter, providing valuable recreational and education material to those in our community unable to visit our libraries.

The library has ensured contemporary, popular collections are available, in both print and digital platforms, with over 237,000 physical loans and over 85,700 e-loans from our service in the last three months.

### Creative and connected communities

The library provided a varied programming and events calendar including supporting Council wide programming for World Pride and Seniors Festival. Booked-out events included several local history talks, recommencement of Family History Fridays and Cryptic Crosswords. Library services continued to provide our ever-popular school holiday programs, story times and the launch of the biennial Artists' Book Award with entries from around the globe. This quarter more than 5,733 members of our community attended a program with 450 program sessions or events on offer.

In response to Council resolution, a trial partnership with Early Ed Cubby Toy House Library is in development, to commence a 12-month trial of toy library facilities in the library space.

### Digital inclusion

Our digital library services continue to play a key role in supporting our community, with more than 85,700 loans of our digital collection occurring in the quarter.

The Northern Beaches Library app continues to remain popular with more than 62,000 visits in the last three months. The library app allows access our libraries anywhere and at any time.

Our local studies team continues to focus on the preservation of our rich collections, with 346 items digitised this quarter and a total 28,710 items accessible on History Hub. An online portal, History Hub provides instant access to photographs, videos and oral histories and has received more than 10,564 users in the quarter.

### Improved spaces and places

On 16 March 2023, Forestville Library officially launched 24/7 access to the library as a permanent ongoing service. A valued and strongly supported community service, the Forestville community accessed Forestville 24/7 1,818 times in this quarter and 776 members of the Forestville library community have signed up for 24/7 access, representing 11% of local active members.

Glen Street Library has undergone a minor re-organisation, freeing up space for growing story time sessions and HSC study support. Collections have been aligned with user experience providing improved browsing opportunities.

Performance measures – Library Services	Target	September quarter	December quarter	March quarter
No. Home Library customers	525	522*	515*	525
No. library programs and activities	400	389**	437	450
No. of physical visits to libraries	175,000	217,991	185,622	186,800

**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 the LGA.

\*\* The number of programs and activities were building back up to pre-COVID levels.

## OPERATIONAL PROJECTS

**Key:** ✔ Complete ✔ Progressing ! Behind schedule



### Develop a Library Strategy - Executive Manager Library Services

Final draft complete. Approval process underway.



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

Public launch as ongoing permanent service completed at Forestville Library.



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

Council has received accreditation of "working towards being a Dementia Friendly organisation". Moving forward, Council will now conduct annual action plans.

## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule

### Library Upgrades



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

The project has been on hold pending the outcome of the investigation into the whole of the aamin building/library/community hall site. Some minor changes are now proposed.



#### **Library book stock - Executive Manager Library Services**

Works completed.



#### **Library buildings works program - Executive Manager Property**

This program sees minor works at library buildings.

This year additional funds are being targeted towards roof membrane upgrade at Dee Why. This will happen towards the end of the financial year using additional funds to be allocated to the works.

### Community Space and Learning



#### **Library local priority grant purchases - Executive Manager Library Services**

Several minor projects were completed, including clean-ups at Dee Why and Glen Street libraries, and minor refurbishment in the children's area at Forestville Library.

Additional planning includes an inclusive toilet upgrade at Forestville, which is expected to be installed next financial year.



#### **Library books replacement - Executive Manager Library Services**

Of the physical items received, Adult Fiction comprised 49% of stock, Adult Non-Fiction 19%, Junior items 23.5% and DVDs 5%. The remaining 3.5% of stock received was Young Adult and Audio-Visual items.

## FINANCIALS - Library Services

### Income and Expenditure Statement

01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	133	112	22	151	133	133
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	98	78	20	92	110	120
Grants and Contributions - Operating Purposes	796	799	(4)	799	799	799
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>1,027</b>	<b>989</b>	<b>38</b>	<b>1,043</b>	<b>1,043</b>	<b>1,053</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(5,485)	(5,707)	222	(7,800)	(7,800)	(7,669)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(864)	(928)	65	(1,174)	(1,285)	(1,255)
Depreciation and Amortisation	(1,367)	(1,367)	-	(1,823)	(1,823)	(1,823)
Other Expenses	(91)	(91)	-	(118)	(118)	(118)
Internal Charges	(59)	(62)	3	(96)	(84)	(84)
Overhead Allocation	(790)	(790)	-	(1,054)	(1,054)	(1,054)
<b>Total Expenses from Operations</b>	<b>(8,655)</b>	<b>(8,945)</b>	<b>289</b>	<b>(12,064)</b>	<b>(12,164)</b>	<b>(12,003)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(7,628)</b>	<b>(7,956)</b>	<b>327</b>	<b>(11,022)</b>	<b>(11,122)</b>	<b>(10,950)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	72	111	(39)	162	111	111
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(7,556)</b>	<b>(7,845)</b>	<b>289</b>	<b>(10,859)</b>	<b>(11,011)</b>	<b>(10,840)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	7,795	7,795	-	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 (\$7.6)m is lower than forecast by \$0.3m at the end of the quarter.

Total Income from Operations of \$1.0m is higher than forecast due to increased venue hire of rooms and income from overdue library books.

Total Expenses from Operations of (\$8.7)m are lower than forecast by \$0.3m.

Employee Benefits and Oncosts are lower by \$0.2m as a result of vacant positions throughout the service.

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$0.2m to (\$11.0)m principally due to higher than anticipated vacancy levels and lower reliance on Agency staff.

# Strategic Land Use Planning

## HIGHLIGHTS

### **Frenchs Forest Contribution Plan**

The Frenchs Forest Contribution Plan is still under review by the Independent Pricing and Regulatory Tribunal. Additional information has been completed by Council in response to IPART's request.

### **Manly Place Plan**

The My Place: Manly Place Plan is progressing well. The consultants have completed Revision B of the place plan and are now working on Revision C of the document after a detailed review by staff and relevant business units within Council. The indicative concept designs for Key Places around Manly are also being refined for inclusion in the final draft version of the document.

The Community Engagement Plan has been completed and outlines the consultation activities that will be undertaken during the exhibition period of the My Place: Manly Place Plan.

### **Northern Beaches Local Environmental Plan**

Following the completion of the Conservation Zones Review exhibition, Council completed a Submissions Summary report, redacted 950 submissions, and uploaded them to Council's website.

Council is considering amendments to the Conservation Zones methodology to address the submissions received and will schedule site inspections mid-2023 where there remains a dispute about the mapping of environmental or hazards criteria e.g. location of streams or vegetation. Council has commenced fortnightly meetings with the Department of Planning and Environment to discuss the outcomes from the public exhibition and options for amendments the Conservation Zones Review methodology. These meetings will also be used to discuss other key issues to be addressed in the preparation of the new Local Environmental Plan.

### **Brookvale Structure Plan**

The Brookvale Structure Plan was exhibited from 1 December 2022 to 28 February 2023. Council is currently reviewing over 300 submissions received during the exhibition. Council will hold further discussions with the Department of Planning and Environment and Transport for NSW about traffic and transport matters and a community engagement report is being prepared and will be reported to Council together with recommendations for proposed next steps in the process.

## OPERATIONAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule



### **Develop Place Plans for Mona Vale, Avalon, Manly and other centres on a rolling program - Director Planning & Place**

**Avalon Beach Place Plan** - the Place Plan was formally adopted by Council at the July Ordinary Council Meeting subject to amendments.

**Mona Vale Place Plan** - finalising detailed Traffic Report with Transport Network Team involving rerunning of traffic model. Results will be provided to the lead consultant to review the Place Plan and report to Council.

**Manly Place Plan** - Review of Revision C of Draft My Place: Manly document and Draft QS Report for concept designs is now underway.

- Brief being prepared for commissioning of photographs.
- Brief being prepared for commission of architectural visualisation drawings of the concept designs.
- Map being prepared by Studio - Land use clusters under the Night-Time Employment Strategy.
- Map - Noise Planning Levels - is in SEA following review.



### **Prepare Northern Beaches Local Environmental Plan, Development Control Plan and associated studies - Director Planning & Place**

Progress has been delayed as additional time is required to assess the submissions received on the Conservation Zones Review (950 submissions) and consider whether the methodology for the review should be amended in response to the concerns raised. Council also resolved to do site inspections and undertake further 'ground truthing' where there continues to be a dispute about the mapping of environmental hazards



### **Frenchs Forest precinct planning for a sustainable area with Green Star Communities rating - Director Planning & Place**

Land at Frenchs Forest rezoned and came in on 1 June 2022. The statutory provisions do not provide for the ability or certainty for an application for Green Star Communities rating to be successful.



### **Complete Brookvale Structure Planning and Rezoning - to revitalise Brookvale town centre - Director Planning & Place**

Submissions from the public exhibition period are being collated and reviewed.



### **Ingleside Precinct – work with Department of Planning and Environment on the potential land release - Director Planning & Place**

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 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	799	878	(79)	1,172	1,172	1,072
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	2	-	2	-	-	-
Grants and Contributions - Operating Purposes	320	330	(10)	332	332	332
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>1,122</b>	<b>1,209</b>	<b>(87)</b>	<b>1,503</b>	<b>1,503</b>	<b>1,403</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(3,393)	(3,500)	107	(4,783)	(4,783)	(4,692)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(475)	(760)	285	(765)	(970)	(965)
Depreciation and Amortisation	(41)	(41)	-	(55)	(55)	(55)
Other Expenses	(703)	(539)	(164)	(715)	(715)	(715)
Internal Charges	(156)	(156)	-	(213)	(213)	(213)
Overhead Allocation	(322)	(322)	-	(430)	(430)	(430)
<b>Total Expenses from Operations</b>	<b>(5,091)</b>	<b>(5,319)</b>	<b>229</b>	<b>(6,961)</b>	<b>(7,166)</b>	<b>(7,070)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(3,969)</b>	<b>(4,111)</b>	<b>142</b>	<b>(5,457)</b>	<b>(5,662)</b>	<b>(5,666)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(3,969)</b>	<b>(4,111)</b>	<b>142</b>	<b>(5,457)</b>	<b>(5,662)</b>	<b>(5,666)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	3,918	3,918	-	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 (\$4.0m) is lower than forecast by \$0.1m at the end of the quarter.

Total Income from Operations of \$1.1m is lower than forecast by (\$0.1m).

User Charges and Fees are lower by (\$0.1m) as a result of lower than expected planning fees.

Total Expenses from Operations of (\$5.1m) are lower than forecast by \$0.2m.

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

Materials and Services are lower by \$0.3m as a result of the timing of land use planning projects.

Other Expenses are higher by (\$0.2m) as the Department of Environment and Planning Levy was paid earlier than anticipated.

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to remain (\$5.7m), with reductions in income offset by reductions in expenditure for the reasons noted above.

# Development Assessment

## HIGHLIGHTS

This quarter 311 Development Applications, 133 Modifications of Consent and four Review of Determination Applications were lodged for assessment and 32 Pre-Lodgement meetings were held. Many are also referred to other teams for technical assessment of environmental impact, and infrastructure impacts on stormwater, vehicular access and other considerations.

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

- The restructure of Council’s Development Application and Modification Lodgement Requirements, to provide better information to applicants surrounding lodgement, as well as more detail on documentation, reports, and plans required.
- An enhancement to Council’s Application Search tool to include an additional search function ‘advertised development’, a page that lists Development and Modification Applications which constitutes advertised development, or are required by legislation to be published on Council’s website during the exhibition period.

This quarter the total value of Development Applications approved was over \$225 million. An increase of 20% compared to the same quarter in 2022 where the total value of approved Development Applications was \$187million. This development volume represents approximately 12.5% of the annual economic activity within the Northern Beaches Local Government area.

Performance measures – Development Assessment	Target	September quarter	December quarter	March quarter
Average determination time of 90% of Development applications, modifications and reviews (days)	≤ 75	64	63	74
Outstanding applications, modifications and reviews older than 100 days (since application received)	≤ 20%	23%*	19%	34%*

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

### Notes on results:

\* The target was missed due to resourcing constraints during the quarter.

## FINANCIALS - Development Assessment

### Income and Expenditure Statement

01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	3,083	2,661	422	3,550	3,550	4,030
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>3,083</b>	<b>2,661</b>	<b>422</b>	<b>3,550</b>	<b>3,550</b>	<b>4,030</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(4,125)	(4,090)	(35)	(5,589)	(5,589)	(5,659)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(469)	(436)	(33)	(584)	(662)	(582)
Depreciation and Amortisation	(60)	(60)	-	(80)	(80)	(80)
Other Expenses	-	-	-	-	-	-
Internal Charges	(137)	(137)	-	(187)	(187)	(187)
Overhead Allocation	(513)	(513)	-	(685)	(685)	(685)
<b>Total Expenses from Operations</b>	<b>(5,304)</b>	<b>(5,236)</b>	<b>(68)</b>	<b>(7,124)</b>	<b>(7,203)</b>	<b>(7,192)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(2,220)</b>	<b>(2,575)</b>	<b>354</b>	<b>(3,574)</b>	<b>(3,653)</b>	<b>(3,162)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(2,220)</b>	<b>(2,575)</b>	<b>354</b>	<b>(3,574)</b>	<b>(3,653)</b>	<b>(3,162)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	2,576	2,576	-	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 (\$2.2m) is lower than forecast by \$0.4m at the end of the quarter.

Total Income from Operations of \$3.1m is higher than forecast by \$0.4m.

User Charges and Fees are higher by \$0.4m as a number of development applications were received with high construction values.

Total Expenses from Operations of (\$5.3m) are higher than forecast by (\$0.1m).

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$0.5m to (\$3.2m) principally due to greater Development Applications income.

# Environmental Compliance

## HIGHLIGHTS

Council's arbovirus surveillance program (mosquito-borne disease surveillance) continues through 2023. The mosquito population during this quarter has predominantly been low with a small increase in numbers following the wet weather at the end of February. There have been zero arbovirus detections.

Implementation of the RSPCA's Keeping Cats Safe at Home project is ongoing. A program to encourage the desexing of cats at a discounted rate is currently under development.

A targeted program to address unregistered companion animals has led to an increase in registrations being completed as per legislative requirements, and ensuring correct ownership information is captured on the Companion Animal Registry.

Targeted proactive dog patrols at Curl Curl Beach are resulting in improved compliance.

Engagement with local retailers at Mona Vale has resulted in a significant improvement with management of trolleys in public spaces.

Performance measures – Environmental Compliance	Target	September quarter	December quarter	March quarter
All mandatory food inspections completed	100%	100%	48%*	100%

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

### Notes on results:

\* Impacted by resourcing constraints due to vacancies and extended leave. Staff recruitment and onboarding continues

## 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 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	1,473	1,669	(196)	2,433	2,278	2,128
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	4,372	5,489	(1,117)	8,200	7,535	6,015
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>5,845</b>	<b>7,158</b>	<b>(1,313)</b>	<b>10,633</b>	<b>9,813</b>	<b>8,143</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(7,144)	(7,096)	(48)	(9,942)	(9,713)	(9,751)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,099)	(1,125)	26	(1,742)	(1,478)	(1,588)
Depreciation and Amortisation	(116)	(116)	-	(155)	(155)	(155)
Other Expenses	(13)	(0)	(13)	(2)	(2)	(2)
Internal Charges	(527)	(529)	2	(723)	(723)	(758)
Overhead Allocation	(908)	(908)	-	(1,211)	(1,211)	(1,211)
<b>Total Expenses from Operations</b>	<b>(9,807)</b>	<b>(9,774)</b>	<b>(33)</b>	<b>(13,773)</b>	<b>(13,281)</b>	<b>(13,464)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(3,962)</b>	<b>(2,616)</b>	<b>(1,346)</b>	<b>(3,140)</b>	<b>(3,468)</b>	<b>(5,321)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(3,962)</b>	<b>(2,616)</b>	<b>(1,346)</b>	<b>(3,140)</b>	<b>(3,468)</b>	<b>(5,321)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	2,171	2,171	-	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 (\$4.0m) is higher than forecast by (\$1.3m) at the end of the quarter.

Total Income from Operations of \$5.8m is lower than forecast by (\$1.3m).

User Charges and Fees are lower by (\$0.2m) as a result of lower Environmental Health and Building Control fee income.

Other Revenues are lower by (\$1.1m) as a result of Parking and Other Fines income.

Total Expenses from Operations of (\$9.8m) are higher than forecast by (\$0.0m).

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$1.9m) to (\$5.3m) principally due to a reduction in Parking Fines income.

# Parks and Recreation

## HIGHLIGHTS

### Beach Safety and Management

As well as the continuation of the great summer weather, especially the very warm period in March, the Beaches were host to many large events especially along the Manly stretch. This included over 6,000 people for the Sun Run; 4,500 people for the Cole Classic swim and 15,000 people over the two weeks of the NSW State Surf Lifesaving titles. Our beaches continue to receive many visitors especially from outside the LGA, keeping both lifeguards and the volunteer lifesavers busy.

The following statistics were recorded for the quarter:

- 3.9 million visitors
- 582 rescues
- 1,510 first aid actions
- 107,000 preventative actions.

### Managing Urban Trees

There were 1,456 requests received from the community regarding trees on public land, 26 were the result of storm events.

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

Tree Services received and processed 93 new private tree applications to remove or prune trees. This quarter there were 64 applications approved for removal, and 30 approved for pruning. There were 20 applications refused and 77 applications recommended for a tree replacement.

### Upgrading Parks, Trails, Foreshores and Playgrounds

- The works for the renewal of the seawall at Snapperman's Beach has been completed.
- Official opening of new Wyatt Avenue Bike Park in Belrose was held on 31 January 2023.
- Playground renewal works were completed at Anana Reserve Elanora.
- Planned civil and landscaping works at North Curl Curl Community Centre are now complete.
- Upgrades to Jacka Park have been completed culminating with the unveiling of the Queen Elizabeth II commemorative tree by her Excellency the Honourable Governor of New South Wales, Margaret Beazley.

### Enhancing and Managing our Sports facilities

Council managed the seasonal changeover from the summer to the winter period and both the fields and sporting groups were ready for the start of the winter season in April.

A range of works were undertaken to improve the quality and safety of our sports fields and recreation areas including:

- Completed installation of sportsfield lighting at Passmore Reserve
- Installed drainage systems on Frank Grey Oval Kitchener Park 1 and 3 and Beverley Job Park main field area

- Completed field renovations at Beverly Job Reserve Narraweena, Cromer Park, Newport Oval, Kitchener Park Mona Vale, Hews Parade and Careel Bay Playing Fields Avalon.

### Commercial Centres

There have been ongoing pavement repairs and infrastructure maintenance in commercial centres. Some of the major areas were at Mona Vale, Avalon, Manly Corso and nearby Market Lane.

Parks and Recreation - Performance measures	Target	September quarter	December quarter	March quarter
Rockpools cleaned weekly during summer season and every two weeks outside of summer – subject to tidal conditions	95%	90%*	99%	99%
Sportsfields mowed weekly in summer playing season and monthly in winter – subject to weather conditions	95%	90%**	100%	100%
<b>- Workload measures</b>				
Number of preventative actions by professional lifeguards on patrolled beaches <sup>†</sup>	-	4,852	102,500	107,000

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

#### Notes on results:

\* Storms, big ocean swells and persistent wet weather prevented some scheduled maintenance.

\*\* Persistent wet weather prevented some scheduled mowing.

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

## OPERATIONAL PROJECTS

**Key:** ✔ Complete ✔ Progressing ! Behind schedule

### OPERATIONAL PROJECTS



**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 Briefs have been prepared and submitted for key actions from the adopted Strategy for consideration through the 2023 to 2027 budget process.



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

This project is to be undertaken across the 2022/23 and 2023/24 financial years. In this period no progress was made due to other priority projects.



### **Implement the Sportsground Strategy - Executive Manager Parks & Recreation**

Work is progressing well on the implementation of the Sportsground Strategy.

The installation of irrigation at Cromer High Council has been completed. A Development Application for the installation of lighting at this sportsground has been lodged.

Council has started preparing the required documentation to undertake community engagement and to lodge a Development Application for sportsfield lighting at Freshwater High.

Community engagement is expected to commence in mid-2023.

## **CAPITAL PROJECTS**

**Key:**  Complete  Progressing  Behind schedule  Not proceeding

### **Reserves and Parks Improvements**



#### **North Curl Curl Youth Facility - Executive Manager Parks & Recreation**

All planned works at North Curl Curl Community Centre have been completed.



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

Delays in the detailed design of the project have delayed procurement of construction contractors for the playground. Construction over winter 2023 is no longer possible and is rescheduled to winter 2024. The focus during 2023 is now the construction of pathways to improve access and safety.



#### **Wyatt Avenue open space - Executive Manager Parks & Recreation**

The Bike Park was opened on 30 January 2023.



#### **McKillop Park boardwalk - Executive Manager Parks & Recreation**

The tender package will be finalised in early 2023 and released to the market in April 2023. Construction works are expected to commence in spring 2023.



### **Manly Dam Boardwalk - Executive Manager Parks & Recreation**

Behind schedule due to the need to tender the project to the market a second time. The recommendation from the new tender process was considered at the February Council meeting and negotiations with a preferred contractor are ongoing.



### **Ivanhoe Park Masterplan Implementation - Executive Manager Parks & Recreation**

The reconstruction of the heritage bridge has been completed. The responses to the request for quotation to replace the fence along Ivanhoe Park frontage exceeded budget and have delayed progress. The scope will focus on Sydney Road and Merret Gate entry with timing of installation to be confirmed in April 2023.



### **Lynne Czinner Park, Warriewood - Executive Manager Parks & Recreation**

The project is currently behind schedule as detailed design took longer than anticipated. The tender for construction is expected to go to market in April and construction is likely to commence in spring 2023.



### **Lionel Watts fitness space - Executive Manager Parks & Recreation**

A contract has been awarded for the design and construction of the fitness equipment with work on site to commence in April 2023.



### **Forestville War Memorial playing fields fitness station - Executive Manager Parks & Recreation**

A contract has been awarded for the design and construction of the fitness equipment with work on-site to commence in April 2023.



### **Oxford Falls Bushland Reserve - Executive Manager Parks & Recreation**

Due to concerns raised by the community regarding water management and land stability, Council has agreed not to proceed with project works.



### **Reserves renewal program - Executive Manager Parks & Recreation**

Council has appointed a contractor for the renewal of the Tyagarah Reserve bridge in Cromer with work planned to commence in 2023. The Program is financially behind schedule as no payment claims for the Tyagarah bridge renewal have been made by the contractor as they have not met schedule with finalising the design.

## **Sportsgrounds Improvements**



### **Connecting all through play - Active Play - Executive Manager Parks & Recreation**

Lighting works have been completed and users notified of their operational status.



### **Sports Club Capital Assistance Program - Executive Manager Parks & Recreation**

2022/23 Grants Program - the Manly Warringah District Cricket Club's request for an extension to complete their Seaforth Oval project to 31 December 2023 was approved and consent was provided to the Beacon Hill Football Club and the Forest Hills Pony Club to commence works on their projects.



### **Sportsfield renewal program - Executive Manager Parks & Recreation**

Drainage works at Kitchener Park Mona Vale, Frank Grey Reserve Curl Curl and Beverly Job Park Narraweena have been completed. Work has commenced on the lighting renewal project at Kitchener Park Mona Vale. Procurement is in progress for the lighting renewal project at Seaforth Oval.

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### **Foreshore and Building improvements**



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

Works complete in 2021/22. Final payment made in 2022/23.

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

This project is for construction of a new surf life saving club, public amenities, café and community storage at Long Reef beach. The project design was finalised in late 2020 working with Long Reef Surf Life Saving Club (LRSLSC) and the architects appointed.



Contracts for the construction works were executed in early 2021. An Occupation Certificate was issued on 20 January 2023 and Practical Completion achieved on 24 January 2023. The new building was launched in February 2023. Temporary facilities and the temporary club house will be removed once the club has relocated.



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### **Manly Life Saving Club design works - Executive Manager Property**

In consultation with the community and stakeholders, this project will create a design for the refurbishment/replacement of Manly Life Saving Club and associated community facilities.

Following a two-stage process, Terroir has been appointed as the architect for the project.

A public consultation event has been held at the club, an on-line consultation via YourSay closed towards the end of January 2023 and a report has been published.



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### **Little Manly Beach masterplan implementation - Executive Manager Parks & Recreation**

Planning is progressing on the demolition of 40 Stuart Street however potential for Aboriginal heritage requirements will likely delay commencement of works until the new financial year.



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### **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.



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

A trail audit has been completed and a Design Review Committee has been formed to prioritise works to be undertaken in the 2023/24 financial year. The Review of Environmental Factors for the Manning Street trail realignment is currently being reviewed.



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### **Warriewood Beach foreshore upgrades - Executive Manager Parks & Recreation**

Behind schedule due to significant delays by a design consultant for Stage 1 of the foreshore upgrade. Stage 1 works are expected to commence in mid-2023.



### **Foreshores renewal program - Executive Manager Parks & Recreation**

The works for the renewal of the seawall at Snapperman's Beach have been completed and it will be reopened to the public following turf establishment at the end of March 2023. Work on Shelly Beach renewal has been deferred due to conflicts with construction of Shelly Beach Amenities renewal, with expected delivery in winter 2024. Work has commenced on the design of the replacement bridge and boardwalk at Long Reef Beach to be delivered in the winter of 2024. The tender for reconstruction of the access road through Wellings Reserve Balgowlah has been issued to the market with construction anticipated to commence in May 2023.



### **Rockpool renewal program - Executive Manager Parks & Recreation**

The design services contract had been awarded for the renewal of Mona Vale Beach, Whale Beach and Bilgola Rockpools.

A detailed condition assessment has commenced on Mona Vale Rockpool with design details to follow. Construction works on Mona Vale Rockpool will commence in winter 2024.



### **Dinghy Storage - Executive Manager Parks & Recreation**

Harold Reserve (Scotland Island) kayak racks have been installed. Installations at Sangrado Reserve Seaforth and Little Manly Reserve Manly are scheduled for construction in autumn 2023.



### **Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure**

Paradise beach - draft design requirements completed ready for community consultation.



### **Surf Life Saving Club minor renewals - Executive Manager Property**

This program delivers a program of minor works at Surf Life Saving Clubs (SLSC). The main focus this year is the training room works at South Narrabeen SLSC with smaller projects and design works at other locations including Dee Why SLSC, Warriewood SLSC, Mona Vale SLSC, North Narrabeen SLSC, Bilgola SLSC, Newport SLSC and Freshwater SLSC.



### **Clontarf tidal pool refurbishment - Executive Manager Transport & Civil Infrastructure**

Project on track.



### **Bayview seawall and path - Executive Manager Parks & Recreation**

The request for tender evaluation is being finalised with the recommendation to be considered by Council at a future meeting. The project is behind schedule due to delays in procurement.



### **Commercial centre upgrade program - Executive Manager Parks & Recreation**

The project is behind schedule due to time needed for design amendments, to ensure the project meets budget. The design package has been finalised and will be issued to the Council's streetscape panel for quotation in April 2023, with works expected in Winter 2023.



### **West Esplanade activation plan - Executive Manager Parks & Recreation**

All programmed works have been completed.



### **Commercial centre renewal program - Executive Manager Parks & Recreation**

The renewal of Thomas Stephens Reserve Church Point will be rescheduled to the winter of 2024 to coordinate these works with the proposed Pittwater Road works scheduled for winter 2024. The design has been finalised and is ready to go to market.

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## **Playground Improvements**



### **Frenchs Forest Precinct park upgrades - Executive Manager Parks & Recreation**

Somewhat delayed due to longer than expected timing for design development, including environmental reviews and site investigations. The tender for Brickpit Reserve will be advertised in mid-2023 with construction to commence in late 2023.



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

Works completed.



### **Jacka Park playground upgrade - Executive Manager Parks & Recreation**

The playground upgrade at Jacka Park Freshwater has been completed and has been well received by the community.



### **Griffith Park playground upgrade - Executive Manager Parks & Recreation**

The project is behind schedule as Council is seeking additional funding to provide shade at the site, which the community engagement showed a strong demand for, but outside the current budget. The public exhibition of the concept design for Griffith Park will take place in June 2023, and construction later in 2023.



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

Community engagement has concluded with a high level of support from the community, however Sydney Water have advised that it is highly likely that they will require the site to be used for critical infrastructure repairs. The project will not proceed until Sydney Water has completed the repairs.



### **Dee Why Beach (Michaela Howie) playground upgrade - Executive Manager Parks & Recreation**

The project is behind schedule due to the need to alter the original concept design to meet the available budget. During April there will be community engagement on the concept design, with construction planned for spring 2023.



### **Playground renewal program - Executive Manager Parks & Recreation**

Works are progressing on the renewal of Poppy Park playground in Forestville and works have commenced on the renewal of the playgrounds at Anana Reserve Elanora Heights, and Kapunda Reserve Belrose.

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## **Recreational Trails**



### **Recreational trails - renewal program - Executive Manager Parks & Recreation**

The project is currently behind schedule due to procurement delays and withdrawal of the original contractor. The upgrade works to Hudson Parade trail are nearing completion.

Works to both Curl Curl to Dee Why trail and on the Manly to Spit are due to commence in April 2023, work on the bridge in Fisher Bay, Clontarf will be delayed until the completion of pending Sydney Water sewer renewal works that follows the same alignment.

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## FINANCIALS - Parks and Recreation

### Income and Expenditure Statement 01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	1,961	1,801	160	2,534	2,534	2,534
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	325	215	111	286	286	286
Grants and Contributions - Operating Purposes	542	965	(424)	1,097	1,340	1,481
Other Income	6	-	6	2	2	2
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>2,833</b>	<b>2,981</b>	<b>(148)</b>	<b>3,920</b>	<b>4,163</b>	<b>4,304</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(10,054)	(10,053)	(1)	(13,414)	(13,414)	(13,597)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(12,211)	(12,437)	226	(15,100)	(15,700)	(15,931)
Depreciation and Amortisation	(4,419)	(4,419)	(1)	(6,315)	(6,623)	(6,623)
Other Expenses	(235)	(216)	(19)	(256)	(256)	(256)
Internal Charges	(1,107)	(1,081)	(26)	(1,454)	(1,457)	(1,454)
Overhead Allocation	(2,868)	(2,868)	-	(3,826)	(3,826)	(3,826)
<b>Total Expenses from Operations</b>	<b>(30,894)</b>	<b>(31,075)</b>	<b>180</b>	<b>(40,366)</b>	<b>(41,277)</b>	<b>(41,688)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(28,061)</b>	<b>(28,094)</b>	<b>33</b>	<b>(36,447)</b>	<b>(37,114)</b>	<b>(37,384)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	2,583	2,445	138	5,826	5,699	4,833
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(25,478)</b>	<b>(25,649)</b>	<b>171</b>	<b>(30,621)</b>	<b>(31,415)</b>	<b>(32,551)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	27,266	27,266	-	36,421	36,421	36,421

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$28.1m) is in line with the forecast at the end of the quarter.

Total Income from Operations of \$2.8m is lower than forecast by (\$0.1m).

User Charges and Fees are higher by \$0.2m as a result of the timing for community and sport user fees.

Other Revenues are higher by \$0.1m as a result of the timing of invoices for community and sporting licences.

Grants and Contributions for Operating Purposes are lower by (\$0.4m) as a result of the timing differences for B-line tree planting works and Cromer High School sportsfield which is lower expenditure in materials and services.

Total Expenses from Operations of (\$30.9m) are lower than forecast by \$0.2m. Materials and Services are lower by \$0.2m as a result of the timing of B-line tree planting Mona Vale to Seaforth Road project and Cromer High School sportsfield works.

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$0.3m) to (\$37.4m) principally due to storm expenditure at Condover Reserve (funded from the Stormwater Management Service charge).

# ECONOMIC

## Economic Development, Events and Engagement

### HIGHLIGHTS

#### **Business support service**

We continue to run our Business Support Service to provide a one-stop-shop for businesses to help them navigate Council processes for starting or growing a business on the Northern Beaches.

#### **Northern Beaches Economic Development Strategy**

Following a resolution at the Council meeting of 13 December 2022 to exhibit the draft Northern Beaches Economic Development Strategy, consultation on the draft strategy commenced on 30 January for eight weeks until 26 March 2023.

The draft strategy, called “Business on the Beaches” was promoted through a social media campaign including facebook posts, inclusion in two monthly Beaches Biz newsletters (with subscription of 14,000 local businesses) and targeted emails to local chambers and town centre contacts. A total of 21 submissions were received. These are being reviewed and will inform the final Economic Development Strategy, which will be reported back to Council in mid-2023 for adoption.

#### **Activating local places**

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

- Secured grant funding from the Australia Day Council to run activities for Australia Day with roving performers and a program of music at Manly and Dee Why Beach. Collaroy Beach hosted a full day of activities with smoking ceremony, dancing, music, bush tucker tastings and craft workshops.
- Partnered with Manly Business Chamber on a one-day health and wellness event at Manly beachfront with live fitness demonstrations and classes, panel discussions, health seminars and interactive stalls.
- Supported WorldPride 2023 from 17 February-5 March with a number of activities:
  - Rainbow Windows competition in partnership with Fusion Pride and Community Bank Freshwater supporting WorldPride.
  - Commissioning of two artworks in Manly as part of WorldPride’s Rainbow Cities initiative.
  - Placemaking Grants distributed to seven organisations from Manly to Avalon to deliver WorldPride activations.

Planning and preparation has commenced for next quarter’s activation program which will include activities/activations for Easter.

## Events for everyone

Council ran three Citizenship ceremonies, with 418 people becoming Australian citizens.

To Celebrate Australia as a nation, a range of events were held throughout January including:

- Two Aboriginal Heritage Walks (Manly Dam and Little Manly)
- Food Truck Party, Curl Curl
- Australian Made Markets, Dee Why
- Open Air Cinema, Mona Vale
- Australia Day Citizenship Ceremony
- Australia Day Pool Parties
- Music and entertainment in a number of our public places.

The World Food Markets proceeded at both Beverley Job Park, Narraweena (January) and Killarney Heights Oval (February). The event is delivered on two consecutive Friday evenings at each location from 5-9pm. All events include a variety of food trucks and entertainment and were well attended by local residents and community.

The Surf Life Saving NSW State Championships were held across three weekends in March. After cancelling the majority of their event in 2022 due to weather it was great to have all events proceed with many competitors attending from intrastate.

Lionel Watts Open Air Cinema took place on Friday 24 March and Saturday 25 March. Action movie Spiderman, No Way Home and family favourite Vivo were shown to locals in this laid-back atmosphere where community members bring their own picnics and enjoy a night under the stars.

## Sun Run

The Sun Run saw a record number of participants return to the event since Council took ownership, and the third highest in the events history. Over 6,000 locals and visitors signed up to take on the 10km or 7km course from Dee Why to Manly. The first major fun run of the year is a great morning out that promotes an active and healthy lifestyle aligning with the Northern Beaches way of life. Local businesses in Manly and Dee Why receive a direct benefit from the event taking place along with local volunteer organisations who receive a donation for supporting operational roles on the day.

## International Women's Day

The theme for International Women's Day 2023 was #EmbraceEquity and Northern Beaches Council hosted two events to acknowledge the amazing women in our local community, an International Women's Day Market and International Women's Day Breakfast. The Market was held on Sunday 5 March with over 50 stallholders representing local women creators and makers along with entertainment. The breakfast was a sell out with over 300 people listening to guest speaker Kate Munari, Australia's only female Navy helicopter pilot in Afghanistan, who both inspired and motivated attendees whilst raising over \$4,500 for our two local women's shelters.

## Engaging our community

17 projects were actively engaged on in this quarter. Significant projects included:

- Brookvale Structure Plan
- Economic Development Strategy
- Pipeline Project Sections 6 and 8
- Public Art Policy

- Catherine Park, Scotland Island
- Youth Voice Action Plan 2028 – Shaping the Beaches’ Future.

Key metrics for the quarter included:

*Online traffic:*

- 37,449 unique visitors to the Your Say website.
- 52,432 Your Say website visits, with 33.7% active on the site for at least one minute.

*Notifications:*

- 25 Electronic Direct Mail (EDMs) sent inclusive of fortnightly news.
- A total of 97,294 emails sent with an open rate of 56.4%.

*Participation:*

- 895 online submission/comment forms were completed.
- Six face-to-face or online engagement sessions.

Performance measures – Economic Development, Events, Engagement	Target	September quarter	December quarter	March quarter
High level projects with a Community Engagement Plan and Report (level 1-3 projects)	100%	100%	100%	100%
Decisions on all Council project engagements are communicated to the community within 30 days	100%	100%	100%	100%
Average no. website visits/month	330,000	309,077*	229,600*	368,086

**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**

Plan adopted in September 2021. This action is now Business as Usual as implementation is driven by the Destination Management Plan, as budget allows.



### **Develop and implement an Economic Development Strategy - Director Planning & Place**

The draft Economic Development Strategy (Business on the Beaches) has been exhibited and feedback from the public consultation is informing preparation of a final Strategy.

## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule

### **Town and Village Centre Activations**



### **Avalon Place Plan implementation - Executive Manager Parks & Recreation**

Funding from this project will be transferred to the Avalon Streets for Shared Spaces project.

## FINANCIALS - Economic Development, Events and Engagement

### Income and Expenditure Statement

01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	57	66	(9)	357	130	130
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	601	466	135	552	741	784
Grants and Contributions - Operating Purposes	35	29	6	-	29	35
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>693</b>	<b>561</b>	<b>132</b>	<b>909</b>	<b>900</b>	<b>948</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(4,447)	(4,310)	(137)	(5,918)	(5,918)	(5,959)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(2,319)	(2,603)	284	(3,500)	(3,389)	(3,343)
Depreciation and Amortisation	(54)	(54)	-	(72)	(72)	(72)
Other Expenses	(94)	(246)	153	(609)	(567)	(537)
Internal Charges	(115)	(139)	24	(191)	(191)	(191)
Overhead Allocation	(935)	(935)	-	(1,247)	(1,247)	(1,247)
<b>Total Expenses from Operations</b>	<b>(7,964)</b>	<b>(8,287)</b>	<b>323</b>	<b>(11,537)</b>	<b>(11,384)</b>	<b>(11,348)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(7,271)</b>	<b>(7,727)</b>	<b>456</b>	<b>(10,628)</b>	<b>(10,484)</b>	<b>(10,400)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(7,271)</b>	<b>(7,727)</b>	<b>456</b>	<b>(10,628)</b>	<b>(10,484)</b>	<b>(10,400)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	7,619	7,619	-	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 (\$7.3)m is lower than forecast by \$0.5m at the end of the quarter.

Total Income from Operations of \$0.7m is higher than forecast by \$0.1m.

Other Revenues are higher by \$0.1m as a result of increased ticket sale revenue for the Sun Run event and merchandise sales from the Manly Visitor Information Centre shop.

Total Expenses from Operations of (\$8.0)m are lower than forecast by \$0.3m.

Employee Benefits and Oncosts are higher by (\$0.1)m as a result of lower than anticipated vacancy levels.

Materials and Services are lower by \$0.3m as a result of timing differences associated with the payment of for events expenses and reduced subscription and stationery and printing costs offsetting increased Agency Personnel expenditure in Community Engagement operations.

Other Expenses are lower by \$0.2m largely as a result of timing differences associated with the payment of Grants and Subsidies.

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$0.1m to (\$10.4)m principally due to increased Sun Run event ticket sales and reduced expenditure on Postage, Printing and Stationery, Subscription and Grants and Subsidy expenses offsetting increased Marketing costs and an increase in the Employee Leave Entitlement provision due to factors including higher forecast future pay increases.

# Transport Traffic and Active Travel

## HIGHLIGHTS

### Restoring our 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 on 20 wharves with 19 to be completed. This information will assist us in planning future wharf upgrade and maintenance programs.

- Mackerel Beach wharf stairs were replaced to improve safety and address ongoing corrosion. Minor repairs have been completed at Bennett's Wharf.
- Upgrades to Bells Wharf and Carols Wharf on Scotland Island have been completed.
- The Mackerel Beach wharf upgrade concept has been finalised and will shortly go to the process of preparing the Review of Environmental Factors (REF) and the final construction designs.
- The upgrade plans for Taylors Point Wharf to renew the deteriorating piles and the steps is presently with the consultant for pricing of the REF and marine construction design.
- The upgrade plans for new steps at Tennis Court Wharf and Eastern Wharf are shortly to go to contractors for pricing.
- The results of the Church Point Commuter Wharf Feasibility Study are now at hand from the public exhibition last year. A report on the outcome will shortly go to Council.

### Making travel on our roads safer

- Seven sections of road were resurfaced this quarter, spanning 1.6 km of the road network.
- Approximately \$2 million of high priority road maintenance works were completed this quarter on over 30 roads in the LGA. This has equated to approximately 15,000m<sup>2</sup> of pavement defects, such as potholes being repaired.
- Council road crews responded to an emergency job following a private landslip that partially closed Amiens Road, Clontarf in early March 2023. Crews worked all day on Friday 2 March until after 7pm to stabilise the embankment and clean up the road to ensure it was open for the community over the weekend.

### Drainage improvements

Council's Transport & Civil Infrastructure roads team, in conjunction with the stormwater and delivery teams, designed and constructed 100 metres of roll kerb, with parking spaces, to stop water flowing from the road into the lower properties in Loquat Valley Road. This was greatly appreciated by local residents who have been requesting these works over a number of years.

### Road safety matters

Council sees the advantage of active travel as an alternative to a vehicle and as a sustainable form of transport, which is also a positive approach to climate change. Knowing some people,

especially women, lack confidence in riding on local roads and paths, we engaged professional bicycle educators for a women's workshop. The participants all agreed they gained new riding skills, improved their confidence and will be riding their bikes more often.

The Road Safety team joined in with the Seniors' Festival to run a Road Safety workshop. We had the largest number of participants ever – 79! and had to move to a larger venue to accommodate everyone. The feedback was excellent. They appreciated learning about changes in road rules and the tips on safely using our roads and paths, especially how to make best use of a No Parking zone. Participants also expressed approval at having the advantages of the safety features in cars explained to them. They also enjoyed the last segment of the workshop where they could ask questions while enjoying a yummy afternoon tea.

A child car restraint checking offer resulted in 72 local families accepting a free voucher for the restraints to be checked by an authorised fitter. A total of 114 seats were checked, with 101 of those needing adjustment. Thanks to this program families have confidence that these 114 children are travelling safely in their cars.

Our Road Safety team engaged with 11 schools to improve safety for children at their schools.

### **Parking services and technology**

- Parking sensors have been installed in Shelly Beach carpark and Little Manly Reserve carpark. Data is now available live in the Park'n'Pay app.
- Work is progressing to install parking sensors in Sandy Bay Road and Clontarf Reserve car park mid-April, followed by South Steyne and North Steyne May/June 2023.
- Funding has been awarded from Department of Customer Service NSW to install a parking sensor in each accessible parking bay across the LGA. Work will commence following the Manly Ward project.
- Project planning has commenced for the digital parking permit project with funding expected to be included in the draft 2023/24 Delivery Program and Budget.

### **Expanding our active travel network**

Connecting our community to local destinations, public transport and schools offers walking as a viable means of active travel. In the March quarter, 16 new footpath projects have been completed to date, with a further four footpaths currently under construction.

Project planning and community engagement has commenced on the \$7.2 million Pipeline Active Transport Corridor, which will connect pedestrians and bike riders from Beacon Hill to St Ives. The project will be completed in eight stages and add 9.2km of off-road shared paths. Community engagement has been completed for Section 6 and community engagement is underway for section 8.

Funding was allocated to Council through the State Government Get NSW Active program for a shared path in Addiscombe Road, Manly Vale. The project will also include a pedestrian and bike rider crossing in Kenneth Road to connect the shared path network. This project is in the final planning stages and will commence construction in the coming months.

A secure bike storage area is being planned for Dee Why Beach with the location being confirmed by internal stakeholders. Work is underway to engage with the community on the design and location of the storage cage.

## Avalon Streets as Shared Spaces project

The Avalon Streets as Shared Spaces project is nearly complete, with only minor road stamping to be installed.

A community survey has been developed and will be released late March 2023 for comment, with results included in a report to State Government.

## Parking operations

Council operates five paid parking stations and 36 pay and display reserve car parks. During the March quarter there were 281,321 visits to the Manly pay stations and 17,721 visits to the PCYC pay station in Dee Why.

The Hop Skip Jump buses provided a daily service with nearly 53,000 commuters travelling between January and March 2023. This bus service links Seaforth, Balgowlah Heights, Clontarf, Manly Vale, Fairlight, Manly and Fairy Bower.

## Caring for our public spaces

Council's Public Place Officer (PPO) team have continued meeting and chatting with business owners and shopkeepers. They provide assistance, answer enquiries and maintain strong lines of communication with Council.

Through school holidays and the hot summer months, general inspections of public places were conducted across the Northern Beaches, including commercial centres, parks, reserves, beaches and local streets to ensure these locations are clean and safe for residents and visitors. With the summer events and surf carnival season upon us the PPO team has been busy assisting the Events team with inspections and support leading up to the events.

As well as inspecting our footpaths, fixing trip points and reporting potholes on our roads the PPOs have been assisting with the movement of VMS (variable message signs) boards to various locations, reporting graffiti damage to local utilities and ensuring shopping trolleys are returned.

Performance measures – Transport, Traffic and Active Travel	Target	September quarter	December quarter	March quarter
No. community road safety events/sessions held	Q1: 10 Q2: 6 Q3,4: 4	7*	4**	9

**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.

\*\* Events postponed due to low registrations.

## 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**

Bike plan – notification of funding received to construct a shared path in Addiscombe Road and a new shared bridge over Queenscliff Lagoon in Pittwater Road.

Secure bike parking at Dee Why beach is progressing. Currently securing an agreed location for the bike storage cage.

Road safety - project planning for E-bike safety media campaign targeting youth has commenced.

Workshops for seniors - road safety, bicycle training and child restraint voucher program have been delivered.



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

16 footpaths have now been completed.

Three footpaths are under construction.

Six footpaths are to commence construction.



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

Draft Parking Plan is being reviewed by the Media and Communications teams. The project was slightly delayed at the beginning of 2023 due to internal resourcing.

Draft Public Transport Plan is being reviewed by Manager, Transport Network.

Progress has been slightly delayed since early 2023 due to internal resourcing constraints.



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

Parking sensors have been installed in Little Manly and Shelly Beach and are now live in the Park'n Pay app.

Digital parking and enforcement plan has been completed.

## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule

### Active Travel – Cycleways and Footpaths



#### **Footpath new - Executive Manager Transport & Civil Infrastructure**

Program on track.



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

Works have been completed linking Warringah Road to Monash Road Narraweena to the bike network.

A review of community engagement responses and revised concept plan for Addiscombe Road shared path is underway.



#### **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.



#### **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.



#### **Church Point Masterplan Boardwalk extension - Executive Manager Transport & Civil Infrastructure**

Project on track.



#### **Narrabeen Lagoon pedestrian and cycle bridge - Executive Manager Capital Projects**

The Narrabeen pedestrian and cycle bridge was completed and opened for use on 18 November 2022.



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

Community engagement is in progress for Triangle Park North. Plans can be viewed and submissions made via the project Your Say page.



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

Works are anticipated to commence on site in April 2023. The project is behind schedule as the contractor is progressing slower than expected..



#### **Queenscliff headland access ramp - Executive Manager Transport & Civil Infrastructure**

Commencement of works delayed due to difficulties in engaging suitable contractor with required experience and resource to address this project. An extension of the funding grant has been received.



### **Active Transport Corridor project - Executive Manager Transport & Civil Infrastructure**

Section 6 works at Bantry Bay are on hold until May, while further consultation is underway on multiple sections of this trail. For Section 7 at Manly Dam, the environmental assessment is on public exhibition in April, prior to any works commencing.



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

Secure bike parking at Dee Why beach is progressing.

This project will be delivered over two years - 2022/23 and 2023/24.

Currently securing an agreed location for the bike storage cage.



### **Streets as Shared Spaces Avalon - Executive Manager Transport & Civil Infrastructure**

Construction works nearing completion and area is open to pedestrians and traffic.

Project to be evaluated and soft launch held before final completion.



### **Footpath renewal works - Executive Manager Transport & Civil Infrastructure**

Project on track.

## **Road and related infrastructure upgrades**



### **New traffic facilities - Executive Manager Transport & Civil Infrastructure**

Final designs approved. Awaiting construction of approved works.



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

Catherine Park ring road - drainage works and improvements to pathway and stairs completed. Preparation of road pavement to lay asphalt wearing course is in progress.



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

Planning continues for various sites. Constructed works and land acquisitions have been deferred to 2023/24 due to adjustments required to address land survey discrepancies.



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

Project on track.



### **Kerb and gutter new - Executive Manager Transport & Civil Infrastructure**

Program on track.



### **Accelerated traffic facility delivery - Executive Manager Transport & Civil Infrastructure**

Program on track.



#### **Safer Schools Infrastructure - Executive Manager Transport & Civil Infrastructure**

A road safety audit has been carried out and responses prepared to address concerns raised.

Reviewing Oliver Street cycleway design to incorporate findings from recent audit.



#### **Bus stop renewal - Executive Manager Transport & Civil Infrastructure**

Project on track.



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

Project on track.



#### **Retaining wall renewal works - Executive Manager Transport & Civil Infrastructure**

While the program is generally on track, there have been some material delays due to supply chain issues. Park Road delivery over this year and next.



#### **Road resheeting program - Executive Manager Transport & Civil Infrastructure**

Program on track.

Works programmed for last quarter and currently in hand.



#### **Bridge renewal works - Executive Manager Transport & Civil Infrastructure**

Ocean Street Bridge finalising in April 2023 subject to lagoon levels.

Oxford Fall Bridge tender closed with a report expected to go to the April Council meeting.

### **Wharf Upgrades**



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

Public exhibition of the Draft Feasibility Study has closed and report to go to Council meeting in April.



#### **Wharves works program - Executive Manager Transport & Civil Infrastructure**

Program progressing and delivery being reviewed to align with Boating Now Grants Program from NSW Government.



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



#### **Bells Wharf renewal works - Executive Manager Transport & Civil Infrastructure**

### **Car parks and parking stations**



#### **Smart Parking infrastructure project - Executive Manager Transport & Civil Infrastructure**

Shelly Beach and Little Manly - parking sensors installed and are now live in the Park'n'Pay app.

North Steyne - car parking spatial mapping ongoing and investigation underway for the removal of parking spaces from the 18 Ocean Beach parking permit scheme.

South Steyne - community consultation has commenced on changes to parking spaces.

Clontarf and Sandy Bay Road - Duncan Solutions programming sensors in readiness for installation.

Disability parking sensor project - Funding has been received from Department of Customer Service NSW.



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#### **Car park renewal works - Executive Manager Transport & Civil Infrastructure**

Project on track.



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#### **Multi-storey car parks 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.

Work has been completed at Bungan Lane, Mona Vale and at Pacific Waves and Whistler Street in Manly.

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### **Plant and Fleet**



#### **Major plant renewal - Executive Manager Transport & Civil Infrastructure**

Orders have been placed and some deliveries received. Major supply and transport disruptions are causing significant delay.



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#### **Light fleet renewal - Executive Manager Transport & Civil Infrastructure**

Ordering and delivery of vehicle replacements is progressing although delivery is behind schedule due to stock availability.

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## FINANCIALS - Transport Traffic and Active Travel

### Income and Expenditure Statement 01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	14,401	14,203	198	17,497	17,527	17,622
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1,431	924	507	952	952	1,471
Grants and Contributions - Operating Purposes	6,792	4,412	2,381	4,142	7,062	11,978
Other Income	5	8	(3)	10	10	10
Gains on disposal of Assets	1,166	343	823	457	457	1,236
<b>Total Income from Operations</b>	<b>23,795</b>	<b>19,890</b>	<b>3,905</b>	<b>23,059</b>	<b>26,009</b>	<b>32,316</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(8,860)	(9,460)	601	(13,270)	(12,984)	(12,353)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(14,242)	(12,106)	(2,135)	(14,040)	(17,839)	(23,149)
Depreciation and Amortisation	(9,962)	(9,962)	0	(15,485)	(16,015)	(16,015)
Other Expenses	(0)	-	(0)	-	-	-
Internal Charges	5,974	5,979	(5)	8,085	8,054	8,051
Overhead Allocation	(2,803)	(2,803)	-	(3,739)	(3,739)	(3,739)
<b>Total Expenses from Operations</b>	<b>(29,892)</b>	<b>(28,352)</b>	<b>(1,540)</b>	<b>(38,449)</b>	<b>(42,523)</b>	<b>(47,204)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(6,097)</b>	<b>(8,463)</b>	<b>2,365</b>	<b>(15,390)</b>	<b>(16,513)</b>	<b>(14,887)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	9,865	10,951	(1,086)	13,663	19,122	11,331
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>3,768</b>	<b>2,489</b>	<b>1,279</b>	<b>(1,727)</b>	<b>2,609</b>	<b>(3,556)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	11,349	11,349	-	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 (\$6.1m) is lower than forecast by \$2.4m at the end of the quarter.

Total Income from Operations of \$23.8m is higher than forecast by \$3.9m.

User Charges and Fees are higher by \$0.2m as a result of higher parking and road permits income partially offset by lower casual parking income.

Other Revenues are higher by \$0.5m due to higher income from advertising on council structures. Grants and Contributions for Operating Purposes are higher by \$2.4m as the Regional and Local Roads Program grant was reclassified from a capital grant to an operating grant.

Gains on Disposal of Assets are higher by \$0.8m due to strong proceeds on the sale of vehicles.

Total Expenses from Operations of (\$29.9m) are higher than forecast by (\$1.5m).

Employee Benefits and Oncosts are lower by \$0.6m as a result of vacant positions and staff leave.

Materials and Services are higher by (\$2.1m) as expenditure on the Regional and Local Road Program was reclassified from capital expenditure to operating expenditure.

Grants and Contributions for Capital Purposes are lower by (\$1.1m) primarily due to the reclassification of the Regional and Local Road Program grant from capital grants to operating grants.

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$1.6m to (\$14.9m) principally due to increased revenue from advertising on Council structures and lower employee costs due to vacancies throughout the year.

# Property and Facilities

## HIGHLIGHTS

### Swim centres

Both Warringah Aquatic Centre (WAC) and Manly Andrew Boy Charlton (MABC) facilities are on track to achieve a 15% increase on attendances this quarter compared to the 3rd quarter in 2021/22. The Learn to Swim programs at both facilities are continuing to return to pre-Covid levels. Swim school memberships at Manly Andrew Boy Charlton (MABC) have seen an increase of 18% this quarter.

Gym membership at MABC continues to maintain strong results, achieving its highest membership since opening in 2016. Another successful School Swimming Carnival season was completed, with a total of 75 carnivals held across the two facilities.

### The new Long Reef Surf Life Saving Club building opens!

The new Long Reef Surf Life Saving Club (SLSC) building was officially opened in February 2023. The beautifully designed facility includes a new clubhouse, associated storage, training and gym spaces, as well as the public amenities, kiosk and a Council lifeguard space. The buildings sits around a central courtyard with the entire precinct designed to fit respectfully into the natural environment that surrounds it. The Long Reef SLSC and local Boardriders' club have already moved into the facilities, with the café expected to be opening leading into spring.

### Cromer depot roof replacement

Works to remove asbestos materials at the workshops building have been successfully completed with roof, gutters and downpipes replaced. The external and internal site decontamination has been completed and all works certified. Internal cleaning has been completed and the building is now being reutilised by both URM and Council staff.

### Completion of the new Marine Rescue Base in Rowland Reserve

A new purpose-designed base for the highly valued and life-saving service that Marine Rescue provides was opened in March 2023. The building, which has been designed for water, energy and thermal efficiency, replaces the existing demountable building that had come to the end of its useful life. Marine Rescue is a highly competent organisation in charge of helping the community out when things don't go to plan on the water. They are also responsible for supporting our boating community year-round and creating greater awareness about safe boating. The project was funded by both Council and State Government and will provide a fantastic base of operations for Marine Rescue for many years to come.

Performance measures – Property and Facilities	Target	September quarter	December quarter	March quarter
Availability of Council buildings for use by the community (not currently programmed for maintenance)	100%	99.8%*	99.8%*	99.8%*
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	Q1: 184,300 Q2: 231,800 Q3: 251,750 Q4: 174,900	200,240	226,021**	284,606

**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

\*\* patronage is steadily increasing but has not quite reached the higher target for Spring

## OPERATIONAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule



### **Focused improvement of Surf Life Saving Club (SLSC) facilities - Executive Manager Property**

The main focus this year is the training room works at South Narrabeen SLSC with smaller projects at other locations including planning for future works including Newport SLSC, Manly LSC, Freshwater SLSC, South Curl Curl SLSC, North Narrabeen SLSC and Warriewood SLSC.



### **Implement priority accessibility improvements to property assets - Executive Manager Property**

Work continues to improve accessibility to Council buildings.

The recently opened new Marine Rescue building at Rowland Reserve is fully accessible.

This year, the focus for upgrades to existing buildings is on installing a lift and providing accessible toilets 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 (where work has commenced) and the new Sports Amenities at Porters Reserve (which is almost completed).

Plans are also underway for new accessible amenities at Rowland Reserve which will include a "changing places" facility.



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

Council continues to monitor performance and service delivery as per the Amenities Cleaning contract. Additional cleaning day teams were mobilised during the summer holiday period to good effect, keeping the service to a very high quality.

Capital works to our amenities also keep rolling out, with the total rebuild of the Shelly Beach amenities commencing in February 2023 and the replacement Forestville amenities works commencing in January 2023.



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

Thanks to grants from State Government to supplement Council funds, upgrades to the four cabins and remedial works to two cabins have all been completed so all cabins have now been improved. The work was done in time for the busy Christmas 2022 holiday period.



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

The Property Framework continues to be implemented against the Action Plan, with updates provided to the Property Steering Committee in the February meeting.



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

The project has been impacted by current construction industry market conditions over the last nine months. Tenders were received in March, and reports are being prepared seeking additional funding for construction. It is expected that the outcome of the tender process will be reported to the May Council meeting.

## **CAPITAL PROJECTS**

**Key:** Complete Progressing Behind schedule

### **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 January to March quarter of 2022. The main element of the project is on hold subject to approval from NSW RFS on proceeding to design for the project.



#### **Duffys Forest rural fire station new works - Executive Manager Property**

This project is in the final stages of construction. Small delays to the construction program due to issues with the mezzanine stairs. Expected completion is mid-April 2023.



#### **Marine Rescue Broken Bay building new works - Executive Manager Property**

Construction of the Marine Rescue building at Rowland Reserve is now complete and the Marine Rescue staff have moved into the building.



#### **Emergency buildings works program - Executive Manager Property**

Funds are allocated to undertake work to emergency services buildings.

Funds have been allocated from this year's program to the construction of new facilities for Marine Rescue at Rowland Reserve.

A new retaining wall and paving works were also completed at Scotland Island Rural Fire Service.

All works for 2023/24 have been completed.

### **Civic building and compliance works**



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

Thanks to grants from State Government to supplement Council funds, upgrades to the four cabins and remedial works to two cabins have all been completed so all cabins have now been improved. The work was done in time for the busy Christmas 2022 holiday period.



### **Operational buildings works program - Executive Manager Property**

This program budget provides funds for a mix of building repairs and replacement of minor plant and equipment. The major proportion of the initial allocation funds have been redirected towards replacing the roof at Cromer Depot workshop. Additional funds have been transferred to the budget to allow for roof replacement works at Dee Why Civic Centre.

Progress is behind schedule due to complexities in finalising details of the loads for server room works at Dee Why and Manly.



### **Sport buildings works program - Executive Manager Property**

Design is expected to be delivered this financial year for Pittwater Rugby Park and Warriewood (Boondah). Works at Pittwater Rugby Park are scheduled for next financial year, with additional funding secured through a \$500,000 grant. A further \$500,000 grant has been secured for works to improve the amenities at Frank Grey Oval.



### **Beach Buildings Works Program - Executive Manager Property**

This program includes for minor renewal works and refurbishment to existing beach buildings.

The proposed works at the South Curl Curl SLSC will be subject to a development application that was lodged in February 2023 and the works are proposed to be undertaken in FY 2023/24.

The completed projects include the refurbishment works at the North Steyne SLSC (toilets, ceilings, roofing and associated works), and the refurbishment works at the Queenscliff Swim Club (flooring, ceiling, lighting, joinery).



### **Disability access compliance works (DDA) - Executive Manager Property**

This program will provide accessibility improvements to Council's buildings.

A passenger lift and the construction of accessible amenities are planned at the Avalon Bowling Club. The works to install the lift is scheduled for FY 2023/24 (approx. April 2024) and the amenities are scheduled to be completed in FY 2022/23.

The Request for Quotations for the amenities is closing on 13 April 2023.



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

Program of works to improve Council building compliance in accordance with the National Construction Code (BCA).

The upgrade of the handrails at the Dee Why Library were completed in January and there are no further works currently planned under this program.



### **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 Park.

The main focus is the cabin refurbishment, which is nearing completion.



### **Pittwater Golf Driving Range renewal works - Executive Manager Property**

This program will complete required works for the building, range and putt putt at Pittwater Golf Centre.

The café flooring area has been replaced. Options for reducing wayward golf balls on the driving range have been investigated and consultation with neighbours has resulted in the proposed trees and/or barriers not being pursued. As an alternative, operational changes have been implemented and CCTV installed.



### **Cromer Depot Improvement Plan works - Executive Manager Property**

Funds this financial year have been directed towards works to replace the asbestos roof on the main work shed building.

The majority of the work has been completed with some minor elements (addition of whirly birds and work arising from installation of roof anchors) yet to be completed.

## **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 was secured towards the costs of the project.

A concept design was published as part of a community engagement campaign seeking feedback from the community. Consultation closed in late April 2021 with the results indicating strong support for the overall proposal. A revised concept design has been prepared in response to the community consultation.

A development application was lodged on 14 April 2022 and determined by the Northern Beaches Local Planning Panel on 6 July 2022. An RFQ for the works closed in December 2022 and the evaluation is now complete. Commencement of the works has been delayed by an extended evaluation process and will now start in April 2023 with completion by the end of the financial year.



### **Mona Vale Cemetery works program - Executive Manager Property**

This program is funded by the Mona Vale Cemetery Trust and covers improvements to the cemetery grounds and buildings.

Designs have been completed for upgrade works to buildings but will not proceed at this stage as they are eligible for future grants.

## Public Amenities improvements



### Little Manly Point Amenity - Executive Manager Property

For three unisex amenities including ambulant and accessible facilities. Community consultation has been undertaken and architectural design prepared. Engaged consultants to prepare the tender documentation.

Progress is delayed as a Review of Environmental Factors was required to address environmental, Indigenous and European heritage issues found on or adjacent to the site.



### Porters Reserve clubhouse change space - Executive Manager Property

The new Porter Reserve change space has now been completed, the new building hosts female change rooms, first aid room, canteen and accessible amenities.

Associated works to the area were undertaken to make good existing stairs leading onto the balcony area including screen, asphaltting and kerb and gutter works.



### 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.

Groundworks, brickwork, wall framing, internal wall lining and roofing completed.



### Public amenities works program - Executive Manager Property

This budget delivers a renewal program of Council's public amenities. Shelly Beach amenities and Rowland Reserve Bayview amenities are planned for renovations in 2022/23 (including accessible toilets being added), with designs commencing for other future years' projects.

Progress is delayed due to complex site issues at Shelly Beach amenities, inclement weather, and delaying the start date to allow public access during the peak Summer period. Some funds have been directed to minor "refresh" projects, including the works completed at North Steyne SLSC.

Shelly Beach Amenities - the existing public amenities have been demolished to make way for new amenities. Work has been scheduled to commence after the busy summer period and will continue through the year with completion planned for before Christmas 2023.

Rowland Reserve Public Amenities - architects have been appointed to prepare plans for a refurbishment and addition of a "Changing Places" toilet and a separate accessible / family toilet.

## Aquatic Centre improvements



### **Warringah Aquatic Centre renewal works - Executive Manager Property**

This project will deliver upgrade works to the meeting room and other areas.

There will also be pool equipment and plant upgrades including the air handling units.



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### **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.

The outdoor 25m pool has had pebblecrete repairs and has been painted.

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## FINANCIALS - Property and Facilities

### Income and Expenditure Statement 01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	15,738	14,648	1,090	18,396	18,933	19,416
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	3,675	3,332	343	4,062	4,198	4,365
Grants and Contributions - Operating Purposes	(1)	-	(1)	-	-	-
Other Income	7,219	7,305	(86)	9,559	9,448	9,260
Gains on disposal of Assets	55	-	55	-	-	55
<b>Total Income from Operations</b>	<b>26,685</b>	<b>25,285</b>	<b>1,400</b>	<b>32,017</b>	<b>32,579</b>	<b>33,096</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(9,167)	(8,960)	(207)	(12,232)	(12,232)	(12,492)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(17,132)	(17,057)	(75)	(21,829)	(22,789)	(23,297)
Depreciation and Amortisation	(5,739)	(5,739)	(0)	(7,613)	(7,931)	(7,931)
Other Expenses	(332)	(344)	11	(401)	(401)	(424)
Internal Charges	(231)	(234)	3	(319)	(316)	(316)
Overhead Allocation	(3,579)	(3,579)	-	(4,774)	(4,774)	(4,774)
<b>Total Expenses from Operations</b>	<b>(36,181)</b>	<b>(35,913)</b>	<b>(268)</b>	<b>(47,167)</b>	<b>(48,443)</b>	<b>(49,234)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(9,496)</b>	<b>(10,628)</b>	<b>1,132</b>	<b>(15,150)</b>	<b>(15,864)</b>	<b>(16,138)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	4,780	5,066	(286)	3,161	5,519	5,380
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(4,715)</b>	<b>(5,562)</b>	<b>847</b>	<b>(11,989)</b>	<b>(10,345)</b>	<b>(10,759)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	10,466	10,466	-	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 (\$9.5m) is lower than forecast by \$1.1m at the end of the quarter.

Total Income from Operations of \$26.7m is higher than forecast by \$1.4m.

User Charges and Fees are higher by \$1.1m as a result of increased revenues from the Holiday Park and aquatic centres.

Other Revenues are higher by \$0.3m as a result of the reclassification of income on commercial properties from leases to licences, additional food and merchandise sales at the aquatic centres, higher Holiday Park receipts and timing differences associated with consents and public land/road reserve fee revenue.

Other Income is lower by (\$0.1m) as a result of the reclassification of income from leases to licences for commercial properties revenue.

Gains on Disposal of Assets are higher by \$0.1m as a result of the sale of a road reserve.

Total Expenses from Operations of (\$36.2m) are higher than forecast by (\$0.3m).

Employee Benefits and Oncosts are higher by (\$0.2m) as a result of increased Aquatic Centre expenditure (to service the increased attendance - funded by income) offset by lower spending at within the Cemeteries, Management and Building Asset Teams.

Materials and Services are higher by (\$0.1m) as a result of increased facilities maintenance and golf course contract costs offset by lower utilities spending.

Grants and Contributions for Capital Purposes are lower by (\$0.3m) as a result of the timing of the construction of Duffy's Forest Rural Fire Station and the Public Amenities Works Program jobs.

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$0.3m) to (\$16.1m) principally due to increased facilities maintenance expenses which was partially offset by income from Lakeside Holiday Park and reduced utilities expenses. Higher income at the Aquatic Centres was offset by costs for staff to provide this service.

# CIVIC

## Customer Service

### HIGHLIGHTS

#### Innovation of the year award

Customer Service representatives presented to the National Local Government Customer Service Network on their award-winning “Customer Activity Tracker - the CAT”. The presentation highlighted the CAT’s in-house development and the benefits in optimising resourcing and enhancing the customer experience by reducing wait times. Recent award submissions include Local Government National Awards for the Customer Service Onboarding Program and Local Government NSW Excellence Awards for the Customer Service Quality Assurance Program. Results will be announced in the coming months.

#### Calls answered within 30 seconds

The target service level of 80% of calls answered within 30 seconds was exceeded, achieving 82% 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.

#### Call quality assurance evaluations

The Customer Service team results for the quarter averaged 94.84% and 94.27% year-to-date, demonstrating Council’s commitment to improving the customer experience. Call quality assurance identifies common issues, improves the customer experience and helps to standardise communication processes with customers.

#### Survey

The automated survey offered to customers after each Customer Service phone interaction indicates the level of customer satisfaction and with results for Quarter 3 of 4.58 or 91.6% and 4.59 or 91.8% year to date this is a very positive result further reinforcing a positive customer experience.

Customer Service - Performance measures	Target	September quarter	December quarter	March quarter
Calls answered within 30 seconds	80%	86%	83%	82%
Customer requests conducted online	30%	38%	38%	38%
- Workload measures				
No. calls to Customer Service 1300 434 434	-	35,662	34,819	40,184
No. enquiries received at the counter and by mail, email and online requests	-	19,986	21,117	20,499

**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 project has been put onto the Project Roadmap awaiting funding. In the meantime, the focus will be on the Help Portal using internal resources.



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

Lack of communication before CRM completion has been highlighted as a key driver of dissatisfaction. Business rules have been revised to ensure customers are communicated with at key stages of their request. Consultation has taken place with operational teams with planned IDT process changes to be rolled-out in Q4 with ongoing reporting and monitoring.



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

New Voice of the Customer (VOC) dashboards are being tested by key managers. Final dashboard changes are currently being implemented.

## FINANCIALS - Customer Service

### Income and Expenditure Statement

01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	0	3	(3)	4	4	4
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>0</b>	<b>3</b>	<b>(3)</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(2,964)	(2,974)	9	(4,063)	(4,063)	(4,073)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(154)	(151)	(3)	(192)	(192)	(228)
Depreciation and Amortisation	(50)	(50)	-	(67)	(67)	(67)
Other Expenses	-	-	-	-	-	-
Internal Charges	583	561	23	747	747	770
Overhead Allocation	(442)	(442)	-	(589)	(589)	(589)
<b>Total Expenses from Operations</b>	<b>(3,026)</b>	<b>(3,056)</b>	<b>30</b>	<b>(4,164)</b>	<b>(4,164)</b>	<b>(4,187)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(3,026)</b>	<b>(3,053)</b>	<b>27</b>	<b>(4,161)</b>	<b>(4,161)</b>	<b>(4,183)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(3,026)</b>	<b>(3,053)</b>	<b>27</b>	<b>(4,161)</b>	<b>(4,161)</b>	<b>(4,183)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	3,214	3,214	-	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 (\$3.0)m is in line with the forecast.

Total Expenses from Operations includes the recovery of additional costs from the domestic waste service to support the bulky goods collection booking system.

#### Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase to (\$4.2)m to fund expenses associated with the Customer Experience project including workshops and an increase in the Employee Leave Entitlement provision due to factors including higher forecast future pay increases.

# Governance and assurance services

## HIGHLIGHTS

This quarter the Executive Manager Internal Audit & Complaints Resolution provided a completed audit report to the Chief Executive Team and presented a refreshed Internal Audit Charter to the Audit Risk and Improvement Committee (ARIC). ARIC met in March 2023. Council also held two ordinary meetings and one extraordinary meeting since January 2023. All agendas and minutes were placed online for public access.

Performance measures – Governance and Assurance	Target	September quarter	December quarter	March quarter
Council meeting minutes finalised and published within three working days of meetings	100%	100%	100%	100%
Enterprise risk registers reviewed and current	100%	100%	100%	100%
Internal audits undertaken in line with strategic Internal Audit Plan	80%	100%	75%*	85%

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

### Notes on results:

\* One of four planned audits was postponed

## OPERATIONAL PROJECTS

**Key:** ✔ Complete ✔ Progressing ! Behind schedule

### ✔ Deliver an effective complaints management and resolution framework - Executive Manager Internal Audit & Complaints Resolution (IA&CR)

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

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

The annual internal Audit Plan is on target.

### ✔ Provide organisational and targeted corruption risk management training - Executive Manager Internal Audit & Complaints Resolution

Training rolled out to all staff in September 2023. Executive Manager IA&CR is currently working on a refreshed awareness program for corruption, and will include this training in these materials.

## FINANCIALS - Governance and Assurance Services

### Income and Expenditure Statement 01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	142	-	142	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>142</b>	<b>-</b>	<b>142</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(2,798)	(2,828)	30	(3,865)	(3,865)	(3,909)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(4,109)	(5,192)	1,084	(6,819)	(6,889)	(6,889)
Depreciation and Amortisation	(20)	(20)	-	(27)	(27)	(27)
Other Expenses	-	-	-	-	-	-
Internal Charges	25	25	(0)	22	31	31
Overhead Allocation	(864)	(864)	-	(1,153)	(1,153)	(1,153)
<b>Total Expenses from Operations</b>	<b>(7,766)</b>	<b>(8,880)</b>	<b>1,114</b>	<b>(11,841)</b>	<b>(11,902)</b>	<b>(11,946)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(7,624)</b>	<b>(8,880)</b>	<b>1,256</b>	<b>(11,841)</b>	<b>(11,902)</b>	<b>(11,946)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(7,624)</b>	<b>(8,880)</b>	<b>1,256</b>	<b>(11,841)</b>	<b>(11,902)</b>	<b>(11,946)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	8,835	8,835	-	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 (\$7.6)m is lower than forecast by \$1.3m at the end of the quarter.

Total Income from Operations of \$0.1m is higher than forecast by \$0.1m.

Other Revenues are higher by \$0.1m as a result of the recovery of legal costs.

Total Expenses from Operations of (\$7.8)m are lower than forecast by \$1.1m.

Materials and Services are lower by \$1.1m as a result of the timing of expenses associated with legal costs, insurance claims and internal audit and complaints resolution.

### **Annual Forecast**

For the full financial year the Total (Deficit) from Operations is forecast to increase to (\$11.9)m principally due to an increase in the Employee Leave Entitlement provision due to factors including higher forecast future pay increases.

# Corporate Support Services

## HIGHLIGHTS

### Pulse Survey

Council runs an Employee Engagement Survey every two years to understand the evolving needs of the workplace. Since the completion of the last Survey in June 2022 the feedback has driven improvements across various areas.

To continue to track progress, Council implemented quarterly Pulse Surveys with the first survey conducted in February 2023. The focus areas are workload/resourcing and processes; career development and training, as well as salaries and the cost of living.

The Pulse results were shared with Senior Leadership and staff, and are generally trending higher than the Employee Engagement Survey. Some headway has been made around employees feeling encouraged to give feedback about their concerns (+7%) and feeling that enough time is spent on career planning (+6%). The next Pulse Survey is planned for May 2023.

### Diversity, equity, inclusion and belonging

This quarter Council celebrated diversity, equity, inclusion and belonging. Employees were encouraged to join local celebrations and get involved in internal activities to chat about what makes our diverse and inclusive workplace great. These included:

- WorldPride: 17 February – 5 March
- International Women's Day: 8 March
- Harmony Week: 20 – 26 March

Council is constantly striving to improve our actions around diversity, equity, inclusion and belonging in the workplace, in line with our Workforce Management Strategy.

### Capability framework implementation

Implementation of the LG NSW Capability Framework continues. Business Unit workshops have been completed (a total of 32), to review and finalise the draft mapping. The focus is now on reviewing the final mapping, engagement with the Chief Executive Team, and system changes.

### Making a Difference program

This quarter there has again been great utilisation of our reward and recognition program 'Making a Difference'. Over the last three months we've seen:

- 430 'Thank You' messages sent
- 301 'Above and Beyond' awards given
- 9 'Leading the Way' nominations supported by the Chief Executive Team, with 26 individuals recognised.

### Consulting you on our plans for the next four years

In recent months we've been developing the next Delivery Program with Councillors and managers. This sets out what Council will undertake in the coming four years across its services,

programs and works, and the detailed annual Budget for 2023/24. This is supported by the annual review of Council's Fees and Charges, and the 10-year Long Term Financial Plan, to ensure that the annual budget is sound and sustainable.

The public exhibition is 21 April to 21 May, with opportunities for more information online, at various markets and sport venues, and an online information session. The Have Your Say page also includes a projects map, various fact sheets, and videos outlining what Council plans to deliver for our community. Submissions will be considered and reported at the June meeting.

### **Expanding online services**

Council continues to expand its digital offerings by increasing the number of online transactional services for our customers. This includes a new stormwater request process that improves customer communication and experience.

A range of other improvements were also introduced including:

- Improved customer online portal design and useability. This improves the readability, mobile responsiveness, search-ability and sort-ability of customer requests
- Improved lodgement for online cleansing requests – ease of category selection, and highlighting if a request has already been lodged.
- Customer request forms now contain a satellite image layer that allows customers to determine a more precise location of requests.

### **Cybersecurity and responsive tools**

New ways of working now include these improvements to cybersecurity, resilience and reporting:

- Secured Council's IT network and assets against malicious cyber-attacks and unwanted network penetration. This project improves Council's compliance with the Australian Signal Directorate's 'Essential 8' controls and has been delivered in line with Council's strategic direction and cyber security roadmap.
- Improved Disaster Recovery Processes and readiness, to continue business operations in the event of the loss of the primary Computer Room in Dee Why or Manly.
- Implemented a call centre solution for the IT Service Desk, for improved engagement and reporting capabilities.
- Improved internal business reporting supports effective operational decision making, with several new reports for:
  - Environmental compliance (six reports)
  - Strategic Planning (four reports)
  - Stormwater requests/tasks
  - Voice of the customer
  - Environmental Compliance (external use)
  - Info Council for formal reports

### **Business excellence and service improvements**

We continued to build a culture of continuous improvement through the IGNITE program (Inspiring Great New Ideas Towards Excellence), based on the Australian Business Excellence Framework. Over 930 people have now completed one or more of the IGNITE Training Programs (72% of

staff). This quarter an additional 90 people attended the Introduction to Business Excellence Program, and 28 participated in more advanced training. In addition, 19 more improvements to Council processes or services were completed, bringing the total to 462 since the start of the program. Council is well on its way to reaching its goal of 500 improvements by 30 June 2023.

The Service Review Program of Council's 57 services continues to be implemented, with 154 Phase One actions completed (93%). Council has now commenced Phase Two, entailing further review of its maintenance functions and identify further opportunities for continuous improvement. The Building Maintenance service review is scheduled to be completed in May 2023.

### **Securing over \$14 million of grants**

Council was successful in securing nearly \$14.8 million from the NSW Government to undertake a range of projects:

- \$9,129,829 from Transport for NSW to support essential repairs across the road network of Northern Beaches Council.
- \$3,951,549 from Transport for NSW to build a shared cycling and pedestrian bridge in Queenscliff along Pittwater Road over Manly Creek.
- Three projects have been funded by the NSW Office of Sport as part of the Female Friendly Community Sport Facilities and Lighting Upgrades Program 2022/23:
  - \$500,000 for the upgrade of the existing building at Pittwater Rugby Park to create female friendly change facilities
  - \$500,000 for the upgrade of change rooms and increased storage space at Frank Gray Oval
  - \$100,000 for the upgrade of the current floodlights at Abbott Road sportsground.
- \$327,200 from the NSW Department of Planning, Industry and Environment for the building of a War Memorial shelter and accessible path at Manly Dam.
- \$150,000 from the NSW Office of Sport to replace the existing floodlights at Kitchener Park.
- \$97,350 from the NSW Department of Planning, Industry and Environment for the planting of over 6,000 native trees, shrubs and ground coverings at selected Curl Curl and Mona Vale sites.
- \$40,368 from Transport for NSW for funding towards the transition of Council's fleet to electric vehicles.

Corporate Support - Performance measures	Target	September quarter	December quarter	March quarter
Correspondence replied to within 10 working days	90%	92%	92%	90%
Operational projects on schedule	80%	92%	94%	91%
Capital projects on schedule	80%	84%	82%	80%
Quarterly, annual and statutory reports submitted to Council on time	100%	100%	100%	100%
- Workload measures				
No. service review actions implemented	-	8	5	48

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

## OPERATIONAL PROJECTS

**Key:** ✔ Complete ✔ Progressing ! Behind schedule



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

The December 2022 Quarterly Budget Statements were reported to the February Council meeting.



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

Consultation with the Councillors is underway. Draft budget finalised and Delivery Program well advanced. This will be reported to the Council meeting on 18 April 2023.



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

The annual revision of the Long-Term Financial Plan is in progress and will be presented to Council at the April 2023 meeting for public exhibition. Monitoring of Council's long-term financial sustainability is ongoing, with forecasting underway in preparation for the March Quarterly Review.



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

Business Unit workshops to review the draft Capability Framework mapping have concluded (32 in total). The focus is on final reviews, Chief Executive Team engagement and system changes.

The Career Development toolkit for employees and managers has been developed and is under review, and mentoring / coaching programs continue to be investigated.



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

Priorities on the People Central Roadmap continue to progress. A data refresh from the production system to the test system has been the priority during March.

A HR Change Advisory Board has been established and will run fortnightly to ensure proposed changes are assessed, prioritised, scheduled and coordinated to support change management.

Information is being gathered for the Service Portal review. This includes measuring the volume and type of Ivanti cases received and reviewing the auto generated cases from emails.



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

A variety of events were held in March, some involving the Thrive Be Safe, Be Well Crew. Employees were encouraged to join local celebrations and get involved in internal activities, including WorldPride (17 February – 5 March), International Women's Day (8 March) and Harmony Week (20 – 26 March).

Review of Work Health & Safety documentation continues and 58% of the 203 documents have now been reviewed.



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

Work has commenced to deliver the people initiatives within the Disability Inclusion Action Plan (DIAP). The face-to-face corporate induction agenda has been updated to include customer service/empathy and recruitment processes and training have been reviewed.

A draft high level Strategy Framework has been created for the Youth Employment Action Plan. Recruitment for the apprenticeship roles in Transport & Civil Infrastructure (TCI) continues with one candidate progressing. People Central is being investigated to see the work experience application process move online.



**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, improve customer experience and ensure it is planning for future challenges. The Building Maintenance Service is in the final stages and will be completed by the end of May 2023.



**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). Council staff continue to participated in the IGNITE Programs and

Council has recently completed its second ABEF Self-Assessment, resulting in a number of recommendations for priority actions to continue 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. Council completed an additional 19 improvements this quarter bringing the total to 462 since the beginning of the program. Council is well on its way to achieving its aim of implementing 500 improvements by 30 June 2023.

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## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule

### IT improvements



#### **IT Infrastructure new works - Chief Information Officer**

The contract has been awarded for re-cabling Dee Why. Waiting for the agreement from the CCTV committee for the activation of the cameras in Dee Why and Manly computer rooms. Wireless access points end of life hardware replacement has commenced.



#### **IT Software new works - Chief Information Officer**

Optimo - Delivery of the financial reports is behind schedule.  
Printer consolidation Phase 1 - engaged a vendor to complete an audit, quote received.



#### **IT Infrastructure replacements - Chief Information Officer**

Continue with the implementation of wireless access points.



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

Replacement of the Council Chambers audio-visual infrastructure - Phase 3 2022/23.  
Upgrade to the main chamber is scheduled for 19 April to 15 May 2023.

Funding has been obtained for replacing digital displays in the Council Chambers and Councillor room upgrade.

Replacement of desktop computers and laptops, monitors, telephony headsets and other office IT equipment on track with spend and delivery.

## FINANCIALS - Corporate Support Services

### Income and Expenditure Statement

01 July 2022 to 31 March 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	296	311	(15)	468	418	398
Investment Fees and Revenues	5,675	5,545	130	1,928	6,926	7,402
Other Revenues	941	930	11	558	1,130	1,378
Grants and Contributions - Operating Purposes	1,295	1,295	-	6,059	4,848	4,848
Other Income	16	12	4	-	12	16
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>8,223</b>	<b>8,093</b>	<b>130</b>	<b>9,014</b>	<b>13,334</b>	<b>14,042</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(17,025)	(18,089)	1,065	(24,702)	(24,908)	(24,050)
Borrowing Costs	(584)	(595)	11	(643)	(797)	(797)
Materials and Services	(10,914)	(12,238)	1,324	(16,084)	(17,592)	(17,986)
Depreciation and Amortisation	(254)	(396)	143	(628)	(565)	(565)
Other Expenses	(0)	(2)	1	(9)	(9)	(9)
Internal Charges	404	404	-	538	538	538
Overhead Allocation	19,013	19,013	-	25,361	25,361	25,361
<b>Total Expenses from Operations</b>	<b>(9,359)</b>	<b>(11,903)</b>	<b>2,544</b>	<b>(16,167)</b>	<b>(17,973)</b>	<b>(17,510)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(1,136)</b>	<b>(3,810)</b>	<b>2,674</b>	<b>(7,153)</b>	<b>(4,639)</b>	<b>(3,468)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	9,889	7,517	2,372	6,952	9,257	11,277
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>8,752</b>	<b>3,706</b>	<b>5,046</b>	<b>(201)</b>	<b>4,618</b>	<b>7,809</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	71,627	71,751	(125)	14,758	14,810	14,616

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total Surplus from Operations of \$1.1m is higher than forecast by \$2.7m at the end of the quarter.

Total Income from Operations of \$8.2m is higher than forecast by \$0.1m.

Investment Fees and Revenues are higher by \$0.1m as a result of higher interest on investments.

Total Expenses from Operations of (\$9.4)m are lower than forecast by \$2.5m.

Employee Benefits and Oncosts are lower by \$1.1m as a result of vacant positions and staff leave within Information and Digital Technology, Human Resources and Capital Projects teams.

Materials and Services are lower by \$1.3m as a result of the timing of payments for Training, Computer Software and Contract Services for Information Technology offset by increased Agency Personnel costs due to vacancies.

Grants and Contributions for Capital Purposes are higher by \$2.4m 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 \$1.2m to (\$3.5m) principally due to increased investment revenues, vacant positions (partially offset by agency expenses) and lower training expenditure.