



Attachments

Ordinary Meeting

Notice is hereby given that an Ordinary Meeting of Council will be held at Council Chambers, 1 Belgrave Street, Manly, on:

Monday 11 November 2013

Commencing at 7.30pm for the purpose of considering items included on the Agenda.

Persons in the gallery are advised that the proceedings of the meeting are being taped. However, under the Local Government Act 1993, no other tape recording is permitted without the authority of the Council or Committee. Tape recording includes a video camera and any electronic device capable of recording speech.

Copies of business papers are available at the Customer Service Counters at Manly Council, Manly Library and Seaforth Library and are available on Council's website:

www.manly.nsw.gov.au

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CORPORATE SERVICES DIVISION

Corporate Services Division Report No. 29
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***** END OF ATTACHMENTS *****

A. SOCIAL

| A. SOCIAL | | | | | | | | | July- September 2013 Quarter | | |
|-----------|--|----------|---|----------------|---|---------------|--|--|------------------------------|-----------------------|---|
| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 1 | Improve Manly's community safety outcomes in relation to late night Manly's culture. | 1.1 | Work with key stakeholders (NSW Attorney General and NSW Police) to address alcohol culture and crimes. | 1.1.1 | Implement Manly's Crime Prevention Plan 2011-2013, in particular by developing strategies for late night transport, education, regulation and enforcement, planning and community engagement. | 1.1.1.1 | Implement Crime Prevention Plan actions in consultation with key stakeholders and the Community Safety Committee. | Number of initiatives within Manly Crime Prevention Plan implemented and evaluated. | HSF | 25% | Stay Safe Project - Producing Education film clip through TAFE students Draft artwork for wallet cards received Presentation to Yr 12 students local high school together with Police & Liquor Accord of Late Night Manly Briefing Reprint of Get Home Safe wallet cards ordered Stay Safe Project - Producing Education film clip through TAFE students Draft artwork for wallet cards received Presentation to Yr 12 students local high school together with Police & Liquor Accord of Late Night Manly Briefing Reprint of Get Home Safe wallet cards ordered. |
| | | | | | | 1.1.1.2 | Address culture of drinking by promotion of non-drinking activities. | Participation levels, satisfaction surveys, and cost-benefit analysis for events completed. | HSF | 25% | Late night manly working group establishment of planning for Market Lane Saturdays. One successfully held in September. |
| | | | | | | 1.1.1.3 | Provision of drug and alcohol free under 18 events. | Number of events held. Number of young people attending. | HSF | 25% | 6 Events held throughout quarter with total attendance figure of 292 |
| | | 1.2 | Work with the community stakeholders to ensure Manly is a safe place. | 1.2.1 | Implement the approved outcomes from the Late Night Manly Working Group to make night time Manly safer and more attractive to a wider range of people. | 1.2.1.1 | Research and development of community safety needs and actions in consultation with the Community Safety Committee and Late Night Manly Working Group (subcommittee) | Number of audits completed of late night activities and committee actions implemented to improve community safety. | HSF | 25% | Market Lane Saturdays program approved to run as a trial over 12 weeks from 28/9/13-14/12/13 with final evaluation to be presented in February 2014 |

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| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 2 | Promote healthy and active Manly community. | 2.1 | Promote safe swimming facilities and beaches in Manly. | 2.1.1 | Providing professional lifeguard services Manly Ocean Beach to ensure public swimming safety, and public risk management. | 2.1.1.1 | Provision of Ocean Beach Professional Lifeguard services: Develop remote signage plan for implementation. Improved means of communicating beach safety requirements to CALD background beach users. Update Operations Manual & Professional Lifeguard Services Policy | Number of rescues and number of preventable (safety) actions implemented. | HSF | 25% | Rescues 7; Preventative Actions 1,734 |
| | | | | | | | | Annual update of lifeguard proficiencies. Plan Developed and signage in place. CALD pamphlets printed and distributed. Operations Manual and Professional Lifeguard Services Policy updated. | HSF | 25% | All lifeguards were updated in proficiencies and certificates which include Senior first aid, Advance resuscitation, Defibrillator, spinal care, jet ski and quad bike. Installation of remote signage is being progressed and talks with StateWide Insurance have occurred. CALD pamphlets have yet to be completed however another initiative re working with foreign students attending language schools to produce a small beach safety film has been completed, and has received positive feedback. Operation and Professional lifeguard manuals have been completed . |
| | | | | | | | Administration of user's licenses and monitoring. | Number of non-compliant issues reported. | HSF | 25% | There are no non compliant issues to be reported to date. |
| | | | | 2.1.2 | Delivery of Aquatic Services and review of services at Manly Swim Centre and the associated equity and access in relation to the wider community users. | 2.1.2.1 | Operation of the Manly Swim Centre in accordance with Public Health regulations, operating plan and budget requirements. | Number of visitors to Manly Swim Centre. | HSF | 25% | Total visitation figure of 33,709 for period July to September 2013 (this includes 5 week winter maintenance closure) |
| | | | | | | | | Nil closures due to public health issues. | HSF | 25% | Baby Pool was closed on 4 seperate occasions due to faecal incident. The pool was reopened after the processes outlined in the NSW Health Guidelines were followed. |
| | | | | | | | | Safety record of nil drowning. | HSF | 25% | 100% |
| | | | | | | | | Annual update of lifeguard proficiencies. | HSF | 100% | All complete 100% |
| | | | | 2.2 | Promote healthy and active living programs. | 2.2.1 | Development of health living program and initiatives, as well as through lifestyle activities through committees and local partnerships. | 2.2.1.1 | Provision of a broad range of sporting programs and activities. | Number of programs and activities provided. | HSF |
| | | 2.2.1.2 | Encourage and support commercial opportunities that cater to the health and well being needs of young people. | | | | | Number of programs and activities provided. | HSF | 25% | Council supports fitness programs, surf life-saving, football, cricket, surfing, skating. |
| | | 2.2.2 | Ongoing development of Council's Smoke Free Zones education and awareness program. | | | 2.2.2.1 | Promotion of Council's and NSW State Govt Smoke Free Areas to the public, including participation on Smoke Free Outdoor Areas Working Party, and implementation of a Council Smoke Free Workplace. | Audit of smoke free area signage completed bi-annually. | GMU | On-going | Facilities manager now responsible for reviewing existing signage ion an ongoing basis as part of his rounds. |
| | | 2.2.3 | Continued community development programs focusing on physical, mental and sexual health. | | | 2.2.3.1 | Continued seniors support program, such as Keeping Them Well, Promoting connections in seniors' lives, volunteering, intergenerational contacts, aerobic activity, lifelong learning. | Number of programs and activities implemented. | HSF | 25% | Council supports active ageing programs at the Manly Club for Seniors, eg. Table tennis, dancing, healthy lifestyles. Arranges opportunities for volunteering - 180 MOW Volunteers. Links to U3A & promoting seniors excursions. |
| | | 2.3 | Provide safe and age appropriate playgrounds in Manly. | | | 2.3.1 | Implementation of 10 year playground strategy. Maintain existing playgrounds through appropriate standards. | 2.3.1.1 | Implementation of scheduled projects from strategy. | Number of scheduled projects completed. | CUS |
| | | | | 2.3.1.2 | Maintain and service 35 playgrounds to maintain Australian Standard. Manage and work with Playground Committee. | | | Quarter audits undertaken and number of defects fixed. | CUS | 25% | 19 Repairs carried out this quarter. Two playground committee meeting this quarter. |

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| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 3 | Maintain and support connected Manly neighbourhoods & amenities. | 3.1 | Maintain community, open space and sports facilities. | 3.1.1 | Construct and maintain public open space and recreation facilities to cater to a range of community groups & support changes in future usage needs and is safe and accessible. | 3.1.1.1 | Implement any approved actions from endorsed recreation strategy. Rationalise existing facilities to project best cost effective maintenance. | Number of approved actions completed. Number of facilities rationalised. | CUS | 0% | No projects to be reported this quarter |
| | | | | | | 3.1.1.2 | Utilise capital funds or available grant funding to improve existing infrastructure and facilities. Develop projects to cater for future needs in line with Recreational Strategy and asset management principals; Continue to progress L.M Graham Reserve Landscape Masterplan stages. Rationalise sportsfields maintenance cost. Maintain progress SMS lighting System cost recovery program. | Number of approved sportsfields capital improvements completed. Number of proposed approved actions from LM Graham Reserve Masterplan implemented. Full cost recovery for lighting usage from user groups achieved | CUS | 25% | Returfing around practice wickets and Main wickets Balgowlah Oval, Manly West Oval, Tania Par. LM Graham Reserve site clearing and levelling of site for preparation of facility footprint. Lm Grham Reserve condition of entry signage installed. Installation of dog tap. Relocation of Bins from Canteen area. |
| | | | | | | 3.1.1.3 | Manage filming approvals, event approvals, community centre bookings and reserve bookings. | Number of bookings taken per type of facility; Filming/Wedding approvals granted each year. | CSS | 25% | Bookings from 1st July to 30th September 2013: Hall bookings: 1165 Oval Bookings: 1040 Filming/photography permits: 7 Reserve/ wedding bookings: 22 |
| | | | | | | 3.1.1.4 | Manage the use of public space in the Manly CBD Corso, including licenses, entertainment, charity approvals, and banner placements. | Number of licences issues and events approved. | HSF | 25% | 37 approvals for Corso Events this quarter |
| | | | | | | 3.1.1.5 | Construction and maintenance of facilities that cater to young people in line with community consultation. Maintain standard of surfaces on sports ovals and grass playing fields. | Number of audits carried out. Number of defects fixed. | CUS | 25% | 12 Audits carried out this quarter |
| | | | | 3.1.2 | Look at options to improve watering systems to achieve future water savings in open and public spaces. | 3.1.2.1 | Develop a strategy to reduce water usage. | Reduction in water usage (KL per annum). | ES | 23% | Ongoing implementation of Council's Water Saving Action Plan. Water leak identification program enacted. LM Graham Stormwater Harvesting Project Initiated. Increase in council water use compared to last year due to dryer weather, establishment of new grass in areas and two significant water leaks occurring. |

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| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 3 | Maintain and support connected Manly neighbourhoods & amenities (continued from previous page) | 3.1 | Maintain community, open space and sports facilities. | 3.1.3 | Manage Manly public spaces, including gardens and streetscapes by improving civic amenity, plantings, maintaining trees and cultural heritage. | 3 | Review current methods of maintenance to reduce costs and maintain service levels in-line with budget allocations. | Number of improvements that have been made to reduce cost of maintenance. | ES | 25% | Enhanced use of Sydney Water online data to save staff time in identifying water use changes for Council properties. Increased collaboration with Parks Management to exchange information and reduce duplication of tasks. |
| | | | | | | 3.1.3.2 | Maintain civic gardens, and cultural heritage. Implementation of public spaces programs. | Number of works carried out and defects fixed. | CUS | 25% | Replacement of 3 Palms in the Corso. |
| | | | | | | 3.1.3.3 | Programs for the following projects are implemented: Ivanhoe Park landscape Masterplan for botanic gardens; Improve Corso gardens; Develop a signage policy. Implement actions from Councils Norfolk Island | Draft of Landscape Masterplan for Ivanhoe Park completed. Signage policy completed and endorsed by Council. | CUS | 25% | Ivanhoe park masterplan Draft completed for review. |
| | | | | | | 3.1.3.4 | Implement funded proposed actions from the Tree Management Policy & Strategy. Develop a street tree planitng program to involve local community in caring for trees. | Number of approved projects completed Proposed funded street tree planting stages completed. Adopt a Tree program developed. | CUS | 25% | Sourced consultants for street tree strategy. |
| | | | | | | 3.1.3.5 | Manage all internal and external maintenance (trees & mowing) contracts. Continue Tree Maintenance Cyclic Works program. Implement funded actions from endorsed tree strategy. Maintain mowing service levels, look at ways to internalise service if opportunities arise. | 2 Cycles per year completed. Scheduled mowing cycles completed as per prescribed intervention levels. How many funded actions from tree strategy completed. | CUS | 25% | First tree cycle completed. Mowing cycles completed as per schedule. |
| | | | | | | 3.1.3.6 | Develop business opportunities to internalise outsourced services where possible. Small tree works currently carried out in house for trees under 5m in height. Create training opportunities for internal staff to be able to expand tree maintenance services. Continue to Review services unit rates to improve services. Seek opportunities for in-house services if cost effective. | Percentage of works returned in house. Quarterly evaluation of unit rates undertaken. Amount of training carried out. | CUS | 25% | One staff trained certified level 3 arborist climber. To carry out smaller tree works. |
| | | 3.2 | Provide improved community development initiatives and programs. | 3.2.1 | Provide community development programs that build social capital of target groups, including community surveys, and improvements in communications. | 3.2.1.1 | Provision of formal and informal leisure programs to cater for community interests including arts and culture based activities. | Numbers of people attending new and existing community development programs, and number of new communication methods implemented. | HSF | 25% | GL@M meets fortnightly. Council involved in 24/7 Youth Film Festival with 3 screenings in September. Range of events run included roller disco, urban art workshops, band nights, school holiday program, youth stage at the jazz festival, and skating. |
| | | | | | | | | Number of consultation events and projects completed. | HSF | 25% | Manly Youth Council continues to meet monthly and develop a range of youth activities. Youth strategy being undertaken with consultations. |

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| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 4 | Create a more culturally vibrant Manly. | 4.1 | Provide high quality library services and cultural information facilities. | 4.1.1 | Continued development of the provision of Library and Information Services, especially: on line services, Shorelink network, specialist local studies, strategic partnerships, new technology, upgrading building services. | 4.1.1.1 | Continued provision of Library and Information Services, including loans, references services, children and target group programming, exhibitions, inter-library loans, mobile Library Afloat, E-books. | Number of Manly Library visitors, circulation numbers, and database & electronic resource usage. | HSF | 25% | Total visits 108,526 Circulation 86 229 Total database searches 320570 |
| | | | | 4.1.2 | Maintenance of facilities and provision of services at the Manly Art Gallery and Museum, such as Manly Arts Festival, public arts program, fund raising, maintaining best practice standards, gallery shop management, collect artworks, and variety of public programs. | 4.1.2.1 | Continued provision of Manly Art Gallery and Museum (MAGAM) services, including maintenance of collection, touring exhibitions management, support MAGAM society, support Manly Arts Festival | Number of visitors to exhibitions and programs, and the amount of retail income received. | HSF | 25% | Total visitation for the quarter 20,937 Total retail \$16185 |
| | | 4.2 | Strengthen the social capital and bonds within key Manly neighbourhoods with its special international communities. | 4.2.1 | Development of place making and neighbourhood development community development initiatives. | 4.2.1.1 | Coordination of Meet Your Street program. | Number of Meet Your Street activities. | HSF | 0% | Nil Meet your Street events for first quarter |
| | | | | 4.2.2 | Engage in cultural exchanges with other Councils and government organisations nationally and internationally. | 4.2.2.1 | Manage a program of family friendly interactive events to enliven community spaces at various locations across Manly LGA. | Undertake programs and events in Manly. | HSF | 25% | Bike Life Festival , Dogs Day Out, Vietnam Veterans Day , Manly Arts Festival,Other events include 2 Citizenship ceremonies |
| | | | | | | 4.2.2.2 | Council participation in sister city & cultural exchange support programs | Number of initiatives/programs undertaken. | GMU | 25% | Manly Odawara Student Exchange Program 4 July – 16 July (15 students participating). Odawara Manly Student exchange program (16 students participating) held 26 July to 5 August 2013. 30 September to 3 October, Beach to Bush Program held and 5 students travelled to Gunnedah. |

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| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 5 | Facilitate services that support the social and welfare needs of the Manly community. | 5.1 | Facilitate a range of children and youth community support services. | 5.1.1 | Continued delivery of programs and services for children and families in accordance with community needs. | 5.1.1.1 | Sharing delivery of existing education programs run through Council environmental and other services, such as Libraries, and Art Gallery. | Number of programs conducted. | HSF | 25% | Green and Groovy recycled art session 1 session per month |
| | | | | | | 5.1.1.1 | Continue childrens services delivery for long day care, occasional care, family day care and preschool and immunisation clinic | Occupancy rates and service accreditations achieved. | HSF | 25% | Council reviewed Children's services and moved to a cost neutral basis. As a result, FDC and immunisation clinic were shut down. Child care continues to operate at capacity. |
| | | | | | | 5.1.1.2 | Operate and maintain the Immunisation Clinic. | Utilisation rates | HSF | 25% | Council reviewed Children's services and immunisation clinic shut down in September. Children referred to GP's and family doctors who bulk bill. |
| | | | | 5.1.2 | Continue programs and services for youth, including youth strategy. | 5.1.2.1 | Continued Youth Service delivery at Kangaroo Street Youth Centre, Supported by Manly Youth Council. Providing Recreation & Leisure program for youth. | Number of activities | HSF | 25% | Review of services led to shift in Youth Development Officer position to Libray building. Range of services still run for youth at Kangaroo St - GL@M, aerosol art, band nights, etc. |
| | | | | | | 5.1.2.2 | Provision of Adolescent and Family Counselling. | Utilisation rates and number of activities. | HSF | 25% | AFC's continue to provide individual counselling & support to adoelscents and their families. Consults with an average of 43 clients per month. |
| | | | | | | 5.2 | Facilitate community support services, programs and events for targeted groups. | 5.2.1 | Continued programs and support for Aged, Disability, ATSI & CALD groups and community development, including Club Friday, information and referral services to CALD and ATSI communities, support Northern Sydney Aboriginal Social Plan program, Gay and Lesbian at Manly social support group, Mental Health Advocacy, homelessness support and action plan. | 5.2.1.1 | Maintain a GL@M program and activities for GLTBQ young people. |
| | | 5.2.1.2 | Provide information and referral to target groups. | Number of referrals | HSF | | | | | 25% | Community Development continues to provide information and referral to the general public, community services and other key stakeholders. Monthly average of 36 enquiries regarding HACC services. |
| | | 5.2.1.3 | Develop and update information guides and brochures for seniors, CALD communities and PWD. | Information developed and distributed | HSF | | | | | 25% | CBD Access Map developed & distributed; Working on updated of the 2014-15 Seniors Directory. |
| | | 5.2.1.4 | Operation of Manly Seniors Centre to provide a range of social & recreational activities. | Number of activities provided | HSF | | | | | 25% | Manly Club for Seniors continues to provide a range of sports and recreation programs such as lawn bowls, table tennis, dancing, games, to ensure healthy ageing and social inclusion. |
| | | 5.2.1.5 | Continued operations of :Meals on Wheels; Community restaurant, shopping & recreational excursions for seniors; Operation of Club Friday recreation program for PWD. | Utilisation rates | HSF | | | | | 25% | Club Friday operates 47 Friday nights per year with 2 day trips. There was 1335 hours of service to clients from July to Sept including 1 Day Trip to Symbio Wildlife Park and 12 regular Friday evening activities. MOW provides 94 meals per day. Shopping trips are held weekly and recreation trips held fortnightly. |
| | | 5.2.1.6 | Administration of club grants and Community Cultural grants. | Number of successful grants awarded | HSF | | | | | 75% | A record number of Community Grant applications were received in Aug/Sept (31) with 20 Community grants awarded. 11 non-recurrent Cultural Grants and 3 recurrent Cultural grants were awarded. |
| | | 5.2.1.7 | Promotion and support of the International Day for People with a Disability. | Number of annual activities | HSF | | | | | 25% | A project to develop a flyer to highlight good access provided by shops and businesses is planned for IDPwD on 3 December, as well as a Disability Community Informaton stall at Stockland Balgowlah. |

B. ECONOMIC

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| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 1 | Facilitate a diversified Manly economy that caters for locals and visitors alike | 1.1 | Work in partnership with the community to develop strategies to diversify and broaden Manly's economy | 1.1.1 | Refine strategies to broaden Manly's range of local businesses and services (to cater for both residents and visitors) in Manly CBD. | 1.1.1.1 | Progress activation of laneways and pedestrian streets. | Number of CBD laneways and streets activated. | GMU | 25% | Refurbishment of Short Street ready to commence early November 2013 |
| | | | | 1.1.2 | Continue developing partnerships with local and regional stakeholders. | 1.1.1.2 | Development of partnerships with local stakeholders. | Number of partnerships developed. | GMU | 25% | Manly Mainstreet Program has taken over responsibilioty for the day to day operations and management onf the Manly Visitor Information Centre. Family Day Care operations covering the Manly LGA have been divested to Warringah Council supporting local working parents. |
| 2 | Promote tourism as an important part of the local economy | 2.1 | Develop a Manly tourism management strategy | 2.1.1 | Develop Manly tourism strategy to review the impact of tourism on Manly. | 2.1.1.1 | Review data for preparation of draft Tourism Plan and draft following survey of key stakeholders. | Completion of Plan; Number of recommended actions implemented. | HSF | 0% | Project requirement under consideration |
| | | | | 2.2 | Promote Manly as a visitor destination, and provide local tourism and visitor services | 2.2.1 | Manage Manly's Visitor Information Centre (VIC). | 2.2.1.1 | Continued management and delivery of services at the VIC to meet the needs of visitors and tourists. | Visitor numbers at VIC and Visitor Surveys | HSF |
| | | 2.2.2 | Review Manly's VIC current and future accommodation needs for purpose and capacity of service business. | | | 2.2.2.1 | Review completed. | VIC premises upgraded | HSF | 100% | Service Transitioned to Mainstreet Management |
| | | 2.2.3 | Work in partnership with Destination NSW and local businesses. | | | 2.2.3.1 | The conduct of a Manly tourist forum with key tourism stakeholders. | Forum conducted. | HSF | 0% | Nil progress |
| | | 2.3 | Deliver events and activities to entertain, educate and involve Manly's community | 2.3.1 | Continued delivery of Council local events services and programming. | 2.3.1.1 | Programs and events delivered within approved budget. | Number of events, audience numbers and number of sponsorships attained. | HSF | 25% | Dogs Day Out 3000 Nil sponsorship Vietnam Veterans Day 300 Nil sponsorship |
| | | | | 2.3.2 | Develop an overall strategy to manage Events Programs. | 2.3.2.1 | Review existing calendar of festivals and events and report to Council recommendations for the future. | Review of events & report to Council. | HSF | 25% | Each event is reviewed post event and recommendations provided |

B. ECONOMIC

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| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 3 | Improve traffic, parking and sustainable transport options in Manly. | 3.1 | Engage with stakeholders to deliver sustainable transport options. | 3.1.1 | Improvements in the Local Area Traffic Management (LATM), by completion of various LATM schemes in the Manly LGA. | 3.1.1.1 | A) Develop and implement a program of Local Area Transport Management projects. B) Undertake audit program of all traffic signs, road markings and facilities, from audits develop program of maintenance works. C) Develop road safety campaigns to target issues raised by crash analysis and black spot program. D) Identify and develop road safety measures to improve road safety at accident hot spots. | Percentage of works implemented by Council following Traffic Committee recommendations. | CUS | A) 80% B) 25% C) 25% D) 20% | A) LATM projects implemented upto 80% of budget B) Sign and Line audits underway - works scheduled for Quarters 2 and 3. C) Road Safety Campaign program approved by RMS for the year. 25% of programs complete. D) Accident black spot analysis undertaken in August 2013. Schemesto be developed for 2014/15. |
| | | | | 3.1.2 | Administer the resident permit parking schemes | 3.1.2.1 | Trial of electronic permit parking system. | Successful implementation of online application and payment system for all permit parking systems. | CSS | 20% | System has been developed and is currently in the test phase. |
| | | | | 3.1.3 | Working with SHOROC and other agencies to deliver improved regional transport networks. | 3.1.3.1 | Implementation of SHOROC regional directions. | Number of SHOROC initiatives undertaken. | CUS | Ongoing | SHOROC is coordinating a Mayor-led campaign for better public transport and roads as part of the Shaping Our Future strategy. The campaign calls on the NSW and Commonwealth governments to invest in: •Public transport: Construction of a Bus Rapid Transit (BRT) public transport system from Mona Vale to the CBD and from Dee Why to Chatswood. •Targeted road upgrades: for Warringah Road, the Wakehurst Parkway, Mona Vale Road and construction of the Northern Beaches Link for details: http://shoroc.com/public-transport-roads/ |
| | | | | 3.1.4 | Continuation of community bus network via Operation of free bus service "Hop, Skip and Jump". | 3.1.4.1 | Community bus network improvements by continuous improvements in services and operations. | Usage of Hop Skip Jump Bus service reported. | LUS | 25% | Patronage 102,640 YTD. Donations \$4,355.15 YTD |
| | | | | 3.1.5 | Work with key stakeholders to improve road and cycle safety | 3.1.5.1 | Implement Council's Five Year Road Safety Strategic Action Plan, pedestrian and cycle audits | Number of accidents reported in the Manly area; Number of practical safety actions and initiatives implemented. | CUS | 70% | Road Safety plan in development. Practical actions to be programmed for quarters 3 and 4. |

B. ECONOMIC

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| Goals | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI | |
| 4 | Maintain key amenities and physical infrastructure to acceptable service standards. This to include the implementation phase of Manly2015 Masterplan. | 4.1 | Manage infrastructure and assets to ensure financial sustainability and meet community needs including the construction of: i) a new Manly Swim Centre complex ii) Manly2015 Masterplan facility and streetscape projects, which include: • The construction of a new carpark beneath Manly Oval; • Construction of a new Manly Library and community facilities on the site currently occupied by the existing Manly Library; • Whistler Street carpark to be demolished and replaced by new building/s of mixed use; • Removing non local and through traffic from the Manly village; and The redevelopment of streetscapes in the Manly CBD including Short Street, Raglan Street and Market Lane. | 4.1.1 | Implementation of actions in Asset Management Plan and Policy for infrastructure & assets. Implementation of approved actions and works program schedule. Establish service levels for required works based on available funding to meet community expectation. | 4.1.1.1 | Undertake program as per Asset Management Plan for all assets under council control: a) Roads; b) Footpath; c) Drainage (Pipe, Pit, GRT) using CCTV; d) Buildings; e) Parks and Recreations. | 100% implementation of works program as per Asset Management Strategy, and on time and within budget. | CUS | 18% | Implementation of the works program as per Asset Management Plan, Strategy. Works have been completed on time and within budget" |
| | | | | 4.1.2 | Major Infrastructure Projects Planned, Designed and delivered including: 1. New Manly Swim Centre Complex to be finished in 2014/15; 2. Seaforth Community Hub (former Seaforth Tafe site) tennanted; 3. Redevelopment of former Baby Health Centre site (cnr Raglan and Pittwater Road); 4. Manly2015 Masterplan; and 5. Streetscape improvement projects | 4.1.2.1 | 1. Planning, Design and construction commenced on New Manly Swim Centre 2. Seaforth Community Hub (former Seaforth Tafe site) tennanted and progressing fit out of facility as part of this as well as redevelopment of external public areas and entrance 3. Progress planning and redesign for alternative uses for the former Baby Health Centre site (cnr Raglan and Pittwater Road) 4. Council to progress with the detailed planning and construction phases of Manly 2015 including: - Re-development of Short Street Plaza Streetscape - Construction of new carpark beneath Manly Oval - Detailed planning of "triangle site" progressed incorporating demolition of Whistler Street carpark and re-development of site with a larger Library / community facility, enhanced streetscape along Market Lane and buildings along Whistler Street frontage consistent with masterplan. 5. Short Street streetscape redeveloped – construction completed. 6. Raglan streetscape redeveloped construction commenced. | Projects progressed and delivered on time and to budget and desired specification. Projects endorsed to proceed by Council. | GMU | 25% | 1. Development Application for upgrade of Manly Swim Centre lodged and being assessed. 2. Seaforth Community Hub - MOU signed with prospective tenant. Draft Development Deed and Lease documents being prepared. 3. Former Baby Health Centre Site - no progress. 4. Manly2015 - a) Short Street Plaza carpark entrance upgrade planned for November 2013. b)Manly Oval Carpark - concept designs drawn, further geotechnical, traffic and aboriginal heritage analysis commissioned, Quantity Surveyor's report finalised. c) Whistler Street Triangle Site - Consultants preparing study of options for site. d) Raglan Street upgrade - detailed architectural designs completed and presented to Traffic Committee. |
| | | | | 4.1.3 | Manage Civic Plant and Equipment purchasing policy to meet operational needs. | 4.1.3.1 | Review Civic Plant and Equipment Fleet Purchasing Policy to: (a) incorporate green fuel reductions (carbon footprint reduction strategy); (b) undertake a fleet rationalisation/ usage; (c) undertake a biodiesel review. | Fleet policy reviewed to reduce carbon footprint, rationalise fleet and complete biodiesel review. | CUS | 75% | Number of diesel vehicles have been increased. Two Electric vehicle added to fleet. Increase use of Bio Diesel. Fleet rationalisation complete. |
| | | 4.2 | Develop emergency plans to protect community infrastructure | 4.2.1 | Preparation and review of Emergency DISPLAN for the Manly area. | 4.2.1.1 | (a) Review DISPLAN and mitigation strategies; (b) Council to respond in concert with nominated combat agencies in official emergency situations and conduct training exercises in accordance with the above. Continue to meet with Commonwealth and State agencies (quarterly per annum) to represent Manly's interests. | Completion of DISPLAN review. Attendance at external committee (quarterly); | CUS | On-going | a). Review is on-going, with cooperation of other stakeholders such as the Manly Police and SES. b). Ongoing emergency matters (e.g closure of bush-walking tracks during hot weather) are being reviewed and monitored periodically with SES and Police. |

B. ECONOMIC

| B. ECONOMIC | | | | | | | | July- September 2013 Quarter | | | |
|-------------|---|----------|--|----------------|--|---------------|--|---|--|---|---|
| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 4 | Maintain key amenities and physical infrastructure to acceptable service standards (continued from previous page) | 4.3 | Provide community facilities, assets, and public parking that are accessible, clean, fit and habitable | 4.3.1 | Maintain Council buildings and facilities to a sustainable and functional standard. | 4.3.1.1 | (a) Undertake regular maintenance and upgrading of buildings and facilities as per Council's Asset Management strategy and as identified in its capital works program; (b) Upgrading public toilets as per plan and maintenance requirements. | Number of regular site inspections and condition audits completed. 100% Customer requests responded to for Building Maintenance within required timeframes. | CUS | 25% | a) Scheduled Maintenance services completed, in accordance with plans / programmes b) Public Toilet Upgrades commenced, as per Plan (Clontarf - Oct / Nov, Manly Surf Club - Nov, Fairlight Beach - April) |
| | | | | 4.3.2 | Maximise return to Council by appropriate utilisation of Community facilities and properties. | 4.3.2.1 | A)Provide an online information and booking system for all Council's facilities available for hire and/use by the public. B) Maximise public hire of Council facilities. C) Maximise public satisfaction with hire of Council facilities. | A) Online Booking System installed and accessible to the public. B) Number of facilities hired. C) Number of user surveys conducted. | CS | On-going | a)Events Pro booking system being updated. B) 1165 Facities Bookings processed for quarter C)User Surveys planned planned for next Quarter |
| | | | | | | 4.3.2.2 | Manage Council's property portfolio to maximise access to the facilities by the public and where appropriate maximize the return on Council's assets. | Percentage of facilities accessible to the public. Percentage of properties rented at market (commercial) or community rates. | CS | On-going | Council are actively managing the property portfolio via tracking instruments to ensure all assets are reviewed in a timely manner. Market valuation reports are obtained to provide evidence of value for negotiations of appropriate lease / license fees to apply. |
| | | | | | | 4.3.3 | Manage acquisition and divestment of property in accordance with statutory requirements. | 4.3.3.1 | Manage acquisition and divestment of property in accordance with Council policy and planning frameworks (adopted documents) and in accordance with statutory requirements. | Percentage of property transactions checked for compliance with statutory requirements. | CS |
| | | | | 4.3.4 | Providing public parking facilities within the Manly LGA and managing and Improving usage across Council's four public car parking facilities. | 4.3.4.1 | (a) Manage, operate and maintain Council's four parking facilities at Whistler St; Pacific Waves building; Peninsula building; Manly National building; (b) Review rates regularly to assess usability; (c) Management of Council's parking meters at the Ocean Beach Front. | Review and report on car parking usage statistics by car park; Report on street parking (revenue received from meters). Report monthly and quarterly. | LUS | 25% | Casual \$734,445 YTD. Prepaid \$241,508 YTD.126,112 Meters \$375,818 YTD. Total Paying Users 64,259; Total Non Paying Users 295,187 |

C. ENVIRONMENT

| C. ENVIRONMENT | | | | | | | July- September 2013 Quarter | | | | |
|----------------|--|----------|---|----------------|---|---------------|---|--|---------------------------|-----------------------|--|
| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 1 | Protect and conserve natural heritage, bushlands, waterways and biodiversity | 1.1 | Promote the protection of the environment as the key to a sustainable future and undertaken projects in partnership with the community that protect, preserve and manage them for future generations. | 1.1.1 | Implementation of funded environmental and natural resource projects. | 1.1.1.1 | Administration of statutory environmental reports, environmental levy budget, annual and community reporting. | Percentage completion of reports and budget. | LS | 25% | Programs on target adopted by enviroments committee to be completed by July 2014 |
| | | | | | | 1.1.1.2 | Undertake Biodiversity Management Programs that protect native species, habitats and populations, and implement Manly Flora and Fauna study. | Number of programs funded. Percentage of study completed. | LS | 10% | Study Commenced |
| | | | | | | 1.1.1.3 | Coastal Zone Management Planning and Aquatic Reserve Management projects funded and implemented. | Number of projects and actions funded and implemented | LS | 10% | Projects funded and to commence by end of year |
| | | | | | | 1.1.1.4 | Catchment Water Recycling and Savings Projects implemented. | Number of Council alternate water sourcing schemes & grants received (rainwater, stormwater, groundwater). | LUS | 25% | LM Graham Stormwater Harvesting Design Commenced. Manly 2015 water Reuse grant awarded |
| | | | | | | 1.1.1.5 | Manly Lagoon Catchment - Estuary Health Projects implemented. | Number of projects commenced and completed. | LUS | 25% | Lower catchment sediment basin design progressing. Upper catchment sediment removal project progressing. |
| | | | | | | 1.1.1.6 | Catchment Flood Risk Management projects undertaken including Manly LGA Flood Study and Risk Management Study and Plan, Manly Lagoon Flood Study amd Risk Management Study and Plan, Northern Beaches Regional Flood Warning and Rain Gauge Instrumentation Upgrade, and Regional Council and SES Flood and Storm Education Program. | Number of projects commenced and completed. | LUS | 25% | Manly Lagoon Flood Study Adopted. All other projects progressing. |
| | | | | | | 1.1.1.7 | Catchment Water Sensitive Urban Design & Pollution Reduction Projects, including Little Manly Point - Contaminated Site Ongoing Management; GPT, Net, Boom, and Stormwater Quality Device Maintenance Cleaning; Development of New WSUD & Pollution Reduction Projects; Removal of Accumulated Sediment at Key Locations in Burnt Bridge Creek Upstream of Manly Lagoon; Dry Weather Sewer Leak Identification & Rectification Program. | Number of projects commenced and completed. | LUS | 25% | Ongoing maintenance and management conducted on schedule. Sediment removal projects progressing. |
| | | | | 1.1.2 | Bushland management, restoration works and maintenance on Council lands. | 1.1.2.1 | Implementation of annual bushland works program and projects including noxious weed control programs, upgrading bushland on Manly Scenic Walkway, rabbit control programs, volunteers, bushfire reduction works, and education strategy. | Number of funded projects completed and implemented. | CUS | 25% | Bush regeneration action plans developed and first quarter implemented. First cycle of Bushcare program implemented. |
| | | | | 1.1.3 | Working with SHOROC on regional sustainability projects as required. | 1.1.3.1 | Implement priority actions from the SHOROC Regional Strategy - Shaping our Future | Number of actions implemented. | LS | 25% | Attending SHOROC meetings, programs being implemented |
| | | | | 1.1.4 | Continued Community & Environmental Partnerships. | 1.1.4.1 | Continued Community & Environmental Partnerships targeting schools, businesses, Council staff and community. | Number of programs developed and implemented. | LS | 25% | Two community events held: 1) cycling 2) community gardens |
| | | | | | | 1.1.4.2 | Update Manly Council Education for Sustainability Strategy and projects undertaken to reflect best practice in education for sustainability. | Number of programs / events per quarter. | LS | 25% | Update of draft document - In progress |
| | | | | 1.1.5 | The provision of environmental education, advocacy, information, awareness raising, environmental and community partnerships through the operation of the Manly Environment Centre (MEC). | 1.1.5.1 | Promote awareness of Manly Environment Centre and Council's successful projects. Continued management of 'shopfront' for the purpose of information exchange, education and outreach, advocacy, research, events, activities and special projects; intern and volunteer engagement. | Number of funded projects and services provided. | LS | 25% | 4 Funded projects and services provided: Guringai Festival; Biodiversity Communications Project; Bike Life Festival, Friends of Cabbage Tree Bay. |
| | | | | | | 1.1.5.2 | Relocation of MEC achieved. | MEC relocated. | LS | 10% | Relocation being investigated. Existing lease extended. |
| | | | | | | 1.1.5.3 | Continued Council environmental partnerships with NGO's, capacity building in the community, support and developing public education programs. | Number of programs, events developed and implemented. | LS | 25% | 9 Programs, events developed and implemented: Project Penguin,Video Conferencing, Australian Museum Display, Science Week, Clear Sky Solar, Guringai Festival; Bike Life Festival; Biodiversity Communications Project; Friends of Cabbage Tree Bay. |
| | | | | | | 1.1.5.4 | Continue to increase and promote volunteer and internship programs. | Number of volunteer hours per quarter. | LS | 25% | 2979 Volunteer hours for July-Sept 2013. |
| | | | | | | 1.1.5.5 | Continue working together with local and national stakeholders in climate change issues and events addressing key issues. | Number of attendees at events, and number of working on science week events. | LS | 25% | 8 000 + at events. MEC Video Conferencing to schools has unlimited potential. |

C. ENVIRONMENT

| | | | | | | | July- September 2013 Quarter | |
|---|---|---|---|--|---------------------------|-----------------------|---|--|
| Goals | Strategy | Four Year Plan | One Year Plan | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI | |
| 2 Create liveable neighbourhoods with more affordable housing choices | 2.1 Work in partnership with the community to better plan new and existing development of the built and natural environment | 2.1.1 Refining & improving local character and built environment through the provision of Council strategic planning services. | 2.1.1.1 Compliance with NSW planning legislation, including provision and preparation of Environmental Planning instruments (EPIs), Strategic Land Use Planning advice and development plans (LEP, DCPs, etc). | Gazettal of new comprehensive LEP, and DCPs finalised to meet local & community planning requirements. Number of council submissions to various legislation changes to the Department. | LS | 25% | LEP and DCP finalised. Amendments to MLEP & MDCP - ongoing. | |
| | | | 2.1.1.2 Provide strategic planning advice as required internally or externally. | Number of planning advices or submissions provided within timelines. | LS | 25% | All advice provided within timelines | |
| | | | 2.1.1.3 Maintenance and review of delivery of s149 planning certificates. | Certificates delivered within 3-5 days of applications being submitted to Council. | LS | 25% | Certificates delivered within 3-5 days | |
| | | | 2.1.1.4 Participation and advice as part of the Foreshore Advisory Committee (per SREP 2005 - Sydney Harbour) and advice to Council's Development Assessment Branch. | Percentage of advice provided as required within timelines. | LS | 25% | Regular attendance at the Foreshore Advisory Committee when requested. Advice provided as required. | |
| | | | 2.1.1.5 Completion of non statutory actions as approved by Council e.g. Strategic plans, coastline plans and heritage plans. | Reporting non statutory actions undertaken per quarter. | LS | 25% | Plans completed on time | |
| | | | 2.1.1.6 Develop and implement Masterplans for major projects as required. | Actions implemented from adopted Masterplans | LS | 25% | Plans completed on time | |
| | | | 2.1.1.7 Progress implementation of Plans of Management and associated Landscape Masterplans as required. | Percentage of priority actions implemented. | LS/CUS | 25% | Plans prepared and reviewed as required. On-going. | |
| | | | 2.1.1.8 Heritage Planning by providing a strategic approach for Manly built, natural, Aboriginal, maritime, parks and gardens and moveable heritage, including: review and update existing heritage inventory sheets; support for the Aboriginal Heritage Office; Management of Council's Local Heritage grants program; Development of education and communication programs for locals and visitors. | Percentage of heritage advices, programs and grants provided on time to meet statutory requirements. | LS | 25% | All Grant applications submitted on time. Grants received. Heritage Advice on time - on going. Heritage Inventory Review commenced. | |
| | | 2.1.2 Provision of design and specifications for Council architectural and landscape projects as required, including design of streetscape plantings & playgrounds. | 2.1.2.1 Provision of designs, plans and specifications to for urban public domain and community infrastructure improvement projects as required. | Percentage of design program completed. | CUS | 25% | All design projects completed within budgets and timeframes. Highlights in the quarter include: Seaforth TAFE Plaza landscaping, LM Graham Reserve multi-purpose court design documentation, and Manly 2015 public domain designs (Short St and Raglan St). | |
| | | 2.1.3 Maintaining Corporate Geographic Information System (GIS) and Land Information Systems (LIS) services. | 2.1.3.1 Ensure that the GIS is available to staff to assist Council business and customer service functions. Compile a comprehensive list of existing databases and datasets, and identify additional data required, including mapping geodiversity elements. | Number of GIS enquiries completed. List of existing databases and additional data compiled. | LS | 25% | Enquires complete; databases listed and data cleansing ongoing. Attended to all staff enquiries. | |
| | | 2.1.4 Provision of development services, control & assessment services that achieve a balanced outcome that protect the public interest and residents whilst maintaining the quality of the natural and built environments. | 2.1.4.1 Assessment and review of all development applications received by Council in accordance with State legislation, Planning Instruments, current Council plans and policies. | Number of DA assessed per staff per annum. | LS | 25% | 15.2 determination per staff this quarter | |
| | | | 2.1.4.2 Promote appropriate development in accordance with legislation, Council Policies and Plans, and provide advice to customers (applicants, property owners, residents) relating to development. | Provision of advice within 14 days. | LS | 25% | MLEP & MDCP implemented | |
| | | | 2.1.4.3 Update systems and implement New Manly Local Environmental Plan and Development Control Plan. | Systems updated. | LS | 25% | LEP and DCP Implemented | |
| | | | 2.1.4.4 Provide training to assessing planners in order to implement changes in legislation and implement the New Manly Local Environmental Plan. | Number of staff attending training. | LS | 25% | New MLEP Training undertaken | |
| | | | 2.1.4.5 Provide feedback to Council's Strategic Planning section on development control trends and any measures necessary to ensure the environment is enhanced/maintained. | Percentage of determinations subject of appeal to Land and Environment Court. Percentage of appeals dismissed. | LS | 25% | 5.35% slightly above historical 4%. 10% of appeals upheld with conditions | |

C. ENVIRONMENT

| C. ENVIRONMENT | | | | | | | | July- September 2013 Quarter | | | |
|----------------|---|----------|--|----------------|--|---------------|---|---|---------------------------|-----------------------|---|
| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 3 | Maintain public health and building standards | 3.1 | Deliver and enhance environmental regulation services to protect natural environment | 3.1.1 | Council regulation of development in accordance with sound and consistent local planning controls. | 3.1.1.1 | Review and Determine Complying Development Applications | Percentage of applications to be determined within 10 days of receipt | LS | 25% | 7 applications determined within 10 days of receipt |
| | | | | | | 3.1.1.2 | Review and Determine Construction Certificate Applications | Percentage of Applications to be assessed within 10 days of receipt | LS | 25% | 5 applications determined within 10 days of receipt |
| | | | | | | 3.1.1.3 | Provide comments for Development Application proposals | Percentage of comments to be provided within 10 days of notification to staff | LS | 25% | 131 comments provided within 10 days of receipt |
| | | | | | | 3.1.1.4 | Undertake Critical Stage Inspections | Percentage of critical stage inspections to be completed within 48 hours of request | LS | 25% | 30 critical stage inspections completed within 48 hours |
| | | | | | | 3.1.1.5 | Compliance Investigations in relation to illegal building works and non-compliance with consents | Percentage of requests relating to health and safety to be investigated within 48 hours | LS | 25% | 6 investigations undertaken within 48 hours |
| | | | | | | 3.1.1.6 | Undertake inspections of privately owned swimming pools | Number of premises inspected annually | LS | 25% | 20 privately owned swimming pools inspected in first quarter |
| | | | | 3.1.2 | Continued Council regulation of Environmental Health Services in accordance with the local, state and national legislation. | 3.1.2.1 | Conduct regular compliance inspections of food premises | Number of premises inspected per quarter | LS | 30% | 76 inspections carried out in first quarter |
| | | | | | | 3.1.2.2 | Undertake investigations in relation to food poisoning complaints | Number of complaints inspected per quarter | LS | 25% | 7 food poisoning compliants inspected in first quarter |
| | | | | | | 3.1.2.3 | Conduct four (4) food handling seminars | The conducting of seminars per quarter | LS | 25% | 2 food handling seminars completed in first quarter |
| | | | | | | 3.1.2.4 | Conduct regular compliance inspections of public health premises such as cooling towers, skin penetration, boarding houses, hairdressing salons | Number of premises inspected annually | LS | 25% | 29 skin penetration inspections carried out & 4 cooling tower inspections in first quarter |
| | | | | | | 3.1.2.5 | Undertake investigations in relation to public health complaints | Number of complaints inspected per quarter | LS | 25% | 5 public health complaints investigated in first quarter |
| | | | | | | 3.1.2.6 | Investigate Environmental Health complaints such as noise, odour, pollution complaints. | Number of complaints inspected per quarter | LS | 25% | 30 environmental health complaints investigated in first quarter |
| | | | | | | 3.1.2.7 | Conduct Public Swimming Pool Inspections | Number of inspections undertaken in November and February each year | LS | 0% | To be commenced in November 2013 |
| | | | | | | 3.1.2.8 | Conduct Ocean Beach Testing | The number of inspections undertaken in November and February each year | LS | 0% | To be commenced in November 2013 |
| 4 | Facilitate reduction in green house gas emissions in the Manly area | 4.1 | Work in partnership with key stakeholders to improve Manly's ability to adapt and respond to climate change | 4.1.1 | Implement mitigation and adaptation measures identified in Council's Carbon Emissions Reduction Plan (CERP) and Climate Change Adaptation Action Plan. | 4.1.1.1 | Implement priority actions to address climate change adaptation and carbon emissions reduction for Council and the Community. | The number of priority climate change adaptation and carbon emission reduction actions implemented. | LS | 25% | Projects implemented and completed. Solar panels Seaforth TAFE, carbon emission reduction programs is ongoing D.I.G. Program undertaken |
| 5 | Promote responsible waste management | 5.1 | Work in partnership with the community to minimise waste & undertake public cleansing programs, and influence key decision makers in State and Federal Agencies to assist with funding and policy initiatives. | 5.1.1 | Responsive, reliable and responsible domestic waste collection services | 5.1.1.1 | Continued provision of domestic waste collection services. Introduction of Side Loader service | Side load collection service commencement date 20 May 2013 in accordance with WH&S requirements, and following industry standards: less than 5 missed services/ month; less than 3 service complaints/ month; no noise complaints arising from early starts; Service complaints rectified same day if notified before 11.00am and within 24 hours, if notified after 11.00am. | LS | 25% | Side load service commenced.Service meets established Industry Standard KPIs |
| | | | | 5.1.2 | Cleaning public places, facilities, parklands, beaches, road reserves and stormwater catchments. | 5.12.1 | Continued provision of the following services: beach cleaning, street sweeping, public toilet cleaning, facilities cleaning, reserve cleaning, and public place cleaning. | Deliver scheduled services within budget, and in accordance with WH&S requirements: less than > 5 complaints/ month for each service; and service complaints rectified within 24 hours. | LS | 25% | Scheduled services delivered within budget and on tiime. Service meets established KPIs |
| | | | | 5.1.3 | Delivery of waste avoidance and resource recovery programs in order to achieve a reduction in tonnages of waste to landfill and to increase diversion rates. | 5.13.1 | Delivery of community and environmental partnerships to residents, schools, businesses, visitors and industry that promote and facilitate waste avoidance, reuse and recycling. Specifically including: LitterGuards, Love Food hate Waste, Nappy Initiative, Multi Unit Dwelling Strategy, Public Place Bin upgrades, Review Zero Waste Strategy, Side Loader - launch of new service, | Number of funded initiatives completed. | LS | 25% | LitterGuard relaunch in hand. Side loader service launched. Love Food Hate Waste program underway. |
| | | | | 5.1.4 | Pursue partnerships to facilitate regional and SHOROC-wide common waste collection systems. | 5.1.4.1 | Introduce a green waste collection bin to all residents. | Audit existing bin stock. Review cost of introducing standard collection system | LS | 20% | Veg bin audit complete |

D. GOVERNANCE

| D. GOVERNANCE | | | | | | | | | | July- September 2013 Quarter | |
|---------------|---|----------|--|----------------|---|---------------|---|---|---------------------------|------------------------------|--|
| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 1 | Maintain public confidence in Council's transparent and fair decision-making. | 1.1 | Meeting statutory obligations through compliant internal controls, policies and procedures | 1.1.1 | Develop and apply effective governance systems to meet legal and ethical obligations. | 1.1.1.1 | Review relevant Codes and Policies as per review schedule and required by changes to legislation, including staff training and awareness raising. | 100% of policies reviewed and compliant with legislation. Number of training activities undertaken (per quarter). | GMU | 25% | Review of policies to be completed and submitted to Council for adoption in December. |
| | | | | | | 1.1.1.2 | Report on governance systems implemented, policies and procedures reviewed, and updates/revisions made. | Report on actions implemented. | GMU | 25% | To be completed after review of policies. |
| | | | | | | 1.1.1.3 | Implement an electronic legislative compliance system | Compliance system implemented. | GMU | 25% | Scoping carried out. Implementation to be completed following policy review. |
| | | | | | | 1.1.1.4 | Monitor effectiveness of organisational systems in detecting fraudulent, dishonest and unethical behaviour. | Number of incidences detected. | GMU | 25% | Ongoing monitoring in place, figures to be provided at end of financial year |
| | | | | 1.1.2 | Ensure that Council has access to and use of quality legal professional advice. | 1.1.2.1 | Maintain a register of professional legal advisers. Review the quality, timeliness and value for money of advice for Council. | Register is maintained, accurate and up-to-date. | GMU | 25% | Register is maintained, accurate and up to date. |
| | | | | 1.1.3 | Managing Council's Integrated Strategic Planning framework and reporting systems. | 1.1.3.1 | Manage IPR reporting requirements | Provide reports & plans as required by IPR legislation. | GMU | 25% | Quarterly Report (July to September 2013) provided to Council as required. |
| | | | | 1.1.4 | Continued provision of support services to Councillors. | 1.1.4.1 | Production of Business Papers and Councillor information packages as required. Continued management of Councillors corporate diary. | Production of Business Papers/Councillor Information packages to meet business requirements (cob Thursdays). | CS | 25% | Full compliance with this KPI and a new Councillor Corporate Diary download system introduced. |

D. GOVERNANCE

| D. GOVERNANCE | | | | | | | | | | July- September 2013 Quarter | |
|---------------|---|----------|--|----------------|--|---------------|---|---|---------------------------|------------------------------|--|
| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 1 | Maintain public confidence in Council's transparent and fair decision-making (continued from previous page) | 1.1 | Meeting statutory obligations through compliant internal controls, policies and procedures | 1.1.5 | Continue access by the community to Council reports and information. | 1.1.5.1 | Manage Council meetings, including servicing Council chambers and meeting areas. | Action items arising out of Council meetings carried out within agreed timeframe. | CS | 25% | All items tracked and reviewed weekly |
| | | | | | | 1.1.5.2 | General promotion of Council services and activities. | Production and public availability of Business Papers and Minutes by close of business Thursday prior to/following each meeting of Council. | CS | 25% | Full compliance with this KPI and accuracy and editing processes improved. |
| | | | | 1.1.6 | Manage Council's records in accordance with the State Records requirements. | 1.1.6.1 | Continue to maintain comprehensive records systems for Council's records TRIM including ongoing support and training in Council's records platform. | Percentage of records captured in TRIM and staff user rates. | CS | 25% | Council continues to manage an active Records Management Program, in accordance with the requirements of the State Records Act (1998). After nearly 2 years of operation, the Council EDRMS, TRIM, has become the means by which Council captures and manages evidence of its business activities, in the form of organisational records. On average, 4608 records are added to TRIM each month. |
| | | | | 1.1.7 | Provide network and technical infrastructure for Council's operational needs | 1.1.7.1 | Management and implementation of Council's technology and infrastructure needs, including GIS integrated systems. | Percentage of downtime of core technology and infrastructure per quarter. | CS | 25% | 6 unscheduled outages to services in the last quarter. No downtime of core services |
| | | | | | | 1.1.7.2 | Manage Council's e-business transaction portals and opportunities | Number of new opportunities for business integration identified, costed and reported to Executive. | GMU | 20% | Trial of Authority mobile system integrating with Civica Authority Registers was undertaken with the health inspectors and completed September 2012. Online Services for Designated Parking Permit application progressed. |

D. GOVERNANCE

| D. GOVERNANCE | | | | | | | | July- September 2013 Quarter | | | |
|---------------|---|----------|--|----------------|---|---------------|---|--|--|-----------------------|---|
| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 1 | Maintain public confidence in Council's transparent and fair decision-making (continued from previous page) | 1.2 | Maintaining quality customer services and dispute resolution processes | 1.2.1 | Provide high quality customer service at Council's facilities. | 1.2.1.1 | Provision of quality customer services over the counter and on-line. | Number of customer transactions, and number of complaints per months, and Annual Customer Service satisfaction survey completed and reported | GMU | 25% | Total customers served 6501, Switch Calls taken 8300, Complaints received 170 for the September quarter 2013. |
| | | | | | | 1.2.1.2 | Maintain Council's Complaint process including Policy and Procedures. | Percentage of customer complaints received, actioned satisfactorily within Charter service standard. | CS | 25% | As per TellUs Reporting / database, all complaints addressed within service standards. |
| | | | | | | 1.2.1.3 | Provide awareness raising activities / relevant training on Council's complaint management processes. | Report to GM quarterly on awareness / training activities undertaken. | CS | 25% | Awareness raising activities around Induction Training, inclusion in various other training sessions and workplace team meetings. |
| | | | | | | 1.2.1.4 | Maintain Companion Animals Register. | Maintain and update register. | CS | 25% | Register maintained daily to appropriate standard. |
| | | 1.3 | Inform and engage with the local community through corporate publications, print and social media and encourage participation in Council activities. | 1.3.1 | Communications management, including developing and enhance the Manly Council brand in the public space, graphic design, and media liaison. | 1.3.1.1 | Continue implementation of Communications Strategy 2012 - 2015 | Plan implemented and review undertaken. | GMU | 50% | Council continues to implement Communications Strategy, Procedures and Action Plan 2012-2015 |
| | | | | | | 1.3.1.2 | Identify and report on new media opportunities to engage with Council's public. | Number of new media opportunities identified and implemented as appropriate. | GMU | 80% | New media opportunities: - YouTube Videos (litterguards 900 views, Swim Centre 500 views, Manly2015 6,000) - Digital Ticker Telegraph.com - Post it Note Mosman Daily - Video embedded in Telegraph.com - Videos in Customer Service Centre - Online apps for parking / clean ups - Network Ten 30sec news spots - Insert Manly Daily |
| | | | | | | 1.3.1.3 | Develop a brand strategy for the Manly Council brand to increase awareness of the activities which Council undertakes | The completion and development of an effective brand strategy for Manly Council, ready for implementation in 2014 reporting | GMU | 50% | Council continues to implement Communications Strategy, Procedures and Action Plan 2012-2015 |
| | | | | | | 1.3.1.4 | Continue to update Council's Corporate Style and corporate material | The percentage of corporate materials reflecting refreshed styled adopted in 2012. | GMU | 90% | Corporate brand, Surf City logos and corporate material updated 2012-13. |
| | | | | | | 1.3.1.5 | Provide an internal graphic design and print management process to enhance the quality of Council's publications through a cost effective service delivery model. | Percentage of jobs completed on time and to budget (target 80% level of satisfaction) | GMU | 100% | Internal Billing for Graphic Design Services introduced October 2013. Communications is the official service provider for Council's graphic design needs. The purpose of internal billing is to monitor cost controls and increase divisional accountability for work. |
| | | | | | | 1.3.1.6 | Promote Council activities and services and assist in the promotion of Council's objectives. | Number of items appearing in media, and media inquiries. | GMU | ongoing | Enhance Manly Council Brand - Manly2015 Video & comms |
| | | | | | | 1.4 | Identify and manage risks to Council, take appropriate action to eliminate or minimise Council's risk exposure. Minimise loss to Council by proactive claims management and pursuing recoveries | 1.4.1 | Completion of Enterprise Risk Management for whole of Council. Increase awareness to risk or risk avoidance. Completion of HIH recovery and Lehmann's alternative dispute resolution process. Reduction in number and quantum of claims. | 1.4.1.1 | Finalise climate change adaption plan . Continue process of establishing enterprise risk management. Proactive in-house management of under excess claims. Identification of recovery opportunities. Promote minimisation of risk throughout Council. Complete Risk Management Action Plan. |

D. GOVERNANCE

| D. GOVERNANCE | | | | | | | | | July- September 2013 Quarter | | |
|---------------|---|----------|---|----------------|--|---------------|--|---|------------------------------|-----------------------|--|
| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 1 | Maintain public confidence in Council's transparent and fair decision-making (continued from previous page) | 1.5 | Ensure Council's workforce is recruited, trained, managed and rewarded fairly and equitably | 1.5.1 | Develop incentives to attract and retain skilled employees. | 1.5.1.1 | Develop a more comprehensive remuneration and benefit policy. | Report to the General Manager by the 1 December 2013 on the results of the Bi-Annual Staff Climate Survey; That the staff turnover rate be ≤20% for Band III and above employees. | CS | 25% | Research of external best practice benchmarks completed ready for report to the GM. |
| | | | | 1.5.2 | Provide employees with a voice on workplace matters. | 1.5.2.1 | Conduct eight Joint Consultative Meetings per annum. | Minimum of eight meetings are conducted per annum. | CS | 25% | JCC and WHS Committees established and working well in satisfaction of legal obligations. |
| | | | | 1.5.3 | Operation of Salary Administration System. | 1.5.3.1 | Award compliance. | ≤ 12 wage grievances (per annum) | CS | 25% | 3 Wage grievances received and being settled. |
| | | | | 1.5.4 | Increase representation of young persons within workforce. | 1.5.4.4 | Develop and expand graduate, trainee and apprenticeship program where possible and in accordance with the merit principal. | Increased proportion of 'young people' in areas identified as having an imbalance of age spread to help counterbalance aging workforce issues. | CS | 25% | Merit principle applied and where appropriate 'young' people employed. Imbalances being addressed in a positive fashion. |
| | | | | 1.5.5 | Manage Corporate Training Program. | 1.5.5.1 | Individual training and development plans that meets the needs of employees and Council. | Production of a report by July 2014 of a training calendar schedule with all training conducted and planned with associated budget. | CS | 25% | Individual and Corporate training being conducted to meet stakeholders needs |
| | | 1.6 | Provide a workplace that ensures the health, safety and well-being of employees, workers & volunteers | 1.6.1 | Monitor work practices & identify strategies to minimise WH&S risk. | 1.6.1.1 | Conduct WH&S audit program of work sites. | Reduction in the reported number of WH&S incidents, and injury claims and overall reduction in Lost Time Injury's. | CS | 25% | Trend towards decreasing incidents, claims and LTI's evidenced.. |
| | | | | 1.6.2 | Provide a Work/Life Balance Program. | 1.6.2.1 | Implement staff wellbeing work/life balance program. | Numbers of employee usage of work-life programs. (Trends over time increase year 1 and maintain years 2-4). | CS | 75% | Health fair, skin cancer checks, EAP, flextime and RDO systems working well with excellent participation rates by staff. |
| | | | | 1.6.3 | Support injured workers to return to pre-injury duties. | 1.6.3.1 | Manage the rehabilitation of injured workers. | Reduction in time taken for injured workers to return to full fitness. | CS | 50% | Enhanced and proactive case management being undertaken that is reducing LTI's by about 10% to date |
| | | 1.7 | Workplace diversity is valued and embraced | 1.7.1 | Strategies implemented to improve representation of EEO target groups. | 1.7.1.1 | Monitor representation by EEO categories. | Improvement in representation in diversity amongst the workforce. | CS | 25% | Merit principle being applied with small increase in CALD representation. |
| | | | | | | 1.7.1.2 | Learning opportunities provided to EEO categories. | Increase in the proportion of staff from diverse backgrounds. | CS | 25% | On target to be achieved by the end date of the CSP. |

D. GOVERNANCE

| D. GOVERNANCE | | | | | | | | | | July- September 2013 Quarter | |
|---------------|---|----------|--|----------------|---|---------------|---|---|---------------------------|------------------------------|---|
| Goals | | Strategy | | Four Year Plan | | One Year Plan | | KPI | Responsible Lead Division | % Complete / Progress | Comment on KPI |
| 2 | Work in partnership with the community | 2.1 | Undertake community engagement activities to work with the community | 2.1.1 | Strategic development and involvement of community panel to assist with community input to decision making. | 2.1.1.1 | Community Panel working with Council staff and informing Council's Community Strategic Plan. | Annual Community Panel survey undertaken. | Strategy | 0% | Community Panel survey last undertaken as part of the CSP Beyond 2021 review in February to April 2013. To be reviewed in 2014 as part of the preparation of the 2014-15 Operational Plan. |
| | | | | 2.1.2 | Service of Council's Special Purpose Advisory Committees and Working Groups. | 2.1.2.1 | Continuing to service Special Purpose Advisory Committees and Working Groups. | Special Advisory Purpose Committees and Working Groups provided with timely Agendas and Minutes. Reports to Council on Minutes and Items for Brief Mention. | CS | ongoing | Ongoing & reports to Council from minutes. |
| | | | | 2.1.3 | Enhance the Precinct Community Forum system, including more strategic engagement. | 2.1.3.1 | Continued support by Council of Precincts. | Number of active precincts and meetings held (per quarter). | LS | 75% | Precinct Meetings and AGM's Completed. Precinct Executive meetings continuing with focus group meetings on Street Tree Management & NSW Dept of Planning White Paper incorporated. |
| 3 | Efficiently use of Council's resources | 3.1 | Deliver clear and concise financial and management reporting | 3.1.1 | Provide transparent and accountable financial information and reporting. | 3.1.1.1 | Council's investments reported to Council confirming compliance with investment policies. | Monthly investment reports provided to Council. | CS | 25% | Investment reported monthly per DLG & Statutory Requirements. |
| | | | | | | 3.1.1.2 | Annual Financial Reports and Auditors Reports delivered to Division of Local Government and Bureau of Statistics. | Report quarterly. User Charges & Fees to be set comparable with market pricing. | CS | 25% | Delivered 31/07/13 |
| | | | | | | 3.1.1.3 | Ensure compliance with Council's taxation obligations. | Annual audit of Council's finances. | CS | 25% | Delivered 15/10/13 |
| | | | | | | 3.1.1.4 | Annual Financial Reports and Auditors Reports delivered to Division of Local Government and Bureau of Statistics. | Annual report to NSW DLG. | CS | 25% | Delivered 17/10/13 |
| | | | | | | 3.1.1.5 | Ensure the levying and collection of property rating income and maintain Council's property database. | Compare movement in Rates and Annual Charges from previous year. | CS | 25% | First instalment collected by 01/09/13 |
| | | | | | | 3.1.1.6 | Renew expriing leases and licences in a timely fashion. | Exception report on number of leases and licences not renewed within 60 days of expiration. (Trends over time) | CS | 25% | All leases and licenses reviewed and tracked on a routine basis by Administration team and manager. |
| | | | | | | 3.1.1.7 | Develop Long Term Financial Plan that supports investment in infrastructure. | Long Term Financial Plan developed to support current and future infrastructure needs and adopted by Council as part of the Community Strategic Plan. | CS | 25% | Incorporated in 2013-14 budget; to be reviewed as part of the 2014-15 Operational Plan and Budget. |
| | | | | 3.1.2 | Ensure responsible financial management and governance through an Internal Audit program. | 3.1.2.1 | Continue to facilitate Internal Audit function. | Audit and Risk Committee meets quarterly. Annual Internal Audit Program devised. Outcomes reported to Council. | CS | Ongoing | Internal Audit and Risk Committee is scheduled to meet four times this year. Agreed audit program with other particpating Councils's is being pursued and is reported on each meeting. |
| 4 | Advocate to State and Federal Governments | 4.1 | Lobby for more resources and funding of public programs and projects in Manly and regionally | 4.1.1 | Pursue cost savings and resource sharing through regional procurement initiatives. | 4.1.1.1 | Participate with SHOROC Procurement Group. | Savings achieved through SHOROC procurement actions (\$ saved per annum). | CS | Ongoing | SHOROC reports member councils currently spend \$18.8M annually through joint procurement arrangements which represents 20% of the combined materials and contracts spend of the region. Joint procurement arrangements achieve savings for councils through increased buyer power and economies of scale. These joint tender processes regularly identify discounts in the order of 5%-10% offered by suppliers for multi-council contracts across a range of goods and services. |
| | | | | 4.1.2 | Working with SHOROC in lobbying for improvements and funding for transport, health, social services and environmental projects. | 4.1.2.1 | Refine strategies in working with SHOROC Executive. | Achievements reported through SHOROC initiatives. | CS | Ongoing | The SHOROC member councils continue to work with local, state and federal agencies to ensure the needs of Northern Beaches (Manly Warringah and Pittwater) and Mosman are heard and services delivered. Regional priorities and actions being progressed relate to: 1. Improve access to healthcare 2. Better transport access to the Northern Beaches 3. Encourage the development of more affordable housing options and improve local amenity 4. Improve support services for young people and the ageing 5. Protect the natural environment See Link: http://shoroc.com/ |

Quarterly Budget Review Statement
for the period 01/07/13 to 30/09/13

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Quarterly Budget Review Statement
for the period 01/07/13 to 30/09/13

Report by Responsible Accounting Officer

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulation 2005.

It is my opinion that the Quarterly Budget Review Statement for the period 01/07/13 to 30/09/13 indicates that Council's projected financial position at 30 June 2014 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

This assessment is supported by Council's auditors Hills Roger Spencer Steer who described Council's financial position as satisfactory at 30 June 2013, having regard to its available working capital, unrestricted current ratio and debt servicing.

Signed : 

Date:

Jenny Nascimento
Responsible Accounting Officer

Income & Expenses Budget Review Statement

Budget review for the quarter ended 30 September 2013

| (\$000's) | Original Budget 2013/14 | Approved Changes | | | Revised Budget 2013/14 | Variations for this Sep Qtr | Notes | Projected Year End Result | Actual YTD figures |
|--|-------------------------------|-------------------------|-------------|-------------|------------------------------|-----------------------------------|-------|---------------------------------|--------------------------|
| | | Other than by a QBRs | Sep QBRs | Dec QBRs | | | | | |
| Income | | | | | | | | | |
| Rates and Annual Charges | 36,825 | | | | 36,825 | | | 36,825 | 36,141 |
| User Charges and Fees | 12,330 | | | | 12,330 | | | 12,330 | 3,914 |
| Interest and Investment Revenues | 1,023 | | | | 1,023 | (100) | 1 | 923 | 215 |
| Other Revenues | 6,200 | | | | 6,200 | | | 6,200 | 1,339 |
| Grants & Contributions - Operating | 4,132 | | | | 4,132 | | | 4,132 | 612 |
| Grants & Contributions - Capital | 430 | | | | 430 | | | 430 | 432 |
| Net gain from disposal of assets | - | | | | - | | | - | |
| Share of Interests in Joint Ventures | - | | | | - | | | - | |
| Total Income from Continuing Operations | 60,940 | - | - | - | 60,940 | (100) | | 60,840 | 42,653 |
| Expenses | | | | | | | | | |
| Employee Costs | 29,784 | | | | 29,784 | | | 29,784 | 7,242 |
| Borrowing Costs | 1,366 | | | | 1,366 | | | 1,366 | 13 |
| Materials & Contracts | 8,974 | | | | 8,974 | 76 | 2 | 9,050 | 2,732 |
| Depreciation | 8,800 | | | | 8,800 | | | 8,800 | 2,200 |
| Legal Costs | 520 | | | | 520 | | | 520 | 97 |
| Consultants | 3,993 | | | | 3,993 | | | 3,993 | 246 |
| Other Expenses | 5,795 | | | | 5,795 | | | 5,795 | 2,392 |
| Interest & Investment Losses | - | | | | - | | | - | |
| Net Loss from disposal of assets | - | | | | - | | | - | |
| Share of interests in Joint Ventures | - | | | | - | | | - | |
| Total Expenses from Continuing Operations | 59,232 | - | - | - | 59,232 | 76 | | 59,308 | 14,921 |
| Net Operating Result from Continuing Operations | 1,708 | - | - | - | 1,708 | (176) | | 1,532 | 27,732 |
| Discontinued Operations | | | | | - | | | - | |
| Net Operating Result from All Operations | 1,708 | - | - | - | 1,708 | (176) | | 1,532 | 27,732 |
| Net Operating Result before Capital Items | 1,278 | - | - | - | 1,278 | (176) | | 1,102 | 27,300 |

Income & Expenses Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes Details

INCOME

| | | | |
|---|--|------------|----------------|
| 1 | Adjust interest budget relating to sale of Stuart Street | -\$ | 100,000 |
| | | -\$ | 100,000 |

EXPENDITURE

| | | | |
|---|---|-----------|---------------|
| 2 | Transfer previous unspent grant to fund Midnight Oil Exhibition Program | \$ | 76,200 |
| | | \$ | 76,200 |

| | | | |
|----------------------|--|-----------|----------------|
| NET VARIATION | | \$ | 176,200 |
|----------------------|--|-----------|----------------|

Capital Budget Review Statement

Budget review for the quarter ended 30 September 2013

| (\$000's) | Original Budget 2013/14 | Approved Changes | | | Revised Budget 2013/14 | Variations for this Sep Qtr | | Notes | Projected Year End Result | Actual YTD figures |
|---|-------------------------------|-------------------------|-------------|-------------|------------------------------|-----------------------------------|---|-------|---------------------------------|--------------------------|
| | | Other than by a QBRs | Sep QBRs | Dec QBRs | | | | | | |
| Capital Expenditure | | | | | | | | | | |
| New Assets | | | | | | | | | | |
| - Plant & Equipment | - | | | | - | | | | - | - |
| - Land & Buildings | 15,000 | | | | 15,000 | | | | 15,000 | 100 |
| - Other Structure | 17,000 | | | | 17,000 | | | | 17,000 | - |
| - Storm Water | 3,350 | | | | 3,350 | | | | 3,350 | - |
| Renewal Assets (Replacement) | | | | | | | | | | |
| - Plant & Equipment | 2,289 | | | | 2,289 | 91 | 1 | | 2,380 | 325 |
| - Furniture & Fittings | 6 | | | | 6 | | | | 6 | - |
| - Office Equipment | 386 | | | | 386 | | | | 386 | 126 |
| - Land Improvements - Depreciable | 407 | | | | 407 | | | | 407 | 5 |
| - Land & Buildings | 1,760 | | | | 1,760 | | | | 1,760 | 404 |
| - Roads, Bridges, Footpaths | 1,006 | | | | 1,006 | | | | 1,006 | 292 |
| - Storm Water | 562 | | | | 562 | | | | 562 | 28 |
| - Other Structures | 1,109 | | | | 1,109 | | | | 1,109 | 17 |
| - Library Books | 237 | | | | 237 | | | | 237 | 15 |
| - Art Works & Other Heritage | 34 | | | | 34 | | | | 34 | 1 |
| Total Capital Expenditure | 43,146 | - | - | - | 43,146 | 91 | | | 43,237 | 1,313 |
| Capital Funding | | | | | | | | | | |
| Rates & Other Untied Funding | 2,918 | | | | 2,918 | | | | 2,918 | 563 |
| Rates - (Special Rates / Infrastructure Levy) | 887 | | | | 887 | | | | 887 | 292 |
| Storm Water Levy | 562 | | | | 562 | | | | 562 | 28 |
| Capital Grants & Contributions | 430 | | | | 430 | | | | 430 | - |
| Reserves: | | | | | | | | | | |
| - External Restrictions/Reserves | 700 | | | | 700 | 91 | 2 | | 791 | - |
| - Internal Restrictions/Reserves | 1,420 | | | | 1,420 | | | | 1,420 | 5 |
| New Loans | 35,350 | | | | 35,350 | | | | 35,350 | 100 |
| Receipts from Sale of Assets | | | | | | | | | | |
| - Plant & Equipment | 880 | | | | 880 | | | | 880 | 325 |
| - Land & Buildings | - | | | | - | | | | - | - |
| Total Capital Funding | 43,146 | - | - | - | 43,146 | 91 | | | 43,237 | 1,313 |
| Net Capital Funding | - | - | - | - | - | 0 | | | 0 | - |

Capital Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes Details

CAPITAL EXPENDITURE

| | | | |
|---|--|-----------|---------------|
| 1 | Transfer from 2012/2013 unspent grant to fund Library Special Needs Disability Equipment | \$ | 91,331 |
| | | \$ | 91,331 |

CAPITAL FUNDING

| | | | |
|---|---|-----------|---------------|
| 2 | Transfer previous year unspent grant to fund Library Special Needs Disability Equipment | \$ | 91,331 |
| | | \$ | 91,331 |

| | | | |
|----------------------|--|-----------|----------|
| NET VARIATION | | \$ | - |
|----------------------|--|-----------|----------|

Capital Expenditure Summary

Budget review for the quarter ended 30 September 2013

| (\$000's) | Original Budget 2013/14 | Approved Changes | | | Revised Budget 2013/14 | Variations for this Sep Qtr | Notes | Projected Year End Result | Actual YTD figures |
|---|-------------------------------|-------------------------|-------------|-------------|------------------------------|-----------------------------------|-------|---------------------------------|--------------------------|
| | | Other than by a QBRs | Sep QBRs | Dec QBRs | | | | | |
| IT Systems - Infrastructure & Software | 360 | | | | 360 | | | 360 | 123 |
| Furniture & Equipment Purchases | 35 | | | | 35 | | | 35 | 7 |
| Building New / Renewal Works | 300 | | | | 300 | | | 300 | 35 |
| Seaforth TAFE Building & Site | 1,000 | | | | 1,000 | | | 1,000 | 273 |
| Land Improvement Program | 10 | | | | 10 | | | 10 | 1 |
| Library Books & Periodicals | 237 | | | | 237 | | | 237 | 15 |
| Library Equipments Upgrade | 66 | | | | 66 | 91 | | 157 | - |
| Art Gallery Collections | 34 | | | | 34 | | | 34 | 1 |
| Swim Centre Plant & Equipment | 12 | | | | 12 | | | 12 | 15 |
| Swim Centre Baby & Toddlers Pool | 45 | | | | 45 | | | 45 | 7 |
| New Aquatic Centre | 15,150 | | | | 15,150 | | | 15,150 | 159 |
| LM Graham Reserve - Masterplan Upgrade | 200 | | | | 200 | | | 200 | 2 |
| Parks & Reserves - New/Renewal | 198 | | | | 198 | | | 198 | 1 |
| Manly Cemetery - Conservation & Improvements | 25 | | | | 25 | | | 25 | 5 |
| Beach Control | 25 | | | | 25 | | | 25 | - |
| Netted Pools Upgrade | 120 | | | | 120 | | | 120 | - |
| Regulatory Compliance Infrastructure & Equipments | 60 | | | | 60 | | | 60 | 88 |
| Plant & Fleet Replacement | 2,098 | | | | 2,098 | | | 2,098 | 213 |
| Roads Infrastructure - New/Renewal | 568 | | | | 568 | | | 568 | 71 |
| Ancillary Infrastructure Works | 1,087 | | | | 1,087 | | | 1,087 | 207 |
| Footpath Construction - New/Renewal | 150 | | | | 150 | | | 150 | 15 |
| Parking Meters Upgrade | 50 | | | | 50 | | | 50 | - |
| Car Park Facilities Upgrade | 95 | | | | 95 | | | 95 | 4 |
| Manly Oval Car Park - Manly 2015 | 17,000 | | | | 17,000 | | | 17,000 | - |
| Garbage & Recycling Equipemnts | - | | | | - | | | - | 5 |
| Drainage Construction - New/Renewal | 185 | | | | 185 | | | 185 | 28 |
| Stormwater Management - New/Renewal | 377 | | | | 377 | | | 377 | - |
| Detention Tank - Manly 2015 | 3,350 | | | | 3,350 | | | 3,350 | - |
| Public Amenities - New/Renewal | 310 | | | | 310 | | | 310 | 36 |
| Total Capital Expenditure | 43,146 | - | - | - | 43,146 | 91 | | 43,237 | 1,313 |

Cash & Investments Budget Review Statement

Budget review for the quarter ended 30 September 2013

| (\$000's) | Closing Balance 2012/13 | Original Budget 2013/14 | Approved Changes | | | Revised Budget 2013/14 | Variations for this Sep Qtr | Notes | Projected Year End Result | Actual YTD figures |
|--|-------------------------------|-------------------------------|-------------------------|-------------|-------------|------------------------------|-----------------------------------|-------|---------------------------------|--------------------------|
| | | | Other than by a QBRs | Sep QBRs | Dec QBRs | | | | | |
| Externally Restricted ⁽¹⁾ | | | | | | | | | | |
| Developer Contributions - General | 4,008 | 4,878 | | | | 4,878 | | | 4,878 | 4,008 |
| Specific Purpose Unexpended Grants | 1,329 | 980 | | | | 980 | (167) | 1 | 813 | 1,162 |
| Domestic Waste Management | - | | | | | - | | | - | - |
| Other | 720 | 720 | | | | 720 | | | 720 | 720 |
| Total Externally Restricted | 6,057 | 6,578 | - | - | - | 6,578 | (167) | | 6,411 | 5,890 |
| (1) Funds that must be spent for a specific purpose | | | | | | | | | | |
| Internally Restricted ⁽²⁾ | | | | | | | | | | |
| Plant & Vehicle Replacement | 1,198 | - | | | | - | | | - | 1,198 |
| Infrastructure Replacement | 2,600 | 1,903 | | | | 1,903 | | | 1,903 | 2,600 |
| Employees Leave Entitlement | 1,528 | 1,328 | | | | 1,328 | | | 1,328 | 1,528 |
| Deposits, Retentions & Bonds | 1,797 | 1,588 | | | | 1,588 | | | 1,588 | 1,797 |
| Balgowlah Area Improvements | 442 | 280 | | | | 280 | | | 280 | 442 |
| Depot Redevelopment | 152 | 152 | | | | 152 | | | 152 | 152 |
| Environment Levy | 277 | 122 | | | | 122 | | | 122 | 277 |
| Manly Wharf Forecourt | 50 | 50 | | | | 50 | | | 50 | 50 |
| Manly Youth Council | | 6 | | | | 6 | | | 6 | - |
| Meals on Wheels | 268 | 349 | | | | 349 | | | 349 | 268 |
| Rates Infrastructure | | | | | | - | | | - | - |
| Shelly Beach Improvements | 9 | 9 | | | | 9 | | | 9 | 9 |
| Unexpended Loans | 72 | 573 | | | | 573 | | | 573 | 14,972 |
| Total Internally Restricted | 8,393 | 6,360 | - | - | - | 6,360 | - | | 6,360 | 23,293 |
| (2) Funds that Council has earmarked for a specific purpose | | | | | | | | | | |
| Unrestricted (ie. available after the above Restrictions) | 1,442 | 1,405 | - | - | - | 1,405 | | | 1,405 | 4,591 |
| Total Cash & Investments | 15,892 | 14,343 | | | | 14,343 | (167) | | 14,176 | 33,774 |

Cash & Investments Budget Review Statement

Budget Variations being recommended include the following material items:

Notes Details

| | | | |
|---|---|-----|--------|
| 1 | Transfer previous year unspent grant to fund Library Special Needs Disability Equipment | -\$ | 91,331 |
| 1 | Transfer previous unspent grant to fund Midnight Oil Exhibition Program | -\$ | 76,200 |

| | | |
|----------------------|------------|----------------|
| NET VARIATION | -\$ | 167,531 |
|----------------------|------------|----------------|

Comment on Cash & Investments Position

Investments

Investments have been invested in accordance with Council's Investment Policy and Section 625 of the Local Government Act 1993 and also the DLG Circular 11-01 - Ministerial Investment Order dated 12 January 2011 .

Council's Investment Portfolio report for the month of 30 September 2013 shows a total market value of cash and investments held as at 30 September 2013 of \$33,774,353.

Cash

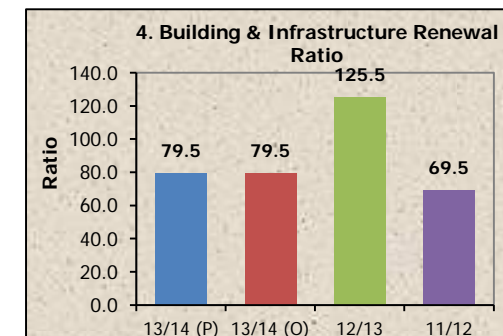
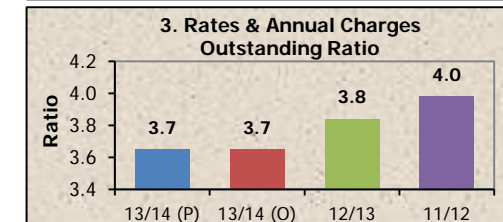
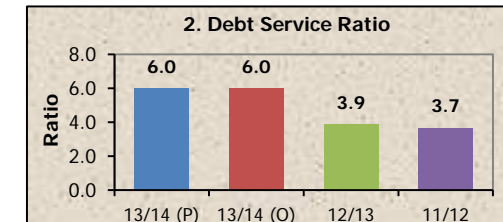
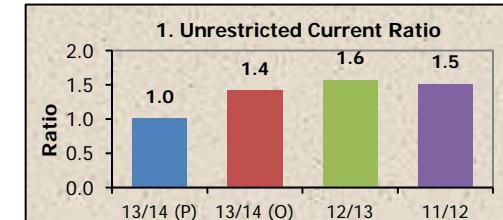
The value of Cash at Bank which has been included in the Council's Investment Portfolio Report for September totals \$1,501,720.

Cash at Bank General Ledger has been reconciled to Council's physical Bank Statements. The date of completion of this bank reconciliation is 03/10/13.

Key Performance Indicators Budget Review Statement

Budget review for the quarter ended 30 September 2013

| | Current Projection 13/14 | Original Budget 13/14 | Actuals Prior Periods 12/13 11/12 | |
|---|--------------------------------|-----------------------------|---|------|
| The Council monitors the following Key Performance Indicators: | | | | |
| 1. Unrestricted Current Ratio | | | | |
| Current Assets less all External Restrictions | | | | |
| Current Liabilities less Specific Purpose Liabilities | 1.01 | 1.42 | 1.57 | 1.51 |
| 2. Debt Service Ratio | | | | |
| Debt Service Cost | | | | |
| Income from Continuing Operations excluding Capital Items & Specific Purpose Grants/Contributions | 6.00 | 6.00 | 3.86 | 3.67 |
| 3. Rates & Annual Charges Outstanding Ratio | | | | |
| Rates & Annual Charges | | | | |
| Income from Continuing Operations | 3.65 | 3.65 | 3.84 | 3.98 |
| 4. Building & Infrastructure Renewal Ratio | | | | |
| Annual Renewals (Building & Infrastructure) | | | | |
| Depreciation, Amortisation & Impairment (Building & Infrastructure Assets) | 79.50 | 79.50 | 125.5 | 69.5 |



Contracts Budget Review Statement

Budget review for the quarter ended 30 September 2013

Part A - Contracts Listing - contracts entered into during the quarter with a value greater than \$50,000

| Contractor | Contract detail & purpose | Contract Value | Start Date | Finish Date | Budgeted (Y/N) |
|---------------------------|--|-----------------------|-------------------|--------------------|-----------------------|
| Hill Rogers Spencer Steer | Provide Audit Services for the six years ending 30 June 2019 | \$ 261,000 | 01/07/2013 | 30/06/2019 | Y |
| Sensen Networks Pty Ltd | Digital Parking Permits - Number Plate Recognition | \$ 88,312 | 09/08/2013 | 29/08/2013 | Y |
| Bitzios Consulting | Traffic Modelling | \$ 53,363 | 03/09/2013 | 30/06/2014 | Y |

Contracts Budget Review Statement
Comments & Explanations relating to Contractors Listing

Note Details

- 1 Contracts listed are those entered into during the quarter being reported and exclude contractors on Council's Preferred Supplier list.
- 2 Contracts for employment are not required to be included.
- 3 All contracts listed have been provided for within current budget allocations. If additional funding is required this will be reported in the following Quarter Budget Review.

Consultancy & Legal Expenses Budget Review Statement

Consultancy & Legal Expenses Overview

| Expense | YTD Expenditure (Actual Dollars) | Budgeted (Y/N) |
|----------------|---|---------------------------|
| Consultancies | \$ 245,587 | Y |
| Legal Fees | \$ 96,538 | Y |

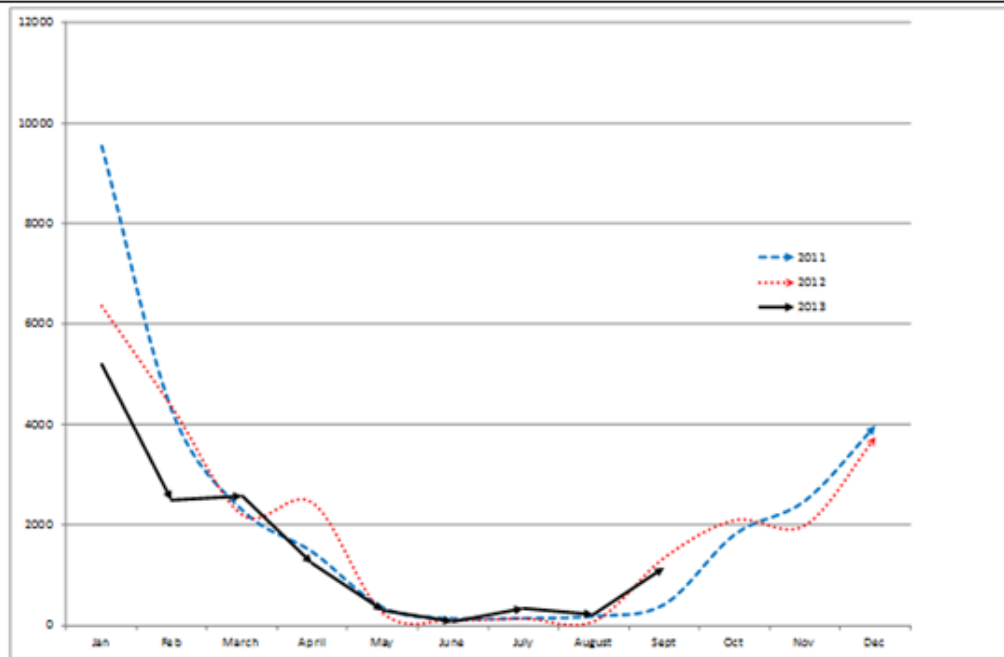
ATTACHMENT 3

Corporate Services Division Report No. 29.DOC - First Quarter Report (1 July to 30 September 2013) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2013-2014 and Budget 2013-14

KPI Graphs Quarterly Report

SOCIAL 2.1.1

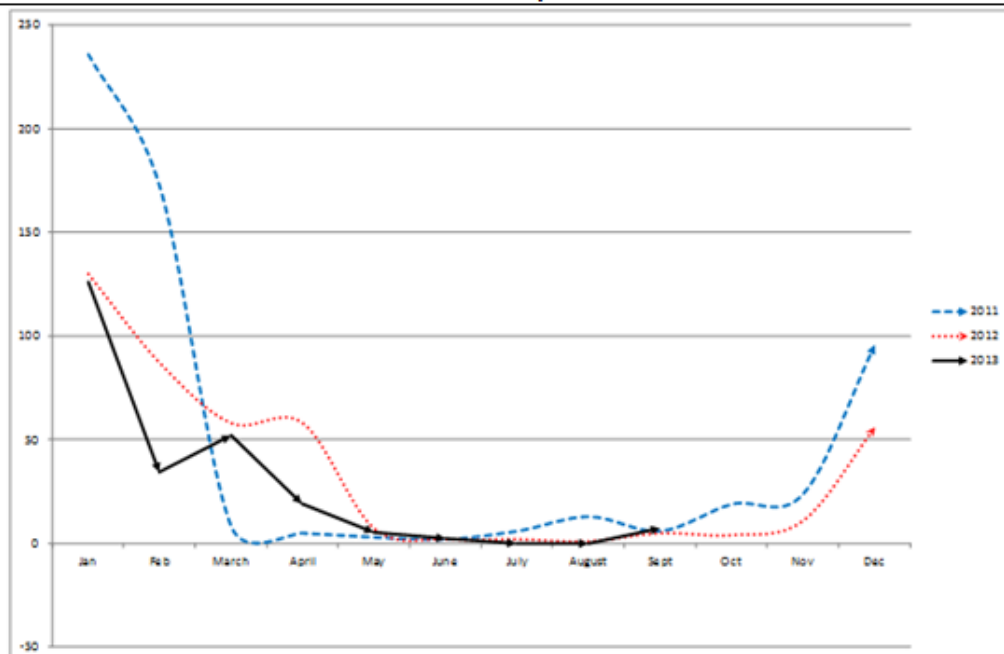
Beach services – number of preventative actions to September 2013



COMMENT: The number of preventative beach services for the September quarter were on trend with the previous years.

SOCIAL 2.1.1

Beach services – number of rescues to September 2013



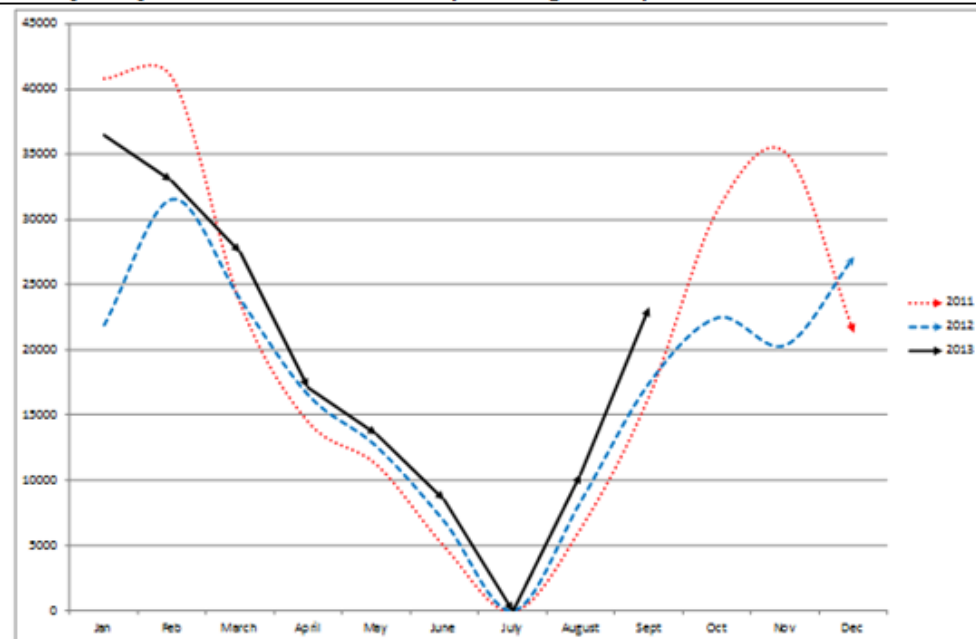
COMMENT: Beach rescues during the year to September 2013 were on trend with the previous years.

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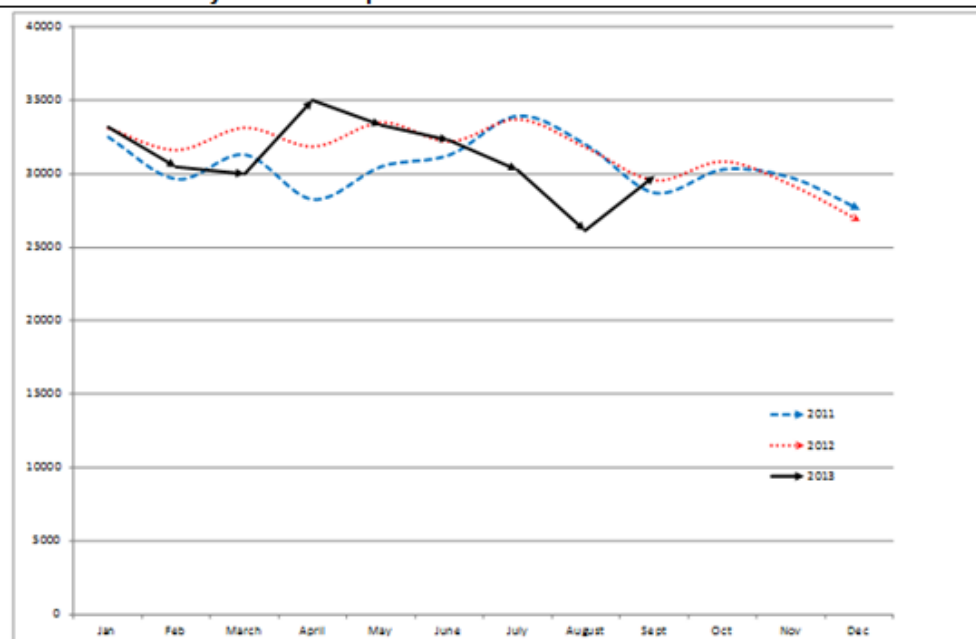
KPI Graphs Quarterly Report

SOCIAL 2.1.2
Manly "Boy Charlton" Swim Centre patronage to September 2013



COMMENT: Attendance figures for the quarter to September 2013 were a little higher than the previous 2012 quarter and previous years due to the warmer weather conditions.

SOCIAL 4.1.1
Number of library loans to September 2013



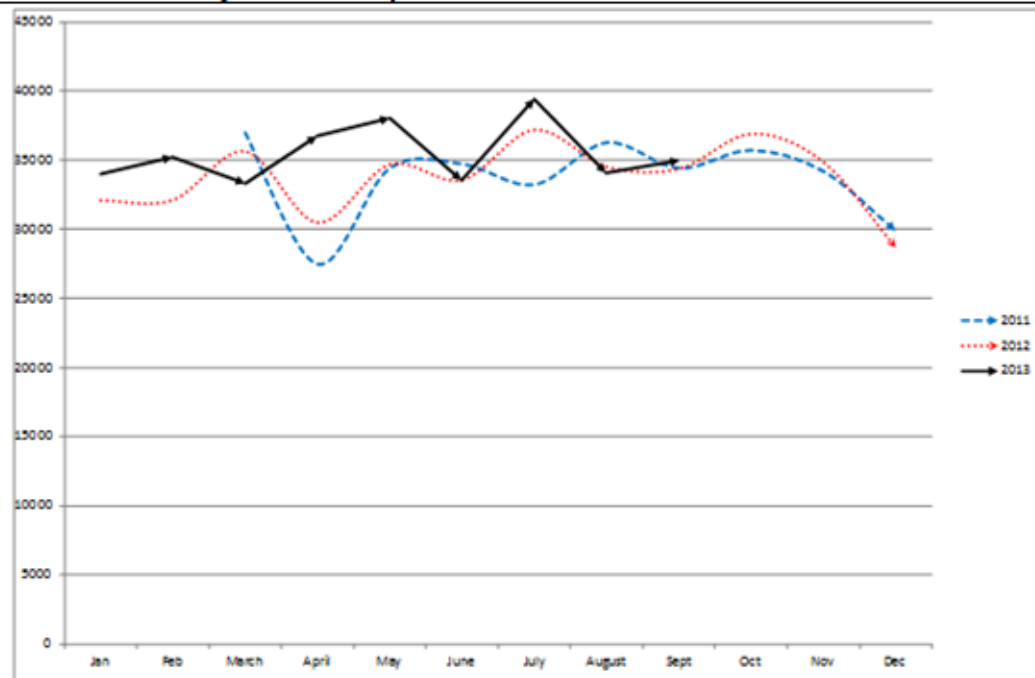
COMMENT: Library loans numbers rose again over August and September. Overall circulation figures are similar to previous trends.

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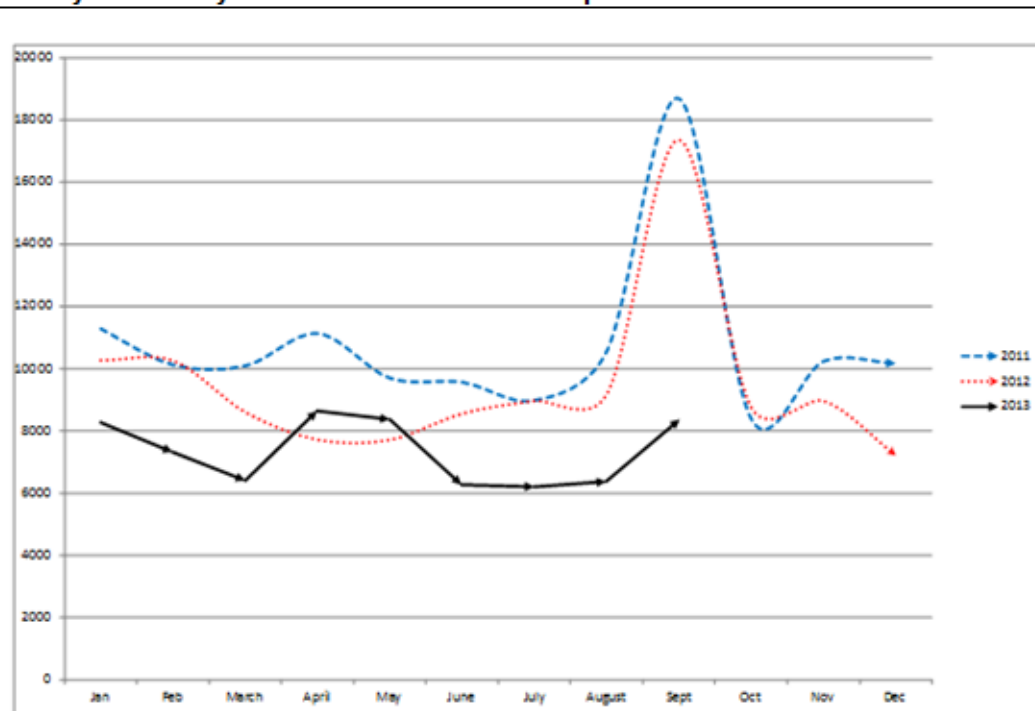
KPI Graphs Quarterly Report

SOCIAL 4.1.1
Number of library visits to September 2013



COMMENT: The visitation figures for the Library for the September quarter are on trend with the previous 2012 quarter.

SOCIAL 4.1.2
Manly Art Gallery & Museum visitation to September 2013



COMMENT: Visitor numbers are slightly lower than previous years.

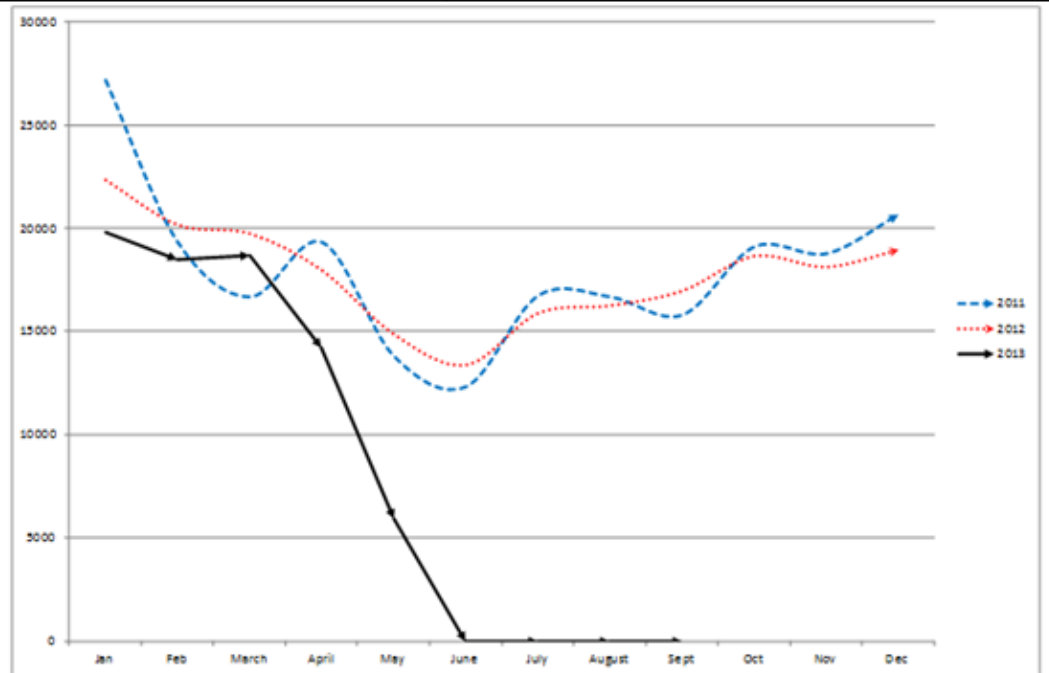
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ECONOMIC 2.2.1

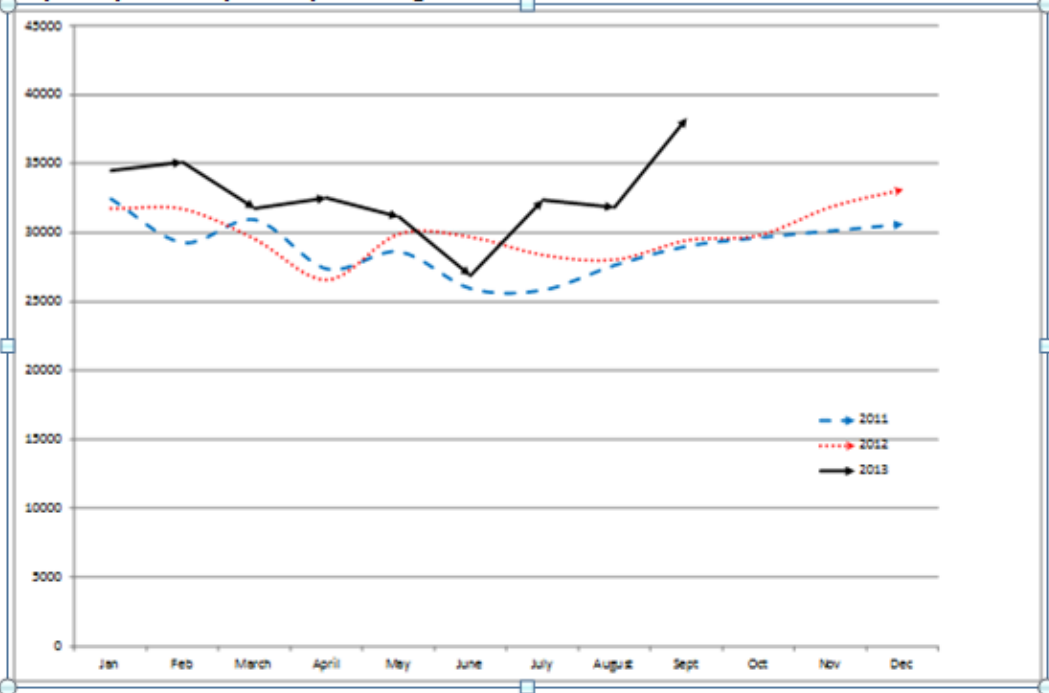
Visitor Information Centre – to September 2013



COMMENT: Visitation numbers for the September quarter 2013 were not available for comment. The service is now operated by the Manly Main Street Program.

ECONOMIC 3.3.2.

Hop, Skip & Jump Bus patronage to September 2013



COMMENT: Passenger journeys for the quarter are higher than previous yearly quarters as a result of consistent patronage.

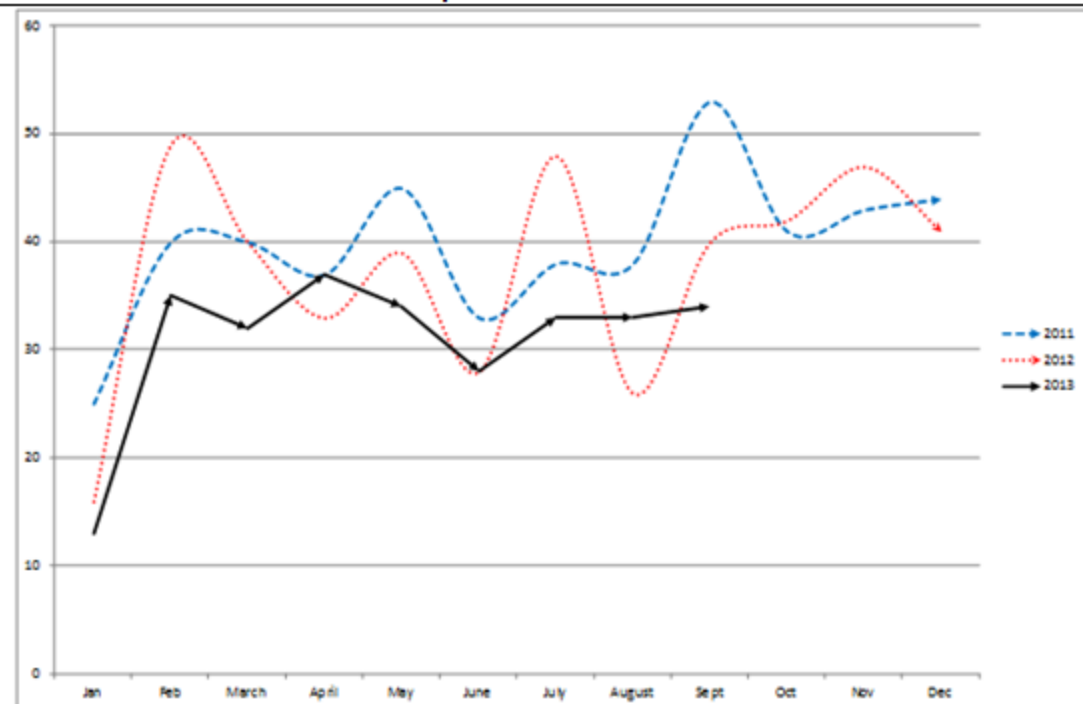
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KPI Graphs Quarterly Report

ENVIRONMENT 2.1.4

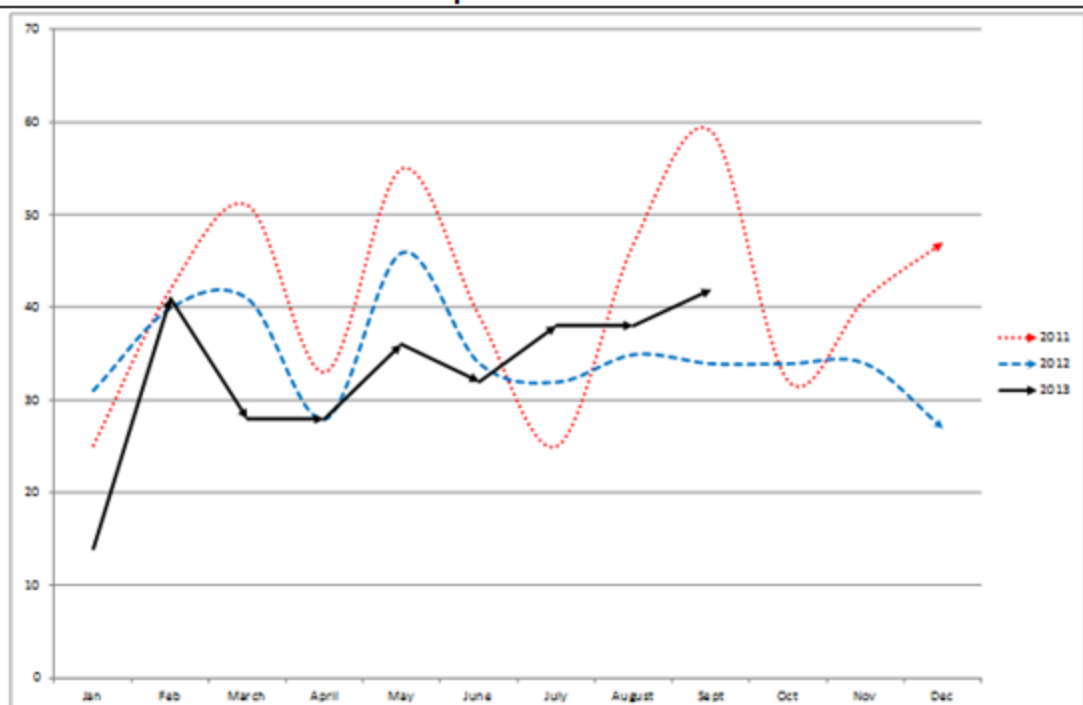
Number of DAs submitted to September 2013



COMMENT: There was a decrease in DAs submitted in the September quarter compared with previous years.

ENVIRONMENT 2.1.4

Number of DAs determined to September 2013



COMMENT: Development Applications determined in the September 2013 quarter were slightly higher than the previous September quarter.

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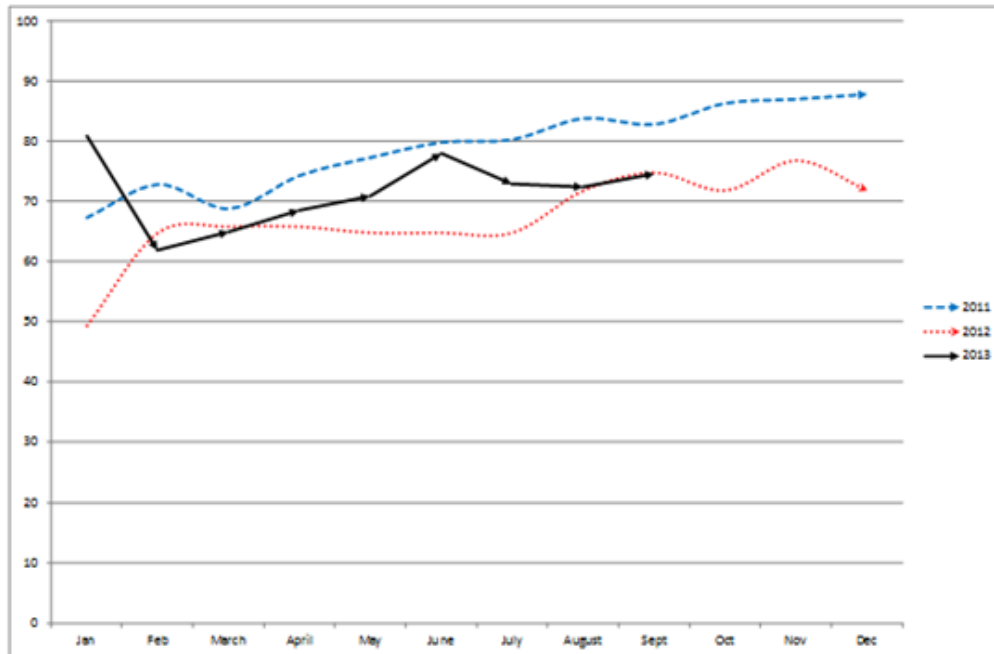
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KPI Graphs Quarterly Report



ENVIRONMENT 2.1.4

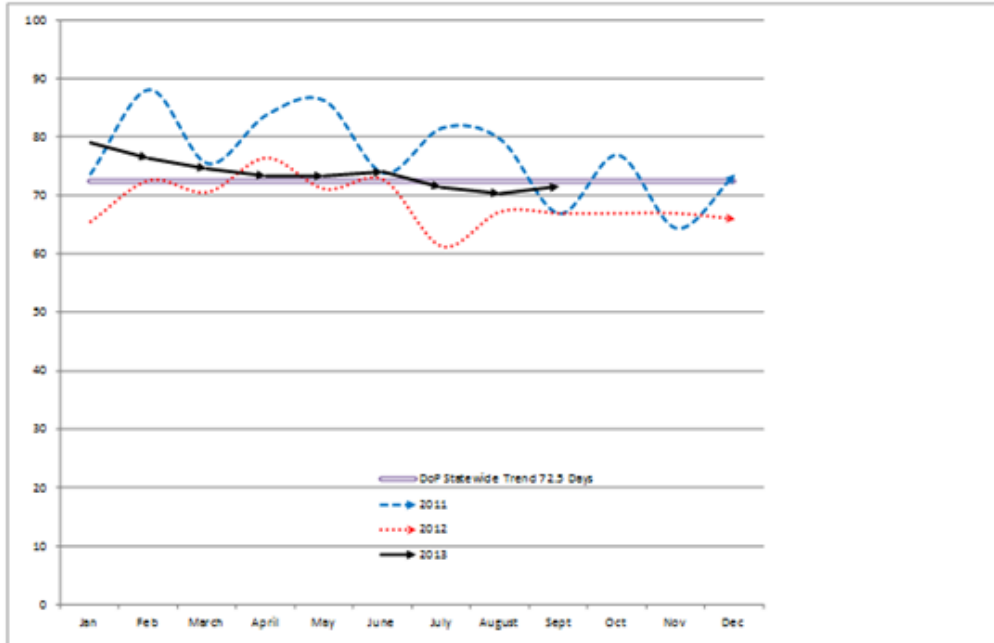
Year To Date Median days turnaround time of a DA to September 2013



COMMENT: The median turnaround time for DA in the quarter to September 2013 were on trend with the previous September 2012 quarter.

ENVIRONMENT 2.1.4

Mean (Average) days turnaround time of a DA to September 2013



COMMENT: Average turnaround times for DA for the September quarter 2013 (69 days) were lower than the statewide average.

ATTACHMENT 3

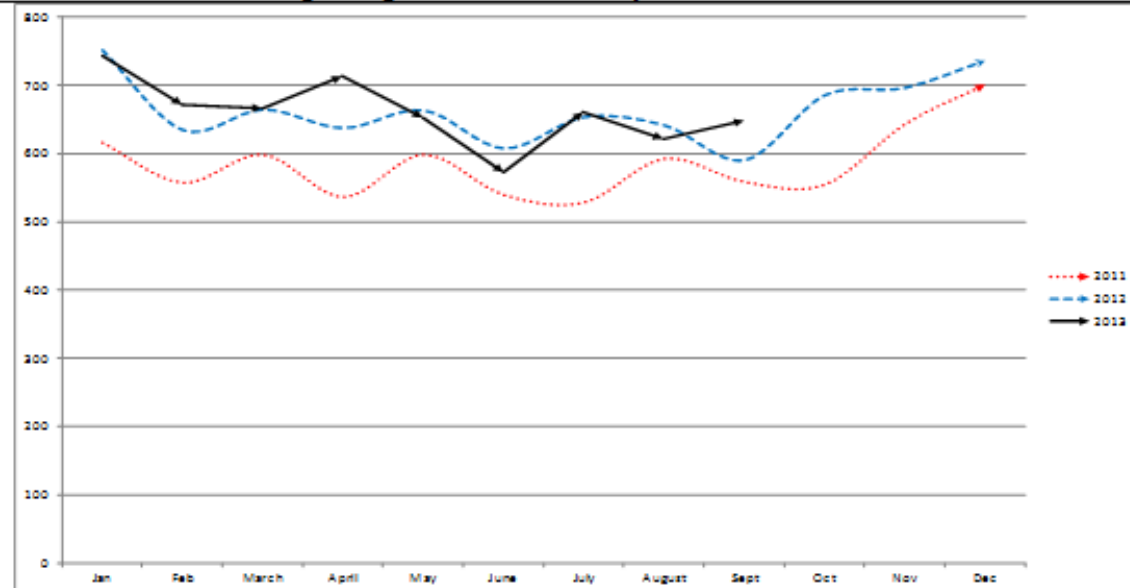
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KPI Graphs Quarterly Report



ENVIRONMENT 5.1.1

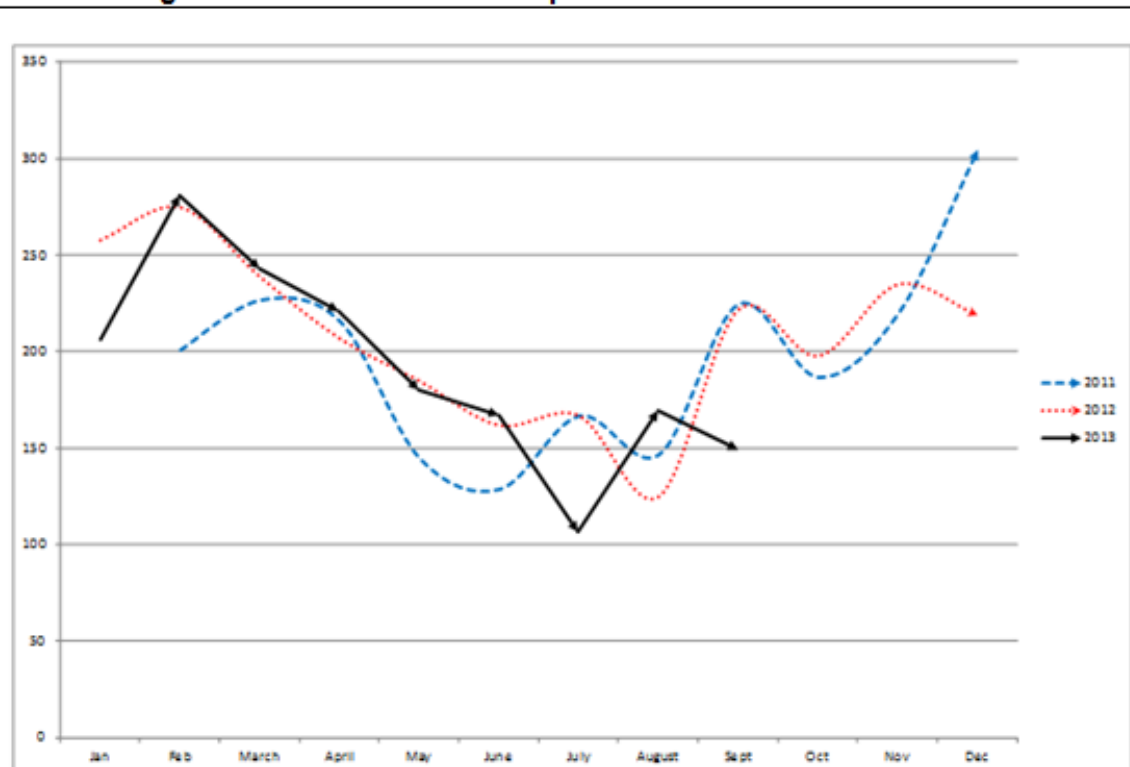
Tonnes of domestic garbage collected to September 2013



COMMENT: Domestic garbage collections in the September quarter were on trend with previous years.

ENVIRONMENT 5.1.3

Tonnes of green waste collected to September 2013



COMMENT: Green waste collections in the quarter were on trend with previous years.

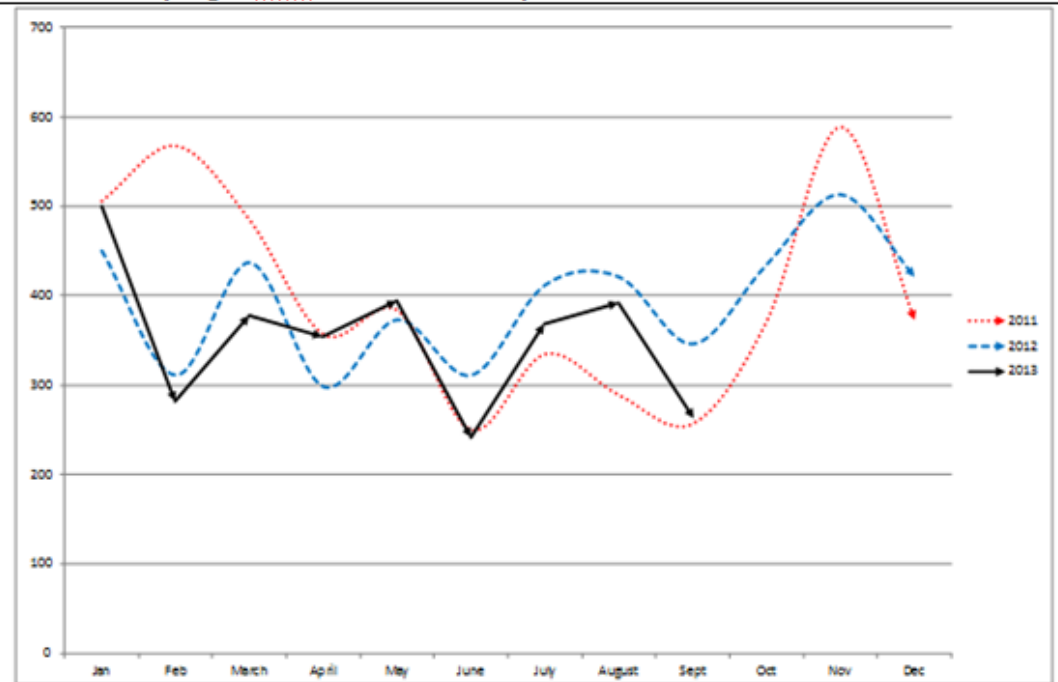
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KPI Graphs Quarterly Report

ENVIRONMENT 5.1.2

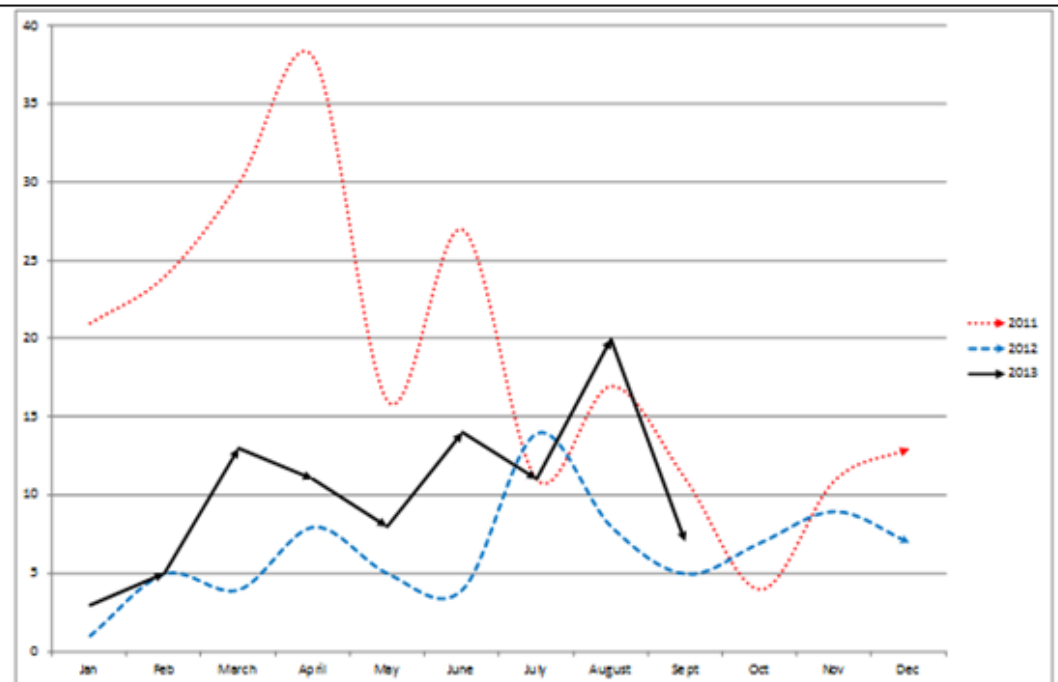
Street sweeping – litres collected to September 2013



COMMENT: Street Sweeping litres collected for the September quarter are on trend with previous September quarters.

ENVIRONMENT 3.1.2

Number of regulatory and compliance Notices and Orders issued to September 2013



COMMENT: The number of notices & orders served were on trend with previous periods.

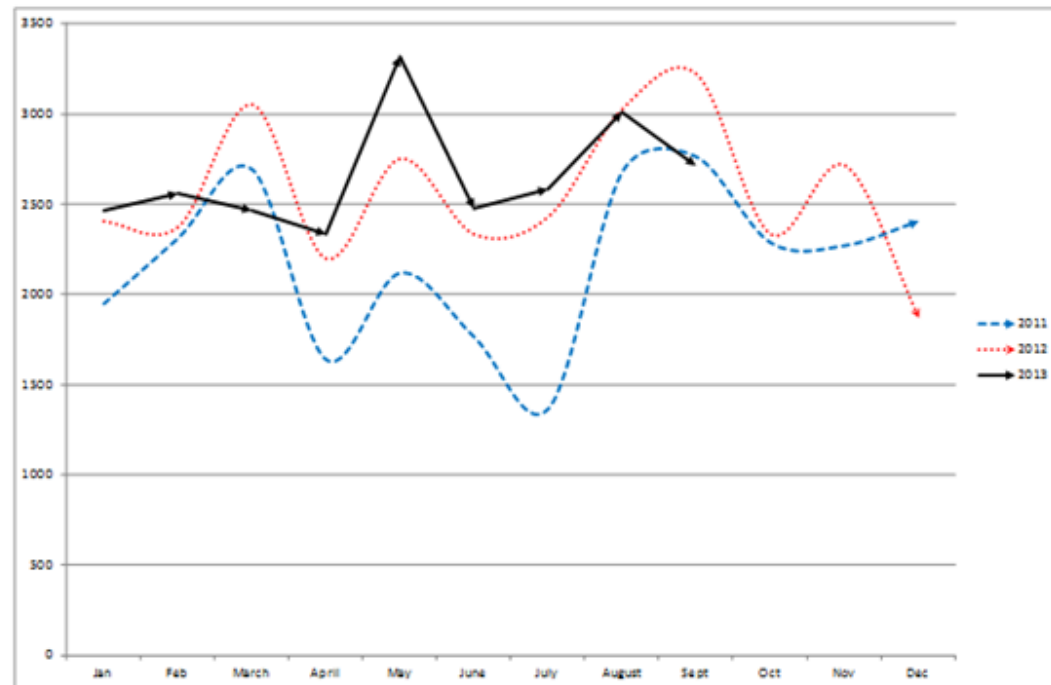
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KPI Graphs Quarterly Report

GOVERNANCE 1.2.1

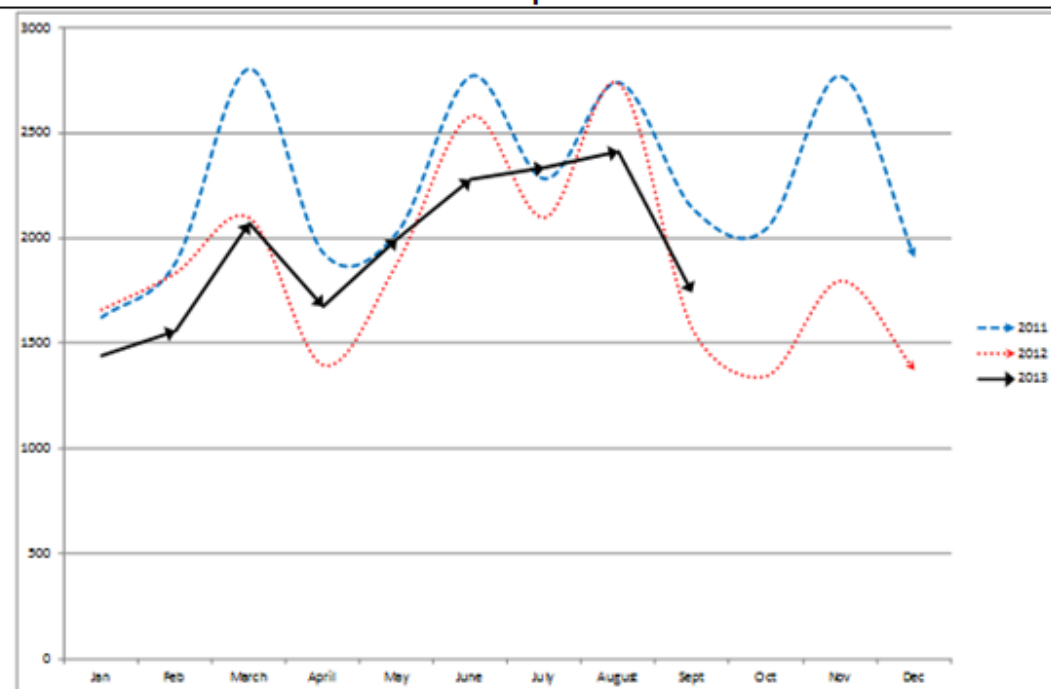
Customer service – calls to switch to September 2013



COMMENT: Calls to switch for the September quarter were slightly lower than previous comparative September quarters.

GOVERNANCE 1.4.3

Customer service – counter visits to September 2013



COMMENT: There was an overall decrease in customers in the September quarter compared with previous September quarters as a result of additional customer transactions being available on-line.

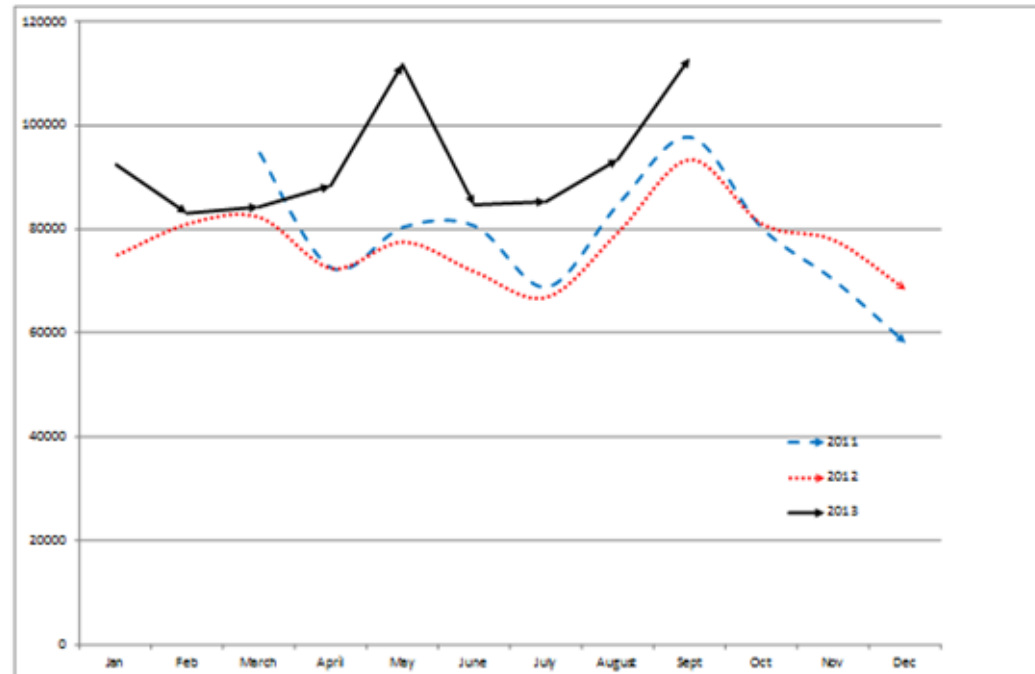
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KPI Graphs Quarterly Report

GOVERNANCE 1.3.1

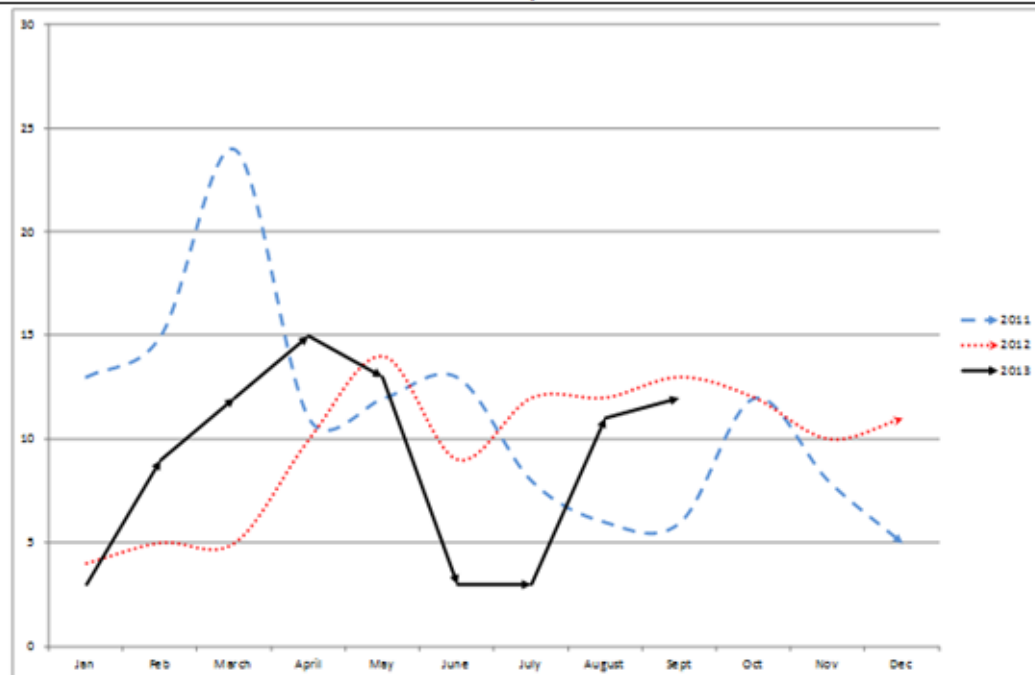
Number of Page Views Manly Council Website to September 2013



COMMENT: For the September 2013 quarter, visits to the website were up on previous September quarters.

GOVERNANCE 1.5.2

Number of media releases issued to September 2013



COMMENT: The number of media releases in the September 2013 quarter increased due to marketing for the combined jazz and arts festival.

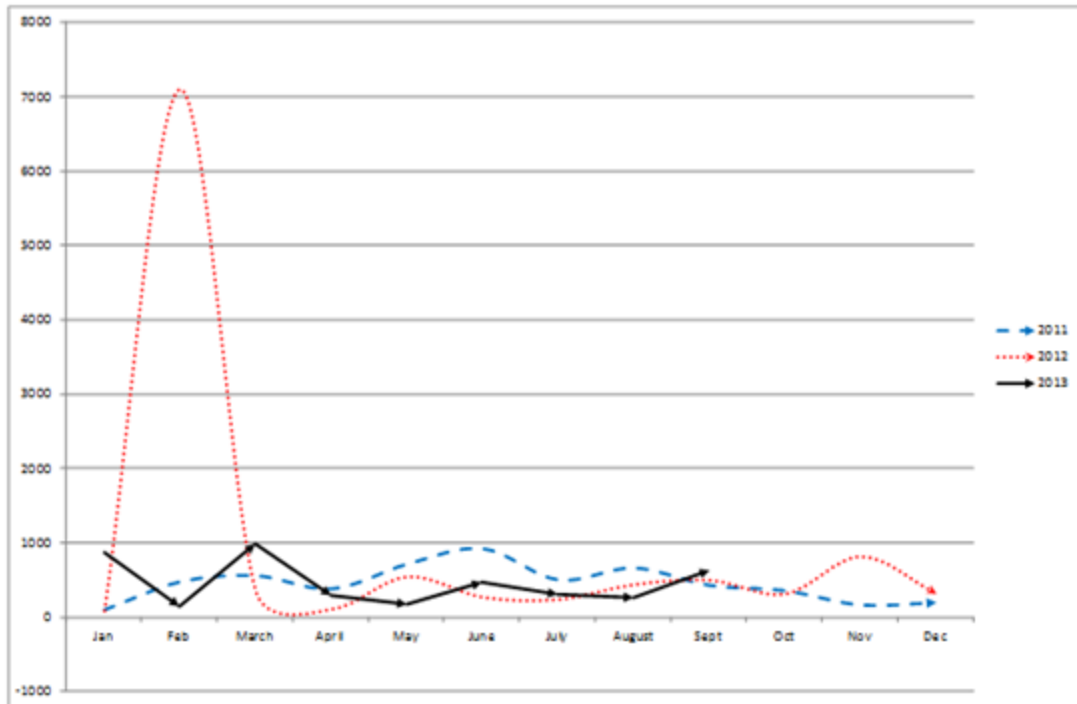
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KPI Graphs Quarterly Report

GOVERNANCE 1.5.5

Number of staff and managers attending training sessions to September 2013



COMMENT: The number of staff and managers attending training sessions in the September 2013 quarter were on trend with previous September quarters.