



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 14 May 2012

Commencing at 7:30 PM 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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***** END OF ATTACHMENTS *****

ATTACHMENT 1

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Delivery Program Third Quarter Matrix

A. Social						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012 % Complete Progress on KPI
1 Improve Manly's community safety	1.1 Work with key stakeholders 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	50% Community Safety Committee continues to meet to address issues; employment of a project officer for transport, education underway to be engaged by May 2012. Regulation, enforcement supported by night owls, alcohol patrols, security and police.
			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	50% Manly Liquor Accord re-established and high attendance at meeting in April acknowledged as a positive position for the local stakeholders in communication. Successful A&S festival event without public disorder presented by stakeholders.
			1.1.1.3 Provision of drug and alcohol free under 18 events.	Published statistics on alcohol consumption for Manly area (annual report).	HSF	75% Three alcohol free Band nights for youth attended and community evening banding program 140-264 people attending each event.
			1.1.1.4 Continued participation in Manly Precinct Liquor Accord (Hassle Free Nights).	Effectiveness of agreements with NSW agencies and local stakeholders in reducing alcohol related incidents in Manly area (measured by survey data).	HSF	75% Manly Precinct Liquor Accord meetings have lapsed due to political directions from government.
			1.1.1.5 Provision of civic and cultural events in accordance with determined community needs.	Events undertaken to meet community needs.	HSF	75% World Food Markets, Manly Neighbourhood Renewal Program, Dogs Day Out, Australia Day, New Year's Eve, Christmas Markets, Choral concert delivered to the community all alcohol free and smoke free events.
	1.2 Work with the community to ensure Manly is a safe place	1.2.1 Develop Community Safety Plan 2012-2015.	1.2.1.1 Implement community safety actions in consultation with the Community Safety Committee.	Implementation and evaluation of the Community Safety Plan 2012-2015.	HSF	ongoing Working in conjunction with CS Committee, Road Safety Officer, and stakeholders / agencies.
				Number of practical safety actions implemented and evaluated through the Community.	HSF	ongoing AFZ signage reviewed and implemented, AFZ signage on footpaths being installed at location in CBD April / May.

CUS - Civic Urban Services, LS - Landcare Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

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Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Delivery Program Third Quarter Matrix

A. Social		Goals		Strategy		Four Year Plan		One Year Plan		KPI		Responsible Lead Division		1st January to 31st March 2012 % Complete		Progress on KPI	
2	A healthy and active Manly community	1.3	Work with key stakeholders to improve road safety	1.3.1	Develop and implement Council's Five Year Road Safety Strategic Action Plan.	1.3.1.1	Develop and implement Council's Five Year Road Safety Strategic Action Plan.	1.3.1.1	Develop and implement Council's Five Year Road Safety Strategic Action Plan.	Involvement of Safety Committee.	HSF	75%	Monthly meeting held with key stakeholders to implement priorities of Crime Prevention Plan.	75%	Road Safety campaigns received positive feedback from public. Road Safety campaign deliver on program.	75%	Road Safety campaigns received positive feedback from public. Road Safety campaign deliver on program.
2	A healthy and active Manly community	2.1	Provide 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	2.1.1.1	Provision of Ocean Beach Professional Lifeguard services	Number of rescues and preventable actions.	HSF	75%	Nil record of drowning; Rescues 266; Preventative Actions 12,939; First Aid 201.	75%	Nil record of drowning; Rescues 266; Preventative Actions 12,939; First Aid 201.	75%	Nil record of drowning; Rescues 266; Preventative Actions 12,939; First Aid 201.
2	A healthy and active Manly community	2.1	Provide 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	2.1.1.1	Provision of Ocean Beach Professional Lifeguard services	Annual update of lifeguard preferences.	HSF	100%	Completed annually in September.	100%	Completed annually in September.	100%	Completed annually in September.
2	A healthy and active Manly community	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.	2.1.2.1	Administration of user's licenses and monitoring.	2.1.2.1	Operation of the Manly Swim Centre in accordance with Public Health regulations, operating plan and budget requirements.	Percentage of actions on the beach resulting in litigation.	HSF	100%	Nil to date.	100%	Annual attendance 15th August - end march 2012: 197,700.	75%	Annual attendance 15th August - end march 2012: 197,700.
2	A healthy and active Manly community	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.	2.1.2.1	Administration of user's licenses and monitoring.	2.1.2.1	Operation of the Manly Swim Centre in accordance with Public Health regulations, operating plan and budget requirements.	Compliance with risk management.	HSF	100%	Safety Audit rating of 96.77% for 2012, as conducted by NSW RLS	100%	Safety Audit rating of 96.77% for 2012, as conducted by NSW RLS	100%	Safety Audit rating of 96.77% for 2012, as conducted by NSW RLS
2	A healthy and active Manly community	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.	2.1.2.1	Administration of user's licenses and monitoring.	2.1.2.1	Operation of the Manly Swim Centre in accordance with Public Health regulations, operating plan and budget requirements.	Safety record of nil drowning.	HSF	75%	Nil drownings.	75%	Nil drownings.	75%	Nil drownings.
2	A healthy and active Manly community	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.	2.1.2.1	Administration of user's licenses and monitoring.	2.1.2.1	Operation of the Manly Swim Centre in accordance with Public Health regulations, operating plan and budget requirements.	Annual update of lifeguard preferences.	HSF	100%	Completed annually.	100%	Completed annually.	100%	Completed annually.

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Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Delivery Program Third Quarter Matrix

A. Social						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012 % Complete Progress on KPI
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.	Managing programs and activities.	HSF	75% Council continues to support healthy lifestyles through the Merri Club for Seniors, Seniors Week, and Area Health healthy lifestyle programs. Promoting social inclusion with Community Programs, ongoing and recreation visits through the MOW service. Involved in the Social Inclusion Working Party with other councils and community organisations. Active After School Care Program continued at Before and After School Care with sessions twice a week. Weekly Mums and Me fitness program provided personal training sessions for young mothers.
			2.2.1.2 Promote opportunities to participate in physical activities (e.g., sporting clubs, surf clubs etc).	Managing programs and activities.	HSF	75% Donation made by Council for NAIDOC Week. Council representative attended Closing the Gap initiative 22 April, relating to indigenous health and well being. Harmony Day promoting cultural diversity celebrated in Seniors Week with an event held 21 March. Seniors vert competition initiated at Keble Park, Skate Bowl. Youth Dance Group supported to enter a national dance competition.
			2.2.1.3 Encourage and support commercial opportunities that cater to the health and well being needs of young people.	Managing programs and activities.	HSF	75% Council provides a range of children's services for recreation and school age, that promote a range of activities that enhance health and well being.
		2.2.2 Ongoing development of Council's Smoke Free Zones education and awareness program.	2.2.2.1 Evaluation of current programmes.	Audits of smoke free signage. Audits of smoke free areas amongst residents measured in annual customer satisfaction survey.	GMU	75% Smoke free signage audits conducted to ensure visibility.

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2. A healthy and active Manly community (cont'd)	2.3 Work with local stakeholders to enhance healthy lifestyles and recreation	2.3.1 Continued community development programs focusing on physical, mental and sexual health.	2.2.2.2 Continued participation on Smoke Free Outdoor Areas Working Party.	Working Party meetings attended. Assistance provided to other Councils and organisations.	GMU	75% Smoke Free Special Events Fact Sheet completed for LG Smoke Free Outdoor Areas Mt. Smoke Free resources and advice shared with NSW and NZ Councils.
			2.3.1.1 Active after school care (e.g. sporting x 2 weekly, healthy eating, sun safety, immunisation, child protection awareness).	Managing programs and activities.	HSF	75% Active After School Care Program continued at Manly Before and After School Care with children engaged in two sport sessions each week with professional coaches.
			2.3.1.2 Develop Youth & School Age Children's activities website for SHOROC region.	Managing programs and activities.	HSF	75% SHOROC has developed a page on its website for all Northern Beaches events, including Youth and School Age Services information. Each Council is responsible for entering the data for their events.
			2.3.2.1 Develop Youth & School Age Children's activities website for SHOROC region.	Managing programs and activities.	HSF	75% Northern Beaches youth info website has been created and Youth and School Age Services info on Council's website.
		2.3.3 Build capacity of community organisations in Manly to provide active ageing programs and events.	2.3.3.1 Continued seniors support program, such as Keeping Them Well, Promoting connections in seniors' lives, volunteering, intergenerational contacts, aerobic activity, lifelong learning.	Managing programs and activities.	HSF	75% Seniors' Week held in March which promoted Harmony Day and healthy ageing activities such as Tai Chi, line dancing and singing groups. Manly Club for Seniors supported by Council to provide a range of active ageing programs and activities. Community facilities hired out for exercise programs such as Healthy Lifestyles provided by NSCCAH.

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Delivery Program Third Quarter Matrix

A. Social						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012 Progress on KPI
3 Liveable Manly neighbourhoods	2.4 Provide safe and age appropriate playgrounds in Manly	2.4.1 Implement playground strategy by upgrading and maintaining playgrounds through appropriate standards.	2.4.1.1 Provide playgrounds that are safe, age appropriate and meet or exceed the Australian Standards.	Maintain development and upgrade of equipment.	CUS	Standard of Playground KPI met Clontarf Reserve rope bully repair. Tania Park Binoculars replacement. Removal of broken Rocker. Softfall repair. North Steyne 2 x Spiker repairs. Moss Street, Cross Street, Werona Reserve Softfall repair. Lagoon Park replace baby swing gate repair.
		2.4.2 Develop a 10 year strategy for all playgrounds in Manly LGA inclusive of council childcare centres, upgrading and maintaining playgrounds through projects.	2.4.1.2 Implementation of the current 5 year Playground Strategy.	Annual audit of playground equipment, parks and precincts.	CUS	3 Cycles of playground equipment carried out this quarter.
		2.4.3 Source future grant funding for projects.	2.4.1.3 Provide parents and carers with amenities to improve their leisure time whilst at the playground.	Report quarterly.	CUS	Installation of additional seating in Lagoon Park Playground.
			2.4.1.4 Maintain updated asset information on playgrounds.	Annual audit of playground equipment, parks and precincts.	CUS	Independent Audit Due 1/6/12.
			2.4.1.5 Maintain and improve the standard of equipment.	Report quarterly.	CUS	9 Playgrounds have had repairs / improvements carried out this quarter.
			2.4.1.6 Manage and work with Playground Committee.	Report quarterly.	CUS	2 Meetings this quarter. Review improvements for North Harbour Playground.
		3.1.1 Construct and maintain public open space and recreation facilities to cater to a range of community groups and supports increased future usage needs and is safe and accessible.	3.1.1.1 Capital improvements to improve and maintain sports fields, infrastructure, including key projects to be developed in conjunction with Sports Facilities Committee, LM Gramhams Reserve Landscape Masterplan, Major topdressing of ovals, Implement items from Sydney water LEP project, Manly Oval spectator seating, Bantley Bay Oval club house, automation of sportsfield lighting.	User numbers for community facilities. Number of proposed projects completed.	CUS	Recreation policy (Unstructured Activities) public exhibition closed 20th March 2012. Policy endorsed by Council April 2012. EOI Tennis Court & Multi Purpose Courts Feb, review of EOI March. Sports Fields renovation works & change of season works completed.
		3.1.2 Provide, manage and maintain community facilities and improve service facilities, marketing and management processes. Providing recreational facilities that promote play and improve physical fitness. Involve young people in developing the aesthetic of public space such as: • Public gardens	3.1.2.1 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.	HSF	19 weddings, 14 filming permits, 50 Corso permits, facilities bookings income YTD: \$164,157
		3.1.3 Involve young people in design aspects and developing the aesthetic of public spaces such as gardens, art and landscape facilities.	3.1.2.2 Manage the use of public space in the Manly CBD Corso including licenses, entertainment, charity approvals, and banner placements.	Review of local residents' complaints lodged. Observed quality customer service.	HSF	Bookings in all areas continue to rise average per month 25 permits, 5 filming permits per month.
			3.1.3.1 Construction and maintenance of facilities that cater to young people such as: Keirle Park, a Skate park at Seaford, dedicated youth spaces, Develop Youth and Children's services, promote youth programs.	Generated income from facilities.	CUS/HSF	Keirle Park Hall Pipe skate ramp installed. Installation of new seats adjacent to ramp.

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3	Liveable Manly neighbourhoods (cont'd)	3.1 Provide well utilised, maintained and managed community open space and sports facilities that meet community needs		3.1.2.2 Ensure young people are consulted in the planning process of public space so that it caters to their needs and is visually appealing to them.	Report quarterly.	CUS	100%	Consultation in line with endorsed Recreation Policy.
		3.2 Keep Manly public spaces and gardens well managed, clean and sustainable		3.2.1 Improve irrigation systems to achieve more efficient operation and water savings, at Manly Oval, Ocean Beach, East West Esplanade, Shelly Beach, Clontarf Reserve, and other public gardens.	Percentage of completed works and water savings.	CUS	20%	Water saving projects to be developed in consultation with Natural Resources team.
			3.2.2 Manage Manly public spaces, including gardens and streetscapes by improving civic amenity, plantings, maintaining trees and cultural heritage.	3.2.2.1 Improve grass and synthetic surfaces on Council's sports oval.	Standard of surface is maintained without injuries.	CUS	65%	Standard maintained.
				3.2.2.2 Maintain civic garden, and cultural heritage. Implementation of public spaces programs, such as Ivanhoe Park Masterplan for botanic gardens, Corso gardens. Regional maintenance programs. Park signage program. Civic area beautification program. Ocean Beach improvements, East West Esplanade improvements.	Number of priority street tree planting actions. Completion of signage change over. Obvious visual improvement to areas. Well maintained and clean public spaces.	CUS	85%	Parks signage audit spreadsheet completed to initiate replacement signage.
				3.2.2.3 Develop tree management policy (street trees, significant trees, park and open space trees); Continued street tree planting and tree maintenance, inspections & actioning customer request.	Tree management policy endorsed by Council for implementation. Number of trees planted in Manly LGA.	CUS	100% of proposed planting completed	Tree Management Policy & Strategy 100% completed. Tree planting Pine Street (west) 30 trees completed.
4	A connected & culturally vibrant Manly			3.2.2.4 Continued tree maintenance to cyclic works program, Norfolk Island Pine maintenance, tree storm call-outs, Tree Preservation Orders, small Crew tree trimming.	Number of Cycles completed. Number of breaches of Tree Preservation policy.	CUS	100% of cycle one completed	Second Cycle April to June 2012. TPO Inspections - 87. Permits issued removal/pruning - 38.
			3.2.3 Manage all internal & external maintenance (trees & mowing) contracts.	3.2.3.1 Carry out mowing services as per contracts.	Contract cycle and specification met.	CUS	100% of mowing cycle completed this quarter	Rain has affected mowing scheduling, program now back on track.
			3.2.4 Develop plan and program for expanding business opportunities for internal tree works.	3.2.4.1 Benchmark service costs against external providers (trees, mowing, and internal work).	Report quarterly.	CUS	100%	Review of Parks Schedules. Broad unit rates for some services completed. Assessment of time/ hours spent on job carried out.
		4.1 Provide improved community development initiatives and programs	4.1.1 Provide community development programs that build social capital of target groups, including community surveys, and improvements in communications.	4.1.1.1 Provision of formal and informal leisure programs to cater for young people's interests including arts and culture based activities.	Numbers of people attending new and existing community development programs, and new communication methods.	HSF	75%	Pacific and Macri dance group supported to develop and perform at regional dance competition. Two DJ workshops held at Queenscliff during the summer school holidays and an open mic session held with over twenty performers.

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4. A connected & culturally vibrant Manly (cont'd)	4.2 Provide high quality library services and cultural information facilities	4.2.1 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.	4.1.1.2 Include young people in the planning and implementation of broader community events.	Number of consultation events and projects completed.	HSF	75% Planning is underway to incorporate a youth cooking competition into the Manly Food and Wine Festival in June. Young Citizen of the Year Award ceremony included in Australia Day celebrations.
			4.1.1.3 Use of emerging technologies to ensure Council connects and listens to young people.	Report quarterly.	HSF	75% Facebook and the Manly Beaches Youth info website continues to be the most effective method of communicating with young people. PYSinc has developed a website to provide info on services on the Northern Beaches. Separate Youthfest 2012 Facebook page has been developed to promote the event.
			4.1.1.4 Provide opportunities for young people to participate and recognise their contributions and achievements.	Report quarterly.	HSF	75% Young Citizen of the Year Award celebration on Australia Day to recognise contribution of a Manly Youth Council member.
			4.2.1.1 Continued provision of Library and Information Services, including loans, reference services, children and target group programming, exhibitions, inter-library loans, mobile Library Allnet. E books.	Manly LGA Library members door counters, circulation stock number, database & electronic resource usage.	HSF	75% Library door counter: 99,981; loans 99,030; 14,210 database sessions; 24,260 database searches; 3,475 public computer bookings; 30,264 public views of website.
4.3 Strengthen the social capital and bonds within key Manly neighbourhoods with its special international communities	4.3.1	4.3.1.1	4.2.2.1 Continued provision of Manly Art Gallery and Museum (MAGAM) services, including maintenance of collection, touring exhibitions management, support MAGAM society, and act on audience assessment.	Management Reports on visitor numbers, exhibitions, programs, financial reporting, new initiatives and staff.	HSF	75% Gallery door counter: 29,176; exhibitions 12; public programs 17; income YTD -\$90,410
			4.3.1.2 Coordinate of Meet Your Street program.	Updates on range of programs conducted.	HSF	100% 20 Meet Your Street events.
			4.3.1.2 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	75% 43 events held including: Australian Open of Surfing, Australia Day, Cole Classic, 5 World Food Markets, World Surfing Reserve dedication, 20 / twenty challenge, International Women's Day, 2 citizenship ceremonies

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5 A socially inclusive, equitable and supportive Manly		4.3.2 Engage in cultural exchanges with other Councils and government organisations nationally and internationally.	4.3.2.1 Further development of new Friendship City program with Yeongdo, Korea.	New Programs developed.	HSF	50% Invitation received from Mayor of Yeongdo for Manly delegation to visit in this year because of Expo 2012.
			4.3.2.2 Continuation of Staff Charity Fundraising Committee.	Committee managed.	LS	ongoing Annual program is currently being reviewed and re-invigorated.
			4.3.2.3 Continuation of East Timor support project.	Project managed.	LS	ongoing Manly Friends of Oecusse (MFOO) continue to meet on a monthly basis. Funds have been allocated to projects for 2012 – Seed to Slogies, In the Green, Caring for the Future, Water, Funds continue to be raised by donations, memberships, fund raising at the monthly Manly Local Market and BBQ's at Bunnings. Plans for Oecusse being discussed.
			4.3.2.4 Continued support for Manly / Oecusse Friendship.	Project managed.	LS	ongoing As above.
	4.4 Assist the community in their educational needs	4.4.1 Working with Council's stakeholders in maintenance of standards and delivery of educational services.	4.4.1.1 Assisting through the delivery of existing education programs run through Council environmental and other services, such as Libraries, and Art Gallery.	Updates on range of programs conducted.	HSF	75% Library education programs: 51; Art Gallery education programs: 17
	5.1 Provide a range of children and youth community support services	5.1.1 Continue delivery of programs and services for children and families such as Family Day Care, Preschools and Immunisation Clinic services in accordance with community needs.	5.1.1.1 Continued children services delivery at Roundhouse, Roundhouse and Harbour View Long Day Care, Harbour View Occasional Care, Family Day Care, Kiahoe Park and Kangaroo Street Pre-schools, Before and After School Care, Vacation Care.	Updates on range of programs conducted.	HSF	75% FDC continued to provide 90-92 equivalent full time childcare places per week with 12 educators, previously known as carers. Long Day Care provided at the Roundhouse (80 place centre) and Harbour View (38 place centre and includes occasional care). Preschools continued to provide 80 childcare places in school term. Current waiting list for long day care is 716. All child care programs maintain full occupancy.

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						Increased attendance at Before and After School Care with occupancy rates of 67% for BSC and 84% for ASC. Occupancy rates for Vacation Care were 79% at Kangaroo St and 57% at Sealorth.
			5.1.1.2 Operate and maintain the Immunisation Clinic.	Updates on range of programs conducted.	HSF	Immunisation clinic continues as a monthly service for early childhood immunisation with attendance of 14 to 27 per month for the period January to March.
			5.1.1.3 Locate a multi use facility to accommodate an Early Childhood Health And Parenting Centre in Many.	Updates on range of programs conducted.	HSF	Expression of Interest received for a suitable facility in the Stocklands Village. Plans drawn up for fit out.
		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 Many Youth Council. Providing Recreation & Leisure program for youth.	Updates on range of programs conducted.	HSF	Many Youth Council continues to meet monthly and coordinate youth activities. Many Youth Council Secretary awarded Many Council Young Citizen of the Year on Australia Day. Youth Programs provided January to March include: band nights, GI@M, Reliability project for intellectually disabled people to participate in the program. Youth Council; DJ workshops, Open Mic event. Mums in Motion. Bring it On Dance Group.
			5.1.2.2 Provision of Adolescent and Family Counseling.	Updates on range of programs conducted.	HSF	AFC continues to provide nil charge counselling service to families with children aged 12-21. Youth counselling between 37-43 clients per month.

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			5.1.2.3 Develop a GL@M program and activities for GLTBQ young people.	Updates on range of programs conducted.	HSF	75% GL@M continues to meet fortnightly and arranges varying recreational activities that promote social inclusion. Two photography/art projection workshops facilitated as part of the Mardi Gras Youth Project. Images were displayed at Shepparton Youth Theatre.
			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 Provide information and referral to target groups. 5.2.1.2 Develop and update information guides and brochures for seniors, CALD communities and PWD.	HSF	75% Seniors Guides completed for 2012/13. Information and referral provided for aged and disability services.
					HSF	75% Donation made by Council for NAIDOC Week. Council representative attended Closing the Gap initiative 27 April meeting to discuss local and well being. Harmony Day promoting cultural diversity celebrated in Seniors Week with an event held 21 March at the Manly Club for Seniors. Meals on Wheels program continues to provide a meal service and activities to enhance social inclusion for the aged community. Manly GL@M continues to provide a range of recreational activities to support homosexual young people.

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A. Social						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012 Progress on KPI % Complete
						An event in partnership with Hornsby Council's group is planned on 14 April, 2012. Protocols for managing homelessness are being progressed by the Community Safety Committee. Club Friday continues to provide weekly recreational activities for people with intellectual disabilities residing on the Northern Beaches.
			2.2.1.3 Operation of Manly Seniors Centre to provide a range of social & recreational activities.	Updates on range of programs conducted.	HSF	75%
			2.2.1.4 Continued operations of Meals on Wheels; Community Resource Centre; and a range of services for seniors; Operation of Club Friday recreational program for PWD.	Updates on range of programs conducted.	HSF	75%
						<p>HSF has delivered 5,229 meals on wheels to seniors in March. This has achieved 74% of target set by ADHC. The service is supported by 192 volunteers. MOW provides 4 community restaurants a month in Manly, one a month in Seaford. A new community restaurant is to commence in the Manly Community Centre. MOW provides weekly shopping to the Manly and a recreational outing once a fortnight. Club Friday continues to provide a weekly recreational program 47 weeks per year for PW an intellectual disability. These programs link them to social activities in the Northern Beaches and the Manly Seniors Centre. Two day trips per year are scheduled with the next one programmed for May.</p>

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Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Delivery Program Third Quarter Matrix

A. Social						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012 % Complete Progress on KPI
			3.2.1.5 Administration of Community Development Support and Education (CDSE) grants and Community Cultural grants.	Updates on range of programs conducted.	HSF	75% Council continues to support CDSE grants, now known as ClubGrants. Advertising of grants appeared in the Manly Daily in March.
			3.2.1.6 Promotion and support of the International Day for People with a Disability.	Updates on range of programs conducted.	HSF	75% International Day for People with Disability is held on 5 December. Activities will be planned to promote IDPWD.
			3.2.1.7 Provide programs or funding, that actively engage excluded groups.	Updates on range of programs conducted.	HSF	75% Program for gay, lesbian, transgendered, bisexual and questioning young people (GLBTQ) held on 11 March. Evening event held for young mothers known as Mums in Motion. Trivia night to be held in April between GLM and GALAH (Hornaby Council's GLBTQ support group). Council has applied for the Graffiti Crime Prevention Grant. Band nights held in Hornaby and Hornaby as alcohol free band night events for young people. Grant application submitted for a National Binge Drinking - Community Initiatives Program. Donation made by Council to support NAIDOC Week.

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Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Delivery Program Third Quarter Matrix

B. Economic

Goals		Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012
							% Complete
1	A diversified and balanced 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 Progress Manly2015 strategies by refining 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 Manly2015 by activation of laneways and pedestrian streets.	Regular community newsletters; Community PR surveys; Business surveys; Visitor surveys; Satisfaction surveys; Programs (satisfaction indicators).	Strategy	Ongoing
			1.1.2 Continue developing partnerships with local and regional stakeholders.	1.1.2.2 Continued development of partnerships with local stakeholders.	Report on activities quarterly.	GMU	Ongoing
2	Tourism is recognised as a critical part of the local economy	2.1 Develop a Manly Tourism Management Strategy to protect and preserve local environmental heritage	2.1.1 Develop Manly tourism development and management strategy to review the social, economic and environmental impact of tourism on Manly, considering its composition, current and future needs and opportunities, and local management requirements.	2.1.1.1 Review data for preparation of draft Tourism Plan and draft following survey of key stakeholders.	Completion of plan; Actions proposed; Community involvement and consultation in strategy.	HSF	75%
			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)	Measures success of local programs (satisfaction indicators); Feasibility and costs in construction and building of new VIC; Visitor numbers at Manly VIC; Observed Quality customer service; Generated income; Project planning Visitor numbers.	HSF	75%
		2.3 Deliver events and activities to entertain, educate and involve Manly's community	2.2.2 Review Manly's VIC current and future accommodation needs for purpose and capacity of service business.	2.2.2.1 Prepare a feasibility and design for extension to VIC premises by reviewing the current patronage, customer space and future improvements for design purposes	Project completed on time and to budget.	HSF	50%
			2.2.3 Working in partnership with Tourism NSW and local businesses.	2.2.3.1 The conduct of a Manly tourist forum with key tourism stakeholders.	Report on forum conducted.	HSF	75%
		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 (a) Continued organisation of Manly Council events as per events program; (b) Events approval for Non Council Organisers; (c) Conduct regular and audience participation events; (d) Manage and coordinate the events' application and approval processes; (e) Management and delivery of Manly Arts / Craft Market and Farmers Market.	Programs and events delivered within approved budget; Outcome of Sponsorship events; Quality of delivery of event presentations (by survey); Audience numbers; Sponsorships attained; Generated income (per event); Media coverage (per event).	HSF	75%
			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 reported to Council.	HSF	75%

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Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012
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B. Economic

Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012	
						% Complete	Progress on KPI
4 Improved amenities and physical infrastructure services in Manly	4.1 Manage infrastructure and assets to ensure financial sustainability and meet community expectations	4.1.1 Implementing Asset Management Plan & Policy for Infrastructure Assets in line with Department of Local Government guidelines. Condition assessments Safety assessments. Roll out of 10 year Urban Services works program schedule. Establish service levels for required works based on available funding to meet community expectation.	4.1.1.1 Asset Management Plan refined to include: (a) condition rating of all council footpaths; (b) condition rating of all council footpaths; (c) implementing building maintenance program (toilets); (d) roads rehabilitation program implemented; (e) assess condition of stormwater drainage system through a CCTV survey.	100% implementation of Asset Management Plan and policy. 100% review of other areas reported in Asset Management Plan (e.g. footpaths, & drainage). Quarterly reports on progress of all Annual Maintenance and Works programs. Number of accidents reported on Council footpaths.	CUS	(a) 95% of the footpath condition rating has been completed. (b) 100% of the building maintenance program is completed and implementation is underway. (c) 75% of the roads rehabilitation program has been completed. (d) 10% of the stormwater drainage system has been implemented. (e) 55% has been completed from the program and reduction in building reactive catchment by sub catchment.	(a) Reduction in ad hoc customer complaints in relation to footpath trip hazards (b) Implementation of forward recurrent footpath works program is underway (70% implemented as per Y 2011/12) (c) Footpath maintenance works program. (d) 55% has been completed from the program and reduction in building reactive catchment by sub catchment. (e) Darley Road, Wheeler Road, Boatrace Street, Road, Boatrace Street, Avenue, Kitchener Street, George Street, College Street, Riddell Street, Boyle Street, Lodge Street, Lauderdale Avenue.
		4.1.2 Roads resurfaced and rehabilitated to standard.	4.1.2.1 (a) Annual road sealing program implemented; (b) Asset Management Plan and Pavement Management System implemented.	Completion of annual roads program on time and within budget. Road network condition remains the same level or improves; Condition assessment undertaken for road network (25% annually).	CUS	(a) 59% (b) 65%	(a) Hill Top Crescent, Darley Road, Wheeler Street, Luka Avenue, Amiens Road, Boatrace Street. (b) AMP has been reviewed regularly to validate with all the visual condition assessment of the road based on the crocodile cracks and rutting.
4 Improved amenities and physical infrastructure services in Manly (cont'd)	4.1 Manage infrastructure and assets to ensure financial sustainability and meet community expectations, cont	4.1.3 Review of Civic Plant and Equipment purchasing policy to provide a safe, efficient, cost effective and environmentally sustainable fleet that meets 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) document achievements re: purchasing fuel changes; (c) undertake a fleet rationalisation/ usage; and (d) Undertake a Biodiesel review.	Reduction of Plant, Fleet and Equipment Life Cycle Costs; Annual review of Leaseback vehicles completed.	CUS	(c) 90%	(a) Recent vehicle purchases have been diesel not petrol. (b) Backhoe, tipper, loader, buses, roller, compressor, crane truck run on biodiesel. (c) Heavy fleet replacement program complete. Assessing replacement with intent to reduce overall heavy & light fleet numbers.

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Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012
Delivery Program Third Quarter Matrix

B. Economic

Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012	Progress on KPI		
4.2	Deliver major infrastructure projects to ensure safety, sustainability and improve public amenity	4.2.1	Delivery of Projects in Capital Works Program.	4.2.1.1	Capital works project implemented: (a) Program forward maintenance and capital works; (b) Addiscombe Road site monitoring; (c) Program implementation for Capital Maintenance Works, Road resurfacing, Pavement management, and drainage/flood; Seaford TAFE and Seaford Town Centre Redevelopment, Ocean Beach Stage 5 – Queenscliff Surf Club & LNUJ Committee, Manly Aquatic Centre upgrade – (uncertain dependent on funds), Manly2015 implementation – Manly Oval/Whistler Street triangle site redevelopment and other actions. Input to Council's Floodplain Management Study and modelling. New Dringby Storage Facilities at Sandy Bay.	100% Delivery of Projects in Capital Works Program on time and within budget. Number of projects completed. Projects endorsed by Council. Vehicle downtime running costs.	CUS	40% of the program has been implemented. Most of the works may be implemented on a priority basis.	(a) (c) Slow phase of implementation as per the program. (b) Recurrent and capital works be implemented on program Y 2011/12.
		4.2.2	Major Projects Planned, exhibited, designed, delivered: Manly2015 public domain areas; Manly Aquatic Centre; Seaford TAFE site redevelopment; and Redevelopment for Baby Health Centre site.	4.2.2.1	Public exhibition of Manly2015 and commencement of detailed design of public domain areas. Detailed design and costing of Manly Aquatic Centre. Finalising of detailed proposal for Seaford TAFE and acquisition. Detailed design and commencement of new community facility on former Raglan Street Baby Health Centre site.	Projects progressed and delivered on time and to budget and desired specification (GMI/Strategy). Projects endorsed to proceed by Council.	Strategy	ongoing	Manly Aquatic Centre LIRS grant application, and financial considerations in LTFF. Seaford TAFE acquisition ongoing.
		4.2.3	Provide drainage infrastructure that is functional, effective and environmentally sensitive and meets community expectations.	4.2.3.1	Annual drainage projects undertaken as follows: (a) Annual capital maintenance; (b) Works program implemented; (c) Forward works program developed; (d) Stormwater Management Plan and policy implemented; (e) Modelling and analysis of stormwater network; (f) Review on Site Stormwater Management Policy.	Reduction in number of customer complaints and claims. Completion of annual maintenance and capital drainage works program on time and within budget. Reduction in number of flooding claims/flooding. Length of pipelines constructed/reconstructed.	CUS	(a) 76% (b) 25% (c) 99% (d) 65% (e) 15% (f) 50%	After progressing (a) to (f) from one year program, reduction in customer complaints.
4.3	Improve public amenities, footpaths and pedestrian mobility to ensure safety and meet the needs of the community	4.3.1	Implementation of pedestrians & footpaths infrastructure improvements.	4.3.1.1	Pedestrians & footpaths network improvements, including (a) Completion of annual (urban services) audit of the footpath network to identify footpath conditions; (b) Implementation of audit to construct new footpaths; on priority works basis, as well as condition ratings & capital funds available; (c) Identifying new links and construction of new footpaths based on identified community needs; (d) Implementing Traffic Committee recommendations relating to traffic devices and road safety. (e) Undertake regular maintenance and upgrading of footpaths 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.	100% completion of footpath audit. 100% reduction in complaints, trip claims; Meeting agreed and identified community expectations depending on budget allocation; 100% of agreed infrastructure projects with Footpath Conditions; Condition Assessment of Footpath Network, 25% annually. Areas of footpath repaired/constructed; Number of complaints/insurance claims.	CUS	(a) 95% (b) 70% (c) 60% (d) 10% (e) 55% (f) 70%	Complaints have been reduced recently in relation to footpath trip hazard (recent elimination of footpath trips such as Thornton Street, Sydney Road etc) and maintenance issues in relation to public toilets and buildings.

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B. Economic

Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	1st January to 31st March 2012	
										% Complete	Progress on KPI
4	Improved amenities and physical infrastructure services in Manly (cont'd)	4.4	Develop emergency plans to protect community, natural environment and built assets	4.4.1	Preparation and review of Emergency DISPLAN for the Manly area.	4.4.1.1	(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.	Plan implemented. Attendance at external committee (quarterly); Review completed.	LS	75%	Amended LEMC Constitution adopted by Council . March meeting held .DISPLAN reviewed.
		4.5	Provide community facilities, assets, and public parking that are accessible, clean, fit and habitable	4.5.1	Maintain Buildings and Facilities to a sustainable and functional standard.	4.5.1.1	(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.	Regular site inspections and condition audits (being completed and assets maintained to community standards.	CUS	(a) 90% (b) 60%	Thorough condition assessments of buildings and facilities are complete. Some works have been programmed while others have been programmed and appropriate funding requested.
			4.5.2	Maximise return to Council by appropriate utilisation of Community facilities and properties.	4.5.2.1	(a) Provide an accessible booking system of all council's facilities available for hire and or use by members of the general public.	Implementation of accessible booking system; Satisfaction with community facilities (via survey information and condition assessments).	HSF	Ongoing	High bookings for facilities on Event Pro: YTD \$164,157.00.	
			4.5.3	Providing public parking facilities within the Manly LGA and managing and Improving usage across Council's four public car parking facilities.	4.5.3.1	(a) Manage, operate and maintain Council's four parking facilities at Whistler St, Pacific Waves building, Penicula building, Manly National building; (b) Develop marketing plan to improve usage; (c) Review rates regularly to assess usability; (d) Management of Council's parking meters at the Ocean Beach Front.	Facilities rented to achieve market rental or a use of benefit to the community as appropriate.	HSF	Ongoing	High bookings for facilities on Event Pro: YTD \$164,157.00.	
			4.5.4		4.5.4.1	(a) Manage, operate and maintain Council's four parking facilities at Whistler St, Pacific Waves building, Penicula building, Manly National building; (b) Develop marketing plan to improve usage; (c) Review rates regularly to assess usability; (d) Management of Council's parking meters at the Ocean Beach Front.	Review and report on car parking usage and fees by car park; Report on street parking (revenue received from meters).	GMU	75%	945,475 vehicles have used Council's Parking Stations YTD. Revenue for parking meters is tracking well against revenue budget.	
		4.6	Work with community stakeholder groups to better understand infrastructure improvements needed	4.6.1	Community infrastructure partnerships to ensure delivery improvements.	4.6.1.1	(a) Manage committees and stakeholder input (e.g. Manly Scenic Walkway Committee); (b) Manage community expectations and data; (c) Respond to community complaints in writing, by phone, etc.	Respond to community complaints; Well managed committees (based on survey responses).	CUS	100%	a) All the capital infrastructure works has been community-consulted. 100% of community complaints responded to within allocated time frame; 100% of Committees commitment met. b) Communicate and receive comment for all the infrastructure works. c) Respond within timeframe to residents with relevant information.
		4.6.2	Develop plan and policies to respond to infrastructure community concerns.	4.6.2.1	Develop and refine current infrastructure plans with community input.	Report quarterly.	CUS	85%	Consultation process is being carried out for all the projects for local residents' comments.		

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C. Environment

Goals		Strategy	Four Year Plan		One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012 % Complete	Progress on KPI
1 Natural heritage, bushlands and biodiversity is protected and preserved for future generations	1.1 Promote the protection of the environment as the key to a sustainable future	1.1.1 Preparation of a State of the Environment Report for Manly 2011/12 under the new IP&R framework.	1.1.1.1 Preparation of a supplementary State of the Environment Report for Manly 2010/11.		Completion of SoE Report for 2010/11 year.		LS	100%	Completed.
		1.1.2 Implementation of all relevant actions in the Manly Sustainability Strategy(MSS).	1.1.2.1 Progress towards implementation of relevant MSS actions.		Report on completion of actions.		LS	Ongoing	Priority actions implemented.
		1.1.3 Administer Environmental Levy and report on this to the community.	1.1.3.1 Administration of Environmental Levy, including Environmental Levy budget, annual and community reporting.		Completion of EL Annual Report and community newsletter. Number of Environmental Levy funded projects implemented on time and to budget.		LS	80%	Programs will be completed by June 2012.
	1.2 Deliver and enhance environmental regulation services to protect natural environment	1.2.1 Specific Contaminated Site Management in liaison with DECCW.	1.2.1.1 Contaminated Site Management at Addiscombe Road (Stage 1 remediation).		Report on contaminated site management progress.		LS	0%	The project is on hold in 2011/12 as requested by Executive.
		1.2.2 Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations.	1.2.2.1 Advice provided on private and public contaminated lands in referred Development Applications. 1.2.2.2 Participation in and implementation of threatened species recovery programs and projects (including Bandicoot Education Project).		Provision of advice in accordance with the Contaminated Land Policy. Progress towards implementation of recovery programs and projects, publication of annual threatened species data.		LS	80%	DAs referred when received. The Natural Resources Branch continued to implement responsibilities under the Little Penguin and Long-nosed Bandicoot Recovery Team as well as those arising from Council resolutions including (i) updating and reviewing protected areas and (ii) providing input into updating WPT2 signs at Federation Point.
	1.3 Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations.	1.3.1 Undertaking Biodiversity and terrestrial management environmental programs that protect threatened species, habitat and populations.	1.3.1.1 Undertaking Threatened species assessments & projects.		Number of DAs assessed in relation to threatened species issues.		LS	ongoing (75% for 2011/12)	6 Threatened species DAs were completed including one for the Eastern Grey Kangaroo. Input was provided for the First Floor Manly Wharf Development and input provided into internal Council works within threatened species habitat.
		1.3.2 Implement recommendations of the Manly Flora and Fauna Study.	1.3.2.1 Progress priority outstanding recommendations.		Progress towards outstanding priority actions, number of native plant species, endangered species, populations and communities recorded in LGA.		LS	60%	Study being progressed.
		1.3.3 Develop a Biodiversity Strategy for Manly and implement priority actions.	1.3.3.1 Complete stage one of the Biodiversity Strategy (including planning mechanisms to protect and conserve biodiversity corridors).		Stage one of the Biodiversity Strategy completed.		LS	10%	New Environmental Officer commenced 19 March to progress Biodiversity Strategy.

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C. Environment		1st January to 31st March 2012				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Progress on KPI
1 Natural heritage, bushlands and biodiversity is protected for future generations (cont'd)	Underlake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations. (cont'd)	1.3.4 Companion Animal Management Plan to adhere to statutory obligations and to have a focus on responsible pet ownership.	1.3.4.1 Review the Companion Animal Management Plan with a focus on advocating responsible pet ownership which minimises impacts on others and the natural environment.	Reporting on initiatives undertaken.	LS	50% Management Plan under review.
		1.3.5 Identify, map and evaluate significant biodiversity elements in the LGA and incorporate data into Council's GIS, and develop a Biodiversity Conservation Plan.	1.3.5.1 Commence biodiversity mapping program and review planning controls to assist with the conservation of biodiversity.	Progress towards biodiversity mapping and review of planning controls.	LS	80% Good diversity mapping completed. Conservation Plan drafted and being reviewed.
		1.3.6 Implementation of adopted Coastline & Estuary Management Plans.	1.3.6.1 Implementation of management actions proposed in the adopted North Harbour CZMP.	% of Actions implemented within adopted Management Plan(ESD)s.	LS	70% All plans adopted and being processed for implementation.
		1.3.7 Consolidation and revision of existing Coastal and Estuary Management Plans into Coastal Zone Management Plans following recent NSW Government's Guidelines.	1.3.7.1 Initiate a proposal for consolidation of existing Management Plans.	Proposal made and adopted.	LS	100% Proposal made and adopted by Council on 5 March 2012.
		1.3.8 Undertake measures for coastal protection and implement Emergency Action Plans.	1.3.8.1 Undertake revision of Coastal Hazard Definition Studies. Consider options for beach nourishment.	Number of hazard sites remediated.	LS	50% Studies identified and funding being sought.
		1.3.9 Aquatic Reserve Management Plan Preparation & Implementation.	1.3.9.1 Assist DEC/W in adoption and implementation of the Cabbage Tree Bay Aquatic Reserve Management Plan.	% of proposed actions implemented.	LS	100% Conditions on DAs for CBD development.
		1.3.10 Landscape Masterplan for reserves in coastal foreshores.	1.3.10.1 Implement adopted Sandy Bay and North Harbour Reserve Landscape Masterplans.	% of proposed actions implemented.	LS	100% Scheduled works for the year completed.
		1.3.11 Assess and plan water access facilities & infrastructure.	1.3.11.1 Initiate a study on boat storage, jetty and boat ramp facilities.	Study completed.	LS	100% Study completed; long-term plan preparation initiated.
		1.3.12 Establish and manage coastal erosion risk areas.	1.3.12.1 Contract manage a modelling study to establish coastal risk area (erosion).	Coastal Erosion risk area identified.	LS	100% Coastal erosion risk area identified and publicly exhibited.
			1.3.12.2 Establish coastal risk Investigation Areas as an interim measure.		LS	100% Drafted.
			1.3.12.3 Drafting of Sea Level Rise Adaptation Policy.		LS	100% Drafted.
		1.3.13 Delivery of Water Cycle Management Plans, Projects and Strategies.	1.3.13.1 Delivery of Water Cycle Management Plans, Projects and Strategies.	Strategies implemented.	LS	60% Ongoing.
		1.3.14 Development of a new 4 year Potable Water Savings Action Plan (2012/13) subject to ongoing statutory requirements.	1.3.14.1 Complete the implementation of adopted 2008/09 - 2012/13 Water Savings Action Plan by 2012/13.	Ongoing Council organisational potable water reduction (KL consumption vs 2000/01 usage). Report implementation.	LS	90% Ongoing.

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C. Environment

Goals		Strategy		Four Year Plan		One Year Plan		KPI		Responsible Lead Division		1st January to 31st March 2012 % Complete		Progress on KPI	
			1.3.15	Continued development and implementation of sustainable alternate water re-use schemes at Council's facilities.	1.3.15.1	Stormwater harvesting feasibility assessment for key reserves (e.g. LM Graham as per adopted Masterplan).	Number of Council alternate water sourcing schemes (rainwater, stormwater, groundwater). Potable water saved.	LS	15%	Detached Assessment at LM Graham Reserve proposed scheduled to be carried out using WaSIP funding.					
			1.3.16	Ongoing implementation of Manly Lagoon Integrated Catchment Management Strategy in partnership with Warringah Council.	1.3.16.1	Completion of the Manly Lagoon Sites 1&2 Dredging Project (2011) (NSW Estuary Management Program 50% Funded).	Number of Projects Outstanding (ICM Strategy). Sites 1&2 project dredging completion.	LS	100%	Completed.					
			1.3.17	Development of a Manly LGA & Manly Lagoon Catchment Flood Study, Floodplain Risk Management Study, and Floodplain Risk Management Plan (2014).	1.3.17.1	Completion of the Burnt Bridge Creek Integrated Restoration Project (2009-2011) (3 Year \$1.87 million NSW Government grant funded Manly & Warringah Council Alliance project).	Burnt Bridge Creek Integrated Restoration Project Completion.	LS	90%	Some project components still being finalised by project manager.					
			1.3.18	Development of a Water Sensitive Urban Design (stormwater) Plan, and Improved Stormwater & Sewer Pollution Control.	1.3.18.1	Development and adoption of a Manly LGA & Manly Lagoon Catchment Flood Study (12-24 month project duration).	Development and adoption of appropriate Manly LGA & Manly Lagoon Catchment Flood Risk Management documents.	LS	25%	Manly Lagoon Flood Study at Stage 3 (of 5). Public exhibition planned in Jan 2013. Manly LGA Flood Study Consultants Brief developed and to be placed on Tenderlink in final quarter 2012.					
			1.3.19	Bushland management, restoration works and maintenance on council lands.	1.3.19.1	Development of WSUD (stormwater) Plan. Implement new stormwater pollution control devices & bioretention systems. Continue Dry Weather Sewer Leak Investigation Program.	Development of a WSUD (stormwater) Plan. Number of GPTs. Number of bioretention systems. Ongoing Dry Weather Sewer Leak Investigation.	LS	15%	WSUD Plan under development.					
			1.3.19.2	Provide strategic direction and implementation of bushland. Progress restoration of bushland reserves from 2009-2012 Bushland Management Strategy.	Works performance indicators being met.	CUS	75%	Bushland reserve maintenance undertaken as per schedule to ensure documented performance indicators are being implemented.							
			1.3.19.2	Revegetate or increase bushland corridors.	Documented number of corridors completed. Number of natives planted in bushland corridors.	CUS	80%	No further planting has been done during this quarter.							

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C. Environment

Goals		Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012 % Complete	Progress on KPI
1 Natural heritage, bushlands and biodiversity is protected and preserved for future generations (cont'd)	1.3	Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations. (cont'd)	1.3.19 Bushland management, restoration works and maintenance on council lands (cont'd).	1.3.19.2 Noxious weed management on private property. Program noxious weed management on private property. Provision of community education for noxious weed eradication; Participate on the Sydney North Regional Weeds Committee. Establish data base to capture non compliance; Distribute notifications; Communicate with community on weed eradication programs; Regularly attend the SNRWC meetings.	Number of noxious weed inspections and notifications issued. Number of community education events attended by staff. Attendance at Sydney North Regional Weeds Committee meetings.	CUS	100%	4 noxious weed inspections undertaken. No environmental education events attended by staff. 1 Regional Weeds Committee meeting attended.
				1.3.19.4 Upkeep five Manly Scenic Walkway track and path areas.	Linear meters of walking track upgraded and maintained.	CUS	70%	3.4km of walking track maintained.
				1.3.19.5 Implementation of Bushland Environment Levy projects.	No of waterways and estuarine communities free from weeds.	CUS	100%	Bush regeneration contracts implemented and completed.
				1.3.19.6 Develop a strategy for future bushland management and biodiversity management in Manly.	Bushland Environment Levy projects delivered on time and budget.	CUS	85%	Bush regeneration contracts implemented (100% completed). Creek bank and wetland projects implemented (100%). Creek bank and wetland projects implemented (80% complete). Sediment removal from Wilches Glen 0% complete.
				1.3.19.7 Provision of community education for noxious weed eradication.	No of community education events attended by staff.	CUS	25%	No more environmental events attended during the reporting period.
				1.3.19.8 Audit and plan for future control. List all projected problem areas and actions for future control. Undertake ongoing rabbit control programs using various methods. Work cooperatively with neighbouring Council's and land managers.	Number of rabbit control programs implemented. Reduction in rabbit identified by survey and Rabbit Density Index measure. Attendance at Urban Feral Animal Action Group meetings.	CUS	100%	Rabbit control program has been completed for this financial year.
				1.3.19.9 Support volunteer participation in managing Council bushland areas. Continue to support and develop volunteer Bushcare Program.	Number of volunteer Bushcare hours worked annually. Number of volunteer hours per quarter.	CUS	100%	82 volunteer hours.
				1.3.19.10 Bushfire fuel reduction management (Council lands); Audit Council local government areas to determine risk. Identify areas requiring management actions from the Bushfire Risk Management Plan. Implementation of bushfire fuel reduction works identified from audit as listed in the MNN bushfire risk Management Plan.	100% implementation of Bush Fire Risk Management Plan. Number of areas that have been reduced in risk categories.	CUS	85%	No change on last period. 23 of 27 fuel reduction works identified from audit have been initiated.
				1.3.19.11 Development of education strategies, and their implementation about bush fire reduction strategies & staged management of reductions.	Level of community understanding of bush fire reduction strategies and staging reductions through survey, observations and attendance at training.	CUS	10%	Manly Mosman North Sydney Bushfire Committee has commenced preparing a Community Education Strategy.

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C. Environment

Goals		Strategy	Four Year Plan		One Year Plan		KPI	Responsible Lead Division	1st January to 31st March 2012 % Complete	Progress on KPI
1 Natural heritage, bushlands and biodiversity is protected and preserved for future generations (cont'd)	1.3	Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations. (cont'd)	1.3.20	Continued environmental advocacy and advice such as:	1.3.20.1	Environmental advocacy and advice such as:	Continued Bushland maintenance of reserves, regeneration, and fire hazard reduction works, and management of volunteer bushcare Programs.	CUS	85%	23 of 27 Fuel reduction actions documented in the BFRMP have been initiated. 100% Bushland reserve maintenance undertaken as per schedule to ensure documented performance indicators are being implemented.
			1.3.21	Providing internal sustainability advice on major development assessments, and Councils Reviews of Environmental Factors, policy/strategic sustainability planning as required.	1.3.21.1	Provision of advice for DAs/ REFs, strategic sustainability planning as required.	Advice provided as required.	LS	ongoing (75% for 2011/12)	All appropriate DAs referred.
			1.3.22	Working with SHOROC on regional sustainability projects as required.	1.3.22.1	Provide sustainability input into areas: Council project teams as required as CEP / DCP, Environmental Sustainability etc, Built Environment Sustainability Team.	Input provided as required, number of BESTs meeting held.	LS	ongoing (75% for 2011/12)	Ongoing programs.
			1.3.23	Continued Community & Environmental Partnerships.	1.3.23.1	Provide input to the SHOROC Shaping Our Future regional strategy, and make accessible to the community.	Input provided into SHOROC Shaping Our Future Regional Strategy.	LS	ongoing (75% for 2011/12)	Staff attend SHOROC workshops.
			1.3.24	Update Manly Council Education for Sustainability Strategy to reflect latest best practice in education for sustainability.	1.3.24.1	Continued Community & Environmental Partnerships.	Programs implemented.	LS	ongoing (90% for 2011/12)	Events and projects are ongoing.
			1.3.25	Capacity-build community members to become capable of leading community based sustainability initiatives.	1.3.25.1	Demonstrate leadership in sustainability through local and regional projects, such as solar panels and environmental restoration projects.	Number of programs / events per quarter.	LS	90%	Strategy current under review.
			1.3.26	Continue to provide sustainability engagement programs targeting schools, businesses, Council staff and community.	1.3.26.1	Share knowledge on education for sustainability methods with SHOROC Councils and work collaboratively on joint initiatives where appropriate.	Measure success of local programs (satisfaction indicators).	LS	70%	Staff work with SHOROC on regional projects.
			1.3.27	Manly Environment Centre (MEC) management of "shopfront" for the purpose of information exchange, advocacy and research, events, activities and projects; and volunteers.	1.3.27.1	Implement CEP programs.	Programs implemented.	LS	60%	Programs are ongoing.
			1.3.28	Relocation of MEC.	1.3.27.2	Promotion and marketing of International Conference for Environment Centres - Sept 2011.	Number of attendance at International Conference.	LS	100%	Visits from 2 International & 1 national University groups as a follow up from the Conference.
			1.3.29	Move towards a more environmentally sustainable Manly working together with Councils and NGOs.	1.3.27.2	Preparation of conference material.	Expand on MEC International program for global project.	LS	50%	Started network of Environment Centres.
			1.3.30	Maintain and promote the social and environmental networks.	1.3.28.1	Plan new facility.	Progress with plans.	LS	10%	On schedule.
					1.3.29.1	Undertake public education programs for key environmental dates that engage new groups.	Number of programs/events per quarter.	LS	70%	4 completed programs/events.
					1.3.30.1	Continue to strengthen and develop new partnerships local, national & globally.	Number of volunteer hours per quarter.	LS	70%	On schedule. Distribution of monthly What's On & networking at community events increasing.

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C. Environment

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2	Create liveable neighbourhoods and more affordable housing choices by better managing population growth	Work in partnership with the community to better plan new and existing development of the built and natural environment	1.3.31	Increase the numbers of interns and volunteers.	1.3.31.1	Promote awareness of Manly Environment Centre and Council's successful projects via conference.	Measure growth of environmental businesses in Manly via regular surveys.	LS	70%	Number of volunteer hours: 1415
			1.3.32	Promote eco tourism; and	1.3.32.1	Promote awareness of Manly via network of Environment Centres websites.	Working more closely with Environment communities.	LS	50%	Started network of Environment Centres.
			1.3.33	Promote MEC's role in addressing Climate Change issues in Manly.	1.3.33.1	Working with local stakeholders - local precincts, NGOs and community representatives in the promotion of Manly conference.		LS	70%	Working with climate groups on joint event.
			2.1	Refining & improving local character and built environment through the provision of Council urban design and planning services statutory requirements including:	2.1.1	Strategic land use planning services: Statutory requirements.	Delivery of LEP to meet DCP requirements.	LS	100%	LEP on exhibition 30/04/12.
			2.1.2	Compliance with NSW planning legislation.	2.1.2.1	Finalise comprehensive LEP, DCP and other plans.	Refining and development of new comprehensive LEP and DCPs to meet local & community planning requirements.	LS	100%	DEP on exhibition 30/04/12.
			2.1.3	Provision and preparation of Environmental Planning Instruments (EPIs), Strategic Land Use Planning advice and development plans (LEP, DCPs, etc).	2.1.3.1	Arrange and manage public exhibition of EPi's and address submissions.	Delivery of planning instruments in accordance with agreed schedule.	LS	100%	Completed.
			2.1.4	Provision of strategic planning advice internally.	2.1.4.1	Consideration of the planning implications of the Metropolitan Strategy, draft North East Sub-regional Strategy, and the 2006 SHOROC sub-regional Employment Strategy.	Planning advices provided within timelines.	LS	80%	Submissions forwarded to DCP when required.
					2.1.4.2	Maintenance and review of delivery of \$149 planning certificates.	Certificates delivered within 3-5 days of applications being submitted to Council.	LS	100%	KPI achieved.
			2.1.4	Provision of strategic planning advice internally (cont'd).	2.1.4.3	Provide internal advice to Council's Development Assessment planners.	Planning advices provided within timelines.	LS	100%	Advice provided within timelines.
					2.1.4.4	Provide internal advice, research and investigation on strategic land use planning matters such as Part 5.	External grant applications applied for relevant projects that meet criteria.	LS	100%	Completed when required.
2	Create liveable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	Work in partnership with the community to better plan new and existing development of the built and natural environment (cont'd)	2.1.4.5	Participation and advice as part of the Foreshore Advisory Committee established under SREP Sydney Harbour and advice to Council's Development Assessment Branch.	2.1.4.5	Represent land use planning interests on behalf of Manly community with NSW agencies as required (no of inquiries, submissions p/a).	Representatives at all meetings.	LS	100%	
			2.1.4.6	Provision of planning advice to progress the delivery of Council community infrastructure improvements and projects for reserves.	2.1.4.6	Correspondence is prepared and issued within agreed timelines and Council standards.	Timelines on advice generally on time.	LS	80%	
			2.1.5	Non statutory Landuse Planning Actions.	2.1.5.1	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	100%	The plans completed on time.
			2.1.6	Develop and implement Masterplans for major projects.	2.1.6.1	Progress Manly2015 as part of a multi disciplinary internal team.	Manly CBD Master Plan adopted by Council and implementation progressed.	Strategy	ongoing	Progress changes to images for Masterplan exhibition.
			2.1.7	Develop and implement Plans of Management for Community Lands.	2.1.7.1	Progress implementation Plans of Management e.g. LM Graham Reserve and Tania Park.	Priority actions implemented.	LS	ongoing (75% for 2011/12)	Progress made on Tania Park formalisation of carpark.
			2.1.8	Upgrade reserves, town centres and urban and community infrastructure.	2.1.8.1	Submissions on State land use and environmental planning policies as required.	Planning advices provided within timelines.	LS	100%	Provided when required.

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Goals		Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012 % Complete	Progress on KPI
2	Create liveable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	2.1 Work in partnership with the community to better plan new and existing development of the built and natural environment (cont'd)	2.1.9 Work with the NSW government to ensure public benefits from future development of former Seaforth TAFE site.	2.1.8.2 Preparation of documents and reports to accompany Council capital works. 2.1.8.1 Communicating general planning policy to stakeholders, including within Council and community. 2.1.8.2 Preparation of Grant applications.	Planning advice provided within timelines.	LS	100%	When required.
			2.1.10 Heritage Planning by providing a strategic approach to dealing with all types of heritage in Manly including built, natural, Aboriginal, maritime, parks and gardens and moveable heritage, especially: Statutory planning requirements are adhered to.	2.1.10.1 Heritage Planning by providing a strategic approach to dealing with all types of heritage including built, natural, Aboriginal, maritime, parks and gardens and moveable heritage, especially: Statutory requirements: Completion of all statutory land use requirements outlined by the Department of Planning or as resolved by Council. Review and update existing heritage inventory sheets.	Provision of timely advice on heritage matters.	LS	100%	When required.
			a Identification and protection of Manly's heritage items.	a	Heritage report to LEP and DCP planning as required on time.	LS	100%	Heritage sheets are up to date
			b Develop, update and review of heritage controls.	b	Provision of heritage advice on development proposals.	LS	100%	Advice provided.
			c Manage Council's Heritage Committee.	c	Provision of heritage advice.	LS	100%	Council attends all meetings.
			d Assume responsibility for the Manly Cenotaph.	d	Completion and implementation of Manly Comprehensive Heritage Review recommendations.	LS	NA yet commenced.	
			e Reporting on heritage maintenance and protection.	e	Management of Council's Local Heritage grants program.	LS	100%	All grants have been provided to applicants.
			f Development of education programs for locals and visitors to better understand Manly's environmental heritage.	f	Support and coordinate the activities of the Aboriginal Heritage Office.	LS	100%	All activities supported
			g Infrastructure improvements to protect Manly's heritage	g	Reports to Council on heritage matters.	LS	100%	All Committee minutes endorsed by Council.
			h Development of new communication strategies regarding Manly's heritage.	h	Reports to Council on heritage matters.	LS	100%	Through Heritage Committee
			i Continued heritage advice on Manly Cemetery maintenance activities including:	i	Continued heritage advice on Manly Cemetery maintenance activities including:	LS	100%	Advice provided through Heritage Committee.
			l Provide security measures to prevent vandalism.	l	Manage conservation program.	LS	100%	Managed by Heritage Officer.
			k Provision of funding to implement maintenance and restoration of graves as identified in the Cemetery Conservation Management Plan.	k	Progress the restoration of grave sites on the Iconic Graves List in consultation with the Heritage Committee.	LS	80%	Through Heritage Committee
			2.1.11 Provision of design and specifications for Council architectural and landscape projects as required. Design of street scape plantings and playgrounds.	2.1.11.1 Preparation of design, consultation and approval of construction.	Design advice provided within timelines.	CUS	ongoing	Improvement in local playgrounds and plantings also detailed in social initiatives.

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						<div>% Complete</div> <div>Progress on KPI</div>				
		2.1.12 Maintain Corporate Geographic Information System (GIS) and Land Information Systems (LIS) services. Link disparate databases and datasets relating to Manly's natural resources (e.g. groundwater, acid sulphate soils, biodiversity, geodiversity, coastlines) via geographic location using GIS.	2.1.12.1	Provision of designs, plans and specifications to fix urban public domain and community infrastructure improvement projects as required.	Design advice provided within timelines.	CUS	ongoing	Improvement in local playgrounds and plantings also detailed in social initiatives.		
			2.1.12.2	Ensure that the GIS is available to staff to assist Council business and customer service functions.	GIS advice within timelines.	CUS	100%	GIS staff available to assist all staff, and GIS software available to appropriately trained staff.		
			2.1.12.3	Compile a comprehensive list of existing databases and datasets and identify additional data required e.g. location and list of threatened species in LGA.	List of existing database and additional data compiled.	CUS	15%	Plan has commenced. The new layer will be created based on the available information of the threatened species within Manly LGA. In consultation with Natural Resources branch.		
			2.1.13	Continued Council regulation of development in accordance with sound and consistent local planning controls.	Continued provision of Building Compliance services.	Number of mandatory building inspections (p.a).	LS	100%	All inspections carried out when Council PCA.	
			a	Assess and approve development.		Number of Construction Certificates (p.a).	LS	100%	Construction Certificates issued within 10 days.	
			b	Review of DA approval process.		Manage safety complaints (number p.a).	LS	100%	Review carried out annually.	
			c	Provide comments for Development Application Proposals		Manage Cooling Tower complaints.	LS	100%	All complaints inspected.	
			d	Building Compliance & complaints and illegal use.		Water quality testing of public swimming pools (number p.a).	LS	100%	Testing every week in summer months.	
			e	Swimming Pool Compliance & Fire Safety.		Customer requests investigated.	LS	100%	All complaints investigated.	
		2.1.14 Continued Council regulation of Environmental Health Services in accordance with the local, state and national legislation.			f	Manage Trust Fund Deposits.	Number of notices and orders issued.	LS	100%	Refunds of trusts within 20 days.
					g	Provide Advisory Service	Number of customer requests investigated.	LS	100%	Pre-licensing service provided.
					2.1.14.1	Continued Environmental Health (EH) services:	Conduct Environmental Health inspections and audits of local businesses in relation to food preparation and skin penetration (number p.a).	LS	100%	All restaurants inspected twice a year.
					2.1.14.2	Conduct Public health inspections.	Completion of annual EH inspections.	LS	100%	Completed.
					2.1.14.3	Compliance with NSW Food Safety standards.	Monitor ocean and harbor water quality.	LS	100%	Tested every week in summer.
					2.1.14.4	Regulation and pollution prevention programs relating to air, water and noise.	Number of customer requests investigated.	LS	Ongoing	All complaints investigated on an ongoing basis.
					2.1.14.5	Implement Manly Starfish Rating Program for restaurants.	Report on programme quarterly.	LS	Ongoing	Issued every year.
					2.1.14.6	Provide comments for Development Application proposals.	Report quarterly.	LS	Ongoing	Comments provided on time.
2.1.14.7	Conduct Food Handling Seminars.	Report quarterly.	LS	100%	6 times / year					

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2	Create liveable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	2.1 Work in partnership with the community to better plan new and existing development of the built and natural environment (cont'd)	2.1.15	Continued Development, Services and Assessment and Control services.	2.1.14.9	Acoustic testing as required for Environmental related noise complaints.	Report quarterly.	LS	100%	All complaints investigated.
			a	Provide advice to customers (applicants, property owners, residents) relating to development.	2.1.15.2	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 annum.	LS	75%	382 DAs assessed from 1/7/11 - 3/31/12
			b	Promote appropriate development in accordance with legislation, Council Policies and Plans.	2.1.15.3	Update systems to incorporate changes in legislation and Environmental Planning Instruments	Number of days to assess a DA.	LS	75%	Average 65.99 days for year 1/1/12
			c	Provide information and advice to stakeholders during the assessment period.	2.1.15.4	Update systems and implement New Many Local Environmental Plan and Development Control Plan.	Value of development proposals.	LS	75%	Development Value \$99,788,999 for year 1/1/12
			d	Achieve a balanced outcome that benefits residents whilst maintaining the quality of the natural and built environments.		Update system to incorporate changes in legislation and Environmental Planning Instruments.	Number of Pre-lodgement meetings held.	LS	75%	Approximately 2 meetings per week.
			e	Protect the public interest with respect to development.			Percentage of determinations subject of appeal to Land and Environment Court.	LS	75%	Approximately 3% of DAs were submitted to LEC.
3	Reduce greenhouse gas emissions in the Many area	3.1 Work in partnership with key stakeholders to improve Many's ability to adapt and respond to climate change	3.1.1	Implement mitigation and adaptation measures identified in Council's Carbon Emissions Reduction Plan (CERP) and Climate Change Adaptation Action Plan.	3.1.1.1	Finalisation of the Climate Change Adaptation Action Plan (CCAAP) and Carbon Emissions Reduction Plans for Council and the community.	Completion of CCAAP and Carbon Emission Reduction Plans.	LS	60%	No further progress since previous quarter.
					3.1.1.2	Identify and commence implementation of priority actions in the CCAAP and CERP.	Progress towards implementation of the Council CERP, the Many Community CERP and the Many CCAAP (once finalised), progress towards Council's carbon emission reduction targets.	LS	30%	Priority actions implemented in Draft CCAAP, funding application submitted for implementation of priority actions in the CCAAP, CERP, investigated replacement of halogens under NSW Energy Savings Scheme.
					3.1.1.3	Continue participation with the SCCG, LESA and universities to provide Council with best practice management responses to climate change.	Partnerships with and support provided to SCCG, universities etc continued.	LS	100%	Students from university are engaged to study at Council.
4	A clean Many with zero waste	4.1 Work in partnership with the community to minimise waste & undertake public cleansing programs	4.1.1	Continued waste and cleansing programs such as:	4.1.1.1	Managed waste services continued, such as:	Continued management of Waste Services:			
			4.1.2	Waste Avoidance program by reducing material entering the waste stream, including increases in diversion rates.	4.1.2.1	Domestic garbage collection.	Garbage and recycling rates kg/capita/annum (KCA).	LS	75%	2,052 tonnes garbage collected, equating to 51 KG per capita for the quarter.
			4.1.3	Cleaning public places, facilities, parklands, beaches, road reserves and stormwater catchments.	4.1.3.1	Pulverisable waste kerbside collection service.	Monitoring to reduce pulverisable waste.	LS	75%	Domestic waste continued by day labour.

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4	A clean Manly with zero waste (cont'd)	4.1 Work in partnership with the community to minimise waste & undertake public cleansing programs (cont'd)	4.1.4 Extending the range of recyclable materials suitable for collection within Council services.	4.1.4.1 Vegetation, paper and container recycling and kerbside collection service.	Report quarterly.	LS	75%	Green waste bins provided. 588 tonnes plastic collected.
			4.1.5 Pursue partnerships to facilitate regional and SHOROC-wide common waste collection systems.	4.1.5.1 Introduce a green waste collection bin to all residents.	Financial viability reports.	LS	75%	Green waste bins budgeted for Multi Unit dwellings in 2012/13
			4.1.6 Undertaking Community and Environmental Partnerships to increase composting by residents, and educate and implement sustainability programs.	4.1.6.1 Trade Waste services. Compost bins and worm farms available at cost price to residents. Composting and Worm Farming Workshops to be held as part of Councils sustainable living workshops.	Commercial garbage collected. Number of Compost/ Worm Farms sold. Number of workshops at worm farm & composting workshops	LS	75%	Trade Waste Business tendered and sold Oct 2010 complete.
			4.1.7 Educating residents, schools, businesses, industry and visitors about waste minimisation.	4.1.7.1 E-waste kerbside pickup and E-waste initiatives.	Tonnes green waste collected. E waste collected. diversion rates from landfill.	LS	75%	40 tonnes E-waste per collection. Second collection late April.
			4.1.7.2 Cleansing Services continued such as: 4.1.7.3 Beach Cleansing. 4.1.7.4 Street Sweeping. 4.1.7.5 Public Toilet Cleansing. 4.1.7.6 Facilities Cleansing. 4.1.7.7 Reserve Cleansing.	Clean Beaches awards.	Cleaned daily.	LS	75%	All streets swept.
				Street sweeping lines collected.	Collected daily.	LS	75%	Collected daily.
				Reduced unit/costs.	No accidents reported.	LS	75%	All reserves cleaned 7 days per week.
				Reduction in accidents.	Report quarterly.	LS	75%	All reserves cleaned 7 days per week.
				Report quarterly.	Report quarterly.	LS	75%	All areas swept and cleaned 7 days per week.
			4.1.7.8 Public Place Cleansing			LS	75%	

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D. Governance

Goals		Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012 % Complete	Progress on KPI
1	Transparent and accountable decision making	Provide transparent and accountable corporate governance	1.1.1 Develop and apply effective governance systems for monitoring and evaluating policies and procedures to ensure they are up to date, relevant and effective.	1.1.1.1	Conduct LGMA and ICAC governance health check.	GMU	85%	Initial assessment conducted and distributed within organisation for comment. Result being compiled.
				1.1.1.2	After 1 year - revise existing governance systems, and provide any relevant training.	GMU	0%	Changes will be made 1 year after Health Check completed.
				1.1.1.3	Review relevant best practice guidelines.	GMU	75%	Best practice information reviewed regularly and used to develop recommendations for improvements to systems.
				1.1.1.4	Develop and apply effective governance systems for monitoring and evaluating policies and procedures.	GMU	50%	Policy Register reviewed in 2011. Policies added as adopted by Council. A guidance document register has been created and documents are added as created and approved.
				1.1.1.5	Report on governance systems implemented, policies and procedures reviewed, and updates/revisions made.	GMU	75%	Information provided to the GM. Recommendations made as improvements identified. All recommendations made are reviewed after implementation to ensure that improvements are having the desired effect.
				1.1.2	Ensure that Council has access to and use of quality professional advice internally and externally.	GMU	100%	Procedure for using legal services adopted on 24 June 2011 and revised on 5 December 2011.
				1.1.2.2	Provision of Legal Services.	GMU	100%	Information provided to the GM.
				1.1.3.1	Manage IPR documents and plans to produce Quarterly Reports on Council's Delivery Program 4 year actions and 1 year Operational Plan actions and Key performance indicators.	Strategy	ongoing	Review of CSP for End of Term action completed. Review of Strategic Strategy updated for amendments to the LTPP as part of the preparation of the Operational Plan 2012-13.
				1.1.3	Transitioning Council to an integrated Strategic Planning framework and reporting systems within Council business and service delivery units that align the Community strategic plan, Delivery Program and Operational Plan.	Strategy	ongoing	Review of Delivery Program undertaken as part of preparation of Operational Plan 2012-13.
						Strategy	ongoing	Preparation of the Operational Plan 2012-13 completed and on public exhibition (to 26/4/12).

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D. Governance

Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012 % Complete	Progress on KPI
1.2	Continue to meet legal and ethical obligations	1.2.1 Develop and apply governance systems that ensure that Council is meeting its legal and ethical obligations.	1.2.1.1 Implement a legislative compliance process and reporting program. 1.2.1.2 After 1 year - implement systems for detecting fraudulent, dishonest and unethical behaviour. 1.2.1.3 Review relevant best practice guidelines for detecting fraudulent, dishonest and unethical behaviour.	Systems for detecting fraudulent, dishonest and unethical behaviour have been implemented.	GMU	75%	Fraud Control Policy and Plan drafted completed and documents circulated to appropriate departments for comment prior to finalisation.
			1.2.2 Develop and apply governance systems that prevent and detect fraudulent, dishonest and unethical behaviour.	Legislative compliance process and reporting programs have been implemented.	GMU	50%	Manual compliance system has been implemented and legislative compliance system will be reviewed in the coming quarter.
			1.2.3 Continued provision of support services to Councilors.	Governance health check and relevant best practice guidelines have been conducted/reviewed.	GMU	85%	Initial assessment conducted and distributed within organisation for comment. Result being compiled.
1.3	Provide organizational support to Councilors, employees and staff, and information to the community as required	1.3.1 Continued provision of support services to Councilors.	1.3.1.1 Production of Business Papers and Councillor information packages. 1.3.1.2 Monthly Briefing Report to Councilors. 1.3.1.3 Manage Corporate Diary and Civic Events. 1.3.1.4 Ensure that Council Chambers and meeting areas are serviced.	Best practice guidelines for detecting fraudulent, dishonest and unethical behaviour have been reviewed. Production of Business Papers. Production of Monthly Briefing Report to Councilors. Management of Corporate Diary and Civic Events. Provision of Councillor information packages.	GMU	85%	Initial assessment conducted and distributed within organisation for comment. Result being compiled.
					CS	75%	Business Papers and Councillor information Packages produced and distributed.
					Strategy	75%	Monthly Briefing Reports to Councilors provided.
					CS	75%	Corporate Diary produced weekly.
					HSF	75%	Chamber services have hosted the following functions and business meetings in The Cove & The Councilors Room and in the Main Chambers: • 32 x Committee meetings • 94 x Meetings op - staff training sessions, interviews, staff meetings • 15 x functions, including offsite functions • 6 x Council Meetings / Council Workshops • 9 x Citizenship Ceremonies • Special Functions/Events, including Overseas Guests. All meetings, events, functions have been well administered and serviced through the staffing and planning undertaken in this area.

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 1

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Delivery Program Third Quarter Matrix

D. Governance

Goals		Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	1st January to 31st March 2012	Progress on KPI
							% Complete	
1	Transparent and accountable decision making (cont'd)	1.3	Provide organizational support to Councilors, employees and staff, and information to the community as required (cont'd)	1.3.2	Access by the community to Council reports and information.	1.3.2.1	Manage Council meetings	Action items arising out of Council meetings carried out within agreed timeframe.
				1.3.4	Manage Council's records in accordance with the State Records requirements.	1.3.4.1	General promotion of Council services and activities.	Agendas and Minutes produced and placed on web COB Thursday.
				1.3.5	Network and technical infrastructure has the capacity to support the increasing demand.	1.3.5.1	Continue to maintain comprehensive records systems for Council's records.	Council has installed a new Electronic Document Management System which went live in January 2012. Data is in the process of being migrated from previous system into the new system as legacy data.
				1.3.6	Provision of Information Systems that meet business and administrative demands of the Council and optimise access to information systems to meet staff and public requirements.	1.3.6.1	Upgrades to core business software to improve the effectiveness and efficiency for the delivery of IT services.	Final stage of records migration to document Council's Lotus system.
	1.4	Maintaining quality customer services and dispute resolution processes	1.4.1	Investigate feasibility for decentralisation of Customer Service Centres – CSC Kiosk in Balgownie or Seaford.	1.4.1.1	Nil action (4 year action only).	Nil	Infrastructure rollover completed for this financial year.
					1.4.2	Introduction of Customer Service objectives in all position descriptions and performance reviews.	1.4.2.1	Rolover managed.
					1.4.3	Upgrade of customer area in Town Hall to provide greater access to Council information.	1.4.3.1	Identification of risks.
				1.4.4	Increase online customer payments via Council website.	1.4.4.1	Review all staff position descriptions and performance review documents to incorporate standard customer service objectives.	Risk item review underway for next financial year.

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012
Delivery Program Third Quarter Matrix

CLUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 1

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Delivery Program Third Quarter Matrix

D. Governance		1st January to 31st March 2012				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Progress on KPI
1.3	Provide a workplace that ensures the health, safety and well-being of employees, workers & volunteers.	1.7.5	Manage Corporate Training Program.	1.7.5.1	Individual training and development plans that meets the needs of employees & Council.	Ratio of performance appraisals conducted; and return on investment of learning initiatives.
		1.7.6	Workforce planning to retain professional staff.	1.7.6.1	Succession plans developed, and flexible work options provided.	HR plans developed and implemented in all Departments.
		1.8.1	Monitor work practices & identify strategies to minimise OH&S risk.	1.8.1.1	Conduct OH&S audit program of work sites.	Performance appraisal documentation updated to include long term goals, objectives and career aspirations to start conversation between Supervisor and Employee. Further steps required.
		1.8.2	Provide a Work/Life Balance Program.	1.8.2.1	Implement staff wellbeing work-life balance program.	11 Claims : 27 incidents. 95 days lost in Q3
		1.8.3	Support injured workers to return to pre-injury duties.	1.8.3.1	Manage the rehabilitation of injured workers.	10% of staff participate in work-life programs. 12 month plan being drafted.
		1.8.4	Strategies implemented to improve representation of EEO target groups.	1.8.4.1	Monitor representation by EEO categories.	10 Open Claims 12 month plan being drafted.
		1.9.1	Workplace diversity is valued and embraced.	1.9.1.1	Learning opportunities provided to EEO categories.	217 Survey Respondents of 395 employee population: 1 Aboriginal, Torres Strait Islander; 217 Born Outside of Australia; 67 People of non English speaking background (6% of survey sample); 4% of sample have a disability.
		1.9.2	Learning opportunities provided to EEO categories.	1.9.2.1	Ratio of learning opportunities provided to EEO categories, to employee population.	68 training courses were conducted in the third quarter, attended by 399 staff. EEO data is not available.
		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 key decisions on a quarterly basis.	Community panel planned to be re-engaged in April/May 2012 to inform Council's End of Term priorities on achievements of the CSP Beyond 2021.
		2.1.2	Service of Council's Special Purpose Committees and Working Groups.	2.1.2.1	Continuing to service Special Purpose Committees and Working Groups.	Committee membership, attendance, reporting to Councilors of Minutes and Items for Brief Mention kept up to date.

ATTACHMENT 1

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Delivery Program Third Quarter Matrix

D. Governance									
Goals		Strategy	Four Year Plan		One Year Plan		KPI	Responsible Lead Division	1st January to 31st March 2012
									Progress on KPI
2	Work in partnership with the community	2.1 Undertake community engagement activities to work with the community	2.1.3 Enhance the Precinct Community Forum system, including more strategic engagement.	2.1.3.1 Continued support by Council of precincts.			Servicing Precinct Community Forums, Special Purpose Committees and Working Groups with timely Agendas and Minutes.	LS	19 currently operating precincts re-convened in February. Issues raised at monthly meetings and DA comments are provided in DA comments and to Precinct Coordinator. Staff process responses timely (15 working days in accordance with guidelines) and returned for next precinct meeting. Council events/activities, projects, large developments are provided to precincts for comments or information. Quarterly Precinct Executive Meeting presented Local Historian and Local Heritage issues. Newsletters and majority of Websites provide local precinct information. Preparation to re-establish Sealforth precinct is being carried out. Training (TAFE Ullimo) on promotion and attracting more residents to be staged in July. 2012/13 Precinct budget bids submitted.
3	Efficient 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.			Public agendas on Council's website; Regular community newsletters; Preparation of reports in accordance with DLG and statutory requirements.	CS	Information provided to community via regular Council news page and adverts in the Manly Daily and other appropriate media, as well as via the Council website.
			3.1.2 Ensure Council meets its fiduciary responsibilities in use of public funds.	3.1.2.1 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	September, December and March 2012 quarterly reports have been submitted to Council per dates recommended by DLG guidelines
				3.1.2.2 Ensure compliance with Council's taxation obligations.			Annual audit of Council's finances.	CS	Semi annual Audit conducted by External Auditors completed in February 2012. Final Audit to be carried out after Year End in August 2012.
			3.1.3 Ensure that all statutory financial returns are completed and lodged by due dates.	3.1.3.1 Annual Financial Reports and Auditors Reports delivered to Division of Local Government and Bureau of Statistics.			Annual report to NSW DLG.	CS	2010/2011 Annual Report and State of the Environment Report prepared and submitted prior to the Statutory deadline of 30 November 2011. The Audited Financial Report is included in the Annual Report at attachment 3.

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012

Delivery Program Third Quarter Matrix

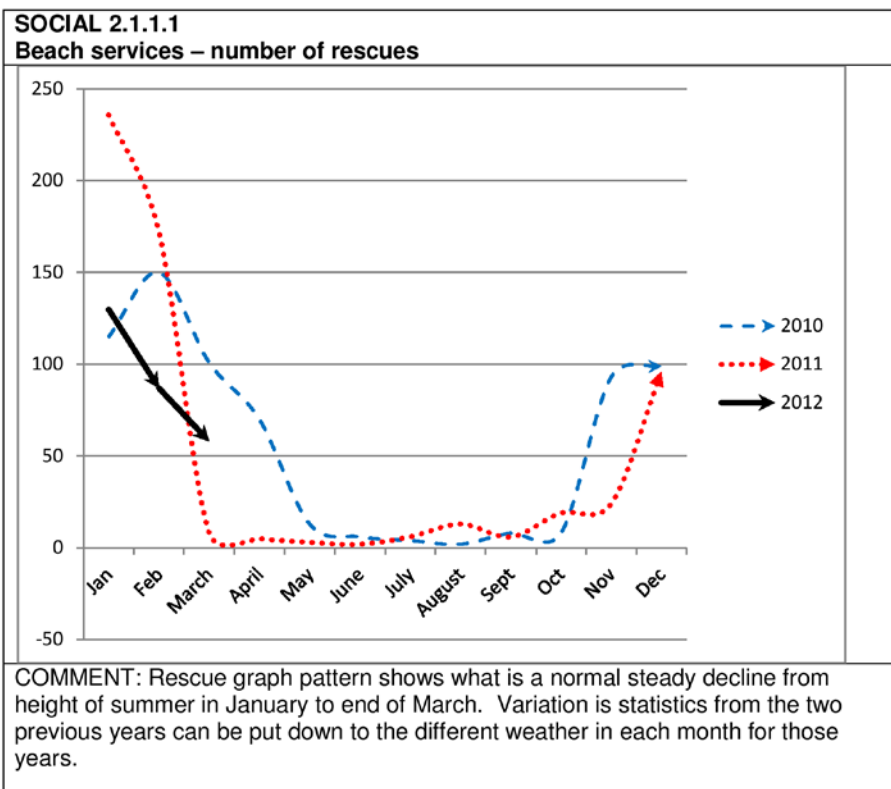
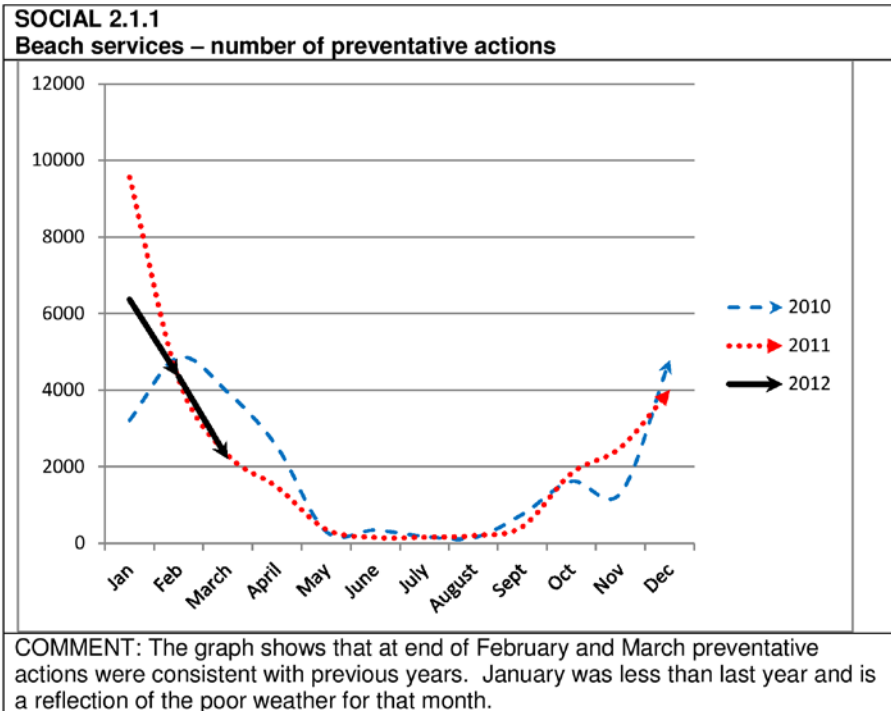
D. Governance									
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	1st January to 31st March 2012	Progress on KPI	
4	Advocate to State and Federal Governments	Lobby for more resources and funding of public programs and projects in Manly and regionally	3.1.4	Completion of statutory requirements in relation to Council's property rates.	Ensure the levying and collection of property rating income and maintain Council's property database.	3.1.4.1	Compare movement in Rates & Annual Charges from previous year.	CS	100%
			3.1.5	Development of long term financial plans.	Review Council's property portfolio and revenue opportunities.	3.1.4.2	Asset Management Plan developed.	GMU	ongoing
			3.1.6	Ensure responsible financial management and governance through an Internal Audit program.	Develop long term financial plan that supports investment in infrastructure.	3.1.5.1	Long term financial plan developed to support current and future infrastructure needs.	CS	ongoing
			3.1.6	Ensure responsible financial management and governance through an Internal Audit program.	Continue to facilitate Internal Audit function.	3.1.6.1	Audit and Risk Committee needs quarterly. Annual Internal Audit Program devised. Outcomes reported to Council.	CS	75%
			4.1.1	Pursue cost savings and resource sharing through regional procurement initiatives.	Participate with SHOROC Procurement Group.	4.1.1.1	Savings achieved through SHOROC procurement actions.	CS	ongoing
			4.1.2	Working with SHOROC in lobbying for improvements and fundings for transport, health, social services and environmental projects.	Refine strategies in working with SHOROC Executive.	4.1.2.1	Report on achievements gained through SHOROC initiatives.	CS	ongoing
			4.1.2.2		Participation by relevant senior staff at SHOROC Executive and Regional forums.		Report actions and achievements undertaken quarterly in agreed SHOROC initiatives.	GMU	
			4.1.2.2				Attendance and input to SHOROC projects continues to be carried out by council staff.		

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 2

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012

KPI Graphs for the Third Quarter Report



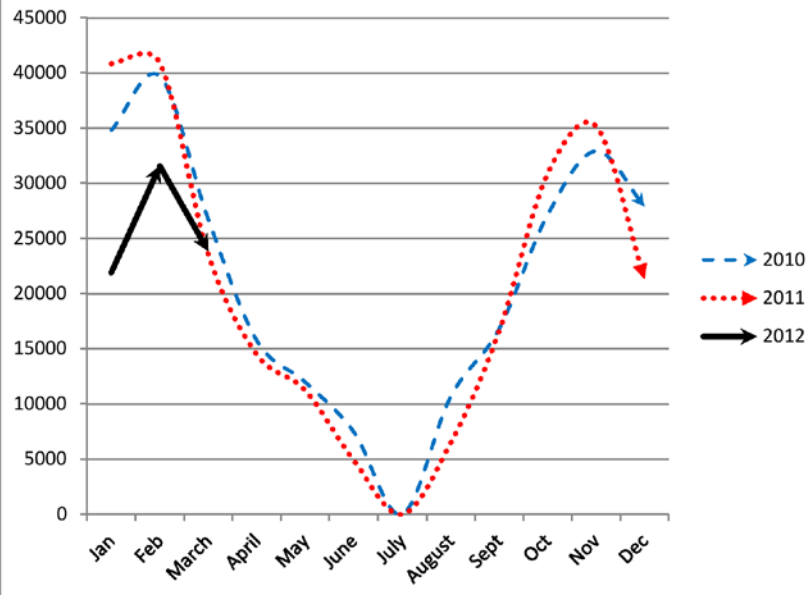
ATTACHMENT 2

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012

KPI Graphs for the Third Quarter Report

SOCIAL 2.1.2.1

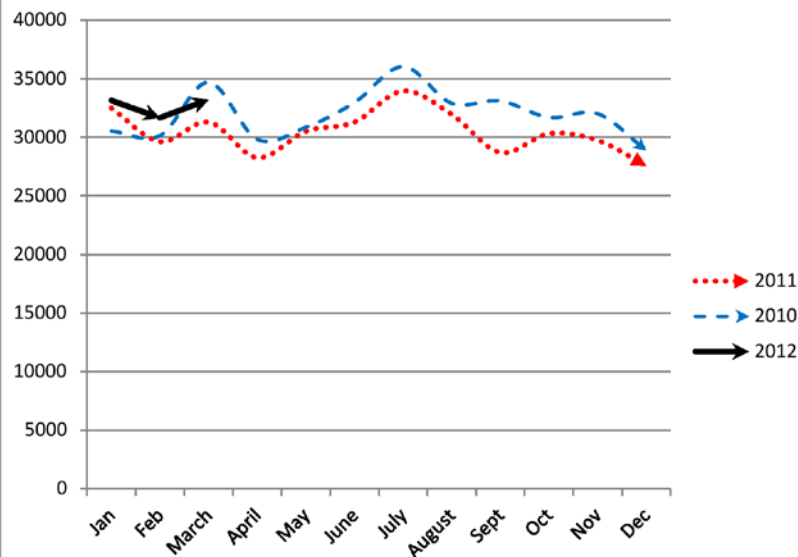
Manly "Boy Charlton" Swim Centre patronage



COMMENT: Quarterly figures will show a decline in busy months of Jan & Feb due to poor weather and Baby pool closure. Through March figures consistent with previous years & April figures increased by 2,000 from last year due to Warringah Aquatic Centre Closure for works.

SOCIAL 4.2.1

Number of library loans



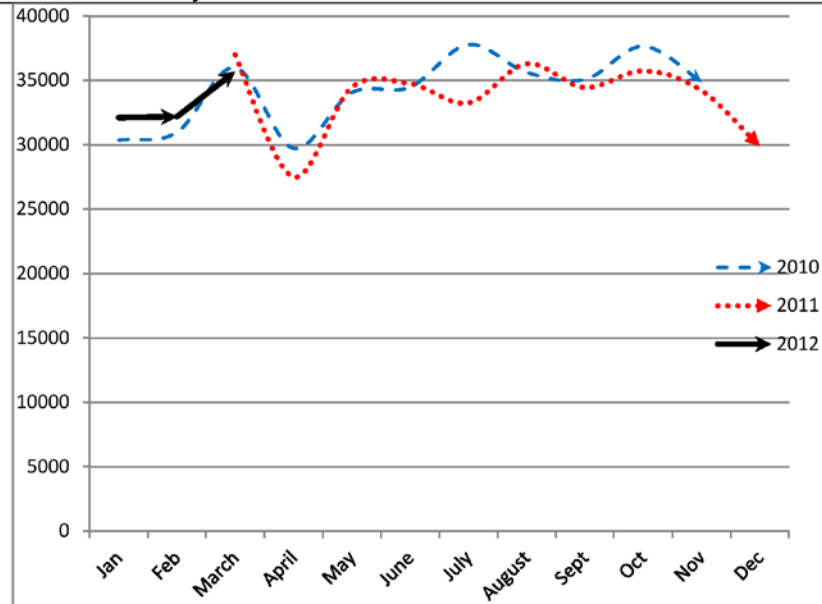
COMMENT:
Figures consistent for seasonal trends.

ATTACHMENT 2

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 KPI Graphs for the Third Quarter Report

SOCIAL 4.2.1.1

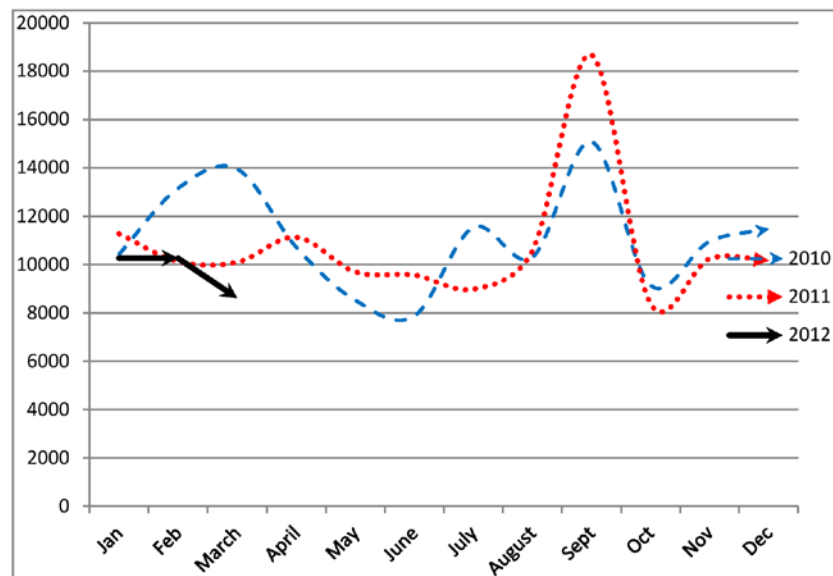
Number of library visits



COMMENT: Quarterly figures consistent with previous year.

SOCIAL 4.2.2.1

Manly Art Gallery & Museum visitation



COMMENT: On the low side of average at beginning of year, but gallery also closed for a week for maintenance. A little lower than average in March, but not remarkable.

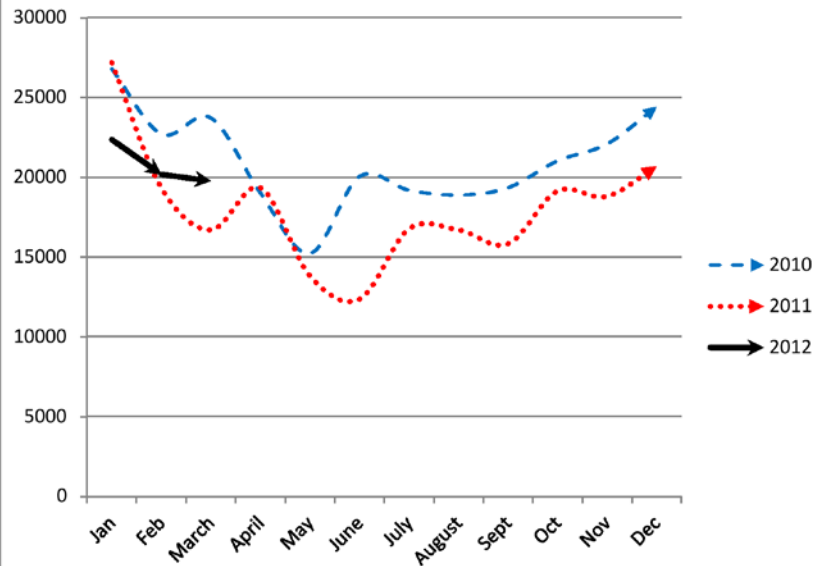
ATTACHMENT 2

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012

KPI Graphs for the Third Quarter Report

ECONOMIC 2.2.1.1

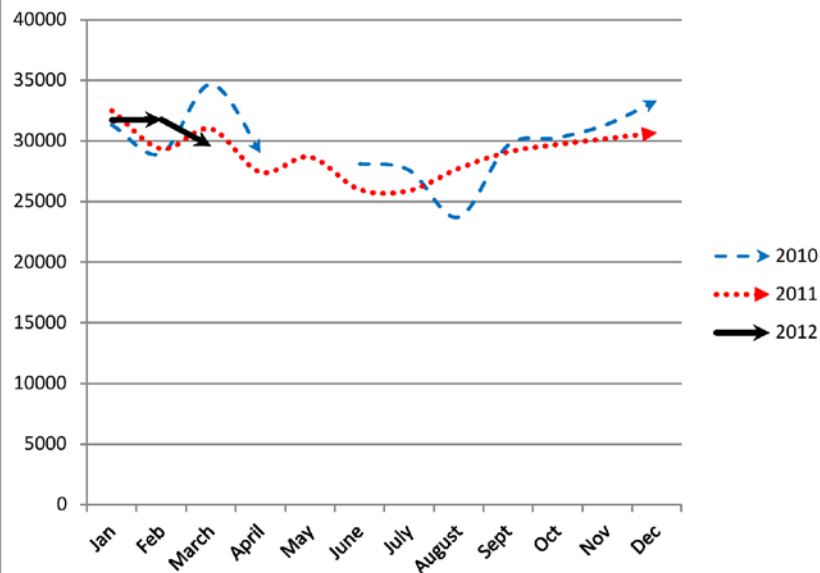
Visitor Information Centre



COMMENT: Figures are consistent with time of year and show a decline in visitor numbers after the summer season. Visitor numbers remained high during February due to the Australian Open of Surfing Event which attracted an estimated 170,000 visitors to Manly.

ECONOMIC 3.3.2.1

Hop, Skip & Jump Bus patronage



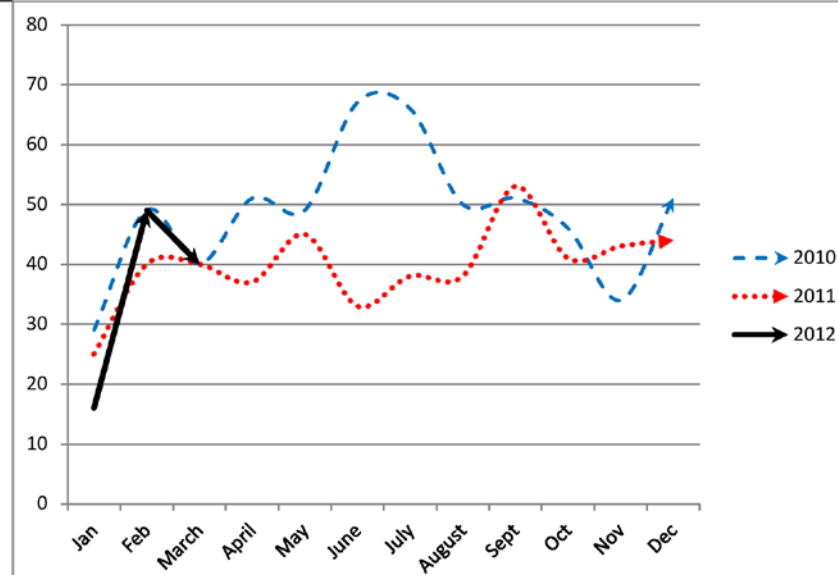
COMMENT: 93,072 passenger journeys for the Quarter reflect a stable passenger base.

ATTACHMENT 2

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 KPI Graphs for the Third Quarter Report

Environment 2.1.15.2

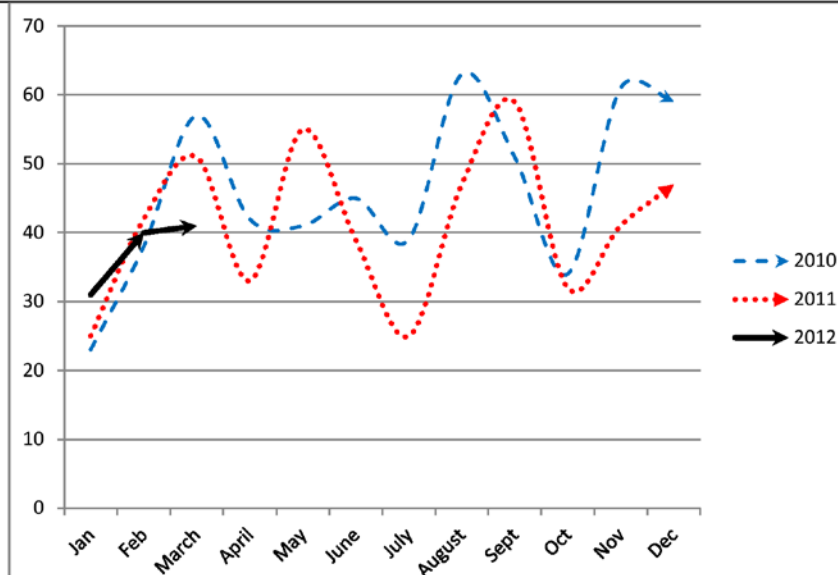
Number of DAs submitted



COMMENT: Quarterly DA numbers remain static compared to 2011.

Environment 2.1.15.1

Number of DAs determined



COMMENT: Quarterly DAs determined decreased compared to 2011.

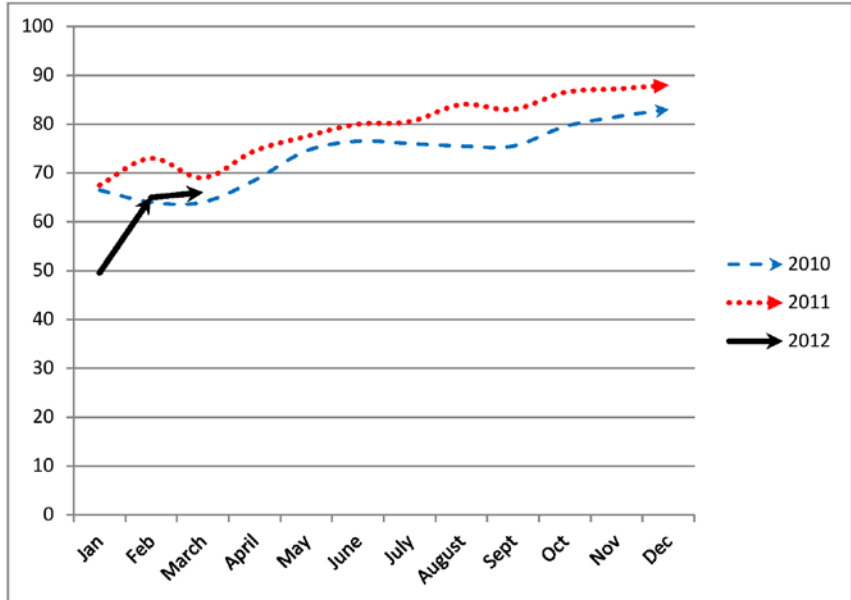
ATTACHMENT 2

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012

KPI Graphs for the Third Quarter Report

Environment 2.1.15.2

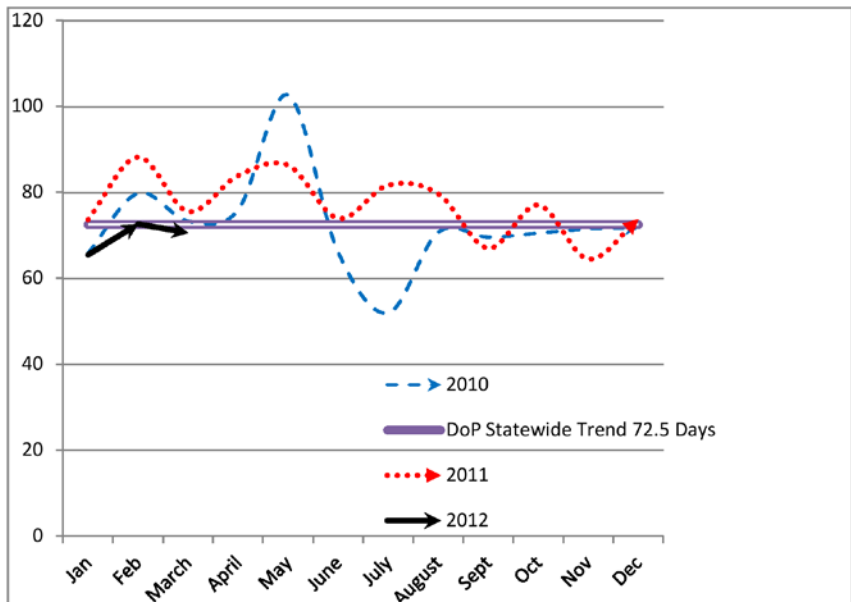
Year To Date Median days turnaround time of a DA



COMMENT: Quarterly median days remained static.

Environment 2.1.15.2

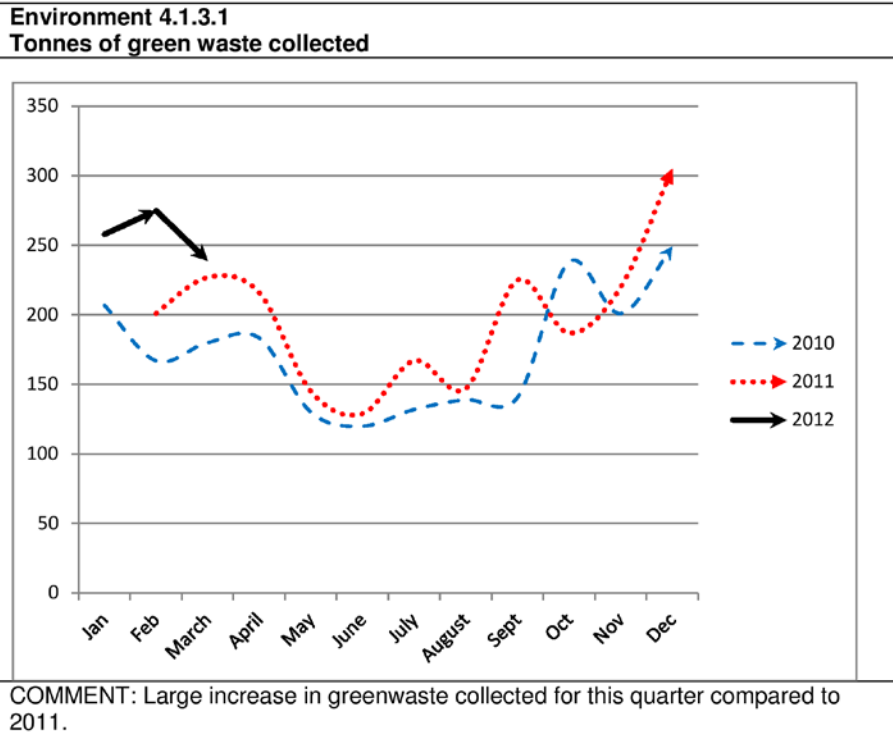
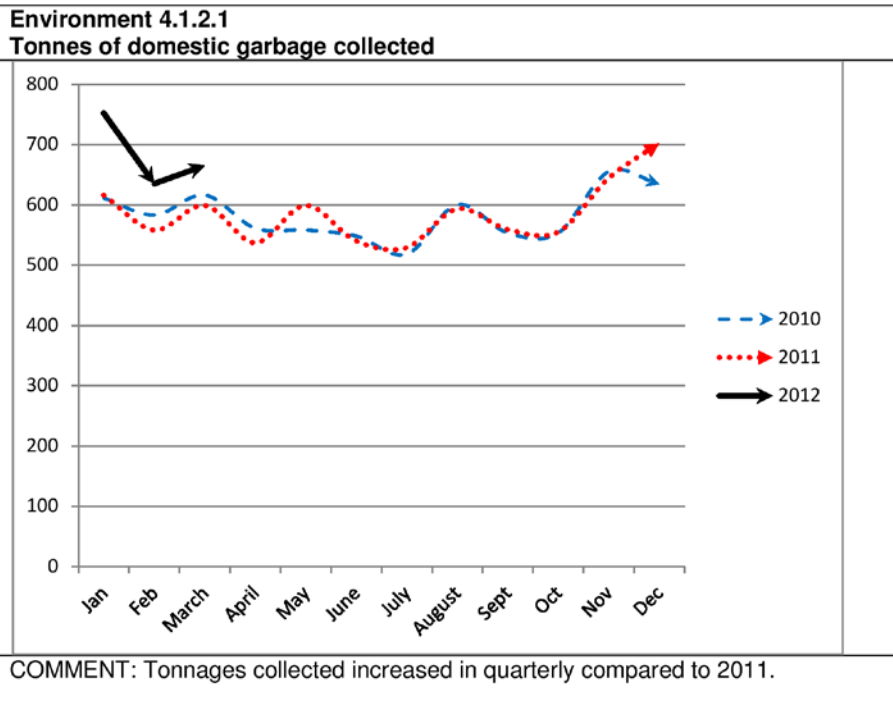
Mean (Average) days turnaround time of a DA



COMMENT: Quarterly average for DAs within DoP trend line.

ATTACHMENT 2

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 KPI Graphs for the Third Quarter Report



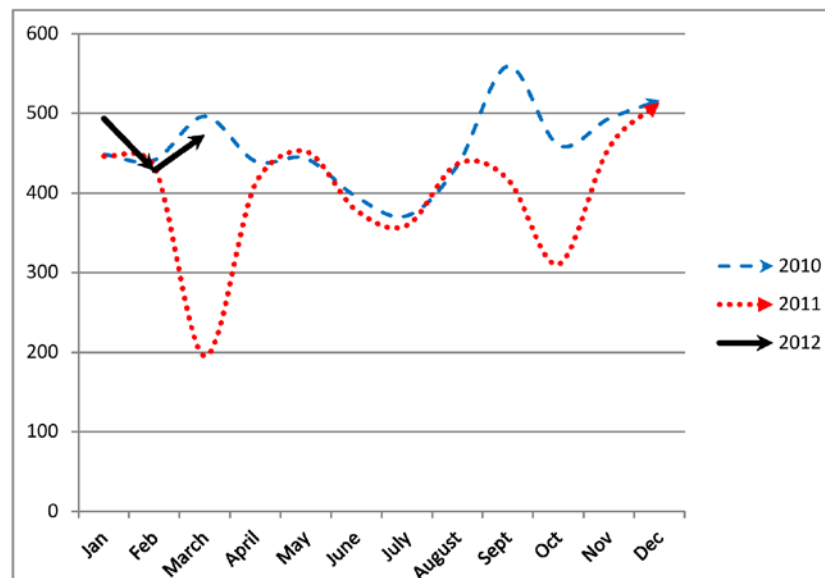
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Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012

KPI Graphs for the Third Quarter Report

Environment 4.1.4.1

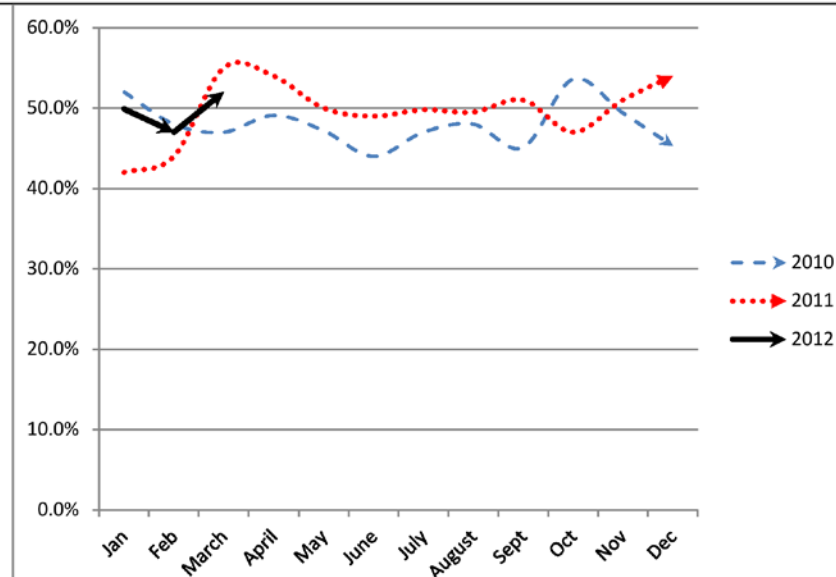
Tonnes of domestic recycling collected



COMMENT: Domestic recycling rates remained static for the quarter.

Environment 4.1.7.1

Landfill diversion rate

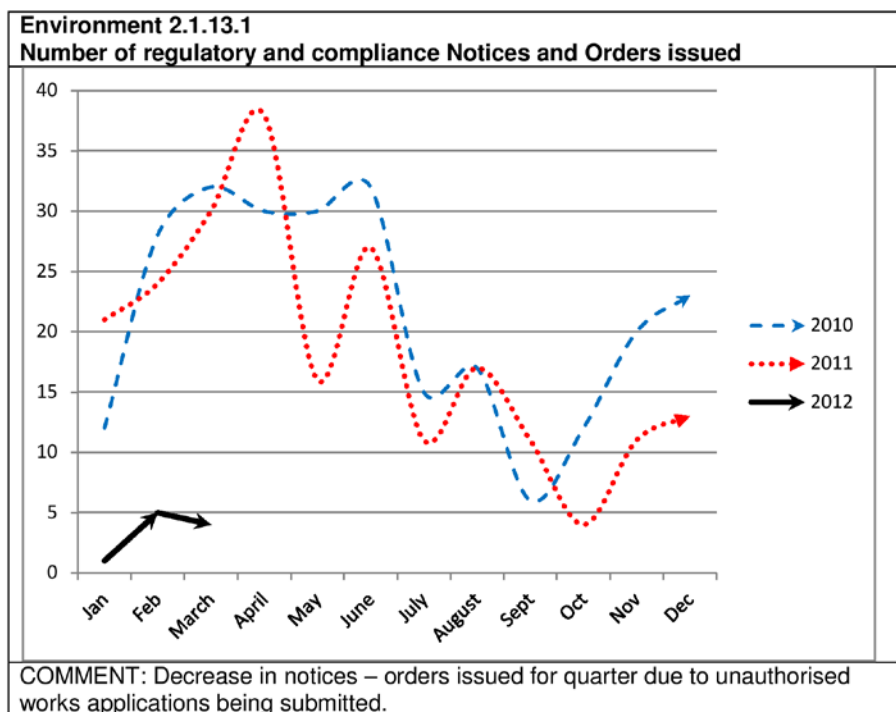
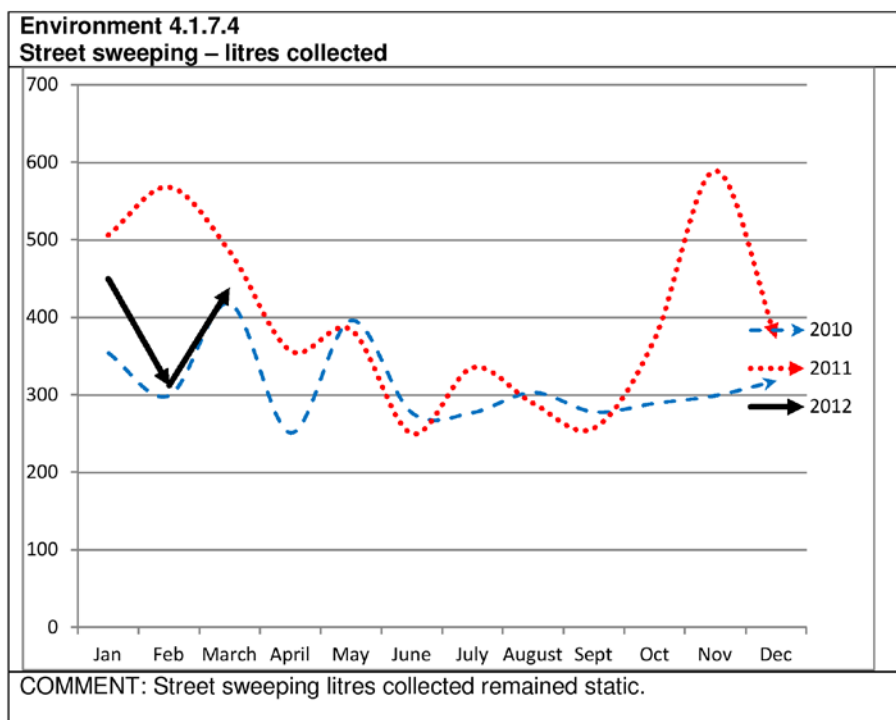


COMMENT: Diversion rates increased above 50% for quarter.

ATTACHMENT 2

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012

KPI Graphs for the Third Quarter Report

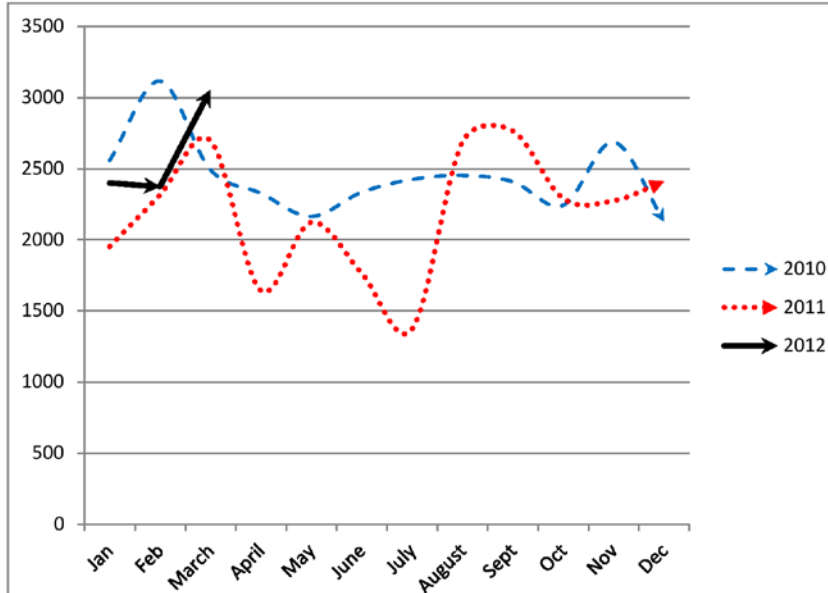


ATTACHMENT 2

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 KPI Graphs for the Third Quarter Report

GOVERNANCE 1.4.3.1

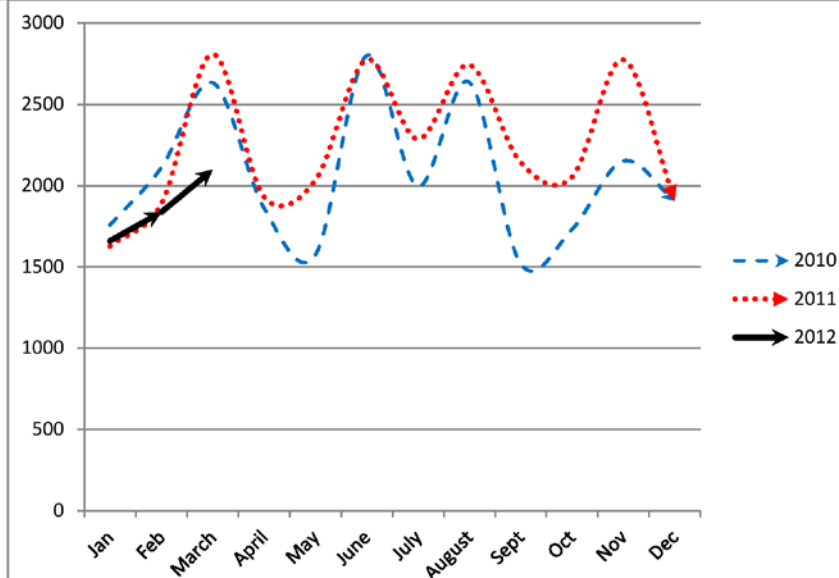
Customer service – calls to switch



COMMENT: The number of calls presenting to the switchboard in March was over 3,000 with a low number of calls going to our offsite call centre.

GOVERNANCE 1.4.3.1

Customer service – counter visits



COMMENT: The number of customers presenting to our main customer service counter during March followed the usual upward trend from earlier in the year.

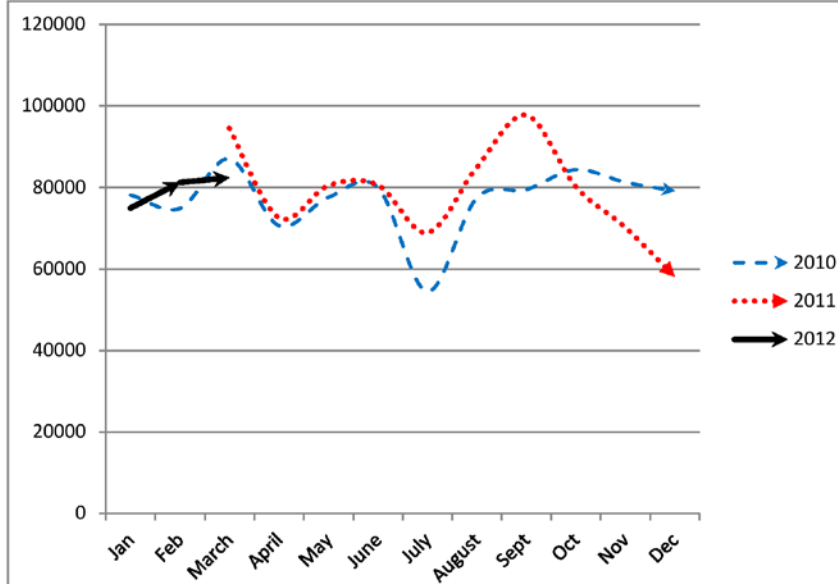
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Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012

KPI Graphs for the Third Quarter Report

GOVERNANCE 1.4.5.1

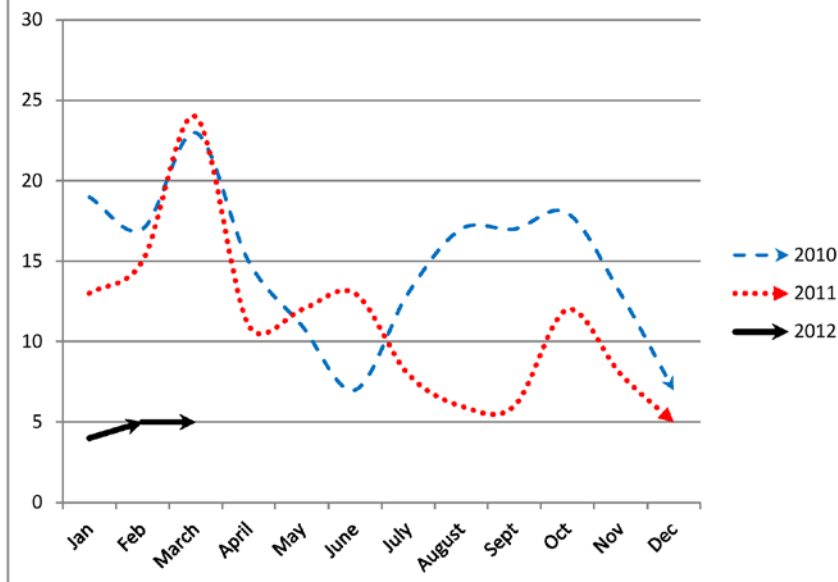
Number of Page Views Manly Council Website



COMMENT: For the Quarter there was a total of 238,497 Pageviews, which equates to an average of 2.34 Pageviews per visit. Also during the past Quarter there were 57,500 Unique Visitors to Council's website, with 46% being new visitors. The average duration per visit was 2minutes 17 seconds.

GOVERNANCE 1.5.2.1

Number of media releases issued



COMMENT: During the Quarter there were 14 media releases issued.

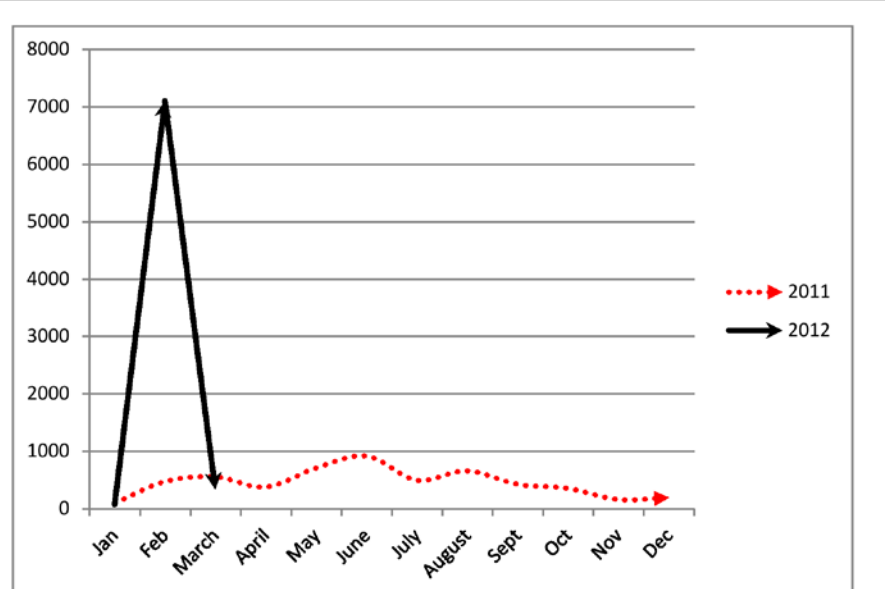
ATTACHMENT 2

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012

KPI Graphs for the Third Quarter Report

GOVERNANCE 1.7.5.1

Number of staff and managers attending training sessions



COMMENT: Over the past Quarter there were a variety training programs offered, attended by 385 staff (totalling 7524 hours) to match the needs of staff as identified in the annual performance, training & development review. The spike in training hours reflects the compulsory training associated with the introduction of a new Records Management System across Council.

Quarterly Budget Review Statement
for the period 01/01/12 to 31/03/12

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4. Cash & Investments Budget Review Statement	6
- Variation Details	7
5. Key Performance Indicator (KPI) Budget Review Statement	8
6. Contracts Entered into during the September Quarter	9
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**Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012
Report Qtly Budget Review March 2012**

Quarterly Budget Review Statement
for the period 01/01/12 to 31/03/12

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 01/01/12 to 31/03/12 indicates that Council's projected financial position at 30 June 2012 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 2011, having regard to its available working capital, unrestricted current ratio and debt servicing.

Signed : 

Date: 10-May-2012

Jenny Nascimento
Responsible Accounting Officer

ATTACHMENT 3

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Report Q1ly Budget Review March 2012

Manly Council

Quarterly Budget Review Statement

for the period 01/01/12 to 31/03/12

Income & Expenses Budget Review Statement

Budget review for the quarter ended 31 March 2012

(\$000's)	Original Budget 2011/12	Approved Changes			Revised Budget 2011/12	Variations for this Mar Qtr	Notes	Projected Year End Result	Actual YTD figures
		Other than by a QBRs	Sep QBRs	Dec QBRs					
Income									
Rates and Annual Charges	34,007				34,007			34,007	33,577
User Charges and Fees	13,246			(48)	13,198	(20)	1	13,179	10,327
Interest and Investment Revenues	899				899			899	653
Other Revenues	5,863				5,863	20	2	5,883	3,563
Grants & Contributions - Operating	3,547		4	169	3,720	20	3	3,740	2,871
Grants & Contributions - Capital	840		102		942	25	4	967	483
Net gain from disposal of assets					-			-	955
Share of Interests in Joint Ventures					-			-	
Total Income from Continuing Operations	58,402	-	106	121	58,629	45		58,674	52,429
Expenses									
Employee Costs	29,217				29,217			29,217	22,431
Borrowing Costs	1,096		(239)		857	(83)	5	775	413
Materials & Contracts	13,642		8	165	13,815	36	6	13,851	9,939
Depreciation	6,799			1,499	8,298			8,298	6,223
Legal Costs	506				506			506	647
Consultants	362				362			362	370
Other Expenses	5,197		3		5,200			5,200	4,230
Interest & Investment Losses					-			-	
Net Loss from disposal of assets					-			-	
Share of interests in Joint Ventures					-			-	
Total Expenses from Continuing Operations	56,819	-	(228)	1,664	58,255	(47)		58,209	44,253
Net Operating Result from Continuing Operations	1,583	-	334	(1,543)	374	92		466	8,176
Discontinued Operations					-			-	
Net Operating Result from All Operations	1,583	-	334	(1,543)	374	92		466	8,176
Net Operating Result before Capital Items	743	-	232	(1,543)	(568)	67		(501)	7,693

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012
Report Qtly Budget Review March 2012

Manly Council

Quarterly Budget Review Statement
for the period 01/01/12 to 31/03/12

Income & Expenses Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended are as follows:

Notes Details

INCOME

1	Decrease Fees & Charges due to Construction Certificate issued by Private Certifiers	-\$	27,000
1	Increase Fees & Charges due to increase in applications for vehicle crossing inspection	\$	7,500
2	Recognition income from Fair Trade Market	\$	7,500
2	Increase Other Revenues due to Construction Certificate issued by Private Certifiers	\$	12,500
3	Increase in operating grant funding from Arts NSW	\$	20,000
4	Increase capital grant funding for additional works at Pickering Point approved by NSW Maritime	\$	24,500
		-\$	45,000

EXPENDITURE

5	Transfer budget from leased cost to fund additional IT network asset	-\$	82,500
6	Recognition expenditure for Fair Trade Market	\$	7,500
6	Transfer budget from capital expense to fund additional minor equipments for Kangaroo St Preschool	\$	5,458
6	Increase in grant funding from Arts NSW	\$	20,000
6	Transfer budget from general expense to fund new chairs in Art Gallery	-\$	6,100
6	Increase expenditure on legal and consultation services for Urban & Support Services	\$	4,000
6	Increase expenditure on major works for road patching and drainage maintenance	\$	10,000
6	Reduce expenditure due to reduction of kerb & gutter construction works	-\$	5,000
		-\$	46,642

NET VARIATION

-\$ 91,642

ATTACHMENT 3

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Report Qtly Budget Review March 2012

Manly Council

Quarterly Budget Review Statement for the period 01/01/12 to 31/03/12

Capital Budget Review Statement

Budget review for the quarter ended 31 March 2012

(\$000's)	Original Budget 2011/12	Approved Changes			Revised Budget 2011/12	Variations for this Mar Qtr		Notes	Projected Year End Result	Actual YTD figures
		Other than by a QBRs	Sep QBRs	Dec QBRs						
Capital Expenditure										
New Assets										
- Plant & Equipment	500			650	1,150				1,150	521
- Land & Buildings	4,460				4,460				4,460	27
- Other					-				-	418
Renewal Assets (Replacement)										
- Plant & Equipment	2,525			70	2,595	(68)	1		2,527	517
- Furniture & Fittings	165				165	6	2		171	14
- Office Equipment	777			26	803				803	393
- Land Improvements - Depreciable	1,090		107		1,197				1,197	35
- Land & Buildings	1,314			(17)	1,297	(120)	3		1,177	295
- Roads, Bridges, Footpaths	1,403				1,403	(14)	4		1,389	566
- Storm Water	542				542				542	67
- Other Structures	1,150		44		1,194	152	5		1,346	444
- Library Books	264				264				264	165
- Art Works & Other Heritage	34			(11)	23				23	3
Total Capital Expenditure	14,224	-	151	718	15,093	(44)			15,049	3,465
Capital Funding										
Rates & Other Untied Funding	3,076		126	42	3,244	(68)			3,176	2,061
Rates - (Special Rates / Infrastructure Levy)	1,583				1,583				1,583	656
Storm Water Levy	402				402				402	
Capital Grants & Contributions	840				840	24			864	530
Reserves:										
- External Restrictions/Reserves			25	26	51				51	150
- Internal Restrictions/Reserves	250				250				250	46
New Loans	6,500			650	7,150				7,150	22
Receipts from Sale of Assets										
- Plant & Equipment	1,573				1,573				1,573	
- Land & Buildings					-				-	
					-				-	
Total Capital Funding	14,224	-	151	718	15,093	(44)			15,049	3,465
Net Capital Funding	-	-	-	-	-	(0)			(0)	-

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012
Report Qtly Budget Review March 2012

Manly Council

Quarterly Budget Review Statement
for the period 01/01/12 to 31/03/12

Capital Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes Details

CAPITAL EXPENDITURE

1	Transfer budget from leased cost to fund IT network asset	\$	82,500
1	Reduction in vehicle purchases for 2012	-\$	150,000
2	Transfer budget from general expense to fund new chairs in Art Gallery	\$	6,100
3	Transfer budget from buildings to fund the baby and toddlers pool upgrade in Swimming Centre	-\$	120,000
4	Transfer budget from precincts infrastructure to fund the Fairlight Ocean Pool Precinct Bid 2011/12	-\$	7,100
4	Reduce expenditure due to reduction of kerb & gutter construction works	-\$	6,500
5	Transfer budget from capital expense to fund additional minor equipments for Kangaroo St Preschool	-\$	5,458
5	Urgent upgrade of baby and toddlers pool in Swimming Centre	\$	250,000
5	Transfer budget from parks & reserve and ancillary works to fund the baby and toddlers pool upgrade in Swimming Centre	-\$	130,000
5	Transfer budget from precincts infrastructure to fund the Fairlight Ocean Pool Precinct Bid 2011/12	\$	7,100
5	Increase budget for additional works at Pickering Point approved by NSW Maritime	\$	29,500
		-\$	43,858

CAPITAL FUNDING

6	Transfer budget between internal reserves	-\$	68,385
7	Increase capital grant funding for additional works at Pickering Point approved by NSW Maritime	\$	24,500
		-\$	43,885

ATTACHMENT 3

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Report Q1ly Budget Review March 2012

Manly Council

Quarterly Budget Review Statement

for the period 01/01/12 to 31/03/12

Cash & Investments Budget Review Statement

Budget review for the quarter ended 31 March 2012

(\$000's)	Closing Balance 2010/2011	Original Budget 2011/12	Approved Changes			Revised Budget 2011/12	Variations for this Mar Qtr		Notes	Projected Year End Result	Actual YTD figures
			Other than by a QBRs	Sep QBRs	Dec QBRs						
Externally Restricted ⁽¹⁾											
Developer Contributions - General	4,664	4,588			✓	4,588				4,588	
Specific Purpose Unexpended Grants	546	2,069			✓	2,069				2,069	
Domestic Waste Management	-	(324)			✓	(324)				(324)	
Other	720	720			✓	720				720	
Total Externally Restricted	5,930	7,053	-	-	-	7,053	-			7,053	-
(1) Funds that must be spent for a specific purpose											
Internally Restricted ⁽²⁾											
Infrastructure Replacement	1,903 ✓	921		1,000		1,921				1,921	
Employees Leave Entitlement	1,210	1,610			✓	1,610				1,610	
Deposits, Retentions & Bonds	1,588	1,597			✓	1,597				1,597	
Balgowlah Area Improvements	205	291			✓	291				291	
Depot Redevelopment	158	101			✓	101				101	
Environment Levy	-	-			✓	-				-	
Manly Wharf Forecourt	50	50			✓	50				50	
Manly Youth Council	6	6			✓	6				6	
Meals on Wheels	306	256			✓	256				256	
Rates Infrastructure	- ✓	653			✓	653				653	
Shelly Beach Improvements	9	9			✓	9				9	
Unexpended Loans	1,003	2,000		(1,000)	✓	1,000				1,000	
Total Internally Restricted	6,438	7,494	-	-	-	7,494	-			7,494	-
(2) Funds that Council has earmarked for a specific purpose											
Unrestricted (ie. available after the above Restrictions)	1634	1,410	-	-	-	1,410	-			1,410	-
Total Cash & Investments	✓ 14,002	15,957				✓ 15,957				✓ 15,957	

Manly Council

Quarterly Budget Review Statement
for the period 01/01/12 to 31/03/12

Cash & Investments Budget Review Statement

Budget Variations and Comment on Cash & Investments Position

Note 1: Adjustment for movement in Infrastructure Reserve

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 March 2012 shows a total market value of cash and investments held as at 31 March 2012 of \$14,704,433.

Cash

The value of Cash at Bank which has been included in the Council's Investment Portfolio Report for March totals \$227,596.

Cash at Bank General Ledger has been reconciled to Council's physical Bank Statements.
The date of completion of this bank reconciliation is 03/04/12

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Report Qtrly Budget Review March 2012

Manly Council

Quarterly Budget Review Statement
for the period 01/01/12 to 31/03/12

Key Performance Indicators Budget Review Statement

Budget review for the quarter ended 31 March 2012

	Current Projection Indicator 11/12	Original Indicator 11/12	Actuals Prior Periods 10/11 09/10	
The Council monitors the following Key Performance Indicators:				
1. Unrestricted Current Ratio				
Current Assets less all External Restrictions				
Current Liabilities less Specific Purpose Liabilities	1.11	1.27	1.25	1.30
2. Debt Service Ratio				
Debt Service Cost				
Income from Continuing Operations excluding Capital Items & Specific Purpose Grants/Contributions	3.45	4.03	3.37	3.67
3. Rates & Annual Charges Outstanding Ratio				
Rates & Annual Charges				
Income from Continuing Operations	3.53	3.53	3.50	3.16
4. Building & Infrastructure Renewal Ratio				
Annual Renewals (Building & Infrastructure)				
Depreciation, Amortisation & Impairment (Building & Infrastructure Assets)	123.7	123.7	155.6	239.0

ATTACHMENT 3

Corporate Services Division Report No. 13 - Third Quarterly Update on Four Year Delivery Program 2011-2015 and Quarterly Budget Review 2011-2012 Report Qtrly Budget Review March 2012

Manly Council

Quarterly Budget Review Statement for the period 01/01/12 to 31/03/12

Contracts Budget Review Statement

Budget review for the quarter ended 31 March 2012

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)
<u>Licences</u>					
NIL					
<u>Other</u>					
Greenline Group Pty Ltd	Supply & Installation of Shade Structure over Baby & Toddlers Pool at Manly Swim Centre	31,790.00	12/03/2012	in progres	Y
Wright Pools NSW Pty Ltd	Upgrade of Baby & Toddlers Pool (Structure & Finishes) Manly Swim Centre RFQ	132,550.00	12/03/2012	in progres	Y
Wright Pools NSW Pty Ltd	Upgrade of Baby & Toddlers Pool (Equipment & Plumbing) Manly Swim Centre RFQ	143,385.00	12/03/2012	in progres	Y
Integrated Technology Services Pty Ltd	Upgrade of Global Plus Parking Meters and Metropolis Parking Meters	62,975.00	18/01/2012	in progres	Y
Stillwell Trucks Pty Ltd	Supply and Delivery a Mitsubishi Rosa Bus	119,421.00	08/02/2012	12/03/2012	Y
Col Crawford Pty Ltd	Supply and Delivery of 2 Mitsubishi Triton GLR Auto Dual Cabs	68,897.40	20/03/2012	in progres	Y
Bill Buckle Autos Pty Ltd	Supply and Delivery a Volkswagon T5 Transporter Dual Cab	54,437.00	20/03/2012	in progres	Y

Notes:

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.

Manly Council

Quarterly Budget Review Statement

for the period 01/01/12 to 31/03/12

Contracts Budget Review Statement

Comments & Explanations relating to Contractors Listing

Details

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.

Manly Council

Quarterly Budget Review Statement

for the period 01/01/12 to 31/03/12

Consultancy & Legal Expenses Budget Review Statement

Consultancy & Legal Expenses Overview

Expense	YTD Expenditure (Actual Dollars)	Budgeted (Y/N)
Consultancies	370,159	Y
Legal Fees	647,283	Y

Definition of a consultant:

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.

Legal Cost above include LEC court related costs of \$563,484. Some of which were not captured in the budget due to the uncertainty of their timing and final amount.