



Attachments

Ordinary Meeting

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

Monday 11 May 2015

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

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

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

www.manly.nsw.gov.au

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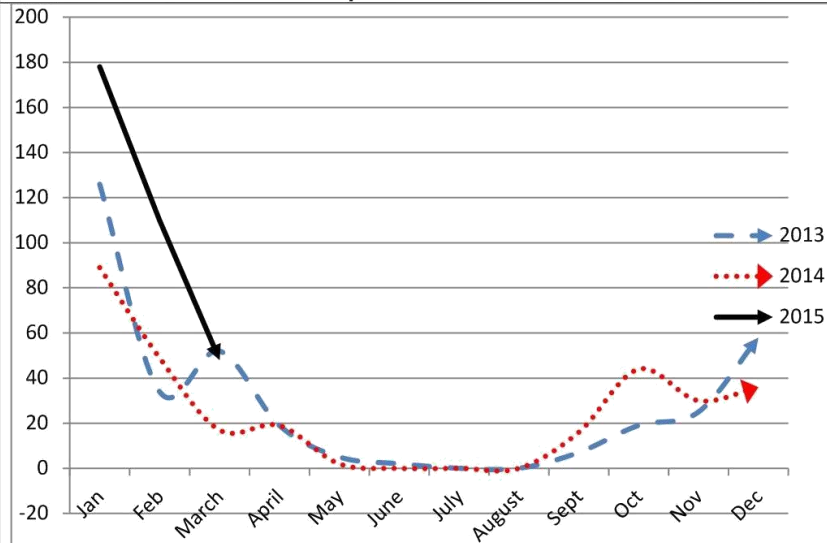
ATTACHMENT 1

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

Graphs Quarterly Report

SOCIAL 2.1.1

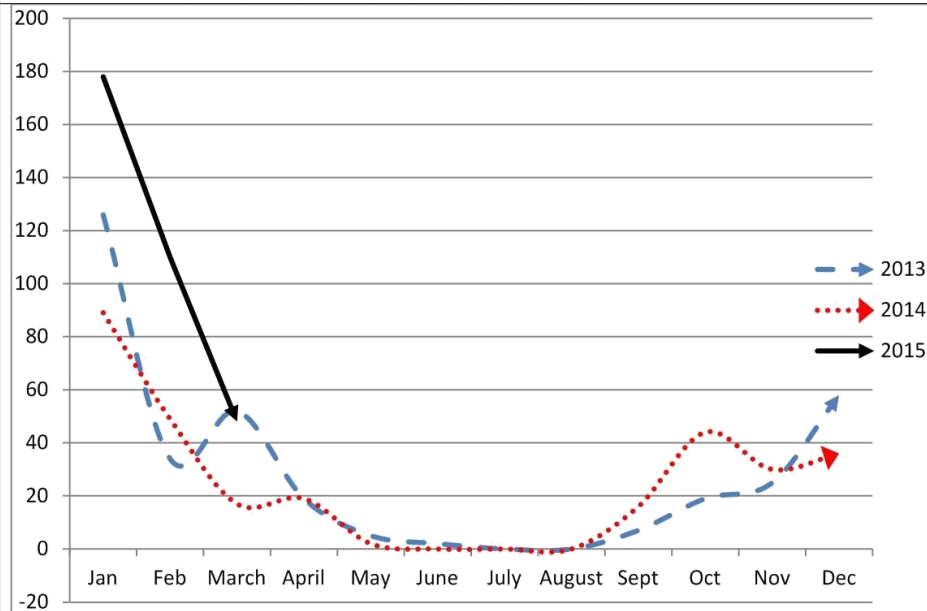
Beach services – number of preventative actions to March 2015



COMMENT: The number of preventative beach services for the March quarter 2015 was on trend with the previous March 2014 quarter.

SOCIAL 2.1.1

Beach services – number of rescues to March 2015



COMMENT: Beach rescues during the March 2015 quarter are slightly lower than previous comparative 2014 quarter.

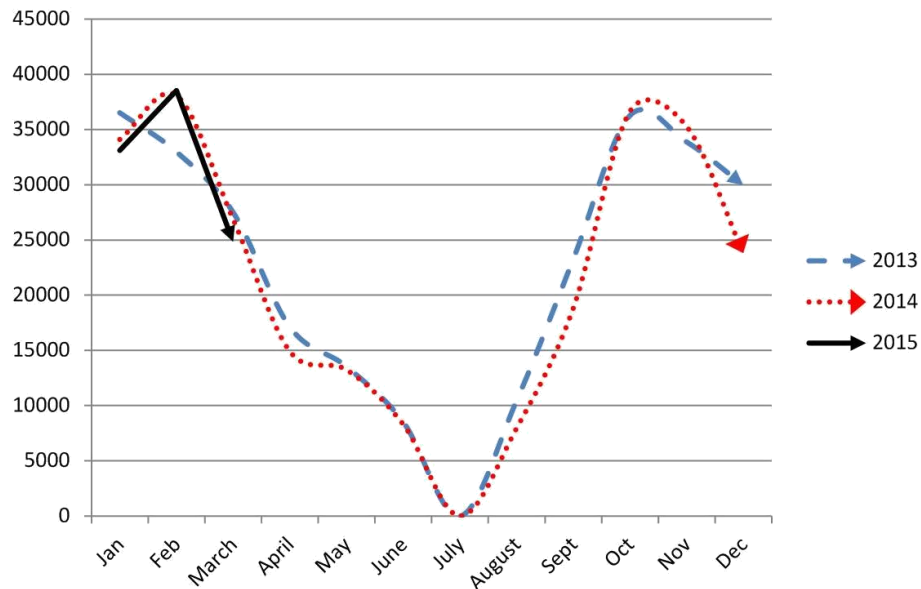
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Graphs Quarterly Report

SOCIAL 2.1.2

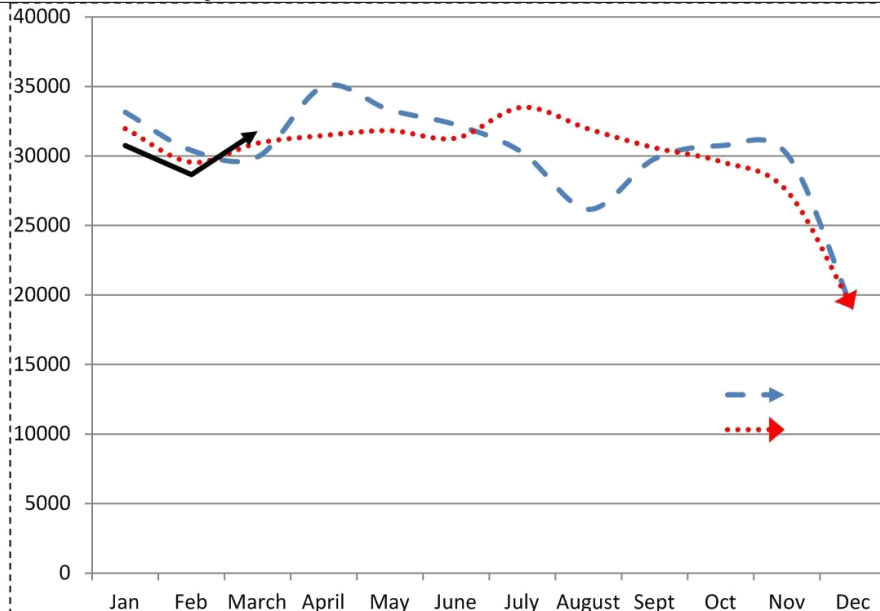
Manly “Boy Charlton” Swim Centre patronage to March 2015



COMMENT: Attendance figures for the March quarter are slightly less than previous comparative quarters due to building works at the centre.

SOCIAL 4.1.1

Number of library loans to March 2015

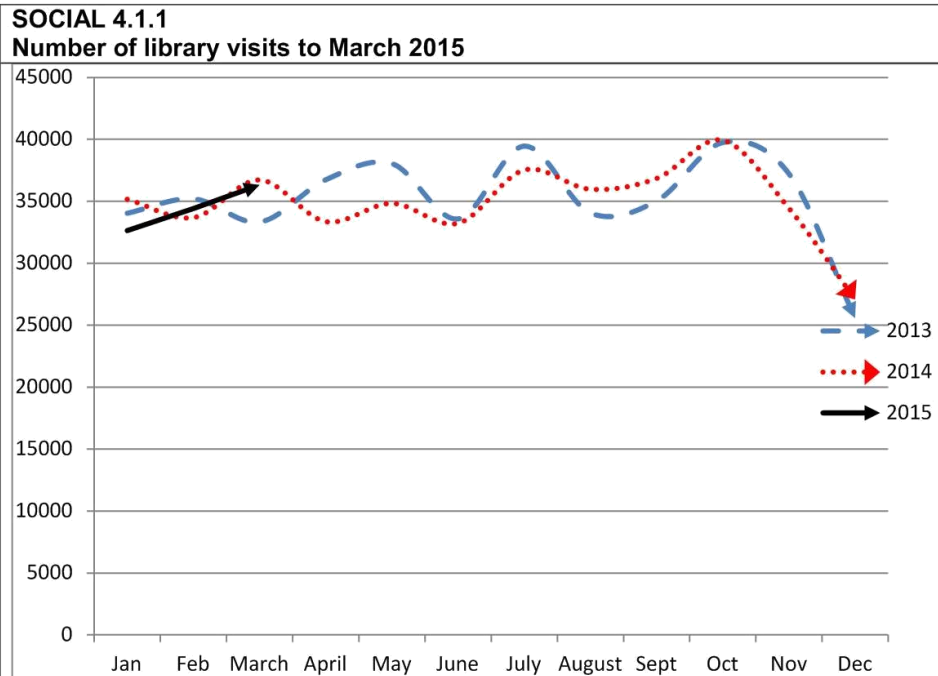


COMMENT: Library loans numbers in the March quarter were on trend with previous comparative quarters.

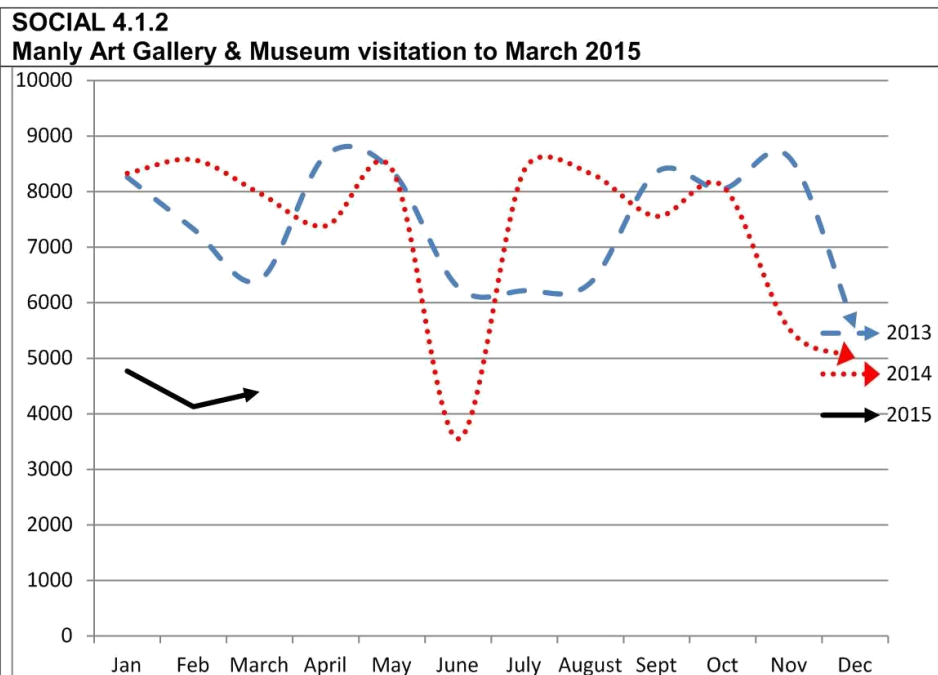
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Graphs Quarterly Report



COMMENT: The visitation figures for the Library for the March quarter were on trend with previous comparative quarters.



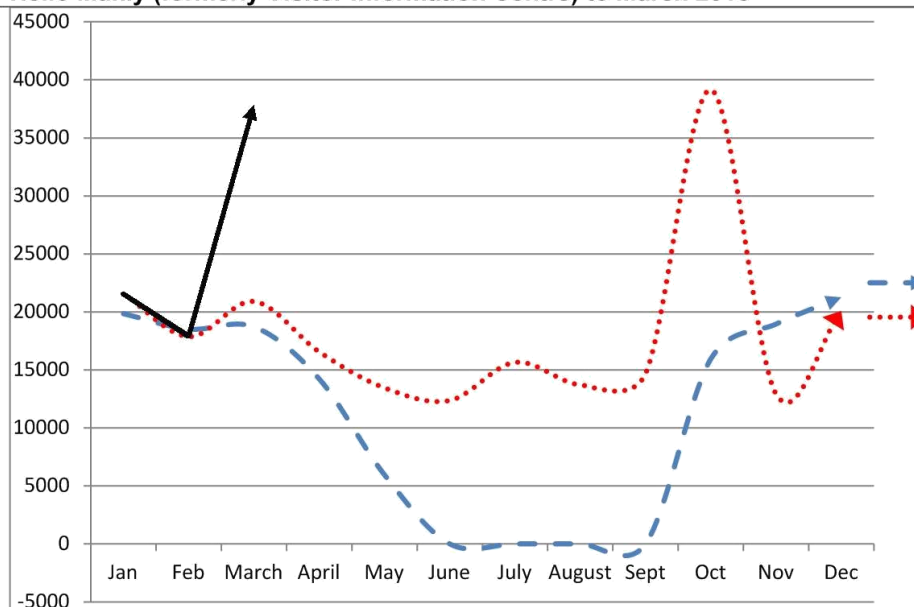
COMMENT: Visitor numbers are less than previous comparative quarters in 2014 and 2013 and dependent on the popularity of the displays and exhibitions.

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ECONOMIC 2.2.1

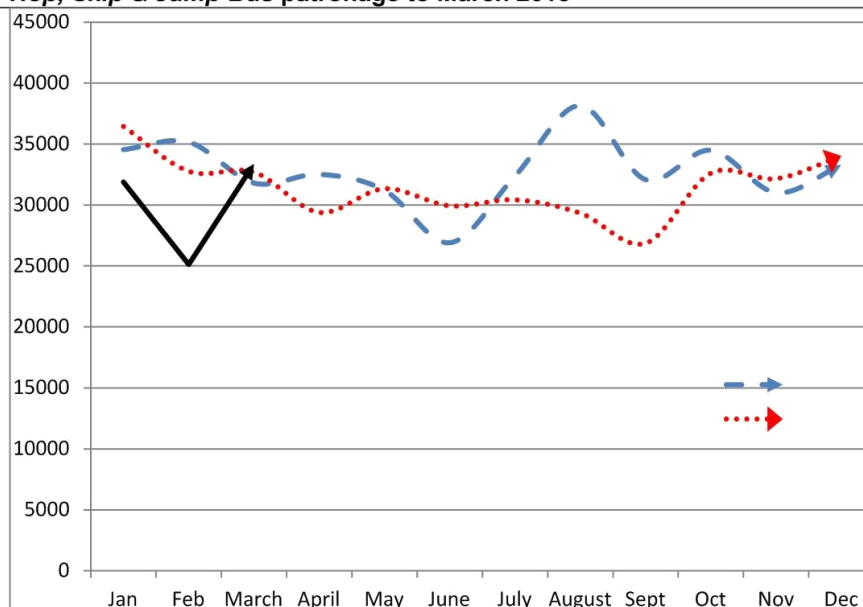
Hello Manly (formerly Visitor Information Centre) to March 2015



COMMENT: The Centre's visitor numbers were higher in this quarter (compared to previous years) due to the great weather during the month.

ECONOMIC 3.1.4.

Hop, Skip & Jump Bus patronage to March 2015



COMMENT: Passenger journeys for the March quarter are trending lower than comparative quarters.

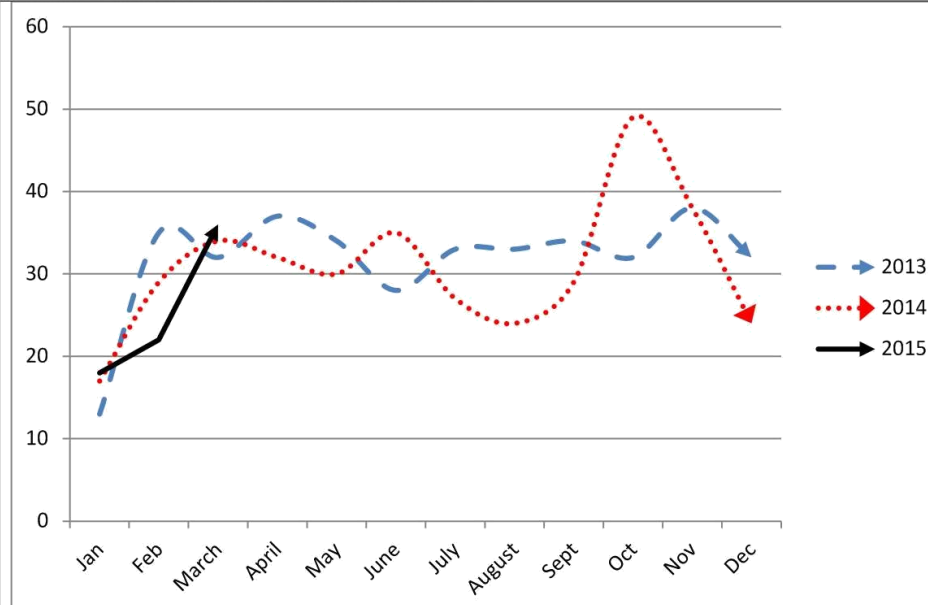
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Graphs Quarterly Report

ENVIRONMENT 2.1.4

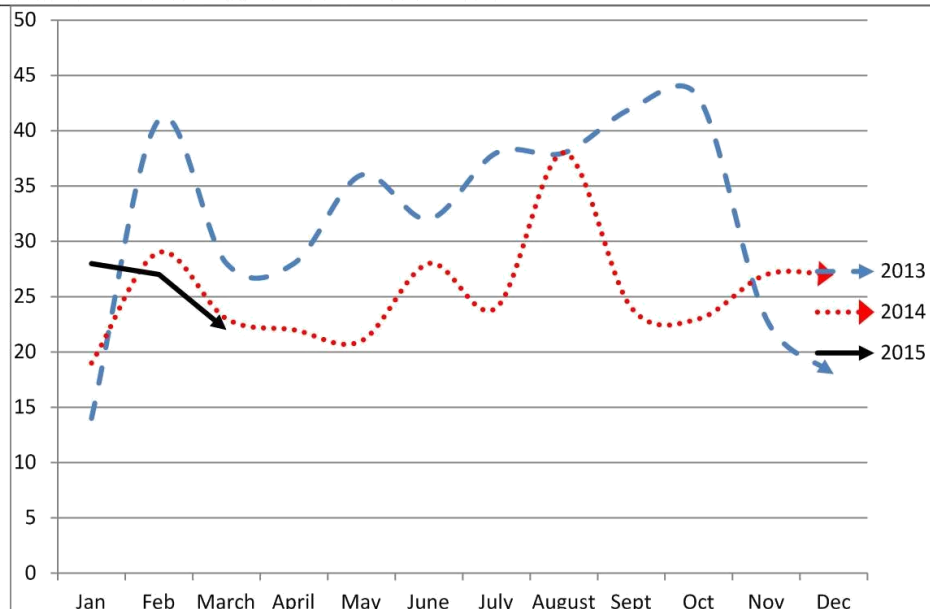
Number of DAs submitted to March 2015



COMMENT: The number of DAs submitted in the March 2015 quarter is less than comparative quarters due to expansion in complying code certifications.

ENVIRONMENT 2.1.4

Number of DAs determined to March 2015



COMMENT: The number of Development Applications determined in the March 2015 quarter was lower than the previous comparative quarters (reflecting lower DA numbers received).

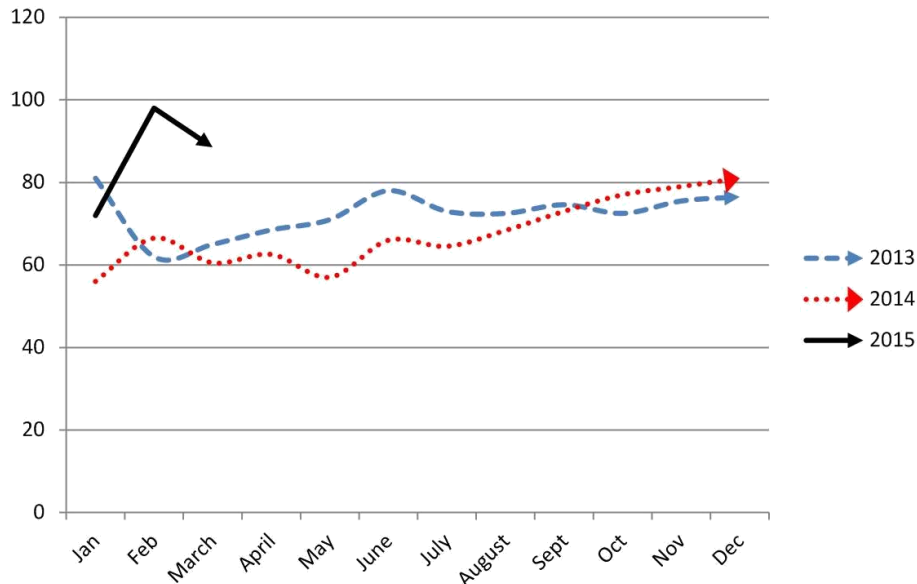
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Graphs Quarterly Report

ENVIRONMENT 2.1.4

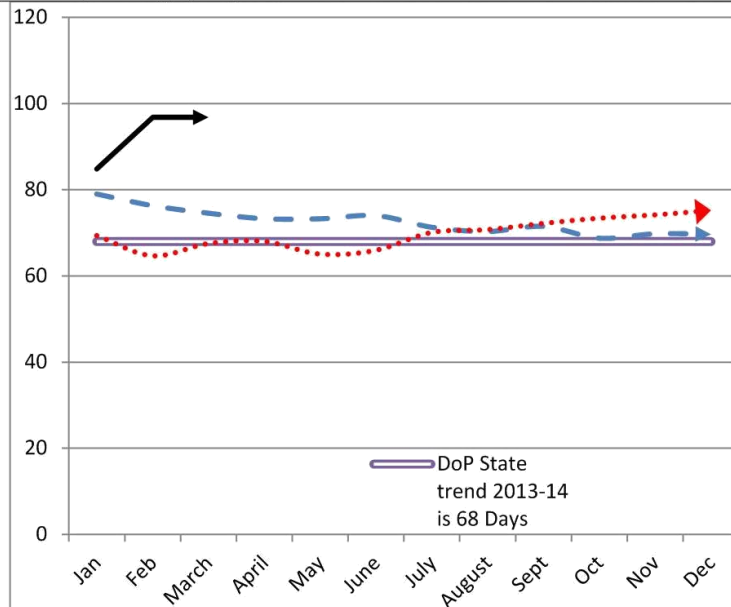
Year To Date Median days turnaround time of a DA to March 2015



COMMENT: The median turnaround time for DAs in the March 2015 quarter was higher than comparative quarters.

ENVIRONMENT 2.1.4

Mean (Average) days turnaround time of a DA to March 2015



COMMENT: Average turnaround times for DA for the March quarter 2015 were higher than the statewide average.

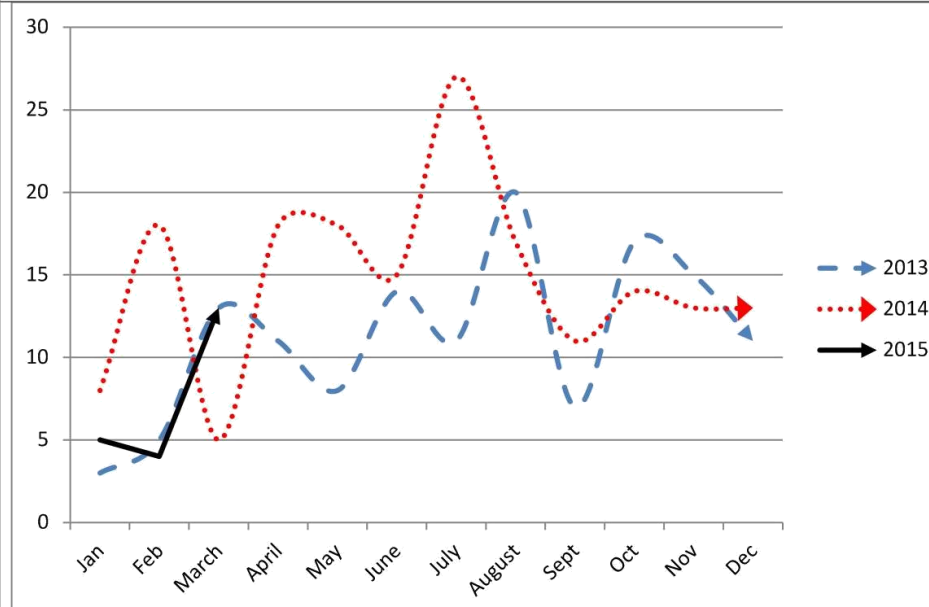
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Graphs Quarterly Report

ENVIRONMENT 3.1.2

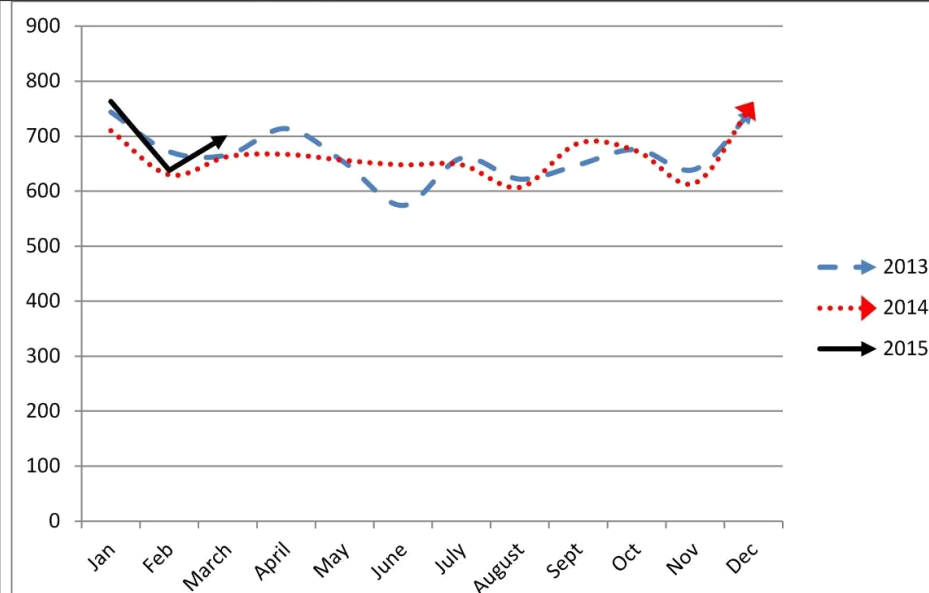
Number of regulatory and compliance Notices and Orders issued to March 2015



COMMENT: The total number of notices & orders served to March 2015 was higher than comparative quarters.

ENVIRONMENT 5.1.1

Tonnes of domestic garbage collected to March 2015



COMMENT: Domestic garbage collections in the March quarter were on trend with comparative quarters.

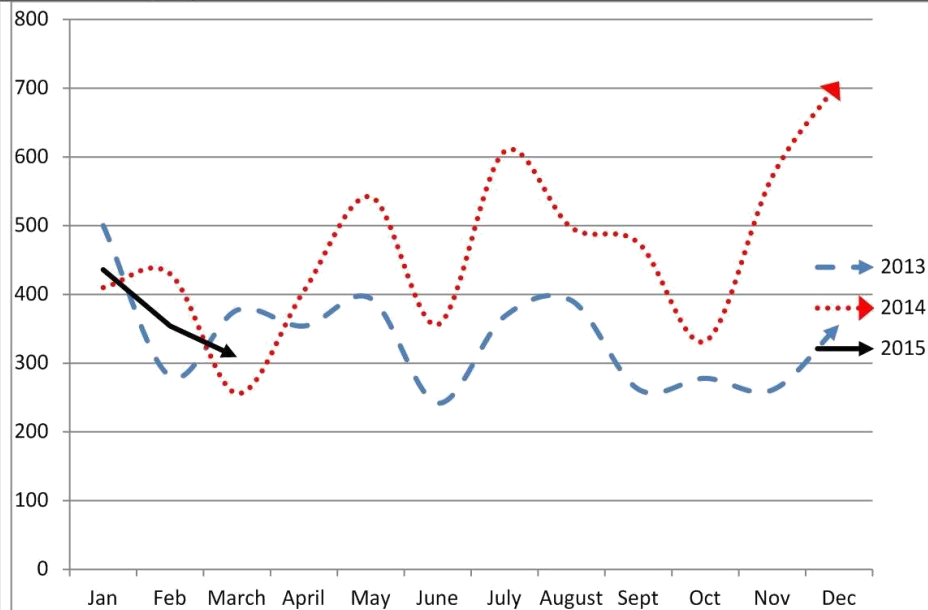
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Graphs Quarterly Report

ENVIRONMENT 5.1.2

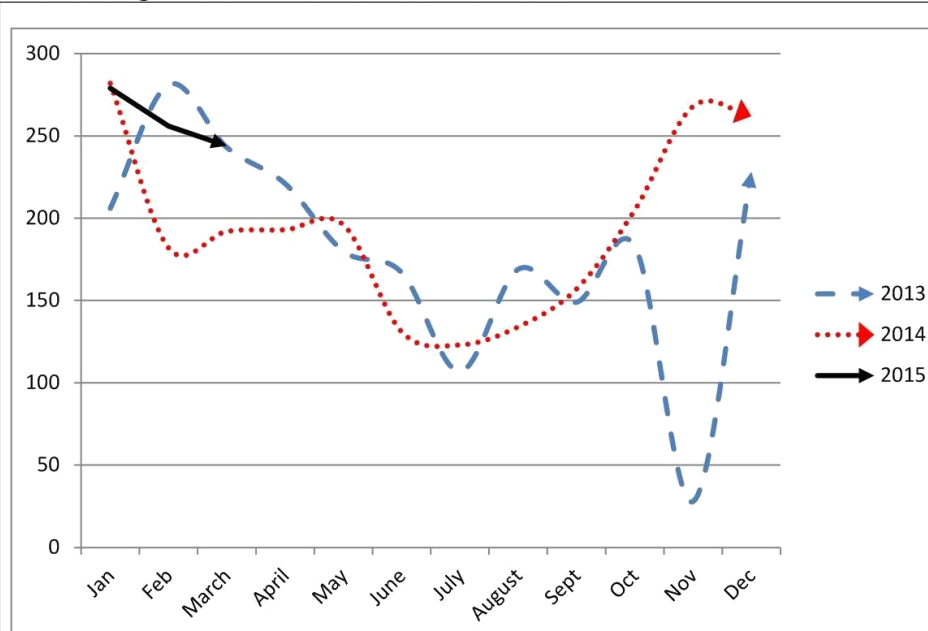
Street sweeping – litres collected to March 2015



COMMENT: Street Sweeping litres collected for the March quarter were slightly lower than previous comparative quarters.

ENVIRONMENT 5.1.3

Tonnes of green waste collected to March 2015



COMMENT: Green waste collections in the quarter were on trend with comparative quarters.

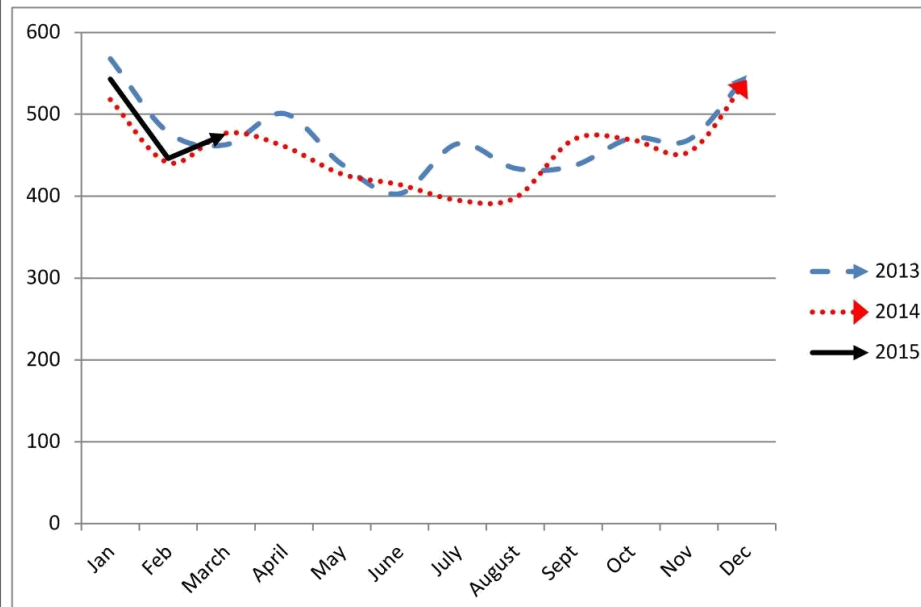
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Graphs Quarterly Report

ENVIRONMENT 5.1.3

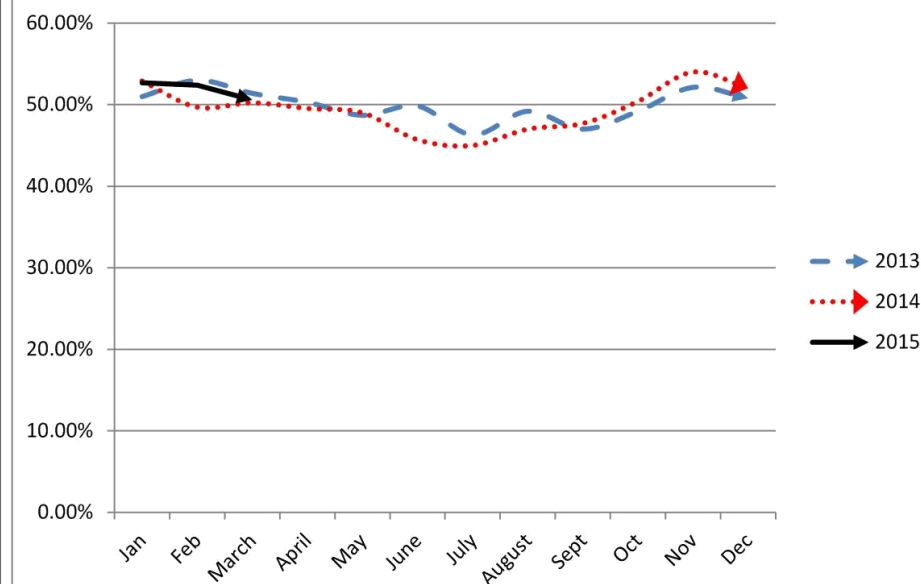
Tonnes of domestic recycling collected to March 2015



COMMENT: Domestic recycling tones for the March quarter were on trend with comparative quarters.

ENVIRONMENT 5.1.3

Landfill diversion rate to March 2015



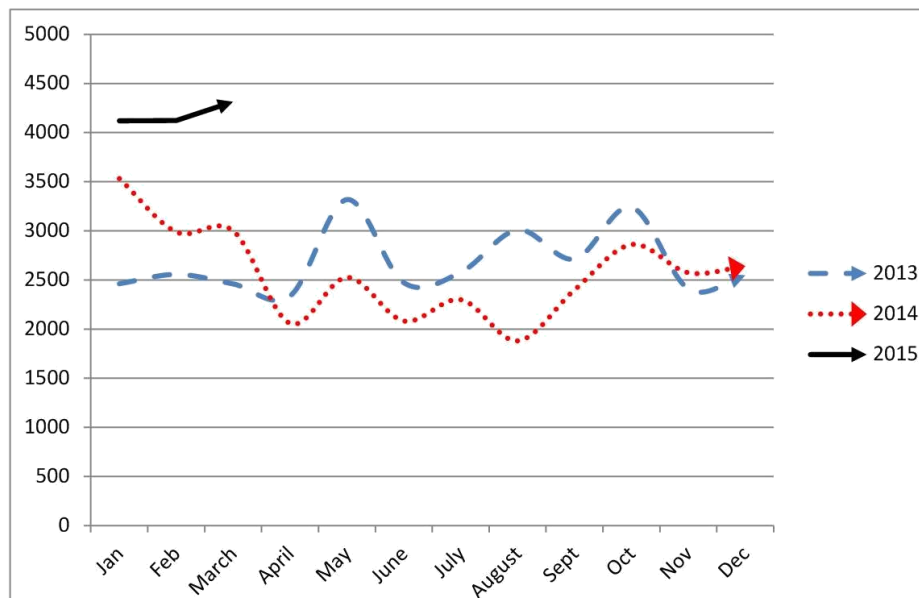
COMMENT: Diversion rates for the quarter remain on trend with comparative quarters.

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GOVERNANCE 1.2.1

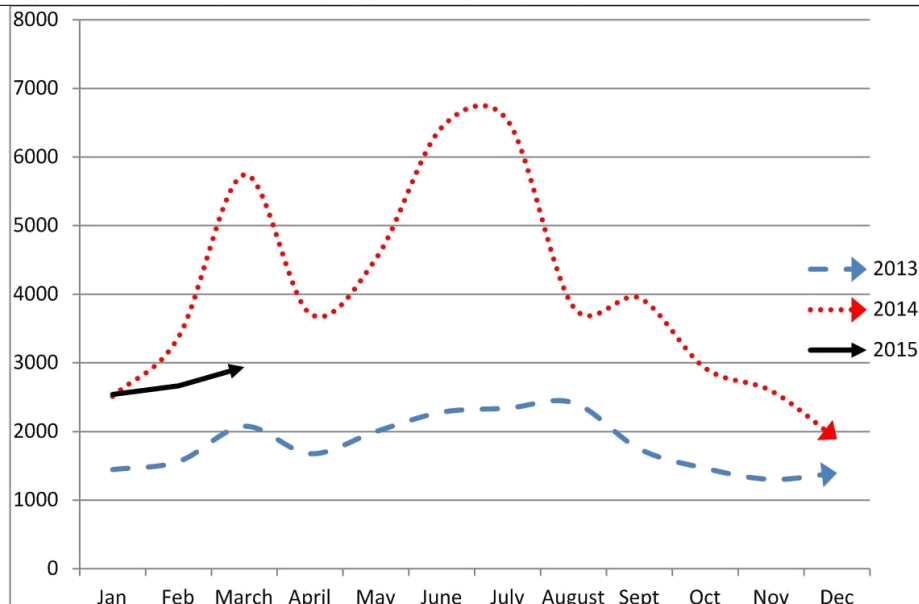
Customer service – calls to switch to March 2015



COMMENT: Calls to switch for the March quarter are higher than comparable quarters.

GOVERNANCE 1.2.1

Customer service – counter visits to March 2015



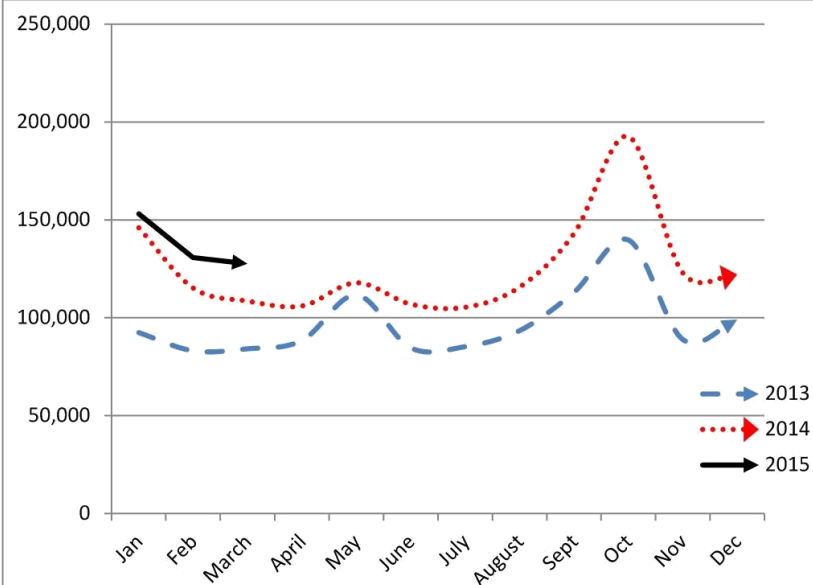
COMMENT: The counter visits in the quarter are less than the comparative 2014 quarter.

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GOVERNANCE 1.3.1

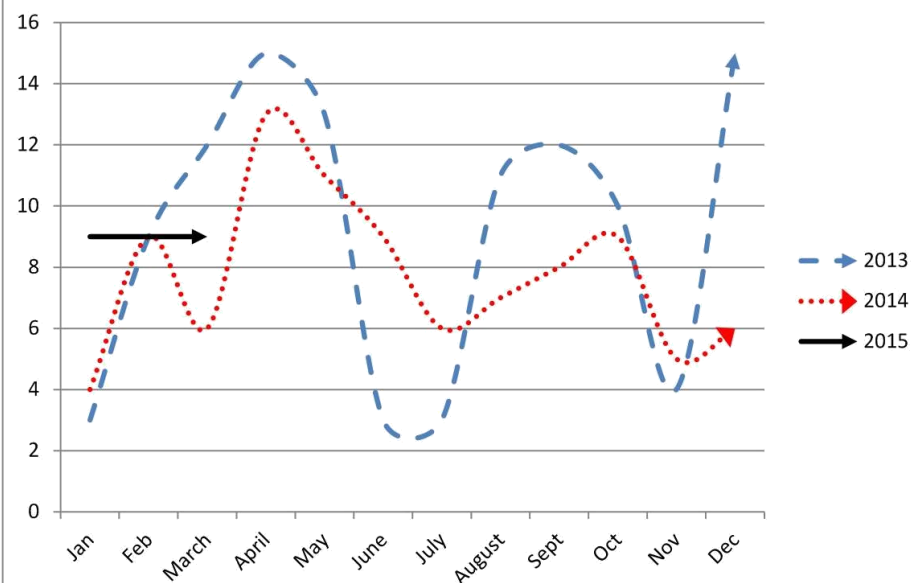
Number of Page Views of Manly Council Website to March 2015



COMMENT: Visits to the website are higher than with previous comparative quarters, showing the importance of the website as a means of Council communications.

GOVERNANCE 1.3.1

Number of media releases issued to March 2015

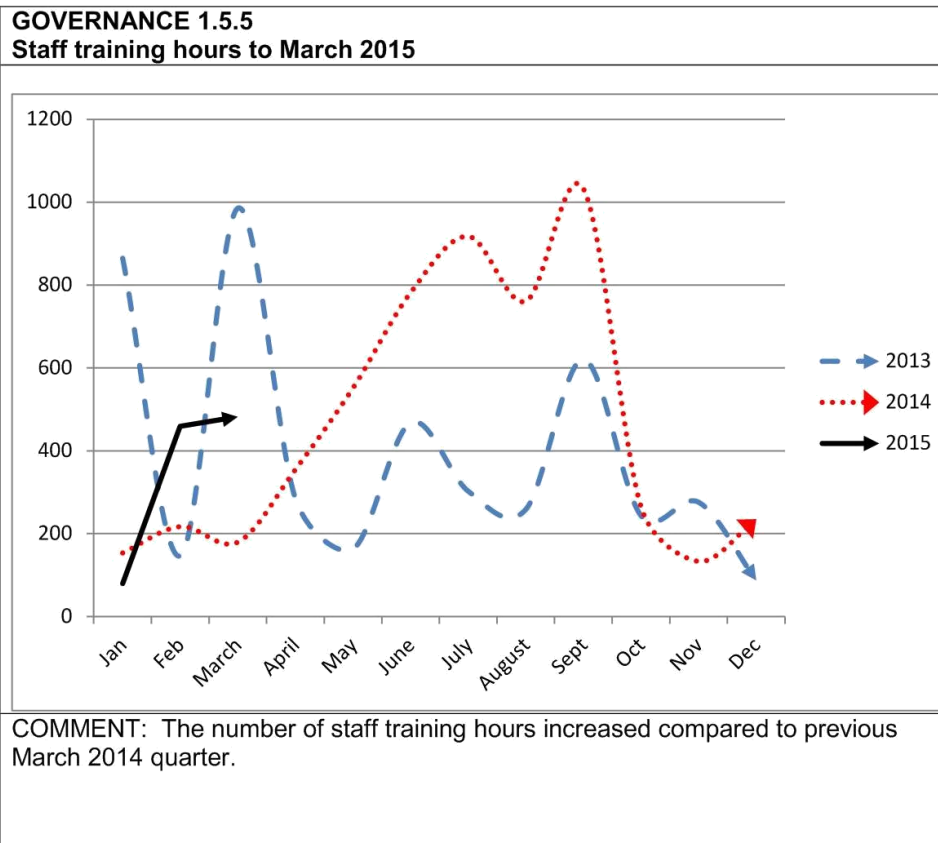


COMMENT: The number of press releases in the quarter (27) was higher than previous March quarters.

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Graphs Quarterly Report



ATTACHMENT 2

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015 Matrix

January to March Quarter 2015						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Comment
1	1.1 Work with key stakeholders (NSW Attorney General and NSW Police) to address alcohol culture and crimes.	1.1.1 Implement Manly's Crime Prevention Plan 2011-2013, in particular by developing strategies for late night transport, education, regulation and enforcement, planning and community engagement.	1.1.1.1	Implement Crime Prevention Plan actions in consultation with key stakeholders and the Community Safety & Place Management Advisory Committee.	HSF	Improved infrastructure at late night taxi rank completed Late Night radio project implemented
			1.1.1.2	Address culture of drinking by promotion of non-drinking activities.	HSF	100%
			1.1.1.3	Provision of drug and alcohol free under 18 events.	HSF	Alcohol free youth events held with good attendance, including State competition, youth bands at World Food Markets, Australian Open of Surfing alcohol free events and concerts attracted thousands of young people with no crime/anti-social behaviour recorded. Commitment to second year of Stop the Supply campaign. Review of East Esplanade alcohol prohibited area being undertaken.
			1.2.1	Research and development of community safety needs and actions in consultation with the Community Safety & Place Management Advisory Committee.	HSF	75%
			2.1.1	Provision of professional lifeguard services Manly Ocean Beach to ensure public swimming safety, and public risk management.	HSF	75%
2	2.1 Promote healthy and active Manly community.	2.1.1	2.1.1.1	Provision of Ocean Beach Professional Lifeguard services: Develop remote signage plan for implementation. Improved means of communicating beach safety requirements to CALD background beach users. Update Operations Manual and Professional Lifeguard Services Policy	HSF	Rescues = 336 Preventative actions = 11,572
				Administration of user's licenses and monitoring.	HSF	All annual lifeguard proficiencies updated. Updated signage being installed. CALD pamphlets printed and distributed. Operations Manual and Professional Lifeguard Services Policy updated.
				Operation of the Manly Swim Centre in accordance with Public Health regulations, operating plan and budget requirements.	HSF	No non-compliant issues reported. Final one year options of beach licences being exercised.
				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.	HSF	96,464 visitors to Swim Centre.
				Development of health living program and initiatives, as well as through lifestyle activities through committees and local partnerships.	HSF	18 closures during this period - Baby and Toddlers Pool.
				Provision of a broad range of sporting programs and activities.	HSF	Nil drownings.
				Encourage and support opportunities that cater to the health and well being needs of young people.	HSF	All annual lifeguard proficiencies updated.
				Provision of Council's and NSW State Govt Smoke Free Areas to the public and implementation of a Council Smoke Free Workplace.	HSF	Council has supported healthy ageing activities at the Seniors Centre and Manly Swim Centre. Manly Swim Centre activities include learn to swim program. Promotion of healthy lifestyles and services through the Human Services and Social Policy Committee. Approval of third party events such as Nippers Carnivals, Charity Walks, Blahdon etc.
				Encourage and support opportunities that cater to the health and well being needs of young people.	HSF	Youth involved in music events, State competition. Adolescent and Family Counsellors have supported youth and family with counselling sessions, as well as provided parenting seminars for families to assist them meeting the needs of their children.
				Provision of Council's and NSW State Govt Smoke Free Areas to the public and implementation of a Council Smoke Free Workplace.	GMU	Playground signage audits completed. Beach areas reviewed by Waste Committee and recommended for stencil signs. Alfresco dining signage up to date. Sportsground signage audit to be undertaken.

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

Matrix

LUS - Civic Urban Services, LUS - Landuse Sustainability, HSF - Human Services Facilities, CSS - Corporate Support Services, GMU - General Manager Unit

ATTACHMENT 2

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January to March Quarter 2015									
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed	Comment		
3 Maintain and support connected Manly neighbourhoods & amenities.	3.1 Maintain community, open space and sports facilities.	3.1.1 Construct and maintain public open space and recreation facilities to cater to a range of community groups & support changes in future usage needs and is safe and accessible.	3.1.1.1	Implement any approved actions from endorsed recreation strategy. Rationalise existing facilities to project best cost effective maintenance.	Number of approved actions completed. Number of facilities rationalised.	CUS	75% Defects Fixed.		
			3.1.1.2	Utilise capital funds or available grant funding to improve existing infrastructure and facilities. Develop projects in line with Recreational Strategy and asset management principles; Continue to progress L.M Graham Reserve Landscape Masterplan stages. Rationalise sportsfields maintenance cost. Progress SMS lighting System cost recovery program.	Number of approved sportsfields capital improvements completed. Number of proposed approved actions from LM Graham Reserve Masterplan implemented. Full cost recovery for lighting usage from user groups achieved.	CUS	75% LM Graham Reserve: Practice Cricket nets installation completed. Re-location of soccer field to north-western corner. Installation of new irrigation to western side of oval; new infrastructure and pump to system. Software for Cloud master system purchased to manage lighting system. Billing and cost recovery current.		
			3.1.1.3	Manage filming approvals, event approvals, community centre bookings and reserve bookings.	Number of bookings taken per type of facility; Filming/Wedding approvals granted each year.	CSS	75% There were 1,240 Hall Hire bookings, 12 filming approvals, 65 wedding approvals, 1,316 Sports Ovals, 158 Volleyball Courts hire, 1 Internments, 10 Fitness Trainer Permits undertaken in the quarter.		
			3.1.1.4	Manage the use of public space in the Manly CBD Corso, including licenses, entertainment, charity approvals, and banner placements.	Number of licences issues and events approved.	HSF	75% World Food Markets, Australia Day Ceremony held in the Corso. 12 Fundraising events held in the Corso.		
			3.1.1.5	Construction and maintenance of facilities that cater to young people in line with community consultation. Maintain standard of surfaces on sports ovals and grass playing	Number of audits carried out. Number of defects fixed.	CUS	75% Re-grassing of Sealforth Oval sporting fields. Change of season renovation works on all fields completed		
			3.1.1.6	Little Manly Beach Community Park	100% of Landscape Plan approved & completed by June 30th 2015.	CUS	75% Little Manly landscaping of land at 36 Stuart Street completed, with new boundary fence and turfing of the additional area. Little Manly Reserve continues to be maintained. A masterplan for the area has yet to be commenced and is subject to funding availability.		
			3.1.1.7	Master Plan for Ivanhoe botanic gardens and park - Draft plan, meetings, design brief, site analysis, schematic draft Masterplan, presentation to Council and stakeholders.	100% of Draft Masterplan: Stage 1 completed by 30th June 2015; Stage 2 preferred Master Plan completed by 30 June 2016.	CUS	75% Consultant is progressing with all preliminary works and information gathering. Content and draft drawing completed for review		
			3.1.1.8	Manly Ocean Beach Coastal Zone Management Plan prepared incorporating sub - plans for the areas of Marine Pde, Shelly Beach and Cabbage Tree Bay Aquatic Reserve, and an Emergency Action Plan for coastal erosion and Cabbage Tree Bay Management Plan.	100% completion of Plan by 30 June 2015.	LUS	75% The consultant is engaged and on target for completion 30 June.		
			3.1.1.9	Feasibility Study prepared to investigate innovative beach furniture, lockers, solar showers to accommodate wider sporting groups.	100% of Feasibility Study and recommendations completed, and reported to Public Domains Committee by 30th June 2015.	LUS/CUS	50% Beach furniture to accommodate wider sporting groups completed at South Steyne. Council's efforts for beach lockers to be provided remain unsuccessful, due to lack of respondents. Solar showers are yet to be investigated, with commencement of solar systems installed into three surf clubs for internal uses.		

J5 - Civic Urban Services, LUS - Landuse Sustainability, HSF - Human Services Facilities, CSS - Corporate Support Services, GMU - General Manager Unit

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January to March Quarter 2015										
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead	% Progress completed	Comment			
3.1	3.1.1 Maintain community, open space and sports facilities.	3.1.2 Look at options to improve watering systems to achieve future water savings in open and public spaces.	3.1.2.1 Develop a strategy to reduce water usage.	Reduction in water usage (KL per annum).	LUS/CUS	75%	Implementing water efficiency strategies & watering system options. Ocean beach irrigation upgrade completed. LM Graham Reserve Irrigation installation			
		3.1.3 Manage Manly public spaces, including gardens and streetscapes by improving civic amenity, plantings, maintaining trees and cultural heritage.	3.1.3.1 Review current methods of maintenance to reduce costs and maintain service levels in-line with budget allocations.	Number of improvements that have been made to reduce cost of maintenance.	LUS/CUS	75%	Small structural changes to Parks & Reserves to meet the resourcing needs of the section.			
			3.1.3.2 Maintain civic gardens, and cultural heritage. Implementation of public spaces programs.	Number of works carried out and defects fixed.	CUS	75%	Major aeration top-dressing, turfing and seeding works carried out Ocean beach grass areas.			
			3.1.3.3 Implement the following programs and projects: Ivanhoe Park landscape Masterplan for botanic gardens; Maintain trees as per Council's Norfolk Island Conservation Management plan.	Draft Landscape Masterplan for Ivanhoe Park completed. Percentage of Norfolk Island Trees maintained.	CUS	75%	Consultant progressing all preliminary works and information gathering. Plan drafted for review. Scheduled weekly wash down of pines implemented.			
			3.1.3.4 Implement funded proposed actions from the Tree Management Policy & Strategy. Implement Adopt a Street Tree planting program with the community.	Number of approved projects completed. Proposed funded street tree planting stages completed. Adopt a Tree program developed.	CUS	80%	Consultant is currently working on draft document to come back to Council for comment.			
3.2	3.2.1 Provide improved community development initiatives and programs.	3.2.1.1 Provide community development programs that build social capital of target groups, including community surveys, and improvements in communications.	3.1.3.5 Manage all internal and external maintenance (trees & mowing) contracts. Continue Tree Maintenance Cyclic Works program. Implement funded actions from endorsed tree strategy. Maintain mowing service levels, look at ways to internalise service if opportunities arise.	2 Cycles per year completed. Scheduled mowing cycles completed as per prescribed intervention levels. How many funded actions from tree strategy completed.	CUS	85%	Current cyclic tree works program increased time frame in each Precinct to accommodate excessive tree growth. HI volume of storm damage works carried out this quarter. All mowing cycles were completed within the scheduled time frames. Contracts reviewed for re-tender.			
			3.1.3.6 Develop business opportunities to internalise outsourced services where possible. Small tree works currently carried out in house for trees under 5m in height. Create training opportunities for internal staff to be able to expand tree maintenance services. Continue to Review services unit rates to improve services. Seek opportunities for in-house services if cost effective.	Percentage of works returned in house. Quarterly evaluation of unit rates undertaken. Amount of training carried out.	CUS	80%	Internal crew carried out high percentage of storm damage works and pickups related to storms.			
				3.2.1.1 Provision of formal and informal programs to cater for community interests including arts and culture based activities.	Numbers of people attending new and existing community development programs, and number of new communication methods implemented.	HSF	100%	Annual funding grant provided to Manly Community Centre and Manly Women's Shelter to support a range of community activities including support the homeless in Manly, provision of community information, supporting women involved in domestic violence, Community and Cultural grants awarded to successful applicants supporting community needs for the Manly LGA.		
				Number of consultation events and projects completed.	HSF	75%	Manly Youth Council continues to meet monthly and develop a range of youth activities. Parenting Workshops presented by the Adolescent and Family Counsellors Arts and culture events held including exhibitions and public programs.			

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A. SOCIAL						January to March Quarter 2015		
Goals	Strategy	Four Year Plan		One Year Plan	KPI	Responsible Lead Division	% Progress completed	Comment
4 Create a more culturally vibrant Manly.	4.1 Provide high quality library services and cultural information facilities.	4.1.1	Continued development of the provision of Library and Information Services, especially; on line services, Shorelink network, specialist local studies, strategic partnerships, new technology, upgrading building services.	4.1.1.1	Continued provision of Library and Information Services, including loans, references services, children and target group programming, exhibitions, inter-library loans, mobile Library Afloat, E-books.	HSF	75%	Library visitation = 103,406 Circulation = 91,218 Database = 6742 Electronic resources eBooks 678, eAudio 173, eMags 725.
		4.1.2	Maintenance of facilities and provision of services at the Manly Art Gallery and Museum, such as Manly Arts Festival, public arts program, fund raising, maintaining best practice standards, gallery shop management, collect artworks, and variety of public programs.	4.1.2.1	Continued provision of Manly Art Gallery and Museum (MAGAM) services, including maintenance of collection, touring exhibitions management, support MAGAM society, support Manly Arts Festival			
	4.2 Strengthen the social capital and bonds within key Manly neighbourhoods with its special international communities.	4.2.1	Development of place making and neighbourhood development community development initiatives.	4.2.1.1	Coordination of Meet Your Street program.	HSF	75%	Four (4) "Meet Your Street" events undertaken in the quarter.
		4.2.2	Engage in cultural exchanges with other Councils and government organisations nationally and internationally.	4.2.2.1	Manage a program of family friendly interactive events to enliven community spaces at various locations across Manly LGA.			
				4.2.2.2	Council participation in sister city & cultural exchange support programs	GMU	75%	Applications were sought for the 2015 Odawara Student Exchange. Interviews took place in March and 25 students were accepted to take part in the 25th Exchange.

JS - Civic Urban Services, LUS - Landuse Sustainability, HSF - Human Services Facilities, CSS - Corporate Support Services, GMU - General Manager Unit

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Matrix

A. SOCIAL				January to March Quarter 2015				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed	Comment	
5	Facilitate a range of children and youth community support services, that support the social and welfare needs of the Manly community.	5.1.1 Continued delivery of programs and services for children and families in accordance with community needs.	5.1.1.1 Sharing delivery of existing education programs run through Council environmental and other services, such as Libraries, and Art Gallery.	Number of programs conducted.	HSF	75%	Green & Groovy art adventures held monthly in Library. Young adult book club, baby bounce and rhyme, toddler time, outreach story telling at long day care centre and preschools were also undertaken.	
				Occupancy rates and service accreditations achieved.		75%	Child care continues to operate at capacity. Quality Assessment Rating attended for both long day care centres and evaluated at Meeting the National Quality Standards	
				Number of activities		75%	Two youth band activities at World Food Markets. State Competition with 300 attendees Dance Group Rehearsals. Manly Youth Council meetings continued monthly.	
				Utilisation rates and number of activities.		75%	AFC's continue to provide individual counselling & support to adolescents and their families. Consults with an average of 97 clients over the quarter.	
				Number of attendees		75%	GL@M continues to meet fortnightly and averages up to 10 attendees. GL@M partnered with Headspace to have a float at the Mardi Gras on 7 March	
		5.2 Facilitate community support services, programs and events for targeted groups.	5.2.1 Continued programs and support for Aged, Disability, ATSI & CALD groups and community development, including Club Friday, information and referral services to CALD and ATSI communities, support Northern Sydney Aboriginal Social Plan program, Gay and Lesbian at Manly social support group, Mental Health Advocacy, homelessness support and action plan.	5.2.1.2 Provide information and referral to target groups.	Number of referrals	HSF	75%	Community Development continues to provide information and referral to the general public, community services and other key stakeholders. There was a monthly average of 32 enquiries regarding HACC & other services. Promotion of International Day of People with Disability occurred. Seniors Week held in March with Aboriginal Heritage Talk and Bush Tucker as a featured activity.
					Information developed and distributed		100%	Manly Warringah Pitwater 2014-15 Seniors Directory has been distributed widely in the community and copies are available.
					Number of activities provided		75%	Manly Club for Seniors continues to provide a range of activities at Manly Seniors Centre including lawn bowls, table tennis, dancing, games, art & singing to ensure healthy ageing and social inclusion. Healthy Lifestyle classes and Computer Falls also run at the Centre. Community restaurants are held on Fridays at the Centre on 11th April.
					Utilisation rates; Meet targets for volunteer visits as per agreement with Department of Social services.		75%	Club Friday operates 47 Friday nights per year with 2 day trips. Meals on Wheels provides services to the elderly and those in need, such as shopping trips, and recreation trips fortnightly. The service runs Community Restaurants at 3 locations, weekly at Manly Seniors Centre and St Matthews Church The Corso, and monthly at Sealforth Pavilion.
					Number of successful grants awarded		100%	Applications for Community Grants opened and were assessed, with 18 Community grants awarded. 9 non-recurrent Cultural grants and 3 recurrent Cultural grants awarded. Presentation to successful applicants held in October 2014.
		5.2.1.7 Promotion and support of the International Day for People with a Disability.	Number of annual activities	HSF	100%	Promotion of International Day was held in December 2014.		

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January to March Quarter 2015						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Comment
1 Facilitate a diversified Manly economy that caters for locals and visitors alike	1.1 Work in partnership with the community to develop strategies to diversify and broaden Manly's economy	1.1.1 Refine strategies to broaden Manly's range of local businesses and services to cater for both residents and visitors in Manly CBD.	1.1.1.1 Progress activation of laneways and pedestrian streets.	Number of CBD laneways and streets activated.	GMU	As part of Manly 2015 plan, street upgrade works have commenced in Raglan Street and design developed for Sydney Road upgrade (including traffic and public domain design concepts).
		1.1.2 Continue developing partnerships with local and regional stakeholders.	1.1.1.2 Development of partnerships with local stakeholders.	Number of partnerships developed.	GMU	Council continues to work with its local partners such as the Chamber of Commerce to improve the local Manly CBD, put on events and provide information on local services.
	2.1 Develop a Manly tourism management strategy	2.1.1 Develop Manly tourism strategy to review the impact of tourism on Manly.	2.1.1.1 Review data and preparation of draft Tourism Plan and draft following survey of key stakeholders.	Completion of Plan; Number of recommended actions implemented.	HSF	Initial document research conducted by CMS students. Has not been further progressed from this initial stage. Awaiting new intake of CMS students. Nil further progress to date.
	2.2 Promote Manly as a visitor destination, and provide local tourism and visitor services	2.2.1 Manage Manly's Visitor Information Centre (VIC).	2.2.1.1 Continued support for the delivery of services at Hello Manly to meet the needs of visitors and tourists.	Visitor numbers provided on monthly basis	HSF/GMU	The Manly Visitors Information Centre is now run by Hello Manly in partnership with Council, and together with improved layout, this facility continues to provide information for visitors to the Manly area.
2 Promote tourism as an important part of the local economy		2.2.2 Review Manly's VIC current and future accommodation needs for purpose and capacity of service businesses.	2.2.2.1 Review completed and rebranding to Hello Manly undertaken in partnership with local stakeholders.	Premises upgraded and managed as per agreement with Council	HSF/GMU	The Hello Manly site has been improved and the facilities upgraded in the last financial year. Further work being explored to include a cafe.
		2.2.3 Work in partnership with Destination NSW and local businesses.	2.2.3.1 The continued development of partnerships to benefit local community and businesses with key tourism stakeholders.	Number of partnerships developed.	HSF	Working with key representatives through the Economic Development and Tourism Committee and ICMB students.
	2.3 Deliver events and activities to entertain, educate and involve Manly's community	2.3.1 Continued delivery of Council local events services and programming.	2.3.1.1 Programs and events delivered within approved budget.	Number of events, audience numbers and number of sponsorships attained.	HSF	Manly continues to be a popular destination for events: 1 Council event held 4 x Meet Your Street events. Commencement of Manly Fresh Farmers Market in Manly Plaza twice a week.
		2.3.2 Develop an overall strategy to manage Events Programs.	2.3.2.1 Review existing calendar of festivals and events and report to Council recommendations for the future.	Review of events & report to Council.	HSF	Each event is reviewed post-event to identify areas of improvement and change via survey, debriefing with key stakeholders and via committee.
3 Improve traffic, parking and sustainable transport options in Manly.	3.1 Engage with stakeholders to deliver sustainable transport options.	3.1.1 Improvements in the Local Area Traffic Management (LATM), by completion of various LATM schemes in the Manly LGA.	3.1.1.1 A) Develop and implement a program of Local Area Transport Management projects. B) Undertake audit program of all traffic signs, road markings and facilities, from audits develop program of maintenance works. C) Develop road safety campaigns to target issues raised by crash analysis and black spot program. D) Identify and develop road safety measures to improve road safety at accident hot spots.	Percentage of works implemented by Council following Traffic Committee recommendations. A) 10% B) 100% C) 75% D) 50%	CUS	A) Local Area Traffic Management plan for Ruff Street, Cliff Street, Pacific Parade and Alexander Street is being prepared. B) Council engaged to find and fix road markings on the main routes in Manly. C) Three Year road safety campaigns program prepared and campaigns for January to March delivered including seniors calendar and child restraint workshops. D) Black spot funding application for 2015/16 submitted. Schemes to be developed to concept stage by July 2015.
		3.1.2 Administer the resident permit parking schemes	3.1.2.1 Trial of electronic permit parking system.	Successful implementation of online application and payment system for all permit parking systems.	CSS	System ready for internal testing and subsequent go live.
		3.1.3 Working with SHOROC and other agencies to deliver improved regional transport networks.	3.1.3.1 Implementation of SHOROC regional directions and participate in the Northern Metropolitan Council of Mayors.	Number of SHOROC initiatives undertaken.	CSS	Council continues to work with its SHOROC partners to improve transport initiatives for the region, in particular championing the Bus Rapid Transit proposals being undertaken by the NSW Government for the Northern Beaches region, park & ride initiatives and advocacy on regional needs.
		3.1.4 Continuation of community bus network via Operation of free bus service "Hop, Skip and Jump".	3.1.4.1 Community bus network improvements by continuous improvements in services and operations.	Usage of Hop Skip Jump Bus service reported.	LUS	YTD Passenger trips 277,052. YTD Donations \$11,076. Service review complete. Two new buses commissioned. Traffic management matters to be pursued. Driver training schedule developed. Bus timetable format reviewed.

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January to March Quarter 2015					
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division
4. Maintain key amenities and physical infrastructure to acceptable service standards. This to include the implementation phase of Manly2015 Masterplan.	4.1 Manage infrastructure and assets to ensure financial sustainability and meet community needs including the construction of: i) a new Manly Swim Centre complex ii) Manly2015 Masterplan facility and streetscape projects, which include: • The construction of a new carpark beneath Manly Oval; • Renewal of Manly Library and community facilities on the site currently occupied by the existing Manly Library; • Removing non local and through traffic from the Manly CBD village; and • The redevelopment of streetscapes in the Manly CBD including Raglan Street, Sydney Rd, Central Avenue and Market Lane.	4.1.1 Implementation of actions in Asset Management Plan and Policy for infrastructure & assets. Implementation of approved actions and works program schedule. Establish service levels for required works based on available funding to meet community expectation.	4.1.1.1 Undertake program as per Asset Management Plan for all assets under council control: a) Roads; b) Footpath; c) Drainage (Pipe, Pit, GRT) using CCTV; d) Buildings; e) Parks and Recreations.	100% Implementation of works program as per Asset Management Strategy, and on time and within budget.	CUS & GMU
		4.1.2 Major Infrastructure Projects Planned, Designed and delivered including: 1. New Manly Swim Centre Complex to be finished in 2016; 2. Seaford Community Hub (former Seaford TAFE site) tenanted; 3. Redevelopment of former Baby Health Centre site (cnr Raglan and Pittwater Road); 4. Manly2015 Masterplan; and 5. Streetscape improvement projects	4.1.2.1 1. Construction of Redeveloped Manly "Boy" Charlton Swim Centre. 1a. Resolution of Water Polo Facility and construction if funding obtained. 2. Seaford Community Hub (former Seaford TAFE site) leased. 3. Aboriginal Heritage Office be accommodated in the former Baby Health Centre site (cnr Raglan and Pittwater Road). 4. Council to progress with the detailed planning and construction phases of Manly 2015 including: - The construction of the new carpark beneath Manly Oval - The Village Centre and Manly Library components be progressed in accordance with the Manly2015 Masterplan. - The redevelopment and urban design improvements for streetscapes be progressed in accordance with the Manly2015 Masterplan, as funds become available.	Projects progressed and delivered on time and to budget and desired specification. Projects endorsed to proceed by Council. Aboriginal Heritage Office Tenanted	GMU - Major Projects
		4.1.3 Manage Civic Plant and Equipment purchasing policy to meet operational needs.	4.1.3.1 Review Civic Plant and Equipment Fleet Purchasing Policy to: (a) incorporate green fuel reductions (carbon footprint reduction strategy); (b) undertake a fleet rationalisation/ usage; (c) undertake a biodiesel review.	Fleet policy reviewed to reduce carbon footprint, rationalise fleet and complete biodiesel review.	CUS
	4.2 Develop emergency plans to protect community infrastructure	4.2.1 Preparation and review of Emergency DISPLAN for the Manly area.	4.2.1.1 (a) Review DISPLAN and mitigation strategies; (b) Council to respond in concert with nominated combat agencies in official emergency situations and conduct training exercises in accordance with the above. Continue to meet with Commonwealth and State agencies (quarterly per annum) to represent Manly's interests.	Completion of DISPLAN review. Attendance at external committee (quarterly);	CUS
					<p>(a) Marellino Street, Balgowlah; Kanangra Crescent, Clontarf; Judith Street, Seaford (b) Bunt Bridge Creek deviation bike path repair works, Bunt Street, George Street, Fairlight. (c) Ogilvy Street Drainage improvement works, Keirle Park drainage improvement works. (d) Upgrade of stormwater pits and pipes in Upper Raglan St. (e) Completion of Cricket Practice nets at LM Graham Reserve. (f) Installation of 300 tonne topsoil LM Graham Reserve. (g) Additional Sealing Bubbblers and Dog Facilities installed.</p> <p>Andrew "Boy" Charlton Swim Centre Redevelopment construction commenced. Seaford Community Hub lease complete.</p> <p>Manly2015 Progress: Manly Plaza construction complete. Raglan Street Upgrade - design complete. Construction commenced early March 2015. Sydney Rd design complete and construction due to commence by September 2015</p> <p>Manly Oval detention tank design due for completion by July 2015. Commence construction October 2015.</p> <p>Fleet review and rationalisation ongoing. redundant plant have been sold. Bio-diesel review ongoing.</p> <p>Pursuant to the provisions of the NSW Government Ministry for Police & Emergency Services, DISPLANS must be rewritten into another format and titled Emergency Management Plans. All evacuation centres must be reviewed, a comprehensive risk assessment of the LGA must be carried out in consultation with combat agencies etc. The DISPLANS are to be phased out by end of 2015 beginning of 2016. Manly Council LEOs are working with Warrigah and Pittwater and the Police REMO to progress this and meet the need for the new plan. The new plan project started December 2014 and is on progress to be completed.</p>

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3. ECONOMIC							January to March Quarter 2015		
Goals	Strategy	Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
4 Maintain key amenities and physical infrastructure to acceptable service standards (continued from previous page)	4.3 Provide community facilities, assets, and public parking that are accessible, clean, fit and habitable	4.3.1	Maintain Council buildings and facilities to a sustainable and functional standard.	4.3.1.1	(a) Undertake regular maintenance and upgrading of buildings and facilities and as identified in its capital works program; (b) Upgrading public toilets as per plan and maintenance requirements.	Number of regular site inspections and condition audits completed. 100% Customer requests responded to for Building Maintenance within required timeframes.	CUS	75%	Daily Inspections of Public Toilets completed, and maintenance items actioned as required. Customer Requests / Reports of Building Maintenance issues, attended to within required timeframes.
		4.3.2	Maximise return to Council by appropriate utilisation of Community facilities and properties.	4.3.2.1	Maximise public hire of Council facilities.	Number of facility hires	CSS	75%	Bookings and facilities available for public hire: Keirle Park Hall Many Oval /Hall North Steyne Pavilion Queenscliff Pavilion Sealorth Community Centre Senior Citizens Centre Youth Centre Library Meeting Parks and Reserves.
				4.3.2.2	Manage Council's property portfolio to maximise access to the facilities by the public and where appropriate maximize the return on Council's assets.	Percentage of facilities accessible to the public. Percentage of properties rented at market (commercial) or community rates.	CSS	75%	All KPI's met- ongoing monitoring of property portfolio for all market review points in agreements.
		4.3.3	Manage acquisition and divestment of property in accordance with statutory requirements.	4.3.3.1	Manage acquisition and divestment of property in accordance with Council policy and planning frameworks (adopted documents) and in accordance with statutory requirements.	Percentage of property transactions checked for compliance with statutory requirements.	CSS	75%	Plans completed on time. Site Specific DCP for Sealorth TAFE site and place based controls for neighbourhood centres completed and incorporated into Manly DCP 2013.
		4.3.4	Providing public parking facilities within the Manly LGA and managing and improving usage across Council's four public car parking facilities.	4.3.4.1	(a) Manage, operate and maintain Council's four parking facilities at Whistler St, Pacific Waves building, Peninsula building, Manly National building. (b) Review rates regularly to assess usability. (c) Management of Council's parking meters at the Ocean Beach Front.	Review and report on car parking usage statistics by car park. Report on street parking (revenue received from meters). Report monthly and quarterly.	LUS	75%	YTD Revenue Meters \$1,434,282. YTD Revenue Parking Stations \$3,300. Reviews conducted and reported weekly, monthly, bi-monthly and quarterly.

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C. ENVIRONMENT							January to March Quarter 2015	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed	Comment	
1 Protect and conserve natural heritage, bushlands, waterways and biodiversity	1.1 Promote the protection of the environment as the key to a sustainable future and undertaken projects in partnership with the community that protect, preserve and manage them for future generations.	1.1.1 Implementation of funded environmental and natural resource projects.	1.1.1.1 Administration of statutory environmental reports, environmental levy budget, annual and community reporting.	Percentage completion of reports and budget.	LUS	75%	Environment Levy Funds Allocated and associated projects in Biodiversity, Water Cycle Management, Lagoon Conservation & Remediation, Coastline Management & Education for Sustainability are running to budget and within timeframes.	
			1.1.1.2 Undertake Biodiversity Management Programs that protect native species, habitats and populations, and implement Manly Flora and Fauna study.	Number of programs funded. Percentage of study completed.	LUS	75%	Funds allocated to Management Plans targeting threatened species and endangered populations including Grey Headed Flying Fox, Little Penguins, Long-nosed Bandicoots and sealhorses.	
			1.1.1.3 Coastal Zone Management Planning and Aquatic Reserve Management projects funded and implemented.	Number of projects and actions funded and implemented	LUS	75%	Progress review of actions of all CZMPs completed. Estuary Hazards Risks & Management Options Assessment for the Manly Lagoon completed. 12 months of water quality testing for Estuary Health. Assessment of Contar/Bantry Bay completed.	
			1.1.1.4 Catchment Water Recycling and Savings Projects implemented.	Number of Council alternate water sourcing schemes & grants received (rainwater, stormwater, groundwater).	LUS	70%	LM Graham stormwater recycling scheme (70%) design. Awaiting grant funding.	
			1.1.1.5 Manly Lagoon Catchment - Estuary Health Projects implemented.	Number of projects commenced and completed.	LUS	75%	Sediment Basin - Manly West Park Design finalised and geotech report received. Environmental levy budget bid submitted for future works (ongoing).	
			1.1.1.6 Catchment Flood Risk Management projects undertaken including Manly LGA Flood Study and Manly Lagoon Risk Management Study and Plan (Feb 2014), Northern Beaches Regional Flood Warning and Rain Gauge Instrumentation Upgrade, and Regional Council and SES Flood and Storm Education Program.	Number of projects commenced and completed.	LUS	75%	LGA Flood Study – up to questionnaire and establishment of working group stage (100%) Manly Lagoon FRMS (15%) – currently drafting tender documents.	
		1.1.2 Bushland management, restoration works and maintenance on Council lands.	1.1.2.1 Implementation of annual bushland works program and projects including noxious weed control programs, upgrading bushland on Manly Scenic Walkway, rabbit control programs, volunteers, bushfire reduction works, and education strategy.	1.1.1.7 Catchment wide Water Sensitive Urban Design & Pollution Reduction Projects	Number of projects commenced and completed.	LUS	75%	Manly 2015 stormwater detention project and installation of GPT (15%). Ivarhoe Park WSUD strategy (1%). Investigating other sites for WSUD. Internal WSUD capacity building workshops continuing.
					Number of funded projects completed and implemented.	CUS	75%	Bush regeneration action plans for 47 reserves completed and implemented 75% complete. Contractors commenced grant funded noxious weed control at Cliefly Beach (75% completed) and at Cliefly Beach (25% completed). Bushcare program third cycle complete. Draft Manly Mosman North Sydney Bushfire Management Plan on Public Exhibition. Rabbit control calli virus release program cancelled.
				1.1.3.1 Implement priority actions from the SHOROC Regional Strategy - Shaping our Future	Number of actions implemented.	LUS	75%	Council continues to work with SHOROC in parallel with the Shaping our Future Regional Strategy.
				1.1.4.1 Continued Environmental Programs and Partnerships targeting schools, businesses, Council staff and community.	Number of programs developed and implemented.	LUS	50%	6 successful community education engagement events completed in the reporting period through the DIC Manly Program with targeted programs for schools and teachers, businesses and local residents centred around sustainable living.
		1.1.4.2 Update Manly Council Education for Sustainability Strategy and projects undertaken to reflect best practice in education for sustainability.	Number of programs / events per quarter.	LUS	5%	Update of draft document currently in progress.		

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1. Protect and conserve natural heritage, bushlands, wetlands and biodiversity		1.1.5 The provision of environmental education, advocacy, information, awareness raising, environmental and community partnerships through the operation of the Manly Environment Centre (MEC).	1.1.5.1 Promote awareness of Manly Environment Centre and Council's successful projects. Continued management of 'shopfront' for the purpose of information exchange, education and outreach, advocacy, research events, activities and special projects: intern and volunteer engagement.	Number of funded projects and services provided.	LUS		Six (6) funded projects and services provided: Friends of Calabge Tree Bay Volunteers Enrichment Program; World Wetlands Day Walk; 10th MEC Eco Awards; Video Conferencing Hub and Program; Biodiversity Communications Project; Preparation of Draft MEC Resource Management Strategy and discussion with University Information Technology Staff involvement in MEC Cataloguing Project.	
Continued from previous page.			1.1.5.2 Continued Council environmental partnerships with NGO's, capacity building in the community, support and developing public education programs.	Number of programs, events developed and implemented.	LUS	75%	Seven (7) programs, events developed and implemented: Friends of Calabge Tree Bay Volunteers Program; World Wetlands Day Walk; 10th MEC Eco Awards; Video Conferencing; Biodiversity Communications Project; Design of Fish Regulatory Signage; NCC - Our Land, Our Water, Our Future Campaign.	
			1.1.5.3 Continue to increase and promote volunteer and internship programs.	Number of volunteer hours per quarter.	LUS	75%	1830 volunteer hours Jan-Mar 2015. Continued demand interest both local and global.	
			1.1.5.4 Continue working together with local and national stakeholders in climate change issues and events addressing key issues.	Number of attendees at events, and number of events.	LUS	75%	16 000 + at events. World Wetlands Day Walk; Eco Awards; MEC working with NCC Campaign - Our Land, Our Water, Our Future - Climate Change program; MEC Video Conferencing to schools has unlimited potential.	

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C. ENVIRONMENT							January to March Quarter 2015	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed	Comment	
2 Create liveable neighbourhoods with more affordable housing choices	2.1 Work in partnership with the community to better plan new and existing development of the built and natural environment	2.1.1 Refining & improving local character and built environment through the provision of Council strategic planning services.	2.1.1.1 Compliance with NSW planning legislation, including provision and preparation of Environmental Planning Instruments (EPIs), Strategic Land Use Planning advice and development plans (LEP, DCPs, etc).	Gazetial of Amending LEPs, and DCPs finalised to meet local & community planning requirements. Number of council submissions to various legislation changes and planning reforms (Planning Bill 2013).	LUS	75%	Amending LEP and DCP published following consultations and reporting. Further Amendments to the LEP and DCP being progressed. Planning Bill currently stalled. Metro Strategy - "A Plan for Growing Sydney" published. Participated in the first Sub-regional Strategy workshop, second workshop at the end of April. Planning Bill currently stalled. Metro Strategy - "A Plan for Growing Sydney" published. Amendment 5 to MDCP 2013 on exhibition.	
			2.1.1.2 Provide strategic planning advice as required internally or externally.	Number of planning advices or submissions provided within timelines.	LUS	75%	All advice requested by various sections of Council is attended to and advice provided within timelines.	
			2.1.1.3 Maintenance and review of delivery of s149 planning certificates.	Certificates delivered within 3-5 days of applications being submitted to Council.	LUS	75%	Certificates delivered within 3-5 days. Testing on-line Section 149 certificates finalised pending final approval.	
			2.1.1.4 Participation and advice as part of the Foreshore Advisory Committee (per SREP 2005 - Sydney Harbour) and advice to Council's Development Assessment Branch.	Percentage of advice provided as required within timelines.	LUS	75%	Advices completed on time, when requested by the Advisory Committee.	
			2.1.1.5 Review and implement statutory actions as approved by Council e.g. Strategic plans, coastline plans and heritage plans.	Reporting non statutory actions undertaken per quarter.	LUS	75%	All reporting provided within timelines.	
			2.1.1.6 Develop and implement Masterplans for major projects as required.	Actions implemented from adopted Masterplans	LUS	75%	Plans completed on time. Site Specific DCP for South TAFE and related controls for neighbourhood centres completed and incorporated into Manly DCP 2013.	
			2.1.1.7 Progress implementation of Plans of Management and associated Landscape Masterplans as required.	Percentage of priority actions implemented.	LUCUS	75%	All plans progressed in accordance with budget priorities	
			2.1.1.8 Heritage Planning by providing a strategic approach for Manly built, natural, Aboriginal, maritime, parks and gardens and moveable heritage, including: review and update existing heritage inventory sheets; support for the Aboriginal Heritage Office; Management of Council's Local Heritage grants program; Development of education and communication programs for locals and visitors.	Percentage of heritage advices, programs and grants provided on time to meet statutory requirements.	LUS	75%	Advices, programs and grants provided on time. Referrals on gravestones and DAs completed within timeframe. Heritage Inventory Sheets being updated currently and presented to Heritage & Local History Committee for adoption, as and when completed. Local Heritage grants processed on time. Attending Steering Committee of the Aboriginal Heritage Office and advice disseminated to Planners.	
			2.1.2 Provision of design and specifications for Council architectural and landscape projects as required, including design of streetscape plantings & playgrounds.	2.1.2.1 Provision of designs, plans and specifications to for urban public domain and community infrastructure improvement projects as required.	CUS	75%	Projects include: -Kangaroo St Childcare Centre redevelopment project - schematic plan finalised -Art Gallery and Museum Refurbishment project - schematic plan finalised. -LM Graham Reserve landscape master plan – Plan for shared path documented -Depot Vehicle Wash down facility – Design and construction drawings completed -Burnt Bridge creek sediment detention basin adjoining Manly West Park - Tender process finalised -Women's toilet, first floor Council Chambers completed. -Women's toilet, ground floor of Council Chambers - Refurbishment proposal approved. -Manly Cemetery Columbarium management project – Schematic plan approved -Addison Rd shops mini master plan landscape improvements project – Schematic plan approved -Ivanhoe botanical gardens - Conceptual Design presentation drawing completed. -Technology Infrastructure Office - Refurbishment proposal completed to project sheet.	

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Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed	Comment
2 Create liveable neighbourhoods with more affordable housing choices Continued from previous page.	2.1.3 Maintaining Corporate Geographic Information System (GIS) and Land Information Systems (LIS) services.	2.1.3.1 Ensure that the GIS is available to staff to assist Council business and customer service functions. Compile a comprehensive list of existing databases and datasets, and identify additional data required, including mapping geodiversity elements.	Number of GIS enquiries completed. List of existing databases and additional data compiled.	LUS	75%	GIS made available to all staff. Various layers created for individual sections. All GIS enquiries and requests completed on time. Database is available to all staff. Database being corrected - ongoing. Additional layers inserted into Exponaire. Upgrade of Exponaire currently being progressed. Preparing datasets for upcoming LPI cadastre incremental update XML feed. LCP Amendment maps prepared and downloaded to Department's web site.	
	2.1.4 Provision of development services, control & assessment services that achieve a balanced outcome that protect the public interest and residents whilst maintaining the quality of the natural and built environments.	2.1.4.1 Assessment and review of all development applications received by Council in accordance with State legislation, Planning Instruments, current Council Plans and Policies.	Number of DA assessed per staff per annum.	LUS	75%	80 development application assessments completed between Jan - March Quarter 2015. 16 DA's / staff. Increase in processing times due to enlarged scope of Exempt and Complying Instrument and increasingly complex DA's.	
		2.1.4.2 Reduce time taken to assess DA's.	Reduce mean gross determination time to 80 days.	LS	75%	Mean gross determination time between Jan - March Quarter 2015 was 86 days.	
		2.1.4.3 Promote appropriate development in accordance with legislation, Council Policies and Plans, and provide advice to customers (applicants, property owners, residents) relating to development.	Provision of advice within 21 days.	LUS	75%	Increased number of pre lodgement meetings undertaken. Duty planner available each day for counter and telephone enquiries. 11 Pre-Lodgement applications have been lodged between Jan - March Quarter 2015.	
		2.1.4.4 Refine systems following the implementation of the Manly Local Environmental Plan 2013.	Systems updated.	LUS	100%	All templates updated.	
		2.1.4.5 Provide training to assessing planners in order to implement changes in legislation.	Number of staff attending training.	LUS	75%	Staff have attended various in-house and external training sessions.	
		2.1.4.6 Provide feedback to Council's Strategic Planning section on development control trends and any measures necessary to ensure the environment is enhanced/maintained.	Percentage of determinations subject of appeal to Land and Environment Court. Percentage of appeals dismissed.	LUS	75%	4 Appeals lodged between Jan - March Quarter 2015. S 34AA Conference Dates set for 2 appeals in May; awaiting hearing dates for 2 appeals.	
		2.1.4.7 Reduced use of external consultants	All applications assessed in-house. Referral to external consultants limited to those DA's where there is a conflict of interest.	LUS	75%	4 DA's allocated to an external consultant between Jan - March Quarter 2015.	
		2.1.4.8 Formalise DA check-in process to reduce the number of incomplete DA's being accepted.	DA-check in sheets developed and detailed guidelines for development categories uploaded on Council's website. It to supply front-of house computer and duty officer trained up.	LUS	75%	DA-check in sheets finalised and to be rolled out early-May following extensive internal consultation. Detailed development guidelines completed and to be uploaded to Council's website. May and June staff not trained up from LUS Admin Team and planners involvement in duty enquiries reduced.	
		2.1.4.9 Streamline internal referrals process.	Training provided to all relevant staff and guidelines provided.	LUS	75%	Training and guidelines provided. Reporting template to be standardised by mid-May.	
		2.1.5.0 Review of report templates and standard conditions in preparation for the Integrated Reporting System.	Reports to be updated to improve quality, correct changes, and incorporate legislative changes. Standard conditions reviewed to correct changes, incorporate legislative changes, and to capture non-standard conditions frequently recommended. Improve report quality.	LUS	50%	Review panel to be assembled to review report templates and standard conditions. Review of reporting templates to be finalised by end June. Conditions to be finalised by mid-July.	
		2.1.5.1 Review of file allocation and management, internal determination processes including DAU composition and processing of applications from when the report is finalised through to the Notice of Determination being signed off by the Deputy General Manager.	Files on planner's desks are to be ordered and organised. Finalised reports to be proof-read by the Manager of LUA prior to submission. Review of Manager of LUP to be carried out. Review of file allocation to be carried out.	LUS	75%	System implemented whereby all reports are proof-read by the Manager of LUA with changes made by the Assessment Officer.	
		2.1.5.2 Develop system to filter enquiries at front counter.	Flow-chart to be developed to enable Customer Service Staff to filter development related enquiries.	LUS	75%	Panel to be assembled end-May. Review of other local government areas to be carried out by late May. Design of flow-chart to be completed by	

JS - Civic Urban Services, LUS - Landuse Sustainability, HSF - Human Services Facilities, CSS - Corporate Support Services, GMU - General Manager Unit

ATTACHMENT 2

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

Matrix

C. ENVIRONMENT					January to March Quarter 2015		
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed	Comment
3	Maintain public health and building standards	3.1	Deliver and enhance environmental regulation services to protect natural environment	3.1.1	Council regulation of development in accordance with sound and consistent local planning controls.		
		3.1.1	Deliver and enhance environmental regulation services to protect natural environment	3.1.1.1	Review and Determine Complying Development Applications	LUS	All Complying Developments determined within 20 days.
				3.1.1.2	Review and Determine Construction Certificate Applications	LUS	3 construction certificates assessed within 10 days of receipt.
				3.1.1.3	Provide comments for Development Application proposals	LUS	75 development applications have been assessed in 10 days.
				3.1.1.4	Undertake Critical Stage Inspections	LUS	9 critical stage inspections completed within 48 hours.
				3.1.1.5	Compliance Investigations in relation to illegal building works and non-compliance with consents	LUS	83 complaints investigated in third quarter.
				3.1.1.6	Undertake inspections of privately owned swimming pools	LUS	14 privately owned swimming pool inspections completed.
		3.1.2	Continued Council regulation of Environmental Health Services in accordance with the local, state and national legislation.	3.1.2.1	Conduct regular compliance inspections of food premises	LUS	20 inspections undertaken in third quarter.
				3.1.2.2	Undertake investigations in relation to food poisoning complaints	LUS	12 food poisoning complaints conducted in the third quarter.
				3.1.2.3	Conduct four (4) food handling seminars	LUS	1 food handler seminar conducted in quarter.
				3.1.2.4	Conduct regular compliance inspections of public health premises such as cooling towers, skin penetration, boarding houses, hairdressing salons	LUS	16 cooling tower inspections completed in third quarter.
				3.1.2.5	Investigate Environmental Health complaints such as noise, odour, pollution complaints	LUS	31 complaints investigated in third quarter.
				3.1.2.6	Conduct Public Swimming Pool Inspections	LUS	5 inspections completed December 2014.
				3.1.2.7	Conduct Ocean Beach Testing	LUS	First round of inspection completed in November 2014.
4	Facilitate reduction in green house gas emissions in the Manly area	4.1	Work in partnership with key stakeholders to improve Manly's ability to adapt and respond to climate change	4.1.1	Implement mitigation and adaptation measures identified in Council's Carbon Emissions Reduction Plan (CERP) and Climate Change Adaptation Action Plan.	LUS	Council has progressed implementation of the Carbon Emissions Reduction Project for 2013/14 to meet Council's target of 25% emission reduction from the 2006/07 level by 2020. Reduction measures implemented include preparation of a draft Energy Management Plan to target Council's top 10 energy consuming sites. Council also continued implementation of the Draft Climate Change Risk and Adaptation Action Plan. Actions progressed include commencement of the Manly Lagoon Flood Risk Management Study and Plan, progression of the Manly LGA Flood Study and receipt of State Government Grant to implement Council's proposed Building Resilience to Climate Change Program.

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015 Matrix

January to March Quarter 2015						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed Comment
5.1 Promote responsible waste management	5.1 Work in partnership with the community to minimise waste & undertake public cleansing programs, and influence key decision makers in State and Federal Agencies to assist with funding and policy initiatives.	5.1.1 Responsive, reliable and responsible domestic waste collection and public cleansing services	5.1.1.1 Continued provision of domestic waste collection services.	Application of Industry Standards for services. Less than 5 missed services/ month; less than 3 service complaints/ month; no noise complaints arising from early starts; Service complaints rectified same day if notified before 11.00am and within 24 hours, if notified after 11.00am.	LUS	Service complies in all respects with established Industry Standard KPIs. Diversion from landfill. Disposal RFT developed, assessed and reported to Council. Contract executed with preferred service provider. E Waste collection conducted.
		5.1.2 Cleaning public places, facilities, parklands, beaches, road reserves and stormwater catchments.	5.1.2.1 Continued provision of the following services: beach cleaning, street sweeping, public toilet cleaning, facilities cleaning, reserve cleaning, and public place cleaning.	Deliver scheduled services within budget, and in accordance with WH&S requirements: less than > 5 complaints/ month for each service; and service complaints rectified within 24 hours.	LUS	Services delivered as per schedule, within budget and in accordance with KPIs. Service review complete for The Corso and Street teams. Street Sweeping services tendered.
		5.1.3 Delivery of waste avoidance and resource recovery programs in order to achieve a reduction in tonnages of waste to landfill and to increase diversion rates.	5.1.3.1 Delivery of community and environmental partnerships to residents, schools, businesses, visitors and industry that promote and facilitate waste avoidance, reuse and recycling. Specifically including: Litterguards, Love Food hate Waste, Happy Initiative, Multi Unit Dwelling Strategy, Public Place Bin upgrades, Review Zero Waste Strategy, Side Loader - launch of new service.	Number of funded initiatives completed.	LUS	11 waste education workshops held. Event management guidelines revised. Schools program commenced. Bin bay signs and bin signs installed. Gum removal service operating along West Esplanade. Litterguards commenced. Bin bay signs installed along West Esplanade. Review of Shelly Beach and East Esplanade public place bins completed. Review of Waste strategy commenced. SHOROC Too Good to Waste Strategy revised. Domestic mulching service trial - feasibility study completed. Gum board design complete. MUD strategy commenced.
		5.1.4 Pursue partnerships to facilitate regional and SHOROC-wide common waste collection systems.	5.1.4.1 Introduce a green waste collection bin to all residents.	Audit existing bin stock. Review cost of introducing standard collection system	LUS	Ongoing assistance and review of documentation in preparation for the development of regional AWRT tender Bin audit program developed for waste team. Bins delivered as required and within 10 working days.

ATTACHMENT 2

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015 Matrix

D. GOVERNANCE				January to March Quarter 2015		
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed
1.1 Maintain public confidence in Council's transparent and fair decision-making.	1.1.1 Meeting statutory obligations through compliant internal controls, policies and procedures	1.1.1.1 Develop and apply effective governance systems to meet legal and ethical obligations.	1.1.1.1.1 Relevant Codes and Policies reviewed as required by changes to legislation, including staff training and awareness raising.	100% of policies reviewed and compliant with legislation. Number of training activities undertaken (per quarter).	GMU	75%
			1.1.1.1.2 Report on governance systems implemented, policies and procedures reviewed, and updates/revisions made.	Report on actions implemented.	GMU	75%
			1.1.1.1.3 Establish and maintain Council's Compliance Framework	Compliance system implemented and maintained	GMU	65%
			1.1.1.1.4 Monitor effectiveness of organisational systems in detecting fraudulent, dishonest and unethical behaviour	Number of incidences detected.	GMU	75%
		1.1.2 Ensure that Council has access to and use of quality legal professional advice.	1.1.2.1 Maintain a register of professional legal advisers. Review the quality, timeliness and value for money of advice for Council.	Register is maintained, accurate and up-to-date.	GMU	ongoing
		1.1.3 Managing Council's Integrated Strategic Planning framework and reporting systems.	1.1.3.1 Manage IPR reporting requirements	Provide reports & plans as required by IPR legislation.	GMU	ongoing
			1.1.3.2 Ensure all statutory reporting is completed and lodged by due date	100% of reporting completed on time	GMU	ongoing
		1.1.4 Continued provision of support services to Councillors.	1.1.4.1 Production of Business Papers and Councillor information packages as required. Continued management of Councillors corporate diary.	Production of Business Papers/Councillor requirements (cob Thursdays).	CSS	ongoing
		1.1.5 Continue access by the community to Council reports and information.	1.1.5.1 Manage Council meetings, including servicing Council chambers and meeting areas.	Action items arising out of Council meetings carried out within agreed timeframe.	CSS	ongoing
			1.1.5.2 General promotion of Council services and activities.	Production and public availability of Business Papers and Minutes by close of business Thursday prior to following each meeting of Council.	CSS	ongoing
		1.1.6 Manage Council's records in accordance with the State Records requirements.	1.1.6.1 Continue to maintain comprehensive records systems for Council's records in TRIM including ongoing support and training in Council's records platform.	Percentage of records captured in TRIM and staff user rates.	CSS	ongoing
		1.1.7 Provide network and technical infrastructure for Council's operational needs	1.1.7.1 Implementation of IT strategy in support of the various functions and services across Council	Percentage of downtime of core technology and infrastructure per quarter.	CSS	ongoing
			1.1.7.2 Manage Council's e-business transaction portals and opportunities	Numbers of transactions relating to e-business trend increase	GMU	ongoing
				Disaster recovery drills continue. Contribution to Council's BCM Plan continues.		ongoing
				Several competitions ran and prizes awarded to increase digital uptake. Implementation of new customer relationship management system in next quarter.		ongoing

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Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

Matrix

D. GOVERNANCE					January to March Quarter 2015		
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed	Comment
1 Maintain public confidence in Council's transparent and fair decision-making (continued from previous page)	1.2 Maintaining quality customer services and dispute resolution processes	1.2.1 Provide high quality customer service at Council's facilities.	1.2.1.1 Provision of quality customer services over the counter and on-line.	Number of customer transactions, and number of complaints per month, and Annual Customer Service satisfaction survey completed and reported.	CSS	75%	Over the quarter 10618 counter enquiries, 15665 switch calls, 23 compliments and 123 complaints.
			1.2.1.2 Maintain Council's Complaint Framework	Percentage of customer complaints received, actioned satisfactorily within Complaint Report to GM quarterly on awareness / training activities undertaken.	GMU	Ongoing	91% complaints responded to within service standards.
			1.2.1.3 Provide awareness raising activities / training on Council's complaint management processes.		GMU	75%	2 activities undertaken.
			1.2.1.4 Maintain Companion Animals Register in accordance with legislative requirements.	Maintain and update register.	LUS	Ongoing	KPI met.
1.3 Inform and engage with the local community through corporate publications, print and social media and encourage participation in Council activities.	1.3.1 Communications management, including developing and enhance the Manly Council brand in the public space, graphic design, and media liaison.	1.3.1.1 Continue implementation of Communications Strategy 2012-2015		Plan implemented and review undertaken.	GMU	ongoing	Review of strategy to be undertaken this Quarter to determine new and ongoing communications priorities. Key priorities for 2015 include investigating feasibility of new website, enhancing Council's digital brand and strengthening eBusiness channels.
			1.3.1.2 Identify and report on new media opportunities to engage with Council's public.	Number of new media opportunities identified and implemented as appropriate.	GMU	ongoing	eNews sent to 10k database weekly. Feedback to-date has been positive. Social media, video content and online services continue to be the focus for new media.
			1.3.1.3 Develop a brand strategy for the Manly Council brand to increase awareness of the activities which Council undertakes	The completion and development of an effective brand strategy for Manly Council, ready for implementation in 2014-15 reporting year.	GMU	ongoing	Review of the Manly Vibe brand and Surf City brand and logos to be undertaken in 2015. Corporate branding and Council News format to be reviewed. Advertising standards to be reviewed in 2015 in line with cost saving priorities.
			1.3.1.4 Continue to update Council's Corporate Style and corporate material	The percentage of corporate materials reflecting refreshed styled adopted in 2012.	GMU	ongoing	Council's primary corporate brand and suite of logos and secondary brands to be reviewed and updated as required. Signage and Manly2015 branding to be reviewed.
			1.3.1.5 Provide an internal graphic design and print management process to enhance the quality of Council's publications through a cost effective service delivery model.	Percentage of jobs completed on time and to budget (target 80% level of satisfaction)	GMU	ongoing	Internal design service charges in place. Twelve month review of process and profit and loss is due this Quarter. Cost saving measures include reducing media monitoring services to basic level and reducing advertising spend with the Manly Daily by approx. 25%.
			1.3.1.6 Promote Council activities and services and assist in the promotion of Council's objectives.	Number of items appearing in media, and media inquiries.	GMU	ongoing	Online services and eNews - new signups are a key objective of 2015 - growing the database to communicate digitally.
1.4 Identify and manage risks to Council, take appropriate action to eliminate or minimise Council's risk exposure. Minimise loss to Council by proactive claims management and pursuing recoveries	1.4.1 Completion of Enterprise Risk Management for whole of Council. Increase awareness to risk or risk avoidance. Completion of HH recovery and Lettman's alternative dispute resolution process. Reduction in number and quantum of claims.	1.4.1.1 Finalise climate change adaption plan - Continue process of establishing enterprise risk management. Proactive in-house management of under excess claims. Identification of recovery opportunities. Promote minimisation of risk throughout Council. Complete Risk Management Action Plan.			GMU	ongoing	Enterprise Risk Management Brochure for Council Managers and Supervisors completed. Climate Change Action Plan returned to Environmental Services for finalise. It will go to Executive for prioritisation of actions once approved by insurer. All Council insurances in place. There were 8 MV claims and 13 non MV claims in the quarter. For the same quarter last year there were 10 MV and 16 non MV claims.

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Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

January to March Quarter 2015									
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed	Comment		
1.1 Maintain public confidence in Council's transparent and fair decision-making (continued from previous page)	1.5 Ensure Council's workforce is recruited, trained, managed and rewarded fairly and equitably	1.5.1	Develop incentives to attract and retain skilled employees.	1.5.1.1	Develop a more comprehensive remuneration and benefit policy.	Report to the General Manager by the 31 December 2014 on the results of the Bi-Annual Staff Climate Survey. That the staff turnover rate be <20% for Band III and above employees.	CSS Completed	The Staff Climate survey evidenced results that showed staff were happy with current arrangements while staff were clearly not to stay in the employ of Council as evidenced by a staff turnover rate of 7.24%pa.	
		1.5.2	Provide employees with a voice on workplace matters.	1.5.2.1	Conduct eight Joint Consultative Meetings per annum.	Minimum of eight meetings are conducted per annum.	CSS	88% completed	Seven meetings held to date which means the target will be easily reached.
		1.5.3	Operation of Salary Administration System.	1.5.3.1	Award compliance.	≤ 12 wage grievances (per annum)	CSS	Ongoing	Only 1 grievance notified to the IRC to date and settled by mutual agreement.
		1.5.4	Increase representation of young persons within workforce.	1.5.4.4	Develop and expand graduate, trainee and apprenticeship program where possible and in accordance with the merit principal.	Develop a strategy to attract greater numbers of younger applicants for positions where possible and in accordance with the merit principle.	CSS	Ongoing	Average age of staff is decreasing marginally due to low staff turnover rates.
		1.5.5	Manage Corporate Training Program.	1.5.5.1	Individual training and development plans that meets the needs of employees and Council.	Production of a report by July 2014 of a training calendar schedule with all training conducted and planned with associated budget.	CSS	Completed	2015 Training Plan completed and agreed with award compliance and corporate training plan being acted upon and evidenced on an on-going basis.
1.6	1.6 Provide a workplace that ensures the health, safety and well-being of employees, workers & volunteers	1.6.1	Monitor work practices & identify strategies to minimise WH&S risk.	1.6.1.1	Conduct WH&S audit program of work sites.	Reduction in the reported number of WH&S incidents, and injury claims and overall reduction in Lost Time injury's.	CSS	Ongoing	WHS improvements noted in reduction of injuries and LTTs with the evidenced \$180,000+ reduction in Workers Compensation Premium for the completed insurance year.
		1.6.2	Provide a WorkLife Balance Program.	1.6.2.1	Implement staff wellbeing work/life balance program.	Numbers of employee usage of work-life programs. (Trends over time increase year 1 and maintain years 2-4).	CSS	Ongoing	Work Life Harmony Newsletter and Staff Care program are well received by staff with the inclusion of lifestyle type information and even access to cut-price cinema tickets being utilised by staff.
		1.6.3	Support injured workers to return to pre-injury duties.	1.6.3.1	Manage the rehabilitation of injured workers.	Reduction in time taken for injured workers to return to full fitness.	CSS	Ongoing	Continued improvement in this KPI with staff returning to work improved by (average) 2 days per claim.
1.7	1.7 Workplace diversity is valued and embraced	1.7.1	Strategies implemented to improve representation of EEO target groups.	1.7.1.1	Monitor representation by EEO categories.	Improvement in representation in diversity amongst the workforce.	CSS	Ongoing	Diversity of staff is decreasing marginally due to low staff turnover rates.
				1.7.1.2	Learning opportunities provided to EEO categories.	Increase in the proportion of staff from diverse backgrounds.	CSS	Ongoing	All staff are treated equally and attend the same training irrespective of any irrelevant criteria

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Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015 Matrix

January to March Quarter 2015						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed
2	2.1 Work in partnership with the community	2.1.1 Strategic development and involvement of community panel to assist with community input to decision making.	2.1.1.1 Community Panel working with Council staff as required and informing Council's Community Strategic Plan.	Type and nature of engagement undertaken	Strategy	ongoing
		2.1.2 Service of Council's Special Purpose Advisory Committees and Working Groups.	2.1.2.1 Continuing to service Special Purpose Advisory Committees and Working Groups.	Special Advisory Purpose Committees and Working Groups provided with timely Agendas and Minutes. Reports to Council on Minutes and Items for Brief Mention.	CSS	ongoing
		2.1.3 Enhance the Precinct Community Forum system, including more strategic engagement.	2.1.3.1 Continued support by Council of Precincts.	Number of active precincts and meetings held (per quarter).	LUS	Ongoing
3	3.1 Deliver clear and concise financial and management reporting	3.1.1 Provide transparent and accountable financial information and reporting.	3.1.1.1 Council's investments reported to Council confirming compliance with investment policies.	Monthly investment reports provided to Council.	CSS	100%
			3.1.1.2 Annual Financial Reports and Auditors Reports delivered to Division of Local Government and ensure compliance with Council's taxation obligations.	Report quarterly. User Charges & Fees to be set comparable with market pricing.	CSS	100%
			3.1.1.3 Ensure the levying and collection of property rating income and maintain Council's property database.	Annual audit of Council's finances.	CSS	100%
4	4.1 Advocate to State and Federal Governments	4.1.1 Lobby for more resources and funding of public programs and projects in Manly and regionally	4.1.1.1 Participate with other Councils, including the new Northern Metropolitan Council of Mayors via NESROC and SHOROC, to pursue potential cost savings via joint procurement services, shared services or other business improvement strategies.	Exception report on number of leases and licences not renewed within 60 days of expiration. (Trends over time)	CSS	ongoing
		4.1.2 Working with SHOROC in lobbying for improvements and funding for transport, health, social services and environmental projects.	4.1.2.1 Refine strategies in working with SHOROC Executive, and assist with those being pursued through the new Northern Metropolitan Council of Mayors regional organisation.	Long Term Financial Plan developed to support current and future infrastructure needs and adopted by Council as part of the Community Strategic Plan.	CSS	100%
				Long Term Financial Plan developed to support current and future infrastructure needs and adopted by Council as part of the Community Strategic Plan.	CSS	100%
		3.1.2 Ensure responsible financial management and governance through an Internal Audit program.	3.1.2.1 Continue to facilitate Internal Audit function.	Audit and Risk Committee meets quarterly. Annual Internal Audit Program devised. Outcomes reported to Council.	CSS	ongoing
				Savings achieved through SHOROC procurement actions (\$ saved per annum).	CSS	ongoing
				Achievements reported through SHOROC initiatives.	CSS	ongoing

ATTACHMENT 3

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015 Financial Report

Manly Council	Quarterly Budget Review Statement for the period 01/01/15 to 31/03/15
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**Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015
Financial Report**

Manly Council

Quarterly Budget Review Statement
for the period 01/01/15 to 31/03/15

Report by Responsible Accounting Officer

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

It is my opinion that the Quarterly Budget Review Statement for Manly Council for the quarter ended 31/03/15 indicates that Council's projected financial position at 30/06/15 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

Signed:



Jenny Nascimento
Responsible Accounting Officer

Date:

4-May-15

ATTACHMENT 3

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015 Financial Report

Quarterly Budget Review Statement for the period 01/01/15 to 31/03/15

Manly Council

Income & Expenses Budget Review Statement

Budget review for the quarter ended 31 March 2015

Income & Expenses - General Fund

(\$'000's)	Original Budget 2014/15	Approved Changes				Revised Budget 2014/15	Variations for this Mar Qtr	Notes	Projected Year End Result	Actual YTD figures
		Other than by QBRs	Sep QBRs	Dec QBRs	Mar QBRs					
Income										
Rates and Annual Charges	38,689	-	-	-	-	38,689	-		38,689	38,437
User Charges and Fees	14,290	-	-	103	-	14,393	299	1	14,692	11,421
Interest and Investment Revenues	1,224	-	-	-	-	1,224	-		1,224	1,217
Other Revenues	6,401	-	-	-	-	6,401	-		6,401	3,708
Grants & Contributions - Operating	4,538	-	75	-	-	4,613	64	2	4,677	3,886
Grants & Contributions - Capital	430	-	-	-	-	430	-		430	1,227
Net gain from disposal of assets	-	-	-	-	-	-	-		-	-
Share of Interests in Joint Ventures	-	-	-	-	-	-	-		-	-
Total Income from Continuing Operations	65,572	-	75	103	-	65,750	363		66,113	59,896
Expenses										
Employee Costs	30,173	-	21	-	-	30,194	-		30,194	22,352
Borrowing Costs	2,967	-	-	-	-	2,967	-		2,967	1,043
Materials & Contracts	8,321	-	84	(50)	-	8,355	225	3	8,581	9,799
Depreciation	9,010	-	-	-	-	9,010	-		9,010	6,758
Legal Costs	525	-	-	-	-	525	100	4	625	583
Consultants	5,569	-	-	-	-	5,569	-		5,569	421
Other Expenses	6,115	-	-	-	-	6,115	-		6,115	4,791
Interest & Investment Losses	-	-	-	-	-	-	-		-	-
Net Loss from disposal of assets	-	-	-	-	-	-	-		-	-
Share of interests in Joint Ventures	-	-	-	-	-	-	-		-	-
Total Expenses from Continuing Operations	62,681	-	105	(50)	-	62,736	325		63,061	45,747
Net Operating Result from Continuing Operations	2,892	-	(30)	153	-	3,015	38		3,052	14,149
Discontinued Operations - Surplus/(Deficit)	-	-	-	-	-	-	-		-	-
Net Operating Result from All Operations	2,892	-	(30)	153	-	3,015	38		3,052	14,149
Net Operating Result before Capital Items	2,462	-	(30)	153	-	2,585	38		2,622	12,922

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Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015 Financial Report

Quarterly Budget Review Statement for the period 01/01/15 to 31/03/15

Manly Council

Income & Expenses Budget Review Statement Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details		
INCOME			
1	Recognition of income increase from parking facilities	\$	299,250
2	Recognition of grant income for Adapt Roads Pilot project	\$	64,000
		\$	363,250
EXPENDITURE			
3	Increase budget for digitising council business paper	\$	25,000
3	Transfer budget from previous year unspent grant reserve for EHC & ECIC Pilot project	\$	16,000
3	Increase budget to fund Adapt Roads Pilot project from grant	\$	64,000
3	Transfer budget from operating to capital to fund Video Conferencing Hub project	\$	27,250
3	Increase budget for Centenary of Surfing expenditure	\$	25,000
3	Budget saving from Environmental Services administration cost	\$	26,300
3	Transfer budget from previous year unspent grant reserve to fund waste project	\$	149,000
4	Increase budget for legal cost	\$	100,000
		\$	325,450
	NET VARIATION	\$	37,800

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

Financial Report

Quarterly Budget Review Statement
for the period 01/01/15 to 31/03/15

Manly Council

Capital Budget Review Statement

Budget review for the quarter ended 31 March 2015

Capital Budget - General Fund

(\$'000's)	Original Budget 2014/15	Approved Changes			Revised Budget 2014/15	Variations for this Mar Qtr	Notes	Projected Year End Result	Actual YTD figures
		Other than by QBRs	Sep QBRs	Dec QBRs					
Capital Expenditure									
New Assets									
- Plant & Equipment	-	-	-	-	-	-		-	-
- Land & Buildings	1,425	-	-	-	1,425	60	1	1,485	1,425
- Other Structure	32,385	-	-	-	32,385	-		32,385	4,910
- Storm Water	5,000	-	-	-	5,000	-		5,000	201
Renewal Assets (Replacement)									
- Plant & Equipment	3,699		120	107	3,926			3,926	751
- Furniture & Fittings	6		-	-	6	26	2	32	-
- Office Equipment	386		-	-	386	27	3	413	217
- Land Improvements - Depreciable	1,232		28	-	1,260	-		1,260	236
- Land & Buildings	407		9	42	458	111	4	569	412
- Roads, Bridges, Footpaths	3,333		(40)	(45)	3,248	-		3,248	796
- Storm Water	562		(10)	-	552	-		552	163
- Other Structures	110		60	131	301	-		301	222
- Library Books	211		-	-	211	-		211	145
- Art Works & Other Heritage	34		20	-	54	-		54	-
Total Capital Expenditure	48,790	-	187	235	49,212	224		49,436	9,478
Capital Funding									
Rates & Other Unified Funding	5,461		29	280	5,770	111	5	5,881	1,232
Rates - (Special Rates / Infrastructure Levy)	2,040		38	(45)	2,033	-		2,033	796
Storm Water Levy	562		-	-	562	-		562	163
Capital Grants & Contributions	285		-	-	285	-		285	201
Reserves:									
- External Restrictions/Reserves	2,660		120	-	2,780	-		2,780	-
- Internal Restrictions/Reserves	15,000		-	-	15,000	60	6	15,060	6,335
New Loans	22,000		-	-	22,000	-		22,000	-
Receipts from Sale of Assets			-	-	-	-		-	-
- Plant & Equipment	782		-	-	782	53	7	835	751
- Land & Buildings	-		-	-	-	-		-	-
Total Capital Funding	48,790	-	187	235	49,212	224		49,436	9,478
Net Capital Funding - Surplus/(Deficit)	-	-	-	-	-	(0)		(0)	-

ATTACHMENT 3

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015 Financial Report

Quarterly Budget Review Statement for the period 01/01/15 to 31/03/15

Manly Council

Capital Budget Review Statement Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes Details

CAPITAL EXPENDITURE

- 1 Increase budget for property fitout work at 360 Sydney Road
- 2 Increase budget for purchase of compactus
- 3 Transfer budget from operating to capital to fund Video Conferencing Hub project
- 4 Increase budget for fire hydrant compliance work at Kiosks
- 4 Increase budget for Roundhouse Childcare building upgrade

\$ 60,000
\$ 26,300
\$ 27,250
\$ 90,000
\$ 20,652
\$ 224,202

CAPITAL FUNDING

- 5 Increase budget for fire hydrant compliance work at Kiosks
- 5 Increase budget for Roundhouse Childcare building upgrade
- 6 Increase budget for property fitout work at 360 Sydney Road
- 7 Increase budget for purchase of compactus
- 7 Transfer budget from operating to capital to fund Video Conferencing Hub project

\$ 90,000
\$ 20,652
\$ 60,000
\$ 26,300
\$ 27,250
\$ 224,202

NET VARIATION

\$ -

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

Financial Report

Quarterly Budget Review Statement
for the period 01/01/15 to 31/03/15

Manly Council

Capital Expenditure Summary

Budget review for the quarter ended 31 March 2015

Capital Budget - General Fund

	Original Budget 2014/15	Approved Changes				Revised Budget 2014/15	Variations for this Mar Qtr	Projected Year End Result	Actual YTD figures
		Other than by QBRs	Sep QBRs	Dec QBRs	Mar QBRs				
Capital Expenditure									
New Assets									
- Property Acquisition	1,425	-	-	-	-	1,425	60	1,485	1,425
- New Aquatic Centre	15,385	-	-	-	-	15,385	-	15,385	4,916
- Manly Oval Car Park - Manly 2015	17,000	-	-	-	-	17,000	-	17,000	
- Detention Tank	5,000	-	-	-	-	5,000	-	5,000	201
Renewal Assets (Replacement)									
- IT Systems - Infrastructure & Software	360	-	-	107	-	467	-	467	200
- Equipment & Furniture Purchases	55	13	-	-	-	68	53	121	61
- Building Works	247	9	42	-	-	298	111	409	354
- Library Books, Periodical & Equipment	253	107	-	-	-	360	-	360	230
- Art Gallery Collections	34	20	-	-	-	54	-	54	-
- LM Centre Plant & Equipment	1,500	-	-	-	-	1,500	-	1,500	34
- LM Graham Reserve - Upgrade	1,000	-	-	-	-	1,000	-	1,000	32
- Parks & Reserves	257	28	-	-	-	285	-	285	185
- Netted & Rock Pools Upgrade	85	60	131	-	-	276	-	276	204
- Plant & Fleet Replacement	2,100	-	-	-	-	2,100	-	2,100	467
- Roads Infrastructure	648	(40)	-	(90)	-	518	47	565	403
- Ancillary Infrastructure Works	2,265	-	-	-	-	2,265	-	2,265	180
- Footpath Construction	270	-	-	45	-	315	(47)	268	240
- Parking Facilities Upgrade	150	-	-	-	-	150	-	150	13
- Waste Services Equipments	34	-	-	-	-	34	-	34	115
- Drainage & Stormwater Assets	562	(10)	-	-	-	552	-	552	163
- Public Amenities - New/Renewal	160	-	-	-	-	160	-	160	55
Net Capital Funding - Surplus/(Deficit)	48,790	-	187	235	-	49,212	224	49,436	9,478

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

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Quarterly Budget Review Statement
for the period 01/01/15 to 31/03/15

Manly Council

Cash & Investments Budget Review Statement

Budget review for the quarter ended 31 March 2015

Cash & Investments - General Fund

	Opening Balance 2014/15	Approved Changes				Revised Budget 2014/15	Variations for this Mar Qtr	Notes	Projected Year End Result	Actual YTD figures
		Other than by QBRs	Sep QBRs	Dec QBRs	Mar QBRs					
Externally Restricted ⁽¹⁾										
Developer Contributions - General	6,421	-	-	(40)	-	6,381	(165)		6,381	6,381
Specific Purpose Unexpended Grants	867	(217)	(217)	-	-	650		1	485	485
Other	720	-	-	-	-	720	-		720	720
Total Externally Restricted	8,008	-	(217)	(40)	-	7,751	(165)		7,586	7,586
⁽¹⁾ Funds that must be spent for a specific purpose										
Internally Restricted ⁽²⁾										
Plant & Vehicle Replacement	1,198	-	-	-	-	1,198	-		1,198	1,198
Infrastructure Replacement	2,600	-	-	(42)	-	2,558	-		2,558	2,558
Employees Leave Entitlement	1,528	-	-	-	-	1,528	-		1,528	1,528
Deposits, Retentions & Bonds	1,855	-	-	-	-	1,855	-		1,855	1,855
Balgowlah Area Improvements	517	-	-	-	-	517	-		517	517
Depot Redevelopment	152	-	-	-	-	152	-		152	152
Environment Levy	469	-	-	-	-	469	-		469	469
Manly Wharf Forecourt	50	-	-	-	-	50	-		50	50
Meals on Wheels	238	-	-	-	-	238	-		238	238
Shelly Beach Improvements	9	-	-	-	-	9	-		9	9
Unexpended Loans	15,000	-	-	-	-	15,000	-		15,000	15,000
Total Internally Restricted	23,616	-	-	(42)	-	23,574	-		23,574	23,574
⁽²⁾ Funds that Council has earmarked for a specific purpose										
Unrestricted (available after the above Restrictions)	1,714	-	217	82	-	2,013	-		2,013	13,488
Total Cash & Investments	33,338	-	217	82	-	33,338	(165)		33,173	44,648

**Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015
Financial Report**

Manly Council

Quarterly Budget Review Statement
for the period 01/01/15 to 31/03/15

Cash & Investments Budget Review Statement

Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details	
1	Transfer Budget from Previous Year Unspent Grant Reserve for EHC & ECIC Pilot Project	-\$ 16,000
1	Transfer budget from previous year unspent grant reserve to fund waste project	-\$ 149,000
	NET VARIATION	-\$ 165,000

Cash & 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 March Investment Portfolio report shows that Council has a total Investment of \$46,153,139 comprising a Cash at Bank balance of \$1,491,166 and Investment Holdings of \$44,661,973 managed directly.

The Cash at Bank & Investment figure included in the Cash & Investment Statement has been reconciled to Council's general ledger on 08/04/15 with a balance of \$44.6 million.

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

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Quarterly Budget Review Statement
for the period 01/01/15 to 31/03/15

Manly Council

Key Performance Indicators Budget Review Statement - Industry KPI's (OLG)

Budget review for the quarter ended 31 March 2015

(\$000's)	Original Budget 14/15	Actuals Prior Periods 13/14 12/13
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NSW Local Government Industry Key Performance Indicators (OLG):

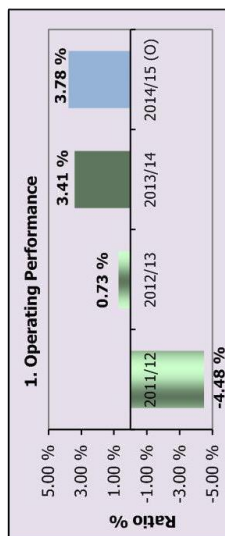
1. Operating Performance

Operating Revenue (excl. Capital) – Operating Expenses
Operating Revenue (excl. Capital Grants & Contributions)

3.41 % 0.73 %

3.78 %

This ratio measures Council's achievement of containing operating expenditure within operating revenue.



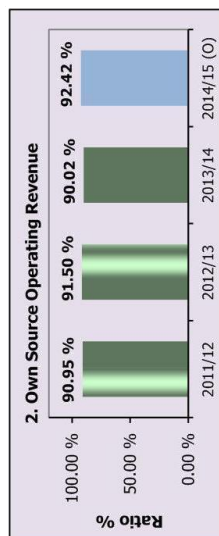
2. Own Source Operating Revenue

Operating Revenue (excl. ALL Grants & Contributions)
Total Operating Revenue (incl. Capital Grants & Cont)

90.02 % 91.50 %

92.42 %

This ratio measures fiscal flexibility. It is the degree of reliance on external funding sources such as operating grants & contributions.



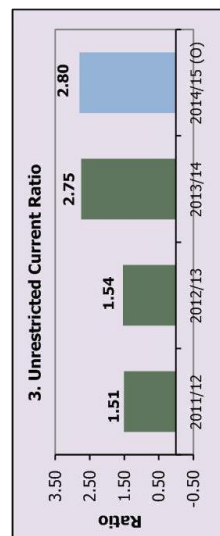
3. Unrestricted Current Ratio

Current Assets less all External Restrictions
Current Liabilities less Specific Purpose Liabilities

2.75 1.54

2.80

To assess the adequacy of working capital and its ability to satisfy obligations in the short term for the unrestricted activities of Council.



Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

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Quarterly Budget Review Statement
for the period 01/01/15 to 31/03/15

Manly Council

Key Performance Indicators Budget Review Statement - Industry KPI's (OLG)

Budget review for the quarter ended 31 March 2015

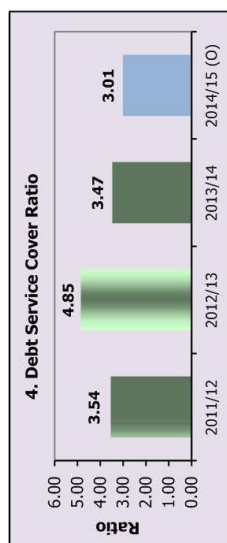
	Original Budget 14/15	Actuals Prior Periods 13/14 12/13
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NSW Local Government Industry Key Performance Indicators (OLG):

4. Debt Service Cover Ratio

$$\frac{\text{Operating Result before Interest \& Dep. exp (EBITDA)}}{\text{Principal Repayments + Borrowing Interest Costs}}$$

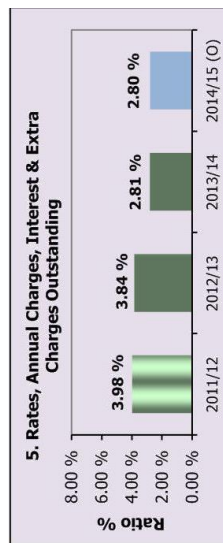
This ratio measures the availability of operating cash to service debt including interest, principal and lease payments.



5. Rates, Annual Charges, Interest & Extra Charges Outstanding

$$\frac{\text{Rates, Annual \& Extra Charges Outstanding}}{\text{Rates, Annual \& Extra Charges Collectible}}$$

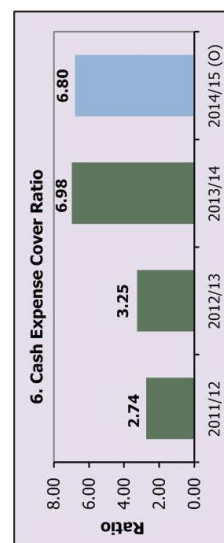
To assess the impact of uncollected rates and annual charges on Council's liquidity and the adequacy of recovery efforts.



6. Cash Expense Cover Ratio

$$\frac{\text{Current Year's Cash \& Cash Equivalents (incl. Term Deposits)}}{\text{Operating \& financing activities Cash Flow payments}}$$

This liquidity ratio indicates the number of months a Council can continue paying for its immediate expenses without additional cash inflow.



Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

Quarterly Budget Review Statement
for the period 01/01/15 to 31/03/15

Manly Council

Key Performance Indicators Budget Review Statement - Industry KPI's (OLG)

Budget review for the quarter ended 31 March 2015

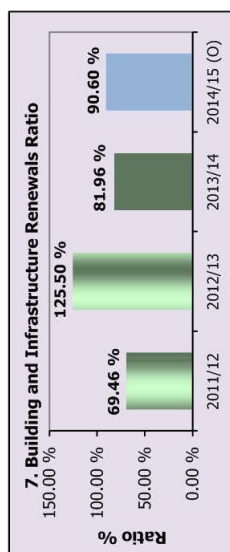
(\$'000's)	Original Budget 14/15	Actuals Prior Periods 13/14 12/13
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NSW Local Government Infrastructure Asset Performance Indicators (OLG):

7. Building and Infrastructure Renewals Ratio
Asset Renewals (Building and Infrastructure)
Depreciation, Amortisation & Impairment

90.60 %	81.96 %	125.50 %
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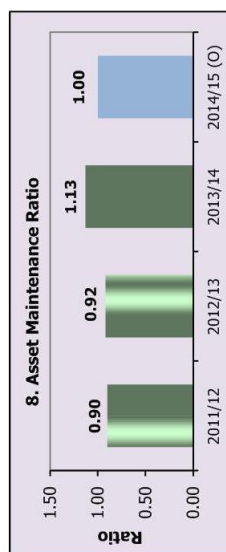
To assess the rate at which these assets are being renewed relative to the rate at which they are depreciating.



8. Asset Maintenance Ratio
Actual Asset Maintenance
Required Asset Maintenance

1.00	1.13	0.92
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Compares actual vs. required annual asset maintenance. A ratio above 1.0 indicates Council is investing enough funds to stop the Infrastructure Backlog growing.

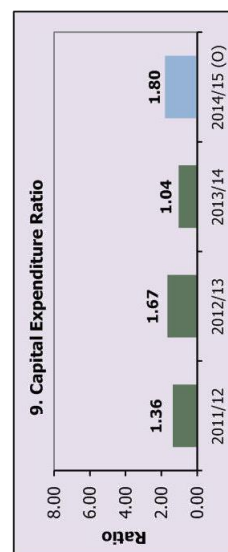


NSW Local Government Infrastructure Asset Performance Indicators (OLG):

9. Capital Expenditure Ratio
Annual Capital Expenditure
Annual Depreciation

1.80	1.04	1.67
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To assess the extent to which a Council is expanding its asset base thru capital expenditure on both new assets and the replacement and renewal of existing assets.



Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015
Financial Report

Quarterly Budget Review Statement
for the period 01/01/15 to 31/03/15

Manly Council

Contracts Budget Review Statement

Budget review for the quarter ended 31 March 2015

Contracts Listing - contracts entered into during the quarter

Contractor	Contract detail & purpose	Contract Value	Start Date	Finish Date	Budgeted (Y/N)
Mansour Paving Aust Pty Ltd	Installation of granite pavers & granite cobbles for Raglan Street Upgrade Project	\$ 193,655	20/03/2015	20/03/2016	Y
T & J Enterprises (Aust) Pty Ltd	Removal of existing asphalt & paved footpath & supply of concrete binding - Raglan St Upgrade	\$ 315,920	26/03/2015	26/03/2016	Y
FDC Construction & Fitout Pty Ltd	Swim Centre Redevelopment - Building Contractors	Commercial in Confidence	01/11/2014	31/05/2016	Y
Pipe Reline Pty Ltd	Carry out pipe relining & pit repairs adjacent to 63 Castle Circuit Seaforth	\$ 82,300	15/01/2015	26/03/2015	Y
Advanced Computing Solutions Pty Ltd	Supply Cisco Networking Nexus 93128TX	\$ 64,856	18/03/2015	In Progress	Y
Virtual Machine Technology Pty Ltd	Provide CommVault Renewal & Licensing	\$ 53,055	30/03/2015	30/06/2016	Y

Note

- 1 Contracts listed are those entered into during the quarter with a value greater than \$50,000 and exclude contractors on Council's Preferred Supplier list.
- 2 Contracts for employment are not required to be included.
- 3 All contracts listed have been provided for within current budget allocations. If additional funding is required this will be reported in the following Quarter Budget Review.

Corporate Services Division Report No. 6.DOC - Third Quarter Report (1 January to 31 March 2015) – Progress with Four Year Delivery Program 2013-2017, Operational Plan 2014-2015 and Budget 2014-2015

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Quarterly Budget Review Statement
for the period 01/01/15 to 31/03/15

Manly Council

Consultancy & Legal Expenses Budget Review Statement

Consultancy & Legal Expenses Overview

Expense	YTD Expenditure (Actual Dollars)	Budgeted (Y/N)
Consultancies	420,728	Y
Legal Fees	582,906	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.