



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 February 2013

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

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

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

www.manly.nsw.gov.au

TABLE OF CONTENTS

Item	Page No.
------	----------

Corporate Services Division Report No. 5

Second Quarter Report (1 October to 31 December 2012) –
Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013
and Budget 2012-2013

AT1: Delivery Program Second Quarter Matrix	2
--	----------

AT2: KPI Graphs for the Second Quarter Report	31
--	-----------

AT3: Report Quarterly Budget Review December 2012	43
--	-----------

******* END OF ATTACHMENTS *******

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013 Delivery Program Second Quarter Matrix

A. SOCIAL		October - December 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete
1. Improve Manly's community safety	1.1. Work with key stakeholders to address alcohol culture and crimes	1.1.1. Implement Manly's Crime Prevention Plan 2011-2013, in particular by developing strategies for late night transport, education, regulation and enforcement, planning and community engagement.	1.1.1.1. Implement Crime Prevention Plan actions in consultation with key stakeholders and the Community Safety Committee.	Number of initiatives within Manly Crime Prevention Plan implemented and evaluated	HSP	50%
			1.1.1.2. Address culture of drinking by promotion of non-drinking activities.	Participation levels, satisfaction surveys, and cost-benefit analysis for events completed.	HSP	50%
			1.1.1.3. Provision of drug and alcohol free under 18 events.	Published statistics on alcohol consumption for Manly area (annual report).	HSP	50%
			1.1.1.4. Continued participation in Manly Precinct Liquor Accord (Hassle Free Nights).	Effectiveness of agreements with NSW agencies and local stakeholders in reducing alcohol related incidents in Manly area (measured by survey data).	HSP	30%

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

A. SOCIAL				October - December 2012 Quarter	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division
			1.1.1.5 Provision of civic and cultural events in accordance with determined community needs.	Events undertaken to meet community needs.	HSE
	1.2 Work with the community to ensure Manly is a safe place	1.2.1 Develop Community Safety Plan 2012-2015.	1.2.1.1 Implement community safety actions in consultation with the Community Safety Committee.	Implementation and evaluation of the Community Safety Plan 2012-2015.	HSE
				Number of practical safety actions implemented and evaluated through the Community	HSE
				Improvements from Late night safety observation and assessment including lighting, code of conduct for taxi passengers, Toilet signage being reviewed, Homelessness protocol adopted, training for staff implemented, More visible and more effective safety campaign, Cycling signs on beachfront audited – action requests underway	
				100%	
				All CS Committee recommendations are underway or completed. Recommendations will continue to when committee reconvenes.	HSE
				50%	
	1.3 Work with key stakeholders to improve road safety	1.3.1 Develop and Implement Council's Five Year Road Safety Plan.	1.3.1.1 Develop and implement Council's Five Year Road Safety Strategic Action Plan.	100% of plan item implemented.	CUS
				100% of practical safety actions and initiatives implemented.	CUS
				80%	
				Provision safety and speed management campaigns to be completed in final quarter.	
				100%	
				Rescues (71) and Preventable actions (7,264)	
				100%	
				All lifeguard updates complete.	
				Nil	
				70,110 (oct-dec2012)	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
2 A healthy and active Manly community	2.1 Provide safe swimming facilities and beaches in Manly	2.1.1 Providing professional lifeguard services Manly Ocean Beach to ensure public swimming safety, and public risk management.	2.1.1.1 Provision of Ocean Beach Professional Lifeguard services	Number of rescues and preventable actions.	HSE
				Annual update of lifeguard proficiencies.	HSE
				Percentage of actions on the beach resulting in litigation.	HSE
				Number of visitors to Manly Swim Centre.	HSE
				Compliance with risk management.	HSE
				Safety record of nil drowning.	HSE
				Annual update of lifeguard proficiencies.	HSE
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	
				On-going	
				Safety audit completed, awaiting results	
				Nil Drowning	
				100%	
				All lifeguard updates complete.	
				100%	

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

A. SOCIAL				October - December 2012 Quarter		
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete
2. A healthy and active Manly community (contd)	2.2 Promote healthy and active living programs	2.2.1 Development of health living program and initiatives, as well as through lifestyle activities through committees and local partnerships.	2.2.1.1 Provision of a broad range of sporting programs and activities.	Managing programs and activities. Vacation Care program to be managed by external provider OSH Care from January 2013	HSF	50%
			2.2.1.2 Promote opportunities to participate in physical activities (e.g., sporting clubs, surf clubs etc).	Managing programs and activities.	HSF	50%
			2.2.1.3 Encourage and support commercial opportunities that cater to the health and well being needs of young people	Managing programs and activities.	HSF	On-going
		2.2.2 Ongoing development of Council's Smoke Free Zones education and awareness program	2.2.2.1 Evaluation of current programmes.	Audits of smoke free signage. Audits of signage in public areas amongst residents measured in annual customer satisfaction survey.	GMU	Audits ongoing.
			2.2.2.2 Continued participation on Smoke Free Outdoor Areas Working Party.	Working Party meetings attended. Assistance provided to other Councils and organisations.	GMU	50%
2.3 Work with local stakeholders to enhance healthy lifestyles and recreation	2.3.1 Continued community development programs focusing on physical, mental and sexual health.		2.3.1.1 Active after school care (e.g. sporting x 2 weekly, healthy eating, sun safety, immunisation, child protection awareness).	Council has ceased operating Before and After School Care - this service is now managed by the school via a parent committee.	HSF	50%
			2.3.1.2 Develop Youth & School Age Children's activities website for SHOROC region.	Managing programs and activities.	HSF	0%
		2.3.2 Develop health promotion strategies.	2.3.2.1 Develop Youth & School Age Children's activities website for SHOROC region.	Managing programs and activities.	HSF	0%
		2.3.3 Build capacity of community organisations in Manly to provide active ageing programs and events.	2.3.3.1 Continued services support program, such as keeping fit, well, intergenerational, volunteer, intergenerational contacts, aerobic activity, lifelong learning.	Managing programs and activities.	HSF	50%
			2.3.3.2 Continued services support program, such as keeping fit, well, intergenerational, volunteer, intergenerational contacts, aerobic activity, lifelong learning.	Managing programs and activities.	HSF	50%
2.4 Provide safe and age appropriate playgrounds in Manly	2.4.1 Implement playground strategy by upgrading and maintaining playgrounds through appropriate standards.		2.4.1.1 Implementation of remaining actions from 5 Year Playground Strategy. Service 31 playgrounds to maintain Australian Standard.	100% of Proposed actions for 2012/13 implemented from Strategy. 100% of maintenance schedule implemented to Australian Standard.	CUS	90%
			2.4.1.2 External independent audit of playgrounds carried out each year.	100% of asset information updated. 100% of external audit process completed. 100% of proposed audit actions completed.	CUS	100% 0%
			2.4.1.3 External independent audit of playgrounds carried out each year.	100% of asset information updated. 100% of external audit process completed. 100% of proposed audit actions completed.	CUS	100% 0%

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

A. SOCIAL				October - December 2012 Quarter			
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comments on KPI
			2.4.1.3 Manage and work with Playground Committee.	Number of Playground Committee meetings held	CUS	25%	Re-start Committees February 2013
		2.4.2 Develop a 10 Year strategy for all playgrounds in Manly LGA inclusive of council childcare centres, upgrading and maintaining playgrounds through appropriate standards.	2.4.2.1 Draft 10 Year Playground Strategy. Gain endorsement from Council in 2013. Implement actions from an endorsed strategy 2012-22.	100% of draft 10 Year Strategy document completed 100% of proposed public consultation completed 100% of 1st year's proposed actions from 10 Year Strategy for 2013 completed.	CUS	30%	Currently working on methodology of strategy
		2.4.3 Source future grant funding for projects.	2.4.3.1 Determine what grant funding is available to Council for recreational projects.	Number of grant fundings obtained.	CUS	0%	On-going monitoring/ review of available programs.
3 Liveable Manly neighbourhoods	3.1 Provide well utilised, maintained and managed community, open space and sports facilities that meet community needs	3.1.1 Construct and maintain public open space and recreation facilities to cater to a range of community groups & supports increased future usage needs and is safe and accessible.	3.1.1.1 Utilise capital funds or available grant funding to improve existing infrastructure and facilities. Develop projects to cater for future need in line with Recreational Strategy and asset management principles. LM Graham Reserve Landscape Masterplan, major topdressing of oval, implement terms from Sydney Water LEP project, second stage of Manly Oval spectator seating.	100% of determined actions from strategy for 2012 implemented 100% of determined sportsfields capital improvements completed 100% of proposed actions from LM Graham Reserve Landscape Masterplan implemented 100% of major topdressing completed.	CUS	20% 75% 50% 75%	Installation of new perimeter fence Balgowlah Road. Design of cricket net proposal completed Awaiting confirmation of funding from WFOC March 2013 Renovation works completed.
3 Liveable Manly neighbourhoods (cont'd)	3.2 Provide well utilised, maintained and managed community, open space and sports facilities that meet community needs (cont'd)	3.2 Provide, manage and maintain community facilities and improve service facilities, marketing and management processes. Provide recreational facilities that promote play and improve physical fitness. Involve young people in developing the aesthetic of public space such as: • Public gardens • Public art • Design of landscape or facilities.	3.2.1 Manage firming approvals, event approvals, community centre bookings and reserve bookings. 3.2.2 Manage the use of public space in the Manly CBD Corridor, including licenses, entertainment, charity approvals, and banner placements.	Number of bookings taken per type of facility. Firming/Eventing approvals granted each year. Review of local residents' complaints logged. Observed quality customer service.	HSF/GMU	On-going	Firming approval bookings continue to be taken and approved with policy improvements. Conditions are imposed.
		3.3 Involve young people in design aspects and developing the aesthetic of public spaces such as gardens, art and landscape facilities.	3.3.1 Construction and maintenance of facilities that cater to young people, such as: Kerrie Park, a Skate Park at Seaford, dedicated youth spaces, Develop Youth and Children's services, promote youth programs.	Report on progress and outcomes.	CUS/HSF	50%	Youth Services facilitated a Youth Stage in the Library forecourt on the first day of the Manly Vase (Jazz) festival. A chalk jam was also held allowing members of the public to contribute to the artwork on boards and on the ground, as well as watch dedicated artists develop pieces.
		3.3.2 Improve irrigation systems to achieve more efficient systems and investigate possible future water savings.	3.3.2.1 Ensure that there is community consultation in planning of public open space, so that it caters to the needs of young people and is visually appealing to them. The actions from the Recreation Policy and Strategy (2012-22) are implemented. Maintain standard of synthetic and grass surfaces on sports ovals and grass playing field surfaces to meet standard. 3.3.2.2 Audit irrigation systems to ascertain standard and status. Investigate possible improvements to services and savings that may be achieved.	100% of proposed consultation implemented. 100% of proposed actions from Policy and Strategy for 2012/13 implemented 100% of grass and synthetic surfaces maintained within the required standard.	CUS	25% for this quarter 25%	Replacement of Mickets Balgowlah Oval & 2x Tana Park. Repairs for vandalism Balgowlah oval, Kerrie park.
		3.3.3 Keep Manly public spaces and gardens well managed, clean and sustainable	3.3.3.1 Investigate possible improvements to services and savings that may be achieved.	100% of audit to systems completed 100% of possible improvements investigated	CUS	25% 25%	Investigations into pipe leaks carried out on 4 locations this quarter.
		3.3.2 Manage Manly public spaces, including gardens and streetscapes by improving civic amenity, plantings, maintaining trees and cultural heritage.	3.3.2.1 Maintain civic gardens, and cultural heritage implementation of public spaces programs.	100% of scheduled regional cycle maintenance completed.	CUS	100% for this quarter	Cycles for this quarter completed

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

A. SOCIAL			October - December 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
			3.2.2 Programs for the following projects are implemented: <ul style="list-style-type: none">• Develop a landscape Masterplan for roadside gardens;• Improve Council parkland;• Implement signs of a remote supervision program;• Improve Ocean Beach grass areas;• Improve East West Esplanade grass areas;• Implementation of the Tree Management Policy and Strategy actions.	100% Draft of Landscape Masterplan for various projects completed. 100% Implementation of proposed actions from signs of a remote supervision. 100% of proposed Ocean Beach turf improvements completed. 100% of proposed East West Esplanade turf improvements completed.	CUS	26% 40% 40%	Stage 2.3 East Esplanade turf improvements completed. Ocean Beach road grass areas completed. Signage policy drafted.
			3.2.3 Implement proposed actions from the Tree Management Policy & Strategy. Develop and adopt a street tree program to involve local community in caring for trees.	Audit 3 of the 12 Precincts for street tree planting programs per quarter. 100% of proposed street tree planting program completed. 100% of Adopt a Tree program developed.	CUS	10% 0% 0%	Discussions with Little Manly Precinct regarding proposed Adopt a Tree program failed. No Budget Bids approved.
	3.2 Keep Manly public spaces and gardens well managed, clean and sustainable, cont	3.2.4 Manage Manly public spaces, including gardens and streetscapes by improving civic amenity, plantings, maintaining trees and cultural heritage, cont	3.2.4.1 Continue Tree Maintenance Cycle Works program. Endorsement of draft Norfolk Island Pine Management and Maintenance Plan. Implementation of actions from Plan.	2 Cycles per year completed. 100% of Draft Norfolk Island Pine Management and Maintenance Plan endorsed by Council. 100% of proposed 1st year actions from Plan implemented.	CUS	100%	New tender finalised programming of cycles from March 2013
		3.2.3 Manage all internal and external maintenance (trees & mowing) contracts.	3.2.3.1 Implement mowing services inline with contract intervention levels.	100% of scheduled mowing cycles completed and 100% of mowing intervention levels met.	CUS	100% of cycles for this quarter completed	Auditing of all mowing contracts carried out September. Contractor meetings carried out. Review of mowing contracts for possible transition to in-house works.
		3.2.4 Develop plan and program for expanding business opportunities for internal tree works.	3.2.4.1 Continue to develop an internal Tree Maintenance Program for smaller tree works. Review services unit rates to improve services. Seek opportunities for in-house services if cost effective.	100% of evaluation process completed each quarter for unit rates evaluation.	CUS	10%	Being reviewed
4	A connected & culturally vibrant Manly	4.1 Provide improved community development initiatives and programs	4.1.1 Provide community development programs that build social capital of target groups, including community surveys, and improvements in communications.	4.1.1.1 Provision of formal and informal leisure programs to cater for young people's interests including arts and culture based activities.	HSE	50%	Pop-Up chalk art project facilitated as part of the Youth Stage at the Many Yide Festival. Many Yide Festival. Several all-age community events facilitated with combined attendance of 250 people
			4.1.2 Include young people in the planning and implementation of broader community events.	Number of consultation events and projects completed.	HSE	50%	Many Youth Council continue to meet monthly and have a range of youth activities

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

October - December 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI
A. SOCIAL			4.1.1.3 Use of emerging technologies to ensure Council connects and listens to young people.	Report quarterly.
				50%
			4.1.1.4 Provide opportunities for young people to participate and recognise their contributions and achievements.	Report quarterly.
			4.2.1 Continued development of the provision of Library and Information Services, especially on line services, Shorelink network, specialist local studies, strategic partnerships, new technology, upgrading building services.	Report quarterly.
A. SOCIAL	4.2 Provide high quality library services and cultural information facilities	4.2.1 Continued development of the provision of Library and Information Services, especially on line services, Shorelink network, specialist local studies, strategic partnerships, new technology, upgrading building services.	4.2.1 Continued provision of Library and Information Services, including loans, reference services, children and target group programming, exhibitions, inter-library loans, mobile Library Africa, eBooks.	Manly Youth Council sponsored three young people to attend YAPA Conference. Young musicians provided opportunity to perform at the larger Manly Vibe festival through the Youth Stage.
		4.2.2 Provision of services and maintenance of facilities 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.	4.2.1 Continued provision of Manly Art Gallery and Museum (MAGAM) services, including maintenance of collection, touring exhibitions management, support MAGAM society, and action audience assessment.	Door count: 108,574 / Loans: 87,020 / Database: 122,534 sessions / Electronic usage: 2,717 hours PC access: 11,895 Wireless internet access customers.
			4.3.1.1 Coordination of Meet Your Street program.	Door count: 24,986 / Exhibitions: 11 / Public Programs: 18 / Financial reporting: Sales: \$5,881; Donations: \$350; Programs: \$1,000; Art classes: \$1,400; Commissions: \$1,275
	4.3 Strengthen the social capital and bonds within key Manly neighbourhoods with its special international communities	4.3.1 Development of place making and neighbourhood development community development initiatives.	4.3.1.2 Manage a program of family friendly interactive events to service and engage the community at various locations across Manly LGA.	13 events completed.
Commitment on KPI				
Facebook page regularly updated and used as main communication and engagement tool for programs and events.				
Manly Council's Youth Services in partnership with Warringah, Flinders and Mosman Councils				
Submitted grant application to develop a region-wide app that will provide real time information on events and two way communication with young people on the Northern Beaches. Contributed to planning meeting with a new Plaster Youth Services Inc. interagency website which will provide easy access to contact information on youth organisations, their programs and events for parents and young people				

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

A. SOCIAL							October - December 2012 Quarter	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead/Division	% Complete	Comment on KPI	
4 A connected & culturally vibrant Manly (cont'd)	4.1 Assist the community in their educational needs	4.1.1 Engage in cultural exchanges with other Councils and government organisations nationally and internationally.	4.1.1.1 Further development of new Friendship City program with Yeosu, Korea.	New Programs developed.	GMU	On-going	Programs ongoing. Flag raised in Council in October with Mr. Jin Soo Kim, Consul General of the Republic of Korea in Sydney in attendance to commemorate Foundation Day and Korea Week	
			4.1.1.2 Continuation of Staff Charity Fundraising Committee.	Committee managed.	CS	On-going	Charity support continuing.	
			4.1.1.3 Continuation of East-Timor support project.	Project managed.	CS	On-going	Continued support for friendship through fund raising, etc.	
			4.1.1.4 Continued support for Manly / Occusall Friendship.	Project managed.	CS	On-going	Continued support for friendship through fund raising, etc.	
5 A socially inclusive, equitable and supportive Manly	5.1 Provide a range of children and youth community support services	5.1.1 Continue delivery of programs and services for children and families such as Family Day Care, Preschools & Immunisation Clinic services in accordance with community needs.	5.1.1.1 Assisting through the delivery of existing education programs (on behalf of Council) to under-18 and other services, such as Literacy, and Art Gallery.	Updates on range of programs conducted	HSE	100%	18 Gallery programs / 189 Library programs	
			5.1.1.2 Continued children services delivery at Roundhouse (including Family Day Care, Vacation Care, and Kangaroo Street Pre-schools, and Vacation Care	Updates on range of programs conducted	HSE	50%	Long Day Care Services continued. Plans to continue to provide care for 117 child care places per day. Preschool provides care and education for 60 children per day in school term.	
			5.1.1.3 Operate and maintain the Immunisation Clinic.	Updates on range of programs conducted	HSE	50%	Continues monthly with an average of 23 children per month.	
			5.1.1.4 Locate a multi use facility to accommodate an Early Childhood Health And Parenting Centre in Manly.	Report on progress.	HSE	50%	New Centre located in Stocklands Village and fit out completed in 2nd quarter and relocation late October/early January 2013.	
6.1 Continue programs and services for youth, including youth strategy.	6.1.2 Continue youth services delivery at Kangaroo Street Youth Centre, Supported by Manly Youth Council, Providing Recreation & Leisure program for youth.	6.1.2.1 Continued Youth Service delivery at Kangaroo Street Youth Centre, Supported by Manly Youth Council, Providing Recreation & Leisure program for youth.	6.1.2.1.1 Updates on range of programs conducted	Updates on range of programs conducted	HSE	50%	Jazz / Arts Festival event held in Library Forecourt. Manly Youth Council providing ongoing support for young men's fitness program.	
			6.1.2.2 Provision of Adolescent and Family Counselling.	Updates on range of programs conducted	HSE	50%	AFC continues to provide support and counselling support to adolescents and their families and consults with an average of 42 clients per month.	
			6.1.2.3 Develop a GLAGM program and activities for GLTBQ young people.	Updates on range of programs conducted	HSE	50%	The group continues to meet fortnightly and averages 10 attendees. Accompanied with GLAGM youth in industry for GLAGM, and community. Took 12 young people on a short tour at North Head.	

CS - Civic Urban Services, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

A. SOCIAL		Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
5.2	Provide community support services, programs and events for targeted groups	5.2.1	Continued programs and support for Aged, Disability, ATSI & CALD groups and community development, including Club Friday, information and referral services to CALD and ATSI communities, support Northern Sydney Aboriginal Social Plan program, Gay and Lesbian at Manly social support group, Mental Health Advocacy, homelessness support and action plan.	5.2.1.1	Provide information and referral to target groups.	Updates on range of programs conducted	HSP	50%	Community Development continues to provide information and referral services to general public, community services and other key stakeholders. Monthly average of 42 enquiries regarding HACC services.
				5.2.1.2	Develop and update information guides and brochures for seniors, CALD communities and PWD.	Updates on range of programs conducted	HSP	50%	Senior Road Safety Calendar 2013 distributed at information sessions. Information guides for seniors, women, young people, workers, Council customer service area and on request.
				5.2.1.3	Operation of Manly Seniors Centre to provide a range of social & recreational activities.	Updates on range of programs conducted	HSP	50%	Manly Club for Seniors continue to provide a range of sport and recreation programs such as lawn bowls, badminton, basketball, dancing, line dancing, scrabble, cards and mahjong to ensure healthy ageing and social inclusion
				5.2.1.4	Continued operations of Meals on Wheels, Community restaurant, shopping & recreational excursions for seniors; Operation of Club Friday recreation program for PWD.	Updates on range of programs conducted	HSP	50%	Club Friday operates weekly MOW continue to provide community restaurants weekly in Manly, CBD, and Crows Nest. Centre and once a month at Seakloft Football Pavilion. MOW shopping trips held weekly and recreational trips are held fortnightly
				5.2.1.5	Administration of Community Development Support and Education (CDSE) grants and Community Cultural grants.	Report on number of successful applications.	HSP	100%	Community Development coordinator worked with Clubs and key stakeholders on Club Grants Community and Cultural grant applications evaluated and decision reached - all 10 applications received 34 recommended for funding
				5.2.1.6	Promotion and support of the International Day for People with a Disability.	Updates on range of programs conducted	HSP	100%	International Day for People with a Disability event held Tuesday 4th December at Stockland Village.
				5.2.1.7	Provide programs or funding that actively engage excluded groups	Updates on range of programs conducted	HSP	50%	Council provides Club Friday a weekly recreation program for intellectually disabled people, as well as meals on wheels for frail aged and disabled people. Community provides SLGM a recreation program for young people identifying as gay or lesbian or questioning their sexuality

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

B. ECONOMIC

October - December 2012 Quarter							
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
1. A diversified and balanced Manly economy that caters for locals and visitors alike	1.1 Work in partnership with the community to develop strategies to diversify and broaden Manly's economy	1.1.1 Progress strategies by refining strategies to broaden Manly's range of local businesses and services (to cater for both residents and visitors) in Manly CBD.	1.1.1.1 Progress activation of laneways and pedestrian streets through improved urban design measures.	Regular community newsletters, Community surveys, Business surveys, Visitor and Market surveys, Local programs (satisfaction indicators)	HSF	On-going	Short Street and Rugan Streetcape designs are being progressed.
		1.1.2 Continue developing partnerships with local and regional stakeholders.	1.1.2.1 Continued development of partnerships with local stakeholders.	Report on activities quarterly.	GMU	On-going	Ongoing partnerships with Manly Manstreet Program and Chamber of Commerce.
2. Tourism is recognised as a critical part of the local economy	2.1 Develop a Manly tourism management strategy to protect and preserve local environmental heritage	2.1.1 Develop Manly tourism development and management strategy to review the social, economic and environmental impact of tourism on Manly, considering its composition, current and future needs and opportunities, and local management requirements.	2.1.1.1 Review data for preparation of draft Tourism Plan and draft following survey of key stakeholders.	Completion of Plan, Actions proposed, Community involvement and consultation in strategy.	HSF	25%	SEOT Committee did not believe new tourism strategy to be necessary, Manly Group Tourism Plan in 2011
	2.2 Promote Manly as a visitor destination, and provide local tourism and visitor services	2.2.1 Manage Manly's Visitor Information Centre (VIC).	2.2.1.1 Continued management and delivery of services at the VIC premises by reviewing the current patronage, customer space and future improvements for design purposes. (a) Provide accessible services. (b) Sale of tourism products & services; (c) Seek funding to expand size of VIC; (d) Consider resource implications and methods of providing resources needed for the delivery and operation of a larger VIC. (e) Implication of a booking system for sale of local Manly tourism products.	Measure success of local programs (e.g. Manly V.I.C. Festival, Flashlight and costs at construction and building of new VIC, Visitor numbers at Manly VIC, Observed Quality customer service, Generated income, Project planning, Visitation numbers.	HSF	100%	Rebuilding program not completed, Manly V.I.C. Cost: \$5,739 / 39,946 enquiries / Income: \$15,416
		2.2.2 Review Manly's VIC current and future accommodation needs for purpose and capacity of service business.	2.2.2.1 Prepare a feasibility & design for extension to VIC premises by reviewing the current patronage, customer space and future improvements for design purposes	Project completed on time and to budget.	HSF	25%	New desk in progress
		2.2.3 Working in partnership with Tourism NSW and local businesses.	2.2.3.1 The conduct of a Manly tourist forum with key tourism stakeholders	Report on forum conducted.	HSF	25%	Forum not held, SEDT channels all business views
2.3 Deliver events and activities to entertain, educate and involve Manly's community	2.3.1 Continued delivery of Council local events services and programming.	2.3.1.1 (a) Continued organisation of Manly Council events as per events program. (b) Facilitate event approval for non-council organisers. (c) Conduct surveys and monitor audience participation in events. (d) Manage and coordinate the events application and delivery process. (e) Management and delivery of Manly Arts / Craft Market and Farmers Market.	2.3.1.1 (a) Continued organisation of Manly Council events as per events program. (b) Facilitate event approval for non-council organisers. (c) Conduct surveys and monitor audience participation in events. (d) Manage and coordinate the events application and delivery process. (e) Management and delivery of Manly Arts / Craft Market and Farmers Market.	Programs and events delivered within approved budget. Outcome of Sponsorship income as sourced for major events. Number of events. Quality of delivery of event presentations (by Manly Council and non-council organisations). Audience numbers. Sponsorships attained. Generated income (per event). Media coverage (per event).	HSF	100%	Events (8): Many Jazz, Remembrance Day, Citizenship, Fair Trade Markets, Christmas Choral Concert, N.Y.E. Sponsorship: \$65,300. Manly Council and non-council (Jazz), others very well received. Audience 100,000. Income (non-sponsorship): \$53,800. Media Coverage: Significant
		2.3.2 Develop an overall strategy to manage Events Programs.	2.3.2.1 Review existing calendar of festivals and events and report to Council recommendations for the future.	Review of events reported to Council.	HSF	25%	New strategy to be presented to SEDT committee.

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

[illegible]

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

B. ECONOMIC							Overview - December 2012 Quarter	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI	
4. Improved amenities and physical infrastructure services in Manly	4.1 Manage infrastructure and assets to ensure financial sustainability and meet community expectations	4.1.1 Implementing Asset Management Plan and Policy for Infrastructure Assets. In line with Department of Local Government guidelines. Infrastructure Assets. Condition assessments. Safety assessments. Roll out of 10 year Urban Services works program schedule. Establish service levels for required works based on available funding to meet community expectation.	4.1.1.1 Asset Management Plan - Condition Ratings (a) Footpath (b) Drainage (Pipa, Pit, GRT) using CCTV (c) Buildings (d) Parks and Recreation Works Program as per Asset Management Plan (a) Roads (b) Footpaths (c) Drainage (Pipa, GRT) (d) Parks and Recreation.	100% Implementation of Asset Management Plan and Policy. 100 % review of other areas required to be included in Asset Management Plan (e.g. footpaths & drainage). Quarterly reports on progress of all Annual Maintenance and Works programs. % reduction in number of accidents reported on Council footpaths.	CUS	(a) 100% (b) 90% (c) 88% (d) 100% (e) 50% (a) 95% (b) 90% (c) 88% (d) 100% (e) 60%	Condition assessment has been completed out for Roads and Footpath within Manly LGA. Other assets such as Drainage, Buildings, parks & recreation condition assessment are underway. Roads and footpath works program have been completed almost (90% for roads and 80% for footpaths) based on the visual condition assessment within Manly LGA.	
		4.1.2 Roads resurfaced and rehabilitated to standard.	4.1.2.1 (a) Annual Road resurfacing program development. (b) Annual Road resurfacing program implementation.	Completion of annual roads program on time and within budget. Road condition remains the same level or improves. Condition assessment undertaken for road network (25% annually).	CUS	(a) 100% (b) 20%	(a) All the resurfacing works have been programmed as per the visual condition assessment on site. Works have been scheduled to commence in the third quarter. (b) Resurfacing works at Warringah and Warringah and Warringah and Warringah Street have been completed.	
		4.1.3 Review of Civic Plant and Equipment purchasing policy to provide a safe, efficient, cost effective and environmentally sustainable fleet that meets operational needs.	4.1.3.1 Review Civic Plant and Equipment Fleet Purchasing Policy to: (a) introduce green fuel reductions (carbon footprint reduction strategy). (b) document achievements re purchasing fuel changes. (c) undertake a fleet rationalisation/ usage. (d) undertake a biennial review.	Reduction of Plant, Fleet and Equipment Life Cycle Costs. Annual review of Leaseback vehicles completed.	CUS	40%	Number of diesel vehicles have been reduced and fleet rationalisation complete.	
4.2 Deliver major infrastructure projects to ensure safety, sustainability and improve public amenity	4.2.1 Delivery of Projects in Capital Works Program.	4.2.1.1 Delivery of Projects in Capital Works Program. Capital Projects (a) Program and scoping (b) Investigation and design (c) Implementation Recurrent Projects (maintenance) (a) Program and Scoping (b) Implementation (c) Implementation Seaford TAFE and Seaford Town Centre Seaford TAFE and Seaford Town Centre Ocean Beach Stage 5—Queenscliff surf club & LMLD Committee. Manly Aquatic Centre upgrade – (uncertain dependent on funds). CED laneways and urban design improvements Input to Council's Floodplain Management Study and modelling New Chingly Storage Facilities at Sandy Bay.	100% Delivery of Projects in Capital Works Program on time and within budget. Number of accidents related to Plant condition. Vehicle downtime / running costs.	CUS	Capital Projects (a) 65% (b) 30% (c) 8 % Recurrent Projects (a) 90% Footpath (b) 30%	Design and works program have been completed for year 2012/13. Footpath recurrent works program have been completed.		
			4.2.2 Major Projects planned, exhibited, designed, delivered: Manly Aquatic Centre; Seaford TAFE site redevelopment; Redevelopment for Baby Health Centre site. CBD revitalisation projects as approved by Council.	4.2.2.1 Refer Manly 2015 Masterplan to the newly elected Council post September 2012 elections for its consideration and action as appropriate. Detailed design and costing of Manly Aquatic Centre. Finalising of design and costing for former Seaford TAFE and Redevelopment for Baby Health Centre site. Detailed design and commencement of new community facility on former Raglan Street Baby Health Centre site.	Projects progressed and delivered on time and to budget and desired specification. Projects endorsed to proceed by Council.	STRATEGY	80%	Aquatic Centre Consultation Phase being progressed and URS and URS completed. Seaford TAFE Redevelopment works proceeding and leasing options being looked at. Streetscapes within CBD being progressed and financial feasibility assessment undertaken in relation to Manly 2015.

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

October - December 2012 Quarter							
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	
4 Improved amenities and physical infrastructure services in Manly (cont'd)	4.2 Deliver major infrastructure projects to ensure safety, sustainability and improve public amenity, cont	4.2.3 Provide drainage infrastructure that is functional, effective and meets community expectations.	4.2.3.1 Annual capital Drainage Projects (a) Forward Works Program and Scoping (b) Investigation and Design (c) Investigation and Design (d) Investigation and Design (e) Investigation and Design (f) Investigation and Design (g) Investigation and Design (h) Investigation and Design (i) Investigation and Design (j) Investigation and Design (k) Investigation and Design (l) Investigation and Design (m) Investigation and Design (n) Investigation and Design (o) Investigation and Design (p) Investigation and Design (q) Investigation and Design (r) Investigation and Design (s) Investigation and Design (t) Investigation and Design (u) Investigation and Design (v) Investigation and Design (w) Investigation and Design (x) Investigation and Design (y) Investigation and Design (z) Investigation and Design Annual recurrent drainage projects / works (a) Pit and pipe cleaning schedule (b) Reactive drainage works (c) Climate change mitigation measures to address. Drainage modelling for each sub catchment and identify the flooding spots Map of Flood levels (a) Map of Flood levels (b) Map of Flood levels (c) Map of Flood levels (d) Map of Flood levels (e) Map of Flood levels (f) Map of Flood levels (g) Map of Flood levels (h) Map of Flood levels (i) Map of Flood levels (j) Map of Flood levels (k) Map of Flood levels (l) Map of Flood levels (m) Map of Flood levels (n) Map of Flood levels (o) Map of Flood levels (p) Map of Flood levels (q) Map of Flood levels (r) Map of Flood levels (s) Map of Flood levels (t) Map of Flood levels (u) Map of Flood levels (v) Map of Flood levels (w) Map of Flood levels (x) Map of Flood levels (y) Map of Flood levels (z) Map of Flood levels Review of stormwater management policy and guidelines (a) Review DSPLAN 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 implement Council's Emergency Management Strategy (EM Strategy) to respond to Manly's interests (quarterly per annum) to represent Manly's interests Stormwater Management Plan and Policy implemented.	30% Reduction in number of customer complaints and claims. Completion of annual maintenance and emergency works program on time and within budget. 30% Reduction in number of flooding claims/floodings. Length of pipelines constructed / reconstructed.	OUS	(a) 100% (b) 100% (c) 0%	Drainage capital works have been scoped and programmed for 2012/13. Emergency works have been investigated, designed, 1 Kangaroo Street drainage improvements, 2 Clontarf Pool area drainage pipe diversion project. Pipe schedule works are in place. Works on the location and type of drainage pit and type of drainage pit (Sag or On grade)
			4.3 Improve public amenities, footpaths and pedestrian mobility to ensure safety and meet the needs of the community	4.3.1 Implementation of pedestrians and footpaths infrastructure improvements.	4.3.1.1 Pedestrians and footpaths network improvements, including: (a) Completion of annual (Urban Services) audit of the footpath network to identify footpath conditions. (b) Implementation of audit to construct new footpaths, on capital funds available. (c) Identifying new links and construction of new footpaths based on identified community needs. (d) Implementing Traffic Committee recommendations relating to traffic devices and road safety. (e) Undertake regular maintenance and upgrading of buildings and facilities as per Council's Asset Management Strategy and as identified in its Capital Works Program. (f) Upgrading public toilets as per plan and maintenance requirements.	100% completion of footpath audit. 75% reduction in complaints, trip claims, Meeting agreed and identified community associations depending on budget allocation. 100% of agreed infrastructure projects completed. (>25mm) Footpath Conditions. Condition Assessment of Footpath Network, 25% annually. Areas of footpath repaired/constructed. Number of complaints/ insurance claims.	OUS
4	4.4 Develop emergency plans to protect community, natural environment and built assets	4.4.1 Preparation and review of Emergency DISPLAN for the Manly area.	4.4.1.1 Review DSPLAN and mitigation strategies; (b) Council to respond in concert with nominated combat agencies in official emergency situations and conduct training exercises in accordance with the above. Continue to meet with Commonwealth and State agencies (quarterly per annum) to represent Manly's interests.	Plan implemented Attendance at external committee (quarterly). Review completed.	OUS	50%	Regular meeting has been attended and noted for future references for action plan.
			4.4.2 Maximise return to Council by appropriate utilisation of Community facilities and properties.	4.4.2.1 Provide an accessible booking system of all council's facilities available for hire and or use by members of the general public.	Implementation of accessible booking system. Satisfaction with community facilities (via survey information and condition assessments).	CS	On going
4 Improved amenities and physical infrastructure services in Manly (cont'd)	4.5 Provide community facilities, assets, and public parking that are accessible, clean, fit and habitable	4.5.1 Maintain Buildings and Facilities to a sustainable and functional standard.	4.5.1.1 Undertake regular maintenance and upgrading of buildings and facilities as per Council's Asset Management Strategy and as identified in its capital works program. (b) Upgrading public toilets as per plan and maintenance requirements.	Regular site inspections and condition audits being completed and assets maintained to community standards. 100% Customer requests responded to for Building Maintenance within required timeframes.	OUS	35% Condition Audit Reports completed	Building and Facility Compliance Standards met via Scheduled Inspections and service
			4.5.2 Maximise return to Council by appropriate utilisation of Community facilities and properties.	4.5.2.1 Provide an accessible booking system of all council's facilities available for hire and or use by members of the general public.	Implementation of accessible booking system. Satisfaction with community facilities (via survey information and condition assessments).	CS	On going

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

B. ECONOMIC							Overview - December 2012 Quarter	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead/Division	% Complete	Comment on KPI	
4.6 Work with community stakeholder groups to better understand infrastructure improvements needed			4.6.2.2 Manage Council's property portfolio to maximise access to the public realm and to appropriate use of Council's assets, maximize the return on Council's assets.	Facilities visited to achieve market rental of a use of benefit to the community as appropriate.	CS	On-going	All of Council's priorities are reviewed at Market rates. Valuations are undertaken at the end of each rental term.	
		4.6.3	Manage acquisition and divestment of property in accordance with statutory requirements and Council resolutions. This to include the acquisition of 40 Stuart Street Manly.	Acquisition and divestment of property in accordance with statutory requirements and Council resolutions. This to include the acquisition of 40 Stuart Street Manly.	Report on progress.	CS	On-going	Property at 40 Stuart Street has been acquired
		4.6.4	Providing public parking facilities within the Manly LGA and managing and improving usage across Council's four public car parking facilities.	(a) Manage, operate and maintain Council's four parking facilities at Vinsoner St, Pacific Waves building, Peninsula Shopping, Manly National building, (b) Council's commitment to improve usage, (c) Renewal rates regularly to assess usability, (d) 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).	OMU	100% for this quarter.	333,918 vehicles have used council parking stations this quarter. This is an increase of 26,305 left under two hours (765%).
		4.6.1	Community infrastructure partnerships to ensure delivery improvements.	(a) Manage committees and stakeholder input (e.g. Manly Scenic Walkway Committee), (b) Manage community expectations and data, (c) Respond to community complaints in writing, by phone, etc.	100% of Community complaints responded to within allocated time frame, 100% of Committee commitment met.	CUS	100% for this quarter.	Revenue raised from parking meters is at 70% of ytd budget, and expected to improve in the summer months.
		4.6.2	Develop plan and policies to respond to infrastructure community concerns.	Develop and refine current infrastructure plans with community input.	100% of consultation process carried out. 100% of proposed plans completed.	CUS	100% for this quarter.	Community consultation process has been in place for all the capital works. Ex: Sandy Bay Road, Manly Beach, Construction and associated Civil works

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

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

October - December 2012 Quarter								
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI	
1. Natural heritage, bushlands and biodiversity is protected and preserved for future generations (cont'd)	1.3 Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations (cont'd)	1.3.8 Undertake measures for coastal protection and implement Emergency Action Plans.	1.3.8.1 Undertake estuary hazard study for Contar/Bentley Bay area.	1.3.8.1	Funding received and consultant engaged	50%	Funding received and consultant engaged.	
		1.3.9 Aquatic Reserve Management Plan preparation & implementation.	1.3.9.1 Assist NSW DPI in adoption and implementation of the Cabbage Tree Bay Aquatic Reserve Management Plan.	1.3.9.1	% of proposed actions implemented.	LS	75%	Draft Plan exhibited by NSW DEH
		1.3.10 Landscape Masterplan for reserves in coastal foreshores.	1.3.10.1 Implement adopted Sandy Bay, North Harbour and Elsey's Point Reserves Landscape Masterplans.	1.3.10.1	% of proposed actions implemented.	CUS	75%	Plans being implemented ongoing on the ground
		1.3.11 Assess and plan water access facilities & infrastructure.	1.3.11.1 Develop long-term plan for maritime infrastructure & boat storage, seek funding for new boat storage and other maritime infrastructure.	1.3.11.1	Completed and fund sought.	LS	100%	Plan completed. Funding being sought for implementation from Sharing Sydney Harbour Access Program.
		1.3.12 Establish and manage coastal erosion risk areas.	1.3.12.1 Incorporate identified coastal risk areas into LEP.	1.3.12.1	Coastal Erosion and inundation risk area incorporated into LEP.	LS	90%	Relevant studies completed by WRL. Incorporation into LEP on hold pending NSW Govt. Stage 2 Coastal Reforms underway.
		1.3.13 Delivery of Water Cycle Management Plans, Projects and Strategies.	1.3.13.1 Prepare and issue s149 certificate on properties located in risk areas.	1.3.13.1	Number of certificate prepared and issued	LS	0%	see 2.1.4.2
		1.3.14 Development of a new 4 year Potable Water Savings Action Plan (2012/13) subject to ongoing statutory requirement.	1.3.14.1 Delivery of SHOROC Regional Groundwater Resource Investigation Consultancy Brief.	1.3.14.1	Completion of SHOROC Regional Groundwater Resource Investigation.	LS	95%	SHOROC Regional Groundwater Study Draft report finalised.
		1.3.15 Continued development and implementation of sustainable alternate water re-use schemes at Council facilities.	1.3.15.1 Completed implementation of adopted 2008/09 - 2012/13 Water Savings Action Plan by 2012/13.	1.3.15.1	Ongoing Council organisational potable water reduction (LC consumption vs 2000/01 usage). Report implementation.	LS	85%	Expiring 4 year WSPSP Completed and implemented. Awaiting direction on requirement to do a new plan.
		1.3.16 Ongoing implementation of Manly Lagoon Integrated Catchment Management Strategy in partnership with Warringah Council.	1.3.16.1 Stormwater harvesting feasibility assessment for key reserves (e.g. LM Graham as per adopted Masterplan).	1.3.16.1	Number of Council alternate water sourcing schemes (rainwater, stormwater, groundwater). Potable water saved.	LS	25%	Design work for LM Graham Stormwater Harvesting On Hold in WCLM Team due to project resourcing.
		1.3.17 Development of a Manly LGA & Manly Lagoon Catchment Flood Study, Floodplain Risk Management Study, and Floodplain Risk Management Plan (2014).	1.3.17.1 Ongoing Operational Maintenance shared with Warringah Council, including (1) MFL, Rainfall and Water Level Monitoring (2) Low-Flow Pipe Management (3) Scour Channel Entrance Management, and (4) Lagoon Boom Maintenance.	1.3.17.1	Continuation of Ongoing Operational Maintenance shared with Warringah Council for pollution and flood risk management.	LS	25%	Projects underway and ongoing. Design being finalised for Manly West Park Sediment Basin, construction planned end 2012.
		1.3.18 Development of a Water Sensitive Urban Design (stormwater) Plan, and improved Stormwater & Sewer Pollution Control.	1.3.18.1 Development and adoption of a Manly LGA & Manly Lagoon Catchment Flood Study (12-24 month project duration).	1.3.18.1	Development and adoption of appropriate Risk Management documents.	LS	60%	Manly Lagoon Flood Study at Stage 4 (of 5). Public Exhibition Planned in February 2013. Manly LGA Study appointed and Stage 1 underway.
		1.3.19 Bushland management, restoration works and maintenance on Council lands.	1.3.19.1 Development of WSLD (stormwater) Plan. Implement new stormwater pollution control devices & borewater systems. Continue Dry Weather Sewer Leak Investigation Program.	1.3.19.1	Development of a WSLD (stormwater) Plan. Number of GPTs. Number of borewater systems. Ongoing Dry Weather Sewer Leak Investigation.	LS	80%	Plan drafted and relevant objectives, principles, considerations and guidelines in LEPIDCP. Now on hold in WCLM Team due to project resourcing.
			1.3.19.2 Development a 4 year bushland works program to provide strategic direction and implementation.	1.3.19.2	100% of proposed 4 year works program, actions implemented and works performance indicators met.	CUS	75%	Draft review of current document underway, and nearing completion
	1.3.19.3 Restoration of bushland reserves and corridors.	1.3.19.3	Number of bushland reserves under active management. 100% of maintenance cycle for quarter completed. Number of native plants used to revegetate bushland corridors.	CUS	100% for this quarter	100% of maintenance cycle completed this quarter		

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013 Delivery Program Second Quarter Matrix

October - December 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI
1. Natural heritage, bushlands and biodiversity is protected and preserved for future generations (cont'd)	1.3 Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations. (cont'd)	1.3.119 Bushland management, restoration works and maintenance on Council lands (cont'd).	1.3.113 Enforce noxious weed control on private property. Provide community education on impact of noxious weeds. Review and update Regional Weeds Management Plan in consultation with Sydney North Regional Weeds Committee.	Number of noxious weed inspections, indications issued, and percentage of noxious weeds removed. Number of community education material and services at all Council managed environmental events. All Sydney North Regional Weeds Committee meetings attended.
		1.3.114 Maintain and upgrade bushland track on the Manly Scenic Walkway and other bushland reserves.	Linear metres of walking track upgraded and maintained.	50%
		1.3.115 Implementation of Bushland Environment Levy projects.	100% completion of bushland Environment Levy projects.	50%
		1.3.116 Develop and implement a four year rabbit control program. Identify all projected problem areas and actions for future control. Undertake ongoing rabbit control programs using various methods. Work cooperatively with neighbouring councils and land managers.	100% of cycle of rabbit control completed. Number of rabbit control programs implemented. Reduction in rabbit population identified by survey and Rabbit Density Index measure. Number of Bushland Animal Action Group meetings.	0%, 20%, 50%, 50%
		1.3.117 Support volunteer participation in managing Council bushland areas. Continue to support and develop volunteer Bushcare Program, Review program yearly.	Number of volunteer Bushcare hours worked annually. Number of volunteer hours per quarter. Calculated percentage of volunteer works carried out.	100% for this quarter
		1.3.118 Undertake bushfire fuel reduction works on Council land. Audit Council land to determine areas of risk. Identify and record categories of risk areas in consultation with Fire and Rescue NSW. Implement actions from Bushfire Risk Management Plan.	100% implementation of Bush Fire Risk Management Plan.	70%
		1.3.119 Development and implementation of bushfire education strategy coordinated by Manly Mosman North Sydney Bushfire Committee.	100% of Bushfire education strategy developed. 100% of actions from bushfire education strategy implemented.	90%
		1.3.20 Continued environmental advocacy and advice such as: 1.3.21 Providing internal sustainability advice on major development assessments, Environmental Factors, policy/strategic sustainability planning as required.	Environmental advocacy and advice such as: 1.3.21.1 Provision of advice for DAS/REFs, strategic sustainability planning as required 1.3.21.2 Provide sustainability input onto cross-Council project teams as required e.g. LEP/DDP Education for Sustainability etc.	ongoing
		1.3.22 Working with SHOROC on regional sustainability projects as required.	Input provided into SHOROC Shaping Our Future regional strategy, and make accessible to the community.	ongoing (25%)
		1.3.23 Continued Community & Environmental Partnerships.	Continued Community & Environmental Partnerships.	ongoing (50%)
				50%

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

C. ENVIRONMENT		October - December 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Comment on KPI
1. Natural heritage, bushlands and biodiversity is protected and preserved for future generations (cont'd)	1.3 Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations. (cont'd)	1.3.24 Update Manly Council Education for Sustainability Strategy to reflect latest best practice in education for sustainability. 1.3.25 Capacity-build community members to become capable of leading community-based sustainability initiatives.	1.3.24.1 Demonstrate leadership in sustainability through interpretative signage and other relevant educational tools for Manly's sustainability-oriented projects, such as solar panels and environmental education projects. 1.3.25.1 Share knowledge on education for sustainability methods with SHOROC Councils and work collaboratively on joint initiatives where appropriate.	Number of programs / events per quarter.	LS	At final review stages.
		1.3.26 Continue to provide sustainability engagement programs targeting schools, businesses, Council staff and community. 1.3.27 Manly Environment Centre (MEC) management of "shopfront" for the purpose of information exchange, advocacy and research, events, activities and projects; and volunteers, including the following: Relocation of MEC;	1.3.26.1 Develop and implement CEP programs. 1.3.27.1 Promote awareness of Manly Environment Centre and Council's successful projects via International Sister Centres Network.	Measure success of local programs (satisfaction indicators).	LS	High customer satisfaction on community education programs with joint projects implemented with Warringah and Pittwater Councils
		1.3.28	1.3.28.1 Planning to secure a permanent long term venue for MEC and consult appropriate stakeholders.	Programs developed and implemented.	LS	All planned programs developed and implemented.
		1.3.29 Move towards a more environmentally sustainable Manly working together with Council and NGOs;	1.3.29.1 Celebrate 2013 as 20th Anniversary Year of World Environment Day and develop programs on key environmental topics to engage new groups.	Expand on MEC international program for global project.	LS	New initiative in conjunction with Australian Museum Video Conferencing Working Group to supply content into schools.
		1.3.30 Maintain and promote the social and environmental networks;	1.3.30.1 Celebrate the International Year of Co-operatives to develop new partnerships local, national and globally.	Progress with plans.	LS	Requirements determined via consultation workshop between staff & Community Environment Committee.
		1.3.31 Increase the numbers of interns and volunteers;	1.3.31.1 Continue to promote volunteer and internship programs.	Evaluate progress made since 1992 through the Manly Community Conference - Meeting the Challenges.	LS	Initiated Blue Life Festival to celebrate 20th Anniversary Year of United Nations, Canberra - discussion of International Year of Water Co-operation for 2013.
		1.3.32 Promote eco tourism, and	1.3.32.1 Continue to encourage visits from overseas delegations and universities to promote MEC & Council's projects.	Celebrate social and environmental networks through the What's On and attending other environmental events.	LS	Environmental Educators Network met at North Head - MEC organised talk & tour by North Head Sanctuary Foundation & Nursery. Planning sessions with Capacity building with Manly Community Centre Gungahlin Festival initiatives.
			1.3.32.1	Number of volunteer hours per quarter.	LS	2452 Volunteer hours Oct - Dec 2012
			1.3.32.1	Number per quarter.	LS	Formation of Friends of Carabage Tree Bay Volunteer Group - 3 Training Days held. Early success in numbers of FoCB Volunteers.
		1.3.33 Promote MEC's role in addressing Climate Change issues in Manly.	1.3.33.1 Working with local and national stakeholders to run events throughout 2012 International Year of Sustainable Energy for All.	Working more closely with environment groups and communities on sustainable energy.	LS	5 Events including Ocean Care Day, Manly's 20th Anniversary, volunteer Christmas Party & FoCB Volunteer Training Days.

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013 Delivery Program Second Quarter Matrix

				October - December 2012 Quarter		
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Comment on KPI
2	2.1	2.1.1 Work in partnership with the community to better plan new and existing development of the built and natural environment	2.1.1.1 Refining & improving local character and built environment through the provision of Council urban design and planning services statutory requirements including: Compliance with NSW planning legislation.	2.1.1.1 Council submissions to various legislation changes to the Department.	LS	Release of the White Paper on planning reforms and new Planning Act is expected in early in 2013.
			2.1.2 Provision and preparation of Environmental Planning Instruments (EPIs), Strategic Land Use Planning (SLUP), etc.	2.1.2.1 Refining and development of new comprehensive LEP and CDPs to meet local & community planning requirements.	LS	Draft LEP submitted to Department and Parliamentary Counsel. Currently refining the document with the Dept.
2	2.1	2.1.2 Create liveable neighbourhoods and more affordable housing choices by better managing population growth	2.1.2.1 Provision and preparation of Environmental Planning Instruments (EPIs), Strategic Land Use Planning (SLUP), etc.	2.1.2.1 Delivery of planning instruments in accordance with agreed schedule.	LS	Public exhibition of LEP/DCP completed in 2012 in accordance with communications strategy.
			2.1.4 Work in partnership with the community to better plan new and existing development of the built and natural environment (cont'd)	2.1.4.1 Planning advices provided within timelines.	LS	New Metropolitan Strategy being formulated by the Department & will be ready in 2013.
2	2.1	2.1.4 Create liveable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	2.1.4.1 Provision and preparation of Environmental Planning Instruments (EPIs), Strategic Land Use Planning (SLUP), etc.	2.1.4.1 Certificate delivered within 3.5 days of applications being submitted to Council.	LS	KPI achieved
			2.1.4.2 Provide internal advice to Council's Development Assessment Planners.	2.1.4.2 Planning advices provided within timelines.	LS	All advice provided within timelines
2	2.1	2.1.4 Create liveable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	2.1.4.3 Provide internal advice to Council's Development Assessment Planners.	2.1.4.3 External grant applications applied for relevant projects that meet criteria.	LS	Part 5 applications done when required
			2.1.4.4 Participate in and provide advice as part of the Forebore Advisory Committee studies under SHCP 2008 - Sydney Harbour and Council's Development Assessment Branch.	2.1.4.4 Represent land use planning interests on behalf of Manly community with NSW Government and (no of inquiries, submissions plan).	LS	Participation at all meetings when required
2	2.1	2.1.4 Create liveable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	2.1.4.5 Provision of planning advice to progress the delivery of Council community infrastructure improvements and projects for reserves.	2.1.4.5 Correspondence is prepared and issued within agreed timelines and Council standards.	LS	Issued on agreed timelines
			2.1.5.1 Completion of non statutory actions as approved by Council e.g. Strategic plans, coastline plans and Heritage plans.	2.1.5.1 Reporting non statutory actions undertaken per quarter.	LS	Plans completed on time
2	2.1	2.1.5 Non statutory Landuse Planning Actions.	2.1.5.1 Identification of priorities for Masterplan implementation with new Council term post September 2012 elections.	2.1.5.1 Actions implemented from adopted Masterplans	LS	Masterplans yet to be identified
			2.1.7 Progress implementation of Plans of Management and associated undertakings, eg. LMI Graham Reserve and Little Manly Reserve.	2.1.7.1 Priority actions implemented.	LS/CUS	LMI & Master plan progressed with demolition of old tennis court.
2	2.1	2.1.7 Develop and implement Plans of Management for Community Lands.	2.1.7.1 Submissions on State land use and environmental planning policies as required.	2.1.7.1 Planning advices provided within timelines.	LS	Provided when required
			2.1.8 Upgrade reserves, town centres and urban and community infrastructure.	2.1.8.1 Planning advices provided within timelines.	LS	Provided when required
2	2.1	2.1.8 Work with the NSW government to ensure public benefits from future development of former Sealforth TAFE site.	2.1.8.1 Communicating general planning policy to stakeholders, including within Council and community.	2.1.8.1 Planning advices provided within timelines.	LS	Provided when required
			2.1.9.2 Preparation of Grant applications.	2.1.9.2 Grants achieved to assist planning and heritage.	LS	Part 5 application being assessed
2	2.1	2.1.9 Heritage Planning by providing a strategic approach to dealing with all types of heritage in Manly including built, natural, Aboriginal, maritime, parks and gardens and moveable heritage.	2.1.9.1 Heritage Planning by providing a strategic approach to dealing with all types of heritage in Manly including built, natural, Aboriginal, maritime, parks and gardens and moveable heritage.	2.1.9.1 Provision of timely advice on heritage matters.	LS	Planning Reform Fund & Heritage Grants
			2.1.9.2 Statutory requirements: Completion of all statutory planning use requirements outlined by the Department of Planning or as resolved by Council.	2.1.9.2 Review and update existing heritage inventory sheets.	LS	All enquiries responded to within given timeframes
2	2.1	2.1.9 Identify and protect of Manly's heritage items;	2.1.9.1 Review and update existing heritage inventory sheets.	2.1.9.1 Provision of heritage advice on development proposals.	LS	Heritage advice is provided as required
			2.1.9.2 Provision of heritage advice on development proposals.	2.1.9.2 Provision of heritage advice.	LS	All enquiries responded to within given timeframes
2	2.1	2.1.9 Manage Council's Heritage Committee;	2.1.9.1 Provide support for the Aboriginal Heritage Office.	2.1.9.1 Provision of heritage advice.	LS	All enquiries responded to within given timeframes
			2.1.9.2 Completion and implementation of Manly Comprehensive Heritage Review recommendations.	2.1.9.2 Report on progress.	LS	Chopping

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

C. ENVIRONMENT		October - December 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Comment on KPI
2. Create liveable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	2.1. Work in partnership with the community to better plan new and existing development of the built and natural environment (cont'd)	<p>g Reporting on heritage maintenance and protection;</p> <p>h Development of education programs for locals and visitors to better understand Manly's environmental heritage;</p> <p>i Infrastructure improvements to protect Manly's heritage;</p> <p>j Development of new communication strategies regarding Manly's heritage;</p> <p>k Continued heritage advice on Manly Cemetery maintenance activities including:</p> <p>l Provide security measures to prevent vandalism;</p> <p>m Provision of funding to implement maintenance and restoration of graves as identified in the Cemetery Conservation Management Plan.</p> <p>n Provision of design and specifications for Council architectural and landscape projects as required.</p> <p>o Design of street scape plantings & playgrounds.</p>	<p>1 Management of Council's Local Heritage grants program</p> <p>2 Support and coordinate the activities of the Aboriginal Heritage Office.</p> <p>3 Reports to Council on heritage matters.</p> <p>4 Reports to Council on heritage matters.</p> <p>5 Continued heritage advice on Manly Cemetery maintenance activities from the Manly Cemetery Grounds Maintenance specification</p> <p>6 Manage conservation program. Implement actions from the Cemetery Conservation Management Plan.</p> <p>7 Progress the restoration of grave sites on the Iconic Graves List in consultation with the Heritage Committee</p> <p>8 Preparation of designs, consultation and approval of construction.</p> <p>9 Provision of designs, plans and specifications to for urban public domain and community infrastructure improvement projects as required.</p> <p>10 Ensure that the GIS is available to staff to assist Council business and customer service functions.</p> <p>11 Compile a comprehensive list of existing databases and information and list of threatened species in LGA.</p> <p>12 Continued provision of Building Compliance services</p> <p>13 Assess and approve development.</p> <p>14 Review of DA approval process.</p> <p>15 Provide comments for Development Application proposals.</p> <p>16 Building Compliance & complaints and illegal use</p> <p>17 Swimming Pool Compliance & Fire Safety</p> <p>18 Manage Trust Fund Deposits</p> <p>19 Provide Advisory Service</p>	<p>Grants achieved to assist planning and heritage</p> <p>Activities listed via AHO annual report process and updating GIS information.</p> <p>Reports to Council on heritage matters.</p> <p>Reports to Council on heritage matters.</p> <p>Provision of heritage advice</p> <p>100% of proposed grave rectification works completed</p> <p>100% of proposed weed control effected</p> <p>Provision of heritage advice</p> <p>100% of proposed recommended works completed</p> <p>Provision of heritage advice</p> <p>100% of proposed grave rectification works recommended by Heritage Committee completed.</p> <p>Design advice provided within timelines.</p> <p>Design advice provided within timelines.</p> <p>GIS advice within timelines.</p> <p>List of existing databases and additional data compiled</p> <p>Number of mandatory building inspections (p/a).</p> <p>Number of Construction Certificates (p/a).</p> <p>Manage safety complaints (number p/a).</p> <p>Manage Cooling tower complaints.</p> <p>Water quality testing of public swimming pools (number p/a).</p> <p>Customer requests investigated</p> <p>Number of notices and orders issued.</p> <p>Number of customer requests investigated</p>	<p>LS</p> <p>LS</p> <p>LS</p> <p>LS</p> <p>LS/CUS</p> <p>LS/CUS</p> <p>LS/CUS</p> <p>LS/CUS</p> <p>CUS</p> <p>CUS</p> <p>CUS</p> <p>CUS</p> <p>LS</p> <p>LS</p> <p>LS</p> <p>LS</p> <p>LS</p> <p>LS</p> <p>LS</p> <p>LS</p>	<p>Two of the four grants paid this year</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>100% for this quarter</p> <p>100% for this quarter</p> <p>100%</p> <p>15%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>0%</p> <p>100%</p> <p>100%</p> <p>100%</p>

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

C. ENVIRONMENT								October - December 2012 Quarter		
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead/Driver	% Complete	Comment on KPI			
2 Create livable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	2.1 Work in partnership with the community to better plan new and existing development of the built and natural environment (cont'd)	2.1.14 Continued Council regulation of Environmental Health Services in accordance with the local, state and national legislation.	2.1.14.1 Continued Environmental Health (EH) services.	Conduct Environmental Health inspections and audits of local businesses in relation to food preparation and skin penetration (number per)	LS	10%	Inspections just commenced			
			2.1.14.2 Conducting public health inspections.	Completion of annual EH inspections.	LS	10%	Shared Accommodation complete. Reminder to be finalised 2013.			
			2.1.14.3 Compliance with NSW Food Safety standards.	Monitor Ocean and Harbour water quality.	LS	0%	Due to commence December 2012			
			2.1.14.4 Regulation and pollution prevention programs relating to air, water and noise	Number of customer requests investigated	LS	100%	on-going			
			2.1.14.5 Implement Many Scores on Doors Food Safety Rating Program for restaurants	Report on program quarterly.	LS	100%	on-going			
			2.1.14.6 Provide comments for Development Application	Report quarterly	LS	100%	on-going			
			2.1.14.7 Conduct Food Handling Seminars	Report quarterly	LS	100%	on-going			
			2.1.14.8 Acoustic testing as required for Environmental related noise complaints.	Report quarterly	LS	100%	on-going			
			2.1.15.1 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 annum.	LS	50%	There were 100 development applications assessed in the second quarter, slightly over the 95 assessed in the previous period.			
			a Provide advice to customers (applicants, property owners, residents) relating to development.	2.1.15.2 Update systems to incorporate changes in legislation and Environmental Planning Instruments.	Number of days to assess a DA	LS	50%	The average number of days to assess a DA was 10 days in the second quarter, slightly increased from previous quarter result of more complex applications received		
3 Reduce green house gas emissions in the Manly area	3.1 Work in partnership with key stakeholders to improve Manly's ability to adapt and respond to climate change	3.1.1 Implement mitigation and adaptation measures identified in Council's Carbon Emissions Reduction Plan (CERP) and Climate Change Adaptation Action Plan.	3.1.1.1 Update systems and implement New Manly Local Environmental Plan and Development Control Plan.	Value of development proposals	LS	95%	The value of development proposals assessed was \$40,066,385 whilst the number of applications received remains consistent with historical figures.			
			3.1.1.4 Receive and assess development applications and modification applications in accordance with State legislation, Planning Instruments, Council Control Plans and policies.	Number of Pre-logging meetings held	LS	50%	The number of Pre-logging meetings requested and held indicates restrained development activity through this quarter.			
			3.1.1.5 Provide training to assessing planners in order to implement changes in legislation and implement the New Manly Local Environmental Plan Update systems in order to implement New Manly Local Environmental Plan.	Number of staff attending training	LS	50%	All Assessment Planner's have attended meetings and programmed training.			
			3.1.1.6 Provide feedback to Council's Strategic Planning section on development control trends and any measures necessary to ensure the environment is better coordinated.	Percentage of determinations subject to appeal to Land and Environment Court	LS	50%	Number of Appeals static. Decisions made available to Strategic Planning section.			
			3.1.1.7 Finalisation of the Climate Change Adaptation Action Plan (CCAAP) and Carbon Emissions Reduction Plans for Council and the community.	Completion of CCAAP and Carbon Emission Reduction Plans	LS	60%	Limited progress made on Adaptation Action Plan - responsibility of Environmental Planner (vacant since April 2011).			
			3.1.1.8 Identify and commence implementation of priority actions in the CCAAP and CERP.	Progress towards implementation of the Council CERP, the Manly Community CERP and the Manly CCAAP (once finalised), progress towards Council's carbon emission reduction targets	LS	45%	Priority actions implemented in draft CCAAP. Progressing CERP priority actions at present including replacement of failing voltage reduction units in carparks			
			3.1.1.9 Continue partnerships with the SCOG, LGSA and universities which seek to provide Council with best practice in management responses to climate change	Partnerships with and support provided to SCOG, universities etc continued	LS	ongoing (50%)	Ongoing and case study projects regularly undertaken and partnerships with key groups			
			3	3.1	3.1.1	3.1.1.1	3.1.1.1.1	3.1.1.1.1.1	3.1.1.1.1.1.1	3.1.1.1.1.1.1.1

QJUS - Civic Urban Services, LS - Land Use Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GML - General Manager Unit

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

C. ENVIRONMENT		October - December 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Comment on KPI
4.1 A clean Manly with zero waste	Work in partnership with the community to minimise waste & undertake public cleansing programs	4.1.1 Continued waste and cleansing programs such as:	4.1.1.1 Managed waste services continued, such as:	Continued managed Waste Services.	LS	Ongoing provision of responsible reliable and responsive waste services to the community
		4.1.2 Waste Avoidance program by reducing material entering the waste stream, including increases in diversion rates.	4.1.2.1 Domestic garbage collection. Continue waste minimisation education to increase waste avoidance, recycling rates, increase composting & worm-farming rates and increase awareness and use of alternatives to disposable nappies.	Garbage and recycling rates kg/capita/annum (KCA)	LS	Council has continued support for the EPA Love Food Hate Waste Program and distribution of materials at events. Council is now rolling out green waste bins to unit blocks as of January 2013 - vegetation bins in unit blocks will be rolled out at the same stage. Residents can drop off up to 15 curbside and 15 items to Kimbriki Resource Recovery Centre anytime.
		4.1.3 Cleaning public places, facilities, parklands, beaches, road reserves and stormwater catchments.	4.1.3.1 Cleansing Services continued such as:		LS	
			4.1.3.1.1 Beach Cleaning	Clean Beaches awards.	LS	Ongoing
			4.1.3.2 Street Sweeping	Street sweeping times collected.	LS	Ongoing
			4.1.3.3 Public Toilet Cleaning	Reduced unit costs.	LS	Ongoing
			4.1.3.4 Facilities Cleaning	Reduction in accidents.	LS	Ongoing
			4.1.3.5 Reserve Cleaning	Report quarterly.	LS	Ongoing
			4.1.3.6 Public Place Cleaning	Report quarterly.	LS	Ongoing
		4.1.4 Extending the range of recyclable materials suitable for collection within Council services.	4.1.4.1 Vegetation, paper and container recycling and verbiage collection services have been extended. Continue to educate residents on this change to encourage increased recycling & recovery of resources.	Report quarterly.	LS	Council now accepts all plastic and verbiage. This information is on our website and is on the 2013 waste calendars. This next year we plan to produce a range of recycling education materials to be distributed to residents. Council will also investigate recycling options for special materials such as fluoro tubes.
		4.1.5 Pursue partnerships to facilitate regional and SHORC-wide common waste collection systems.	4.1.5.1 Introduce a green waste collection bin to all residents.	Financial viability reports.	LS	Senior waste officer has always attended SHORC meetings. Council is now rolling out green waste bins to unit blocks as of January 2013 - vegetation bins for unit blocks are not mandatory at this stage. Vegetation tonnes = 653.29
		4.1.6 Undertaking Community and Environmental Partnerships to increase composting by residents, and educate and implement sustainability programs.	4.1.6.1 Continue to sell compost bins, worm farms and composters. Continue to educate residents through D/G Sustainability workshops. Introduce online training programs such as the Compost Revolution. Make available waste and sustainability workshops to schools.	Report quarterly.	LS	Council continue to sell compost bins and worm farms at reduced price. Provision of advice on composting when required. Conducting site visits to help fix problem composts.

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

C. ENVIRONMENT		October - December 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Comment on KPI
	4.1.7 Educating residents, schools, businesses, industry and visitors about waste minimisation.	4.1.7.1	E-waste website pickup and E-waste initiatives.	Tonnes green waste collected, E waste collected, diversion rates from landfill.	LS	When requested the waste education team will always provide a workshop for schools and businesses. Whether this be helping a school with composting or running a school holiday litter pollution workshop for kids. We will provide workshops to the community when requested. Council also supports the State Government's Love Food Hate Waste Program. This is being included for 2013. We will be using a coding demonstration. Council is working closely with a local high school to increase resource recovery by providing signage and education.

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

October - December 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI
1.1	Provide transparent and accountable corporate governance	1.1.1 Develop and apply effective governance systems for monitoring and evaluating policies and procedures to ensure they are up to date, relevant and effective.	1.1.1.1 Review relevant Codes and Policies required following local government election.	Payment of Expenses and Provision of Facilities to Councilors updated November 2013. New Model Code of Conduct framework received from DLG 19 December 2012 and needs to be adopted by 1 March 2013.
			1.1.1.2 Review Council's Policy Register.	Policy Register updated.
			1.1.1.3 Provide awareness raising activities / relevant training on revised Codes and Policies.	Report to GM quarterly on awareness / training activities undertaken.
			1.1.1.4 Review relevant best practice guidelines.	Report quarterly
			1.1.1.5 Report on governance systems implemented, policies and procedures reviewed, and updates/revisions made.	Report on actions furnished
		1.1.2 Ensure that Council has access to and use of quality professional advice internally and externally.	1.1.2.1 Maintain a register of professional advice provided internally and externally.	Register is maintained, accurate and up-to-date.
			1.1.2.2 Review the quality, timeliness and value for money of advice provided internally and externally.	Report quarterly
		1.1.3 Transitioning Council to an integrated Strategic Planning framework and reporting systems within Council business and service delivery units that align the Community strategic plan, Delivery Program and Operational Plan.	1.1.3.1 Manage IPR documents and plans to produce Quarterly updates to Councilors on Delivery Program 4 year actions and 1 year Operational Plan actions and key performance indicators	Monitoring the achievement of 10 Year Community Strategic Plan strategies
				Monitoring and Reporting on the achievement of Four Year Delivery Plan actions.
				Monitoring and Reporting on the achievement of One Year Operational Plan actions.
1.2	Continue to meet legal and ethical obligations	1.2.1 Develop and apply governance systems that ensure that Council is meeting its legal and ethical obligations.	1.2.1.1 Monitor legislative compliance processes and reporting program.	Legislative and reporting requirements delivered on time and as required under various legislation.
		1.2.2 Develop and apply governance systems that prevent and detect fraudulent, dishonest and unethical behaviour.	1.2.2.1 Monitor effectiveness of organisations systems in detecting fraudulent, dishonest and unethical behaviour.	Report quarterly

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

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

D. GOVERNANCE										October - December 2012 Quarter	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI				
1 Transparent and accountable decision making (cont'd)	1.3 Provide organizational support to Councillors, employees and staff, and information to the community as required (cont'd)	1.3.1	Continued provision of support services to Councillors, cont	1.3.1.7	Review and implement Councilor Induction Program.	CS	100%	Induction Program delivered for all Councillors following local government election.			
		1.3.2	Access by the community to Council reports and information.	1.3.1.8	Coordinate training program for Councillors.	CS	100%	Training provided for all Councillors following local government election.			
				1.3.2.1	Manage Council meetings.	CS	Ongoing	Action items arising out of Council meetings carried out within agreed timeframe.			
				1.3.2.2	General promotion of Council services and activities.	CS	100%	Production and public availability of Business Papers and Minutes by close of business Thursday.			
		1.3.4	Manage Council's records in accordance with the State Records requirements.	1.3.4.1	Continue to maintain comprehensive records systems for Council's records including TRIM EDMS implemented and training continuing.	CS	Ongoing	Records systems are up to date and comprehensive. TRIM EDMS operating effectively.			
		1.3.5	Network and technical infrastructure has the capacity to support the increasing demand.	1.3.5.1	Upgrades to core business software to improve the effectiveness and efficiency for the delivery of IT services.	CS	50%	Additional upgrade requirements have been identified and will be deployed before the end of the year. Deployment of upgrades delivered.			
		1.3.6	Provision of Information Systems that meet business and administrative demands of the Council and optimise access to information systems to meet staff and public requirements.	1.3.6.1	Management and implementation of rollover system for technology infrastructure.	CS	70%	Rolover continuing.			
				1.3.6.2	Identification and mitigation of risk for Council's technology investments.	CS	80%	Key risks identified and recommendations submitted.			
		1.4 Maintaining quality customer services and dispute resolution processes		1.4.1	Investigate feasibility for decentralisation of Customer Service Centres - CSC Kiosk in Balgownie or Seaford.	1.4.1.1	Nil action (4 year action only).	GMU	0%	Council is yet to determine need and possible location for additional decentralised customer service kiosk.	
				1.4.2	Introduction of Customer Service objectives in all position descriptions and performance reviews.	1.4.2.1	Revise all staff position descriptions and performance review documents to incorporate standard customer service objectives.	CS	10%	Communications are developing an electronic Position Description template inclusive of Customer Service objectives.	
				1.4.3	Upgrade of customer area in Town Hall to provide greater access to Council information.	1.4.3.1	Improved layout of Town Hall foyer brochure stands, seating, displays, computer access, lighting.	GMU	Ongoing	Guide for the upgrade of the brochure, display and computer area have been received.	
				1.4.4	Increase online customer payments via Council website.	1.4.4.1	More automated production of 149 (2) and (5) certificates	CS	100%	System developed.	
				1.4.4.2	Investigate feasibility of payment for additional services online.	CS	Ongoing	New software being developed in relation to parking permits.			
			1.4.5	Responsive customer services to inquiries.	1.4.5.1	Update RIMS on intranet.	CS	Ongoing	Council intranet and internet as required. Officers within each division have been allocated the responsibility for the management of content on Council's internet.		

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013 Delivery Program Second Quarter Matrix

D. GOVERNANCE					October - December 2012 Quarter		
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
1 Transparent and accountable decision making (cont'd)	1.4 Maintaining quality customer services and dispute resolution processes, cont	Responsive customer services to inquiries, cont	1.4.5.2 Review of Customer Service Charter.	Review of charter.	GMU	90%	Charter edited and being referred for internal comment.
			1.4.5.3 Review Council's Complaint Management Policy and Procedures.	Number of customer complaints received referred to GMU. Reported to GMU. Information on complaints provided to GMU. Management as required.	GMU	50%	Information on complaints referred to GMU. Reported to GMU. Information on complaints provided to GMU. Management as required.
			1.4.5.4 Provide awareness raising activities / relevant training on Council's complaint management processes.	Report to GMU quarterly on awareness / training activities undertaken.	GMU	100%	Complaint training provided as part of corporate induction and also at Code of Conduct training.
			1.4.5.5 Investigate feasibility of developing an electronic complaint management system.	All complaints captured and information referred for reporting purposes.	GMU	50%	Complaints captured in TRIM with a record sub-type of complaint. This is monitored.
			1.4.5.6 Monitor of truth surveys.	Annual Customer Satisfaction benchmarks increasing.	GMU	90%	Form completed. Next stage is to roll out to customer facing services.
			1.4.5.7 Develop New Residents kit.	Report quarterly.	GMU	30%	The style of the kit and the information are being updated.
			1.4.5.8 Maintain Companion Animals Register.	Continue to maintain and update register.	CS	Ongoing	Register is maintained in accordance with State Government requirements on an ongoing basis.
			1.5.1.1 Design and production of promotional material for a range of Council's projects, initiatives, products and services, including Council's Annual Report and other relevant reports as necessary.	Quality promotional and reporting material created within budget and to timelines.	GMU	50%	Material developed as required. Work is completed on updating corporate letterhead, forms etc.
			1.5.1.2 Improve communication with community and increase awareness and understanding of Council's decisions.	Communications plan implemented and review and recommendations on emerging communication methods reported to GM.	GMU	75%	Communications and digital media strategies being implemented. Improvements identified and advised to GM as identified.
			1.5.2.1 Liaise with media and provide information to various media agencies as required.	Number of items appearing in media.	GMU	50%	250 items appeared in the media, with coverage ranging from from local to international. 70% of items appeared in the Mainly Daily.
				Number of media inquiries services.	GMU	50%	There were 411 inquiries received during the quarter.

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

D. GOVERNANCE		October - December 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete
1.6	Identify and manage risk to Council, take appropriate action to eliminate or minimise Council's risk exposure. Minimise loss to Council by proactive claims management and pursuing recoveries	1.6.1 Completion of Enterprise Risk Management for whole of Council. Increase awareness to risk or risk avoidance. Completion of HHH recovery and Lehmann's alternative dispute resolution process. Reduction in number and quantum of claims.	1.6.1.1 Finalise climate change adoption plan with assistance Landuse & Sustainability Division and of Statewide. 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.	Completion of Climate Change Action Plan (CCAP). Completion of risk rating in Council's risk register. Ensure adequate insurance coverage in place to decrease as far as possible. Council exposure. Reduction in number or quantum of claims. All possible recoveries pursued.	GMU	20%
1.7	Ensure Council's workforce is recruited, trained, managed and rewarded fairly and equitably	1.7.1 Develop incentives to attract and retain skilled employees. 1.7.2 Provide employees with a voice on workplace matters. 1.7.3 Operation of salary Administration System. 1.7.4 Increase representation of young persons within workforce. 1.7.5 Manage Corporate Training Program.	1.7.1.1 Optimise relationship between pay and performance to increase employee satisfaction with pay. 1.7.2.1 Provide a Staff Consultative Committee. 1.7.3.1 Award compliance. 1.7.4.1 Develop and expand graduate, trainee and apprenticeship program. 1.7.5.1 Individual training and development plans that meets the needs of employees and Council.	HR Ratio of acceptance to offers made, and Bi-Annual Staff Climate Survey. Frequency of Joint Staff Consultative Committee meetings. Number of wage-related grievances. Ratio of graduates, trainees & apprentices to employee population. Ratio of performance appraisals conducted, and return on investment of learning initiatives.	CS	50%
1.8	Provide a workplace that ensures the health, safety and well-being of employees, workers & volunteers	1.8.1 Workforce planning to retain professional staff. 1.8.2 Monitor work practices & identify strategies to minimise WH&S risk. 1.8.3 Provide a WorkLife Balance Program.	1.8.1.1 Succession plans developed, and flexible work options provided. 1.8.2.1 Conduct WH&S audit program of work sites. 1.8.3.1 Implement staff wellbeing worklife balance program.	HR plans developed and implemented in all Departments. Number of WH&S incidents, and injury claims. Employee usage of worklife programs.	CS	15%
1.9	Workplace diversity is valued and embraced	1.9.1 Strategies implemented to improve representation of EEO target groups.	1.9.1.1 Monitor representation by EEO categories. 1.9.1.2 Learning opportunities provided to EEO categories.	Claims by age, and cost of claims to Local Government Industry. Ratio of EEO target groups to employee population. Ratio of learning opportunities provided to EEO categories, to employee population.	CS	Ongoing

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

D. GOVERNANCE							October - December 2012 Quarter
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
2	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 and informing key decisions on a quarterly basis.	Community Panel surveys undertaken.	Strategy	0%	No community surveys undertaken in this quarter.
		2.1.2 Service of Council's Special Purpose Committees and Working Groups.	2.1.2.1 Continuing to service Special Purpose Committees and Working Groups.	Servicing Special Purpose Committees and Working Groups with timely Agendas and Minutes. Management of membership of committees, attendance register, reporting to Councilors of Minutes and Items for Brief Mention.	CS	50%	Committees reestablished, training of lead officers, community representatives and templates for all advisory committees documents set up for new term.
		2.1.3 Enhance the Precinct Community Forum system, including more strategic engagement.	2.1.3.1 Continued support by Council of Precincts	Servicing Precinct Community Forums by providing timely responses to issues raised at monthly Precinct Meetings	LS	Ongoing	There are 9 currently operating precincts. North Harbour Precinct has been re-established. Continued support to executives to produce minutes and reports to Council. Send out newsletter (Council events/activities, environmental and other issues). Send out terms for consultation purposes. Quarterly meeting held in November DCM presented re NSW Planning Laws Provide other information for consultation/advisory purposes. Coordinator attendance at metropolitan precinct coordinator meeting in October. Combined Precinct Christmas Party held in December.
3	Efficient use of Council's resources	3.1.1 Deliver clear and concise financial and management reporting.	3.1.1.1 Council's investments reported to Council confirming compliance with investment policies.	Publish agendas on Council's website, Regular information provided to the community on Council's activities, Preparation of reports in accordance with DLG and statutory requirements.	CS	100%	Investments reported monthly via Council's Ordinary Meetings in accordance with DLG & Statutory requirements.
		3.1.2 Ensure Council meets its fiduciary responsibilities in use of public funds.	3.1.2.1 Annual Financial Reports and Auditors Reports delivered to Division of Local Government and Bureau of Statistics.	Report quarterly. User Charges & Fees to be set comparable with market pricing.	CS	100%	Delivered 3/9/12
			3.1.2.2 Ensure compliance with Council's taxation obligations.	Annual audit of Council's finances.	CS	100%	Delivered 4/10/12
		3.1.3 Ensure that all statutory financial returns are completed and lodged by due dates.	3.1.3.1 Annual Financial Reports and Auditors Reports delivered to Division of Local Government and Bureau of Statistics.	Annual report to NSW DLG.	CS	100%	Delivered 10/10/12
		3.1.4 Completion of statutory requirements in relation to Council's property rates.	3.1.4.1 Ensure the levying and collection of property rating income and maintain Council's property database.	Compare movement in Rates and Annual Charges from previous year.	CS	25%	First instalment collected 3/8/12
			3.1.4.2 Review Council's property portfolio and revenue opportunities.	Conduct review of all properties, leases and licences.	GMU	Ongoing	Leasing data base is kept and rates reviewed and valuations obtained at the end of each lease period for each property.
		3.1.5 Development of long term financial plans.	3.1.5.1 Develop Long Term Financial Plan that supports investment in infrastructure.	Long Term Financial Plan developed to support current and future infrastructure needs.	CS	Ongoing	Incorporated 2012/13 Budget
		3.1.6 Ensure responsible financial management and governance through	3.1.6.1 Continue to facilitate Internal Audit function.	Audit and Risk Committee meets quarterly. Annual Internal Audit Program devised. Outcomes reported to Council.	CS	0%	Committee has not met this quarter.

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

ATTACHMENT 1

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Delivery Program Second Quarter Matrix

D. GOVERNANCE						October - December 2012 Quarter		
Goals	4.1	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
4. Advocate to State and Federal Governments	4.1.1	Lobby for more resources and funding of public programs and projects in Manly and regionally	Pursue cost savings and resource sharing through regional procurement initiatives.	4.1.1.1 Participate with SHOROC Procurement Group	Savings achieved through SHOROC procurement actions.	CS	Ongoing	Continuing work and savings results with SHOROC.
	4.1.2	Working with SHOROC in lobbying for improvements and fundings for transport, health, social services and environmental projects.		4.1.2.1 Refine strategies in working with SHOROC Executive. 4.1.2.2 Participation by relevant senior staff at SHOROC Executive and Regional forums.	Report on achievements gained through SHOROC initiatives. Report actions and achievements undertaken quarterly in agreed SHOROC initiatives.	CS GMU	Ongoing Ongoing	Continuing work and savings results with SHOROC. Attendance and input to SHOROC project continues to be called out by staff

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

ATTACHMENT 2

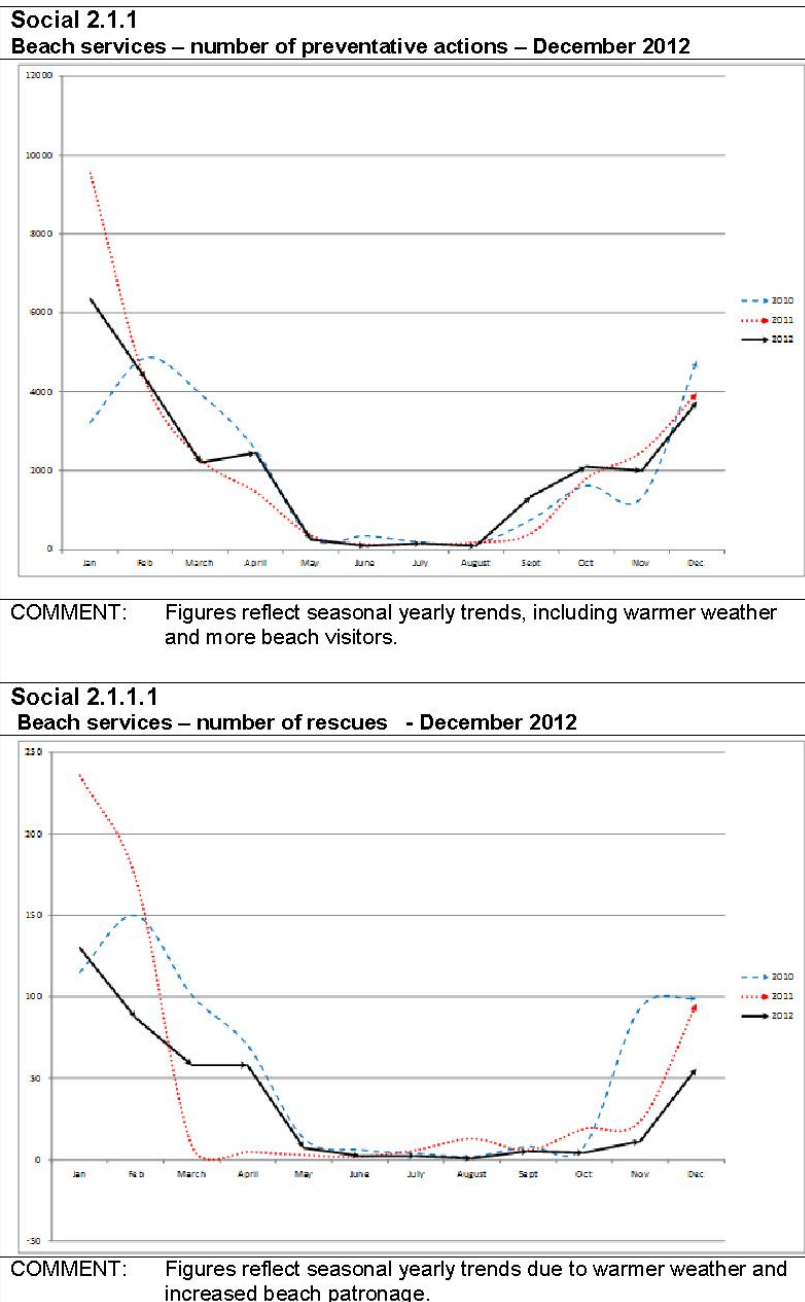
Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report

Second Quarter 2012-13

Progress with Operational Plan 2012-13 and Delivery Program 2011-2015



ATTACHMENT 2

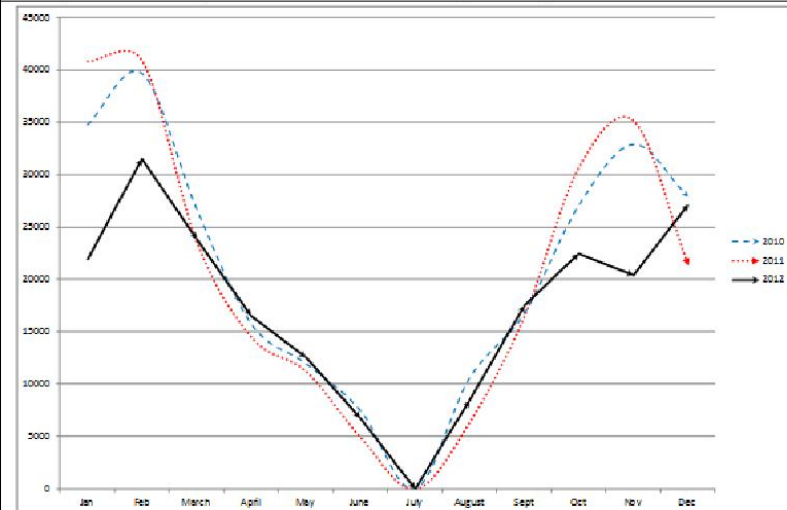
Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report

Social 2.1.2.1

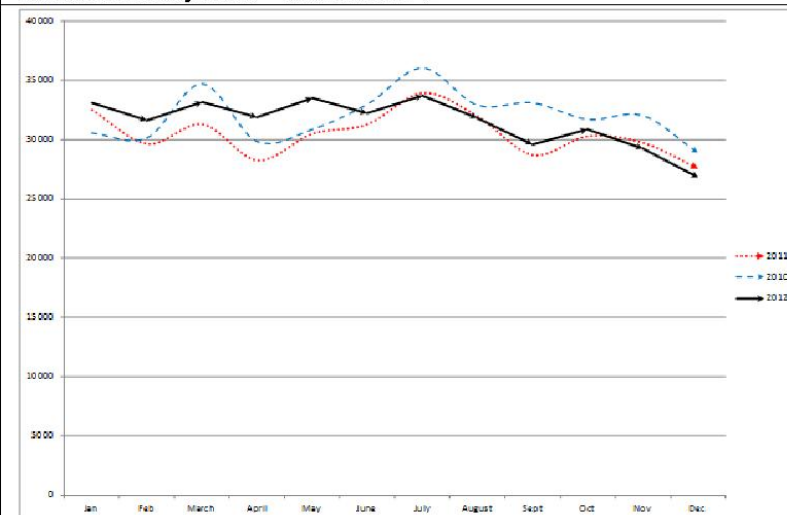
Manly Andrew “Boy” Charlton Swim Centre patronage – December 2012



COMMENT: Figures reflect seasonal trends, and closure of pool due to maintenance works.

Social 4.2.1

Number of library loans – December 2012



COMMENT: Loan figures reflect yearly visitation figures.

ATTACHMENT 2

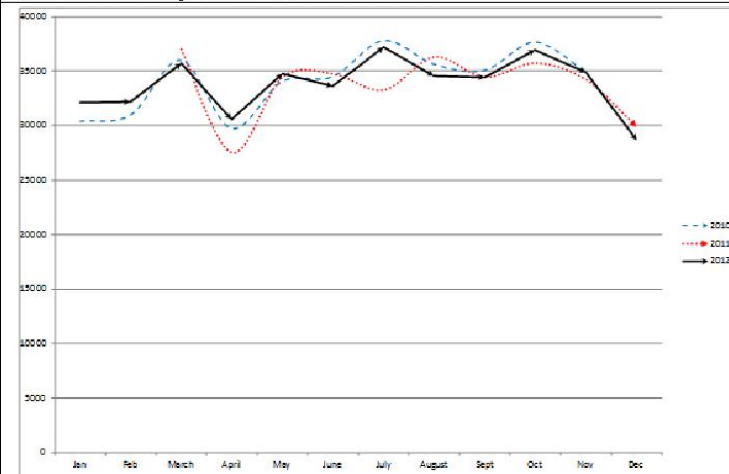
Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report

Social 4.2.1.1.

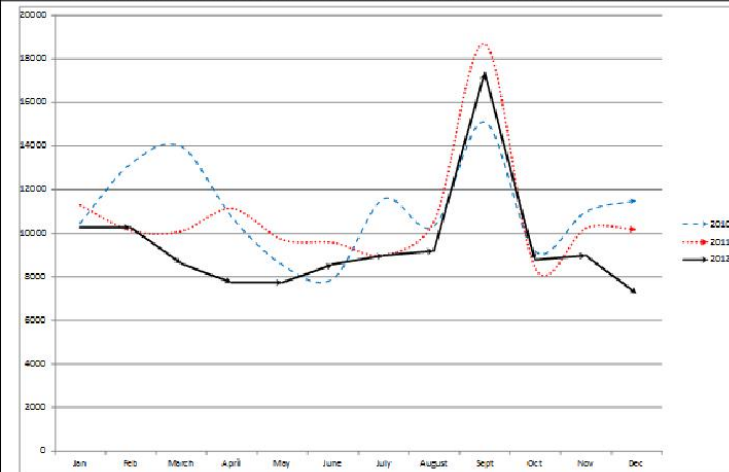
Number of library visits – December 2012



COMMENT: Visitation figures are in line with yearly trends.

Social 4.2.2.1.

Manly Art Gallery & Museum (MAGM) visitation –December 2012



COMMENT: The decline in visitors in this quarter is consistent with previous yearly trends and the closure of the Gallery during the Christmas/New Year period.

ATTACHMENT 2

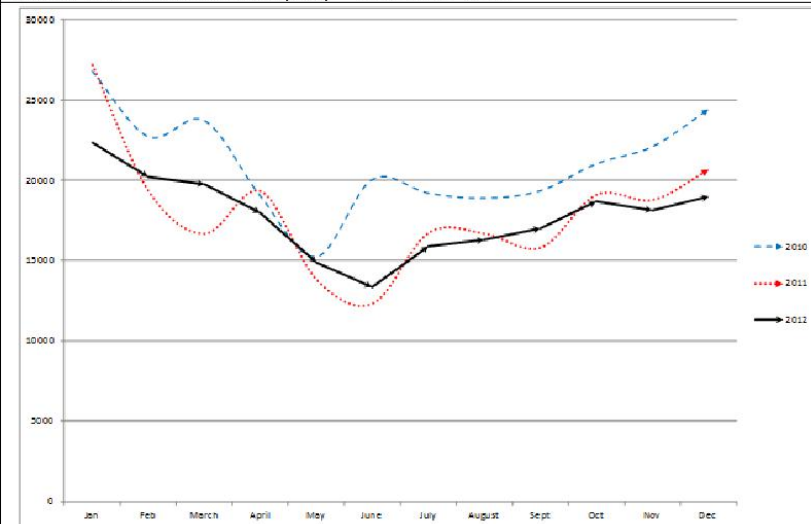
Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report

Economic 2.2.1.1.

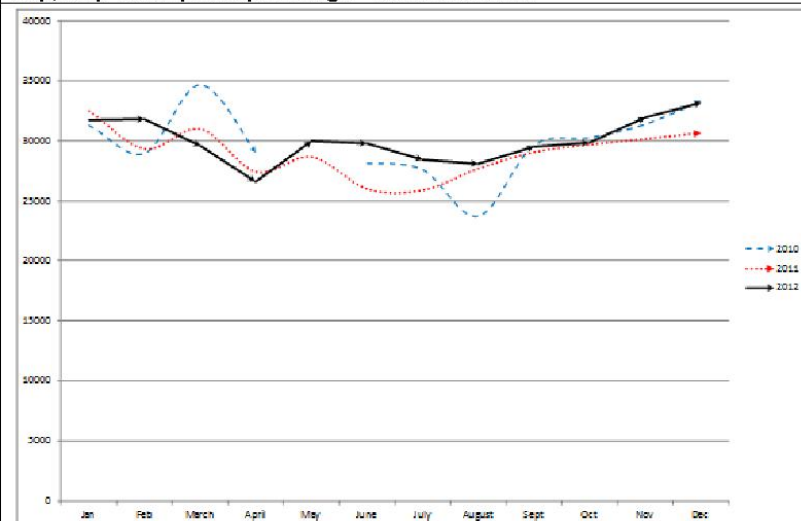
Visitor Information Centre (VIC) – December 2012



COMMENT: Figures consistent with yearly trends, and slightly warmer weather.

Economic 3.3.2.1.

Hop, Skip & Jump Bus patronage – December 2012



COMMENT: The monthly data for December shows that there were 33,180 passenger journeys, and consistent with previous years.

ATTACHMENT 2

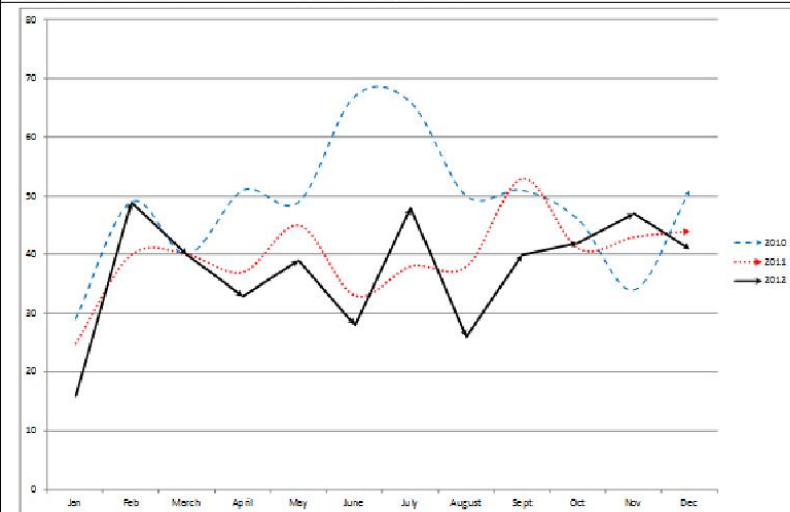
Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report

Environment 2.1.15.2.

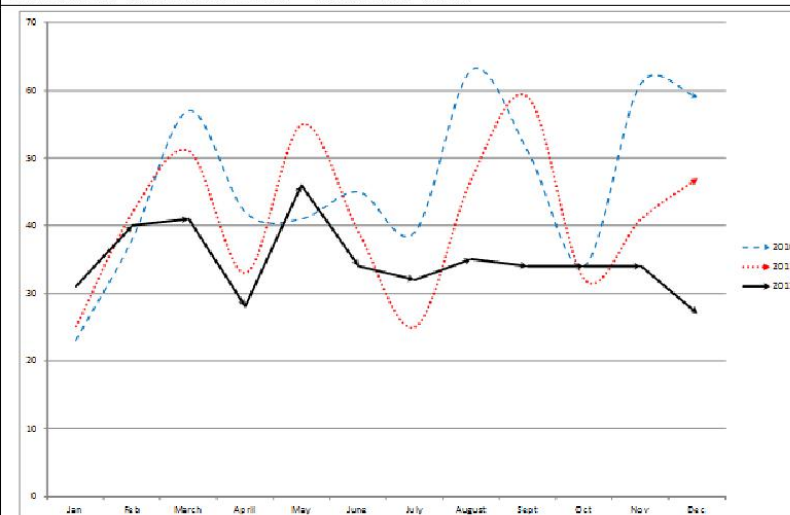
Number of DAs submitted – December 2012



COMMENT: There was a decrease of 10% on DAs submitted in December, and slightly down on 2011 figures.

Environment 2.1.15.1.

Number of DAs determined – December 2012



COMMENT: Approval rates slowed in December, and a decrease of 11% on 2011 determinations.

ATTACHMENT 2

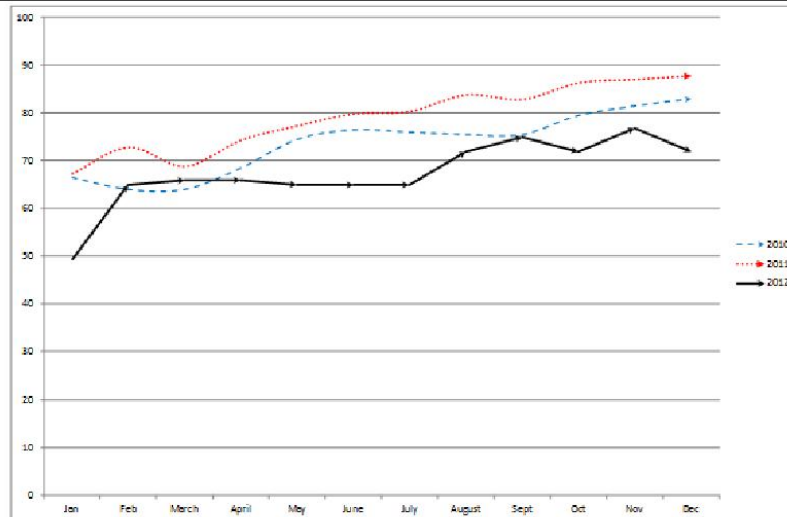
Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report

Environment 2.1.15.2.

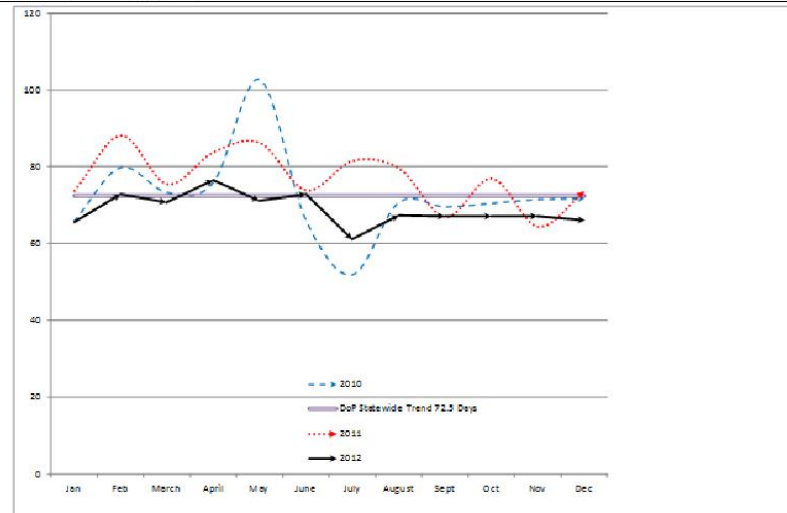
Year To Date Median days turnaround time of a DA –December 2012



COMMENT: Slight increase in the quarter is consistent with previous yearly trends.

Environment 2.1.15.2.

Mean (Average) days turnaround time of a DA - December 2012



COMMENT: Slight decrease in the quarter is still under DOP average.

ATTACHMENT 2

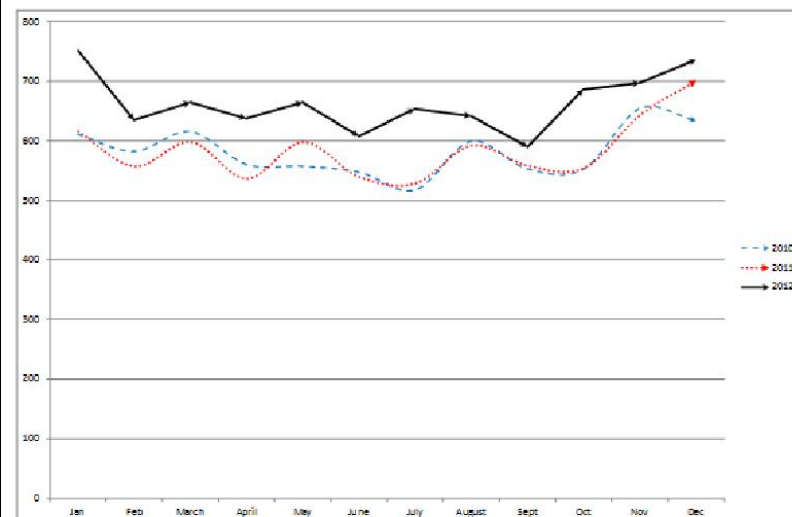
Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report

Environment 4.1.2.1.

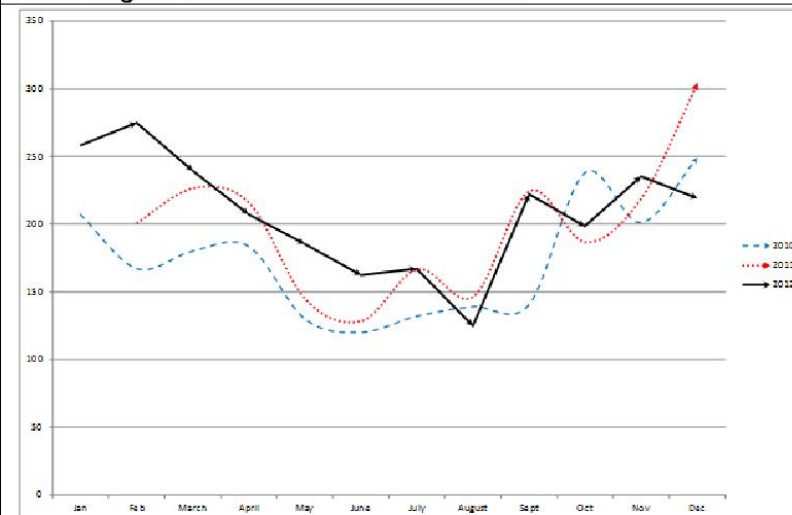
Tonnes of domestic garbage collected – December 2012



COMMENT: A slight increase in collections for the quarter is in line with other yearly trends.

Environment 4.1.3.1.

Tonnes of green waste collected - December 2012



COMMENT: An increase in tonnage collected for the quarter is due to seasonal changes.

ATTACHMENT 2

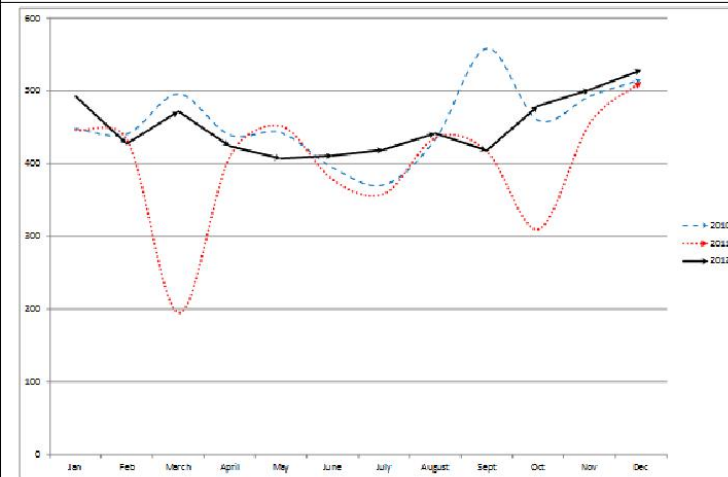
Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report

Environment 4.1.4.1.

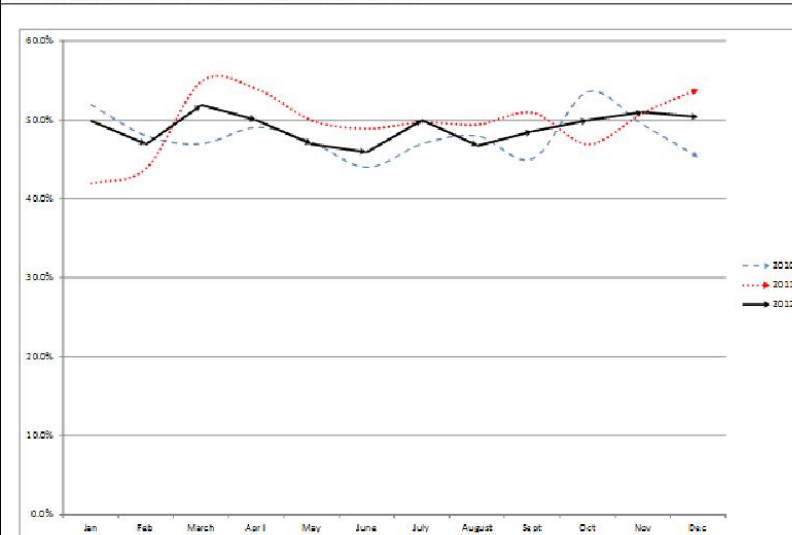
Tonnes of domestic recycling collected - December



COMMENT: Collections were in line with previous yearly trends for the quarter.

Environment 4.1.7.1.

Landfill diversion rate - December 2012



COMMENT: Landfill diversion rates in December were lower than the previous year.

ATTACHMENT 2

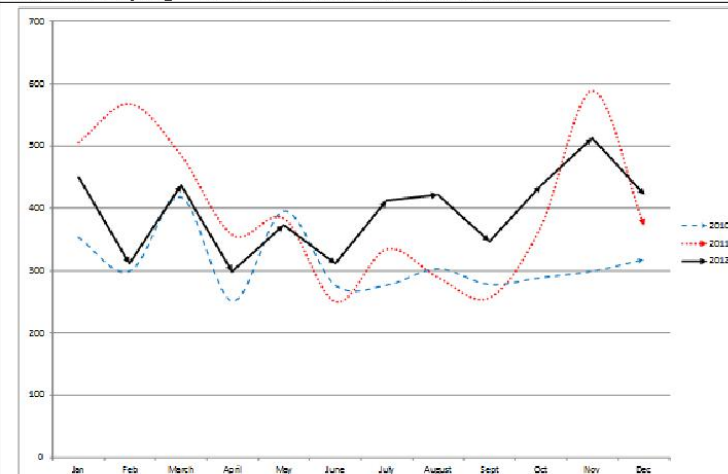
Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report

Environment 4.1.7.4.

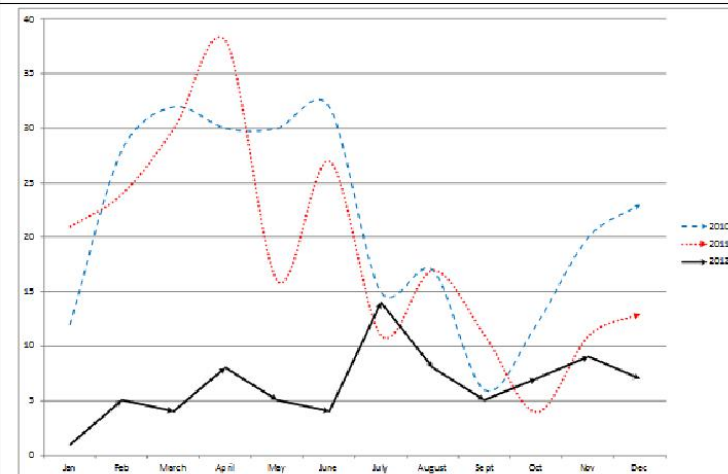
Street sweeping – litres collected – December 2012



COMMENT: All streets sweeping collections were in line with previous season quarterly trends.

Environment 2.1.13.1.

Number of regulatory and compliance Notices and Orders issued – December 2012



COMMENT: Notices and Orders issued decreased slightly in the quarter compared to previous years.

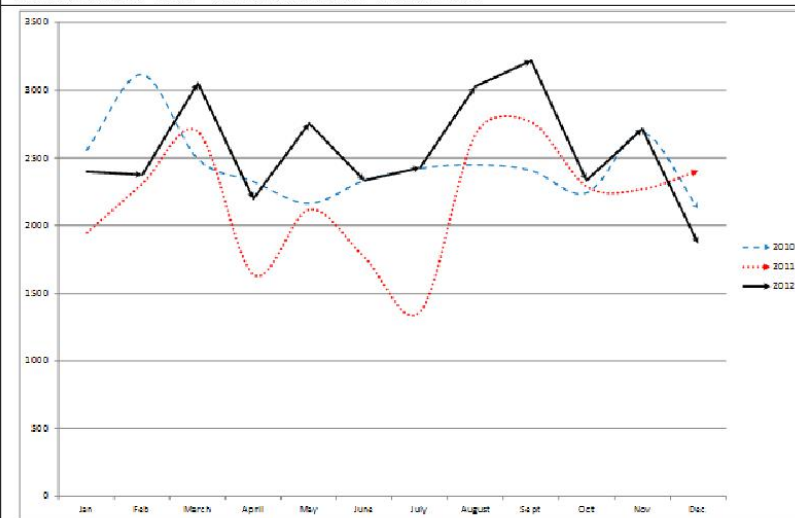
ATTACHMENT 2

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

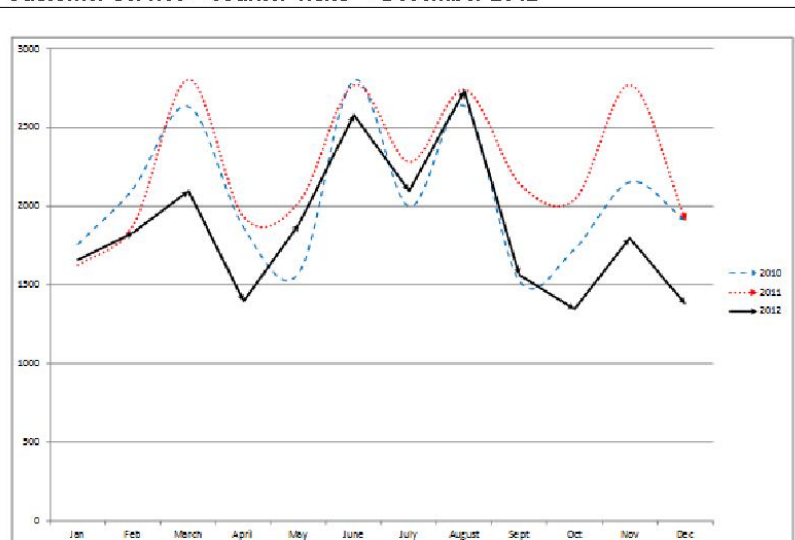
KPI Graphs for the Second Quarter Report

Governance 1.4.3.1.
Customer service – calls to switch - December



COMMENT: The main Council switchboard experienced slightly less calls in this quarter compared to previous years.

Governance 1.4.3.1.
Customer service – counter visits - December 2012



COMMENT: The decrease in customers at the customer service counter in Town Hall is in line with previous yearly trends.

ATTACHMENT 2

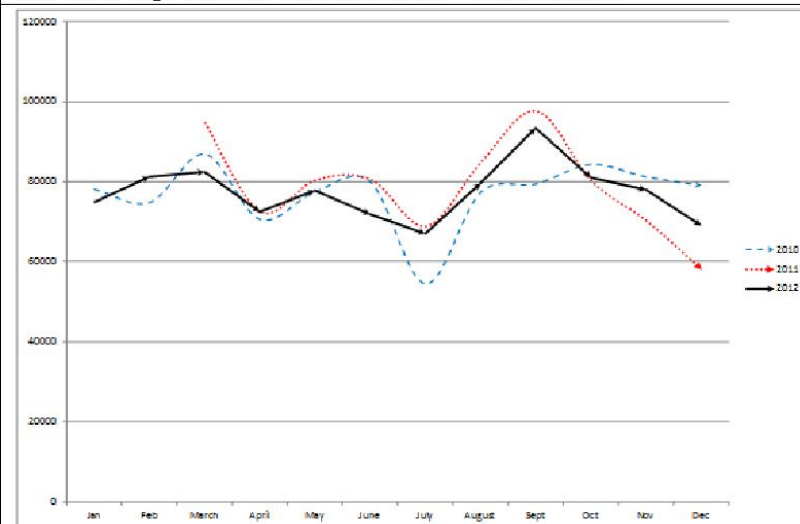
Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report

Governance 1.4.5.1.

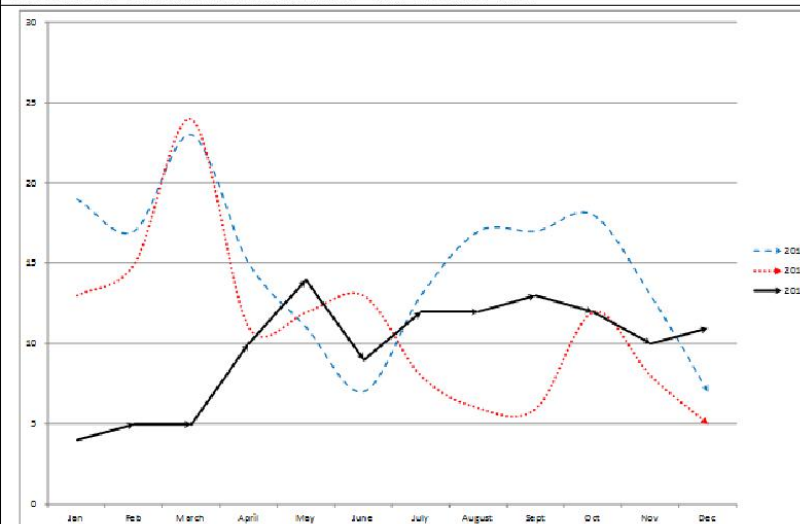
Number of Page Views on Council Website – December 2012



COMMENT: For the quarter, there was a small decrease in page views for the area.

Governance 1.5.2.1.

Number of media releases issued – December 2012



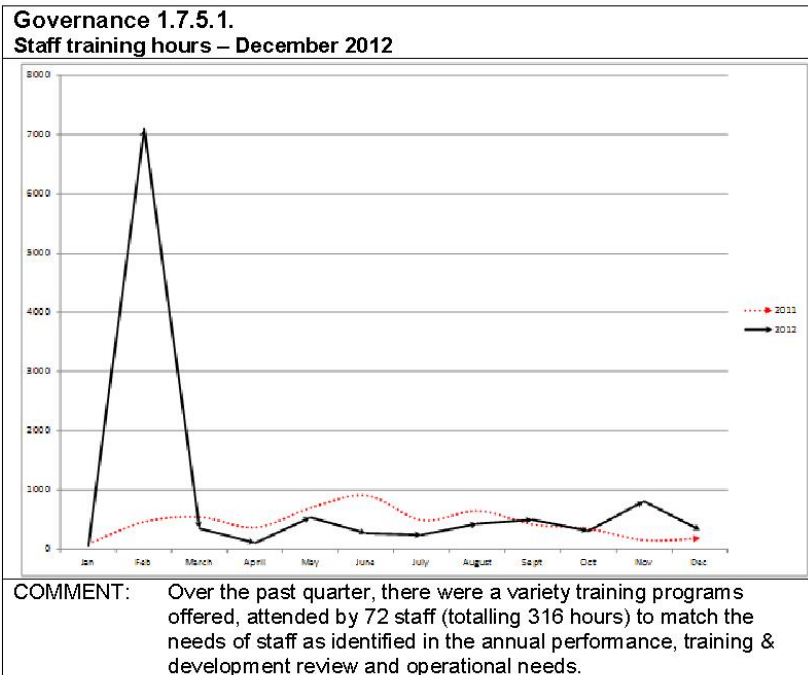
COMMENT: The number of releases provided during the quarter reflect the organisation's activities. Media releases are an effective communication tool used to promote Council's activities.

ATTACHMENT 2

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

KPI Graphs for the Second Quarter Report



ATTACHMENT 3

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Report Quarterly Budget Review December 2012

Quarterly Budget Review Statement for the period 01/10/12 to 31/12/12

Table of Contents	page
1. Responsible Accounting Officer's Statement	1
2. Income & Expenses Budget Review Statement's - Variation Details	2 3
3. Capital Budget Review Statement - Variation Details	4 5
4. Cash & Investments Budget Review Statement - Variation Details	6 7
5. Key Performance Indicator (KPI) Budget Review Statement	8
6. Contracts Entered into during the September Quarter - Variation Details	9 10
7. Consultancy and Legal Expenses Statement	11

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Report Quarterly Budget Review December 2012

Quarterly Budget Review Statement
for the period 01/10/12 to 31/12/12

Report by Responsible Accounting Officer

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

It is my opinion that the Quarterly Budget Review Statement for the period 01/10/12 to 31/12/12 indicates that Council's projected financial position at 30 June 2013 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

This assessment is supported by Council's auditors Hills Roger Spencer Steer who described Council's financial position as satisfactory at 30 June 2012, having regard to its available working capital, unrestricted current ratio and debt servicing.

Signed :



Jenny Nascimento
Responsible Accounting Officer

Date: 7th February 2013

ATTACHMENT 3

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Report Quarterly Budget Review December 2012

Manly Council		Quarterly Budget Review Statement for the period 01/10/12 to 31/12/12							
Income & Expenses Budget Review Statement									
Budget review for the quarter ended 31 December 2012									
(\$000's)		Original Budget 2012/13	Approved Changes		Revised Budget 2012/13	Variations for this Dec Qtr	Notes	Projected Year End Result	Actual YTD figures
			Other than by a QBRs	Sep QBRs					
Income									
	Rates and Annual Charges	35,368			35,368			35,368	34,640
	User Charges and Fees	11,968		4	11,972	10	1	11,982	7,755
	Interest and Investment Revenues	912		(252)	660			660	376
	Other Revenues	5,931		48	5,979	14	2	5,993	2,532
	Grants & Contributions - Operating	3,849			3,849	15	3	3,864	1,628
	Grants & Contributions - Capital	645			645			645	259
	Net gain from disposal of assets	-			-			-	
	Share of interests in Joint Ventures	-			-			-	
Total Income from Continuing Operations		58,673	-	(200)	58,473	39		58,512	47,190
Expenses									
	Employee Costs	29,644		(65)	29,579			29,579	15,509
	Borrowing Costs	1,092		(252)	840			840	335
	Materials & Contracts	12,895		134	13,029	35	4	13,064	6,194
	Depreciation	8,366			8,366			8,366	4,183
	Legal Costs	474			474	50	5	524	357
	Consultants	526			526			526	157
	Other Expenses	5,365			5,365			5,365	3,630
	Interest & Investment Losses	-			-			-	
	Net Loss from disposal of assets	-			-			-	
	Share of interests in Joint Ventures	-			-			-	
Total Expenses from Continuing Operations		58,362	-	(183)	58,179	85		58,264	30,365
Net Operating Result from Continuing Operations		311	-	(17)	294	(46)		248	16,825
Discontinued Operations					-			-	
Net Operating Result from All Operations		311	-	(17)	294	(46)		248	16,825
Net Operating Result before Capital Items		(334)	-	(17)	(351)	(46)		(397)	16,566

Page 2

ATTACHMENT 3

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Report Quarterly Budget Review December 2012

Quarterly Budget Review Statement for the period 01/10/12 to 31/12/12

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 an income increase from development advertising/identification
- 2 Insurance claim for a freezer at Manly Meals on Wheels due to an electrical fire
- 2 Insurance claim for Peninsular Car Park building damage
- 3 Recognition of grant income received to fund Sediment Basin Manly West Park project

\$ 10,000
\$ 9,900
\$ 4,000
\$ 15,000
\$ 38,900

EXPENDITURE

- 4 Increase expenditure budget for Sediment Basin Manly West Park project
- 4 Transfer previous year unspent grant to fund Clearway expense
- 4 Transfer previous year unspent grant to fund Youth expense
- 4 Increase Peninsular Car Park maintenance budget funded by insurance claim
- 5 Increase budget for legal expenses

\$ 15,000
\$ 9,573
\$ 6,461
\$ 4,000
\$ 50,000
\$ 85,033

NET VARIATION

\$ 46,133

Page 3

ATTACHMENT 3

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Report Quarterly Budget Review December 2012

Quarterly Budget Review Statement for the period 01/10/12 to 31/12/12

Manly Council Capital Budget Review Statement

Budget review for the quarter ended 31 December 2012

(\$'000's)	Original Budget 2012/13	Approved Changes		Revised Budget 2012/13	Variations for this Dec Qtr	Notes	Projected Year End Result	Actual YTD figures
		Other than by a QBR	Sep QBR	Dec QBR				
Capital Expenditure								
New Assets								
- Plant & Equipment	6,030		425	6,455	850	1	7,305	617
- Land & Buildings				-	46	2	46	-
- Other Structure								
Renewal Assets (Replacement)								
- Plant & Equipment	3,044			3,044	24	3	3,068	736
- Furniture & Fittings	11			11			11	31
- Office Equipment	603			603			603	175
- Land Improvements - Depreciable	-			-			-	142
- Land & Buildings	300			300			300	60
- Roads, Bridges, Footpaths	920		30	950			950	311
- Storm Water	553			553			553	-
- Other Structures	2,174			2,174			2,174	485
- Library Books	270			270			270	96
- Art Works & Other Heritage	34			34			34	-
Total Capital Expenditure	13,939	-	455	14,394	920		15,314	2,653
Capital Funding								
Rates & Other United Funding	2,570			2,570	56	4	2,626	668
Rates - (Special Rates / Infrastructure Levy)	1,546			1,546			1,546	687
Storm Water Levy	370			370			370	-
Capital Grants & Contributions	645			645			645	311
Reserves:								
- External Restrictions/Reserves	600		425	1,025			1,025	
- Internal Restrictions/Reserves	200			200	864	5	1,064	617
New Loans	7,030			7,030			7,030	
Receipts from Sale of Assets								
- Plant & Equipment	978			978			978	370
- Land & Buildings	-			-			-	
Total Capital Funding	13,939	-	425	14,364	920		15,284	2,653
Net Capital Funding	-	-	(30)	(30)	-		(30)	-

Page 4

ATTACHMENT 3

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Report Quarterly Budget Review December 2012

Manly Council		Quarterly Budget Review Statement for the period 01/10/12 to 31/12/12	
Capital Budget Review Statement			
Recommended changes to revised budget			
Budget Variations being recommended include the following material items:			
Notes	Details		
CAPITAL EXPENDITURE			
1	Capitalisation works on Seaforth TAFE Building	\$	850,000
2	Recognition of 3 hour free residential parking pass implementation	\$	46,000
3	Replace a freezer at Manly Meals on Wheels due to an electrical fire	\$	24,000
		\$	920,000
CAPITAL FUNDING			
4	Recognition of 3 hour free residential parking pass implementation funded by general revenue	\$	46,000
4	Insurance claim revenue to purchase a replacement freezer at Manly Meals on Wheels due to an electrical fire	\$	9,900
5	Transfer from Manly Meals on Wheels reserve to offset the purchase cost of the replacement freezer after insurance claim	\$	14,100
5	Transfer from unspent loan to fund Seaforth TAFE building works	\$	850,000
		\$	920,000
NET VARIATION		\$	-

Page 5

ATTACHMENT 3

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Report Quarterly Budget Review December 2012

Quarterly Budget Review Statement for the period 01/10/12 to 31/12/12

Manly Council

Cash & Investments Budget Review Statement

Budget review for the quarter ended 31 December 2012

(\$000's)	Closing Balance 2011/12	Original Budget 2012/13	Approved Changes		Revised Budget 2012/13	Variations for this Dec Qtr	Notes	Projected Year End Result	Actual YTD figures
			Other than by a QBRs	Sep QBRs	Dec QBRs				
Externally Restricted⁽¹⁾									
Developer Contributions - General	4,878	4,653		(425)	4,228			4,228	4,488
Specific Purpose Unexpended Grants	980	900		(51)	849	(16)	1	833	833
Domestic Waste Management	-	266			266			266	266
Other	720	720			720			720	720
Total Externally Restricted	6,578	6,539	-	(476)	6,063	(16)		6,047	6,307
(1) Funds that must be spent for a specific purpose									
Internally Restricted⁽²⁾									
Infrastructure Replacement	1,903	1,900			1,900			1,900	1,903
Employees Leave Entitlement	1,328	1,250			1,250			1,250	1,328
Deposits, Retentions & Bonds	1,588	1,600			1,600			1,600	1,588
Balgowlah Area Improvements	280	356			356			356	280
Depot Redevelopment	152	150			150			150	152
Environment Levy	122	-			-			-	122
Manly Wharf Forecourt	50	50			50			50	50
Manly Youth Council	6	6			6			6	6
Meals on Wheels	349	350			350	(14)	2	336	349
Shelly Beach Improvements	9	9			9			9	9
Unexpended Loans	573	1,000			1,000	(850)	3	150	(277)
Total Internally Restricted	6,360	6,671	-	-	6,671	(864)		5,807	5,510
(2) Funds that Council has earmarked for a specific purpose									
Unrestricted (ie. available after the above Restrictions)	1,405	-	-	-	-	-		-	4,872
Total Cash & Investments	14,343	13,210	-	-	13,210	(880)		12,330	16,689

Page 6

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –
Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013
Report Quarterly Budget Review December 2012

Quarterly Budget Review Statement
for the period 01/10/12 to 31/12/12

Manly Council

Cash & Investments Budget Review Statement

Budget Variations being recommended include the following material items:

Notes	Details	
1	Transfer previous year unspent grant to fund Clearway expense	-\$ 9,573
1	Transfer previous year unspent grant to fund Youth expense	-\$ 6,461
2	Transfer from Manly Meals on Wheels reserve to offset the purchase cost of the replacement freezer after insurance claim	-\$ 14,100
3	Transfer from unspent loan to fund Seaforth TAFE building works	-\$ 850,000
NET VARIATION		-\$ 880,133

Comment on Cash & Investments Position

Investments

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

Council's Investment Portfolio report for the month of December 2012 shows a total market value of cash and investments held as at 31 December 2012 of \$16,688,518.

Cash

The value of Cash at Bank which has been included in the Council's Investment Portfolio Report for December totals \$413,163.

Cash at Bank General Ledger has been reconciled to Council's physical Bank Statements. The date of completion of this bank reconciliation is 07/01/13.

Page 7

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Report Quarterly Budget Review December 2012

Quarterly Budget Review Statement
for the period 01/10/12 to 31/12/12

Manly Council
Key Performance Indicators Budget Review Statement
Budget review for the quarter ended 31 December 2012

The Council monitors the following Key Performance Indicators:

	Current Projection 12/13	Original Budget 12/13	Actuals Prior Periods 11/12 10/11	
1. Unrestricted Current Ratio Current Assets less all External Restrictions Current Liabilities less Specific Purpose Liabilities	1.04	1.04	1.51 1.25	
2. Debt Service Ratio Debt Service Cost Income from Continuing Operations excluding Capital Items & Specific Purpose Grants/Contributions	3.91	3.91	3.67 3.44	
3. Rates & Annual Charges Outstanding Ratio Rates & Annual Charges Income from Continuing Operations	3.53	3.53	3.98 3.50	
4. Building & Infrastructure Renewal Ratio Annual Renewals (Building & Infrastructure) Depreciation, Amortisation & Impairment (Building & Infrastructure Assets)	126.75	126.75	69.5 155.6	

Page 8

ATTACHMENT 3

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –

Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013

Report Quarterly Budget Review December 2012

Quarterly Budget Review Statement for the period 01/10/12 to 31/12/12

Manly Council

Contracts Budget Review Statement

Budget review for the quarter ended 31 December 2012

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

Contractor	Contract detail & purpose	Contract Value	Start Date	Finish Date	Budgeted (Y/N)
<u>Licences</u>					
NIL					
<u>Other</u>					
Infomaster Pty Ltd	E-Parking Permits & Vehicle Compliance Module Phase 2	\$ 55,680	26/10/2012	ongoing	Y
PG Mithieux & A Mithieux	Upgrade section of Manly Scenic Walkway walking track between Sandy Bay to Fisher Bay Clontarf	\$ 90,960	19/11/2012	ongoing	Y

Page 9

**Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –
Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013
Report Quarterly Budget Review December 2012**

Quarterly Budget Review Statement
for the period 01/10/12 to 31/12/12

Manly Council

**Contracts Budget Review Statement
Comments & Explanations relating to Contractors Listing**

Note Details

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

Page 10

Corporate Services Division Report No. 5.DOC - Second Quarter Report (1 October to 31 December 2012) –
Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-2013
Report Quarterly Budget Review December 2012

Quarterly Budget Review Statement
 for the period 01/10/12 to 31/12/12

Manly Council

Consultancy & Legal Expenses Budget Review Statement

Consultancy & Legal Expenses Overview

Expense	YTD Expenditure (Actual Dollars)	Budgeted (Y/N)
Consultancies	156,823	Y
Legal Fees	356,856	Y

Definition of a consultant:

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

Legal Cost above include LEC court related costs of \$280,188. Some of which were not captured in the budget due to the uncertainty of their timing and final amount.

Page 11