

**March 2020**

**Quarterly Report on Service**

**Performance -**

**Implementing the**

**Operational Plan 2019/20**

## Introduction

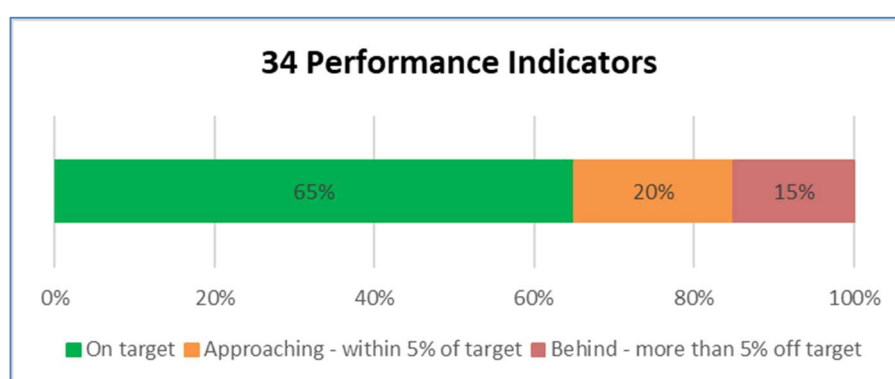
This is a report on progress in implementing the Operational Plan 2019/20 for the quarter ending 31 March 2020. It is structured by 16 key services, with detail on service highlights, progress of projects, and the performance of services and finances. An overview of performance is below with further detail on the accompanying service pages.

Of the 239 projects, 78% were either progressing or completed (80% operational and 77% capital). In total, 32 projects are completed. Council's target is for 80% of all projects to be completed or progressing on schedule by 30 June 2020.

Of the 34 quarterly performance measures, 65% are on target and 20% are approaching their target. One indicator is unable to be measured at this time as a mechanism for feedback is yet to be developed.

### Performance Indicators

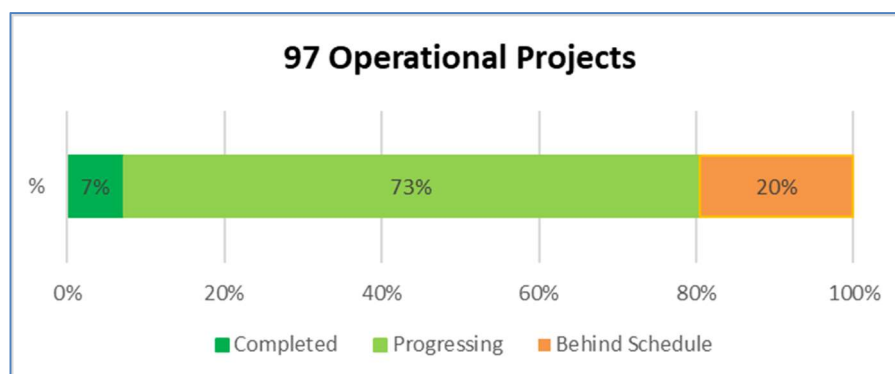
Of our 34 performance indicators 85% met or were within 5% of the target.



### Operational Project Progress

Of the 97 operational projects, overall 80% are complete or progressing on schedule.

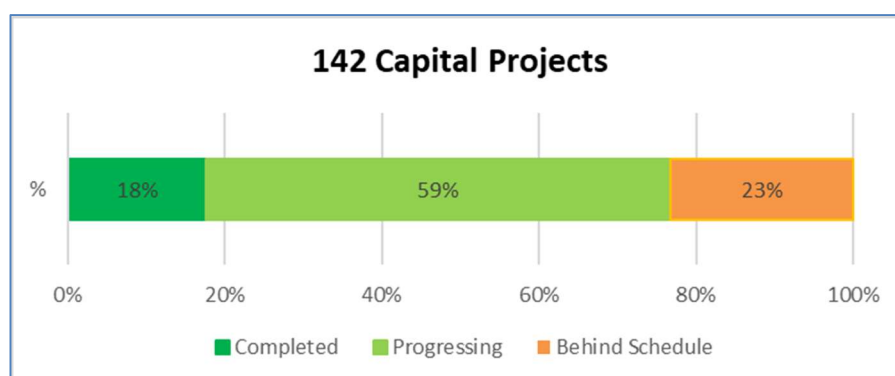
*Target: 80% complete/on schedule by June*



### Capital Project Progress

Of the 142 projects, overall 77% are complete or progressing on schedule.

*Target: 80% complete/on schedule by June*



Each service summary includes a short update on projects for the quarter:

Key:  Complete  Progressing  Behind Schedule

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# Environment and Sustainability

## HIGHLIGHTS

### Coast, catchment and estuary management

Storm clean-up work following the February storm has been carried out at numerous locations across the Northern Beaches. This included seaweed removal at Manly Lagoon low flow pipes, collaboration on Queenscliff seawall protection, coastal landslip and geotechnical inspections, tree removals and at Cromer culvert clearing at Caroola Road bridge, and bank protection works at South Creek.

At Little Manly Point Park Council undertook repairs and improvements to the groundwater containment system. A draft Human and Environmental Risk Assessment Report shows Council is managing the site appropriately. Recommendations will be undertaken in the next quarter.

Other projects delivered this quarter include:

- Lagoon, headland and dune bush regeneration works across a number of sites;
- Installation of a water tank which will be used for research at Curl Curl Community Garden;
- Estuarine health water quality monitoring at four coastal lagoons and in Pittwater for the ninth consecutive year;
- Coasts and Catchments referrals training for Council's Development Assessment planners;
- Educational signs installed at Warriewood Wetlands to inform the community about the health risks of feeding ducks;
- Living seawall habitat tiles installation at Fairlight Rockpool and Clontarf Seawall in partnership with Sydney Institute of Marine Science (SIMS);
- Draft literature review and briefing report for the riparian provisions and conditions for Northern Beaches Council LEP and DCP.

### Managing our bushland and biodiversity

We are protecting and improving native habitat at 350 bushland reserves with over 43 bush regeneration contracts operating in 2019/20. During this quarter, on-ground bush regeneration works took place in over 50 reserves.

The University of Western Sydney undertook thermal image mapping of the Warriewood wetland bat camp using drones. The images will be used as part of a population census to enable a greater understanding of bat numbers in the Northern Beaches camps and across the State. The NSW Local Land Services awarded Council a \$63,000 grant to be spent over two years for the conservation of the threatened species *Grevillea caleyi*;

The Pest Animal Control Program resulted in 48 rabbits and one fox culled. Council conducted a 1080 fox baiting program as part of the Sydney North Region fox control and participated in a baiting program for the control of rabbits as part of a wider Greater Sydney program. Council also undertook 50 weed inspections with 22 weed and pest customer requests completed;

Council's draft wildlife corridor and core habitat mapping was completed to inform the new LEP and DCP. Review of the NSW Department of Planning Infrastructure and Environment (Land

Management and Environmental Protection Policy Division) was undertaken regarding draft critical habitat/area of outstanding biodiversity value for penguin habitat in Manly.;

Three community nocturnal wildlife spotlighting events were held in January and February at Warriewood Wetlands, Jamieson Park and Manly Dam. In addition, over 600 threatened species records were submitted to the NSW Government for mapping online within the Bionet database.

### **Preparing for the bushfire season**

Asset protection zones were maintained by contractors throughout the bush fire season in line with the requirements of the Warringah Pittwater Bush Fire Risk Management Plan.

The Bushfire team continues to work closely with NSW Rural Fire Service and Fire and Rescue NSW to plan for prescribed burns when the weather and site conditions are favourable.

Planning for the 2020/21 Northern Beaches Bush Fire Management Committee Hazard reduction program has commenced including prescribed burning and manual fuel removal.

Fire trail works were completed on the Booralie Fire Trail in Duffys Forest and a number of Fire Trails within Manly Dam in order to maintain compliance with Rural Fire Service (RFS) fire trail standard.

### **Reducing the risk of flooding**

In February 2020, an extreme weather event impacted the Northern Beaches. During this event Narrabeen Lagoon entrance was mechanically opened and flood predictive tools were used in collaboration with emergency response agencies to help inform an effective response operation.

Over a hundred customer requests were completed following the storm event with multiple repairs to ensure the network efficiency was restored. The stormwater pipe system along Manly Lagoon reserve/Pittwater Road was cleared of major roots and other blockages to ensure a free-flowing network.

As part of the Capital Works Program, pipe remediation works in Beacon Hill, Seaforth, Dee Why and Frenchs Forest were completed during February and March. Council also finalised construction packages for pit reconstruction works to repair and replace damaged pits. Investigations have commenced to remediate multiple pipeline systems in Lee Road Beacon Hill, Kirra Road Allambie Heights, and Deakin Street Forestville.

A community information session was held in February at the Manly Yacht Club on East Esplanade for three renewal projects in Manly including North and South Steyne GPT as well as Fairy Bower drainage renewal works. Feedback from the session are being incorporated in the design.

### **Development Engineering**

In this quarter 284 development application referrals for engineering works were received.

320 development application referrals were assessed including those received in previous periods to ensure developments meet legislative requirements and are in accordance with Council's policies, and to protect infrastructure and the receiving waters. The engineers also provided written advice to approximately 50 applicants prior to the submission of their development applications through the pre-lodgement meeting service.

The Development Engineering Team also undertakes assessments for works requiring certification under the Roads Act and the Local Government Act for activities including driveway applications, hoarding permits and subdivision certificates. Approximately 200 applications have been received in this quarter and have either been completed or in the process of completion.

## **Delivering community environmental programs**

Bushcare and corporate volunteers have been busy, donating 754 hours of their time to bush regeneration and 190 hours at the community nursery. The Bushcare team hosted three corporate events, including one for a travel business providing an opportunity for its clients to help offset carbon emissions through 30 participants planting over 500 trees.

Through its partnership with Sydney Water, local businesses have saved approximately 9,000kL/year of water and up to \$23,000 on water bills. Six new businesses on the Northern Beaches have been engaged with the Water Savings Partnership and additional water saving initiatives, such as Greywater reuse, have been promoted through the Council website.

Council is continuing to promote the uptake of solar in the community and there have been 53 requests for solar and energy efficiency quotes through Council's partnership with the Australian Energy Foundation.

The Friends of Cabbage Tree Bay volunteers have spoken with approximately 1,500 people over the last quarter about the important biodiversity of the bay, how to protect it, and what they've seen in the water that day. Four new volunteers have completed their training and induction, in addition to 24 who also completed two rock platform training workshops with marine expert John Turnbull.

The January Kids on the Coast summer program was the Coastal Environment Centre's most successful program to date, with over 350 Northern Beaches children passing through the doors. Places were booked out in record time and feedback was exemplary. Programs included Rock Platform Adventure Day, Finding Fossils and Harry Potter Science. Throughout February the centre worked with Bungan Nippers instructing them on rock platform safety, preschool children participated in the Sugar Glider's Club and the volunteers at Stony Range to put on a guided night walk.

In the first week of March the CEC hosted Year 6 and 7 students from Aurora College. This is a NSW virtual selective school, which gives students living in rural and remote areas the chance to study specialist subjects. Over two days the students visited the rock platform, experimented with the augmented sand box, tried out the wave tank and gained extremely valuable insight into coastal processes.

The Manly Environment Centre has continued their cataloguing program over the last quarter with more than 10,711 resources catalogued to date.

## **Focus on corporate sustainability**

Council commenced the preparation of the first of its action plans, the Climate Change Action Plan, to drive progress towards the aspirations and commitments in the recently adopted the *Protect. Create. Live – Environment and Climate Change Strategy 2040*.

We continue to deliver programs to enhance environmental sustainability and increase resilience to climate change. This included the rollout of the accelerated street lighting replacement program which has been replacing residential road lights with more energy efficient LED lights. We continue to generate and claim energy saving certificates for energy efficiency upgrades under the NSW Energy Saving Scheme with over \$92,000 in net returns received to date. These funds are being reinvested in energy savings initiatives works to drive further reduction in corporate carbon emissions.

Work on the installation of solar panels at six sites including the Manly Andrew Boy Charlton Aquatic Centre continued. On completion of these installations, Council will have almost 800kW of solar installed on its facilities.

## Adapting to climate change

The Local Government NSW grant project to develop a climate resilience design guide continued during this quarter. The guide is being developed in partnership with the Institute for Public Works Engineers Australia and Dubbo Regional Council and will provide details on alternative materials that can be used in infrastructure design to increase the resilience of an asset to climate variables.

Work with other foundation partners on the XDI Cross Dependency Initiative also progressed. This project aims to bring together asset level data sets with extensive climate models to provide deep analysis of an organisation's exposure to climate change and extreme weather risk. This quarter the case studies were expanded and a workshop was held with key partners to test the business case templates.

Performance measures – Environment and Sustainability	Target	September quarter	December quarter	March quarter
Bush regeneration by contractors (hectares)	>45 ha	85.5 ha	322 ha	560 ha

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

Workload measures – Environment and Sustainability	September quarter	December quarter	March quarter
No. sustainability education events	78	106	48
No. people attending sustainability education events	7,521	16,000	1,722
Gross pollutants removed from stormwater networks (tonnes)	183	151	192
No. DA referrals for assessment of environmental controls	315	710	620

## OPERATIONAL PROJECTS

Key: ✓ Complete ⏸ Progressing ! Behind Schedule

Progressing on schedule



### Deliver programs to protect and restore our catchments, waterways and coast

Council undertakes an extensive program to protect, preserve and manage our coast and waterways. This program includes investigations and on ground works as well as monitoring of the condition of these areas. At this stage all projects are on track. The possibility of contractors not being able to work due to COVID-19 has been considered in delivering next quarter's program.

Council is continuing to collaborate with a number of adjoining Councils to develop State Government guided *Coastal Management Programs* for the Hawkesbury-Nepean Estuary and Sydney Harbour. Work has also commenced on a Northern Beaches Scoping Study for the open coast as well as a Coastal Emergency Action Sub-plan to help Council manage the beaches in times of emergencies.



Significant effort continues in resolving Development Applications for private protection works against coastal erosion at Collaroy-Narrabeen Beach. Council undertook emergency rectification works at Clarke Street, Narrabeen to repair rocks that had become dislodged and unstable at Narrabeen Beach. The works incorporated rebuilding the unstable rocks within the Council road reserve.

Storm clean-up work following the February storm has been carried out at numerous locations across the Northern Beaches. This included seaweed removal from the pipes at the entrance to Manly Lagoon, collaboration on Queenscliff seawall toe protection, coastal landslip and geotechnical inspections all along our coastline, tree removal at numerous locations, culvert clearing at Caroola Road Bridge in Cromer and bank protection works at South Creek in Cromer.

Bank stabilisation works were undertaken at Lagoon Park on the shores of Manly Lagoon to address bank erosion issues.

Repairs and improvements to the groundwater containment system at Little Manly Point were undertaken. Results of monitoring demonstrate that we are managing this site appropriately.



#### **Deliver environmental sustainability programs and enhance resilience to climate change**

Energy saving certificates for energy efficiency upgrades under the NSW Energy Saving Scheme continued to be claimed with over \$94,000 in net returns received this financial year. The funds will be reinvested into capital projects to drive further reductions in corporate carbon emissions.

In partnership with the Institute for Public Works Engineers Australia and Dubbo Regional Council we are delivering a Local Government NSW grant project to develop a Climate Resilience Design Guide. The guide will complement Practice Note 12.1 - Climate Change Impacts on the Useful Life of Infrastructure. Quotes were sought and evaluated and are currently being internally reviewed.

We continued work on the XDI Sydney Cross Dependency Initiative, which is a project that uses the best available data to analyse climate change and extreme weather risk. This quarter further work was undertaken on the case studies and a workshop was held with key partners to test the business case templates.

A Climate Change Action Plan is under development. At present, this involves discussions and confirmation from internal stakeholders. A special interest briefing will be held with the Environment Strategic Reference Group next quarter to discuss this action plan.



#### **Deliver effective and engaging sustainability education and volunteering programs**

The January 'Kids on the Coast' summer program was the Coastal Environment Centre's most successful program to date, with over 350 Northern Beaches children passing through the doors. Activities on offer included rock platform adventure day, finding fossils and Harry Potter science.

Throughout February the Centre worked with Bungan Nippers instructing them on rock platform safety. We hosted preschool children participating in the Sugar Glider's Club and we worked with the volunteers at Stony Range to put on a guided night walk.

In the first week of March the CEC hosted Year 6 and 7 students from Aurora College. This is a NSW 'virtual' selective school, which gives students living in rural and remote areas the





chance to study specialist subjects. Over two days the students visited the rock platform, experimented with the augmented sand box, tried out the wave tank and gained extremely valuable insight into coastal processes.



### **Deliver programs to protect our community from the effects of flooding**

The Northern Beaches flood program is on target with a number of important projects progressing during the previous quarter.

The Manly to Seaforth Floodplain Risk Management Study and Plan is currently being prepared. This quarter we collected floor levels of flood prone properties and finalised initial material for community engagement.

The draft Flood Study report for the Greendale Creek Flood Study was delivered. The study includes design flood mapping and a determination of the flood planning level for the application of flood related development controls in the area.

The McCarrs Creek, Mona Vale and Bayview Floodplain Risk Management Study and Plan is continuing with the Stage 1 and 2 reports relating to the collection of flood prone property floor levels and assessment of damages prepared during the quarter.

In February, an extreme weather event impacted the Northern Beaches. During this event Narrabeen Lagoon was mechanically opened to the sea and flood predictive tools were used in collaboration with emergency response agencies to help inform an effective response operation.

A revised flood prone land clause for the three current Development Control Plans has been prepared and is now at a draft stage. It is currently under internal review by Management and will then go on exhibition.



### **Investigate and implement viable options to reduce minor flooding on Wakehurst Parkway**

The Wakehurst Parkway investigations are focused on identifying and, if feasible, implementing options to reduce very frequent flooding of the Wakehurst Parkway roadway. Progress during the quarter focussed on negotiations to secure additional funding from Transport for NSW to inform the selection of a preferred floodplain management option.



### **Investigate Scotland Island Wastewater feasibility**

Council received funding from the New South Wales Government to conduct an independent investigation into the commercial feasibility of the supply of water and wastewater services to Scotland Island. The project is being administered by Council with the involvement of a working group comprising local representatives.

This quarter, the consultants finalised the options report and discussed preferred options with the community working group. They are now assessing the shortlisted options for commercial feasibility, which is the final step of the project. Professional peer review of the project is continuing and due for completion next quarter.



### **Deliver programs to protect and restore bushland including threatened species, pest species and bushfire risk**

Bushland management includes contractor bush regeneration, bushland maintenance works and response to customer requests relating to bushland areas.

On the ground works by bush regeneration contractors continued with majority of Council's contracts between 50% to 80% completed. Works were undertaken in 200 reserves during



the quarter. Some of the reserves that underwent regeneration works included Warriewood Wetlands, Forestville Park, Condover Reserve, Cooyong Road Reserve, Kinka Reserve, Lincoln Avenue Reserve, Anzac Reserve, Plateau Road Reserve, County Road Reserve, Boronia Reserve, Haigh Avenue Reserve, Rhoker Reserve, Anembo Reserve and Vincent Place Reserve.

Council officers and contractors have planted over 2,800 native plants including 200 native trees.

Over 600 threatened species records were submitted by the team to the NSW Government for mapping online within the Bionet database.

Council's invasive species team operated in major reserves with 48 rabbits and one fox culled. A 1080 fox baiting program was also conducted as part of a Sydney North Region fox control program as well as a baiting program for the control of rabbits as part of a wider Greater Sydney program. Some 50 weed inspections with 22 weed and pest customer requests completed. Council's trap hire program also continued to support the control of pest species on private property during the quarter.

Due to the state of unprecedented bushfires across NSW this summer, extra precautionary hazard reduction works were completed across asset protection zones in Council-managed bushland reserves. Fire trail upgrades were completed at Sturdee and Wirringulla fire trails, Elvina Bay. Council also attended two community bush fire meetings with the Bush Fire Management Committee (BFMC) with over 100 residents at each meeting (Terrey Hills and Frenchs Forest). The Bushfire Team also assisted in the declared catastrophic fire danger days with Council Emergency - Incident Management Team (IMT) and undertook the planning function in the RFS fire control IMT.



### **Develop and implement the Environment and Climate Change Strategy**

Protect.Create.Live - The Northern Beaches Environment and Climate Change Strategy was adopted by Council in December 2019. Over the last quarter, the first of the action plans, the Climate Change Action Plan was developed. This is currently undergoing internal review and consultation prior to finalisation.

Work also progressed on the development of a reporting dashboard to track progress towards the commitments and aspirations adopted as part of the Strategy.



### **Environment Study**

The Environment Study is being developed to support progress toward a new Local Environment Plan and Development Control Plan for the Northern Beaches.

During this quarter work progressed on developing the background paper 'Planning for our Environment' into the Environment Study including an internal workshop and further development of the framework.



### **Narrabeen Lagoon Entrance Management Strategy**

The Narrabeen Lagoon Entrance Management Strategy is to investigate a range of entrance management options to develop a long-term sustainable plan for the management of Narrabeen Lagoon entrance.

The draft technical specification was delivered and updated based on internal stakeholder engagement. Broad community engagement is being planned as part of the project.

Progressing on schedule



### **Provide a range of inclusive and accessible environmental education programs**

The Community Sustainability team is actively working with the Youth and Community Development team to develop a program of inclusive and accessible educational events across the community.

Venues, activities and workshops are chosen to include accessible and inclusive locations and content for all abilities linking with the Disability Inclusion Action Plan.

The Community Education Team attended the Seniors Festival event held at Dee Why RSL with a strong focus on the Simplifying Solar Program encouraging residents and businesses to install solar and the associated benefits. Over 120 conversations were held in relation to solar power with residents on the day.

The Bushcare team continue to offer inclusive opportunities for residents to work on their passion and assist with career and skills development at the accessible Curl Curl Community Nursery and Bushcare sites across the Northern Beaches area.

## **CAPITAL PROJECTS**

Key:  Complete  Progressing  Behind Schedule

Completed



### **Coastal Protection Works**



#### **Collaroy-Narrabeen Coastal Protection**

We have completed 200m of primary rock protection works at Collaroy carpark including the tie-in at the northern end to The Breakers sea wall. Landscaping has been completed, fencing and signage has now been removed and the area is open to the public.

Progressing on schedule



### **Stormwater program**



#### **Warriewood Valley creekline works**

Planning for the next section of works in upper Fern Creek and Fern Creek Causeway crossing is underway. The quote for detailed design and construction closed in February with three contractors submitting, and the contract is currently being prepared for the preferred contractor.

Construction is planned for May to July 2020.



#### **Reactive stormwater renewals**

The reactive stormwater renewal works program provides for minor renewal works to be carried out on the existing stormwater network. This ensures that the assets are maintained



in good condition and local flooding issues are addressed. A significant number of reactive investigations and repairs across the Northern Beaches occurred due to the storm in early February 2020.

Work this quarter included commencing stormwater modelling and cleaning the network at Brands Lane, Warriewood. We also repaired the stormwater outlet at Tourmaline Street, Narrabeen, and accepted quotes for minor channel repairs at Bilgola Avenue, Bilgola Beach.

### Water and Energy Saving initiatives



#### **Andrew Boy Charlton Aquatic Centre installation of solar**

We have secured a contractor to supply and install the solar panels. Work is expected to commence in April 2020 and be completed by October 2020.



#### **Energy Saving Initiatives works program - special rate variation**

This project involves energy saving works in the former Pittwater local government area and includes installation of solar panels as well as energy efficiency lighting upgrades.

The contract was awarded for the solar expansion at Boondah Depot with installation expected to commence in May 2020 for completion this financial year.

Quotes were received for energy efficiency lighting upgrades at Mona Vale Library and Sydney Lakeside Holiday Park, for completion this financial year.

The project working group for the Urban Night Sky Place at Palm Beach Headland met and progressed the application. A lighting audit of the area will be undertaken next quarter and will form an integral part of the application.



#### **Energy Saving Initiatives works program - revolving energy fund**

This project funds energy saving initiatives and works include energy efficiency upgrades and solar panel installations. The solar panel installation was completed at the Kangaroo Street Youth and Child Care Centre. The contract was also awarded for solar panel installations at Glen Street Library, Manly Senior Citizen Centre, Belrose Childcare Centre and Harbour view Childcare Centre. The environmental assessments were drafted, and site inception meetings were held. Works are expected to commence in March 2020 for completion this financial year.

Income generated from energy efficiency upgrades during the current financial year have been allocated to future energy savings works. These funds will be reserved for use in the 20/21 financial year.



#### **Water Saving and re-use initiatives - special rate variation**

This project funds water savings and re-use initiatives in the former Pittwater local government area. Works to complete the irrigation monitoring and metering at North Narrabeen Reserve and Rat Park were completed.

Quotes were received for recommissioning of rainwater harvesting systems and water efficiency upgrades at Sydney Lakeside Holiday Park. These will be installed during April and May 2020.



### Biodiversity Protection



#### Hillside Road land acquisition, Newport

The Office of Strategic Lands - Department of Planning, Industry and Environment and Council are currently administrating the land transfer process. We are awaiting the transfer of title.



### Stormwater program



#### Planned stormwater new

Temporary reallocation of staff has affected the projected delivery timeframes.

Concept design investigations commenced on a new stormwater quality improvement device at Dee Why Beach during March. Detailed design documentation is currently being finalised for a new gross pollutant trap at South Steyne, Manly.



#### Planned stormwater renewal works

Delays caused by a combination of unforeseen site conditions, temporary reallocation of staff and an initial lack of contractor interest in some projects requiring Council to revisit the market.

Stormwater pipe remediation works were undertaken in Beacon Hill, Seaforth, Dee Why and Frenchs Forest. Investigations commenced for remediation of the pipeline systems in Lee Road Beacon Hill, Kirra Road Allambie Heights, and Deakin Street Forestville.

Detailed design of North Steyne and South Steyne gross pollutant traps are being finalised following feedback from the community consultation session held in February.

A utility investigation report has been reviewed along with concept options for drainage improvements at Park Street, Mona Vale.



#### Gross pollutant trap renewal works

The gross pollutant trap (GPT) renewals program uses recommendations from recent audits of current condition, stormwater treatment performance, life-cycle costs and cost effectiveness to prioritise works.

Plans were prepared(including geotechnical and environmental investigations) for GPT renewal works at North Harbour Reserve. We also began preparation of concept and detailed designs for a number of other GPTs in the Northern Beaches.

## FINANCIALS

### ENVIRONMENT AND SUSTAINABILITY SERVICES

#### Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	21,332,292	21,332,292	0	28,964,012	28,964,012	28,964,012
User Charges & Fees	1,221,916	1,492,736	(270,820)	1,975,835	1,975,836	1,599,840
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	0	0	0	0	0	0
Grants and Contributions - Operating Purposes	1,026,665	2,248,193	(1,221,528)	4,664,757	5,773,970	2,802,066
Grants and Contributions - Capital Purposes	2,041,822	2,100,666	(58,844)	2,058,000	2,100,666	2,177,514
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>25,622,695</b>	<b>27,173,887</b>	<b>(1,551,191)</b>	<b>37,662,605</b>	<b>38,814,484</b>	<b>35,543,433</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(5,621,848)	(5,686,224)	64,376	(7,706,768)	(7,817,134)	(7,817,134)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(6,136,365)	(5,474,662)	(661,703)	(10,575,007)	(11,211,041)	(9,617,664)
Depreciation and Amortisation	(5,121,921)	(5,121,921)	0	(6,831,961)	(6,831,961)	(6,831,961)
Other Expenses	(4,787,645)	(4,780,926)	(6,719)	(6,341,215)	(6,357,496)	(6,357,496)
Internal Charges	(2,147,488)	(2,139,053)	(8,435)	(2,886,203)	(2,865,728)	(2,865,728)
Overhead Allocation	(2,226,780)	(2,226,780)	0	(3,442,970)	(2,969,041)	(2,969,041)
<b>Total Expenses from continuing operations</b>	<b>(26,042,047)</b>	<b>(25,429,566)</b>	<b>(612,481)</b>	<b>(37,784,125)</b>	<b>(38,052,401)</b>	<b>(36,459,024)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>(419,352)</b>	<b>1,744,321</b>	<b>(2,163,672)</b>	<b>(121,520)</b>	<b>762,083</b>	<b>(915,591)</b>

# Waste and Cleansing

## HIGHLIGHTS

### **Strengthening community knowledge on waste management**

Our Waste Education team hosted ten free community workshops to help residents reduce their waste to landfill. The workshops, attended by 276 participants, included reusable nappies, e-repair, bees wax wraps, keeping backyard chickens, composting and worm farming.

As part of Seniors week the Waste Education team held an interactive stall at the Seniors Expo, at Dee Why RSL and engaged with 100 participants. Seniors were also invited to attend the Make Food Not Waste workshops where they learnt how to create delicious recipes such as stocks, marinades, sauerkraut and left-over lunch bowls from food that is “on the way out”.

Our school program involved school waste audits with 120 students participating as well as engaging with the parent bodies to discuss how to avoid single use plastics.

Since the COVID-19 restrictions were introduced, we have had to cancel our face to face waste education activities we have been utilising technology to remain focussed on waste management. A highlight this quarter is the phone consultations we have held with business owners.

In an effort to make ourselves available and reach all business owners on the Northern Beaches we established an event that offered participants a 20-minute phone consultation on waste management. As an alternative to having to attend face to face workshops or webinars at set times, business owners were able to contact us at a time that suited them.

### **Avoiding event waste**

Council requires all event organisers to promote and practice waste avoidance principles and increase resource recovery at all public events held locally. This quarter we reviewed 43 event proposals to ensure they met the mandatory event waste management conditions, which include prohibiting the use of all single-use plastics, bottled water and balloons.

Support was also provided for 11 events to be bottled water free, by lending portable refill water stations and bubblers. These events included Council’s Australia Day celebrations and the Sydney Surf Pro in Manly.

### **Swap for Good Business Program**

The Swap for Good Business Program supports and empowers businesses in moving away from single-use plastics. Information, education, resources, supplier lists, events and collaboration opportunities are available to businesses participating in the program to support them in this journey. Westfield Warringah Mall and Stockland’s Balgowlah have confirmed they will partner with Council to deliver the Swap for Good Program to reduce single-use plastic in their centres.

To further promote the reduction of single-use plastic water bottles, the Swap for Good Officers added an interactive map showing locations of bubblers and refill stations to Council’s website. This will encourage and support business owners when selling reusable water bottles, enabling them to direct customers to the nearest refill stations.

### **Keeping the Northern Beaches clean**



We have achieved a pleasing result with our street sweeping and beach cleaning waste trial. The program has been extended with Downer EDI and is achieving a recovery rate of 98%.

We have extended the street sweeping service across former Pittwater Council area to align it with the expiration date of the former Manly Council contract.



In response to COVID-19 we have increased the frequency of public place cleaning and hygiene standards in our public places. These measures are to continue.

Performance measures – Waste and Cleansing	Target	September quarter	December quarter	March quarter
Domestic waste and recycling services: Compliance with schedules	100%	*99%	*99%	* 99%
Complaints on domestic waste collection service	<1%	1%	1%	0.69%

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

#### Notes on results:

- \* All scheduled runs were completed on the allocated days. However, reports of missed bulky goods collections over the period impacted the achievement of the target.

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Progressing on schedule



### Implement strategies for waste, event waste and single-use plastics

Our team assessed 43 local event proposals to ensure they met the mandatory event waste management conditions, which include prohibiting the use of all single-use plastics, bottled water and balloons. We supported 11 events to be bottled water free, by lending portable refill water stations and bubblers. These events included Council's Australia Day celebrations and the Sydney Surf Pro in Manly.

Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council has taken the decision to cancel events on the Northern Beaches for the time being.

Where events have had to be cancelled all stallholders and event managers were notified and their booking fee refunded.

Officers in the 'Swap for Good Business Program' continued to work with businesses to reduce the impacts of single use plastics. Managers at Westfield Warringah Mall have installed a water refill station to encourage visitors to refill their water rather than purchasing plastic bottles of water. We provided Westfield communications staff with the Swap for Good artwork in order to co-brand assets to communicate the program to tenants and customers. Stockland Balgowlah have confirmed that they will be joining the program to reduce single-use plastic in their centre as well.

In an effort to make ourselves available and reach all business owners on the Northern Beaches we established an event that offered participants a 20-minute phone consultation on waste management. As an alternative to having to attend face to face workshops or webinars at set times, business owners were able to contact us at a time that suited them. They were also able to receive personalised assistance. We will continue to work with businesses we engaged with in this event and help them on their waste reduction journey.



**Deliver waste education and change initiatives for community and business**

In early 2020, our team delivered ten community education workshops and conducted two waste audits at local schools.

A new officer joined the team to plan and deliver education specific to the new waste service with the goal of improved waste separation, reduced contamination of recyclables and to minimise illegal dumping of bulky goods on the Northern Beaches.

Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council has taken the decision to suspend waste education face to face activities and events for the time being.

As restrictions associated with the pandemic ease, we will review the situation.

**Review the cleansing service**

Council's street sweeping and beach cleaning waste trial has been extended with Downer EDI and is achieving a recovery rate of 98%.

The team has achieved contract management efficiencies across the service with single contractors each being appointed to manage consolidated contracts for three main services: the scrubbing and cleaning service; the bus shelter cleaning service; and the graffiti removal contract.

We have extended the street sweeping service across former Pittwater Council area to align it with the expiration date of the former Manly Council contract.

**Review waste service and infrastructure for offshore communities**

This project is experiencing delays whilst Council seeks contract management solutions. Transfer of bin delivery obligations to URM and implementation of the radio frequency identification (RFID) technology are components of the contract that are yet to be completed. Better data collection will be possible for Council once these contract components are in place.

**Implement and manage new contracts for domestic waste collection and processing**

There have been some delays in implementing some parts of the contracts. Council continues to work with its partners to address these issues.

## CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Completed



### Waste and cleansing



#### Compactor bins trial

Bins are in place and operational for the trial at Shelly Beach. They are being monitored by Waste staff, and the success will be later evaluated. This is part of the Smart Cities project at Shelly Beach.

### Plant and equipment



#### Bin replacements

The bin replacement project was completed in August 2019.



#### Ride on sweepers

We completed the purchase of two ride-on sweepers and a transport trailer in November 2019 and this equipment is now in use.

## FINANCIALS

### WASTE AND CLEANSING SERVICES

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	50,372,665	50,388,321	(15,656)	56,643,652	53,758,115	53,758,115
User Charges & Fees	33,406	37,808	(4,402)	165,811	51,348	51,348
Investment Fees and Revenues	45,358	52,479	(7,121)	70,000	70,000	70,000
Other Revenues	3,590	8,400	(4,810)	11,200	867,764	867,764
Grants and Contributions - Operating Purposes	338,001	329,500	8,501	250,000	329,500	427,725
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	242,457	305,000	(62,543)	400,000	305,000	305,000
<b>Total Income from continuing operations</b>	<b>51,035,476</b>	<b>51,121,508</b>	<b>(86,032)</b>	<b>57,540,663</b>	<b>55,381,727</b>	<b>55,479,952</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(6,145,312)	(5,782,074)	(363,238)	(7,813,530)	(7,924,942)	(7,924,942)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(34,071,753)	(33,991,890)	(79,863)	(47,322,572)	(45,091,343)	(46,027,346)
Depreciation and Amortisation	(1,227,753)	(1,227,752)	(0)	(1,637,003)	(1,637,003)	(1,637,003)
Other Expenses	(58,010)	(106,250)	48,240	(183,212)	(133,212)	(133,212)
Internal Charges	(2,008,524)	(2,009,826)	1,303	(2,742,976)	(2,742,976)	(2,742,976)
Overhead Allocation	(1,273,523)	(1,273,523)	0	(1,698,030)	(1,698,030)	(1,698,030)
<b>Total Expenses from continuing operations</b>	<b>(44,784,874)</b>	<b>(44,391,315)</b>	<b>(393,558)</b>	<b>(61,397,323)</b>	<b>(59,227,506)</b>	<b>(60,163,509)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>6,250,603</b>	<b>6,730,193</b>	<b>(479,590)</b>	<b>(3,856,660)</b>	<b>(3,845,779)</b>	<b>(4,683,557)</b>

# Kimbriki Resource Recovery Centre

## HIGHLIGHTS

Paint is now accepted for recycling at Kimbriki. Over 11 tonnes of paint has been collected in the first quarter of operations.

Late in the quarter, measures were taken to reduce the risk of exposure for customers and staff to potential COVID-19 infection. Despite the burden of these restrictions Kimbriki was able to maintain all core waste services to Council and the general public. This was in the face of record numbers attending the site as people restricted to their homes spent the time cleaning up gardens and households.

Performance measures – Kimbriki	Target	September quarter	December quarter	March quarter
Total waste diverted from landfill (onsite at Kimbriki Resource Recovery Centre)	82%	80.3%	81.1%	82.1%
Domestic dry waste diverted onsite from landfill	10%	3.5%	3.6%	* 6.5%

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

### Notes on results:

- \* Closure of the Buy Back Centre and the reduction in waste recovery activities due to COVID-19 restrictions have reduced the opportunity to recover waste from landfill. However improved recovery of metal in the early part of the quarter significantly improved the result vs previous quarters.

## OPERATIONAL PROJECTS

Key: ✓ Complete ⌚ Progressing ! Behind Schedule

Progressing on schedule



### Develop long term Business Plan endorsed by shareholder Councils

The Draft Business Plan 2019/2020 is now with shareholder Councils.



### Research and develop improved resource recovery consistent with the endorsed Business Plan

Paint is now accepted for recycling at Kimbriki. Over 11 tonnes of paint has been collected in the first quarter of operations.

Late in the quarter, measures were taken to reduce the risk of exposure for customers and staff to potential COVID-19 infection. Despite the burden of these restrictions Kimbriki was able to maintain all core waste services to Council and the general public. This was in the face of record numbers attending the site as people restricted to their homes spent the time cleaning up gardens and households.

## CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Progressing on schedule



### Kimbriki Improvements



#### Kimbriki high level drain

Initial documentation has been submitted to the Consent Authority and liaison with shareholder Councils for project approval continues.



#### Kimbriki landfill cell development Area 4A

Work to line cell 4A is continuing.



#### Kimbriki gas capture system

Installation of additional landfill gas wells and pipe work in area 3B is occurring.



#### Kimbriki vehicles

No further purchases planned this year.



#### Kimbriki renewal program

Extra security cameras have been installed in the recyclables area. A shelter at the transfer station has been installed.



#### Kimbriki other

Installation of the server and PCs has been completed.

Behind schedule



#### Kimbriki landfill cell development Area 4B

This project has been suspended whilst the site master plan is under revision.

## FINANCIALS

### KIMBRIKI RESOURCE RECOVERY CENTRE

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	0	0	0	0	0	0
User Charges & Fees	26,388,638	24,488,606	1,900,032	34,359,840	32,839,984	35,294,721
Investment Fees and Revenues	226,626	230,500	(3,873)	97,500	299,875	296,001
Other Revenues	1,983,692	3,817,642	(1,833,950)	3,228,226	5,272,829	2,755,774
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	(82,270)	(1,985)	(80,285)	0	(1,985)	(152,416)
<b>Total Income from continuing operations</b>	<b>28,516,686</b>	<b>28,534,763</b>	<b>(18,077)</b>	<b>37,685,566</b>	<b>38,410,703</b>	<b>38,194,081</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(3,701,075)	(3,806,144)	105,068	(5,431,996)	(5,049,951)	(4,944,882)
Borrowing Costs	(1,600,552)	(1,600,578)	26	(1,917,604)	(2,134,095)	(2,134,069)
Materials and Contracts	(11,043,671)	(10,993,727)	(49,944)	(12,337,521)	(14,673,395)	(14,723,339)
Depreciation and Amortisation	(2,034,683)	(2,070,292)	35,609	(1,729,530)	(2,794,094)	(2,758,484)
Other Expenses	(8,437,241)	(8,648,748)	211,506	(12,743,747)	(11,733,714)	(11,543,210)
Internal Charges	0	0	0	0	0	0
Overhead Allocation	0	0	0	0	0	0
<b>Total Expenses from continuing operations</b>	<b>(26,817,223)</b>	<b>(27,119,489)</b>	<b>302,266</b>	<b>(34,160,398)</b>	<b>(36,385,249)</b>	<b>(36,103,984)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>1,699,463</b>	<b>1,415,274</b>	<b>284,189</b>	<b>3,525,168</b>	<b>2,025,454</b>	<b>2,090,097</b>

# Strategic Land Use Planning

## HIGHLIGHTS

### Towards 2040 – Northern Beaches draft Local Strategic Planning Statement

Northern Beaches' first Local Strategic Planning Statement (LSPS) Towards 2040 was made on 26 March 2020. The LSPS establishes the land use planning vision for the Northern Beaches for the next 20 years. The LSPS includes priorities to guide and direct planning in the Council area and must be considered in the assessment of all Planning Proposals submitted to, or prepared by, Council.

A report on the exhibition of Towards 2040 was presented to Council on 25 February 2020. Council delegated authority to the CEO to make the LSPS following receipt of a final letter of support from the Greater Sydney Commission (GSC).

The GSC provided their letter of support in mid-March and the CEO made the LSPS on 26 March 2020. The LSPS has been uploaded to the Department of Planning Industry and Environment's planning portal.

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

### Complete



#### **Amend DCPs to provide for 10% adaptable housing in new medium and high-density developments**

At the Council Meeting on 27 August 2019, Council adopted amendments to the Warringah Development Control Plan 2011 (DCP) to require that a minimum of 10% adaptable housing be provided for all new dwellings in medium and high density residential developments. These amendments came into effect on 14 September 2019.

All other Northern Beaches Council DCPs currently require a minimum of 10% adaptable housing.



#### **Prepare Local Strategic Planning Statement and associated technical studies**

The final LSPS was adopted by Council under delegation granted to the CEO on 26 March 2020. The LSPS has been uploaded to the Department of Planning Industry and Environment planning portal and is now a matter for consideration in the assessment of all planning proposals. Councillors and Directors have been advised of the adoption of the LSPS and Council's website has been updated accordingly.

### Progressing on schedule



#### **Implement the Affordable Housing Policy**

Council adopted its Affordable Rental Housing Scheme in May 2019. The Scheme, which was initially proposed to apply to the Frenchs Forest Planned Precinct, has been submitted to the Department of Planning, Industry and Environment for exhibition with the proposed zoning changes for Frenchs Forest. However, the scheme has been delayed due to the delay

## Progressing on schedule



in release of the Precinct Plan by the Department of Planning Industry and Environment. A Planning Proposal for 1294-1300 Pittwater Road may include affordable housing which would potentially trigger the new scheme.

A tender for the management of Council affordable housing will be issued when we are closer to receiving the first housing dedication.

Council's Local Housing Strategy (separate item) will also address affordable housing issues.



### **Prepare a Local Housing Strategy**

Consultants SGS Planning have been engaged to prepare the Local Housing Strategy. A Housing Discussion Paper was placed on public exhibition in late 2019 together with the draft Local Strategic Planning Statement. Responses to that paper were generally supportive of increased diversity of housing and affordable housing options subject to the provision of sufficient infrastructure. Two Councillor workshops have been held, on 30 November 2019 and 29 February 2020. A first draft Housing Strategy has been completed and will be workshopped with Council staff and Councillors with a view to release for public comment in mid-late 2020.



### **Seek to establish a university presence on the Northern Beaches**

The opportunity to provide appropriate floor space to accommodate a university at Frenchs Forest is being considered by the NSW Department of Planning, Industry & Environment as part of the preparation of the Frenchs Forest Precinct Plan.

## Behind schedule



### **Develop Place Plans for Avalon, Mona Vale, Manly and other centres**

Draft Avalon Beach Place Plan has been prepared and internal senior management review has commenced including budget considerations.

We received feedback on the draft Urban Design Plan from the Avalon Community Reference Group and used that input to make amendments as required.

Preliminary work on the Manly Place Plan has commenced, whilst a decision has been made to delay commencement on the Mona Vale Place Plan given other high priority projects such as the LEP and DCP.



### **Frenchs Forest Precinct Planning for a sustainable town centre and precinct with a Green Star Communities rating**

Council staff continue to liaise with NSW Department of Planning, Industry and Environment, Department of Education and other State Agency staff on outstanding matters requiring resolution prior to exhibition.



### **Prepare Northern Beaches Local Environmental Plan and associated studies**

Work on the Northern Beaches Local Environmental Plan (LEP) has been delayed due to requirements to complete the Local Strategic Planning Statement (LSPS), the Local Housing Strategy, and required studies to inform the LEP e.g. Employment Study, Local Character Study, Environment Study.



With the completion of the LSPS and anticipated completion of other studies by mid 2020, focus can now be turned to the LEP. A significant amount of background work has been completed on the current LEP and DCP controls, however the restrictions as a result of the COVID-19 virus will impact Council's ability to meaningfully engage with the community on the proposed LEP Discussion Paper in the short term. A program is being developed having regard to the above.



**Develop Aquatic Reserve Masterplan with a state-of-the-art education and recreation precinct**

The relevant technical studies to inform the masterplan have been completed. Discussion remains ongoing with State agencies regarding the progression of the masterplan to exhibition.



**Complete Brookvale Structure Planning and Rezoning - to revitalise Brookvale town centre**

Awaiting finalisation of the Brookvale / Dee Why Traffic and Transport study and the Northern Beaches Employment study which will inform the preparation of the Brookvale Structure Plan. Once the technical studies have been completed the preparation of the Structure Plan will re-commence.



**Ingleside Precinct - work with Department of Planning, Industry and Environment on the potential land release**

The bushfire evacuation modelling, commissioned by the Department of Planning Industry and Environment, is ongoing and anticipated to be completed in early 2020 for the Project Group to consider. When complete, it is anticipated that the study recommendations will be released publicly - expected by the end of 2020.

## FINANCIALS

### STRATEGIC LAND USE PLANNING

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	4,418,883	4,418,883	0	6,075,883	6,075,883	6,075,883
User Charges & Fees	667,815	729,516	(61,702)	974,103	974,103	974,103
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	700	0	700	0	0	0
Grants and Contributions - Operating Purposes	242,945	290,625	(47,680)	305,250	363,125	363,125
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>5,330,342</b>	<b>5,439,024</b>	<b>(108,682)</b>	<b>7,355,237</b>	<b>7,413,112</b>	<b>7,413,112</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(3,016,356)	(2,981,457)	(34,898)	(4,085,285)	(4,085,285)	(3,995,285)
Borrowing Costs	(612,646)	(1,278,865)	666,219	(1,336,726)	(1,684,067)	(1,599,067)
Materials and Contracts	(34,549)	(34,549)	0	(46,065)	(46,065)	(46,065)
Depreciation and Amortisation	(755,758)	(839,375)	83,617	(880,669)	(894,652)	(854,652)
Other Expenses	(3,016,356)	(2,981,457)	(34,898)	(4,085,285)	(4,085,285)	(3,995,285)
Internal Charges	(204,831)	(203,534)	(1,297)	(277,279)	(277,279)	(277,279)
Overhead Allocation	(269,840)	(269,840)	0	(729,213)	(359,787)	(359,787)
<b>Total Expenses from continuing operations</b>	<b>(4,893,979)</b>	<b>(5,607,620)</b>	<b>713,641</b>	<b>(7,355,237)</b>	<b>(7,347,134)</b>	<b>(7,132,134)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>436,364</b>	<b>(168,596)</b>	<b>604,959</b>	<b>0</b>	<b>65,977</b>	<b>280,977</b>

# Development Assessment

## HIGHLIGHTS

In the March quarter a total of 437 applications (development applications, modifications and review applications) were received. In addition, 72 pre-lodgement meetings were held.

On 1 January, Council implemented a number of new initiatives including paperless lodgement of development applications to provide greater convenience for applicants and Council. Efficiencies have been achieved in the lodgement phase, whilst offering an environmentally sustainable solution reducing the impact on the environment.

The second project implemented was the NSW Planning Portal module for external referrals (e.g. NSW Rural Fire Service). This has improved the turnaround times of feedback on applications and provided a direct link between the applicant and the referral body streamlining payment of relevant fees direct to these bodies.

The Development Determination Panel and Northern Beaches Local Planning Panel in March successfully transitioned to holding meeting remotely by video conferencing in response to the COVID-19 restrictions. Electronic lodgement of Development Applications via the NSW Planning Portal was also actively promoted to limit contact and support social distancing.

Performance measures – Development Assessment	Target	September quarter	December quarter	March quarter
DAs determined under delegation within 60 days	60%	44%	55%	* 38%

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

### Notes on results:

- \* During this quarter, 292 Development Applications were received and 309 were determined, of which 120 were determined in under 60 days. Performance against the target was impacted due to the mandatory exhibition blackout over Christmas/New Year and the holiday period with staff taking annual leave. The average processing time for Development Applications during this quarter was 80 days.

## FINANCIALS

### DEVELOPMENT ASSESSMENT

#### Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	1,997,769	1,997,769	0	2,809,817	2,809,817	2,809,817
User Charges & Fees	2,155,784	2,888,358	(732,574)	4,015,057	3,775,057	2,825,057
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	0	0	0	0	0	0
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>4,153,554</b>	<b>4,886,128</b>	<b>(732,574)</b>	<b>6,824,874</b>	<b>6,584,874</b>	<b>5,634,874</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(3,699,051)	(3,794,114)	95,063	(5,200,556)	(5,200,556)	(5,070,556)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(268,778)	(344,798)	76,020	(459,914)	(459,914)	(394,914)
Depreciation and Amortisation	(65,103)	(65,103)	0	(86,804)	(86,804)	(86,804)
Other Expenses	(163,852)	(137,812)	(26,040)	(184,621)	(184,621)	(184,621)
Internal Charges	(206,554)	(210,092)	3,538	(287,495)	(287,495)	(287,495)
Overhead Allocation	(454,114)	(454,114)	0	(605,485)	(605,485)	(605,485)
<b>Total Expenses from continuing operations</b>	<b>(4,857,451)</b>	<b>(5,006,032)</b>	<b>148,581</b>	<b>(6,824,874)</b>	<b>(6,824,874)</b>	<b>(6,629,874)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>(703,897)</b>	<b>(119,904)</b>	<b>(583,993)</b>	<b>(0)</b>	<b>(240,000)</b>	<b>(995,000)</b>

# Environmental Compliance

## HIGHLIGHTS

### Partnered with Greener Communities

Environmental Health partnered with Council's Greener Communities team to promote the Sustainable Business Network which provides a network and seminars to assisting in being more sustainable. Council also made applying for greywater diversion and treatment systems simpler and more visible on Council's website. Additionally, we found water saving efficiencies in cooling towers and promoted grants for commercial refrigeration rebates.

### Food handling seminars

Environmental Health presented a total of three food handler seminars this quarter to hospitality students ensuring those entering the industry have the required skills and knowledge when handling food. A tailored presentation was also given to a bee keeper society to ensure they comply when preparing and selling honey.

### Handwashing education

Environmental Health were requested to consult on the early planning stages in Council Incident Management Team's (IMT) response to COVID-19. Resulting actions included Environmental Health Officers promoting and delivering hand and hygiene training with Customer Service and Early Childhood educators the importance of handwashing for those at risk workers in the industry, and fielded questions about the virus. A hand and hygiene training module has been added to Council's online learning platform for all staff.

### Adoption of Council policies

Council in March 2020 adopted the Asbestos Management Policy and Guideline as well as the Smoke Free Zones Policy. The Smoke Free Zone Policy incorporated changes suggested by the community as part of the exhibition of the draft. This broaden the Policy to cover a range of smoking activities. The new Policy provides a common approach to smoke free zones across the Northern Beaches.

The new Policy and Guideline on asbestos management provides clear guidance on eliminating and managing the risk of exposure when working with asbestos for the community and Council staff. This is consistent with SafeWork NSW requirements.

### Supporting our Community through the COVID-19 pandemic

Council at its meeting in March approved a community support package to reduce the impact of COVID-19 on the local economy. This included waiving fees for footpath merchandising, fire safety and environmental health inspection for a period of six months. In addition, Council adopted a flexible and pragmatic approach on parking restrictions for supermarket and food businesses. This makes it easier for suppliers to get deliveries to supermarkets and parking for take-away pickups. It also allows restaurants not currently licenced to undertake a take away service to do so

Performance measures – Environmental Compliance	Target	September quarter	December quarter	March quarter
Critical and high-risk retail food premises inspections completed, in line with schedule	100%	100%	100%	100%
Critical and high-risk public health inspections completed, in line with schedule	100%	82%	83%	* 21%

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

**Notes on results:**

- \* All non-mandated inspections have been placed on-hold/alternative inspection programs. This is due to resourcing and the COVID-19 pandemic and is in line with the Unit's Business Continuity Plan.. Onsite sewage management systems approvals (Section 68) were issued on a reactive basis.

## FINANCIALS

### ENVIRONMENTAL COMPLIANCE

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	1,189,081	1,189,081	0	1,839,224	1,839,224	1,839,224
User Charges & Fees	1,506,864	1,798,712	(291,848)	2,404,982	2,404,982	1,834,952
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	5,960,409	6,695,631	(735,222)	8,931,074	8,931,074	7,756,074
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>8,656,353</b>	<b>9,683,424</b>	<b>(1,027,071)</b>	<b>13,175,280</b>	<b>13,175,280</b>	<b>11,430,250</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(6,188,458)	(6,843,870)	655,412	(8,960,953)	(9,278,433)	(9,278,433)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(2,075,862)	(1,453,348)	(622,514)	(1,935,392)	(1,935,392)	(1,796,392)
Depreciation and Amortisation	(110,849)	(110,849)	(1)	(147,798)	(147,798)	(147,798)
Other Expenses	(74,835)	(83,779)	8,944	(112,520)	(112,520)	(112,520)
Internal Charges	(671,387)	(680,320)	8,933	(930,964)	(930,964)	(930,964)
Overhead Allocation	(815,740)	(815,740)	0	(1,087,653)	(1,087,653)	(1,087,653)
<b>Total Expenses from continuing operations</b>	<b>(9,937,131)</b>	<b>(9,987,905)</b>	<b>50,774</b>	<b>(13,175,280)</b>	<b>(13,492,760)</b>	<b>(13,353,760)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>(1,280,777)</b>	<b>(304,481)</b>	<b>(976,296)</b>	<b>0</b>	<b>(317,480)</b>	<b>(1,923,510)</b>

# Parks and Recreation

## HIGHLIGHTS

### Keeping people safe at the beach

Due to the ideal weather and surf conditions, the beaches have been busy. Over 6.7 million people attended our patrolled beaches this quarter. Lifeguards performed 610 rescues and 2,841 first aid actions.

Hours of operation of the lifeguard were extended at Dee Why, Freshwater and North Curl Curl beaches on several days due to high visitation numbers and to ensure the safety of people on the beaches.

A significant storm event in February, saw a number of trees and a large quantity of debris deposited on our beaches. The clean-up was progressively completed over four weeks.

Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council took the decision to close some of our beaches in late March.

### Maintaining our sportsgrounds

Renovation activities were carried out at St Matthews Reserve Fields 3 and 4. This included sand grooving to further improve drainage and top dressing. Synthetic grass was installed at the front of the clubhouse to manage the high wear from people accessing the building.

The renovation works at North Narrabeen Reserve Field 7 were also completed. These included earthquaking, couch seeding and top dressing. A further 50 hectares of sportsfields were aerated and fertilised.

A new baseball backstop net has been installed at North Narrabeen Reserve. This includes a covered official area behind the base plate and two covered team dug outs.

### Partnerships deliver improvements

The following Sport and Recreation Infrastructure grant funded projects were completed:

- The resurfacing of one synthetic grass tennis court at the Belrose Tennis Centre.
- Upgrading of the lighting at the Balgowlah Tennis Club on two tennis courts by installing LED lights.
- Building a new path on the 10<sup>th</sup> hole and upgrading the stairs at the 13<sup>th</sup> tee at the Wakehurst Golf Club.

New dune fencing was installed and planting of 950 coastal plants was undertaken at North Narrabeen Beach. New dune fencing was also installed at Mona Vale Beach. Both projects were funded from the Local Land Services Grants.

Council has partnered with local environment advocacy group the Save Manly Dam Catchment Committee Inc. to undertake a flora and fauna survey and Monitoring Project for the Manly Warringah War Memorial State Park (Manly Dam). Council is providing \$15,000 and staff expertise towards this project which will guide Council's planning and ongoing management of environmental matters at Manly Dam.



## **Garden upgrades**

Renovations of gardens at a number of sites were completed this quarter including Freshwater View Reserve, Gilbert Park Manly, the PCYC roof top garden at Dee Why and the area surroundings Avalon dog off-leash area.

## **Open space upgrades**

Work on the implementation of the Glen Street Open Space Masterplan (Lionel Watts Reserve and Frenchs Forest Showground) continued with the completion of shared paths and stairs to connect the Showground, skate park and the all-abilities playground to Glen Street Library, Theatre and Glenrose shops. This linkage has already seen a decrease in the number of people using cars to travel to the site, encouraging active transport. Drainage works on the Showground were also completed ensuring a premium facility for equestrian events, large community events as well as for the day to day use as a dog park.

Work has is complete on the construction of a seawall at Winnererremy Bay, Mona Vale. The park was subject to coastal erosion and the new seawall design prevents further erosion whilst also preserving the beach. The high-quality stone wall has proved a very popular place to sit.

The creation of a new native garden at Stirgess Reserve, Curl Curl, is complete. This contemplative space was the result of close collaboration with the local community and is a popular addition to John Fisher Park. We also completed the renewal of one of the bridges across Curl Curl Lagoon.

The heritage listed shelters at South Steyne was restored. These shelters have been in constant use for close to one hundred years and are synonymous with the look of Manly Beach. The careful restoration included replacing the colour bond roof installed in the early 2000s with a copper roof, which was the original construction.

## **Recreational Planning**

The sportsfield allocations for the 2020 winter season was developed and distributed to local sports groups involved. Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council and local sports groups agreed to postpone the start of 2020 winter season until further notice.

Following a Council resolution in November 2019 Council exhibited the Community Gardens Policy and Guidelines. Results of the consultation will be presented to Council soon.

## **Tree Management**

The Northern Beaches experienced three successive large storm events between November 2019 and February 2020. The February storm was widespread across the whole region resulting in extensive tree and vegetation damage.

We received 2,624 storm-related requests from the February to March period alone. Council's tree contractors worked through 2,000 streets across the Northern Beaches as a result of the February storm event to remove vegetation. In this time over 6,000 cubic metres of vegetation was collected.

There were storm clean-ups also carried out on Scotland Island.

Tree Services team processed 276 private tree applications during this quarter.

Performance measures – Parks and Recreation	Target	September quarter	December quarter	March quarter
Rockpools cleaned weekly during summer season and every two weeks outside of summer	95%	95%	99%	* 93%
Sportsfields mowed weekly in summer playing season and monthly in winter	95%	100%	100%	** 93%

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

#### Notes on results:

- \* Queenscliff rockpool cleaning was missed twice because of access limitations caused by beach erosion following storms. Newport pool was not cleaned during valve repair works that took a period of three weeks. Avalon, Mona Vale and Whale Beach pools missed two cleans each due to large swells.
- \*\* Missed a cut in February due to wet weather. Continuing impacts from storms/wet weather limited access to some fields including Nolan, Passmore and Aquatic reserve which missed a cut.

Workload measures – Parks and Recreation	September quarter	December quarter	March quarter
Number of preventative actions by professional lifeguards on patrolled beaches	8,045	172,628	318,369

*Note:* Preventative actions are highly seasonal and reflect the increase in beach visitors.

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

### Progressing on schedule



#### Develop replacement and compensatory principles for the removal of trees on public open space

Basic guideline information has been drafted and distributed for internal comment.



#### Develop a Mountain Bike Strategy

In March 2020, an internal review of proposed opportunities for new and improved off road cycling trails and facilities commenced. This internal review was placed on hold temporarily due to the prioritisation of Council's response to COVID-19. The Off-Road Cycling Survey data continued to be analysed in this period.



#### Develop an Open Space Strategy, including playgrounds

In March 2020, targeted consultation and the telephone survey were delayed due to COVID-19 restrictions. Notwithstanding this delay, the Open Space and Recreation Strategy project is on schedule. Some consultation activities were completed by mid-March and feedback

## Progressing on schedule



received is being analysed. An internal review of opportunities for new and improved off road cycling trails and facilities also commenced.



### **Implement an online private tree application process**

This quarter work to complete the online form for removal or pruning of trees on private property progressed to the testing stage.



### **Develop an 'Iconic Tree Register'**

The register is currently under development as an interactive application nomination format with a criteria for selection that can involve the community.



### **Review Plans of Management related to Crown Lands transfer**

In March 2020, proposed land categories for the Manly Warringah War Memorial State Park (the State Park) were discussed with the Manly Warringah War Memorial State Park Advisory Committee. This discussion will inform a future report for Council's consideration about proposed land categories for the State Park and other specific Crown reserves across the Northern Beaches. These matters relate to the work Council is doing with the NSW State government regarding the implementation of the Crown Land Management Act 2016 which came into force on 1 July 2018.



### **Implement recommendations from the review of beach life saving services**

The collection of the data relating to crowd numbers at our beaches is continuing. The data has been collected at various locations at different times of the day throughout the year. Once the Data Collection Plan is fully implemented and the data has been analysed discussions regarding the provision of the service will be undertaken.



### **Implement Smart Cities at Manly and Shelly beaches to monitor beach conditions and visitations**

The Shelly Beach wifi was installed and is now live and the Ocean Live App was released to the public.



### **Undertake accessibility audit of open space and implement priority improvements**

Work has commenced on an audit with scope defined and assets identified. The audit commenced in March 2020 at Dee Why Beach.

## Behind schedule



### **Review and consolidate the Pesticide Use Notification Plan**

A draft Pesticide Use Notification Plan has been prepared and distributed internally for final comments.

## CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Completed



### Foreshore and Building Improvements



#### Rockpool renewal program

Work on the renewal of the North Narrabeen rockpool boardwalk is complete and the rockpool was reopened in September 2019.



#### Headland fencing and other measures

This project was completed in December 2019.

### Recreational trails



#### Narrabeen Lagoon Trail aquatic boardwalk

The new boardwalk was opened in November 2019 and has met all project objectives. Planting has been deferred to autumn to ensure the best chance for successful establishment.



#### Recreational trails renewal program

Works under this project are complete for the 2019/220 financial year. Work has been deferred on the Manly Scenic Walkway to next financial year to allow for unanticipated works required at Mona Vale Headland on the Coast Walk.

### Reserves and Parks Improvements



#### Youth facilities

The skate park at Lionel Watts Reserve is complete and very well received by the community.



#### Off leash dog infrastructure

All drainage works on Frenchs Forest Showground is complete.

### Town Centre and Village Upgrades



#### Place making infrastructure

The works to upgrade the paving on the corner of Waratah Street and Pittwater Road, Mona Vale was complete on 29 November 2019.



## Foreshore and Building improvements



### Foreshores new and upgrades

Work is progressing well on the construction of the seawall at Winnererremy Bay, Mona Vale. Work is expected to be complete in April 2020. The second stage of the landscape works at East Esplanade, Manly commenced in March.



### Long Reef Surf Life Saving Club - new building works

The Development Application has been lodged and detailed design has commenced.

The Expression of Interest for construction contractors has now closed and the submissions are being evaluated.



### Surf Life Saving Club minor renewal works

Work is progressing on several jobs under this program with Whale Beach and South Narrabeen complete. All other projects are in the planning or early delivery stage. Due to phasing requests from clubs, not all projects will be complete this financial year.



### Surf Life Saving Club major renewals fund

No projects have been identified for funds directly from this budget. Funding has been transferred to other Surf Clubs Minor Works budget to enable those projects to go ahead.



### Foreshores renewal program

Work is progressing on the new seawall, bleachers and stairs at Clontarf Beach. It is expected that work will be complete in June 2020, weather permitting. Work will commence to reconstruct the failed seawall at Florence Park in April 2020.



### Tidal pools refurbishment

This program is on target.

## Playground improvements



### Allambie Oval, Allambie - new playground, multi-use court, paths and landscaping

Construction continues on the Allambie Heights Oval playground and is expected to be complete in May 2020 weather permitting.



### Connecting All Through Play - Inclusive Play

The Lionel Watts inclusive playground was completed and opened to the public in November 2019. Construction of the playground at Manly Dam is progressing well and designs for the Clontarf accessible playground are nearly complete.



### Playgrounds new and upgrades

Council has awarded a contract for the upgrade of the playground at Dunbar Park, Avalon. It is expected that work will commence on site for this playground in late April. The Collaroy Plateau Park design is being amended following community engagement.



## Foreshore and Building improvements



### Playground renewal program

Work is progressing well on the playground and shade structure renewal on Manly Corso and it is expected all work will be completed in April 2020 weather permitting. Work is complete on the renewal of the climbing frame at Lake Park, North Narrabeen. The renewal of Birdwood Park playground in Narrabeen is scheduled to commence after the autumn school holidays.

## Reserves and Parks improvements



### North Curl Curl youth facility

A contractor has been selected for the design and construction of the North Curl Curl skate facility. Work is expected to commence on site in April and be completed in June 2020 weather permitting.



### Glen Street masterplan implementation

Work on the upgrade of Frenchs Forest Showground is expected to be complete in June 2020.



### Freshwater Beach masterplan implementation

The feasibility studies are complete for the two proposed boardwalks, with the McKillop Park progressing to detailed design. Council will appoint a design team to undertake the Freshwater Beach reserve documentation in 2020 with a view to completing the detailed design in mid-2021.



### Reserves renewal program

The contract for the design and construction tender of the replacement bridge a Lidwina Reserve, Cromer, has been awarded. Work commenced on site in March 2020. The Stirgess Park, Curl Curl upgrade is complete.

## Sportsgrounds improvements



### Connecting All Through Play - Active Play

Lionel Watts Western clubhouse construction is in progress.

Consultation on sportsfield lighting projects is ongoing.



### Sports Club Capital Assistance Program

The Manly Warringah Touch Association commenced works to upgrade the canteen at the northern clubhouse building at Nolan Reserve and the Narrabeena Tennis Club commenced works to replace the perimeter and interior court fencing at the Narrabeena Tennis Centre.

The Mona Vale Golf Club's request to extend their project completion date from 30 May 2020 to 30 June 2020 was approved. The delays was due to matters related to COVID-19.



### Foreshore and Building improvements



#### Synthetic sportsground conversion

Design work is progressing well on the conversion of Miller Reserve to synthetic turf. The draft landscape and engineering plans are currently being reviewed and community engagement commenced in March 2020.



#### Newport Beach Basketball Court

A revised concept has been prepared addressing the issues raised by stakeholders. We are currently preparing a detailed design before issuing a request for quotation in May or early June 2020.



#### Sportsfield renewal program

The sportsfield renewal program is progressing well with tenders for the renewal of Beacon Hill Oval lighting currently being assessed with construction scheduled for September 2020. Stakeholder engagement on the renewal of the BMX facility at Seaforth is progressing well and construction on this project is anticipated to commence in May 2020.

### Town Centre and Village Upgrades



#### Commercial centre upgrade program

The concept design for Killarney Heights Shops was released for community engagement in mid-November and received significant positive feedback prior to the engagement period closing in mid-December. The feedback will be integrated into the final design to be documented for tender and construction. Construction is expected to commence in June 2020.



#### Commercial centre renewal program

The concept design for Killarney Heights Shops was released for community engagement in mid-November and received significant positive feedback prior to the engagement period closing in mid-December. The feedback will be integrated into the final design to be documented for tender and construction. Construction is expected to commence in June 2020.



### Sportsgrounds improvements



#### Brookvale Oval upgrade

Council resolved on 23 July 2019 to align the upgrade of Brookvale Oval with the club's timing to develop its Centre of Excellence. There will be no further action on this task this year.

### Sportsgrounds improvements



#### Sportsgrounds new and upgrades

Work is delayed on the Avalon Netball Courts due to revisions to the detailed design. Work is planned in May 2020 pending the successful appointment of a suitable contractor. The Tania Park lighting project is delayed and with community engagement expected in late 2020.

### Foreshore and Building improvements



#### Manly Life Saving Club design works

This project focuses on the preparation of a design to DA for the redevelopment of Manly Life Saving Club. Works are currently on hold awaiting further direction and external funding.



#### Mona Vale Surf Life Saving Club – new and renewal works

This project has been delayed by changes to design. Updated tender documentation has been received and is being reviewed by the Club and Council staff. Detailed design is well progressed for the new sewer to SLSC, beach amenities and Apex Park. Signage and identification of the location of the new amenities in Apex Park is underway.



#### Dinghy storage renewal works

Work on is deferred to next financial year to allow for further community engagement on proposed locations.

### Reserves and Parks improvements



#### Reserves new and upgrades

Work commenced in March 2020 on the construction of stairs and path improvements at Ivanhoe Park. It is likely that works scheduled for this financial year will not be complete by the end of June 2020 due to design and procurement delays.



#### Warriewood Valley - public space and recreation

Work has commenced on the construction of the Boondah Road Sports Courts in Warriewood. Significant latent conditions have been experienced and design revisions are required to resolve. This will lead to potential delays in the delivery of the project.

### Town Centre and Village Upgrades



#### Public space protection program

Council released a request for quotation in March and will assess responses in April 2020. Due to the complexity of the design process this project is behind schedule and will not be delivered this financial year.



## FINANCIALS

### PARKS AND RECREATION SERVICES

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	21,831,554	21,831,554	0	28,185,774	28,185,774	28,185,774
User Charges & Fees	1,889,645	1,872,354	17,291	2,331,884	2,348,276	2,139,896
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	204,342	159,159	45,183	182,016	211,450	186,819
Grants and Contributions - Operating Purposes	356,376	377,081	(20,705)	41,332	526,419	1,155,320
Grants and Contributions - Capital Purposes	2,169,893	1,950,925	218,968	4,646,592	2,441,592	2,380,800
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>26,451,809</b>	<b>26,191,072</b>	<b>260,737</b>	<b>35,387,598</b>	<b>33,713,511</b>	<b>34,048,609</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(9,352,229)	(9,274,505)	(77,725)	(11,722,189)	(12,140,355)	(12,140,355)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(10,280,467)	(10,183,131)	(97,336)	(12,955,951)	(13,427,939)	(14,092,939)
Depreciation and Amortisation	(3,743,015)	(3,743,015)	(1)	(4,990,686)	(4,990,686)	(4,990,686)
Other Expenses	(337,006)	(357,498)	20,492	(437,265)	(437,265)	(485,754)
Internal Charges	(1,194,605)	(1,196,882)	2,277	(1,619,373)	(1,619,373)	(1,619,373)
Overhead Allocation	(2,746,600)	(2,746,600)	0	(3,662,134)	(3,662,134)	(3,662,134)
<b>Total Expenses from continuing operations</b>	<b>(27,653,923)</b>	<b>(27,501,631)</b>	<b>(152,292)</b>	<b>(35,387,598)</b>	<b>(36,277,752)</b>	<b>(36,991,241)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>(1,202,113)</b>	<b>(1,310,558)</b>	<b>108,445</b>	<b>0</b>	<b>(2,564,241)</b>	<b>(2,942,632)</b>

## Children's Services

### HIGHLIGHTS

#### National Quality Framework updates

The focus of our service at the start of the calendar year was to warmly welcome and settle in our new and continuing children and their families. Activities such as 'stay and play' and welcome evenings were held to build secure and trusting relationships so that children in our care feel secure and included in the program.

The Belrose Children's Centre again led the way on STEM (science, technology, engineering and mathematics) programs for our service. A delegate from the centre attended the 2020 Early Learning Science Australia (ELSA) forum that engages early childhood educators and services in the research of quality STEM learning outcomes for children. This knowledge is shared across the service and contributes to continual improvement of our programs.

Good mental health and strategies to build resilience were a focus across the Children's Service this quarter. The "Building Resilience in children aged 0-12" resource developed by Beyond Blue was shared with educators and families to provide support and practical ideas for building resilience both in care and at home. Our service also participated in the state government 'Be You' survey aimed at helping children and young people achieve their best possible mental health.

Highlights in the development of language skills in our young children included Narrabeen Children's Centre which has included both Mandarin and sign language into their program. Dee Why and Harbour View Children's Centre are participating in a project "Talk-Learn-Know (MQ TaLK!)" led by Macquarie University to investigate how language environments experienced by 12 to 18-month-old infants supports language development.

Educational activities for the children in our service are many and varied. The children from Harbour View Children's Centre participated in an excursion to Stony Range Botanical Gardens to enjoy and learn about the various microclimates and the native plants that grown there. The early learning services and family day care participated in the launch of '1000 Books Before School' initiative to promote a love of books and lay down foundational literacy skills in young children. Brookvale Pre-school were joined by students and teachers from St Augustine's to share music appreciation and build community links.

We have begun utilising the 'Air Matters' app in our service so that we can monitor air quality and make service decisions on that basis, if required. Over the very smoky bushfire season, several vacation care excursions were cancelled in favour of alternative indoor activities in response to poor air quality readings. Vacation Care has empowered the children to assist in making decisions around planned activities by enabling them to take air quality into consideration in a similar way to monitoring the UV index.

#### Community and service achievements

Our Children's Service prides itself in leadership and participation on a range of community and service projects. Highlights this quarter included Belrose and Narrabeen Children's Centres who started street library projects to encourage community connectedness. Narrabeen Children's Centre collected first aid supplies for injured wildlife and for children in Kenya. Dee Why Children's Centre received a Certificate of Appreciation for collecting bread tags for wheelchairs. Manly Vale Vacation Care children and educators participated in the construction of two wicking garden beds in the Manly Vale Community Garden.



## Service upgrades

Upgrades to our service in the quarter included installation of new garden features with native plants at Dee why Children's Centre, installation of a nappy lifter at Narrabeen Children's Centre, air-conditioning in the kitchen at Harbour View Children's Centre and new flooring in the foyer and hallways at the Roundhouse Children's Centre.

## Responding to COVID-19

All services are implementing proactive measures based on the guidelines from NSW Health in order to limit the risk of COVID-19. In addition, our team has also played an important role in representing local government as a member of the Department of Education Early Childhood Education Advisory Group discussing responses to COVID-19.

Performance measures – Children's Services	Target	September quarter	December quarter	March quarter
No. children attending Long Day Care programs	> 700	770	754	* 678
No. children attending Family Day Care programs	> 380	394	381	383
No. children attending Preschool programs	> 100	133	128	153
No. children attending Vacation Care programs	Q1 > 400 Q2 > 400 Q3 > 800	482	488	** 502

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

### Notes on results:

\* There has been a decline in enrolments due to the impact of COVID-19 in March.

\*\* Beacon Hill Vacation care continued to be closed due to renovations.

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Progressing on schedule



### Providing quality education and care – meeting or exceeding the National Quality Standard

Harbour View and The Roundhouse Children's Centre are now rated exceeding under the National Quality Standard.

Family Day Care has updated its first aid requirements for educators. From February, Educators are now required to maintain their cardiopulmonary resuscitation (CPR) qualification in addition to HLTAID004 qualification 'provide an emergency first aid response in an education and care setting'.

## Progressing on schedule



The draft Children's Services Strategy was exhibited over summer with 32 submissions received. The submissions were analysed and used to refine and complete the Strategy. The Strategy will go back to Council later this year.

All of our services are implementing proactive measures based on the guidelines from NSW Health in order to limit the risk of COVID-19.



### **Support children from diverse socio-disadvantaged backgrounds to participate in quality early education and vacation care programs**

In January we supported 55 children and families across the service, including vacation care and our year round childcare services. Thirty nine children were supported by Inclusion Development funding that allows us to employ additional educators and a further 16 children were managed by educators in the room.

In February and March the number of children and families receiving support was 31. There were 15 children in our programs receiving Inclusion Development funding during this time, and the smaller numbers are because we care for more special needs children during periods of vacation care. The special needs of 16 children continued to be managed by educators in our regular rooms during March.

The Federal government's child well-being subsidy supported five children at risk to receive early childhood education and care. Childcare fees for one child are paid for by another organisation while parents' study or attend training. One family with children at pre-school was eligible for reduced fees through the Government's Start Strong program.

## CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

## Completed



### Childcare buildings



#### **Kangaroo Street Preschool new works**

Renovations at Manly Community Pre-school in Kangaroo Street is complete. The Preschool will reopen in Term 2.



#### **Kangaroo Street Preschool renewal works**

Renovations at Manly Community Pre-school in Kangaroo Street is complete. The Preschool will reopen in Term 2.



#### **Dee Why Children's Centre design works**

This project is not proceeding. An 'in principle' agreement has been reached to extend the existing lease of the Dee Why Children's Centre in Fisher Road Dee Why, so there is no need to design for an alternative site.



### Childcare buildings



#### **Children's centres works program**

Additional funding has been provided for further renewal works at Roundhouse Children's Centre, Fairlight. Planning for the next stage of renewal works is complete with delivery expected to be complete in June of 2020.

## FINANCIALS

### CHILDREN'S SERVICES

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	893,812	893,812	0	1,250,968	1,250,968	1,250,968
User Charges & Fees	9,224,099	9,645,820	(421,721)	13,310,361	13,082,488	12,177,753
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	15,400	6,818	8,581	9,091	9,091	9,091
Grants and Contributions - Operating Purposes	1,117,718	965,159	152,559	620,832	1,273,266	1,348,587
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>11,251,029</b>	<b>11,511,610</b>	<b>(260,581)</b>	<b>15,191,252</b>	<b>15,615,812</b>	<b>14,786,399</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(8,175,013)	(8,149,916)	(25,098)	(11,237,713)	(11,148,459)	(10,935,950)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(1,635,846)	(1,851,632)	215,786	(2,311,407)	(2,300,107)	(2,023,189)
Depreciation and Amortisation	(109,671)	(109,671)	0	(346,117)	(121,261)	(121,261)
Other Expenses	(213,301)	(231,346)	18,046	(311,543)	(311,543)	(259,063)
Internal Charges	(151,824)	(152,079)	255	(228,096)	(203,394)	(199,703)
Overhead Allocation	(567,282)	(567,282)	0	(756,376)	(756,376)	(756,376)
<b>Total Expenses from continuing operations</b>	<b>(10,852,938)</b>	<b>(11,061,927)</b>	<b>208,989</b>	<b>(15,191,252)</b>	<b>(14,841,140)</b>	<b>(14,295,542)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>398,091</b>	<b>449,684</b>	<b>(51,592)</b>	<b>0</b>	<b>774,672</b>	<b>490,857</b>

# Community Arts and Culture

## HIGHLIGHTS

### Managing our community centres

To provide a framework for the current and future management and delivery of community centres, the draft Community Centre Strategy was placed on public exhibition in November 2019. Valuable input from the community resulted in amendments to the final draft Strategy. This will be presented to Council in mid-2020.

Major renovation work is complete at Bilarong Community Hall, North Narrabeen, and Manly Youth and Community Centre. Works are also nearing completion at Beacon Hill War Memorial Hall.

The first design stage of the Warriewood Valley Community Centre commenced with the appointed architects firm 'Terroir' meeting with staff and key stakeholders and producing draft designs.

Community centre staff continued to work on the implementation of a new booking and payment system. This will greatly improve customer experience. It is anticipated the new system will commence mid-2020, with an online component to follow.

Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council closed all community centres to non-essential services and activities from 26 March. Some centres are open for essential services such as childcare and food delivery services.

### Glen Street Theatre

A condition audit was undertaken on the facility to outline a ten-year program for essential ongoing maintenance. This will enable us to better prioritise capital expenses and ongoing preventative and reactive facilities works.

The 2020 Glen Street Season opened with great success with all performance of *Newk! The John Newcombe Story and Gospel According to Paul* selling out and *H.M.S. Pinafore* reaching 92% sales capacity.

On 24 March 2020, as a result of the Covid-19 crisis Glen Street theatre closed following measures put in place by the Federal Government to stem the spread of the virus. All performances until 30 June are cancelled and all ticket holders for these productions provided a refund.

### Supporting our seniors

The Meals on Wheels Service delivered 4,493 meals to older people in the community to enable them to live at home for longer and prevent social isolation. This included 475 face to face community lunch and social outing meals that were undertaken prior to the introduction of social distancing restrictions introduced by the Federal Government to stem the spread of COVID-19. Our meal delivery service is continuing with contactless delivery in place.

The 2020 Seniors Festival was a huge hit with over 20 different events and activities from 17-28 March 2020. Council coordinated a Way to Wellbeing Expo at Dee Why RSL on 21 February with over 40 information stalls and 350 people in attendance.

### Valuing our volunteers

Volunteers have been active across the Northern Beaches, assisting Council teams including Bushcare, Community Gardens, Cemeteries, Libraries, Meals on Wheels, Manly Art Gallery and Museum, Manly Environment Centre, Manly Visitor Information Centre and the Aboriginal Heritage Office.

Due to COVID-19, as of March most Council volunteer programs have been put on hold until further notice, with the exception of Meals on Wheels. The recruitment of new volunteers is also on hold.. New volunteers are being referred to community organisations that require assistance.

### **Caring for young people and families**

Two summer skate nights were held in the January school holidays with approximately 550 attending both events. The Northern Composure Band Competition held heats 1 and 2 but Heat 3 and the Final have been put on hold due to COVID-19. This is the same for the new 3x3 Basketball Battle initiative that was held in Pittwater Ward.

Engagement with the Youth Advisory Group and LGBTIQA+ Support Groups is continuing online.

The Adolescent and Family Counselling Service provided 192 free client counselling sessions to 160 young people and their families. The service also hosted a parenting workshop in February over four weeks with eight attendees.

### **Community development**

The first Homelessness Street Count was undertaken in February 2020, in collaboration with key local services and the support of the Department of Communities and Justice. This was a key action from the first Northern Beaches Housing and Homelessness Forum conducted in August 2019 and also coincided with the Premier's Priorities to encourage local government to assist the State in the collection of accurate baseline data.

Council was successful in receiving funding of \$339,596 over three years from the NSW Ministry of Health as part of the Suicide Prevention Community Gatekeeper Training Initiative. Hundreds of community members will be trained as 'community gatekeepers' to support people who might be at risk of suicide. They will also be equipped with resources and support, and actively involved in local suicide prevention activities.

Due to the COVID-19 response, all events and activities have been postponed or cancelled. In the interim, a Community Care Package has been endorsed by Council to support our community stay connected and supported during this time. This includes a 'Hello Neighbour' card to increase local actions of support in our community. Connection with local services and community groups was a priority in March, to identify needs focusing primarily on access to information and food delivery for those most vulnerable due to the COVID-19 crisis.

### **Arts and Culture**

The Public Art Working Group met in March 2020 and considered the first priority sites for artworks as part of the implementation of the Coast Walk Public Art Strategic Plan. Membership of the Public Art Selection Panel was finalised, and artists appointed to Panel.

The first Big Ideas Forum for 2020 was held on 4 March with over 240 people present. The topic was *Why Art Matters: How creativity makes a difference*, with guest panellists including Dr Jonathon Welch AM, award-winning performer and director of the Choir of Hard Knocks, and Archibald Prize winning artist Wendy Sharpe.

Manly Art Gallery and Museum commenced its 90<sup>th</sup> Anniversary program of events, including the popular Express Yourself 2020, Bill Leak Drawings and Treasures from the Vault exhibitions. Plans for facility maintenance were finalised. Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council closed the Manly Art Gallery and Museum and the Creative Space in late March 2020.

A new Arts and Creativity Grants program was launched as part of Council's updated Community Grants program. Plans for the Avalon Workshop at the Avalon Golf Club were finalised and the tender for the works was released.



Performance measures – Community Arts and Culture	Target	September quarter	December quarter	March quarter
Community centres bookings	Q1 > 9,270 Q2 > 8,450 Q3 > 7,500	9,417	8,367	7,834
Volunteers who actively participate in ongoing programs across Council	> 650 per quarter	659	777	1,662
Direct services: Meals services	> 4,500 per quarter	4,846	4,489	* 4,493

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

#### Notes on results:

- \* There was a minor reduction in the number of meals this quarter owing to people having respite or visiting family in the summer holidays.

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

### Completed



#### Funding support for construction of Barrenjoey Community Performance Space

The NSW Government provided Northern Beaches Council with a \$36.1 in Stronger Communities Fund to kick start the delivery of projects that will improve community infrastructure and services. Council provided \$1.05m in grant funding to the Department of Education to design and build a 200-seat community performance space at Barrenjoey High School. This project is complete.

### Progressing on schedule



#### Conduct youth activities at PCYC

No events were scheduled at the PCYC in March. Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council took the decision to postpone the events planned for the 3rd and 4th of April to a date later in the year, along with all other youth activities. Where possible, online capability has been introduced/expanded to maintain contact with young people.

#### Support the youth and wellbeing hub at Avalon

Fifty six counselling sessions were held at the Avalon Youth Hub during the quarter and an additional seven counselling sessions were held with parents just in March.

Due to the risk of coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, the following events were impacted :

- Two community engagement afternoons were cancelled, two were held prior face to face

## Progressing on schedule



- One meditation and mindfulness workshop was held online and two face to face
- One Wave of Wellness (WOW) Surf Therapy Program was held online and two face to face



### **Implement the Coast Walk Public Art Strategic Plan**

The Public Art Working Group met on 5 March 2020 and considered Council's resolution of the 25 February 2020 regarding an amended vision of the Coast Walk Public Art Strategic Plan.



### **Funding support for design of Mona Vale Performing Arts Centre**

This project is being managed by the Department of Education, with the feasibility study provided for consideration by the Department.



### **Review the Manly Arts festival and Northern Beaches Art Prize**

Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council has taken the decision to change the format of the 2020 Art Prize to an online program, while the Manly Arts Festival has been postponed. Council will consider the outcomes of the review in its planning for 2021 events.



### **Develop and promote an online disability inclusion and access information hub**

The online disability inclusion and access information hub content is complete and the website updated with information about accessible playgrounds, services events and resources.

The interactive map is being reviewed to explore ways to make improvements to its accessibility. Further work on this is on hold due to our focus on COVID-19 response.

## Behind schedule



### **Develop a Social Plan and supporting plans for target demographics**

Project timelines will be reviewed as they are impacted by COVID-19, with community engagement to commence later in the year.



### **Conduct a feasibility study into the potential use of former restaurant site at Glen Street Theatre**

Final report received and will be presented to relevant Strategic Reference Groups in August 2020.

## CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Completed



### Community Centre Improvements



#### Community centres minor works program

The works are complete. This included work on the Collaroy Plateau Community Centre roof; painting the ceiling of Bilarong Community Hall; and at Narrabeen Tramshed works in the kitchen and plumbing to amenities in the café.

Progressing on schedule



### Art Works



#### Manly Art Gallery - art works

No artwork purchases made this quarter.



#### Theo Batten Bequest - art works

No purchases to date.

### Community Centre Improvements



#### Community buildings works program

The design works for the Mona Vale Memorial Hall project are completed but work is on hold pending an assessment of the whole site.

Work will commence on site at Manly Seniors Kitchen in April 2020.



#### Beacon Hill Community Centre and Youth Club

Construction is ongoing and completion is expected in April 2020.



#### Warriewood Valley Community Centre new and renewal works

Work to design the new multi-use community centre on the existing site of the Nelson Heather Centre in Warriewood is ongoing.

### Cultural Improvements



#### Manly Art Gallery renewal works

The air conditioning system is to be replaced following design works. Minor roofing works are scheduled. Minor alterations will be done to the external area, including possible removal of the columns.

## Progressing on schedule



### **Coast walk – art trail**

The Public Art Working Group met on 5 March 2020 to consider Council's resolution of 27 February 2020 regarding an amended vision for the Coast Walk Public Art Strategic Plan. The first four sites for works along the coast walk were discussed.



### **Creative arts space - Avalon Golf Course**

We are in the process of obtaining quotes for this work and they are due back in April.

## Behind schedule



### **Cultural Improvements**



### **Glen Street Theatre renewal works**

Roof repair is complete with more in planning. Planning is underway for upgrades to the air conditioning system, improvements to the emergency warning and intercommunication system and building security.



### **Creative arts space - Mona Vale**

Work is on hold pending strategic direction on Mona Vale Village Park, Administration building, Library and Memorial Hall precinct options

## FINANCIALS

### COMMUNITY, ARTS AND CULTURE SERVICE

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	5,995,992	5,995,992	0	7,871,567	7,871,567	7,871,567
User Charges & Fees	2,802,238	2,763,236	39,003	3,984,760	3,921,552	2,951,648
Investment Fees and Revenues	0	0	0	5,000	0	0
Other Revenues	557,541	523,589	33,952	743,535	743,535	615,238
Grants and Contributions - Operating Purposes	1,704,626	2,841,911	(1,137,285)	3,368,980	3,805,769	1,968,988
Grants and Contributions - Capital Purposes	140,269	94,635	45,633	0	180,000	320,279
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>11,200,666</b>	<b>12,219,363</b>	<b>(1,018,696)</b>	<b>15,973,841</b>	<b>16,522,423</b>	<b>13,727,719</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(5,320,928)	(5,083,373)	(237,556)	(6,697,606)	(6,899,804)	(6,943,001)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(4,047,636)	(3,989,278)	(58,358)	(3,822,083)	(4,883,776)	(5,297,249)
Depreciation and Amortisation	(779,792)	(779,792)	(0)	(991,456)	(1,046,181)	(1,046,181)
Other Expenses	(1,828,857)	(3,213,161)	1,384,304	(3,758,488)	(4,134,799)	(2,144,173)
Internal Charges	(264,915)	(275,856)	10,941	(368,006)	(375,117)	(377,948)
Overhead Allocation	(761,083)	(761,083)	0	(1,384,204)	(1,014,778)	(1,014,778)
<b>Total Expenses from continuing operations</b>	<b>(13,003,212)</b>	<b>(14,102,542)</b>	<b>1,099,330</b>	<b>(17,021,842)</b>	<b>(18,354,454)</b>	<b>(16,823,330)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>(1,802,545)</b>	<b>(1,883,179)</b>	<b>80,634</b>	<b>(1,048,001)</b>	<b>(1,832,032)</b>	<b>(3,095,611)</b>

# Library Services

## HIGHLIGHTS

### Connecting and building our community

Our residents' use of the service continued to grow this quarter. Library membership grew by 559 to a total of 188,902 people and our Home Library service expanded its reach by a further 19 customers and now has a reach of 464 clients. We received 102,661 visits to the library website and our eLoans remained steady, reaching 66,933 for the quarter.

Efforts continued to identify volunteering opportunities and the service now has 235 volunteers supporting areas such as Home Library deliveries, Family History and Justice of the Peace services.

The service also delivered 331 programs in the quarter attended by 9,538 people. Events included five author talks, school holiday activities, senior's festival and the launch of the early literacy program '1000 books before school'.

Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, library opening hours changed from 18 March. Forestville, Dee Why and Glen Street Libraries temporarily closed while Manly, Warringah Mall and Mona Vale streamlined their weekday hours to 9am to 5 pm. Weekend hours at the open branches remained the same. From 9am to 11 am branches were open to vulnerable people as a priority with the general public welcomed from 11 am.

From 11am 25 March, all branches closed temporarily as mandated by government authorities. As restrictions associated with the pandemic ease, we will review the situation.

### Improving the service

The libraries have taken the opportunity to implement new ways of offering safer access to the library collections as a result of COVID-19. Click & Collect commenced on 18 March with customers reserving items online and collecting the order from their nearest branch with minimal contact.

As of 25 March, Click & Collect was replaced by Library2U where items are home delivered. These services have been well received by the community.

Improvements are underway in managing how items are loaned, returned and secured with a new system installed at Mona Vale Library following successful implementation at the other five branches in the previous quarters. We are also improving access to our local history archives, by capturing Local Studies items onto a digital platform.

Manly Library refurbishments are underway, with the children's area on the ground floor being relocated with the old children's area repurposed as a general reading and gathering space.

The work on enhancing the Glen Street Library amphitheatre space continued with vendors attending the site to quote and develop a concept drawing for the construction of an all-weather structure inclusive of outdoor lighting and sound. The agreed concept drawing will be used to engage with the community to ensure the space will meet the expectations of the community.

Performance measures – Library Services	Target	September quarter	December quarter	March quarter
No. library memberships	> 180,000	186,392	188,343	188,902
No. youth memberships	> 32,000	34,102	34,475	34,879

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

## OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind Schedule

Progressing on schedule



### Review and improve eServices in line with customer needs and demands

Additional funds have been directed towards library eResources to manage the increased demand during branch closures. Items have been purchased that allow simultaneous access to popular titles.



### Improve and expand library programs in line with customer needs and demands

Current regular programs have been suspended during the COVID-19 period. Several options for online program delivery are being considered. Research and planning have commenced for virtual early literacy programs and online early literacy resources.

Online options for role playing clubs (Dungeons and Dragons) and HSC lecture series are being investigated.



### Review opportunity to provide 24/7 access to the physical library space

Project team members are progressing the assigned task of costing each viable model of 24/7 library service delivery.



### Increase the reach of the Home Library service

The team welcomed 18 new clients to the service in March.

Many new clients have joined the service due to the recent promotion of home delivery services following branch closures due to COVID -19.

All home library service volunteer opportunities is temporarily suspended due to isolation and social distancing rules.



### Increase youth engagement with library programs and activities

Regular programs have been suspended during the COVID-19 period. Online delivery options are being explored for the youth photo competition exhibition, role playing clubs (Dungeons and Dragons) and HSC lecture series.

Progressing on schedule



### **Optimise volunteering opportunities across the service**

Due to COVID-19, volunteers are not being used to delivery any library services. The Community Librarian is maintaining communications with volunteers throughout this time with a view of having them return to duties as soon as possible.

Behind schedule



### **Digitise the Local Studies collection**

Further website design changes were completed in March.

The search capabilities of the new History Hub are still being refined and tested by website developers.

COVID-19 has affected the History Hub event launch plans. We are currently investigating the possibility of a virtual launch once the search function is ready.



### **Review library opening hours to improve consistency and access**

Consideration is being given to further streamline library opening hours taking account of periods of highest demand.

Planning for implementation is paused during this period of temporary closure.

## **CAPITAL PROJECTS**

Key:  Complete  Progressing  Behind Schedule

Completed



### **Community Space and Learning**



#### **Library books new**

This project has been completed ahead of schedule.

Progressing on schedule



### **Community Space and Learning**



#### **New library technology**

The final pieces of equipment was installed at Mona Vale Library in March. Work on the afterhours chutes at Mona Vale and Manly Libraries is almost complete.



## Progressing on schedule



### **New library furniture**

New furniture for the Manly Library children's area and reading area has been purchased for delivery in mid-April. We have also ordered shelving and furniture for the new creative area at Manly Library.



### **New library technology community spaces**

The screen, blu-ray player and sound system have arrived at Manly and are awaiting installation as part of the current refurbishment works.

Sound panelling for Manly library is installed.



### **Library books – replacement**

Adult fiction comprised 25% of received stock, adult non-fiction 13%, junior items 14% and DVDs 8%. eLibrary items comprised 27% of this quarter's spend and the remaining 13% of stock received was young adult and audio-visual items.

## Library Upgrades



### **Library buildings works program**

Funds are planned to be used towards the costs of blinds at Belrose Library.



### **Manly Library renewal works**

Works have commenced for the ground floor refurbishment.

## Behind schedule



## Library Upgrades



### **Mona Vale Library upgrades and new works**

The main refurbishment work is on hold to await strategic direction from project steering group for the whole site, including the adjacent Memorial Hall.

Minor shelving relocation works is complete to improve current operations.



### **Forestville Library renewal works**

Project placed on hold, awaiting further direction and the outcome of a grant application.

## FINANCIALS

### LIBRARY SERVICES

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	7,244,132	7,244,132	0	10,229,935	10,229,935	10,229,935
User Charges & Fees	151,757	130,678	21,078	174,984	174,984	158,697
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	92,123	134,303	(42,180)	179,096	179,096	90,961
Grants and Contributions - Operating Purposes	82,213	108,732	(26,519)	144,441	254,668	204,751
Grants and Contributions - Capital Purposes	660,222	602,529	57,693	500,000	705,222	705,222
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>8,230,447</b>	<b>8,220,374</b>	<b>10,073</b>	<b>11,228,456</b>	<b>11,543,905</b>	<b>11,389,566</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(5,233,606)	(5,259,822)	26,216	(7,153,123)	(7,153,123)	(7,153,123)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(417,922)	(502,794)	84,872	(772,447)	(859,311)	(680,437)
Depreciation and Amortisation	(1,300,782)	(1,300,782)	(0)	(1,734,376)	(1,734,376)	(1,734,376)
Other Expenses	(383,667)	(381,388)	(2,280)	(460,643)	(454,006)	(485,056)
Internal Charges	(113,114)	(116,390)	3,276	(159,270)	(159,270)	(159,270)
Overhead Allocation	(711,448)	(711,448)	0	(948,597)	(948,597)	(948,597)
<b>Total Expenses from continuing operations</b>	<b>(8,160,539)</b>	<b>(8,272,623)</b>	<b>112,084</b>	<b>(11,228,456)</b>	<b>(11,308,683)</b>	<b>(11,160,860)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>69,908</b>	<b>(52,249)</b>	<b>122,157</b>	<b>0</b>	<b>235,222</b>	<b>228,706</b>

## Transport, Traffic and Active Travel

### HIGHLIGHTS

#### Tidal pools

We completed the design of tidal pool renewals and awarded tenders for work to reconstruct Little Manly and Forty Baskets tidal pools in December 2019. Work is scheduled to take place between May and September 2020, weather permitting. The netting at Taylors Point tidal pool was removed due to safety concerns and we are working on a replacement net early in the new financial year.

Other minor repairs have been completed at Clontarf and Paradise Beach tidal pools to maintain a secure enclosure. The netting at Manly Cove has been replaced in part – this work will be completed in 2020/21.

#### Roads and footpaths

Our road resurfacing program is nearing completion with the resurfacing of 57 roads across the Northern Beaches. This includes a number of regional roads part funded by the Roads and Maritime Services (RMS) and local roads funded by the Federal Government's Roads to Recovery Program.

Carparking improvements are complete in Middleton Road, Cromer, at Aitken Reserve, North Manly, and at Mona Vale Beach. Other carpark improvements include repairs at Reub Hudson Oval, and at Nolan Reserve.

Council has completed eight new footpath projects this quarter across the Northern Beaches.

#### Making travel on our roads and paths safer

A short video was released highlighting parking safely around schools. School children are a vulnerable road user and statistics regularly indicate that school pick up and drop off times are significant risk times for children.

The Road Safety Officers attended the Seniors Expo and promoted important road safety messages to older members of our community. Information consisted of road rules and important tips for older drivers.

COVID-19 restrictions meant that the scheduled child car restraint checks was cancelled. Recognising the need to still encourage awareness of the risks to young children of not having correctly fitted restraints, an alternative scheme was implemented issuing vouchers for families to have their restraints checked at an authorised fitter. Although 75 vouchers were issued only 37 families took up the opportunity. Between the 37 families that took part, there were 56 child restraints that needed to be fitted or adjusted and so 56 local young children are now safer because of this service.

#### Enhancing active transport

Messaging has been installed on high use shared paths to promote shared path etiquette to pedestrian and cyclists

Bicycle parking has been increased in the following locations to meet the current and future demand:

- Manly: Double decker racks at Manly Wharf
- Manly: Beachfront near Manly Life Saving Club
- Manly: Beachfront South Steyne

- Manly: Short Street
- Forestville: Memorial Oval
- Avalon: Avalon Beach
- Dee Why: PCYC (replacement of damaged hoops)

Construction of a shared path has commenced in Newport. Linking Newport West to Newport Village via Kalinya, Gladstone and Bishop Streets.

Detailed design of the Allambie Road shared path has been completed to link Allambie Heights shops and public school with the area north up to opposite Eaton Square. Construction will commence in May 2020.

### A strategic approach to transport

The draft Northern Beaches Council Bike Plan was endorsed by Council for public exhibition. Community engagement for the draft Bike Plan was completed during this period. It included three pop up events, destination signage and a meeting with the Strategic Reference Group.

The Manly parking permit scheme framework was adopted by Council. The framework aims to improve parking for residents and other users in locations where there is insufficient off-street parking and where on-street parking is restricted. As part of implementing the framework, council engaged with the Manly community on the proposed amended to the 2019/20 fees and charges. We received 962 submissions.

Work is continuing on transport and traffic planning for both the Frenchs Forest Planned Precinct and the Brookvale/Dee Why Strategic Centre projects to determine the future requirements for the transport and traffic infrastructure to successfully deliver these precincts. These reports will form part of the broader documentation that Council will place on public exhibition for comment later this year or early next year as part of these ongoing redevelopment precincts.

### Public Place Officer Team

The Public Place Officer Team have been conducting inspections across the Northern Beaches. Within the shopping precincts the Team reported and organised removal of numerous instances of graffiti on Council, private and public utility assets.

The Team also focussed on vegetation issues such as fallen branches, trees obscuring signage and general vegetation clearing particularly after the recent storms.

Performance measures – Transport and Active Travel	Target	September quarter	December quarter	March quarter
Works on schedule for active travel assets	100%	100%	100%	100%
Road renewals program on schedule	100%	100%	100%	100%

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

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

### Progressing on schedule



#### **Expand the Active to Schools initiative to encourage walking and cycling to school, in partnership with NSW Department of Transport**

Overall, the project is proceeding with the review of consultant quotes and set up of Social pinpoint so that we can implement when normal journey to school travel resumes.



#### **Develop Transport Plans to support the Transport Strategy - Parking, Road Safety, Public Transport**

The Bike Plan is currently on exhibition and Road Safety Plan exhibition has concluded with a review of submissions underway.



#### **Implement Walking Plan and Pedestrian Access and Mobility Plans**

Footpath works underway for 2019/20.

### Behind schedule



#### **Implement Transport Plans which support the Transport Strategy - Parking, Bike, Road Safety, Public Transport**

The draft Bike Plan is on public exhibition. The COVID-19 restrictions resulted in community in the cancellation of drop-in sessions. The exhibition period is extended to 3 May.

## CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Completed



### Active travel – cycleways and footpaths



#### **Soldier's Memorial Walk Freshwater**

Completed in July 2019. This completes a missing link in the 'Avenue of Honour'.

### Road and related infrastructure upgrades



#### **Bus stop renewal**

Palm Beach Heritage Shelter construction is complete.

### Car parks and parking stations



#### **Parking station and meters infrastructure**

Completed in August 2019.

Progressing on schedule



### Active travel – cycleways and footpaths



#### **Footpath new**

Revised program on track.



#### **Bike Plan implementation - new works**

On track.



#### **Footpath renewal works**

Program on target.

### Car parks and parking stations



#### **Whistler Street Car Park renewal works**

Final carpark upgrade works of lighting and painting to level 1 are scheduled for April.



#### **Multi storey car parks renewal works**

The air handling systems are being upgraded at Pacific Waves car park in Manly. Designs are completed and quotations received.



### **Car park renewal works**

Program on track.

## **Plant and fleet**



### **Major plant renewal**

Program on target.



### **Light fleet renewal**

Deliveries progressing well. Purchasing of any further replacement vehicles is suspended.

## **Road and related infrastructure upgrades**



### **New traffic facilities**

Program on track.



### **Church Point - new infrastructure**

The detailed design and environmental approvals process are currently being undertaken.



### **Kerb and gutter new**

Program on track.



### **Kerb and gutter renewal works**

Program on target.



### **Retaining wall renewal works**

Program on target.



### **Road resheeting program**

Program on target.



### **Warriewood Valley - traffic and transport infrastructure**

Construction for all delivery projects to commence in May 2020. Works delayed due to COVID-19 impacts.

## **Wharf upgrades**



### **Sea wall renewal works**

Design work is underway for the renewal of a seawall along Riddle Reserve Pittwater Road, Bayview. Stakeholders have been engaged and it is anticipate that construction will commence in winter 2020.

### Road and related infrastructure upgrades



#### Scotland Island roads and drainage improvements

Construction re-scheduled for first quarter of the 2020/21 financial year due to COVID-19.



#### Bridge renewal works

Ocean Street project design complete. The works have been delayed and will coincide with lagoon clearance to reduce the impact to the lagoon during construction.

### Wharf upgrades



#### Church Point Masterplan Wharf extension

Construction is on hold until land ownership is finalised.



#### Wharves works program

This program is delayed whilst a prioritised schedule of maintenance and operational activities, asset management plans and Plans of Management for the wharves and jetties is being prepared.



#### Carol's Wharf renewal works

This project has been delayed to ensure that the outcomes of community engagement are appropriately reflected in the final works and to plan the construction period around Ausgrid's Energy Reliability Project on Scotland Island. It will be completed in 20/21.



#### Bells Wharf renewal works

This project has been delayed to ensure that the outcomes of community engagement are appropriately reflected in the final works and to plan the construction period around Ausgrid's Energy Reliability Project on Scotland Island. It will be completed in 20/21.

### Active travel – cycleways and footpaths



#### Dee Why to Long Reef Walkway

Investigations and preliminary environmental studies are ongoing to identify possible routes to connect Dee Why and Long Reef.



#### Warriewood Valley - pedestrian and cycleway network

Following the completion of the investigation and design phase of this project a cost estimate has determined that there is insufficient funding in the budget to undertake the project. The project will be rescheduled to coincide with the completion of Fern Creek Park, currently planned to be delivered in 2022.



#### Connecting Communities - cycleways program

Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council has taken the decision to place planned consultation for this project on hold.



As restrictions associated with the pandemic ease, we will review the situation.

Design work is still ongoing and consultation on Newport to Avalon cycle link will be undertaken later in 2020.



### **Connecting Communities - footpaths program**

Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council has taken the decision to place planned consultation for this project on hold.

As restrictions associated with the pandemic ease, we will review the situation. Design work is still ongoing for various sections of path and consultation on Newport to Avalon, Whale Beach Road and Ocean Road Palm Beach will be undertaken later in 2020.



### **Narrabeen Lagoon pedestrian and cycle bridge**

This project is slightly behind schedule with construction expected to commence in the new financial year.

## FINANCIALS

### TRANSPORT, TRAFFIC AND ACTIVE TRAVEL

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	6,442,613	6,442,613	0	6,135,545	6,135,545	6,135,545
User Charges & Fees	10,714,662	11,608,186	(893,525)	14,600,498	14,600,498	12,733,063
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	981,860	812,040	169,820	760,000	917,000	944,677
Grants and Contributions - Operating Purposes	2,330,738	2,506,511	(175,774)	4,745,864	4,786,864	4,620,632
Grants and Contributions - Capital Purposes	3,378,538	4,975,493	(1,596,955)	9,672,177	7,769,133	6,576,026
Gains on disposal of Assets	745,271	476,878	268,394	673,373	673,373	482,277
<b>Total Income from continuing operations</b>	<b>24,593,682</b>	<b>26,821,721</b>	<b>(2,228,039)</b>	<b>36,587,458</b>	<b>34,882,413</b>	<b>31,492,221</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(8,653,841)	(8,462,651)	(191,190)	(11,187,176)	(11,481,322)	(11,331,506)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(11,141,876)	(9,868,647)	(1,273,229)	(12,938,654)	(13,015,406)	(13,285,890)
Depreciation and Amortisation	(8,430,177)	(8,430,177)	0	(11,244,233)	(11,244,233)	(11,244,233)
Other Expenses	(3,126,538)	(4,429,461)	1,302,923	(5,790,212)	(5,801,157)	(4,424,920)
Internal Charges	6,874,448	6,879,402	(4,955)	9,299,207	9,328,464	9,320,764
Overhead Allocation	(2,876,069)	(2,876,069)	(0)	(4,308,688)	(3,834,759)	(3,834,759)
<b>Total Expenses from continuing operations</b>	<b>(27,354,053)</b>	<b>(27,187,602)</b>	<b>(166,451)</b>	<b>(36,169,756)</b>	<b>(36,048,411)</b>	<b>(34,800,542)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>(2,760,371)</b>	<b>(365,880)</b>	<b>(2,394,490)</b>	<b>417,701</b>	<b>(1,165,998)</b>	<b>(3,308,322)</b>

## Economic Development, Events and Engagement

### HIGHLIGHTS

#### Supporting small business

In response to the declared COVID-19 pandemic, Council has developed a business support plan, which was endorsed by Council on 24 March 2020.

The business support plan includes a package of measures, which include waivers for six months on outdoor dining, food health premises inspection fees and fire safety fees, as well as more flexible and pragmatic arrangements for supplier deliveries to supermarkets and parking for take-away pickups. The package will bring cost savings to local businesses of approximately \$1.2 million.

Our priority is to ensure the local business community feels supported, is well informed and knows where and how to access advice, financial support and practical resources. Council has been sending regular business updates to its database of over 16,000 local businesses. A dedicated COVID-19 “Local Business Support” page is available on Council’s website providing a “go to place” for local businesses to access information on Federal and State Government financial support and business advice, including free webinars on how businesses can adapt to changing conditions and where to access grants.

The Mayor and CEO are also having weekly catch-ups with the five local chambers, to discuss how Council can best work with businesses to support them.

#### Planning for Future Employment Land

To inform both the new Local Environmental Plan (LEP) and an Economic Development Plan, Council has engaged consultants to develop the first Northern Beaches wide Employment Study. The study looks at trends and drivers shaping the local economy over the next 20 years and projects future demand for industrial, retail and office floorspace.

It identifies the need to plan for nearly 23,000 new jobs across the Northern Beaches by 2036, with most of these projected to be located in the Strategic Centres of Brookvale, Dee Why, Frenchs Forest, Manly and Mona Vale.

The study sets out a series of land use planning recommendations to accommodate future demand, which will inform current and future Structure Plans, Place Plans and the wider new LEP. The findings from the Employment Study were presented to both the ‘Economic and Smart Communities’ and ‘Places for People’ Strategic Reference Groups (SRG) in February 2020 and their feedback is informing the final study.

#### Tourism

Council in conjunction with an experienced market research company undertook a visitor survey to understand visitor trends at key tourist destinations such as Manly and Palm Beach. This survey builds upon the Northern Beaches Visitor Surveys undertaken in January 2018 and 2019.

It covers questions relating to visitor origin, length of stay, expenditure and nature of spend, satisfaction with the experience, and improvements or gaps in the offer.

In all 679 face-to-face visitor interviews were conducted:

- 195 at Palm Beach conducted in late December/early January 2019-20
- 484 at Manly during February 2020
- Eight video interviews which can be used in social media promotional campaigns

This research is fundamental to understand the visitor perspectives for strategy development (i.e. Place Plans, Destination Management Plan) and operational needs (i.e. cleansing and transport teams) and is a key source of information for the local tourism industry.

### **Sydney Surf Pro**

The 2020 Sydney Surf Pro was the opening event of the World Surf League (WSL) Challenger Series, which took place at Manly Beach from March 8-14. This year's event attracted an impressive field of athletes. The event had seven World Titles represented and 30 Championship Tour athletes competing in Manly.

The opening round event is secured exclusively for Sydney until 2022. Over the next three years, the event is expected to deliver \$3.7 million in visitor spend from NSW from more than 4,000 visitors and over 25,000 visitor nights.

Due to COVID-19, the event wrapped up a little earlier with Council support including:

- 30 second TV commercial featuring content on Manly to be played during webcast – pre and mid-roll
- promotion of the event via social media and Instagram posts
- Erecting event signage and flags along Manly beachfront
- Digital banners on Council's channels promoting the event
- Providing Hello Manly activation tent in the event precinct to sell merchandise
- Working with local Manly businesses on how they could leverage extra visitors being in town to attend the event.

## Activating local places

Placemaking is all about collaboration and creating vibrancy, to create places where people want to visit and spend time. Some of the key outcomes this quarter across the Wards included:

### Pittwater Ward

- Newport Activation working group meeting – held in March prior to COVID-19
- Open for Business signage, Newport and Avalon
- Supported the Newport Business Chamber with facilitating social media workshops
- Collaborated with the Newport Chamber of commerce for ideas for the Arts and Culture grant submissions.

### Manly Ward

- Partnership with Manly Business Chamber during Sydney Surf Pro
- Open for Business signage, The Corso and Darley Rd, Manly
- Monthly Manly Mainstreet Newsletter
- Real Estate agent leasing kit developed
- Dedicated staff and CEO site visits to Seaforth
- Supported Sydney Road Fresh food market – set up to ensure social distancing
- Hosted four families from Gunnedah

### Frenchs Forest Ward

- Forestville Business Working Group – held in March
- Surveying carried out in Forestville to prepare for the Forestville Centre upgrade

### Curl Curl Ward

- Pop-up fresh produce market trial continued in Freshwater
- Regular updates to high-street stakeholders regarding training opportunities

### Narrabeen Ward

- Narrabeen Snapshot finalised
- Dedicated staff and CEO site visits to Narrabeen

### LGA wide

- Continuation of engagement for street performance policy development – internal and external engagement
- Garnered business support for bush fire relief concert
- Place Co-ordinators continuing to collect data on town centres during COVID-19.

## **Events for everyone**

### **Open Air Cinema**

A free, ticketed outdoor movie screening was held at Brookvale Oval in January during school holidays.

### **World Food Markets**

The World Food Markets have been held in Manly since 2011. This years' World Food Markets created a warm and relaxed environment at three different locations across the Northern Beaches on a Friday evening at Freshwater, Narrabeen and Manly. An estimated 800 to 2,000 locals and visitors attended on any given event evening, spreading their picnic rugs and enjoying the live music and food trucks.

### **Sun Run**

Council took ownership of the Sun Run in 2020 and hosted the 10<sup>th</sup> annual event on Saturday 31 January. Over 4,300 participants took part in either the 7km, 10km or Aquathon event taking in the picturesque course from Dee Why to Manly. Due to the devastating bushfires across the State all profits from the event were donated to WIRES. The event is part of a sporting weekend where Council supports the Cole Classic held at Manly on the Sunday morning. This drew over 3,000 participants, ensuring a successful weekend of activities for the Northern Beaches.

### **Australia Day**

The 2020 Australia Day programs were held across five different sites: Dee Why, Narrabeen, Newport, Manly (Andrew Boy Charlton Pool) and Warringah Aquatic Centres. Dee Why was the biggest site as it hosted over 5,000 visitors for the morning program, including community BBQ, live music, face painting and Camel rides. It was a very family focused day across all sites. Over 19 different community groups gave their time to support the running of the activities.

### **International Women's Day Breakfast**

Council held an International Women's Day Breakfast on 6 March to celebrate the social, economic, cultural and political achievements of women. The event, held at the Manly Pavilion had 253 guest in attendance with guest speaker Jessica Rowe AM. Guests

The event supports the Manly Warringah Women's Resource Centre and Northern Beaches Women's Shelter with a special raffle with all proceeds going to the two women's shelters.

### **International Women's Day Makers & Creators Market**

To coincide with International Women's Day an evening market was held on 6 March at Freshwater Park with market stalls to celebrate Northern Beaches women, allowing them to showcase and sell their art, craft, jewellery, accessories or clothing that they had personally made or created and then had produced. The evening also included live music and food stalls.

### **Citizenship**

Four citizenship ceremonies resulted in over 670 people becoming Australian citizens in a celebratory atmosphere hosted by Council. The March ceremony was modified to adhere to the social distancing required for COVID-19.

### **Engaging our community**

The community had the opportunity to provide feedback on 26 projects this quarter. This included Children's Services Strategy, Bike Plan, Road Safety Plan, Open Space and Recreation Strategy

and Public Space and Vision Guidelines. Eighteen face to face sessions were held with 239 people attending, 2,917 online submissions were completed and 1,363 people completed an online survey.

The social restrictions associated with COVID-19 in March impacted on face-to-face engagement activities. Council has provided more time for the community to offer feedback by extending consultation periods.

Performance measures – Economic Development, Events, Engagement	Target	September quarter	December quarter	March quarter
High impact projects with a Community Engagement Plan	100%	100%	100%	100%
Satisfaction with Council's key community events	80%	87%	86%	89%
Satisfaction with Council's business events	80%	* N/A	96%	* N/A

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

**Notes on results:**

\* No business events were scheduled in Quarter 1 or Quarter 3.

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

### Completed

#### **Revise the Community Engagement Framework to address inclusion and new planning requirements**

The Community Participation Plan was added to the Community Engagement Framework to address inclusion and new planning requirements.

### Progressing on schedule

#### **Develop Place Activation Strategies for key centres**

Activation programming continued for the town and village centres across the area.

#### **Prepare an Economic Development Plan**

The Employment Study is being finalised with input from relevant business units across Council.

#### **Implement the Events Strategy**

Our Event Strategy achievements this quarter included New Year's Eve, Australia Day and citizenship events. We also held the Sun Run, International Women's Day markets and breakfast, World Food Markets at Freshwater, Narrabeen and Manly along with the openair cinema at Brookvale. Due to the risk of coronavirus (COVID-19) and acting on advice of lead

Progressing on schedule



NSW and Federal Health authorities, further events that were scheduled this quarter had to be cancelled after 13 March 2020.



#### **Develop guidelines to ensure Council's media platforms, forms, documents and web content are accessible**

Work is progressing on ensuring Council's media platforms, forms, documents and web content are accessible.

Behind schedule



#### **Develop accessibility maps for all major town and village centres**

The development of project plan and project research has commenced.

### **CAPITAL PROJECTS**

Key:  Complete  Progressing  Behind Schedule

Progressing on schedule



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



##### **Dee Why Town Centre – design**

Developing the design for St Davids Park has been ongoing and is nearing completion. The concept design report has been received for Triangle Park North.



##### **Dee Why Town Centre - construction phase 1**

Upgrade works to Triangle Park South are complete. Work has commenced on the paving along Pittwater Road (between St Davids Avenue and The Kingsway). The Pacific Parade streetscape upgrades are also in progress.

Behind schedule



#### **Manly laneways new works**

Further construction works is deferred until the Manly Place Plan is finalised to ensure future works align with this Plan.



## FINANCIALS

### ECONOMIC DEVELOPMENT, EVENTS AND ENGAGEMENT SERVICES

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	7,168,330	7,168,330	0	9,572,974	9,572,974	9,572,974
User Charges & Fees	18,590	16,919	1,671	22,893	22,893	22,893
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	657,627	739,238	(81,610)	1,081,136	1,186,136	872,336
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>7,844,547</b>	<b>7,924,487</b>	<b>(79,940)</b>	<b>10,677,003</b>	<b>10,782,003</b>	<b>10,468,203</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(4,009,045)	(3,838,019)	(171,026)	(5,089,318)	(5,214,317)	(5,196,003)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(2,728,603)	(2,682,141)	(46,461)	(3,533,163)	(3,777,176)	(3,287,250)
Depreciation and Amortisation	(53,885)	(53,885)	0	(71,846)	(71,846)	(71,846)
Other Expenses	(660,168)	(676,656)	16,488	(872,197)	(872,197)	(820,497)
Internal Charges	(267,329)	(257,875)	(9,455)	(339,493)	(339,493)	(339,493)
Overhead Allocation	(891,516)	(891,516)	0	(1,188,688)	(1,188,688)	(1,188,688)
<b>Total Expenses from continuing operations</b>	<b>(8,610,546)</b>	<b>(8,400,091)</b>	<b>(210,455)</b>	<b>(11,094,705)</b>	<b>(11,463,717)</b>	<b>(10,903,777)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>(765,999)</b>	<b>(475,604)</b>	<b>(290,395)</b>	<b>(417,701)</b>	<b>(681,714)</b>	<b>(435,574)</b>

## Property and Facilities

### HIGHLIGHTS

#### **Manly Andrew Boy Charlton Aquatic Centre (MABC)**

MABC had 181,708 attendances for the quarter, the highest number of visits for any quarter since its opening in August 2016. Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council made the decision to close the facility on 19 March 2020.

As restrictions associated with the pandemic ease, we will review the closure and reopen the facility as soon as possible.

#### **Warringah Aquatic Centre**

The centre finished the quarter with 84,637 attendances and was on track to achieve increased attendances on the same period last year. Direct management of the kiosk was proving very successful producing a higher than anticipated income stream. Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council made the decision to close the facility on 19 March 2020.

As restrictions associated with the pandemic ease, we will review the closure and reopen the facility as soon as possible.

#### **Rejuvenating Currawong**

In the December Council meeting two projects were approved to progress at Currawong. These projects have been a long time in the planning and with the help of the Currawong State Park Advisory Committee and the Friends of Currawong, landscaping works and building works commenced on site in February. The works underway include renewing the existing main pathway and retaining walls as well as the full refurbishment of the games room, Bluetongue Cottage, Kookaburra Cottage and Goanna Cottage. These works are planned to be completed over the off season in time to be reopened for the summer holidays.

#### **Working with our impacted tenants**

Council has a large number of community groups and businesses that use our buildings. Many have been impacted by the recent Coronavirus (COVID-19) restrictions. As part of its overall community and business support response to the virus, Council has waived the rent for impacted lessees and licensees and will continue to work with these groups to assist them get back on their feet once the restrictions start to roll back.

#### **Rejuvenated and improved Manly Youth and Community Centre and Community Pre School**

Following a year of significant renovation, the Manly Youth and Community Centre and Community Pre School located in Kangaroo Street works are now completed and the facility is now ready for use. The community now has a larger childcare facility that reflects modern standards, three brand new community rooms and a large community hall with a capacity for 150 people.

#### **A Scout Hall re-birthed**

The Bilarong Scout Hall, which had suffered termite damage to such an extent that it could no longer be used, has now been renewed and is ready for use. As part of this renewal, the frame of the building was replaced with steel so that termites could not damage it in the future, and the internal hall was fully renewed. This building is now operational and ready to for use by the Scouts (when the current restrictions allow) and will also be available for the wider community as part of Council's community centre portfolio.

Performance measures – Property and Facilities	Target	September quarter	December quarter	March quarter
Availability of Council buildings for use by the community	100%	99.4%	99.4%	* 99.8
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	Q1 > 167,000 Q2 > 215,000	194,506	244,454	266,345

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

**Notes on results:**

\* One building out of 536 is currently unavailable due to planned revitalisation.

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

### Progressing on schedule



#### **Beach building works program - including the Narrabeen Swimming Club and SLSCs at Mona Vale, Long Reef and Manly**

Work at North Narrabeen Rockpool is complete.

Modifications to the development application for Mona Vale SLSC were approved in November 2019. Expressions of interest were returned for the building works and the best six selected.

Long Reef SLSC development application has been submitted. The Expression of Interest for construction contractors has now closed and the submissions are being evaluated.

Planning for the Manly Life Saving Club building is on hold as additional funding is being sought.



#### **Community building works program**

Mona Vale Memorial Hall works are on hold pending assessment of whole of site.

Orders have been placed for the Manly Seniors kitchen upgrade.

Planning is continuing on the Warriewood Valley Community Centre.



#### **Review and implement the Buildings Asset Management Plan, which advises Council's Capital Expenditure program**

The 2019/20 Buildings Asset Management Plan has been drafted and is being reviewed prior to finalisation in line with Council's proposed budget and Long-Term Financial Plan.



#### **Implement priority accessibility improvements to Property assets**

Funds from the disability access compliance (DDA) upgrades budget have been allocated to improvements to the accessible toilet at Queenscliff SLSC and work has commenced.

## Progressing on schedule



New public amenities planned for East Esplanade, Manly, and Jacka Park, Freshwater, will include accessible and ambulant facilities.

The new public amenities at Lionel Watts Oval in the new playground are fully accessible for all people.

Additional funds were used at South Narrabeen to complete the lift project, including handrails, stair nosings and tactiles.



### **Deliver a new Creative Arts Space**

The Avalon Creative Space project is tracking to timelines and we are currently obtaining construction quotes.



### **Currawong Cottages and surrounds - refurbishment and modernisation**

Site establishment complete and works underway to refurbish three cabins and games room along with the construction of a new pathway and retaining wall.

All works will be complete in late 2020 ready for holiday makers to use the facilities over the summer holiday period.

## Behind schedule



### **Crown Land Transfer Program - Review, consolidate and transfer suitable lands to Council**

This project is on hold whilst Crown Lands conducts an independent external review which is scheduled for completion in the first quarter of 2020.



### **Work with Department of Education on future recreation needs for Warringah Aquatic Centre and associated reserves**

A Masterplan is being developed for the future use of the area, in consultation with Department of Education, other agencies and sporting stakeholders. Background technical studies are completed.

## CAPITAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Completed



### Public amenities improvements



#### North Narrabeen rockpool amenities works

Work is complete with the rockpool amenities comprising male, female, accessible and family change facilities, along with improved swim club areas.



#### Palm Beach Pavilion renewal works

Structural building rectification and internal refurbishment works is complete at Palm Beach Pavilion.

### Aquatic centre improvements



#### Manly Aquatic Centre renewal works

Works complete on capital upgrades to plant and equipment at pool.

### Civic building and compliance works



#### Sydney Lakeside Holiday Park renewal works

Cabin refurbishment and the southern amenities external refurbishment works is complete.

### Rural Fire Service program



#### Rural fire service building works program

Upgrades to the access road and car park at Coal and Candle is complete.

### Cemetery works



#### Cemetery works program

The new garden is complete and new memorial stones installed.



### Aquatic centre improvements



#### **Warringah Aquatic Centre renewal works**

Various items of plant and equipment have been replaced.

Additional funds have been allocated for building a deck level office and for entry alterations with designs being finalised.

### Civic building and compliance works



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

Site establishment complete and works underway to refurbish three cabins and games room along with the construction of a new pathway and retaining wall.

All works will be complete in late 2020 ready for holiday makers to use the facilities over the summer holiday period.



#### **Elanora Heights Scouts Group Hall renewals**

Rectification works are almost complete to replace the termite damaged sections of building.



#### **Operational buildings works program**

Minor office reconfiguration works is underway at the Cromer Administration Building and is expected to be complete in April 2020.

Roof repair works are underway at Dee Why Civic Centre in response to recent storm damage.

Planning is ongoing for air conditioning upgrades at various locations along with further roof repairs at Dee Why Civic Centre.



#### **Sport buildings works program**

Construction has commenced on the extension to existing building at LM Graham Reserve, Manly.

Work is continuing on the Reub Hudson Oval sports amenities building in North Curl Curl.

At the Melwood Oval amenities, in Forestville, work is approaching completion



#### **Beach buildings works program**

Internal and external works is complete at the Dee Why Swim Club. Minor improvement works are taking place to the public toilets on site.



#### **Disability access compliance works (DDA)**

Work will be undertaken at Queenscliff SLSC building to improve the accessible amenities to bring them in line with the latest version of the access standards.

Funds will also be used towards improvements at the Raglan Street, Manly, community building.



### **Building Code of Australia compliance works (BCA)**

At Glen Street Theatre, essential compliance works to the exhaust system are progressing, as is an upgrade to the Emergency Warning and Intercommunication System.



### **Pittwater Golf Driving Range renewal works**

The 'Pirates' deck has been replaced and was opened in time for the Christmas holidays.

Nets on the driving range have been replaced.

Further improvement works will be organised for the "Caves" putt putt course, taking advantage of the facility being closed.



### **Raglan Street, Manly building upgrade**

Contracts have been finalised for building upgrade and commercial fit out works at the Soldiers Memorial Hall, 52 Raglan Street, Manly.

Works will commence in early April and be complete in June 2020. Additional funding will be allocated to the project from Council's existing capital expenditure program to cover the cost of the works.

## **Public Amenities improvements**



### **Public amenities works program**

Construction is due to commence in April on the East Esplanade Reserve public amenities.

A second quote on the Dee Why Beach public amenities is due in April 2020.

Construction is in progress on Jacka Park amenities in Freshwater.

Work is complete at the Coastal Environment Centre and Bilarong Reserve public amenities.

Initial designs for the Shelly Beach public amenities is complete.



### **Balgowlah Oval amenities**

All modules have been delivered to site for onsite installation as per schedule. The project is on track for anticipated completion in early April 2020.



### **Nolan Reserve sports amenities works**

Site works are ongoing for this project.

Works are expected to be completed early 2020, weather permitting.

## **Rural Fire Service program**



### **Duffys Forest Rural Fire Station new works**

The previous development application has been withdrawn to allow for refinement of the design to meet the conditions of the site and the budget.

A pre-lodgement meeting for the new development application is scheduled in April.

Behind schedule



### Rural Fire Service program



#### **Terrey Hills Emergency Services Headquarters - design works**

The project is currently on hold until Council receives funding commitments from the relevant organisations.

### Civic building and compliance works



#### **Wyatt Avenue, Belrose futsal centre new works**

This project has been deferred to allow for further environmental due diligence. It is expected the outcome of environmental investigations will be available by the end of 2020.



## FINANCIALS

### PROPERTY AND FACILITY SERVICES

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	10,174,734	10,174,734	0	11,554,131	11,554,131	11,554,131
User Charges & Fees	13,183,980	12,730,841	453,139	15,686,500	16,627,919	13,869,044
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	9,876,664	9,310,266	566,397	12,412,144	12,541,495	12,555,401
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	1,691,790	1,304,555	387,235	4,069,330	2,560,780	3,196,022
Gains on disposal of Assets	(1,537,202)	0	(1,537,202)	0	0	(972,388)
<b>Total Income from continuing operations</b>	<b>33,389,966</b>	<b>33,520,397</b>	<b>(130,431)</b>	<b>43,722,105</b>	<b>43,284,325</b>	<b>40,202,209</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(8,433,191)	(8,174,651)	(258,540)	(10,906,004)	(11,153,139)	(11,222,805)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(9,149,775)	(8,254,622)	(895,153)	(12,176,146)	(11,383,917)	(11,057,336)
Depreciation and Amortisation	(5,087,611)	(4,956,923)	(130,688)	(6,460,381)	(6,630,512)	(6,630,512)
Other Expenses	(5,693,030)	(5,823,094)	130,064	(7,675,121)	(7,758,745)	(8,323,344)
Internal Charges	(770,354)	(778,727)	8,372	(920,250)	(1,050,250)	(1,042,550)
Overhead Allocation	(3,499,652)	(3,499,652)	0	(4,666,203)	(4,666,203)	(4,666,203)
<b>Total Expenses from continuing operations</b>	<b>(32,633,614)</b>	<b>(31,487,670)</b>	<b>(1,145,944)</b>	<b>(42,804,104)</b>	<b>(42,642,766)</b>	<b>(42,942,749)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>756,352</b>	<b>2,032,727</b>	<b>(1,276,376)</b>	<b>918,001</b>	<b>641,559</b>	<b>(2,740,539)</b>

## Governance and Assurance Services

### HIGHLIGHTS

#### A strong community voice

Over 70 people are members of our six Strategic Reference Groups (SRGs), either as interested residents, a business, a non-government organisation or Government representative. They meet regularly to contribute to Council's functions at a strategic level, with feedback on the community's needs, as well as Council initiatives and plans.

Each SRG has several Councillors as members, to ensure hear the community voice first hand. During the quarter, the SRGs engaged on:

##### Improving our planning and transport frameworks

- Road Safety Plan
- Northern Beaches Hospital Road Connectivity and Network Enhancement Project
- Mona Vale Road East Project

##### Sustaining our environment and open space

- Environmental Impact Assessment
- Wildlife connectivity
- Zero waste to ocean workshop
- Northern Beaches Environment and Climate Change Strategy - Protect. Create. Live.

##### Supporting our community and culture

- Children's Services Strategy
- Open Space and Recreation Strategy – overview
- Volunteer Strategy
- Big Ideas Forum
- Community Safety Plan – results from surveys

##### Stimulating our economy

- Street Performance (Busking) – community engagement update
- Northern Beaches Employment Study Draft
- Smart Beaches – next steps

#### Strengthening the governance experience

Over the period, Council rolled out a new delegations system providing quicker, easier and smarter access for staff on the financial, human resources, administrative and statutory delegations they exercise in their roles. Council launched support videos and information to improve navigation through the new system.

#### Active and Relevant Compliance Assurance

Council's Legislative Compliance Policy outlines the Council's commitment to keeping track of legislative obligations and provides a level of assurance over our compliance with key requirements. During the quarter, Council's compliance obligations monitoring system was bolstered by the expansion of the legislative instruments it tracks, adding the Environmental Planning and Assessment Act 1979 and associated Regulations. Council's compliance against its obligations was reported to the Audit, Risk and Improvement Committee meeting held on 10 March 2020.

## **Professional development of Councillors**

Our Councillors are committed to engaging in ongoing opportunities for professional development to build their capacity and to inform the work they undertake across the community and as Council's governing body. Due to the pandemic restrictions initiated in March, professional development opportunities for councillors were moved to remote and digital environments.

During the March quarter, various elected members of our Council participated in the following programs:

- Professional development and skills training courses:
  - LGNSW Forum – Special Briefing – Survivors of Institutional Child Sexual Abuse, Parliament House, 5 March 2020
  - Rest Assured Series – Dying to Talk, Starting the Conversation 2020, Seminar, by Community Care & Wellbeing, Frenchs Forest Bushland Cemetery, 11 March 2020
  - Various on-line courses for elected members conducted by LGNSW
- Conferences and forums, with a strong focus on social issues:
  - Better Off With You, Suicide Prevention Initiative, Narrabeen Tramshed, 22 January 2020
  - Australia Day Awards Ceremony, Dee Why Chambers, 23 January 2020
  - Palm Beach Surf Life Saving Cub – Douglas Marks Recognition/Unveiling, 25 January 2020
  - Australia Day Events throughout Northern Beaches on 26 January 2020
  - Narrabeen Fire Station Centenary, 12 February 2020
  - Time Capsule Exhibit Opening, Harbord Literary Institute, 22 February 2020
  - Express Yourself 2020, Exhibition Opening, Manly Art Gallery, 28 February 2020
  - Big Ideas Forum, Why Art Matters, Glen Street Theatre, 4 March 2020
  - Citizenship Ceremonies (2) at Glen Street Theatre, 7 March 2020
  - Sydney Surf Pro World Surf League Event, Manly Beach, 11-14 March 2020
- Committee meetings and workshops with:
  - Manly Ward Residents Group
  - Currawong State Advisory Committee
  - Community SLSC, RSL, Leagues and other sporting clubs
  - Manly Art Gallery & Museum and The Creative Space, Curl Curl
  - Zonta Club of Northern Beaches
  - Northern Beaches Women's Shelter
  - Public Art Working Group
  - Warringah Women's Archery

- Wakehurst Trefoil Guild
- Variety – the Children’s Charity
- St Paul and St Reweis Coptic Orthodox Church
- Austrian Club, Frenchs Forest
- St Sava Church, Ingleside
- Mona Vale Girl Guides
- Manly Warringah Gymnastic Club
- Stewart House.

Councillors also attended community-driven events, with opportunities to learn and share information with the community, businesses, and other organisations

- Urban Night Sky Place Project Working Group, 26 February 2020
- Retirement Function for Detective Superintendent Dave Darcy, 27 February 2020
- Harmony Week Events, 15 and 16 March 2020
- International Women’s Day event, 6 March 2020

Councillors receive newsletters, updates and information from Council and other peak industry or oversight bodies in relation to community matters, latest sector developments, industry changes and new initiatives. Councillors also engage in peer-to-peer learning to share information, outcomes and understanding gained from the committees, conferences and seminars they have attended.

Two Council meetings and five Councillor briefings on significant community issues, operational and governance matters were held this quarter.

Performance measures – Governance and Assurance	Target	September quarter	December quarter	March quarter
Council meeting minutes finalised and published within 3 working days of meetings	95%	100%	100%	100%
Council's compliance with Governance Framework to meet Governance statutory requirements	100%	100%	100%	100%

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

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

### Completed



#### **Support the Local Government election**

On 25 March, the NSW Government decided to postpone the September 2020 local government elections, until September 2021. This is due to the impact of the COVID-19 pandemic on public gathering and local government operations. The current Councillors will continue to hold civic office until the election.

### Progressing on schedule



#### **Deliver the Internal Audit program in line with the Internal Audit Strategic Plan**

Internal audits have been undertaken in accordance with the Internal Audit Annual Plan 2019/20 and ongoing monitoring and reporting has continued on the implementation of internal audit recommendations.



#### **Conduct training and testing for business continuity management**

A business continuity workshop was conducted on 28 June 2019. Pending confirmation requirements (given the impact of COVID-19 on Council operations), the next training and testing exercise is planned to be conducted during 2020.



#### **Support the professional development of Councillors**

The format of Councillor professional development has changed during the COVID-19 pandemic and is now primarily conducted as on-line and peer learning.



#### **Facilitate Code of Conduct training and awareness for Councillors and staff**

Our new starter induction program has a Code of Conduct module.

The ongoing reporting on Code of Conduct training compliance for all staff is facilitated through Learning and Development reporting, with monitoring and compliance driven at the Business Unit level.



#### **Deliver initiatives identified in the Integrity and Complaints three-year strategic plan**

Following recent organisational changes, the Strategy is under review.



#### **Establish a complaint reporting framework for feedback to Council and the Audit, Risk and Improvement Committee**

A mechanism for data collection within the reporting framework is under development.



#### **Establish online customer information including FAQs relating to complaints handling**

Website content, online form and FAQs under development.

## FINANCIALS

### GOVERNANCE AND ASSURANCE SERVICES

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	8,923,887	8,923,887	0	12,062,585	12,062,585	12,062,585
User Charges & Fees	0	0	0	0	0	0
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	115,529	0	115,529	0	0	0
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>9,039,416</b>	<b>8,923,887</b>	<b>115,529</b>	<b>12,062,585</b>	<b>12,062,585</b>	<b>12,062,585</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(2,371,694)	(2,522,301)	150,607	(3,457,032)	(3,457,032)	(3,457,032)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(3,292,770)	(2,972,894)	(319,876)	(4,017,430)	(4,081,180)	(4,081,180)
Depreciation and Amortisation	(35,314)	(35,314)	0	(47,085)	(47,085)	(47,085)
Other Expenses	(2,089,261)	(2,468,519)	379,258	(3,320,383)	(3,319,633)	(3,097,633)
Internal Charges	(14,159)	(17,420)	3,261	(101,114)	(26,114)	(26,114)
Overhead Allocation	(839,656)	(839,656)	0	(1,119,541)	(1,119,541)	(1,119,541)
<b>Total Expenses from continuing operations</b>	<b>(8,642,853)</b>	<b>(8,856,103)</b>	<b>213,250</b>	<b>(12,062,585)</b>	<b>(12,050,585)</b>	<b>(11,828,585)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>396,564</b>	<b>67,784</b>	<b>328,780</b>	<b>0</b>	<b>12,000</b>	<b>234,000</b>

# Customer Service

## HIGHLIGHTS

### February storm event

The regular Call Centre team operated over the weekend and for longer hours during the week of the February storms to maintain service levels during a period of increased emergency call volumes. This improved communication with customers and the incident management team and resulted in emergency work being quickly responded to or referred onto the appropriate utility.

### March COVID-19

Due to the risk of Coronavirus (COVID-19) and acting on advice of lead NSW and Federal health authorities, Council undertook the decision to change the way we offered frontline customer service to our community ensuring we keep our staff and community safe whilst maintaining our service levels. This included implementation of business continuity plan, working from home for vulnerable staff, signage, visual markers at counters, hygiene measures, social distancing of staff at counters/back office/call centre, concierge service at branches and development of new scripts.

### Call Centre Operations

We continued to roll-out the new united communications system providing greater functionality and real-time reporting for the call centre.

One third of customer requests continue to be conducted online across on-line requests, planning portal take-up and on-line applications.

Performance measures – Customer Service	Target	September quarter	December quarter	March quarter
Calls answered within 30 seconds	80%	77%	68%	* 52%
Customer satisfaction with service calls	80%	93%	91%	95%
Customer satisfaction with online requests	80%	**	**	**
Customer requests conducted online	> 18%	25%	37%	36%

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

#### Notes on results:

- \* Target not met due to three critical, unplanned incident periods of bushfires, floods and COVID-19 pandemic which hit in February and March along with the implementation of a new call centre system. This was compounded by resourcing issues and high levels of leave over the festive season.
- \*\* This indicator is unable to be measured at this time as development work is required to auto prompt customers to complete the survey following lodging a request. The development work was finalised on 15 May and reporting will commence in 2020/21

Workload measures – Customer Service	September quarter	December quarter	March quarter
No. calls to Customer Service 1300 434 434	53,598	51,491	50,389

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

### Completed



#### **Investigate provision of a concierge and customer queuing system at front counters**

Council undertook this investigation with a view to implementing these systems at all four customer service branches. The finding was that introducing this type of system was not currently feasible.

#### **Improve and review the customer portal to enhance customer experience and accessibility**

Project completed. The new phone system is integrated with the customer portal.

### Progressing on schedule



#### **Build a customer-centric culture with a focus on customer experience and the Measures of Success program**

Work on data collection for the review of our Customer Experience Strategy has continued this quarter.

### Behind schedule



#### **Integrate the telephony system within the customer relationship management system**

A review commenced on email templates however due to COVID-19, technical implementation was put on hold in March.

#### **Develop and implement a consistent feedback approach across all customer contact channels**

Due to Council focus on the community and the coronavirus pandemic, discussion has been delayed with the Executive Team to determine next steps.



## FINANCIALS

### CUSTOMER SERVICE

#### Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	1,657,098	1,657,098	0	2,307,515	2,307,515	2,307,515
User Charges & Fees	868,271	928,081	(59,810)	1,238,007	1,238,007	888,008
Investment Fees and Revenues	0	0	0	0	0	0
Other Revenues	0	0	0	0	0	0
Grants and Contributions - Operating Purposes	0	0	0	0	0	0
Grants and Contributions - Capital Purposes	0	0	0	0	0	0
Gains on disposal of Assets	0	0	0	0	0	0
<b>Total Income from continuing operations</b>	<b>2,525,370</b>	<b>2,585,180</b>	<b>(59,810)</b>	<b>3,545,523</b>	<b>3,545,523</b>	<b>3,195,523</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(2,502,227)	(2,459,760)	(42,467)	(3,370,595)	(3,370,595)	(3,370,595)
Borrowing Costs	0	0	0	0	0	0
Materials and Contracts	(148,377)	(115,178)	(33,199)	(152,917)	(152,917)	(135,417)
Depreciation and Amortisation	(48,890)	(48,890)	(0)	(65,186)	(65,186)	(65,186)
Other Expenses	(38,163)	(63,091)	24,928	(82,557)	(82,557)	(82,557)
Internal Charges	500,174	498,994	1,180	663,604	663,604	663,604
Overhead Allocation	(403,403)	(403,403)	0	(537,871)	(537,871)	(537,871)
<b>Total Expenses from continuing operations</b>	<b>(2,640,886)</b>	<b>(2,591,327)</b>	<b>(49,559)</b>	<b>(3,545,523)</b>	<b>(3,545,523)</b>	<b>(3,528,023)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>(115,516)</b>	<b>(6,147)</b>	<b>(109,369)</b>	<b>0</b>	<b>0</b>	<b>(332,500)</b>

## Corporate Support Services

### HIGHLIGHTS

#### Keeping everyone safe

The new Work, Health Safety and Injury Management System was launched to all people managers in February through induction sessions held to raise awareness and to keep staff safe.

The Skin Check program was launched to keep staff safe from excessive sun exposure by identifying any skin conditions. There were 559 staff screened and 150 where staff found with skin conditions that required follow-up treatments and referrals. Based upon the preventative actions resulting from the skin check program it is planned to repeat the program in 2021.

#### Protecting employee health and welfare

Online and face to face mandatory training was rolled out to all staff prior to the launch of the Alcohol and Other Drugs Policy and Procedure in March. The face-to-face sessions were for our field staff, these were jointly facilitated by our testing provider and the HR team. The remainder of our staff have completed the e-learning modules, which was developed in-house.

The purpose of the policy is to provide and maintain a supportive workplace environment that protects the health, safety and welfare of all workers and others in the workplace.

The Alcohol and Drug testing provider were scheduled to commence random testing in March. Random testing was suspended with the outbreak of the COVID-19 pandemic in order to contain the spread of the virus.

The new Work Health and Safety Committee was launched in February that ensured greater staff representation through a new improved representative constituency model. The governance of the Work Health and Safety Committee is now the responsibility of the WHS function. This will ensure greater collaboration between safety representatives and the Work Health and Safety team to drive a safety culture across the organisation.

The outbreak of the COVID-19 epidemic has resulted in a number of employment guidelines, staff support measures and staff re-assignment action being put in place to ensure staff can continue to function for services that have not been suspended.

#### Improving staff recruitment and onboarding

We've streamlined our procedures for hiring talent into our organisation and the way we onboard staff. This has resulted in increased efficiencies for line managers in securing candidates and an improved experience for prospective employees.

#### Grant Program highlights

This quarter we were successful in securing \$255,000 in grant funding for three projects. We received a \$5,000 grant from Greater Sydney Local Land Services for the Swift Parrots and Swamp Forests of South Creek. The Department of Planning, Industry and Environment awarded us funds for two projects in their 'Everyone can play' grant program. We were awarded \$50,000 for Plateau Park playground and \$200,000 for the playground at Clontarf Reserve.

#### Embracing Business Excellence

We are committed to striving for continuous improvement and we are using the Australian Business Excellence Framework (ABEF) to build a culture of continuous improvement across Council. We use the ABEF to look holistically across the organisation and implement improvement actions that enhance outcomes for our community. Our Business Excellence Strategy and four associated

Business Excellence Programs are collectively referred to as the IGNITE Program – Inspiring Great New Ideas Towards Excellence.

The aim of the IGNITE Program is to implement an organisation-wide approach that enables and supports our people to apply their Business Excellence knowledge to identify and implement improvements in the services they deliver.

Implementation of the IGNITE Programs has progressed including the commencement of the IGNITE Induction Program to all new staff as part of Council's New Starter Induction Program. A formal launch of the IGNITE Programs was held and a promotional video featuring the CEO and a number of staff, highlighting their excitement and commitment to continuous improvement was developed. The Executive Leadership Team have completed their Business Excellence training and this interactive session introduced the Executive Team to the Australian Business Excellence Framework (ABEF) and provided them with the opportunity to explore opportunities for improvement.

The Program also includes an Online Improvements Register where staff can identify and record ideas and opportunities for improvements, also linking them to Council's Community Strategic Plan (CSP) and ABEF categories.

### **Prepared and responsive Information and Digital Technology**

As well as delivering high quality day to day services to Council, the Information and Digital Technology team's capacity for innovation and adaptability has been actively demonstrated this quarter. The team provided state of the art communication and information technology equipment to incident management staff during the February 2020 storms and have also responded effectively to the impact of the COVID-19 restrictions.

By the end of the quarter, a large proportion of our staff had begun working from home. The Information and Digital Technology team were able to leverage off forward planning and mobile technology investment to transition the workforce relatively smoothly to working from home. This adaptability and many long hours of work have meant that Council is still able to deliver quality services to the community.

Performance measures – Corporate Support	Target	September quarter	December quarter	March quarter
Correspondence replied to within 10 working days	90%	92%	92%	92%
Operational projects on schedule or completed	80%	95%	90%	80%
Capital projects on schedule or completed	80%	91%	85%	* 77%
Quarterly, annual reports submitted to Council on time	100%	100%	100%	100%

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

#### Notes on results:

- \* Thirty three projects are currently behind schedule. Seven of these projects have been delayed by the COVID-19 pandemic since restrictions require us to extend consultation periods for contactless engagement or in some cases contractor availability is an issue. Others have been delayed by funding commitments, rescheduling caused by unforeseen circumstances such as environmental or site factors discovered during the work.

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind Schedule

Progressing on schedule



### Develop a harmonised rates structure

We are currently completing the uploading and analysis of new land valuation data from the Valuer General. When this is completed initial modelling, which has been developed will be updated and included in a Rates Harmonisation Discussion Paper



### Develop the Delivery Program, annual Operational Plan and Long-Term Financial Plan

The draft Delivery Program and Budget is under development. Councillor briefings are underway. The draft Delivery Program will be presented to the April Council meeting for approval to place on exhibition.



### Present Council's quarterly budget review statement, annual report and financial statements

The December 2020 Quarter Review was reported to the Council meeting in February.



### Deliver a program of service reviews

The Manly Visitor Information Centre Service Review is now complete, a Service Improvement Plan has been prepared, and further recommendations will be considered in late 2020 after COVID-19 restrictions are lifted. All three pilot service reviews are now complete i.e. Children's Services, Aquatic Centres and Manly Visitors Information Centre.

Progressing on schedule



### **Develop strategic directions and plans based on Integrated Planning and Reporting framework**

Project scoping completed and draft project plan developed.



### **Implement the Workforce Plan**

Engagement actions plan facilitation sessions has been postponed due to COVID-19. Library will conduct online action planning workshops.



### **Develop disability awareness education and training for all staff**

Training material has been developed, and while COVID-19 has delayed the sessions, the first team session is tentatively planned for May 2020. Resources are also being prepared on disability awareness, use of inclusive language, and an online training module.

Behind schedule



### **Implement the Digital Transformation Strategy**

Progress is being made on the development of an online booking system, as well as staff management systems. The digitising of the waste service is completed. Other components of the Strategy are currently on hold.

## **CAPITAL PROJECTS**

Key:  Complete  Progressing  Behind Schedule

Progressing on schedule



### **IT improvements**



### **IT Infrastructure replacements**

This project includes the replacements of CCTV, data centre related equipment, public and internal WIFI and switches and routers. During the quarter, the replacement storage for the CCTV and Smart Beaches project was configured.



### **Computers, laptops and mobile devices – replacement**

New devices were purchased to enable staff to work from home, due to COVID-19 restrictions.

### IT improvements



#### **IT Infrastructure new works**

There have been some delays due to an ownership change of the service provider, as well as the COVID-19 pandemic. IT infrastructure is currently being improved at Cromer Community Centre and Manly Library.



#### **IT Software new works**

This project is at risk due to the COVID-19 situation impacting our current operations. This affects upgrades to some staff management systems, as well as an online booking system.

## FINANCIALS

### CORPORATE SUPPORT SERVICES

Income Statement – 1 July 2019 to 31 March 2020

	YTD Actual \$	YTD Forecast \$	YTD Variance \$	Annual Budget \$	Approved Forecast \$	Current Forecast \$
<b>Income from continuing operations</b>						
Rates and Annual Charges	59,873,984	59,855,872	18,113	26,226,328	26,896,328	26,896,328
User Charges & Fees	418,004	378,738	39,266	539,933	509,933	509,933
Investment Fees and Revenues	3,249,492	3,534,606	(285,114)	5,514,295	4,281,295	3,931,295
Other Revenues	955,344	949,651	5,694	325,642	1,108,621	1,098,268
Grants and Contributions - Operating Purposes	2,757,742	2,747,706	10,036	6,170,379	6,565,393	6,565,393
Grants and Contributions - Capital Purposes	5,478,444	5,743,566	(265,122)	8,300,000	7,200,066	6,335,033
Gains on disposal of Assets	1,181,818	0	1,181,818	0	0	1,181,819
<b>Total Income from continuing operations</b>	<b>73,914,829</b>	<b>73,210,139</b>	<b>704,691</b>	<b>47,076,576</b>	<b>46,561,635</b>	<b>46,518,069</b>
<b>Expenses from continuing operations</b>						
Employee Benefits & Oncosts	(17,757,551)	(17,962,087)	204,535	(24,428,001)	(24,584,996)	(24,559,996)
Borrowing Costs	(1,062,056)	(1,088,746)	26,690	(1,523,276)	(1,443,276)	(1,413,276)
Materials and Contracts	(1,598,059)	(2,411,739)	813,680	(3,382,866)	(3,605,556)	(2,940,773)
Depreciation and Amortisation	(1,821,807)	(1,773,018)	(48,789)	(2,364,865)	(2,364,865)	(2,364,865)
Other Expenses	(5,372,145)	(5,372,944)	799	(7,922,032)	(7,375,724)	(7,498,239)
Internal Charges	640,462	659,657	(19,195)	897,708	885,384	884,524
Overhead Allocation	18,336,706	18,336,706	0	26,135,653	24,448,941	24,448,941
<b>Total Expenses from continuing operations</b>	<b>(8,634,451)</b>	<b>(9,612,171)</b>	<b>977,720</b>	<b>(12,587,679)</b>	<b>(14,040,092)</b>	<b>(13,443,685)</b>
<b>Surplus / (Deficit) from continuing operations</b>	<b>65,280,378</b>	<b>63,597,968</b>	<b>1,682,410</b>	<b>34,488,897</b>	<b>32,521,543</b>	<b>33,074,384</b>