



## **APPENDIX 1**

### ***Achievements of delivery program in 2014-15***



**SURF CITY**  
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A. SOCIAL								June Quarter 2015 & Annual Report 2014-15			
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
1	Improve Manly's community safety outcomes in relation to late night Manly's culture.	1.1	Work with key stakeholders (NSW Attorney General and NSW Police) to address alcohol culture and crimes.	1.1.1	Implement Manly's Crime Prevention Plan 2011-2013, in particular by developing strategies for late night transport, education, regulation and enforcement, planning and community engagement.	1.1.1.1	Implement Crime Prevention Plan actions in consultation with key stakeholders and the Community Safety & Place Management Advisory Committee.	Number of initiatives within Manly Crime Prevention Plan implemented and evaluated.	HSF	100%	There have been real improvements in alcohol related crime in Manly CBD. According the NSW State Bureau of Crime Statistics and Research, up until January 2014 the following trends have been reported: • Alcohol related assaults have reduced from a rate of 610/100,000 to 528. This equates to approximately 34 less people are being assaulted in the Manly CBD per year. • Offensive conduct is reduced by 46.2% (304 incidents per annum to 164)
						1.1.1.2	Address culture of drinking by promotion of non-drinking activities.	Participation levels, satisfaction surveys, and cost-benefit analysis for events completed.	HSF	100%	Year 12 late night briefings currently underway with local high schools with Liquor Accord and Police. Stop the Supply Yr 2 planned.
						1.1.1.3	Provision of drug and alcohol free under 18 events.	Number of events held. Number of young people attending.	HSF	100%	There were 3 major youth events throughout the year with total attendance figure of 3,100. These included All Hallows Eve, Sprung Fest and National Youth Week Mocean Events
		1.2	Work with the community stakeholders to ensure Manly is a safe place.	1.2.1	Implement the approved outcomes from the Late Night Manly Working Group to make night time Manly safer and more attractive to a wider range of people.	1.2.1.1	Research and development of community safety needs and actions in consultation with the Community Safety & Place Management Advisory Committee.	Number of audits completed of late night activities and committee actions implemented to improve community safety.	HSF	100%	Community Safety and Place Management committee have recommended a review the 2005 Late Night Venues DCP and Manly After Midnight Policy to reflect the many changes that have occurred in the late night environment in the last ten years. There is a positive downward trend in reducing alcohol related incidents in the Manly CBD since the implementation.
2	Promote healthy and active Manly community.	2.1	Promote safe swimming facilities and beaches in Manly.	2.1.1	Providing professional lifeguard services Manly Ocean Beach to ensure public swimming safety, and public risk management.	2.1.1.1	Provision of Ocean Beach Professional Lifeguard services: Develop remote signage plan for implementation. Improved means of communicating beach safety requirements to CALD background beach users. Update Operations Manual & Professional Lifeguard Services Policy	Number of rescues and number of preventable (safety) actions implemented.	HSF	100%	Rescues = 486 Preventative actions = 24064
							Annual update of lifeguard proficiencies. Plan Developed and signage in place. CALD pamphlets printed and distributed. Operations Manual and Professional Lifeguard Services Policy updated.	HSF	100%	All annual lifeguard proficiencies updated. Operations Manual and Professional Lifeguard Services Policy updated.	
							Administration of user's licenses and monitoring.	HSF	100%	No non-compliant issues reported. Final one year options of beach licences being exercised.	
				2.1.2	Delivery of Aquatic Services and review of services at Manly Swim Centre and the associated equity and access in relation to the wider community users.	2.1.2.1	Operation of the Manly Swim Centre in accordance with Public Health regulations, operating plan and budget requirements.	Number of visitors to Manly Swim Centre.	HSF	100%	244,786 visitors to Swim Centre.
								Nil closures due to public health issues.	HSF	100%	30 closures during this period - Baby and Toddlers Pool.
								Safety record of nil drowning.	HSF	100%	Nil drownings.
								Annual update of lifeguard proficiencies.	HSF	100%	All annual lifeguard proficiencies updated.
				2.2	Promote healthy and active living programs.	2.2.1	Development of health living program and initiatives, as well as through lifestyle activities through committees and local partnerships.	2.2.1.1	Provision of a broad range of sporting programs and activities.	Number of programs and activities provided.	HSF
	2.2.1.2	Encourage and support opportunities that cater to the health and well being needs of young people.	Number of programs and activities provided.					HSF	100%	Youth were involved in music events, Skate competition and several recurring programs, which include the Many Youth Theatre, Northern beaches Roller Derby Jr League (NBRD) Jr League) and the Beach Boogie dance program. Adolescent and Family Counsellors have supported youth and family with counselling sessions, as well as provided parenting seminars for families to assist them meet the needs of their children.	
				2.2.2	Ongoing development of Council's Smoke Free Zones education and awareness program.	2.2.2.1	Promotion of Council's and NSW State Govt Smoke Free Areas to the public and implementation of a Council Smoke Free Workplace.	Audit of smoke free area signage completed bi-annually.	GMU	(a) 90% (b) 90% (c) 100% (d) 95% (e) 85%	Playground signage audits completed. Beach areas reviewed by Waste Committee and recommended for stencil signs. Alfresco dining signage up to date. Sportsground signage audit to be undertaken.

A. SOCIAL								June Quarter 2015 & Annual Report 2014-15			
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
2	Promote healthy and active Manly community. Continued from previous page.			2.2.3	Continued community development programs focusing on physical, mental and sexual health.	2.2.3.1	Continue providing support to seniors, youth and vulnerable groups.	Number of programs and activities implemented.	HSF	100%	Council continues to support active ageing programs at Seniors Centre eg. Manly Club for Seniors (table tennis, dancing, bowls, art and singing groups, walking group, etc), Healthy Lifestyles exercise classes, Computer Pals. Arranges volunteering opportunities via Manly Meals on Wheels (170 volunteers). Links to seniors groups to promote activities available. Active Ageing swim programmes. Continue to identify health gaps and community needs in relation to physical, sexual and mental health via the Human Services and Social Planning Committee. Partnering with Headspace with the GL@M program to support young people who may be questioning their sexuality or identifying as gay or lesbian.
		2.3	Provide safe and age appropriate playgrounds in Manly.	2.3.1	Implementation of 10 year playground strategy. Maintain existing playgrounds through appropriate standards.	2.3.1.1	Implementation of scheduled projects from strategy.	Number of scheduled projects completed.	CUS	100%	3 scheduled project completed: North Steyne playground, Lagoon Park, shade sail replacement JF Fenwick, Ross Street, Harbour view playground refurbishment and shade sails.
						2.3.1.2	Maintain and service 35 playgrounds to maintain Australian Standard. Manage and work with Playground Committee.	Quarter audits undertaken and number of defects fixed.	CUS	100%	All quarterly audits performed. 280 Repairs defects rectified.

A. SOCIAL								June Quarter 2015 & Annual Report 2014-15			
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
3	Maintain and support connected Manly neighbourhoods & amenities.	3.1	Maintain community, open space and sports facilities.	3.1.1	Construct and maintain public open space and recreation facilities to cater to a range of community groups & support changes in future usage needs and is safe and accessible.	3.1.1.1	Implement any approved actions from endorsed recreation strategy. Rationalise existing facilities to project best cost effective maintenance.	Number of approved actions completed. Number of facilities rationalised.	CUS	100%	Grant application prepared for upgrade of skate ramp at Keirle Park. Assessment of locations that are possible for exercise equipment.
						3.1.1.2	Utilise capital funds or available grant funding to improve existing infrastructure and facilities. Develop projects in line with Recreational Strategy and asset management principles; Continue to progress L.M Graham Reserve Landscape Masterplan stages. Rationalise sportsfields maintenance cost. Progress SMS lighting System cost recovery program.	Number of approved sportsfields capital improvements completed. Number of proposed approved actions from LM Graham Reserve Masterplan implemented. Full cost recovery for lighting usage from user groups achieved.	CUS	Ongoing	LM Graham's Masterplan and Reserve: 300 tonne topsoil applied to the oval to increase height level, and surface sowed with grass seed; An audit of the SMS lighting system was carried out in order to implement full cost recovery; new access pathway commencing installation; Upgrade of irrigation system LM Graham Reserve; Installation new practice wicket facility; new seating , picnic tables, bubblers, fencing installed; and landscaping undertaken along pathway.
						3.1.1.3	Manage filming approvals, event approvals, community centre bookings and reserve bookings.	Number of bookings taken per type of facility; Filming/Wedding approvals granted each year.	CSS	100%	There were 1,240 Hall Hire bookings, 12 filming approvals, 65 wedding approvals, 1,316 Sports Ovals, 158 Volleyball Courts hire, 1 Internment, 10 Fitness Trainer Permits undertaken in the quarter.
						3.1.1.4	Manage the use of public space in the Manly CBD Corso, including licenses, entertainment, charity approvals, and banner placements.	Number of licences issues and events approved.	HSF	100%	Plans completed on time. Submissions made for retaining LEP requirements for site specific DCP guidelines for NSW Health sites. The following activities were approved: 53 x third-party events, 54 x charity/fundraising bookings on The Corso, 12 x entertainment bookings on The Corso and 8 x banner bookings
						3.1.1.5	Construction and maintenance of facilities that cater to young people in line with community consultation. Maintain standard of surfaces on sports ovals and grass playing fields.	Number of audits carried out. Number of defects fixed.	CUS	100%	Annual audit of all goal posts on sportsfeilds carried out: Regulated auditing of sportsfileds carried out; 100 defects rectified on sproting facilities
						3.1.1.6	Little Manly Beach Community Park	100% of Landscape Plan approved & completed by June 30th 2015.	CUS	Ongoing	Little Manly: landscaping of land at 36 Stuart Street completed, with new boundary fence and turfing of the additional area. Little Manly Reserve continues to be maintained. A masterplan for the area has yet to be prepared and is subject to funding availability.
						3.1.1.7	Master Plan for Ivanhoe botanic gardens and park - Draft plan, meetings, design brief, site analysis, schematic draft Masterplan, presentation to Council and stakeholders.	100% of Draft Masterplan: Stage 1 completed by 30th June 2015; Stage 2 preferred Master Plan completed by 30 June 2016.	CUS	100%	Consultant is progressing with all preliminary works and information gathering. Content and draft drawing completed for review.
						3.1.1.8	Manly Ocean Beach Coastal Zone Management Plan prepared incorporating sub - plans for the areas of Marine Pde, Shelly Beach and Cabbage Tree Bay Aquatic Reserve, and an Emergency Action Plan for coastal erosion and Cabbage Tree Bay Management Plan.	100% completion of Plan by 30 June 2015.	LUS	80%	The consultant is engaged and completion of the Project is expected in the next 3 months.
						3.1.1.9	Feasibility Study prepared to investigate innovative beach furniture, lockers, solar showers to accommodate wider sporting groups.	100% of Feasibility Study and recommendations completed, and reported to Public Domains Committee by 30th June 2015.	LUS/CUS	85%	Beach furniture to accommodate wider sporting groups completed at South Steyne. Council's efforts for beach lockers to be provided remain unsuccessful, due to lack of respondents. Solar systems installed into three surf clubs for internal uses.



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3	Maintain and support connected Manly neighbourhoods & amenities.	3.1	Maintain community, open space and sports facilities.	3.1.2	Look at options to improve watering systems to achieve future water savings in open and public spaces.	3.1.2.1	Develop a strategy to reduce water usage.	Reduction in water usage (KL per annum).	LUS/CUS	100%	Review of current public showers and efficiency carried out. Programming replacements of showers: 4 Proposed replacements
				3.1.3	Manage Manly public spaces, including gardens and streetscapes by improving civic amenity, plantings, maintaining trees and cultural heritage.	3.1.3.1	Review current methods of maintenance to reduce costs and maintain service levels in-line with budget allocations.	Number of improvements that have been made to reduce cost of maintenance.	LUS/CUS	100%	Restructure of Parks teams to accommodate resourcing needs and service outcomes. Rotation of teams through regions implemented. Re-prioritising works to high medium or low in works schedules to improve service completed.
						3.1.3.2	Maintain civic gardens, and cultural heritage. Implementation of public spaces programs.	Number of works carried out and defects fixed.	CUS	100%	Secondary aeration top-dressing, turfing and seeding works carried out to Ocean beach grass areas. Clontarf Reserve, East Esplande. Refurbishment of gardens: Lagoon Park playground; Shelly Beach gardens; and L.M. Grahams Reserve cricket net hedge. New Kenneth Road LATM planted out CBD auditing carried out to program future refurbishments
						3.1.3.3	Implement the following programs and projects: Ivanhoe Park landscape Masterplan for botanic gardens; Maintain trees as per Council's Norfolk Island Conservation Management plan.	Draft Landscape Masterplan for Ivanhoe Park completed. Percentage of Norfolk Island Trees maintained.	CUS	75%	Consultant progressing all preliminary works and information gathering. Plan drafted for review. Scheduled weekly wash-down of pines implemented.
						3.1.3.4	Implement funded proposed actions from the Tree Management Policy & Strategy. Implement Adopt a Street Tree planting program with the community.	Number of approved projects completed Proposed funded street tree planting stages completed. <i>Adopt a Tree</i> program developed.	CUS	95%	Consultant is currently working on draft document to come back to Council for comment. Precinct follow up meeting on progress carried out in June.
						3.1.3.5	Manage all internal and external maintenance (trees & mowing) contracts. Continue Tree Maintenance Cyclic Works program. Implement funded actions from endorsed tree strategy. Maintain mowing service levels, look at ways to internalise service if opportunities arise.	2 Cycles per year completed. Scheduled mowing cycles completed as per prescribed intervention levels. How many funded actions from tree strategy completed.	CUS	100%	Second tree cycle completed. Street tree Master Plan in final stages and all proposed meetings with stakeholders carried out. Review of all mowing contracts completed and documents prepared for new tenders carried out. 382 additional tree works carried out above cycle. 360 Tree permits issued during the year. Review of all mowing locations and rationalisation of sites carried out. Street tree Masterplan drafted for public exhibition. \$150,000 worth of tree storm damage works carried out this year. 19 Pines replaced on Ocean Beach front.
						3.1.3.6	Develop business opportunities to internalise outsourced services where possible. Small tree works currently carried out in house for trees under 5m in height. Create training opportunities for internal staff to be able to expand tree maintenance services. Continue to Review services unit rates to improve services. Seek opportunities for in-house services if cost effective.	Percentage of works returned in house. Quarterly evaluation of unit rates undertaken. Amount of training carried out.	CUS	100%	Internal crew carried out high percentage of storm damage works and pickups related to storms. Change of regional team crews every 12 months to a different region initiated. 400 callouts managed through storm periods.
		3.2	Provide improved community development initiatives and programs.	3.2.1	Provide community development programs that build social capital of target groups, including community surveys, and improvements in communications.	3.2.1.1	Provision of formal and informal programs to cater for community interests including arts and culture based activities.	Numbers of people attending new and existing community development programs, and number of new communication methods implemented.	HSF	100%	Annual funding grant provided to Manly Community Centre and Manly Women's Shelter to support a range of community activities including support the homeless in Manly, provision of community information, supporting women involved in domestic violence. Community and Cultural grants awarded to successful applicants supporting community needs for the Manly LGA.
								Number of consultation events and projects completed.	HSF	80%	Manly Youth Council continues to meet monthly and develop a range of youth activities. The MOCEAN event for National Youth Week was extremely successful. Manly Youth Theatre, NBRD Jr League is well attended and the Beach Boogie dance group provides a drop-in space for young people to participate in or to learn break dance. Parenting Workshops presented by the Adolescent and Family Counsellors Arts and culture events held including exhibitions and public programs.

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Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
4	Create a more culturally vibrant Manly.	4.1	Provide high quality library services and cultural information facilities.	4.1.1	Continued development of the provision of Library and Information Services, especially: on line services, Shorelink network, specialist local studies, strategic partnerships, new technology, upgrading building services.	4.1.1.1	Continued provision of Library and Information Services, including loans, references services, children and target group programming, exhibitions, inter-library loans, mobile Library Afloat, E-books.	Number of Manly Library visitors, circulation numbers, and database & electronic resource usage.	HSF	100%	Library visitation = 415,944 Circulation = 363,384 Database = 42,092 Electronic resources eBooks 3048, eAudio 865 eMags3112
				4.1.2	Maintenance of facilities and provision of services at the Manly Art Gallery and Museum, such as Manly Arts Festival, public arts program, fund raising, maintaining best practice standards, gallery shop management, collect artworks, and variety of public programs.	4.1.2.1	Continued provision of Manly Art Gallery and Museum (MAGAM) services, including maintenance of collection, touring exhibitions management, support MAGAM society, support Manly Arts Festival	Number of visitors to exhibitions and programs, and the amount of retail income received.	HSF	85%	Visitation numbers = 71,240 Retail income received = \$105,508
		4.2	Strengthen the social capital and bonds within key Manly neighbourhoods with its special international communities.	4.2.1	Development of place making and neighbourhood development community development initiatives.	4.2.1.1	Coordination of Meet Your Street program.	Number of Meet Your Street activities.	HSF	100%	18 x "Meet Your Street" events held through the year.
				4.2.2	Engage in cultural exchanges with other Councils and government organisations nationally and internationally.	4.2.2.1	Manage a program of family friendly interactive events to enliven community spaces at various locations across Manly LGA.	Undertake programs and events in Manly.	HSF	100%	46 events presented by Council included Dogs Day Out, Manly Jazz, Christmas Choral Concert, New Years Eve, World Food Markets, Citizenship Ceremonies, Andrew Boy Charlton Foundation Plaque Ceremony, Australia Day, Centenary of Surfing, Fair Trade Markets and Taste of Manly
						4.2.2.2	Council participation in sister city & cultural exchange support programs	Number of initiatives/programs undertaken.	GMU	100%	Twenty five school students visited Manly's Friendship City of Odawara this year and twenty five students came to Manly on a reciprocal visit. This year marked the 25th anniversary of this student exchange. The Mayor of Odawara, Mr. Kenichi Kato visited Manly during the exchange to mark this special occasion. These young ambassadors share each other's culture, make lasting friendships, enhance their foreign language skills and benefit in many ways from the educational content of the program. The 25 year history of the establishment of the Manly Odawara Exchange Program has led to the formation of many enduring friendships between the young men and women of Odawara and Manly. Council participated in an Staff Exchange Program with its Friendship City of Yeongdo-Gu in Korea through the K2H Program. Staff member Belinda Hooley spent her time in Yeongdo-Gu learning about the various divisions including Civil Services, Coastal Police Fisheries, Culture Sports and Tourism and Environment and Sanitation. Belinda particularly benefited from the wide range of events and cultural activities.

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Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
5	Facilitate services that support the social and welfare needs of the Manly community.	5.1	Facilitate a range of children and youth community support services.	5.1.1	Continued delivery of programs and services for children and families in accordance with community needs.	5.1.1.1	Sharing delivery of existing education programs run through Council environmental and other services, such as Libraries, and Art Gallery.	Number of programs conducted.	HSF	100%	Green & Groovy art adventures held monthly in Library. Young adult book club, baby bounce and rhyme, toddler time, outreach story telling at long day care centre and preschools were also undertaken.
						5.1.1.2	Continue childrens services delivery for long day care and preschool.	Occupancy rates and service accreditations achieved.	HSF	100%	Child care continues to operate at capacity. Quality Assessment Rating attended for both long day care centres and evaluated at Meeting the National Quality Standards
				5.1.2	Continue programs and services for youth, including youth strategy.	5.1.2.1	Continued youth services, recreation and leisure programs delivery across a range of venues as supported by Manly Youth Council and per adopted Youth Strategy.	Number of activities	HSF	100%	Two youth band activities at World Food Markets. Skate Competition with 300 attendees. Beach Boogie Dance Group Rehearsals. Manly Youth Council meetings continued monthly. Manly Youth Theatre met weekly and held 3 public performances. NBRD Jr League had a great uptake
						5.1.2.2	Provision of Adolescent and Family Counselling.	Utilisation rates and number of activities.	HSF	100%	AFC's continue to provide individual counselling & support to adolescents and their families. This includes the facilitation of groups in the community and at local schools when the need arises.
		5.2	Facilitate community support services, programs and events for targeted groups.	5.2.1	Continued programs and support for Aged, Disability, ATSI & CALD groups and community development, including Club Friday, information and referral services to CALD and ATSI communities, support Northern Sydney Aboriginal Social Plan program, Gay and Lesbian at Manly social support group, Mental Health Advocacy, homelessness support and action plan.	5.2.1.1	Maintain a GL@M program and activities for GLTBQ young people.	Number of attendees	HSF	100%	GL@M continues to meet fortnightly and averages up to 10 attendees. Programming includes sexual health, healthy relationships, legal rights and social activities. GL@M partnered with Headspace to have a float at the Mardi Gras on 7 March. Members also attended a joint outing with Manly Youth Council to Laser Skirmish
						5.2.1.2	Provide information and referral to target groups.	Number of referrals	HSF	100%	Community Development continues to provide information and referral to seniors, people with a disability, he general public, community services and other key stakeholders. There was a monthly average of 32 enquiries regarding HACC & other services. Promotion of International Day of People with Disability occurred. Seniors Week held in March with Aboriginal Heritage Talk and Bush Tucker as a featured activity.
						5.2.1.3	Develop and update information guides and brochures for seniors, CALD communities and PWD.	Information developed and distributed	HSF	100%	Manly Warringah Pittwater 2014-15 Seniors Directory has been distributed widely in the community and copies are available. Manly CBD Access Map updated and distributed.
						5.2.1.4	Operation of Manly Seniors Centre to provide a range of social & recreational activities.	Number of activities provided	HSF	100%	Manly Club for Seniors continues to provide a range of activities at Manly Seniors Centre including lawn bowls, table tennis, dancing, games, art & singing to ensure healthy ageing and social inclusion. Healthy Lifestyle classes and Computer Pals also run at the Centre. Community restaurants are held on Fridays at the Centre for frail aged.
	5.2.1.5	Continued operations of :Meals on Wheels; Community restaurant, shopping & recreational excursions for seniors; Operation of Club Friday recreation program for PWD. Operation of Community Visitors Scheme per agreement with Commonwealth Department of Social Services.	Utilisation rates; Meet targets for volunteer visits as per agreement with Department of Social services.			HSF	100%	Club Friday held 47 Friday night outings and 2 day trips. MoW continues to provide services to the elderly and those in need, such as shopping trips, and recreation trips fortnightly. The service runs Community Restaurants at 3 locations, weekly at Manly Seniors Centre and St Mathews Church The Corso, and monthly at Seaforth Pavilion.			
	5.2.1.6	Administration of club grants and Community Cultural grants.	Number of successful grants awarded			HSF	100%	Applications for Community Grants opened and were assessed, with 18 Community grants awarded. 9 non-recurrent Cultural grants and 3 recurrent Cultural grants awarded. Presentation to successful applicants held in October 2014. Manly LGA ClubGrants awarded 16 grants.			
	5.2.1.7	Promotion and support of the International Day for People with a Disability.	Number of annual activities			HSF	100%	Promotion of International Day of People with a Disability was held in December 2014 in partnership with Ability Links.			

B. ECONOMIC

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Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
1	Facilitate a diversified Manly economy that caters for locals and visitors alike	1.1	Work in partnership with the community to develop strategies to diversify and broaden Manly's economy	1.1.1	Refine strategies to broaden Manly's range of local businesses and services (to cater for both residents and visitors) in Manly CBD.	1.1.1.1	Progress activation of laneways and pedestrian streets.	Number of CBD laneways and streets activated.	GMU	100%	As part of Manly 2015 plan, street upgrade works are progressing in Raglan Street and design exhibited for Sydney Road upgrade (including traffic and public domain design concepts) to be progressively implemented in 2015-16.
				1.1.2	Continue developing partnerships with local and regional stakeholders.	1.1.1.2	Development of partnerships with local stakeholders.	Number of partnerships developed.	GMU	100%	Council continues to work with its local partners such as the Chamber of Commerce to improve the local Manly CBD, put on events and provide information on local services.
2	Promote tourism as an important part of the local economy	2.1	Develop a Manly tourism management strategy	2.1.1	Develop Manly tourism strategy to review the impact of tourism on Manly.	2.1.1.1	Review data and preparation of draft Tourism Plan and draft following survey of key stakeholders.	Completion of Plan; Number of recommended actions implemented.	HSF	100%	Initial scoping document prepared by ICMS students. Next phase currently being explored.
				2.2	Promote Manly as a visitor destination, and provide local tourism and visitor services	2.2.1	Manage Manly's Visitor Information Centre (VIC).	2.2.1.1	Continued support for the delivery of services at Hello Manly to meet the needs of visitors and tourists.	Visitor numbers provided on monthly basis	HSF/GMU
		2.2.2	Review Manly's VIC current and future accommodation needs for purpose and capacity of service business.			2.2.2.1	Review completed and rebranding to Hello Manly undertaken in partnership with local stakeholders.	Premises upgraded and managed as per agreement with Council	HSF/GMU	100%	The Hello Manly capital works has been completed and facilities upgraded in the last financial year. Further work being explored to include a coffee bar to cater for visitors to Hello Manly with completion expected in the first quarter of the 2015-16 year.
		2.2.3	Work in partnership with Destination NSW and local businesses.			2.2.3.1	The continued development of partnerships to benefit local community and businesses with key tourism stakeholders.	Number of partnerships developed.	HSF	100%	Working with key representatives through the Economic Development and Tourism Committee and ICMS students.
		2.3	Deliver events and activities to entertain, educate and involve Manly's community	2.3.1	Continued delivery of Council local events services and programming.	2.3.1.1	Programs and events delivered within approved budget.	Number of events, audience numbers and number of sponsorships attained.	HSF	100%	46 events presented by Council included Dogs Day Out, Manly Jazz, Christmas Choral Concert, New Years Eve, World Food Markets, Citizenship Ceremonies, Andrew Boy Charlton Foundation Plaque Ceremony, Australia Day, Centenary of Surfing, Fair Trade Markets and Taste of Manly. Manly Fresh Farmers Market in Manly Plaza has also commenced twice a week. Estimated audience numbers is over 220,000. 6 x sponsorships attained totalling \$70K + dozens of business partnerships/activations at events.
				2.3.2	Develop an overall strategy to manage Events Programs.	2.3.2.1	Review existing calendar of festivals and events and report to Council recommendations for the future.	Review of events & report to Council.	HSF	100%	Each event is reviewed post-event to identify areas of improvement and change via survey, debriefing with key stakeholders and via committee.
		3	Improve traffic, parking and sustainable transport options in Manly.	3.1	Engage with stakeholders to deliver sustainable transport options.	3.1.1	Improvements in the Local Area Traffic Management (LATM), by completion of various LATM schemes in the Manly LGA.	3.1.1.1	A) Develop and implement a program of Local Area Transport Management projects. B) Undertake audit program of all traffic signs, road markings and facilities, from audits develop program of maintenance works. C) Develop road safety campaigns to target issues raised by crash analysis and black spot program. D) Identify and develop road safety measures to improve road safety at accident hot spots.	Percentage of works implemented by Council following Traffic Committee recommendations.	CUS
3.1.2	Administer the resident permit parking schemes					3.1.2.1	Trial of electronic permit parking system.	Successful implementation of online application and payment system for all permit parking systems.	CSS	100%	Systems ready for internal testing and subsequent go live.
3.1.3	Working with SHOROC and other agencies to deliver improved regional transport networks.					3.1.3.1	Implementation of SHOROC regional directions and particpate in the Northern Metropolitan Council of Mayors.	Number of SHOROC initiatives undertaken.	CSS	Ongoing	Council continues to work with its SHOROC partners to improve transport initiatives for the region, in particular championing the Bus Rapid Transit proposals being undertaken by the NSW Government for the Northern Beaches region, park & ride initiatives and advocacy on regional needs.
3.1.4	Continuation of community bus network via Operation of free bus service "Hop, Skip and Jump".					3.1.4.1	Community bus network improvements by continuous improvements in services and operations.	Usage of Hop Skip Jump Bus service reported.	LUS	Ongoing	YTD Passenger trips 361,313. YTD Donations \$14,860. Service review complete. Two new buses commissioned. Traffic management matters to be finalised. Driver training in hand. Mobile phones installed in buses to improve communications between drivers. Draft Corporate Sponsorship package complete.



B. ECONOMIC

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June Quarter 2015 & Annual Report 2014-15											
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
				3.1.5	Work with key stakeholders to improve road and cycle safety	3.1.5.1	Implement Council's Five Year Road Safety Strategic Action Plan, pedestrian and cycle audits		CUS	100%	Audits of all cycle routes completed. Actions identified by audits completed.

B. ECONOMIC

B. ECONOMIC							June Quarter 2015 & Annual Report 2014-15			
Goals	Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
4	Maintain key amenities and physical infrastructure to acceptable service standards. This to include the implementation phase of Manly2015 Masterplan.	4.1	Manage infrastructure and assets to ensure financial sustainability and meet community needs including the construction of:  i) a new Manly Swim Centre complex  ii) Manly2015 Masterplan facility and streetscape projects, which include:  • The construction of a new carpark beneath Manly Oval;  • Renewal of Manly Library and community facilities on the site currently occupied by the existing Manly Library;  • Removing non local and through traffic from the Manly CBD village; and  *The redevelopment of streetscapes in the Manly CBD including Raglan Street, Sydney Rd, Central Avenue and Market Lane.	4.1.1	Implementation of actions in Asset Management Plan and Policy for infrastructure & assets. Implementation of approved actions and works program schedule. Establish service levels for required works based on available funding to meet community expectation.	4.1.1.1	Undertake program as per Asset Management Plan for all assets under council control: a) Roads; b) Footpath; c) Drainage (Pipe, Pit, GRT) using CCTV; d) Buildings; e) Parks and Recreations.	100% implementation of works program as per Asset Management Strategy, and on time and within budget.	CUS & GMU	(a) 90% (b) 90% (c) 100% (d) 95% (e)85%  (a) Maretimo Street, Balgowlah; Kanangra Crescent, Clontarf; Judith Street, Seaforth (b) Burnt Bridge Creek deviation bike path repair works, Burnt Street, George Street, Fairlight. (c) Ogilvy Street Drainage improvement works, Keirle Park drainage improvement works. (d) Upgrade of stormwater pits and pipes in Upper Raglan St. (e) Completion of Cricket Practice nets at LM Graham Reserve. (f) Installation of 300 tonne topsoil LM Grahams Reserve. (g) Additional Seating Bubblers and Dog Facilities installed.
				4.1.2	Major Infrastructure Projects Planned, Designed and delivered including:  1. New Manly Swim Centre Complex to be finished in 2016; 2. Seaforth Community Hub (former Seaforth Tafe site) tennanted; 3. Redevelopment of former Baby Health Centre site (cnr Raglan and Pittwater Road); 4. Manly2015 Masterplan; and 5. Streetscape improvement projects	4.1.2.1	1. Construction of Redeveloped Manly "Boy" Charlton Swim Centre. 1a. Resolution of Water Polo Facility and construction if funding obtained.  2. Seaforth Community Hub (former Seaforth Tafe site) leased.  3. Aboriginal Heritage Office be accommodated in the former Baby Health Centre site (cnr Raglan and Pittwater Road).  4.Council to progress with the detailed planning and construction phases of Manly 2015 including:  - The construction of the new carpark beneath Manly Oval - The Village Centre and Manly Library components be progressed in accordance with the Manly2015 Masterplan. - The redevelopment and urban design improvements for streetscapes be progressed in accordance with the Manly2015 Masterplan, as funds become available.	Projects progressed and delivered on time and to budget and desired specification.  Projects endorsed to proceed by Council.  Aboriginal Heritage Office Tennanted	GMU - Major Projects	100%  Andrew "Boy" Charlton Swim Centre Redevelopment construction commenced.  Seaforth Community Hub lease complete.  Manly2015 Progress: Manly Plaza construction complete. Raglan Street Upgrade - in progress and completion expected in first quarter of 2015-16 year. Construction commenced early March 2015. Sydney Rd design complete and construction due to commence in first quarter of 2015-16 year.  Manly Oval detention tank design due for completion by July 2015. Commence construction October 2015.
				4.1.3	Manage Civic Plant and Equipment purchasing policy to meet operational needs.	4.1.3.1	Review Civic Plant and Equipment Fleet Purchasing Policy to: (a) incorporate green fuel reductions (carbon footprint reduction strategy); (b) undertake a fleet rationalisation/ usage; (c) undertake a biodiesel review.	Fleet policy reviewed to reduce carbon footprint, rationalise fleet and complete biodiesel review.	CUS	100%  Fleet review and rationalisation ongoing; redundant plant have been sold. Bio-diesel review ongoing.
	4.2	Develop emergency plans to protect community infrastructure	4.2.1	Preparation and review of Emergency DISPLAN for the Manly area.	4.2.1.1	(a) Review DISPLAN and mitigation strategies; (b) Council to respond in concert with nominated combat agencies in official emergency situations and conduct training exercises in accordance with the above. Continue to meet with Commonwealth and State agencies (quarterly per annum) to represent Manly's interests.	Completion of DISPLAN review. Attendance at external committee (quarterly);	CUS	100%  Pursuant to the provisions of the NSW Government Ministry for Police & Emergency Services, DISPLANS must be rewritten into another format and titled Emergency Management Plans. All evacuation centres must be reviewed, a comprehensive risk assessment of the LGA must be carried out in consultation with combat agencies etc. The DISPLANS are to be phased out by end of 2015 beginning of 2016. Manly Council LEMO is working with Warringah and Pittwater councils and the Police REMO to progress these matters and meet the agreed timelines. The new plan project started December 2014 and is on progress to be completed.	

## B. ECONOMIC

B. ECONOMIC

									June Quarter 2015 & Annual Report 2014-15		
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
4	Maintain key amenities and physical infrastructure to acceptable service standards (continued from previous page)	4.3	Provide community facilities, assets, and public parking that are accessible, clean, fit and habitable	4.3.1	Maintain Council buildings and facilities to a sustainable and functional standard.	4.3.1.1	(a) Undertake regular maintenance and upgrading of buildings and facilities and as identified in its capital works program; (b) Upgrading public toilets as per plan and maintenance requirements.	Number of regular site inspections and condition audits completed. 100% Customer requests responded to for Building Maintenance within required timeframes.	CUS	100%	Daily Inspections of Public Toilets completed, and maintenance items actioned as required.  Customer Requests / Reports of Building Maintenance issues, attended to within required timeframes.
				4.3.2	Maximise return to Council by appropriate utilisation of Community facilities and properties.	4.3.2.1	Maximise public hire of Council facilities.	Number of facility hires	CSS	Ongoing	During the 2014-15 financial year, the hiring of facilities was as follows:  Hall hire – 5085 Reserve hire – 254 Oval hire – 5550 Volleyball Court hire – 541
						4.3.2.2	Manage Council's property portfolio to maximise access to the facilities by the public and where appropriate maximize the return on Council's assets.	Percentage of facilities accessible to the public. Percentage of properties rented at market (commercial) or community rates.	CSS	100%	All KPI's met, and the ongoing monitoring of property portfolio for all market review points in agreements.
				4.3.3	Manage acquisition and divestment of property in accordance with statutory requirements.	4.3.3.1	Manage acquisition and divestment of property in accordance with Council policy and planning frameworks (adopted documents) and in accordance with statutory requirements.	Percentage of property transactions checked for compliance with statutory requirements.	CSS	100%	There were one acquisition 360-364 Sydney Rd and one divestment Seaforth Tafe site (via a 99 year lease arrangement) in the 2014-15 Financial year.
				4.3.4	Providing public parking facilities within the Manly LGA and managing and Improving usage across Council's four public car parking facilities.	4.3.4.1	(a) Manage, operate and maintain Council's four parking facilities at Whistler St; Pacific Waves building; Peninsula building; Manly National building; (b) Review rates regularly to assess usability; (c) Management of Council's parking meters at the Ocean Beach Front.	Review and report on car parking usage statistics by car park; Report on street parking (revenue received from meters). Report monthly and quarterly.	LUS	100%	Meters Revenue YTD \$1,722,257; Car Park Revenue YTD \$3,552,652

## C. ENVIRONMENT

C. ENVIRONMENT

							June Quarter 2015 & Annual Report 2014-15				
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
1	Protect and conserve natural heritage, bushlands, waterways and biodiversity	1.1	Promote the protection of the environment as the key to a sustainable future and undertaken projects in partnership with the community that protect, preserve and manage them for future generations.	1.1.1	Implementation of funded environmental and natural resource projects.	1.1.1.1	Administration of statutory environmental reports, environmental levy budget, annual and community reporting.	Percentage completion of reports and budget.	LUS	100%	Environment Levy Funds Allocated and associated projects in Biodiversity, Water Cycle Management, Lagoon Conservation & Remediation, Coastline Management and Education for Sustainability are running to budget and within timeframes.
						1.1.1.2	Undertake Biodiversity Management Programs that protect native species, habitats and populations, and implement Manly Flora and Fauna study.	Number of programs funded. Percentage of study completed.	LUS	100%	Funds allocated to Management Plans targeting threatened species and endangered populations including Grey Headed Flying Fox, Little Penguins, Long-nosed Bandicoots and seahorses.
						1.1.1.3	Coastal Zone Management Planning and Aquatic Reserve Management projects funded and implemented.	Number of projects and actions funded and implemented	LUS	100%	Progress review of actions of all CZMPs completed. Estuary Hazards Risks & Management Options Assessment for Clontarf/Bantry Bay ongoing. 12 months of water quality testing for Estuary Health Assessment of Clontarf/Bantry Bay completed.
						1.1.1.4	Catchment Water Recycling and Savings Projects implemented.	Number of Council alternate water sourcing schemes & grants received (rainwater, stormwater, groundwater).	LUS	100%	Alternate water sourcing schemes implemented and new projects under investigation
						1.1.1.5	Manly Lagoon Catchment - Estuary Health Projects implemented.	Number of projects commenced and completed.	LUS	95%	Sediment Basin – Manly West Park Design finalised and geotech report received. Environmental levy budget bid submitted for future works (ongoing).
						1.1.1.6	Catchment Flood Risk Management projects undertaken including Manly LGA Flood Study and Manly Lagoon Risk Management Study and Plan (Feb 2014), Northern Beaches Regional Flood Warning and Rain Gauge Instrumentation Upgrade, and Regional Council and SES Flood and Storm Education Program	Number of projects commenced and completed.	LUS	80%	Manly Lagoon Flood Risk Management Study and Plan Commenced. Modelling being conducted in Manly LGA Flood Study. Northern Beaches Water Level and Rain Gauge upgrades completed and website upgrades ongoing. Flood and Storm public workshop and historical photo exhibition education programs developing.
						1.1.1.7	Catchment wide Water Sensitive Urban Design & Pollution Reduction Projects	Number of projects commenced and completed.	LUS	80%	Manly 2015 stormwater detention project and installation of GPT (30%). Ivanhoe Park WSUD strategy (1%). Investigating other sites for WSUD. Internal WSUD capacity building workshops continuing.
				1.1.2	Bushland management, restoration works and maintenance on Council lands.	1.1.2.1	Implementation of annual bushland works program and projects including noxious weed control programs, upgrading bushland on Manly Scenic Walkway, rabbit control programs, volunteers, bushfire reduction works, and education strategy.	Number of funded projects completed and implemented.	CUS	100%	Bush regeneration action plans for 47 reserves completed and implementation 100% complete. Contractors completed grant funded noxious weed control at Shelly Beach and 60% complete at Tania Park. Bushcare annual program complete. Draft Manly Mosman North Sydney Bushfire Management Plan on Public Exhibition completed, final document under preparation. Complete stage 1 trackwork at Shelly Beach, Food Wine and Sustainability Environmental Event and Ocean Care Day attended with 600 native plants given away to the public.
				1.1.3	Working with SHOROC on regional sustainability projects as required.	1.1.3.1	Implement priority actions from the SHOROC Regional Strategy - Shaping our Future	Number of actions implemented.	LUS	100%	Council continues to work with SHOROC in parallel with the Shaping our Future Regional Strategy.
				1.1.4	Continued Community & Environmental Partnerships.	1.1.4.1	Continued Environmental Programs and Partnerships targeting schools, businesses, Council staff and community.	Number of programs developed and implemented.	LUS	100%	14 successful community education engagement events completed in the reporting period through the DIG Manly Program with targeted programs for schools and teachers, businesses and local residents centred around sustainable living.
						1.1.4.2	Update Manly Council Education for Sustainability Strategy and projects undertaken to reflect best practice in education for sustainability.	Number of programs / events per quarter.	LUS	100%	Update of draft document currently in progress and ongoing



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								June Quarter 2015 & Annual Report 2014-15	
Goals		Strategy		Four Year Plan	One Year Plan		KPI	Responsible Lead Division	<div>% Progress completed</div> <div>Comment</div>
1	Protect and conserve natural heritage, bushlands, waterways and biodiversity  Continued from previous page.			1.1.5 The provision of environmental education, advocacy, information, awareness raising, environmental and community partnerships through the operation of the Manly Environment Centre (MEC).	1.1.5.1	Promote awareness of Manly Environment Centre and Council's successful projects. Continued management of 'shopfront' for the purpose of information exchange, education and outreach, advocacy, research, events, activities and special projects; intern and volunteer engagement.	Number of funded projects and services provided.	LUS	100% 15 Funded projects and services provided: NSW Keep Australia Beautiful Awards 2014 - Community Actions and Partnership Award for the Friends of Cabbage Tree Bay; Biodiversity Communications Project; Friends of Cabbage Tree Bay Volunteers Program; 2014 National Landcare Conference in Melbourne - JR presented paper; National Biodiversity Month - Australian Wildflower Discovery Day; Interactive Technology in Education Conference - ITEC and the Video Conferencing Hub; Ocean Care Day; World Wetlands Day Walk; 10th MEC Eco Awards; Preparation of Draft MEC Resource Management Strategy and discussion with University Information Technology Staff involvement in MEC Cataloguing Project. Food, Wine & Sustainability Festival; World Environment Day; Guringai Festival; Project Penguin;
					1.1.5.2	Continued Council environmental partnerships with NGO's, capacity building in the community, support and developing public education programs.	Number of programs, events developed and implemented.	LUS	100% 20 Programs, events developed and implemented: NSW Keep Australia Beautiful Awards 2014 - Community Actions and Partnership Award for the Friends of Cabbage Tree Bay; Australian Museum Science Week Festival; Biodiversity Communications Project; Friends of Cabbage Tree Bay Volunteers Program; Sydney Coastal Councils - Becoming Social - Social Media Project; Sydney Coastal Councils - 25th Anniversary Conference; Video Conferencing; Welcome to Manly - Inaugural Sydney Coastal Walkers; NCC - Our Land, Our Water, Our Future Campaign; National Biodiversity Month - Australian Wildflower Discovery Day with NHSF; Cash for Containers - Boomerang Alliance; Marine Parks Campaign - NCC; TWS; NPA; AMCS; Greenpeace; IFAW; WWF; ACF. NPA Sydney Harbour Marine Park Forum; Ocean Care Day; World Wetlands Day Walk; 10th MEC Eco Awards; Design of NSW Fisheries Regulatory Signage; Guringai Festival - Weaving Bridges Project and Walk & Talk Events; Food, Wine & Sustainability Festival; Project Penguin; World Environment Day Event.
					1.1.5.3	Continue to increase and promote volunteer and internship programs.	Number of volunteer hours per quarter.	LUS	100% 9209 Volunteer Hours July 2014-June 2015. Contined demand/interest both local and global.
					1.1.5.4	Continue working together with local and national stakeholders in climate change issues and events addressing key issues.	Number of attendees at events, and number of events.	LUS	100% 30 000 + at events. Guringai Festival - Weaving Bridges Project and Walk & Talk Events; Food, Wine & Sustainability Festival; Project Penguin; MEC working with NCC Campaign - Our Land, Our Water, Our Future - Climate Change program; MEC Video Conferencing Program to schools has unlimited potential.

## C. ENVIRONMENT

							June Quarter 2015 & Annual Report 2014-15	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Progress completed	Comment	
2	Create liveable neighbourhoods with more affordable housing choices	2.1 Work in partnership with the community to better plan new and existing development of the built and natural environment	2.1.1 Refining & improving local character and built environment through the provision of Council strategic planning services.	2.1.1.1 Compliance with NSW planning legislation, including provision and preparation of Environmental Planning instruments (EPIs), Strategic Land Use Planning advice and development plans (LEP, DCPs, etc).	Gazettal of Amending LEPs, and DCPs finalised to meet local & community planning requirements. Number of council submissions to various legislation changes and planning reforms (Planning Bill 2013).	LUS	100%	Amending LEP and DCP controls as required following consultations and reporting to Council. Planning Bill stalled. Metropolitan strategy was published during the year (December 2014). Participating in sub-regional planning during the year with limited progress to report.
				2.1.1.2 Provide strategic planning advice as required internally or externally.	Number of planning advices or submissions provided within timelines.	LUS	100%	All advice requested by various sections of Council is attended to and advice provided within timeframes.
				2.1.1.3 Maintenance and review of delivery of s149 planning certificates.	Certificates delivered within 3-5 days of applications being submitted to Council.	LUS	100%	Certificates delivered within 3-5 days. Testing on-line Section 149 certificates finalised pending final approval.
				2.1.1.4 Participation and advice as part of the Foreshore Advisory Committee (per SREP 2005 - Sydney Harbour) and advice to Council's Development Assessment Branch.	Percentage of advice provided as required within timelines.	LUS	Ongoing	Advices completed on time, when requested by the Advisory Committee.
				2.1.1.5 Completion of non statutory actions as approved by Council e.g. Strategic plans, coastline plans and heritage plans.	Reporting non statutory actions undertaken per quarter.	LUS	100%	All reporting provided within timelines.
				2.1.1.6 Develop and implement Masterplans for major projects as required.	Actions implemented from adopted Masterplans	LUS	100%	Plans completed on time. Submissions made for retaining LEP requirements for site specific DCP guidelines for NSW Health sites.
				2.1.1.7 Progress implementation of Plans of Management and associated Landscape Masterplans as required.	Percentage of priority actions implemented.	LU/CUS	100%	All plans progressed in accordance with budget priorities.
				2.1.1.8 Heritage Planning by providing a strategic approach for Manly built, natural, Aboriginal, maritime, parks and gardens and moveable heritage, including: review and update existing heritage inventory sheets; support for the Aboriginal Heritage Office; Management of Council's Local Heritage grants program; Development of education and communication programs for locals and visitors.	Percentage of heritage advices, programs and grants provided on time to meet statutory requirements.	LUS	Ongoing	Advices, programs and grants provided on time. Referrals on gravestones and DAs completed within timeframe. Heritage Inventory Sheets being updated currently and presented to Heritage & Local History Committee for adoption, as and when completed. Local Heritage grants processed on time. Attending Steering Committee of the Aboriginal Heritage Office and advice disseminated to Planners.
			2.1.2 Provision of design and specifications for Council architectural and landscape projects as required, including design of streetscape plantings & playgrounds.	2.1.2.1 Provision of designs, plans and specifications to for urban public domain and community infrastructure improvement projects as required.	Percentage of design program completed.	CUS	100%	Projects undertaken during the year include: -Kangaroo St Childcare Centre redevelopment project - schematic plan finalised - Art Gallery and Museum refurbishment DA lodged. - 360 Sydney Rd Council owned space at drawings for new toilets, ceilings and lighting. -Clontarf Beach seawall proposal and proposal to reinstate Seawall and public shower at end of walkway between Monash Cres and Clontarf Beach. -Harbourview Childcare Centre refurbishment proposal schematic designs underway. -Kangaroo Childcare Centre proposal for Playground enlargement. -Manly Oval stormwater detention tank/basin documentation. -Proposal for a public space information sign at Manly Wharf Interchange area. -LM Graham Reserve landscape master plan – plan for shared path documented. -Depot Vehicle Wash down facility – Design and construction drawings completed -Burnt Bridge creek sediment detention basin adjoining Manly West Park - Tender process finalised -Women's toilet, first floor Council Chambers completed. -Women's toilets , ground floor of Council Chambers – Refurbishment proposal prepared. -Manly Cemetery Columbarium enlargement project – Schematic plan prepared -Addison Rd shops mini master plan landscape improvements project – Schematic plan prepared -Ivanhoe botanical gardens - Conceptual Design presentation drawing completed.

C. ENVIRONMENT

C. ENVIRONMENT							June Quarter 2015 & Annual Report 2014-15				
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
2	Create liveable neighbourhoods with more affordable housing choices  Continued from previous page.			2.1.3	Maintaining Corporate Geographic Information System (GIS) and Land Information Systems (LIS) services.	2.1.3.1	Ensure that the GIS is available to staff to assist Council business and customer service functions. Compile a comprehensive list of existing databases and datasets, and identify additional data required, including mapping geodiversity elements.	Number of GIS enquiries completed. List of existing databases and additional data compiled.	LUS	100%	GIS made available to all staff. Various layers created for individual sections. All GIS enquiries and requests completed on time. Street numbering/re-numbering of properties done on time. Database is available to all staff. Database being corrected - ongoing. Additional layers inserted into Exponaire. Upgrade of Exponaire currently being tested. LEP Amendment maps prepared and downloaded to Department's web site.
				2.1.4	Provision of development services, control & assessment services that achieve a balanced outcome that protect the public interest and residents whilst maintaining the quality of the natural and built environments.	2.1.4.1	Assessment and review of all development applications received by Council in accordance with State legislation, Planning Instruments, current Council plans and policies.	Number of DA assessed per staff per annum.	LUS	95%	Improvement on the preceding quarter in terms of individual staff DA processing times. Implementation of DA Check-in system, more streamlined internal referral reporting, engagement of external consultants when needed and improved operational efficiency.
						2.1.42	Reduce time taken to assess DA's.	Reduce mean gross determination time to 80 days.	LUS	100%	Review of DA Categories have improved determination times. Mean gross determination 90.02 days at end of June 2015. It is anticipated that this figure will be reduced closer to the 80 day benchmark resulting from the engagement of consultants 1 July - 31 July to assist with the spike in DA's submitted. New intergrated reporting system planned for August 2015 will further reduce assessment time.
						2.1.4.3	Promote appropriate development in accordance with legislation, Council Policies and Plans, and provide advice to customers (applicants, property owners, residents) relating to development.	Provision of advice within 21 days.	LUS	100%	All customer enquiries are being answered within timeframes
						2.1.4.4	Refine systems following the implementation of the Manly Local Environmental Plan 2013.	Systems updated.	LUS	100%	Increased number of pre-lodgement meetings. Meetings scheduled within 21 days. New integrated planning system will be introduced in August 2015

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									June Quarter 2015 & Annual Report 2014-15		
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
						2.1.4.5	Provide training to assessing planners in order to implement changes in legislation.	Number of staff attending training.	LUS	100%	Staff have attended various in-house and external training sessions
						2.1.4.6	Provide feedback to Council's Strategic Planning section on development control trends and any measures necessary to ensure the environment is enhanced/maintained.	Percentage of determinations subject of appeal to Land and Environment Court. Percentage of appeals dismissed.	LUS	100%	4 Appeals lodged between March - June Quarter 2015. 15 Appeals in 2014-2015 with 2 dismissals. All DA's upheld by court had appropriate conditions requested by Council.
						2.1.4.7	Reduced use of external consultants	All applications assessed in-house. Referral to external consultants limited to those DA's where there is a conflict of interest.	LUS	100%	Consultants utilised to address DA overflow following spike in DA's submitted
						2.1.4.8	Formalise DA check-in process to reduce the number of incomplete DA's being accepted.	DA-check in sheets developed and detailed guidelines for development categories uploaded on Council's website. It to supply front-of house computer and duty officer trained up.	LUS	100%	Check-in process activated. Check-in Officer appropriately trained and incomplete applications rejected.
						2.1.4.9	Streamline internal referrals process.	Training provided to all relevant staff and guidelines provided.	LUS	100%	Staff trained in referral process
						2.1.5.0	Review of report templatesand standard conditions in prepatation for the Integrated Reporting System.	Reports to be updated to improve quality, correct changes, and incorporate legistlative changes. Standard conditions reviewed to correct changes, incorporate legislative changes, and to capture non-standard conditions frequently recommended. Improve report quality.	LUS	80%	Review of Standard Conditions being undertaken by in-house sections in preparation for standardised reporting template.
						2.1.5.1	Review of file allocation and management, internal determination processes including DAU composition and processing of applications from when the report is finalised through to the Notice of Determination being signed off by the Deputy General Manager.	Files on planner's desks are to be ordered and organised. Finalised reports to be proof-read by the Manager of LUA prior to submission. Review of Manager of LUP to be carried out. Review of file allocation to be carried out.	LUS	100%	Central Repository for DA Files in new compatus. Review process implemented prior to days of determination being issued.
						2.1.5.2	Develop system to filter enquiries at front counter.	Flow-chart to be developed to enable Customer Service Staff to filter development related enquiries.	LUS	100%	Duty planner appropriatly trained to filter planning/compliance enquires.



## C. ENVIRONMENT

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										June Quarter 2015 & Annual Report 2014-15	
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
3	Maintain public health and building standards	3.1	Deliver and enhance environmental regulation services to protect natural environment	3.1.1	Council regulation of development in accordance with sound and consistent local planning controls.	3.1.1.1	Review and Determine Complying Development Applications	Percentage of applications to be determined within 20 days of receipt	LUS	100%	All Complying Developments determined within 20 days.
						3.1.1.2	Review and Determine Construction Certificate Applications	Percentage of Applications to be assessed within 10 days of receipt	LUS	100%	All Construction Certificates determined within 10 days.
						3.1.1.3	Provide comments for Development Application proposals	Percentage of comments to be provided within 10 days of notification to staff	LUS	100%	347 development applications have been assessed in 10 days.
						3.1.1.4	Undertake Critical Stage Inspections	Percentage of critical stage inspections to be completed within 48 hours of request	LUS	100%	48 critical stage inspections completed within 48 hours in the annual period.
						3.1.1.5	Compliance Investigations in relation to illegal building works and non-compliance with consents	Number of complaints inspected per quarter	LUS	100%	277 complaints investigated annually.
						3.1.1.6	Undertake inspections of privately owned swimming pools	Number of premises inspected annually	LUS	100%	75 privately owned swimming pool inspections completed.
				3.1.2	Continued Council regulation of Environmental Health Services in accordance with the local, state and national legislation.	3.1.2.1	Conduct regular compliance inspections of food premises	Number of premises inspected per quarter	LUS	100%	496 inspections commpleted in the annual period.
						3.1.2.2	Undertake investigations in relation to food poisoning complaints	Number of complaints inspected per quarter	LUS	100%	27 food poisoning complaints investigated annually.
						3.1.2.3	Conduct four (4) food handling seminars	The conducting of seminars per quarter	LUS	100%	7 food handler seminars conducted in annual period.
						3.1.2.4	Conduct regular compliance inspections of public health premises such as cooling towers, skin penetration, boarding houses, hairdressing salons	Number of premises inspected annually	LUS	100%	16 cooling tower inspections completed annually. 37 hairdressing inspections completed annually. 29 skin penetration inspections completed annually.
						3.1.2.5	Investigate Environmental Health complaints such as noise, odour, pollution complaints.	Number of complaints inspected per quarter	LUS	100%	166 environmental health complaints investigated in the annual period.
						3.1.2.6	Conduct Public Swimming Pool Inspections	Number of inspections undertaken in November and February each year	LUS	100%	5 inspections completed for annual period.
						3.1.2.7	Conduct Ocean Beach Testing	The number of inspections undertaken in November and February each year	LUS	100%	First round of inspection completed in November 2014.
4	Facilitate reduction in green house gas emissions in the Manly area	4.1	Work in partnership with key stakeholders to improve Manly's ability to adapt and respond to climate change	4.1.1	Implement mitigation and adaptation measures identified in Council's Carbon Emissions Reduction Plan (CERP) and Climate Change Adaptation Action Plan.	4.1.1.1	Implement priority actions to address climate change adaptation and carbon emissions reduction for Council and the Community.	The number of priority climate change adaptation and carbon emission reduction actions implemented for 2013/14.	LUS	100%	Council has progressed implementation of the Carbon Emissions Reduction Project for 2014/15 to meet Council's target of 25% emission reduction from the 2008/09 level by 2020. Actions implemented include preparation of a draft Energy Efficiency Management Plan to target Council's top 10 energy consuming sites; installation of cogeneration plant as part of the Swim centre re-development and installation of energy efficiency lighting at the Library. Council also continued implementation of the Draft Climate Change Risk and Adaptation Action Plan. Actions progressed include commencement of the Manly Lagoon Flood Risk Management Study and Plan, progression of the Manly LGA Flood Study and receipt of State Government Grant to implement Council's proposed Building Resilience to Climate Change Program.

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									June Quarter 2015 & Annual Report 2014-15		
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
5	Promote responsible waste management	5.1	Work in partnership with the community to minimise waste & undertake public cleansing programs, and influence key decision makers in State and Federal Agencies to assist with funding and policy initiatives.	5.1.1	Responsive, reliable and responsible domestic waste collection and public cleansing services	5.1.1.1	Continued provision of domestic waste collection services.	Application of Industry Standards for services.Less than 5 missed services/ month; less than 3 service complaints/ month; no noise complaints arising from early starts; Service complaints rectified same day if notified before 11.00am and within 24 hours, if notified after 11.00am.	LUS	100%	Service complies in all respects with established Industry Standard KPI's. Diversion from landfill. Disposal RFT developed, assessed and reported to Council. Contract executed with preferred service provider. 2 x E-Waste collections conducted. Plant replacement as per schedule.
				5.1.2	Cleaning public places, facilities, parklands, beaches, road reserves and stormwater catchments.	5.12.1	Continued provision of the following services: beach cleaning, street sweeping, public toilet cleaning, facilities cleaning, reserve cleaning, and public place cleaning.	Deliver scheduled services within budget, and in accordance with WH&S requirements: less than > 5 complaints/ month for each service; and service complaints rectified within 24 hours.	LUS	100%	Services delivered as per schedule, within budget and in accordance with KPIs. Service review complete for The Corso and Street teams. Street Sweeping services tendered and will be reported to Council. New plant in operation - Glutton.
				5.1.3	Delivery of waste avoidance and resource recovery programs in order to achieve a reduction in tonnages of waste to landfill and to increase diversion rates.	5.13.1	Delivery of community and environmental partnerships to residents, schools, businesses, visitors and industry that promote and facilitate waste avoidance, reuse and recycling. Specifically including: LitterGuards, Love Food hate Waste, Nappy Initiative, Multi Unit Dwelling Strategy, Public Place Bin upgrades, Review Zero Waste Strategy, Side Loader - launch of new service,	Number of funded initiatives completed.	LUS	100%	11 waste education workshops held. Event management guidelines revised. Schools program commenced. Bin bay signs and bin signs being distributed to residents. Gum removal machine operating daily. Litterguards program evaluation. Bins being installed along West Esplanade. Review of Shelly Beach and East Esplanade public place bins completed. SHOROC Too Good to Waste Strategy revised. Domestic mulching service trail - feasibility study completed. Gum board erected in The Corso. MUD strategy underway
				5.1.4	Pursue partnerships to facilitate regional and SHOROC-wide common waste collection systems.	5.1.4.1	Introduce a green waste collection bin to all residents.	Audit existing bin stock. Review cost of introducing standard collection system	LUS	100%	Ongoing assistance and review of documentation in preparation for the development of regional AWT tender.Bin audit program developed for waste team. Bins delivered as required and within 10 working days.

D. GOVERNANCE

D. GOVERNANCE									June Quarter 2015 & Annual Report 2014-15		
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
1	Maintain public confidence in Council's transparent and fair decision-making.	1.1	Meeting statutory obligations through compliant internal controls, policies and procedures	1.1.1	Develop and apply effective governance systems to meet legal and ethical obligations.	1.1.1.1	Relevant Codes and Policies reviewed as required by changes to legislation, including staff training and awareness raising.	100% of policies reviewed and compliant with legislation. Number of training activities undertaken (per quarter).	GMU	ongoing	6 reviews conducted 48 awareness raising activities conducted.
						1.1.1.2	Report on governance systems implemented, policies and procedures reviewed, and updates/revisions made.	Report on actions implemented.	GMU	ongoing	Items reported as identified.
						1.1.1.3	Establish and maintain Council's Compliance Framework	Compliance system implemented and maintained	GMU	ongoing	Legislation affecting Council identified. Compliance aspects being documented
						1.1.1.4	Monitor effectiveness of organisational systems in detecting fraudulent, dishonest and unethical behaviour.	Number of incidences detected.	GMU	ongoing	No incidences identified.
				1.1.2	Ensure that Council has access to and use of quality legal professional advice.	1.1.2.1	Maintain a register of professional legal advisers. Review the quality, timeliness and value for money of advice for Council.	Register is maintained, accurate and up-to-date.	GMU	ongoing	Register is maintained, accurate and up-to-date.
				1.1.3	Managing Council's Integrated Strategic Planning framework and reporting systems.	1.1.3.1	Manage IPR reporting requirements	Provide reports & plans as required by IPR legislation.	GMU	ongoing	Council's continues to report quarterly and on an annual basis in line with its integrated planning and reporting requirements.
						1.1.3.2	Ensure all statutory reporting is completed and lodged by due date	100% of reporting completed on time	GMU	ongoing	All statutory reports are completed on time to meet legislative requirements.
				1.1.4	Continued provision of support services to Councillors.	1.1.4.1	Production of Business Papers and Councillor information packages as required. Continued management of Councillors corporate diary.	Production of Business Papers/Councillor Information packages to meet business requirements (cob Thursdays).	CSS	ongoing	KPI met with all business papers and packs sent out weekly and in timeframes specified.
				1.1.5	Continue access by the community to Council reports and information.	1.1.5.1	Manage Council meetings, including servicing Council chambers and meeting areas.	Action items arising out of Council meetings carried out within agreed timeframe.	CSS	ongoing	KPI met with all resolutions tracked and Notice of Motion reports status reports presented monthly to the Ordinary Meetings of council.
						1.1.5.2	General promotion of Council services and activities.	Production and public availability of Business Papers and Minutes by close of business Thursday prior to/following each meeting of Council.	CSS	ongoing	All KPIs met with quality control work and processes being reviewed and improved
				1.1.6	Manage Council's records in accordance with the State Records requirements.	1.1.6.1	Continue to maintain comprehensive records systems for Council's records in TRIM including ongoing support and training in Council's records platform.	Percentage of records captured in TRIM and staff user rates.	CSS	ongoing	TRIM training continues to be delivered to all users, and currently a review of the containers and a disposal schedule has been completed for the system.  Digitisation project for historical Council Minutes and Agendas in progress
				1.1.7	Provide network and technical infrastructure for Council's operational needs	1.1.7.1	Implemntation of TI strategy in support of the various functions and services across Council	Percentage of downtime of core technology and infrastructure per quarter.	CSS	ongoing	Disaster recovery drills continue. Contribution to Council's BCM Plan continues.
						1.1.7.2	Manage Council's e-business transaction portals and opportunities	Numbers of transactions relating to e business trend increase	GMU	ongoing	Several competitions ran and prizes awarded to increase digital uptake. Implementation of new customer relationship management system in next quarter.

## D. GOVERNANCE

D. GOVERNANCE							June Quarter 2015 & Annual Report 2014-15				
Goals	Strategy	Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment		
1	Maintain public confidence in Council's transparent and fair decision-making (continued from previous page)	1.2	Maintaining quality customer services and dispute resolution processes	1.2.1	Provide high quality customer service at Council's facilities.	1.2.1.1	Provision of quality customer services over the counter and on-line.	Number of customer transactions, and number of complaints per months, and Annual Customer Service satisfaction survey completed and reported.	CSS	100%	Over the 2014-15 financial year, the number of customer transations was 37,889, and the number of switch calls was 36,885. There were over 101 compliments received and 481 complaints.
						1.2.1.2	Maintain Council's Complaint Framework	Percentage of customer complaints received, actioned satisfactorily within Complaint	GMU	Ongoing	95% complaints responded to within service standards.
						1.2.1.3	Provide awareness raising activities / training on Council's complaint management processes.	Report to GM quarterly on awareness / training activities undertaken.	GMU	100%	12 Customer Service training sessions were held for staff.
						1.2.1.4	Maintain Companion Animals Register in accordance with legislative requirements.	Maintain and update register.	LUS	100%	KPI met.
	1.3	Inform and engage with the local community through corporate publications, print and social media and encourage participation in Council activities.	1.3.1	Communications management, including developing and enhance the Manly Council brand in the public space, graphic design, and media liaison.	1.3.1.1	Continue implementation of Communications Strategy 2012 -2015	Plan implemented and review undertaken.	GMU	100%	The communications strategy 2012-15 has been implemented and is now focusing on a digital strategy to take us forward beyond 2016. Key priorities include investigating feasibility of new mobile responsive website, enhancing Council's digital brand and strengthening eBusiness channels.	
					1.3.1.2	Identify and report on new media opportunities to engage with Council's public.	Number of new media opportunities identified and implemented as appropriate.	GMU	100%	eNews sent to 10k database weekly, feedback to-date has been positive. Social media, video content and online services continue to be the focus for new media.	
					1.3.1.3	Develop a brand strategy for the Manly Council brand to increase awareness of the activities which Council undertakes	The completion and development of an effective brand strategy for Manly Council, ready for implementation in 2014-15 reporting year.	GMU	Ongoing	Review of the Manly Vibe brand and Surf City brand and logos to be undertaken in 2015/16. Corporate branding and Council News format to be reviewed as well as outdoor signage.	
					1.3.1.4	Continue to update Council's Corporate Style and corporate material	The percentage of corporate materials reflecting refreshed styled adopted in 2012.	GMU	100%	Council's primary corporate brand and suite of logos and secondary brands to be reviewed and updated as required. Signage and Manly2015 branding to be reviewed.	
					1.3.1.5	Provide an internal graphic design and print management process to enhance the quality of Council's publications through a cost effective service delivery model.	Percentage of jobs completed on time and to budget (target 80% level of satisfaction)	GMU	100%	Advertising expenditure across the board is down by 30% on the previous reporting year due to cost savings initiatives. Internal design service charges in place. Other cost saving measures include reducing media monitoring services and looking at free digital options such as social media for promotion.	
					1.3.1.6	Promote Council activities and services and assist in the promotion of Council's objectives.	Number of items appearing in media, and media inquiries.	GMU	ongoing	eNews sent to 10,200 database weekly, feedback to-date has been positive. Social media, video content and online services continue to be the focus for new media. Approx 5-6 media releases issued monthly, approx 130 stories published relating to manly council monthly.	
1.4	Identify and manage risks to Council, take appropriate action to eliminate or minimise Council's risk exposure. Minimise loss to Council by proactive claims management and pursuing recoveries	1.4.1	Completion of Enterprise Risk Management for whole of Council. Increase awareness to risk or risk avoidance. Completion of HIH recovery and Lehmann's alternative dispute resolution process. Reduction in number and quantum of claims.	1.4.1.1	Finalise climate change adaption plan . Continue process of establishing enterprise risk management. Proactive in-house management of under excess claims. Identification of recovery opportunities. Promote minimisation of risk throughout Council. Complete Risk Management Action Plan.		GMU	ongoing	Enterprise Risk Management Brochure for Council Managers and Supervisors completed and distributed. Risk register update comleted. Climate Change Action Plan being finalised and will then go to Executive. All Council insurances in place. There were 41 MV claims and 52 non MV claims in the year. For last year there were 37 MV and 59 non MV claims.		



## D. GOVERNANCE

D. GOVERNANCE								June Quarter 2015 & Annual Report 2014-15			
Goals	Strategy	Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment		
1	Maintain public confidence in Council's transparent and fair decision-making (continued from previous page)	1.5	Ensure Council's workforce is recruited, trained, managed and rewarded fairly and equitably	1.5.1	Develop incentives to attract and retain skilled employees.	1.5.1.1	Develop a more comprehensive remuneration and benefit policy.	Report to the General Manager by the 31 December 2014 on the results of the Bi-Annual Staff Climate Survey; That the staff turnover rate be <20% for Band III and above employees.	CSS	100%	The Staff Climate survey evidenced results that showed staff are comfortable with current arrangements while staff are clearly happy to stay in the employ of Council as evidenced by a staff turnover rate of 7.24%pa.
				1.5.2	Provide employees with a voice on workplace matters.	1.5.2.1	Conduct eight Joint Consultative Meetings per annum.	Minimum of eight meetings are conducted per annum.	CSS	100%	Seven meetings held to date which means the target will be easily reached.
				1.5.3	Operation of Salary Administration System.	1.5.3.1	Award compliance.	≤ 12 wage grievances (per annum)	CSS	100%	Only 1 grievance notified to the IRC to date and settled by mutual agreement.
				1.5.4	Increase representation of young persons within workforce.	1.5.4.4	Develop and expand graduate, trainee and apprenticeship program where possible and in accordance with the merit principal.	Develop a strategy to attract greater numbers of younger applicants for positions where possible and in accordance with the merit principle.	CSS	100%	Average age of staff is decreasing marginally due to low staff turnover rates.
				1.5.5	Manage Corporate Training Program.	1.5.5.1	Individual training and development plans that meets the needs of employees and Council.	Production of a report by July 2014 of a training calendar schedule with all training conducted and planned with associated budget.	CSS	100%	2015 Training Plan completed and agreed with award compliance and corporate training plan being acted upon and evidenced on an on-going basis.
	Provide a workplace that ensures the health, safety and well-being of employees, workers & volunteers	1.6		1.6.1	Monitor work practices & identify strategies to minimise WH&S risk.	1.6.1.1	Conduct WH&S audit program of work sites.	Reduction in the reported number of WH&S incidents, and injury claims and overall reduction in Lost Time Injury's.	CSS	100%	WHS improvements noted in reduction of injuries and LTI's with the evidenced \$180,000+ reduction in Workers Compensation Premium for the completed insurance year.
				1.6.2	Provide a Work/Life Balance Program.	1.6.2.1	Implement staff wellbeing work/life balance program.	Numbers of employee usage of work-life programs. (Trends over time increase year 1 and maintain years 2-4).	CSS	100%	Work Life Harmony Newsletter and Staff Care program are well received by staff with the inclusion of lifestyle type information and even access to cut-price cinema tickets being utilised by staff.
				1.6.3	Support injured workers to return to pre-injury duties.	1.6.3.1	Manage the rehabilitation of injured workers.	Reduction in time taken for injured workers to return to full fitness.	CSS	100%	Continued improvement in this KPI with staff returning to work improved by (average) 2 days per claim.
	Workplace diversity is valued and embraced	1.7		1.7.1	Strategies implemented to improve representation of EEO target groups.	1.7.1.1	Monitor representation by EEO categories.	Improvement in representation in diversity amongst the workforce.	CSS	100%	Diversity of staff is increasing due to staff turnover rates.
						1.7.1.2	Learning opportunities provided to EEO categories.	Increase in the proportion of staff from diverse backgrounds.	CSS	100%	All staff are treated equally and attend the same training irrespective of any irrelevant criteria

## D. GOVERNANCE

D. GOVERNANCE									June Quarter 2015 & Annual Report 2014-15		
Goals		Strategy		Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Progress completed	Comment
2	Work in partnership with the community	2.1	Undertake community engagement activities to work with the community	2.1.1	Strategic development and involvement of community panel to assist with community input to decision making.	2.1.1.1	Community Panel working with Council staff as required and informing Council's Community Strategic Plan.	Type and nature of engagement undertaken	Strategy	100%	Council continues to engage with stakeholders and the community in a variety of forums such as precincts with regards major projects. The last review of the Community Strategic Plan in 2013 involved the re-activation of the community panel to test priority goals and strategies that are the basis of the current Delivery Program.
				2.1.2	Service of Council's Special Purpose Advisory Committees and Working Groups.	2.1.2.1	Continuing to service Special Purpose Advisory Committees and Working Groups.	Special Advisory Purpose Committees and Working Groups provided with timely Agendas and Minutes. Reports to Council on Minutes and Items for Brief Mention.	CSS	100%	KPI met. All Council committees are working well and a delivery schedule for all committees is being followed. Minutes are presented to Council in a timely fashion.
				2.1.3	Enhance the Precinct Community Forum system, including more strategic engagement.	2.1.3.1	Continued support by Council of Precincts.	Number of active precincts and meetings held (per quarter).	LUS	100%	The Precinct system continues to be a vibrant community program with active members and regular meetings with feedback on Council operations and feedback provided by Council to Precincts upon their request.
3	Efficiently use of Council's resources	3.1	Deliver clear and concise financial and management reporting	3.1.1	Provide transparent and accountable financial information and reporting.	3.1.1.1	Council's investments reported to Council confirming compliance with investment policies.	Monthly investment reports provided to Council.	CSS	100%	Submitted by monthly deadline.
						3.1.1.2	Annual Financial Reports and Auditors Reports delivered to Division of Local Government and	Report quarterly. User Charges & Fees to be set comparable with market pricing.	CSS	100%	The 2014/15 Annual Financial Statements were delivered to Council on 6 October 2015.
						3.1.1.3	Ensure compliance with Council's taxation obligations	Annual audit of Council's finances.	CSS	100%	GST Certificate Submitted.
						3.1.1.4	Ensure the levying and collection of property rating income and maintain Council's property database.	Compare movement in Rates and Annual Charges from previous year.	CSS	100%	2014/15 Levy run July 2014.
						3.1.1.5	Renew expiring leases and licences in a timely fashion.	Exception report on number of leases and licences not renewed within 60 days of expiration. (Trends over time)	CSS	ongoing	KPI met, tracking instruments utilised by team ensures all properties are managed to specified timelines
						3.1.1.6	Develop Long Term Financial Plan that supports investment in infrastructure.	Long Term Financial Plan developed to support current and future infrastructure needs and adopted by Council as part of the Community Strategic Plan.	CSS	100%	Completed as part of CSP.
				3.1.2	Ensure responsible financial management and governance through an Internal Audit program.	3.1.2.1	Continue to facilitate Internal Audit function.	Audit and Risk Committee meets quarterly. Annual Internal Audit Program devised. Outcomes reported to Council.	CSS	ongoing	Internal Audit and Risk Committee met in November 2014 and March 2015. Matters dealt with have been Annual Financial Statements WH&S Audit. The Community Properties Audit and Cash Handling Audit have been progressed and will be presented to next quarter. The Program of Audits is being followed as set by the member Councils involved in the program.
4	Advocate to State and Federal Governments	4.1	Lobby for more resources and funding of public programs and projects in Manly and regionally	4.1.1	Pursue cost savings and resource sharing through regional procurement initiatives.	4.1.1.1	Participate with other Councils, including the new Northern Metropolitan Council of Mayors via NESROC and SHOROC, to pursue potential cost savings via joint procurement services, shared services or other business improvement strategies.	Savings achieved through SHOROC procurement actions (\$ saved per annum).	CSS	ongoing	SHOROC Business Manager continues with tender program in consultation with relevant Council staff. Manager Administration attends all regional Procurement meetings to coordinate upcoming tenders and agree to programme.
				4.1.2	Working with SHOROC in lobbying for improvements and funding for transport, health, social services and environmental projects.	4.1.2.1	Refine strategies in working with SHOROC Executive, and assist with those being pursued through the new Northern Metropolitan Council of Mayors regional organisation.	Achievements reported through SHOROC initiatives.	CSS	ongoing	Led by a Board of Mayors from Manly, Mosman, Pittwater & Warringah, SHOROC is a strong partnership working for our region and communities. Key Project areas are Regional Strategy, Public Transport & Roads, Hospitals and Health, Joint Tendering & Business Improvement, Waste Management & Resource Recovery.