

Annual Report - Summary 2017/18



northern
beaches
council



Mayor's Message



This year it has been a privilege to be a part of the first representative Council for the Northern Beaches. My fellow Councillors and I all share an affinity and commitment to our local community. It's this that has brought us together, irrespective of the ward we represent, to build a common vision for our extraordinary area.

I am proud to present to you the outstanding service achievements that we have overseen across the entire Northern Beaches during 2017/18. Importantly, the Annual Report shows that we have addressed the community's top priorities - by providing quality services and assets, as well as, strategic solutions for transport, housing, local jobs and our environment.

An extensive capital program of \$78.7 million was delivered, directly benefiting the community and making it easier for people to get around the Northern Beaches, enhancing local communities, providing for more sport, disability inclusion and protecting our environment.

We have delivered 32kms of new cycleways and 3kms of new footpaths as part of our Connected Communities program, including parts of the walkway along the iconic Northern Beaches Coastal Walk which will span 36kms from Palm Beach to Manly. Co-funded through the NSW Government's Stronger Communities Fund, we have further secured another \$21 million from this fund for a range of high priority works which will be completed over coming years. Plus another \$20 million was sourced from State and Federal grants for other services and infrastructure.

Our enhanced strategic capacity has delivered great gains too. Government commitments on health and transport have become a reality with the Northern Beaches Hospital, a new community health centre, the B-line bus transport network and associated parking and road improvements. There's more to come for our area. We're investigating ways to reduce Wakehurst Parkway flooding. New commitments to the harbour link tunnel, Mona Vale Road and other improved bus services will bring massive improvements to transport and help reduce traffic congestion.

We have a stronger voice with the Government and it's paying off with sensitive plans for housing, sustainability, transport, education, employment and health - this is in tune with what the community is telling us through ongoing extensive engagement. We've been strategic in getting your crucial needs built into the State Government's District Plan, as well as our own long-term plans and strategies. And we're making progress on affordable housing.

Both the former Administrator Dick Persson and our outgoing Chief Executive Officer Mark Ferguson are to be acknowledged for their work in the formation of the new Council and transition to the elected Council.

I am delighted now to be working with Council's new Chief Executive Officer, Ray Brownlee. I have full confidence that he will lead the organisation forward to deliver the highest quality services and infrastructure for all in our community.

My fellow Councillors and I are passionate about representing the community, and maintain our commitment to listen well, plan soundly and deliver great outcomes across the entire Northern Beaches.

A handwritten signature in black ink, reading "Michael Regan". The signature is fluid and cursive, with a long horizontal line extending to the right.

Michael Regan

Mayor

MacPherson St Bridge, Warriewood



Narrabeen Tramshed



Chief Executive Officer's Message



As I take up the reins as the Northern Beaches Council's new CEO, I'm impressed by what the organisation has achieved so far. It's risen well to the challenge of delivering high-quality services and new works, whilst building a strong new organisation and reducing debt.

The new elected Council was on board for much of the year, working well together on the myriad of local needs, as well as, developing a strategic focus for the wider community. Key initiatives over the year have been delivered across the whole area, resulting in new and improved facilities, technology and outdoor spaces.

The achievements behind the scenes also reflect the continued staff dedication and innovation during the new Council's second year. It shows on both solid leadership to date and the unique workforce we have with 80 percent of our dedicated staff living locally. This makes us an employer of choice, as our levels of commitment across all functions - from the front line through to strategic and support functions - are extremely high.

Transforming services: There was significant progress in integrating systems and services, making it easier to interact with Council across a broad range of services. Some 700 staff were moved to co-locate teams. This was a vital step to improving how they function, holistically plan and deliver services. One example is the reduction of flood risks through better information, forecasting tools and unified development controls.

High performance: The results speak for themselves. Resident satisfaction has remained high with the organisation and staff, as well as for elected Councillors in their first year. Excellence was acknowledged with 13 industry awards being presented to Council. Our expertise was sought to develop a national industry guide on managing infrastructure in the midst of climate change.

Strong engagement on the future: Residents, businesses and Councillors were extensively engaged through the year. Notably, thousands of people helped shape the long-term goals and aspirations of the community and set our priorities for the next three years. Council adopted two key plans during the year: the Community Strategic Plan and the Delivery Program - ensuring that our ongoing work aligns with the community's priorities.

I'd like to thank the former Chief Executive Officer Mark Ferguson and our General Managers Ben Taylor, Helen Lever and David Kerr for their professionalism and leadership to date. And my thanks go to our Councillors for their vision. I look forward to working collaboratively with them and all staff to build on our services early achievements. Looking at the challenges ahead, I'm confident we'll continue to improve our results and deliver strong financial benefits for the community.

A handwritten signature in black ink, appearing to read 'Ray Brownlee'. The signature is stylized and written over a horizontal line.

Ray Brownlee PSM

Chief Executive Officer

Purpose of this Report

The purpose of this Annual Report is to highlight to the community the Council's achievements in the delivery of services, infrastructure and projects across the Northern Beaches area.

This is the second annual report of the Northern Beaches Council, covering the financial year from 1 July 2017 to 30 June 2018. Prepared in accordance with the Local Government Act 1993 and Regulation, it reports on what Council planned to achieve in the Operational Plan 2017/18. This was the first integrated Operational Plan of the new Council.

The Council was created from the merger of the former Manly, Warringah and Pittwater Councils, as proclaimed by the NSW Government on 12 May 2016. The appointed Administrator Dick Persson continued until the September 2017 local government elections which resulted in the first elected Council.

The organisation was led during the year by the former Chief Executive Officer Mark Ferguson (until March 2018) and then as Acting Chief Executive Officer on a rotational basis by the General Managers David Kerr, Helen Lever and Ben Taylor.

The report gives an overview of the top achievements across our community, environment, economy and civic leadership. Service achievements are detailed for each of the eight community outcome areas of our Community Strategic Plan. Each also includes details on:

- Performance measures: Indicating the result, any targets and whether they were met.
- Satisfaction measures: Indicating the satisfaction results from community research on Council and its services, and whether there has been a statistically significant change from the previous year. This is a representative telephone survey of 757 residents conducted in June 2018, matched to our community's demographic, and is compared to the May 2017 survey results.
- Projects: a summary of the progress of each operational and capital project.

This is followed by details on Council's statutory compliance with a range of legislation, and the audited financial statements.

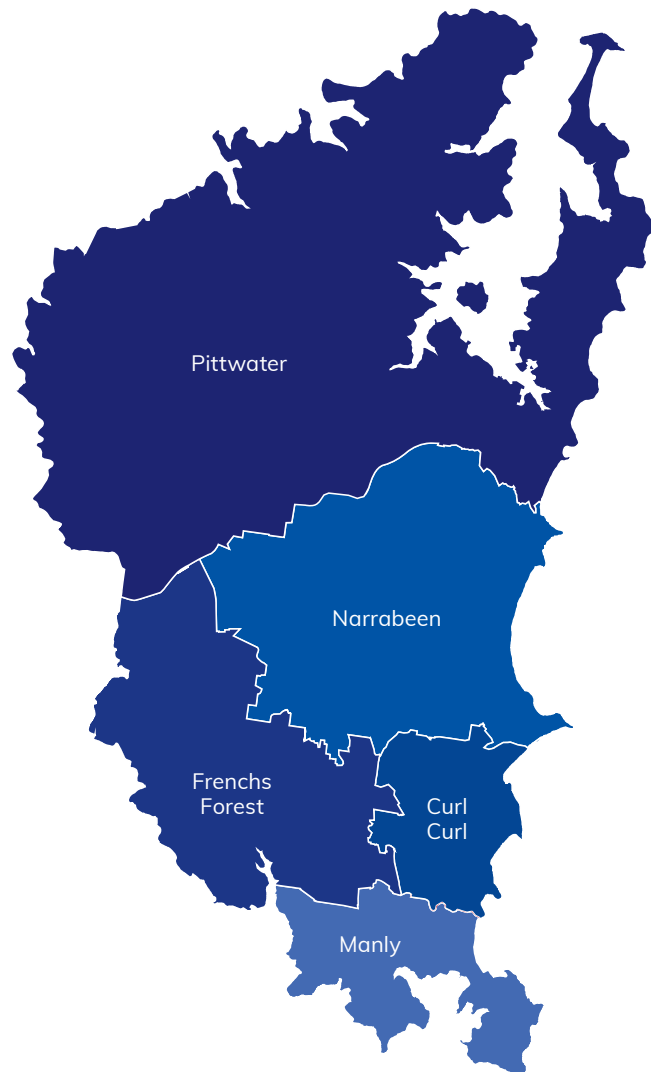
Taste of Manly Festival



Our Council

On 12 May 2016, the Governor of NSW proclaimed the merger of the former Manly, Warringah and Pittwater Councils and the creation of the Northern Beaches Council.

The first elections of the new Council were held on 9 September 2017 and fifteen Councillors were elected to represent the Northern Beaches community for the term 2017-2020. The Mayor and Deputy Mayor are elected by Councillors. On the 26 September 2017, The Mayor, Michael Regan was elected for a two year term and Deputy Mayor, Candy Bingham was elected for a one year term by their peers.



Curl Curl Ward



Michael Regan
(Mayor)
9942 2422
Michael.Regan@
northernbeaches.nsw.gov.au



David Walton
0427 741 824
David.Walton@
northernbeaches.nsw.gov.au



Natalie Warren
0427 495 229
Natalie.Warren@
northernbeaches.nsw.gov.au

Frenchs Forest Ward



Roslyn Harrison
0427 329 907
Roslyn.Harrison@
northernbeaches.nsw.gov.au



Penny Philpott
0429 220 208
Penny.Philpott@
northernbeaches.nsw.gov.au



Stuart Sprott
0408 678 480
Stuart.Sprott@
northernbeaches.nsw.gov.au

Manly Ward



Candy Bingham
(Deputy Mayor)
0418 430 544
Candy.Bingham@
northernbeaches.nsw.gov.au



Pat Daley
0428 203 347
Pat.Daley@
northernbeaches.nsw.gov.au



Sarah Grattan
0427 745 673
Sarah.Grattan@
northernbeaches.nsw.gov.au

Narrabeen Ward



Rory Amon
0418 497 223
Rory.Amon@
northernbeaches.nsw.gov.au



Vincent De Luca OAM
0427 218 553
Vincent.DeLuca@
northernbeaches.nsw.gov.au



Sue Heins
0427 226 453
Sue.Heins@
northernbeaches.nsw.gov.au

Pittwater Ward



Kylie Ferguson
0481 000 170
Kylie.Ferguson@
northernbeaches.nsw.gov.au

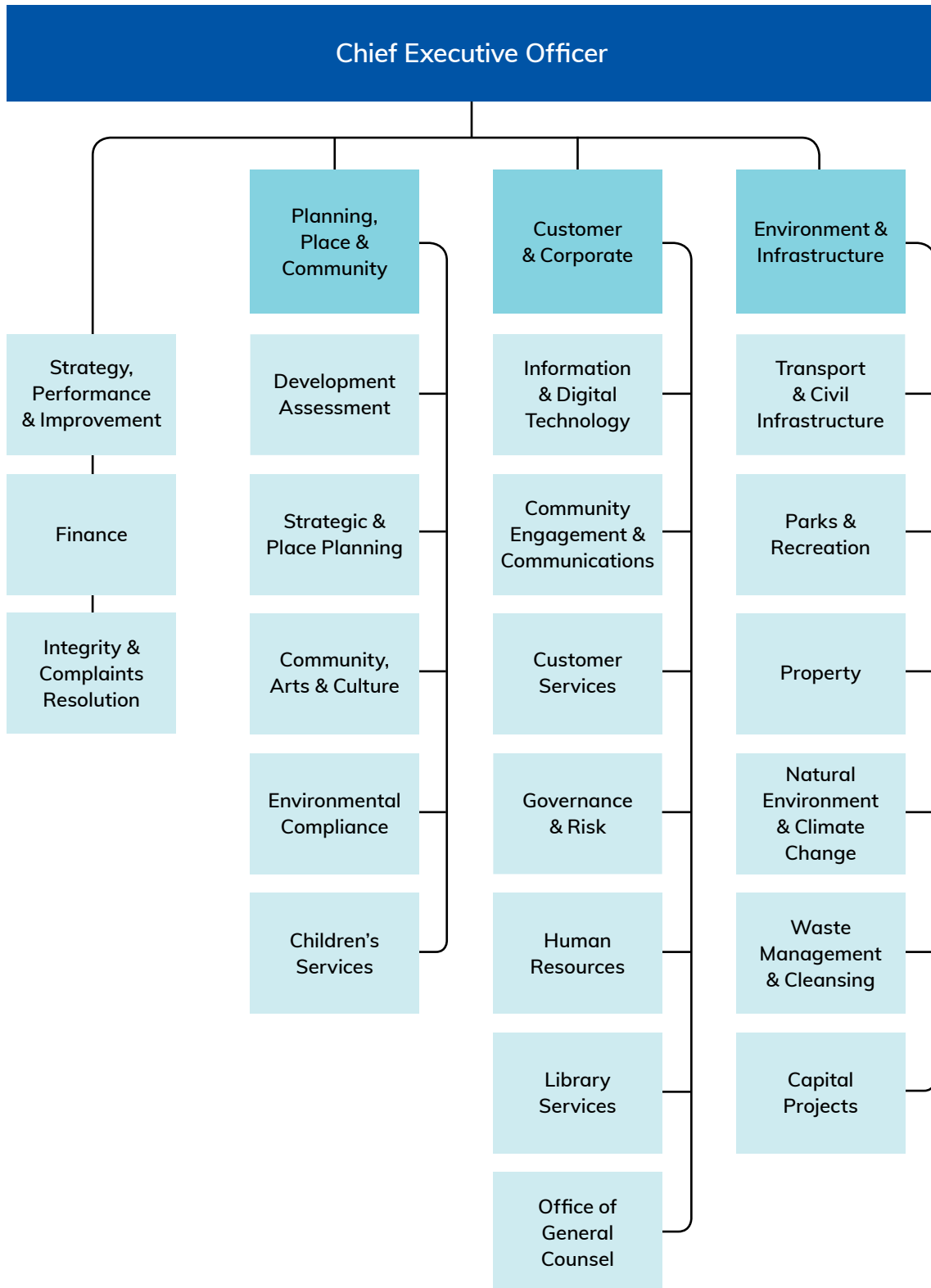


Ian White
0428 949 580
Ian.White@
northernbeaches.nsw.gov.au



Alex McTaggart
0411 779 585
Alex.McTaggart@
northernbeaches.nsw.gov.au

Our Organisation



Our Values

Corporate Values

Trust

being open
brings out
our best

- Be transparent and honest through open two way communication
- Be sincere by actively listening to others and encouraging a shared understanding
- Be courageous by taking and sharing accountability
- Be adaptable and receptive to change

Teamwork

working together
delivers

- Be caring by thinking of the needs of others
- Be flexible to focus on a common goal by considering the diverse views of others
- Be loyal, supportive and helpful towards other people to develop harmonious relationships
- Be open to share knowledge and to recognise the contributions of others

Respect

valuing everyone
is how we make
a difference

- Be inclusive and culturally aware of others
- Be polite and have a genuine concern for the wellbeing of others
- Be prepared to give and receive feedback
- Be aware of your personal impact on others

Integrity

we are proud
of doing what
we say

- Be reliable by honouring promises and meeting goals and deadlines
- Be honest by taking responsibility for your decisions and actions
- Be confident towards challenge in the pursuit for excellence
- Be familiar with policies and procedures and act lawfully at all times

Service

we care as
custodians for
the community

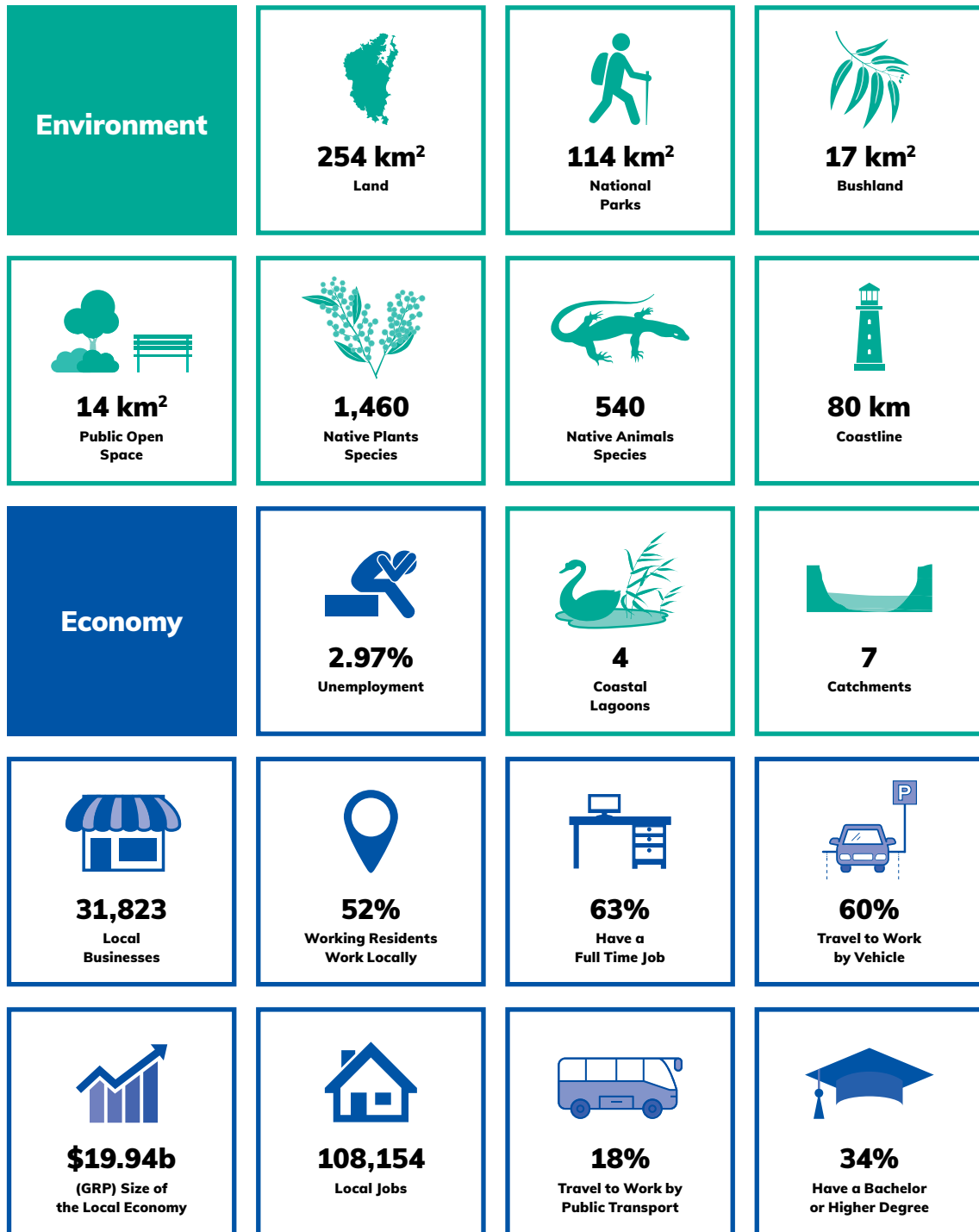
- Be focused on delivering the highest quality service in everything we do
- Be proactive and take ownership of the service provided internally and externally
- Be dedicated to making a difference to our community, protecting our environment and encouraging innovation
- Be proud to promote our vision and values

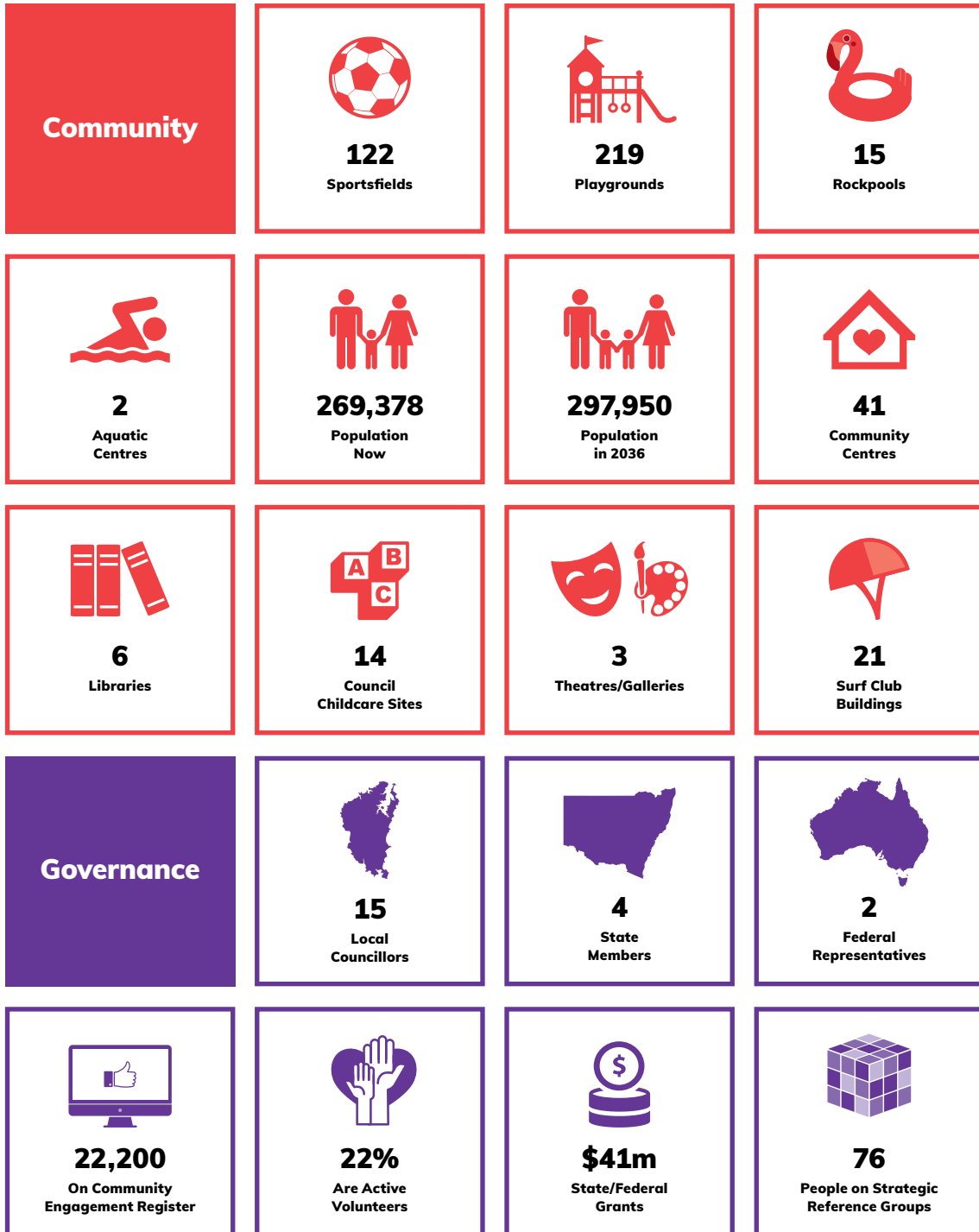
Leadership

everyone has
a leading role

- Be encouraging of others to enable problem solving and innovative ideas
- Be inspiring by fostering a workplace that supports continuous learning and efficiency
- Be work safe
- Be a role model of the values and behaviours

Our Community Profile

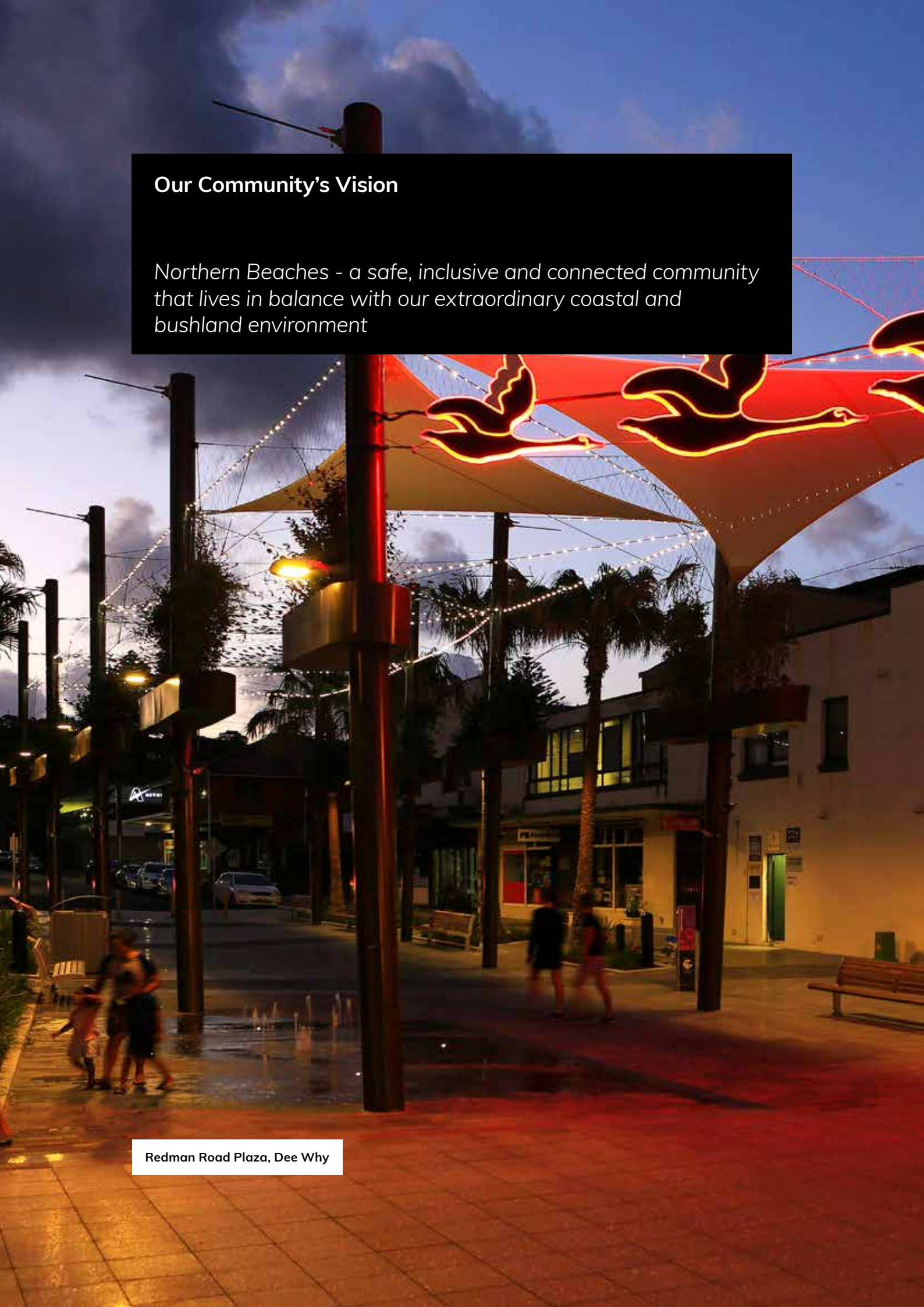




Our Community's Vision

Northern Beaches - a safe, inclusive and connected community that lives in balance with our extraordinary coastal and bushland environment

Redman Road Plaza, Dee Why



Our Achievements

Overview

Our community has benefitted from \$78.7 million in delivered capital works projects. Some of these were long-awaited such as a flood-proof bridge at Warriewood; carpark and roadworks at Church Point; a new synthetic sports field at Cromer; new sporting facilities in Forestville, Terrey Hills, Belrose and land set aside for more netball courts at Warriewood.

We've provided for more active travel, with over 51km of footpaths and cycleways completed to connect our communities. The environment is healthier with improvements at Kimbriki and to our stormwater network, extensive bush regeneration and more solar panels on Council buildings.

Town centres were improved in Avalon, Narrabeen, Dee Why, Manly and beyond with better plazas, amenities, community and childcare centres. Five new accessible playgrounds have formed a part of our ambitious efforts to enhance disability inclusion. With Government support, we also continued to host major professional surfing competitions in Manly.

Council secured an additional \$21 million in Stronger Communities funding, bringing forward high priority community projects which are planned for the coming years plus another \$20 million of State and Federal grants for services and infrastructure. We also awarded over \$960,000 in local grants to support much-needed projects in arts, community special needs, sports and the environment. Key partnerships brought the Avalon Youth Hub to life, as well as the PCYC in Dee Why.

Integration of our systems and staff teams has improved a range of services. The community will find it easier to make enquiries, payments, library loans, access childcare and lodge development applications. Our coordinated lifeguard teams performed over 429,000 preventative actions and trialled innovative new surveillance, keeping 10 million beach users safe this year.

Extensive community engagement underpinned the Council's first new plans that capture the long-term community goals (in the 10-year Community Strategic Plan) and what Council will be doing to address them (in the three-year Delivery Program). These were adopted during the year.

And a raft of awards highlight how well we are working with our community - in collaboration, communications and customer service.

The following highlights our social, economic, environmental and civic leadership achievements of the year, to reflect our holistic approach to service delivery.

Our Environment

Better Habitats

- Over 1,200 ha bushland regenerated with 12,000 native plants
- 800 street trees planted
- Cleanups at lagoons, Pittwater, Frog Hollow
- All beaches good/very good water quality

Reduced Risks

- 20 hazard reduction burns
- Better flood controls, information, funding
- 1.2 km stormwater system improvements
- Gross pollutant traps improved and 900 tonnes of pollutants removed from our waterways
- 2 new seawalls and 1 renewed

More Sustainable

- 31,000 residents and students educated
- 35 water refill stations for parks and events = 6,600 less bottles at just 1 event
- 4% reduction in domestic waste/capita
- Reduced emissions by Council
- Solar panels provide 318,380 kWh/ year
- Efficient lights in carparks, sportsfields
- More funding to cut energy use

Our Community

Supporting Our Community

- 39 actions for disability inclusion completed
- Single library card and catalogue
- \$1.1m new library stock and technology
- Streamlined childcare registration
- 333 arts and cultural events
- 152 community activities
- Over 429,000 preventative actions at beaches

More Playing Places and Hours

- 5 all-abilities playgrounds
- \$1.7m synthetic sportsfield at Cromer
- 6 New netball courts at Forestville and \$2.5m land for more at Warriewood
- BMX track and skate park at Terrey Hills
- Fairy Bower rockpool improved

Better Community Facilities

- New Youth Hub at Avalon
- Over 1,900 youth attend PCYC Council events
- 2 childcare centres improved
- New vacation care site at Manly Vale
- New community centre at Seaforth, and upgrades at Avalon and Narrabeen
- New Narrabeen Beach viewing tower
- 3 trails improved in Manly, Manly Dam and Narrabeen Lagoon

Our Economy

Getting Around Easier

- B-line network with parking and road improvements
- Over 379,000 Hop Skip Jump bus passengers
- \$10m floodproof bridge at Warriewood
- \$5m towards new carpark at Church Point

More Active Travel Opportunities

- 7 km new footpaths
- 44 km new cycleways and shared paths
- Linking networks together and with transport hubs

Better for Business at Villages/Town Centres

- 70 events attended by over 500,000 people
- improved plazas at Balgowlah and Dee Why
- Improved laneways at Manly with paving and landscaping
- 85 businesses assisted with Easy to Do Business start-ups
- New public amenities at Manly and Narrabeen
- Improved public amenities at Collaroy and sportsgrounds

Our Governance

New Council, New Plans

- First elected Council
- Community goals set for next 10 years (Community Strategic Plan)
- Council priorities established for next 3 years (Delivery Program)
- New community reference groups
- 85% satisfaction with Mayor and Councillors

Grants Gained and Given

- \$21m Stronger Communities Fund
- \$20m other Government grants
- \$100k in Council grants to sports clubs
- \$860k in Council grants to community projects

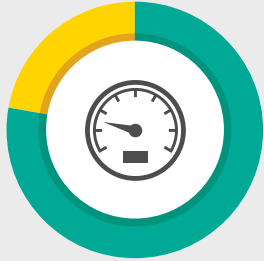
Easier to Interact with Council

- One customer service phone number
- Online customer portal
- DA system streamlined and unified
- Harmonised fees and charges
- Better volunteer engagement

Top Performance

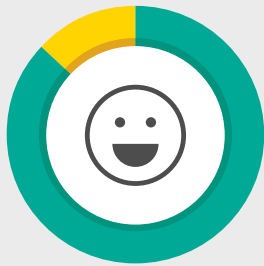
- 13 awards as winner or finalist
- 84% satisfaction with staff performance
- 86% satisfaction with overall performance of Council

Performance Results



18 Performance Measures

78% Met Target



45 Satisfaction Measures

87% Met Target



83 Operational Projects

88% completed or progressing on schedule

Target 80%



142 Capital Projects

71% completed or progressing on schedule

Target 80%



Lifeguard



northern
beaches
council

Lifeguard on Duty



National Local Government Customer Service Network awards

Our Awards



Community Collaboration award

Special commendation for Northern Beaches Hospital Precinct Structure Plan, Frenchs Forest - Greater Sydney Commission Planning Awards



Community Partnerships and Collaboration award

Winner for PCYC Project, Dee Why - NSW Local Government Excellence Awards, LG Professionals



Excellence in Heritage and Restoration over \$20,000

Winner for Tram Restoration, Narrabeen - Master Painters Australia



National Local Government Customer Service Network awards:

- Customer Service Strategy Award - winner
- Customer Experience Excellence Award - highly commended
- Customer Service Team of the Year Award - finalist



Winner of 2 international W3 Awards from the Academy of Interactive and Visual Arts for Council's website:

- 2017 Silver award of distinction - Government category
- 2017 Silver award of distinction - Community category



REBRAND 100 award

Winner for Council's new identity developed with the community - REBRAND 100 Global awards



Winner of 4 international Communicator Awards from the Academy of Interactive and Visual Arts:

- 2017 Gold award of excellence - Government category
- 2017 Silver award of distinction - Community category
- 2018 Gold award of excellence - Social Media video category
- 2018 Silver award of distinction - Branded content category