

Annual Report 2017/18



northern
beaches
council





Oceanides, Manly

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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 that reads "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.

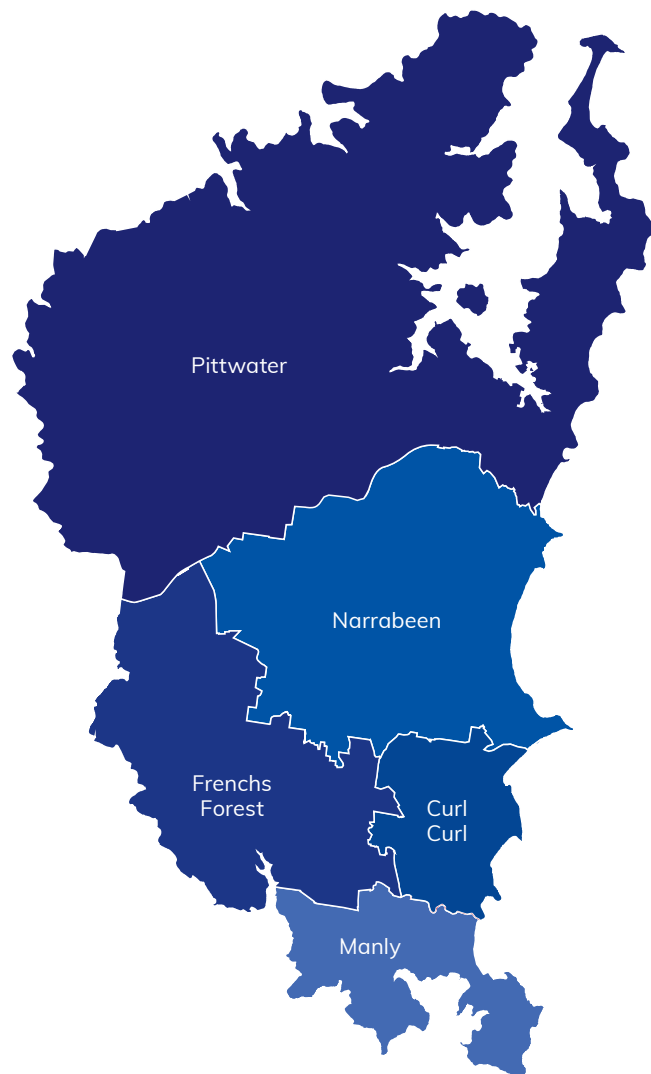
Taste of Manly Festival



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.



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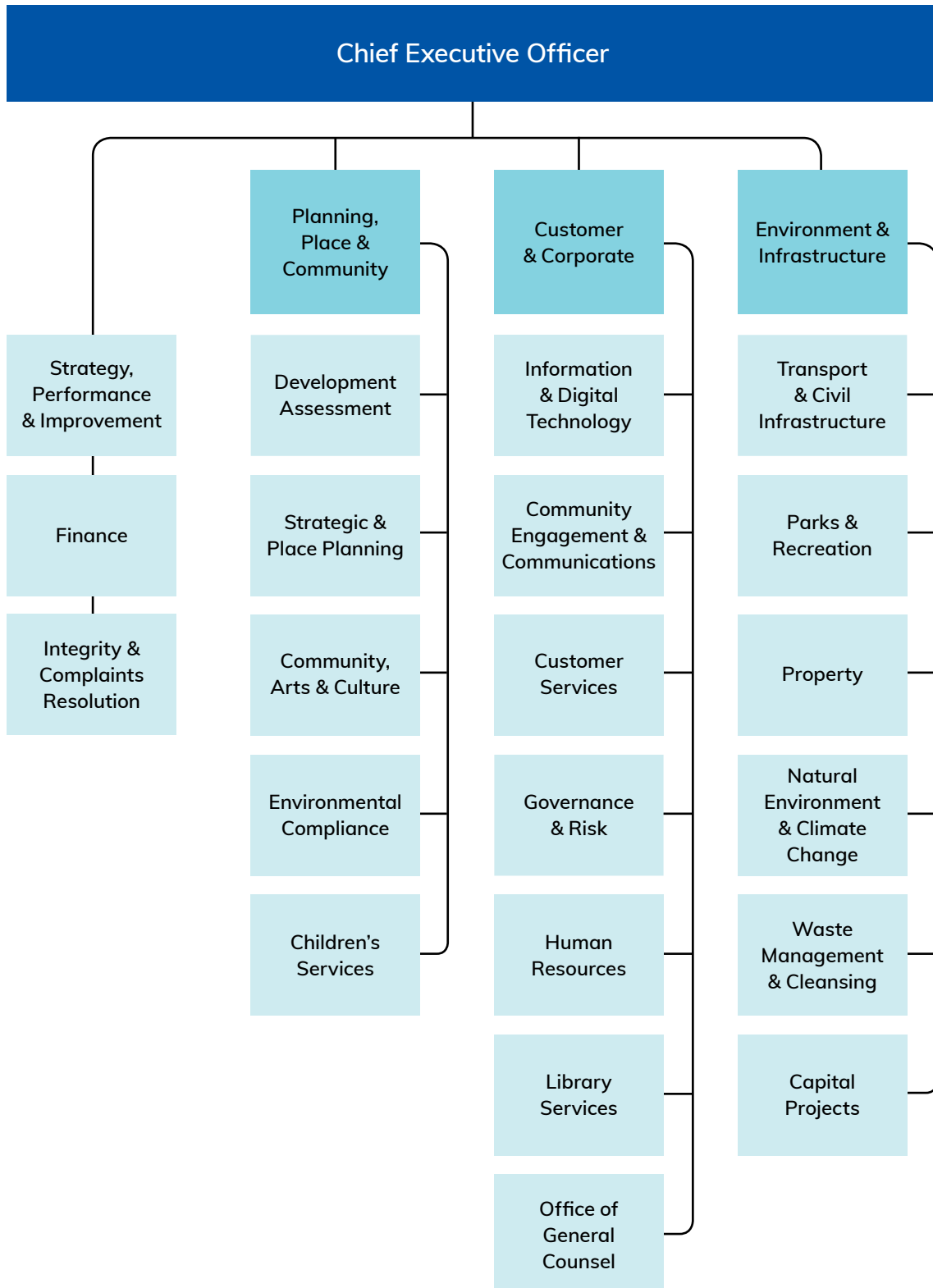


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Our Organisation



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

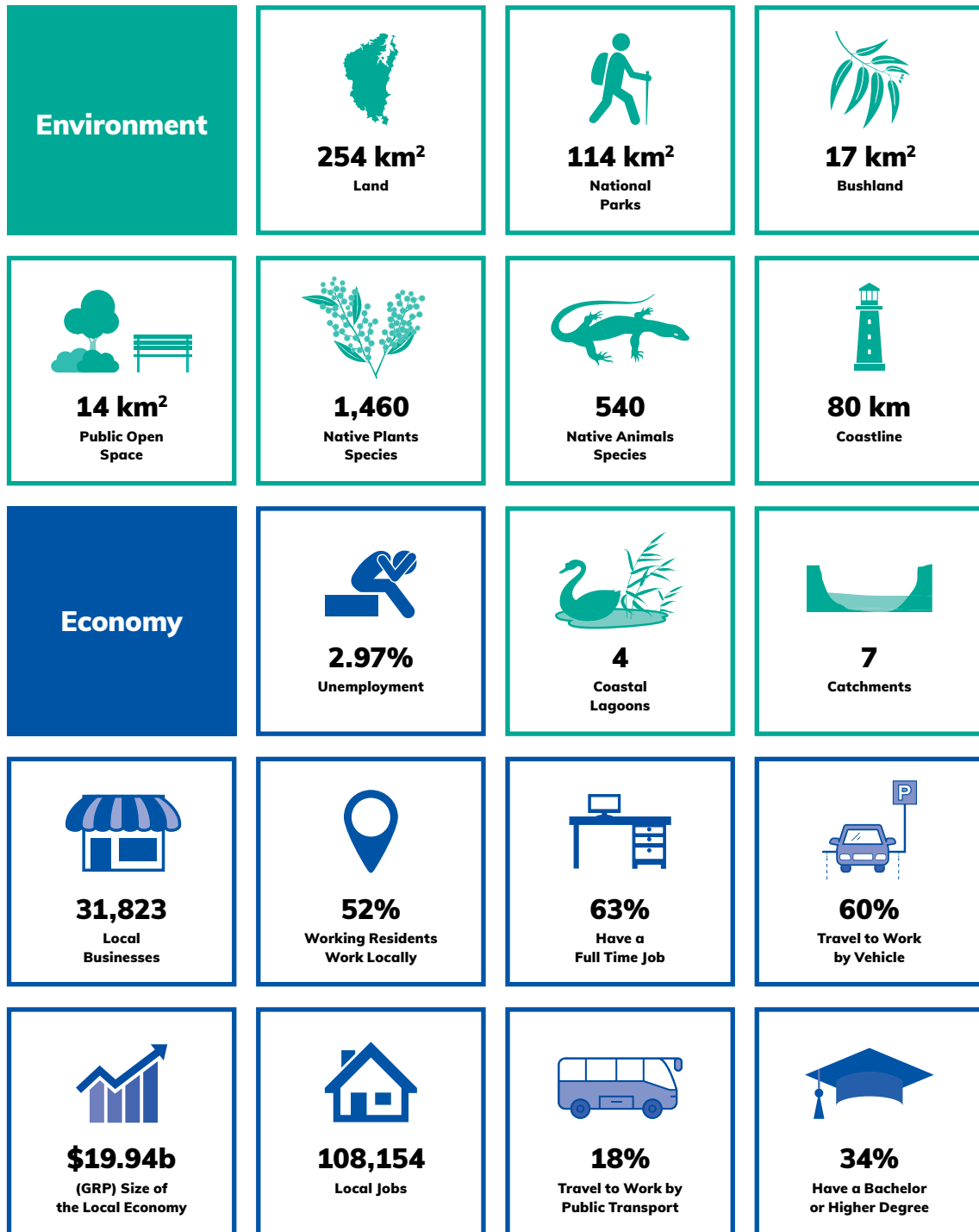
- Be focused on delivering the highest quality service in everything we do
- Be proactive and take ownership of the service provided internally and externally
- Be dedicated to making a difference to our community, protecting our environment and encouraging innovation
- Be proud to promote our vision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

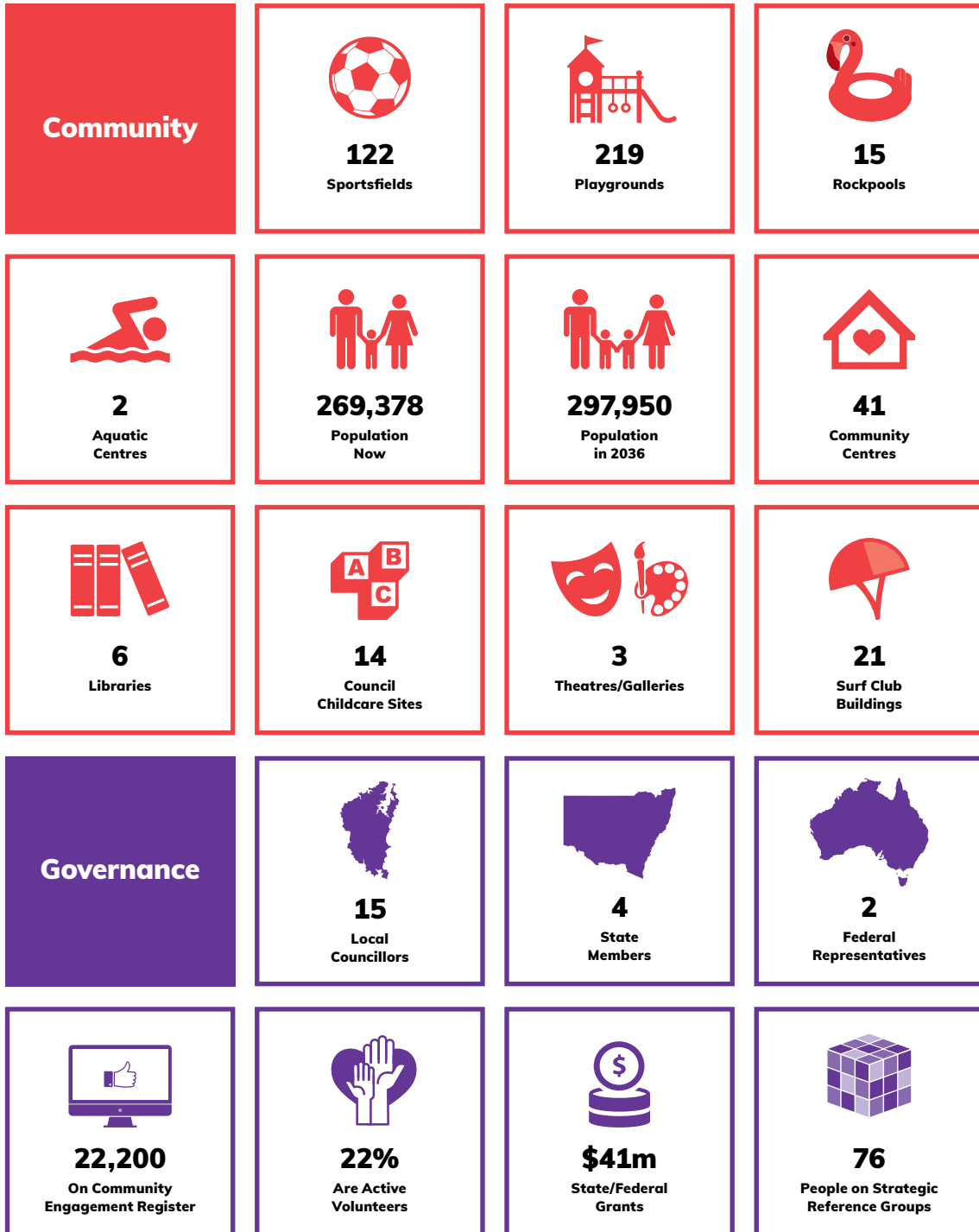
Leadership

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

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