



northern
beaches
council

December 2021

Quarterly Report on Service

Performance -

Implementing the

Operational Plan 2021/22

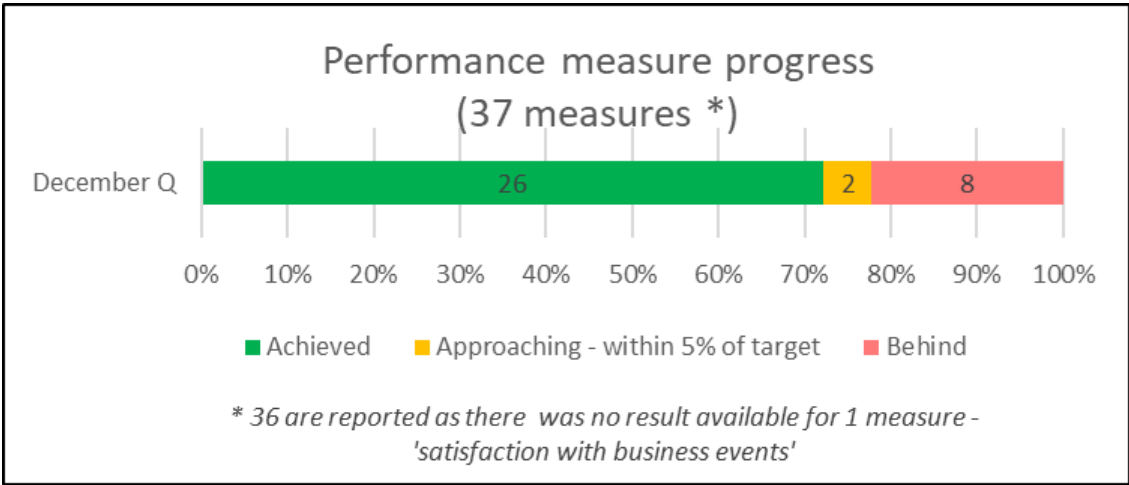
Introduction

This is a report on progress in implementing the Operational Plan 2021/22 for the quarter ending 31 December 2021. It is structured by 16 key services, with detail on service highlights, progress of projects, and the performance of services and finances. An overview of performance is below with further detail on the accompanying service pages.

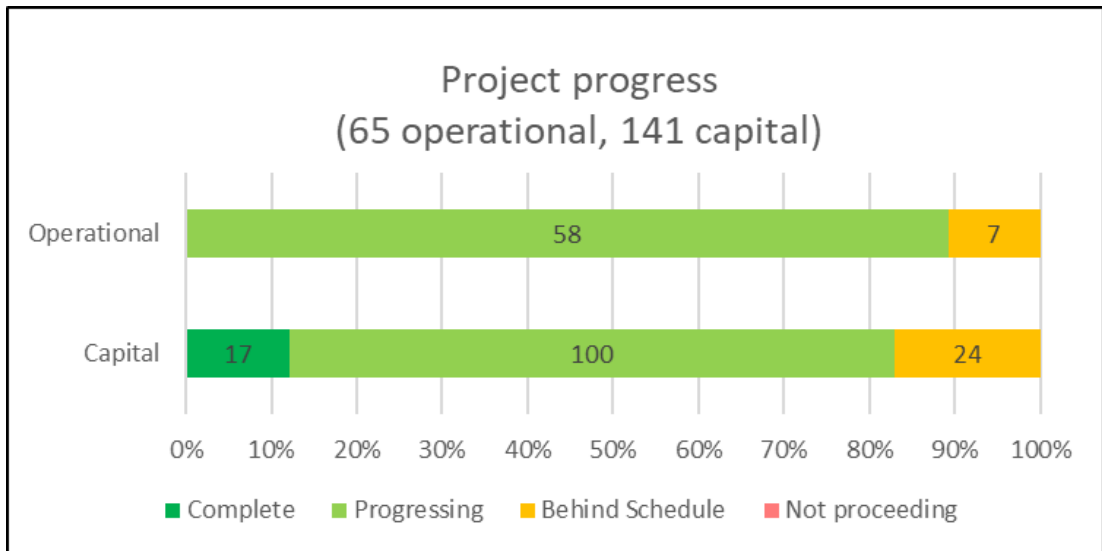
Of the 206 projects, 85% were either progressing or completed (comprised of 89% of operational and 83% of capital projects). In total, 17 projects are completed. Council's target is for 80% of all projects to be completed or progressing on schedule by 30 June 2022.

Results for 36 performance measures are included. Overall 72% of targets were achieved and 6% approached their target. Most of the results with missed targets have been impacted by COVID-19.

Performance at a glance



Project status: overall 85% completed or progressing on schedule



11 Awards and Recognition

(N = National)

Council was recognised with 11 awards and commendations for achievements across events, sustainability, community services, arts, customer service, library and Currawong Cottages works:

Australian Event Awards 2021

- ❖ *State Winner & National Finalist – - Best Community Event - Taste of the Beaches (N)*
- ❖ *State Winner & National Finalist – Best Live Public Event - Sun Run 2021 (N)*

Building Designers Association of Australia (BDAA) Awards 2021

- ❖ *Winner – Heritage Buildings Adaptive Reuse Currawong Cottages Refurbishment Project (N)*

Local Government Week Awards 2021

- ❖ *Winner – Youth Week Awards - Most Innovative Youth Program 2021*
- ❖ *Finalist – Leo Kelly Arts & Culture Awards – Daryung: Collaboration between North Side Aboriginal Artists and Council*

Cities Power Partnership Climate Awards 2021

- ❖ *Winner – Renewable Energy Achievement Award - Northern Beaches Goes Renewable*
- ❖ *Finalist – Energy Efficiency Achievement Award - Energy Audit and Implementation*

LGNSW Excellence in the Environment Awards 2021

- ❖ *Highly Commended – Silver Local Sustainability Award - Towards Net Zero Northern Beaches*

National Local Government Customer Service Network (NLGCSN) Awards 2021

- ❖ *Winner – Team of the Year Award - Customer Service Team of the Year (N)*

National Awards for Local Government 2021

- ❖ *Winner – Creativity and Culture Award – Library 2U : Creating vibrant and cohesive communities through the Arts*

NSW Public Libraries Association Awards 2021

- ❖ *Highly Commended – Innovation in Outreach Services Award – Library 2U*

In this report each service summary includes a short update on projects for the quarter:

Key:  Complete  Progressing  Behind schedule  Not proceeding

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Environment and sustainability

HIGHLIGHTS

Coast and catchments

Planning for coastal protection works at Wetherill Street, Narrabeen Beach, has progressed and Council continues to work with residents regarding their development applications for permanent protection works. Private construction works are nearing completion between Wetherill Street and Stuart Street.

Staff monitored coastal and creek locations after a localised storm caused extensive damage to trees and infrastructure in a various suburbs on 19 December 2021. We also progress bush regeneration works across a number of coast and waterway sites, and commenced the Summer Lagoon Monitoring Program on water quality.

Stormwater and floodplains

Clearance of the Narrabeen Lagoon entrance was completed, with over 2,800 truck movements of the marine sand being undertaken.

Following public exhibition of the Wakehurst Flood Mitigation Study earlier in the year, the community feedback has been analysed and will be presented to Council in early 2022, to inform a decision on whether to proceed to the next stages of the project.

Construction works have also been completed at Fairy Bower Pool stormwater outlet upgrades with the installation of artificial tiles to transform the outlet into a living seawall. These tiles provide an ecologically friendly structure providing habitat for sea-life such as shellfish, seaweeds, oysters and marine snails.

Bushland and biodiversity

Council completed the roll-out of the Flying-fox Residents Assistance program and has assisted numerous residents with the management of aggressive or 'nuisance' wildlife, typically nesting birds. Feral animals were also controlled, including 10 foxes and 237 rabbits.

Bushland regeneration works on 125 different sites continued to improve native habitat, restoring Endangered Ecological Communities and reducing invasive weeds. A total of 834 native plants were planted, with 89 new trees now in the ground. Extensive bushland inspections were done after a severe localised storm on 19 December 2021, and a large number of emergency works were undertaken regarding fallen trees and damaged infrastructure. Over 200 related customer requests were responded to.

The team has continued to assist strategic planning with the development of planning controls for a new Local Environment Plan and Development Control Plan for the Northern Beaches. Supporting technical studies have been completed, including the draft Biodiversity Planning Review and Deferred Lands Biodiversity Survey. Advice was also provided on the Wakehurst Parkway flood mitigation works and the Beaches Link Tunnel.

Preparing for bushfires

The preparation for the new Bush Fire Risk Management Plan has continued, with a draft plan approved for public exhibition in the 2022 by the Northern Beaches Bush Fire Management Committee.

Favourable weather conditions allowed fire agencies to undertake one hazard reduction burn on Council land during this period, at Frenchs Forest. This burn resulted in fuels being reduced across 2.6 hectares to protect the community and environment. Another 26 sites are prepared and awaiting fire agencies to undertake the hazard reduction burns.

The Asset Protection Zone network has had active maintenance during the fire season at 372 sites, including 255 extreme risk ones. We also completed inspections of all fire trails, highlighting the need for works on three of the 30 trails.

Recognition on sustainability and climate change response

Council was recognised for achievements in sustainability at the National Cities Power Partnership (CPP) Climate Awards:

- Won the Renewable Energy Achievement Award for transitioning Council and the community to renewable energy, as well as meeting our corporate renewable energy and emission reduction targets early
- Finalist in the Energy Efficiency Achievement Award for the delivery of 19 broad ranging projects to reduce energy use across Council's highest using sites.

We were also highly commended for the Silver Local Sustainability Award at the Local Government NSW Excellence in the Environment Awards. This recognises our significant achievements in delivering various initiatives to help reduce Council and the community's emissions, save water and reduce waste to landfill. Our progress towards net zero emissions was also promoted through two industry conferences.

Northern Beaches Council recently completed environmental disclosure reporting through the global disclosure rating agency, CDP, for the first time in 2021 and was awarded an overall score in the highest band possible for a city or region, the 'Leadership Band'.

Council co-authored a professional industry guide on responding to climate change, to help local government extend the useful life of assets, reduce maintenance costs and encourage the switch to low carbon infrastructure. 'Climate Resilient Materials for Infrastructure Assets (Practice Note 12.2)' was publicly launched in November and also presented at the Engineers Australia Climate Smart Engineering Conference. We developed this together with Dubbo Regional Council and the Institute of Public Works Engineering Australasia (IPWEA).

Education and Volunteering

The successful Ocean Festival included events across the Northern Beaches with a mix of face-to-face and online events including film screenings, stand up paddle boarding, rock pool rambles and Science at the Steyne. The 'Life Below Water' video series is also available on our website, depicting our underwater biodiversity, especially at Cabbage Tree Bay. The Friends of Cabbage Tree Bay have also been updating their website to cover six Aquatic Reserves and regular virtual catchups have been held, including guest marine experts.

At our Environment Centres over 3,600 people of all ages participated in over 30 fun and educational workshops, held online due to COVID restrictions. Solar Conversations with residents continued, with over 80 completed to date. The Sustainable Business Network was also relaunched in December incorporating an interactive map of local businesses already embarking on their sustainability journey.

Performance measures – Environment and Sustainability	Target	September quarter	December quarter
Scheduled active bushland management completed	80%	25%*	40%*

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

Notes on results:

* Much of the planned works were put on hold, as bushfire hazard reduction works took precedence during the September and December quarters

Workload measures – Environment and Sustainability	September quarter	December quarter
No. sustainability education events	43	39
No. people attending sustainability education events	4,594	3,600
Gross pollutants removed from stormwater networks (tonnes)	137	136
No. DA referrals for assessment of environmental controls †	847	888

Notes on results:

† DA referrals for assessment of environmental controls include those for coastal protection works, development engineering, stormwater/floodplain/ creek works and other works affecting the natural environment or its biodiversity. This is a subset of all applications that Council receives and assesses.

OPERATIONAL PROJECTS

Key: ✔ Complete 🔄 Progressing ! Behind schedule



Undertake environment studies and investigations to support strategic planning of the Northern Beaches - Executive Manager Environment & Climate Change

The draft Northern Beaches Environment Study was approved by Council for public exhibition at the October meeting. The document will be exhibited until mid-February 2022.

The following technical studies are also being prepared to support the new strategic planning framework: Estuarine Planning Levels, Review of Waterways, Wetlands and Riparian Lands, Water Cycle Management, Geotechnical Review, Deferred Lands - Review of Existing Information, Biodiversity Survey and the Biodiversity Planning Review.



Expand and improve volunteer, sustainability and environment centre programs in response to community priorities - Executive Manager Environment & Climate Change

Bushcare and Community Nurseries: We are starting a new corporate Bushcare site to help rehabilitate the Avon drain leading into Dee Why Lagoon. A new Nursery database is being developed, and a new soil bay being constructed at the Curl Curl Community Nursery.

Environment Centres: Community events included four Ocean Festival rock platform walks in December; a stall at the Surf Lifesaving event at Rat Park on December 12; and nine community webinars. High school excursions and online lectures were conducted; and our summer Kids on the Coast program commenced. Eco School's Grants have been launched for 2022, and all local schools invited to apply.

Community Sustainability: The Simplifying Solar program released a video on Five Steps to Solar; and some 80 Solar Conversations have been completed to date. A webinar was held for residents in December on Solar and Batteries.

We also launched the new interactive Sustainability Business Network (SBN) map, which is now LIVE for both businesses and the general public to use – this is supported by toolkits, a webinar and a calendar of events. Water saving assessments were also provided to two restaurants and two childcare centres.



Investigate and implement viable options to reduce minor flooding on Wakehurst Parkway - Executive Manager Environment & Climate Change

These investigations are focused on identifying and, if feasible, implementing options to reduce very frequent flooding of the Wakehurst Parkway roadway. A report on options has been exhibited earlier in the year, and a community engagement report is being prepared on the feedback received. This will be presented to Council in coming months, to inform a decision on whether to proceed to the next stage of the project.

Further investigations are commencing for improvement works at Oxford Falls, while environmental investigation options at The Bends are being undertaken.



Develop and implement action plans and reporting to support the Environment and Climate Change Strategy - Executive Manager Environment & Climate Change

Action plans are being prepared as required following adoption of the Environment and Climate Change Strategy. The Climate Change Action Plan has been completed and is available on Council's website.

The Biodiversity and Bushland, Waterways and Catchments, Coast and the Education and Engagement Plans are in final stages of preparation and will be published on Council's website in the near future. The draft documents underwent review by the Environment Strategic Reference Group as well as internal stakeholders.



Develop and implement a Narrabeen Lagoon Entrance Management Strategy - Executive Manager Environment & Climate Change

The Narrabeen Lagoon Entrance Management Strategy will investigate and develop long term options for the management of Narrabeen Lagoon in addition to optimising Council's existing emergency response arrangements.

During December, Council staff have reviewed the consultant's latest changes to the strategy, which incorporated recommendations of the external peer-review workshop. The peer reviewers have provided additional comments, which Council is working with the consultant to incorporate.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Coastal Protection



Collaroy-Narrabeen Coastal Protection Works - Executive Manager Environment & Climate Change

The next stage of the Collaroy-Narrabeen Coastal Protection Works are planned to be constructed at Wetherill Street, to tie in with private protection seawall works that are currently under construction to the North and to the South.

The Tender Drawings and Environmental Assessment are now complete and a private Request for Quotations (RFQ) has been issued and responded to on Tenderlink. However, additional design works are now required to produce the hybrid sea wall with rock revetment at the base and an L-wall in the upper half.

Tender drawings and specifications have been finalised by Haskoning and will be issued to Soil Conservation for re-pricing.

Council aims to commence construction on the next stage of public works in mid-2022.

Stormwater program



Planned Stormwater New - Executive Manager Environment & Climate Change

Dee Why GPT Design: Community consultation on the design is currently underway, and detailed design will commence following feedback.

Asset Inspection Program: Works have commenced in Manly and Narrabeen.

Collaroy Water Quality Strategy: a consultant is investigating concept options for works to improve water quality at Collaroy Beach.

Drainage Improvements: Council is currently undertaking design investigations for several drainage projects. Detailed design has been completed and works will commence in the new year on Scotland Island. Concept design stage is underway and expected to be complete in February for works at Lindley and Walker Avenue, Narrabeen. The detailed design is currently being finalised for Brookvale stormwater outlet near Ankali Road, works are expected to commence next year. For Park Street, Mona Vale, detailed design and construction drawings for the flood mitigation works are being finalised.

The program is currently behind schedule due to contractor/consultant availability and inclement weather.



Warriewood Valley creekline works - Executive Manager Environment & Climate Change

Fern Creek Bridge Construction: The Contract with Total Earth Care for bridge construction has been completed and the bridge is open.

Works as Executed drawings and Engineering Certification to be completed prior to handing the asset over to Parks and Recreation.

Prosperity Wetland Design: The concept design for the new wetlands is in progress.



Collaroy ocean pool outlet stormwater investigation: Detailed design and stakeholder consultation are underway for urgent works to stabilise the seawall and the drainage system near the Ocean Pool.

Pipe remediation works: Works have been completed at Powderworks Road, North Narrabeen, Cutler Place, Cromer and Creer Place, Narrabeena. Quotes are being sought for works at Willandra Road.

Drainage works: Design investigations are underway for several drainage projects, including Balgowlah Road Manly, and King to Bishop Street in Newport. Detailed design is in progress for Darley Road, Manly and Pozieres Parade in Allambie Heights. Drainage renewal works at Foxall Street, Elanora Heights will commence shortly, once a contractor is appointed.

Freshwater catchment flood study and concept options: The flood study has commenced and expected to be complete by January 2022. Concept options will then be developed to mitigate flooding.



Reactive stormwater renewal works - Executive Manager Environment & Climate Change

The 'Reactive Stormwater Renewal' Works Program provides for investigation into stormwater issues and minor renewal works, to be carried out on the existing stormwater network. This ensures that the assets are maintained in good condition and local flooding issues are addressed.

Current Number of CRMs: 274.



Gross Pollutant Trap renewal works - Executive Manager Environment & Climate Change

Council operates, repairs and upgrades as needed, our Stormwater Quality Improvement Devices (SQIDs), including Gross Pollutant Traps (GPTs), to protect and enhance the natural environment. Due to COVID, the audits of devices within Manly Ward have been delayed. Audits of all devices within the former Manly Ward are planned for March following the Manly GPT comprehensive cleans.

The GPT cleaning program has removed over 360 tonnes of material so far this year. This includes litter and organic material (leaves, branches etc) which have been prevented from entering our lagoons and beaches.

Water and Energy Saving initiatives



Energy saving Initiatives works program - special rate variation - Executive Manager Environment & Climate Change

This project is delivering the works required to apply for designation of the Palm Beach Headland as an Urban Night Sky Place (UNSP). The UNSP working group met to progress the project on 9 December.

Council staff have been preparing documentation to upgrade the outdoor lighting including street lighting and on public buildings. Quotes received for lighting upgrades at Council amenities are being reviewed and an application has been submitted with Ausgrid to upgrade the street lights.



Energy saving initiatives works program - revolving energy fund - Executive Manager Environment & Climate Change

This project delivers renewable energy and energy efficiency projects across Council's assets and facilities. Design work has progressed for energy efficiency lighting upgrades at Dee Why Civic Centre and Cromer Administration. Preliminary design options have been reviewed and the next stage of design is underway.



Water saving and re-use initiatives - special rate variation - Executive Manager Environment & Climate Change

This project delivers water saving and re-use initiatives across Council's assets and facilities.

The preliminary design work has commenced for better water controls at Cromer Park. Funding has been allocated to rainwater harvesting at Mona Vale Surf Club as part of the reconstruction of the club. Installation of the underground rainwater tanks has been completed.

FINANCIALS - Environment and Sustainability

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	879,157	826,056	53,101	1,763,058	1,585,948	1,612,688
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	3,200	-	3,200	-	-	-
Grants and Contributions - Operating Purposes	637,022	734,324	(97,301)	1,334,811	3,103,590	3,636,931
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,519,379	1,560,380	(41,001)	3,097,869	4,689,538	5,249,618
Expenses from Operations						
Employee Benefits and Oncosts	(4,034,765)	(3,839,024)	(195,741)	(7,900,683)	(7,973,222)	(8,113,222)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(3,885,854)	(4,843,899)	958,045	(8,295,269)	(8,853,175)	(9,953,538)
Depreciation and Amortisation	(3,825,808)	(3,825,808)	-	(7,545,485)	(7,654,634)	(7,654,634)
Other Expenses	(3,664,560)	(3,965,349)	300,789	(6,465,697)	(7,190,697)	(7,190,697)
Internal Charges	(1,221,842)	(1,221,842)	-	(2,464,891)	(2,465,292)	(2,465,292)
Overhead Allocation	(1,575,335)	(1,575,335)	-	(3,150,669)	(3,150,669)	(3,150,669)
Total Expenses from Operations	(18,208,163)	(19,271,256)	1,063,093	(35,822,695)	(37,287,690)	(38,528,052)
Surplus / (Deficit) from Operations	(16,688,784)	(17,710,877)	1,022,092	(32,724,825)	(32,598,152)	(33,278,434)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	23,103	-	23,103	1,565,673	1,565,673	1,565,673
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(16,665,681)	(17,710,877)	1,045,195	(31,159,152)	(31,032,479)	(31,712,761)
Rates and Annual Charges						
Rates and Annual Charges	16,675,059	16,675,059	-	32,724,825	32,724,825	32,724,825

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$16,688,784) is lower than forecast by \$1,022,092 at the end of the quarter.

Total Income from Operations of \$1,519,379 is lower than forecast by (\$41,001). User Charges and Fees are higher by \$53,101 as a result of higher Development Engineering and Floodplain Risk revenues offsetting lower Environmental Education fees reduced due to the impact of Covid on operations in the first half of the year. Grants and Contributions for Operating Purposes are lower by (\$97,301) as a result of timing differences associated with the receipt of monies for Coast and Catchment, Stormwater, Bushland and Greener Communities projects.

Total Expenses from Operations of (\$18,208,163) are lower than forecast by \$1,063,093. Employee Benefits and Oncosts are higher by (\$195,741) as a result of a newly funded Resilience position, increased Stormwater staff expenditure offset by vacancies in Coast and Catchments. Materials and Services are lower by \$958,045 largely as a result of timing differences associated with the payment of Stormwater and Floodplain Engineering and Bushland and Biodiversity costs. Other Expenses are lower by \$300,789 largely as a result of timing differences associated with the payment of grants and subsidies related to the Collaroy-Narrabeen Coastal Protection works on private property.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$680,282) to (\$33,278,434) principally due to funding additional Covid response initiatives such as Rapid Antigen tests kits, additional cleaning, security and monitoring expenditure, funding of new Resilience staff, reforecast of Environmental Education fees revenue and increased part-grant funded Stormwater and Floodplain Engineering and Bushland and Biodiversity works.

Waste and cleansing

HIGHLIGHTS

Making progress on waste

We commenced development of a long-term waste and circular economy strategy. Initial research underway includes an options and feasibility analysis of organics and resource recovery from the red-lid bin. We're also exploring ways to recover more from bulky goods clean-ups. The strategy will support the NSW government's recently released Waste and Sustainable Materials Strategy 2041 and its associated Plastics Action Plan.

COVID-19 continued to impact patterns of waste generation and collection – during lockdowns more waste is collected. Earlier collection start times are also needed to comply with NSW public health orders, for separation of workers at depot. In response, our contractor URM adjusted their truck routes to minimise disturbance in the early hours.

To help drive behaviour change to reduce waste to landfill, a number of campaigns, education and other events were conducted:

- Workshops on composting
- Webinars on worm farms, composting, veggie gardening, fermented food, and feeding families on a budget
- Webinars for eight primary schools on bins, litter, composting and recycling
- Two second-hand markets were held in Avalon and Dee Why
- Two videos were released on website and social media, 'How to Swap and Go' (reusable coffee cups) and 'Swap for Good School Canteen'. Over 112,000 takeaway cups were saved from landfill thanks to our Swap Cup program
- 50 event waste management plans were assessed ensuring no single use plastics are used and suitable alternatives are proposed
- Another four school joined the program to upcycle non-wearable school uniforms, adding to the 12 schools on the program.

Our website now hosts a new interactive Reusing and Recycling map, and a community dashboard on our waste generation to track patterns across suburbs and over time.

Cleansing services

The service is being improved by a data digitisation project - this is nearing completion and being tested by live field data.

The service has continued to maintain and improve public spaces throughout the area:

- 697 incidents of illegal dumping were responded to, and the waste removed
- 568 bus shelters cleaned, with no repairs required
- 1,809 graffiti incidents reported, resulting in 5,760 m² of graffiti removed

Our street sweeping service faced a bigger load in late December, resulting from a localised heavy storm event. This caused widespread tree fall and property damage in the central area of the Northern Beaches, and all street sweeping services were diverted to the storm affected areas first. The clean-up effort continued for weeks and is ongoing.

Performance measures – Waste and Cleansing	Target	September quarter	December quarter
Domestic waste and recycling services: Compliance with schedules	100%	100%	100%
Reports of missed waste collection services	<1%	0.6%	0.2%

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Implement and manage contracts for cleaning of streets, pavements, graffiti and bus shelters to provide clean public spaces - Executive Manager Waste Management & Cleansing

Cleansing digitisation is nearing completion, the software has been implemented across the cleansing team and being tested using live field data. Hardware will be progressively rolled out across the team in the new year.



Manage domestic waste contracts to maximise resource recovery and adapt to community needs - Executive Manager Waste Management & Cleansing

Waste Collection Contract - URM: Preparation for negotiation for contract/service improvements finalised, in anticipation of commencing negotiation in January/February. Some aspects of the contract not currently being delivered include the provision of residential waste bins.

COVID-19 continues to cause some concern regarding overfull bins and early starts, especially as lock down rules ease. URM are continuing to make truck route adjustments to alleviate disturbance from early starts, which have been introduced to mitigate the COVID risk.

Waste Processing Contract - SUEZ: SUEZ was formally taken over by Cleanaway Pty Ltd during December, commencing their contract to process red bins. This contract continues to divert approximately 35% of the red bin contents from landfill.

Recycling and waste disposal contract - Kimbriki: Kimbriki continues to recycle via sub-contractors such as Australian Native Landscapes and IQRenew. Council is working with Kimbriki to recover more from the Bulky Goods stream, such as timber and metal; as currently most bulky goods are landfilled.

Container Deposit Scheme sharing - IQ Renew: Staff are in discussions with IQRenew to try and achieve a better outcome for Council from the scheme.



Deliver waste programs and education to support a circular economy for our community and local business opportunities - Executive Manager Waste Management & Cleansing

Two second-hand markets were held - Bags to Riches (43 stall holders) and Avalon Car Boot sale (60 store holders) - attracting over 3,000 buyers. Our Charity Clothing Drop-off Day ran in partnership with the Australian Red Cross. We also held two workshops on composting and a webinar for 140 students from Seaforth Public School. Two videos were released on the website and social media on our program for Swap and Go reusable coffee cups.

We provided information on waste solutions in news stories and media releases to promote avoidance, reuse and recycling of waste, with an emphasis on the Christmas festive season. Over 20 community events were assessed to ensure no single use plastics are used and suitable alternatives are proposed. Numerous development proposals were assessed to ensure they meet waste management guidelines.



Improve service efficiency for customers by automating business processes and services - Executive Manager Waste Management & Cleansing

iPads have been received to improve staff mobility in managing litterbin services, supported by training and demonstrations. Cleansing Services are adopting more sophisticated data capture and analysis using Salesforce. The Waste Community Dashboard has also been published to improve data access on how to better manage the service. Improved technical processes have been documented for the Waste Team to implement.



Review waste service and infrastructure for offshore communities' needs - Executive Manager Waste Management & Cleansing

This project is on hold pending the outcome of contract negotiations.



Develop and implement a new long-term waste strategy - Executive Manager Waste Management & Cleansing

A consultant company has been engaged to investigate options and feasibility for recovery of more material from the red bins, including food organics. Staff have attended workshops with the consultant to advise on working group findings and set expectations for the consultant and council about the outcomes and reporting format.

Scoping of waste strategy has commenced, including key topic areas.

CAPITAL PROJECTS

Key: Complete Progressing Behind schedule

Waste and Cleansing



Public Place Bin Enclosures - Executive Manager Waste Management & Cleansing

In November, all bin locations at Avalon CBD and North Avalon were replaced with new public bin enclosures. In December, a damaged bin area at Mona Vale library was replaced with a new design. Replacements at Bilgola Plateau are planned

FINANCIALS - Waste and Cleansing Services

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	5,443	21,484	(16,041)	42,986	42,986	42,986
Investment Fees and Revenues	35,927	22,500	13,427	45,000	45,000	45,000
Other Revenues	277,125	354,450	(77,325)	708,900	708,900	708,900
Grants and Contributions - Operating Purposes	367,279	443,194	(75,915)	254,000	580,490	582,190
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	685,774	841,628	(155,854)	1,050,886	1,377,376	1,379,076
Expenses from Operations						
Employee Benefits and Oncosts	(3,925,825)	(3,826,414)	(99,412)	(8,186,017)	(8,186,017)	(8,206,018)
Borrowing Costs	(140,634)	(136,583)	(4,052)	(273,165)	(273,165)	(273,165)
Materials and Services	(20,947,958)	(22,025,253)	1,077,295	(44,681,837)	(44,964,752)	(44,999,580)
Depreciation and Amortisation	(1,370,269)	(1,370,269)	(0)	(2,773,124)	(2,741,163)	(2,741,163)
Other Expenses	-	(5,330)	5,330	-	(16,000)	(16,000)
Internal Charges	(1,517,810)	(1,473,151)	(44,660)	(3,004,081)	(3,004,081)	(3,004,081)
Overhead Allocation	(883,542)	(883,542)	-	(1,767,084)	(1,767,084)	(1,767,084)
Total Expenses from Operations	(28,786,039)	(29,720,541)	934,502	(60,685,308)	(60,952,262)	(61,007,090)
Surplus / (Deficit) from Operations	(28,100,265)	(28,878,913)	778,648	(59,634,423)	(59,574,886)	(59,628,014)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(28,100,265)	(28,878,913)	778,648	(59,634,423)	(59,574,886)	(59,628,014)
Rates and Annual Charges						
Rates and Annual Charges	54,203,989	54,068,547	135,442	59,758,325	60,165,151	60,300,592

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$28,100,265) is lower than forecast by \$778,648 at the end of the quarter.

Total Income from Operations of \$685,774 is lower than forecast by (\$155,854). Other Revenues are lower by (\$77,325) as a result of timing differences in the receipt of income from recycling. Grants and Contributions for Operating Purposes are lower by (\$75,915) as a result of timing differences in receipt of grant monies.

Total Expenses from Operations of (\$28,786,039) are lower than forecast by \$934,502. Employee Benefits and Oncosts are higher by (\$99,412) as a result of additional cleaning requirements due to COVID. Materials and Services are lower by \$1,077,295 as a result of the adjustment of contract pricing for waste processing.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$53,128) to (\$59,628,014) principally due to increases in vegetation processing due to unforeseen weather events.

Kimbriki Resource Recovery Centre

HIGHLIGHTS

COVID-19 restrictions impacted the Buy Back Centre and Ecohouse and Garden, but all other services continued uninterrupted. Demand from residents and smaller trades was very high culminating in 1,615 customers in a single day in late December.

The Buy Back Centre was refurbished during the lock-down, allowing more stock to be displayed, and improving the customer experience. Since re-opening in December, seven tonnes of items were recovered and sold to over 300 customers within a fortnight. The Ecohouse and Garden continued providing courses online through Zoom, and in December commenced some community workshops.

For the upcoming major construction of the clean water diversion system, contract negotiations were finalised, and a consent modification lodged to accommodate value engineering. Works will commence early in 2022, providing vital environmental control for the entire Kimbriki site.

Landfill cell development continued with bulk earthworks completed and lining works underway on the next cell, the Western Shelf.

Performance measures – Kimbriki	Target	September quarter	December quarter
Total waste from all sources diverted from landfill onsite	82%	82%	82%
Waste sources diverted from landfill in the Mixed Waste section onsite from all sources	10%	7.5%*	7.1%*

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

Notes on results:

* Low diversion rate resulted from closure of the Buy Back Centre and reduced recovery activities, due to COVID-19 restrictions

OPERATIONAL PROJECTS

Key: ✔ Complete 🔄 Progressing ! Behind schedule

! Research and develop improved resource recovery - Executive Manager Waste Management & Cleansing

Engineered Nano-Material (ENM) recovered from waste received has now passed testing requirements and should be shipped out for reuse in the new year. The Engineered Timber project was delayed due to COVID restrictions but the drop-off area design is underway and negotiations with the recycler being finalised. Exploring opportunities to recycle solar panels and enhanced recovery of components from e-waste as well as potential off-take arrangements for polystyrene.



Expand the sustainability hub and enhance social enterprise opportunities - Executive Manager Waste Management & Cleansing

Onsite meeting with Reverse Garbage conducted and a schedule of initial adult workshops developed to commence in February 2022. Quotes received and work awarded to refurbish buildings in the Hub to make them suitable for classes. Bikes 4 Life preparing to hold bike repair workshops as an expansion of their existing operations on-site. Discussions continue with Council on synergies with other waste education/awareness programs. COVID lockdowns in earlier months have delayed progress.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Kimbriki improvements



Kimbriki clean water diversion system - Executive Manager Waste Management & Cleansing

The contractor has been engaged, reviewed the design and submitted consent modification to accommodate design refinements. Final pricing is confirmed and preliminary plans of management have commenced. There were minor delays to the project earlier to finalise the design and check consent requirements.



Kimbriki gas capture system - Executive Manager Waste Management & Cleansing

Installation of gas capture infrastructure in and around landfill cell 4A continued throughout the quarter. Gas flare operational and meets all demands and regulatory requirements.



Kimbriki Western Shelf Landfill Cell Development - Executive Manager Waste Management & Cleansing

Bulk earthworks were completed and lining works commenced. There were some delays to the lining works in November due to adverse weather conditions, but the project is on budget and should be completed by February 2022.



Kimbriki Mid-West Landfill Cell Development - Executive Manager Waste Management & Cleansing

Works not yet commenced, currently in design phase.



Kimbriki vehicles - Executive Manager Waste Management & Cleansing

No purchases this quarter.



Kimbriki renewal program - Executive Manager Waste Management & Cleansing

Roadworks, building upgrades and fit-out of the refreshed Buy Back Centre completed and the facility re-opened 18 December.



Kimbriki other - Executive Manager Waste Management & Cleansing

Office equipment purchased as required.

FINANCIALS - Kimbriki Resource Recovery Centre

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	18,552,517	18,172,459	380,059	36,950,594	36,950,594	37,330,383
Investment Fees and Revenues	32,208	27,000	5,208	54,000	54,000	59,208
Other Revenues	2,047,592	1,242,841	804,751	2,615,472	2,615,472	3,539,767
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	147,439	135,889	11,550	271,779	271,779	283,329
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	20,779,757	19,578,189	1,201,568	39,891,845	39,891,845	41,212,687
Expenses from Operations						
Employee Benefits and Oncosts	(2,364,187)	(2,465,795)	101,607	(4,931,589)	(4,931,589)	(4,829,982)
Borrowing Costs	(868,537)	(873,823)	5,286	(1,748,164)	(1,748,164)	(1,742,618)
Materials and Services	(9,749,028)	(9,050,108)	(698,920)	(18,464,024)	(18,464,024)	(19,191,840)
Depreciation and Amortisation	(1,838,063)	(1,684,560)	(153,503)	(3,369,120)	(3,369,120)	(3,740,585)
Other Expenses	(4,140,685)	(4,185,803)	45,117	(8,374,955)	(8,374,955)	(8,328,163)
Internal Charges	-	-	-	-	-	-
Overhead Allocation	-	-	-	-	-	-
Total Expenses from Operations	(18,960,500)	(18,260,088)	(700,412)	(36,887,852)	(36,887,852)	(37,833,188)
Surplus / (Deficit) from Operations	1,819,257	1,318,102	501,156	3,003,993	3,003,993	3,379,499
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	1,819,257	1,318,102	501,156	3,003,993	3,003,993	3,379,499
Rates and Annual Charges						
Rates and Annual Charges	-	-	-	-	-	-

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total Surplus from Operations of \$1,819,257 is higher than forecast by \$501,156 at the end of the quarter.

Total Income from Operations of \$20,779,757 is higher than forecast by \$1,201,568.

User Charges and Fees are higher by \$380,059 as a result of additional tipping fee revenue.

Other Revenues are higher by \$804,751 as a result of increased recycling income.

Total Expenses from Operations of (\$18,960,500) are higher than forecast by (\$700,412).

Employee Benefits and Oncosts are lower by \$101,607 as a result of a reduced requirement to pay overtime and casual hours costs.

Materials and Services are higher by (\$698,920) as a result of higher contract costs associated with the processing of higher tonnages of vegetation.

Annual Forecast

For the full financial year the Total Surplus from Operations is forecast to increase by \$375,506 to \$3,379,499 principally due to increased fee revenue from recent storm damage, higher Metal recoveries and the re-opening of the Buy Back Centre, reduced requirement to pay Overtime and Casual rates and the receipt and processing of higher vegetation volumes. This is partially offset by increased depreciation of landfill cells and new projects.

Strategic land use planning

HIGHLIGHTS

Northern Beaches Local Environmental Plan

Council continued to analyse submissions from the public exhibition of a discussion paper on the proposed Northern Beaches Local Environmental Plan (LEP) and Development Control Plan (DCP). A summary report is being prepared. Work also continued on studies to support the preparation of the new LEP, including a Local Character Study and review of environmental/conservation zones.

Frenchs Forest

The NSW Government published a notice on 17 December 2021 advising that the Frenchs Forest 2041 Place Strategy had been finalised and new planning controls for the precinct will come into effect in June 2022.

The Place Strategy is a 20-year plan for:

- A new town centre with shops, offices, restaurants, and cafes
- 2,000 new homes
- Up to 2,000 new jobs
- 1.5 hectares of new open public space.
- Better walking and cycling connections and upgrades to local roads

The Place Strategy is supported by a Special Infrastructure Contribution, which will provide up to \$37.3 million to pay for the infrastructure needed for the development of Frenchs Forest. Other measures which make up the Place Strategy include over \$6 million in upgrades to Brick Pit, Akora and Rabbett Reserves as well as other improvements to local parks.

Council has received written confirmation from the Minister of Planning and Public Spaces that the open space in the Frenchs Forest town centre will be dedicated to Council at no cost, valued at approximately \$100million.

Development of the town centre will start once The Forest High School has been relocated to a new site in Allambie Heights.

The Place Strategy also includes a requirement to provide an affordable rental housing target of 15% in the town centre and 10% elsewhere in the precinct, in alignment with Council's Affordable Housing Policy.

Work is continuing on the preparation of the Development Contributions Plan for Frenchs Forest under Section 7.11 of the Environmental Planning and Assessment Act and Ministerial Directions.

Northern Beaches Affordable Rental Housing Scheme

Council's adopted Northern Beaches Affordable Rental Housing Scheme is with the NSW Department of Planning, Industry and Environment for approval. The Scheme has been referred to in proposed amendments to Council's Local Environmental Plan for the Frenchs Forest Priority Precinct (Plan). The Scheme sets out the process for the transfer of title to Council of between 10% and 15% of all new apartments and houses built under the Plan for use as affordable rental housing.

Mona Vale Place Plan

The procurement process to engage lead consultant for the preparation of the Mona Vale Place Plan commenced in October 2021. The project inception meeting with the consultant was held on

24 November 2021. The project formally commenced in December 2021 with a Your Say project page, media release and advertising of the Expressions of Interest to participate in the Project Working Group. The consultant has prepared the draft Community Engagement Plan which is currently being reviewed.

Manly Place Plan

Council and its consultants have met with the Manly Project Working Group to develop the vision and principles for the Manly Place Plan, within the identified sites and projects that the Plan will apply to. This includes Manly Town Hall, much of the CBD and nearby commercial areas. Council is also reviewing the draft Night Time Economy Study which was prepared by an external consultant and provided to Council on 16 December 2021.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Develop Place Plans for Mona Vale, Avalon, Manly and other centres on a rolling program - Executive Manager Strategic & Place Planning

Manly Place Plan - A workshop has been locked in with a Project Working Group for after the Christmas Break. The Manly Town Hall is now officially part of the Manly Place Plan. The consultant has recently submitted an updated draft of the Manly Night Time Economy study along with an associated Noise Assessment Report.

Avalon Beach Place Plan - The draft Place Plan has been reviewed and updated in line with community submissions. A report to Council is being prepared.

Mona Vale Place Plan - The project formally commenced in December 2021. Expressions of Interest were advertised to the community for the opportunity to participate in a Project Working Group. Draft Community Engagement Plan has been prepared and is currently under review.



Prepare Northern Beaches Local Environmental Plan, Development Control Plan and associated studies - Executive Manager Strategic & Place Planning

Work continues to progress on a range of LEP and DCP matters including internal consultation. Mapping to inform the e-zone review has been provided to an external consultant to assist their study. A new version of the Local Character Study has been provided by an external consultant for Council review. The Urban Design Study has been finalised with commercial and industrial recommendations. We are awaiting feedback from NSW Department of Primary Industry and Environment on Council's adopted Local Housing Strategy as well as a recent proposed change of Environmental Zones to Conservation Zones. Proposed consolidation of business and industrial zones by Department of Planning requires significant work from Council and could also delay preparation of planning proposal for Northern Beaches LEP.



Frenchs Forest precinct planning for a sustainable area with Green Star Communities rating - Executive Manager Strategic & Place Planning

Council's request for amendments to the Frenchs Forest Place Strategy and the Explanation of Intended Effect were not agreed to by Department of Planning, Industry and Environment (DPIE). The State Environment Planning Policies Amendment for Frenchs

Forest Place Strategy is now made without amendments and will come into effect at 30 June 2022.

There is an identified shortfall in credit criteria for certification under Green Star Communities. This is due to actions of DPIE and other State Agencies and is outside of the control of Council.



Complete Brookvale Structure Planning and Rezoning - to revitalise Brookvale town centre - Executive Manager Strategic & Place Planning

Project to recommence in 2022 following the receipt of written advice from the Department of Planning, Industry and Environment on the status of other strategic land use planning projects, which impact on the Brookvale Structure Plan.



Ingleside Precinct – work with Department of Planning, Industry and Environment on the potential land release - Executive Manager Strategic & Place Planning

Council has received and currently reviewing the Department of Planning, Industry and Environment's decision.

FINANCIALS - Strategic Land Use Planning

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	515,682	560,549	(44,867)	1,121,547	1,121,547	1,208,247
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	562,305	588,930	(26,625)	365,555	615,555	615,555
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,077,987	1,149,479	(71,492)	1,487,102	1,737,102	1,823,802
Expenses from Operations						
Employee Benefits and Oncosts	(2,290,884)	(2,123,668)	(167,215)	(4,543,259)	(4,543,259)	(4,543,259)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(296,711)	(1,022,615)	725,905	(1,527,840)	(1,825,878)	(1,825,878)
Depreciation and Amortisation	(32,590)	(32,590)	-	(77,915)	(65,212)	(65,212)
Other Expenses	(518,110)	(337,865)	(180,245)	(676,000)	(676,000)	(676,000)
Internal Charges	(99,656)	(99,656)	-	(209,825)	(209,825)	(209,825)
Overhead Allocation	(210,926)	(210,926)	-	(421,852)	(421,852)	(421,852)
Total Expenses from Operations	(3,448,876)	(3,827,320)	378,444	(7,456,690)	(7,742,025)	(7,742,025)
Surplus / (Deficit) from Operations	(2,370,889)	(2,677,841)	306,952	(5,969,588)	(6,004,923)	(5,918,223)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,370,889)	(2,677,841)	306,952	(5,969,588)	(6,004,923)	(5,918,223)
Rates and Annual Charges						
Rates and Annual Charges	2,919,957	2,919,957	-	5,969,588	5,969,588	5,969,588

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$2,370,889) is lower than forecast by \$306,952 at the end of the quarter.

Total Income from Operations of \$1,077,987 is lower than forecast by (\$71,492).

User Charges and Fees are lower by (\$44,867) as a result of section 10.7 planning income.

Total Expenses from Operations of (\$3,448,876) are lower than forecast by \$378,444.

Employee Benefits and Oncosts are higher by (\$167,215) as a result of very few staff vacancies and limited annual leave being taken due to COVID.

Materials and Services are lower by \$725,905 as a result of timing of land use planning works.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$86,700 to (\$5,918,223) principally due to additional section 10.7 planning certificate income.

Development assessment

HIGHLIGHTS

This quarter 506 Development Applications, 159 Modifications of Consent and four Reviews of Determination were lodged for assessment. 60 Pre-Lodgement meetings were held.

The primary focus this quarter has been to manage the increased volume of Development Applications lodged, over the previous quarter. Although there were a similar number of applications lodged in comparison to this time last year, there was a 56% increase in the total value of development lodged, as several large applications were lodged this quarter. A breakdown of data of applications lodged and determined during this quarter can be viewed on Council's website under Development Activity Reports.

Environmental review of applications

Around 900 development applications were referred for environmental assessment, to ensure that impacts and hazards are properly addressed for the natural environment and infrastructure:

- Around 100 with stormwater and floodplain considerations
- Over 250 with coastal, water management and riparian considerations
- Around 200 with bushland and biodiversity considerations
- Over 350 with engineering aspects for assessment.

In addition, over 240 applications were received for assessment and certification under the Roads Act, Environmental Planning & Assessment Act, Conveyancing Act and the Local Government Act for activities such as driveways, legal document authorization, hoarding permits and subdivisions.

Performance measures – Development Assessment	Target	September quarter	December quarter
90% of development applications, modifications and reviews determined within a 75 day average	<75	49	52
Outstanding applications, modifications and reviews older than 100 days (since application received)	<20%	12%	17%

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

FINANCIALS - Development Assessment

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	2,236,278	1,749,360	486,918	3,200,000	3,400,000	3,700,000
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	2,236,278	1,749,360	486,918	3,200,000	3,400,000	3,700,000
Expenses from Operations						
Employee Benefits and Oncosts	(2,702,807)	(2,517,361)	(185,446)	(5,385,504)	(5,385,504)	(5,485,504)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(255,923)	(290,350)	34,427	(580,031)	(580,031)	(580,031)
Depreciation and Amortisation	(47,469)	(47,469)	-	(113,487)	(94,984)	(94,984)
Other Expenses	-	-	-	-	-	-
Internal Charges	(94,731)	(94,731)	-	(202,662)	(202,662)	(202,662)
Overhead Allocation	(335,943)	(335,943)	-	(671,887)	(671,887)	(671,887)
Total Expenses from Operations	(3,436,873)	(3,285,854)	(151,019)	(6,953,571)	(6,935,068)	(7,035,068)
Surplus / (Deficit) from Operations	(1,200,595)	(1,536,494)	335,899	(3,753,570)	(3,535,067)	(3,335,067)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,200,595)	(1,536,494)	335,899	(3,753,570)	(3,535,067)	(3,335,067)
Rates and Annual Charges						
Rates and Annual Charges	1,770,526	1,770,526	-	3,753,570	3,753,570	3,753,570

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$1,200,595) is lower than forecast by \$335,899 at the end of the quarter.

Total Income from Operations of \$2,236,278 is higher than forecast by \$486,918.

User Charges and Fees are higher by \$486,918 as a result of development application income.

Total Expenses from Operations of (\$3,436,873) are higher than forecast by (\$151,019).

Employee Benefits and Oncosts are higher by (\$185,446) as a result of lower staff vacancy rates.

Annual forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$200,000 to (\$3,335,067) principally due to additional development applications income.

Environmental compliance

HIGHLIGHTS

Council has recently undertaken inspections at temporary events located around the Local Government Area to assess compliance with the Food Act. The investigation is necessary to ensure the likelihood of food contamination is eliminated or reduced and that there is no imminent risk to public and/or environmental health.

Council has signed up to participate in the 'Get the Site Right' program to advise builders and developers on best practice erosion and sediment controls. Construction site inspections were conducted during 'Blitz Week' from 15-19 November 2021. Council is working closely with other councils, Sydney Water, NSW Environment Protection Authority (EPA), NSW Department of Planning, Industry and Environment (DPIE) and other local and state government agencies to develop long-term strategies to prevent sediment runoff and other pollutants from entering our waterways.

Council commenced arbovirus surveillance in conjunction with NSW Health in late November for the 2021-22 season. The program runs during the warmer months when mosquitoes are most active. The program provides education to the community on what they can do to reduce their risk as well as warnings when we receive positive detections of the virus. There are two ongoing sampling locations, one in Warriewood wetlands and one close to middle creek around Narrabeen lagoon. These are the same sites used in previous years.

Council is looking to undertake an intensive survey of Scotland Island to get a better idea of local mosquito populations given the higher number of wastewater systems and rainwater tanks on the island, where mosquitoes may breed. The survey will provide data on the public health risks associated with the island, which can be supplied to NSW Health, Sydney Water and other state agencies to help decision making for a local sewerage scheme.

Performance measures – Environmental Compliance	Target	September quarter	December quarter
Critical and high-risk public health inspections completed, in line with schedule	100%	0%*	76%**
Critical and high-risk retail food premises inspections completed, in line with schedule	100%	0%*	33%**

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

Notes on results:

- * NSW Health Orders related to COVID-19 restrictions have meant that investigations have been limited to reported complaints.
- ** NSW Health Orders related to COVID-19 restrictions have meant the inspection program was delayed until restrictions eased in October 2021.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Review environmental compliance tools and procedures to improve customer experience - Executive Manager Environmental Compliance

Northern Beaches Council has signed up with local councils across Sydney and the Hunter Coast to participate in the 'Get the Site Right' program, to advise builders and developers on best practice erosion and sediment controls. Construction site inspections were conducted during 'Blitz Week' from 15-19 November 2021.

Council commenced arbovirus surveillance in conjunction with NSW Health in late November for the 2021-22 season. The program educates the community on what they can do to reduce their risk as well as warnings when we detect positive results.

FINANCIALS - Environmental Compliance

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	919,910	1,045,241	(125,332)	2,331,415	2,131,415	1,901,193
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	2,266,283	1,697,239	569,045	8,177,500	5,787,618	5,989,692
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,186,193	2,742,480	443,713	10,508,915	7,919,033	7,890,885
Expenses from Operations						
Employee Benefits and Oncosts	(4,580,330)	(4,675,695)	95,365	(10,002,923)	(10,002,923)	(10,002,923)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(760,417)	(596,150)	(164,268)	(1,726,567)	(1,238,991)	(1,530,515)
Depreciation and Amortisation	(91,688)	(91,688)	-	(219,202)	(183,464)	(183,464)
Other Expenses	(7,935)	(3,176)	(4,760)	(1,509)	(6,509)	(6,509)
Internal Charges	(318,387)	(318,387)	-	(681,140)	(681,140)	(681,140)
Overhead Allocation	(593,983)	(593,983)	-	(1,187,966)	(1,187,966)	(1,187,966)
Total Expenses from Operations	(6,352,742)	(6,279,079)	(73,663)	(13,819,307)	(13,300,993)	(13,592,517)
Surplus / (Deficit) from Operations	(3,166,549)	(3,536,599)	370,051	(3,310,392)	(5,381,960)	(5,701,632)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(3,166,549)	(3,536,599)	370,051	(3,310,392)	(5,381,960)	(5,701,632)
Rates and Annual Charges						
Rates and Annual Charges	1,318,027	1,318,027	-	3,310,393	3,310,393	3,310,393

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$3,166,549) is lower than forecast by \$370,051 at the end of the quarter.

Total Income from Operations of \$3,186,193 is higher than forecast by \$443,713.

User Charges and Fees are lower by (\$125,332) as a result of environmental health fees.

Other Revenues are higher by \$569,045 as a result of timing of parking fines income.

Total Expenses from Operations of (\$6,352,742) are higher than forecast by (\$73,663).

Materials and Services are higher by (\$164,268) as a result of agency staff in parking enforcement.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$319,672) to (\$5,701,632) principally due to decreased environmental health income, parking enforcement income offset by expenditure.

Parks and recreation

HIGHLIGHTS

Enhancing and managing our sports facilities

The upgrade of Brookvale Oval playing surface is complete. The new playing surface includes state of the art drainage, increased capacity and a higher quality surface which will provide an ideal playing field for National level sport.

Reusing soil from the Brookvale Oval works we were able to improve surface levels and drainage of three fields at Aquatic Reserve. The area was also returfed to provide improved playing conditions.

The rectification of the grass netball courts at John Fisher Park have been completed. The improvement of the courts will reduce the risk of injury and will also improve their playability.

We signed an agreement with the Department of Education in October for a partnership that enables us to complete the renovation and turf the little-used oval at the back of the Freshwater Senior High School Campus. This work gives the Northern Beaches' community another oval to allocate for afternoon and weekend sport, which helps to address the shortfall of sports ovals on the beaches. The oval will be open for play in time for the winter season once the turf has time to establish.

Council has also entered into an agreement with the Department of Education to use Cromer High School's sporting field outside school hours. Gaining access to this sports field will assist in taking the pressure off other neighbouring fields.

New concrete paths were installed at Avalon Golf Course to improve access and safety for golfers. A number of sportsfield renovation activities were also completed across numerous sites including fertilising of 21 hectares, top dressing of over 40 hectares, and selective herbicide spraying programs across high profile sites such as Manly Oval and LM Grahams Reserve for pest and disease control.

Returfing was also undertaken in high wear areas, such as soccer goal mouths, at Wyatt Reserve, Hews Parade, County Road, Dee Why Oval, Cromer Park and St Matthews Farm Reserve. We turfed bare areas on Hitchcock Park and large areas of Truman Reserve, as well as many minor locations across the Northern Beaches. Each of the renovation activities contributes to improved playability and safety of playing surfaces.

Bookings made easier

Our online system for booking picnic facilities at Manly Dam Reserve went live in December. Accessed via the Council webpage, customers can now examine table availability online before booking and paying. This is the first stage in bringing all open space and community centre booking online for an improved booking experience.

Upgrading parks, trails, foreshores and playgrounds

The masterplan and Plan of Management for Ivanhoe Park, Manly were adopted in October 2021. These documents set out the future development but most importantly conservation of this State heritage listed park and follows 18 months of community engagement and planning.

After talking with locals and exhibiting concept plans, we have refreshed the outdoor spaces surrounding Avalon Surf Club. The works included a new path, returfing, sandstone edging, new bin stations, a drinking fountain, bike storage hoops, a new shower tower and garden beds. Public amenity, safety and accessibility through this area have been vastly improved. Work was also completed on the landscape upgrade and fencing at North Mona Vale Headland.

We completed neighbourhood playground renewal projects at Quarry Reserve in North Manly and Gunyah Reserve at Avalon. Feedback from locals informed the works undertaken in each location which includes quality accessible equipment and space where local children want to play together.

The new regional playground at Clontarf Reserve opened in December, just in time for summer. The playground features a rope pendulum swing and spinning bowls, a fishing platform, a sea reed climbing net and slide, a seahorse toddler sand play activity area and sandstone hermit crab retreat. This project has come together following community engagement between November 2018 and July 2019 and was made possible by funding from the NSW Government's Everyone Can Play grant program.

An extensive mulching program of gardens was undertaken throughout many reserves, including Winnererremy Bay, North Narrabeen Reserve and North Harbour Reserve, with a combined total of around 500 m³ of mulch spread. Approximately 2,000 plants have also be installed throughout these garden areas.

Turfing occurred at a number of foreshore areas to repair high use areas and reinstate grass coverage. Key sites included East Esplanade Reserve and South Steyne, with many other minor sites also included.

Towns and villages

Rejuvenation of the St David Avenue Park, at the corner of Pittwater Road and St David Avenue, in Dee Why was completed in October. The park and its timber boardwalk provide access to new public toilets in the adjacent Carlyle Building on Pittwater Road that are open 6am to 9pm. Ample seating has been added to the park and beautiful landscaping that features over 1,500 new plants including some beautiful coastal tree species. This once overlooked patch of parkland is now a pleasant and attractive place to wait for the bus.

Installation of nine large planters was undertaken in Manly Corso to improve aesthetics and provide much needed vegetation in the area. A large clean-up of Village Park was also commenced, with weed control and removal of large areas of plantings near the library, to assist with mitigation of antisocial behaviour.

Keeping everyone safe at the beach

The summer season kicked off in September with staged recommencement of Council patrols across the Northern Beaches. As COVID-19 restrictions eased in October and the warmer weather started to reappear, we have welcomed more people back to the beach. The season is off to a wet start, thanks to the prevailing La Nina weather event, but already we have recorded 104,900 interventions and over 2 million beach visits.

Tree management

There were 2,197 requests regarding trees on public land received from the community this quarter. A staggering 1,470 requests were recorded as a result of the major storm that occurred on 19 December 2021, affecting Narrabeen, Curl Curl and Frenchs Forest wards.

Tree Services received 175 private property advice requests and 76 alleged illegal removal requests. There were 210 applications to remove or prune trees on private land, with 80 trees approved for removal and 40 trees approved for pruning. Council has recommended a new tree be planted to replace each of the 80 of the approved removals.

268 new trees were planted across the local area as part of our ongoing public open space tree planting program, and a further 128 trees provided to the community through Council's plant give away.

The proactive public tree program, which includes audits of street trees and identified works to reduce risk of tree failure was completed in the Narrabeen ward at the end of November.

Performance measures – Parks and Recreation	Target	September quarter	December quarter
Rockpools cleaned weekly during summer season and every two weeks outside of summer	95%	98%	95%
Sportsfields mowed weekly in summer playing season and monthly in winter	95%	100%	97%

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

Workload measures – Parks and Recreation	September quarter	December quarter
Number of preventative actions by professional lifeguards on patrolled beaches	21,028	104,900

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Develop an Open Space Strategy - Executive Manager Parks & Recreation

The Draft Open Space and Recreation Strategy has been completed for internal review.



Undertake plan of management reviews as required - Executive Manager Parks & Recreation

There were no activities undertaken in relation to this action in this period.



Continue to improve the provision and cleanliness of public amenities - Executive Manager Property

The new contract has been implemented and additional cleaning teams scheduled for the summer months.



Work in partnership with NSW agencies to facilitate the use of school land for sports - Executive Manager Parks & Recreation

In December discussions were held with the NSW Department of Education regarding additional potential partnership opportunities at the Narrabeen Sports High School.



Develop an 'Iconic Tree Register' for trees on public land - Executive Manager Parks & Recreation

The digital design and web page will be constructed during this financial year.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Reserves and Parks improvements



North Curl Curl Youth Facility - Executive Manager Parks & Recreation

A contractor has been appointed to undertake the construction of the car park, accessible ramp and water sensitive urban design features at North Curl Curl Community Centre. Work will commence in February 2022.



Warriewood Valley - public space and recreation - Executive Manager Parks & Recreation

The contract has been awarded for the sewer connection for the new toilet block at Warriewood Valley Sports Courts and the work will be undertaken in early 2022.



Youth Facilities - Merger Savings Fund - Executive Manager Parks & Recreation

Work has commenced on the construction of the all-weather pump track in The Grove, Seaforth. Construction has been hampered by wet weather in November but work on the bike track was completed before the summer vacation period, with finishing works on the periphery extending into 2022.



Brookvale Oval Upgrade - Executive Manager Parks & Recreation

Work is complete on the playing surface, and the turf will be well established and available for play in March 2022.



Freshwater Beach Masterplan implementation - Executive Manager Parks & Recreation

The design process for the Freshwater Beach Masterplan implementation has commenced and 50% concept plans were received for review in mid-December. It is likely community engagement on the concept designs will be undertaken in February 2022.



Wyatt Avenue Open Space - Executive Manager Parks & Recreation

The public exhibition of the draft Plan of Management for Wyatt Avenue Bike Park, Belrose has concluded and it is expected that Council will consider the outcomes at its February Council meeting.



Manly Dam Boardwalk - Executive Manager Parks & Recreation

Community engagement has been delayed until after the summer vacation period. Once community engagement is complete Council will issue a tender for the works with work likely to commence in Spring 2022.



Ivanhoe Park Masterplan Implementation - Executive Manager Parks & Recreation

The Plan of Management for Ivanhoe Park and Masterplan were adopted by Council in October, implementation will shortly commence through the reconstruction of the stone bridge, preparation of a vegetation management strategy and replacement of fences on Raglan Street and Sydney Road.



The concept plan and the Plan of Management enabling the development of the park and connections has been approved by Council for public exhibition at its October meeting. It is expected the outcomes of the public exhibition will be reported to Council in February 2022. It is unlikely that construction on the park will commence this financial year due to ensuring a rigorous community engagement process. The funding will be re forecast to the 2022/23 financial year at the second quarterly review.

Preparatory works for under grounding the high voltage power lines and construction of stormwater link from Dove Lane to Fern Creek will be completed on schedule this financial year.



The project is scheduled to start in February 2022.



Reserves renewal program - Executive Manager Parks & Recreation

Work is progressing on the renewal of pathways at Avalon Golf Course, while site investigations are progressing to inform the design of the new bridge at Tyagarah Reserve, Cromer. Work will commence in early 2022 on the implementation of the North Harbour Landscape Plan.

Playground improvements



Connecting All Through Play - Inclusive Play - Executive Manager Parks & Recreation

The new Clontarf Beach inclusive playground opened to the public in time for the summer vacation and has already become a very popular playground for the local community and visitors alike. The new playground provides opportunities for children of all abilities to engage in play and complements the recent improvements to accessibility at the site including an accessible ramp onto the beach and the construction of bleachers to overlook the tidal pool.



Frenchs Forest Precinct park upgrades - Executive Manager Parks & Recreation

Community engagement has been delayed until after the summer vacation period and will commence in February 2022. A tender for design services for the three parks (Brickpit Reserve, Akora Reserve and Rabbett Reserve) will be released in early 2022.



Little Manly Point Reserve Playground Upgrade - Executive Manager Parks & Recreation

Community engagement has been delayed until after the summer vacation period and will commence in February 2022. A tender for design services will be released in early 2022.



Jacka Park playground upgrade - Executive Manager Parks & Recreation

Recent advice from the Stormwater Delivery team has indicated that the Playground will need to be moved from its current location and therefore will need to be redesigned. A new concept plan will be prepared and exhibited in the first half of 2022. The funding for construction will be transferred to the 2022/23 financial year at the second quarterly review.



This project is scheduled to start in February 2022.



This project is scheduled to start in March 2022.



Playground renewal program - Executive Manager Parks & Recreation

The concept plan for Jacka Park, Freshwater will have to be revisited following receipt of new advice from the Stormwater Delivery Team. Griffith Park Playground will require further community consultation. The construction phases for both playgrounds will be deferred to next financial year. Smaller projects with no community engagement requirements (softfall and equipment replacement) will be brought forward to this financial year.

Sportsgrounds improvements



Connecting all Through Play - Active Play - Executive Manager Parks & Recreation

The tender responses for the sportsfield lighting at Passmore Reserve, Manly Vale have been evaluated and a contract will shortly be awarded, however prolonged negotiations with the preferred contractor have delayed execution. Due to long lead times for the light poles which are manufactured overseas, work is not expected to commence onsite until late autumn 2022. The tender response has also exceeded budget, however additional funding has been identified and the project will be re forecast accordingly at the second quarter review.



Sportsgrounds - new and upgrades - Executive Manager Parks & Recreation

The contractor has been delayed on other projects and will now install the shelter in January 2022.



Sports Club Capital Assistance Program - Executive Manager Parks & Recreation

In December 2021 an external consultant was engaged to provide probity advice for the 2021/22 Sport & Recreation Infrastructure Grants Program and the applications received were reviewed and assessed by the 2021/22 grants assessment panel.



Sportsfield renewal program - Executive Manager Parks & Recreation

Work has commenced on the renewal of Cromer Park Field 1 with completion expected in April 2022, weather permitting. The rectification of the grass netball courts at John Fisher Park, North Curl Curl has been completed with the establishment period lasting through to the winter 2022 season.



Lionel Watts East - Sports Storage Building - Executive Manager Property

The main building extension and lift core are finished and ready for the new lift and remaining steelwork (balustrades and stairs). Awaiting the installation of new stairs, remainder of the balustrades and the lift car early in the new year. Delay to steelwork has occurred as a result of labour shortages.

Foreshore and Building improvements



Mona Vale Surf Life Saving Club - new building works - Executive Manager Property

The amenities block and the separate Apex Park amenities are completed and open to the public. The services works are nearing completion with the installation of glazed doors and windows, internal wall linings and ceilings to commence shortly.



Long Reef Surf Life Saving Club - new building works - Executive Manager Property

Temporary facilities have been installed for public amenities and accommodation for Long Reef SLSC until the works are completed in early 2022.



Collaroy Beach accessible ramp - Executive Manager Parks & Recreation

The ramp and stairs were open to the public on 24 September 2021 following practical completion of the works.



Little Manly Beach Masterplan Implementation - Executive Manager Parks & Recreation

There has been a delay in supply of materials from overseas, delaying construction until after the summer vacation period.



Mona Vale Beach upgrade - Executive Manager Parks & Recreation

Community engagement on the concept plan commenced in December 2021 and will conclude in January 2022. Work is expected to commence in winter 2022.



Foreshores renewal program - Executive Manager Parks & Recreation

The foreshores renewal program has a number of components, all of which are at varying stages of delivery with some delivered over more than one financial year. The following is a short summary of progress on each component up to the end of the quarter.

Palm Beach path extension, seawall repair and rockpool access repair - The path extension and landscaping works were completed in early December. Works have commenced on the Hordern Park entry treatment.

Sandy Beach Reserve boat ramp remediation, Palm Beach - Works to remediate the toe of the boat ramp have been completed.

Reconstruction of seawall between Sea Scouts and Marina, Bayview - Sewer location mapping undertaken in late November. The footprint of the wall can now be confirmed and concept design progressed. Construction on this project is scheduled for 2022/23.

Taylor's Point Reserve seawall, Clareville - The development application for this work has been approved and the tendering process has commenced.

Encapsulation of gabion blanket at Little Manly boat ramp - This project has progressed to the procurement stage. It is anticipated works will commence in mid-2022.

Boardwalk and bridge renewal Griffith Park, Collaroy - Investigation and design phase progressing.

Snapperman Beach Reserve seawall renewal, Palm Beach - Draft design is currently being reviewed.

Foreshore and Building improvements

Riddle Reserve seawall renewal, Bayview - A detailed survey has been completed along with the boundary identification survey. Materials are on order with works scheduled to commence in January 2022.



Rockpool - renewal program - Executive Manager Parks & Recreation

Council is currently preparing specifications for the renewal of the walkway to Palm Beach rockpool. A design brief for the major renewal of the first three rockpools of the major renewal program is being prepared and will be released to the market in early 2022.



Dinghy Storage - Executive Manager Parks & Recreation

This project is scheduled to start in January 2022.



Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure

Clontarf tidal pool project - on hold pending grant approval.

Paradise Beach tidal pool - Geotech consultants engaged and seagrass mapping reports received.

Paradise jetty and pool - Quotations received for design.



Surf Life Saving Club minor renewals - Executive Manager Property

The main focus of the minor renewals program this year was the delivery of the new training room at South Narrabeen Surf Club. That will be delayed in response to Covid related budget changes.

Other projects will proceed in the planning stages for which there are also grant applications in progress.

Newport SLSC has progressed to DA stage.

Warriewood SLSC and North Steyne SLSC - work is continuing on the masterplans.

Other minor works will include replacing sections of roof at Collaroy SLSC and replacing sections of roof at Dee Why SLSC.

Freshwater SLSC will be the subject of a master-planning process.



Surf Life Saving Club major renewals fund - Executive Manager Property

20% of the initial budget has been directed to the Manly Life Saving Club project.

The remainder has been removed as part of the Covid related budget reallocations. Additional funds to meet promised budget allocation will be provided in subsequent years.

Town centre and village upgrades



Commercial centre upgrade program - Executive Manager Parks & Recreation

Detailed design work for the upgrade of Forestville Shops continues with Request for Quotations (RFQs) for construction likely to be issued for lighting and landscape improvements at the beginning of 2022 with work to commence in mid-2022.



Work on the fencing and landscape improvements to north Mona Vale Headland have commenced and was completed in December 2021.



The concept plan for West Esplanade has been finalised following consultation with key stakeholders. There has been a delay in procuring a suitably qualified engineer to design the accessible ramp onto West Esplanade Beach. Work is expected to commence in March 2022 on the landscaping components per schedule but the ramp construction has been delayed until mid-2022.



Commercial centre renewal program - Executive Manager Parks & Recreation

The commercial centres program has three projects in 2021/22. Some elements of the program are behind schedule.

At Forestville Shopping Village the detailed design is progressing but is behind schedule because the COVID-19 health restrictions have resulted in changes to the way that the outdoor spaces are able to be used. In order to future-proof the design, it is important to revisit the layout of the space, the lighting design, and maintenance access and this has extended the time required for completion of the project.

Minor amendments are being made to the landscape concepts at Thomas Stephens Reserve in Church Point following a review of feedback from community engagement activities.

The North Narrabeen commercial centre project scope extent has been reviewed following community consultation in order to include more shop frontage. To accommodate this change to the project scope it has been necessary to defer construction to the 2022/23 financial year.

Recreational trails



Recreational trails - renewal program - Executive Manager Parks & Recreation

Work has commenced on the renewal of the Circuit Trail at Manly Dam with 65 helicopter drop offs of material successfully completed in early December. Work is expected to be completed in autumn 2022, weather permitting.

FINANCIALS - Parks and Recreation

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	1,115,840	980,471	135,368	2,419,807	1,910,509	1,920,509
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	69,902	-	69,902	-	-	84,057
Grants and Contributions - Operating Purposes	405,709	988,794	(583,085)	249,773	1,961,728	1,811,728
Other Income	2,400	99,728	(97,328)	201,856	201,856	199,456
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,593,851	2,068,994	(475,143)	2,871,436	4,074,093	4,015,750
Expenses from Operations						
Employee Benefits and Oncosts	(5,891,594)	(5,995,119)	103,526	(12,949,076)	(12,949,076)	(12,949,076)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(6,855,315)	(8,060,433)	1,205,118	(14,070,616)	(15,400,184)	(15,270,184)
Depreciation and Amortisation	(2,993,203)	(2,993,203)	-	(5,865,862)	(5,988,750)	(5,988,750)
Other Expenses	-	(190,785)	190,785	(256,464)	(256,464)	(256,464)
Internal Charges	(698,640)	(686,185)	(12,455)	(1,412,405)	(1,412,405)	(1,412,405)
Overhead Allocation	(1,877,310)	(1,877,310)	-	(3,754,619)	(3,754,619)	(3,754,619)
Total Expenses from Operations	(18,316,061)	(19,803,034)	1,486,973	(38,309,041)	(39,761,497)	(39,631,497)
Surplus / (Deficit) from Operations	(16,722,211)	(17,734,040)	1,011,830	(35,437,605)	(35,687,404)	(35,615,747)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	5,105,482	7,148,157	(2,042,675)	8,521,170	9,850,507	12,200,534
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(11,616,729)	(10,585,883)	(1,030,846)	(26,916,435)	(25,836,897)	(23,415,213)
Rates and Annual Charges						
Rates and Annual Charges	17,375,191	17,375,191	-	35,437,605	35,437,605	35,437,605

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$16,722,211) is lower than forecast by \$1,011,830 at the end of the quarter.

Total Income from Operations of \$1,593,851 is lower than forecast by (\$475,143).

User Charges and Fees are higher by \$135,368 as a result of parks and reserves venue hire.

Grants and Contributions for Operating Purposes are lower by (\$583,085) as a result of timing of works associated with B Line offset tree planting grant.

Total Expenses from Operations of (\$18,316,061) are lower than forecast by \$1,486,973.

Materials and Services are lower by \$1,205,118 as a result of timing of works associated with B Line offset tree planting grant and sportsfields maintenance works.

Other Expenses are lower by \$190,785 as a result of the timing of the Surf Life Club subsidy payments.

Grants and Contributions for Capital Purposes are lower by (\$2,042,675) as a result of timing of payments received for Long Reef Surf Club, North Curl Curl youth facility and Frenchs Forest precinct park upgrades.

Annual forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$71,657 to (\$35,615,747) principally due to sporting field licence income and insurance costs recovered.

Children's services

HIGHLIGHTS

Community connections

During lockdown the children and educators focussed on spreading kindness (not germs) with a range of initiatives.

Belrose Children's Centre strengthened community connections with the Royal North Shore Hospital Emergency Department Staff by sending drawings and letters from the children to Emergency Department staff in our spreading kindness initiative. This progressed to initiating a giving tree where families dropped off gifts to support the local community in need. The served as a drop-off point for the Northern Beaches for the Smiles 2 U Program that provides gifts for children that are in hospital over Christmas.

Our Early Learning Centres strengthened community links through collaboration with Meals on Wheels and our library services by sending personalised cards and drawings from children to these community members to spread kindness.

Celebrating Diversity and inclusion:

The Festival of Diwali (Festival of Lights) was celebrated with the children, sharing homemade rose tea and exploring stories to develop their understanding and knowledge of a new cultural festival.

Brookvale Children's Centre and Brookvale Pre-school celebrated Children's Week, with a theme based on the United Nations' Children's Rights Charter Article 15 - "Children have the right to choose their own friends and safely connect with others". This theme will be shared through activities and practice with children and families.

Sustainability

Harbour View Children's Centre and Manly Community Pre-school have introduced stingless bees into their environment. This is an extension of the curriculum with organic gardening and sustainability action plans, as well as providing an ecosystem for our local flora and fauna.

Narrabeen Children's Centre's long-term goal of a child art exhibition titled "Colours of Childhood" was achieved in an online format. The frames for the works were collected over a period of 18 months and demonstrate the Centre's ongoing commitment to sustainable living.

Narrabeen Children's Centre delivered 4.4 kg of batteries donated by staff and families to the Office Works recycling Centre.

Leading best practice

Council continues to serve as leaders in the sector, through various best practice initiatives.

Narrabeen Children's Centre Participated in a University of Newcastle and NSW Health policy research program relating to nutrition for children.

Council centres supported families during the lockdown with personalised video messages to the children who were not attending to enhance their sense of connectedness.

Collaboration with Council's Coastal Environment Centre and Greener Communities supports the children's learning regarding sustainability and recycling projects at the centres during the summer break and to continue further sustainability practices in their home environment.

Narrabeen Children's Centre staff implemented the Kimochi program with the pre-school children. An educator undertook formal training unit on Kimochi, which assists children to identify and acknowledge different types of emotions. This is an ongoing weekly program.

Brookvale Children's Centre completed the final part of the outdoor learning space upgrade for the service. This enabled a fully integrated and purposeful outdoor space for all age groups.

All centres have completed the Transition to School statements for the children going to school in 2022, ready for the parents to review and send to the individual schools.

Harbour View Children's Centre hosted a visit from the Deputy Principal from Seaforth Public School to meet with the educators to discuss the children who will be going there next year. This will help create a smooth transition to school in 2022.

New Vacation Care location and increased Pre-school capacity

North Harbour Children's Centre will re-open in January after the Christmas break as a multi-modal centre, with Vacation Care operating out of this venue throughout the school holidays. The service will also cater to pre-school aged children commencing school in 2022, with pre-school reopening in the same venue for term one in late January with 40 pre-school places each day. We have also been recruiting for educator positions and have been successful in hiring two highly experienced Early Childhood Teachers to support the increase in intake for Pre-school children.

Performance measures – Children's Services	Target	September quarter	December quarter
No. children attending Long Day Care programs	> 700	723	718
No. children attending Family Day Care programs	> 380	356*	361**
No. children attending Preschool programs	> 100	181	179
No. children attending Vacation Care programs	Q1 > 350 Q2 > 350	478	708

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

Notes on results:

* There was a reduction in the number of Family Day Care educators providing services for children. There were also some children who are attending more days than they were previously.

** There has been a reduction in the number of Family Day Care (FDC) educators providing services for children due to NSW Health Orders which require all FDC household members to be fully vaccinated for COVID-19.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Childcare playground renewal program - Executive Manager Parks & Recreation

The new fence at North Harbour preschool has been installed and design work has commenced on minor playground improvements that will be implemented next financial year.

Implement the Children's Services Strategy - Executive Manager Children's Services

1. Develop a cost-neutral operating model for multi modal service delivery that provides flexibility for families and increases service efficiency.

- The 2022/23 budget has been prepared to cost neutral and is with CET and finance for approval

2. Deliver a program collaboratively with one centre and one elder care service and report on the outcomes for community connections.

- Cromer Vacation Care successfully engaged with Dee Why Gardens Retirement Village, fostering an inter-generational relationship, facilitating a communication exchange during lockdown which led to in-person visits to the centre by residents once restrictions were lifted. This is an ongoing program.

3. Develop a business case for a new Council-run centre in the upper Northern Beaches and/or Frenchs Forest.

- This is being explored for possible opportunities.

4. Operate a multi modal service at North Harbour offering pre-school and vacation care services aligned to community need.

- Service approval to operate vacation care at North Harbour has been granted, an application for Child Care Subsidy has been lodged and is awaiting approval. The service has been set up in Hubworks and advertised along with the other Vacation Care services that will operate over the summer school holidays. Bookings are now being taken for this new service with strong utilisation. The site is now being utilised during term for pre-school and operating vacation care in the school holiday periods,

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Childcare Buildings

Children's centres works program - Executive Manager Property

This project sees the renewal of Council owned and operated Children's Centres.

Projects:

- Roundhouse Children's Centre - Works complete.

Childcare Buildings

- Brookvale Children's Centre Playground Refurbishment - Works complete.
 - Narrabeen Children's Centre Playground Refurbishment - Detailed design 85% complete. Works to refurbish part of the existing playground is scheduled to be completed this financial year.
 - Dee Why Children's Centre Playground Refurbishment - Detailed design complete. Works to refurbish part of the existing playground have been rescheduled to be completed in future years in response to budget changes.
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FINANCIALS - Children's Services

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	5,909,906	5,925,604	(15,697)	13,432,089	12,544,608	12,371,875
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	2,171	1,645	526	3,500	3,500	3,500
Grants and Contributions - Operating Purposes	1,650,115	1,291,315	358,800	1,307,132	1,825,770	2,278,503
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	7,562,192	7,218,564	343,628	14,742,721	14,373,878	14,653,878
Expenses from Operations						
Employee Benefits and Oncosts	(5,996,954)	(5,478,877)	(518,077)	(11,541,111)	(11,765,518)	(12,045,518)
Borrowing Costs	(3,950)	(576)	(3,375)	(1,151)	(1,151)	(1,151)
Materials and Services	(430,834)	(1,001,515)	570,681	(2,059,175)	(1,971,625)	(1,691,625)
Depreciation and Amortisation	(34,414)	(30,545)	(3,869)	(61,090)	(61,090)	(61,090)
Other Expenses	-	-	-	-	-	-
Internal Charges	(242,729)	(257,270)	14,540	(509,522)	(510,190)	(510,190)
Overhead Allocation	(385,053)	(385,053)	-	(770,106)	(770,106)	(770,106)
Total Expenses from Operations	(7,093,934)	(7,153,835)	59,901	(14,942,155)	(15,079,680)	(15,079,680)
Surplus / (Deficit) from Operations	468,258	64,729	403,529	(199,434)	(705,802)	(425,802)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	190,491	374,162	(183,671)	250,000	440,491	440,491
Surplus / (Deficit) from Operations including Capital Grants and Contributions	658,749	438,891	219,858	50,566	(265,311)	14,689
Rates and Annual Charges						
Rates and Annual Charges	(528,426)	(528,426)	-	199,434	199,434	199,434

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total Surplus from Operations of \$468,258 is higher than forecast by \$403,529 at the end of the quarter.

Total Income from Operations of \$7,562,192 is higher than forecast by \$343,628.

Grants and Contributions for Operating Purposes are higher by \$358,800 as a result of business continuity payments and timing of pre-school funding.

Total Expenses from Operations of (\$7,093,934) are lower than forecast by \$59,901.

Employee Benefits and Oncosts are higher by (\$518,077) as a result of utilisation of internal staff due to a lack of availability of agency staff and the impact of implementing COVID safe practices with a concierge service.

Materials and Services are lower by \$570,681 as a result of limited availability of agency staff.

Grants and Contributions for Capital Purposes are lower by (\$183,671) as a result of timing of grants received.

Annual forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$280,000 to (\$425,802) principally due to support with Business Continuity Payments and higher attendance than anticipated.

Community arts and culture

HIGHLIGHTS

Glen Street Theatre

Glen Street Theatre reopened on 11 October 2021 in line with NSW Health Orders. Patrons returned for two sold out screenings of the Manhattan Short Film Festival on Sunday 17 October.

November saw the release of the Glen Street Theatre 2022 program and membership renewal program. The program was released in digital and printed formats. Patrons who elected to become 2022 members were provided a priority booking period until 1 January when shows went on sale to non-members. Community response has been positive.

Manly Art Gallery & Museum (MAG&M)

MAG&M reopened on 12 October, retaining the Peter Sharp and Sydney Printmakers exhibition until 7 November, which had been on exhibition for only two days before NSW Health Orders placed Sydney in lockdown. Sales from both exhibitions have been high.

On 12 November, the *Northern Beaches Environmental Art and Design Prize* opened simultaneously at MAG&M, the Curl Curl Creative Space and at the Mona Vale Pop Up Gallery space. Almost 1,000 entries were received across the nine categories and from these around 250 were elected for exhibition. Visitor numbers have rebounded because of the six-day access to all venues. The exhibitions have been complemented by artists' talks and the popular Gallery Society Members' previews.

Some events and public programs are still limited in scope and in numbers of attendees, however the Life Drawing sessions have been able to return to the Gallery at their full capacity of 20.

MAG&M has been fortunate to attract recent major donations of artworks by Geoff Harvey, Rodney Pople and Nick Hollo and ceramics by Alan Hume and two Tiwi potters of the 1970s.

Managing our Community Centres

Community Centres reopened on 11 October 2021, in line with NSW Health Orders. The service has seen additional community demand from new regular hirers, as schools had not permitted their hall hirers' return to using the facilities after hours due to COVID-19.

An online directory has been developed as a resource for the groups and businesses to promote their activities and for the public to have improved visibility of available activities. The online directory replaces the previous Course and Activity Brochure that was produced and printed each year prior to the pandemic. The online directory is free and sustainable, and changes can easily and quickly be made. It can be found on Council's webpage for Community Centres.

Community Safety

Council and Police have continued to consult on a range of operational community safety matters and implemented community safety strategies to manage public places in Mona Vale, Manly and Freshwater, and have also re-established eight Alcohol Free Zones in Avalon, Church Point, Dee Why, Freshwater, Mona Vale, Newport (two zones) and Palm Beach to prevent disorderly conduct and improve public safety.

Socially Sustainable Northern Beaches

Council undertook consultation with the community and key stakeholders on the development of Council's next Disability Inclusion Action Plan 2022-2026. A Northern Beaches Wellbeing

Framework is under development and a project to deliver a Youth Discussion Paper and Action Plan is underway.

Caring for Young People and Families

A webinar was delivered in partnership with Northern Beaches Youth Interagency and Child and Family Interagency on the topic of supporting young people make the transition from Primary to High School. The panel included the esteemed Child Psychologist Dr Michael Carr Gregg and three young people from Council's Youth Advisory Group.

Over 340 young people participated in the ARTDECKO program with an online exhibition taking place in November as part of Mental Health Month. More than 2,000 online votes were cast with winners receiving five replica skate decks of their winning artwork.

Council also partnered up with local not-for-profit Share The Spark to deliver Spark Tank. The project encourages teams of young people (8-16yrs and 17-23yrs categories) to present their entrepreneurial business and/or community ideas to a panel of local experts and receive funding to get their ideas off the ground. Six winning teams shared in over \$15,000 in prizes and the opportunity to be mentored by business professionals.

Discobility and Club All In activations were held at the PCYC in December as part of International Day of People with Disability. Both were facilitated by local service Ability Options and supported by Council.

The Adolescent and Family Counselling Service provided 224 free client counselling sessions to young people and their families. The service also hosted a pilot Art Therapy program over three weeks with young people.

Supporting Seniors

Meals on Wheels delivered over 4,000 meals to older people in the community to enable them to live at home for longer and prevent social isolation.

Council coordinated a webinar about the Carers Gateway for National Carers Week (10-16 October) with Gateway Partner Yourside's Jane Mecelli, to raise awareness about the Carers Gateway - a free service supporting carers who look after someone with a disability, mental health condition or medical condition. The session was attended by 43 people.

Council coordinated a Scams and Fraud Awareness webinar for local seniors in Scams Awareness Week (8-12 November) in partnership with the Northern Beaches Police Area Command Crime Prevention Unit to raise older residents' awareness and understanding of scams and fraud so they could recognise, avoid and report them to the relevant authorities. 90 people attended the webinar, with 85% of people indicating the webinar increased their knowledge on scams.

A Dementia Demystified webinar series was held in partnership with the Northern Beaches Dementia Alliance, CCNB, Sydney North Health and other local service partners to improve prevention and management of Dementia. 298 people participated across the five webinars in November.

A free exhibition for International Day of People with Disability was held on 3 December, featuring an array of artworks showcasing the skills of local students with disability at Warringah Mall library. The exhibition was brought to life in collaboration with local tutor and facilitator of the Artability Program, Nancy Lamott and was on display from 27 November to 23 December 2021.

The "Meet Your Street" program commenced on the first two weekends in December with a total of eight street parties. The program will be re-launched next year to expand the program that will seek to increase social connections across the Northern Beaches in our local parks and streets.

Mental health and suicide

Council continued its work with local police, health authorities and local service groups and community on a coordinated response to suicide. Council has continued with the three-year Ministry of Health funded Gatekeeper Training, with a total of 535 community members completing suicide prevention training with the target of training 1,000 community members by December 2022.

Community program volunteers

Volunteers returned to Meals on Wheels and Manly Art Gallery and Museum to continue delivering valued services to our community.

Nominations for the annual Australia Day Awards Program closed in October and assessment and judging was completed in November.

Performance measures – Community Arts and Culture	Target	September quarter	December quarter
Community centre bookings	Q1 > 9,270 Q2 > 8,450	1,175*	6,049***
Direct services: Meals services	> 4,500	4,586	4,048****
Volunteers who actively participate in ongoing programs across Council	> 650	164**	503*****

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

* NSW Health Orders related to COVID-19 restrictions resulted in only essential services running.

** NSW Health Orders related to COVID-19 restrictions have meant that volunteering has been restricted with all programs for bushcare, community development and events.

*** Community Centres reopened on 11th October 2021 in line with NSW Health Orders. Many hirers delayed their return due to ongoing restrictions.

**** Some clients stopped receiving the service as they entered residential aged care.

***** NSW Health Orders restricted volunteer activities. Programs for events, bushcare and community development were paused until restrictions eased.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Develop a Social Sustainability Strategy and action plans to address community priorities - Executive Manager Community, Arts & Culture

Council adopted the Social Sustainability Strategy 2040 at the Council Meeting on 24 August 2021. The Community Safety Plan was adopted by Council at the Council Meeting on 28 September 2021. Action Plans currently under development are the Youth Discussion Paper, Northern Beaches Wellbeing Framework and Disability Inclusion Action Plan.



Develop a new Disability Inclusion Action Plan - Executive Manager Community, Arts & Culture

Draft plan and actions under development.



Deliver creative spaces at Mona Vale Civic Centre - Executive Manager Community, Arts & Culture

Both Spaces of the (Mona Vale) Creative Pop Up and the recently launched Pop Up Gallery have been operating smoothly. The current campaign to support local makers connect to audiences and boost the awareness of the new Spaces is going well.

The Creative Pop Up space will be programmed throughout January by the Northern Beaches Studios artists with a combination of workshops for kids and retail display.



Plan for a creative and community precinct at Mona Vale - Executive Manager Community, Arts & Culture

Project brief completed.



Implement the Coast Walk Public Art Strategic Plan - Executive Manager Community, Arts & Culture

Implementation of the Coast Walk Strategic Plan continues. Artworks at the Mona Vale and Long Reef Surf Lifesaving Clubs are in various stages of fabrication and installation, and the building constructions have been slightly delayed by Covid lockdowns.



Deliver the Performance Space at Mona Vale Public School with the State Government - Executive Manager Community, Arts & Culture

Council continues discussions with the Department of Education to finalise the design and operational licence to allow for community use of the facility.



Implement Gatekeeper training program for suicide prevention - Executive Manager Community, Arts & Culture

580 community members have completed training with 55 online training courses still in progress.



Develop wellbeing indicators to measure community resilience, capacity and connections - Executive Manager Community, Arts & Culture

Draft framework undergoing final internal review.



Investigate the establishment of Community Hubs in strategic locations - Executive Manager Community, Arts & Culture

Project underway.



Develop a plan for Glen Street Theatre, including the activation of the former restaurant site - Executive Manager Property

The Request for Tender for operation of the restaurant area closed on 12 October, but no complying tenders were received. The draft concept plan for outdoor dining space and access pathway has been developed and is being reviewed by internal stakeholders.

Operational implications of loss of this space for Glen Street Theatre are yet to be resolved. Glen Street Precinct masterplan has yet to be commenced, which will then be followed by the associated business plan.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Art Works



Gallery Art Work Purchases - Executive Manager Community, Arts & Culture

There have been no purchases this quarter.



Theo Batten Bequest purchases - Executive Manager Community, Arts & Culture

Discussions are continuing with the artist for the roof lettering project.

Community Centre Improvements



Warriewood Valley Community Centre new works - Executive Manager Capital Projects

The Warriewood Community Centre Project is ready to go out to tender for construction, however there are a few funding issues that need to be resolved. As such, the project is behind schedule and construction is unlikely to commence in 2021/22.



Community buildings works program - Executive Manager Property

This program of work is allocated to minor work to community buildings during the financial year in conjunction with minor works to Community Centres under CR05029.

The funds were allocated for the supply and installation of tiered seating at North Narrabeen Community Centre with the works completed on 21/12/21.



Community centres minor works program - Executive Manager Property

This program of works includes for minor renewal works to community centres buildings.

The works for the Elanora Heights Community Centre staff room refurbishment and the Cromer Community Centre caretaker's flat refurbishment are now completed.

Remaining funds are allocated to window renewals at Mona Vale Bowling Club, CCTV and building re-key at Avalon Recreation Centre, building re-key at Newport Community Centre, and refurbishment of Cromer Community Centre meeting room. These works are scheduled to be carried out in January/February 2022.

Cultural Improvements



Coast Walk - art trail Executive Manager Community, Arts & Culture

All Coast Walk Public Art projects are underway.



Coast Walk Aboriginal art and signage - Executive Manager Community, Arts & Culture

Cultural Improvements

Community engagement with the local Aboriginal community completed. Sites selection underway. Planning underway for a Meet the Artist event in February 2022.



Manly Art Gallery - Executive Manager Property

Planned works and additional air-conditioning replacement works completed.



Glen Street Theatre renewal works - Executive Manager Property

The Stage 1 works are now completed and fully commissioned.

Stage 2 air-conditioning system renewal design and tender documentation is under way for the foyer area and associated spaces, with the construction phase scheduled for Financial Year 2022/23.

The structural engineer is in the process of reviewing the additional loads and requirements for the strengthening of the roof structure if required.

FINANCIALS - Community, Arts and Culture Service

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	555,497	927,086	(371,589)	4,353,455	2,449,335	2,373,405
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	101,451	89,074	12,377	780,616	453,123	453,123
Grants and Contributions - Operating Purposes	653,209	575,404	77,804	3,189,557	3,436,989	3,545,055
Other Income	20,402	26,020	(5,618)	47,028	47,028	47,028
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,330,558	1,617,584	(287,025)	8,370,656	6,386,475	6,418,611
Expenses from Operations						
Employee Benefits and Oncosts	(3,263,383)	(2,954,599)	(308,785)	(6,632,337)	(6,492,337)	(6,492,337)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(858,328)	(1,391,379)	533,051	(3,715,213)	(3,266,952)	(3,196,952)
Depreciation and Amortisation	(324,111)	(324,111)	-	(721,145)	(648,513)	(648,513)
Other Expenses	(246,477)	(392,607)	146,130	(2,911,012)	(2,778,119)	(2,778,119)
Internal Charges	(22,118)	(13,055)	(9,063)	(31,948)	(31,948)	(31,948)
Overhead Allocation	(421,115)	(421,115)	-	(842,229)	(842,229)	(842,229)
Total Expenses from Operations	(5,135,532)	(5,496,866)	361,334	(14,853,883)	(14,060,098)	(13,990,098)
Surplus / (Deficit) from Operations	(3,804,974)	(3,879,282)	74,308	(6,483,227)	(7,673,622)	(7,571,487)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	190,000	(190,000)	70,000	190,444	190,444
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(3,804,974)	(3,689,282)	(115,692)	(6,413,227)	(7,483,178)	(7,381,043)
Rates and Annual Charges						
Rates and Annual Charges	3,440,870	3,440,870	-	6,394,186	6,394,186	6,394,186

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$3,804,974) is lower than forecast by \$74,308 at the end of the quarter.

Total Income from Operations of \$1,330,558 is lower than forecast by (\$287,025).

User Charges and Fees are lower by (\$371,589) as a result of lower than expected community centre income.

Total Expenses from Operations of (\$5,135,532) are lower than forecast by \$361,334.

Employee Benefits and Oncosts are higher by (\$308,785) as a result of very few staff vacancies and limited annual leave taken due to COVID.

Materials and Services are lower by \$533,051 as a result of timing of suicide prevention gatekeeper training.

Other Expenses are lower by \$146,130 as a result of timing of youth and community grant payments.

Grants and Contributions for Capital Purposes are lower by (\$190,000) as a result of timing of grant income.

Annual forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$102,136 to (\$7,571,487) principally due to a reduction in community centre income and additional income from the Create NSW COVID Support Grant for Glen Street Theatre.

Library services

HIGHLIGHTS

Library memberships and loans

At the end of December 2021 there were 194,697 members across the library service of which 57% are residents of the Northern Beaches. Additionally, 555 customers continued to receive the home library service through a contactless delivery process ensuring their continued access to information, literature and other library services.

Over 255,000 items were borrowed during the quarter. All loans were via the Library2U service or through digital platforms until NSW Health Orders eased restrictions on 11 October 2021. The Library2U service during lockdown delivered 73,210 items to residents through 33,239 deliveries. After restrictions eased, library branches opened to the public and regular borrowing recommenced.

Library Platforms

The e-book and e-audiobook collection continued to remain popular with more than 77,000 loans over the quarter reflecting 32% of loans in this period. In recognition of its growth, additional funds were re-directed to further enrich this increasingly popular platform.

The e-collection features over 28,000 eBooks, eAudio and eMagazines as well as Kanopy streaming movies, research databases and tutorials including Studiosity and Lynda.com.

The Northern Beaches Library app remained popular over the quarter with 32,375 launches, 8,289 renewals and 7,526 reservations placed.

Library programs and services

Council transitioned face-to-face programs online while COVID-19 restrictions were in place. 12 new story time song and rhyme videos were uploaded to the library YouTube channel complementing the eResource 'Story Box Library' offerings.

Giving trees were set up at Warringah Mall and Manly libraries in partnership with Community Northern Beaches to collect Christmas gifts for locals in need.

After the easing of restrictions, 36 pop up sessions of Christmas story time were offered across the library branches along with three special Christmas Pantomime programs across Warringah Mall and Mona Vale.

Service improvements

Focus over the quarter was on reopening the library spaces to the public, in line with NSW Health Orders on 11 October 2021. Concierges were stationed at each library entry ensuring QR code and vaccination checks until restrictions further eased on 15 December 2021. In addition, cashless transactions were enabled and self-checkout options supported at all locations.

Council's Library2U service won the Creativity and Culture category in the National Awards for Local Government for creating vibrant and cohesive communities through the Arts.

Council has been accepted to present on the Manly Creative Library concept at the Australian Library and Information Association National Conference, highlighting the innovation in space and community usage. Council has also been accepted to present at the VALA conference on the 24/7

Technology Hub at Forestville Library discussing 'Revolutionising spaces that transcend the traditional concept of public libraries'.

Library upgrades

Warringah Mall's refurbished foyer and children's area opened to the public on 11 October. The foyer area has been enhanced with a customer centric design, increased browsing collection and service pods. The children's area features updated seating and an improved layout of the collection.

Performance measures – Library Services	Target	September quarter	December quarter
No. library memberships	> 195,000	195,068	196,194
No. youth memberships	> 36,000	36,348	37,665

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Develop a Library Strategy - Executive Manager Library Services

Feedback sought from three of Council's Strategic Reference Groups - Partnership and Participation, Community and Belonging and Places for People as well as Library staff. The project team provided a summary of the feedback to the Project Steering Group and the Library Leadership Team.



Review and implement opportunities for 24/7 access to the physical library space - Executive Manager Library Services

New 24/7 access software and unit tested and ready to be trialled with library staff and customers in the first quarter of 2022.

Quotes received for touchscreen kiosks to replace the library catalogue screens and an interactive digital wall.



Achieve dementia friendly accreditation across appropriate library services - Executive Manager Library Services

Discussed opportunities for improvement with key stakeholders in the areas of dementia friendly library spaces, resources, programs, further training requirements for library staff and education opportunities for the community.

Northern Beaches Dementia Alliance confirmed a walkthrough of Mona Vale Library in the first quarter of 2022. Feedback will be included in subsequent dementia friendly recommendations.



Develop a program of works for digitising library resources - Executive Manager Library Services

Finalised documentation and archival processes for digitisation project.

Dee Why Historic Image Collection continued being uploaded into History Hub. 131 images were uploaded and information completed on these items in December.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Library Upgrades



Mona Vale Library - upgrades and new works - Executive Manager Property

This project is scheduled to start in April 2022.



Library Book stock - Executive Manager Library Services

Quotes for the installation of fixed or portable hearing loops have been accessed by the Mona Vale Library Branch Manager in association with key stakeholders. Portable hearing loop technology will be installed in a large meeting room and on the circulation desk.



Public Library Infrastructure Grant - Executive Manager Library Services

Request for tenders advertised on Tenderlink, pre-online tender meeting held with tenderers and site visits organised. The request for tenders is now closed and submissions are being evaluated.



Library buildings works program - Executive Manager Property

Funds have been used for minor alterations at Dee Why Library.



Forestville Library renewal works - Executive Manager Property

Stage 2 building works in preparation for 24 hour opening project are complete.

Security installations to be completed early in the new year.

Community Space and Learning



Library local priority grant purchases - Executive Manager Library Services

No purchases have been made this quarter.



Library books – replacement - Executive Manager Library Services

Summary of received stock this quarter:

Adult Fiction 24%, eBooks and eAudio 31%, Adult Non-Fiction 11%, Junior items 19% and DVDs 7%. The remaining 8% of stock received was Young Adult and Audio-Visual items.

FINANCIALS - Library Services

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	21,837	18,995	2,841	138,209	70,370	70,370
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	41,284	23,144	18,140	100,111	63,302	63,302
Grants and Contributions - Operating Purposes	782,290	724,772	57,518	744,772	824,963	824,963
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	845,411	766,911	78,499	983,092	958,635	958,635
Expenses from Operations						
Employee Benefits and Oncosts	(3,413,057)	(3,557,699)	144,642	(7,606,351)	(7,607,020)	(7,607,020)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(484,603)	(355,638)	(128,965)	(846,296)	(877,904)	(1,261,155)
Depreciation and Amortisation	(925,310)	(925,310)	-	(1,861,921)	(1,851,366)	(1,851,366)
Other Expenses	(68,250)	(118,000)	49,750	(118,000)	(118,000)	(88,750)
Internal Charges	(44,653)	(44,653)	-	(95,483)	(95,529)	(95,529)
Overhead Allocation	(516,984)	(516,984)	-	(1,033,969)	(1,033,969)	(1,033,969)
Total Expenses from Operations	(5,452,859)	(5,518,286)	65,427	(11,562,019)	(11,583,789)	(11,937,790)
Surplus / (Deficit) from Operations	(4,607,448)	(4,751,374)	143,926	(10,578,927)	(10,625,154)	(10,979,155)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	34,490	61,808	(27,318)	735,591	815,486	815,486
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(4,572,958)	(4,689,566)	116,608	(9,843,336)	(9,809,668)	(10,163,669)
Rates and Annual Charges						
Rates and Annual Charges	4,759,089	4,759,089	-	10,578,927	10,578,927	10,578,927

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$4,607,448) is lower than forecast by \$143,926 at the end of the quarter.

Total Income from Operations of \$845,411 is higher than forecast by \$78,499.

Grants and Contributions for Operating Purposes are higher by \$57,518 as a result of increased Library Subsidy and Local Priority distributions received from NSW State Library.

Total Expenses from Operations of (\$5,452,859) are lower than forecast by \$65,427.

Employee Benefits and Oncosts are lower by \$144,642 largely as a result of vacant positions within the Service.

Materials and Services are higher by (\$128,965) as a result of recognising digital books and electronic resource purchases as operational costs rather than assets.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$354,001) to (\$10,979,155) principally due to the transfer of budget from Council's Capital Works program due to recognising digital books and electronic resource purchases as operational costs rather than assets.

Transport traffic and active travel

HIGHLIGHTS

Making travel on our roads safer

Twenty sections of road were resurfaced this quarter, spanning 5km of the road network.

Other major works completed in the December quarter include traffic calming and safety improvement works in Mona Street, Mona Vale and in Heaton Avenue and Kanangra Crescent, Clontarf.

Expanding our active travel network

We completed two new footpath projects to improve active travel options and connect the community to local destinations, public transport and schools. We constructed footpaths in Urunga Street, North Balgowlah, and Makim Street, Curl Curl. This brings the total number of completed new footpath projects this year to six of the 18 planned.

The shared path network was expanded with the completion of projects along Barrenjoey Road, Mona Vale, Aquatic Drive, Frenchs Forest, Glen Street, Forestville, and Playfair Road, Curl Curl.

Works are continuing with the delivery of the Federal Stimulus School Zone Infrastructure Program (\$7,761,000 2021/22 FY) with pedestrian upgrade works completed in the second quarter around Arranoubai School, Avalon Public School, Wakehurst Public School, Elanora Heights Public School, Narrabeen North Public School, Narraweena Public School and Curl Curl North Public School.

Road safety matters

Driving off to a good start

Forty eight people attended our online workshop for supervisors of learner drivers held on 3 November 2021. This workshop offered practical advice on supervising learning drivers, completing the learner driver logbook and the benefits of driving practice.

This workshop will continue to be run online as uptake for the event has been very successful.

Securing child restraints

Our child restraint fitting service is supported by Transport for NSW and this quarter 67 families chose to participate in a COVID safe inspection. A surprising 89% of the restraints that were checked actually needed a correction made. This valuable service has resulted in 109 children travelling more safely in their family cars this quarter and into the future.

Road safety calendar

The road safety calendar is full of important safety tips and information about road rules. Over 10,000 copies of the 2022 Road Safety calendar have been distributed to 60 local locations, including Council libraries, community centres and Customer Services. Also, to many local clubs. The demand has been high this year with requests for them starting in October.

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

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

Develop accessibility maps for all major town and village centres - Executive Manager Transport & Civil Infrastructure

Mapping on track with Stage 1 complete and now on the web.

Accessible bus stops and compliant pedestrian crossings which are part of Stage 2 are now included on the web.

Implement Transport Plans which support the Transport Strategy – Parking, Bike, Road Safety, Public Transport and Freight - Executive Manager Transport & Civil Infrastructure

Shared path construction and road safety programs on track.

Implement Walking Plan and Pedestrian Access and Mobility Plans - Executive Manager Transport & Civil Infrastructure

Delivery of new footpath program on track with six footpaths now constructed.

Develop Transport Plans to support the Transport Strategy – Parking, Public Transport and Freight plans - Executive Manager Transport & Civil Infrastructure

Public Transport Plan and Road Network Plan development have commenced.

Data collection and senior stakeholder engagement underway.

Parking Plan with Manager Transport Network for review.

Plan smart parking infrastructure across the Northern Beaches - Executive Manager Transport & Civil Infrastructure

As a result of the quarterly budget review, funds are no longer available this financial year for the digital parking permit project at this time, which has caused the project to fall behind schedule. However the smart parking and technology part of this project, which covers the Manly Ward, will continue as planned.

Undertake a review of the community transport service - Executive Manager Transport & Civil Infrastructure

The service Business Coordinator will commence work with Strategy & Performance, who are now the responsible project team, in early 2022.

Data reflecting normal use of service is inaccurate due to the Covid climate.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Active Travel – cycleways and footpaths



Footpath new - Executive Manager Transport & Civil Infrastructure

Program on track.



Bike Plan implementation - new works - Executive Manager Transport & Civil Infrastructure

Program on track.



Connecting Communities - footpaths program - Executive Manager Capital Projects

The Connecting Communities project is behind schedule with delays caused by careful consideration of community engagement in the final design and impacts on engagement timeframes caused by COVID-19. Additional design development is required for Whale Beach Road due to geotechnical challenges.



Connecting Communities cycleways program - Executive Manager Capital Projects

This project is scheduled to start in February 2022.



Narrabeen Lagoon pedestrian and cycle bridge - Executive Manager Capital Projects

Off-site fabrication is in progress. Site commencement has been delayed until early 2022 due to Covid impacts on crew availability and supply chain delays.



Streets as Shared Spaces: Manly & The Strand Dee Why - Executive Manager Transport & Civil Infrastructure

Evaluation ongoing.



Triangle Park North - Dee Why Town Centre - Executive Manager Capital Projects

Concept design being reviewed. Public consultation delayed due to COVID impacts, which has put the project back a few months. Design and consultation to recommence in early 2022. Funding not yet available for construction.



Fern Creek Bridge and Shared Paths - Executive Manager Parks & Recreation

The concept plan and the Plan of Management enabling development of the park and connections has been approved by Council for public exhibition at its October meeting. It is expected the outcomes of public exhibition will be reported to Council in February 2022. It is unlikely that construction on the shared paths and bridge will commence this financial year due to ensuring a rigorous community engagement process. The funding will be re forecast to the 2022/23 financial year at the second quarterly review.

Active Travel – cycleways and footpaths

Preparatory works of under grounding the high voltage power lines and construction of stormwater link from Dove Lane to Fern Creek will be completed on schedule this financial year.



Footpath renewal works - Executive Manager Transport & Civil Infrastructure

Progress on delivering this program is behind schedule due to delays from COVID-19. Despite the delay quotations are being sought from contractors and the overall program is expected to be delivered this financial year.

Road and related infrastructure upgrades



New traffic facilities - Executive Manager Transport & Civil Infrastructure

Program on track.



Scotland Island roads and drainage improvements - Executive Manager Transport & Civil Infrastructure

Designs completed.

Works scheduled for 2022.



Warriewood Valley - Traffic and Transport Infrastructure - Executive Manager Transport & Civil Infrastructure

Program needs further review.



Church Point - new infrastructure - Executive Manager Transport & Civil Infrastructure

This project is scheduled to start in July 2022.



Church Point masterplan boardwalk extension - Executive Manager Transport & Civil Infrastructure

Works commence on-site early March 2022.



Kerb and gutter new - Executive Manager Transport & Civil Infrastructure

Works commence on-site early March 2022.



Accelerated traffic facility delivery - Executive Manager Transport & Civil Infrastructure

Program on schedule.



Safer Schools Infrastructure - Executive Manager Transport & Civil Infrastructure

17 projects have now been completed in this program.



Bus stop renewal - Executive Manager Transport & Civil Infrastructure

Bus shelter at Edgecliffe Boulevard, Collaroy Plateau was replaced.



Kerb and gutter renewal works - Executive Manager Transport & Civil Infrastructure

Program on schedule.



Retaining wall renewal works - Executive Manager Transport & Civil Infrastructure

Program on schedule.



Road Resheeting program - Executive Manager Transport & Civil Infrastructure

Program on schedule



Bridge renewal works - Executive Manager Transport & Civil Infrastructure

Ocean Road, Narrabeen works slightly delayed due to low lagoon levels.

Wharf upgrades



Church Point commuter wharf expansion – investigation - Executive Manager Transport & Civil Infrastructure

This project is scheduled to start in January 2022.



Wharves works program - Executive Manager Transport & Civil Infrastructure

Environmental and engineering specialist consultant contract awarded to GHD to complete concept design for Mackerel and Currawong wharves.



Carol's Wharf renewal works - Executive Manager Transport & Civil Infrastructure

Remedial works are complete, awaiting pontoon construction off-site prior to install. Delays in manufacture of the pontoons have been caused by the restricted availability of materials. Construction is now expected on-site in February 2022.



Bells Wharf renewal works - Executive Manager Transport & Civil Infrastructure

Remedial works are complete, awaiting pontoon construction off-site prior to install. There have been further delays in the pontoon fabrication due to the lack of availability of materials. Pontoon construction is now expected in April 2022.

Car parks and parking stations



Smart Parking infrastructure project - Executive Manager Transport & Civil Infrastructure

As a result of the quarterly budget review, funds are no longer available this financial year for the digital parking permit project at this time, which has caused the project to fall behind schedule. However the smart parking and technology part of this project, which covers the Manly Ward, will continue as planned.



Car park renewal works - Executive Manager Transport & Civil Infrastructure

Program on schedule.



Multi storey car parks renewal works - Executive Manager Property

Complete improvement works on car parks, as required, focusing on Bungan Lane Car Park fire upgrades (which have been completed) this year.

Plant and Fleet



Major plant renewal - Executive Manager Transport & Civil Infrastructure

Delivery program on track.



Light fleet renewal - Executive Manager Transport & Civil Infrastructure

Program on schedule.

FINANCIALS - Transport Traffic and Active Travel

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	7,127,936	5,144,384	1,983,552	17,775,936	13,705,223	14,270,224
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	449,333	30,478	418,854	884,971	735,482	1,029,482
Grants and Contributions - Operating Purposes	740,639	1,068,212	(327,573)	4,105,064	4,127,231	4,127,231
Other Income	7,500	5,000	2,500	10,000	10,000	10,000
Gains on disposal of Assets	587,460	303,862	283,598	607,968	607,968	607,968
Total Income from Operations	8,912,868	6,551,937	2,360,931	23,383,939	19,185,903	20,044,905
Expenses from Operations						
Employee Benefits and Oncosts	(6,014,343)	(5,920,194)	(94,148)	(12,665,096)	(12,665,096)	(12,665,096)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(6,323,380)	(7,391,693)	1,068,313	(13,524,911)	(13,502,144)	(13,992,225)
Depreciation and Amortisation	(7,542,127)	(7,542,127)	-	(14,171,276)	(15,089,921)	(15,089,921)
Other Expenses	-	-	-	-	-	-
Internal Charges	3,849,032	3,856,250	(7,218)	7,930,389	7,920,628	7,920,628
Overhead Allocation	(1,834,586)	(1,834,586)	-	(3,669,173)	(3,669,173)	(3,669,173)
Total Expenses from Operations	(17,865,403)	(18,832,350)	966,947	(36,100,067)	(37,005,706)	(37,495,787)
Surplus / (Deficit) from Operations	(8,952,535)	(12,280,413)	3,327,878	(12,716,128)	(17,819,802)	(17,450,882)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	5,207,150	15,064,908	(9,857,758)	26,278,302	31,996,004	27,225,651
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(3,745,385)	2,784,495	(6,529,879)	13,562,174	14,176,202	9,774,769
Rates and Annual Charges						
Rates and Annual Charges	7,903,492	7,903,492	-	12,523,111	12,523,111	12,523,111

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$8,952,535) is lower than forecast by \$3,327,878 at the end of the quarter.

Total Income from Operations of \$8,912,868 is higher than forecast by \$2,360,931.

User Charges and Fees are higher by \$1,983,552 as a result of the timing of parking receipts and greater road permits and road restoration revenues.

Other Revenues are higher by \$418,854 largely as a result of revenues from advertising on Council structures.

Grants and Contributions for Operating Purposes are lower by (\$327,573) as a result of the timing of the receipt of operational contributions relating to Council's Transport Network, Signs and Lines and Accelerated Streetlight Replacement programs offset by increased Road Safety salary grant receipts.

Gains on Disposal of Assets are higher by \$283,598 as a result of lower written down value on disposal of fleet item costs.

Total Expenses from Operations of (\$17,865,403) are lower than forecast by \$966,947.

Employee Benefits and Oncosts are higher by (\$94,148) as a result of there being fewer vacant positions carried during the period under review.

Materials and Services are lower by \$1,068,313 largely as a result of timing differences associated with the payment of contract services for Road Network, Assets and Planning and Parking costs and maintenance and servicing costs of Council's plant and fleet.

Grants and Contributions for Capital Purposes are lower by (\$9,857,758) as a result of timing differences associated with the receipt of grant funds for Council's footpath program, the Safer Schools Infrastructure works, Council's wharf renewal program and the rollover of funding on the Newport to Avalon section of Council's Connecting Communities - Cycleways program and Narrabeen Lagoon Pedestrian and Cycleway Bridge works to the 2022/23 financial year.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$368,920 to (\$17,450,882) principally due to increased road restorations revenue, additional advertising on Council's structures revenue offset by increased costs on Council's road network and restorations.

Grants and Contributions for Capital Purposes are forecast lower by (\$4,770,353) principally due to the rollover to the 2022/23 financial year of the Connecting Communities - Cycleways program job.

Economic development, events and engagement

HIGHLIGHTS

Business Support Service

Council continues to provide our Support Service to assist businesses with any query to help them restart or operate their business on the Northern Beaches. Appointments have quietened down over the last quarter as businesses became more familiar with operating within NSW Health Orders, however general enquiries have continued to be received regarding starting a business and working with Council.

Back to Business

Over 150 submissions have been received for Council's Back to Business program, launched in September 2021. The program supports the business community in emerging from lockdown. The program sought ideas from local businesses on how Council can support their recovery.

Submissions have covered a broad range of ideas. For food and beverage businesses, this included the use of footpaths for outdoor dining and take-away food selling (BBQs), breweries using their carparks for tastings, or use of reserves for restaurant patrons. For beauty salons and hairdressers, this included using footpaths for waiting clients and extending trading hours to enable them to meet customer demand within the five client cap. For retailers, this included allowing them to further display and sell goods on the footpaths outside their premises. There were also ideas around holding small scale festivals, live music and events to showcase local businesses, such as wellness, and create vibrancy in our villages and town centres to entice customers back.

To date 44 permits have been issued, with approval provided for businesses to implement their ideas generally until March 2022. The Back to Business program will operate as long as businesses are subject to restrictions.

Destination Management Plan

Work has now commenced on implementing the five year Action Plan as part of the Destination Management Plan (Destination Northern Beaches: Creating a Sustainable Visitor Economy). This includes discussions with Destination NSW on how we can leverage off their new Brand Campaign (Feel NSW) and opportunities to attract visitors within a four hour drive of Northern Beaches in early 2022.

The Destination Management Plan was adopted by Council at the 28 September Council Meeting. It is the first ever five-year tourism blueprint to sustainably grow the visitor economy on the Northern Beaches, while protecting the local environment and social values.

Northern Beaches Economic Development Strategy

Research continues for the preparation of the first Northern Beaches wide Economic Development Strategy, which will set the strategic directions for economic recovery and growth across the Northern Beaches. This includes the completion of a series of interviews with local businesses of various sizes and undertaking a Business Survey to understand current conditions and future business outlook, as well as priority actions to support the local economy recover and grow.

Findings from this research and the emerging themes that will shape the Economic Development Strategy, were workshopped with the Economic & Smart Communities SRG in November 2021.

Activating local places

While activation of local spaces needed to be scaled down in line with NSW Health Orders, a series of smaller works have been completed and planning is underway for a number of projects as we emerge from lockdown.

- Festive Freshie a village open day with live music and family entertainment
- Shop local in Forestville and Newport with live music and family entertainment
- Shop local media campaign with distribution of materials to businesses
- Secured grant funding for Australia Day activations
- Roll out of Christmas decorations across the LGA.
- Supported 'Fairlight Fridays' at Fairlight village with live music
- Secured Festival of Place Grant for 'Manly Family Fun Fest' in collaboration with Manly Business Chamber
- Manly and Avalon SWAT, The Special Works and Transformation Team stormed Manly and Avalon for a cleaning offensive.

Events for everyone

Citizenship Ceremonies

Council supported new citizens by running online ceremonies via Zoom. 14 online ceremonies were conducted with 656 people becoming citizens. The ceremonies were presided over by the Mayor with local MPs and Councillors invited to attend.

Manly Jazz Online

The community was able to re-live some of their favourite past performances as we showcased Jazz over the October long weekend. Over 13 performances were highlighted via Council's social media accounts, website and YouTube channel.

Remembrance Day

A reduced ceremony with restricted numbers was held in person at Manly Dam to commemorate Remembrance Day. Additionally, a catafalque party march and bugler were present at the Manly Cenotaph.

Christmas Events

Our two annual Christmas carol events were able to take place: Christmas Choral Concert at Manly and Christmas by the Beach at Dee Why. Both events were restricted by density numbers in line with NSW Health Orders, with the Manly event needing to turn a number of people away. Council adapted swiftly to poor weather during the Dee Why event, delaying the event by 24 hours and successfully going ahead the following day.

New Year's Eve Fireworks

Community fireworks events took place at Manly, Bayview and our newest site Lionel Watts. This was our first major event delivered since COVID-19 restrictions were removed from events. Unfortunately, celebrations at Dee Why had to be cancelled due to large swells.

Engaging our community

15 new projects were commenced with over 50 projects actively engaged on in this quarter.

Significant projects included:

1. Community Engagement Policy and Strategy.
2. Improving connectivity from Curl Curl to Freshwater.
3. Naming Proposal George Caley geographical features.
4. Rowland Reserve Dog Park Lighting.
5. Electric vehicle charging station proposed locations.

Key metrics:

Online traffic:

- 31,931 unique visitors to the Your Say website.
- 44,500 Your Say website visits.
- 36 percent of visits stayed active on the site for at least one minute.

Notifications:

- 45 Electronic Direct Mail (EDM's) sent inclusive of fortnightly news.
- A total of 143,788 emails sent with:
 - an open rate of 46.9 percent
 - a click rate of 7.4 percent
 - an unsubscribe rate of 0.3 percent.

Participation:

- 3,182 online submission/comment forms were completed.
- 57 community members attended face to face or online engagement sessions.

Conversions:

- One contribution was made every 6.2 percent of visits.
- At least two actions were performed for 11.3 percent of visits.

Performance measures – Economic Development, Events, Engagement	Target	September quarter	December quarter
High impact projects with a Community Engagement Plan	100%	100%	100%
Satisfaction with Council's key community events	80%	95%	88%
Satisfaction with Council's business events	80%	* No Data	* No Data

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

Notes on results:

* No business events were held in person due to COVID restrictions.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Implement the Destination Management Plan - Executive Manager Community Engagement & Communications

Following the adoption of the Northern Beaches Destination Management Plan, we are now starting to implement actions identified in the five year Action Plan.



Revise the Community Engagement Framework - Executive Manager Community Engagement & Communications

The Community Engagement Policy and Strategy was placed on public exhibition in November 2021. Feedback will close in February 2022.



Develop and implement an Economic Development Plan - Executive Manager Community Engagement & Communications

We undertook business engagement to inform preparation of the Northern Beaches Economic Development Strategy.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Town and Village Centre Activations



Dee Why Town Centre – Design - Executive Manager Capital Projects

St David Avenue Park upgrade completed.

Park and public toilets opened for public use 25/10/21.

Triangle Park North design review of budget.



Dee Why Town Centre – construction phase 1 - Executive Manager Capital Projects

Artwork manufacture and installation delayed for early 2022.



Avalon Place Plan implementation - Executive Manager Parks & Recreation

Project is scheduled to start in February 2022.

FINANCIALS - Economic Development, Events and Engagement

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	17,310	192,776	(175,466)	425,642	420,642	183,824
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	5,697	62,493	(56,796)	434,491	334,577	541,395
Grants and Contributions - Operating Purposes	30,930	-	30,930	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	53,937	255,269	(201,332)	860,133	755,219	725,219
Expenses from Operations						
Employee Benefits and Oncosts	(2,529,937)	(2,543,722)	13,785	(5,554,727)	(5,516,750)	(5,516,750)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,127,770)	(1,433,662)	305,892	(3,498,333)	(3,356,120)	(3,356,120)
Depreciation and Amortisation	(42,882)	(42,882)	-	(102,520)	(85,805)	(85,805)
Other Expenses	(23,998)	(87,465)	63,467	(330,900)	(330,900)	(330,900)
Internal Charges	(58,201)	(117,834)	59,633	(200,635)	(200,635)	(200,635)
Overhead Allocation	(611,997)	(611,997)	-	(1,223,994)	(1,223,994)	(1,223,994)
Total Expenses from Operations	(4,394,784)	(4,837,561)	442,778	(10,911,108)	(10,714,203)	(10,714,203)
Surplus / (Deficit) from Operations	(4,340,847)	(4,582,292)	241,446	(10,050,976)	(9,958,985)	(9,988,985)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(4,340,847)	(4,582,292)	241,446	(10,050,976)	(9,958,985)	(9,988,985)
Rates and Annual Charges						
Rates and Annual Charges	4,774,851	4,774,851	-	10,050,976	10,050,976	10,050,976

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$4,340,847) is lower than forecast by \$241,446 at the end of the quarter.

Total Income from Operations of \$53,937 is lower than forecast by (\$201,332).

User Charges and Fees are lower by (\$175,466) as a result of timing of events income.

Other Revenues are lower by (\$56,796) as a result of lower Manly Visitor's Centre income.

Total Expenses from Operations of (\$4,394,784) are lower than forecast by \$442,778.

Materials and Services are lower by \$305,892 as a result of timing of expenditure on events.

Annual forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$30,000) to (\$9,988,985) principally due to reduced markets income.

Property and facilities

HIGHLIGHTS

Swim centres

COVID-19 continued to affect attendances at the aquatic centres, with significant restrictions on the numbers permitted at classes and gyms, as well as total numbers present in the centres at any one time. Restrictions eased in December, resulting in increased attendances, similar to the previous December.

The facilities achieved the combined attendances of 174,321, comprised of 57,567 at Warringah Aquatic Centre plus 116,774 at Manly Andrew Boy Charlton. Overall the attendances were 20% lower than the same period last year mainly due to COVID-19 restrictions and community hesitancy.

Supporting our tenants through COVID

Council has a large number of community groups and businesses that use Council buildings, the vast majority of which were impacted by COVID-19 restrictions. As part of Council's continual support of the community, impacted lessees and licensees continued to receive rent deferrals and subsidies to assist them get back on their feet. Additionally, outdoor dining fees have been waived until March 2022.

Award win for Currawong Cottages

The restoration work undertaken to transform Currawong has been recognised with an award from the Building Designers Association of Australia (BDAA). The BDAA is the peak body that represents, advocates for, promotes and connects building designers throughout Australia.

Council earned the 2021 National Design Award for the Heritage building/adaptive reuse category. The award recognises the high quality design for revitalisation of the games room and three cabins – Goanna, Blue Tongue and Kookaburra.

New Public and Beach Amenities and Lifeguard facilities

The new public amenities at Apex Park opened in Mona Vale. With a priority on families and accessibility, the amenities house one accessible cubicle, a family cubicle and an ambulant cubicle.

The new beach amenities and lifeguard premises opened at Mona Vale Beach. The lifeguard facility is now centrally located, with full views over Basin Beach and the main Mona Vale beach. The new amenities here have improved capacity with additional showers and toilets, an accessible facility and provision for baby change.

Jamieson Park facilities

In response to the devastating fire at Jamieson Park, we undertook treatment of the building to limit the risk from friable asbestos, and met with the insurance loss adjuster. We are also working with the building lessees to arrange transitional arrangements until a replacement building is constructed. Grant options are also being considered, in the hope to supplement the insurance and provide a better facility for the community. In the meantime, temporary amenities are provided for public use.

Storm damage

Council responded promptly to the storm in late December 2021, making repairs to 14 buildings that were damaged by the strong winds and by falling trees.

Performance measures – Property and Facilities	Target	September quarter	December quarter
Availability of Council buildings for use by the community	100%	100%	99.8%*
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	Q1 > 184,300 Q2 > 231,800	0**	174,321**

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

Notes on results:

* Narrabeen Lakes Sailing Club building and public amenities have been damaged by fire and unavailable for use

** Due to COVID-19 Health Orders the swim centres were closed for the September quarter and part of the December quarter

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Focused improvement of Surf Life Saving Club facilities - Executive Manager Property

Major works are underway at Mona Vale SLSC and Long Reef SLSC.

Planning is progressing for work at Manly LSC with the Expression of interest for design consultants having been assessed and moved to the RFT stage.

Covid related budget adjustments have required that the program this year cannot accommodate the new training room at South Narrabeen Surf Club which will now be delivered in 2022/23.

The DA for Newport SLSC has been lodged.

Work is continuing on the masterplans for Warriewood SLSC and North Steyne SLSC.

Other minor works will include replacing sections of roof at Collaroy SLSC and replacing sections of roof at Dee Why SLSC.

A grant application has been withdrawn for works at Freshwater SLSC as the masterplan will now be the priority for that building.

Other projects will proceed in the planning stages.

Warriewood SLSC received a grant for landscaping improvements; the works will be delivered by Parks & Recreation.



Implement the Property Strategy and associated actions - Executive Manager Property

This project is scheduled to start in May 2022.



Implement priority accessibility improvements to property assets - Executive Manager Property

Various public amenities are being built incorporating accessible and ambulant facilities, including Apex Park and the Beach Amenities at Mona Vale.

The new surf club buildings at Mona Vale and Long Reef will both include lifts to access the upper floor.

A lift is being installed as part of the building works at Lionel Watts East Sports Amenities and Storage.

Clontarf Public Amenities has been upgraded this financial year with the addition of unisex accessible facilities and ambulant facilities in both male and female change spaces.

Planning is underway for new public amenities at Forestville, Shelly Beach and Little Manly Point, all of which will include accessible and ambulant appropriate facilities.

A grant application has been lodged for funds to provide change tables and facilities suitable for adult use at Rowland Reserve.

A new accessible and ambulant public amenities facility has opened at North Curl Curl.



Currawong Cottages and surrounds - refurbishment, modernisation and environmental works - Executive Manager Property

Additional funding has been received from the NSW Government to fund restoration and upgrade works to remaining cabins. The tender has closed for the additional works with a report to go to the February 2022 Council meeting and construction planned to start following the close of the summer holiday period.

Planning is also underway for environmental improvements and possible incorporation of an information booth / shelter, along with visitor toilets.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Emergency buildings program



Duffys Forest Rural Fire Station new works - Executive Manager Property

This project sees the demolition of the existing Duffy's Forest Rural Fire Brigade building, construction of a new RFB building, carpark and drainage.

A Development Application was approved in December 2020. Detailed design documentation and the preparation of a pre-tender estimate have been completed.

A project review is underway with the cost estimate for the works exceeding the budget allocation. An application has been lodged with the NSW Government for additional funding to supplement current commitments from NSW Rural Fire Service and Council.



Marine Rescue Broken Bay Building - new works - Executive Manager Property

Planning and design of a replacement Marine Rescue building at Rowland Reserve is nearing completion with building work to take place during 2022. There will be a slight delay from the original timeline resulting from the impacts of the Covid pandemic.

A commitment to provide additional funding, in line with the Quantity Survey estimates, has been received from Marine Rescue.



Emergency Buildings Works Program - Executive Manager Property

Funds are allocated to undertake work to emergency services buildings. The program is being developed in consultation with the building occupants' organisations.

Projects:

Scotland Island RFS - Request for quotation to be issued in the new year for works to renew an existing retaining wall and to make good surrounding landscaped areas.

Terrey Hills RFS - Consultants to be appointed in the new year for feasibility and concept design in relation to a building upgrade and improvement works at the site.

Civic building and compliance works



Terrey Hills Emergency Services Headquarters - Executive Manager Property

This project will deliver new facilities at the Emergency Services HQ building off Mona Vale Road.



Currawong Cottages - new cottages, games room and amenities - Executive Manager Property

This project is scheduled to start in February 2022.



Operational buildings works program - Executive Manager Property

The funds will be used to cover the costs of roof repairs at Dee Why Civic Centre, and minor plant and equipment replacement during the remainder of the year.



Sport buildings works program - Executive Manager Property

The majority of funds are committed to Lionel Watts East - Sports Storage Building.

Some smaller equipment storage projects are also proceeding.



Beach Buildings Works Program - Executive Manager Property

The repair works to the Long Reef lifeguard hut are completed. Works for the Queenscliff Swim club have been re-scheduled for next financial year due to budget changes.



Sydney Lakeside Holiday Park renewal works - Executive Manager Property

Cabin Refurbishment works and the retaining wall works are complete.



Pittwater Golf Driving Range Renewal Works - Executive Manager Property

Upgrade works to Pro-shop flooring and improvements to the northern boundary of the driving range will be undertaken.

Cemetery Works



Manly Cemetery Columbarium new works - Executive Manager Property

This project sees the construction of a new columbarium and associated pathway, a small memorial garden and signage at Manly Cemetery. A Crown Reserves Improvement Fund grant has been secured towards the costs of the project.

A concept design was published as part of an engagement campaign seeking feedback from the community. Consultation closed in late April and the report indicates strong support for the proposal. The concept design has been revised to reflect the results of community consultation.

A development application (DA) is required to be lodged addressing heritage constraints for the site and vital tree protection measures. DA documents have been finalised ready for lodgement.



Mona Vale Cemetery Works Program - Executive Manager Property

Funds allocated for renewal and improvement works to cemetery grounds and facilities at Mona Vale Cemetery. This year's program sees the creation of an additional 200 burial plots through the removal of a redundant internal access road, along with other changes to improve vehicle traffic flow within the cemetery.

Public Amenities improvements



North Curl Curl youth public amenities - Executive Manager Property

The construction of the amenities building has been complete and is open to the public.



Little Manly Point Amenity - Executive Manager Property

This project will deliver a new public amenities block near the car park at Little Manly Point, in line with the park masterplan. The project will commence construction after the summer 2021/22 and will continue into the first quarter of 2022/23 financial year.



Porters Reserve Clubhouse Change space - Executive Manager Property

This project will deliver a new change facility and canteen building that will improve opportunities for girls and women to participate in Rugby at Porters Reserve.

The initial design work has been completed based on designs supplied by the club. Council refined the design and has developed a tender package for public tendering. Construction is planned to commence towards the end of the financial year with the work running into 2022/23



Forestville Town Centre New Amenities - Executive Manager Property

This project sees the design and construction of a new amenities facility to replace the existing Exeloo facility and to increase capacity.

The contract for design consultancy is executed and the design stage is under way.

Investigations undertaken suggest that the project is not permissible under a Part 5 assessment as the subject lot falls under a road reserve. A development application (DA) will be required and is being prepared.

Public Amenities improvements



Public amenities works program - Executive Manager Property

This budget delivers a renewal program of Council's public amenities.

The original intention this year was to focus on Shelly Beach Amenities (Manly) and Apex Park (Mona Vale). However, due to budget reviews resulting from the Covid pandemic, work on Shelly Beach will be limited to a design review and revisions prior to going to tender. The works will be rephased to the 2022/23 program. Apex Park public amenities have been delivered



Balgowlah Oval Amenities - Executive Manager Property

All works planned for the new building have been completed.



Clontarf Reserve amenities renewal - Executive Manager Property

This project delivers an upgrade to the amenities building in Clontarf Reserve. Work has now been completed and the facility is open for public use.



PCYC renewal works - Executive Manager Property

The project involves replacing aluminium composite panels on the PCYC, necessitated by changes in legislation.

The main replacement works are complete.

The associated certification process is in progress.

Aquatic Centre improvements



Warringah Aquatic Centre renewal works - Executive Manager Property

Upgrade works to the staff room, external change rooms and female change rooms are being undertaken in conjunction with pool equipment and plant upgrades.

Planned work has been completed.



Manly Aquatic Centre renewal works - Executive Manager Property

This budget funds regular upgrades to pool pumps and other equipment; it has also funded sauna upgrade works this year.

FINANCIALS - Property and Facilities

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	5,366,310	4,793,678	572,632	17,731,430	9,720,601	11,556,425
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	2,292,311	444,014	1,848,297	1,235,681	885,183	4,249,839
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	4,694,861	5,588,778	(893,917)	11,576,885	11,615,860	8,706,518
Gains on disposal of Assets	-	-	-	(858,710)	(858,710)	(858,710)
Total Income from Operations	12,353,482	10,826,471	1,527,012	29,685,286	21,362,934	23,654,072
Expenses from Operations						
Employee Benefits and Oncosts	(5,352,903)	(5,067,414)	(285,490)	(11,572,821)	(11,226,158)	(11,537,828)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(9,808,288)	(9,908,734)	100,446	(21,438,280)	(19,637,539)	(20,138,656)
Depreciation and Amortisation	(3,686,363)	(3,686,363)	-	(7,612,576)	(7,375,774)	(7,375,774)
Other Expenses	(1,084,739)	(1,341,389)	256,650	(132,924)	(2,022,824)	(2,122,824)
Internal Charges	(173,155)	(172,376)	(778)	(390,694)	(380,933)	(380,933)
Overhead Allocation	(2,342,524)	(2,342,524)	-	(4,685,047)	(4,685,047)	(4,685,047)
Total Expenses from Operations	(22,447,973)	(22,518,801)	70,828	(45,832,343)	(45,328,274)	(46,241,061)
Surplus / (Deficit) from Operations	(10,094,490)	(11,692,330)	1,597,840	(16,147,057)	(23,965,340)	(22,586,990)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	291,935	386,352	(94,417)	1,891,674	4,101,682	1,920,866
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(9,802,556)	(11,305,978)	1,503,422	(14,255,383)	(19,863,658)	(20,666,124)
Rates and Annual Charges						
Rates and Annual Charges	8,022,338	8,022,338	-	16,340,073	16,340,073	16,340,073

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$10,094,490) is lower than forecast by \$1,597,840 at the end of the quarter.

Total Income from Operations of \$12,353,482 is higher than forecast by \$1,527,012.

User Charges and Fees are higher by \$572,632 as a result of increased revenues from Pittwater Golf Centre and Avalon Golf Course and additional accommodation fee revenue at Lakeside and Currawong.

Other Revenues are higher by \$1,848,297 largely as a result of budgets for Licence and Agreement income sitting in Other Revenues (addressed as part of this Current Forecast).

Other Income is lower by (\$893,917) largely as a result of this budget including Lease income and Licence and Agreement amounts (addressed as part of this Current Forecast).

Total Expenses from Operations of (\$22,447,973) are lower than forecast by \$70,828.

Employee Benefits and Oncosts are higher by (\$285,490) as a result of increased expenditure at the Aquatic Centres.

Materials and Services are lower by \$100,446 largely as a result of timing differences associated with the payment of contract services for Building Assets and Commercial and Tourism Asset expenditure offsetting timing of payments for reactive Building Maintenance expenditure.

Other Expenses are lower by \$256,650 as a result of the timing of payments for Grants and Subsidies for Outdoor Dining.

Grants and Contributions for Capital Purposes are lower by (\$94,417) as a result of the timing of receipts for Currawong Cottages and Terrey Hills Emergency Services Headquarters works.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$1,378,351 to (\$22,586,990) principally due to increased fee income at the Aquatic Centres and the Pittwater and Avalon Golf facilities, rebalancing the Lease, Licence and Agreement budgets between Other Revenues and Other Income lines and additional recoveries from the B-Line Car Park operations. Increases to expenditure budgets to cover staff costs at the Aquatic Centres, Utility costs, Reactive Building Maintenance expenses, Contract Service expenditure at the Golf facilities and Grant and Subsidy expenses for Outdoor Dining establishments.

Grants and Contributions for Capital Purposes have been forecast lower by (\$2,180,816) largely as a result of rollover of funding to 2022/23 financial year for the Currawong Cottages and Duffy's Forest Rural Fire Station works.

Governance and assurance services

HIGHLIGHTS

Internal Audit and Complaint Resolution (IA&CR)

This quarter, we launched our improved Complaints Resolution module in Salesforce to allow us to collect more comprehensive data on complaints that come to IA&CR and to provide greater and more targeted reporting functionality.

Governance

Our community voted on 4 December for their representatives to sit on the second Northern Beaches Council term. After all votes were counted and preferences distributed, the following people were elected to Council.

Ward	Representative
Pittwater	<ul style="list-style-type: none">• Cr Rory Amon• Cr Michael Gencher• Cr Miranda Korzy
Narrabeen	<ul style="list-style-type: none">• Cr Bianca Crvelin• Cr Vincent De Luca OAM• Cr Ruth Robins
Frenchs Forest	<ul style="list-style-type: none">• Cr Jose Menano-Pires• Cr Michael Regan• Cr Stuart Sprott
Curl Curl	<ul style="list-style-type: none">• Cr Kristyn Glanville• Cr Sue Heins• Cr David Walton
Manly	<ul style="list-style-type: none">• Cr Candy Bingham• Cr Sarah Grattan• Cr Georgia Ryburn

The newly elected Council held its first meeting on 29 December and Cr Michael Regan was elected as the Mayor to serve in this position until September 2023. Cr Candy Bingham was elected to serve as Deputy Mayor until September 2022.

Performance measures – Governance and Assurance	Target	September quarter	December quarter
Council meeting minutes finalised and published within three working days of meetings	100%	100%	100%
Council's compliance with corporate governance statutory requirements	100%	100%	100%

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

Deliver an effective complaints management and resolution framework - Executive Manager Internal Audit & Complaints Resolution

Salesforce model improvements to ensure correct data is captured and work flowed throughout the organisation and meets required reporting requirements. Update module has been created, tested & implemented.

Deliver the Internal Audit program in line with the Internal Audit Strategic Plan - Executive Manager Internal Audit & Complaints Resolution

Audits have been completed and provided to the CET and ARIC in accordance with the Annual Audit Plan.

Support the Local Government election - Executive Manager Governance & Risk

The elections were held on the 4 December. The Electoral Commission formally declared the poll on the 21 December announcing the 15 Councillors to hold office until September 2024.

Induct newly elected Council - Executive Manager Governance & Risk

Following declaration of the election results, the 15 newly elected Councillors took their respective oaths and affirmations to office at or before the Council meeting on 29 December 2021. Induction of the Councillors will formally commence in February 2022.

FINANCIALS - Governance and Assurance Services

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	106,569	-	106,569	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	106,569	-	106,569	-	-	-
Expenses from Operations						
Employee Benefits and Oncosts	(1,720,418)	(1,743,481)	23,063	(3,729,906)	(3,729,906)	(3,729,906)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(2,648,252)	(3,462,917)	814,666	(8,475,316)	(8,169,570)	(8,169,570)
Depreciation and Amortisation	(15,756)	(15,756)	-	(37,670)	(31,528)	(31,528)
Other Expenses	-	-	-	-	-	-
Internal Charges	13,528	13,528	-	22,567	22,567	22,567
Overhead Allocation	(565,543)	(565,543)	-	(1,131,087)	(1,131,087)	(1,131,087)
Total Expenses from Operations	(4,936,441)	(5,774,169)	837,729	(13,351,411)	(13,039,523)	(13,039,523)
Surplus / (Deficit) from Operations	(4,829,872)	(5,774,169)	944,297	(13,351,411)	(13,039,523)	(13,039,523)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(4,829,872)	(5,774,169)	944,297	(13,351,411)	(13,039,523)	(13,039,523)
Rates and Annual Charges						
Rates and Annual Charges	7,410,762	7,410,762	-	13,351,411	13,351,411	13,351,411

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$4,829,872) is lower than forecast by \$944,297 at the end of the quarter.

Total Income from Operations of \$106,569 is higher than forecast by \$106,569 as a result of the recovery against third parties of legal costs Council incurred.

Total Expenses from Operations of (\$4,936,441) are lower than forecast by \$837,729.

Materials and Services are lower by \$814,666 largely as a result of timing differences associated with the payment of Legal Services (\$513,731), Councillor expenses (\$117,297), Complaints Resolution and Internal Audit expenses (\$69,436) and Insurance claims against Council (\$57,855).

Annual Forecast

For the full financial year, no changes to the current forecast are proposed.

Customer service

HIGHLIGHTS

Council was able to achieve all target performance areas during a challenging quarter with the reopening of services, managing restrictions, the largest Manly Parking Permits scheme areas and the December storm event. November saw the scores for Customer Satisfaction for CRM (service requests) as one of the highest of the year.

Performance measures – Customer Service	Target	September quarter	December quarter
Calls answered within 30 seconds	80%	91%	81%
Customer satisfaction with customer service calls	85%	98%	98%
Customer satisfaction with online requests	80%	87%	88%
Customer requests conducted online	30%	38%	38%

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

Workload measures – Customer Service	September quarter	December quarter
No. calls to Customer Service 1300 434 434	42,888	41,134
No. enquiries received at the counter and by mail, email and online requests	19,853	21,550

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Improve and review the customer portal to enhance accessibility - Executive Manager Customer Service

- Digital channel expansion has commenced. Resourcing is in place and currently building email solution and commencing business case to trial Live Chat.
- Knowledge base expansion/update was a focus during the COVID-19 lockdown. An administration trainee has been recruited to continue this work.
- Business case and resourcing for customer experience review and improvement to be identified in 2022/23.



Enhance the customer experience across the organisation - Executive Manager Customer Service

Business case and resourcing proposal for delivering the Customer Experience Transformation Program has been presented to management for review and approval. The Voice of the Customer Program continues. 'Closing the loop' continues to identify detractors and resolve outstanding issues/unsatisfactory service. Positive feedback shared with the staff member and manager. Feedback and customer recovery is designed to identify process improvement and drive behavioural change. This has been reflected in the Customer Satisfaction score (78.8%) in the December quarter.



Develop and implement a consistent feedback approach across all customer contact channels - Executive Manager Customer Service

Working through business requirements to make in-house improvements and create basis for a business case for permanent solutions. Resourcing has been established to drive this project forward.

FINANCIALS - Customer Service

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	384	1,908	(1,524)	3,818	3,818	3,818
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	384	1,908	(1,524)	3,818	3,818	3,818
Expenses from Operations						
Employee Benefits and Oncosts	(1,725,507)	(1,759,139)	33,631	(3,763,404)	(3,763,404)	(3,763,404)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(71,369)	(105,237)	33,869	(195,773)	(181,382)	(181,382)
Depreciation and Amortisation	(39,781)	(39,781)	-	(95,105)	(79,599)	(79,599)
Other Expenses	-	-	-	-	-	-
Internal Charges	363,095	363,095	-	723,333	723,333	723,333
Overhead Allocation	(289,024)	(289,024)	-	(578,049)	(578,049)	(578,049)
Total Expenses from Operations	(1,762,586)	(1,830,086)	67,500	(3,908,998)	(3,879,101)	(3,879,101)
Surplus / (Deficit) from Operations	(1,762,202)	(1,828,178)	65,976	(3,905,180)	(3,875,283)	(3,875,283)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,762,202)	(1,828,178)	65,976	(3,905,180)	(3,875,283)	(3,875,283)
Rates and Annual Charges						
Rates and Annual Charges	1,845,579	1,845,579	-	3,905,180	3,905,180	3,905,180

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$1,762,202) is lower than forecast by \$65,976 at the end of the quarter.

Total Income from Operations of \$384 is lower than forecast by (\$1,524).

Total Expenses from Operations of (\$1,762,586) are lower than forecast by \$67,500.

Employee Benefits and Oncosts are lower by \$33,631 as a result of current staff vacancies.

Materials and Services are lower by \$33,869 as a result of timing of parking permits purchases.

Annual forecast

For the full financial year, no changes to the current forecast are proposed.

Corporate support services

HIGHLIGHTS

COVID-19 safety and response

Our COVID-19 response has continued to be a focus, with Council committed to doing everything reasonable and practical to ensure the safety of all our workers and customers against COVID-19 infection. Council's draft Vaccination Policy is scheduled to commence on Tuesday 4 January 2022, following wide consultation.

Alongside the policy, significant pieces of work have been undertaken including:

- obtaining vaccination status and evidence from staff
- the development of documents and processes to support the Policy including a Managing exempt and unvaccinated worker procedure and FAQ document
- keeping our Intranet updated with the latest information with a continued emphasis on employee care and support.

Staff resilience and recognition

While many staff have been working remotely for months due to COVID-19 restrictions, the workforce continues to provide high quality services, and is delivering and collaborating well across all teams. Our Make a Difference program helps show how effective and appreciated staff efforts are, with 649 'Thank You' messages sent between staff this quarter. There were also 191 'Above and Beyond' awards given, and nine nominations for 'Leading the Way' awards. We've also started developing a Wellbeing Strategy for our workforce, and have completed staff focus groups on health, safety and wellbeing.

Improving online services

We have introduced more online services for customers, to supplement existing paper-based forms e.g. road opening applications and permits, subdivision and work zone applications. Other improvements include:

- New functionality to enable customer requests to be received and allocated efficiently, outside of business hours, on weekends and public holidays
- Speaking at Council meetings - improved online application form and workflow
- Online booking of Manly Dam picnic tables, ready for summer

Effective tools for staff

We continue to provide new and improved ways of working for Council staff which helps them provide better experience for our customers through better processes and tools for:

- internal Development Application business process
- Building Certificate Application (BIC) authorised/unauthorised process
- New Cleansing request management system to improve visibility and reporting
- Enhancements to work orders - mobile application
- Enhanced the internal complaints management process

Securing grants

Council was successful in securing \$471,370 from the NSW Government and a further \$20,000 from the National Australia Day Council to undertake five high priority projects and three community events. The funding is for:

- \$165,000 to upgrade the Forestville Memorial (Poppy) Park Playground
- \$149,920 to upgrade the public amenities to become fully accessible at Rowland Reserve
- a total \$136,000 to assist with dune restoration works at Curl Curl, North Narrabeen and Dee Why beaches (three grants)
- \$20,000 towards Australia Day celebrations at five locations across the Northern Beaches
- \$15,000 for the Manly Family Fun Fest
- \$5,450 for a Seniors Expo during Seniors Week.

Reaching high for excellence

We continue to implement performance improvement through the Inspiring Great New Ideas Towards Excellence (IGNITE) program. Now over 1,000 staff have completed training in business excellence (56% of all staff), and a collaborative 'Community of Practice' was established to enhance learning and capacity across teams. Case studies on 26 inspiring staff were shared, bringing some of the key business excellence principles to life.

Council implemented and registered 31 improvements, bringing the total to-date of 239 improvements implemented from across all teams. Some significant improvement projects continue to be implemented:

- Online Bookings – Manly Dam tables, community centres, parks and reserves
- Customer Service first call resolution – improving the management of Development Assessment enquiries
- Stormwater – improving the quality of responses to customer requests
- Managing encroachment enquiries – developing a consistent and streamlined process
- Parks and Recreation – mobile food vendor licencing, and fees reviews in progress
- Plant Nursery management software

Reporting on progress

The annual report for 2020/21 was presented to Council in October, highlighting a year of achievements in a time where community bonds helped us to face some big challenges. It details the Council programs and almost \$74 million of capital works that were delivered, including the renovation and renewal of existing assets, and new capital projects delivered in response to community need.

The End of Term Report was also presented to Council in November, outlining progress during Council's term on the community aspirations of the Community Strategic Plan, our long-term plan. It highlights the key achievements, performance and awards across a wide range of community goals, and some pointers for the future. Both reports are available on our website.

Performance measures – Corporate Support	Target	September quarter	December quarter
Correspondence replied to within 10 working days	90%	96%	95%
Operational projects on schedule	80%	91%	89%
Capital projects on schedule	80%	96%	83%
Quarterly, annual and statutory reports submitted to Council on time	100%	100%	100%

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Present Council's quarterly budget review statement, annual report and financial statements - Executive Manager Strategy & Performance

The 2020/21 Annual Report and Annual Financial Statements was reported to the October meeting of Council. The September 2021 Quarterly Report was presented to the November Council meeting. All documents are available on Council's website.



Review the Community Strategic Plan - Executive Manager Strategy & Performance

A discussion paper has been prepared. It covers the community's aspirations at the time the initial Community Strategic Plan was developed, where we are at now, our challenges and our opportunities. The discussion paper will be circulated to the community for comment in February 2022.



Develop the Delivery Program and annual Operational Plan - Executive Manager Strategy & Performance

Business Units are well advanced in planning for the 2022/23 financial year. Draft business plans and budgets have been developed. In consultation with the new Council this will be used to inform our Delivery Program 2022-2026 and annual Operational Plan 2022/23.



Review the Asset Management Strategy - Executive Manager Transport & Civil Infrastructure

A draft strategy document has been prepared including outstanding actions from the previous Strategy.

Awaiting completion of 2020/21 financial statement to prepare assets report (SOAR).



Review the Long Term Financial Plan and Council's ongoing financial sustainability - Executive Manager Financial Planning & Systems

A revision of the Long Term Financial Plan has commenced, to be included in a new Resourcing Strategy. Monitoring of Council's long term financial sustainability is ongoing, with recent forecasting updated on the impact of the COVID lockdown in recent months.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

IT improvements



IT Infrastructure - new works - Chief Information Officer

Works on the Boondah building switches have commenced. For remaining works needed, the process of obtaining quotes has been delayed, as two vendors did not fully submit their responses.



IT Software – new works - Chief Information Officer

The online Booking system continues to be developed with online payments now available for all bookings and Manly Dam Tables now able to be booked online directly by members of the public. Community Centre Bookings and Parks and Recreational area bookings are now being finalised and will also be available online to the public in early 2022.



Smart Beaches - Chief Information Officer

Fee paid. Project complete.



IT Infrastructure replacements - Chief Information Officer

No replacements during this period. Preventative maintenance with cleaning of CCTV cameras completed



Computers, laptops and mobile devices – replacement - Chief Information Officer

Computers, laptops and mobile devices are being replaced as they complete their three year life cycle - this quarter included 90 laptops, 15 mobile phones and four tablets. For the Council Chambers a contract has been awarded to replace Audio-Visual equipment.

HR Resources



Review and update the Workforce Plan - Executive Manager Human Resources

This project is on track for delivery.

FINANCIALS - Corporate Support Services

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	289,689	225,615	64,074	451,392	451,392	490,392
Investment Fees and Revenues	1,410,029	461,830	948,199	897,750	897,750	1,822,921
Other Revenues	143,382	264,007	(120,625)	382,483	382,483	374,484
Grants and Contributions - Operating Purposes	1,686,077	1,581,583	104,494	6,005,947	6,005,947	6,005,947
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,529,176	2,533,034	996,142	7,737,572	7,737,572	8,693,744
Expenses from Operations						
Employee Benefits and Oncosts	(11,054,796)	(10,870,819)	(183,977)	(21,641,775)	(22,436,985)	(22,436,985)
Borrowing Costs	(433,081)	(435,415)	2,334	(863,751)	(863,751)	(863,751)
Materials and Services	(6,607,751)	(8,159,971)	1,552,220	(13,525,840)	(14,310,260)	(16,571,787)
Depreciation and Amortisation	(360,319)	(396,347)	36,028	(933,345)	(792,302)	(792,302)
Other Expenses	138	(1,000)	1,138	(2,000)	(2,000)	(2,000)
Internal Charges	266,267	266,267	-	526,995	528,110	528,110
Overhead Allocation	12,443,865	12,443,865	-	24,887,731	24,887,731	24,887,731
Total Expenses from Operations	(5,745,677)	(7,153,420)	1,407,743	(11,551,985)	(12,989,457)	(15,250,984)
Surplus / (Deficit) from Operations	(2,216,501)	(4,620,385)	2,403,885	(3,814,413)	(5,251,885)	(6,557,240)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	5,163,270	3,403,997	1,759,273	6,123,050	6,318,159	7,224,730
Surplus / (Deficit) from Operations including Capital Grants and Contributions	2,946,769	(1,216,388)	4,163,157	2,308,637	1,066,274	667,490
Rates and Annual Charges						
Rates and Annual Charges	94,879,024	94,959,579	(80,555)	11,754,503	11,974,864	11,974,864

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Total (Deficit) from Operations of (\$2,216,501) is lower than forecast by \$2,403,885 at the end of the quarter.

Total Income from Operations of \$3,529,176 is higher than forecast by \$996,142.

User Charges and Fees are higher by \$64,074 as a result of increased Section 603 fee income offset by lower tender document revenue.

Investment Fees and Revenues are higher by \$948,199 as a result of the dividend distribution received from the Kimbriki Environmental Enterprise subsidiary.

Other Revenues are lower by (\$120,625) as a result of lower debt recovery costs.

Grants and Contributions for Operating Purposes are higher by \$104,494 largely as a result of this year's Financial Assistance grant.

Total Expenses from Operations of (\$5,745,677) are lower than forecast by \$1,407,743.

Employee Benefits and Oncosts are higher by (\$183,977) as a result of the timing of leave and lower levels of vacant positions.

Materials and Services are lower by \$1,552,220 as a result of lower costs related to debt recovery, timing differences associated with the payment of training, staff and recruitment expenses within Human Resources and timing differences associated with software payments within Information and Digital Technology.

Grants and Contributions for Capital Purposes are higher by \$1,759,273 largely as a result of increased Section 7.11 and 7.12 development contributions.

Annual forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$1,305,355) to (\$6,557,240) principally due to increased Contract Services costs, increased Agency Personnel expenditure and higher Computer Software expenses within the Digital and IT operations area to support projects including security and infrastructure improvements.

Grants and Contributions for Capital Purposes are forecast higher by \$906,571 as a result of increased Section 7.11 and 7.12 development contributions.