



northern
beaches
council

March 2022

**Quarterly Report on Service
Performance –**

**Implementing the
Operational Plan 2021/22**

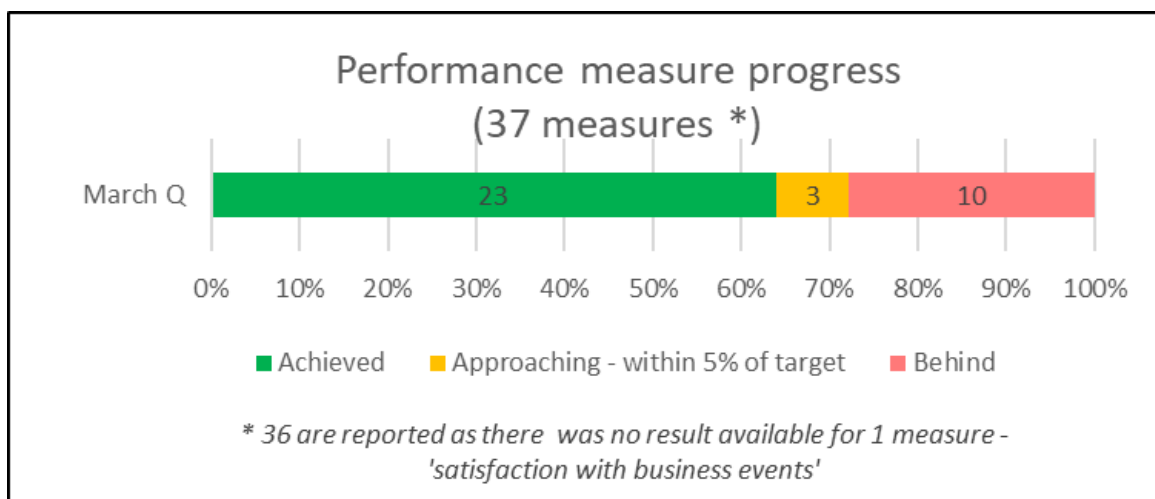
Executive summary

This is a report on progress in implementing the Operational Plan 2021/22 for the quarter ending 31 March 2022. 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.

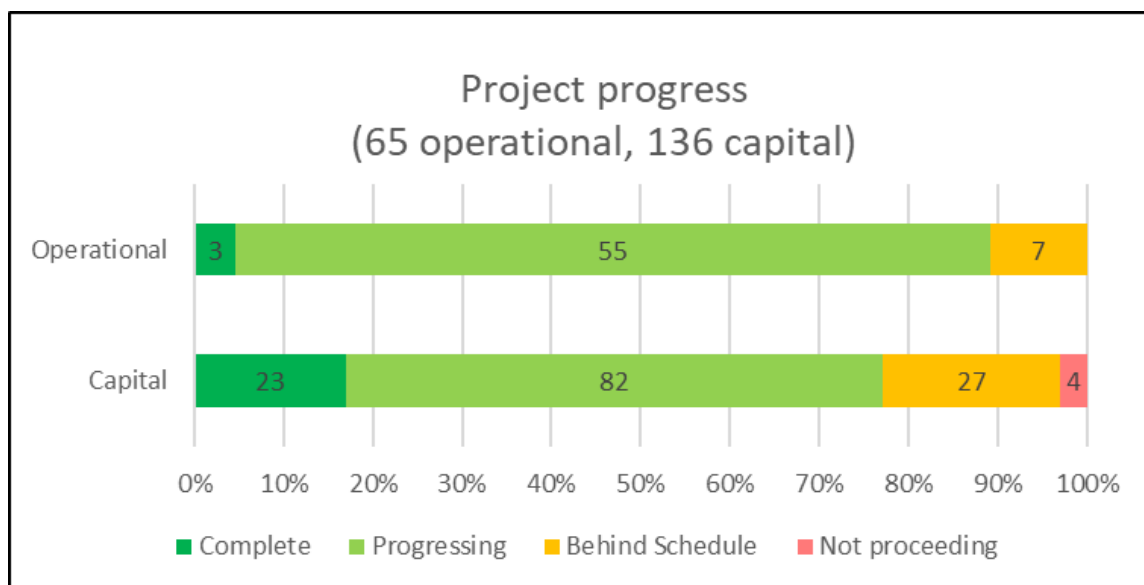
Of the 201 projects, 81% were either progressing or completed (comprised of 89% of operational and 77% of capital projects). Council's target is for 80% of all projects to be completed or progressing on schedule by 30 June 2022. In total, 26 projects are completed. Most projects that are behind schedule or not proceeding are due to the impacts of COVID-19, storm events or persistent wet weather.

Results for 36 performance measures are included. Overall 72% of targets were met or approached, and 28% were missed. Most results that were behind target were impacted by COVID-19 or persistent wet weather and storm events.

Performance at a glance



Project status: overall 81% completed or progressing on schedule



Four Awards and Recognition

(N = National)

Council was recognised with four awards and commendations for achievements across renewable energy, waste, civil infrastructure and children's services:

Keep Australia Beautiful NSW 2021 Sustainable Cities Awards

- ❖ *Renewable Energy – Northern Beaches goes Renewable – Highly Commended*
- ❖ *Circular Economy – Let's Go Swap and Go – Winner*

NSW & ACT IPWEA Engineering Excellence Awards 2021

- ❖ *Construction Projects less than \$500,000 – Richard Road, Scotland Island offshore road and drainage construction works – Winner*

Australian Childcare Alliance (ACA) – Early Childhood Learning Awards

- ❖ *Environmental Program Excellence – Narrabeen Children's Centre - Winner*

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

Recognition on sustainability and climate change response

In January, Council was recognised at the NSW Keep Australia Beautiful awards, as highly commended in the Renewable Energy category. Council's renewable energy actions included the 100% renewable electricity Power Purchase Agreement, and an on-site solar and community battery trial. As part of the plan, Council has met its corporate renewable electricity and emissions reductions many years early, saving approximately \$2.3 million over seven years.

Coast and catchments

Following several storms in January and March 2022 we completed some important recovery works. This included beach scraping at various locations, as well as coastal landslip and geotechnical inspections. Planning for coastal protection works at Wetherill Street has progressed, and we continue to work with residents regarding their development applications and private construction works for permanent protection at Collaroy-Narrabeen Beach.

Council is also developing coastal management programs for priority beaches, starting with a scoping study co-ordinated with key stakeholders. This includes Collaroy-Narrabeen, Fishermans, Bilgola and Basin Beaches.

Our lagoons and Pittwater were monitored for their estuarine health for the 10th consecutive year, building a valuable record to help us better manage them.

Other progress included:

- completing draft studies to support our planning system - waterways and riparian areas, stormwater quality, and inundation studies for the Harbour and Cottage Point
- monitoring groundwater under an interim site management plan at Addiscombe Road Reserve, Manly Vale
- geotechnical monitoring and signage installation at key sites
- installation of a floating wetland at Curl Curl Lagoon
- bush regeneration and weed control in dunes, headlands and riparian areas across 93 hectares of bushland.
- completion of the Coast Action Plan and the Waterways and Catchments Action Plan, now on the website

Stormwater and floodplains

Rainfall events in February and March saw 692mm of rain fall in 16 days over the area, with localised flooding and overland flow. High tides, saturated catchments and high swells led to flooding of lagoons and land in many areas, particular Manly and Narrabeen. As a result, over 460 related customer requests have been received since mid-February. All high-risk requests have been actioned and are being resolved, and the outstanding requests are being addressed.

A feasibility study was publicly exhibited for the Wakehurst Parkway flooding and the community feedback then reported to Council at the March 2022 meeting. Council endorsed immediately progressing solutions for the Oxford Falls and Oxford Falls Road west sites, comprising detailed design, environmental assessments and approvals. For The Bends site, Council endorsed undertaking a peer and technical review of the options in conjunction with key stakeholders, to determine if the environmental impact can be reduced further.

Council endorsed the public exhibition of the Greendale Creek Flood Study at the March 2022 meeting. The draft Study was prepared to review the existing and future flood behaviour and to establish how best to manage identified flood risks, using the latest topographical data and floodplain modelling techniques. The Study considers current catchment conditions, potential impacts of climate change, and overland flow paths.

Bushland and biodiversity

Bushland regeneration works continued in 63 bushland reserves to improve native habitat, restore Endangered Ecological Communities and reduce invasive weeds. Over 1,300 native plants including 220 trees were planted.

Grant funding was received from the NSW State Government Crown Reserves Improvement Program to continue bushland restoration works at Wakehurst Parkway, Allenby Park, Jamieson Park, and Lake Park.

Other achievements include:

- advice to the NSW Department of Planning and Environment on proposals impacting bushland in the Oxforths Falls, Belrose and Frenchs Forest areas.
- report to Council on the status and conservation of Koalas on the Northern Beaches
- over 320 customer requests were received, with 103 relating to biodiversity and 222 to bushland issues
- pest animals controlled included 14 foxes and 222 rabbits

Preparing for bushfires

Favourable weather conditions allowed fire agencies to undertake two small hazard reduction burns on Council land at Freshwater and Newport. These burns not only reduced fuel loads, they also helped support a fire dependent wattle, *Acacia terminalis*, which is a threatened species. Another 29 sites are prepared and awaiting fire agencies to undertake the planned burns.

Active maintenance has continued on the asset protection zone network during the fire season at 358 locations, including 253 extreme rated sites. Maintenance works have also been initiated on four fire trails with additional works planned on another three trails.

Education and volunteering

While COVID restrictions resulted in closure of our Environment Centres for part of the quarter, over 2,800 people of all ages participated in 48 fun and educational workshops.

Other achievements included:

- continued the virtual Solar Conversations with close to 100 conversations held to date
- several sustainability workshops for the Sustainable Business Network, and an interactive map of local businesses already embarking on their sustainability journey
- Backyard Habitat Program expanded with an updated webpage and associated workshops for the community
- Our Life Below Water video series is available on Council's website, depicting our underwater biodiversity, especially at Cabbage Tree Bay
- Friends of Cabbage Tree Bay continued to capacity build their volunteers with briefings by guest marine experts.

Assessing applications

Hundreds of development applications (DA) were referred for environmental assessment, to ensure that any impacts and hazards are properly addressed for the natural environment and infrastructure. While each DA may have multiple referrals, the total referrals were:

- 70 with stormwater and floodplain considerations
- 200 with coastal, water management and riparian considerations
- 165 with bushland and biodiversity considerations
- 255 with engineering aspects for assessment

In addition, over 230 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 – Environment and Sustainability	Target	September quarter	December quarter	March quarter
Scheduled active bushland management completed	80%	25%*	40%*	52%*

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

Workload measures – Environment and Sustainability	September quarter	December quarter	March quarter
No. sustainability education events	43	39	48
No. people attending sustainability education events	4,594	3,600	2,800
Gross pollutants removed from stormwater networks (tonnes)	137	136	438
No. DA referrals for assessment of environmental controls [†]	847	888	690

Notes on results:

* Much of the planned works were put on hold, as bushfire hazard reduction works took precedence during these quarters. Wet weather also caused some delays.

† 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 public exhibition of the draft Northern Beaches Environment Study was finalised. Submissions are currently being reviewed for consideration during the preparation of the new Local Environment Plan (LEP) and Development Control Plan (DCP). The following

supporting technical studies are also being finalised: Estuarine Planning Levels, a review of Waterways, Wetlands and Riparian Lands, Stormwater Strategy, Geotechnical review, Deferred Lands – Review of Existing Information; Biodiversity Survey; and the Biodiversity Planning Review. These draft studies will be presented to Council in the coming months.



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

Council periodically undertakes surveys to better understand community priorities around its environment centres, volunteer and sustainability programs. From these surveys and as a result of changing conditions, programs have been improved to meet community and customer needs. Examples include:

- Our Solar Conversations program has held close to 100 conversations on-line with our community to support them install solar panels on their premises.
- Our environment centres have delivered 48 fun and educational workshops to over 2,800 people.
- Our Sustainable Business Network now incorporates an interactive map of local businesses already embarking on their sustainability journey.
- Council is also focussing on expanding our volunteering network, including increasing both existing community volunteerism and also promoting and supporting corporate volunteering.



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

The Wakehurst Parkway investigations are focused on identifying and, if feasible, implementing options to reduce frequent flooding of the roadway. A report was presented to Council at the March 2022 meeting providing the outcomes of the public exhibition of the draft feasibility study. Council endorsed that we immediately progress the Oxford Falls and Oxford Falls Road west sites for detailed design and environmental assessments. With regards to the works at The Bends site, Council endorsed undertaking a peer and technical review of the options, in conjunction with key stakeholders, to determine if the environmental impact of options can be reduced further.



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

The Climate Change, Biodiversity and Bushland, Waterways and Catchments, Coast and the Education and Engagement Plans have been completed and are available on the website. The Community Resilience Strategy is in final stages of preparation and will be presented to Council in the coming months for public exhibition.



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

This is being prepared to provide a long-term strategy for the management of the entrance, and emergency response arrangements.

The draft version has been finalised for presentation to Council at the April 2022 Council meeting for public exhibition.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Coastal Protection



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

The next stage of the works is planned to be constructed at Wetherill Street. This will tie in with private protection seawall works that are currently under construction to the North and to the South. 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

This program is currently behind schedule due to contractor/consultant availability, inclement weather in recent months, and COVID-19 restrictions.

- Dee Why GPT Design: Detailed design has commenced for a Gross pollutant trap on Dee Why beach.
- Collaroy Water Quality Strategy: Concept options are being investigated for works to improve water quality at Collaroy Beach.
- Drainage Improvements: Currently undertaking design investigations for several drainage projects. Detailed design for Scotland Island culvert upgrade has been completed and works will commence April/May 2022. Concept design for Lindley Avenue, Narrabeen is being finalised and potholing works are being planned. The construction tender for Park Street Mona Vale has been advertised and it is expected that a contractor will be engaged in May to commence works.



Warriewood Valley creekline works - Executive Manager Environment & Climate Change

Prosperity wetland is progressing with the investigation and detail design stage. Site investigation with the contractor is complete.



Planned stormwater renewal works - Executive Manager Environment & Climate Change

This program is currently behind schedule due to contractor/ consultant availability, inclement weather in recent months, and COVID-19 restrictions.

Collaroy ocean pool outlet stormwater investigation: Detailed design is underway to stabilise the seawall and the drainage system near the Ocean Pool. This includes seeking approvals from Sydney Water due to the nearby sewer pipe.

Freshwater catchment flood study and concept options: Flood study for existing scenario has been submitted. Concept option developed to mitigate flooding has commenced.

Pipe remediation works: Several pipe remediation works are being carried out by the contractor at various locations across the LGA. Quotes are being sought for works at Willandra Road and Truman Road in Cromer.

Coastal Protection

Drainage works: Design investigations are underway for several drainage projects in Newport, North Narrabeen, Allambie Heights and Manly. Works have commenced at Foxall Street, Elanora Heights. Works on stormwater pits are underway at Carefree Road, North Narrabeen.



Reactive stormwater renewal works - Executive Manager Environment & Climate Change

- This program investigates stormwater issues and carries out minor renewal works to the stormwater network, so that Council assets are well-maintained and local flooding issues are addressed.
- At the end of March there were 508 active customer requests relating to stormwater issues.
- Works completed include pipeline patching for Elanora Road, Cheryl Parade, Tatiara Crescent, and Wandeen Road. Plus pit modification at Kenneth Road, and Lindley Avenue, and channel remediation at McCarrs Creek Road.



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

The annual comprehensive GPT cleans have been completed in the northern and central areas. Standard stormwater quality improvement device cleans have also been completed. Audits of all devices within the southern area are planned for May.

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. Works continued on developing the lighting solutions for the Council amenities, and with Ausgrid for the streetlights.



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. Planning works are being finalised for lighting upgrades at Cromer Administration Centre. Quotes are being sought for lighting upgrades at Warringah Mall Library, to be completed this financial year.



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 design works to improve the water controls at Cromer Park have been finalised and procurement is underway for these works.

FINANCIALS - Environment and Sustainability

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	1,275	1,192	83	1,763	1,613	1,712
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	3	-	3	-	-	-
Grants and Contributions - Operating Purposes	973	1,094	(121)	1,335	3,637	4,474
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	2,252	2,286	(34)	3,098	5,250	6,186
Expenses from Operations						
Employee Benefits and Oncosts	(6,380)	(6,180)	(200)	(7,901)	(8,113)	(8,228)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(8,235)	(6,830)	(1,405)	(8,295)	(9,954)	(13,887)
Depreciation and Amortisation	(5,739)	(5,739)	-	(7,545)	(7,655)	(7,655)
Other Expenses	(5,279)	(5,579)	300	(6,466)	(7,191)	(7,191)
Internal Charges	(1,844)	(1,844)	-	(2,465)	(2,465)	(2,465)
Overhead Allocation	(2,363)	(2,363)	-	(3,151)	(3,151)	(3,151)
Total Expenses from Operations	(29,839)	(28,535)	(1,305)	(35,823)	(38,528)	(42,576)
Surplus / (Deficit) from Operations	(27,588)	(26,249)	(1,339)	(32,725)	(33,278)	(36,390)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	37	-	37	1,566	1,566	1,602
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(27,551)	(26,249)	(1,302)	(31,159)	(31,713)	(34,787)
Rates and Annual Charges						
Rates and Annual Charges	25,002	25,002	-	32,725	32,725	32,725

Budget commentary - year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$27,587,662) is higher than forecast by (\$1,338,669) at the end of the quarter.

Total Income from Operations of \$2,251,580 is lower than forecast by (\$34,047).

User Charges and Fees are higher by \$83,378 as a result of increased Development Engineering revenue offset by lower Environmental Education fee income.

Grants and Contributions for Operating Purposes are lower by (\$120,626) as a result of timing differences associated with the grant funds for preliminary investigations at Oxford Falls as part of the Wakehurst Parkway project, Weed action plans and Sydney Water funded efficiencies.

Total Expenses from Operations of (\$29,839,242) are higher than forecast by (\$1,304,622).

Employee Benefits and Oncosts are higher by (\$199,573) as a result of higher expenditure in Development Engineering, Stormwater and Floodplain Engineering and Management offset by savings in Coast and Catchments and Bushland and Biodiversity areas.

Materials and Services are higher by (\$1,404,943) as a result of adverse weather events requiring additional expenditure on Tree Management, the Road Network and Waste Disposal/Processing and higher reliance on Agency Personnel for Development Engineering and Bushland and Biodiversity.

Other Expenses are lower by \$299,894 as a result of timing differences associated with the payment of Grants and Subsidies.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$3,111,265) to (\$36,389,699) principally due to the funding of and expenditure on the storm events.

Waste and Cleansing

HIGHLIGHTS

Making progress on waste

We continue to develop a long-term waste and circular economy strategy to help shape an even better future for managing our waste as a resource. We are finalising an options and feasibility analysis of organics to improve resource recovery from the red-lid bin. We're also about to commence trials to recover more from bulky goods clean-ups.

COVID-19 and the March 2022 floods impacted on patterns of waste generation and collection. The March floods have required an ongoing and extensive effort to collect flood damaged waste from over 1,100 properties, including diverting trucks and staff from our contractor and our litterbin crew. Earlier collection start times are also needed whilst COVID-19 is prevalent in the community to minimise service disruption, and separate workers at the depot. In response, truck routes have been adjusted to minimise disturbance in the early hours.

Litter prevention grant

Council was successful with an Environment Protection Authority grant application to develop an evidence-based litter strategy called 'Own it and act'. The project will obtain evidence on the cost and issues of our current litter prevention, and develop strategies and education to improve this.

Award winning campaigns and education

Council won the Circular Economy award for the Let's Go "Swap and Go" program, as part of the Keep Australia Beautiful Sustainable Cities Awards. This provides great recognition of how we are enabling our community and businesses in practical waste solutions. Ongoing efforts this quarter, to drive behaviour change to reduce waste to landfill include:

- workshops on composting, Preserving Excess Veg and Fruit
- digital Storytellers workshop for community groups in the Collaboration Collective to help them build their capacity for storytelling as part of the promotion of their group's activities
- the Circular Containers program was launched under the Swap for Good Program
- supporting Clean Up Australia Day across 95 registered sites
- 58 event waste management plans assessed ensuring no single use plastics are used, and suitable alternatives are proposed.

Cleansing services

The March 2022 flood posed a significant challenge, along with COVID pressures on staffing. The flood event caused widespread accumulation of sediment as well as debris on the local road network and open spaces. Core services were maintained during the flooding clean-ups, sweeping flood affected streets, and removing debris from kerbsides as well as public open spaces. This continued into April.

Other activities to maintain and improve public spaces included:

- 750 incidents of illegal dumping responded to, and the waste removed
- 559 bus shelters cleaned, with no repairs required
- 1728 graffiti incidents reported and 5,625 m² of graffiti removed

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

- Digitisation project on track.
- Contracted services are being carried out according to schedule.
- Slight impact on street sweeping due to March 2022 flooding, however delays in the schedule have been rectified.



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

Waste Collection Contract:

- Negotiation documents were returned from the contractor and initial discussions held prior to commencement of formal negotiations
- Some aspects of the contract not currently being completed by the contractor include supply and delivery of residential waste bins
- COVID impacts continue such as overfull bins and early starts. Truck routes continue to be adjusted to alleviate disturbance from earlier start times
- Storms and floods in March have impacted on service delivery as the contractor has been assisting with flood recovery works

Waste Processing Contract:

- Negotiations concluded with the new contractor on recovery from the processing plant, subsequent to the EPA change in law for land application of the output. This has resulted in a significant refund to Council of disposal fees paid since the commencement of the contract, and an ongoing discount on the disposal price while

there is a partial EPA landfill levy exemption in place. This is expected to end in April 2022

- This contract continues to divert approximately 35% of the red bin contents from landfill

Kimbriki recycling and waste disposal contract:

- Kimbriki delivers recycling via sub-contractors such as Australian Native Landscapes and IQRenew as well as landfill primarily from Bulky Goods disposal. Council is working with Kimbriki to recover more from the Bulky Goods stream, such as timber and metal.
- IQRenew Container Deposit Scheme sharing: 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

Swap for Good

- Reinvigorating Reusables webinar was held to launch the Circular Containers program for offices and communicate the NSW Plastic Plan bans.
- Digital Storytellers workshop was held for community groups in the Collaboration Collective, to help businesses to replace disposable cups and containers with reusables.

Promoting better waste management:

- A range of news stories promoted Clean Up Australia Day, reusable cups and containers, and zero-waste lunches
- Composting workshop was held at the Coastal Environment Centre
- 95 registered sites for Clean-up Australia Day.
- 15 waste management plans assessed for events
- A request for proposals to find solutions manage problem waste.
- A timber recovery trial in conjunction with Kimbriki, developing community education to maximise recovery.



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

Mobile devices have been issued to improve the management of public litterbins. These link seamlessly with our Salesforce software for managing requests and tasks. We are also improving our spatial and database information on litterbin locations and attributes, to improve servicing and asset management.



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 has investigated the options and feasibility for recovery of more material from the red bin, including food organics.

Other progress includes:

- progressing a trial of timber recovery from bulky goods
- implementing a litter study following receipt of an EPA grant
- meeting with planning staff on development of Council's new LEP, and the DCP for the Frenchs Forest Precinct, to enable and circular economy actions into the future.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Waste and Cleansing



Public Place Bin Enclosures - Executive Manager Waste Management & Cleansing

Bilgola enclosures for the year have been received and will be installed in April.

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
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	8	32	(24)	43	43	21
Investment Fees and Revenues	58	34	24	45	45	45
Other Revenues	482	532	(49)	709	709	709
Grants and Contributions - Operating Purposes	352	580	(228)	254	582	604
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	901	1,178	(277)	1,051	1,379	1,379
Expenses from Operations						
Employee Benefits and Oncosts	(6,168)	(6,032)	(136)	(8,186)	(8,206)	(8,392)
Borrowing Costs	(208)	(205)	(3)	(273)	(273)	(273)
Materials and Services	(32,444)	(32,900)	456	(44,682)	(45,000)	(44,900)
Depreciation and Amortisation	(2,055)	(2,055)	(0)	(2,773)	(2,741)	(2,741)
Other Expenses	(54)	(11)	(44)	-	(16)	(36)
Internal Charges	(2,283)	(2,239)	(44)	(3,004)	(3,004)	(3,004)
Overhead Allocation	(1,325)	(1,325)	-	(1,767)	(1,767)	(1,767)
Total Expenses from Operations	(44,538)	(44,767)	229	(60,685)	(61,007)	(61,113)
Surplus / (Deficit) from Operations	(43,637)	(43,589)	(49)	(59,634)	(59,628)	(59,735)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(43,637)	(43,589)	(49)	(59,634)	(59,628)	(59,735)
Rates and Annual Charges						
Rates and Annual Charges	57,298	57,252	45	59,758	60,301	60,301

Budget commentary - year to date actuals and annual forecast

Budget Commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$43,637,192) is higher than forecast by (\$48,531) at the end of the quarter.

Total Income from Operations of \$900,878 is lower than forecast by (\$277,263).

Grants and Contributions for Operating Purposes are lower by (\$228,111) as a result of timing differences in the delivery of grant funded projects.

Total Expenses from Operations of (\$44,538,070) are lower than forecast by \$228,732.

Employee Benefits and Oncosts are higher by (\$136,446) as a result of additional cleaning requirements due to COVID.

Materials and Services are lower by \$456,069 as a result of the adjustment of contract pricing for waste processing and timing differences in the delivery of grant funded waste projects.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$106,536) to (\$59,734,551) principally due to an increase in employee benefits and oncosts in the cleansing team as a result of additional cleaning requirements due to COVID.

Kimbriki Resource Recovery Centre

HIGHLIGHTS

After repeated COVID-19 restrictions, all services are back online including the Buy Back Centre, and the EcoHouse and Garden which recommenced school groups in late February and March.

Following the storm and flood event on 8 March, demand continued to be very high for the disposal of mixed waste, combined with restrictions at other waste disposal facilities and transfer stations.

This flood event presented many challenges with some onsite flooding and alterations to the internal traffic network. However the site remained operational, allowing 425 customers vehicles to access secure waste disposal, including kerbside waste collection. In the aftermath extensive works were done to repair the internal roadways, surface water management systems and stabilise some landslides. These efforts are well underway and will continue for some months.

The most recent lined landfill cell, the Western Shelf, was completed and is now fully operational in combination with the existing area 4A landfill cell. This will provide sufficient capacity to allow for the construction of the proposed clean water diversion system and preparation of the next lined cell.

Approvals have been sought for the clean water diversion system, with all external authorities being positive about the proposed system. Following final approval, the works will start immediately to ensure the site is better protected from events such as the recent localised flooding and resulting damage.

Performance measures – Kimbriki	Target	September quarter	December quarter	March quarter
Total waste from all sources diverted from landfill onsite	82%	82%	82%	77%**
Waste sources diverted from landfill in the Mixed Waste section onsite from all sources	10%	7.5%*	7.1%*	3.8%**

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
- ** Low diversion rates resulted from the floods in early March – high volumes of mixed waste from the flood cleanup, paired with less vegetation and less recovery of items for the Buy Back Centre.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule

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

Part of the project has been delayed due to COVID restrictions. A construction contractor has been procured, and the design is finalised. Awaiting materials.

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

COVID lockdowns in earlier months have delayed progress. Now entering negotiations with a not-for-profit organisation to present re-use and waste education workshops on a regular basis.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Kimbriki improvements

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

Awaiting Consent Modification Approval. 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 4a landfill cell continues as needed.

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

Cell is complete and ready for use.

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 necessary this quarter.

Kimbriki renewal program - Executive Manager Waste Management & Cleansing

Purchased barriers for traffic management. Designing new receival platform for source separated engineered timber.

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
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	29,342	28,440	902	36,951	37,330	38,233
Investment Fees and Revenues	51	46	6	54	59	65
Other Revenues	3,064	2,969	95	2,615	3,540	3,746
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	212	215	(3)	272	283	280
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	32,670	31,670	1,000	39,892	41,213	42,323
Expenses from Operations						
Employee Benefits and Oncosts	(3,658)	(3,692)	34	(4,932)	(4,830)	(4,797)
Borrowing Costs	(1,302)	(1,306)	3	(1,748)	(1,743)	(1,739)
Materials and Services	(15,149)	(14,807)	(342)	(18,464)	(19,192)	(19,946)
Depreciation and Amortisation	(2,746)	(2,745)	(1)	(3,369)	(3,741)	(3,742)
Other Expenses	(6,383)	(6,234)	(149)	(8,375)	(8,328)	(8,477)
Internal Charges	-	-	-	-	-	-
Overhead Allocation	-	-	-	-	-	-
Total Expenses from Operations	(29,238)	(28,784)	(454)	(36,888)	(37,833)	(38,702)
Surplus / (Deficit) from Operations	3,432	2,887	546	3,004	3,379	3,622
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	3,432	2,887	546	3,004	3,379	3,622
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 \$3,432,190 is higher than forecast by \$545,679 at the end of the quarter.

Total Income from Operations of \$32,670,084 is higher than forecast by \$1,000,023.

User Charges and Fees are higher by \$902,450 as a result of the high volume of landfill, vegetation and demolition after the storms and subsequent flooding in March.

Other Revenues are higher by \$95,094 as a result of higher than expected recycling income from the recovery of scrap metal.

Total Expenses from Operations of (\$29,237,894) are higher than forecast by (\$454,345).

Materials and Services are higher by (\$341,923) as a result of higher contractors processing costs in line with the higher incoming volumes of vegetation, and rise and fall adjustment on landfill processing costs caused by the surge in diesel prices and the extra costs of double handling of mixed waste due to the restrictions in access to a landfill cell for Council compactors due to the heavy rains in March.

Other Expenses are higher by (\$148,927) as a result of EPA levies in line with the higher incoming landfill volumes.

Annual Forecast

For the full financial year the Total Surplus from Operations is forecast to increase by \$242,202 to \$3,621,701 principally due to the catch up of YTD variances offset by an adjustment to materials and services costs to reflect higher landfill processing costs due to the surge in fuel price and extra costs associated with the clean up and repairs to the site after the significant rainfall events and subsequent flooding.

Strategic Land Use Planning

HIGHLIGHTS

Frenchs Forest

Council has finalised the preparation of the draft Frenchs Forest Town Centre Development Control Plan (DCP) and responded to over 350 submissions on the draft DCP. A report will be prepared to Council in the next quarter for endorsement of the draft DCP.

Council has also prepared the draft Frenchs Forest Contributions Plan under Section 7.11 of the Environmental Planning and Assessment Act and Ministerial Directions. The draft Contributions Plan was placed on exhibition in March 2022 and will be on exhibition until May 2022.

Local Environmental Plan

Completed submission to Department of Planning and Environment on proposed translation of all employment land use zones across all Council LEPs into new standard instrument structure. Finalised report on community submissions to the LEP/ DCP Discussion Paper exhibited in the last quarter of 2021. Received first draft of Conservation Zones methodology from consultants Meridian Urban.

Affordable Rental Housing Scheme

The Scheme was approved by the Department of Planning and Environment and will commence on 1 June 2022 with the commencement of amendments to Warringah LEP 2011 to rezone land in the Frenchs Forest centre. To support this change Council is currently working on:

- Drafting a tender for the appointment of a Community Housing Provider to manage affordable housing dwellings dedicated to Council as part of the Frenchs Forest redevelopment.
- Establishing a housing contributions “calculator” and appropriate conditions of consent to ensure the required number of dwellings to be dedicated are identified, are dedicated at the required time, and are of similar quality to other dwellings in the development.
- Required IT changes, including a register and tracking system to meet audit and tracking requirements for both dedicated dwellings and for monetary contributions in lieu of dwellings dedicated.

Mona Vale Place Plan

The Community Engagement Plan for the project has been finalised and Council and its consultants have commenced initial upfront community engagement including the establishment of the Mona Vale Project Working Group, pop-up and drop-in sessions, stakeholder engagement and online survey.

The Mona Vale Project Working Group consists of 17 representatives, including a mix of resident and business associations, representative bodies, community members and other special interest groups. The Project Working Group will work with Council and its consultants to guide the development of the Mona Vale Place Plan, including sharing ideas and local knowledge and testing approaches. The first meeting of the Project Working Group was held on the 23 February 2022 and preparations are being finalised for the second meeting which will be held in early April.

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

- Avalon Beach Place Plan - Preparations for April Community Reference Group Meeting being undertaken.
- Mona Vale Place Plan - Initial upfront community engagement activities undertaken, including Pop up and drop in sessions, 1 on 1 stakeholder meetings and online survey. Preparation for second Mona Vale Project Working Group finalised with Agenda distributed to members.
- Manly Place Plan - Face to face project working group meeting held. Preparation of draft plan progressing.

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

Council provided a submission to the Department of Environment and Planning, on the employment zones reform, which is relevant to our strategic centres.

A draft methodology has been developed for mapping the conservation zones. The Conservation Zones Review and technical studies are nearing completion. Community engagement is being planned.

The Character Study and Character Statements are being finalised for engagement in the coming months. The draft submissions report has been submitted for internal review.

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 the Department of Planning and Environment. The SEPP Amendment for Frenchs Forest Place Strategy has now been made without amendments, and will come into effect on 30 June 2022.

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

Preparation of the draft Structure Plan has continued, including further engagement with key internal and external stakeholders. It is expected that it will be presented to Council in mid-2022. It has experienced some delays waiting written advice from the Department of Planning and Environment.

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

Awaiting clarification from the Department of Planning and Environment regarding the status of this project.

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
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	718	903	(185)	1,122	1,208	1,008
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	0	-	0	-	-	-
Grants and Contributions - Operating Purposes	562	602	(40)	366	616	616
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,280	1,505	(225)	1,487	1,824	1,624
Expenses from Operations						
Employee Benefits and Oncosts	(3,525)	(3,342)	(183)	(4,543)	(4,543)	(4,539)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(341)	(1,426)	1,085	(1,528)	(1,826)	(1,626)
Depreciation and Amortisation	(49)	(49)	-	(78)	(65)	(65)
Other Expenses	(518)	(676)	158	(676)	(676)	(676)
Internal Charges	(155)	(155)	-	(210)	(210)	(210)
Overhead Allocation	(316)	(316)	-	(422)	(422)	(422)
Total Expenses from Operations	(4,905)	(5,964)	1,060	(7,457)	(7,742)	(7,537)
Surplus / (Deficit) from Operations	(3,624)	(4,459)	835	(5,970)	(5,918)	(5,914)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(3,624)	(4,459)	835	(5,970)	(5,918)	(5,914)
Rates and Annual Charges						
Rates and Annual Charges	4,453	4,453	-	5,970	5,970	5,970

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$3,624,342) is lower than forecast by \$834,584 at the end of the quarter.

Total Income from Operations of \$1,280,370 is lower than forecast by (\$224,939).

User Charges and Fees are lower by (\$185,351) as a result of a lower level of planning activity.

Total Expenses from Operations of (\$4,904,711) are lower than forecast by \$1,059,522.

Employee Benefits and Oncosts are higher by (\$183,273) as a result of lower levels of vacant roles throughout the year.

Materials and Services are lower by \$1,084,906 as a result of timing differences associated with land use planning services.

Other Expenses are lower by \$157,890 as a result of timing differences associated with the payment of the Department of Planning levy.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$4,577 to (\$5,913,647) principally due to the lower level of planning activity and a reduction in Defined Benefit Superannuation Scheme payments.

Development Assessment

HIGHLIGHTS

This quarter 410 Development Applications, 127 Modifications of Consent and two Review of Determinations were lodged for assessment. 56 Pre-Lodgement meetings were held.

The primary focus of the team this quarter has still been to manage the high volume of incoming Development Applications.

Work has commenced to improve the customer experience for booking pre-lodgement applications, with an online application form and further work scheduled to create an online calendar for bookings. This will improve visibility of available dates and improve the efficiency of our customer service.

Performance measures – Development Assessment	Target	September quarter	December quarter	March quarter
90% of development applications, modifications and reviews determined within a 75 day average	<75	49	52	63
Outstanding applications, modifications and reviews older than 100 days (since application received)	<20%	12%	17%	30%*

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

Notes on results:

*145 applications have been outstanding for over 100 days, by the end of the quarter. The increase this quarter is largely due to an increase in the number of applications being submitted (5% more than this time last year), staff absences over the January holiday period, staff vacancies and difficulties in appointing staff to vacant roles.

FINANCIALS - Development Assessment

Income and Expenditure Statement

	Year to date			Annual		
	YTD Actual \$'000	YTD Forecast \$'000	YTD Variance \$'000	Annual Budget \$'000	Approved Forecast \$'000	Current Forecast \$'000
Income from Operations						
User Charges and Fees	3,094	2,899	195	3,200	3,700	3,700
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,094	2,899	195	3,200	3,700	3,700
Expenses from Operations						
Employee Benefits and Oncosts	(4,044)	(4,032)	(13)	(5,386)	(5,486)	(5,478)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(437)	(435)	(2)	(580)	(580)	(580)
Depreciation and Amortisation	(71)	(71)	-	(113)	(95)	(95)
Other Expenses	-	-	-	-	-	-
Internal Charges	(149)	(149)	-	(203)	(203)	(203)
Overhead Allocation	(504)	(504)	-	(672)	(672)	(672)
Total Expenses from Operations	(5,206)	(5,191)	(15)	(6,954)	(7,035)	(7,028)
Surplus / (Deficit) from Operations	(2,111)	(2,292)	181	(3,754)	(3,335)	(3,328)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,111)	(2,292)	181	(3,754)	(3,335)	(3,328)
Rates and Annual Charges						
Rates and Annual Charges	2,773	2,773	-	3,754	3,754	3,754

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$2,111,257) is lower than forecast by \$180,729 at the end of the quarter.

Total Income from Operations of \$3,094,386 is higher than forecast by \$195,346.

User Charges and Fees are higher by \$195,346 as a result of timing differences associated with the receipt of Development Assessment fee revenue.

Total Expenses from Operations of (\$5,205,643) are higher than forecast by (\$14,617).

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$7,226 to (\$3,327,841) principally due to a reduction in Defined Benefit Superannuation expenses.

Environmental Compliance

HIGHLIGHTS

Environmental Compliance has been assisting the emergency management and asset management teams in managing storm impacts on private properties, including impacts from landslides and retaining wall failures. Assistance is also being provided to the waste management team in addressing concerns relating to the post-storm clean-ups, particularly in managing illegal dumping within the local community.

Inspections are being undertaken at temporary events in order to reduce the likelihood of food contamination and food borne illness.

The team has also continued to undertake the mosquito surveillance program in conjunction with NSW Health. The recently identified Japanese encephalitis (JEV) in NSW has also been included as part of the surveillance program. The program runs during the summer months when mosquitoes are most active and concludes in April each year. The program provides Council with an opportunity to educate the community on what they can do to reduce the risk of exposure, as well as provide warnings when we detect species of concern.

Animal Management – the Rangers have recently successfully defended two appeals against Dangerous Dog Orders, with the Court upholding the Orders in both instances.

Ongoing proactive patrols of local parks and public spaces continue to be undertaken, with officers targeting dogs off leash on local beaches in response to concerns raised by the community.

Performance measures – Environmental Compliance	Target	September quarter	December quarter	March quarter
Critical and high-risk retail food premises inspections completed, in line with schedule	100%	0%*	76%**	60%***
Critical and high-risk public health inspections completed, in line with schedule	100%	0%*	33%**	45%***

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 only.
- ** NSW Health Orders related to COVID-19 restrictions have meant the inspection program was delayed until restrictions eased in October 2021.
- *** The inspection programs were not undertaken at full capacity due to COVID disruptions. The programs focussed on public pools, wastewater concerns and complaints about food premises.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



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

A comprehensive review of our barking dog processes is underway, which comprises around a third of all dog jobs received by Council. The review will help Rangers and customers with clear and concise information to resolve noise issues efficiently.

Efficiency and customer outcomes are also being improved in other areas through:

- a current review of our Compliance and Enforcement Policy and Guidelines
 - improved procedures for investigating and inspecting pollution complaints
 - a new guide for assessing risks of food businesses, so that approvals and inspections are focused on risk management to better protect the community.
-

FINANCIALS - Environmental Compliance

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	1,354	1,457	(103)	2,331	1,901	1,866
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	4,368	4,130	237	8,178	5,990	6,025
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	5,722	5,587	134	10,509	7,891	7,891
Expenses from Operations						
Employee Benefits and Oncosts	(7,052)	(7,358)	307	(10,003)	(10,003)	(9,764)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,294)	(1,202)	(92)	(1,727)	(1,531)	(1,626)
Depreciation and Amortisation	(138)	(138)	-	(219)	(183)	(183)
Other Expenses	(11)	(5)	(6)	(2)	(7)	(7)
Internal Charges	(501)	(501)	-	(681)	(681)	(681)
Overhead Allocation	(891)	(891)	-	(1,188)	(1,188)	(1,188)
Total Expenses from Operations	(9,887)	(10,095)	208	(13,819)	(13,593)	(13,449)
Surplus / (Deficit) from Operations	(4,165)	(4,508)	342	(3,310)	(5,702)	(5,558)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(4,165)	(4,508)	342	(3,310)	(5,702)	(5,558)
Rates and Annual Charges						
Rates and Annual Charges	2,336	2,336	-	3,310	3,310	3,310

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$4,165,165) is lower than forecast by \$342,485 at the end of the quarter.

Total Income from Operations of \$5,721,573 is higher than forecast by \$134,124.

User Charges and Fees are lower by (\$103,090) as a result of lower Health Fees revenue.

Other Revenues are higher by \$237,214 as a result of higher Parking Fine revenue offset by lower Health and Other (Animal and Rangers) fines being issued.

Total Expenses from Operations of (\$9,886,738) are lower than forecast by \$208,360.

Employee Benefits and Oncosts are lower by \$306,522 as a result of vacancies in Environmental Health and Business and Administration roles.

Materials and Services are higher by (\$91,944) as a result of increased reliance on Agency Personnel cover for vacant positions and increased Fine Processing Fees expenditure.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$143,366 to (\$5,558,266) principally due to reduced Health fee and fines revenue offset by increased Parking fine income and vacant staff positions offset by increased reliance on Agency Personnel cover.

Parks and Recreation

HIGHLIGHTS

Enhancing our sports facilities

The Warriewood Valley Sports Courts have been completed with the opening of the public toilets. This facility provides first class courts for netball and social basketball players providing a wonderful facility to meet the active recreation needs of the community.

Season changeover activities were impacted by the unprecedented wet weather although the teams were able to complete the majority of the goal post installation and line marking ready for the upcoming winter season. Work was completed on minor upgrades to Aquatic Reserve including field levelling and renewal of fencing on diamond 4.

Council has approved the 2021/22 Sport and Recreation Infrastructure Grants projects across eight sports. This grant program enables sporting clubs to develop infrastructure that meets their members needs and will provide such benefits as better accessibility, better facilities and improved environmental sustainability. The grants are for:

- Collaroy Plateau Cricket Club - upgrade the club building at Collaroy Plateau Park with a new awning
- Mona Vale Golf Club - upgrade the path to the first tee at the Mona Vale Golf Course
- Belrose Tennis Club - upgrade lighting on three tennis courts with LED lights at the Belrose Tennis Centre
- Manly Croquet Club - install new solar panels at the Club building at Keirle Park, Manly
- Manly Warringah BMX Club - contribution towards installation of a new undercover area and an upgrade of the track start shelter at the BMX complex at JJ Melbourne Hills Memorial Reserve.
- Narrabeen Junior Rugby Union Club - contribution towards an upgrade of the clubhouse at North Narrabeen Reserve including a new outdoor electric BBQ
- Mona Vale Surf Lifesaving Club - install new surf lifesaving equipment racks in the club building at Mona Vale beach
- Manly Warringah Kayak Club - contribution towards an upgrade of the female amenities in the Club building at Berry Reserve

Upgrading our open spaces

The Plan of Management for Lynne Czinner Reserve has been approved by Council enabling the completion of this central park to serve the residents of Warriewood Valley. Key components include shared path connections to Fern Creek Road and across a new bridge to Rocket ship playground, fitness equipment, a new pump track, picnic facilities and car parking. Preparatory stormwater work has been completed, with construction of a major stormwater line through the park to connect Dove Lane to Fern Creek.

Over 900 native tube stock were planted across Governor Phillip Park, North Palm Beach; Marine Parade, Manly; and the Manly Scenic Walkway. Garden renovations, including additional planting was undertaken at South Steyne, Middle Creek Reserve Carpark and the Walsh Street frontage of North Narrabeen Reserve. A new garden was also created at Kalianna Reserve, Beacon Hill.

Other completed works are:

- The upgrade of Mona Vale headland with safety fencing, new sandstone paving to viewpoints, as well as water fountains and seats
- The renewed seawall at Riddle Reserve, Bayview to protect against erosion, and enable better use of the area by local boating groups
- Bulk sand removal from rockpools at Palm Beach, Bilgola, Whale Beach and Narrabeen following storms

Repairs also continue to be made on the damaged infrastructure in reserves, rockpools and walkways following the floods and storms during the quarter. This includes fencing, bench seats and picnic facilities.

Keeping everyone safe at the beach

With the la Nina inclement weather, the number of visitors to our beaches is lower than the same time last year. So far this year the total number of visitors is 5,646,289 and 230,622 preventative actions undertaken, most being during summer as expected.

Staff and some Surf Life Saving volunteers undertook Swift Water Rescue training provided by NSW Fire and Rescue. This is part of a NSW Government program to establish an elite skilled group, who can be flown into flood affected areas for swift water rescues. With their extensive experience in water rescues, our professional Lifeguards and Surf Life savers are an ideal to assist the SES during flood responses.

Tree management

There were 2,450 requests received from the community regarding trees on public land, with 423 resulting from storm events. 550 trees were planted across the local area as part of our ongoing public open space tree planting program.

In relation to trees on private land, there were:

- 246 private property advice requests
- 53 alleged illegal removal requests
- 232 applications to remove or prune trees

Council has requested that the applicants plant a new tree, for each of the 166 approved removals.

Performance measures – Parks and Recreation	Target	September quarter	December quarter	March quarter
Rockpools cleaned weekly during summer season and every two weeks outside of summer	95%	98%	95%	95%
Sportsfields mowed weekly in summer playing season and monthly in winter	95%	100%	97%	75%*

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

Notes on results:

* Significant rainfall has prevented access to the fields for mowing. Mowing the sportsfields would damage the surface.

Workload measures – Parks and Recreation	September quarter	December quarter	March quarter
Number of preventative actions by professional lifeguards on patrolled beaches [†]	21,028	104,900	166,767

[†] **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

A draft report has been prepared for the New Projects and Strategies Panel meeting 21 April 2022, to consider the Draft Open Space and Recreation Strategy.



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

At the Council meeting held 22 March 2022 Council adopted the Draft Lynne Czinner Park Plan of Management. At the upcoming April meeting a report will be presented to Council on the draft Wyatt Avenue Bike Park Plan of Management.



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

Council's New Projects and Strategies Panel at its meeting held 17 March 2022 considered a report regarding the Narrabeen Sports High School. The Panel supported an arrangement proposed by the School Infrastructure NSW for new joint use facilities at this High School.



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

The digital design and web page is under development.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Reserves and Parks improvements



North Curl Curl Youth Facility - Executive Manager Parks & Recreation

Works on the car park, drainage and pathways are progressing well and expected to be completed in May 2022, weather permitting. The playground and surrounding landscaping is expected to be completed in July 2022.



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

Reserves and Parks improvements

The public amenities at Warriewood Valley Sports Courts have been completed and are open to the public.

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

Work has been completed on the construction of this upgraded bike track and it is open to the public.

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 has commenced, and Council is refining the concept plans to meet available budget. It is likely that community engagement on the concept designs will be undertaken by June 2022.

Wyatt Avenue Open Space - Executive Manager Parks & Recreation

The public exhibition of draft Plan of Management for Wyatt Avenue Bike Park, Belrose has concluded, and it is expected that Council will consider the outcomes of the public exhibition at its April Council meeting. This is slightly behind schedule, due to inclusion of the outcomes of the public hearing.

Manly Dam Boardwalk - Executive Manager Parks & Recreation

The community engagement period has concluded and the evaluation of submissions is underway. Any changes from that feedback that can be incorporated into the final design documentation will be considered.

Ivanhoe Park Masterplan Implementation - Executive Manager Parks & Recreation

The reconstruction of the bridge is expected to commence in May and be completed in July 2022.

Lynne Czinner Park, Warriewood - Executive Manager Parks & Recreation

The concept plan and the Plan of Management was adopted by Council at its March meeting. 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. Construction will commence next year, following engagement of a design consultant.

Oxford Falls Bushland Reserve - Executive Manager Parks & Recreation

Preliminary site investigations have been completed and localised community engagement is underway. It is anticipated that a contract to undertake the construction of stair, access and track work between Maybrook Road and Little Willandra Road will be awarded in April with work to commence in May 2022.

Reserves renewal program - Executive Manager Parks & Recreation

Work has commenced on the North Harbour street frontage and is expected to be completed

Reserves and Parks improvements

in April 2022. The quotation responses for the renewal of the bridge at Tyagarah Reserve, Cromer have been received and are currently being evaluated. Work on the renewal of pathways at King Street Reserve, Manly Vale and Alan Avenue Reserve, North Curl Curl have been delayed due to wet weather.

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. This provides opportunities for children of all abilities to engage in play. It complements other recent improvements of an accessible ramp onto the beach, and bleachers to overlook the tidal pool.

Frenchs Forest Precinct park upgrades - Executive Manager Parks & Recreation

Community engagement for the three parks to be upgraded in Frenchs Forest, as part of the NSW Government's Precinct Priority Support scheme, has commenced and will conclude in early May.

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

Work has commenced onsite and it is expected the project will be completed by May 2022, weather permitting.

Jacka Park playground upgrade - Executive Manager Parks & Recreation

The design for Jacka Park has been amended following advice from Council's Stormwater Delivery team. Construction is planned to commence in May, and be completed by the end of June.

Griffith Park playground upgrade - Executive Manager Parks & Recreation

This project has had to be deferred to the 2022/23 financial year because of budget pressures caused by COVID-19.

Upgrade of playground at Trafalgar Park (design only) - Executive Manager Parks & Recreation

Site assessment has been completed with work on a concept plan to commence in April 2022.

Playground renewal program - Executive Manager Parks & Recreation

Delivery of this program is behind schedule because the concept plan for Jacka Park, Freshwater, will have to be revisited following receipt of new advice from Council's Stormwater Delivery Team and the Griffith Park playground, Collaroy, will require further community engagement. The construction phases for both of these playgrounds will be deferred to the 2022/23 financial year. Smaller projects such as soffall and equipment replacement will be brought forward to this financial year.

Playground improvements

The carousels at Collaroy Beach and North Steyne Playgrounds are planned for renewal in May 2022. The playground at Palomar Reserve, North Manly will require relocation away from the large fig tree to be able to maintain compliant soffit. Design for this is currently underway. The replacement equipment for Lindsay Reserve playground in Forestville has been selected and will be ordered in April 2022.

Sportsground improvements



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

A contract has been awarded for the construction of sportsfield lighting at Passmore Reserve. Construction is expected to be completed in June 2022.



Sportsgrounds - new and upgrades - Executive Manager Parks & Recreation

The very wet conditions at the Avalon Netball Courts have prevented construction of the shelter in March, work will commence on site when ground conditions are suitable.



Sports Club Capital Assistance Program - Executive Manager Parks & Recreation

Council has awarded the Grants to eight individual clubs. All works are expected to be completed by June 2022.



Sportsfield renewal program - Executive Manager Parks & Recreation

Works are progressing with Cromer Park Field 1, with the contractor aiming for April 2022 completion, weather permitting.



Lionel Watts East - Sports Storage Building - Executive Manager Property

This project will deliver the new sports storage and canteen facilities at the east end of the Lionel Watts Oval precinct, including improving access to the original building. Balustrades and lift installation are nearing completion. Sport storage facilities have been completed and handed over to the various user groups.

Foreshore and Building improvements



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

This project sees the re-build of the surf club building and the beach amenities building.

The Beach Amenities block is completed and open to the public.

Over the last quarter, the works that were substantially completed include the building facades, doors and windows, glazed balustrades, wet areas, air conditioning and electrical services. Most of the roof works are complete, and internal fit-out of the amenities is nearing completion. The works are scheduled to be completed by May 2022.



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

This project is for construction of a new surf lifesaving club, public amenities, café and community storage at Long Reef Beach. The works commenced on the 22 February with

Foreshore and Building improvements

completion currently anticipated in May 2022. Temporary facilities have been installed for public amenity and accommodations for Long Reef SLSC until the works are completed.

The project is running behind schedule due to a combination of COVID-related delays and the impact of adverse weather.

Collaroy Beach accessible ramp - Executive Manager Parks & Recreation

The ramp and stairs were open to the public on 24 September 2021.

Little Manly Beach Masterplan Implementation - Executive Manager Parks & Recreation

The tender for the seawall will be reported to Council in April, with construction expected to start in May. Other works will be coordinated around this project. The demolition of 40 Stuart Street has been postponed until early 2023 to coincide with the end of the current tenant's lease.

Mona Vale Beach upgrade - Executive Manager Parks & Recreation

The community engagement report was finalised and released to the public. Construction works have commenced onsite and have been timed to coincide with the completion of the Mona Vale Surf Club in May.

Foreshores renewal program - Executive Manager Parks & Recreation

The seawall renewal at Riddle Reserve, Bayview has been completed. Design work is progressing on the large seawall west of Bayview Sea Scout Hall and it is hoped public exhibition will commence in May 2022. This is behind schedule due to difficulties in mapping critical infrastructure behind the wall.

The recommended tenderer to undertake the construction of a new seawall and bank stabilisation at Taylors Point will be considered by Council in April 2022. This has been delayed due to a prolonged Development Approval process and will be completed in late 2022.

A contract has been awarded to undertake the encapsulation of the Little Manly boat ramp and it is expected works will be completed in June 2022.

Rockpool - renewal program - Executive Manager Parks & Recreation

Consultants are currently undertaking condition assessment of the rockpools at Mona Vale, Whale Beach and Bilgola. This will provide the basis for the detailed design brief for the major renewal of these rock pools over the coming years.

Headland fencing and other measures - Executive Manager Parks & Recreation

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

Dinghy Storage - Executive Manager Parks & Recreation

This program has been deferred to the 2022/23 financial year owing to the impacts of COVID-19 on Council's budget.

Foreshore and Building improvements



Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure

Program is on track. Paradise Beach tidal pool renewal designs have been received and community consultation undertaken.



Surf Life Saving Club minor renewals - Executive Manager Property

The new training room at South Narrabeen Surf Club is delayed due 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 gone to the DA stage and will require some changes to progress
- 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.
- Freshwater SLSC will be the subject of a master-planning process.
- Site meetings have been held at North Narrabeen SLSC and South Curl Curl SLSC to discuss options for planned improvements



Surf Life Saving Club major renewals fund - Executive Manager Property

20% of the budget has been used on the Manly Life Saving Club project. The remainder has been removed due to COVID-related budget reallocations.



Clontarf tidal pool refurbishment - Executive Manager Transport & Civil Infrastructure

Baseline surveys completed and submitted to Department of Planning and Environment. Program is on track for completion in May 2023.

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 for construction likely to be issued for lighting and landscape improvements in May 2022, with work to commence in mid-2022.



West Esplanade activation plan - Executive Manager Parks & Recreation

Work will commence in April 2022. Transport for NSW agreed to integrate an accessible ramp into their proposed works at the western end of the beach, with further co-ordination with Council.



Commercial centre renewal program - Executive Manager Parks & Recreation

Work on The Centre, Forestville, is behind schedule as the changes to use of the outdoor space brought about by COVID-19 have resulted in the need to alter its layout, to future proof the design and overcome maintenance challenges.

Town centre and village upgrades

Rejuvenation of Thomas Stephens Reserve, Church Point is behind schedule to ensure that community input is appropriately considered in the design.

For North Narrabeen, the project scope has been broadened to include more shop frontage. Construction will be delayed until next financial year.

Recreational trails



Recreational trails - renewal program - Executive Manager Parks & Recreation

Works are progressing on the renewal of the Manly Dam Circuit Trail between the Roosevelt Avenue and Nyrang Avenue firetrails. Work is expected to finish in May 2022.

FINANCIALS - Parks and Recreation

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	1,518	1,394	125	2,420	1,921	1,921
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	96	65	31	-	84	84
Grants and Contributions - Operating Purposes	576	1,267	(691)	250	1,812	1,287
Other Income	2	150	(147)	202	199	199
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	2,192	2,875	(683)	2,871	4,016	3,491
Expenses from Operations						
Employee Benefits and Oncosts	(9,616)	(9,722)	107	(12,949)	(12,949)	(12,914)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(10,162)	(11,739)	1,577	(14,071)	(15,270)	(14,675)
Depreciation and Amortisation	(4,490)	(4,490)	-	(5,866)	(5,989)	(5,989)
Other Expenses	(192)	(191)	(2)	(256)	(256)	(296)
Internal Charges	(1,066)	(1,050)	(15)	(1,412)	(1,412)	(1,412)
Overhead Allocation	(2,816)	(2,816)	-	(3,755)	(3,755)	(3,755)
Total Expenses from Operations	(28,342)	(30,009)	1,667	(38,309)	(39,631)	(39,042)
Surplus / (Deficit) from Operations	(26,150)	(27,134)	984	(35,438)	(35,616)	(35,551)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	7,759	9,853	(2,093)	8,521	11,082	10,772
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(18,390)	(17,281)	(1,110)	(26,916)	(24,533)	(24,778)
Rates and Annual Charges						
Rates and Annual Charges	26,653	26,653	-	35,438	35,438	35,438

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$26,149,654) is lower than forecast by \$983,854 at the end of the quarter.

Total Income from Operations of \$2,192,155 is lower than forecast by (\$683,166).

User Charges and Fees are higher by \$124,560 as a result of timing of Filming Permit and Venue Hire receipts.

Grants and Contributions for Operating Purposes are lower by (\$691,148) as a result of the deferral of the Greening our City and B-Line Offset Tree Planting programs into the 2022/23 financial year.

Other Income is lower by (\$147,192) as a result of the COVID pandemic impact on income receipts for running the Surf school program, equipment hire and volleyball.

Total Expenses from Operations of (\$28,341,809) are lower than forecast by \$1,667,020.

Employee Benefits and Oncosts are lower by \$106,886 as a result of vacant positions within the Parks Operations area.

Materials and Services are lower by \$1,576,902 as a result of timing differences associated with the grant funded projects mentioned above, streetscape works, maintenance and servicing of sportsfield infrastructure and bush regeneration works.

Grants and Contributions for Capital Purposes are lower by (\$2,093,386) as a result of the rollover of planned tidal pools works to 2022/23, delays in the Frenchs Forest Precinct Park Upgrade due to greater community engagement and the Oxford Falls Bushland Reserve works which require further bushfire investigation and timing differences associated with the receipt of funds for works on the North Curl Curl Youth facility, the Manly Dam Boardwalk project and Council's Sportsfield Renewal program.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$65,229 to (\$35,550,518) principally due to the deferral of grant funded B-Line tree offset program to 2022/23.

Children's Services

HIGHLIGHTS

Children's Services Strategy

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. Recent in-person visits were postponed due to COVID, the children instead created bookmarks and cards to give to the residents at Dee Why Gardens. A new connection has also been established between Forestville Vacation Care and St David's Retirement Village, with the children making bookmarks and cards for the residents.

A multi modal service commenced at North Harbour offering pre-school and vacation care services from the one location. The service operated for the first time with vacation care in January and received very positive feedback from the families that attended. The service reverted to pre-school at the beginning of February and transitioned with no issues to sharing the facility between the two services.

The 2022/23 budget has been prepared with a cost-neutral operating model for multi modal service delivery that provides flexibility for families and increases service efficiency.

Community connections and resilience

The services were excited to welcome families back after updating the COVID-19 risk assessment, based on updated health advice for Early Childhood Services. Brookvale Children's Centre and Preschool also reintroduced occasional care for families requiring emergency or irregular care in our community.

Three Early Learning Centres and several Family Day Care educators were impacted by the recent March rain/storm events which resulted in closures. Roundhouse Children's Centre suffered severe flooding in the recent weather event, with educators doing an excellent job to evacuate children safely. The centre was closed for four days before reopening. The support received from areas across Northern Beaches Council to enable the centre to reopen quickly was wonderful. Many families were able to utilise alternate centres so their children could continue to attend childcare while clean-up of homes took place.

Belrose Children's Centre collaborated with the Smiles to U Program and strengthened community connections, providing a drop-off point for care package items for the recent flood victims. Families and community members dropped off toiletries to support these families in need. Harbour View Children's Centre also reached out to a member of the Northern Rivers community to pair the centre up with a pre-school impacted by the recent floods and enable passing on donations and resources to help them in their recovery.

Information was supplied regarding access to Children's Services, to be included in the welcome packs for new CALD and refugee residents to the area.

Harbour View Children's Centre created a connection with Forestville Library to recycle their used books and maintain our popular Street Library.

Innovative programs

Dee Why Children's Centre has commenced two programs: the ELSA (Early Learning STEM, Science Technology, Engineering and Maths Australia) program and ELLA (Early Learning Languages Australia) program, both for pre-school aged children. The centre also continues to work with Macquarie University conducting the final MQTalks session at the Centre which is part of a research project into language development of children under two years of age.

Harbour View Children's Centre has installed a herb garden at the front entrance to enable children and families to take herbs and vegetables home for their meals and to enhance our connection as a community.

The specialist therapist from EarlyEd visited the vacation care centres during the summer holidays and has completed her reports for consideration and action. Each Report will be used at the next educator meeting, to discuss and reflect on practices and to introduce new concepts to support their strategy implementation. This is part of the Innovative Solutions Project which is being implemented to increase educators' capacity and confidence to implement inclusive programs across the four Vacation Care services.

Staff and Educators continue to renew and upgrade training including Food Handling, First Aid, Child Safeguarding, Red Nose, Safe Sleeping and Service Policy Quizzes.

Improvements

Belrose Children's Centre has engaged Inclusion Services to hire additional needs equipment to support the inclusion of children with high level needs in the environment. The children's picnic tables and benches were also upgraded, with 12 wooden picnic tables being installed.

Narrabeen Children's Centre had outdoor fans installed in back veranda areas to assist in an outdoor sleep/rest trial. North Harbour Preschool had fans installed downstairs to improve ventilation in the bathrooms and common area.

Performance measures – Children's Services	Target	September quarter	December quarter	March quarter
No. children attending Long Day Care programs	> 700	723	718	710
No. children attending Family Day Care programs	> 380	356*	361**	352**
No. children attending Preschool programs	> 100	181	179	205
No. children attending Vacation Care programs	Q1 > 350 Q2 > 350 Q3 > 525	478	708	569

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. Some have also taken breaks to holiday overseas, as international travel opened up.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



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

- *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 inter-generational links during lockdown, which led to in-person visits to the centre by residents once restrictions were lifted. COVID outbreaks have limited in-person visits since, but the children instead created bookmarks and cards for the residents. A new connection between Forestville Vacation Care and St David's Retirement Village has also been established, with similar activities.
- *Operate a multi modal service at North Harbour offering preschool and vacation care services aligned to community need:* Service approval to operate vacation care at North Harbour was granted as well as approval for the Child Care Subsidy. The service operated *throughout* January but attendance was very disrupted due to the local COVID outbreak. Despite this the service received very positive feedback from the families that attended. The service reverted to preschool at the beginning of February and transitioned with no issues as a shared facility between the two services.
- *Develop a cost-neutral operating model for multi modal service delivery that provides flexibility for families and increases service efficiency:* This is being addressed in the *budget* for next financial year, which will be presented at the April Council meeting for exhibition in May.
- *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.

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 include:

- Roundhouse Children's Centre - works complete.
- Brookvale Children's Centre playground refurbishment - works complete.
- Narrabeen Children's Centre playground refurbishment - the planned works will now be staged. Works to replace existing synthetic turf play surfaces will proceed this financial year as a priority with remaining playground works to take place in future years.
- Dee Why Children's Centre playground refurbishment - detailed design complete. The planned works will now be staged. Works to replace existing synthetic turf play surfaces

Childcare Buildings

will proceed this financial year as a priority with remaining playground works to take place in future years.

During the quarter, the contractor was appointed for remaining works scheduled at Dee Why and Narrabeen. Works are expected to be completed in June 2022.



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.

FINANCIALS - Children's Services

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	8,583	8,757	(174)	13,432	12,372	12,279
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	4	3	1	4	4	4
Grants and Contributions - Operating Purposes	1,954	1,821	133	1,307	2,279	2,431
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	10,541	10,581	(40)	14,743	14,654	14,713
Expenses from Operations						
Employee Benefits and Oncosts	(9,225)	(8,672)	(553)	(11,541)	(12,046)	(12,420)
Borrowing Costs	(8)	(1)	(7)	(1)	(1)	(1)
Materials and Services	(664)	(1,347)	683	(2,059)	(1,692)	(1,279)
Depreciation and Amortisation	(65)	(46)	(19)	(61)	(61)	(61)
Other Expenses	(2)	-	(2)	-	-	-
Internal Charges	(368)	(386)	18	(510)	(510)	(510)
Overhead Allocation	(578)	(578)	-	(770)	(770)	(770)
Total Expenses from Operations	(10,910)	(11,030)	120	(14,942)	(15,080)	(15,042)
Surplus / (Deficit) from Operations	(369)	(448)	80	(199)	(426)	(329)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	328	434	(106)	250	440	440
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(41)	(15)	(26)	51	15	112
Rates and Annual Charges						
Rates and Annual Charges	290	290	-	199	199	199

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$368,854) is lower than forecast by \$79,527 at the end of the quarter.

Total Income from Operations of \$10,541,025 is lower than forecast by (\$40,181).

User Charges and Fees are lower by (\$173,954) as a result of COVID impacts and waiving the gap fee, closures due to COVID and the December storm.

Grants and Contributions for Operating Purposes are higher by \$132,517 as a result of the receipt of greater Community grants and pre-school funding.

Total Expenses from Operations of (\$10,909,879) are lower than forecast by \$119,707.

Employee Benefits and Oncosts are higher by (\$553,074) as a result of utilising casual staff to cover vacancies which is offset by a lower use of Agency staff.

Materials and Services are lower by \$682,590 as a result of not utilising Agency Personnel to the anticipated extent and reduced maintenance and servicing costs.

Grants and Contributions for Capital Purposes are lower by (\$105,985) as a result of timing differences associated with the receipt of monies for the Children's Centres Works Program.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to favourably decrease by \$96,851 to (\$328,950) principally due to increased Community grant funding, preschool grant funding and extreme weather event impacts together with increased employee expenditure offset by reduced availability of Agency staffing.

Community, Arts and Culture

HIGHLIGHTS

Supporting our community through storms and flood

A number of residents in our community were impacted by the significant rain and resulting flooding in March particular in the North Manly and Narrabeen areas. In the immediate response to the flooding, Mona Vale Memorial Hall and Seaforth Village Community Centre were set up as evacuation centres for displaced residents.

In the following days a coordinated response from Council saw approximately 50 staff conduct door knocks and wellbeing checks on almost 2,000 affected households. Follow-up support was provided to some residents, linking them in with State Government and not-for-profit organisations to access temporary accommodation, funding and other basic necessities.

A number of community centres were affected by the recent floods with Manly Seniors' Centre inundated with approximately 15 centimetres of water. Staff worked tirelessly to have the centre back functioning the next day for the essential Meals on Wheels service, and within a week for regular activities of the Centre to commence.

NSW Ambulance Balgowlah Station had significant storm damage and has been supported by Council in relocating temporarily to Seaforth Village Community Centre whilst repairs are undertaken at their headquarters.

Community Centres

Several community centres have seen improvement works undertaken including:

- North Curl Curl Community Centre - car park to increase accessibility and reduce flooding.
- Avalon Recreation Centre – pin code access installed to improve user access.
- North Narrabeen Community and Tennis Centre - had new retractable seating installed during January with capacity for 76 patrons.

Returning Exhibitions – the Rotary Club of Upper Northern Beaches held an art exhibition over the weekend of 26-27 February in Mona Vale Memorial Hall. The event was opened by Rob Stokes, MP for Pittwater who commented on how wonderful it was to see so many people out enjoying themselves again.

The Community Centre Manager, Caroline Psaltis was awarded a Pride of Workmanship Award from the Rotary Club of Dee Why Warringah. Caroline received the award for her ongoing support and commitment to the community through her roles at Council over a long period of time.

Arts and culture

Culture Map Live continued steady growth throughout the quarter with 1,241 cultural and creative resources listed on the Map at the end of March.

An online session of Creative Toolkit with author Kate Forsyth was delivered to a large and engaged audience, while Studio A delivered an exhibition of works by emerging artist Matthew Elliot at Creative Space. Creative News was published monthly promoting a range of local cultural and creative workers and happenings.

Public art

Public art projects for the implementation of the Coast Walk Public Art Strategic Plan progressed with Aboriginal and broader community engagement events delivered for the Aboriginal Art and Storytelling Project and McKillop Park projects. Artworks on the Mona Vale and Long Reef Surf Life

Saving clubs progressed, and artist Helen Proctor was engaged to deliver an artwork on the Tramshed Arts and Community Centre as part of Youth Week activities in April.

Manly Art Gallery & Museum (MAG&M)

The largest exhibition of the year, *Destination Sydney: The natural world* opened in late December and ran until mid-March 2022. This third iteration in the series was held in conjunction with Mosman Gallery and the S H Ervin Gallery and featured nine contemporary female artists. The theme was their concern for the landscape and the environment. In lieu of an opening event, a special event was organized in late March to thank the artists, lenders, the other galleries and everyone associated with the exhibition. Featured artist, Joan Ross, discussed her work. The exhibition catalogue was published with a grant from the Gordon Darling Foundation.

MAG&M was fortunate to be given a number of significant acquisitions for its collection during this period. These were six ferry paintings by John Gunter from the estate of the late Peter Windred; a Kathy Cavaliero photograph, a Hadyn Wilson drawing, and two Arthur McIntyre collages from Daniel Mudie-Cunningham; and from the artists nine porcelain ceramics by Simon Reece, a Fiona Lowry painting and a Helen Mueller woodcut.

Public programs during the quarter included school holiday workshops, a masterclass by Fiona Lowry, the return of the Ceramics Spotlight series, the popular Life Drawing classes and a performance by Aleta Wassell as part of her immersive exhibition.

Glen Street Theatre

The Glen Street Theatre Membership program continued to see growth with engagement in this program exceeding 2021 participation rates.

The 2022 season commenced with *King of Pigs*. This production was well received and provided opportunity to collaborate with the Northern Beaches Domestic Violence Network, supporting awareness and promotion of services available in our community.

COVID related impacts resulted in show cancellations of week one of the popular *Wharf Revue*, however week two was delivered from 31 March. The education performances of *Guess How Much I Love You* were cancelled due to Department of Education policy restricting excursions.

Preparatory works have commenced for Stage Two of the venue air-conditioning upgrade which will be the final phase in replacing this failing infrastructure resulting in improved patron comfort and energy efficiency.

Socially sustainable

Council began consultation with the community and young people on the development of *Youth Voices Shaping the Beaches Future*, an action plan focused on young people aged 12-24. A Northern Beaches Wellbeing Framework is under development with a wellbeing and liveability survey conducted through March. A new four-year Disability Inclusion Action Plan (DIAP 2022-2026) has been drafted following community consultation and will be presented to Council in April for public exhibition.

Community development

Council conducted the third annual Homelessness Street Count in February 2022 identifying 30 people who were homeless, a drop of 46% from 2021 figures. This signified a continuing of the downward trend since the first count in 2020, where a total of 71 people were identified. Council continues to collaborate with key housing and community partners on the Northern Beaches Homelessness Interagency and Case Coordination Group which has housed 76 people into social housing, private rental and support accommodation. This has been a significant achievement and a strong indication of the success of the additional funding and the effective coordination of local housing services.

The *Big Ideas Forum, The Kindness Revolution: An evening with Hugh Mackay* was held on Thursday, 17 March at Glen Street Theatre with around 200 people. Hugh reflected on the

challenges faced during the last two years and shared how we can restore hope, rebuild trust and inspire optimism.

Council supported and facilitated a strategic planning day with the Northern Beaches Domestic Violence Network to identify their priorities and how they can be achieved.

Caring for youth and families

The Adolescent and Family Counselling Service provided 242 free client counselling sessions to young people and their families. The service also hosted a Connecting as Dads education program over two nights in March.

The Youth Development team have been working with Council's Youth Advisory Group this quarter to plan a wide variety of activations scheduled to take place in April as part of NSW Youth Week celebrations. A key component to the Youth Voices, Shaping our Beaches Future, is seeking feedback from young people with several engagement sessions conducted in this quarter and more planned through April and May with schools, youth service providers and at Council activations.

After several online meetings, the Youth Advisory Group finally had the opportunity to meet in person at the March meeting held at the Council Chambers in Dee Why. The Youth Advisory Group (YAG) is made up of 25 young people representing the five Council wards. Five YAG members and two Council staff had the opportunity to attend the NSW Youth Council Conference held in Goulburn in March to learn from other youth teams around the state.

An all ages music activation took place in March at Glen Street Theatre after being postponed several times due to the COVID pandemic. The activation featured a headline Australian band supported by five up and coming local youth bands.

Supporting seniors

Meals on Wheels delivered over 3,900 meals to older people in the community to enable them to live at home for longer and prevent social isolation.

The Northern Beaches Seniors' Festival Program started on 21 March and continued until 8 April. The program features more than 50 activities, both online and face-to-face, including two Meet Your Local Seniors Groups mini expos. Northern Beaches Council was recognised by Dementia Australia as "working towards becoming a dementia-friendly organisation" in a public certificate reception with the Mayor and the Northern Beaches Dementia alliance in attendance at one of the Seniors' Festival mini expos.

Dementia Awareness training for Council staff has now been availed of by more than 530 staff.

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 Manly, Dee Why and Collaroy Plateau. Council endorsed the public exhibition of a proposal to re-establish Manly Alcohol Free Zones and to revise the boundary of Alcohol Free Zones at Belrose, Freshwater and Narrabeen to prevent disorderly conduct and improve public safety.

Council endorsed the revised Terms of Reference of the Community Safety Advisory Committee at the Council Meeting on 22 March 2022. The revised Terms of Reference aim to strengthen the advisory function of the Committee and ensure its alignment with the evolving strategic framework to which it contributes.

Valuing our volunteers

Volunteers have returned to all programs across Council to continue delivering valued services to our community.

The annual Australia Day Awards Program was held in January recognising and celebrating the wonderful achievements of the Citizen of the Year, Young Citizen of the Year, Senior Citizen of the Year, Sportsperson of the Year, Community Event of the Year, and 14 Outstanding Community Service Awards.

Performance measures – Community Arts and Culture	Target	September quarter	December quarter	March quarter
Community centre bookings	Q1 > 9,270 Q2 > 8,450 Q3 > 7,500	1,175*	6,049**	7,666
Direct services: Meals services	> 4,500	4,586	4,048 [†]	3,909 [†]
Volunteers who actively participate in ongoing programs across Council	> 650	164 ^{††}	503 ^{††}	714

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 resulted in only essential services running.

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

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

Following the adoption of the Social Sustainability Strategy 2020 (Better Together), the supporting action plans are being developed - including 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

The draft Plan is under preparation, to be presented to Council on 26 April, seeking approval for exhibition.



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

The new Mona Vale Pop Up Gallery space opened in March with a satellite component for the 'Express Yourself' exhibition, on display at Manly Art Gallery and Museum. The Mona Vale Creative Pop Up continues to support local makers, and the resident artists have developed an Easter school holiday program of workshops.



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

This project is underway.



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

Implementation continues. Community engagement for the Aboriginal Art and Storytelling Project was completed with an online 'Meet the Artist' event on 7 March. All three sites have now been confirmed.



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

Preparation for construction to commence is underway.



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

Training has now been completed by 686 community members, with 55 in progress for online training.



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

The draft framework has been finalised, and baseline data collection is underway.



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

This project is underway.



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

The tender for operation of the restaurant area closed on Tuesday 12 October 2021. No complying tenders were received. The draft concept plan for an outdoor dining space and access pathway has been developed and is being reviewed by internal stakeholders.

Operational implications on loss of this space for Glen Street Theatre are yet to be resolved. The 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

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

Part of the program is delayed, awaiting a Council decision on the status of the roof lettering project. There have been no art purchases this quarter.

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

While the budget has been reduced by 88%, the remaining funds will be used to purchase an artwork this year.

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. Funding issues need to be resolved, so the project is behind schedule. Construction will likely commence next year.

Community buildings works program - Executive Manager Property

Funds were allocated for the supply and installation of tiered seating at North Narrabeen Community Centre, which was completed on 21 December 2021.

Community centres minor works program - Executive Manager Property

This program includes minor renewal works to community centres.

The staff room was refurbished at Elanora Heights Community Centre, and the caretaker's flat refurbished at Cromer Community Centre, New CCTV was installed at Avalon Recreation Centre, and the windows replaced at Mona Vale Bowling Club.

Cultural Improvements

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

All art projects are underway.

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

A 'Meet the Artist' community engagement event was held online on 7 March. The three sites have been confirmed.

Manly Art Gallery - Executive Manager Property

Planned works and additional air conditioning replacement works were completed.

Cultural Improvements



Glen Street Theatre renewal works - Executive Manager Property

Stage 1 of the new air conditioning system has been completed and fully commissioned.

The design and tender documentation for the Stage 2 works were reviewed. The structural engineer will provide advice on the proposed solution for associated roof works needed, including preliminary works for roof strengthening to be completed this year.

The Stage 2 works are scheduled for next financial year.

FINANCIALS - Community, Arts and Culture Service

Income and Expenditure Statement

	Year to date			Annual		
	YTD Actual \$'000	YTD Forecast \$'000	YTD Variance \$'000	Annual Budget \$'000	Approved Forecast \$'000	Current Forecast \$'000
Income from Operations						
User Charges and Fees	1,263	1,390	(127)	4,353	2,373	1,921
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	197	277	(80)	781	453	327
Grants and Contributions - Operating Purposes	960	876	84	3,190	3,545	2,561
Other Income	31	37	(6)	47	47	47
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	2,450	2,579	(130)	8,371	6,419	4,855
Expenses from Operations						
Employee Benefits and Oncosts	(5,003)	(4,737)	(266)	(6,632)	(6,492)	(6,488)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,417)	(2,347)	930	(3,715)	(3,197)	(2,930)
Depreciation and Amortisation	(486)	(486)	-	(721)	(649)	(649)
Other Expenses	(462)	(401)	(61)	(2,911)	(2,778)	(1,784)
Internal Charges	(31)	(21)	(10)	(32)	(32)	(32)
Overhead Allocation	(632)	(632)	-	(842)	(842)	(842)
Total Expenses from Operations	(8,030)	(8,623)	593	(14,854)	(13,990)	(12,724)
Surplus / (Deficit) from Operations	(5,580)	(6,044)	464	(6,483)	(7,571)	(7,869)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	190	(190)	70	190	20
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(5,580)	(5,853)	273	(6,413)	(7,381)	(7,849)
Rates and Annual Charges						
Rates and Annual Charges	4,992	4,992	-	6,394	6,394	6,394

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$5,579,852) is lower than forecast by \$463,921 at the end of the quarter.

Total Income from Operations of \$2,449,910 is lower than forecast by (\$129,579).

User Charges and Fees are lower by (\$127,029) as a result of the general downturn in ticket sales and Wharf Revue cancellations at Glen Street Theatre and the ongoing impact of Covid on Community Centre hirings.

Other Revenues are lower by (\$80,264) as a result of reduced sales at Glen Street Theatre and at the Manly Art Gallery and Museum.

Grants and Contributions for Operating Purposes are higher by \$83,628 as a result of timing of the CHSP Emergency Support for COVID grant receipts and increased COVID Support contribution payments from the Department of Premier and Cabinet for Glen Street productions.

Total Expenses from Operations of (\$8,029,762) are lower than forecast by \$593,500.

Employee Benefits and Oncosts are higher by (\$265,727) as a result of high staffing levels throughout the period making it difficult to achieve the vacancy adjustment and the planned re-alignment savings.

Materials and Services are lower by \$930,065 as a result of reduced project expenditure at Glen Street Theatre, within Aged and Disability Services, Meals on Wheels and Youth Services.

Other Expenses are higher by (\$61,100) as a result of Programming and Hires expenditure at Glen Street Theatre.

Grants and Contributions for Capital Purposes are lower by (\$190,444) as a result of deferral of the Coast Walk Aboriginal Art and Storytelling project funding drawdown in this financial year.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$297,160) to (\$7,868,647) principally due to reduced revenue from Glen Street Theatre productions and Community Centre hirings, reduced beverage and product sales at Glen Street Theatre and Manly Art Gallery and Museum and a smaller program of Stronger Community grant funded Arts projects going ahead. There is lower planned expenditure on Materials and Services at Glen Street Theatre and a reduced scope of Merger Savings Funded works.

Library Services

HIGHLIGHTS

Library memberships and loans

At the end of March 2022 there were more than 197,093 members across the library service of which 57% are residents of the Northern Beaches. Additionally, 571 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 210,000 items were borrowed during the quarter. After restrictions eased on 1 March 2022, library branches resumed regular seven day opening hours to the public and regular children's story times.

Library platforms

The e-book and e-audiobook collection continued to remain popular with more than 60,000 loans over the quarter reflecting almost 30% of loans in this period. The e-collection features over 30,000 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 over 37,000 launches, over 12,000 renewals and nearly 9,000 reservations placed.

Programs and services

In January we were able to hold our school holiday and youth programming, however numbers were limited due to COVID-19. The Young Scriptwriters Program, the Big Science show and six Lego Robotics workshops were all successfully held. The Design a Bookmark Competition proved extremely popular, with 485 entries.

Throughout February and March Warringah Mall and Manly Libraries ran a series of Makerspace workshops in Robotics and Circuits for primary school children.

From 28 February with the easing of restrictions, the Library transitioned back to face-to-face story time programs. Since then, 86 sessions have been held with 2,168 participants.

Service improvements

The focus over the quarter was on recruiting staff and resuming seven day opening hours on 28 February 2022.

The Creative Library space at Manly Library opened for bookings from 1 March 2022. It is available to established and emerging artists, writers and designers across a variety of disciplines to hire the space, host events and exhibitions as well as run classes and workshops.

The new meeting room enquiry form is now in use from 22 March 2022.

New and improved touchscreen Online Public Access Catalogues are being trialled at Forestville Library. A podcasting booth has also been installed at Forestville.

Upgrades

With the easing of COVID-19 restrictions, Glen Street Library was able to launch the improvements made to the amphitheatre outdoor space on 17 February 2022. A new retractable roof with lighting had been installed and an urban edible garden has been incorporated.

Performance measures – Library Services	Target	September quarter	December quarter	March quarter
No. library memberships	> 195,000	195,068	196,194	197,093
No. youth memberships	> 36,000	36,348	37,665	37,239

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

The project team commenced analysis of the community engagement responses received.



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

Furniture, touchscreen kiosks and pod were delivered and installed. Quotes were received for the works to convert the current staff area into publicly accessible meeting rooms.

Walls inside the library space were painted and new power outlets and data ports installed throughout the library space.

The installation of new carpet and privacy blinds is planned.



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

- 'Becoming a Dementia Friend' training has been largely completed by Library staff.
- Recommendations made by key stakeholders have been progressed, with focus on the creation of a dementia friendly collection.
- Action plan reviewed to align with the Northern Beaches Dementia Friendly Action Plan.



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

Initial digitisation processes have been re-examined, improved and re-written to create a program of works. The purchase of in-house digitisation equipment to assist with the program of works is being organised. The digitisation work will commence when equipment is purchased in the new financial year.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Library Upgrades

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

Works are on hold until the Project Steering Group meets to provide a strategic direction. The courtyard deck has been replaced due to structural damage identified.

Library Bookstock - Executive Manager Library Services

Hearing loops have been installed at Mona Vale Library. Other associated equipment is expected to be installed at the end of April 2022.

Public Library Infrastructure Grant - Executive Manager Library Services

Shelving has been ordered and delivery logistics organised.

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 are complete in preparation for the 24 hour opening project. Security installations are to be completed after they are reviewed by Council's security panel.

Community Space and Learning

Library local priority grant purchases - Executive Manager Library Services

- Technical equipment, pods and furniture for Forestville Library have been delivered and installed.
- Makerspace equipment has been received, processed and tested.
- Quotes have been received for window blinds, kitchen fit-out and the children's space.

Library books – replacement - Executive Manager Library Services

Adult Fiction comprised 45% of received stock, Adult Non Fiction 16%, Junior items 28% and DVDs 6%. The remaining 5% 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
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	56	44	12	138	70	70
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	74	43	31	100	63	65
Grants and Contributions - Operating Purposes	785	780	5	745	825	825
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	914	867	47	983	959	960
Expenses from Operations						
Employee Benefits and Oncosts	(5,252)	(5,597)	345	(7,606)	(7,607)	(7,341)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(671)	(787)	116	(846)	(1,261)	(1,226)
Depreciation and Amortisation	(1,388)	(1,388)	-	(1,862)	(1,851)	(1,851)
Other Expenses	(88)	(89)	1	(118)	(89)	(89)
Internal Charges	(70)	(70)	(0)	(95)	(96)	(96)
Overhead Allocation	(775)	(775)	-	(1,034)	(1,034)	(1,034)
Total Expenses from Operations	(8,244)	(8,706)	461	(11,562)	(11,938)	(11,637)
Surplus / (Deficit) from Operations	(7,330)	(7,839)	508	(10,579)	(10,979)	(10,677)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	139	648	(509)	736	815	815
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(7,191)	(7,190)	(0)	(9,843)	(10,164)	(9,861)
Rates and Annual Charges						
Rates and Annual Charges	7,646	7,646	-	10,579	10,579	10,579

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$7,330,182) is lower than forecast by \$508,325 at the end of the quarter.

Total Income from Operations of \$914,119 is higher than forecast by \$46,999.

Total Expenses from Operations of (\$8,244,302) are lower than forecast by \$461,326.

Employee Benefits and Oncosts are lower by \$344,562 as a result of vacancies throughout the Service in the period under review.

Materials and Services are lower by \$115,688 as a result of timing differences associated with the payment for Subscriptions, Contract Services for Digital Services, and Agency cover.

Grants and Contributions for Capital Purposes are lower by (\$508,667) as a result of the delays in the planned Public Library Infrastructure works.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$302,179 to (\$10,676,976) principally due to vacant positions.

Transport Traffic and Active Travel

HIGHLIGHTS

Award win for Scotland Island works

Council won the prestigious NSW & ACT Engineering Excellence Award in the 'Construction Projects less than \$500,000' category, from the Institute of Public Works Engineering Australasia (IPWEA). This award was for the offshore road and drainage construction works on Richard Road, Scotland Island. Our construction team and engineers constructed drainage structures, retaining walls and road pavement to provide safe all-weather access. While the works created better management of stormwater, and reduced environmental impacts on Pittwater, they also reduced ongoing maintenance costs and increased the useful life of these assets.

Responding to storm events

During the March storm event Council undertook road closures, installed safety barricades, and logged potholes, flooding and drainage related issues and damaged signs. Variable Message Signs were deployed to warn drivers and pedestrians of potential flooding hazards. Fallen trees were reported, and fallen branches made safe until collection.

Making our roads safer

Nine sections of road were resurfaced, spanning 2.3 km of the road network, including major reconstruction of a part of McIntosh Road, near Beverley Job Park Narrabeena. Other major works completed include a raised pedestrian and bicycle crossing on Campbell Avenue Dee Why, making this hazardous crossing point much safer. Traffic calming works on Anana Road, Elanora Heights have reduced traffic speeds through this school zone area.

We've also had discussions with six schools to improve road safety for their 3,000 students. Works are continuing with the delivery of the Federal Stimulus School Zone Infrastructure Program with pedestrian upgrade works recently completed around Brookvale Public School, St Cecilia's Catholic School, Narrabeen North Public School, Newport Public School and Cromer Public School.

Share the Road safety campaign

Council conducted a road safety blitz and campaign to encourage safer driving by motorists, and to encourage more bikes onto our local roads. The campaign highlighted some less understood road rules, reminding drivers to keep watch for bike riders, especially at intersections, exiting driveways or overtaking. Bicycle riders were also reminded to signal so that drivers understand their movements.

Driving off to a good start

An online workshop was run for supervisors of learner drivers to help them understand their responsibilities, including the use of the learner driver logbook and the laws and conditions for learner and provisional drivers. 46 people are now better equipped in supervising learner drivers and in understanding the road rules.

Supporting electric vehicles

Three Ausgrid distribution kiosks have been upgraded to JOLT electric vehicle chargers providing free fast charging for the first 7kWh. These are located in Dowling Street, Freshwater; 21 Oaks Avenue, Dee Why and Darley Street, Forestville.

Expanding our active travel network

Seven new footpaths were completed, improving active travel options and connect the community to local destinations, public transport and schools. These are at Pound Avenue, Belrose; Prahran Avenue, Davidson; Namona Street, North Narrabeen; Jacksons Road, Warriewood; Inglebar Avenue, Allambie Heights; Wyadra Avenue, North Manly and Farnell Street, Curl Curl.

Helping you out and about

The Hop Skip Jump buses provided a daily service with nearly 38,000 commuters travelling between January and March 2022. This bus service links Seaforth, Balgowlah Heights, Clontarf, Manly Vale, Fairlight, Manly and Fairy Bower.

Council operates five paid parking stations and 42 pay and display car parks in reserves. During the March quarter there were 343,795 visits to the Manly carparks of which 4% were prepaid. Of the casual customers, 78% stayed for under two hours and the parking session was free.

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

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

OPERATIONAL PROJECTS

Key: ✔ Complete 🔄 Progressing ! Behind schedule



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

Project is on track and further discussions were held with Council's Spatial Information team regarding scope and requirements for Stage 2.



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

Plans continue to be implemented. Updates are provided below in the capital programs for:

- Active travel
- Roads and related infrastructure
- Wharf upgrades
- Car parks and parking stations



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

A further nine footpaths have been completed in the March quarter, bringing a total of 15 footpaths completed so far this year.

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

- The Walking Plan, Bike Plan and Road Safety Plan have been adopted.
- Further work is ongoing to finalise all outstanding Plans detailed in the Transport Strategy.

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

Program is on track. Tenders have been called for the Manly Ward trial of the smart parking and infrastructure technology project.

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

This project is behind schedule as it has been difficult to collect usage data in the current COVID climate - it would not be an accurate reflection of the use of the service. The project is currently on hold whilst the fleet operations project is underway.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Active Travel – cycleways and footpaths

 **Footpath new - Executive Manager Transport & Civil Infrastructure**

Program is on track

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

- A report on the Dee Why Strand project (Streets as Shared Spaces) will be presented to Council at the April Council meeting.
- 13 potential projects were submitted to TfNSW for funding of walking and cycling projects - Get NSW Active Program 2022/23.
- The Bike Plan is on track. A funding application for the Pipeline Active Transport Corridor project was submitted to the Department of Planning and Environment
- The Road Safety program is on track with workshops held, and community liaison for seniors road safety programs and migrant services well underway.

 **Connecting Communities - footpaths program - Executive Manager Capital Projects**

Delays were caused by careful consideration of community engagement in the final design,

Active Travel – cycleways and footpaths

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

Project is scheduled to start in June



Narrabeen Lagoon pedestrian and cycle bridge - Executive Manager Capital Projects

Construction of the new pedestrian and cycle bridge is in progress and works are expected to be complete in mid-2022.



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

Project is complete with ongoing evaluation



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

Design is in progress for Triangle Park North. Disruption to community engagement, as a result of COVID-19, has caused a delay to this project.



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

Council adopted the plan of management and landscape concept plan at its March 2022 meeting. Progress is behind schedule as more time was allocated to the community engagement process.

Construction on the pedestrian bridge will commence in 2022/23, following a detailed design process commencing in late 2021/22. The funding has been re-forecast to the 2022/23 financial year.



Footpath renewal works - Executive Manager Transport & Civil Infrastructure

Program behind schedule, due to delays caused by COVID-19, but will be completed this financial year.

Road and related infrastructure upgrades



New traffic facilities - Executive Manager Transport & Civil Infrastructure

Concept and/or detailed designs for each project have been completed and consultation undertaken with approvals obtained through the Traffic Committee.

Traffic calming has been completed at Mona Street, Mona Vale and Anana Road, Elanora Heights. A raised pedestrian crossing has also been completed in Campbell Avenue, Dee Why.

This program is behind schedule because of the impacts of COVID-19 and wet weather.



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

Road and related infrastructure upgrades

Project on track. Designs have completed and upcoming works have been scheduled.



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

Program under review for the March quarter. There have been delays over several months for the detailed design work, particularly for stormwater design at several sites.



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

Project deferred to 2022/23 due to COVID-19 funding issues.



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

Boardwalk and pontoon works to commence late April 2022.



Kerb and gutter new - Executive Manager Transport & Civil Infrastructure

Work in Chisholm Avenue, Avalon Beach has commenced. Program is on track for this financial year.



Accelerated traffic facility delivery - Executive Manager Transport & Civil Infrastructure

Planning, design and works procurement are progressing, construction will commence by June 2022. Program is behind schedule due to the impacts of COVID-19 and wet weather.



Safer Schools Infrastructure - Executive Manager Transport & Civil Infrastructure

Project is on track with a further eight projects completed in the March quarter, bringing a total of 25 projects completed for 21/22.



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 is tracking according to plan.



Retaining wall renewal works - Executive Manager Transport & Civil Infrastructure

Program is behind schedule due to reactive works. Funded works on track.



Road Resheeting program - Executive Manager Transport & Civil Infrastructure

Program is on track for this financial year.



Bridge renewal works - Executive Manager Transport & Civil Infrastructure

Program is on track for this financial year.

Wharf upgrades



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

The budget has been reforecast and funding moved to next financial year, due to the postponement of the public exhibition of the Church Point Commuter Wharf Feasibility Study.

Procurement process cannot commence until permits are obtained. TfNSW feedback of the report has been received and the final report has been issued.



Wharves works program - Executive Manager Transport & Civil Infrastructure

Program is on track for this financial year.



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

Program is slightly behind schedule but on track for this financial year. Delays in manufacture of the pontoons have been caused by the restricted availability of materials.



Bells Wharf renewal works - Executive Manager Transport & Civil Infrastructure

Program is slightly behind schedule but on track for this financial year. Delays in manufacture of the pontoons have been caused by the restricted availability of materials.

Car parks and parking stations



Smart Parking infrastructure project - Executive Manager Transport & Civil Infrastructure

Tenders have been called for the Manly Ward pilot project.



Car park renewal works - Executive Manager Transport & Civil Infrastructure

Program is on track for this financial year.



Multi storey car parks renewal works - Executive Manager Property

Funds are for improvement works on car parks as required, focusing on Bungun Lane Car Park fire upgrades this year. During the past quarter we have been seeking quotes for minor additional works.

Plant and Fleet



Major plant renewal - Executive Manager Transport & Civil Infrastructure

This program is on track



Light fleet renewal - Executive Manager Transport & Civil Infrastructure

Program is on track, awaiting final delivery of vehicles.

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
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	11,541	11,342	200	17,776	14,270	14,270
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1,023	970	53	885	1,029	1,029
Grants and Contributions - Operating Purposes	1,941	1,714	226	4,105	4,127	4,127
Other Income	8	8	-	10	10	10
Gains on disposal of Assets	1,236	456	780	608	608	1,108
Total Income from Operations	15,748	14,489	1,259	23,384	20,045	20,545
Expenses from Operations						
Employee Benefits and Oncosts	(9,194)	(9,317)	123	(12,665)	(12,665)	(12,622)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(9,035)	(10,638)	1,604	(13,525)	(13,992)	(13,760)
Depreciation and Amortisation	(11,313)	(11,313)	-	(14,171)	(15,090)	(15,090)
Other Expenses	-	-	-	-	-	-
Internal Charges	5,883	5,894	(11)	7,930	7,921	7,921
Overhead Allocation	(2,752)	(2,752)	-	(3,669)	(3,669)	(3,669)
Total Expenses from Operations	(26,411)	(28,126)	1,716	(36,100)	(37,496)	(37,221)
Surplus / (Deficit) from Operations	(10,663)	(13,637)	2,974	(12,716)	(17,451)	(16,676)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	9,345	13,788	(4,443)	26,278	27,541	24,430
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,318)	152	(1,469)	13,562	10,090	7,754
Rates and Annual Charges						
Rates and Annual Charges	10,505	10,505	-	12,523	12,523	12,523

Budget commentary- year to date actuals and annual forecast

Year to date actuals

Year to Date Actuals

The Total (Deficit) from Operations of (\$10,662,526) is lower than forecast by \$2,974,270 at the end of the quarter.

Total Income from Operations of \$15,748,177 is higher than forecast by \$1,258,745.

User Charges and Fees are higher by \$199,674 as a result of timing differences for Road Restorations.

Other Revenues are higher by \$52,769 as a result of advertising on Council's structures and an insurance recovery following damage to Council's parking equipment.

Grants and Contributions for Operating Purposes are higher by \$226,296 as a result of the timing of grant receipts for Transport and Civil Infrastructure, Financial Assistance (roads) and Road Safety operations.

Gains on Disposal of Assets are higher by \$780,006 as a result of increased revenues from the sale of Council's fleet and plant.

Total Expenses from Operations of (\$26,410,703) are lower than forecast by \$1,715,525.

Employee Benefits and Oncosts are lower by \$123,255 as a result of vacancies in the Construction and Maintenance and the Plant, Fleet and Stores areas.

Materials and Services are lower by \$1,603,682 as a result of timing differences associated with expenditure on Contract Services for the Road Network and Waste Disposal/Processing and Materials.

Grants and Contributions for Capital Purposes are lower by (\$4,443,478) as a result of the rollover to 2022/23 of the Queenscliff Headland Access Ramp and the Safer Schools Infrastructure works and the timing of receipts funding Council's Footpath and Road Resheeting programs, the Church Point Masterplan Boardwalk Extension, Carol's Wharf renewal and the Bike Plan Implementation works.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$775,279 to (\$16,675,603) principally due to additional receipts on disposals of Council's Fleet and Plant, a reduced contribution requirement for staff in respect of the Defined Benefit Superannuation Scheme and savings on maintenance and servicing of Council's vehicles.

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. General enquiries continue to be received regarding starting a business and working with Council. With the flood event occurring in March, the Place Coordinators visited businesses in their town centres across the LGA and delivered information on flood assistance available.

Back to Business

Over 161 submissions were received for Council's Back to Business (B2B) program, launched in September 2021. The program supported the business community in emerging from lockdown. The program sought ideas from local businesses on how Council can support their recovery.

45 permits were issued, with approval provided for businesses until 30 March 2022 when the program concludes. All operators with a B2B permit have been contacted and advised of the conclusion of the program.

Destination Management Plan

We are starting to implement the Destination Management Plan with an initial campaign to encourage visitation from regional NSW to the Northern Beaches, through a series of "destination postcards" of Palm Beach, Newport and Manly.

Economic Development Strategy

A working draft of the Northern Beaches Economic Development Strategy was presented to the Economic and Smart Communities SRG on 30 March 2022. The Strategy is a high-level framework to guide decision making to deliver a thriving and sustainable economy over the next 10 years and beyond. The strategy is based on economic analysis and consultation with the business community. It outlines the key economic challenges, opportunities, and aspirations for the LGA. The draft strategy has been organised around four strategic themes: *diverse, entrepreneurial, vibrant, and green*.

Following feedback from members of the Economic and Smart Communities SRG, a final draft Economic Development Strategy will be brought to Council to seek approval for public exhibition and wider community engagement.

Activating local places

With the easing of restrictions, the team has delivered on the following activations this quarter;

- Australia Day activations
- Manly Family Fun Fest during March at Manly CBD
- Make Music Day at Narrabeen, Newport and Forestville
- Planning underway for Sydney Street Party series at Fairlight and Dee Why in collaboration with Investment NSW
- Continued support to enable community pop up events in town centres.

Manly Corso was also improved with the installation and planting of 9 large planter boxes.

Events for everyone

Citizenship Ceremonies

Council returned to delivering in-person citizenship ceremonies from January 2022. Three ceremonies were conducted during this quarter with 411 people becoming citizens. The ceremonies were presided over by the Mayor, with local MPs and Councillors invited to attend.

Australia Day

'Celebrate Australia' was run as a campaign in the lead up to, and on Australia Day. Pre events included our Australian Made Markets, Food Truck Party and Australian themed Open Air Cinema, screening Red Dog. On Australia Day we held our Citizenship Ceremony, the two Aquatic Centres had pool parties as well as music and entertainment at Manly, Dee Why, Collaroy and Newport.

World Food Markets

The World Food Markets were significantly impacted by weather with three out of six events cancelled. Two events were delivered at Beverley Job Oval (one whilst raining), one was delivered at Killarney Heights Oval, a new site that was well received.

Sun Run

The 7km and 10km fun runs saw 4,301 registrations taking on the picturesque course from Dee Why Beach to Manly. Over \$70,000 was raised for charities across NSW with the local women's shelter receiving the most donation.

International Women's Day (IWD)

Our annual IWD Breakfast was held at the Manly Pacific with an attendance of 260. Guest speaker Anyier Youl, one of the world's leaders in the area of social change, discussed the theme of 'Break the Bias' to the sell-out crowd, whilst \$4,248 was raised for two local charities, Women & Children First and the Northern Beaches Women's Shelter.

Open Air Cinema

Our Open Air Cinema was held at Lionel Watts Oval for two nights in March 2022. Showcasing two family friendly movies, Sing and Space Jam: A New Legacy. Wet weather and COVID impacted event numbers however both nights were able to go ahead and attendees enjoyed the evening along with free popcorn.

Engaging our community

40 projects were actively engaged on in this quarter. Significant projects included:

- Northern Beaches Property Management Framework
- Community Engagement Policy and Strategy
- Manly Dam Link Trail
- Youth Voices
- Draft Frenchs Forest Town Centre – contributions plans.

Key metrics for the quarter included:

Online traffic:

- 31,186 unique visitors to the Your Say website
- 45,724 Your Say website visits, with 31% active on the site for at least one minute.

Notifications:

- 44 Electronic Direct Mail (EDM's) sent inclusive of fortnightly news.
- A total of 150,501 emails sent with an open rate of 51.7%

Participation:

- 2,266 online submission/comment forms were completed
- Seven face-to-face or online engagement sessions.

Performance measures – Economic Development, Events, Engagement	Target	September quarter	December quarter	March quarter
High impact projects with a Community Engagement Plan	100%	100%	100%	100%
Satisfaction with Council's key community events	80%	95%	88%	86%
Satisfaction with Council's business events	80%	* No Data	* 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 hosted by Council due to COVID restrictions

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule

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

Following the adoption of the Northern Beaches Destination Management Plan, we are now starting to implement actions identified in the 5-year Action Plan.

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

Public exhibition of the draft Community Engagement Policy and Community Engagement Strategy closed in February 2022. Following the review of submissions, the revised Policy and Strategy documents will be presented at the May Council meeting for adoption.

Develop and implement and economic development plan - Executive Manager Community Engagement and Communications

A draft of the Economic Development Strategy has been prepared and is being reviewed by the Economic and Smart Communities SRG and senior executive. Once reviewed, it will go to Council seeking approval to be placed on public exhibition.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Town and Village Centre Activations

Dee Why Town Centre – Design - Executive Manager Capital Projects

The St David's Avenue park upgrade has been completed. The park and public toilets opened for public use in October 2021.

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

St David's Avenue park completed. Artwork manufacture and installation delayed.

Avalon Place Plan implementation - Executive Manager Parks & Recreation

The Avalon Place Plan is still under development and has not been adopted by Council. Once adopted, this design project can then commence. Works will likely start next financial year.

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
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	228	68	159	426	184	421
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	83	368	(285)	434	541	335
Grants and Contributions - Operating Purposes	717	-	717	-	-	870
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,028	437	591	860	725	1,626
Expenses from Operations						
Employee Benefits and Oncosts	(4,054)	(4,035)	(19)	(5,555)	(5,517)	(5,485)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(2,023)	(2,446)	423	(3,498)	(3,356)	(4,131)
Depreciation and Amortisation	(64)	(64)	-	(103)	(86)	(86)
Other Expenses	(136)	(287)	151	(331)	(331)	(281)
Internal Charges	(95)	(160)	65	(201)	(201)	(201)
Overhead Allocation	(918)	(918)	-	(1,224)	(1,224)	(1,224)
Total Expenses from Operations	(7,291)	(7,911)	620	(10,911)	(10,714)	(11,407)
Surplus / (Deficit) from Operations	(6,263)	(7,474)	1,211	(10,051)	(9,989)	(9,782)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(6,263)	(7,474)	1,211	(10,051)	(9,989)	(9,782)
Rates and Annual Charges						
Rates and Annual Charges	7,604	7,604	-	10,051	10,051	10,051

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$6,262,971) is lower than forecast by \$1,211,029 at the end of the quarter.

Total Income from Operations of \$1,027,562 is higher than forecast by \$590,978.

User Charges and Fees are higher by \$159,403 as a result of reclassifying income received for the Sun Run event.

Other Revenues are lower by (\$285,419) as a result of reclassifying the income received for the Sun Run event, the impact of COVID on tour/activity bookings and timing differences associated with securing event sponsorships.

Grants and Contributions for Operating Purposes are higher by \$716,995 as a result of Investment NSW funding a Manly CBD revitalisation program.

Total Expenses from Operations of (\$7,290,534) are lower than forecast by \$620,051.

Materials and Services are lower by \$423,330 as a result of timing differences associated with the payment of Contract Services for Events Management, Marketing, Signage, Performance Fees and Advertising.

Other Expenses are lower by \$151,063 as a result of timing of Donations paid and a reduction in Grants and Subsidies.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$207,250 to (\$9,781,735) principally due to additional grant funding received offset by increased spending on Contract Services - Events Management and Marketing.

Property and Facilities

HIGHLIGHTS

Swim centres

Whilst attendances at the aquatic centres were 7% lower than this time last year, they have increased significantly from last quarter, and are nearing pre-COVID attendance numbers. Numbers were affected by major weather events and persistent rain and COVID hesitancy. The Department of Education also did not allow spectators to school swimming carnivals.

The facilities achieved the combined attendances of 239,640, comprised of 91,796 at Warringah Aquatic Centre plus 147,844 at Manly Andrew Boy Charlton.

Supporting Council's 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 to recover. Additionally, outdoor dining fees have been waived until June 2022.

Currawong Cottages

At the March 2022 meeting Council endorsed tender recommendations to appoint a contractor to restore and upgrade four cabins, along with remedial works to remaining two original condition cabins. Works are expected to commence in May 2022 and be completed ready for guests to use the facilities in the Christmas holiday period from December 2022.

Marine Rescue Broken Bay

Council is working with Marine Rescue to deliver a new facility for their services at Broken Bay. Construction is expected to commence before the end of the financial year.

Manly Cemetery columbarium

Following community consultation, a development application has been lodged for a new Columbarium wall to be built close to the existing wall.

Community buildings

Several smaller projects have been completed, upgrading the community facilities we provide. These include works at Elanora Heights Community Centre, Cromer Community Centre, Avalon Recreation Centre and Mona Vale Bowling Club. While the works are minor in nature, they have had a large impact on improving the facilities.

Children's centres

Improvements at Roundhouse Children's Centre and at Brookvale Children's Centre have been completed. Works to the playgrounds at Narrabeen Children's Centre and Dee Why Children's Centre will be starting shortly.

Performance measures – Property and Facilities	Target	September quarter	December quarter	March quarter
Availability of Council buildings for use by the community	100%	100%	99.8%*	99.8%*
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	Q1 > 184,300 Q2 > 231,800 Q3 > 251,750	0**	174,321**	239,640***

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

***Though attendances increased in the March quarter, they were limited by persistent rain periods, cancelled carnivals and the Department of Education not allowing spectators to school swimming carnivals.

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 tender stage
- 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 in the planning stages include proposals for works at North Narrabeen and South Curl Curl Warriewood SLSC received a grant for landscaping improvements
- COVID-related budget adjustments has resulting in the works on the new training room at South Narrabeen Surf Club being postponed to 2022/23



Implement the Property Strategy and associated actions - Executive Manager Property

Project is scheduled to start in May



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 are both approaching completion and include lifts to access the upper floor
- A lift is being installed at Lionel Watts East Sports Amenities and Storage
- Clontarf Public Amenities has been upgraded with the addition of unisex accessible facilities, and ambulant facilities in both male and female change spaces
- A new accessible and ambulant public amenities facility has opened at North Curl Curl
- Planning is underway for new public amenities at Forestville, Shelly Beach and Little Manly Point, all of which will include accessible and ambulant facilities
- A grant application has been successful with \$149,000 offered towards the costs of providing change tables and facilities suitable for adult use at Rowlands Reserve. These funds will be put towards the new public amenities project.



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

The tender report for restoration works to the remaining six cabins was approved at the March 2022 Council meeting. Works will commence in May 2022 following the end of the busier part of the holiday season. 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

Civic building and compliance works



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

Funding has been received from the NSW Government to fund further restoration and upgrade works to restore and upgrade four cabins, along with remedial works to the remaining two original condition cabins. This quarter, procurement for construction services was completed. At the March meeting, Council endorsed tender recommendations to appoint a contractor for the works, which are expected to commence in May 2022.



Operational buildings works program - Executive Manager Property

The waterproofing and associated roof repair works at central roof section of the Civic Centre Dee Why was completed. Some minor plant and equipment replacement works at Cromer admin building and Brookvale Oval were also completed.



Sport buildings works program - Executive Manager Property

The majority of the funds were allocated to Lionel Watts East which is approaching completion. The previous quarter has seen some smaller equipment storage projects at

Civic building and compliance works

Melwood Oval, Beacon Hill and Terrey Hills completed. Work is underway on storage sheds at Kitchener Park, Hews Reserve and Harbord Park.



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. This program is now closed.



Sydney Lakeside Holiday Park renewal works - Executive Manager Property

Upgrade works to the facilities and cabins at the Sydney Lakeside Holiday Park have been completed for this financial year. Planning is underway for the next round of upgrades to take place this winter.



Pittwater Golf Driving Range Renewal Works - Executive Manager Property

Landscape design works have been completed and consultation commenced with adjoining neighbours.

Emergency buildings program



Terrey Hills Emergency Services Headquarters- Executive Manager Property

This project will deliver new facilities at the Emergency Services HQ building off Mona Vale Road. Procurement of project and design services was finalised during the quarter. Formal appointment of services to complete feasibility and concept design for the project is on hold pending a project review by NSW Rural Fire Service (RFS).



Duffys Forest Rural Fire Station new works- Executive Manager Property

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

A project review has been undertaken due to the cost estimate for the works exceeding the budget allocation. Council is working with RFS to source additional funding, as an application to the Crown Reserves Improvement Fund was unsuccessful.



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

Planning and design of a replacement Marine Rescue building at Rowland Reserve is completed with building work to take place during 2022.

A commitment to provide additional funding, in line with the quotations received, has been received from Marine Rescue. During the past quarter, tenders have been advertised, returned and evaluated.



Emergency Buildings Works Program - Executive Manager Property

Funds are allocated to undertake work to emergency services buildings. The program has been developed in consultation with the building occupants' organisations. The following works have been undertaken.

- Belrose RFS - tree removal works complete.
- Mackerel Beach RFS - new hot water supply and rainwater filtration complete.

Emergency buildings program

- Emergency Operations Centre and Flyer Hut - filtered water systems replaced.
- Scotland Island RFS - works to replace existing water tanks and associated structure complete. Procurement underway for retaining wall works.
- Terrey Hills RFS - procurement finalised for consultant services, for the feasibility and concept design, for improvements to the building and surrounding site.

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

During the past quarter, the focus has been on the design documentation with inputs from different consultancies and in-house teams. This is expected to be finalised in April 2022 ready for a final internal review prior to advertising the tender.

As this is the site of the former gas works, design documentation will also be sent to the EPA for approval of the construction work.



Porters Reserve Clubhouse Changespace - Executive Manager Property

The past quarter has focussed on modifying the draft design to reduce costs, and stay within the grant and other funding available. The final design will retain the functionality of the building. This has caused some delays, adding to earlier delays from COVID lockdowns.



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.

Following planning advice that a development application is required, the additional documentation and consultancies are being prepared for lodgement in early April.

Works are scheduled to commence next year, subject to DA approval.



Public amenities works program - Executive Manager Property

This budget delivers a renewal program of Council's public amenities. Apex Park facilities at Mona Vale are now complete.

Following budget reviews due to the COVID pandemic, Shelly Beach amenities have had design changes to reduce the cost, and works will start in 2022/23



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

Public Amenities improvements

The project involves replacing aluminium composite panels on the PCYC, necessitated by changes in legislation. The main replacement works are complete. The Certification process is in progress.

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 revised concept design has been prepared in response to the community consultation in 2021. During the past quarter, historical issues surrounding ownership have been resolved allowing a development application to be lodged for the project proposal.



Mona Vale Cemetery Works Program - Executive Manager Property

Funds are allocated for renewal and improvement works to the cemetery grounds and facilities at Mona Vale Cemetery. This year's program sees the creation of an additional 200 burial plots, by removing a redundant internal access road. Other changes will improve vehicle traffic flow. During the past quarter, the contractor has been appointed for the works which are expected to be completed in June 2022.

Aquatic Centre improvements



Warringah Aquatic Centre renewal works - Executive Manager Property

Upgrades were made to the staff room, external change rooms and female change rooms, as well as pool equipment and plans. Planned work has been completed.



Manly Aquatic Centre renewal works - Executive Manager Property

This budget funds regular upgrades to pool pumps and other equipment. During the past quarter the sauna upgrade works have been completed.

FINANCIALS - Property and Facilities

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	10,469	8,648	1,821	17,731	11,556	13,307
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	3,511	3,231	280	1,236	4,250	4,401
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	7,269	6,559	710	11,577	8,707	9,008
Gains on disposal of Assets	(51)	-	(51)	(859)	(859)	(910)
Total Income from Operations	21,199	18,439	2,760	29,685	23,654	25,807
Expenses from Operations						
Employee Benefits and Oncosts	(8,655)	(8,389)	(266)	(11,573)	(11,538)	(11,745)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(14,918)	(15,008)	90	(21,438)	(20,139)	(20,738)
Depreciation and Amortisation	(5,530)	(5,530)	-	(7,613)	(7,376)	(7,376)
Other Expenses	(1,747)	(2,030)	282	(133)	(2,123)	(2,235)
Internal Charges	(280)	(277)	(2)	(391)	(381)	(381)
Overhead Allocation	(3,514)	(3,514)	-	(4,685)	(4,685)	(4,685)
Total Expenses from Operations	(34,643)	(34,747)	104	(45,832)	(46,241)	(47,159)
Surplus / (Deficit) from Operations	(13,444)	(16,309)	2,865	(16,147)	(22,587)	(21,352)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	403	700	(297)	1,892	1,921	1,962
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(13,041)	(15,609)	2,568	(14,255)	(20,666)	(19,390)
Rates and Annual Charges						
Rates and Annual Charges	11,615	11,615	-	16,340	16,340	16,340

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$13,444,036) is lower than forecast by \$2,864,714 at the end of the quarter.

Total Income from Operations of \$21,198,909 is higher than forecast by \$2,760,349.

User Charges and Fees are higher by \$1,820,912 as a result of the recovery of the Lakeside Holiday Park and the Aquatic Centres' operations from the impacts of COVID progressing better than initially anticipated.

Other Revenues are higher by \$279,972, primarily as a result of timing differences for telecommunication provider agreements

Other Income is higher by \$710,265 as a result of timing differences for Lease Income receipts and increased processing at Kimbriki following the recent adverse weather events.

Gains on Disposal of Assets are lower by (\$50,800) as a result of the proceeds from land disposals being slightly under the value carried for this asset.

Total Expenses from Operations of (\$34,642,945) are lower than forecast by \$104,365.

Employee Benefits and Oncosts are higher by (\$266,029) as a result of increased staffing costs at Council's aquatic centres.

Materials and Services are lower by \$90,410 as a result of timing differences for Cleaning, Maintenance and Servicing and Building Asset Delivery expenditure.

Other Expenses are lower by \$282,132 as a result of timing differences associated with expenditure on Grants and Subsidies.

Grants and Contributions for Capital Purposes are lower by (\$297,164) as a result of the timing of receipts and drawdown of funds for the Terrey Hills Emergency Services Headquarters, the Currawong New Cottages, Games Room and Amenities and the Porters Reserve Clubhouse Changespace works.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$1,458,312 to (\$21,128,678) principally due to the recovery in operations from the impacts of COVID, increased processing at Kimbriki offset by additional cleaning and grants and subsidies expenditure.

Governance and assurance services

HIGHLIGHTS

Internal Audit and Complaint Resolution

This quarter, we further refined and improved the complaints resolution management software. Tailored training sessions have been provided to staff in our Information and Digital Technology team, in consultation with their managers. Training in use of the software will also be rolled out across other teams.

Induction of newly elected Council

Our newly elected Councillors were provided with a Welcome package, as well as briefings and information to help equip them in their role. This included the Code of Conduct and Code of Meeting Practice, key communication channels, and briefings on the role and key programs of each Division in the organisation. Workshops also included the strategic plans in development for the short, medium and long-term, as well as the 10-year Long-Term Financial Plan, and how annual budgeting is developed.

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

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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



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

The software solution for the management of complaints and their resolution has been developed and tested. It will be rolled out across the organisation, dependent on project priorities.



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

Audits are progressing in line with annual Audit Plan



Support the Local Government election - Executive Manager Governance & Risk

The elections were held on the 4 December 2021, and 15 elected Councillors will hold office until September 2024.



Induct newly elected Council - Executive Manager Governance & Risk

- Induction welcome package provided to councillors
- Code of Conduct and Code of Meeting Practice training delivered by external provider
- Divisional presentations conducted
- Briefing schedule progressing well.

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
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	155	-	155	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	155	-	155	-	-	-
Expenses from Operations						
Employee Benefits and Oncosts	(2,636)	(2,744)	108	(3,730)	(3,730)	(3,619)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(5,493)	(6,510)	1,017	(8,475)	(8,170)	(8,092)
Depreciation and Amortisation	(24)	(24)	-	(38)	(32)	(32)
Other Expenses	-	-	-	-	-	-
Internal Charges	18	18	-	23	23	23
Overhead Allocation	(848)	(848)	-	(1,131)	(1,131)	(1,131)
Total Expenses from Operations	(8,983)	(10,108)	1,125	(13,351)	(13,040)	(12,851)
Surplus / (Deficit) from Operations	(8,828)	(10,108)	1,280	(13,351)	(13,040)	(12,851)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(8,828)	(10,108)	1,280	(13,351)	(13,040)	(12,851)
Rates and Annual Charges						
Rates and Annual Charges	10,370	10,370	-	13,351	13,351	13,351

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$8,827,929) is lower than forecast by \$1,279,952 at the end of the quarter.

Total Income from Operations of \$154,955 is higher than forecast by \$154,955 as a result of Legal Fees recovered from third parties.

Total Expenses from Operations of (\$8,982,884) are lower than forecast by \$1,124,997.

Employee Benefits and Oncosts are lower by \$108,080 as a result of service-wide vacancies.

Materials and Services are lower by \$1,016,917 as a result of timing differences associated with the payment of Legal Fees, Internal Audit costs, Councillor expenses and insurance claims against Council.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$188,452 to (\$12,851,072) principally due to staff vacancies and lower Councillor expenses incurred.

Customer Service

HIGHLIGHTS

The March 2022 flood event saw a tremendous effort across Council to respond and assist the community. There was a huge increase in phone calls in March, yet our staff still managed to answer most within 30 seconds. Our close collaboration with the Waste and Stormwater teams meant we were providing accurate updates and managing customer expectations.

This helped reduce the pressure on these teams, allowing them to focus on dealing with the backlog of jobs. Many staff from across the organisation also volunteered to door knock residents affected by flooding on 8 and 9 March, to check on their safety and link them with support services where needed.

This quarter also saw the implementation of our SMS call customer satisfaction survey. This had previously been a manual process, which involved call transfers, and had a low response rate of 6%. The implementation of the SMS version has seen response rates increase to 17% with the team maintaining a high customer satisfaction score of 91%.

Performance measures – Customer Service	Target	September quarter	December quarter	March quarter
Calls answered within 30 seconds	80%	91%	81%	75%*
Customer satisfaction with customer service calls	85%	98%	98%	91%
Customer satisfaction with online requests	80%	87%	88%	89%
Customer requests conducted online	30%	38%	38%	37%

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

Notes on results:

* March storms impacted the service level (March result was 63%) lowering the quarter average, due to thousands of extra calls

Workload measures – Customer Service	September quarter	December quarter	March quarter
No. calls to Customer Service 1300 434 434	42,888	41,134	45,811
No. enquiries received at the counter and by mail, email and online requests	19,853	21,550	21,162

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 and is continuing 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

- Customer Experience Transformation Program: business case and resourcing proposal for delivering program presented to CET for review in 2022/23 budget.
- VOC Program: monthly reporting and business owner meetings in place since January.
- 'Closing the loop' continues to identify detractors and resolve outstanding issues/unsatisfactory service. Positive feedback shared with staff member and manager. Project commenced to finesse the dashboard to enable actionable insights for Managers.



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

Project commenced with Business Improvement team to improve the current inhouse dashboard solution and roll out to Managers with actionable real-time customer insights.

FINANCIALS - Customer Service

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	1	3	(2)	4	4	4
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1	3	(2)	4	4	4
Expenses from Operations						
Employee Benefits and Oncosts	(2,776)	(2,768)	(7)	(3,763)	(3,763)	(3,791)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(131)	(143)	11	(196)	(181)	(181)
Depreciation and Amortisation	(60)	(60)	-	(95)	(80)	(80)
Other Expenses	-	-	-	-	-	-
Internal Charges	543	543	-	723	723	723
Overhead Allocation	(434)	(434)	-	(578)	(578)	(578)
Total Expenses from Operations	(2,857)	(2,861)	4	(3,909)	(3,879)	(3,907)
Surplus / (Deficit) from Operations	(2,857)	(2,858)	2	(3,905)	(3,875)	(3,903)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,857)	(2,858)	2	(3,905)	(3,875)	(3,903)
Rates and Annual Charges						
Rates and Annual Charges	2,882	2,882	-	3,905	3,905	3,905

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$2,856,765) is lower than forecast by \$1,652 at the end of the quarter.

Total Income from Operations of \$672 is lower than forecast by (\$2,190).

Total Expenses from Operations of (\$2,857,437) are lower than forecast by \$3,843.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to increase by (\$27,918) to (\$3,903,201) principally due to the transfer of budget items related to the operation of the Manly Visitor Information Centre.

Corporate Support Services

HIGHLIGHTS

A new generation of plans

In recent months we have worked with our new elected Council to develop a revised suite of plans for integrated planning and reporting. The Community Strategic Plan 2040 (CSP) captures our community's long-term vision, goals and aspirations for the area. This has been revised following extensive research on our community's views, and feedback from a CSP Discussion Paper that was exhibited in February. The CSP is supported by a revised Resourcing Strategy which sets out our 10-year plans for finances, assets and workforce. What Council plans to deliver to our community over the next four years is then set out in the revised Delivery Program, and annual Operational Plan with the Budget.

These will be on public exhibition during May, with opportunities for more information and feedback online and at public Information Sessions. The Have Your Say page will also include a projects map, fact sheets and videos outlining what Council plans to deliver for our community.

Securing grants

Council was successful in securing \$3,113,763 from the NSW Government to undertake three high priority projects and one community event. The funding is for:

- \$2,836,664 for road resheeting from the Local Roads and Community Infrastructure Program
- \$2,500 for NSW Small Business Month, running workshops to empower small businesses
- \$72,000 from Department of Education, for Community Grants Early Childhood Education Programs at eight children's centres
- \$202,599 from the Crown Reserves Improvement Fund Program to assist with weed removal works at Wakehurst Parkway, Harbord Lagoon, Griffith Park, Jamieson Park, Beeby Park and Allenby Park.

COVID-19 support continues

Council continued to provide assistance to ratepayers experiencing difficulty in paying their rates due to financial hardship, recognising the ongoing impacts of the COVID-19 pandemic on ratepayers. The overall support package included an extension in fee waivers for outdoor dining permits for a further three months to 30 June 2022.

Improving online services

We have introduced more online services for customers. Customers can now make payments online for Pre-lodgement, as well as applications for placing building materials on footpaths. We also launched Community Bike Connections, an online webmap promoting safe bike trips within the Northern Beaches.

A rates enquiry tool was launched on Council's website, providing customers with the ability to see details of Council rates and charges for the current financial year and up to four prior financial years for any property. This tool is available on the [Rates FAQs](#) page of our website.

Effective tools for staff

We continue to provide new and improved ways of working for Council staff. This also provides a better experience for our customers using our processes and tools, such as:

- improved and streamlined business processes for the construction and maintenance team
- business improvements made to the DA processes which has led to streamlining and the automation of invoices
- the ability for Rangers to receive customer requests outside of business hours, on weekends and public holidays.
- updated Council's Document Management solution (TRIM) and InfoCouncil for meetings.

To improve our IT security, Council has become a partner with the Australian Cyber Security Centre, enabling both organisations to share Cyber intelligence. We have also launched Cyber awareness training in collaboration with Cyber NSW for all Council staff through e-learning.

Improving customer outcomes

Council continues to implement the Inspiring Great New Ideas Towards Excellence (IGNITE) program. Over 723 (54% of staff) have completed training in Business Excellence, with this learning being further enhanced by quarterly meetings of our collaborative 'Community of Practice'.

We have now completed the 'Inspiring Staff' series, where 27 inspirational staff shared their stories about how they contribute to making the Northern Beaches a great place to live and work. A similar new program profiling Inspiring Teams has now commenced,

Council implemented and registered an additional 16 improvements this quarter, bringing the total to date of 255 improvements across all teams. Recent highlights include:

- adding the locations of CCTV camera to our Spatial Information System
- opening the Dee Why Strand as a Shared Spaces initiative
- developing a grants software training program and hosting a grant writing webinar for the community
- developing an easy-to-read version of the Better Together Strategy, for those living with a disability.

Staff welfare and recognition

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. The Omicron variant resulted in an increased number of cases amongst staff Council, especially in the first 6 weeks of 2022, prompting a greater focus on managing the impact. Our Working Remotely Guidelines for staff were also released which enables teams to be effective when mixing workplace and remote working arrangements.

We launched our staff wellbeing program 'Thrive'. This is a priority to our Executive and managers, an approach which supports physical and mental wellbeing, positive connections and improving our working environment.

Our Making a Difference program continues to spotlight and recognise staff members that are going above and beyond in their day-to-day role. During the quarter, this has included 399 'Thank You' messages, 132 'Above and Beyond' awards and 10 'Leading the Way' nominations to 48 staff.

Performance measures – Corporate Support	Target	September quarter	December quarter	March quarter
Correspondence replied to within 10 working days	90%	96%	95%	92%
Operational projects on schedule	80%	91%	89%	89%
Capital projects on schedule	80%	96%	83%	77%*
Quarterly, annual and statutory reports submitted to Council on time	100%	100%	100%	100%

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

Notes on results:

* The majority of projects have been delayed by COVID-19, storm events or persistent wet weather.

OPERATIONAL PROJECTS

Key: ✔ Complete 🔄 Progressing ! Behind schedule

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

The December Quarter report on the Operational Plan 2021/22 was presented to the February Council meeting, and is available on Council's website. The March Quarter report and Budget review will be presented to Council at the May Council meeting.

Review the Community Strategic Plan - Executive Manager Strategy & Performance

The Community Strategic Plan (CSP) Discussion Paper was out for community feedback in February 2022, and 55 submissions were received. A Community Engagement Report will be presented to Council in April 2022. Briefings and workshops with Councillors were held in February and March on the Integrated Planning and Reporting framework, including the CSP. The draft CSP will be presented to Council in April for endorsement to go on exhibition.

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

Council has held several workshops on the development of the Delivery Program 2022-2026 and the community priorities for the coming term. These ideas have been incorporated into the draft Delivery Program and Operational Plan 2022/23, which will be presented to Council in April for public exhibition.

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

The draft Asset Strategy, Policy and Management Plan have been reviewed by Strategic Asset Management Panel. These are being presented to Council in the April meeting for public exhibition.

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

A revised the Long-Term Financial Plan is being developed and will be presented to Council in the April meeting for public exhibition. Monitoring of Council's long-term financial sustainability is ongoing, including the impact of the COVID-19 pandemic and recent storms lockdown.



Review and update the Workforce Plan - Executive Manager Human Resources

The revised Workforce Management Strategy was reviewed by key stakeholders and the staff Consultative Committee. It has now been approved by the Executive and will be presented to Council in the April meeting for public exhibition.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

IT improvements



IT Infrastructure - new works - Chief Information Officer

Hardware order placed and waiting for the delivery. With supply chain delays the estimated delivery is in 2-3 months



IT Software – new works - Chief Information Officer

Deployment of the Optimo booking system for Community Centres online bookings is scheduled for 29 April, with Go Live to the public on 2 May. Currently in user acceptance testing phase. Training is scheduled for the Bookings Team and Customer Service.

Development is in progress for Parks and Recreation online bookings.



Smart Beaches - Chief Information Officer

Project is complete, with licence and annual maintenance agreement in place.



IT Infrastructure replacements - Chief Information Officer

End of Life hardware replacements are in progress.



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

The build and deployment of replacement laptops and mobile devices continues in line with the planned budget.

Phase one of upgrading of the Council Chambers audio-visual infrastructure is complete. Phase Two, to simplify the technology and support provided, is behind schedule due to the availability of resources and network switches. Phase Three, replacing other related assets, will continue over to next financial year.

FINANCIALS - Corporate Support Services

Income and Expenditure Statement

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	398	379	18	451	490	507
Investment Fees and Revenues	709	636	73	898	1,823	1,960
Other Revenues	199	323	(124)	382	374	278
Grants and Contributions - Operating Purposes	2,451	2,298	153	6,006	6,006	6,150
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,757	3,637	120	7,738	8,694	8,896
Expenses from Operations						
Employee Benefits and Oncosts	(17,072)	(16,644)	(428)	(21,642)	(22,437)	(22,335)
Borrowing Costs	(630)	(648)	18	(864)	(864)	(844)
Materials and Services	(9,934)	(10,695)	762	(13,526)	(16,572)	(16,164)
Depreciation and Amortisation	1,930	2,180	(250)	(933)	(792)	(792)
Other Expenses	(0)	(2)	1	(2)	(2)	(2)
Internal Charges	397	397	-	527	528	528
Overhead Allocation	18,666	18,666	-	24,888	24,888	24,888
Total Expenses from Operations	(6,643)	(6,745)	103	(11,552)	(15,251)	(14,721)
Surplus / (Deficit) from Operations	(2,886)	(3,109)	222	(3,814)	(6,557)	(5,825)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	7,689	5,923	1,766	6,123	7,225	13,818
Surplus / (Deficit) from Operations including Capital Grants and Contributions	4,803	2,815	1,988	2,309	667	7,993
Rates and Annual Charges						
Rates and Annual Charges	52,442	52,477	(35)	11,755	11,975	11,975

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$2,886,163) is lower than forecast by \$222,438 at the end of the quarter.

Total Income from Operations of \$3,756,536 is higher than forecast by \$119,654.

Investment Fees and Revenues are higher by \$72,988 as a result of increased interest earnings on funds invested.

Other Revenues are lower by (\$124,179) as a result of a lower debt recovery costs.

Grants and Contributions for Operating Purposes are higher by \$152,666 as a result of a higher Financial Assistance Grant being received.

Total Expenses from Operations of (\$6,642,699) are lower than forecast by \$102,784.

Employee Benefits and Oncosts are higher by (\$427,946) as a result of realignment expenses and the timing of project resourcing.

Materials and Services are lower by \$761,567 as a result of lower expenditure on HR programs, legal costs, postage and stationery offset by the timing of ICT expenditure.

Depreciation and Amortisation are higher by (\$250,207) as a result of timing differences associated with the capitalisation of new assets.

Grants and Contributions for Capital Purposes are higher by \$1,765,952 as a result of increased development contributions received.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by \$732,100 to (\$5,825,140) principally due to reductions in planned HR and ICT expenditure, the increased Financial Assistance Grant receipt and increased Investment Revenues.