

March 2024 Quarterly Report on service performance –

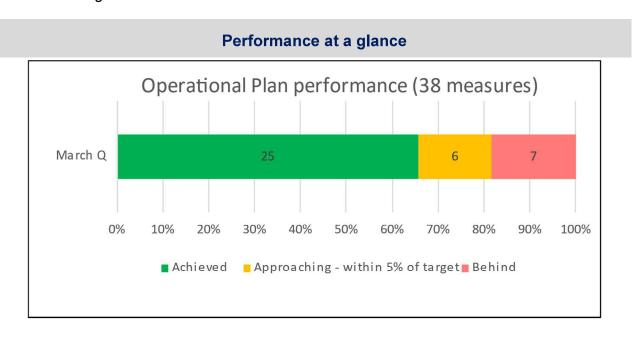
Implementing the Operational Plan 2023/24

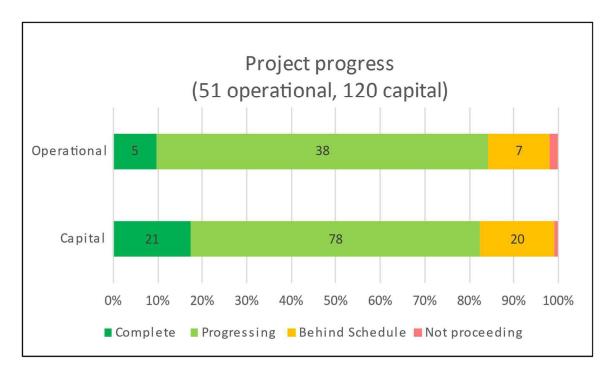
Executive summary

This is a report on progress in implementing the Operational Plan 2023/24 for the quarter ending 31 March 2024. It is structured by the four sustainability elements – environmental, social, economic, and civic - with a total of 16 key services. This report details each service's highlights, progress of projects, and the performance of services and finances. An overview of progress and performance is below.

Of the 171 projects, 83% were either progressing or completed (comprised of 84% of operational and 83% of capital projects). Council's target is for 80% of all projects to be completed or progressing on schedule by 30 June 2024. In total, 26 projects have been completed.

Results for 38 performance measures are included. Overall 82% of targets were met or approaching, and 18% were behind target.





CONTENTS

Executive summary	2
ENVIRONMENTAL	4
Environment and Sustainability	4
Waste and Cleansing	16
Kimbriki Resource Recovery Centre	21
SOCIAL	26
Community, Arts and Culture	26
Children's Services	33
Library Services	38
Strategic Land Use Planning	44
Development Assessment	49
Environmental Compliance	52
Parks and Recreation	56
ECONOMIC	66
Economic Development, Events and Engagement	66
Transport Traffic and Active Travel	71
Property and Facilities	82
CIVIC	89
Customer Service	89
Governance and assurance services	93
Corporate Support Services	96

ENVIRONMENTAL

Environment and Sustainability

HIGHLIGHTS

Biodiversity

Staff participated in surveys for the Urban Rewilding - Australian Research Council - linkage grant project with University of Sydney. The project has collected a total of 800,000+ pictures during the first stage. Pictures are now being uploaded into Wildlife Insights, an AI tool to help with tagging and identification of pictures. All 45 cameras will be retrieved at the end of April after deployment with meat baits and it is expected that a similar number of pictures will have been captured. Species captured to date have included native and introduced species.

Other progress during the quarter:

- Continued development of the Northern Beaches LEP and DCP program, with focus on the C-zones pilot project.
- Continued assessment of development applications involving bushland and biodiversity with over 187 development application referrals completed and eight development application pre-lodgements completed.
- Provided advice and comment on a number of internal and external projects including TfNSW Wakehurst Parkway Upgrades and Flood Mitigation project, the Parks for People project at Nandi Reserve in Frenchs Forest, and the environmental impact assessment undertaken as part of the updated Plan of Management for South Mona Vale Beach.
- Staff attended a training session on Practice & Procedures in the New South Wales Land & Environment Court Class 1 Appeals presented by Lindsay Taylor Lawyers.
- Completed a draft Review of Environmental Factors (REF) for installation of an artificial nest platform at Hitchcock Park to provide supplementary breeding habitat for the threatened Eastern Osprey.
- Staff updated the Guideline detailing the Biodiversity Requirements for Development applications. The Guideline assists applicants to determine the biodiversity assessment requirements for applications.
- Staff responded to 19 native animal community enquiries, 49 weed enquiries and 43 vertebrate pest enquiries.
- Staff helped organise and attended a Weeds Round Table Forum with community stakeholders from across the Northern Beaches.
- Undertook 272 priority weed inspections on public and private property.
- Removed three foxes and 63 rabbits.

Bushland management

Bushland restoration projects underway included revegetation and weed control in reserves including Coronation Reserve, Careel Bay, Catalpa Reserve, North Mona Vale Headland, Deep Creek Reserve, Kundibah Reserve, Kywong Road Reserve, Algona Reserve, Porter Reserve, Winnererremy Bay dog park, and Clareville foreshore reserve. Council also completed Crown Reserve Improvement Fund Grant funded projects at Middle Creek Reserve, Jamieson Park, and Lake Park. Condition mapping for over 120 reserves has been completed. Unauthorised

encampments at Careel Bay, North Mona Vale Headland, and Nareen wetland have been removed to prevent impact on bushland areas.

Progress during the quarter also included:

- Works to restore endangered ecological communities including bush regeneration across 180 sites.
- 280 local native plants were planted as part of scheduled revegetation and canopy enrichment across our contract areas.
- Responded to 179 customer requests, primarily in relation to vegetation management, hazardous trees and weed control, noting the recent increase in bushfire related requests during the summer season.

Bush fire management

During this quarter, favourable weather conditions allowed two prescribed burns to be completed on Council land. These burns have seen approximately two hectares of Council bushland subject to hazard reduction, protecting 113 nearby properties, as well as achieving important ecological outcomes. Another 15 priority Council sites are prepared and awaiting fire agencies to undertake the controlled burns, with Council finalising preparations at three other priority sites.

Council's contractors have been working on maintaining the Asset Protection Zone (APZ) network throughout the fire season. Second quarter maintenance works have been completed on all priority APZs in addition to 110 priority sites completed in the third quarter. Council's contractors are now finalising any remaining priority sites from the third quarter and looking to commence fourth quarter maintenance in April. To support both ongoing APZ works and the hazard reduction burning program, Council recently received an additional \$10,000.00 (ex GST) in grant funding through programs administered by the NSW Rural Fire Service (RFS). This has brought total bush fire grant allocations this financial year to \$1,404,700 (ex GST).

Council has been continuing to target maintenance works on the fire trail network to ensure that any trails which cross Council land are open and accessible for firefighters during the fire season. Council has undertaken maintenance works to six trails throughout Great Mackerel Beach, Ingleside, Forestville, Frenchs Forest, Cromer, Belrose and Duffys Forest, and further works are planned throughout Manly Dam. Council is as always working closely with the RFS and the Bush Fire Management Committee (BFMC) to seek grant funding support to initiate upgrades to the network throughout Elvina Bay in accordance with the BFMC Fire Access & Fire Trail Plan.

Corporate sustainability and climate change adaptation

Council has over 40 solar panel installations across its facilities with a capacity over 900kw. During the last quarter, work has progressed to install a solar monitoring system across Council owned and operated larger sites to better manage and monitor these systems. Currently, approximately half of these systems have been onboarded to the central monitoring solution with the remaining to be completed this financial year.

Council has been investigating options to transition away from fossil-based fuels. This includes developing a plan to transition our facilities away from gas and commencing the implementation of some of these works as the opportunities have arisen over the last quarter. (eg: when appliances fail and need replacing).

Community Sustainability & Education

Our Environment Centres at Manly and Narrabeen hosted nearly 2,500 school students during the Term 1, with the Kids on the Coast program proving ever popular with over 170 children attending the vacation programs focusing on nature-based education. The team also facilitated preschool programs and additional events including Senior's week, nature journaling, rock platform tours, birding walks and Earth Hour night walk. The Eco Schools grants are currently open for 2024.

We continue to partner with Kimbriki and Narrabeen Sports High to find solutions to their waste issues through composting and other innovative initiatives.

Environmental volunteering continues with over 290 active dedicated Lagoon, Creek, Dune and Bushcare volunteers contributing their time and skills to improve our reserves and natural areas, with 60 sites now operational across the beaches and groups meeting 364 days of the year.

The Friends of Cabbage Tree Bay continue to educate the community every weekend about what is to be found below the water and appropriate behaviour above the water in Cabbage Tree Bay Aquatic Reserve, and we aim to create a new group with similar aims at Long Reef Aquatic Reserve.

Much of the Community Sustainability team's energy was placed into promoting the 100% Renewables PPA for businesses whilst also resourcing the community education Charge Ahead programs around solar, energy, EVs and batteries. We are developing a Memorandum of Understanding for community groups and planning is also underway for the Net Zero Expo to be held at Narrabeen Tramshed and Berry Reserve on 2 June this year.

Stormwater and floodplain

Floodplain Management:

- Narrabeen Lagoon Entrance Clearance 2023 Works were completed in December 2023 and currently the Post Completion Report is being finalised. A grant application has been submitted for the 2025 clearance works.
- Manly Dam Scour Valve Review Report has been finalised.
- Flood Information Tool improvements is complete and a FLASH Forecasting Tool has been developed.
- Planning and design is continuing for the Birdwood Dune reshaping and revegetation project.
- A project working group has been established for the Middle Harbour Flood Study.
- Flood controls related to Climate Change are being developed for the DCP.

Stormwater Operations:

- The number of open stormwater investigation customer requests has been trending downward since the 2022 storms, with 104 currently open and 32 being received during March.
- Multiple pipeline rectification and pit remediation packages completed across the LGA. CCTV investigations of very poor conditioned assets completed across the LGA.
- Stormwater outlet reconstruction works at Yachtsmans Paradise, Newport is currently underway.

In relation to Stormwater Design and Delivery, The Planned Renewal program is on schedule. Projects are in various stages of delivery with 67% of the programme budget expended and another 31% committed in purchase orders. The Planned New program is currently behind schedule. Projects are in various stages of planning and delivery with 33% of the programme budget expended and another 67% committed in purchase orders. This is largely due to a projects

backlog from the previous financial year and staff vacancies. Forecasts for the remainder of the financial year have been revised accordingly.

Project highlights:

- Garden Street and Powderworks Road major culvert upgrades completed successfully at a significant and busy intersection in Narrabeen.
- 91 North Steyne Stormwater upgrade works construction works commenced in late
 March and are expected to take three weeks to complete.
- Pipe remediation all planned relining packages have been awarded and are progressing well with remaining works expected to be delivered by June.
- Marine Parade short term upgrade works completed.
- Whale Beach temporary renewal works completed.
- Freshwater Beach Outlet construction tender is being developed for the pipework renewal.
- Darley Road, Manly geotechnical investigations and assessments completed to inform detailed designs.
- Tristram Road, Beacon Hill preferred consultant selected with contract expected to be awarded imminently following negotiations of terms and conditions.
- Willandra Road, Cromer construction works tender preparation in progress, having obtained Sydney Water Building Plan approval and completed detailed design.
- Surf Side Avenue, Avalon contract awarded with works planned to commence in mid-April, weather permitting.
- Catchment studies Several catchment studies are underway to investigate stormwater overland flooding improvement options at various location including Palmgrove Road Avalon, Killawarra Road Duffy's Forest, and North Harbour, Balgowlah.

Coast and Catchments

The tender documentation for the construction of the rock revetments at Stuart and Ramsey Streets have been issued for quotation. Construction is anticipated to commence towards the end of this or early next financial year, however is dependent on the progress of the adjoining private works south of Ramsey Street.

For the 12th consecutive year, the water quality monitoring program is continuing. This program informs the estuarine health of Pittwater and our coastal lagoons, building a valuable record to help better manage them.

Other progress:

- Council is continuing with the development of a number of coastal management programs (CMPs) that establish the long-term strategy for the coordinated management of our coastal environments. CMPs currently being prepared include:
 - Open Coast and Lagoons.
 - o Collaroy-Narrabeen Beach
 - Sydney Harbour Catchment, and
 - o Hawkesbury-Nepean Catchment.

- Council continues to work with residents regarding their development applications and private construction works for permanent protection at Collaroy-Narrabeen beach.
- Continued development of the Northern Beaches Conservation Zone review, LEP and DCP program.
- Preparation of a Catchment Rehabilitation Plan that aims to improve water quality, reduce litter and single use plastics, improve natural waterways, enhance sustainable recreation and enjoyment, manage risk and compliance and deliver research, collaboration and innovation.
- Collaborating with Sydney Institute of Marine Science to improve marine habitats in Sydney Harbour.
- Partnering with CSIRO to install low-cost AI sensors inside gross pollutant traps to determine when they are approaching capacity and require cleaning, in addition to identifying pollutant types.
- Investigation of sand recycling projects at Currawong Beach.
- Bush regeneration and weed control in dunes, headlands and riparian areas across 93 hectares of bushland.
- Continued assessment of development applications involving coastal and waterway environments and their impact on water quality.

PERFORMANCE MEASURES

Environment and Sustainability - Performance measures	Target	March quarter
Volunteer bushland regeneration (hours)	1,575	1,452*
No. sustainability education events	40	37**
No. invasive pest animals controlled to protect native flora and fauna	125	66
- Workload measures		
Gross pollutants removed from stormwater networks (tonnes)	-	142
No. DA referrals for assessment of environmental controls †	-	363

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

Notes on results:

^{*} a number of volunteer Bushcare groups do not meet in January due to holiday period

^{**} events were slightly reduced in January due to the holiday period

^{***} Vertebrate Pest Program paused since 8 Feb for review.

OPERATIONAL PROJECTS

Key:





Complete Progressing



Behind schedule



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

Our Environment Centres at Manly and Narrabeen hosted nearly 2,500 Students during the Term 1, with the Kids on the Coast program proving ever popular with over 170 children attending the vacation programs focusing on nature-based education. The team also facilitated preschool programs and additional events including Seniors week, nature journaling, rock platform tours, birding walks and Earth Hour night walk. The Eco Schools grants are currently open for 2024.

We continue to partner with Kimbriki and Narrabeen Sports High to find solutions to their waste issues through composting and other innovative initiatives.

Environmental Volunteering continues with over 290 active dedicated Lagoon, Creek, Dune and Bushcare volunteers contributing their time and skills to improve our reserves and natural areas, with 60 sites now operational across the beaches and groups meeting 364 days of the year.

The Friends of Cabbage Tree Bay continue to educate the community every weekend about what is to be found below the water and appropriate behaviour above the water in Cabbage Tree Bay Aquatic Reserve, and we aim to create a new group with similar aims at Long Reef Aquatic Reserve.

Much of the Community Sustainability Team's energy was placed into launching and promoting the 100% Renewables power purchase agreement for businesses whilst also resourcing the community education Charge Ahead programs around solar, energy, electric vehicles and batteries. Planning has also begun in earnest for the Net Zero Expo to be held at Narrabeen Tramshed.



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

Transport for NSW Wakehurst Parkway Improvement Project

During this quarter, Council has been working with Transport for NSW (Transport) on its Review of Environmental Factors and associated design gueries. Council has also been working with Transport on agreements between the two parties to provide an integrated approach across the now ~\$100 million in projects throughout the corridor.

Oxford Falls Road West Causeway

Council has undertaken site investigations including survey, services location, geotechnical and contamination investigations at Oxford Falls Road West Causeway. Council is progressing the design and construct package to take to market, and will undertake consultation on two draft options.

Wakehurst Parkway at The Bends

Council is working on refining the identified options for The Bends including the completion of asset investigations and survey, and is progressing investigations into the approval pathways for the creek restoration works, and new infrastructure under and beside the

roadway. The design and construction of works in this location will require a high degree of engagement and support from Transport given the likely impacts on its assets.

Wakehurst Parkway at the Sydney Academy of Sport

Quotations are being sought for survey, utilities location and geotechnical studies at the Sydney Academy of Sport to help progress the options at this site.



Develop and review flood, bushfire and coastal management strategies and plans - Executive Manager Environment & Climate Change

Flood Risk Management Strategies Plans and Strategy actions update:

- Narrabeen Lagoon Entrance Clearance 2023 Work Post Completion Report is being finalised. Grant application submitted for 2025 Clearance.
- Manly Dam Scour Valve Review Report finalised.
- Flood Forecasting and Warning Project Flood Information Tool improvements completed and FLASH Forecasting Tool developed
- Birdwood Dune Reshaping and Revegetation Project planning and designs continuing
- Middle Harbour Flood Study project working group established
- Flood controls related to climate change being developed

Coastal Management update:

Planning and designs for coastal protection works at Collaroy-Narrabeen beach street ends have progressed including the completion of the community consultation regarding the concept designs for the Ramsey and Stuart Streets road ends. The Review of Environmental Factors has now been approved with works now scheduled to commence. Procurement processes to engage a contractor for the construction stage have also commenced.

Council continues to work with residents regarding their development applications and private construction works for permanent protection at Collaroy-Narrabeen beach.

Council is also developing or partnering in a number of coastal management programs (CMPs) that establish the long-term strategy for the coordinated management of our coastal environments. CMPs currently being prepared include:

- Open Coast and Lagoons
- · Collaroy-Narrabeen Beach
- Sydney Harbour Catchment, and
- Hawkesbury-Nepean Catchment (incl. Pittwater).



Develop and implement a Transition from Gas Plan for Council facilities - Executive Manager Environment & Climate Change

The transition from gas plan for Council facilities is in the final stages of review. The implementation of works to transition from gas to electricity, for example, transitioning hot

water services, space heating and gas cooking appliances, will be undertaken, as a staged approach through the energy savings initiatives capital works program.



Develop a Northern Beaches Recovery Plan - Director Environment & Sustainability

Minor progress since last quarter. Drafting of a Pre-Event Recovery Plan has begun and will continue into the next quarter. Upcoming focus will be to scope potential local disaster recovery governance arrangements, and what internal and external engagement will be required to determine this. Note that the delivery timeframe for this project has been extended to 2025/26.



Develop a catchment rehabilitation plan - Executive Manager Environment & Climate Change

The development of the Catchment Rehabilitation Plan project is continuing with a draft framework created. Field work will commence in the near future to verify catchment condition and value.

CAPITAL PROJECTS

Kev:



Complete



Progressing



Behind schedule

Coastal Protection



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

The Review of Environmental Factors for the road ends of Ramsay and Stuart Streets was approved in December 2023 and has been placed on Council's Have Your Say webpage.

Progress has been affected by the finalisation of minor construction details for the stormwater outlet, and the integration with adjoining private works. Procurement for the construction at these two road ends has commenced with submissions due in April.Pl

Stormwater Program



Planned stormwater new works - Executive Manager Environment & Climate Change

Multiple projects are in various stages of planning and delivery with 33% of the program budget expended and another 67% committed in purchase orders.

Minor new stormwater projects and kerb and gutter projects are progressing well. Several smaller catchment-based investigative works have been combined and will be tendered as larger, combined packages (where practical). Quotation submissions for additional asset capacity inspection packages are due in April.

During this reporting period, the following projects were substantially progressed:

- Beatty Street Balgowlah Heights
- 91 North Steyne Manly
- Willandra Outlet Narraweena
- Surf Side Avenue. Avalon Beach

The program is behind schedule due to resourcing issues, supply chain interruptions, and protrated contract negotiations.



Warriewood Valley Creekline works - Executive Manager Environment & Climate Change

Works are now complete.



Planned stormwater renewal works - Executive Manager Environment & Climate Change

This program is on schedule, with multiple projects in various stages of delivery - 67% of the budget is expended and another 31% committed in purchase orders. Pit and pipe remediation packages are progressing well with significant works completed in Belrose, Elanora Heights, Clareville, Wheeler Heights, Newport, Manly Vale, Bilgola, Collaroy, Dee Why, Balgowlah, Brookvale, and Curl Curl.



Reactive stormwater renewal works - Executive Manager Environment & Climate Change

The reactive stormwater renewal project covers customer requests, emergency works and high risk minor construction works for Council's stormwater assets.

The number of open stormwater investigation customer requests has been trending downward since the 2022 storms, with 104 currently open and 32 being received during March.

Lower than average rainfall is permitting the delivery of various reactive minor works across the LGA, including reactive pipeline relining, pit modification packages, and CCTV investigations.



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

There are a total of 287 Water Quality Devices across Northern Beaches Council LGA. This project manages the renewals of the Gross Pollutant Trap within this group.

Total Waste Removal to date this financial year is 499.76 tonnes.





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

The application for Palm Beach Headland to be designated as an Urban Night Sky Place was finalised with support from National Parks and Wildlife Service and subsequently submitted to DarkSky International for consideration. We are awaiting the outcome of this submission. The project celebrates the night sky and acts as a demonstration site to Greater Sydney of good lighting practices that allow for safe public use.



Energy Savings Initiatives Program - Revolving Energy Fund - Executive Manager Environment & Climate Change

This program of works delivers energy savings initiatives for Council's assets and facilities. During March, the preliminary works to facilitate solar panel installation at Dee Why Library

commenced and quotations have also been sought for energy efficient lighting upgrades at the library. A revised quote has been received for gas hot water system replacement with efficient electric heat pump hot water service at Soldiers Memorial Hall, Manly.



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

This program of works delivers water savings and re-use initiatives across Council's assets and facilities. During March, a site visit for the water audit at Stony Range Botanic Garden was completed and initial water savings opportunities were identified.

FINANCIALS - Environment and Sustainability

Income and Expenditure Statement	Year to date			Annual			
01 July 2023 to 31 March 2024	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	1,724	1,815	(90)	2,293	2,293	2,491	
Investment Fees and Revenues	4	=	4	0	0	0	
Other Revenues Grants and Contributions - Operating Purposes	- 2,573	- 3,951	- (1,378)	- 3,638	- 4,202	- 4,361	
Other Income	-	-	-	-	-	-	
Gains on disposal of Assets		-	-	-	-		
Total Income from Operations	4,301	5,766	(1,464)	5,932	6,496	6,853	
Expenses from Operations							
Employee Benefits and Oncosts	(6,682)	(6,747)	65	(9,516)	(9,395)	(9,389)	
Borrowing Costs	-	-	-	-	-	-	
Materials and Services	(5,673)	(6,242)	569	(9,871)	(10,014)	(10,338)	
Depreciation and Amortisation	(5,293)	(5,293)	-	(7,252)	(7,252)	(7,252)	
Other Expenses	(7,457)	(7,834)	377	(9,358)	(10,158)	(10,158)	
Internal Charges	(2,095)	(2,093)	(3)	(2,797)	(2,797)	(2,797)	
Overhead Allocation	(2,518)	(2,518)	-	(3,354)	(3,357)	(3,357)	
Total Expenses from Operations	(29,719)	(30,726)	1,008	(42,148)	(42,973)	(43,291)	
Surplus / (Deficit) from Operations	(25,417)	(24,961)	(457)	(36,216)	(36,477)	(36,438)	
Income from Capital Grants and Contributions Grants and Contributions - Capital							
Purposes	11	84	(73)	1,566	268	218	
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(25,406)	(24,877)	(529)	(34,651)	(36,210)	(36,220)	
		<u> </u>					
Rates and Annual Charges							
Rates and Annual Charges	26,288	26,289	(1)	36,216	36,216	36,216	

Budget commentary

Year to date actuals

The Total (Deficit) from Operations of (\$25.4)m is higher than forecast by (\$0.5)m at the end of the quarter.

Total Income from Operations of \$4.3m is lower than forecast by (\$1.5)m.

User Charges and Fees are lower by (\$0.1)m.

Grants and Contributions for Operating Purposes are lower by (\$1.4)m due to delays in the receipt of grant funding including the RFS Local Govt Program (\$0.4m) and Collaroy-Narrabeen private works contributions (\$0.4m)

Total Expenses from Operations of (\$29.7)m are lower than forecast by \$1.0m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of vacancies within the service.

Materials and Services are lower by \$0.6m as a result of delayed expenditure on grant funded projects including the RFS Local Govt Program along with the timing of Threatened Species and Floodplain Mitigation expenditure.

Other Expenses are lower by \$0.4m as a result of timing of Collaroy-Narrabeen Coastal Protection Private Works grant expenditure

Grants and Contributions for Capital Purposes are lower by (\$0.1)m as a result of timing of the Collaroy Narrabeen Coastal Protection Public Works grant funding.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to remain at (\$36.4)m. User fees are higher due to increased hoarding permit fees (\$0.2m) and this was offset by increased costs to respond to severe weather in April 2024.

Waste and Cleansing

HIGHLIGHTS

Council adopts the Waste and Circular Economy Strategy 2040.

In March Council endorsed the Waste and Circular Economy Strategy 2040 - Rethink. Reduce. Reuse sending a strong message that the Northern Beaches will be shifting to a circular approach to waste management aimed at retaining the value of resources for as long as possible in order to benefit the environment, local business, and residents.

This strategy represents a new approach to waste management, emphasising the importance for us all to rethink our actions to reduce waste via reuse, repair and recycling which are the key pillars of our environmental agenda.

The new strategy focuses on five directions, each with supporting actions, these are,

- Eliminating waste
- Easy to use waste service
- Tackling priority waste
- Green and clean environment
- Council leading the way.

The strategy was informed by extensive research and consultation over a 12-month period with the local community, external stakeholders, expert consultants, the Environment Strategic Reference Group and Council staff.

Actions to Support the Waste Strategy - Circular Economy Hub - Reuse and Repair Direction 1 of the strategy provides a target to provide a convenient and accessible Northern Beaches circular economy hub is in operation for the benefit of the local community by 2030 to increase:

- Reuse, repair and recycling locations, events and/or online networks
- The range of items which can be locally reused, repaired and recycled.

To support this, Council is engaging a consultant to complete an Options and Feasibility Study for Reuse and Repair Hub which will commence in April.

The waste education team have delivered a broad program of events to support Council's new strategy and to activate a local circular economy including second-hand markets at Dee Why and Avalon and collection days for polystyrene packaging at Kimbriki. At the two polystyrene collection events over 167 bulk bags were collected from 636 cars.

Four local schools attended excursions at Kimbriki Resource Recovery Centre along with 36 senior citizens as part of the National Seniors Week festival.

78 community clean up groups were registered as part of Clean Up Australia Day with over 1,000 volunteers registered.

Two Keeping Backyard Chickens' workshops were held along with our first learning to mend using a sewing machine – beginners' course. Both workshops are aimed to promote a circular approach to waste management.

Waste Service provision

Domestic waste collection continued through the busiest period for waste generation and collection during January and February both from homes and in public place litterbins. These services continue through all public holidays and public place litterbins are also emptied every Saturday and Sunday. Council's litterbin renewal project continued with the replacement of old bins with new enclosures in line with the Public Space Vision and Urban Design Guidelines.

Cleansing Services

Street Sweeping In-house Transition

The in-house transition for the Manly area is complete. After the initial break-in period, the service is now fully incorporated in-house, operated by Cleansing's own operators and the vehicle is owned and serviced by Council. There have been no major interruptions to the service since the transition, as schedules have been adhered to as to pre-transition level.

Graffiti Removal and Bus Shelter

In Council's November 2023 meeting, Cleansing Services was endorsed to enter into a negotiation with its incumbent Graffiti Removal and Bus Shelter service provider, UMS. The objective of the negotiation was to seek value for money service without sacrificing the core service provision on both services. Cleansing Services was engaged in the negotiation with UMS between January 2024 and March 2024. It was anticipated that the outcome of the negotiation would reach fruition in early April.

PERFORMANCE MEASURES

Performance measures – Waste and Cleansing	Target	December quarter
No. participating in education events on waste and circular economy solutions	1,000	4,318
Reports of missed waste collection and litterbin services	< 0.5%	0.18%

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

OPERATIONAL PROJECTS

Key: Complete Progressing Behind schedule



A Food and Garden Organics Project Lead commenced work in March. Council's new

Waste and Circular Economy Strategy was adopted by Council at the March 2024 Council meeting. A major focus of the strategy is the recovery of food waste.



Deliver education campaigns to maximise resource recovery from domestic waste, cleansing and litterbin service - Executive Manager Waste Management & Cleansing

The waste education team have delivered a broad program of events to support Council's new waste strategy and to activate a local circular economy including second-hand markets at Dee Why and Avalon and collection days for polystyrene packaging at Kimbriki. At the two Polystyrene collection events more than 167 bulk bags were collected from 636 cars.

Four local schools attended excursions at Kimbriki Resource Recovery Centre along with 36 senior citizens as part of the National Seniors Week festival.



Finalise and implement a new long-term waste and circular economy strategy - Executive Manager Waste Management & Cleansing

The Waste & Circular Economy Strategy was adopted by Council at the March 2024 Council meeting.

A number of projects have commenced including food organics recovery, recovery options for material from bulky goods cleanup and investigation into the feasibility of a reuse and repair hub.



Promote innovative opportunities for the community to recycle a broad range of recoverable waste types - Executive Manager Waste Management & Cleansing

Direction 1 of the waste strategy provides a target to provide a convenient and accessible Northern Beaches circular economy hub in operation for the benefit of the local community by 2030 to increase range of items which can be locally reused, repaired and recycled. To support this Council issued an RFQ tender for an Options and Feasibility Study – Reuse and Repair Hub which closed on the 15 February 2024. The project is due to commence. Council also held second-hand markets at Dee Why and Avalon and collection days for polystyrene packaging at Kimbriki. At the two Polystyrene collection events held over this period over 167 bulk bags were collected from 636 cars.

Council has also been investigating options to recover more recyclables from bulky goods collection and will go to the market to seek the best options.

CAPITAL PROJECTS

Kov.



Complete



Progressing



Behind schedule

>

Waste and Cleansing

Public place bin enclosures - Executive Manager Waste Management & Cleansing

Installation of bin enclosures (focus in Manly) commenced in March.

FINANCIALS - Waste and Cleansing Services

Income and Expenditure Statement	Year to date			Annual		
01 July 2023 to 31 March 2024	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	37	45	(7)	60	60	60
Investment Fees and Revenues	100	37	63	50	50	50
Other Revenues Grants and Contributions - Operating Purposes	414 283	488 156	(74) 127	650	650 207	650 207
Other Income	200	-	121	_	207	201
Gains on disposal of Assets		_	_	_	_	_
Total Income from Operations	835	726	109	759	966	966
Total income from Operations	0ა၁	720	109	759	300	900
Expenses from Operations						
Employee Benefits and Oncosts	(7,087)	(6,741)	(346)	(8,876)	(9,309)	(9,659)
Borrowing Costs	(158)	(155)	(3)	(206)	(206)	(206)
Materials and Services	(37,674)	(40,253)	2,579	(54,568)	(53,981)	(52,311)
Depreciation and Amortisation	(2,036)	(2,036)	(0)	(2,715)	(2,715)	(2,715)
Other Expenses	-	(2)	2	(16)	(6)	(6)
Internal Charges	(2,481)	(2,481)	(0)	(3,226)	(3,316)	(3,329)
Overhead Allocation	(1,415)	(1,415)	-	(1,885)	(1,887)	(1,887)
Total Expenses from Operations	(50,851)	(53,082)	2,231	(71,493)	(71,421)	(70,114)
Surplus / (Deficit) from Operations	(50,016)	(52,356)	2,340	(70,733)	(70,455)	(69,148)
Income from Capital Grants and Contributions Grants and Contributions - Capital						
Purposes Surplus / (Deficit) from Operations including Capital Grants and		- _	-	-	<u>-</u>	_
Contributions	(50,016)	(52,356)	2,340	(70,733)	(70,455)	(69,148)
Rates and Annual Charges						
Rates and Annual Charges	67,349	67,472	(123)	70,733	70,733	70,733

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$50.0)m is lower than forecast by \$2.3m at the end of the quarter.

Total Income from Operations of \$0.8m is higher than forecast by \$0.1m.

Other Revenues are lower by (\$0.1)m due to lower than anticipated recycling income to date from the container deposit scheme.

Grants and Contributions for Operating Purposes are higher by \$0.1m.

Total Expenses from Operations of (\$50.9)m are lower than forecast by \$2.2m.

Employee Benefits and Oncosts are higher by (\$0.3)m due to the impact of remeasuring the Employee Leave Entitlements provision within the context of falling Commonwealth bond rates and adjustments made to cover an increase in casuals and shift penalties due to ongoing vacancies.

Materials and Services are lower by \$2.6m primarily due to lower than anticipated tonnages in general waste, bulky goods, recycling and vegetation and the delayed commencement of some waste projects.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$1.3m to (\$69.1)m principally due to lower than forecast waste tonnages collected along with an extension to 1 September 2024 of the exemption of mixed waste organic outputs from the EPA's Waste Levy.

Kimbriki Resource Recovery Centre

HIGHLIGHTS

Over 102,000 vehicles visited the Kimbriki site in the March quarter averaging over 1,100 vehicles per day. The site received over 20,000 tonnes each of demolition material and garden vegetation which are processed into a range of products for reuse. Over 7,000 tonnes of material from yellow and blue bins was received and sent for processing and recycling by our partners. Over 3,500 customers took advantage of Kimbriki's free drop off for Household Problem Wastes such as ewaste, clothing, motor oil, paint, batteries, toys and clothing.

Kimbriki commissioned an audit of mixed waste received during the quarter which will provide valuable information on materials that could be mechanically recovered from mixed waste for recycling.

The Kimbriki Eco House and Garden held its inaugural professional development day targeted at early childhood educators. The event was sold out several weeks in advance and due to the wait list that has developed, a second event has been scheduled for later in the year.

As part of NSW Seniors Festival Kimbriki hosted a group of seniors on behalf of Council. The group were given a guided tour of The Hub, the Eco House and Garden the various areas of the site processing and recycling waste.

PERFORMANCE MEASURES

Performance measures – Kimbriki	Target	March quarter
Total waste from all sources diverted from landfill onsite	82%	82.4%
Waste diverted from landfill in the Mixed Waste section onsite from all sources	10%	6.5%*

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

Notes on results:

^{*} Kimbriki Environmental Enterprises (KEE) has reached saturation point for manual recovery from mixed waste due to WHS concerns and increases in vehicle activity at the transfer station. Focus is providing incentive for source separation. Investigations into construction of a Landfill and Resource Recovery Facilities (LRRF) continue.

OPERATIONAL PROJECTS

Key:



Complete



Progressing



Behind schedule



Improve on-site systems for more efficient separation of recoverable waste loads - Executive Manager Waste Management & Cleansing

Contract Negotiations are in progress with preferred engineered timber tenderer.



Research and develop improved resource recovery for specific waste types, consistent with the endorsed annual Business Plan - Executive Manager Waste Management & Cleansing

Audit of mixed/bulky waste at Kimbriki completed and report provided to Council to help inform the approach to recovering different recyclables.



Develop and improve waste avoidance, reuse, and repair initiatives to enhance social enterprise opportunities - Executive Manager Waste Management & Cleansing

Various Hub activities to promote reuse and repair. Negotiating with supplier to provide Vertical Garden display for installation on site to demonstrate reuse of polystyrene collected at Council collection events.

CAPITAL PROJECTS

Kimbriki improvements



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

Construction complete.



Kimbriki gas capture system - Executive Manager Waste Management & Cleansing

Construction of four new wells underway.



Kimbriki future cell development - Executive Manager Waste Management & Cleansing

Construction Complete.



Kimbriki vehicles - Executive Manager Waste Management & Cleansing

All Purchases complete.



Kimbriki renewal program - Executive Manager Waste Management & Cleansing

Construction of new surface water drainage system underway for northern corner below weighbridge D.

Kimbriki improvements



Kimbriki other - Executive Manager Waste Management & Cleansing

Replacement of Office Equipment as needed.

FINANCIALS - Kimbriki Resource Recovery Centre

Income and Expenditure Statement		Year to date			Annual	
01 July 2023 to 31 March 2024	YTD Actual	YTD Forecast	YTD Variance	Annual Budget	Approved Forecast	Current Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	29,672	29,637	35	38,982	39,161	39,196
Investment Fees and Revenues	29,072 866	29,037 818	48	675	1,072	1,120
					,	,
Other Revenues Grants and Contributions - Operating Purposes	3,132	2,926	206	3,852	3,839	4,045 -
Other Income	209	210	(1)	274	277	276
Gains on disposal of Assets	6	8	(2)	-	8	6
Total Income from Operations	33,885	33,599	286	43,783	44,357	44,642
•		•		•	•	<u> </u>
Expenses from Operations						
Employee Benefits and Oncosts	(3,671)	(3,765)	94	(5,345)	(5,150)	(5,056)
Borrowing Costs	(1,513)	(1,550)	38	(2,025)	(2,088)	(2,088)
Materials and Services	(14,908)	(14,963)	54	(19,658)	(19,690)	(19,597)
Depreciation and Amortisation	(2,598)	(2,593)	(5)	(3,784)	(3,513)	(3,518)
Other Expenses	(7,575)	(7,730)	155	(10,315)	(10,309)	(10,154)
Internal Charges	-	-	-	-	-	-
Overhead Allocation		-	-	-	-	
Total Expenses from Operations	(30,265)	(30,601)	337	(41,127)	(40,750)	(40,414)
Surplus / (Deficit) from Operations	3,620	2,998	622	2,656	3,606	4,229
Income from Capital Grants and Contributions Grants and Contributions - Capital Purposes		-	<u>-</u>	-	-	
Surplus / (Deficit) from Operations including Capital Grants and Contributions	3,620	2,998	622	2,656	3,606	4,229
Rates and Annual Charges						

Rates and Annual Charges

Budget commentary

Year to Date Actuals

The Total Surplus from Operations of \$3.6m is higher than forecast by \$0.6m at the end of the quarter.

Total Income from Operations of \$33.9m is higher than forecast by \$0.3m. Other Revenues are higher by \$0.2m due to higher than budgeted income received from Australian carbon credit units (ACCUs).

Total Expenses from Operations of (\$30.3)m are lower than forecast by \$0.3m. Employee Benefits and Oncosts are lower by \$0.1m as a result of reductions in staff headcount. Materials and Services are lower by \$0.1m as a result of lower processing costs of vegetation and comingled materials in line with the lower inbound tonnages.

Other Expenses are lower by \$0.2m as a result of lower than expected EPA levies due to lower net volumes of leviable material received during the period.

Annual Forecast

For the full financial year, the Total Surplus from Operations is forecast to increase by \$0.6m to \$4.2m recognising the YTD variance between the actual result and the previous forecast.

SOCIAL

Community, Arts and Culture

HIGHLIGHTS

Socially Sustainable Northern Beaches

Public exhibition of the draft Multicultural Inclusion Plan – Championing Diversity occurred in January and February. Over 130 individual submissions were received, and a Community Engagement Report has been written reporting on key findings. The draft plan is being amended to reflect the feedback received and will be presented to Council in the next quarter seeking adoption.

Community Centres

In January 2024 the Nelson Heather Centre was permanently closed to make way for the new Warriewood Community Centre that will be built on that site. Works commenced on 1 April and it is anticipated the new centre will be completed in late 2025.

The Narrabeen Seniors Club along with other community groups have been relocated to other community centres, while the new centre is being built.

Council held community information meetings on 7 March to inform local citizens, neighbours, community and sporting groups of the impacts of the construction on the surrounding streets, community spaces and reserves with the measures put in place. Further community engagement will be managed through Council's 'Your Say' web page, as well as direct consultation to the public if required over the next year.

An 'Expression of Interest' (EOI) was open from 15 January to 17 March to invite submissions to 'Not for Profit' community groups to apply for the use of the former Customer Contact Centre at the Avalon Recreation Centre. Submissions are currently being assessed.

Empowering young people and families

A new cohort of Council's Youth Advisory Group (YAG) was inducted for their new 2-year term in February including a meet and greet with the Mayor and several Councillors, several previous YAG members and to discuss relevant Youth Voice actions for the group to progress during their term.

With support from the Northern Region Network of Councils, Council led the delivery of a webinar presented by Professor Tony Attwood: *Navigating Autism at Home and School*, targeted at parents, carers and school educators. The webinar had 720 registrations with the webinar also recording an additional 356 views from Council website.

Council supported the delivery of a Strategic Planning Day relating to young people in collaboration with the Northern Sydney Region of Councils. There were 120 attendees across all Northern Sydney Councils, services, schools, NSW Health and the Public Health Network, to collaborate more effectively on key issues affecting young people.

The Adolescent and Family Counselling Service provided over 200 free client counselling sessions to young people and their families. The service also hosted a youth social club to provide

social capacity building and connection in January with eight young people attending and men's group in March with 22 men participating.

Supporting Seniors

The Seniors Festival was held from 11 to 28 March 2024 with over 60 programmed activities on offer throughout the Northern Beaches. As part of the Festival Program, Council coordinated two expos to showcase local seniors groups at Forestville Memorial Hall and Newport Community Centre with over 200 seniors and 50 information tables of local groups and organisations, together with performances and presentations.

Meals on Wheels delivered over 4,700 meals to older people in the community to enable them to live at home for longer and prevent social isolation. This included more than 130 community lunch meals that increase social connections for older people.

Community Development

Council conducted an annual homelessness street count in February in collaboration with Bridge Housing and nine key agencies to identify rough sleepers and individuals sleeping in their cars on the Northern Beaches. These numbers, together with other participating NSW Local Government Areas will be released in coming months by the NSW Department of Communities and Justice.

Community Safety

Council continues to lead a coordinated response to community safety in the Northern Beaches through consultative meetings with local Police, local agency and interagency representatives and other stakeholders.

The Community Safety Advisory Committee considered a range of community safety related issues including matters concerning the LGBTQIA+ community of the Northern Beaches and progress of the Community Safety Plan 2021-26 actions.

Council hosted the *Supporting victims and survivors of sexual assault* professional development webinar for 85 service providers in February 2024. This was a key action of the Sexual Assault Prevention and Response Working Group established through the Community Safety Advisory Committee. Online and printed resources were launched at the webinar to support community members impacted by sexual assault and to assist local services respond to disclosures.

Arts and Culture

During the March quarter, multi-media performance artist, Katherine Butcher commenced as the Eramboo Artist in Residence for 2024 and Council received over 50 applications for Creative Open 2024, while the Emerging Curator Program received 16 high-quality applications in its second year. Textile artist, Catriona Pollard presented her exhibition *Luminosity of Spirit* and Northern Beaches Gallery (Diversarty) presented *Stunning* at Curl Curl Creative Space. Paper couture artist, Jo Neville continued at Mona Vale Creative Space and numerous workshops from artists, writers, and community groups were held at Avalon Creative Space.

The Manly Art Gallery & Museum (MAG&M) presented *Out Front 2024: 30 Years of Express Yourself* alongside *Bleeding Hearts and Morning Glory: Artwork by Guy Fredericks & Chloe Watfern with Studio A*, which included collaboration with the local neurodiverse community at Bushlink. *Daniel Mudie Cunningham: Proud Mary*, the artist's multi-year reflection on aging and mortality was presented in the North Gallery, as part of the official Sydney Gay and Lesbian Mardi

Gras festival. Implementation of the MAG&M Fundraising Strategy 2024-2030 progressed with the launch of online and front-of-house donation capabilities, in addition to a fundraising morning tea in support of the Collection 100 Acquisition Appeal.

The Coast Walk Public Art project at McKillop Park Freshwater was completed and planning continued on the upcoming public art project at Collaroy Beach.

Glen Street Theatre

During January annual maintenance within the building was undertaken along with several events including the Australia Day Awards and a Citizenship Ceremony.

February started with some sold-out shows including Kate Miller Heidke and Juanita Phillips in conversation with renowned journalist and author Julia Baird of *Bright Shining* and *Phosphorescence*.

March has proven to be an exceptionally busy time at Glen Street Theatre with 93% occupancy. We had some amazing shows including WIT, Anh Do and Dog Man the Musical, which was loved by the six school groups that attended. The Wharf Revue returned to perform 18 shows over 2 weeks, with the official announcement on opening night that 2025 will be the final Wharf Revue tour.

Valuing volunteers

Volunteers were active in all programs across Council to continue delivering valued services to our community including Bushcare, Community Gardens, Cemeteries, Libraries, Meals on Wheels, Manly Art Gallery & Museum, Manly Environment Centre, Manly Visitor Information Centre, and the Aboriginal Heritage Office.

Council hosted the annual Australia Day Awards, recognising twelve Northern Beaches residents in an evening presentation at Glen Street Theatre. This included recognition for the Citizen of the Year – Jimmy Artega, Senior Citizen of the Year – Aileen Ogilvie, and Young Citizens of the Year – Lachlan O'Callahan and Cooper Morgan. A further nine worthy community members were recognised with Outstanding Community Service.

PERFORMANCE MEASURES

Community Arts and Culture - Performance measures	Target	March quarter
Volunteers who actively participate in ongoing programs across Council	650	813
Community centre bookings	7,500	8,211
No. Meals services	4,500	4,717
- Workload measures		
No. information and referral enquiries	-	102

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

OPERATIONAL PROJECTS





Complete Progressing



Behind schedule



Implement the Youth Voice Grants Program - Executive Manager Community, Arts & Culture

Council funded four organisations to conduct activities for young people in November 2023.



Develop a Community Connection Action Plan - Executive Manager Community, Arts & Culture

Work has been focused on developing a proposal to seek funding from the NSW Social Cohesion Grants for Local Government - Round 3



Plan for an integrated community and cultural hub at Mona Vale Framework and associated actions - Executive Manager Community, Arts & Culture

Report regarding planning for a community cultural precinct at Mona Vale complete. Investigation into co-location is underway.



Develop a Multicultural Inclusion Plan - Executive Manager Community, Arts & Culture

The draft Plan was exhibited in January to March 2024, with over 130 submissions received from the community.

CAPITAL PROJECTS



Complete 😥



Progressing



Behind schedule



Not proceeding



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

There were no artwork purchases during the quarter.



Community Centre Improvements

Warriewood Valley Community Centre - Executive Manager Capital Projects

Works will commence on site in the near future.



Community buildings works program - Executive Manager Property

This program of work is allocated to community buildings projects. This financial year, the main project has been the playground upgrade works at the Harbord Literary Institute. The works were completed in February 2024.



Community centres minor works program - Executive Manager Property

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

The works completed to date include concept design updates for the Dee Why Women's Refuge, currently awaiting the official outcome of the grant application, minor refurbishment to the ex-Computer Pals room at Forestville Memorial Hall, building stabilisation works at Ted Blackwood Community Centre, roof sheeting replacement at Manly Vale Community Centre and air conditioning unit replacement at Forest YOYO's. The concept design for the Belrose Community Centre playground is completed (by Parks & recreation).

Cultural Improvements



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

The McKillop Park project is completed. Other projects are underway.



Glen Street Theatre - renewal works

This program generally includes minor renewal works and the replacement of equipment at Glen Street Theatre, as requested by theatre management during the year.

The replacement of the soft air conditioning duct in the auditorium is now complete.

The procurement of the heating, ventilation, and air conditioning equipment for the Stage 2 upgrades is under way and works on site are scheduled to commence.



Creative Arts Space - Mona Vale design works - Executive Manager Property

This project relates to making changes at Mona Vale administration building/customer services/library connected with implementing improvements for arts uses.

This project will be re-visited in the 2024/25 financial year.

FINANCIALS - Community, Arts and Culture Service

Income and Expenditure Statement		Year to date			Annual	
01 July 2023 to 31 March 2024	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	2,963	3,271	(308)	4,450	4,382	3,960
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues Grants and Contributions - Operating	790	606	184	814	942	1,028
Purposes	614	603	11	679	660	682
Other Income	33	33	(0)	43	43	43
Gains on disposal of Assets		-	-	<u>-</u>	-	
Total Income from Operations	4,400	4,513	(114)	5,986	6,026	5,714
Expenses from Operations						
Employee Benefits and Oncosts	(5,525)	(5,440)	(85)	(7,421)	(7,406)	(7,389)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(2,046)	(2,524)	478	(3,229)	(3,419)	(3,318)
Depreciation and Amortisation	(466)	(466)	_	(621)	(621)	(621)
Other Expenses	(551)	(567)	16	(578)	(567)	(569)
Internal Charges	(49)	(44)	(5)	(55)	(65)	(65)
Overhead Allocation	(644)	(644)	-	(858)	(859)	(859)
Total Expenses from Operations	(9,281)	(9,685)	404	(12,762)	(12,937)	(12,821)
Surplus / (Deficit) from Operations	(4,881)	(5,172)	290	(6,775)	(6,910)	(7,107)
Income from Capital Grants and Contributions Grants and Contributions - Capital Purposes	22	22	(0)	-	22	22_
Surplus / (Deficit) from Operations						
including Capital Grants and Contributions	(4,859)	(5,149)	290	(6,775)	(6,888)	(7,085)
Rates and Annual Charges						
Rates and Annual Charges	5,068	5,068	-	6,668	6,668	6,668

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$4.9)m is lower than forecast by \$0.3m at the end of the quarter.

Total Income from Operations of \$4.4m is lower than forecast by (\$0.1)m.

User Charges and Fees are lower by (\$0.3)m as a result of reduced Community Centre hire.

Other Revenues are higher by \$0.2m as a result of Glen Street Theatre sales of beverages, hirers staffing costs and Theatre equipment hire.

Total Expenses from Operations of (\$9.3)m are lower than forecast by \$0.4m.

Employee Benefits and Oncosts are higher by (\$0.1)m due to the impact of remeasuring the Employee Leave Entitlements provision within the context of falling Commonwealth bond rates.

Materials and Services are lower by \$0.5m as a result of the timing of contract payments associated with theatre hire and performance fees at Glen Street Theatre, Community Centre's cleaning and minor tools and Community Development's contract services.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$0.2)m to (\$7.1)m principally due to a reduction in Community Centre hire income offset with reduction in materials & services in Community Development and Community Centres and the commissioning of the Midget Farrelly public artwork at Palm Beach.

Children's Services

HIGHLIGHTS

Childrens Services Strategy

Our Early Learning Centres hosted parent information evenings for families to meet the Educators and understand the room routine and centre programming and practice. Brookvale Children's Centre also held an event with families regarding Child Safety. Information on Child Safeguarding policies and procedures were shared, discussed and well received by families: One family commenting: "I absolutely loved hearing the initiatives / discussions you have implemented within the centres in order to keep our kids safe and showing our kids the way to play, both incredibly important pieces to our children's lives now and for the future."

Family Day Care created postcards for local letterbox drops explaining this care type and advising contact details of the FDC educator offering quality education and care in their neighbourhood.

Connecting with families

Our Early Learning Centres hosted parent information evenings for families to meet the Educators and understand the room routine and centre programming and practice.

The service Educators have reached out to collaborate with families to create a 'Calendar of Events' to celebrate all cultures, identities and communities represented in our service for the upcoming year. Recent celebrations have included Luna New Year, Chinese New Year and Tibetan New Year with families sharing their culture. Harmony week also supported families to share their cultures, this included families reading stories, cooking and songs.

Supporting Inclusion

The prevalence of sensory processing issues in children can vary widely depending on the criteria used for diagnosis. In 2022, estimates suggest that anywhere from 5% to 16% of children may have sensory processing difficulties or sensory sensitivities that impact their daily lives. Not all children who exhibit sensory sensitivities or challenges require intervention, as they can develop coping strategies and thrive with appropriate support and accommodations. Part of this support is to provide places within the early education environment where children can move when they feel they need to reduce the stimulation or just have time out.

Providing quiet time in preschool acknowledges and respects the individual differences among children and ensures that all children have opportunities to thrive in the learning environment by creating a balanced and inclusive learning environment that meets the diverse needs of all learners.

Narrabeen Children's Centre applied for a sensory grant to provide all children with a chill-out/time-out space for when they need to remove themselves due to an overstimulating environment or needed some quiet time. Purchasing a rainbow outdoor house with coloured acrylic panels created an environment for children to learn through exploratory play and provides children a quiet and safe nook to withdraw to when it gets busy. Projector night lamps in the classroom were added to provide a relaxing sensory experience.

Brookvale Pre-school was also successful in obtaining grant funding to create a sensory space in a quiet area in the Preschool. The unique and defined play space has enabled children with learning challenges or special needs quiet time and a focus of play with sensory motivation resources. Low lighting with gently changing colours, sensory rug, sensory play stations on the wall and resources to provide that will be changeable are part of the space.

Dee Why Children's Centre continues to partner with KU inclusion support and occupational therapists to create the best program for Children with additional needs. Harbour View Children's Centre has welcomed new allied health professions including occupational therapists, speech therapists and psychologists, who will be supporting us with our additional needs children. North Harbour PS educators have been meeting with allied health professionals and families to develop Individual Learning Plans for our inclusion need children.

Developing our Educators

Our Early Learning Educators have attended a range of training opportunities. These include: Circle of Security training; CPR and First Aid Training; Key word sign; and Early Years Learning Framework version 2. "Early Start" on the "Early Start Denver Model" was also undertaken which is behavioural therapy for children with Autism. This training supported our knowledge on working with children who access this therapy in our Pre-school. KU Inclusion Consultant visited and strengthened the Educators on how we can best support children with High Learning Support Needs. Harbour View Children's Centre is now a member of the Stephanie Alexander Kitchen Garden program. The membership provides resources, support and tools to help us install and maintain a kitchen garden for the children, families and also the wider community. Children will have the opportunity to plant, nurture, harvest and eat fresh produce grown here at the centre.

Community partnerships

Belrose Children's Centre started collecting Easter eggs which will be sent to the charity 'Smiles2U'. The centre acts as a drop in service for community members to share these donations. Narrabeen Childrens Centre delivered donations to the charity: 'Hope in a Suitcase' for children going into foster care or out-of-home care.

Dee Why and Narrabeen Children's Centres went through the Assessment and Rating process conducted by The Department of Education and await a draft report.

PERFORMANCE MEASURES

Performance measures – Children's Services	Target	March quarter
No. children attending Long Day Care programs	700	711
No. children attending Family Day Care programs	340	333*
No. children attending Preschool programs	150	207
No. children attending Vacation Care Programs	350	578

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

Notes on results:

* The number of Educators providing Family Day Care is steadily rising since there was a reduction in service capacity due to Council's requirement for COVID vaccination for Educators, and constraints on affordable suitable premises for new FDC sites.

CAPITAL PROJECTS





Complete Progressing



Behind schedule

Childcare Buildings



Children's centres works program - Executive Manager Property

This program delivers renewal works on Council owned and operated Children's Centres. This financial year the program will see improvements to staff facilities at Narrabeen Children's Centre. Minor improvements have been delivered at North Harbour Preschool.

FINANCIALS - Children's Services

Income and Expenditure		Year to date			Annual	
Statement						
01 July 2023 to 31 March 2024	YTD	YTD	YTD	Annual	Approved	Current
	Actual \$'000	Forecast \$'000	Variance \$'000	Budget \$'000	Forecast \$'000	Forecast \$'000
	¥ 000	Ψ 000	φ 000	\$ 000	Ψ 000	\$ 000
Income from Operations						
User Charges and Fees	10,512	10,480	31	14,740	14,346	14,214
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	12	3	9	4	4	4
Grants and Contributions - Operating Purposes	2,701	2,244	457	2,416	2,862	2,967
Other Income		_,	-		-	-
Gains on disposal of Assets	_	_	_	_	_	_
Total Income from Operations	13,224	12,727	497	17,160	17,212	17,184
Expenses from Operations						
Employee Benefits and Oncosts	(11,164)	(10,463)	(701)	(13,666)	(14,208)	(14,547)
Borrowing Costs	(5)	(6)	2	(6)	(6)	(6)
Materials and Services	(1,022)	(1,339)	318	(2,062)	(1,681)	(1,430)
Depreciation and Amortisation	(41)	(41)	(0)	(54)	(54)	(54)
Other Expenses	(0)	=	(0)	-	-	-
Internal Charges	(426)	(430)	5	(584)	(573)	(573)
Overhead Allocation	(588)	(588)	_	(787)	(785)	(785)
Total Expenses from Operations	(13,244)	(12,868)	(377)	(17,159)	(17,308)	(17,395)
Surplus / (Deficit) from Operations	(20)	(141)	121	1	(97)	(211)
Income from Capital Grants and Contributions Grants and Contributions - Capital Purposes						
Surplus / (Deficit) from Operations						
including Capital Grants and Contributions	(20)	(141)	121	1	(97)	(211)
Rates and Annual Charges						
Rates and Annual Charges	_	_	_	_	_	_
Nates and Annual Charges	-	-	-	-	-	-

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$0.02)m is lower than forecast by \$0.1m at the end of the quarter.

Total Income from Operations of \$13.2m is higher than forecast by \$0.5m.

Grants and Contributions for Operating Purposes are higher by \$0.5m as a result of increased Start Strong funding to offset the fee paid by families and preschool funding received.

Total Expenses from Operations of (\$13.2)m are higher than forecast by (\$0.4)m.

Employee Benefits and Oncosts are higher by (\$0.7)m as a result of higher casual salaries filling vacant positions and due to the impact of remeasuring the Employee Leave Entitlements provision within the context of falling Commonwealth bond rates.

Materials and Services are lower by \$0.3m as a result of lower than anticipated spending on Agency Personnel, Materials, Minor Office Equipment, Maintenance & Servicing and Child Care Supplies.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$0.1)m to (\$0.2)m principally due to additional costs associated with the Employee Leave Entitlements provision.

Library Services

HIGHLIGHTS

Valued social institutions

Receiving more than 231,000 visits during the last quarter, Northern Beaches Libraries are one of the most valued and busiest social institutions in the Northern Beaches. Northern Beaches Libraries supports over 64,500 active members of our library service, with over 1,700 new members in the last month. These members borrow from our collection, attend programs and events, use our Home Library Service or simply visit our spaces for work, education or recreation.

Our library service delivers a wide variety of contemporary, popular collections in both print and digital formats, with more than 250,000 physical loans and over 126,000 eloans from our service this quarter.

Experience – Explore & Engage

This quarter saw a diverse and exciting events calendar with libraries holding more than 640 programs and events. These events include our regular daily early literacy sessions held across all branches, to events supporting social connection such as Social Scrabble to workshops for creative pursuits such as watercolour painting.

Children and young people continued to be supported through the delivery of school holiday programs over the January period. This year our school holiday calendar started off with a bang with a variety of craft and art workshops, journalling workshops for youth and an exceptionally popular summer reading competition culminating in a loud and enthusiastic party at Dee Why Library. A surprise hit of the School Holiday Program this year was our Swiftly beading workshops held to support local 'Swifties' create bracelets in advance of Taylor Swift concerts. The workshops were incredibly popular spilling out of community rooms with children and their parents keen to create and connect with each other.

We also held our first, but definitely not last, Open Mic Night for Under 16s. Hosted in response to strong demand from our youngest members, the night was a joyful and positive experience. 18 performers showcased their talent for an audience of more than 65 people. Aged from as young as three, there were talented singers, a violinist, a band complete with saxophone and drums, recitations and a four-minute interpretation of Macbeth.

Our 2024 author talk program continues to reach new milestones, with talks hosted across all libraries featuring a variety of diverse speakers including athlete Bonnie Hancock, celebrity Wendy Harmer, Liz Foster, Imbi Neeme, and local debut author Maxine Fawcett who wrote her novel in Manly Library.

The preservation of our rich local studies collections continues with over 558 items digitised this quarter and a total 29,891 items accessible on History Hub. An online portal, History Hub provides instant access to photographs, videos and oral histories.

Connection - Belonging & Pride

The Sydney Gay and Lesbian Mardi Gras, Seniors Festival, International Women's Day and Lunar New Year were key areas of focus during the last quarter with libraries hosting a variety of events, programs and exhibitions in support.

As a positive expression of making our community increasingly safe, inclusive and welcoming, our libraries hosted a variety of activities including Pin Your Pride, Pride Pots and the popular Rainbow Storytimes featuring stories and songs about family, love and pride.

The March Seniors Festival was exceptionally jam packed with events including exploring Virtual Reality, Manly cemetery walks, memoir writing workshops and the ever-popular Family History Workshops supporting community members to access, explore and document their ancestry.

In celebration of International Women's Day, we were excited to host Karen Smith from the Aboriginal Heritage Office presenting *Saltwater Women* to an appreciative audience in Mona Vale. Mona Vale Library hosted the Oceans Swims Series Photographic Exhibition celebrating the 50th anniversary of the Oceans Swims Series held by Palm Beach, Whale Beach, Avalon, Bilgola, Newport and Mona Vale Surf Life Saving Clubs.

A highlight of this quarter has also been the championing and installation of flannel flower emblems at Glen Street Library. The flannel flower emblems first adorned the first Belrose Public Library, which operated from 1979 to 2017. Now proudly displayed at Glen Street Library, the flowers are a celebration of community spirit and connection.

Together – Partnerships & Collaboration

Ongoing partnerships with external organisations allow Northern Beaches Libraries to provide a wide range of information sessions that are key to creating programs that meet the needs of our diverse Northern Beaches community.

In early 2024, Northern Beaches Libraries commenced work on the development of a Tibetan Storytime. Working directly with Tibetan community members, a co-design principle has been applied to ensure the program will meet and reflect the needs and aspirations of our community. Through this planning phase, a co-design session was held at Dee Why Library where members of the Tibetan community were invited to workshop and provide feedback on story time sessions for our local Tibetan Community.

After a short Christmas break, the Toy Library trial with Cubby House Toy Library Inc continued at Manly and Mona Vale Libraries with 176 members accessing the service since the commencement of trial, allowing members the ability to hire toys at convenient locations across the Northern Beaches.

Our partnership with Services NSW and Carers Gateway has continued into 2024, with a wide range of facilitated information sessions including scams awareness, disability and carer support, dementia awareness, gamble awareness and MyGov. Headspace, a national youth mental health foundation also delivered Drop in and Draw sessions in several library spaces, offering young people an opportunity to connect and promote good mental health.

Leadership – Excellence & Innovation

In line with the Library Strategic Plan 2023-2028, we are focusing on our strategic directions to strengthen the service, strive for innovation, and continue to push the boundaries of what it means to be a modern library.

A major focus of this quarter has been strengthening cyber security arrangements for library services, ensuring our processes continue to be robust and in line with best practice. Online payments were introduced in early 2024, allowing library members the ability to pay fees online without needing to attend a physical location. Following on, further changes have been introduced to library PIN numbers, ensuring that our processes keep up to date with a continuously evolving cyber security environment.

Celebrating one year in operation, Forestville Library 24/7 has become a vital connecting space for the Forestville community. After launching as a permanent ongoing 24/7 service in March 2023, Forestville 24/7 has continued to grow in popularity supporting high school and university students, community members working remotely and providing the general community access to library services around the clock, 7 days a week. More than 2,000 members have signed up for 24/7 access with 4,726 visits outside of staffed hours during the third quarter.

Minor refurbishments and layout changes have continued at Mona Vale Library providing more efficient and flexible spaces for community use including allowing for increased study spaces as well as improved space for programming and exhibitions.

PERFORMANCE MEASURES

Library Services - Performance measures	Target	March quarter
No. Home Library customers	525	512*
No. library programs and activities	400	640
No. of physical visits to libraries	175,000	231,418
- Workload measures		
No. events, programs and exhibitions that align with diverse and inclusive programming	-	32

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

Library Strategic Plan 2023-2028 adopted.

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

Design phase is complete, and the Steering Committee is scheduled to review design decisions.

CAPITAL PROJECTS

Key: Complete Progressing Behind schedule Not proceeding

^{*} Loss of two bulk Aged Care services has reduced demand.

Library Upgrades



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

This project will deliver improvements to the Mona Vale Library in line with recommendations from the study into arts uses for the library/admin building/ memorial hall precinct.

Works are on hold while decisions are made on options pending discussions with staff.



Library buildings works program - Executive Manager Property

This program focuses on minor works at library buildings. This year additional funds are being directed towards roof membrane upgrade works at Dee Why Library.

Work is in progress at the Dee Why Library and anticipated to be completed soon, weather permitting.

Community Space and Learning



Library local priority grant purchases - Executive Manager Library Services

Forestville 24/7 toilet planning is underway for construction. Collections team workroom planning is also underway.



Library books - replacement - Executive Manager Library Services

Of the physical items received, Adult Fiction comprised 51% of stock, Adult Non-Fiction 18%, Junior items 26%. The remaining 5% of stock received was Young Adult and Audiovisual items.

FINANCIALS - Library Services

Income and Expenditure

	Year to date	•	Annual		
YTD Actual \$'000	YTD Forecast \$'000	YTD Variance \$'000	Annual Budget \$'000	Approved Forecast \$'000	Current Forecast \$'000
129	91	38	121	121	132
-	-	-	-	-	-
86	98	(12)	131	131	129
770	770	-	826	770	770
-	-	-	-	-	-
	-	-		-	
985	959	26	1,078	1,022	1,031
(5,485)	(5,637)	152	(8,056)	(7,848)	(7,748)
-	-	-	-	-	-
(989)	(1,067)	78	(1,423)	(1,435)	(1,420)
(1,500)	(1,500)	-	(2,001)	(2,001)	(2,001)
(99)	(98)	(1)	(118)	(125)	(125)
(64)	(64)	-	(88)	(88)	(88)
(729)	(729)		(976)	(973)	(973)
(8,867)	(9,095)	228	(12,661)	(12,470)	(12,354)
(7,882)	(8,136)	255	(11,583)	(11,448)	(11,323)
00	40	(5)	100	70	70
38	42	(5)	169	/2	72
(7,844)	(8,094)	250	(11,414)	(11,376)	(11,251)
8,308	8,308	-	11,583	11,583	11,583
	Actual \$'000 129 - 86 770 - - 985 (5,485) - (989) (1,500) (99) (64) (729) (8,867) (7,882)	YTD Actual \$'000 YTD Forecast \$'000 129 91 - - 86 98 770 770 - - 985 959 (5,485) (5,637) - - (989) (1,067) (1,500) (98) (64) (64) (729) (729) (8,867) (9,095) (7,882) (8,136) 38 42 (7,844) (8,094)	Actual \$'000 Forecast \$'000 Variance \$'000 129 91 38 - - - 86 98 (12) 770 770 - - - - 985 959 26 (5,485) (5,637) 152 - - - (989) (1,067) 78 (1,500) (1,500) - (99) (98) (1) (64) (64) - (729) (729) - (8,867) (9,095) 228 (7,882) (8,136) 255 (7,844) (8,094) 250	YTD Actual \$\frac{\text{Forecast}}{\text{\$'0000}}\$ YTD \\ \text{Yariance}{\text{\$'0000}}\$ Annual \\ \text{Budget}{\text{\$'0000}}\$ 129 91 38 121 - - - - 86 98 (12) 131 770 770 - 826 - - - - 985 959 26 1,078 (5,485) (5,637) 152 (8,056) - - - - (989) (1,067) 78 (1,423) (1,500) (1,500) - (2,001) (99) (98) (1) (118) (64) (64) - (88) (729) (729) - (976) (8,867) (9,095) 228 (12,661) (7,882) (8,136) 255 (11,583) (7,844) (8,094) 250 (11,414)	YTD Actual Actual \$\infty\$ Forecast \$\infty\$'000 YTD Variance \$\infty\$'000 Annual Budget \$\infty\$'000 Approved Forecast \$\infty\$'000 129 91 38 121 121 - - - - - 86 98 (12) 131 131 770 770 - 826 770 - - - - - 985 959 26 1,078 1,022 (5,485) (5,637) 152 (8,056) (7,848) - - - - - - (989) (1,067) 78 (1,423) (1,435) (1,500) (1,500) - (2,001) (2,001) (99) (98) (1) (118) (125) (64) (64) - (88) (88) (729) (729) - (976) (973) (8,867) (9,095) 228 (12,661) (11,448) (7,84

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$7.9)m is lower than forecast by \$0.3m at the end of the quarter.

Total Expenses from Operations of (\$8.9)m are lower than forecast by \$0.2m.

Employee Benefits and Oncosts are lower by \$0.2m as a result of vacant positions within the Service.

Materials and Services are lower by \$0.1m as a result of timing differences associated with payments for subscriptions and contract services.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.1m to (\$11.3)m principally due to anticipated vacancy levels.

Strategic Land Use Planning

HIGHLIGHTS

Northern Beaches Local Environmental Plan and Development Control Plan

Council continues work on the Planning Proposal for the new Local Environmental Plan (LEP) and the new Development Control Plan (DCP). Amended zoning maps have been prepared based on final advice received from the Department of Planning Housing and Infrastructure (DPHI) and these are being reviewed to finalise Conservation Zones across the LGA.

Work is continuing on other LEP clauses and maps with internal consultation continuing with relevant teams (particularly Environment and Climate Change and DA teams) and an initial briefing was provided to Council's Local Planning Panel.

Work continues on preparing Council's new Development Control Plan (DCP), incorporating Local Character Statements.

It is anticipated that the Planning Proposal will be reported to Council for approval to submit DPHI for public exhibition in the second quarter of 2024.

Local Housing Strategy and Affordable Housing

The review of Council's Affordable Housing Policy is proceeding. Several meetings have been held with other Councils regarding their approaches to affordable housing following a briefing of Councillors in November 2023.

It is anticipated that a report will be provided to Council on the review in the third quarter of 2024. Council's Local Housing Strategy continues to be implemented through:

- The establishment of "Housing Diversity Areas" allowing for dual occupancy and boarding
 house development in limited areas around identified local centres as part of the new Northern
 Beaches Local Environmental Plan-making process.
- Separate "structure plan" processes either completed or in-train for Frenchs Forest, Brookvale, and Mona Vale to provide additional housing supply.
- Requiring a percentage of all new housing in areas re-zoned to permit higher residential
 densities to be given to Council for use in perpetuity as affordable housing units (including
 Frenchs Forest, Brookvale, and Mona Vale).

Morgan Road Planning Proposal (Lizard Rock)

The Planning Proposal was placed on public exhibition from 26 September to 7 November 2023. Council made a detailed submission opposing the Planning Proposal during the exhibition period. It is understood that over 3000 submissions were received.

It is anticipated that the Sydney North Planning Panel will make a recommendation to the Minister regarding the Planning Proposal in the second guarter of 2024.

Brookvale Structure Plan

In February 2024 Council commenced preparation of the technical studies to implement the Brookvale Structure Plan and to inform the preparation of the Planning Proposal, 7.11 Contributions Plan, and Development Control. Council is also continuing to lobby for additional funding from the State in order to bring forward and expedite a range of further studies that are funded in future years.

Manly Place Plan

Post-exhibition, the project team have reviewed the feedback submitted across the various platforms in conjunction with the recently passed NSW Government Vibrancy reforms including finalisation of the My Place: Manly document. It is aimed to be reported back to Council in the final quarter.

Mona Vale Place Plan

The release of the endorsed Request for Quotation to engage an independent traffic consultant to undertake a detailed Traffic and Parking Report was scheduled to commence on 30 January 2024, however, the release was delayed after the Department of Planning, Housing, and Infrastructure - Explanation of Intended Effect: changes to low and mid- rise housing (the EIE) was announced in December 2024. The submission period for the EIE has closed and work has recommenced on amending the Request for Quotation to capture a range of housing growth development scenarios, to allow the full impacts of the EIE and other state government housing reforms to be analysed.

The Request for Quotation is anticipated to be released and distributed in April 2024.

OPERATIONAL PROJECTS

Key: Complete Progressing Behind schedule



The Traffic and Parking Study brief has been updated, in preparation for a request for quotation, to reflect housing density changes promoted by the State Government that may in turn influence traffic demand through increased population outside of Council's current plans. The progress of the Mona Vale Place Plan has been impacted by the ability to adequately resource the project.

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

Revised Conservation Zones mapping has been undertaken based on the advice from Department of Planning. Provision of advice from the Department on this important issue took longer than anticipated. The Local Planning Panel have been briefed in order to progress the finalisation of the Planning Proposal documentation for the new Local Environmental Plan (LEP) expected to be reported to Council later this year.

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

Various technical studies are being prepared to inform any future rezoning process, including noise, heritage, bushfire, and contamination. Further development on updating traffic modelling has also been undertaken to inform future planning changes and be ready for commencement in the next financial year.

Develop a Place Plan for Manly - Executive Manager Strategic & Place Planning

Currently in post-exhibition phase with feedback in various forms being analysed with a view to reporting the Draft Place Plan to Council for adoption.

FINANCIALS - Strategic Land Use Planning

Income and Expenditure		Year to date	9	Annual			
Statement 01 July 2023 to 31 March 2024	YTD Actual \$'000	YTD Forecast \$'000	YTD Variance \$'000	Annual Budget \$'000	Approved Forecast \$'000	Current Forecast \$'000	
Income from Operations							
Income from Operations User Charges and Fees	738	904	(166)	1,206	1,206	1,136	
Investment Fees and Revenues	730	904	(100)	1,200	1,200	1,130	
Other Revenues	- 10	-	- 10	-	-	-	
Grants and Contributions - Operating Purposes	328	- 337	(9)	- 341	- 341	- 341	
Other Income	-	-	-	-	-	-	
Gains on disposal of Assets		-	-	-	-		
Total Income from Operations	1,076	1,242	(166)	1,547	1,547	1,477	
Expenses from Operations							
Employee Benefits and Oncosts	(3,775)	(3,812)	37	(5,066)	(5,164)	(5,164)	
Borrowing Costs	-	-	-	-	-	-	
Materials and Services	(230)	(463)	232	(704)	(847)	(847)	
Depreciation and Amortisation	(41)	(41)	-	(55)	(55)	(55)	
Other Expenses	(728)	(728)	0	(728)	(728)	(728)	
Internal Charges	(172)	(172)	-	(233)	(233)	(233)	
Overhead Allocation	(339)	(339)	-	(450)	(452)	(452)	
Total Expenses from Operations	(5,285)	(5,555)	270	(7,237)	(7,479)	(7,479)	
Surplus / (Deficit) from Operations	(4,209)	(4,313)	104	(5,689)	(5,932)	(6,002)	
Income from Capital Grants and Contributions							
Grants and Contributions - Capital Purposes	10,542	8,077	2,465	6,342	9,120	11,324	
Surplus / (Deficit) from Operations		•	•		•	· · · · · · · · · · · · · · · · · · ·	
including Capital Grants and Contributions	6,334	3,764	2,569	652	3,187	5,322	
Rates and Annual Charges							
Rates and Annual Charges	4,267	4,267	-	5,281	5,281	5,281	

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$4.2)m is lower than forecast by \$0.1m at the end of the quarter.

Total Income from Operations of \$1.1m is lower than forecast by (\$0.2)m due to lower than anticipated in Planning Proposal applications.

Total Expenses from Operations of (\$5.3)m are lower than forecast by \$0.3m.

Materials and Services are lower by \$0.2m as a result of timing differences associated with land use planning services.

Grants and Contributions for Capital Purposes are higher by \$2.5m as a result of additional developer contributions received.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$0.1)m to (\$6.0)m principally due to a reduction in planning fees.

Development Assessment

HIGHLIGHTS

This quarter 270 Development Applications and 128 Modifications of Consent were lodged for assessment. A total of 424 applications were determined and 21 Pre-Lodgement meetings were held.

The business unit has made several changes including realigning the assessment group into three geographical teams to improve efficiencies in work allocation, accountability, and processing times. We are also targeting specific categories of applications for fast-track assessments in order to deliver greater efficiencies.

In March, the current term for several Local Planning Panel members expired. The Department of Planning, Housing and Infrastructure is currently undertaking recruitment to appoint a new Chair and Expert members, with the new terms to commence in July 2024. Council also completed recruitment to appoint two new Community Representatives.

PERFORMANCE MEASURES

Performance measures – Development Assessment	Target	March quarter
Average determination time of 90% of Development applications, modifications and reviews (days)	<u><</u> 75	77*
Outstanding applications, modifications and reviews older than 100 days (since application received)	<u><</u> 20%	34%**

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

Notes on results:

- * The increase in average determination days resulted from the teams focus on older applications, which are more contentious and complex.
- ** Resourcing challenges have impacted on this KPI over the quarter. Reducing the number of long outstanding applications remains a focus as these are applications that are more contentious and complex.

FINANCIALS - Development Assessment

Income and Expenditure Statement		Year to date	•		Annual
01 July 2023 to 31 March 2024	YTD Actual \$'000	YTD Forecast \$'000	YTD Variance \$'000	Annual Budget \$'000	Approved Forecast \$'000
Income from Operations					
User Charges and Fees	2,869	2,765	104	3,688	3,688
Investment Fees and Revenues	-	-	-	-	-
Other Revenues Grants and Contributions - Operating	-	-	-	-	-

Gains on disposal of Assets	-	_	_	-	_	-
Total Income from Operations	2,869	2,765	104	3,688	3,688	3,758
Expenses from Operations						
Employee Benefits and Oncosts	(4,181)	(4,207)	26	(5,757)	(5,793)	(5,793)
Borrowing Costs	-	-	_	-	-	-
M (' 1 10 '	(400)	(550)	00	(70.4)	(744)	(744)

Total Expenses from Operations	(5,385)	(5,475)	89	(7,480)	(7,466)	(7,466)
Overhead Allocation	(511)	(511)	_	(681)	(681)	(681)
Internal Charges	(140)	(140)	-	(191)	(191)	(191)
Other Expenses	-	-	-	-	-	-
Depreciation and Amortisation	(65)	(65)	-	(87)	(87)	(87)
Materials and Services	(489)	(552)	63	(764)	(714)	(714)

Surplus / (Deficit) from Operations	(2,516)	(2,709)	193	(3,791)	(3,777)	(3,707)

Surplus / (Deficit) from Operations	(2,510)	(2,709)	193 (3,791)	(3,777)	(3,707)
Income from Capital Grants and Contributions Grants and Contributions - Capital						

Surplus / (Deficit) from Operations						
including Capital Grants and						
Contributions	(2,516)	(2,709)	193	(3,791)	(3,777)	(3,707)
		-				

Rates and Annual Charges						
Rates and Annual Charges	2,679	2,679	-	3,711	3,711	3,711

Purposes

Purposes Other Income Current

Forecast

\$'000

3,758

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$2.5)m is lower than forecast by \$0.2m at the end of the quarter.

Total Income from Operations of \$2.9m is higher than forecast by \$0.1m.

User Charges and Fees are higher by \$0.1m as a result of the value of development being greater than forecast.

Total Expenses from Operations of (\$5.4)m are lower than forecast by \$0.1m.

Materials and Services are lower by \$0.1m as a result of the timing of payment for consultancies for independent assessment panels.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.1m to (\$3.7)m principally due to increases in development applications.

Environmental Compliance

HIGHLIGHTS

Environmental Health Officers (EHOs) are continuing with their food inspection program for 2023/24. To date 520 inspections have been undertaken. These inspections are necessary to ensure the likelihood of food contamination, bad hygiene and food borne illnesses are eliminated or reduced and that there is no imminent risk to public and/or environmental health. The team also delivered a food safety seminar to the Mackellar Girls hospitality class on safe food handling.

Data mapping is being undertaken to identify hotspot parking related concerns reported by the community, to enable the team to focus resources and coordinate proactive patrols.

Council has adopted the Revenue NSW Print and Post service, commencing 4 March 2024. The system offers a significant cost saving to the Council and our ratepayers, is more environmentally friendly and provides recipients with more information about the offence. It also is effective in reducing adverse work health and safety incidents for Council staff.

The Rangers team is continuing to target the reported hot spots data ensuring enforcement and education for dogs off leash and or on beaches, as well as continuing the night patrol of the alcohol prohibited areas in Manly.

PERFORMANCE MEASURES

Environmental Compliance - Performance measures	Target	March quarter
All mandatory food inspections completed	100%	92%*
Respond to public safety and environmental concerns within 24 hours for urgent/high risk requests and within 10 days for non-critical requests	100%	88%**
Follow up of outstanding enforcement actions at 60 days and 90 days	100%	90%***
Respond to companion animal concerns within 24 hours for urgent/high risk requests	100%	100%
- Workload measures		
No. of proactive companion animal patrols	-	28
No. of companion animal investigations	-	439
No. of swimming pool barrier inspections	-	151
No. of responses to liquor application referrals from Liquor and Gaming NSW	-	15

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

Notes on results:

- * This is an annual target, reported quarterly on track to meet KPI for the 2023/24 period. Staff on annual leave during January reduces the inspection rate for the quarter.
- ** Matters of high public and/environmental risk are being prioritised, representing a satisfactory level of compliance.
- *** Regular follow-ups ensure outstanding enforcement action is progressed in a timely manner. A review of the compliance service has occurred, and service levels and expectations are being reviewed as part of that review

FINANCIALS - Environmental Compliance

Income and Expenditure Statement	Year to date			Annual			
01 July 2023 to 31 March 2024	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	1,869	1,892	(23)	2,468	2,498	2,398	
Investment Fees and Revenues	-	-	-	-	-	-	
Other Revenues Grants and Contributions - Operating	4,770	4,839	(68)	8,735	6,485	6,435	
Purposes Other Income	(3)	(3)	-	-	(3)	(3)	
Gains on disposal of Assets	_	_	-	-	-	-	
·	6,637	6,728	(91)	11,203			
Total Income from Operations	0,037	0,720	(91)	11,203	0,301	0,031	
Expenses from Operations							
Employee Benefits and Oncosts	(7,348)	(7,556)	208	(10,716)	(10,516)	(10,366)	
Borrowing Costs	-	-	-	-	-	-	
Materials and Services	(1,193)	(1,327)	134	(2,023)	(1,718)	(1,718)	
Depreciation and Amortisation	(127)	(127)	-	(169)	(169)	(169)	
Other Expenses	(10)	(0)	(10)	(2)	(2)	(2)	
Internal Charges	(558)	(558)	-	(762)	(762)	(762)	
Overhead Allocation	(846)	(846)	-	(1,130)	(1,129)	(1,129)	
Total Expenses from Operations	(10,081)	(10,414)	332	(14,803)	(14,297)	(14,147)	
Surplus / (Deficit) from Operations	(3,445)	(3,686)	241	(3,600)	(5,316)	(5,316)	
Income from Capital Grants and Contributions							
Grants and Contributions - Capital							
Purposes Surplus / (Deficit) from Operations including Capital Grants and		-		-	-		
Contributions	(3,445)	(3,686)	241	(3,600)	(5,316)	(5,316)	
Rates and Annual Charges							
Rates and Annual Charges	2,492	2,492	-	3,600	3,600	3,600	

Budget commentary

Year to Date Actuals

Operations continue to be negatively impacted by vacancies, particularly within the Rangers and Building Control teams. 'The Total (Deficit) from Operations of (\$3.4)m is lower than forecast by \$0.2m at the end of the quarter.

Total Income from Operations of \$6.6m is lower than forecast by (\$0.1)m.

Other Revenues are lower by (\$0.1)m as a result of lower Fire Safety, Environmental Health and Pool Barriers Fines revenue.

Total Expenses from Operations of (\$10.1)m are lower than forecast by \$0.3m.

Employee Benefits and Oncosts are lower by \$0.2m as a result of high vacancies in Environmental Health, Regulatory Support, Building Control and Animal Management.

Materials and Services are lower by \$0.1m as a result of less expenses incurred for uniform and protective clothing, as well as lower fine processing and associated fees.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to remain at (\$5.3)m.

Parks and Recreation

HIGHLIGHTS

Beach Safety

The Beaches were host to many large events especially along the Manly stretch. This included over 8,000 people for the Sun Run; 5,000 people for the Cole Classic swim and 20,000 people over the two weeks of the NSW State Surf Lifesaving titles. Our beaches continue to receive many visitors especially from outside the LGA, keeping both lifeguards and the volunteer lifesavers busy.

The following statistics were recorded for the quarter: 4.8 million visitors, 593 rescues performed, 4,022 first aid actions and 148,000 preventative actions carried out.

Open Space Bookings

The summer is always busy on our outdoor open spaces. This year the team has managed hundreds of activities including events for Australia Day, the Surf Life Saving NSW State Championships in Manly and many surfing and surf lifesaving events across the LGA.

We have also had the regular influx of wedding requests, finalised hundreds of annual school bookings for 2024, and are finalising the 2023-2024 summer sports season with preparations for the winter 2024 sportsfield allocations as well as managing the related preseason activities.

A successful auction was held at Rowland Reserve on 2 March with almost 100 impounded watercraft vessels being sold to new homes, avoiding needing to be sent to landfill.

The draft Display of Banners and Promotions on Council Facilities Policy was approved for exhibition by Council.

Open Space & Recreation Planning

During the March quarter Council approved the exhibition of the draft North Narrabeen Reserve Plan of Management. This document sets out the future for this popular parcel of open space that provides recreational and social opportunities for thousands of people every week.

Park Assets - Planning Design & Delivery

Another stage of the implementation of the Freshwater Beach Masterplan has been completed with a new accessible ramp, barbeque, stairways, paths open to the public. These improvements have significantly improved safety, accessibility and the appearance of the area.

The Manly Dam Memorial shelter and associated accessible pathway connections are progressing on target for completion prior to Anzac Day 2024 ceremony.

Upgrade of existing sportsfield lighting for softball at Abbot Road, John Fisher Park, has been installed and tested, and ready for use.

Design development for the remaining proposals for Clontarf Reserve Masterplan Implementation, including the carpark upgrade and realignment, will commence in April 2024. It is anticipated construction work will commence in Autumn 2026.

Procurement has commenced for the construction of the new multi-use hardcourt space and pedestrian pathways at Beverley Job Park, with works anticipated for completion in Winter 2024.

A new playground at Fielding Street Collaroy has been completed and open for use.

Implementation of the Bayview Seawall has commenced on site and is expected to be completed in winter 2024.

Bank stabilisation and bush regeneration works have been undertaken in challenging circumstances at Refuge Cove to address a major landslip.

Park Operations

Sports field lighting across the LGA has been audited and repairs undertaken in preparation for the upcoming Winter Season. Seasonal change over works commenced including goal posts installations, cricket wicket covering, back net removal and line marking for the official Winter season start on 6 April 2024.

Cleaning and surface repairs have been undertaken at John Fisher Park Netball Courts.

Sand grooving undertaken on North Narrabeen Reserve Baseball field to improve drainage performance.

Rockpool cleaning continued with multiple sand and seaweed removals following storm impacts at Palm Beach, Bilgola, Avalon, Narrabeen, Whale Beach, Newport, South Curl Curl and Collaroy.

Some commercial centre locations are progressively receiving new furniture replacements including the Corso, Seaforth, Newport and Mona Vale. The Corso water feature pits, tank and system have been deep cleaned as part of our annual maintenance program. Steam weed management technology continues to be trialled at our commercial centres.

Our gardening teams have been working hard to maintain gardens across the LGA during a favourable growing season. Mulching has continued at a number of sites to assist in reducing weed growth and minimising moisture loss.

Programmed roadside vegetation clearance works occurred in Duffys Forest and is ongoing in the Ingleside area to maintain site lines and road shoulders.

Dune works and replanting programs are ongoing at North Curl Curl and North Narrabeen. These works assist in storm resilience, foreshore stability and habitat.

Turf renovation works have occurred on Avalon Golf Course greens including scarifying, topdressing, and fertilising. As a result, the performance of the greens has improved and will assist playability as we move back into the cooler months.

Tree Services

- 1,712 requests were received from the community regarding trees on public land, 24 the result of storm events.
- 128 private tree applications were received and processed (some applications were for multiple trees). In response 40 trees were approved for removal, 13 trees approved for pruning, 14 applications refused, and 45 applications recommended for a tree replacement.
- 212 private property advice requests were received and processed, and 52 alleged illegal tree activity investigations carried out.
- 323 trees were planted across the Northern Beaches as part of our ongoing public open space tree planting program the highlight being the completion of planting over 100 mature trees through the Brookvale industrial precinct.

PERFORMANCE MEASURES

Parks and Recreation - Performance measures	Target	March quarter
Rockpools cleaned weekly during summer season and every two weeks outside of summer – subject to tidal conditions	95%	98%
Sportsfields mowed weekly in summer playing season and monthly in winter – subject to weather conditions	95%	98%
- Workload measures		
Number of preventative actions by professional lifeguards on patrolled beaches [†]	-	148,000

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

Notes on results:

OPERATIONAL PROJECTS

Key: Complete Progressing Behind schedule



The Tree Canopy plan was adopted by Council on 26 September 2023.

Develop the Indoor Sport and Recreation Strategy and action plan - Executive Manager Parks & Recreation

Internal review of the Draft Indoor Sport and Recreation Needs Study report has been completed and a feedback meeting held with the consultant.

Install lighting and irrigation at Freshwater High School sportsfield - Executive Manager Parks & Recreation

The project is currently behind schedule due to delays in obtaining owners consent to lodge the development application for the lights from the Department of Education.

[†] Preventative actions are highly seasonal and reflect the number of beach visitors.

CAPITAL PROJECTS

Key:



Complete



Progressing



Behind schedule



Not proceeding





Sports Club Capital Assistance Program - Executive Manager Parks & Recreation

2023/2024 Program - all grant funded projects are underway and on track for completion. Installation of sandstone blocks for the Avalon Beach Pickleball Association project (stage 1 of this project) at Avalon Beach Reserve has been completed.



Warringah Recreation Centre, North Manly upgrades - Executive Manager Capital Projects

Design development and investigations for the new recreation centre are ongoing. Progress has been delayed due to Warringah Golf Club seeking amendments to DA conditions, and the time it took for Squash NSW to confirm whether there were funding sources available for the squash court building.



Aquatic Reserve, Frenchs Forest sportsfield lighting - Executive Manager Parks & Recreation

Consultants have been engaged to prepare a lighting design and the Review of Environmental Factors.



Seaforth Bike Park - Executive Manager Parks & Recreation

The Plan of Management for Seaforth Oval to permit the Bike Park is in progress and will go on public exhibition in the future. The concept design has been completed for the bike park.



New basketball facilities - Executive Manager Parks & Recreation

Community engagement on proposed half courts at Killarney Heights Oval and Winneremmy Bay, Mona Vale has concluded, and the results are being assessed.



Sportsfield renewal program - Executive Manager Parks & Recreation

Work has commenced on the renewal of sports field lighting at Seaforth Oval. The program has slipped behind schedule due to delays in the importation of the light poles.

Reserves and Parks improvements



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

The planning phase is underway for the upgrade of the sporting fields at Boondah Reserve, Warriewood to provide more capacity for the incoming population. A draft field layout has been prepared for stakeholder consultation to happen next.



Frenchs Forest Precinct park upgrades - Executive Manager Parks & Recreation

The tender for construction of Brick Pit Reserve has now closed, and submissions evaluated. The project is behind schedule due to the delay in finalising the tender documentation.



Ivanhoe Park Masterplan Implementation - Executive Manager Parks & Recreation

The Sydney Road fencing renewal has been completed.



Lynne Czinner Park, Warriewood new park - Executive Manager Parks & Recreation

Construction is progressing at Lynne Czinner Park.



Beverly Job Reserve, Narraweena youth space - Executive Manager Parks & Recreation

The Request for Quotation has been advertised.



Manly Dam Memorial shelter and accessibility works - Executive Manager Parks & Recreation

The Manly Dam Memorial shelter and associated accessible pathway connections are progressing on target for completion.



Reserves renewal program - Executive Manager Parks & Recreation

A concept for the Dee Why Park creek crossing has been prepared, with an external consultant engaged to review it. There has been a delay in the expected start time for consultants to start on this job leading to the project to be behind schedule.

Foreshore and Building improvements



Freshwater Beach masterplan implementation - Executive Manager Parks & Recreation

Work is progressing on implementation of the Freshwater Beach Masterplan, with completion of the accessible ramp, stairs, landscaping, and shower area. The decking at the end of Oceanview Street, oceanfront playground and main playground is to be completed progressively.



Manly Life Saving Club - Executive Manager Property

In consultation with the community and stakeholders, this project will develop a design for the refurbishment/replacement of Manly Life Saving Club and associated community facilities.

Schematic design options for location and potential size of building/s has occurred and consultation with the Community Working Group and Club members has been completed, with concept designs now being finalised.

Community consultation on the concept designs has occurred.



Clontarf masterplan implementation - Executive Manager Parks & Recreation

Procurement of preferred design consultancy is being finalised with design development due to commence.

Little Manly Beach masterplan implementation - Executive Manager Parks & Recreation

Further funding is required due to the expense of completing the Aboriginal Heritage investigations and this will be sought at the third quarter review. The request for quotation for the demolition has been released.

Warriewood Beach foreshore upgrades - Executive Manager Parks & Recreation

Project completed.

Foreshores renewal program - Executive Manager Parks & Recreation

The Review of Environmental Factors for the replacement of the Long Reef Boardwalk and Bridge has been finalised with community consultation due to commence.

Rockpool renewal program - Executive Manager Parks & Recreation

The Program is delayed due to design changes to bring the major repair of Mona Vale Rockpool within budget.

Dinghy Storage - Executive Manager Parks & Recreation

Work will shortly commence to install additional racks at Billarong Reserve to meet demand.

Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure

Project is scheduled to start in the near future.

Surf Life Saving Club minor renewal works - Executive Manager Property

The progress of these works has been delayed as Council awaits grant application outcomes, and Development Assessment (DA) outcomes. North Narrabeen SLSC DA lodged and under assessment, South Narrabeen SLSC (storeroom) completed, Freshwater SLSC extension DA (club to provide additional information), North Steyne SLSC extensions community engagement completed, Newport SLSC extensions flume test modelling commenced, South Curl SLSC (storeroom) awaiting grant application outcome.

Clontarf tidal pool refurbishment - Executive Manager Transport & Civil Infrastructure

The works were completed in June 2023.

South Collaroy foreshore renewal - Executive Manager Environment & Climate Change

Delays in designs and approvals have impacted the original construction timeline where works were planned to commence between April - June 2024. The works are expected to run for six months and have been deferred to 2025 to avoid constructing over the busy summer period that would include pool closures and restricted access.



Bayview seawall and path - Executive Manager Parks & Recreation

Work is progressing well on the renewal of the seawall at Bayview.

Town centre and village upgrades



Commercial centre upgrade program - Executive Manager Parks and Recreation

Project completed.



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

Works at Triangle Park North are now complete.



Commercial centre renewal - Executive Manager Parks & Recreation

Project is scheduled to start.

Recreational trails



McKillop Park, Freshwater boardwalk - Executive Manager Parks & Recreation

The design is complete for the McKillop Park Boardwalk project, but there is insufficient budget to construct the boardwalk. Discussions have been held with the funding provider to submit an alternative project in the area to undertake with the funding. Negotiations are ongoing.



Manly Dam Boardwalk - Executive Manager Parks & Recreation

A contractor has been appointed and preliminary works have commenced on site.



Manly Dam mountain bike trail upgrade - Executive Manager Parks & Recreation

Trail works are continuing on the 19th hole route. environmental and heritage assessment of the Manning Street realignment is at determination phase, awaiting support from Heritage NSW. The delay in the review of the Manning Street realignment by Heritage NSW means the project has slipped behind schedule.



Recreational trails renewal program - Executive Manager Parks & Recreation

A request for quotation for the replacement of the bridge at Fisher Bay, Clontarf - part of the Manly to Spit Walk, is being prepared.

Playground improvements



Griffith Park playground upgrade - Executive Manager Parks & Recreation

Construction has been completed, with the playground now open to the public.



Trafalgar Park, Newport playground upgrade - Executive Manager Parks & Recreation

The contract has been awarded for the playground upgrade.



Dee Why Beach (Michaela Howie) Playground Upgrade - Executive Manager Parks & Recreation

The upgrade of Michaela Howie Playground, Dee Why is currently in procurement phase. Construction is expected to commence after the adjacent gross pollutant trap renewal works have been completed.



Fielding Reserve, Collaroy new playground - Executive Manager Parks & Recreation

Work has commenced on the playground.



Playground renewal program - Executive Manager Parks & Recreation

Responses to the request for quotation for the space net replacement at Winnererremy Bay Mona Vale are being evaluated. Several jobs are behind schedule due to delays in delivery of equipment.

FINANCIALS - Parks and Recreation

Income and Expenditure
Statement
01 July 2023 to 31 March 2024

Income and Expenditure Statement	Year to date			Annual			
01 July 2023 to 31 March 2024	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	1,987	1,879	108	2,465	2,465	2,471	
Investment Fees and Revenues	1,907	1,079	-	2,400	2,403	2,471	
Other Revenues	419	420	(2)	560	560	566	
Grants and Contributions - Operating	419	420	(2)	300	300	300	
Purposes	286	1,150	(864)	662	2,564	2,581	
Other Income	7	-	7	3	3	7	
Gains on disposal of Assets	(22)	-	(22)	-	-		
Total Income from Operations	2,677	3,449	(772)	3,690	5,593	5,626	
Expenses from Operations							
Employee Benefits and Oncosts	(10,685)	(10,674)	(11)	(14,241)	(14,358)	(14,246)	
Borrowing Costs	-	-	-	-	-	-	
Materials and Services	(12,370)	(11,749)	(621)	(15,260)	(16,203)	(16,470)	
Depreciation and Amortisation	(4,937)	(4,937)	-	(7,387)	(7,387)	(7,387)	
Other Expenses	(218)	(207)	(12)	(256)	(256)	(256)	
Internal Charges	(1,222)	(1,222)	0	(1,649)	(1,649)	(1,649)	
Overhead Allocation	(3,001)	(3,001)	-	(3,999)	(4,002)	(4,002)	
Total Expenses from Operations	(32,433)	(31,790)	(643)	(42,792)	(43,855)	(44,010)	
Surplus / (Deficit) from Operations	(29,756)	(28,341)	(1,415)	(39,102)	(38,262)	(38,384)	
Income from Capital Grants and Contributions Grants and Contributions - Capital							
Purposes	2,583	3,457	(873)	12,674	7,804	3,956	
Surplus / (Deficit) from Operations including Capital Grants and							
Contributions	(27,173)	(24,885)	(2,288)	(26,428)	(30,458)	(34,428)	
Rates and Annual Charges							
Rates and Annual Charges	29,301	29,301	-	38,936	38,936	38,936	

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$29.8)m is higher than forecast by (\$1.4)m at the end of the quarter.

Total Income from Operations of \$2.7m is lower than forecast by (\$0.8)m.

User Charges and Fees are higher by \$0.1m as a result of the early payment of filming permits, dinghy's/boat storage and sporting facilities fees.

Grants and Contributions for Operating Purposes are lower by (\$0.9)m primarily due to the delay in receiving disaster claims funding and the timing of work on the B-Line grant funded trees program.

Total Expenses from Operations of (\$32.4)m are higher than forecast by (\$0.6)m.

Materials and Services are higher by (\$0.6)m as a result higher mowing and vegetation maintenance costs.

Grants and Contributions for Capital Purposes are lower by (\$0.9)m primarily due to the timing of Manly Dam boardwalk, Bayview Seawall and Path, South Collaroy foreshore renewal, Manly Dam Memorial Shelter and Warriewood Beach foreshore upgrades projects.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$0.1)m to (\$38.4)m principally due to higher contract services for Reserves and Sportsfields offset with a reduction in Employee costs.

Capital grants and contributions are forecast to decrease by (\$3.8)m to (\$4.0)m as funded projects have been rephased to the next financial year.

ECONOMIC

Economic Development, Events and Engagement

HIGHLIGHTS

Delivering our Events Strategy

World Food Markets

The World Food Markets started the year with large crowds at Freshwater Beach Park. Killarney Heights Oval was our final location for the series in February with the first evening hosting Lion Dancers to celebrate Chinese New Year. The second week at Killarney was cancelled due to weather. Just under 6,000 people attended these two locations.

Celebrate Australia

Celebrate Australia is a number of activities held in the lead up to, and on, Australia Day. Pre events included our Australian Made Markets, Food Truck Party, Aboriginal Heritage Walks and Australian themed Open-Air Cinema, screening Blueback. On Australia Day we held our Citizenship Ceremony, the two Aquatic Centres had pool parties and the Place & Economic Development Team arranged for music and entertainment at Manly, Dee Why and Collaroy.

Sun Run

The 7km and 10km fun run saw a record breaking 7,500 participants sign up. Taking on the picturesque course from Dee Why Beach to Manly and raising over \$79,000 for charities across Australia including the Australian Cancer Research Foundation and Manly Wheelchair Basketball Association. Nedd Brockmann was the event ambassador adding to the campaign reach and engagement and a number of new partners were signed on for the 2024 event.

Citizenship Ceremonies

Council ran one ceremony, on Australia Day, with 212 people becoming citizens. February and March ceremonies were cancelled due to the low number of conferees on the waitlist.

International Women's Day (IWD)

The IWD Markets were held at James Meehan Reserve on the Sunday prior to IWD. 58 stallholders were in attendance selling products made, created or produced by women, with the majority from our LGA. There was entertainment from local artists and food trucks with thousands in attendance throughout the day.

Our annual IWD Breakfast was held at the Manly Pacific with 320 in attendance. Guest speaker was Chloe Dalton, a leading Australian multi-disciplined athlete, female advocate and recent author. Proceeds from a raffle held at the event (\$3,240) was donated to two local charities, Women & Children First and the Northern Beaches Women's Shelter.

Partnerships

Surf Life Saving NSW held their State Championships across three weekends in March at Freshwater, Queenscliff and North Steyne. The event brings participants from across the state to

compete in an array of events across the three weeks, driving visitation and spend in the local area.

PERFORMANCE MEASURES

Performance measures – Economic Development, Events, Engagement	Target	March quarter
High level projects with a Community Engagement Plan and Report (level 1-3 projects)	100%	100%
Decisions on all Council project engagements are communicated to the community within 30 days	100%	100%
Average no. website visits/month	330,000	348,355

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

OPERATIONAL PROJECTS

Key: Complete Progressing Behind schedule



Preparation for Placemaking grant education workshop to be held. The workshop is aimed at increasing the number of successful applicants, reach more community members and award full grant funding.



Work is continuing on the development of a training kit to support the roll out of the training program.

CAPITAL PROJECTS

Key: Complete Progressing Behind schedule

Town and Village Centre Activations

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

Project complete.

Avalon Place Plan implementation - Executive Manager Parks & Recreation

Concept design work for both Dunbar Park and new bike park facilities are being finalised in preparation for consultation. A Streetscape Upgrade Implementation Plan will be developed in

Town and Village Centre Activations

consultation with the community following the outcome of the Streets for Shared Spaces trial being reported to Council.

FINANCIALS - Economic Development, Events and Engagement

Income and Expenditure Statement	Year to date			Annual			
01 July 2023 to 31 March 2024	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	65	40	25	121	127	52	
Investment Fees and Revenues	-	-	-	-	-	-	
Other Revenues	858	589	268	626	723	723	
Grants and Contributions - Operating Purposes	12	10	2	_	10	10	
Other Income	_	-	-	-	-	-	
Gains on disposal of Assets	_	-	=	-	-	-	
Total Income from Operations	935	639	295	747	860	784	
Expenses from Operations Employee Benefits and Oncosts	(5,106)	(4,988)	(118)	(6,758)	(6,875)	(6,990)	
Borrowing Costs	-	-	-	-	-	-	
Materials and Services	(2,463)	(2,719)	256	(3,404)	(3,486)	(3,102)	
Depreciation and Amortisation	(55)	(55)	-	(73)	(73)	(73)	
Other Expenses	(192)	(244)	52	(462)	(521)	(521)	
Internal Charges	(152)	(152)	(0)	(207)	(210)	(197)	
Overhead Allocation	(850)	(850)	-	(1,137)	(1,134)	(1,134)	
Total Expenses from Operations	(8,818)	(9,008)	189	(12,040)	(12,299)	(12,018)	
Surplus / (Deficit) from Operations	(7,884)	(8,368)	485	(11,293)	(11,439)	(11,234)	
Income from Capital Grants and Contributions Grants and Contributions - Capital Purposes Surplus / (Deficit) from Operations		-	_	_	_		
including Capital Grants and Contributions	(7,884)	(8,368)	485	(11,293)	(11,439)	(11,234)	

8,285

11,293

Rates and Annual Charges Rates and Annual Charges

8,285

11,293

11,293

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$7.9)m is lower than forecast by \$0.5m at the end of the quarter.

Total Income from Operations of \$0.9m is higher than forecast by \$0.3m.

Other Revenues are higher by \$0.3m as a result of higher Sun Run ticket sales, Manly Visitor Information Office's merchandise sales and sponsorships.

Total Expenses from Operations of (\$8.8)m are lower than forecast by \$0.2m.

Employee Benefits and Oncosts are higher by (\$0.1)m due to the impact of remeasuring the Employee Leave Entitlements provision within the context of falling Commonwealth bond rates.

Materials and Services are lower by \$0.3m as a result of lower utilisation of Agency Personnel and timing differences associated with Place Management and Events.

Other Expenses are lower by \$0.1m as a result of timing differences of payment for NSW Surf Life Saving Champions.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.2m to (\$11.2)m principally as a result of the cancellation of the Taste of Manly event.

Transport Traffic and Active Travel

HIGHLIGHTS

Restoring our tidal pools and wharves

Council manages six operational tidal swimming enclosures across the Northern Beaches, giving a diverse range of recreational opportunities. Our tidal pool program is aimed at ensuring these facilities are maintained in good condition for everyone to use.

The Paradise Beach Tidal Pool and wharf at Avalon Beach has moved to construction phase and will be commencing in June. Contractors GPM have been appointed and begun ordering of materials.

Stormwater

Works are complete at Hilltop Road, Avalon Beach involving 80m of new kerb and gutter to fix a ponding problem in the street and to link the kerb and make it continual along the street. This involved regrading the road, driveway adjustments and asphalting.

Works are complete at Edgecliffe Esplanade, Seaforth involving drainage upgrades to relieve flooding of properties in larger storm events. This involved new pit inlets, reshaping of the road, dish drain and discharge structure, new stairs and handrail and two new kerb ramps.

Works are nearing completion at Linden Avenue, Belrose. This involved 100m of new kerb and gutter, embankment erosion control and native planting. These works were constructed to minimise flooding into a corner property on larger storm events and link up two separate pieces of kerb and gutter near a school.

Making travel on our roads safer

Council's road resurfacing program has commenced with 55 sections of streets in this year's program. Our list includes regional roads, partly funded by Transport for New South Wales (TfNSW), as well as local roads funded by the Federal Government's 'Roads to Recovery' program and Local Road & Community Infrastructure Program.

12 sections of road were resurfaced during the March quarter, spanning 3.61 km of the road network.

Road pavement in Bushey Place, Dee Why was repaired and resurfaced with surface drainage improvements.

As part of Regional and Local Roads Repair Program, Council received approximately \$9 million in funding to repair roads damaged in 2022 storm events. Over 140 locations were targeted for works with over 60,000m² of road pavement repaired under this program in 2023 and 2024.

Council has been advised that it has been successful in obtaining Road Safety and/or Blackspot Program funding from TfNSW to address road safety issues at several locations.

Road Safety Improvements

Council replaces cracked and damaged footpath slabs in order to keep the existing footpath network in serviceable condition. This work allows the existing aging footpath networks to remain very useful to out all in the community who walk and those who get around on wheelchairs and mobility devices.

Kerb ramps

In conjunction with the resurfacing programs Council undertakes renewal of adjacent damaged kerb and gutter and some aging footpath. This helps to keep existing footpaths and related kerb and gutter in a serviceable condition.

Improvement works were completed across the LGA to improve kerb ramps, with six more sites planned for upgrades. The kerb ramp program is particularly helpful for the elderly, those who rely on walking frames, wheelchairs and prams. One element of the kerb ramp program includes a low cost / high benefit program at 14 existing kerb ramps to remove the existing lip edge. This makes the kerb ramps more manageable, particularly for those in electric wheelchairs. Other parts of Council also implement improvements at kerb ramps when the subject works coincide with problem kerb ramps.

Bus stop work

Bus stops improvement works are completed across the LGA with works including boarding slabs with tactiles and new seats for waiting bus patrons. Five further sites are to be upgraded. The bus stop works are very helpful to those of us who rely on buses.

The new boarding slabs provide a stable surface, in place of the grass, for wheelchair users and others. The seats are very valuable for the frail and elderly, who sometimes find it difficult to stand for long periods. The new tactiles assist those with vision difficulties. Bus stop improvements assist in facilitating better accessibility for bus patrons and help them get around easily in our community.

Road safety matters

- The Road Safety team had a high level of engagement with our local schools. With about 80 primary and high schools, we communicated via 151 emails. Plus we had several onsite visits with four schools where we are doing a formal road safety review, providing feedback on recommended driver behaviour changes, plus recommending infrastructure changes. We also had onsite discussion with a further six schools on general road safety issues.
- Driving off to a good start Online workshop was arranged in February 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. It was attended by 44 participants; resources were forwarded to 65 registered people. This was the second online workshop in this financial year. There is one more online session on 15 May and one session in person on 22 May for the Tibetan community.
- Little Blue Dinosaurs Foundations signs that were placed around Northern Beaches reminding drivers to watch for kids and to "Slow Down kids around" during summer holidays time, have been collected. This activity has been finalised until the next activation in the next summer holidays.
- Pedestrian Safety Road Safety team regularly participates in Stepping On program
 presenting on pedestrian safety. 23 people participated in two education sessions which aimed

to raise awareness on issues that can assist pedestrians and increase awareness of road safety.

- Galmatic workshops to enhance mechanic skills and upskill women and youth to improve their car maintenance were held on 7 and 9 March. They were well received by community and the three sessions held were well attended (total of 44 people) with some great feedback provided. There are two Galmatic workshops scheduled for April school holidays targeting youth only.
- With Council's goal to increase active travel, we held practical bicycle riding workshops to raise the confidence of both adults and youth. Seventeen people have now improved their bike riding skills and feel more confident.
- E-bikes continue to prove to be an effective mode of travel, especially for youth and for the elderly. However, there continues to be a rise in the use of heavy e-bikes by the youth. Concerns have been raised about the risks they pose with the speed and silent approach, accompanied by the lack of awareness of road rules by the young demographic predominantly using these e-bikes. Council is continuing to develop educational resources and to re-assure residents that we are working with the police and schools to raise awareness of the need for care by both the e-bike riders and for pedestrians.

Parking services and technology

Caring for our public places

Council's Public Place Officer (PPO) team has been meeting with business owners and shopkeepers and continues to provide ongoing assistance and answer enquiries to maintain strong lines of communication with Council. The team liaises with Council's Place Coordinators to provide a direct contact for issues that are raised by our business owners and shopkeepers. With the summer months and local events in full swing, the Team has been busy conducting regular inspections of beaches, parks, reserves and public places ensuring our beautiful area is ready for residents and visitors to enjoy.

As well as inspecting our footpaths, fixing trip points and reporting potholes on our roads, the PPOs have been assisting with the movement of VMS boards to various locations, reporting graffiti damage to local utilities and ensuring shopping trolleys are returned, improving our response hazards for our community.

Parking Operations

Council operates five paid parking stations and 36 pay and display reserve car parks. During the March quarter there were 330,000 visits to the Manly parking stations and 22,505 visits to the PCYC parking station in Dee Why.

The Hop Skip Jump buses provided a daily service with nearly 90,000 commuters travelling between January and March 2024. This bus service links Seaforth, Balgowlah Heights, Clontarf, Manly Vale, Fairlight, Manly and Fairy Bower.

Tap payment terminals are now available on the Hop Skip Jump buses offering commuters another way to donate.

Expanding our active travel network

The Curl Curl to Freshwater Connectivity and Streetscape Upgrade project was on public exhibition from Monday 6 November through to Sunday 10 December. The team received strong engagement from the community with phone calls, face to face meetings and block meetings over

four events during the engagement period with over 600 online submissions and over 140 emailed submissions received. We are now embarking on the process to review the detailed comments and will be appointing an independent consultant to prepare the Community and Stakeholder Engagement Report which will be reported to Council next year.

A Council initiative to install secure bike storage at Dee Why beach has been on public consultation with a review of submissions currently underway. We anticipate construction will begin in the new year after the summer peak.

The shared user bridge project adjacent to Pittwater Road Queenscliff is progressing through the initial design and investigation process. Traffic analysis, geotechnical assessment and detailed survey have been undertaken along with consultation with Bicycle NSW and an investigation of an alternative suggestion.

Our new footpath program continues with nine footpath projects completed to connect our community and offer walking as a viable means of active travel. An additional package of footpath projects for Mona Vale has been designed and is currently in the procurement phase.

The Pipeline Active Transport Corridor is progressing with key stakeholder engagement ongoing.

Electric Vehicle Charging

The rollout of Electric Vehicle Charging infrastructure across the Northern Beaches is ongoing with new Intellihub sites live and a fifth nearly complete. Two sites (Palm Beach and Mona Vale) have been rejected by Ausgrid so we will present alternative sites at Allambie and Terry Hills to the Local Traffic Committee in the new year to make the most of available grant funding. We will continue to investigate opportunities to expand charging infrastructure at Palm Beach and Mona Vale.

PERFORMANCE MEASURES

Performance measures – Transport, Traffic and Active Travel	Target	March quarter
No. community road safety events/ sessions held	6	21

OPERATIONAL PROJECTS

Key: Complete Progressing Behind schedule

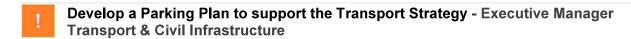
Implement the Regional and Local Roads Repair Program - Executive Manager Transport & Civil Infrastructure

This project is complete, with the final Financial Report submitted to Transport for NSW.

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

Tap payment terminals are now available on the Hop Skip Jump bus service.

A service review has commenced and is at the define stage to identify opportunities for financial efficiencies, customer experience improvements and to identify any risk that needs to be addressed to ensure the service is well prepared and resilient to address future challenges. Progress has been affected by resourcing.



Draft Plan is awaiting internal review.



Plan and deliver parking technology and infrastructure across the area - Executive Manager Transport & Civil Infrastructure

Disability parking sensor rollout is now complete with all sensors installed and most spaces loaded on the Park'nPay app. Remaining tasks include updates to loading zone signage and updated line marking for a few motorcycle bays.

Create an Active Transport Corridor between Beacon Hill and Davidson - Executive Manager Transport & Civil Infrastructure

Council is actively working with key stakeholders to progress this project. A contamination assessment has been undertaken and report received. Work to arrange geotechnical, service protection and structural appraisals for Sydney Water assets is commencing. Project currently on hold due to Contamination Assessment results.

CAPITAL PROJECTS

Key:



Complete



Progressing



Active Travel – cycleways and footpaths

Behind schedule





- Bardo Road Newport
- Gibbs Street Manly Vale
- Quinlan Street Manly Vale
- Link Street Manly Vale
- Mildred Avenue Manly Vale
- Challenger Drive, Belrose
- Sir Thomas Mitchell Drive, Davidson
- Hews/Pringle Avenue, Belrose
- Gondola Road, Narrabeen commenced.

Get Active Mona Vale footpaths completed for:

- -Park Street, Mona Vale
- -Government Road, Mona Vale



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

Addiscombe Road complete.

Connecting Communities - footpaths program - Executive Manager Capital Projects

Project update provided to the community in late 2023. Tender documents are being prepared for the Newport to Bilgola Beach section after a further round of consultation was completed resulting in a delay to the schedule.

Connecting Communities - cycleways program - Executive Manager Capital Projects

Project update provided to the community in late 2023. Tender documents are being prepared for the Newport to Bilgola Beach section after a further round of consultation was completed resulting in a delay to the schedule.

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

Project complete.

Fern Creek bridge and shared paths - Executive Manager Parks & Recreation

The construction of the pedestrian bridge at Fern Creek is now complete.

Shared path from Bline Stop to Boondah Road Warriewood - Executive Manager Capital Projects

This project will be completed to align with the completion of the Warriewood Community Centre project.

Queenscliff headland access ramp - Executive Manager Transport & Civil Infrastructure

Request for Quote released to market with a closing date of early April.

Dee Why Beach secure bike storage - Executive Manager Transport & Civil Infrastructure

Community Engagement report published, with majority support for the proposal and project is being prepared to hand over to Capital Project team for delivery. The project has been delayed due to it being in a challenging location with multiple conflicting complexities, and team resourcing due to other projects taking priority.

Pedestrian and cyclist bridge Pittwater Road Queenscliff - Executive Manager Transport & Civil Infrastructure

Geotech investigations and survey completed. Review of Environmental Factors completed by consultant. Request for Tender documents finalised and released.

Footpath renewal works - Executive Manager Transport & Civil Infrastructure

Current renewal works completed in March:

- Fisher Road, North Cromer
- Devitt Street, Narrabeen
- Holborn Avenue, Dee Why

No further footpath renewals will be undertaken by the Capital Projects team this financial year as the focus is now on urgent temporary repairs to Federation boardwalk in Manly.

Road and related infrastructure upgrades



New traffic facilities - Executive Manager Transport & Civil Infrastructure

Carawa Road and Fisher Road roundabout quotes finalised.

Carawa Road and Alfred Street works quotes finalised.

Addison Road raised threshold works quote received.



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

Detailed design is in progress.



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

- Completed construction on Orchard Road Roundabout and median upgrade tree planting still to be completed.
- Planning of various components of works continuing.
- Land acquisition for Jubilee/Warriewood Road roundabout not proceeding redesign of roundabout to go ahead.
- Boondah Road design review underway updated pricing from consultant has been approved.



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

Road Safety Assessment complete.



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

Nothing to report as still awaiting scope information for the FY 23/24 new kerb and gutter program.



Traffic facility delivery - accelerated - Executive Manager Transport & Civil Infrastructure

Project has been approved at Local Traffic Committee and detailed design commenced.



Safer Schools Infrastructure - Executive Manager Transport & Civil Infrastructure

Community concerns have affected the progress of this project. Finalising consultation report prior to reporting to Council.



Bus stop renewal - Executive Manager Transport & Civil Infrastructure

No change since the December Report.



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

Kerb and gutter renewal works are progressing as planning ahead of re-sheet works.



Retaining wall renewal works - Executive Manager Transport & Civil Infrastructure

Parks Avenue retaining wall soil nail install works complete.

Installation of mesh reinforcement commenced.



Road Resheeting program - Executive Manager Transport & Civil Infrastructure

- Total 47 streets have been listed for 2023/24 Road resheeting program
- Visual scoping completed for 30 streets
- Geotech investigation and road pavement design work is commenced for seven streets. Two streets pavement designs are in final stage.
- Quotations/Prices are being received from contractors
- Total 34 streets have been completed.



Bridge renewal works - Executive Manager Transport & Civil Infrastructure

Backfill to pedestrian bridge complete and spray sealed.

Wharf upgrades



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

Project yet to be reported to Council to progress further.



Wharves works program - Executive Manager Transport & Civil Infrastructure

Taylors Point Wharf is ready to be constructed with Review of Environmental Factors and designs complete. Program will focus on Taylors Point as funds have not been secured for Mackeral Beach.

Car parks and parking stations



Smart Parking infrastructure project - Executive Manager Transport & Civil Infrastructure

746 Sensors for the Manly ward were ordered for this project. Sensors have been installed to date across the original proposed areas including South Steyne, North Steyne, Little Manly, Shelly Beach, Clontarf Beach Reserve and Sandy Bay Road. Sensors have also been installed in Wentworth Street, The Corso and Marketplace. Outstanding works for these installations include some line marking at South Steyne and Wentworth Street Manly and installation of signage to notify that spaces are being electronically monitored.



Accessible Parking Infrastructure - Executive Manager Transport & Civil Infrastructure

Project nearing completion.



Car park renewal works - Executive Manager Transport & Civil Infrastructure

Construction works due to commence.



Multi storey car parks renewal works - Executive Manager Property

This program allows for fire safety upgrade, lift works and air handling replacements at Council's car parks.

Several air handling works have been completed.

Planning is progressing for works to resolve historical drainage issues at Short Street, Manly.



Plant and Fleet

Major plant renewal - Executive Manager Transport & Civil Infrastructure

Project running to schedule.



Light fleet renewal - Executive Manager Transport & Civil Infrastructure

Project running to schedule.

FINANCIALS - Transport Traffic and Active Travel

Income and Expenditure Statement	Year to date			Annual		
01 July 2023 to 31 March 2024	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	15,289	14,579	710	18,418	18,445	18,845
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues Grants and Contributions - Operating	1,202	945	257	991	968	1,199
Purposes	5,672	5,548	124	12,661	10,700	9,988
Other Income	8	8	-	10	10	10
Gains on disposal of Assets	1,172	891	281	395	395	395
Total Income from Operations	23,344	21,971	1,372	32,475	30,518	30,437
Expenses from Operations						
Employee Benefits and Oncosts	(9,531)	(9,760)	229	(13,664)	(13,368)	(13,324)
Borrowing Costs	_	-	-	<u>-</u>	-	-
Materials and Services	(15,781)	(17,087)	1,307	(23,836)	(23,137)	(22,660)
Depreciation and Amortisation	(10,914)	(10,914)	0	(16,786)	(16,786)	(16,786)
Other Expenses	(0)	-	(0)	-	-	-
Internal Charges	6,520	6,525	(5)	8,632	8,774	8,774
Overhead Allocation	(2,860)	(2,860)	_	(3,813)	(3,815)	(3,815)
Total Expenses from Operations	(32,566)	(34,097)	1,531	(49,466)	(48,331)	(47,810)
Surplus / (Deficit) from Operations	(9,223)	(12,126)	2,903	(16,992)	(17,813)	(17,373)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	5,602	6,939	(1,336)	11,400	12,436	11,084
Surplus / (Deficit) from Operations		0,000	(1,000)	11,400	12,400	11,004
including Capital Grants and Contributions	(3,620)	(5,187)	1,567	(5,591)	(5,377)	(6,289)
Rates and Annual Charges						
Rates and Annual Charges	14,867	14,867	-	16,822	16,822	16,822

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$9.2)m is lower than forecast by \$2.9m at the end of the quarter.

Total Income from Operations of \$23.3m is higher than forecast by \$1.4m.

User Charges and Fees are higher by \$0.7m as a result of timing differences associated with the receipt of Road Restoration and Road Permit revenues.

Other Revenues are higher by \$0.3m due to additional income from Advertising on Council Structures.

Gains on Disposal of Assets are higher by \$0.3m as a result of higher than expected proceeds from the sale of vehicles.

Total Expenses from Operations of (\$32.6)m are lower than forecast by \$1.5m.

Employee Benefits and Oncosts are lower by \$0.2m due to vacant positions within the service.

Materials and Services are lower by \$1.3m as a result of timing of maintenance and construction and street lighting replacement projects and slightly delayed expenditure on grant funded projects.

Grants and Contributions for Capital Purposes are lower by (\$1.3)m as a result of timing of the revenue recognition of Road Resheeting, New Footpaths and New Traffic Facilities grant funding.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.4m to (\$17.4)m principally due to additional road permits and advertising on Council structures income along with grant funding and associated contracts proposed to be rolled over to 2024/25 for the Active Transport Pipeline Corridor project.

Property and Facilities

HIGHLIGHTS

Aquatic Centres

The Centres hosted a very successful School Swimming Carnival season with 74 Carnivals held across both sites.

Manly Andrew Boy Charlton had its highest enrolments in Learn to Swim and its highest Gym memberships since opening in 2016.

Currawong Beach Cottages

Guests are no longer required to supply their own linen while staying at Currawong Beach Cottages. Council have recently signed a 3-year agreement with Lawrence Dry Cleaners for full linen services to Currawong.

North Avalon Surfriders Association storage

Work has been completed on the storage space for the North Avalon Surfriders Association. The new area has been designed to blend in with the existing building and allows the club operations to be organised much more efficiently.

Collaroy Tennis Club Amenities

Upgraded amenities at Collaroy Tennis Club are now open and have been well received by users. Collaroy is one of the only tennis clubs on the Northern Beaches with Wheelchair tennis, so the addition of a fully accessible amenity has been a vital improvement.

Shelly Beach Amenities

The fully upgraded Shelly Beach Amenities is now open for the community to enjoy. The new facility includes more male and female toilets, showers, a family change room, an accessible facility, and a defibrillator mounted on the outside of the building. The result is a functional and aesthetically pleasing addition to this popular destination.

Little Manly Point Amenities

Works are nearing completion on the new amenities building and service upgrades at Little Manly Point. The new bespoke amenities, sitting adjacent to reserve carpark, will consist of an ambulant unisex WC, unisex accessible WC with baby change and a unisex WC with change table. The facility is expected to be open to the public before the end of June.

Rowland Reserve Public Amenities

Work has almost been completed on the upgrade to the public amenities in Rowland Reserve which are expected to open before the end of May. Much of the existing building is being retained, with re-configuration of the existing building resulting in an increase of the capacity along with the addition of new accessible facilities and a separate "Changing Places" adult change facility with a hoist.

PERFORMANCE MEASURES

Performance measures – Property and Facilities	Target	March quarter
Availability of Council buildings for use by the community (not currently programmed for maintenance)	100%	99.8%*
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	231,800	297,841

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

Notes on results:

OPERATIONAL PROJECTS



Complete Progressing



Behind schedule



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

Targeting improvements at Warriewood, South Narrabeen, North Narrabeen and South Curl Curl. Planning for works at North Steyne is also in progress and an application for a DA to undertake works at Newport is being reviewed.

An application has been lodged by the club, with assistance from Council, for planned upgrades at Freshwater.

A separate project is underway for works at Manly Life Saving Club.



Implement priority accessibility improvements to property assets - Executive **Manager Property**

This year's program continues Council's focus on improving accessibility to our facilities. Projects include the proposed new amenities at Rowland Reserve, at Little Manly Point and at Shelly Beach including accessible amenities, the toilet and lift installations at Avalon Bowling Club as well as improvements to Palm Beach Pavilion toilets.



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

The focus on amenities provision and cleanliness continues this year. As with previous years, additional day teams will be progressively added to the schedule based on seasonal demand. New amenities have been completed recently at Shelley Beach and construction is underway at Little Manly Point and Rowland Reserve.

^{*} Due to a fire in 2021 the Sailing clubhouse in Jamieson Park is unavailable

CAPITAL PROJECTS

Kev:



Complete



Progressing



Behind schedule

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. Planning is in progress for works to commence next financial year.



Emergency Buildings Works Program - Executive Manager Property

This program delivers renewal works on Council owned building assets occupied by emergency services organisations. This financial year the program will deliver improvements to facilities at Duffy's Forest Rural Fire Brigade, Scotland Island Rural Fire Brigade (completed) and Manly SES, Balgowlah.

Cemetery Works



Manly Cemetery Columbarium new works - Executive Manager Property

This project, which delivers new columbarium walls for the Manly cemetery has been successfully completed.



Mona Vale Cemetery Works Program - Executive Manager Property

Program dedicated to renewal works at Mona Vale Cemetery.

A concept design has been prepared for a proposed new courtyard shelter at the cemetery office and amenities building. The proposal will provide shelter for visitors to the cemetery and improve access to existing toilet facilities.

Civic building and compliance works



Operational buildings works program - Executive Manager Property

This program provides for a mix of building repairs and replacement of minor equipment and plant with an emphasis this year on air conditioning renewals.

This year work will also focus on the roof membrane upgrade at Dee Why Civic Centre.

Work has commenced on the adjacent library roof and will continue with the Civic Centre roof.



Sport buildings works program - Executive Manager Property

This works program includes improvements to a number of sports amenities buildings including the Frank Gray Sports Amenities upgrades, construction of female friendly facilities at Pittwater Rugby Park, Cromer Park East sports amenities design, Boondah Reserve change facility design and upgrades, storage sheds at Manly West Park and Beverly Job Park. These projects are progressing well.

Civic building and compliance works

Collaroy Tennis Club amenities refurbishment and accessible amenities has been completed.



Beach Buildings Works Program - Executive Manager Property

This program includes minor renewal works to beach buildings.

Projects this year include the construction of store room at South Curl Curl SLSC and adjacent to the Avalon Beach North Public Amenities which are now completed.

The South Curl Curl SLSC has lodged a grant application with the Surf Club Facility Program and awaiting outcome. Other minor works to beach buildings are undertaken as required.



Disability access compliance works (DDA) - Executive Manager Property

This program aims to provide accessibility improvements to Council's buildings. The installation of handrails to the retractable seating system at North Narrabeen Community & Tennis Centre is complete.

The lift installation works at Avalon Bowling Club are due to start in the near future.



Building Code of Australia compliance works (BCA) – Executive Manager Property

This works program is to improve council building compliance in accordance with the National Construction Code (BCA).

Planned works this year include the upgrade of the main switchboard at the Dee Why Library with design works progressing, handrails installation at the North Narrabeen Community Centre (completed), various building's roof access systems upgrades (currently on hold due to funding constraints).

Works to replace the non-compliant gas suppression systems at Civic Centre and Town Hall are complete.



Sydney Lakeside Holiday Park, North Narrabeen renewal works - Executive Manager Property

This program sees the renewal of building assets within Sydney Lakeside Holiday Park, North Narrabeen. This financial year the program has delivered flooring, painting, and replacement outdoor units for air conditioning to a number of holiday cabins along with renewal of fixtures and play surface at the splash park.

Some air conditioning units will be replaced as well.



Pittwater Golf Driving Range, Warriewood renewal works - Executive Manager Property

Improvement works are proposed for the driving range and putt putt assets.

This year's focus has been on upgrading the car park surfacing which is now complete.

Public Amenities improvements



West Esplanade, Manly accessible amenity - Executive Manager Property

This project will complete the design works for an improved accessible amenity at West Esplanade, Manly.



Little Manly Point Amenity - Executive Manager Property

Works are underway on the new amenities building and service upgrades at Little Manly Point.

The new bespoke amenities, sitting adjacent to reserve carpark, will consist of an ambulant unisex WC, unisex accessible WC with baby change and a unisex WC with change table.

The new building is taking shape, external walls and roof are ready for cladding, whole internal areas have had electrical and plumbing installed, walls have been lined ready for tiling. Services upgrades have taken place.



Freshwater Beach amenities - Executive Manager Property

This project is to develop plans for a new Public Amenities building in the park near the surf club at Freshwater Beach, with construction planned for 2024/25 financial year.

Quotation for design services has closed and is being assessed.



Public Amenities works program - Executive Manager Property

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

The new Shelly Beach Amenities have opened and Rowland Reserve Bayview is progressing well and is approaching completion.

Aquatic Centre improvements



Warringah Aquatic Centre renewal works - Executive Manager Property

This project is focused on air conditioning replacement and pool plant renewal works along with minor improvements this financial year.

Other than any urgent reactive works, this year's projects have been completed.



Manly Aquatic Centre renewal works - Executive Manager Property

The project is focused on replacement of pool plant and minor upgrades.

This year, the sound system in the gym has been replaced along with various items of pool plant.

Slip treads for the stairs next to the 25m internal pool have been installed - this access point is now open to the public again.

Remediation work to the Accessible bathrooms completed and back open to the public.

FINANCIALS - Property and Facilities

Income and Expenditure Statement		Year to date	late	
01 July 2023 to 31 March 2024	YTD	YTD		
	Actual	Forecast	V	
	\$'000	\$'000		
Income from Operations				
User Charges and Fees	18,492	17,277		

User Charges and Fees	18,492	17,277	1,215	20,700	21,889	22,599
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues Grants and Contributions - Operating Purposes	4,215 -	4,038	176	4,196 -	4,643 -	4,643 -
Other Income	7,553	7,415	138	9,560	9,574	9,574
Gains on disposal of Assets	-	-	-	-	-	
Total Income from Operations	30,259	28,731	1,529	34,456	36,106	36,816
Expenses from Operations						
Employee Benefits and Oncosts	(9,702)	(9,552)	(150)	(13,174)	(13,147)	(13,718)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(18,077)	(17,966)	(112)	(23,077)	(24,053)	(23,988)
Depreciation and Amortisation	(6,231)	(6,231)	-	(8,578)	(8,578)	(8,578)
Other Expenses	(170)	(185)	14	(246)	(246)	(246)

Surplus / (Deficit) from Operations	(7,880)	(9,170)	1,290	(15,913)	(15,215)	(15,011)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	388	201	187	139	201	546
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(7,492)	(8,970)	1,477	(15,774)	(15,014)	(14,465)

(261)

(3,707)

(37,901)

(252)

(3,707)

(38,140)

Rates and Annual Charges						
Rates and Annual Charges	10,154	10,154	-	16,044	16,044	16,044

Internal Charges

Overhead Allocation

Total Expenses from Operations

Annual

Approved

Forecast

\$'000

(353)

(4,944)

(51,321)

(353)

(4,944)

(51,827)

Current

\$'000

Forecast

YTD

\$'000

8

(239) (50,370)

(353)

(4,941)

Variance

Annual

Budget

\$'000

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$7.9)m is lower than forecast by \$1.3m at the end of the quarter.

Total Income from Operations of \$30.3m is higher than forecast by \$1.5m.

User Charges and Fees are higher by \$1.2m as a result of additional Swimming Pool, Golf Course and Currawong fee income.

Other Revenues are higher by \$0.2m as a result of additional Property Outdoor Dining, Outgoings and Food and Merchandise sales.

Other Income is higher by \$0.1m as a result of increased lease income.

Total Expenses from Operations of (\$38.1)m are higher than forecast by (\$0.2)m.

Employee Benefits and Oncosts are higher by (\$0.1)m due to the impact of remeasuring the Employee Leave Entitlements provision within the context of falling Commonwealth bond rates and an increase in usage of casual staff which has been offset by additional income received at Manly Aquatic Centre

Materials and Services are higher by (\$0.1)m as a result of reactive building maintenance works at the Manly and Warringah Aquatic Centres and various facilities reactive maintenance (particularly public amenities).

Grants and Contributions for Capital Purposes are higher by \$0.2m as a result of the timing of receipts for the Sport Buildings Works and Beach Buildings Works Programs.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.2m to (\$15.0)m principally due to an increase in fee revenue received at Manly Aquatic Centre, offsetting additional Aquatic Centre employee costs, Cleaning, Building Maintenance and Materials expenditure.

CIVIC

Customer Service

HIGHLIGHTS

The March quarter met all KPIs with the exception of service level which has recovered from the December quarter and is close to our target of 80% calls answered within 30 seconds.

Our Customer Satisfaction score continues to improve with Q3 having an average of 4.08 out of 5 (81.6%) with January having our highest score in a number of years of 4.11 (82.2%).

The Customer Service team's new structure went live and we welcomed new colleagues to the team.

PERFORMANCE MEASURES

Customer Service - Performance measures	Target	March quarter
Calls answered within 30 seconds	80%	78%*
Customer requests conducted online	30%	45%
- Workload measures		
No. calls to Customer Service 1300 434 434	-	32,236
No. enquiries received at the counter and by mail, email and online requests	-	23,176

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

Notes on results:

OPERATIONAL PROJECTS

Key: Complete Progressing Behind schedule



Phase 3 due to go live commencing with Animals and Pets section.



First draft completed - now being refined to a briefing document.

^{*} Service level recovering throughout Q3 to near target level after service level dropped in Q2 due to resource vacancies and high levels of leave.



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

Universal question approved by Executive Leadership Team and QuestionPro identified as the survey tool.

FINANCIALS - Customer Service

Income and Expenditure Statement		Year to date		Annual		
01 July 2023 to 31 March 2024	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	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues Grants and Contributions - Operating Purposes	-	-	-	-	- -	-
Other Income	_	_	_	_	_	_
Gains on disposal of Assets	-	_	-	_	_	_
Total Income from Operations	-	-	-	-	-	
Expenses from Operations						
Employee Benefits and Oncosts	(3,455)	(3,091)	(364)	(4,229)	(4,260)	(4,601)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(164)	(171)	6	(217)	(217)	(250)
Depreciation and Amortisation	(52)	(52)	-	(69)	(69)	(69)
Other Expenses	-	-	-	-	-	-
Internal Charges	586	588	(2)	783	783	783
Overhead Allocation	(457)	(457)		(611)	(610)	(610)
Total Expenses from Operations	(3,542)	(3,182)	(360)	(4,343)	(4,373)	(4,747)
Surplus / (Deficit) from Operations	(3,542)	(3,182)	(360)	(4,343)	(4,373)	(4,747)
Income from Capital Grants and Contributions Grants and Contributions - Capital Purposes Surplus / (Deficit) from Operations including Capital Grants and Contributions		(3,182)	(360)	(4,343)	(4,373)	(4,747)
Rates and Annual Charges						
Rates and Annual Charges	3,178	3,178	-	4,343	4,343	4,343

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$3.5)m is higher than forecast by (\$0.4)m at the end of the quarter.

Total Expenses from Operations of (\$3.5)m are higher than forecast by (\$0.4)m.

Employee Benefits and Oncosts are higher by (\$0.4)m as a result of redundancies and severance payments.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$0.4)m to (\$4.7)m as a result of Customer Service structural changes.

Governance and assurance services

HIGHLIGHTS

Internal audit – presented 2 internal audit reports to the March ARIC. New Conduct Review Panel adopted by Council. Fraud and Corruption Control Policy adopted by Council.

PERFORMANCE MEASURES

Performance measures – Governance and Assurance	Target	March quarter
Council meeting minutes finalised and published within three working days of meetings	100%	100%
Enterprise risk registers reviewed and current	100%	100%
Internal audits undertaken in line with Strategic Internal Audit Plan	100%	100%



FINANCIALS - Governance and Assurance Services

Income and Expenditure Statement		Year to date		Annual		
01 July 2023 to 31 March 2024	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	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues Grants and Contributions - Operating Purposes	240	-	240	-	-	-
Other Income	_	_	_	_	_	_
Gains on disposal of Assets	_	-	_	_	_	_
Total Income from Operations	240	_	240	_	_	
rotal moomo nom operatione						
Expenses from Operations						
Employee Benefits and Oncosts	(2,469)	(2,667)	198	(3,718)	(3,687)	(3,517)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(4,870)	(5,473)	603	(7,274)	(7,220)	(7,320)
Depreciation and Amortisation	(21)	(21)	-	(28)	(28)	(28)
Other Expenses	-	-	-	-	-	-
Internal Charges	(25)	(23)	(2)	30	(18)	(18)
Overhead Allocation	(797)	(797)	-	(1,069)	(1,064)	(1,064)
Total Expenses from Operations	(8,181)	(8,980)	799	(12,059)	(12,016)	(11,946)
Surplus / (Deficit) from Operations	(7,941)	(8,980)	1,039	(12,059)	(12,016)	(11,946)
Income from Capital Grants and Contributions Grants and Contributions - Capital Purposes		-	<u>-</u>	-		-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(7,941)	(8,980)	1,039	(12,059)	(12,016)	(11,946)
Rates and Annual Charges Rates and Annual Charges	9,028	9,028	-	12,059	12,059	12,059

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$7.9)m is lower than forecast by \$1.0m at the end of the quarter.

Total Income from Operations of \$0.2m is higher than forecast by \$0.2m.

Other Revenues are higher by \$0.2m as a result of legal costs recovered from third parties and insurance claims.

Total Expenses from Operations of (\$8.2)m are lower than forecast by \$0.8m.

Employee Benefits and Oncosts are lower by \$0.2m as a result of vacant positions and staff leave taken within Legal Services and Governance.

Materials and Services are lower by \$0.6m as a result of timing differences associated with the payment of Legal expenses and Insurance claims.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.1m to (\$11.9)m principally due to additional costs associated with the 'Additional Award Payment' prescribed in the Local Government (State) Award 2023 and Agency Personnel offset by lower Employee costs.

Corporate Support Services

HIGHLIGHTS

Information and Digital Technology

Council continues to expand its digital offerings by increasing the number of online transactional services for our customers including:

- Improved online payment processes for customers progressing planning proposals.
- > Digital form for customers to lodge applications for watercraft storage.
- New online registration form for 8-Week Challenge fitness memberships, reducing a large volume of manual processes for staff.
- New online application for house renumbering.
- Online payments form for outdoor bond applications.

A range of other improvements were also introduced including:

- New Public WiFi implemented for the Manly Vale, Oxford Falls, Collaroy, and Bilarong Community Centres.
- > Enhanced the customer experience to easily calculate rates and indexation for DA consent conditions for both our Customers and Council members

Effective IDT tools for staff

We continue to provide new and improved ways of working for Council staff to support a better experience for our customers including:

- Continued implementing meeting room technology to additional meeting rooms with improved user interface and collaboration.
- Delivered enhanced reporting functionality to the Environment & Climate Change business unit, by replacing manual input reporting and hazard tracking with automated PowerBI reporting, allowing alignment with enhanced monitoring capabilities, with the Rural Fires Act 1997.
- Expanding offering of end-to-end secure SMS solution delivered to childcare services with additional functionality including two-way notifications for DR emergency communications.
- Development of an online tool to allow Council to manage, track and report tree removals and plantings.
- PowerBI Lunch & Learn sessions through Continuous Improvement Community of Practice (CICoP) aimed at offering guidelines and practises to users that could benefit from utilising PowerBI as a business tool

Securing grants

Council was successful in securing \$4,924 from the NSW Government's Department of Communities and Justice to increase youth leadership, participation, and vibrancy during Youth Week 2024.

PERFORMANCE MEASURES

Corporate Support - Performance measures	Target	March quarter
Correspondence replied to within 10 working days	90%	90%
Operational projects on schedule	80%	84%
Capital projects on schedule	80%	83%
Quarterly, annual and statutory reports submitted to Council on time	100%	100%
- Workload measures		
No. service review actions implemented	-	1

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

OPERATIONAL PROJECTS

Kev:



Progressing



Behind schedule



Undertake a service review of the Community Engagement service - Executive **Manager Community Engagement & Communications**

Review has commenced with Define Steering Committee Meeting held in February 2024 and initial measure of current service performance underway.



Review and report on the Community Strategic Plan - Executive Manager Strategy & **Performance**

A project plan is in place for the State of the Region Report, which will cover the progress against the Community Strategic Plan from 2020 to 2024. This will be reported to Council in late 2024



Undertake a service review of the Public and Environmental Health service -**Executive Manager Environmental Compliance**

Draft review is now complete and awaiting Director feedback before final review is submitted to the Audit, Risk and Improvement Committee.



Review the Long-Term Financial Plan and options to maintain financial sustainability, such as a special rate variation - Executive Manager Financial Planning & Systems

The annual revision of the Long-term Financial Plan has commenced including briefing Councillors and a revision of the Asset Management Plan. Monitoring of Council's long term financial sustainability is ongoing, with recent forecasting updated in preparation for the December Quarterly Review.



Build and develop future organisational workforce capabilities - Executive Manager Human Resources

The Workforce Management Strategy (WMS) continues to be the guiding document for the Human Resources team to deliver initiatives that build and develop future workforce capabilities.

Key updates are as follows:

- The implementation of the capability framework across Council remains a focus with the wider organisation now participating in undertaking training and updating position descriptions into the new template.
- An inhouse L5 Leadership Program has been developed.
- The Health Check project commenced for our rostering and time and attendance solution.
- Following the introduction of the "Right to Disconnect" into the Fair Work Act, employees were reminded that Northern Beaches Council supported the introduction for "Right to Disconnect" clause in the Local Government (State) Award 2023. Council continues to lead the way in supporting the wellbeing of Council employees through our wellbeing program, 'Thrive'.
- The Work Health and Safety Team commenced the coordination of the annual wellbeing programs of Skin Checks to be available in April and Flu shots to be available in May/June.
- As part of Council's commitment to provide increased analytics and insights to help inform business performance and decision making, a new Power BI report has been created containing key HR metrics that auto updates from our HR Information System every day. The "Workforce Snapshot" can be accessed by employees at any time.
- The Diversity, Equity, Inclusion and Belonging (DEIB) working group have progressed a number of items including the research of best practice data collection, DEIB commitments on a page, and the consideration of a disability position via Job Support.



Undertake a service review of road maintenance - Executive Manager Transport & Civil Infrastructure

Service Review is now complete and will be presented to the Audit, Risk and Improvement Committee.



Undertake a service review on the maintenance of open space - Executive Manager Parks & Recreation

The Stage Gate review for the define phase of the project is due to occur. The measurement of key data sets on maintenance of open space is underway and meetings have been held with coordinators involved in service delivery.



Undertake a service review of the Rangers service - Executive Manager Environmental Compliance

This project is due to commence.



Undertake a service review of the Building Control service - Executive Manager Environmental Compliance

Draft review is now complete and awaiting Director feedback before final review is submitted to the Audit, Risk and Improvement Committee.



Undertake a service review of Marketing and Communications - Executive Manager Community Engagement & Communications

This project is due to commence.



Undertake a service review of Customer Services - Executive Manager Customer Experience

This Service Review is not proceeding and has been replaced with the Hop, Skip and Jump Service Review.



Deliver an Enterprise Resource Management System - Chief Information Officer

Program and Resource Plan shared with Executive Teams, engagement sessions planned with people leaders, Finance and Assets as per release 1.

Finance have confirmed Product owner, waiting for Asset product owner to be allocated.

Workshops with Finance are scheduled.

CAPITAL PROJECTS

Key:



Complete



Progressing



Behind schedule



IT improvements

IT Infrastructure - new works - Chief Information Officer

Continue with planning and implementation activities in line with requirements.



IT Software – new works - Chief Information Officer

Upgrade to Version 4 went live 8 December 2023. Project is completed.



IT Infrastructure - replacements - Chief Information Officer

Continue with planning and deployment activities associated with Phase B of switches replacement. Continue with the deployment of WIFI access points and other end of life hardware.



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

Due to the delay in the windows 11 image, we had slowed down the laptop replacement program for a period of time and this is now back on track.

FINANCIALS - Corporate Support Services

Income and Expenditure Statement	Year to date			Annual		
01 July 2023 to 31 March 2024	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	362	328	34	453	453	478
Investment Fees and Revenues	10,270	10,164	106	8,966	11,874	12,314
Other Revenues Grants and Contributions - Operating	837	771	65	721	1,029	1,055
Purposes	144	144	0	6,238	3,472	3,472
Other Income	24	-	24	-	-	24
Gains on disposal of Assets	(22)	- 44 407	(22)	40.277	40,000	47 242
Total Income from Operations	11,615	11,407	207	16,377	16,828	17,343
Expenses from Operations						
Employee Benefits and Oncosts	(19,959)	(20,130)	171	(26,885)	(27,675)	(27,414)
Borrowing Costs	(506)	(544)	38	(724)	(724)	(664)
Materials and Services	(11,637)	(13,358)	1,722	(23,026)	(20,507)	(20,806)
Depreciation and Amortisation	(401)	(331)	(70)	(629)	(629)	(629)
Other Expenses	-	(2)	2	(9)	(9)	(9)
Internal Charges	530	526	4	699	699	699
Overhead Allocation	19,261	19,261	-	25,692	25,692	25,692
Total Expenses from Operations	(12,712)	(14,578)	1,866	(24,883)	(23,154)	(23,132)
Surplus / (Deficit) from Operations	(1,097)	(3,171)	2,074	(8,506)	(6,326)	(5,790)
Income from Capital Grants and Contributions Grants and Contributions - Capital Purposes	<u>-</u>	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,097)	(3,171)	2,074	(8,506)	(6,326)	(5,790)
Rates and Annual Charges						
Rates and Annual Charges	55,924	55,949	(25)	10,114	10,114	10,114

Budget commentary

Year to Date Actuals

The Total (Deficit) from Operations of (\$1.1)m is lower than forecast by \$2.1m at the end of the quarter.

Total Income from Operations of \$11.6m is higher than forecast by \$0.2m.

Investment Fees and Revenues are higher by \$0.1m as a result of higher returns than anticipated on investments.

Other Revenues are higher by \$0.1m as a result of higher recovery of the Kimbriki site remediation liability.

Total Expenses from Operations of (\$12.7)m are lower than forecast by \$1.9m.

Employee Benefits and Oncosts are lower by \$0.2m as a result of higher than anticipated vacancy levels.

Materials and Services are lower by \$1.7m as a result of the timing of payments associated with the replacement of Council's core operating system, software licence renewals and IDT projects.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.5m to (\$5.8)m primarily due to higher investment returns.