



northern
beaches
council

December 2020

Quarterly Report on Service

Performance -

Implementing the

Operational Plan 2020/21

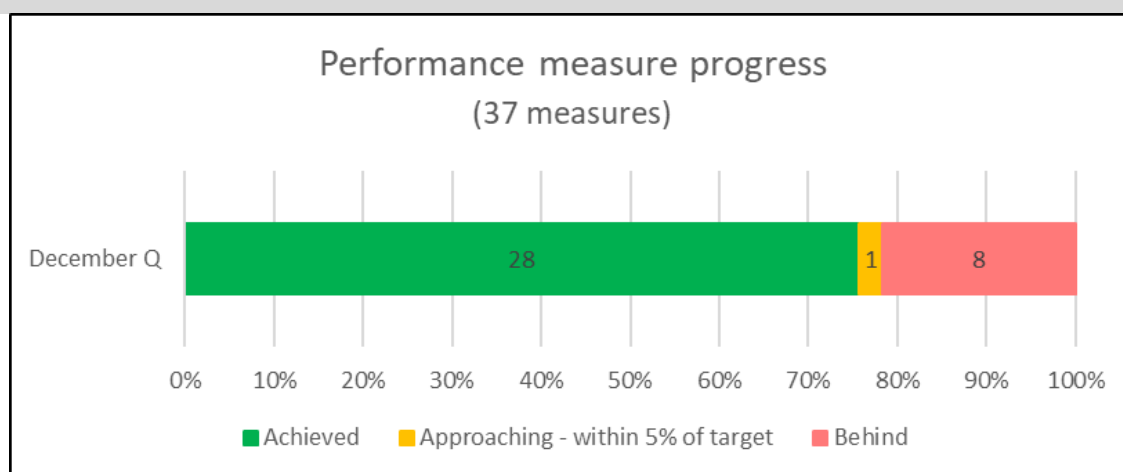
Introduction

This is a report on progress in implementing the Operational Plan 2020/21 for the quarter ending 31 December 2020. It is structured by 16 key services, with detail on service highlights, progress of projects, and the performance of services and finances. An overview of performance is below with further detail on the accompanying service pages.

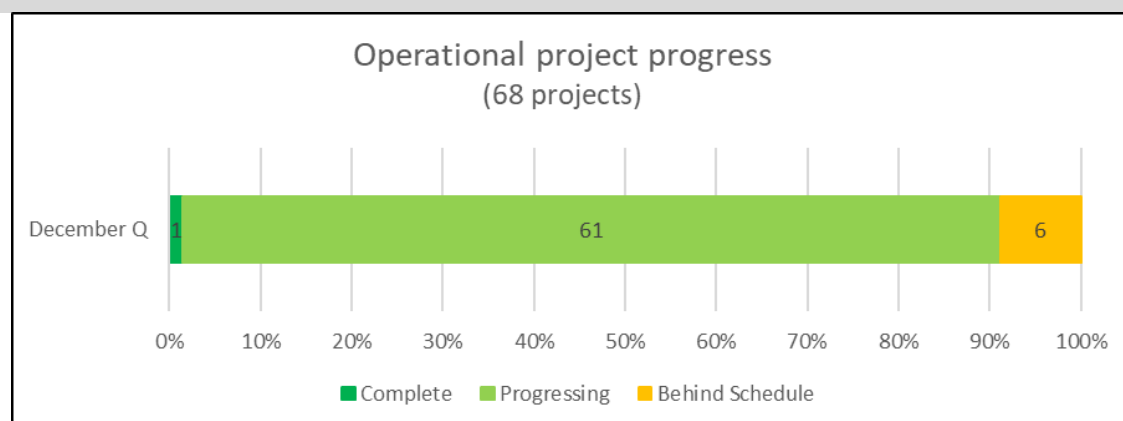
Of the 188 projects, 90% were either progressing or completed (comprised of 91% of operational and 90% of capital projects). In total, 12 projects are completed. Council's target is for 80% of all projects to be completed or progressing on schedule by 30 June 2021.

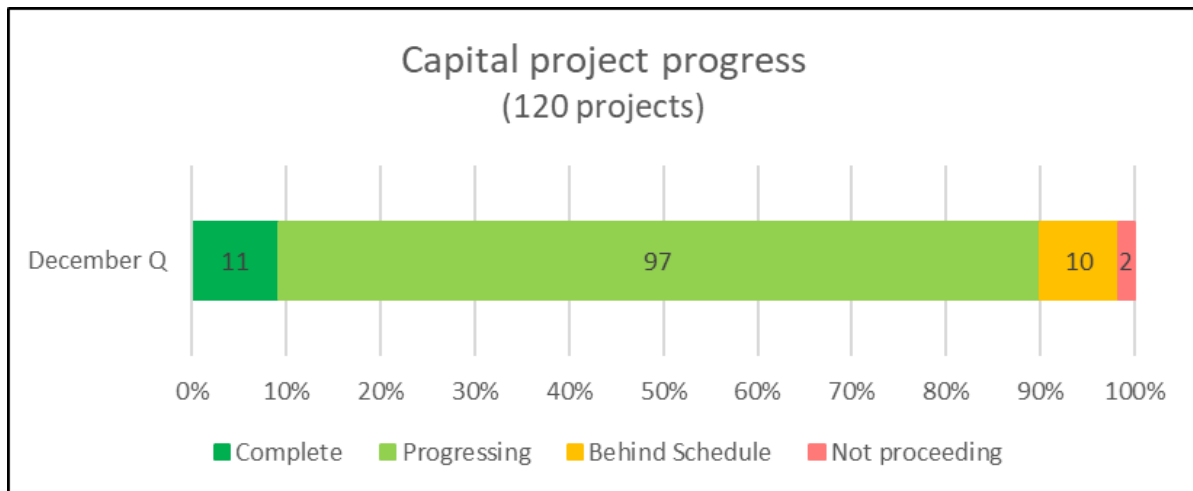
Results for 37 performance measures are included. Overall 76% of targets have been achieved and a further 2% are approaching their target. Most of the results with missed targets have been impacted by COVID-19.

Performance at a glance



Project status: overall 90% completed or progressing on schedule





23 Awards and Recognition

(N = National)

Council reached a new high, placing at 25 industry awards or recognition, 10 at national level. Eight awards were won, nine commended and six times placed as a finalist. In addition, our Belrose childcare centre was recognised with an excellence rating for outstanding commitment to inclusion, and exceeding national standards. Our Youth Development Team Leader was inducted into the Hall of Fame at the NSW Youth Work Awards.

Our staff team excelled, as national runner up in the Australasian Management Challenge. Council won the Overall Sustainable Cities Award for its sustainability practices, ethos and community collaboration. Other recognition related to other programs in environment and sustainability, waste, community engagement, planning, risk management, arts and creativity, and youth and social programs, in particular our partnership program on the Northern Beaches Suicide Response.

Australasian Management Challenge 2020

- ❖ *Runner up finalist - National Challenge (N)*
- ❖ *Winner Risk and Live Challenge sections (N)*

Sustainable Cities Awards 2020 - Keep Australia Beautiful

- ❖ *Winner Overall Sustainable Cities Award – Sustainability practices, ethos and community collaboration*
- ❖ *Winner Response to Climate Change Award - Environment and Climate Change Strategy 2040*
- ❖ *Highly Commended Coastal and Waterways Protection – Operation Straw*
- ❖ *Winner Environmental Communications Award – Swap for Good campaign*
- ❖ *Winner Recycled Organics Award – Closed Loop Organic Recycling program*
- ❖ *Highly Commended Litter Action Award – What a Load of Rubbish campaign on single use plastics*

Excellence in the Environment Awards 2020, LG NSW

- ❖ *Highly Commended Behaviour Change in Waste - Waste Reduction Event and Video Series*
- ❖ *Highly Commended Communication, Education and Empowerment for Swap for Good Business Program*

Sustainability Matters – Smart Cities Awards 2020

- ❖ Winner Future of Place (N) – jointly with Macquarie City Council and UTS

International Association for Public Participation Australasia Core Values Awards 2020

- ❖ Highly Commended, Environment category (N) - Environment and Climate Change Strategy 2040

NSW Department of Education Early Childhood Educator Awards

- ❖ Excellence rating for outstanding commitment to inclusion within the community, achieving a rating of Exceeding National Quality Standard (N) in all seven quality areas – Belrose Children’s Centre

The Statewide Mutual Risk Management Excellence Awards 2020

- ❖ Winner Metropolitan Regional category – Council’s Disclosure Management System

Greater Sydney Commission Planning Awards 2020

- ❖ Winner Community Collaboration Award – Local Strategic Planning Statement (Towards 2040) and Arts and Creativity Strategy (Connected through Creativity 2029)

Planning Institute of Australia Excellence Awards 2020

- ❖ Commendation (N) – From Plan to Place - Dee Why Town Centre Urban Renewal

Urban Development Institute of Australia Excellence Awards 2020

- ❖ Finalist Excellence in Urban Renewal (N) - Dee Why Town Centre Revitalisation

Local Government National Federation Awards 2020, LG Professionals Australia

- ❖ Highly Commended Partnerships and Collaboration (N) - Northern Beaches Suicide Response

Resilient Australia Awards (NSW) 2020 , NSW Office of Emergency Management

- ❖ Highly Commended Local Government - Northern Beaches Suicide Response

National Awards for Local Government 2020

- ❖ Highly Commended Progressive Community Leadership (N) - Northern Beaches Suicide Response
- ❖ Finalist Environmental Leadership and Sustainability (N) – Swap for Good Program

Youth Work Awards 2020, Youth Action NSW

- ❖ Inducted into the Hall of Fame - Justin Burke, Youth Development Team Leader
- ❖ Finalist Lifetime Achievement Award - Justin Burke, Youth Development Team Leader
- ❖ Finalist Outstanding Youth Participation – Youth Services Team
- ❖ Finalist Outstanding Partnership – Wellbeing Program, jointly with Harris Farm Markets and Community Co-Op

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

Key:  Complete  Progressing  Behind schedule  Not proceeding

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Environment and Sustainability

HIGHLIGHTS

Coast, catchment and estuary management

The Northern Beaches was impacted by coastal storms earlier in the year. This quarter, work has been ongoing to maintain public safety and aid beach recovery.

Other projects undertaken this quarter include:

- Lagoon, headland and dune bush regeneration works across various sites
- Scotland Island water and wastewater feasibility study reports were completed and adopted by Council to forward to the State Government and Sydney Water
- School visits undertaken at Cromer High School with Macquarie University to speak to students about Dee Why Lagoon Catchment study on microplastics
- Catchment tours held in conjunction with Manly Art Gallery Waterways art exhibition
- Collaboration with adjoining Councils on coastal management programs for the Hawkesbury-Nepean Estuary and Sydney Harbour.

Council commissioned the UNSW Water Research Laboratory to investigate beach management and access options at Great Mackerel Beach in response to erosion. The report has been completed and recommendations contained in the report were discussed with representatives of the Great Mackerel Beach Residents Association and agreement reached that a beach scraping campaign will be scheduled for 2021.

Stormwater and floodplain management

The analysis of flood mitigation options through Floodplain Risk Management Studies is continuing in the Manly to Seaforth and McCarr's Creek, Mona Vale and Bayview areas. Consultation on these options will be undertaken in mid-2021 and will inform the selection of options to be implemented to reduce flood risk.

The Narrabeen Lagoon Entrance Management Strategy is being developed, with community consultation planned for early 2021.

Bushland and Biodiversity

Bushland was regenerated across 156 hectares in 46 sites, improving habitats and reducing invasive species. We planted 834 native plants this quarter with 85 new trees now in the ground.

Weed control projects reduced priority weeds in bushland and waterways, with ongoing control measures to contain their spread throughout high-risk creek catchments and road corridors. We successfully managed pest animals, including culling 14 foxes and 139 rabbits and 1 red eared slider turtle, reducing the pressure on native vegetation and wildlife.

Preparing for bush fires

The draft Bush Fire Management Policy was publicly exhibited during November-December 2020. This exhibition included half-hour appointments for residents to ask any questions and provide feedback.

Favourable weather allowed numerous hazard reduction burns on Council land throughout October and November. These burns have seen an additional 15.3 hectares of bushland hazard reduced to protect the community and environment e.g. Terrey Hills and Frenchs Forest.

Maintenance was completed on 250 extreme risk sites ahead of the bush fire season. Contractors are now maintaining the entire Asset Protection Zones (APZ) network including the outcome of funding applications submitted to the NSW Rural Fire Service to support these works.

Corporate Sustainability

At its August meeting, Council resolved to proceed with seeking a renewable electricity Power Purchase Agreement (PPA). Following tender assessment, the preferred supplier has been approved, and will provide 100% renewable electricity for Council’s facilities and operations.

Council continues to claim Energy Saving Certificates for energy efficiency upgrades under the NSW Energy Saving Scheme, with \$25,000 received this financial year. These funds are being reinvested in more energy saving projects to further reduce our carbon emissions.

Education and Volunteering

Bushcare now has a total of 420 actively registered volunteers, a substantial increase on last quarter, considerably above average. Volunteer hours for the quarter were 1,038 for Bushcare and 156 for the Community Nursery. The wildflower site at Alan Newton Reserve in Curl Curl is growing very successfully with the help of our community volunteers and the Bushlink team

Our Life Below Water video series is now available on Council’s website, depicting our underwater biodiversity, especially at Cabbage Tree Bay. The Friends of Cabbage Tree Bay have also been updating their website to cover six Aquatic Reserves.

COVID-related restrictions have resulted in lower attendance at our Environment Centres, though the new projector portraying underwater biodiversity has proved a big hit with visitors to the Coastal Environment Centre. Many students safely attend both incursions and excursions.

Assessing applications

A range of development applications (DAs) were referred for environmental assessment. This ensures that impacts and hazards are properly addressed, and protects infrastructure and the natural environment. The referrals this quarter included:

- Several DAs for private coastal protection works at Collaroy-Narrabeen beach
- 89 DAs with stormwater and floodplain considerations
- 138 DAs with bushland and biodiversity considerations
- 350 DAs with engineering aspects for assessment

Approximately 200 applications were received for assessment and certification under the Roads Act and the Local Government Act for activities such as driveways, hoarding permits and subdivisions.

Performance measures – Environment and Sustainability	Target	September quarter	December quarter
Bush regeneration by contractors (hectares)	>45 ha	156	156

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

Workload measures – Environment and Sustainability	September quarter	December quarter
No. sustainability education events	2	57
No. people attending sustainability education events	3,431	2,586
Gross pollutants removed from stormwater networks (tonnes)	120	254
No. DA referrals for assessment of environmental controls †	755	800

Notes on results:

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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Implement priority works to protect waterways, coastal environments and associated natural hazards - Executive Manager Environment & Climate Change

This program includes investigations and on ground works as well as monitoring of the condition of our coast and waterways.

Coastal storms in July and August caused beach erosion and damage. In order to maintain public safety, staff have undertaken works that aid beach recovery including beach scraping. Development applications were assessed for private protection works at Collaroy-Narrabeen beach, and several properties have commenced works between Stuart and Wetherill Streets.

Creek monitoring following this storm damage continued, along with targeted vegetation management to control sediment accumulation. Sedimentation was investigated at Careel Bay, Creek and stormwater channels. Illegal riverbank works at Oxford Creek were investigated with Environmental Compliance team.

Annual lagoon water quality monitoring commenced on Manly, Curl Curl, Dee Why and Narrabeen Lagoons and in the Pittwater waterway. Annual coastal geotechnical inspections were undertaken, and hazard warning signs were installed at a number of beach locations.



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

The Environment Study is being prepared to support the development of the Northern Beaches Local Environment Plan. In addition, a series of studies are underway to support the new planning framework including biodiversity and riparian studies, an investigation of estuarine planning levels, a review of geotechnical information and stormwater quality management study.



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

Bushcare now has a total of 420 actively registered volunteers, another substantial increase on last quarter, and considerably above normal. Total volunteer hours were 1,038 for Bushcare and 156 for the Community Nursery over the quarter. One of many sites, our volunteers and the Bushlink team have done a great job improving the wildflower site at Alan Newton Reserve in Curl Curl.

Our Life Below Water video series is now available on Council's website, depicting our underwater biodiversity, especially at Cabbage Tree Bay. Friends of Cabbage Tree Bay have also been updating their website, covering six Aquatic Reserves.



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

The Wakehurst Parkway investigations are focused on identifying and, if feasible, implementing options to reduce very frequent flooding of the roadway. The draft feasibility study will be updated to reflect the availability of additional funding secured from the State Government, and be presented to Council in early 2021.



Implement priority bushland, biodiversity and bushfire hazard works - Executive Manager Environment & Climate Change

Bushland was regenerated across 156 hectares in 46 sites. Priority weeds were reduced in bushland and waterways, with ongoing control measures to contain their spread throughout high-risk creek catchments and road corridors.

Over 200 customer requests were responded to, and 84 weed inspections undertaken on private property. Pest management included culling 14 foxes and 139 rabbits and one red eared slider turtle, reducing the pressure on native vegetation and wildlife.

New mapping and planning controls were progressed as part of developing a new Local Environment Plan and Development Control Plan. Extensive reviews and surveys of natural areas are underway.



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

The first draft action plan, for Climate Change, has been prepared and is undergoing final review and studio design. Once finalised it will be made available to the public on Council's website. The action plan provides an overview of the actions Council will be implementing over the next 4 years to tackle climate change.

Work has also commenced on the preparation of action plans for bushland, coast and catchments, biodiversity and education plans.



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

The Narrabeen Lagoon Entrance Management Strategy will investigate and develop long term options for the management of Narrabeen Lagoon in addition to optimise Council's existing emergency response arrangements. Comments have been provided to the consultant on the draft short and medium term progress reports.

The initial community consultation process for the Entrance Management Strategy is being finalised, along with an explainer video. Initial community consultation is planned for February and March 2021.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Coastal Protection



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

Collaroy Narrabeen Coastal Protection Works are planned to be constructed to tie in with private protection works. Environmental assessment is underway and Council will commence construction on the next stage of public works in 2021.

Stormwater program



Planned Stormwater New - Executive Manager Environment & Climate Change

The delivery of the program has been impacted by wet weather, contractor availability and COVID-19.

For Narrabeen Lagoon flood management, a feasibility study commenced for the proposed levees at Wabash and Waroon Ave Cromer, and consultants have started hydraulic modelling.

For the Asset Inspection Program, Newport is next programmed for inspection by CCTV. At Newport Beach a consultant has been engaged for a feasibility study of a water sensitive urban design of the stormwater system.



Warriewood Valley creekline works - Executive Manager Environment & Climate Change

The Construction of Fern Creek Rehabilitation Project is almost complete across three sites. A variation for fencing is to be completed in January.

The request for quotation for the Prosperity Wetland Project is in the final stages of development, and a preliminary Site Ecological Assessment has been completed.



Planned stormwater renewal works - Executive Manager Environment & Climate Change

The delivery of the program has been impacted by wet weather, contractor availability and COVID-19.

- Pipe remediation works are progressing at various locations. Pit reconstruction works for Package 1 are complete, and plans are in progress for Packages 2 and 3.
 - For North Steyne, Council endorsed the tender for the GPT with works planned to start by March.
 - At Fairy Bower a contractor has been engaged for drainage works to start in April.
-

Stormwater program

- Collaroy ocean pool outlet and stormwater investigation, flood modelling is complete and concept design for the stormwater works by the seawall are in progress.
- Park Street, Mona Vale drainage improvements, community consultation has been completed and concept design is underway.
- Howell Close trash rack, Newport, works were completed in November, and newly planted vegetation will be monitored through summer.
- Snapperman Beach outlet, Palm Beach, early stage 1 works are underway and others are in planning stage.



Reactive stormwater renewal works - Executive Manager Environment & Climate Change

This program investigates issues and carries out minor renewal works to the stormwater network, so that Council assets are well-maintained and local flooding risks are reduced. There are currently 345 active customer requests relating to stormwater issues. Works this quarter included:

- Pipe repairs at Headland Road, North Curl Curl
- Pit reconstructions at Loblay Crescent, Bilgola Plateau and Maxwell Street, Mona Vale
- Pipe patching in Edwin Street, Fairlight
- Emergency works at Seaforth Crescent, Seaforth
- Removed 254 tonnes of waste from our gross pollutant traps.



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

Council upgrades and repairs stormwater quality improvement devices, including gross pollutant traps (GPTs), to protect and enhance the natural environment. Preparations are underway to audit all GPTs and Water Quality Devices in Manly and surrounds, to help prioritise works.

Water and Energy Saving initiatives



Installation of solar at Manly Andrew Boy Charlton Aquatic Centre – Executive Manager Environment & Climate Change

Project has been completed. System installed, monitoring has commenced and final inspection completed.



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

This project delivers energy efficiency and renewable energy projects in the former Pittwater area. During this month energy efficient lighting upgrades were completed at Mona Vale Library and Sydney Lakeside Holiday Park. The lighting audit was completed to support the development of the lighting management plan for the application to designate the Palm Beach Headland as an Urban Night Sky Place. The evaluation report was completed for solar panel expansion at Avalon Recreation Centre and Coastal Environment Centre and a solar panel expansion and battery installation at the Newport Recreation Centre with works to commence in the new year.

Water and Energy Saving initiatives



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

This project delivers energy efficiency and renewable energy works across the local government area (LGA). More than \$25,000 income from energy savings certificates has been received this financial year. The quotes have been reviewed and a preferred supplier recommended for the expansion of solar panels at Cromer Depot, Forestville Library and the Roundhouse Children Centre. Works are due to commence early in the new year. The business case for energy efficiency works at Manly Town Hall, Warringah Aquatic Centre and Glen Street Theatre was approved with works to be completed by the end of the financial year.



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

This project delivers water savings and re-use initiatives in the former Pittwater area. Background work continued on investigations to better understand water consumption at several of the high water-using sites.

FINANCIALS

Environment and Sustainability

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	823,476	756,869	66,606	1,654,251	1,592,206	1,592,206
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	1,454,389	1,366,377	88,012	2,612,733	3,756,378	3,783,731
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	2,277,865	2,123,246	154,619	4,266,98	5,348,585	5,375,938
Expenses from Operations						
Employee Benefits and Oncosts	(3,728,888)	(3,728,128)	(760)	(7,544,579)	(7,582,365)	(7,671,747)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(2,711,369)	(3,346,737)	635,368	(7,062,282)	(7,668,557)	(8,134,761)
Depreciation and Amortisation	(3,477,468)	(3,477,468)	-	(6,954,936)	(6,954,936)	(6,954,936)
Other Expenses	(3,902,113)	(3,815,535)	(86,578)	(7,593,895)	(7,595,141)	(7,649,891)
Internal Charges	(1,212,576)	(1,276,096)	63,520	(2,560,756)	(2,564,221)	(2,557,821)
Overhead Allocation	(1,459,481)	(1,459,481)	-	(2,918,961)	(2,918,961)	(2,918,961)
Total Expenses from Operations	(16,491,895)	(17,103,444)	611,550	(34,635,409)	(35,284,181)	(35,888,118)
Surplus / (Deficit) from Operations	(14,214,029)	(14,980,198)	766,168	(30,368,425)	(29,935,597)	(30,512,180)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	25,082	115,415	(90,333)	1,450,258	1,581,673	25,082
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(14,188,947)	(14,864,783)	675,836	(28,918,168)	(28,353,924)	(30,487,098)
Rates and Annual Charges						
Rates and Annual Charges	16,493,084	16,493,084	-	30,368,425	30,368,425	30,368,425

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$14,214,029 is lower than forecast by \$766,168 at the end of the quarter.

Total Income from Operations of \$2,277,865 is higher than forecast by \$154,619.

User Charges and Fees are higher than forecast as a result of Development Engineering fees.

Grants and Contributions for Operational Purposes are higher than forecast as a result of timing differences associated with the receipt of Bushland and Biodiversity grant monies.

Total Expenses from Operations of \$16,491,895 are lower than forecast by \$611,550.

Materials and Contracts are lower than forecast as a result of timing differences associated with contract payments for Bushland and Biodiversity and Stormwater works.

Other Expenses are higher than forecast primarily due to recruitment costs and timing differences associated with the payment of grants and subsidies under Greener Communities.

Grants and Contributions for Capital Purposes are lower than forecast due to timing differences associated with the anticipated receipt of monies for the Collaroy - Narrabeen Coastal Protection works (now deferred to 2021/22).

Annual forecast

For the full financial year the Deficit from Operations is forecast to increase by \$576,584 as a result of extending a temporary Emergency Services support role to the end of the financial year and funding ongoing COVID-19 support operations.

Grants and Contributions for Capital Purposes have been forecast down due to the Collaroy - Narrabeen Coastal Protection works now being deferred to the 2021/22 financial year.

Waste and Cleansing

HIGHLIGHTS

Award winning service

Council was recognised for its waste reduction and sustainability initiatives at awards for Keep Australia Beautiful (3), and for local government sustainability at NSW (2) and National (1) levels. Our Swap for Good campaign gained three accolades this quarter, and other waste education initiatives won awards or commendations for initiatives on single use plastics, event and videos series, and organic recycling program.

To support residents to reduce their waste to landfill six free webinars were held with topics ranging from growing vegetables and avoiding food waste, to reusable nappies. News stories and videos were distributed to over 65,000 residents on these topics, as well as recycling, backyard chickens and updates on what our local community and school are doing to reduce their waste.

Waste and recycling calendars for 2021 were delivered to Northern Beaches residents. Waste services continue to commence early each day to ensure compliance with NSW public health orders, separation of workers at depots and to avoid transmission of COVID-19 between staff.

Cleansing services

We continue to provide an essential and efficient service to our community, despite the challenges of the COVID-19 pandemic. We are disinfecting high use bus shelters, as well as public furniture in major town centres. Other activities this quarter included:

- Around 415 tonnes of materials collected from street sweeping and beach raking waste; with 95% recycled into asphalt material for reuse
- Town centres and villages received over 9,300 square metres of cleaning and scrubbing
- Responded to 1705 graffiti incidents and removed 5,420 square metres of graffiti

Performance measures – Waste and Cleansing	Target	September quarter	December quarter
Domestic waste and recycling services: Compliance with schedules	100%	100%	100%
Reports of missed waste collection services	<1%	0.1%	0.1%

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

OPERATIONAL PROJECTS

Key: ✔ Complete 🔄 Progressing ! Behind schedule



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

All cleansing service contracts are being managed and implemented on target.



Implement and manage contracts for domestic waste collection and processing - Executive Manager Waste Management & Cleansing

The waste collection contractor is performing well, though some aspects are yet to be fully implemented, relating to bin management, smart integration and bulky goods. For the waste processing contract, the contractor is investigating alternatives for the re-use of organic waste which is harvested from the red-lid garbage bins. This is in response to changes in regulation of the re-use of such waste on land. Council's waste processing partners are also investigating options to recover additional materials from landfill.



Deliver waste education and change initiatives for community and business - Executive Manager Waste Management & Cleansing

A new "Let's go 'swap and go'" program was launched for cafes to receive reusable 'swap and go' coffee cups, with 23 cafes participating, and ABC Radio interviewing staff on the initiative. The team continued to work on improving waste reduction with other cafes, school canteens, community event organisers and development applicants. A collaboration collective has been established using the website as a platform, to recruit, promote and better enable groups interested in reducing single use plastics use.



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

Updates on the project were provided at meetings with resident associations of Scotland Island, West Pittwater, Mackerel Beach and Coasters Retreat. Engineers are currently reviewing two Scotland Island wharves for possible use for a trial compactor. Council has consulted the Environment Protection Authority on environmental impacts of waste on wharves, and NSW National Parks and Wildlife Service on fire trail access.



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

Planning and design has commenced for:

- Escalation Process – An escalation alert and process that informs the waste team and management of repeat performance issues, and improves our ability to manage issues at specific locations
- Community Waste Dashboard – Data analysis page for deployment to the Northern Beaches Council website, to enable customers to view data on waste generation, re-use, recycling and disposal rates and trends across Council and their local area.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Waste and Cleansing



Public Place Bin Enclosures - Executive Manager Waste Management & Cleansing

Replacement of bin hides will commence once the new urban design guidelines have been approved. The guidelines came off public exhibition at the end of October.

Order placed for manufacture of six new large enclosures for the Manly area.

FINANCIALS

Waste and Cleansing Services

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	2,655	13,949	(11,294)	27,909	27,909	27,909
Investment Fees and Revenues	(41)	-	(41)	38,543	38,543	38,543
Other Revenues	362,782	429,402	(66,620)	858,804	858,804	858,804
Grants and Contributions - Operating Purposes	256,907	256,907	0	313,595	474,289	474,289
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	622,303	700,258	(77,956)	1,238,851	1,399,545	1,399,545
Expenses from Operations						
Employee Benefits and Oncosts	(3,838,242)	(3,717,682)	(120,560)	(7,837,770)	(7,837,770)	(7,937,770)
Borrowing Costs	(156,493)	(156,493)	-	-	(305,115)	(305,115)
Materials and Contracts	(21,545,532)	(22,333,896)	788,363	(45,784,026)	(44,711,608)	(44,731,608)
Depreciation and Amortisation	(1,436,883)	(1,436,883)	-	(1,666,469)	(2,873,765)	(2,873,765)
Other Expenses	(2,208,047)	(2,214,752)	6,705	(2,316,543)	(2,267,596)	(2,247,596)
Internal Charges	(1,516,784)	(1,496,166)	(20,618)	(2,976,934)	(3,010,440)	(3,010,440)
Overhead Allocation	(875,661)	(875,661)	-	(1,751,322)	(1,751,322)	(1,751,322)
Total Expenses from Operations	(31,577,642)	(32,231,533)	653,891	(62,333,065)	(62,757,617)	(62,857,617)
Surplus / (Deficit) from Operations	(30,955,340)	(31,531,275)	575,935	(61,094,213)	(61,358,072)	(61,458,072)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(30,955,340)	(31,531,275)	575,935	(61,094,213)	(61,358,072)	(61,458,072)
Rates and Annual Charges						
Rates and Annual Charges	52,157,018	52,067,154	89,864	56,883,011	57,487,569	57,487,569

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$30,955,340 is lower than forecast by \$575,935 at the end of the quarter.

Total Income from Operations of \$622,303 is lower than forecast by \$77,956 primarily as a result of Other Revenue.

Other Revenues are lower than forecast as a result of the timing of receipt of Container Deposit Scheme recycling income.

Total Expenses from Operations of \$31,577,642 are lower than forecast by \$653,891. This is principally the result of Materials and Contracts.

Materials and Contracts are \$788,363 lower than forecast as a result of a reduction in anticipated collection and disposal costs related to CPI adjustments.

Annual forecast

For the full financial year the Deficit from Operations is forecast to increase by \$100,000 to fund additional litterbin collection employee costs.

Kimbriki Resource Recovery Centre

HIGHLIGHTS

The expanding use of social media and upgrades to our website helped improve communications to customers and the community. This was particularly important during the holiday periods with frequently changing COVID-19 restrictions. Kimbriki's reception staff were also busy but responsive, managing about 240 calls per day to ensure the community were informed of the latest restrictions and measures put in place to keep staff and customers safe.

Requests for Tender were issued to four preferred suppliers who have expressed interest in establishing a Reuse Shop and Repair Workshop at the Social Precinct. Following evaluations it is hoped this will commence operations in the second quarter of 2021.

Performance measures – Kimbriki	Target	September quarter	December quarter
Total waste diverted from landfill (onsite at Kimbriki Resource Recovery Centre)	82%	81%*	80%*
Domestic dry waste diverted onsite from landfill	10%	4%**	4%***

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

Notes on results:

- * A downturn in supply of demolition waste due to COVID-19 has negatively impacted this result
- ** COVID-19 impacts on staffing arrangements and distancing requirements have negatively impacted resource recovery efforts
- *** Resource recovery efforts with interstate providers were constrained by COVID-related border closures. Trials of additional recovery processes were also delayed during the holiday period.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Review and implement the Business Plan endorsed by shareholder Councils - Executive Manager Waste Management & Cleansing

The 10-year Business Plan has been approved by the Board and is being implemented.



Research and develop improved resource recovery consistent with the endorsed Business Plan - Executive Manager Waste Management & Cleansing

Progress has paused due to COVID 19 impacts on recovery activities. Will reactivate this in early 2021.



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

Requests for Tender issued to four preferred suppliers. Tender closes on 29 January 2021

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Kimbriki improvements



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

Finalising planning and procurement phases, with contracting and commencement to take place in the first half of 2021. Received Development Approval and evaluated expressions of interest. Tender and contract documentation is in preparation.



Kimbriki landfill cell development Area 4A - Executive Manager Waste Management & Cleansing

Landfill cell completed and in use. Stabilisation works commenced.



Kimbriki gas capture system - Executive Manager Waste Management & Cleansing

Expansion of gas capture system into new landfill areas is ongoing.



Kimbriki landfill cell development Area 4A/3B - Executive Manager Waste Management & Cleansing

Continued to develop concept design and preliminary costings.



Kimbriki vehicles - Executive Manager Waste Management & Cleansing

Vehicle replacement on track.



Kimbriki renewal program - Executive Manager Waste Management & Cleansing

Ongoing progress to upgrade the electrical supply to southern section of the site.



Kimbriki other - Executive Manager Waste Management & Cleansing

Office equipment replacement on track.

FINANCIALS

Kimbriki Resource Recovery Centre

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	18,147,028	17,440,012	707,016	35,311,338	35,311,338	36,018,354
Investment Fees and Revenues	55,469	67,520	(12,051)	306,000	133,520	91,469
Other Revenues	1,257,345	1,274,644	(17,299)	3,136,227	2,774,148	2,755,600
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on disposal of Assets	4,535	-	4,535	-	-	-
Total Income from Operations	19,464,378	18,782,176	682,202	38,753,565	38,219,006	38,865,423
Expenses from Operations						
Employee Benefits and Oncosts	(2,325,865)	(2,653,173)	327,308	(5,306,345)	(5,306,345)	(4,979,037)
Borrowing Costs	(876,589)	(893,946)	17,357	(2,135,309)	(1,787,892)	(1,774,437)
Materials and Contracts	(7,113,393)	(6,921,635)	(191,757)	(14,056,415)	(13,868,801)	(14,017,407)
Depreciation and Amortisation	(1,680,769)	(1,454,020)	(226,748)	(2,960,857)	(2,961,325)	(3,188,074)
Other Expenses	(6,139,562)	(5,834,331)	(305,231)	(12,036,387)	(11,746,870)	(12,070,367)
Internal Charges	-	-	-	-	-	-
Overhead Allocation	-	-	-	-	-	-
Total Expenses from Operations	(18,136,177)	(17,757,105)	(379,072)	(36,495,313)	(35,671,233)	(36,029,322)
Surplus / (Deficit) from Operations	1,328,201	1,025,071	303,130	2,258,253	2,547,773	2,836,101
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	1,328,201	1,025,071	303,130	2,258,253	2,547,773	2,836,101
Rates and Annual Charges						
Rates and Annual Charges	-	-	-	-	-	-

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Surplus from Operations of \$1,328,201 is higher than forecast by \$303,130 at the end of the quarter.

Total Income from Operations of \$19,464,378 is higher than forecast by \$682,202.

User Charges and Fees are higher than forecast as a result of higher Landfill, Vegetation and Comingled revenue offset by lower Construction and Demolition income which continues to be affected by reduced work in the general economy.

Investment Fees and Revenues have been affected by lower interest rates and are forecast to remain that way for the remainder of the year.

Total Expenses from Operations of \$18,136,177 are higher than forecast by \$379,072.

Employee Benefits and Oncosts are lower than forecast mainly related to a reduced staffing requirement.

Materials and Contracts remain higher than forecast as a result of processing higher volumes.

Depreciation and Amortisation is higher than forecast as a result of a catchup provision on Land Cell 4A usage.

Other Expenses are higher than forecast mainly due to the higher processing volumes resulting in higher Waste and Environment Levy and Rental Lease charges.

Annual forecast

For the full financial year the Surplus from Operations is forecast to increase by \$288,329 to \$2,836,101 due to the changes outlined above.

Strategic Land Use Planning

HIGHLIGHTS

Northern Beaches Local Housing Strategy

We have been working to draft a Local Housing Strategy that considers population growth trends and change, considering household size and mix and lifestyle issues including sustainability and building resilience within our community. A draft Local Housing Strategy was submitted to Council on 15 December 2020. Council resolved to publicly exhibit the draft Strategy without change from 15 January 2021 to 21 February 2021. The draft Strategy analyses the demand for and current capacity for the provision of housing on the Northern Beaches to 2036. It proposes a strategy to accommodate growth in certain locations across the LGA and sets out a number of actions required to implement the Strategy.

Northern Beaches Local Environmental Plan

Work is progressing on the new Northern Beaches Local Environmental Plan and Development Control Plan to replace the current four Plans across the LGA. The Local Environmental Plan guides planning decisions for local government areas, through zoning and development controls, which provide a framework for the way land can be used. LEPs are the main planning tool to shape the future of communities, and ensure local development is done appropriately.

A wide range of technical studies are being developed to inform the new planning framework. These includes environmental studies (Environmental Zones Review, Biodiversity Planning Review, Riparian Provisions, Cowan Creek and North and Middle Harbour Estuarine Planning Levels Studies, Stormwater Quality Strategy, Geotechnical Engineering Study), Deferred Lands Studies (Biodiversity Study and Strategic Bush Fire Risk Assessment), and planning studies (Urban Design Study, Character Study, Social Infrastructure Study, Employment Study).

Public Space Vision & Design Guidelines

The draft Northern Beaches Public Space Vision and Design Guidelines (draft PSV&DGs) were prepared following an initial round of engagement with key internal and external stakeholders, and the community in early 2020.

The draft PSV&DGs present a unified vision for our public spaces whilst recognising the unique features, character and heritage of the diverse villages and places within the Northern Beaches LGA. Driven by criteria of quality, durability and sustainability, the draft PSV&DG's support environmental, social, and health outcomes through the introduction of best practice street design and material selection.

The draft PSV&DGs were exhibited from 2 October 2020 to 1 November 2020 with 24 submissions being received. All submissions have been reviewed and considered in the finalisation of the document and the final PSV&DGs will be presented to Council for adoption in early 2021.

Avalon Beach Place Plan

The draft Avalon Beach Place Plan was reported to Council on 15 December 2020 seeking endorsement to commence community engagement. The draft Place Plan identifies and considers the features that make Avalon Beach a special and unique place now and into the future. It identifies what the community values most and provides an action plan to allow changes that are aligned with the community's current and future needs and aspirations.

Council resolved to exhibit the draft Avalon Beach Place Plan subject to minor amendments, which includes Avalon Preservation Association's alternative pedestrian and cycleway plan and extending the community engagement period from a minimum of 28 days to three months, commencing in mid-February 2021.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule

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

Council resolved to publicly exhibit draft Avalon Place Plan at its December 2020 Council meeting. Work on the Manly Place Plan has commenced and a Request for Quote for external consultants is being prepared to be issued in January 2021. The Mona Vale Place Plan is on hold pending the progression of the Avalon and Manly Place Plans.

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

Content for the LEP Discussion Paper has been drafted for internal review. Weekly meetings have been held with Environment and Climate Change business unit to monitor progress on inter-related environmental studies. Progress has been made on the zoning framework with resolutions on the Housing and Employment zones. The Probity Plan has been reviewed by the Internal Auditor and is pending approval prior to distribution.

A number of draft studies are under review including the Environmental Zones Review; Deferred Lands Strategic Bush Fire Risk Assessment; Deferred Lands Biodiversity Study Stage 1; Environmental Controls; Urban Design and Riparian Lands. Housing Strategy adopted for public exhibition from 15 January to 21 February 2021. The development of the Development Control Plan continued to progress with the completion of the Urban Design Stage 1 Study.

Develop Aquatic Reserve Masterplan with a state-of-the-art education and recreation precinct - Executive Manager Strategic & Place Planning

This project is linked to the delivery of the new Frenchs Forest Town Centre and the proposed relocation of the Frenchs Forest High School to this site. The State Government are currently preparing planning documents to place on exhibition, which is anticipated to occur in early 2021. The project will be revisited upon a decision by Government regarding the relocation of Frenchs Forest High School.

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

A preferred consultant was selected to prepare a revised Structure Plan for Brookvale, taking into consideration past engagement, updated technical studies and the recently completed Transport Study. Preliminary analysis of previous work, opportunities and constraints has been undertaken, internal engagement with several business units completed and the draft Transport Management Accessibility Plan (TMAP) was received. The results from all technical studies and internal engagement have been reviewed to inform the next stage of the project.



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

The Department of Planning, Industry and Environment was scheduled to release the Ingleside Bushfire Evacuation Study at the beginning of September but this was postponed in an effort to release a more comprehensive planning package. A draft Place Strategy, draft Explanation of Intended Effect (EIE) and suite of technical studies were provided to Council on 22 December 2020 for review and comments due in late January 2021.



Prepare a Local Housing Strategy - Executive Manager Strategic & Place Planning

The Draft Local Housing Strategy was reported to Council on 15 December 2020 and it was resolved to be placed on public exhibition. The Strategy is to be publicly exhibited from 15 January to 21 February 2021 with the outcomes reported back to Council.



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

Work progressing on finalisation of the planning documentation to support potential rezoning. Continuing engagement with the Department of Planning, Infrastructure and Environment. The application documents for Green Star Communities rating will be submitted to the Green Building Council of Australia following the exhibition of the Frenchs Forest Precinct Plan LEP amendments by the NSW Government, which is anticipated to occur in early 2021.

FINANCIALS

Strategic Land Use Planning

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	601,368	462,697	138,671	925,764	925,764	925,764
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1,400	-	1,400	-	-	-
Grants and Contributions - Operating Purposes	304,695	205,598	99,098	357,945	357,945	357,945
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	907,463	668,294	239,169	1,283,709	1,283,709	1,283,709
Expenses from Operations						
Employee Benefits and Oncosts	(2,366,068)	(2,083,717)	(282,351)	(4,343,601)	(4,343,601)	(4,343,601)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(460,524)	(693,956)	233,433	(1,178,356)	(1,668,774)	(1,668,774)
Depreciation and Amortisation	(23,447)	(23,447)	-	(46,894)	(46,894)	(46,894)
Other Expenses	(537,216)	(418,085)	(119,131)	(834,000)	(834,000)	(834,000)
Internal Charges	(119,161)	(121,192)	2,031	(248,427)	(254,260)	(254,260)
Overhead Allocation	(186,582)	(186,582)	-	(373,165)	(373,165)	(373,165)
Total Expenses from Operations	(3,693,000)	(3,526,980)	(166,019)	(7,024,443)	(7,520,695)	(7,520,695)
Surplus / (Deficit) from Operations	(2,785,537)	(2,858,686)	73,149	(5,740,734)	(6,236,985)	(6,236,985)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,785,537)	(2,858,686)	73,149	(5,740,734)	(6,236,985)	(6,236,985)
Rates and Annual Charges						
Rates and Annual Charges	2,662,753	2,662,753	-	5,490,434	5,490,434	5,490,434

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$2,785,537 is lower than forecast by \$73,149 at the end of the quarter.

Total Income from Operations of \$907,463 is higher than forecast by \$239,169 primarily as a result of higher planning fee income than anticipated and the timing of contributions for the operation of the Aboriginal Heritage Office.

Total Expenses from Operations of \$3,693,000 are higher than forecast by \$166,019. This is principally the result of the timing of the payment of the Planning Levy.

Annual forecast

For the full financial year, no changes to the annual forecast are anticipated at this stage.

Development Assessment

HIGHLIGHTS

This quarter 595 Development Applications, 223 Modifications of Consent and 2 Reviews of Determination Applications were lodged for assessment and 60 Pre-Lodgement meetings were held.

In mid-October the work practices of the Development Assessment Team were realigned to improve the customer experience for our community, processing times and internal processes to better align with the NSW Planning Portal. Changes included the establishment of a development advisory service; the establishment of two geographic assessment teams; and more resources were assigned to the DA fast track team. In December the annual DA Customer Forum was also held.

During the quarter further progress was made in respect to the Development Application digital experience, including the removal of the requirement to complete Council's Development Application form. Progress was also made on developing online payments for Development Applications.

Performance measures – Development Assessment	Target	September quarter	December quarter
Average processing time of 90% of development applications* (days)	<75	63	61
% Outstanding DAs older than 100 days (since application received)	<20%	13%	11%

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

Notes on results:

* The DA measure above is in place of a measure included in the Operational Plan in error.

FINANCIALS

Development Assessment

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	1,833,125	1,484,202	348,923	2,528,275	2,969,591	3,269,591
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,833,125	1,484,202	348,923	2,528,275	2,969,591	3,269,591
Expenses from Operations						
Employee Benefits and Oncosts	(2,419,350)	(2,507,518)	88,168	(5,215,638)	(5,215,638)	(5,215,638)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(283,596)	(261,645)	(21,951)	(442,474)	(520,474)	(520,474)
Depreciation and Amortisation	(44,183)	(44,183)	-	(88,366)	(88,366)	(88,366)
Other Expenses	(7,743)	(7,948)	205	(13,900)	(13,900)	(13,900)
Internal Charges	(102,530)	(104,675)	2,145	(217,723)	(217,723)	(217,723)
Overhead Allocation	(332,946)	(332,946)	-	(665,893)	(665,893)	(665,893)
Total Expenses from Operations	(3,190,348)	(3,258,915)	68,567	(6,643,994)	(6,721,994)	(6,721,994)
Surplus / (Deficit) from Operations	(1,357,223)	(1,774,713)	417,490	(4,115,719)	(3,752,403)	(3,452,403)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,357,223)	(1,774,713)	417,490	(4,115,719)	(3,752,403)	(3,452,403)
Rates and Annual Charges						
Rates and Annual Charges	2,138,029	2,138,029	-	4,115,719	4,115,719	4,115,719

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$1,357,223 is lower than forecast by \$417,490 at the end of the quarter.

Total Income from Operations of \$1,833,125 is higher than forecast by \$348,923 primarily as a result of an increase in development applications and pre-lodgements.

Total Expenses from Operations of \$3,190,348 are lower than forecast by \$68,567 principally the result of salary savings due to delays in recruitment, partially offset by higher than forecast materials and contracts as a result of increased applications requiring external independent assessment.

Annual forecast

For the full financial year the Deficit from Operations is forecast to decrease by \$300,000 as a result of additional Development Assessment income.

Environmental Compliance

HIGHLIGHTS

Animal Management

Council continues to enforce responsible dog ownership to keep our community safe. During the reporting period, Rangers issued dog attack fines totalling \$34,320, prohibited area fines totalling \$6,270 and off leash fines totalling \$26,070.

Rangers worked with the NSW Police to successfully execute a search warrant at a property in Cromer in relation to a Declared Dangerous Dog that was not complying with strict control requirements. The animal was seized by Rangers under the powers of the Companion Animals Act 1998 and remains in Council control. Investigations continue to determine the future status of the animal.

Manly Alcohol Free Areas

East Esplanade remains a 7 days a week, 8pm to 8am Alcohol Prohibited Area. The Ranger Night Service continues to patrol each night between 5.30pm and 10.30pm enforcing the 'tip-out' and confiscation of alcohol. The Rangers continue to work with NSW Police to control groups of persons under the current COVID-19 Public Health Order.

Illegal Advertising Trailers

In this quarter Rangers were successful in defending a court elected fine at Manly Local Court in relation to an advertising trailer offence. The subject trailer was positioned at Griffin Road, North Curl Curl. The offence was proved, and matter was dealt with by section 10 (did not record a conviction or impose a penalty), with an order to pay Council's professional costs.

Asbestos Safety

Council's Environmental Health Team was the first responder to a major asbestos incident on 7 December 2020. Two Environmental Health Officers attended the site for the initial investigation before escalating the matter to emergency services and Council's Local Emergency Officer. The officers were in attendance late into the night providing clean-up and public safety advice and assisting with emergency service investigations.

Environmental Health

Mosquito Traps have been set in two locations as part of Council's partnership with NSW Health. Signage is displayed in prominent locations and raw data for trapping is being sent to Council and the NSW Health researchers to assist in decision making. There have been no positive virus results from the sampling thus far.

Council's partnership with NSW Health for the summer mosquito monitoring program has been positively received by our community as featured in local community publications.

The Environmental Health team continues to work closely with NSW Health on all matters COVID-19 related to the recent Northern Beaches cluster. We have been providing supporting information to NSW Health and other State agencies through Christmas and into the New Year.

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

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

Notes on results:

* No inspections due to the effect of COVID-19 restrictions on businesses. Resources have been shifted to focus on COVID-19 compliance for businesses.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



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

Council continues to review and improve environmental compliance tools and procedures. During this quarter, a new wastewater process trial was completed which will improve internal processes and result in efficiencies for external customers. The first round of letters to overdue systems have been sent.

A guide has been developed for processing and taking enforcement action on overdue on-site sewage management systems. An application and systems guide has also been developed to assist officers with Council's internal applications and systems used to process a wastewater application.

FINANCIALS

Environmental Compliance

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	749,217	595,747	153,471	2,168,732	1,706,521	1,447,054
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	2,476,866	3,167,578	(690,712)	7,971,090	7,619,900	4,698,477
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,226,083	3,763,325	(537,242)	10,139,822	9,326,421	6,145,531
Expenses from Operations						
Employee Benefits and Oncosts	(4,454,034)	(4,622,638)	168,603	(9,607,635)	(9,607,635)	(9,607,635)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(798,206)	(799,184)	977	(1,739,060)	(1,713,060)	(1,243,060)
Depreciation and Amortisation	(75,229)	(75,229)	-	(150,458)	(150,458)	(150,458)
Other Expenses	(29,121)	(48,924)	19,803	(259,717)	(89,508)	(89,508)
Internal Charges	(426,189)	(429,941)	3,751	(894,276)	(894,276)	(894,276)
Overhead Allocation	(588,685)	(588,685)	-	(1,177,370)	(1,177,370)	(1,177,370)
Total Expenses from Operations	(6,371,465)	(6,564,600)	193,135	(13,828,517)	(13,632,308)	(13,162,308)
Surplus / (Deficit) from Operations	(3,145,382)	(2,801,275)	(344,107)	(3,688,695)	(4,305,887)	(7,016,777)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(3,145,382)	(2,801,275)	(344,107)	(3,688,695)	(4,305,887)	(7,016,777)
Rates and Annual Charges						
Rates and Annual Charges	2,196,044	2,196,044	-	3,688,695	3,688,695	3,688,695

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$3,145,382 is higher than forecast by \$344,107 at the end of the quarter.

Total Income from Operations of \$3,226,083 is lower than forecast by \$537,242 primarily as a result of a freeze on fees for some areas, such as food inspection fees and fees for Annual Fire Safety Statements.

Other Revenues are lower than forecast as a result of reduced parking fine income, which is primarily attributed to lower fines issued due to the COVID-19 pandemic.

Total Expenses from Operations of \$6,371,465 are lower than forecast by \$193,135. This is principally the result of lower enforcement activities in areas impacted by COVID-19 restrictions such as food and public health inspections, and lower processing fees for infringements due to a reduction in enforcement actions towards industries impacted by COVID-19.

Employee Benefits and Oncosts are \$168,603 lower than forecast mainly due to vacant positions.

Annual forecast

For the full financial year the Deficit from Operations is forecast to increase by \$2,710,891 primarily as a result of the impact of COVID-19 as outlined above.

Parks and Recreation

HIGHLIGHTS

Enhancing our sports facilities

Council has officially accepted handover from the NSW Government of the Bare Creek Bike Track facility in Belrose. This world-class mountain bike park has a range of downhill trails, flow trails, a jump area and pump track. The park caters for riders of all levels and provides a series of walking trails for pedestrians.

Council has also opened the Warriewood Valley Sports Courts on Boondah Road, Warriewood. The complex provides four multi-use courts, a basketball half court, fitness equipment and a learn to ride track. The complex has already proven to be tremendously popular.

There has been continued support for the off-road bicycle community through the installation of extra lighting on the BMX track at JJ Melbourne Hills. The lights will enable night-time competitions.

The upgrade of the lighting at Beacon Hill Oval ensures users have adequate lighting to train and play safely. The lamps at Nolan Reserve, North Manly, were also replaced to improve the quality of lighting for training and competition.

A new batting cage was constructed at North Narrabeen Reserve and new baseball nets were built at St Matthews Farm, Cromer. A new cricket pitch was installed at Hitchcock Park, Avalon.

Turfing repairs were completed at multiple sportsgrounds including Lionel Watts Oval, Belrose, Weldon Oval, Curl Curl, David Thomas Reserve, Manly Vale, Keirle Park, North Manly, Bantry Bay Oval, Seaforth, Melwood Oval, Forestville, Forestville Park and Brookvale Oval. Turf sprigging was also undertaken at Porter Reserve, while the infield of the main baseball field at North Narrabeen Reserve, Newport was levelled and turfed. The surrounds of Pittwater Rugby Park was rotary hoed and turfed and the two playing fields at the park top-dressed and the drainage improved. These works provide better conditions for users of the playing surfaces and the surrounds, such as spectators and market attendees.

To improve drainage and the quality of playing surfaces a series of renovation activities including sand-grooving and topdressing have been undertaken on a majority of our grass fields. This quarter 105 hectares of sportsfields received fertiliser, 54 hectares were aerated and 51 hectares had a pre-emergent weed control, all of which aims to improve the turf coverage of the playing surfaces.

Protecting people in our towns and villages

The installation of specially designed bollards in the Central Business District of Manly has been completed. These bollards will ensure pedestrians are protected from vehicle incursions.

Upgrading parks, trails, foreshores and playgrounds

We are continuing to manage the use of Council's open spaces in consultation with NSW Health and the community to ensure the COVID-19 restrictions are met and where permissible opportunities remain to access open spaces.

Council has completed the construction of the commemorative shelter and a new playground at Plateau Park, Collaroy Plateau. The shelter is a bespoke design that commemorates the 75th anniversary of the first detection of radio waves from space by the radar station that was situated there in World War Two. The legacy of this discovery founded radio astronomy as a field of science

and has led to the development of technology such as Wi-Fi. The playground has been designed with this theme.

Council has also upgraded the playground at North Steyne, Manly with new rubber softfall and replacing the main piece of equipment. The renewal of the playground at Ventura Reserve, Warriewood, also occurred during this quarter.

The planned works to the Manly to Spit Walkway this year were completed. They included construction of sandstone staircases, drainage and new boardwalks, all of which will significantly improve the experience and safety of the many users of this iconic walkway.

Work is complete on the renewal of Bilarong Reserve boat ramp, North Narrabeen. The upgraded ramp and foreshore area provides a fit-for-purpose launching area.

Garden renovations were undertaken in Gilbert Park, Manly, Little Manly Beach, Manly, Brookvale Community Centre, Seaforth roundabout and Millers Reserve Skate Park, Manly Vale. Extensive planting of native plants at Little Manly Point, Manly and tube stock at Berry Reserve, Narrabeen, car park was also undertaken.

Clearing of gardens at Governor Phillip Park, Palm Beach, occurred, along with the installation of over 230 metres of fencing. Forty metres of a new sandstone block wall was installed in the gardens at the Lionel Watts playground Belrose and an extra 70 metres of metal hoops were installed to protect plants next to Frenchs Forest showground car park.

In total more than 3,700m² of turf was replaced at a number of foreshore reserves including North Steyne (Manly) East Esplanade Reserve (Manly) and Clontarf Reserve. Top dressing was undertaken at Rowland Reserve Dog Park in Bayview to improve the surface.

Large sections of pathway through Pat Hynes Reserve, Narrabeen, were replaced, while new lines were marked on the multiuse pathway from St Matthews Farm, Cromer, through to Dee Why Oval. Council also replaced a timber staircase at Hudson Parade right-of-way, Clareville, providing improved access to Pittwater.

Infrastructure refurbishments delivered in the quarter included painting and oiling of seating and rails along Marine Parade, Manly, furniture at Clontarf Reserve and North Harbour Reserves, Balgowlah, as well as seating renewal at LM Graham Reserve, Fairlight.

Council continued to address unauthorised bike trail building and resolved to remove a series of trails at Baringa Avenue, Seaforth. The resolution also requested that staff continue to consult with bike riders and the community regarding upgrades to the Grove Bike Park, Seaforth, and to seek suitable new sites for a new bike park on the Northern Beaches.

Keeping everyone safe at the beach

Council's Beach Safety Working Group held its inaugural meeting on 1 October 2020. With representatives from Council, NSW Police, Surf Lifesaving and NSW Health, the group is in place with the purpose of providing effective management of the Northern Beaches' public spaces with respect to COVID-19.

The group will work together to keep our beaches, reserves, parks, walking trails and other public spaces open and safe for the enjoyment and wellbeing of the community while adhering to NSW Public Health orders and recommendations.

There were 2,728,653 visits to our 21 patrolled beaches this quarter with 288 rescues and 1,491 first aid cases requiring attention. There was also 104,544 preventative actions undertaken by the lifeguards and volunteer lifesavers. These actions primarily involve directing people to safety including asking them to stay between the flags, more away from rips and keeping board riders clear of the flags.

Tree management

There were 1,347 requests regarding trees on public land received from the community this quarter.

The proactive public tree program was completed in the Pittwater Ward this quarter. This included an audit of the trees on the streets and identifying future works to reduce risk or tree failure. There were also 82 dead trees removed from public open space as result of the proactive audits over the last 12 months.

Tree Services received and processed 239 private tree applications to remove or prune trees, there was 155 approved for removal and 53 approved for pruning. There were 57 applications refused and 175 applications recommended for a tree replacement.

There was 161 new trees were planted across the LGA as part of our ongoing public open space tree planting program.

Council was successful in receiving a grant of \$122,000 from the NSW Department of Planning and Environment's 'Greening our City' program for the Condamine Street road corridor in Manly Vale and another from the Transport for NSW B-line project for \$1,400,000 to offset tree planting along the Mona Vale to Seaforth road corridor.

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

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

Workload measures – Parks and Recreation	September quarter	December quarter
Number of preventative actions by professional lifeguards on patrolled beaches	4,878*	104,544*

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

Develop replacement and compensatory principles for the removal of trees on public open space - Executive Manager Parks & Recreation

Feedback on the draft replacement and compensatory principles for the removal of trees on public open space guidelines is currently being reviewed.



Develop an 'Iconic Tree Register' - Executive Manager Parks & Recreation

Currently investigating the possibility of making this an interactive online register.



Develop an Open Space Strategy - Executive Manager Parks & Recreation

The Open Space and Recreation Strategy project is on schedule. The drafting of the Strategy and associated Action Plan is ongoing following the completion of community engagement. The auditing of mountain bike trails continues. There are no major issues or risks affecting progress.



Undertake accessibility audit of open space and implement priority improvements - Executive Manager Parks & Recreation

The draft report has been delayed due to additional work being required at some of the audit sites. It is anticipated that the additional work will be completed in February 2021.

CAPITAL PROJECTS

Key: Complete Progressing Behind schedule

Reserves and Parks improvements



North Curl Curl youth facility - Executive Manager Parks & Recreation

The skate park at North Curl Curl has been completed and opened to the public. Landscaping works surrounding the skate park are currently in a maintenance period. Work on finalising design drawings for the access ramp to the new amenities and the new car park will continue with works proposed to be undertaken over the next 12 months.



Reserves new and upgrades - Executive Manager Parks & Recreation

Due to the recent State Heritage listing of Ivanhoe Park, the proposed works for the site are now subject to referral to the NSW Heritage Council for approval. This process is likely to take up to six months from lodgement, putting this financial year's planned works at risk of not being completed.



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

The Warriewood Valley Sports Courts have opened to the public and the public toilets are expected to be completed in late January 2021. Council awarded a contract to underground the power at the new park off Fern Creek Road, Warriewood.



Glen Street masterplan implementation - Executive Manager Parks & Recreation

All planned works under the Glen Street Open Space Masterplan project have been completed. Work is continuing on other related projects including the Lionel Watts Eastern Amenities upgrade and the installation of pedestrian crossings on Pringle Avenue and Glen Street to allow safe access to the site from Wakehurst Public School.



Youth facilities - Executive Manager Parks & Recreation

Council is setting up a design reference group to plan upgrades to The Grove bike track in Seaforth.



Freshwater Beach Masterplan implementation - Executive Manager Parks & Recreation

Project is scheduled to start in January.



Newport Beach basketball court - Executive Manager Parks & Recreation

A contractor has been appointed to undertake the construction of the half court at Newport Beach. Work will commence in early 2021.



Reserve pathway and lighting - new - Executive Manager Parks & Recreation

Council has awarded contracts for the construction of the shared path at Wingara Reserve, Belrose, and Catalpa Reserve, Avalon. Work will commence in early 2021.



Reserves renewal program - Executive Manager Parks & Recreation

All planned works under the Reserves Renewal program for 2020/2021 have been completed. \$127,000 will be transferred to CR05015 Public Amenities Renewal Program to fund the replacement of the East Esplanade stairs which is being carried out by the contractor undertaking the East Esplanade public amenity renewal work.

Playground improvements



Connecting All Through Play - Inclusive Play - Executive Manager Capital Projects

A contractor has been appointed for Clontarf Playground. Construction is expected to commence in early 2021.



Playgrounds new and upgrades - Executive Manager Parks & Recreation

The upgraded Plateau Park playground, Collaroy Plateau has been completed and opened to the public. The concept design for Little Manly Point playground has been completed and community engagement will be undertaken in early 2021.



Playground renewal program - Executive Manager Parks & Recreation

Work is completed on the renewal of North Steyne Playground. Work has commenced on the renewal of the playground at Grasmere Reserve, Collaroy Plateau, and is expected to be completed in early 2021.

Sportsgrounds improvements



Connecting all Through Play - Active Play - Executive Manager Capital Projects

Council is awaiting approval of development applications that have been lodged for sportsfield lighting.



Sportsgrounds - new and upgrades - Executive Manager Parks & Recreation

This program delivers a number of upgrades to sportsgrounds across the Northern Beaches. To date the netball courts and lighting have been installed at Avalon Beach. A small picnic shelter for the courts has been ordered and delivery is expected in February 2021.

Construction of the proposed pedestrian bridge at the Avalon courts is delayed whilst the Roads and Maritime Services assess flooding potential on Barrenjoey Road.

Development applications have been lodged for sportsground lighting at Passmore Reserve, Manly Vale, and John Fisher Park, Curl Curl. These are to be independently assessed in February 2021. The timetable for installation of these lighting projects is pending review of the development applications, therefore the overall project is considered behind schedule at this time.



Sports Club Capital Assistance Program - Executive Manager Parks & Recreation

Council received and assessed 20 applications for grant funding under this program. The evaluation panel approved Sporting Club Assistance Grants for the following clubs:

- Careel Bay Tennis Club, to install a sunshade over the playground
- Terrey Hills Tennis Club, to upgrade lighting on four tennis courts with LED lights
- Narraweena Tennis Club, to resurface two synthetic grass tennis courts
- Mona Vale Bowling Club, to upgrade the driveway
- Mona Vale Golf Club, to restore the path to the 11th tee, and
- Long Reef Golf Club, to replace two emergency access gates and upgrade the entry to the multi-use building at the Club.

All clubs were notified and asked to commence works once they have returned the executed funding agreement with Council.



Synthetic sportsground conversion - Executive Manager Parks & Recreation

The results of community engagement are being analysed and the concept masterplan for Miller Reserve, Manly Vale, is being updated as a result. It is anticipated that Council will consider adoption of the masterplan for Miller Reserve at a Council meeting in 2021.



Sportsfield renewal program - Executive Manager Parks & Recreation

The Sportsfield renewal program is progressing well. Work has been completed on the lighting projects at Beacon Hill Oval and JJ Melbourne Hills, Terry Hills. Council has commenced work to rectify the nine failing netball courts at John Fisher Park, Curl Curl and has appointed a contractor to resurface the courts in early 2021. Council has appointed a contractor to undertake the renewal of the protective netting at Manly Oval.

Foreshore and Building improvements



Foreshores new and upgrades - Executive Manager Parks & Recreation

Work has commenced on the implementation of the Lagoon Park, Manly, landscape plan. Detailed design is underway for East Esplanade, Manly, Stage 2B, which will commence work in February 2021.



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

The tender for the new Surf Club building and Beach Amenities Block was issued in November and will close on 14 January 2021. Documents for the sewer upgrade were finalised then issued to the trade service panel for quotation. The request for quotations to build the Apex Park amenities closed on 22 December, with evaluation planned for mid-January 2021.



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

The design has been finalised with the Club, and architects appointed. A restricted request for tender for the construction works closed in early November 2020. In December Council resolved to appoint the preferred tenderer. Contracts are being prepared for the works which are scheduled to commence on site early 2021.



Manly Life Saving Club design works - Executive Manager Property

Council has agreed to reserve \$5 million from the 'Surf Life Saving Major Renewals Fund' to progress this project. This is in addition to the committed \$5 million in funding from the Federal Government. Further funding is being sought. The project has now been approved to proceed to design stage. An Expression Of Interest as the first stage of a two stage procurement process is currently being prepared for design consultancy services.



Collaroy Beach accessible ramp - Executive Manager Parks & Recreation

Council has appointed a contractor and work will commence in Autumn 2021. There has been a financial variance following the need to amend the footing design for the ramp.



Foreshores renewal program - Executive Manager Parks & Recreation

The concept plan for Avalon Beach foreshore improvements has been completed and stakeholder engagement is ongoing. Work has been completed on the renewal of the boat ramp and surrounding foreshore at Bilarong Reserve on the foreshore of Narrabeen Lagoon.



Rockpool - renewal program - Executive Manager Parks & Recreation

Investigations and stakeholder engagement to repair the damage to Mona Vale rockpool are ongoing. The pool is still functional and safe.



Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure

All planned renewal works are complete and the design for Paradise Beach, Avalon Beach, tidal pool will commence in early 2021.



Surf Life Saving Club minor renewals - Executive Manager Property

Funds are allocated for a range of surf life saving club projects.

- Dee Why - roller doors completed and external painting to be completed early 2021
- Narrabeen - rectification of structural steel-work and concrete spalling completed
- Freshwater - roof and door repairs and new training room - architect appointed

- Queenscliff - high level windows replaced. For major refurbishment works a preferred contractor will commence works early in 2021
- Warriewood - awning and master planning - architect appointed
- Bilgola - new accessible toilet completed and roof repairs completed
- North Steyne - roof works completed and master planning in progress
- Newport - DA documentation being progressed. Community consultation in progress via YourSay page



Surf Life Saving Club major renewals fund - Executive Manager Property

Funds are to be allocated for the Manly Life Saving Club project for future years



South Narrabeen Surf Life Saving Club - Executive Manager Property

All works are complete with the hall, eastern balcony and new stair access being available to the users of the building and cafe, further improving the overall accessibility for the building where a new lift was installed last year.

Town centre and village upgrades



Commercial centre upgrade program - Executive Manager Parks & Recreation

The community engagement period for the concept plan for the upgrade of Forestville Shopping Centre has concluded and the feedback is being assessed. The responses to the request for quotation for the next stage of the Balgowlah Shopping precinct upgrade have been received with work to be undertaken in early 2021.



Public space protection program - Executive Manager Parks & Recreation

Work has been completed on the installation of the hostile vehicle mitigation devices in the Manly central business district.



West Esplanade activation plan - Executive Manager Parks & Recreation

Project is scheduled to start in January 2021.



Public defibrillator installation - Executive Manager Parks & Recreation

The public Automated External Defibrillator at Tania Park, Balgowlah Heights, was installed in October 2020.



Place making infrastructure - Executive Manager Parks & Recreation

A contractor has been appointed to undertake the paving works in Waratah Street, Mona Vale. Work is expected to commence in February 2021.



Commercial centre renewal program - Executive Manager Parks & Recreation

Work on finalising the concept designs for the upgrade of the shops at Church Point is ongoing and is likely to be released for community engagement in early 2021. The concept design for North Narrabeen shops has been released for community engagement.

Recreational trails



Recreational trails - renewal program - Executive Manager Parks & Recreation

Work has been completed on the most recent stage of the renewal of the Circuit Trail at Manly Warringah War Memorial Park (Manly Dam), Manly Vale. Work involves the installation of over 130m of boardwalk, drainage and stair renewal. Work on a design and construction package for the next stage of Manly Dam Trail renewal and the replacement of a bridge on the Manly to Spit walkway will be developed and released over coming months with work to commence in July 2021.

FINANCIALS

Parks and Recreation

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	879,544	1,099,014	(219,470)	2,158,530	2,158,530	2,210,797
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	143,685	92,165	51,520	193,379	193,379	193,379
Grants and Contributions - Operating Purposes	2,248,643	22,716	2,225,927	45,432	775,432	1,879,736
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,271,871	1,213,894	2,057,977	2,397,341	3,127,341	4,283,912
Expenses from Operations						
Employee Benefits and Oncosts	(5,954,681)	(6,086,861)	132,180	(12,607,329)	(12,607,329)	(12,607,329)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(7,968,236)	(6,916,676)	(1,051,560)	(13,485,869)	(13,599,487)	(14,716,937)
Depreciation and Amortisation	(2,540,259)	(2,540,259)	-	(5,080,518)	(5,080,518)	(5,080,518)
Other Expenses	(806,184)	(339,858)	(466,326)	(445,820)	(445,820)	(939,520)
Internal Charges	(721,985)	(683,447)	(38,538)	(1,403,533)	(1,399,918)	(1,349,998)
Overhead Allocation	(1,860,565)	(1,860,565)	-	(3,721,130)	(3,721,130)	(3,721,130)
Total Expenses from Operations	(19,851,911)	(18,427,666)	(1,424,244)	(36,744,199)	(36,854,202)	(38,415,432)
Surplus / (Deficit) from Operations	(16,580,039)	(17,213,772)	633,733	(34,346,858)	(33,726,861)	(34,131,520)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	1,291,847	979,799	312,048	8,473,030	9,556,068	5,863,407
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(15,288,192)	(16,233,973)	945,780	(25,873,828)	(24,170,794)	(28,268,114)
Rates and Annual Charges						
Rates and Annual Charges	17,651,395	17,651,395	-	34,336,858	34,336,858	34,336,858

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$16,580,039 is lower than forecast by \$633,733 at the end of the quarter.

Total Income from Operations of \$3,271,871 is higher than forecast by \$2,057,977 primarily as a result of Grants and Contributions.

User Charges and Fees are lower than forecast due to the NSW State Government Covid 19 restrictions and the outbreak in December. The restrictions resulted in facilities being closed and bookings cancelled, including fitness trainers, community events, weddings and Manly Dam picnics. Also, Council waived the fees for the winter sports season resulting in a reduction of income of approximately \$500,000. The Grants and Subsidies account has been adjusted to reflect Council's support for the winter sports.

Grants and Contributions for Operational Purposes are higher than forecast as a result of Council receiving two new grants. The Waste Assets Management Corporation have provided Council with \$1.5million for the maintenance of the new Bare Creek Bike facility and part payment of \$696,450 from Transport NSW for the B-line project for planting along the Mona Vale to Seaforth road corridor from a total of \$1,359,300.

Total Expenses from Operations of \$19,851,911 are higher than forecast by \$1,424,244. This is principally due to increased spending on Materials and Contracts.

Materials and Contracts are \$1,051,560 higher than forecast primarily as a result of greater expenditure in vegetation management, sportsfield infrastructure maintenance and public tree management. This quarter there were a number of large garden renewals including Governor Phillip Park (Palm Beach) and along the Dee Why multi-use path (Fisher Road north to Dee Why SLSC). A number of additional areas have also been added to planned maintenance contracts, including B-Line sites at Warriewood and Berry Reserve, Narrabeen. The sportsfield infrastructure area had higher than forecast expenditure due to un-programmed works being required, including the renewal of concrete pathways at Avalon Golf Course and baseball/backnet repairs at Abbot Road Baseball, Aquatic Reserve and St Matthews Farm. Expenditure related to Contract Services for tree management is higher due to a large number of Ausgrid jobs requiring power outages being completed this quarter and urgent works were carried out at offshore locations and addressing land slips.

Other Expenses are \$466,326 higher than forecast as a result of grants and subsidies.

Grants and Contributions for Capital Purposes are higher than forecast as a result of grants funding being drawn down ahead of forecast due to projects progressing ahead of schedule.

Annual forecast

The Deficit from Operations of \$16,580,039 is lower than forecast by \$633,733 at the end of the quarter.

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Total Expenses from Operations of \$19,851,911 are higher than forecast by \$1,424,244. This is principally due to increased spending on Materials and Contracts.

Children's Services

HIGHLIGHTS

Community Connections:

All Council services celebrated National Aborigines and Islanders Day Observance Committee (NAIDOC) week by learning about Aboriginal culture through investigation, literacy, play, art and dream time stories, which supports the implementation of the Children's Services Reconciliation Action Plan (RAP).

Belrose Children's Centre was awarded the 'Excellent' rating by the Australian Children's Education and Care Authority. 'Excellent' is the highest rating an education and care service can achieve under the National Quality Framework. Belrose Children's Centre is the only Excellent rated service in the Northern Beaches LGA.

Children:

Children's Services supported 39 children and families with additional needs across early childhood services during this quarter. There were 20 children with additional needs receiving inclusion development funding so additional educators can be employed to support the children to participate in the early learning programs at the centre. The additional needs of another 19 children were managed by educators in the room.

The federal government's child well-being subsidy supported 10 children at risk to receive early childhood education and care and the financial hardship subsidy supported 11 children to receive early childhood education and care. Nine families with children at pre-school were eligible for reduced fees through the Government's Start Strong program.

COVID-19 support

All service staff and management continue to respond to COVID-19 pandemic through implementing rigorous, health, hygiene and safety precautions, use of concierge at drop off and collection, telephone meetings and enrolment interviews, reviewing and updating COVID-19 risk assessment and site talks. Educators have continued their amazing work to provide a frontline service to families so essential workers were able to work even throughout the lock down periods.

Performance measures – Children's Services	Target	September quarter	December quarter
No. children attending Long Day Care programs	> 700	808	838
No. children attending Family Day Care programs	> 380	384	386
No. children attending Preschool programs	> 100	121	119
No. children attending Vacation Care programs	Q2 > 400	534	472

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

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Provide quality education and care that meets or exceeds the National Quality Standard - Executive Manager Children's Services

Belrose Children's Centre was awarded the Excellent rating by the Australian Children's Education and Care Authority. Excellent rating is the highest rating an education and care service can achieve under the National Quality Framework. All Council services celebrated National Aborigines and Islanders Day Observance Committee (NAIDOC) week by learning about Aboriginal culture through investigation, literacy, play, art and dream time stories, which supports the implementation of the Children's Services Reconciliation Action Plan (RAP).



Support children from diverse socio-disadvantaged backgrounds to participate in quality early education and vacation care programs - Executive Manager Children's Services

Children's Services supported 39 children and families with additional needs across early childhood services during this quarter. There were 20 children with additional needs receiving Inclusion Development funding so additional educators can be employed to support the children to participate in the early learning programs at the centre. The additional needs of another 19 children were managed by educators in the room.

The federal government's child well-being subsidy supported 10 children at risk to receive early childhood education and care and the financial hardship subsidy supported 11 children to receive early childhood education and care. 9 families with children at pre-school were eligible for reduced fees through the Government's Start Strong program.

FINANCIALS

Children's Services

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	5,834,996	5,261,527	573,469	13,312,059	11,862,897	12,065,028
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	2,908	4,000	(1,092)	8,000	8,000	8,000
Grants and Contributions - Operating Purposes	2,119,023	1,826,111	292,912	922,728	2,120,653	2,897,900
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	7,956,927	7,091,637	865,290	14,242,787	13,991,550	14,970,928
Expenses from Operations						
Employee Benefits and Oncosts	(5,747,370)	(5,487,934)	(259,436)	(11,539,951)	(11,385,010)	(11,699,210)
Borrowing Costs	(1,475)	(1,475)	-	-	(2,594)	(2,594)
Materials and Contracts	(445,142)	(944,940)	499,798	(2,062,877)	(1,934,504)	(1,770,571)
Depreciation and Amortisation	(30,545)	(30,545)	-	-	(61,090)	(61,090)
Other Expenses	(40,918)	(126,151)	85,233	(201,193)	(194,193)	(195,955)
Internal Charges	(231,952)	(262,148)	30,196	(528,498)	(528,498)	(579,735)
Overhead Allocation	(381,619)	(381,619)	-	(763,239)	(763,239)	(763,239)
Total Expenses from Operations	(6,879,022)	(7,234,813)	355,791	(15,095,757)	(14,869,128)	(15,072,394)
Surplus / (Deficit) from Operations	1,077,905	(143,176)	1,221,081	(852,970)	(877,578)	(101,465)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	450,000
Surplus / (Deficit) from Operations including Capital Grants and Contributions	1,077,905	(143,176)	1,221,081	(852,970)	(877,578)	348,535
Rates and Annual Charges						
Rates and Annual Charges	189,236	189,236	-	852,970	852,970	852,970

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Surplus from Operations of \$1,077,905 is higher than forecast by \$1,221,081 at the end of the quarter.

Total Income from Operations of \$7,956,927 is higher than forecast by \$865,290 due to timing of the funding amounts received and higher than anticipated utilisation. This will be addressed in the quarterly review.

User Charges and Fees are higher than forecast as a result of higher than anticipated utilisation.

Grants and Contributions for Operational Purposes are higher than forecast as a result of higher than anticipated grant funding due to 'Free Pre-school'. The timing of the funds being received will be addressed in the quarterly review.

Total Expenses from Operations of \$6,879,022 are lower than forecast by \$355,791. This is principally the result of lower than anticipated use of agency staff and lower Trainee costs due to government subsidies.

Employee Benefits and Oncosts are \$259,436 are higher than forecast mainly related to increased usage of casual staff to support the concierge service as a result of COVID-19.

Materials and Contracts are \$499,798 lower than forecast as a result of lower than anticipated spending due to lack of availability of stock along with less than anticipated usage of agency staff due to the increased availability of casual staff.

Other Expenses are \$85,233 lower than forecast as a result of a rent credit applied to Dee Why Children's Centre.

Annual forecast

For the full financial year the Deficit from Operations is forecast to decrease by \$776,112 mainly due to grant funding received such as Start Strong funding, Quality Learning Environment Funding and 'Free Pre-school' funding.

The increased forecast for Grants and Contributions - Capital Purposes represents funding to be spent on Council's Children's Centres Works Program.

Community Arts and Culture

HIGHLIGHTS

Arts & Culture

The Arts and Creativity Strategy, with the Local Strategic Planning Statement, received the Greater Sydney Planning Award for Community Consultation in November 2020, following on from the Leo Kelly OAM Arts and Culture commendation in August 2020.

The Creative Space presented a continuing program of pop-up exhibitions to support local artists and designers. The program ran from October through to December with 72 artists participating and providing positive feedback on their experience. The Northside Aboriginal Artists presented their first exhibition, *Daryung*, in October. The 5 studio artists also presented their annual exhibition in December, titled *Inception*.

A partnership was established with a local Freshwater property owner and local designers who presented the Artisan Pop-up in an empty retail space in the lead-up to Christmas.

Manly Art Gallery & Museum (MAG&M)

MAG&M continued its dynamic exhibition program, with some previously scheduled shows being presented in later periods. The Portraits Project was extended for a further four weeks, giving audiences more time to see this landmark exhibition of self-portraits by national artists and photographs by Greg Weight of selected Northern Beaches artists. These photographs were acquired by the Gallery for its permanent collection. Local artist Nick Hollo presented crayon drawings of many Northern Beaches waterways and his exhibition was accompanied by eight guided walks around the waterways and artist talks and seventeen of his drawings were sold. Joanna Gambotto, an Arts and Creativity Grants recipient, presented large interior drawings and etchings from her residency at Hill End, NSW.

These exhibitions were followed by the three Summer Shows: The Sydney Theatre Company drawings of Nicholas Harding; the large flower and natural environment paintings of Laura Jones; and the topical Q Station Immersive “lockdown” exhibition by Jo Neville, Julie Paterson and Fiona Chandler. The Gallery’s ceramic collection was reconfigured into the Clay Collection, showcasing thirty years of ceramic gifts by the Gallery Society, The Roger Pietri bequest and works bought from Council funds.

MAG&M’s Design Shop 9 Designers program has now finished for 2020 and nine new designers will be featured next year. The works of jewellery, ceramics, sculpture, wood and paper have been extremely popular with visitors and are excellent demonstrations of the varied crafts and design work of Northern Beaches’ artists.

Glen Street Theatre

Glen Street Theatre continued to operate in alignment with NSW Health guidelines presenting a range of events including live performances, citizenship ceremonies, dance concerts, NIDA Workshops and digital webinars for over 2,000 members of the community in a COVID Safe environment.

A new Membership program was successfully launched to replace the previous subscription loyalty program. The Glen Street Membership program provides the key benefits of the previous subscription program but with greater choice and flexibility for the customer. Community feedback

has been positive and for the first time benefits are now being offered by commercial venue hires to Glen Street Theatre Members, adding greater value to the customer experience.

Community Centres

Following reopening in June, Community Centres have been available to the community for their regular activities with some ongoing restrictions due to COVID-19. Approximately 80% of hirers returned and were enjoying their regular activities with COVID-19 hygiene and distancing measures in place.

Avalon Recreation Centre and Newport Community Centre were urgently set up by NSW Health as emergency COVID-19 testing sites on 17 December. All Council's community centres were then closed to the hirers with the exception of childcare, Vacation Care and food and other welfare services, identified as essential services.

Community Development

Community Development staff held five Carers Week Webinars from 12-16 October as a collaboration with several Northern Sydney Councils, with 135 participants.

As of December 2020, 320 community members have registered for suicide prevention Community Gatekeeper training, funded by the NSW Ministry of Health over the next three years, with 205 completing the training to date. All Gatekeepers have been offered follow up debrief sessions by a training manager.

In December at the 2020 Local Government National Awards, the Community Development team were awarded a 'Highly Commended' for their Suicide Prevention program.

The Northern Beaches Homelessness Case Coordination Group has housed 36 people and assisted a further 61 people into temporary accommodation since the NSW Government injected an additional \$34 million into addressing homelessness. This has been a significant achievement and a strong indication of the success of the additional funding the NSW Government has provided.

The second online Big Ideas Forum was held on 11 November 2020, with 134 community participants. The topic was *It Takes a Village*, focusing on the role of the community for children and families, featuring Anne Hollonds (the National Children's Commissioner) and ABC Playschool host Jay Laga'aia.

Replacing the annual White Ribbon Walk was a video featuring the Mayor, local Police and local Domestic Violence staff, encouraging people to hold private walks on the day with the hashtag #beachessaysno.

In the lead up to International Day of People with Disability Council partnered with Uniting Local Area Coordinators for a Northern Sydney-wide art competition to showcase the amazing talents of the diversely abled people in our community. This also included a pop-up art exhibition on the Corso on the day (3 December). This year's theme was "Not all disabilities are visible".

In December 2020, there was a special holiday edition of the Religious and Cultural News distributed to religious and cultural leaders on the Northern Beaches. A further special edition was sent later in the month with the resurgence of the COVID-19 virus impacting heavily on Christmas religious celebrations.

In response to the COVID-19 cluster on the Northern Beaches, Council activated rapidly to ascertain our community service partner's needs at this critical time and support them to provide effective service delivery. Activities included calling over 50 local services to talk about their plans,

needs and gaps, and posting up to date information on Council's website and promotions on social media. Key actions included the sourcing and distribution of large quantities of donated face masks and sanitiser and assisting in the co-ordination of food collection and distribution.

Caring for young people and families

The Adolescent and Family Counselling service delivered 262 sessions with 214 clients from across the Northern Beaches. Between June and December two parenting sessions, two dads parenting sessions and a speaker night were delivered to 68 participants.

The Northern Composure Band Competition, now in its 19th year, wrapped up in October after being on hold since March due to the COVID-19 pandemic. The Finals were held over two Friday nights at Glen Street Theatre, complying with NSW Health guidelines. The Rions took out first place in the Audience Choice Award, while Speaking of Which took out first place in the Judge's Choice Award. Approximately 290 people attended the Finals and 2,950 have viewed the events online.

In October a webinar was held with the topic of Technology, Gaming and Online Safety, targeting parents of young people, with approximately 420 views online.

The Northern Beaches Summer Skate Park Showdown kicked off in December with all of Council's nine skate parks featured over nine weeks. Young people are encouraged to submit their tricks online at each of the parks for the chance to win prizes courtesy of Skater HQ. Wet weather and a resurgence of the COVID-19 virus on the northern beaches in late December, has meant cancellation of some aspects of the program.

Discobility - a dance party for young people with disability trialled as an online event in November with local organisation Evergreen Music.

Supporting our seniors

The Meals on Wheels Service delivered 4,120 meals to older people in the community to enable them to live at home for longer and prevent social isolation. Our meal delivery service is continuing with contactless delivery in place to maintain the safety of our customers, volunteers and staff. Community lunches were reinstated at the end of October delivering meals and social interaction for clients at Manly Seniors Centre each Friday.

Community Grants Program

On 29 September, Council approved the allocation of \$279,993 under the 2020/21 Community Grants Program including:

- \$95,150 towards 26 projects in the Arts and Creativity grants stream
- \$97,566 towards 17 projects in the Community Development grants stream
- \$47,184 towards five projects in the second year of multi-year funding as recommended in the 2019/20 Community Grants Program
- \$40,093 towards 13 projects in the Environmental grants stream.

Funding was distributed to these groups in early October with planning support offered if required to ensure successful delivery and acquittal of grant funds in an extended period to December 2021.

Volunteers

The outstanding contribution of Volunteers was recognised on International Volunteer Day on the 5 December 2020 through Council electronic and social media. All of the volunteers at Northern Beaches Council were acknowledged and featured two volunteers to promote two of the lower profile volunteering opportunities Council offers.

Performance measures – Community Arts and Culture	Target	September quarter	December quarter
Community centre bookings	Q1 > 9,270 Q2 > 8,450	8,314*	7,180*
Direct services: Meals services	> 4,500	4,464**	4,120**
Volunteers who actively participate in ongoing programs across Council	> 650	843	805

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

* Due to COVID-19, Community Centre bookings are down with ongoing restrictions in place. Some hirers have reduced their hire, delayed their return or are not returning at all in 2020.

** Due to COVID-19 the Community Lunches and Social Outings were not run or were reduced.

Workload measures – Community Arts and Culture	September quarter	December quarter
Number of information and referral enquiries (community development)*	151	97

* Includes seniors, people with disability, CALD community, Community Grants, homelessness and rough sleeping, hoarding and squalor, GLAM referrals, youth support services, legal graffiti walls and student requests.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

Develop a Social Plan and supporting plans for target demographics - Executive Manager Community, Arts & Culture

The project remains on schedule with all open engagement activities receiving responses during December.

Plan and deliver creative spaces at Avalon and Mona Vale - Executive Manager Community, Arts & Culture

Building works are nearing completion, with site signage and furniture on order for early January 2021. A call-out for the artist studio and workshop hirers began in December 2020.

Review the Disability Inclusion Action Plan - Executive Manager Community, Arts & Culture

The project framework is continuing to be developed.



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

As of December 2020, 320 community members have registered for suicide prevention Community Gatekeeper training, funded by the NSW Ministry of Health over the next three years, with 205 completing the training to date.



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

Three Aboriginal Cultural Advisors were appointed in early December 2020 to assist the Public Art Selection Panel in the tender process for the Aboriginal Art and Storytelling Project. Expressions of interest for the Aboriginal Art and Storytelling Project and Robert Dunn Reserve Project were advertised and closed on 24 November 2020. The Public Art Selection Panel met on 14 December 2020 and shortlisted artists for each project.



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

A literature review completed. Options for a Well-being indicators framework have been identified and are under consideration.

CAPITAL PROJECTS

Key: Complete Progressing Behind schedule Not proceeding

Art Works



Manly Art Gallery - art works - Executive Manager Community, Arts & Culture

Purchase of 22 Greg Weight photographs from the Portraits Project in October. No further purchases this year.



Theo Batten Bequest - art works - Executive Manager Community, Arts & Culture

The art signage project for Manly Art Gallery & Museum has commenced. Engineering fees of \$2,064 paid for the MASG&M lettering project. No art purchases. Remaining funds will be put towards the lettering project.

Community Centre Improvements



Warriewood Valley Community Centre new works - Executive Manager Capital Projects

Project is in DA Development Stage with consultant reports required for DA submission being finalised. DA submission is expected in early 2021.



Community buildings works program - Executive Manager Property

Works at The Soldiers Memorial Hall, Manly were completed and are now in use by community organisations. Remaining funds will be used for minor works to other community buildings.

Community Centre Improvements



Community centres minor works program - Executive Manager Property

Air conditioning works are completed at Forestville Memorial Hall. Elanora Community Centre has had a kitchen upgrade.

Cultural Improvements



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

Expressions of interest for the Aboriginal Art and Storytelling Project and Robert Dunn Reserve Project were advertised and closed on 24 November 2020. 12 submissions were received for the Aboriginal Art and Storytelling Project, and 16 submissions were received for the Robert Dunn Reserve project. The Public Art Selection Panel met on 14 December 2020 and shortlisted artists for each project.



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

The project is on track, with Stage 1 Expressions of Interest being shortlisted by the Public Art Selection Panel in this period. Local Aboriginal Cultural Advisors provided feedback on the submissions to the Selection Panel.



Manly Art Gallery renewal works - Executive Manager Property

Rectification works have been completed at the building entry. Some additional air conditioner replacement works are required, and the scope of works is being prepared to stage the works as funding becomes available.



Glen Street Theatre renewal works - Executive Manager Property

The platform installation works commenced in October 2020. Work on the air conditioning upgrades will commence in 2021.



Creative Arts Space - Mona Vale - Executive Manager Property

Progress is on hold pending a strategic review of uses for the Mona Vale Library and Administration building and adjacent Community Centre.



Creative Arts Space - Avalon Golf Course - Executive Manager Property

Works to convert the lower floor of Avalon Golf Clubhouse to serve as a Creative Arts Space are progressing and are due for completion by early February 2021.

FINANCIALS

Community, Arts and Culture Service

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	768,851	1,468,910	(700,059)	3,123,060	3,238,442	2,433,473
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	42,282	204,061	(161,778)	731,023	510,813	370,304
Grants and Contributions - Operating Purposes	696,110	507,152	188,958	854,702	1,073,367	1,073,367
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,507,243	2,180,123	(672,880)	4,708,785	4,822,622	3,877,144
Expenses from Operations						
Employee Benefits and Oncosts	(3,297,199)	(3,359,461)	62,262	(7,099,222)	(7,029,722)	(6,948,722)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(1,038,290)	(1,489,602)	451,312	(2,443,013)	(3,458,386)	(3,012,246)
Depreciation and Amortisation	(504,651)	(504,651)	-	(1,009,302)	(1,009,302)	(1,009,302)
Other Expenses	(488,628)	(521,766)	33,137	(926,290)	(895,946)	(1,103,628)
Internal Charges	(186,102)	(159,891)	(26,211)	(334,461)	(326,971)	(336,095)
Overhead Allocation	(526,216)	(526,216)	-	(1,052,431)	(1,052,431)	(1,052,431)
Total Expenses from Operations	(6,041,086)	(6,561,586)	520,501	(12,864,720)	(13,772,758)	(13,462,424)
Surplus / (Deficit) from Operations	(4,533,842)	(4,381,463)	(152,379)	(8,155,934)	(8,950,136)	(9,585,280)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	92,000	(92,000)	20,000	200,000	200,000
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(4,533,842)	(4,289,463)	(244,379)	(8,135,934)	(8,750,136)	(9,385,280)
Rates and Annual Charges						
Rates and Annual Charges	4,324,197	4,324,197	-	7,991,526	7,991,526	7,991,526

Budget commentary year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$4,533,842 is higher than forecast by \$152,379 at the end of the quarter.

Total Income from Operations of \$1,507,243 is lower than forecast by \$672,880 primarily as a result of Covid-19.

User Charges and Fees are lower than forecast as a result of a reduction in fees from the hire of Glen Street Theatre and community centres. Many organisations were unable to return to their pre-Covid booking schedule in community centres as the NSW Health Orders restricted the number of participants and types of activities that could be undertaken. Glen Street Theatre was unable to hire the venue for end of year concerts and performances, a traditionally high occupancy and income time of year.

Grants and Contributions for Operational Purposes are higher than forecast as a result of timing of grants received.

Other Revenues are lower than forecast as a result of the inability to hire out Glen Street Theatre for end of year performances, reducing beverage sales, staffing costs fees and theatre equipment fees.

Total Expenses from Operations of \$6,041,086 are lower than forecast by \$520,501. This is principally the result of lower than anticipated employee benefits and costs and material and contracts.

Materials and Contracts are \$451,312 lower than forecast as many community development programs were moved from face to face to online formats, cancelled or rescheduled to quarters 3 and 4 and the delay in opening the Avalon creative arts space. There was also a significant reduction in materials and contracts at Glen Street Theatre due to the restricted program in marketing, royalty payments and theatre equipment hire. This reduction in expenditure was offset by the additional expenditure of \$249,775 for the allocation of community grants to Community Northern Beaches, the Northern Beaches Women's Shelter and the Avalon Youth Hub, as resolved by Council on 27 October 2020.

Annual forecast

For the full financial year the Deficit from Operations is forecast to increase by \$635,144 as a result of the impact of the NSW Health Orders on the level of activity in all areas of Community, Arts and Culture and the additional allocation of grants.

Library Services

HIGHLIGHTS

Connecting and building our community

Our residents' use of the service continued to grow this quarter. Library membership grew by 1,423 to a total of 193,921 people and our Home Library service welcomed 19 new clients and expanded its reach to a total of 540 clients. We received 76,254 visits to the library website and our eLoans increased by 5% reaching 89,529 for the quarter.

Due to the Coronavirus (COVID-19), onsite programs remained suspended during the quarter. The service delivered 73 online programs in the quarter, viewed by 2,305 people. Events included online Story Time, the inaugural 'Local Author Showcase', the 'Library Artist Book Award' competition which closed with 94 entries and the 'Zine Festival' which featured a live panel discussion, workshops and an online market. The 'Art of Ageing' exhibition was available for viewing at Warringah Mall Library and the 'Arts and Words' exhibition at Manly Library.

Local Studies partnered with Council's Place and Economic Development Team to produce a historical image decal display at Freshwater Village Shops.

At the Remembrance Day event, a partnership was announced between the Harbord Diggers Sub Branch and Local Studies to share and celebrate their collection on the Local History digital platform 'History Hub'.

In the first month of the History Hub launch in September, there were over 5,000 new users with 7,149 unique searches and 86,506 page views. The most popular page was the image of Master Hammond at the Palladium and the most popular search was 'Scotland Island'.

In October, the service successfully held a Zoom webinar for 'Get Online Week' teaching the community how to access e-Books and e-Audiobooks on a mobile device or PC.

Following the COVID-19 Safety Plan for the initial return of non-vulnerable volunteers, 18 Home Library Service volunteers were re-inducted. Mayor Michael Regan thanked the library volunteers for their support throughout 2020 at a Local Authors showcase in Glen Street Theatre on 19 December 2020.

Due to COVID-19, and as mandated by government authorities, all branches closed temporarily from Friday, 18 December. The return chutes were closed and overdue fees suspended until further notice. During the two-week closure, up to 8,000 well-being calls were made by staff to older library customers.

Improving the service

The new Northern Beaches Library app successfully launched to the public on 14 October 2020. The app allows users to manage their account, view loans and reservations or renew items, scan the barcode of any book to check if the title can be borrowed, browse the collection and check out what is on at the closest branch – anywhere, any time. The app was downloaded by 6,869 devices and accounted for 8,262 loans.

The service launched a new 'Click & Create' program with pre-prepared craft kits and an accompanying tutorial video. The 'Pom Pom garland' and 'Beeswax wraps' tutorial videos have been viewed by 605 people.

In November, the service commenced with a new program 'Story Time packs' to support early literacy and encourage parents to create story times at home. The packs include a selection of books and a song booklet with tips for a perfect story time delivery at home.

Performance measures – Library Services	Target	September quarter	December quarter
No. library memberships	> 180,000	192,498	193,921
No. youth memberships	> 32,000	35,412	35,641

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Increase the reach of the Home Library service - Executive Manager Library Services

The Home Library Service (HLS) welcomed 19 new clients to the service during this quarter which brings the total number of HLS customers to 540.



Digitise the Local Studies collection - Executive Manager Library Services

Edits completed on 8,140 digitised items in History Hub over the quarter to improve the quality of information available to the public.



Review opportunity to provide 24/7 access to the physical library space - Executive Manager Library Services

Survey for community consultation around Forestville Library renovations received 107 responses. Plan for first stage of renovation works that include installation of 24/7 security access completed and approved.



Review library opening hours to improve consistency and access - Executive Manager Library Services

Review completed.



Optimise volunteering opportunities across the service - Executive Manager Library Services

Volunteers were brought back into the service during this quarter with 18 Home Library Service volunteers re-inducted. 38 volunteers attended a Local Authors showcase at Glen Street Theatre.



Improve and expand library programs in line with customer needs and demands - Executive Manager Library Services

Due to COVID-19 restrictions all live programming remains suspended and where possible delivered online. The service delivered 73 online programs in the quarter, viewed by 2,305 people.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Library Upgrades

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

Progress is on hold pending a strategic decision regarding the whole Mona Vale Library, administration building and adjacent community hall.

Mona Vale Library outdoor courtyard - Executive Manager Library Services

Quote approved for courtyard seating. Due to Covid-19 delays construction is expected to commence in February 2021.

Forestville Library renewal works - Executive Manager Property

Preliminary documentation has been prepared for the project. Community consultation will commence in the new year together with preparation of documentation for the alterations work.

Community Space and Learning

New Library Technology - Executive Manager Library Services

The implementation of the new library technology was completed on 31 August 2020.

New Library Furniture - Executive Manager Library Services

Review of additional furniture required undertaken in line with community demand.

Library local priority grant purchases - Executive Manager Library Services

Quotes obtained for new Local Studies desk and additional shelving at Dee Why Library and installation of electric blinds at Glen Street Library. Delivery delays experienced for the furnishings of Dee Why Library. Work on target for Glen Street Library blinds and Mona Vale courtyard and replacement of wooden trolleys.

Library books - replacement - Executive Manager Library Services

Adult fiction comprised 24% of received stock, adult non-fiction 10%, junior items 15% and DVDs 10%. eLibrary items comprised 31% of this quarter's spend. The remaining 10% of stock received was young adult and audio-visual items.

FINANCIALS

Library Services

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	59,435	66,200	(6,765)	181,401	121,166	111,166
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	35,087	52,004	(16,917)	153,913	77,764	69,764
Grants and Contributions - Operating Purposes	6,000	30,350	(24,350)	80,263	30,350	727,772
Gains on disposal of assets	-	-	-	-	-	-
Total Income from Operations	100,521	148,554	(48,033)	415,577	229,280	908,702
Expenses from Operations						
Employee Benefits and Oncosts	(3,447,896)	(3,536,627)	88,731	(7,342,169)	(7,342,169)	(7,342,169)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(153,867)	(197,294)	43,427	(568,197)	(637,375)	(657,557)
Depreciation and Amortisation	(882,797)	(882,797)	-	(1,765,595)	(1,765,595)	(1,765,595)
Other Expenses	(236,647)	(273,292)	36,644	(493,650)	(486,039)	(481,186)
Internal Charges	(59,444)	(62,038)	2,594	(129,039)	(129,039)	(129,039)
Overhead Allocation	(512,373)	(512,373)	-	(1,024,746)	(1,024,746)	(1,024,746)
Total Expenses from Operations	(5,293,024)	(5,464,421)	171,397	(11,323,396)	(11,384,963)	(11,400,292)
Surplus / (Deficit) from Operations	(5,192,503)	(5,315,867)	123,364	(10,907,819)	(11,155,682)	(10,491,589)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	15,438	787,722	(772,284)	717,000	943,718	343,718
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(5,177,065)	(4,528,145)	(648,919)	(10,190,819)	(10,211,964)	(10,147,871)
Rates and Annual Charges						
Rates and Annual Charges	5,283,035	5,283,035	-	10,907,819	10,907,819	10,907,819

Budget commentary – year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$5,192,503 is lower than forecast by \$123,364 at the end of the quarter.

Total Income from Operations of \$100,521 is lower than forecast by \$48,033.

User Charges and Fees are lower than forecast primarily as a result of reduced print usage with a slight reduction (30%) in library patronage due to COVID-19.

Grants and Contributions for Operational Purposes are lower than forecast as a result of delays in the State Library's distribution of funds, now expected to be received in January 2021.

Other Revenues are lower than forecast primarily as a result of reduced loan overdue fees due to improvements made to the library loans system notifying patrons ahead of books becoming overdue and extension of loan periods through COVID-19 restrictions.

Total Expenses from Operations of \$5,293,024 are lower than forecast by \$171,397.

Employee Benefits and Oncosts are lower than forecast mainly due to delays in recruiting existing vacant positions.

Materials and Contracts are lower than forecast as a result of delays due to COVID-19 in completing planned projects and delivery of items.

Other Expenses are lower than forecast as a result of delays in receiving grant applications from two of the community libraries.

Grants and Contributions for Capital Purposes are lower than forecast as a result of delays in the State Library's distribution of funds, now expected to be received in January, 2021. This will be reclassified as Operational Grant funding upon receipt.

Annual forecast

For the full financial year the Deficit from Operations is forecast to decrease by \$664,093 as a result of reclassifying the Library Subsidy from capital to operational offset by the continuing COVID-19 impact on fee revenues and item sales as well as on temporary agency costs for the Concierge function.

Transport Traffic and Active Travel

HIGHLIGHTS

Hospital roadworks now completed

This quarter saw the completion and handover of the Northern Beaches Hospital roadworks, on local roads, back to Council. The local roads were inspected and repaired (where necessary) prior to handover.

Refurbishing our tidal pools and wharves

Tidal pool upgrades have been completed at Taylors Point (piles, netting and jetty replacements) and Manly Cove tidal pool netting replacement.

Works at Clontarf to remove hazardous shark bars and replace them with netting are complete. Some elements (piles and waler beams) that were in poor condition have been removed.

Emergency repairs to Mackerel Beach and Currawong Beach public wharves were completed.

Making travel on our roads safer

Our road re-sheeting program to improve our local roads is on track. Sixteen sections of road have been completed this quarter, which has resulted in a total of 10.6km or 38 sections of roads upgraded already this financial year. This work included repairs to kerb and gutter and traffic devices in preparation for road resurfacing.

Our list includes a number of regional roads partly funded by the Transport for New South Wales (TfNSW) as well as local roads funded by the Federal Government's 'Roads to Recovery' program.

Other major works undertaken up to December included:

- Drainage improvement and road sealing of Waratah Road, Ingleside.
- Commencing the Scotland Island road and drainage works in November, which will be completed early in 2021.
- Repairing and resurfacing of McIntosh Road, Narraweena.
- Obtaining grant funding for safety improvements at South Creek Road and Campbell Avenue roundabout, Cromer, under the National Heavy Vehicle Safety program.

Enhancing active transport – shared path, cycling and footpath projects

Council was successful in obtaining grant funding from TfNSW for the following shared path projects:

- Queenscliff to Freshwater - 50% funding - \$180,000
- Rodborough Road and Allambie Road, Frenchs Forest – 100% funding - \$250,000
- Barrenjoey Road, Mona Vale – 100% funding - \$350,000
- Trafalgar Park, Newport – 100% funding - \$127,000

Community engagement and detailed design were undertaken for the following shared path projects:

- Queenscliff to Freshwater
- Rodborough Road and Allambie Road, Frenchs Forest
- Barrenjoey Road, Mona Vale

Twenty four new footpath projects were completed up to the end of this quarter.

Strategic transport planning

Streets as Shared Spaces projects were delivered in Dee Why, Mona Vale, Newport and Tania Park, Balgowlah Heights, as a State Government initiative to increase space for people.

Road safety matters

Twenty one seniors attended a COVID-Safe, face to face, road safety workshop, learning rules and tips on how to more safely navigate our roads and paths as a motorist or pedestrian.

Our free child car restraint checking service was utilised by 63 families this quarter who had, between them, 72 seats to be checked. Our fitters discovered 90% of those seats were fitted incorrectly and worked to fix them, resulting in 65 children being made safer in their car seats because of this free service.

The Road Safety Team ran the “Little Blue Dinosaur” campaign for school holiday road safety awareness. The campaign involved installation of four banners and 40 plastic signs around the Manly, North Narrabeen, Palm Beach and Dee Why area encouraging drivers to slow down around busy holiday areas where children are present.

Parking Operations

Council operates five paid parking stations and 42 pay and display reserve car parks. During the December quarter there were just over 261,294 visits to the Manly pay stations and approximately 12,825 visits to the PCYC pay station in Dee Why.

In August, Northern Beaches Council introduced a touchless ticket system for our Manly parking stations as a response to COVID-19. We were able to educate the customers through signage and use placement of staff at the entry gates to ensure a smooth transition.

Users of the PCYC parking station in Dee Why are now able to purchase a pre-paid overnight option for a fee of \$100 per month.

Caring for our public places

Council’s Public Place Officer (PPO) Team were busy this quarter assisting with managing the COVID-19 pandemic by relocating variable message boards to promote safe social distancing and provide the community with important messages. This also included assisting the Transport and Civil Infrastructure maintenance section by maintaining pop-up COVID-19 testing sites and delivering water to the lengthy queues. Other actions included visiting all Community Centres to advise of closures and providing contact details for enquiries.

The PPO Team also continued meeting and chatting with businesses and business owners to provide assistance, answer enquiries and maintain strong lines of communication with Council. Inspections of public places were conducted throughout across the Northern Beaches, including commercial centres, parks, reserves, and beaches.

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

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

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

The accessibility mapping has been delayed due to funding and staff availability. However, staff have held internal meetings to develop a project brief and plan.

! **Develop Transport Plans to support the Transport Strategy – Parking, Road Safety, Public Transport - Executive Manager Transport & Civil Infrastructure**

The Road Safety Plan is adopted, the draft Parking and draft Public Transport plans are in development. The overall program is behind schedule due to staff availability and conflicting priorities.

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

The active travel projects are on track.

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

Fifteen new footpaths were constructed in the December quarter.

✔ **Expand the Active to Schools initiative to encourage walking and cycling to school, in partnership with Transport for NSW - Executive Manager Transport & Civil Infrastructure**

Council's Road Safety team is continuing to assess information obtained from a set of targeted schools. This information will be used to develop action plans for future works at those locations. The targeted schools are Killarney Heights Primary and High schools,

Davidson High, Manly West Primary, Mimosa Primary at Belrose, and Newport Primary.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Active Travel – cycleways and footpaths



Footpath new - Executive Manager Transport & Civil Infrastructure

Program on track.



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

Program on track.



Connecting Communities - footpaths program - Executive Manager Capital Projects

The second stage of community consultation for Newport to Avalon pedestrian and cycleway closed in December. Construction commencement for this section will be delayed as additional community engagement is required for the section through The Serpentine.

Construction of the coast walk at Ocean Road, Palm Beach, commenced in October and is progressing well.

Detailed design is ongoing for Whale Beach Road.



Connecting Communities cycleways program - Executive Manager Capital Projects

The remaining section to be completed is Newport to Avalon. Submissions for the second stage of community consultation closed in December. Feedback received is currently being reviewed. Construction commencement for this section will be delayed as additional consultation is required for the section through The Serpentine.



Narrabeen Lagoon pedestrian and cycle bridge - Executive Manager Capital Projects

Tenders are currently being assessed for the construction of the Narrabeen Lagoon pedestrian and cycle bridge. Construction is expected to commence in mid-2021.



Footpath renewal works - Executive Manager Transport & Civil Infrastructure

Program on track.

Road and related infrastructure upgrades



New traffic facilities - Executive Manager Transport & Civil Infrastructure

Program on track.



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

Drainage and retaining wall construction complete and road rehabilitation progressing.



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

Project continuing on schedule.



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

Project is scheduled to start in February.



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

Construction expected to commence in early-mid-2021.



Kerb and gutter new - Executive Manager Transport & Civil Infrastructure

On track for delivery.



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

Program on track.



Bus stop renewal - Executive Manager Transport & Civil Infrastructure

On track for delivery.



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

On track for delivery.



Retaining wall renewal works - Executive Manager Transport & Civil Infrastructure

On track for delivery.



Road Resheeting program - Executive Manager Transport & Civil Infrastructure

Program on track.



Bridge renewal works - Executive Manager Transport & Civil Infrastructure

Tender documentation for works at Ocean Street Bridge has been prepared and Council is seeking to complete these works in conjunction with Narrabeen Lagoon entrance clearance works.

Documentation is ready for tender of works on Oxford Falls Road Bridge. We are awaiting land ownership transfer from Crown Lands to Council.

Wharf upgrades



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

Project is scheduled to start in January

Wharf upgrades



Wharves works program - Executive Manager Transport & Civil Infrastructure

Emergency repairs have been completed at Currawong and Mackerel Wharf and Council is in the process of preparing a request for quotation for the design of further improvements works.

The wharf steps condition report for Taylors Point Wharf is being assessed and repairs are being planned.



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

Works commenced and are to be completed in mid-2021.



Bells Wharf renewal works - Executive Manager Transport & Civil Infrastructure

Works to be completed in mid-2021.

Car parks and parking stations



Smart Parking infrastructure project - Executive Manager Transport & Civil Infrastructure

Council is in the process of obtaining quotations for this project.



Car park renewal works - Executive Manager Transport & Civil Infrastructure

On track for delivery.



Multi storey car parks renewal works - Executive Manager Property

Air handling fans have been ordered for Peninsula Car Park in Manly. Fire services equipment upgrades were ordered for Bungan Lane Car Park in Mona Vale.

Plant and Fleet



Major plant renewal - Executive Manager Transport & Civil Infrastructure

Program on track.



Light fleet renewal - Executive Manager Transport & Civil Infrastructure

Program on track.

FINANCIALS

Transport Traffic and Active Travel

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	6,916,919	6,770,181	146,737	13,442,696	14,307,789	13,491,896
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	56,432	609,869	(553,437)	1,382,000	1,386,544	696,544
Grants and Contributions - Operating Purposes	1,175,113	1,599,651	(424,538)	4,274,737	4,285,273	4,285,273
Gains on disposal of Assets	351,733	300,454	51,279	470,370	470,370	470,370
Total Income from Operations	8,500,196	9,280,155	(779,959)	19,569,803	20,449,976	18,944,083
Expenses from Operations						
Employee Benefits and Oncosts	(5,752,651)	(5,606,401)	(146,250)	(11,666,367)	(11,666,367)	(11,666,367)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(5,154,268)	(5,573,756)	419,488	(9,698,688)	(10,199,054)	(10,019,861)
Depreciation and Amortisation	(6,397,691)	(6,397,691)	-	(12,795,382)	(12,795,382)	(12,795,382)
Other Expenses	(2,105,410)	(2,422,235)	316,825	(4,457,504)	(4,457,504)	(4,442,438)
Internal Charges	4,092,027	4,106,084	(14,056)	8,323,180	8,342,315	8,335,169
Overhead Allocation	(1,920,025)	(1,920,025)	-	(3,840,050)	(3,840,050)	(3,840,050)
Total Expenses from Operations	(17,238,017)	(17,814,023)	576,006	(34,134,811)	(34,616,041)	(34,428,928)
Surplus / (Deficit) from Operations	(8,737,821)	(8,533,868)	(203,953)	(14,565,007)	(14,166,065)	(15,484,845)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	5,065,006	8,249,488	(3,184,482)	16,609,038	19,882,894	20,572,954
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(3,672,815)	(284,380)	(3,388,435)	2,044,031	5,716,829	5,088,109
Rates and Annual Charges						
Rates and Annual Charges	9,593,425	9,593,425	-	14,565,007	14,565,007	14,565,007

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$8,737,821 is higher than forecast by \$203,953 at the end of the quarter.

Total Income from Operations of \$8,500,196 is lower than forecast by \$779,959 primarily as a result of other revenue and operating grants.

Grants and Contributions for Operational Purposes are lower than forecast as a result of timing of the RMS block grant.

Other Revenues are lower than forecast as a result of reduced income relating to advertising on Council's structures and parking income.

Total Expenses from Operations of \$17,238,017 are lower than forecast by \$576,006. This is principally the result of timing of anticipated expenditure on Materials, Contracts and other expenditure.

Materials and Contracts are \$419,488 lower than forecast as a result of the timing of the accelerated streetlight replacement program.

Other Expenses are \$316,825 lower than forecast as a result of timing of insurance payments.

Grants and Contributions for Capital Purposes are lower than forecast as a result of the timing of Connecting Communities Cycleway program and Narrabeen Lagoon bridge works.

Annual forecast

For the full financial year the Deficit from Operations is forecast to increase by \$1,318,780 as a result of a forecast reduction to income in Parking operations and advertising on Council's structures, which is slightly offset with a forecast reduction in expenditure on fuel.

Economic Development, Events and Engagement

HIGHLIGHTS

Small Business Month

As part of NSW Small Business Month, Council held a live webinar at Glen Street Theatre with renowned financial commentator Ross Greenwood on 27 October to discuss how to 'Build Economic Resilience during COVID'. The recorded webinar has provided a valuable source of information and inspiration to local businesses, including featuring a case study on local business that had successfully pivoted. Council also promoted a calendar of other NSW Small Business Month events hosted by the local business chambers and business networks during October.

Streets as Shared Spaces

The Place Team coordinated three Streets as Shared Spaces (SASS) events through October and November 2020 in Dee Why, Mona Vale and Newport. The first event in Dee Why was unfortunately hit by bad weather and consequently received mixed feedback from the businesses, however in the main the community was overwhelmingly supportive of the concept. Businesses were also engaged in the SASS initiative at Bungan Street in Mona Vale and in Robertson Road in Newport, which included the Newport Fresh Food Market as part of the road closure.

Financial support for business

In November, Council recognised the ongoing impact of COVID-19 restrictions on local businesses, particularly hospitality and extend the Business Support Package from 31 December 2020 until 31 March 2021. This extends the waiving of fees for outdoor dining and footpath merchandise; food and other health on premises and fire safety.

Northern Beaches Destination Management Plan

The draft destination management plan (DMP), Destination Northern Beaches: Creating a Sustainable Visitor Economy, is Northern Beaches Council's five-year strategic plan to set the direction and guide the growth of our visitor economy. The DMP takes into account the needs of visitors, local residents and our business community, including supporting employment opportunities and contributing to the vibrancy of our region's thriving villages and centres. It also identifies challenges and goals to realise the greater economic potential of tourism on the Northern Beaches. Key priorities are digital representation, visitor servicing, seasonality, dispersal of visitors, average length of stay and visitor spend.

These documents together provide a framework to support the local tourism sector recover and rebuild in both the short and longer term. Both documents are on public exhibition from 7 December 2020 to 7 February 2021.

Citizenship

During this quarter we were able to return to delivering in-person citizenship ceremonies at Glen Street Theatre. Working within the NSW Health Orders and implementing risk mitigation strategies one citizenship ceremony was held in November. 57 people became citizens at this event. October's ceremony was cancelled due to the low number of citizens remaining from virtual ceremonies being held by the Department.

Manly Jazz

Manly Jazz was delivered online through Council's digital channels across the October long weekend. There were 37 performances streamed across the weekend with over 6,000 YouTube views.

Remembrance Day

Exemptions were made by NSW Health to allow for in-person ceremonies to take place with a maximum 100 attendees. Council combined the Manly and Manly Dam ceremonies to deliver one event on 11 November at Manly Dam. At Manly, the Australian flag was raised including the guard and bugler with no attendees.

Christmas/NYE

Council's Christmas Carol events at Dee Why along with New Year's Eve fireworks celebrations were cancelled due to the restrictions on gathering numbers for events. The budget for these events were approved and used to activate town centres and open spaces with the likes of musicians signing Christmas carols, additional Christmas decorations and tree lighting, sand sculptures and street art.

World Food Markets, Freshwater

With the ability to proceed with Food Markets under the State Public Health Orders, the Freshwater edition of WFM was brought forward to December. Creating a warm and relaxed environment an average of 800 – 2,000 locals and visitors attended each night, spreading their picnic rugs and enjoying the live music and food trucks. The third evening of Freshwater's market was rained out and also fell when the Northern Beaches Lockdown occurred.

Event Support

With in-person events facing restrictions from NSW Health, members of the Events and Partnerships team supported other business priorities related to COVID-19. The team also reviewed COVID-19 Safety Plans across the business for events and activities that were able to take place while ensuring our community remained safe.

Engaging our community

Sixteen new projects were commenced in the quarter with a total of 40 projects actively engaged on. Significant projects in this quarter included:

1. Better Together: Social Sustainability Strategy 2041
2. Warringah Golf Club lease renewal.
3. Manly Town Hall – future use
4. Bushfire Management Policy
5. Streets as share spaces (Manly and Bilgola)
6. Northern Beaches Public Space Vision and Design Guidelines

Key metrics

Online traffic:

- 40,795 unique visitors to the Your Say website.
- 57,142 Your Say website visits.

- 34 percent of visits stayed active on the site for at least one minute.

Conversions:

- 3,489 online submissions were completed.
- 413 contributions made on ideas boards and forums.
- One contribution was made every six visits.
- At least two actions were performed for 14 percent of visits.

Participation:

- Four survey conducted with 814 completions in total.

Council limited face-to-face engagement activities during the quarter due to the COVID-19 pandemic and based on advice of health authorities.

Performance measures – Economic Development, Events, Engagement	Target	September quarter	December quarter
High impact projects with a Community Engagement Plan	100%	100%	100%
Satisfaction with Council’s key community events	80%	No data*	70%
Satisfaction with Council’s business events	80%	94%**	92%***

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

Notes on results:

- * Due to COVID-19 restrictions, most Council-run events were cancelled. However, three Citizenship events were held with limited attendees, and feedback was positive. Online events included the Battle of Australia and Vietnam Vets Days.
- ** Business events included 8 weekly online webinars with over 300 business registrations
- *** Held Small Business Month webinar with Ross Greenwood. The survey results are of all attendees across the program of events for Small Business Month across the state. The NSW Government conducted the survey and results are not available per webinar.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Prepare a strategic approach to place making across our town and village centres - Executive Manager Community Engagement & Communications

Activation Plans prepared for the 14 town and village centres identified in Place Score survey are currently under review due to COVID-19.



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

The review of the Community Engagement Framework is delayed, however it is expected that the review will still meet target deadlines of 30 June 2021.



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

The discussion paper on COVID-19 business recovery and longer-term barriers and aspirations for economic development of the Northern Beaches was presented to the Economic and Smart Communities SRG on 18 November 2020. As part of the LEP Review, the Employment Zones have been reviewed to support economic development.



Deliver a seminar on inclusive employment practices and benefits for local businesses - Executive Manager Community Engagement & Communications

Council is continuing to develop a webinar on inclusive employment practices, including identifying potential speakers and local providers. The Northern Beaches Local Business Awards were held on 25 November 2020. The Disability Inclusion Award 2020 was promoted as part of the Northern Beaches Local Business Awards. The Inclusion Award winner was promoted through Council's Business Newsletter.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Town and Village Centre Activations



Dee Why Town Centre - Design - Executive Manager Capital Projects

Consultation is continuing on Triangle Park North.

A contractor has been appointed for St David Park and construction works are expected to commence in early 2021.



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

Streetscape upgrade works on Pittwater Road between St David's Avenue and The Kingsway are complete.

Construction expected to commence for St Davids Avenue Park in early 2021.



Manly Laneways – new works - Executive Manager Capital Projects

Streetscape Upgrades on the corner of Whistler, Sydney and Belgrave Streets have been completed.

FINANCIALS

Economic Development, Events and Engagement

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	58,809	55,282	3,527	10,000	483,522	483,522
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	12,576	140,400	(127,824)	993,765	408,919	408,919
Grants and Contributions - Operating Purposes	34,500	115,000	(80,500)	20,000	120,000	120,000
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	105,885	310,682	(204,797)	1,023,765	1,012,441	1,012,441
Expenses from Operations						
Employee Benefits and Oncosts	(2,365,982)	(2,585,124)	219,142	(5,414,893)	(5,383,706)	(5,383,706)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(957,520)	(1,223,050)	265,531	(2,663,559)	(2,918,350)	(2,918,350)
Depreciation and Amortisation	(36,570)	(36,570)	-	(73,139)	(73,139)	(73,139)
Other Expenses	(99,949)	(459,116)	359,167	(700,254)	(888,737)	(813,737)
Internal Charges	(71,819)	(127,095)	55,276	(247,619)	(247,619)	(247,619)
Overhead Allocation	(606,538)	(606,538)	-	(1,213,076)	(1,213,076)	(1,213,076)
Total Expenses from Operations	(4,138,378)	(5,037,493)	899,116	(10,312,540)	(10,724,626)	(10,649,627)
Surplus / (Deficit) from Operations	(4,032,493)	(4,726,811)	694,319	(9,288,775)	(9,712,186)	(9,637,186)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(4,032,493)	(4,726,811)	694,319	(9,288,775)	(9,712,186)	(9,637,186)
Rates and Annual Charges						
Rates and Annual Charges	4,373,600	4,373,600	-	9,288,775	9,288,775	9,288,775

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$4,032,493 is lower than forecast by \$694,319 at the end of the quarter.

Total Income from Operations of \$105,885 is lower than forecast by \$204,797 primarily as a result of Other Revenue.

Other Revenues are lower than forecast primarily as a result of the impact of COVID-19 on the operation of Manly Visitors Centre while Operating Grants are lower than forecast due to the timing of the payment of the Beaches Eat.Play.Stay grant.

Total Expenses from Operations of \$4,138,378 are lower than forecast by \$899,116. This is principally the result of lower than anticipated expenditure.

Employee Benefits and Oncosts of \$219,142 are lower than forecast primarily due to vacant positions.

Materials and Contracts are \$265,531 lower than forecast as a result of the timing of expenditure of the Beaches Eat Play Stay grant.

Other Expenses are \$359,167 lower than forecast as a result of timing of studio production and events.

Annual forecast

For the full financial year the Deficit from Operations is forecast to decrease by \$75,000 as a result of a reduction to expenditure on newsletter production.

Property and Facilities

HIGHLIGHTS

Aquatic centres

The impact of COVID 19 continues to affect attendances at the aquatic centres, with COVID restrictions on class attendances, gym entries and on the number of people within a facility at any one time. Closure of the facilities in late December due to the local COVID clusters severely impacted attendances in one of the busiest times of the year. Despite this, Warringah Aquatic Centre reached over 66,000 attendances, only 9% behind the same period last year. Manly Andrew Boy Charlton attendances were over 150,000, 11% lower than this time last year.

Rejuvenating Currawong

The landscaping and building works at Currawong that commenced in February 2020 were completed in time for the summer holiday period. This included renewing the main pathway and retaining walls, as well as the restoration of the games room and three cottages - Bluetongue, Kookaburra and Goanna Cottage. Improvements have also been carried out at the Lodge building at the top of the path. These works have rejuvenated the site and improved visitor experience.

Progress on Surf Life Saving Club buildings

The proposed new Mona Vale Life Saving Club and Long Reef Surf Life Saving Club buildings and their associated community facilities have taken further steps towards reality. The tenders have closed for the Long Reef works, and the construction contract will soon commence. The works at Mona Vale have also progressed with tenders for the construction due to close in January 2021. Both these projects have gone through years of extensive consultation and planning, and will soon be ready for demolition and construction to start.

At South Narrabeen, the works are complete on removing the old tower and rebuilding the stairs. This allows full access to the building, with wheelchair users to access the café using the lift. The tender for works at the Queenscliff club has been accepted. Work will commence early in 2021 to install a lift, to allow access to the upper floor for prams and wheelchair users.

East Esplanade Public Amenities

The new amenities opened before the Christmas holidays, further adding to the landscaping improvements made to the area.

Avalon Creative Space

Conversion of the lower floor of Avalon Golf Clubhouse to an arts facility is progressing well with work scheduled to be completed in February 2021.

Performance measures – Property and Facilities	Target	September quarter	December quarter
Availability of Council buildings for use by the community	100%	100%	100%
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	Q1 > 194,000 Q2 > 244,000	186,396*	217,152**

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

Notes on results:

- * COVID-19 restrictions impacted on Q1 attendance numbers, particularly within classes and some areas of the facilities. Q1 combined attendance was down 4% compared to the same period last year.
- ** COVID restrictions and closures are impacting attendance numbers, down this quarter by 12% compared to the same period last year.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Implement priority accessibility improvements to property assets - Executive Manager Property

The amenities designed for Mona Vale Beach Surf Club will include a unisex accessible amenity and family change room with an additional unisex amenity on the first floor, with construction planned over two years. The new amenities at Apex Park include a unisex amenity, family change and an ambulant cubicle. Construction is planned to be completed in late 2020. Construction is planned for early 2021.

At South Narrabeen SLSC there will be accessibility improvements to the building. The balcony and stair upgrades to the cafe and first floor are complete. Accessible amenities at East Esplanade Manly are due for completion in late 2020. Design is in progress for Shelly Beach for an upgrade and unisex accessible amenities.



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

The amenities cleaning tender report has been re-scheduled and is now due to Council at the February 2021 or March 2021 meeting. The existing cleaning contract continues to perform at a satisfactory level with additional day cleaning teams commencing during December as part of the seasonal resourcing strategy.



Currawong Cottages and surrounds - refurbishment and modernisation - Executive Manager Property

Works to refurbish three holiday cabins and games room building at Currawong Beach are complete. A new pathway and retaining wall has also been completed improving access and drainage across the site. An upgrade of the electrical mains switchboard at the site has been completed to meet current demand. Additional grant funding was received from the NSW Government for proposed improvements to the Conference Centre Building located at the top of the site. The bushfire upgrades to the building have been completed.



Improve leasing and licencing practices for community users - Executive Manager Property

Draft Community Lease and Licence policy with associated templates to be presented to Council early 2021. This should deliver a better, quicker and simpler leasing and licensing outcome for community users. Surf Life Saving Lease Template will be finalised in early 2021 and put into place with the Clubs.



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

Funds are allocated for a range of minor projects:

- Dee Why - roller doors completed and external painting to be completed early 2021
- Narrabeen - rectification of structural steel-work and concrete spalling completed
- Freshwater - roof and door repairs and new training room - architect appointed
- Queenscliff major refurbishment works - tender returned and evaluated. Preferred contractor to commence works early in 2021. High level windows replaced.
- Warriewood - awning and master planning - architect appointed
- Bilgola - new accessible toilet completed and roof repairs completed
- North Steyne - roof works completed and master planning in progress
- Newport - DA documentation being progressed. Community consultation in progress via YourSay page

In addition funds are allocated for major capital works at the surf clubs at Mona Vale and at Long Reef.



Deliver the new Warriewood Valley Community Centre - Executive Manager Property

This project aims to deliver a new multi-use community centre on the existing site of the Nelson Heather Centre. Following public exhibition in September, the community engagement report was presented to Council in November 2020. Council approved that the project progress to a Development Application (DA). The project is currently in design development stage with consultants engaged and DA in preparation.

CAPITAL PROJECTS

Key: Complete Progressing Behind schedule

Emergency buildings program



Terrey Hills Emergency Services Headquarters design works - Executive Manager Property

Funding has been allocated to the preparation of a masterplan which aims to rationalise and utilise the site, including suitable accommodation for all three services (RFS, SES and Marine Rescue) as well as providing appropriate accommodation and services during a major incident. Additionally, site parking, traffic management, flow and entry and exit to Mona Vale Road will be addressed. Consultation with stakeholders is underway as part of the planning phase.



Duffys Forest Rural Fire Station new works - Executive Manager Property

A Development Application was approved in December 2020. Preparation of the tender design and documentation for the construction works is now underway.



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

Negotiations regarding size and location of the building have slightly delayed this project.

Civic building and compliance works



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

Works to refurbish three holiday cabins and games room building at Currawong Beach are complete. A new pathway and retaining walls have also been completed improving access and drainage across the site. The site has reopened for visitors over the summer holiday period. Bushfire upgrade works at The Lodge (also known as the Conference Centre) are now complete. Planning is ongoing for interior remodelling to better cater for group bookings.



Wyatt Avenue Park Embellishment - Executive Manager Parks & Recreation

In response to strong community need this site has been selected for further investigation as a high quality, off-road bike riding facility for junior/beginner level riders. Construction of this facility will be held over until next financial year to allow for community engagement.



Operational buildings works program - Executive Manager Property

Various minor works have been completed. Office improvements and staff relocations at Manly Town Hall have been completed. A Request for Quotation has closed for roof repairs at Dee Why Civic Centre.



Sport buildings works program - Executive Manager Property

This year's program includes two amenities projects which have been completed: works to LM Graham Reserve Sports Amenities; and rectification and upgrades to Reub Hudson Oval Sports Amenities. In addition, the construction of a greenkeepers shed is planned, to replace the shed in the old LM Graham Reserve Sports Amenities, to be demolished in 2021.



Sydney Lakeside Holiday Park renewal works - Executive Manager Property

All facility renewal and upgrade works have been completed during the quieter winter months.

Property management



Acquisition of minor land parcels - Executive Manager Property

The contracts for the land purchase in Whale Beach have been exchanged. Settlement will be finalised upon successful registration of required documentation with Land Registry Services, at which time the land will be transferred into Council's ownership.

Cemetery Works



Manly Cemetery Columbarium new works - Executive Manager Property

This project comprises the proposal for new columbarium walls, pathway and small memorial garden at Manly Cemetery. A concept design has been developed ready for community engagement to commence in early 2021. A development application is required to be lodged addressing heritage constraints for the site and vital tree protection measures.

Public Amenities improvements



North Curl Curl youth public amenities - Executive Manager Property

This project sees the construction of a public amenity to service the North Curl Curl Community Garden and Skate Park. The works on site are anticipated to commence at the end of January 2021 with a 10 week construction period.



Public amenities works program - Executive Manager Property

Works to be carried out under this program include:

- Dee Why Beach Public Amenities: The works have been completed with the facility opening to the public on 20 November.
- Manly East Esplanade Reserve Amenities: The works commenced on site in August 2020 and were completed in December 2020 with the facility opening to the public on 18 December.
- Shelly Beach Public Amenities: The design stage for the works has been ongoing since the beginning of the financial year and is currently in the detailed design phase. Investigations of the Sydney Water sewer infrastructure have been undertaken.
- Mona Vale Apex Park Amenities: The request for quotations for the amenity block construction closed on 22 December 2020 and the evaluation will be undertaken in mid January 2021.



Clontarf Reserve amenities renewal - Executive Manager Property

Works will create compliant accessible amenities and general improvements to the building. Work on the accessible amenities will commence early in 2021 with the remainder of the project being completed by the end of June.

Aquatic Centre improvements



Warringah Aquatic Centre renewal works - Executive Manager Property

Upgrade works to the foyer and offices being undertaken in conjunction with pool equipment plant upgrades have all been completed.



Manly Aquatic Centre renewal works - Executive Manager Property

Upgrade of pool equipment and other minor works at Manly Aquatic Centre has commenced and will be completed this financial year.

FINANCIALS

Property and Facilities

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	7,288,812	7,989,738	(700,926)	13,663,075	15,899,969	14,673,968
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	6,384,633	5,886,951	497,682	12,674,523	12,320,557	12,514,237
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on disposal of Assets	53,144	-	53,144	(3,498,335)	(3,498,335)	(3,238,335)
Total Income from Operations	13,726,589	13,876,689	(150,099)	22,839,263	24,722,191	23,949,870
Expenses from Operations						
Employee Benefits and Oncosts	(5,575,645)	(5,518,307)	(57,338)	(11,389,994)	(11,389,994)	(11,421,806)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(6,468,304)	(5,999,685)	(468,620)	(11,193,360)	(12,016,661)	(12,065,674)
Depreciation and Amortisation	(3,464,508)	(3,464,508)	-	(6,929,016)	(6,929,016)	(6,929,016)
Other Expenses	(10,903,651)	(12,370,817)	1,467,166	(10,875,939)	(17,279,122)	(16,859,413)
Internal Charges	(255,806)	(264,123)	8,317	(422,558)	(546,882)	(536,328)
Overhead Allocation	(2,321,629)	(2,321,629)	-	(4,643,259)	(4,643,259)	(4,643,259)
Total Expenses from Operations	(28,989,544)	(29,939,069)	949,525	(45,454,125)	(52,804,933)	(52,455,496)
Surplus / (Deficit) from Operations	(15,262,955)	(16,062,381)	799,426	(22,614,862)	(28,082,742)	(28,505,625)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	2,109,478	1,561,602	547,876	3,388,741	3,588,286	3,109,252
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(13,153,477)	(14,500,779)	1,347,302	(19,226,121)	(24,494,456)	(25,396,373)
Rates and Annual Charges						
Rates and Annual Charges	11,753,708	11,753,708	-	22,891,259	22,891,259	22,891,259

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$15,262,955 is lower than forecast by \$799,426 at the end of the quarter.

Total Income from Operations of \$13,726,589 is lower than forecast by \$150,099.

User Charges and Fees are lower than forecast as a result of lower Caravan Park accommodation revenue and reduced Swimming Pool fee income.

Other Revenues are higher than forecast as a result of timing differences associated with the receipt of Leasing Income for Community/Sporting groups, the use of Public Land/Road Reserves and from Telecommunications organisations.

Total Expenses from Operations of \$28,989,544 are lower than forecast by \$949,525.

Materials and Contracts are higher than forecast mainly due to timing differences associated with the payment of Maintenance and Servicing costs for building infrastructure.

Other Expenses are lower than forecast as a result of reduced Management Fees payable to third parties and timing differences associated with the payment for utility supplies and grants and subsidy payments for COVID-19 impacted businesses.

Grants and Contributions for Capital Purposes are higher than forecast largely due to the receipt of funds under the Showground Stimulus Funding program from the Department of Planning, Industry and Environment - Crown Lands.

Annual forecast

For the full financial year the Deficit from Operations is forecast to increase by \$422,883 as a result of lowered User Fees and Charges for Caravan Park accommodation revenue and reduced Swimming Pool patronage offset by increased Other Revenues for Lease Income for Commercial/Sporting Groups and increased Gains on Disposal of Assets revenue arising from sale of land at Wakehurst Parkway. There were reduced Other Expenses forecasts for Management Fees payable to third parties and Utility Charges.

Grants and Contributions for Capital Purposes are forecast down largely due to the additional Showground Stimulus funding from Dept of Planning, Industry and Environment - Crown Lands offsetting the deferral of works at Duffys Forest Fire Station to the 2021/22 financial year.

Governance and Assurance Services

HIGHLIGHTS

Governance and Risk

We have published the online list of disclosures of interest for Councillors, Council staff and panel members. This requirement of Council's code of conduct ensures that the people who work with us act honestly and with a degree of care and diligence, and in accordance with the Local Government Act 1993.

Council was crowned the Metropolitan Regional Winner of Risk Management Excellence Award, for its Disclosure Management System. The innovative program brings together a range of disclosure requirements into one application. The tool will enhance our ability to pre-emptively manage conflicts of interest and increase a culture of proactive disclosure, substantially reducing Council's risk exposures in this key area.

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

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

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

The complaints management process and system continues to be improved and refined.

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

Audit work continues in line with the Annual Audit plan.

FINANCIALS

Governance and Assurance Services

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	79,671	-	79,671	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	79,671	-	79,671	-	-	-
Expenses from Operations						
Employee Benefits and Oncosts	(1,658,812)	(1,756,913)	98,102	(3,653,797)	(3,653,797)	(3,653,797)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(2,146,765)	(1,909,886)	(236,879)	(3,800,444)	(3,800,444)	(3,781,044)
Depreciation and Amortisation	(23,966)	(23,966)	-	(47,933)	(47,933)	(47,933)
Other Expenses	(1,511,867)	(1,611,614)	99,747	(3,112,913)	(3,226,001)	(3,146,001)
Internal Charges	(5,170)	(11,661)	6,491	(106,621)	(27,871)	(17,869)
Overhead Allocation	(560,499)	(560,499)	-	(1,120,998)	(1,120,998)	(1,120,998)
Total Expenses from Operations	(5,907,079)	(5,874,540)	(32,538)	(11,842,706)	(11,877,044)	(11,767,642)
Surplus / (Deficit) from Operations	(5,827,408)	(5,874,540)	47,133	(11,842,706)	(11,877,044)	(11,767,642)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(5,827,408)	(5,874,540)	47,133	(11,842,706)	(11,877,044)	(11,767,642)
Rates and Annual Charges						
Rates and Annual Charges	6,149,767	6,149,767	-	11,842,706	11,842,706	11,842,706

Budget commentary year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$5,827,408 is lower than forecast by \$47,133 at the end of the quarter.

Total Income from Operations of \$79,671 is higher than forecast by \$79,671.

Total Expenses from Operations of \$5,907,079 are higher than forecast by \$32,538.

Employee Benefits and Oncosts are lower than forecast mainly due to vacant positions within the Service.

Materials and Contracts are higher than forecast as a result of timing differences associated with the payment of legal expenses.

Other Expenses are lower than forecast as a result of Councillor expenses being lower than anticipated.

Annual forecast

For the full financial year the Deficit from Operations is forecast to decrease by \$109,403 as a result of reductions in catering costs and councillor expenses.

Customer Service

HIGHLIGHTS

This quarter saw a further 8% increase in customer contacts across all channels. This has been driven by a continued growth in digital channels especially the online application utilisation for Manly Parking Permits.

The Customer Service team relocated from Mona Vale to the ground floor at Manly Town Hall creating a fit-for-purpose multi-skilled customer contact centre covering face-to-face, voice, online, email and mail channels. Mona Vale and Dee Why branches remain focused on face-to-face transactions.

Performance measures – Customer Service	Target	September quarter	December quarter
Calls answered within 30 seconds	80%	55%*	47%**
Customer satisfaction with customer service calls	85%	98%	98%
Customer satisfaction with online requests	80%	89%	90%
Customer requests conducted online	30%	39%	40%

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

Notes on results:

- * Staff vacancies and high call volumes on Beach Parking permits, new Manly Parking permit scheme and rates impacted the achievement of the target.
- ** An 8% increase in call volumes, receiving up to 70,000 customer contacts this quarter and ongoing contacts on the new Manly Parking permit scheme impacted the achievement of the target.

Workload measures – Customer Service	September quarter	December quarter
No. calls to Customer Service 1300 434 434	46,066	44,019

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



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

The plan of works is in progress to review and improve the customer portal. The knowledge base is the primary focus to ensure breadth and accuracy of customer information.



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

The Customer Experience Strategy refresh is underway. Internal research and interviews are complete with external research to commence in January 2021.



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

Coordinating the program of work to implement a consistent feedback approach across all customer contact channels. The focus is to bring all customer contact channels into Salesforce then implement a cross-department approach to feedback especially Voice of the Customer feedback surveys.

FINANCIALS

Customer Service

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	879,939	730,829	149,110	856,136	1,067,044	1,067,044
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	879,939	730,829	149,110	856,136	1,067,044	1,067,044
Expenses from Operations						
Employee Benefits and Oncosts	(1,726,963)	(1,690,172)	(36,791)	(3,508,710)	(3,508,710)	(3,508,710)
Borrowing Costs	-	-	-	-	-	-
Materials and Contracts	(45,762)	(83,174)	37,411	(137,090)	(146,890)	(146,890)
Depreciation and Amortisation	(33,180)	(33,180)	-	(66,359)	(66,359)	(66,359)
Other Expenses	(27,033)	(26,831)	(203)	(53,112)	(53,112)	(53,112)
Internal Charges	335,092	334,447	645	665,894	665,894	665,894
Overhead Allocation	(286,446)	(286,446)	-	(572,892)	(572,892)	(572,892)
Total Expenses from Operations	(1,784,293)	(1,785,355)	1,062	(3,672,270)	(3,682,070)	(3,682,070)
Surplus / (Deficit) from Operations	(904,353)	(1,054,526)	150,172	(2,816,133)	(2,615,026)	(2,615,026)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(904,353)	(1,054,526)	150,172	(2,816,133)	(2,615,026)	(2,615,026)
Rates and Annual Charges						
Rates and Annual Charges	1,255,683	1,255,683	-	2,816,133	2,816,133	2,816,133

Budget commentary - year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$904,353 is lower than forecast by \$150,172 at the end of the quarter.

Total Income from Operations of \$879,939 is higher than forecast by \$149,110 as a result of the issue of parking permits for the new Manly Parking Scheme, which was delayed from earlier in the calendar year.

Total Expenses from Operations of \$1,784,293 are lower than forecast by \$1,062.

Annual Forecast

For the full financial year, no changes to the annual forecast are anticipated at this stage.

Corporate Support Services

HIGHLIGHTS

COVID-19 support continues

Council continued to provide assistance to ratepayers experiencing difficulty in paying their rates due to financial hardship, recognising the ongoing impacts of the COVID-19 pandemic on ratepayers.

The overall support package, which includes rent reductions for commercial tenants, fee waivers for outdoor dining permits, footpath merchandise permits, as well as fee relief for food and other environmental health inspections, remains in place to assist businesses and the community.

Online services

More services are being provided online for our customers. This quarter we introduced the ability for customers to make an application and payment online for Tree Removing and Pruning. The introduction of an online booking system for the Manly Aquatic Centre has enabled customers to easily view availability and Pre book Fitness classes.

Harmonising rates across the area

All Councils that were created by the 2016 amalgamations need to harmonise their rates structure for next financial year, so that the former councils' rates paths are converted to a new structure for the new LGA. On 15 December 2020, Council resolved that public exhibition of the proposed rates structure will take place in early 2021. This will include:

- The overall rates structure based on a weighted average minimum rate
- Northern Beaches Stormwater Management Services charge
- Draft Pensioner Rates and Charges Concession Policy
- Revised Rates and Annual Charges Hardship Policy.

Council also resolved to continue to advocate for legislative change to facilitate the gradual harmonisation of rates.

Annual report presented

Council's Annual Report for 2019/20 was presented to the November Council meeting, showcasing achievements across the six community priority areas of environment, health and recreation, planning, community and creativity, vibrant centres and business, and transport.

The report features how Council and the community managed in a remarkable year to withstand bushfires, storms and floods, and the onset of the COVID-19 pandemic. Council completed 79 capital projects as part of a \$92.8m capital works program covering major sport facilities, public amenities, new footpaths and trails, as well as a range of key maintenance and renewal projects on our road and infrastructure networks. The audited financial statements also detail our strong financial stewardship, and sound year-end operating results.

Funding community projects

This quarter Council was successful in securing over \$1.2m in funding for high priority community projects. In partnership with other agencies we will be delivering:

- \$1,034,213 for five separate Active Transport projects in Newport, Queenscliff, Frenchs Forest, Belrose and Mona Vale from Transport for NSW
- \$121,000 from Department of Planning, Industry and Environment to undertake canopy tree planting in Manly Vale
- \$50,000 from the Community Building Partnership Program towards stage 2 of the Ivanhoe Park Masterplan
- \$20,000 from the Australia Day Council towards making Australia Day 2021 COVID Safe.
- \$12,500 from the Premier's Department courtesy of James Griffin MP to beautify Rialto Square, Manly Council.

IGNITE – Inspiring Great New Ideas Towards Excellence

Training our staff in business excellence is progressing well - over 500 staff have now completed their on-line or face to face training programs. A new Business Excellence Program for Managers was launched to drive more service improvements, supported with an individual self-assessment tool.

The program of Service Reviews is also complete, including an external review of the program against Council's adopted framework. This aims to ensure that all services are meeting the current and future needs of our community. The recommendations arising from the reviews have been considered by the Chief Executive Team, and will be reported to Council in early 2021.

Keeping on and keeping safe

The safety and wellbeing of our workforce is vital year-round, especially for the continuity of services during COVID-19 and other challenges. Staff education on safety and wellness was boosted during October's Safety Month, with the launch of our online Healthy Body and Mind resources and activities.

These enhanced our already comprehensive systems to continue services and keep staff safe. Our procedures are consistently reducing hazards, and the number of incidents. Our Executive team also now receives a monthly report on key indicators and actions on our work health and safety.

To support staff working remotely in all circumstances, a Working Remotely Toolkit was launched. And our people leaders are developing new ways of working, providing insights and recommendations on how remote working can be achieved and sustainable.

Making a difference

During November we took the pulse of the organisation with a staff survey, completed by two thirds of the workforce. The key feedback showed our strong positive outlook:

- 82% feel trusted to do their job
- 83% think their team is focused on improvements that benefit customers
- 73% are excited to part of the Northern Beaches Council into the future

Our online staff portal is increasingly being used to recognise staff achievements. During 2020 over 2,600 Thank You's and 500 awards were issued to staff, helping our positive work culture to flourish.

Performance measures – Corporate Support	Target	September quarter	December quarter
Correspondence replied to within 10 working days	90%	93%	91%
Councillor requests responded to within 10 working days	80%	98%	95%
Operational projects on schedule	80%	91%	90%
Capital projects on schedule	80%	96%	90%
Quarterly, annual reports submitted to Council on time	100%	100%	100%

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

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



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

The Annual Report 2019/20 was tabled at the Council meeting on 24 November, and submitted to the Minister of Local Government on 30 November. The September Quarterly report was also presented to Council meeting on 24 November. Both documents are now available on Council's website.



Deliver a program of service reviews - Executive Manager Strategy & Performance

The organisation has completed a review of all of its services, in line with our Service Review Framework that was adopted by Council. The internal review was also externally assessed. Recommendations have been considered by the Chief Executive Team. The final recommendations will be presented to Council in early 2021.



Develop strategic directions and plans based on Integrated Planning and Reporting framework - Executive Manager Strategy & Performance

A project has been initiated to develop a Strategic Planning Framework. A draft Framework has been developed consisting of over 150 documents mapped in line with the Community Strategic Plan outcomes. A platform to host the Strategies and Plans Register is being investigated.



Develop the delivery program, annual operational plan and long term financial plan - Executive Manager Strategy & Performance

Draft business plans and budgets for 2021/22 are under development. These documents along feedback from the community will determine the program for 2021 and beyond.



Revise and implement the Digital Transformation Strategy - Chief Information Officer

In line with Council's transition to digital solutions:

- Progress made on Phase 2 of the Organisation Booking System online for Community Centres, and for Parks and Reserves
- Progress with introducing online payment options for all Techone applications
- A new online booking system for the Manly Aquatic Centre is now available.



Review the Community Strategic Plan and its resourcing strategy - Executive Manager Strategy & Performance

Project is scheduled to start in February 2021.



Develop a harmonised rates structure - Chief Financial Officer

The rates harmonisation project was discussed at the Council meeting on 15 December 2020, where it was resolved that public exhibition of the proposed rates structure will take place in early 2021. Council also resolved to continue to advocate for legislative change to facilitate the gradual harmonisation of rates.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

IT improvements



IT Infrastructure - new works - Chief Information Officer

This project provides new technology to support Council's functions, such as Wifi points, CCTV and the upgrade of core infrastructure. A request for tender is in preparation for the replacement of computer Network Switches.



IT Software – new works - Chief Information Officer

The projects currently in this program are currently all tracking to complete this financial year.



IT Infrastructure replacements - Chief Information Officer

This program is in progress, and replaces infrastructure hardware to ensure a stable environment.



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

This program replaces devices replaces (laptops, desktops, phones, iPads) at end of warranty or for other business needs.

FINANCIALS

Corporate Support Services

Income Statement - 1 October to 31 December 2020

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$	\$	\$	\$	\$	\$
Income from Operations						
User Charges and Fees	273,482	234,895	38,587	445,789	445,789	445,789
Investment Fees and Revenues	767,036	667,890	99,146	1,355,536	1,355,536	1,355,536
Other Revenues	189,241	342,452	(153,211)	713,417	423,900	306,431
Grants and Contributions - Operating Purposes	1,823,250	1,887,590	(64,340)	6,090,869	6,352,124	6,352,124
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,053,008	3,132,827	(79,819)	8,605,611	8,577,349	8,459,880
Expenses from Operations						
Employee Benefits and Oncosts	(11,025,438)	(10,912,751)	(112,687)	(21,845,311)	(22,332,856)	(22,467,856)
Borrowing Costs	(571,844)	(602,446)	30,602	(1,190,327)	(1,194,818)	(1,194,818)
Materials and Contracts	(1,521,028)	(1,979,654)	458,626	(3,073,199)	(3,482,278)	(3,544,700)
Depreciation and Amortisation	(1,102,706)	(1,254,084)	151,379	(2,424,194)	(2,508,266)	(2,508,266)
Other Expenses	(6,939,572)	(8,189,332)	1,249,759	(13,431,836)	(13,675,051)	(13,503,673)
Internal Charges	482,400	557,942	(75,543)	1,081,371	1,139,509	1,130,141
Overhead Allocation	12,419,265	12,419,265	-	24,838,531	24,838,531	24,838,531
Total Expenses from Operations	(8,258,923)	(9,961,060)	1,702,137	(16,044,964)	(17,215,228)	(17,250,641)
Surplus / (Deficit) from Operations	(5,205,915)	(6,828,233)	1,622,318	(7,439,353)	(8,637,879)	(8,790,760)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	3,734,891	2,951,135	783,756	5,580,088	5,580,088	5,881,580
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,471,025)	(3,877,098)	2,406,074	(1,859,265)	(3,057,791)	(2,909,180)
Rates and Annual Charges						
Rates and Annual Charges	82,579,923	82,617,480	(37,558)	2,066,384	2,066,384	2,066,384

Budget commentary- year to date actuals and annual forecast

Year to date actuals

The Deficit from Operations of \$5,205,915 is lower than forecast by \$1,622,318 at the end of the quarter.

Total Income from Operations of \$3,053,008 is lower than forecast by \$79,819 primarily as a result of Other Revenues.

Other Revenues are lower than forecast primarily due to a reduction in legal fees recovered.

Total Expenses from Operations of \$8,258,923 are lower than forecast by \$1,702,137. This is principally the result of lower than anticipated materials and contracts and other expenditure.

Materials and Contracts are \$458,626 lower than forecast as a result of timing of Information Technology expenditure.

Other Expenses are \$1,249,759 lower than forecast as a result of the timing of expenditure on information technology, training, and postage expenditure.

Grants and Contributions for Capital Purposes are higher than forecast as a result of the timing of developer contributions.

Annual forecast

For the full financial year the Deficit from Operations is forecast to increase by \$152,882 primarily as a result of additional postage associated with the rates harmonisation project (\$115,500). Capital Grants and Contributions are forecast to increase by \$301,492 primarily due to an additional developer contribution under the Fern Creek VPA towards the undergrounding of power.