



Agenda

Ordinary Meeting

Notice is hereby given that an Ordinary Meeting of Council will be held at Council Chambers, 1 Belgrave Street, Manly, on:

Monday 16 February 2004

Commencing at 7:30 pm for the purpose of considering items included on the Agenda.

Persons in the gallery are advised that the proceedings of the meeting are being taped. However, under the Local Government Act 1993, no other tape recording is permitted without the authority of the Council or Committee. Tape recording includes a video camera and any electronic device capable of recording speech.

*Copies of business papers are available at the Customer Services Counter at Manly Council, Manly Library and Seaforth Library and are available on Council's website:
www.manly.nsw.gov.au*

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CLOSED SESSION - Nil

QUESTIONS WITHOUT NOTICE

MATTERS OF URGENCY

(In accordance with Clause 14 of the Local Government (Meetings) Regulations, 1993)

******* END OF AGENDA *******

TO: Ordinary Meeting - 16 February 2004
REPORT: Mayoral Minute No. 2
SUBJECT: Australia Day Honours List 2004
FILE NO:

AUSTRALIA DAY HONOURS LIST 2004

It is with pleasure that I bring to Council's attention the following honours awarded to residents of Manly in the recent Australia Day Honours List:

Member of the Order of Australia (AM)

Margaret Staff of Balgowlah has worked on nine international humanitarian programs and is now a Member of the Order of Australia.

Margaret is the clinical nurse specialist at St Vincent's Private Hospital. Since 1983 she has worked as a surgical nurse in Sierra Leone, Afghanistan, Pakistan and Thailand.

She has also volunteered with open heart surgery programs in Fiji and Vanuatu.

Dr Paul Scully-Power of Seaforth, an oceanographer has travelled to space and has been appointed a Member of the Order of Australia.

Dr Scully-Power received his award for service to science in the field of oceanography and space remote sensing. He has been chairman of the Federal Government International Space Advisory Group since 2001.

In the 1970s Dr Scully-Power flew on the shuttle *Challenger* as a civilian oceanographer to study and collect data on spiral ocean eddies.

Dagmar Schmidmaier, State Librarian and Seaforth resident has been appointed a Member of the Order of Australia for her application of new technology to the state's administration systems.

An author and regular guest speaker, she is an adjunct professor at the University of Technology, director of the Australian Digital Alliance, secretary of the Library Council of NSW and member of the Australian Libraries Copyright Committee and the Australian Academic and Research Libraries Editorial Board.

Public Service Medal

Dedication to local government has earned Fairlight's **Murray Kidnie** a public service medal.

Mr Kidnie has worked as secretary of the Local Government and Shire Association and director of the NSW Local Government Grants Association.

He also developed the 1993 Local Government Act.

Mayoral Minute No. 2 (Cont'd)

RECOMMENDATION

That the Council endorse the Mayor's action in sending letter of congratulations to the recipients of Australia Day Honours, being:

- Margaret Staff
- Dr Paul Scully-Power
- Dagmar Schmidmaier
- Murray Kidnie

ATTACHMENTS

There are no attachments for this report.

Document3

***** End of Mayoral Minute No. 2 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: Mayoral Minute No. 3
SUBJECT: Statue of Sir Roden Cutler VC AK KCMG KCBO CBE
FILE NO:

Sir Roden Cutler VC AK KCMG KCBO CBE needs no introduction to the people of Manly, New South Wales, or indeed Australia. Some would describe him as a national treasure.

Some years ago the Warringah Australia Remembers Trust, of which I am a Trustee, proposed to erect a monument in the form of a full size statue of Sir Roden in recognition of his being, at that time, one of the last surviving VC winners and a much revered Governor of NSW for many years. The site talked about for the recognition was in the grounds of his former school - Manly Village Public School - and after all he was a 'Manly boy'.

The proposal was nearing a stage where fundraising could commence when unfortunately Sir Roden passed away in February 2002. Tributes to this fine Australian were generous and at the time there was much talk about recognising his service to the nation. The Trustees of the Warringah Australia Remembers Trust took the view that, in deference to the sensitivities of the family, an appropriate period of mourning should pass before they were again approached for support of the concept and fundraising was commenced.

At the Anzac Day service last year I announced the commencement of fundraising for the statue and the idea received overwhelming support from across our nation. I am delighted to be able to inform Councillors that the majority of the necessary funding has now been pledged and we are in a position to move forward.

The purpose of this Minute is to obtain in principle support from Council to proceed with the siting of the statue within the grounds of Manly Village School at the corner of Wentworth Street and Darley Road adjacent to the school's memorial parapet. I can confirm that the school is in full support of the proposal, and can think of no better location within our Municipality for this tribute.

The Warringah Australia Remembers Trust Chairman, Mosman Councillor Jim Reid, and I have worked closely in support of this project. Considerable funds have been pledged, and we will be in a position to announce the commissioning of the sculpture in the very near future following its acceptance by Lady Cutler.

The sculpture will be a fine work of public art of which Manly residents will be justifiably proud, and it will be a fitting acknowledgement for the future generations of the fact that such a great Australian had his origins in Manly.

RECOMMENDATION

That Council endorse the location of the statue to the late Sir Roden Cutler at the corner of Wentworth Street and Darley Road and that the matter be left in the hands of the Mayor and General Manager to progress expeditiously in the spirit of this Minute.

ATTACHMENTS

There are no attachments for this report.

Document4

***** End of Mayoral Minute No. 3 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: Notice of Motion No. 1
SUBJECT: Meeting on 'The Block' Action Plan
FILE NO:

Councillor Pedersen will move:

That Council immediately convene a meeting to develop an action plan to to manage the current, ongoing and future impacts of the Block program.

That the working party include the General Manager, concerned residents, a precinct committee representative and a representative from Channel Nine.

ATTACHMENTS

There are no attachments for this report.

Document2

***** End of Notice of Motion No. 1 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: Notice of Motion No. 2
SUBJECT: Public Meeting of interested parties wishing to run for Council
FILE NO:

Councillor Pedersen will move:

That Council convene a public meeting inviting any member of the community who may be considering running for Council to attend. That the meeting be one to inform any intending candidates what is involved in being a councillor.

ATTACHMENTS

There are no attachments for this report.

Document3

***** End of Notice of Motion No. 2 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: Notice of Motion No. 3
SUBJECT: Manly Council Annual Community Report
FILE NO:

Councillor Aird will move:

That Council for both the interest of, and openness and accountability to the community, includes an 'elected representative' profile which includes the name of each committee on which the councillor services, the number of meetings of that committee and the number attended by that Councillor. The name of any political party or other group which the Councillor represents should also be included (Council's website and customer service screen display also to show this information.

ATTACHMENTS

There are no attachments for this report.

Document2

***** End of Notice of Motion No. 3 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: Notice of Motion No. 6
SUBJECT: Council Ranger Operations
FILE NO:

Councillor Aird will move:

That Manly Council provides visible Ranger presence and an active compliance campaign in the Corso precinct (especially C.B.D. and beachfront) on weekends and peak periods, e.g. school and public holidays to address ongoing community concerns and expectations.

ATTACHMENTS

There are no attachments for this report.

Document3

***** End of Notice of Motion No. 6 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: Notice of Motion No. 7
SUBJECT: Sustainable tourism for Manly
FILE NO:

Councillor Lambert will move:

That Manly Council commission an independent study of the economic, social and environmental impacts of tourism on Manly residents and seek recommendations on how to better integrate tourism with a sustainable future for the area.

Background Notes

The natural environment (our beaches, bushland and waterways) and its place in Manly's lifestyle are repeatedly identified as important to Manly residents. They are part of the shared Vision for Manly and they provide an important underpinning to tourism in the area.

Manly's 2002/03 Corporate Plan includes as key strategies

- encouraging events... while demonstrating Manly's commitment to the environment (1.5.2)
- partnerships... to promote Manly as a visitor destination to 'high spend' low impact target markets (1.5.3)
- a need to update Council's Tourism Management Plan and Policy to ensure environmentally sustainable actions... (1.5.4)

The Corporate Plan also provides for a partnership with University of Western Sydney to undertake a cost/benefit analysis of the effects of tourism on our Local Government Area.

Recent minutes of the Visitor and Information Board meetings indicate a commitment to a revitalised public relations campaign to promote Manly as a tourism destination. At the same time, residents repeatedly express concerns about the impacts of tourism on litter, traffic and parking, and other aspects of lifestyle in Manly. Some residents are also expressing concerns that tourism promotion in Manly fails to recognise either the importance of sustaining our natural environment, or the potential for environmental tourism as a major focus of visitation.

The University of Western Sydney has committed to a study of tourism impacts for both Waverley and Sutherland Councils. Given the importance of sustaining our natural environment in Manly, a similar study would provide a valuable basis on which to develop a Sustainable Tourism Policy and Plan for Manly.

ATTACHMENTS

There are no attachments for this report.

Document4

***** End of Notice of Motion No. 7 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: Notice of Motion No. 8
SUBJECT: Request for Re-assessment of Quarantine Station
FILE NO:

Councillor Lambert will move:

1. At a matter of urgency, Manly Council to seek further independent advice on the economic viability of the proposed Mawland development of the North Head Quarantine Station.
2. Subject to the outcomes of such advice, Council make urgent representations to the State Government on this aspect of the proposed development.
3. Given the public interest aspects of the matter, Council seek to have any current financial viability and cost/benefit analysis done by the State Government or its agencies made public prior to the signing of any lease to Mawland Q-Station Pty Ltd.

The State Government is believed to be close to signing a long-term lease agreement with Mawland Q-Station Pty Ltd for the development of a tourist hotel, restaurant and other facilities at the North Head Quarantine Station.

The proposed project is predicated on the general of revenue for restoration of the nationally heritage listed Quarantine Station. However, despite the fact that several factors indicate that the financial returns to heritage restoration are less certain than indicated by the project proponents, economic aspects of the project have not been made available to Council or the wider community.

In November 2001 Martin Hill, Director of Hill PDA in a letter to Council, expressed concerns about the visitor projections on which the Mawland economics are based.

In July 2002 the Final Report of the Commission of Inquiry in the proposed Mawland development (p.198) recommended that "having regard to the amendments made to the EIC proposal during the course of the Inquiry and likely impacts in the same regard, if the Commission's recommendations are adopted, the NPWS must consider whether a fresh appraisal of the cost/benefits should be undertaken"

The Heritage Council, in its February 2003 resolution relating to the proposal noted "that a further independent economic assessment of this proposal by the Co-proponents is required prior to the commencement of the lease arrangements ..."

The Joint Determining Authorities Draft Report in November 2002 (p.127) made clear that independent economic reviewer Gillespie Economics had concerns about the adequacy and conclusions of the initial cost/benefit analysis for the proposal.

The Co-proponent of the Mawland project acknowledged that "... Many of the changes [resulting from the EIC and CoI] introduce additional development and operating costs or foregone income ..."

Since the initial economic assessment of the Mawland proposal was completed in 2001, there has been a significant downturn in the tourism market impacting adversely on major tourist accommodation in Manly and elsewhere.

Notice of Motion No. 8 (Cont'd)

If the Mawland proposal is allowed to proceed with a 21-year lease and options for a further 25 + 8 years, and is then not financially viable, the Manly community will have suffered the impacts of the development, and the wider Australian community will be left with an irreversibly altered national heritage precinct for little return.

ATTACHMENTS

There are no attachments for this report.

OM160204NM_8

***** End of Notice of Motion No. 8 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: Item For Brief Mention No. 1
SUBJECT: Items for Brief Mention
FILE NO:

REPORT

1. LOCAL GOVERNMENT SHIRES ASSOCIATIONS OF NSW WEEKLY CIRCULARS 37/02, 38/02, 39/02, 40/02, 41/02.

Minutes Of Meetings

2. MANLY ABORIGINAL & TORRES STRAIT ISLAND (Guringai Festival) COMMITTEE NOTES FROM MEETING HELD ON 15 DECEMBER 2003
3. MANLY ABORIGINAL & TORRES STRAIT ISLAND (Guringai Festival) COMMITTEE NOTES FROM MEETING HELD ON 2 FEBRUARY 2004
4. ACCESS COMMITTEE MINUTES OF MEETING HELD ON 20 NOVEMBER 2003
5. MANLY YOUTH COUNCIL MINUTES OF MEETING HELD ON 15 DECEMBER 2003
6. MANLY YOUTH COUNCIL MINUTES OF MEETING HELD ON 19 JANUARY 2004
7. COMMUNITY SAFETY COMMITTEE MINUTES OF MEETING HELD ON 18 DECEMBER 2003
8. MANLY VISITOR AND COMMUNITY BOARD COMMITTEE MINUTES OF MEETING HELD ON 11 DECEMBER 2003
9. MANLY ART GALLERY AND MUSEUM LIAISON COMMITTEE MINTUES OF 3 DECEMBER 2003
10. PUBLIC ART COMMITTEE MINUTES OF MEETING HELD ON 17 DECEMBER 2003
11. THE MANLY SISTER CITIES COMMITTEE MINUTES OF MEETING HELD ON 14 JANUARY 2004

RECOMMENDATION

That the items be received and noted.

ATTACHMENTS

There are no attachments for this report.

OM160204IBM_1

***** End of Item For Brief Mention No. 1 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: General Manager's Office Report No. 2
SUBJECT: Second Quarter Review of Management Plan 2003/2006
FILE NO:

SUMMARY

The purpose of this report is to provide the quarterly review of the Management Plan for the December 2003 quarter, in accordance with the requirements of the *Local Government Act 1993*.

REPORT

Section 407 of the *Local Government Act, 1993*, requires the General Manager to report periodically "as to the extent to which the performance targets set by the Council's current management plan have been achieved during each quarter."

The Management Plan provides for the achievement of numerous key actions. In June 2003, Council adopted a new format for the 2003 / 2006 Management Plan.

A matrix is **attached** which reviews the performance for the December 2003 Quarter in line with the new format.

Significant achievements during the Quarter are summarised below :

- Following negotiation between Manly and Warringah Councils and the Department of Housing a Draft Heads of Agreement for the Addiscombe Road land has been prepared and we are involved in dialogue with Warringah Council in an attempt to reach agreement on strategy, etc;
- Plans of Management for Keirle Park, Tania Park and Seaforth Oval were completed (for submission to Council on resumption in 2004);
- A Water Cycle Management Officer has been appointed and is concentrating on water saving and pollution prevention with some excellent ideas in relation to Ivanhoe Park and the Ocean Beach watering in particular;
- The dredging of the entrance to Manly Lagoon at Queenscliff Bridge has been completed and has performed well since;
- The entire Budget for maintenance of roads, drains, footpaths, etc., has been expended in the interest of providing safety and amenity. This was an accelerated programme designed to complete work prior to the busy summer season;
- A decision has taken by Manly Council to proceed with the Bus Shelter Programme to install 90 new shelters;
- An in-house design team is working earnestly on the Senior Citizens Centre extensions to attempt to optimize the design and bring about efficient project management to bring this project in on Budget;
- Council was again successful in winning a number of prestigious environmental awards;

General Manager's Office Report No. 2 (Cont'd)

- During this period arrangements were finalised for the imminent change to Council's waste/recycling services. Commencing in January 2004, residents will have their garbage and recycling bins collected on the same day rather than two separate days per week, meaning more efficient collection, less heavy vehicles in the street and less early-morning disruption;
- Negotiations were also well advanced for the acquisition of mobile garbage bins to be provided to all residents during mid-2004 for the purpose of collecting domestic waste, replacing the small "tub" bins that have historically been used. This new system offers significant improvements to the occupational health and safety aspects of waste collection;
- Waste Education Officers commenced making a number of "Zero Waste" presentations at Precinct Community Forums, to encourage the community to minimise waste generation through reviewing their purchasing practices as well as considering a range of options for reuse and recycling";
- 55% of domestic waste recycled during this period;
- Another successful Manly Jazz Festival was held over the October long weekend, attracting approximately 60,000 people;
- Council's Car Parks have been converted over to a uniform Pay on Foot operation, allowing all Car Parks to be monitored from a central point;
- A cost benefit / impact analysis on the effects of Tourism on the local government area commenced;
- Family Day Care achieved a High Quality Accreditation rating;
- New phone system, which now includes call selection, successfully introduced.

RECOMMENDATION

That the report on the second quarterly review (1 October 2003 to 31 December 2003) of the Management Plan 2003/2006 be received and noted.

ATTACHMENTS

AT-1 Second Quarter Review of Management Plan 2003/2006 - Matrix 54 page(s)

OM160204GMO_2

***** End of General Manager's Office Report No. 2 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: General Manager's Office Report No. 3
SUBJECT: The proposed review of the Manly Section 94 Plan
FILE NO:

SUMMARY

I have undertaken a review of Council's Section 94 Contributions Plan and noted in that review that Council's approach in determining firstly quantum and secondly the method of funding for proposed new infrastructure as well funding for the embellishment program require fundamental reappraisal.

The missing ingredient in the Manly's plan is the non existent recognition of the cost and value of infrastructure that has been provided in the past, the very existence of which enables land developer to achieve great return on capital than if the same development took place on Greenfield sites.

Additionally, the contribution plan is adverse to existing residents who have through their past investments in infrastructure (through their rates) are required under the financing structure of the Manly Plan to bear the substantive portion of capital costs required to realize the programs in listed in the Schedule of Works. Therefore, it is my view that that the approach used in the preparation of the current s94 Plan is not necessarily good public policy. As such, I would like to advance an alterative approach which in my view far more intergenerationally equitable.

REPORT

Discussion

Inter-generational Principles

The application of the Intergeneration equity principles must in my view be a fundamental consideration in the preparation of any s94 plan.

This approach is founded on the principle of fairness and equity in the way infrastructure is provided and how infrastructure is subsequently distributed and allocated. The use of this approach necessitates that every generation must not burden another – neither in terms of resource allocation nor in terms of resource consumption. This means that each generation must not only pay its own way, but it must also fully replace the value of any infrastructure consume that was provided by the previous generations so that it does not burden the next with the cost of their replacement.

Adequate replacement of infrastructure consumed by each generation does not necessarily mean the replacement of consumed resources with identical assets, but what it does mean is that equivalent resources and assets must be invested in infrastructure to replace ones that have been consumed, and such replacement must be in a form that appropriately meets the social and environmental needs of the present and future generations.

This approach would only be equitable if replacement assets are financed from equity capital and not by debt. Otherwise, all we are doing is consuming what was given to us by previous generations and burdening the future for the benefit of the present.

General Manager's Office Report No. 3 (Cont'd)

Translating these fundamentals into what it means in terms of reasonable quantum which population generating developments ought to contribute in an established community such as Manly, the following sets out the process for determining reasonable quantum:

- What is the per capita value of existing infrastructure already owned by the present population
- Would the development occur if that infrastructure was non-existent? If not, what is the value of the community's infrastructure that would be reflected in the price of the development?
- If the development occurs, what infrastructure will it consume and how is this consumption valued and charged by the Council?
- Are externalities internalised?

Externality Issues

This is both a moral as much as it is an economic question.

In terms of the former, one can analyse this by its sub-sets; which include but not limited to issues related to: environmental considerations, social equity, intergenerational equity, and social justice.

In terms of the latter, this is inextricably linked to the former. That is, when externalities are not internalised by a development, then, that development could only occur at the expense of the community in which it is built. More over, every externality that is not internalised will directly benefit the developer resulting in further diminishing the utility value to the community.

Population and Economic Equity

When a new population is introduced into a community, the economic value of its infrastructure is proportionally diluted by the percentage increase involved. In the absence of economic transfer between the groups, the cost of this dilution will be totally carried by the existing population.

From this angle, equity demands that those whose economic standing are impacted by another group that they must be compensated by those benefited. As such, the s94 plan must recognise and adequately address this very important issue. That is, its construction must lead to a reasonable contribution which when imposed is capable of reflecting the actual value of infrastructure provided by the existing population but would be consumed by a population generating development.

From a consumption point of view; any development that does not adequately compensate the community for the externalities it creates or for its consumption of infrastructure that is provided by previous generations, the development will not only accelerate the consumption of infrastructure and therefore its utility by the existing population, it will also create an additional cost burden on the existing population for new or additional infrastructure that needs to be provided to support the additional population.

In this context, and put simply, if a reasonable contribution is not imposed on population generating development, then the existing population will not only have to pay for the pleasure of having additional people in their community who would demand and compete for the same infrastructure, they will also have to give up or lose access to infrastructure they have already paid for in addition to having to pay for any additional infrastructure that is required to support a larger population.

General Manager's Office Report No. 3 (Cont'd)

The Approach

For equitable reasons, I propose that the s94 plan be rewritten in accordance with the following principles:

1. The s94 plan to recognise the investment already made by the existing population in relation to insitu infrastructure
2. In recognising 1 above, the existing population be removed from the burden of infrastructure provision contained in the Schedule of Works.
3. The quantum for per capita contribution under the s94 plan for incoming population be set at a level up to the investment value each member of the existing population has in the gross asset value of the Council.
4. The burden for the provision of new or embellishment of exiting infrastructure be fully funded by the contribution received under the plan.

RECOMMENDATION

That Council notes the approach I intend to use in the redrafting of and put onto exhibition the Manly s94 Plan

ATTACHMENTS

There are no attachments for this report.

Document3

***** End of General Manager's Office Report No. 3 *****

TO: Ordinary Meeting - 16 February 2004
REPORT: Corporate Services Division Report No. 1
SUBJECT: Accounts – Report on Council Investment as at 31 December, 2003 & 31 January, 2004.
FILE NO: A2/12

SUMMARY

Latest accounting statements for the period to 31 December, 2003 & 31 January, 2004.

1. Statement showing general fund bank account balance as at 31 December, 2003 & 31 January, 2004.
2. Cash investments as at 31 December, 2003 & 30 January, 2004.

REPORT

1. **Statement Showing General Fund Bank Account Balance as at 31 December, 2003 & 31 January, 2004.**

Limit of overdraft arranged with bank	\$400,000.00 Dr
Bank Balance as at 31 December, 2003	\$3,144.04 Cr
Bank Balance as at 31 January, 2004	\$57,676.76 Cr

2. **Details of Council Investments Pursuant to the Financial Regulation as at 31 December, 2003 & 31 January, 2004.**

For the information of Councillors, the following cash investments were held by Council as at 31 December, 2003.

Invest Date	Maturity/ Call date	Institution	Term (Days)	Rate	Amount	Interest
31/10/00	10/02/04	CBA	1197	5.80	1,004,367.52	14,500.00 ⁽¹⁾
11/10/01	02/08/05	WBC	1391	5.66	1,005,003.08	14,158.25 ⁽²⁾
15/07/02	15/07/07	HSBC	1826	5.68	1,000,000.00	14,208.24 ⁽³⁾
15/08/02	15/07/07	HSBC	1795	5.68	2,008,481.93	28,416.49 ⁽³⁾
30/07/02	12/12/06	Bendigo Bank	1596	7.43	510,200.00	9,287.49 ⁽⁴⁾
14/10/02	12/12/06	Bendigo Bank	1520	7.43	504,476.45	9,287.49 ⁽⁴⁾
08/08/02	08/08/07	Bank of Qld	1826	6.58	1,000,000.00	16,458.24 ⁽⁵⁾
02/09/02	28/09/06	Suncorp Metway	1487	6.75	1,005,210.00	33,750.00 ⁽⁶⁾
23/01/03	23/01/04	Heritage Bld Soc	365	5.38	1,000,000.00	13,449.99 ⁽⁷⁾
12/09/02	31/03/05	Adelaide Bank	931	6.93	506,635.00	8,662.49 ⁽⁸⁾
18/02/03	18/02/08	Macquarie Bank	1826	5.75	1,000,000.00	28,750.00 ⁽⁹⁾
06/11/03	08/03/04	IMB	123	5.44	1,000,000.00	18,332.05
07/10/03	05/02/04	IMB	121	5.13	1,000,000.00	17,006.30
13/10/03	10/02/04	Adelaide Bank	120	5.10	1,000,000.00	16,767.12
27/10/03	24/02/04	IMB	120	5.18	1,000,000.00	17,030.14
27/10/03	24/02/04	Adelaide Bank	120	5.14	1,000,000.00	16,898.63
01/12/03	06/01/04	IMB	36	5.51	1,250,000.00	6,793.15
		IMB	@CALL	5.20	800,000.00	
		CBA	@CALL	5.20	1,911,570.31	
					19,505,944.29	

Corporate Services Division Report No. 1 (Cont'd)

- (1) Interest to 10 February, 2004 only
- (2) Interest to 02 February, 2004 only
- (3) Interest to 15 January, 2004 only
- (4) Interest to 12 March, 2004 only
- (5) Interest to 8 February, 2004 only
- (6) Interest to 28 March, 2004 only
- (7) Interest to 23 January, 2004 only
- (8) Interest to 31 March, 2004 only
- (9) Interest to 18 February, 2004 only

Except for (6) and (9) interest is calculated at a floating rate, fixed for the duration of each subsequent quarter, based on the prevailing interest rates at the quarterly reset date(s).

For the information of Councillors, the following cash investments were held by Council as at 31 January, 2004

Invest Date	Maturity/ Call date	Institution	Term (Days)	Rate	Amount	Interest
31/10/00	10/02/04	CBA	1197	5.80	1,004,367.52	14,500.00 ⁽¹⁾
11/10/01	02/08/05	WBC	1391	5.66	1,005,003.08	14,158.25 ⁽²⁾
15/07/02	15/07/07	HSBC	1826	6.24	1,000,000.00	15,599.99 ⁽³⁾
15/08/02	15/07/07	HSBC	1795	6.24	2,008,481.93	31,199.99 ⁽³⁾
30/07/02	12/12/06	Bendigo Bank	1596	7.43	510,200.00	9,287.49 ⁽⁴⁾
14/10/02	12/12/06	Bendigo Bank	1520	7.43	504,476.45	9,287.49 ⁽⁴⁾
08/08/02	08/08/07	Bank of Qld	1826	6.58	1,000,000.00	16,458.24 ⁽⁵⁾
02/09/02	28/09/06	Suncorp Metway	1487	6.75	1,005,210.00	33,750.00 ⁽⁶⁾
23/01/04	23/01/05	Heritage Bld Soc	365	5.84	1,000,000.00	14,600.00 ⁽⁷⁾
12/09/02	31/03/05	Adelaide Bank	931	6.93	506,635.00	8,662.49 ⁽⁸⁾
18/02/03	18/02/08	Macquarie Bank	1826	5.75	1,000,000.00	28,750.00 ⁽⁹⁾
06/11/03	08/03/04	IMB	123	5.44	1,000,000.00	18,332.05
07/10/03	05/02/04	IMB	121	5.13	1,000,000.00	17,006.30
13/10/03	10/02/04	Adelaide Bank	120	5.10	1,000,000.00	16,767.12
27/10/03	24/02/04	IMB	120	5.18	1,000,000.00	17,030.14
27/10/03	24/02/04	Adelaide Bank	120	5.14	1,000,000.00	16,898.63
06/01/04	10/02/04	IMB	35	5.59	1,250,000.00	6,700.34
		IMB	@CALL	5.20	450,000.00	
		CBA	@CALL	5.20	<u>869,481.84</u>	
					18,113,855.82	

- (1) Interest to 10 February, 2004 only
- (2) Interest to 02 February, 2004 only
- (3) Interest to 15 April, 2004 only
- (4) Interest to 12 March, 2004 only
- (5) Interest to 8 February, 2004 only
- (6) Interest to 28 March, 2004 only
- (7) Interest to 23 April, 2004 only
- (8) Interest to 31 March, 2004 only
- (9) Interest to 18 February, 2004 only

Except for (6) and (9) interest is calculated at a floating rate, fixed for the duration of each subsequent quarter, based on the prevailing interest rates at the quarterly reset date(s).

Investment Performance	Council	Benchmark*	90 day BBSW**
Returns - December 2003 [%pa]:	5.70	5.7300	5.4752
Returns - January 2004 [%pa]:	5.86	5.8033	5.5533

* benchmark is 90day BBSW plus 0.25%pa

** 90 day BBSW is the average 90 day bank bill rate for the month.

The Chief Financial Officer has certified that the above investments have been made in accordance with the requirements of the Local Government Act 1993 and Regulations and in accordance with Council's policies.

Corporate Services Division Report No. 1 (Cont'd)

RECOMMENDATION

1. That the statement of General Fund Bank Account balance as at 31 December, 2003 & 31 January, 2004 be received and noted.
2. That details of Council's cash investments as at 31 December, 2003 & 31 January, 2004 be received and noted.

ATTACHMENTS

There are no attachments for this report.

Document2

***** End of Corporate Services Division Report No. 1 *****

Attachments

Ordinary Meeting

Held at Council Chambers, 1 Belgrave Street Manly
on:

Monday 16 February 2004

*Copies of business papers are available at the Customer Services Counter at Manly Council, Manly Library and Seaforth Library and are available on Council's website:
www.manly.nsw.gov.au*



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GENERAL MANAGER'S OFFICE REPORTS

- 1. Second Quarter Review of Management Plan 2003/2006

ATTACHMENTS:

- AT1** Second Quarter Review of Management Plan 2003/2006 - Matrix
(54 pages)

******* END OF ATTACHMENTS LISTING *******



Manly Council

December 2003 Quarterly Review

1. Local Development

Activity Description

1.1 Economic Development Program

Key Strategies

1.1.1 Employment and Development Opportunities -

Identify development opportunities to maximise local employment having regard to the principles of ecologically sustainable development

Target Date

Ongoing

Division

Corporate Planning & Strategy (PS)

31 December 2003 Review

Unemployment both nationally and locally is at 20 year lows.

Local Development cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Unemployment	Below 6%			Achieved
Development Application	In growth trend.			Achieved
Customer Satisfaction Index 1-10	Survey			

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
In-house Planning & Strategy	18		

Financial Information	2003/2004	2004/2005	2005/2006	<i>Financial Plan Reference Existing Format</i>
Income	21,682	22,110	22,540	1.1.1
Expenditure	155,680	158,780	161,920	
Capital	1,100	1,120	1,140	

Local Development cont...

Activity Description**1.2 Housing and Accommodation Program****Key Strategies****1.2.1 Housing Choice and Accommodation -**

Facilitate the inclusive and equitable provision of a full range of housing stock and accommodation (to be provided by State Government and others) to meet the social needs of all sectors of the Manly community.

Target Date

June 2004

DivisionCorporate
Planning &
Strategy
(PS)**31 December 2003 Review**Satisfactory
progress.

Local Development cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Maintain housing diversity	Survey		Housing Officer to focus on affordability and diversity	Ongoing
Customer Satisfaction Index 1-10	Survey			

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Engage Local Housing Officer	Commenced 04/03		Currently preparing detailed analysis and SHOROC strategy.

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format
Income	0	0	0	1.2.1
Expenditure	62,534	57,540	58,680	
Capital	0	0	0	

Local Development cont...

Activity Description

1.3 Urban Planning Program

Key Strategies	Target Date	Division	31 December 2003 Review
1.3.1 Planning Initiate planning projects and action plans consistent with broad community and stakeholder's needs/expectations and demands.	30 June 2004	Corporate Planning & Strategy (PS)	Planning Instrument Revisions. Heritage Plans commenced December 2003.
1.3.2 Streetscape Protect and further enhance the high quality streetscape that exists throughout Manly and encourage pedestrian opportunities.	30 June 2004	Corporate Planning & Strategy (PS)	Foreshore Path widening complete.
1.3.3 Urban Design To promote design excellence in public places (spaces), buildings and landscape taking into account the unique qualities of Manly's existing situation.	30 June 2004	Corporate Planning & Strategy (PS)	DA's for Ocean Beach approved
1.3.4 Manly Town Centre Strategy Maintain and enhance the vitality, presentation and cosmopolitan atmosphere of the Manly Town Centre.	30 June 2004	Civic Services	Market Lane complete.

Local Development cont...

Performance Target	Measure	2003/2004	Comments	31 December 2003 Review
Built environment in harmony with aesthetic ESD, heritage and social amenity principles	Community and peer satisfaction	Ongoing		Work progressing on TBL (triple bottom line) reporting (with SHOROC).
Street Tree Replacement Ratio	Trees planted: Trees removed	>110%	More dead tree removal this year due to drought conditions 30% planting, 70% removal of dead trees.	Allocated funds inadequate due to drought (trees failure).
Quality streetscape encouraging pedestrian usage	Customer satisfaction, less insurance claims	>110%		Weed programme resumed. New mowing contractor engaged.
Public place outcomes consistent with the unique Manly qualities and budgetary constraints	Community and visitor satisfaction	Ongoing	Several prestigious awards	Clean Beach Challenge - four category wins.
Vibrant, safe and commercially viable Town Centre	Community and visitor satisfaction	Ongoing	Community Safety and Noise Summit.	Minimal "hotline" complaints.
Customer Satisfaction Index 1-10				

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Town Centre, Ocean Beach, Urban Design, Town Centre DCP are all well advanced			Need more qualified staff. Recruiting is difficult.

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format
Income	174,958	178,410	181,880	1.3.1, 1.3.2, 1.3.3, 1.3.4,
Expenditure	814,699	830,870	847,320	
Capital	8,800	8,960	9,120	

Local Development cont...Activity Description**1.4 Transport (Movement) Program**

Key Strategies	Target Date	Division	31 December 2003 Review
1.4.1 Traffic Management and Road Safety To develop a traffic management and road safety programme taking account of traffic volume and area specific flow and safety requirements to ensure smooth traffic flow and pedestrian safety and convenience.	30 June 2004	Corporate Planning & Strategy (US)	All funds expended 2003/04. Further work needed to plan for North Head.
1.4.2 Improved Local Public Transport Improve local public transport to be much more convenient for local residents.	30 June 2004	Corporate Planning & Strategy (PS)	Bus shelters provision approved.
1.4.3 Transport Planning To provide for the safe movement of all transport modes within existing constraints of the built environment.	30 June 2004	Corporate Planning & Strategy (PS)	Negotiations on Spit Bridge widening current. Council is advocating long term solutions.

Local Development cont...

Performance Targets	Measure	2003/2004	Comments	31 December 2003 Review
Effective traffic management	Stakeholder & community expectations met. Black spots eliminated. Accident reduction	Ongoing	Traffic Engineer position vacant.	On target. Road Safety Officer to start March 2004.
Enhance and improve public transport linkages through lobbying STA and Sydney Ferries	Increased public transport usage, reduction in car ownership	Ongoing		Wharf upgrade. DA proposal submitted to improve Wharf "transport node" functionality.
Initiate and implement Local Area Traffic Management (LATM) and Pedestrian Access Mobility (PAMP)	Accident reduction, increased public transport usage and decreasing car ownership	Ongoing		Pedestrian Access Mobility (PAMP) report for Manly CBD completed and to be submitted to Traffic Committee for review.
Customer Satisfaction Index 1-10				

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Fairlight LATM still unfunded		Unfunded	No action
Seaforth LATM and Manly PAMP underway		Complete now in trial period	Review March/April 2004.

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	1,617,398	1,190,706	1,214,519	1.4.1, 1.4.2, 1.4.3
Expenditure	870,802	887,203	905,868	
Capital	2,561,900	727,146	741,630	

Local Development cont...Activity Description**1.5 Visitor and Community Program**

Key Strategies	Target Date	Division	31 December 2003 Review
1.5.1 Information Service To provide an accessible and customer focussed information centre that provides information and promotes the Manly area and its attractions, to meet the needs of residents, commercial business and visitors.	Ongoing	Human Services & Facilities	Ongoing
1.5.2 Events Management To encourage, develop and co-ordinate the staging of events to maintain a high Manly profile and attractiveness while demonstrating Manly's commitment to the environment.	Ongoing	Human Services & Facilities	Ongoing
1.5.3 Market Development To work in partnership with local business and Tourism NSW to promote Manly as a visitor destination to "high spend" low impact target markets.	December 2003	Human Services & Facilities	Updated target date June 2004
1.5.4 Tourism Management Update and review Council's Tourism Management Plan & Policy to ensure environmentally "sustainable" actions are developed for the future.	June 2004	Human Services & Facilities	Project not proceeding this financial year pending outcome of work on 1.5.5 and as funds not allocated from environmental levy.
1.5.5 Tourism Cost Benefit Analysis Work in partnership with the University of Western Sydney, Waverley and Sutherland Councils in developing a model to undertake a cost benefit / impact analysis of the effects of Tourism on our respective local government areas.	June 2004	Human Services & Facilities	Project commenced, surveys underway / statistics and figures being collated.

Local Development cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Numbers utilising Visitor Information Centre	Visitations	800 visitations per day	On target	The VIC continues to welcome a large number of visitors each day with an estimated 800 per day average
Delivery of Councils festival and events program	Attendance figures	As per previous years	On target	The following events were successfully presented: Manly International Jazz Festival – attendance 60,000 Manly Carols by Candlelight – estimated attendance 3,500 New Years Eve Celebrations / Fireworks Estimated attendance 15,000
Development of Manly destination media marketing kit	Satisfaction of stakeholders	70% satisfaction	Media kit produced and is being utilised.	100% satisfaction
Sustainable Tourism Plan and Cost benefit Research completed	Actions arising from this work	Council endorsement of actions	Being undertaken	Completion estimated Dec 2004
Customer Satisfaction Index 1-10	By Survey	7		

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Staff	7		Retained level of resources
Facility – Visitor Information Centre	1		Retained level of resources
Plant - vehicle	1		Retained level of resources

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	527,880	533,200	543,600	1.5.1, 1.5.2, 1.5.3, 1.5.4, 1.5.6
Expenditure	812,622	829,000	845,600	
Capital	5,000	0	0	

2. Management

Activity Description

2.1 Funding and Finance Program

Key Strategies	Target Date	Division	31 December 2003 Review
2.1.1 Rates To levy and collect rates to enable the Council to fund the provision of services and facilities to the community	Annually	Corporate Services	Second quarter rates levied and collected.
2.1.2 Financial Management To ensure the effective running of the day to day activities of Council by utilising Best Practice for all aspects of Council's financial activities.	Annually	Corporate Services	Ongoing
2.1.3 Budget To develop and maintain an effective budget system that meets the requirements of Councillors, the Local Government Act, Accounting Standards, Community Information and Budget Control for all responsible managers.	Annually	Corporate Services	Ongoing

Management cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Unrestricted current ratio	%	<3.0	1.88:1 (2002/2003)	
Debt Service ratio	%	<1.5%	2.50% (2002/2003)	
Revote	%	<2	Nil in 2003/2004	
Customer Satisfaction Index 1-10				

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Staff	8		

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	33,610,625	34,020,723	34,701,010	2.1.1, 2.1.2, 2.1.3
Expenditure	5,991,975	6,111,797	6,234,029	2.1.1, 2.1.2, 2.1.3
Capital Budget	2,487,646	2,642,172	2,676,257	2.1.1, 2.1.2, 2.1.3

Management cont...

Activity Description**2.2 Management Support Program**

Key Strategies	Target Date	Division	31 December 2003 Review
2.2.1 Employee Support To ensure Council's workforce is managed, developed, valued, rewarded fairly and equitably in its provision of the highest level of service to the community.	Ongoing	General Managers Unit	Ongoing
2.2.2 Corporate Development To provide ongoing Corporate Planning and prepare and review Council's five year Management Plan, to meet the Council's objective and to improve organisational performance.	Ongoing	Corporate Services	September Quarterly review adopted by Council at EOM 8 December 2003. Process commenced for 2004/2005 Management Plan.
2.2.3 Customer Service To provide an interface between customers and the organisation which provides, promotes and develops Quality Customer Service to meet Council and Community expectations.	Ongoing	General Managers Unit	In this period, Customer service staff have worked with the introduction of the Permit Parking scheme for residents in OB area. The rollout of permits to the streets north of Pine street, is 95% completed. Rollout continues in the areas south of Pine Street to the CBD.
2.2.4 Records Management Improve decision making through having accurate and accessible information.	Ongoing	Corporate Services	Completed EDMS implementation July 2003.

Management cont...

Key Strategies	Target Date	Division	31 December 2003 Review
2.2.5 Information Technology Services To maintain, support and development the Information Technology Infrastructure to ensure that Council's information systems are secure, timely information is accessible and helps maximise the organisation's productivity and enhance communication and dissemination of knowledge.	Various	General Managers Unit	Ongoing
2.2.6 Risk Management To implement effective Risk Management and Rehabilitation programs and practices throughout Council for the protection of the community and staff.	December 2003	Corporate Services	Risk Manager engaged 13 hours per week to review and implement risk management processes.
2.2.7 Payroll Management Provide a payroll service to the organisation, which ensures accuracy, timeliness and compliance with Award and Agreement Provisions.	Ongoing	General Managers Unit	Ongoing
2.2.8 Council Office Accommodation To ensure the adequate provision of office space to meet the requirements and provide the resources required for the provision of quality service by Councillor's and staff to it's residents, business and visitor information.	March 2004	General Managers Unit & Corporate Planning & Strategy	Depot plans DA submitted. Training room and Kitchen are operating to meet the range of needs for staff use. Small improvements are continuing to complete these areas creating both pleasant and functional staff spaces. Town Hall renovations 90% complete.

Management cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Employee Support				Ongoing
Corporate Development	<p>Quarterly reviews reported, Management Plan - exhibition May 2003.</p> <p>Customer Satisfaction Annual Survey</p> <p>Induction sessions quarterly</p>			<p>Budget and Management Plan adopted 16 June 2003.</p> <p>First quarter (September 2003) review of Management Plan adopted by Council at EOM 8 December 2003.</p> <p>Survey yet to be undertaken</p> <p>Staff Induction sessions conducted on a monthly basis during the quarter.</p>
Develop the Customer Service and Foyer area to provide quality service	<p>CS area functioning May 2003</p> <p>Foyer area completed June 2003</p>			<p>Completed.</p> <p>Phone system changed successfully, call selection introduced for customer ease, and After Hours Call centre operating Weekends and at night.</p> <p>Payment on line is increasing, as is the use of the internet for CARs and for tracking of DAs, and email requests to Council.</p> <p>Provision of information, access to services and certificate production assisting customers to Council.</p> <p>Foyer is working well for customers, staff and Council; changes yet to occur, Lift, and meeting room alterations.</p>
Records Management Implement & train staff in EDMS	Implementation & training completed	9/03		<p>Completed</p> <p>EDMS system introduced in July 2003 and all staff fully competent in use of system.</p>

Management cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Risk Management Renewal of insurances Conduct a risk audit Manage all internal and external risks	Annual renewal completed Audit completed Ongoing management of risks	8/03 9/03 Reviewed 12/03		All insurance policies reviewed and renewed. Playground safety audit completed. OH&S Committee Constitution adopted. Risk audit to be updated. Various risks identified and being rectified.
Payroll Management				Ongoing
Council office accommodation				Ongoing
e-Business	Implement	July		Completed Customer Action Request system and payments available online since September 2003.
PC upgrade	% of total	33%		New PC's installed as required.
Office 2000	Implement	Sept		Office 2003 currently being implemented.
Customer Satisfaction Index 1-10				

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Staff IT	4		
Staff Customer Service area	3		

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	770,570	785,983	801,610	2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.5, 2.2.6, 2.2.7
Expenditure	8,201,701	8,365,545	8,532,672	
Capital	147,620	150,556	153,564	

3. Community Services

Activity Description

3.1 Support and Care Program

Key Strategies	Target Date	Division	31 December 2003 Review
3.1.1 Children's Services To provide and facilitate the current level, quality and range of children's services.	Ongoing	Human Services & Facilities	An increase by 15 in number of under three's childcare places will occur as a result of new service at Ross Street centre.
3.1.2 Youth Services To plan and facilitate the provision of a quality range of accessible and equitable youth services.	Ongoing	Human Services & Facilities	Continuing programs for the quarter are Adolescent and Family Counselling, Club Friday, Clearway Youth Club Service including Friday Drop In program and Kangaroo Rock concerts, links for learning and a range of involvement in Council festivals and community safety initiatives.
3.1.3 Aged and Disability Services To plan, facilitate and provide a quality range of accessible and equitable aged and disability services including Meals on Wheels.	Ongoing	Human Services & Facilities	Building works commenced on upgrade of Senior Citizens Centre including new meals on wheels facility. Works expected to be completed June/ July 2004.

Community Services cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Childrens Services Quality Assurance	Accreditation by NCAC	Accreditation Obtained		Target achieved for 2003/04. Family Day Care achieved High Quality Accreditation with the National Childcare accreditation. Council OOSH services have registered and commenced Quality Assurance process.
Demand all services	Utilisation Rates	Over 70 %		Rate exceeded across all services.
Customer Satisfaction Index 1-10	Survey	7		

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Staff	47.5		Retained level of resources
Facilities	6		Retained level of resources
Plant: Vehicle	4		Retained level of resources

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	3,441,447	2,287,395	2,333,030	3.1.1, 3.1.2, 3.1.3
Expenditure	1,176,657	1,199,965	1,223,569	
Capital	25,500	10,710	10,920	

Community Services cont...

Activity Description
3.2 Information, Leisure and Culture Program
Key Strategies
3.2.1 Library and Information Services

Library and information Services with global access serving the recreational, educational and information needs of the community through the provision of books, toys, reference, local studies, special needs and AV collections. Provision of reference and information services including interlibrary loans, internet, public access PCs, community information and programs and events. Participate in Shorelink Library Network.

Target Date
Ongoing

Division
Human Services & Facilities

31 December 2003 Review
Ongoing

3.2.2 Recreation & Leisure

To provide and facilitate access to a diverse range of accessible and equitable recreational opportunities:

- Operation of Manly Swim Centre
- Beach Management Services
- Servicing of Manly Playground Committee and Sports Facility Committee
- Liaison with local sporting and recreational groups and clubs.

30 June 2004

Human Services & Facilities

All projects and programs on target.

3.2.3 Culture

Operate the Manly art Gallery and Museum providing regular exhibitions, a local artist program, management and conservation of art collection, public art projects and promotions. Contribute to events such as the Manly Arts Festival and Heritage week.

Ongoing

Human Services & Facilities

Ongoing

Community Services cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Usage of programs services and facilities	Library – Circulation Figures, Door Count and Website hits, attendance at programs and % of same day satisfaction of reference enquiries. Hours of public pc / internet use	Trends over time	Trends at similar levels to previous years	Circulation – 91,773 Door Count – 86,594 Internet usage – 60% utilisation of 11 public access internet PCs 89% same day satisfaction for reference enquiries recorded.
Usage of programs services and facilities	Beach services – Report number of preventative actions	Trends over time	Trends at similar levels to previous years	Rescues – 209 Preventable actions – 7661 First Aid treatments 103
Usage of programs services and facilities	Swim Centre attendance figures	Trends over time	Trends at similar levels to previous years	90,609 people attended the Manly swim Centre for the quarter
Customer Satisfaction Index 1-10	By survey	7		

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Staff	42		Retained level of resources
Facilities	7		Retained level of resources

Community Services cont...

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Plant: Vehicles/ Aquatic Craft/Radios	3/12/8		Retained level of resources
Library Collection	105,000		Retained level of resources
Art Collection	3795		Retained level of resources
Public Access PCs / OPACs	9/7		Retained level of resources

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	1,769,443	1,682,700	1,716,400	3.2.1, 3.2.2, 3.2.3
Expenditure	8,337,566	8,488,615	8,657,466	
Capital	1,424,425	569,118	580,516	

Community Services cont...

Activity Description

3.3 Community Infrastructure Program

Key Strategies	Target Date	Division	31 December 2003 Review
3.3.1 Community Development To facilitate increased involvement of non-government and community organisations in the delivery of high priority social services to the Manly Community.	Ongoing	Human Services & Facilities	Ongoing
3.3.2 Community Safety Ongoing implementation of Community Safety Strategy	Ongoing	Corporate Planning & Strategy & Human Services & Facilities	Ongoing
3.3.3 Ross Street Childcare Centre Operational Construction, fit out, licensing for increased numbers and operational within new facility.	Delayed. Revised target date January 2004	Human Services & Facilities	Construction completed, staff appointed, licensing approved & operations commencing January 2004
3.3.4 Relocation of Meals on Wheels Facility incorporating the redevelopment of Manly Senior Citizens centre. Construction and fit out completed, MOW service relocated and operational, Senior Citizens Centre fully operational for all user groups.	Delayed. Revised target date June 2004	Human Services & Facilities & Civic Services	Building works commenced, programmes and activities relocated

Community Services cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Community Development initiative Achieved consistent with Social Plan	No.of targets met	As per social plan recommendations	Ongoing	Children's youth aged and disability target groups involved in consultations by way of focus groups and surveys through appropriate Community service areas.
Reduction in identified crime instances	No of incidents	As per Crime Prevention Plan	Ongoing	Conduct a review and update Crime Prevention Plan to be completed June 2004.
Facilities Operational	Timeline met	N/A	Ongoing	Ross Street Children's Centre to open late January 2004. Re-developed Seniors / Meals on Wheels Centre to be completed June / July 2004.
Customer Satisfaction Index 1-10	By survey	7		

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Staff	2		Retained level of resources

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	200,000	0	0	3.3.1, 3.3.2
Expenditure	783,535	798,900	814,700	
Capital	205,000	5,100	5,200	

4. Asset Management

Activity Description

4.1 Infrastructure Management Program

Key Strategies	Target Date	Division	31 December 2003 Review
4.1.1 Roads, Cycleways and Footways To provide and maintain an efficient safe transportation network integrating pedestrians, motorists and cyclists within a safe functioning environment and to encourage the use of mobility options other than the private motor vehicle.	30 June 2004	Corporate Planning & Strategy (US)	Ongoing Foreshore walkway widened. Bus shelter stand and West Esplanade completed.
4.1.2 Drainage/Flooding To provide and maintain an efficient network of drainage systems which ensure the safety of property and person from the impacts of stormwater run off and floods while taking into account total catchment management and ecologically sustainable development principles. Manage in order to avoid detrimental impact on the environment of stormwater discharging from Council's system.	30 June 2004	Corporate Planning & Strategy (US)	Hydraulic modelling commenced.
4.1.3 Manly Lagoon Management To manage the lagoon as a natural asset for the benefit of the community, with the objective of returning the water quality to a standard consistent with primary contact and to establish and sustain ecosystem health. Monitor and manage lagoon entrance conditions and flow pipes to open a flood channel across the beach as required.	30 June 2004	Corporate Planning & Strategy (PS) & Civic Services	Dredging at Queenscliff Bridge complete - to promote flushing.
4.1.4 Emergency Services To protect the community's assets where possible from the impact of natural or man-made disasters. In the event of an emergency, to respond and help the community recover from its impact.	30 June 2004	Civic Services	Responded to Roundhouse Emergency & effected the recovery process & infrastructure repairs. Recent storms addressed. Storm Damage Assist applied for.
4.1.5 Depot, Store, Plant and Equipment and Fleet Management To provide plant and equipment support sufficient for Council's operational needs to service the community and to improve the efficiency and effectiveness of fleet management.	30 June 2004	Civic Services & Corporate Planning & Strategy (US)	Fleet Management efficiency improved on TBL basis.

Asset Management cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Optimise road maintenance funds and improve user amenity	5 year plan of expenditure		Roads are in reasonable condition part due to lack of rain and pot holes.	Reduction in scope of works necessary due to budget cuts.
RTA Grant funding	Grant applications for funding.			Completed.
Work to minimise the level of pedestrian related accidents (involving (a) footpaths and (b) traffic through development of Road Safety Strategy.	Identify hazards and implement plans of action.			Road Safety Officer to start March/April 2004.
Enhance and maintain Council's drainage system	Assessment of drainage system.		Hydraulic modelling commenced.	Targeted problem areas completed to the limit of budget allocation.
Identify known flooding problems	% reduction			All 2003/ 04 maintenance funds expended.
Strategic Footpath Plan	% complete			All 2003/ 04 maintenance funds expended.
Regulation of parking	% complete			On target
Enhancing safe pedestrian access in local streets.	Investigating hazards		PAMP and Road Safety Officer to address.	On target
Local area traffic management schemes.	Survey		Concentrating on Seaforth and resident parking.	On target
Customer Satisfaction Index 1-10	Survey			

Asset Management cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Cycleway condition survey	Condition rating		Maintained to extent of available budget.	On target
Assessment of Catchments and adequacy of infrastructure.	% complete		Defects registered per Aus Spec Standards	Current years allocations fully expended
Pavement Condition Index	Condition rating		As per Aus Spec Standards	Satisfactory
Footpath trip claim	Number			Reducing
Footpath Condition Survey	Condition rating		As per Aus Spec Standards	Condition survey ongoing. Defects significantly reduced year on year statistics. 3,500 m ² of footway repaired.
Lagoon opening	Upstream Flooding		Appropriate and timely intervention to rain events	1,000 tonne of sand relocated from Lagoon to North Steyne Ocean Beach after bleaching period. Nil upstream flooding this quarter.
Emergency Services	Appropriate response to Emergencies			Appropriate response to Emergency situations (i.e., Roundhouse incident). Tabletop exercise to be undertaken in March 2004.
Depot Redevelopment	Completion of Depot	100%		DA lodged December 2003 for assessment. Preliminary demolition scheduled for February / March 2004.

Asset Management cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Plant Replacement	Optimum replacement of Plant	100%		On Target. Replacement plant ordered according to replacement schedule.
Plant maintenance	According to Service Schedules	Annual Schedule	Review according to Operational requirements	According to Service Schedules.

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Risk and Insurance			
Contractors, Civic Services	Variable		
Study to be completed in house.			
Study to produce final report with funding options for 04/05 and beyond.			
Plant: Trucks, Backhoe, Minor Plant			
Risk and Insurance Officer			
Lagoon openings	24hr Call out		
Emergency Services	1		
Depot Redevelopment			
Plant Replacement	1		
Plant maintenance	4		

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	6,050,121	3,240,591	3,305,275	4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.1.5
Expenditure	2,804,312	2,860,154	2,916,988	
Capital Budget	2,869,850	1,448,211	1,477,225	

Asset Management cont...

Activity Description**4.2 Property Management Programme**

Key Strategies	Target Date	Division	31 December 2003 Review
4.2.1 Buildings & Facilities To provide and maintain the buildings and facilities under the care and control of Council to meet the operational needs of Council and the lifestyle and recreational needs of the community, while taking into account the principles of ecologically sustainable development and life cycle asset management principles.	Ongoing	Civic Services & Human Services & Facilities	Ongoing
4.2.2 Licenses and Leases Protect the interests of Council and obtain an appropriate return on the use of community assets by individuals, companies and groups.	Ongoing	General Managers Unit	Leases & Licences reviewed and renewed as appropriate. Variations reflected returns are listed in the schedule of Fees & Charges.
4.2.3 Parking To provide a safe and rational system of parking sufficient for the needs of residents and visitors, for areas of business and for community meeting areas.	Ongoing	Human Services & Facilities	100% new equipment installed.
4.2.4 Property Land Management To maintain current of all property which is under the care and control of Council and to provide information to key stakeholders in accordance with Life Cycle Asset Management Requirements.	Ongoing	Corporate Services & Corporate Planning & Strategy (PS)	Universal Title Searches for ownership, map info and authority databases updated daily.
4.2.5 Land Information and Ownerships To transfer hard copies of plans, maps and information (e.g. community and operational lands), to be stored and retrieved in an electronic platform. This ensures improved effectiveness and efficiency in the management of land information and online ownership searches.	Ongoing	Corporate Planning & Strategy (PS)	Community and operational land now electronically stored in GIS. Property information updates ongoing. DOC centre for plan retrieval currently being worked on.

Asset Management cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Proposed works completed by target date.	% complete		Full year budget expended in some key areas.	Ross Street Children's Centre to open late January 2004. Re-developed Seniors / Meals on Wheels Centre to be completed June / July 2004. Capital programme on target.
Development of maintenance strategy.	Organise maintenance program.		Ongoing	50% complete.
Develop a program for scheduled maintenance of facilities.	Regular inspections of facilities		80% complete	80% complete.
Customer Satisfaction Index 1-10	Survey	7		
Leases & Licences Schedule completed	Schedule completed	9/03		Information available on Authority.
Issued on time, Insurance current, Invoices issued,	Expiry dates met	Ongoing		All Leases & Licences renewed as appropriate and Public Liability insurance coverage confirmed for each property.
L G Act, Roads Act, Retail Leases Act, regulations identified and documented linked to each master lease / licence.	Document prepared & signed off	7/03		Legal documents reviewed and updated.
Research & CS survey	Results analysed	12/03		

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Contractors	Variable		
Staff	4		
Local Studies / strategies			
Leases & Licences officer, and consultant	1.5 .10		

Asset Management cont...

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference
				Existing Format Existing Format
Income	3,111,695	2,944,125	3,002,740	4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.2.5
Expenditure	4,043,148	4,123,820	4,205,278	
Capital	1,012,150	102,660	104,715	

Asset Management cont...

Activity Description

4.3 Inventory, Modelling and Contracts Program

Key Strategies

4.3.1 Total Assets Management Systems (TAMS)
 To refine and maintain an integrated suite of systems and an optimum capacity satisfying the asset management objectives.

Target Date
 June, 2004

Division
 Corporate Planning & Strategy (US)

31 December 2003 Review
 Ongoing.
 Refinement to marry with new systems.

Asset Management cont...

Performance Targets	Measure	2003/2004	Comments	31 December 2003 Review
Monitor all contracts and set up a database including all details.	% complete	50% complete	Awaiting further assessment & discussions	50% complete
Perform Asset Condition Assessment	% complete	100% complete	Partially complete, vacant positions causing delays	50% complete
Produce Asset Management Plans	% complete	50% complete	Awaiting above condition assessment	20% complete
Customer Satisfaction Index 1-10	Survey	7		

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Surveys to be carried out in house.			
Electronic document system			

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	10,200	10,400	10,600	4.3.1
Expenditure	439,423	448,240	457,200	
Capital	0	0	0	

Asset Management cont...

Activity Description

4.4 Open Spaces Program

Key Strategies	Target Date	Division	31 December 2003 Review
4.4.1 Bushland & Diversity To conserve and regenerate bushland and foreshore in recognition of its unique Australian qualities, its value as habitat of flora and fauna under SEPP 19, its visual amenity and passive recreation usage.	30 June 2004	Corporate Planning & Strategy (US) & Civic Services	Ongoing Bushland Co-ordinator active and supported by volunteer network.
4.4.2 Parks & Reserves To protect, maintain and enhance a sustainable open space system to meet community needs for active and passive recreation while taking into account sustainability and stakeholders' requirements.	30 June 2004	Civic Services	Ongoing New service levels introduced for next season with emphasis on turf management and presentation.
4.4.3 Urban Amenity Maintain the attractiveness and heritage of civic gardens, plazas and streetscapes and shopping centres throughout the Manly area	30 June 2004	Civic Services	On target. New Mowing Contractor engaged.
4.4.4 Sports Fields & Ovals To provide turf management practices on sports fields which take into account the principles of Sustainability, and meet the requirements of all user groups and ensure fields are available for special events.	30 June 2004	Civic Services	On target. Improvements evident since change of contractor.
4.4.5 Cemetery To maintain the Manly Cemetery grounds in a condition befitting its historical and social purpose.	30 June 2004	Civic Services	Columbarium reservations steady.
4.4.6 Special Environmental Projects To protect, conserve and maintain the natural and built environment and reduce environmental degradation by the provision of sustainable programmes.	30 June 2004	Corporate Planning & Strategy (PS)	Clean Beach Challenge and other industry successes.

Asset Management cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Successful implementation of environmental programs.	Completion	100%		On schedule.
Bushland Education campaign to raise awareness of Bushland Management.	Production and distribution of Bushland Newsletter	Quarterly		On target.
	Public information day	Quarterly		Successful.
Decrease in % areas seriously and moderately weed infested.	Maintain bush regeneration program	Monthly		Decrease achieved.
Update of Flora and Fauna Database	Maintain biodiversity	Annual		On target.
Maintain and manage trees in public areas	Completion of cyclic program.	All precinct areas		On target as specified in contract.
Compliance with Tree Preservation Order	Assessment of tree preservation applications	Ongoing		Generally satisfactory.
Replace, upgrade and maintain play equipment in Reserves.	Completion of Playground Improvement Program.	100%		On target 03/04 programme on track.
Maintain passive recreation areas	Completion of cyclic mowing programs	Monthly	Upgrade under new contract - improvement of turf management in busy areas i.e. Ocean Beach.	On target.
Protect and care for Norfolk Island Pines	Completion of annual maintenance program	100%	NIP management plan in place.	On target.
Provision of active recreation facilities	Provision of facilities in accordance with seasonal sporting periods.	Summer and Winter sporting season.	Sports facilities Committee is achieving success.	On target.

Asset Management cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Monitoring of Energy Australia Tree Trimming	Report	Monthly	Still lopping excessively.	No legal redress.
Customer Satisfaction Index 1-10	Survey	8		
Maintain Manly Cemetery grounds	Completion of cyclic mowing cycles	Monthly		Heritage plan and "friends of group" being advanced.

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Successful implementation of environmental programs	Completion	100%		On target
Implement and maintain Flora and Fauna Database	Maintain biodiversity	Implement database		On target.
Parks and Bushland maintenance - Customer Satisfaction Index 1-10	Customer Survey			On target.

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Contractors	Variable		
Volunteer Bushcare workers	Variable		
Co-ordinator, Parks and Bushland	1		
Parks Horticulturists	21		
Bushland Regenerators	16		
Plant -			
Trucks	10		
Minor plan	10		

Asset Management cont...

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	756,000	638,468	651,170	4.4.1, 4.4.2, 4.4.3, 4.4.4, 4.4.5, 4.4.6
Expenditure	1,653,077	1,686,040	1,719,763	
Capital	1,017,900	1,038,238	1,058,970	

5. Environment

Activity Description

5.1 Environmental Protection Program

Key Strategies	Target Date	Division	31 December 2003 Review
<p>5.1.1 Manly Sustainability Strategy and State of the Environment Reports To integrate the principles of ESD & TCM into every facet of Council and Community activity, addressing the global agreement of Agenda 21, the LG Amendment (ESD) Act 1997 and to monitor the state of the Manly Environment and hence Manly's progress towards sustainability.</p>	Completion 2007 Update MSS Update SoE annually	Corporate Planning & Strategy (PS)	SOE prepared Aug/Sept 2003
<p>5.1.2 Beaches & Waterways To conserve and enhance the natural harbour, lagoons, creeks and ocean foreshore and receiving waters by promoting Environmentally Sustainable Development practices and Total Catchment principles.</p>	30 June 2004	Corporate Planning & Strategy (PS)	Draft Little Manly and Forty Baskets Coastline Management Plans & Integrated Catchment Management Strategies have been publicly exhibited.
<p>5.1.3 Pollution Control Monitoring To arrest the degradation of Council's natural assets by minimising pollution of air, water and soil and rehabilitate the natural ecosystems in order to protect biodiversity and human health.</p>	30 June 2004	Corporate Planning & Strategy (PS)	Monitoring for environment levy projects continuing. Developed total catch monitoring framework.
<p>5.1.4 Conservation of Natural Resources To have consideration for impacts on Council's natural assets through the conservation and efficient use of resources in Manly. To manage human impact of Council's assets by applying the principals of ESD and TCM.</p>	30 June 2004	Corporate Planning & Strategy (PS)	Ongoing
<p>5.1.5 Regulation To protect the environment and health and welfare of citizens through the regulation of various activities whilst meeting Council's statutory obligations.</p>	30 June 2004	Corporate Planning & Strategy (PS)	Ongoing`
<p>5.1.6 Education for Sustainability To protect the environment and health and welfare of citizens through the regulation of various activities whilst meeting Council's statutory obligations.</p>	30 June 2004	Corporate Planning & Strategy (PS)	Education for Sustainability Strategy adopted and being implemented.

Environment cont...

Key Strategies**5.1.7 Manly Environment Centre**

To be Council's specialist sustainability/environmental centre providing a key education service to the community, Council staff, business and schools which evolves to the demands of local sustainability and provides innovative ways to encourage an environmentally active community.

Target Date

30 June
2004

Division

Corporate
Planning &
Strategy
(PS)

**31 December
2003 Review**

MEC
continuing to
hold major
environment
education and
awareness
events.

Environment cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Successful implementation of environmental programs, Plans of Management / Management Plans guided by the Manly Sustainability Strategy.	Completion of strategies identified within Management Plans, environmental programs.	Various	Audit Committee satisfied with progress year to date.	POMs for Tania, Keirle Park and Seaforth Oval, CMPs for Little Manly, Forty Baskets and Integrated Catchment Management Strategy been publicly exhibited. Further plans commenced development.
Progressive implementation of Manly Sustainability Strategy. Progression of Manly towards sustainability.	Report to Council on progress. Customer satisfaction.	60%	Manly Sustainability Strategy Mgt Group continues to oversee implementation 115 actions completed and 235 actions underway, a total of 351 actions implemented.	On target.
Implementation of Environment Levy funded programs.	Annual Expenditure of yearly Environment Levy budget.	100%	Accelerated expenditure initiated.	On target.
Progressive preparation of Environmental Policy & Management Plans.	Plans prepared.	60%	Report to go to Council on 9/2/04.	POMs for Tania, Keirle Park and Seaforth Oval, CMPs for Little Manly, Forty Baskets and Integrated Catchment Management Strategy have been publicly exhibited. Further plans commenced development.

Environment cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Review and improve water quality and quantity monitoring of coastal, creeks and estuarine waters.	Monitoring of water quality and quantity. Community satisfaction.	70%	Low rainfall equals concentrated pollution impacts.	Reviewed and modified. Total catchment monitoring framework in place. Monitoring outcomes being developed into intervention triggers for interactive web-based tool for decision making.
Implement integrated education, compliance and at-source control stormwater programs to arrest degradation of natural assets.	Water quality monitoring. Community participation. Customer satisfaction.	60%	Seachange Corso & Balgowlah 'The Great Estate' programs complete, but ongoing. New sub-catchments selected for next stages of Seachange roll-out in Manly LGA. See above.	On target. Education Officer position vacant.
Reduction of water consumption both in Council facilities and the Community through implementation of the Water Conservation Program.	Data from Sydney Water.	50%	Council's corporate water conservation program continuing roll-out. MEC held community water tank workshop in October 03. Council Usage: 158,907kl for 2002/03	On target.

Environment cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Reduction of energy use and greenhouse gas emissions both in Council and the Community, including an increase in air quality through the Cities for Climate Protection Program and SEDA's Energy Smart Business Program.	Data from energy suppliers.	50%	<p>Council awarded silver globe for progress in SEDA's ESB program, further projects continuing.</p> <p>Council continues to lead the CCP program through completing Travel Demand Management Program and recently awarded grant funding to progress an active transport education package designed to encourage public transport use, bicycles and pedestrian modes.</p>	On target.
Acceptance and implementation of ESD & TCM principles at the Council and Community level through implementation of Council's Education for Sustainability Strategy.	Implementation of Strategy. Benchmark "who cares about the environment" survey.	25% Various		<p>Benchmark survey due 2005.</p> <p>Strategy continues to be implemented, guided by the Manly Sustainability Strategy Management Group.</p>

Environment cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Manly Environment Centre continues to provide a key education service to Council and the community through providing greater access to the MEC's resources.	Benchmark "who cares about the environment" survey. Customer satisfaction. MEC resources catalogued and accessible from web.	50% of resources catalogued	<p>Cataloguing awaiting appropriate IT connections to enable cataloguing to commence.</p> <p>Refurbishment has increased access by the community.</p> <p>Record number of volunteers for the centre and events.</p> <p>Formation of Friends of Manly Environment Centre has increased participation, support and media coverage for the Centre.</p> <p>Increased use by consultants and researchers.</p> <p>Recipient of four major awards.</p>	On target.
Statutory obligations met.	Customer and regulatory body acceptance			Ongoing
Customer Satisfaction Index 1-10	Survey	7	8	

Environment cont...

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Staff	6		7
Environment Levy funded Staff	3.5		3.5
Contractors, Consultants	Variable		Variable
Mobile & Desk Telephones			
Personal computers etc.			

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	527,026	537,594	548,325	5.1.1, 5.1.2, 5.1.3, 5.1.4, 5.1.5 5.1.6,.5.1.7
Expenditure	810,140	826,357	842,915	
Capital	10,950	3,519	3,585	

 Environment cont...

Activity Description

5.2 Built Environment Program

Key Strategies

5.2.1 Development & Building Control

To consider applications and make recommendations to protect the environment, based on ecologically sustainable development principles, provide for equitable land use, create certainty and provide for public safety and amenity while meeting statutory obligations.

Target Date

Ongoing

Division

Environmental Services

31 December 2003 Review

Ongoing

5.2.2 Heritage Conservation

Preserve and protect heritage items of historic, scientific, cultural and social, architectural, natural or aesthetic significance.

Ongoing

Environmental Services

Ongoing

Environment cont...

Performance Targets	Measure	2003/2004	Comments	31 December 2003 Review
Plans which provide for the physical, social and economic well being of the people of Manly while having regard for State Planning Direction.	Quality outcomes in terms of built form, ESD principles, equity, safety and amenity; customer satisfaction.	60%		Ongoing
Protect historic, scientific, cultural, social, architectural, natural and aesthetically significant items.	Sites / items documented, registered and protected.	60%		Ongoing
Customer Satisfaction Index 1-10				

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Staff			

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	894,407	912,265	930,435	5.2.1, 5.2.2
Expenditure	1,371,715	1,399,288	1,427,332	
Capital	0	0	0	

Environment cont...

Activity Description**5.3 Waste and Cleansing Program**

Key Strategies	Target Date	Division	31 December 2003 Review
5.3.1 Waste Minimise material entering the waste stream and dispose of the material appropriately to meet the goal of 60% waste reduction by the year 2000 based on 1990 figures. Work towards a zero waste target, consistent with sound sustainability practice.	Ongoing	Environmental Services	Ongoing. 55% of domestic waste currently being recycled
5.3.2 Recycling "Emphasise, promote and service the benefits of the reduce/reuse/recycle principle to maximise the diversion of material from the waste stream".	Ongoing	Environmental Services	Ongoing. Refer to above statistic
5.3.3 Waste Avoidance Education Educate residents, schools, businesses, industry and visitors to avoid reduce, reuse and recycle to assist Council in its commitment to waste separation.	Ongoing	Environmental Services	Ongoing. New Zero waste campaign initiated.
5.3.4 Cleansing To maintain Manly public places, parklands, reserves, beaches and waterways free of litter and waste material ensuring the principles of Total Catchment and Ecologically Sustainable Development.	Ongoing	Civic Services	Ongoing. Additional cleansing resources allocated to toilets in tourist areas over the busy holiday period

Environment cont...

Performance Targets	Measure	2003/2004	Comments	31 December 2003 Review
Reduction in material entering the waste stream.	Monitoring to reduce putrescible waste.	Ongoing	Possible development of a "Toward Zero" waste policy and campaign to be mounted within community.	On target.
Maximise diversion from the waste stream.	Monitoring to determine amount of recyclables.	Ongoing	Possible development of a "Toward Zero" waste policy and ongoing education and regulation.	On target.
Create waste avoidance ethic in the Manly community.	Monitoring to reduce putrescible waste.	Ongoing	Possible development of a "Toward Zero" waste policy & Waste Education via various means eg. Festivals, banners & on-call advice and regulation.	On target.
Encourage composting, etc in the home environment.	Monitoring to reduce putrescible waste.	Ongoing	Possible development of a "Toward Zero" waste policy & Waste Education via various means eg. Festivals, banners & on-call advice and regulation.	On target. Greater emphasis on composting in recent education material. New policy to Council on 9/2/04.
Cleanliness of Facilities meeting standard	%		Includes "Check & Clean" service	All services as per specification
Level of Street Cleaning	All Precincts – Street Sweeping Complete		Additional service provided following storm events	All precincts being swept on a quarterly cycle

Environment cont...

Performance Targets	Measure	2003/2004	Comments	31 December 2003 Review
Level of Beach Cleaning - Customer Satisfaction Index (1-10)	Customer Survey		Includes Daily Service (most areas)	All services as per specification. New equipment purchased for improved quality services. Two Awards with Clean Beach Challenge Award.
Level of Public Conveniences Cleaning – Customer Satisfaction Index (1-10)	Customer Survey		Includes Daily Service	All services as per specification. Regular cyclical steam cleaning of toilets.
Customer Satisfaction Index 1-10				

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Co-ordinator	1		
Environmental Levy funded staff	3.5		
Contractor, Consultants	Variable		
Mobiles, desk telephones, PC's			
Public Place Cleaning	24.6	Cleansing Team - Enterprise Agreement	Enterprise Agreement currently being renegotiated.

<i>To achieve Objectives: means and resources</i>	Current	Comments	31 December 2003 Review
Plant -			
Street Sweepers	5		
Beach Cleaner	1		
Trucks	6		

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	6,309,849	6,206,591	6,330,766	5.3.1, 5.3.2, 5.3.3, 5.3.4
Expenditure	7,873,218	8,026,181	8,181,661	
Capital	470,100	242,346	247,200	

6. Government

Activity Description

6.1 Council and Communities Support Program

Key Strategies	Target Date	Division	31 December 2003 Review
6.1.1 Information Support Improve decision making through accurate, timely and accessible information	Ongoing	General Managers Unit	Ongoing
6.1.2 Council Chambers and Meeting Areas Facilities and Maintenance Provide and maintain support services and facilities for Council operations for the Town Hall so that Council's functions can be carried out.	Ongoing	Human Services & Facilities	Ongoing
6.1.3 Executive Support Provide executive support to the Mayor and Councillors as required.	Ongoing	General Managers Unit	Ongoing
6.1.4 Council Support To provide for a General Election when required, under the Local Government Act 1993, and any necessary Extraordinary Election in between.	As election date is notified	Corporate Services	Planning in progress. Election date confirmed for 27 March 2004. Council's website updated with key dates and links to State Election Office Returning Officer - Ms Jackie Hay commencing with Council February 2004.

Government cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
Knowledge Management system accessible to all staff	June 2003 50% staff have access and training in system	50% June 50% by September	Staff training completed, regular user assistance is provided on request.	More focus on this system is required to use it to its fullest potential, plans to activate the management function to keep diary of staff for their availability and meeting activity.
Council Chambers & meeting areas				Ongoing
Executive – To provide efficient & timely delivery of secretarial services and civic events	Through the satisfaction of Councillors and positive community feedback		Ongoing	Ongoing
Customer Satisfaction Index 1-10	Use of KBS to be reviewed	7.0		

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Information Support	All staff		
Council Chambers and Meeting Area	2		
Executive Support	8		
Council Support for Elections	1		Returning Officer commencing February 2004.

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	0	0	0	6.1.1, 6.1.2, 6.1.3, 6.1.4
Expenditure	511,828	320,294	326,696	
Capital	0	0	0	

Government cont...

Activity Description

6.2 Consultation Program Community

Key Strategies

6.2.1 Precinct Community Forums

Provide and maintain strong communication links between the residents of Manly, Council and Councillor's to assist Council in formulating policies, programs and in their decision making responsibilities.

Target
Date

Ongoing

Division

Corporate
Services31 December
2003 Review

Ongoing

6.2.2 Communications and Public Relations

To enhance effective communications throughout the Manly Community and support the positive image of Manly Council through all its activities.

Ongoing

General
Managers
Unit

Ongoing

6.2.3 Public Information

Provide the community with information concerning Council affairs to promote Manly Council as being open and accountable.

Ongoing

General
Managers
Unit

Ongoing

Government cont...

Performance Targets	Measure	2003/04	Comments	31 December 2003 Review
<p>Precinct Community Forums.</p> <p>Monthly distribution & follow up of information, meetings held, minutes received & actioned</p> <p>Training of Precinct representative and CIs Staff</p>	<p>Issues raised, responses forwarded, appropriate actions taken</p> <p>Training provided</p> <p>AGMs conducted</p>	<p>Monthly</p> <p>Bi-annually</p> <p>Annually</p>	<p>Action items referred to Staff via EDMS System.</p>	<p>Precinct monthly meetings resume in February 2004.</p> <p>Training to be scheduled for 2004.</p> <p>General Manager visits each Precinct bi-annually.</p>
<p>Communications and Public Relations</p>			<p>Staff currently developing a Communication Strategy to promote succinct and cohesive communications.</p>	<p>Articles such as "Council stunned as residents flock to household rainwater tanks workshop" & Steve Meacham/SMH, "Summer safety feature article", display advertising and weekly Council News featured in various types of media.</p>
<p>Public Information</p>			<p>Use Statutory reporting and community consultation to increase transparency i.e. sending of development applications to precincts.</p>	<p>Annual Report Completed and distributed in November 2003 and is available on Council's website, with other corporate and statutory information.</p>
<p>Customer Satisfaction Index 1-10</p>	<p>Survey to be conducted</p>			

Government cont...

To achieve Objectives: means and resources	Current	Comments	31 December 2003 Review
Precinct Community Forums	2 job share Positions		Full-time perment employee appointed November 2003.
Communications & Public Relations	1		
Public Information	1		

Financial Information	2003/2004	2004/2005	2005/2006	Financial Plan Reference Existing Format Existing Format
Income	0	0	0	6.2.1, 6.2.2, 6.2.3
Expenditure	830,726	847,316	864,201	
Capital	0	0	0	