



Manningham

Quarterly Report 2018/19

Quarter 4: April - June 2019

1. Capital Works



79

Projects
Total



26

Projects
Completed



53

Projects
Incomplete

\$35.7m Adopted Budget

\$30.1m Mid-year Forecast

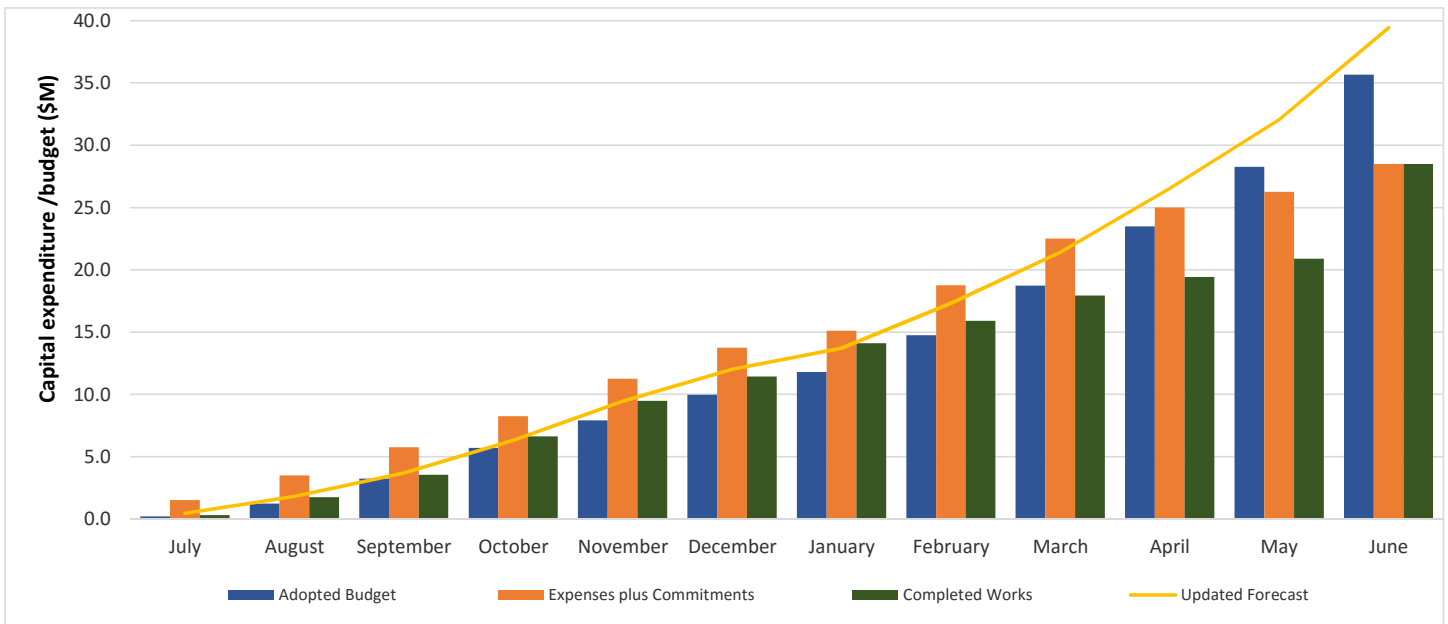


79.6%

Adopted Budget
Expended

72.0%

Mid Year Budget
Expended



VALUE OF
CAPITAL WORKS

\$28.37m



↓20.4%

CAPITAL WORKS
VARIANCE

\$7.29 m



CAPITAL INCOME
& GRANTS

↓28.2%

Spotlight

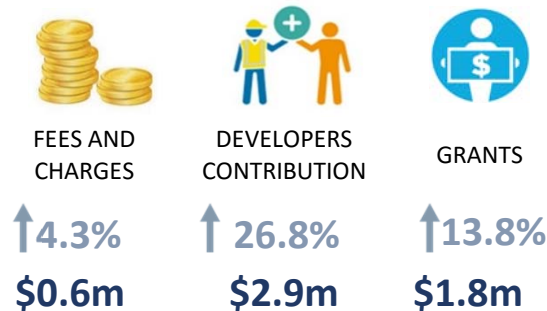
- The capital works program has achieved 79.6% of the adopted budget against a target of 90% for completion for the 2018/19 financial year.
- Program delivery has been impacted by lack of continuity in staffing and resourcing. Significant work has gone into addressing resourcing, attracting talented people and implementing new contracts to ensure increased capability and capacity for the 19/20 financial year. A number of projects are prepared, tendered and awarded for 19/20.
- The 2018/19 Carry Forward is \$9.6 million which is scheduled for delivery in the 2019/20 financial year.

2. Finance

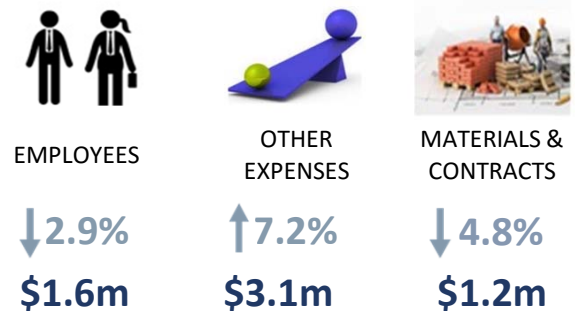
	Revenue	Expenses	Surplus
Budgeted *	\$147.8m	\$123.5m	\$24.3m
Actual	\$153.0m	\$123.9m	\$29.1m

* Mid-Year Review Budget

Revenue Variation

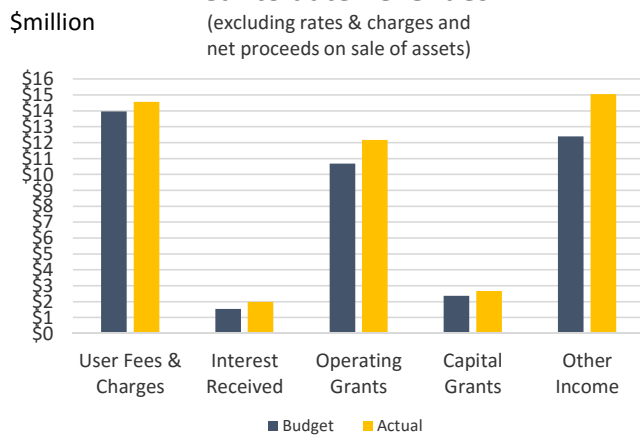


Expenses Variation

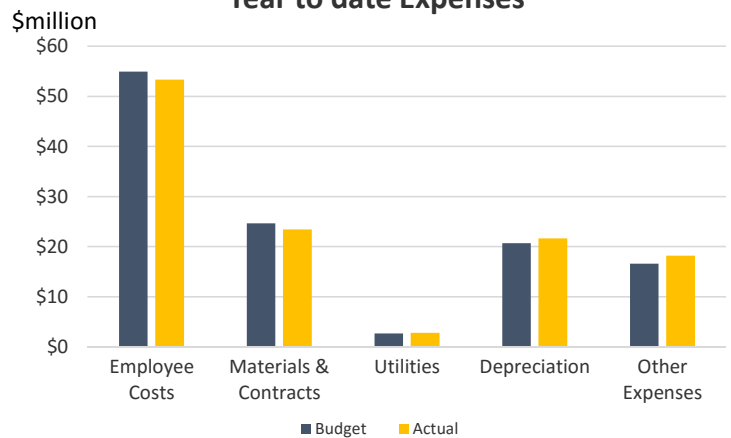


Year to date Revenues

(excluding rates & charges and net proceeds on sale of assets)

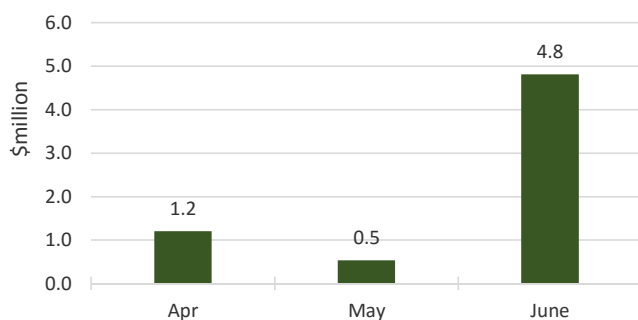


Year to date Expenses



Operating Result (Quarter)

Year to date variance to Budget

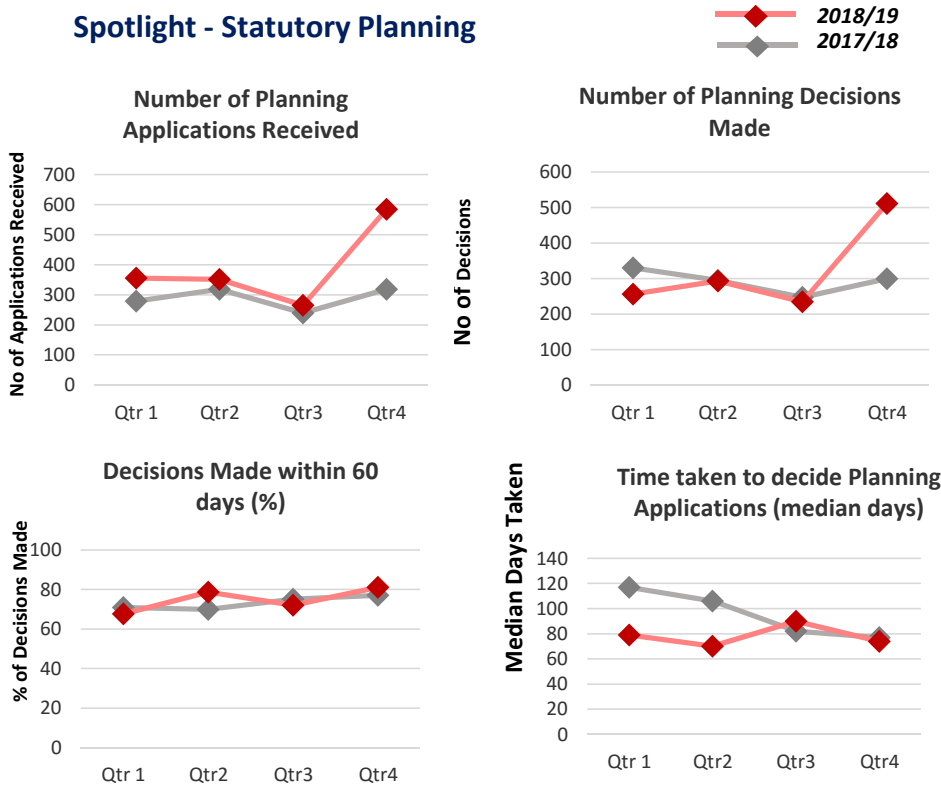


Spotlight

- The 2018/19 operating result (income less expenses) ended the year ahead of mid year review target by \$4.8 million or 19.8%.
- The variance primarily relates to timing of Victorian Grants Commission bringing forward of grants revenue into the 2018/19 year and higher than anticipated developers' cash and non cash contributions.
- Manningham's financial result for 2018/19 were better than mid year review forecast demonstrating our commitment to maintaining long-term financial sustainability whilst providing cost-effective services and delivering infrastructure projects to meet the needs of our community.

3. Corporate Performance

Spotlight - Statutory Planning

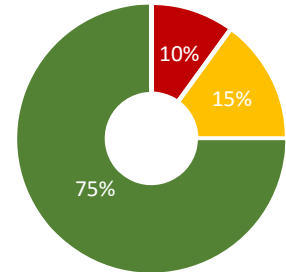


Organisation Performance

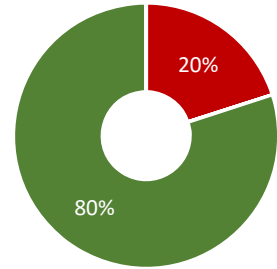
Progress during the Quarter



Action Performance



KPI Performance



Council is within target to deliver 90.0% of actions and 80.0% of KPI's

Statutory Planning

Performance has improved with decisions made within 60 days and time taken to decide. We are working hard to stabilise the result and are introducing continuous improvements to assist in the timely processing of applications.

LGPRF Performance

The Local Government Performance Reporting Framework (LGPRF) was established by the State Government in 2014 to allow the community to see and compare Council's performance in areas of interest. Performance indicators monitor service, financial and sustainable capacity in Councils across Victoria. For 2018/19, Manningham Council results reflect sound performance in service, financial and sustainable capacity. Selected highlights include:

- **Statutory Planning** - A total of 1304 planning applications were received during the year. This was an increase from last year, however sound performance has been maintained with *decisions made* and *time taken to decide* applications. The *median days taken to decide* and *costs per application* continue to decrease as efficiencies as realised.
- **Waste** - gains from 2018 Australian Standard bin rollout continue with the lowest **ever** material sent to landfill
- **Underlying Surplus** - strengthens Council's ability to maintain the core services and infrastructure to the community.

The full results will be in the Manningham Annual Report 2018/19 and published on the 'Know Your Council' website.

Council Plan 2017-2021

The Council Plan has five themes: Healthy Community, Liveable Places and Spaces, Resilient Environment, Prosperous and Vibrant Economy and Well Governed Council. Goals for each theme were developed in consultation with the community, Councillors and council staff. We progress these goals through actions and initiatives each year. Major Initiatives are significant pieces of work to deliver on the Council Plan. Major Initiatives are delivered over the four years of the Council Plan, with new milestones created when one is completed. In most cases, we aim for 25% progress each quarter to build to 100% completion across the 4 quarters of the year. At the end of this financial year, 12 of the 14 Major Initiatives are complete or on track (for project over 2 years), delivering great results across the Council Plan goals.

CEO Key Performance Indicators

CEO Andrew Day commenced in September 2018. As CEO Performance Indicators, 20 performance indicators (resulting in 31 actions) were identified to improve customer experience, organisation excellence and the delivery of the Council Plan. Monitored closely throughout the year, progress has been reported in the Quarterly Report. 17 of the indicators are on track or have been delivered. The Capital Works Program report is detailed on page 1 of this report and the Customer Relationship Management system was granted a time extension following User Acceptance Testing to effectively plan the final stages of implementation.

4. Major Initiatives

Progress Key



HEALTHY COMMUNITY

1.1 A healthy, resilient and safe community

1.2 A connected and inclusive community



Healthy City Strategy
2017-2021



0% 20% 40% 60% 80% 100%
Measure achieved. 9 Parenting Sessions held with 2,500 participants. Received accreditation as a Dementia friendly Council and a national recognition award for connecting communities through Arts and Culture.



Access, Equity and Diversity



0% 20% 40% 60% 80% 100%
In Progress. Priority Council-owned buildings identified for accessibility audits to make sure Council are proactive in this space. Budget secured and audits to be undertaken in Q1, 2019-20.



Deliver female friendly facility upgrades in selected Pavilions



0% 20% 40% 60% 80% 100%
Measure achieved. Facilities upgraded at Deep Creek Reserve, Donvale Reserve Pavilion #2, Park Reserve, Templestowe Reserve and Stintons Reserves.

LIVEABLE PLACES AND SPACES

2.1 Inviting places and spaces

2.2 Enhanced parks, open space and streetscapes

2.3 Well connected, safe and accessible travel

2.4 Well utilised and maintained community infrastructure



Ensure local planning is responsive to community need



0% 20% 40% 60% 80% 100%
Measure achieved. Process to implement priority actions following review of the planning scheme is in operation.



Implementation of Parks Improvement Program



0% 20% 40% 60% 80% 100%
Measure achieved (with variation*). Finished as scheduled for Lawford Reserve (toilets, paths, playground and picnic area), Petty's Reserve and completion of Main Yarra River Trail to Warrandyte (in 2021). *Ruffley Lake works preceded by Waldau Precinct



Roads Improvement Program



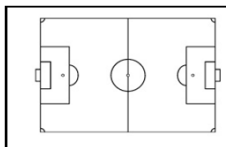
0% 20% 40% 60% 80% 100%
On Track. King Street Footpath Stage 2B complete mid-Jul 19. Jumping Creek Road Stage 1A service relocation works underway, planning permit issued. Stages 1B and 3 intersection design progressing. Developing tender for future works allocation.



Integrated Transport



0% 20% 40% 60% 80% 100%
Measure achieved. An Action Plan was developed in lieu of a Strategy pending the significant impact of the North East Link on transport in the region. A Bus Action Plan is being implemented to support safe, connected and accessible regional transport.



Mullum Mullum Stadium



0% 20% 40% 60% 80% 100%
In Progress. Pleasingly, occupancy increased each quarter with end quarter 65.5% occupancy (72.9% off peak and 58% peak). Just falling short of the annual target, we continue to promote optimal use with clubs as well as casual and skills sessions.



Environmental education and awareness



0% 20% 40% 60% 80% 100%
Measure achieved. More than 600 people engaged in 18 Walks, Seminars, field trips, Smarter Living sessions, Schools Education and WaterWatch sessions. Secured State Government funding Caring for Our Local Environments for a Nature Stewards program.

Major Initiatives cont.

Progress Key
■ Actual
■ Target

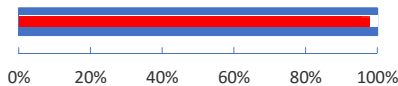
RESILIENT ENVIRONMENT

3.1 Protect and enhance our environment and biodiversity

3.2 Reduce our environmental impact and adapt to climate change



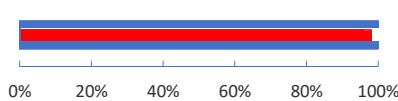
Upgrade Council Drainage



On Track. Completed works on Ringwood-Warrandyte Road, Granard Avenue, Waites Court and Amelia Crescent. Design of Melbourne Hill Road remains on schedule. Council has arranged a property survey to inform drainage design.



Bolin Bolin Billabong Water Facility



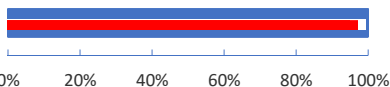
Completed in 2018, Council is working with City of Boroondara and Carey Baptist Grammar with the contractor for ongoing maintenance and management of the Facility. All maintenance issues (mostly due to season) have been tended to.

VIBRANT AND PROSPEROUS ECONOMY

4.1 Grow our local business, tourism and economy



Grow the visitor economy, destinations and events



Measure achieved. Launched #ExploreManningham. Worked with local business and destinations and engaged in Warrandyte Festival, Sukura Festival, Seniors Festival. Joined Yarra Ranges Tourism to promote Manningham as part of the Yarra Valley.

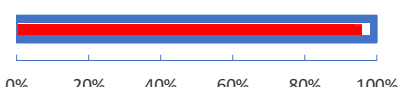
WELL GOVERNED COUNCIL

5.1 A financially sustainable Council that manages resources effectively and efficiently

5.2 A Council that values citizens in all that we do



Long Term Sustainability



Measure achieved. 10 year Financial Plan, 2019/20 Annual Budget and 4 Year Strategic Resource Plan prepared with financial sustainability budget principles.

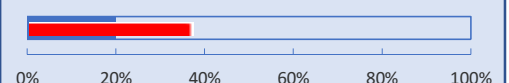


Making it easier for citizens to interact with us



On Track. Overall level of effort required compared to customer expectations has improved (30% vs. 24% in 2017)

Key: Monitoring Progress



Target ■
 Actual ■

*Target is usually 25% cumulative across the project timeframe
In the example above, the project is 20% complete with a target of 35%

5. Councillor Expenses

An allocation of \$12,455 for each Councillor and \$15,000 for the Mayor is budgeted annually for the financial year to reimburse Councillors for expenses incurred while carrying out their roles.

Significant demands are placed on Councillors in carrying out their civic and statutory roles attending community meetings and events, capacity building and advocacy meetings in pursuit of the best outcomes for the municipality. The Mayor has a slightly higher allowance as they are required to carry out additional civic and ceremonial duties.

The Councillor Allowance and Support Policy guides the reimbursement of Councillor expenses. This budget is all inclusive and covers conferences and training, travel, child minding and information and communications technology expenses. As part of Council's commitment to remaining accountable and transparent, these expenses will be presented to the community each quarter.

Categories include: Travel (including accommodation, cab charges), Car Mileage, Childcare, Information and Communication Technology, Conferences and Training (including professional development, workshops), General Office Expenses (including meeting incidentals), Formal Attendances (including community events and functions) and Other (publications).

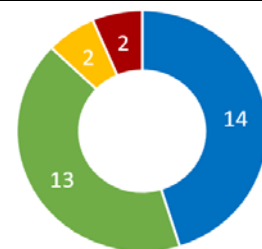
Quarter 4, April to June 2019											
Councillor	Travel	Car Mileage	Childcare	Information Communication Technology	Conferences & Training	General Office Expenses	Formal Attendances	Other	Total Qtr	Year to Date	Allowance (Financial Year)
Cr A Chen (Deputy Mayor)	\$1,711	\$578	\$0	\$0	\$1,031	\$0	\$100	\$0	\$3,421	\$6,127	\$12,455
Cr A Conlon	\$479	\$760	\$0	\$491	\$100	\$0	\$309	\$0	\$2,138	\$5,771	\$13,360*
Cr S Galbally	\$102	\$2,154	\$0	\$409	-\$120	\$0	\$20	\$0	\$2,565	\$11,566	\$12,455
Cr G Gough	\$3,012	\$1,266	\$0	\$1,207	\$2,781	\$159	\$0	\$163	\$8,588	\$9,703	\$12,455
Cr D Haynes	\$269	\$1,042	\$0	\$360	\$0	\$0	\$592	\$20	\$2,282	\$8,029	\$12,455
Cr M Kleinert	\$1,347	\$0	\$0	\$364	\$1,026	\$108	\$321	\$0	\$3,166	\$7,822	\$12,455
Cr P McLeish	\$0	\$300	\$0	\$262	\$0	\$0	\$0	\$0	\$562	\$1,620	\$12,455
Cr P Piccinini (Mayor)	\$1,677	\$340	\$0	\$477	\$1,167	\$164	\$588	\$186	\$4,599	\$7,080	\$14,095*
Cr M Zafiroopoulos	\$1,372	\$841	\$0	\$273	\$1,261	\$0	\$139	\$192	\$4,077	\$11,439	\$12,455

Notes for the Quarter

- A number of minor cabcharge expenses were incorrectly reported for Councillors Chen, Galbally, Haynes, Kleinert and Piccinini. This has been rectified in Q4.
- \$120 was charged incorrectly in Quarter 1 to Cr Galbally in Conferences and Training.
- *Minor adjustments to the allowances of Cr Piccinini and Cr Conlon reflect the change in Mayor from Cr Conlon to Cr Piccinini on 8 November 2018

6. CEO Key Performance Indicators

All Measures are to be reached by 30 June 2019, unless otherwise stated



● Complete
 ● On Track
 ● Monitor
 ● Off Track

Key Performance Indicator (KPI)	Measure of Success	Status
Key Strategic Direction 1: Community		
1) Communication and Engagement that encourages participation in decision making	a. Review Council's approach to Community Engagement and commence developing a revised framework. b. Performance in Annual Community Satisfaction Survey: i. Community Consultation Result: 59.Target: 57+ : (Baseline: 57*) ii. Overall Performance Result: 67.Target: 66+ (Baseline: 66*) <i>*2018 Community Satisfaction results</i>	● ●
2) Delivery of the Council Plan	a. 85% delivery of Council Plan major initiatives and actions	●
3) Advocacy planning	a. Develop and implement a plan and approach to effectively represent Manningham's priorities as they relate to North East Link by 30 April. b. Commence development of a broader plan to address key advocacy priorities as determined by Council by 30 April.	● ●
4) Youth Employment	a. Present a paper to Council on opportunities for Council to provide enhanced employment opportunities for young people at Council by 31 March 2019. b. Creation of an action plan to implement Council's position by April.	● ●
Key Strategic Direction 2: Customer		
5) Making it easier for customers to interact with us, find out information, request a service, provide feedback or report an issue	a. Promote Council's Customer Service Charter in order to clearly articulate Council's promise to our citizens and place them at the centre of our thinking. b. Finalise planning for a refurbishment of Council's front reception/entrance to ensure it is customer friendly and accessible, with a focus on disability access.	● ●
Key Strategic Direction 3: Financial Sustainability		
6) Operational efficiency	a. Achieve a low risk VAGO rating assessment b. Propose an operational efficiency target as a part of the 2019/2020 budget and four year Strategic Resource Plan	● ●
7) Capital Works Program phasing and delivery	a. 90% of capital works adopted budget achieved* b. 90% capital works program delivered * <i>* Please see front page spotlight for details</i>	● ●
8) Debt	a. Develop options to retire Council's debt early by 30 June 2020.	●
9) Strategic Property Management	a. Continue Council's desire to more effectively leverage its property portfolio by presenting an option/s paper to Council b. Inclusion of a budget to progress strategy in 2019/2020 budget.	● ●
10) Ethical Investment	a. Commence development of a policy to guide Council's approach to ethical investment including but not limited to appropriate investment in community banking and minimizing investment in companies operating in industries that have a detrimental impact on community wellbeing by 30 April.	●

6. CEO Key Performance Indicators

● Complete
 ● On Track
 ● Monitor
 ● Off Track

Key Performance Indicator (KPI)	Measure of Success	Status
Key Strategic Direction 4: Optimal Processes and Technology		
11) Statutory Planning Permits processing	a. 10% improvement from 2017/18 baseline by June 2019.	●
12) Smart City/Innovation* * note minor wording change	a. Implement Phase 1 of an organisation-wide Customer Relationship Management (CRM) system to improve how we record and track customer interactions. b. Report to Council on Council's current innovation initiatives, future opportunities and options for a Councillor/Community led Committee to advise on a Smart City transformation white paper by 30 April.	●
13) Business Support	a. Ensure Council has a wide ranging approach to supporting small Business Development in Manningham b. Commence the implementation of a project to better understand and improve the process and time taken for commercial approvals with a focus on streamlining Council processes and making it more efficient for customers.	●
Key Strategic Direction 5: Engaged People		
14) Organisational Leadership	a. Scope a Manningham leaders program based around Council adopted WeAre values set, with a focus on establishing public value creation and ethical leadership as foundations by 30 April.	●
15) Occupational Health and Safety	a. Ensure effective oversight and implementation of Council health and safety program to meet Council's OH&S obligations and provide a safe workplace environment.	●
16) Equity	a. Establish an internal Diversity and Inclusion Working Group (DIWG) to lead and monitor gender equity practice across the organisation which incorporates LGBTI, disability and cultural considerations by 30 April. b. Identify a 'champion of change' or like program for CEO participation in 2019 by 30 April.	●
Key Strategic Direction 6: Enhancing the Municipality		
17) Environmental initiatives	a. Present an update paper to Council outlining Council's current initiatives as it relates to the environment by 30 April. b. Ensure leadership in waste and environment by active participation in the regional Advanced Waste Processing and Collaborative procurement project and participation in Northern Alliance for Greenhouse Action with report on progress and actions to Council	●
18) Female friendly sporting infrastructure	a. Continued Female Friendly Facility upgrades as programmed* * Bulleen Park deferred due to potential impact from North East Link	●
19) Footpath improvement program	a. To construct 2.2 km of 1.5 metre width footpath improvement program for 2018/2019	●
20) Urban Design	a. Commence development of a Municipal Urban Design Framework that builds on the existing planning framework, the 2018 planning scheme review and outlines the preferred future for a distinctive and liveable Manningham in 2050 by 30 June 2019.	●