



Manningham

Quarterly Report 2018/19

Quarter 3: January - March 2019

\$35.66	Adopted Budget
\$3.77	Extra Funds
-\$9.37	Delayed Projects
\$30.06 m	Updated Forecast

1. Capital Works



79

Projects
Total



13

Projects
Completed



22

Projects
Delayed /
Incomplete



38

Projects
On Schedule

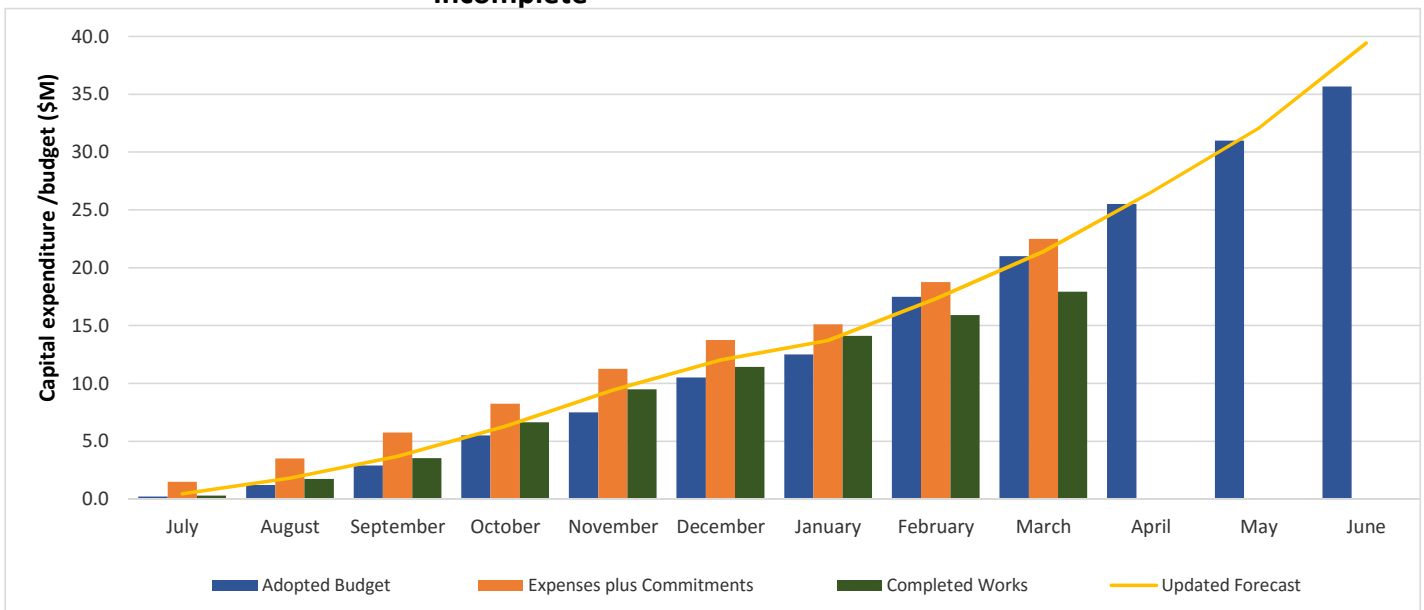


6

Projects
To Start

50.3%

Program
Completed



VALUE OF
CAPITAL WORKS

\$17.93m



↓ 4.3%

CAPITAL WORKS
VARIANCE

\$0.80 m



CAPITAL INCOME
& GRANTS

↓ 14.4%

Spotlight

- At quarter end, 50.3% of the total adopted budget and 45.4% of the mid-year review budget allocation has been delivered (on ground value). Compared to the end-of-year forecast, 56.8% of the total program allocation has been completed.
- The value of works completed is \$17.93m. Key projects completed for the quarter include 130.6km of road resealing and the Manningham SES Building extension.
- Some projects have been delayed, totalling \$9.37m. Internal and external contributing factors include the effects of an organisational restructure, a shortage in contractor availability and some cultural heritage/planning approval delays.
- To minimise the impact, a number of projects have been brought forward from Year 2 of the program. We are also focussing on the delivery of the delayed projects in next year's program. Road re-sheeting, footpaths and kerb and channel works have all been accelerated in the current year.

2. Finance

	Revenue	Expenses	Surplus
Budgeted *	\$133.9m	\$92.3m	\$41.6m
Actual	\$134.2m	\$92.3m	\$41.9m

* Mid-Year Review Budget

Revenue Variation



FEES AND CHARGES

↓ 1.2%
\$0.1m



GRANTS

↑ 4.6%
\$0.4m

Expenses Variation



EMPLOYEES

↓ 1.5%
\$0.6m

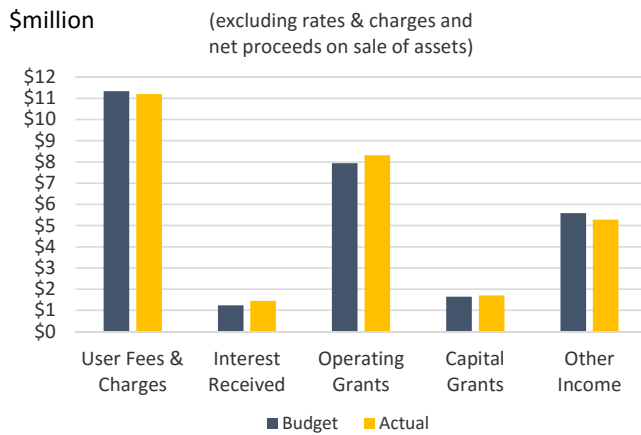


OTHER EXPENSES

↑ 1.9%
\$0.6m

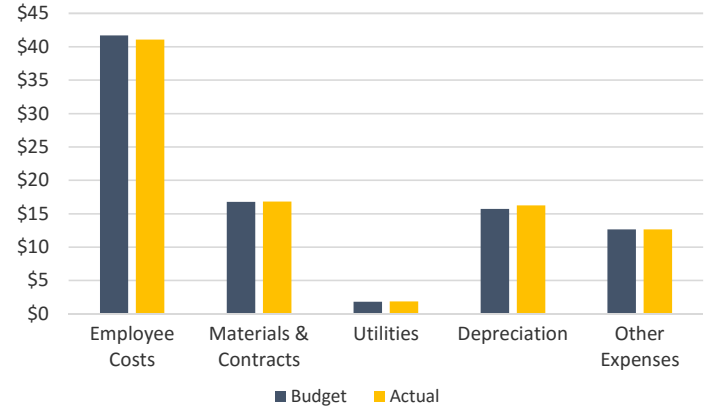
Year to date Revenues

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



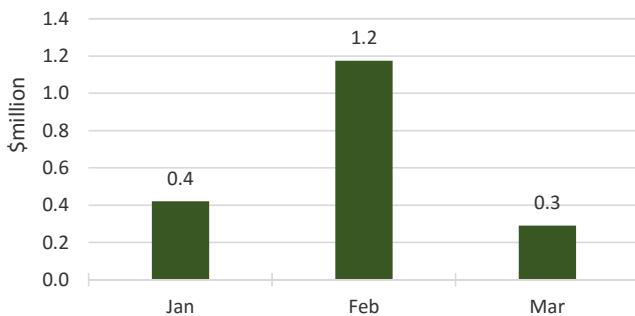
Year to date Expenses

\$million



Operating Result (Quarter)

Year to date variance to Budget



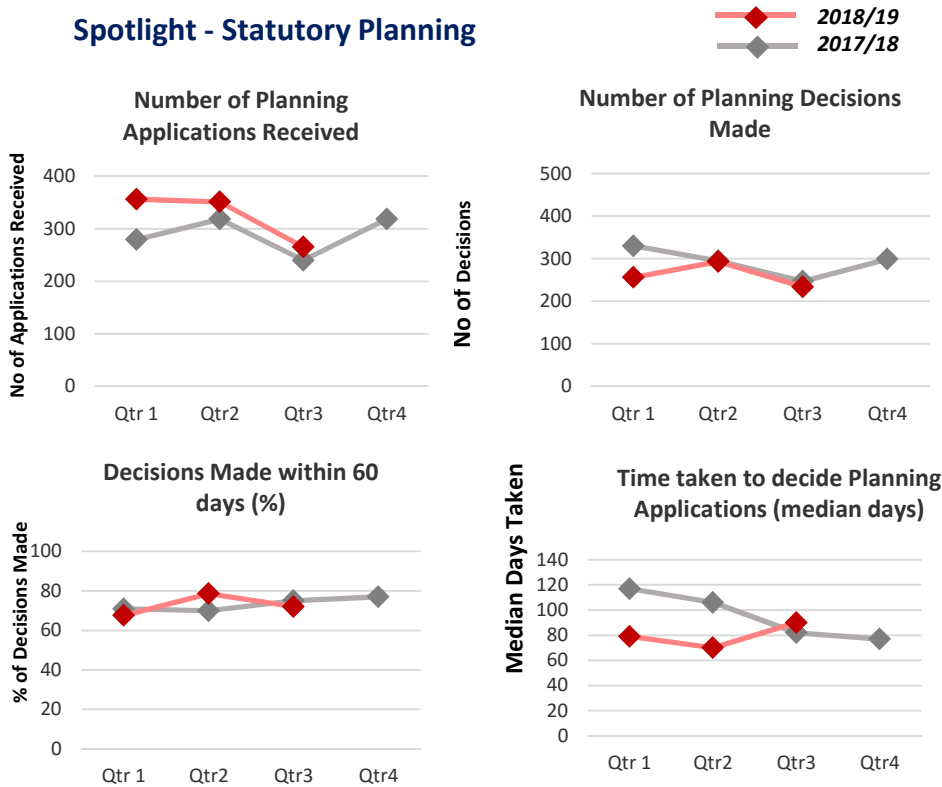
Spotlight



- As at the end of March the operating surplus (income less expenses) is \$0.3m or 0.7% above mid year review target.
- The variance primarily relates to higher than budgeted operating grants and savings in employee costs as a result of high level of vacancies. Depreciation (non-cash) is higher than budget following annual revaluation of buildings at the end of 2017/18.
- The March result indicates that Council is on track to achieve year end forecasts which will be on public exhibition as part of the 2019/20 Budget.

3. Corporate Performance

Spotlight - Statutory Planning

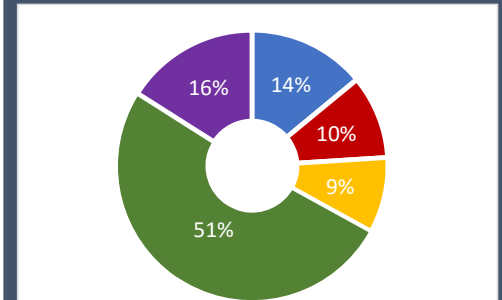


Organisation Performance

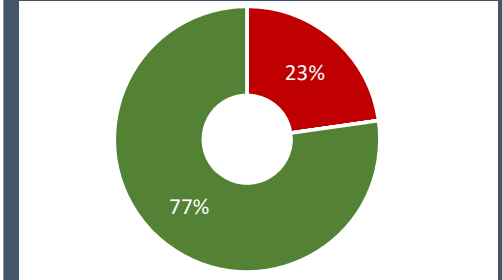
Progress during the Quarter



Action Performance



KPI Performance



Council is within target to deliver 90.0% of actions and 78.0% of KPI's

Statutory Planning

A large number of planning applications have been received over the previous three quarters. To retain high quality community consultation and amenable outcomes for the municipality, a slight increase to the median processing time has resulted. We are working hard to stabilise the result and are introducing continuous improvements to assist in the timely processing of applications.

Council Plan 2017-2021

The Manningham 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 in delivering on the Council Plan.

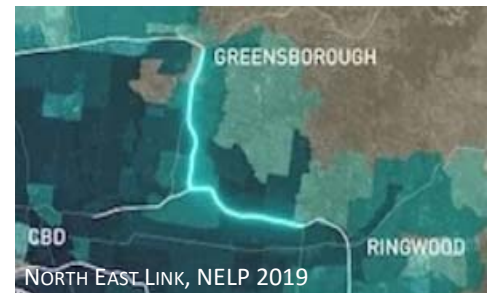
Progress on Major Initiatives

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. For Quarter 3, 13 of 14 Major Initiatives have reached the expected 75% completion. The exception is Bolin Bolin Integrated Water Management Facility. Although practical completion of the Facility has been achieved, inspections and maintenance services are managed on an as-needs basis. Quotes for a more permanent arrangement will be sought in Quarter 4 to deliver the project back on track.

Major Initiative: Integrated Transport

Plans for a new Transport Strategy were delayed by the announcement of the State Government's North East Link Project (NELP). Council is considered a stakeholder in the consultation process just like any other community member so all the final decisions on the Link are with NELP. Council is strongly advocating for positive local outcomes as identified by the community for the current Council Plan including:

- support community connections
- protect community recreation and sporting facilities
- promote and facilitate walking, cycling and public transport uptake
- maintain general amenity and minimise disturbance to existing residential and environmentally sensitive areas.



To progress Council's Integrated Transport Initiative, a two year Action Plan has been developed. The focus is to improve, manage and promote a well-integrated transport network, with an emphasis on sustainable options like walking, cycling and public transport.

All the 2018/19 initiatives are online at manningham.vic.gov.au. You can also find details of progress and achievements from the Council Plan 2017-21 in the 2017/18 Manningham Annual Report.

4. Major Initiatives

Progress Key



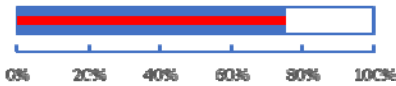
HEALTHY COMMUNITY

1.1 A healthy, resilient and safe community

1.2 A connected and inclusive community



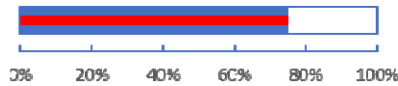
Healthy City Strategy
2017-2021



Parenting session 'Building Resilience with Andrew Fuller' sold out with 500 attendees. We are now looking to complete the 2017-19 Healthy City Action Plan and prepare the 2019-21 Action Plan



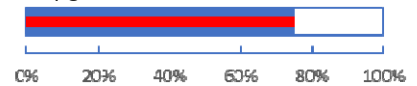
Access, Equity and Diversity



Honoured both Chinese and Persian New Years, supported Neighbour Day and Cultural Diversity Week. Fundraising for Limbs4Life with Women's Friendship Group on International Women's Day.



Deliver female friendly facility upgrades in selected Pavilions



Facilities completed at Donvale Reserve Pavilion #2, Park Reserve, Templestowe Reserve and Stintons Reserves. North East Link planning has delayed Bulleen Park Pavilion.

LIVEABLE PLACES AND SPACES

2.1 Inviting places and spaces

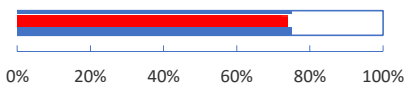
2.2 Enhanced parks, open space and streetscapes

2.3 Well connected, safe and accessible travel

2.4 Well utilised and maintained community infrastructure



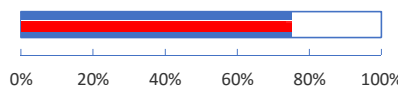
Ensure local planning is responsive to community need



Amendment C117 aims to provide guidance for assessing planning applications in the Green Wedge. Council endorsed the amendment (with changes) in February. It was sent to the Minister at this time for approval. Advice is expected in Q4.



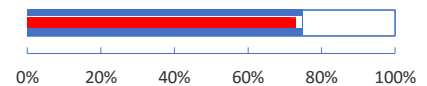
Implementation of Parks Improvement Program



Started Lawford Reserve upgrade to paths, playground and picnic area. Petty's Reserve design commenced. Consultation on Waldau Precinct Master Plan completed, and will also inform the Ruffey Lake Park Management Plan. Planning continues for completion of the Main Yarra River Trail to Warrandyte.



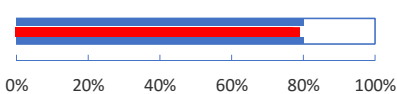
Roads Improvement Program



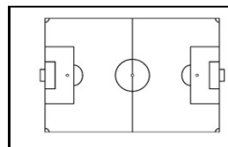
King Street: well progressed with footpath in stage 2B largely completed. Kerb and Channel nearing 50% completion for stage. Underground drainage at approximately 50% completion. Jumping Creek Road: stage 1A service relocation works underway, planning permit submitted. Stages 1B and 3 design progressing. Tender model being developed for future works allocation.



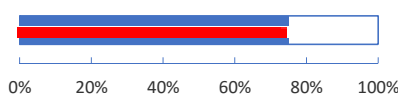
Integrated Transport



Advocating for introduction of bus service linking Pines Shopping Centre to Heidelberg Station via Reynolds Rd and Templestowe Rd. Plans for extension of Hepburn Rd from Walker St to Clay St (Doncaster Hill) to improve walking and cycling. Working with Major Road Projects Victoria on the planned improvements to Fitzsimons Lane.



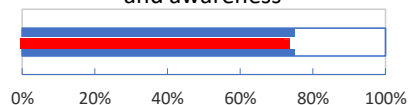
Mullum Mullum Stadium



Working continues with Manningham YMCA to increase utilisation of new multi-sport stadium. Achieving 71% peak use of stadium (up 16% from last quarter) and 75% off-peak use (up from 54% last quarter).



Environmental education and awareness



Successful delivery of community program included over 20 Nature Walks, Environment Seminars, Smarter Living and Waterwatch community events.

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



0% 20% 40% 60% 80% 100%
 Design of Melbourne Hill Road remains on schedule for mid-2019. Preparing plans for essential drainage (60%) and land acquisition. Flood mitigation for Ringwood-Warrandyte Road Easement Drain and Amelia Crescent upgrades are complete.



Bolin Bolin Billabong Water Facility



0% 20% 40% 60% 80% 100%
 Working on Blue-Green Algae Management Plan. Updated water balance model prepared and additional planting to be arranged around Golf Course lake. Finalising defect rectification and award of contract for system maintenance and operations for 12 months.

VIBRANT AND PROSPEROUS ECONOMY

4.1 Grow our local business, tourism and economy



Grow the visitor economy, destinations and events



0% 20% 40% 60% 80% 100%
 Progressing Tourism Priorities Plan through creation of a video and online campaign with a focus on friends and relatives visiting Manningham. Engaging journalists and social media influencers for campaign launch on 6 May 2019.

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



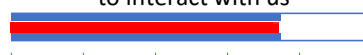
Long Term Sustainability



0% 20% 40% 60% 80% 100%
 On track. Draft 10 year plan prepared and informed Annual Budget and 4 year Strategic Resource Plan. Proposed 2019/20 Budget adopted in principle and on public exhibition until late May.

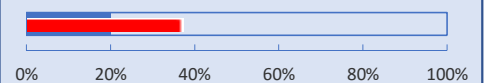


Making it easier for citizens to interact with us



0% 20% 40% 60% 80% 100%
 First Contact Resolution reached 71% for Q3 (75% in Q2). A Customer Relationship Management system (Phase 1) will be implemented in May. Customer research secured for April 2019 to inform our processes and practices.

Key: Monitoring Progress



Target █
 Actual █
 *Target is usually 25% cumulative across the project timeframe
In the example above, the project is 20% actual 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 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, 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).

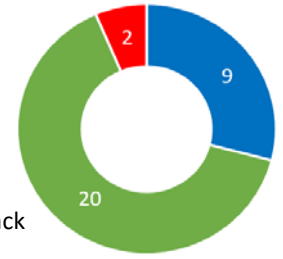
Quarter 3, January - March 2019											
Councillor	Travel	Car Mileage	Childcare	Information Communication Technology	Conferences & Training	General Office Expenses	Formal Attendances	Other	Total Qtr	Year to Date	Annual Allowance (Financial Year)
Cr A Chen (Deputy Mayor)	\$20	\$908*	\$0	\$0	\$845	\$0	\$0	\$0	\$1,773	\$2,706	\$12,455
Cr A Conlon	\$210	\$745	\$0	\$320	\$0	\$0	\$0	\$0	\$1,274	\$3,632	\$13,360*
Cr S Galbally	\$1,129	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,129	\$9,001	\$12,455
Cr G Gough	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,115	\$12,455
Cr D Haynes	\$161	\$562	\$0	\$180	\$0	\$0	\$175	\$0	\$1,078	\$5,747	\$12,455
Cr M Kleinert	\$638	\$0	\$0	\$273	\$0	\$242	\$147	\$0	\$1,300	\$4,656	\$12,455
Cr P McLeish	\$69	\$334	\$0	\$218	\$0	\$0	\$0	\$0	\$620	\$1,057	\$12,455
Cr P Piccinini (Mayor)	\$0	\$0	\$0	\$0	\$845	\$0	\$242	\$0	\$1,087	\$2,482	\$14,095*
Cr M Zafirooulos	\$57	\$0	\$0	\$273	\$0	\$0	\$185	\$16	\$531	\$7,362	\$12,455
Notes for the Quarter											

■ Cr Chen's car mileage was reported incorrectly as \$0 last quarter. The \$908 includes car mileage expenses of \$651.29 from Q2 and \$256.71 from Q3.

■ 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 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 Target: 57%+ favourable. BASELINE: 57%* ii. Overall Performance Target: 66%+ favourable. BASELINE: 66%*	<div style="display: flex; justify-content: space-between;"> ● ● </div>
2) Delivery of the Council Plan	a. 85% delivery of Council Plan major initiatives and actions	●
3) Advocacy planning	a. Development and implementation of a plan and approach to effectively represent Manningham's priorities as they relate to the 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.	<div style="display: flex; justify-content: space-between;"> ● ● </div>
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 30 April.	<div style="display: flex; justify-content: space-between;"> ● ● </div>
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.	<div style="display: flex; justify-content: space-between;"> ● ● </div>
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	<div style="display: flex; justify-content: space-between;"> ● ● </div>
7) Capital Works Program phasing and delivery	a. 90% of capital works adopted budget achieved* b. 90% capital works program delivered * * Please see front page spotlight for details	<div style="display: flex; justify-content: space-between;"> ● ● </div>
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 this strategy in the 2019/2020 budget.	<div style="display: flex; justify-content: space-between;"> ● ● </div>
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 Request 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.	<div style="display: flex; justify-content: space-around;"> ● ● </div>
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.	<div style="display: flex; justify-content: space-around;"> ● ● </div>
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.	<div style="display: flex; justify-content: space-around;"> ● ● </div>
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	<div style="display: flex; justify-content: space-around;"> ● ● </div>
18) Female friendly sporting infrastructure	a. Continued delivery of Female Friendly Facility upgrades as programmed* <i>* Bulleen Park deferred due to potential impact from North East Link</i>	●
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.	●