



Report to General Manager

Attachments:

1. Q4 Biannual Performance Review/
Q4 Biannual Exceptions Report 1 January-30 June 2018
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SUBJECT: Biannual Review of Delivery Program 2017/18 - 1 January to 30 June 2018

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EXECUTIVE SUMMARY:

This is the second and final Biannual Review presented to Council on progress to deliver the Delivery Program/Operational Plan 2017/18. The Biannual Review shows that 81.25% of projects progressed in accordance with agreed timeframes. 27 of 134 projects were behind schedule as at 30 June 2018. Projects not complete at 30 June 2018, for which there is funding allocated in the 2018/19 budget, will be carried over to the Operational Plan 2018/19 i.e. Year 1 of the Delivery Program 2018/19-2020/21.

FINANCIAL IMPLICATIONS:

Full financial performance information and implications on Council's financial position are detailed within the (draft) 2017/18 Financial Statements which were presented separately to Council, at its meeting of 24 September 2018 (CoS02).

RECOMMENDATION:

1. **THAT** the Biannual Review of the Delivery Program/Operational Plan 2017/18 for the period 1 January to 30 June 2018 be received.
 2. **THAT** Council notes the remedial action for those activities that were not on track for the period ending 30 June 2018, and projects with funding allocated in 2018/19 be carried over to Year 1 of the Delivery Program 2018/19-2020/21.
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LINK TO COMMUNITY STRATEGIC PLAN

The relationship with the Community Strategic Plan is as follows:

Direction: 5. Our Civic Leadership

Outcome: 5.1 Council leads the strategic direction of North Sydney

BACKGROUND

In accordance with Integrated Planning and Reporting (IPR) legislative requirements for NSW local government, Council adopted the North Sydney Community Strategic Plan 2013-2023 in June 2013. The Community Strategic Plan 2013-2023 is supported by the other components in Council's IPR framework:

- Resourcing Strategy 2013-2023 - consisting of the Long Term Financial Plan 2013/14-2022/23, the Asset Management Strategy 2013/14-2022/23 and the Workforce Management Strategy 2013/14-2016/17.
- Delivery Program 2013/14-2016/17 (ended 30 June 2017)
- Delivery Program/Operational Plan 2017/18 (commenced 1 July 2017)

Council is required to report at least six monthly on progress in delivering the activities in the Delivery Program/Operational Plan 2017/18.

CONSULTATION REQUIREMENTS

Community engagement is not required.

SUSTAINABILITY STATEMENT

The following table provides a summary of the key sustainability implications:

QBL Pillar	Implications
Environment	<ul style="list-style-type: none">• An assessment using environmental criteria applies to individual activities and therefore an overall assessment is not required.• The Biannual Review is distributed electronically to minimise printing costs and stationery use.
Social	<ul style="list-style-type: none">• An assessment using social criteria applies to individual activities and therefore an overall assessment is not required.

QBL Pillar	Implications
Economic	<ul style="list-style-type: none"> • An assessment using economic criteria applies to individual activities and therefore an overall assessment is not required. • Projects and services in the Delivery Program/Operational Plan 2017/18 were funded in accordance with the adopted budget. • Full financial performance details and implications on Council's financial position are contained within the 2017/18 Financial Statements presented separately to Council. Note: a Quarterly Budget Review Statement (QBR) is not prepared for June. • Resource implications are also detailed in the Human Resources key performance indicators results for the period.
Governance	<ul style="list-style-type: none"> • Officers from across the organisation have collected the data contained within the attachment. MANEX have reviewed this data. Analysis has been provided accordingly. • The Biannual Review reports on Council's progress to achieving the activities and performance indicators outlined in the Delivery Program/Operational Plan 2017/18. The Biannual Review has been prepared to ensure that the community is updated on the achievement of the activities outlined in the Delivery Program (strategic view). It complies with the requirements of the Local Government Act 1993. • Key communication messages are: <ul style="list-style-type: none"> - The biannual review provides accountability and transparency in Council's operations; and - Council is committed to accountability through regular and accessible public reporting.

DETAIL

This Q4 Biannual Performance Review / Q4 Biannual Exceptions Report 1 January-30 June 2018 (Attachment 1) presents the six monthly performance in Council's progress to achieving the Delivery Program/Operational Plan 2017/18.

The Biannual Review 2017/18 is structured in line with the Community Strategic Plan, the reporting format is by the five strategic directions, providing a level of accountability against our long term vision for North Sydney i.e. strategic view. The report provides a year to date/cumulative result for the financial year 2017/18. It contains the following elements:

- a summary report highlighting achievements for each Direction; and
- a detailed report on the progress to achieving the key performance indicators and progress of activities for each Direction.

81.25% of projects progressed in accordance with agreed timeframes. 27 of 134 projects were behind schedule and are detailed in the Exceptions Report (part of Attachment 1), which is structured by Division/Department i.e. operational view.

This report provides also an opportunity to review Council's performance against key performance indicators committed to in 2017/18. The majority of key performance indicators

able to be measured were met during the period 1 January to 30 June 2018:

- Staff Turnover was higher than target at 20% versus a target of 12%. This was due to the full employment market; State Government recruitment is increasing leading to increased competition for staff. There are departmental plans in place to manage this gap.
- Customer Service calls answered <25 seconds was below target at 63.3% versus 75% target. This was due to high levels of sick leave and high staff attrition.

The following projects not completed by 30 June 2018 are to be carried over to the 2018/19-2020/21 Delivery Program as there is funding approved in the adopted budget/estimates.

Old Code	Project Description	New Code	Division	Target Date
P18	Develop a place making policy and framework	3.4.5.3	CIS	30 Jun 2019
P19	Implement Project Management framework	5.1.2.7	CIS/EPS	30 Jun 2020
P32	Restore Primrose Park Art and Craft Centre	4.2.1.7	CLS	31 Dec 2018
P33	Install St Peters Park sculpture	4.2.1.8	CLS	31 Dec 2018
P37	Upgrade McMahons Point Community Centre playground	4.1.2.26	CLS	31 Dec 2018
P86	Investigate options to deliver components of Parraween Street car park re-development	2.1.1.19	EPS	30 Jun 2019
P102	Implement Active Transport - Kurraba Road	2.3.1.14	EPS	31 Dec 2020
P105	Implement Active Transport - Winter Avenue, Neutral Bay	2.3.1.13	EPS	31 Dec 2020
P106	Implement Active Transport - Young Street, Neutral Bay	2.3.1.11	EPS	31 Mar 2020
P109	Upgrade Active Transport - intersection Oxley and Albany Streets, Crows Nest	2.3.1.12	EPS	30 Jun 2020
P132	Upgrade Brennan Park playground	1.4.1.37	OSE	30 Sep 2018
P134	Install Cremorne Reserve interpretative signage	1.4.1.38	OSE	30 Sep 2018
P141	Upgrade Duncan Thompson Stand and corporate facilities at North Sydney Oval	1.4.1.12	OSE	30 Jun 2019
P147	Construct Bicentennial fence	1.4.1.39	OSE	30 Sep 2018

It is recommended that the Biannual Review of the Delivery Program/Operational Plan 2017/18 for the period 1 January to 30 June 2018 be received, in accordance with legislative requirements.

It is also recommended that Council note the remedial action for the activities that were not on track as at 30 June 2018, and that the above mentioned projects, with have funding allocated in 2018/19, are to be carried over to Year 1 of the Delivery Program 2018/19-2020/21.

Following the adoption of this report by Council, both the report and the attachment will be published on Council's website for public information.

North Sydney Council Delivery Program 2017/18 - Q4 Biannual Performance Review / Q4 Biannual Exceptions Report 1 January-30 June 2018

Dept/Function		North Sydney Oval and Function Centre					
QBL Element	Project		Start Date	Target Date	Performance	Reason and Remedial Action	
●	Env	Project 141	Upgrade Duncan Thompson Stand and corporate facilities at North Sydney Oval	01 Jul 2017	30 Jun 2018	50%	Once remediation work has been completed, corporate facilities will be upgraded.

Dept/Function		Parks and Reserves					
QBL Element	Project		Start Date	Target Date	Performance	Reason and Remedial Action	
●	Env	Project 147	Construct wnce	01 Jul 2017	31 Dec 2017	75%	Work in progress. Completion Q1 18/19.