



northern
beaches
council

ATTACHMENT BOOKLET

ORDINARY COUNCIL MEETING

TUESDAY 23 MAY 2023

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March 2023

**Quarterly Report on service
performance –**

**Implementing the
Operational Plan 2022/23**

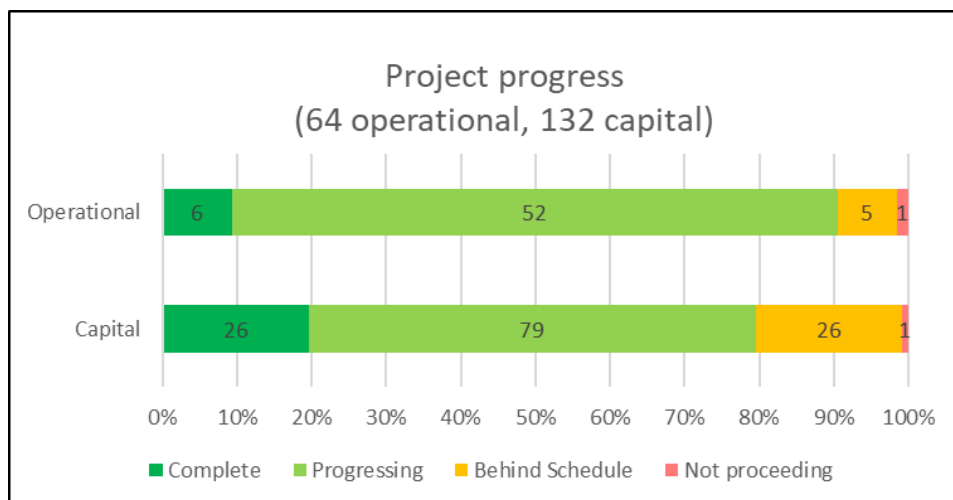
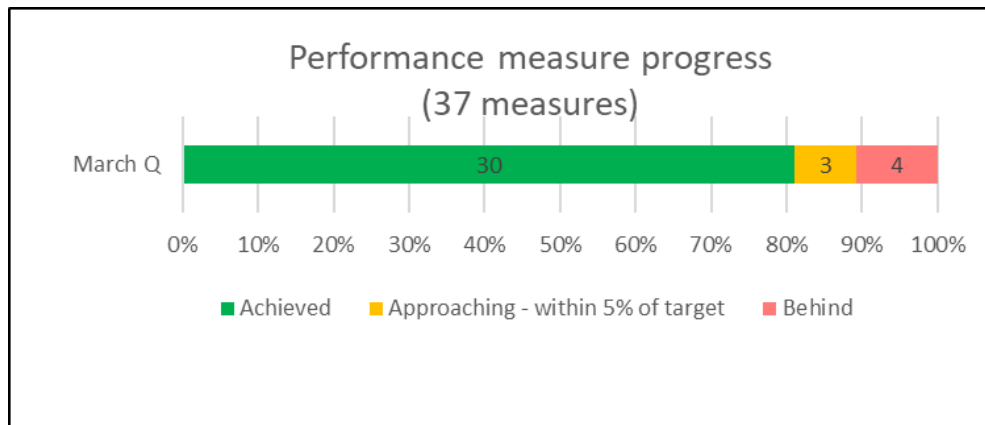
Executive summary

This is a report on progress in implementing the Operational Plan 2022/23 for the quarter ending 31 March 2023. It is structured by the four sustainability elements – environmental, social, economic and civic - with a total of 16 key services. This report details each service’s highlights, progress of projects, and the performance of services and finances. An overview of progress and performance is below.

Results for 37 performance measures are included. Overall 89% of targets were met or approached, and 11% were behind target. Most results that were behind target were impacted by external factors such as economic or weather conditions, capacity of third party providers or lowered demand.

Of the 196 projects, 84% were either progressing or completed (comprised of 91% of operational and 80% of capital projects). Council’s target is for 80% of all projects to be completed or progressing on schedule by 30 June 2023. In total, 33 projects have been completed. Over half of the projects that are behind schedule (19 of 33) are due to delays caused by external factors such as economic or weather conditions, or third-party issues.

Performance at a glance



1 Award

Council was recognised in 1 award for open space/coastal facilities:

Tripadvisor Best of the Beaches Award 2023 (International)

- ❖ *Northern Beaches Council's Manly Beach – 13th Best Beach in the World and 2nd Best Beach in the South Pacific*

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

Key:  Complete  Progressing  Behind schedule  Not proceeding

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