



Corporate & Works Committee

Agenda: *Corporate & Works Committee*

Date: *Monday 19 March 2007*

Time: *6.00pm*

Outline of Meeting Protocol & Procedure:

- The Chairperson will call the Meeting to order and ask the Committee/Staff to present apologies or late correspondence.
- The Chairperson will commence the Order of Business as shown in the Index to the Agenda.
- At the beginning of each item the Chairperson will ask whether a member(s) of the public wish to address the Committee.
- If person(s) wish to address the Committee, they are allowed four (4) minutes in which to do so. Please direct comments to the issues at hand.
- If there are persons representing both sides of a matter (eg applicant/objector), the person(s) against the recommendation speak first.
- At the conclusion of the allotted four (4) minutes, the speaker resumes his/her seat and takes no further part in the debate unless specifically called to do so by the Chairperson.
- If there is more than one (1) person wishing to address the Committee from the same side of the debate, the Chairperson will request that where possible a spokesperson be nominated to represent the parties.
- The Chairperson has the discretion whether to continue to accept speakers from the floor.
- After considering any submissions the Committee will debate the matter (if necessary), and arrive at a recommendation (R items which proceed to Full Council) or a resolution (D items for which the Committee has delegated authority).

Delegated Authority (“D” Items):

- General financial and corporate management of the Council, except those specifically excluded by statute, by Council direction or delegated specifically to another Committee.
- Note: This not to limit the discretions of nominated staff members exercising Delegated Authorities granted by the Council.
- Quarterly review of Council's Management Plan.
- Finance Regulations, including:-
 - Authorisation of expenditures within budgetary provisions where not delegated;
 - Quarterly review of Budget Review Statements;
 - Quarterly and other reports on Works and Services provision; and
 - Writing off of rates, fees and charges because of non-rateability, bad debts, and impracticality of collection.
- Auditing.
- Property Management.
- Asset Management.
- Traffic Management - Works Implementation.
- Works and Services - Monitoring and Implementations.
- Legal Matters and Legal Register.
- Parks and Reserves Management.
- Infrastructure Management, Design and Investigation.
- To require such investigations, reports or actions as considered necessary in respect of matters contained within the Business Agenda (and as may be limited by specific Council resolution).
- Confirmation of Minutes of its Meeting.
- Any other matter falling within the responsibility of the Corporate and Works Committee and not restricted by the Local Government Act or required to be a Recommendation to Full Council as listed below.

Recommendation only to the Full Council (“R” Items):

- Such matters as are specified in Section 377 and within the ambit of the Committee considerations.
- The voting of money for expenditure on works, services and operations.
- Rates, Fees and Charges.
- Donations
- Matters which involve broad strategic or policy initiatives within responsibilities of the Committee.
- Matters not within the specified functions of the Committee.
- Asset Rationalisation.
- Corporate Operations:-
 - Statutory Reporting; - Delegations.
 - Adoption of Council's Management Plans; - Policies.
 - Quality Service/Communications; - Tenders as per Regulation requirements.
 - Leases.
 - Matters reserved by individual Councillors in accordance with any Council policy on "safeguards" and substantive changes

Committee Membership:

7 Councillors

Quorum:

The quorum for a Committee meeting is 4 Councillors.

WOOLLAHRA MUNICIPAL COUNCIL

Notice of Meeting

15 March 2007

To: Her Worship the Mayor, Councillor Huxley, ex-officio
Councillors Julian Martin (Chair)
 Marcus Ehrlich
 Wilhelmina Gardner
 Isabelle Shapiro
 David Shoebridge (Deputy Chair)
 Fiona Sinclair King
 John Walker

Dear Councillors

Corporate & Works Committee Meeting – 19 March 2007

In accordance with the provisions of the Local Government Act 1993, I request your attendance at a Meeting of the Council's **Corporate and Works Committee** to be held in the **Council Chambers, 536 New South Head Road, Double Bay, on Monday 19 March 2007 at 6.00pm.**

Gary James
General Manager

Additional Information Relating to Committee Matters

Site Inspection

Other Matters

Meeting Agenda

Item	Subject	Pages
1	Leave of Absence and Apologies	
2	Late Correspondence	
3	Declarations of Interest	

Items to be Decided by this Committee using its Delegated Authority

D1	Confirmation of Minutes of Meeting held on 5 March 2007	1
D2	Customer Request – An Update	2
D3	Monthly Financial Report – February 2007	12
D4	Council’s Web Site – An Update	18

Items to be Submitted to the Council for Decision with Recommendations from this Committee

R1	Draft Code of Meeting Practice – 1191.G	29
R2	2007/2008 Draft Budget Overview – 331.G 2007/2008	81

Item No: D1 Delegated to Committee
Subject: **Confirmation of minutes of meeting held on 5 March 2007**
Author: Les Windle, Manager – Governance
File No: See Council Minutes
Reason for Report: The Minutes of the Meeting of Monday 5 March 2007 were previously circulated. In accordance with the guidelines for Committees' operations it is now necessary that those Minutes be formally taken as read and confirmed.

Recommendation:

That the Minutes of the Corporate and Works Committee Meeting of 5 March 2007 be taken as read and confirmed.

Les Windle
Manager - Governance

Item No: D2 Delegated to Committee
Subject: **Customer Request - An Update**
Author: Geoff Clarke Director Corporate Services
File No:
Reason for Report: To provide information to Councillors on the top ten customer service issues.

Recommendation:

That the report be received and noted.

Background:

At its meeting on 19th February the Committee resolved in part :
“*That the committee be provided with a report on the top 10 Customer Service issues*”
This report responds to this resolution

Customer Requests Volumes

There are 17 major categories of request types which are based on asset type or service area. Within each category there are a number of sub asset types or sub services area. In total there are more than 250 separate request types. Listed below is the volume of requests received in each of the 17 major categories in the financial years 2003/2004 and 2005/2006. The percentage variation in volumes is also shown

Asset Type or Service Area	2003/2004	2005/2006	Variation
Waste Services	7121	6531	-8.55%
Trees	2473	1491	-39.71%
Roads	1697	1334	-21.39%
Traffic Management (enforcement)	387	601	55.30%
Street Cleaning	482	475	-1.45%
Building Control	839	429	-48.87%
Parks & Reserves	476	427	-10.29%
Public Place Nuisances	721	384	-46.74%
Animals	249	277	11.24%
Drainage & Stormwater	215	200	-6.98%
Health Control	203	168	-17.24%
Environmental Control	227	154	-32.16%
Council Records Access	0	88	
Graffiti	190	77	-59.47%
Foreshore Facilities	57	44	-22.81%
Complaints	42	21	-50.00%
Council Car Parks	28	21	-25.00%
Total	15407	12703	-17.55%

Included in annexure 1 is volume information for every request type. The major categories are listed in the annexure in alphabetical order.

Commentary on changes in volumes

Below is a commentary on the top 10 categories of request types.

1. Waste Services

This category comprises more than 50% of all requests received. While the volume is high there are over 70,000 domestic waste and recycling residential services provided each week (over 3,500,000 services per year) and up to about 15,000 green waste services per week. The significant reduction in request volumes (particularly missed collections) can be largely attributed to improvements in service and services standards. Requests for paid clean-up services have increased, as a result of more rigorous follow up of dumping, and requests for replacement bins have increased probably with increasing age of bins since they were introduced in 2001.

2. Trees

There was a significant drop in tree related requests (fallen branches, pruning, removals, new plantings, overhanging trees, root damage) both in streets and in parks. This can be attributed to the introduction of new detailed maintenance schedules in parks and reserves in late 2005, and of scheduled proactive street tree maintenance in April 2005.

3. Roads

In this category there was incremental improvement across many of the 30 odd request types. This will have been influenced by the extensive reconstruction and upgrading works being done under the infrastructure renewal program, which focuses on and prioritises the replacement of the poorest quality assets. In addition, the dry weather has also reduced the demand for mowing of nature strips and the number of potholes which require attention. A marked reduction in requests for repairs and new street furniture can be related to a rolling program of street furniture upgrades. However, an increase in the number of requests for repairs to retaining walls reflects the condition of these ageing assets, for which we are presently developing a management program.

4. Traffic management (enforcement)

The number of request for action on parking enforcement has almost double. It is not clear as to the cause of this change. It could be that the parking situation is getting worse or that a change in work practice has affected the number of requests recorded. Some requests for immediate service were being phoned through to the rangers and not being recorded in the system. In addition requests reported to the "Parking Complaints" phone are now being recorded in the CRMS, including requests received over the weekends

5. Street Cleaning

A small increase in requests to remove litter and leaves from streets can be attributed to the drought conditions, while a reduction in requests for weed control in streets has accompanied the introduction of increased weed control programs by the Parks and Street Trees department, and improved coordination between Parks staff and Street Cleaners.

6. Building control

The reduction in the number of requests for action in the Building Control area relate to a significant decrease in requests relating to unauthorised building work and a cross the board decrease in requests relating to building sites. It is considered that these reductions may be attributed to the reduced activity in the building industry, which is reflected by a decrease in Council's development applications, construction certificates and notices of commencements. Put simply, with less building sites operating in the area, there are less complaints being received.

7. Parks & Reserves

A reduction in requests for repairs and new park furniture can be related to a rolling program of park furniture upgrades. Reductions in requests for repairs to goal posts and line marking, mowing and weed control of sports fields, and of repairs to signs, can be attributed to our Open Space improvements program of upgrading projects in a number of our major parks, which also includes a roll-out of new signage. There has also been a reduction in requests for repairs, cleaning and upgrading of playgrounds as our rolling program of renewing playgrounds has continued, and with the introduction of new detailed maintenance schedules in parks and reserves in late 2005.

8. Public Place Nuisances

The reduction in public place nuisances is largely attributed to a significant reduction in the number of abandoned vehicles being recorded. This could indicate that Council's procedures for dealing with these matters have been refined in recent years and vehicles are been removed in a more timely manner, thereby reducing the number of repeat calls. Also, this significant reduction would imply that there is a reduction in the number of vehicles being abandoned/dumped in our local government area.

9. Animals

The increase in this category is due to an increase in complaints about barking dogs and requests to pick up dead native animals.

10. Drainage and Stormwater

In this category there was an improvement across many of the request types. This can be attributed partly to the reconstruction and upgrading works being done under the infrastructure renewal program, which will develop further as we complete current stormwater studies and management plans. There was an increase in requests related to cleaning of pits and lines and local flooding, which may be attributed to infrequent rain events in generally dry conditions.

Conclusion:

There has been a 17.5 % reduction in customer request in the two year period 2003/2004 to 2005/2006. There are external factors which can influence the number of request received however in many cases reductions in numbers are attributed to the organisation doing a better job. The system we use to record requests not only enables them to be tracked and finalised but it also allows managers to understand the extent and nature of requests and take action to prevent the need for a request to be made.

Geoff Clarke
Director Corporate Services

Annexure 1 Volume information for every request type listed in alphabetical order.

Annexure 1

Service Or Asset	Sub Category	Action Type	2003/2004	2005/2006
Animals	Cats	Dead	12	14
		Found		2
		Lost	8	3
		Nuisances	8	11
	Dogs	Attack	9	12
		Barking - Chronic	58	29
		Barking - First Report	34	85
		Barking - Reoccurrence	19	27
		Dangerous	7	10
		Dead	2	2
		Exercise Areas	2	6
		Exercising in Prohibited Areas	12	11
		Found	4	1
		Lost	25	5
	Native	Bees On Council Property	18	12
		Dead	23	43
	Other Domestic	Dead	4	
		Found	1	
		Nuisances	3	4
			249	277
Building Control	Building Sites	Damage to adjoining properties	41	14
		Damaged footpath	13	5
		Discharges	17	2
		Dust	24	10
		Footpath obstructions	35	16
		Hours of work	50	18
		Littering	16	1
		Noise	72	35
		Odours & fumes	3	1
		Road obstructions	18	9
		Sediment control	16	5
		Spills		3
		Unsafe work	18	10
		Washdowns	4	3
	Fire Safety	Fire risk	6	5
	Illegal	Hours of use	32	9
		Unauthorised signs	16	6
		Unauthorised works	366	205
		Use	36	21
	Safety	Unsafe Structures	50	38
	Security Deposit	Refund		3
	Swimming Pools Private	Fencing	6	10
			839	429

Service Or Asset	Sub Category	Action Type	2003/2004	2005/2006	
Complaints	Code of Conduct	Inappropriate behaviour	11	10	
	Processes & Services	Disruption caused by Council Service	5	1	
		Dissatisfied with fee or charge	2	1	
		Failure of Council to action previous requests	1	3	
		Failure of Council to comply with proper procedures codes or laws	3	1	
		Failure of Council to enforce laws	1	1	
		Failure to notify an application or action	1	0	
		Failure to provide scheduled service	6	0	
		Failure to respond to correspondence	2	2	
		Inadequate or incorrect Council publications	1	0	
		Inconsistent or inaccurate advice	3	0	
		Inconsistent unreasonable or discriminatory treatment	1	0	
		Undue delay processing an application or completing works	5	2	
				42	21
Council Car Parks	Car Parks	Linemarking	2	4	
		Potholes	2	5	
		Repairs	8	7	
		Signs	16	5	
			28	21	
Drainage & Stormwater	Pits Pipes Drains etc	Cleaning	76	82	
		Flooding	33	42	
		Odours & fumes	16	10	
		Repairs	41	30	
		Seepage From	35	26	
		Upgrade new or altered	14	10	
		215	200		
Environmental Control	Air Pollution	Odours & fumes	17	7	
		Smoke & Dust	1	0	
	Land Pollution	Littering	8	5	
		Noise Pollution	Air Conditioning	27	29
	Alarms		10	10	
	Domestic		22	14	
	Machinery Commercial & Unknown		24	27	
	Machinery Domestic		21	8	
	Music (PA)		20	8	
	Party		3	4	
	Planes (Aircraft)		1	0	
	Pool Equipment		12	14	
	Vehicles		6	3	
	Water Pollution	Discharges	24	16	
		Spills	8	5	
		Wash Downs	4	4	
	Water Restrictions	Enforcement	19	0	
		227	154		

Service Or Asset	Sub Category	Action Type	2003/2004	2005/2006
Foreshore Facilities	Beaches	Clean	15	14
	Boat Ramps	Repairs	2	0
		Slippery	1	1
	Harbour Pools	Cleaning	2	2
		Repairs	17	12
	Seawalls	Repairs	1	1
	Wharves & Jetties	Cleaning	3	2
		Repairs	16	12
			57	44
Graffiti	Council Property	Council Car Parks & Buildings	33	13
		Park Furniture Playgrounds	43	20
		Street Furniture	36	15
	Other Public Authorities	Notify Authority	11	7
	Private Property	Notify Resident	62	13
	Private Property	Request for Removal	5	9
			190	77
Health Control	Backpackers & Boarding Houses	Cleanliness	2	3
		Information	2	1
	Beauty Salons & Hairdressers	Cleanliness	1	2
		Food Shops	Cleanliness	29
		Food Poisoning	3	4
		Information	1	0
	Nuisances (on private property)	Cleanliness	47	34
		Disrepair	15	11
		Overgrown	14	6
		Sewer	38	44
		Stormwater	23	21
	Swimming Pools Private	Water Quality	8	1
	Vermin	Investigate	20	29
			203	168

Service Or Asset	Sub Category	Action Type	2003/2004	2005/2006
Parks & Reserves	Dumped Rubbish	Pick up	39	36
	Fences and Handrails	Repairs	8	0
		Repairs and replacement	70	84
		Upgrade new or altered	9	9
	Floodlighting	Repairs	1	1
		Upgrade new or altered	1	4
	Gardens	Maintenance	76	78
		Upgrade new or altered	2	3
	Goal Posts etc	Install	1	0
		Repairs	6	0
	Grass	Linemarking	1	0
		Mowing	46	22
		Repairs	10	24
		Weed Control	39	12
	Irrigation Systems	Repairs	6	5
	Lighting	Repairs	22	34
		Upgrade new or altered	5	5
	Park Furniture	Repairs	6	0
		Repairs and replacement	42	35
		Upgrade new or altered	5	6
	Paths and Steps	Repairs	3	7
		Upgrade new or altered	2	3
	Playgrounds	Cleaning	8	4
		Repairs	30	15
		Upgrade new or altered	4	1
	Signs	Repairs	1	0
		Repairs and replacement	28	26
Upgrade new or altered		5	13	
			476	427
Public Place Nuisances	Abandoned Articles	Remove	32	20
	Abandoned Vehicles	Remove	616	319
	Bill Posters	Remove	5	0
	Footpath Obstructions	Remove	37	26
	Road Obstructions	Remove	11	6
	Skip Bins	Dangerous	7	3
		Overflowing	7	6
	Unauthorised Activities	Investigate	6	4
			721	384
Council records	Public access to records	FOI request		77
		Sec 12 Request		11

Service Or Asset	Sub Category	Action Type	2003/2004	2005/2006
Roads	Driveways	Repairs	9	12
		Scraping	3	7
		Upgrade New or Altered	2	0
	Footpaths	Repairs	284	256
		Tree Root Lifting	131	116
		Upgrade new or altered	32	26
	Guardrails Fences Handrails	Repairs and replacement	13	9
		Upgrade new or altered	2	2
	Kerb & Gutter	Repairs	42	37
		Upgrade new or altered	6	4
	Lighting	Outage	3	1
		Upgrade new or altered	16	11
	Nature Strips	Mowing	91	38
		Repairs	51	36
		Upgrade new or altered	33	13
	Parking Meters	Repairs	10	0
	Retaining Walls	Repairs	11	16
	Road Surfaces	Linemarking	35	31
		Potholes	266	219
		Resurface or Upgrade	65	35
	Signs	Installation approved	103	99
		Repairs	15	0
		Repairs and replacement	270	254
	Street Furniture	Upgrade new or altered	43	24
		Cleaning	18	19
		Repairs	4	0
	Traffic Devices	Repairs and replacement	78	46
Upgrade new or altered		23	12	
Maintain gardens or plantings		4	2	
	New or Upgrade	21	4	
	Repairs	13	5	
		1697	1334	
Street Cleaning	Street Cleaning	Litter & Leaves	415	437
		Spills	14	15
		Weed Control	53	23
			482	475
Traffic Management	Parking	Enforcement	387	0
		Enforcement - immediate	0	448
		Enforcement - Ongoing	0	153
			387	601

Service Or Asset	Sub Category	Action Type	2003/2004	2005/2006	
Trees	Park Trees	Branches fallen	43	20	
		Diseased or dying	18	17	
		New planting request	18	7	
		Pruning	126	38	
		Pruning for views	21	3	
		Remove	75	20	
		Root damage - private property	3	0	
		Root damage - sewer or stormwater	18	2	
		Private Trees	Nuisances	9	4
			Overhanging footpath from property	105	33
	TPO application		15	2	
	TPO breach		84	50	
	Street Trees		Branches fallen	469	303
		Diseased or dying	144	86	
		New planting request	129	75	
		Pruning	654	462	
		Pruning for views	79	41	
		Remove	258	212	
		Root damage - private property	77	33	
		Root damage - sewer or stormwater	128	83	
				2473	1491

Service Or Asset	Sub Category	Action Type	2003/2004	2005/2006
Waste Services	Be Tidy Bins	Cleaning	5	2
		Empty	14	25
		Repairs	6	2
		Upgrade New or Altered	33	19
	Bins	Additional Service	64	46
		Left in Street	83	61
		Repairs	249	198
		Replacement	1586	1906
		Special Event Bins	32	43
		Cleanup Service	Bulk Waste Bin - Paid	11
		Missed Service	234	19
		Missed Service - Paid	12	0
		Paid Service	218	292
	Domestic Collection	Carry Out Service	32	4
		Collection Service Standard	52	10
		Excess Waste Not Collected	6	1
		Missed service	963	745
	Domestic Recycling	Collection Service Standard	63	9
		Missed service	890	389
		Extra recycling	0	53
	Dumped Rubbish	Pick up	1011	1257
	Education	Inspect	22	10
	Green Waste	Booked Collection Service	765	733
		Collection Service Standard	14	6
		Missed Service	557	510
	Noise	Broken Glass	4	4
		Hours of Collection	36	9
Trade Waste	Change	15	4	
	Collection Service Standard	10	8	
	Missed Service	91	82	
	Missed Service - Trade Paper	38	84	
	New Service	5	0	
		7121	6531	

Item No: D3 Delegated to Committee
Subject: **Monthly Financial Report - February 2007**
Author: Tracey Walker, Financial Accountant
Michelle Phair, Team Leader Financial Services
File No: 987G
Reason for Report: To present the monthly financial report for February 2007

Recommendation:

A. THAT the monthly financial report for February 2007 be received and noted.

Background:

The monthly financial report for February 2007 is submitted to the Committee for consideration.

The monthly report includes the following:-

- Summary of Investments
- Summary of Receipts, Payments and Bank Balance

Summary of Investments:

Investment results for the month of February 2007 were again pleasing with both fund managers outperforming the benchmark. Annualised returns for Oakvale and Grange were 6.91% and 7.50% respectively. Annualised returns will become more meaningful as we gain time experience with the funds. As previously reported, until this time experience is realised, investment returns reported on this annualised basis may be subject to some volatility.

Adelaide Bank AAA Saver funds have been transferred and are now under the Oakvale Capital umbrella. Our investment in the AAA Saver fund has grown as maturing term deposits have been allocated here in preparation for transfer to other investments. As per advice from Oakvale, an allocation of \$3m will be transferred from the AAA Saver fund into a new managed fund with Perpetual Investments. This new investment will be reflected in the March Investment report.

There was also a further allocation during February of a maturing term deposit to the Grange IMP. This allocation is reflected in the increased principal amount of the fund. On advice from the fund managers, we have taken the approach with both Oakvale and Grange to capitalise fund distributions and any realised gains. Aside from any capital allocations made to the funds from our remaining term deposits, this approach explains the month to month increase in the funds principal value.

Monthly reports from Oakvale and Grange are attached as **ANNEXURES 1 & 2** respectively.

Michelle Phair
Team Leader Financial Services

Tracey Walker
Financial Accountant

Don Johnston
Manager Finance

INVESTMENTS AS AT 28 FEBRUARY 2007

CATEGORY	PURCHASE DATE	MATURITY DATE	DAYS	%	B/B	MARGIN	AMOUNT \$	TOTAL \$
<u>1. WMC INVESTMENTS</u>								
<u>BANKWEST (S&P) RATING, A1</u>								
11AM CALL				6.20			2,000,000	
TERM DEPOSIT	08-Nov-06	07-Mar-07	119	6.54	6.43	0.11	750,000	
TERM DEPOSIT	15-Nov-06	14-Mar-07	119	6.51	6.42	0.09	<u>1,000,000</u>	3,750,000
<u>LOCAL GOVT FINANCIAL SERVICE P/L (S&P RATING, A1)</u>								
C.R.I.	20-Feb-07	21-May-07	90	6.48	6.36	0.12	<u>1,000,000</u>	1,000,000
<u>AUST CENTRAL CREDIT UNION Limited</u>								
TERM DEPOSIT	22-Nov-06	21-Mar-07	119	6.62	6.39	0.23	<u>1,200,000</u>	1,200,000
<u>CPS CREDIT UNION (SA) Limited</u>								
TERM DEPOSIT	11-Oct-06	11-Apr-07	182	6.56	6.33	0.23	<u>1,200,000</u>	1,200,000

CATEGORY	ANNUALISED %	BENCHMARK %	MARGIN	PRINCIPAL \$	ACCRUED VALUE \$	MARKET VALUE \$	TOTAL \$
<u>2. OAKVALE CAPITAL Limited *</u>							
	6.91	6.61	0.30				
MERRILL LYNCH	8.03	6.61	1.42	3,021,376	12,001	3,033,377	
ADELAIDE BANK AAA SAVER	6.53	6.61	-0.08	8,900,353		<u>8,900,353</u>	11,933,731
* See Annexure 1							
<u>3. GRANGE SECURITIES Limited</u>							
Individually Managed Portfolio (IMP) *	7.50	6.61	0.89	10,643,560	16,025	<u>10,659,585</u>	10,659,585
* See Annexure 2							
GRAND TOTAL							29,743,315

I hereby certify that the above investments have been made in accordance with Section 625 of the Local Government Act 1993, Clause 212 of the Local Government (General) Regulation 2005 and Council's investment policy.

M. Phair
TEAM LEADER FINANCIAL SERVICES

D. Johnston
FINANCE MANAGER

Summary of Receipts, Payments and Bank Balance

Cash Book Balance as at 31 January 2007 - 245,317.55

Receipts

Rates 4,290,958.08
Other 8,723,721.83
Total Receipts 13,014,679.91

Description	Amount
S/Drs-Rates	4,290,958
Deposits & Bonds C	487,000
Parking Fines	445,007
Financial Assistance Grant	302,297
Sundry Debtors	264,484
Other Developer Contributions	191,800
GST Refund - January	189,515
Parking Meters	92,957
LSL Levy	82,666
Disposal (Asset) Clearing	79,368

Payments - Cheque

Cheque Payments (765,036.83)
Cancelled Cheques 18,296.26
Total Cheque Payments for period (746,740.57)

Cheque No.	Cheque Date	Payee	Amount
193618	02/02/2007	State Debt Recovery Office	-109,694.20
193848	22/02/2007	Energy Australia SYDNEY	-78,688.16
193608	02/02/2007	Local Govt Rollover Plan	-40,004.80
193858	22/02/2007	McGrath Sutherland	-35,571.41
193902	22/02/2007	Suttons City Holden-Rosebery	-29,685.52
193903	22/02/2007	Sydney City Mitsubishi	-26,703.63
193814	15/02/2007	Suttons City Holden-Rosebery	-23,667.63
193837	22/02/2007	City Ford, Mascot	-23,248.80
193771	15/02/2007	City of Sydney Council	-21,653.00
193825	20/02/2007	Deposit Refund	-17,000.00

Payments - EFT

EFT Payments (10,662,679.86)
Returned EFT Payments 3,826.93
Total EFT Payments for period (10,658,852.93)

EFT No.	EFT Date	Payee	Amount
130207	14/02/2007	PAYG TAX JAN 07	-471,797.27
13354	22/02/2007	Commander NSW Pty Ltd Sydney	-354,723.80
280207	28/02/2007	Payg Tax payment	-344,000.51
13201	02/02/2007	Ozpave (Aust) Pty Ltd	-179,513.50
13379	22/02/2007	J N Civil Pty Ltd	-166,404.92
13247	09/02/2007	Local Govt Super Scheme-Div.A	-122,466.07
13186	02/02/2007	Hewlett Packard Australia Pty Ltd	-104,577.00
13248	09/02/2007	Local Govt Super Scheme-Div.B	-49,549.84
13233	09/02/2007	Works Infrastructure	-47,676.07
13312	15/02/2007	HWL Lawyers Sydney	-40,737.28

Payments - Direct Debits From Bank A/c

Payroll (1,427,284.69)
Councillor Fees (34,812.30)
Council Rates Payments (34,238.00)
Credit Card Payments (950.62)
Bank Charges (7,227.40)
Total Direct Debits for period (1,504,513.01)
Total Payments - 12,910,106.51

Cash Book Balance as at 28 February 2007 - 140,744.15

Unpresented Cheques No. of Cheques: 138 216,604.34
Outstanding Deposits & Miscellaneous Items 457,252.11
Reconciled Cash Book Balance as at 28 February 2007 533,112.30
Bank A/c Balance as at 28 February 2007 533,112.30

Unpresented Cheques > \$30,000.00

Cheque No.	Cheque Date	Payee	Amount
193858	22/02/2007	McGrath Sutherland	35,571.41

Item No: D4 Delegated to Committee
Subject: **Council's Web Site – An update**
Author: Geoff Clarke, Director Corporate Services
File No:
Reason for Report: To provide information on the use of the new website and if time permits to provide a demonstration of the site to the committee

Recommendation:

That the report be received and noted

Background:

At a recent meeting of the committee councillors expressed a desire for a demonstration of the new website. This report has been prepared by way of introduction to that demonstration. It provides;

- a short history of the sites development
- information on what people are viewing on the site
- further areas for improvement

Site development history

The project comprised the following four major stages:

Stage 1 - Web Site Redesign

We engaged a company specializing in the design of websites. The outcome of this stage was a new design. This design included wireframes (page layouts) and information architecture (site navigation structure) and site functionality. This design process included consultation and testing with key customer groups.

Stage 2 – CMS (Content Management System) Specification and Selection

The CMS is the software used to develop, implement and manage the website. In this stage we prepared a specification of what we require of the CMS when it is installed. We called for expressions of interest, evaluated the submissions and selected “My Source Matrix” an open source CMS provided by Squiz.net

Stage 3 - Look and feel of site

This stage reflects the need to refresh the design ('look and feel') of the website, in conjunction with or alongside the selection of a CMS. The design “wraps around” the information architecture and /wireframes designed in Stage 1.

Stage 4 – Development and Implementation

Using the new design of the website and the new content management system we then developed the new site. This involved “content owners” across the organisation reviewing content and preparing new content. The site went live on Tuesday 8th January

What people are viewing on the site:

The content management system provides extensive statistical information on the site. The site comprises about 2850 separate pages (pages include PDF documents as one “page”).

The statistics indicate that the total number of “page views” during the period was 116 262. If a single page was viewed 10 times that is 10 “page views.” By assessing “page views” we can see what pages are being well used on the site.

An analysis has been undertaken of the top 10 % of pages (285) that were viewed in the 27 day period from 1 Feb to 27 Feb 2007. The top 10% of individual pages viewed constituted 77% of all “page views”.

A page was in the top 10% if it was viewed 60 or more times. A list of these 285 pages that were viewed more than 60 times is shown in annexure 1. These 285 pages are grouped under the main section of the site. A summary of the sections of the site and the total page views is shown below.

Section of site	Page Views	Percent
Council	15127	27.3%
Building & Development	14326	25.9%
Library	11770	21.3%
Services	7576	13.7%
Local Information & Activities	4020	7.3%
Property Information	2495	4.5%
Total for sections	55314	100.0%

In addition to the pages in the sections shown above the following other pages were also in the top 10%

Page viewed	Page Views
Home Page	25805
Search	5580
Events	1076
Contact Us	995
All forms	491
News	444
Site map	193
Sub Total	34584

Other information of interest from the analysis includes:

- Unique visitors during the period 10832
- Average unique visitors per day 401
- Average visitors during week days 700 to 800
- Peak weekday visits 892
- Average pages viewed per visit 9

As a consequence of the analysis we have made changes to the site which included a reformatted “all forms” page, a special forms page in the building and development section and links on the front page which point directly to the building and development forms as well as the LEP and DCPs. Analysis will continue to assist us in deciding priorities for improvement and review.

Further areas for improving website benefits

a) Building and development section usability review

The new site has extensive information on the development and building function. The structure of this part of the site generally conforms to the “information architecture” developed during the initial design phase in stage 1 of the project. The site usage statistic shows that this area is highly used as we would expect. The information like the development process is highly complex and therefore can be difficult to navigate and understand. As an extension of the federal government RRIF grant (Regulatory Reduction Incentive Fund grant) the building and development section of the site is being subject to intensive user testing. This will likely result in improvement to the navigation structure and to the way information is presented. This will assist users in find what they want and in completing their tasks in a shorter time frame.

b) Planning Instruments on line

The federal government RRIF funding also involves a project to restructure our LEP and DCPs (without changing any of the policy). The goal is to put the restructured LEP and DCPs on the website so that an applicant or adjoining resident can simple put in the address of a proposal and the type of development and get only those controls that are relevant to that address and that type of development. This will greatly simplify the process for all and it has been conservatively estimated that benefits accruing collectively to applicants in time savings and rework of applications will be in excess of \$750,000 per year with productivity savings to the council of between \$125,000 and \$450,000 per year. The RRIF funding was sufficient to fund the initial restructuring of the planning instruments but insufficient to cover the cost of the software required to put it on the web. Funding of the software component of this project (\$115,000) has been included in the forthcoming budget for consideration by the Council.

c) Customer Request online

We have commenced a project to upgrade or Customer request management system. This will allow us to provide sections on the website where resident can lodge a request for service if they choose. These requests will be automatically routed to the responsible officer for action. For each request lodged online productivity savings will accrue to the organisation.

d) Improved site search

If you use Google to search our site the result are very good because of the way the CMS software works and the naming conventions we have used. While users can choose Google the site search was used 5500 times during the 27 day period in February. The site search appears to do a good job but the statistical reporting we get from the site search engine is not very helpful to understand if users are getting what they want. We have added separate search for business papers and will be adding separate search for documents and forms. Over the next quarter we will be examining our options to improve the search. This is likely to not require additional funding but will require a fair amount of internal resources to make the search do what we want.

e) Business papers & minutes

At this time business papers and minutes for meeting commencing Jan 2006 are on the site . WE need to load all the minutes and business paper for 2004 &2005 . This is expected to be completed by the end of March

f) Events calendar

The functionality of the events calendar needs improving. We also plan to provide additional calendar pages for specific library event.

g) Property Information

The property section has been designed to allow for a range of property information to be consolidated into one location. This will allow for the selection of a property and for information on rates, waste, zoning, parking permits, DAs etc

Conclusion:

The new web site commenced operation on Tuesday 8 Jan 2007. We have had good feedback that the site is easy to use and 'looks good'. We have good information on what is being used on the site and we are using this to continually improve it for the benefit of user. There are a number of project in progress or planned which will add to the site usefulness for our customers. The further development of the site offers significant benefits to our customers and to the organisation.

A demonstration of the site will provided should the committee require it.

Geoff Clarke
Director Corporate Services

Annexures:

1. Top 10 Percent of pages viewed on web site for period 1 February to 27 February

Annexure 1

Pages In top 10% for Council Section

/council	2371
/council/area_covered_by_council	175
/council/complaints	128
/council/council_structure	96
/council/employment	1050
/council/employment/application_process	211
/council/employment/benefits	131
/council/employment/benefits/careers_in_local_government	81
/council/employment/positions_vacant	1850
/council/employment/positions_vacant/_admin/	109
/council/employment/selection_process	106
/__data/assets/pdf_file/9387/Org_Structure_January_2007.pdf	68
/__data/assets/pdf_file/18475/Library_Tech_Accounts_Officer-_Sel...	63
/__data/assets/pdf_file/18474/Children_and_Young_Adult_Librarian...	63
/__data/assets/pdf_file/18473/Lending_Services_Librarian_Selecti...	63
/__data/assets/pdf_file/18472/Waste_Admin_Assistant_Info_Pack_Fe...	101
/__data/assets/pdf_file/18470/Design_and_investigations_engine...	66
/__data/assets/pdf_file/17948/Arboricultural_Labourer_Info_Pack...	110
/__data/assets/pdf_file/17917/Asset_Inspections_Officer_Info_Pac...	160
/__data/assets/pdf_file/17896/Admin_Officer__14_hrs__Info_Pack.p...	280
/__data/assets/pdf_file/17895/Team_Leader_Parking_Enforcement_In...	125
/__data/assets/pdf_file/17894/Horticulturalist_Info_Pack_Feb_200...	100
/__data/assets/pdf_file/17893/Operational_Worker_Info_pack_Feb_2...	224
/__data/assets/pdf_file/17892/Inspections_Officer_Info_pack_Feb_...	204
/__data/assets/pdf_file/17889/TL_Info_pack_Feb_2007.pdf	102
/__data/assets/pdf_file/17626/HR_Advisor_Info_pack.pdf	180
/__data/assets/pdf_file/17124/Community_Development_Officer_Info...	144
/council/fees_and_charges	120
/council/future_plans	77
/council/location	114
/council/mayor_and_councilors	350
/council/mayor_and_councilors/profiles	406
/council/mayor_and_councilors/profiles/bellevue_hill_ward	143
/council/mayor_and_councilors/profiles/cooper_ward	115
/council/mayor_and_councilors/profiles/double_bay_ward	111
/council/mayor_and_councilors/profiles/paddington_ward	115
/council/mayor_and_councilors/profiles/vaucluse_ward	117
/council/mayor_and_councilors/roles	66
/council/meetings_and_committees	443
/council/meetings_and_committees/agendas_and_minutes	399
/council/meetings_and_committees/committees	72
/council/meetings_and_committees/committees/aap	129
/council/meetings_and_committees/committees/aap/aap_agendas_and_...	186
/council/meetings_and_committees/committees/c_and_e/c_and_e_agen...	61

/council/meetings_and_committees/committees/dcc	203
/council/meetings_and_committees/committees/dcc/dcc_agendas_and_...	272
/council/meetings_and_committees/committees/s_and_c/s_and_c_agen...	117
/council/meetings_and_committees/committees/up	89
/council/meetings_and_committees/committees/up/up_agendas_and_mi...	108
/council/meetings_and_committees/council_meetings	172
/council/meetings_and_committees/council_meetings/council_agenda...	195
/__data/assets/pdf_file/18247/feb19-07dccage.pdf	99
/__data/assets/pdf_file/17973/feb12-07councilage.pdf	93
/__data/assets/pdf_file/17754/feb5-07dccage1.pdf	109
/__data/assets/pdf_file/17741/feb6-07s_and_cage.pdf	68
/__data/assets/pdf_file/17505/jan30-07aapage.pdf	74
/__data/assets/pdf_file/16872/Traffic_and_Parking_Report.pdf	124
/council/public_notices	197
/council/public_notices/_admin/	180
/council/public_notices/public_notices_list/community_input_invi...	104
/council/public_notices/public_notices_list/draft_paddington_her...	83
/council/public_notices/public_notices2/community_input_invited_...	122
/council/reports	112
/council/tenders	147
/council/tenders/tenders	81
/council/tenders_and_purchasing	208
/council/tenders_and_purchasing/tenders	221
/council/tenders_and_purchasing/tenders/tenders_list/tender_0704...	181
/council/tenders_and_purchasing/tenders/tenders_list/tender_0704...	127
/council/tenders_and_purchasing/tenders/tenders_list/tender_0705...	88
/council/tenders_and_purchasing/tenders/tenders_list/tender_0705...	87
/__data/assets/pdf_file/18202/tender_and_spec_combined.pdf	81
Total Pages in top 10% for Council section	15127

Pages In top 10% for Services section

/services	1504
/services/animals_and_pets	106
/services/animals_and_pets/barking_dogs	66
/services/animals_and_pets/identification_and_registration	69
/services/animals_and_pets/walking_your_dog	130
/services/filming_and_photography	83
/services/graffiti	97
/services/halls_and_venues	73
/services/halls_and_venues/canonbury_cottage	121
/services/halls_and_venues/the_drill_hall	76
/services/parking	138
/services/parking/parking_permits	376
/services/parking/pay_your_parking_permit_renewal_online	87
/services/parking_and_traffic	81
/__data/assets/pdf_file/9224/Resident_parking_permit_application...	209
/services/parks	161
/services/parks/list_of_parks_and_playgrounds	173
/services/parks/parks_and_playgrounds_by_alphabet/blackburn_gard...	94

/services/parks/parks_and_playgrounds_by_alphabet/cooper_park	73
/services/parks/parks_and_playgrounds_by_alphabet/lyne_park	104
/services/parks/parks_and_playgrounds_by_alphabet/mckell_park	119
/services/parks/parks_and_playgrounds_by_alphabet/redleaf_pool	64
/services/roads_and_footpaths	139
/services/rubbish_and_recycling	259
/services/rubbish_and_recycling/quarterly_clean_up_service	459
/__data/assets/pdf_file/10883/Clean-up_dates_07_-_O.pdf	70
/__data/assets/pdf_file/10882/Clean-up_dates_07_-_N.pdf	61
/__data/assets/pdf_file/10871/Clean-up_dates_07_-_C.pdf	71
/__data/assets/pdf_file/10870/Clean-up_dates_07_-_B.pdf	144
/__data/assets/pdf_file/10814/Clean-up_dates_07_-_A.pdf	72
/services/rubbish_and_recycling/domestic_waste_collection	326
/services/rubbish_and_recycling/additional_services_and_bins	149
/services/rubbish_and_recycling/more_recycling_and_disposal_opti...	118
/services/rubbish_and_recycling/recycling_collection_service	115
/services/rubbish_and_recycling/skip_bin_providers	76
/services/rubbish_and_recycling/paddingtonwest_woollahra_residen...	73
/__data/assets/pdf_file/346/Domestic_Waste_Bins__and__Crates_Jul...	93
/services/sports_grounds	76
/services/trees	73
/services/trees/local_species	76
/services/trees/private_trees	172
/__data/assets/pdf_file/358/Application_to_prune_or_remove_a_tre...	131
/__data/assets/pdf_file/16348/Local_Native_Plants.pdf	102
/__data/assets/pdf_file/16347/Tree_Preservation_Order_2006.pdf	104
/services/weddings_and_ceremonies	188
/services/weddings_and_ceremonies/other_venues_in_woollahra	66
/__data/assets/pdf_file/372/Weddings_ceremonies_and_bridal_photo...	89
Total Page Views in top 10%	7306

Pages In top 10% for Property Section

/property_information	996
/property_information/rates	153
/property_information/online_rates_payment	404
/property_information/online_rates_notices	206
/property_information/mapping	330
/property_information/change_mailing_address	67
/property_information/certificates_-_sec_149,_sec_603,_sec_121zp...	172
/property_information/certificates_-_sec_149,_sec_603,_sec_121zp...	95
/__data/assets/pdf_file/342/application_for_Certificates_Jul_06-...	72
Total Pages in top 10% for property section	2495

Pages In top 10% for Building & Dev Section

/building_and_development	2408
/building_and_development/about_building_and_development	275
/building_and_development/development_applications	902
/building_and_development/development_applications/advertised	130
/building_and_development/development_applications/advertised/ad...	99
/building_and_development/development_applications/assessment	72
/building_and_development/development_applications/consents	119
/building_and_development/development_applications/determination	88
/building_and_development/development_applications/determined_la...	244
/building_and_development/development_applications/enquiry_track...	510
/building_and_development/development_applications/lodgment	175
/building_and_development/development_applications/objections_an...	215
/building_and_development/development_applications/plans	120
/building_and_development/development_applications/process_overv...	80
/building_and_development/faqs	195
/building_and_development/faqs/air_conditioners	82
/building_and_development/faqs/dividing_fences	100
/building_and_development/fire_safety	67
/building_and_development/major_development_applications	294
/building_and_development/major_development_applications/cranbro...	79
/building_and_development/major_development_applications/double_...	77
/building_and_development/major_development_applications/rose_ba...	441
/__data/assets/pdf_file/16871/EIS.pdf	167
/__data/assets/pdf_file/16870/Marina_Site_Plan.pdf	216
/building_and_development/planning_rules	1003
/building_and_development/planning_rules/acts_and_regulations	97
/building_and_development/planning_rules/dcps	691
/building_and_development/planning_rules/heritage_information	108
/building_and_development/planning_rules/leps	391
/building_and_development/planning_rules/mapping	441
/building_and_development/planning_rules/mapping/important_note	213
/building_and_development/planning_rules/mapping/important_note2	132
/building_and_development/planning_rules/mapping/important_note3	171
/building_and_development/planning_rules/mapping/important_note4	143
/building_and_development/planning_rules/pdips	216
/building_and_development/planning_rules/planning_instruments	80
/building_and_development/planning_rules/rfbs	76
/building_and_development/planning_rules/section_94_and_section_...	71
/__data/assets/pdf_file/9162/DCP_-_Woollahra_Heritage_Conservati...	73
/__data/assets/pdf_file/9161/DCP_-_Woollahra_Heritage_Conservati...	62
/__data/assets/pdf_file/9115/DCP_-_Woollahra_Residential_2003_Am...	70
/__data/assets/pdf_file/9114/DCP_-_Woollahra_Residential_2003_Am...	70
/__data/assets/pdf_file/9113/DCP_-_Woollahra_Residential_2003_Am...	98
/__data/assets/pdf_file/9112/DCP_-_Woollahra_Residential_2003_Am...	120
/__data/assets/pdf_file/9108/DCP_-_Paddington_Part_1-4.pdf	63
/__data/assets/pdf_file/9106/DCP_-_Off-Street_Car_Parking.pdf	83
/__data/assets/pdf_file/9105/LEP_-_Woollahra_1995_-_Density_Map...	193
/__data/assets/pdf_file/9104/LEP_-_Woollahra_1995_-_Heritage_Map...	144
/__data/assets/pdf_file/9103/LEP_-_Woollahra_1995_-_Acid_Sulfate...	60
/__data/assets/pdf_file/9102/LEP_-_Woollahra_1995_-_Height_Map.p...	135

/__data/assets/pdf_file/9100/LEP_-_Woollahra_1995_-_Land_Use_Map...	225
/__data/assets/pdf_file/9098/LEP_-_Woollahra_1995.pdf	330
/__data/assets/pdf_file/9094/DCP_-_Exempt_and_Comply_Woollahra_-...	194
/__data/assets/pdf_file/9069/DCP_-_Access.pdf	110
/building_and_development/pre-development	209
/building_and_development/pre-development/development_applicatio...	239
/building_and_development/pre-development/pre-da_meetings	77
/building_and_development/process	303
/building_and_development/process/exempt_development	67
/__data/assets/pdf_file/9207/DA_guide_November_2006.pdf	81
/__data/assets/pdf_file/341/DA__and__Counter_Check_Form_Jul_06-J...	141
/__data/assets/pdf_file/18160/CC-01.pdf	80
/__data/assets/pdf_file/17984/DA_guide_February_2007.pdf	111
Total Pages in top 10% for Council section	14326

Pages In top 10% for Library Section

/library	2507
/library/	3092
/library/book_clubs	65
/library/childrens_services	125
/library/events	69
/library/finding_information	161
/library/finding_information/online_databases	277
/library/finding_information/websites_and_search_engines	85
/library/library_collections	249
/library/library_locations	208
/library/library_locations/double_bay_central_library	389
/library/library_locations/double_bay_central_library/member_ser...	84
/library/library_locations/paddington_library	223
/library/library_locations/watsons_bay_library	99
/library/library_services	332
/library/library_services/home_library_service	65
/library/library_services/member_services	132
/library/local_history	148
/library/local_history/local_history_fast_facts	176
/library/local_history/local_history_fast_facts/a	93
/library/local_history/local_history_fast_facts/b	81
/library/local_history/local_history_fast_facts/c	90
/library/local_history/local_history_fast_facts/f	69
/library/local_history/local_history_fast_facts/g	92
/library/local_history/local_history_fast_facts/r	92
/library/local_history/local_history_fast_facts/s	155
/library/local_history/local_history_fast_facts/w	69
/library/local_history/searching_your_property	177
/library/member_services	612

/library/membership	329
/library/membership/borrowing	90
/library/membership/member_services	122
/library/membership/renewals	568
/library/membership/renewals/member_services	363
/library/membership/reservations	70
/library/reading	90
/library/young_adults/hsc/hsc_english_texts_and_study_notes	62
/__data/assets/pdf_file/9920/english_pathfinder.pdf	60
Total Pages in top 10% for library section	11770

Pages In top 10% for Local Information Section

/local_information_and_activities	828
/local_information_and_activities/arts_and_culture	65
/local_information_and_activities/arts_and_culture/small_sculptu...	69
/local_information_and_activities/childrens_services_and_activit...	243
/local_information_and_activities/childrens_services_and_activit...	75
/local_information_and_activities/community_centres	102
/local_information_and_activities/community_centres/ej_ward_comm...	64
/local_information_and_activities/community_centres/holdsworth_s...	126
/local_information_and_activities/community_information	79
/local_information_and_activities/environment	82
/local_information_and_activities/indigenous_heritage/from_inlet...	74
/local_information_and_activities/indigenous_heritage/weapons_an...	93
/local_information_and_activities/local_volunteering	64
/local_information_and_activities/parks_and_reserves	233
/local_information_and_activities/population	82
/local_information_and_activities/seniors	65
/local_information_and_activities/shopping	108
/local_information_and_activities/venues	201
/__data/assets/pdf_file/16346/2007_Chdlrn_dir_9_Oct.pdf	100
/__data/assets/pdf_file/16329/Youth_2007.pdf	72
/__data/assets/pdf_file/16322/2007_Seniors_Dir_v3.pdf	69
/__data/assets/pdf_file/16321/2007_Schools.pdf	105
/__data/assets/pdf_file/16286/2007_Halls_Hire.pdf	124
/__data/assets/pdf_file/10770/Complete_-_Aged__and__Disability_-...	68
/__data/assets/pdf_file/10769/Complete_-_Childrens_-_Aug_8,_05.p...	88
/__data/assets/pdf_file/10066/Playgrounds_2005.pdf	61
/__data/assets/pdf_file/10065/Playgroups_2005.pdf	82
/__data/assets/pdf_file/10061/Community_Health_Centres_2005.pdf	66

/__data/assets/pdf_file/10060/Preschools_and_Day_Care_2005.pdf	296
/__data/assets/pdf_file/16285/2007_Leisure.pdf	137
/__data/assets/pdf_file/17127/Harbour_Walk_-_Rose_Bay_to_Watsons...	99
Total Pages in top 10% for local Information section	4020

Item No: R1 Recommended to Council
Subject: **Draft Code of Meeting Practice**
Author: Les Windle - Manager Governance
File No: 1191.G
Reason for Report: To report on the public exhibition of the draft Code of Meeting Practice

Recommendation:

That the draft Code of Meeting Practice as publicly exhibited be adopted.

Background:

A report was submitted to the Corporate and Works Committee on 20th November 2006 in response to the following Notice of Motion:

That the Council's Code of Meeting Practice be submitted to the Corporate and Works Committee with an amendment which provides that Standing Committees may be adjourned at the discretion of the Mayor or Chairman no later than 7-40 pm on scheduled Council Meeting nights and be reconvened at the close of the Council Meeting, this to recognise the status and importance of Council Meetings and to ensure the public and other Councillors are not inconvenienced by delays resulting from earlier meetings running overtime.

On 27th November 2006 Council adopted the following resolution:

THAT the amended Code of Meeting Practice containing the new section 7.21 (Adjournment of Committee Meetings to allow Council Meetings to commence on time) be placed on public exhibition in accordance with the legislative requirements and a further report be submitted to the Committee at the conclusion of the exhibition period.

The amended Code of Meeting Practice was advertised during the period Wednesday 17th January to Tuesday 13th February 2007 with public submission invited to Friday 2nd March 2007.

During the period of the public exhibition no submissions were received by Council on the proposed amendment to the Code.

Proposal:

As no submission were received by Council on the proposed amendment, it is recommended that the draft Code of Meeting Practice be adopted.

Conclusion:

It is recommended that the draft Code of Meeting Practice containing the new section 7.21 (Adjournment of Committee Meetings to allow Council Meetings to commence on time) be adopted.

Les Windle
Manager Governance

Geoff Clarke
Director Corporate Services

Annexures:

1. Draft Code of Meeting Practice recommended fro adoption.

Item No: R2 Recommendation to Council
Subject: **2007/2008 Draft Budget Overview**
Author: Don Johnston Manager Finance
Michelle Phair Team Leader Financial Services
File No: 331G 2007/2008
Reason for Report: To:
A) provide an overview of the preliminary draft 2007/2008 budget
B) seek a determination of how recent initiatives will be funded to allow the preparation of a draft budget for further consideration by the Committee.

Recommendation:

1. That the budget overview be noted
2. That a Draft 2007/2008 Budget be prepared and presented to the next meeting of the Corporate & Works Committee incorporating:
 - \$250,000 allocation from funds currently held by the Waverly Woollahra Process Plant, noting that the proceeds from the sale and any interest thereon will be held in reserve
 - An allocation of interest earned from the Cosmopolitan Centre commercial arrangements being reserved to service the loan raised for streetscape improvement works in Double Bay
3. That Council apply for a special variation of 6.35% above the permissible increase, incorporating an additional provision for Wharves, Jetties and Baths, noting that the current Environmental Levy lapses on 30 June 2007 and the effective increase in rates will be 1.92% above the permissible increase
4. That the funding for the Watsons Bay Baths reconstruction project be further considered in light of the determination of Council's special variation application and Council's resolution of 12 March 2007.

Background:

The constraints and opportunities associated with developing Council's operating budget each year have been highlighted in previous reports. This Council, through a process of expenditure containment and income growth, has been able to increase the capital funding available from the operating budget from \$1.5m in 2002/2003 to \$4.2m in 2006/2007. In setting last years budget strategy the Council established a policy position of increasing the annual amount of capital funding available from the operating budget by at least the amount of the permissible rate increase.

In November 2004 Council adopted an Infrastructure Asset Management Strategy which quantified the need for increased expenditure on Infrastructure Asset Renewal. Since adopting this strategy Council has sought special variations from the Department of Local Government to provide funding to increase Council's then level of expenditure of \$1.4m to the optimum expenditure of approximately \$3.9m per year. Council was partially successful last year in introducing an Infrastructure Levy although not in the form proposed. In addition to the levy, the budget envisages introducing a Stormwater Management charge to fund stormwater related works.

Following the Minister's decision which retained the current environmental levy for its final year the Council resolved to apply for a special variation for 2007/2008 to continue the level of funding required to put its infrastructure funding strategy in place.

Recent decisions of Council have resulted in the adoption of a series of business centre improvements at an estimated net cost of \$6.525m. There is a further detailed report to be considered by the Corporate & Works Committee on these works which comprise:

Double Bay:	
Paving reinstatement following EA works	1,377,000
Paving repairs	1,078,000
Goldman/Gumtree Lanes, multi-function (banner) poles, decorative lighting, landscape and gateway treatments, signage & street furniture	2,000,000
Other Business Centres	2,070,000
	\$6,525,000

Council has resolved to fund these works by a loan repayable over 10 years. Consideration will need to be given to funding the repayment of this loan in the 2007/2008 and future years' budgets.

The Council has also considered a proposal to upgrade Watsons Bay Baths at a cost of some \$1.6m. At its meeting on 12 March 2007, the Council resolved that the funding of this project is to be a matter of consideration when Council considers the use of the funds from the Waverley Woollahra Process Plant sale.

We also have the impression that there may be a need to provide for business centre economic development. This will potentially require a quite significant allocation of funds. At this stage Council has not committed to a course of action, nor has any potential contribution from the beneficiaries been considered, therefore a budget provision has not been made.

We have provided below a brief overview of the preliminary draft 2007/2008 operating and capital budgets and discuss options for funding the above initiatives.

Discussion:

Summary of Preliminary Draft 2007/2008 Operating Budget

The preliminary draft budget presented in the Internal Budget Working Documents (circulated with this report) is summarised below. The Income Statement shows an increase in revenue of 6% and an increase in expenditure of 4.8% over the current year's original budget.

Within this preliminary draft budget there are number of increases beyond the councils control, or are directly offset by increased revenue, or are the result of a Council resolution. If these increases are excluded the increase in the remainder of the budget is 1.5%. If inflation is considered at 3%, there is a real reduction in these other operating areas of about 1.5%.

ANNEXURE 1 illustrates how the controllable increase in expenditure for 2007/2008 has been constrained to just 1.5%, providing details of expenditure increases beyond council's control and those offset by increased revenue, which make a significant contribution to the overall 4.8% increase.

07/08 Draft Budget
INCOME STATEMENT

	05/06 Actuals	06/07 Original Budget	06/07 Current Forecast	07/08 Draft Budget	Variance to Original	%	Variance to Forecast	%
OPERATING REVENUES								
Rates & Annual Charges	30,945,302	33,439,504	33,587,509	35,016,587	1,577,083	4.7	1,429,078	4.3
Fees & Charges	4,530,497	4,671,858	4,927,460	5,022,944	351,086	7.5	95,484	1.9
Interest	1,486,870	1,311,000	1,391,000	1,570,000	259,000	19.8	179,000	12.9
Operating Grants & Cont'ns	2,803,320	2,580,080	2,911,261	2,721,202	141,122	5.5	-190,059	-6.5
Other Revenues	10,838,259	9,918,510	10,525,775	10,701,007	782,497	7.9	175,232	1.7
	50,604,249	51,920,952	53,343,005	55,031,740	3,110,788	6.0	1,688,735	3.2
OPERATING EXPENSES								
Employee Costs	23,723,439	25,140,133	25,166,431	25,927,086	786,953	3.1	760,655	3.0
Materials & Contracts	10,099,361	9,281,436	10,572,173	10,239,824	958,388	10.3	-332,349	-3.1
Borrowing Costs	1,612	193,808	193,808	178,219	-15,589	-8.0	-15,589	-8.0
Depreciation	8,713,872	8,504,184	8,504,184	8,907,684	403,500	4.7	403,500	4.7
Other Expenses	9,026,569	9,706,472	9,861,528	10,105,889	399,417	4.1	244,361	2.5
	51,564,854	52,826,033	54,298,124	55,358,702	2,532,669	4.8	1,060,578	2.0
CAPITAL REVENUES								
Capital Grants & Cont'ns	925,273	1,369,000	1,710,053	600,000	-769,000	-56.2	-1,110,053	-64.9
Net Gain / (Loss) on Sale of Assets	-316,430	-204,815	-175,431	-311,970	-107,155	52.3	-136,539	77.8
CHANGE IN NET ASSETS	-351,763	259,104	579,503	-38,932	-298,036		-618,435	

At this stage we have budgeted for a 3% permissible rate increase. Obviously it will be some time before we learn what the actual permissible increase will be. The draft 2007/2008 operating budget generates \$4.318m for capital funding in addition to the \$3.7m from the proposed Environmental & Infrastructure Levy, Stormwater Management Charge and section 94A contributions which are reserved for capital expenditure from the operating budget. This is a 2% increase over funds available in the 2006/2007 budget which is not unreasonable in light of the impacts on the budget highlighted above.

The Income Statement also indicates an increase in revenues of 6%. We are anticipating some increases in a number of revenue streams including:

- Development Application fees
- Compliance Levy
- Work Zone charges
- Interest on Investments
- Infringements
- Property Leases & Licences

We have taken the view that there will be a continuation of the current higher level of development activity. This has an impact on not only DA fees but other related fees and charges. In regard to Interest on Investments we are forecasting higher returns based on our move to professional investment advisors, although we have taken a reasonably conservative position on forecast returns.

The preliminary draft operating budget does not anticipate any increases in services or service levels other than the council initiatives listed above. Indeed, the operating budget as it stands provides minimum resources to ensure efficient utilisation of staff. Given the level of constraint required to achieve the capital funding policy target, there is little if any discretionary expenditure.

Before a final draft operating budget can be completed, guidance is required from the Council in regard to funding the initiatives outlined in the introduction section of this report. A discussion of options in this regard follows.

Initiatives

There are a number of initiatives which are presently not included in the 2007/2008 draft budget as they require funding consideration.

The initiatives include:

	Financial Impact
• Streetscapes Improvements (Loan repayments for \$6.525m loan)	\$940,000 p.a.
• Watson's Bay Baths	\$1,580,000

While the full financial impact of these initiatives may not be felt in the first year due to timing of their commencement, the full impact will certainly be felt in years 2 to 10 and must be considered at this time so we are confident in our capacity to fund the projects.

Funding Options

The available funding options are:

	Funds Available
• Review of the operating budget <i>Recommendation: No change</i>	
• Waverley/Woollahra Process Plant (WWPP) Sale Proceeds <i>Recommendation: Reserved for future expenditure</i>	\$8,500,000
• Cosmopolitan Centre payment <i>Recommendation: Reserved for future expenditure</i>	\$6,100,000
• Interest on WWPP sale proceeds (\$8.5m @ 6.9%) <i>Recommendation: Reserved for future expenditure</i>	\$586,500
• Interest on Cosmopolitan Centre payment (\$6.1m @ 6.9%) <i>Recommendation: Reserved for repayment of loan related to works in Double Bay</i>	\$420,900
• One off WWPP operating funds cash distribution (estimated) <i>Recommendation: Reserved for loan repayments</i>	\$250,000

Discussion on funding options

Review of the operating budget:

In preparing its budget Council is faced with allocating limited resources to competing demands for day-to-day services and to the renewal and upgrade of its infrastructure and other assets. As noted previously, the 2007/2008 operating budget has little if any discretionary expenditure and hence does not present any opportunities for funding of initiatives without impacting on services or service levels. In December 2005 Council was provided with an Internal Budget Working Document detailing by each cost centre the Management Plan objectives together with statistical information and a discussion of expenditure Phase Up / Phase Down options. The Internal Budget Working Document has been updated for 2007/2008 and has been circulated separately to the business paper. The working document demonstrates the constraints and issues faced when preparing the operating budget and the Phase Up / Phase Down discussion illustrates that further reduction of the operating budget will result in a deterioration of Council services.

Capital Proceeds:

In considering a report on the WWPP Council has previously resolved, in part:

- B. That Woollahra's portion of the funds be reserved until the Council determines how the funds are to be allocated.*

More recently, in regard to Watsons Bay baths, Council has resolved, in part:

- C. That subject to Item F, an amount of \$1.58 million be included in the draft 2007/2008 Capital Budget for consideration by Council for the upgrading of Watsons Bay Baths.*
- F. That the funding of the capital cost be a matter of consideration when the Council considers the use of the funds from the Waverley Woollahra Process Plant sale.*

There is an opportunity to fund the new initiatives from the proceeds of WWPP and Cosmopolitan Centre. We strongly recommend against this approach. It is considered more appropriate that the use of these funds be considered in light of the outcomes of the Asset Study and an overall review of Council's property holdings. It may well be a better investment of these funds if they were used to acquire an income generating asset.

On this basis the utilisation of these funds is not recommended.

Interest on Capital Proceeds:

At this stage, the interest that will be earned on the proceeds above have not been factored into the operating budget. Based on discussions with our investment advisors, we are anticipating an average return of 6.9% over 2007/2008. At this rate of return, interest earnings on the capital proceeds will be:

• WWPP (\$8.5m @ 6.9%)	\$ 586,500
• Cosmopolitan Centre (\$6.1m @ 6.9%)	<u>\$ 420,900</u>
	\$1,007,400

There is clearly a strong nexus between the interest from the Cosmopolitan Centre payment and the Streetscapes improvements in Double Bay and the potential need to provide for business centre economic development. It would not be unreasonable to apply this interest to these projects. In a report to the Corporate and Works Committee in November 2006, it was noted that there will be new revenue streams from commercial arrangements coming available in 2009/2010 of around \$500k. This interest, together with a small allocation from the WWPP interest, could substitute for this new revenue in the short term. An allocation from the WWPP interest will not be required in 2007/2008 but this may be a consideration in future years.

It is recommended that we apply the interest on the capital proceeds to the repayment of loans in the interim as the new revenue streams from Double Bay come to fruition.

Cash Proceeds:

Ordinarily any cash distributions from the WWPP are taken up as interest in the operating budget. Given that the \$250,000 anticipated for 2007/2008 is quite significant, and indeed the last such distribution, it has been included for specific comment rather than simply being rolled into capital funding available from the operating budget.

It is recommended that this money be left in the operating budget 2007/2008 as a one off windfall, funding loan repayments in year 1.

Further Funding Option - Additional Special Variation application

Council has resolved to make an application for a special variation to replace the lapsing Environmental Levy with a combined Environmental & Infrastructure Levy. This will result in a special variation percentage of 7.43%, including an estimated permissible increase of 3%. The effect of this special variation would be a nil increase above the permissible limit.

Last year, when making its application for a combined levy, Council's application included a \$500,000 provision for Wharves, Jetties and Baths Infrastructure. When the combined levy was not approved, and a reduced infrastructure renewal program was adopted, this provision was dropped from the program.

With the forthcoming application, this provision can be re-incorporated into the works program. Part of the additional funding could be applied to the repayment of a loan for the reconstruction of the Watsons Bay baths as an alternative to using the proceeds from the sale of the WWPP. Repayments on a \$1.6m loan would be in the order of \$230k per annum.

This approach would increase the application percentage from 7.43% to 9.35% and provide an additional \$2.5m over 5 years. If there were no specific project needs for wharves, jetties and baths infrastructure in any one year, the funds could be redirected to other classes of infrastructure such as seawalls, retaining walls or extending the now reduced environmental works program. The effect of this application on ratepayers would be an increase of 1.92% above the permissible increase.

It is recommended that Council extend its application for special variation to include a provision for wharves, jetties and baths infrastructure, noting that it will result in only a small increase in rates above the permissible limit.

Summary of Preliminary Draft 2007/2008 Capital Budget

The preliminary draft 2007/2008 capital budget is attached as **ANNEXURE 2**. It includes the streetscapes improvements program endorsed by Council funded from loans. It does not however at this stage include provision for the upgrade of the Watsons Bay baths although there is a \$100k provision for design development and approvals over the next 12 months which accords with current resolutions.

While the preliminary draft 2007/2008 capital budget incorporates the total streetscapes improvements program, it will not be delivered in a single financial year. It is important however that in adopting the 2007/2008 draft budget we are conscious of the full impact of funding these works.

It was noted in the report on funding options for the Double Bay improvement works that the take up of section 94A contributions has been slower than originally anticipated. This has necessitated a review of the current years section 94A funded projects and has also influenced the number of projects incorporated into the draft 2007/2008 capital budget. A total of some \$644k in projects has been incorporated. Further projects have been identified for endorsement should additional contributions be received over the course of the year.

The draft capital budget anticipates our successful application for a special variation and provides for a combined Environmental and Infrastructure program funded by a special levy and Council's \$1.4m contribution. Also, as noted earlier in the report the budget provides for a separation of stormwater drainage projects to be funded by the introduction of a stormwater management charge.

Loan Repayment Funding

The annual repayments of a \$6.525m loan funding the streetscapes improvements projects total \$940k per annum. It needs to be noted that not all of this amount will be required in year 1, 2007/2008, depending on the timing of the drawdown(s) on the loan allocation. It will be required in years 2 onwards.

A long term funding strategy in this regard was reported to the Committee in November 2006. It comprised:

	\$'000
New revenue streams from commercial arrangements	500
Current annual capital budget allocations to streetscapes not required as a result of the improvement works	300
Section 94A contributions	150
	950

The new revenue streams are forecast to come online from 2009/2010. The \$300k capital allocation has largely been freed up in the preliminary draft budget. As it stands, the capital funding available is \$4.318m while the preliminary draft capital budget requires \$4.113, leaving \$205k currently unallocated. In regard to section 94A contributions, as the time lag is overcome, this allocation will be enabled.

In the short term the new revenue streams and section 94A contributions need to be covered from an alternate funding source. The recommended funding of the repayments for 2007/2008 is summarised below. Any amount not expended on loan repayments will be retained in reserve for future years' repayments.

	\$'000
Unallocated capital funding	205
WWPP Cash distribution	250
Interest on Cosmopolitan Centre commercial arrangements	421
	876

This level of available funding will be sufficient to cover the year 1 loan repayment requirements.

In 2008/2009 we may still be in transition to the full loan repayments, not having drawn down the full \$6.525m. There is the possibility of providing a further allocation of interest to loan repayments required in this year while from 2009/2010 the funding strategy outlined above should have come into effect.

Receiving the capital proceeds raises the possibility of an internal loan. Given that our forecast return on investments is greater than the current indicative borrowing rate for local government and, more importantly, that it is more than likely that Council will require the funds well within the 10 year loan term, this possibility has not been pursued further.

Conclusion:

A preliminary draft operating budget has been prepared which, at this stage, almost meets the policy position of increasing the level of capital funding by the anticipated rate increase. While this is the case there are some significant costs that need to be incorporated into the operating budget in regard to loan repayments for the streetscapes improvements program. At the same time there are substantial investment returns that also require incorporation.

The report discusses some options in regard to funding the loan repayments. These include a review of the operating budget. To facilitate this, a comprehensive Internal Working document has been prepared and circulated with this report. This document provides an indication of the impacts of phasing down and / or phasing up the various services provided from the operating budget.

The preferred method of funding the loan repayments required in 2007/2008 is to apply the interest earnings from the Cosmopolitan Centre capital payment (\$421k), the one off cash distribution from the WWPP (\$250k) and currently unallocated capital funding (\$205k). It is unlikely that the full amount of this allocation will be required in 2007/2008. Any unexpended amount would be reserved for future years' repayments.

The report also addresses the possibility of increasing Council's special variation application to re-incorporate a provision for wharves, jetties and baths into the Environmental & Infrastructure Works Program. Such an increase could provide an additional \$2.5m over 5 years and be an alternative source of funds for the Watsons Bay baths project. This has also been recommended.

At this stage it is proposed that a Draft 2007/2008 Budget be brought back to the Corporate & Works Committee at its next meeting taking, into consideration the recommendations arising from this report.

Don Johnston
Manager Finance

Michelle Phair
Team Leader Financial Services

Geoff Clarke
Director Corporate Services

Gary James
General Manager

Annexures:

1. Operating Expense Analysis
2. Preliminary Draft 2007/2008 Capital Budget

ANNEXURE 1

OPERATING EXPENDITURE ANALYSIS

	06/07 Original Budget	07/08 Draft Budget	% Increase
Operating Expenditure (excluding Depreciation)	44,321,849	46,451,018	4.8%
Less Increased Expenditure:			
General Consultants Infrastructure Asset Management - offset by grant funding		-181,000	
Graffiti Removal Program - Council resolution		-130,000	
Fuel - impact of fuel prices		-100,000	
Street Lighting Charges - IPART decision		-83,000	
Fire Brigade Contribution - set by State Government		-82,000	
Infringement Processing Charges - offset by increased fines income		-54,000	
Advertising - Development Control new site sign requirements		-48,000	
General Contracts Recycling - funded by Domestic Waste Management charge		-37,000	
Stores Issue Domestic Waste - funded by Domestic Waste Management charge		-36,000	
File Retrieval - offset by File Retrieval charges		<u>-34,000</u>	
	44,321,849	45,666,018	3.0%
Add Reductions in Project Based Expenditure:			
Social Plan Update		25,000	
Double Bay Business Strategy		50,000	
Traffic Projects		<u>19,000</u>	
	44,321,849	45,760,018	3.2%
Less Increased Employee Costs			
Salaries & Wages / Superannuation / ELE		-693,953	
Workers Compensation Premium & State Cover Levy - funded from Insurance Reserve		<u>-93,000</u>	
	44,321,849	44,973,065	1.5%