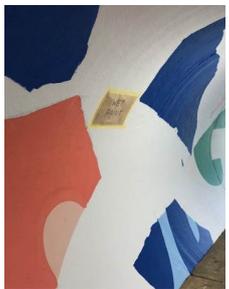




CUMBERLAND
CITY COUNCIL



Cumberland City Council
Quarter 2 Performance Report

October to December 2020

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THE INTEGRATED PLANNING AND REPORTING FRAMEWORK

Under the *NSW Local Government Act 1993*, councils are required to develop a hierarchy of plans known as the Integrated Planning and Reporting (IP&R) Framework. The IP&R Framework is designed to ensure that all NSW councils are using community engagement to undertake long term planning for their future.

The four year Delivery Program is informed by the overarching community vision in the 10 year Community Strategic Plan and resourced by the Resourcing Strategy. The one year Operational Plan details how Council plans to deliver the Community's vision for that financial year.

The IP&R Framework is designed to give Council and the community, a clear and transparent picture of:

1. Where we want to go (Community Strategic Plan).
2. How we plan to get there (Delivery Program, Operational Plan and Resourcing Strategy).
3. How we will measure our progress (Quarterly and Annual Reporting and the End of Term Report).

The Delivery Program and Operational Plan contain information about Council's Service Areas, Key Projects and the Performance Measures used to assess how Council is tracking towards achieving the Community's vision for its future. Council reports on a quarterly basis to ensure thorough monitoring of the commitments it has made to the community.

This report provides a summary of Council's progress over the second quarter (1 October 2020 - 31 December 2020), in implementing the Operational Plan 2020-21 which is year four of the Delivery Program 2017- 2021 (shown in the diagram below).



GUIDE TO READING THE QUARTERLY REPORT

There are two main sections in the Quarterly Report:

1. The Service Area Status Update section is where Council provides a snapshot of the overall progress for each Service Area, including achievements and highlights, along with issues and setbacks that are affecting the delivery of ongoing business activity.

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	Any good news stories, key events or milestones relating to the service that helps display progress.
Issues and Setbacks	Any issues experienced such as a lack of resources, unforeseen circumstances or poor conditions that have slowed progress on service delivery.

Also included in this section are the progress of Performance Measures or Key Performance Indicators (KPI's).

PERFORMANCE MEASURES (KPI's)

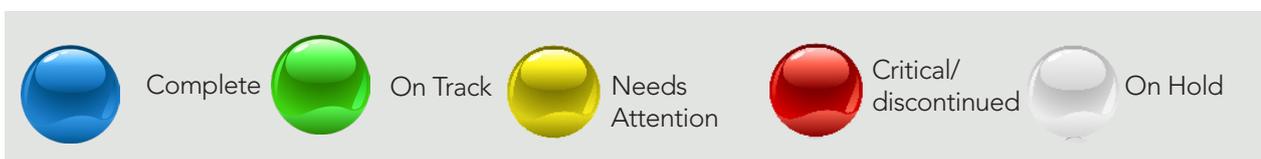
Performance Measure	Result
Performance Measure Indicator such as the number of attendees or the provision of programs.	The data relevant to the indicator measure.

2. The Key Projects section provides a progress comment and status update for each of the major projects for the Operational Plan of that year. This update helps readers to understand how a project is tracking, if it is likely to be completed, as well as any milestones or key highlights.

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status
Name and description of the Key Project as it appears in the Operational Plan and the Delivery Program	Manager in charge of delivering the Key Project	Update on progress of Key Project including milestones, highlights, issues or changes that affect the delivery of the Key Project	Traffic light status of the Key Project

Key to traffic light status symbols



EXECUTIVE SUMMARY

At the end of Quarter 2, 77% of key projects were completed or on track. There were 9 projects placed on hold and 3 projects have been recommended to be discontinued.

KEY PROJECTS

5/53 Completed



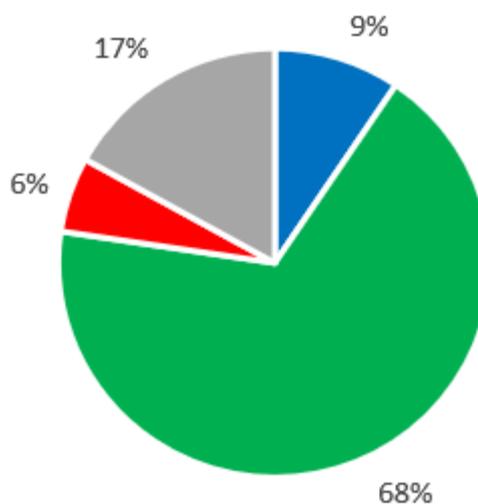
36/53 On Track



9/53 On Hold



3/53 Critical/discontinued



COVID-19 Support during Quarter 2

To ensure the safety and well-being of the Cumberland area, wider community and public health, Council has undertaken the following activities in response to the COVID-19 Pandemic:

- The Seniors and Disability Team and Nutrition Services Team has developed and implemented new COVID-19 safe practices for hosting community events for the isolated elderly and seniors. Kitchen staff have also returned to the kitchen at Guildford Community Centres in a COVID-safe environment.
- Education and Care Services have been providing online education support to children and their families
- The Environmental Health Team assisted NSW Health to address COVID-19 concerns raised by the community.
- In response to the Berala and Wentworthville COVID-19 clusters, Council redirected staff from the Food Inspection Program to assist businesses in the Cumberland area with developing communications to food businesses around face mask use and QR Code requirements.
- Council meetings have continued to adhere to NSW Public Health orders. The livestream meetings were modified to be engaging to the audience, captured all attendees and the recording of live minutes.
- Council hosted the COVID-19 safe Schools Expo 2020 across 4 schools, with 52 workshops held for 658 students over 4 days.
- Library Services has developed and enhanced its online programs (e.g. Zoom Book Club) and provided ongoing safe places across Council's library branches to maintain social distancing.
- Council issued a letter to all residents, which was translated into community languages, to reiterate the advice from NSW Health.
- Council continued to promote health messaging via our web and social media platforms.

HIGHLIGHTS THIS QUARTER

During the quarter, Council successfully delivered and implemented projects and programs across the Cumberland area. Some of these highlights included the following:

- Granville Centre Art Gallery opened in November 2020 with an inaugural exhibition Ngaliya Diyam, that means 'We are Here' in the language of traditional custodians the Darug people.
- Completion of 90% of the roads resealing Capital Works Program.
- Ministerial approval was received for the Draft Wyatt Park Plan of Management was received.
- Council's Environmental Programs received two awards for Greening our City
- Awarded \$60,000 to plant 2,500 trees across Cumberland to increase tree canopy cover.
- Awarded \$171,000 to build prototype green carpark at Holroyd Gardens to address urban heat and build community resilience.
- At the 2020 Keep Australia Beautiful Awards, Council was 'Highly Commended' under the 'Response to Climate Change Award' category for the Benchmarking Urban Heat in Cumberland Study.
- Council hosted the NSW Keep Australia Beautiful Sustainable Cities Awards 2020 at The Granville Centre and was presented a Sustainable Cities Overall Finalist Award and a Highly Commended Award in the Response to Climate Change Category.
- Additional grant funding was received from the NSW Government Community Recycling Centre (CRC) Program for the Mobile Community Recycling Service (problem waste collection). The funding was used to promote this service and to install 7 Problem Waste Small Drop Off Stations at Council's facilities.
- Council received Litter Grant funding from NSW EPA to install new bin infrastructure for Wentworthville and Lidcombe litter hotspots.
- Council Officer Gabrielle Whitbread was named Family Day Care Coordinator of the year for NSW/ACT.
- Adoption of the Housing Strategy and Planning Agreements Policy at Council.
- Daniel Cavallo, Director of Environment and Planning received a commendation of Planner of the Year from the Planning Institute of Australia.
- Completion of the annual Skin Penetration and Cooling Tower Programs.
- The Wentworthville Swimming Pool upgrade is 90% complete.
- Community centres are now operating at pre-COVID levels and are now meeting or exceeding revenue budget targets.



Image: Sustainable Cities Awards, Ho Nguyen from the Compliance and Environment

1. COMMUNITY PROGRAMS AND EVENTS

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none">• Granville Centre Art Gallery opened in November 2020. The Gallery opened with the inaugural exhibition Ngaliya Diyam, which means 'We are Here' in the language of traditional custodians the Darug people.• The Granville Centre presented four live music sessions, as part of Great Southern Nights (GSN), an initiative of Destination NSW and the Australian Recording Industry Association (ARIA). Over 300 attendees experienced the live local performance.• The Christmas in the Gardens event was hosted by Council and attended by over 500 attendees. The event was also livestreamed to online audiences.• The Regents Park Pedestrian Subway Upgrade Project has been completed. The works included improved lighting, accessibility and mobility for prams and wheelchairs users and an established connection to an adjacent local park.• There were 5 Christmas lunches hosted by the Social Inclusion Team with COVID-19 safe practices. This enabled 93 isolated seniors to enjoy a festive meal with entertainment.• There were 130 'Care Packs' containing a mask, sanitiser and notebook distributed to volunteers for their contribution and services for assisting the Seniors and Disability team.• An extra 225 frozen meals were delivered to the community, to cover the Christmas period closure. The total number of meals delivered over 3 days was 625.• Nutrition Services kitchen staff were returned to the Guildford Community Centre in November, with new COVID safe practices in place.• Suzanne Gatt received Council's Award of Excellence, for her outstanding work and in recognition for the delivery of COVID-19 Safe Cooking Lessons.• Over 600 food hampers were handed out from AC4C and Guildford CC.
Issues and Setbacks	<p>The COVID-19 pandemic and Public Health orders, have adversely impacted Council's operations by:</p> <ul style="list-style-type: none">• Restricting the number of programs and services offered by the Seniors and Disability team, in return impacting revenue. However, the revised service delivery models and their implementation have ensured the Seniors and Disability Team can continue to increase participation in services and programs to contribute to both services and revenue.• Staffing constraints which include a large number of volunteers that are unable to return to their roles because they fall in the vulnerable category will continue to impact resourcing as Council moves to reinstate services.

1. COMMUNITY PROGRAMS AND EVENTS (CONTINUED)

PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Percentage of community organisation satisfied with support and capacity building initiatives provided	N/A for this quarter	N/A this quarter
Percentage of community reporting an improvement with their health and wellbeing after accessing Council's Aged and Disability Services	N/A for this quarter	N/A this quarter
Number of customers accessing Council's Aged and Disability Services	463	321
Number of transport trips provided to seniors	390	400
Number of hours of social inclusion, individual and group support programs provided to seniors and people with a disability	3,934	3,560
Number of meals provided by Cumberland's Nutrition Services to seniors and people with a disability	11,515	10,156
Community satisfaction levels met with the provision of Aged and Disability services	N/A for this quarter.	N/A this quarter.
Percentage of young people participating in Council's youth programs who would recommend the program to another young person. (Average Target <75%)	100%	100%
Percentage of Council's youth programs that involve youth participation in their planning	100%	100%
Community Satisfaction levels met for Council festivals, events and programs delivered	None delivered during Q1	100%
Number of visitors to staffed community centres (Auburn, Berala, Guildford)	<p>Auburn Centre for Community: 11,401 visitors.</p> <p>Guildford Community Centre: 98,706 visitors.</p> <p>Berala Community Centre: 22,646 visitors.</p> <p>Granville Centre: No people Counter in place at Granville Centre.</p> <p>The Granville Centre Art Gallery - no visitors in Q1.</p>	<p>Granville Centre Art Gallery 700 visitors since opening November 6 2020.</p> <p>Auburn Centre for Community: 18,076 visitors.</p> <p>Guildford Community Centre: 1,595 visitors.</p> <p>Berala Community Centre: 6,274 visitors.</p> <p>Granville Community Centre: N/A for Q2, no counter installed.</p>

1. COMMUNITY PROGRAMS AND EVENTS (CONTINUED)

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Deliver economic development initiatives to promote local economic growth	Director Environment and Planning	<p>Council's economic development initiatives included:</p> <ul style="list-style-type: none"> • Preparation of an Economic Investment Prospectus • Business Engagement in Town Centres <p>Engagement :</p> <ul style="list-style-type: none"> • Shop Local Campaign • Employ Local Campaign • 6 information webinars 		
Peacock Gallery precinct artist studio project*	Director Community and Organisation Development	Renovation concepts refined by the Events and Culture team in preparation for the site to be used as an artist studio. Program development of artist program.		

*Previously known as "Deliver the Peacock Gallery and Auburn Artist Studio expansion project". This project was scheduled for completion in 2019/20, and has been carried forward into 2020/21 due to a lack of funding.

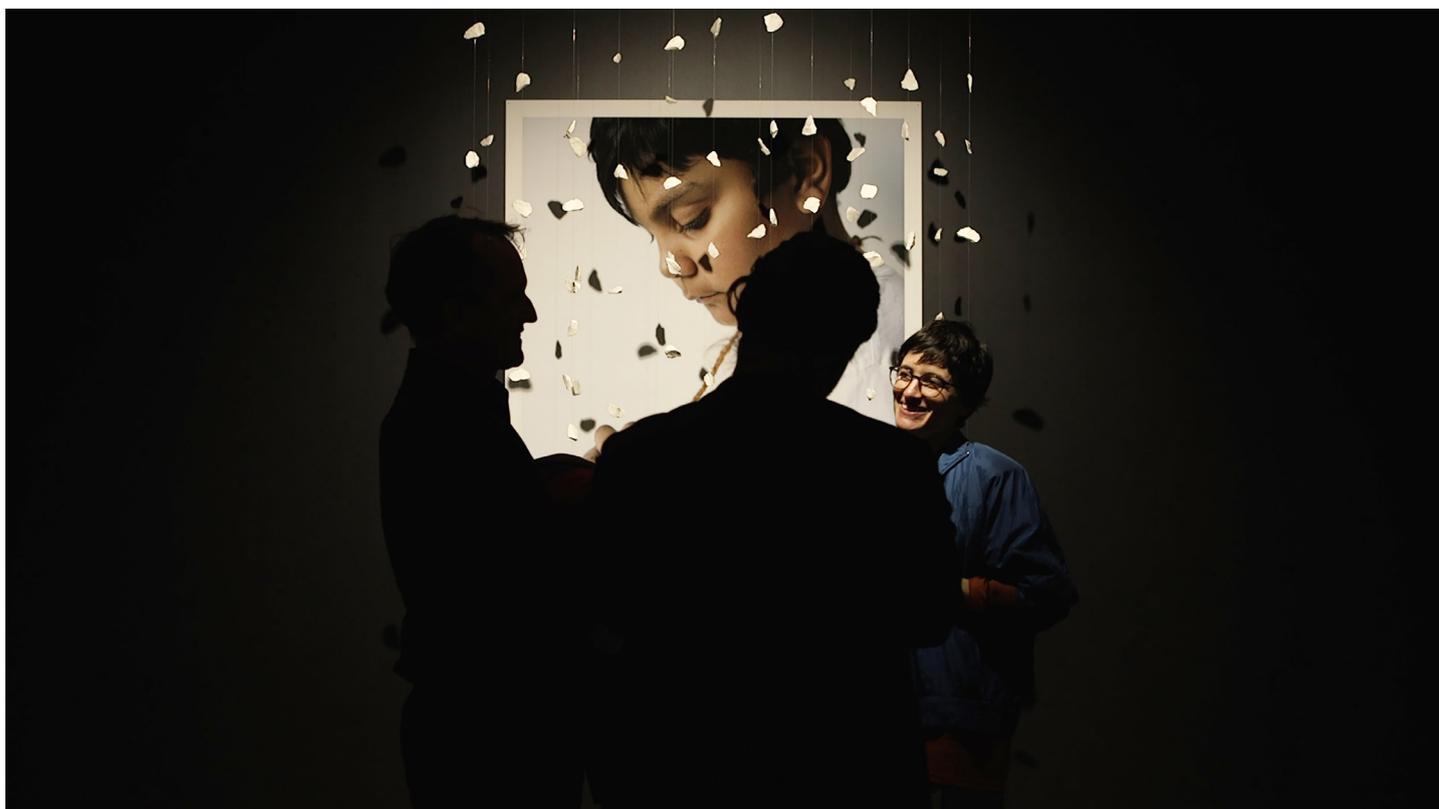


Image: Gallery Event

2. ROADS, STORMWATER AND STREET CLEANING

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none"> • 90% of roads resealing Capital Works complete. • Major milestone achieved in Neil Street Drainage project with completion of electrical work on Neil Street. • 75% of new footpath construction Capital Program completed. • The modification of building structure at 219 Merrylands Road 95% complete. • Design for Dellwood Street Streetscape Improvement project completed. • Manufactured timber items for Granville Park Pavilion roof arrived on time from Italy despite COVID and design issues.
Issues and Setbacks	<ul style="list-style-type: none"> • Wet weather delays in major projects. • Contaminated liquids found during excavation of culvert on Neil Street. This will require further design work for culvert footing. Removal of contaminated liquids and modified footing will incur additional costs. • Contaminated soil removal costs at Wentworthville Swim Centre during construction.

PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Kilometres of local roads renewed	2 km	2.34 km
Number of potholes repaired	1,346	1,088
New footpath construction program completed	Nil	3.45 km
Maintenance inspections of roads	10%	50%
Maintenance inspection of CBD/high profile footpaths (daily)	100%	100%
Inspection of bridges	31	24
Number of stormwater pits inspected	10	20
Maintenance and cleaning of town centres	100% daily	100% daily
Square metres of graffiti removed	1,482	959
Number of instances of illegally dumped rubbish collected	2,866	2,860
Number of clean up services provided	12,744	12,389



Image: Construction at Granville Park

2. ROADS, STORMWATER AND STREET CLEANING (CONTINUED)

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Investigate options for bridges over Woodville Road	Director Works and Infrastructure	Council is currently undertaking a strategic land use study of the Woodville Road corridor and the potential for a pedestrian bridge crossing at Woodville Road will be investigated by Council's Engineering team concurrently.		
Widening of Hector Street Bridge, Regents Park	Director Works and Infrastructure	Bridge works in progress. Project delayed due to Sydney Water's delay in providing necessary approvals. The expected likely completion date is April 2021.		
Widening of Boundary Road / Wolumba Street Bridge, Regents Park	Director Works and Infrastructure	This work will commence only after Hector Street bridge works are completed.		
Merrylands CBD Revitalisation Project - Development	Director Works and Infrastructure	Contractor has been selected. Contractor will commence works on site (in McFarlane Street Park) once all approvals from Sydney Water have been obtained. This is likely to occur by the end of February 2021. Extensive community consultation has been carried out with shop owners and this will continue during all stages of the project.		
Investigate options for bridges over Wellington Road	Director Works and Infrastructure	Discontinued in Q1.		
Bridge Road Overbridge	Director Works and Infrastructure	Council Officers are providing advice on this project being undertaken by Sydney Trains in relation to the design impacts on Council infrastructure and the traffic impact on local roads during construction.		
Granville Park Pavilion	Director Works and Infrastructure	Field Works: RMZ material being installed from 4 January 2020 and completion for mid-January 2021. Eastern and Northern mound construction nearing completion. Stadium: Second floor concrete slab has been poured and tensioned with form work stripped. Structural timber columns and rafters are being erected and due to be complete by February. Lower level services rough is underway with the erection of light weight wall frames. Grandstand seating will begin in the coming weeks, weather permitting.		
Merrylands CBD Drainage	Director Works and Infrastructure	Neil Street Road and Drainage Works is 75% complete. Estimated date for completion is April 2021.		
Investigate the widening of bridges over Duck River	Director Works and Infrastructure	This project has been identified in Council's Local Infrastructure Contributions Plan. This project is on hold until significant contribution is collected.		
Design and acquisition for Merrylands Ring Road	Director Works and Infrastructure	The project is anticipated to commence late in the 2020-21 Operational Plan period during Q3 or Q4.		
Develop Pedestrian Access Management Plan	Director Works and Infrastructure	The works are underway however not complete due to the impacts of COVID-19 on the pedestrian flow which will not represent accurate data.		

3. PARKS AND RECREATION

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none"> • Greystanes Sportsground Playground opened. • Unveiling of the Granville Park Heritage Interpretation signage. • Installation of the new pedestrian bridge Duck River. • Reopening Merrylands Community Garden following COVID-19 closure. • Minister approval for Draft Wyatt Park Plan of Management received.
Issues and Setbacks	<ul style="list-style-type: none"> • Ongoing adjustments to COVID- 19 Public Orders and social distancing rules. • Continuing to plan for excessive leave clearing of staff, many critical roles impacted.

PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Number of plans of management reviewed	6	3
Percentage of Capital Works and Park Renewal projects completed within the specified time and budget	<ul style="list-style-type: none"> • Open space projects completed - 10% • Works awarded or in progress – 20% • Evaluation stage – 20% • RFQ/RFT Stage – 20% • Design/scoping stage – 30% 	100%
Number of organisational and network meetings attended	<p>Open Space: 3 network meetings.</p> <p>Recreational assets: 6 organisation meetings and 12 swim club meetings.</p>	6
Amount of grant funding received annually for parks and recreation projects	\$50,000	\$525,000
Percentage increase in seasonal occupancy rates at sportsgrounds	Nil due to COVID-19	98%
Number of Council's representatives at sports club and local park committee meetings	Clubs: 16 Committees: 5 Bush care: 3	Clubs: 9 Committees: 8 Bushcare: 9
Number of Sports Forum and Recreation and Sport Advisory Panel (RSAP) meetings held	Nil due to COVID-19	Nil due to COVID-19
Number of work orders completed against amount recieved	200/228	277/238

3. PARKS AND RECREATION (CONTINUED)

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Deliver Wyatt Park Plan of Management	Director Works and Infrastructure	Draft plan on public exhibition from 11 January to 14 February 2021 with a public hearing.		
Complete Granville Park Pavilion and playing surface renewal works	Director Works and Infrastructure	Discontinued for administrative reasons. Project has been repeated in 2 Service Areas. Project still appears in Service Area 2.		
Improve customer satisfaction in open space provision and presentation	Director Works and Infrastructure	Placed on hold due to COVID-19.		
Develop a Cumberland Synthetic Surfaces Plan	Director Works and Infrastructure	Preparation of draft document is underway.		
Deliver a Play Space Infrastructure Plan	Director Works and Infrastructure	The Open Space and Recreation Strategy includes an action to deliver a Play Space Strategy. This strategy will consider the outcomes of the Open Space and Golf Course Review and Plan. This project would also benefit from a comprehensive community engagement process that would not be possible with the current COVID-19 restrictions. Therefore, the project has been recommended to be placed on-hold and in the 2021-22 Operation Plan.		
Develop a plan for the upgrade of all public amenity blocks in Cumberland	Director Works and Infrastructure	Audit on condition of the parks amenity blocks will be carried out in the 2021/22 financial year with a view to formalise a generic parks amenity block design. This will reduce the time lost and costs in carrying out a bespoke design on each park's amenity block.		
Commence a Sportsground Plan of Management Review Program	Director Works and Infrastructure	Planning phase completed.		
Deliver an Urban Tree Strategy	Director Environment and Planning	Completed in Q1.		
Implementation of Park Management Plan	Director Works and Infrastructure	Planning phase completed.		
Deliver a Trails Strategy	Director Works and Infrastructure	Discontinued in Q1.		
RAAF Stores Park - RAAF Stores Depot Memorial Plaques	Director Works and Infrastructure	Federal grant and Cumberland RSL funded. Engagement is ongoing with the project now at detailed design and costing. The existing structure will be demolished next quarter with new interpretive wall and landscape embellishment planned for quarter 3 in preparation for the ceremonial event in September 2021.		

3. PARKS AND RECREATION (CONTINUED)

KEY PROJECTS (CONTINUED)

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Prospect Hill Integrated Interpretation Plan	Director Works and Infrastructure	NSW Office of Environment and Heritage grant placed on hold awaiting approval of the accessible pathway to Prospect Hill.		
Civic Park and Pendle Hill Wetlands Masterplan and Development	Director Works and Infrastructure	Project completed during Q2.		
Deliver Granville Park Plan of Management	Director Works and Infrastructure	Submitted for endorsement to the Minister following Council approval of the draft.		



Image: Greystanes Sports Ground Play Equipment

4. ENVIRONMENTAL PROGRAMS

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none"> Greening our City: Stream 1 – Awarded \$60,000 to plant 2,500 trees across Cumberland to increase tree canopy cover. Greening our City: Stream 2 – Awarded \$171,000 to build prototype green carpark at Holroyd Gardens to address urban heat and build community resilience. Keep Australia Beautiful Awards 2020 – Received 'Highly Commended' award for 'Response to Climate Change Award' category for Benchmarking Urban Heat in Cumberland Study. Schools Expo 2020: COVID safe schools expo held with 4 schools participating. 52 workshops held for 658 students over 4 days. Community Environment Program Grant (CEP) has commenced for: <ul style="list-style-type: none"> Ray Marshall Reserve: Council has replaced the stairs to wooden walking track along Duck River with replas recycled material, cleared weedy vegetation and replant the natives using Bushcare groups. The project is expected to be completed in April 2021 Princes Park: Clean-up of litter and overgrown weedy material. The program is expected to be completed in April 2021. Native Bee Program: 10 new hives given to new participants. 7 additional expected to be completed and given to new participants in March 2021.
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PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Number of Community Environmental Workshops held	1	1
Number of new trees planted in public places	15	10
Number of trees given to Cumberland residents at tree giveaway events	Nil, due to COVID-19.	Nil due to COVID-19.
Number of native beehives distributed to residents	Nil.	10
Environmental programs developed and implemented	7	7

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Develop an Asbestos Management Plan	Director Environment and Planning	Work is continuing to delevelop the plan.		
Implement relevant actions identified in environmental strategies and plans	Director Environment and Planning	Actions identified environmental strategies and plans are underway.		

5. HOUSEHOLD WASTE AND RECYCLING

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none"> The Mobile Community Recycling Service (problem waste collection) has continued to record high numbers with 1,228 bookings completed this quarter. Council also received additional grant funding from the NSW Government Community Recycling Centre (CRC) Program to further promote the service and to install 7 Problem Waste Small Drop off stations at Council facilities, such as libraries and community centres. The Bin Inspection Program continues to provide recognition to residents using the Garden and Recycling bins appropriately and reducing contamination. Of the 3,569 bins inspected during the quarter, 9 bins were categorised as 'Heavy Contamination' (red tag). Council hosted the NSW Keep Australia Beautiful Sustainable Cities Awards 2020 at The Granville Centre and was presented a Sustainable Cities Overall Finalist Award and a Highly Commended Award in the Response to Climate Change Category. The Multi Unit Dwelling (MUDs) Engagement Program provided auditing and education material to 637 properties during the quarter. The program has seen a 2% reduction in contamination compared to quarter 1. Council received an NSW EPA litter grant to install new bin infrastructure for Wentworthville and Lidcombe litter hotspots. Council is in collaboration with the Western Sydney Regional Illegal Dumping (RID) squad carried out the Spring Blitz Campaign (10 to 11 November 2020) which targeted known illegal dumping hotspot zones across the local area. 69 incidents were investigated, resulting in 2 investigations, 1 PIN issued for deposit letter from a vehicle and 1 waste removed back by the resident. In addition, there were 38 instances where education material was provided to residence within the Cumberland Local Government Area (LGA). Implementation of a 3-month recycling bin contamination education program was undertaken at targeted apartment complexes across the LGA. Resources were developed in partnership with Monash University. Furthermore, Council implemented social media engagement trials to target recycling bin knowledge and contamination for all residents with Consultant Behaviour Works Australia.
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PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Percentage of waste diverted from landfill	39%	37%
Percentage of illegal dumping incidents reported that are investigated and/or collected	100%	100%
Number of bookings for the Asbestos Collection Program	11	23
Tonnes collected from bookings for the Asbestos Collection Program	1.08	2.1
Number of Mobile Problem Waste Collection bookings	1,364	1,228
Number of Waste Education workshops and events held	3	9
Number of people attending Waste Education workshops and events	85	425

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Undertake identified actions in Council's Waste and Resource Recovery Strategy	Director Environment and Planning	There are 14 actions from Council's Waste and Resource Recovery Strategy which commenced in 2020-21. This is in addition to the ongoing projects that run across the strategy's entirety.		
Conduct a tender to select a new service provider for reviewing and processing Council's recycling material	Director Works and Infrastructure	Completed in Q1.		

6. CHILDREN'S SERVICES

SERVICE AREA STATUS UPDATE

<p>Key Achievements and Highlights</p>	<ul style="list-style-type: none"> • "Sticks Stones and Storytelling" Workshop was delivered to the Cumberland Educators United Interagency, highlighting the importance of nature play and the environment. • Bush School nature play, and story times has been extended to twice monthly due to community feedback and popularity. • The Community School Holiday Program was at capacity for each session with fantastic community feedback. • The Children and Youth Development Team participated in the first Council run event of the year; Christmas in the Gardens, engaging with families, children and young people in a Christmas themed activity. • The Eco Hub Group hosted a successful reduce, reuse, recycle workshop at the October Vacation Care services in partnership with Reverse Garbage. This encouraged children and their families, to reuse items they would normally throw away. • Council Officer Gabrielle Whitbread was named Family Day Care Coordinator of the year for NSW/ACT and will be representing the state at the national award ceremony in February 2021. • The Healthy Kids Initiative continued to have an extensive reach with 4-week sports programs and healthy mindset workshops being delivered in local schools. • The Healthy Kids Pitch Competition was finalised, and 4 winning schools were funded to run their healthy idea within the school community.
<p>Issues and Setbacks</p>	<p>COVID-19 has placed restrictions on Council's childcare and educational workers, and their children and families. These restrictions included:</p> <ul style="list-style-type: none"> • Educators are finding it challenging to keep the families engaged and informed about the availability of activities at each service. • Families remain hindered in accessing services provided by Educators. • Postponement of events such as, graduations and end of year celebrations.

PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Percentage of Children's Services operating at "meeting or exceeding" the National Quality Standards	100%	100%
Number of Children Transitioning to school		199
Utilisation of available childcare spots across all centres:		
Long Day Care utilisation	87.38%	87.69%
Before School Care utilisation - 60 students	40.51%	31.25%
Before School Care utilisation - 120 students	20.25%	15.62%
After School Care utilisation - 60 students	68.43%	55.51%
After School Care utilisation - 120 students	34.21%	27.75%
School Holiday Program utilisation - 60 students	55.83%	45.79%
School Holiday Program utilisation - 120 students	27.92%	22.89%
Family Day Care utilisation - Equivalent Full Time	107	116.57

6. CHILDREN'S SERVICES (CONTINUED)

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Develop and deliver a Professional Development Program that targets specific areas of Education and Care	Director Community and Organisation Development	The following Professional development opportunities were offered to the Children Youth and Families Team during the quarter: <ul style="list-style-type: none"> • PR Refresher Training • First Aid Training • QIP Writing • Becoming a Responsible Person • Selective Mutism Training 		
Implement the Cumberland Children and Families Services Strategy 2019-2023	Director Community and Organisation Development	Year 1 of the Children and Families Strategy 2019-2023 has been completed in the areas of: <ul style="list-style-type: none"> • Child Protection • Education and Care • Community Participation • Health and Wellbeing Action items for Year 1 remain on track for completion.		
Provide inclusive programs and activities that support the educational engagement of children and provide pathways into preschool	Director Community and Organisation Development	During the quarter, Council's Education and Care Services focussed on completing the Transition to School Statements. These statements were completed by the child's early childhood educator and to sent to their new schools. The statement provided: <ul style="list-style-type: none"> • A summary of the child's strengths, interests and approaches to learning. • Passes information between families, early childhood educators and teachers. • Gives children a voice in the process of meeting new people in the school environment. 		
Lead the development and implementation of a best practice Child Protection Framework and training model	Director Community and Organisation Development	The following activities were undertaken during the quarter: <ul style="list-style-type: none"> • Continuing to be an active member of the Child Safe Local Government Working Group. • Sharing the Cumberland Child Protection Framework documentation with other Local Councils, such as, North Sydney, Burwood and Wingecarribee. • The Office of The Children's Guardian is inviting submissions and feedback on the Exposure Draft of the Children's Guardian Amendment (Child Safe Scheme) Bill 2020. • The Child Safe Organisation Guideline is nearing completion in final draft form. 		

7. URBAN PLANNING AND DEVELOPMENT

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none"> Affordable Housing Strategy adopted by Council in November 2020. Planning Agreements Policy adopted by Council in December 2020. Draft Community Wellbeing Report endorsed and placed on public exhibition. Completion of early consultation on Woodville Road Corridor Strategy. The Director of Environment and Planning, Daniel Cavallo received a commendation of Planner of the year from the Planning Institute of Australia 2020 Planning Awards.
Issues and Setbacks	<ul style="list-style-type: none"> Nil this quarter.

PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Number of community consultations on urban planning proposals, agreements, policies and strategies	2	7
Average processing times for development applications (days)	100	86
Median processing times for development applications (days)	89	73
Development applications proceed within 90 days	52%	57%
Development applications processed within 40 days	29%	31%

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Develop Granville Town Centre Planning Strategy	Director Environment and Planning	Council endorsed the strategic planning work program in July 2020, which includes a review of planning consideration for the Granville Town Centre. This work is underway.		
Progress town centre, precinct and corridor reviews	Director Environment and Planning	Council endorsed the strategic planning work program in July 2020, which includes a review of planning consideration for various town centres. This work is underway.		
Develop new Cumberland LEP to implement studies and strategies (employment, residential, heritage and bushfire)	Director Environment and Planning	Completion of post-exhibition report on the new Cumberland Local Environmental Plan, and submitted to Department of Planning, Industry and Environment for finalisation and gazettal.		
Develop a Bike Plan	Director Environment and Planning	Council is currently reviewing resources and planned works to determine project viability and when this could be delivered.		

8. REGULATORY PROGRAMS

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none"> The Environmental Health team have assisted NSW Health on a number of public health matters over the last few months, including response to COVID-19 related concerns raised by the community, as well as assistance in two separate legionnaires case investigations. HAZMAT/EPA and Council's Environmental Health Officers responded to a pollution incident at Prospect Creek which resulted in a discharge of chemicals from a chemical manufacturer into Prospect Creek. The creek was subsequently cleaned up by the polluter. The Skin Penetration and Cooling Tower Programs have now been completed for this financial period. Council's Rangers have developed impounding tags for the placement of shopping trolleys that have been abandoned. These tags assist as an indicator to members of the public that the trolleys are subject to impounding.
Issues and Setbacks	<ul style="list-style-type: none"> The recent COVID-19 cluster at the end of this quarter around Berala and Wentworthville resulted in the suspension of the Food Inspection Program and staff were redirected back to assist with the COVID-19 response by developing communications to food businesses around face mask use and QR Code requirements. Health & Regulatory Services has been subject to a workplace change process, which has impacted the service delivery of the business unit.

PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Percentage of complaints about unauthorised building works responded to	96%	95.24%
Number of swimming pool inspections carried out	33	44
Percentage of food premises inspected under Council's Food Surveillance Program	10% plus 454 for COVID safety	30%
Percentage of skin penetration premises inspected under Council's Public Health Surveillance Program	87% plus 67 for COVID safety.	100%
Percentage of cooling towers inspected under the Legionella Surveillance Program	13%	100%
Percentage of heavy vehicle complaints investigated (number)	100%	100%
Percentage of companion animal registrations	100%	100%
Percentage of development applications assessed within 10 days	82%	85%

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Development Operations Program* (including fire safety and external cladding)	Director Works and Infrastructure	This project has been placed on hold and will be reviewed following recruitment of staff in the Development Programs team.		
Undertaking enforcement program relating to the parking of heavy vehicles in residential areas	Director Works and Infrastructure	The enforcement of heavy vehicles continued with 828 visits occurring resulting in 617 Penalty Notices being issued for the reporting period.		

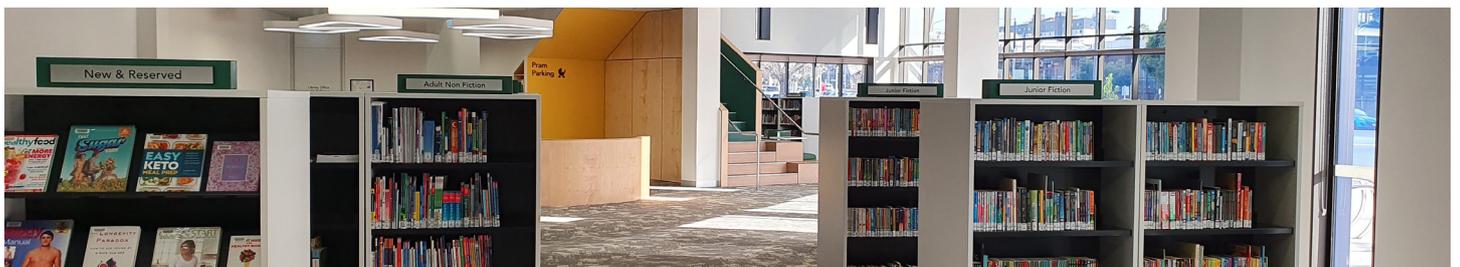
9. LIBRARIES

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none"> Library developed and enhanced online programs, such as, Online story times and the Zoom Book Club. Managing the opening of library spaces to the public with COVID-19 restrictions, and ongoing safe places for the dissemination of information. Returning to the delivery of face to face activities, such as, provision of Justice of the Peace services in a COVID-19 safe environment.
Issues and Setbacks	<ul style="list-style-type: none"> Ongoing issues with face to face services and program restrictions.

PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Public Library PC usage	8,453	9,579
WiFi own devices usage	21,921	25,225
Number of new library memberships	1,647	1,700
Number of visitors to libraries	110,194	112,923
Number of library loans	124,532	108,947
Number of library programs delivered	149	162
Number of attendees at library programs	1,249	5,762



KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Small Library spaces and Granville Technology grants	Director Community and Organisation Development	Acquit the two current library grants to update small library spaces, at five of Council's branch libraries and technology at Granville Branch Library.		
Library Management System review	Director Community and Organisation Development	The Library Management System is currently being reviewed, with a view to moving all paid module services to the cloud and preparing for an external tender for services in Year 2022.		
Continue to Implement the reviewed Library Strategy	Director Community and Organisation Development	There is a progress review and report underway for Council's Library Strategy Actions for 2020-2021.		

10. POOLS

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none"> Partnering with Autism Community Network funded for the delivery of swimming lessons for 11 students with special requirements. Opening of the Merrylands Swim Centre for the summer season. Significant growth and return of customers in swim school, increasing from 300 in quarter 1 to 1,150 participants in quarter 2. The Wentworthville Swimming Pool upgrade is 90% complete, with planning for the opening of the centre underway with Facility Manager Belgravia Leisure.
Issues and Setbacks	<ul style="list-style-type: none"> COVID-19 restrictions continue to limit patronage at the facilities and make it difficult to schedule staffing. The facilities at Merrylands, Guildford and Granville are old with ongoing maintenance and repairs. Critical plant and infrastructure failures are impacting service operations.

PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Number of attendees at Council's pools (Guildford, Merrylands and Granville)	18,352	110,358
Subsidy per attendee at Council's pools	\$22.16	\$6.75
Percentage water quality compliance with health regulations	100%	100%
Number of attendees at Council's Learn-to-Swim program (Guildford, Merrylands and Granville)	2,822	13,645
Number of workplace near misses and safety incidences reported at Council's Pools	Nil	1

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Wentworthville Memorial Swimming Centre	Director Works and Infrastructure	<p>The Wentworthville swim centre is progressing with the opening date planned in quarter 3. The following activities were undertaken:</p> <ul style="list-style-type: none"> All internal wall & floor tiling to entry and amenity building complete 25 metre pool tiling complete Existing 50 metre pool tiling rectification works commenced All roofing complete Rendering commenced Splash pad equipment installed External electrical works complete Shade structure posts installed Landscaping commenced including palm trees planted Pool mechanical plant 90% installed Scheduled to open early March 2021. 		

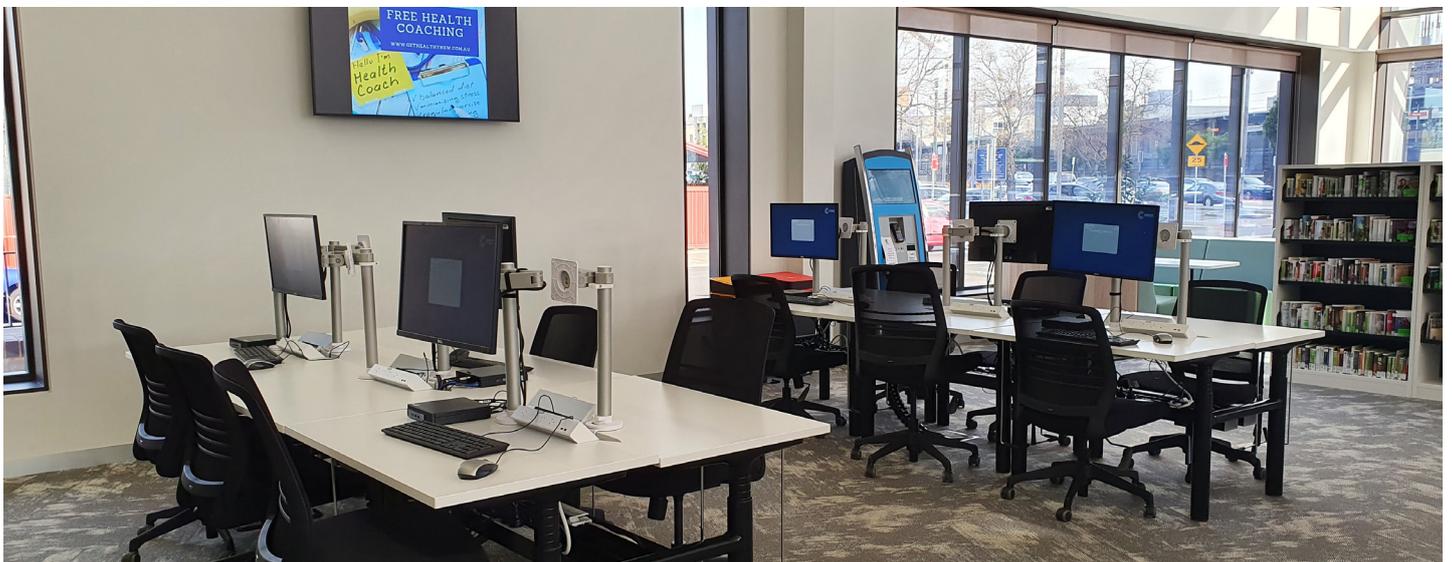
11. GOVERNANCE AND ADMINISTRATION

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none"> Ensured that Council meetings continued to adhere to the COVID-19 amendments to the Local Government Act and the NSW Public Health Order. The livestream of Council meetings has been modified to engage the online audience and capture all attendees and the recording of live minutes. Maintained professional delivery of Civic Events during the reporting period.
Issues and Setbacks	<ul style="list-style-type: none"> Nil this quarter

PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Percentage of compliance with Office of Local Government statutory reporting	100%	100%
Percentage of Access to Information Applications (GIPA Act) completed within timeframe	100%	100%
Percentage of Internal Audit recommendations implemented within due date	92%	75%
Percentage of Customer Calls answered in 60 seconds on average	90.7%	88.7%
Percentage of customer service counter service enquiries attended to within three minutes	84%	85%
Counter contact average wait time	2 min 28 sec	2 min 14 sec
Customer contact average wait time	38s	44 Sec
Percentage of Abandoned calls	2.2%	2.3%
Percentage of Tier one Complaints resolved within 15 days	94%	N/A for Q2
Percentage of business papers and meeting minutes published on time	92%	100%
Percentage of compliance with Integrated Planning & Reporting legislative requirements	100%	100%
Percentage of Council meetings livestreamed and widely accessible to public	100%	100%



11. GOVERNANCE AND ADMINISTRATION (CONTINUED)

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Enhancement of Council's Performance Reporting*	Director Community and Organisation Development	Some very minor delays during end user training were experienced due to the Christmas period so go live will occur during quarter 3.		
End of Term Report*	Director Community and Organisation Development	Work is continuing for the project and has been postponed for another 12 months due to change in date for the local government elections, as a result of COVID-19. Work will begin in early 2021. Early scoping work for this project has begun.		
Annual Satisfaction Survey*	Director Community and Organisation Development	Project completed in quarter 1, 2019-20 as per year Operational Plan project, that was scheduled for 2018-19 to 2020-21. Project will move to bi-annual with another wellbeing survey taking place in the alternate years, pending Council resolution. Next survey is scheduled for the 2021-22 financial year.		
Council establishes regular market testing of its services	Director Finance and Governance	Council continues to undertake market testing of contracts via the procurement team to ensure value for money outcomes are being achieved for the community's funds.		
Annual Customer Satisfaction Survey*	Director Community and Organisation Development	Annual Customer Satisfaction Survey is commencing in February 2021 with the engagement of consultants. Report will be delivered during August and September 2021.		
Implementation of the Customer Experience Strategy*	Director Community and Organisation Development	Annual Benchmarking Program is commencing in January 2021. Council will explore the expansion of customer service functions to Community Centres and deliver formal Customer Service Training.		

*Project names changed. Scope has not changed just the description to improve project clarity and for accuracy with Council's internal Project Register. See previous report for original project titles.

12. COMMUNITY FACILITIES AND PROPERTY

SERVICE AREA STATUS UPDATE

Key Achievements and Highlights	<ul style="list-style-type: none"> Community centres are now operating to the pre-COVID levels and are now exceeding revenue budget targets.
Issues and Setbacks	<ul style="list-style-type: none"> Nil this quarter.

PERFORMANCE MEASURES (KPIs)

Performance Measure	Result Q1	Result Q2
Number of ECM Booking tasks (applications) received	3,905	1,920
Number of ECMs completed within SLA 10 days	99%	93%
Community Satisfaction levels met for all Council Community centres and facilities	N/A for this quarter.	N/A for this quarter
Percentage of Service Contracts renewed and up to date	84%	80%

KEY PROJECTS

Key Project	Responsible Officer	Project Status Update	Status Q1	Status Q2
Implement a new online bookings system	Director Community and Organisation Development	Soft launch completed, Go Live during February 2021.		
Deliver the Granville Multipurpose Community Facility	Director Community and Organisation Development	Project completed in Quarter 1.		



Quarterly Performance Report

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