



Inner West Council
Quarterly report
October – December 2022



Introduction

The following report provides a progress update for the second quarter on Council's Operational Plan 2022/23.

Section 1 – Measuring Progress, provides an overview of progress against the 162 actions in the 2022/23 Operational Plan and second quarter two highlights.

Section 2 – Action Updates, details progress against each of the 162 actions and performance measures, ordered by the five strategic directions of the Community Strategic Plan – *Our Inner West*

- Strategic Direction 1 – An ecologically sustainable Inner West
- Strategic Direction 2 – Liveable, connected neighbourhoods and transport
- Strategic Direction 3 – Creative communities and a strong economy
- Strategic Direction 4 – Healthy, resilient and caring communities
- Strategic Direction 5 – Progressive, responsive and effective civic leadership

Section 3 - Completed actions

The Operational Plan 2022/23 contains 174 actions, 12 of which were completed in the first quarter. These are listed in section 3.

Message from the General Manager

In June 2022, Inner West Council adopted its new **Delivery Program 2022-26 and Operational Plan 2022-23**. The plans outline how Council will deliver services and infrastructure for the benefit of the Inner West community, as set out in the **Community Strategic Plan – Our Inner West 2036**.

This is the second quarterly report which show progress against the plan. I'm pleased that **90% of actions are either completed or on track**.

This quarter, we **celebrated local culture** including the inaugural Marrickville Music Festival which drew 30,000 people, Culture X Ashfield's world music concerts, History Week events, World Cup live sites, St.Anmoré Festival and Norton Street Festa.

We **won the Local Sustainability Award** in the NSW Excellence in the Environment Awards for our Powering Towards Zero Emissions: climate change implementation. And we announced the injection of \$7.5 million revitalisation funding for five of the area's main streets.

We awarded **hundreds of thousands of dollars in grants** to fund 69 community initiatives over the next two years, celebrated Mental Health Month, and acknowledged excellence in the built environment, through the Marrickville Medal for Conservation and Inner West Urban Photography Competition.

Our **Perfect Match street art program** went gangbusters with more than double the number of applications from property owners and artists. And the **Young Creative Awards** celebrated the local talent of 12–24 year old Inner Westies with a record 240 entries.



We delivered **numerous infrastructure projects**, and reopened Darrell Jackson Gardens after a \$1.2 million upgrade including a new cricket pitch, resurfaced tennis courts, skate park, and playground, and the long-awaited public toilet facilities in Camperdown Park.

The **GreenWay project**, a 5.6km environmental and active transport corridor linking the Cooks River and Iron Cove is powering along with contractors appointed for in-corridor works. Council is contributing \$9.5 million to this stage along with \$9.8 million secured from the NSW Government.

We're continuing to deliver **customer service improvements** to be even more responsive to community needs, with 85% of customer issues resolved at first point of contact.

A handwritten signature in black ink, appearing to read 'Peter Gainsford'. The signature is stylized and somewhat abstract, with loops and flourishes.

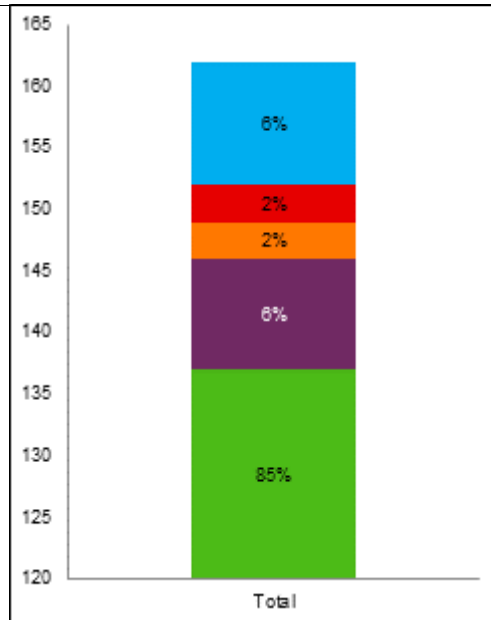
Peter Gainsford - General Manager

Measuring Progress

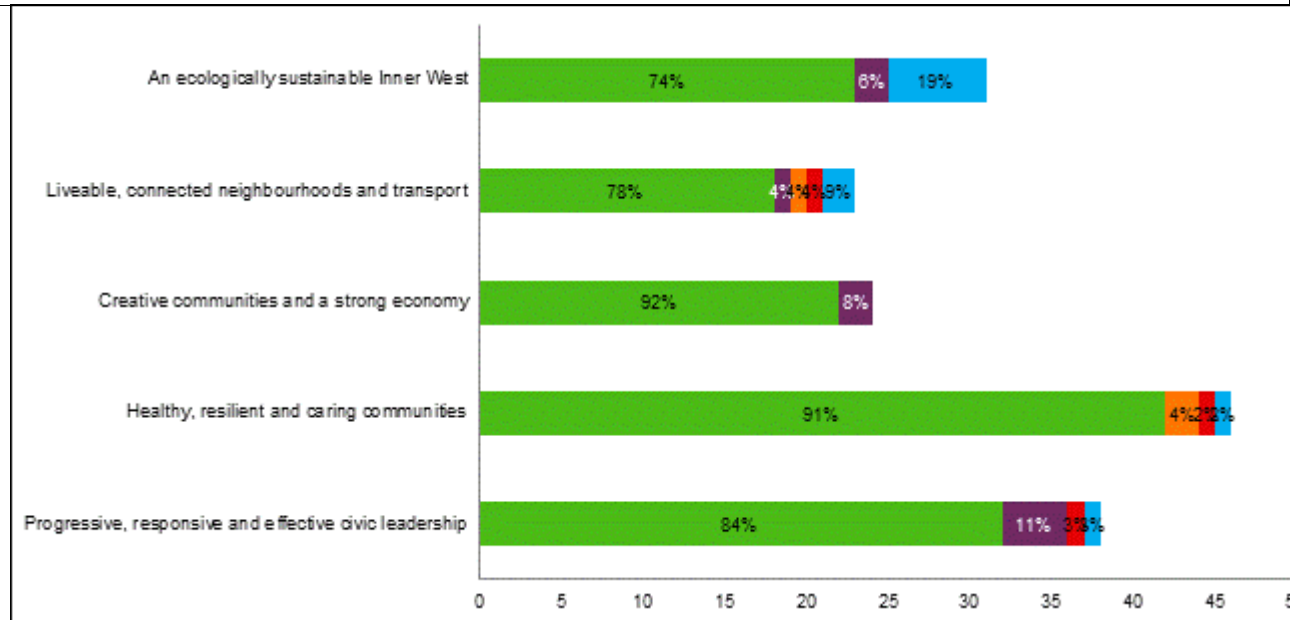
The quarterly progress report outlines progress against the 162 actions in the 2022/23 Operational Plan.

As of 31 December 2022:

- 90% of actions are 'Completed' or 'On Track'
- 10% of actions are 'Behind Schedule', 'On Hold' or 'Rescheduled'



All action status



Action status by strategic direction

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Quarter two highlights

Strategic Direction 1 - An ecologically sustainable Inner West

- Three new stainless steel bin enclosures were installed in Mackey Park, Marrickville as part of the 'don't be a tosser' campaign, with the 'Love your home ground' local pilot project continuing until April 2023. The 'Don't be a Tosser Signage' local pilot project was developed from the Greater Sydney Harbour Regional Litter Prevention Strategy (Parramatta River).
- The draft Electric Vehicle Encouragement Strategy was placed on public exhibition that closed in November 2022. A Fleet Transition Plan technical report was issued, together with Council's sites electric vehicle charging assessments, and the background technical report will inform a final fleet transition plan for Council during 2023.
- Preliminary investigations were undertaken in relation to the Callan Park Swim site including water quality, sediment contamination assessment and a bathymetry survey.
- The successful 2022 Environment Grants were approved by Council at its 8 November 2022.
- The Verge Garden Policy and accompanying guideline was endorsed for public exhibition by Council in November 2022 with exhibition underway, ending 23 December 2022.
- The Summer Hill Reuse Centre on-site works are predominantly complete with an Occupation Certificate now underway. Procurement for an outdoor workshop space is being negotiated for construction in early 2023. An official launch is expected to take place in first half of 2023.

Strategic Direction 2 - Liveable, connected neighbourhoods and transport

- The consolidated development contributions plan for the Inner West was adopted on 6 December 2022.
- Several heritage studies were undertaken as part of the review of heritage controls, including heritage pubs and additional residential areas for heritage protection in the southern part of the Inner West and Lilyfield. Additional work will be undertaken focusing on industrial, period buildings and substations.
- The Main Street Strategy scoping has been completed. Consultants have been appointed and commenced work on four masterplans. Short term improvements have been undertaken.
- Council is reviewing sustainability provisions that can be included in future LEP amendments to encourage a more sustainable Inner West, including a low carbon precinct study for parts of the Inner West.
- The median determination time for Development Applications was 97 days for the period ending 31 December 2022.
- The Inner West Homelessness Assertive Outreach Collaboration (IWHAC) is in the final planning stage. The project will enable real time updating of client details across Council boundaries and homelessness agencies and provide a better coordinated response for rough

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

sleepers. The percentage of reports of people sleeping rough that are referred to appropriate homeless services was maintained at 100%.

- Some of the Local Area Traffic Management (LATM) program highlights with 4.45% delivery for the quarter were:
 - Newington (Area 8) LATM Scheme, Bright St & Albert St, Marrickville - concept design was approved by the September Local Traffic Committee. Detailed design is in progress.
 - Lewisham (Area 15) LATM Scheme, Fred St & The Boulevard - planning is in progress to identify designs required.

Strategic Direction 3 - Creative communities and a strong economy

- Over 100 artists, 190 organisations including community and businesses, and 145 creative participants delivered work through the events programs during the quarter
- Some of the 16 events/activations during the period that were held included: Marrickville Music Festival, St Anmore Music Festival, Norton St Festa, Carols on Norton, World Cup live sites, Balmain New Year's Eve, Inner West Festive Grants program, Little Vietnam Launch, Oxi Day celebrations.
- The Night-time Economy Strategy's action plan is complete and implemented. A new Economic Development Strategic Plan will be drafted in 2023 to take in all aspects of the local economy including the night-time economy.
- There were up to 70 activations under the Pop-Up Music Marathon across the LGA working with venues, artists and stakeholders.
- Two guided Creative Trail studio tours and one Perfect Match street art tour were attended by 60 people during the quarter.

Strategic Direction 4 - Healthy, resilient and caring communities

- The naming of Pride Square was gazetted and adopted by the Minister in November 2022 with 11 successful projects funded to a total of \$40K.
- Settlement Services International (SSI) was supported to deliver relevant programs at the Pride Centre, with a community event held and 70 people attending to celebrate Human Rights Day on 9 December. A Living Arts grant of \$10,000 was received for the Welcome Creative Hub.
- The Rally4 Ever pilot was completed and evaluated with an additional term provided until December 2022.
- Council endorsed the Draft Disability Inclusion Action Plan 2023-26 for public exhibition and was the first local Council to raise the Disability Pride Flag at the International Day of People with Disability, and a Disability Employment Forum and an Inclusive Festival held to showcase programs and events.
- The Aboriginal Reconciliation Action Plan was adopted by Council with implementation commencing during the quarter.
- There was 100 percent utilisation of sporting fields during the quarter.
- A community event was held to celebrate Children's Week with over 200 attendees in October 2022.

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Strategic Direction 5 - Progressive, responsive and effective civic leadership

- At the leadership forum, there were 254 staff engaged to assist the development of a customer service charter.
- Customer issues continued to be resolved at first point of contact at 85% during the second quarter.
- The percentage of ARIC recommendations implemented during the quarter was maintained at 100%.
- There were 95% of Council resolutions implemented as per the agreed timeframes in this quarter.
- The Annual Report was provided to the Office of Local Government in December 2023, published on Council's website, together with audited financial statements.
- There were 21,271 visitors to the Your Say Inner West engagement website during the quarter and 17 new projects that provided the community an opportunity to provide input.
- The business case for de-amalgamation was submitted to the NSW Government for determination, consistent with Council's resolution of 6 December 2022.

Legend



On Track



Completed



Behind Schedule



On Hold

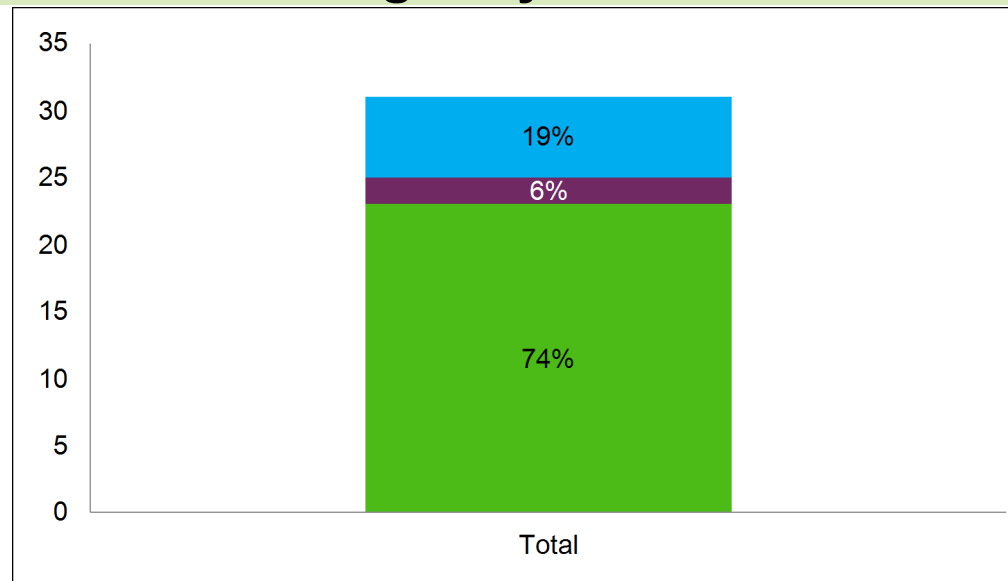


Rescheduled

Section 2 – Action Updates

This section details progress against each of the 162 actions and performance measures, ordered by the five strategic directions of the Community Strategic Plan – *Our Inner West*

Strategic Direction 1 - An ecologically sustainable Inner West



An ecologically sustainable Inner West Actions by Status

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

Outcome 1.1 The Inner West community is recognised for its leadership in sustainability and tackling climate change

Strategy 1.1.1 Provide the community with information, knowledge, and tools for a sustainable Inner West

ID	Action	Responsible	Comment	Status
1.1.1.1	Establish the Green Living Centre at the Summer Hill sustainability hub	Urban Sustainability	Planning is in progress for Green Living Centre program at Summer Hill following capital works and Reuse Centre opening.	
1.1.1.2	Deliver Community Environment Grants	Urban Sustainability	The successful 2022 Environment Grants were approved on 8 November 2022 at the Council meeting.	
1.1.1.3	Inform residents about threatened and unique species of flora and fauna in our local parks and wild places	Urban Ecology	Information signage is planned for implementation in early 2023 in collaboration with regional catchment groups.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 1.1.1B	Key Performance Indicator Number of people accessing Green Living Centre Program	> 6000	> 7000	Urban Sustainability	16,514	0			16,514

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Strategy 1.1.2 Share successes and publicise community and Council achievements in sustainability

ID	Action	Responsible	Comment	Status
1.1.2.1	Establish a good practice dissemination program	Urban Sustainability	This project is programmed to commence in Quarter 3.	

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

Outcome 1.2 An increasing and resilient network of green corridors provide habitat for plants and animals

Strategy 1.2.1 Maintain and increase Inner West's urban tree canopy

ID	Action	Responsible	Comment	Status
1.2.1.1	Review the tree maintenance resourcing and service levels	Urban Forest	Business improvement meetings concerning process and resource analysis are underway. A report on Service level delivery will be prepared for Quarter 4.	
1.2.1.2	Review the Tree Management DCP	Urban Forest	The review has been undertaken, community consultation completed and was tabled for the November 2022 Council Meeting. Council deferred the matter until the March meeting 2023.	
1.2.1.3	Prepare a Tree Strategy	Urban Forest	Preparation of Expression of Interest (EOI) documents have commenced pending approval of TREE Development Control Plan (DCP) post November 2022. Tree DCP deferred until March council meeting 2023.	
1.2.1.4	Prepare operational plans for public tree management	Urban Forest	Preparation of Expression of Interest documents have commenced pending approval of TREE Development Control Plan post November 2022. Tree DCP deferred until Council meeting March 2023. Tree inventory data capture RFT process has commenced to capture base information that will inform the operational maintenance plan. Inventory capture to commence in Quarter 4.	
1.2.1.5	Review the process of giving away trees and introduce a new system	Urban Forest	Process to be reviewed at completion of resourcing analysis for existing operations in preparation for National Tree Day 2023. Due to be undertaken in Quarter 4.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
KPI 1.2.1a	Number of trees planted	> 800	> 1000	Urban Forest	311	0			311
KPI 1.2.1b	Number of trees given to residents	> 250	> 300	Urban Forest	470	0			470

Legend



On Track



Completed



Behind Schedule







On Hold




Rescheduled

Strategy 1.2.2 Manage and improve Inner West's mid and understorey vegetation

ID	Action	Responsible	Comment	Status
1.2.2.1	Supply local native plants for Council's natural areas including priority sites along the GreenWay	Urban Ecology	Council's nurseries service continues to hold a seed collection licence and propagate local native plants for its natural areas. Next stages of the Greenway project are being factored into the service's 2023 planning in collaboration with projects team.	
1.2.2.2	Revegetate areas such as handback land from state infrastructure projects, transport corridors and infrastructure easements	Urban Ecology	The revegetation of handback areas continues in addition to a current Metro corridor biodiversity offset agreement and negotiations for future offset agreements with the Metro authority. This will reduce Council's budget spend in 2022/23.	
1.2.2.3	Develop and implement the LGA-wide verge gardening policy	Urban Ecology	The Verge Garden Policy and accompanying guideline was endorsed for public exhibition by Council in November 2022. Exhibition is underway and ends 23 December 2022. This is due to be reported to Council for adoption in Quarter 3.	
1.2.2.4	Investigate micro forests	Urban Ecology	Council's urban ecology field staff have identified some areas which may be suitable for a pilot scheme subject to public consultation and funding. An analysis of micro-forest opportunities is planned to be undertaken in Quarter 4.	

Strategy 1.2.3 Protect, connect and enhance natural areas, biodiversity corridors and sensitive habitat

ID	Action	Responsible	Comment	Status
1.2.3.1	Develop a Biodiversity Strategy	Urban Ecology	A Biodiversity strategy draft has been commenced however work on this project is pending the recruitment of a technical specialist.	

Legend



On Track



Completed



Behind Schedule



On Hold






Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 1.2.3a	Monitor and maintain nest boxes through inspections	> 100	> 160	Urban Ecology	45	0			45
KPI 1.2.3b	Council led or commissioned fauna surveys	> 10	> 12	Urban Ecology	1	0			1

Outcome 1.3 Waterways are healthy and the community is water-sensitive, treating water as a precious resource

Strategy 1.3.1 Implement water-sensitive policies and projects to improve the health of our waterways

ID	Action	Responsible	Comment	Status
1.3.1.1	Undertake community consultation and initiate new sub catchment plans	Urban Ecology	Physical works derived from completed sub-catchment planning programs continued to be undertaken in conjunction with Council's stormwater infrastructure team. Sub-catchment planning requires the recruitment of a river specialist.	
1.3.1.2	Identify and advise on new water sensitive urban design (WSUD) installations	Urban Ecology	Urban ecology staff partner with Council's stormwater infrastructure team on development and maintenance of current and upcoming WSUD projects and awaits the recruitment of a specialist.	
1.3.1.3	Deliver 'WSUD on Your Property' Program	Urban Ecology	The WSUD for backyards program continues to be made available for residents. The COVID-19 pandemic lockdown period reduced demand and the promotion/ communication of this program will be redesigned pending the review of the Urban Ecology service and the opening of the Summer Hill centre.	

Legend



On Track



Completed



Behind Schedule




On Hold





Rescheduled

Strategy 1.3.2 Capture and use water from Inner West catchments

ID	Action	Responsible	Comment	Status
1.3.2.1	Deliver rainwater tank workshop and rebate program	Urban Ecology	Rainwater tank seminar and rebate program continues to be made available in a limited capacity. Promotion/ communication of this important program is to be redesigned pending the review of the Urban Ecology service and launch of the Summer Hill centre.	

Strategy 1.3.3 Identify and plan for river swimming sites

ID	Action	Responsible	Comment	Status
1.3.3.1	Progress design, construction and grant application for Callan Park Swim site	Urban Ecology	Preliminary investigations including water quality, sediment contamination assessment and bathymetry survey have been undertaken. A grant application was submitted in November 2022 with responses expected in Quarter 3.	
1.3.3.2	Translate Cooks River and Parramatta River litter prevention strategies into local strategies	Resource Recovery Planning	The 'Love your home ground' local pilot project continues until April 2023. The 'Don't be a Tosser Signage' local pilot project was developed from the Greater Sydney Harbour Regional Litter Prevention Strategy (Parramatta River). Litter hotspots were identified, data collated, 3 x large 'Don't be a Tosser' signs are planned to be installed at prominent locations in the Haberfield Rowers Club carpark.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 1.3.3a	Community litter collections organised for Cooks and Parramatta Rivers	> 3	> 4	Urban Ecology	2	0			2

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled


Outcome 1.4 Air quality is good and air pollution is managed effectively

Strategy 1.4.1 Improve air quality through effective regulation and education

ID	Action	Responsible	Comment	Status
1.4.1.1	Conduct investigations on air pollution complaints to determine if breaches have occurred	Environmental Health and Building Regulation	Complaints received in the reporting period have been reviewed and investigated.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 1.4.1a	Key Performance Indicator Air pollution complaints are investigated and resolved	+/- 80%	+/- 100%	Environmental Health and Building Regulation	25%	50%			50%

Strategy 1.4.2 Facilitate alternatives to private motor vehicle use to reduce exhaust emissions

ID	Action	Responsible	Comment	Status
1.4.2.1	Prepare an Electric Vehicle Encouragement Plan	Traffic and Transport Planning	The draft Electric Vehicle Encouragement Strategy was on public exhibition which closed in November 2022. Responses and the draft Strategy are being reviewed.	

Legend



On Track



Completed



Behind Schedule




On Hold





Rescheduled

Strategy 1.4.3 Minimise air pollution through policy and regulation

ID	Action	Responsible	Comment	Status
1.4.3.1	Review air pollution controls and listings through the review of the LEP	Environmental Health and Building Regulation	The established controls are considered as part of the regulatory framework when enquiries and investigations are undertaken.	

Outcome 1.5 Inner West is zero emissions and resilient to the changing climate

Strategy 1.5.1 Respond to the Climate Emergency and implement the Inner West Climate and Renewables Strategy to mitigate greenhouse gas emissions

ID	Action	Responsible	Comment	Status
1.5.1.1	Incorporate the low carbon precinct study into future planning controls	Urban Sustainability	Study is completed.	
1.5.1.2	Prepare a plan to transition Council to a sustainable fleet	Urban Sustainability	Council's consultant has issued the Fleet Transition Plan technical report and Inner West Council's sites electric vehicle charging assessments for the project control group. The background technical report is informing a final fleet transition plan for Council in 2023.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 1.5.1A	Total solar capacity on Council buildings (kW)	> 105 Kilowatt	> 224 Kilowatt	Urban Sustainability	774 Kilowatt	774 Kilowatt			774 Kilowatt

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Strategy 1.5.2 Develop and implement a whole of Council climate adaptation strategy to build resilience to the changing climate

ID	Action	Responsible	Comment	Status
1.5.2.1	Develop the draft climate risk assessment for internal consultation	Urban Sustainability	Project due to commence in Quarter 3.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Outcome 1.6 Inner West is a zero waste community with an active share economy

Strategy 1.6.1 Move towards a circular economy to avoid waste, reuse, share and recycle through education, information, projects and initiatives.

ID	Action	Responsible	Comment	Status
1.6.1.1	Commence the grant-funded litter reduction initiative in collaboration with other areas of Council and community groups	Resource Recovery Planning	<p>"The 'Love your homeland' project (Cooks River)</p> <ul style="list-style-type: none"> • Engagement and Education <ul style="list-style-type: none"> ○ Game day 'pledge to not litter' event and end of season award event was held with club members receiving a reusable water bottle featuring the pledge ○ Pledge photos and litter prevention education information was published in the club's mid-season newsletter ○ A QR code was printed on bin enclosures to assist litter prevention and education about the Cooks River Alliance website • Infrastructure <ul style="list-style-type: none"> ○ Three new stainless steel bin enclosures were installed in Mackey Park as part of the 'don't be a tosser' campaign ○ Two new 'big belly' solar powered smart bins planned to be installed during early 2023. 	
1.6.1.2	Commence waste audits for Council operations	Urban Sustainability	Project due to commence in Quarter 3.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Strategy 1.6.2 Publicise and broaden access to local reuse and recycling infrastructure

ID	Action	Responsible	Comment	Status
1.6.2.1	Open the Summer Hill Reuse Community Centre	Resource Recovery Planning	The Summer Hill Reuse Centre on-site works are predominantly complete with an Occupation Certificate now underway. Procurement for an outdoor workshop space is being negotiated so that construction is underway in early 2023. An official launch and opening is expected to take place in first half of 2023.	
1.6.2.2	Identify and implement two new reverse vending machines for return and earn (10c refund on eligible containers)	Resource Recovery Planning	The Summer Hill Reuse Centre is being scoped as a possible site for a reverse vending machine to be located.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 1.6.2A	Household items reused and recycled (recovery rate from collected clean up)	> 50%	> 50%	Resource Recovery Operations	76%	76%			76%
KPI 1.6.2B	Residential waste collected in red-lid bins that could be recycled (other than organic matter) (per kilograms/ capita)	< 5.07	< 5.07	Resource Recovery Operations	4.12	1.26			5.38
KPI 1.6.2C	Waste collected from illegal dumping (tonnage)	< 1090.83	< 1090.83	Resource Recovery Operations	247	167.66			414.66
KPI 1.6.2D	Amount of hazardous waste presented in the waste stream (percentage)	> 6%	> 5%	Resource Recovery Operations	1.50%	1.50%			3%
KPI 1.6.2E	Recycling of televisions and computers (tonnage)	< 132	< 132	Resource Recovery Operations	18.20	12.63			30.83

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
KPI 1.6.2F	Missed bins (percentage)	< 0%	< 0.50%	Resource Recovery Operations	0.09%	0.16%			0.25%

Strategy 1.6.3 Increase recovery of organic material and provide a food organics recycling service to all households

ID	Action	Responsible	Comment	Status
1.6.3.1	Plan the Food Organics and Gardens organics (FOGO) service	Resource Recovery Planning	Procurement for the FOGO service roll out has been finalised for communications, caddy supply and distribution, and delivery of starter packs. A grant application to the NSW Government was submitted with results expected in early 2023.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
KPI 1.6.3A	Residential waste collected in red-lid bins that is food and garden organic matter (percentage)	< 29%	< 29%	Resource Recovery Operations	39%	39%			39%
KPI 1.6.3B	Reduce food and garden organic waste disposed in landfill (Annual)	> 37%	> 37%	Resource Recovery Planning	37%	37%			37%

Legend



On Track



Completed



Behind Schedule

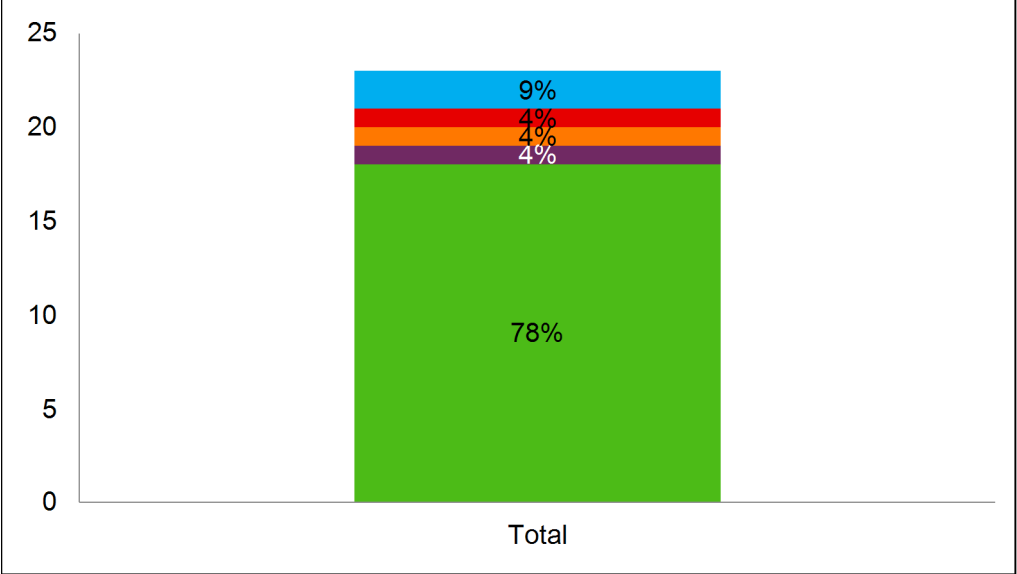


On Hold



Rescheduled

Strategic Direction 2 - Liveable, connected neighbourhoods and transport



Liveable, connected neighbourhoods and transport Actions by Status

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

Outcome 2.1 Development is designed for sustainability, net zero and improves health and wellbeing of the community

Strategy 2.1.1 Pursue integrated planning and urban design across public and private spaces to benefit community and local environment needs

ID	Action	Responsible	Comment	Status
2.1.1.2	Deliver a consolidated Contributions Plan (S11 plan)	Strategic Planning	The draft consolidated development contributions plan for the Inner West was adopted by Council on 6 December 2022.	
2.1.1.3	Review Council's LEPs and harmonise the provisions for encouraging a sustainable environment	Strategic Planning	Council is reviewing sustainability provisions that are able to be included in future LEP amendments to encourage a more sustainable Inner West. For example, Council is undertaking work on a low carbon precinct study for parts of the Inner West area.	
2.1.1.4	Revise the Voluntary Planning Agreement policy	Properties and Strategic Investments	The Voluntary Planning Agreement Policy has been reviewed and will be updated and a Report will be prepared for Council.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 2.1.1a	Implementation of allocated actions within the LSPS in priorities 1-5	> 8%	> 10%	Strategic Planning	5%	0%			5%
KPI 2.1.1b	Voluntary Planning Agreements compliant with Council policy	> 100%	100%	Properties and Strategic Investments	100%	100%			100%

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Strategy 2.1.2 Monitor local development and ensure it meets legislative requirements for safety and amenity

ID	Action	Responsible	Comment	Status
2.1.2.1	Undertake a Customer Satisfaction Survey for the Building Certification service	Building Certification	This is planned to be undertaken in Quarter 3 of 2023 in conjunction with business planning, and the customer survey with the communications.	
2.1.2.2	Improve the services webpage	Building Certification	Work is being undertaken to provide additional sections on the building certification page of Council's web site.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 2.1.2A	Number of initial building certification inspections	> 0	> 1080	Building Certification	235	215			450

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Outcome 2.2 The unique character and heritage of neighbourhoods is retained and enhanced

Strategy 2.2.1 Provide clear and consistent planning and management that respects heritage, accessibility and the distinct characters of urban centres

ID	Action	Responsible	Comment	Status
2.2.1.1	Review heritage controls and listings through the review of the LEP	Strategic Planning	Council has undertaken a number of heritage studies as part of its review of current heritage controls. This has included heritage pubs and additional residential areas for heritage protection in the southern part of the Inner West are and Lilyfield. Additional work will be undertaken focussing on industrial, period buildings and substations.	
2.2.2.2	Update the heritage inventory sheets and educational materials	Strategic Planning	An audit of Council's inventory sheets has commenced to compare the state government's database to ensure all material is available.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 2.2.1a	Implement allocated heritage actions within the LSPS in priority 6	> 10%	> 10%	Strategic Planning	5%	0%			5%

Legend



On Track



Completed



Behind Schedule







On Hold



Rescheduled

Outcome 2.3 Public spaces are welcoming, accessible, clean and safe

Strategy 2.3.1 Plan, deliver and maintain public spaces that fulfil and support diverse community needs and life

ID	Action	Responsible	Comment	Status
2.3.1.1	Commence developing public domain Master Plans as per agreed program	Strategic Planning	Project scoping has been completed. Consultants for 4 project masterplans in 4 town centres have been appointed and commenced work as per the agreed timeline.	
2.3.1.2	Review Council's LEPs to encourage high quality and accessible public spaces	Strategic Planning	The project has been rescheduled pending further review of foundation studies.	
2.3.1.4	Conduct a condition audit of town centres	Engineering Services	Inspections of town centres continuing to occur.	
2.3.1.5	Develop a graffiti management policy	Facilities Management	The draft Graffiti policy has been drafted and is undergoing internal review.	
2.3.1.6	Develop and deliver the Main Streets Strategy	Strategic Planning	The Main Street Strategy scoping has been completed. Consultants have been appointed and commenced work on 4 separate masterplans. Shorter term improvements have been undertaken to create quick wins as per the Main Streets Strategy.	

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 2.3.1A	Number of park patrols (per week/quarter)	> 18	> 18	Environmental Health and Building Regulation	18	18			36
KPI 2.3.1B	Percentage of expenditure of town centre upgrade budget (Annual)	> 10%	> 10%	Capital Works	10.03%	42.6%			52.63%
KPI 2.3.1C	Graffiti removal satisfaction survey (Annual)	> 65%	> 68%	Facilities Management					Annual Result
KPI 2.3.1D	Street sweeping is completed on a 40 day cycle	> 0 Days	> 160 Days	Parks and Streetscapes Operations	40 Days	40 Days			80 Days
KPI 2.3.1E	Verge maintenance (mowing) is undertaken on a 20 working day cycle from October to March and a 40 working day cycle from April to September	> 0 Days	> 60 Days	Parks and Streetscapes Operations	40 Days	19.6 Days			59.6 Days
KPI 2.3.1f	Complete high pressure cleaning of each shopping centre every three months	< 3 Month	< 3 Month	Parks and Streetscapes Operations	1 Month	3 Month			2 Month

Strategy 2.3.2 Ensure private spaces and developments contribute positively to their surrounding public spaces

ID	Action	Responsible	Comment	Status
2.3.2.1	Review and implement new planning portal	Development Assessment	The NSW Department of Planning process improvement plan for the Planning Portal is constantly reviewed, and Inner West Council practices reflects this.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
KPI 2.3.2A	Median determination timeframes for Development Applications (amended measure)	< 85 Days	< 85 Days	Development Assessment	115 Days	97 Days			106 Days
KPI 2.3.2b	Percentage of referrals considered by the Architectural Excellence & Design Review Panel within 30 days	> 80%	> 80%	Development Assessment	50%	25%			75%

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Outcome 2.4 People have a roof over their head and a safe, secure place to call home

Strategy 2.4.1 Increase social, community and affordable, livable housing with good amenity, across the Inner West

ID	Action	Responsible	Comment	Status
2.4.1.2	Deliver affordable housing in the Hay Street car park	Properties and Strategic Investments	The project was placed on hold at the start of the COVID-19 pandemic. Link Wentworth are currently considering the feasibility of progressing the project.	

Strategy 2.4.2 Encourage diversity of housing type, tenure and price in new developments

ID	Action	Responsible	Comment	Status
	No Actions reported.			

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 2.4.2a	Implementation of allocated actions within the LSPS in priority 6	> 80%	100%	Strategic Planning	5%	1%			6%

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Strategy 2.4.3 Assist people who are homeless or sleeping rough

ID	Action	Responsible	Comment	Status
2.4.3.1	Implement the Inner West Homelessness Policy	Community Wellbeing	The Inner West Homelessness Assertive-Outreach Collaboration (IWHAC) is in the final planning stage. The project will enable real time updating of client details across Council boundaries and across the homelessness agencies and provide a better coordinated response for rough sleepers.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 2.4.3A	Percentage of reports of people sleeping rough that are referred to appropriate homeless services	> 95%	100%	Community Wellbeing	100%	100%			100%

Legend



On Track



Completed



Behind Schedule




On Hold




Rescheduled

Outcome 2.5 Public transport is reliable, accessible, connected and interconnected

Strategy 2.5.1 Improve public transport services

ID	Action	Responsible	Comment	Status
2.5.1.1	Prepare a Public Transport Position Paper	Traffic and Transport Planning	An initial draft of a public transport position paper is in development.	

Strategy 2.5.2 Provide transport infrastructure that aligns to population growth

ID	Action	Responsible	Comment	Status
2.5.2.1	Work with Transport for NSW on Metro West, Metro Southwest and heavy rail transport access programs including Stanmore Station upgrade	Traffic and Transport Planning	Council staff to continue to work with the NSW Government to improve accessibility of public transport as issues and opportunities arise.	

Legend



On Track



Completed



Behind Schedule





On Hold






Rescheduled

Outcome 2.6 People are walking, cycling and moving around Inner West with ease

Strategy 2.6.1 Deliver safe, connected and well-maintained networks of transport infrastructure

ID	Action	Responsible	Comment	Status
2.6.1.1	Prepare Council's Bicycle Strategy and Action Plan	Traffic and Transport Planning	The draft Cycling Strategy was placed on public exhibition in 2022 and the draft Strategy and responses are being assessed.	
2.6.1.2	Support safe walking around local schools	Traffic and Transport Planning	Council staff to continue to support safe walking around schools through development and implementation of strategies including the completed Pedestrian Access and Mobility Plan (PAMP) and ongoing series of Local Area Traffic Management (LATM) studies.	

Strategy 2.6.2 Manage the road network to increase safety and prioritise active and public transport over private motor vehicles

ID	Action	Responsible	Comment	Status
2.6.2.1	Upgrade of Council's parking meter and parking permit management systems	Traffic and Transport Planning	Parking meter upgrade is to be completed in Quarter 3. The upgrade of the parking permit management system is yet to commence.	
2.6.2.2	Prepare Council's Parking Strategy	Traffic and Transport Planning	An Initial draft of Council's Parking strategy is under development.	
2.6.2.3	Deliver Local Area Traffic Management (LATM) program	Traffic and Transport Planning	Design 2022-23, and construction 2023-24: Newington (Area 8) LATM Scheme, Bright St & Albert St, Marrickville - concept design was approved by the September Local Traffic Committee. Detailed design is in progress. Lewisham (Area 15) LATM Scheme, Fred St & The Boulevard - planning is in progress to identify designs required.	

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
KPI 2.6.2a	Percentage of LATM program budget delivered	> 8%	> 10%	Capital Works	3.12%	4.45%			7.57%

Strategy 2.6.3 Collaborate on innovative, accessible transport options

ID	Action	Responsible	Comment	Status
2.6.3.1	Prepare a Freight and Services Delivery Plan	Traffic and Transport Planning	The Draft Freight and Services Delivery Plan is under development.	

Legend



On Track



Completed



Behind Schedule

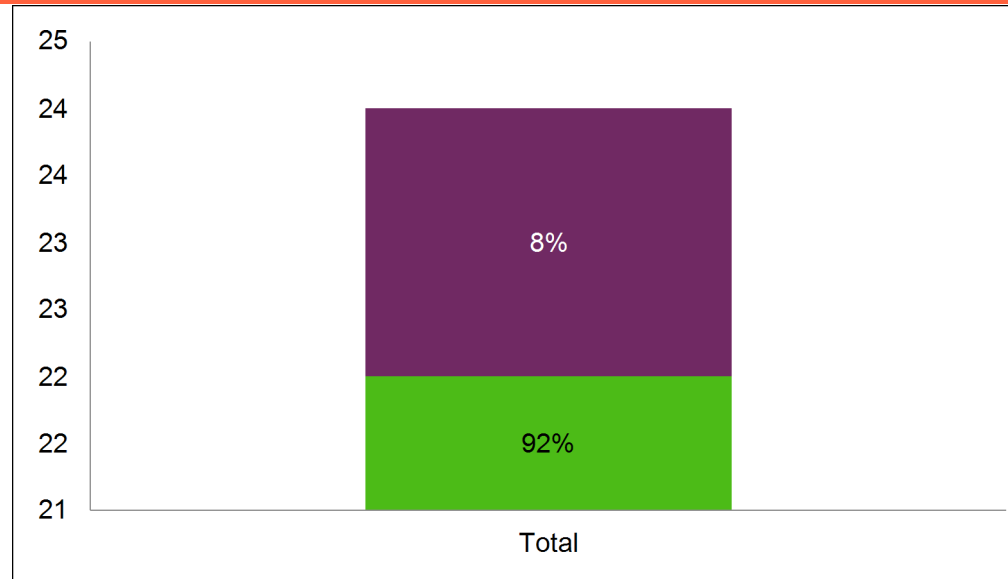


On Hold



Rescheduled

Strategic Direction 3 - Creative communities and a strong economy



Creative communities and a strong economy Actions by Status

Outcome 3.1 Creativity and culture are valued and celebrated

Strategy 3.1.1 Create opportunities for all members of the community to participate in arts and culture and pursue creative lives

Legend



On Track



Completed









Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
3.1.1.1	Deliver a Creative Places policy and guidelines	Social and Cultural Planning	A consultant was appointed and project inception planned.	
3.1.1.2	Distribute cultural information through multiple sources	Living Arts	New Perfect Match street art was promoted through social media, via What's On, FBI Radio and partner/artist networks and communications channels. Selected artists, programs, Marrickville Music Festival, Perfect Match were profiled via Council's What's On and the monthly Living Arts E Newsletter. The annual Open Expression of Interest for EDGE Art Camp on the GreenWay 2023 and EDGE Sydenham 2023 were launched in December 2022. The BinArt program featured and promoted site specific works by artists in Stanmore and Illawarra Road.	
3.1.1.4	Develop a Creative Inner West media campaign	Social and Cultural Planning	Project scoping to develop a Creative Inner West has commenced.	
3.1.1.5	Support the development of new creative spaces	Social and Cultural Planning	Officers are scoping a new approach to working with developers on creative spaces for internal discussion. Drafts include Creative Places Guidelines.	
3.1.1.6	Implement Cultural Strategy action plan	Social and Cultural Planning	A Stocktake of Council's Cultural Spaces for artists residencies has been completed, including large scale engagement with artists and creatives. Draft guidelines for local art and culture development have been developed to assist in decision making on cultural elements in developments, including through Voluntary Planning Agreements. The 2023 Grants Program has provided financial support to a broader group of recipients, extending cultural investment to new and emerging artists and LGBTIQ culture ahead of Pride 2023.	
3.1.1.7	Support the improved representation of cultural diversity in arts and culture	Social and Cultural Planning	Council continues to evaluate and ensure cultural diversity in funding and implementation of the arts and cultural programs.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 3.1.1a	Artists and creatives engaged by Council	> 450	> 500	Living Arts	200	100			300
KPI 3.1.1b	Percentage of Cultural Strategy actions delivered	> 30%	> 25%	Social and Cultural Planning	5%	0%			5%

Strategy 3.1.2 Celebrate and promote awareness of the community's history and heritage

ID	Action	Responsible	Comment	Status
3.1.2.1	Celebrate History week and the Heritage festival	Libraries and History	<p>History Week activities took place in August 2022 and are now complete.</p> <p>The Heritage Festival will take place 10-14 May 23 with the theme of "shared stories". A community briefing was held on 10 December for key stakeholders that will be participating in the Festival. Twenty representatives from key heritage groups including the Balmain Association, Ashfield District Heritage Society, Marrickville Heritage Society and four individual historians attended. The meeting has resulted in a program consisting of 20 separate activities and events.</p>	
3.1.2.2	Review History Services model and service standards	Libraries and History	<p>Consultations are underway to identify the most effective archiving model for community users and library staff. Once this is finalised this will allow staff to upload, catalogue and make available to the public digitised local studies collections.</p> <p>The next steps include wider consultation with the library staff and the development of an Action Plan.</p>	

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

Outcome 3.2 Inner West remains the engine room of creative industries and services

Strategy 3.2.1 Promote the Inner West as a leading destination for creativity including street art, live music and performance

ID	Action	Responsible	Comment	Status
3.2.1.1	Deliver EDGE on the Greenway and EDGE Sydenham including an annual program of activation	Living Arts	Expressions of interest for 2023 EDGE Art Camp on the GreenWay 2023 and EDGE Sydenham 2023 opened in December 2022 and will close in February 2023.	
3.2.1.2	Deliver the major events program	Events	During October to December 2022, the Events team delivered and/or partnered with 16 events/activations including: Marrickville Music Festival, St Anmore Music Festival, Norton St Festa, Carols on Norton, World Cup live sites, Balmain New Year's Eve, Inner West Festive Grants program, Little Vietnam Launch, Oxi Day celebrations. There were 190 organisations/groups were engaged with during this period.	
3.2.1.3	Trial qualitative evaluation of major events and cultural programs	Events	A trial evaluation model has been rolled out at multiple events, with the pilot project considered at the conclusion of 2022. Outcomes will be considered and actioned in February 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 3.2.1a	Number of organisations including community and business that were engaged through events program	> 100	> 100	Events	102	190			292
KPI 3.2.1b	Number of creative participants delivering work through events program	> 100	> 100	Events	43	145			188
KPI 3.2.1c	Percentage of local stakeholder participation in events program	> 80%	> 80%	Events	80%	90%			85%

Strategy 3.2.2 Enable creative and cultural industries to thrive through targeted investment and support



ID	Action	Responsible	Comment	Status
3.2.2.1	Implement the Nighttime Economy Strategy	Economic Development	The Strategy's action plan is complete and implemented. A new Economic Development Strategic Plan will be drafted in 2023 to take in all aspects of the local economy including the night-time economy.	★
3.2.2.3	Work with 50 venues to host music and arts events as part of the Council's legalisation of arts in main streets	Economic Development	There has been up to 70 activations under the Pop-Up Music Marathon across the LGA working with venues, artists and stakeholders. Support for festas, festivals and business chambers are projects that are also ongoing to help support arts in the main streets.	★

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 3.2.2A	Training provided to the Inner West Creative Network (Annual)	> 2	> 2	Economic Development	1	0			1

Legend ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled

Statistic									
No Statistic measures reported.									

Strategy 3.2.3 Build new content, audiences and professional opportunities through local programs, including for young and emerging creatives

ID	Action	Responsible	Comment	Status
3.2.3.2	Evaluate and review the artist-in-residence and art gallery program	Social and Cultural Planning	A stocktake of creative spaces is underway which will include arts and cultural programming. The draft report will be received in early 2023.	
3.2.3.3	Develop and deliver an annual program of creative trails, tours and activations	Living Arts	Two guided Creative Trail studio tours and one Perfect Match street art tour were attended by 60 people during the quarter. The program for Creative Trails 2023 is being developed.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 3.2.3A	Number of Perfect Match projects	> 20	> 20	Living Arts	7	5			12

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

Outcome 3.3 The local economy is thriving

Strategy 3.3.1 Assist businesses growth, innovation and improvement

ID	Action	Responsible	Comment	Status
3.3.1.1	Prepare an Economic Development Strategic Plan	Economic Development	Initial preparation has been undertaken to develop the Economic Development Strategic Plan including a project plan and a health check on the local economy. A number of workshops with stakeholders will enable further development of the plan. The draft plan is expected to be prepared by mid 2023.	
3.3.1.2	Commence place-based approach to town centre improvements	Economic Development	The Economic Development Team has been working with Strategic Planning and Capital Works within the Main Street Project. This includes working on actions for under-utilised spaces and laneways, and cosmetic changes to various main streets. A number of "Quick Wins" have been implemented including a banner program, decal covers for bins, new planter boxes, murals, public art, roadway and footpath dining, fairy lights and street activations.	
3.3.1.3	Generate promotional campaign activities	Economic Development	Campaigns have been developed with internal communications and external agencies to promote visitation to the Inner West, as well as specialist night-time economy campaigns for the Enmore Road Special Entertainment Precinct and other main streets.	
3.3.1.4	Provide business support for local small businesses in community languages	Economic Development	Initiatives that include other languages and services that are culturally sensitive, will be further explored as part of the new Economic Development Strategic Plan.	
3.3.1.5	Hold an Economic Summit	Economic Development	An economic summit will be held in early 2023 which will link in with the Economic Development Strategic Plan. Initial planning is being undertaken in preparation of the summit.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 3.3.1a	Conduct business training workshops	> 35	> 20	Economic Development	2	6			8

Strategy 3.3.2 Encourage new enterprises in Inner West

ID	Action	Responsible	Comment	Status
3.3.2.1	Provide business support advice to new businesses	Economic Development	The Economic Development Team provides support and information to new businesses. In August, Council signed a service agreement with Service NSW to support the business concierge service. A number of workshops are provided to businesses with partners to help new and current businesses to navigate business processes, tax systems/obligations and building resilience.	
3.3.2.2	Identify initiatives to facilitate new businesses within the new Economic Development Strategic Plan	Economic Development	A strategic approach will be identified via the Economic Development Summit and a Draft Strategy delivered in 2023.	

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled


Outcome 3.4 Employment is diverse and accessible

Strategy 3.4.1 Manage the strategic future of industrial and employment lands

ID	Action	Responsible	Comment	Status
3.4.1.1	Review Council's LEPs and harmonise the provisions for the retention and management of employment lands	Strategic Planning	The Employment Lands Study was adopted by Council in 2020. On 26 September 2022, the Deputy Secretary of the NSW Department of Planning acknowledged the Strategy and outlined the changes required in order to support a future District Plan.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 3.4.1a	Implementation of allocated actions within the LSPS in priority 9	> 10%	> 10%	Strategic Planning	1%	0%			1%

Strategy 3.4.2 Collaborate with business and industry on social and environmental initiatives

ID	Action	Responsible	Comment	Status
3.4.2.1	Conduct three environmental audits of medium to high risk industries	Environmental Health and Building Regulation	The industry audits have commenced.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
KPI 3.4.2a	Inspection of registered premises (food premises; skin penetration premises) (current measure)	> 95%	> 95%	Environmental Health and Building Regulation	20%	25%			45%

Legend



On Track



Completed



Behind Schedule

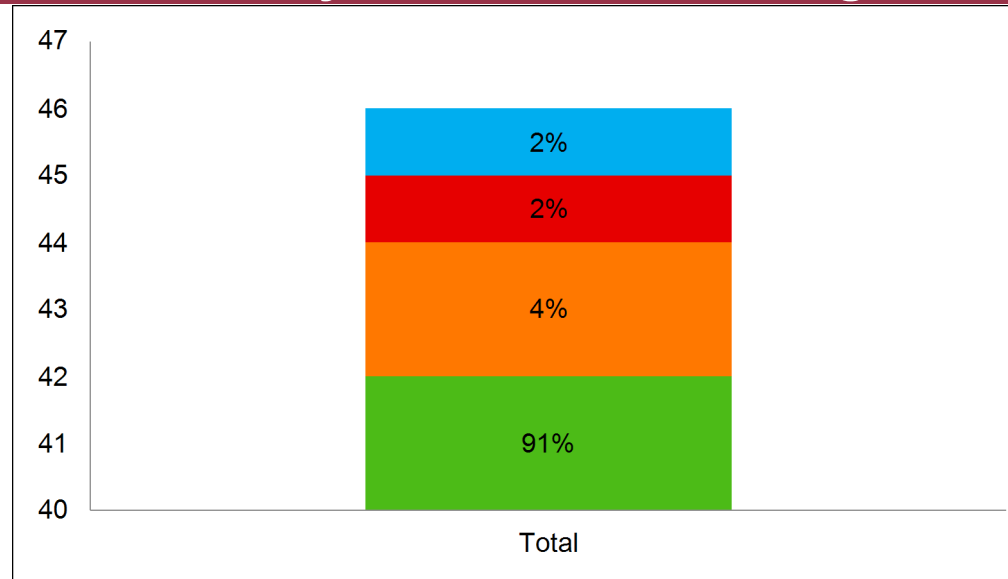


On Hold



Rescheduled

Strategic Direction 4 - Healthy, resilient and caring communities



Healthy, resilient and caring communities Actions by Status

Outcome 4.1 The Inner West community is welcoming and connected

Strategy 4.1.1 Celebrate, value and respect the diversity of the Inner West community

Legend



On Track



Completed









Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
4.1.1.1	Implement the Gender Equity Strategy year one actions	Community Wellbeing	Council delivered inaugural Equity Training to staff. Feedback was positive from staff and further training is planned for 2023. A video is currently under development to showcase women in non-traditional roles. Council in conjunction with community agencies continues to deliver respectful relationship education to young people within the area with close to 20 schools expressed interest in the program. Council continues to support the Inner West Domestic Violence Liaison Committee and together successfully coordinated the Walk Against Domestic Violence event on 9 December 2022.	
4.1.1.2	Develop initiatives for World Pride	Community Wellbeing	The naming of Pride Square was gazetted and adopted by the Minister in November. Council funded 11 successful projects a total of \$40K to include local community organisations in celebrating Pride Inner West. LGBTQ community photoshoot undertaken in December. Capital works are underway to install street furniture and the Pride Beacon for the upgrade and launch of Pride Square.	
4.1.1.3	Determine a Pride Centre governance framework	Community Wellbeing	The first meeting of the Pride Centre Steering Committee was held during the quarter and draft Terms of Reference tabled for consideration	
4.1.1.4	Develop an Anti-Racism Strategy	Community Wellbeing	A new community reference group is being convened to provide input to the development of this strategy.	
4.1.1.5	Activate and support the Community Refugee Welcome Centre	Community Wellbeing	In addition to the continuing weekly programs, the Centre held a community event to celebrate Human Rights Day on 9 December.	
4.1.1.6	Progress the Inner West Pride Centre	Properties and Strategic Investments	CCG Architects have been engaged to undertake compliance and renewal works and produce a Design Report based on input from the Pride Centre sub-committee. Draft plan options have been presented to council staff for review and a cost plan has also been requested.	

Legend



On Track



Completed






Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
4.1.1.7	Coordinate activities for World Pride 2023	Community Wellbeing	Four meetings of the Inner West World Pride Committee were held. The Pride Beacon and Pride Rainbow pathways in Camperdown Memorial Rest Park have both been listed for the Sydney WorldPride Rainbow City campaign. A comprehensive Pride Inner West program has been developed inclusive of Council and community supported initiatives. Pride Inner West Communications Strategy was developed, with branding and collateral approved.	
4.1.1.8	Mark IDAHOBIT, Transgender Day of Visibility and Transgender Day of Remembrance	Community Wellbeing	Council acknowledged Transgender Day of Remembrance with social media posts and raising the Trans Flag on Sunday 20 November.	
4.1.1.9	Deliver a rainbow Crossing in Newtown	Capital Works	Fabrication of project elements and site construction activities commenced in December 2022 and is due for completion in late January 2023, ahead of Pride Inner West and Sydney World Pride launch of 11 February.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 4.1.1a	% of Gender Equity strategy year one actions implemented	> 90%	> 90%	Community Wellbeing	25%	40%			40%

Legend



On Track



Completed



Behind Schedule







On Hold



Rescheduled

Strategy 4.1.2 Foster inclusive communities where everyone can participate in community life

ID	Action	Responsible	Comment	Status
4.1.2.1	Facilitate the development of the Volunteer Inner West Framework	Community Wellbeing	Volunteer Inner West met in December to discuss priorities for 2023 including Step into Volunteering (March 2023); the development of a Volunteer Photo Library to assist with promoting volunteering and Volunteer Inner West; and a Volunteer Inner West Communications Strategy.	
4.1.2.2	Develop a Children and Youth Strategy	Community Wellbeing	Staff are drafting a business case, a discussion paper and researching leading practice models for Children and Youth Strategies.	
4.1.2.3	Lead Child Safe Standards compliance	Social and Cultural Planning	The Lead Child Safe Standards compliance is underway. The regulation provides for three years in which to undertake this implementation.	
4.1.2.4	Implement the Healthy Ageing Strategy year one actions	Community Wellbeing	The Rally4 Ever pilot was completed and evaluated with an additional term provided until December 2022 and going activities in 2023. The Seniors Festival is being planned for February 2023. Programs include: sustainable outcomes for healthy ageing, partnering with newer initiatives (e.g. Stronger Together, Council Of The Ageing and inter-generational programming about ageism).	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 4.1.2a	Percentage of Healthy Ageing Strategy year one actions implemented	> 100%	100%	Community Wellbeing	25%	40%			40%
KPI 4.1.2B	Percentage of Department of Communities and Justice Agreement actions delivered (Annually)	> 0%	100%	Community Wellbeing	0%	0%			0%

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Strategy 4.1.3 Address social inequity, obstacles to participation and social exclusion

ID	Action	Responsible	Comment	Status
4.1.3.1	Develop a framework for measuring community wellbeing	Social and Cultural Planning	The development of a framework for measuring community wellbeing is underway.	
4.1.3.2	Implement the Disability Inclusion Action Plan	Community Wellbeing	Council endorsed the Draft Disability Inclusion Action Plan 2023-2026 for public exhibition. Inner West was the first local Council to raise the Disability Pride Flag at the International Day of People with Disability. A Disability Employment Forum was hosted. An Inclusive Festival was held to showcase programs and events.	
4.1.3.3	Trial a \$100 Council rebate on the purchase of sanitary products and a \$150 rebate on the purchase of reusable nappies	Resource Recovery Planning	The Rebate for sanitary products and nappies has approved 346 claims to December 31. A total of \$23,062 has been rebated to residents. The budget for rebates is expected to be expended by early 2023.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Outcome 4.2 Aboriginal and Torres Strait Islander Peoples and culture flourish and enrich the Inner West

Strategy 4.2.1 Centre Aboriginal and Torres Strait Islander needs and voices at the heart of initiatives, policies and strategies

ID	Action	Responsible	Comment	Status
4.2.1.1	Engage all Council employees in cultural awareness training	Community Wellbeing	All new inductees invited to complete Cultural Awareness training. Communications strategy to be developed to increase general staff awareness of course availability.	
4.2.1.2	Prepare a new Council naming policy which is informed by Aboriginal culture and an understanding of Country	Social and Cultural Planning	A new Council naming policy is under development.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 4.2.1A	Percentage of Council employees trained in Aboriginal and Torres Strait Islander cultural awareness (Annual)	> 100%	100%	Community Wellbeing	0%	0%			0%

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Strategy 4.2.2 Celebrate Aboriginal and Torres Strait Islander cultures and history

ID	Action	Responsible	Comment	Status
4.2.2.1	Deliver Aboriginal Reconciliation Action Plan year one actions	Social and Cultural Planning	The two-year Reconciliation Action Plan has been adopted by Council and endorsed by Reconciliation Australia. Implementation commenced during the quarter.	
4.2.2.2	Deliver the Aboriginal survival memorial at Yeo Park	Social and Cultural Planning	A memorial at Yeo Park design has been agreed and the project was underway during the quarter.	

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

Outcome 4.3 People have opportunities to participate, and develop their health and wellbeing

Strategy 4.3.1 Provide facilities, spaces and programs that support community health and wellbeing

ID	Action	Responsible	Comment	Status
4.3.1.1	Implement NDIS registered programs and services	Aquatic Services	An application to implement programs has now been submitted for approval to the NDIS. It is estimated programs will commence in July 2023.	
4.3.1.3	Implement actions in the Annette Kellerman Aquatic Centre (AKAC) Facility review and Leichhardt Park Masterplan as per schedule (reference to capital works)	Aquatic Services	A project team is working in conjunction with the Aquatics team to deliver AKAC maintenance upgrade and Leichhardt Park Aquatics Centre (LPAC) masterplan. The projects are on track for their 2022 deliverables.	
4.3.1.4	Complete Companion Animals Action Plan 19-23	Parking and Ranger Services	The team continue working towards completion of the Companion Animals Action Plan. Patrols continue, redesigned A frames are now approved and to be rolled-out in parks, and stencils to be implemented in new parks over coming weeks.	
4.3.1.5	Develop and ratify Companion Animal Action (CAA) Plan 24-28	Parking and Ranger Services	A framework for the CAA plan is being developed including potential actions. The CAA plan will be considered by Council at its meetings of May/June 2023 depending on agenda capacity.	
4.3.1.6	Undertake training to obtain qualifications in animal behaviour for Companion Animals Officers	Parking and Ranger Services	A training provider is in the process of being secured by Council's People and Culture business partners.	

Strategy 4.3.2 Build connected communities and provide opportunities for social participation

Legend



On Track



Completed










Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
4.3.2.1	Prepare Park Plans of Management for community and Crown Lands for Daryl Jackson Reserve, Elkington Park, Mackey Park and Blackmore Park	Parks Planning and Recreation	Round one engagement has been completed for all five park plans of management. Council Staff are now working on developing the draft park plans of management and park master plans.	
4.3.2.2	Complete a draft generic plan of management for Council's Pocket and Neighbourhood Parks	Parks Planning and Recreation	Work on the pocket and neighbourhood park plans of management is progressing and a draft plan of management will be completed in March 2023	
4.3.2.3	Review the structure and delivery of recreation programs and service including Debbie and Abbey Borgia Centre and Robyn Webster Centre	Parks Planning and Recreation	A review of services is currently being undertaken by the Senior Manager Sport and Recreation and the newly appointed Recreation Coordinator.	
4.3.2.5	Support Councils Parks and Property Capital Delivery teams with stakeholder engagement and the delivery of key park improvement plans	Parks Planning and Recreation	Council's Parks Planning Unit is working closely with Property Services on a number of key projects including the two high level projects: <ul style="list-style-type: none"> • Paringa Reserve Kiosk • Leichhardt Oval Master Plan 	
4.3.2.6	Complete a draft Commercial Dog Walking Policy for Council's Open Space Areas	Parks Planning and Recreation	A draft policy has been completed and will be reported to Council in March 2023.	
4.3.2.7	Implement the safety audit of Marrickville Golf Course	Parks Planning and Recreation	A safety audit has been completed for the Parklands.	
4.3.2.8	Host the "Safe Space for Girls to Train" Project	Parks Planning and Recreation	This project will commence in 2023.	

Legend



On Track



Completed




Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
4.3.2.9	Construct at least one inclusive playground in every ward, and public sensory gardens in pocket parks	Capital Works	Review of proposed sites by Touched by Olivia is in progress ahead of procurement of design consultant. Community engagement planned for February - March 2023.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 4.3.2a	Sports Forums held per year to engage the Inner West Sports key stakeholders	> 2	> 2	Parks Planning and Recreation	1	2			3
KPI 4.3.2B	Percentage utilisation of sporting fields	> 85%	> 85%	Parks Planning and Recreation	100%	100%			100%

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Outcome 4.4 People have access to the services and facilities they need at all stages of life and all abilities

Strategy 4.4.1 Plan and deliver infrastructure and services for the changing and aging population and those with disability

ID	Action	Responsible	Comment	Status
4.4.1.1	Review customer experience for community venue hire	Community Venues	Work has commenced on this project, including mapping the customer experience, and highlighting issues. Key initiatives for the first six months have included the development of User's Guides (including providing detailed floor plans and technology instructions), moving the regular hirer process to an on-line form and the commencement of the analysis of the venues.	

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

Strategy 4.4.2 Provide quality children’s education and care services to ensure a strong foundation for lifelong learning

ID	Action	Responsible	Comment	Status
4.4.2.1	Review Council’s Occasional Care service	Children's Services	The service re-opened in April of 2022. Utilisation averaged at 43.32%. Review will need to recommence early this year taking into account current analytical data.	
4.4.2.2	Implement recommendations from the Inner West Council Family Day Care review	Children's Services	Marrickville Family Day Care Scheme has been incorporated into the Inner West Family Daycare Scheme, and relevant regulatory approvals finalised with Department of Education.	
4.4.2.3	Develop and implement a Marketing and Communications Plan to promote Children’s Services.	Children's Services	Community event to celebrate Children's Week had over 200 attendees in October. New Centre flyers printed with Council branding. Promoted the official opening of the Dharaganggal outdoor classroom on the Cooks River. May Murray ELC hosted families, Children’s Services staff, community members, volunteer groups, Aboriginal language and culture educators, Councillors and local MP for a picnic, and official ceremony. Consistent signage was installed in all Centres except 3 awaiting development application's approvals. Updated Google Business profiles for all Early Learning Centres to improve online presence and add Council branding and promoted Children's Services via Facebook and Instagram.	
4.4.2.4	Work towards meeting National quality standards for Marrickville West (OSH) service	Children's Services	The Centre Coordinator has worked closely with Council's Professional Development Specialist Educational Leader to identify key areas of improvement. Strategies have been developed to improve the program and routines. Unannounced visits from Council's Management team were undertaken to observe, support and provide feedback to improve service standards.	
4.4.2.5	Provide free early education places to children whose parents are awaiting asylum seeker declaration	Children's Services	A senior manager, Children Services, met with the Red Cross to discuss potential families that fit their criteria. Red Cross do not currently work with families who can be placed in Council services.	

Legend



On Track



Completed



Behind Schedule







On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
	Key Performance Indicator								
KPI 4.4.2a	Percentage utilisation of middle school services	> 85%	> 85%	Children's Services	85%	73.84%			79.42%
KPI 4.4.2B	Percentage utilisation of early learning services	> 85%	> 85%	Children's Services	85%	93.51%			89.26%

Strategy 4.4.3 Provide facilities, resources and activities for lifelong learning

ID	Action	Responsible	Comment	Status
4.4.3.1	Investigate a consortia lending service agreement with neighbouring councils	Libraries and History	The neighbouring Councils have met three times, including once with the Library Management System Provider. Various options are being reviewed to see what options, if any, may be viable.	
4.4.3.2	Refurbish Balmain Library	Libraries and History	The scope of the Balmain Library project has changed and resulted in a change of scope. The architects are to be appointed in early 2023. A community advisory group and PCG have been formed for the project. Both groups have met and developed Terms of Reference / Governance structures.	
4.4.3.3	Review layout and functionality of Leichhardt Library	Libraries and History	Preliminary concepts have been developed for how to improve the functionality of Leichhardt Library. Work has taken place to improve the general appearance of the Library such as purchasing some new furniture and address building issues.	
4.4.3.4	Review Libraries languages other than English (LOTE) collections	Libraries and History	The multicultural review of the collections has commenced, and a draft report has been prepared. However, this will not be finalised until the complete 2021 Census data is released to assist with its decision making about appropriate languages for the collection.	

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

Strategy 4.4.4 Improve the quality and use of existing community assets

ID	Action	Responsible	Comment	Status
4.4.4.1	Replace softfall during the shutdown period in the childcare centres	Facilities Management	Works are currently being undertaken during the Community Facilities Services Christmas shutdown period.	
4.4.4.2	Undertake a pilot program for a maintenance portal for the six aquatic and leisure centres to register work requests directly into and allow internal tracking	Facilities Management	The pilot maintenance portal has been created for the Aquatics team. Nominated team members are currently utilising the system to log the maintenance requests to be actioned.	
4.4.4.3	Trial free period and sanitary products in Council-run facilities	Facilities Management	Units have been installed in the nominated Council sites and are currently being monitored as part of the trial free period.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 4.4.4a	Attend to reactive building maintenance (Annual)	> 85%	> 85%	Facilities Management	85%	80%			82.50%

Legend



On Track



Completed



Behind Schedule

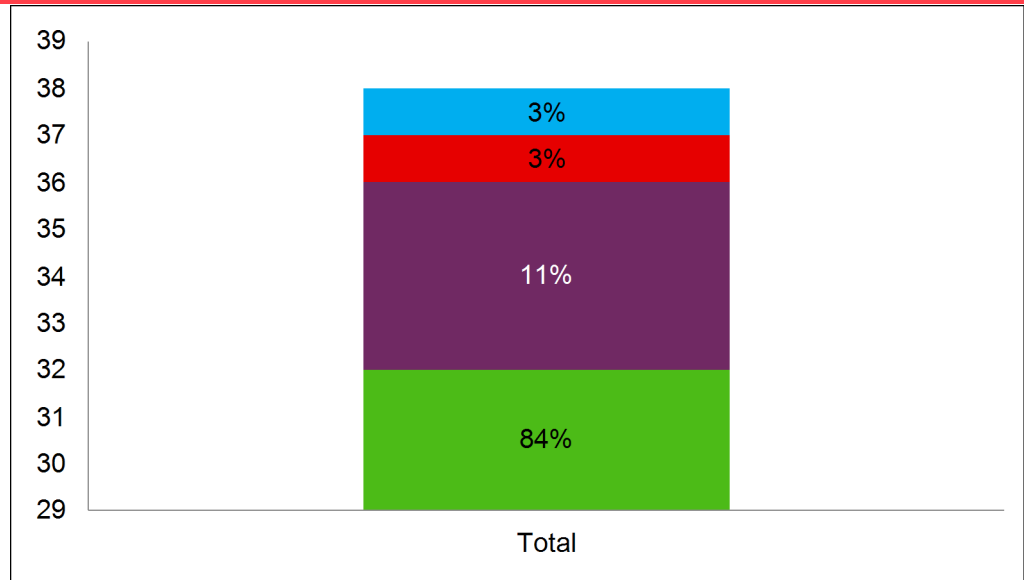


On Hold



Rescheduled

Strategic Direction 5 - Progressive, responsive and effective civic leadership








Progressive, responsive and effective civic leadership Actions by Status

Outcome 5.1 Council is responsive and service-focused

Strategy 5.1.1 Deliver responsive and innovative customer service

- Legend**
- On Track
 - ★ Completed
 - Behind Schedule
 - ▲ On Hold
 - ◆ Rescheduled

ID	Action	Responsible	Comment	Status
5.1.1.1	Develop first draft of a Customer Experience Strategy	Service Transformation	Development of the Customer Experience Strategy is planned to commence following the recruitment of the Customer Experience Manager in January 2023.	
5.1.1.2	Develop a Customer Service Charter	Service Transformation	Further to the benchmark study of Service Charters completed in the previous quarter, a method for engaging staff and the community in the process was developed. There were 254 staff engaged with positive feedback on the agreed process and useful information was gained to lend to the overall analysis. Robust community engagement will commence from quarter 3 of the financial year in line with the Council resolution.	
5.1.1.3	Establish the process for reporting and accountability of tier one customer complaints	Customer Service	Tier One complaint process finalised, approved and launched in November 2022. The process has been socialised internal and externally.	
5.1.1.4	Adopt new technologies to improve transparency around maintenance schedules	Engineering Services	Configuration for Field App was undertaken in Quarter 2. Testing, training and implementation will take place in Quarter 4 following TechOne 2022B upgrade.	
5.1.1.5	Consider a customer service point in every library	Service Transformation	Work is to commence, following the recruitment of the Customer Experience Specialist in quarter three.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 5.1.1a	Customer Satisfaction (Voice of Customer – post call survey)	> 4.30	> 4.30	Customer Service	4.30	4.30			4.30
KPI 5.1.1b	Customer calls answered within 60 seconds	> 80%	> 80%	Customer Service	65%	63%			64.08%

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 5.1.1c	Customer issues resolved at first point of contact	> 85%	> 85%	Customer Service	85%	85%			85%
KPI 5.1.1D	Back-office processing time – emails, applications, payments and forms (within 2 business days)	> 95%	> 95%	Customer Service	90%	90%			90%

Strategy 5.1.2 Monitor performance and implement continuous improvement to meet the changing needs of the community

Legend



On Track



Completed










Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
5.1.2.1	Design and rollout the annual training and development calendar	People and Culture	Training this quarter is underway with various training programs. Delivery included but not limited to, team enneagram sessions, Leaders Day, men's Mentoring program, procurement, and completion of first round of Authentic Leader.	
5.1.2.2	Implement the Work Health and Safety Strategy year one actions	People and Culture	Action plan items are on track to be completed for the Work Health and Safety Strategy.	
5.1.2.3	Prepare the Annual Report	Corporate Strategy and Engagement	The 2021-22 Annual Report was completed this quarter and has been published on Council's website and a copy provided to Office of Local Government.	
5.1.2.4	Review Integrated Planning and Reporting measures and Levels of Service	Corporate Strategy and Engagement	Integrated Planning and Reporting measures for 2022-23 year were reviewed and uploaded to the TechOne performance planning module. Work on Levels of Service is being carried out.	
5.1.2.5	Deliver project management and business improvement education programs	Service Transformation	Prince2 Project Management Training has been completed by 81 people to date. Additionally, four project Communities of Practice have been held for people who have completed the training to build and reinforce knowledge and practice as well as exchange ideas and experiences. The business improvement education program based on the world-class practice of Six Sigma will be developed in quarter three of this financial year with the plan to pilot the program in quarter four.	
5.1.2.6	Establish the service review program and reporting framework	Service Transformation	Research on the Service Review program and reporting framework has been completed. The program and reporting process will be progressed following the recruitment of the Service Improvement Manager, currently underway.	
5.1.2.7	Establish the business improvement program and reporting framework	Service Transformation	The business improvement methodology of Six Sigma has been approved as Council's preferred practice following its application to three initiatives underway. The business improvement program and reporting framework will be developed following the recruitment of the Service Improvement Manager, currently underway.	

Legend



On Track



Completed




Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
5.1.2.8	Oversee the agreed program of service reviews to be conducted by nominated business units	Service Transformation	The monitoring program for Service Reviews will be developed and implemented, following the recruitment of the Service Improvement Manager currently underway.	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 5.1.2a	Project managers successfully complete foundational training	> 90%	> 90%	Service Transformation	61%	100%			100%
KPI 5.1.2b	Percentage of staff who have completed mandatory training courses per agreed program	> 90%	> 90%	People and Culture	95%	95%			95%
KPI 5.1.2c	Percentage of staff who have an assigned performance review	> 85%	> 85%	People and Culture	100%	100%			100%
KPI 5.1.2d	Percentage of staff turnover	< 14%	< 14%	People and Culture	5.14%	5.14%			5.14%
KPI 5.1.2e	Percentage of Work Health and Safety Strategy year one actions implemented	100%	100%	People and Culture	65%	70%			70%

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

Outcome 5.2 Council makes responsible decisions to manage finite resources in the best interest of current and future communities

Strategy 5.2.1 Undertake visionary, integrated, long term planning and decision making, reflective of community needs and aspirations

ID	Action	Responsible	Comment	Status
5.2.1.1	Review Asset Management Plans	Engineering Services	The review of the Asset Management Plan is due in Quarter 4.	
5.2.1.2	Implement the agreed program for condition audits and valuations	Engineering Services	The Building Assets Audit commenced in December 2022. Procurement is to commence in Quarter 3 for parks asset audit.	
5.2.1.3	Develop and implement a defect reporting request system for staff	Engineering Services	Fully implemented in Quarter 1	
5.2.1.4	Implement the Asset Improvement Plan	Engineering Services	Work on the implementation of the Asset Improvement Plan is ongoing.	
5.2.1.5	Implement the Workforce Management Plan	People and Culture	Actions in the Workforce Management Strategy 2022-26 continue to be implemented across the organisation in accordance with the Action Plan timeline.	

Legend



On Track



Completed



Behind Schedule







On Hold







Rescheduled

Strategy 5.2.2 Ensure probity and responsible, sustainable, ethical and open local government



ID	Action	Responsible	Comment	Status
5.2.2.1	Implementation of the 22 recommendations of the Governance Framework Review Report	Governance and Risk	As part of the implementation, the Governance Team has been resourced and met with all key stakeholders across Council that have input into this process. Action plans have been developed to progress outstanding recommendations.	
5.2.2.2	Implementation of the 17 recommendations of the Enterprise Risk Management Framework Review Report	Governance and Risk	As part of the implementation, the Risk Team has been resourced and is meeting with all key stakeholders across Council that have input into this process. Action plans have been developed to progress outstanding recommendations.	
5.2.2.3	Implementation of the new OLG Risk Management and Internal Audit Framework for Local Government	Governance and Risk	The release of the Office of Local Government (OLG) NSW Management and Internal Audit Framework for Local Government has been delayed. In lieu of a formalised new guideline, Council has still implemented a new ARIC (Audit Risk & Improvement Committee) TOR (Terms of Reference) in line with the OLG Draft Model TOR and is conducting the required steps including annual reviews to operate in accordance with the Guidelines. Council will recommence implementation when the OLG publishes the framework.	
5.2.2.4	Develop a new Council insurance framework	Governance and Risk	Council's Insurance team has been gathering data in relation to Council's current Insurance landscape. This will form part of the development of a fit- for-purpose framework to help guide internal and external stakeholders with the Insurance process.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 5.2.2A	Respond to Privacy Complaints within 5 business days of receipt	100%	100%	Governance and Risk	100%	100%			100%

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled

KPI 5.2.2b	Percentage compliance with relevant legislation (zero breaches)	100%	100%	Governance and Risk	90%	100%			95%
KPI 5.2.2c	% of staff involved in procurement have received training	100%	100%	Procurement	80%	81%			81%
KPI 5.2.2d	% of procurement events above \$10k go through vendor panel	100%	100%	Procurement	100%	98%			99%
KPI 5.2.2e	Percentage of ARIC recommendations implemented	100%	100%	Governance and Risk	100%	100%			100%

Strategy 5.2.3 Manage public resources to achieve financial sustainability

ID	Action	Responsible	Comment	Status
5.2.3.1	Review the financial reporting process to improve transparency	Finance	The Office of Local Government is yet to release the guideline and frameworks to support the review of financial reporting transparency. Reporting on the Quarterly Budget Review Statements to Council has been reviewed to ensure any changes in Council's position are clearly articulated.	
5.2.3.2	Revise the Land and Property Strategy	Properties and Strategic Investments	Stage 1 to update Council's Land Register has been completed. Following the audit of existing leases, the lease register has been prioritised to clear the backlog of expired leases and also target leases expiring in the next two years.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 5.2.3f	Percentage of Capital Works budget expended (Annual)	> 10%	> 10%	Finance	4.41%	14.13%			18.54%

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

Outcome 5.3 People are well informed and actively engaged in local decision making and problem solving

Strategy 5.3.1 Inform communities through multi-channel communications

ID	Action	Responsible	Comment	Status
5.3.1.1	Commence the development of an Internal and External Communications Strategy	Strategic and Corporate Communications	A strategy team meeting was held involving the entire Communications team who agreed on a process to formalise strategic plans for internal and external communications.	
5.3.1.2	Scope the purchase and implementation of a digital asset management system	Strategic and Corporate Communications	The project has been rescheduled to quarter four pending recruitment.	
5.3.1.3	Review communications policies and procedures	Strategic and Corporate Communications	Policies being reviewed	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 5.3.1a	Number of Inner West Council social media followers (Facebook, Instagram, Twitter)	> 2.50%	> 0%	Strategic and Corporate Communications	3.05%	2%			5%
KPI 5.3.1b	Number of Inner West Council website page views	> 2.50%	> 0%	Strategic and Corporate Communications	8.33%	3%			11.33%

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

Strategy 5.3.2 Support local democracy through inclusive participatory community engagement

ID	Action	Responsible	Comment	Status
5.3.2.1	Implement the recommendations of the "Your Say Inner West" website review	Corporate Strategy and Engagement	Roll-out of the new online engagement platform continues, with improvements to project updates, user experience and content management.	
5.3.2.2	Review the Community Engagement Strategy	Corporate Strategy and Engagement	The Community Engagement Strategy was reviewed and adopted at Council's December meeting.	
5.3.2.4	Offer "Your say" stalls directly in neighbourhoods on key issues impacting the community	Corporate Strategy and Engagement	Two customer service stalls were held this quarter on Saturday mornings in Summer Hill and Balmain.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 5.3.2A	Number of visits to Your Say Inner West	> 0	> 63,500	Corporate Strategy and Engagement	28,497	21,271			49,768
KPI 5.3.2b	Number of projects on Your Say Inner West on which the community has the opportunity to engage	> 40	> 40	Corporate Strategy and Engagement	21	17			38

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Strategy 5.3.3 Support evidence-based Council decision-making

ID	Action	Responsible	Comment	Status
5.3.3.1	Continue to review and refine the current Council resolution register processes	Governance and Risk	<p>Council has continued to refine the Council resolution register. For user readability previous and current terms have been separated and Council officers are working through the completion of all outstanding resolutions.</p> <p>Council aims to publish the Council resolution register on a monthly basis.</p>	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 5.3.3a	Council resolutions are implemented as per the agreed timeframes	> 95%	> 95%	Governance and Risk	95%	95%			95%

Legend



On Track



Completed



Behind Schedule







On Hold



Rescheduled

Outcome 5.4 Partnerships and collaboration are valued and recognised as vital for community leadership and making positive changes

Strategy 5.4.1 Advocate for emerging community issues

ID	Action	Responsible	Comment	Status
5.4.1.1	Develop and present the business case for de-amalgamation including community engagement	Governance and Risk	Council has submitted the business case for de-amalgamation to the NSW Government for determination, consistent with the resolution made at its ordinary council meeting held on 6 December 2022. The business case was submitted on the basis that de-amalgamation, should it occur, be done only on condition the full costs (of between \$178 to \$190 million) be paid in full by the NSW Government prior to commencement and that the duly democratically elected representatives of Council remain in office.	
5.4.1.2	Advocate to minimise impacts of state government infrastructure including WestConnex, Western Harbour Tunnel, Sydney Gateway	Traffic and Transport Planning	Council has been working with the NSW Government and advocating to minimise the impacts of state government infrastructure projects.	
5.4.1.3	Advocate for the provision of quality open space including Rozelle Parklands and Callan Park	Parks Planning and Recreation	Council officers have been advocating to Transport for NSW to ensure community recreation needs are reflected in the design of the Rozelle Parkland. Council officers have also been assessing development applications associated with open space embellishment projects for Callan Park which are managed by the Greater Sydney Parklands Authority.	
5.4.1.4	Participate in SSROC and LGNSW projects and initiatives	Governance and Risk	Council continues to actively participate in the Southern Sydney Regional Organisation of Councils (SSROC) and Local Governments in NSW (LGNSW) projects and initiatives including motion submissions to these organisations.	

Legend



On Track



Completed



Behind Schedule




On Hold





Rescheduled

Strategy 5.4.2 Build resilience and capacity of local leaders, groups and communities

ID	Action	Responsible	Comment	Status
5.4.2.1	Deliver annual community wellbeing, arts, and multicultural grants program	Social and Cultural Planning	The 2023 grants payments have all been provided to the recipients.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 5.4.2A	Percentage of community wellbeing, arts, and multicultural grant recipients meeting acquittal requirements	> 98%	> 98%	Social and Cultural Planning	0%	100%			100%

Strategy 5.4.3 Work with suppliers to deliver positive outcomes for the community, economy and environment

ID	Action	Responsible	Comment	Status
5.4.3.1	Review the procurement rules and weighting criteria to promote social and environment vs economic factors	Procurement	The procurement framework is currently being reviewed to look at strategies that council can implement to further promote social and environmental factors. Weightings for social and environmental factors are determined on a case-by-case basis depending on what is being procured.	
5.4.3.2	Participate in the Sustainable Procurement assessment and implement recommendations arising	Procurement	An assessment carried out by the Local Government Procurement team has not yet commenced.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Completed actions

Completed items from the first quarter include:

1. Advocate for consolidated LEP gazettal from the State Government
2. Review and benchmark service levels for Council's streetscapes and parks maintenance programs
3. Revise the Affordable Housing Policy
4. Review Council's LEPs and harmonise the provisions for a diversity of housing types
5. Deliver a Covid Arts Recovery Summit
6. Provide governance and promotional support to establish the Inner West Creative Network
7. Establish a creative partnership arrangement with UTS Creative Intelligence Centre
8. Develop successful squads' programs at Ashfield Aquatic Centre in line with other centres
9. Complete the development of Council's ten-year Recreation Strategy
10. Commission an external review and benchmarking the procurement framework and processes to identify opportunities for improvement
11. Roll out a new staff online training program for procurement
12. Recruit new term of local democracy group members

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

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