



Inner West Mayor, Darcy Byrne, opens Leichhardt Park Skate Park for the community in July

Operational Plan Quarterly Report July – September 2023



Introduction

This report provides a progress update on Council's Operational Plan 2023/24.

It has three sections:

General Manager message – This section contains highlights from the quarter.

Executive Summary – This section contains an overview of progress against the actions and measures in the Operational Plan 2023/24.

Strategic Directions in detail – This section details progress against each of the actions and achievements against annual performance targets, ordered by the five strategic directions of the Inner West 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

General Manager message



In a fantastic start to the financial year, 93% of our 171 actions are 'Completed' or 'On Track', while 78% of our measures are 'On Target' or 'Within Tolerance'.

Highlights from July-September 2023 include:

Council has been nominated for six awards including as a **finalist in the prestigious Bluett Award**. Other nominations include four entries for Women in Local Government Award and Keep Australia Beautiful Award for Love Your Home Ground – Waste

Reduction and Resource Recovery.

I'm proud that **Council was also awarded the Australian Business Award for Employer of Choice** which recognises organisations that demonstrate effective employee recruitment, engagement and retention.

Our \$1.4m Sustainability Hub opened on 1 July 2023 where the Green Living Centre and the Bower have commenced operations, and 1,271 people attended sustainability engagements and education sessions.

Council prepared to roll out the **Food Organics and Garden Organics (FOGO) service** in a reform that will massively reduce carbon emissions and save ratepayers millions of dollars in landfill fees.

The **\$5 million Bay Run pathway and lighting upgrade** project was completed and launched to the community in another exciting milestone in the Cooks River to Iron Cove GreenWay.

The **\$2.2 million Leichhardt skate park** opened with a top-class skating bowl that can be used for skateboarding, bike riding and scootering, new lighting, shelters and paths, and a 'micro-forest' planting of 180 trees.

The **'Powering Ahead' Electric Vehicle Encouragement Strategy** was adopted with significant progress in implementing EV charging infrastructure. As part of this initiative, 19 EVs have been ordered for Council pool vehicles, with an additional 8 in the fleet.

Edge GreenWay and Edge Sydenham delighted audiences and showcased local creatives in a celebration of art and community.

Five raised pedestrian crossings were completed as part of the implementation of the Pedestrian Access and Mobility Plan (PAMP).

The Inner West 10-year Recreation Strategy was completed.

The Creative Use of Council Venues pilot program started in July with 22 participants, providing 1040 hours of subsidised space for creatives in August and September.

Council participated in Dementia Action Week, partnering with the University of Sydney and NSW Health to deliver a nutrition and Healthy Brain Ageing talks, delivering an eight-week Social Connection Group with NSW Health, and a pilot Cyber Seniors Story Tech program.

Council won grants for Community Heritage Marrickville Metro Virtual Reality–Create NSW \$50,000; Marrickville Music Festival–Create NSW \$33,000; three bicycle path grants–NSW Government; Waste reduction grant–Environmental Protection Authority \$200,000.

A handwritten signature in black ink, appearing to read 'Peter Gainsford'. The signature is stylized and somewhat cursive, with the first letter 'P' being particularly large and prominent.

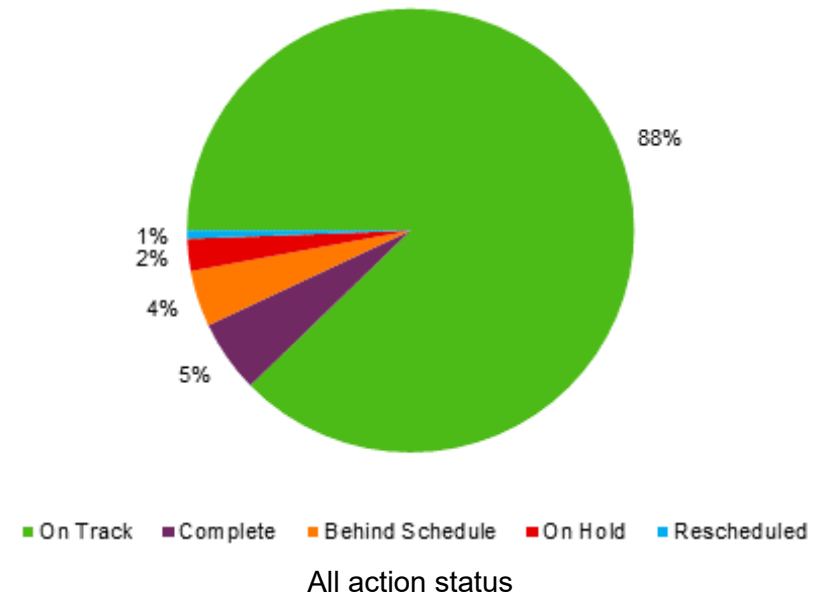
Peter Gainsford - General Manager

Executive Summary

The quarterly progress report outlines progress against the 171 actions in the 2023/24 Operational Plan.

As of 30 September 2023:

- 93% (159) of actions are 'Completed' or 'On Track'
- 7% (12) of actions are 'Behind Schedule', 'On Hold' or 'Rescheduled'



Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



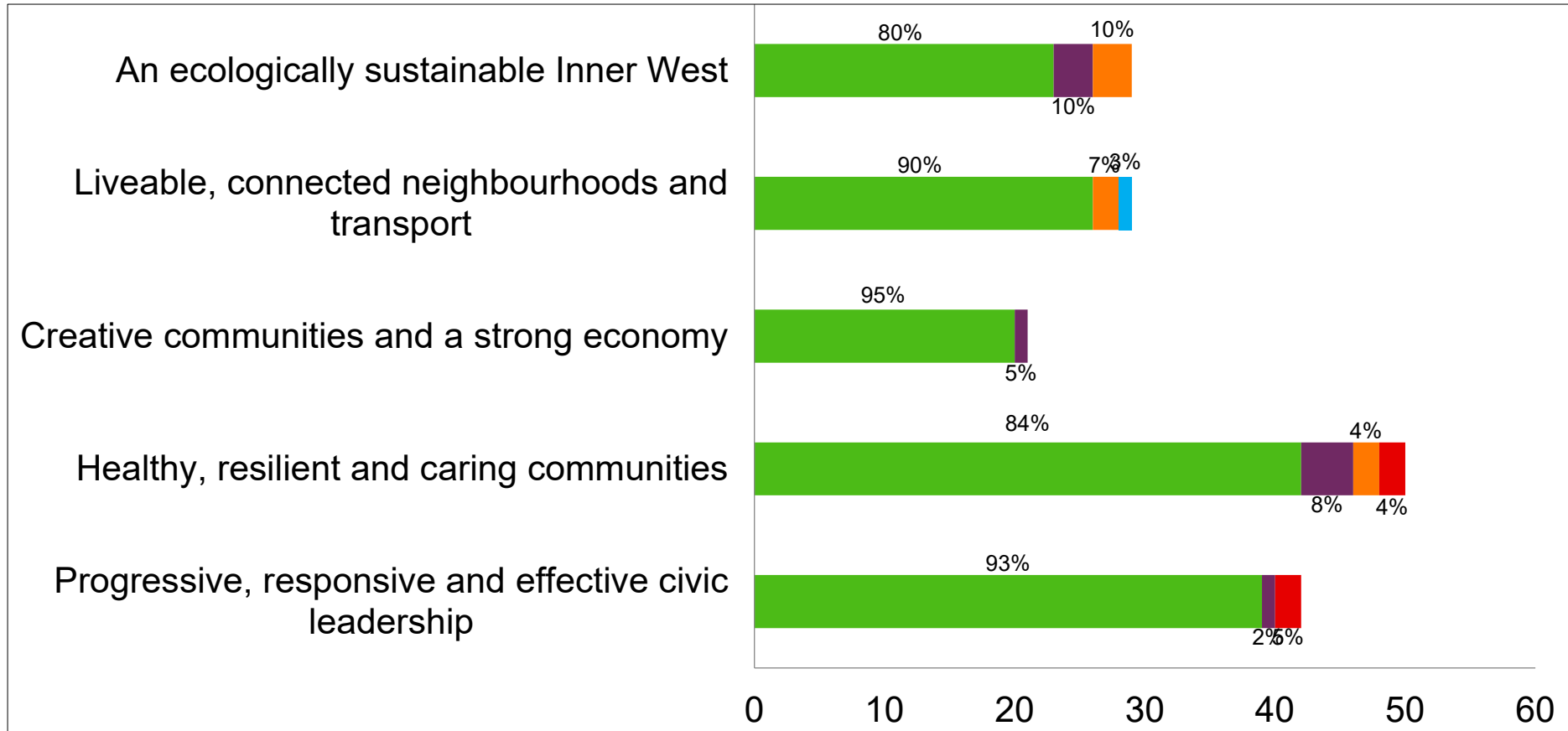
On Target



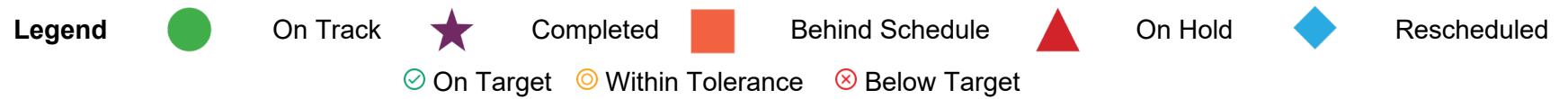
Within Tolerance



Below Target



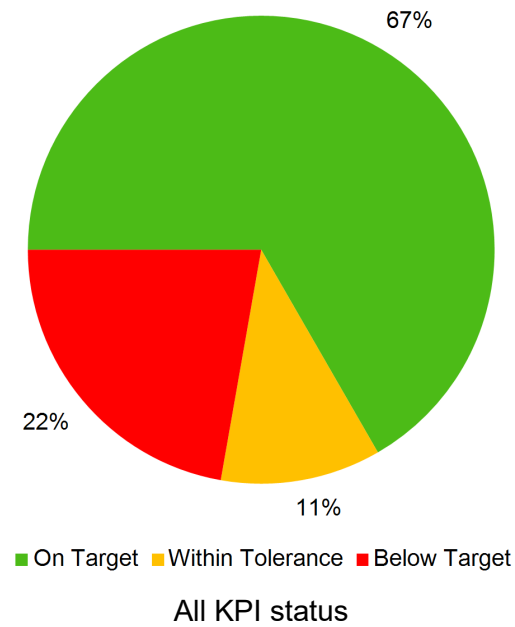
Action status by strategic direction



Measures

As of 30 September 2023:

- 78% (43) of measures are 'On Target' or 'Within Tolerance'
- 22% (13) of measures are 'Below Target'



Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance






Below Target

Strategic Direction 1 - An ecologically sustainable Inner West

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 and promote a sustainability program at the Inner West Sustainability Hub.	Urban Sustainability	The Sustainability Hub was opened by the Mayor and the introductory sustainability program is available as of September 2023. This includes direct community engagements with Council's Green Living Centre and operations undertaken by the Bower. Other tenants including Re Place and Dress for Success are due to open in October 2023 and a more comprehensive program, including communications will be developed.	
1.1.1.2	Deliver Community Environment Grants	Urban Sustainability	The Community Environment Grants are a two-year cycle and will reopen in 2024. In the meantime, Council's Environment team continues in-kind support of community organisations including through our Sustainable Schools networks and via a range of community programs at the Sustainability Hub.	
1.1.1.3	Inform residents about threatened and unique species of flora and fauna in our local parks and wild places	Parks Planning and Ecology	Threatened species and ecology information are being incorporated into Parks Plans of Management and Council strategies including Blue-Green grid planning. Projects to directly involve our residents in this work will be rolled out as part of the delivery of individual place plans.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target



Within Tolerance



Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
1.1.1a	Number of people attending sustainability engagements and education sessions	> 700	> 700	Urban Sustainability	1,271	1,271 
1.1.1b	Total subscriptions for environment and sustainability social media and What's On e-news	> 8,763	> 6,000	Urban Sustainability	12,276	12,276 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

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	Being considered as part of tree inventory capture (recently commenced) and new tree maintenance contract.	
1.2.1.2	Prepare the Urban Forest Policy and Strategy 2023/24	Urban Forest	Plan for RFQ Scope and Requirements being developed to harmonise strategy documents.	
1.2.1.3	Prepare operational plans for public tree management	Urban Forest	Plan for the preparation of operational plans being developed.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled






On Target






Within Tolerance




Below Target





ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
1.2.1a	Number of trees planted	> 1,057	> 1,000	Urban Forest	189	189 
1.2.1b	Tree permit applications completed for tree pruning or removal on private land assessed within 28 days	> 59%	> 80%	Urban Forest	63.77%	63.77% 
1.2.1c	Input to development applications involving tree works provided within 21 days	> 70%	> 70%	Urban Forest	53.47%	53.47% 

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 plants for Council's natural areas including priority sites along the GreenWay	Parks Planning and Ecology	Council's two community nurseries continue to collect local seed stock and propagate plants to supply native plants for Council's natural areas and will prioritise to supply Greenway sites.	
1.2.2.2	Supply local plants to Inner West residents	Parks Planning and Ecology	Council's two nurseries continue to supply free plants to local schools, for giveaways to residents on special events such as National Tree Day and for programs such as the Verge Gardening program. In addition, plants are available to purchase from the nurseries. As of 1 July 2023, a total of 274 plants were distributed to the community at the IWC Sustainability Hub Opening, with additional 10 distributed through a voucher system.	
1.2.2.3	Develop and implement the LGA-wide verge gardening policy	Parks Planning and Ecology	A report seeking the adoption of the Verge Gardening Policy, including details on the community consultation phase, was adopted at the October 2023 Council meeting. Staff from the ecology team launched the revised program.	

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled
 On Target  Within Tolerance  Below Target

ID	Action	Responsible	Comment	Status
1.2.2.4	Evaluate micro forest trial	Parks Planning and Ecology	A micro forest site has been established in a location complimentary to the Leichhardt Skate Park project in early 2023 and a further site is to be delivered in 2023. An assessment of these areas will be undertaken once the trees are established.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
1.2.2a	Number of bushcare volunteer hours	> 1,600 Hours	> 1,600 Hours	Parks Planning and Ecology	548.50 Hours	548.50 Hours 
1.2.2b	Number of bushcare volunteers	> 1,400	> 1,400	Parks Planning and Ecology	254	254 
1.2.2c	Number of nursery volunteer hours	> 1,200 Hours	> 1,200 Hours	Parks Planning and Ecology	456.50 Hours	456.50 Hours 
1.2.2d	Number of plants supplied from Council's nurseries	> 2,000	> 2,000	Parks Planning and Ecology	3,773	3,773 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance



Below Target

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	Parks Planning and Ecology	The Ecology team is currently in the process of recruiting a Planning and Policy officer who will be responsible for overseeing the implementation of the Biodiversity Strategy project.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
1.2.3b	Number of citizen science survey events facilitated by Council	> 6	> 6	Parks Planning and Ecology	4	4 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance




Below Target

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 continue subcatchment planning	Parks Planning and Ecology	The Ecology team has recently recruited a Senior Catchments Officer who will work collaboratively with Council's Stormwater team to deliver sub-catchment planning activities and projects, including projects arising from Council's involvement in the Parramatta River and Cooks River Catchment groups.	
1.3.1.2	Deliver 'WSUD' and rainwater conservation programs	Parks Planning and Ecology	Council's Ecology team continue to deliver these programs. However, new staff in this area are exploring ways to deliver the programs in ways that are more accessible to our community (for example, webinars, or through the Sustainability Hub at Summer Hill).	

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	Parks Planning and Ecology	There was one workshop held and a new officer was allocated to delivery of this program. It is intended that the program will be delivered from Council's Sustainability Hub at Summer Hill in late 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

Strategy 1.3.3 Identify and plan for river swimming sites

ID	Action	Responsible	Comment	Status
1.3.3.1	Progress Callan Point swim site project	Parks Planning and Ecology	A report updating Council on the delivery of this project was presented to the October 2023 meeting of Council. A consultant team has been appointed to deliver detailed community consultation and construction plans as well as a quantities survey/cost estimate.	
1.3.3.2	Translate Cooks River and Parramatta River litter prevention strategies into local strategies	Resource Recovery Planning	An action plan (including major milestones), budget, steering committee members and meeting dates have been developed as part of the 'Inner West, Litter Less' strategic project. Council attended a study workshop in collaboration with the EPA to directly inform the 'Cost-of-litter' dollar figure to inform the 'Inner West, Litter Less' strategic project.	
1.3.3.3	Align recycling service across LGA and support with education campaign	Resource Recovery Planning	Recycling services were aligned in the first quarter of July-September 2023 across IWC. All households now have comingled mixed recycling services with yellow lid bins, and separate paper bins have been removed. Education materials have been provided to support this service improvement.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance




Below Target

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 actual or potential pollution incidents to protect the environment and public health	Environmental Health and Building Regulation	There was a total of 331 Pollution complaints received during the first quarter. Of these there were 14.5% (48) that were air pollution, 68% (224) related to noise pollution, and 17.8% (59) related to water pollution. Of these complaints received, 81% (267) were successfully resolved during the same period.	

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

ID	Action	Responsible	Comment	Status
1.4.2.1	Implement an Electric Vehicle Encouragement Plan	Traffic and Transport Planning	Council adopted the "Powering Ahead" - Electric Vehicle Encouragement Strategy (2023) at the Council meeting held on 9 May 2023. The subsequent planning for the implementation of actions is ongoing including the provision of public electric vehicle charging.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance




Below Target

Strategy 1.4.3 Minimise air pollution through policy and regulation

ID	Action	Responsible	Comment	Status
1.4.3.1	Enforce air pollution controls to regulate development	Environmental Health and Building Regulation	Air pollution controls are applied to relevant development proposals and are investigated and enforced upon receipt of a complaint.	

Outcome 1.5 Inner West is zero emissions, climate adapted 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	Implement the Sustainable Fleet Transition Plan	Urban Sustainability	There are 19 Electric Vehicles (EVs) on order for use as pool vehicles and 8 for the fleet. A report detailing the rollout of the EV fleet and charging infrastructure, including opportunities to bring forward the target(s), was presented to the October 2023 Council meeting.	

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



Legend

-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled
-  On Target
-  Within Tolerance
-  Below Target

ID	Action	Responsible	Comment	Status
1.5.2.1	Develop the draft Climate Adaptation Plan	Urban Sustainability	For the Climate Adaptation project, an external consultant and an internal project manager have been appointed. The project has initiated a Climate Change Risk Assessment, marking the first step in the development of Council's Climate Adaptation Plan.	

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 waste audits for Council operations	Urban Sustainability	Waste audit data from Council sites has been collected and is being analysed for use in corporate sustainability programs.	
1.6.1.2	Commence the grant-funded litter reduction initiative in collaboration with other areas of Council and community groups	Resource Recovery Planning	Inner West is actively participating as a member of the Sydney Coastal Council Group, contributing to the development of a regional litter prevention roadmap, which will directly influence local litter reduction initiatives. Council's Environment and Stormwater teams have joined the "Smarter Cleaner Sydney Harbour" project which monitors waste in rivers, streams and canals in various LGAs within the catchment.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance





Below Target

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

ID	Action	Responsible	Comment	Status
1.6.2.1	Establish operations at the Inner West Sustainability Hub	Resource Recovery Planning	Inner West's Mayor opened the Sustainability Hub on 1 July 2023 and Council's Green Living Centre and the Bower have commenced operations. Several of Council's not-for-profit tenants at the site have yet to open their doors to the public and we are excited to advise that a community event is planned for October 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	Council is currently finalising an agreement with TOMRA to install two reverse vending machines for our community at the Inner West Sustainability Hub at Summer Hill.	

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 and introduce the Food Organics and Gardens organics (FOGO) service	Resource Recovery Planning	Council has adopted a launch date of 9 October 2023 for the FOGO service. Additional staff and resources have been allocated to the new service as well as a community engagement campaign. Monthly progress reports are being provided to the Council.	
1.6.3.2	Commence the Food Organics and Gardens organics (FOGO) service	Resource Recovery Operations	This service is planned to start in the second week of the next quarter. It is on track for commencement.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target






Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
1.6.3.3	Align the fortnightly commingled recycling collection service	Resource Recovery Operations	There has been the successful completion of the 240-litre bin rollout, and the introduction of a fortnightly recycling collection service in the northern area. As a result, there is now a standardised fortnightly collection service throughout the inner west.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
1.6.2B	Number of booked clean ups through the Optimo booking system (21/22 Baseline =65,863)	> 65,863	> 72,449	Resource Recovery Operations	16,657	16,657 
1.6.2D	Material received at the Community Recycling Centres and Household Chemical Collection Events (21/22 Baseline= 176.06 kilograms (kg))	> 176	> 185	Resource Recovery Operations	202	202 
1.6.2F	Percentage of missed bins per year (21/22 Baseline = 15,849)	< 15,849	< 15,065	Resource Recovery Operations	5,689	5,689 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance







Below Target

Strategic Direction 2 - Liveable, connected neighbourhoods and transport



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
2.1.1.1	Review Council's LEPs and harmonise the provisions for encouraging a sustainable environment	Strategic Planning	Sustainable environment provisions will be included in future Local Environmental Plan amendments for Parramatta Road and housekeeping amendments.	
2.1.1.2	Review the Voluntary Planning Agreement Policy	Properties and Strategic Investments	The draft VPA Policy was reviewed and presented to Council in September and is now on public exhibition. Council will consider adoption of the Policy in November.	
2.1.1.3	Adopt a Blue Green Grid for the Inner West	Strategic Planning	Blue Green Grid is being finalised for adoption by Council at the December 2023 Council meeting to meet the funding requirements of Department of Planning and Environment.	
2.1.1.4	Create a staged approach to implement the Parramatta Road Corridor Urban Transformation Strategy	Strategic Planning	Stage 1 of the Parramatta Road Corridor planning proposal and Development Control Plan is scheduled to be placed on exhibition by the end of 2023 and finalised by March 2024.	

Legend

-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled
-  On Target
-  Within Tolerance
-  Below Target

ID	Action	Responsible	Comment	Status
2.1.1.5	Implement the Local Strategic Planning Statement actions 6.1 and 6.2 related to housing and heritage, as well as actions 13.2 and 13.5 related to the Camperdown area	Strategic Planning	The planning proposal related to heritage pubs and residential heritage was placed on early consultation and will be reported to Council by the end of the year. Early consultation on Camperdown Tech Central is underway in a joint collaboration with City of Sydney and Greater Cities Commission.	
2.1.1.6	Progress the Tech Central Precinct in Camperdown and strategic partnership with Greater Sydney Commission and key stakeholders	Strategic Planning	Regular meetings are being conducted with the Greater Cities Commission and other key stakeholders to progress the Camperdown precinct. A jointly funded masterplan is being prepared to provide guidance the area in the future.	

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	Investigate complaints in relation to breaches of the Environmental Planning and Assessment Act.	Environmental Health and Building Regulation	Complaints pertaining to breaches of the Environmental Planning and Assessment Act are investigated. The focus remains on ensuring strict compliance with environmental regulations and addressing customer concerns.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
2.1.2.2	Investigate class 1b-9c premises in relation to fire safety and act as required to safeguard lives and property	Environmental Health and Building Regulation	For the period 1 July to 30 September 2023, a total of 2,045 reminder letters comprising 1,149 initial reminder letters and 896 follow up reminder letters were sent to property owners or their property managers in relation to fire safety. In response to requests from property owners, as of 01 September 23, Council moved from sending initial reminder letters 60 days in advance of the Annual Fire Safety Statement (AFSS) due date to 90 days, while follow up reminder letters remained unchanged at 30 days prior to the AFSS due date. An additional 64 premises were added to the Fire Safety Register, raising the total number of properties on the register from 3,691 to 3,755 during this period.	
2.1.2.3	Proactively inspect and regulate places of shared accommodation such as boarding houses for breaches of legislation and act as required to safeguard the health and amenity of residents	Environmental Health and Building Regulation	The Boarding House Project Team have a prioritised inspection program based highest to lowest risk for shared accommodation, specifically boarding houses. The focus remains on ensuring compliance with legislation and taking necessary actions to safeguard the health and amenity of residents.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance



Below Target

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, Implement allocated heritage actions within the LSPS in priority 6.2	Strategic Planning	Targeted heritage studies are under early consultation, listing Haberfield on the State Heritage Register has been placed on hold by the state government, while the Heritage Act is being updated and the Blue Green Grid should be completed by the end of the year.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target







Within Tolerance



Below Target

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	Early consultation has concluded (Stage 1). Stage 2 co-design consultation will occur later in 2023 with the draft masterplan being placed on consultation early 2024.	
2.3.1.2	Develop a graffiti management policy	Facilities Management	Policy drafted for initial internal discussion.	
2.3.1.3	Undertake regular inspections of town centres and respond to maintenance needs	Civil Maintenance	Ongoing inspections are undertaken. Service levels have been achieved on maintenance delivery program.	
2.3.1.4	Develop and deliver the Main Streets Strategy	Strategic Planning	The Main Streets Strategy is continuing with Public Domain Masterplans as well as the stage 1 short-erm projects and stage 2 longer-term projects to be completed by the end of the financial year.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
2.3.1.5	Deliver the Public Toilet Strategy	Capital Works	<p>Timelines:</p> <ul style="list-style-type: none"> - Pioneers Park toilets are expected to be completed by December 2023. - HJ Mahoney Reserve is set for completion by February 2024. - Planning and design are underway for King George Park and Camdenville Park for FY23/24, with construction planned for FY24/25. - Leichhardt No 2 oval is projected to be completed in Quarter 1 FY24/25. - Planning and design for Richard Murden Reserve are scheduled for FY23/24, with construction set for FY24/25, co-ordinated with inclusive playground. - Design and construction for Tempe Reserve - Canal side toilets are due for completion in early FY24/25 - The renewal of blue toilets at Tempe Reserve are planned to commence October 2024. 	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled









On Target




Within Tolerance



Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
2.3.1b	Average number of days to complete a 40-day Street sweeping cycle	< 40	< 40	Civil Maintenance	30	30 
2.3.1c	Average number of days to complete verge maintenance (mowing) Target: 20-working day from October to March and 40-working day cycle from April and September	< 30 Days	< 30 Days	Civil Maintenance	30 Days	30 Days 
2.3.1d	Average number of days to complete high-pressure cleaning of each shopping centre every three months	< 2.75	< 60	Civil Maintenance	60	60 
2.3.1e	Gross pollutant trap/nets cleaned	> 37	> 37	Civil Maintenance	37	37 
2.3.1f	Pits cleaned	> 194	> 194	Civil Maintenance	290	290 
2.3.1g	Percentage of potholes repaired within 48 hours (Note - weather dependent)	> 100%	100%	Civil Maintenance	80%	80% 

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 NSW planning portal	Development Assessment	Connectivity between Council's system and the NSW Planning Portal is in the configuration and testing stage.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled






On Target



Within Tolerance



Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
2.3.2A	Median determination timeframes for Development Applications (days)	< 97 Days	< 85 Days	Development Assessment	83 Days	83 Days 
2.3.2b	Average completion time of applications for pre-lodgement advice (days)	< 35 Days	< 35 Days	Development Assessment	47.30 Days	47.30 Days 
2.3.2c	Percentage of site visits undertaken within 21 days of the application being accepted	> 75%	> 75%	Development Assessment	24%	24% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance




Below Target

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, liveable housing with good amenity, across the Inner West

ID	Action	Responsible	Comment	Status
2.4.1.1	Progress delivery of affordable housing in the Hay Street car park	Properties and Strategic Investments	Discussions with Link Housing have continued, with a report to be tabled at the November 2023 council meeting to provide an update on the status of the affordable housing opportunity in the Hay Street car park.	

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

ID	Action	Responsible	Comment	Status
2.4.2.1	Review Council's LEPs and harmonise for a diversity of housing types	Strategic Planning	Efforts are being made to harmonise the diversity of housing types as part of the 2024 update to the Inner West Local Environmental Plan and Development Control Plan (LEP/DCP).	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance



Below Target

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, Centres and Venues	Inner West Homelessness Assertive Outreach Collaboration conducted outreach patrols throughout the quarter and convened monthly Case Coordination meetings. Thirty-two reports regarding rough sleeping were registered via Customer Request Management and referred to homeless services.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
2.4.3a	Percentage of people sleeping rough reported to Council that are referred to homeless service providers	100%	100%	Community Wellbeing, Centres and Venues	100%	100% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance



Below Target

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	The "How We Move Why We Move" study has been completed, which will contribute to the further development of the Public Transport Position Statement, currently in draft form.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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	Council adopted the Inner West Cycling Strategy and Cycling Action Plan at the Council meeting held on 20 June 2023.	
2.6.1.2	Support safe walking around local schools	Traffic and Transport Planning	Council staff 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.	
2.6.1.3	Implement the GreenWay project (stages)	Capital Works	In September 2023, the GreenWay Bay Run pathway upgrade project was successfully finished, and the construction works for the GreenWay in-corridor project also began in the same month.	
2.6.1.4	Deliver Urban Amenity Improvement Plan (Pymont Bridge Road Cycleway)	Capital Works	Conceptual plans developed. Approval pathway is proving problematic. As such, delivery model for the project is under review.	
2.6.1.5	Deliver Pedestrian Access and Mobility Plan (PAMP)	Capital Works	The delivery of the PAMP program remains on target. The design for 5 out of 7 raised pedestrian crossings already completed. The procurement for construction is in progress.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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 Council's parking permit management system	Traffic and Transport Planning	The upgrade of Council's parking meters to digital meters is completed, along with the provision of a pay parking app. The upgrade of the parking permit management system is under preliminary investigation.	
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	Capital Works	Newington LATM construction has been successfully completed. Design work for Lewisham LATM is in progress. The design for Newtown LATM is 80% complete and waiting final approval from TfNSW.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
2.3.1A	Percentage of expenditure of town centre upgrade budget	> 18%	100%	Capital Works	11.60%	11.60% 
2.6.2c	Percentage of LATM program budget delivered	> 48.25%	100%	Capital Works	13.13%	13.13% 

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled
 On Target  Within Tolerance  Below Target

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 Study has been completed and will be used to inform the development of Council's Freight and Services Delivery Strategy.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance






Below Target

Strategic Direction 3 - Creative communities and a strong economy

Outcome 3.1 Creativity and culture are valued and celebrated

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

ID	Action	Responsible	Comment	Status
3.1.1.1	Distribute cultural information through multiple sources	Living Arts	The Living Arts newsletter was distributed to the mailing list monthly. Multiple social media avenues were used to distribute information on current cultural offerings by council. In the past quarter, radio carts have run with FBI radio and media packages have run with Concrete Playground.	
3.1.1.2	Support implementation of identified programs from the Arts and Music Recovery Plan	Living Arts	All initiatives in the Arts and Music Recovery plan are on track for delivery as planned. Of note in the last quarter, the Creative Spaces pilot program continues to rollout, the introduction of Cultural Connections EOI and the Boomali partnership is underway.	
3.1.1.3	Expand Council's annual Young Creative Awards program	Libraries and History	The YCA 2023, closed in July 2023 in its new expanded format - film, writing & art. Council received 408 entries - 174 in art, 165 in writing & 69 film entries. The winners will be announced in November 2023. A review of this year's competition will occur November/ December 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled







On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
3.1.1.4	Support development of Aboriginal creatives through living arts programs	Living Arts	Council has initiated a new partnership with Boomali, which includes the upskilling of Aboriginal artists to enable them to deliver works of scale. The Cultural Connections EOI has been specifically designed to create opportunities for creatives from diverse backgrounds, including First Nations. A number of Aboriginal creatives have been commissioned to deliver Perfect Match artworks and public artworks.	
3.1.1.5	Lead the implementation of the Creative Spaces Audit recommendations	Living Arts	The recommendations from the Creative Spaces audit will be incorporated into the Creative Spaces Framework, scheduled to be delivered in early 2024. The findings from the audit are helping to understand the use and function of Council's creative spaces, and the recommendations will be implemented with the rollout of the framework.	
3.1.1.6	Lead the implementation of the Cultural Strategy	Social and Cultural Planning	Council is currently in year two of delivering the action points in the Cultural Strategy. Highlights from the last quarter include the introduction of the Cultural Connections EOI, delivering on priority two – Cultural is for Everyone; a collaboration with Boomali has been formalised for 2024 to deliver community engagement and capacity building projects; a current review of the delivery model of EDGE is underway with plans to deliver a refreshed format in 2024 delivering on priority 3 – Love Inner West day and night; and Council has made a formal submission to the State Government arts policy consultation, 'A New Look at Culture', advocating for the Inner West creative sector.	
3.1.1.7	Support cultural diversity in arts and culture	Social and Cultural Planning	As per Council's Cultural Strategy, Council is committed to increasing equity, diversity and representation in local cultural funding and programming. Although this is a factor in all programming and engagement, Council have introduced a new funding stream, Cultural Connections, aimed at increasing cross-cultural understanding and opportunities for artists from diverse backgrounds. Successful applicants will be notified in November 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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 the program of Council produced events	Events	During this period, IWC delivered various events, including FIFA World Cup live telecasts, Footprints Ecofestival, and EDGE Sydenham.	
3.2.1.2	Partner with community and creative groups to deliver events, providing support and advice	Events	Partnered with community and creative groups to deliver FIFA live telecasts, Culture X Ashfield, Footprints, and EDGE Sydenham.	
3.2.1.3	Prioritise engagement of local creatives in events delivered by Council to support the creative economy and community wellbeing	Events	Local creatives were prioritised at Footprints, Dulwich Hill Festival.	
3.2.1.4	Roll out culture counts evaluation for the events program	Events	Culture counts attendee feedback was undertaken at Footprints and EDGE Sydenham, Dulwich Hill Festival, and FIFA live telecasts.	
3.2.1.5	Deliver EDGE art camp on the GreenWay and EDGE Sydenham including an annual program of new art commissions and activations	Living Arts	Both EDGE Greenway and EDGE Sydenham were successfully delivered in 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target






Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
3.2.1.6	Finalise Enmore Road Special Entertainment Precinct and review additional areas for implementation	Strategic Planning	Enmore Road Special Entertainment Precinct has been submitted to the Department of Planning and Environment for finalisation.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
3.2.1b	Number of stakeholders (organisations including community and business) engaged through events program	> 423	> 100	Events	148	148 
3.2.1c	Number of stakeholders (creative participants) delivering work through events program	> 351	> 100	Events	80	80 
3.2.1d	Percentage of local stakeholder participation in events program	> 83%	> 80%	Events	80%	80% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target







Within Tolerance



Below Target

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
3.2.3.1	Develop and deliver an annual program of creative trails, tours and activations	Living Arts	Creative Trails was successfully delivered in August 2023, featured many studios and artist run initiatives. This year also saw the introduction of accessible sensory tours and hundreds of participants over the weekend of trails.	
3.2.3.2	Support the creative economy and lead community creativity by increasing funding for the Perfect Match program	Living Arts	Funding was increased for this financial year and the recent round of expressions of interest for Perfect Match has recently closed with an anticipated rollout of new works to commence early 2024.	
3.2.3.3	Develop a pilot program to engage young people (12-18 year old) in co-design and delivery of a Perfect Match Street Art project	Living Arts	Council officers are currently working with Marrickville Youth Resource Centre to identify an appropriate artist and space. Council and MYRC will partner to deliver a program that centres young people in the co-design and delivery of an artwork.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
3.2.3a	Number of Perfect Match projects per year	> 44	> 40	Living Arts	9	9 

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled
 On Target  Within Tolerance  Below Target

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	Two Economic Summits were held this year and a Community Wealth Building Discussion Paper has been prepared to set out a draft economic plan framework. The Economic Development Strategic Plan is currently in development.	
3.3.1.2	Facilitate business engagement in place making	Economic Development	<p>Council has recently engaged a place-making officer for the Economic Development Team. This has enabled a range of short-term wins for mainstreets including 18 sites for fairy lights, street murals, and wayfinding. These have been attained via consultations with the public and stakeholders.</p> <p>Mainstreets have also been activated via music performances and art installations.</p> <p>The Main Streets Revitalisation EOI has recently closed and applications are being reviewed and assessed.</p>	
3.3.1.3	Provide business support for local small businesses in community languages	Economic Development	As required, materials are being translated into various community languages, such as Chinese, Vietnamese and Greek to support small businesses.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance



Below Target

Outcome 3.4 Employment is diverse and accessible

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

ID	Action	Responsible	Comment	Status
3.4.2.1	Conduct an annual education program targeting a specific business sector to improve environmental outcomes and best practice	Environmental Health and Building Regulation	This metric is achieved via environmental audits, with a current focus on dry cleaners and their use of a solvent called perchloroethylene (PERC). PERC is listed as a suspected cancer-causing agent by WHO and improper disposal of it under the POEO Act 1997 can have detrimental effects on the environment and public health. The audit process involves several stages, starting with a desktop audit (completed) and followed by a review of chemical uses and disposal practices. Subsequently, an inspection and education strategy will be developed for each premises to develop a compliance regime. Educational material will also be created in English, Vietnamese and Chinese (simple and traditional).	
3.4.2.2	Conduct investigations relating to water pollution incidents from building sites to protect the environment and public health	Parking and Ranger Services	Investigation of water pollution incidents are critical in safeguarding the environment and public health as they ensure compliance with regulations, prevent water contamination, and mitigate potential hazards associated with construction activities.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance






Below Target

Strategic Direction 4 - Healthy, resilient and caring communities

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

ID	Action	Responsible	Comment	Status
4.1.1.1	Lead the implementation of the Gender Equity Strategy	Community Wellbeing, Centres and Venues	Officers have been working with across Council units to finalise and implement actions. Planning for the 2nd round of Gender Equity Training has been finalised. Planning with key stakeholders has commenced for Council's 3rd annual walk against Gender Based Violence.	
4.1.1.2	Lead the establishment of a Pride Centre in Newtown Town Hall	Community Wellbeing, Centres and Venues	The Expression of Interest (EOI) for the operation of the Pride Centre opened on 18 August 2023 and will close on Friday, 29 September 2023. The Pride Centre is now a recurring item on the LGBTQ Advisory Committee's agenda. Construction for external works commenced on 28 August, and a sod turning event took place on 1 September with Councillors and members of the community.	
4.1.1.3	Develop an Anti-Racism Strategy	Social and Cultural Planning	The engagement has commenced.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled






On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
4.1.1.4	Deliver Community Wellbeing projects and programs to meet the identified needs of the Inner West community	Community Wellbeing, Centres and Venues	Officers have been actively involved in various projects focusing on addressing key issues and communities. Activities included NAIDOC Week (July 23), and Dementia Awareness Month (September 23). Community engagement and capacity building included Marrickville South Collective outreach, Suicide Prevention Collaborative planning sessions, and delivery of sector development training, which focused on the impact of domestic violence on children.	
4.1.1.5	Celebrate culturally significant days with and on behalf of the community (e.g days of remembrance, volunteers, etc)	Community Wellbeing, Centres and Venues	Officers partnered with Disability Pride for an event at Ashfield Town Hall on 16 September 2023. An annual calendar has been developed for flag raising in the Town Halls and the lighting of Camperdown Memorial Rest Park that aims to celebrate culturally significant days. Planning has commenced for the Inclusive Festival, Children's Festival and Mardi Gras celebrations.	
4.1.1.6	Activate and support the Community Refugee Welcome Centre	Community Wellbeing, Centres and Venues	Officers have been working with representatives from SSI for a new Partnership Agreement between Council and SSI. The agreement formalises the delivery of services, access to the venues and evaluation framework. Artists associated with the Community Refugee Welcome Centre undertook a welcoming activity for children at the Culture X event in Pratten Park on 10 September. The Refugee Welcome Centre held the Foundation of Belonging launch at the Community Refugee Welcome Centre on 25 September.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target



Within Tolerance



Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
4.1.1a	Percentage of Gender Equity Strategy year two actions implemented	> 100%	> 85%	Community Wellbeing, Centres and Venues	25%	25% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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

ID	Action	Responsible	Comment	Status
4.1.2.1	Lead the implementation of the Healthy Ageing Strategy	Community Wellbeing, Centres and Venues	<p>Council partnered with Sydney University to deliver a nutrition talk at Marrickville Pavilion on 18 August, with 60 attendees. Dementia Action Week events were conducted by the Sydney Brain and Mind Institute on 20 and 22 September at Newtown and Hannaford Centres, with 120 attendees. Council facilitated the Sydney Local Health District in delivering an eight-week Social Connection Group at Newtown Neighbourhood Centre, and the Cyber Seniors Story Tech program was piloted at Marrickville High.</p> <p>A meeting was held with the Seniors Working Group and Officers attended the Inner West Elder Abuse Collaborative and Dementia Alliance.</p>	
4.1.2.2	Develop a Community Safety Action Plan	Community Wellbeing, Centres and Venues	Officers have conducted desk research and drafted a community engagement plan in relation to the Community Safety Action Plan.	
4.1.2.3	Develop a Children and Youth Strategy	Social and Cultural Planning	Engagement has commenced.	
4.1.2.4	Lead Child Safe policy and practice across Council	Social and Cultural Planning	Additional child-safe training will be undertaken in 2023, starting with Aquatics staff.	
4.1.2.5	Support and celebrate Inner West Volunteers	Community Wellbeing, Centres and Venues	This project will commence in the next quarter. No work done to date.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance



Below Target

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

ID	Action	Responsible	Comment	Status
4.1.3.1	Lead development of Council's Community Wellbeing Strategy	Social and Cultural Planning	Intensive work on preparing for the 2023 summer heat is underway. Resilience preparedness is the first phase of the wellbeing work.	
4.1.3.2	Develop and lead implementation of the second Disability Inclusion Action Plan	Social and Cultural Planning	Council will consider adoption of the draft Disability Inclusion Action Plan in October 2023.	
4.1.3.3	Investigate continuing Council rebate on the purchase of reusable sanitary products and reusable nappies	Resource Recovery Planning	The rebate provider has been engaged, and the rebate will be open for the community to apply prior to the FOGO service commencing on 9 October 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

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	Provide access to and promote Aboriginal and Torres Strait Islander needs and voices through cultural awareness programs and appropriate training	People and Culture	Aboriginal and Torres Strait Islander (ATSI) cultural appreciation course e-learning is available to all staff via the Library Management System (LMS). This will be a mandatory learning goal for all staff when we commission the TechOne LMS in November.	
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 draft policy has been prepared and will be proposed for approval to exhibit in 2023.	
4.2.1.3	Lead establishment of the Aboriginal Community Hub, and deliver the first Aboriginal Survival Memorial	Social and Cultural Planning	Project planning for the Community Hub is well advanced and work is expected to commence in 2023. Installation of the first Survival Memorial is expected to commence in October 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance



Below Target

Strategy 4.2.2 Celebrate Aboriginal and Torres Strait Islander cultures and history

ID	Action	Responsible	Comment	Status
4.2.2.1	Lead implementation of Aboriginal Reconciliation Action Plan year one actions	Social and Cultural Planning	The Reconciliation Advisory Group is expected to meet in October 2023, and project delivery is underway.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

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	A range of programs and service providers have been introduced at the IWC Aquatics Facilities, catering to NDIS participants and various community groups. We are seeking to expand our range of programs and services providers in the near future.	
4.3.1.2	Implement Active Inner West (events, services, health and wellness activities in the Inner West, and enhanced website functions)	Aquatic Services	Active Inner West is now live and in progress. All web and search functionalities have been completed, and all open days and events are now firmly established as annual fixtures for the Aquatic Centres.	
4.3.1.3	Undertake Annette Kellerman Aquatic Centre (AKAC) capital works (2-3 year program, heating system upgrade)	Capital Works	<p>Works commenced on-site in late September for the plant-related works, including the installation of a new boiler.</p> <p>The design for the broader plant upgrade contract is progressing. A proposal to defer this construction is being considered to avoid simultaneous works at LPAC and ensure the availability of centres for the community.</p> <p>The Cladding replacement contract has been awarded, and the contractor and Council are now planning the on-site works schedule.</p>	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled








On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
4.3.1.4	Undertake Leichhardt Park Masterplan upgrade as per schedule (4 year program of capital works)	Capital Works	Design consultant commissions are complete and the design is progressing.	
4.3.1.5	Implement new Learn to Swim process for online enrolments	Aquatic Services	All online enrolment processes for learn to swim are now live and in operation. System working well.	
4.3.1.6	Prepare Companion Animal Action (CAA) Plan 24-28	Parking and Ranger Services	Review of the Companion Animal Action Plan review has commenced.	
4.3.1.7	Deliver education activities to promote responsible pet ownership, including information stands, programs or campaigns including off leash areas	Parking and Ranger Services	The Companion Animal Team currently hold stalls at various Inner West Council parks and also patrol the off-leash and on-leash areas with Humphry the Inner West Canine Mascot, to educate residents on responsible pet ownership.	
4.3.1.8	Undertake Dawn Fraser Baths northern pavilion works	Capital Works	Maintenance works have been completed to extend the life of structures. The Northern Pavillion Construction works to be deferred to 2025 to allow works to be completed in low peak season. Design to proceed in preparation for these works.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

Strategy 4.3.2 Build connected communities and provide opportunities for social participation

ID	Action	Responsible	Comment	Status
4.3.2.1	Complete the development of Council's ten-year Recreation Strategy	Aquatic Services	The Inner West Council 10-year Recreation Strategy is completed and endorsed per Inner West Council Meeting of October 2023. Actions and planning, and delivery requirements listed in the strategy will now commence.	★
4.3.2.2	Prepare Park Plans of Management for community and Crown Lands for Jarvie Park, Camperdown Memorial Rest Park, Wicks Park, Birchgrove Park, Richard Murden Reserve	Parks Planning and Ecology	Crown land plans of management are being completed in line with Council's adopted priority list of park plans of management.	●
4.3.2.3	Complete a draft generic plan of management for Council's Pocket and Neighbourhood Parks	Parks Planning and Ecology	At its meeting on 8 August 2023, Council resolved to place the Draft Plan of Management for Neighbourhood and Pocket Parks on community consultation and incorporate sensory gardens into the draft.	●
4.3.2.4	Review the structure and delivery of recreation programs and service including Debbie and Abbey Borgia Centre and Robyn Webster Centre	Aquatic Services	Planning and review of Recreational programs is underway for both Debbie and Abbie Borgia Recreation Centre and the Robyne Webster Recreation Centre.	●
4.3.2.5	Complete a Commercial Dog Walking Policy for Council's open space areas	Parks Planning and Ecology	A draft policy has been completed and was presented to Council at the September 2023 meeting, where it was deferred for further consideration.	●
4.3.2.6	Implement the safety audit of Marrickville Golf Course	Parks Planning and Ecology	A Safety Audit and report was completed in August 2022. Ongoing safety projects and actions will continue to arise out of this audit and the Golf Course Plan of Management.	★

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target





Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
4.3.2.7	Construct at least one inclusive playground in every ward, and public sensory gardens in pocket parks	Capital Works	King George Park inclusive playground to commence construction in Q1 of 2024 and be completed by the end of August 2024. Engagement with community undertaken. Richard Murden Reserve inclusive playground will be designed in FY23/24 for construction in FY24/25.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
4.3.2B	Number of parks bookings including: Schools, Commercial Fitness Trainers, Weddings, picnics and other events; does not include sporting ground bookings	> 6,000	> 6,000	Parks Planning and Ecology	1,368	1,368 
4.3.2C	Percentage utilisation of sporting grounds	> 100%	> 90%	Parks Planning and Ecology	90%	90% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

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 Wellbeing, Centres and Venues	Officers have reviewed and significantly reduced the process for regular hirer applications. Work continues on the development of the hirer guides.	
4.4.1.2	Implement updated community venue hire fees following review of Grants and Fee Scale Policy	Community Wellbeing, Centres and Venues	The information and processes have been updated to reflect the new Grants and Fee Scale Policy.	
4.4.1.3	Design new process for booking town halls to support creative spaces activation	Living Arts	A new creative spaces framework is under design with an anticipated rollout in early 2024. The new framework will recommend new booking processes for creatives.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target







Within Tolerance




Below Target

ID	Action	Responsible	Comment	Status
4.4.1.4	Support and action recommendations of independent review of Council owned premises and spaces for creative use, particularly affordable rental agreements to enhance access for creative practitioners in the community	Community Wellbeing, Centres and Venues	<p>The short-term pilot program, Creative Use of Council Venues, commenced in July with 22 artists/organisations/collectives participating in the program. This program delivered 1040 hours of subsidised space for creatives throughout August and September.</p> <p>The Sydney Fringe Festival used the basement of the Marrickville Town Hall as a performance and presentation space.</p> <p>Findings from the current creative spaces pilot program will form a new Creative Spaces Framework, which will be delivered early 2024.</p>	





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	Complete the review of Council’s Occasional Care service	Children’s Services	The service continues to operate while the review of its viability and sustainability is progressing.	
4.4.2.2	Achieve ‘meeting or exceeding’ national quality standards for all early learning services	Children’s Services	Up to now 3 services have been assessed. Deborah Little ELC received an overall meeting rating, Globe Preschool and May Murray received an overall exceeding outcome.	
4.4.2.3	Improve utilisation of under-utilised early learning services	Children’s Services	Utilisation continues to improve and stabilise across services. Statically, it is averaging above 80%.	
4.4.2.4	Ensure all early learning services are financially sustainable	Children’s Services	Up to this quarter, the services are at cost-neutral status based on financial budget reporting with our finance business partner.	



Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled
 On Target  Within Tolerance  Below Target



ID	Action	Responsible	Comment	Status
4.4.2.5	Complete implementation of service review recommendations	Children's Services	Final stages of service review recommendations have been endorsed. The final step is to implement the recommendations arising from the review.	

Strategy 4.4.3 Provide facilities, resources and activities for lifelong learning


ID	Action	Responsible	Comment	Status
4.4.3.1	Participate and collaborate with neighbouring councils in the development of an Aboriginal collection cataloguing standards	Libraries and History	Council has begun conversations with Canada Bay, Georges River and the City of Sydney, who expressed an interest to work with the Inner West on this goal. A formal meeting will be set up in the next quarter.	
4.4.3.2	Develop an evaluation framework for library services and programs	Libraries and History	The use of Culture Counts for the Library service and programs has been investigated. The final document is awaiting approval and scheduling guidance from Senior Manager: Libraries.	
4.4.3.3	Review Library Information and Communications Technology (ICT) services	Libraries and History	The review commenced and was completed including workflows, meetings, reporting methods, budgets and staffing levels. Initial discussions with Senior Library management staff are completed. We are now commencing the writing of a discussion paper to be presented to staff.	
4.4.3.4	Implement findings from the review of the languages other than English (LOTE) collection	Libraries and History	Internal recommendations are behind due to staff leave and absence in the library service.	

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled
 On Target  Within Tolerance  Below Target


ID	Action	Responsible	Comment	Status
4.4.3.5	Develop consistent customer satisfaction measure for all libraries	Libraries and History	This action is on track.	
4.4.3.6	Investigate options for service level agreements / consortia for adjacent Councils for borrowing for residents and economies of scale for collections	Libraries and History	Due to the annual subscription of eResource products, this KPI is scheduled for work in the third quarter.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
4.4.3a	Number of library members	> 84,304	> 80,000	Libraries and History	87,767	87,767 
4.4.3b	Ratio of library members compared to population	> 46%	> 46%	Libraries and History	47.18%	47.18% 

Strategy 4.4.4 Improve the quality and use of existing community assets

ID	Action	Responsible	Comment	Status
4.4.4.1	Trial free period and sanitary products in selected facilities	Facilities Management	The 12-month trial is currently underway, which concludes on 30 December 2023. The results of the trial are planned to be reported at the February 2024 Council meeting. The facilities will stay in place until direction is provided by Council.	

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled
 On Target  Within Tolerance  Below Target

ID	Action	Responsible	Comment	Status
4.4.4.2	Undertake regular building condition audits	Facilities Management	External consultant completed comprehensive condition audits of Council's building stock in 2023/2024. Ongoing audits continue as part of sound asset management of the asset.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance






Below Target

Strategic Direction 5 - Progressive, responsive and effective civic leadership

Outcome 5.1 Council is responsive and service-focused

Strategy 5.1.1 Deliver responsive and innovative customer service

ID	Action	Responsible	Comment	Status
5.1.1.1	Adopt Customer Experience Strategy	Service Transformation	Customer Experience Strategy was drafted and presented to Councillor workshop and Council meeting on 12 September 2023 for approval to be put on public exhibition for 28 days. The Draft Customer Experience Strategy on public exhibition till 10 November 2023. The outcome of the public exhibition and final strategy will be presented to Council on 21 November 2023.	
5.1.1.2	Adopt new technologies to improve transparency around maintenance schedules	Engineering Services	We are progressing with mobility application deployment for Parks and Streetscapes and Mechanics Workshops to carry out scheduled maintenance and reactive works orders.	
5.1.1.3	Prepare a business case to examine the feasibility of customer service points in libraries	Service Transformation	A business case for the feasibility of customer service points in libraries will be considered with the adoption of the Draft Customer Experience Strategy currently on public exhibition. In the interim, customer service points will be provided as part of the mobile customer service offering.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target







Within Tolerance









Below Target

ID	Action	Responsible	Comment	Status
5.1.1.4	Improve the process for reporting and accountability of tier one customer complaints	Service Transformation	The process for reporting and accountability has been reviewed in line with the review of the Complaints Handling policy. The policy has been drafted and reviewed by relevant internal and external stakeholders. The draft Complaints Handling Policy will be tabled to Council in October for endorsement to go on public exhibition. A case manager for the management of complex tier-one complaints has been established, and a dashboard for tier-one complaints has also been created for monitoring and reporting on complaint management.	
5.1.1.5	Conduct fortnightly customer service stalls in key areas across the Inner West	Customer Service	Fortnightly customer service stalls have been held across key areas across the Inner West and promoted on Council's website and social media platforms.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
5.1.1a	Customer Satisfaction (Voice of Customer – post call survey - out of 5)	> 4.30	> 4.30	Service Transformation	4.30	4.30 
5.1.1b	Customer calls answered within 60 seconds	> 80%	> 80%	Service Transformation	90.28%	90.28% 
5.1.1c	Percentage of back office processing time (emails, applications, payments and forms) within 5 business days	> 90%	> 95%	Service Transformation	100%	100% 
5.1.1d	Percentage of customer requests and applications via the online service portal	> 55%	> 55%	Service Transformation	54.30%	54.30% 

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled
 On Target  Within Tolerance  Below Target

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

ID	Action	Responsible	Comment	Status
5.1.2.1	Budget, design and plan the rollout of the annual training and development calendar	People and Culture	Corporate training has been planned for delivery by quarter. The leadership program has also been completed with goals training delivered. Childsafe is to commence before the end of the year.	
5.1.2.2	Deliver business improvement staff training program	Service Transformation	The business improvement staff training program is under development and is planned to be launched in February 2024, as agreed by the Executive team.	
5.1.2.3	Implement the service review program and reporting framework	Service Transformation	The Service Review program and reporting framework was approved in September and has since been rolled out across all service units. The first planned service review has commenced.	
5.1.2.4	Implement project management system	Service Transformation	The system specifications, procurement documentation and governance framework for the project management system have been developed.	
5.1.2.5	Prepare and publish the Annual Report	Corporate Strategy and Engagement	Collation of information across all areas of Council, including statutory requirements, is underway for inclusion in the Annual Report.	
5.1.2.6	Implement the Work Health and Safety Strategy year two actions	People and Culture	We are currently "On Track" with all action plan deliverables to date in the 2023/2024 financial year. We have completed the first quarter with 100% of the required actions delivered as outlined in the Executive-endorsed WHS and Wellbeing action plan.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
5.1.2C	Percentage of Work Health and Safety Strategy year two actions implemented	> 90%	> 90%	People and Culture	100%	100% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance



Below Target

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	Commence review of the Community Strategic Plan and preparation of the State of the Inner West report	Corporate Strategy and Engagement	An indicative timeline and process were presented to Council's Executive Strategy meeting, and the composition of the internal working group representing all key areas of Council has been confirmed.	
5.2.1.2	Identify and apply for grants and other funding sources across Council	Corporate Strategy and Engagement	Council won grants in the quarter for Community Heritage Marrickville Metro Virtual Reality - Create NSW \$50,000; Marrickville Music Festival – Create NSW \$33,000; Three bicycle path grants – NSW Government; Waste reduction grant to build on the litter reduction project - Environmental Protection Authority – Waste Reduction and Resource Recovery \$200,000. Council applied for four grants: Pratten Park upgrade – NSW Premier's and Treasury; Leichhardt Oval – NSW Office of Sports; Marrickville Music Festival and Arts Incubator Project - both Create NSW.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled









On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
5.2.1.3	Enter awards to showcase and recognise Council's successes	Corporate Strategy and Engagement	Council has been nominated for six awards, including the Bluett Award – Local Government NSW; four entries for the Women in Local Government Award; and the Keep Australia Beautiful Award for Love Your Home Ground – Waste Reduction and Resource Recovery. Council achieved the Employer of Choice Award – Australian Business and was announced as a finalist in the prestigious Bluett Award.	
5.2.1.4	Review the Information and Communications Technology Strategy	Information and Communication Technology	Recruitment for the Chief Information Officer (CIO) role has been completed, with the review of the Information and Communications Technology Strategy to be undertaken in the next reporting period following the commencement of the CIO.	
5.2.1.5	Review Asset Management Plans	Engineering Services	The review is scheduled for review in Quarter 4.	
5.2.1.6	Implement the agreed program for condition audits and valuations	Engineering Services	Briefs are being prepared for Parks, Open Space, and Stormwater Drainage asset condition audits and valuations. RFQs are to be advertised in Quarter 2, with engagement awarded by December 2023.	
5.2.1.7	Implement the Asset Improvement Plan	Engineering Services	Work Order dashboards have been set up for the Facilities teams to assist with managing service delivery. Further dashboards for other operational areas are progressing.	
5.2.1.8	Review and implement the Workforce Management Strategy year two actions	People and Culture	Of the 27 items that flow through and start within year two items (July 2023), 14 have been completed. Of the four items that only commence from year two, one has been completed and delivered.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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

ID	Action	Responsible	Comment	Status
5.2.2.1	Implement the recommendations of the Governance Framework Review Report	Governance and Risk	Two thirds of the Governance review recommendations have been implemented, following the completion of recruitment within the team at the start of the reporting period.	
5.2.2.2	Implement the recommendations of the Enterprise Risk Management Framework Review Report	Governance and Risk	Following Council's endorsement of the Risk Management Policy, Action Plans have been developed to progress outstanding recommendations. Strategic risks have also been developed, and an assessment of the effectiveness of control arrangements and the resulting residual risks is underway.	
5.2.2.3	Implement the new Office of Local Government (OLG) Risk Management and Internal Audit Framework for Local Government	Governance and Risk	The final Guidelines and associated regulations have not yet been legislatively enacted. Council previously implemented new ARIC (Audit Risk & Improvement Committee) Terms of Reference (TOR) in line with the OLG Draft Model TOR and is conducting the required steps including annual reviews, to operate in accordance with the current draft Guidelines. Council will update its ARIC TOR when the final Guidelines are released. It is expected that these will have legal force from 1 July 2024.	
5.2.2.4	Develop a new Council insurance framework	Governance and Risk	An updated Claims page including an online submission form has been published on the Council website and claims management dashboards are being developed. These key steps form part of the development of a fit-for-purpose framework to help guide internal and external stakeholders with the Insurance process and to ensure Council's insurance function has fully effective internal claims management monitoring and reporting processes.	
5.2.2.5	Develop and maintain Council's compliance registers	Governance and Risk	A draft legislative compliance register is prepared. This is to be further refined and built into the Governance, Risk and Compliance system to be procured and implemented by the end of the 2023-24 financial year.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled






On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
5.2.2.6	Implement actions identified through external review and benchmarking of the procurement framework	Procurement	A new Procurement Policy and Procedures were finalised for public exhibition and education workshops have commenced to drive compliance. System enhancements are also underway.	
5.2.2.7	Develop and implement an ethics and compliance e-learning training platform incorporating code of conduct, fraud and corruption, procurement and delegations	Procurement	The planned online program is being developed, in conjunction with workshops and education, and will be implemented later in the financial year.	
5.2.2.8	Provide training to staff on legal matters	Legal Services	Legal training is being undertaken with the Council's employees.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled








On Target





Within Tolerance






Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
5.2.2a	Percentage of access to Information Formal Requests responded to	> 100%	100%	Governance and Risk	100%	100% 
5.2.2B	Percentage of Privacy Complaints responded to within 5 business days of receipt	> 100%	100%	Governance and Risk	100%	100% 
5.2.2d	Percentage of procurement events above \$10k through vendor panel	> 97%	100%	Procurement	85%	85% 
5.2.2e	Number of briefings to Council on the status of legal matters (February, May, August, November) Quarterly	> 4	> 4	Legal Services	1	1 
5.2.2F	Percentage of ARIC recommendations implemented within agreed timeframes	> 100%	100%	Governance and Risk	100%	100% 

Strategy 5.2.3 Manage public resources to achieve financial sustainability

ID	Action	Responsible	Comment	Status
5.2.3.1	Revise the Land and Property Strategy	Properties and Strategic Investments	The Land and Property Strategy has been reviewed, with a new Property Strategy under development.	
5.2.3.2	Review the financial reporting process to improve transparency following the release of new Office of Local Government guidelines	Finance	Office of Local Government updates were applied to the 2022/23 financial statements process as well as for the Annual Report currently in development. A review is also underway to identify any adjustments required for quarterly budget reporting, budget preparation and Long-Term Financial Planning.	

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled
 On Target  Within Tolerance  Below Target

ID	Action	Responsible	Comment	Status
5.2.3.3	Update Land register published on Council's website (Annual)	Properties and Strategic Investments	Updating of the Land and Property Register is planned to be undertaken later in the financial year, noting the last annual update was completed and published in February 2023.	
5.2.3.4	Implement the long-term accommodation strategy (Annual)	Properties and Strategic Investments	A working group has been formed between Facilities, Property and ICT in collaboration with the GM's office and staffing analysis is ongoing. A strategic plan for the St Peters depot site will be undertaken in 2023, which, in addition to seating analysis at other sites, will support the development of a Long-Term Accommodation Strategy.	
5.2.3.5	Manage Council's property portfolio	Properties and Strategic Investments	Actions this reporting period include: - Implementation of the Leasing and Licencing module within TechOne to capture all leasing details as well as the electronic management and issuance of invoices. - Commencing development of a draft Property Strategy to guide future planning and management of the property portfolio.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

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	Implement Internal and External Communications Strategy	Strategic and Corporate Communications	By the end of 2023 we will have a strategy that contains innovative ways to communicate Council's services, events and values to both residents and staff.	
5.3.1.2	Scope the purchase and implementation of a digital asset management system	Strategic and Corporate Communications	The consolidation of the photo and video asset library is continuing.	
5.3.1.3	Review communications policies and procedures	Strategic and Corporate Communications	A draft of a new Media Policy for Staff and Councillors is being developed and is based on the OLG model with amendments to suit the needs of IWC. It is designed to clearly delineate the responsibilities of staff and elected representatives when interacting with the media.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target






Within Tolerance








Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
5.3.1a	Number of Inner West Council social media followers (Facebook, Instagram, Twitter)	> 59,245	> 60,726	Strategic and Corporate Communications	61,339	61,339 
5.3.1b	Number of Inner West Council website page views	> 6,986,412	> 7,161,072	Strategic and Corporate Communications	1,657,212	1,657,212 

Strategy 5.3.2 Support local democracy through inclusive participatory community engagement

ID	Action	Responsible	Comment	Status
5.3.2.1	Enhance Your Say Inner West engagement website to maximise system capabilities and provide improved data, analysis and reporting	Corporate Strategy and Engagement	Increased mapping functionality was deployed during the Blue Green Grid Strategy public exhibition. Investigation of engagement reports and online engagement hub registration was undertaken including benchmarking of similar councils.	
5.3.2.2	Hold a Citizen's Jury	Corporate Strategy and Engagement	Scoping has commenced to include deliberative processes in the review of Council's key integrated planning and reporting strategic plans.	
5.3.2.3	Hold ten Local Matters Forums including two in each ward	Corporate Strategy and Engagement	Two Local Matters Forums were held during the quarter - Ashfield-Djarrawunang ward at Summer Hill Neighbourhood Centre on 22 August and Stanmore-Damun ward at Petersham Service Centre on 26 September 2023.	

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled
 On Target  Within Tolerance  Below Target

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
5.3.2a	Number of visits to Your Say Inner West	> 104,392	> 107,001	Corporate Strategy and Engagement	30,464	30,464 
5.3.2b	Number of projects on Your Say Inner West on which the community has the opportunity to engage	> 40	> 50	Corporate Strategy and Engagement	23	23 
5.3.2c	Percentage of average satisfaction with local matters forums (survey per forum)	> 75%	> 75%	Corporate Strategy and Engagement	85%	85% 
5.3.2d	Percentage of community engagements that include face to face activities	> 75%	> 75%	Corporate Strategy and Engagement	39%	39% 
5.3.2e	Percentage of average satisfaction with Your Say Inner West engagements (ease of finding information and providing feedback)	> 75%	> 75%	Corporate Strategy and Engagement	88%	88% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance



Below Target

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	Council has continued to refine the Council resolution register. For user readability, previous and current Council terms have been separated, and Council officers are working through the completion of all outstanding resolutions. Council aims to publish the Outstanding Council Resolutions register on a monthly basis.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
5.3.3a	Percentage of Council resolutions that are implemented as per the agreed timeframes	> 95%	> 95%	Governance and Risk	94%	94% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance




Below Target

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	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, including M4 East, M8, Western Harbour Tunnel and Sydney Park junction.	

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

ID	Action	Responsible	Comment	Status
5.4.2.1	Manage Council's annual community grants program	Social and Cultural Planning	The 2023 round has been completed. A celebration for recipients will be held on 30 November 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

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	A review is underway to consider how social and environmental factors can best be promoted through the procurement process.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
					Q1	
Key Performance Indicator						
5.4.3a	Percentage of purchased expenditure on local suppliers	> 5%	> 5%	Procurement	7.27%	7.27% 
5.4.3b	Percentage of purchased expenditure on Aboriginal suppliers	> 0.50%	> 1%	Procurement	0.56%	0.56% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

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