



Footprints EcoFestival
comes to Whites Creek
Community Garden

Operational Plan Quarterly Report July – September 2024



Introduction

This report provides a progress update on Council's Operational Plan 2024/25. library

It has three sections:

Message from the General Manager – 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 2024/25.

Strategic Directions in detail – This section details progress against each of the actions and achievement 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

Message from the General Manager



In the first quarter of 2024/25, 96% of Operational Plan actions were completed or on track. The majority of measures (76%) were on target or within tolerance of the target.

During the quarter, we celebrated a significant milestone in our FOGO recycling program, receiving the first batch of platinum-grade compost which was used in our National Tree Day public tree planting.

After significant restoration works on the Newtown Town Hall, the Inner West Pride Centre was officially opened in August. This will provide a space for the community to gather and access services, through Council's partnership with LGBTQIA+ service provider, Twenty10.

Our first inclusive playground at King George Park Rozelle was officially opened, with play equipment for all ages and abilities, BBQs, picnic areas, and a brand-new accessible amenity building.

Historic Balmain Town Hall reopened in August following a \$4 million restoration of the hall and library which achieved contemporary design standards and preserved heritage elements.

Council delivered or partnered on events including the launch of Creative Uses of Town Halls, Culture X Ashfield, Generate – Live Youth

Music Festival, Music 2SER in your Hood and the Inner West Chamber Music Festival, Footprints Ecofestival, Dulwich Hill Festival, GreenWay Art Prize and Power Up Festival at White Bay Power Station.

Since July 2024, the Mobile Customer Service team has served 1,898 customers. Customer service stalls at Council events have also been very popular, with 120 customers served at the Footprints Ecofestival.

The Litter Less Roadmap was launched in August 2024 funded by a \$400,000 grant from the NSW Environmental Protection Agency. It aims to reduce plaster litter by 30% by 2025, and 60% by 2030. Council will work with the Cooks River Alliance and the Parramatta River Catchment Group to deliver these ambitious targets.

In July 2024, Marrickville was recognised by the NSW Government as one of the safest and most vibrant night-time destinations, receiving Purple Flag accreditation.

As part of our \$7.5 million Main Streets Revitalisation program, the first-ever Heritage Pub Trail was created for Balmain and Rozelle pubs with Heritage Pub Trail plaques. The project recognises the historic contribution that pubs have made to the area, inviting people to rediscover our heritage pub scheme and support the local economy.

A handwritten signature in black ink, appearing to read 'Peter Gainsford'. The signature is stylized and somewhat cursive.

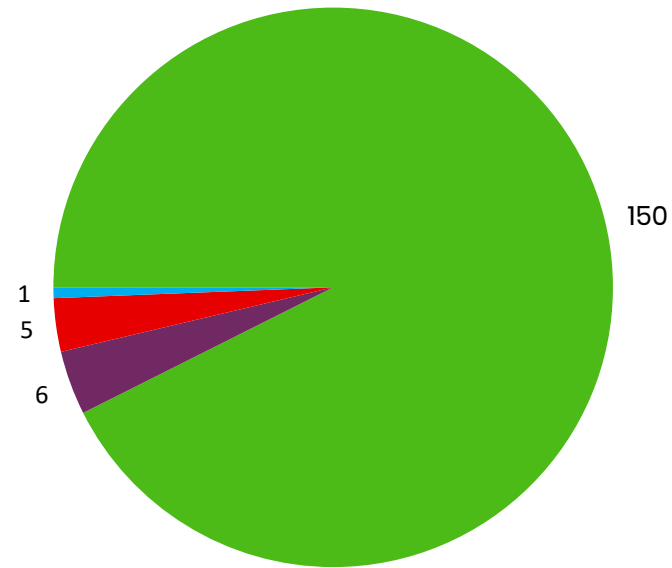
Peter Gainsford - General Manager

Executive Summary

The quarterly progress report outlines progress against the 162 actions in the 2024/25 Operational Plan.

As of 30 September 2024:

- 96% (156) of actions are 'Completed' or 'On Track'
- 4% (7) of actions are 'Behind Schedule', 'On Hold' or 'Rescheduled'

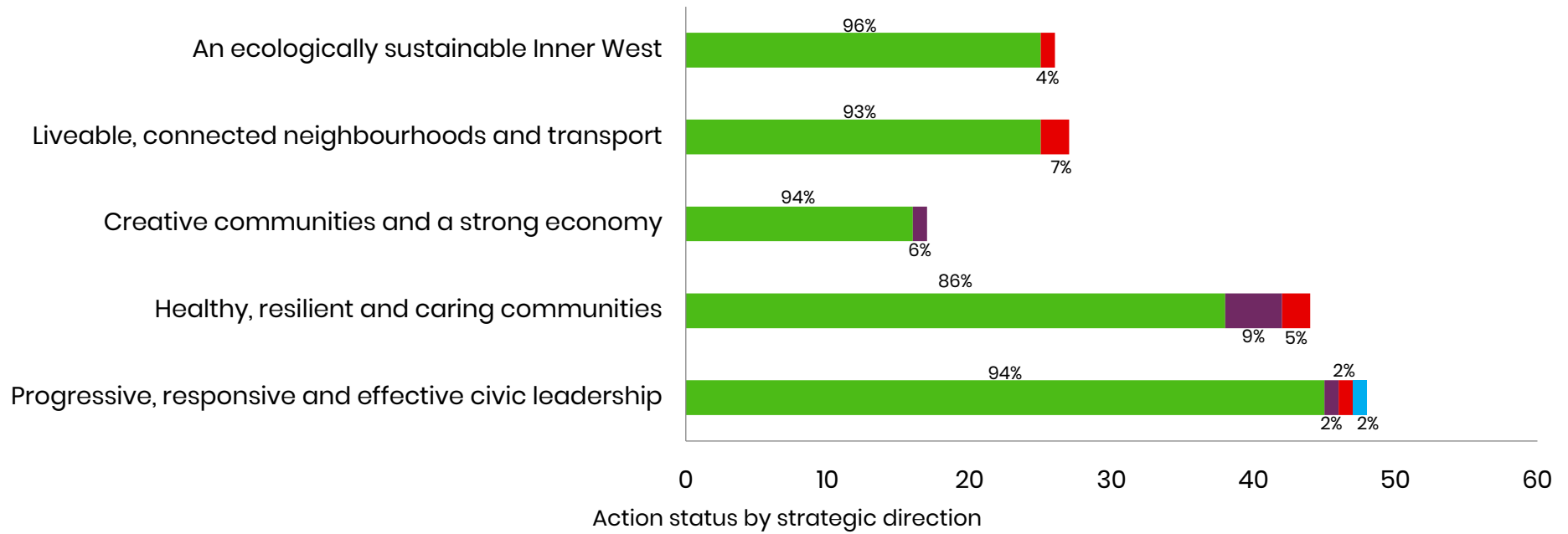


All action status

Action legend:

- On Track
- ★ Completed
- Behind Schedule
- ▲ On Hold
- ◆ Rescheduled
- ✓ On Target
- ◎ Within Tolerance
- ⊗ Below Target

KPI legend:



Action legend:

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

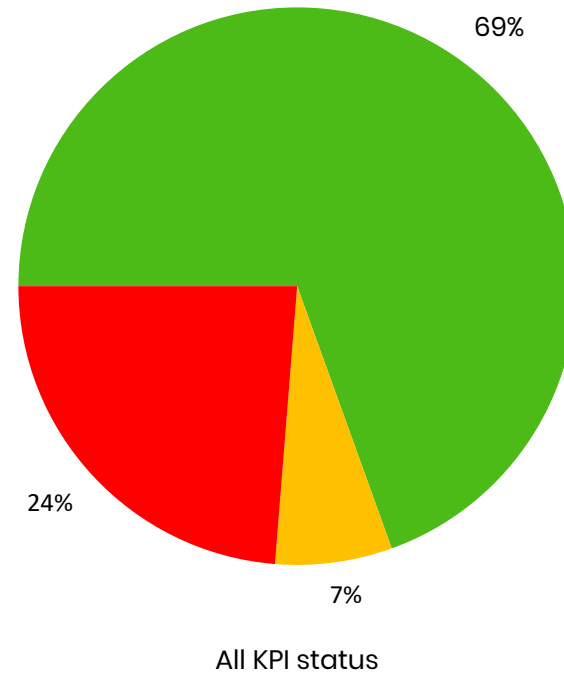
KPI legend:

- ✔ On Target
- ◎ Within Tolerance
- ⊗ Below Target

Measures

As of 30 September 2024:

- 76% (45) of measures are 'On Target' or 'Within Tolerance'
- 24% (14) of measures are 'Below Target'



Action legend:

● On Track

★ Completed

■ Behind Schedule

▲ On Hold

◆ Rescheduled

KPI legend:



✓ On Target

⊙ Within Tolerance

⊗ Below Target

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	Promote and deliver Council's sustainability program and the Inner West Sustainability Hub	Urban Sustainability	Council provided 14 sustainability engagements at the Sustainability Hub for 265 people to support community energy efficiency, small space food growing, resource exchange, reuse, repair and cycling. Council's thermal imaging camera was used by 25 households to identify energy saving opportunities. Approximately 2,000 attendees to Footprints Festival in August connected with Council, as well as Hub partners the Bower and Re Place. There were 434 people participating in Green Living Centre tours and talks and workshops on the day. In addition, 45 students attended Solar My School excursions across three high schools.	
1.1.1.2	Deliver Community Environment Grants	Urban Sustainability	At the September 2024 Council meeting, Council approved 12 Environment Grant projects totalling \$95,949 over two years.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled



KPI legend:

 On Target

 Within Tolerance

 Below Target

ID	Action	Responsible	Comment	Status
1.1.1.3	Inform residents about threatened and unique species of flora and fauna in our local parks and wild places	Park Planning and Ecology	Educational signage in natural areas is being rolled out across the local government area. The draft Inner West Biodiversity Strategy was endorsed by Council in September for community consultation and includes strategies for further community engagement and education on our threatened species.	
1.1.1.4	Deliver the pilot low income household energy efficiency program	Urban Sustainability	Council is working with the Women's Housing Company to provide funding to support efficiency upgrades for low income tenants in two inner west apartment buildings. The final efficiency upgrade is planned for delivery in Q2.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.1.1a	Number of people attending sustainability engagements and education sessions	Urban Sustainability	700	744				744 
1.1.1b	Total subscriptions for environment and sustainability social media and What's On e-news	Urban Sustainability	6,000	12,811				12,811 

Action legend:





 On Track
  Completed
  Behind Schedule
  On Hold
  Rescheduled

KPI legend:

 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	Continue the public tree planting program	Urban Forest	A request for quote (RFQ) is being finalised.	
1.2.1.2	Deliver the Urban Forest Policy and Strategy	Urban Forest	The scope for the strategy has been prepared and engagement of a consultant is in progress.	
1.2.1.3	Prepare operational plans for public tree management	Urban Forest	This is on hold until the Urban Forest Policy and Strategy, and Action Plan has commenced. This is anticipated to start in January 2025.	
1.2.1.4	Provide private tree assessments	Regulatory Services	The private tree assessments process and administration is under review to create streamlining and efficiencies.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold




 Rescheduled

KPI legend:


 On Target

 Within Tolerance

 Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.2.1a	Number of trees planted	Public Trees/ Operations	1,000	0				0 
1.2.1b	Tree permit applications completed for tree pruning or removal on private land assessed within 28 days	Regulatory Services	80%	55				55 
1.2.1c	Input to development applications involving tree works provided within 21 days	Regulatory Services	70%	41				41 


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	Park 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 supplying Greenway sites as they come online.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold


 Rescheduled





KPI legend:

 On Target








 Within Tolerance

 Below Target

ID	Action	Responsible	Comment	Status
1.2.2.2	Supply local plants to Inner West residents	Park Planning and Ecology	Plants are supplied to local homes and schools, as well as resident volunteer bushcare and verge garden programs, through Council's two native plant nurseries. A major event which provides a plant giveaway is National Tree Day (26 July for schools and 28 July for residents). A large number of tree vouchers are provided to Inner West kids through school incursions each quarter also.	


ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.2.2a	Number of bushcare volunteer hours	Park Planning and Ecology	200	499.50				499.50 
1.2.2b	Number of nursery volunteer hours	Park Planning and Ecology	100	348.25				348.25 
1.2.2c	Number of plants supplied from Council's nurseries	Park Planning and Ecology	2,500	4,004				4,004 
1.2.2d	Number of bush care volunteer attendances per year	Park Planning and Ecology	1,400	229				229 


Action legend:

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








KPI legend:

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

ID	Action	Responsible	Comment	Status
1.2.3.1	Finalise the Biodiversity Strategy	Park Planning and Ecology	The Draft Biodiversity Strategy was endorsed by Council at the September meeting and is currently on community consultation with stakeholder engagements planned throughout October.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.2.3a	Number of citizen science survey events facilitated by Council	Park Planning and Ecology	6	5				5 



Action legend:

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

KPI legend:

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
1.3.11	Undertake community consultation and continue catchment planning	Park Planning and Ecology	Council became the host of the Parramatta River Catchment Group in this quarter with the WSUD and stormwater compliance project officer establishing a local working group and the launch of the bank naturalisation project also underway.	
1.3.12	Deliver 'WSUD' and rainwater conservation programs	Park Planning and Ecology	Council is a participant in the Water-Sensitive Urban Design (WSUD) compliance program with the Parramatta River Catchment Group. WSUD and rainwater conservation projects continue to be identified through parks planning, including commencement of planning for the Gumbramorra Swamp reconstruction project.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled


KPI legend:

 On Target


 Within Tolerance

 Below Target




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	Park Planning and Ecology	Council's Senior Catchments Officer continues to deliver the rainwater tank rebate workshop according to demand through Council's Sustainability Hub at Summer Hill.	


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	Park Planning and Ecology	<p>Council's delivery team met with Rowing NSW and Leichhardt Rowing Club in September 2024 with the appointed design consultants to seek feedback on design. Council is currently preparing a draft governance structure for the Greater Sydney Parklands Authority's review.</p> <p>Site investigations and stakeholder meetings continue with Ausgrid and Transport for NSW (TfNSW).</p> <p>The Parramatta River Catchment Group held "Riverfest" between 21-29 September with a focus on activating the river, and sites like Callan Point have been a key focus of public engagement and interest.</p>	

Action legend:









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

KPI legend:

ID	Action	Responsible	Comment	Status
1.3.3.2	Focus on education and contamination management to maximise recycling	Resource Recovery Planning	Council continues to engage the public through waste education and community messaging surrounding proper recycling practices and the Waste Busters program. A bin tagging program to identify contamination rates in yellow and green (FOGO) bins is in progress, with all data collection and analysis completed and a report being drafted.	


Action legend:


KPI 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	Conduct investigations on actual or potential pollution incidents to protect the environment and public health	Environmental Health and Building Regulation	Investigations are prioritised as they occur.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.4.1a	Percentage of actual or potential reported pollution incidents investigated and resolved	Environmental Health and Building Regulation	100%	100				100 

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:

 On Target

 Within Tolerance

 Below Target


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 the Electric Vehicle Encouragement Plan	Traffic and Transport Planning	<p>Council adopted the "Powering Ahead" - Electric Vehicle (EV) Encouragement Strategy (2023) in May 2023 and the implementation of actions is ongoing.</p> <p>Kerbside EV charging grants have been announced with Council successful in obtaining grants for 136 charging ports. Implementation is ongoing.</p> <p>Procurement of Council Carpark EV Charging is in progress.</p> <p>Through the EV Strategy's release, private companies have recognised that Inner West Council is "Open for Business" in relation to public EV charging. This has resulted in the installation of 14 additional public charging ports on private sites in the past 12 months, bringing the total to 32 ports installed since the EV strategy was exhibited.</p>	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:


 On Target

 Within Tolerance



 Below Target

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	Fleet	95% of Council's pooled car fleet are electric vehicles. The list of EV leasebacks will be considered by Executive in November 2024. Operational plant and equipment continues to be investigated for fit for purpose requirements and value for money.	

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	Adopt and implement the Climate Adaptation Plan	Urban Sustainability	The Climate Risk Assessment has been reported to Council. Work commenced on updating climate data in Council's GIS to enable climate-smart decision-making. This work will include development of a data maintenance plan for regular reviews and updates.	
1.5.2.2	Commence review of the Climate and Renewables Strategy	Urban Sustainability	Preliminary work on the review of this Strategy has commenced, including the first phase of Climate Adaptation Planning and coordination with internal stakeholders.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:


 On Target

 Within Tolerance

 Below Target

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
1.6.1.2	Commence the grant-funded litter reduction initiative in collaboration with other areas of Council and community groups	Resource Recovery Planning	The Litter Less Roadmap has been fully developed and adopted. Existing partnerships with schools, community groups and sporting clubs have been established. An internal litter prevention workshop has been held to bring interdepartmental discussion surrounding litter prevention across Council. Resource Recovery Planning will launch their litter monitoring program in October by setting up 6 long term monitoring sites in collaboration with the NSW Environment Protection Authority (EPA) and Department of Climate Change, Energy, the Environment and Water (DCCEEW).	

Action legend:
KPI legend:

 On Track

 On Target

 Completed

 Within Tolerance



 Behind Schedule

 Below Target

 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	Identify and implement two new reverse vending machines for return and earn (10c refund on eligible containers)	Resource Recovery Planning	Negotiations are ongoing with TOMRA to install reverse vending machines at 2 to 3 sites, including the Inner West Sustainability Hub (Summer Hill). Issues such as traffic management, accessibility and site gradients are being assessed and installation will commence once the issues are resolved.	
1.6.2.2	Co-ordinate and deliver domestic and commercial waste services	Resource Recovery Operations	Waste and recycling services are on track.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold




 Rescheduled

KPI legend:







 On Target

 Within Tolerance

 Below Target



ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
1.6.2b	Number of booked clean ups through the Optimo booking system (Baseline 2022/23 =72,449)	Resource Recovery Operations	79,694	15,842				15,842 
1.6.2d	Material received at the Community Recycling Centres and Household Chemical Collection Events (Baseline 2022/23 = 185 tonnes)	Resource Recovery Operations	>197	34				34 
1.6.2f	The number of missed bins per year (Baseline 2022/23 = 15,065)	Resource Recovery Operations	15,065	4,895				4,895 

Action legend:






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

KPI legend:

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 Council's waste and organics collection services	Resource Recovery Planning	The FOGO service was implemented on 9 October 2023. Weekly opt-in collection and the 240L upsize continue to be offered for up to two years from the implementation date. The Resource Recovery Planning team is focused on education and community uptake to ensure the continuing success of the service.	
1.6.3.2	Embed Council's food recycling service (FOGO) to increase participation and recovery	Resource Recovery Planning	Council's Resource Recovery Planning, Operations and Customer Service teams have been working at the front line to monitor and recognise community efforts in exceeding Food Organics and Garden Organics (FOGO) targets in the first year of the service. Contamination monitoring and feedback by Waste Busters and Operations staff has been focussed on positive messaging and support through the bin tagging program.	

Action legend:





-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  On Target
-  Within Tolerance
-  Below Target

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 LEP stage 2 consolidation	Strategic Planning	Council officers have incorporated environmentally sustainable provisions into the Parramatta Road Corridor planning proposal.	
2.1.1.2	Create a staged approach to implement the Parramatta Road Corridor Urban Transformation Strategy	Strategic Planning	Stage 1 is currently with the Department of Planning Housing and Infrastructure for finalisation. Following that, Stage 2 will commence in 2025 with a focus on reviewing existing industrial land within the corridor.	
2.1.1.3	Review and update the Local Strategic Planning Statement	Strategic Planning	Awaiting the Department of Planning Housing and Infrastructure to provide guidance on the timing on the Local Strategic Planning Statements following the State Government's housing reforms.	
2.1.1.4	Progress the Tech Central Precinct in Camperdown and strategic partnership with Investment NSW and others	Strategic Planning	This project is on hold, awaiting formation of the Tech Central governance entity that incorporates Sydney University, Investment NSW, UTS and Sydney Local Health District to provide strategic direction and advocacy for the precinct.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:

 On Target

 Within Tolerance

 Below Target


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	Matters have been received.	
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	Requests triaged and life safety issues prioritised. 895 Annual Fire Safety Statements received. 49 new registrations.	
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	General inspections = 44 Reinspection = 12 Complaint inspections = 1	
2.1.2.4	Continue to provide Principal Certifier Authority (PCA) services	Environmental Health and Building Regulation	Construction Certificates = 21 Complying Development Certificates = 22 Occupation Certificates = 42	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:




 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	Continue developing public domain master plans as per agreed program	Strategic Planning	Public domain masterplans for Marrickville, Dulwich Hill and Enmore/Newtown have been developed and will be exhibited in 2025 for adoption. Preparation for Leichhardt town centre masterplan has commenced.	
2.3.1.2	Undertake regular inspections of town centres and respond to maintenance needs	Civil Maintenance	All key performance indicators for this service were met in the first quarter.	
2.3.1.3	Deliver the Main Streets Strategy	Strategic Planning	In April 2024, Council endorsed seven projects under Main Streets Revitalisation with more than 30 sub-projects making up the overall Main Streets Strategy. An Outdoor Dining Policy is also in development along with Public Domain Guidelines to provide a strategic framework to decision making.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled

KPI legend:









 On Target

 Within Tolerance








 Below Target

ID	Action	Responsible	Comment	Status
2.3.1.4	Deliver the Public Toilet Strategy	Capital Works	<p>Projects in progress include:</p> <ul style="list-style-type: none"> • Camdenville Park amenities • Mackey Park amenities • Hammond Park amenities • Leichhardt No 2 amenities • Tempe Reserve amenities • Richard Murden Reserve Toilet • King George Park amenities • Birchgrove Park amenities block • Pratten Park amenities (design) • Elkington Park toilets (design) 	
2.3.1.5	Undertake outdoor dining approvals	Regulatory Services	<p>In the period, 64 applications for outdoor or roadway dining have been received. 57 applications have been finalised - of the seven currently under assessment two are roadside dining and five are applications for outdoor dining applications.</p>	

Action legend:

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


KPI legend:

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.3.1a	Percentage of expenditure of town centre upgrade budget	Capital Works	100%	4.10				4.10 
2.3.1b	Average number of days to complete a 40-day Street sweeping cycle	Civil Maintenance	40	40				40 
2.3.1d	Average number of working days to complete verge maintenance (mowing) from April to September	Civil Maintenance	40	40				40 
2.3.1e	Average number of days to complete high-pressure cleaning of each shopping centre every three months	Civil Maintenance	60	60				60 
2.3.1f	The number of Gross Pollutant Trap /Nets cleaned	Civil Maintenance	37	37				37 
2.3.1g	The number of Pits cleaned	Civil Maintenance	194	242				242 
2.3.1h	Percentage of potholes repaired within 48 hours (Note -weather dependent)	Civil Maintenance	80%	90				90 

Action legend:

 On Track

 Completed


 Behind Schedule

 On Hold

 Rescheduled


KPI legend:

 On Target






 Within Tolerance

 Below Target

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	Integrate with the NSW planning portal	Development Assessment	Integration with the NSW Planning Portal is active for Development Applications. Currently awaiting updates to the NSW Planning Portal to implement enhancements.	

Action legend:

-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:


-  On Target
-  Within Tolerance
-  Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.3.2a	Median determination timeframes for Development Applications (days)	Development Assessment	85	62				62 
2.3.2b	Median completion time of applications for pre-lodgement advice (days)	Development Assessment	10	7				7 
2.3.2c	Percentage of site visits undertaken within 28 days of the application being accepted	Development Assessment	75%	70				70 
2.3.2d	Enter development applications from NSW Planning Portal to Council's planning system within 10 days	Development Assessment	100%	100				100 
2.3.2e	Neighbour notifications posted within 7 days following payment of all fees	Development Assessment	100%	90				90 
2.3.2f	Internal referrals obtained within 14 days	Development Assessment	80%	46				46 

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:


 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	Link Wentworth is progressing with design concepts and feasibility checks for the development, considering new national funding opportunities and potential planning reforms.	

Strategy 2.4.3 Assist people who are homeless or sleeping rough

ID	Action	Responsible	Comment	Status
2.4.3.1	Review the Inner West Homelessness Protocol and Policy	Community Wellbeing	All Homelessness reports received by Council are referred to partner agencies for outreach support. This is with the aim of seeking individual consent to support housing arrangements to be made. The Inner West protocol and policy review is underway with cross Council meetings held and more planned to establish a clear framework for the management of homelessness reports across the Local Government Area.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold


 Rescheduled

KPI legend:





 On Target

 Within Tolerance

 Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.4.3a	Percentage of people sleeping rough reported to Council that are referred to homeless service providers	Community Wellbeing	100%	100				100 

Action legend:


-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  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.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:




 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	Implement Council's Bicycle Strategy and Action Plan	Traffic and Transport Planning	Council is implementing a number of cycling projects: Pyrmont Bridge Road cycleway, Cooks to Cove Greenway (construction), St Peters to Sydenham station link, Lilyfield Road cycleway (design), Marrickville Road East cycleway (design), East-West Pedestrian and Cycle link {EWPCL} (design), Livingston Road upgrades (construction), Strategic investigation of cycling routes in Ashfield-Haberfield (report), Active Travel to Schools Study (report) and Iron Cove Creek Cycleway (masterplan complete with design scheduled). A study is also underway for Potential Routes for Inclusion in Future Cycling Action Plans.	
2.6.1.2	Support safe walking around local schools	Traffic and Transport Planning	Council staff continue to support safe walking around schools through the development and implementation of strategies including the completed Pedestrian Access and Mobility Plan (PAMP) and ongoing series of Local Area Traffic Management (LATM) studies. Council is also undertaking the Active Travel to Schools study which will be completed in 2024/25.	
2.6.1.3	Deliver the GreenWay project	Capital Works	Construction works are progressing across all sections of the GreenWay alignment. Target completion date is June 2025 (subject to weather conditions).	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled

KPI legend:





 On Target

 Within Tolerance

 Below Target


ID	Action	Responsible	Comment	Status
2.6.1.4	Deliver Urban Amenity Improvement Plan (Pyrmont Bridge Road Cycleway)	Capital Works	Cycleway scope was adjusted in consultation with TfNSW and Department of Planning, Housing and Infrastructure (DPHI).	
2.6.1.5	Deliver Pedestrian Access and Mobility Plan (PAMP)	Capital Works	Projects scheduled under the PAMP plan are underway.	

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 and trial.	
2.6.2.2	Prepare Council's Parking Strategy	Traffic and Transport Planning	An initial draft of Council's parking strategy is under development with a draft strategy expected to be provided to Council in the first half of 2025. The parking permit scheme review is in progress.	
2.6.2.3	Deliver Local Area Traffic Management (LATM) program	Capital Works	LATM projects planning and design has commenced.	
2.6.2.4	Undertake parking and ranger patrols	Regulatory Services	Parking Services has undertaken 1,111 patrols of Residential Parking Scheme areas and have conducted 201 school patrols within the Q1 period.	

Action legend:  On Track  Completed  Behind Schedule  On Hold  Rescheduled

KPI legend:  On Target  Within Tolerance  Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
2.6.2c	Percentage of LATM program budget delivered	Capital Works	100%	7.40				7.40 

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

Action legend:



-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  On Target
-  Within Tolerance
-  Below Target

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	Implement the Arts and Music Recovery Plan	Living Arts	Initiatives included the implementation of the Creative Uses of Town Halls, Expression of Interest (EOI) for 2024/25 Perfect Match, Cultural Connections, Newtown Art Seat, and Chrissie Cotter Gallery. Council continued to work on ensuring inclusion of cultural diversity in EOIs and other major activities.	
3.1.1.2	Deliver Council's annual Young Creatives Awards program	Libraries and History	<p>Applications have closed for the Young Creatives Awards 2024. Following an extensive marketing campaign and outreach to local schools, Council received 366 applications across the categories of writing, art and film. Officers have recruited local creatives who have participated in the judging process.</p> <p>In July, there was a "Young Creatives Takeover" which saw previous entrants and winners suggest and/or recommend topics, programs and facilitators to deliver the July school holiday activities. As part of the takeover, 13 programs were delivered to over 225 young people.</p>	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:









 On Target

 Within Tolerance

 Below Target

ID	Action	Responsible	Comment	Status
3.1.13	Support participation of Aboriginal creatives in delivering Council's arts programs	Living Arts	The Newtown Art Seat was presented by an Aboriginal artist in this quarter. The Cultural Connections EOI round was specifically promoted to Inner West artists from Aboriginal and Torres Strait Islander background.	
3.1.14	Lead the implementation of the Creative Spaces recommendations	Living Arts	During this quarter the Creative Communities team worked with Council's Property team to audit and identify potential spaces owned by Council that could also be used by creatives.	
3.1.15	Lead the implementation of the Cultural Strategy	Living Arts	Inner West Council staff provided input to City of Sydney's Cultural Strategy at the City's request and compared ideas for improving access to cultural spaces for creatives. Council continues to ensure that its work is in alignment with the National Cultural Strategy that was released earlier in 2024. Ongoing work on GreenWay public art commissions continued.	

Action legend:

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

KPI legend:

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	From July to September, Council delivered events or partnered with organisations to deliver: the Creative Uses of Town Halls launch, 2SER in your Hood, Generate - Live Youth Music Festival, Pride Centre opening, Inner West Chamber Music Festival, Footprints Ecofestival, Culture X Ashfield, Dulwich Hill Festival, Greenway Art Prize, and Power Up Festival at White Bay Power Station.	
3.2.1.2	Partner with community and creative groups to deliver events, providing support and advice	Events	During the quarter, Council worked with several community and creative groups to deliver events. This included working with Sacred Currents on Culture X Ashfield, working with community groups to deliver the Generate Youth Music Festival, 2SER to deliver Music in your Hood in Balmain, the Metro Orchestra to deliver Inner West Chamber Music Festival, and Twenty10 on the opening of Pride Centre ceremony. Council also worked with Koori Radio on Culture X.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled

KPI legend:

 On Target


 Within Tolerance

 Below Target


ID	Action	Responsible	Comment	Status
3.2.1.3	Deliver an annual program of new creative commissions and activations through the EDGE program	Living Arts	Staff met with the Biennale to debrief the success of EDGE and the Biennale partnership in 2024 and commenced planning for future work together. Staff are developing strategy and delivery models for the 2025 EDGE program.	
3.2.1.4	Investigate additional entertainment precincts for the Inner West	Strategic Planning	Six special entertainment precincts in Marrickville, Marrickville North, Dulwich Hill, Balmain, Rozelle and Leichhardt were placed on early exhibition in 2024, with Gateway Determination being received from the Department of Planning Industry and Environment. Formal consultation will occur in 2025.	
3.2.1.5	Roll out culture counts evaluation for the events program	Events	Culture Counts is now a permanent part of our event processes. Feedback from events over 2024 shows that Council is exceeding national benchmark levels and increasing our scores on key elements. Other teams within Council are now developing the Culture Counts program into their programs.	

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

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold


 Rescheduled


KPI legend:

 On Target

 Within Tolerance

 Below Target

ID	Action	Responsible	Comment	Status
3.2.3.1	Deliver the Perfect Match program	Living Arts	Eleven sites were completed or celebrated this quarter. The 2024/25 artist and property Expression of Interest (EOI) were opened and closed in July 2024, with a record 145 artist applications and 63 property applications received. The assessment of the 2024/25 artist and property EOIs is currently in progress.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
3.2.3a	Number of Perfect Match projects per year	Living Arts	40	11				11 

Action legend:

-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  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	Finalise the Economic Development Strategy using the principles of community wealth building as key pillars	Economic Development	The Economic Development Strategy has been drafted and following Council endorsement will be placed on exhibition for comment from businesses and the community in 2025.	
3.3.1.2	Facilitate business engagement in place making	Economic Development	Discussions with local businesses and business chambers are ongoing, particularly regarding local built form improvements in the public domain such as street furniture and planting to further improve town centres.	
3.3.1.3	Provide business support for local small businesses in community languages	Economic Development	Interpretation and translation services are provided in common second languages to provide equity and support for a diverse range of local businesses.	
3.3.1.4	Achieve purple flag accreditation at Marrickville and continue to work with the NSW Government to achieve this.	Economic Development	Marrickville Road and Illawarra Road sections of Marrickville was announced as receiving purple flag recognition in July 2024.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:



 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	A business sector is yet to be selected. Discussions with State Agencies to select appropriate business sector is underway.	
3.4.2.2	Conduct investigations relating to water pollution incidents from building sites to protect the environment and public health	Regulatory Services	Ranger Services officers respond to and investigate all reports of water pollution incidents from building sites, with four reported and investigated during the quarter. Site inspections are also carried out proactively on large scale developments with 17 undertaken in the period.	

Action legend:

 On Track


 Completed

 Behind Schedule

 On Hold

 Rescheduled

KPI legend:



 On Target

 Within Tolerance






 Below Target

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	Partner with Twenty10 for the establishment, launch and ongoing operation of the Pride Centre	Community Wellbeing	Building works at Newtown Town Hall, now known as Inner West Pride Centre have been completed. A Lease with a Service Level Agreement is in place to consolidate the partnership with Twenty10. An opening event occurred on 10 August 2024 with public attendance in addition to Councillors and the Mayor. Twenty10 have taken possession of the building and the doors are open for service delivery. Community hiring of space at the venue will be available from the start of 2025.	
4.1.1.2	Lead the implementation of the Anti-Racism Strategy	Community Wellbeing	Council adopted the Anti-Racism Strategy at the 3 September 2024 meeting. Work to implement the strategy is now commencing.	

Action legend:

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

KPI legend:

ID	Action	Responsible	Comment	Status
4.1.1.3	Deliver Community Wellbeing projects and programs to meet the identified needs of the Inner West community	Community Wellbeing	Sydney Local Health District delivered Stepping On (falls prevention) for people living with Diabetes. The R U OK Caravan Convoy attended Harvest Park on 8 September 2024 (in partnership with the Inner West Suicide Prevention Collaborative) and Enmore Park on 9 September 2024 to provide a free BBQ for the community and conversations and support was provided. AbSec annual Family Fun Day was held on 10 July 2024 to celebrate NAIDOC week, Council participated with activities for children and support for families. Paint Inner West REaD Early Literacy awareness event was held in Marrickville Pavilion on 23 August 2024 to celebrate Book Week.	
4.1.1.4	Celebrate culturally significant days with and on behalf of the community (e.g days of remembrance)	Community Wellbeing	Community events marking Dementia Awareness, NAIDOC week, R U OK? Day and Book Week have all been undertaken. This has involved the organisation and delivery of community events to increase participation and awareness.	
4.1.1.5	Partner with Settlement Services International to support the Community Refugee welcome centre	Community Wellbeing	The Service Level Agreement between Inner West Council and Settlement Services International is awaiting signatures. This document will confirm the partnership between the organisations and sets out the Key Performance Indicators that support the Community Refugee Welcome Centre. The partnership includes support through the provision of building facilities, use of community buses and Refugee Week events.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold




 Rescheduled

KPI legend:









 On Target

 Within Tolerance

 Below Target





ID	Action	Responsible	Comment	Status
4.1.1.6	Deliver Hannaford Centre programs and activities	Community Wellbeing	Activities at the Hannaford Centre were continued at an alternate location to accommodate local election pre-polling, with success. The Hannaford Centre hosted talks including 'Introduction to AI' and a Dementia Prevention Course, in addition to a Men's Health Workshop and a 'Boost Your Brain' presentation. The regular schedule of health and wellbeing programs has continued weekly.	
4.1.1.7	Develop a Wellbeing Strategy	Community Wellbeing	Development of a Wellbeing Strategy is yet to commence.	
4.1.1.8	Lead the implementation of the Children and Youth Strategy	Community Wellbeing	Following completion and adoption of the Children and Youth Strategy, work to implement this will begin.	

Action legend:

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

KPI legend:

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	Dementia Action Week (16-20 September 2024) was marked with a range of local events being supported, delivered and promoted. A Community Hub pilot map has been added to Council website. This is a new resource mapping local community centres, hubs and service providers including a new Ashfield Healthy Ageing Hub. Dementia Awareness staff training has continued throughout September to increase Inner West Council staff's understanding of working with members of the public with dementia.	
4.1.2.2	Develop and implement Community Safety Action Plan	Community Wellbeing	Community engagement to understand community perceptions of safety has been completed. The results of this feedback are being compiled. A roundtable with local organisations and key stakeholders is being planned for December 2024. This will further inform safety perceptions, particularly in relation to family and domestic violence. Following the completion of the roundtable, work will continue on the development of the Community Safety Action Plan.	
4.1.2.3	Develop a Children and Youth Strategy	Social and Cultural Planning	This work will commence from October 2024.	
4.1.2.4	Lead Child Safe policy and practice across Council	Social and Cultural Planning	Large scale training on child safety is underway in frontline services within Council.	

Action legend:

 On Track

 Completed


 Behind Schedule

 On Hold

 Rescheduled


KPI legend:

 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 the implementation of the Disability Inclusion Action Plan	Social and Cultural Planning	Implementation of the plan is on track. A comprehensive report on implementation has been prepared for Council's Annual Report and for the NSW Disability Council, as required by the Disability Inclusion Act.	



Action legend:

KPI 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	Deliver the second Aboriginal survival memorial in Illoura Reserve (Balmain)	Social and Cultural Planning	Public engagement on the location of the Memorial closed on 16 September and Council is developing the documentation for consents for the recommended site in the reserve.	
4.2.1.2	Lead establishment of the Aboriginal Community Hub	Social and Cultural Planning	A proposed amended Plan of Management has been submitted to the NSW Government seeking approval for public engagement. Remediation works are underway on the interior of the building. An initial concept plan has been developed and a detailed quantity survey is underway to develop costs for creating the hub.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled


KPI legend:

 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 two actions	Social and Cultural Planning	The Year One implementation report is being prepared for Reconciliation Australia, by the end of September 2024.	



Action legend:

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

KPI legend:

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	Continue to work with NDIS service providers and stakeholders to deliver community programs/ services	Aquatic Services	National Disability Insurance Scheme (NDIS) services providers and program support processes are in place at Inner West Council's aquatics facilities. Working with NDIS and a range of other community groups is a core driver for the Aquatics and Recreation team.	
4.3.1.2	Undertake Leichhardt Park Masterplan upgrade as per schedule (4-year program of capital works)	Capital Works	<p>Leichhardt Park Aquatic Centre (LPAC) upgrade project schedule is:</p> <ul style="list-style-type: none"> • Stage 1 - complete by October 2025 • Stage 2 - complete by September 2026 <p>Tender for Stage 1 is scheduled to be awarded by December 2024 with works commencing on-site in winter 2025.</p>	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled

KPI legend:






 On Target

 Within Tolerance

 Below Target


ID	Action	Responsible	Comment	Status
4.3.1.3	Manage Council's five aquatic centres, two recreation centres and water play park	Aquatic Services	All of Council's aquatics and recreation facilities are on track to deliver planned programs and services. The seasonal pools of Steel Park Waterplay, Dawn Fraser Baths (DFB) and Fanny Durack Aquatic Centre are due to open 1 October and final preparations to open are underway. The Robyne Webster Recreation facility is now operated directly via Council staff and engages hirers and program providers for increased access to the facility. Recent success in the growing 'Pickleball' usage has been an encouraging trend. School swimming carnivals confirmed for 25 schools and learn to swim programs are starting in October. A schedule of all open days is confirmed including additional community events.	
4.3.1.4	Deliver the adopted Companion Animal Plan 2024-28	Regulatory Services	The Companion Animal Action Plan details the way Council intends to manage companion animal related matters for the next four years. It is in draft and following Council consideration is planned for community engagement in 2025.	

Action legend:

-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  On Target
-  Within Tolerance
-  Below Target

ID	Action	Responsible	Comment	Status
4.3.1.5	Deliver education activities to promote responsible pet ownership, including information stands, programs or campaigns including off leash areas	Regulatory Services	<p>Companion Animal services delivered information stands in Marrickville Park and the Newtown Neighbourhood Centre in this quarter. The stands were attended by a total of 50 people with an average of 46% of microchip details found to be out of date. Officers assisted the community by updating microchip information on the NSW Pet Registry.</p> <p>A-Frame signage was distributed across 12 parks (King George, HJ Mahoney, Centenary, Steel, Ewenton, Morton, Leichhardt Oval, Birrung, Mackey, Pratten, Weekley, Laxton), these parks are a combination of on leash, off leash, time share and in prohibited areas.</p> <p>A second round of the pilot Puppy Pre School was also undertaken within the period.</p>	





Action legend:

-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  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	Prepare Park Plans of Management and masterplans for community and Crown Lands: Jarvie Park, Camperdown Memorial Rest Park, Wicks Park, Richard Murden Reserve and Jack Shanahan Reserve and Easton Park	Parks Planning and Recreation	Community engagement is completed. Draft Plans of Management are being prepared, with Easton Park finalised for reporting and other draft Plans of Management underway.	
4.3.2.10	Implement the safety audit of Marrickville Golf Course	Parks Planning and Recreation	Safety Audit has been completed and reported to Council.	
4.3.2.2	Complete a draft generic Plan of Management for Council's Pocket and Neighbourhood Parks	Parks Planning and Recreation	Community engagement and public exhibition has completed. Final review, consultation report and report to Council for adoption is being prepared.	
4.3.2.3	Review the structure and delivery of recreation programs and service including Debbie and Abbey Borgia Centre	Aquatic Services	A review of the programs and services at the Debbie and Abbie Borgia Recreation Centre is currently underway. A new cafe operator has recently been appointed, improving the Food & Beverage amenity. Recreation programs across all Aquatic and Recreation services are reviewed seasonally.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold







 Rescheduled

KPI legend:

 On Target

 Within Tolerance

 Below Target

ID	Action	Responsible	Comment	Status
4.3.2.4	Construct an inclusive playground at Richard Murden Reserve	Capital Works	Design development is progressing; however, project timelines are at risk. A procurement strategy is being devised to assist this project.	
4.3.2.5	Host Parramatta River Catchment Group (1 July 2024 onwards)	Parks Planning and Recreation	The Parramatta River Catchment Group (PRCG) is now based at Council's Petersham Service Centre with a new Manager and Riverkeeper hired. Programs such as stormwater compliance and bank naturalisation are being launched from within the Inner West.	
4.3.2.6	Prepare Rozelle Parklands Plan of Management and Masterplan	Parks Planning and Recreation	A Draft Plan of Management and Masterplan has been prepared for Council consideration.	
4.3.2.7	Restore wetlands adjacent to Blackmore Park	Parks Planning and Recreation	The area is now managed by Council's Ecology Section and restoration planting/ works, which will take some years to fully mature, have commenced.	
4.3.2.8	Investigate Hercules Creek as a natural area for Council to manage and protect natural assets	Parks Planning and Recreation	Initial investigations are completed and discussions are underway with the Greenway Steering Group and Transport for NSW (TfNSW) in relation to long term management. The site has been identified as a Priority Biodiversity Area in Council's Draft Biodiversity Strategy.	
4.3.2.9	Investigate the feasibility of a swim site as part of the Mort Bay Plan of Management	Parks Planning and Recreation	Preliminary investigations have commenced, including discussions with partners at the Parramatta River Catchment Group (PRCG) and Sydney Water. UNSW Students have completed a design study using the Mort Bay site as their subject.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled

KPI legend:






 On Target

 Within Tolerance

 Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
4.3.2b	Number of parks bookings (e.g schools, commercial fitness trainers, weddings, picnics, excluding sporting ground bookings)	Parks Planning and Recreation	6,000	166				166 
4.3.2c	Percentage utilisation of sporting grounds	Parks Planning and Recreation	>90%	95				95 

Action legend:




 On Track
  Completed
  Behind Schedule
  On Hold
  Rescheduled

KPI legend:

 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 ageing population and those with disability

ID	Action	Responsible	Comment	Status
4.4.1.1	Review customer experience for community venue hire	Properties and Strategic Investments	A customer survey is included for each new hirer and the results will be published as part of the report on the use of venues to the February Council meeting.	
4.4.1.2	Manage processes for booking town hall spaces and activations	Properties and Strategic Investments	Council will receive a report at the February Council meeting on the use of Council's venues.	
4.4.1.3	Provide enhanced access to town halls spaces for the creative community via the venue hire booking system	Properties and Strategic Investments	Micro studios equipped with audio-visual equipment have been installed at each Town Hall for free use by creatives through the booking system. Projectors and screens are being purchased for each Town Hall, and the Council is engaging an acoustic consultant to enhance the experience.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold


 Rescheduled

KPI legend:



 On Target

 Within Tolerance

 Below Target

ID	Action	Responsible	Comment	Status
4.4.1.4	Deliver programs and activities at Council's community centres	Community Wellbeing	Services are in place across the Council's community centres. Activities include choirs, exercise classes for seniors, and information sessions related to health and well-being. Where partner agencies operate from a Council community centre, Service Level Agreements are being finalised, and programs that meet the needs of youth, seniors, and other community members are available.	

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	Achieve 'meeting or exceeding' national quality standards for all early learning services	Children's Services	Globe Preschool and Leichhardt Park Early Learning Centre both received an overall rating of 'exceeding' in the recent Assessment and Rating process.	
4.4.2.2	Ensure all early learning services are financially sustainable	Children's Services	All services apart from one are delivering above forecasted budget. The Operations Manager is working closely with the service in staff modelling, rosters and routines now that the Joint Consultative Committees (JCC) has endorsed the additional three positions at Deborah Little Early Learning Centre to reduce staff costs.	



Action legend:

 On Track
  Completed
  Behind Schedule
  On Hold
  Rescheduled

KPI legend:

 On Target
  Within Tolerance
  Below Target

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 to develop an Aboriginal collection catalogue standard	Libraries and History	<p>Library staff have commenced the process of refining the cataloguing and labelling of Aboriginal resources in the Inner West library collection to ensure the items are labelled so they identify materials created by or about Aboriginal people (as opposed to a general book about Aboriginal culture).</p> <p>The Aboriginal catalogue standard is a collaborative project in conjunction with other libraries. The project has been added to the next wider library collections meeting as an agenda item.</p>	
4.4.3.2	Implement the evaluation framework for library and history programs; and develop and implement a schedule for library services	Libraries and History	The library has reviewed the data collected from the financial year 2023-24 Culture Counts evaluation and identified improvements for future surveys. As part of these improvements, evaluation surveys are distributed to program attendees following the events (as opposed to during the events). This has seen an increase in the number of responses that the library is receiving.	

Action legend:









 On Track
  Completed
  Behind Schedule
  On Hold
  Rescheduled

KPI legend:


 On Target
  Within Tolerance
  Below Target



ID	Action	Responsible	Comment	Status
4.4.3.3	Deliver Libraries and History Programs	Libraries and History	<p>The library and history teams have delivered over 400 activities such as story time and programs to over 15,000 people.</p> <p>Some highlights include the Young Creatives takeover for the July school holidays, the opening celebrations for the refurbished Balmain Library (17 August), Book Week competition presentations and author talks (20 and 21 August) a range of HSC talks and speaker series events including in diverse voices such as hosting poet Nam Lee with her talk 36 Ways of Writing a Vietnamese Poem on 29 August.</p>	
4.4.3.4	Implement the Council electronic rostering system	Libraries and History	Officers have provided the relevant information such as rostering requirements, team structure and requirements to the project team and supplier for this project.	
4.4.3.5	Raise the awareness and increase usage of Home Library Service	Libraries and History	This project has not commenced.	

Action legend:


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

KPI legend:

ID	Action	Responsible	Comment	Status
4.4.3.6	Deliver Step Back in Time - Site Studies with Virtual Reality	Libraries and History	Work has commenced on the virtual reality component of the Dawn Fraser Curriculum site study. This project involves using the latest photogrammetry technology to showcase the archaeological layers and above surface history of the site. Officers and the project team, including an archaeologist, have met with Friends of Dawn Fraser Pool to arrange for 3D scanning of their archive collection that will be included in the site study. A Community and Heritage Grant progress report has been submitted.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
4.4.3a	Number of library members per year	Libraries and History	80,000	97,203				97,203 
4.4.3b	Ratio of library members compared to Population per year	Libraries and History	46%	50.50				50.50 

Strategy 4.4.4 Improve the quality and use of existing community assets

ID	Action	Responsible	Comment	Status
4.4.4.1	Undertake regular building condition audits	Facilities Management	Ongoing building condition audit inspections are being undertaken.	

Action legend:



-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  On Target
-  Within Tolerance
-  Below Target

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	Implement the Customer Experience Strategy	Service Transformation	<p>Implementation of the actions outlined in the Customer Experience Strategy is on track. The following progress was made during the quarter:</p> <ul style="list-style-type: none"> developed a Complaints Management Framework streamlined and simplified customer request management workflows, adding progress updates, acknowledgement summaries and tracking links developed and implemented a plain English and quality correspondence training program to improve the quality of communication with the community conducted a comprehensive accessibility audit of the website implemented customer experience surveys to collect feedback across all digital channels after each customer interaction. 	
5.1.1.2	Adopt new technologies to improve transparency around maintenance schedules	Engineering Services	Improvements are being achieved via enhancements in TechOne. Stormwater condition assessment is considering the feasibility of new technologies.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold




 Rescheduled

KPI legend:









 On Target

 Within Tolerance






 Below Target

ID	Action	Responsible	Comment	Status
5.1.1.3	Develop and implement a change management framework	Service Transformation	The change management software system has been successfully procured and development of the change management framework has commenced. The system is key to developing a user-friendly framework.	
5.1.1.4	Undertake business improvement initiatives	Service Transformation	Thirteen business improvement initiatives are currently underway. These include community-facing improvements as well as internal process enhancements.	
5.1.1.5	Conduct weekly customer service stalls in key areas across the Inner West	Customer Service	Since July 2024, the Mobile Customer Service team served 1,898 customers. Stalls at Council events have been very popular, with 120 customers served at the Footprints Ecofestival in August 2024.	







Action legend:

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

KPI legend:




ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.1.1a	Customer Satisfaction (Voice of Customer – post call survey - out of 5)	Customer Service	4.30	4.30				4.30 
5.1.1b	Customer calls answered within 60 seconds	Customer Service	80%	87.77				87.77 
5.1.1c	Percentage of back office processing time (emails, applications, payments and forms) within 5 business days	Customer Service	95%	100				100 
5.1.1d	Customer requests and applications via the online service portal	Customer Service	55%	45				45 
5.1.1f	Percentage of service provided at Inner West Customers at counters within 3 mins	Customer Service	80%	93				93 

Action legend:

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

KPI legend:


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	Deliver the annual training and development program	People and Culture	Progress has been made in accordance with the Learning and Development plan, with 830 participants supported through various initiatives. These included: face-to-face delivery of Cultural Awareness and LGBTQ Inclusion training to 135 outdoor employees; 241 Aquatics employees completing Child Safety training. The 6-month Gender Equity training program concluded. Other courses were: Report Writing, Process Excellence, Plain English Correspondence, Assisting EDIE Dementia, and Public Interest Disclosure training. Online modules were launched by Governance for Code of Conduct, Risk, Fraud, and Privacy and a new Procurement module was released. To date 1,732 e-courses have been completed.	
5.1.2.2	Deliver business improvement staff training program	Service Transformation	The staff Business Improvement Program commenced in early 2024 with the final module to be completed in October 2024. Ten staff are enrolled in the program and are applying the learning to actual improvement initiatives.	
5.1.2.3	Implement and report the service review program	Service Transformation	The Service Review program for the financial year agreed and endorsed include: the Access to Information, Public Trees and Resource Recovery Operations services.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold




 Rescheduled


KPI legend:

 On Target

 Within Tolerance

 Below Target

ID	Action	Responsible	Comment	Status
5.1.2.4	Implement project management system	Service Transformation	The Project Management System is on track to be delivered by the end of December 2024 with integration to all relevant Council systems currently underway.	
5.1.2.5	Prepare and publish the Annual Report	Corporate Strategy and Engagement	Development of the Annual Report is on track for reporting to Council's November meeting.	
5.1.2.6	Implement the Work Health and Safety Strategy year three actions	Governance and Risk	The Work Health and Safety (WHS) Strategy year three (2024-25) actions are being progressed and reported to Executive. Council is currently developing an integrated risk and work health and safety strategy. This is being undertaken in conjunction with the development of operational risk registers for service areas.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.1.2c	Percentage of Work Health and Safety Strategy year three actions implemented	Governance and Risk	90%	90				90 

Action legend:




-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  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	Complete the review of the Community Strategic Plan and submit the State of the Inner West report to the second meeting of the new Council (October 2024)	Corporate Strategy and Engagement	The State of our City report is on track to be reported to Council's 22 October meeting. The review of the Community Strategic Plan is progressing well with a Deliberative Forum of 100 randomly selected residents held in this quarter.	
5.2.1.10	Implement the agreed program for condition audits and valuations	Engineering Services	Stormwater condition assessments methodology is currently being assessed with new technologies. Fair value assessments are required in 2024-25.	
5.2.1.11	Implement the Asset Improvement Plan	Engineering Services	Specialised services to deliver the Asset Improvement Plan are currently being procured.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled

KPI legend:








 On Target

 Within Tolerance







 Below Target

ID	Action	Responsible	Comment	Status
5.2.1.2	Identify and apply for grants and other funding sources across Council	Corporate Strategy and Engagement	Seven grant applications totalling \$4.98M were successful. The successful grants included: two for planning system upgrades, one to pilot Ai solutions to improve development assessment processes, one to expand the Gumbramorra Swamp, funding for the Litter Prevention Roadmap, one to explore streamlined processes for temporary road closure enabled events, and a grant to upgrade the heritage seating at Pratten Park. Two new applications (\$46.1M) were lodged: the Commonwealth Housing Support Program Stream 2 - infrastructure upgrades and the Thriving Suburbs Program for Mackey Park amenities upgrades.	
5.2.1.3	Enter awards to showcase and recognise Council's successes	Corporate Strategy and Engagement	Council was awarded the Australasian Reporting Awards, Gold Award for its 2023 Annual Report. Council also won the Gold Award in the Australian Financial Review Environmental Sustainability Property and Construction awards. Four award submissions have been made to the Planning Institute of Australia for their annual awards. Entries are for the Enmore Road Special Entertainment Precinct, the Blue Green Grid Strategy, comprehensive planning improvement processes and the stakeholder engagement during this improvement process. Nominations for the FOGO implementation and the Sustainability Hub to the NSW Local Government Environmental Sustainability Awards were unsuccessful.	



Action legend:

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

KPI legend:



ID	Action	Responsible	Comment	Status
5.2.1.4	Prepare the Delivery Program 2025-29 and Operational Plan 2025-26	Corporate Strategy and Engagement	Preliminary work has been undertaken for Councillor induction, in preparation for commencement of the Delivery Program and Operational Plan.	
5.2.1.5	Implement the Information and Communications Technology Strategy	Information and Communication Technology	The Information and Communication Technology (ICT) Strategy will be developed in conjunction with the new Chief Information Officer, who joined Council at the end of the first quarter, and a progress update will be provided in the third quarter.	
5.2.1.6	Review Asset Management Strategy, Policy and Plans	Engineering Services	Specialised services for a comprehensive review of the Asset Management Strategy and plans are currently being procured. This work will be undertaken in accordance with the Integrated Planning and Reporting (IP&R) framework.	
5.2.1.7	Transition to ISO 27001 certification for Council security maturity	Information and Communication Technology	ICT will align with key components of ISO27001; however, full certification is not achievable within the Operational Plan 2024-25. ICT will conduct a policy review and measure its alignment to further advance Council's security maturity.	
5.2.1.8	Review Long-Term Financial Plan as part of Resourcing Strategy	Finance	Timelines are set for the process to commence in October 2024 with exhibition planned for April 2025.	
5.2.1.9	Develop the Workforce Management Strategy 2025-29	People and Culture	An audit has been conducted of the current plan by the Corporate Strategy team. The results have been reviewed and considered. Initial planning has commenced to scope the 2025-2029 plan and engage with all stakeholders.	

Action legend:

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

KPI legend:


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 Governance Audit Report Recommendations	Governance and Risk	Council has implemented most recommendations from the Governance Framework Review Report. Outstanding tasks include change management, identifying key legislative and regulatory obligations, compliance training, and developing a governance framework. Progress has been significant: staff received change management training and established practice communities. An organisational change management program is under consideration. The compliance register and governance framework are nearly complete. Once approved, these will be implemented as standard practice, with oversight by the Executive and Council's Audit, Risk, and Improvement Committee.	
5.2.2.10	Assess and determine Government Information Public Access (GIPA) applications and investigate privacy matters	Governance and Risk	Council has procedures and system in place to manage information access applications, in accordance with freedom of information and privacy legislation, and Council's Public Access to Information Policy. Council is also in the process of planning and implementing measures to increase the information that it proactively releases. Within the reporting period, all privacy complaints submitted to Council were responded to within 5 business days of receipt.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled

KPI legend:

 On Target

 Within Tolerance

 Below Target



ID	Action	Responsible	Comment	Status
5.2.2.2	Implement the Enterprise Risk Audit Report Recommendations	Governance and Risk	Following the endorsement of the Risk Management Policy, Strategic Risks are reported quarterly to the Executive and the Audit, Risk, and Improvement Committee. Risk management training is now part of mandatory annual training for all staff. The risk management framework is being extended to all service areas. Two outstanding recommendations are being addressed: developing operational risk registers and updating position descriptions and performance reviews to include risk-related information. This will be facilitated by the procurement of a new system to support risk management across the organisation, which is proceeding in financial year 2024-25.	
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 Local Government (General) Amendment (Audit, Risk and Improvement Committees) Regulation 2023 (Regulation) came into force on 1 July 2024. In accordance with the Regulation, and the associated Guidelines for Risk Management and Internal Audit for Local Government in NSW, Council is substantively compliant with the provisions imposed by the new regulatory requirements. The remaining provisions relate to new requirements to be implemented within each Council term. These will be completed following Council's consideration of documents relating to the remaining provisions at an Ordinary Council Meeting in October 2024.	

Action legend:





-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  On Target
-  Within Tolerance
-  Below Target

ID	Action	Responsible	Comment	Status
5.2.2.4	Implement Council's Insurance Framework	Governance and Risk	<p>Council's Insurance Claims page, which provides information and commitments to customers, is fully implemented and enables claimants to provide information relevant to their claim.</p> <p>Council has also implemented internal dashboard functionality, which provides transparency around case status to the Executive, and enables active management of cases and exceptions. Key Performance Indicators for the function are also embedded into staff performance appraisal processes to ensure accountability. More generally, the function is working to optimise processes and enable Council to deliver efficiencies and reduce risks, while also delivering excellent customer service.</p>	
5.2.2.5	Maintain Council's Governance and Compliance Registers delegations, policies and fraud and corruption registers	Governance and Risk	Council has developed, maintains, and reports on a range of governance and compliance registers, including policy, conflicts of interest, gifts and benefits, secondary employment, and fraud and corruption registers. Council is also in the process of developing its draft legislative compliance register. Following approval of this tool, it will be further refined and built into the Governance, Risk and Compliance system to be procured by the end of 2024.	

Action legend:

-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  On Target
-  Within Tolerance
-  Below Target

ID	Action	Responsible	Comment	Status
5.2.2.6	Develop and implement an ethics and compliance e-learning training platform incorporating code of conduct, fraud and corruption, procurement, risk management and privacy	Governance and Risk	Council has developed and implemented an ethics and compliance e-learning training platform incorporating code of conduct, fraud and corruption, procurement, risk management and privacy. The e-learning training modules will be supplemented and complemented by in person training/role specific training.	★
5.2.2.7	Provide training to staff on legal matters	Legal Services	Seminars and training have been provided to staff.	●
5.2.2.8	Manage and coordinate 10 Council Citizenship Ceremonies per year	Governance and Risk	Council holds regular citizenship ceremonies to welcome new Australian citizens. Council held citizenship ceremonies in July and August 2024. While a citizenship ceremony was not held in September 2024, due to the local government elections, Council remains on track to manage and coordinate at least ten citizenship ceremonies during the reporting period.	●
5.2.2.9	Reduce the cost of Land and Environment Court class one matters to Council	Legal Services	Costs are being reduce with matters kept in-house with internal staff	●

Action legend:

● On Track

★ Completed

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◆ Rescheduled

KPI legend:

✔ On Target

◎ Within Tolerance

⊗ Below Target






ID	Action	Responsible	Comment	Status
5.3.3.1	Manage Council elections, and induction and training programs for Councillors	Governance and Risk	Council successfully administered the 2024 Inner West local government elections by appointing the NSW Electoral Commissioner to administer the election, maintaining the non-residential roll, implementing arrangements to ensure Council did not produce non-complying electoral material, and promoting the elections to increase awareness. Council has developed a Councillor Induction Manual and Program that is consistent with the Local Government (General) Regulations 2021 and the OLG's Councillor Induction and Professional Development Guidelines. A Professional Development Program will be developed in consultation with individual Councillors and delivered to Councillors over the term of Council.	
5.3.3.2	Manage Council's meetings and business paper systems	Governance and Risk	Council holds an Ordinary Council Meeting every month, apart from in January and July. All of Council's agenda papers, with the exception of any confidential information, are published to Council's website a week before the respective Council Meeting. The unconfirmed minutes from each Ordinary Council Meeting are also published to Council's website within one week, if not sooner, of the relevant meeting.	

Action legend:

-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:


-  On Target
-  Within Tolerance
-  Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.2.2a	Percentage of Privacy Complaints responded to within 5 business days of receipt	Governance and Risk	100%	100				100 
5.2.2d	Number of briefings to Council on the status of legal matters (February, May, August, November) per year	Legal Services	4	1				1 
5.2.2e	Percentage of ARIC recommendations implemented within agreed timeframes	Governance and Risk	100%	98				98 
5.2.2f	Percentage of Council resolutions that are implemented as per the agreed timeframes	Governance and Risk	95%	95				95 
5.3.3a	Publish Ordinary Council Agenda papers on website one week prior to Ordinary Council Meetings	Governance and Risk	100%	100				100 

Action legend:

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 Behind Schedule

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 Rescheduled

KPI legend:



 On Target

 Within Tolerance

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5.3.3b	Publish Ordinary Council Meeting Minutes on website within one week of Ordinary Council Meeting	Governance and Risk	100%	100				100 
5.3.3c	Prepare Councillor induction kit and deliver Councillor induction training sessions for Mayor and Councillors post September 2024 election	Governance and Risk	100%	30				30 
5.3.3d	Prepare professional development program for Mayor and each Councillor post September 2024 election	Governance and Risk	100%	15				15 

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	Update Land register published on Council's website (Annual)	Properties and Strategic Investments	The Land and Property Register is planned to be published by 31 July 2025.	

Action legend:









 On Track
  Completed
  Behind Schedule
  On Hold
  Rescheduled

KPI legend:

 On Target
  Within Tolerance
  Below Target

ID	Action	Responsible	Comment	Status
5.2.3.3	Implement the long-term accommodation strategy (Annual)	Properties and Strategic Investments	Council is continuing to progress the Long-Term Accommodation Strategy with the development of the St Peters Depot Master Plan, due for delivery in the third quarter of 2024-25, as well as the co-location of staff at St Peters and Leichhardt Service Centres.	
5.2.3.4	Manage Council's property portfolio	Properties and Strategic Investments	A working group was formed between Facilities, Property and ICT in collaboration with the General Manager's office and staffing analysis has been undertaken. A strategic plan for the St Peters depot site is underway, which, in addition to seating analysis at other sites, will support the development of a Long-Term Accommodation Strategy.	




Action legend:

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

KPI legend:

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	Business planning is underway which when complete, will inform the internal and external strategies.	
5.3.1.2	Implement the digital asset management system	Strategic and Corporate Communications	Investigation of costs and suitability of several digital asset management (DAM) systems is in progress.	
5.3.1.3	Review communications policies and procedures	Strategic and Corporate Communications	The Social Media Policy for Councillors has been adopted. The team is developing and refining the Media Policy for Council staff.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold



 Rescheduled

KPI legend:


 On Target

 Within Tolerance

 Below Target

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.3.1a	Number of Inner West Council social media followers (Facebook, Instagram, Twitter, LinkedIn)	Strategic and Corporate Communications	62,244	71,111				71,111 
5.3.1b	Number of Inner West Council website page views	Strategic and Corporate Communications	7,340,098	1,791,160				1,791,160 

Strategy 5.3.2 Support local democracy through inclusive participatory community engagement

ID	Action	Responsible	Comment	Status
5.3.2.1	Deliver community engagement through face to face and online methods	Corporate Strategy and Engagement	In this quarter, Council engaged the community on Plans of Management and Master Plans for Wicks Park and Jarvie Park in Marrickville, Camperdown Memorial Park in Newtown and Richard Murden Reserve. Preliminary consultation also commenced for an inclusive playground in Richard Murden Reserve. The community was also engaged on proposed electric vehicle kerbside charging locations, a whole of LGA extended sports ground lighting trial, development of a new Biodiversity Strategy and a dogs off-leash proposal at Steel Park.	

Action legend:









 On Track
  Completed
  Behind Schedule
  On Hold
  Rescheduled

KPI legend:






 On Target
  Within Tolerance
  Below Target

ID	Action	Responsible	Comment	Status
5.3.2.2	Hold ten Local Matters Forums including two in each ward	Corporate Strategy and Engagement	In this quarter, two Local Matters Forums were held: 30 July 2024 - Ashfield / Djarrawunang at Seaview St Hall, Dulwich Hill 27 August 2024 - Stanmore / Damun at the Inner West Pride Centre	
5.3.2.3	Establish new Local Democracy Groups in alignment with the new term of Council	Corporate Strategy and Engagement	Recruitment will commence following Council's endorsement of the groups for the new term 2024-28 at its meeting on 22 October.	
5.3.2.4	Review the Community Engagement Strategy	Corporate Strategy and Engagement	A draft Community Engagement Strategy has been prepared with input from participants of the Deliberative Forum. The draft Strategy will be reported to Council for endorsement of public exhibition in quarter two.	







Action legend:

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

KPI legend:

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.3.2a	Number of visits to Your Say Inner West per year	Corporate Strategy and Engagement	107,000	46,240				46,240 
5.3.2b	Number of projects on Your Say Inner West on which the community has the opportunity to engage per year	Corporate Strategy and Engagement	50	20				20 
5.3.2c	Percentage of average satisfaction with local matters forums (survey per forum)	Corporate Strategy and Engagement	75%	79				79 
5.3.2d	Percentage of average satisfaction with Your Say Inner West engagements (ease of finding information and providing feedback)	Corporate Strategy and Engagement	75%	93				93 
5.3.2e	Increase Your Say Inner West membership	Corporate Strategy and Engagement	10,890	10,702				10,702 


Action legend:

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


KPI legend:

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 Rozelle Interchange, Sydney Gateway, Western Harbour Tunnel, Sydney Park junction and the Sydenham to Bankstown (T3) upgrade.	

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	Following Council adoption of the 2024 grant recommendations on 3 September, grants applicants have been informed of the outcome of their application and funds are being provided to successful individuals and organisations.	

Action legend:

 On Track

 Completed

 Behind Schedule

 On Hold

 Rescheduled


KPI legend:





 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	Drive the procurement rules and weighting criteria to promote social and environment vs economic factors	Procurement	Weighting criteria that have been approved and endorsed by Council of 15% are being implemented in all procurement evaluations.	

ID	Key Performance Indicator	Responsible	Target	RESULTS				YTD
				Q1	Q2	Q3	Q4	
5.2.2b	Percentage of staff involved in procurement that have received training	Procurement	95%	80				80 
5.2.2c	Percentage of procurement events above \$10k through vendor panel	Procurement	90%	90				90 
5.4.3a	Percentage of purchased expenditure on local suppliers	Procurement	5%	10				10 
5.4.3b	Percentage of purchased expenditure on Aboriginal suppliers	Procurement	1%	0.50				0.50 

Action legend:

-  On Track
-  Completed
-  Behind Schedule
-  On Hold
-  Rescheduled

KPI legend:

-  On Target
-  Within Tolerance
-  Below Target

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