



The community opening of 'Breathe' an artwork by Nicole Monks and Maddison Gibbs in Yeo Park

Operational Plan Quarterly Report January – March 2024



Introduction

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

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 2023/24.

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 our third quarter of the financial year, 95% of Operational Plan actions are completed or on track. Most measures (81%) are on target or within tolerance of the target.

On 21 February 2024, Council celebrated winning the AR Bluett Memorial Award for 2022/23 with staff, Councillors and the judges, Genia McCaffery (Trustee), Paul Bray Brooks OAM (Trustee) and Les McMahon (Chairman) at a presentation ceremony at Leichhardt Oval.

The **Inner West Sustainability Hub** is making a positive impact on the environment. This quarter, 185 people attended sustainability and education sessions (with over 1,500 attendees so far this year) and 13,335 people are subscribed to environment and sustainability social media and What's On e-news.

The **Food Organics and Garden Organics (FOGO) service** commenced in October 2023 with a few adjustments made to assist residents become familiar with the service including an opt in weekly collection. It has resulted in over 7,086 tonnes of organic waste material being converted to compost in the first 20 weeks of service.

The first **Aboriginal Survival Memorial**, *Breathe*, was officially opened at Yeo Park, Ashfield on 23 March 2024. By artists Nicole Monks and Maddison Gibbs, *Breathe* is the first of three memorials across the Inner West.

We commenced **construction of the inclusive playground at King George Park**. And we invited community input to 17 new projects on Your Say Inner West, with over 41,000 visits to the website demonstrating the community's keen interest in helping to shape the area.

Other engagement events assisted Council to plan improvements worth \$996,000 to upgrade playgrounds including: Kensington Road Playground, Summer Hill, Maundrell Park Playground, Petersham, Lambert Park Playground, Leichhardt, War Memorial Park, Leichhardt, and Wangal Nura Park, Leichhardt.

Events this quarter included a Mardi Gras screening, Summer Hill Social, Jazz in the Park, Bairro Português, and Inner West Kids Fest. Through these vibrant events, over 500 stakeholders (organisations and businesses) were engaged, 453 creative participants delivered work, and thousands of community members came together to enjoy the Inner West's offerings and support the local economy, including approximately 20,000 at Bairro Português and 4,000 at the Summer Hill Social.

Finally, our Companion Animals team undertook 342 park patrols and held a series of information stands to educate the community about responsible pet ownership.

A handwritten signature in black ink, appearing to read 'Peter Gainsford'. The signature is stylized and somewhat abstract, with overlapping loops and lines. It is positioned above a thin horizontal line.

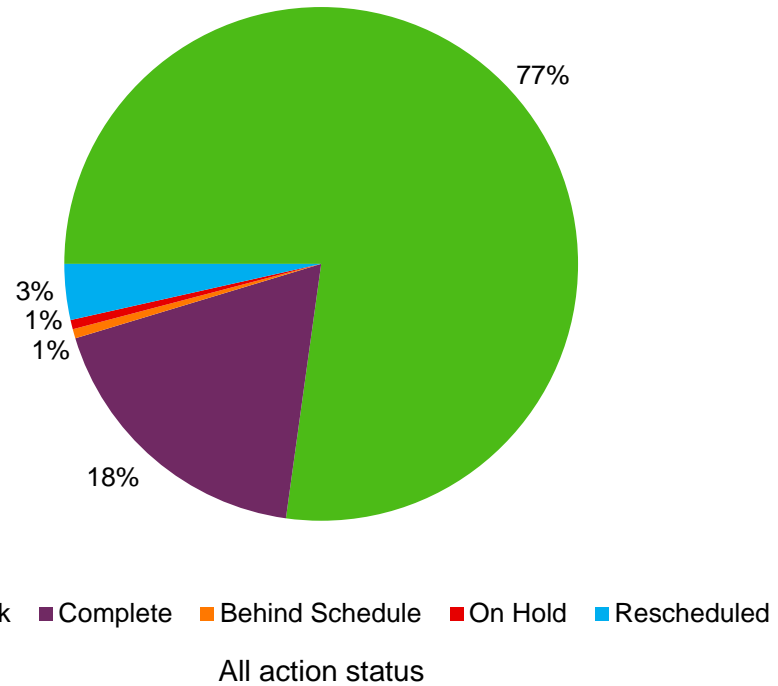
Peter Gainsford - General Manager

Executive Summary

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

As of 31 March 2024:

- 95% (163) of actions are 'Completed' or 'On Track'
- 5% (8) of actions are 'Behind Schedule', 'On Hold' or 'Rescheduled'



Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



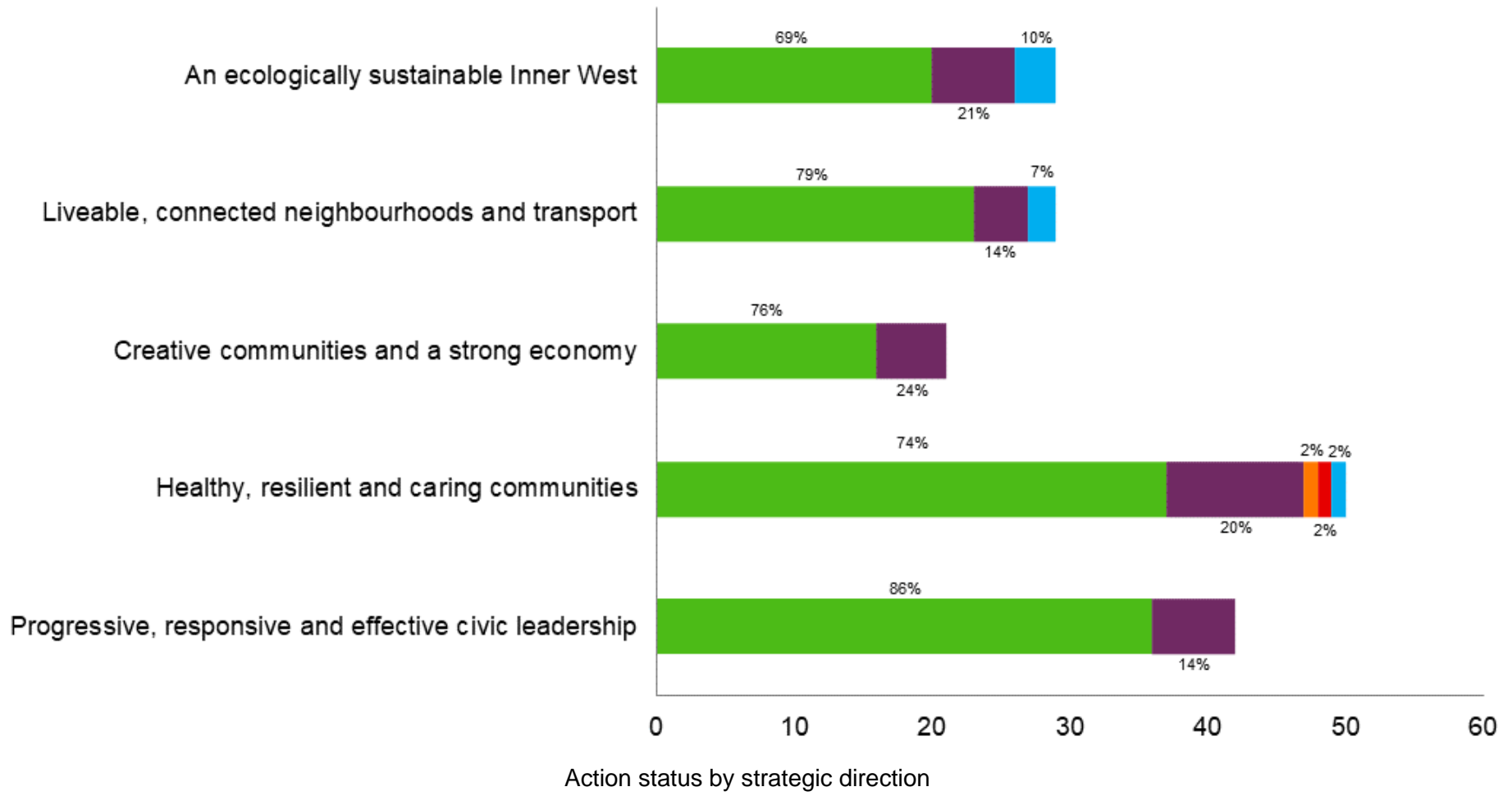
On Target



Within Tolerance



Below Target

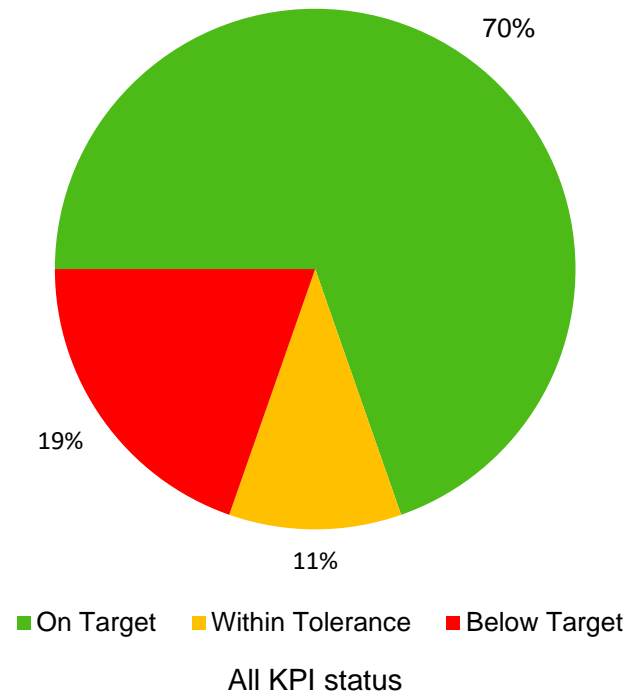


- Legend**
- On Track
 - ★ Completed
 - Behind Schedule
 - ▲ On Hold
 - ◆ Rescheduled
 - ✔ On Target
 - ⊙ Within Tolerance
 - ⊗ Below Target

Measures

As of 31 March 2024:

- 81% (45) of measures are 'On Target' or 'Within Tolerance'
- 19% (11) of measures are 'Below Target'



Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance






Below Target

Strategic Direction 1 - An ecologically sustainable Inner West

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

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

ID	Action	Responsible	Comment	Status
1.1.1.1	Establish and promote a sustainability program at the Inner West Sustainability Hub	Urban Sustainability	Community partners and Inner West Green Living Centre have been established at the Sustainability Hub. A program of resident engagements has been developed and implementation is underway. Markets have been launched. Tomra and EV charging to be installed this quarter.	
1.1.1.2	Deliver Community Environment Grants	Urban Sustainability	Environment grants program opens on 15 April 2024. Promotion of the program has commenced on Council's networks and social media.	
1.1.1.3	Inform residents about threatened and unique species of flora and fauna in our local parks and wild places	Parks Planning and Ecology	Work on Council's new biodiversity strategy including revised threatened species mapping has commenced. Work with Parramatta River Catchment Group and Cooks River Alliance to highlight and protect local threatened species continues.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target



Within Tolerance



Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
1.1.1a	Number of people attending sustainability engagements and education sessions	700	> 700	Urban Sustainability	1,271	242	185		1,698 
1.1.1b	Total subscriptions for environment and sustainability social media and What's On e-news	990	> 6,000	Urban Sustainability	0	13,083	13,335		13,335 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

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

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

ID	Action	Responsible	Comment	Status
1.2.1.1	Review the tree maintenance resourcing and service levels	Parks and Streetscapes Operations	Resourcing and Service Level Review will commence in the first quarter of the 2024/25 Financial Year.	
1.2.1.2	Prepare the Urban Forest Policy and Strategy 2023/24	Environmental Health and Building Regulation	The development of the Urban Forest Policy and Strategy will integrate with other tree related strategic directions of Council. The framework for the strategy is in development.	
1.2.1.3	Prepare operational plans for public tree management	Parks and Streetscapes Operations	Operational plans will be undertaken in the 2024/25 year.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled






On Target






Within Tolerance




Below Target





ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
1.2.1a	Number of trees planted	1,057	> 1,000	Parks and Streetscapes Operations	189	470	355		1,014 
1.2.1b	Tree permit applications completed for tree pruning or removal on private land assessed within 28 days	59%	> 80%	Parks and Streetscapes Operations	63.77%	92%	76%		77.26% 
1.2.1c	Input to development applications involving tree works provided within 21 days	70%	> 70%	Parks and Streetscapes Operations	53.47%	27%	14%		31.49% 

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

ID	Action	Responsible	Comment	Status
1.2.2.1	Supply local plants for Council's natural areas including priority sites along the GreenWay	Parks Planning and Ecology	Council's community nurseries continue to collect seed, propagate and supply local provenance plants for Council's natural areas including the Greenway.	
1.2.2.2	Supply local plants to Inner West residents	Parks Planning and Ecology	Council's community nurseries continue to supply plants for residents including through giveaways on National Tree Day and at our local schools; as well as in small quantities for retail sale of tube stock at the nursery door.	
1.2.2.3	Develop and implement the LGA-wide verge gardening policy	Parks Planning and Ecology	The verge gardening policy has been adopted and staff continue to work with registered residents to bring new "sustainable streets" projects online.	

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

ID	Action	Responsible	Comment	Status
1.2.2.4	Evaluate micro forest trial	Parks Planning and Ecology	Two microforest sites have been installed by the Urban Forest team and an evaluation report will be undertaken by the Urban Ecology team when the sites are established.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
1.2.2a	Number of bushcare volunteer hours	1,600 Hours	> 1,600 Hours	Parks Planning and Ecology	548.50 Hours	380.50 Hours	326.50 Hours		1,255.50 Hours 
1.2.2b	Number of bushcare volunteers	1,400	> 1,400	Parks Planning and Ecology	254	150	117		521 
1.2.2c	Number of nursery volunteer hours	1,200 Hours	> 1,200 Hours	Parks Planning and Ecology	456.50 Hours	432.95 Hours	235.50 Hours		1,124.95 Hours 
1.2.2d	Number of plants supplied from Council's nurseries	2,000	> 2,000	Parks Planning and Ecology	3,773	2,066	674		6,513 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance



Below Target

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

ID	Action	Responsible	Comment	Status
1.2.3.1	Develop a Biodiversity Strategy	Parks Planning and Ecology	Work on Council's new biodiversity strategy including revised threatened species mapping has commenced. Work with Parramatta River Catchment Group and Cooks River Alliance continues to highlight and protect local threatened species.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
1.2.3b	Number of citizen science survey events facilitated by Council	6	> 6	Parks Planning and Ecology	4	10	6		20 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance




Below Target

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

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




ID	Action	Responsible	Comment	Status
1.3.1.1	Undertake community consultation and continue sub catchment planning	Parks Planning and Ecology	Works identified in sub catchment plans continue to be delivered by the Urban Ecology team in collaboration with Council's stormwater infrastructure teams; as well as Council's ongoing partnerships with the Cooks River Alliance and the Parramatta River Catchment Group.	
1.3.1.2	Deliver 'WSUD' and rainwater conservation programs	Parks Planning and Ecology	WSUD projects and rainwater conservation programs continue to be delivered by Council's Parks Planning and Ecology team in public areas and promoted by Council's Urban Sustainability team through the Sustainability Hub at Summer Hill.	

Strategy 1.3.2 Capture and use water from Inner West catchments

ID	Action	Responsible	Comment	Status
1.3.2.1	Deliver rainwater tank workshop and rebate program	Parks Planning and Ecology	The rainwater tank workshop and rebate program continued with a revised delivery following a review and report to Council in March 2024. The program will largely be delivered from Council's Sustainability Hub at Summer Hill, with components available online. Staff are also working to reduce red tape and barriers to participation in the scheme for our residents.	

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

Strategy 1.3.3 Identify and plan for river swimming sites

ID	Action	Responsible	Comment	Status
1.3.3.1	Progress Callan Point swim site project	Parks Planning and Ecology	Community consultation on a draft design will commence in this quarter. The Greater Sydney Parklands Authority which controls Callan Park is a delivery partner and Council is working with this agency to progress the swim site.	
1.3.3.2	Translate Cooks River and Parramatta River litter prevention strategies into local strategies	Resource Recovery Planning	Council's strategic working group has progressed an EPA litter grant to ensure that regional litter goals can be translated into locally viable actions.	
1.3.3.3	Align recycling service across LGA and support with education campaign	Resource Recovery Planning	Recycling services were aligned in the first quarter of July-September 2023 across IWC. All households now have comingled mixed recycling services with yellow lid bin, and separate paper bins have been removed. Education material has been provided to support this service improvement.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance




Below Target

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

Strategy 1.4.1 Improve air quality through effective regulation and education









ID	Action	Responsible	Comment	Status
1.4.1.1	Conduct investigations on actual or potential pollution incidents to protect the environment and public health	Environmental Health and Building Regulation	Requests are triaged and pollution incidents investigated as reported.	


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

ID	Action	Responsible	Comment	Status
1.4.2.1	Implement an Electric Vehicle Encouragement Plan	Traffic and Transport Planning	Council adopted the "Powering Ahead" - Electric Vehicle Encouragement Strategy (2023) at the Council meeting held on 9 May 2023. The subsequent planning for the implementation of actions is ongoing including the provision of public electric vehicle charging. Kerbside EV charging grants have been submitted with the outcome to be announced by June 2024. Procurement of Council Carpark EV Charging is in progress.	

Strategy 1.4.3 Minimise air pollution through policy and regulation

Legend

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

ID	Action	Responsible	Comment	Status
1.4.3.1	Enforce air pollution controls to regulate development	Environmental Health and Building Regulation	Get the Site Right campaign is being undertaken and air pollution controls enforced.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



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	Urban Sustainability	The fleet transition plan has been reported to and adopted by Council in late 2023. Council's passenger fleet continues to transition to EV and hybrid and medium-term planning for operational and heavy vehicles is in place.	

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

ID	Action	Responsible	Comment	Status
1.5.2.1	Develop the draft Climate Adaptation Plan	Urban Sustainability	A climate risk assessment has been completed and a report detailing the recommended phase 1 of Council's climate adaptation approach is due to be reported to Council in June 2024.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



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
1.6.1.1	Commence waste audits for Council operations	Urban Sustainability	Waste audit data from Council sites has been collected and is being analysed for use in corporate sustainability programs.	
1.6.1.2	Commence the grant-funded litter reduction initiative in collaboration with other areas of Council and community groups	Resource Recovery Planning	The Resource Recovery Planning team has commenced the implementation phase of Council's Stream-3 EPA-funded litter prevention program 'Inner West, Litter Less' in a collaborative cross council project. The implementation roadmap sets out a strategy based on developing existing partnerships with community groups such as schools, sporting and social clubs.	

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

ID	Action	Responsible	Comment	Status
1.6.2.1	Establish operations at the Inner West Sustainability Hub	Resource Recovery Planning	The Sustainability Hub was officially opened on 1 July 2023 and Council's Green Living Centre, the Bower, Dress for Success and Re: Place ("the Village Project") have commenced operations.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target






Within Tolerance






Below Target

ID	Action	Responsible	Comment	Status
1.6.2.2	Identify and implement two new reverse vending machines for return and earn (10c refund on eligible containers)	Resource Recovery Planning	Negotiations are being finalised with Tomra to install two reverse vending machines at Council's Sustainability Hub at Summer Hill; although some minor civil works will be required to the site of the installation.	

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

ID	Action	Responsible	Comment	Status
1.6.3.1	Plan and introduce the Food Organics and Gardens organics (FOGO) service	Resource Recovery Planning	The FOGO service was planned in 2022-23 and commenced in October 2023. Several adjustments have been made in the initial period to assist residents to become familiar with the service, including an opt-in weekly collection.	
1.6.3.2	Commence the Food Organics and Gardens organics (FOGO) service	Resource Recovery Operations	The FOGO service started on the 9 October 2023.	
1.6.3.3	Align the fortnightly commingled recycling collection service	Resource Recovery Operations	There has been the successful completion of the 240 litre bin rollout, and the introduction of a fortnightly recycling collection service in the northern area. As a result, there is now a standardised fortnightly collection service throughout the Inner West.	

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

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
1.6.2b	Number of booked clean ups through the Optimo booking system (21/22 Baseline =65,863)	65,863	> 72,449	Resource Recovery Operations	16,657	18,771	19,137		54,565 
1.6.2d	Material received at the Community Recycling Centres and Household Chemical Collection Events (21/22 Baseline= 176.06 tonnes)	176	> 185	Resource Recovery Operations	30*	79.60*	32		141.60 
1.6.2d	Number of missed bins per year (21/22 Baseline = 15,849)	15,849	< 15,065	Resource Recovery Operations	5,689	13,937	7,168		26,794 

*Quarter 1 and 2 figures restated due to a correction.

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance














Below Target




Strategic Direction 2 - Liveable, connected neighbourhoods and transport

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


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

ID	Action	Responsible	Comment	Status
2.1.1.1	Review Council's LEPs and harmonise the provisions for encouraging a sustainable environment	Strategic Planning	Council officers have incorporated environmentally sustainable provisions into the Parramatta Road Corridor planning proposal to be presented to Council post-exhibition in 2024.	
2.1.1.2	Review the Voluntary Planning Agreement Policy	Properties and Strategic Investments	The VPA Policy was adopted by Council at the 21 November meeting.	
2.1.1.3	Adopt a Blue Green Grid for the Inner West	Strategic Planning	The Blue Green Grid Strategy was adopted on 5 December 2023.	

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

ID	Action	Responsible	Comment	Status
2.1.1.4	Create a staged approach to implement the Parramatta Road Corridor Urban Transformation Strategy	Strategic Planning	The Parramatta Road Corridor Urban Transformation Strategy (PRCUTS) proposal was placed on public exhibition in December 2023 and will be reported to Council once state agency referrals have been resolved by the Department of Planning, Housing and Infrastructure.	
2.1.1.5	Implement the Local Strategic Planning Statement actions 6.1 and 6.2 related to housing and heritage, as well as actions 13.2 and 13.5 related to the Camperdown area	Strategic Planning	The heritage pubs planning proposal will be placed on public exhibition in April 24 following gateway determination from DPHI. Residential heritage planning proposal was placed on exhibition in November 2023, and is undergoing a peer review prior to finalisation. The Camperdown structure plan was placed on public exhibition in October 2023, and will be reported to Council in mid-2024, prior to preparation of a planning proposal.	
2.1.1.6	Progress the Tech Central Precinct in Camperdown and strategic partnership with Greater Sydney Commission and key stakeholders	Strategic Planning	Regular meetings have been undertaken with Investment NSW and other stakeholders to progress the NSW Government's framework for the governance of Tech Central. Further details are under investigation by Council officers to guide the future development in the precinct.	

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

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

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
2.1.2.2	Investigate class 1b-9c premises in relation to fire safety and act as required to safeguard lives and property	Environmental Health and Building Regulation	Fire safety investigations is an ongoing service. For the third quarter, an additional 100 buildings were added making the total number of buildings 3942 on the Annual Fire Safety Register; up from 3841 in the second quarter.	
2.1.2.3	Proactively inspect and regulate places of shared accommodation such as boarding houses for breaches of legislation and act as required to safeguard the health and amenity of residents	Environmental Health and Building Regulation	The Boarding House Project Team have a prioritised inspection program based upon the highest to lowest risk for shared accommodation, specifically boarding houses. The focus remains on ensuring compliance with legislation and taking necessary actions to safeguard the health and amenity of residents.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance



Below Target

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

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

ID	Action	Responsible	Comment	Status
2.2.1.1	Review heritage controls and listings through the review of the LEP, Implement allocated heritage actions within the LSPS in priority 6.2	Strategic Planning	Targeted heritage studies are under early consultation. Listing Haberfield on the State Heritage Register has been placed on hold by the state government, while the Heritage Act is being updated.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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

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

ID	Action	Responsible	Comment	Status
2.3.1.1	Commence developing public domain master plans as per agreed program	Strategic Planning	Early consultation has concluded (Stage 1). Stage 2 co-design consultation took place in late 2023 and the draft masterplan is being placed on consultation in 2024.	
2.3.1.2	Develop a graffiti management policy	Facilities Management	A graffiti management policy is in progress.	
2.3.1.3	Undertake regular inspections of town centres and respond to maintenance needs	Civil Maintenance	Ongoing throughout the year	
2.3.1.4	Develop and deliver the Main Streets Strategy	Strategic Planning	The Main Streets Strategy is continuing with some leverage and synergy with Public Domain Masterplans. A range of projects are in development for delivery by the end of the financial year.	
2.3.1.5	Deliver the Public Toilet Strategy	Capital Works	The strategy is being delivered to the following timelines: - Pioneers Park toilets was completed in December 2023. - HJ Mahoney Reserve was completed in February 2024. - Planning and design are underway for King George Park and Camdenville Park for 2023/24, with construction planned for 2024/25. - Planning and design for Richard Murden Reserve are scheduled for 2023/24, with construction set for 2024/25, coordinated with an inclusive playground.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled









On Target



Within Tolerance



Below Target

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
2.3.1b	Average number of days to complete a 40-day Street sweeping cycle	40	< 40	Civil Maintenance	30	40	40		36.67 
2.3.1c	Average number of days to complete verge maintenance (mowing) Target: 20-working day from October to March and 40-working day cycle from April and September	30 Days	< 30 Days	Civil Maintenance	30 Days	20 Days	23 Days		24.33 Days 
2.3.1d	Average number of days to complete high-pressure cleaning of each shopping centre every three months	2.75	< 60	Civil Maintenance	60	60	60		60 
2.3.1e	Gross pollutant trap/nets cleaned	37	> 37	Civil Maintenance	37	37	37		37 
2.3.1f	Pits cleaned	194	> 194	Civil Maintenance	290	290	303		294.33 
2.3.1g	Percentage of potholes repaired within 48 hours (Note - weather dependent)	100%	100%	Civil Maintenance	80%	95%	90%		88.33% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



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	Review and implement NSW planning portal	Development Assessment	The API with the NSW Planning Portal was implemented in April 2024 for Development Applications.	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
2.3.2a	Median determination timeframes for development applications (days)	97 Days	< 85 Days	Development Assessment	83 Days	87 Days	83 Days		83 Days 
2.3.2b	Average completion time of applications for pre-lodgement advice (days)	35 Days	< 35 Days	Development Assessment	47.30 Days	50 Days	63.20 Days		53.50 Days 
2.3.2c	Percentage of site visits undertaken within 21 days of the application being accepted	75%	> 75%	Development Assessment	24%	21%	29%		24.67% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance




Below Target

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

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

ID	Action	Responsible	Comment	Status
2.4.1.1	Progress delivery of affordable housing in the Hay Street car park	Properties and Strategic Investments	Link Wentworth are progressing with design concepts and feasibility checks for the development, with consideration of the new National funding opportunities, and potential planning reforms.	

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

ID	Action	Responsible	Comment	Status
2.4.2.1	Review Council's LEPs and harmonise for a diversity of housing types	Strategic Planning	Harmonisation of the diversity of housing types as part of the 2024 update to the Inner West Local Environmental Plan and Development Control Plan (LEP/DCP) has commenced including a workshop attended by a range of stakeholders.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance



Below Target

Strategy 2.4.3 Assist people who are homeless or sleeping rough

ID	Action	Responsible	Comment	Status
2.4.3.1	Implement the Inner West Homelessness Policy	Community Wellbeing, Centres and Venues	100% of reports to Council regarding homelessness are managed via referral to Homelessness Outreach partners. Larger scale responses to tents gathering in parks managed in collaboration with Council departments.	

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

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance



Below Target

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

Strategy 2.5.1 Improve public transport services

ID	Action	Responsible	Comment	Status
2.5.1.1	Prepare a Public Transport Position Paper	Traffic and Transport Planning	The "How We Move Why We Move" study has been completed, which will contribute to the further development of the Public Transport Position Statement, currently in draft form.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

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




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



ID	Action	Responsible	Comment	Status
2.6.1.1	Prepare Council's Bicycle Strategy and Action Plan	Traffic and Transport Planning	Council adopted the Inner West Cycling Strategy and Cycling Action Plan at the Council meeting held on 20 June 2023.	★
2.6.1.2	Support safe walking around local schools	Traffic and Transport Planning	Council staff continue to support safe walking around schools through 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 and the RFQ for this is currently in progress.	●
2.6.1.3	Implement the GreenWay project (stages)	Capital Works	Current work sites are Constitution Road, Cadigal Reserve, Lewisham West and Hercules parklands. Davis Street tunnel will commence early April 2024.	●
2.6.1.4	Deliver Urban Amenity Improvement Plan (Pymont Bridge Road Cycleway)	Capital Works	Negotiations are underway between TfNSW, DPE and Council on delivery model for the project located on a State Road.	●
2.6.1.5	Deliver Pedestrian Access and Mobility Plan (PAMP)	Capital Works	The delivery of the PAMP program remains on target. The construction for crossings around school zones was completed in January 2024.	●

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

Legend

●	On Track	★	Completed	■	Behind Schedule	▲	On Hold	◆	Rescheduled
⊙	On Target	⊙	Within Tolerance	⊗	Below Target				

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. The scope for the parking permit scheme review RFQ has been completed and is live.	
2.6.2.3	Deliver Local Area Traffic Management (LATM) program	Capital Works	Newington LATM construction has been successfully completed. The design work for Lewisham LATM is in progress, while the design for Newtown LATM is completed.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
2.3.1a	Percentage of expenditure of town centre upgrade budget	18%	100%	Capital Works	11.60%	11.60%	20.77%		43.97% 
2.6.2c	Percentage of LATM program budget delivered	48.25%	100%	Capital Works	13.13%	13.13%	46%		72.26% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

Strategy 2.6.3 Collaborate on innovative, accessible transport options

ID	Action	Responsible	Comment	Status
2.6.3.1	Prepare a Freight and Services Delivery Plan	Traffic and Transport Planning	The 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. A draft case study of Norton Street, Leichhardt is currently underway.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance






Below Target

Strategic Direction 3 - Creative communities and a strong economy

Outcome 3.1 Creativity and culture are valued and celebrated

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

ID	Action	Responsible	Comment	Status
3.1.1.1	Distribute cultural information through multiple sources	Creative Communities (Living Arts)	Cultural information continues to be distributed via the Living Arts newsletter; social media updates; the Council newsletter; Council's What's On newsletter and various other means such as poster and postcard runs.	
3.1.1.2	Support implementation of identified programs from the Arts and Music Recovery Plan	Creative Communities (Living Arts)	All initiatives in the Arts and Music Recovery plan are on track for delivery as planned. In the last quarter, the Creative Spaces pilot program was completed, and the outcomes will be used in the development of the Creative Spaces Framework in 2024. Cultural Connections, community funding for diverse communities is being implemented and the Boomali partnership is underway, and opportunities for Aboriginal artists investigated via: EDGE Biennale; Chrissie Cotter Gallery; Newtown Art Seat. Major commissions have been made for the public art on the Greenway.	
3.1.1.3	Expand Council's annual Young Creative Awards program	Libraries and History	The YCA 2023, closed in July 2023 in its new expanded format - film, writing and art. Council received 408 entries - 174 in art, 165 in writing and 69 film entries. The winners were announced in November 2023. Award programs were held at Chrissie Cotter Gallery (art + writing awards) and Marrickville Pavilion (film awards). A review of this year's competition was completed in December 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled







On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
3.1.1.4	Support development of Aboriginal creatives through living arts programs	Creative Communities (Living Arts)	Council continues to work with Boomali to upskill Aboriginal artists to enable them to deliver works of scale. A number of Aboriginal creatives have been commissioned to deliver Perfect Match artworks and public artworks and programs during EDGE Inner West.	
3.1.1.5	Lead the implementation of the Creative Spaces Audit recommendations	Creative Communities (Living Arts)	The Creative Spaces Framework is currently being developed and will include responses to the audit on how Council will enable access to space for creatives in a more equitable manner.	
3.1.1.6	Lead the implementation of the Cultural Strategy	Creative Communities (Living Arts)	Council is currently in year two of implementing the Cultural Strategy. Highlights from the last quarter included a refreshed delivery model for EDGE delivered at White Bay in collaboration with Sydney Biennale.	
3.1.1.7	Support cultural diversity in arts and culture	Creative Communities (Living Arts)	Under the Cultural Strategy, Council is committed to increasing equity, diversity and representation in local cultural funding and programming. Council's creative EOI's and commissions include Aboriginal and culturally diverse artists. A new funding stream was introduced in 2023, Cultural Connections, specifically aimed at increasing cross-cultural understanding and opportunities for artists from diverse backgrounds.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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

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

ID	Action	Responsible	Comment	Status
3.2.1.1	Deliver the program of Council produced events	Creative Communities (Events)	During the quarter, IWC delivered and partnered on Mardi Gras screening, Summer Hill Social, Jazz in the Park, Bairro Portugues, Inner West Kids Fest, Lunar New Year lighting activations and Ashfield LNY.	
3.2.1.2	Partner with community and creative groups to deliver events, providing support and advice	Creative Communities (Events)	Partnered with community and creative groups to deliver Inner West Kids Fest, LNY lights, Mardi Gras screening, Summer Hill Social, Jazz in the Park, and Bairro Portugues.	
3.2.1.3	Prioritise engagement of local creatives in events delivered by Council to support the creative economy and community wellbeing	Creative Communities (Events)	Local creatives were prioritised at Inner West Kids Fest, LNY lights, Mardi Gras Screening, Summer Hill Social, Jazz in the Park, and Bairro Portugues.	
3.2.1.4	Roll out culture counts evaluation for the events program	Creative Communities (Events)	Culture counts evaluation was rolled out for Inner West Kids Fest, Mardi Gras screening, Summer Hill Social, Jazz in the Park, and Bairro Portugues.	
3.2.1.5	Deliver EDGE art camp on the GreenWay and EDGE Sydenham including an annual program of new art commissions and activations	Creative Communities (Living Arts)	Both EDGE Greenway and EDGE Sydenham were successfully delivered in 2023, and 2024 will see the introduction of a new EDGE project in partnership with the Biennale of Sydney - EDGE Inner West.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target







Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
3.2.1.6	Finalise Enmore Road Special Entertainment Precinct and review additional areas for implementation	Strategic Planning	The Enmore Road Special Entertainment Precinct was gazetted in December 2023. Additional areas are being explored in Marrickville, Dulwich Hill, Leichhardt and Balmain/Rozelle. Consultation has closed and consideration of submissions is underway and for Council consideration in mid-2024.	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
3.2.1a	Percentage of major events program completed	100%	100%	Creative Communities (Events)	0%	50%	25%		75% 
3.2.1b	Number of stakeholders (organisations including community and business) engaged through events program	423	> 100	Creative Communities (Events)	148	316	107		571 
3.2.1c	Number of stakeholders (creative participants) delivering work through events program	351	> 100	Creative Communities (Events)	80	209	164		453 
3.2.1d	Percentage of local stakeholder participation in events program	83%	> 80%	Creative Communities (Events)	80%	79%	66%		75% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

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




ID	Action	Responsible	Comment	Status
3.2.3.1	Develop and deliver an annual program of creative trails, tours and activations	Creative Communities (Living Arts)	Creative Trails was successfully delivered in August 2023 and featured many studios and artist run initiatives. Council staff are reviewing the model to ensure an effective, successful program continues for 2024.	★
3.2.3.2	Support the creative economy and lead community creativity by increasing funding for the Perfect Match program	Creative Communities (Living Arts)	Funding was increased for the 2023/2024 financial year and the recent round of street artworks is currently being rolled out.	★
3.2.3.3	Develop a pilot program to engage young people (12-18 year old) in co-design and delivery of a Perfect Match Street Art project	Creative Communities (Living Arts)	Council officers are currently working with Studio Artes and artist Jeff McCann to deliver a co-designed Perfect Match artwork. The program centres young people in the co-design and delivery of an artwork.	●

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
3.2.3a	Number of Perfect Match projects per year	44	> 40	Creative Communities (Living Arts)	9	16	16		41 

Legend ● On Track ★ Completed ■ Behind Schedule ▲ On Hold ◆ Rescheduled
 ☑ On Target ☉ Within Tolerance ☒ Below Target

Outcome 3.3 The local economy is thriving

Strategy 3.3.1 Assist businesses growth, innovation and improvement

ID	Action	Responsible	Comment	Status
3.3.1.1	Prepare an Economic Development Strategic Plan	Economic Development	A draft Economic Development Plan has been developed for Council's consideration in mid-2024.	
3.3.1.2	Facilitate business engagement in place making	Economic Development	A range of beautification improvements for Inner West main streets have been implemented. The Main Streets Revitalisation Fund is a multi-year project which is based on business and community partnerships. It has identified 7 LGA-wide strategies with more than 30 projects to support local businesses, revitalise and beautify Inner West main streets.	
3.3.1.3	Provide business support for local small businesses in community languages	Economic Development	The team facilitates skills development, networking and business forums to support local businesses. The economic development team also works closely with local business chambers and associations to better understand the needs and issues of local business. A summit for multi-cultural businesses was delivered in April 2024 and this will assist in the development of future strategies for the support of CALD businesses.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance



Below Target

Outcome 3.4 Employment is diverse and accessible

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

ID	Action	Responsible	Comment	Status
3.4.2.1	Conduct an annual education program targeting a specific business sector to improve environmental outcomes and best practice	Environmental Health and Building Regulation	This annual program focussed on dry cleaners and their use of the solvent perchloroethylene (PERC) which is a suspected cancer causing agent. Its disposal is controlled via the POEO Act 1997. 50 dry cleaners and laundromats were identified in the LGA and an administrative audit identified 32 of these for onsite physical audits. Of these 17 were confirmed as users of PERC and all demonstrated compliance with no concerns identified.	
3.4.2.2	Conduct investigations relating to water pollution incidents from building sites to protect the environment and public health	Parking and Ranger Services	Investigations are conducted into reports of water pollution incidents coming from building sites. Council will be participating in the "2024 Get the Site Right (GTSR) campaign" on 16 May 2024.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance






Below Target

Strategic Direction 4 - Healthy, resilient and caring communities

Outcome 4.1 The Inner West community is welcoming and connected

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

ID	Action	Responsible	Comment	Status
4.1.1.1	Lead the implementation of the Gender Equity Strategy	Community Wellbeing, Centres and Venues	Council's Economic Development Team delivered three Women in Business workshops between February and March 2024. On March 7th Council hosted a public event in recognition of International Women's Day. The event included a panel discussion themed 'Women Designing Cities' in recognition of the role women have in designing inclusive safe communities.	
4.1.1.2	Lead the establishment of a Pride Centre in Newtown Town Hall	Community Wellbeing, Centres and Venues	Twenty10 announced as operator in December 2023. Council project staff attended fortnightly Pride Centre Project Control Group meetings to ensure the building upgrade of Newtown Town Hall and other interdependencies are on track for opening and operation of Pride Centre later in 2024.	
4.1.1.3	Develop an Anti-Racism Strategy	Social and Cultural Planning	Development of the Strategy has been guided closely by the Reference Group appointed by Council which has met four times, three in 2023 and once in 2024. It has also benefitted from input from Council's Multicultural Advisory Committee, the Aboriginal and Torres Strait Islander Advisory Committee and the Inner West Multicultural Network. Feedback, requests and discussions with community and sector representatives have closely informed the design of the desk research, community engagement and focus groups with a diverse range of residents and organisations. This information and data is now being analysed, and reported to Council in April 2024.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled






On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
4.1.1.4	Deliver Community Wellbeing projects and programs to meet the identified needs of the Inner West community	Community Wellbeing, Centres and Venues	<p>Feel the Love family event for Mardi Gras was held on 10th February in partnership with Newtown Neighbourhood Centre and FAMBO. The event concept was borne from the LGBTQI+ Advisory Group to meet needs of the community celebrating Pride with families.</p> <p>There were three community groups funded to acknowledge International Day for Elimination of Racism Day.</p> <p>A street count was undertaken to help identify trends in homelessness across Inner West Council and inform Council and local homelessness support services on how to support those sleeping rough.</p> <p>The Seniors Festival was delivered to engage local senior population in inclusive and accessible community events.</p>	
4.1.1.5	Celebrate culturally significant days with and on behalf of the community (e.g days of remembrance, volunteers, etc)	Community Wellbeing, Centres and Venues	The EOI process for the community to acknowledge International Day for Elimination of Racism was completed and three grants were provided. A celebration commemorating International Women's Day was held on 7th March, with a large event including music and a panel discussion.	
4.1.1.6	Activate and support the Community Refugee Welcome Centre	Community Wellbeing, Centres and Venues	The Program Agreement between Settlement Services International and Inner West Council regarding funding contributions towards the operation of the Community Refugee Welcome Centre and delivery of the 2024 Refugee Week event has been finalised and signed by both parties.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target





Within Tolerance



Below Target

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
4.1.1a	Percentage of Gender Equity Strategy year two actions implemented	100%	> 85%	Community Wellbeing, Centres and Venues	25%	50%	75%		75% 

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

ID	Action	Responsible	Comment	Status
4.1.2.1	Lead the implementation of the Healthy Ageing Strategy	Community Wellbeing, Centres and Venues	The Seniors Festival 2024 was launched and delivered. An online Healthy Ageing community hub map was being finalised in March/April 2024. A digital literacy resource has been developed and circulated across Inner West Council customer service teams and local service providers. Two 7-week Local Health District falls prevention programs were delivered at community centres in Annandale and Dulwich Hill in February/March 2024. A Healthy Ageing Positive Health Opportunities talk was held with Health providers in February 2024. Regular meetings with local community centres to discuss gaps, opportunities and upcoming initiatives were held e.g., Together2 launching new seniors' wellness program.	
4.1.2.2	Develop a Community Safety Action Plan	Community Wellbeing, Centres and Venues	Community Safety plan initial research is completed. Community engagement plan is being finalised to be launched by mid-April.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled






On Target






Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
4.1.2.3	Develop a Children and Youth Strategy	Social and Cultural Planning	Engagement is on schedule to conclude at end April 2024 and the Strategy will continue to be developed through the coming months.	
4.1.2.4	Lead Child Safe policy and practice across Council	Social and Cultural Planning	Bespoke Child Safe training developed with the Association of Children's Welfare Agencies (the peak body for children's welfare and safety) has been implemented to frontline staff across Council, with the initial priority being Aquatics and Libraries.	
4.1.2.5	Support and celebrate Inner West Volunteers	Community Wellbeing, Centres and Venues	Community Celebration including Amy Large Volunteer Award and Citizen of the Year award was scheduled for 22 May 2024. This will recognise IWC volunteers categories including Seniors, Groups, Sports, Youth and Adult. Nominations closed on 25 March 2024.	




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

ID	Action	Responsible	Comment	Status
4.1.3.1	Lead development of Council's Community Wellbeing Strategy	Social and Cultural Planning	Council staff are considering the appropriate approach, including potential intersections with other strategy documents such as the Anti-Racism Strategy, the Community Safety Strategy and the Child and Youth Strategy.	
4.1.3.2	Develop and lead implementation of the second Disability Inclusion Action Plan	Social and Cultural Planning	Council adopted the Disability Inclusion Action Plan in October 2023.	
4.1.3.3	Investigate continuing Council rebate on the purchase of reusable sanitary products and reusable nappies	Resource Recovery Planning	The rebate for reusable nappies, sanitary and incontinence pads was opened on 9 October 2023 allocating \$30,000 in rebates for the financial year.	

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

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

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

ID	Action	Responsible	Comment	Status
4.2.1.1	Provide access to and promote Aboriginal and Torres Strait Islander needs and voices through cultural awareness programs and appropriate training	People and Culture	Aboriginal and Torres Strait Islander (ATSI) awareness available to all computer-based staff through e-learning. Provider to train outdoor workers face to face is yet to be determined.	
4.2.1.2	Prepare a new Council naming policy which is informed by Aboriginal culture and an understanding of Country	Social and Cultural Planning	A new Council naming policy is being proposed to Council for exhibition in May 2024.	
4.2.1.3	Lead establishment of the Aboriginal Community Hub, and deliver the first Aboriginal Survival Memorial	Social and Cultural Planning	The first Aboriginal Survival Memorial at Yeo Park was successfully launched on 23 March 2024 with a major community event co-designed with the Aboriginal artists and Aboriginal community. Building assessment and survey reports have been conducted for the Aboriginal Community Hub.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance



Below Target

Strategy 4.2.2 Celebrate Aboriginal and Torres Strait Islander cultures and history

ID	Action	Responsible	Comment	Status
4.2.2.1	Lead implementation of Aboriginal Reconciliation Action Plan year one actions	Social and Cultural Planning	All initiatives are being implemented and a report is provided quarterly to Council.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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

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

ID	Action	Responsible	Comment	Status
4.3.1.1	Implement NDIS registered programs and services	Aquatic Services	Various recreational programs currently cater for NDIS providers and include health, fitness and aquatic access. Additional low-cost entry programs are planned for launch at the AAC and LPAC in line with Aqua therapy class provided at the AKAC.	
4.3.1.2	Implement Active Inner West (events, services, health and wellness activities in the Inner West, and enhanced website functions)	Aquatic Services	All Active Inner West Branding, services and web functionality are complete and in place. Active inner west newsletter an ongoing quarterly feature for the Inner West Council.	
4.3.1.3	Undertake Annette Kellerman Aquatic Centre (AKAC) capital works (2-3 year program, heating system upgrade)	Capital Works	External cladding replacement works underway to be completed in FY23/24, with the remainder of plant upgrade and other related building works to be deferred and subject to a council report in the future.	
4.3.1.4	Undertake Leichhardt Park Masterplan upgrade as per schedule (4 year program of capital works)	Capital Works	LPAC works - Stage 1 design completed and tender documents are being prepared to be released to market. Stage 2 to be delivered separately, timing of works to be revisited relative to peak swimming season disruptions. LPAC works to be subject to a council report in the future.	
4.3.1.5	Implement new Learn to Swim process for online enrolments	Aquatic Services	All online enrolment processes for learn to swim are now live and in operation. Members can now enrol online and change classes as required. The system is working well.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled






On Target





Within Tolerance








Below Target

ID	Action	Responsible	Comment	Status
4.3.1.6	Prepare Companion Animal Action (CAA) Plan 24-28	Parking and Ranger Services	The CAA Plan is in its final draft and will be reported to Council in 2024.	
4.3.1.7	Deliver education activities to promote responsible pet ownership, including information stands, programs or campaigns including off leash areas	Parking and Ranger Services	There were 342 patrols undertaken. Information stands run at Petersham Park, Enmore Park fenced area, Vanardi Green, Sydenham Green and Bede Spilliane Reserve. A-frames in Birchgrove Oval, Whites Creek, Pioneers, Hendon, Balmain Shores, Pratten, Darrell Jackson and Evan Jones Parks. Paw prints stencilling has been successfully trialled. Free puppy classes are being trialled in June 2024.	
4.3.1.8	Undertake Dawn Fraser Baths northern pavilion works	Capital Works	Northern Pavillion upgrade works to be undertaken in the 2025 off-season. Planning and design work is underway.	

Strategy 4.3.2 Build connected communities and provide opportunities for social participation

ID	Action	Responsible	Comment	Status
4.3.2.1	Complete the development of Council's ten-year Recreation Strategy	Aquatic Services	The Inner West Council 10-year Recreation Strategy is completed and endorsed at the Council Meeting of October 2023. Actions and planning, and delivery requirements listed in the strategy have commenced.	
4.3.2.2	Prepare Park Plans of Management for community and Crown Lands for Jarvie Park, Camperdown Memorial Rest Park, Wicks Park, Birchgrove Park, Richard Murden Reserve	Parks Planning and Ecology	Work has commenced, including the development of an engagement plan.	

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

ID	Action	Responsible	Comment	Status
4.3.2.3	Complete a draft generic plan of management for Council's Pocket and Neighbourhood Parks	Parks Planning and Ecology	A draft Plan of Management for Neighbourhood and Pocket Parks has been prepared and endorsed for public consultation by Council. The consultation period closed in November 2023 and the Plan of Management will be reported back to Council.	
4.3.2.4	Review the structure and delivery of recreation programs and service including Debbie and Abbey Borgia Centre and Robyn Webster Centre	Aquatic Services	The Robyne Webster Recreation facility now operates as an Inner West Recreation facility with a 'hirer' model in place for programs and users. New programs are under development by the Recreation Coordinator for various hirers as well as school sport bookings currently being sought and confirmed. The Debbie and Abbie Borgia centre operating model remains under review.	
4.3.2.5	Complete a Commercial Dog Walking Policy for Council's open space areas	Parks Planning and Ecology	Alternative management solutions are employed.	
4.3.2.6	Implement the safety audit of Marrickville Golf Course	Parks Planning and Ecology	A Safety Audit and report was completed in August 2022. From this, an implementation plan was developed and actions arising from the basis for consideration concerning the Golf Course Plan of Management.	
4.3.2.7	Construct at least one inclusive playground in every ward, and public sensory gardens in pocket parks	Capital Works	King George Park playground commenced works on-site, to be completed prior to September 2024.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target



Within Tolerance



Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
4.3.2b	Number of parks bookings including: Schools, Commercial Fitness Trainers, Weddings, picnics and other events; does not include sporting ground bookings	6,000	> 6,000	Parks Planning and Ecology	1,368	1,733	1,600		4,701 
4.3.2c	Percentage utilisation of sporting grounds	100%	> 90%	Parks Planning and Ecology	90%	95%	100%		95% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target







Within Tolerance



Below Target

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

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

ID	Action	Responsible	Comment	Status
4.4.1.1	Review customer experience for community venue hire	Properties and Strategic Investments	A simplified application process for regular hirers was developed and implemented and Council Officers received positive feedback regarding the new process. A customer survey has been prepared for release in the next quarter.	
4.4.1.2	Implement updated community venue hire fees following review of Grants and Fee Scale Policy	Properties and Strategic Investments	The information and processes have been updated to reflect the new Grants and Fee Scale Policy.	
4.4.1.3	Design new process for booking town halls to support creative spaces activation	Creative Communities (Living Arts)	A new creative spaces framework is under design with an anticipated rollout by mid-2024. The new framework will recommend new booking processes for creatives.	
4.4.1.4	Support and action recommendations of independent review of Council owned premises and spaces for creative use, particularly affordable rental agreements to enhance access for creative practitioners in the community	Properties and Strategic Investments	Findings from the current Creative Spaces pilot program will form a new Creative Spaces Framework, which will be delivered in the next quarter. Agreements will form part of the framework.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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

ID	Action	Responsible	Comment	Status
4.4.2.1	Complete the review of Council’s Occasional Care service	Children's Services	The review has been completed and consideration is being given to future planning for the service in the context of the renovations and placemaking for the adjacent Balmain Town Hall precinct and local needs.	
4.4.2.2	Achieve ‘meeting or exceeding’ national quality standards for all early learning services	Children's Services	All services meet the National Quality Standard and over 50% have achieved an exceeding outcome.	
4.4.2.3	Improve utilisation of under-utilised early learning services	Children's Services	The two under-utilised services have improvement plans in place which are overseen by Operational Managers to increase enrolments.	
4.4.2.4	Ensure all early learning services are financially sustainable	Children's Services	Regular meetings with Finance are in place to identify concerns and opportunities across each service's budget. Staffing costs and rostering are being monitored and actioned for those services where expenditure is outside budget.	
4.4.2.5	Complete implementation of service review recommendations	Children's Services	More than 90% of review recommendations have been implemented.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



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 in the development of an Aboriginal collection cataloguing standards	Libraries and History	Writer Tui Raven, in collaboration with CAVAL and the Australian Library and Information Association Ltd (ALIA), has produced the 'Guidelines for First Nations Collection Description' document, to assist libraries in description guidelines for Aboriginal and Torres Strait Islander collection materials. Discussions have commenced at the Zone Collection meetings, with neighbouring councils and Council's library suppliers, on updating cataloguing standards.	
4.4.3.2	Develop an evaluation framework for library services and programs	Libraries and History	The Library team have been working with Culture Counts to develop a survey for the evaluation of the Library programs. The Library has joined the Public Library Evaluation Network (PLEN) which provides a universal survey for public libraries that measures impact. It is planned the survey will take place in May.	
4.4.3.3	Review Library Information and Communications Technology (ICT) services	Libraries and History	The Library is participating in a Council customer service project evaluating the phone systems. Evaluation of technology requirements for the refurbishment of Balmain Library has taken place.	
4.4.3.4	Implement findings from the review of the languages other than English (LOTE) collection	Libraries and History	The review is complete and recommendations are being implemented. Utilisation of the LOTE collection will be monitored over the next 12 months to ensure appropriate services are provided to borrowers, including sourcing underutilised collections.	
4.4.3.5	Develop consistent customer satisfaction measure for all libraries	Libraries and History	The Public Library Evaluation Network reporting has been adopted and this will benchmark our library service against similar metropolitan libraries of a similar size. The measures include connection, safe and trusted, learning, digital connection, enterprise, skills, literacy, creativity, role, relevance and the net promotor score and customer satisfaction score.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target





Within Tolerance





Below Target

ID	Action	Responsible	Comment	Status
4.4.3.6	Investigate options for service level agreements / consortia for adjacent Councils for borrowing for residents and economies of scale for collections	Libraries and History	This action was completed for the subscription of eResource products in the third quarter.	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
4.4.3a	Number of library members	84,304	> 80,000	Libraries and History	87,767	88,126	90,344		88,745.67 
4.4.3b	Ratio of library members compared to population	46%	> 46%	Libraries and History	47.18%	42.90%	47.05%		45.71% 

Strategy 4.4.4 Improve the quality and use of existing community assets

ID	Action	Responsible	Comment	Status
4.4.4.1	Trial free period and sanitary products in selected facilities	Facilities Management	Trial is completed, and discussion paper is scheduled for the June Council meeting.	
4.4.4.2	Undertake regular building condition audits	Facilities Management	Building condition audits are occurring on a weekly basis across Council's building stock.	

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled
 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	Adopt Customer Experience Strategy	Service Transformation	The Customer Experience Strategy was presented and adopted at the December Council meeting.	★
5.1.1.2	Adopt new technologies to improve transparency around maintenance schedules	Engineering Services	Adjustments are being made to improve alignment between the new website's verge mowing schedules and the daily operations. Scheduling for street sweeping and cleaning crews is progressing.	●
5.1.1.3	Prepare a business case to examine the feasibility of customer service points in libraries	Service Transformation	A business case in relation to the feasibility of customer service points in libraries will be developed as a part of the Customer Experience Strategy adopted by Council in December 2023. In the interim, customer service points will be provided as part of the mobile customer service offering.	●
5.1.1.4	Improve the process for reporting and accountability of tier one customer complaints	Service Transformation	The process for reporting and accountability has been reviewed in line with the review of the Complaints Handling policy. The draft Complaints Handling Policy was adopted by Council in February 2024.	●
5.1.1.5	Conduct fortnightly customer service stalls in key areas across the Inner West	Customer Service	Fortnightly customer service stalls have been replaced by weekly stalls as resolved by Council. These have been successfully held in locations across the Local Government Area.	★

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled







On Target



Within Tolerance



Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
5.1.1a	Customer Satisfaction (Voice of Customer – post call survey - out of 5)	4.30	> 4.30	Service Transformation	4.30	4.10	4.20		4.20 
5.1.1b	Customer calls answered within 60 seconds	80%	> 80%	Service Transformation	90.28%	42%	73.38%		68.55% 
5.1.1c	Percentage of back office processing time (emails, applications, payments and forms) within 5 business days	90%	> 95%	Service Transformation	100%	100%	100%		100% 
5.1.1d	Percentage of customer requests and applications via the online service portal	55%	> 55%	Service Transformation	54.30%	52%	48%		51.43% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

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

ID	Action	Responsible	Comment	Status
5.1.2.1	Budget, design and plan the rollout of the annual training and development calendar	People and Culture	Implementation of the TechOne Learning Management System has begun. Further improvements are being introduced as the system is configured. New e-learning courses include 'Building a Culture of Accessibility and Inclusion' procured through the Human Rights Commission, 'Foundations of LGBTQ Inclusion' by Pride in Diversity and TechOne Electronic Content Management (ECM). Childsafe training has commenced for Library Services, with Aquatics team already completed. Face to face training includes Plain English, Mental Health First Aid, Workplace investigations for People and Culture and Transgender and Gender Diversity Awareness training. The 2024-25 training and development plan has been drafted.	
5.1.2.2	Deliver business improvement staff training program	Service Transformation	The Business Improvement training program was developed and the delivery was launched on 19 March 2024.	
5.1.2.3	Implement the service review program and reporting framework	Service Transformation	The Service Review program and reporting framework was approved in September and has since been rolled out across all service units. The first planned service review has commenced.	
5.1.2.4	Implement project management system	Service Transformation	A project management system was procured through a tender process and configuration work has commenced to align with Council's Project Management Framework and project practices.	
5.1.2.5	Prepare and publish the Annual Report	Corporate Strategy and Engagement	The Annual Report was endorsed by Council at its meeting in November 2023, published on Council's website and notified to the NSW Office of Local Government.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
5.1.2.6	Implement the Work Health and Safety Strategy year two actions	Governance and Risk	Work Health and Safety (WHS) Strategy year two (2023/2024) actions are being progressed and analysis is being conducted to prioritise an integrated risk and WHS strategy.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
5.1.2c	Percentage of Work Health and Safety Strategy year two actions implemented	90%	> 90%	Governance and Risk	100%	100%	100%		100% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target







Within Tolerance








Below Target

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


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

ID	Action	Responsible	Comment	Status
5.2.1.1	Commence review of the Community Strategic Plan and preparation of the State of the Inner West report	Corporate Strategy and Engagement	Planning is underway for key activities of the review program for 2024 which include a collaborative event of Local Democracy Group members, a deliberative forum of citizens, the externally commissioned community satisfaction survey and broad community engagement, which will be delivered in the next quarter.	
5.2.1.2	Identify and apply for grants and other funding sources across Council	Corporate Strategy and Engagement	Two grant applications for a total of \$872,939 were lodged and outcomes are pending. The first was for the Blackmore Oval Wetland upgrade under the Urban Rivers and Catchments program. The second was under the Open Streets Program for activation of May Street, St Peters. Transport for NSW advised that outcomes for the December 2023 GreenWay application will be announced in June 2024, two months later than previously advised.	
5.2.1.3	Enter awards to showcase and recognise Council's successes	Corporate Strategy and Engagement	14 Award nominations were lodged in this quarter. All categories of the Local Government Professional Awards were entered (12 in total), a nomination was submitted for the Australian Financial Review - Environmental Sustainability Award and the Resource Recovery rap video was entered into the National Awards for Local Government. All are pending outcomes.	
5.2.1.4	Review the Information and Communications Technology Strategy	Information and Communication Technology	A revised draft ICT Strategy is under development.	






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

ID	Action	Responsible	Comment	Status
5.2.1.5	Review Asset Management Plans	Engineering Services	The review is scheduled within Quarter 4.	
5.2.1.6	Implement the agreed program for condition audits and valuations	Engineering Services	Parks, Reserves and Marine Structures Audit is underway - data collection is 95% complete. Bridges Audit is nearing completion, and draft reports provided. A contractor is engaged for revaluation of Parks, Bridges and Stormwater Drainage is currently preparing for handover of audit data.	
5.2.1.7	Implement the Asset Improvement Plan	Engineering Services	Work Order dashboards have been set up for the Facilities and Civil Works teams to assist with managing service delivery. Dashboards for Public Trees are in progress. Parks and Bridge audits are nearing completion, significantly improving asset management maturity. Additional mobile devices have been deployed to improve operational performance by field staff.	
5.2.1.8	Review and implement the Workforce Management Strategy year two actions	People and Culture	Council continues to implement ongoing Workforce Management Strategy actions. Of the four items commencing in 23/24, Council's updated Human Resource Information System (HRIS) now incorporates the development of two of these actions. The remaining two items have had further modelling progress and are under preparation to be inputted into the Human Resource Information System (HRIS) for testing.	

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

ID	Action	Responsible	Comment	Status
5.2.2.1	Implement the recommendations of the Governance Framework Review Report	Governance and Risk	75% of the Governance review recommendations have been implemented and all remaining will be finalised by the end of the Financial Year.	

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

ID	Action	Responsible	Comment	Status
5.2.2.2	Implement the recommendations of the Enterprise Risk Management Framework Review Report	Governance and Risk	Following Council's endorsement of the Risk Management Policy, Action Plans have been developed to progress outstanding recommendations. Strategic risks have been approved by the Executive and quarterly updates are also approved by the Executive and ARIC. A process to extend the analysis to all service areas has commenced.	
5.2.2.3	Implement the new Office of Local Government (OLG) Risk Management and Internal Audit Framework for Local Government	Governance and Risk	The final Guidelines and associated regulations were enacted in December 2023 and need to be implemented by 1 July 2024. Council has redeveloped the Terms of Reference and Internal Audit Charter to align with the new Guidelines and Models and is continuing to conduct the required steps, including annual reviews, to operate in accordance with the Guidelines.	
5.2.2.4	Develop a new Council insurance framework	Governance and Risk	An updated claims page including an online submission form has been published on the Council website and the new claims management dashboards have been developed. These key steps form part of the development of a fit-for-purpose framework to help guide internal and external stakeholders with the Insurance process and to ensure Council's insurance function has fully effective internal claims management monitoring and reporting processes.	
5.2.2.5	Develop and maintain Council's compliance registers	Governance and Risk	A draft legislative compliance register is prepared. This is to be further refined and built into the Governance, Risk and Compliance system to be procured and implemented by the end of 2024.	
5.2.2.6	Implement actions identified through external review and benchmarking of the procurement framework	Procurement	Actions have been completed with an independent Health check planned for May, as well as the Procurement Policy and overarching Procurement Strategy being tabled to Council for adoption to finalise the framework.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
5.2.2.7	Develop and implement an ethics and compliance e-learning training platform incorporating code of conduct, fraud and corruption, procurement and delegations	Procurement	Planned online training has been developed and finalised for roll-out in the fourth quarter and face-to-face procurement workshops have been implemented and continue to be delivered to all staff including new starters.	
5.2.2.8	Provide training to staff on legal matters	Legal Services	The Planning and Compliance Teams undertook training by Legal Services.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled









On Target



Within Tolerance



Below Target

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
5.2.2a	Percentage of access to Information Formal Requests responded to	100%	100%	Governance and Risk	100%	100%	100%		100% 
5.2.2b	Percentage of Privacy Complaints responded to within 5 business days of receipt	100%	100%	Governance and Risk	100%	100%	100%		100% 
5.2.2c	Percentage of staff involved in procurement that have received training	89%	100%	Procurement	0%	65%	16%		81% 
5.2.2d	Percentage of procurement events above \$10k through vendor panel	97%	100%	Procurement	85%	90%	97%		90.67% 
5.2.2e	Number of briefings to Council on the status of legal matters (February, May, August, November) Quarterly	4	> 4	Legal Services	1	2	1		4 
5.2.2f	Percentage of ARIC recommendations implemented within agreed timeframes	100%	100%	Governance and Risk	100%	100%	100%		100% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target








Within Tolerance



Below Target

Strategy 5.2.3 Manage public resources to achieve financial sustainability

ID	Action	Responsible	Comment	Status
5.2.3.1	Revise the Land and Property Strategy	Properties and Strategic Investments	The Land and Property Strategy has been reviewed, with a new Property Strategy under development.	
5.2.3.2	Review the financial reporting process to improve transparency following the release of new Office of Local Government guidelines	Finance	The report template for Quarterly Budget Reviews and Investment reporting have continued to be updated to improve the readability and transparency of key financial data.	
5.2.3.3	Update Land register published on Council's website (Annual)	Properties and Strategic Investments	Updating of the Land and Property Register is planned to be undertaken in the fourth quarter.	
5.2.3.4	Implement the long-term accommodation strategy (Annual)	Properties and Strategic Investments	A working group was formed between Facilities, Property and ICT in collaboration with the GM'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.	
5.2.3.5	Manage Council's property portfolio	Properties and Strategic Investments	<p>Actions this reporting period include:</p> <ul style="list-style-type: none"> - Implementation of the Leasing and Licencing module within TechnologyOne to capture all leasing details as well as the electronic management and issuance of invoices. - Progressing the development of a draft Property Strategy to guide future planning and management of the property portfolio. - Audit and investigation of council car parks and sites to consider the feasibility of the development of affordable housing. 	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

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

Strategy 5.3.1 Inform communities through multi-channel communications

ID	Action	Responsible	Comment	Status
5.3.1.1	Implement Internal and External Communications Strategy	Strategic and Corporate Communications	The Internal Communications Strategy has been presented internally and is awaiting feedback. The External communications strategy is in development.	
5.3.1.2	Scope the purchase and implementation of a digital asset management system	Strategic and Corporate Communications	We continue to consolidate our photo and video library and are in the process of investigating the most suitable Digital Asset Management system for IWC.	
5.3.1.3	Review communications policies and procedures	Strategic and Corporate Communications	A new Media Policy for Staff and Councillors has been completed.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target





Within Tolerance



Below Target

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
5.3.1a	Number of Inner West Council social media followers (Facebook, Instagram, Twitter)	59,245	> 60,726	Strategic and Corporate Communications	61,339	63,167	65,793		190,299 
5.3.1b	Number of Inner West Council website page views	6,986,412	> 7,161,072	Strategic and Corporate Communications	1,657,212	1,863,546	1,795,713		5,316,471 

Strategy 5.3.2 Support local democracy through inclusive participatory community engagement

ID	Action	Responsible	Comment	Status
5.3.2.1	Enhance Your Say Inner West engagement website to maximise system capabilities and provide improved data, analysis and reporting	Corporate Strategy and Engagement	Feedback received through the Your Say Inner West evaluation form has been reviewed and themed. Staff are using this evaluation data to identify opportunities to optimise the community's experience of the Your Say Inner West site. Also in this quarter, staff were trained in using the site's AI data analysis tool; and system generated correspondence was aligned with Council's customer correspondence requirements.	
5.3.2.2	Hold a Citizen's Jury	Corporate Strategy and Engagement	A deliberative forum based on the principles of a citizens' jury has been scheduled as part of the review of the Community Strategic Plan. The Request for Quotation for consultants is in preparation.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target








Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
5.3.2.3	Hold ten Local Matters Forums including two in each ward	Corporate Strategy and Engagement	Two Local Matters Forums were held during the quarter: Ashfield/Djarrawunang ward at Ashfield Service Centre on 27 February 2024; and Stanmore/Damun ward at Petersham Service Centre on 26 March 2024.	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
5.3.2a	Number of visits to Your Say Inner West	104,392	> 107,001	Corporate Strategy and Engagement	30,464	46,684	41,426		118,574 
5.3.2b	Number of projects on Your Say Inner West on which the community has the opportunity to engage	40	> 50	Corporate Strategy and Engagement	23	28	17		68 
5.3.2c	Percentage of average satisfaction with local matters forums (survey per forum)	75%	> 75%	Corporate Strategy and Engagement	85%	83.60%	94%		87.53% 
5.3.2d	Percentage of community engagements that include face to face activities	75%	> 75%	Corporate Strategy and Engagement	39%	48%	18%		35% 
5.3.2e	Percentage of average satisfaction with Your Say Inner West engagements (ease of finding information and providing feedback)	75%	> 75%	Corporate Strategy and Engagement	88%	89%	91%		89.33% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance



Below Target

Strategy 5.3.3 Support evidence-based Council decision-making

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

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
5.3.3a	Percentage of Council resolutions that are implemented as per the agreed timeframes	95%	> 95%	Governance and Risk	94%	94%	95%		94.33% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance




Below Target

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

Strategy 5.4.1 Advocate for emerging community issues

ID	Action	Responsible	Comment	Status
5.4.1.1	Advocate to minimise impacts of state government infrastructure including WestConnex, Western Harbour Tunnel, Sydney Gateway	Traffic and Transport Planning	Council has been working with the NSW Government and advocating to minimise the impacts of state government infrastructure projects, including M4 East, M8, Western Harbour Tunnel, 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	The 2024 Grant Round will open on 15 April 2024.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

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

ID	Action	Responsible	Comment	Status
5.4.3.1	Review the procurement rules and weighting criteria to promote social and environment vs economic factors	Procurement	A review has been undertaken and a draft Procurement Strategy is being developed incorporating new criteria to support Ethical, Environmental, Local, Social and Indigenous spending.	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
5.4.3a	Percentage of purchased expenditure on local suppliers	5%	> 5%	Procurement	7.27%	12.57%	9.72%		9.85% 
5.4.3b	Percentage of purchased expenditure on Aboriginal suppliers	0.50%	> 1%	Procurement	0.56%	0.26%	0.52%		0.45% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

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