



The community celebrates Portuguese culture in Petersham at Bairro Português

Operational Plan Quarterly Report April – June 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 the fourth quarter of the financial year, 94% of Operational Plan actions are completed or on track. Most measures (84%) are on target or within tolerance of the target.

In June, Council celebrated at the **Local Government Professionals Awards** winning the Innovative Leadership category for the creation of Lewis Herman Reserve as the first dementia friendly park in NSW. We were also the runner up in the Community Partnerships category for Pride

Inner West (over 150,000). It was a big year as Council was shortlisted in 12 of the 14 categories entered.

In May, Council won a gold award at the **Australasian Reporting Awards** for our 2022/23 Annual Report. This demonstrates the high standard we've now reached with reporting our annual achievements across the organisation.

Across our service areas, Council's passenger fleet continues to transition to electric vehicle (EV) and hybrid. In implementing the **Powering Ahead - Electric Vehicle Encouragement Strategy**, we successfully obtained kerbside EV charging grants in May 2024 for 136 charging ports. These ports will be rolled out in the community in the next 12 months.

The **Food Organics and Gardens organics (FOGO)** service continued, with food and garden organics recovery totalling more than 13,000 tonnes for the year, or 72 kg of organic material collected for recycling per resident. This is an overall reduction of 36 kilograms

per resident of food and garden organic matter collected in red-lid bins.

The **Inner West Sustainability Hub** saw more than 500 attending sustainability engagements and education sessions this quarter, including bike tune-ups, community toy and book swaps, Solar my School education, network meetings and Green Living Centre program activities.

In our events, we showcased emerging, young and risk-taking creative work as part of the **Petersham Town Hall EDGE takeover**. Council worked with **Inner West Film Fest** to deliver the annual film festival program and a major new partnership with the Biennale of Sydney culminated in **EDGE White Bay** in April.

Council facilitated skills development, networking and business forums to **support local businesses** with 30 workshops and 28 activations undertaken this year, and a summit for multicultural businesses delivered in April 2024.

Council delivered **30 events in Youth Week** in April, seven events as part of **Reconciliation Week** and World Elder Abuse Awareness Day.

Inner West volunteers were celebrated at an event held at Marrickville Town Hall in May. The event included the Amy Large Volunteer Award and Citizen of the Year award and recognised Inner West volunteers from diverse groups.

A handwritten signature in black ink, appearing to read 'Peter Gainsford'. The signature is stylized and somewhat cursive, with a large initial 'P' and 'G'.

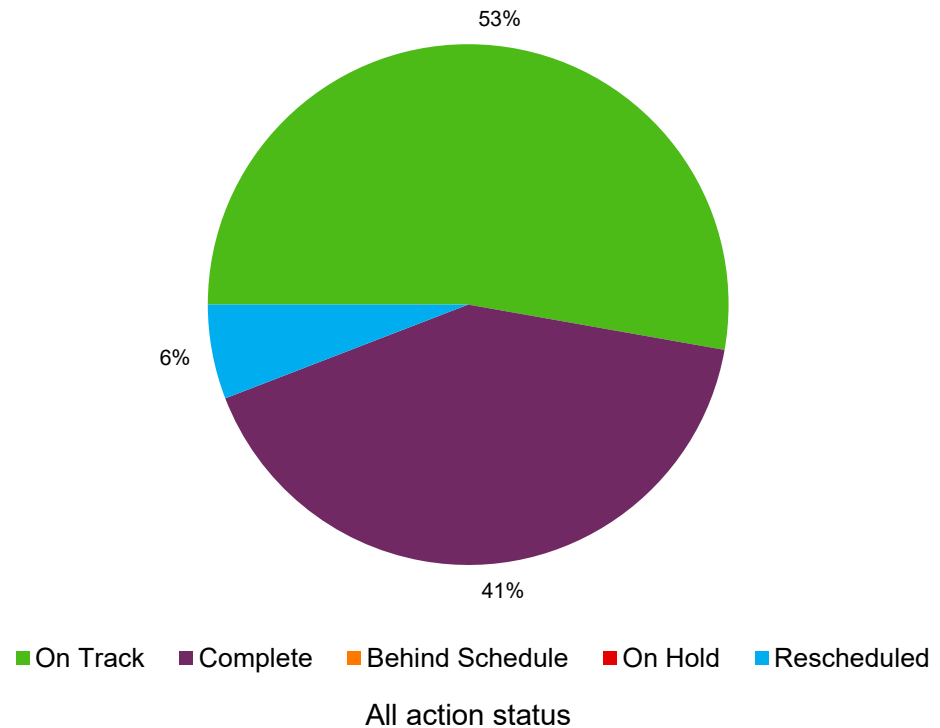
Peter Gainsford - General Manager

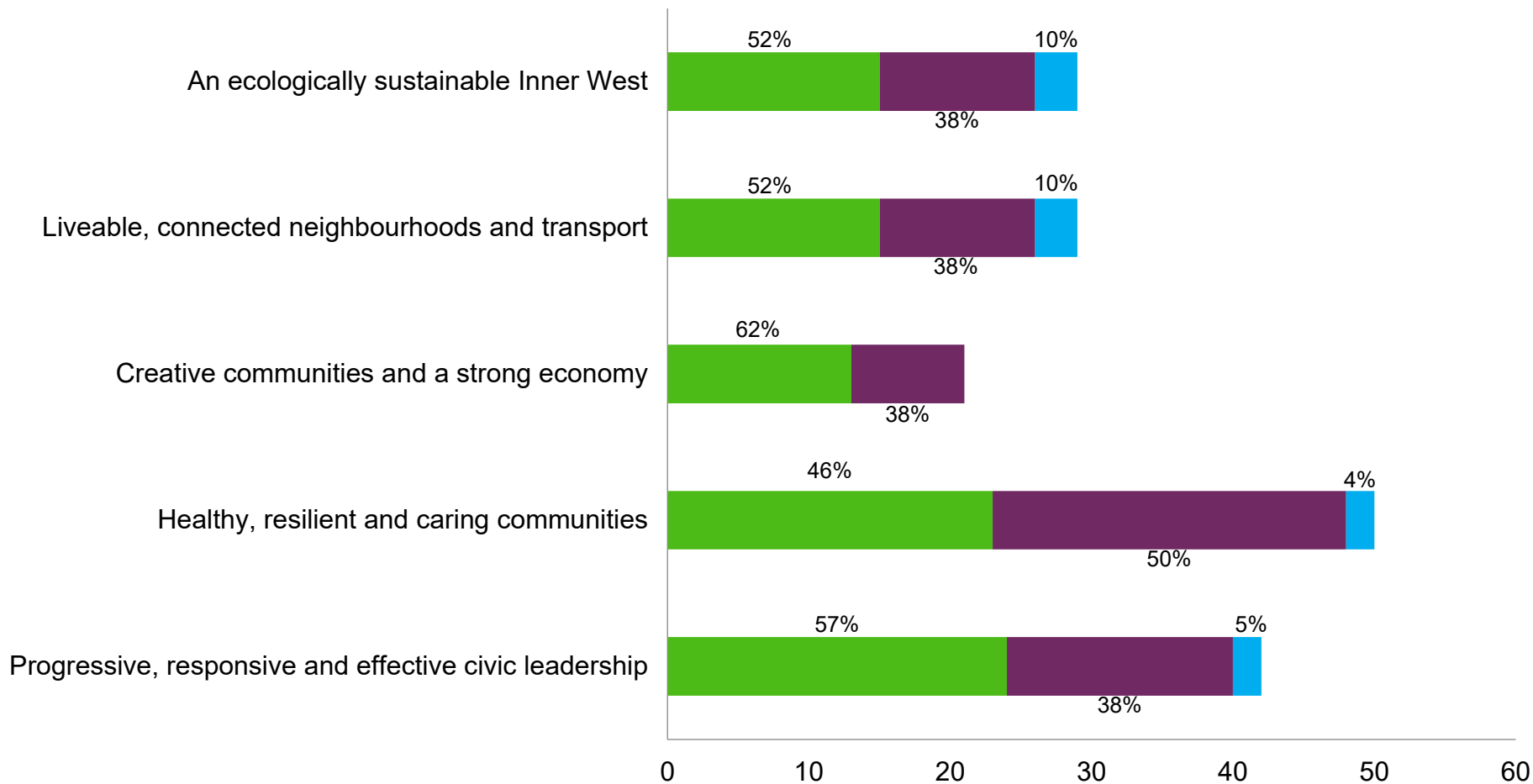
Executive Summary

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

As of 30 June 2024:

- 94% (161) of actions are 'Completed' or 'On Track'
- 6% (10) of actions are 'Behind Schedule', 'On Hold' or 'Rescheduled'





Action status by strategic direction

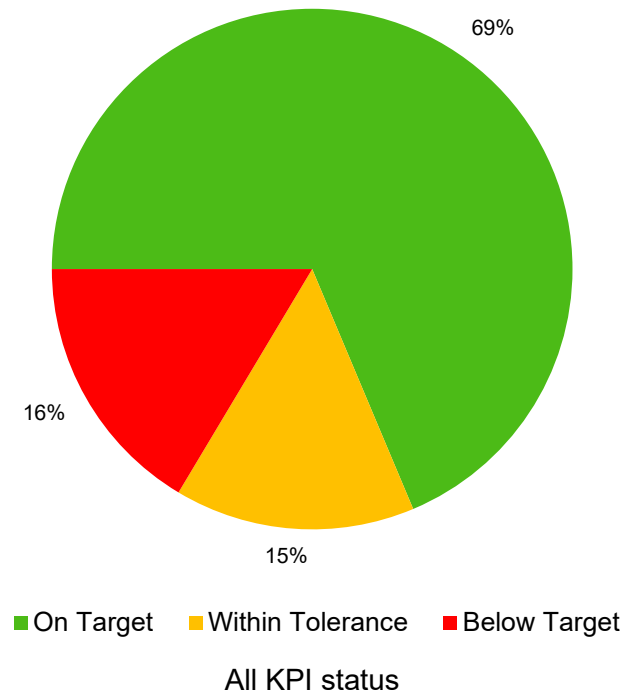
Legend

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

Measures

As of 30 June 2024:

- 84% (112) of measures are 'On Target' or 'Within Tolerance'
- 16% (22) 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 engagements has been developed and implemented.	★
1.1.1.2	Deliver Community Environment Grants	Urban Sustainability	The 2024 Environment Grants were opened in April-May 2024 and recommendations will be reported to Council in the first quarter of 2024/25. In 2022, grant-funded projects included: Balmain Public School's memorial learning space and garden; community workshop series on climate, energy and sustainable living with Renew; What Can I Do? Australia's ten-week climate action challenge; Sydney Wildlife's local rehabilitation of brushtail possums and grey-headed flying foxes.	★
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 in draft format is nearing completion. 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	507	2,205 
1.1.1b	Total subscriptions for environment and sustainability social media and What's On e-news	0	> 6,000	Urban Sustainability	0	13,083	13,335	13,374	13,374 

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	This item has been rescheduled to align with the appointment of the Public Tree Manager. The Resourcing and Service Level Review will commence in the first quarter of 2024/25.	
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 including the creation of a consultant scope.	
1.2.1.3	Prepare operational plans for public tree management	Parks and Streetscapes Operations	This item is rescheduled to align with appointment of Public Tree Manager. The Operational Plan preparation will commence in the first quarter of 2024/25.	

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	44	1,058 
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%	73%	76.19% 
1.2.1c	Input to development applications involving tree works provided within 21 days	70%	> 70%	Parks and Streetscapes Operations	53.47%	27%	14%	21%	28.87% 

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 tubestock at the nursery door.	
1.2.2.3	Develop and implement the LGA-wide verge gardening policy	Parks Planning and Ecology	Staff continue to work with registered residents to bring new "sustainable streets" projects online and planning for the first Verge Garden competition is underway, with promotion and judging to be held in spring.	

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	380.50	326.50	268.50	1,524 
1.2.2b	Number of bushcare volunteers	1,400	> 1,400	Parks Planning and Ecology	254	150	117	85	606 
1.2.2c	Number of nursery volunteer hours	1,200 Hours	> 1,200 Hours	Parks Planning and Ecology	456.50	432.95	235.50	220.50	1,345.45 
1.2.2d	Number of plants supplied from Council's nurseries	2,000	> 2,000	Parks Planning and Ecology	3,773	2,066	674	680	7,193 

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	Priority mapping projects have been identified and a draft strategy is due to be reported to Council for endorsement at August 2024 Council meeting.	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
1.2.3a	Monitor and maintain nest boxes	55	> 100	Parks Planning and Ecology	0	0	0	13	13 
1.2.3b	Number of citizen science survey events facilitated by Council	6	> 6	Parks Planning and Ecology	4	10	6	4	24 
1.2.3c	Council led or commissioned fauna surveys	11	> 6	Parks Planning and Ecology	0	0	0	4	4 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance




Below Target

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


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

ID	Action	Responsible	Comment	Status
1.3.1.1	Undertake community consultation and continue subcatchment planning	Parks Planning and Ecology	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 continues 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

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
1.3.2b	Number of rainwater tank workshops held	4	> 4	Parks Planning and Ecology	0	0	0	1	1 

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	Amendments have been made to the draft design and the refinement of this project is ongoing, including consultation with agency partners at Greater Sydney Parklands (Callan Park) and NSW Maritime as well as rowing groups and other waterway users.	
1.3.3.2	Translate Cooks River and Parramatta River litter prevention strategies into local strategies	Resource Recovery Planning	The Litter Less Roadmap is in development and grant funding was received from the NSW EPA for the Inner West Litter Less initiative.	
1.3.3.3	Align recycling service across LGA and support with education campaign	Resource Recovery Planning	Recycling services were aligned in July-October 2023. All households now have comingled mixed recycling services with a yellow lid bin across all IWC houses.	

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.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
1.4.1a	Percentage of actual or potential reported pollution incidents investigated and resolved	1%	100%	Environmental Health and Building Regulation	0%	0%	0%	100%	100% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



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 an Electric Vehicle Encouragement Plan	Traffic and Transport Planning	<p>Council adopted the "Powering Ahead" - Electric Vehicle 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 134 charging ports.</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, bring the total to 32 ports installed since the EV strategy was exhibited.</p>	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
1.4.2a	Number of electric vehicles charging units in the LGA	12	> 12	Traffic and Transport Planning	0	0	0	32	32 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance




Below Target

Strategy 1.4.3 Minimise air pollution through policy and regulation

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

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 was 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. The tender to select a contractor to install EV charging for fleet vehicles was completed in June 2024. Construction is scheduled for 2024/25.	

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									
1.5.1a	Solar capacity on Council Buildings (kW)	800	> 788	Urban Sustainability	0	0	0	817	817
1.5.1b	Inner West Council Fossil Fuel Divestment	1%	100%	Urban Sustainability	0%	0%	0%	100%	100%
1.5.1c	Council's operational electricity from renewable sources	100%	100%	Urban Sustainability	0%	0%	0%	100%	100%
1.5.1d	Tonnes of carbon emissions generated by Inner West Council	10,000	< 10,000	Urban Sustainability	0	0	0	6,008	6,008
1.5.1e	Total LGA solar capacity (kW)	44,000	> 44,000	Urban Sustainability	0	0	0	56,574	56,574



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 was 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 Litter Less Roadmap is in development and grant funding was received from NSW EPA for the Inner West Litter Less initiative.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
1.6.1a	Reduce waste landfilled per capita (kg) per year	195.60 Kilograms	< 198.50 Kilograms	Resource Recovery Planning	0	0	0	162.16	162.16 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

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

ID	Action	Responsible	Comment	Status
1.6.2.1	Establish operations at the Inner West Sustainability Hub	Resource Recovery Planning	The official launch to open the facility was undertaken in July 2023. Ongoing work to increase community engagement through the site and activate spaces, as well as EV charging, is underway.	★
1.6.2.2	Identify and implement two new reverse vending machines for return and earn (10c refund on eligible containers)	Resource Recovery Planning	Planning is underway between Council and TOMRA for the Inner West Sustainability Hub and a site in Marrickville.	●

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 implemented on 9 October 2023.	★
1.6.3.2	Commence the Food Organics and Gardens organics (FOGO) service	Resource Recovery Operations	The FOGO service started on 9 October 2023.	★

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
1.6.3.3	Align the fortnightly commingled recycling collection service	Resource Recovery Operations	The rollout of the 240 litre bins has been completed, together with the introduction of a fortnightly recycling collection service in the northern area of the Inner West. There is now a standardised fortnightly collection service available 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									
1.6.2a	Percentage of household items reused and recycled (Recovery rate) per year	76%	> 50%	Resource Recovery Operations	0%	0%	0%	76%	76% 
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	17,589	72,154 
1.6.2c	Number of illegal dumping incidents reported (21/22 Baseline = 12,915 incidents)	12,915	< 12,269	Resource Recovery Operations	0	0	0	13,706	13,706 
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	43.90	185.50 
1.6.2e	Percentage increase of recycling of televisions and computers per year (21/22 Baseline = 79kg)	0	< 83.78	Resource Recovery Operations	0	0	0	78.80	78.80 
1.6.2f	Number of missed bins per year (21/22 Baseline = 15,849)	15,849	< 15,065	Resource Recovery Operations	5,689	13,937	7,168	5,795	32,589 
1.6.3a	Increase food and garden organics recovery (target 5% increase in organics tonnes from 2021/22)	6,020.15 Tonnes	> 6,337 Tonnes	Resource Recovery Planning	0	0	0	13,485.21	13,485.21 

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									
1.6.3b	Kilograms of organic material (food and garden) collected for recycling per resident per year (target 5% increase from 2021/22 baseline of 35.9kg)	35.90 Kilogram	> 37.70 Kilogram	Resource Recovery Planning	0	0	0	71.61	71.61 
1.6.3c	Percentage of residential waste collected in red-lid bins that is food and garden organic matter - reduce	29%	< 29%	Resource Recovery Operations	0%	0%	0%	37%	37% 

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 which has been sent to the Department of Planning Housing and Infrastructure.	★
2.1.1.2	Review the Voluntary Planning Agreement Policy	Properties and Strategic Investments	The Voluntary Planning Agreement Policy was adopted by Council at the meeting on 21 November 2023.	★
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.	★
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 has been sent to the Department of Planning, Housing and Infrastructure.	●

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

ID	Action	Responsible	Comment	Status
2.1.1.5	Implement the Local Strategic Planning Statement actions 6.1 and 6.2 related to housing and heritage, as well as actions 13.2 and 13.5 related to the Camperdown area	Strategic Planning	The heritage pubs planning proposal was endorsed by Council in June 2024 and sent to Department of Planning Housing and Infrastructure for finalisation. The residential heritage planning proposal was placed on exhibition in November 2023 and is undergoing a review. Council is continuing to work with the NSW Government to facilitate collaboration with key stakeholders and agencies to create a health and education precinct of international standing by attending interim leadership group meetings.	
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.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
2.1.1a	Voluntary Planning Agreements compliant with Council policy	1%	100%	Properties and Strategic Investments	0%	0%	0%	100%	100% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



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	Complaints pertaining to breaches of the Environmental Planning and Assessment Act are triaged and investigated.	
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 fourth quarter, an additional 132 buildings were added making the total number of buildings 3,973 on the Annual Fire Safety Register	
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 has 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 review. 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	Stage 1 - Early consultation has concluded. Stage 2 co-design consultation has been completed. Draft documents arising are currently under review for completion by late 2024. A draft masterplan will be ready for consultation in 2025.	
2.3.1.2	Develop a graffiti management policy	Facilities Management	A policy is under consideration.	
2.3.1.3	Undertake regular inspections of town centres and respond to maintenance needs	Civil Maintenance	Ongoing inspections and maintenance is undertaken 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 arising from consultation work undertaken for draft Public Domain Masterplans. A range of projects are in development for delivery by the end of the financial year as part of the main street revitalisation project.	
2.3.1.5	Deliver the Public Toilet Strategy	Capital Works	The strategy is being delivered to the following timelines: - Pioneers Park toilets were completed in December 2023 - HJ Mahoney Reserve was completed in February 2024 - Easton Park was completed in May 2023 - Planning and design were completed for King George Park and Camdenville Park for 2023/24.	

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										
2.3.1a	Percentage of expenditure of town centre upgrade budget	18%	100%	Capital Works	11.60%	16.50%	25.23%	37.74%	37.74%	⊗
2.3.1b	Average number of days to complete a 40-day Street sweeping cycle	40	< 40	Civil Maintenance	30	40	40	40	37.50	☑
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	20	23	40	28.25	☑
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	60	☑
2.3.1e	Gross pollutant trap/nets cleaned	37	> 37	Civil Maintenance	37	37	37	37	37	☑
2.3.1f	Pits cleaned	194	> 194	Civil Maintenance	290	290	303	285	292	☑
2.3.1g	Percentage of potholes repaired within 48 hours (Note - weather dependent)	100%	100%	Civil Maintenance	80%	95%	90%	90%	88.75%	⊗
2.3.1h	Conduct proactive annual audit of outdoor dining approvals for compliance with conditions	90%	> 90%	Civil Maintenance	0%	0%	0%	98%	98%	☑

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 Application Programming Interface (API) with the NSW Planning Portal was implemented in April 2024 for Development Applications.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
2.3.2a	Median determination timeframes for development applications (days)	97 Days	< 85 Days	Development Assessment	83	87	83	81.50	81.50 
2.3.2b	Average completion time of applications for pre-lodgement advice (days)	35 Days	< 35 Days	Development Assessment	47.30	50	63.20	51.90	53.10 
2.3.2c	Percentage of site visits undertaken within 21 days of the application being accepted	75%	> 75%	Development Assessment	24%	21%	29%	23%	24.25 % 

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 is progressing with design concepts and feasibility checks for the development, considering 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 2025 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	<p>The Inner West Homelessness Policy continues to be implemented addressing the increasing number of tents in parklands. Officers continue to meet with local service providers to ensure a collaborative approach to support individuals experiencing homelessness.</p> <p>A cross-Council Working Group was established to ensure the Policy and Protocol are implemented in a respectful and consistent manner.</p>	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
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%	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.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
2.5.1a	Mode shift towards public transport	7%	> 20%	Traffic and Transport Planning	0%	0%	0%	9%	9% 

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 which has commenced. Council also recently commenced work on a pilot Active School's Travel Scheme (Summer Hill Public School) to develop as a template for the encouragement of walking and riding to primary schools in the LGA.	●
2.6.1.3	Implement the GreenWay project (stages)	Capital Works	Site works are continuing as planned and will continue until mid 2025. Current work sites are located at Constitution Road, Cadigal Reserve, Lewisham West, Hercules parklands, Davis Street and Longport Street. The component due within this financial year is completed.	★

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
2.6.1.4	Deliver Urban Amenity Improvement Plan (Pymont Bridge Road Cycleway)	Capital Works	<p>This plan is rescheduled to reflect negotiations between TfNSW, DPE and Council on the delivery model for the project located on a State Road.</p> <p>A draft concept design is under review by TfNSW.</p>	
2.6.1.5	Deliver Pedestrian Access and Mobility Plan (PAMP)	Capital Works	<p>All PAMP works in the program have been completed. These include:</p> <p>Marrickville-Northcote St at Sydenham Rd - Pedestrian Refuge Petersham - West St at Petersham Park - Raised Pedestrian Crossing Lewisham - West St at The Boulevarde - Raised Pedestrian Crossing Stanmore - Cavendish at Holt St - 2 x Raised Pedestrian Crossings Summer Hill-Hardie Ave - Raised Pedestrian Crossing in Carpark Access Road Summer Hill- Sloane Street at Grosvenor Crescent - Raised Pedestrian Crossing Petersham - West St at Brighton St & West St - Kerb blister, pedestrian refuge, and kerb ramps</p>	

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	
2.6.1a	People are using the bicycle networks	0	> 0	Traffic and Transport Planning	0	0	0	1,157	1,157 
2.6.1b	Number of footpath requests per year per 100 km of sealed footpaths	210	< 210	Capital Works	0	0	0	190	190 
2.6.1c	Number of local road requests (potholes and road surface inquiries) per 100 km of sealed roads (baseline 21/22= 292)	292	< 292	Capital Works	0	0	0	278	278 

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. The scope for the parking permit scheme review RFQ has been completed and is live.	

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

ID	Action	Responsible	Comment	Status
2.6.2.3	Deliver Local Area Traffic Management (LATM) program	Capital Works	LATM works have been completed. These include programmed works on: Newington (Area 8) LATM Lewisham (Area 15) LATM	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
2.6.2a	Number of patrols of restricted parking areas per year	57	> 3,000	Traffic and Transport Planning	0	0	0	4,432	4,432 
2.6.2b	Number of safety patrols of school zones during term per year	11.50	> 600	Traffic and Transport Planning	0	0	0	866	866 
2.6.2c	Percentage of LATM program budget delivered	48.25%	100%	Capital Works	13.13%	28.44%	46.41%	95.30%	95.30% 

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)	Efforts are focused on preparing the Creative Spaces Framework for delivery later in the year. Planning is also underway to celebrate the launch of the Creative Use of Town Halls in July, which will provide free access to Council-owned spaces for eligible groups.	
3.1.1.3	Expand Council's annual Young Creative Awards program	Libraries and History	The Young Creative Awards 2023 concluded in July 2023 in its new expanded format, which included film, writing, and art categories. Council received 408 entries: 174 in art, 165 in writing, and 69 in film. The winners were announced in November 2023, with award ceremonies held at the Chrissie Cotter Gallery (for art and writing awards) and Marrickville Pavilion (for 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)	In alignment with work identified in the Arts Recovery Plan, Council has over 2024 worked with Boomalli to upskill Aboriginal artists through mentoring programs 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. The Aboriginal Survival Memorial was delivered in Yeo Park.	
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. Planning for the Creative Town Hall programs event has commenced.	
3.1.1.6	Lead the implementation of the Cultural Strategy	Creative Communities (Living Arts)	The focus has been on showcasing emerging, young and risk-taking work as part of the Petersham Town Hall EDGE takeover on 13-14 April. This included fully booked performances by the Creation choir. Council worked with Boomalli Aboriginal Artist Cooperative through community engagement events and community/schools' workshops in Dulwich Hill led by Dr Floria Tosca as part of the implementation of public artworks on the Greenway.	
3.1.1.7	Support cultural diversity in arts and culture	Creative Communities (Living Arts)	Programs included: Storytelling Through Camera - Children & Teens Creative Workshops by Settlement Services International for local young people including those from refugee background; Connected The Rhythm Lives Within Calling Us Home by Yacou Mbaye - a multidisciplinary work; Cultural Education, Then & Now by Hayden Walsh, an intergenerational research project looking into Aboriginal culture and history; SATRANG by Trikone Australia, an art exhibition celebrating the vibrant intersection of South Asian queer identities.	

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									
3.1.1a	Percentage of Cultural Strategy medium term actions delivered	15%	> 25%	Creative Communities (Living Arts)	0%	0%	0%	25%	25% 

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)	<p>Council delivered ANZAC Day in Loyalty Square Balmain, the Community Awards at Marrickville Town Hall and the SES Volunteer Recognition night at Ashfield Town Hall. ANZAC Day was attended by 3000 people.</p> <p>Planning is underway for events to be delivered in the first quarter of 2024/25, including the Creative Use of Town Halls Launch, Pride Centre opening and Footprints Ecofestival.</p>	★
3.2.1.2	Partner with community and creative groups to deliver events, providing support and advice	Creative Communities (Events)	<p>Council worked with Inner West Film Fest to deliver their annual film festival program, including a free-screening of Napoleon Dynamite at Steel Park in Marrickville. Planning and preparation has commenced for Culture X Ashfield, which will be delivered in Hercules Street in September. Sham Fest in partnership with Petersham Bowling club was delivered in early April and was well attended.</p> <p>Generate Youth Music Festival, in partnership with Inner West Music, which was due to be delivered in June, has been rescheduled to August due to wet weather. Council has also been providing assistance to White Bay Power Station for their Powered Up Festival.</p>	★

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
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)	Council continues to maintain a minimum of 80% engagement of local creatives at events delivered in this period including Sham Fest and Inner West Film Fest. A new partnership has been secured with Inner West Artist Market to support local creative stallholders at the upcoming Dulwich Hill and Marrickville Music Festivals.	★
3.2.1.4	Roll out culture counts evaluation for the events program	Creative Communities (Events)	Culture Counts evaluation has been rolled out at significant events as part of the IWC program, providing valuable data on community's feedback.	★
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.	★
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. The draft Planning Proposal has been submitted to the Department of Planning Housing and Infrastructure for a Gateway determination.	●

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									
3.2.1a	Percentage of major events program completed	100%	100%	Creative Communities (Events)	0%	50%	25%	25%	100% 
3.2.1b	Number of stakeholders (organisations including community and business) engaged through events program	423	> 100	Creative Communities (Events)	148	316	107	10	581 
3.2.1c	Number of stakeholders (creative participants) delivering work through events program	351	> 100	Creative Communities (Events)	80	209	164	50	503 
3.2.1d	Percentage of local stakeholder participation in events program	83%	> 80%	Creative Communities (Events)	80%	79%	66%	85%	77.5% 

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)	A major new partnership with the Biennale of Sydney culminated in EDGE White Bay in April, with six artist groups engaged to present performances and / or workshops, including Legs on the Wall and Force Majeure. EDGE Talks, hosted by Benjamin Law and Yumi Stynes at EDGE White Bay discussed various issues relevant to the Inner West, two artworks were installed at Newtown ArtSeat: Simone Greiner followed by Karen Manning with Ashfield Public School. Six exhibitions presented at Chrissie Cotter Gallery. Artists in Residence artists Jaqueline Larcombe and Beatrice Buckland-Willis held an open studio at Whites Creek Cottage on 27 June for local residents and community.	
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 staff worked with Studio Artes in Sydenham and artist Jeff McCann to deliver a co-designed Perfect Match artwork. The program centred young people in the co-design and delivery of the artwork.	

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	
3.2.3a	Number of Perfect Match projects per year	44	> 40	Creative Communities (Living Arts)	5	5	5	5	20 

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 seven 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 forums to support local business, and works closely with local business chambers and associations. In April a roundtable forum for multicultural Business was held which has assisted in the development of future strategies for the support of CALD businesses. An Inner West Brewers and Distillers Action Plan has been developed following a forum also in April – and arising from this a Tourism Acton Plan will commence development.	

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									
3.3.1a	Number of workshops conducted to provide support for local businesses	19	> 20	Economic Development	0	0	0	30	30 
3.3.1b	Number of activations of local businesses held in Inner West Main Streets	30	> 30	Economic Development	0	0	0	28	28 

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 has delivered two rounds of Gender Equity training to staff. Feedback has been positive regarding the content of the training. The Inner West Domestic Violence Committee, a collaborative of service providers including first responders, continues to meet to address local needs.	
4.1.1.2	Lead the establishment of a Pride Centre in Newtown Town Hall	Community Wellbeing, Centres and Venues	Building work continues and is close to completion. Twenty10 Service Level Agreement and Lease discussions are being finalised. Twenty10 will move into the Pride Centre in September 2024 and become operational shortly after. Opening events to promote the Pride Centre to the community are being planned.	
4.1.1.3	Develop an Anti-Racism Strategy	Social and Cultural Planning	Public exhibition of the draft Anti-Racism Strategy took place between 4 June - 12 July 2024. The results of the exhibition will be considered by Council at the August meeting.	
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	A range of activities and events were delivered or supported including 30 events in Youth Week in April, seven events as part of Reconciliation Week (27 May-3 June) and World Elder Abuse Awareness Day on 21 June. The events have been successful in raising awareness, increasing connection to community for diverse groups. Access and Inclusion needs have been considered for all community events.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target




Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
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 Amy Large awards (22 May) celebrated volunteers in the Inner West. Council, in partnership with Settlement Services International supported the delivery of programs to recognise Refugee Week (16 - 22 June) at the Refugee Welcome Centre.	★
4.1.1.6	Activate and support the Community Refugee Welcome Centre	Community Wellbeing, Centres and Venues	The Community Refugee Welcome Centre continued to deliver activities for the Refugee Community including April school holiday activities and Refugee Week Activities. Discussions have commenced regarding the agreement for 24/25.	★

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%	25%	25%	20%	95% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

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

ID	Action	Responsible	Comment	Status
4.1.2.1	Lead the implementation of the Healthy Ageing Strategy	Community Wellbeing, Centres and Venues	The Senior Directory 2024 for the Inner West was updated, printed and distributed for residents and service providers. The directory was translated into five key community languages. During May five Dementia Awareness training session were funded and provided to staff from key local service providers and offered to internal council staff.	★
4.1.2.2	Develop a Community Safety Action Plan	Community Wellbeing, Centres and Venues	Community Engagement for the development of Community Action Plan took place throughout June. The engagement included three pop-up engagements have been conducted across the Local Government Area. Local community groups, businesses and architects have been informed of the engagement. Translation of the material for engagement is available in five key community languages. Upon closure of the engagement, plan will be developed.	●
4.1.2.3	Develop a Children and Youth Strategy	Social and Cultural Planning	Engagement concluded at end the April 2024 and the Strategy is currently being developed.	●
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	An event to celebrate Inner West volunteers was held on 22 May at Marrickville Town Hall. The opportunity for the community and organisations to nominate volunteers for recognition was promoted by Council. The event included the Amy Large Volunteer Award and Citizen of the Year award. It recognised Inner West volunteers from diverse groups including Seniors, Sports and Youth.	★

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									
4.1.2a	Percentage of Healthy Ageing Strategy actions implemented	100%	> 85%	Community Wellbeing, Centres and Venues	0%	0%	0%	95%	95% 




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. \$23,997 was claimed: nappies (118 claims, \$8,915), sanitary (315 claims, \$14,938), incontinence (3 claims, \$144)	

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 training is available to all computer based staff through e-learning. Over 800 employees have completed Cultural Awareness as part of their mandatory learning development goal. A provider has been engaged to facilitate an engaging delivery of the Cultural Awareness Training to our remaining outdoor workers who do not have access to the e-learning training. Multiple sessions have been arranged to cover all teams and crews to complete by July 2024.	
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	Council endorsed the draft Naming Policy for exhibition at the May Council meeting. The policy was on exhibition from 27 May to June 2024 and results of the exhibition will be taken to the August Council meeting.	
4.2.1.3	Lead establishment of the Aboriginal Community Hub, and deliver the first Aboriginal Survival Memorial	Social and Cultural Planning	Remediation works are underway at the site of the Aboriginal Community Hub, and engagement is underway with Aboriginal community members on the architect's concept plan.	

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	Innovate Reconciliation Action Plan achievements include intensive remediation work with local Aboriginal community for the HUB, community engagement for Illoura Reserve Memorial took place in July; work has commenced on the Kendrick Park Memorial (for 2025), Closing the Gap: ongoing engagement on Aboriginal health and wellbeing. extensive youth engagement in Anti-Racism and Child and Youth Strategies, collaboration with TfNSW on Aboriginal art at Sydney Metro stations and participation in the Wurridjal Festival, and the completion of the Cultural Heritage Research which will be distributed in July.	

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. Completed and in place.	★
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 branding, services, and website functionalities for Active Inner West are now complete and operational. The Active Inner West newsletter is established as a 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 scheduled for completion in September 2024. Plant upgrade rescheduled following completion of the LPAC upgrade project to ensure availability of pools for the community during construction of projects.	◆

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
4.3.1.4	Undertake Leichhardt Park Masterplan upgrade as per schedule (4 year program of capital works)	Capital Works	<p>LPAC works:</p> <ul style="list-style-type: none"> - Stage 1 (Mushroom pool, Waterplay, Plant separation works, BBQ area) design completed and tender documents are being prepared to be released to market for works to commence in Q4 FY24/25. - Stage 2 (50m & 25m pools and surrounding areas) to be delivered separately, timing of works to be revisited relative to peak swimming season disruptions to commence in Q4 FY25/26. <p>Component due within this financial year completed</p>	★
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.	★
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 late 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 July 2024.	★
4.3.1.8	Undertake Dawn Fraser Baths northern pavilion works	Capital Works	Northern Pavillion upgrade works re-scheduled to be undertaken in the 2025 off-season. Planning and design work is underway.	●

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									
4.3.1a	Visits to Annette Kellerman Aquatic centre, Marrickville each year	350,000	> 392,078	Aquatic Services	0	0	0	384,259	384,259 
4.3.1b	Visits to Fanny Durack Aquatic Centre, Petersham each year	25,000	> 45,929	Aquatic Services	0	0	0	69,771	69,771 
4.3.1c	Visits to Leichhardt Park Aquatic centre each year	600,000	> 659,397	Aquatic Services	0	0	0	577,736	577,736 
4.3.1d	Visits to Ashfield Aquatic Centre each year	630,000	> 670,372	Aquatic Services	0	0	0	866,165	866,165 
4.3.1e	Net Promoters scores per centre (May 2023).	25	> 25	Aquatic Services	0	0	0	26	26 
4.3.1f	Visits to Dawn Fraser Pool	40,933	> 45,141	Aquatic Services	0	0	0	43,620	43,620 
4.3.1g	Number of park patrols for companion animal education to identify legislative breaches per year	750	> 750	Parking and Ranger Services	0	0	0	1,158	1,158 
4.3.1h	Percentage of responses to customer requests regarding dangerous or illegal parking (within 3 hours)	0.80%	> 80%	Parking and Ranger Services	0%	0%	0%	80%	80% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

Strategy 4.3.2 Build connected communities and provide opportunities for social participation

ID	Action	Responsible	Comment	Status
4.3.2.1	Complete the development of Council's ten-year Recreation Strategy	Aquatic Services	The Inner West Council 10-year Recreation Strategy is completed and endorsed 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.	●
4.3.2.3	Complete a draft generic plan of management for Council's Pocket and Neighbourhood Parks	Parks Planning and Ecology	The Draft Plan of Management for Neighbourhood and Pocket Parks has been completed and will be reported to Council in September with a recommendation for adoption.	●
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. All items actioned and in place.	★
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.	★

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target






Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
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 in progress, on-going wet weather through April - June has led to the project now scheduled for completion in early September 2024. Design is progressing for the Richard Murden inclusive playground to be constructed in FY24/25 and is on track	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
4.3.2a	Number of sports forums held to engage the Inner West sports key stakeholders per year	2	> 2	Aquatic Services	0	0	0	2	2 
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	1,580	6,281 
4.3.2c	Percentage utilisation of sporting grounds	100%	> 90%	Parks Planning and Ecology	90%	95%	100%	65%	87.50% 

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 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)	Council endorsed a policy change in March 24 to allow up to 100% subsidy for fees for creatives to use town halls. Audio equipment has been purchased to create creative spaces in the town halls. Work is being undertaken to convert the Marrickville Town Hall basement to a creative space. Bookings can now be taken by creatives through the Council's booking system for spaces in the town halls.	
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

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD	
					Q1	Q2	Q3	Q4		
	Key Performance Indicator									
4.4.1a	Number of regular venue hirers maintained annually	120	> 120	Properties and Strategic Investments	0	0	0	184	184	✔
4.4.1b	Number of casual venue hirers maintained annually	654	> 654	Properties and Strategic Investments	0	0	0	1,304	1,304	✔
4.4.1c	Subsidy for community venue hire (\$) maintained annually	\$1,500,000	< \$1,500,000	Properties and Strategic Investments	\$0	\$0	\$0	\$2,039,709	\$2,039,709	✘
4.4.1d	Number of programs delivered at the Hannaford Community Centre maintained annually	33	> 33	Properties and Strategic Investments	0	0	0	36	36	✔
4.4.1e	Number of program attendees at the Hannaford Community Centre maintained annually	11,000	> 11,000	Properties and Strategic Investments	0	0	0	12,143	12,143	✔
4.4.1f	Percentage satisfaction of hirers with community venues bookings processes	0%	> 0%	Properties and Strategic Investments	0%	0%	0%	0%	0%	✔
4.4.1g	Number of community groups, CALD and not for profit groups using community venues (regular and casual hirers) maintained annually	170	> 170	Properties and Strategic Investments	0	0	0	175	175	✔

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	During this period 11 services have exceeded the budgeted utilisation forecast and Operation Managers and finance business partners are working closely to address and monitor.	●
4.4.2.4	Ensure all early learning services are financially sustainable	Children’s Services	All services apart from three are operating above budgeted utilisation. Operations managers and finance business partners are working closely in identifying improvements and plans of action to increase performance.	●
4.4.2.5	Complete implementation of service review recommendations	Children’s Services	All services have been implemented in the service review recommendations.	★

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									
4.4.2a	Percentage utilisation of early learning services	80%	> 80%	Children's Services	0%	0%	0%	93%	93% 
4.4.2b	Percentage utilisation of middle school services	80%	> 80%	Children's Services	0%	0%	0%	100%	100% 
4.4.2c	Family and community satisfaction with early learning and middle school services. (Baseline 21/22 = 72%)	72%	> 80%	Children's Services	0%	0%	0%	90.15%	90.15% 
4.4.2d	Percentage of early learning and middle school services that maintain a quality rating of either 'meeting' or 'exceeding'.	100%	100%	Children's Services	0%	0%	0%	100%	100% 

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	This is an ongoing project, and further considerations and developments have occurred in this arena. Considerations on how the Inner West will adopt the various advice for our collections and archives is underway. Discussions have re-started at the Zone Collection meetings, with neighbouring councils.	

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

ID	Action	Responsible	Comment	Status
4.4.3.2	Develop an evaluation framework for library services and programs	Libraries and History	The library has joined the Public Library Evaluation Network (PLEN) as part of the Culture Counts survey. A survey was conducted in May and June and Council received approximately 2,200 responses to the survey. The qualitative data is currently being reviewed and Culture Counts will prepare a report that will provide information on how Inner West libraries are performing and compare this to other libraries within the PLEN.	
4.4.3.3	Review Library Information and Communications Technology (ICT) services	Libraries and History	The recruitment of the new Library Innovation and Technology Coordinator was completed in late April 2024. The commencement of the review of the Library ICT team will begin in the second quarter of 2024-25, due to major project delivery.	
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. After communication with staff and community identified collections have been removed from the public access shelves, and new libraries and community groups found who desire the withdrawn materials such as, Bill Crews and other public libraries. The Chinese OPAC has gone live for the community and a marketing campaign in Lunar Year is planned.	
4.4.3.5	Develop consistent customer satisfaction measure for all libraries	Libraries and History	The Inner West Library Culture Counts survey as part of the Public Library Evaluation Network was conducted in May-June 2024 and received 2,153 responses from the community. This information will provide the Inner West Library Service with data to better benchmark ourselves against selected other public libraries. Measures include connection, safe and trusted, learning, digital connection, enterprise, skills, literacy, creativity, role, relevance and the net promotor score and customer satisfaction score.	
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.	

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									
4.4.3a	Number of library members	84,304	> 80,000	Libraries and History	87,767	88,126	90,344	94,358	94,358
4.4.3b	Ratio of library members compared to population	46%	> 46%	Libraries and History	47.18%	42.90%	47.05%	49%	46.53%
4.4.3c	Number of visits to Inner West Council libraries each year	1,062,143	> 1,000,000	Libraries and History	0	0	0	1,218,384	1,218,384
4.4.3d	Number of items borrowed from Inner West Council libraries each year	1,054,043	> 1,000,000	Libraries and History	0	0	0	1,721,074	1,721,074
4.4.3e	Average number of times items in the physical collection are borrowed per year	5.50	> 4.50	Libraries and History	0	0	0	4.30	4.30
4.4.3f	Number of Wi-Fi log-ins by the public at libraries each year	3,433,264	> 2,500,000	Libraries and History	0	0	0	3,779,918	3,779,918
4.4.3g	Proportion of collection less than five years old	22.88%	> 25%	Libraries and History	0%	0%	0%	94.30%	94.30%
4.4.3h	Number of e-resources loans/uses	112,448	> 110,000	Libraries and History	0	0	0	735,169	735,169
4.4.3i	Number of public PC computer bookings	93,981	> 80,000	Libraries and History	0	0	0	87,441	87,441
4.4.3J	Number of library and history programs participants each year	91,007	> 18,437	Libraries and History	0	0	0	60,381	60,381
4.4.3k	Number of library and history programs delivered each year	3,768	> 3,000	Libraries and History	0	0	0	2,096	2,096

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target






Within Tolerance



Below Target

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 report tabled to Council June 2024.	
4.4.4.2	Undertake regular building condition audits	Facilities Management	Comprehensive condition audit completed. Building condition audits are occurring on a weekly basis across Council's building stock.	

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
4.4.4a	Percentage of reactive building maintenance attended to annually (achievement of the reactive maintenance matrix in One Council)	85%	> 85%	Facilities Management	0%	0%	0%	40%	40% 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target



Within Tolerance



Below Target

Strategic Direction 5 - Progressive, responsive and effective civic leadership

Outcome 5.1 Council is responsive and service-focused

Strategy 5.1.1 Deliver responsive and innovative customer service

ID	Action	Responsible	Comment	Status
5.1.1.1	Adopt Customer Experience Strategy	Service Transformation	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	Items for 23/24 competed	★
5.1.1.3	Prepare a business case to examine the feasibility of customer service points in libraries	Service Transformation	A business case about 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 at libraries and aquatics are being 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.	●

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target







Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
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.	

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	4.30	4.22 
5.1.1b	Customer calls answered within 60 seconds	80%	> 80%	Service Transformation	90.28%	42%	73.38%	87.85%	73.38% 
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%	100% 
5.1.1d	Percentage of customer requests and applications via the online service portal	55%	> 55%	Service Transformation	54.30%	52%	48%	53.07%	51.84% 

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	Delivery of the 2023/24 training program is complete. Highlights include mandatory e-learning on Cyber Security, LGBTQ awareness, Cultural Awareness and Disability Awareness; a second group of 95 leaders completed the Authentic Leader program; two Leader's Forums were held at Marrickville Town Hall with over 200 leaders attending; and child safe training commenced for Library Services with a specialist provider. Other training included Plain English, Mental Health First Aid, Transgender and Gender Diversity Awareness for Aquatics, improving correspondence, Public Interest Disclosures, Planning for Non-Planners and recruitment. The 2024/25 program has been developed.	
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	Configuration of the newly acquired project management system has been completed and is now in the process of being tested. The minimum viable system is expected to be delivered as per vendor commitment by the end of June 2024.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled





On Target






Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
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.	
5.1.2.6	Implement the Work Health and Safety Strategy year two actions	Governance and Risk	The Work Health and Safety (WHS) Strategy year two (2023/2024) actions were progressed and reported to Executive. Council is currently developing an integrated risk and work health and safety strategy.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
5.1.2a	Percentage of eligible staff who have an assigned performance review	95%	> 95%	People and Culture	0%	0%	0%	100%	100% 
5.1.2b	Percentage of staff turnover	14%	< 14%	People and Culture	0%	0%	0%	14.30%	14.30% 
5.1.2c	Percentage of Work Health and Safety Strategy year two actions implemented	90%	> 90%	Governance and Risk	100%	100%	100%	90%	97.50% 

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	Key activities in the review program for this quarter included a collaborative event of Local Democracy Group members, the externally commissioned community satisfaction survey and staff consultation through a Leaders' Day.	
5.2.1.2	Identify and apply for grants and other funding sources across Council	Corporate Strategy and Engagement	Five grant applications totalling \$1.625M were lodged. Three applications were to the Commonwealth Government Housing Support program for planning system upgrades; one was to NSW Planning for the introduction of Ai solutions to improve local planning systems; another was to Procurement NSW for \$25,000 to consolidate the procurement Supplier Database Dashboard. The Crown Reserves Improvement Fund approved \$156,000 for the installation of the all-inclusive playground at King Georges Park. Transport for NSW advised that the grant application for the GreenWay funding was not successful.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled








On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
5.2.1.3	Enter awards to showcase and recognise Council's successes	Corporate Strategy and Engagement	Council was successful in the Local Government Professionals Awards winning the Innovative Leadership category for the creation of the Lewis Herman Reserve as a dementia friendly park. Inner West was also the runner up in these awards for the Community Partnerships category for Pride Inner West. Council won the Waste Management category in the National Local Government Awards with its showcasing of the rap video. Three nominations were made to the Local Government Minister's Awards and the Sustainability Hub was entered in the Waste Management and Resource Recovery Association Australia awards. Council is also a finalist in the AFR Environmental Sustainability Awards.	
5.2.1.4	Review the Information and Communications Technology Strategy	Information and Communication Technology	ICT Strategy is under development with stakeholder engagement to be progressed as the next stage, this will take place post the appointment of the new CIO.	
5.2.1.5	Review Asset Management Plans	Engineering Services	Item rescheduled to align with the Intergrated IP&R framework due in 2024/25. The improvement plans for the Asset Management Strategy and Plans have been reviewed. A comprehensive review of the Asset Management Strategy and Plans will be undertaken in 2024/25 in accordance with the IP&R framework.	
5.2.1.6	Implement the agreed program for condition audits and valuations	Engineering Services	Parks, Reserves and Marine Structures and Bridges Audits have been completed. Draft revaluation has been prepared for Bridges and Stormwater Drainage for review and finalisation. Parks, Reserve and Marine Structures revaluation is in progress for planned due date.	
5.2.1.7	Implement the Asset Improvement Plan	Engineering Services	The Improvement Action Plans have been audited for the Asset Management Strategy and Plans. Parks, Reserves and Marine Structures and Bridge audits have been completed, significantly improving asset data. Development of Work Order Dashboards for Public Trees are in progress.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled




On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
5.2.1.8	Review and implement the Workforce Management Strategy year two actions	People and Culture	Council has completed three of the four actions commencing in 2023/24 (year two actions): Execute the 3 Year Employee Engagement Survey; Partner with relevant teams across Council to develop a knowledge management system; and Commence implementation of LG NSW Capability Framework. The remaining action - Develop and introduce a Succession Planning Framework - has commenced, and staff are working with TechOne to ensure the required design is fit for purpose in the Human Resource Information System (HRIS). Overall, 70% of total actions of the four-year Workforce Management Strategy are complete.	

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									
5.2.1a	Percentage of the cyber security roadmap that is aligned to the NSW Cyber security policy requirements	100%	100%	Information and Communication Technology	0%	0%	0%	100%	100% 
5.2.1b	Percentage of the cyber security roadmap that is delivered as scheduled	100%	100%	Information and Communication Technology	0%	0%	0%	88%	88% 
5.2.1c	Number of road permits issued each year	3,200	> 3,200	Engineering Services	0	0	0	2,964	2,964 
5.2.1d	Number of Flood Certificates issued each year	130	> 130	Engineering Services	0	0	0	123	123 
5.2.1e	Number of Development Engineering Referrals completed each year	1,700	> 1,700	Engineering Services	0	0	0	1,493	1,493 
5.2.1f	Increased rating of Annual Report by Australian Reporting Awards (3=gold, 2=silver, 1=bronze)	1	> 2	Corporate Strategy and Engagement	0	0	0	3	3 

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



On Target





Within Tolerance



Below Target

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

ID	Action	Responsible	Comment	Status
5.2.2.1	Implement the recommendations of the Governance Framework Review Report	Governance and Risk	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.	
5.2.2.2	Implement the recommendations of the Enterprise Risk Management Framework Review Report	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 FY25.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled







On Target



Within Tolerance



Below Target

ID	Action	Responsible	Comment	Status
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 has redeveloped its Terms of Reference and Internal Audit Charter, and is substantively compliant with the provisions imposed by the new regulatory requirements. The outstanding provisions relate to new requirements to be implemented within each Council term. These will be completed in the new term of Council, following the local government elections in September 2024.	
5.2.2.4	Develop a new Council insurance framework	Governance and Risk	Council's Insurance Claims page, which provides information and commitments to customer, is fully implemented and enables claimants to provide information relevant to their claim. Council has also implemented internal dashboard functionality, which provides transparency around case status to 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.	
5.2.2.5	Develop and maintain Council's compliance registers	Governance and Risk	Council has developed 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 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. The independent Health check conducted in May was very successful as IWC ranked 3rd overall and 1st in NSW Councils. The Procurement Policy and Procurement Strategy were adopted by Council in May.	

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	Council developed an ethics and compliance e-learning training platform incorporating code of conduct, fraud and corruption, procurement and delegations modules. These were developed in the fourth quarter and deployed to staff shortly after. The training modules form part of the mandatory annual training requirements for all staff, and data on completion rates will be reported to Council's Executive Leadership Team. As part of Council's commitment to continuous improvement, the training modules will be updated at least annually to respond to feedback and any changes in the regulatory environment.	★
5.2.2.8	Provide training to staff on legal matters	Legal Services	The Planning and Compliance Teams undertook training by Legal Services. The target has been achieved.	★

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%	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%	100% 
5.2.2c	Percentage of staff involved in procurement that have received training	89%	100%	Procurement	0%	65%	16%	14%	95% 
5.2.2d	Percentage of procurement events above \$10k through vendor panel	97%	100%	Procurement	85%	90%	97%	90%	90.50% 
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	1	5 
5.2.2f	Percentage of ARIC recommendations implemented within agreed timeframes	100%	100%	Governance and Risk	100%	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	There is continuous improvement in the Quarterly Budget Reviews and Investment reporting. The Financial Statements for the 2023/24 Financial Year were prepared to include improved readability for the community. The Financial Statements meet the Office of Local Government guidelines for reporting.	
5.2.3.3	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 24.	
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"> - Finalisation of the Leasing and Licencing module within Technology One 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. - Issue an Expression of Interest to the market for the development 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

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
5.2.3a	Council property portfolio management net return	3%	> 3%	Properties and Strategic Investments	0%	0%	0%	67%	67% 
5.2.3b	Percentage of Capital Works program delivered (number of projects)	80%	> 80%	Capital Works	0%	0%	0%	86.97%	86.97% 
5.2.3c	Number of leases and licences in holdover (Baseline: 46 in 2021-22) per year	46	< 46	Properties and Strategic Investments	0	0	0	46	46 

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, feedback received and has been amended accordingly. 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 Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					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	67,900	67,900 
5.3.1b	Number of Inner West Council website page views	6,986,412	> 7,161,072	Strategic and Corporate Communications	1,657,212	2,010,663	1,795,713	1,681,220	7,144,808 

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	Enhancements this quarter included improved functionality through in-house development of translation widgets in ten languages; improved design and layout of key dates on project pages to enhance accessibility and user experience; and a new information page explaining Council's engagement approach.	
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. Consultants have been appointed and the forum is planned for the first quarter of 2024/25.	

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	Three Local Matters Forums were held during the quarter: Balmain/Baludarri on 23 April at Orange Grove Public School; Leichhardt/Gulgadya on 28 May at Haberfield Library; and Marrickville/Midjuburi on 18 June at Marrickville Library and Pavilion.	

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	38,164	156,738 
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	22	90 
5.3.2c	Percentage of average satisfaction with local matters forums (survey per forum)	75%	> 75%	Corporate Strategy and Engagement	85%	83.60%	94%	93%	88.90% 
5.3.2d	Percentage of community engagements that include face to face activities	75%	> 75%	Corporate Strategy and Engagement	39%	48%	18%	36%	35.25% 
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%	85%	88.25% 

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 significantly refined its resolution register and continues to make improvements to its register and internal processes, as part of its commitment to continuous improvement. Council officers continue to work through the completion of outstanding resolutions, the majority of which are in the process of being implemented. In addition, Council publishes a tracker for outstanding resolutions on Council's website on a monthly basis in the interest of full transparency and accountability.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
5.3.3a	Percentage of Council resolutions that are implemented as per the agreed timeframes	95%	> 95%	Governance and Risk	94%	94%	95%	94%	94.25% 

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 opened in April and closed in May 2024, recommendations will be proposed to Council in August 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									
5.4.2a	Percentage of community wellbeing, arts, and multicultural grant recipients meeting acquittal requirements	98%	> 98%	Social and Cultural Planning	0%	0%	0%	100%	100% 

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

ID	Action	Responsible	Comment	Status
5.4.3.1	Review the procurement rules and weighting criteria to promote social and environment vs economic factors	Procurement	The Procurement Strategy was adopted by Council in May. One of the items in the strategy was a compulsory weighting of 15% to be applied to all Request for Tenders and Requests for Quotations to support Ethical, Environmental, Local, Social and Indigenous spending.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
5.4.3a	Percentage of purchased expenditure on local suppliers	5%	> 5%	Procurement	7.27%	12.57%	9.72%	10%	9.89% 
5.4.3b	Percentage of purchased expenditure on Aboriginal suppliers	0.50%	> 1%	Procurement	0.56%	0.26%	0.52%	0.50%	0.46% 

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

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