



Inner West Council
Quarterly report
January – March 2023



Introduction

This report provides a progress update for the third quarter on Council's Operational Plan 2022/23.

Section 1 – Measuring Progress, provides highlights from the quarter and an overview of progress against the remaining 153 Operational Plan actions in the 2022/23 financial year.

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

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

Section 3 - Completed actions

The Operational Plan 2022/23 contains 174 actions, 12 of which were completed in Quarter one, and nine in Quarter two. These completed actions are listed in section 3.

Message from the General Manager

This is the third quarterly report which show progress against the plan. I'm pleased that **91% of actions are either completed or on track.**

In January Council settled on the purchase of a commercial property which will bring in about \$3 million annually. The eight-story office building currently has a mix of government, commercial and not-for-profit tenants, containing 7,290 square metres of lettable area with four basement parking levels for 146 cars. The income from the rent of approximately \$3 million annually is all part of our financial strategy to improve our long-term financial position and ensure the Inner West's financial sustainability

Council launched Pride Square with the Newtown pride beacon and seating cubes installation and held a successful launch of Pride Inner West and commencement of Sydney World Pride on 11 February 2023.

In February, Council **delivered our major program celebrating Sydney World Pride and the diversity of the Inner West community.** We supported over 60 initiatives attended by over 20,000 people, successfully applied for extended trading hours to support local businesses and launched Pride Square in Newtown with its pride beacon.

We spruced up our main streets with extra maintenance and creativity, including installing artworks on bins to brighten up the spaces. This work heralds more upcoming projects that will enhance the Inner West's well-loved centres. And we've submitted a planning proposal to make the iconic Enmore Road special entertainment precinct permanent.



We reached (and exceeded!) our goal of training **1,000 volunteers to support the Uluru Voice from the Heart** and thanked our volunteers at a BBQ for the Voice to Parliament in Petersham Park attended by the Prime Minister.

We launched four new Perfect Match artworks including a colourful display at Stanmore Kindergarten called *First Impressions* that depicts the little details kids might notice while walking around the Stanmore neighbourhood.

We delivered major events such as **Bairro Português which celebrated its 21st birthday in Petersham's Little Portugal.** and the **inaugural Inner West Film Fest** launched on the banks of the Cooks River at Marrickville Golf Course.

To date, **337 community and business organisations** have been engaged and **320 creative participants** have delivered work through the Events Program.

In environmental news, we're getting ready for the opening of the Inner West Sustainability Hub at Summer Hill Depot while over 23,000 people have accessed our sustainability programs this year.

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

We're holding fortnightly customer service stalls, monthly Local Matters Forums and our Local Democracy Groups are making great progress deliberating on their policy challenges.

And in exciting news, after an exhaustive testing process, we received approval to proceed with a new tidal pool at Callan Park.



Peter Gainsford - General Manager

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Measuring Progress

The quarterly progress report outlines progress against the 153 remaining actions in the 2022/23 Operational Plan.

As of 31 March 2023:

- 91% of actions are 'Completed' or 'On Track'
- 9% of actions are 'Behind Schedule', 'On Hold' or 'Rescheduled'

Legend



On Track



Completed



Behind Schedule

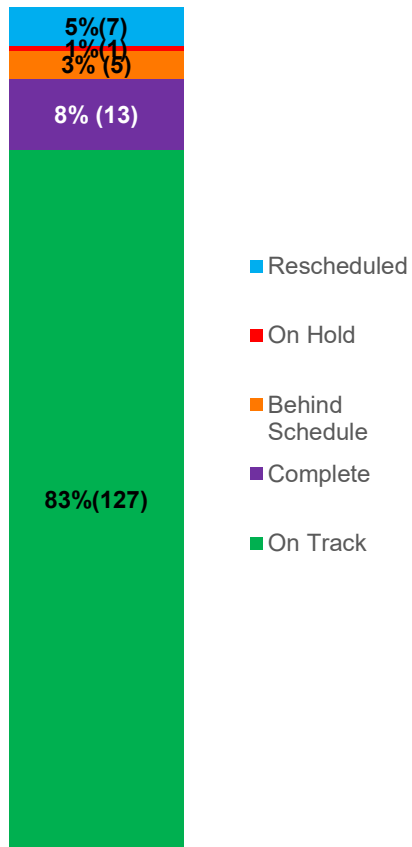


On Hold



Rescheduled

ACTION SUMMARY BY STATUS



- Rescheduled
- On Hold
- Behind Schedule
- Complete
- On Track

Action status by strategic direction



Legend

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

Quarter three highlights

Strategic Direction 1 - An ecologically sustainable Inner West

- The program of workshops has been developed and scheduled, ready for opening of the Inner West Sustainability Hub at Summer Hill Depot
- Over 23,000 people have accessed sustainability programs this year
- A Renewable Energy Forum was held on 11 March at Balmain Town Hall
- The Tree Management Development Control Plan (DCP) 2023 was adopted by Council
- The 'Love your home ground' local pilot project has been completed with 'Don't be a Tosser Signage' installed at hotspot locations, and three community litter collections were organised for Cooks and Parramatta Rivers. A game day 'pledge to not litter' event and end of season award event was held with club members
- The total solar capacity on Council buildings is now 800kW which is more than triple the target for the year
- The NSW Environmental Protection Authority awarded Council a \$953,000 grant for the Food Organics and Garden Organics (FOGO) project which will commence operations in October

Strategic Direction 2 - Liveable, connected neighbourhoods and transport

- The median determination timeframe for Development Applications was reduced from 115 days in Quarter 1 to 92 days this quarter
- The development of four major masterplans for town centres (Kings Street, Enmore Road, Marrickville, and Dulwich Hill) is progressing.
- Local area traffic management plans are underway in Balmain, Petersham North, Morton Park and Newtown South to improve traffic conditions in these areas.
- The parking meter upgrade was completed.
- The Inner West Homelessness Street Count was conducted by Council and Newtown Neighbourhood staff with the lowest number of people sleeping rough observed since counting commenced in 2016.
- Service standards were maintained for street sweeping that was completed on a 40 day cycle and verge maintenance that was undertaken on a 20 working day cycle. High pressure cleaning of each shopping centres was undertaken also.

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Strategic Direction 3 - Creative communities and a strong economy

- Five events/activations were delivered or supported by Council this quarter including Ashfield Lunar New Year celebrations, Yabun Festival, Mardi Gras Parade Screening, Summer Fest, Bairro Portugues
- To date, 337 community and business organisations were engaged and 320 creative participants delivered work through the Events Program while the percentage of local stakeholder participation averaged over 80%.
- The Creative Places policy and guidelines was completed and will be given effect through the new Development Control Plan
- The Bin Art program profiled works by local artists in Summer Hill, Petersham, Stanmore, Illawarra Road and Marrickville Road
- A stocktake of Council's cultural spaces for artists' residencies was completed, including large scale engagement with artists and creatives
- Four new Perfect Match artworks were installed this quarter
- Two economic summits were held

Strategic Direction 4 - Healthy, resilient and caring communities

- Council launched Pride Square with the Newtown pride beacon and seating cubes installation and held a successful launch of Pride Inner West and commencement of Sydney World Pride on 11 February 2023.
- Council supported over 60 initiatives with over 20,000 people attending activations across the local government area as part of the Pride Inner West program, including Youth Ball; an inaugural live screening of the Mardi Gras parade at Camperdown Memorial Rest Park and installed programmable lighting in the park; featured three locations on the Rainbow City campaign; hosted Drag King Exhibition; international football tournament, dance championship and aqua festival; Pride history conference; trans and gender diverse events; family fun days; rainbow story time, croquet and orienteering; roving international choirs; queer art; launched rainbow tunnels; supported drag and tattoo shows and more.
- Activities at the Community Refugee Welcome Centre included Friday Wellbeing Gatherings an environmental workshop; swimming days at Leichhardt Park Aquatic Centre; International Women's Day event; Ukrainian Art Healing Workshops; Norouz event and Women Life Freedom Art Exhibition.
- Over 900 Seniors attended the Seniors Festival program in February 2023, showcasing activities at community centres, libraries, aquatic centres, creative spaces and sporting clubs, including a Multicultural lunch attended by 220 seniors at the Cyprus Club, and a workshop at Boomali Art Gallery for Aboriginal Elders.
- Council is progressing inclusive playgrounds across the Inner West with the completion of a technical assessment report by *Touched by Olivia*.

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Strategic Direction 5 - Progressive, responsive and effective civic leadership

- Fortnightly customer service stalls have been programmed across the Inner West.
- Development of the Customer Experience Strategy is in progress with desktop research and benchmarking undertaken, and engagement to inform the service charter will be further undertaken in the next quarter.

Legend



On Track



Completed



Behind Schedule

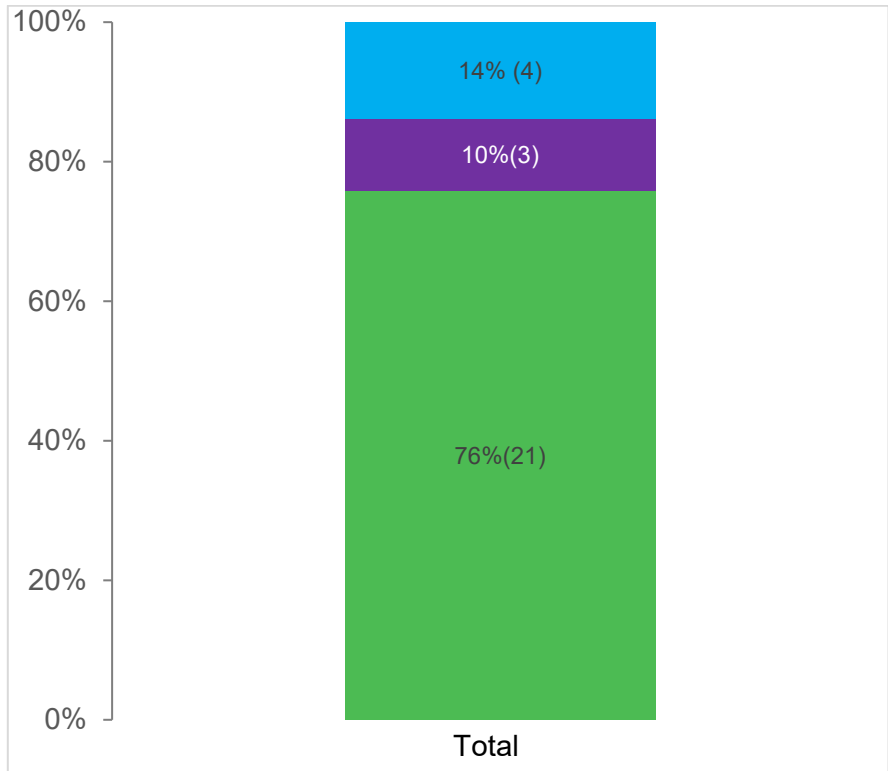


On Hold



Rescheduled

Strategic Direction 1 - An ecologically sustainable Inner West





An ecologically sustainable Inner West - Actions by Status

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


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

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

ID	Action	Responsible	Comment	Status
1.1.1.1	Establish the Green Living Centre at the Summer Hill sustainability hub	Urban Sustainability	The program of workshops has been developed and scheduled ready for opening of the centre.	
1.1.1.3	Inform residents about threatened and unique species of flora and fauna in our local parks and wild places	Urban Ecology	Information signage is planned for implementation in 2023 in collaboration with regional catchment groups and citizen science groups.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 1.1.1B	Key Performance Indicator Number of people accessing Green Living Centre Program	> 6000	> 7000	Urban Sustainability	16,514	0	7,264		23,778

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

ID	Action	Responsible	Comment	Status
1.1.2.1	Establish a good practice dissemination program	Urban Sustainability	Council information stall and community partnership commenced at Renewable Energy Forum held on 11 March at Balmain Town Hall with Mayor, Federal Climate and Energy Minister, and local renewable groups.	

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

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

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

ID	Action	Responsible	Comment	Status
1.2.1.1	Review the tree maintenance resourcing and service levels	Urban Forest	Business improvement meetings concerning process and resource analysis are underway and finalised in . Quarter 4.	
1.2.1.2	Review the Tree Management DCP	Urban Forest	The Tree Management Development Control Plan (DCP) 2023 was adopted by Council on 14 March 2023.	
1.2.1.3	Prepare a Tree Strategy	Urban Forest	Work can recommence with the approval of the Tree Management Development Control Plan (DCP).	
1.2.1.4	Prepare operational plans for public tree management	Urban Forest	The tree inventory data capture Request for Tender process has been evaluated. Inventory to commence FY23/24. Operational plans will be prepared following inventory assessments	
1.2.1.5	Review the process of giving away trees and introduce a new system	Urban Forest	The process will be reviewed at the completion of resourcing analysis for existing operations in preparation for National Tree Day 2023. This is due to be undertaken in Quarter 4.	

Legend



On Track



Completed



Behind Schedule







On Hold






Rescheduled


ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 1.2.1a	Number of trees planted	> 800	> 1000	Urban Forest	311	0	175		486
KPI 1.2.1b	Number of trees given to residents	> 250	> 300	Urban Forest	470	0	0		470

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

ID	Action	Responsible	Comment	Status
1.2.2.1	Supply local native plants for Council's natural areas including priority sites along the Green Way	Urban Ecology	Council's nurseries service continues to hold a seed collection licence and propagate local native plants for its natural areas. Next stages of the Greenway project are being factored into the service's 2023 planning.	
1.2.2.2	Revegetate areas such as handback land from state infrastructure projects, transport corridors and infrastructure easements	Urban Ecology	The revegetation of handback areas continues in addition to current biodiversity offset agreements and negotiations for future offset agreements with the Metro authority.	
1.2.2.3	Develop and implement the LGA-wide verge gardening policy	Urban Ecology	Community consultation on the Verge Garden Policy and accompanying guideline was undertaken in December 2022. A public consultation summary was published in March. A final report is due to be prepared for Council in Quarter 4.	
1.2.2.4	Investigate micro forests	Urban Ecology	Council's urban ecology field staff have identified some areas which may be suitable for a pilot scheme subject to public consultation. Council's Urban Forest team commenced public consultation on trial sites in Quarter 3.	

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

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled

ID	Action	Responsible	Comment	Status
1.2.3.1	Develop a Biodiversity Strategy	Urban Ecology	A Biodiversity Strategy draft has been commenced and will be coordinated with work on Council's Blue-Green Grid.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 1.2.3A	Monitor and maintain nest boxes through inspections	> 100	> 160	Urban Ecology	45	0	0		45
KPI 1.2.3B	Council led or commissioned fauna surveys	> 10	> 12	Urban Ecology	1	3	3		7

Legend



On Track



Completed



Behind Schedule






On Hold




Rescheduled

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

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

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

Strategy 1.3.2 Capture and use water from Inner West catchments

ID	Action	Responsible	Comment	Status
1.3.2.1	Deliver rainwater tank workshop and rebate program	Urban Ecology	The first rainwater tank seminar of 2023 was held on 9 March. The program is to be reviewed pending the launch of the Inner West Sustainability Hub to include a mix of face to face and electronic delivery.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Strategy 1.3.3 Identify and plan for river swimming sites

ID	Action	Responsible	Comment	Status
1.3.3.1	Progress design, construction and grant application for Callan Park Swim site	Urban Ecology	Preliminary investigations have been undertaken. Follow up on grant application and further detailed work with Greater Sydney Parklands Authority and NSW Maritime is underway. A Request for Quote for design and Review of Environmental Factors is to be released in Quarter 4.	
1.3.3.2	Translate Cooks River and Parramatta River litter prevention strategies into local strategies	Resource Recovery Planning	The 'Love your home ground' local pilot project has been completed. The 'Don't be a Tosser Signage' local pilot project was developed from the Greater Sydney Harbour Regional Litter Prevention Strategy (Parramatta River). Litter hotspots were identified, data collated, and three large 'Don't be a Tosser' signs were installed at prominent locations in the Haberfield Rowers Club carpark and a project with Marrickville sports club.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 1.3.3a	Key Performance Indicator Community litter collections organised for Cooks and Parramatta Rivers	> 3	> 4	Urban Ecology	2	0	3		5

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled


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

Strategy 1.4.1 Improve air quality through effective regulation and education

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

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 1.4.1A	Air pollution complaints are investigated and resolved	+/- 0%	+/- 100%	Environmental Health and Building Regulation	100%	100%	100%		100%

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

ID	Action	Responsible	Comment	Status
1.4.2.1	Prepare an Electric Vehicle Encouragement Plan	Traffic and Transport Planning	A Revised Strategy is to be presented to Council 4 th Quarter for adoption.	

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Strategy 1.4.3 Minimise air pollution through policy and regulation

ID	Action	Responsible	Comment	Status
1.4.3.1	Review air pollution controls and listings through the review of the LEP	Environmental Health and Building Regulation	There are controls established under the state government legislation, policies and guidelines that are considered as part of the regulatory framework when enquiries and investigations are undertaken.	

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled


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

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

ID	Action	Responsible	Comment	Status
1.5.1.2	Prepare a plan to transition Council to a sustainable fleet	Urban Sustainability	Council's consultant has issued the Fleet Transition Plan technical report and Inner West Council's sites electric vehicle charging assessment. The background technical reports are informing the final fleet transition plan to be reported to Council in 4 th quarter.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 1.5.1A	Total solar capacity on Council buildings (kW)	> 105 Kilowatt	> 224 Kilowatt	Urban Sustainability	774	774	800		800

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

ID	Action	Responsible	Comment	Status
1.5.2.1	Develop the draft climate risk assessment for internal consultation	Urban Sustainability	A Request for Quotation has been issued to the market for the Climate Risk Assessment.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

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

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

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

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
KPI 1.6.1A	Reduce waste landfilled (per kilograms / capita)	<169	<199	Resource Recovery Planning	48.5	50.4	47.3		146.2

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

ID	Action	Responsible	Comment	Status
1.6.2.1	Open the Summer Hill Reuse Community Centre	Resource Recovery Planning	The Inner West Sustainable Hub on-site works are predominantly complete and organisations signing leases and final site works planned. The outdoor demonstration garden works will commence shortly. An official launch and opening is scheduled for May 2023.	
1.6.2.2	Identify and implement two new reverse vending machines for return and earn (10c refund on eligible containers)	Resource Recovery Planning	The Inner West Sustainable Hub is being scoped as a possible site for a reverse vending machine to be located. Discussions are underway with the Return and Earn scheme coordinator for a number of sites within the Inner West.	

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 1.6.2A	Household items reused and recycled (recovery rate from collected clean up)	> 50%	> 50%	Resource Recovery Operations	76%	76%	76%		76%
KPI 1.6.2B	Residential waste collected in red-lid bins that could be recycled (other than organic matter) (per kilograms/ capita)	<5.07	<5.07	Resource Recovery Operations	4.12kg	5.1kg	5.2kg		5.2kg
KPI 1.6.2C	Waste collected from illegal dumping (tonnage)	< 1,090.83	< 1,090.83	Resource Recovery Operations	247	168	240		655
KPI 1.6.2D	Amount of hazardous waste presented in the waste stream (percentage)	> 6%	> 5%	Resource Recovery Operations	1.50%	1.50%	1.50%		4.5%
KPI 1.6.2E	Recycling of televisions and computers (tonnage)	< 132	< 132	Resource Recovery Operations	18.20	12.63	14.9		27.53
KPI 1.6.2F	Missed bins (percentage)	< 0%	< 0.50%	Resource Recovery Operations	0.09%	0.16%	0%		0.25%

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

ID	Action	Responsible	Comment	Status
1.6.3.1	Plan the Food Organics and Gardens organics (FOGO) service	Resource Recovery Planning	Procurement for the FOGO service roll out has been finalised for communications, caddy supply and distribution, and delivery of starter packs. The NSW EPA awarded a \$953,000 grant for the FOGO project. Project planning continues ready for the October start date.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

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

Legend



On Track



Completed



Behind Schedule

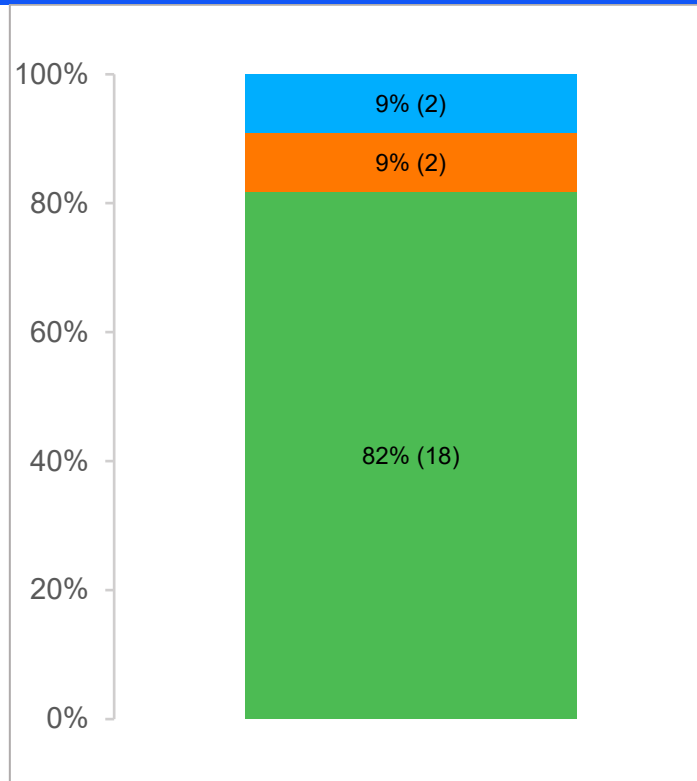


On Hold



Rescheduled

Strategic Direction 2 - Liveable, connected neighbourhoods and transport



Liveable, connected neighbourhoods and transport Actions by Status

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

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

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

ID	Action	Responsible	Comment	Status
2.1.1.3	Review Council's LEPs and harmonise the provisions for encouraging a sustainable environment	Strategic Planning	Council is reviewing sustainability provisions that are able to be included in future LEP amendments to encourage a more sustainable Inner West. For example, Council is undertaking work on a low carbon precinct study for parts of the Inner West area.	
2.1.1.4	Revise the Voluntary Planning Agreement policy	Properties and Strategic Investments	The Voluntary Planning Agreement Policy has been reviewed and will be updated and a report tabled at a future meeting of Council.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 2.1.1a	Implementation of allocated actions within the LSPS in priorities 1-5	> 8%	> 10%	Strategic Planning	5%	0%	3%		8%
KPI 2.1.1B	Voluntary Planning Agreements compliant with Council policy	> 0%	100%	Properties and Strategic Investments	100%	100%	100%		100%
KPI 2.2.1a	Implement allocated heritage actions within the LSPS in priority 6	> 10%	> 10%	Strategic Planning	5%	0%	0%		5%

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

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

ID	Action	Responsible	Comment	Status
2.1.2.1	Undertake a Customer Satisfaction Survey for the Building Certification service	Building Certification	The survey is planned for later in the year in conjunction with business planning, and an updated customer survey.	
2.1.2.2	Improve the services webpage	Building Certification	A review has commenced to update relevant sections on the building certification page of Council's web site.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 2.1.2A	Number of initial building certification inspections	> 0	> 1080	Building Certification	235	215	220		670

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

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

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

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

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

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

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

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

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 2.3.1A	Number of park patrols (per week/quarter)	> 18	> 18	Parking and Ranger Services	18	18	18		18
KPI 2.3.1B	Percentage of expenditure of town centre upgrade budget	> 10%	> 10%	Capital Works	10.03%	42.6%	58%		58%
KPI 2.3.1C	Graffiti removal satisfaction survey	> 0.65%	> 0.68%	Facilities Management	77%	25%	60%		54%
KPI 2.3.1D	Street sweeping is completed on a 40 day cycle	> 0 Days	> 160 Days	Parks and Streetscapes Operations	40 Days	40 Days	40 Days		40 Days
KPI 2.3.1E	Verge maintenance (mowing) is undertaken on a 20 working day cycle from October to March and a 40 working day cycle from April to September	<30 days	<30 days	Parks and Streetscapes Operations	40 Days	19.6 Days	20 Days		26.5 Days
KPI 2.3.1f	Complete high pressure cleaning of each shopping centre every three months	< 3 Month	< 3 Month	Parks and Streetscapes Operations	1 Month	3 Month	4 Month		2.6 Month

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

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

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 2.3.2A	Median determination timeframes for Development Applications (amended measure)	< 85 Days	< 85 Days	Development Assessment	115 Days	97 Days	92 Days		101 Days
KPI 2.3.2b	Percentage of referrals considered by the Architectural Excellence & Design Review Panel within 30 days	> 80%	> 80%	Development Assessment	100%	100%	80%		95%

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

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

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

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

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

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
KPI 2.4.2a	Implementation of allocated actions within the LSPS in priority 6	> 80%	100%	Strategic Planning	5%	1%	9%		5%

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Strategy 2.4.3 Assist people who are homeless or sleeping rough

ID	Action	Responsible	Comment	Status
2.4.3.1	Implement the Inner West Homelessness Policy	Community Wellbeing	The Inner West Homelessness Street Centre was conducted by Council and Newtown Neighbourhood staff on 20 February 2023. This Count forms part of the state-wide street count that is coordinated by the Department of Communities and Justice (DCJ). Seven people were observed sleeping rough on the night which will be included in the NSW street count data when released by DCJ. This is the lowest number of people counted on street counts in the Inner West since counting commenced in 2016.	

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

Legend



On Track



Completed



Behind Schedule




On Hold




Rescheduled

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

Strategy 2.5.1 Improve public transport services

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

Strategy 2.5.2 Provide transport infrastructure that aligns to population growth

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

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

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

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

ID	Action	Responsible	Comment	Status
2.6.1.1	Prepare Council's Bicycle Strategy and Action Plan	Traffic and Transport Planning	The draft Cycling Strategy was placed on public exhibition in 2022 and the draft Strategy and responses are being assessed with a reprot to Council in Quarter 4 .	
2.6.1.2	Support safe walking around local schools	Traffic and Transport Planning	Council staff to continue to support safe walking around schools through development and implementation of strategies including the completed Pedestrian Access and Mobility Plan (PAMP) and ongoing series of Local Area Traffic Management (LATM) studies.	

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

Legend



On Track



Completed






Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
2.6.2.1	Upgrade of Council's parking meter and parking permit management systems	Traffic and Transport Planning	Parking meter upgrade was completed in Quarter 3. The upgrade of the parking permit management system is yet to commence.	
2.6.2.2	Prepare Council's Parking Strategy	Traffic and Transport Planning	An Initial draft of Council's Parking strategy is under development.	
2.6.2.3	Deliver Local Area Traffic Management (LATM) program	Traffic and Transport Planning	The Balmain LATM was approved by Local Traffic Committee (LTC) in March 2023 for public exhibition in Quarter 4. The Petersham North LATM data collection, initial consultation and analysis is complete and concept design is underway, with a report being prepared for LTC consideration in Quarter 4 for placement on public exhibition. The Morton Park LATM data collection and initial consultation is completed and concept design underway. The Newtown South LATM data collection and initial consultation is complete and concept design is underway.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 2.6.2a	Percentage of LATM program budget delivered	> 8%	> 10%	Capital Works	3.12%	4.45%	13.84%		13.84%

Strategy 2.6.3 Collaborate on innovative, accessible transport options

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

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

Legend



On Track



Completed



Behind Schedule

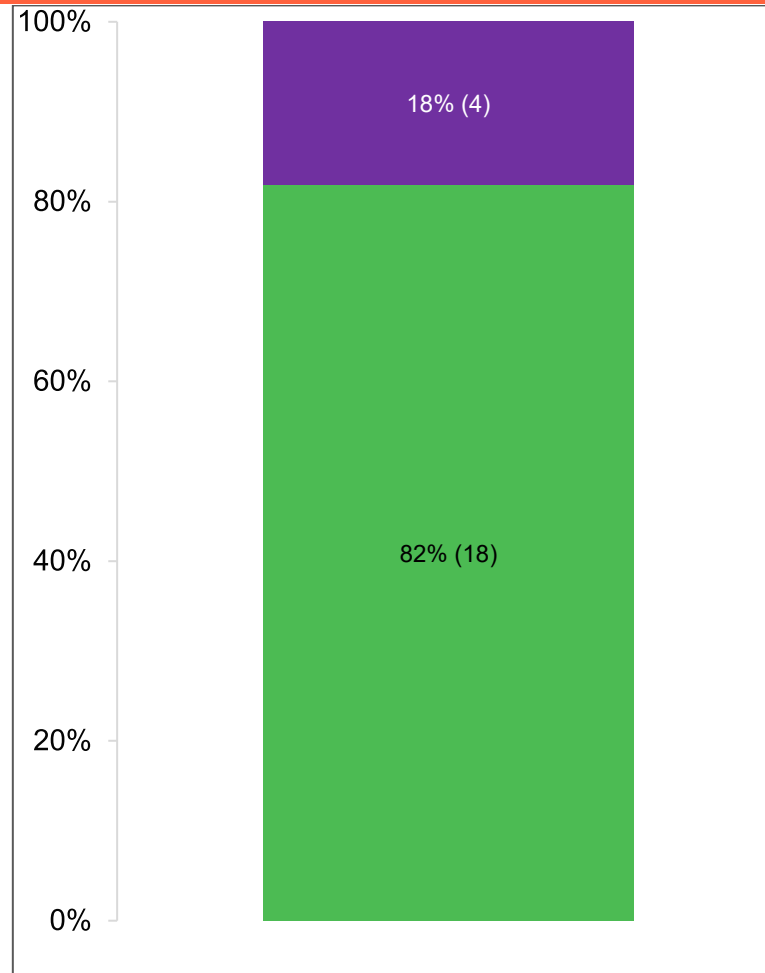


On Hold



Rescheduled

Strategic Direction 3 - Creative communities and a strong economy



Creative communities and a strong economy Actions by Status

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Outcome 3.1 Creativity and culture are valued and celebrated

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

Legend



On Track



Completed









Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
3.1.1.1	Deliver a Creative Places policy and guidelines	Social and Cultural Planning	This work has been completed and the outcomes will be given effect through the new Development Control Plan	
3.1.1.2	Distribute cultural information through multiple sources	Living Arts	The Expression of Interest for EDGE Inner West (GreenWay and Sydenham), Perfect Match artworks and community celebrations, Chrissie Cotter Gallery, Newtown ArtSeat, Pride Inner West and Council Arts Grant recipient programs were promoted through the monthly Living Arts E Newsletter, social media, via What's On, FBI Radio and partner/artist networks and communications channels. The Bin Art program profiled works by local artists in Summer Hill, Petersham, Stanmore, Illawarra Road and Marrickville Roads.	
3.1.1.4	Develop a Creative Inner West media campaign	Social and Cultural Planning	Project scoping to develop a Creative Inner West campaign has commenced.	
3.1.1.5	Support the development of new creative spaces	Social and Cultural Planning	This work is complete and forms an input to the new Development Control Plan	
3.1.1.6	Implement Cultural Strategy action plan	Social and Cultural Planning	A stocktake of Council's cultural spaces for artists' residencies has been completed, including large scale engagement with artists and creatives. Draft guidelines for local art and culture development have been developed to assist in decision making on cultural elements in developments, including through Voluntary Planning Agreements. The 2024 Grants Program opens in April 2023.	
3.1.1.7	Support the improved representation of cultural diversity in arts and culture	Social and Cultural Planning	Council's 2024 annual grant round opens in April 2023 and will include in person support for developing proposals, including support for culturally diverse groups and individuals.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 3.1.1a	Artists and creatives engaged by Council	> 450	> 500	Living Arts	200	100	160		460
KPI 3.1.1b	Percentage of Cultural Strategy actions delivered	> 30%	> 25%	Social and Cultural Planning	5%	0%	0%		5%

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

ID	Action	Responsible	Comment	Status
3.1.2.1	Celebrate History week and the Heritage festival	Libraries and History	Planning for the delivery of the events and associated marketing is now complete and the program is scheduled for April and May 2023.	
3.1.2.2	Review History Services model and service standards	Libraries and History	The draft paper has been presented to the History team and library staff for their consideration and the feedback is currently being discussed and incorporated where appropriate.	

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

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

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

ID	Action	Responsible	Comment	Status
3.2.1.1	Deliver EDGE on the Greenway and EDGE Sydenham including an annual program of activation	Living Arts	Expressions of Interest for EDGE GreenWay and EDGE Sydenham 2023 opened in December 2022 and closed on 6 February 2023. GreenWay is on schedule for presentation 4 to 21 May 2023. Sydenham is on schedule for presentation 12 to 21 August 2023.	
3.2.1.2	Deliver the major events program	Events	During January to March 2023, the Events team delivered and/or partnered with five events/activations including: Ashfield Lunar New Year celebrations, Yabun Festival, Mardi Gras Pride Screening, Summer Fest, Bairro Portugues. There were 45 organisations/groups engaged with during this period.	
3.2.1.3	Trial qualitative evaluation of major events and cultural programs	Events	A trial pilot evaluation project was undertaken at events in 2022. It was determined that following the results of the trial, that the Culture Counts evaluation model would be implemented at Council events from 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 3.2.1a	Number of organisations including community and business that were engaged through events program	> 100	> 100	Events	102	190	45		337
KPI 3.2.1b	Number of creative participants delivering work through events program	> 100	> 100	Events	43	145	132		320
KPI 3.2.1c	Percentage of local stakeholder participation in events program	> 80%	> 80%	Events	80%	90%	80%		83.33%

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

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

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

Legend



On Track



Completed





Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
3.2.3.2	Evaluate and review the artist-in-residence and art gallery program	Social and Cultural Planning	An external review has been undertaken and an implementation plan will be developed.	
3.2.3.3	Develop and deliver an annual program of creative trails, tours and activations	Living Arts	The EDGE GreenWay (4 to 21 May 2023) program will include Street Art Cycling tours, Photography Tours and Guided Tours of Canal Road Film Studios and Art Camp on the GreenWay installations. The Open Expression of Interest for EDGE Sydenham Creative Trails (August 2023) is on schedule to open April 2023. Three free guided Perfect Match Street tours will be presented covering Balmain, Stanmore and Ashfield wards before 30 June 2023.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 3.2.3A	Number of Perfect Match projects	> 20	> 20	Living Arts	7	5	4		16

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

Outcome 3.3 The local economy is thriving

Strategy 3.3.1 Assist businesses growth, innovation and improvement

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

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 3.3.1a	Conduct business training workshops	> 35	> 20	Economic Development	2	6	4		12

Strategy 3.3.2 Encourage new enterprises in Inner West

ID	Action	Responsible	Comment	Status
3.3.2.1	Provide business support advice to new businesses	Economic Development	The Economic Development team provides support and information to new businesses. In August, Council signed a service agreement with Service NSW to support the business concierge service. A number of workshops are provided to businesses with partners to help new and current businesses to navigate business processes, tax systems/obligations and building resilience.	
3.3.2.2	Identify initiatives to facilitate new businesses within the new Economic Development Strategic Plan	Economic Development	A strategic approach will be identified via the Economic Development Summit and a Draft Strategy delivered in 2023. Council can only provide broad range of support such as marketing for precincts and partnerships with Chambers. New businesses must meet DA requirements and as a follow, some of these businesses contact the Economic Development team.	

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled


Outcome 3.4 Employment is diverse and accessible

Strategy 3.4.1 Manage the strategic future of industrial and employment lands

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

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 3.4.1a	Implementation of allocated actions within the LSPS in priority 9	> 10%	> 10%	Strategic Planning	1%	0%	8%		9%

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

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

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
	Key Performance Indicator				Q1	Q2	Q3	Q4	
KPI 3.4.2a	Inspection of registered premises (food premises; skin penetration premises) (current measure)	> 95%	> 95%	Environmental Health and Building Regulation	20%	25%	26%		71%

Legend



On Track



Completed



Behind Schedule

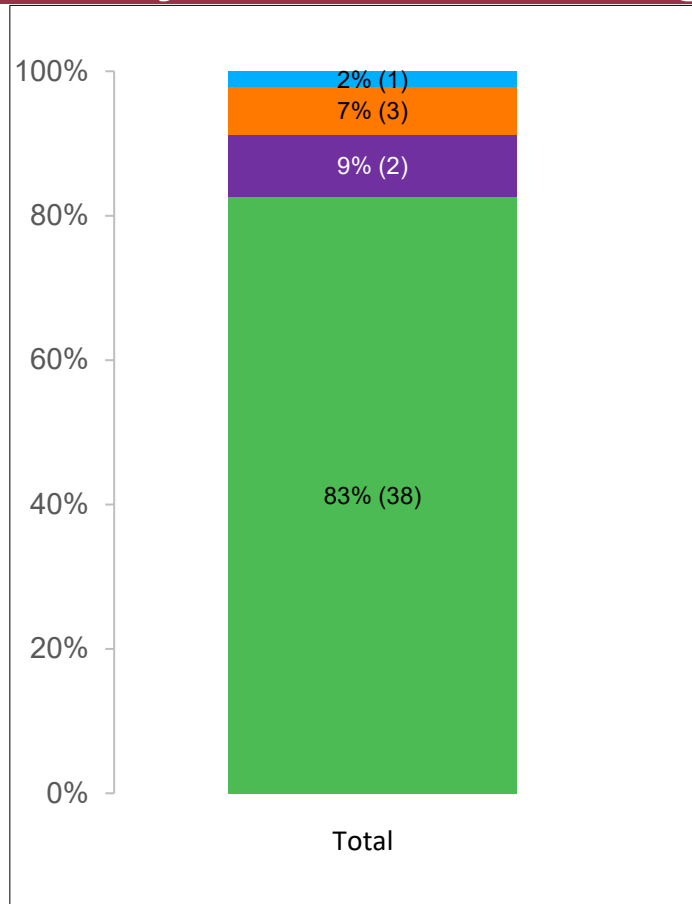


On Hold



Rescheduled

Strategic Direction 4 - Healthy, resilient and caring communities



Healthy, resilient and caring communities Actions by Status

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Outcome 4.1 The Inner West community is welcoming and connected

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

Legend



On Track



Completed







Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
4.1.1.1	Implement the Gender Equity Strategy year one actions	Community Wellbeing	Council celebrated International Women's Day (IWD) throughout March by hosting a Woman Life Freedom event at Balmain Town Hall inspired by the Women Movement in Iran; an Australian Greek Women in Leadership event; three IWD themed Film Club screenings at three different libraries; and a Women Leaders in Community Sport course to build leadership skills and confidence of current and emerging female administrators and volunteers. Council continued to host the Women in Business Talk Series and Mentor program.	
4.1.1.2	Develop initiatives for World Pride	Community Wellbeing	Pride Inner West was presented 11 February to 5 March alongside Sydney World Pride. The program and Pride Square were officially launched and the Pride Beacon unveiled on 11 February 2023 at Pride Square in Newtown by Prime Minister Anthony Albanese. Featuring a program of free and low-cost events for all, Pride Inner West illuminated our sporting fields, community centres, art spaces and public domain across three weeks. Council delivered a comprehensive promotional campaign of print, digital, publicity and social media assets that included bunting, posters, banners, flyers, coasters, postcards, bin wraps and bus stop advertising.	
4.1.1.3	Determine a Pride Centre governance framework	Community Wellbeing	An expression of interest process was undertaken for LGBTQ community representation to the Pride Centre committee and three members from the LGBTQ Working group were successful. A Pride Centre subcommittee meeting was held this quarter to progress the Centre and included discussions regarding governance, including reviewing former reports, drafting the Pride Centre vision, establishing a framework for Centre open days targeting LGBTQ organisations, defining who is eligible for access to the space and communicating building infrastructure works to be undertaken late 2023.	
4.1.1.4	Develop an Anti-Racism Strategy	Community Wellbeing	A new community reference group met on 5 April to provide input to the development of this strategy.	

Legend



On Track



Completed







Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
4.1.1.5	Activate and support the Community Refugee Welcome Centre	Community Wellbeing	Council continued to support the Centre. Some of the programming was impacted by infrastructure works undertaken by Greater Sydney Parklands, however once completed, access to the Centre and amenity to adjacent spaces will be greatly improved. The Friday program was relocated to Leichhardt Aquatic Centre during this time. Activities over this quarter included 2 x Friday Wellbeing Gatherings (40 people each day); 1x environmental team led workshop; 5x swimming days at LPAC (15 people per session); International Women's Day event; 2x Ukrainian Art Healing Workshop (15 attended); Norouz event and Women Life Freedom Art Exhibition (250 people attended launch).	
4.1.1.6	Progress the Inner West Pride Centre	Properties and Strategic Investments	Architects have been engaged to undertake compliance and renewal works and produce a Design Report based on input from the Pride Centre sub-committee. Draft plan options and a cost plan are currently under review. Remediation works are planned for the second half of 2023.	
4.1.1.7	Coordinate activities for World Pride 2023	Community Wellbeing	Council supported over 60 initiatives with over 20,000 people attending activations across the local government area as part of the Pride Inner West program, including Youth Ball; an inaugural live screening of the Mardi Gras parade at Camperdown Memorial Rest Park and installed programmable lighting in the park; featured three locations on the Rainbow City campaign; hosted Drag King Exhibition; international football tournament, dance championship and aqua festival; Pride history conference; trans and gender diverse events; family fun days; rainbow story time, croquet and orienteering; roving international choirs; queer art; launched rainbow tunnels; supported drag and tattoo shows and more.	
4.1.1.8	Mark IDAHOBIT, Transgender Day of Visibility and Transgender Day of Remembrance	Community Wellbeing	Council acknowledged Transgender Day of Visibility with social media posts, raising the Trans flag, 31 March - 7 April 2023 on buildings across the local government area and programming the lighting at Camperdown Memorial Rest Park with the trans colours. Council also delivered a Trans and Gender Diverse Swim event at Ashfield Aquatic Centre and funded Sock Drawer Heroes laneway market and a Trans and Gender diverse family fun day as part of the Pride Inner West program to celebrate Sydney WorldPride in February 2023.	

Legend



On Track



Completed




Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
4.1.1.9	Deliver a rainbow Crossing in Newtown	Capital Works	Pride Square, Newtown pride beacon and seating cubes installation completed. A successful launch of the project for Pride Inner West and commencement of Sydney World Pride events was held on 11 February 2023.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
6	Key Performance Indicator								
KPI 4.1.1a	% of Gender Equity strategy year one actions implemented	> 90%	> 90%	Community Wellbeing	25%	40%	50%		50%

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

Legend



On Track



Completed







Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
4.1.2.1	Facilitate the development of the Volunteer Inner West Framework	Community Wellbeing	Applications opened for the Inner West Volunteer of the Year 2023 and a Step Into Volunteering, information session was hosted at the Haberfield Centre. Staff attended the National Volunteer Conference and the launch of the National Strategy for Volunteering 2023-2033. Volunteer Inner West met in February and staff are currently developing a Volunteer Inner West Communications Strategy to support the collaboration.	
4.1.2.2	Develop a Children and Youth Strategy	Community Wellbeing	Staff are drafting a business case, a discussion paper and researching leading practice models for Children and Youth Strategies.	
4.1.2.3	Lead Child Safe Standards compliance	Social and Cultural Planning	The Lead Child Safe Standards compliance is underway. The regulation provides for three years in which to undertake this implementation.	
4.1.2.4	Implement the Healthy Ageing Strategy year one actions	Community Wellbeing	Over 900 Seniors attended the Seniors Festival program in February 2023, showcasing activities at community centres, libraries, aquatic centres, creative spaces and sporting clubs, including a Multicultural lunch attended by 220 seniors at the Cyprus Club. Healthy Ageing staff commenced outreach sessions at Haberfield and Balmain libraries to improve communication to seniors. A workshop was held at Boomali Art Gallery for Aboriginal Elders and Council partnered with Sydney Local Health District to deliver a seniors Social Connection group at Ashfield. Staff attended the Inner West Dementia Alliance, Inner West Elder Abuse Collaborative, Seniors Working Group and Active Ageing Forum.	

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 4.1.2a	Percentage of Healthy Ageing Strategy year one actions implemented	> 100%	100%	Community Wellbeing	25%	40%	60%		60%
KPI 4.1.2b	Percentage of Department of Communities and Justice Agreement actions delivered (Annually)	> 0%	100%	Community Wellbeing	25%	50%	75%		75%

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

ID	Action	Responsible	Comment	Status
4.1.3.1	Develop a framework for measuring community wellbeing	Social and Cultural Planning	The development of a framework for measuring community wellbeing is underway.	
4.1.3.2	Implement the Disability Inclusion Action Plan	Community Wellbeing	Council received 100% positive feedback in recent festival evaluations from users of the space regarding accessibility. Three information sessions were held for staff on the Access Assist Program. Council has partnered with two local organisations (Studio Artes and Gig Buddies) to host further pilot festival sensory spaces. The Access Advisory Committee held one meeting this quarter and discussed key policy challenges and projects.	
4.1.3.3	Trial a \$100 Council rebate on the purchase of sanitary products and a \$150 rebate on the purchase of reusable nappies	Resource Recovery Planning	The Rebate for sanitary products and nappies has almost been utilised (98% of available budget used) and an evaluation report will be developed.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

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

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

ID	Action	Responsible	Comment	Status
4.2.1.1	Engage all Council employees in cultural awareness training	Community Wellbeing	There is continued ongoing communication to new employees. Staff are reviewing the communications strategy to align with the upcoming completed Reconciliation Action Plan (already adopted - but now finalised by Reconciliation Australia)	
4.2.1.2	Prepare a new Council naming policy which is informed by Aboriginal culture and an understanding of Country	Social and Cultural Planning	A new Council naming policy is under development.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 4.2.1A	Percentage of Council employees trained in Aboriginal and Torres Strait Islander cultural awareness (Annual)	> 100%	100%	Community Wellbeing	0%	30%	50%		50%

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Strategy 4.2.2 Celebrate Aboriginal and Torres Strait Islander cultures and history

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

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

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

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

ID	Action	Responsible	Comment	Status
4.3.1.1	Implement NDIS registered programs and services	Aquatic Services	An application to implement programs has been submitted for approval to the NDIS. Delay is due to the approval process by the NDIS governing body. An anticipated date for approval is not available and as a consequence IWC Aquatics awaits NDIS advice. There is no firm date for completion at this stage however Council is hopeful of commencing in the 2023 Calendar year.	
4.3.1.3	Implement actions in the Annette Kellerman Aquatic Centre (AKAC) Facility review and Leichhardt Park Masterplan as per schedule (reference to capital works)	Aquatic Services	A project team is working in conjunction with the Aquatics team to deliver AKAC maintenance upgrade and Leichhardt Park Aquatics Centre (LPAC) masterplan. The projects are on track for their deliverables. Current updates include engineering services consultants being engaged for both AKAC and LPAC who will now commence the initial design process for each facility.	
4.3.1.4	Complete Companion Animals Action Plan 19-23	Parking and Ranger Services	The team continue working towards completion of the Companion Animals Action Plan. Patrols continue, redesigned A frames and new stencils are now in parks.	
4.3.1.5	Develop and ratify Companion Animal Action (CAA) Plan 24-28	Parking and Ranger Services	A framework for the CAA plan is being developed, with an intended completion for 2023.	
4.3.1.6	Undertake training to obtain qualifications in animal behaviour for Companion Animals Officers	Parking and Ranger Services	A training provider is in the process of being secured by Council's People and Culture business partners.	

Strategy 4.3.2 Build connected communities and provide opportunities for social participation

Legend



On Track



Completed










Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
4.3.2.1	Prepare Park Plans of Management for community and Crown Lands for Daryl Jackson Reserve, Elkington Park, Mackey Park and Blackmore Park	Parks Planning and Recreation	Draft Plans of Management have been completed and reporting to Council for exhibition in quarter 4	
4.3.2.2	Complete a draft generic plan of management for Council's Pocket and Neighbourhood Parks	Parks Planning and Recreation	Work on the pocket and neighbourhood park plans of management is progressing and a draft plan of management will be completed in mid 2023.	
4.3.2.3	Review the structure and delivery of recreation programs and service including Debbie and Abbey Borgia Centre and Robyn Webster Centre	Parks Planning and Recreation	A review of services is currently being undertaken by the Senior Manager Sport and Recreation and the Recreation Coordinator.	
4.3.2.5	Support Councils Parks and Property Capital Delivery teams with stakeholder engagement and the delivery of key park improvement plans	Parks Planning and Recreation	Council's Parks Planning team is working closely with Property Services on a number of key projects including Leichhardt Oval Master Plan, Mahoney Reserve Amenities Block, Camperdown Memorial Rest Park Amenities and a future Gladstone Park Amenities Block.	
4.3.2.6	Complete a draft Commercial Dog Walking Policy for Council's Open Space Areas	Parks Planning and Recreation	A draft policy has been completed and will be reported to Council in March 2023.	
4.3.2.7	Implement the safety audit of Marrickville Golf Course	Parks Planning and Recreation	A safety audit has been completed for the Parklands.	
4.3.2.8	Host the "Safe Space for Girls to Train" Project	Parks Planning and Recreation	This project will commence in 2023. Safe and new and inclusive facilities at Mahoney Reserve are proceeding to final design stage.	

Legend



On Track



Completed




Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
4.3.2.9	Construct at least one inclusive playground in every ward, and public sensory gardens in pocket parks	Capital Works	A Touched by Olivia report on potential inclusive playground sites has been completed. The report's recommendations are being reviewed to confirm locations and priorities for the design and construction program. Budgets for a four-year program have been included in the draft 2023-24 budget. Public sensory gardens will be considered as part of the Neighbourhood and Pocket Park Plan of Management.	

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 4.3.2a	Sports Forums held per year to engage the Inner West Sports key stakeholders	> 2	> 2	Parks Planning and Recreation	1	2	2		5
KPI 4.3.2B	Percentage utilisation of sporting fields	> 85%	> 85%	Parks Planning and Recreation	100%	100%	100%		100%

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

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

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

ID	Action	Responsible	Comment	Status
4.4.1.1	Review customer experience for community venue hire	Community Venues	Work is proceeding with this project, with the mapping of the customer experience being finalised and a Customer Satisfaction Survey developed to gather direct customer feedback post-hire. Users Guides and floor plan updates have been completed for all the Community Venues, with the focus now on the Community Centres. The first iteration of the on-line regular hirer process is being reviewed with user feedback to highlight areas of improvement, and updates will be deployed for the next regular hire renewal period.	

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

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

ID	Action	Responsible	Comment	Status
4.4.2.1	Review Council’s Occasional Care service	Children's Services	The review is underway and includes a historical analysis of utilisation.	
4.4.2.2	Implement recommendations from the Inner West Council Family Day Care review	Children's Services	The recommendations of the Family Day Care review are being implemented, including one IT platform - the Harmony Software Package for fee management and other administration.	
4.4.2.3	Develop and implement a Marketing and Communications Plan to promote Children’s Services.	Children's Services	Implementation is underway. The focus this quarter has been to promote the Magic Yellow Bus mobile playgroup service. This included a successful children's program at the Summer Family Fest event at Enmore Park in February. Consultation has also been initiated to assess community interest in increasing the service across more parks across the LGA where need has been identified.	
4.4.2.4	Work towards meeting National quality standards for Marrickville West (OSH) service	Children's Services	Strategies have been developed to improve the program and routines. Unannounced visits from Council's Management team were undertaken to observe, support and provide feedback to improve service standards.	
4.4.2.5	Provide free early education places to children whose parents are awaiting asylum seeker declaration	Children's Services	Work has been completed with potential referring agencies and no referrals received this quarter.	

Legend



On Track



Completed



Behind Schedule







On Hold








Rescheduled




ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 4.4.2a	Percentage utilisation of middle school services	> 85%	> 85%	Children's Services	85%	73.84%	90%		90%
KPI 4.4.2B	Percentage utilisation of early learning services	> 85%	> 85%	Children's Services	85%	93.5%	93.5%		93.5%

Strategy 4.4.3 Provide facilities, resources and activities for lifelong learning

ID	Action	Responsible	Comment	Status
4.4.3.1	Investigate a consortia lending service agreement with neighbouring councils	Libraries and History	Initial discussions have been held.	
4.4.3.2	Refurbish Balmain Library	Libraries and History	The Balmain Town Hall Precinct Working Group meeting took place in March. Planning for further consultation with youth and the Aboriginal community has commenced.	
4.4.3.3	Review layout and functionality of Leichhardt Library	Libraries and History	Research has been conducted into potential designers that could assist with improving the layout of the library. In-shelf signage has been purchased to improve the wayfinding of the collection. New furniture has been purchased to assist with the delivery of programs.	
4.4.3.4	Review Libraries languages other than English (LOTE) collections	Libraries and History	Research has been undertaken including analysis of census data and consultation with library staff. An action plan has been developed	

Strategy 4.4.4 Improve the quality and use of existing community assets

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled

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

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 4.4.4a	Attend to reactive building maintenance	> 85%	> 85%	Facilities Management	85%	80%	65%		77%

Legend



On Track



Completed



Behind Schedule

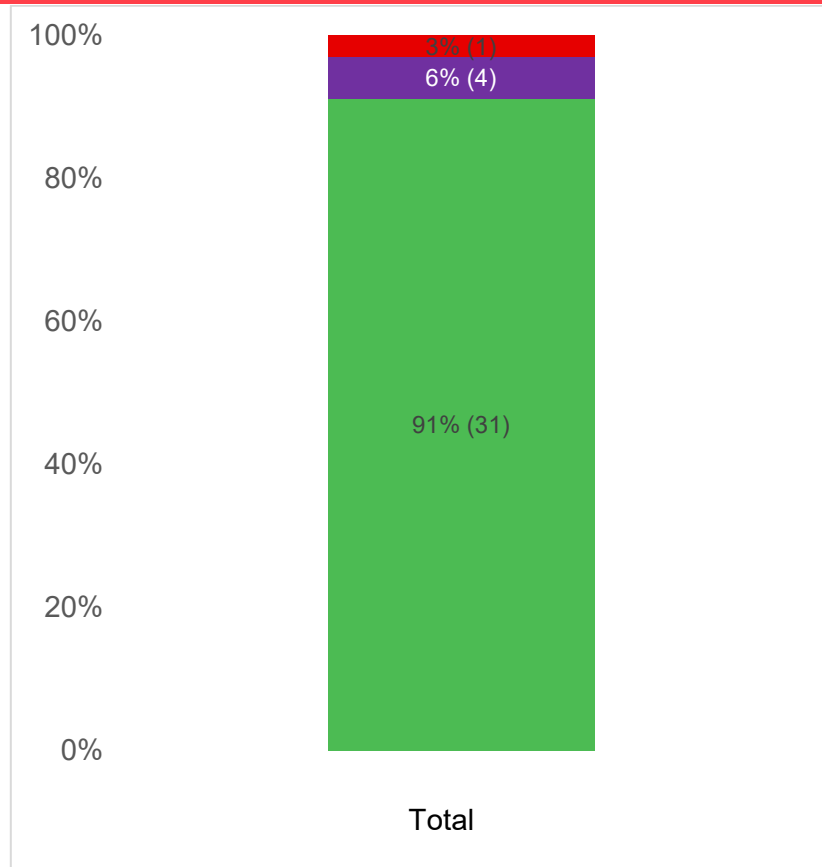


On Hold



Rescheduled

Strategic Direction 5 - Progressive, responsive and effective civic leadership








Progressive, responsive and effective civic leadership Actions by Status

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

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	Develop first draft of a Customer Experience Strategy	Service Transformation	Development of the Customer Experience Strategy is in progress with desktop research and benchmarking completed. Internal and external engagement to inform the strategy is planned to commence in May 2023.	
5.1.1.2	Develop a Customer Service Charter	Service Transformation	Internal and external engagement to inform the service charter is completed. The Service Charter will be completed, published and socialised through all available channels in the last quarter of the financial year.	
5.1.1.3	Establish the process for reporting and accountability of tier one customer complaints	Customer Service	Tier One complaint process finalised, approved and launched in November 2022. The process has been socialised internal and externally.	
5.1.1.4	Adopt new technologies to improve transparency around maintenance schedules	Engineering Services	Configuration for Field App was undertaken in Quarter 2. Testing, training and implementation will take place in Quarter 4 following TechOne 2022B upgrade.	
5.1.1.5	Consider a customer service point in every library	Service Transformation	The opportunity to consider a customer service point in every library to be considered in line with the development of the Customer Experience Strategy. This will be informed through the internal and external engagement activities planned for the last quarter of the financial year.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 5.1.1A	Customer Satisfaction (Voice of Customer – post call survey)	> 4.30	> 4.30	Customer Service	4.30	4.30	4.30		4.30
KPI 5.1.1B	Customer calls answered within 60 seconds	> 80%	> 80%	Customer Service	59%	63%	58.9%		60.3%
KPI 5.1.1C	Customer issues resolved at first point of contact	> 85%	> 85%	Customer Service	85%	85%	85%		85%
KPI 5.1.1D	Back office processing time – emails, applications, payments and forms (within 5 business days)	> 95%	> 95%	Customer Service	90%	90%	90%		90%

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

Legend



On Track



Completed







Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
5.1.2.1	Design and rollout the annual training and development calendar	People and Culture	There were 98% of staff that received training this financial year. The Men's mentoring program (MENtor) program has been completed. We are halfway to achieving Tier 1 for Mental Health First Aid with further training in May and June. The second cohort of Authentic Leader has commenced, and the embedding of the program is being supported by people and culture for the 1st cohort.	
5.1.2.2	Implement the Work Health and Safety Strategy year one actions	People and Culture	Action plan progressing as stated in Work health and Safety Strategy. Items this quarter included completion of skin cancer checks, the development of a HSR Roles and Responsibilities Guide (Guide will be rolled out next quarter) Health and Wellbeing communications for addictions (for support with external organisation like AA, GA, NA), menopause webinar and EAP health and wellbeing support through Converge. Safety Vault end to end process training (notification to close out) continues to be delivered with specific assistance to line manager's meeting their responsibilities with investigations and corrective/preventative actions.	
5.1.2.4	Review Integrated Planning and Reporting measures and Levels of Service	Corporate Strategy and Engagement	Integrated Planning and Reporting measures for the upcoming 2023-24 year have been reviewed and refined for the upcoming Council meeting in April.	
5.1.2.5	Deliver project management and business improvement education programs	Service Transformation	Prince2 Project Management Training has been completed by 81 staff. Additionally, four project Communities of Practice have been held for staff who have completed the training to build and reinforce knowledge and practice as well as exchange ideas and experiences. The business improvement education program based on the world-class methodology of Six Sigma is expected to be developed in the final quarter of the financial year following the recruitment of a qualified specialist.	

Legend



On Track



Completed






Behind Schedule



On Hold



Rescheduled

ID	Action	Responsible	Comment	Status
5.1.2.6	Establish the service review program and reporting framework	Service Transformation	<p>Draft Service Review Framework created and finalised following review by the Executive team. The framework will be rolled out to the Senior Leadership and Managers over the coming quarter.</p> <p>The Service Review process is planned to commence in June 2023 with an organisational-wide business excellence assessment and a desktop assessment of all key services in order to prioritise services to be reviewed in a rolling program.</p>	
5.1.2.7	Establish the business improvement program and reporting framework	Service Transformation	<p>The business improvement methodology of Six Sigma has been approved as Council's preferred practice following its application to three initiatives underway.</p> <p>The business improvement program and reporting framework will be developed over the last quarter of the financial year.</p>	
5.1.2.8	Oversee the agreed program of service reviews to be conducted by nominated business units	Service Transformation	The monitoring program for Service Reviews will be developed and implemented, following the rollout of the service review framework and prioritisation of services to be reviewed.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 5.1.2a	Project managers successfully complete foundational training	> 0%	> 0%	Service Transformation	61%	100%	0%		100%
KPI 5.1.2b	Percentage of staff who have completed mandatory training courses per agreed program	> 90%	> 0%	People and Culture	95%	95%	98%		96%
KPI 5.1.2c	Percentage of staff who have an assigned performance review	> 85%	> 85%	People and Culture	100%	100%	100%		100%
KPI 5.1.2d	Percentage of staff turnover	< 14%	< 14%	People and Culture	5.14%	3.50%	5.76%		4.80%
KPI 5.1.2e	Percentage of Work Health and Safety Strategy year one actions implemented	> 100%	100%	People and Culture	65%	70%	85%		73.33%

Legend



On Track



Completed



Behind Schedule







On Hold



Rescheduled

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

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

ID	Action	Responsible	Comment	Status
5.2.1.1	Review Asset Management Plans	Engineering Services	The review of the Asset Management Plan is due in Quarter 4.	
5.2.1.2	Implement the agreed program for condition audits and valuations	Engineering Services	The Building Assets Audit will be completed in April 2023. Procurement is to commence in Quarter 4 for parks asset audit.	
5.2.1.4	Implement the Asset Improvement Plan	Engineering Services	Work on the implementation of the Asset Improvement Plan is ongoing.	
5.2.1.5	Implement the Workforce Management Plan	People and Culture	Actions in the WMS continue to be implemented. WMS actions have now been mapped on a gantt chart against other strategies to cross reference and maintain updated tracking.	

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

Legend



On Track



Completed







Behind Schedule



On Hold



Rescheduled

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

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

ID	Measure Key Performance Indicator	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
KPI 5.2.2A	Respond to Privacy Complaints within 5 business days of receipt	< 100%	< 100%	Governance and Risk	100%	100%	100%		100%
KPI 5.2.2b	Percentage compliance with relevant legislation (zero breaches)	> 100%	> 100%	Governance and Risk	90%	100%	100%		93%
KPI 5.2.2c	% of staff involved in procurement have received training	> 100%	100%	Procurement	80%	81%	86%		86%
KPI 5.2.2d	% of procurement events above \$10k go through vendor panel	> 100%	100%	Procurement	100%	98%	95.9%		98%
KPI 5.2.2e	Percentage of ARIC recommendations implemented	> 100%	100%	Governance and Risk	100%	100%	100%		100%

Strategy 5.2.3 Manage public resources to achieve financial sustainability

ID	Action	Responsible	Comment	Status
5.2.3.1	Review the financial reporting process to improve transparency	Finance	The Office of Local Government is yet to release the guideline and frameworks to support the review of financial reporting transparency. Reporting on the Quarterly Budget Review Statements to Council has been reviewed to ensure any changes in Council's position are clearly articulated.	
5.2.3.2	Revise the Land and Property Strategy	Properties and Strategic Investments	Stage 1 to update Council's Land Register has been completed and published on the website. The Land and Property Policy is being reviewed and updated with a Draft Policy to be presented to Council for consideration in late 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 5.2.3f	Percentage of Capital Works budget expended	> 10%	> 10%	Finance	4.41%	14.13%	49.84%		49.84%

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

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

Strategy 5.3.1 Inform communities through multi-channel communications

ID	Action	Responsible	Comment	Status
5.3.1.1	Commence the development of an Internal and External Communications Strategy	Strategic and Corporate Communications	The team is in the process of developing and refining the strategy. Priorities are communicating improvements to the customer service experiences, innovating the way Council communicates with staff and the community, ensuring the community is kept informed of services and their delivery. Importantly, is developing strategies to ensure that staff are engaged with our values and purpose.	
5.3.1.2	Scope the purchase and implementation of a digital asset management system	Strategic and Corporate Communications	The project has been rescheduled to quarter four and currently consolidating our photo library in anticipation of the purchase.	
5.3.1.3	Review communications policies and procedures	Strategic and Corporate Communications	A Business Partner model has been instituted and is being embedding that in each Directorate who have been assigned a dedicated Communications Officer. They are liaising with Directors and Senior Managers to improve the flow of information and ultimately the quality and focus of our communications. The unit is now delivering monthly integrated Communications reports for Directors.	

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 5.3.1a	Number of Inner West Council social media followers (Facebook, Instagram, Twitter)	> 2.50%	> 0%	Strategic and Corporate Communications	3.05%	2%	1.5%		6.5%
KPI 5.3.1b	Number of Inner West Council website page views	> 2.50%	> 0%	Strategic and Corporate Communications	8.33%	3%	30.14%		41.47%

Strategy 5.3.2 Support local democracy through inclusive participatory community engagement

ID	Action	Responsible	Comment	Status
5.3.2.1	Implement the recommendations of the "Your Say Inner West" website review	Corporate Strategy and Engagement	Roll-out of the new online engagement platform continues, with improvements to project updates, user experience and content management.	
5.3.2.2	Review the Community Engagement Strategy	Corporate Strategy and Engagement	Following review, the Community Engagement Strategy was adopted by Council at its December 2022 meeting and published on Council's website.	
5.3.2.4	Offer "Your say" stalls directly in neighbourhoods on key issues impacting the community	Corporate Strategy and Engagement	Fortnightly customer service stalls have been programmed in accordance with the Council resolution of December 2022.	

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

ID	Measure	Baseline	Target	Responsible	RESULTS				YTD
					Q1	Q2	Q3	Q4	
Key Performance Indicator									
KPI 5.3.2A	Number of visits to Your Say Inner West	> 0	> 63,500	Corporate Strategy and Engagement	28,497	21,271	12,086		61,854
KPI 5.3.2b	Number of projects on Your Say Inner West on which the community has the opportunity to engage	> 40	> 40	Corporate Strategy and Engagement	10	17	16		43

Strategy 5.3.3 Support evidence-based Council decision-making

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

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

Legend



On Track



Completed



Behind Schedule






On Hold








Rescheduled



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

Strategy 5.4.1 Advocate for emerging community issues

ID	Action	Responsible	Comment	Status
5.4.1.2	Advocate to minimise impacts of state government infrastructure including WestConnex, Western Harbour Tunnel, Sydney Gateway	Traffic and Transport Planning	Council has been working with the NSW Government and advocating to minimise the impacts of state government infrastructure projects.	
5.4.1.3	Advocate for the provision of quality open space including Rozelle Parklands and Callan Park	Parks Planning and Recreation	Council officers have been advocating to Transport for NSW to ensure community recreation needs are reflected in the design of the Rozelle Parkland. Council officers have also been assessing development applications associated with open space embellishment projects for Callan Park which are managed by the Greater Sydney Parklands Authority.	
5.4.1.4	Participate in SSROC and LGNSW projects and initiatives	Governance and Risk	Council continues to actively participate in the Southern Sydney Regional Organisation of Councils (SSROC) and Local Government NSW (LGNSW) projects and initiatives including motion submissions to these organisations.	

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

Legend  On Track  Completed  Behind Schedule  On Hold  Rescheduled

ID	Action	Responsible	Comment	Status
5.4.3.1	Review the procurement rules and weighting criteria to promote social and environment vs economic factors	Procurement	A revised procurement framework will be implemented in Quarter Four of this financial year. Weightings for social and environmental factors are determined on a case-by-case basis depending on what is being procured.	
5.4.3.2	Participate in the Sustainable Procurement assessment and implement recommendations arising	Procurement	An assessment to be carried out by the Local Government Procurement team has not yet commenced.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Previously completed actions

1. Advocate for consolidated LEP gazettal from the State Government
2. Review and benchmark service levels for Council's streetscapes and parks maintenance programs
3. Revise the Affordable Housing Policy
4. Review Council's LEPs and harmonise the provisions for a diversity of housing types
5. Deliver a Covid Arts Recovery Summit
6. Provide governance and promotional support to establish the Inner West Creative Network
7. Establish a creative partnership arrangement with UTS Creative Intelligence Centre
8. Develop successful squads' programs at Ashfield Aquatic Centre in line with other centres
9. Complete the development of Councils ten-year Recreation Strategy
10. Commission an external review and benchmarking the procurement framework and processes to identify opportunities for improvement
11. Roll out a new staff online training program for procurement
12. Recruit new term of local democracy group members
13. Deliver Community Environment Grants
14. Incorporate the low carbon precinct study into future planning controls
15. Deliver a consolidated Contributions Plan (S11 plan)
16. Implement the Night time Economy Strategy
17. Work with 50 venues to host music and arts events as part of the Council's legalisation of arts in main streets
18. Prepare the Annual Report
19. Develop and implement a defect reporting request system for staff
20. Develop and present the business case for de-amalgamation including community engagement
21. Deliver annual community wellbeing, arts, and multicultural grants program

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

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