



Biannual Progress Review

July-December progress against the
Operational Plan 2017/18

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Introduction

About the Operational Plan and this review

Operational Plan

An Operational Plan is prepared by Council each year in response to changing community needs and expectations. It lists the actions Council will undertake each financial year to achieve its strategic goals.

This review

Council compiles biannual progress reviews to provide a snapshot on progress made against the adopted Operational Plan. It also identifies areas that require Council's attention.

This review outlines Council's progress on the actions in the Operational Plan 2017/18 between 1 July 2017 and 31 December 2017 (quarters one and two of the financial year - 'Q1-2'), as well as the status of each action at the end of that period.

How to read this Progress Review

This review is divided into thirteen Service Area sections, mirroring the Operational Plan 2017/18. Each Service Area section begins with a progress snapshot of the actions that sit within that area.






Underneath each Service Area, actions are sorted into "Continuing Activities" (ongoing work or 'business as usual') and "Key Initiatives" (one off projects or initiatives).

A comment each for Q1 and Q2 is displayed next to each action.

Statuses and traffic lights

The status of each action in this report indicates progress made on the action by the end of the reporting period. A coloured 'traffic light' appears next to each action to provide a clear graphical indication of its status.

The following table displays the meaning of each status and its traffic light colour.

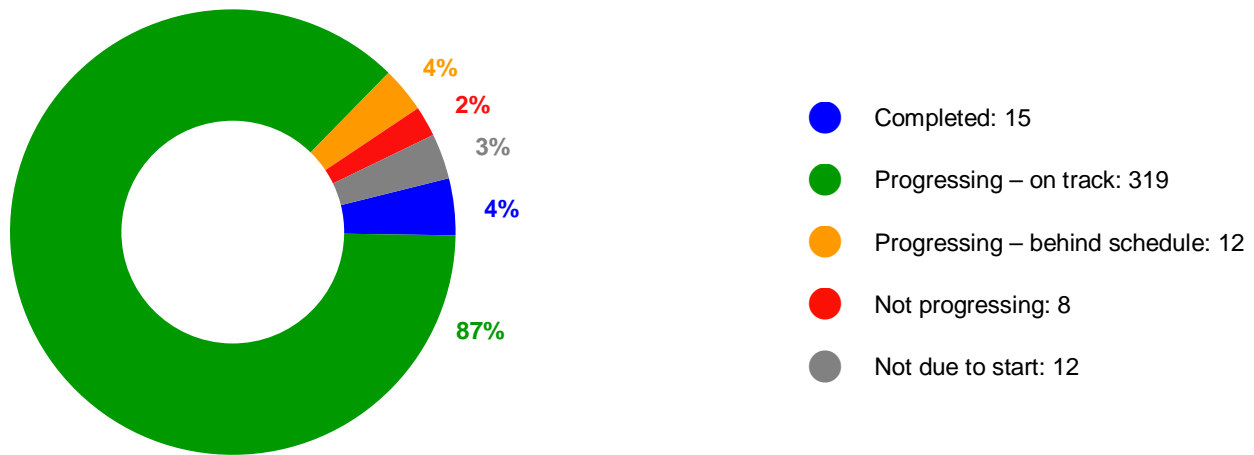
Status	Traffic light	Status description
Completed		Work on this action has been completed.
Progressing – on track		Work on this action is progressing to schedule.
Progressing – behind schedule		Work on this action has been delayed, but is ongoing with a defined completion date.
Not progressing		Work on this action has stopped, or is delayed with an unclear completion date.
Not due to start		Work on this action is not scheduled to begin until a later date.



Action status snapshot for Q1-2

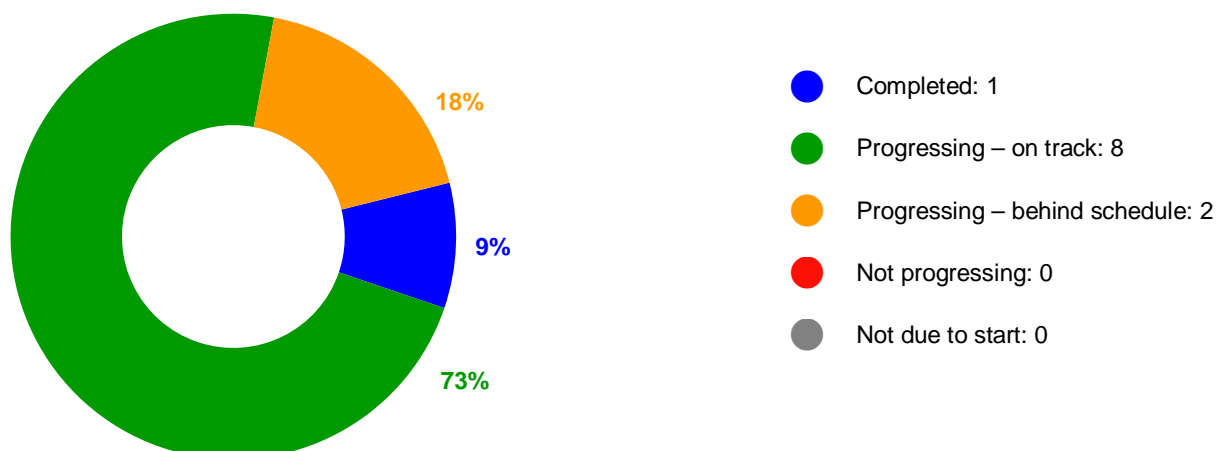
Of the 364 actions in the Operational Plan 2017/18, 91% were 'Completed' or 'Progressing – on track' at 31 December 2017. Fewer than 6% of actions were 'Not progressing' or 'Progressing – behind schedule'. Work on the remaining 3% of actions was not scheduled to begin in this reporting period.

Further details about statuses are outlined in the progress comments next to each action.



Children and Family Services


Service Area Snapshot



Continuing Activities




Children and Family Services			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Children and Family Services			
Implement and monitor compliance of Council's Early Childhood and Middle Childhood services with the National Education and Care Services Regulations, the National Quality Standards and requirements and expectations of the National Quality Framework	Q1: Two services received a rating of 'Exceeding the National Quality Framework' as a result of the Assessment & Rating process.	Progressing - on track	
	Q2: Assessment and Rating visit from DEC to another of Council's services with favourable initial reports. Relevant policies and procedures updated and as per changes to Regulations which took effect in November. Preparation for next round of changes due in 2018.		
Support access to Council's Children's Education & Care Services by minority / marginalised groups in conjunction with relevant community and referral support organisations	Q1: Employment of an Aboriginal Educator supported the retention of Aboriginal enrolments at Preschool. A range of relevant community programs accessed across CFS services included Migrant Resource Centre, Stretch-a-Family, Allied Health and Angli-Care.	Progressing - on track	
	Q2: Enrolment of Aboriginal children and their families has been sustained across services. 14 identified Aboriginal and Torres Strait Islander children are enrolled and attending. Sustained enrolment is assisted through employment of six Aboriginal educators in the services. Services continue their linkages with external agencies including the NSW Aboriginal Education Consultative Group, Family and Community Services, Angli-Care, Stretch-a-Family, Brighter Futures, Launch Pad and Inner West Migrant Resource Centre.		

Children and Family Services




Continuing Activity	Comment	Status	Traffic Light
Implement Council's and external agencies' policies and programs to assist with the affordability and accessibility of Council's Children's Education & Care Services for low income and vulnerable families, children with additional needs and children from other disadvantaged backgrounds	<p>Q1: Engagement and formal agreements with commonwealth, state, local government and not for profit agencies enabled continued financial and other supports to sustain enrolments across service. For example 19 Aboriginal children and their families and over 45 additional needs children continued access to high quality programs across the Children and Family Services.</p> <p>Q2: 39 children accessed Council's Early Childhood Centres subsidy in this quarter to a total of \$7,080.00. 29 children accessed Commonwealth Inclusion support Program funding across OSHC the Early Childhood services. The State 'Start Strong' Preschool funding enabled a reduced daily fee of \$63 for 29 School aged eligible children. Nine Aboriginal and Torres Strait Islander children accessed fees of \$10 per day and 15 children had a fee of \$30 per day based on their low income health care card.</p>	Progressing - on track	

Key Initiatives

Children and Family Services

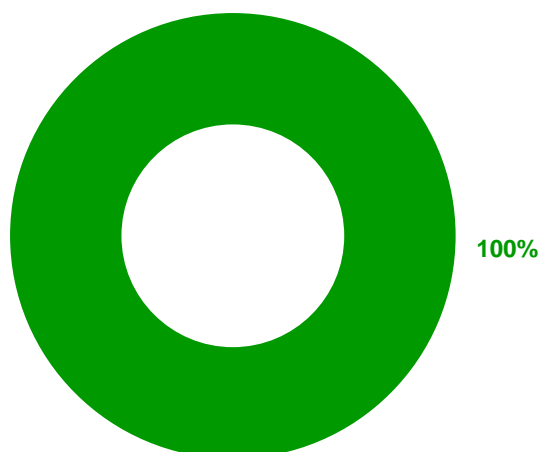
Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Children and Family Services			
Undertake a review of each of the web-based and manual processes that exist across the Children's Services section	<p>Q1: Review of waitlist processes complete. Expecting to go live in Quarter 2 with a web-based system that will provide integration of Council's waitlists for a) long day care services b) family day care services.</p> <p>Q2: Web-based waitlist system implemented with go live date successful in November 2017 for Council's Early Childhood and Family Day Care Services. Changes to Commonwealth requirements have necessitated a deviation from reviewing other reporting web-based and desktop systems. Current software providers are going through changes to be in line with Government requirements. Council informed in November of changes to software providers from early 2018. Preparations for changes underway as per Commonwealth requirements and software provider requests. Close collaboration with Council's ICT section to ensure compliance with requirements.</p>	Progressing - on track	
In conjunction with Council's Strategic Planning section, undertake a needs analysis of Early Childhood and Middle Childhood services across the Inner West LGA to determine current supply and demand and identify any gaps and future needs	<p>Q1: Initial and basic scoping of number and types of services across the IWC complete.</p> <p>Q2: Update of information regarding location, type and fees of local providers. Brief for engagement of consultant/s being developed. Initial scope possibly being expanded; investigations underway with external subject matter experts to determine suitability and feasibility of additional scoping.</p>	Progressing - on track	
Develop and implement a business development plan for Council's Occasional Care service	<p>Q1: Project commenced. Initial project plan development underway.</p> <p>Q2: Developing a project plan. Mapping and consultation with teams to recommence after January/February period of settling new children into care.</p>	Progressing - behind schedule	

Children and Family Services

Key Initiative	Comment	Status	Traffic Light
Develop an Inner West Council Children's Services Business Plan	<p>Q1: Obtained previous business plan for Leichhardt Council Children's Services. Initial contacts made to determine other former Councils of IWC existing business plans or similar.</p> <p>Q2: No further actions taken on this project as focus on policies and procedures project, and on recruitment. Children's Services Business Plan will continue late January 2018.</p>	Progressing - behind schedule	
Increase available places for Out of School Hours at Council's Camdenville and Marrickville West OSHC services	<p>Q1: Camdenville and Marrickville West OSHC received a grant of \$30,000 each from the Before & After School Care Fund (State Government) to increase number of places available. In collaboration with Council's property services, host schools and DEC Asset Management team, draft concept plans have been prepared. Approval and construction phase is planned for Qtr 2 with an aim of minimal, if any, disruption to service delivery</p> <p>Q2: Commencing from January 2018, Camdenville OSHC increased operational numbers from 45 to 60 places and Marrickville West from 75 to 90 places each afternoon. The Before & After School Care Fund grant received at Marrickville West has been used to relocate the service and construct external storage to operate the service from the school hall. Draft concept plans for refurbishment at Camdenville have been placed on hold due unforeseen property requirements the DEC. Asset Management team need to rectify before the service can progress future projects. A review of the OSHC venue was completed and internal redesign of spaces has increased area space and the centre will continue to access school spaces when required.</p>	Completed	
Provide support to and expand the relationships of the Local Network of Early Childhood Children's Services	<p>Q1: Meetings with previously existing local group from former Leichhardt LGA. Provided updates in regards to amalgamations and changes across IWC from the former Councils such as changes in structure and roles</p> <p>Q2: Local services focussing on changes to regulations and compliance with those changes. Proposal within group in regards to establishing possible social media closed group for information sharing and mutual support. Meeting dates yet to be set for 2018.</p>	Progressing - on track	
Begin the process of merging, integrating and harmonising the Leichhardt and Marrickville Family Day Care services to an Inner West Council Family Day Care Service	<p>Q1: A variety of processes have been harmonised between the two existing services. Project plan in progress. Contact details for other LG and community based services collated.</p> <p>Q2: New Family Day Care Coordinator in post and work continues on integrating and harmonising policies and procedures. 2 workshops with both Family Day Care Coordinators has taken place to ensure collaboration from both Family Day Care teams. First Policy for both Family Day Care schemes completed. Project to continue late January 2018.</p>	Progressing - on track	
Merge and integrate the operational Policies & Procedures that exist across the Children's Services section	<p>Q1: Project plan complete, stakeholders identified and informed, first policy batches identified, workshop planning in progress</p> <p>Q2: Feedback from stakeholders led to a new project plan being completed and the process of this project being changed to be consultation instead of collaboration. IWC Policies and Procedures manual referenced and first batch of policies under review. One policy (Family Day Care) reviewed, merged and in draft awaiting feedback. Project progressing and will continue late January 2018.</p>	Progressing - on track	

Community Events

Service Area Snapshot



- Completed: 0
- Progressing – on track: 1
- Progressing – behind schedule: 0
- Not progressing: 0
- Not due to start: 0

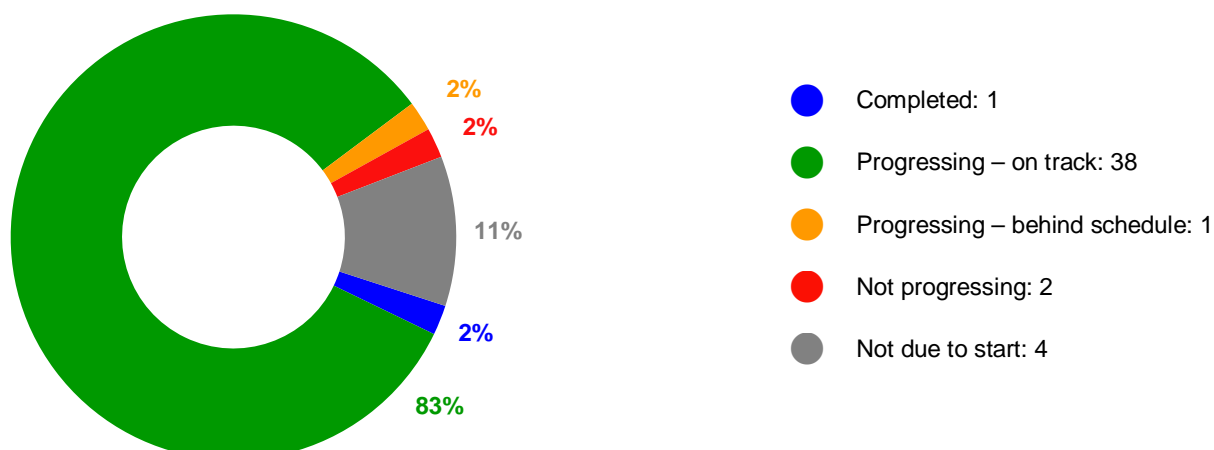
Continuing Activities

Community Events

Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Communications, Engagement and Events			
Deliver Council's annual program of community events to engage citizens in the community life of the inner west	<p>Q1: Council's annual program of community events is underway for the 2017 - 2018 financial year and the following events have been successfully delivered: Footprints Ecofestival - Sunday 27 August 2017, 3000 attendees Dulwich Hill Village Fair - Sunday 10 September, 2017, 8000 attendees Big Bike Day - Sunday 24 September 2017, 400 attendees Bali Memorial Service - Thursday 12 October 2017, 40 attendees Marrickville Festival - Sunday 22 October 2017, 60,000 attendees</p> <p>Preparations are currently underway for Back to Balmain, Jazz in the Park, Staff Christmas Party, Australia Day, Bairro Portuguese Food & Wine Fair and the Carnival of Cultures to further engage community and showcase goods and services in the local government area.</p> <p>Q2: Council's annual program of major community events continued to roll out with the successful delivery of the following: Remembrance Day - Sunday 11 November 2017, 200 attendees Jazz In The Park - Sunday 19 November 2017, 2000 attendees Carols By Candlelight - Saturday 9 December 2017, 400 attendees</p> <p>Preparations are currently underway for the Bairro Portuguese Food & Wine Fair, Carnival of Cultures, Bluesfest, Movies in the Park, Anzac Day Dawn Service, Built Environment Awards and Celebrate 2044 to further engage community and showcase goods and services in the local government area.</p>	Progressing - on track	●

Community Services and Culture




Service Area Snapshot




Continuing Activities

Community Services and Culture			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Community Services and Culture			
Coordinate and administer Council's Community and Cultural grants programs	Q1: Requests for applications sent to the community, promotion of grants programs commenced.	Completed	
	Q2: Council endorsed grant recommendations; groups advised of outcomes; funds allocated; internal Grants Working Group review meeting conducted.		
Coordinate Community Services and Cultural networks and interagencies across the inner west	Q1-2: Continued attendance at cultural network meetings and events, and community and cultural interagencies across inner west and regionally.	Progressing - on track	
Implement the homelessness policy and action plan	Q1: Council is a partner in a new multi-agency Homelessness outreach team that includes representatives from the Police, FACS, HousingNSW, Missionbeat, Sydney Local Health District and Newtown Neighbourhood Centre. This project coordinated by the Newtown Neighbourhood Centre is based on the same model which has been operating in Ashfield for some time. It includes monthly patrols in the Newtown area. These early morning outreach sessions aim to make contact with people sleeping rough in the Newtown area, initially focusing on King Street, Newtown Square, Camperdown Memorial Park and Stephen's Church cemetery. The team will ascertain whether the people sleeping rough would like assistance from homelessness services and assist them to access housing.	Progressing - on track	

Community Services and Culture





Continuing Activity	Comment	Status	Traffic Light
	Q2: Community Services and Culture continues to collaborate with Regulatory Services and Missionbeat to respond to reports of people sleeping rough, providing referral information and support. Council is continuing to collaborate with the State Government and local community organisations to deliver the Ashfield Outreach Project and the Newtown Outreach Project. Project teams are monitoring and responding to people who are sleeping rough and have assisted people to obtain temporary accommodation and housing. A review of Ashfield Outreach Project was conducted in December 2017 and participating organisations remain committed.		
Seek opportunities to increase provision of affordable housing and facilitate management of Council's affordable housing stock	<p>Q1: Staff are progressing discussion on inclusion of IWC in Sepp 70.</p> <p>Q2: Staff are continuing to implement the Affordable Housing Policy, including investigation of opportunities to increase supply of affordable housing via development partnerships with community housing providers and private developers.</p>	Progressing - on track	
Coordinate volunteer support and partnership opportunities across the Inner West	<p>Q1: Council delivered Linked-In Youth Mentoring Program in partnership with Sydney Secondary College. Students participate across two terms with adult volunteers who act as role models and mentors. The program empowers and supports young people, keeping them engaged in education through alternative learning environments. During this quarter 10 program sessions were held with 10 mentors and 11 mentees. Council partnered with STARS and Volunteer Network to celebrate and promote volunteering in the Inner West through the Amy Large Volunteer of the Year Awards. The awards ceremony took place in July at Leichhardt Town Hall with 85 people in attendance. Awards were presented for young volunteer of the year, adult volunteer of the year, senior volunteer of the year and group / team volunteer of the year. Council engaged 12 volunteers to assist with the development of New Locals, an app to assist refugees and people seeking asylum to find services and activities in the Inner West.</p> <p>Q2: English Conversation Program expanded to provide an additional weekly volunteer led English class. In collaboration with Metro Assist and a team of 15 volunteers, the program provides a free English class for up to 100 students each week. Classes were run in the Ashfield Civic Centre and at Ashfield Public School. Volunteers continue to support Community Wellbeing events with 6 volunteers from the Young Leaders Reference Group supporting White Ribbon Day celebrations in Bridgewater Park (Rozelle) in November. LGBTIQ projects also receive significant volunteer input with the LGBTIQ Working Group and the Marriage Equality Results Day Party benefiting significantly from volunteer contributions. Together with CASS (Chinese Australian Services Society) Council continues to provide the free Chinese Language Help Desk. Council also continues to develop the partnership with STARS and Volunteer Network and has commenced planning to deliver volunteer recruitment and training sessions in 2018.</p>	Progressing - on track	
Implement the Public Art Policy	<p>Q1: Living Arts manager is collating the public art policies, strategies and guidelines from 3 foundation councils to inform a consistent way forward for Inner West Council. a key priority in 2018/19 will be the development of the Inner West Public Art Policy and Plan</p> <p>Q2: The Living Arts team is implementing Public Art projects across the LGA with Council stakeholders and developers. Major new projects include Patyegarang Place – new Marrickville Library and Community Centre; Yanada at Luna Apartments in Lewisham; Yirran Gumal, Early Learning Centre, Steel Park and The Place in Ashfield. Annual street art programs include 3 new works for Wall2 Wall. Expressions of Interest are open until March 2018 for Perfect Match.</p>	Progressing - on track	

Community Services and Culture




Continuing Activity	Comment	Status	Traffic Light
Support, engage and promote local artists and the creative arts sector	Q1: ARtPost and CreatEnews continue to engage and inspire the arts and creative sector and interested community members. Council has widely promoted the Independent Artist Grants and cultural sector grants.	Progressing - on track	
	Q2: Create e news and Artpost continue to inform the community of exhibitions, workshops, events and opportunities for artists across the LGA. The Inner West Open Studio trial has engaged over 100 studios to showcase over 4 days in March 2018 in partnership with Art Month. Four artists were selected to showcase their work on Newtown Art Seat. Living Arts is partnering with the Istanbul Biennale and Biennale of Sydney to host The Project 4 large banners exploring the concept of a good neighbour in Ashfield, Newtown, Sydenham and Marrickville.		
Promote opportunities for Council facilities to be used for arts and cultural activities	Q1: Council's staffed Community Centres provided a range of arts based workshops for families during the 2017 Inner West Open Studio Trail. Local artists were employed to engage specific population groups in hands on workshops at the Hannaford, Jimmy Little and Annandale community centres. These workshops contributed to promoting the centre as an available venue for arts activities.	Progressing - on track	
	Q2: Planning is underway for activation across Council's various Town Halls and Facilities including; Site and Sound in May, Open Festival in June, and Spark Youth Theatre on a quarterly basis. Additionally, a host of arts and cultural groups continue to use community facilities for purposes of workshops, classes, rehearsals and performances.		
Market and manage Council's Cultural and Artist in Residence programs	Q1: Successful cultural artist residency programs continue to run across the full range of venues, engaging local communities and activating practitioner spaces across all art forms.	Progressing - on track	
	Q2: Chrissie Cotter Gallery is fully booked with 25 new exhibitions in 2018. All Artist Residency programs continue to run across Inner West cultural and community venues engaging local communities and supporting a range of art forms. The Arts and Cultural grants funded five arts studios and galleries to host temporary residencies.		
Manage, market and operate community buses, venues and facilities for hire	Q1: Promotion internally and externally of venues and buses through Annual Expression of Interest booking process. EOI for regular hire of all Council venues, meeting rooms, town halls and buses for 2018 advertised in the local paper, council's website and distributed through community networks. Information across IWC collated and disseminated to all IWC staff to promote use of facilities, including buses and venues.	Progressing - on track	
	Q2: On track. EOI Process for regular hire completed, with hirers locked in for 2018. Community Operations continuing the management and marketing of facilities for Ad Hoc Bookings.		
Coordinate the implementation of the Inner West Community Safety Plans	Q1: The former Ashfield and Marrickville Councils were given the opportunity to apply for Crime Prevention funding following the endorsement of their respective Community Safety Plans earlier in 2017. Two projects were successful and Council has now received \$40,000 to implement the Safe at Home Project and a further \$15,235 to implement the DIY Home Safe Project. An officer will be employed to lead both projects concurrently over a 6-8 month period once the recruitment process is finalised in the coming weeks. Both projects will respond to Steal from Dwelling and Break and Enter data, which shows these are a priority for the Inner West. Safety talks were delivered to seniors in community languages by the NSW Police at Marrickville library.	Progressing - on track	

Community Services and Culture			
Continuing Activity	Comment	Status	Traffic Light
	Q2: Funding from the Department of Justice has been received to support the implementation of two community safety projects identified in the former Marrickville Council and Ashfield Council Community Safety and Crime Prevention Plans. Recruitment processes have been completed with the engagement of a project co-ordinator. Work will commence this month.		
Manage and develop Spark Youth Theatre	Q1: Delivered weekly Workshop program with 3 different artists through the Artist Xchange program. Each block was promoted individually via the Spark website/Facebook/Mailchimp and other outlets (e.g., IWC Facebook and E-News, other youth theatre companies). A new process of online registration (via the Spark website and Eventbrite) was successfully implemented and synched with new online contact databases. Numbers averaged 5 young people per workshop with a couple of new members getting involved. The Artist Xchange program continued with a new online EOI form and 3 new submissions received and accepted. was promoted via the Spark website/Facebook and other arts organisations (e.g., PACT centre for emerging artists, Shopfront Arts Co-Op, etc.). 3 artists/companies used the Graham Yarrol Room to develop/rehearse a project. The MoU template for the program has been revised, with an induction checklist currently being drafted in liaison with Haberfield Library and Property staff.	Progressing - on track	
	Q2: Delivery of major project 'Claim the Stage and More' engaging an ensemble of 14 young people aged between 12-18 years. Over a 6-week timeframe, participants were supported to develop their own short performances, which were then woven together in a unique showcase experience for local audiences at Ashfield Town Hall over 3 nights. Feedback from participants, parents/guardians and contracted artists was collected, with 12 out of the 13 surveyed participants strongly agreeing that they'd like to be involved in similar projects in the future. The Weekly Workshop Program was delivered in the final 2 weeks of term, with 13 young people participating. The Artist Xchange program continued, with 3 new online submissions received and 3 artists/companies utilising the Graham Yarroll Room to develop/rehearse a project.		
Support and facilitate Strategic Reference Groups for Social Inclusion; Young Leaders; Aboriginal and Torres Strait Islanders and Housing and Affordability	Q1: Lively community participation continues through reference groups, which are providing an engaged and informed forum for Council consultation on the Community Strategic Plan, Social Inclusion Plan and key policies.	Progressing - on track	
	Q2: All reference groups met within the quarter.		
Actively engage with the diversity of communities across the Inner West, foster partnership and skills development to facilitate community capacity building initiatives	Q1: Council collaborated with the LGBTIQ Working Group to host Rainbow RoundTable at Newtown Neighbourhood Centre under the guidance of MC Jordan Raskopoulos. Over 40 participants discussed 4 key themes to be developed into a LGBTIQ Action Plan to improve social inclusion for LGBTIQ communities. Council partnered with Ashfield Police Command to host the School Principal's Forum with over 30 participants and guest presenters Spark Youth Theatre, Headspace and Narragunnawali Aboriginal Reconciliation. Council staff support, provide programs and information at the Community A fair Community hub once a month at Addison Rd Community Centre. The majority of attendees are people from CALD communities as well as clients of a number of local agencies. Planning is underway to establish an Elder Abuse Collaborative with an EOI finalised in consultation with the NSW Elder Abuse Helpline and Resource Unit and interagency members.	Progressing - on track	





Community Services and Culture

Continuing Activity	Comment	Status	Traffic Light
	<p>Q2: Council collaborated with the LGBTIQ Working Group to fly rainbow flags and banners from its key buildings throughout the voting period for the same-sex marriage postal survey. A Marriage Equality Mayoral Reception was held on 15 November to coincide with the postal vote announcement with 100 people attending. The LGBTIQ Working Group met 4 times to review the results of the Rainbow Roundtable, and plan for Feel the Love Mardi Gras reception (15 February) and a rainbow flag raising ceremony (16 February). Engagement with the LGBTIQ Seniors Working Group continued with an afternoon tea at the Rainbow Room. The Inner West Elder Abuse Collaborative met twice, engaging the Seniors Rights Service and Sydney Local Health District. The Collective participated in the flagship Inner West White Ribbon. Liveable Communities Grant Application was submitted. The proposed program will provide mentoring and training older people using food, gardens and cultural tours, with a CALD focus.</p>		
Implement the Community Engagement Framework for Community Services and Culture	<p>Q1-2: Continuing to extend IAP2 and leading practice engagement across all Community Services and Culture outputs.</p>	Progressing - on track	
Manage operations, develop and deliver programs and services through Council's community centres, facilities and community venues	<p>Q1: A new series of four holiday activities for primary school aged children was developed and delivered during the school holidays at Jimmy Little Community Centre. All Community Centres develop a term based calendar and information pamphlet to promote the activities and community bookings at the centre.</p> <p>Q2: On track. Council continues to run a number of in house programs out of its Community Venues in line with its term based calendar. In addition, Council continues to attract community focused venue hirers who run valuable initiatives for targeted populations</p>	Progressing - on track	
Deliver community and cultural initiatives to celebrate community and to connect people	<p>Q1: Perfect Match, Council's flagship graffiti mitigation strategy that enlivens local neighbourhoods with leading practice street art and innovative. Delivering 18 new street art murals and 6 arts and cultural tours, this community and cultural development program also featured 5 neighbourhood celebrations of the many Perfect Matches.</p> <p>Q2: On track including: Say Yes Celebration, November; Seniors Christmas Celebration, December</p>	Progressing - on track	
Participate in place based initiatives to activate public spaces, increase safety and improve the public domain	<p>Q1: Perfect Match embeds Placemaking in the neighbourhood across 29 sites and programs. Council's Living Arts team continue to activate public space though planning for collaborative community-based visual arts in Ashfield Town Centre, the Greenway Missing Links program and curating the Newtown ArtSeat.</p> <p>Q2: Planning underway for the summer Pics in the Park programs.</p>	Progressing - on track	




Community Services and Culture

Continuing Activity	Comment	Status	Traffic Light
Deliver information and facilitate cultural awareness programs connecting people to the local area	Q1: In August 2017, 55 refugees were welcomed to inner west Community and Refugee Welcome Centre, which included an Aboriginal Welcome to Country and a smoking ceremony. An active consultation of the Intergenerational Pop Up Games (i-PUG) was undertaken at A Family A Fair day at Addison Road Centre 26 people were surveyed and many played games throughout the event including chess, bocce, badminton and croquet. Planning is underway during to deliver The Pauline McLeod Awards for Reconciliation through Council's partnership with the Eastern Region Local Government Aboriginal and Torres Strait Islander Forum (ERLGATSIF). The shared food preparation program has grown and has a community development focus with participants shopping and sharing the cost of ingredients. The Local Social model of informal afternoon coffee catch ups aimed at socially isolated individuals was piloted and proved successful.	Progressing - on track	
	Q2: Planning is underway to deliver a dementia awareness raising event with the Aboriginal Community. A working group has been established (led by the Aboriginal Sector Support & Development Officer – Inner West). Planning is underway during to deliver The Pauline McLeod Awards for Reconciliation through Council's partnership with the Eastern Region Local Government Aboriginal and Torres Strait Islander Forum (ERLGATSIF). The awards ceremony will take place at Ashfield on 24 May 2018.		
Support the Refugee Welcome Centre and manage key stakeholder relations	Q1: Council recently launched the New Locals Inner West App which has been developed to assist refugees and people seeking asylum to find services and activities in the Inner West. New Locals has been developed by Inner West Council, in partnership with Asylum seeker centre, and with support from Settlement Services International. Council worked with a group of 12 volunteers to support the development of the app and it was launched at the Inner West Refugee Welcome Centre. Meanwhile the Refugee Welcome Centre Coordinator has continued to deliver a weekly program of activities and programs to an average of 50 refugees each week.	Progressing - on track	
	Q2: Council supported the centre coordinator to plan activities for 2018, including meeting with other key local stakeholders in the Inner West to extend networks, develop capacity and other partnerships that will benefit the centre's work. In addition 32 volunteers/community members attended a meeting in December, which outlined a draft program of activities and volunteer training in 2018. The Memorandum of Understanding with partners Settlement Services International and the Justice of the Peace has been operating successfully and now into its 7th/8th month. An annual review of the MOU is planned for February/March 2018. The New Locals Inner West APP was launched in October at the Refugee Welcome Centre. The APP was developed in partnership with the Asylum Seeker Centre with support from Settlement Services International, Council and Beaconmaker, the platform developers. The App assists refugees and people seeking asylum to find places, services and activities in the Inner West.		
Provide access to Home Gardening, Maintenance and Modification Services	Q1: Services are booked to capacity for reporting period.	Progressing - on track	
	Q2: New employee begins in January 2018. Trade staff returning from leave in January 2018 will allow services to reach predicted capacity service delivery in third quarter.		

Community Services and Culture





Continuing Activity	Comment	Status	Traffic Light
Deliver programs and initiatives for children, young people and families	<p>Q1: Council provided Magic Yellow Bus at 7 different parks five mornings per week during this quarter with 76 occasions of service. Over 5,400 children attended with an average of 71 children participating at each location. Council hosted Y on Norton Homework Support Program for young people aged 12-18 years with 9 sessions and 59 instances of attendance. Y on Darling included 9 sessions and 165 instances of attendance. Winter School Holiday Program delivered a range of free and low cost school holiday activities for young people with 116 instances of attendance. Council delivered Breakfast Club every Wednesday to average of 18 young people in partnership with Weave, Barnardos, Marrickville PCYC, Sydney Airport and Marrickville Youth Resource Centre. Council continued Linked-In Youth Mentoring Program in partnership with Sydney Secondary College across two terms with 10 adult volunteers who act as role models and mentors matched with 11 mentees</p> <p>Q2: In 2017 Council, and partners, delivered 55 sessions of Breakfast Club with 1008 young people attending, mostly identifying as Aboriginal and CALD. The Y on Norton engaged young people aged 12-18 years with 9 sessions and 74 instances of attendance. Y on Darling included 9 sessions and 290 instances of attendance. Spring School Holiday Program delivered free and low cost school holiday activities for young people with 57 instances of attendance. Council delivered education / life skills programs for young people including workshops on time / stress management and white card training. Council provided support and resources to MYRC and PCYC to deliver after school programs / outside-of-hours programs for young people including a Mental Health Month project. Council coordinated a range of activities for young people and children at the Marrickville Festival in partnership with PCYC, MYRC, Headspace, Marrickville Red Devils Soccer Club and Barnardos.</p>	Progressing - on track	
Work with regional partners to progress the activation of Parramatta Road as a creative and cultural destination	<p>Q1: Planning for participation in the Sydney Fringe Festival (to be delivered Qtr 2), with a particular focus on activating Parramatta Road, and igniting OffBroadway. Living Arts team members continue to collaborate with the Economic Development team to support small enterprises in the creative sector and link artists to empty spaces.</p> <p>Q2: Living Arts team members continue to collaborate with the Economic Development team to support small enterprises in the creative sector and link artists and businesses to empty spaces as a strategy to activate Parramatta Road.</p>	Progressing - on track	
Provide the Magic Yellow Bus mobile playgroup service across parks in the Inner West	<p>Q1: Council has provided the free Magic Yellow Bus at 7 different parks five mornings per week during this term with 26 occasions of service. Over 1,840 children have attended the MYB service with an average of 71 children participating at each location. The children and parents/carers have engaged with a diverse range of activities including craft, storytime, skills development and imaginative play. MYB has received a number of visits from local high school students interested in child care studies. Council is also currently recruiting part time staff to this service.</p> <p>Q2: Council provided Magic Yellow Bus at 7 different parks five mornings per week during this quarter with 64 days of service and 4,191 children participating (an average of 65 children participating at each location). The Magic Yellow Bus collaborated with The Infants Home and NSW Police to participate in the local program of White Ribbon Day events. The service also participated in Marrickville Festival</p>	Progressing - on track	
Coordinate the implementation of Council's Disability Inclusion Action Plan	Q1-2: Implementation of the IAP is being included in planning 2018/19 Operational Plan.	Progressing - on track	

Community Services and Culture







Continuing Activity	Comment	Status	Traffic Light
Coordinate and provide meal services and activities for seniors at Tom Foster Community Centre	Q1: Tom Foster Community Centre (TFCC) has continued to provide meals on wheels to clients at home; clients and seniors groups who come in to the centre and also meals ordered by other services or community centres. In total, TFCC had 7579 meals during this quarter and an extra 84 meals were wasted as clients were not home and cancelled their meals late. Distributed with the meals which some clients only ordered were 1755 sandwiches and 2319 deserts.	Progressing - on track	
	Q2: Tom Foster Community Centre (TFCC) continues to provide meals to clients at home (through Meals on Wheels), to clients and senior groups that attend TFCC (such as Chinese Seniors, Former Yugoslav Group, TFCC Exercise Group and Portuguese Seniors), and to other Community Centres and Services. Tom Foster averaged; 130 TFCC Based Meals, 140 Centred Based Meals distributed to Hannaford Community Centre, and 2000 Meals on Wheels delivered across the entire Inner West LGA to 80 clients per month, for the quarter. 45 Individuals were also supported through the Social Support Program.		
Coordinate an Active and Connected Seniors' program	Q1: Inner West Council delivers a diverse range of activities for seniors across the LGA to increase social connections and improve health and wellbeing through passive and active recreation. This quarter included Yoga, Walking groups, meditation, Aqua aerobics, learn to swim, Zumba, Art classes with the group receiving a prize for their submission to the NSW Elder Abuse art competition called 'talking Elder Abuse', including being interviewed on Radio Skid Row. Senior Bus Outings, Tai Chi and table tennis continue to be popular, established LGBTIQ over 55's social group, Line Dancing has progressed from being a pilot to ongoing activity attracting average of 28 seniors each week. The Songs from Next door Choir and Seniors Theatre workshops were held weekly. The Women's Shed continues to expand and The Not So Young Club is attended by 20-30 people once a month and included a presentation on local community gardens and one on memory.	Progressing - on track	
	Q2: A Seniors Christmas Lunch was held in December at Wests Leagues, with 250 seniors attending. Council's Seniors Health and Wellbeing Programs Survey was distributed and 100 surveys were completed. There were 15 Active and Connected programs delivered in the Marrickville area. Activities included Cyber Seniors at Tempe High, Salsa for Senior's, Multicultural Gentle Exercise and the newly established LGBTIQ Social Group Monthly Meet Up. A need was identified to provide dementia dance classes targeting the Vietnamese community. A partnership was established with Community and Cultural Connections to deliver six weekly sessions facilitated by a dementia dance specialist. The sessions were popular attracting about 20 people each week.		
Encourage partnerships to support family and domestic violence initiatives across the inner west	Q1: Council actively supports both the Ashfield and Leichhardt Marrickville Domestic Violence Liaison Committees. Planning currently underway to deliver local White Ribbon Day and 16 Days of Activism activities and events in partnership with local domestic violence liaison committees and Police Local Area Commands. Council partnered with NAPCAN (National Association for Prevention of Child Abuse and Neglect) to mark National Child Protection Week in September at The Hannaford Centre. The NSW Play Your Part Awards were presented and Council highlighted its commitment to eliminate domestic / family violence and promote respectful relationships. Council continued to support the delivery of Love Bites respectful relationship workshops at Sydney Secondary College, Balmain Campus and Marrickville High School throughout September.	Progressing - on track	

Community Services and Culture			
Continuing Activity	Comment	Status	Traffic Light
	Q2: A White Ribbon Day 2017 Flagship event was held on Thursday 23 November at Bridgewater Park in partnership with NSW Police and the local domestic violence liaison committees. The event engaged 350 local residents and school students. A series of 16 Days of Activism activities also took place across the Inner West in November / December, including activities with Marrickville South Breakfast Club, Magic Yellow Bus, Y on Norton and Y on Darling. An evaluation of the 2017 event will inform planning for future events		








Key Initiatives

Community Services and Culture			
Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Community Services and Culture			
Consult with the community and develop a strategy to address Aboriginal belonging and reconciliation	Q1: Commence Q 4 in alignment with the Community Strategic Plan	Not due to start	
	Q2: Due to commence in Q4 in alignment with the new Community Strategic Plan.		
Review Council's Community Grants and Resourcing policy	Q1: Internal key stakeholder consultation in progress. an initial draft was presented to the former IWC Council, however in Q2, incoming Councillors and community members will be involved in wider stakeholder discussion and consultation.	Progressing - on track	
	Q2: Cross agency committee convened; working groups for major partners, fee structure and grants have met; Resourcing Principles (which will underpin the Policy) developed and adopted by Leadership Group; drafting process commenced.		
Produce the Inner West Council Public Art Policy	Q1: Funds will be sought to undertake this strategic planning initiative in 2018/19.	Not progressing	
Spark Youth Theatre: Undertake re-branding and seek partnership opportunities	Q1: New Spark website sparkyouththeatre.com finalised, utilising new company name, logo and includes E-News subscription synched to new online database. Branding applied to Spark Facebook and Instagram accounts with followers steadily increasing. Spark promoted via social media accounts (average of 1-2 posts per week) e-News, mailing lists & other youth theatre companies. Partnerships sought with Young Leaders Reference Group, Rozelle Neighbourhood Centre, Addison Road Community Centre, local schools & other youth theatre companies. There is potential for Rozelle Neighbourhood Centre to become an active partner, in terms of collaborating on future projects and supporting Spark to reach young people and artists with a disability. Two grant applications for \$30K were unsuccessful through the Australia Council for the Arts and CreateNSW. The remount of Spark's show 'Political Children' with City of Sydney finalised with 3 performances and 2 workshops at Customs House confirmed in December.	Progressing - on track	

Community Services and Culture

Key Initiative	Comment	Status	Traffic Light
	Q2: A remount of Spark's show 'Political Children' was delivered in partnership with City of Sydney Library at Customs House. There were 3 performances and 2 workshops from 8-10 December. Spark's projects and programs continued to be promoted through paper flyers (following the design of a template) and its Facebook, Instagram and Mailchimp accounts (directing people to Spark's website). This was complemented by IWC's E-News and social media, as well as press releases to local media (resulting in two articles). Artistic Director attended Marrickville Festival to sign-up interested people to Spark's E-News. New relationships with relevant staff from local schools were nurtured towards reaching new young people from across the LGA. A taster workshop with 3Bridges Community (after school/vacation care at Summer Hill Public School) was also offered to attract local children transitioning from primary to high school.		
Develop a marketing strategy for community venues, centres and facilities	Q1: First need to undertake a review of community facilities. The timeframe for this project should be redefined to 30 June 2019. Q2: Have commenced this project ahead of proposed timeline. Currently building evidence base for situational analysis, performing segmentation of current and potential users, and accruing data for benchmarking	Progressing - on track	
Develop an evaluation framework for community and cultural services	Q1: Initial scoping undertaken, to be drafted in Q3. Q2: Action commences Q3.	Not due to start	
Undertake a review of Council's Community centres, facilities and venues to improve community utilisation and access	Q1: Funds will be sought to undertake this strategic planning initiative in 2018/19. Q2: Recently updated profiling of Community Facilities in Asset Management Documents. Additionally, Utilisation Data of all venues have been pulled from Bookings Tools for analysis and review.	Progressing - on track	
Prepare a concept and plan for Aboriginal walking trails and signage on the harbour foreshore	Q1: Aligned with the Greenway Missing Links Program. Q2: Initial investigation into scoping a study into Aboriginal heritage and culture across the LGA has been undertaken. This work will contribute to an EOI for suitably qualified experts to undertake study initially focused in the Cooks River to Iron Cove Bay catchment. This will serve as a foundation for ongoing work on a walking trail around the harbour foreshore.	Progressing - on track	
Develop and promote a Street Entertainment Policy and procedures for the Inner West LGA	Q1-2: Busking/street entertainment policies and guidelines of the former Councils have been reviewed, revealing significant difference across the LGA. Meetings with relevant staff in compliance, customer service and Community Services and Culture have been held, resulting in a set of draft guidelines that could work across the LGA. Annual street performers insurance, covering Public Liability for performers who register online, has been renewed. Next steps will involve the presentation of the draft to the Executive Team for review as part of ongoing policy integration across Inner West Council.	Progressing - on track	
Develop a Major Partners Program Framework	Q1: Commence Q4. Q2: Policy Framework for Major Partners Program has commenced and will be incorporated into the Community Grants and Resourcing Policy. Working group established and collation of information regarding existing partnerships has commenced. Resourcing Principles to inform the Policy Framework developed.	Progressing - on track	

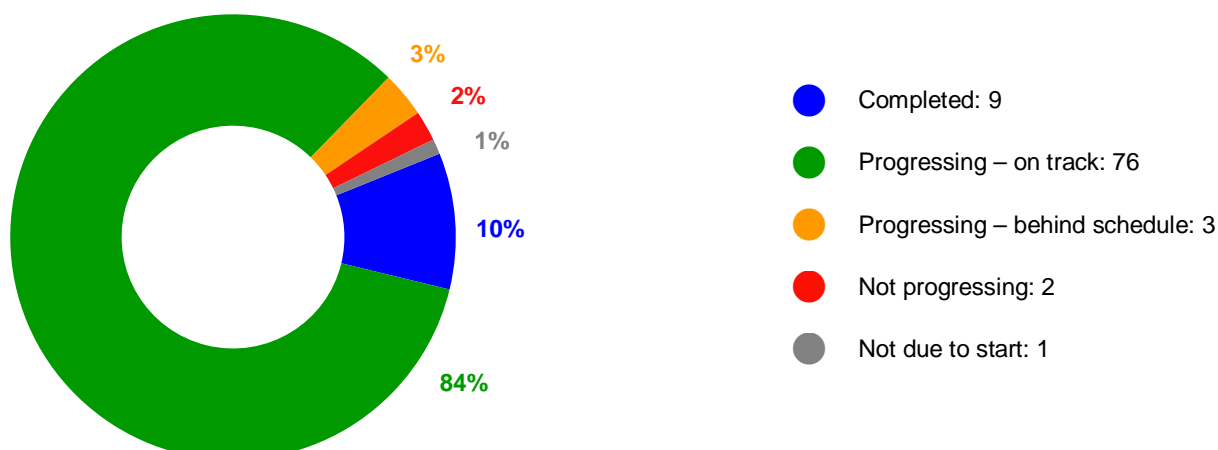
Community Services and Culture

Key Initiative	Comment	Status	Traffic Light
Develop a Healthy Ageing Plan for the Inner West LGA	<p>Q1: Commence in conjunction with the Community Strategic Plan finalisation by Council. No funds were allocated to this project in current year of delivery plan. Change the delivery date of this project to June 2019 subject to funding.</p> <p>Commence in conjunction with the Community Strategic Plan finalisation by Council. No funds were allocated to this project in current year of Delivery Plan. Change the delivery date of this project to June 2019 subject to funding.</p>	Not progressing	
Develop a marketing and communication strategy for Community Services and Culture	Q1-2: In order to advise community on how Council aligns resources with community vision and strategic objectives - this will commence on completion of the Community Strategic Plan.	Not due to start	
Produce an Inner West Arts & Cultural Plan / Strategy	<p>Q1: Living Arts manager is collating the public art policies, strategies and guidelines from 3 foundation councils to inform a consistent way forward for Inner West Council. a key priority in 2018/19 will be the development of the Inner West Public Art Policy and Plan. Funds will be sought to undertake this strategic planning initiative in 2018/19. The completion date for this action needs to be revised accordingly, to June 2019.</p> <p>Q2: Funding has been sought for community and cultural asset audit for 2018/19, which will provide a foundation for the Arts and Cultural Plan.</p>	Progressing - on track	
Develop a Multicultural Strategy	<p>Q1: Investigate in alignment with Community Strategic Plan commencing Q4.</p> <p>Q2: Investigate in alignment with Community Strategic Plan commencing Q4.</p>	Not due to start	
Collaborate to develop and implement an LGBTIQ Strategy	<p>Q1: Investigate with members of LGBTQ Roundtable, and align with the Community Strategic Plan commencing Q3</p> <p>Q2: The results of the Rainbow Roundtable and earlier survey of LGBTIQ community organisations are informing current year priorities in working across the sector, and identifying emerging priorities for consideration in 2018-2019.</p>	Progressing - on track	
Develop an Inner West Child, Youth and Family Strategy	<p>Q1: Scope this strategy in context of Draft Community Strategic Plan, commencing Q4</p> <p>Q2: Scope this strategy in context of Draft Community Strategic Plan, commencing Q4</p>	Not due to start	
Provide social support services and collaborative partnerships through Community Centres	<p>Q1: Hannaford Centre continues to provide an extensive and broad range of affordable programs and activities for older people. The Centre continues to work in conjunction with the Sydney Secondary School, Blackwattle Campus, to provide 'work skills training' opportunities at the weekly Hannaford community lunch for high school students with special needs. Council's Aged, Disability and Inclusion Officer provides weekly workshops and activities at the Annandale Community Centre that cater to the needs of socially isolated residents.</p> <p>Q2: Hannaford, Annandale and Jimmy Little Community Centre provide a range of affordable programs catering to the diverse needs of various groups in the community. Centres provide a community meeting place for residents to come together and socialise and learn new skills.</p>	Progressing - on track	

Community Services and Culture			
Key Initiative	Comment	Status	Traffic Light
Develop a strategy for the Refugee Welcome Centre	Q1: Working in collaboration with relevant stakeholders and Community and Well Being staff to develop a strategy regarding refugee programs and use of the Wharf Road Community and Refugee Welcome Centre. Identifying facility budget requirements and determining staffing resources.	Progressing - on track	
	Q2: An increase in new Refugee programs booked into the Wharf Road Community and Refugee Welcome Centre for 2018. In partnership with Settlement Services International, regular programming is being delivered from the Centre, and an annual program is being prepared for 2018.		

Corporate Support Services

Service Area Snapshot





Continuing Activities

Corporate Support Services			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Integration, Customer Service, Business Excellence and Civic Governance			
Manage the provision of facilities, secretariat and administrative support to ensure Councillors have support and access in accordance with Council's adopted policy	<p>Q1: Councillors have received an induction program detailing the expenses and facilities provided to them under the adopted policy. An interim Councillor Request system has been setup to manage request for councillors for equipment and reimbursement of facilities.</p> <p>Q2: Requests for support, facilities and expense reimbursements for Councillors are actioned as requests are made in accordance with the approved Expenses and Facilities Policy. Councillor requests are logged and responded to within a service standard of 10 working days. Approximately 400 formal Councillor requests were actioned during the quarter.</p>	Progressing - on track	
Provide front line contact / call centre services to customers	<p>Q1: Customer Service underwent significant change in Q1. The Contact Centres were co-located to Petersham in August and Council's new consolidated contact number (9392 5000) was launched in July. The Contact Centre received 57,940 calls in Q1, with annual rates notices and the Council election being significant call drivers. 77.5% of calls were answered with 2 minutes, against the interim target of 75%. By comparison, 68% of total calls were answered within 60 seconds and 83.4% within 3 minutes. The average wait time in the contact centre averaged 66 seconds (interim target 60 seconds). A total of 6% of total calls were abandoned (interim target 5%). First Contact Resolution (FCR) is a core metric for the newly consolidated Contact Centre with a first year interim goal set at 85%. This represents a change in service model for two of the three former councils. Q1 saw the Contact Centre achieve FCR of 80.5%.</p>	Progressing - on track	



Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
	<p>Q2: The Contact Centre received 48,176 calls in Q2, with booked waste collections and development related enquiries being significant call drivers. 78% of calls were answered with 2 minutes, against the interim target of 75%. By comparison, 68.3% of total calls were answered within 60 seconds and 83.6% within 3 minutes.</p> <p>The average wait time in the contact centre averaged 67 seconds (interim target 60 seconds).</p> <p>A total of 5.8% of total calls were abandoned (interim target 5%).</p> <p>First Contact Resolution (FCR) is a core metric for the newly consolidated Contact Centre with a first year interim goal set at 85%. This represents a change in service model for two of the three former councils. Q2 saw the Contact Centre achieve FCR of 82%.</p>		
Provide front line over-the-counter services to customers	<p>Q1: Council operates three face to face service counters - at Ashfield, Leichhardt and Petersham. A total of 10,978 customers were served in Q1 with building and development enquiries/applications, parking permits and rates payments the top three transactions.</p> <p>The average wait time of 277 seconds across the three service counters, exceeded the interim target of <300 seconds.</p> <p>Performance by service counter is shown below:</p> <ul style="list-style-type: none"> • Ashfield served 3,530 customers with an average wait time of 399 seconds • Leichhardt served 3,734 customers with an average wait time of 144 seconds • Petersham served 3,714 customers with an average wait time of 267 seconds <p>Q2: Council operates three face to face service counters - at Ashfield, Leichhardt and Petersham. A total of 8,607 customers were served in Q2 with building and development enquiries/applications, parking permits and rates payments the top three transactions.</p> <p>The average wait time was 320 seconds across the three service counters (interim target of <300 seconds).</p> <p>Performance by service counter is shown below:</p> <ul style="list-style-type: none"> • Ashfield served 1,795 customers with an average wait time of 369 seconds • Leichhardt served 3,493 customers with an average wait time of 256 seconds • Petersham served 3,319 customers with an average wait time of 336 seconds 	Progressing - on track	
Provide frontline administration services to customers	<p>Q1: Council's Customer Service Administration function manages enquiries from customers received via email, web, post, fax and social media channels. These enquiries include, among other things:</p> <ul style="list-style-type: none"> • requests for service • complaints • certificate, permit or licence applications • venue, park, sportsground or waste bookings • payments and refunds • GIPA requests <p>Q1 saw the formation of a single Administration function, a highly complex function which includes responsibility for managing multiple email addresses, online portals, spreadsheets and other legacy channels supported by the three former councils.</p> <p>Q2 will see the integration of a number of these channels into a single set of consolidated channels as well as the introduction of more robust workload management and performance tracking tools.</p>	Progressing - on track	



Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
	<p>Q2: Council's Customer Service Administration function manages enquiries from customers received via email, web, post, fax and social media channels. These enquiries include, among other things:</p> <ul style="list-style-type: none"> • requests for service • complaints • certificate, permit or licence applications • venue, park, sportsground or waste bookings • payments and refunds • GIPA requests <p>Q2 saw the continued consolidation of the Administration function, a highly complex function which includes responsibility for managing multiple email addresses, online portals, spreadsheets and other legacy channels supported by the three former councils.</p>		
Drive continuous improvement to customer service systems and outcomes	<p>Q1 saw the establishment of the IWC integrated Customer Contact Centre at Petersham. TouchPoint was implemented as the Contact Centre software solution and Q-flow was introduced across the three counter service points to provide a ticketing and queuing system. Both of these systems are core infrastructure that provide valuable data on workloads and transaction drivers for the Customer Service function, underpinning ongoing business improvements to better serve the community.</p> <p>On 27 July, Customer Service launched the new consolidated contact number for Council (9392 5000), effectively providing customers with a single contact number for Council for the very first time. Customers can still dial any one of the former Council contact numbers, however these will be phased out. At the end of Q1, more than 50% of calls to Council were received via the new number.</p>	Progressing - on track	
	<p>Q2: Q2 saw the commencement of initial scoping work for a consolidated Customer Relationship Management (CRM) system, currently expected to launch in July 2018.</p> <p>Customer Service commenced providing the Leadership Team with monthly reporting on Open Service Requests and Requests Actioned with Service Standard in Q2. Initially this reporting was highly manual however in collaboration with ICT, an interim reporting data warehouse was developed in Q2 to partially automate this reporting.</p> <p>Q2 saw the continuation of the cross training program with Customer Service, up-skilling Customer Service staff to be able to manage all customer enquiries, regardless of which former Council area the customer is from. Additionally, as a part of Council's launch of Promapp (Council's process mapping platform) in Q2, Customer Service commenced the documentation of existing high priority processes, publishing 29 processes as a part of the initial launch as well as identifying 30 additional processes to be published in the coming months.</p>		
Co-ordinate the merger implementation, including support, facilitation, analysis and project management services to Group Managers	<p>Q1: 200 projects are estimated for completion by December 2018 under the Integration and Transformation Program adopted in April 2017. At the end of Q1, 151 projects were in progress and 23 had been completed. While progress is being made, some projects are slightly behind schedule. In many instances this is due to over-ambitious timeframes and/or the time taken throughout 2017 to finalise and recruit service unit structures and to appoint staff to project lead roles. The Program currently remains on track for most projects to be completed by December 2018.</p>	Progressing - on track	




Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
	Q2: Approximately 55 projects have been completed in the Integration & Transformation Program to-date. Project status reporting has resumed for projects underway/in progress for 2018. A number of Corporate Priority projects (Stream 2) had not submitted a project plan in 2017 - this has since been addressed for most projects in this stream. The Program remains on track, with the vast majority of remaining projects due to be completed by December 2018.		
Communicate with key stakeholders regarding merger implementation progress	<p>Q1: Internal Partnership Agreements have been established between the Integration Team and all service units to define responsibilities, deliverables and performance indicators under which we will deliver the Integration Program. Quarterly partnership review meetings commenced in Q1 with all service units. During Q1 regular reports on the progress of the Integration and Transformation Program were provided to the Leadership Team, Implementation Advisory Group and the Audit, Risk and Improvement Committee.</p> <p>Project leads responsible for integration project delivery are key stakeholders. Monthly on-boarding sessions have provided leads with the skills to initiate, execute and report on projects. Project management, business analyst and change management support resources are available to project leads through the Project Management Office.</p> <p>Regular integration updates are provided to staff via the intranet, staff news and road-shows.</p>	Progressing - on track	
	Q2: Group Managers and the wider Leadership Team continue to receive regular progress status updates on the merger implementation through the Integration & Transformation Program. Additionally, Council's intranet (the Newsroom) has been regularly updated with case studies from staff and teams, outlining their integration/transformation journey. The next quarterly review of Partnership Agreements with Group Managers for integration and transformation initiatives will commence in late February 2018. Quarterly reporting on progress is also provided to the Audit Risk and Improvement Committee.		
Provide change management support for critical organisational projects	Q1: A temporary resource has been recruited to ensure ongoing change management and support is readily available for the integration and transformation program as a whole. The Integration Team continued to be a critical support for integration projects across the organisation, compiling regular updates and content to the weekly staff newsletter, supporting the co-location of indoor staff as well as being central to the Technology One team from a change and communications perspective. Within Stream 2 (corporate priority projects) and Stream 3 (service unit projects) change management support has assisted project leads with the development of the Promapp implementation, the new Newsroom Intranet, changes to the InfoCouncil Business Paper processes, as well as the alignment of staff pay cycles.	Progressing - on track	



Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
	<p>Q2: Change management has continued to be supported by a temporary resource within the Program and Project Management Office. Whilst the primary focus has been on the upcoming Technology One module implementation, there has been regular discussion with Project Leads undertaking integration/transformation initiatives with significant impact to staff and other stakeholders, to ensure they have the tools to help manage change impacts effectively. Examples of such projects include the rollout of Promapp, Council's process mapping platform, as well as the consolidation of payroll systems.</p>		
Responsible Officer: Deputy General Manager Chief Financial and Administration Officer			
Administer Council's Internal Audit Committee	<p>Q1: External members for the new Audit Risk & Improvement Committee (ARIC) have been interviewed and selected. The ARIC's first meeting was held on the 7th September. The 3 external members appointed their Chair, and have adopted their Charter. A range of actions have resulted from the meeting, which will now feed as relevant into the other risk-related projects. The first meeting minutes have been developed, and the Council report covering this and the requirement for 2 Councillors to be appointed to the Committee has been prepared.</p> <p>Q2: Councillors (2) and Independent Members (3) have met in December 2017. A full 2018 meeting cycle has been adopted. The ARIC Charter is adopted, and future meetings will be shaped by the Charter. This item is complete as it is now a Business As Usual matter, continuing.</p>	Completed	
Implement amendments to the Local Government Act	<p>Q1: 1. New financial auditing requirements implemented in accordance with requirements. This included working for the first time with the NSW Audit Office which is now responsible for conducting financial audits and select performance reports on all 140 NSW Councils. 2. New requirements for the taking of oaths or affirmations of office by incoming Councillors met 3. New requirement for the election of Mayor for a two year term (instead of one year) met 4. Careful monitoring of developments concerning commencement of further provisions of the enabling legislation - Local Government Amendment (Governance and Planning) Act 2016 - is continuing.</p> <p>Q2: No significant matters have required action this quarter within Policy and Risk Services.</p>	Progressing - on track	






Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
Review Compliance with Legislation	Q1: Templates have been developed for consistent policy, operational protocol, and procedure development, and covering Guidelines have been adopted by the Leadership Team. The Internal Reporting - Public Interests Disclosures process was drafted and adopted by the Leadership Team. Council-wide matters endorsed or adopted since merger have been incorporated into draft register framework. The website Policy Page and related policy page-landing mapping has been drafted for the website administrators developing the new IC website. On the new website, external users will be able to access Council adopted Policies thematically, alphabetically, and via related landing-pages. A blue-print of priority policy and protocol development and integration with compliance requirements across the IWC is being prepared, for further consideration by stakeholders.	Progressing - on track	
	Q2: The register reflecting both the former-legacy Council policies and operational protocols as well as IWC policies and operational protocols adopted since merger has been fully developed. Interviews with Group Managers and level 4 Managers will be programmed over the Feb-Mar period to systematically establish the draft 2018 recommended priorities (development and/or harmonisation and/or rescinded) for stakeholder consideration and endorsement.		
Maintenance of Council's Policy Register, Delegations and Conflicts of Interest Register and Positions of Statement	Q1: Templates have been developed for consistent policy, operational protocol, and procedure development, and covering Guidelines have been adopted by the Leadership Team. All delegation instruments for staff appointed to new the new structure have been issued to L4 and L5 staff. Regular updates of the Delegation Register has been provided to the stakeholder group (ICT, Legal, Procurement and Finance) for mapping the various relevant back-end systems to the approved delegations. A Delegations Review report has been prepared and submitted for endorsement to the Leadership Team, providing a framework of reviewing and removing/re-issuing existing financial and other delegations of current staff in old-structure positions. The transition focus of this project is now on reviewing existing delegations of staff still occupying old-structure positions. The Pecuniary Interest Register has been developed, and returns undertaken for the 16/17 year.	Progressing - on track	
	Q2: The register reflecting both the former-legacy Council policies and operational protocols as well as IWC policies and operational protocols adopted since merger has been fully developed. Interviews with Group Managers and level 4 Managers will be programmed over the Feb-Mar period to systematically establish the draft 2018 recommended priorities (development and/or harmonisation and/or rescinded) for stakeholder consideration and endorsement.		
Develop and maintain effective risk management supported by relevant plans, policies, procedures and training	Q1: The Enterprise Risk Management Framework has been developed, and adopted by the Leadership Team. The Risk Register framework provides for Strategic Risks, Corporate Risks, Service Unit (operational) Risks, and Project Risks (both major projects, and transition-related). A Strategic Risk workshop has been held with a strategic risk working party, and the resulting 11 risks have been presented to the Leadership Team.	Progressing - on track	
	Q2: The Strategic Risk Working Party has, through further internal workshops developed target risk ratings for the identified strategic risks, confirmed the controls and then further assessed those controls for currency. Supporting actions for controls that are not fully implemented have been developed into a management action plan.		






Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
Manage relationships with Council's Insurers and provide focused advice regarding risk and insurance matters	<p>Q1: The IWC Claims Register has been internally built and manually populated, and now reflects all 2017 advised Public Liability claims and open claims from the legacy entities. The Claims Register is a cornerstone of the insurance framework, as it will allow for work planning, dashboard reporting, and is the basis of future policy and training decisions. The Risk Mitigation Team are currently managing 54 open claims to closure as a business as usual activity. The Risk Mitigation Team have joined the second ProMap pilot group, and have undertaken training for this and will now map the primary claims processes.</p> <p>Q2: 4 new Business Process Maps have been developed in Promapp for claims-handling processes. Council has received 75 Public Liability claims over the first 2 quarters: the Risk Mitigation Team are currently managing 49 open Public Liability claims as a business as usual activity. A further 81 Motor Vehicle claims have been received and managed over the first 2 quarters.</p>	Progressing - on track	
Coordinate the implementation of a strong and effective governance framework supported by relevant plans, policies, procedures and training	<p>Q1: 1. Governance Group organisational structure for positions at Level 5 and below finalised and endorsed. Progress with related recruitment reached approximately 70%. 2. Partial integration of Document & Records Management Services progressed in conjunction with colocation of staff – a range of small step improvements also completed 3. Enhancements to management of Delegations Framework completed 4. Foundations for new internal audit function established 5. Phase 1 integration of insurance claims management processing commenced 6. Revised Statement of Business Ethics facilitated 7. Advice to internal customers on a range of organisational governance matters provided both proactively and in response to requests 8. Executive support to Leadership Team maintained</p> <p>Q2: Corporate Registers have been developed and populated for: - Gifts and Benefits - Pecuniary Interests - Secondary Employment - Related Party Disclosures - Policies and Operational Protocols - Strategic Risks - Delegations</p>	Progressing - on track	
Effectively manage fraud and corruption risks	<p>Q1: The IWC Audit Risk and Improvement Committee has been established and recruited to, and the first meeting has been held. The first phase of the Audit Program is focussed on delivering 2 internal audits in the area of Rating and Banking, and Contract Management. To this end, RFQ have been sought from the market and a provider has been appointed.</p>	Progressing - on track	





Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
	<p>Q2: The IWC Audit, Risk & Improvement Committee met in December with a full complement of Councillors (2) and Independent members (3), and have a full cycle of confirmed 2018 meeting dates.</p> <p>2017 Contract Management Audit: All 10 exit meetings have been held between the Internal Auditor and contract owners (staff). A draft report has been prepared and will be considered by Management in the next quarter.</p> <p>2017 Rating and Direct Debit: This audit is underway, with a final site audit scheduled for 24 January.</p> <p>2018 Audit Program: A EOI for RFT covering the 4 year Internal Audit program (development and delivery) has been prepared and endorsed by the Audit Risk and Improvement Committee, and will be released to market in the next quarter.</p>		
Maintain the relevance and value of Council's Business Continuity Management Plan	<p>Q1: This program is due for commencement in second quarter.</p> <p>Q2: Phase 1 - Incident Response Action Plans: A proposal for developing and testing the management of 10 critical incidents has been submitted for Leadership Team consideration and endorsement. This provides for the "incident/response owners" to be involved in the development of the plans.</p>	Progressing - on track	
Responsible Officer: General Counsel (Group Manager Legal)			
Prepare leases and licences and co-ordinate legal matters for Council's property portfolio	<p>Q1: All leases and licences are being co-ordinated in-house by the Lawyer - Property.</p> <p>Q2: All leases and licences are being co-ordinated in-house by the Lawyer - Property.</p>	Progressing - on track	
Provide a legal education and training program for Council staff	<p>Q1: Ad hoc training has been provided to staff during the first quarter. Programmed training is scheduled for subsequent quarters.</p> <p>Q2: Ad hoc training has been provided to staff during the first half of the year. Programmed training is scheduled for the balance of the year, particularly with respect to Council's regulatory functions.</p>	Progressing - on track	
Represent Council in matters before the Courts	<p>Q1: The vast bulk of legal matters are being carried out by staff internally. In particular, all new class 1 appeals in the Land and Environment Court and Local Court prosecutions commenced in the quarter are being dealt with internally.</p> <p>Q2: The vast bulk of legal matters are being carried out by staff internally. In particular, all new class 1 appeals in the Land and Environment Court and Local Court prosecutions commenced in the first half of the year are being dealt with internally.</p>	Progressing - on track	
Responsible Officer: Group Manager Procurement and Fleet			
Manage Council's procurement process and monitor adherence with statutory and organisational requirements	<p>Q1: The centre-led Procurement Model that council has set up provides for the Procurement Team to have oversight into the process of buying goods, services and works to ensure optimised purchasing across the council, whilst applying probity standards and governance processes to procurement functions and ensuring legislative compliance.</p> <p>The Technology One Procure to Pay workflow was also developed to have all Purchase Orders checked and vetted by the Procurement Team prior to release, to ensure adhere to Council's procurement function requirements.</p>	Progressing - on track	







Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
	Q2: Q1 spend data was presented to each service unit, outlining areas for possible improvement relating to the new policy and procedures manual, number of Purchase Orders raised, values of orders and top value suppliers over Q1 17/18. Q2 data is being prepared and will be rolled out similarly.		
Produce quarterly spend analysis report for presentation to Leadership Team	<p>Q1: The Procurement team have compiled and analysed purchasing data for Q1 2017/18 to examine the quantum and value of Purchase Requisitions and Purchase Orders placed, completed and paid, as well as reviewing the spend data by the procurement method, by user, by service area, by suppliers and by contract type. This information will be presented to the Leadership Team in November.</p> <p>Q2: The Procurement team have compiled and analysed purchasing data for Q2 2017/18 to examine the quantum and value of Purchase Requisitions and Purchase Orders placed, completed and paid, as well as reviewing the spend data by the procurement method, across each of the service units, for presentation to the Leadership Team in February.</p>	Progressing - on track	
Produce quarterly compliance review of procurement functions for presentation to Leadership Team	<p>Q1: The Procurement team have compiled and analysed purchasing data for Q1 2017/18 to examine compliance to procurement functions such as procurement method of supply based on spending threshold, substantiation and approval of any exemptions, placement of orders prior to invoice submission, and usage of government contracts or Prescribed Approved Panels wherever possible. This information will be presented to the Leadership Team in November.</p> <p>Q2: The Procurement team have compiled and analysed purchasing data for Q2 2017/18 to examine compliance to procurement functions such as procurement method of supply based on spending threshold, substantiation and approval of any exemptions, placement of orders prior to invoice submission, and usage of government contracts or Prescribed Approved Panels wherever possible. This information will be presented to the Leadership Team in February, and will be broken down and circulated to individual service units for their specific reference.</p>	Progressing - on track	
Complete program of capital acquisition within budget	<p>Q1: Capital fleet acquisitions have been limited to passenger vehicles for the first quarter as service units continue the process of recruitment and operational planning for co-location. It is expected that purchasing of larger plant items will proceed in Q2 and Q3 as operational requirements of the co-located service unit groups are reviewed and confirmed.</p> <p>Q2: Fleet acquisitions of passenger vehicles has progressed well in Q2 and is on track. Capital acquisitions will commence February and March 18 after consultation with the operators and managers to ensure we meet their operational needs now the colocation is complete.</p>	Progressing - on track	
Responsible Officer: Group Manager Finance			
Ensure compliance with statutory rate limits and prepare Annual Rating Return	<p>Q1: On track for completion. Sign off in October 2017.</p> <p>Q2: Completed on time</p>	Completed	
Preparation and audit of Council's financial reports	Q1: Audit is primarily completed. The financial statements will be presented to Council in October 2017.	Completed	




Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
	Q2: The audited financial statements for Inner West Council 2016/2017 have been finalised, presented to Council and placed on public exhibition for comment. They have been approved and adopted by Council.		
Preparation of Council's Long Term Financial Plan	Q1: Enterprise Budgeting Tool built, tested, now live. Training of group managers and above has taken place. Currently working with the group managers validating their budget information to be used as the baseline for moving forward. Q2: Long Term Financial Plan is on track. Currently finalising our Budget which includes the LTFP.	Progressing - on track	
Responsible Officer: Group Manager Communications, Engagement and Events			
Deliver information through a range of communication channels to make the community fully aware and engaged in decision making on major issues	Q1-2: Ongoing activities through all Council communication channels. Community engagement included Advocacy Public meetings for WestConnex, Sydenham to Bankstown. The community engagement for the community strategic plan was concluded and a report will go to council in Q4.	Progressing - on track	
Develop and manage effective internal communications	Q1: The launch of the intranet occurred during Q1 and has enabled consistent access to news, information and forms across most areas of council. Prior to launch weekly newsletter was distributed via email and print out to staff without email access. Executive team information roadshow was held in different locations and times across Council Q2: Staff are now actively using the NewsRoom platform for information sharing and gathering. Phase 2 of the intranet has not commenced due to staff structures not fully in place. A business case and project plan will be developed in Q4 and once staff structures are complete roll out of phase 2 will commence.	Progressing - on track	
Support and implement best practice community engagement processes across the organisation	Q1: Key engagement projects in this quarter included • Creating Our Inner West – winners of photo competition announced; adult survey, youth survey and issues paper submissions closed; analysis and theming of responses • Five Playground Upgrades • Managing Flood Risk In Your Neighbourhood – Former Leichhardt LGA • Dulwich Hill Station Precinct - Planning The Streetscape Urban Renewal • Making it safer and easier to ride a bike – St Peters to Tempe: Local Route 7. More than 450 people attended a public meeting held to inform the community about the state government's Sydenham to Bankstown Urban Growth Corridor EIS. Independent researcher Micromex conducted the annual community satisfaction survey on behalf of Council. The Your Say Inner West website hosted 20 projects in this period and attracted 14.400 visitors.	Progressing - on track	






Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
	<p>Q2: Key engagement projects this quarter included</p> <ul style="list-style-type: none"> • Improving Dawn Fraser Baths • Lilyfield Road Cycleway • Protecting Local Streets from WestConnex • The Greenway Missing Links Masterplan • Recreation Needs Study • Preliminary Stage Planning Proposal For 114 Parramatta Road, Ashfield • Planning Proposal For Mary, Edith And Roberts Streets, St Peters • Steel Park Inclusive Playground <p>Four public meetings were held to inform the community about the impacts of WestConnex (3) and the Carrington Road planning proposal (1). Independent social research company Micromex presented the Community Satisfaction Survey findings to Councillors and Council's leadership team. The Your Say Inner West website hosted 20 projects in this period and attracted 18.400 visitors.</p>		
Market Council's services and facilities to residents	Q1-2: Council services and events promoted through online enews, social media and website. IWC Newsletter produced and distributed to all householders	Progressing - on track	
Produce an Annual Report demonstrating Council's performance against the Operational Plan 2016/17.	<p>Q1: Reporting is on track for a report to be produced by 30 November 2017.</p> <p>Q2: completed and available on the website</p>	Completed	
Engage leadership team in effective decision making by establishing best practice systems and processes that embed an integrated work methodology across Council to meet Integrated Planning & Reporting objectives	<p>Q1: Workshops have been held with the leadership team on developing processes for Delivery Program. Guidelines and workbooks created to capture funded and planned initiatives, and existing and proposed strategies.</p> <p>Q2: Ongoing facilitation of leadership team in decision-making includes further workshops to develop 4 year plan and budget, all group manager workbooks completed to inform strategy register and Delivery Program.</p>	Progressing - on track	
Guide new strategy development and implementation across the organisation and progress the integration or retirement of existing Council Strategies and plans within the Integrated Planning & Reporting Framework	<p>Q1: First cut strategy log is being produced via the 4 year planning process. All Group Managers are requested to provide information on all current and active strategies and action plans informing their work.</p> <p>Q2: Information on all strategies and action plans are now collated. Work with the leadership group to identify current, superseded and strategies needing retirement will commence in Q4. No new strategies developed in Q1 or 2.</p>	Progressing - on track	
Maintain a positive brand representation in the community	Q1: Continuation of levels of service and quality of communications has contributed to positive brand.	Progressing - on track	
Responsible Officer: Group Manager Human Resources			
Continue to develop new Inner West employee conditions and HR policies in accordance with consultation processes	Q1: Details of the former council's conditions and practices are being identified and documented in a matrix ready for development of new HR policies. This will also be informed by service reviews conducted in the outdoor service areas to establish effective and efficient service to the community. This process is ongoing.	Progressing - on track	







Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
	Q2: Details of each of the former Council's enterprise agreements have been reviewed, and a draft plan of approach has been established. This is to be reviewed by the Group HR Manager and HR Leadership Group by 12 January 2018. Work has also commenced with respect to the development of Inner West Council HR policies taking the policies of the previous 3 Councils into consideration.		
Continue to harmonise work health and safety procedures ensuring compliance with legislative requirements to provide a safe and health working environment	Q1: WHS Policy and Recover at Work Policy harmonised. Overall structure decided on and work started on harmonising forms and support documents.	Progressing - on track	
	Q2: Fire Evacuation's held in the following main staffing Ashfield, Petersham, Leichhardt and St Peter's. Work beginning on harmonised Policies in the next quarter.		
Responsible Officer: Group Manager Information and Communications Technology			
Process, determine and report on applications for information or documents under the Government Information Public Access Act (GIPA)	Q1: Approximately 450 Informal Access requests were received in the 1st quarter; this is a 19% increase from the previous quarter. 85% were completed in ten working days, 13% within fifteen working days, and 2% within twenty working days. We also received a total of 17 Formal Access applications in the 1st quarter. All were resolved within the legislated timeframe, with several due in the upcoming quarter.	Progressing - on track	
	Q2: Council received approximately 510 informal information access requests during the second quarter of the year. This represents a 13% increase on the first quarter. Council also received a total of 22 formal information access requests, representing a 29% increase on the first quarter. All requests were / are being determined within the legislated timeframe, with several falling due in the early part of the third quarter.		
Coordinate the implementation of information and records management systems that provide effective service and meet legislative and Council requirements	Q1: The approval of the new Governance structure and co-location of Governance staff has assisted to promote integration work in the following areas: GIPAA (right to information) processing transferred from document and records management teams to right to information specialists; implemented a staff roster for registering emails sent to the new IWC email address and the three legacy email systems; implemented a centralised mail receipt and dispatch service with one external mail service provider, reduced from 3 providers; provided access to the three legacy record-keeping systems for nominated staff; removal of records collections from three separate locations, all of which were required for accommodation / storage purposes; provision of a twice daily internal mail delivery service between the three Service Centres; and monitoring of staffing movements and responsibility changes to ensure efficient and effective workflow tasking.	Progressing - on track	
	Q2: Information management specialists continued to provide access and training to staff in the three corporate recordkeeping systems. Specialists attended workshops during November with the Technology One implementation team to discuss high level planning for the data migration. The workshop also provided an opportunity for information management specialists to receive a product demonstration, to explore the integration to other products and to consider the advice provided when work commences to develop a classification index.		


Corporate Support Services

Continuing Activity	Comment	Status	Traffic Light
Manage Council's information technology infrastructure, software and data domains to meet the needs and objectives of the organisation	Q1: The Technology One project is on track. ICT is close to finalising the Infrastructure road map for the next three years which defines the high level consolidation plans for data centres and desktop equipment. The next priority project will be to build a single desktop operating environment for IWC and roll out new desktop hardware.	Progressing - on track	
	Q2: The Technology One project is on track. Release 2 (Payroll) is conducting user testing and has been scheduled for deployment in May 2018. Release 3 (Assets) is also progressing to plan and the first asset class will be deployed by June 2018. The initial phases of Enterprise budgeting and Business Intelligence solutions have also been deployed. The approach for release 4 (Property and Rating) has been signed off by the Executive Steering Committee and planning is underway for the deployment of Customer Request Management (CRM) by June 2018. In the Infrastructure domain the road map for the next four years has been finalised. The development of a single Inner West Council desktop environment has commenced and is scheduled to be completed by September 2018. The consolidation and replacement objectives for data centres and wide area networks have also been defined and procurement has commenced for the detailed design stages.		
Deliver a highly available and secure information and communications technology environment	Q1: Independent vendor was engaged to conduct penetration testing on the former council's internal network infrastructure. The report provided tailored technical recommendations to improve the overall security posture of the organisation (e.g. Implement unified password policy). The ICT team is following up on these recommendations and the work is ongoing.	Progressing - on track	
	Q2: Password policy rollout - pilot phase completed.		
Responsible Officer: Group Manager Properties, Major Building Projects and Facilities			
Implement priority actions from the Buildings Asset Management Improvement Plan	Q1: The draft Buildings Asset Management Plan is underway. The main key action for this year is to improve the data quality. A buildings data collection and audit is being prepared to update the quality of information. The audit will include identification of components, condition, compliance and a full revaluation.	Progressing - on track	
	Q2: The draft Buildings Asset Management Plan is 60% completed. The main key action for this year is to improve the data quality. A buildings data collection and audit has commenced to update the quality of information. The audit will include identification of components, condition, compliance and a full revaluation. 30% of the inspections have been completed.		
Maintain the asset register for buildings and undertake condition inspections	Q1: The buildings asset register integration is complete. It has been identified that improved data and a full revaluation for the buildings and land category is required. A condition and compliance audit will commence in December.	Progressing - on track	
	Q2: The buildings asset register integration is complete. It has been identified that improved data and a full revaluation for the buildings and land category is required. A condition and compliance audit has commenced with the report expected April 2018.		
Implement priority actions from the Property & Land Strategy	Q1: The Land and Property Strategy is being developed. 30% progressed for Stage 1 data collection and review of current status. Stage 2 will then identify the priority actions. Currently the priority actions are attending to new leases and urgent renewals.	Progressing - on track	

Corporate Support Services



Continuing Activity	Comment	Status	Traffic Light
	Q2: The Land and Property Strategy is 50% developed. Whilst the strategy is being developed priority actions are attending to new leases and urgent renewals. There is a significant backlog of renewals with 121 agreements due for renewal this year.		
Manage the commercial and community leases and licences in accordance with the Leasing Policy	Q1: A draft IWC leasing policy is under review. Leases and licences are being managed and new Expressions of interest advertised. A review of lease and licence procedures is also underway with improvements and efficiencies being identified.	Progressing - on track	
	Q2: A draft IWC Property policy is 70%. Leases and licences are being managed and new Expressions of interest advertised. A review of lease and licence procedures is also underway with improvements and efficiencies being identified.		
Provide a coordinated approach to Leichhardt Oval events and activities	Documentary released on the History and future of Leichhardt Oval, successful Aboriginal knockout tournament held in October, hosted the top National Premier League grand finals, NSWRL grand final day and Sydney FC FFA cup match. Attendance, events and income have all increased compared to last year Q1.	Progressing - on track	
	Planned maintenance continuing in accordance with existing schedules and plans. Cost efficiencies and base-line service level requirements being documented through the audit process and in consultation with stakeholders. Procurement plan and contract renewal due to commence in early 2018.		
Implement scheduled and planned maintenance in accordance with the Buildings Asset Management Plan	Q1: Planned maintenance continuing in accordance with existing schedules and plans. Cost efficiencies and base-line service level requirements being documented through the audit process and in consultation with stakeholders. Procurement plan and contract renewal due to commence in early 2018.	Progressing - on track	
	Q2: Planned maintenance continuing in accordance with existing budgets, schedules and plans. Cost efficiencies and base-line service level requirements being documented through the audit process and in consultation with stakeholders. Procurement plan and contract renewal due to commence in early 2018. The draft Asset Management Plan will identify scenarios for required maintenance.		
Implement priority actions from the facilities management service business plans	Q1: Business plans are currently being developed. Priority actions will commence early in the new calendar year.	Progressing - on track	
	Q2: Priority actions from the draft business plans will commence early in March. This includes a comprehensive integrated procurement process for Facilities Management activities.		
Maintain the Leachate Treatment plant at Tempe in accordance with Asset Management Plans	Q1: Leachate Plant continuing to be maintained in accordance with the current plans. A review has been undertaken, an action plan is being developed.	Progressing - on track	
	Q2: Leachate Plant continuing to be maintained in accordance with the current plans. A review has been undertaken, an action plan is being developed and preparation for a plant maintenance tender.		
Deliver the construction of the annual properties capital works program	Q1: 10 projects have been completed this financial year including the indoor staff colocation.	Progressing - on track	
	Q2: The 2017/18 program of capital projects is on track with tenders and RFQs in line with procurement prediction for the calendar year.		

Corporate Support Services





Continuing Activity	Comment	Status	Traffic Light
Review VPA proposals for buildings and facilities	Q1: VPA proposals are under review prior to public exhibition and Council approval.	Progressing - on track	
	Q2: VPA requests are increasing. 12 requests are under review with another 6 expected over the next 2 months.		

Key Initiatives


Corporate Support Services

Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Integration, Customer Service, Business Excellence and Civic Governance			
Coordinate effective operations of the Local Government elections 2017	Q1: Council liaised with the NSWEC on a regular basis to ensure a smooth and efficient process for the election of the new council. Council wrote to all electors, provided additional advertising and signage and a dedicated webpage and hotline to ensure the community were well informed of the election.	Completed	
	Q2: Council liaised with the NSWEC on a regular basis to ensure a smooth and efficient process for the election of the new council. Council wrote to all electors, provided additional advertising and signage and a dedicated webpage and hotline to ensure the community were well informed of the election.		
Ensure smooth induction and transition of elected representatives	Q1: A Councillor Induction Kit was developed to ensure Councillors were fully informed of operations, policies and procedures to fulfil their civic duties. This has been distributed to Councillors as well organising a Councillor Summit to discuss operational issues with the Leadership Team. The Leadership and Civic and Executive Support Team are providing ongoing advice and resources to ensure a smooth transition.	Completed	
	Q2: A Councillor Induction Kit was developed to ensure Councillors were fully informed of operations, policies and procedures to fulfil their civic duties. This has been distributed to Councillors as well organising a Councillor Summit to discuss operational issues with the Leadership Team. In addition briefings have been held with Councillors to discuss the Changes to the Local Government Act (John Davies from the OLG), Councillor Requests, Council Meeting Procedure, Location of Council Meetings, use of Technology and role of the Leadership Team. The Leadership and Civic and Executive Support Teams are providing ongoing advice and resources to ensure a smooth transition.		








Corporate Support Services

Key Initiative	Comment	Status	Traffic Light
Establish an organisation-wide business process mapping and analysis platform	<p>Q1: The Promapp business process mapping platform was established in August 2017. Expected benefits include: -Short term (Mar-2018): Documented 'as-is' processes that are accessible via a centralised repository, using a standard approach -Medium term (Sep-2018): Standardisation and streamlined business processes, resulting in an improved customer experience -Long term (ongoing): Embed a process-oriented culture where business improvement is part of business-as-usual The project implementation has been scoped into 4 phases as follows: 1. Establish an enterprise process governance model to ensure a quality standard for process mapping --> Completed 2. Introduce business process mapping using Promapp into all Council Groups --> on track for 29/12/2017 3. Embed process mapping and business process improvement --> yet to commence 4. Transform business process improvement into business-as-usual --> yet to commence</p> <p>Q2: There has been significant progress made on the rollout of Promapp, Council's business process mapping platform. Between August and November 2017, Promapp was introduced to each area of Council, with training provided to over 50 Process Experts (those who will map business processes) and Process Owners (typically L4 Managers). A process governance model was established to ensure a quality standard for process mapping as well as consistency in the language and structure of mapped processes. Promapp officially launched on 27 November 2017, with over 100 published processes and more than 160 staff members having accessed the portal. Currently commencing Phase 3 of the project, which is aimed at embedding process mapping and introducing business process improvement.</p>	Progressing - on track	
Establish and commence implementation of a Business Excellence program to support innovation and continuous improvement across all Council activities	<p>Q1: The current organisational focus remains on integrating the three former councils' services, structures, systems and business processes. Some early scoping work has commenced for the Business Excellence program, however it is not due to start until mid 2018.</p> <p>Q2: The current organisational focus remains on integrating the three former councils' services, structures, systems and business processes. Some early scoping work has commenced for the Business Excellence program, however it is not due to start until mid 2018.</p>	Not due to start	
Develop and report on the internal Business Improvement Plan	<p>Q1: The Business Improvement Plan for 2018/19 is being developed in the context of the broader Integrated Planning and Reporting Framework, commencing in October 2017.</p> <p>Q2: The Business Improvement Plan for 2018/19 is being developed in the context of the corporate priorities determined by the Leadership Team and the broader Integrated Planning and Reporting Framework.</p>	Progressing - on track	
Responsible Officer: General Counsel (Group Manager Legal)			
Establish a benchmark internal satisfaction rating of legal services provision	<p>Q1: A survey is being developed for deployment to Council staff. This is unlikely to be issued until later in the Financial Year to ensure there is a reasonable time period covered by the survey.</p> <p>Q2: A survey is being developed for deployment to Council staff. This is unlikely to be issued until later in the Financial Year to ensure there is a reasonable time period covered by the survey.</p>	Progressing - on track	






Corporate Support Services

Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Procurement and Fleet			
Review and update Procurement and Fleet Management policies and procedures	Q1: The Procurement Policy, Staff Expenses Policy and Corporate Credit Card Policy and Procedure have been completed. The Procurement Procedures Manual and the Leaseback Motor Vehicle Policy are at final draft stage ready for endorsement by the Leadership Team.	Completed	
	Q2: The Procurement Procedures Manual was completed and endorsed by the Leadership Team in Q2 17/18, and a Procurement Roadshow was held across service units to introduce usage of the new document. The Leaseback Motor Vehicle Policy was also completed and endorsed by the Leadership Team and the Joint Consultative Committee in Q2 17/18, and communications have gone out to staff with leaseback arrangements.		
Implement an integrated fleet and plant servicing program for optimum maintenance of plant and vehicles	Q1: All of council's vehicle and plant items have been integrated into one fleet management system (Ausfleet) and have set service schedules that will keep the fleet running to optimum levels. The mechanical workshops at both St Peters and Catherine Street depots will continue to monitor the maintenance schedules looking for improvements and efficiencies across the consolidated fleet.	Progressing - on track	
	Q2: The mechanical workshops have been working with the integrated fleet management system and monitoring maintenance schedules following co-location of fleet across the four operational depots. Staff are now working with Assets and the TechOne team on the importation of all asset information to the new Fleet management asset module of TechOne.		
Responsible Officer: Group Manager Finance			
Build and maintain Inner West Council Long Term Financial Plan	Q1: Enterprise Budgeting Tool built, tested, now live. Training of group managers and above has taken place. Currently working with the group managers validating their budget information to be used as the baseline for moving forward - the development of the long range plan.	Progressing - on track	
	Q2: Long Term Financial Plan is on track. Currently finalising our Budget which includes the LTFP		
Implement TechnologyOne "Supply, Financials and Payroll" module	Technology One Supply and Financials modules are completed and in production. Payroll implementation has been delayed until March 2018.	Progressing - on track	
	Q2: Technology One Supply and Financials modules are completed and in production. Payroll implementation has commenced, anticipated roll-out April 2018.		
Participate in the development of the new Inner West Council Community Strategic Plan, Delivery Program and Operational Plan	Q1: Enterprise Budgeting Tool built, tested, now live. Training of group managers and above has taken place. Currently working with the group managers validating their budget information to be used as the baseline for moving forward.	Progressing - on track	
	Q2: Operational Plan is near complete. Finalising last Service Unit budget.		
Responsible Officer: Group Manager Communications, Engagement and Events			




Corporate Support Services

Key Initiative	Comment	Status	Traffic Light
Build Council's website	The website project commenced in August 2017 but is behind schedule as there were some issues with the User Experience and Information Architecture work provided by the vendor. These are still being resolved. The Project Manager was also removed from the project which explains why the project is currently behind schedule.	Progressing - on track	
	Q2: The website is due for completion in August 2018. We are currently finalising designs.		
Build Council's intranet	Q1: Phase one of intranet is complete and launched Q1	Completed	
	Phase one of intranet is complete and launched Q1		
Develop Council's brand framework	Q1: Community engagement has been undertaken but internal engagement has been held up due to resourcing issues. This will be rectified with the appointment of Group Manager freeing up staff.	Not progressing	
	Q2: Council resolution to put on hold brand development has resulted in no further work being undertaken this quarter.		
Roll out the new Community Engagement Framework	Q1: The adopted Community Engagement Framework was uploaded to Council's website, referenced in EOI processes for commissioning of project contractors, and distributed to consultants engaged by Council to undertake engagement programs. The Framework was also included in the Councillor kit for the new Councillors elected in September. Work continues internally with project teams to embed the Framework.	Progressing - on track	
	Q2: The Community Engagement Framework was presented to the new Council at a Councillor summit. Council's Strategic Reference Groups were evaluated and results reported to Council in a broad report on Local Participatory Democracy in December. Work continues internally with project teams to embed the Framework.		
Coordinate the development of a new Resourcing Strategy including the Asset Management Plans, Long Term Financial Plan, Information & Communication Technology Plan and Workforce Planning Strategy to ensure legislative compliance and integration	Q1: The Resource Strategy group has convened twice and development of all strategy components have commenced.	Progressing - on track	
	Q2: The resource strategy working group have been active in assisting and determining delivery of associated plans.		
Develop and implement a new performance reporting framework	Q1: The framework is partly dependent on the implementation of the Performance Planning (TechOne) module. Training for corporate strategy staff is scheduled for November. A workshop is also proposed to determine scope.	Not progressing	
	Q2: Scoping and design work for TechOne did not commence during the quarter.		
Drive, facilitate and prepare a new 10 year Community Strategic Plan 2018 to 2028	Q1: A high level first draft Community Strategic Plan is complete and service provider engagement is being planned for late 2017/early 2018, dates and format to be confirmed.	Progressing - on track	
	Q2: Stakeholder and service provider roundtable planning in Q2. March 7 confirmed as Roundtable date. Editing of the draft CSP continued.		

Corporate Support Services

Key Initiative	Comment	Status	Traffic Light
Produce a Delivery Program for the ensuing three year period 2018/19 to 2020/21	Q1: The process is well underway with the Leadership Team participating in an initial workshop in early October. We are currently preparing guidelines and templates for Group Managers. The Plan will be a rolling, four year Plan instead of a fixed three. This reflects best practice.	Progressing - on track	
	Q2: Work with the finance team was undertaken to align draft Initiatives with funding. Workshops were held with the Leadership Group to commence action of review and decision-making on initiatives over the next 4 years. Initial workshops commenced with Councillors for input into draft Delivery Program.		
Transition our online reporting to the Performance Planning solution	Q1: TechOne training for corporate strategy staff has been delayed and we are advised will be rescheduled for November. Initial discussions have identified the need to workshop our organisational requirements. This is a discussion for corporate strategy, finance and ICT to ensure integration and alignment of processes.	Progressing - behind schedule	
	Q2: The TechOne system is not ready at this stage to start populating.		
Responsible Officer: Group Manager Human Resources			
Deliver leadership development program to ensure consistent leadership message and language across the leadership levels in the Council	Q1: Continued rollout of HPLC to Level 4 Managers this period with a 3rd program of approx. 20 managers and coordinators started in August with completion scheduled in December. This ensures consistent leadership language and messaging across the organisation.	Progressing - on track	
	Q2: Continued rollout of HPLC to managers and people managers with 4th and 5th program booked for this period. Approximately 40 participants starting in February with completion scheduled for June. This ensures consistent leadership language and messaging across the organisation.		
Develop Workforce Plan as part of the Resourcing Plan for IP&R	Q1: Initial meetings have been held with the Corporate Planning team on templates and process. Development of the Workforce Plan is scheduled to start in January after the information from the Long Term Financial Plan and Asset Management Plan is available to inform actions and activities for the Workforce Plan.	Progressing - on track	
	Q2: Draft Workforce Plan almost complete. Waiting on data from the Finance team to provide alignment with the Long Term Financial Plan.		
Develop the Equal Employment Opportunity (EEO) Management Plan for Inner West Council	Q1: Development of the EEO Management Plan has been delayed due to the priority of appointing staff into the new organisation structure. This project will commence early in 2018 in line with work on the Workforce Plan, starting with a EEO survey to provide new EEO statistics reflective of the Inner West Council.	Progressing - behind schedule	
	Q2: The EEO plan will be informed from the Workforce Plan which is being drafted. When approved the EEO plan will be drafted early in Q3.		
Review the adopted organisation structures to ensure they are meeting service delivery needs	Q1: This is a work in progress. Preliminary work has started on engaging an independent external provider to review work practice and conditions in some of the outdoor services.	Progressing - on track	
	Q2: The whole of the organisation's leadership group have directed full attention to this priority. Recruitment activities have progressed significantly and staff have and continue to be appointed within all approved structures. Positions continue to be advertised for organisational structures that were approved prior to Christmas and recruitment will re-commence for these mid-January 2018		








Corporate Support Services

Key Initiative	Comment	Status	Traffic Light
Develop a permanent Inner West Council Salary System	<p>Q1: Inner West Council has implemented an interim salary system that has been endorsed by staff and unions and we will not develop a permanent salary system within this reporting year due to the volume and priorities of other HR corporate priorities.</p> <p>Q2: Although this project has not commenced, budget has been allocated in the 4 year budget for 2018/19 - 2021/22 to ensure funds are available for engaging a contractor to assist with this project.</p>	Progressing – behind schedule	
Responsible Officer: Group Manager Information and Communications Technology			
Enhance information systems to provide on-line and mobile access to information and processes for Council staff and the community	<p>Q1: Phase 1 (Finance & Supply Chain) of the Technology One project has been completed and consolidated the three former Councils finance systems into a single cloud based application that supports mobile access to information and processes for Council staff.</p> <p>Phase 2 (Enterprise Budgeting) of the Technology One project is due to be completed and has introduced a consolidated budget management system into a single cloud based application that supports mobile access to information and processes for Council staff.</p> <p>New Council website project is underway to allow for online and mobile access to information for Council staff and the community.</p> <p>New Intranet project 'Newsroom' has been completed and provides Council staff with access to internal information in a single location.</p> <p>Q2: Technology One project is progressing on track. Phase 1 and Phase 2 (Finance & Supply Chain and Enterprise Budgeting) have been implemented. Phase 3 (HR & Payroll, Enterprise Asset Management, Strategic Asset Management) have commenced with an estimated phased rollout before July 2018. Phase 4 (Property & Rating, Enterprise Content Management and Enterprise Cash Receipting) is kicking off with Customer Requests Management in February 2018. Data Migration planning has commenced from Property and Rating.</p>	Progressing - on track	
Implement appropriate information technology solutions to lower energy use, minimise radiation emissions, reduce waste on de-commissioning and improve environmental impacts	<p>Q1: ICT will explore options on how to strategically consolidate our Data Centres to cut energy consumption. At the same time, taking further advantage of the energy efficient measures already installed such as virtualisation, precision in-row cooling, and LED lighting. We will continue with our proactive approach of shutting down decommissioned and inactive servers.</p> <p>When procuring the new endpoint devices, ICT will ensure that the selected model meet the highest energy star standards. Today's desktops and laptops are much more efficient than those produced 4-5 years ago. With better power management tools, lower power CPUs, and other key components provide significant power saving without requiring a loss of performance. The selected vendor/manufacturer would cover all the environmental aspects of the product lifecycle, from design and engineering to packaging and recycling end-of life devices.</p> <p>Q2: Vendors invited to provide design concepts for compute and storage platforms refresh to consolidate and reduce the current number of IWC Data Centres.</p>	Progressing - on track	



Corporate Support Services

Key Initiative	Comment	Status	Traffic Light
Implement the new corporate business system in accordance with the agreed project plan	<p>Q1: Technology One project is progressing on track. Phase 1 (Finance & Supply Chain) has been implemented. Phase 2 (Enterprise Budgeting) is due to 'go live' end October 2017. Phase 3 (HR & Payroll) is starting October 2017 with estimated 'go live' April 2018. Phase 3 (Enterprise Asset Management, Strategic Asset Management) is starting November 2017 estimated phased rollout July 2018 through to December 2018. Phase 4 (Property & Rating, Enterprise Content Management and Enterprise Cash Receipting) is currently in planning phase.</p> <p>Q2: Phase 3 of the Technology One project is well under way with Enterprise Asset Management(EAM) and Human Resources & Payroll(HRP). They are projected for completion before the end of June. Part of the Phase 4 rollout will commence shortly with Customer Request Management. The will bring all former Call Centres into the one CRM system. This is expected to be completed end of June, bringing it inline with EAM. Work of data migration is underway starting with the Property Nucleus (Name and Address).</p>	Progressing - on track	
Develop an integrated and sustainable information and communications technology (ICT) strategy and delivery road map, which includes the consolidation of ICT infrastructure and applications of the three former Councils	<p>Q1: The infrastructure road map is almost complete and initial analysis has been done on the applications outside the Technology One scope of works. Determination of the future state for these applications will be discussed with respective Group Managers in early in Q3.</p> <p>Q2: The infrastructure road map has been completed and signed off by ICT and Executive Steering Committees. The programme has been developed and projects due in this Financial year have been scheduled and work commenced.</p> <p>The approach for the ICT Strategy has also been agreed and procurement has commenced for external partner to initiate the consultation and development of the strategy.</p> <p>Approach and time frames for consolidation of Human Resource and Booking systems have been agreed with respective stakeholders and similar exercise is underway for Library Management, Childcare and Aquatic Centre management systems.</p>	Progressing - on track	
Responsible Officer: Group Manager Properties, Major Building Projects and Facilities			
Develop an Inner West Council Buildings Asset Management Plan and update annually	<p>Q1: Work has commenced on the Buildings Asset Management Plan with the draft due March 2018. Currently undertaking a major data collection to improve the asset register. A Building Service Level Report is being developed to inform the Asset Management Plan including the 5 year capital works program.</p> <p>Q2: Work has commenced on the Buildings Asset Management Plan with the draft due March 2018. Currently undertaking a major data collection to improve the asset register. The Asset Management Plan includes the 10 year capital works program.</p>	Progressing - on track	
Develop the Inner West Council Property & Land Strategy and implement priority actions	<p>Q1: The Land and Property Strategy is being developed. 30% progressed for Stage 1 data collection and review of current status. Stage 2 will then identify the priority actions. Currently the priority actions are attending to new leases and urgent renewals.</p> <p>Q2: The Land and Property Strategy is 50% developed. Whilst the strategy is being developed priority actions are attending to new leases and urgent renewals. There is a significant backlog of renewals with 121 agreements due for renewal this year.</p>	Progressing - on track	

Corporate Support Services

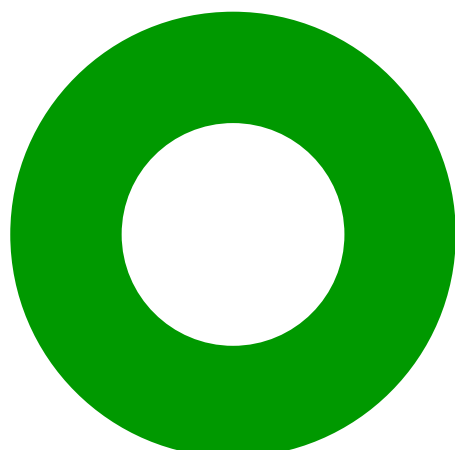
Key Initiative	Comment	Status	Traffic Light
Develop a long-term Council accommodation strategy	Q1: A study and valuation has been undertaken. The draft strategy is being finalised for Council briefing.	Progressing - on track	
	Q2: A study and valuation has been undertaken. Options for the draft strategy are proposed for Council briefing.		
Develop programs and levels of service for scheduled and planned maintenance for the Buildings Asset Management Plan	Q1: Current service levels identified and documented for all Council assets. Stakeholder consultation has commenced.	Progressing - on track	
	Q2: Stakeholder consultation is progressing with planned maintenance schedules being developed for each service. Schedules for services will be finalised in readiness for procurement.		
Develop business plans for the facilities management services	Q1: Development of the Business plans has commenced. Currently undertaking stakeholder consultation for current and future service needs.	Progressing - on track	
	Q2: Draft Business plans are being consulted internally with the service owners.		
Implement the procurement plan for service agreements and contracts	Q1: Stage one of the procurement plan has commenced including scoping and review of current service levels. The tendering of integrated facilities management services will commence in Q3.	Progressing - on track	
	Q2: Developing the service schedules, specifications and contracts for the procurement plan commencement Q3.		
Review and update the WHS for Facilities Management including Safe Work Method Statements and risk assessments	Q1: The trades team will collocate at the St Peters Depot by the end of November. An audit of tools and equipment has been undertaken and a WHS review will now commence.	Progressing - on track	
	Q2: The Trades team have now collocated at the St Peters Depot. An audit of tools and equipment has been completed with improvements planned for Q3.		
Set up and operate a business hours 'help desk' and out of hours response process	Q1: The Facilities Management after-hours procedure and roster has been developed and implemented.	Completed	
	Q2: The help desk and after hours response has been integrated utilising existing systems.		
Complete construction of the new Marrickville Community Hub and development of the Old Marrickville Hospital Site	Q1: In August 2017 the Sydney Central Planning Panel approved the development application submitted by Mirvac for the construction of the new Marrickville Library and community spaces, as well as residential accommodation. The transfer of land was undertaken on 3rd October 2017 so we can now expect the new Marrickville Library to open mid 2019. Early works have progressed on site including demolition of the terraces and nurses tower, piling and excavation of the basement carpark and in ground foundations. All the design drawings and specifications have now been approved by council and the project team are working with Mirvac on the For Construction and Shop drawings. Mirvac have recently engaged their contractor and will now commence construction on the buildings. The concepts for the Public Building Artworks have commenced.	Progressing - on track	

Corporate Support Services

Key Initiative	Comment	Status	Traffic Light
	Q2: In August 2017 the Sydney Central Planning Panel approved the development application submitted by Mirvac for the construction of the new Marrickville Library and community spaces, as well as residential accommodation and the new Marrickville Library is expected to open mid 2019. Early works have progressed on site including demolition of the terraces and nurses tower, piling and excavation of the basement carpark and in ground foundations. Council have a project team that oversee and coordinate with Mirvac on the design and construction of the Community facilities including the New Marrickville Library.		
Complete the construction of the new Steel Park Childcare Centre	Q1: Construction of a new 50 place child care centre located adjacent to the Debbie & Abbie Borgia Recreation Centre in Steel Park has progressed. The location near the Cooks River is the site of significant Aboriginal cultural history. The building design, signage and artworks reflect and recognise the traditional owners of the land. Council is currently consulting with the Aboriginal reference group to co-name the site and to design the artwork and signage. There have been some delays due to the availability of the Forest Stewardship Council timber world wide. Works have progressed on site and it is expected that the centre will be opened mid 2018.	Progressing - on track	
	Q2: Construction of a new 50 place child care centre located adjacent to the Debbie & Abbie Borgia Recreation Centre in Steel Park has progressed. The location near the Cooks River is the site of significant Aboriginal cultural history. The building design, signage and artworks reflect and recognise the traditional owners of the land. Council is currently consulting with the Aboriginal reference group to co-name the site and to design the artwork and signage. Works have progressed on site and it is expected that the centre will be opened mid 2018.		
Undertake planning and design for future projects in the 4 year delivery program	Q1: Project plans for construction projects identified in 2018/19 and 2019/20 are being finalised, project control groups established and any concept or design requirements being identified.	Progressing - on track	
	Q2: Project plans for the next 4 years capital program are on track.		

Development Assessment

Service Area Snapshot



- Completed: 0
- Progressing – on track: 6
- Progressing – behind schedule: 0
- Not progressing: 0
- Not due to start: 0

Continuing Activities

Development Assessment			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Development Assessment and Regulatory Services			
Manage Council's development application and assessment process in accordance with statutory and organisational requirements	Q1: Progressing and on-going. Development applications continue to be assessed and determined in accordance with statutory and organisational requirements. Reviewing and updating the Assessment Process for Development Applications is part of an Integration Project Plan.	Progressing - on track	●
	Q2: Progressing and on-going. Development applications continue to be assessed and determined in accordance with statutory and organisational requirements. Reviewing and updating the Assessment Process for Development Applications is part of an Integration Project Plan.		
Review and improve business processes relating to Development Assessment	Q1: Progressing and on-going. Project plans have been established for Consolidating / Updating Conditions of Consent as well as the Consolidation of Templates.	Progressing - on track	●
	Q2: Progressing and on-going. Project teams have been established and work has commenced on consolidating / updating conditions of consent as well as consolidating the templates used by staff from the 3 former service centres. Operational procedures, such as internal referrals, are being reviewed to ensure best practice and consistency between the 3 teams.		
Provide consistent and comprehensive advice and information to all applicants and customers in relation to Council's development assessment and development application policies and processes	Q1: Progressing and ongoing. Consolidation of Pre-DA Service is part of a Project Plan. Review of all services has occurred. The new harmonised process has been mapped and currently working with staff to implement changes including having the necessary support. 'Provisional applications' for the former Ashfield LGA have ceased and applicants are encouraged to seek advice via the Pre-DA Service. Legacy web pages are being updated as changes in process occur. Fees and Charges for Pre-DA advice have been harmonised.	Progressing - on track	●

Development Assessment




Continuing Activity	Comment	Status	Traffic Light
	Q2: Progressing and on-going. Transition has occurred to the new structure which includes a dedicated team to provide all Pre DA advice. Applications can be lodged at any service centre and we are continuing to harmonise all forms, correspondence etc DA, Pre DA forms have been completed. Content for the new IWC web page has been drafted.		

Key Initiatives

Development Assessment

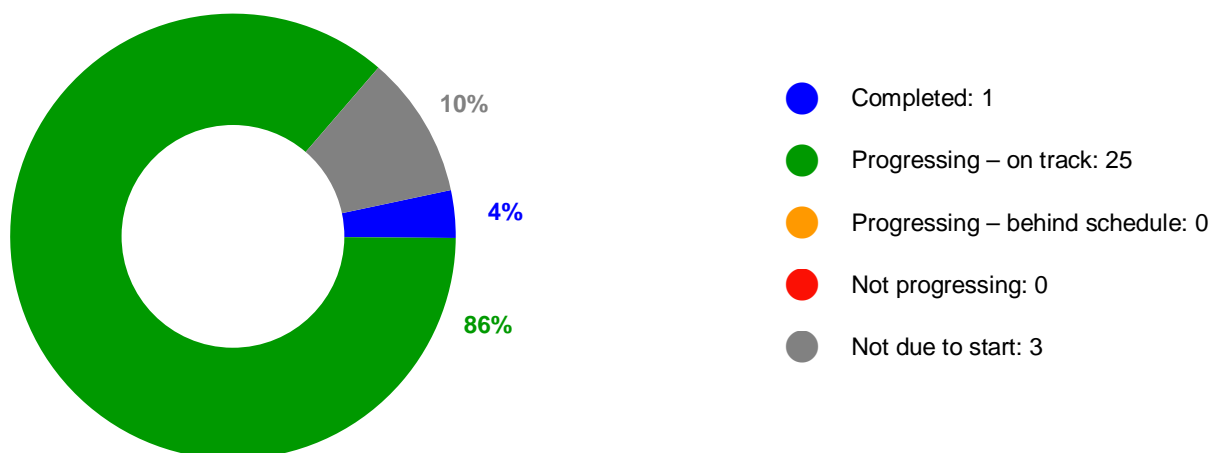
Key Initiative	Comment	Status	Traffic Light
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Responsible Officer: Group Manager Development Assessment and Regulatory Services

Improve application processing times	Q1: Progressing and on-going. Average DA processing times continue to improve despite staff shortages. DA processing times should continue to improve in the 2nd quarter as the staff recruitment process is finalised and the new structure is established. The average DA processing time for the 1st quarter was 84 days.	Progressing - on track	
	Q2: Progressing and on-going. DA processing times have remained steady and should improve in the 3rd and 4th quarter as the staff recruitment process is finalised and the new structure is established. The average DA processing time for the 2nd quarter was 86 days.		
Review, update and improve education materials, website information, application forms and guidelines and checklists	Q1: On-going. Priority forms (DA and Pre-DA) have been completed. Work is part of project plan in which a working group is to be formed to assist with the development of education material, guidelines and checklists. Website material on each legacy web page is being updated as new forms, processes etc are finalised.	Progressing - on track	
	Q2: On-going. Legacy web pages have been updated to remove inaccurate information. Content for new IWC web page has been drafted. Information relevant to whole municipality being prepared for DA information seminars. Working group has been set up and in the process of reviewing lodgement documentation to assist in educating customers and streamlining lodgement process.		
Increased provision of Building Certification services throughout the LGA	Q1: Council has seen an increased number of Construction Certificate quotes being provided for all areas of the Inner West. The Building Certification team are seeing increased enquiries and developing relationship with Major Projects team for the provision of Building Certification Services on Council projects.	Progressing - on track	
	Q2: A small increase in the take up of certification services occurred over Q2.		

Environment and Sustainability


Service Area Snapshot




Continuing Activities

Environment and Sustainability			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Environment and Sustainability			
Coordinate volunteer bushcare program	Q1: During the first quarter, Council staff coordinated 99 Bushcare events at 15 sites with 866 volunteer turn outs across the Inner West LGA.	Progressing - on track	
	Q2: During the second quarter, Council staff coordinated 73 Bushcare events at 12 sites with 326 volunteer turn outs across the Inner West LGA. Number of sites contributing 898 hours to bushcare.		
Support delivery of GreenWay Programs	Q1: On-going liaison with Sustainability and Environment, Inner West Environment Group and other internal/external stakeholders re: management of 16 GreenWay bush care sites and related initiatives along the GreenWay corridor to achieve urban biodiversity/sustainability outcomes	Progressing - on track	
	Q2: As per first quarter, on-going liaison continues with Sustainability and Environment, Inner West Environment Group and other internal/external stakeholders re: management of 16 GreenWay bush care sites and related initiatives along the GreenWay corridor to achieve urban biodiversity/sustainability outcomes. The focus for this quarter has been the implications of routing Missing Link E through the Waratah Mills bush care site in Dulwich Hill.		
Provide information to residents on the impacts from domestic and feral animals on native animals	Q1: Inner West Council provided information about feral foxes (Fox Scan) at Dulwich Hill Fair. Planning commenced for targeted engagement with residents on pet management in Q3.	Progressing - on track	
	Q2: Research and project planning underway for project to start when relevant staff employed in Q3.		

Environment and Sustainability


Continuing Activity	Comment	Status	Traffic Light
Manage and promote the Rainwater Tank Incentive Scheme	<p>Q1: Promoted the Rainwater Tank Incentive Scheme (RTIS) - promoted at Dulwich Hill Fair, monthly e-news, Council website, posts on IWC Facebook in concert with rainwater harvesting workshop, posters in Council display boards and reception areas and libraries.</p> <p>Administered 1 rebate payment including tank inspection audits.</p> <p>Q2: Promoted the Rainwater Tank Incentive Scheme - promoted in monthly e-news, Inner West Council's environment website, posts on IWC Facebook in concert with rainwater harvesting workshops, posters in Council display boards and reception areas and libraries. Administered 1 rebate payment including tank inspection audits.</p>	Progressing - on track	
Create physical profiles for urban ecology place-based planning across the IWC service areas	<p>Q1: Place-based physical profiling to commence following recruitment of technical officer and development of Urban Ecology strategic plans.</p> <p>Q2: Underway – detailed place-based physical profiling for urban ecology subcatchment plan to commence following commencement of new technical officer in 3rd quarter. However, identification of the subcatchments in IWC area and community profiling for the Hawthorne Canal subcatchment has started.</p>	Progressing - on track	
Manage the Community Nurseries as a resource providing indigenous plants from the Lower Cooks River Valley and Parramatta River for Council and community groups	<p>Q1: During this quarter, volunteers contributed 1,377 hours to help propagate 5,432 plants at Marrickville and Rozelle community nurseries that supplied 10,683 plants for local sites and customers.</p> <p>Q2: Between October and end December 2017, volunteers contributed 520 hours to help propagate 2,732 plants at Marrickville and Rozelle Bay community native plant nurseries that supplied 5,373 plants for local sites and customers.</p>	Progressing - on track	
Promote native plant give-aways to residents and schools	<p>Q1: In this quarter, a total of 2,156 plants were given away to residents and schools at a value of \$6,468 (\$3 per tube).</p> <p>Q2: From October to December 2017, Council's community native plant nurseries gave away 1254 valued at \$3762 (\$3 per tube) to residents and schools (Balmain High, Tempe Public School, Australia Street Infants, Wilkins Green, and Marrickville West Public School.)</p>	Progressing - on track	
Deliver an urban ecology education program and facilitate and work with the community volunteer groups on subcatchment/place-based projects	<p>Q1: In the 1st quarter: A. Urban Ecology Education Program - Council organised, promoted and evaluated 1 rainwater harvesting and 1 WSUD on Your Property workshop. B. Community volunteer groups - Council supported volunteers on installing a mural and developing grant application for community litter reduction projects in Campbell Lane, Camperdown</p> <p>Q2: In the 2nd quarter: Urban Ecology Education Program - Council organised, promoted and evaluated 1 sustainable homes tour, 2 rainwater harvesting and 1 WSUD on Your Property workshops. Community volunteer groups - Council supported Love Your Lane volunteers on planning the litter reduction grant-funded project in Campbell Lane, Newtown.</p>	Progressing - on track	

Environment and Sustainability




Continuing Activity	Comment	Status	Traffic Light
Support and promote the community involved with the urban ecology volunteer projects and programs	<p>Q1: The Environmental Volunteer Program supports and promotes volunteers and groups for these events and projects: National Tree Day, National Schools Tree Day Events, De salle College Planting Day, Marrickville Landcare, Friends of Camperdown Cemetery, Tempe Birdos, GreenWay Bushcare, Balmain High Bushcare, Callan Park Bushcare, Mort Bay Park Bushcare, Rozelle Bay Community Native Nursery, Whites Creek Bushcare Microbat Monitors, Mudcrabs (Wave Rock on Marrickville Golf Course), Marrickville Community Nursery, Wilford Lane Living Lane, Campbell Lane, . Council's community nurseries also went on site to recommend species for planting to Family Daycare Resource Centre at Enmore Park, Summer Hill and Lewisham public schools, Stanmore Public School OOSH and Camdenville Paddock.</p> <p>Q2: The Urban Ecology Volunteer Program has supported and promoted volunteers and groups for these events and projects: Marrickville Landcare, Friends of Camperdown Cemetery, Tempe Birdos, GreenWay Bushcare, Balmain High Bushcare, Callan Park Bushcare, Mort Bay Park Bushcare, Rozelle Bay Community Native Nursery, Whites Creek Bushcare, Microbat Monitors, Mudcrabs (Wave Rock on Marrickville Golf Course), Marrickville Community Nursery, Wilford Lane Living Lane, Campbell Lane Love Your Lane. Council's bushcare and community native nurseries staff have provided equipment and on site advice for species for planting to Family Daycare, local schools and staff at the Mental Health Coordinating Council (as part of SmartyGrants).</p>	Progressing - on track	
Review and update Council's corporate waste and recycling systems, including a waste and bin audit	Q1-2: New bins have been rolled out across Council's service centres. A large volume of stationery was either reused or donated during the co-location.	Progressing - on track	
Support community gardens across the IWC	<p>Q1: Direct support was provided to Gilbert Barry Gardeners, White's Creek Valley Food Forest and Oxford Street Gardeners to develop their community gardens this quarter. The Inner West Community garden network developed gardeners' skills in raised bed garden construction at Gilbert Barry Garden on 16 September. Wicking bed construction was demonstrated at Tom Kenny compost hut during September and a small herb garden established.</p> <p>Q2: Environment grants were provided to five community and school gardens to support their sustainability projects. Council provided practical assistance and advice to Wilkins Green Community Garden and Oxford Street gardeners to support effective composting and worm farming. Council worked with Whites Creek Community Garden to deliver the Green Living Centre's seasonal planting workshop.</p>	Progressing - on track	
Work with SSROC to deliver corporate and community actions in the "Our Energy Future" Plan	<p>Q1: Our Energy Future promoted through Enviro eNews, Council eNews, online. OEF present at the Footprints Ecofestival on 27 August. The Our Energy Future inner west solar installation campaign was planned for October with Positive Charge as part of the SSROC partnership.</p> <p>Q2: IWC ran a promotional campaign during October 2017 with: mail-out to residents, online promotion, on-hold messages, two solar information sessions, and information stalls at Footprints Ecofestival and Marrickville Festival. Since program launch in June:</p> <ul style="list-style-type: none"> • 413 requests for quotes from Inner West residents • 65 Inner West residents have purchased solar • 9 insulation quotes • 10 LED lighting quotes • 9 home energy assessment quotes. 	Progressing - on track	

Environment and Sustainability






Continuing Activity	Comment	Status	Traffic Light
Work with SSROC on actions identified in the Renewable Energy Master Plan	<p>Q1: Our Energy Future re-launched with Moreland Energy Foundation/Positive charge. New services on offer include the redesigned website, energy advice line, and energy assessments.</p> <p>Q2: Council staff worked with SSROC on joint tender for renewable energy from a large scale generation project via a Power Purchase Agreement (PPA).</p>	Progressing - on track	
Provide assistance, information and advice to residents about sustainable development	<p>Q1: Face-to-face assistance, information and advice was provided to 375 community members through the Green Living Centre's shopfront engagements, workshops and solar assessments. The Our Energy Future inner west solar installation campaign was planned for October with Positive Charge as part of the SSROC partnership.</p> <p>Q2: Face-to-face assistance, information and advice was provided to 329 community members through the Green Living Centre's shopfront and engagements. Our Energy Future's website, advice line and information session on solar provided support for residents to install solar, resulting in requests for quotes to install solar at 413 inner west properties.</p>	Progressing - on track	
Review priority actions in all Environment and Sustainability action plans and reprioritise for IWC	<p>Q1: Workshops held throughout 2017 with Environment Strategic Reference Group to develop a submission as input to the 1st Inner West Council Community Strategic Plan (CSP). Officers attended workshops and meetings and contributed to development of the CSP.</p> <p>Q2: Currently mapping all integration and project actions in each area against actions in current plans. Work on delivering business as usual services and activities is ongoing.</p>	Progressing - on track	
Implement or prepare for integration/review of the Water Savings Action Plans	<p>Q1: Project has not commenced.</p> <p>Q2: Not due to start in Q2.</p>	Not due to start	
Review all strategic documents and policies and prepare a plan for the development of new IWC plans	<p>Q1: Several workshops held with Environment Strategic Reference Group and a submission as input to the 1st Inner West Council Community Strategic Plan (CSP). Officers attended workshops and meetings and contributed to development of the CSP.</p> <p>Q2: Project plans for strategic work are underway. These will include recent resolutions of Council and will reflect the work completed by the Environment Strategic Reference Group</p>	Progressing - on track	
Review the programs and delivery methods for community partnerships on gateway sustainability as delivered by the Green Living Centre	<p>Q1: A lease enabling temporary use of 218 King Street Newtown was finalised with City of Sydney Council this quarter. A complete exit from the King Street shopfront is planned for early 2018. The Green Living Centre's targeted focus on engagement with residents and businesses in the Newtown, Erskineville, Enmore precinct ceased and a new focus on the broader inner west community was developed. Face to face advice and support was provided to over 400 people through the shopfront and in new locations, including pop-up engagements at Dulwich Hill and Footprints Ecofestival. Recruitment of Green Living Centre staff was planned and approved in line with creation of the new Urban Sustainability Team. Sufficient staffing was retained to ensure level of service to the community was maintained. Staff established new locations for future workshops including Inner West community gardens and libraries and new promotional partnerships.</p>	Progressing - on track	



Environment and Sustainability			
Continuing Activity	Comment	Status	Traffic Light
	Q2: The Green Living Centre's Newtown shopfront closed permanently at the end of this quarter. This quarter 107 people attended Green Living Centre engagements on seasonal gardening, composting, solar installations and Christmas eco crafts. The Green Living Centre's new website was launched and the workshop program finalised for 2018. The Green Living Centre participated in the Garage Sale Trail.		
Ensure compliance with erosion and sedimentation controls for Council and private works	Q1-2: Coordinator Corporate Sustainability recruited and will develop an Environmental Management System (EMS). Sediment and erosion control will be incorporated into EMS procedures. Addressing sediment and erosion control on private works is a component of compliance officers regular duties.	Progressing - on track	

Key Initiatives

Environment and Sustainability			
Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Environment and Sustainability			
Review all utilities contracts and work with others to prepare a procurement plan that reflects the IWC Vision in the Community Strategic plan – work with SSROC and others to plan and implement joint procurement where appropriate	<p>Q1: Council joined the SSROC PEERs project to joint procure electricity as well as a portion of renewable energy via a Power Purchase Agreement Request for Quotation.</p> <p>Q2: Council is an active member of the SSROC energy procurement project:</p> <ol style="list-style-type: none"> 1. Joint tender for natural gas 2. Joint tender for electricity (large sites and small sites) 3. Renewable Energy Supply via a Power Purchase Agreement (PPA) – Joint tender for renewable energy from a large scale generation project. 4. Energy Efficiency Consultancy Panel – Joint RFQs for panels able to supply electricity sub-metering and analytics, HVAC specialists and lighting specialists <p>All tenders closed in Q2</p>	Progressing - on track	
Review all natural area contracts and work with others to prepare a procurement plan that reflects the IWC Vision in the Community Strategic plan – work with SSROC and others to plan and implement joint procurement where appropriate	<p>Q1: Underway and continuing to work with the Integration section on business analysis and process improvement.</p> <p>Q2: Information with details on all natural areas contracts in the IWC area has been recorded in a database to support the review of all natural areas sites. This is to inform the procurement approach for the 2019/2020 contract period and beyond. Urban Ecology has worked with Procurement regarding the procedures and protocols relating to current contracts.</p>	Progressing - on track	
Collate baseline data and information that informs the development of new strategy for urban ecology – water, biodiversity and soils	<p>Q1: Relevant baseline data for developing Urban Ecology strategies has been collated on Inner West demographics, volunteerism, water and catchments, biodiversity, soils, vulnerability and urban heat, and air quality. Updates and gaps in data will be addressed in the Q2 and Q3.</p> <p>Q2: Relevant baseline data for developing Urban Ecology strategies has been collated on Inner West demographics, volunteerism, water and catchments, biodiversity, soils, vulnerability and urban heat, and air quality. Updates and gaps in data will be addressed in the Q3</p>	Progressing - on track	

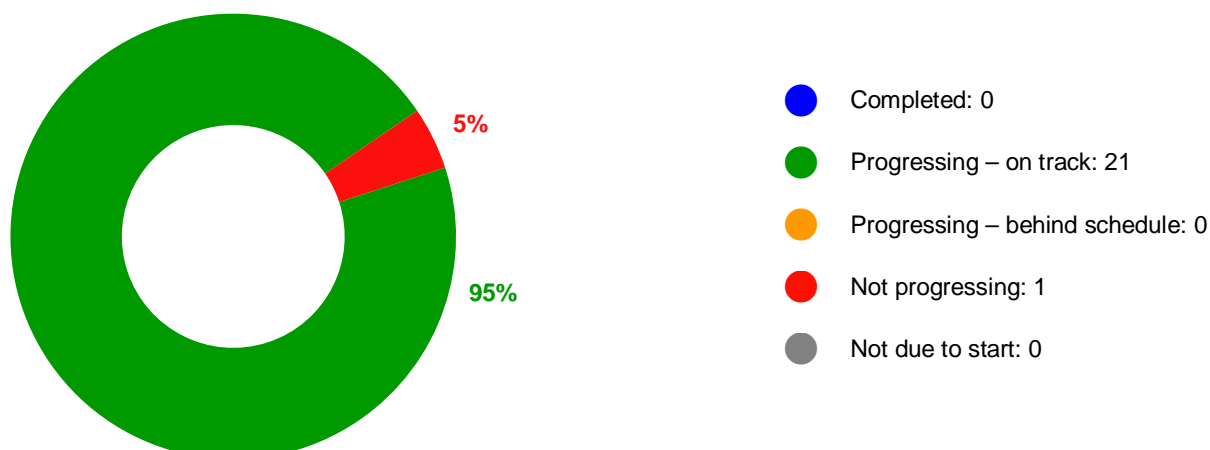
Environment and Sustainability

Key Initiative	Comment	Status	Traffic Light
Collate baseline data and information and prepare a discussion paper that informs the development of new strategy for climate change	Q1: Council prepared its 1st corporate carbon inventory which sets the baseline for corporate action on climate change mitigation. Council engaged with the Environment Strategic Reference Group to develop Climate Change objectives and strategies as input within the submission to the Community Strategic Plan.	Progressing - on track	
	Q2: Council has completed its baseline inventory and has commenced preparing a Request for Quotation for consultants to assist with preparing background studies to address Council resolutions in relation to a 100% carbon neutral target and renewables leadership. Council joined the Climate Change Council Cities Power Partnership in Q2		
Prepare a program for place planning for urban ecology that covers the IWC area	Q1: The place-based planning program will commence following recruitment of Urban Ecology Planning and Policy staff and the development of Urban Ecology strategic plan/s.	Progressing - on track	
	Q2: Planning for the Urban Ecology place-based planning program has commenced with mapping LGA subcatchments. The program will be fully developed with Urban Ecology Planning and Policy staff to commence work in the 3rd quarter.		
Manage the Strategic Reference Group – Environment and support members to participate in strategic and policy directions for the IWC	Q1: Workshops with the Environment Strategic Reference Group led to the development of a group submission to Council's draft Community Strategic Plan, which was presented at the 3 August 2017 ESG meeting.	Progressing - on track	
	Q2: Environment Strategic Reference Group met 9 November and formal evaluation of SRG's held		
Work with other Groups across the IWC to review policies and embed sustainability initiatives into land use planning programs	Q1-2: Not due to start.	Not due to start	
Via the Our Energy Future Council partnership, investigate the feasibility of establishing a cross-council Energy Service Organisation (ESO). Its role would be to provide information and potentially services on energy efficiency and renewable energy focusing primarily on local communities and businesses.	Q1: Through SSROC, Council has engaged the Moreland Energy Foundation/Positive Charge to commence a 15 month pilot cross Council Energy Service Organisation (Our Energy Future). Services on offer include the 1800 number energy advice line, informative website, solar quotes from supplier vetted by Alternative Energy Association, and energy assessments. The plan is to significantly promote this project during the pilot, and if successful, continue to grow the project and its offerings to business and residents. Two officers have been employed by the project and are located at the SSROC office in Redfern, with further phone support and technical advice available from the Moreland Energy Foundation office. 15,000 letters to residents from the Mayor and two solar information sessions have been organised for Q2.	Completed	
	Q2: Council launched its Our Energy Future Campaign in October through a letter from the Mayor to resident owners of local homes, social media messages and two public information sessions promoting solar installation. As a result interest in the program soared, with 413 requests for quotes for solar installations and 62 sales. Since the program began in April 2017 community members have invested \$58 284 in installing solar, avoiding 611 tonnes of carbon emissions.		

Environment and Sustainability			
Key Initiative	Comment	Status	Traffic Light
Coordinate corporate sustainability initiatives and programs to embed sustainability within the organisation	Q1: Set up reuse stationery cupboards in Ashfield and Leichhardt service centres. Begun to engage staff on bicycle fleet locations and bicycle use. Waste sorting has been included in new staff inductions. A review and development of the corporate sustainability program for IWC will commence in Q2 and 3.	Progressing - on track	
	Q2: Council's Coordinator Corporate Sustainability commenced 27th November and recruitment of the Sustainability Officer (EMS) completed		
Begin the development of climate adaptation plan to guide the update of relevant Council policies and plans to reflect and respond to climate risks	Q1-2: Not due to start.	Not due to start	




Footpaths, Roads, Traffic and Stormwater






Service Area Snapshot







Continuing Activities



Footpaths, Roads, Traffic and Stormwater			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Footpaths, Roads, Traffic and Stormwater			
Develop and implement programs that promote road safety	Q1: A pedestrian safety program using pavement stencils, street litter bin stickers and local media is continuing. “Be truck aware” campaign has applied 36 pavement stencils at key construction zones. A presentation was given to 31 Greek speaking seniors on 22 August 2017 . A speed reduction program using radars and community messages is continuing. The first of six scheduled car seat safety checks was completed on 29 August 2017 with 38 seats were checked. Safe driving over the holiday periods was promoted. As part of the Black-spot and Safer Roads Program 2018/19 funding, nominations for three locations have been submitted.	Progressing - on track	
	Q2: The third of six car seat safety checks were provided with “Littles” and 195 seats have been checked so far. A pedestrian safety program using pavement stencils, street litter bin stickers and local media is progressing. The message “Look Out Before You Step Out” was promoted with additional stencils (30) supplied by the RMS at a value of \$3000 for the IWC, using new mapping priorities to incorporate Marrickville, Leichhardt and Ashfield. A speed management program using radars has been conducted with support from Traffic, GIS and the community to promote safer speeds and driving. A proposal for an additional 8 radar units is planned for March 2018 with a media campaign. The first of two workshops for parents of learner drivers has been completed with 10 participants to date. A crash data report has been developed for 2016 and shows a reduction of crashes and injuries across the IWC totalling 647 crashes for 2016 compared to 1057 crashes in 2012.		
Develop and implement precinct parking strategies	Q1: The Marrickville Town Centre parking review was supported at the July Traffic Committee meeting and adopted by Council. Planning for the implementation of Newtown/Enmore, Stanmore and Marrickville Town Centre parking reviews has commenced. Corunna Road, Stanmore Resident Parking Scheme extension was supported at the September LTC meeting and adopted by Council in October.	Progressing - on track	

Continuing Activity	Comment	Status	Traffic Light
	<p>Q2: Approval has been gained for Edith Street, Leichhardt (south of Marion Street), William Street, Annandale (between The Crescent and Rose Street), Starling Street (between Brent Street and Mansfield Street) and Moore Lane, Rozelle. Implementation is planned for Q3 2017-18.</p> <p>Newtown/Enmore and Stanmore parking study reviews implemented. Planning for implementation of Marrickville Town Centre review completed.</p> <p>Sydenham/St Peters parking Study review implementation commenced.</p>		
Implement LATM improvements in accordance with Capital Works Program	<p>Q1: Status of Projects arising from the Henson Precinct LATM are as follows:</p> <ul style="list-style-type: none"> - Horton St @ Illawarra Rd - Ped Refuge (Design and construction completed) - Charles St @ Illawarra Rd - Ped Refuge (Design and construction completed) - Illawarra Rd @ Chapel St - - upgrade to pedestrian crossing (Design complete, construction scheduled for 2018) <p>Design work is in progress for the following projects arising from the Dulwich Hill North precinct LATM:</p> <ul style="list-style-type: none"> - Windsor Rd @ David St - pedestrian refuge island - Constitution Rd @ Williams Pde - pedestrian refuge island - Denison Rd - proposed slow point and intersection priority changes <p>Q2: During Q2 designs have been completed for the following Dulwich Hill North LATM projects:</p> <ul style="list-style-type: none"> -Windsor Rd @ David St- pedestrian refuge island. -Constitution Rd @ Williams Pde-pedestrian refuge island. <p>Designs are still in progress for the following treatments:</p> <ul style="list-style-type: none"> - Denison Rd-proposed slow point and intersection priority changes (70% design complete), - Denison Rd- from Constitution Rd to Eltham St- Line marking works (70% design complete) -Dulwich St- from Denison Rd to Windsor Rd-Line marking works, (50% design complete) -Davis St from Denison Rd to Windsor Rd-Line marking works.(50% design complete) -New Canterbury Rd @ Denison Rd- Installation of 'No Left' sign. will be installed soon. 	Progressing - on track	
Maintain and repair the stormwater network to maintain existing service levels	<p>Q1: Drainage repairs included and prioritised in the annual maintenance program. GPTs cleaned every 2- 4 months as part of SSROC contract. Cleaning of drainage pits undertaken on a zone by zone basis. 1,242 pits cleaned in the first quarter</p> <p>Q2: Drainage repairs logged and prioritised on maintenance program. Any repairs beyond maintenance forward to Asset Planning for assessment and capitalisation. Gross pollutant traps cleaned out every 2-4 months. Cleaning of drainage pits undertaken on a zone by zone basis.</p>	Progressing - on track	
Implement the road renewal and reconstruction program as identified in the Capital Works Program	<p>Q1: Scoping of a staged program works completed and procurement commenced.</p> <p>Q2: Work Programme is progressing to schedule. Phase 2 of road resurfacing and reconstruction work which includes road work in Marrickville and Ashfield are due to start from Mid February 2018.</p>	Progressing - on track	




Continuing Activity	Comment	Status	Traffic Light
Implement the footpath upgrade and renewal program as identified in the Capital Works Program	<p>Q1: In Q1 the following footpath upgrade/renewals have been completed:</p> <ul style="list-style-type: none"> - Walter Street, Annandale between Loftus St and dead end - Ilka Street, Lilyfield between Catherine St and Paling St - Gillies Street, Annandale between Collins Ln and Young St - Collins Street, Annandale between Johnston Lane and Trafalgar St - Clarke Street, Annandale between Whites Creek Ln and Ferris St - Young Street, Annandale between Piper St and Hudson St - Young Street, Annandale between Albion Ln and Albion St - Albion Street, Annandale between Susan St and Nelson St - Burrows Road South, St Peters from the End to opp 21 Canal Rd - Hart St, Tempe from South St to Princes Hwy - south & north side <p>Q2: In Q2 the following footpath upgrade/renewals have been completed:</p> <ul style="list-style-type: none"> - Marion Street Leichhardt between Elswick St and Edith St - Renwick Street Leichhardt between Cary St and Jarrett St - Edith Street Leichhardt Marion St and Regent St - Catherine Street Leichhardt between Emily St and The Avenue - Cromwell St between Macauley St and Allen St - Orange Grove Plaza between Balmain Rd and Point St - Pearl Street Newtown between Wells St and Alice St west side - Lincoln Street Dulwich Hill 	Progressing - on track	
Implement the off-street carpark upgrade and renewal program as identified in the Capital Works Program	<p>Q1: 1) Design and procurement completed and contractor engaged for renewal and improvements to Barclay Street carpark. 2) Designs completed and procurement commenced for the construction and extension of new carpark in Marion Street, Leichhardt.</p> <p>Q2: The expansion of the Marion St carpark is not proceeding following Council resolution to investigate alternative uses of existing buildings.</p>	Not progressing	
Develop and Implement streetscape and town centre improvement works as identified in the Capital Works Program	<p>Q1: 1) Preparation of Tender Documents and Construction drawings currently in progress for town centre improvement works in Darling St, Balmain and Annandale main street. 2) Consultants brief being finalised for the design of Marrickville Rd (east) streetscape upgrade.</p> <p>Q2: Tenders called for upgrade works at Darling St, Balmain (between Oxford St and Cambridge Sts) and Annandale Post Office town centres for implementation during Q3.</p>	Progressing - on track	
Develop and Implement bridge remediation and improvement works as identified in the Capital Works Program	<p>Q1: 1) Concept design for replacement of Chester St Footbridge completed for public consultation in October 2017. 2) Procurement of contractor to complete interim remediation works to Booth Street bridge arch is in progress. A brief to engage consultant to complete design work for bridge rehabilitation and upgrade is being finalised in collaboration with City of Sydney who share ownership of bridge.</p> <p>Q2: Detailed designs for Chester Street Bridge are being finalised for procurement and construction commencement 4th quarter. Interim remediation works have been completed on the Booth Street bridge. Request for Tender has been issued for the design of the bridge upgrade.</p>	Progressing - on track	
Implement program for the renewal and upgrade of roadside furniture, structures and facilities as identified in the Capital Works Program	Q1-2: Scoping of Program of works is in progress.	Progressing - on track	


Continuing Activity	Comment	Status	Traffic Light
Maintain and clean the public domain to funded service levels	<p>Q1: Implementation of daily shopping centre and general street cleaning activities ongoing. Area wide street sweeping and verge mowing activities being undertaken to meet established cycle times. Completed tendering and engagement of new contact for specified verge mowing activities.</p> <p>Q2: Daily sweeping of Shopping Centres and major road on going. Area wide street cleaning and mowing undertaken to meet established cycle times. New contract for verge mowing commissioned and underway</p>	Progressing - on track	
Maintain and repair road reserve infrastructure to maintain existing service levels	<p>Q1: Pot hole repairs undertaken between 24 and 78 hours in line with IWC service requirements.</p> <p>Footpath make safe repairs attended to between 24 and 72 hours in line with IWC service requirement</p> <p>Blocked drains attended to with 24 hours in line with IWC service requirement</p> <p>Only one major sink hole in last quarter which was attended to with 24 hours in line with IWC service requirement.</p> <p>Outstanding signage repairs complete and meeting service delivery of up to 5 days</p> <p>Heavy patching and concrete repairs programmed and prioritised in maintenance schedule</p> <p>Q2: Pot hole repairs undertaken between 24 and 78 hours in line with IWC service requirement</p> <p>Footpath make safe repairs attended to between 24 and 72 hours in line with IWC service requirement</p> <p>Blocked drains attended to with 24 hours in line with IWC service requirement</p> <p>General signage repairs complete and meeting service delivery of up to 5 days</p> <p>Heavy patching and concrete repairs programmed and prioritised in maintenance schedule</p>	Progressing - on track	
Encourage the planting and maintenance of verges by residents, in accordance with Council guidelines	<p>Q1: Continuing to provide residents with assistance on request. Compliance auditing and data management undertaken on the Sustainable Streets Volunteer Register. Program promotion at the Marrickville Festival (Oct 22).</p> <p>Q2: The Sustainable Streets program administers one of Councils largest volunteer programs with 243 registered gardeners in total. Twelve new gardeners signed up to the program during last quarter (Oct-Dec). This represents nearly 100m2 of new street gardens being maintained by residents. Plans are in place to deliver a Whole-of-Street treatment to the residents in Calvert St which is an additional 21 participants and 152m2 of street gardens. Plantings were also completed in Livingstone Rd, Pile St, Cary St and Beach St. Four maintenance sessions were undertaken on Ruby Street Bush Pocket. New enquiries continue as well as offering advice and assistance on request.</p>	Progressing - on track	
Develop and implement staged program for bus stop modifications to meet standards for accessible public transport	<p>Q1: Over 90% of bus stops in the former Marrickville LGA have been upgraded to accessible standards. A survey of bus stops in the former Leichhardt LGA has been undertaken and the reported outcomes need to be further investigated. In the former Ashfield LGA, over 95% have been upgraded to accessible standards. A programme is being prepared to investigate and upgrade the outstanding bus stops. State Transit Authority (Sydney Buses) and developers are requested to upgrade any new bus stops to accessible standards.</p> <p>Q2: Future Programme under development for implementation in forward capital works program.</p>	Progressing - on track	

Continuing Activity	Comment	Status	Traffic Light
Implement a staged program of Local Area Traffic Management (LATM) Scheme reviews	<p>Q1: The Dulwich Hill North LATM final report; Traffic Calming in Elswick Street, Leichhardt and Church Street, Croydon was supported at the September LTC meeting and adopted by Council on 12th October.</p> <p>Q2: Approval has been gained to raise the pedestrian (zebra) crossing in Darling Street, Rozelle at Beattie Street/Wise Street; Speed Cushions, Kerb Blister Islands & Kerb Extension Design Plans in Arthur Street, Ashfield; kerb extended pedestrian crossover facility in Victoria Street, Ashfield. LATM devices for Church Street currently in final design phase. A number of designs as a result of the Dulwich Hill North LATM review presented to the Traffic Committee for approval. These include pedestrian refuge upgrade on Constitution Road and new pedestrian refuge on Windsor Road. Detailed designs of other traffic facilities arising from the Dulwich Hill North LATM review are currently being undertaken.</p>	Progressing - on track	
Implement a staged program for the development and review of Flood Risk Management Plans	<p>Q1: The Flood Risk Management Study and Plan process is currently in progress for the following catchments:</p> <ul style="list-style-type: none"> - Foreshore - Hawthorne Canal - Johnston Creek - Dobroyd Canal - Whites Creek north of Parramatta Road - Marrickville Valley <p>Q2: Following the community consultation process that was undertaken, the Flood Risk Management Study and Plans for the following catchments were presented to the Flood Management Advisory Committee and were recommended for adoption:</p> <ul style="list-style-type: none"> - Foreshore - Johnston Creek - Whites Creek north of Parramatta Road - Hawthorne Canal-Leichhardt - Marrickville Valley <p>The Flood Risk Management Study and Plan options for the following catchments are currently being finalised so that they can be presented to the Flood Risk Management Advisory Committee during the third quarter:</p> <ul style="list-style-type: none"> - Hawthorne Canal-Ashfield/Marrickville - Dobroyd Canal 	Progressing - on track	

Continuing Activity	Comment	Status	Traffic Light
Develop and implement initiatives to address stormwater management deficiencies, including water quality, as identified in the works program	<p>Q1: Project scoping & design is in progress for the following stormwater and drainage improvements:</p> <ul style="list-style-type: none"> - Riverside Cres Diversion - Petersham Rd Converter Upgrade - Llewellyn St and Edgeware Rd - William St - Lonsdale St Lilyfield - William & Flood to Darley Rd Leichhardt - Burt St & Alfred St - Cnr Hill & Mackenzie Leichhardt - Pit upgrade - Mackenzie St Leichhardt - Wortley St Balmain - Trafalgar / Rose St Annandale - Bay Run Water Sensitive Design - Railway Pde Annandale - Darley Rd Water Sensitive Design - Johnston St / Hosking St - George St Rozelle <p>Designs have been completed for the following projects with procurement for contract delivery in progress:</p> <ul style="list-style-type: none"> - Marrickville West Eco Water Garden (Stormwater Treatment System): - Council St - Edith St - Pipeline Reline -Thorby Av Leichhardt - Francis St - Constitution Ln Rain Garden - William St. <p>Construction works are in progress for Sloane St drainage upgrade.</p> <p>Q2: Marrickville West Eco Water Garden and Constitution Lane bioretention system at Dulwich Hill are currently under construction. Both of these water sensitive urban design projects treat stormwater via a rain garden.</p>	Progressing - on track	
Review and update Asset Management Plans and capital works priority programs for transport and stormwater infrastructure	<p>Q1: Integration of previous asset registers into a single IWC asset register was completed to achieve end of year financial reporting. Refinement and improvements to the register and data is ongoing.</p> <p>The process of preparing the Transport and Stormwater Asset Management plans has commenced and is planned to be completed by April 2018.</p> <p>The review and update of the Capital Works priority five year program will commence during the Q2.</p> <p>Q2: The improvement process of the register and data is progressing on an asset group basis, with the first stage of the footpath assets being completed. The process of preparing the Transport and Stormwater Asset Management plans and Strategy is progressing for completion by March 2018. The draft Asset Management policy has been prepared and following a review process will be finalised. The Capital Works priority program is currently being prepared.</p>	Progressing - on track	

Key Initiatives

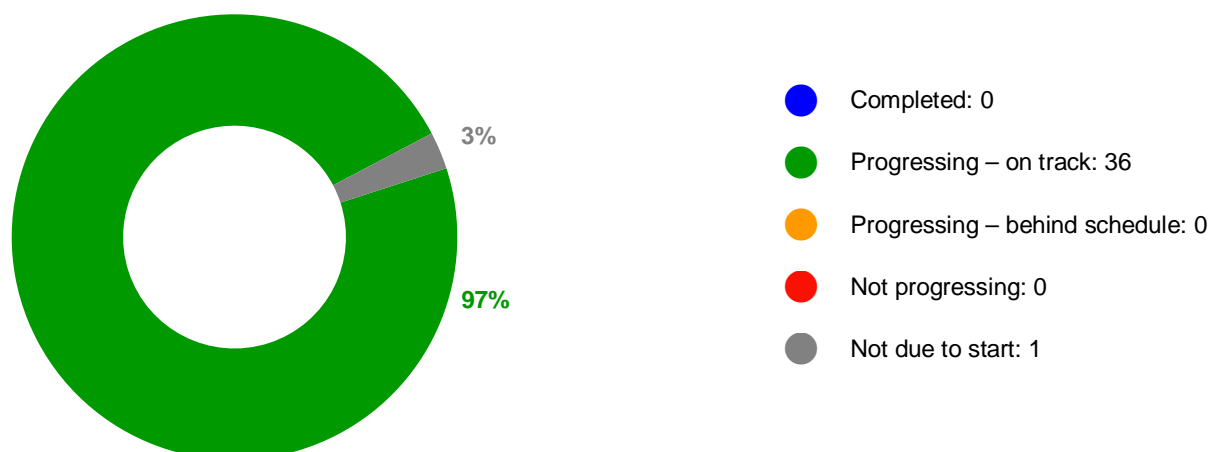
Footpaths, Roads, Traffic and Stormwater			
Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Footpaths, Roads, Traffic and Stormwater			
Undertake the staged implementation of Council's Bike Plan	<p>Q1: Planning and concept development is currently in progress for the following cycleway projects:</p> <ol style="list-style-type: none"> 1. Lilyfield Rd., Leichhardt 2. Parramatta Rd to Marrickville Park (RR2) 3. Tempe to St Peters Station (LR7) 4. Addison Rd, Marrickville (LR16) <p>Detailed Designs are currently being developed for the following Cycleway Projects:</p> <ol style="list-style-type: none"> 1. Dulwich Hill Station to Marrickville Station (LR18) 2. Livingston Rd, Marrickville (LR3) 3. Lewisham to Newtown (RR7). <p>Construction works are in progress for the widening of the Bay-run cycleway with completion expected November 2017.</p> <p>Q2: Concept Design cycleway projects; Concept design completed for two Cycleway projects:</p> <ul style="list-style-type: none"> - RR2 –Parramatta Rd to Marrickville Park, and - LR7 Tempe Station to St Peters <p>Both cycleway projects have been reviewed by Traffic Committee in December 2017 for Council review in February 2018.</p> <p>Detail design cycleway projects;</p> <ul style="list-style-type: none"> - LR18-Dulwich Hill Train Station to Marrickville Station- 70% Detail Design has been reviewed by Traffic Committee in December 2017 for Council endorsement in February 2018. - LR3- Livingstone Road Cycleway and RR7 Cycleway(Lewisham to Newtown) <p>Community consultation for both projects is schedule for February/March 2018 with Local Traffic Committee review expected April 2018.</p>	Progressing - on track	
Implement the staged upgrade of the Ashfield Town Centre	<p>Q1: Construction of the \$7m Ashfield Town Centre Upgrade commenced in June 2017 and is progressing to schedule with completion expected mid-2018.</p> <p>Q2: Construction of the core area 50% complete. Tree planting and landscaping to non-core area complete. Hercules St substantially complete other than removal of timber poles.</p>	Progressing - on track	
Implement the Pedestrian Infrastructure Safety Around Schools Program	<p>Q1: Currently detailed designs are being prepared for the construction of raised crossings at the following School locations:</p> <ul style="list-style-type: none"> - Haberfield Public School - Christian Brothers High School - Wilkins Public School - St Pius Primary School <p>The designs are expected to be completed by January 2018 with construction completed by June 2018.</p>	Progressing - on track	

Key Initiative	Comment	Status	Traffic Light
	<p>Q2: Detailed designs have been completed and approved by the Traffic Committee and Council for the construction of raised crossings at the following School locations:</p> <ul style="list-style-type: none"> - Haberfield Public School - Christian Brothers High School - Wilkins Public School - St Pius Primary School <p>Construction of these crossings is scheduled to be completed by June 2018.</p>		
Implement the Stronger Communities Fund projects	<p>Q1: Project scoping & design have commenced for the following programs:</p> <p>1) Footpath Renewals:</p> <ul style="list-style-type: none"> - Lincoln St, Dulwich Hill - Hart St Tempe - Brown Street, St Peters <p>2) Road resheeting & reconstruction:</p> <ul style="list-style-type: none"> - Dalhousie St, Haberfield - Winchcombe to Denman - Burfitt St Leichhardt - Marion to 4 Burfitt St - Un-Named Ln Leichhardt - Mackenzie to Un-Named Ln - Allen St Leichhardt – Derbyshire to Norton - Seale St Leichhardt- Elswick to Ivory Ln - Petersham Rd Marrickville - Centennial to Marrickville Rd - Bruce St Marrickville - Beauchamp to Princes <p>3) Traffic facilities:</p> <ul style="list-style-type: none"> - Haberfield North (Stage 3 traffic calming improvements) - Denman Ave Haberfield - Dalhousie to Alt (Pedestrian & calming improvements) - Edgeware Rd Marrickville – Bedwin to Lewellyn St (intersection improvement) - Intersection Improvement at Victoria Rd and Edgeware Rd Marrickville - Victoria St, Summer Hill (Intersection upgrade) <p>4) Bridgework</p> <ul style="list-style-type: none"> - Booth St Annandale (Bridge remediation & construction work). 	Progressing - on track	

Key Initiative	Comment	Status	Traffic Light
	<p>Q2: Program status as follows:</p> <p>1) Footpath Renewals:</p> <ul style="list-style-type: none"> - Lincoln St D/H-Const. in progress - Hart St Tpe-Completed - Brown Street, StP- deferred due to Westconnex impacts. <p>2) Road Resheeting & Recontruction:</p> <ul style="list-style-type: none"> - Dalhousie St Haberfield (Winchcombe to Denman)-Survey commenced - Petersham Rd Marrickville (Centennial to Marrickville Rd)- designs being finalised <p>Scoping complete for the following:</p> <ul style="list-style-type: none"> - Burfitt St Leichhardt (Marion to 4 Burfitt St) - Un-Named Ln Leichhardt (Mackenzie to Un-Named Ln) - Allen St Leichhardt (Derbyshire to Norton) - Seale St Leichhardt (Elswick to Ivory Ln) - Bruce St Mvle (Beauchamp to Princes) <p>3) Traffic facilities: (Pedestrian, intersection & traffic calming improvements)</p> <ul style="list-style-type: none"> - Haberfield North (Stage 3)-Survey commenced - Denman Ave Haberfield (Dalhousie to Alt)-Design in progress - Intersection at Victoria Rd & Edgeware Rd Marrickville-Design in progress <p>4) Bridgework</p> <ul style="list-style-type: none"> - Booth St Ann-Bridge remediation complete and improvement works yet to commence 		

Library and History Services

Service Area Snapshot






Continuing Activities

Library and History Services			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Library and History Services			
Operate Library services at Ashfield, Balmain, Emmanuel Tsardoulis Community Library, Leichhardt, Marrickville, St Peters, Haberfield, and Stanmore	<p>Q1: Services at the eight libraries have been delivered for the first quarter. The focus for much of the quarter has been on delivering high quality customer service and integrating the processes and procedures for the new Council.</p> <p>Q2: Services across the eight libraries continue to be delivered. Currently all libraries are being assessed to ensure all buildings meet basic WH&S criteria for both staff and the public. The development of a common service wide staff roster has commenced and it is anticipated integration of the common roster will take six months. The Home Library Service team has commenced a review and staff are working cooperatively to ensure services levels are consistent across the LGA whilst improving their teamwork approach to increase efficiency. Weeding of old out of date stock from all collections has commenced in preparation for the annual stocktake. Regular programmes for the public continue to be provided; maintaining previous programme levels.</p>	Progressing - on track	
Implement actions as part of the Disability Discrimination Act Strategy	Q1: Library staff have been allocated to lead this task and existing relationships with disability service providers identified across IWC library programs. The Library facilitated library info sessions to participants of Suicide and Depression Prevention (SMHSOP) Specialist Mental Health Service for Older People.	Progressing - on track	





Library and History Services

Continuing Activity	Comment	Status	Traffic Light
	<p>Q2: Collated information on existing inclusive programs across IWC libraries for strategy development.</p> <p>Curated a focus on diverse abilities for Story time sessions (ages in conjunction with IDPWD across Marrickville, Leichhardt, Ashfield and Balmain Libraries, six sessions in total. Book titles featured include; Isaac and his amazing Asperger Superpower, Black Book of Colour.</p> <p>Book displays for IDPWD at Ashfield and Marrickville Libraries 16 November - 8 December.</p> <p>Continued with regular programming and visits.</p>		
Participate in State Library PLEG Surveys	<p>Q1: PLEG measurement under taken for one week in August.</p> <p>Q2: The second collection of data will not occur until later in 2018.</p>	Progressing - on track	
Apply for and manage grant applications	<p>Q1: Library and History successfully applied for a Tech Savvy grant application seeking a tutor to deliver computer classes in languages other than English at Marrickville library. There have been no other suitable grant applications.</p> <p>Q2: An application was submitted to the State Library of NSW to contribute to the RFID and Library Management System as part of the integration works. No response has been received.</p> <p>The State Library Local Priority Grants and annual grants were acquitted and submitted.</p>	Progressing - on track	
Complete State Library of NSW reporting	<p>Q1: Not due to start until end of Q2.</p> <p>Q2: This report has been commenced. Collections of the required data is slow as the three library management systems do not have common data fields or none in some cases. It is anticipated that the report will be completed early in the 3rd quarter.</p>	Progressing - on track	
Conduct a stocktake of all libraries	<p>Q1: Library and History are in the process of acquiring necessary IT Hardware. In addition, weeding of the collections has commenced prior to stocktake to reduce double handling.</p> <p>Q2: Stocktake processes now in place and St Peters Library has been completed.</p>	Progressing - on track	
Develop and maintain Selection Profiles for Adult, Junior, Audio-visual and eResource collections for all Main branch and neighbourhood libraries across the Inner West Council Library Service	<p>Q1: Currently, existing selection profiles are in place from the former council library services. A Collections Project Plan has been outlined for the IWC Library and a collection analysis process has been identified. Specialist staff will be consulted in determining selection requirements for children's, youth, Adult, multicultural, and AV, taking into account differing demographics at each of the main branch and neighbourhood libraries. From this work, selection profiles will be developed for all collections across the IWC libraries. A review process will be implemented, working in conjunction with library suppliers, to update IWC selection profiles on a regular basis.</p> <p>Q2: A Draft IWC Collection Management Policy is currently being written and will be distributed to library staff for review and comment. Underpinning this, Selection Profiles will be produced for each collection at each IWC branch. Specialist staff will be identified to provide input and feedback on the profiles for Adult, Junior, AV and online collections. A Draft Selection Profile template has been produced and the Collection Coordinator will meet with relevant staff to explain the profiling procedure. Selection Profiles will guide library staff and vendors in the selection of material for the collection and also determine the allocation of material to individual libraries across the IWC service.</p>	Progressing - on track	




Library and History Services

Continuing Activity	Comment	Status	Traffic Light
Participate and review shared service initiatives with other public Library Services (e.g. SSROC, SLNSW and Swift)	Q1: The Library services has been participating in the SWIFT consortia, however, the service has reduced as a result of the former Botany and Kogarah libraries withdrawing as a result of amalgamation. The SWIFT consortia will be tendering for a new library management system at the end of the year and Library and History have participated in telephone conferences as a result of this. The Library Manager has attended meetings with other metropolitan libraries.	Progressing - on track	
	Q2: Liaison continued with the SWIFT consortia, especially with regard to their tender. A division of the Metropolitan Library's Association was hosted by Inner West Council.		
Maintain and review community language collections, including the Italian Centre of Excellence Collection	Q1: Community language collections at each of the main branch and neighbourhood libraries are targeted to be reviewed and consolidated as part of the Collections Project Plan for the IWC. Earlier in the year The State Library of NSW decided it was going to cease its bulk loan service following a trial held last year. However, the State Library received extensive negative feedback from a range of libraries around the state. As a result of this, the trial that involved Leichhardt Library managing the State Libraries' Italian collection has ceased and the State Library has now taken its Italian collection back for management. Leichhardt staff have worked extensively to withdraw the collection and organise its return. As a result of amalgamation, the librarians are sharing their languages other than English collections between branches.	Progressing - on track	
	Q2: The aim of the community language collections is to meet the cultural, recreational, education and information needs of our CALD communities, both junior and adult. The most widely spoken and emerging languages are chosen for our collections. Current collections across the IWC libraries are: Arabic, Chinese, Greek, Gujarati, Italian, Nepali, Portuguese and Spanish. Content includes books, AV materials, magazines and newspapers, and online resources. Community language collections are currently undergoing weeding, with new items being purchased to maintain collections. Resource sharing and Bulk Loans from the State Library fulfils community demand for books in languages not kept by IWC libraries as the State Library of NSW reversed its decision to cease the service following negative feedback from Libraries around the State. Review of Community Language collections will be undertaken as part of the harmonising of Collections, and the collection profiling project.		
Provide a quality professional reader and information service	Q1: Across the eight libraries there are varying levels of information services, statistical collections, customer service levels and levels of training. This can only be addressed productively with the appointment of the new branch librarians to assess and drive the levels of change required, anticipated in the 2nd quarter. Pending their appointment new consist statistical gathering methods have be implemented as a basis across all eight libraries. The addition of the Development and Training Officer in 2018 will assist also in increasing consistent levels of knowledge and customer service.	Progressing - on track	
	Q2: All eight libraries continue to provide a high level of informational services. This service is improving as the staff continue to develop cooperative work methods.		




Library and History Services

Continuing Activity	Comment	Status	Traffic Light
Develop relationships and partner with local community, cultural and business organisations	<p>Q1: The relationships with community, cultural and business organisations is progressing in a program by program basis including extensive liaison with local primary schools as part of this year's Book Week program whereby the library received over 1,500 entries. Other partnerships include The West Tigers, Telstra and The Black Dog institute.</p> <p>Q2: The relationships with community, cultural and business organisations are progressing on a program by program basis including extensive liaison with local high schools as part of the 2018 Young Creative Awards to inform them of the competition and liaise with students and teachers. Other partnerships include CASS for Lunar New Year and The Summer Reading Program with The West Tigers.</p>	Progressing - on track	
Provide programs that reflect the diverse cultural and social make-up of the Inner West LGA	<p>Q1: Film screenings across the libraries, health information sessions in Mandarin, IELTS classes; learning languages classes; speaker series events and more. Both Programs and the the make-up of our LGA needs to be investigated further so that programs are meeting actual community needs and profile. Over 388 people attended 21 films this quarter; 250 took part in English Language book clubs, Arabic book clubs; 20 talks in the speaker series with 789 in attendance; over 200 people participated in craft sessions; over 390 attended knitting groups; more than 750 participated in English language classes, Spanish classes and more; over 500 children and youth attended a variety of July School Holidays events; Rhymetime for babies was attended by over 5,324 babies; storytime for pre-schoolers had 2,376 in attendance; Wiggle and Jiggle for babies had 4,300 in attendance. Plus some HSC workshops, Mahjong groups, Health talks in Chinese.</p> <p>Q2: Inner West Libraries continue to deliver programming this quarter which reflects the cultural and social make-up of the area. The Speaker Series delivered 22 talks with over 480 in attendance; Make & Create groups over 20 sessions with over 300 attending; Hello Holidays! in October delivered 20 school holiday programs with over 730 attending; Learn: Four Writing Workshops with 73 people; various computer support classes over 20 with over 100 attending; Learn: Scrabble, Mahjong etc with over 50 attending; various Tax Help and Hearing Testing; Film Club 13 screenings with 201 attending; Book Clubs over 12 sessions with over 100 attending; over 101 various Rhymetime sessions and more than 12,514 attending; over 60 Storytime sessions and more than 3,300 attending; More than 12 English language classes and over 200 attending.</p>	Progressing - on track	
Review all programs delivered to the public	<p>Q1: All Programs being delivered to the public-their scope, timing, topic and location- will be investigated and analysed this financial year. The libraries continue to deliver a range of programs including author talks, children activities, brain training and computer classes across the libraries.</p> <p>Q2: All Programs being delivered to the public- their scope, timing, topic and location - will be investigated and analysed this financial year. Regular and special programs are still being delivered to the community in the meantime and data being collected to ensure consistency of evaluation.</p>	Progressing - on track	
Provide outreach Library programs	<p>Q1: The full range of Outreach programs continue to be delivered. This includes story time at the Magic Yellow Bus, Summer Hill Community Centre, school visits and home library.</p>	Progressing - on track	


Library and History Services

Continuing Activity	Comment	Status	Traffic Light
	Q2: The full range of Outreach programs continue to be delivered. This includes: Rhymetime at Summer Hill Community Centre, preschool visits, school visits and home library deliveries and two home library morning teas. The full range of Outreach programs currently being delivered across the library needs to be identified and reviewed across the library network. Currently most Children's and Youth Services staff visit preschools weekly to deliver storytime sessions. There was one Home Library Morning tea with 30 in attendance; preschool visits where staff ran storytime sessions totalled 19 with 595 attending. School visits saw over 380 students being made aware of library services and programs.		
Continue digitisation of Council archive material	<p>Q1: October 2017 Digitisation Progress and Completion include 185 high resolution images Vicars Collection, the Anne Carolyn Collection "Winged Victory", the St Peters Rate Books 1871-1926 100 microfiche, Balmain Public School 1930 - 1990, Marrickville Council Jubilee Souvenirs 1912, 1922, 1935 and Architectural plans of Marrickville Town Hall 1922.</p> <p>Q2: Leichhardt and Balmain Department of main roads planning maps have been digitised and catalogued with 108 records added to the catalogue. The Vicars collection is currently being catalogued. The Balmain Public School Photographs 1930-1990 are currently being catalogued.</p>	Progressing - on track	
Develop and build partnerships with local historical and cultural groups	<p>Q1: The History team conducted a meet and greet event with the local history groups at the Balmain Town Hall in July. This event was well attended and each group introduced themselves and provided an overview of their role.</p> <p>The history team have delivered eight walking tours in partnership with individual historians including the Enmore Theatre tours x 2, Lewisham Hawthorne Canal walk, Dulwich Hill walking tour, cultural history of Leichhardt x 2, Balmain Industrial Heritage Walking Tour x 2 total number of 200 attendees.</p> <p>The Community History and Heritage Coordinator presented a talk on on Cinemas and Theatres 1897-1960 to the Inner West Seniors Group of Ashfield, attended a local history grant recipient book launch 'One Small World: the History of the Addison Road Community Centre', gave a speech for CO AS IT at the Actors Centre Australia, attended and attended History Week Exhibition at the Balmain Watch House.</p> <p>Q2: The Meet and Greet series two is planned to be held in March 2018 with history talks and presentations of completed 2016 and 2017 Local History Grants including the completed digitisation and restoration project of Ashfield Bowling Club Archive by Bindiya Kumar and The Publication "One Small World" by Sue Castrique.</p>	Progressing - on track	
Facilitate local history programs and events and community learning opportunities	<p>Q1: History Programs and events have been delivered throughout 2017 with the majority of the activities taking place as part of the History Week and walking tour programs.</p> <p>Q2: 14 Family History Workshops have been planned for 2018 to be held at Marrickville, Ashfield, Balmain and Haberfield Libraries. History Talk by Christine Yeates on Shady Acres by Leslie Muir.</p>	Progressing - on track	

Library and History Services





Continuing Activity	Comment	Status	Traffic Light
Annually participate in the Heritage Festival and History Festival.	<p>Q1: The theme for the History was "History Week goes POP". The 2017 program was considered a success with 10 events and an overall attendance of 2,500 people. The program included the launch of the Norton Street Walk walking tour app, the Sydney On Screen How the moving image shaped at Ashfield, Annette Kellerman Behind the Myth at Emanuel Tsardoulis Community Library, Going to the Movies in Sydney's Inner West 1898-2017.</p> <p>A series of walking tours were booked out that showcased the Enmore Theatre, Dulwich Hill, Hawthorn Canal etc.</p> <p>The History and Heritage Festival had a strong marketing campaign and received media attention in the metropolitan press.</p>	Progressing - on track	
	<p>Q2: The Heritage Festival 2018 programme for My Culture, My Story is being collated with two exhibitions planned: FILEF at Leichhardt (April 2018) and the 100 years of the Dulwich Hill Bicycle Club exhibition (May 2018) at Addison Road. A series of engaging walking tours including Enmore Theatre, Screening of short film Growing up in Annandale</p> <p>Mark Matheson Heritage Heartland of Sydney's inner west.</p>		
Manage local studies, photographic and archival acquisitions	<p>Q1: The History and Heritage Team acquired for custodial care the Fenwick's and Co 2 - 4 Weston's Street Archaeological archival collection. This collection of 12 boxes was assessed, resumed and catalogued by the team and will be housed in the Balmain Community Archives as part of Community Collections.</p> <p>The History and Heritage Team have been working with Recreation and Aquatics and relevant stakeholders regarding the proposed care of the FODB (Friends Of Dawn Fraser Baths) Collection. The collection was assessed and a plan delivered for temporary care of the collection whilst the 2018 Dawn Fraser Pool upgrade takes place. The timeline is that the collection will be housed in February 2018 in the Balmain Community Archives, photographs and memorabilia will be included in the library catalogue in agreement with FODB.</p>	Progressing - on track	
	<p>Q2: New donations both internally and externally have been accessed and acquisitioned where relevant. These donations include framed council certificates, photographs and artworks from the former Marrickville and Leichhardt Council. Where relevant the images of the former mayors and councillors from 2014 -2016 will be digitised and catalogued for preservation and research purposes. Other donations include clippings and working documents from the Callan Park Bushcare group and Bush regeneration records, Rozelle Public School and Rozelle Hospital.</p>		
Deliver the Local History Grants	<p>Q1: The Local History Grants 2017/2018 received 14 applications. All applications were assessed by a panel of four including Public History Lecturer - UTS Paul Ashton, Coordinator history and heritage, Group Manager of Library and History and Local History Librarian. With a budget of \$25,000 six grants were recommended.</p> <p>The Community History and Heritage team continue to work with previous grant recipients.</p>	Progressing - on track	







Library and History Services

Continuing Activity	Comment	Status	Traffic Light
	<p>Q2: The 2017 Local History Grants have been awarded to the following projects.</p> <ol style="list-style-type: none"> 1.Celebrating Special Moments in The Infants' Home's 143 Year History - 2.Henson Park - Historical Research - Chrys Meader 3.50 Years of Co.As.It. Exhibition - CoAsIt 4.Dulwich Hill Bicycle Club archive - The late Arthur Donnelly's estate 5.Book: History of Callan Park Mental Hospital and Estate. Edward Moxon 6.Broughton Hall Private Prosperity: Public Vision. - FOCP Friends Of Callan Park <p>Research and work on these grants has begun.</p>		
Review existing marketing material with a view to a coordinated approach	<p>Q1: The review of the marketing collateral has commenced and work has commenced on a consolidated What's On brochure for December / January, consolidated naming conventions and templates. Specific projects have had a consolidated approach to marketing such as the ComicCon, Children's Book Week, the annual book sale etc. Larger scale programs are being marketing across all libraries.</p> <p>Q2: Library and History continue to integrate the marketing material. All social media accounts (Facebook, Pintrest, Twitter and Instagram) have been consolidated. There is an integrated What's On and electronic newsletter for all of the libraries. The process around the collation of the information and work flows continues to be reviewed. In addition to this, the programs have been named into a series of groups such as Speaker Series, Make and Create, Film Club etc and dynamic posters have been designed to assist with the promotion of these activities.</p>	Progressing - on track	
Promote the Library Service collections, events, programs and exhibitions	<p>Q1: Library and History have promoted their collections, events, programs and exhibitions via a range of platforms including social media, posters, newsletters, letter box drop, print media including the Sydney Morning Herald for the History Week events and word of mouth.</p> <p>Q2: Library and History continue to produce regular marketing material such as the What's On, the electronic newsletter and specialist flyers and information for activities such as the Book Sale and History week, as a result there has been excellent attendance at a range of the programs.</p>	Progressing - on track	
Coordinate the provision of fixed line and wireless internet access points at all libraries, and enable on-line access to information and requests	<p>Q1: Currently assessing and stocktaking all IT software and hardware across all eight libraries to ensure a consistent level of service for both community and staff. EFTPOS currently being made available to all previous Ashfield borrowers to ensure equity of service. Gaps in staff access to council software systems have been identify and corrections commenced; begin with ensuring all staff have email access.</p> <p>Q2: Access to digital information continues at all libraries; with few occasions of services dropping. The new IT Coordinators and team have commenced working to ensure all levels that the levels of service are the same across all libraries. During this quarter the Public PC Network was upgraded at Haberfield Library. Additionally all eight libraries are now using the same public printing software system with the upgrading of both Leichhardt and Balmain Libraries.</p>	Progressing - on track	




Key Initiatives

Library and History Services

Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Library and History Services			
Integrate membership registration process and benefits	Q1: Due to their being separate Library Management Systems, the membership registration process has not been reviewed. However, the benefits of the library membership have been harmonised such as standardising the number of books borrowed.	Progressing - on track	
	Q2: While there is not a consolidated Library Management System, it is not possible to integrate the process. However, the benefits have been harmonised.		
Implement a standardised reporting framework for Branch Libraries	Q1: Commenced with standardising of reporting format established with timeframes; further progress pending the appointment of new Branch Librarians to capture data across all eight libraries.	Progressing - on track	
	Q2: Standardisation of operational reporting frameworks continues to be developed by the five teams. During the quarter the four new Branch Librarians and the IT Coordinator were appointed to lead their branch and accompanying neighbourhood library. Whilst hampered by the lack of common system drive, the branch librarians via the use of One Drive have now a central collection point for a range of essential statistics; collected monthly. Regular staff, team and individual meetings are now in place and occurring; agendas and action minutes distributed to all, reporting back to the Operational Manager and Group Manager. Additionally the Branch Librarians have commenced sharing attendance of other team meetings to ensure participation and up to date information exchange. All five teams continue to work together to standardise the data to be collected; as varying levels of information have been collected in the past across the three previous library services.		
Review and integrate collection development processes and standards across the Inner West Council Library services	Q1: Due to the recent appointment of the Collections Coordinator this project is a little behind at this time, but initial conversation has begun and the first Collections team meeting has occurred.	Progressing - on track	
	Q2: The consultation and draft development of the IWC Library Processing Specifications are almost complete for 75% of the resource types; the other resource types require some extra attentions in this harmonisation project. The first meeting to develop the IWC Library Cataloguing Specifications is planned for February 2018.		
Develop an Inner West Council Library Collection Development Policy	Q1: Due to the recent appointment of the Collections Coordinator this project is a little behind at this time, but initial conversation has begun and the first Collections team meeting has occurred and copies of all existing documentation has occurred.	Progressing - on track	
	Q2: Examples of best practice documents and the documents of the former Council areas have been collected and assessed. The draft IWC Library & History Collection Development Policy is almost complete.		

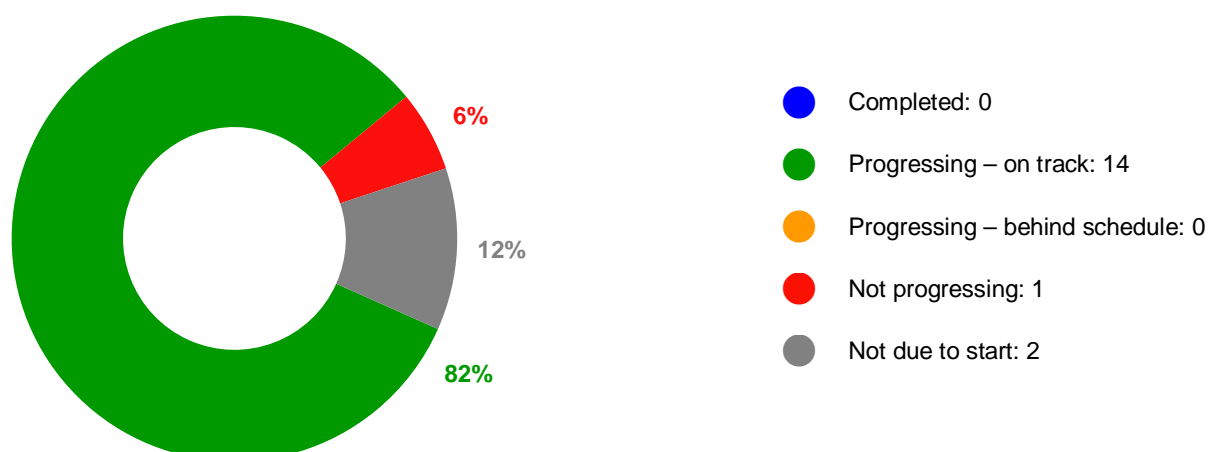
Key Initiative	Comment	Status	Traffic Light
Review and integrate e-resource subscriptions	Q1: A database review involved assessing the previous suite of eResources held by Ashfield, Leichhardt and Marrickville and setting up a new and combined suite of eResources launched as IWC for 2017/18. Databases were reviewed in regard to content, usage and cost. Databases have changed for each of the former library services. The database review process will continue through 2017/18 with increased staff involvement. The database review did not include eBooks and eAudioBooks at this stage. This will be a separate review process. The current suite of IWC eResources includes databases for streaming movies, language learning, reference and research, genealogy, and literacy.	Progressing - on track	
	Q2: An IWC suite of online databases has been launched, with a review and evaluation process scheduled for early 2018. Collections staff will liaise with the Training Coordinator in devising the best review process and training strategies for staff. Staff and the public have provided feedback which will be feed into this review process. Ashfield currently subscribes to only one eBook product, Overdrive, in a consortia with other libraries. Leichhardt and Marrickville work with a number of eBook suppliers including Wheelers, Bolinda and Proquest. Collections and IT staff are looking at ways to roll out current titles across the Inner West Libraries, and a review process of eBook suppliers will be undertaken to best reflect the needs of the Inner West community, taking into account the availability of suitable titles and Australian content, value for money, as well as licence agreements.		
Develop an Inner West Council Library Programs Procedures	Q1: Work has commenced on a process for the integrated delivery of the Inner West Library Programs. A series of templates, workflows and calendar have been drafted and staff have been invited to comment on the process.	Progressing - on track	
	Q2: The development of an IWC Library Programs Procedures has been partially achieved. Staff have been consulted about the programming team workflow and corresponding templates, these have now been introduced as of the 1 January 2018. Work on additional forms and programming organisation has begun.		
Develop an integrated booking process for event registrations	Q1: The development of one booking process for events utilising Eventbrite (one for adults and one for children's) is occurring and by the beginning of 2018 it should be complete.	Progressing - on track	
	Q2: The development of an integrated booking process for event registrations (Eventbrite) has been implemented. Some additional programming issues related to this booking process are currently being evaluated.		
Investigate the option for weekend story time and baby rhyme time sessions	Q1-2: Due to the recent appointment of the Programs Coordinator this project is not due to commence until the 2nd half of the financial year. The investigation of weekend storytime and baby rhyme time sessions will occur when planning the programming staffing structure and when evaluation of all existing programs occurs.	Not due to start	
Investigate and evaluate potential for a history centre for the LGA	Q1: Initial discussions regarding a potential history centre have commenced. Library and History are currently discussing potential sites for the centre. At this stage, the existing Marrickville Library site is being considered.	Progressing - on track	
	Q2: Library and History continue to discuss with Property Services and Community Services and Culture regarding the viability of this option.		
Plan for all operational aspects of the new Marrickville Library	Q1: Planning for the operational aspects of the new Library has commenced. This includes reviewing the size of the staff areas as a result of amalgamation, investigating options for technology and planning for the collection.	Progressing - on track	

Library and History Services

Key Initiative	Comment	Status	Traffic Light
	Q2: Planning for the new Marrickville Library continues with meetings held with major projects to refine aspects of the design. Work has also commenced with the ICT team regarding technology requirements and planning regarding the breakdown of the collection has also occurred. Staff that are unfamiliar with the project were taken on a tour of the site.		
Plan for the upgrade of the Haberfield Library	Q1: The scoping and the planning of this proposal has commenced with the refurbishment scheduled to commence in October 2019.	Progressing - on track	
	Q2: Library staff have worked with the appointed architect to design the layout for the library and the project is now progressing into more detailed design and interior concepts. Work around the community consultation has also been planned.		
Plan for the technological requirements for the new Marrickville Library	Q1: Work has commenced on the technological requirements for the new Marrickville Library. However, due to staff changes and integration work, this has not been the focus in the last quarter.	Progressing - on track	
	Q2: The Technology Working Group continues to meet to discuss the requirements for the new library. Much of the work associated with this project is sitting with the ICT and Major Projects teams, however requirements and budget will be finalised once a technology consultant is appointed.		
Develop an Inner West Council Library Technology Plan, including options for one library management system	Q1: Work has commenced regarding the funding of a universal library management system. Library and History have been working with neighbouring Council's to discuss the potential of a joint tender.	Progressing - on track	
	Q2: The Library has been liaising with neighbouring Councils - Burwood, Strathfield and Canada Bay - regarding the potential of a joint tender for a Library Management System. Initial scoping and a project plan have been developed.		

Recreation and Aquatics



Service Area Snapshot




Continuing Activities

Recreation and Aquatics			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Recreation and Aquatics			
Manage the Ashfield Aquatic Centre, Dawn Fraser Baths and Leichhardt Park Aquatic Centre to ensure that services and programming meet the needs of the community	Q1: Ashfield Aquatic Centre (AAC), Dawn Fraser Baths (DFB) and Leichhardt Park Aquatic Centre (LPAC) are currently operating well, meeting community needs. The DFB recently opened for the summer period after pre-season cleaning, maintenance and seasonal staff training. Both AAC and LPAC are entering peak summer operations and are experiencing positive levels of attendance and program uptake for the range of aquatics and fitness programs available at the Centres.	Progressing - on track	
	Q2: All aquatic programs and services were successfully operated across a busy peak summer period in line with centre and program requirements.		
Undertake annual safety audits of Ashfield Aquatic Centre, Dawn Fraser Baths and Leichhardt Park Aquatic Centre	Q1: A draft internal safety audit has been developed for the Ashfield Aquatic Centre, Dawn Fraser Baths and Leichhardt Park Aquatic Centre and is scheduled to be carried out late in 2017. Safety audits conducted by Royal Life Saving Association were undertaken for LPAC in June 2017 and is current until June 2018. DFB is scheduled for RLSSA audit at the end of December 2017.	Progressing - on track	
	Q2: A draft internal safety audit for IWC sites has been developed and a review of operating protocols across peak times and weekends has been undertaken. The internal safety audit considers aspects of best practice water testing procedures and will make recommendations for upgrade and improvement if necessary.		
Manage the service provider contracts for the Annette Kellerman Aquatic and Fanny Durack Aquatic centres to ensure that services and programming	Q1: Contract management for Annette Kellerman Aquatic Centre (AKAC) and Fanny Durack Aquatic Centre (FDAC) is being undertaken with service deliverables and contractual obligations reviewed through monthly reporting, regular meetings and communications. All programs and services are in place and are being delivered, as are mechanisms to measure and respond to customer and community feedback.	Progressing - on track	

Recreation and Aquatics



Continuing Activity	Comment	Status	Traffic Light
meet the needs of the community	Q2: Ongoing contract management has continued at both Annette Kellerman Aquatic Centre and Summer Season operations commenced at Fanny Durack Aquatic Centre. Operational meetings have taken place with the service provider each month and all outcomes and actions have been documented. Customer engagement undertaken for the gym members and equipment upgrades are currently scheduled for late in the 2017-2018 FY.		
Promote recreation opportunities available to the Inner West community	<p>Q1: The Recreation Grants program was promoted through distribution to sport and recreation groups as well as through Recpost. External funding opportunities have also been distributed to these groups. Organisations who subscribe and represent themselves on Recpost have had their content reviewed for currency and those with out of date information have been contacted with a request to review and update. Administration of a Heart Foundation Walking Group at Steel Park converted from a volunteer resident and is now being undertaken by the PCYC at Debbie and Abbey Borgia Recreation and Community Centre.</p> <p>Q2: The Recreation Grants were endorsed by Council and successful and unsuccessful applicants were notified and funding agreements prepared. This period saw the recruitment and appointment through secondment to the Recreation Officer position. Current recreation initiatives underway include:</p> <ul style="list-style-type: none"> - Active and Connected Seniors Programs; - Heart Foundation Walking; - Women and Girls in Sport; - Inclusive access to Sport; - Initiation of Asylum Seeker Swimming Program at LPAC; and - New initiative facilitating free fitness classes in parks. 	Progressing - on track	
Develop and deliver recreation opportunities to meet the needs of the Inner West community	<p>Q1: The Recreation Grants program has been administered in conjunction with other grants programs in Community and Culture, Library and History and Environmental Services. The program was advertised, in early July and open for 6 weeks until mid-August. Twenty-three (23) completed applications were received for the Recreation Grants with requests totalling \$141,110 for the available \$30,000 of funding. An Assessment Panel was developed comprising staff with relevant expertise as well as an external recreation expert to provide a level of independent peer review. The Assessment Panel agreed on the part and full funding of ten (10) programs to the value of \$30,000 and this was documented for inclusion in the draft report to Council presented to Council on 24 October 2017.</p> <p>Q2: The Recreation Grants were endorsed by Council and successful and unsuccessful applicants were notified and funding agreements prepared. This period saw the recruitment and appointment through secondment to the Recreation Officer position. Current recreation initiatives underway include:</p> <ul style="list-style-type: none"> - Active and Connected Seniors Programs; - Heart Foundation Walking; - Women and Girls in Sport; - Inclusive access to Sport; - Initiation of Asylum Seeker Swimming Program at LPAC; and - New initiative facilitating free fitness classes in parks. 	Progressing - on track	

Recreation and Aquatics

Continuing Activity	Comment	Status	Traffic Light
Manage Council's service provider contracts for indoor recreational facilities, the Debbie and Abbey Borgia Recreation Centre and Robyn Webster Sports Centre, to ensure that services and programming meet the needs of the community	<p>Q1: Council has been working collaboratively to finalise the negotiations for the service agreement with PCYC NSW to manage and operate the Debbie and Abbey Borgia Recreation and Community Centre (DAB) and a final draft agreement has been sent to the PCYC for review. Works have been undertaken to repair the roof and upcoming works are scheduled to address the issue of birds accessing the building.</p> <p>Council has been liaising with Robyn Webster users concerning the occupation of outdoor netball courts for exploratory tunnelling by WestConnex. Staff have also been working to rectify issues with accessing the building through the remote access system and contingency options to deliver on user needs.</p> <p>Q2: All works on the Debbie and Abbey Recreation Community Centre (DAB) have been completed including new roofing, bird proofing and repair of ventilation louvres. The Service Agreement for the operation and management of the DAB took effect when it was executed just prior to Christmas.</p> <p>Liaison has continued with Robyn Webster Recreation users in relation to WestConnex occupation of outdoor netball courts with the compulsory temporary acquisition of an additional 2 courts (5 in total) for an extended period of time.</p>	Progressing - on track	

Key Initiatives





Recreation and Aquatics

Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Recreation and Aquatics			
Prepare an Aquatic Services Plan for the Ashfield Aquatic Centre, Dawn Fraser Baths and Leichhardt Park Aquatic Centre to ensure alignment of services, programs, standards, policies and operating procedures	<p>Q1: Development of the Aquatics Service Plan has commenced with reviews of existing operating practices and preliminary planning with a view to develop an integrated approach to the management of the IWC's direct service aquatics facilities.</p> <p>Q2: The Aquatic Services Plan is due for completion in June 2018. Current progress includes ongoing strategic review of operations, implementation of staffing structure and developing key business objectives for 2018-2019 Financial year. The plan is on track and will be completed as per June target date.</p>	Progressing - on track	
Undertake essential maintenance works and refurbish the Ashfield Aquatic Centre	<p>Q1: The new Ashfield Aquatic Centre plans were approved in June 2017 after a comprehensive community engagement. The design tender has been awarded to Brewster Hjorth Architects, concept design and master planning is almost complete with the DA being prepared for lodgement this quarter. Procurement for the construction contract will commence in February and construction is planned to commence in May 2018.</p> <p>Q2: The new Ashfield Aquatic Centre plans were approved in June 2017 after a comprehensive community engagement. The design tender has been awarded to Brewster Hjorth Architects, concept design, master planning, DA application have been completed. Currently finalising the tender documentation and reviewing the Expression of Interest applications. Council will review a report in February to confirm budget allocation and final scope.</p>	Progressing - on track	


Recreation and Aquatics

Key Initiative	Comment	Status	Traffic Light
Develop master plans for the Leichhardt Park Aquatic Centre and Dawn Fraser Baths	Q1: The Master Plans for Leichhardt Park Aquatic Centre and Dawn Fraser baths are progressing on program. The Leichhardt Park Aquatic Centre Master Plan is in the scoping and initiation phase. The Dawn Fraser Baths Master Plan has been initiated since August and is currently undertaking a period of extensive community engagement. This phase is on track as per program to be complete by December 2017.	Progressing - on track	
	Q2: The Master Plans for Leichhardt Park Aquatic Centre and Dawn Fraser baths are progressing on program. The Leichhardt Park Aquatic Centre (LPAC) Master Plan is currently completing community and stakeholder engagement, along with benchmarking and site analysis. Draft designs for LPAC should be prepared by the end of March. Community and stakeholder engagement for the Dawn Fraser Baths is complete, along with site analysis. Draft designs are currently being prepared for the Dawn Fraser Baths Master Plan.		
Undertake rectification works at Annette Kellerman Aquatic Centre	Q1: The mechanical rectification works have been completed. The architectural and compliance rectification works have been procured and planning for the works is currently being coordinated with the pool operations to minimise the impact on the users.	Progressing - on track	
	Q2: The mechanical rectification works have been completed. The architectural and compliance rectification works have commenced and are expected to be complete by June 2018.		
Undertake essential maintenance works at the Leichhardt Park Aquatic Centre, i.e. outdoor filtration systems, and the Dawn Fraser Baths	Q1: Works have been undertaken at LPAC to replace the diving blocks and a major filtration pump. Planning to undertake major maintenance of the cogen is underway. Design for the Dawn Fraser baths maintenance works has commenced. Works include structural repairs, refurbishment of the amenities and improvements to accessibility. It is expected that works will commence in May 2018 pending any works approvals.	Progressing - on track	
	Q2: Works have been undertaken at LPAC to replace the diving blocks, a major filtration pump and major maintenance of the cogen. Design for the Dawn Fraser baths maintenance works has commenced and a DA application submitted. Works include structural repairs, refurbishment of the amenities and improvements to accessibility. It is expected that works will commence in May 2018 pending any works approvals.		
Undertake a recreation needs study for the LGA to inform recreation policy and strategy, Section 94 planning and a new Inner West Local Environment Plan	Q1: Project Plan prepared, consultancy brief prepared and opportunity for input provided across all relevant sections of Council. Request For Quotation advertised in early September 2017 and distributed to nine industry recognised consultants for return before the end of the quarter. CRED Consulting have been appointed to conduct the research project and commenced community engagement on 22 October 2017.	Progressing - on track	

Recreation and Aquatics

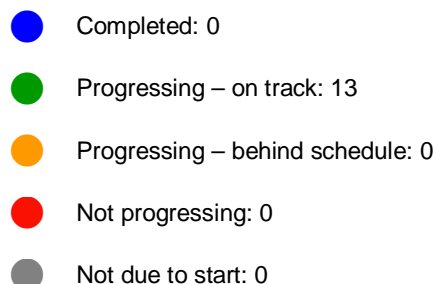
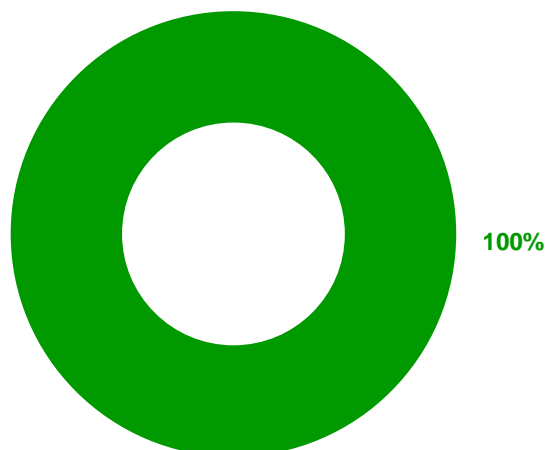
Key Initiative	Comment	Status	Traffic Light
	<p>Q2: Responses for the Request for Quotation for consultants to undertake the Recreation Needs Study were assessed and resulted in the appointment of Cred Consulting . The Project Brief was finalised with Cred followed by the commencement of the agreed Engagement Plan in October:</p> <ul style="list-style-type: none"> - Development and implementation of online community survey and interactive map; - Distribution of promotional postcards and posters; - Engagement stalls at the Marrickville Festival and Norton Street Festival; - Councillor briefing; - Internal staff stakeholder workshops; - 16 pop up engagements / intercept surveys; - Primary and High School workshops; - Development and implementation of facility user survey; - Presentation and workshop at Sports Forum; and - Engagement workshops with CALD groups. <p>An audit of current recreation open space and facilities was also completed.</p>		
Coordinate the development of Council's Recreation Policy and Strategy	Q1-2: This project is scheduled to commence in the last quarter of 2017/18.	Not due to start	
Deliver Marrickville Road Town Centre Master Plan	<p>Q1: The Marrickville Town Centre Master Plan is progressing on program. A detailed community engagement process has been successfully completed. A community engagement report has been made public on the 'Your Say Inner West' website. The Public Domain Planning team is now working through the site analysis layers. This includes considering community requests with site history, services locations, vehicle movements, RMS requirements, microclimate and existing tree assessments. These layers inform the opportunities and constraints within the town centre that will be outlined in a draft Marrickville Town Centre Master Plan.</p> <p>Q2: The Marrickville Town Centre Master Plan is progressing on program. A draft design is currently being prepared.</p>	Progressing - on track	
Deliver Marrickville Road East Master Plan	<p>Q1: The Marrickville Road East Master Plan is progressing on program. The Public Domain Planning Team has completed community engagement, site analysis and developed a draft design including a supporting report. The draft design report has been issued to the Roads and Maritime Service (RMS) for input and approval. The team awaits input and approval from the RMS to proceed to Traffic Committee, Council and public exhibition.</p> <p>Q2: The project has been delayed by Roads and Maritime Service (RMS) not providing comment or approval for the design. RMS has provided no indication of the timeframe for approval, and we await for the feedback from RMS before proceeding.</p>	Not progressing	
Commence master planning for public domain upgrades in Victoria Road precinct	Q1-2: The Victoria Road Precinct Master Plan is not due to commence in Q1-2.	Not due to start	

Recreation and Aquatics

Key Initiative	Comment	Status	Traffic Light
Finalise the master plan for the Dulwich Hill Station local area	Q1: The Dulwich Hill Station Mater Plan project is progressing on program. The Public Domain Planning team has completed community engagement, site analysis and developed a draft design including a supporting design report. The draft design report has been issued to the Roads and Maritime Service (RMS) for input and approval. The team awaits input and approval from the RMS to proceed to Traffic Committee, Council and public exhibition.	Progressing - on track	
	Q2: The Dulwich Hill Station Mater Plan project is progressing on program. The Public Domain Planning team has completed the design and design report and RMS has approved the road design. The Dulwich Hill Station Master Plan project will be resented to Council at the February meeting for public exhibition.		

Regulatory Services








Service Area Snapshot



Continuing Activities

Regulatory Services			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Development Assessment and Regulatory Services			
Implement Council's Swimming Pool Fence inspection program to improve swimming pool safety throughout the LGA	<p>Q1: Mandatory swimming pools all have been inspected for multi residential pools. All other pools being dealt with as swimming compliance certificate applications lodged and occupation certificates issued and sale of property occurring.</p> <p>Q2: Swimming pool compliance certificates lodged have been inspected and actioned</p>	Progressing - on track	
Continue regular inspections and monitoring of public health and hygiene conditions of food premises including stalls at festivals and events	Q1: Council Officers continue to respond to enquiries concerning food safety as complaints are made. In addition, Council undertake proactive audits of high and medium risk food premises (as defined by the NSW Food Authority). Where breaches are identified Council undertakes appropriate regulatory action.	Progressing - on track	
Undertake regular regulatory and food safety education programs and promotions for businesses	Q1-2: Council Officers continue to respond to enquiries concerning food safety as complaints are made. In addition, Council undertake proactive audits of high and medium risk food premises (as defined by the NSW Food Authority). Where breaches are identified Council undertakes appropriate regulatory action. In Q2 Council has issued its annual food safety calendar to all food businesses within the LGA. As part of the mail out, Council also provided businesses a food safety checklist to be completed on a daily basis.	Progressing - on track	
Respond to enquiries concerning public health and safety	Q1-2: Council Officers continue to respond to enquiries concerning public health and safety as complaints are made. In addition, Council undertake proactive audits in terms of public health, food safety and environmental protection. Where breaches are identified Council undertakes appropriate regulatory action.	Progressing - on track	

Regulatory Services

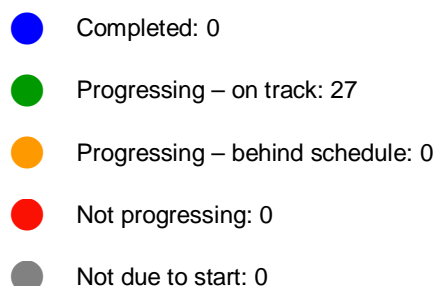
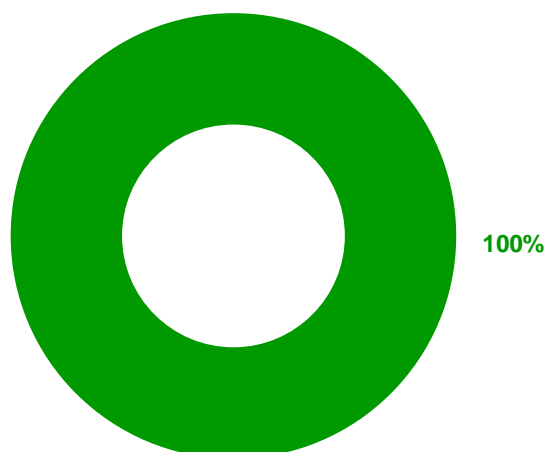
Continuing Activity	Comment	Status	Traffic Light
Ensure compliance with fire safety standards for known high-risk premises including boarding houses and entertainment venue	Q1-2: Council Officers continue to respond to enquiries concerning fire safety as complaints are made. In addition, Council undertake proactive audits of high risk premises including boarding houses and entertainment venues. In Q1-2 Council has undertaken numerous inspections of pubs with NSW Police to ensure requirements are met. Where breaches are identified Council undertakes appropriate regulatory action.	Progressing - on track	
Respond to enquiries concerning unauthorised uses, building works and development not in accordance with an approval	Q1-2: Council Officers continue to respond to enquiries concerning alleged unauthorised uses, building works and development not in accordance with an approval as complaints are made. Where breaches are identified Council undertakes appropriate regulatory action. It should be noted that following amalgamation there was a significant backlog of Development Compliance matters requiring investigation, in addition to actioning new submissions, the Development Compliance team have reduced the backlog of submissions by approximately 50%.	Progressing - on track	
Update and maintain current data base for Companion Animals registrations	Q1-2: All Companion Animal registrations received by Council are managed and entered onto the NSW Pet Registry System.	Progressing - on track	
Respond to public enquiries relating to dog attacks	Q1-2: All reports and enquiries regarding dog attacks have been responded to.	Progressing - on track	
Monitor compliance with Outdoor Dining and Footpath Trading policy (Ashfield). Assist business in undertaking any application process for outdoor dining licences	Q1-2: Compliance with outdoor dining and footpath trading continues to occur weekly in the former Ashfield area.	Progressing - on track	
Undertake regular regime of parking patrols, including school safety patrols	Q1-2: Parking patrols are tasked and completed daily, this includes residential parking areas, school zones, car parks, clearways and metered parking areas.	Progressing - on track	
Undertake park patrols	Q1-2: Council's Ranger Services Section task their Officers to patrol Council's park and reserves daily.	Progressing - on track	

Key Initiatives

Regulatory Services			
Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Development Assessment and Regulatory Services			
Commence Awning over Council footpath Safety Program (Leichhardt)	Q1-2: 5 year recurring program. Premises with awnings / balconies over public lands in the former Leichhardt LGA identified and contacted. Approximately 50% have been reviewed by a Structural Engineer and submitted relevant certification.	Progressing - on track	
Conduct an audit of Unauthorised Restricted Premises (Brothels) throughout the LGA (Leichhardt)	Q1-2: Private investigator engaged and annual audit commenced.	Progressing - on track	

Resource Recovery





Service Area Snapshot







Continuing Activities

Resource Recovery			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Environment and Sustainability			
Work with partners to deliver localised and regional priority projects under the new NSW Government Waste Less Recycle More funding package	<p>Q1: Working with SSROC to develop and deliver innovative clean up and recycling education through social and digital media platforms the first draft of a new video has been submitted for internal comment and market testing. Participated in SSROC joint pilot program - 'Improving Recycling & Contamination Management in MUDs' with approx. 300 units involved in the project. Project included bin bay assessments, improved signage, bin replacements, bin audits and a community engagement program. The study indicated that the changes to the bin bays through signage, bin replacements and bin stickers had a positive impact in increasing the quality and quantity of recycling.</p> <p>Q2: Worked with SSROC to develop and deliver an innovative clean up education campaign through social and digital media platforms scheduled to commence in mid February 2018 running for 6-7 weeks.</p>	Progressing - on track	





Resource Recovery




Continuing Activity	Comment	Status	Traffic Light
Provide recycling / safe disposal options for unique and problem waste: Mobile phone collection bins, Battery disposal bins, Christmas tree collections, Mattress collection service	Q1: IWC partnered with participating local pharmacies to collect community sharps for safe disposal and keep them out of the residential waste stream. 2,081 mattresses were collected for recycling under the SSROC mattress contract. Batteries, mobile phones, light globes and corks were collected through residential drop offs at various service centres. The Christmas tree collection program will be scheduled for the Ashfield Service Area and Christmas trees collected through existing services across the rest of IWC. IWC has a representative on the SSROC tender working group which has been developing specifications to go out to market for the provision of mattress recycling contracts within the region, with a view to contracts commencing in April 2018.	Progressing - on track	
	Q2: IWC partnered with participating local pharmacies to collect community sharps for safe disposal and keep them out of the residential waste stream. 2,663 mattresses were collected for recycling. Batteries, mobile phones, light globes and corks were collected through residential drop offs at various service centres. IWC has participated in the SSROC mattress tender working group which has developed specifications and gone to market for the provision of mattress recycling contracts within the region, with a view to contracts commencing in April 2018.		
Deliver Second-Hand Saturday, a giant neighbourhood garage sale held in individual households to encourage reuse and diversion from landfill	Q1: The 2017/18 Second-hand Saturday events are planned for early 2018 in the Leichhardt area. Inner West signed up to Garage Sale Trail and is promoting the event on the weekend of 21 & 22 October 2017.	Progressing - on track	
	Q2: The 2017/18 Second-hand Saturday events are planned for 10 March - Balmain/Birchgrove; 24 March - Rozelle/Lilyfield; and 5 May - Leichhardt / Annandale 2018 in the Leichhardt area. Inner West supported Garage Sale Trail in October 2017 with 142 individual households and 18 group sales hosing with 44,831 items for sale. Twenty-two percent of items listed by hosts sold, raising an average of \$340 per sale.		
Work with SSROC to lobby for Product Stewardship and Extended Producer Responsibility (EPR) schemes for problem wastes: paint, smoke detectors, fluorescent tubes, batteries, oil and gas bottles including drop-off at commercial facilities (such as hardware and electrical stores)	Q1: IWC participated in the SSROC steering committee to update the SSROC Waste Avoidance & Resource Recovery Strategy 2017-21 to increase the focus and actions for Product Stewardship/EPR.	Progressing - on track	
	Q2: IWC participated in the SSROC steering committee to update the SSROC Waste Avoidance & Resource Recovery Strategy 2017-21 which was finalised in November 2017 setting a direction for SSROC Councils including an increased focus and actions for Product Stewardship/EPR.		
Implement the Community Engagement and Participation Plan for Food Recycling in Multi-unit Dwellings to increase participation and reduce bin contamination in the Leichhardt Service Area	Q1: The quarterly food newsletter was distributed to all apartment buildings within the Leichhardt Service Area participating in the Food Organics Collection Service.	Progressing - on track	
	Q2: The quarterly 'Food Newsletter' was delivered to 5,000 apartment dwellers with access to the food organics recycling service. Each issue of the Food News promotes Love Food Hate Waste and the Dec 2017 – Jan 18 issue focused on food waste avoidance messaging and tips for the holiday season.		

Resource Recovery

Continuing Activity	Comment	Status	Traffic Light
Deliver community information, education campaigns and service information to reduce waste to landfill and encourage positive behaviour change	<p>Q1: Staff engaged 203 residents about food waste avoidance at face-to-face events throughout August and September including a workshop with the Mental Health Coordinating Council. The Food Fix, Compost Collective and Green Living Centre combined waste-free kitchen demonstrations were well-received by visitors to the Dulwich Hill Fair and Footprints Eco Festival. Over 260 people are registered with the Food Fix program to receive regular information and tips to reduce food waste.</p> <p>Within each service area of the Inner West, printed information has continued to be distributed as was done previously and integration of website information and use of the app has occurred. Waste and Recycling service calendars have been updated and promoted/distributed across the service areas as appropriate. An integrated marketing and communications plan will be developed once staff are in place.</p>	Progressing - on track	
	<p>Q2: Within each service area of the Inner West, printed information has continued to be distributed as was done previously and integration of website information and use of the online app has occurred. Waste and Recycling service calendars have been updated and promoted or distributed across the service areas as appropriate. An integrated marketing and communications plan is being developed aligned to service integration and resource recovery initiatives.</p>		
Provide opportunities for the community to drop off problem/hazardous wastes	<p>Q1: 15.6 tonnes of problem waste (paints, oils, batteries, globes, fire extinguishers and smoke detectors) were dropped off at the Leichhardt Community Recycling Centre for processing.</p>	Progressing - on track	
	<p>Q2: Problem wastes (paints, oils, batteries, globes, fire extinguishers and smoke detectors) were dropped off at the Leichhardt Community Recycling Centre for processing. Council staff are working on the establishment of a second Community Recycling Centre and have progressed through design stage.</p>		
Support community education and enforcement initiatives which combat illegal dumping and littering	<p>Q1: Council continues to support the Regional RID Squad through a one year extension to end of June 2018. RID officers support the work of IWC staff to educate the community on the issues of illegal dumping and correct disposal procedures and where necessary investigate and enforce illegal dumping incidents. 296 illegal dumping incidents were recorded through RID Online this quarter.</p>	Progressing - on track	
	<p>Q2: Council continues to support the Regional RID Squad through a one year extension to end of June 2018. RID officers support the work of IWC staff to educate the community on the issues of illegal dumping and correct disposal procedures and where necessary investigate and enforce illegal dumping incidents. 267 illegal dumping incidents were recorded through RID Online this quarter.</p>		
Conduct annual audits of residential recycling and garbage bins to plan for effective services	<p>Q1: Quarterly presentation and capacity audits were undertaken in the Marrickville area to monitor the impact of service frequency and size of bin.</p>	Progressing - on track	
	<p>Q2: Quarterly presentation and capacity audits were undertaken in the Marrickville collection area to monitor the impact of service frequency and size of bin.</p>		

Resource Recovery






Continuing Activity	Comment	Status	Traffic Light
Support the community to avoid waste and reuse materials minimising landfill	Q1: IWC has a contract for the Bower Reuse and Referral Service which has resulted in 24.8 tonnes of household items being diverted from landfill through reuse opportunities. 705 residents engaged with the service through in-store donations, referrals and truck collections. Throughout July IWC ran the Zero Waste boot camp, a series of three workshops for residents. The workshops aimed to inform and educate participants on everyday activities they can undertake in working towards a waste free future. Participants were given practical information, examples and hands on demonstrations on how to minimise waste in the laundry, bathroom and kitchen areas as well as more generally in the home, office and community.	Progressing - on track	
	Q2: IWC has a contract for the Bower Reuse and Referral Service which has resulted in 26.87 tonnes of household items being diverted from landfill through reuse opportunities. 630 residents engaged with the service through in-store donations, referrals and truck collections.		
Deliver collection services through in-house staff and contracts for waste, recycling, green waste and food organics waste	Q1: Collection services completed in accordance with the guaranteed service frequencies. A total of 8,978 tonnes of garbage, 3,355 tonnes of recyclables, 1,550 tonnes of garden organics, 599 tonnes of household clean-up and 65 tonnes of food organics were collected across the LGA.	Progressing - on track	
	Q2: Collection services completed in accordance with the guaranteed service frequencies. A total of 8,453 tonnes of garbage, 3,020 tonnes of recyclables, 1,620 tonnes of garden organics, 1267 tonnes of household clean-up and 72 tonnes of food organics were collected across the LGA		
Administer resource recovery collection, haulage and disposal contracts and develop a consistent contract management approach	Q1: A matrix of all existing resource recovery collection, haulage and disposal contracts with their respective expiry dates has been completed. Planning for the alignment of contracts based on the expiry of existing contracts from the 3 former council's is being undertaken. Council is on the SSROC working group for the Household Clean-up and Mattress disposal contracts which are scheduled to commence in April 2018. New Contracts will continue to be developed in accordance with procurement legislation and guidelines with input from all stakeholders including Council's Legal Services team.	Progressing - on track	
	Q2: Regional Household Clean-up and Mattress processing / disposal contracts have been finalised and will commence in April 2018. Council has committed to the Regional Illegal Dumping Squad to investigate and action incidents of illegal dumping for 17/18.		
Deliver regular e-waste and chemical drop off events in the Marrickville and Ashfield service areas	Q1: Four e-waste events were held at the Summer Hill Depot where 283 residents dropped off e-waste for recycling. The Leichhardt Community Recycling Centre is also open to all IWC residents on the weekends and collected 15.6 tonnes of chemicals. A chemical and e-waste event was held in August 2017 at St Peters Depot collecting 15.8 tonnes of e-waste for recycling and 19.5 tones of chemicals for recovery and safe disposal.	Progressing - on track	

Resource Recovery			
Continuing Activity	Comment	Status	Traffic Light
	Q2: Four e-waste events were held at the Summer Hill Depot where 5 tonnes of e-waste was dropped off by residents for recycling. A chemical and e-waste event was held in November 2017 at St Peters Depot collecting 19.7 tonnes of e-waste for recycling and 22.8 tonnes of chemicals for recovery and safe disposal.		
Provide an ongoing drop-off service for community recycling for paint, smoke detectors, fluorescent tubes, batteries, oil and gas bottles, TVs and computers at the Leichhardt Transfer Station on Catherine Street	Q1: The Community Recycling Centre at Leichhardt is open every Saturday & Sunday. 15.6 tonnes paint, smoke detectors, fluorescent tubes, batteries, oil and gas bottles and 8.9 tonnes of TVs and computers were dropped off at the facility in the 1st quarter.	Progressing - on track	
	Q2: The Community Recycling Centre at Leichhardt is open every Saturday & Sunday. 14.9 tonnes paint, smoke detectors, fluorescent tubes, batteries, oil and gas bottles and 8.6 tonnes of TVs and computers were dropped off at the facility in the 2nd quarter.		
Provide a resource recovery service to Council events and facilities	Q1: Resource recovery services were provided at Council facilities as per the requested service schedules and at 2 events in the Q1.	Progressing - on track	
	Q2: Resource recovery services were provided at 5 council events in the Q2.		
Undertake collections as required to remove illegally dumped materials and implement systems to reduce retrieved waste to landfill	Q1: There have been 2272 illegal dumping requests received and actioned. Estimated 800 tonnes with 80 being recycled. Dumped whitegoods, large steel items and mattresses are separated and sent for recycling.	Progressing - on track	
	Q2: There have been 2334 illegal dumping requests received and actioned. Estimated 651 tonnes with 65 tonnes being recycled. Dumped whitegoods, large steel items and mattresses are separated and sent for recycling.		



Key Initiatives

Resource Recovery			
Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Environment and Sustainability			
Collate baseline data and information that informs the development of new strategy for resource recovery	Q1: IWC has reported its annual Waste Avoidance and Resource Recovery Data to the EPA and tracks this information annually. A service matrix has been developed with detailed information that will be utilised when developing the IWC Resource Recovery Strategy.	Progressing - on track	
	Q2: A central database is in progress to enable data collation and comparison to inform the development of the IWC Resource Recovery Strategy. The SSROC Regional Technical Waste Strategy was completed in November 2017 which will influence the IWC Waste Strategy.		


Resource Recovery

Key Initiative	Comment	Status	Traffic Light
Prepare a new IWC Local Approvals Policy for Domestic Resource Recovery services	Q1: Draft waste policies had been developed prior to amalgamation - once the Coordinator Policy, Procurement and Reporting is appointed these will be reviewed and feed into the development of an Inner West Waste Policy.	Progressing - on track	
	Q2: The Draft Inner West Waste Policy will be submitted to Council by the end of 2018.		
Review the participation in annual resource recovery events – Clean Up Australia Day, Garage Sale Trail	Q1: IWC reviewed its participation in Garage Sale Trail 2016 and signed up to participate in the next event on 21-22 October 2017. IWC to date has supported site coordinators to participate in Clean Up Australia Day in March each year.	Progressing - on track	
	Q2: IWC participated in Garage Sale Trail on 21-22 October 2017. IWC has committed to support site coordinators participating in Clean Up Australia Day in March 2018. A review of these activities is underway and will be reviewed over the remainder of 2018		
Work with property teams and across Council on the delivery of a new Reuse Centre and a Community recycling Centre for the IWC community	Q1: Resource Recovery has engaged with Properties regarding future locations for a community reuse centre and undertaken research and needs assessments - this is on hold until relocation of operational staff has been undertaken. Work has continued to progress the second IWC Community Recycling Centre for the drop off of problem wastes from the community. A new drop-off location is expected to be operational by 30 June 2018.	Progressing - on track	
	Q2: Resource Recovery has engaged with Properties, Major Building Projects and Facilities regarding future locations for a community reuse centre and undertaken research and needs assessments - this is on hold until relocation of operational staff has been undertaken. Work has continued to progress the second IWC Community Recycling Centre for the drop off of problem wastes from the community. A new drop-off location is expected to be operational by 30 June 2018		
Develop and implement a program to address illegal dumping and littering at known problem sites	Q1: An illegal dumping project is underway comparing different approaches to tackling illegal dumping across the three service areas comparing education, information, community engagement and enforcement. New signage was installed and newsletters were distributed around three hotspot lanes resulting in two lanes being free from illegal dumping.	Progressing - on track	
	Q2: Litter and illegal dumping projects are underway comparing different approaches to tackling illegal dumping across the three service areas comparing education, information, community engagement and enforcement. Social media was used to engage the community around cigarette butt litter hotspots as part of an EPA litter project.		
Develop a food waste avoidance information / education program in partnership with local communities and SSROC	Q1: Staff engaged 203 residents about food waste avoidance at face-to-face events throughout August and September including a workshop with the Mental Health Coordinating Council. The Food Fix, Compost Collective and Green Living Centre combined waste-free kitchen demonstrations were well-received by visitors to the Dulwich Hill Fair and Footprints Eco Festival. Over 260 people are registered with the Food Fix program to receive regular information and tips to reduce food waste.	Progressing - on track	

Resource Recovery

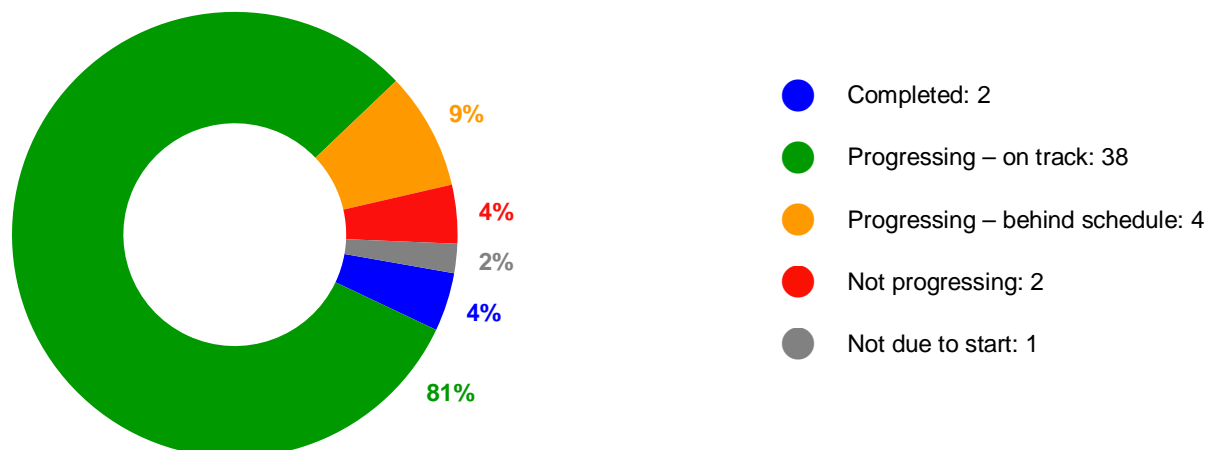
Key Initiative	Comment	Status	Traffic Light
	Q2: Council delivers the quarterly Food News to around 5,000 unit dwellers using the food waste recycling service. Each issue promotes food waste avoidance and Love Food Hate Waste. The December 2017 issue focused on food waste tips for the holiday season. Eight new sites joined the Compost Collective program with 28 residents trained. The program now supports communal composting at 95 sites. Council's Compost Hut pilot project was highly commended by Keep NSW Beautiful in the Waste Less, Recycle More Blue Star Sustainability awards .		
Develop tools to improve community access to waste services collection information	Q1: Integrated IWC webpages have been developed and utilise web tools to provide easy on-line access to service dates and calendars across the three service areas. Ashfield Service Centre Smart Phone application continues to be utilised by the community for interactive waste management information.	Progressing - on track	
	Q2: Integrated IWC webpages have been developed within the new web structure and web tools used to provide easy on-line access to service dates and calendars across the three service areas.		
Work with relevant agencies towards incorporation of an organics facility within Council's submission on the Bays Precinct Master Plan to respond to the NSW government's waste diversion target of 70% and the need for the local infrastructure to process food and garden organics	Q1: Submission to Bay's Precinct Master Plan completed. IWC worked with SSROC through the strategic plan process to increase the focus for resource recovery infrastructure.	Progressing - on track	
	Q2: Submission to Bay's Precinct Master Plan completed. IWC has submission on Urban Growth - City Eastern District Plan and collaborated with SSROC on a regional submission to increase the focus for resource recovery infrastructure within growth areas and new residential precincts.		
Review all resource recovery contracts and work with others to prepare a procurement plan that reflects the IWC Vision in the Community Strategic plan – work with SSROC and others to plan and implement joint procurement where appropriate	Q1: Resource Recovery is working with SSROC on a number of tenders (tender working groups) including mattresses and clean up scheduled for implementation in April 2018. Once the Coordinator Policy, Procurement and Reporting has been appointed, Resource Recovery Planning will work with the Transition specialist, Resource Recovery Services and Procurement to develop a procurement plan aligned to IWCs strategic direction.	Progressing - on track	
	Q2: Resource Recovery is working with SSROC on a number of tenders (tender working groups) including mattresses and clean up scheduled for implementation in April 2018. IWC is the lead/host Council for the regional Clean Up tender (Dry Waste). Resource Recovery has commenced work on draft tender specifications for organics (garden organics/food organics/food and garden organics).		
Evaluate and make recommendations on the Food Organics Garden Organics trial in the Marrickville Service Area and the Food Organics collection trial in the Leichhardt Service Area	Q1: The Report on the Food and Garden Organics trial in the suburb of Marrickville is underway and the trial has continued with the 1,057 properties. Audits identified about 1kg reduction in food waste per household in the garbage bin each week. Few apartment buildings participated in the trial. The Leichhardt Food Organics collection with all apartment buildings (approximately 5,200 individual units) has reported an increase in tonnage of food collected (based on baseline 2013-14) from 0.34 kg/hh/wk in 2014 to 0.62 kg/hh/wk in 2016.	Progressing - on track	

Resource Recovery

Key Initiative	Comment	Status	Traffic Light
	<p>Q2: The Food and Garden Organics trial in the suburb of Marrickville has continued and the trial has continued with the 1,057 properties. Audits have been completed and data is being assessed. Few apartment buildings participated in the trial. The Leichhardt Food Organics collection with all apartment buildings (approximately 5,200 individual units) has reported an increase in tonnage of food collected from the baseline of 2013/14. Both services will be compared and assessed prior to decisions on the service offering.</p>		
Prepare a financial model for Domestic Waste Charge and Reserve	<p>Q1: Integration of current resource recovery budget is almost complete in collaboration with Finance. Work on the long term financial model will then be undertaken and aligned to service integration and strategic directions.</p>	Progressing - on track	
	<p>Q2: Work on the long term financial model is underway and will be aligned to service integration and strategic directions.</p>		

Strategic Planning






Service Area Snapshot







Continuing Activities

Strategic Planning			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Strategic Planning			
Undertake statutory responsibilities and ensure planning controls are contemporary, reflective of community and stakeholder feedback and successfully manage growth across the Inner West Council area	Q1: The Planning Operations team is undertaking detailed assessments of Planning Proposals seeking to amend the planning controls to ensure the controls are contemporary and reflect community and stakeholder feedback. Various strategic policies are taken into consideration to manage growth across the local government area.	Progressing - on track	
	Q2: This is an on-going task and is on track. The Planning Operations team is undertaking detailed assessments of Planning Proposals seeking to amend the planning controls to ensure the controls are contemporary and reflect community and stakeholder feedback. Various strategic policies are taken into consideration to manage growth across the local government area.		
Ensure that heritage conservation and planning controls are a key consideration in decision-making	Q1: Heritage is a consideration in the assessment of all planning proposals and additional heritage studies progressed as resourcing and need arises. A heritage review is nearing completion on a number of properties in the former Leichhardt area and will reported to Council when completed.	Progressing - on track	
	Q2: A heritage review is nearing completion on a number of properties in the former Leichhardt area. The Gateway Determination for the proposed extension to the Annandale Heritage Conservation Area was received 18 October 2017 and the planning proposal will be placed on public exhibition in February 2018.		
Assess the impact of planning controls on local centres and establish planning controls to encourage desired outcomes as iterated in Council strategies and	Q1: Various State and Council strategic policies are taken into consideration whilst assessing Planning Proposals seeking to amend planning controls. The Planning Operations team ensures that the Planning Proposals meet the strategic merits set by the State and Council Plans.	Progressing - on track	



Strategic Planning

Continuing Activity	Comment	Status	Traffic Light
action plans	Q2: This is an on-going task and is on track. Various State and Council strategic policies are taken into consideration whilst assessing Planning Proposals seeking to amend planning controls. The Planning Operations team ensures that the Planning Proposals meet the strategic merits set by the State and Council Plans.		
Undertake advocacy for the establishment of planning provisions that will promote affordable housing	Q1: Council is investigating the potential for its inclusion in SEPP 70 - Affordable Housing - which aims to ensure affordable housing provisions within new developments. Q2: The Department of Planning & Environment released in December 2017 an Explanation of Intended Effect (EIE) for an amendment to SEPP 70 that proposes the inclusion of five Councils – Randwick City, Inner West, Northern Beaches, City of Ryde and City of Canada Bay. A submission and report is being prepared for a February 2018 Council meeting.	Progressing - on track	
Work with relevant authorities, stakeholders, staff and community to address aircraft noise and other significant noise impacts on the community	Q1: Council continues to work with Sydney Airport Corporation Limited and is a member of the Sydney Airport Community Forum which actively advocates to address aircraft noise impacts on local communities. Q2: Staff attended the Community Forum in December 2017. Ongoing.	Progressing - on track	
Work with Stakeholders to conserve and protect Aboriginal Cultural Heritage Sites	Q1: A scoping study will be undertaken in Q1 2018 for the Inner West Council area. Q2: A scoping study will be undertaken in Q1 2018 for the Inner West Council area in consultation with Community Services and Culture.	Progressing - behind schedule	
Liaise with State Government and Community stakeholders on the management, public access, restoration and use of the Yasmar property	Q1: Matter deferred. Q2: Yasmar is a large historic property off Parramatta Road – this matter has a long history under the former Ashfield Council. Preliminary meetings were held with representatives of the state government and Crown Lands. Due to the complexity of this site further internal planning is required. Meetings are proposed with relevant State Government authorities.	Progressing - behind schedule	
Support and promote sustainable transport strategies, plans and actions	Q1: Former Marrickville and Leichhardt Sustainable Transport Strategies supported through myriad projects including the development of a GET scheme for Parramatta Road, collaboration on designs for station upgrades for Sydney Metro Sydenham to Bankstown, the development of new cycle routes (notably Lilyfield Road and Summer Hill-Newtown) and the hosting of Big Bike Day. Q2: Former Marrickville and Leichhardt Sustainable Transport Strategies continue to be supported through implementation of a range of projects including the design of Sydney Metro City & Southwest, design of new cycle routes along Lilyfield Road and the Summer Hill to Newtown route, commentary provided on Sydenham to Bankstown Urban Renewal Corridor Strategy and potential for new Linear Park as well as input provided to a number of Planning Proposals and Development Applications ensuring sustainable transport objectives are achieved.	Progressing - on track	





Strategic Planning

Continuing Activity	Comment	Status	Traffic Light
Provide advice on transport, traffic and land use issues associated with proposed major developments or major transport infrastructure proposals e.g. in relation to Sydney Airport, Port Botany, WestConnex and Sydenham to Bankstown Metro	<p>Q1: Transport and traffic advice provided in ongoing discussions on the Sydney Metro Sydenham to Bankstown proposal; on the draft DPE Sydenham to Bankstown Strategy and; on WestConnex Stage 3 including projects that will protect local neighbourhoods from increased traffic volumes and on the development of King Street Gateway proposals.</p> <p>Q2: Transport, traffic and land use advice provided: on the Sydney Metro Sydenham to Bankstown proposal including Council's submission on the recently exhibited EIS; on the draft DPE Sydenham to Bankstown Urban Renewal Corridor Strategy and; on WestConnex proposals including Council's submission on the recently exhibited Stage 3 Environmental Impact Statement.</p>	Progressing - on track	
Provide advice and advocacy on WestConnex related matters through Council's WestConnex Unit, including:			
Working with NSW Government compliance officers in response to complaints, queries and representations from the community	<p>Q1: The WestConnex Unit continues to respond to a steady stream of complaints and queries from the public. Most are by phone and e-mail, although a few are via formal letters to the mayor or local members. In most instances, complainants are given advice on how to make a formal complaint to SMC, DP&E or EPA. Council staff will also take up the issues raised by the community at project meetings.</p> <p>Q2: In the second quarter of 2017-18, the WestConnex Unit continued to respond to the steady stream of complaints and queries from the public. Most are by phone and e-mail, although a few are via formal letters to the mayor or local members. In most instances, complainants are given advice on how to make a formal complaint to SMC, DP&E or EPA. Council staff also take up the issues raised by the community at project meetings.</p>	Progressing - on track	
Facilitating communication on WestConnex matters by convening regular meetings of the WestConnex Community Liaison Forum	<p>Q1: The WestConnex Unit continues to convene monthly meetings of the WestConnex Community Liaison Forum. In the first quarter of 2017-18, meetings were held on the first Thursday of July, August and September 2017. The Unit provides meeting agendas and takes minutes, and these are all posted on Council's WestConnex web page.</p> <p>Q2: In the second quarter of 2017-18, the WestConnex Unit continued to convene monthly meetings of the WestConnex Community Liaison Forum. These were held on first Thursday of October, November and December 2017. The Unit provides meeting agendas and takes minutes, and these are all posted on Council's WestConnex web page.</p>	Progressing - on track	
Raising and discussing local issues with project proponents (including Roads & Maritime Services, Sydney Motorway Corporation, project contractors) and relevant agencies at meetings and by making submissions	<p>Q1: Staff from the WestConnex Unit continue to attend a range of project meetings convened by RMS, SMC and their contractors. Other Council staff attend these meetings on an as-needs basis. Most of these meetings are for WestConnex Stages 1 and 2 (under construction), but some meetings have been for WestConnex Stage 3 - mainly in relation to the Environmental Impact Statement (EIS). There have also been meetings for geotechnical investigation works in relation to Stage 3 and the Western Harbour Tunnel.</p>	Progressing - on track	



Strategic Planning

Continuing Activity	Comment	Status	Traffic Light
	Q2: In the second quarter of 2017-18, staff from the WestConnex Unit continued to attend a range of project meetings convened by RMS, SMC and their contractors. Other Council staff attended these meetings on an as-needs basis. Most of these meetings are for WestConnex Stages 1 and 2 (under construction), but some meetings have been for WestConnex Stage 3 - mainly in relation to the Environmental Impact Statement (EIS). There have also been meetings for geotechnical investigation works in relation to Stage 3 and the Western Harbour Tunnel.		
Input into Council's broader planning activities to ensure impacts of WestConnex are well considered	<p>Q1: WestConnex Unit staff continue to attend meetings or give written comments to other Council staff to ensure WestConnex is considered in other planning processes. Examples of projects that may be affected by WestConnex are the Parramatta Road Urban Transformation Strategy and Sydney Metro (rail). The latter project has a construction site at St Peters that is very close to WestConnex construction sites.</p> <p>Q2: In the second quarter of 2017-18, WestConnex Unit staff continued to attend meetings or give written comments to other Council staff to ensure WestConnex is considered in other planning processes. Examples of projects that may be affected by WestConnex are the Parramatta Road Urban Transformation Strategy and Sydney Metro (rail). The latter project has a construction site at St Peters that is very close to WestConnex construction sites.</p>	Progressing - on track	
<i>Promote tourism opportunities within the LGA, including:</i>			
Balmain and Rozelle peninsula by developing connectivity between White Bay and marketing the retail precincts and visitor experiences	<p>Q1: Working with Destination NSW, Ports Authority, TAFE to attract more cruise ship passengers to area & enhance the potential tourism market outcomes from the White Bay Cruise Terminal for businesses in Balmain and Rozelle with:</p> <ol style="list-style-type: none"> 1. Free bus for cruise passengers from White Bay Cruise Terminal to the Balmain/ Rozelle villages when selected ships docked. 2. A Discover Balmain & Rozelle map that highlights a few places of interest. 3. A decal sign for businesses to put on their window to show passengers that this is a place to visit and shop. 4. Promoting our free WiFi to cruise passages that is available in some areas along Darling street, as this is another draw card to the area. <p>In addition have linked the Balmain Pub Tours to cruise ship operators docking at the White Bay Terminal as a way to help enhance visitation to the area. Attended 3 Working Group meetings during the reporting period.</p> <p>Q2: Work has continued to progress this project. During the reporting period staff have attend 3 meetings with Ports Authority, Destination NSW & City of Sydney. Four additional bus services were request by Ports Authority to meet cruise ship demand. The heritage pubs in the area are keen to look at ways to enhance tourism spend. Staff will work with them to determine how best this can be achieved.</p>	Progressing - on track	




Strategic Planning

Continuing Activity	Comment	Status	Traffic Light
Develop areas of interest within the IWC area and enhance the night time economy	Q1: The ED Unit is represented on the late night economy task force set up by City of Sydney, Destination NSW, NSW Police and the Newtown Precinct Business Association. The focus of the task force is to look at an holistic late night economy that reflects the community "feel" of Newtown/Enmore. The task force draws upon 16 additional government agencies for assistance (Transport for instance).	Progressing - on track	
	Q2: Attended Global Cities After Dark Forum hosted by City of Sydney including an update by the Chair of the Night Time Economy Task Force		
Promote flagship events and unique visitor experiences e.g. galleries, theatres, studio/public art tours and dining	Q1: The ED unit actively promotes flagship events through encouraging local business participation, promotional offers and marketing throughout the year. This includes working with the cruise terminals at White Bay, Good Food Month, Lunar New Year, Italian Festa, Marrickville Festival, Dulwich Hill Fair, Bairro and Newtown Festival.	Progressing - on track	
	Q2: The Economic Development Unit actively promoted Council's flagship events for the period to local businesses. The Summer Hill Fair and Newtown Food Fair had high levels of involvement with local businesses and drew excellent crowds even though the events were held on the same day; over 20,000 attendees in total with many from out of area. The ED Unit is also assisting the Inner West Asian Business Association with its Lunar New Year event which will be held in Ashfield in March 2018.		
In partnership with local business conduct regular marketing and promotional activities that support our urban centres and reflect the visitor experience	Q1: The ED Unit continues to facilitate marketing and promotional activities under the Urban Centres Program in areas where the special rate levy exists; Petersham, Dulwich Hill, Newtown/Enmore and Marrickville CBDs. The ED Unit has also organised promotional and marketing activities to assist Haberfield CBD recover from the impact of WestConnex. Promotional activities include petting zoos, choirs, bands, children's activities (face painting, balloon animals), Easter specials, dining/food offers, small markets, street events, Christmas decorations/trees and web/social media promotion.	Progressing - on track	
	Q2: The Economic Development Unit produced a promotional brochure which was distributed throughout the LGA promoting local attractions and shopping opportunities and encouraging residents to explore their expanded local area.		
Promoting the LGA as a hub for small bars, live music and creative industry businesses to encourage a vibrant day and night time economy	Q1: ED Unit is a member of the Late Night Economy Project being auspiced by the Newtown Precinct Business Association in collaboration with Cit of Sydney, Destination NSW and 15 other government agencies and attends the regular meetings. ED Unit continues to work with the Chambers of Commerce and community services cultural officers to promote the LGA as a hub for small bars, live music and creative industries.	Progressing - on track	
	Q2: The LGA's small bars and craft breweries featured prominently in Council's promotional Christmas brochure and the Economic Development Unit continues to work with the local craft brewers association to plan future events such as October-west.		







Strategic Planning

Continuing Activity	Comment	Status	Traffic Light
Actively develop and encourage businesses to support main street revitalisation through a range of strategic marketing and promotional activities	<p>Q1: Working with business Chambers to promotion visitor experience and enhance main streets this has included investigating best practise in this area and undertaking promotion activities.</p> <p>Have approach the pubs in an attempt to get them to develop a joint marketing campaign to promote area.</p> <p>Providing guidance to start ups & trying to get businesses to connect in clusters to undertake shared marketing to promote offerings</p> <p>Facilitated the following workshops to support business acumen 10/8/17 - Tax Essentials, 10/8/17 - Employer Essentials & 17/8/17- Record keeping for small business.</p> <p>Promote free WiFi to businesses (in former Leichardt council area) to get businesses signed up to the Business Directory. Businesses who register on the free directory can place pop up adds on the Free WiFi site which can help attract customers.</p> <p>Q2: During this reporting period the team developed a marketing plan that kicked off with a Christmas campaign to encourage people to visit and shop in the inner west. This campaign included a letter box drop across the LGA to wish people all the best for the holiday season and to rediscover what the businesses in the inner west offer and advertisement in local papers promoting some local artisans shops. The marketing plan will be expanded over the next reporting period.</p>	Progressing - on track	
Support the development of home-based businesses through facilitating and building networks	<p>Q1: The ED Unit continues to support home-based business by providing networking and skills development opportunities such as Westpac Wednesdays. The ED Unit has also facilitated digital workshops in conjunction with the NSW Department of Industries provider NetStripes. The ED Unit has also worked with Newtown Precinct Business Association to set up a Cooperative works pace that will enable home-based businesses from across the Inner West LGA to move to the next level of commercialisation through the provision of affordable office space, support services, workshops and mentoring.</p> <p>Q2: The Newtown co-shared work space will be formally launched in January 2018 catering predominantly for local home based businesses seeking to move to the next level of commercialisation. The emphasis in this facility is on attracting and promoting emerging cultural and creative industries. The Westpac event has now moved to Decolata Cafe in Marrickville and continues to be run on the last Wednesday of each month. Working with the contractors for the Department of Industry, four more digital economy workshops have already been scheduled for early 2018.</p>	Progressing - on track	
Contribute to Council's policy of inclusiveness by supporting young job seekers, women in business and implementing economic development initiatives identified in the Inclusion Action	<p>Q1: Team works across business units to support inclusiveness.</p> <p>During the reporting period the Team has promoted to businesses the need to enhance access into their shops for people with disabilities. This was done by a presentation to local business chambers. Held 1 information session to encourage businesses to look at job opportunities and work experience for youth within their enterprise.</p>	Progressing - on track	





Strategic Planning



Continuing Activity	Comment	Status	Traffic Light
Plan	Q2: Staff have been liaising with Community Services and Culture to look at ways to enhance outcomes in this area including trying to encourage local businesses to offer work experience and employment opportunities to people with a disability. This has included conducting a presentation to the Economic Development Strategic Reference Group. In the next reporting period a targeted women in business event will be conducted.		
Continue to facilitate and connect business to promote opportunities for employment, mentoring and skills development	Q1: The ED Unit has worked with Realise Business and NetStripes to provide local small businesses with access to workshops, seminars and mentoring under the SmallBiz Connect Program. There have been four workshops with a total of 93 attendees	Progressing - on track	
	Q2: Ongoing partnering with Realise Business, NetStripes and the Australian Tax Office to provide regular workshops and seminars for local businesses in the most cost effective and timely manner. The Economic Development Unit is also including strategic planning sessions for local business chambers and associations to increase their ability to communicate and work more effectively with their members, including the importance of promoting lifelong learning and continuous improvement.		
Be the first point of contact in Council for all business enquiries and provide a conduit for information exchange	Q1: The ED Unit continues to be the first point of contact for small business inquiries and maintains an excellent working relationship with the commercial planners and customer service personnel.	Progressing - on track	
	Q2: The Economic Development Unit continues to work with customer service to ensure it is the first point of contact thus avoiding unnecessary delays and expense for those planning to open a business or lodge a business related development application.		
Examine opportunities to identify co-work affordable spaces for emerging industries, start-up businesses and to enhance the growth and commercialisation of home-based businesses	Q1: The ED Unit continues to bring affordable properties to the attention of inquiring businesses and the first affordable cooperative space being instigated by the Newtown precinct Business Association is on track to open its doors in early November 2017.	Progressing - on track	
	Q2: The Newtown co-share work space will be in full operation from January 2018 and the Economic Development Unit is also working with ALTSPC which is an organisation that sources affordable space for small businesses by working with property owners and larger business operators to make their excess space available for suitable businesses. The latter initiative provides a much needed source of affordable office/work space to alleviate the loss employment lands to residential development and state government infrastructure projects.		

Key Initiatives





Strategic Planning			
Key Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Strategic Planning			
Prepare a draft Inner West Urban Strategy	Q1: No progress this quarter.	Progressing - on track	
	Q2: Urban strategy - local strategic planning statement. Part of comprehensive LEP/DCP Project. Project pending funding approval for 18/19 onwards, and associated appointment of resources. Initial recruitment to commence in Feb/March and preliminary internal projects tasks once resources in place.		
Prepare a draft Inner West Urban LEP	Q1: Recruitment of a new Project Director Growth & Team currently underway, which will lead on the preparation and development of a new draft LEP.	Progressing - on track	
	Q2: Part of comprehensive LEP/DCP Project. Project pending funding approval for 18/19 onwards, and associated appointment of resources. Initial recruitment to commence in Feb/March and preliminary internal projects tasks once resources in place.		
Prepare a draft Inner West Urban DCP	Q1: Recruitment of a new Project Director Growth & Team currently underway, which will lead on the preparation and development of a new draft DCP; initial investigations into DCP preparation already undertaken.	Progressing - on track	
	Q2: Part of comprehensive LEP/DCP Project. Project pending funding approval for 18/19 onwards, and associated appointment of resources. Initial recruitment to commence in Feb/March and preliminary internal projects tasks once resources in place.		
Undertake needs assessment studies for the Inner West for open space and recreation, community facilities and traffic infrastructure	Q1: Recreation Needs Study is commencing.	Progressing - on track	
	Q2: Recreation Needs Study underway. Others pending s94 team resources.		
Prepare a draft Inner West Council s94/94A Developer Contributions Plan	Q1: Recruitment of a new Infrastructure Planning & Coordination Manager is currently underway, which will lead on the preparation and development of a new draft S94/A Developer Contributions Plan.	Progressing - behind schedule	
	Q2: Recruitment for s94 manager unsuccessful. Pending change to Strategic Planning Group management structure. Project Plan progressing in meantime leading to needs studies once resources in place.		
Advocate for and provide advice on a Parramatta Road Public Transport Opportunity Feasibility Study	Q1: Council has completed a Parramatta Road Public Transport Opportunities Study, which advocates for further investigation into the potential for Guided Electric Trams along Parramatta Road and paves the way for a full Feasibility Study to be undertaken. Current negotiations with Transport for NSW on this matter have been temporarily suspended.	Progressing - on track	
	Q2: Council has completed a Parramatta Road Public Transport Opportunities Study, which advocates for further investigation into the potential for Guided Electric Trams along Parramatta Road and paves the way for a full Feasibility Study to be undertaken. Current negotiations with Transport for NSW on this matter have been temporarily suspended. Council won an award in the Moving People category at the 2017 Chartered Institute of Logistics and Transport Awards (CILTA) for its work on Guided Electric Trams.		

Strategic Planning








Key Initiative	Comment	Status	Traffic Light
Participate in stakeholder engagement including the WestConnex Community Liaison Forum	<p>Q1: All three members of the WestConnex Unit attend all meetings of the WestConnex Community Liaison Forum (WCLF) to participate in the discussion as required. This usually involves giving the WCLF updates on Council's involvement in the issues being raised at the meeting. For the first quarter of 2017-18, WCLF meetings were held in July, August and September 2017.</p> <p>Q2: In the second quarter of 2017-18, all three members of the WestConnex Unit attend all meetings of the WestConnex Community Liaison Forum (WCLF) to participate in the discussion as required. This usually involves giving the WCLF updates on Council's involvement in the issues being raised at the meeting. In this period, WCLF meetings were held in October, November and December 2017.</p>	Progressing - on track	
Liaise with the Department of Planning and Environment Compliance officer monitoring the WestConnex project	<p>Q1: WestConnex Unit staff continue to liaise with DP&E compliance monitoring staff on complaints handling and information exchange. The DP&E's Principal WestConnex Compliance Officer has a desk in the WestConnex Unit and is usually in attendance there for one day per week. The DP&E compliance officer also attends WCLF meetings to provide updates on complaints matters.</p> <p>Q2: In the second quarter of 2017-18, WestConnex Unit staff continued to liaise with DP&E compliance monitoring staff on complaints handling and information exchange. The DP&E's Principal WestConnex Compliance Officer has a desk in the WestConnex Unit and is usually in attendance there for one day per week. The DP&E compliance officer also attends WCLF meetings to provide updates on complaints matters.</p>	Progressing - on track	
Initiate and coordinate integrated , place-based planning and action to implement the 5.8km Cooks River to Iron Cove GreenWay, working in collaboration with the GreenWay community, diverse stakeholder groups, state agencies, public and private landowner	<p>Q1: Coordination of GreenWay Steering Committee meetings on 24/7 and 9/10 - implementation of actions arising.</p> <p>Coordination of GreenWay Councils Place Management Steering Group (Brains Trust) meeting on 27/9 - implementation of actions arising.</p> <p>Ongoing management of GreenWay website and response to public inquiries, wrote/published GreenWay Enews on 17/10.</p> <p>Ongoing response to referrals re: planning proposals for major development proposals along GreenWay/Light Rail corridor eg 120c Old Canterbury Rd.</p> <p>Q2: GreenWay Steering Committee: coordination of meetings on 9th October 4th December, implementation of actions arising.</p> <p>GreenWay Missing Links Master Plan: led Strategic Planning's contribution to various Master Plan activities, ranging from community consultation sessions to inductions/briefings/site visits for McGregor Coxall, the Master Plan consulting team and relevant Inner West Council and City of Canterbury Bankstown staff</p>	Progressing - on track	
Advocate and negotiate local and state government funding and governance arrangements to implement a \$20 mil capital works program to complete the remaining 3.2 kms of the GreenWay shared path from Parramatta Road South to the Cooks River	<p>Q1: - Convened/chaired meetings of the GreenWay Missing Links Agencies Funding and Approvals Group on 4/8 and 13/10 (state & local govt. members are RMS, SWC, TfNSW, GSC, IWC, CCB, TransDev) - implementation of actions arising</p> <p>- Convened inaugural meeting of Greenway Missing Links Project Control Group (chaired by DGM Community and Engagement) on 27/10, drafted ToRs in collaboration with Parks Unit etc</p> <p>- On-going collaboration/support of GreenWay Missing Links Delivery Project Manager & Project Team(s)</p>	Progressing - on track	

Key Initiative	Comment	Status	Traffic Light
	<p>Q2: Greenway Missing Links Delivery: Ongoing collaboration/support of Greenway Missing Links Delivery Team and Project Manager.</p> <p>Parramatta Road Urban Amenity Improvement Program (UAIP) : Participated in meetings with UAIP reps. (Greater Sydney Commission, RMS) re proposed \$8.8 mil allocation of UAIP funds to Central GreenWay Missing Links.</p> <p>GreenWay Missing Links Project Control Group: Coordination of meetings on 27 Oct and 15 Dec, implementation of actions arising.</p> <p>GreenWay Missing Links Agencies Funding & Approvals Group : Coordination of meetings on 12 October and 11 December, implementation of actions arising.</p>		
Develop and lead an integrated program to achieve place making, urban bush care, active transport, sustainability education, public art and community culture outcomes along the GreenWay/Inner West Light Rail corridor	<p>Q1: -Coordinated all aspects of 8th Annual GreenWay Art Exhibition - due to open on 2/11 until 19/12</p> <p>-Ongoing management of GreenWay Schools Program eg GreenWay Primary Schools Active Travel Project, in collaboration with Roads Unit, Bicycle Network and Observatory Hill Environmental Education Centre</p> <p>- finalisation of Lewisham West Precinct Public Domain Guidelines and 1;250 Promenade Concept Plan</p> <p>- liaison/negotiation with Planning Team and Allied Mills/EG developments re: implementation of aspects of the Public Domain guidelines through the development process eg Missing Link G</p> <p>Q2: GreenWay Art Exhibition: Coordinated all aspects of 8th Annual GreenWay Art Exhibition which opened at Art Est Leichhardt on 2/11/17 and toured to Seaview Gallery, Dulwich Hill and Bankstown Arts Centre until 19/12/17.</p> <p>Ongoing management of GreenWay Schools Program : This included organising and leading all day GreenWay walks for 4 x stage 2 classes from Dulwich Hill PS and Leichhardt PS; ongoing coordination of GreenWay Primary Schools Active Travel Project, in collaboration with Roads Unit, Bicycle Network and Observatory Hill Environmental Education Centre. Completed safety audit of 5 active paths identified by students and staff from Summer Hill PS</p>	Progressing - on track	
Influence local and state government strategies and plans to maintain and extend the GreenWay's function as a multi-faceted active transport and urban environmental corridor which supports sustainable, healthy living for existing and new Inner West residents into the future	<p>Q1: - Ongoing consultation/negotiation with relevant state agencies to implement GreenWay priorities e.g. Greater Sydney Commission, Dept. Planning & Environment, RMS.</p> <p>- Confirmation of GreenWay as the no. 1 priority Green Grid project in GSC's draft Central Sydney District Plan</p> <p>- Consultation with NSW Government Architects re: planning and implementation GreenWay South West (Sydenham to Bankstown)</p> <p>- Preparation of comprehensive planning submissions for major development projects eg Sydenham to Bankstown Corridor, WestConnex re: GreenWay risks, concerns and opportunities</p> <p>- on-going liaison with Heart Foundation, UNSW City Futures Research Centre, UTS Design, Building and Architecture Faculty re: use of GreenWay as a case study and learning resource for Liveable Cities</p>	Progressing - on track	

Strategic Planning

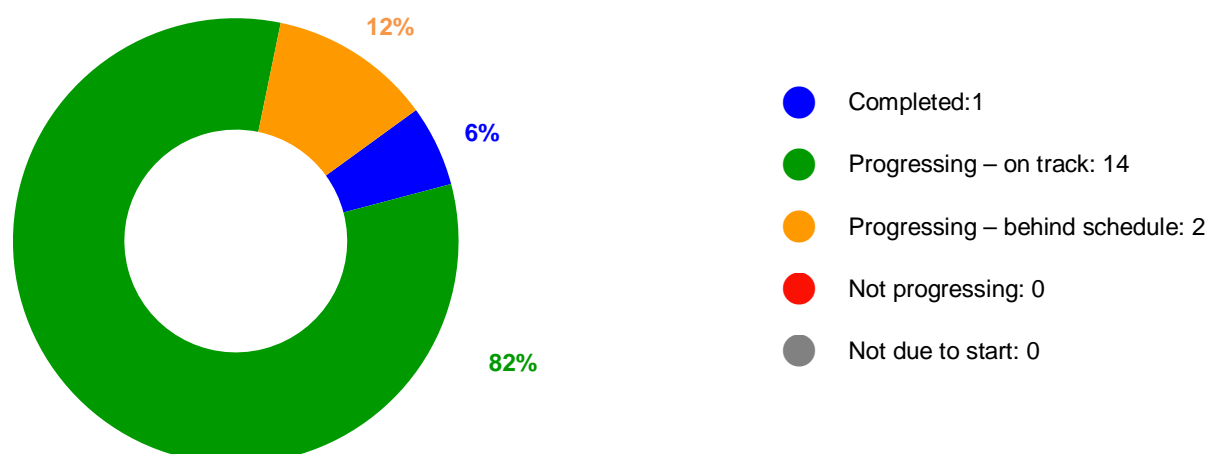
Key Initiative	Comment	Status	Traffic Light
	<p>Q2: Ongoing consultation/negotiation with relevant state agencies to implement GreenWay priorities eg Greater Sydney Commission, Dept. Planning & Environment, RMS, Government Architects NSW.</p> <p>Planning submissions: prepared Greenway submissions for WestConnex Stage 3, Sydney Metro EIS.</p> <p>Government Architects NSW: provided extensive copy to GANSW who have used the GreenWay as one of 10 Green Grid case study projects in NSW. GreenWay South West: ongoing liaison with DPE, City of Canterbury Bankstown, GANSW, GSC regarding potential for Cooks River to Iron Cove GreenWay to be used as a best practise example for developing and implementing the GreenWay South West along the Sydenham to Bankstown Corridor.</p>		
Prepare a draft IWC Economic Development Strategy	<p>Q1: Work has started with the preparation of a draft Brief to engage a consultant to develop Economic Development Strategy. A small working group will oversee project.</p> <p>Q2: The team have commenced work on developing an IWC Economic Development Strategy.</p>	Progressing - on track	
Undertake research quantitative data analysed on retail zones consumer behaviour to identify service and market gaps that may present new business opportunities and business growth within the LGA	<p>Q1: Study was undertaken in Norton Street. This data analysis of Norton street's consumer behaviour identified that people are going out of area to eat. This suggested that the local restaurants/café need to enhance service delivered to attract spend back to area. Will look at holding business workshops to help businesses enhance service delivery in this area in the next quarter.</p> <p>Q2: Study was undertaken in Norton Street. This data analysis of Norton street's consumer behaviour identified that people are going out of area to eat. This suggests that the local restaurants/café need to enhance service to attract spend back to area. The marketing plan developed in Q2 draws on information from this data to enhance business growth opportunities.</p>	Completed	
Strategic planning formation and stakeholder engagement, including with State government departments / agencies and the University of Sydney, to develop an implementation framework for Parramatta Road Urban Transformation Strategy	<p>Q1: No action this quarter.</p> <p>Q2: A request was made to the Greater Sydney Commission for the Camperdown precinct to be included in the Camperdown-Ultimo Collaboration Area and for Council to participate in the Working Group. These discussions will commence in 2018. The Department of Planning and Environment and RMS will also be working with Council on developing a scope of works to undertake required traffic studies/modelling in early 2018.</p>	Progressing - on track	
Undertake detailed land use, traffic and transport, housing, social, economic feasibility, public health, heritage conservation, environmental, public domain and urban design studies to inform the preparation of strategic planning guidelines for Parramatta Road Urban Transformation Strategy	<p>Q1: No action this quarter.</p> <p>Q2: Discussion will commence on the preparation of traffic studies/modelling with the Department of Planning and Environment and RMS in early 2018. Funding for other work is part of the 2018/19 budget bid process.</p>	Progressing - on track	

Strategic Planning

Key Initiative	Comment	Status	Traffic Light
Prepare detailed Parramatta Road Urban Transformation Strategy strategic planning guidelines for incorporation in the draft Inner West Council LEP, DCP and s94/94A Developer Contributions Plan	<p>Q1: No action this quarter.</p> <p>Q2: Work on the comprehensive LEP/DCP Project, of which this is a part, has commenced. As this is a long term project, further work will continue into the coming years.</p>	Progressing - on track	
Prepare Inner West Council Response to revised Sydenham to Bankstown Urban Renewal Corridor strategy	<p>Q1: Council response to revised Sydenham to Bankstown Urban Renewal Corridor Strategy reported to Council. Submission being finalised.</p> <p>Q2: Matter reported to October 2018 Council Meeting and submission lodged with the Department of Planning & Environment.</p>	Completed	
Strategic planning formation and stakeholder engagement, including with State Government departments / agencies, to develop an implementation framework for Sydenham to Bankstown Urban Renewal Corridor	<p>Q1: Council has prepared a response to the Sydenham to Bankstown draft Strategy, including having held a public meeting on it. Council will set out a program to work with stakeholders to develop an implementation framework.</p> <p>Q2: Awaiting finalisation of the strategy. The Sydenham-Bankstown Working Group has been established comprising community action group representatives and Councillors to provide input.</p>	Progressing - on track	
Undertake detailed land use, traffic and transport, housing, social, economic feasibility, public health, heritage conservation, environmental, public domain and urban design studies to inform the preparation of strategic planning guidelines for Sydenham to Bankstown Urban Renewal Corridor	<p>Q1: Council has prepared a response to the Sydenham to Bankstown draft Strategy. Council will begin to set out a program of works to undertake detailed studies to inform the preparation of strategic planning guidelines with regard to implementation of the Strategy.</p> <p>Q2: Awaiting finalisation of the strategy.</p>	Progressing - behind schedule	
Prepare detailed Sydenham to Bankstown Urban Renewal Corridor strategic planning guidelines for incorporation in the draft Inner West Council LEP, DCP and s94/94A Developer Contributions Plan	<p>Q1: Awaiting finalisation of the strategy.</p> <p>Q2: Action is not due to begin until the Sydenham to Bankstown Urban Renewal Corridor strategy is finalised. Until then, further work cannot be programmed.</p>	Not due to start	
Participate in State Government Collaborative Working Arrangement and Project Review Panel for the Bays Precinct	Q1-2: Actions currently on hold as State Government reconsiders its approach with regard to the Bays Precinct.	Not progressing	
Participate in preparation of Land Use Infrastructure Strategy in partnership with NSW Department of Planning and Environment for the Bays Precinct	Q1-2: Actions currently on hold as State Government reconsiders its approach with regard to the Bays Precinct.	Not progressing	

Trees, Parks and Sportsfields




Service Area Snapshot



Continuing Activities

Trees, Parks and Sportsfields			
Continuing Activity	Comment	Status	Traffic Light
Responsible Officer: Group Manager Trees, Parks and Sportsfields			
Undertake regular maintenance of Council's parks, reserves, sporting grounds and facilities	Q1-2: Maintenance of parks & sportsfields undertaken in Q2 has been in accordance with current service standards & to meet community expectations.	Progressing - on track	
Engage the Inner West Sports Forum key stakeholders in the recreation and open space planning processes	Q1: A Stakeholder meeting will be held in late November to introduce the new team and involve key stakeholders in planning process moving forward. Q2: On track. A Forum was held in November. The next meeting to be held in April 2018.	Progressing - on track	
Implement Urban Forest Policy aims and objectives	Q1: The aims and objectives of all previous Council trees policies are being implemented. Each Coordinator in the unit has undertaken a review of the policies to ensure consistency in service delivery. There are many similarities. The Urban Forest policies will be combined into one as part of a medium to long term project (12-18 months). Q2: Aims and objectives of all previous Council trees policies are being implemented to ensure consistency in service delivery. The Urban Forest policies will be combined into to one as part of a medium to long term project.	Progressing - on track	
Assess applications for, or that propose, tree pruning or removal on private land	Q1: Private tree applications are still being assessed under previous Council's arrangements/ processes. Current service standards are being maintained. The Private Tree Coordinator has been appointed and will undertaking a service review of the section to identify gaps and opportunities.	Progressing - on track	




Trees, Parks and Sportsfields

Continuing Activity	Comment	Status	Traffic Light
	Q2: Integration of processes for tree permits and DA referrals has commenced. Key forms and templates have been consolidated and a review of standard conditions is underway. Until a DCP review has been completed private tree applications are still being assessed under previous Council's DCP's. A 21 day turnaround time has been determined for DA referrals; however, this is subject to resourcing constraints. Regular communication with planning staff is helping to ensure services standards are mostly being met.		
Deliver the parks renewal and upgrade program as identified in the parks capital works program	<p>Q1: Thornton Park Playground Upgrade and Glover Street Baseball Cages completed. Contractors engaged and works commenced for Petersham Park Upgrade, Sydenham Green Skatepark and Leichhardt Shade Sails. Procurement commenced for Leichhardt fitness stations, Illoura Reserve retaining wall and Sydenham Green basketball courts. Community engagement completed for Leichhardt playgrounds. Consultant engaged for Cooks River Parklands upgrade design. Development application submitted for Waterfront Drive Upgrade and consultation with OEH progressed for scoping of Callan Park Skatepark.</p> <p>Q2: Completed works include Petersham Park upgrade (path, lighting and entry upgrades), Sydenham Green Skatepark and shade sails at various Leichhardt parks and Marrickville Park. Works commenced at Sydenham Green basketball courts. Design and procurement completed for Leichhardt fitness stations and playgrounds, Enmore Park upgrade, Camperdown Park picnic area upgrade, Hammond Park lighting and fencing and Pioneer Park softfall replacement with works to be undertaken in Q3. Cooks River Parklands Upgrade community engagement (inclusive playground) completed and concept designs in progress. Waterfront Drive sports field upgrade procurement in progress in coordination with construction certificate and OEH approvals process. Callan Park Skatepark proposal may not be supported by OEH. Richard Murden Reserve netball courts community engagement commenced.</p>	Progressing - on track	
Deliver the foreshore renewal and upgrade program as identified in the seawall and wharves capital works program	<p>Q1: Procurement commenced for Illoura Reserve, Yurulbin Park sea walls and Peacock Point retaining wall renewals.</p> <p>Q2: Design and procurement for wall replacement at Peacock Point and sea wall works at Illoura Reserve and Yurulbin Reserve completed. Works to be undertaken in Q3.</p>	Progressing - on track	
Deliver the public trees maintenance program and trees capital works program	<p>Q1: Tree maintenance (reactive and proactive) programs are underway. Delivery of reactive tree maintenance services in the former Ashfield and Leichhardt LGA's have been combined. Existing contracts are in place for the former Marrickville area.</p> <p>Scoping and project planning for capital tree planting programs is underway and final project delivery is programmed for 4th quarter (cooler months for tree establishment)</p> <p>Q2: Public tree maintenance works are being successfully delivered. Ashfield and Leichhardt areas remain mostly reactive programs. Existing contract is in place for the former Marrickville area providing for proactive and reactive program delivery. Project planning for capital tree planting programs is being finalised and final project delivery is programmed for Q4 (cooler months for tree establishment).</p>	Progressing - on track	

Key Initiatives

Trees, Parks and Sportsfields			
Initiative	Comment	Status	Traffic Light
Responsible Officer: Group Manager Trees, Parks and Sportsfields			
Trees of very high landscape significance: Investigate options for expanded public notification areas for applications for removal of trees of very high landscape significance, including reviewing the approaches of neighbouring councils	<p>Q1: Requires input from DA unit – will need to tie into their notification policy. Project lead has been inducted. Notification policy will also be reviewed for street and park trees as part of this project.</p> <p>Q2: Initiative has been somewhat delayed due to the prioritisation of essential integration projects. It is currently only Leichhardt that does give notification of tree removal on private land. To expand this to the other former Council areas with have resourcing implications on several service units. Further investigation into options is required.</p>	Progressing – behind schedule	
Develop a practical information package for the community on how to manage large trees on private property	Q1-2: Will be combined with a program for education around the benefits of trees. Requires staff resources (admin) which are not yet in place.	Progressing – behind schedule	
Develop integrated Inner West Council 10 year asset management plans (including Parks, Trees and Foreshore Structures)	<p>Q1: Preparations for asset management plan development commenced in coordination with Council IP&R program and Tech One asset revaluation and asset system upgrade.</p> <p>Q2: Draft park asset management plan information prepared for integration with asset management plan data reports provided as part of the Tech One asset management system upgrade. Plan preparation coordinated with Council IP&R program.</p>	Progressing - on track	
Develop an IWC Sportsfield and Facilities Allocation Policy and combine seasonal sportsfields allocation processes across the IWC	<p>Q1: To be developed once the recruitment for the Parks and Engagement Team has been completed. Works are planning to commence in early November.</p> <p>Q2: First draft is completed. Currently working with the Parks Planning and Engagement on reviewing the draft before submitting this to other sections of Council review and then subsequently engaging with the sports clubs and reporting to Council.</p>	Progressing - on track	
Engage and work with the consultant to prepare detailed plans for the Greenway missing links	<p>Q1: Consultant engaged for Missing Links detailed design and designs 50% completed. New consultant engaged for Greenway Masterplan to commence in October and to be prepared in coordination with Missing Links detailed designs.</p> <p>Q2: Greenway Missing Links detailed designs 70% completed. Greenway Masterplan community engagement completed and draft Masterplan in preparation.</p>	Progressing - on track	
Work with OEH to obtain a licence for the Waterfront playing field in Callan Park and prepare a design and DA to undertake upgrade works	<p>Q1: This is currently on track and a draft license agreement is currently being prepared. The DA has been submitted.</p> <p>Q2: Draft license agreement is with Council. Awaiting information pertaining to the regional skate park to move this forward and finalise.</p>	Progressing - on track	

Trees, Parks and Sportsfields

Initiative	Comment	Status	Traffic Light
Develop and agree on an MOU with Ausgrid to stop long standing excessive tree pruning practices	<p>Q1: The 'MOU' is being realised in several key documents that IWC has had significant input in. IWC has been very vocal and active in pursuing improvement in clearance pruning practices. Several outcomes in this area have been achieved;</p> <ul style="list-style-type: none"> - Lobbying for review of 'Network Standard' which has seen substantial improvement to clearances and practices. Submission on draft plan prepared by IWC. - Local precinct plan development (in the hands of Ausgrid's for draft preparation) submission provided by IWC on draft. - Audgrid Tree Safety Management Plan development - IWC to attend workshop and provide submission - Co-funding discussions to establish a process for funding installation of improvements such as ABC. <p>Q2: The Ausgrid 'Network Standard' and 'Tree Safety Management Plan' documents have been published and have improved the way trees are pruned in our area. Communication between Council and Ausgrid has greatly improved. The 'local precinct plan' draft has been provided to Council for review, feedback will be provided within Q3.</p>	Progressing - on track	
Review existing Parks' Plans of Management and develop a prioritised implementation plan for new and updated Plans of Management across the IWC	<p>Q1: The review of existing Park Plans of Management and the development of a prioritised implementation plan for new plans of management will be undertaken once recruitment for the Parks Planning and Engagement team has been completed. Work will commence in early November.</p> <p>Q2: Dulwich Hill Parkslands Plans of Management are progressing. Community Engagement on the Marrickville Golf Course is about to commence.</p>	Progressing - on track	
Review the existing Tree strategies and policies and prioritise their development/updating, including incorporating information from Council's urban heat island mapping, canopy cover and adaptive capacity assessments to help inform and prioritise locations and species for planting	<p>Q1: Heat information exists from the former Leichhardt and Marrickville Councils and currently informs planting programs. Further analysis needs to be combined with a review of existing tree planting arrangements.</p> <p>Should also be considered as part of a combined IWC Street Tree Master Plan that will look at priority planting areas.</p> <p>Q2: Budget and timeline identified (2019-2020) for development of a Street Tree Master Plan and Urban Forest Policy review. Use of heat mapping data and a planting program prioritisation will form part of this review</p>	Completed	
Review existing event management practices in parks, including Council and private events and develop a new IWC Policy	<p>Q1: To be actioned once the Parks Planning and Engagement Team is established.</p> <p>Q2: This work will be actioned once the draft allocations policy is reported to Council.</p>	Progressing - on track	