

Introduction

The following report provides a progress update for the first quarter on Council's Operational Plan 2022/23.

Section 1 – Measuring Progress, provides an overview of progress against the 174 actions in the 2022/23 Operational Plan and Quarter one highlights.

Section 2 – Action Updates, details progress against each of the 174 actions and performance measures, ordered by the five strategic directions of the Community Strategic Plan – *Our Inner West*

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

Cover image: Local Democracy Groups Welcome Night at Marrickville Town Hall

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Message from the General Manager

In June 2022, Inner West Council adopted its new Delivery Program 2022-26 and Operational Plan 2022-23. The plans outline how Council will deliver services and infrastructure for the benefit of the Inner West community, as set out in the Community Strategic Plan – *Our Inner West 2036*.

This is the first of quarterly reports which show progress against the plan. I'm pleased that **93% of actions are either completed or on track**.

Highlights this period include scoping of the Main Street Strategy that will deliver significant improvements to our town centres, completion of a draft cycling strategy that will drive safe bicycle infrastructure into the future, and a draft Disability Inclusion Action Plan that will ensure Inner West is inclusive of all our community. And our Youth Week festival won Most Inclusive Youth Week Program at the Local Government Week Awards.



With the worst of Covid behind us, Council welcomed the community back to events including Edge Sydenham, Footprints Ecofestival, History week's Aboriginal walking tours, a Pop-up Music Marathon and Celebrate 2044 in Sydenham. We continue to make great strides in improving customer service and community engagement, with development of a Service Charter underway and customer service stalls and Local Matters Forums taking place in local neighbourhoods.

We hosted a Welcome Night for new Local Democracy Group members, who volunteer their expertise and lived experience to support Council's decision-making.

Work progressed on the Annette Kellerman Aquatic Centre maintenance upgrade and Leichhardt Park Aquatics Centre masterplan, and the new Inner West Fitness Pass was launched which gives residents access to our five magnificent aquatic centres and gyms.

Inner West Council was also recently announced as one of two finalists for NSW's most prestigious Local Government Awards, the 2022 Bluet Award. We came runner up to Northern Beaches Council, but being a finalist is a tribute to everyone. This nomination recognises our excellence and progress in capital works delivery and our services across culture and heritage, sport and recreation, economic and social

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

development, built and natural environment, environmental initiatives, health and community services, corporate and governance, and emergency management/ disaster recovery.

This is a tremendous achievement to be celebrated by our Councillors, staff and the whole Inner West Community.



Peter Gainsford - General Manager

Legend



On Track



Completed



Behind Schedule



On Hold



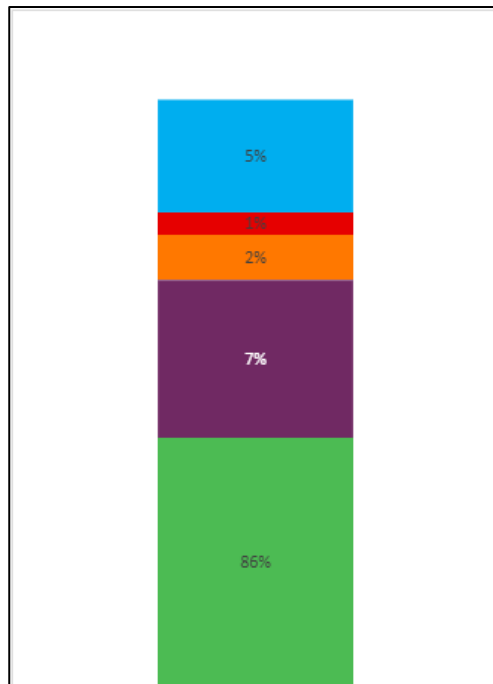
Rescheduled

Section 1 - Measuring Progress

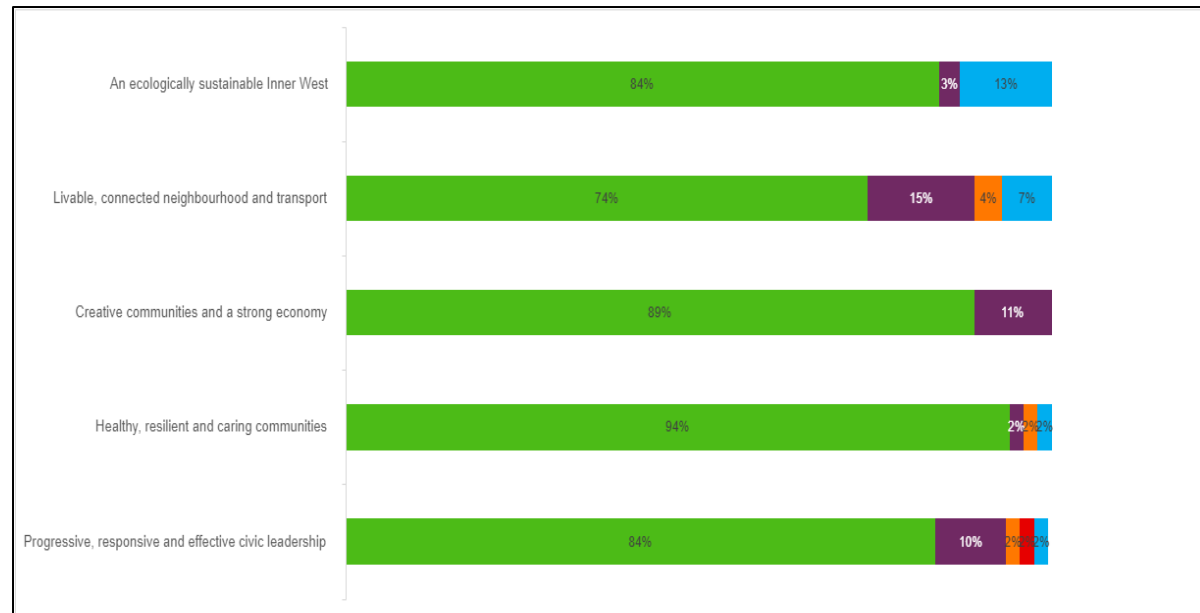
The quarterly progress report outlines progress against the 174 actions in the 2022/23 Operational Plan.

As of 30 September 2022:

- 93% of actions are 'Completed' or 'On Track'
- 5% of actions are 'Rescheduled'
- 6% of actions are 'Behind Schedule' or 'On Hold'



All actions by status



Actions status by strategic direction

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

Quarter one highlights

Strategic Direction 1 - An ecologically sustainable Inner West

- More than 16,000 people accessed Green Living Centre programs
- Hundreds of trees were planted (311) and given to residents (470)
- A comprehensive Verge Gardening policy and technical guidelines were developed
- The draft Electric Vehicle Encouragement Strategy was placed on public exhibition
- A low carbon precinct study was completed
- Total solar capacity on Council buildings for the quarter (774 kW) is well above the target of 224kw per annum

Strategic Direction 2 - Liveable, connected neighbourhoods and transport

- The Inner West LEP (Phase 1) was gazetted by the State Government's Parliamentary Counsel's Office on 12 August 2022
- A draft Inner West Development Contributions Plan was placed on public exhibition in July/ August 2022
- A draft Graffiti Policy was developed
- Scoping of the Main Street Strategy was completed
- The number of weekly park patrols is on target
- Council provided a submission to the Sydney Local Health District Homelessness and Rough Sleeping Plan 2022-2025 and continues to support the Inner West Homelessness Collaborative
- A draft Cycling Strategy was completed

Strategic Direction 3 - Creative communities and a strong economy

- Over 600 people attended History week events including Aboriginal Walking Tours, Podcast Workshop and Author Talks
- Over 200 artists and 26 creative spaces participated in EDGE Sydenham (Midjuburi) Creative Trails, 190 people participated in artist led guided tours on bike, by foot and vintage buses, and 120 people attended Perfect Match street art tours
- Celebrate 2044 in Sydenham was held with 20 local stakeholders engaged.
- Footprints Ecofestival was delivered with 53 stakeholders engaged

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

- Over 100 organisations including 80% of local stakeholders participated in the Inner West's events programs
- Forty Pop-up Music Marathon activations were held
- Council advocated for a seat on the 24-Hour Economy Advisory Group.
- Council signed a service agreement with Service NSW to support the business concierge service

Strategic Direction 4 - Healthy, resilient and caring communities

- The Gender Equity Strategy was formally launched
- The Inner West World Pride Committee held monthly meetings, established the Pride Inner West Program of initiatives, including engaging sports, business, arts and culture and the development of a community expression of interest for further program activation.
- Community Refugee Welcome Centre activities included a Friday Women's Wellbeing program, movie night and Learning Journeys art classes
- As part of Healthy Ageing Strategy implementation, financial literacy workshops for older people were held, and wellbeing and creative ageing initiatives are being piloted such as the Rally4Ever program
- The new draft Disability Inclusion Action Plan 2022 - 2025 was developed.
- Work progressed on the Annette Kellerman Aquatic Centre maintenance upgrade and Leichhardt Park Aquatics Centre masterplan
- Project planning for Richard Murden Reserve inclusive playground is in progress
- Round one engagement has been completed for plans of management at Daryl Jackson Reserve, Elkington Park, Mackey Park and Blackmore Park

Strategic Direction 5 - Progressive, responsive and effective civic leadership

- Customer service improvements included commencement of development of a Service Charter with a benchmark study of State and Local Government and private sector charters underway
- Training for staff included Project Management Framework, Authentic Leader, Dealing with difficult Customers, Deafness Awareness, Disability Awareness, Planning for Non-Planners, Finance for Non-Finance, Gender Equity, Manual Handling and the Women's Mentoring program
- New members were recruited for the new term of Council's 13 Local Democracy Groups. A Welcome night was held at Marrickville Town Hall on Wednesday 21 September

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

- A new provider for the online engagement hub, 'The Hive' was appointed following a review, and the new and refreshed site was launched on 1 July. It provides an improved experience for users, better value for money, new features and improved back-end functionality. Roll-out across the organisation is in progress
- Two customer service stalls were held, at Newtown, and Marrickville Metro

Legend



On Track



Completed



Behind Schedule



On Hold

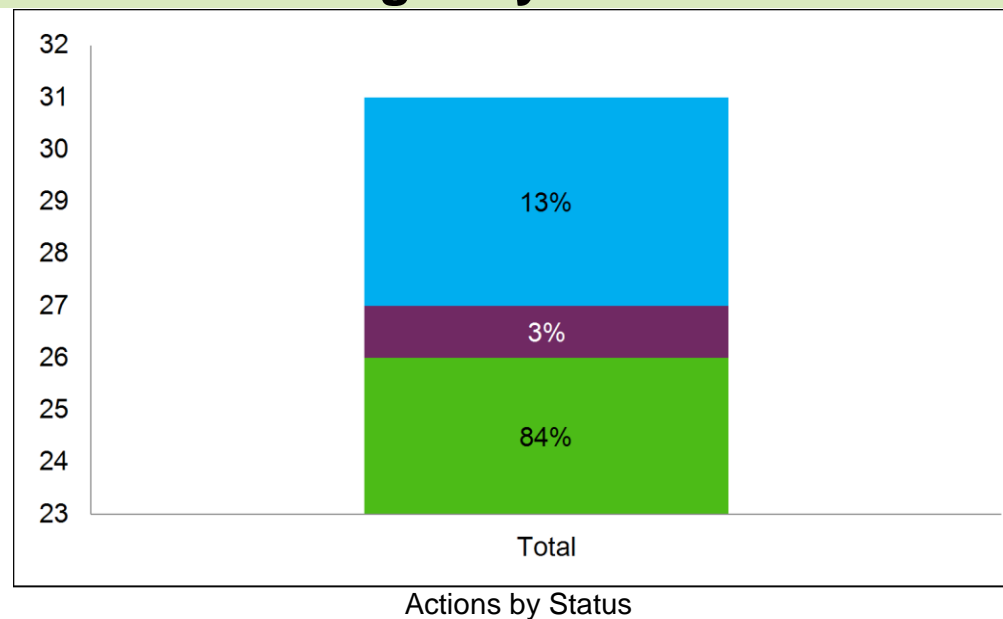


Rescheduled

Section 2 – Action Updates

This section details progress against each of the 174 actions and performance measures, ordered by the five strategic directions of the Community Strategic Plan – *Our Inner West*

Strategic Direction 1 - An ecologically sustainable Inner West



Legend



On Track



Completed



Behind Schedule



On Hold






Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
1.1.1.1	Establish the Green Living Centre at the Summer Hill sustainability hub	Urban Sustainability	Planning in progress for Green Living Centre program at Summer Hill following capital works and Reuse Centre opening.	
1.1.1.2	Deliver Community Environment Grants	Urban Sustainability	2022 Environment Grants round opened. Assessment panel reviewing applications and will make recommendations.	
1.1.1.3	Inform residents about threatened and unique species of flora and fauna in our local parks and wild places	Urban Ecology	Information signage planned for implementation in early 2023.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 1.1.1B	Number of people accessing Green Living Centre Program	> 6000	> 7000	Urban Sustainability	16,514	16,514

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled






Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

ID	Action	Responsible	Comment	Status
1.1.2.1	Establish a good practice dissemination program	Urban Sustainability	Project programmed to commence in Quarter 3.	

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

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

ID	Action	Responsible	Comment	Status
1.2.1.1	Review the tree maintenance resourcing and service levels	Urban Forest	Business improvement meetings concerning process and resource analysis are underway.	
1.2.1.2	Review the Tree Management DCP	Urban Forest	The review has been undertaken, community consultation completed and is tabled for the November 2022 Council Meeting.	
1.2.1.3	Prepare a Tree Strategy	Urban Forest	Preparation of Expression of Interest (EOI) documents have commenced pending approval of TREE Development Control Plan post November 2022.	
1.2.1.4	Prepare operational plans for public tree management	Urban Forest	Preparation of Expression of Interest documents have commenced pending approval of TREE Development Control Plan post November 2022.	
1.2.1.5	Review the process of giving away trees and introduce a new system	Urban Forest	Process to be reviewed at completion of resourcing analysis for existing operations in preparation for National Tree Day 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold







Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
1.2.2.1	Supply local native plants for Council's natural areas including priority sites along the GreenWay	Urban Ecology	Nurseries service continues to hold a seed collection licence and propagate local native plants for Council's natural areas. Seasonal wet weather has impacted this somewhat.	
1.2.2.2	Revegetate areas such as handback land from state infrastructure projects, transport corridors and infrastructure easements	Urban Ecology	Revegetation of handback areas continues in addition to a current Metro corridor biodiversity offset agreement and negotiations for future offset agreements with the Metro authority which will reduce Council's budget spend in 2022/23.	
1.2.2.3	Develop and implement the LGA-wide verge gardening policy	Urban Ecology	A comprehensive Verge Gardening policy and accompanying technical guideline has been drafted and endorsed by Council's Environment committee. A report for endorsement of public exhibition is due to Council in November 2022.	
1.2.2.4	Investigate micro forests	Urban Ecology	Council's urban ecology field staff have identified some areas which may be suitable for a pilot scheme subject to public consultation and funding.	

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

ID	Action	Responsible	Comment	Status
1.2.3.1	Develop a Biodiversity Strategy	Urban Ecology	A Biodiversity strategy draft has been commenced however work on this project is pending the recruitment of a technical specialist.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 1.2.3a	Monitor and maintain nest boxes through inspections	> 100	> 160	Urban Ecology	45	45
KPI 1.2.3b	Council led or commissioned fauna surveys	> 10	> 12	Urban Ecology	1	1

Legend



On Track



Completed



Behind Schedule



On Hold






Rescheduled


Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
1.3.1.1	Undertake community consultation and initiate new subcatchment plans	Urban Ecology	Physical works derived from completed subcatchment planning programs continue to be undertaken in conjunction with Council's stormwater infrastructure team. Sub-catchment planning requires the recruitment of a river specialist.	
1.3.1.2	Identify and advise on new water sensitive urban design (WSUD) installations	Urban Ecology	Urban ecology staff partner with Council's stormwater infrastructure team on development and maintenance of current and upcoming WSUD projects, however, awaits recruitment of a specialist.	
1.3.1.3	Deliver 'WSUD on Your Property' Program	Urban Ecology	WSUD for backyards program continues to be made available for residents. There has been low demand through the covid lockdown period and the promotion/ communication of this program will be redesigned pending the review of the Urban Ecology service.	

Strategy 1.3.2 Capture and use water from Inner West catchments

ID	Action	Responsible	Comment	Status
1.3.2.1	Deliver rainwater tank workshop and rebate program	Urban Ecology	Rainwater tank seminar and rebate program continues to be made available in a limited capacity. Promotion/ communication of this important program is to be redesigned pending the review of the Urban Ecology service.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

Strategy 1.3.3 Identify and plan for river swimming sites

ID	Action	Responsible	Comment	Status
1.3.3.1	Progress design, construction and grant application for Callan Park Swim site	Urban Ecology	Preliminary investigations including water quality, sediment contamination assessment and bathymetry survey have been undertaken in the last quarter. An internal Project Control Group (PCG) with key Council stakeholders and external PCG with state government stakeholders has been convened.	
1.3.3.2	Translate Cooks River and Parramatta River litter prevention strategies into local strategies	Resource Recovery Planning	Litter reduction project focussed on Mackey Park with sporting clubs, with education, infrastructure and engagements.	

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

Legend



On Track



Completed



Behind Schedule



On Hold




Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report


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

Strategy 1.4.1 Improve air quality through effective regulation and education

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

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 1.4.1a	Air pollution complaints are investigated and resolved	+/- 80%	+/- 100%	Environmental Health and Building Regulation	25%	25%

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

ID	Action	Responsible	Comment	Status
1.4.2.1	Prepare an Electric Vehicle Encouragement Plan	Traffic and Transport Planning	The draft Electric Vehicle Encouragement Strategy is currently on public exhibition which closes in November 2022.	

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled



Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

Strategy 1.4.3 Minimise air pollution through policy and regulation

ID	Action	Responsible	Comment	Status
1.4.3.1	Review air pollution controls and listings through the review of the LEP	Environmental Health and Building Regulation	The established controls are considered as part of the regulatory framework when enquiries and investigations are undertaken	

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

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

ID	Action	Responsible	Comment	Status
1.5.1.1	Incorporate the low carbon precinct study into future planning controls	Urban Sustainability	Study is completed. Community webinar held 31 August 2022 to present study, seek feedback and answer questions as part of Local Environmental Plan /Development Control Plan consultation program.	
1.5.1.2	Prepare a plan to transition Council to a sustainable fleet	Urban Sustainability	Consultant issued draft Fleet Transition Plan technical report and Inner West Council Sites EV Charging Assessments for review and feedback from the Project Control Group.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 1.5.1A	Total solar capacity on Council buildings (kW)	> 105 Kilowatt	> 224 Kilowatt	Urban Sustainability	774 Kilowatt	774 Kilowatt

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled



Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

ID	Action	Responsible	Comment	Status
1.5.2.1	Develop the draft climate risk assessment for internal consultation	Urban Sustainability	Project due to commence in Quarter 3.	

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

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

ID	Action	Responsible	Comment	Status
1.6.1.1	Commence the grant-funded litter reduction initiative in collaboration with other areas of Council and community groups	Resource Recovery Planning	The NSW Environment Protection Authority Litter Grant has been used to employ an officer who has worked with sporting groups at a local park. The project has involved a range of strategies to encourage behaviour change including the installation of new litter bins, bin signage (Don't be a tosser), events, information, pledges. Stakeholders have included recreation, parks, infrastructure and environmental teams at council and externally the sporting clubs, the children and their families. The outcome has been a reduction in litter at the sporting ground.	
1.6.1.2	Commence waste audits for Council operations	Urban Sustainability	Project due to commence in Quarter 3.	

Legend



On Track



Completed



Behind Schedule



On Hold





Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 1.6.1A	Reduce waste landfilled (per kilograms / capita)	< 169	< 199	Resource Recovery Planning	48.50	48.50

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

ID	Action	Responsible	Comment	Status
1.6.2.1	Open the Summer Hill Reuse Community Centre	Resource Recovery Planning	The Summer Hill Reuse Centre on-site works are underway in accordance with the development application conditions. The Bower, Green Living Centre, Urban Ecology, Civil Works and electrical vehicle charging are planned to be on site in addition to another reuse tenant following an EOI process. It is expected to commence operations at the end of 2022, with an official launch in the first half of 2023.	
1.6.2.2	Identify and implement two new reverse vending machines for return and earn (10c refund on eligible containers)	Resource Recovery Planning	Staff continue to work on identifying suitable sites for the reverse vending machines.	

Legend



On Track



Completed



Behind Schedule



On Hold




Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 1.6.2A	Household items reused and recycled (recovery rate from collected clean up)	> 50%	> 50%	Resource Recovery Operations	76%	76%
KPI 1.6.2B	Residential waste collected in red-lid bins that could be recycled (other than organic matter) (per kilograms/ capita)	< 5.07	< 5.07	Resource Recovery Operations	4.12	4.12
KPI 1.6.2C	Waste collected from illegal dumping (tonnage)	< 1090.83	< 1090.83	Resource Recovery Operations	247	247
KPI 1.6.2D	Amount of hazardous waste presented in the waste stream (percentage)	< 6%	< 5%	Resource Recovery Operations	1.50%	1.50%
KPI 1.6.2E	Recycling of televisions and computers (tonnage)	< 132	< 132	Resource Recovery Operations	18.20	18.20
KPI 1.6.2F	Missed bins (percentage)	< 0%	< 0.50%	Resource Recovery Operations	0.09%	0.09%

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

ID	Action	Responsible	Comment	Status
1.6.3.1	Plan the Food Organics and Gardens organics (FOGO) service	Resource Recovery Planning	Planning is underway for the property details, procurement, education, communications to deliver FOGO by 2024. A report will go to Council at the 25 October meeting.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

Legend



On Track



Completed



Behind Schedule

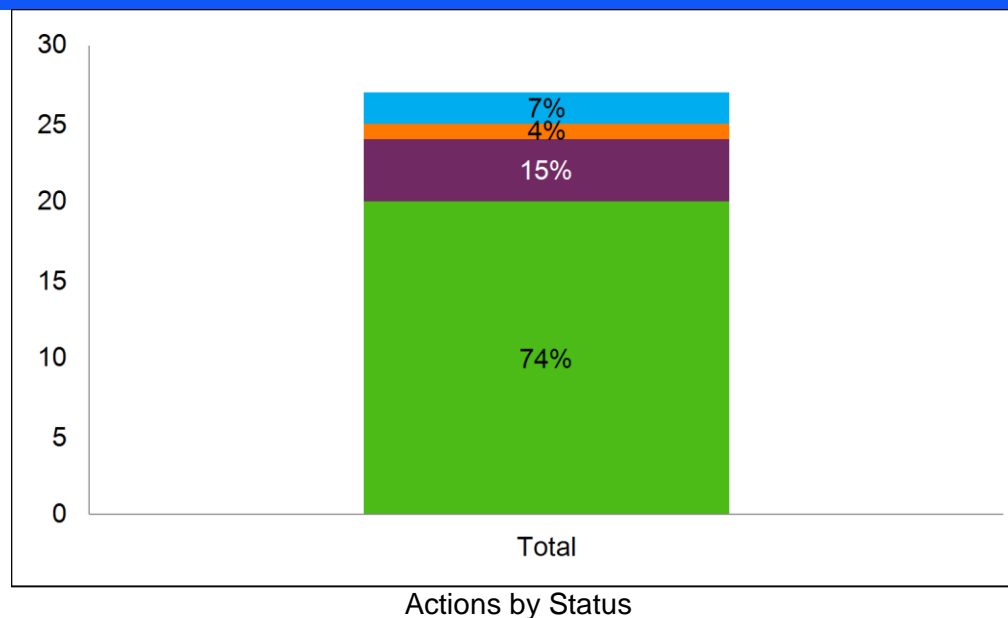


On Hold



Rescheduled

Strategic Direction 2 - Liveable, connected neighbourhoods and transport



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

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

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
2.1.1.1	Advocate for consolidated LEP gazettal from the State Government	Strategic Planning	Inner West LEP (Phase 1) was gazetted by the State Government's Parliamentary Counsel's Office on 12 August 2022.	★
2.1.1.2	Deliver a consolidated Contributions Plan (S11 plan)	Strategic Planning	The draft Inner West Development Contributions Plan was placed on public exhibition in July/ August 2022 and a post exhibition report will be submitted to Council for adoption by the end of 2022.	●
2.1.1.3	Review Council's LEPs and harmonise the provisions for encouraging a sustainable environment	Strategic Planning	Council is reviewing sustainability provisions that are able to be included in future LEP Phase 2 amendments to encourage a more sustainable Inner West. For example, Council is undertaking work on a low carbon precinct study for parts of the LGA.	●
2.1.1.4	Revise the Voluntary Planning Agreement policy	Properties and Strategic Investments	The Voluntary Planning Agreement Policy has been reviewed.	●

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

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

ID	Action	Responsible	Comment	Status
2.1.2.1	Undertake a Customer Satisfaction Survey for the Building Certification service	Building Certification	This is planned to be undertaken in 3rd quarter of 2023 in conjunction with business planning.	
2.1.2.2	Improve the services webpage	Building Certification	Work is being undertaken to provide additional sections on the building certification page of Councils web site.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 2.1.2A	Number of initial building certification inspections	> 0	> 1,080	Building Certification	235	235

Legend



On Track



Completed



Behind Schedule



On Hold





Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
2.2.1.1	Review heritage controls and listings through the review of the LEP	Strategic Planning	Council has undertaken a number of heritage studies as part of its review of current heritage controls. This has included heritage pubs and additional residential areas for heritage protection in the southern part of the LGA and Lilyfield. Additional work will be undertaken focussing in industrial and period buildings. However, an industry wide lack of suitably qualified staff or consultants is affecting this technical project.	
2.2.2.2	Update the heritage inventory sheets and educational materials	Strategic Planning	This project is scheduled to start in Quarter 3.	

Legend



On Track



Completed



Behind Schedule



On Hold







Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
2.3.1.1	Commence developing public domain Master Plans as per agreed program	Strategic Planning	Project scoping has been completed.	
2.3.1.2	Review Council's LEPs to encourage high quality and accessible public spaces	Strategic Planning	The project has been rescheduled pending further review of foundation studies.	
2.3.1.3	Review and benchmark service levels for Council's streetscapes and parks maintenance programs	Parks and Streetscapes Operations	Service review completed by independent consultant. Report and Recommendations given with new service standards endorsed by Council at the May 2022 Council meeting.	
2.3.1.4	Conduct a condition audit of town centres	Engineering Services	Audit to resume Quarter 2	
2.3.1.5	Develop a graffiti management policy	Facilities Management	The draft Graffiti policy has been drafted and is undergoing internal review.	
2.3.1.6	Develop and deliver the Main Streets Strategy	Strategic Planning	The Main Street Strategy scoping has been completed.	

Legend



On Track



Completed



Behind Schedule



On Hold




Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 2.3.1A	Number of park patrols (per week/quarter)	> 18	> 18	Environmental Health and Building Regulation	18	18
KPI 2.3.1b	Percentage of expenditure of town centre upgrade budget	> 10%	> 10%	Capital Works	10.03%	10.03%
KPI 2.3.1C	Graffiti removal satisfaction survey	> 65%	> 68%	Facilities Management	77%	77%
KPI 2.3.1D	Street sweeping is completed on a 40 day cycle	> 0 Days	> 160 Days	Parks and Streetscapes Operations	40 Days	40 Days
KPI 2.3.1e	Verge maintenance (mowing) is undertaken on a 20 working day cycle from October to March and a 40 working day cycle from April to September	< 30 Days	< 30 Days	Parks and Streetscapes Operations	40 Days	40 Days
KPI 2.3.1f	Complete high pressure cleaning of each shopping centre every three months	< 3 Month	< 3 Month	Parks and Streetscapes Operations	1 Month	1 Month

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

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

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 2.3.2a	Median determination timeframes for Development Applications (amended measure)	< 85 Days	< 85 Days	Development Assessment	115 Days	115 Days
KPI 2.3.2b	Percentage of referrals considered by the Architectural Excellence & Design Review Panel within 30 days	> 80%	> 80%	Development Assessment	50%	50%

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
2.4.1.1	Revise the Affordable Housing Policy	Strategic Planning	Affordable Housing Policy was revised and adopted by Council on 10 May 2022.	★
2.4.1.2	Deliver affordable housing in the Hay Street car park	Properties and Strategic Investments	Project was placed on hold in 2019 at start of Covid. Recent meeting held with Link Wentworth to determine interest in assessing feasibility of the project.	◆

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

ID	Action	Responsible	Comment	Status
2.4.2.1	Review Council's LEPs and harmonise the provisions for a diversity of housing types	Strategic Planning	The consolidated LEP was gazetted by the NSW Government Parliamentary Counsel on 12 August 2022.	★

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

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

Strategy 2.4.3 Assist people who are homeless or sleeping rough

ID	Action	Responsible	Comment	Status
2.4.3.1	Implement the Inner West Homelessness Policy	Community Wellbeing	Council provided a submission to the Sydney Local Health District Homelessness and Rough Sleeping Plan 2022-2025. Council continued to support the Inner West Homelessness Collaborative to ensure rapid wrap around responses to rough sleepers. Rough sleepers significantly reduced in the Ashfield Ward, however, there has been increased reporting of rough sleepers were noted in Marrickville, Enmore, Dulwich Hill, Annandale and Tempe.	

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

Legend



On Track



Completed



Behind Schedule



On Hold




Rescheduled


Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

Strategy 2.5.1 Improve public transport services

ID	Action	Responsible	Comment	Status
2.5.1.1	Prepare a Public Transport Position Paper	Traffic and Transport Planning	Initial draft in development.	

Strategy 2.5.2 Provide transport infrastructure that aligns to population growth

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

Legend



On Track



Completed



Behind Schedule



On Hold





Rescheduled




Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
2.6.1.1	Prepare Council's Bicycle Strategy and Action Plan	Traffic and Transport Planning	A draft Cycling Strategy is completed and is to be reported to Council prior to public exhibition.	
2.6.1.2	Support safe walking around local schools	Traffic and Transport Planning	Council staff to continue to support safe walking around schools through development and implementation of strategies including the completed Pedestrian Access and Mobility Plan (PAMP) and ongoing series of Local Area Traffic Management (LATM) studies.	

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

ID	Action	Responsible	Comment	Status
2.6.2.1	Upgrade of Council's parking meter and parking permit management systems	Traffic and Transport Planning	Parking meter upgrade to be completed in Quarter 2. Upgrade of parking permit management system yet to commence.	
2.6.2.2	Prepare Council's Parking Strategy	Traffic and Transport Planning	Initial draft in development.	
2.6.2.3	Deliver Local Area Traffic Management (LATM) program	Traffic and Transport Planning	Planning in progress.	

Legend



On Track



Completed



Behind Schedule



On Hold




Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 2.6.2a	Percentage of LATM program budget delivered	> 8%	> 10%	Capital Works	3.12%	3.12%

Strategy 2.6.3 Collaborate on innovative, accessible transport options

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

Legend



On Track



Completed



Behind Schedule

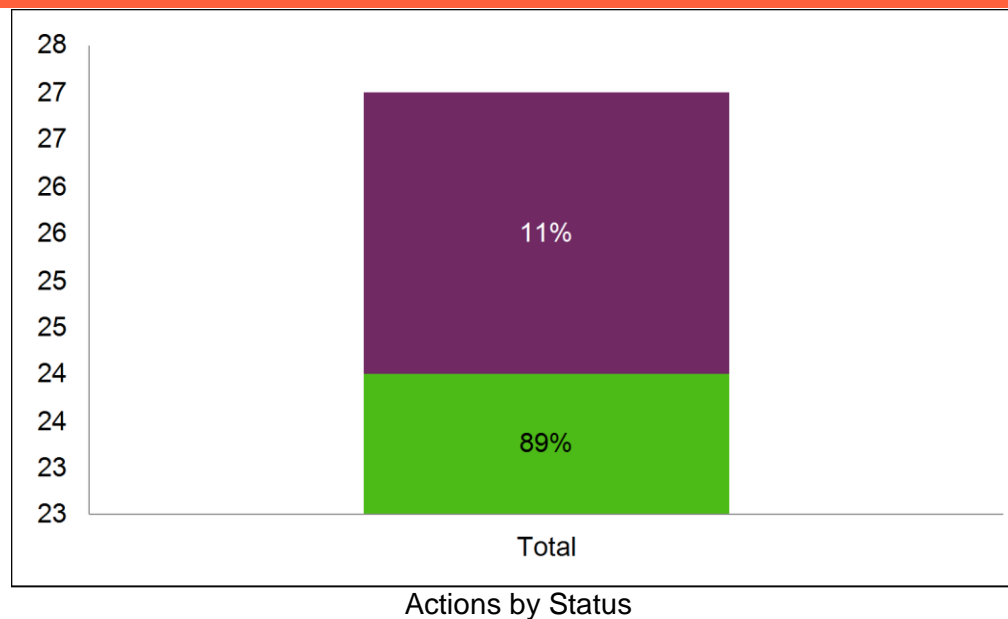


On Hold



Rescheduled

Strategic Direction 3 - Creative communities and a strong economy



Outcome 3.1 Creativity and culture are valued and celebrated

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

Legend



On Track



Completed



Behind Schedule










On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
3.1.1.1	Deliver a Creative Places policy and guidelines	Social and Cultural Planning	A consultant was appointed and project inception planned.	
3.1.1.2	Distribute cultural information through multiple sources	Living Arts	Artists were profiled through EDGE Sydenham printed and online programs and associated publicity. Arts Programs were supported via Council's What's On. Promotions occurred through arts media channels including FBI radio, features on Council's Web Page and social media.	
3.1.1.3	Deliver a Covid Arts Recovery Summit	Social and Cultural Planning	The Covid Arts Recovery Summit is completed.	
3.1.1.4	Develop a Creative Inner West media campaign	Social and Cultural Planning	Project scoping has commenced.	
3.1.1.5	Support the development of new creative spaces	Social and Cultural Planning	A new approach to working with developers on creative spaces has been developed: Creative Places Guidelines; and Art and Creative Spaces in Development.	
3.1.1.6	Implement Cultural Strategy action plan	Social and Cultural Planning	The Cultural Strategy action plan is underway.	
3.1.1.7	Support the improved representation of cultural diversity in arts and culture	Social and Cultural Planning	Council continues to evaluate and ensure cultural diversity in funding and implementation of the arts and cultural programs.	

Legend



On Track



Completed



Behind Schedule



On Hold





Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
3.1.2.1	Celebrate History week and the Heritage festival	Libraries and History	This year Council delivered seven events including Aboriginal Walking Tours, Podcast Workshop and Author Talks as part of History Week and partnered with local history organisations to assist in the delivery and promotion of their events. Over 600 people attended the events.	
3.1.2.2	Review History Services model and service standards	Libraries and History	Work on the History Services model and services standards is tracking according to plan. Much of the work has been on developing the standards for the new history module in the library management system.	

Legend



On Track



Completed



Behind Schedule



On Hold






Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
3.2.1.1	Deliver EDGE on the Greenway and EDGE Sydenham including an annual program of activation	Living Arts	Artist commissioned projects and public programs for EDGE Sydenham 2022 were delivered from 19 to 22 August 2022. Expressions of interest for EDGE Art Camp on the GreenWay 2023 will be issued in the next quarter.	
3.2.1.2	Deliver the major events program	Events	Celebrate 2044 was held at Sydenham with 20 local stakeholders engaged. Footprints Ecofestival was delivered with 53 stakeholders engaged. Council partnered with Culture X Ashfield a culturally diverse music festival delivered with a local cultural organisation.	
3.2.1.3	Trial qualitative evaluation of major events and cultural programs	Events	A trial evaluation model has been rolled out at multiple events, with the pilot project to be considered at the conclusion of 2022.	

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

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

ID	Action	Responsible	Comment	Status
3.2.2.1	Implement the Nighttime Economy Strategy	Economic Development	Council has advocated for a seat on the 24-Hour Economy Advisory Group. The Strategy will be updated through the Economic Development Summit in early 2023.	
3.2.2.2	Provide governance and promotional support to establish the Inner West Creative Network	Economic Development	The Inner West Creative Network held its launch last month and has its first General Meeting in October 2022.	
3.2.2.3	Work with 50 venues to host music and arts events as part of the Council's legalisation of arts in main streets	Economic Development	There has been 40 activations under the Pop-Up Music Marathon across the LGA. Support for festas, festivals and business chambers is ongoing.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 3.2.2A	Training provided to the Inner West Creative Network	> 2	> 2	Economic Development	1	1

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

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
3.2.3.1	Establish a creative partnership arrangement with UTS Creative Intelligence Centre	Social and Cultural Planning	This project has been completed.	★
3.2.3.2	Evaluate and review the artist-in-residence and art gallery program	Social and Cultural Planning	A stocktake of creative spaces is underway which will include arts and cultural programming.	●
3.2.3.3	Develop and deliver an annual program of creative trails, tours and activations	Living Arts	There were 26 Creative Spaces that participated in EDGE Sydenham (Midjuburi) Creative Trails (14 and 15 August 2022) with over 200 artists participating. There were 190 people that participated in artist led guided tours on bike, by foot and vintage buses. There were Four Perfect Match Street Art tours presented from 1 July 2022 to 30 August 2022 and attended by 120 people.	●

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 3.2.3A	Number of Perfect Match projects	> 20	> 20	Living Arts	7	7

Legend



On Track



Completed



Behind Schedule



On Hold








Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

Outcome 3.3 The local economy is thriving

Strategy 3.3.1 Assist businesses growth, innovation and improvement

ID	Action	Responsible	Comment	Status
3.3.1.1	Prepare an Economic Development Strategic Plan	Economic Development	Initial preparation has been undertaken to develop the Economic Development Strategic Plan including a project plan and a health check of the local economy. A number of workshops with stakeholders will enable further development of the plan. The draft plan is expected to be drafted by mid 2023.	
3.3.1.2	Commence place-based approach to town centre improvements	Economic Development	The Economic Development Team has been working with Strategic Planning and Capital Works within the Main Street Project. This includes working on actions for under-utilised spaces and laneways, and cosmetic changes to Stanmore, Lewisham and Summer Hill.	
3.3.1.3	Generate promotional campaign activities	Economic Development	Campaigns have been developed with external agencies to promote visitation to the Inner West as well as specialist night-time economy campaigns for the Enmore Road Precinct and Love Leichhardt.	
3.3.1.4	Provide business support for local small businesses in community languages	Economic Development	Initiatives that include other languages and services that are culturally sensitive, will be further explored as part of the new Economic Development Strategic Plan.	
3.3.1.5	Hold an Economic Summit	Economic Development	An economic summit will be held in early 2023 which will link in with the Economic Development Strategic Plan. Initial planning is being undertaken in preparation of the summit.	

Legend



On Track



Completed



Behind Schedule



On Hold





Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

Strategy 3.3.2 Encourage new enterprises in Inner West

ID	Action	Responsible	Comment	Status
3.3.2.1	Provide business support advice to new businesses	Economic Development	<p>The Economic Development Team provides support and information to new businesses. In August, Council signed a service agreement with Service NSW to support the business concierge service.</p> <p>A number of workshops are provided to businesses with partners to help new and current businesses to navigate business processes, tax systems/obligations and building resilience.</p>	
3.3.2.2	Identify initiatives to facilitate new businesses within the new Economic Development Strategic Plan	Economic Development	A strategic approach will be identified via the Economic Development Summit and a Draft Strategy for delivery in 2023.	

Legend



On Track



Completed



Behind Schedule



On Hold




Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report


Outcome 3.4 Employment is diverse and accessible

Strategy 3.4.1 Manage the strategic future of industrial and employment lands

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

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

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

ID	Action	Responsible	Comment	Status
3.4.2.1	Conduct three environmental audits of medium to high risk industries	Environmental Health and Building Regulation	The industry audits will commence during the next reporting period.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

Legend



On Track



Completed



Behind Schedule

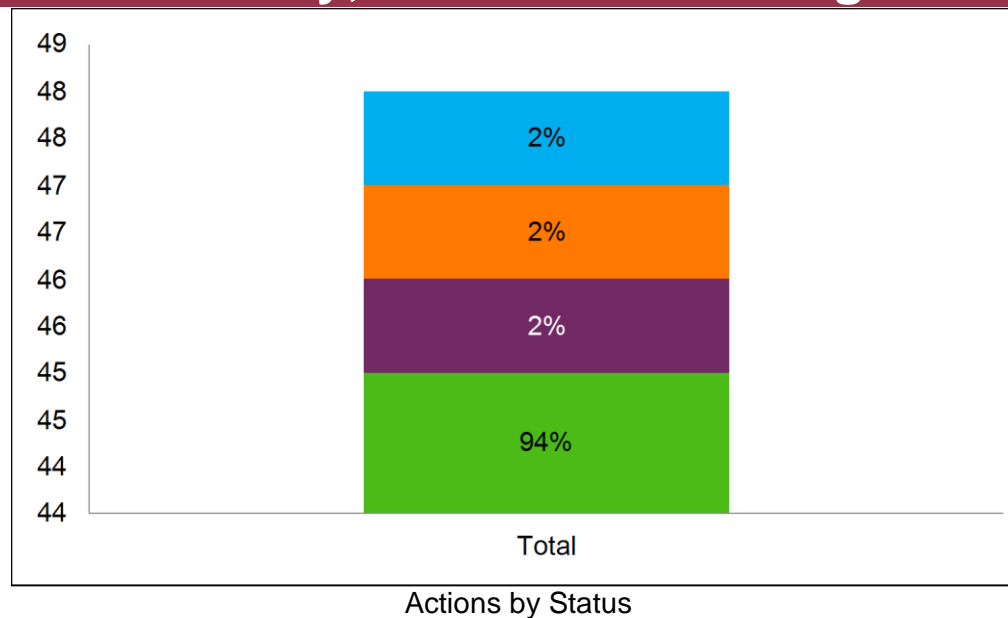


On Hold



Rescheduled

Strategic Direction 4 - Healthy, resilient and caring communities



Outcome 4.1 The Inner West community is welcoming and connected

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

Legend



On Track



Completed



Behind Schedule










On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
4.1.1.1	Implement the Gender Equity Strategy year one actions	Community Wellbeing	The Gender Equity Strategy was formally launched. Gender Equity Champions training has been developed and a pilot program of staff equity champions is underway. Respectful relationship education workshops have been delivered to young people at four high schools. Production is underway for the filming of a short video promoting women in Science, Technology, Engineering and Maths. Council has established a leadership mentoring program for women in the workplace and workshops have been held for women in business.	
4.1.1.2	Develop initiatives for World Pride	Community Wellbeing	The Inner West World Pride Committee held monthly meetings, established Pride Inner West Program of initiatives, including engaging sports, business, arts and culture and the development of a community expression of interest for further program activation. The Geographical Naming Board undertook a public exhibition process for the naming of Pride Square. Design concepts have been produced for Pride Square and Camperdown Memorial Park rainbow projects.	
4.1.1.3	Determine a Pride Centre governance framework	Community Wellbeing	Draft Terms of Reference have been produced for the establishment of a Pride Centre Steering Committee.	
4.1.1.4	Develop an Anti-Racism Strategy	Community Wellbeing	Scoping of the the project and appointment of consultants was completed.	
4.1.1.5	Activate and support the Community Refugee Welcome Centre	Community Wellbeing	Activities this quarter included a Friday Women's Wellbeing program, movie night and Learning Journeys art classes.	
4.1.1.6	Progress the Inner West Pride Centre	Properties and Strategic Investments	CCG Architects have been engaged to undertake compliance and renewal works and produce a Design Report based on input from the Pride Centre Sub Committee. Draft plan options have been presented to council staff for comment.	
4.1.1.7	Coordinate activities for World Pride 2023	Community Wellbeing	Council established an Inner West World Pride Committee with representatives from community, Programming of activities is underway including liaison with Sydney World Pride	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
4.1.1.8	Mark IDAHOBIT, Transgender Day of Visibility and Transgender Day of Remembrance	Community Wellbeing	Council delivered a second Trans and Gender Diverse Swim event at the Annette Kellerman Aquatic Centre on 28 August. Staff are working with Trans Pride Australia and the Gender Centre to support events for Transgender Day of Remembrance in November.	
4.1.1.9	Deliver a rainbow Crossing in Newtown	Capital Works	Design in progress in coordination with Sydney World Pride and Pride Centre planning.	

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

Legend



On Track



Completed



Behind Schedule







On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

ID	Action	Responsible	Comment	Status
4.1.2.1	Facilitate the development of the Volunteer Inner West Framework	Community Wellbeing	Council provided a submission to the NSW Volunteering Taskforce, inclusive of feedback from the Volunteer Inner West member organisations in August 2022.	
4.1.2.2	Develop a Children and Youth Strategy	Community Wellbeing	Staff are drafting a business case and have started undertaking research into demographic data and best practice models for Children and Youth Strategies.	
4.1.2.3	Lead Child Safe Standards compliance	Social and Cultural Planning	The Lead Child Safe Standards compliance is underway this quarter, including Council-wide initiatives and regular reporting to ARIC.	
4.1.2.4	Implement the Healthy Ageing Strategy year one actions	Community Wellbeing	Implementation of the Healthy Ageing Strategy Action Plan for this quarter has included financial literacy workshops for older people. Working relationships with Inner West Region Elder Abuse Collaboration and Dementia Alliance has produced awareness raising and educational tools, resources and workshops to promote a safe and dementia friendly community. Wellbeing and creative ageing initiatives are being piloted across the local government area in response to the diverse needs, interest and cultural backgrounds of community Eg: Rally4Ever program	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 4.1.2a	Percentage of Healthy Ageing Strategy year one actions implemented	> 100%	> 100%	Community Wellbeing	25%	25%

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

ID	Action	Responsible	Comment	Status
4.1.3.1	Develop a framework for measuring community wellbeing	Social and Cultural Planning	The development of a framework for measuring community wellbeing is underway during the quarter.	
4.1.3.2	Implement the Disability Inclusion Action Plan	Community Wellbeing	Council's second Disability Inclusion Action Plan 2022 - 2025 has been developed and implementation will commence once it is endorsed by Council (scheduled for October 2022).	
4.1.3.3	Trial a \$100 Council rebate on the purchase of sanitary products and a \$150 rebate on the purchase of reusable nappies	Resource Recovery Planning	The Rebate for nappies and sanitary products was launched on 29 August 2022 with a budget of \$30,000. Rebates are managed through an online platform and residents can apply for 50% of the value of conforming purchases up to the value of \$100 for sanitary and \$150 nappies (maximum \$150 per household).	

Legend



On Track



Completed



Behind Schedule



On Hold





Rescheduled



Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
4.2.1.1	Engage all Council employees in cultural awareness training	Community Wellbeing	The training package has been loaded onto Council's Learning and Development system and will be available to all staff by end 2022.	
4.2.1.2	Prepare a new Council naming policy which is informed by Aboriginal culture and an understanding of Country	Social and Cultural Planning	A new Council naming policy that is informed by Aboriginal culture and understanding of country is under development.	

Strategy 4.2.2 Celebrate Aboriginal and Torres Strait Islander cultures and history

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

Legend



On Track



Completed



Behind Schedule



On Hold









Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
4.3.1.1	Implement NDIS registered programs and services	Aquatic Services	An application to implement programs has now been submitted for approval to the NDIS. It is estimated programs will commence in March 2023	
4.3.1.2	Develop successful squads' programs at Ashfield Aquatic Centre in line with other centres	Aquatic Services	The squads' program at the AAC has now been successfully set up and operating in line with the Inner West Council Squads programs at other Aquatic Centres.	
4.3.1.3	Implement actions in the Annette Kellerman Aquatic Centre (AKAC) Facility review and Leichhardt Park Masterplan as per schedule (reference to capital works)	Aquatic Services	A project team is working in conjunction with the Aquatics team to deliver AKAC maintenance upgrade and Leichhardt Park Aquatics Centre (LPAC) masterplan. The projects are on track for their 2022 deliverables.	
4.3.1.4	Complete Companion Animals Action Plan 19-23	Parking and Ranger Services	The team continue to work towards completion of the Action Plan with ongoing patrols and education activities	
4.3.1.5	Develop and ratify Companion Animal Action (CAA) Plan 24-28	Parking and Ranger Services	The actions for inclusion in the CAA plan are being considered and refined with additional Councillor requests and comments	
4.3.1.6	Undertake training to obtain qualifications in animal behaviour for Companion Animals Officers	Parking and Ranger Services	The team is working with Council's People and Culture business partners to secure a training provider.	

Strategy 4.3.2 Build connected communities and provide opportunities for social participation

Legend



On Track



Completed



Behind Schedule










On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
4.3.2.1	Prepare Park Plans of Management for community and Crown Lands for Daryl Jackson Reserve, Elkington Park, Mackey Park and Blackmore Park	Parks Planning and Recreation	Round one engagement has been completed for all five park plans of management. Council Staff are now working on developing the draft park plans of management and park master plans.	
4.3.2.2	Complete a draft generic plan of management for Council's Pocket and Neighbourhood Parks	Parks Planning and Recreation	Work on the pocket and neighbourhood park plans of management has recommenced after recruitment for a vacant role of Landscape Planner has been filled. Work is progressing.	
4.3.2.3	Review the structure and delivery of recreation programs and service including Debbie and Abbey Borgia Centre and Robyn Webster Centre	Parks Planning and Recreation	A review of services is currently being undertaken by the Senior Manager Sport and Recreation	
4.3.2.4	Complete the development of Councils ten-year Recreation Strategy	Parks Planning and Recreation	A draft ten- year Recreation Strategy has been completed and will be reported for consideration by Council.	
4.3.2.5	Support Councils Parks and Property Capital Delivery teams with stakeholder engagement and the delivery of key park improvement plans	Parks Planning and Recreation	Council's Parks Planning Unit is working closely with Property Services on a number of key projects including the two high level projects: <ul style="list-style-type: none"> • Paringa Reserve Kiosk • Leichhardt Oval Master Plan 	
4.3.2.6	Complete a draft Commercial Dog Walking Policy for Council's Open Space Areas	Parks Planning and Recreation	This is scheduled to commence in quarter four.	
4.3.2.7	Implement the safety audit of Marrickville Golf Course	Parks Planning and Recreation	A draft safety audit has been completed and will be reported to a future Council meeting.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
4.3.2.8	Host the "Safe Space for Girls to Train" Project	Parks Planning and Recreation	This project will commence in 2023.	
4.3.2.9	Construct at least one inclusive playground in every ward, and public sensory gardens in pocket parks	Capital Works	The proposed program and playground locations were reported to the Major Capital Projects Committee's September 2022 meeting. Project planning for Richard Murden Reserve inclusive playground is in progress. General playground program procurement is also in progress.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
					KPI 4.3.2a	
KPI 4.3.2B	Percentage utilisation of sporting fields	> 85%	> 85%	Parks Planning and Recreation	100%	100%

Legend



On Track



Completed



Behind Schedule



On Hold




Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
4.4.1.1	Review customer experience for community venue hire	Community Venues	This review is scheduled to be undertaken in Quarter 4.	

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

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
4.4.2.1	Review Council's Occasional Care service	Children's Services	The next steps of recommendations from the Urbis Review are underway.	
4.4.2.2	Implement recommendations from the Inner West Council Family Day Care review	Children's Services	Staff wages and conditions have been harmonised. Vacant casual positions have been appointed.	
4.4.2.3	Develop and implement a Marketing and Communications Plan to promote Children's Services.	Children's Services	<p>Highlights were:</p> <ul style="list-style-type: none"> • Children and Family services exhibited at the Sydney Job Fair • The service presented to graduating educators at Petersham TAFE • The service distributed posters and flyers to promote Balmain/Rozelle Occasional Care Service • Consistently designed signage for all Centres will be in place by the end of 2022 • A Facebook campaign promoted under-utilised services - Enmore, Leichhardt Park and Leichhardt. Utilisation has since increased. • Community awareness of Children's Services via new Facebook and Instagram accounts. Facebook content reached 49,596 people in Quarter 3 2022 and Instagram content reached 10,962 	
4.4.2.4	Work towards meeting National quality standards for Marrickville West (OSH) service	Children's Services	The Quality improvement plan is in place and the Educational Leader Specialist is mentoring the Centre Coordinator and team in developing the Self Assessment Tool to meet the national quality standards. Council is awaiting assessment from The Australian Children's Education and Care Quality Authority.	
4.4.2.5	Provide free early education places to children whose parents are awaiting asylum seeker declaration	Children's Services	The Enmore Early Learning Centre and Globe Preschool were chosen as initial host centres. The service has liaised with the nominated referral agencies and awaiting potential referrals.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

Legend



On Track



Completed



Behind Schedule







On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

Strategy 4.4.3 Provide facilities, resources and activities for lifelong learning

ID	Action	Responsible	Comment	Status
4.4.3.1	Investigate a consortia lending service agreement with neighbouring councils	Libraries and History	Investigation has commenced, including discussions with the Information and Technology (IT) provider and other councils that have expressed interest. Liaison has commenced with the Library Management System provider. A meeting has been organised where they will present an overview of the range of consortia models that are used by their current customers. The neighbouring Councils have committed to attending a meeting. In addition preliminary work with Council's procurement team regarding the current status with the contract.	
4.4.3.2	Refurbish Balmain Library	Libraries and History	Consultation has commenced for the refurbishment of the Library service. This has included a public meeting, a visit by the NSW State Library consultants, internal sessions with library staff and a benchmarking exercise based on the State Library's recommendations. As per a Council resolution, a Balmain Town Hall working group meeting is in the process of being formed which has impacted the delivery of the project.	
4.4.3.3	Review layout and functionality of Leichhardt Library	Libraries and History	Preliminary concepts have been developed for how to improve the functionality of Leichhardt Library. Work has taken place to improve the general appearance of the Library such as purchasing some new furniture and address building issues.	
4.4.3.4	Review Libraries languages other than English (LOTE) collections	Libraries and History	The assessment of the current usage of the multicultural collection has commenced and a working group formed. The working group have been waiting for the 2021 Census data release to assist with its decision making. A request for the Library network meeting to discuss the multicultural library collections has also been actioned.	

Legend



On Track



Completed



Behind Schedule






On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

Strategy 4.4.4 Improve the quality and use of existing community assets

ID	Action	Responsible	Comment	Status
4.4.4.1	Replace softfall during the shutdown period in the childcare centres	Facilities Management	The Ashfield Early Learning Centre's softfall replacement will be completed before Christmas to meet the NSW Department of Education's requirements and will use 70% of available funding. The remainder of the childcare centre sites are planned to be finalised for the Christmas shutdown period.	
4.4.4.2	Undertake a pilot program for a maintenance portal for the six aquatic and leisure centres to register work requests directly into and allow internal tracking	Facilities Management	The pilot maintenance portal has been created for the Aquatics team. Selected management staff from each Aquatic centre has been trained and are all trialling the portal.	
4.4.4.3	Trial free period and sanitary products in Council-run facilities	Facilities Management	Submissions have been made with the preferred vendor. Currently waiting on approval of the selected sites and the timing of installation if approved.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 4.4.4a	Attend to reactive building maintenance	> 85%	> 85%	Facilities Management	85%	85%

Legend



On Track



Completed



Behind Schedule

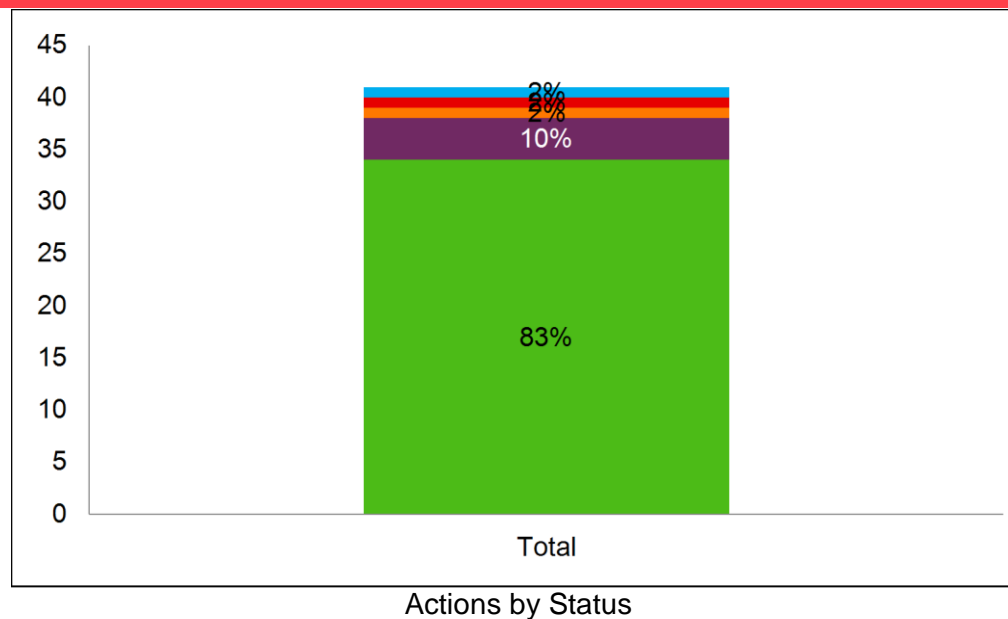


On Hold



Rescheduled

Strategic Direction 5 - Progressive, responsive and effective civic leadership



Outcome 5.1 Council is responsive and service-focused

Strategy 5.1.1 Deliver responsive and innovative customer service

Legend



On Track



Completed



Behind Schedule








On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
5.1.1.1	Develop first draft of a Customer Experience Strategy	Service Transformation	Development of the Customer Experience Strategy to commence on recruitment of the Customer Experience Manager, that is currently in progress.	
5.1.1.2	Develop a Customer Service Charter	Service Transformation	<p>Work commenced on the development of a Service Charter with a benchmark study of State and Local Government and private sector charters. The study has been analysed to identify better practices to be considered in the charter.</p> <p>The method for engaging staff and target community groups in the process of creating a charter is currently being developed and will be rolled out from mid-October.</p>	
5.1.1.3	Establish the process for reporting and accountability of tier one customer complaints	Customer Service	Tier One complaint process reviewed with the Internal Ombudsman's office and senior leader working group. Draft Tier One complaints process documented for feedback and shared with working group.	
5.1.1.4	Adopt new technologies to improve transparency around maintenance schedules	Engineering Services	Planning underway for implementation of new Field Application and mobile devices Q2-Q4.	
5.1.1.5	Consider a customer service point in every library	Service Transformation	Work is to commence, following the recruitment of the Customer Experience Manager that is currently underway.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 5.1.1a	Customer Satisfaction (Voice of Customer – post call survey)	> 4.30	> 4.30	Customer Service	4.30	4.30
KPI 5.1.1b	Customer calls answered within 60 seconds	> 80%	> 80%	Customer Service	59%	59%
KPI 5.1.1c	Customer issues resolved at first point of contact	> 85%	> 85%	Customer Service	85%	85%
KPI 5.1.1D	Back office processing time – emails, applications, payments and forms (within 2 business days)	> 95%	> 95%	Customer Service	90%	90%

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

Legend



On Track



Completed



Behind Schedule









On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
5.1.2.1	Design and rollout the annual training and development calendar	People and Culture	Training this quarter is underway with various training programs. They are the Project Management framework, Authentic Leader, Dealing with difficult Customers, Deafness Awareness, Disability Awareness, Planning for Non-Planners, Finance for Non-Finance, Gender Equity, Manual Handling and the Women's Mentoring program.	
5.1.2.2	Implement the Work Health and Safety Strategy year one actions	People and Culture	Detail is listed in the measure provided for Work Health and Safety	
5.1.2.3	Prepare the Annual Report	Corporate Strategy and Engagement	The preparation of data and information for the 2021-22 Annual Report is underway during this quarter.	
5.1.2.4	Review Integrated Planning and Reporting measures and Levels of Service	Corporate Strategy and Engagement	Integrated Planning and Reporting measures for 2022-23 year were reviewed and uploaded to the TechOne performance planning module. Work on Levels of Service is being carried out.	
5.1.2.5	Deliver project management and business improvement education programs	Service Transformation	<p>Prince2 Project Management Training commenced on 14 March 2022 with 61 people trained to date. Additionally, three project Communities of Practice have been held for people who have completed the training to build and reinforce knowledge and practice as well as exchange ideas and experiences. 20 more staff are booked in for training in October which will take the total number of staff trained in Prince2 Project Management to 91.</p> <p>The business improvement education program based on the world-class practice of Six Sigma will be developed following the recruitment of the Service Improvement Manager currently underway.</p>	
5.1.2.6	Establish the service review program and reporting framework	Service Transformation	Research on the Service Review program and reporting framework has been completed. The program and reporting process will be progressed following the recruitment of the Service Improvement Manager, currently underway.	

Legend



On Track



Completed



Behind Schedule





On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
5.1.2.7	Establish the business improvement program and reporting framework	Service Transformation	<p>Two improvement activities to improve Call Centre Performance and Tree Management are currently underway using the world-class practice of Six Sigma.</p> <p>The Call Centre Performance improvement has been Defined and Measured with data gathered and analysed to uncover the best solutions. The solutions have been approved for Implementation which is the next phase of the improvement cycle.</p> <p>The Tree Management improvement has been defined and is currently in the Measure phase of determining data to be collected on process performance.</p> <p>The overall improvement program and reporting framework will be developed following the recruitment of the Service Improvement Manager, currently underway.</p>	
5.1.2.8	Oversee the agreed program of service reviews to be conducted by nominated business units	Service Transformation	The monitoring program for Service Reviews will be developed and implemented, following the recruitment of the Service Improvement Manager that is currently underway.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

Legend



On Track



Completed



Behind Schedule



On Hold








Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

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

ID	Action	Responsible	Comment	Status
5.2.1.1	Review Asset Management Plans	Engineering Services	Review due for Quarter 4.	
5.2.1.2	Implement the agreed program for condition audits and valuations	Engineering Services	Procurement to commence in Quarter 2 for Parks and Building asset audits	
5.2.1.3	Develop and implement a defects reporting request system for staff	Engineering Services	Fully implemented in Quarter 1	
5.2.1.4	Implement the Asset Improvement Plan	Engineering Services	Ongoing.	
5.2.1.5	Implement the Workforce Management Plan	People and Culture	The Workforce Management plan is being implemented, and over half of the Year 1 Workforce Action Plan items listed in the Workforce Management Strategy 2022-2026 are on track to be implemented.	

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

Legend



On Track



Completed



Behind Schedule









On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

ID	Action	Responsible	Comment	Status
5.2.2.1	Implementation of the 22 recommendations of the Governance Framework Review Report	Governance and Risk	As part of the implementation of the Audit recommendations, Governance is now resourced and has met with all key stakeholders across Council that are required to have input into this process. 30 percent of the recommendations have been completed with action plans now developed to progress the remaining.	
5.2.2.2	Implementation of the 17 recommendations of the Enterprise Risk Management Framework Review Report	Governance and Risk	As part of the implementation of the Audit recommendations, Risk is now resourced and is meeting with all key stakeholders across Council that are required to have input into this process. 30 percent of the recommendations have been completed with action plans now developed to progress the remaining.	
5.2.2.3	Implementation of the new OLG Risk Management and Internal Audit Framework for Local Government	Governance and Risk	The release of The Office of Local Government NSW Management and Internal Audit Framework for Local Government has been delayed by the Office of Local Government (OLG). In lieu of a formalised new guideline, Council has still implemented a new ARIC (Audit Risk & Improvement Committee) TOR (Terms of Reference) in line with the OLG Draft Model TOR. Council will recommence implementation when OLG publishes the framework.	
5.2.2.4	Develop a new Council insurance framework	Governance and Risk	Council's Insurance team is currently gathering data in relation to Councils current Insurance landscape. This will form part of the development of a fit- for-purpose framework to help guide internal and external stakeholders with the Insurance process.	
5.2.2.5	Commission an external review and benchmarking the procurement framework and processes to identify opportunities for improvement	Procurement	Review and Benchmarking completed by ArcBlue. IWC was assessed as a leading council and ranked 5th out of 37 Council benchmarked against for procurement services.	
5.2.2.6	Roll out a new staff online training program for procurement	Procurement	Online Procurement training package was procured from Local Government Procurement and rolled out to all staff who do procurement. Training consists of Procurement, Probity and Contract Management modules.	

Legend



On Track



Completed



Behind Schedule



On Hold





Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

Strategy 5.2.3 Manage public resources to achieve financial sustainability

ID	Action	Responsible	Comment	Status
5.2.3.1	Review the financial reporting process to improve transparency	Finance	Council is waiting on the Office of Local Government to provide further guideline and framework.	
5.2.3.2	Revise the Land and Property Strategy	Properties and Strategic Investments	Stage 1 to update Land Register has been 90% completed. Following audit of existing leases, the lease register has been prioritised to clear backlog of expired leases and also target leases expiring in the next 2 years.	

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

Legend



On Track



Completed



Behind Schedule



On Hold






Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

Strategy 5.3.1 Inform communities through multi-channel communications

ID	Action	Responsible	Comment	Status
5.3.1.1	Commence the development of an Internal and External Communications Strategy	Strategic and Corporate Communications	Due to internal resourcing limitations it has not been possible to commence this strategy.	
5.3.1.2	Scope the purchase and implementation of a digital asset management system	Strategic and Corporate Communications	The project has been rescheduled to quarter four pending recruitment.	
5.3.1.3	Review communications policies and procedures	Strategic and Corporate Communications	During this quarter the team submitted a new Social Media Policy based on the best practice model supplied by the Office of Local Government. The team also maintained the Council's Website and contributed to each of its social media platforms among other duties.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
					KPI 5.3.1a	
KPI 5.3.1b	Number of Inner West Council website page views	> 2.50%	> 0%	Strategic and Corporate Communications	8.33%	8.33%

Legend



On Track



Completed



Behind Schedule







On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

Strategy 5.3.2 Support local democracy through inclusive participatory community engagement

ID	Action	Responsible	Comment	Status
5.3.2.1	Implement the recommendations of the “Your Say Inner West” website review	Corporate Strategy and Engagement	A new provider for the online engagement hub, 'The Hive' was appointed following a review, and the new and refreshed site was launched on 1 July. It provides an improved experience for users, better value for money, new features and improved back-end functionality. Roll-out across the organisation is in progress.	
5.3.2.2	Review the Community Engagement Strategy	Corporate Strategy and Engagement	A project plan was developed, and scoping work is underway.	
5.3.2.3	Recruit new term of local democracy group members	Corporate Strategy and Engagement	New members were recruited for the new term of Council's 13 Local Democracy Groups. A Welcome night was held at Marrickville Town Hall on Wednesday 21 September.	
5.3.2.4	Offer “Your say” stalls directly in neighbourhoods on key issues impacting the community	Corporate Strategy and Engagement	Two customer service stalls were held in this quarter on Saturday mornings - 6 August at Newtown, and 3 September at Marrickville Metro.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 5.3.2A	Number of visits to Your Say Inner West	> 0	> 63,500	Corporate Strategy and Engagement	28,497	28,497
KPI 5.3.2b	Number of projects on Your Say Inner West on which the community has the opportunity to engage	> 40	> 40	Corporate Strategy and Engagement	10	10

Legend



On Track



Completed



Behind Schedule




On Hold



Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

Strategy 5.3.3 Support evidence-based Council decision-making

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

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

Legend



On Track



Completed



Behind Schedule



On Hold







Rescheduled

Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

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

Strategy 5.4.1 Advocate for emerging community issues

ID	Action	Responsible	Comment	Status
5.4.1.1	Develop and present the business case for de1amalgamation, including community engagement	Governance and Risk	Council submitted the business case for de-amalgamation, including community engagement, at the September 2022 Council meeting. Council resolved to have a further briefing and write to the NSW Minister for Local Government requesting various assurances before further consideration of the business case.	
5.4.1.2	Advocate to minimise impacts of state government infrastructure including WestConnex, Western Harbour Tunnel, Sydney Gateway	Traffic and Transport Planning	Council has been advocating to the NSW Government to minimise impacts of state government infrastructure projects.	
5.4.1.3	Advocate for the provision of quality open space including Rozelle Parklands and Callan Park	Parks Planning and Recreation	Council officers have been advocating to Transport for NSW to ensure community recreation needs are reflected in the design of the Rozelle Parkland. Council officers have also been assessing development applications associated with open space embellishment projects for Callan Park which are managed by the Greater Sydney Parklands Authority.	
5.4.1.4	Participate in SSROC and LGNSW projects and initiatives	Governance and Risk	Council continues to actively participate in the Southern Sydney Regional Organisation of Councils (SSROC) and Local Governments in NSW (LGNSW) projects and initiatives including motion submissions to these organisations.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled



Inner West Council Delivery Program 2022-26, and Operational Plan 2022-23 - Quarter One Report

Strategy 5.4.2 Build resilience and capacity of local leaders, groups and communities

ID	Action	Responsible	Comment	Status
5.4.2.1	Deliver annual community wellbeing, arts, and multicultural grants program	Social and Cultural Planning	The Multicultural grants program are underway and associated recommendations will be sent to Council in November 2022.	

ID	Measure	Baseline	Target	Responsible	RESULTS	YTD
	Key Performance Indicator				Q1	
KPI 5.4.2A	Percentage of community wellbeing, arts, and multicultural grant recipients meeting acquittal requirements	> 98%	> 98%	Social and Cultural Planning	0%	0%

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

ID	Action	Responsible	Comment	Status
5.4.3.1	Review the procurement rules and weighting criteria to promote social and environment vs economic factors	Procurement	Currently reviewing the procurement framework to look at strategies that IWC can implement to further promote social and environmental vs economic factors.	
5.4.3.2	Participate in the Sustainable Procurement assessment and implement recommendations arising	Procurement	An assessment carried out by the Local Government Procurement team has not yet commenced.	

Legend



On Track



Completed



Behind Schedule



On Hold



Rescheduled