

Our Place Our Future

Delivery Program
2017 - 2021
Operational Plan
2017- 2018

Progress Report
July - December 2017

Lithgow City Council is pleased to present its July – December Progress Report. This report has been developed for our community, to share our progress over the past 6 months against the combined 2017-21 Delivery Program and 2017/18 Operational Plan. It provides a summary of the achievements we have made in working towards the Community Strategic Plan.

This report summarises our activities under each of our key themes:

- Caring for our Community
- Strengthening our Economy
- Developing our Built Environment
- Enhancing our Natural Environment
- Responsible Governance and Civic Leadership.





caring for our community

aboriginal, cultural &
linguistically diverse
communities
ageing population
children & families
community information
community support
health
library programs
regulatory/compliance
programs
safety
volunteering
youth

CSP Ref: CC1 We feel connected and supported.

DP Ref: CC1.1 Local indigenous and CALD communities are supported.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC1.1.1	Assistance provided to support the activities of local Aboriginal and Cultural and Linguistically Diverse organisations.	Community and Culture	NAIDOC Day held each year with participation of Council and other organisations.	100% complete	100%	The Community Development Officer supported and attended NAIDOC 2017 in Lithgow which was held on 21 October 2017.	Progressing	75%
			Community Development Officer to provide assistance to Mingaan Aboriginal Corporation.	100% complete	100%			
			Harmony Day held each year with participation of Council and other organisations.	100% complete	50%	The Community Development Officer has met with the Multicultural Worker at LINC in the second quarter to discuss plans for Harmony Day 2018		
CC1.1.2	Conduct and celebrate Naturalisation Ceremonies as required.	Executive	Naturalisation Ceremonies conducted.	100% complete	100%	A ceremony was held on 16 August at Eskbank House Museum with 7 local residents being naturalised.	Progressing	50%

DP Ref CC1.2 We are responsive to the needs of an ageing population.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC1.2.1	Celebrate the contribution to the community by our senior residents.	Community and Culture	Coordinate activities to celebrate Seniors Week.	100% complete	75%	Planning is underway with the Library for the 2018 Seniors Festival.	Progressing	75%
CC1.2.2	Conduct the Mayors Appeal to provide residents in Local Nursing Homes with Christmas gifts.	Executive	Gifts sourced and distributed to residents at the Nursing Homes.	100% complete	100%	Gifts were sourced from community donations during October/November and distributed by the Mayor to residents in local nursing homes on Monday 11 and Tuesday 12 November.	Completed	100%

DP Ref: CC1.3 We are a Family Friendly Community.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC1.3.1	Implement the Family Friendly Strategy.	Community and Culture	Priority actions from the Family Friendly Strategy implemented as resources allow.	3 priority actions implemented	Nil	Family Friendly Strategy not yet endorsed by Council.	Not started	0%
CC1.3.2	Regular attendance by the Community Development Officer at meetings of the Lithgow Cares Coalition and participation in community events.	Community and Culture	Assistance provided to conduct Community Fun Days.	100% complete	100%	The Community Development Officer provided assistance to conduct Community Fun Days in the second quarter.	Progressing	50%
			Community Development Officer to attend meetings of the Child Protection Inter-Agency.	100% of meetings attended.	100%	The Community Development Officer attended one meeting of the Lithgow Cares Coalition in the second quarter.		

DP Ref: CC1.4 Assistance is provided to community groups and organisations.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC1.4.1	Promote and administer the Financial Assistance Program to community organisations.	Community and Culture	Program advertised and submissions received in April.	100% processed	100	Submissions received throughout April.	Completed	100%
			Program advertised and submissions received in November.	100% processed	100	8 Round 2 Submissions were received in October 2017.		
CC1.4.2	Provide support for Men's Shed organisations in the promotion and development of activities.	Community and Culture	Community Development Officer to attend meetings of the Lithgow, Wallerawang and Portland Men's Sheds as required.	100% of meetings attended.	100%	The Community Development Officer attended the meetings of the Wallerawang Men's Shed in the second quarter.	Progressing	50%

DP Ref: CC1.5 Celebrate and grow volunteering.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC1.5.1	Assistance provided to support the activities of the Lithgow Volunteering Network.	Community and Culture	Community Development Officer to attend meetings of the Lithgow Volunteering Network.	100% of meetings attended.	Nil	The network is no longer meeting.	Completed	100%
CC1.5.2	Implement a recognition program for volunteering in association with National Volunteers Week.	Community and Culture	National Volunteers Week held each year with participation of Council and other organisations to recognise volunteers in the Lithgow LGA.	100% complete	50%	Planning is underway for National Volunteers Week 2018.	Progressing	50%
CC1.5.3	Identify and promote volunteering opportunities to local youth.	Community and Culture	Recognition and promotion of volunteering undertaken through: Youth Council Youth Networks Media Social Media Website	100% complete	100%	Young people were provided with opportunities in the 2 nd quarter to volunteer at Halloween or as a performer on the Halloween Youth stage. . Council continues to encourage young people to participate in Youth Council.	Progressing	50%

DP Ref CC1.6 Improved quality of life for our youth.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC1.6.1	Meetings of the Youth Council to be conducted in accordance with the Committee Terms of Reference.	Community and Culture	Meetings held 8 times per year.	100% of meetings held.	100%	3 Youth Council meetings were held in the second quarter.	Progressing	50%
CC1.6.2	Implement priority actions from the Youth Strategy.	Community and Culture	Priority actions from the Youth Strategy are implemented within available resources.	3 priority actions implemented.	100%	<p>A youth stage was established for Halloween 2017.</p> <p>- 3 Youth Council meetings were held.</p> <p>Council was successful in obtaining a Youth Opportunities grant with p planning underway for implementation of grant.</p> <p>Plans are underway for Youth Week 2018 including actively seeking sponsorship for youth events.</p>	Progressing	50%
CC1.6.3	My Tutor maintained and available on the website.	Community and Culture	My Tutor service promoted to local students.	Number of students registered	8 students registered	YourTutor, now named Studiosity, is continuing with the service to be promoted through schools in February 2018.	Progressing	50%
CC1.6.4	Provide Youth Scholarships (sports and cultural) for youth from low income/disadvantaged families.	Community and Culture	Promote and administer Youth Scholarships	20 Scholarships offered per annum.	0	The Youth Scholarship Program was launched in November 2017.	Progressing	50%

CSP Ref: CC2 *There are services and facilities that suit our needs.*

DP Ref: CC2.1 Increased awareness of local services and facilities.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC2.1.1	Information placed on community noticeboards weekly.	Community and Culture	Community noticeboards updated and maintained weekly at: Council Administration Centre Cook Street Plaza All branch Libraries.	100% complete	50%	Notice boards at Council's Administration Centre, Cook Street Plaza and the Library are regularly updated.	Progressing	50%
CC2.1.2	Maintain the online directory of Children's services on Council's website.	Community and Culture	Directory maintained on Council's website and updated annually.	100% complete	100%	The Children's Services Directory was updated in the 2 nd quarter. .	Progressing	50%

DP Ref: CC2.2 We provide a range of health services which meet the needs of the community.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC2.2.2	Participate in the Community Services Inter-Agency.	Community and Culture	Regular attendance by the Community Development Officer at Community Services Inter-Agency meetings and participation in events.	100% of meetings attended	100%	The Community Development Officer attended one meeting of the Community Services Interagency in the second quarter.	Progressing	50%
CC2.2.3	Facilitate the Mayors Mental Health Taskforce.	Community and Culture	Meetings held bi-monthly.	100% complete	100%	Two meetings of the Mayor's Mental Health Taskforce were held in the second quarter.	Progressing	50%

DP Ref: CC2.3 We provide learning opportunities which meet the needs of the community.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC2.3.1	Provide relevant and engaging Library services and resources that meet community need.	Community and Culture	Children's story time activities held twice weekly during school term.	20 sessions per term.	100%	55 Children's story time sessions were held, with 606 children attending.	Progressing	50%
			Number of new members.	5% increase per annum.	349	New members this period.		
			Number of library loans.	5% increase per annum	42,856	Library Loans during the reporting period.		
			Children's vacation activity program held 2 days per week during school holidays.	100% complete	100%	12 school holiday sessions were completed in the 2 nd Quarter.		
			Number of visitors to the Library.	5% increase per annum	See below			
			Number of bookings of the Library computers and WIFI.	5% increase per annum				
			Number of e-Book loans.	5% increase per annum				

Month	Visitors Lithgow Library	Visitors Portland Library	Visitors Wallerawang Library	Computer Bookings Lithgow	Computer Bookings Portland	Computer Bookings Wallerawang	WIFI Bookings Lithgow	WIFI Bookings Portland	WIFI Bookings Wallerawang	eBook Loans
July	7,520	784	677	1,659	306	289	83	71	0	49
August	8,100	710	626	1,692	266	253	114	57	0	49
September	6,900	669	583	1,385	266	248	63	45	13	54
October	6,679	655	629	1,468	269	253	106	49	12	46
November	6,203	683	634	1,399	339	289	100	87	15	50
December	5,445	484	350	1,075	217	156	89	45	11	59

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC2.3.2	Enhance the physical space of the Library to meet changing need.	Community and Culture	Replace furnishings, fittings and shelving at all branch Libraries as required.	100% complete	50%	New music CD stand has been purchased for Wallerawang Branch Library.	Progressing	50%
			Purchase and replace chairs.	100% complete	100%	Completed.		
			Provide new technology: CD & DVD Disc Repair and Maintenance Machine Photo Scanner Home Theatre DVD.	100% complete	30%	A new Disc Repair Machine has been purchased; other items to be purchased.		
CC2.3.3	Maintain membership of the Australian Learning Community Network.	Community and Culture	Membership paid	100% complete	0%	Scheduled to be paid in 3 rd quarter.	Not due to start	0%
CC2.3.4	Enhance the adult, children, DVD, talking book, large print, language and teenage sections of the Library collection and provide kits for the Books for Babies program.	Community and Culture	Purchase additional book and other reading resources to ensure a balanced and relevant collection.	Number of books and other resources purchased by category.	See below		Progressing	50%

Month	DVDs	Books for Babies	eBooks	Large Print Books	Teen Books	Adult Books	Children's Books
July	88	30	0	0	19	287	54
August	188	30	0	0	27	220	45
September	24	30	100	40	27	343	76
October	42	30	0	58	35	113	45
November	94	30	0	3	51	423	159
December	99	30	0	46	39	288	136

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC2.3.5	Share library resources with other communities.	Community and Culture	The number of reciprocal borrowers	100% processed	100%	There were 901 reciprocal borrowers in the 2 nd quarter.	Progressing	50%
			The number of inter-library loans	100% processed	100%	There were 182 inter-library loans in the 2 nd quarter.		
CC2.3.6	Conduct exhibitions and displays.	Community and Culture	Exhibitions and displays conducted annually.	4 per annum	24	During the 2 nd quarter there were 5 exhibitions and 19 displays, including an art exhibit by local artist, Zavazoa and a display for International Peace Day.	Progressing	50%
CC2.3.7	Develop the Local History Collection.	Community and Culture	Indexing of the Lithgow Mercury	100% complete	50%	Indexing of the Births, Deaths & Marriages continues on track.	Progressing	50%
			Catalogue and store donated items	100% processed	50%	25 items were catalogued included 4 newly donated items in the 2 nd quarter.		
			Incorporate digitised photographs in the Library collections	100% processed	50%	215 new photographs were added to the catalogue in the 2 nd quarter.		
			Improved storage and access to the Local Studies Collection	100% complete	50%	Stack shelving was re-arranged to improve access consideration being given to removing the compactus in 2018/19.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC2.3.8	Provide a community and education information service through events, displays and the Learning Shop.	Community and Culture	Community and education information areas updated.	100% complete	100%	All community noticeboards and information areas are updated weekly.	Progressing	50%
CC2.3.9	Community programs developed to promote the facilities and services offered by the Library.	Community and Culture	Host events for teenagers.	Number of events held	36	Sessions held in the 2 nd quarter included: Teen Journaling, Pokémon Club Makerspace Tie Dye Bags Craft	Progressing	50%
			Community events and programs held regularly.	Number of groups using the Library to conduct events.	31	Groups & Programs held in the 2 nd quarter included: Knitting Group Colouring In Group, Quilting Group, Ukulele Group John Wellings Prize International Peace Day Event Pokémon Club		
CC2.3.10	Collaborate with the community and other partners in building connections and improved access to Library services.	Community and Culture	Participate in Local Schools Network.	100% of meetings attended.	0%	No meetings were held in the 2 nd Quarter.	Progressing	50%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC2.3.11	Provide outreach programs for housebound and isolated residents within the LGA.	Community and Culture	Home Library Service provided to residents in Wallerawang, Portland and Lithgow.	Total number of participants.	Jul	59 Clients	Progressing	50%
					Aug	60 Clients		
					Sept	56 Clients		
					Oct	62 Clients		
					Nov	63 Clients		
					Dec	63 Clients		
CC2.3.12	Continue to liaise with tertiary education providers and employment agencies to facilitate delivery of training courses that target business needs.	Economic Development & Environment	Identify gaps in response to economic conditions and advice provided by business stakeholder groups.	100% complete	0%	Deferred until the new Economic Development Officer starts.	Deferred	0%

CSP Ref: CC3 We feel safe

DP Ref: CC3.1 Community safety and compliance is monitored.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC3.1.1	Responsible care of animal welfare and maintenance of the Lithgow Animal Shelter.	Economic Development & Environment	Undertake improvements at the Lithgow Animal Shelter: Purchase and construct shade sail. Isolation area to prevent parvo.	100% complete	100%	A new wing of the Lithgow Animal Shelter has been complete, increasing the capacity of the shelter and improving rehoming and adoption rates. A new fenced exercise area complete with shade sail has also been installed to make residents stay more enjoyable.	Progressing	50%
			Responsible Companion Animal's ownership education activities undertaken.	100% complete	100%	The program allowed the following to be achieved: 37 animals de-sexed (all pensioners or health care card holders) 26 Dogs & 11 Cats 59 animals micro-chipped (both cats & dogs) Education component delivered to 3 Primary Schools within the Local Government Area. Program delivered to a total of approximately 90 students. A strengthened relationship with Council's Rangers and the community. 2 successful micro-chipping open days held at Council's Animal Shelter, which led to several animals being adopted. Greater education on responsible pet ownership and the need for micro-chipping and de-sexing of pets. Especially lifetime traceability.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC3.1.2	Investigate non-compliance with the Protection of the Environment Operations Act.	Environment	Number of environmental actions taken.	100% of actions processed.	Jul	22	Progressing	50%
					Aug	47		
					Sept	49		
					Oct	33		
					Nov	21		
					Dec	0		

DP Ref: CC3.2 Crime prevention and safety strategies are actively promoted.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC3.2.1	Remove graffiti from public places and liaise with Police.	Operations	All graffiti removed within 5 working days.	100% complete	50%	Graffiti is removed within 5 working days of notification.	Progressing	50%
CC3.2.2	Participate in Local Liquor Accord.	Community and Culture	Manager Community & Culture to attend meetings of the Local Liquor Accord.	100% of meetings attended.	0%	No meetings of the Liquor accord were held in the 2 nd quarter.	Not Progressing	0%
CC3.2.3	CCTV System managed to ensure monitoring of the CBD.	Information Technology	Requests from Police for CCTV footage processed.	100% processed	100%	1 request for footage received.	Progressing	50%
			CCTV System services maintained.	100% maintained	100%	Grand central camera repaired. Ongoing improvements to stability of network in park.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC3.2.4	Impound abandoned articles from public places in accordance with the Impounding Act.	Environment	Number of abandoned articles impounded.	100% processed	Jul	6	Progressing	50%
					Aug	4		
					Sept	7		
					Oct	2		
					Nov	5		
					Dec	5		
CC3.2.5	Implement the Crime Prevention Plan.	Community and Culture	Meetings of the Crime Prevention Committee to be conducted in accordance with the Terms of Reference.	100% of meetings attended.	100%	The Crime Prevention Committee met twice during the 2nd Quarter.	Progressing	50%
			Priority crime prevention actions implemented in accordance with available funding.	100% complete	100%	Actions implemented as identified by Committee.		
CC3.2.6	Continue participation and support for the Lithgow Cares Coalition (LCC).	Community and Culture	Assistance provided to conduct White Ribbon Day.	100% complete	100%	The Community Development Officer assisted the LCC with hosting White Ribbon Day in the second quarter.	Progressing	75%
			Assistance provided to conduct International Women's Day.	100% complete	0%	Planning for International Women's Day to commence in the third quarter.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Assistance provided to conduct Domestic Violence Awareness Programs.	100% complete	100%	The Community Development Officer provided assistance with organising White Ribbon Day, the march against domestic violence and trivia night in the second quarter.		
			Community Development Office to attend meetings of the Lithgow Partnerships Against Domestic Violence and Family Abuse Committee (LPADVFA).	100% of meetings attended.	100%	The Community Development Officer attended one meeting of the Lithgow Cares Coalition in the second quarter.		
CC3.2.7	Participate in emergency services committees in accordance with their Terms of Reference.	Operations	Group Manager Operations to attend meetings of the Local Emergency Management Committee.	100% of meetings attended	50%	The Director Operations attended 1 meeting.	Progressing	50%
			Group Manager Operations to attend meetings of the Bush Fire Advisory Committee.	100% of meetings attended.	50%	The Director Operations attended 1 meeting.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
CC3.2.8	Ensure available parking for residents and visitors.	Environment	On-street parking enforcement in the Central Business District of Lithgow conducted.	200 parking patrols per annum	Jul	11	Progressing	40%
					Aug	10		
					Sept	8		
					Oct	11		
					Nov	17		
					Dec	4		
			On-street parking enforcement in school zones conducted	24 parking patrols per annum	Jul	4		
					Aug	5		
					Sept	4		
					Oct	4		
					Nov	21		
					Dec	0		
CC3.2.9	Enforce Legislative requirements.	Operations	Traffic Authority Local Committee meetings conducted in accordance with the terms of reference.	Every 4 weeks.	50%	TALC meetings held.	Progressing	50%



strengthening our economy

arts & culture

branding & marketing

business & industry

development and support

leadership &

communication

education & training

tourism

heritage

CSP Ref: SE1 We attract new business and investment.

DP Ref: SE1.1 Our area is an attractive place to invest and visit.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE1.1.1	Implement the Lithgow Marketing and Branding Strategy.	Economic Development	Priority actions implemented in accordance with available funding.	100% complete	0%	No action was taken further to the presentation given in the 1st Quarter 2017-18. Further action should progress with the start of the Economic Development Manager.	Progressing	10%
			Priority actions implemented in accordance with available funding.	100% complete				
SE1.1.2	Install additional town entry signage and tourism signage throughout the LGA.	Economic Development	Welcome banners replaced annually.	100% complete	50%	Welcome banners were replaced in the 2nd quarter 2017 as well as Christmas banners being erected.	Progressing	50%
			Upgrade and install brown and white tourism signs in accordance with the Interpretive Signage Program.	100% complete	0%	No white and brown tourism signs were installed during this period.		
SE1.1.3	Develop promotional material to attract investors and residents and participate in relevant exhibitions.	Economic Development	Continue to monitor, maintain and update Revitalising Lithgow and Lithgow; Our Place, Our Future Facebook Pages.	100% complete	100%	Facebook page monitored and maintained. Updates made with reference to Halloween and CBD Revitalisation as required.	Progressing	50%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Continue to update the Economic Development Website.	100% complete	0%	No updates were made to the Economic Development website. Further action should progress with the start of the Economic Development Manager.		
SE1.1.4	Attend local and regional economic and tourism forums to promote and advocate for development and business opportunities within the Lithgow LGA.	Economic Development	Appropriate conferences attended to encourage investment.	100% complete	0%	Awaiting commencement of the new Economic Development Manager.	Not Due To Start	0%
SE1.1.5	Encourage expansion and attraction of business.	Economic Development	Respond to enquiries and coordinate with other departments as required in accordance with Policy 4.6.	100% of enquiries responded to.	100%	Enquiries were responded to during the period by relevant Departments. However a more coordinated approach will be developed on commencement of the new Economic Development Manager.	Progressing	50%
SE1.1.6	Encourage the increase of business activities in the CBD's of Lithgow, Wallerawang and Portland.	Economic Development	Coordinate business training and development activities for local businesses.	3 sessions per year.	0%	Awaiting commencement of the new Economic Development Manager.	Deferred	0%
			Promote the Main Street Facade Program.	100% processed	100%	One application was received and processed.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE1.1.7	Ensure sound communications across the community and with Council to assist with encouraging growth.	Economic Development	Conduct meetings of the Economic Development Advisory Committee in accordance with the Terms of Reference.	4 meetings per annum	Nil	EDAC has been disbanded. A new Economic Development Committee has been formed which works with Community Working Parties to undertake projects. Regular meetings have been conducted as part of the formation of the Committee and Working Parties.	Progressing	50%
			The Economic Development Officer to attend meetings of Lithgow Chamber of Commerce in accordance with the Terms of Reference.	100% of meetings attended.	Nil			
SE1.1.8	Promotion and marketing of the LGA in a range of media and within budget.	Economic Development & Environment	Regular advertisements in a range of local and regional tourism magazines and media.	100% complete	100%	Advertising was undertaken in relevant tourism magazines within budget.	Progressing	50%
SE1.1.9	Develop and update Recreational Activity Guides to increase greater visitation of areas listed.	Economic Development	Develop guide/s to promote bushwalking, mountain biking and camping in the LGA.	100% complete	0%	A business cases was submitted for the 2018/19 budget to fund a 4wd, Mountain Bike and Camping guide for the Lithgow LGA.	Not Progressing	0%
SE1.1.10	Support filming opportunities in the LGA.	Economic Development	Filming enquiries processed	100% processed	100%	2 Enquiries were received which were both on National Parks or State Forest Land. Both resulted in films being made.	Progressing	50%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Maintain a web presence	100% complete	100%	The website was maintained and operational during the period.		

DP Ref: SE1.2 Facilitate and provide infrastructure and land to support residential, rural and economic growth.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE1.2.1	Prepare and Implement the Rural Lands Study.	Strategic Land Use Planning	Plan prepared, consulted upon and adopted by Council.	100% complete	0%	Preparation of the Final Draft of the Rural Lands Study deferred pending completion of the Lithgow Agricultural Lands Mapping Project being undertaken by Council in partnership with NSW Department of Planning and Environment and Department of Primary Industries (Agriculture). A stakeholder workshop was held with rural landowners to review draft mapping in October 2017. Further workshops are being planned for the 3rd quarter. Edge Land Planning is also reviewing the draft strategy in light of Council and NSW Department of Planning comments.	Deferred	85%
SE1.2.2	Ensure the long-term sustainability of infrastructure and land that underpins and supports the growth of the LGA.	Development	Process and issue building and planning certificates in accordance with regulatory requirements: Section 149 Certificates Building Certificates Subdivision Certificates	90% processed within 7 working days.	90%	Certificates processed within required timeframes.	Progressing	50%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE1.2.3	Support the Bells Line and M2 Extension.	Executive	Attend meetings of the Bells Line Expressway Group as required.	100% of meetings attended.	0%	No meetings held in this period	Not Progressing	0%

CSP Ref: SE2 We encourage economic growth and diversity.

DP Ref: SE2.1 Promote, develop and utilise the creative talents of the Lithgow LGA.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date
SE2.1.1	Participate in local and regional cultural networking groups.	Corporate and Community	Participate in Lithgow Museums Network, Arts OutWest, Blue Mountains Association of Cultural Heritage Organisations and other networking groups.	100% complete	100%	The Cultural Development Officer has continued involvement as a member of the BMACHO committee and also the annual Heritage Conference sub-committee. Regular communication with members of the Lithgow Museums Network mostly taking place via email or individual meetings.	Progressing	50%
SE2.1.2	Maintain and improve the Lithgow Creative's website.	Corporate and Community	Website maintained and updated monthly.	100% complete	100%	The website is updated with new content as required.	Progressing	50%
SE2.1.3	Host exhibitions at Eskbank House Museum for cultural industries.	Corporate and Community	Two exhibitions hosted at Eskbank House Museum per annum.	100% complete	50%	Eskbank House Voices - 175th Anniversary opened on 25th November with a major exhibition, publication launch, and expert talks	Progressing	50%

DP Ref: SE2.2 A strong tourism industry that maximises benefits from visitors to the Lithgow LGA.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE2.2.1	Priority actions from the Tourism Strategy/Destination Management Plan are identified by the Tourism Advisory Committee.	Economic Development	Priority actions implemented in accordance with available funding.	100% complete	0%	The Tourism Advisory Committee has been dissolved. A new Economic Development Committee was developed with a Tourism Working Party made up of industry representatives was developed.	Progressing	50%
			6 meetings of the Tourism Advisory Committee held per year in accordance with the Terms of Reference.	100% of meetings held	0%	The Working Party's charter includes identification of a relevant and effective model for a Lithgow tourism entity and the research and development of an events framework to complement existing events in the Lithgow tourism Calendar.		
			Provide input into community tourism development initiatives.	100% complete	50%			
			Seek opportunities to increase funding for tourism activities.	100% complete	50%	An application for Flagship funding was made for Lithgow Halloween 18 which was unsuccessful.		
SE2.2.2	Organise and stage LithGlo: •Sponsorship levels •Participation •Visitation	Economic Development & Environment	Event delivered	100% complete		Event date moved to May 2018	Progressing	30%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE2.2.3	Organise and stage Halloween: •Sponsorship levels •Participation •Visitation	Economic Development & Environment	Event delivered	100% complete	100%	The event was held on 28 October 2017.	Completed	100%
			Continue sponsorship funding agreements for the event.	20% of council funding is matched by corporate sponsorship.	100%	There was an increase in the number of sponsors both financial and in-kind. Telstra provided in-kind sponsorship with an outdoor film in Cook Street Plaza. Lithgow District Chamber of Commerce, local School and dance groups participated in the event. \$29,300 was received in financial support. 11,345 people attended the event.		
SE2.2.4	Identify and support the delivery of a diverse range of quality festivals and events.	Community & Culture	Develop a program of temporary programs and events to be held in the Cultural Precinct.	2 per annum	100%	Sept/Oct school holiday programs were delivered. Support for Lithgow Halloween was provided. A major anniversary event was delivered.	Progressing	50%
			Develop a plan for regular cultural activities to be undertaken on completion of the upgrade to Blast Furnace Park inclusive of an Outdoor Sculpture Competition.	100% complete	100%	A proposal was developed as part of the 2018/19 Business Case process to deliver a sculpture exhibition at Blast Furnace Park		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE2.2.4	Identify and support the delivery of a diverse range of quality festivals and events.	Economic Development	Promotional displays developed in VIC to promote major events to visitors for example: •Ironfest •Halloween •LithGlo •Daffodils @ Rydal	4 displays per annum	3	The following displays were developed during the reporting period: <ul style="list-style-type: none">Daffodils at RydalLithgow HalloweenChristmas in the Park	Progressing	50%
			Support provided to local tourism events.	100% of enquiries assisted	100%	Supported and provide assistance for events including: <ul style="list-style-type: none">'No more Waste' Train ride and picnic to Lithgow.Capertee Train Ride.		
SE2.2.5	Support Australia Day festivities in Lithgow and provide support to other events and activities throughout the LGA.	Community & Culture	Official Ceremony coordinated and promoted to official guests and the community.	100% complete	75%	The official ceremony for Australia Day 2018 was coordinated and promoted.	Progressing	75%
		Economic Development	Promote Australia Day events to the community.	100% complete	30%	Information was requested from Portland and Wallerawang organising groups for their events	Progressing	30%
SE2.2.6	Attract events to the Lithgow region.	Economic Development	Implement the Events Attraction Package.	100% complete	100	Eventa Attraction Package applications have been submitted for approval for the November Council meeting.	Progressing	50%
SE2.2.7	Provide quality visitor information services.	Economic Development	Identify increased customer satisfaction through visitor comments and surveys.	1 survey per annum	50%	No surveys have taken place in the 2nd Quarter 2017-18 pending the commencement of the Economic Development Manager and the possible inclusion of the survey as part of a co-ordinated strategy.	Progressing	50%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE2.2.8	Increase local awareness of the role of the Visitor Information Centre in the Lithgow community.	Economic Development & Environment	Monitor and update social media.	3 Facebook posts per week.	3 Facebook Posts per week	3 Facebook Posts per week were made during the 2nd Quarter of 2017/18.	Progressing	50%

DP Ref: SE2.3 The cultural diversity and rich heritage of the Lithgow LGA is celebrated.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE2.3.1	Eskbank House Museum is open and operational 5 days per week.	Corporate and Community	Number of visitors to Eskbank House Museum.	10% increase per annum	6%	During the reporting period there were 1,023 visitors to the Museum. Eskbank House Museum was operational 5 days per week, except for the holiday closure over the Christmas period.	Progressing	50%
SE2.3.2	Events and activities developed to promote Eskbank House Museum and its collections.	Corporate and Community	Exhibitions and events held (including travelling exhibitions with major institutions).	4 per annum	2	175th Anniversary event and exhibition was delivered in November	Progressing	50%
			Public program events held annually.	4 per annum	3	School holiday workshops were delivered as well as expert talks on heritage issues and projects		
			Celebrate the 175th Anniversary of Eskbank House.	100% complete	100%	A major exhibition, publication and public talks were delivered. 3 digital interpretation panels were developed and installed.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE2.3.3	Upgrade display and exhibition equipment at Eskbank House Museum.	Corporate and Community	Collection systematically catalogued and interpretive materials developed.	100% complete	50%	New interpretation panels were designed and installed to provide access to historical photographs and historical information. Collection has continued to be catalogued and a process of review is in development.	Progressing	50%
			Display and exhibition equipment upgraded within budget allocation.	100% complete	50%	Research on new gallery lighting is taking place.		
SE2.3.4	Develop marketing/communications for Eskbank House Museum.	Corporate and Community	Brochures developed and updated as required.	100% complete	40%	The Eskbank House guide is in design stage to ensure design and content is up to date.	Progressing	40%
			Develop and implement the Eskbank House Outdoor Interpretation project.	100% complete	80%	3 digital interpretation panels were developed as part of the first stage of signage.		
			Promote Eskbank House and its connections with other heritage sites through participation in combined museum events and promotions.	100% participation	30%	A museums guide is in development		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Two school visits to Eskbank House Museum per annum.	100% processed.		Lithgow Public School visited Eskbank House and Museum on 6th September, including 40 students plus teachers		
SE2.3.5	Provide support for cultural organisations in the development and promotion of cultural activities.	Corporate and Community	Museums Advisor Program continuing to work with Eskbank House and other museums to preserve and promote local history collections.	100% complete	50%	The Museums Advisor has continued to work with the regions museums and the report is currently in draft format.	Progressing	50%
SE2.3.6	Provide heritage advice to residents on development matters.	Economic Development & Environment	Number of residents utilising the Heritage Advisory Service.	100% processed	100%	The Heritage Advisory meets with residents on request.	Progressing	50%
SE2.3.7	Implement works at Blast Furnace Park and nearby precinct in relation to safety and interpretive signage.	Corporate and Community	Completion of works including construction of raised walkways, viewing platforms, fenced pathways and interpretive signage.	100% complete	80%	Upgrade works were continuing during the reporting period and are expected to be completed by February 2018.	Progressing	80%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
SE2.3.8	Install new heritage and interpretive signage across the Local Government Area.	Corporate and Community	Install interpretive signage as required.	100% complete	50%	A new interpretive signage strategy has been developed for Lithgow Blast Furnace. A website with audio content for hearing impaired visitors to Blast Furnace is under development.	Progressing	50%



developing our built environment

cemeteries
community commercial &
industrial buildings
cycleways & walkways
environmental health
parks & gardens
recreational facilities
transport
sewage infrastructure
streetscape improvements
tradewaste
water infrastructure

CSP Ref: BE1 Our built environment blends with the natural and cultural environment.

DP Ref: BE1.1 We provide a respectful cemetery service.

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
BE1.1.1	Monitor and report on the number of complaints received.	Recreation	Number of complaints received.	< 5 received	1	Complaint was received and processed.	Progressing	50%
BE1.1.2	Undertake improvements at Lithgow Cemetery.		Seal the access road.	100% complete	50%	Half of road has been sealed.	Progressing	50%
			Footpath construction.	100% complete	25%	Awaiting contractor action for drainage.		

DP Ref: BE1.2 We provide cultural and recreational infrastructure that meets the needs of the community.

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
BE1.2.1	Implement the CBD Revitalisation Action Plan.	Operations	Redevelopment of Cook Street Plaza and Eskbank Street Precinct.	100% complete	20% completed	Construction commenced at Cook Street Plaza. Eskbank Street Precinct is scheduled to commence in 3 rd quarter and works on footpaths will be undertaken in 4 th quarter.	Progressing	20%
			Main Street footpath upgrade in the vicinity of Cook Street Plaza and Eskbank Street.	100% complete	0%			

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
BE1.2.2	Undertake a program of capital improvements to Eskbank House Museum based on the 10 year program as identified through the Conservation Management Plan.	Community & Culture	<p>The following priority capital improvements undertaken within budget:</p> <p>Gravel skirt to all buildings</p> <p>External painting of Eskbank House</p> <p>Exhibition lighting of the Enclosed Courtyard.</p>	100% complete	30%	External painting will commence 29th January with completion in mid-February	Progressing	30%
BE1.2.3	Develop and maintain gardens, parks, reserves, street trees and other public spaces.	Recreation	<p>Install or replace the following to enhance public amenity:</p> <p>Plant new street trees</p> <p>Remove dangerous trees.</p>	100% complete	60%	Removal of dangerous trees and planting of new street trees is undertaken throughout the year as required.	Progressing	25%
			<p>Install or replace the following in Queen Elizabeth Park:</p> <p>Shaded seating</p> <p>Shade structure over playground equipment.</p>	100% complete	20%	Ongoing		
			Upgrade power at Lake Wallace.	100% complete	30%	Scope of works given to contractors for comment.		

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Install or replace the following in local parks as required: Playground equipment Shade structures Park furniture Replace soft fall Eskbank House ground improvements.	100% complete	25%	Ongoing		
BE1.2.4	Manage and prepare playing fields ensuring availability for use except in exceptional wet weather conditions.	Recreation	Complete the installation of floodlights at Wallerawang Oval.	100% complete	20%	Floodlights are ordered.	Progressing	50%
			Complete the following works at Kremer Park: Floodlights Retaining Wall	100% complete	60%	Retaining Wall Complete. Floodlights are ordered.		
			Complete the following works at Tony Luchetti Show Ground: Floodlights Goal post replacement	100% complete	20%	Floodlights are ordered.		
			Complete the replacement of the boundary fence at Conran Oval.	100% complete	100%	Completed 2016/17 Financial Year.		

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Complete the following works at local sporting fields: Water cannon replacement Top dressing of ovals Synthetic wicket replacement.	100% complete	100%	Completed.		
			Upgrade Wallerawang and Portland skate parks.	100% complete	10%	Call for tenders for design/construction.		
BE1.2.5	Farmers Creek developed to encourage environmentally sustainable recreational and tourist use.	Operations	Construct Stage 3 of the Farmers Creek Footpath/Cycleway.	100% complete	0%	Project not scheduled to commence until later in Q3.	Not Due To Start	0%
			Construct Stage 3 of the Farmers Creek Footpath/Cycleway.	100% complete	0%	Project not scheduled to commence until later in Q3.		
BE1.2.5	Farmers Creek developed to encourage environmentally sustainable recreational and tourist use.	Environment	Implement the Farmers Creek Precinct Master Plan in accordance with available funding.	100% complete	50%	Council has submitted a Grant application for \$400k through the Stronger Country Communities.	Progressing	50%
BE1.2.6	Organise Sports Advisory Committee meetings in accordance with the committee terms of reference.	Operations	Meetings to be held monthly.	100% of meetings held.	90%	5 meetings were held: 25 Jul 2017 29 Aug 2017 26 Sept 2017 31 Oct 2017 21 Nov 2017	Progressing	50%

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
BE1.2.7	Provide support to recreational activities and organisations in accordance with Council's Financial Assistance Policy.	Operations	Support provided to applicants for financial assistance to attend or participate in special events.	100% of applications processed.	100%	4 Financial Assistance applications were processed during the quarter.	Progressing	50%
BE1.2.8	Improve the quality of life of rural village communities.	Community & Culture	Implement the Village Improvement Plans in accordance with available funding.	100% complete	100%	Funding was provided for the Rydal Showgirls sign to be installed in Pioneer Park, Rydal.	Progressing	50%
BE1.2.10	Develop and operate the JM Robson Aquatic Centre using Council resources and associated oncosts	Recreation	Number of patrons utilising the service public programs implemented.	100% complete	See monthly data below.		Progressing	50%

Month	Patrons	Kids Party Package Bookings	Learn to Swim Program	Exercise Program
July	3,675	5	193	151
August	6,780	5	186	180
September	6,612	11	189	193
October	8,093	5	235	212
November	9,321	11	252	216
December	8,417	8	254	146

DP Ref: BE1.3 Provide an Environmental Health Inspections Program.

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
BE1.3.1	Undertake activities identified in the Trade Waste Policy.	Environment	Trade waste inspections undertaken.	100 per annum	See below		Progressing	50%

Month	Trade Waste Applications Assessed & Processed	Trade Waste Properties Inspected for Non Compliance	Trade Waste Inspections	Food Premises Inspections
July	0	0	10	4
August	1	8	8	12
September	1	0	0	11
October	0	0	0	11
November	2	0	2	13
December	0	0	0	16

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
BE1.3.2	Conduct public health and food inspections.	Environment	Complaints made in relation to food premises investigated, actions resolved or determined within 24 hours	100% investigated	100%	3 complaints were investigated and appropriate action taken.	Progressing	50%
			All skin penetration premises inspected once per year.	100% complete	0%	Scheduled to be undertaken in 3 rd quarter.		
			Conduct one inspection of each commercial swimming pool or spa per year and provide ongoing education.	100% complete	0%	Scheduled to be undertaken in 3 rd quarter.		
			Conduct inspections of cooling towers and associated systems	100% complete	0%	Scheduled to be undertaken in 3 rd quarter.		
			Complaints made in relation to cooling towers investigated, actions resolved or determined within 24 hours.	100% investigated	100%	No complaints were received during the reporting period.		

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Maintain a register of water cooling and warm water systems to ensure compliance with the Public Health (Microbial Control) Regulation at all times.	100% complete	100%	The register is maintained.		
			Undertake 2 Inspections per Caravan Park Annually	100% complete	0%	Scheduled to be undertaken in 3 rd quarter.		

DP Ref: BE1.4 Match infrastructure with development.

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
BE1.4.1	Maintain and upgrade community buildings and structures to meet the needs of the community and ensure commercial viability.	Operations	Install new bus shelters as required by the bus company.	2 per annum	100%	A Bus Shelter has been constructed and installed at the hospital near the Scots School	Progressing	55%
			Maintain Council Depots. Implement a barcoding system.	100% complete	10%	Works commenced however upon the termination of the storeman, this project has been temporarily delayed.		
BE1.4.1	Maintain and upgrade community buildings and structures to meet the needs of the community and ensure commercial viability.	Development	Implement the General Asset Building Maintenance Program (including the Special Rate Variation Program) to: Centrelink building lighting Mick More Pavilion Improvements, Portland LINC Grease traps installation.	100% complete	20%	Orders issued.	Progressing	20%
			Upgrade toilet facilities at Kremer Park, Portland and Daintree Lane, Wallerawang.	100% complete	20%	Construction of both has commenced.		
			Continue investigations into construction of a toilet facility in Rydal.	100% complete	10%	Under investigation		

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
BE1.4.2	Manage community halls and theatres.	Customer Service	Number of bookings processed for the following community halls (see below).	100% processed	See below		Progressing	50%

Month	Union Theatre	Civic Ballroom
July	0	0
August	0	2
September	1	3
October	2	1
November	2	4
December	2	1

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
BE1.4.2	Provide a secure and reliable sewage reticulation system to residents of Lithgow, Lidsdale, Marrangaroo, Cullen Bullen, Portland and Wallerawang.	Recreation	Undertake a feasibility study and investigate options for Onsite Wastewater Management at Lake Lyell.	100% complete	100%	Completed.	Completed	100%
BE1.4.3	Provide a secure and reliable sewage reticulation system to residents of Lithgow, Lidsdale, Marrangaroo, Cullen Bullen, Portland and Wallerawang.	Water & Wastewater	Undertake smoke testing at Sewerage Treatment Plants.	100% complete	0%	Due to start 4 th quarter.	Progressing	50%
			Construct new Portland Sewerage Treatment Plant.	100% complete	50%	Power upgrades completed 2 nd quarter with commissioning of stage 1 works with sewerage being treated by upgraded STP to undertaken in 3 rd quarter.		
			Conduct desludging at Sewerage Treatment Plants.	100% complete	50%	Ongoing desludging of Lithgow STP undertaken as well as both Wallerawang & Portland STP's		
			Undertake replacement of pumps to sewer pumping stations.	100% Complete.	50%	Pumps Replaced at Wallerawang, Lake Wallace and Lithgow Farmers Creek Sewer Pumping Stations.		
			Undertake a replacement of sewer vents.	100% complete	0%	Due to start in 4 th quarter.		

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Undertake CCTV inspections and condition assessments of sewer mains and record in Council's Asset Management System.	100% complete	0%	Due to start in 3 rd quarter.		
			Commence design of Cullen Bullen Sewerage Treatment Plant.	100% complete	10%	Council signed funding deed in December 2017 and is awaiting treasury sign off to progress this project.		
			Undertake a feasibility study for the West Bowenfels Release Area sewer upgrade.	100% complete	0%	Due to start in 4 th quarter.		
BE1.4.4	Upgrade and maintain urban and rural roads to an acceptable standard in accordance with their level of traffic use.	Operations	Implement the Special Rate Variation Works program in Wallerawang: Cripps Avenue Lyon Parade & Hume Avenue Brays Lane	100% complete	85%	All works except for the final sealing of Cripps Avenue complete. Awaiting sealing contractor's availability.	Progressing	50%
			Implement the Special Rate Variation works program: Reseal Cullenbenbong Road, Kanimbla	100% complete	15%	Contractor appointed to complete works.		
			Implement the Special Rate Variation works program in Lithgow: Reseal Valley Drive Ivatt Street Lane Tank/Union Street Lane	100% complete	100%	Works complete.		

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Implement the Special Rate Variation works program in Portland: Carlton Road Ellen Close Williwa Lane (CBD) Jamison/High Lane Langbein Lane Bate/Piper Lane Falnash/Ilford Lane	100% complete	15%	Ellen Close complete.		
			Implement the Urban Roads Improvement Program in Lithgow: Bridge Street Tank Street	100% complete	65%	Tank Street complete. Awaiting water mains replacement prior to completing remaining works.		
			Implement the Rural Road Improvements Program: Gravel reconstruction of Old Western Road, Rydal Gravel reconstruction of Palmers Oakey Road, Palmers Oakey.	100% complete	10%	Tender process commenced for Palmers Oakey Road.		
BE1.4.5	Continue to seek funding to upgrade and maintain state	Operations	Implement the Roads to Recovery Program: Glen Alice Road, Glen Alice	100% complete	65%	Preparation works complete. Awaiting sealing contractor availability.	Progressing	90%

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
	and regional roads within the LGA.		Implement the Roads to Recover Program: Magpie Hollow Road, South Bowenfels	100% complete	100%	Works complete.		
			Implement the Roads to Recovery Program: Curly Dick Road, Tarana	100% complete	85%	Preparation works complete and seal half laid - postponed due to weather.		
			Implement the Roads to Recovery Program: Clarence Pirie Park access road, Capertee	100% complete	100%	Works complete.		
			Implement the Roads to Recover Program: Donald Street, Lithgow	100% complete	100%	Works complete.		
BE1.4.6	Provide a secure and reliable water reticulation system to residents of the Lithgow LGA.	Water and Wastewater	Upgrade and maintain the Oakey Park Water Treatment Plant.	100% complete	50%	Ongoing replacement of Electrical & Mechanical equipment undertaken throughout the year.	Progressing	50%
			Undertake safety works to Farmers Creek No. 2 Dam.	100% complete	50%	Design for walkway over dam undertaken with installation due to commence in 3 rd quarter.		
			Upgrade telemetry between water treatment plants, reservoirs and pump stations.	100% complete	50%	Successful Tenderer engaged and installation ongoing		

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Desludge lagoons	100% complete	50%	1 Lagoon completed and drying off. Second lagoon started		
			Upgrade and maintain reservoirs to ensure continuous water supply to residents.	100% complete	10%	Tender advertised with submissions closing in 3 rd quarter.		



enhancing our environment

air

biodiversity

climate change

environmental protection
& leadership

natural heritage

stormwater & drainage

water

waste & recycling

CSP Ref: NE1 We use our resources wisely

DP Ref: NE1.1 Reduce, reuse and recycle our resources.

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
NE1.1.1	Provide garbage disposal facilities within the LGA.	Environment	Upgrade and maintain the Lithgow Solid Waste Facility.	50% complete	50%	A development application for the construction of a Recourse Recovery Centre is being developed along with detailed design.	Progressing	50%
			New trenches installed at rural landfill sites.	100% complete	50%	All Rural Landfills are being maintained to ensure residents have access to waste disposal and resource recovery where practically and financially possible.		
			Achieve an annual increase in kerbside recycling material collected.	5% increase per annum.	0%	There has been little variation in the volumes of kerbside recycling this year when compared to the same time last year.		
			Provide a green waste collection service to residents in Lithgow, Lidsdale, Marrangaroo, Portland, Rydal and Wallerawang.	4 per annum	2	There was an 83% increase in residents using the green waste collection in December with 86 households making use of this free service.		
			Provide a clean-up collection service to residents.	2 per annum	2	One of the Bulky Waste collection services is complete for this reporting period with over 200 residences participating in September collecting more than 200 tonnes.		
			Assist in the provision of the Chemical Collection Service provided by Netwaste.	100% complete	100%	The annual Household Chemical Collection is complete with over 120 people attending the day to ensure over 5,200kg of chemicals could be disposed of correctly and don't find their way into the environment.		

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
			Attend meetings and participate in NetWaste Programs considered beneficial for the Lithgow LGA.	Attend 1 meeting per annum	3 meetings	Lithgow Council and Netwaste have collaborated on a number of important projects in recent years ensuring the best environmental and value for money outcomes are achieved for the Lithgow community in waste management.		
			Undertake an Environmental Education Program targeting school aged children.	100% complete	50%	The waste and environmental education program continues to be delivered to schools and residents wishing to participate. The recent Organics and composting workshop had 16 enthusiastic participants learning the wonders of composting and worm farms.		

DP Ref: NE1.2 Implement total water cycle management practices.

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
NE1.2.1	Provide a secure and reliable water reticulation system to residents of the Lithgow LGA.	Water & Wastewater	Undertake a Water Loss Management Program and implementation of its actions to achieve a reduction in Unaccounted for Water to less than 25%.	25% reduction achieved.	50%	Meter installations are ongoing on all council facilities and order for new metered standpipes placed.	Progressing	50%
NE1.2.2	Provide stormwater infrastructure to allow for sustainable growth and development of the area and alleviate flooding.	Operations	Install new drainage inlets on Main Street, Lithgow between Cupro Street and Laurence Street.	100% complete	20%	Investigating options with the RMS as the works require under-boring of their asset.	Progressing	20%
NE1.2.3	Protect the catchment around Farmers Creek Dam.	Water & Wastewater	Provide drinking water to residents with the Farmers Creek Reticulated Supply System in accordance with the Australian Drinking Water Guidelines.	100% compliance	50%	Water use of the Fish river system increased due to pricing structure change, Use of Clarence Water Transfer scheme ongoing to supplement supply volumes in Lithgow Number 2 dam. No exceedances of ADWG for either supply system during the reporting period.	Progressing	50%
NE1.2.4	Conduct routine monitoring of Council's reticulated drinking water supplies.	Environment	Disinfection By-Product Samples Chemical Samples Microbiological Bacterial Samples Fluoride Samples	26 per annum 16 per annum 177 per annum 12 per annum	See below		Progressing	50%

Month	Disinfection By-Product Samples	Chemical Samples	Microbiological Bacterial Samples	Fluoride Samples
July	2	2	24	1
August	2	2	22	1
September	2	2	24	1
October	2	2	22	1
November	2	2	18	1
December	2	2	24	1

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
NE1.2.5	Conduct routine monitoring of Council's reticulated drinking water supplies.	Environment	Samples taken in partnership with Energy Australia upon trigger of Red Alert.	Minimum of 1 per month under red alert.	0	No Red Alert during the reporting period.	Progressing	50%
NE1.2.6	Purchase water from State Water to supply Cullen Bullen, Glen Davis, Lidsdale, Portland, Wallerawang and Marrangaroo.	Operations	Water purchased from Fish River Water supply.	Total Kilolitres per quarter	July	79,326	Progressing	50%
					Aug	59,312		
					Sept	58,393		
					Oct	73,401		
					Nov	63,585		
					Dec	45,537		

CSP Ref: NE2 We understand the Environment.

DP Ref: NE2.1 Our natural environment is improved and protected.

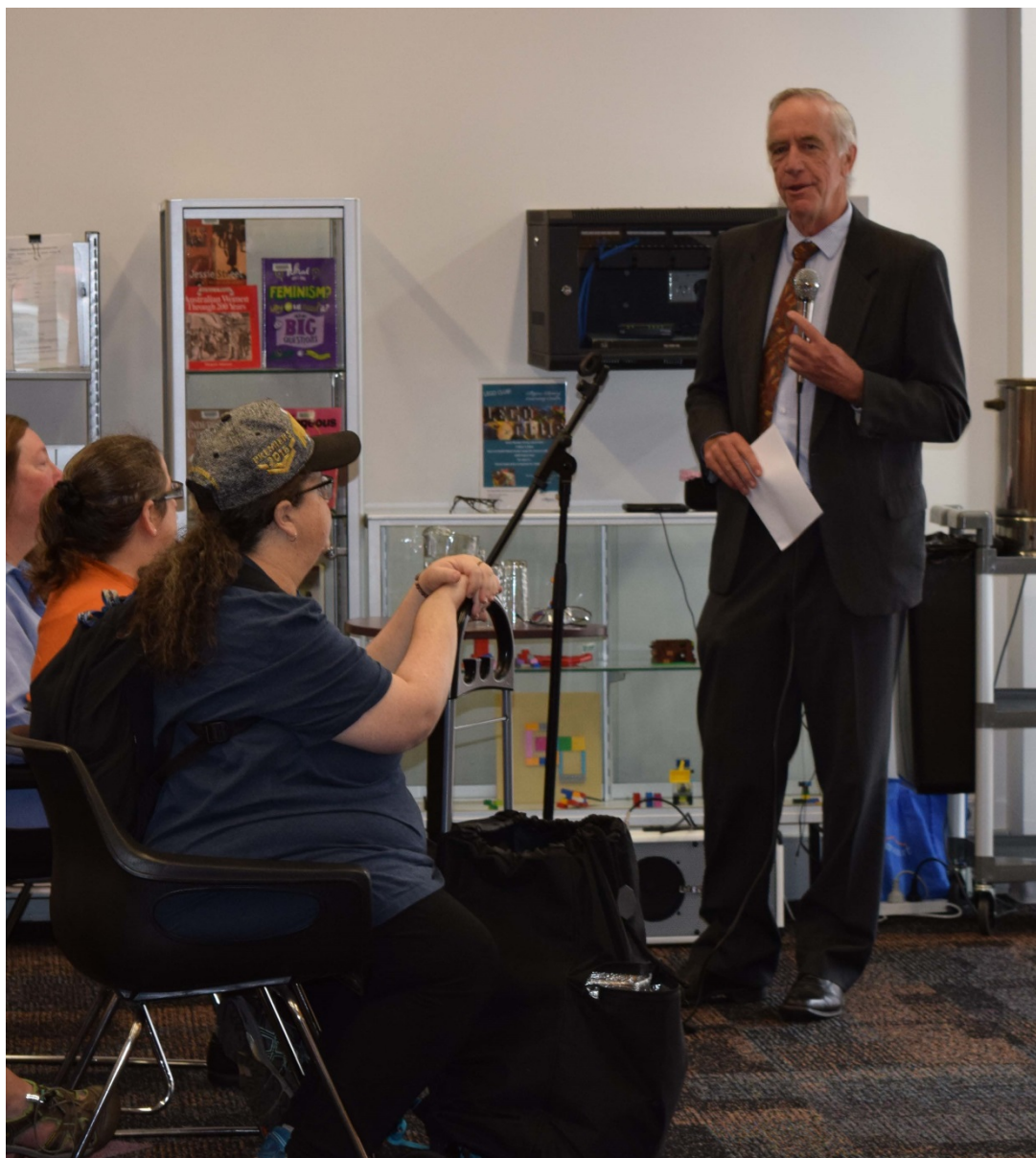
Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
NE2.1.1	Implement an inspection regime of systems and take appropriate action where systems are failing.	Environment	Undertake inspections of septic systems	10 per week	Jul	9	Progressing	50%
					Aug	9		
					Sept	5		
					Oct	5		
					Nov	3		
					Dec	2		
			Monitor service records for aerated waste water systems.	10 per week	Jul	10		
					Aug	206		
					Sept	0		
					Oct	3		
					Nov	0		
					Dec	88		
NE2.1.2	Work together to share information.	Operations	Participate in the activities of the Centroc Water Utilities Alliance (CWUA).	2 per annum	50%	Regular participation in Centroc CWUA Meetings and contracts for purchasing of services through region wide contracts. Member of sub committees of Water Loss and asset Management programs	Progressing	50%

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
NE2.1.3	Provide a forum for Environmental Groups to discuss matters relating to the environment and advise Council.	Environment	Conduct meetings of the Environmental Advisory Committee in accordance with the terms of reference.	4 meetings per annum	2	Two Meeting have been conducted to December 2017.	Progressing	50%
NE2.1.4	Improve the community's knowledge of environmental issues.	Environment	Conduct waste education activities in association with Council's waste contractor.	Minimum of 2 per annum.	2	The school outreach program was complete with over 300 students participating over 7 different schools from K to year 6. A significant effort was also made to improve the recycling at the annual Lithgow Halloween event. Residents who attended would have noticed an increase in recycling bins and the 'Recycling Rover' encouraging people to recycle right!	Completed	100%
NE2.1.5	Provide the Alternate Fuel Rebate for the replacement of coal heaters with cleaner heating alternative to Lithgow, Wallerawang, Portland and villages.	Environment	90% of alternate fuel rebate applications processed within 14 days.	Number of rebates paid.	3	3 rebates were paid during the reporting period totalling \$3,400.	Progressing	50%

DP Ref: NE2.2 Minimise negative impacts on the environment.

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
NE2.2.1	Control environmental and/or noxious weeds on public land through Council and/or services provided by the Upper Macquarie Country Council.		Weed control undertaken at Farmers Creek.	100% complete	35%	Progressing.	Progressing	35%
			Weed control undertaken at Farmers Creek.	100% complete	35%	Progressing.		
NE2.2.2	Undertake energy audits of Council buildings and consider recommendations in the Operational Plan.	Community Development	<p>Staff Sustainability Team to meet as required to:</p> <p>Identify energy and water saving initiatives.</p> <p>Promote project activities to highlight the 'green credentials' of Council.</p>	100% of meetings attended	Nil	A review of energy usage of Library and Council administration building being undertaken with a view to achieving energy savings through installation of solar systems	Progressing	50%

Action Code	Action Name	Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
NE2.2.3	Comply with the Environment Protection licences for Lithgow, Portland and Wallerawang Sewerage Treatment Plants and Lithgow Water Treatment Plant.	Water & Wastewater	Number of incidences of non-compliance identified in relation to sewerage treatment plant facilities.	100% of incidences reported.	100% reported.	Lithgow STP 1 non-compliance. Portland STP 4 non-compliances. Wallerawang STP 1 non-compliance.	Not Updated	0%
NE2.2.4	Comply with the Environment Protection Licences for Lithgow Solid Waste Facility and Portland Garbage Depot.	Environment	Number of incidences of non-compliance identified in relation to waste management facilities.	100% of incidences reported.	0%	There have been no pollution incidents that have required response.	Progressing	50%
NE2.2.5	To fulfil Council's appropriate regulatory authority responsibilities under the Protection of the Environment Operations Act.	Environment	Respond to pollution incidents within 24 hours where Council is the appropriate regulatory authority.	100% complete	100%	There have been no pollution incidents that have required response.	Progressing	50%
			Respond to pollution incidents within 24 hours where Council is the appropriate regulatory authority.	100% complete	100%	There have been no pollution incidents that have required response.		



governance & civic leadership

planning our future

civic leadership

communication

corporate management

customer service

employer of choice

information systems

management

plant & equipment

CSP Ref: GL1 *Our council works with the community.*

DP Ref: GL1.1 **Our community is involved in the planning and decisions making processes of Council**

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
GL1.1.1	Prepare, review and implement Asset Management Plans and Policies.	Operations	Implement the Asset Management Improvement Plan	100%	50%	Council has been investigating options to purchase an upgrade to its Asset Management System which will link to the finance management system.	Progressing	50%
GL1.1.2	Identify and develop new plans and strategies in line with the community's needs.	Operations	Develop and implement a Plan of Management for Lake Wallace. Plan prepared, consulted upon and adopted.	100% complete	0%	Scheduled to commence in 3 rd quarter.	Progressing	50%
			Review the Lake Lyell Lease Agreement as part of the contract renewal process to include: Review of subsidy/lease Identification of future development/works program.	100% complete	50%	Council has entered into negotiations with regard to the review of the subsidy/lease and compliance issues. A report on this matter will be brought to Council in 3 rd quarter.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
GL1.1.2	Identify and develop new plans and strategies in line with the community's needs.	Economic Development & Environment	Develop and implement a Lithgow LGA Business & Industry Future Strategy. Plan prepared, consulted upon and adopted.	100% complete	0%	Scheduled to commence when the new Economic Development Manager starts.	Not Due To Start	0%
GL1.1.2	Identify and develop new plans and strategies in line with the community's needs.	Economic Development & Environment	Prepare a Comprehensive Development Control Plan to provide detailed planning and design guidelines to support the planning controls in the Lithgow LEP 2014. Plan prepared, consulted upon and adopted.	100% complete	0%	No progress has been made on the preparation of the Development Control Plan was made in this reporting period due to staff resourcing.	Not Progressing	0%
			Commence development of a Masterplan for Hassans Walls Reserve: Undertake a Mine Subsidence Audit.	100% complete	0%	This project did not commence due to staff resourcing and has been deferred to the second half of the year.		
GL1.1.3	Prepare, review and implement Council's Policies in accordance with the Policies Register.	Finance and Assets	Council policies developed and reviewed.	100% complete	75%	5 Finance policies have been reviewed and adopted by Council.	Not Updated	75%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec)	Notes	Status	Year to Date Progress
			Review Council's Financial Assistance Policies - 4.2, 4.3 and 4.4.	100% complete	25%	A process of reviewing all Council Policies is being undertaken.	Progressing	25%
GL1.1.5	Conduct the business of Council in an open and democratic manner.	Executive	Business Papers, minutes for Council Meetings, Committee Meetings and Extra Ordinary Meetings produced and delivered in accordance with the Local Government Act and Regulations and the Code of Meeting Practice.	100% complete	50%	Council meetings have been changed to fourth Monday of each month. Min117-235 14/8/17.	Progressing	50%

GL2: Moving towards a sustainable council.

GL2.1: Revenue opportunities, costs savings and/or efficiencies are achieved.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL2.1.1	Service level reviews will be undertaken in accordance with the Fit for the Future Implementation Plan.	Corporate Strategy & Communications	Service level review will be undertaken for: Halls and community facilities Customer Service Library Services Property and Commercial Services Waste Management Services.	100% complete	5%	Service Level Review Training was undertaken by relevant staff and Management is considering the way forward with the project including review priorities.	Progressing	5%
GL2.1.2	Manage and monitor Council's finances.	Finance and Assets	Undertake a review of councils Asset Renewal Expenditure Classifications for footpaths and roads.	100% complete	10%	This is being looked at in conjunction with the Asset management solution being implemented in Technology One.	Progressing	50%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
			Implement the Financial Management Improvement Plan.	100% complete	50%	An internal working party meets on a regular basis to implement the Financial Management Improvement Plan. 21 of the 37 action items have been implemented. The remaining 16 items are intended to be completed by 30 June 2018.		
			Annual financial statements prepared, audited and lodged with the Office of Local Government by 31 October.	100% complete	100%	Financial Statements lodged on 21 November 2017 in accordance with extension of lodgement granted by OLG on Audit Office advice.		
			Financial statements lodged with Office of Local Government by 7 November.	100% complete	100%	Financial Statements lodged on 21 November 2017 in accordance with extension of lodgement granted by OLG on Audit Office advice.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
			Review and adjust Operating Grants budget to reflect Actual (Jul - Dec) (Jul-Dec) levels.	100% complete	50%	Reviewed with the Quarterly Budget reviews and budget variations made as required.		
GL2.1.2	Manage and monitor Council's finances.	Finance and Assets	Develop and implement processes to streamline tendering and identify Aggregated Purchasing.	100% complete	100%	A complete review was undertaken of tendering and purchasing procedures. Our purchasing process has been streamlined and we are participating in a number of regional contracts for aggregated purchasing.	Completed	100%
GL2.1.2	Manage and monitor Council's finances.	Corporate Strategy & Communications	Review Council's Fees & Charges to ensure commercial competitiveness and best practice management.	100% complete	50%	A Fees and Charges Working Party has been convened and is reviewing fees and charges.	Progressing	50%
GL2.1.3	Report on the outcome of a	Executive	July to September Quarterly Report	30 November	25%	Progress against the Delivery	Progressing	50%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
	quarterly performance review of the Delivery Program, Operational Plan and provide a budget review statement to Council prior to 20 November, 29 February and 31 May.		October to December Quarterly Report	29 February	10%	Program and Operational Plan actions was updated during the 1st quarter and will be reported in a 6 monthly report to Council in February.		
			January to March Quarterly Report	31 May	0%	Scheduled to commence in 4 th quarter.		
GL2.1.3	Report the outcome of a quarterly performance review of the Delivery Program, Operational Plan and provide a budget review statement to Council prior to 30 November, 28 February and 31 May.	Finance and Assets	July to September Quarterly Report	30 November	28 November	1 st Quarter is complete and will be lodged 28 November 2017.	Progressing	50%
			October to December Quarterly Report	28 February	Nil	Scheduled to be undertaken in 3 rd quarter.		
			January to March Quarterly Report	31 May	Nil	Scheduled to be undertaken in 4 th quarter.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL2.1.4	Report on the outcome of council's annual performance.	Corporate Strategy & Communications	Annual Report prepared, adopted by Council and submitted to the Office of Local Government by 30 November.	100% complete	100%	Council's Annual Report was adopted on 27 November 2017 and submitted to the Office of Local Government by 30 November. The Annual Report is available for viewing on Council's website.	Completed	100%
GL2.1.4	Report on the outcome of Council's annual performance.	Finance and Assets	Financial statements audited.	31 October	21 November	Financial Statements Lodged with OLG on 21 November in accordance with extension of lodgement granted by OLG on Audit Office advice.	Completed	100%
			Financial statements lodged with the Office of Local Government.	7 November	21 November	Financial Statements Lodged with OLG on 21 November in accordance with extension of lodgement granted by OLG on Audit Office advice.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL2.1.5	Planning agreements are negotiated and administered according to the adopted policy.	Development	Development contributions are collected and administered in accordance with the adopted Contributions Plan and Planning Agreements.	100% complete	100%	Proceeding	Progressing	50%
			Development contributions are collected and administered in accordance with the adopted Contributions Plan and Planning Agreements.	100% complete		Proceeding		
GL2.1.6	Ensure legal compliance and transparency of the administration of Council's Public Land Portfolio.	Development	Land Register is updated and maintained quarterly.	100% complete	50%	Land Register maintained as required.	Progressing	50%

DP Ref: GL2.2 Use modern operating systems and apply contemporary practices.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL2.2.1	Investigate processes/applications/technologies to increase efficiencies and reduce costs.	Finance and Assets	Investigate the implementation of LED street lighting.	100% complete	50%	Business case put forward in December for funding towards Endeavour Energy's original offer.	Progressing	50%
			Develop a process for monitoring and reporting on common customer complaints so a more strategic approach can be taken to maintenance and asset renewals.	100% complete	100%	Process has been identified and implemented.	Completed	100%
			Implement Sundry Debtor Payments through the Bpoint System.	100% complete	100%	Sundry Debtor Payments through Bpoint commenced in November.		
GL2.2.1	Investigate processes/applications/technologies to increase efficiencies and reduce costs.	Finance & Assets	Achieve a 5% increase on residents utilising electronic billing.	5% per annum	>5%	Have achieved over 5% increase in electronic rates notices. Moving water billing to mailing house and also increasing electronic water bills.	Progressing	50%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
			Review Technology One processes to improve data collection and reporting.	100% complete	25%	Meetings have been held with Technology 1 regarding their Assets Module. Council is also working with LG Software Solutions to link Pulse and Finance 1 for business cases and project management.		
		Development	Investigate energy efficiency opportunities on Council buildings.	100% complete	50%	Proceeding	Progressing	50%
GL2.2.1	Investigate processes/applications/technologies to increase efficiencies and reduce costs.	Finance and Assets	Implement a paperless office to achieve a 5% reduction in printing/paper costs.	5% per annum	30%	Review of usage for first 6 months of new copiers received.	Progressing	30%
			Audit all Council telephone landlines.	100% complete	0%	Scheduled to commence in 3 rd and 4 th quarters.		
			Investigate and implement new technologies to improve the ability of Inspection Staff (indoor & outdoor employees) to send and receive information and comply with Work Health Safety requirements.	100% complete				

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
			Clean up and consolidate the name and address register in Council's property system.	100% complete				
GL2.2.2	Maintain Council's fleet of plant and equipment to the satisfaction of internal and external customers.	Operations	Fleet maintained to ensure maximum availability of plant and equipment.	100% complete	100%	Council's plant and fleet is maintained.	Progressing	50%
			Review of Council's fleet of lease vehicles.	100% complete	0%	Scheduled to commence in 4 th quarter.		
GL2.2.3	Work together to interweave and optimise the sharing and coordination of resources and information.	Executive	Attend CENTROC board meetings quarterly.	4 per annum	0	Held at Hilltop on 23 November 2017. Unable to attend.	Progressing	50%
			Attend GMAC board meetings quarterly.	4 per annum	1	Held in Blayney 26/10/17		
			Attend the Local Government NSW Conference.	100% complete	1	LGNSW Conference held 5-7 December 2017. The General Manager, Cr Lesslie, Cr McAndrew, Cr Statham and Cr Coleman attended.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL2.2.4	Ensure high service levels of Council's information and communications network.	Finance and Assets	Manage and maintain the communications networks ensuring they are operational and accessible greater than 98% of the year. All software revisions implemented as recommended. Network equipment is maintained and functional.	100% complete	100%	There were no major outages during this period	Progressing	50%
			PC's and servers replaced in accordance with the priority program.	100% complete	75%	Storage on the main network was upgraded.		
			Ensure all software licencing is current: Property system Finance/payroll system ECM Microsoft Pulse Map Info/Exponaire Spydus Library System ID Profile/Atlas Confirm Asset Management System.	100% complete	100%	All licences are current.		

DP Ref: GL2.3 Provide effective risk and safety practices.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL2.3.1	Develop and Implement risk management strategies in areas of corporate management to improve the annual score by 3% per annum.	Organisational Development	Implement the Risk Management Action Plan.	100% complete	30%	CIP Workbooks approved by EMT on 6/11/2017.	Progressing	30%
GL2.3.2	Implement and assess the Business Continuity Plan that ensures Lithgow City Council operates in a fluid and dynamic environment, subject to changes in personnel, processes, market, risk, environment and geography and business strategy.	Organisational Development	One training drill per annum.	100% complete	20%	Draft BCP and Sub-Plan have been developed and will be sent to the Risk Management Committee for consideration in February.	Progressing	20%
GL2.3.3	Provide insurance coverage of Council's activities and asses.	Finance and Assets	Secure adequate and cost effective insurance coverage which is current at all times.	100% complete			Completed	100%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
			Liaise with the insurance company and process claims within 14 days of receipt.	100% processed.				
GL2.3.4	Implement Internal Auditing programs.	Finance and Assets	Undertake activities identified in the Internal Audit Plan and ensure completed by the due date.	100% complete	10%	An Internal Audit Plan will be developed following the re-establishment of the Audit and Risk Committee.	Progressing	10%
GL2.3.5	Perform Council's legal responsibilities under applicable Acts and Regulations and ensure compliance.	Finance and Assets	All legislative decisions implemented to ensure compliance.	100% complete	100%	Council is administered in compliance with all relevant Acts, Regulations, Standards and Guidelines. Staff receives ongoing training and updates as required.	Progressing	50%
GL2.3.6	Ensure the integrity and security of Council's records.	Finance and Assets	Assess determine and respond to complaints in accordance with GIPA Act and procedures.	100% processed.	100%	5 GIPA requests were processed during the reporting period.	Progressing	50%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
			Register, collate, archive and dispose of Council's records in accordance with legislation, policies and procedures.	100% complete	100%	Council's records system is managed in accordance with all relevant Legislation, Policies and Procedures.		

CSP Ref: GL3 We are all valued citizens

DP Ref: GL3.1 We provide prompt, knowledgeable, friendly and helpful advice.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL3.1.1	Support Councillors in their role.	Executive	Provide information to Councillors regularly in the form of briefing sessions, memos, email and meetings.	100% complete	100%	Councillors attended regular briefing sessions and meetings.	Progressing	50%
			Provide Councillors with the payment of fees, expenses and the provision of facilities and support in relation to the discharging the functions of Civic office.	12 payments per annum.	100%	Payments were made monthly.		

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
			Identify Councillor's training requirements in the Training Plan and complete training.	100% complete	0%	No training was attended.		
GL3.1.2	Disseminate concise and effective information to the community about Council's programs, policies and activities.	Executive	Provide information through the Council Column weekly in the Lithgow Mercury.	52 per annum	100%	The Council Column contract was changed to the Village Voice and continued to be published weekly.	Progressing	50%
			Produce and distribute media releases weekly.	100% complete	100%	62 media releases were distributed.		
GL3.1.2	Disseminate concise and effective information to the community about Council's programs, policies and activities.	Finance and Assets	Maintain Council's website to accurately reflect Council's programs, policies and activities of the time.	100% complete	100%	websites managed	Progressing	50%

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL3.1.2	Disseminate concise and effective information to the community about Council's programs, policies and activities.	Executive	Produce and deliver: Council Connections A Year in Review Rate Payer Newsletter	100% complete	100%	The Annual Report - A Year in Review was produced and is available for viewing on Council's website. Council Connections eNewsletter was produced weekly. A fortnightly eNewsletter was produced for local schools during school term.	Progressing	50%
			Monitor and update Council's social media presence to accurately reflect Council's programs, policies and activities of the time.	100% complete	100%	Council's social media presence was monitored and maintained with updates made daily across all social media pages.		
GL3.1.3	Celebrate Local Government Week by undertaking activities that focus on Council in the community.	Executive	Provide information and/or undertake activities that promote Council to the community.	100% complete	0%	No events were undertaken for Local Government Week.	Not Progressing	0%

DP Ref: GL3.2 Responsive and efficient services.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL3.2.1	Ensure efficient customer service standards. Internal and external customer feedback Completion of all certificates in 14 days Register all application in 2 days Monthly reporting completed within 7 days.	Finance and Assets	Number of applications registered within 2 days. Number of Community Hall Bookings Processed within 14 Days. Number of quotes for applications issued on request. Number of Action Requests Registered daily. Number of Certificates processed within 14 days.	100%	See below		Progressing	50%

	July	August	September	October	November	December
Number of applications registered within 2 days						
Section 68 Solid Fuel Heater Applications	4	9	4	3	2	5
On-Site Sewer Management Applications	8	11	7	4	5	6
Complying Development Applications	4	2	2	2	1	0
Water Applications	5	2	5	1	1	0
Section 96 Modification of Consent	3	3	2	5	2	0
Certificate Linen Releases	1	1	2	3	4	0
Development applications	29	35	29	24	28	24
Construction Certificates	35	28	19	21	28	20
Sewer Applications	4	10	6	5	9	4
Customer Service Enquiries and Activity						
Community Hall Bookings processed within 14 days	1	4	4	3	6	3
Certificates Processed within 14 days	212	212	235	206	215	158
Action Requests registered daily	287	309	225	324	423	267
Quotes for applications issued on request	39	29	23	32	26	21

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL3.2.2	Issue certificates including: Section 149 Certificates Building Certificates Subdivision Certificates.	Economic Development & Environment	Process and issue building and planning certificates in accordance with regulatory requirements.	90% processed within 7 days.			Progressing	50%

DP Ref: GL3.3 Encourage a motivated and adaptive workforce.

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL3.3.4	Provide a safe and healthy workplace	Executive	Number of reported incidents.	5% increase per annum	See below		Progressing	50%

	July	August	September	October	November	December
Number of reported incidents						
Contusion/Crush	0	0	0	0	0	0
Mental	0	0	0	0	0	0
Fracture/Dislocation/Amputation	0	0	0	0	0	0
Open Wound Foreign Body	0	1	0	1	0	3
Other (includes incidents only – no injury incurred i.e. vehicle damage)	0	4	12	2	3	2
Total Number of incidents converted to a claim	0	0	0	1	0	0

Action Code	Action Name	Responsible Officer Division	Performance Measure	Target	Actual (Jul - Dec) (Jul-Dec)	Notes	Status	Year to Date Progress
GL3.3.4	Provide a safe and healthy workplace.	Executive	Implement the WHS Action Plan 2015-2017 as per the priority program.	100% complete	50%	Emergency Preparedness Standard Working Procedure adopted on 11/12/2017 Returned to Corporate Management Team to establish work areas and Emergency Responsibilities as per Safety Plan	Progressing	30%
			Annual audit undertaken by State Cover of the Work Health and Safety Rehabilitation and Environment Management System.	1 audit	1	Verificate Report completed July 2017 Incentive Funds received January 2018		
			Conduct the Work Health Safety Committee Meetings.	8 per annum	3	Meetings were held on 7/09/2017;21/11/2017;7/12/2017		
			Promote WHS activities within the workplace and committee initiatives: Promotion in staff newsletter/posters 1 Promotional activity per annum Safety Day conducted in October every 2 years.	100% complete	25%	Council was successful in a grant application of \$10,000 as a contribution to Safety Day.		