Council Meeting

11 June 2013

Annual Community Survey

ALLFILE

Q99STRT

"PHONE: _[Q0PH]_

Previously contacted [Q0DAT2] [Q0TIM2]

[Q0HIS] [Q0DAT] [Q0TIM]

[Q0COM]

ATTEMPT: [Q0CAL]"

Q88DUM
=0

Q77P PREAMBLE
"Good afternoon/evening, my name is _[Q0IV]_ from Harrison Research. We are conducting a survey on behalf of Burnside City Council about the four strategic directions which Council will implement over the next 13 years. In the process, we are speaking with people who reside in the City of Burnside and would like to provide their perceptions of Council's service delivery performance.

_ IF NECESSARY, SAY:_ This is genuine research and I guarantee we are not trying to sell you anything.

IF NECESSARY, SAY: If you like you can confirm this by calling the Customer Service Desk at Council on 83664200 and I can call back later.

SCREEN 1: Do you live in the Burnside Council area? _IF NO, THANK AND TERMINATE_

SCREEN 2: Does anyone in this household work in market research or for the City of Burnside either as a staff member or an Elected Member? _IF YES, THANK AND NOTE_

Is there anyone living in this household aged 18-24? _IF YES, ASK TO SPEAK WITH THEM OR ARRANGE CALLBACK - IF MORE THAN ONE, ASK FOR ONE WITH LAST BIRTHDAY - RE-INTRODUCE AS REQUIRED - USE UNTIL THIS AGE QUOTA IS FULL_

IF NO, OR IF 18-24 QUOTA FULL: Please may I speak to the person in the household, aged 18 and over, who was the last to have a birthday? _REINTRODUCE OR CALLBACK AS NECESSARY_"

PAUSE

"The survey will take about 18 minutes to go through, depending on your answers. _IF THEY'RE HESITATING BECAUSE OF TIME_ We do need to get opinions from as wide a cross-section as possible; I could call back later if it would be more convenient. _ARRANGE CALLBACK IF REQUIRED OR CONTINUE_

IF CONCERNED ABOUT PRIVACY I assure you that any information you give will remain confidential. Any identifying information, such as this phone number, is removed before we analyse the results. No one's individual answers can be passed on to our clients or anyone else.

And before we start, I just need to let you know that this call may be monitored by my supervisor for training and coaching purposes. May we begin? Thank you."
START

Q1. URBAN FORM AND LIVING SPACES
 "Q1 Thinking first about planning and infrastructure in the council area, please rate how satisfied you are that Council has performed each of the following services or facilities, using a 0 to 10 scale where 0 means extremely dissatisfied and 10 means extremely satisfied. How would you rate ....?"
READ OUT 1-11, RND
1. The overall planning of the City
2. Protecting the built and natural heritage
3. Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies
4. Providing active recreation opportunities, such as playing organised sport or outdoor games
5. Providing and maintaining parks and reserves
6. Providing and maintaining playgrounds
7. Providing and maintaining local roads
8. Providing and maintaining footpaths
9. Providing and maintaining street trees
10. Providing and maintaining cycle paths and walking trails
11. Provision and management of traffic and parking in the City
NUM, 0-10, DK
FOR EACH

Q2 IMPROVEMENTS TO URBAN FORM & LIVING SPACES
"Q2 Are there any ways in which these areas of Council business could be improved?"
1. Suggestion made (Q201 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q201 IMPROVEMENTS TO URBAN FORM & LIVING SPACES

Q3. PROTECTED AND VALUED ENVIRONMENT
"Q3. Thinking now about the environment, how satisfied are you with the way Council has performed each of the following services or facilities. Using the same 0 to 10 scale where 0 means extremely dissatisfied and 10 means extremely satisfied, how would you rate ....?"
READ OUT 1-6, RND
1. Preparation for and support of residents for bushfire management
2. Restoring and protecting the City's biodiversity
3. Water Management initiatives
4. Garbage and green waste management
5. Hard waste and Electronic waste management
6. After hours and hazard response management
NUM, 0-10, DK
FOR EACH

Q4. IMPROVEMENTS TO OUR PROTECTED AND VALUED ENVIRONMENT
"Q4 Are there any ways in which these areas of Council business could be improved?"
1. Suggestion made (Q401 SPECIFY)

2. Nothing further to add
3. Don't know / can't say

Q401 IMPROVEMENTS TO PROTECTED AND VALUED ENVIRONMENT

Q5. DIVERSE, SUPPORTIVE, HAPPY AND HEALTHY PEOPLE
"**Q5. Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services or facilities. Using the same 0 to 10 scale where 0 means extremely dissatisfied and 10 means extremely satisfied, how would you rate ....?**"
READ OUT 1-10, RND
1. Support for local businesses
2. Community and cultural activities
3. Providing public and environmental health services
4. Providing services for older residents
5. Providing services for younger residents
6. Providing services for families
7. Presentation and cleanliness of the City
8. Providing animal and pest management services
9. Providing a community bus service
10. Providing library services
NUM, 0-10, DK
FOR EACH

Q6. IMPROVEMENTS TO DIVERSITY, SUPPORT, HAPPY & HEALTHY PEOPLE
"**Q6 Are there any ways in which these areas of Council business could be improved?**"
1. Suggestion made (Q601 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q601 IMPROVEMENTS TO DIVERSITY, SUPPORT, HAPPY & HEALTHY PEOPLE

Q7. LEADING, INCLUSIVE AND CONNECTED COUNCIL
"**Q7. Thinking now about how satisfied are you with the way Council has performed in each of the following services or facilities. Using the same 0 to 10 scale where 0 means extremely dissatisfied and 10 means extremely satisfied, how would you rate ....?**"
READ OUT 1-6, RND
1. Consultation with and informing the community
2. The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community.
3. The interactions you have with Council Staff
4. Providing leadership in the community
5. Financial management
6. The balance between Council rates and the services and standard of infrastructure provided
NUM, 0-10, DK
FOR EACH

Q8. IMPROVEMENTS TO LEADING, INCLUSIVE AND CONNECTED COUNCIL
"**Q8 Are there any ways in which these areas of Council business could be improved?**"
1. Suggestion made (Q801 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q801 SUGGESTION FOR IMPROVEMENTS TO LEADING, INCLUSIVE & CONNECTED COUNCIL

Q9. ADDITIONAL SERVICES NOT PROVIDED NOW
"Q9 Is there any service that you would like Council to provide that it currently does not?"
1. Suggestion made (Q901 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q901 SUGGESTION FOR ADDITIONAL SERVICES NOT PROVIDED NOW

Q10. CURRENT SERVICES SHOULD NOT BE PROVIDED
"Q10 Is there any service that Council currently provides that you consider it should not?"
1. Suggestion made (Q1001 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q1001 SUGGESTION FOR CURRENT SERVICES SHOULD NOT BE PROVIDED

Q11 OVERALL SATISFACTION WITH COUNCIL'S PERFORMANCE
"Q11 How satisfied or dissatisfied are you with Council's overall performance over the past 12 months. Please use a 0 to 10 scale, where 0 means extremely dissatisfied and 10 means extremely satisfied?"
NUM 0-10,

Q12 CAT MANAGEMENT
"Q12. I'd now like you to rate how strongly you agree or disagree with the following statement, using a 0 to 10 scale with 0 meaning strongly disagree and 10 meaning strongly agree. To what extent do you agree or disagree that "the City of Burnside should have a cat management approach similar to the way Council manages dogs. By this we mean registration, microchipping, desexing and limit on numbers per household?"
NUM 0-10,

Q13 PARKING ON DRIVEWAY CROSSOVER OF OWN PROPERTY
"Q14 The City of Unley is seeking support from neighbouring Councils to lobby the State Government to change the Australian Road Rules to allow residents to park on the driveway crossover in front of their own properties using a permit system. Using the same 0 to 10 scale, to what extent do you agree or disagree that the City of Burnside should support this change?
NUM 0-10,

CLASSIFICATIONS:

Q14 gender.
"Q15 We are coming to the end of the survey. I would just like you to answer a few questions about yourself so we can better understand you. This information will be kept confidential and the answers you provide are aggregated into groups _RECORD GENDER - DO NOT ASK UNLESS CAN'T TELL_"
1. Male
2. Female

Q15 YOB
"Q16 What year were you born? _RECORD NUMBER, D IF REFUSED_"
WIDTH=4
NUM 1900-1995, D

Q16 HOUSEHOLD
"Q16 Which of the following best describes your household? _READ OUT 1-8_"
1. Lone person household
2. Group household of related or unrelated adults
3. Young couple, no children
4. Older couple, no children at home
5. Couple or single parent with mainly pre-school children
6. Couple or single parent with mainly primary-school children
7. Couple or single parent with mainly teenage children
8. Couple or single parent with mainly adult children still living at home
9. Refused

Q17. EMPLOYMENT
"Q17 What is your current employment status?"
1. Part-time employment
2. Full-time employment
3. Unemployed
4. Home duties
5. Pensioner (non-age pension)
6. Retired / age pensioner
7. Student
8. Refused

IF 3-8 IN Q17 GO Q19

Q18 HOW DO YOU DESCRIBE YOUR OCCUPATION?
"Q19 How do you describe your occupation? _IF NECESSARY, MAKE A NOTE AND CHECK LIST FOR CORRECT CODE_"
1. Manager / administrator
2. Professional
3. Associate professional
4. Tradesperson / related worker
5. Advanced clerical, sales & service worker
6. Intermediate clerical, sales & service worker
7. Intermediate production and transport worker
8. Elementary clerical, sales & service worker
9. Labourer / related worker

Q19 SUBURB
"Q19 What suburb do you live in? UNPROMPTED
1. AULDANA
2. BEAUMONT
3. BEULAH PARK
4. BURNSIDE
5. DULWICH
6. EASTWOOD
7. ERINDALE
8. FREWVILLE
9. GLENSIDE
10. GLEN OSMOND
11. GLENUNGA
12. HAZELWOOD PARK

13. KENSINGTON GARDENS
14. KENSINGTON PARK
15. LEABROOK
16. LEAWOOD GARDENS
17. LINDEN PARK
18. MAGILL
19. MOUNT OSMOND
20. ROSE PARK
21. ROSSLYN PARK
22. SKYE
23. ST GEORGES
24. STONYFELL
25. TOORAK GARDENS
26. TUSMORE
27. WATERFALL GULLY
28. WATTLE PARK

Q20 TENANCY
"Q20 Is this house owner-occupied or rented?"
1. Owner-occupied
2. Rented/tenanted

Q21 HOUSEHOLD GROSS INCOME
"Q21 Which of the following ranges best describes your household's gross annual income? _READ OUT 1-7_"
1. Less than $25,000 per annum
2. $25,000 to less than $50,000
3. $50,000 to less than $75,000
4. $75,000 to less than $100,000
5. $100,000 to less than $150,000
6. $150,000 to less than $200,000
7. $200,000 or more
8. Don't know
9. Refused

Q22 BUSINESS OWNER
"Q22 Do you, or anyone else in this household, own a business? If so, would it be …..._READ OUT 1-4_"
1. A home-based business
2. Based in business premises within Burnside Council area
3. In business premises outside of Burnside Council area
4. At various locations / clients' premises (e.g. builder, contract work, driver etc.)
5. Something else (SPECIFY Q2301)
6. No, do not own business

Q2301 BUSINESS OWNER OTHER

Q23 CLOSE

"Q23 That concludes the survey. On behalf of Burnside City Council and Harrison Research, thank you for your time.

Q25 ISO 20252
"Q24 By pressing enter at this screen, I certify that this is a true, accurate and complete interview, conducted in accordance with the ISO 20252 standards and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."
BLANK

Q0QUO

TOTAL=800

![City of Burnside logo]

Elected Members' Information Document

To	Elected Members
From	Paul Deb, Chief Executive Officer and
	Louise Miller Frost – General Manager, Community and Development Services
Date	14 March 2013
Contact	Leonie Scriven, Principal Strategy Officer
	(8366 4140; lscriven@burnside.sa.gov.au)
Subject	OUTCOMES OF THE ANNUAL COMMUNITY SURVEY 2012-2013
Attachments	Nil

Members

The purpose of this Information Document is to provide a summary of the key outcomes of the Annual Community Survey undertaken between 11 and 17 February 2013.

The points presented here are sourced from a draft consultant report titled 'Draft Preliminary Annual Community Survey Report'. The contents of the consultant report will be presented to Council in more detail in an Elected Member workshop on 21 March 2013 by the consultants.

A final consultant report presenting and interpreting the results of the Annual Community Survey will be submitted to Council as an attachment to a Council Report scheduled for a June 2013 meeting. This Council Report will also include a review of the project and recommendations for the future of the survey.

Key Results

The Annual Community Survey research revealed that the respondents to the survey representing the residents of the City of Burnside generally have a reasonably high level of satisfaction with the services provided by Council. Some services have a lower level of satisfaction, but all services can be deemed to be considered average to good.

Methodology

1. A random 800 resident computer aided telephone interview survey, conducted by Harrison Research using Interviewer Quality Control Australia (IQCA) accredited interviewers, in accordance with the Market and Social Research Privacy Principles.
2. All respondents were confirmed living in Burnside.
3. Interview duration averaged 17.5 minutes.
4. Raw data was weighted to correspond with the population distributions of age and gender (ABS 2011 Census Data) and also by Wards.
5. 75% of respondents did not own a business. 9% had a home based business and 3% owned a business in the Burnside Council area.

What is a Good Score?

When respondents answered the survey question, they gave a score from 0 to 10, where 0 was least satisfied up to 10 which was most satisfied. Respondents could also answer "don't know".

When interpreting organisational performance/ service quality results, the following generalisation are usually applied for interpretation of the score.

A score of:

1. Above 8 is 'excellent or very satisfied';
2. Between 6 and 8 is 'good or quite satisfied';
3. Between 5 and 6 is considered 'average or satisfied';
4. 5 generally means undecided, or neither satisfied or dissatisfied; and
5. Below 5 is 'poor or dissatisfied' and signifies potential room for improvement.

Other studies have shown Councils generally score higher on service-related areas (generally above 7) than governance or communications areas (generally below 7).

Strategic Directions Scores

The total scores for each service are listed in their Strategic Plan Directions section. Effectively, the higher the score the better the result or the higher the perceived satisfaction of the respondents.

Total Score	*Integrate Urban Form and Living Spaces*
7.6	Providing and maintaining parks and reserves
7.4	Providing and maintaining playgrounds
7.2	Providing passive recreation opportunities, such as walking and picnic locations
6.7	Providing and maintaining street trees
6.6	Providing active recreation opportunities, such as playing organised sport
6.5	Overall planning of the City
6.5	Protecting the built and natural heritage
6.4	Providing and maintaining local roads
6.3	Providing and maintaining cycle paths and walking trails
6.2	Provision and management of traffic and parking in the City
6.0	Providing and maintaining footpaths

Total Score	*Protected and Valued Environment*
7.7	Garbage and green waste management
6.7	Hard waste and electronic waste management
6.6	Restoring and protecting the City's biodiversity
6.6	After hours and hazard response management
6.4	Water management initiatives
6.3	Preparation for and support of residents for bushfire management

Total Score	*Diverse, Supportive, Happy and Healthy People*
8.3	Providing library services
8.0	Presentation and cleanliness of the City
7.6	Providing services for older residents
7.6	Providing a community bus
7.0	Providing services for families
6.9	Providing public and health services
6.8	Community and cultural activities
6.7	Providing animal and pest management services
6.2	Support for local businesses
6.2	Providing services for younger residents

Total Score	Leading, Inclusive and Connected Council
6.9	The interactions you have with Council staff
6.2	Consultation with and informing the community
6.2	The balance between Council rates and the services and standard of infrastructure provided
5.6	Performance of current Elected Members being transparent, ethical and reflecting the best interest and values of the community
5.6	Providing leadership in the community
5.6	Financial management

The following bar graph shows the relative scores of all of the services.

Total Scores for Services

Service	
Providing library services	
Presentation and cleanliness of the City	
Garbage and green waste management	
Providing a community bus	
Providing services for older residents	
Providing and maintaining parks and reserves	
Providing and maintaining playgrounds	
Providing passive recreation opportunities	
Providing services for families	
The interactions you have with Council staff	
Providing public and health services	
Community and cultural activities	
Providing animal and pest management services	
Overall PERFORMANCE	
Hard waste and electronic waste management	
Providing and maintaining street trees	
After hours and hazard response management	
Restoring and protecting the City's biodiversity	
Providing active recreation opportunities,	
Protecting the built and natural heritage	
Overall planning of the City	
Water management initiatives	
Providing and maintaining local roads	
Preparation for and support of residents for bushfire management	
Providing and maintaining cycle paths and walking trails	
The balance between Council rates and the services and standard of infrastructure provided	
Consultation with and informing the community	
Providing services for younger residents	
Support for local businesses	
Provision and management of traffic and parking in the City	
Providing and maintaining footpaths	
Financial management	
Providing leadership in the community	
Performance of current Elected Members being transparent, ethical and reflecting the best interest and values of the community	

0.0 1.0 2.0 3.0 4.0 5.0 6.0 7.0 8.0 9.0 10.0

Respondent Suggestions for Areas to Consider for Improvement

1.   Footpaths need repair / more footpaths (16% of respondents suggested this theme).
2.   Maintain / preserve heritage trees / verges (15% of respondents suggested this theme).
3.   More hard rubbish collection (15% of respondents suggested this theme).
4.   Council should be in touch with residents / listen and consult / better communication / notify of works projects (11% of respondents suggested this theme).
5.   More rubbish collection-waste green (9% of respondents suggested this theme).

Suggestions for New Services

Three in four respondents had nothing further to add in that they could not suggest any new services. Themes that were suggested included more:

1.   Collection of hard, electronic, hazardous and green waste. Provision of a dump location within Council area for these waste products;
2.   Emphasis on maintenance of trees, footpaths, roads, gutters and general maintenance of Council parks;
3.   Recreation facilities i.e. walking/ cycling trails, dog park, BMX and skateboard areas;
4.   Transport / home help / facilities for elderly and people with disabilities; and
5.   Engagement with community / more information / phone service / face to face contact with members.

Suggestions for Stopping a Service

Only 3% of respondents provided a suggestion about a service that is currently being delivered that they perceived could be stopped. Of these comments, community meals was the most prominent service some respondents thought could be cut.

Council's Overall Performance

One in three said they were very satisfied with Council's overall performance in the last 12 month and rated 8 out of 10 or higher satisfaction. 77% of respondents stated they were satisfied with the overall performance of Council.

Score = 6.7   A score between 6 and 8 is considered 'good or quite satisfied'. 77% responded they were satisfied with the overall performance of council. 34% responded they were very satisfied (score of 8 out of 10 and higher) with Councils overall performance in the last 12 months.

Cat Management

The question asked of respondents was "How strongly do you agree or disagree that the City of Burnside should have a cat management approach similar to the way Council manages dogs?"

Score = 7.7   A score between 6 and 8 is considered 'good or quite satisfied'. The majority of respondents, 79%, agree with this suggestion, 11% of respondents disagreed.

Change to Road Rules

The question asked of respondents was "The City of Unley is seeking support to lobby State Government to change Australian Road Rules to allow parking on resident's driveway crossover, using a permit system. To what extend do you agree or disagree that Burnside Council should support this change? "

Score = 5.9   A score between 5 and 6 is considered 'average or satisfied'. Of the responses 43% strongly agreed with supporting the change, 14% agreed, 26% disagreed and 13% strongly disagreed with supporting the change, giving a rating score of 0.

I hope this summary was helpful and if you have any further questions please do not hesitate to contact Leonie.

Regards

Louise

harrison research
health · market · social

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ISO 20252
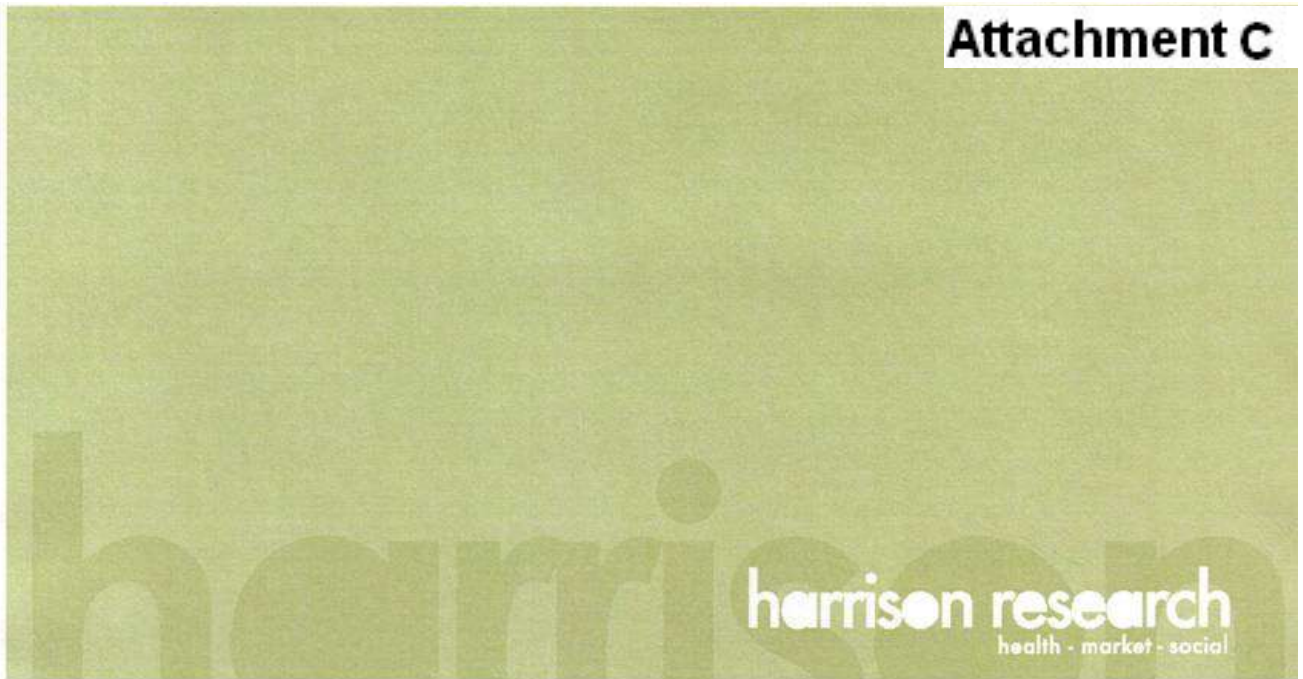
City of Burnside

Annual Community Survey Preliminary Draft Report

Prepared for:	Leonie Scriven, Principal Strategy Officer, and Louise Miller Frost, General Manager, Community and Development Services, City of Burnside
Project #:	8531
Principal Consultants:	Helen Fischer
Report Date:	March 2013

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TABLE OF FIGURES

1. SETTING THE SCENE

1.1 Background

- The City of Burnside wished to undertake a benchmark Annual Community Survey to inform further development of the Draft Strategic Plan and to explore in more detail community perceptions of specific elements within each of the four Key Directions.
- The current research project focuses on the Key Directions in more detail rather than as an overview and in principle community support.
- The primary objective of the research was to provide benchmark data of residents' perceptions of the Key Directions and individual elements and to allow feedback in the form of suggestions for implementation of the Key Directions.

1.2 The project

- The questionnaire for the survey was designed by Burnside Council staff, with support with the initial design from Harrison Research.
- The topics covered aspects around the following broad areas of enquiry:
    - ~ Residents' perceptions of performance across the four key Strategic Directions.
    - ~ Satisfaction with the performance of specific elements within the Key Directions.
    - ~ Residents suggestions for implementation or improvement of services.
- The source for the database of residents was the most recent (compiled November 2011) commercially-available list of South Australian residential phone numbers (Australia on Disc). From this list, all residential numbers within the City of Burnside area were drawn, based on their postcode. The numbers were randomised and telephone interviews completed with n=800 residents. Prior to interviewing, the database of residents' phone numbers was checked against the telephone numbers of residents who had participated in the CATI component of the three most recent projects: Burnside Swimming Centre Community Engagement, Glenunga Reserve Community Engagement and the Sport and Recreation Activity Survey. The purposes in doing this was not just to ensure that respondents do not become fatigued with undertaking surveys for Council but also to ensure opportunity is provided for participation across as wide a cross-section of the local community as possible.
- All potential respondents were also screened to ensure they still reside within the Burnside Council area.
- The sample was randomised (using the 'birthday last' technique to ensure that we do not always speak with the first person to answer the telephone, thereby skewing the sample in favour of older females).
- Raw data was weighted by Age and Gender (ABS 2011 Census Data) and also by Ward to ensure even representation across the geographic boundaries of the City of Burnside. Details of the raw and weighted samples is contained in Appendix 1 of this report.

1.3   Report

- The Preliminary Draft Report to follow incorporates …..
    - ~ full details of the methodology employed
    - ~ results for the aggregate sample, alongside results for key sub-groups
    - ~ commentary highlighting the results and comparisons with sub-groups where statistically significant differences are noted (although these will be expanded upon in the final report).
    - ~ graphs to support the commentary and results.
    - ~ full tabulations and collated comments will be supplied as an Addendum to the final report.

Bicycle Routes
and main roads.
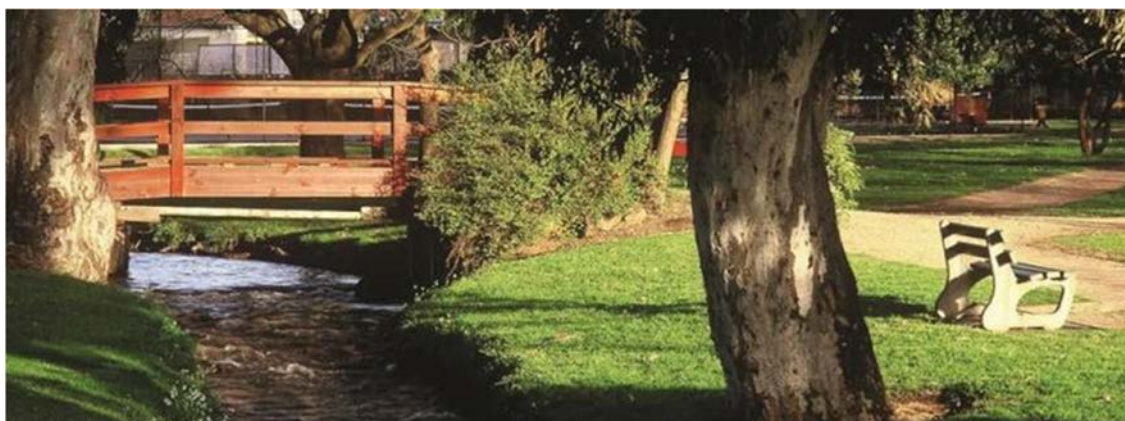
2. EXECUTIVE ASSESSMENT

2.1   Key Outcomes

2.1.1   Integrated Urban Form and Living Spaces

Satisfaction with the provision of most of the attributes around integrated urban form and living spaces was strong, ranging from 85% satisfied with the provision and maintenance of parks and reserves down to 54% satisfied with the provision of active recreation opportunities, such as playing organised sport and outdoor games (25% could not respond to this element).

Actual dissatisfaction ranged from 2% for providing and maintaining parks and reserves up to 20% for providing and maintaining footpaths (although the majority of 65% were still satisfied with the latter element).

Having said this, the most common suggestion put forward to improve the elements of Integrated Urban Form and Living Spaces was for better maintenance / repair to footpaths needed (16% raised suggestions to improve this aspect) Maintenance / preservation of street trees was also a prominent theme in suggestions for improvement (15% of respondents).

2.1.2   Protected and Valued Environment

The element of environment which recorded the highest satisfaction with performance was garbage and green waste management (87% satisfied with this element versus 9% dissatisfied).

Showing least satisfaction scores was after hours and hazard response management (32% satisfied), however more than half (55%) of respondents were unable to rate this element (presumably because they had not had need of this service).

Attracting the highest dissatisfaction was hard waste and electronic waste management (16% dissatisfied with this element), although they were still clearly outweighed by the proportion satisfied with hard and electronic waste management (68%).

Supporting this finding, the most common suggestion put forward to improve this Key Direction was for more hard rubbish collection (15% of all suggestions), followed by more waste / green waste rubbish collection (9% of all suggestions). However, 48% of respondents had no suggestions for improvement and a further 11% could not say (don't know).

2.1.3   Diverse, Supportive, Happy and Healthy People

Both the presentation and cleanliness of the City and also the provision of library services attracted satisfaction from the overwhelming majority of residents (96% and 92% respectively).

Whilst support for local businesses gained the lowest level of satisfaction (33%), most (51%) could not rate this element, presumably due to not having experienced support for local businesses. Just 5% indicated dissatisfaction with this element.

Providing services for younger residents gained a significantly lower satisfaction than services for older residents (42% versus 65% satisfied). Almost one in ten (9%) residents were dissatisfied with provision of services for younger residents compared with just 2% not satisfied with provision of services to older residents.

Having noted these figures, the most often raised theme when asked what could be improved regarding the Direction of Diverse, Supportive, Happy and Healthy People was comments along the lines of "more transparency, clarity of explanations, more cooperation" (raised by only 6% of respondents).

The majority (61%), however, had nothing to add to improve this Key Direction of Council.

2.1.4 Leading, Inclusive and Connected Council

When read out statements concerning the Key Direction of a Leading, Inclusive and Connected Council, the aspect which attracted the highest level of satisfaction was for performance of "consultation with and informing the community (64% satisfied versus 14% dissatisfied). Just 10% of residents felt unable to rate this aspect (suggesting that the recent engagement conducted throughout the City of Burnside has been recognised by the vast majority of residents).

At the other end of the scale, several aspects fell short of 50% satisfaction levels:

- Financial management – 35% satisfied, 14% dissatisfied and 39% unable to rate
- Performance of Elected Members – 39% satisfied, 17% dissatisfied and 30% unable to rate
- Providing leadership in the community – 40% satisfied, 17% dissatisfied and 27% unable to rate.

Showing consistently lower satisfaction across all aspects of Leading, Inclusive and Connected Council were residents living in the Rose Park / Toorak Gardens Ward and also residents within the middle to mature family life-stage (45. to 54 year olds). This was a pattern noted across the whole survey but was particularly evident in the findings for this Key Direction.

2.2 Implications

The research revealed a reasonably high level of satisfaction that each of the Key Directions are being performed (at the total sample level), although the research also revealed that some individual aspects attracted dissatisfaction among between 1 in 10 and 1 in 4 residents.

These aspects / services included the following (based on aspects where dissatisfaction was highest, rather than where satisfaction was lowest):

- Providing and maintaining footpaths (20% dissatisfied), with Eastwood / Glenunga and also Burnside Wards showing the lowest satisfaction with this service.

- Hard Waste and Electronic Waste management (16% dissatisfied), also lower among residents of Eastwood / Glenunga and Burnside Wards.

- Providing services for younger residents (9% dissatisfied), however dissatisfaction increased significantly among respondents in the 45 to 54 cohort (25%).

- Performance of Elected Members (17% dissatisfied) and higher dissatisfaction among residents in the Rose Park / Toorak Gardens Ward (24% dissatisfied).

- Providing leadership in the Community (17% dissatisfied) and again higher dissatisfaction was noted among residents in the Rose Park / Toorak Gardens Ward (25% dissatisfied) and among residents on the 45 to 54 cohort (37% dissatisfied with this element).

3. PRINCIPAL FINDINGS

3.1   Overview of Service Indicators

All respondents were read out statements regarding various services and were asked to rate their level of satisfaction with each statement, using a 0 to 10 scale where 0 meant strongly dissatisfied and 10 indicated they were strongly satisfied. Respondents also had the option to indicate they did not know, if there was a service they had never accessed or were unaware of the service.

It is important to be able to put the mean scores into perspective in terms of a general interpretation of the relative organisational performance and/or service quality results. The following generalisations are usually applied:

- Above 8 = excellent or strongly (highly) satisfied;
- Between 6 and 8 = good or quite satisfied;
- Between 5 and 6 = average or satisfied;
- 5 = undecided, neutral or neither satisfied nor dissatisfied; and
- Below 5 = poor or dissatisfied and signifies potential room for improvement

The statements referred to different services provided by Council across the four Key Directions, that is:

- Urban Form and Living Spaces.
- Protected and Valued Environment
- Diverse, Supportive, Happy and Healthy People
- Leading, Inclusive and Connected Council

Across all of the service performance indicators tested, regardless of which Key Direction they fall within, the services which attracted the overall highest satisfaction level among residents was for "*providing library services*" (8.3 mean score), followed by the *"presentation and cleanliness of the City"* (8.0 mean score).

At the other end of the satisfied spectrum, three aspects of performance rated at 5.6 mean score, these being: "*financial management*", "*performance of current Elected Members being transparent, ethical and reflecting the best interests and values of the community*" and "*providing leadership in the community*".

The graph overleaf demonstrates that between these two levels of the service continuum, most other performance indicator scores are between the good or quite satisfied level (i.e. rated between 6.0 and 8.0 out of 10.0).

In addition to the analysis across all performance indicators, statistical analysis was undertaken to uncover any relationships between performance of services and overall satisfaction with Council. Multiple regression and correlation analysis provides a measure of revealed importance of key attributes of service, or the hidden drivers of satisfaction. It is based on determining the association between the performance rating for a service attribute (Q's 1, 3, 5, and 7) and the broader overall satisfaction with all services provided by Council (Q11).

This analysis identified six service aspects which were critical drivers of resident satisfaction across all services provided by Council.   All other aspects of service were also revealed as important in driving satisfaction among residents, but slightly less so than the six highlighted services. These less important aspects may be considered "hygiene factors", or services expected by residents which are only notable if they are not present or not performed as well as residents expect

The table on page 15 demonstrates all of these aspects of service and the correlation to overall satisfaction with Council, highlighting the critical service areas. Of note is the fact that 3 of these aspects of service also were rated lowest for satisfaction, meaning there is significant disparity between residents' expectations and their satisfaction with the actual performance.

Performance Indicators Overview

Mean scores: 0-10 scale

Score	Indicator
8.3	Providing library services
8.0	Presentation & cleanliness of City
7.7	Garbage and green waste management
7.6	Providing & maintaining parks & reserves
7.6	Providing community bus service
7.6	Providing services for older residents
7.4	Providing passive recreation e.g. walking & maintaining playgrounds
7.2	Providing public e.g. walking, picnic areas
7.2	Providing & environmental services for families
7.0	Interactions residents have with Council services
6.9	Community & environmental health services
6.9	Providing & cultural activities
6.8	Hard & maintaining street trees
6.7	Providing & electronic waste management
6.7	Providing active recreation e.g best management
6.7	After hours & organised sport/outdoor...
6.6	Restoring & hazard response management
6.6	Protecting City's biodiversity
6.6	The overall planning of the City
6.5	Providing built & natural heritage
6.5	Water maintaining local roads
6.4	Preparation & maintaining cycle paths/roads
6.4	Provision & support for bushfire management
6.3	Support for bush/walking trails
6.3	Balance between of traffic & parking
6.2	Providing services for local businesses
6.2	Providing services, services for younger residents
6.2	Consultation with & infrastructure standards
6.2	Provided & informing community
6.0	Financial & maintaining footpaths
5.6	Providing management
5.6	Providing ethical & reflective of...
5.6	performance of EMS: transparent,
5.6	Providing leadership in community

Fig 1: Overall satisfaction across all performance indicators

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Services	Variables	Q11 Correlation (Pearson):
The overall planning of the City	Q101	0.555
Protecting the built and natural heritage	Q102	0.464
Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies	Q103	0.498
Providing active recreation opportunities, such as playing organised sport or outdoor games	Q104	0.370
Providing and maintaining parks and reserves	Q105	0.464
Providing and maintaining playgrounds	Q106	0.504
Providing and maintaining local roads	Q107	0.474
Providing and maintaining footpaths	Q108	0.395
Providing and maintaining street trees	Q109	0.439
Providing and maintaining cycle paths and walking trails	Q110	0.410
Provision and management of traffic and parking in the City	Q111	0.430
Preparation for and support of residents for bushfire management	Q301	0.464
Restoring and protecting the City's biodiversity	Q302	0.532
Water Management initiatives	Q303	0.455
Garbage and green waste management	Q304	0.441
Hard waste and Electronic waste management	Q305	0.385
After hours and hazard response management	Q306	0.452
Support for local businesses	Q501	0.515
Community and cultural activities	Q502	0.510
Providing public and environmental health services	Q503	0.448
Providing services for older residents	Q504	0.465
Providing services for younger residents	Q505	0.493
Providing services for families	Q506	0.485
Presentation and cleanliness of the City	Q507	0.483
Providing animal and pest management services	Q508	0.437
Providing a community bus service	Q509	0.412
Providing library services	Q510	0.451
Consultation with and informing the community	Q701	0.632
The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community.	Q702	0.684
The interactions you have with Council Staff	Q703	0.622
Providing leadership in the community	Q704	0.684
Financial management	Q705	0.700
The balance between Council rates and the services and standard of infrastructure provided	Q706	0.682
	Q11	1
		Values in bold are different from 0 with a significance level alpha=0.05

Table 1: Correlations (Pearson) across all services

The remainder of the key findings to follow, breaks down the performance indicators into the Four Key Directions as determined in the Strategic Plan, to make information dissemination more manageable.

3.2 Integrated Urban Form and Living Spaces

All respondents were read out statements regarding various elements of Urban Form and Living Spaces. They were asked to rate their level of satisfaction with each statement, using a 0 to 10 scale where 0 meant strongly dissatisfied and 10 indicated they were strongly satisfied.

Note that when using a 0 to 10 scale, it is commonly accepted that respondents rating 6.0 out of 10.0 or higher for a statement represents "satisfaction", with 5.0 being neither satisfied nor dissatisfied and 4.0 or less out of 10.0 representing "dissatisfaction".

The statements and proportions for satisfied, neutral or dissatisfied responses with each element of Urban Form and Living Spaces, were as shown in the graph below.

URBAN FORM AND LIVING SPACES OVERALL (0-10 Scale)

Statement	Satisfied	Neither	Dissatisfied	Don't know
Providing and maintaining parks and reserves	85	9	2	3
Providing passive recreation opportunities, such as walking, picnic locations etc.	79	8	6	7
Providing and maintaining street trees	74	13	13	1
Providing and maintaining local roads	72	13	15	1
Providing and maintaining playgrounds	71	7	5	18
The overall planning of the City	71	13	11	5
Provision and management of traffic and parking in the City	68	13	14	5
Protecting the built and natural heritage	66	12	12	10
Providing and maintaining footpaths	65	14	20	1
Providing and maintaining cycle paths and walking trails	58	14	13	15
Providing active recreation opportunities, such as playing organised sport or outdoor games etc.	54	11	10	25

Fig 2: Urban form and living spaces overall

As the graph demonstrates, there is a very high level of satisfaction with the provision and maintenance of parks and reserves (85% satisfied) and a subsequent low level of dissatisfaction (2%).

Highest dissatisfaction was for the provision and maintenance of footpaths (20%) compared with a satisfaction proportion of 65%.

One in four respondents could not respond with a rating for providing active recreation opportunities (25% don't know response), and this element attracted the lowest satisfied rating (54%).

3.2.1 Planning and Infrastructure Services

At an individual element level of Urban Form and Living Spaces, the following graphs demonstrate the actual mean score recorded for each element as well as socio-demographic and geographic variations at sub-group level. This provides a top-line only, as the differences may not be statistically significant. Further detail will be reported in the final report.

7 out of 10 (71%) were satisfied with the overall planning of the City, scoring at 6.5 mean.

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale).
Q1a The overall planning of the City

TOTAL	n=794	6.5
TENANCY	Rented / Tenanted	7.2
	Owner/Purchaser - Occupied	6.5
WARD	Rose Pk/Toorak Gdn	6.2
	Kensington Pk	6.5
	Kensingtn Gdn/Magill	6.9
	Eastwood/Glenunga	6.4
	Burnside	6.7
	Beaumont	6.6
AGE COHORT	85+ yrs	7.4
	75-84 yrs	7.1
	65-74 yrs	6.7
	55-64 yrs	6.2
	45 - 54 yrs	6.0
	35 - 44 yrs	6.4
	Under 35's	6.8
GENDER	Female	6.6
	Male	6.4

Fig 3: Satisfaction with overall planning

2 out of 3 (66%) were satisfied with protection of the built and natural heritage (6.5 mean score), with relatively small variations across geographic and socio-demographic sub-groups.

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale).

Q1b Protecting the built and natural heritage

		Score
TOTAL	n=794	6.5
TENANCY	Rented / Tenanted	6.3
	Owner/Purchaser - Occupied	6.5
WARD	Rose Pk/Toorak Gdn	6.0
	Kensington Pk	6.8
	Kensingtn Gdn/Magill	6.6
	Eastwood/Glenunga	6.6
	Burnside	6.7
	Beaumont	6.5
AGE COHORT	85+ yrs	6.9
	75-84 yrs	6.6
	65-74 yrs	6.3
	55-64 yrs	6.1
	45 - 54 yrs	6.0
	35 - 44 yrs	6.6
	Under 35's	7.2
GENDER	Female	6.5
	Male	6.6

Fig 4: Protecting the built and natural heritage

Nearly 8 out of 10 (79%) were satisfied with the provision of passive recreation opportunities (7.2 mean score), again with relatively small variations across sub-groups (as shown in graph overleaf).

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale)

Q1c Providing passive recreation opportunities, such as walking, picnic locati

Category	Subgroup	Score
TOTAL	n=794	7.2
TENANCY	Rented / Tenanted	7.6
	Owner/Purchaser - Occupied	7.2
WARD	Rose Pk/Toorak Gdn	6.6
	Kensington Pk	7.3
	Kensingtn Gdn/Magill	7.7
	Eastwood/Glenunga	7.0
	Burnside	7.5
	Beaumont	7.3
AGE COHORT	85+ yrs	7.7
	75-84 yrs	7.5
	65-74 yrs	7.3
	55-64 yrs	7.1
	45 - 54 yrs	6.6
	35 - 44 yrs	7.3
	Under 35's	7.5
GENDER	Female	7.3
	Male	7.1

Fig 5: Providing passive recreation opportunities, such as walking, picnic locations etc.

Just over half (54% of respondents were satisfied with the provision of active recreation opportunities, although some significant differences were noted by Ward (particularly high satisfaction among residents of Kensington Gardens/Magill Ward compared with those from Rose Park / Toorak Gardens (5.9 mean) and also Eastwood / Glenunga (6.4 mean). These differences were statistically significant.

There was also a pattern of lower satisfaction among younger cohorts (under 55 years) compared with those 55 years and older. The differences between 45 to 54 year olds, possibly in the mature family life-stage with young adults / teens at home (6.1 mean score), scored significantly lower than 75 to 84 year olds.

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale)

Q1d Providing active recreation opportunities, such as playing organised sport

Category	Subgroup	Score
TOTAL	n=794	6.6
TENANCY	Rented / Tenanted	7.4
	Owner/Purchaser - Occupied	6.5
WARD	Rose Pk/Toorak Gdn	5.9
	Kensington Pk	6.9
	Kensingtn Gdn/Magill	7.2
	Eastwood/Glenunga	6.4
	Burnside	6.5
	Beaumont	6.7
AGE COHORT	85+ yrs	7.4
	75-84 yrs	7.3
	65-74 yrs	6.9
	55-64 yrs	6.7
	45 - 54 yrs	6.1
	35 - 44 yrs	6.3
	Under 35's	6.6
GENDER	Female	6.8
	Male	6.4

Fig 6: Providing active recreation opportunities, such as organised sport or outdoor games

The provision and maintenance of parks and reserves scored highly at the total sample level and showed only minor variations across socio-demographic sub-groups.

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale)

Q1e Providing and maintaining parks and reserves

Category	Group	Score
TOTAL	n=794	7.6
TENANCY	Rented / Tenanted	7.9
	Owner/Purchaser - Occupied	7.5
WARD	Rose Pk/Toorak Gdn	7.2
	Kensington Pk	7.6
	Kensingtn Gdn/Magill	7.7
	Eastwood/Glenunga	7.2
	Burnside	7.8
	Beaumont	7.8
AGE COHORT	85+ yrs	8.2
	75-84 yrs	7.9
	65-74 yrs	7.6
	55-64 yrs	7.6
	45 - 54 yrs	7.1
	35 - 44 yrs	7.5
	Under 35's	7.7
GENDER	Female	7.7
	Male	7.4

Fig 7: Providing and maintaining parks and reserves

Whilst overall the provision and maintenance of playgrounds rated highly (71% satisfied), significant differences were noted among Eastwood / Glenunga residents compared with those living in Kensington Gardens / Magill (6.9 mean versus 7.9 mean).

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale)
Q1f Providing and maintaining playgrounds

Category	Group	Value
TOTAL	n=794	7.4
TENANCY	Rented / Tenanted	7.1
	Owner/Purchaser - Occupied	7.4
WARD	Rose Pk/Toorak Gdn	7.2
	Kensington Pk	7.5
	Kensingtn Gdn/Magill	7.9
	Eastwood/Glenunga	6.9
	Burnside	7.7
	Beaumont	7.1
AGE COHORT	85+ yrs	7.8
	75-84 yrs	7.6
	65-74 yrs	7.6
	55-64 yrs	7.4
	45 - 54 yrs	7.0
	35 - 44 yrs	7.5
	Under 35's	7.4
GENDER	Female	7.6
	Male	7.2

Fig 8: Providing and maintaining playgrounds

7 out of 10 (71%) respondents were satisfied with the provision and maintenance of local roads, although again we see a dip in satisfaction levels among residents of Eastwood / Glenunga Ward and also among 45 to 54 year olds, as the graph below demonstrates.

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale)

Q1g Providing and maintaining local roads

Category	Group	Value
TOTAL	n=800	6.4
TENANCY	Rented / Tenanted	6.4
	Owner/Purchaser - Occupied	6.4
WARD	Rose Pk/Toorak Gdn	6.8
	Kensington Pk	6.5
	Kensingtn Gdn/Magill	6.4
	Eastwood/Glenunga	6.1
	Burnside	6.4
	Beaumont	6.4
AGE COHORT	85+ yrs	6.9
	75-84 yrs	6.7
	65-74 yrs	6.2
	55-64 yrs	6.2
	45 - 54 yrs	5.9
	35 - 44 yrs	6.6
	Under 35's	6.7
GENDER	Female	6.4
	Male	6.5

Fig 9: Providing and maintaining local roads

Provision and maintenance of footpaths gained satisfaction among two thirds of the sample (65%), and was relatively even across the Wards, but again 45 to 54 year olds were the least satisfied with this element.

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale)

Q1h Providing and maintaining footpaths

		Value
TOTAL	n=794	6.0
TENANCY	Rented / Tenanted	6.2
	Owner/Purchaser - Occupied	6
WARD	Rose Pk/Toorak Gdn	6.0
	Kensington Pk	6.1
	Kensingtn Gdn/Magill	6.3
	Eastwood/Glenunga	5.8
	Burnside	5.9
	Beaumont	6.2
AGE COHORT	85+ yrs	6.0
	75-84 yrs	6.3
	65-74 yrs	5.9
	55-64 yrs	5.6
	45 - 54 yrs	5.4
	35 - 44 yrs	6.2
	Under 35's	6.7
GENDER	Female	6.0
	Male	6.1

Fig 10: Providing and maintaining footpaths

Nearly 3 out of 4 (74%) respondents were satisfied with the provision and maintenance of street trees (6.7 mean score.

Renters, 85 plus year olds, the youngest cohort and residents across Kensington Park, Kensington Gardens / Magill and Eastwood / Glenunga Wards were most satisfied with this aspect.

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale)

Q1i Providing and maintaining street trees

Category	Group	Score
TOTAL	n=794	6.7
TENANCY	Rented / Tenanted	7.0
TENANCY	Owner/Purchaser - Occupied	6.6
WARD	Rose Pk/Toorak Gdn	6.3
WARD	Kensington Pk	6.9
WARD	Kensingtn Gdn/Magill	6.8
WARD	Eastwood/Glenunga	6.9
WARD	Burnside	6.4
WARD	Beaumont	6.6
AGE COHORT	85+ yrs	7.2
AGE COHORT	75-84 yrs	6.9
AGE COHORT	65-74 yrs	6.5
AGE COHORT	55-64 yrs	6.2
AGE COHORT	45 - 54 yrs	6.4
AGE COHORT	35 - 44 yrs	6.4
AGE COHORT	Under 35's	7.2
GENDER	Female	6.6
GENDER	Male	6.7

Fig 11: Providing and maintaining street trees

There was lower satisfaction with the provision and maintenance of cycle paths and walking trails (58% satisfied), with an overall mean score of 6.3 and considerable variation in satisfaction across age cohorts and also Wards.

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale).

Q1j Providing and maintaining cycle paths and walking trails

		Score
TOTAL	n=794	6.3
TENANCY	Rented / Tenanted	7.1
	Owner/Purchaser - Occupied	6.3
WARD	Rose Pk/Toorak Gdn	6.0
	Kensington Pk	6.5
	Kensingtn Gdn/Magill	6.9
	Eastwood/Glenunga	5.9
	Burnside	6.4
	Beaumont	6.3
AGE COHORT	85+ yrs	7.3
	75-84 yrs	6.8
	65-74 yrs	6.3
	55-64 yrs	6.2
	45 - 54 yrs	5.7
	35 - 44 yrs	6.7
	Under 35's	6.5
GENDER	Female	6.4
	Male	6.3

Fig 12: Providing and maintaining cycle paths and walking trails

More than two thirds (68%) of respondents were satisfied with Council provision and management of traffic and parking in the City (6.2 mean score), with only minor variations across geographic and demographic sub-groups.

Q1 Thinking about planning and infrastructure in the Council area, how satisfied are you that Council has performed each of the following services or facilities. (0 to 10 scale)

Q1k Provision and management of traffic and parking in the City

		Score
TOTAL	n=794	6.2
TENANCY	Rented / Tenanted	6.5
	Owner/Purchaser - Occupied	6.2
WARD	Rose Pk/Toorak Gdn	6.0
	Kensington Pk	6.5
	Kensingtn Gdn/Magill	6.1
	Eastwood/Glenunga	6.1
	Burnside	6.2
	Beaumont	6.4
AGE COHORT	85+ yrs	7.0
	75-84 yrs	6.4
	65-74 yrs	6.1
	55-64 yrs	6.1
	45 - 54 yrs	6.1
	35 - 44 yrs	6.0
	Under 35's	6.4
GENDER	Female	6.3
	Male	6.2

Fig 13: Provision and management of traffic and parking in the City

3.2.2 Improvements to Urban Form and Living Spaces

When it came to offering suggestions for improvement across these aspects of Council services, a third (32%) of all respondents said there was nothing they could suggest and a further 12% could not say.

The most often mentioned areas for improvement were:

- Footpaths in need of repair, more footpaths needed or comments about footpaths needed on both sides of the road (16% of mentions). This aspect was more likely to be raised by females (19%) and by older residents (25% of 85 plus year olds).
- Maintain and preserve heritage trees, street trees and verges comments (15% of suggestions), with residents of Kensington Gardens / Magill (23%), females (17%) and the oldest cohort (23% of 85 plus year olds) were most likely to suggest improvement in this area.

Q2 Are there any ways in which these areas of Council business could be improved? BASE: Total sample, n=794

Category	%
No, nothing further to add	32
Footpaths need repair/more footpaths	16
Maintain/preserve heritage trees/...	15
Don't know / can't say	12
Road maintenance/resurfacing comments	8
More bike paths/walking trails	7
More exercise/play equipment/improve...	6
Car parking issues/monitor car parking	6
No high rise/don't change building regulations	5
More information/communication with...	3
Maintaining/preserving heritage listed buildings	3
Traffic control management issues	3
Other suggestions	5

% of responses (incl. multiple response)

Fig 14: Improvements to Urban Form and Living Spaces elements

The following diagram is a "Word Cloud" which is used to demonstrate key themes by using the size of specific words as an indicator of the frequency with which the word is mentioned.

The key themes across all suggestions made to improve Urban Form and Living Spaces (excluding common words such as Council) were: trees, footpaths, street, road and parking.

3.3 Protected and Valued Environment

All respondents were read out statements regarding various elements of Protected and Valued Environment. They were asked to rate their level of satisfaction with each statement, using a 0 to 10 scale where 0 meant strongly dissatisfied and 10 indicated they were strongly satisfied.

The statements and proportions for satisfied, neutral or dissatisfied responses with each element of Protected and Valued Environment, were as shown in the graph below.

Garbage and green waste management was the element showing the highest level of satisfaction (87%) with Protected and Valued Environment.

At the other end of the scale, after hours and hazard response management rated lowest (32% satisfied) although this was not due to dissatisfaction but rather than more than half (55%) of the sample had no experience of this service and therefore could not rate it.

A similar finding was noted for preparation for and support of residents for bushfire management (47% said don't know).
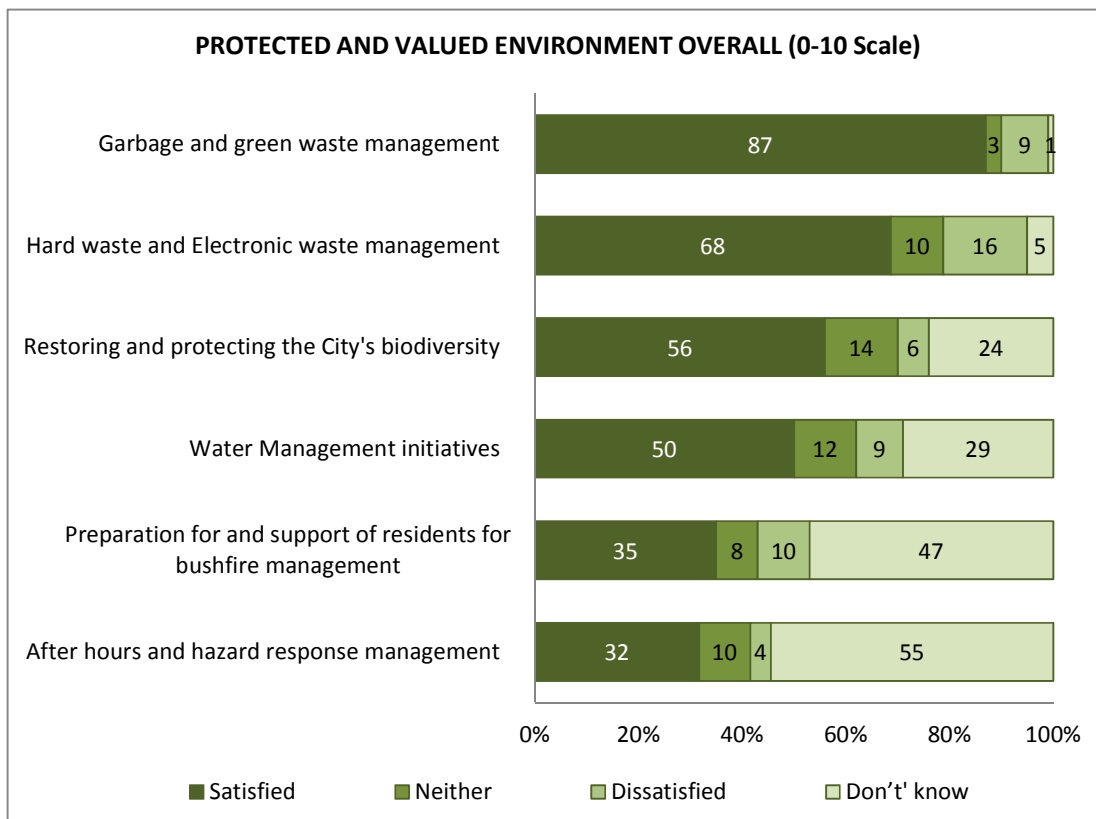
Fig 15: Protected and valued environment overall

More detailed sub-group analysis (in final report) will reveal any patterns in satisfaction with these services (e.g. by age cohort, Ward and so on).

3.3.1 Environmental Services

In terms of preparation for, and support of residents for bushfire management, a 6.2 mean score demonstrates a moderate level of satisfaction with this element of the environment (note: mean score does not include don't know responses in the calculation, in this instance 47% of respondents).

Also noted was significant variation across age cohorts (both older residents and the youngest showed higher satisfaction than those between 35 and 74 years. Also noted was a higher mean score among residents who are tenants compared with owner/occupiers (although renters represent only 8% of the sample so differences are indicative).

Q3 Thinking now about the environment, how satisfied are you that Council has performed each of the following services or facilities.

Q3a Preparation for and support of residents for bushfire management.

Category	Group	Mean
TOTAL	n=794	6.3
TENANCY	Rented / Tenanted	6.9
TENANCY	Owner/Purchaser - Occupied	6.3
WARD	Rose Pk/Toorak Gdn	6.8
WARD	Kensington Pk	6.5
WARD	Kensingtn Gdn/Magill	6.2
WARD	Eastwood/Glenunga	6.3
WARD	Burnside	5.9
WARD	Beaumont	6.4
AGE COHORT	85+ yrs	6.8
AGE COHORT	75-84 yrs	6.6
AGE COHORT	65-74 yrs	6.0
AGE COHORT	55-64 yrs	5.7
AGE COHORT	45 - 54 yrs	5.8
AGE COHORT	35 - 44 yrs	6.1
AGE COHORT	Under 35's	7.0
GENDER	Female	6.4
GENDER	Male	6.2

Mean (0-10 scale)

Extremely dissatisfied — Extremely satisfied

Fig 16: Bushfire management

Restoring and protecting the City's biodiversity attracted a mean score of 6.6 for satisfaction, with relatively minor differences across sub-groups.

Q3 Thinking now about the environment, how satisfied are you that Council has performed each of the following services or facilities.
Q3b Restoring and protecting the City's biodiversity.

		Mean
TOTAL	n=794	6.6
TENANCY	Rented / Tenanted	7.1
	Owner/Purchaser - Occupied	6.6
WARD	Rose Pk/Toorak Gdn	6.2
	Kensington Pk	6.6
	Kensingtn Gdn/Magill	6.9
	Eastwood/Glenunga	6.7
	Burnside	6.6
	Beaumont	6.8
AGE COHORT	85+ yrs	7
	75-84 yrs	7.1
	65-74 yrs	6.8
	55-64 yrs	6.5
	45 - 54 yrs	6.1
	35 - 44 yrs	6.5
	Under 35's	6.9
GENDER	Female	6.8
	Male	6.5

Mean (0-10 scale)
Extremely dissatisfied — Extremely satisfied

Fig 17: Restoring and protecting City's biodiversity

In terms of water management initiatives, half (50%) of all respondents were satisfied with this aspect (versus 29% indicating they did not know and 9% dissatisfied).

Q3 Thinking now about the environment, how satisfied are you that Council has performed each of the following services or facilities.
Q3c Water Management initiatives.

Category		Mean
TOTAL	n=794	6.4
TENANCY	Rented / Tenanted	6.7
	Owner/Purchaser - Occupied	6.3
WARD	Rose Pk/Toorak Gdn	6
	Kensington Pk	6.4
	Kensingtn Gdn/Magill	6.5
	Eastwood/Glenunga	6.7
	Burnside	6.2
	Beaumont	6.4
AGE COHORT	85+ yrs	7
	75-84 yrs	6.9
	65-74 yrs	6.2
	55-64 yrs	6.1
	45 - 54 yrs	5.3
	35 - 44 yrs	6.5
	Under 35's	7
GENDER	Female	6.3
	Male	6.4

Extremely dissatisfied   Mean (0-10 scale)   Extremely satisfied

Fig 18: Water management initiatives

Garbage and green waste management scored highly for satisfaction (7.7 mean, 87% satisfied), with higher satisfaction levels revealed among residents who rent / tenants (8.4 mean)85 plus year olds (8.4 mean) and residents of Kensington Gardens / Magill Ward (8.1 mean).

Q3 Thinking now about the environment, how satisfied are you that Council has performed each of the following services or facilities.
Q3d Garbage and green waste management.

Category	Group	Mean
TOTAL	n=794	7.7
TENANCY	Rented / Tenanted	8.4
TENANCY	Owner/Purchaser - Occupied	7.7
WARD	Rose Pk/Toorak Gdn	7.5
WARD	Kensington Pk	7.5
WARD	Kensingtn Gdn/Magill	8.1
WARD	Eastwood/Glenunga	7.7
WARD	Burnside	7.5
WARD	Beaumont	7.9
AGE COHORT	85+ yrs	8.4
AGE COHORT	75-84 yrs	8
AGE COHORT	65-74 yrs	7.9
AGE COHORT	55-64 yrs	7.5
AGE COHORT	45 - 54 yrs	7.5
AGE COHORT	35 - 44 yrs	7.4
AGE COHORT	Under 35's	7.8
GENDER	Female	7.8
GENDER	Male	7.6

Mean (0-10 scale)
0 1 2 3 4 5 6 7 8 9 10

Extremely dissatisfied — Extremely satisfied

Fig 19 Garbage and green waste management

Hard waste and electronic waste management did not score as highly (6.7 mean, 68% satisfied), and this aspect attracted the   highest level of dissatisfaction (16%). Least likely to be satisfied with this aspect of environmental management were residents aged 45 to 54 years (6.1 mean, particularly low compared with under 35 year olds at 7.1 mean) and also male residents (6.5 mean versus 7.0 mean among females).- both of these differences were statistically significant at 95% confidence level.

Q3 Thinking now about the environment, how satisfied are you that Council has performed each of the following services or facilities.
Q3e Hard waste and Electronic waste management.

	Category	Mean
TOTAL	n=794	6.7
TENANCY	Rented / Tenanted	7.2
	Owner/Purchaser - Occupied	6.7
WARD	Rose Pk/Toorak Gdn	6.6
	Kensington Pk	6.8
	Kensingtn Gdn/Magill	7.1
	Eastwood/Glenunga	6.6
	Burnside	6.5
	Beaumont	6.8
AGE COHORT	85+ yrs	7.5
	75-84 yrs	7.1
	65-74 yrs	6.7
	55-64 yrs	6.5
	45 - 54 yrs	6.1
	35 - 44 yrs	7
	Under 35's	7.1
GENDER	Female	7
	Male	6.5

Mean (0-10 scale)

Extremely dissatisfied — Extremely satisfied

Fig 20: Hard and electronic waste management

After hours and hazard response management, among those who were able to rate this element, was a moderate 6.6 mean score. The most notable variation in response was among renters versus owner / occupiers (5.8 mean versus 6.6 mean respectively), a statistically significant difference. Tenants were significantly more likely to indicate they do not know about after hours and hazard response management (73% versus 53% of residents).

(Note that not having used the service generally resulted in a "don't know" response and these are not calculated in the mean scores).

Q3 Thinking now about the environment, how satisfied are you that Council has performed each of the following services or facilities.

Q3f After hours and hazard response management.

Category	Group	Mean
TOTAL	n=794	6.6
TENANCY	Rented / Tenanted	5.8
	Owner/Purchaser - Occupied	6.6
WARD	Rose Pk/Toorak Gdn	6.7
	Kensington Pk	6.8
	Kensingtn Gdn/Magill	6.4
	Eastwood/Glenunga	6.7
	Burnside	6.8
	Beaumont	6.2
AGE COHORT	85+ yrs	6.9
	75-84 yrs	6.7
	65-74 yrs	6.5
	55-64 yrs	6.5
	45 - 54 yrs	6
	35 - 44 yrs	6.7
	Under 35's	6.8
GENDER	Female	6.6
	Male	6.6

Mean (0-10 scale)

Extremely dissatisfied — Extremely satisfied

Fig 21: After hours, hazard response management

3.3.2   Improvements to Protected and Valued Environment

When asked for their suggestions to improve Protection and Valuing the Environment, nearly half (48%) had nothing further to suggest.

The top response was for more hard rubbish collections (mentioned by 15% of all respondents), followed by more general waste and green waste collections (9%) and more recycling of electronic waste (6%).

Q4 Are there any ways in which these areas of Council business could be improved? BASE: Total sample, n=794
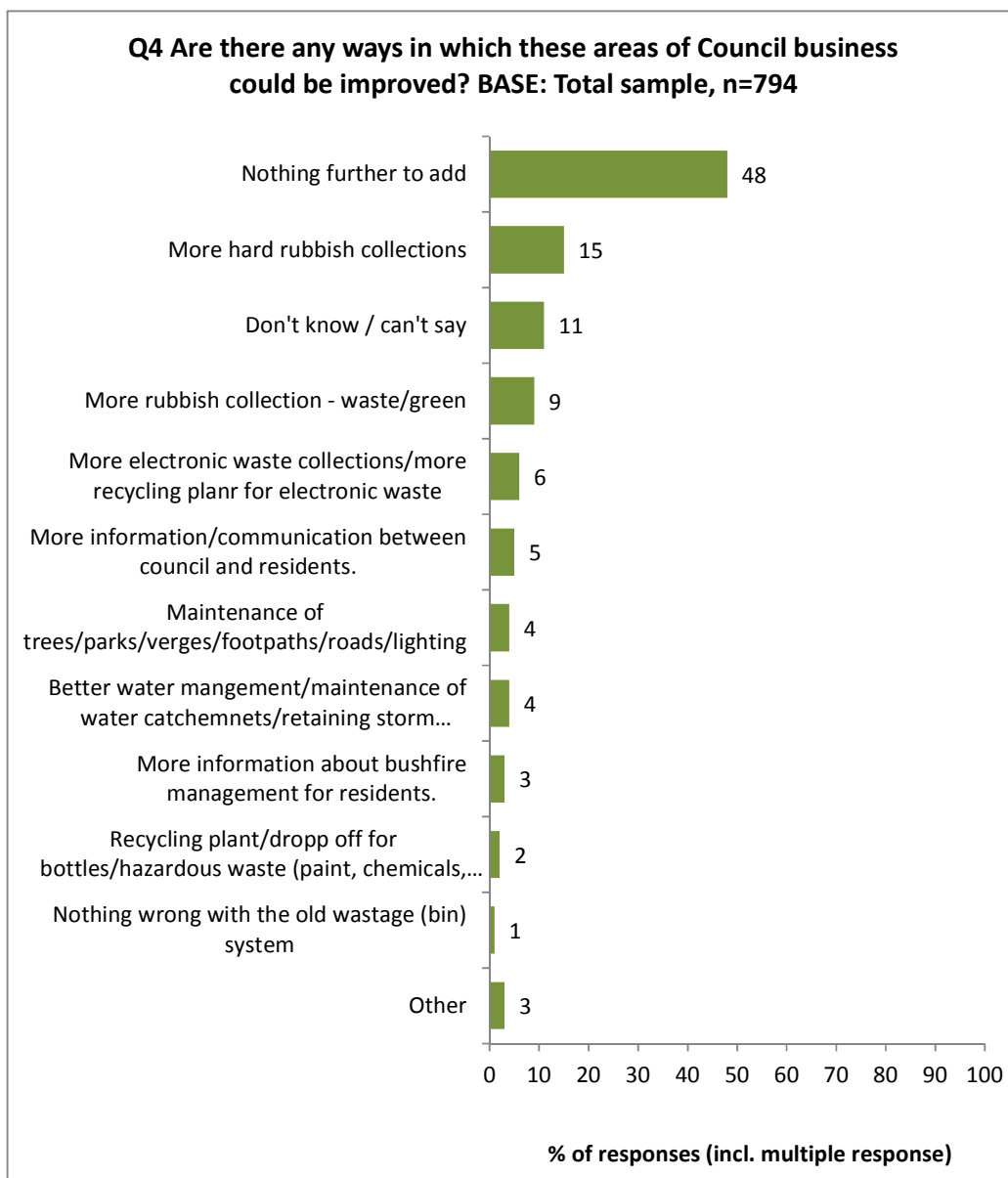
Fig 22 :Improvements to environmental planning

These findings are also reflected in the "Word Cloud" overleaf.

rubbish hard need electronic trees water collected management area weekly kitchen pick better time week now street good picked much residents lot bin year bins collections one collection council people needs new emptied hazardous know just come waste twice put often food green instead communication fortnight think frequent system way

3.4 Diverse, Supportive, Happy and Healthy People

All respondents were read out statements regarding various elements of the key direction Diverse, Supportive, Happy and Healthy People. They were asked to rate their level of satisfaction with each statement, using a 0 to 10 scale where 0 meant strongly dissatisfied and 10 indicated they were strongly satisfied.

The statements and proportions for satisfied, neutral or dissatisfied responses with each element of Diverse, Supportive, Happy and Healthy People, were as shown in the graph below.

At the top level, the presentation and cleanliness of the City drew the highest level of satisfaction (96%), followed closely by the provision of library services (92%).

At the other end of the scale satisfaction with support for local businesses gained the lowest level of satisfaction (33% across all respondents), although a higher proportion (51%) could not put forward a rating for this element.

Noted also was a relatively low level of satisfaction with providing services for younger residents (42%) against the comparatively high 9% indicating they were dissatisfied with this aspect.

DIVERSE, SUPPORTIVE, HAPPY & HEALTHY PEOPLE OVERALL (0-10 Scale)

Statement	Satisfied	Neither	Dissatisfied	Don't know
Presentation and cleanliness of the City	96	3	1	0
Providing library services	92	3	0	5
Providing services for older residents	65	5	2	28
Community and cultural activities	63	10	6	21
Providing a community bus service	61	5	1	33
Providing services for families	55	6	3	36
Providing public and environmental health services	51	7	3	40
Providing animal and pest management services	49	11	5	35
Providing services for younger residents	42	11	9	38
Support for local businesses	33	10	5	51

Fig 23: Social Capital overall

3.4.1   Elements of Diverse, Supportive, Happy and Healthy People

When support for local businesses was analysed by those who actually owned a business (either within the City or outside, home based or on the road), there were slightly higher levels of agreement, in particular among those with a business within the City or a home-based business (39% and 44% respectively were satisfied and the proportion who said they don't know fell to 30% among these two groups).

Q5a Support for local businesses by business ownership/location of business (0-10 Scale)

Category	Satisfied	Neither	Dissatisfied	Don't know
Do not own a business (n=595)	31	8	4	56
Various locations/clients' premises (n=19)	42	20	11	27
Business outside Council area (n=83)	33	12	4	51
Business within Council area (n=23)	39	22	9	30
Home-based business (n=68)	44	12	13	30
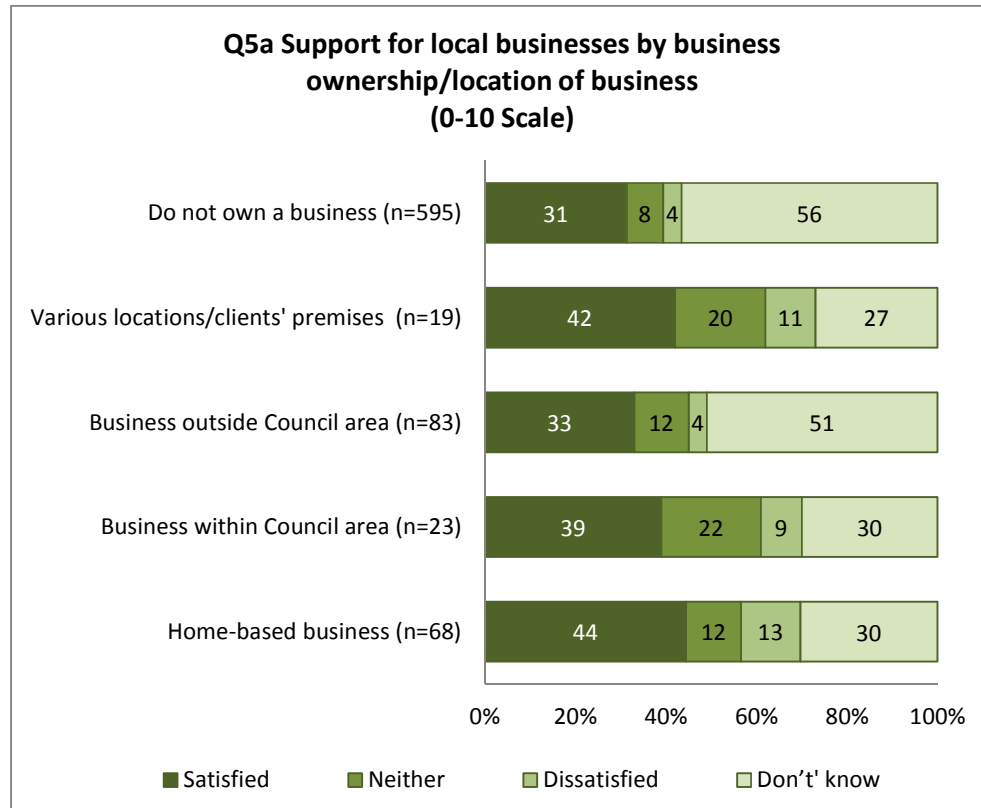
Fig 24: Support for local businesses by business ownership

As noted, support for local businesses was rated fairly low for satisfaction across all respondents (6.2 mean score) and dropped below the average among residents 45 to 54 year old (5.7 mean) and among

Q5. Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services or facilities.

Q5a Support for local businesses

Category		Value
TOTAL	n=800	6.2
TENANCY	Rented / Tenanted	6.5
	Owner/Purchaser - Occupied	6.2
WARD	Rose Pk/Toorak Gdn	5.9
	Kensington Pk	6.7
	Kensingtn Gdn/Magill	6.4
	Eastwood/Glenunga	6.0
	Burnside	6.2
	Beaumont	6.3
AGE COHORT	85+ yrs	6.6
	75-84 yrs	6.5
	65-74 yrs	6.1
	55-64 yrs	6.0
	45 - 54 yrs	5.7
	35 - 44 yrs	6.6
	Under 35's	6.4
GENDER	Female	6.3
	Male	6.2

Fig 25: Support for local businesses

Community and cultural activities attracted a mean score of 6.8 overall, with the oldest cohorts being most satisfied with these two elements (75 plus year olds 7.9 and 7.8 respectively).

Q5. Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services or facilities.

Q5b Community and cultural activities

	Score
TOTAL n=800	6.8
TENANCY Rented / Tenanted	7.2
Owner/Purchaser - Occupied	6.8
WARD Rose Pk/Toorak Gdn	6.6
Kensington Pk	6.7
Kensingtn Gdn/Magill	7.1
Eastwood/Glenunga	7.0
Burnside	6.6
Beaumont	6.9
AGE COHORT 85+ yrs	7.8
75-84 yrs	7.9
65-74 yrs	7.1
55-64 yrs	6.9
45 - 54 yrs	6.3
35 - 44 yrs	6.5
Under 35's	6.7
GENDER Female	7.0
Male	6.7

Fig 26: Community and cultural activities

Provision of public and environmental health services rated at a satisfactory level (6.9 mean) although 40% of residents could not provide a response (51% satisfied versus 40% don't know). The proportion dissatisfied was low (3%).

As has been noted regarding some of these other social indicators, the oldest residents showed higher rates of satisfaction (as shown in the graph below).

Q5. Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services or facilities.

Q5c Providing public and environmental health services

Category		Value
TOTAL	n=800	6.9
TENANCY	Rented / Tenanted	6.9
	Owner/Purchaser - Occupied	6.9
WARD	Rose Pk/Toorak Gdn	6.7
	Kensington Pk	7.2
	Kensingtn Gdn/Magill	7.1
	Eastwood/Glenunga	6.9
	Burnside	6.9
	Beaumont	6.9
AGE COHORT	85+ yrs	7.6
	75-84 yrs	7.4
	65-74 yrs	6.8
	55-64 yrs	6.7
	45 - 54 yrs	6.9
	35 - 44 yrs	6.4
	Under 35's	7.2
GENDER	Female	7.1
	Male	6.8

Fig 27: Providing public and environmental health services

Provision of services for older residents rated highly (7.6 mean score, 65% satisfied versus 2% dissatisfied). As may be expected, older residents showed higher satisfaction levels although most residents regardless of whether they may be users of these services or not rated this element highly.

Q5. Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services or facilities.

Q5d Providing services for older residents

Category	Group	Score
TOTAL	n=800	7.6
TENANCY	Rented / Tenanted	7.4
	Owner/Purchaser - Occupied	7.6
WARD	Rose Pk/Toorak Gdn	7.7
	Kensington Pk	7.6
	Kensingtn Gdn/Magill	7.5
	Eastwood/Glenunga	7.6
	Burnside	7.5
	Beaumont	7.6
AGE COHORT	85+ yrs	8.3
	75-84 yrs	8.0
	65-74 yrs	7.4
	55-64 yrs	7.4
	45 - 54 yrs	7.3
	35 - 44 yrs	7.5
	Under 35's	7.7
GENDER	Female	7.7
	Male	7.4

Fig 28: Providing services for older residents

Provision of services for younger residents did not rate as highly as those provided to older residents (6.2 mean overall, 42% satisfied versus 9% dissatisfied with this element).

Most notable among the socio-demographic analysis was the finding that residents in the 45 to 54 year cohort (most likely middle family life-stage) showed a relatively low level of satisfaction with this element (25% of this cohort were dissatisfied versus 35% satisfied).

Q5. Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services or facilities.
Q5e Providing services for younger residents

TOTAL	n=800	6.2
TENANCY	Rented / Tenanted	6.7
	Owner/Purchaser - Occupied	6.2
WARD	Rose Pk/Toorak Gdn	6.2
	Kensington Pk	6.4
	Kensingtn Gdn/Magill	6.3
	Eastwood/Glenunga	6.4
	Burnside	6.2
	Beaumont	6.0
AGE COHORT	85+ yrs	6.3
	75-84 yrs	7.0
	65-74 yrs	6.4
	55-64 yrs	6.3
	45 - 54 yrs	5.4
	35 - 44 yrs	6.2
	Under 35's	6.5
GENDER	Female	6.3
	Male	6.1

Fig 29: Providing services for younger residents

The provision of services for families rated highly, at 7.0 mean score across the total sample, although among respondents aged between 45 and 54 years the mean declined to 6.5.

Residents of Kensington Park rated this element higher (7.4 mean), particularly compared with Rose Park / Toorak Gardens residents (6.7 mean) and also those living in Burnside Ward (6.8 mean). These variations were statistically significant, although care should be taken in using this information as factors such as the proportion of families in each Ward may vary or some suburbs may have a different socio-economic profile (creating higher or lower demand for services for families).

Q5 Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services.
Q5f Providing services for families

Category	Group	Mean
TOTAL	n=800	7.0
TENANCY	Rented / Tenanted	7.0
TENANCY	Owner/Purchaser - Occupied	7.0
WARD	Rose Pk/Toorak Gdn	6.7
WARD	Kensington Pk	7.4
WARD	Kensingtn Gdn/Magill	6.9
WARD	Eastwood/Glenunga	7.1
WARD	Burnside	6.8
WARD	Beaumont	6.9
AGE COHORT	85+ yrs	7.2
AGE COHORT	75-84 yrs	7.3
AGE COHORT	65-74 yrs	6.8
AGE COHORT	55-64 yrs	6.9
AGE COHORT	45 - 54 yrs	6.5
AGE COHORT	35 - 44 yrs	6.9
AGE COHORT	Under 35's	7.3
GENDER	Female	7.1
GENDER	Male	6.8

Extremely dissatisfied   Mean (0-10 scale)   Extremely satisfied

Fig 30: Providing services for families

As noted earlier, presentation and cleanliness of the City is rated highly in terms of satisfaction (8.0 mean across the total sample) and showed little significant variation across socio-demographic and geographic sub-groups.

Q5 Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services.
Q5g Presentation and cleanliness of the City

		Mean
TOTAL	n=800	8.0
TENANCY	Rented / Tenanted	8.3
	Owner/Purchaser - Occupied	7.9
WARD	Rose Pk/Toorak Gdn	7.8
	Kensington Pk	7.8
	Kensingtn Gdn/Magill	8.2
	Eastwood/Glenunga	8.1
	Burnside	7.9
	Beaumont	8.2
AGE COHORT	85+ yrs	8.3
	75-84 yrs	8.1
	65-74 yrs	7.8
	55-64 yrs	7.9
	45 - 54 yrs	7.6
	35 - 44 yrs	7.9
	Under 35's	8.2
GENDER	Female	8.0
	Male	8.0

Extremely dissatisfied — Mean (0-10 scale) — Extremely satisfied

Fig 31: Presentation and cleanliness of the City

Just under half (49%) of all respondents said they were satisfied with the provision of animal and pest management services (6.7 mean), compared with 5% dissatisfaction with provision of this service.

Satisfaction was slightly lower among residents of Eastwood / Glenunga (6.4 mean) but the difference was not statistically significant.

Among respondents in the 45 to 54 cohort, satisfaction was also relatively low (6.2 mean) particularly compared with under 35 year olds (7.1 mean score).

Q5 Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services.
Q5h Providing animal and pest management services

		Mean
TOTAL	n=800	6.7
TENANCY	Rented / Tenanted	6.6
	Owner/Purchaser - Occupied	6.7
WARD	Rose Pk/Toorak Gdn	6.7
	Kensington Pk	7
	Kensingtn Gdn/Magill	6.9
	Eastwood/Glenunga	6.4
	Burnside	6.7
	Beaumont	6.5
AGE COHORT	85+ yrs	6.9
	75-84 yrs	6.8
	65-74 yrs	6.6
	55-64 yrs	6.4
	45 - 54 yrs	6.2
	35 - 44 yrs	6.8
	Under 35's	7.1
GENDER	Female	6.8
	Male	6.6

Extremely dissatisfied — Mean (0-10 scale) — Extremely satisfied

Fig 32: Providing animal and pest management services

Provision of a community bus service rated highly (7.6 mean), particularly among the oldest cohort (8.3 mean).

Q5 Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services.
Q5i   Providing a community bus service

Category	Group	Mean
TOTAL	n=800	7.6
TENANCY	Rented / Tenanted	7.7
	Owner/Purchaser - Occupied	7.5
WARD	Rose Pk/Toorak Gdn	7.4
	Kensington Pk	7.6
	Kensingtn Gdn/Magill	7.6
	Eastwood/Glenunga	7.7
	Burnside	7.4
	Beaumont	7.6
AGE COHORT	85+ yrs	8.3
	75-84 yrs	8.1
	65-74 yrs	7.7
	55-64 yrs	7.5
	45 - 54 yrs	7.5
	35 - 44 yrs	7.2
	Under 35's	7.4
GENDER	Female	7.6
	Male	7.5

Extremely dissatisfied   Mean (0-10 scale)   Extremely satisfied

Fig 33: Providing a community bus service

The library services also attracted high levels of satisfaction (8.3 mean) with few variations across sub-groups.

Q5 Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services.

Q5j Providing library services

		Mean
TOTAL	n=800	8.3
TENANCY	Rented / Tenanted	8.6
	Owner/Purchaser - Occupied	8.3
WARD	Rose Pk/Toorak Gdn	8.0
	Kensington Pk	8.5
	Kensingtn Gdn/Magill	8.4
	Eastwood/Glenunga	8.4
	Burnside	8.2
	Beaumont	8.5
AGE COHORT	85+ yrs	9.0
	75-84 yrs	8.7
	65-74 yrs	8.5
	55-64 yrs	8.4
	45 - 54 yrs	7.9
	35 - 44 yrs	8.2
	Under 35's	8.4
GENDER	Female	8.5
	Male	8.2

Extremely dissatisfied   Mean (0-10 scale)   Extremely satisfied

Fig 34: Providing library services

3.4.2   Improvements to Diverse, Supportive, Happy and Healthy People

Six out of ten (61%) respondents had nothing further to add towards this Key Direction and an additional 12% could not put forward any suggestions.

The most common theme was comments along the lines that "councillors should be more transparent / clarity around intentions and for greater communication/information and/ or cooperation (6% or n=46 respondents).

The word cloud overleaf demonstrates the prominence of the general themes of council services and people, library and community. More detailed analysis will be provided in the final report.

Q6 Are there any ways in which these areas of Council business could be improved? BASE: Total sample, n=794

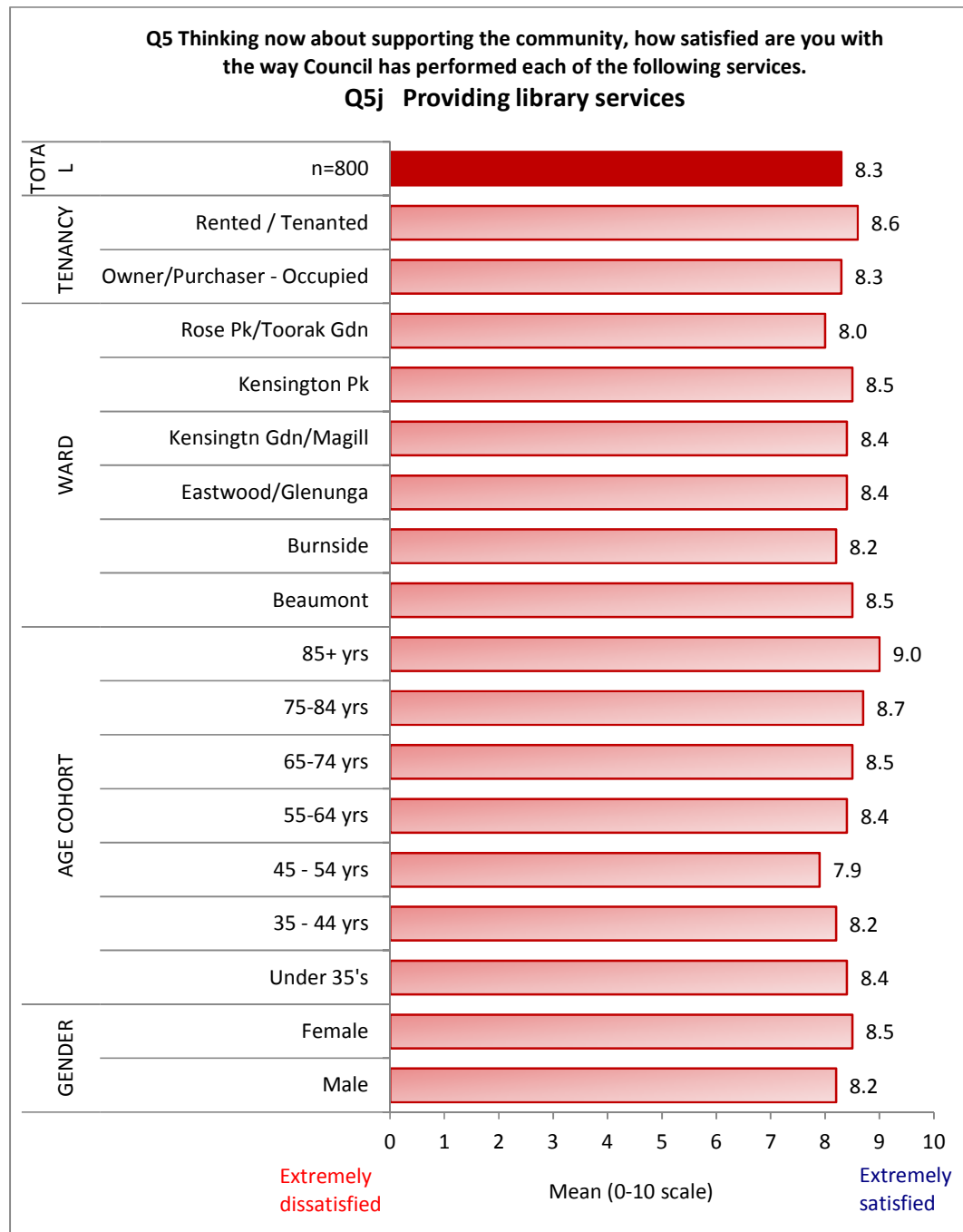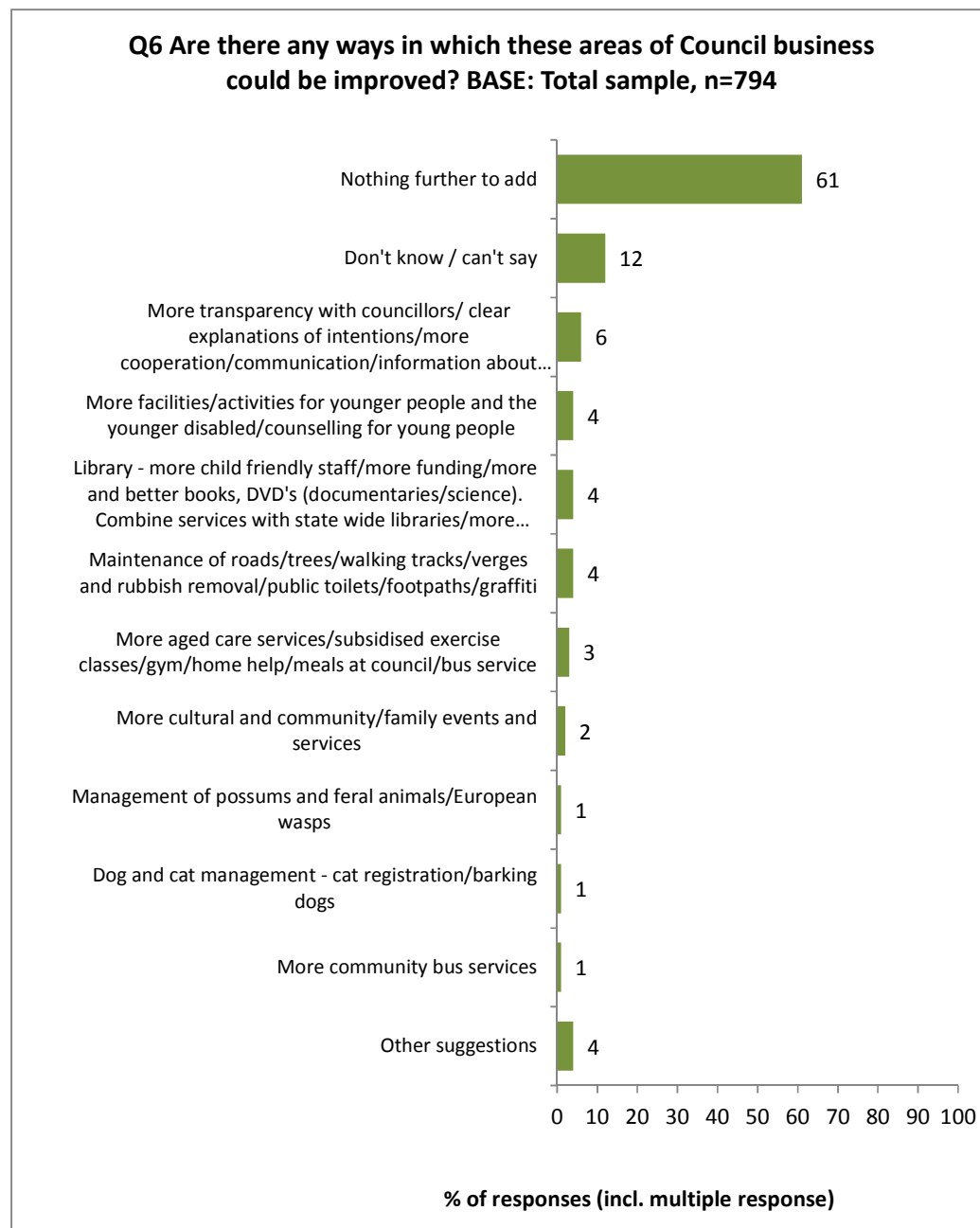| Category	%
Nothing further to add	61
Don't know / can't say	12
More transparency with councillors/ clear explanations of intentions/more cooperation/communication/information about…	6
More facilities/activities for younger people and the younger disabled/counselling for young people	4
Library - more child friendly staff/more funding/more and better books, DVD's (documentaries/science). Combine services with state wide libraries/more…	4
Maintenance of roads/trees/walking tracks/verges and rubbish removal/public toilets/footpaths/graffiti	4
More aged care services/subsidised exercise classes/gym/home help/meals at council/bus service	3
More cultural and community/family events and services	2
Management of possums and feral animals/European wasps	1
Dog and cat management - cat registration/barking dogs	1
More community bus services	1
Other suggestions	4

% of responses (incl. multiple response)

Fig 35: Suggested improvements

3.5   Leading, Inclusive and Connected Council

All respondents were read out statements regarding various elements of the key direction Leading, Inclusive and Connected Council. They were asked to rate their level of satisfaction with each statement, using a 0 to 10 scale where 0 meant strongly dissatisfied and 10 indicated they were strongly satisfied.

The statements and proportions for satisfied, neutral or dissatisfied responses with each element of Leading, Inclusive and Connected Council, were as shown in the graph below.

At the top level, positively, consultation with and informing the community showed the highest satisfaction (64%) and only 10% of the community were unaware or could not rate this element. This tends to demonstrate that the community consultation undertaken by Council over the last 6 or so months has been acknowledged by residents as satisfactory in terms of information and engagement.

At the other end of the scale satisfaction with financial management was comparatively low (35% satisfied. Of concern, perhaps, was the 39% who could not put forward a rating for this element.

Noted also was a relatively low level of satisfaction with both performance of Elected Members (39% satisfied versus 17% dissatisfied) and providing leadership in the community (40% satisfied versus 17% dissatisfied).
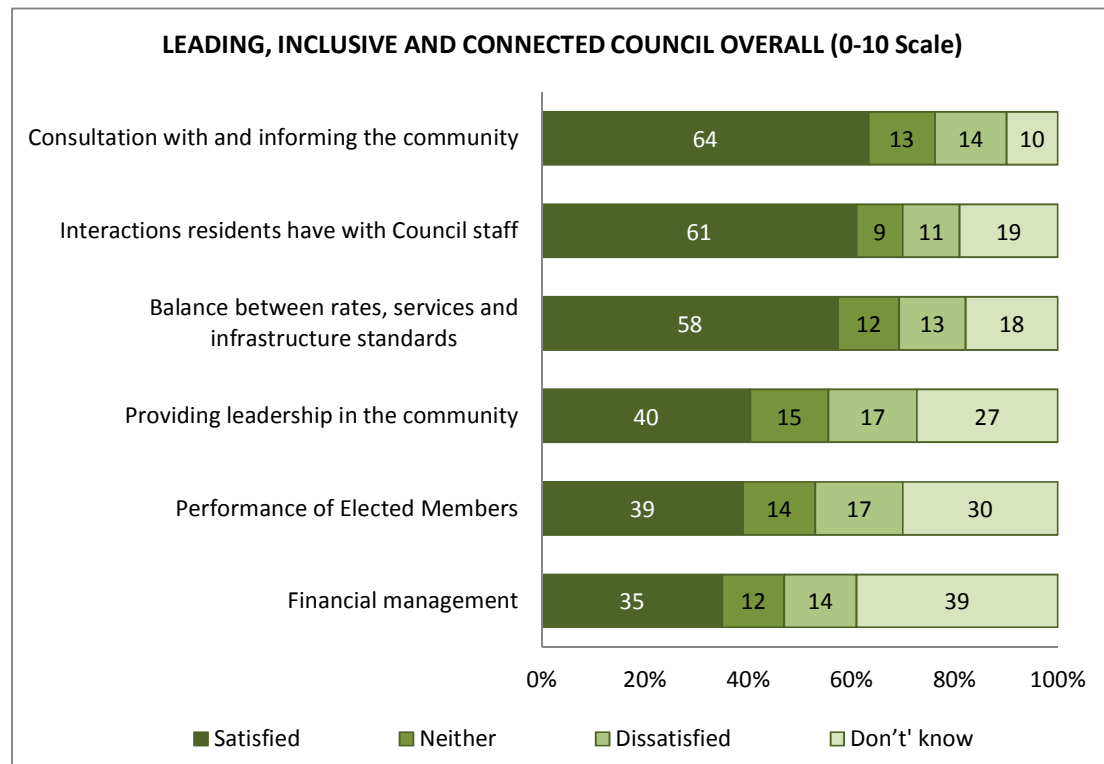

Fig. 36: Leading, inclusive and connected Council overall

3.5.1 Individual Elements of Leading, Inclusive and Connected Council

At a socio-demographic and geographic level, one significant variation was the 5.6 mean score afforded to consultation with and information the community among residents of Rose Park / Toorak Gardens Ward and also the 5.7 mean among residents 45 to 54 years.

Q7. Thinking now about how satisfied are you with the way Council has performed in each of the following services or facilities.

Q7a Consultation with and informing the community

	Mean (0-10 scale)
TOTAL n=800	6.2
TENANCY Rented / Tenanted	6.4
Owner/Purchaser - Occupied	6.2
WARD Rose Pk/Toorak Gdn	5.6
Kensington Pk	6.7
Kensingtn Gdn/Magill	6.1
Eastwood/Glenunga	6.5
Burnside	6.4
Beaumont	6.0
AGE COHORT 85+ yrs	6.7
75-84 yrs	6.9
65-74 yrs	6.4
55-64 yrs	6.1
45 - 54 yrs	5.7
35 - 44 yrs	6.6
Under 35's	6.0
GENDER Female	6.5
Male	6.0

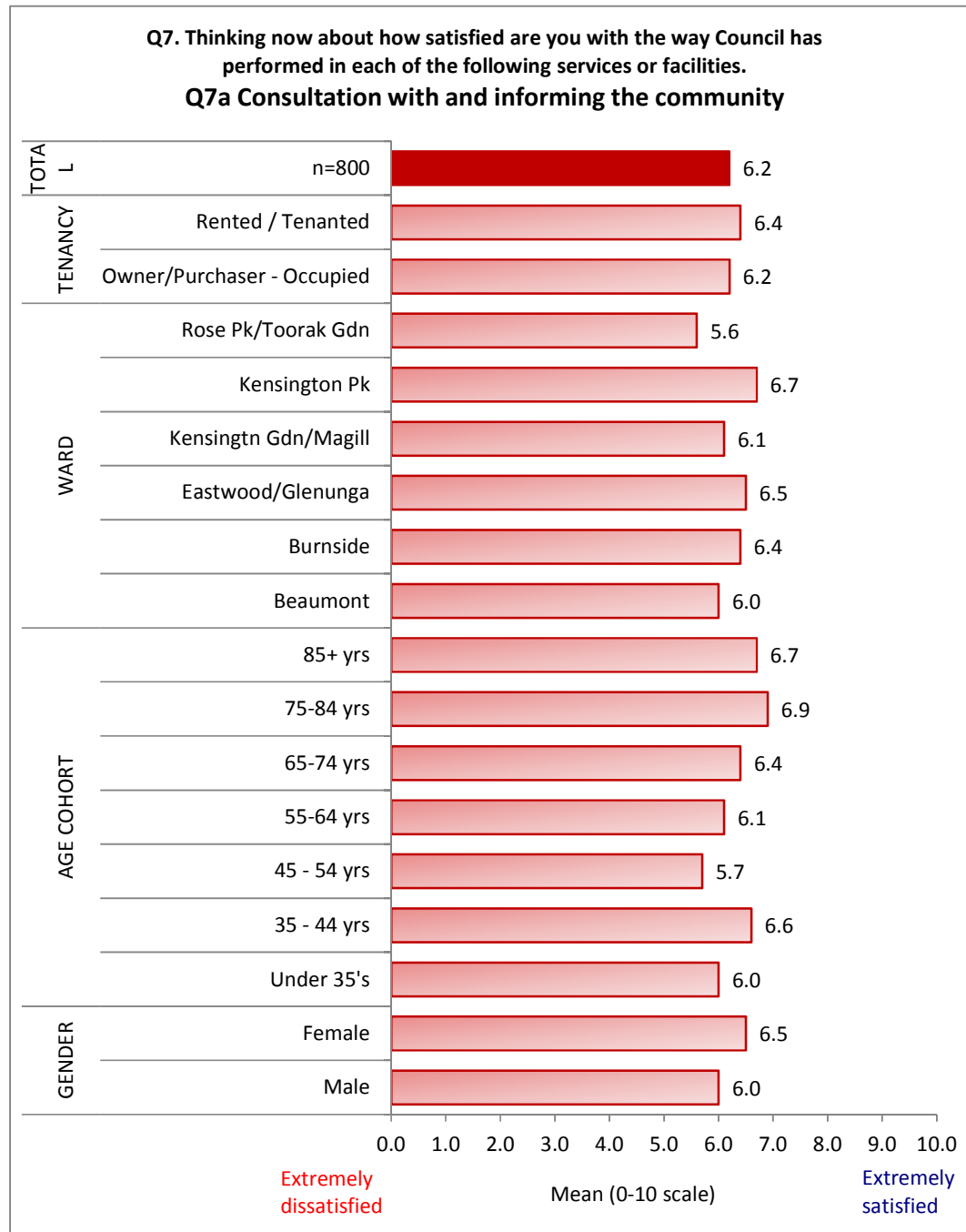Extremely dissatisfied — Extremely satisfied

Fig 37: Consultation with and informing the community

In terms of performance of current elected members being transparent, ethical and reflecting best interests and values of the community, a mean score of 5.6 reflects a relatively low satisfaction with this aspect of services. As noted previously with consultation, residents of Rose Park / Toorak Gardens Ward and also residents 45 to 54 year showed the lowest satisfaction with this element (4.7 mean and 4.9 mean respectively).

Q7. Thinking now about how satisfied are you with the way Council has performed in each of the following services or facilities.
Q7b Performance of current Elected Members being transparent, ethical and reflecting best interests and values of community

	Mean (0-10 scale)
n=800	5.6
Rented / Tenanted	6.2
Owner/Purchaser - Occupied	5.5
Rose Pk/Toorak Gdn	4.7
Kensington Pk	6.2
Kensingtn Gdn/Magill	5.6
Eastwood/Glenunga	5.8
Burnside	5.7
Beaumont	5.5
85+ yrs	6.2
75-84 yrs	6.4
65-74 yrs	5.5
55-64 yrs	5.6
45 - 54 yrs	4.9
35 - 44 yrs	5.4
Under 35's	5.8
Female	5.8
Male	5.4

WARD, AGE COHORT, GENDER

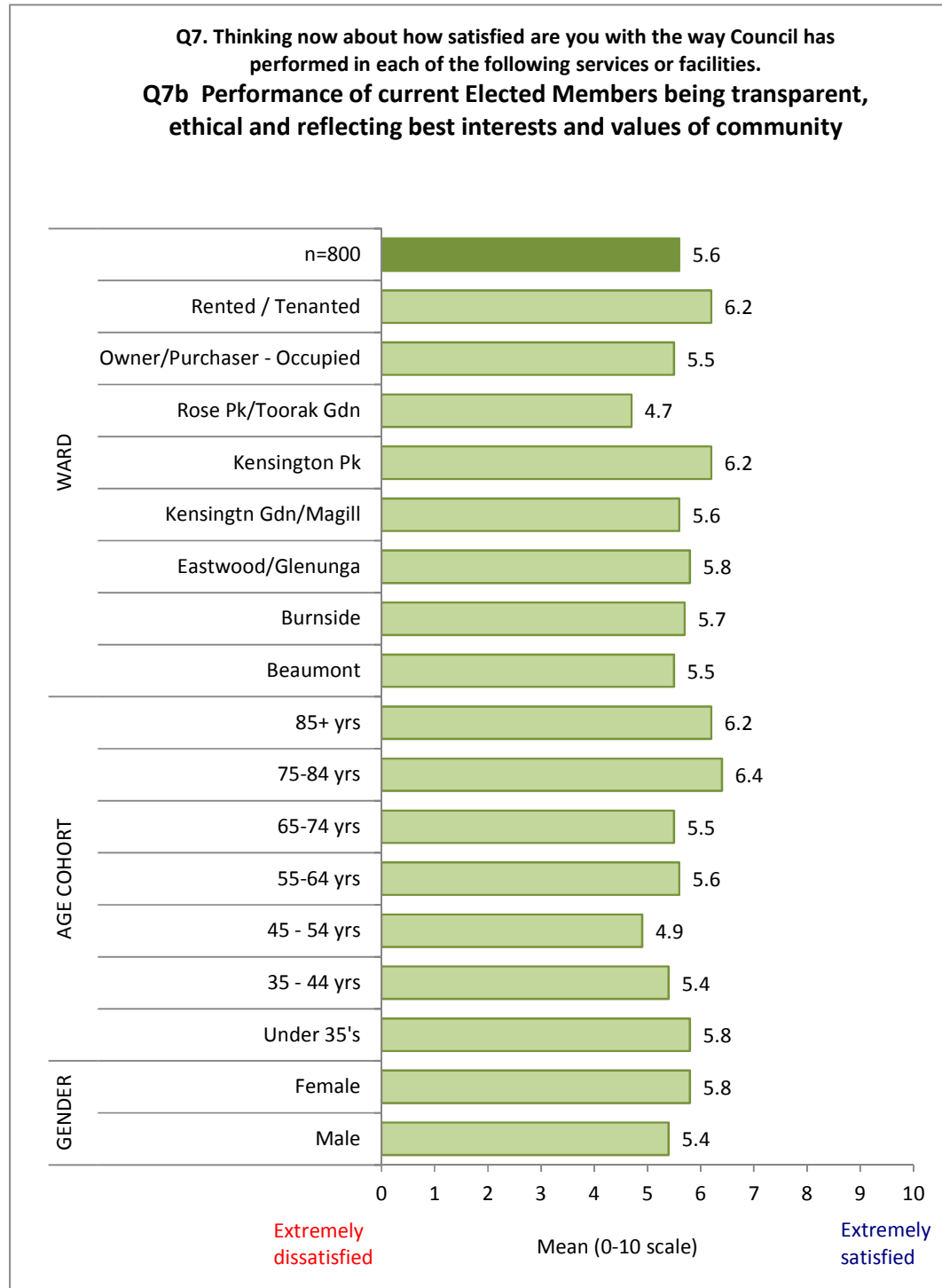Extremely dissatisfied — Mean (0-10 scale) — Extremely satisfied

Fig. 38: Performance of current Elected Members

Interactions residents have with Council staff were rated as satisfactory, with a mean score of 6.9 and increasing further among renters (7.9 mean) and residents over 75 years of age (7.8 and 8.0 mean scores respectively).

Females also showed significantly higher satisfaction with staff interactions compared with males.

Q7 Thinking about how satisfied you are with the way Council had performed in each of the following services or facilities.
Q7c The interactions you have with Council Staff.

Category		Mean
TOTAL	n=800	6.9
TENANCY	Rented / Tenanted	7.9
	Owner/Purchaser - Occupied	6.8
WARD	Rose Pk/Toorak Gdn	6.7
	Kensington Pk	6.9
	Kensingtn Gdn/Magill	7.1
	Eastwood/Glenunga	7.0
	Burnside	6.7
	Beaumont	6.9
AGE COHORT	85+ yrs	8
	75-84 yrs	7.8
	65-74 yrs	7.1
	55-64 yrs	6.8
	45 - 54 yrs	6.3
	35 - 44 yrs	6.9
	Under 35's	6.7
GENDER	Female	7.2
	Male	6.6

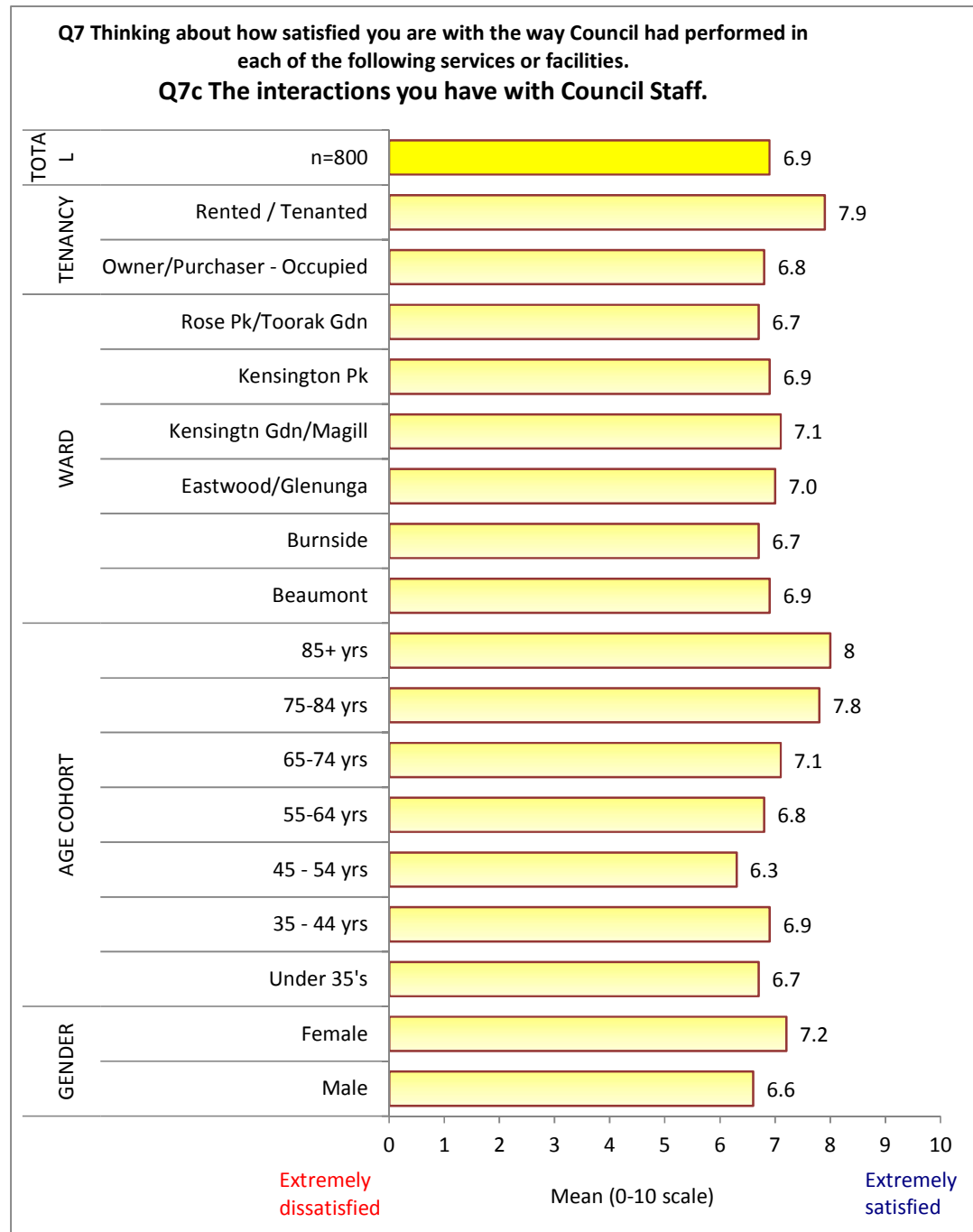Extremely dissatisfied — Mean (0-10 scale) — Extremely satisfied

Fig. 39: Interactions with Council staff

As mentioned earlier, providing leadership in the community was quite low in satisfaction (5.6 mean score, 40% satisfied) and feel even further among residents of Rose Park / Toorak Gardens (4.7 mean score) and those in the middle-mature family life-stage (4.6 mean).

Q7. Thinking now about how satisfied are you with the way Council has performed in each of the following services or facilities.
Q7d Providing leadership in the community

Category	Group	Mean
TOTAL	n=800	5.6
TENANCY	Rented / Tenanted	5.3
	Owner/Purchaser - Occupied	5.6
WARD	Rose Pk/Toorak Gdn	4.7
	Kensington Pk	5.8
	Kensingtn Gdn/Magill	6
	Eastwood/Glenunga	5.6
	Burnside	5.8
	Beaumont	5.7
AGE COHORT	85+ yrs	6.5
	75-84 yrs	6.4
	65-74 yrs	5.7
	55-64 yrs	5.4
	45 - 54 yrs	4.6
	35 - 44 yrs	5.7
	Under 35's	6.0
GENDER	Female	5.5
	Male	5.7

Extremely dissatisfied   Mean (0-10 scale)   Extremely satisfied
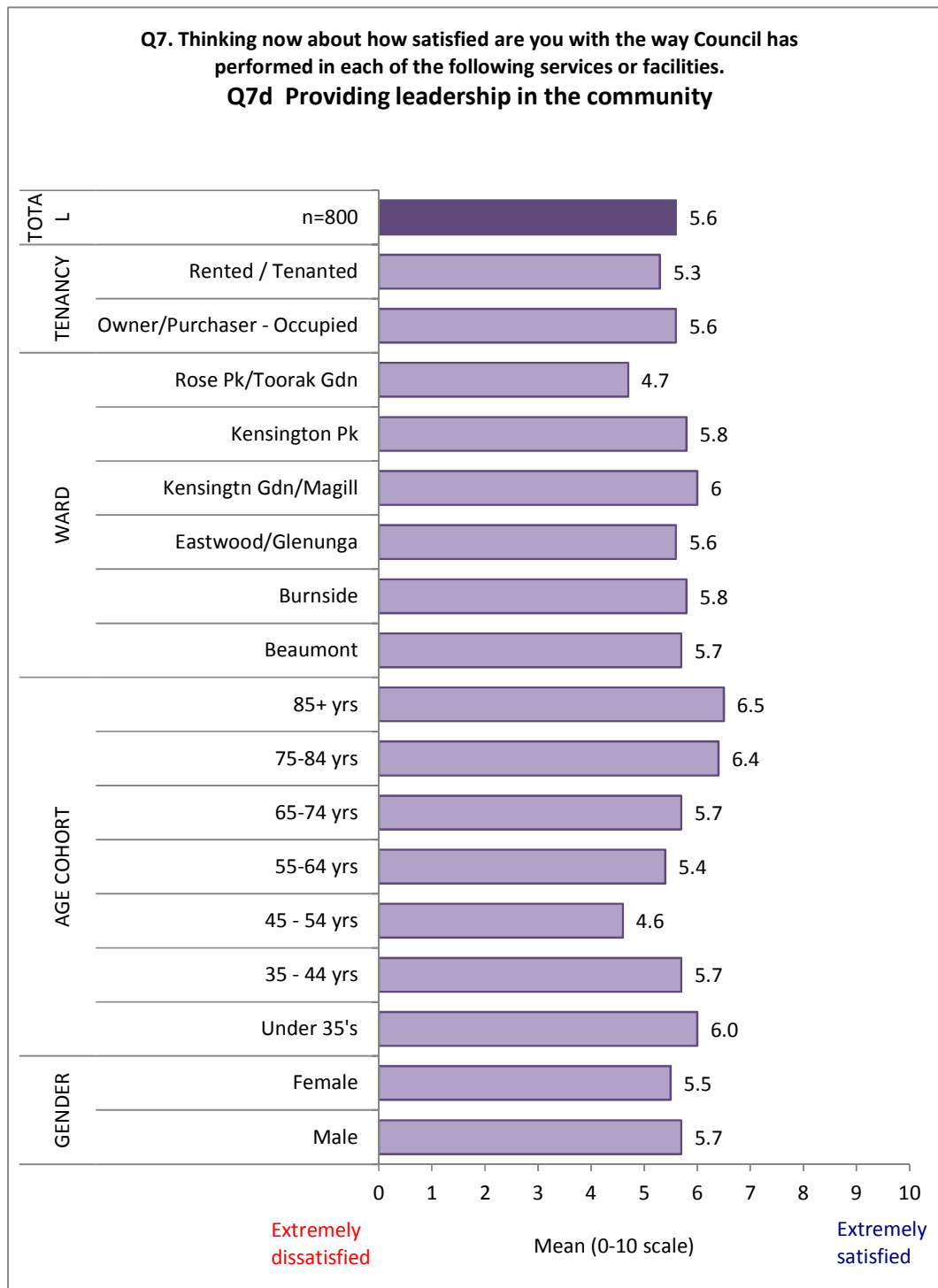
Fig. 40: Providing leadership in the community

The aspect of financial management was also rated quite low in terms of performance (5.6 mean score), with 35% of respondents stating they were satisfied with this aspect of service. Among Rose Park / Toorak Gardens Ward residents (5.0 mean) and those in the 45 to 54 cohort (4.8 mean) satisfaction declined further. Also noted was a significant variation in the proportion of females stating they did not know about Council's financial management (48% versus 30% of males).

On the other hand, residents in the 75 plus cohorts showed higher levels of satisfaction with financial management (6.6 and 6.3 mean scores respectively).

Q7. Thinking now about how satisfied are you with the way Council has performed in each of the following services or facilities.

Q7e Financial management

		Mean
TOTAL	n=800	5.6
TENANCY	Rented / Tenanted	5.7
	Owner/Purchaser - Occupied	5.6
WARD	Rose Pk/Toorak Gdn	5.0
	Kensington Pk	5.9
	Kensingtn Gdn/Magill	5.9
	Eastwood/Glenunga	5.7
	Burnside	5.7
	Beaumont	5.4
AGE COHORT	85+ yrs	6.3
	75-84 yrs	6.6
	65-74 yrs	5.9
	55-64 yrs	5.5
	45 - 54 yrs	4.8
	35 - 44 yrs	5.2
	Under 35's	5.9
GENDER	Female	5.5
	Male	5.7

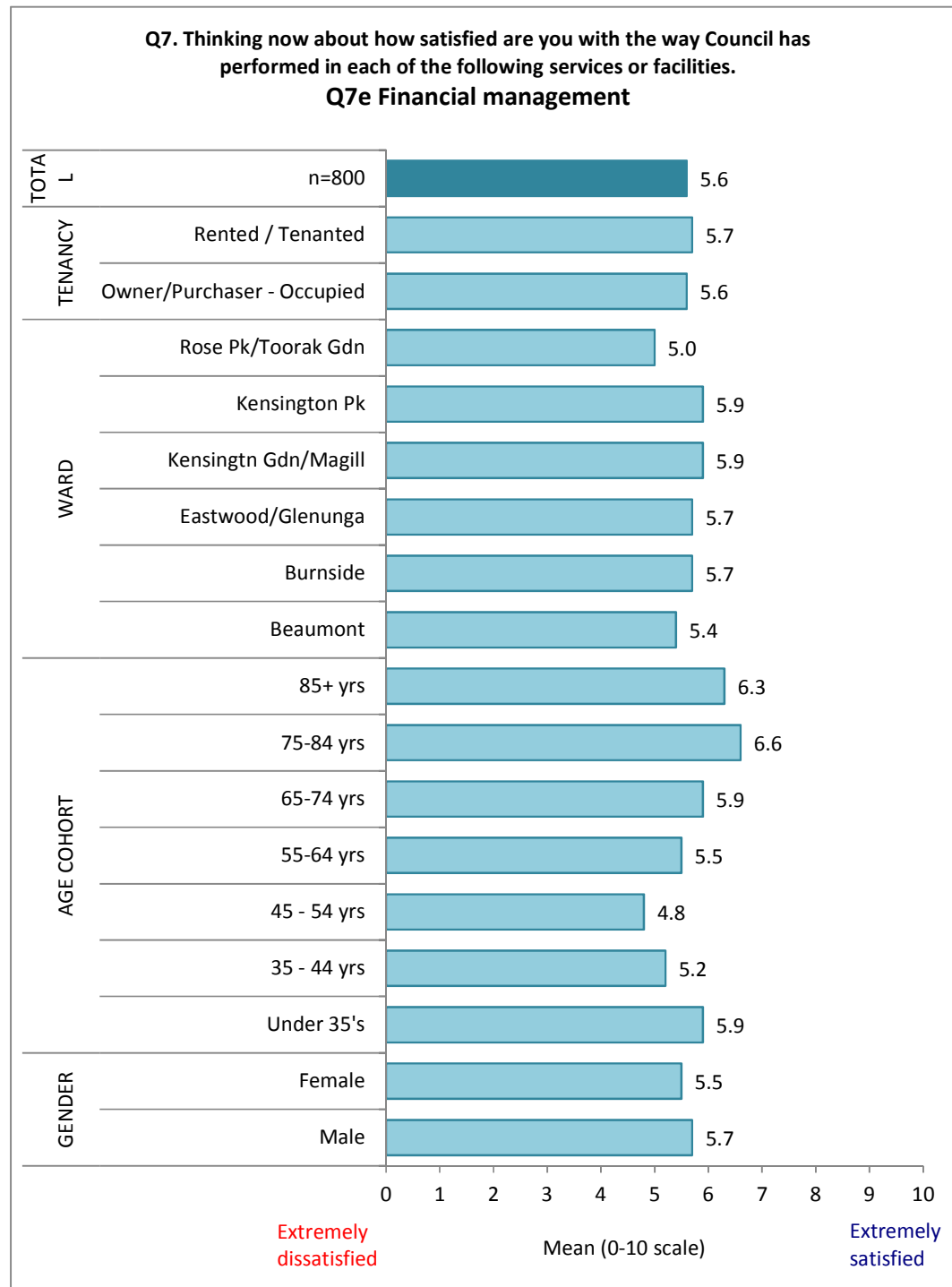Extremely dissatisfied   Mean (0-10 scale)   Extremely satisfied

Fig. 41: Financial management

Positively, the balance between Council rates, services and the standard of infrastructure provided was satisfactory for more than half of all respondents (6.2 mean score, 58% satisfied), with relatively minor variations except that the oldest respondents were more favourable towards this element than those in the middle / mature family life-stage (as has been noted across many aspects of the range of services provided by Council).
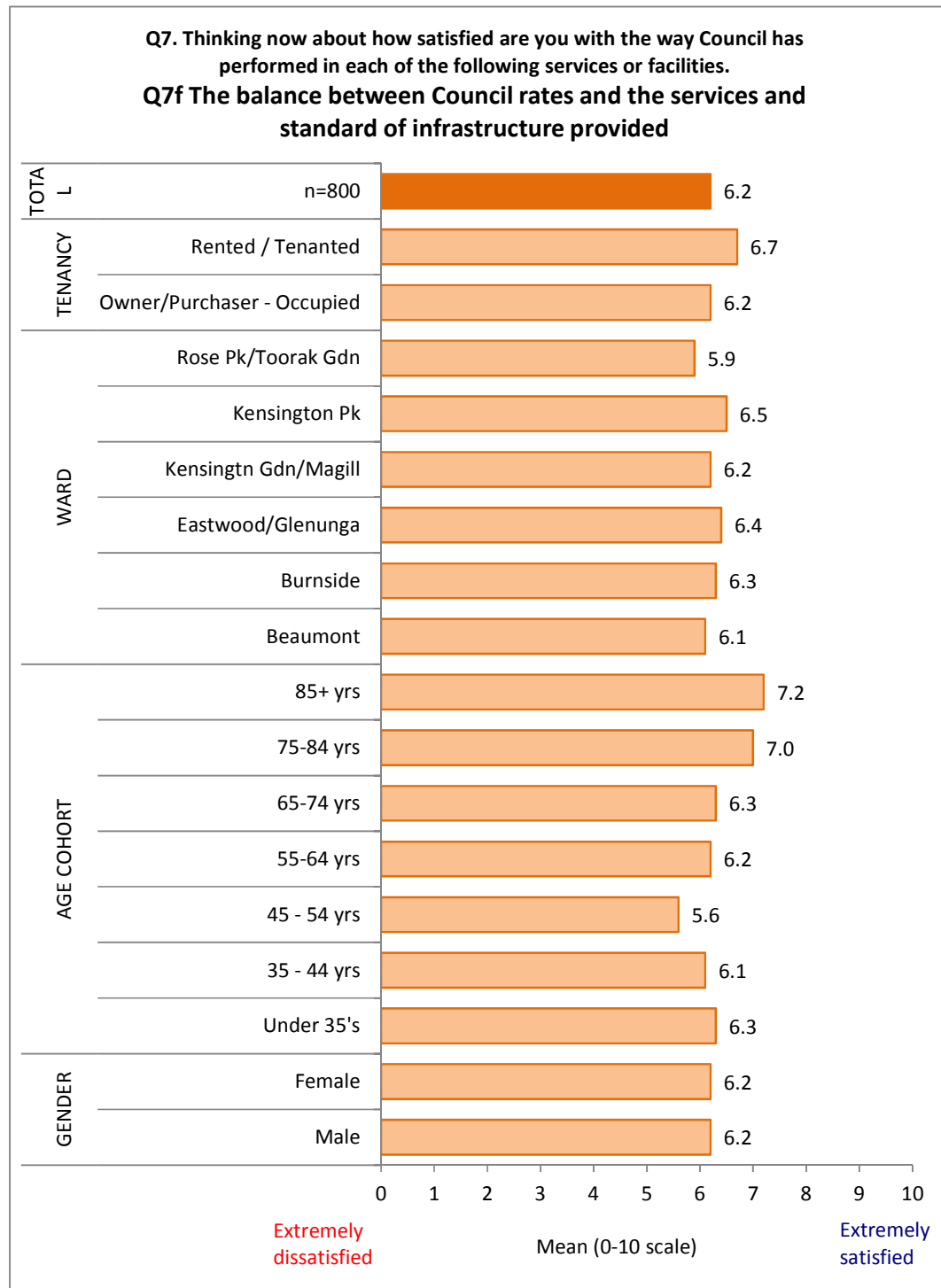
Q7. Thinking now about how satisfied are you with the way Council has performed in each of the following services or facilities.
Q7f The balance between Council rates and the services and standard of infrastructure provided

Category	Group	Mean
TOTAL	n=800	6.2
TENANCY	Rented / Tenanted	6.7
TENANCY	Owner/Purchaser - Occupied	6.2
WARD	Rose Pk/Toorak Gdn	5.9
WARD	Kensington Pk	6.5
WARD	Kensingtn Gdn/Magill	6.2
WARD	Eastwood/Glenunga	6.4
WARD	Burnside	6.3
WARD	Beaumont	6.1
AGE COHORT	85+ yrs	7.2
AGE COHORT	75-84 yrs	7.0
AGE COHORT	65-74 yrs	6.3
AGE COHORT	55-64 yrs	6.2
AGE COHORT	45 - 54 yrs	5.6
AGE COHORT	35 - 44 yrs	6.1
AGE COHORT	Under 35's	6.3
GENDER	Female	6.2
GENDER	Male	6.2

Extremely dissatisfied — Mean (0-10 scale) — Extremely satisfied

Fig. 42: Balance between rates and services / infrastructure

3.5.2 Suggested improvements to Leading, Inclusive and Connected Council

Despite rating some of the elements of a Leading, Inclusive and Connected Council relatively low in terms of satisfaction with the performance, more than two thirds of all respondents either had nothing further to say on the topic (54%) or could not put forward any suggestions (13%).

The most common theme among the suggestions put forward was along the lines that Council should keep in touch/listen and consult and better communicate with residents, mentioned by around one in ten (11%).
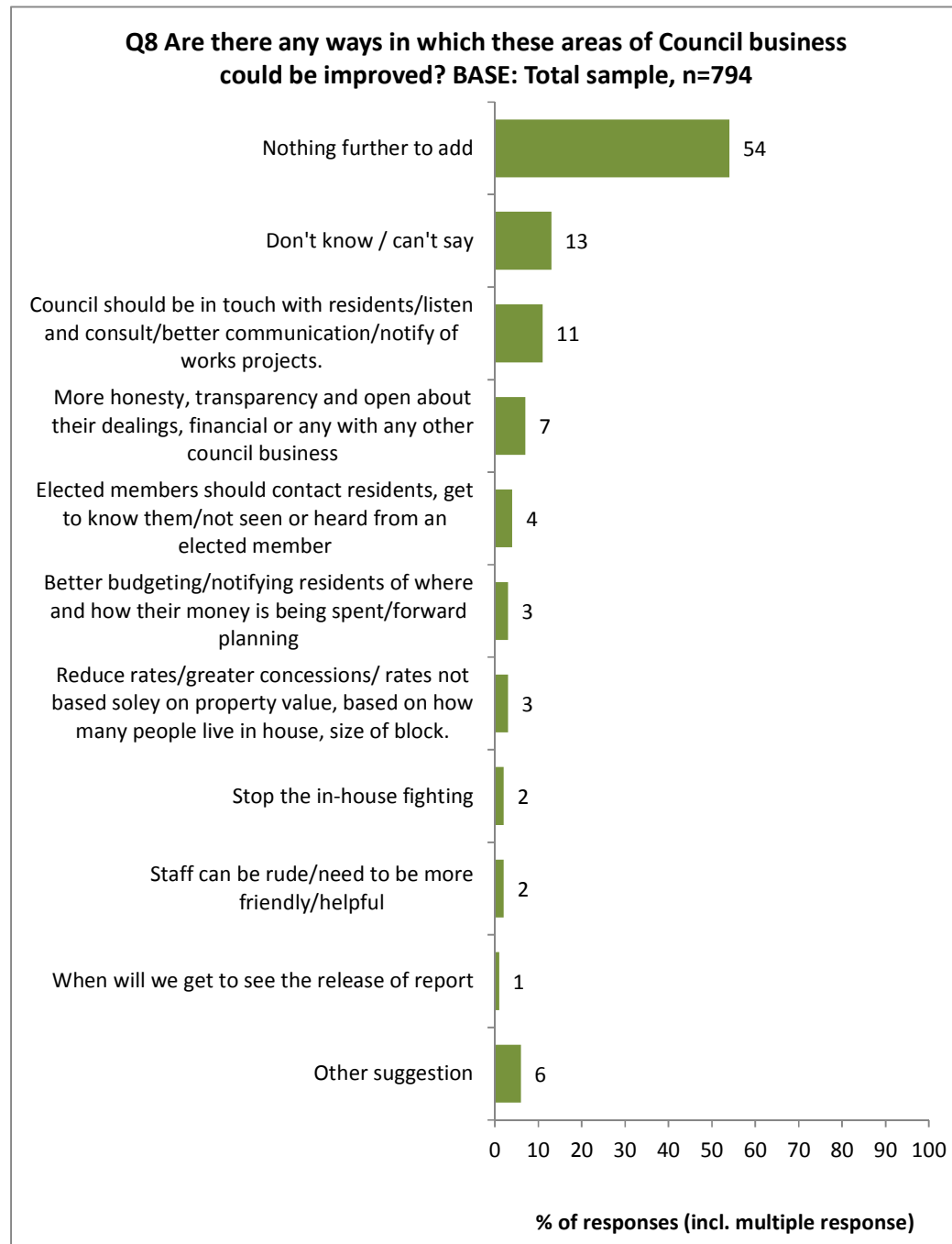
Fig. 43: Suggestions for improvement

Without taking into account common words and the word Council, the word cloud below demonstrates **communication** as a key theme across all of the comments and suggestions around Leading, Inclusive and Connected Council.

3.6   Services Not Currently Provided by Council

When asked if there is any service they would like Council to provide that it currently does not, three in every four residents either had nothing further to add (61%) or could not put forward any suggestions (16%).

Among the suggestions, the two most common themes, each nominated by 5% of respondents, were:

- More waste collections (hard, electronic, green, hazardous mentioned specifically) and local location for collection of these waste products, and
- Policy review for maintenance works, including trees, roads, footpaths etc.

Q9 Is there any service that you would like Council to provide that it currently does not? BASE: Total sample, n=794

Category	%
Nothing further to add	61
Don't know / can't say	16
Collection of hard, electronic, hazardous and green waste more frequently. Dumping location within council for these wastes.	5
More maintenance of trees/footpaths/roads/gutters/general maintenance of council parks.	5
More recreation facilities/open areas/walking, cycling trails/dog park/BMX/skateboard	3
Transport/home help/facilities for elderly and people with disabilities eg: shopping, gardening exercising, support	2
Engagement with community/more information/phone service/face to face contact with members	2
Other suggestion	6

% of responses (incl. multiple response)

Fig. 44: Services not currently provided by Council

As the word cloud demonstrates waste, hard and rubbish were key themes.

Whilst only 2% of respondents overall mentioned additional services for the elderly, it was still mentioned frequently enough in the open ended quotes to be fairly prominent in the diagram.

3.7   Current services which should not be provided by Council

Only 3% of respondents perceived that there were services currently provided by Council that they considered should not be provided.

Q10 Is there any service that Council currently provides that you consider it should not? BASE: Total sample, n=794

| 73 | 24 | 3 |

% of responses (incl. multiple response)

☐ Nothing further to add   ☐ Don't know / can't say   ☐ Other suggestion

Fig 45: Current services which should not be provided

Among the quotes to explain which services they thought should be cut, community meals was the most prominent service some respondents thought could be cut due to perceived misuse of the service. However, this was a very small minority viewpoint.

3.8   Council's Overall Performance

When respondents were asked about Council's overall performance, satisfaction was moderate (6.7 mean score), with the majority (77%) stating they were satisfied with the overall performance. One in three (34%) said they were very satisfied with Council's overall performance in the last 12 months (i.e. rated 8 out of 10 or higher).

As has been noted across other performance indicators, residents of Rose Park / Toorak Gardens Ward and also those in the 45 to 54 cohort showed lower satisfaction rates than other sub-groups (6.4 and 6.1 mean scores respectively).

Q11 How satisfied or dissatisfied are you with Council's overall performance over the past 12 months. (0 to 10 scale)
BASE: Total sample, n=794

		Score
TOTAL	TOTAL	6.7
TENANCY	Rented/tenanted	7.1
	Owner-occupied	6.7
WARD	Rose Park/Toorak Gdns	6.4
	Kensington Pk	7
	Kensington Gdns / Magill	6.8
	Eastwood / Glenunga	6.7
	Burnside	6.6
	Beaumont	6.6
AGE	85+	7.3
	75-84	7.3
	65-74	6.8
	55-64	6.5
	45-54	6.1
	35-44	6.5
	<35	7
GENDER	Female	6.8
	Male	6.6

Fig. 46: Overall performance of Council

3.9   Cat Management

There was strong agreement among respondents that the City should have a cat management approach similar to the way Council manages dogs, with a mean score of 7.7 overall. The vast majority (79%) of respondents support this policy (compared with 11% disagreeing).

Support was fairly even across socio-demographic sub-groups and when analysed by Ward, although Burnside residents were slightly less supportive of the proposed policy.
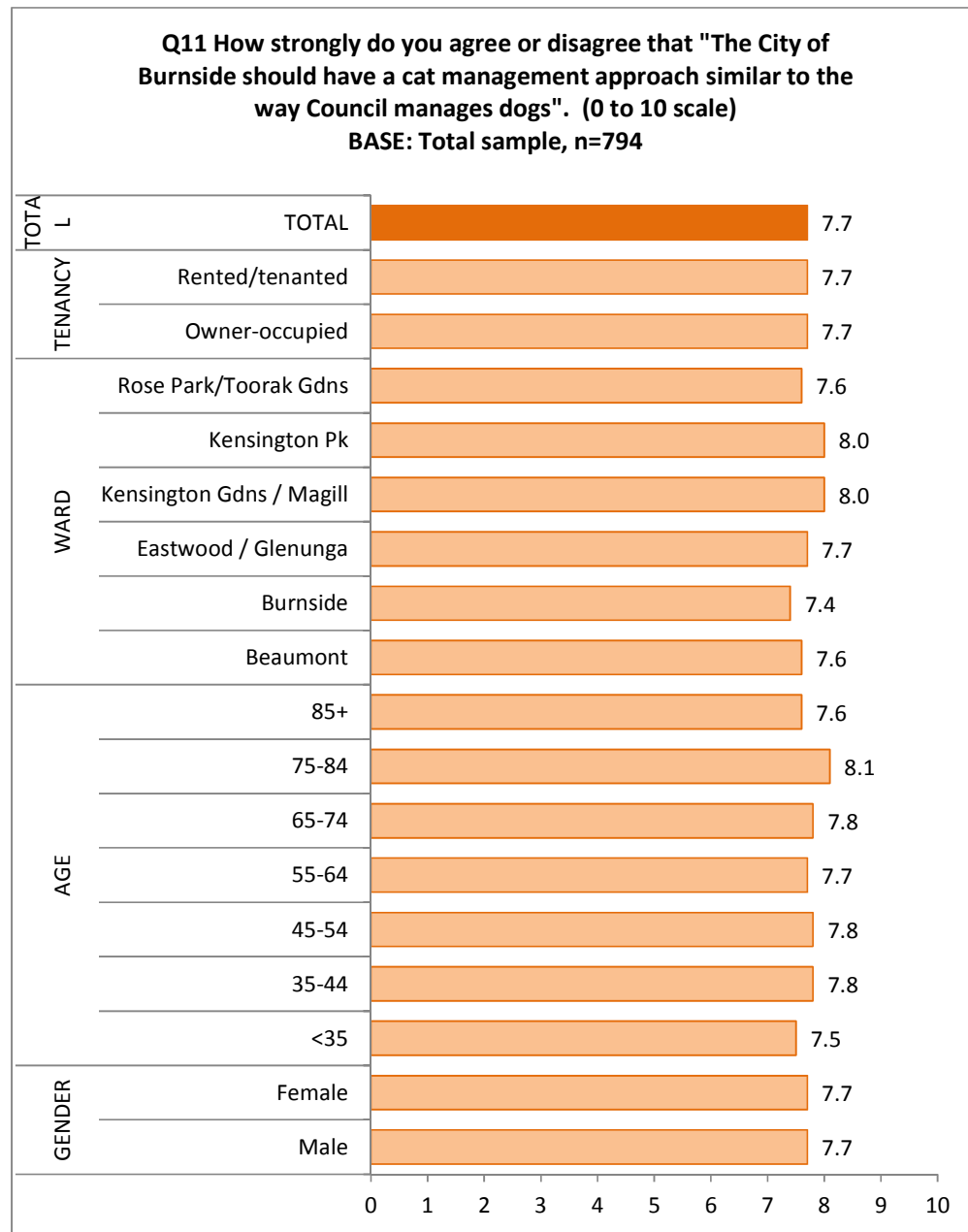
Fig. 47: Cat management approach

3.10 Change to Road Rules

Respondents were also asked to indicate the extent they agree or disagree with Council supporting Unley Council in lobbying State Government to change the road rules to allow parking on residents' driveway crossover using a permit system.

A mean score of 5.9 indicates that this potential change would have moderate support (57% rated their agreement at 6 out of 10 or higher), whilst 43% of these strongly agreed with support for this change to the road rules. On the other hand, one in four (26%) residents disagreed with support for this change (13% of whom rated their agreement at zero).

Among 45 to 54 year olds, the mean score declined to 4.9 (same as for renters), whilst residents of Eastwood / Glenunga Ward also showed lower levels of agreement than most (5.3 mean score). A similar finding was noted among residents of Rose Park / Toorak Gardens Ward (5.4 mean score), particularly in comparison to residents of Burnside (6.6 mean score).

Q13 City of Unley seeking support to lobby State Govt. to change Australian Road Rules to allow parking on residents' driveway crossover, using permit system. To what extent do you agree or disagree that Burnside Council should support this change?

		Mean score
TOTAL	TOTAL	5.9
TENANCY	Rented/tenanted	4.9
	Owner-occupied	6.0
WARD	Rose Park/Toorak Gdns	5.4
	Kensington Pk	6.0
	Kensington Gdns / Magill	6.1
	Eastwood / Glenunga	5.3
	Burnside	6.6
	Beaumont	6.1
AGE	85+	6.4
	75-84	5.7
	65-74	6.0
	55-64	6.0
	45-54	4.9
	35-44	6.1
	<35	6.4
GENDER	Female	6.0
	Male	5.9

Mean score (0-10 scale)
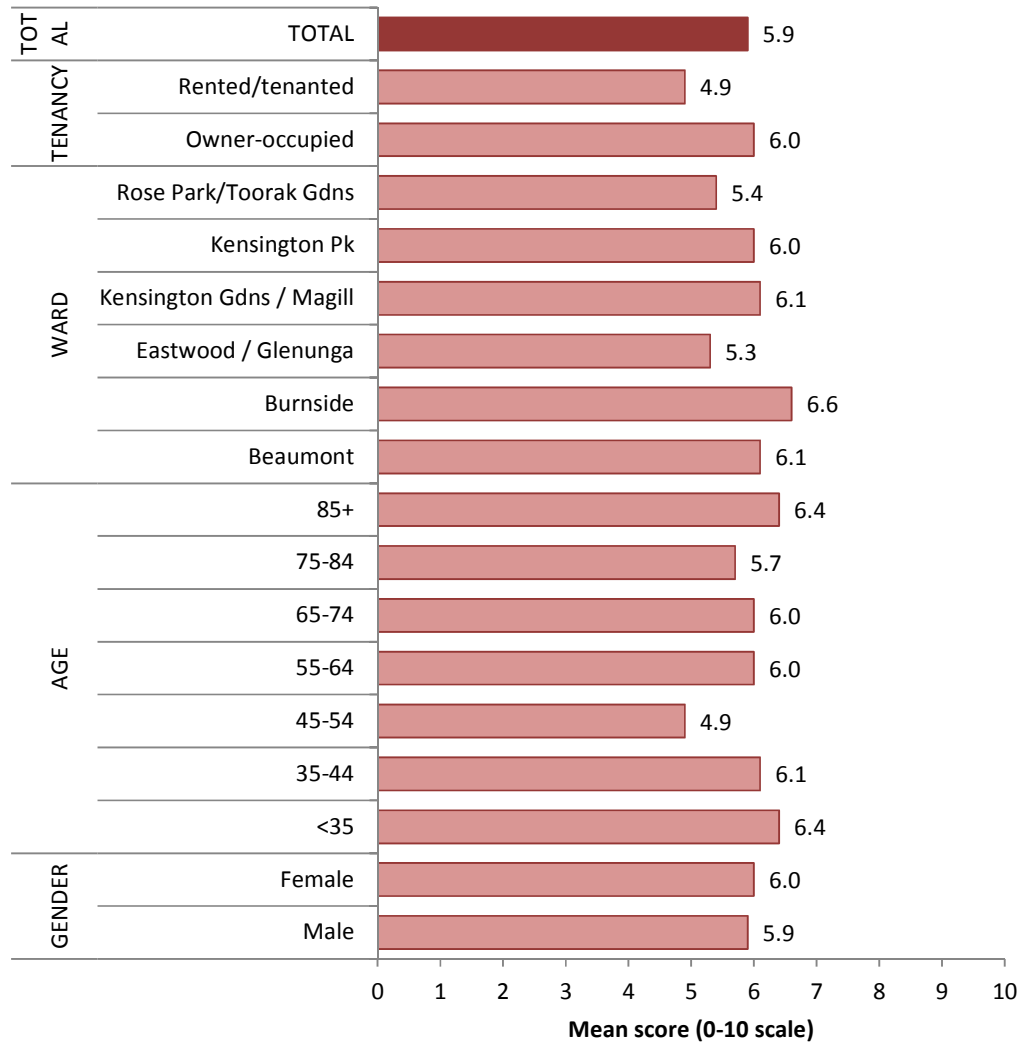
Fig. 48: Support for change to Road Rules

APPENDIX A1:   METHODOLOGY

A1.1 The interviewing

This telephone survey was conducted with a random sample of n=800 residents of Burnside, drawn randomly from the Electronic White Pages. All interviews were conducted by Harrison Research, using Computer Aided Telephone Interviewing technology (CATI), by Interviewer Quality Control Accreditation (IQCA) interviewers, in accordance with the Market & Social Research Privacy Principles (M&SRPPs).

The interview duration averaged 17.5 minutes, depending on the answers given by respondents. Prior to the fieldwork, a draft questionnaire (survey instrument) was constructed by Harrison Research with input from the client, with some revisions made to the final version. The actual instrument used can be found in *Appendix A2: Questionnaire*.

A1.2 Resultant sample

Fieldwork began on 11 February 2013 and finished on 17 February 2013.

The sample was random, although an attempt was made to obtain a representation across the age of the population by using the "birthday last" technique so as to avoid bias in the raw sample towards older females.

The raw data was subsequently weighted to correspond with the population distributions by Age and Gender (ABS 2011 Census Data) and also by Wards (provided by City of Burnside Council).

Variations in the unweighted data compared with weighted data are acceptable, due to rounding up or down during the weighting. The marginally lower unweighted figure for completed interviews, is due to several respondents not wishing to provide their age.

	Raw Data #	Raw Data %	Weighted Data #	Weighted Data %
Male	346	43.3%	389	49.0%
Female	454	56.7%	405	51.0%
	800	**100.0%**	**794**	**100.0%**
< 35 yrs	63	7.9%	217	27.3%
35-44 yrs	28	3.5%	114	14.3%
45-54 yrs	78	9.8%	140	17.6%
55-64 yrs	140	17.6%	132	16.6%
65-74 yrs	231	29.0%	93	11.7%
75-84 yrs	164	20.6%	64	8.0%
85+ yrs	90	11.3%	35	4.4%
	794	**99.7%**	**795**	**99.9%**

	Raw Sample	Weighted Sample
Beaumont	19	16
Burnside	16	16
Eastwood	16	17
Kensington Gardens / Magill	16	17
Kensington Park	18	17
Rose Park / Toorak Gardens	16	16

A1.3   Socio-demographic Profile of Sample

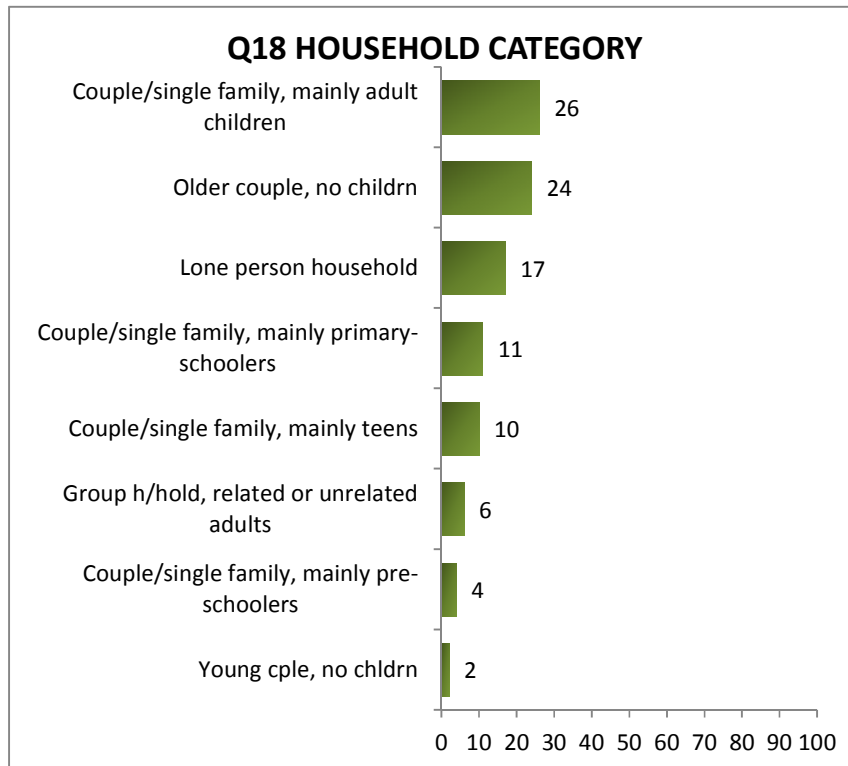The following graphs show the socio-demographic profile of the final sample, after weighting.
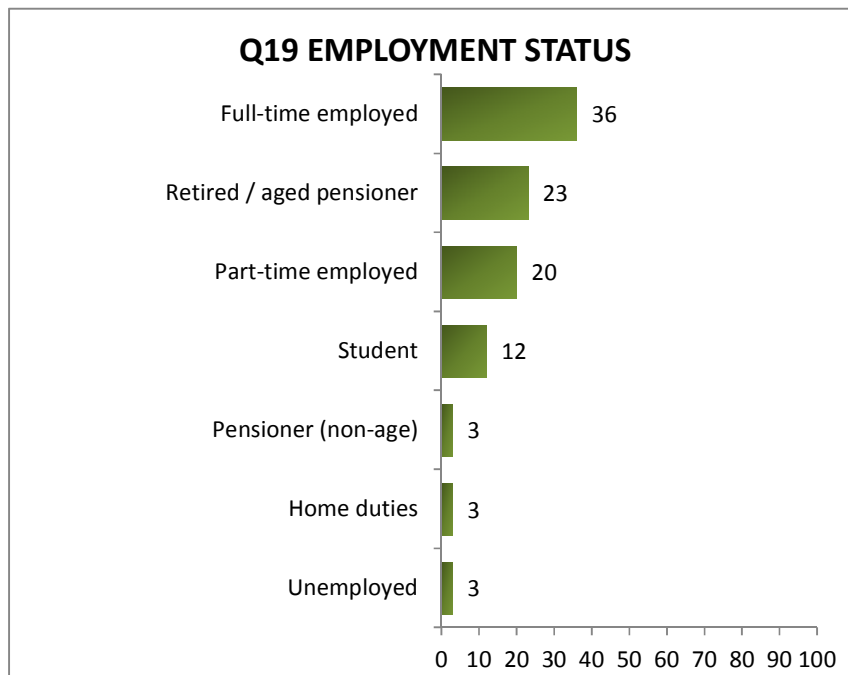
Q18 HOUSEHOLD CATEGORY

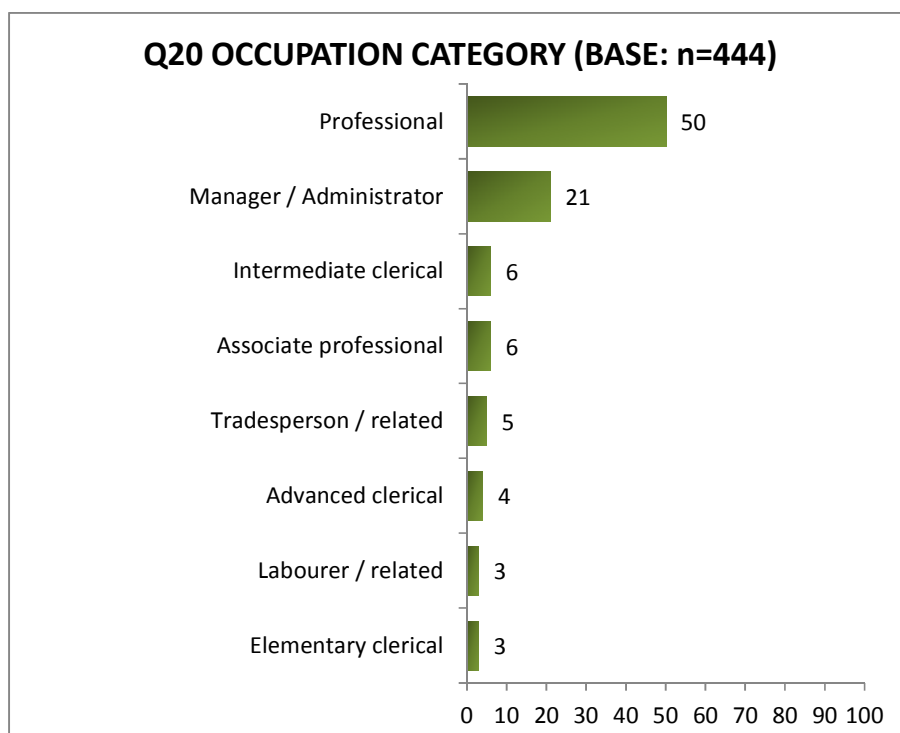| Category	Value
Couple/single family, mainly adult children	26
Older couple, no childrn	24
Lone person household	17
Couple/single family, mainly primary-schoolers	11
Couple/single family, mainly teens	10
Group h/hold, related or unrelated adults	6
Couple/single family, mainly pre-schoolers	4
Young cple, no chldrn	2

Fig. 49: Household category

Q19 EMPLOYMENT STATUS

Category	Value
Full-time employed	36
Retired / aged pensioner	23
Part-time employed	20
Student	12
Pensioner (non-age)	3
Home duties	3
Unemployed	3

Fig. 50: Employment Status

Q20 OCCUPATION CATEGORY (BASE: n=444)

Fig. 51: Occupation category

Q21 TENANCY

Fig. 52: Tenancy

Q22 HOUSEHOLD GROSS INCOME RANGE

Category	Value
Refused	15
Don't know	15
$200,000 +	15
$150,000 - <$200,000	7
$100,000 - <$150,000	13
$75,000 - <$100,000	10
$50,000 - <$75,000	12
$25,000 - <$50,000	9
<$25,000	4

Fig. 53: Household income

Q23 BUSINESS OWNERS

Category	Value
No, do not own a business	75
Business in premises outside Burnside Council area	11
Home-based business	9
Business in premises in Burnside Council area	3
Own a business, at various locations	2
Something else	1

Fig. 54: Business owner

APPENDIX A2:   QUESTIONNAIRE

8531 CITY OF BURNSIDE ANNUAL COMMUNITY SURVEY FEBRUARY 2013

Q77P PREAMBLE
"Good afternoon/evening, my name is _[Q0IV]_ from Harrison Research. We are conducting a survey on behalf of Burnside City Council about the four strategic directions which Council will implement over the next 13 years. In the process, we are speaking with people who reside in the City of Burnside and would like to provide their perceptions of Council's service delivery performance.

_ IF NECESSARY, SAY:_ This is genuine research and I guarantee we are not trying to sell you anything.

IF NECESSARY, SAY: If you like you can confirm this by calling the Customer Service Desk at Council on 83664200 and I can call back later.

SCREEN 1: Do you live in the Burnside Council area? _IF NO, THANK AND TERMINATE_

SCREEN 2: Does anyone in this household work in market research or for the City of Burnside either as a staff member or an Elected Member? _IF YES, THANK AND NOTE_

Is there anyone living in this household aged 18-24? _IF YES, ASK TO SPEAK WITH THEM OR ARRANGE CALLBACK - IF MORE THAN ONE, ASK FOR ONE WITH LAST BIRTHDAY - RE-INTRODUCE AS REQUIRED

_IF NO:_ Please may I speak to the person in the household, aged 18 and over, who was the last to have a birthday? _REINTRODUCE OR CALLBACK AS NECESSARY_"

"The survey will take about 18 minutes to go through, depending on your answers. _IF THEY'RE HESITATING BECAUSE OF TIME_ **We do need to get opinions from as wide a cross-section as possible; I could call back later if it would be more convenient.** _ARRANGE CALLBACK IF REQUIRED OR CONTINUE_

IF CONCERNED ABOUT PRIVACY I **assure you that any information you give will remain confidential. Any identifying information, such as this phone number, is removed before we analyse the results. No one's individual answers can be passed on to our clients or anyone else.**

And before we start, I just need to let you know that this call may be monitored by my supervisor for training and coaching purposes. May we begin? Thank you."
START

Q1 URBAN FORM AND LIVING SPACES
  "Q1 Thinking first about planning and infrastructure in the council area, please rate how satisfied you are that Council has performed each of the following services or facilities, using a 0 to 10 scale where 0 means extremely dissatisfied and 10 means extremely satisfied. How would you rate ……………?"
READ OUT 1-11, RND
1. The overall planning of the City
2. Protecting the built and natural heritage
3. Providing passive recreation opportunities, such as walking, picnic locations or pursuing hobbies
4. Providing active recreation opportunities, such as playing organised sport or outdoor games
5. Providing and maintaining parks and reserves
6. Providing and maintaining playgrounds

7. Providing and maintaining local roads
8. Providing and maintaining footpaths
9. Providing and maintaining street trees
10. Providing and maintaining cycle paths and walking trails
11. Provision and management of traffic and parking in the City
NUM, 0-10, DK
FOR EACH

Q2 IMPROVEMENTS TO URBAN FORM & LIVING SPACES
"Q2 Are there any ways in which these areas of Council business could be improved?"
1. Suggestion made (Q201 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q201 IMPROVEMENTS TO URBAN FORM & LIVING SPACES

Q3. PROTECTED AND VALUED ENVIRONMENT
"Q3. Thinking now about the environment, how satisfied are you with the way Council has performed each of the following services or facilities. Using the same 0 to 10 scale where 0 means extremely dissatisfied and 10 means extremely satisfied, how would you rate ....?"
READ OUT 1-6, RND
1. Preparation for and support of residents for bushfire management
2. Restoring and protecting the City's biodiversity
3. Water Management initiatives
4. Garbage and green waste management
5. Hard waste and Electronic waste management
6. After hours and hazard response management
NUM, 0-10, DK
FOR EACH

Q4. IMPROVEMENTS TO OUR PROTECTED AND VALUED ENVIRONMENT
"Q4 Are there any ways in which these areas of Council business could be improved?"
1. Suggestion made (Q401 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q401 IMPROVEMENTS TO PROTECTED AND VALUED ENVIRONMENT

Q5. DIVERSE, SUPPORTIVE, HAPPY AND HEALTHY PEOPLE
"Q5. Thinking now about supporting the community, how satisfied are you with the way Council has performed each of the following services or facilities. Using the same 0 to 10 scale where 0 means extremely dissatisfied and 10 means extremely satisfied, how would you rate ....?"
READ OUT 1-10, RND
1. Support for local businesses
2. Community and cultural activities
3. Providing public and environmental health services
4. Providing services for older residents
5. Providing services for younger residents
6. Providing services for families
7. Presentation and cleanliness of the City
8. Providing animal and pest management services
9. Providing a community bus service
10. Providing library services

NUM, 0-10, DK
FOR EACH

Q6. IMPROVEMENTS TO DIVERSITY, SUPPORT, HAPPY & HEALTHY PEOPLE
"Q6 Are there any ways in which these areas of Council business could be improved?"
1. Suggestion made (Q601 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q601 IMPROVEMENTS TO DIVERSITY, SUPPORT, HAPPY & HEALTHY PEOPLE

Q7. LEADING, INCLUSIVE AND CONNECTED COUNCIL
"Q7. Thinking now about how satisfied are you with the way Council has performed in each of the following services or facilities. Using the same 0 to 10 scale where 0 means extremely dissatisfied and 10 means extremely satisfied, how would you rate ....?"
READ OUT 1-6, RND
1. Consultation with and informing the community
2. The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community.
3. The interactions you have with Council Staff
4. Providing leadership in the community
5. Financial management
6. The balance between Council rates and the services and standard of infrastructure provided
NUM, 0-10, DK
FOR EACH

Q8. IMPROVEMENTS TO LEADING, INCLUSIVE AND CONNECTED COUNCIL
"Q8 Are there any ways in which these areas of Council business could be improved?"
1. Suggestion made (Q801 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q801 SUGGESTION FOR IMPROVEMENTS TO LEADING, INCLUSIVE & CONNECTED COUNCIL

Q9. ADDITIONAL SERVICES NOT PROVIDED NOW
"Q9 Is there any service that you would like Council to provide that it currently does not?"
1. Suggestion made (Q901 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q901 SUGGESTION FOR ADDITIONAL SERVICES NOT PROVIDED NOW

Q10. CURRENT SERVICES SHOULD NOT BE PROVIDED
"Q10 Is there any service that Council currently provides that you consider it should not?"
1. Suggestion made (Q1001 SPECIFY)
2. Nothing further to add
3. Don't know / can't say

Q1001 SUGGESTION FOR CURRENT SERVICES SHOULD NOT BE PROVIDED

Q11 OVERALL SATISFACTION WITH COUNCIL'S PERFORMANCE
"Q11 How satisfied or dissatisfied are you with Council's overall performance over the past 12 months. Please use a 0 to 10 scale, where 0 means extremely dissatisfied and 10 means extremely satisfied?"

NUM 0-10,

Q12 CAT MANAGEMENT
"Q12. I'd now like you to rate how strongly you agree or disagree with the following statement, using a 0 to 10 scale with 0 meaning strongly disagree and 10 meaning strongly agree. To what extent do you agree or disagree that "the City of Burnside should have a cat management approach similar to the way Council manages dogs. By this we mean registration, microchipping, desexing and limit on numbers per household?"
NUM 0-10,

Q13 PARKING ON DRIVEWAY CROSSOVER OF OWN PROPERTY
"Q13 The City of Unley is seeking support from neighbouring Councils to lobby the State Government to change the Australian Road Rules to allow residents to park on the driveway crossover in front of their own properties using a permit system. Using the same 0 to 10 scale, to what extent do you agree or disagree that the City of Burnside should support this change?
NUM 0-10,

CLASSIFICATIONS:

Q14 GENDER.
"Q14 We are coming to the end of the survey. I would just like you to answer a few questions about yourself so we can better understand you. This information will be kept confidential and the answers you provide are aggregated into groups _RECORD GENDER - DO NOT ASK UNLESS CAN'T TELL_**"**
1. Male
2. Female

Q15 YOB
"Q15 What year were you born? _RECORD NUMBER, D IF REFUSED_**"**
WIDTH=4
NUM 1900-1995, D

Q16 HOUSEHOLD
"Q16 Which of the following best describes your household? _READ OUT 1-8_"
1. Lone person household
2. Group household of related or unrelated adults
3. Young couple, no children
4. Older couple, no children at home
5. Couple or single parent with mainly pre-school children
6. Couple or single parent with mainly primary-school children
7. Couple or single parent with mainly teenage children
8. Couple or single parent with mainly adult children still living at home
12. Refused

Q17. EMPLOYMENT
"Q17 What is your current employment status?"
1. Part-time employment
2. Full-time employment
3. Unemployed
4. Home duties

5. Pensioner (non-age pension)
6. Retired / age pensioner
7. Student
8. Refused

IF 3-8 IN Q17 GO Q19

Q18 HOW DO YOU DESCRIBE YOUR OCCUPATION?
"Q18 How do you describe your occupation? _IF NECESSARY, MAKE A NOTE AND CHECK LIST
FOR CORRECT CODE_"
1. Manager / administrator
2. Professional
3. Associate professional
4. Tradesperson / related worker
5. Advanced clerical, sales & service worker
6. Intermediate clerical, sales & service worker
7. Intermediate production and transport worker
8. Elementary clerical, sales & service worker
9. Labourer / related worker

Q19 SUBURB
"Q19 What suburb do you live in? UNPROMPTED
1. AULDANA
2. BEAUMONT
3. BEULAH PARK
4. BURNSIDE
5. DULWICH
6. EASTWOOD
7. ERINDALE
8. FREWVILLE
9. GLENSIDE
10. GLEN OSMOND
11. GLENUNGA
12. HAZELWOOD PARK
13. KENSINGTON GARDENS
14. KENSINGTON PARK
15. LEABROOK
16. LEAWOOD GARDENS
17. LINDEN PARK
18. MAGILL
19. MOUNT OSMOND
20. ROSE PARK
21. ROSSLYN PARK
22. SKYE
23. ST GEORGES
24. STONYFELL
25. TOORAK GARDENS
26. TUSMORE
27. WATERFALL GULLY
28. WATTLE PARK

Q20 TENANCY
"Q20 Is this house owner-occupied or rented?"
1. Owner-occupied
2. Rented/tenanted

Q21 HOUSEHOLD GROSS INCOME
"Q21 Which of the following ranges best describes your household's gross annual income? _READ OUT 1-7_"
1. Less than $25,000 per annum
2. $25,000 to less than $50,000
3. $50,000 to less than $75,000
4. $75,000 to less than $100,000
5. $100,000 to less than $150,000
6. $150,000 to less than $200,000
7. $200,000 or more
8. Don't know
9. Refused

Q22 BUSINESS OWNER
"Q22 Do you, or anyone else in this household, own a business? If so, would it be.......READ OUT 1-4_"
1. A home-based business
2. Based in business premises within Burnside Council area
3. In business premises outside of Burnside Council area
4. At various locations / clients' premises (e.g. builder, contract work, driver etc.)
5. Something else (SPECIFY Q2201)
6. No, do not own business

Q2201 BUSINESS OWNER OTHER

Q23 CLOSE
"Q23 That concludes the survey. On behalf of Burnside City Council and Harrison Research, thank you for your time.

Q24 ISO 20252
"Q24 By pressing enter at this screen, I certify that this is a true, accurate and complete interview, conducted in accordance with the ISO 20252 standards and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."
BLANK

Q0QUO

TOTAL=800

APPENDIX A3:
MARGIN FOR ERROR
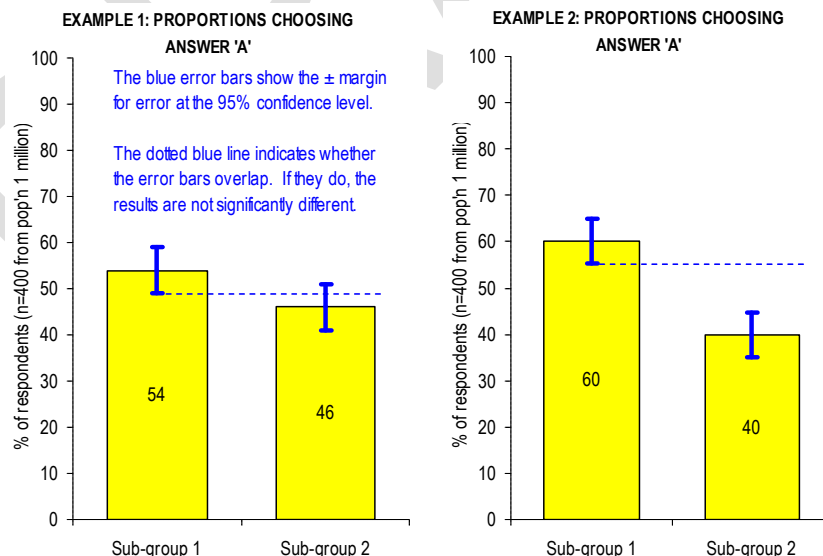
A1.4 Margin for error:

Because nearly all market and social research evaluates results based on population *samples*, rather than a census where everyone is consulted, there is an inherent degree of error in the results. However, if the sample obtained is a properly randomised section of the target population, there are statistical tests that will calculate the degree of accuracy for those results - known as the margin for error or confidence interval.

Unfortunately for the layperson, there is no single figure that says, 'this is a statistically significant difference'. The factors that go into the calculation of statistical differences include:

- **population size** - the total number of people in the target audience, not in the whole population. For example, if an organisation were researching its casual staff's views on weekend work, the 'population' would be the total number of casual staff.

- **sample size** - the number of respondents, or people taking part in a survey.

- the **desired level of confidence** in the result - for example, a 95% confidence level simply means that, if we ran the identical survey and sampling methodology 100 times, you would expect to get a result within the calculated margin for error 95 times out of 100.

- the **proximity** of the result **to the midpoint**.

This latter element (proximity to the midpoint) means that, regardless of sample or population size, a figure close to 50% is inherently less reliable than a figure close to 100%. As an example, if you wish to be 95% confident in the results for a population (N) of 45,000 and a sample (n) of 800, a result of 50% would be subject to a ±3.45% margin for error. In other words, you could be 95% confident that the real result would be somewhere between 46.55% and 53.45%. However, with the same population, sample and 95% confidence level, a result of 90% saying yes or no would be subject to a margin for error of only ±2.54%, i.e. the real result would be between 87.46% and 92.54%.

The following graphs may illustrate more clearly the way margin for error works. In each case, we have calculated the confidence interval for the results. If the intervals overlap, then the differences are not statistically significant; if there is no overlap, they are reliably different.

EXAMPLE 1: PROPORTIONS CHOOSING ANSWER 'A'

The blue error bars show the ± margin for error at the 95% confidence level.

The dotted blue line indicates whether the error bars overlap. If they do, the results are not significantly different.

EXAMPLE 2: PROPORTIONS CHOOSING ANSWER 'A'
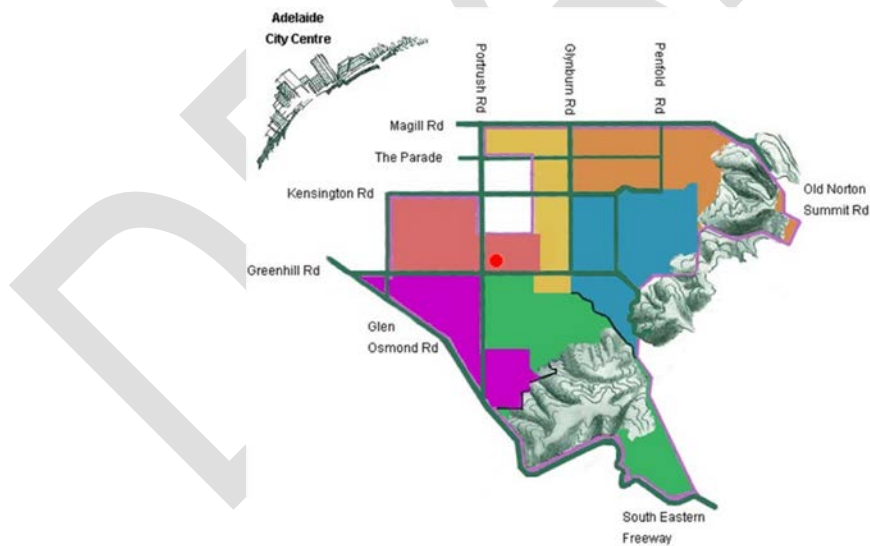
ANNUAL COMMUNITY SURVEY PRESENTATION

PRESENTER: HELEN FISCHER, RESEARCH MANAGER

City of Burnside

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AGENDA

BRIEF PROJECT OVERVIEW

KEY FINDINGS – PERFORMANCE INDICATORS

KEY FINDINGS – SERVICE GAPS OR OVER-SERVICING

KEY FINDINGS – OVERALL SATISFACTION AND IMPORTANCE

KEY FINDINGS – TOPICAL ISSUES

SUMMARY OF FINDINGS
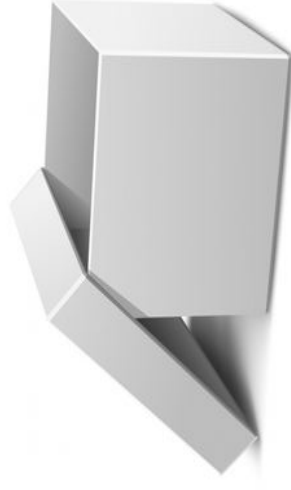
PROJECT OVERVIEW

OBJECTIVES

- The City of Burnside wished to undertake a benchmark Annual Community Survey to:

  ~ inform further development of the Draft Annual Business Plan; and to

  ~explore in more detail community perceptions of specific elements within each of the four Key Directions.

- CATI survey conducted among a sample of n=800 randomly selected residents – 'birthday last' technique used to gain representation across lifestages, then weighted to Council's age, gender and geographic profile.

- Database of residents' phone numbers checked and de-duplicated against the numbers of participants in the CATI component of the three most recent projects: Burnside Swimming Centre Community Engagement, Glenunga Reserve Community Engagement and the Sport and Recreation Activity Survey.

- Purpose of this was to:

  ~ensure respondents do not become fatigued with undertaking surveys for Council; and

  ~ensure opportunity is provided for participation across as wide a cross-section of the local community as possible.

- Harrison Research contracted to conduct this statistically reliable survey, as well as analyse and report on the findings.

KEY FINDINGS – Performance Indicators

Performance Indicators Overview

- Across all service performance indicators tested, services which attracted the overall highest satisfaction level were:

    "providing library services" (8.3 mean score), and

    "presentation and cleanliness of the City" (8.0 mean score).

- At the other end of the spectrum, three aspects rated at 5.6 mean score, these being:

    "financial management",

    "performance of current Elected Members being transparent, ethical and reflecting the best interests and values of the community" and

    "providing leadership in the community".

- All other Performance Indicators rated within the good / quite satisfied range.

- Graph demonstrates the overview across all indicators.

Performance Indicators Overview

Mean scores: 0-10 scale

8.0+ = excellent

Betw. 7.9 & 6.0 = good, quite satisfied

Below 6.0 = average

Values: 8.3, 8.0, 7.7, 7.6, 7.6, 7.6, 7.4, 7.2, 7.0, 6.9, 6.9, 6.8, 6.7, 6.7, 6.7, 6.6, 6.6, 6.6, 6.5, 6.5, 6.4, 6.4, 6.3, 6.3, 6.2, 6.2, 6.2, 6.2, 6.0, 5.6, 5.6, 5.6, 5.6

Categories:
- Providing library services
- Presentation & cleanliness of City
- Garbage and green waste management
- Maintaining community parks & reserves
- Providing community bus service
- Providing services for older residents
- Maintaining & maintaining playgrounds
- Providing passive recreation e.g. walking picnic grounds
- Providing public & environmental health services
- Interactions residents have with Council staff
- Community have with Council staff
- Community & cultural activities
- Providing animal & pest management
- Hard & electronic waste management
- Providing active recreation e.g. organised sport/outdoor...
- After hours & hazard response management
- Restoring & protecting management...
- Protecting City's biodiversity
- Providing built & natural heritage
- The overall planning of the City
- Water management of local roads
- Providing & maintaining cycle paths/walking trails
- Preparation & support for bushfire management
- Support of traffic & parking
- Providing services for younger residents
- Support for local businesses
- Balance between rates, services & infrastructure standards
- Consultation with & informing community
- Providing & maintaining footpaths
- Financial management
- Performance of EMS: transparent, ethical & reflective of...
- Providing leadership in community

Performance Indicators

URBAN FORM AND LIVING SPACES OVERALL (0-10 Scale)

	Satisfied	Neither	Dissatisfied	Don't know	Mean
Providing and maintaining parks and reserves	85	9	2	3	7.6
Providing passive recreation opportunities, such as walking, picnic locations etc.	79	8	6	7	7.2
Providing and maintaining street trees	74	13	13	1	6.7
Providing and maintaining local roads	72	13	15	1	6.4
Providing and maintaining playgrounds	71	7	5	18	7.4
The overall planning of the City	71	13	11	5	6.5
Provision and management of traffic and parking in the City	68	13	14	5	6.2
Protecting the built and natural heritage	66	12	12	10	6.5
Providing and maintaining footpaths	65	14	20	1	6.0
Providing and maintaining cycle paths and walking trails	58	14	13	15	6.3
Providing active recreation opportunities, such as playing organised sport or outdoor games etc.	54	11	10	25	6.6

- Highest levels of satisfaction for **parks and reserves, playgrounds** and **passive recreation** facilities (85% to 71% satisfied and low dissatisfaction).

- Highest dissatisfaction was with **footpaths, local roads** and **traffic / parking** (between 14% and 20% dissatisfied but still 65% to 72% satisfied).

- All other indicators showed low levels of dissatisfaction, ranging from 2% to 13% dissatisfied, balanced by strong satisfaction levels.

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Suggestions for Improvement

- Most common suggestions for improvement were:

  Footpaths need repair / maintenance or provision of more footpaths (16% of suggestions)

  Heritage trees / maintain or preserve heritage, large or significant trees (15%)

  More road maintenance / resurfacing (8%)

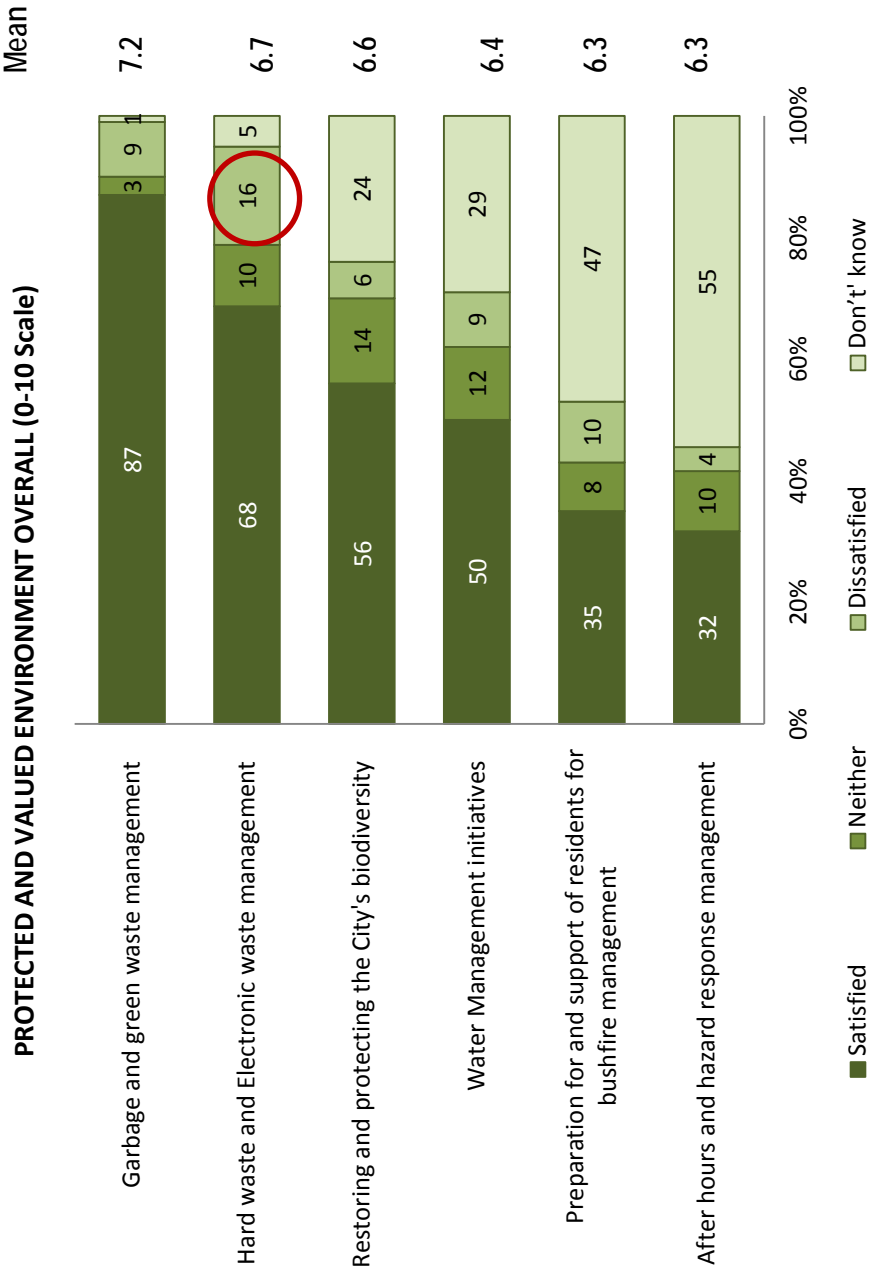 More bike paths / walking trails (7%)

  More exercise / play equipment (6%) and

  Car parking issues / monitoring of parking comments (6%).

  NOTE: A third (32%) of residents surveyed had no suggestions to improve any of these urban form and living spaces indicators and a further 12% did not know what to suggest.

Performance Indicators

PROTECTED AND VALUED ENVIRONMENT OVERALL (0-10 Scale)

Mean

Indicator	Satisfied	Neither	Dissatisfied	Don't know	Mean
Garbage and green waste management	87	3	9	1	7.2
Hard waste and Electronic waste management	68	10	16	5	6.7
Restoring and protecting the City's biodiversity	56	14	6	24	6.6
Water Management initiatives	50	12	9	29	6.4
Preparation for and support of residents for bushfire management	35	8	10	47	6.3
After hours and hazard response management	32	10	4	55	6.3

Legend: ■ Satisfied ■ Neither ■ Dissatisfied □ Don't know

- Highest levels of satisfaction for **waste and green waste management** (87% satisfied versus 9% dissatisfied).

- Highest dissatisfaction was with **hard and electronic waste management** (16% dissatisfied versus 68% satisfied).

- All other indicators showed levels of dissatisfaction ranging from **4% to 10%** dissatisfied balanced by significantly stronger satisfaction.

- Some of these services showed low levels of awareness (i.e. don't know responses).

- Including the **City's biodiversity** and **water management** initiatives.

- Suggests some awareness / promotion of these activities would be valuable in gaining community support.

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Suggestions for Improvement

- Most common suggestions for improvement were:

  More hard rubbish collections (15%)

  More green / waste rubbish collections (9%)

  More electronic waste collections / more recycling for electronic waste (6%)
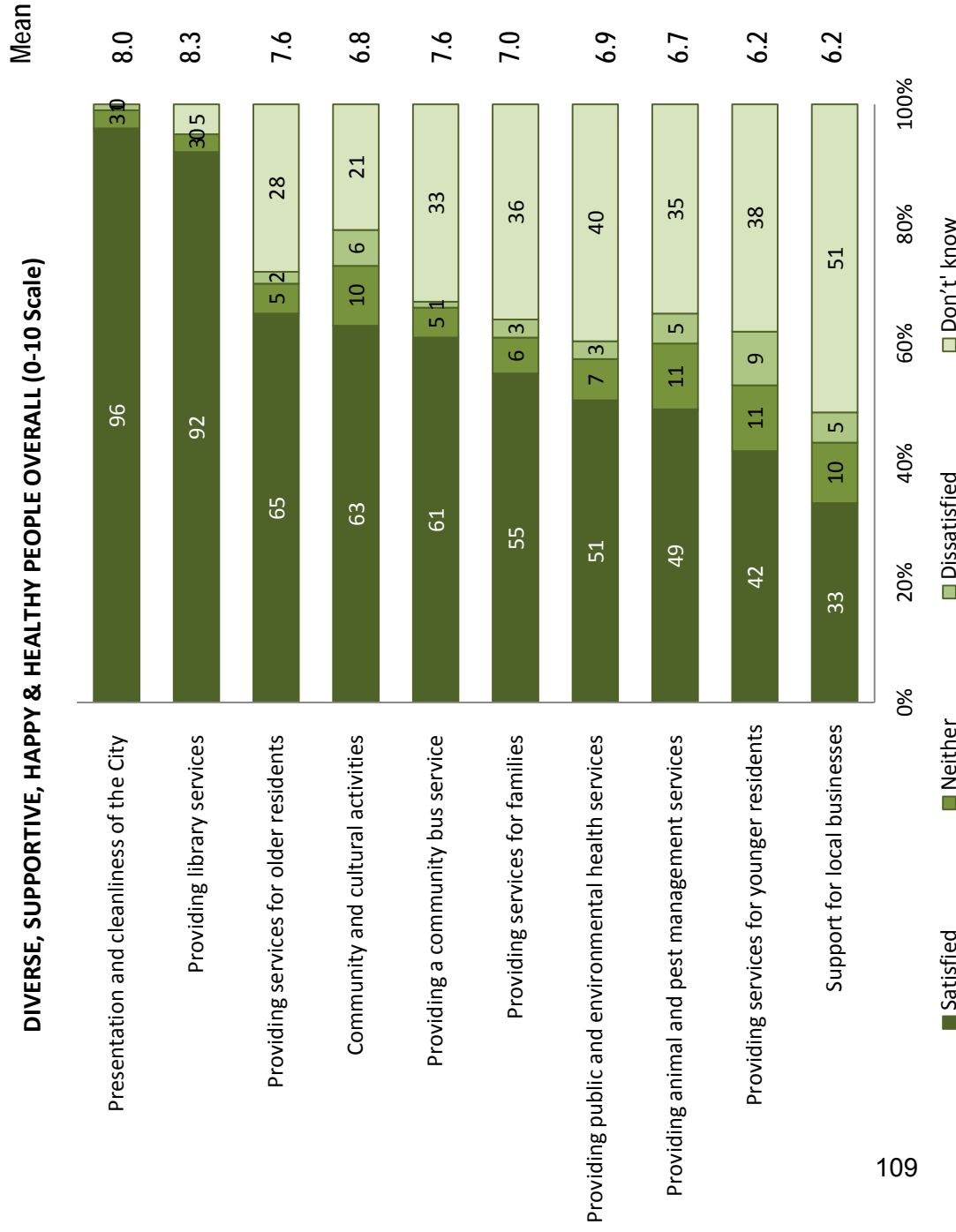
  More information / communication between Council and residents (5%)

NOTE: A nearly half (48%) of residents surveyed had no suggestions to improve any of these protected and valued environment indicators and a further 11% did not know what to suggest.

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Performance Indicators

DIVERSE, SUPPORTIVE, HAPPY & HEALTHY PEOPLE OVERALL (0-10 Scale)

Mean

Indicator	Satisfied	Neither	Dissatisfied	Don't know	Mean
Presentation and cleanliness of the City	96		3	0	8.0
Providing library services	92		3	0 5	8.3
Providing services for older residents	65	5	2	28	7.6
Community and cultural activities	63	10	6	21	6.8
Providing a community bus service	61	5	1	33	7.6
Providing services for families	55	6	3	36	7.0
Providing public and environmental health services	51	7	3	40	6.9
Providing animal and pest management services	49	11	5	35	6.7
Providing services for younger residents	42	11	9	38	6.2
Support for local businesses	33	10	5	51	6.2

Legend: ■ Satisfied ■ Neither ■ Dissatisfied □ Don't know

- Highest levels of satisfaction for **presentation and cleanliness** and **providing library services** (96% and 92% satisfied).

- Highest dissatisfaction was with **providing services for younger residents** (9% dissatisfied) and **community and cultural activities** (6%).

- All other indicators showed levels of dissatisfaction ranging from **0% to 5%** dissatisfied balanced by significantly stronger satisfaction.

- Some of these services showed low levels of awareness (i.e. don't know responses).

- Including **support for local businesses** and services for **younger residents**.

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Suggestions for Improvement

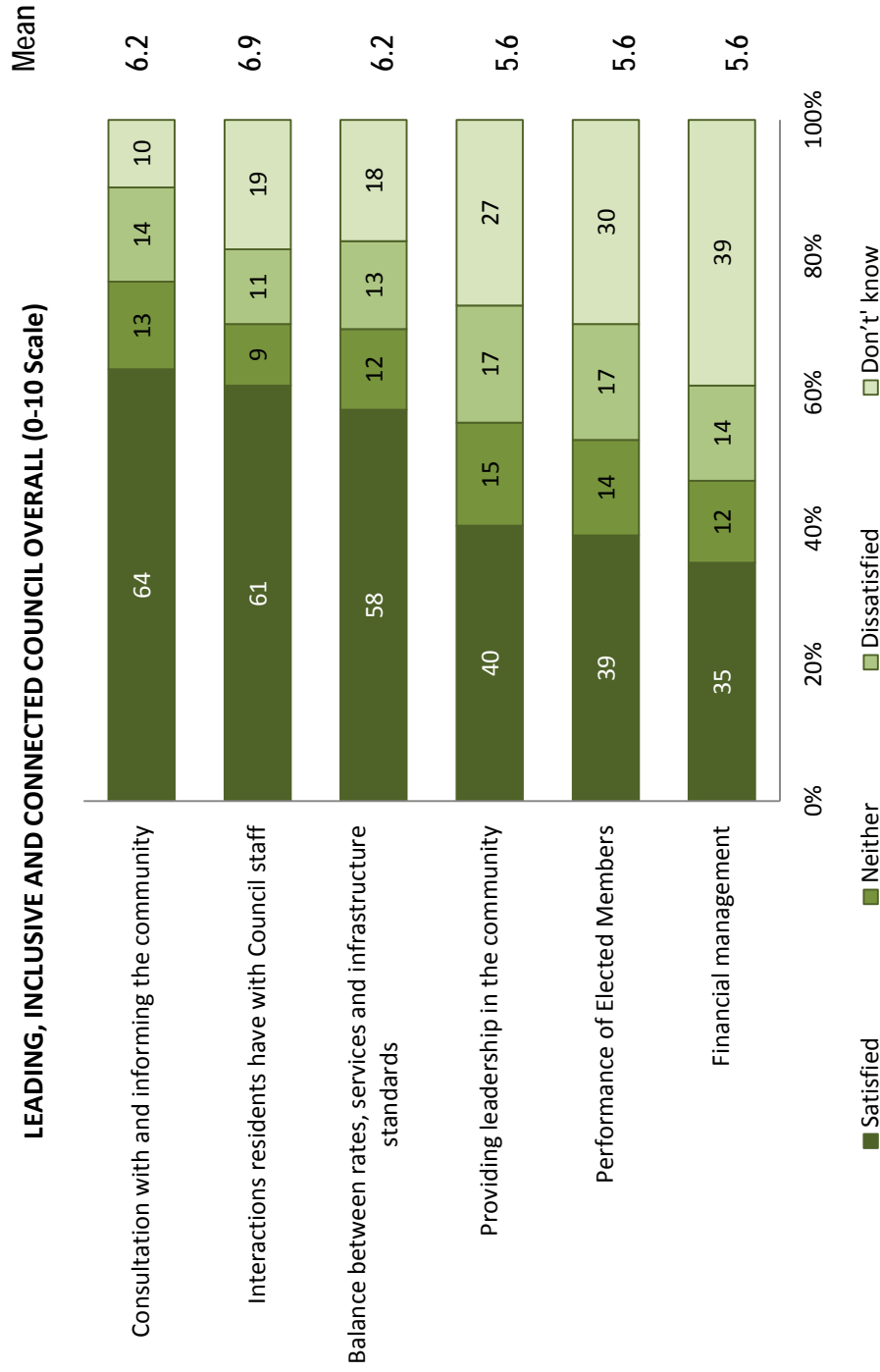- Most common suggestion for improvement was:

  More transparency / clear explanation of intentions / communication / more information (6%)

  NOTE: Six out of ten (61%) residents surveyed had no suggestions to improve any of these diverse, supportive, happy and healthy people indicators and a further 12% did not know what to suggest.

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Performance Indicators

- Highest levels of satisfaction for **consultation and informing community** and **interaction with Council staff** (64% and 61% satisfied).

- Highest dissatisfaction was with **providing leadership in community** and **performance of Elected Members** (17% dissatisfied with each of these).

- All other indicators showed levels of dissatisfaction ranging from **11% to 14%** dissatisfied. These proportions are balanced by stronger satisfaction levels .

- Having said this, the levels of dissatisfaction are higher than for other Key Directions' performance indicators.

LEADING, INCLUSIVE AND CONNECTED COUNCIL OVERALL (0-10 Scale)

	Satisfied	Neither	Dissatisfied	Don't know	Mean
Consultation with and informing the community	64	13	14	10	6.2
Interactions residents have with Council staff	61	9	11	19	6.9
Balance between rates, services and infrastructure standards	58	12	13	18	6.2
Providing leadership in the community	40	15	17	27	5.6
Performance of Elected Members	39	14	17	30	5.6
Financial management	35	12	14	39	5.6

Suggestions for Improvement

- Most common suggestions for improvement were:

Council should be in touch with residents / listen and consult / better communication / notify of works projects (11%)

More honesty, transparency, openness about dealings, financial or other council business (7%).

NOTE: More than half (54%) of residents surveyed had no suggestions to improve any of these leading, inclusive and connected council indicators and a further 13% did not know what to suggest.

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KEY FINDINGS – Service gaps or over-servicing

Current service gaps?

- The majority either had **no suggestions** for services not currently provided (61%) or **did not know** what to suggest (16%).

- The most common suggestions were comments about :

  ~Collection of hard, electronic, hazardous and green waste more often / dumping location within Council for these wastes (5%); and

  ~More maintenance of trees, footpaths, roads, gutters, general maintenance in parks (5%).

Q9 Is there any service that you would like Council to provide that it currently does not? BASE: Total sample, n=794

% of responses (incl. multiple response)

Nothing further to add — 61
Don't know / can't say — 16
Collection of hard, electronic, hazardous and green waste more frequently. Dumping location within council for these wastes. — 5
More maintenance of trees/footpaths/roads/gutters/general maintenance of council parks. — 5
More recreation facilities/open areas/walking, cycling trails/dog park/BMX/skateboard — 3
Transport/home help/facilities for elderly and people with disabilities eg: shopping, gardening exercising, support — 2
Engagement with community/more information/phone service/face to face contact with members — 2
Other suggestion — 6

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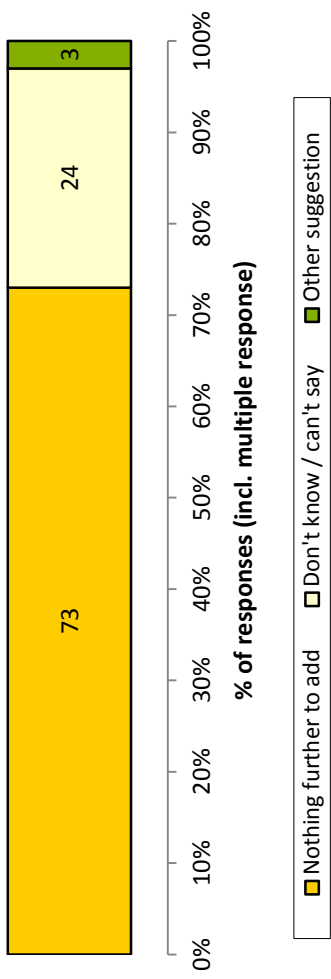health · market · social

Current services not needed?

- The overwhelming majority either had **no suggestions** for services not required (73%) or **did not know** what to suggest (24%).

- Among the 3% who made suggestions about services they thought were not needed, a common theme was meals provided in community centres.

- Residents indicated they thought this service was abused.

Q10 Is there any service that Council currently provides that you consider it should not? BASE: Total sample, n=794
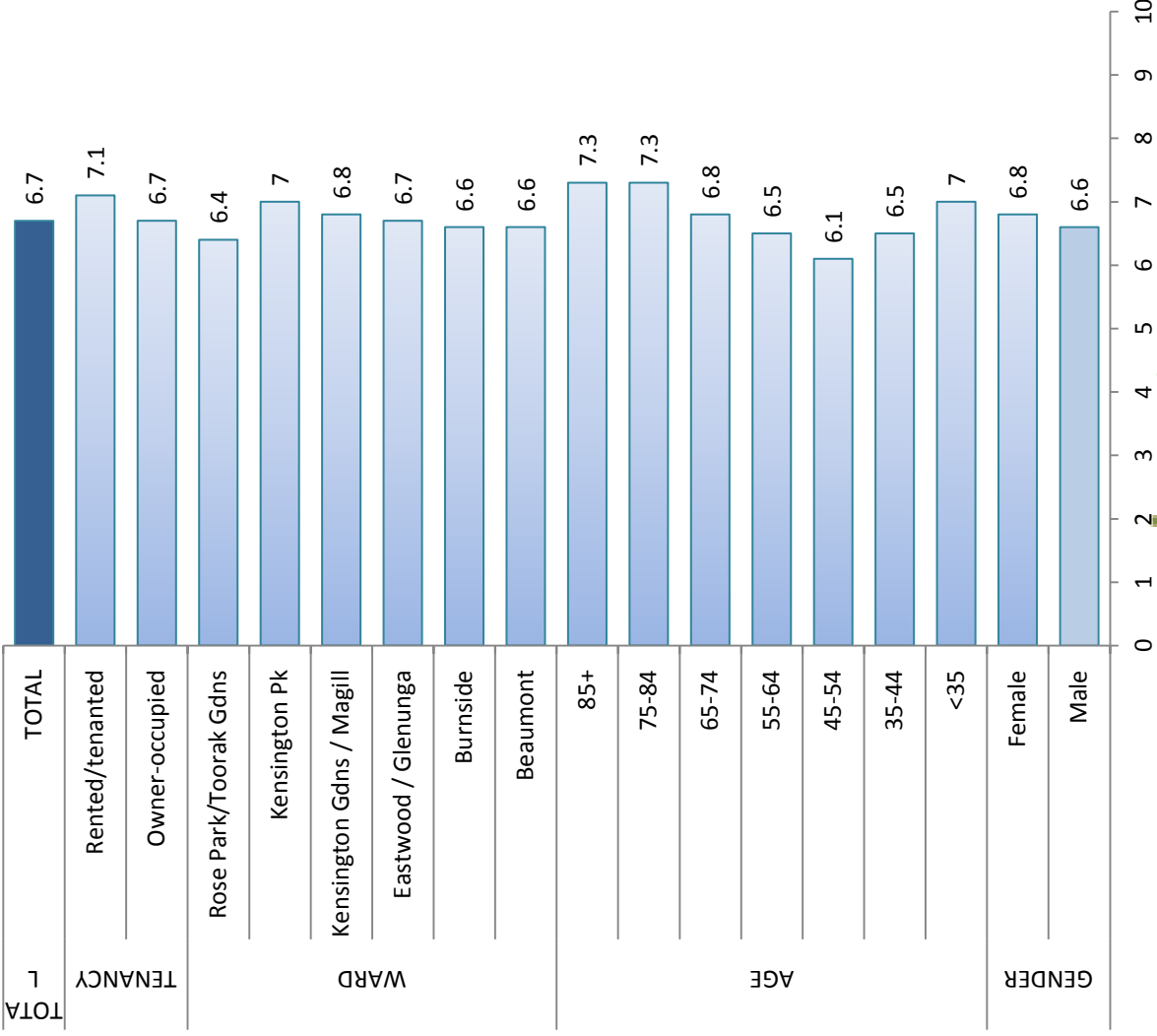

% of responses (incl. multiple response)

73 | 24 | 3

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

☐ Nothing further to add ☐ Don't know / can't say ■ Other suggestion

KEY FINDINGS – Overall satisfaction and importance

Overall satisfaction

Q11 How satisfied or dissatisfied are you with Council's overall performance over the past 12 months. (0 to 10 scale)

BASE: Total sample, n=794

		Score
TOTAL	TOTAL	6.7
TENANCY	Rented/tenanted	7.1
	Owner-occupied	6.7
WARD	Rose Park/Toorak Gdns	6.4
	Kensington Pk	7
	Kensington Gdns / Magill	6.8
	Eastwood / Glenunga	6.7
	Burnside	6.6
	Beaumont	6.6
AGE	85+	7.3
	75-84	7.3
	65-74	6.8
	55-64	6.5
	45-54	6.1
	35-44	6.5
	<35	7
GENDER	Female	6.8
	Male	6.6

- Asked to rate Council's overall performance in last year.

- 6.7 mean score among all residents surveyed (within the good to quite satisfied range).

- Notable across all performance indicators was lower rates of satisfaction among two specific segments:

  ~45 to 54 year olds consistently less satisfied with both overall and individual performance indicators; and

  ~Residents of Rose Park / Toorak Gardens Ward also showed consistently lower satisfaction rates across overall and individual performance indictors.

- Age cohort may have many explanations, e.g. life-stage (teens / young adults still living at home), generational (Gen X) or some other explanation (just grumpy?).

- May wish to review service provision to residents of Rose Park / Toorak Gardens?

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Correlation analysis

- Taking all of the individual performance indicators we have just gone through, we undertook correlation analysis.

- **Correlation** refers to statistical relationships involving dependence between **two sets of data**. That is, how they interact with each other.

- In this instance we have (correlated) compared the ratings for **individual performance indicators** (the ones we have just examined) against the ratings for **overall satisfaction.**

- The purpose is to reveal any relationship between specific performance indicators and overall satisfaction. In other words, how important attributes are in driving residents' satisfaction with Council's overall performance.

Correlation analysis

- This analysis revealed that six service indicators were more strongly related to overall satisfaction than others.

  (Strongest relationships are closest to 1.0).

  - Financial management (0.700 correlation versus 5.6 satisfaction score);

  - The performance of current Elected Members in being transparent, ethical and reflecting the best interests and values of the community (0.684 correlation versus 5.6 satisfaction score);

  - Providing leadership in the community (0.684 correlation versus 5.6 satisfaction score);

  - The balance between Council rates and the services and standard of infrastructure provided (0.682 correlation versus 6.2 satisfaction score);

  - Consultation with and informing the community (0.632 correlation versus 6.2 satisfaction score);

  - The interactions residents have with Council staff (0.622 correlation versus 6.9 satisfaction score).

- These results do not mean that all other performance indicators are not important, it just means that these six were revealed as more important to the overall satisfaction of residents.

- These six performance indicators are a "litmus test" for resident satisfaction in any "snapshot in time".

- This means that focus on these six aspects is likely to have a corresponding positive impact on resident satisfaction with Council overall.

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KEY FINDINGS – Topical Issues

Cat management

Q11 How strongly do you agree or disagree that "The City of Burnside should have a cat management approach similar to the way Council manages dogs". (0 to 10 scale)

BASE: Total sample, n=794

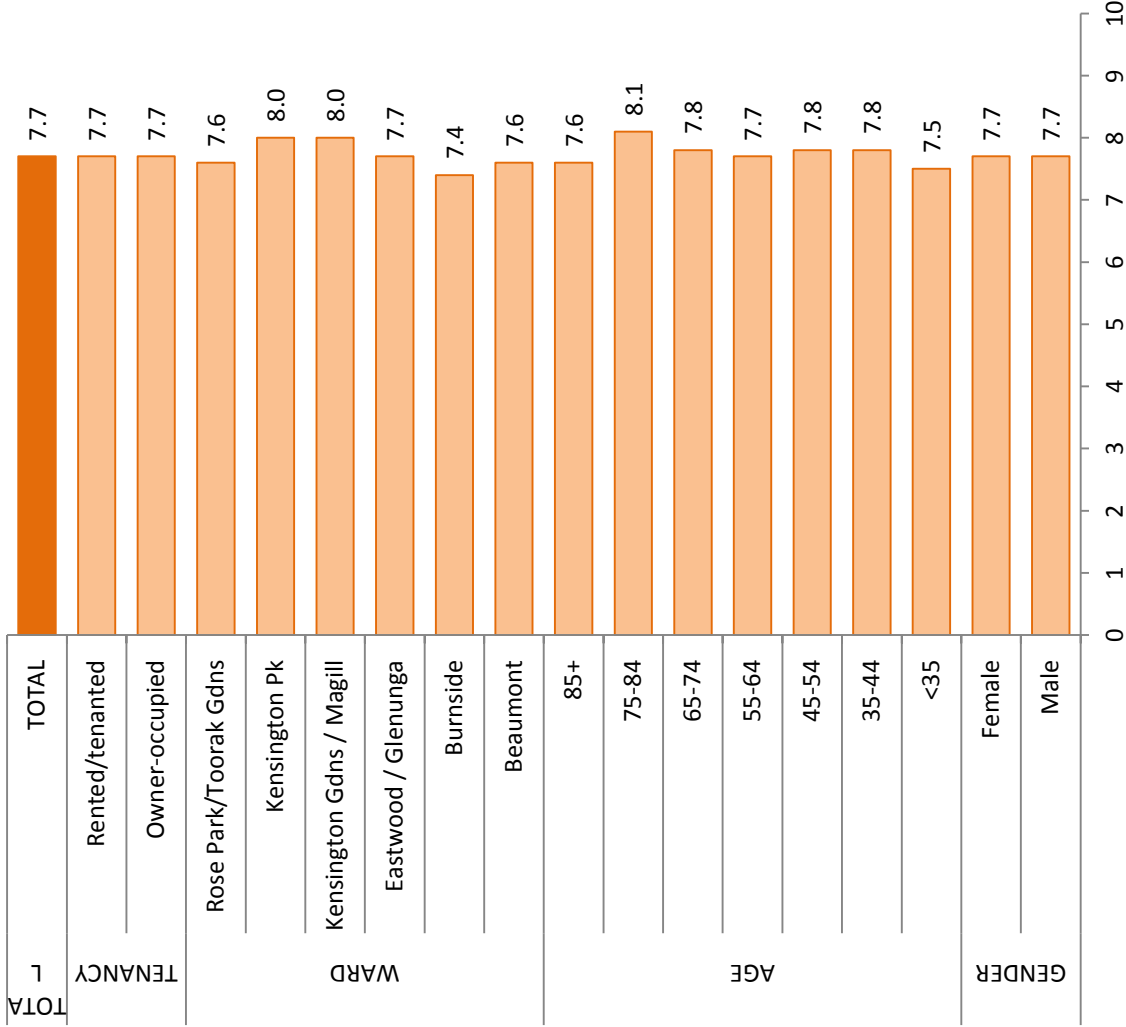|		Score
TOTAL	TOTAL	7.7
TENANCY	Rented/tenanted	7.7
	Owner-occupied	7.7
WARD	Rose Park/Toorak Gdns	7.6
	Kensington Pk	8.0
	Kensington Gdns / Magill	8.0
	Eastwood / Glenunga	7.7
	Burnside	7.4
	Beaumont	7.6
AGE	85+	7.6
	75-84	8.1
	65-74	7.8
	55-64	7.7
	45-54	7.8
	35-44	7.8
	<35	7.5
GENDER	Female	7.7
	Male	7.7

- Strong support for Council to develop a cat management approach similar to the way dogs are managed.
- Meaning registration, micro-chipping, de-sexing and limit on numbers per household.
- 7.7 mean score and similar outcomes across socio-demographic and geographic segments.
- 79% agree versus 11% disagree (8% neither and 2% don't know).

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Support for change to Road Rules

Q13 City of Unley seeking support to lobby State Govt. to change Australian Road Rules to allow parking on residents' driveway crossover, using permit system. To what extent do you agree or disagree that Burnside Council should support this change?

		Mean score (0-10 scale)
TOTAL	TOTAL	5.9
TENANCY	Rented/tenanted	4.9
	Owner-occupied	6.0
WARD	Rose Park/Toorak Gdns	5.4
	Kensington Pk	6.0
	Kensington Gdns / Magill	6.1
	Eastwood / Glenunga	5.3
	Burnside	6.6
	Beaumont	6.1
AGE	85+	6.4
	75-84	5.7
	65-74	6.0
	55-64	6.0
	45-54	4.9
	35-44	6.1
	<35	6.4
GENDER	Female	6.0
	Male	5.9

Mean score (0-10 scale)

- Lower agreement that Council support neighbouring councils in lobbying State Government to change Australian Road Rules.
- 5.9 mean score and some variation in outcomes across socio-demographic and geographic segments. Still has majority support - **57% agree versus 31% disagree** (10% neither and 1% don't know).

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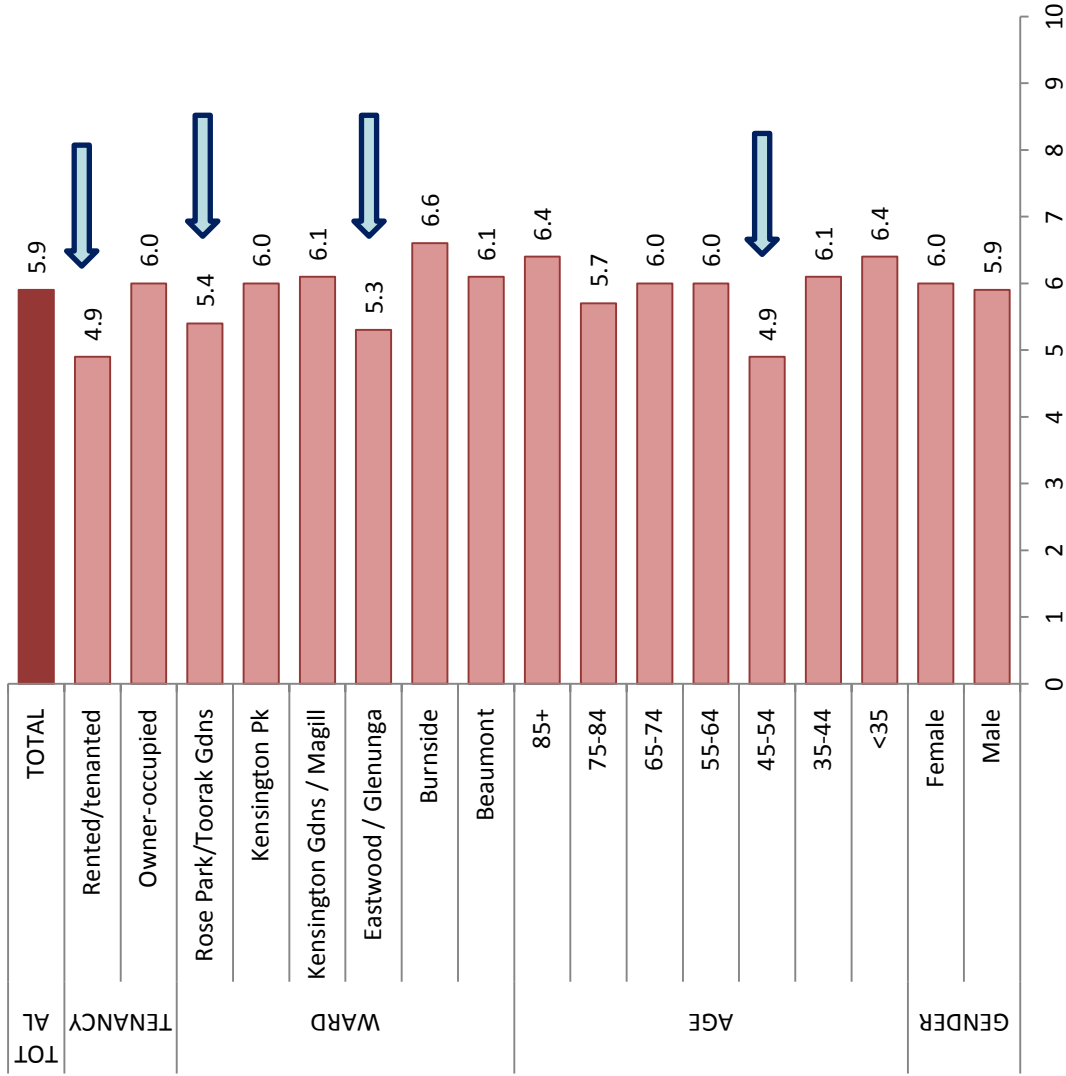
SUMMARY

SUMMARY

- Statistically reliable community survey, results have a low margin for error of ±3.45% @ 95% confidence level.

- Data randomly collected from across whole of Council area, then weighted to be representative by age and gender (ABS Census 2011 Data for City of Burnside SLA) and also weighted by Ward to be geographically representative.

- Most performance indicators across all four Key Directions attracted satisfaction levels at the **good to quite satisfied** level.

- Some performance indicators are **more important than others** in driving residents' satisfaction. All of these revolved around the Key Direction of a **Leading, Inclusive and Connected Council.**

- This is a positive outcome in that these elements are **service oriented rather than infrastructure** and therefore small changes (such as increased communication and consultation) can have an impact on residents' perceptions of Council's performance overall.

- Positive indicators across all other kpi's, with **few suggestions for improvement** made by residents.

SUMMARY

- Servicing appears to be at the right level, with few service gaps and minimal suggestions for service areas perceived as over-serviced.

- There is strong support for a cat management approach similar to dog management.

- There is moderate support for lobbying State Government to allow parking on resident's driveway crossover, by permit, within the Australian Road Rules.

- Across all findings, socio-demographic and geographic differences were noted in satisfaction levels (and agreement levels) among:

  ~Residents of Rose Park / Toorak Gardens and, to a lesser extent, residents of Eastwood / Glenunga Ward; and

  ~Residents in the middle family life-stage, aged 45 to 54 years.

THANK YOU

informed

Annual Community Survey 2013

The inaugural Annual Community Survey was undertaken in February 2013 using a statistically valid random telephone survey of 800 City of Burnside residents.

The purpose of the Annual Community Survey was to provide a measure of the level of community satisfaction and perceived performance of services provided by the Council to its residents.

Results were used to measure the Council's performance in delivering and achieving the *Be the Future of Burnside 2025* Strategic Community Plan desired outcomes and were utilised to inform the allocation process for 2013/14 Annual Council Budget.

As a result, it is proposed that in the Draft 2013/14 Annual Budget, additional funds will be spent on trees, consultation with and informing the community and providing and maintaining footpaths and continuing to improve the new waste service known as Three Bins and a Basket.

General Survey Results

The Annual Community Survey revealed that residents generally have a reasonably high level of satisfaction with the services provided by Council. Some services have lower levels of satisfaction, but all services can be deemed to be considered average to good.

Across all service performance indicators tested, services which attracted the overall highest satisfaction levels were; "providing library services" and "presentation and cleanliness of the City".

At the other end of the spectrum, three aspects rated lower being; "financial management", "performance of current Elected Members being transparent, ethical and reflecting the best interests and values of the community" and "providing leadership in the community".
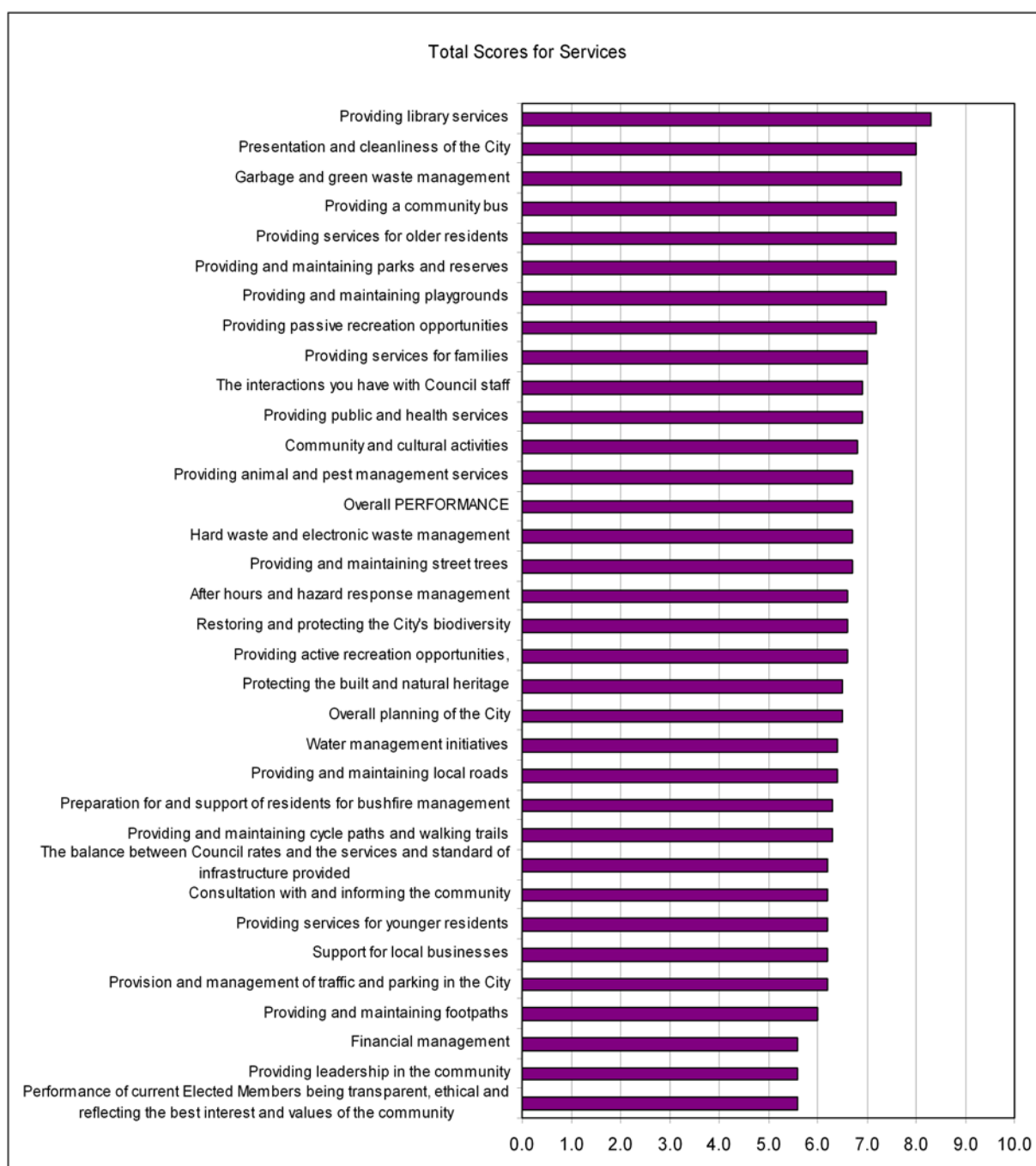
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Council's Overall Performance

One in three respondents said they were very satisfied with Council's overall performance in the last twelve months and rated the performance 8 out of 10 or higher. 77 per cent of respondents stated they were satisfied with the overall performance of Council.

The following bar graph shows the relative scores out of a total of 10, with 10 being the highest satisfaction, of all of the services which were the topic of questions in the survey.

Total Scores for Services

Service	Score
Providing library services	
Presentation and cleanliness of the City	
Garbage and green waste management	
Providing a community bus	
Providing services for older residents	
Providing and maintaining parks and reserves	
Providing and maintaining playgrounds	
Providing passive recreation opportunities	
Providing services for families	
The interactions you have with Council staff	
Providing public and health services	
Community and cultural activities	
Providing animal and pest management services	
Overall PERFORMANCE	
Hard waste and electronic waste management	
Providing and maintaining street trees	
After hours and hazard response management	
Restoring and protecting the City's biodiversity	
Providing active recreation opportunities,	
Protecting the built and natural heritage	
Overall planning of the City	
Water management initiatives	
Providing and maintaining local roads	
Preparation for and support of residents for bushfire management	
Providing and maintaining cycle paths and walking trails	
The balance between Council rates and the services and standard of infrastructure provided	
Consultation with and informing the community	
Providing services for younger residents	
Support for local businesses	
Provision and management of traffic and parking in the City	
Providing and maintaining footpaths	
Financial management	
Providing leadership in the community	
Performance of current Elected Members being transparent, ethical and reflecting the best interest and values of the community	

Resident Suggestions for Areas to Consider for Improvement

- Footpaths need repair / want more footpaths (16 per cent of respondents suggested this theme);

- Maintain and preserve heritage trees / verges (15 per cent of respondents suggested this theme);

- More hard rubbish collection (15 per cent of respondents suggested this theme);

- Council should be in touch with residents / listen and consult / better communication / notify of works projects (11 per cent of respondents suggested this theme); and

- More green waste rubbish collection (9 per cent of respondents suggested this theme).

Resident Suggestions for Stopping a Service

Only three per cent of respondents perceived that there were services currently provided by Council that they considered should not be provided.

Resident Suggestions for New Services

Three in four respondents could not suggest any new services. Themes that were suggested included more:

- Collection of hard, electronic, hazardous and green waste. Provision of a dump location within Council area for these waste products;

- Emphasis on maintenance of trees, footpaths, roads and general maintenance of parks;

- Recreation facilities i.e. walking/ cycling trails, dog parks, BMX and skateboard areas;

- Transport / home help / facilities for elderly and people with disabilities; and

- Engagement with community / more information / phone service / face to face contact with Elected Members.

There was strong support for Council to develop a cat management approach similar to the way dogs are managed.

There was lower agreement that Council should support neighbouring councils in lobbying State Government to change Australian Road Rules to allow residents to park on the driveway crossover in front of their own properties using a permit system.

Council wishes to thank all of the residents who gave of their time and opinions to help make the City of Burnside a better place to be.