

# Data Sheet 116 (DS 116)

## Value for Money Services

### What are we monitoring?

Blue Mountains resident perception of whether the services provided by the Council represent good value for money.

The Council conducts a bi-annual Community Survey (previously conducted annually) of a representative sample of the population, that includes assessing resident perceptions of whether they 'think the services provided by the Council generally represent good value for money'. The survey asks respondents to indicate on a 1 to 5 scale their views, where 1 means you think services provided by the Council overall are very poor value and 5 means they are very good value. Survey respondents are informed that the Council uses a variety of funding sources to fund service provision, including rates paid by residents which account for about 50% of funding.

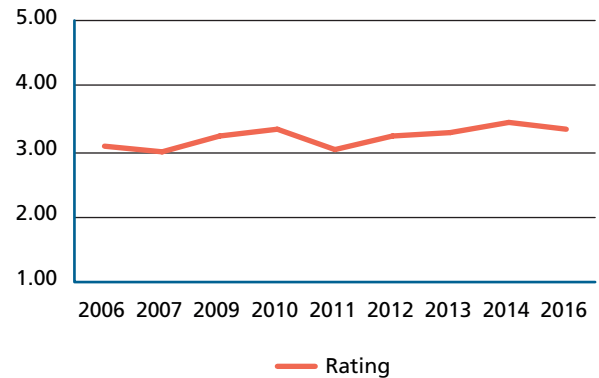
### What is the trend?

In 2016 community survey respondents rated their satisfaction with value for money for their rate dollar at 3.34 out of 5, which is statistically equivalent to 2014, continuing the upward trend since 2006.

### Why is monitoring this trend important?

Community perception on whether or not they are receiving 'value for money' is an important indicator of overall satisfaction with Council service provision.

Residents Perception of Value for Money Services for Rates Paid



Blue Mountains Resident Perception of Value for Money Council Service Provision

Year	2006	2007	2009	2010	2011	2012	2013	2014	2016
Rating	3.11	3.00	3.22	3.34	3.03	3.26	3.27	3.47	3.34

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2006–2016