

Data Sheet 127 (DS 127)

Managing Residential Development

What are we monitoring?

The difference between resident satisfaction with and their importance rating for managing residential development in the Blue Mountains.

The Council conducts a bi-annual Community Survey (previously conducted annually) of a representative sample of the population, that includes assessing resident satisfaction and importance for managing residential development. Survey respondents are asked to indicate satisfaction and importance on a 1 to 5 scale where 1 means 'very dissatisfied' or 'not at all important' and 5 means 'very satisfied' or 'very important'. This measure assesses the gap between mean importance and mean satisfaction ratings for managing residential development.

No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

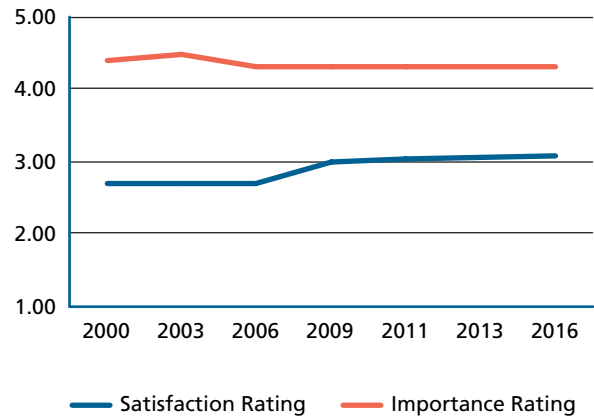
What is the trend?

The trend is positive with an increase in satisfaction with the Council's management of residential development and a slight reduction in importance, over 2000 to 2016. Overall this means the gap between importance and satisfaction has reduced by almost half a point since the surveys began in 2000, which is statistically significant. This trend is moving in the right direction.

Why is monitoring this trend important?

Monitoring importance and satisfaction with services provided helps the Council to plan and prioritise future service provision.

Managing Residential Development – Gap Between Resident Satisfaction and Importance Ratings



Managing Residential Development – Gap Between Resident Satisfaction and Importance Ratings

Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction Ratings	2.70	2.70	2.70	3.00	3.05	N/A	3.08
Importance Ratings	4.40	4.50	4.30	4.30	4.31	N/A	4.32
Gap	1.70	1.80	1.60	1.30	1.26	N/A	1.24

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2000–2016