



# Data Sheet 128 (DS 128)

## Managing Cemeteries and Ashes Placement

### What are we monitoring?

The difference between resident satisfaction with and their importance ratings for the Council's cemetery and ashes placement management.

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 management of cemeteries and ashes placement. 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 management of cemeteries and ashes placement.

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

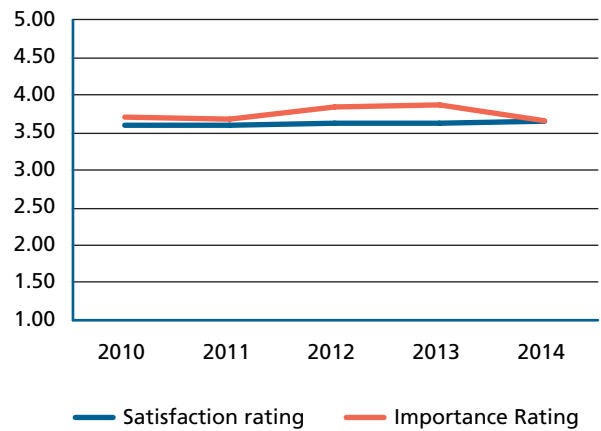
### What is the trend?

The gap between satisfaction and importance ratings for managing cemeteries and ashes placement has been minimal in every survey. The most recent survey showed there was almost no gap indicating that the provision of this service is meeting expectations and needs of residents.

### Why is monitoring this trend important?

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

Managing Cemeteries & Ashes Placement Sites - Resident Satisfaction and Importance Ratings



Managing Cemeteries and Ashes Placement Sites – Gap Between Resident Satisfaction and Importance Ratings

Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.60	3.60	3.62	3.62	3.66	3.71
Importance Ratings	3.70	3.68	3.85	3.87	3.66	3.77
Gap	0.10	0.08	0.23	0.25	0.00	0.06

Source: Blue Mountains City Council, Blue Mountains Community Surveys