

Data Sheet 134 (DS 134)

Services and Facilities for People at Different Life Stages

What are we monitoring?

The difference between resident satisfaction with and their importance ratings for services for people at different life stages 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 services for people at different life stages. 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 services for people at different life stages.

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 has decreased for services at every life stage. However, there are still significant gaps for services for people at each life stage.

Satisfaction with services for young people has increased significantly while the importance of these services has dropped significantly since 2000. The gap however is still large at over 1 point.

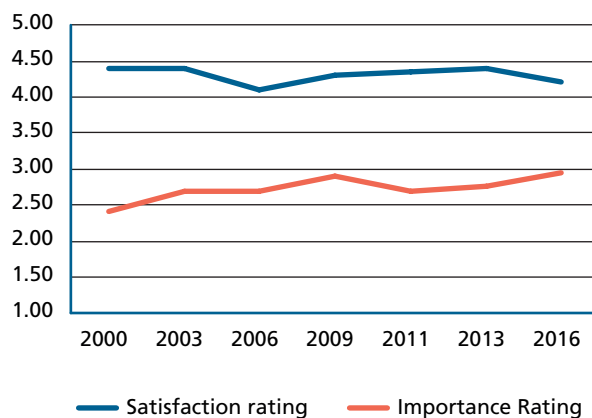
Satisfaction with services for children and families has increased significantly while the importance of these services has dropped significantly since 2011. The gap has decreased significantly since 2011 but is still large at over 0.7 point gap between satisfaction and importance ratings.

Satisfaction with services for older people has increased significantly while the importance of these services has remained steady since 2000. The gap has decreased since 2000 but is still large at over a 1.0 point gap between satisfaction and importance ratings.

Why is monitoring this trend important?

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

Services & Facilities for Young People - Resident Satisfaction and Importance Ratings



Services and Facilities for Young People

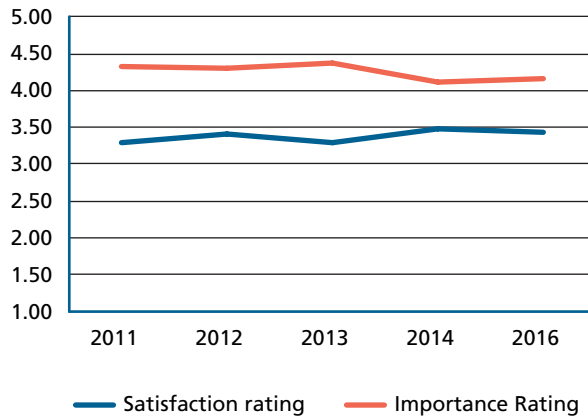
Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction Ratings	2.40	2.70	2.70	2.90	2.69	2.77	2.94
Importance Ratings	4.40	4.40	4.10	4.30	4.34	4.39	4.22
Gap	2.00	1.70	1.40	1.40	1.65	1.62	1.28

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

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Services & Facilities for Children & Families - Resident Satisfaction and Importance Ratings

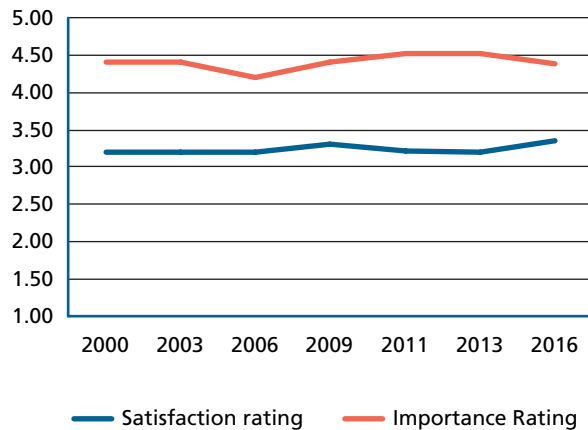


Services and Facilities for Children and Families

Year	2011	2012	2013	2014	2016
Satisfaction Ratings	3.30	3.40	3.28	3.49	3.44
Importance Ratings	4.32	4.29	4.36	4.11	4.16
Gap	1.02	0.89	1.08	0.62	0.72

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

Services & Facilities for Older People - Resident Satisfaction and Importance Ratings



Services and Facilities for Older People

Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction Ratings	3.20	3.20	3.20	3.30	3.22	3.20	3.36
Importance Ratings	4.40	4.40	4.20	4.40	4.52	4.52	4.39
Gap	1.20	1.20	1.00	1.10	1.30	1.32	1.03

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