

Data Sheet 37 (DS 037)

Protecting Heritage Values and Buildings

What are we monitoring?

Difference between resident satisfaction with and importance rating for protecting heritage values and buildings 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: protecting heritage values and buildings. 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 protecting heritage values and buildings. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

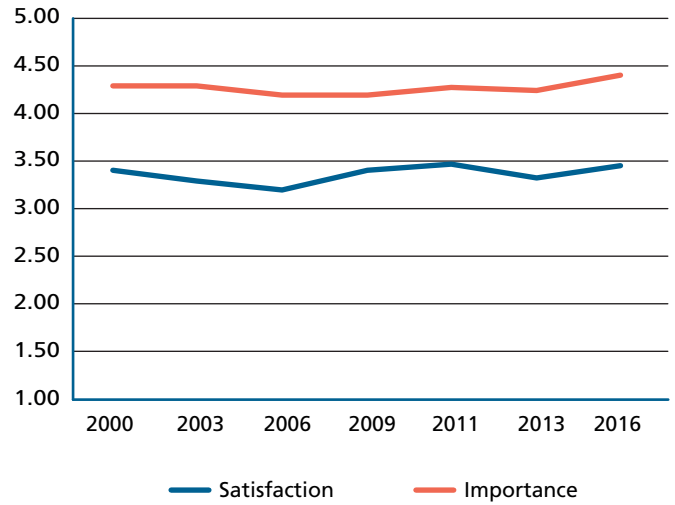
What is the trend?

Since 2000 both the importance of, and the satisfaction with, protecting heritage values and buildings has remained relatively stable. However, following a significant reduction in the gap in 2009 there has been an increase in the gap between 2011 and 2016.

Why is monitoring this trend important?

Monitoring the importance and satisfaction perceptions of residents helps Council to plan service delivery and prioritise resources. A closing gap between importance and satisfaction may indicate that Council is efficiently directing its resources to the appropriate services or that there is a falling level of importance for the service as demographics change or vice versa.

Protecting Heritage Values and Buildings – Gap Between Resident Satisfaction and Importance Ratings



Protecting Heritage Values and Buildings – Gap Between Resident Satisfaction and Importance Ratings

Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction Ratings	3.40	3.30	3.20	3.40	3.47	3.33	3.45
Importance Ratings	4.30	4.30	4.20	4.20	4.27	4.24	4.41
Gap	0.90	1.00	1.00	0.80	0.80	0.91	0.96

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