

# Data Sheet 42 (DS 042)

## Ovals and Sporting Grounds

### What are we monitoring?

Difference between resident satisfaction with and their importance rating for ovals and sporting grounds.

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

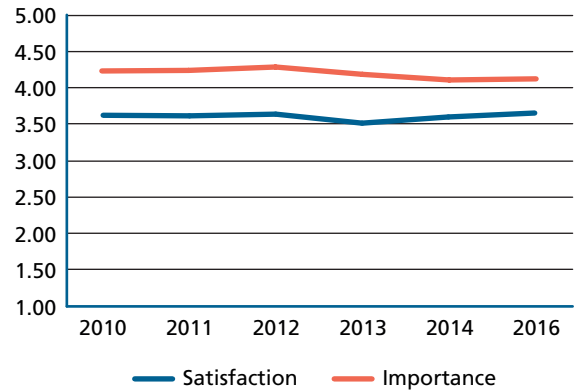
### What is the trend?

The importance of ovals and sporting grounds has decreased slightly since 2010 while the level of satisfaction with ovals and sporting grounds has been relatively steady. These changes have been sufficient to create a significant decrease in the gap between satisfaction and importance between 2010 and 2016. The trend for this service is heading in the right direction.

### Why is monitoring this trend important?

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

Ovals and Sporting Grounds – Gap Between Resident Satisfaction and Importance Ratings



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Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.63	3.62	3.65	3.49	3.60	3.67
Importance Ratings	4.27	4.28	4.34	4.21	4.11	4.13
Gap	0.64	0.66	0.69	0.72	0.51	0.46

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2010–2016