

Data Sheet 45 (DS 045)

Community Centres and Halls

What are we monitoring?

Difference between resident satisfaction with and their importance rating for the provision of community centres and halls 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 community centres and halls. 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 community centres and halls. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

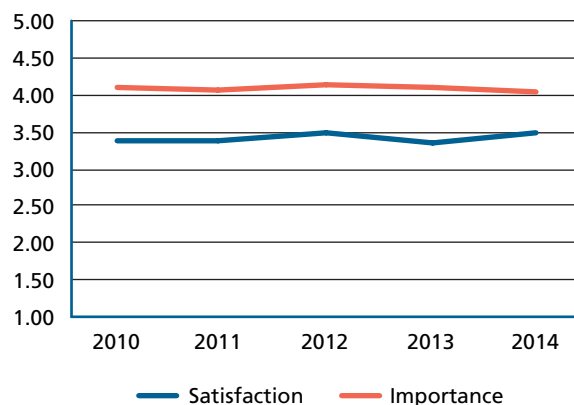
What is the trend?

The satisfaction with community centres and halls has increased significantly, while the importance of them has remained steady. The gap between importance and satisfaction has decreased significantly since 2012. The trend for this service is moving in the right direction indicating that this service is close to meeting the needs and expectations of residents.

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.

Community Centres and Halls – Gap Between Resident Satisfaction and Importance Ratings



Community Centres and Community Halls – Gap Between Resident Satisfaction and Importance Ratings

Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.38	3.37	3.47	3.35	3.47	3.70
Importance Ratings	4.10	4.08	4.12	4.11	4.04	4.05
Gap	0.72	0.71	0.65	0.76	0.57	0.35

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