

Data Sheet 72 (DS 072)

Cultural and Arts Facilities

What are we monitoring?

The difference between resident satisfaction with and their importance rating for cultural and arts facilities in the Blue Mountains Local Government Area (LGA).

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 cultural and arts facilities. 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 cultural and arts facilities. 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?

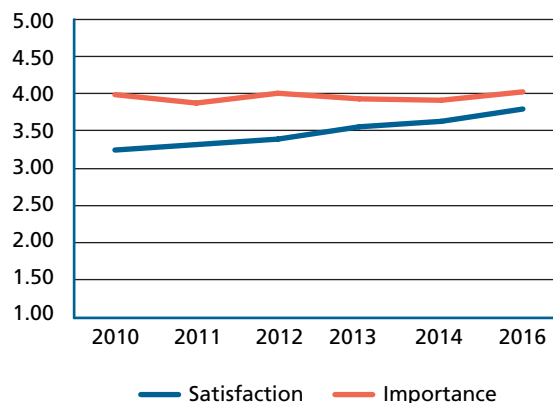
The importance level for residents of cultural and arts facilities is slightly lower than for other Council services and has remained steady since 2010 at around 4.0. However, the satisfaction level has significantly increased since 2010 and the gap between satisfaction and importance is now very small indicating that this service is meeting the needs and expectations of residents.

Over the past few years the Council has invested significantly in the development of major cultural and arts facilities at Katoomba – the Blue Mountains Cultural Centre - and at Springwood – the Blue Mountains Theatre and Community Hub. The development of these facilities was supported by significant grant funding from other levels of government.

Why is monitoring this trend important?

Monitoring importance and satisfaction rates helps the Council to plan and prioritise future service provision.

Culture and Arts Facilities – Gap Between Resident Satisfaction and Importance Ratings



Culture and Arts Facilities – Gap Between Resident Satisfaction and Importance Ratings

Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.25	3.31	3.39	3.56	3.63	3.80
Importance Ratings	3.98	3.88	4.00	3.93	3.91	3.98
Gap	0.73	0.57	0.61	0.37	0.28	0.18

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