



Community Survey 2016 Research Report

December 2016

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Report Summary

- A total of 710 usable surveys were received
- In 2016, eight out of ten of survey respondents (79%) indicated they were satisfied with the performance of the Shire of Plantagenet (*compared to seven out of ten respondents or 68% in 2011*). 11% indicated they were dissatisfied to some extent (*compared with 13% in 2011*).
- Those survey respondents from the Mount Barker, Narrikup and East localities were more likely to be satisfied. Kendenup residents were least likely to be satisfied with overall performance of the Shire.

Report Summary

- Compared to 2011, net satisfaction has increased across 30 of the 32 individual Shire service areas measured. Providing access to Council information and bush fire protection/prevention services have slightly lower satisfaction this year.
- The Shire has the highest levels of satisfaction in 2016 with providing library services (86%), providing and maintaining sport and recreation facilities (83%), providing and maintaining parks (81%) and providing and maintaining playgrounds (78%).
- Other areas of service with higher satisfaction included providing a good appearance to town centres (75%), maintaining cemeteries (73%), bush fire protection/prevention services (73%), maintaining signs (72%), providing cattle saleyards (72%) and providing health services (72%).
- Encouraging and supporting Tourism has shown the largest increase in satisfaction from 30% in 2011 to 61% this year

Report Summary

- The services with the lowest levels of satisfaction were providing cycleways (27%) and providing youth services (38%).
- Other areas of service with lower satisfaction included, providing footpaths (44%), seeking advice from the community on issues (45%), encouraging economic growth (46%) and maintaining roads (47%).
- The largest proportion of respondents by far felt that greater emphasis should be placed on Road maintenance when it came to allocating financial resources (38%).
- Other areas that respondents felt the Council should allocate more resources to included fire prevention (24%) and aged and disabled services (22%).

Report Summary

- As in 2011, the single area of funding respondents felt most strongly about reducing was cattle saleyards (18%). Other areas suggested for lower funding were other sport and recreation (11%) and governance (11%).
- Most residents (79%) had dealt with the Council in the last 12 months – most commonly in person (56%). Just under a third of respondents (30%) had contact by telephone, 12% by email and 10% in writing.
- Overall, 86% of respondents were satisfied with their dealings with Council administration staff (*the same as in 2011*). 10% were dissatisfied.
- A greater proportion of respondents were satisfied with dealings in person (89%). In writing was least satisfactory (75%).

Report Summary

- Most respondents felt the Plantagenet News was the most effective way for the Council to communicate with them (84%) followed by putting leaflets in the letterbox (50%). Information in the West Australian Newspaper (2%) or on Council noticeboards (3%) or in libraries was seen as far less effective (4%).
- Over half (52%) indicated they prefer to pay Shire accounts in person while 38% prefer the internet.
- One in ten (12%) had visited the Shire's new look website in the last month (Sept/Oct 2015).
- Most respondents (89%) felt safe living in the Shire (compared with 83% in 2011). Over a third (36%) felt 'very safe'. Those in East and West localities were more concerned about safety, those in Narrikup less so.

Report Summary

- Of the facilities asked about in this survey, the library and recreation centre were the most used, typically 7-8 times a year and more so by Mount Barker and Kendenup residents. The swimming pool was visited approximately 6 times per year – again more often by those in Mount Barker. The local hall was typically used only twice a year.
- Eight out of ten respondents (79%) felt the Council should be involved in actively encouraging economic development (compared with 76% in 2011).
- Close to three quarters (72%) agreed with the Shire developing an economic alliance with the City of Albany and Shire of Denmark.

Research Methodology & Reporting Notes

- The Shire of Plantagenet (Shire) commissioned Advantage Communications-Research to undertake a community consultation survey amongst its ratepayers to collect community feedback in respect to its performance in the delivery of its services. A similar survey was last undertaken in 2011.
- The survey comprised a self-completion questionnaire mailed by the Shire to 2,951 residents across the Shire of Plantagenet.
- A total of 710 usable questionnaires (24% response) were returned directly in reply paid envelopes to Advantage Communications-Research for data entry and analysis (*similar to the 694 questionnaires returned in 2011*).

Research Methodology & Reporting Notes

- The results from the survey provide the Shire with satisfaction ratings across 32 Shire service areas.
- For this report, the 32 Shire service areas have been divided into 11 categories grouped under 5 broad headings – Infrastructure, Health and Environment, Recreation, Economic Development and Community & Information.

Research Methodology & Reporting Notes

Service Area Categories

INFRASTRUCTURE

- 1.Engineering Services
- 2.Traffic Services
- 3.Planning & Building

PUBLIC HEALTH & ENVIRONMENT

- 4.Public Health & Environment

RECREATION

- 5.Public Open Space

- 6.Sporting Services

- 7.Cultural Services

ECONOMIC DEVELOPMENT

- 8.Economic Development

COMMUNITY & INFORMATION

- 9.Community Development

- 10.Community Safety

- 11.Information Services

Research Methodology & Reporting Notes

- Respondents were asked to rate their satisfaction with the current level of the Shire's performance in each *Specific Service Area* on a scale of 1 to 5.
- In addition the survey provided an opportunity to include a number of questions to pick up emerging issues and themes.

Research Methodology & Reporting Notes

- The results for the specific service areas show net percentage satisfaction ratings (the proportion of respondents who indicated satisfied or very satisfied for each specific service area) as well as a mean score out of a possible 5 for each.
- In this report, net percentage ratings and mean rating scores are calculated using only those respondents who have answered any given question.
- It should be noted that some totals may not equal 100% due to rounding or multiple responses being accepted for certain questions

Research Methodology & Reporting Notes

- Based on the Shire's population, this response of 710 surveys gives robust results with a maximum standard error ratio of +/-3.4% at the 95% confidence level. It is important to remember however that the standard error for each of the demographic sub-groups is much larger than for the overall results. When considering a sub-group size of 100 for example, the standard error increases to 10% .
- The demographics used to analyse the results were locality, life-stage, gender and age.
- Where appropriate, the report shows comparisons with the 2011 survey results.

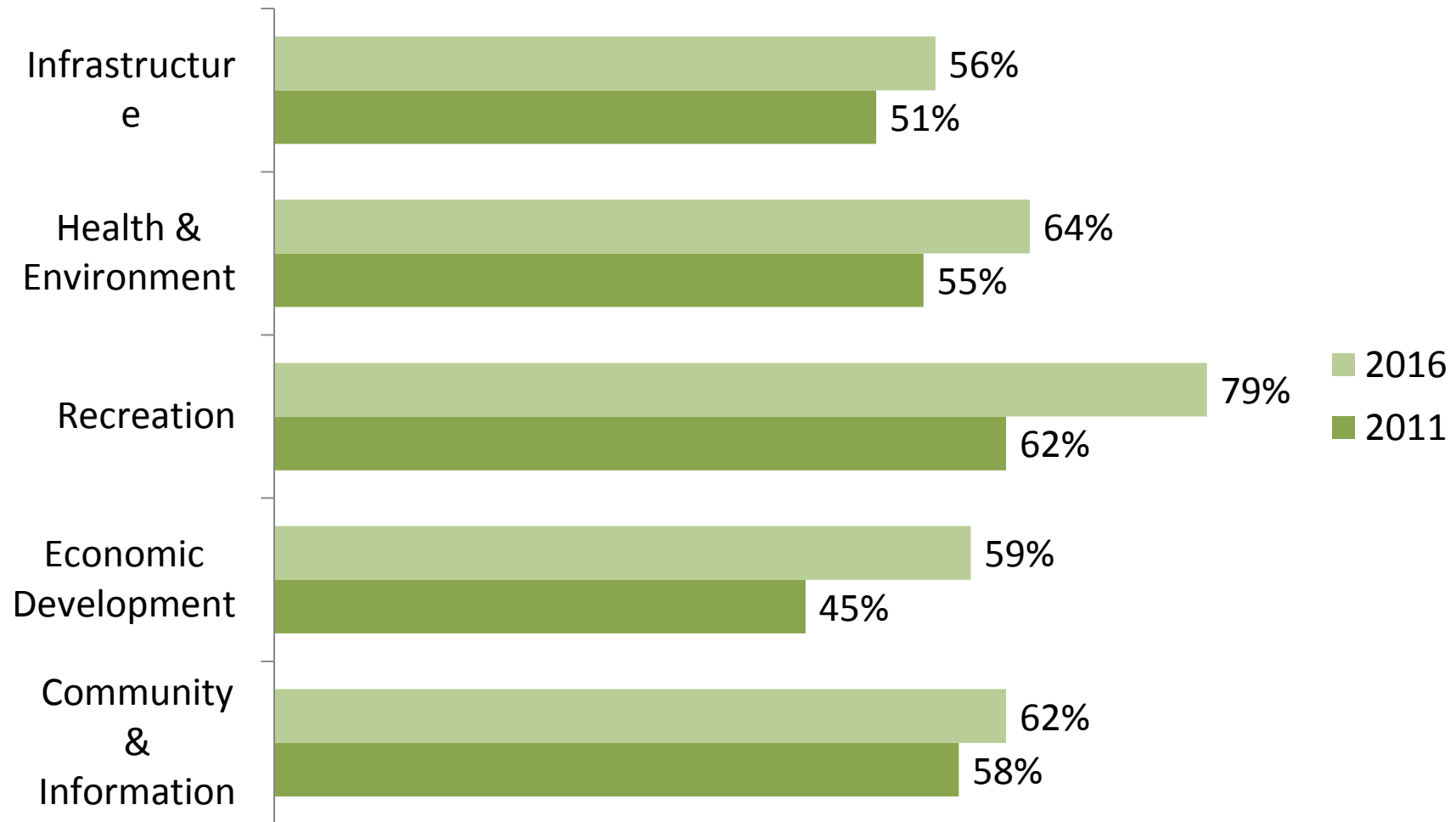
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Direct Service Provision

Overall Satisfaction Ratings – Direct Service Areas

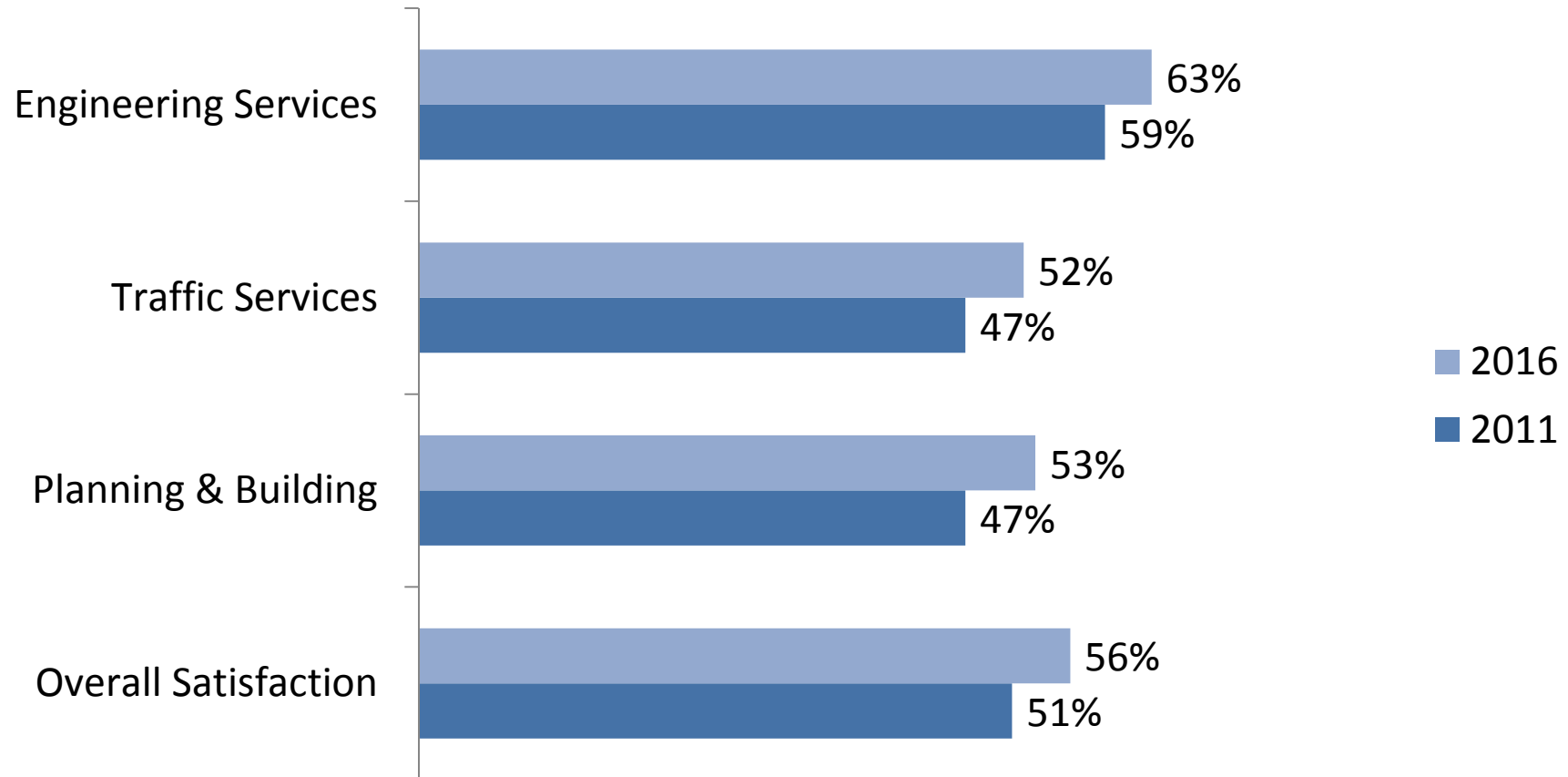


Infrastructure

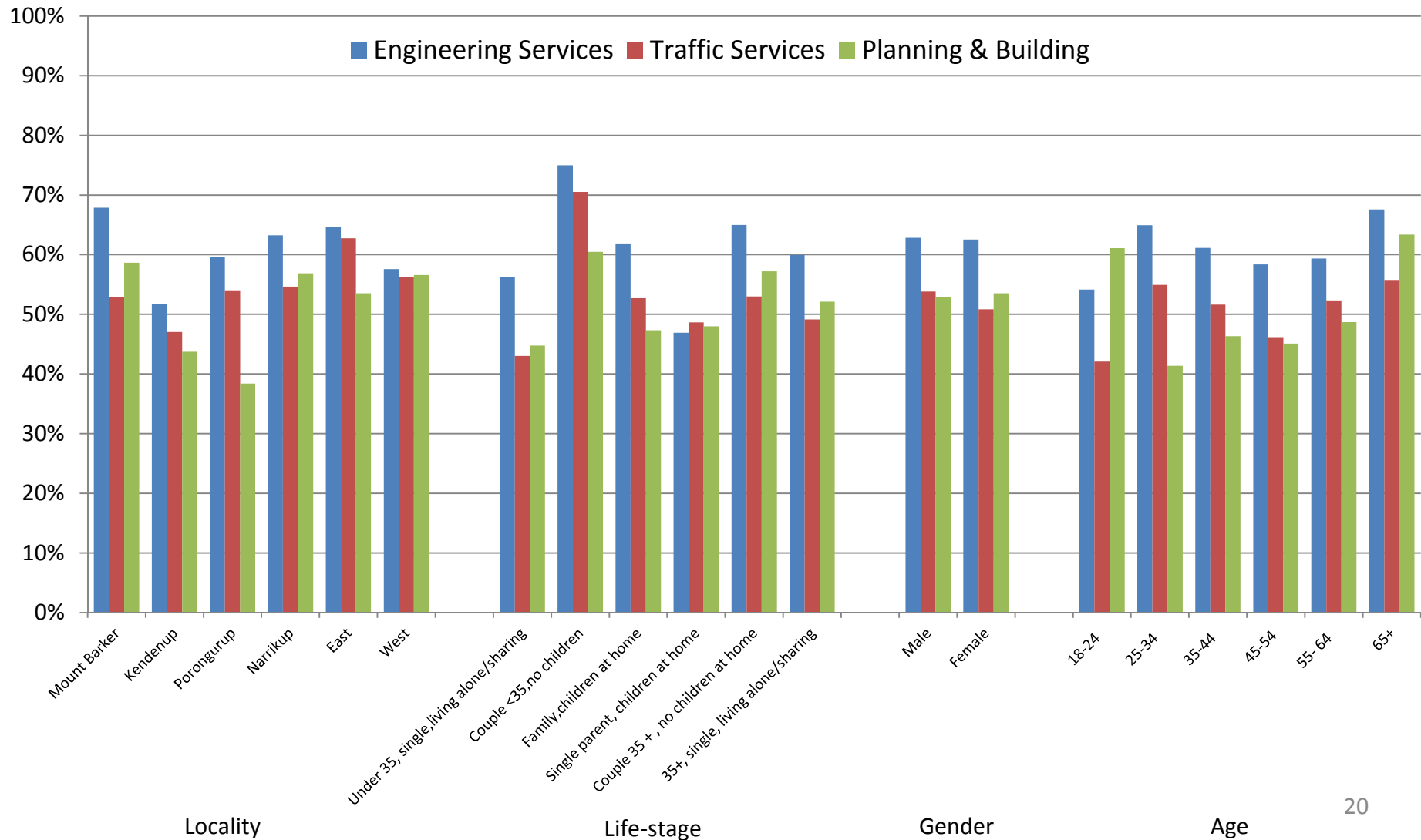
Infrastructure Satisfaction Compared with 2011

ELEMENT		SHIRE OF PLANTAGENET 2016 RATING	PERFORMANCE MEAN (OUT OF 5)	SHIRE OF PLANTAGENET 2011 RATING	PERFORMANCE MEAN (OUT OF 5)
ENGINEERING SERVICES	Maintaining roads	47%	3.0	48%	3.0
	Providing a good appearance to town centres throughout the Shire	75%	3.9	66%	3.7
	Providing a good appearance to residential and rural streetscapes	56%	3.4	51%	3.4
	Providing and maintaining cemeteries	73%	3.9	72%	3.9
	Overall rating Engineering Services	63%	3.6	59%	3.5
TRAFFIC SERVICES	Maintaining signs	72%	3.9	66%	3.7
	Providing footpaths	44%	3.1	42%	3.1
	Providing cycleways	27%	2.9	24%	2.8
	Street lighting	65%	3.7	55%	3.5
	Overall rating Traffic Services	52%	3.4	47%	3.3
PLANNING & BUILDING	Controlling developments and zoning	48%	3.4	43%	3.3
	Planning for long term growth of the district	49%	3.5	44%	3.2
	Preserving the Shire's heritage	63%	3.8	53%	3.5
	Overall rating Planning & Building	53%	3.4	47%	3.3

Overall Satisfaction Ratings - Infrastructure

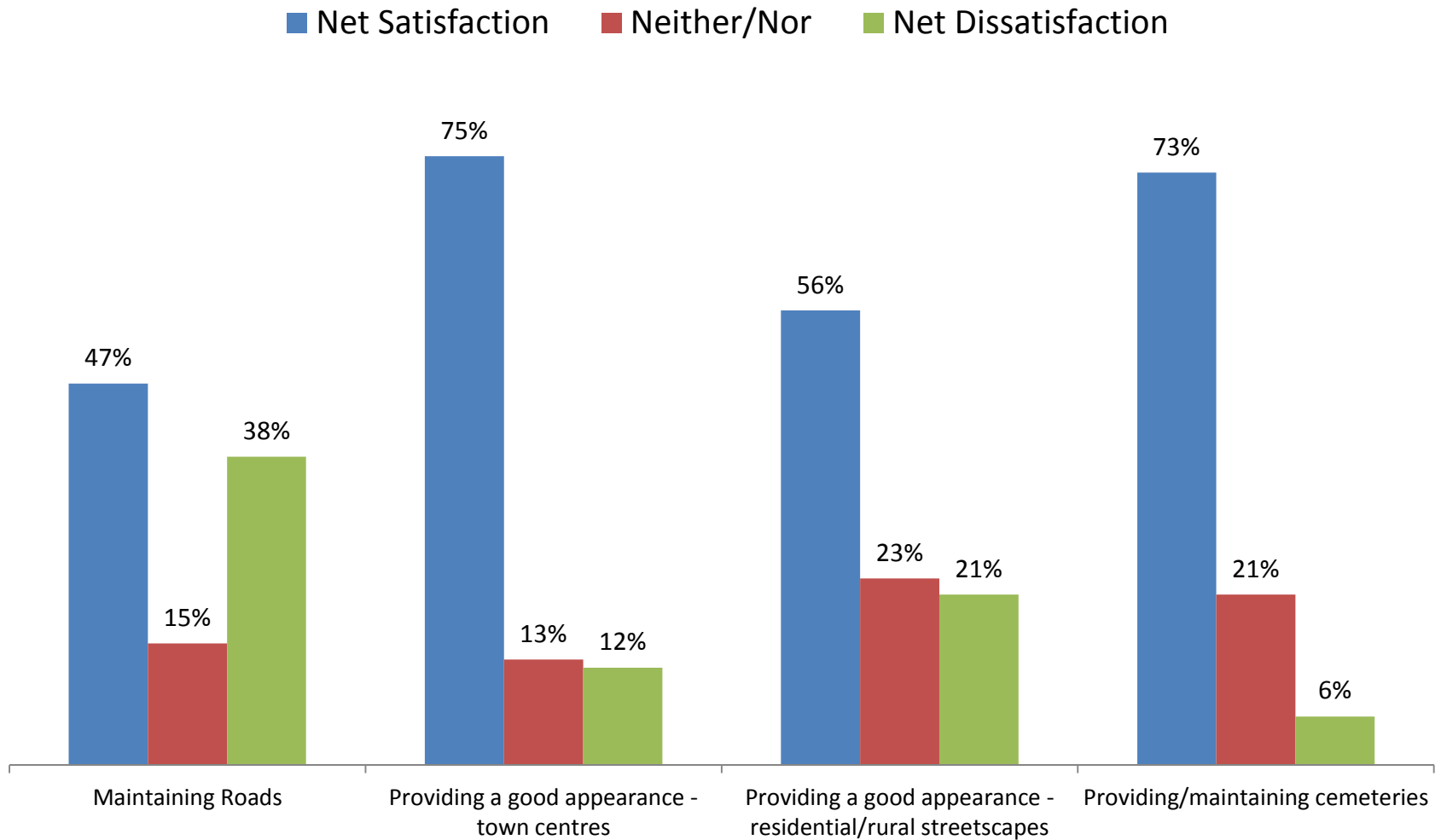


Overall Satisfaction Ratings - Infrastructure

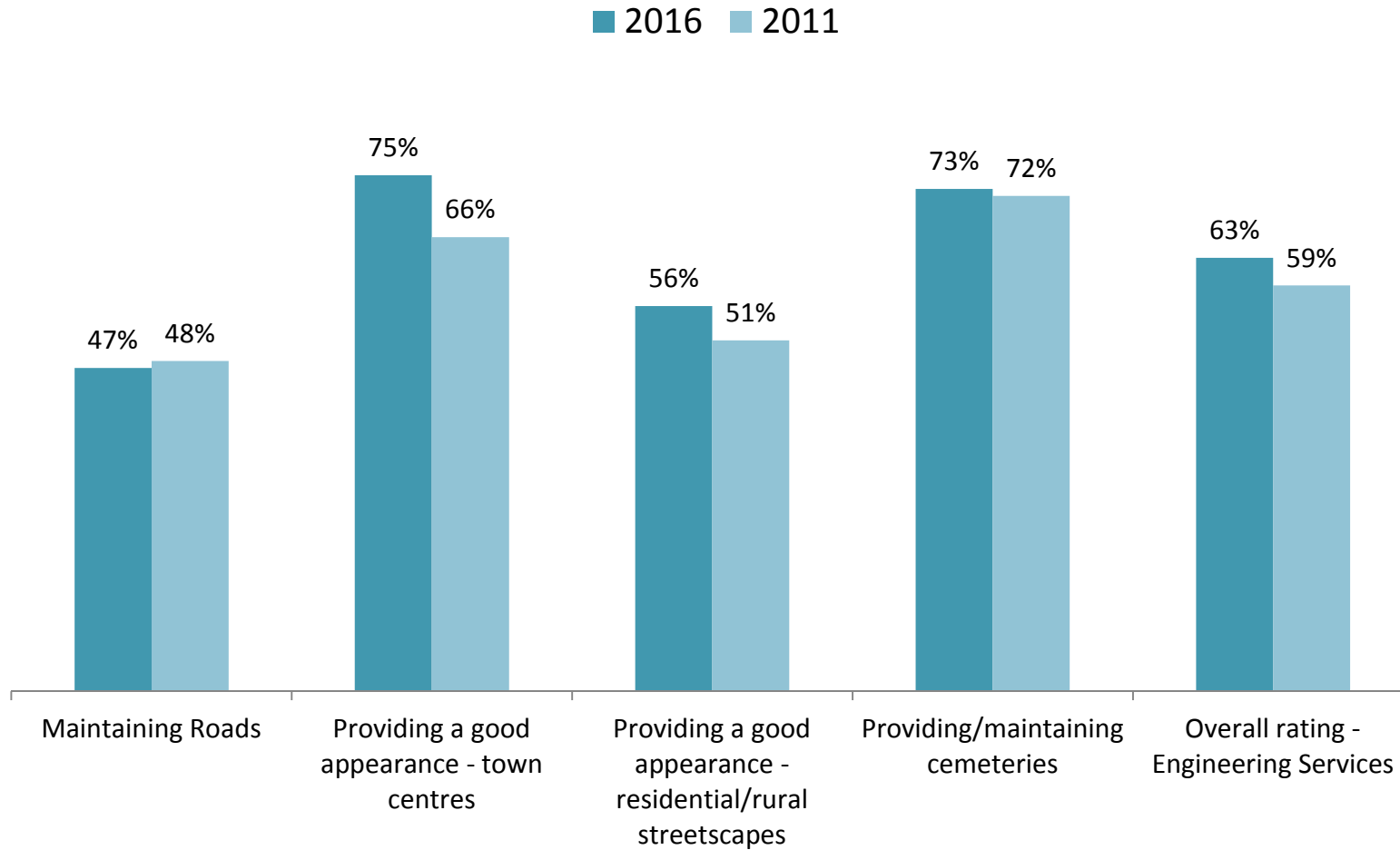


1. Engineering Services

Net Satisfaction/Dissatisfaction by Engineering Service Area



Net Satisfaction by Engineering Service Area – comparison with 2011

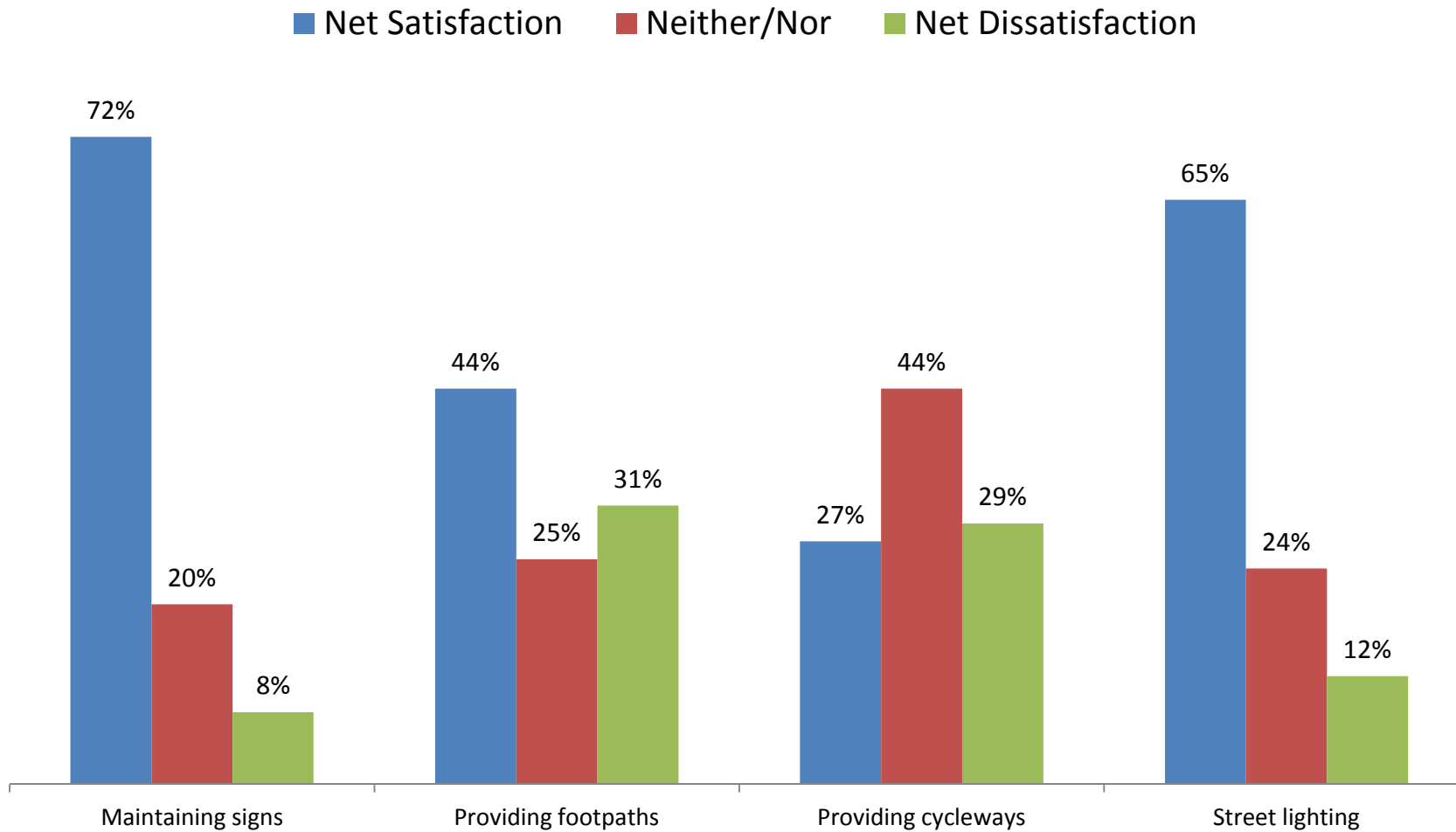


Mean Scores (out of 5) Satisfaction - Engineering Services

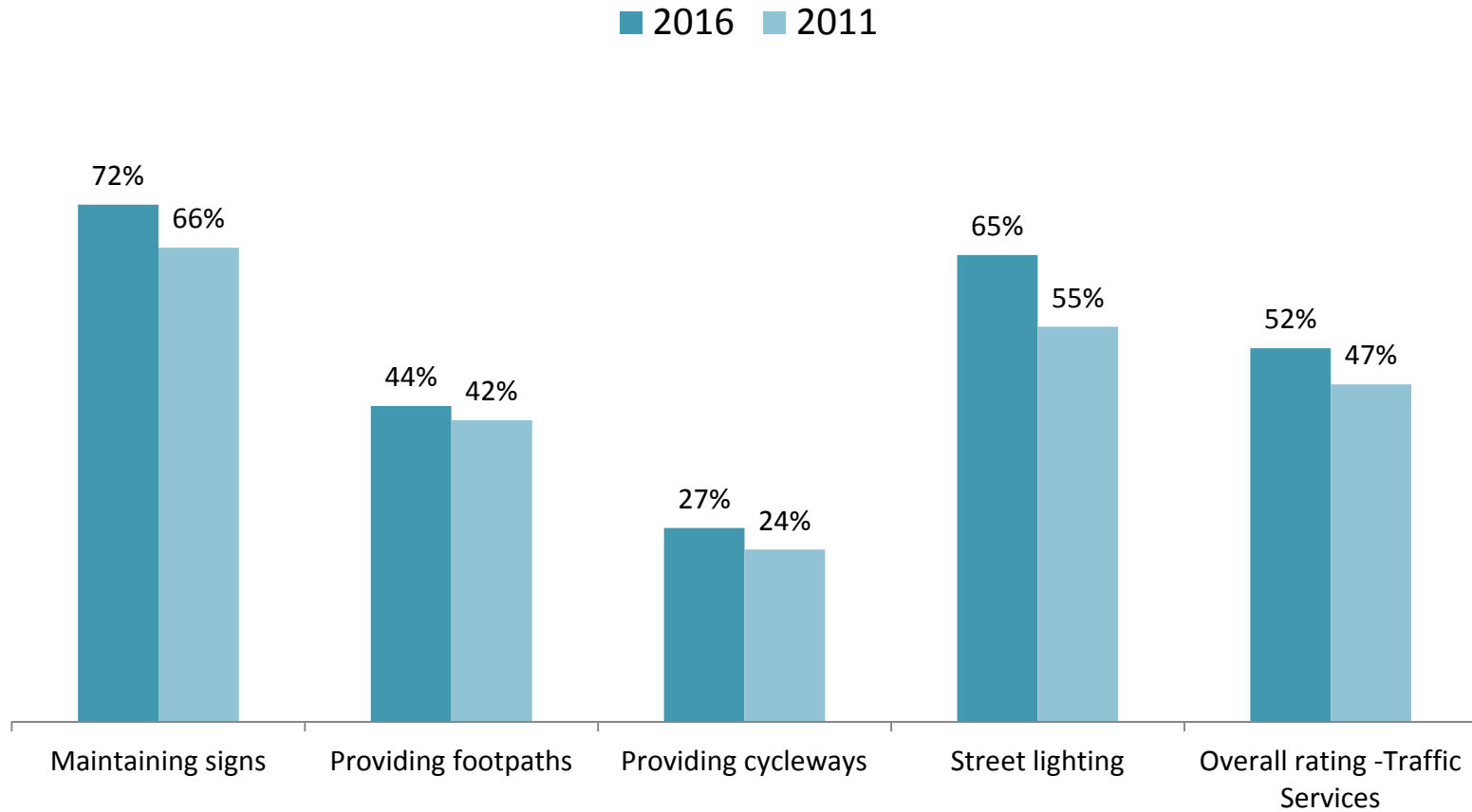


2. Traffic Services

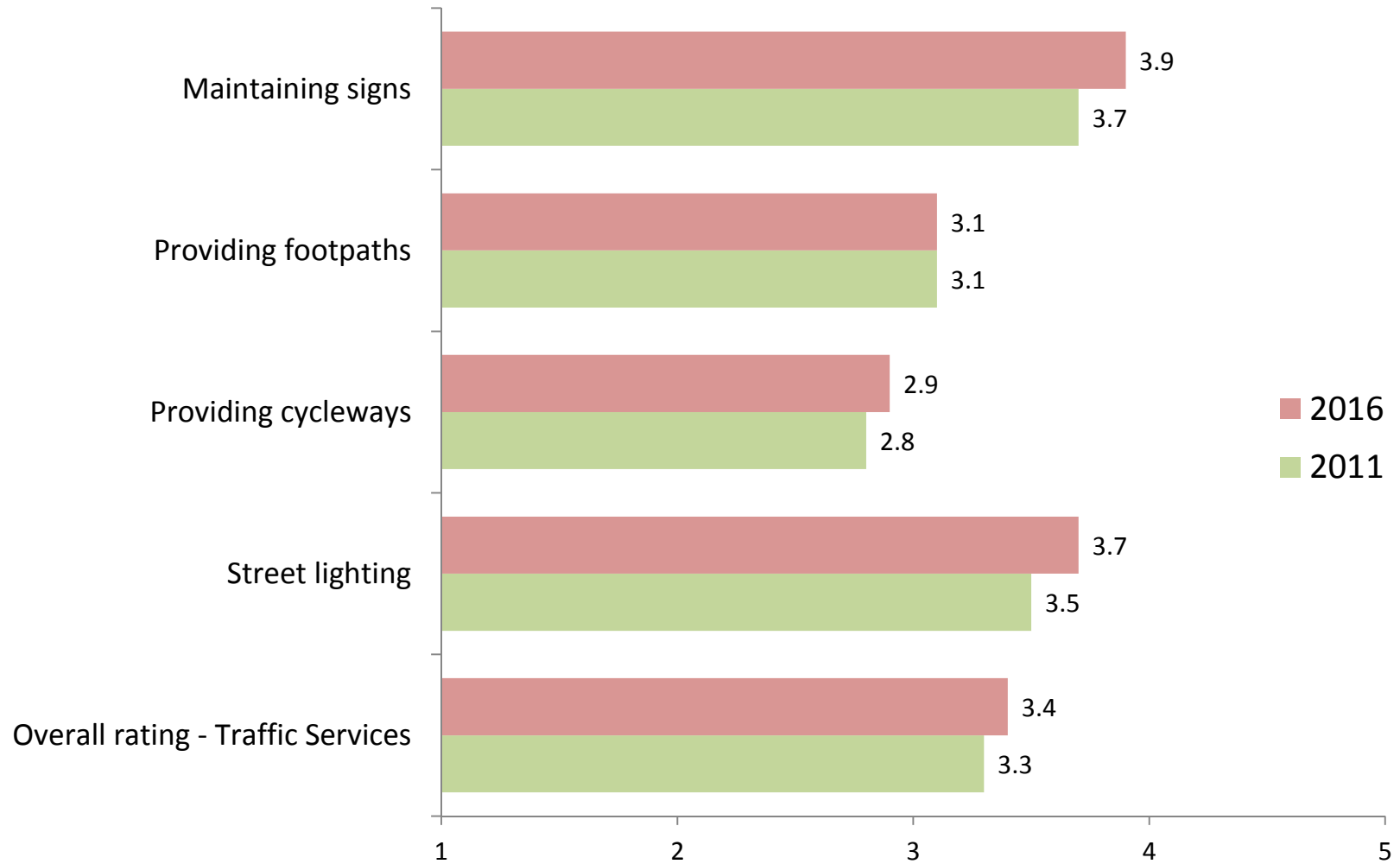
Net Satisfaction/Dissatisfaction by Traffic Services Area



Net Satisfaction by Traffic Services Area – comparison with 2011

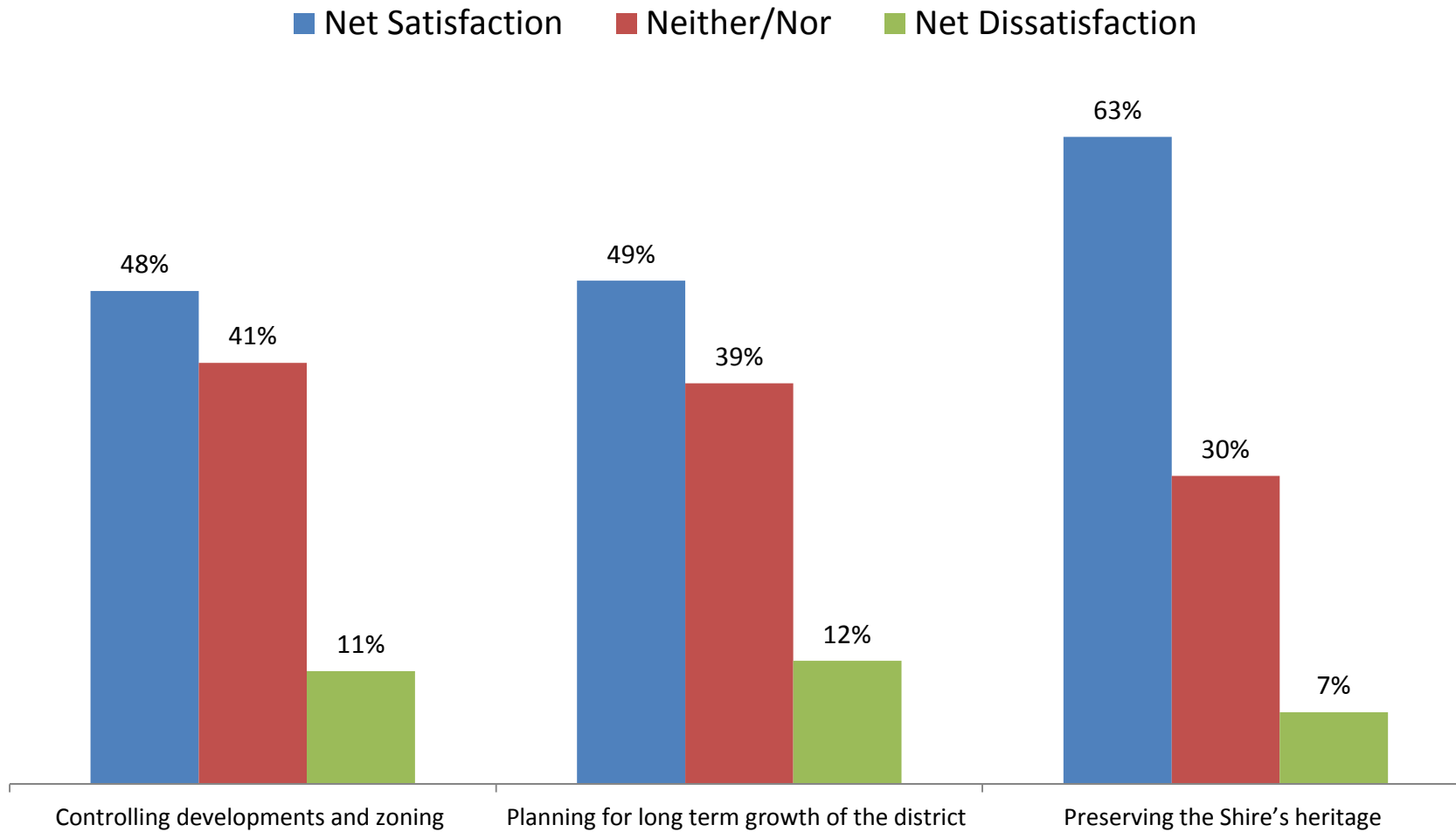


Mean Scores (out of 5) Satisfaction - Traffic Services

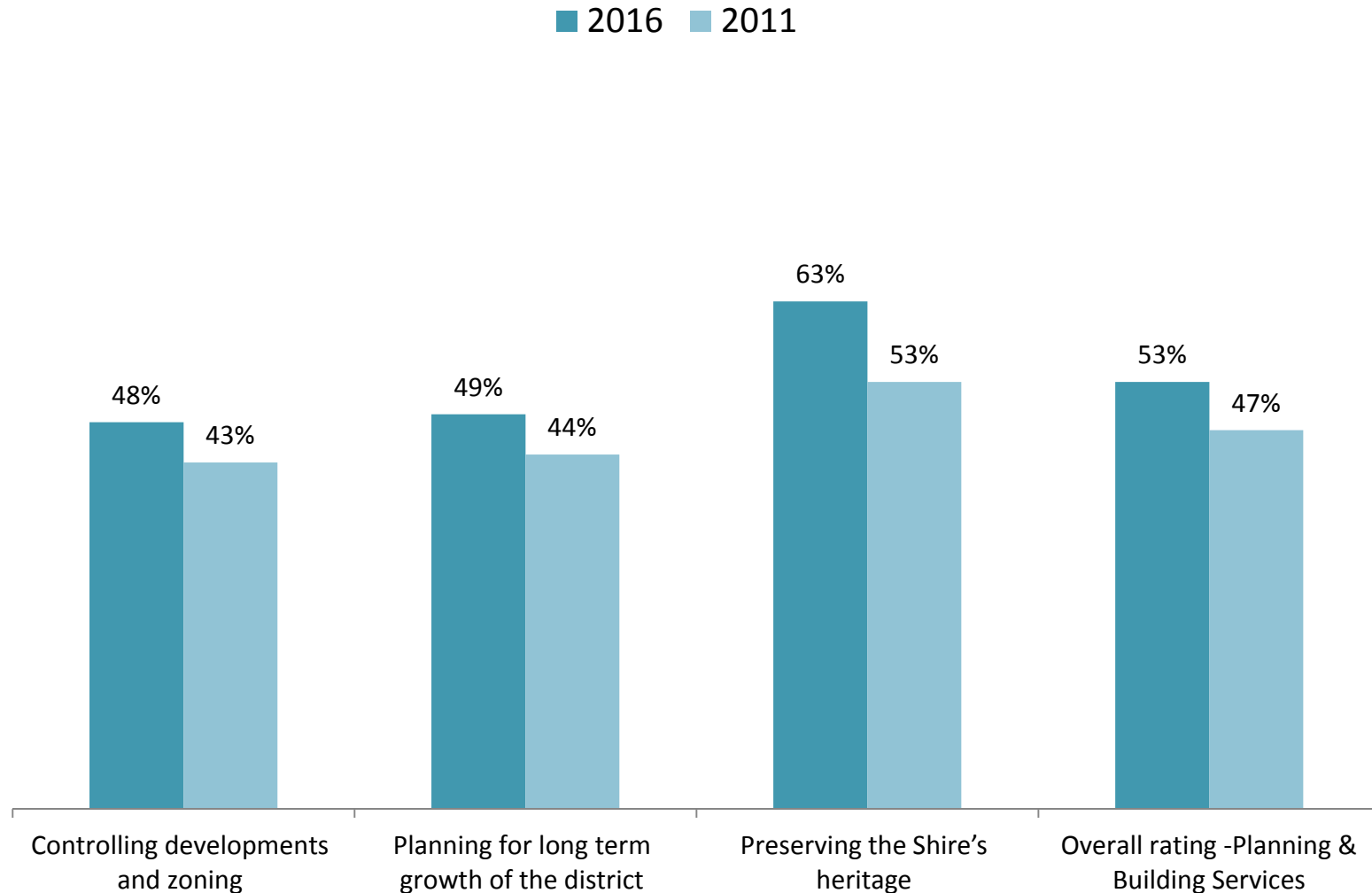


3. Planning & Building

Net Satisfaction/Dissatisfaction by Planning & Building Service Area



Net Satisfaction by Planning & Building Service Area – comparison with 2011



Mean Scores (out of 5) Satisfaction – Planning & Building Services

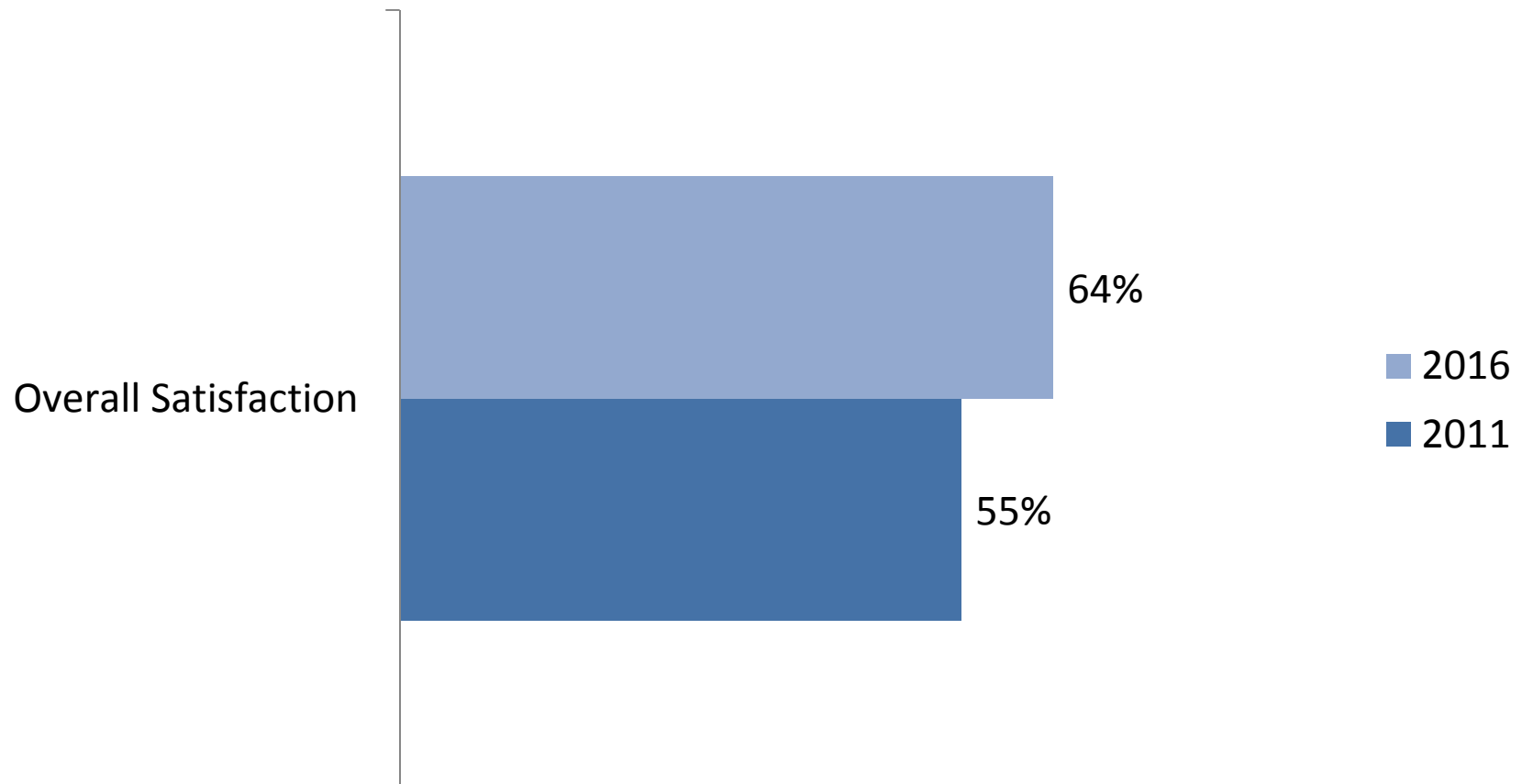


Health & Environment

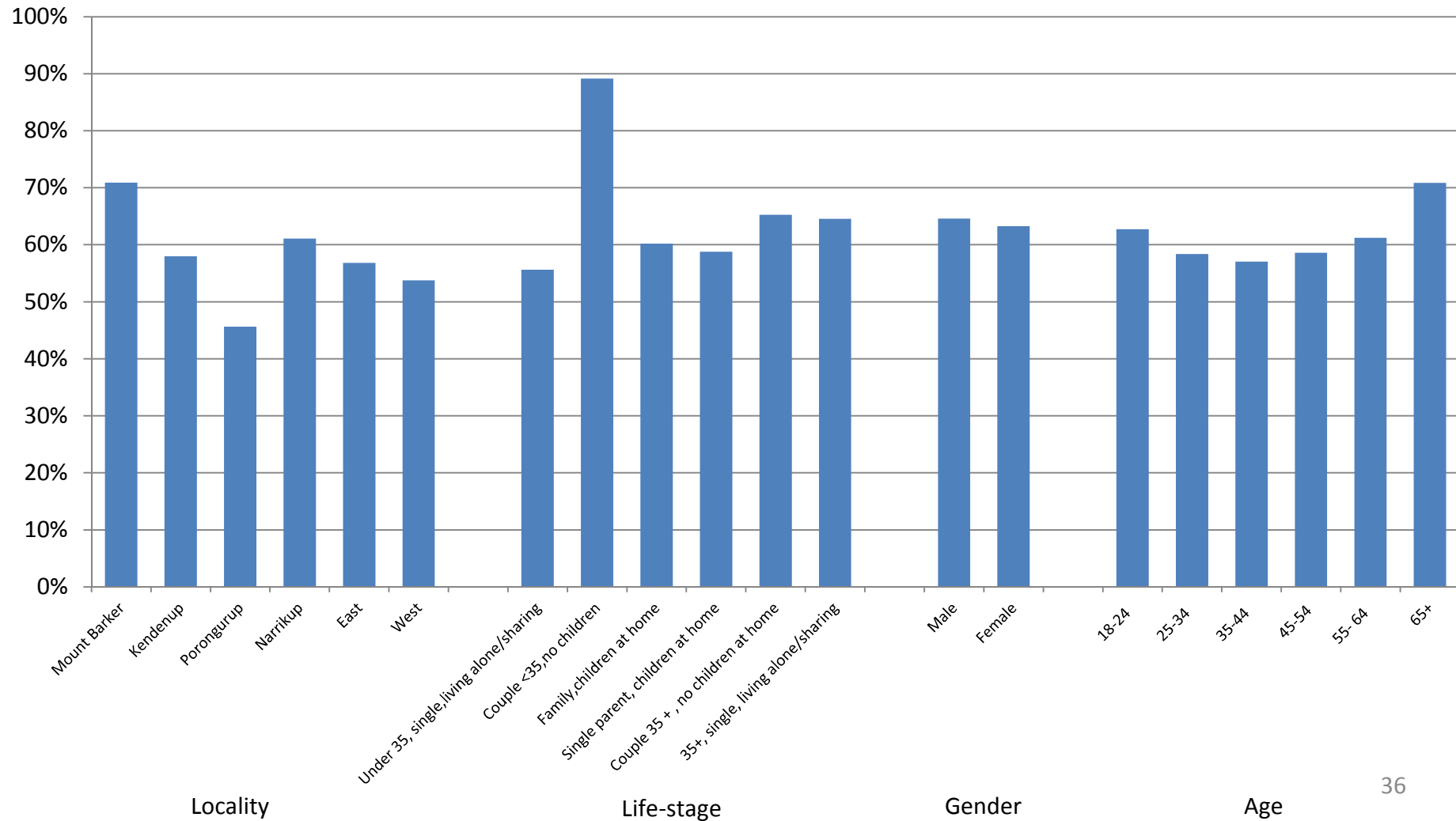
Health & Environment Satisfaction Compared with 2011

ELEMENT		SHIRE OF PLANTAGENET 2016 RATING	PERFORMANCE MEAN (OUT OF 5)	SHIRE OF PLANTAGENET 2011 RATING	PERFORMANCE MEAN (OUT OF 5)
HEALTH & ENVIRONMENT	Providing health services (ie standards in food premises, noise control, etc.)	72%	3.9	60%	3.7
	Collecting and disposing of rubbish	70%	3.8	60%	3.5
	Providing adequate animal control	61%	3.6	51%	3.4
	Managing the natural environment	54%	3.5	48%	3.3
	Overall rating Health & Environment	64%	3.7	55%	3.5

Overall Satisfaction Ratings – Health & Environment

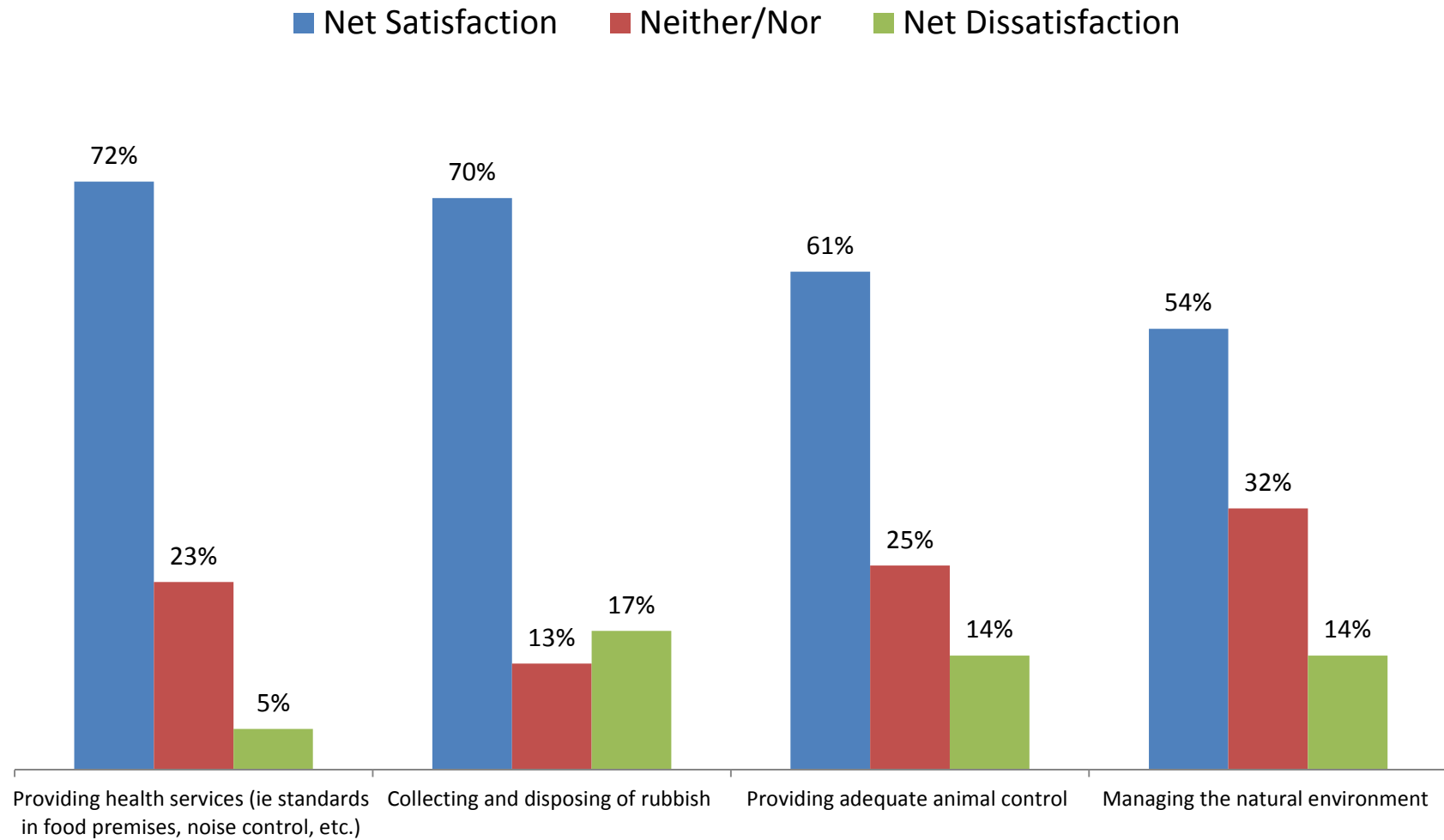


Overall Satisfaction Ratings – Health & Environment

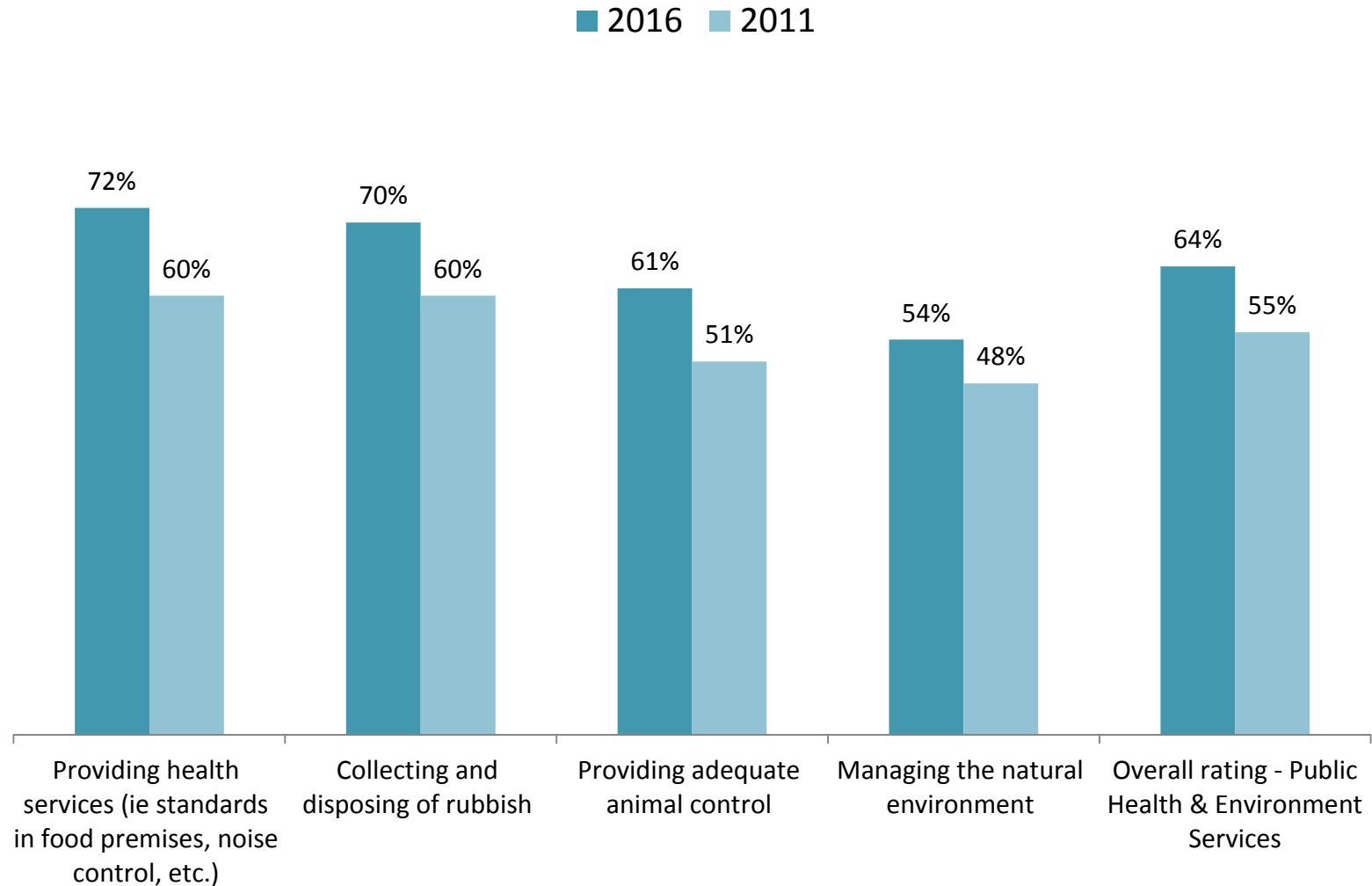


4. Public Health & Environment

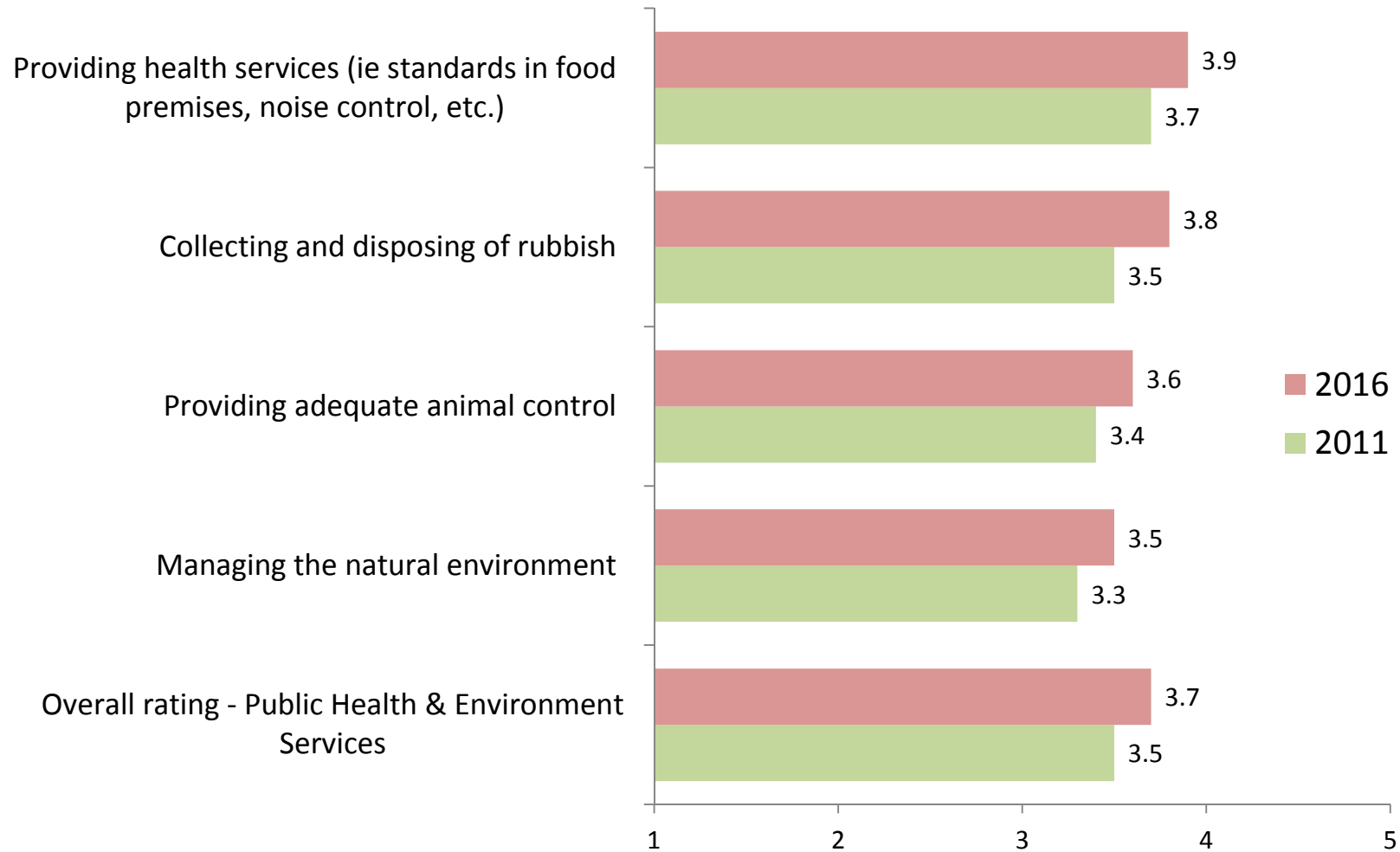
Net Satisfaction/Dissatisfaction by Public Health & Environment Service Area



Net Satisfaction by Public Health & Environment Service Area – comparison with 2011



Mean Scores (out of 5) Satisfaction – Public Health & Environment Services

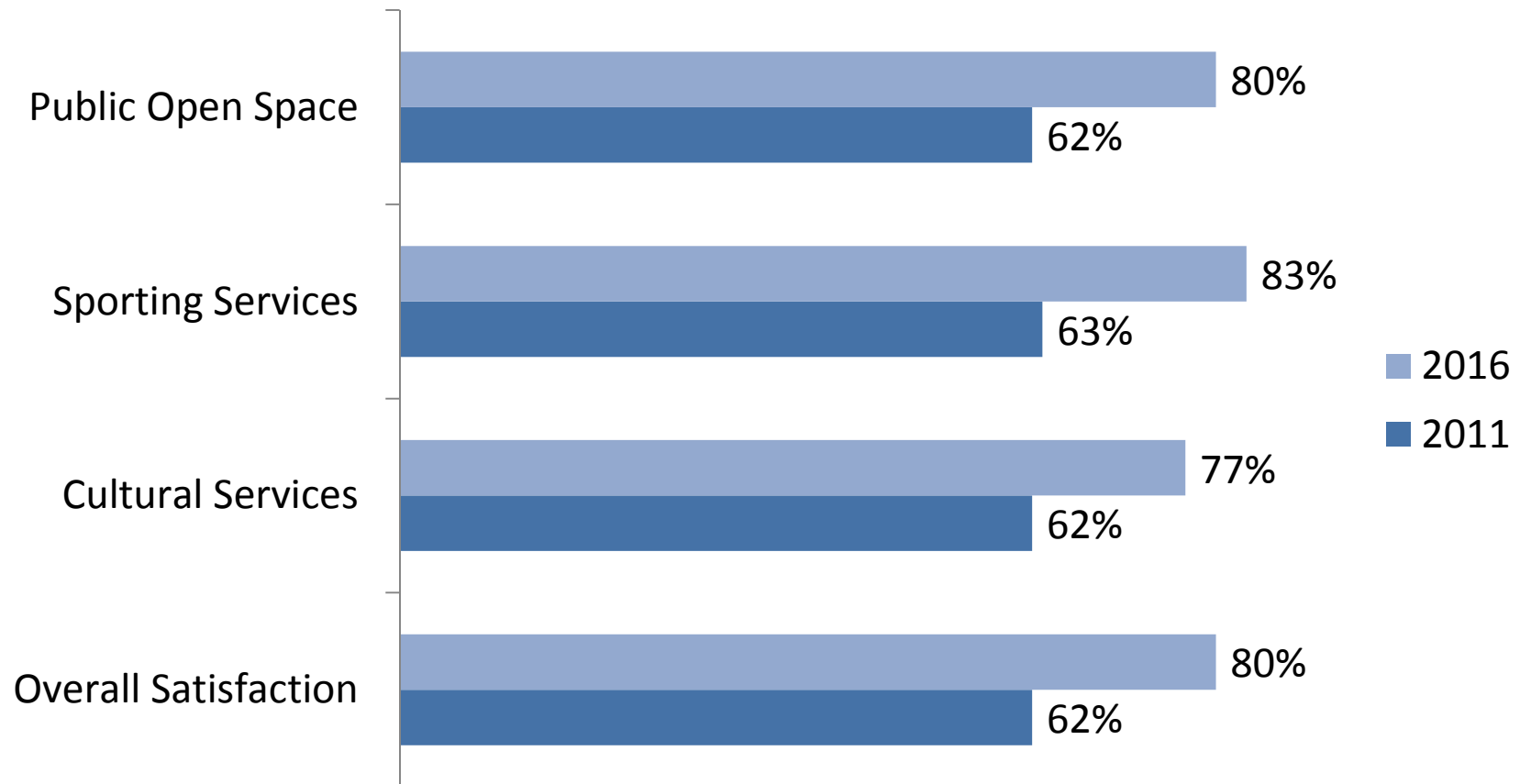


Recreation

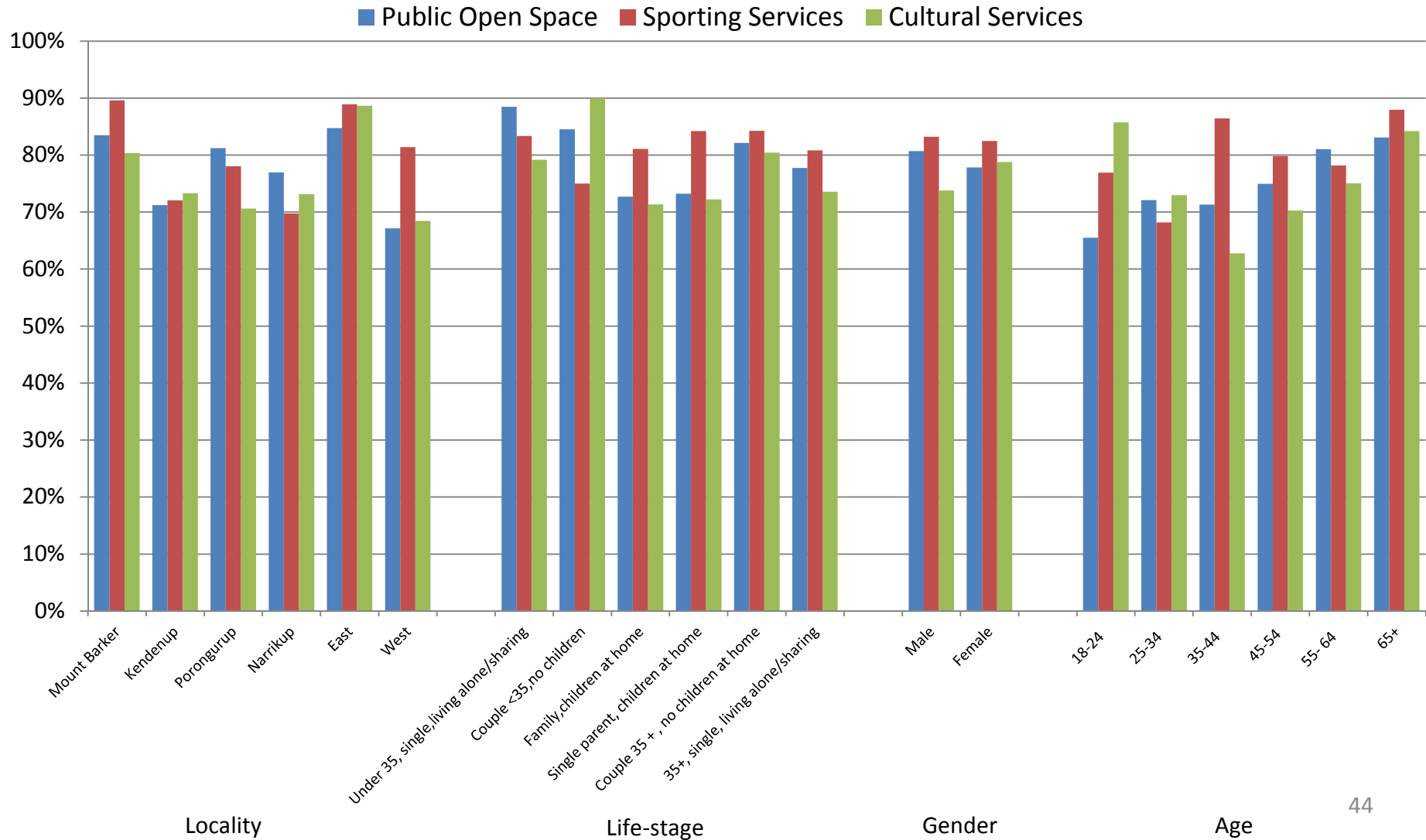
Recreation Satisfaction Compared with 2011

ELEMENT		SHIRE OF PLANTAGENET 2016 RATING	PERFORMANCE MEAN (OUT OF 5)	SHIRE OF PLANTAGENET 2011 RATING	PERFORMANCE MEAN (OUT OF 5)
PUBLIC OPEN SPACE	Providing and maintaining parks	81%	4.1	64%	3.6
	Providing and maintaining playgrounds	78%	4.0	60%	3.5
	Overall rating Public Open Space	80%	4.0	62%	3.6
SPORTING SERVICES	Providing and maintaining sport and recreation facilities	83%	4.2	63%	3.6
	Overall rating Sporting Services	83%	4.2	63%	3.6
CULTURAL SERVICES	Providing library services	86%	4.3	68%	3.8
	Encouraging art and culture	68%	3.9	56%	3.6
	Overall rating Cultural Services	77%	4.1	62%	3.7

Overall Satisfaction Ratings - Recreation

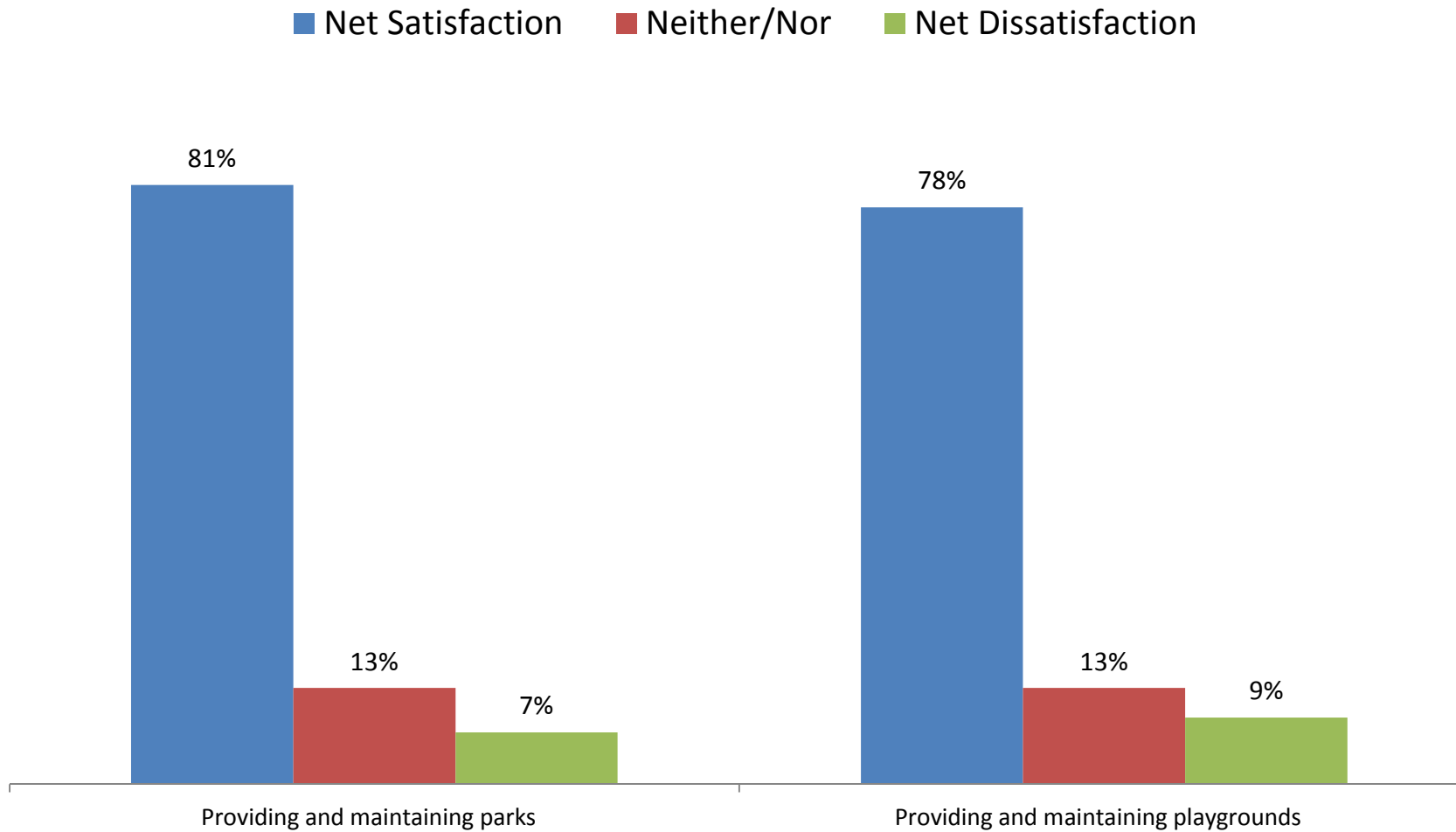


Overall Satisfaction Ratings - Recreation

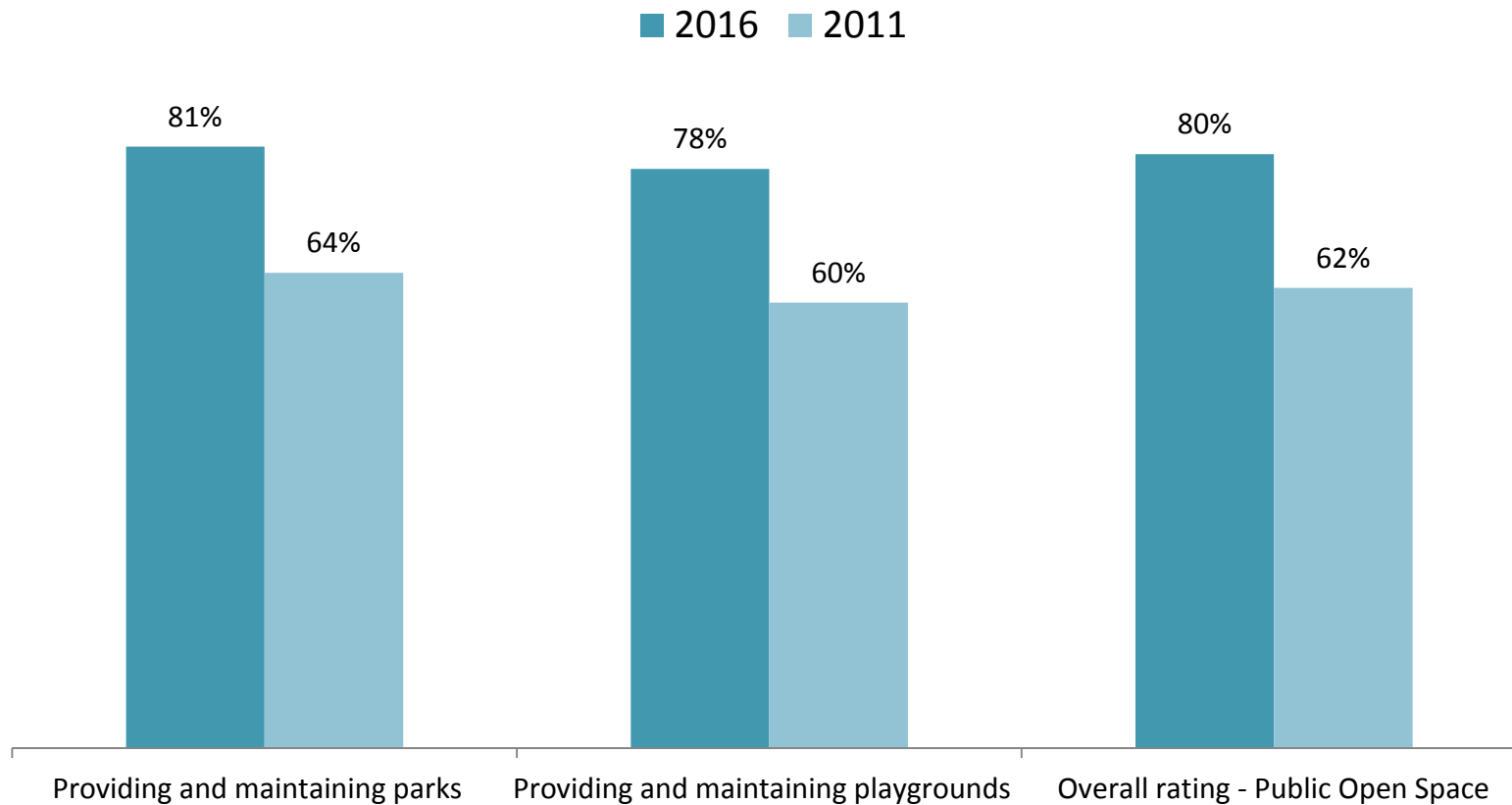


5. Public Open Space

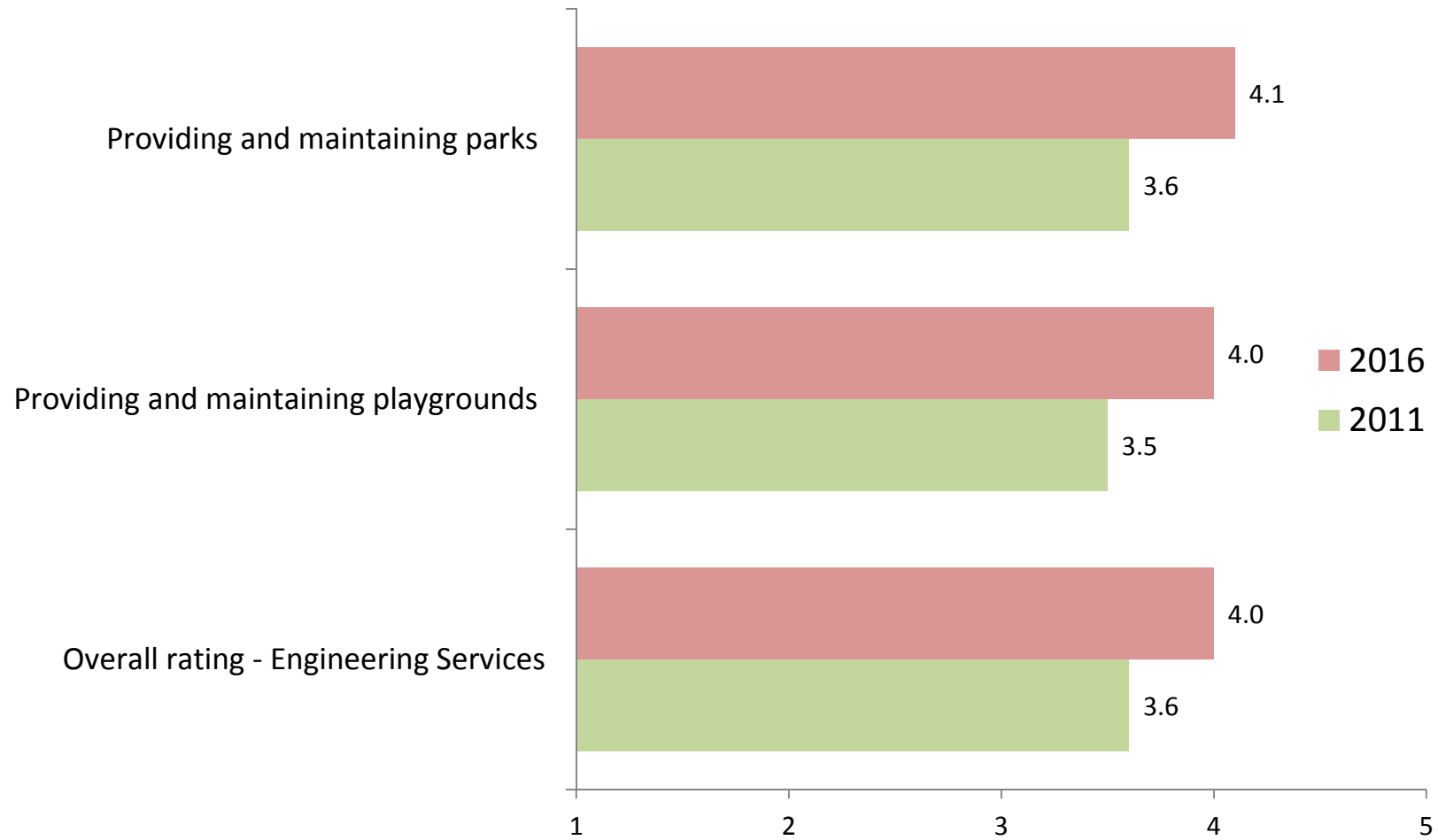
Net Satisfaction/Dissatisfaction by Public Open Space Service Area



Net Satisfaction by Public Open Space Service Area – comparison with 2011



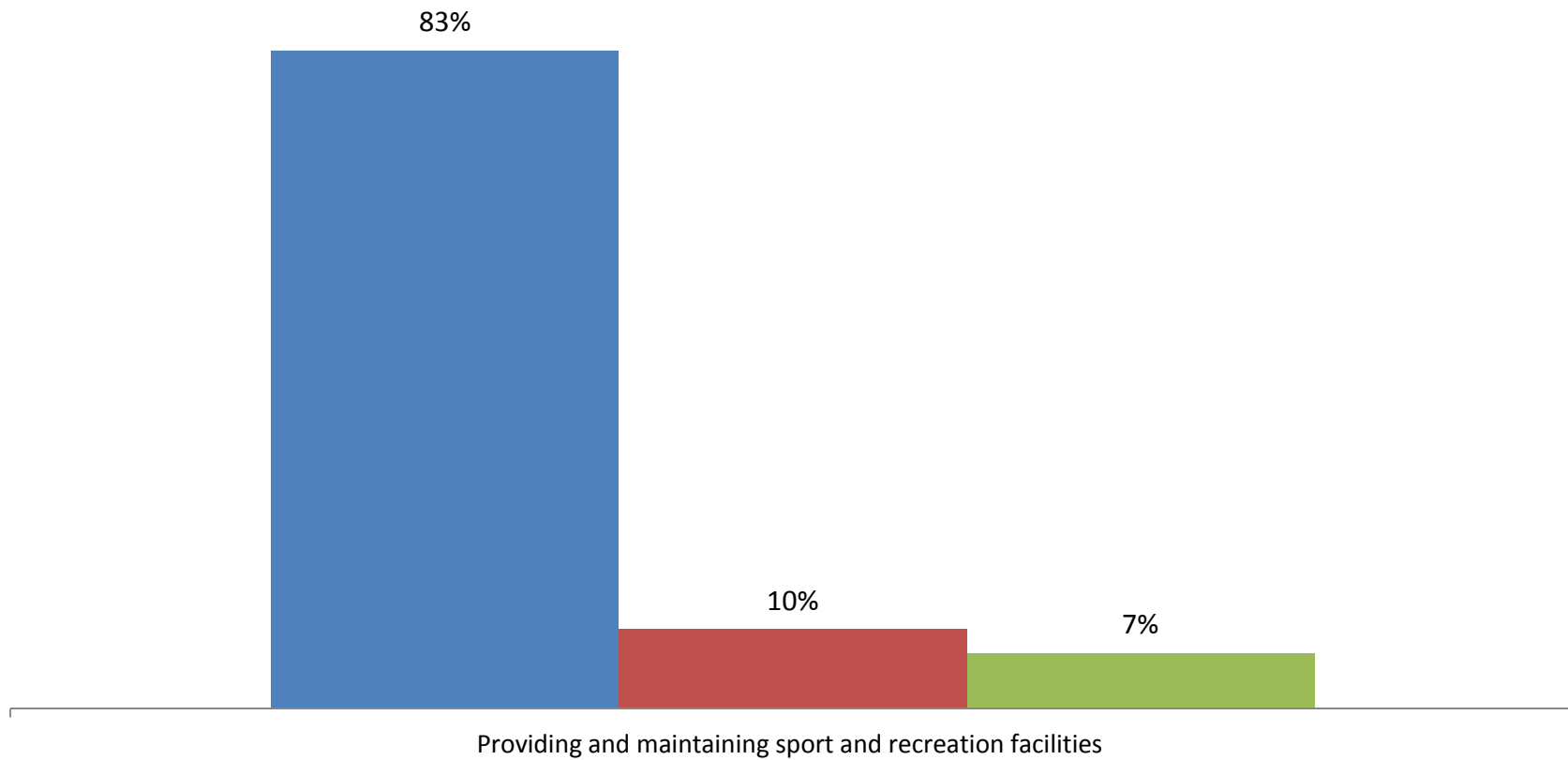
Mean Scores (out of 5) Satisfaction – Public Open Spaces



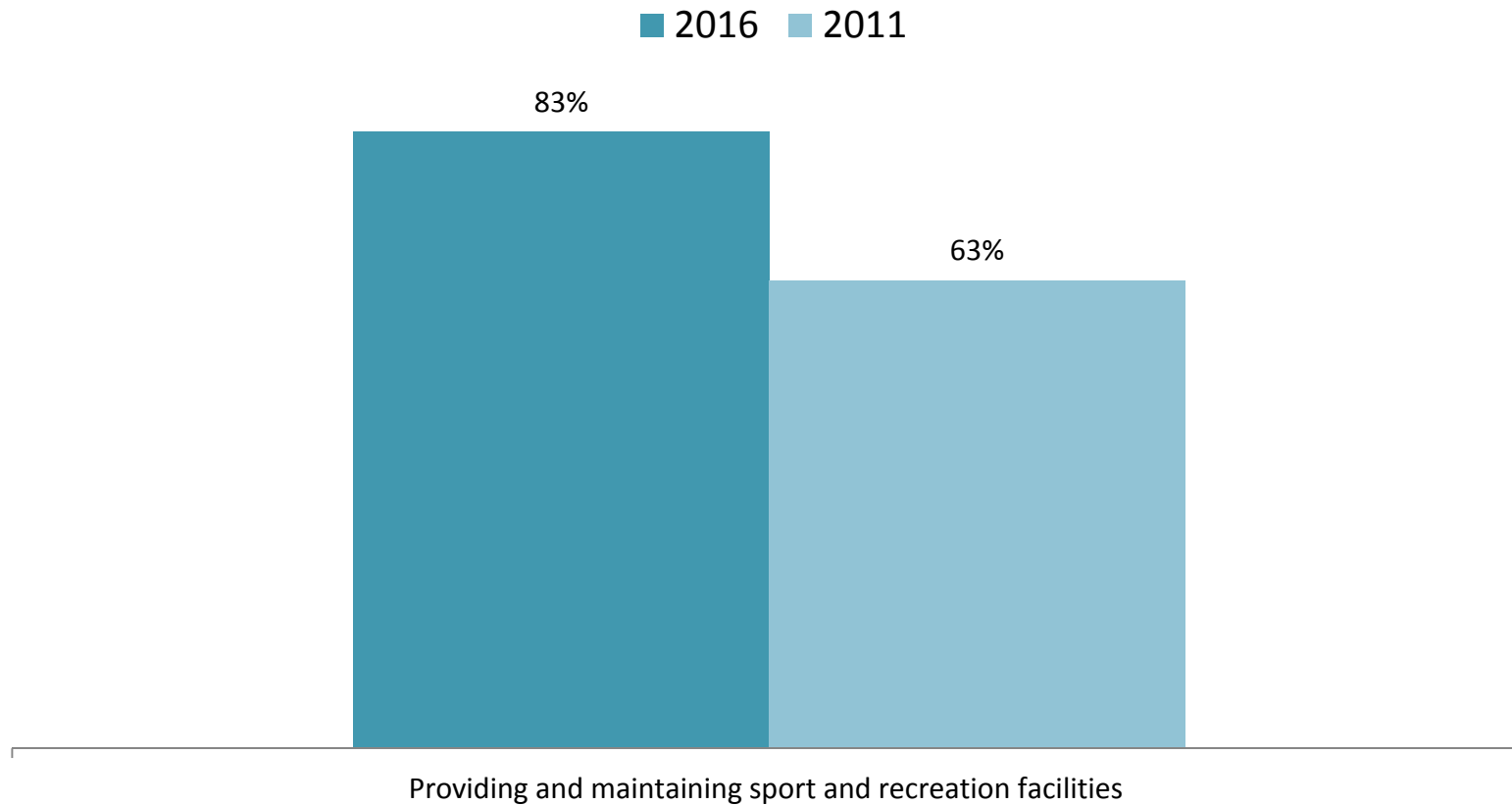
6.Sporting Services

Net Satisfaction/Dissatisfaction by Sporting Services Area

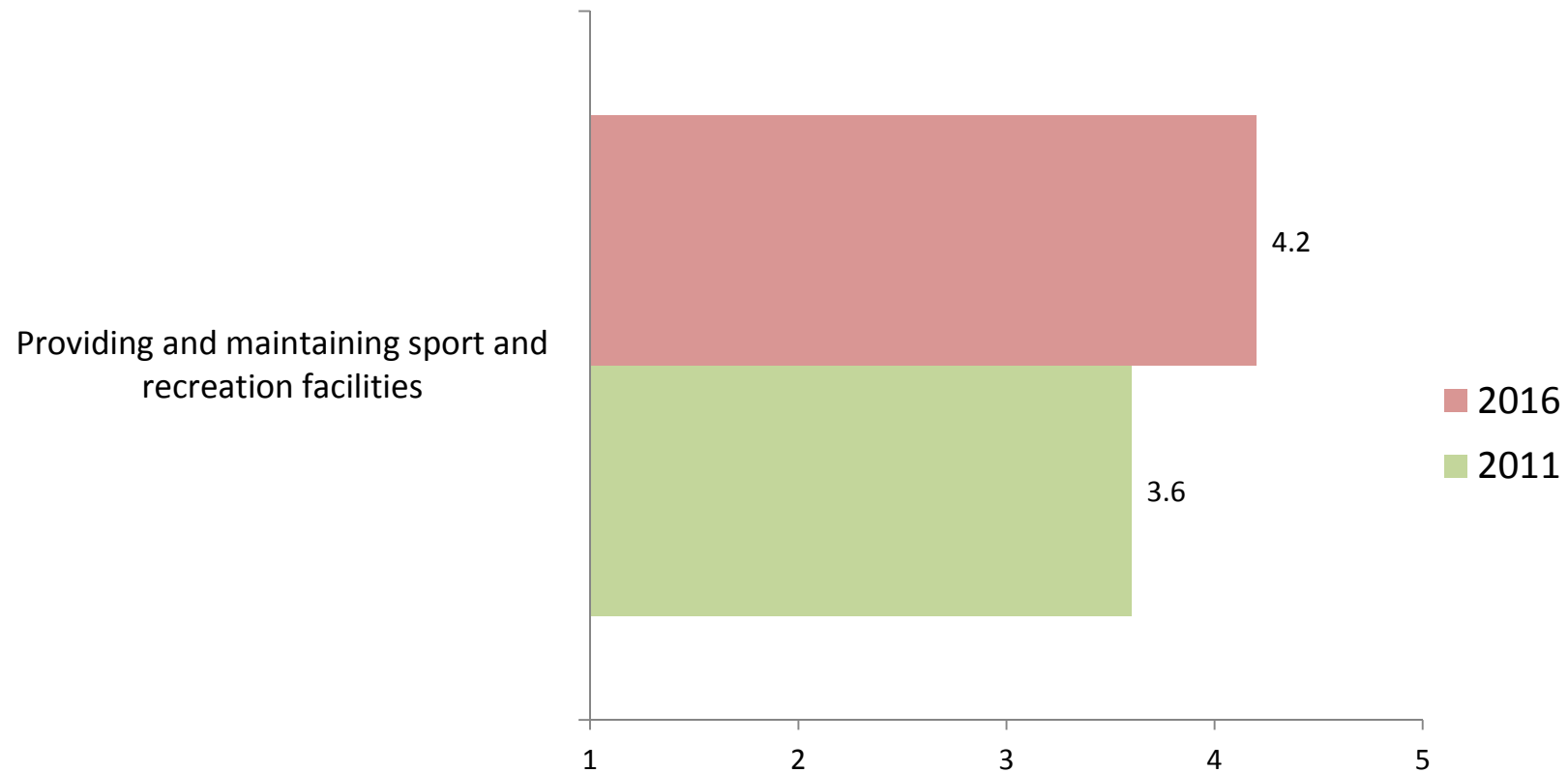
■ Net Satisfaction ■ Neither/Nor ■ Net Dissatisfaction



Net Satisfaction by Sporting Services Area – comparison with 2011



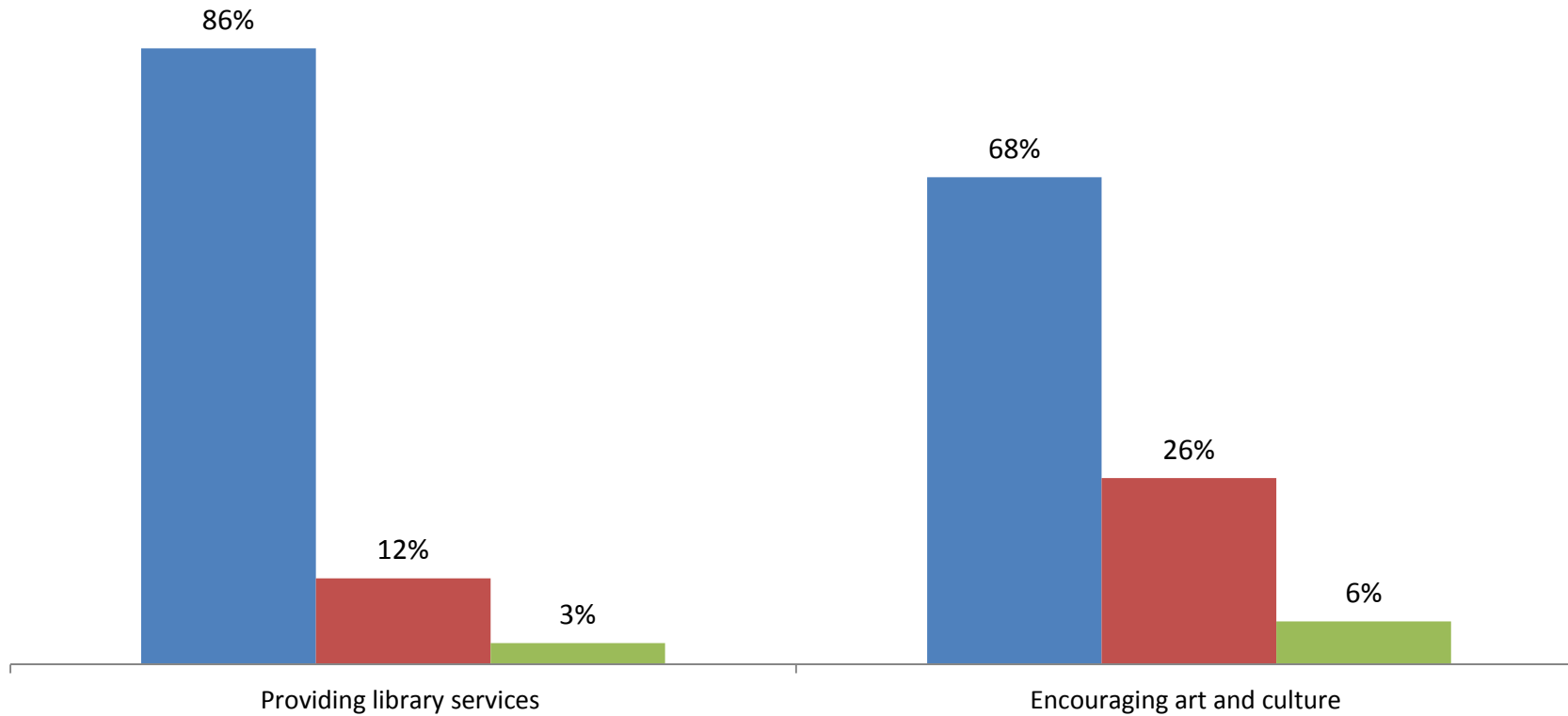
Mean Scores (out of 5) Satisfaction - Sporting Services



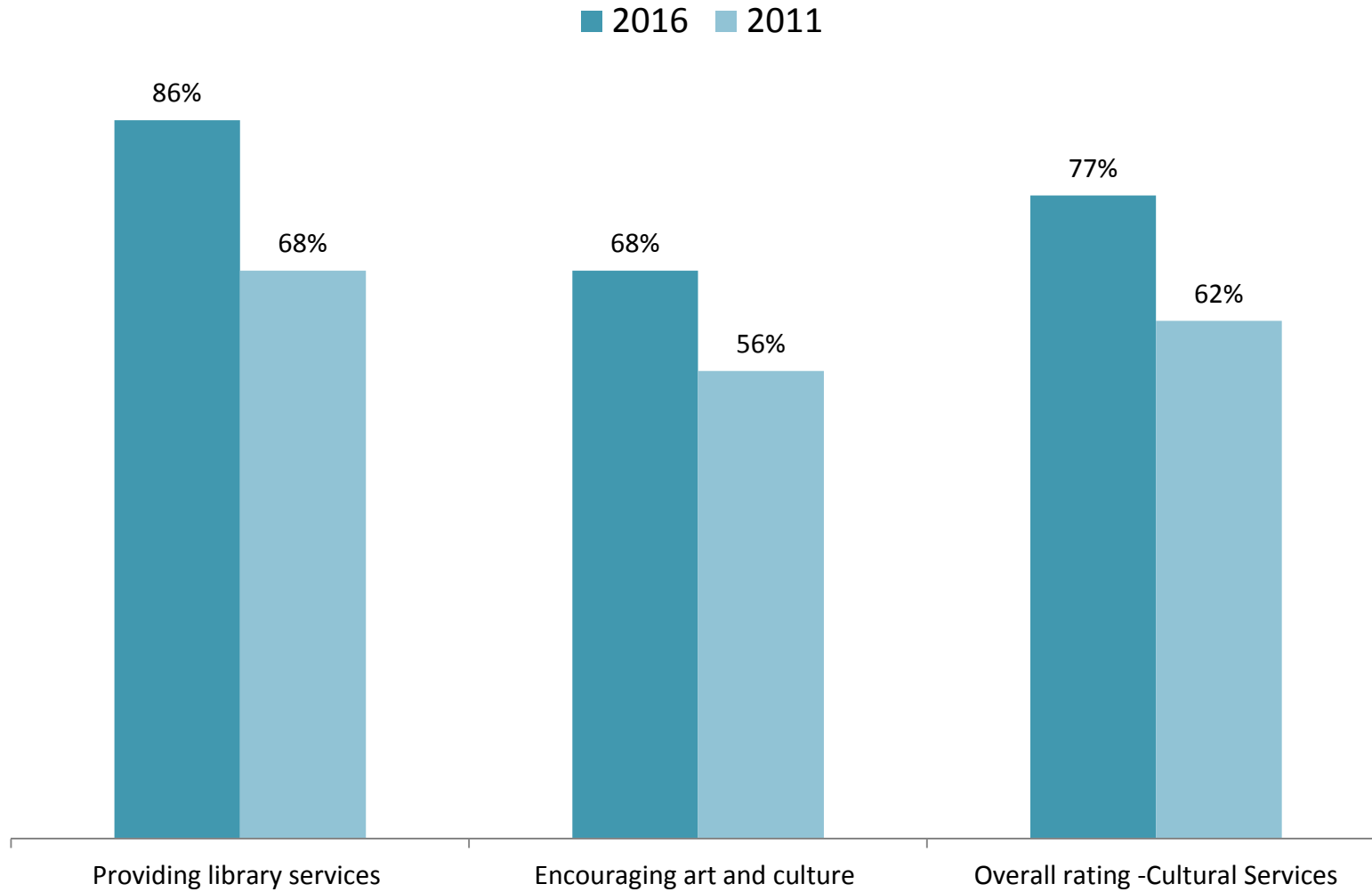
7. Cultural Services

Net Satisfaction/Dissatisfaction by Cultural Services Area

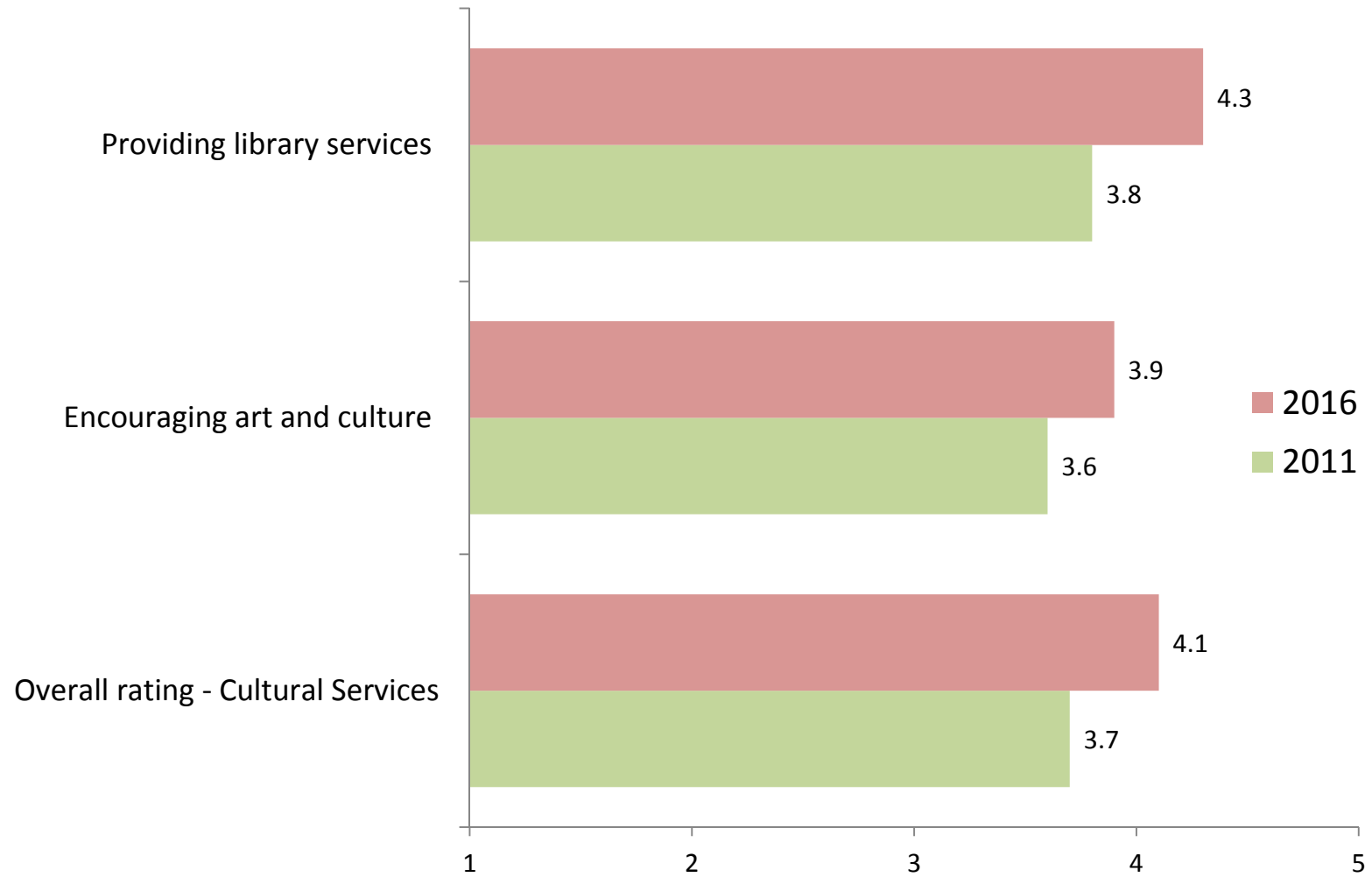
■ Net Satisfaction ■ Neither/Nor ■ Net Dissatisfaction



Net Satisfaction by Cultural Services Area – comparison with 2011



Mean Scores (out of 5) Satisfaction – Cultural Services

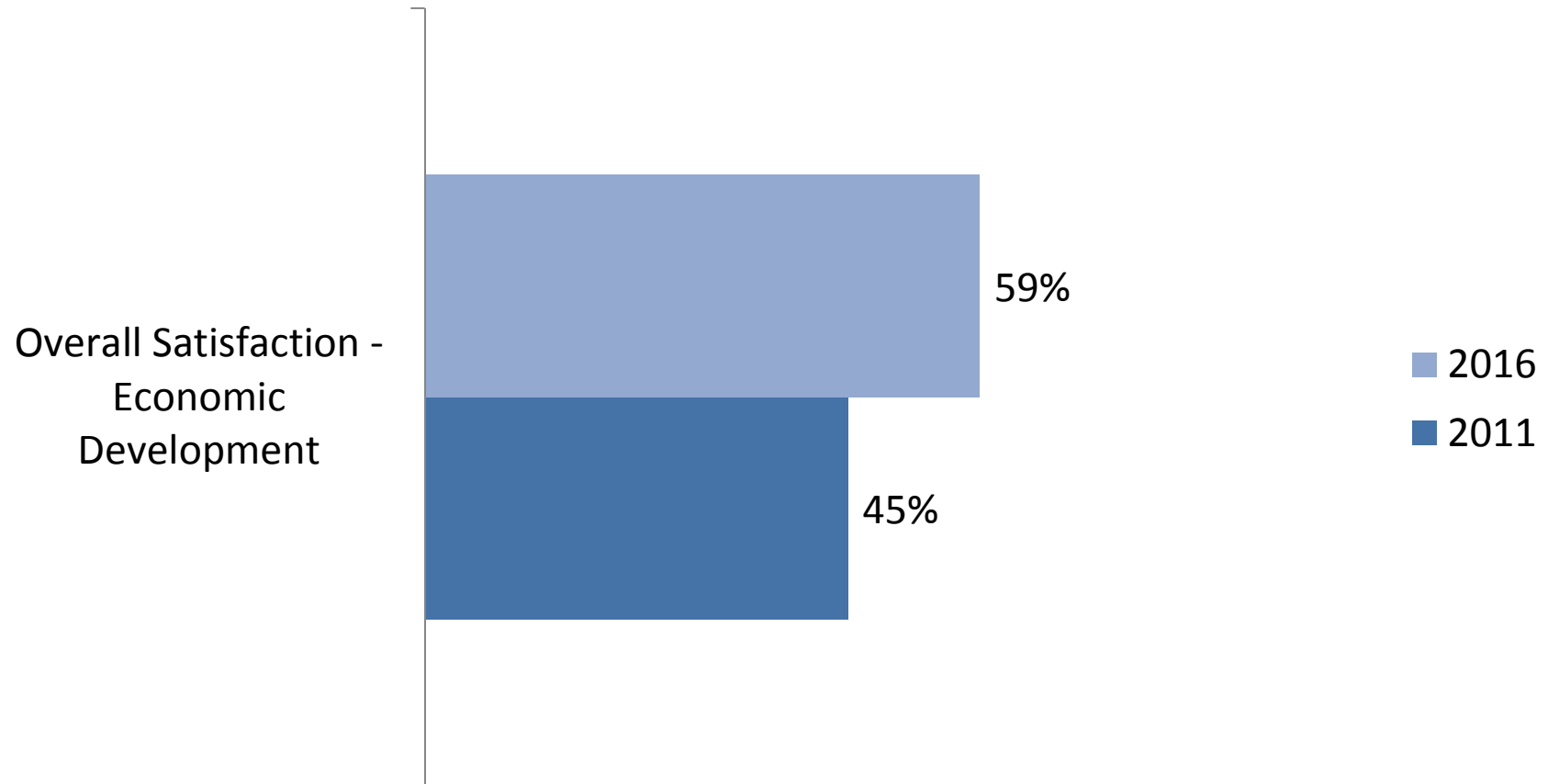


Economic Development

Economic Development Satisfaction Compared with 2011

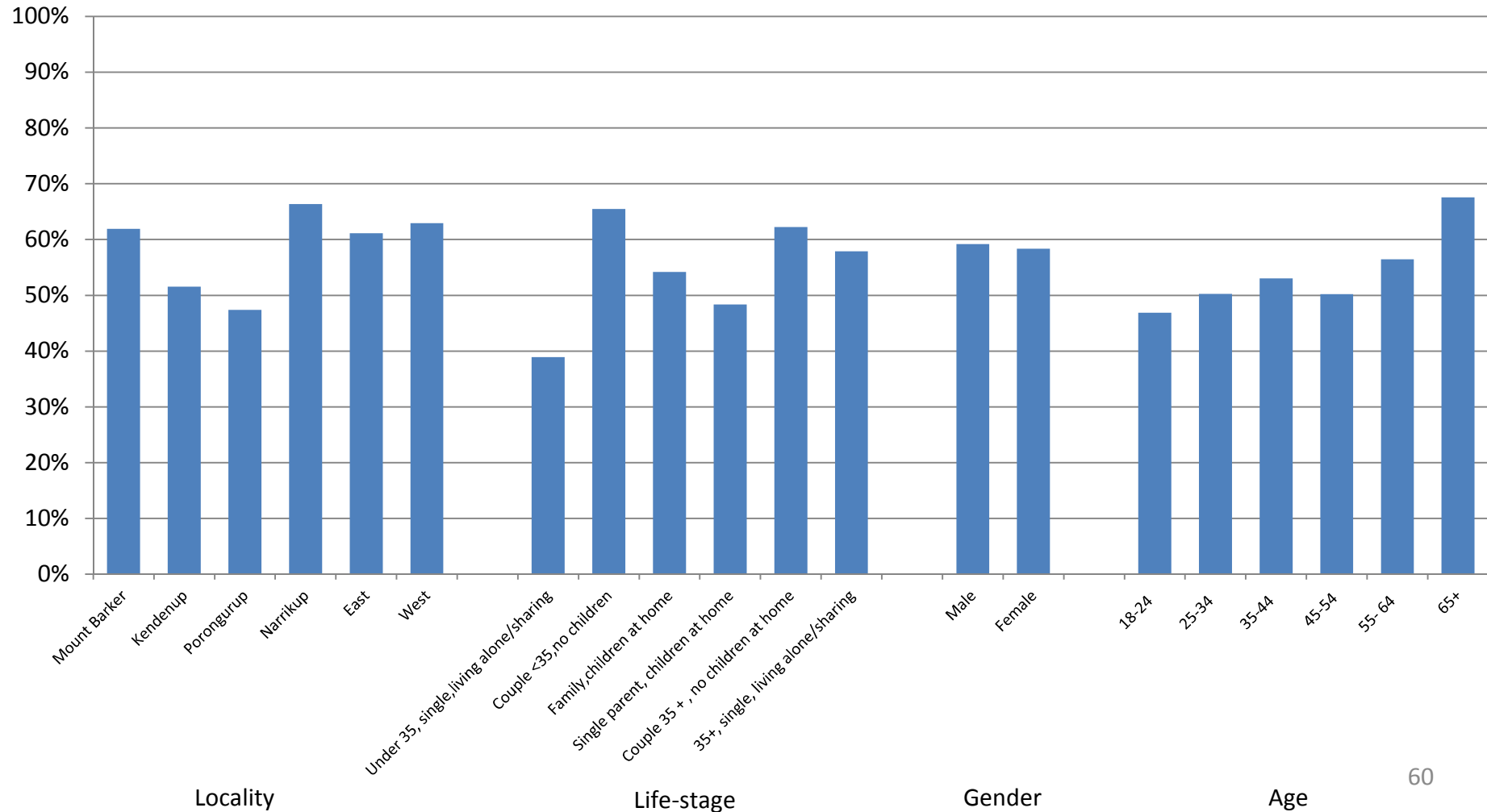
ELEMENT		SHIRE OF PLANTAGENET 2016 RATING	PERFORMANCE MEAN (OUT OF 5)	SHIRE OF PLANTAGENET 2011 RATING	PERFORMANCE MEAN (OUT OF 5)
ECONOMIC DEVELOPMENT	Providing cattle saleyards	72%	4.2	66%	3.9
	Encouraging economic growth	46%	3.4	38%	3.2
	Encouraging and supporting tourism	61%	3.7	30%	2.8
	Responsible financial management	56%	3.6	45%	3.4
	Overall rating Economic Dev	59%	3.7	45%	3.3

Overall Satisfaction Ratings – Economic Development



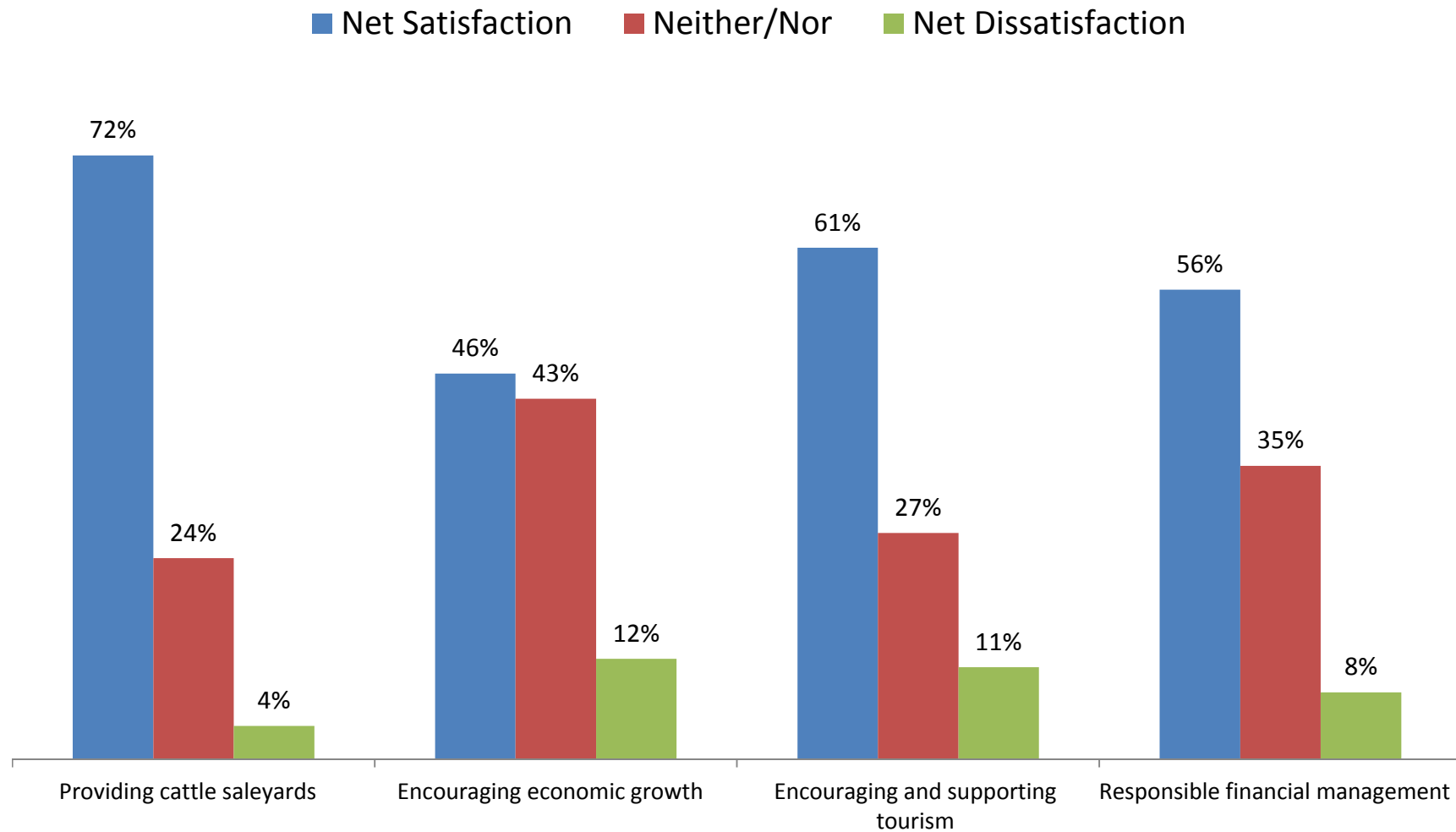
Overall Satisfaction Ratings – Economic Development

Economic Development

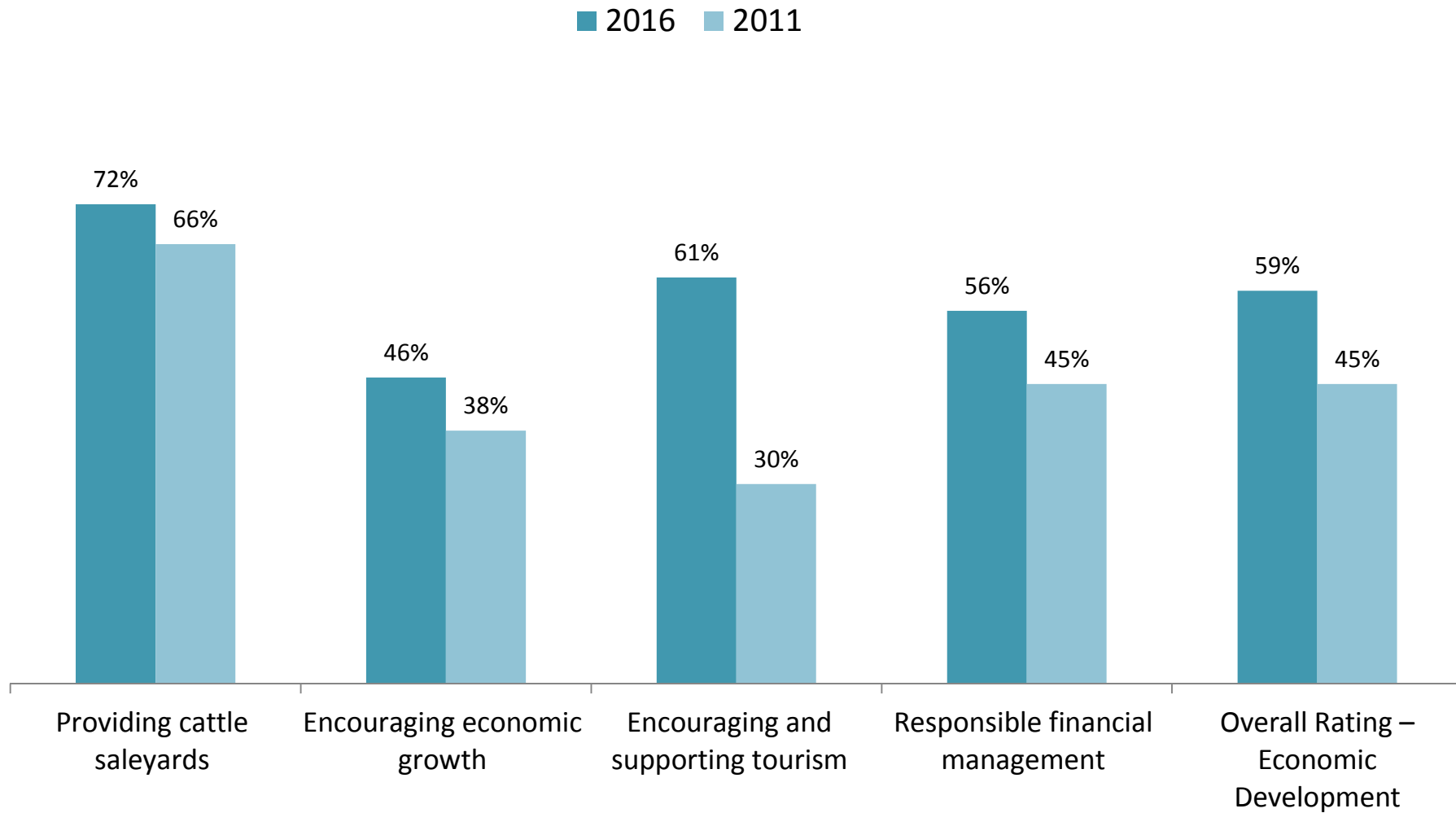


8. Economic Development

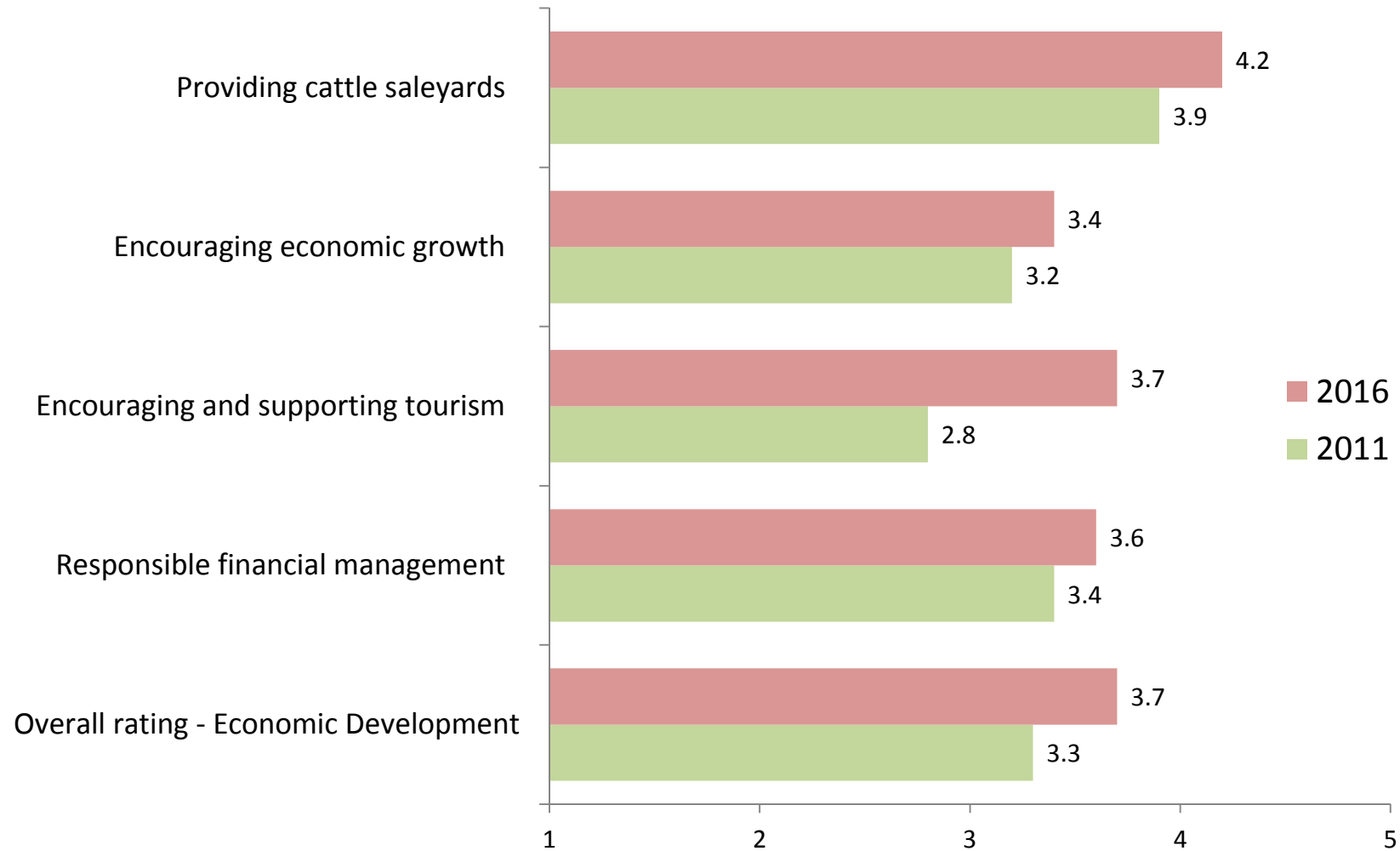
Net Satisfaction/Dissatisfaction by Economic Development Service Area



Net Satisfaction by Economic Development– comparison with 2011



Mean Scores (out of 5) Satisfaction – Economic Development

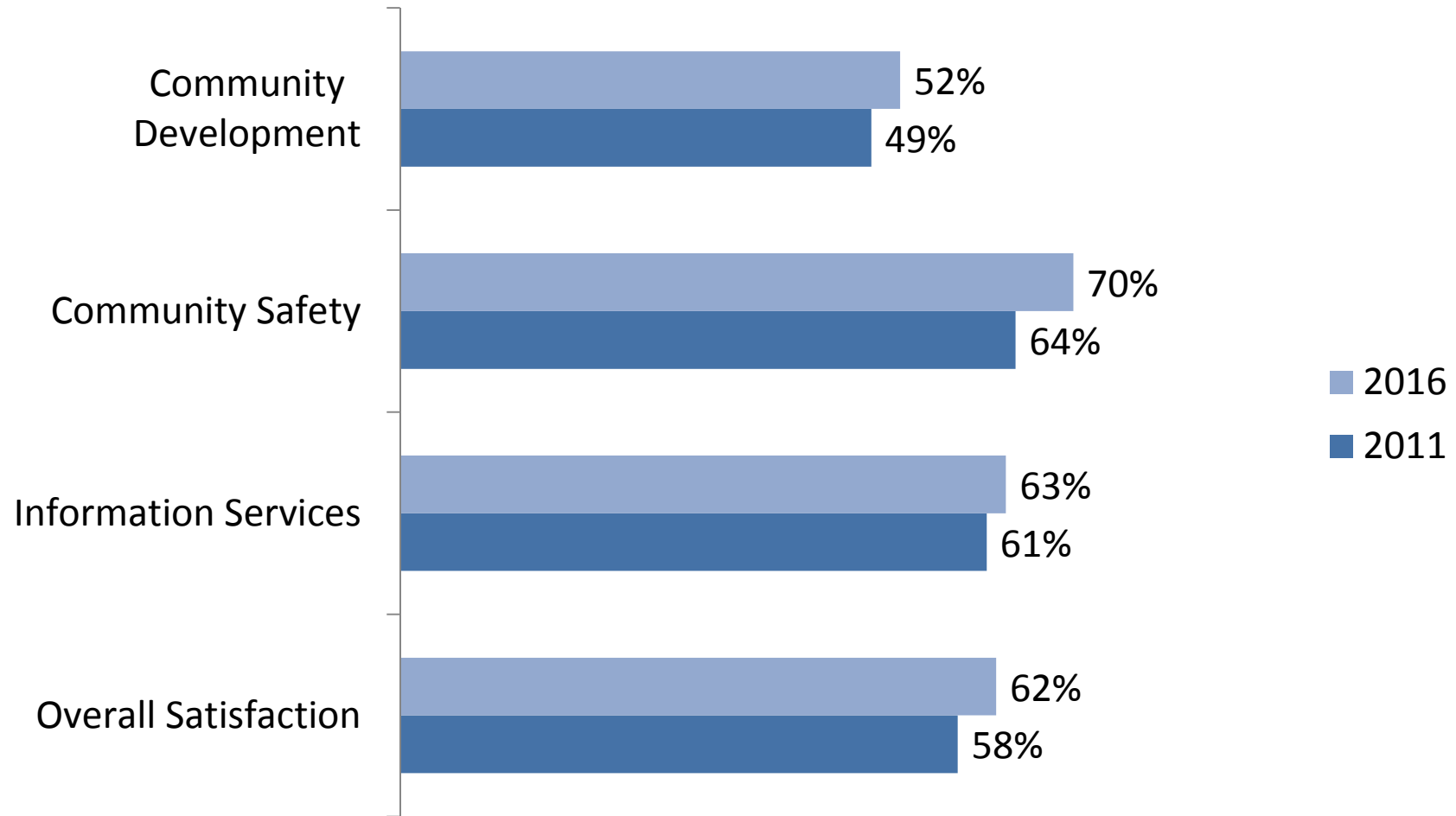


Community & Information

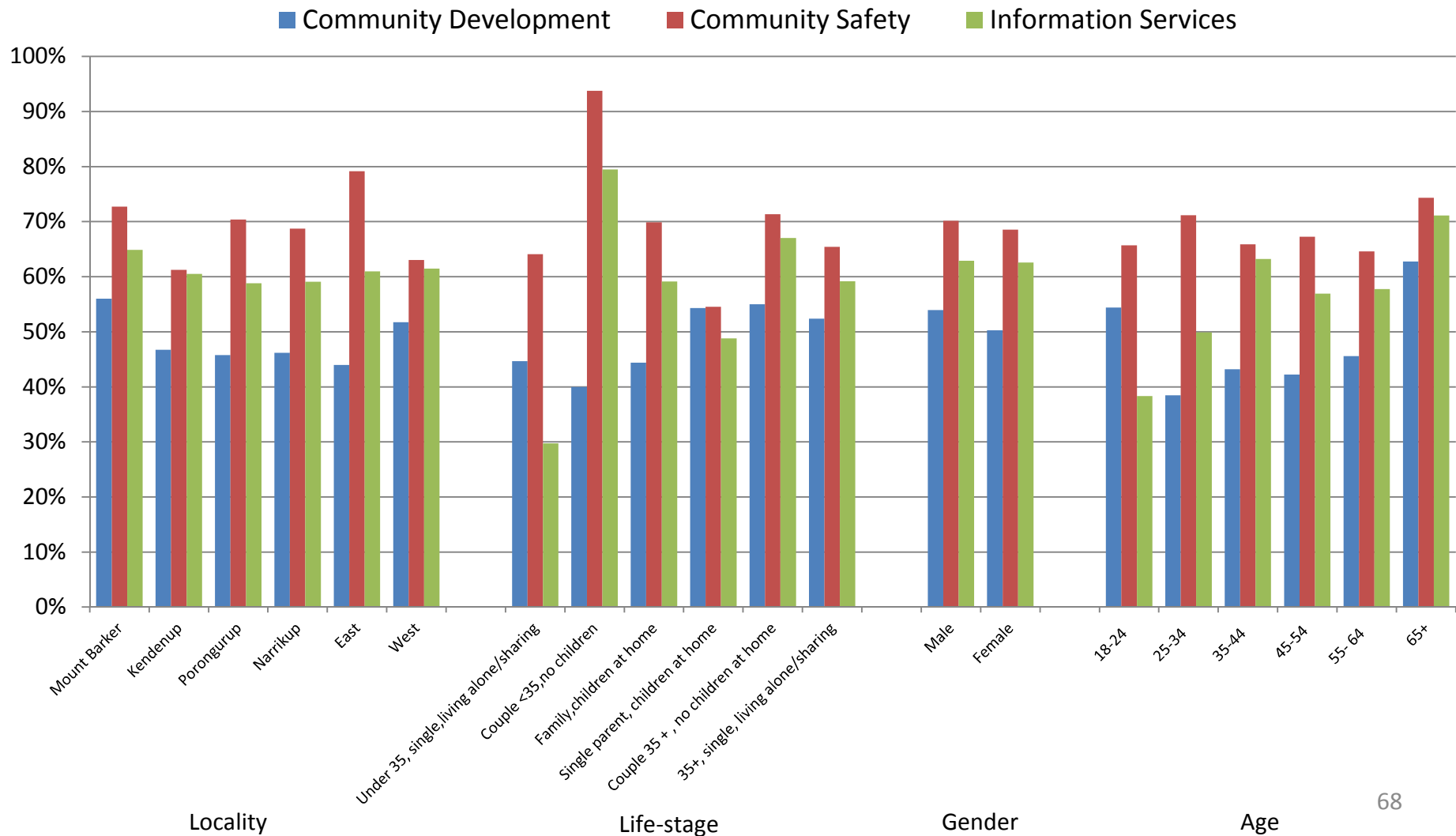
Community & Information Satisfaction Compared with 2011

ELEMENT		SHIRE OF PLANTAGENET 2016 RATING	PERFORMANCE MEAN (OUT OF 5)	SHIRE OF PLANTAGENET 2011 RATING	PERFORMANCE MEAN (OUT OF 5)
COMMUNITY DEVELOPMENT	Providing youth services	38%	3.3	35%	3.2
	Providing services to seniors	68%	3.8	65%	3.8
	Providing services to people with a disability	50%	3.5	48%	3.4
	Overall rating Community Development Services	52%	3.5	49%	3.5
COMMUNITY SAFETY	Controlling vandalism and graffiti	66%	3.8	51%	3.4
	Bush fire protection/prevention services	73%	3.9	76%	4.0
	Overall rating Community Safety	70%	3.9	64%	3.7
INFORMATION SERVICES	Communicating with the community	60%	3.6	58%	3.5
	Providing access to Council information	66%	3.8	64%	3.8
	Overall rating Information Services	63%	3.7	61%	3.7

Overall Satisfaction Ratings – Community & Information

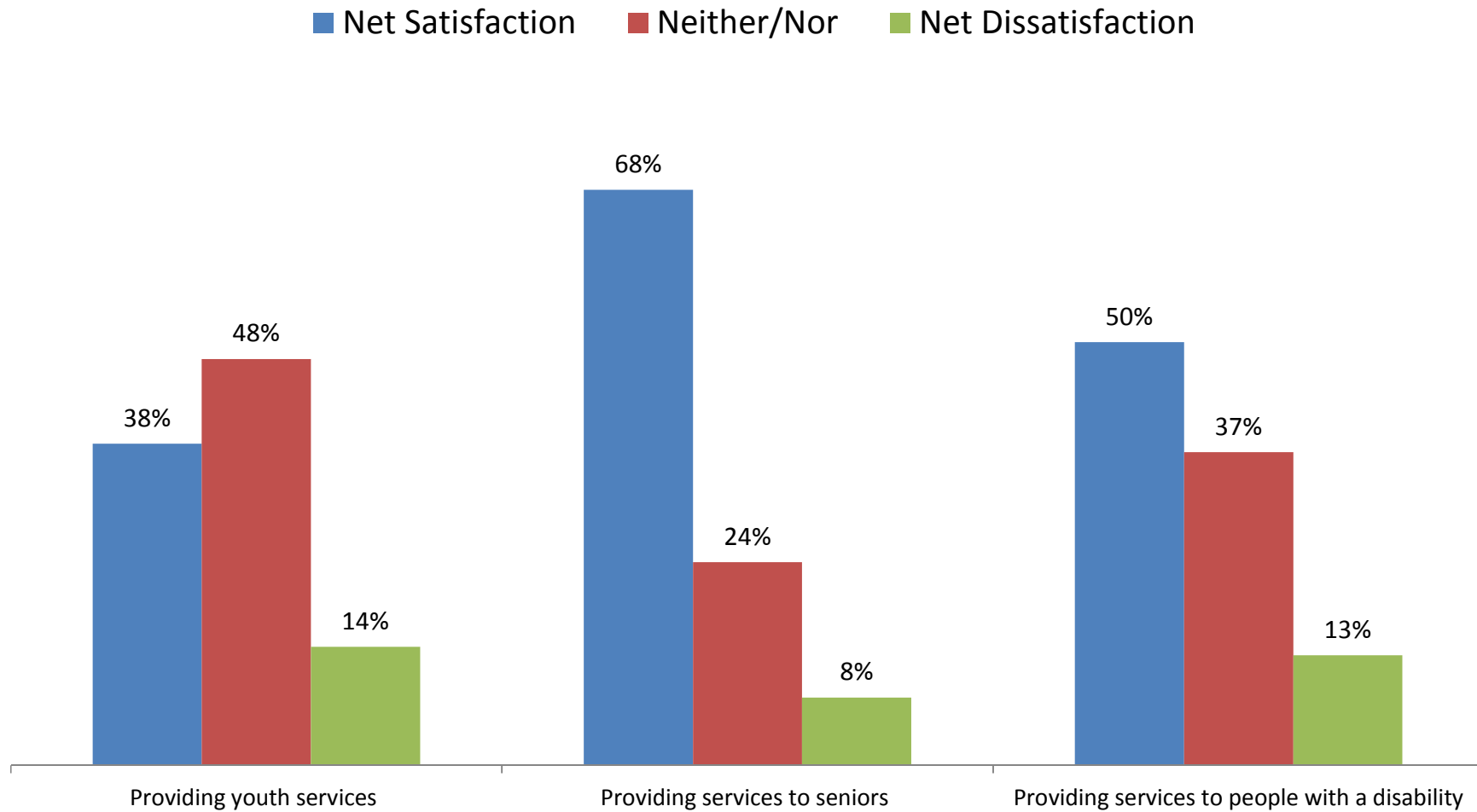


Overall Satisfaction Ratings – Community & Information

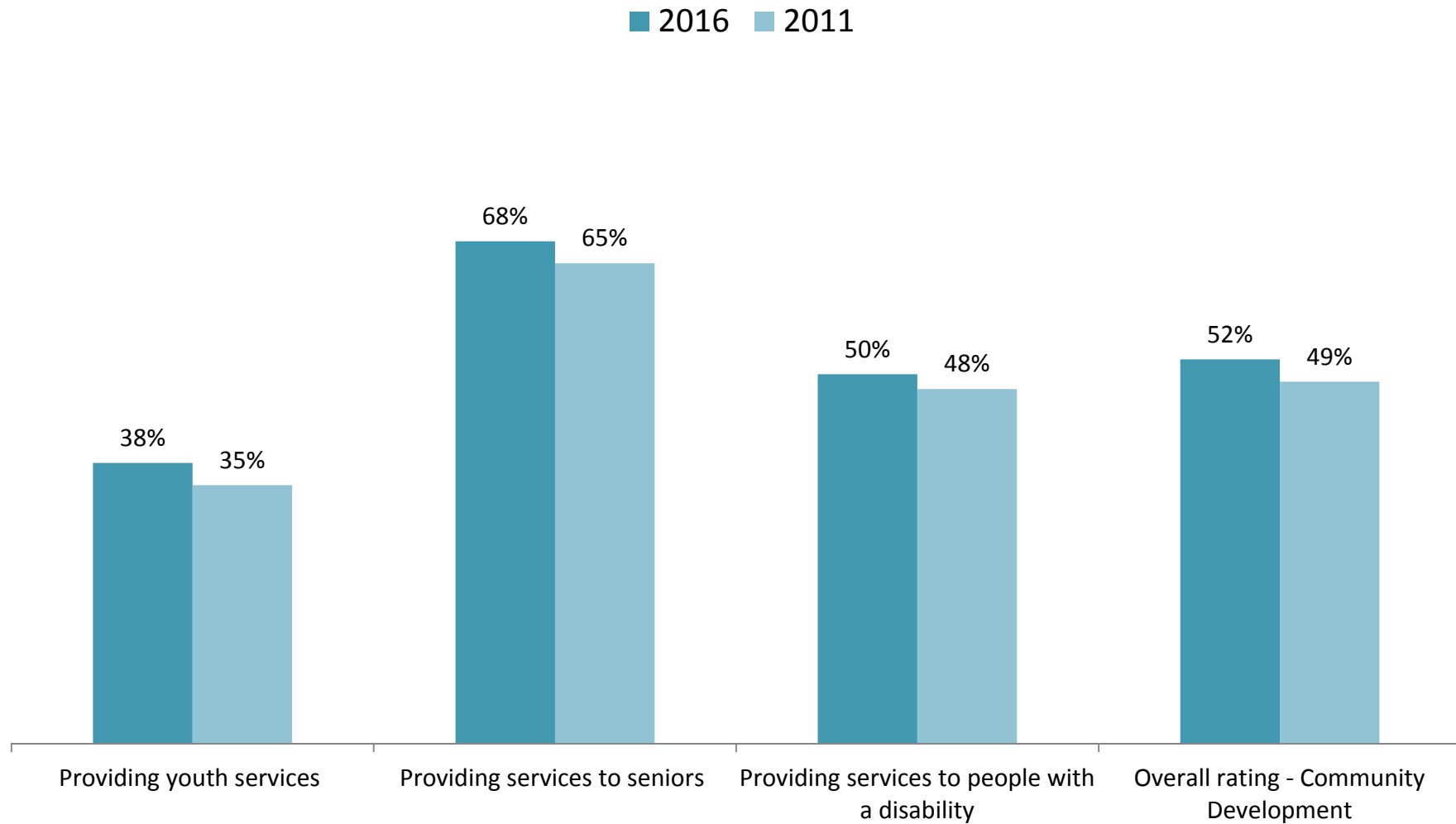


9. Community Development

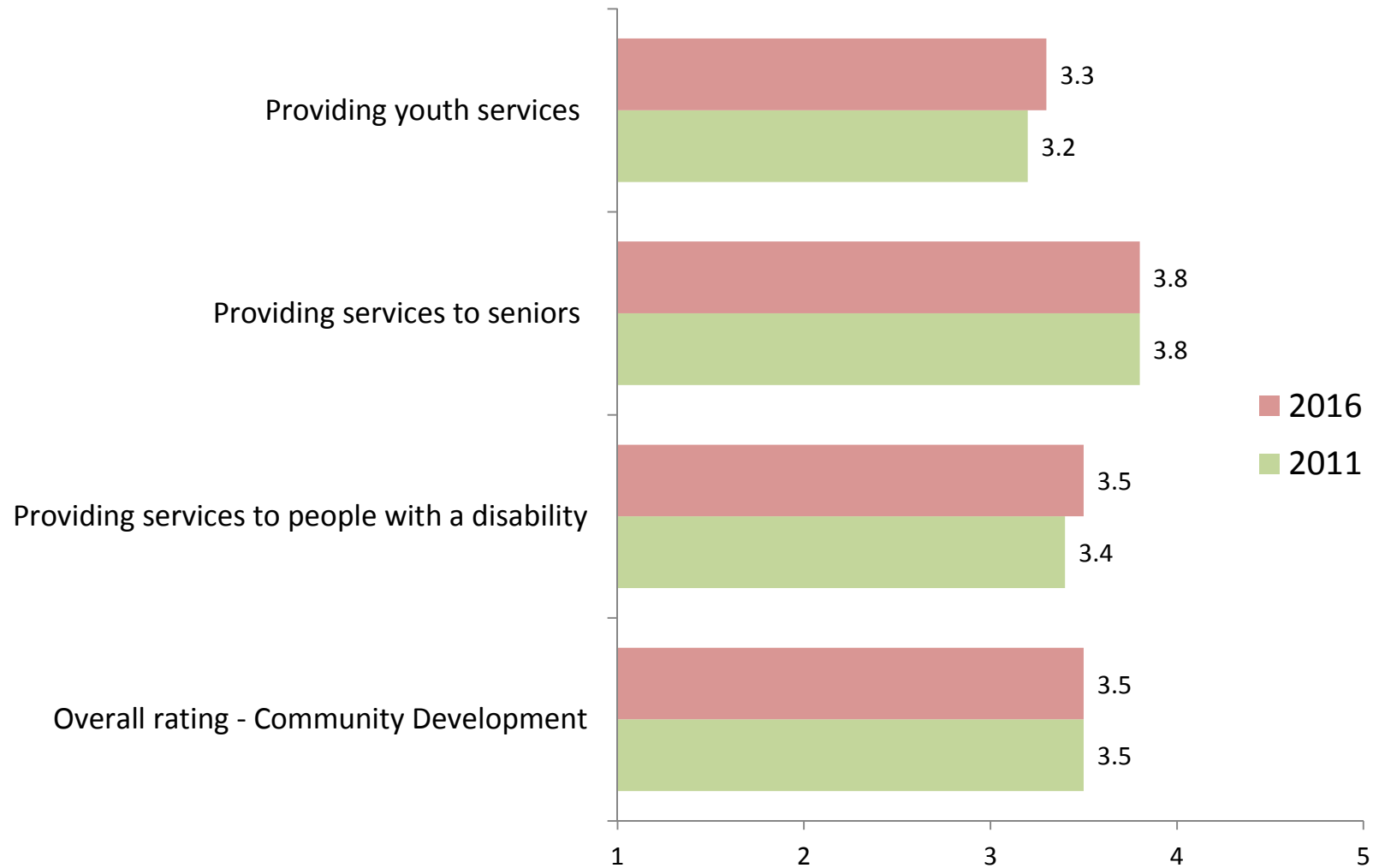
Net Satisfaction/Dissatisfaction by Community Development Service Area



Net Satisfaction by Community Development Service Area – comparison with 2011

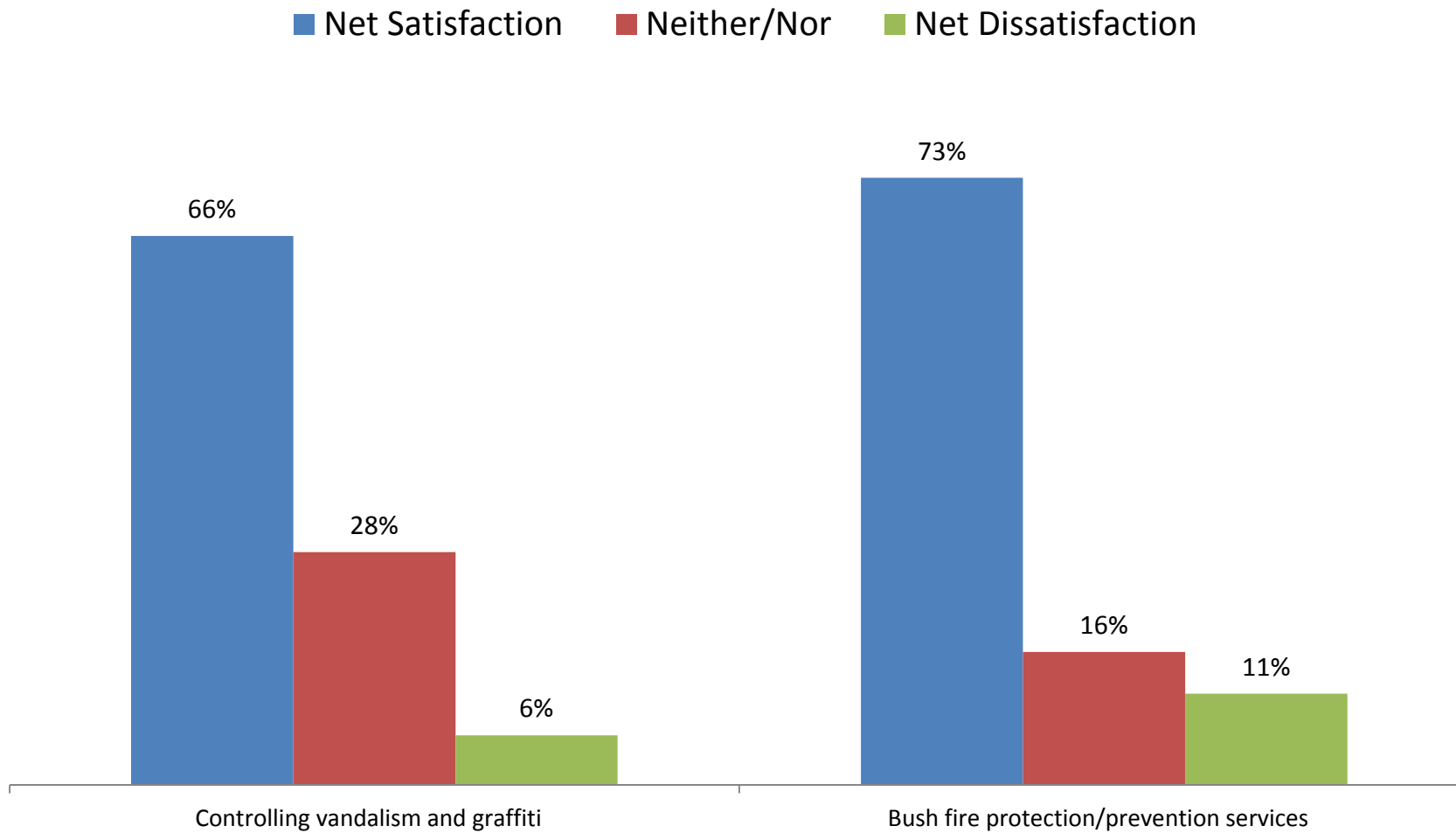


Mean Scores (out of 5) Satisfaction – Community Development Service Area

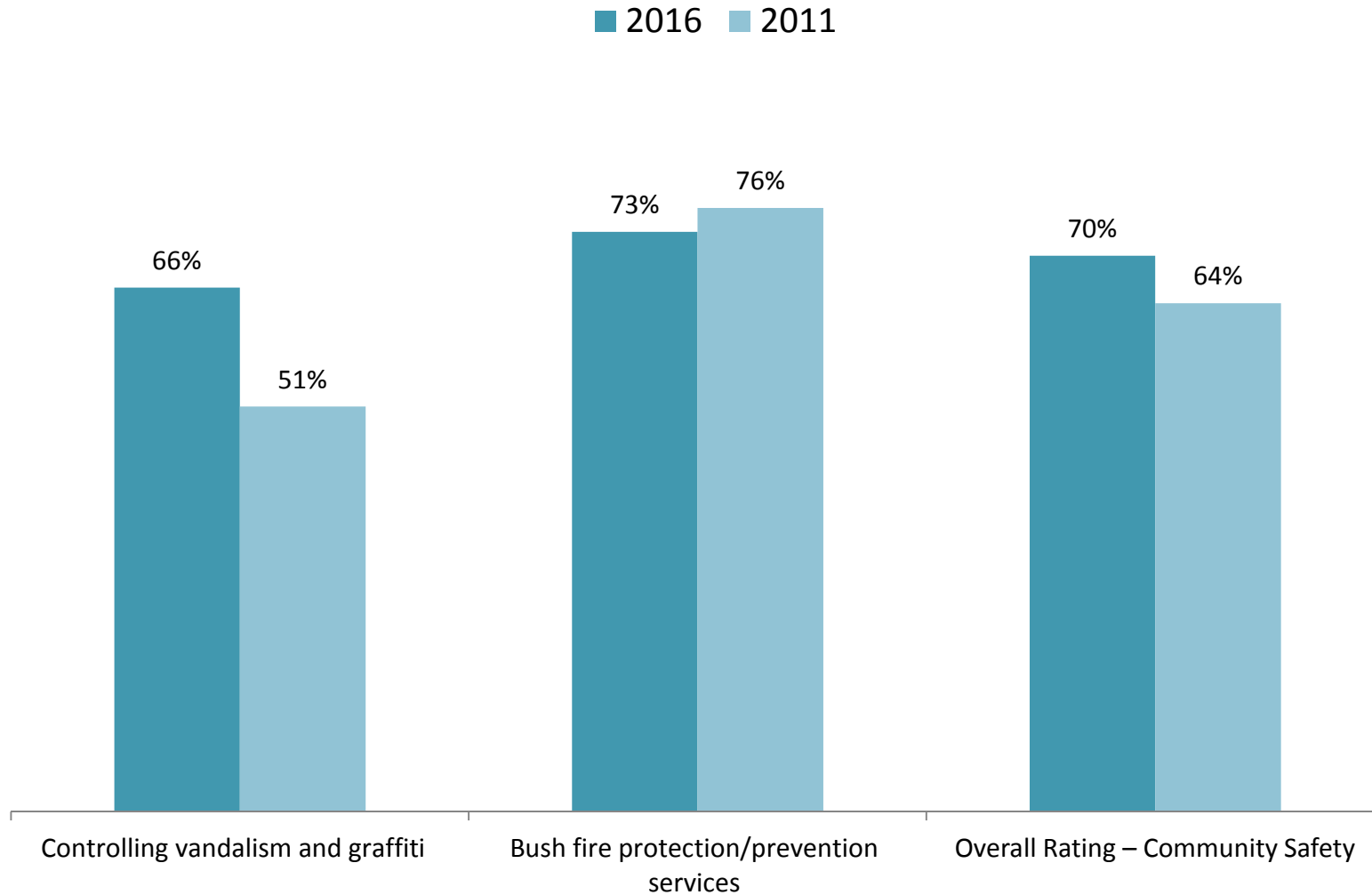


10. Community Safety

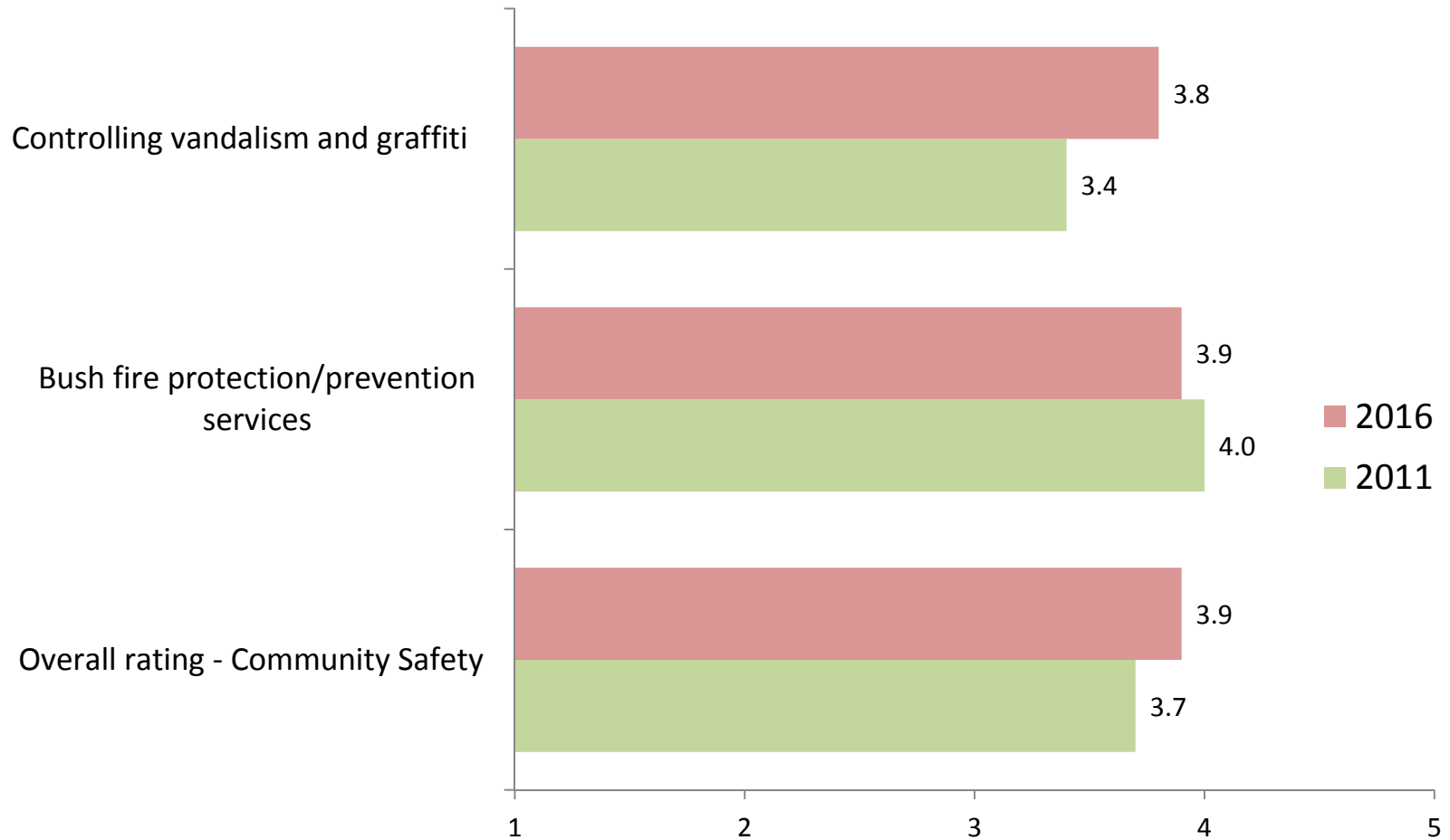
Net Satisfaction/Dissatisfaction by Community Safety Service Area



Net Satisfaction by Community Safety Service Area – comparison with 2011

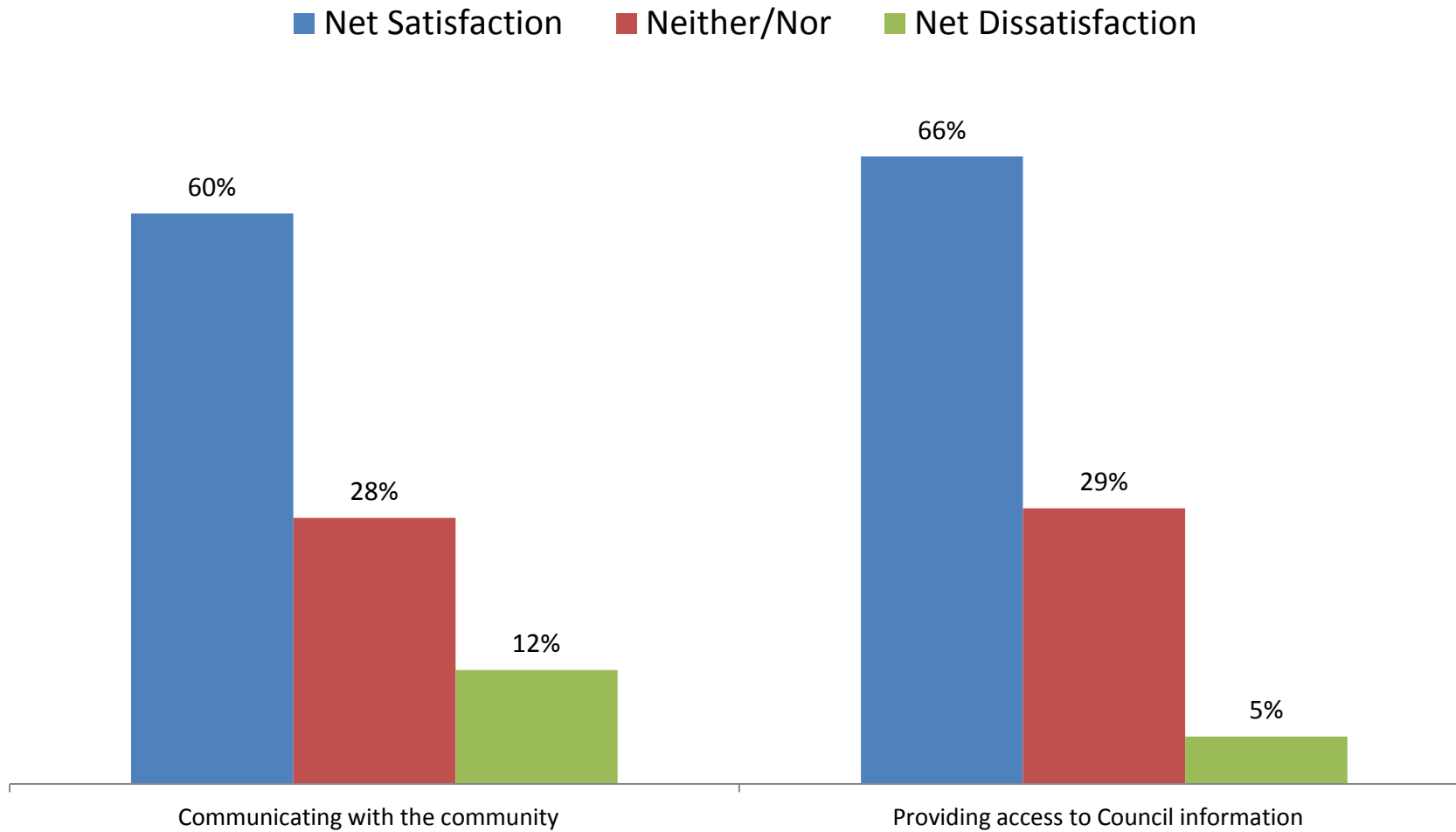


Mean Scores (out of 5) Satisfaction – Community Safety Service Area

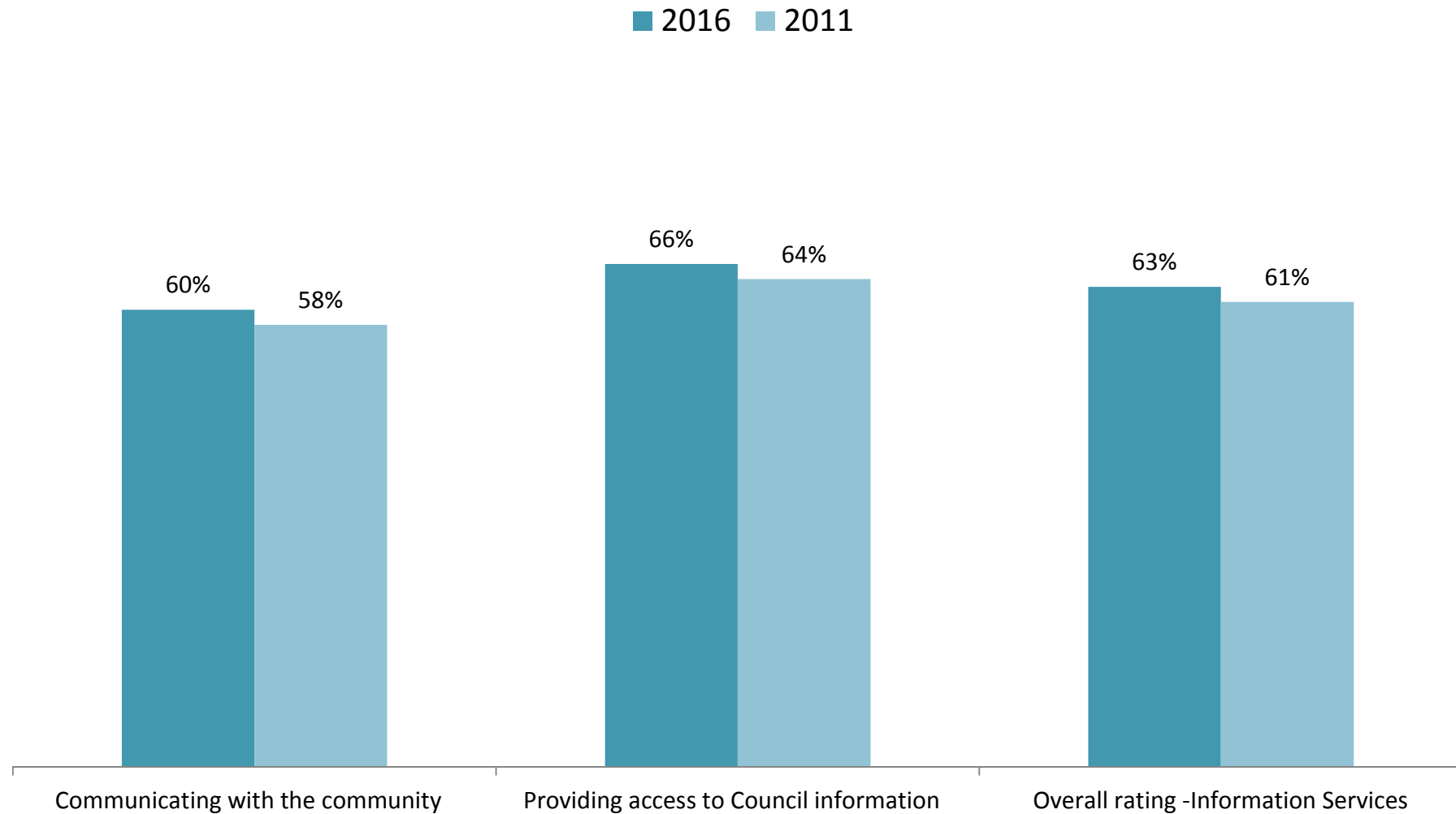


11. Information Services

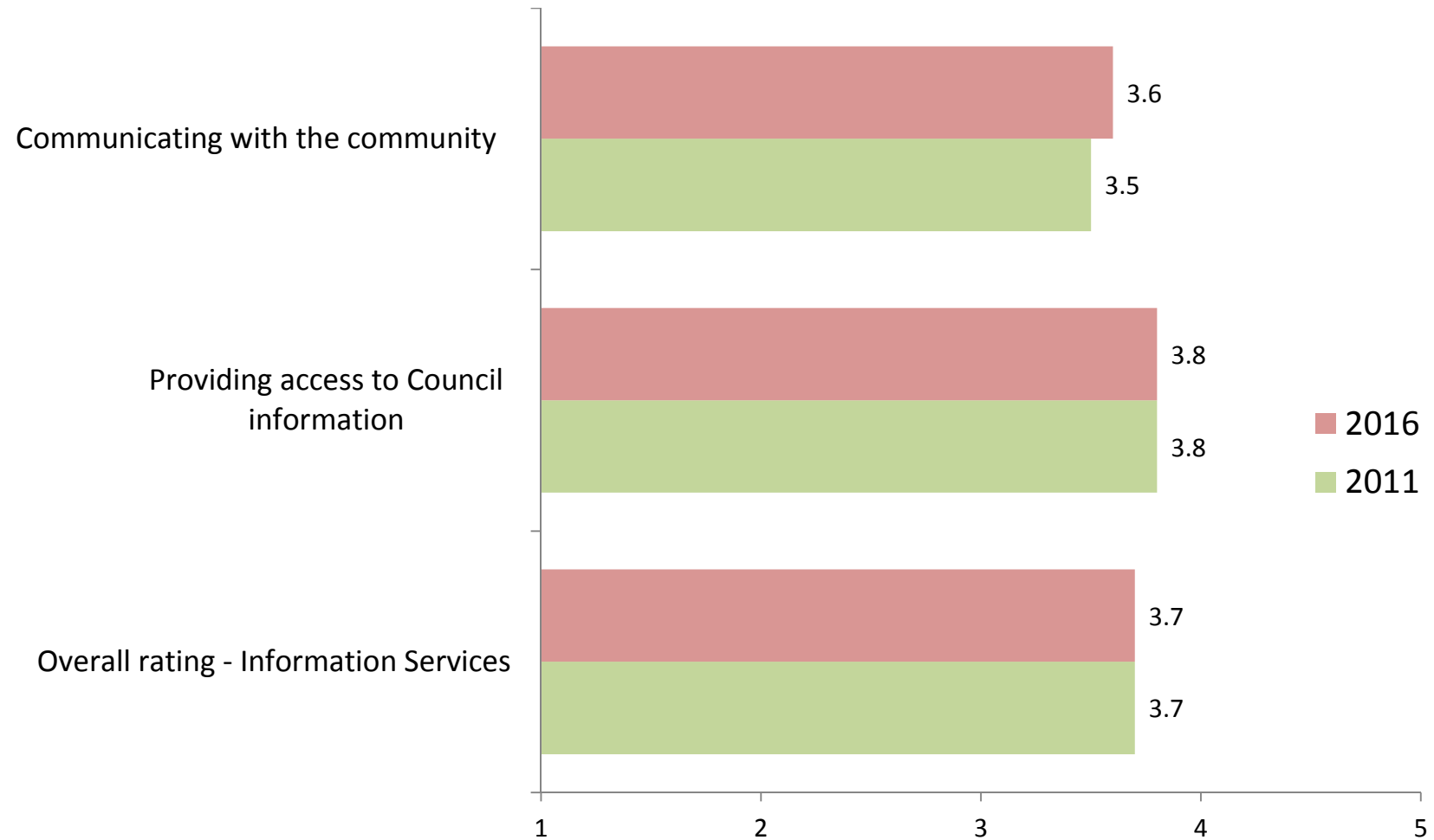
Net Satisfaction/Dissatisfaction by Information Services Area



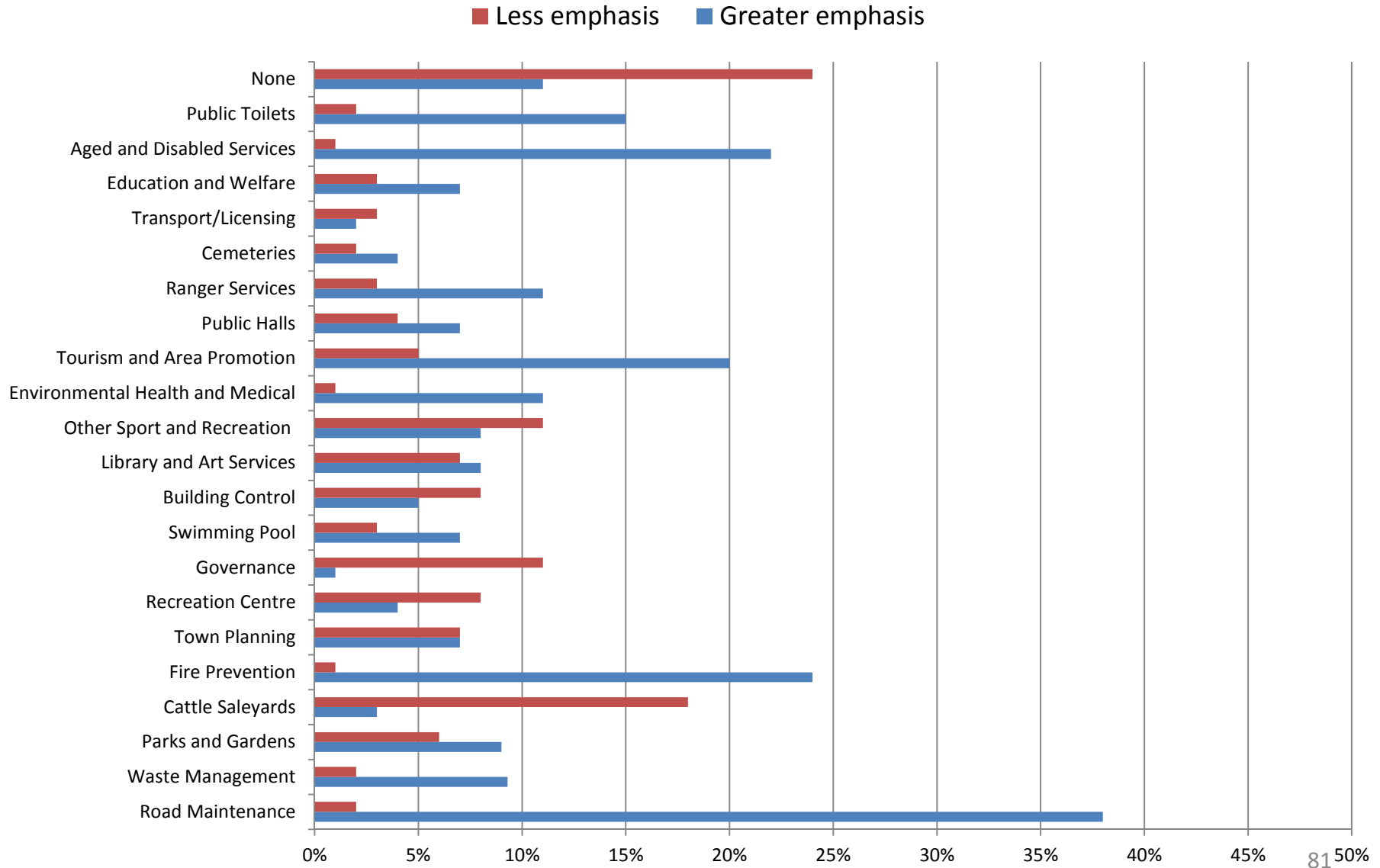
Net Satisfaction by Information Services Area – comparison with 2011



Mean Scores (out of 5) Satisfaction – Information Services Area



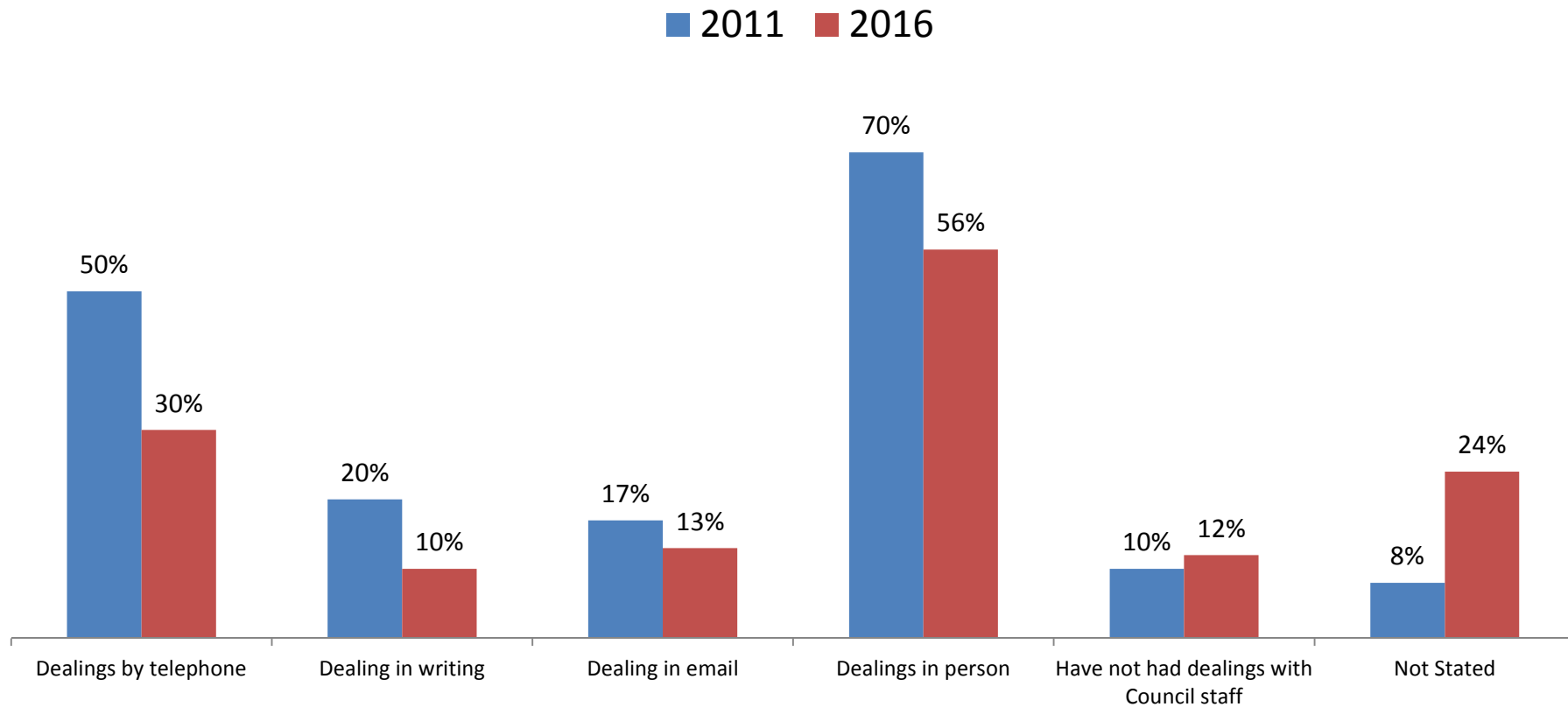
Q2. Based on the current distribution (%) of financial resources, please indicate which key service areas you feel the Council should place **a. Greater & b. Less emphasis on.**



Dealing with Council

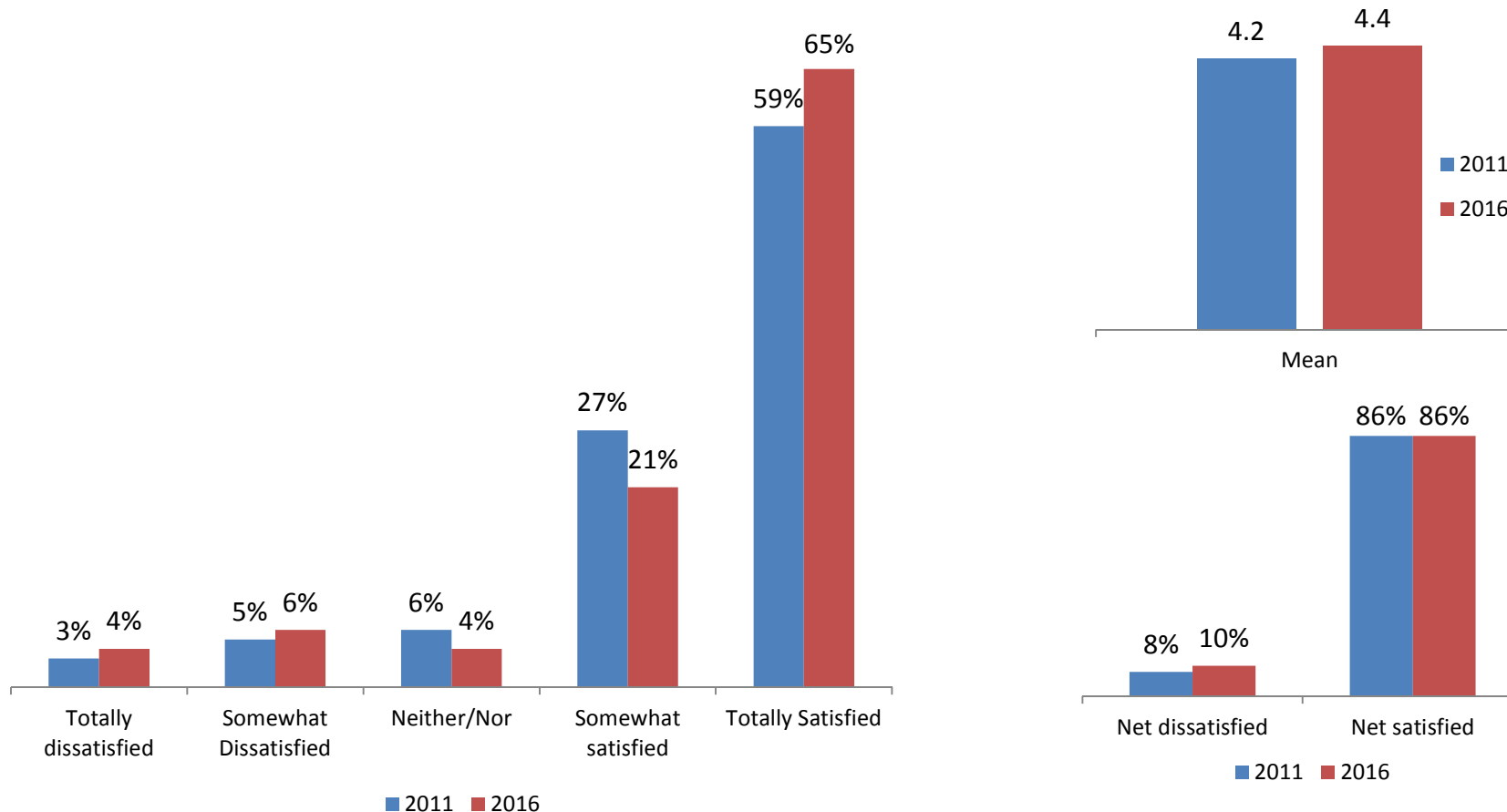
Dealing with Council

Q3a In the last 12 months, have you had any dealings with Council administration staff either by phone, writing, email or in person?



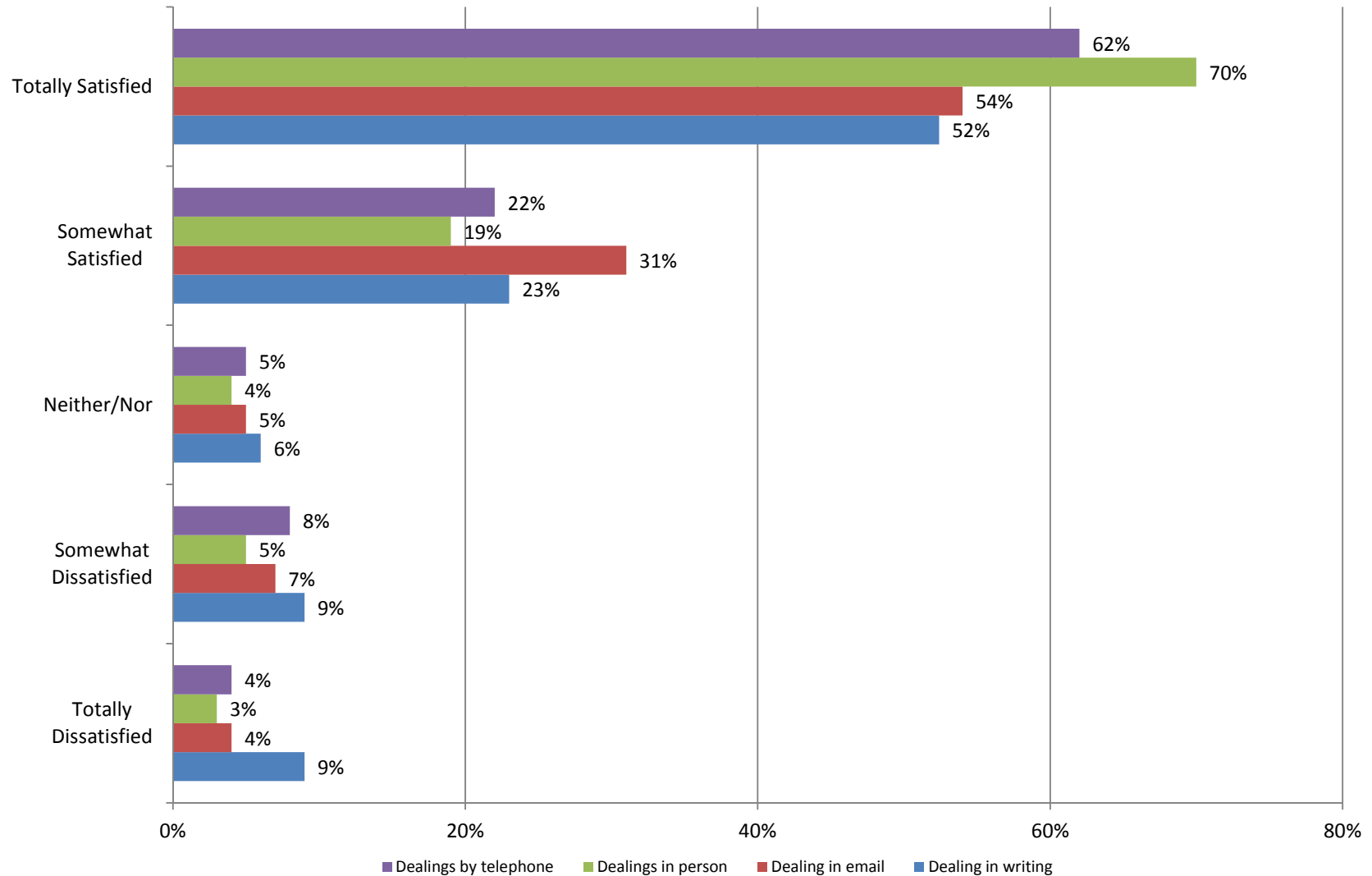
Dealing with Council

Q3b How satisfied were you with your dealings with Council administration staff? (n=563)



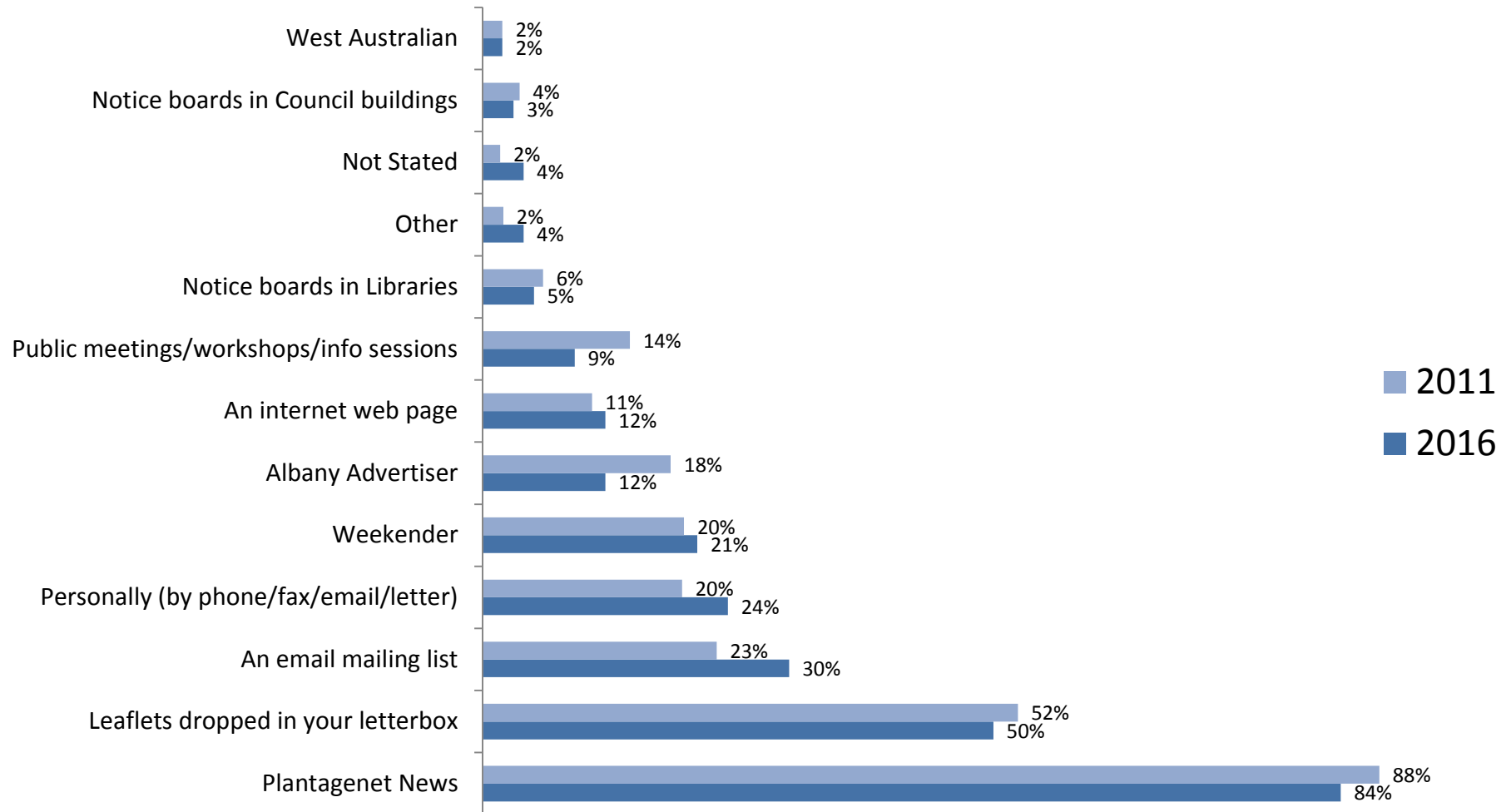
Dealing with Council

Q3b How satisfied were you with your dealings with Council administration staff?



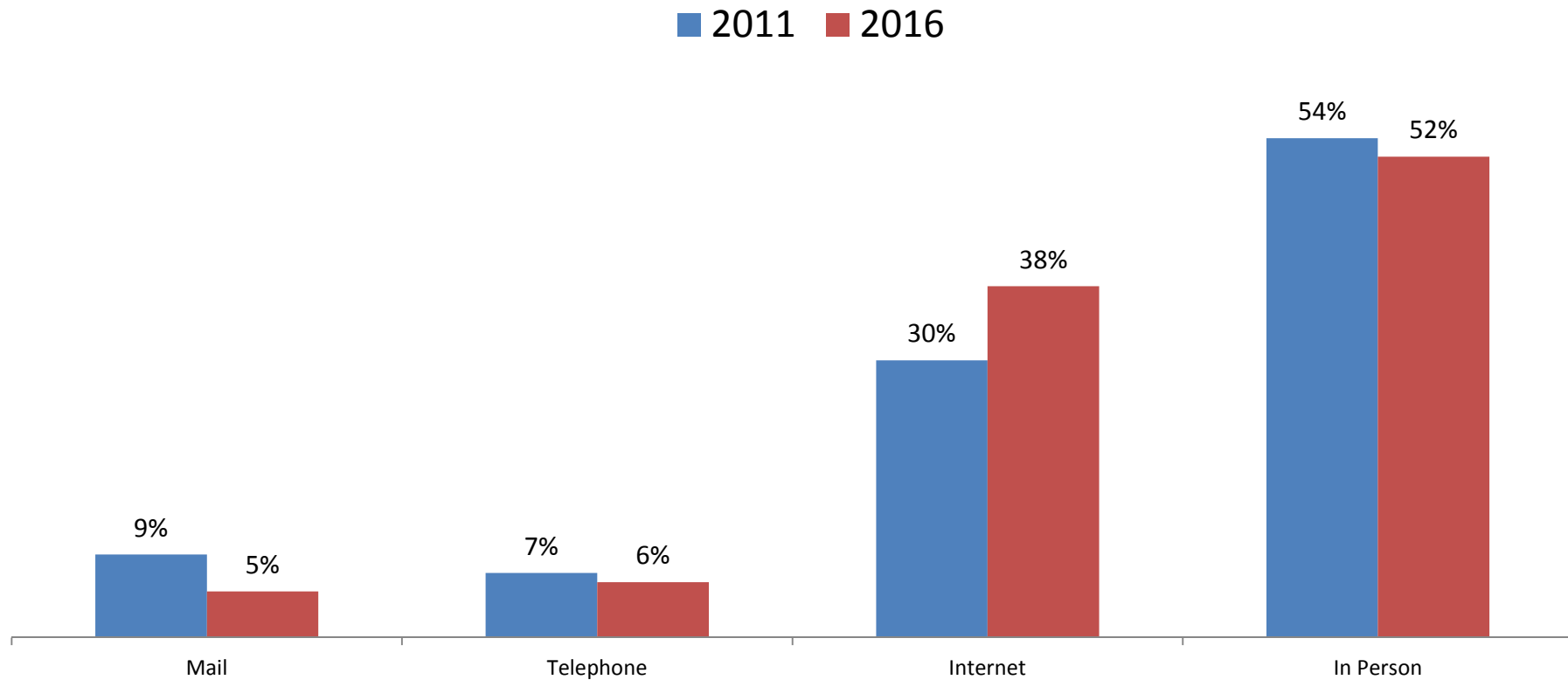
Dealing with Council

Q4. Which **three** of the following are or would be the **most** effective ways for communicating Council messages to you?



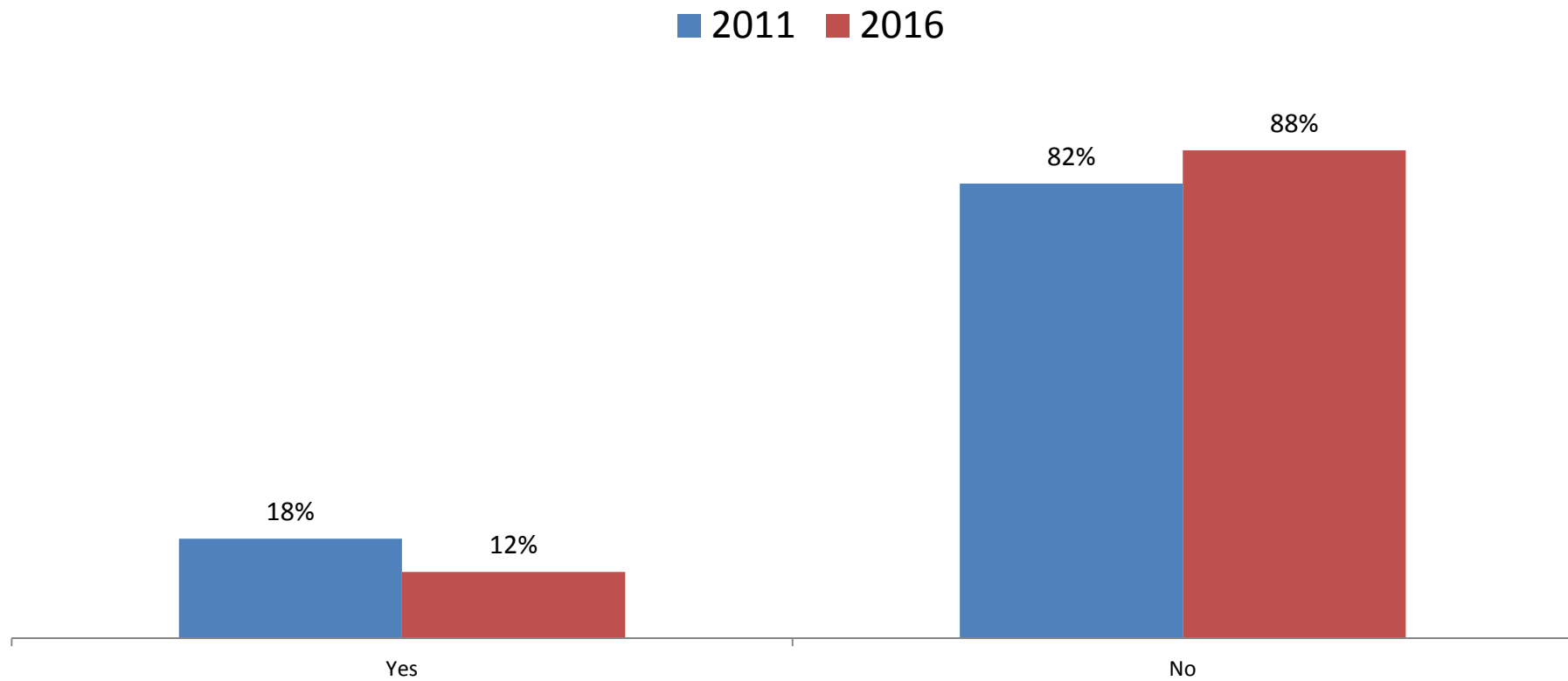
Dealing with Council

Q5. Which **one** of the following is your preferred method of paying Shire accounts? (n=686)



Dealing with Council

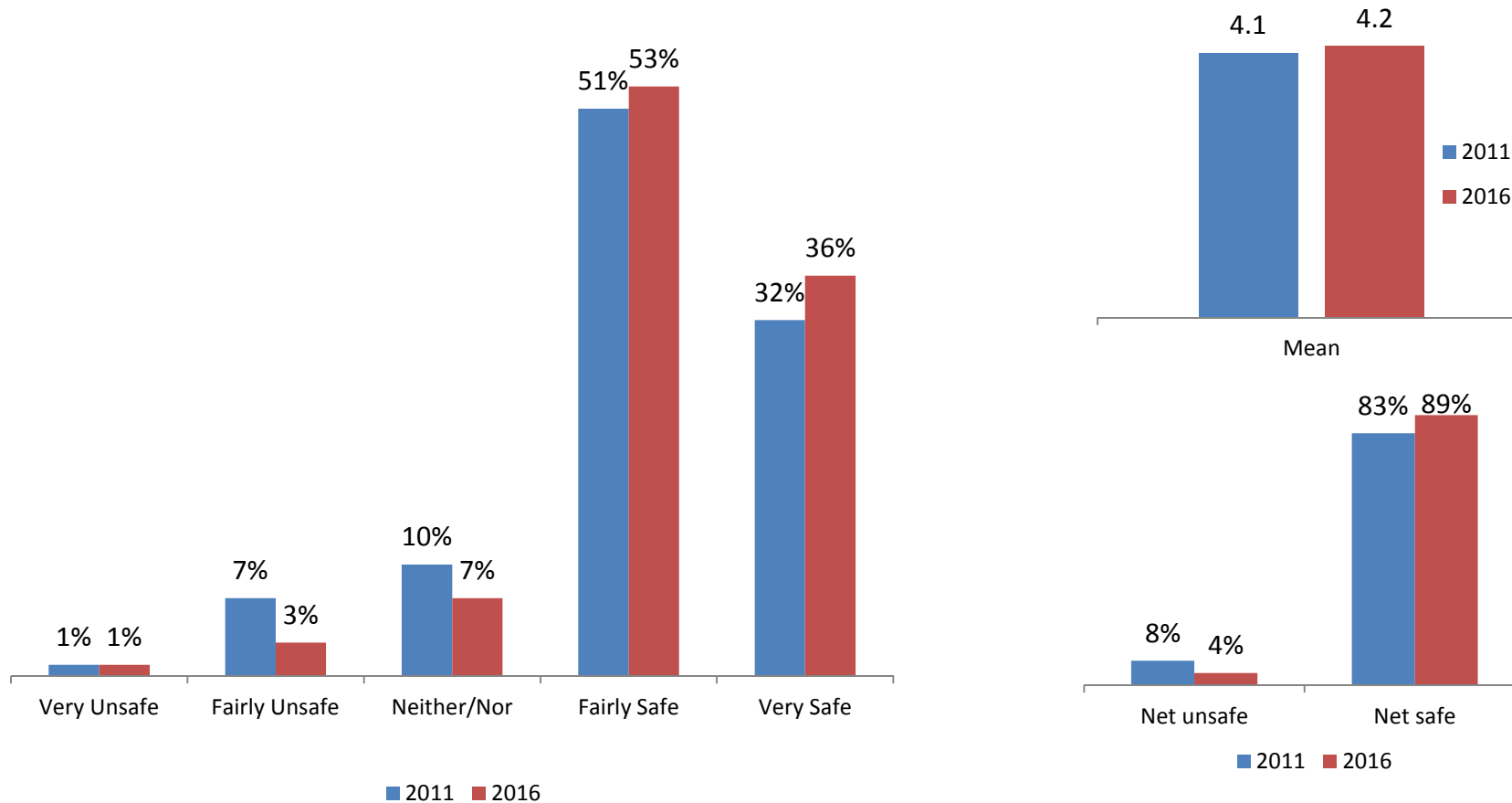
Q6 Have you visited the Shire's new look website in the past month? (n=693)



Safety in the Shire

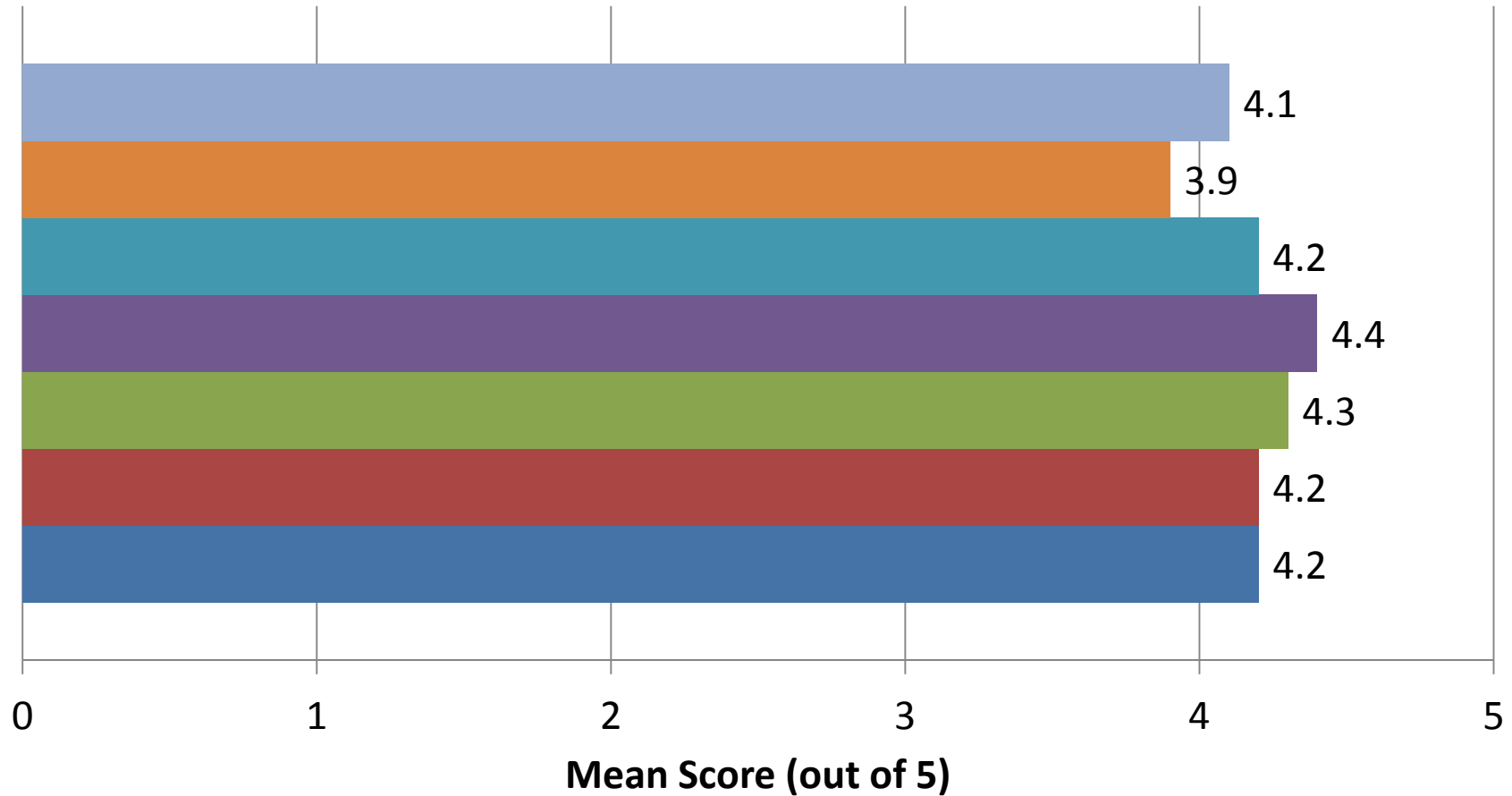
Safety in the Shire

Q7A. How **safe** do you feel living in the Shire of Plantagenet? (n=697)



Safety in the Shire

Q7a. Overall, how safe do you feel living in the Shire of Plantagenet



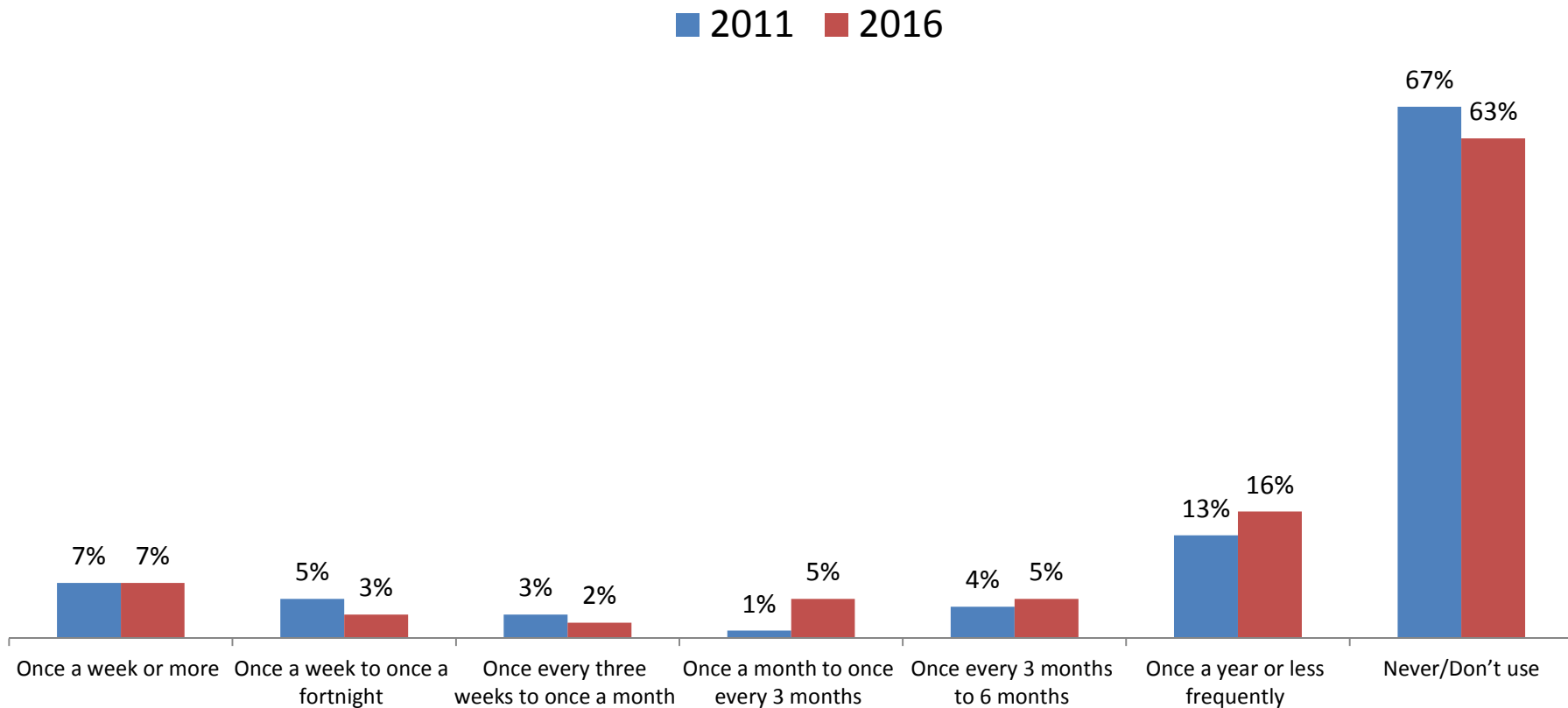
West East Narrikup Porongurup
Kendenup Mount Barker Total Shire

Use of Facilities & Services

Use of Facilities & Services

i. Swimming Pool (Seasonal)

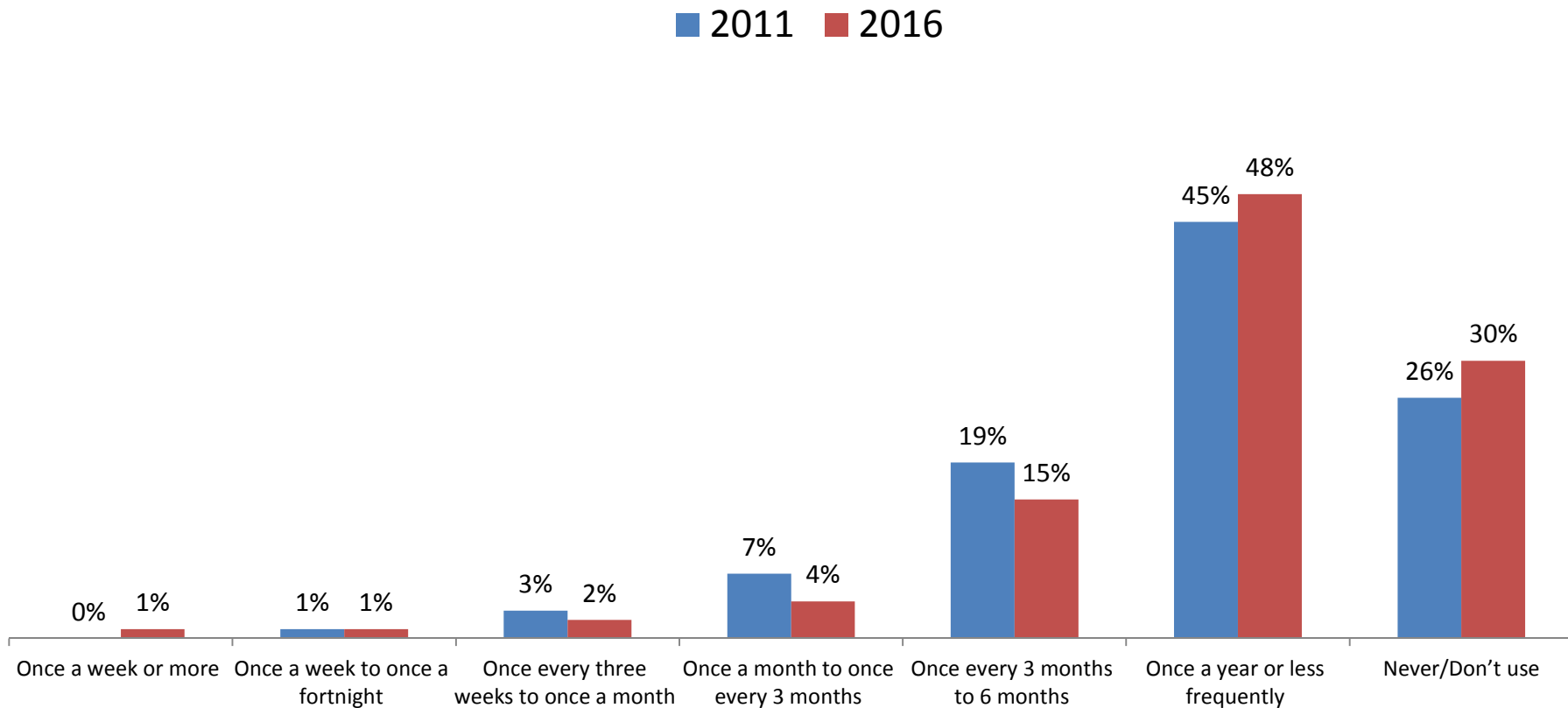
Q8a. How frequently do you visit/use each? (n=659)



Use of Facilities & Services

ii. Local Hall

Q8a. How frequently do you visit/use each? (n=656)

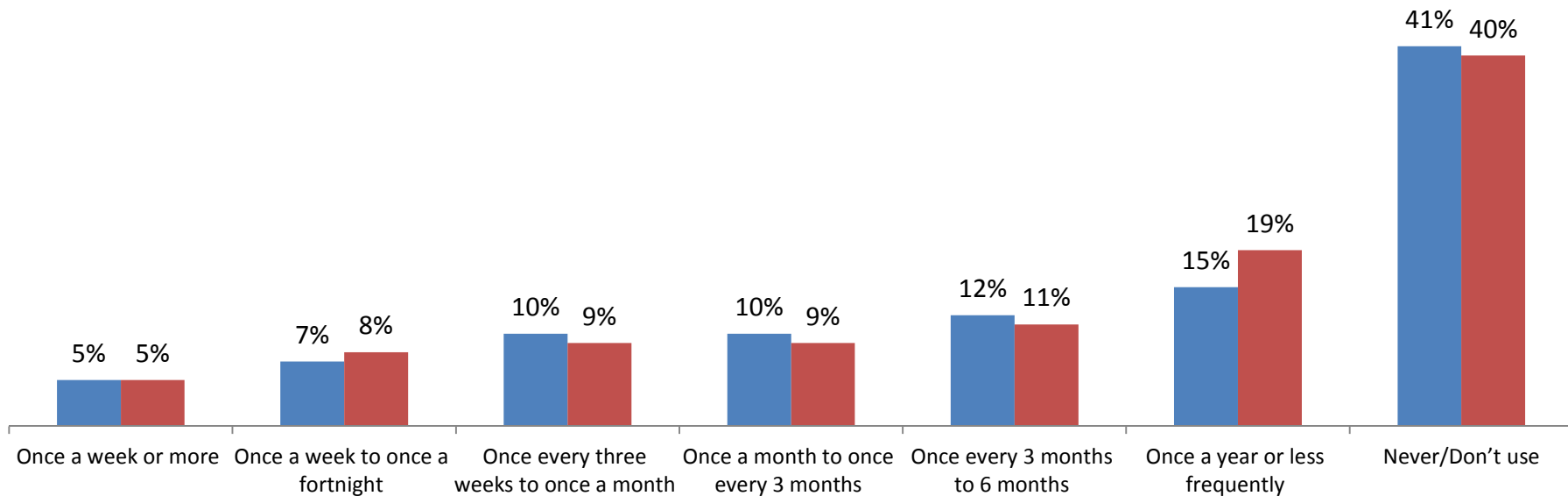


Use of Facilities & Services

iii. Library

Q8a. How frequently do you visit/use each? (n=663)

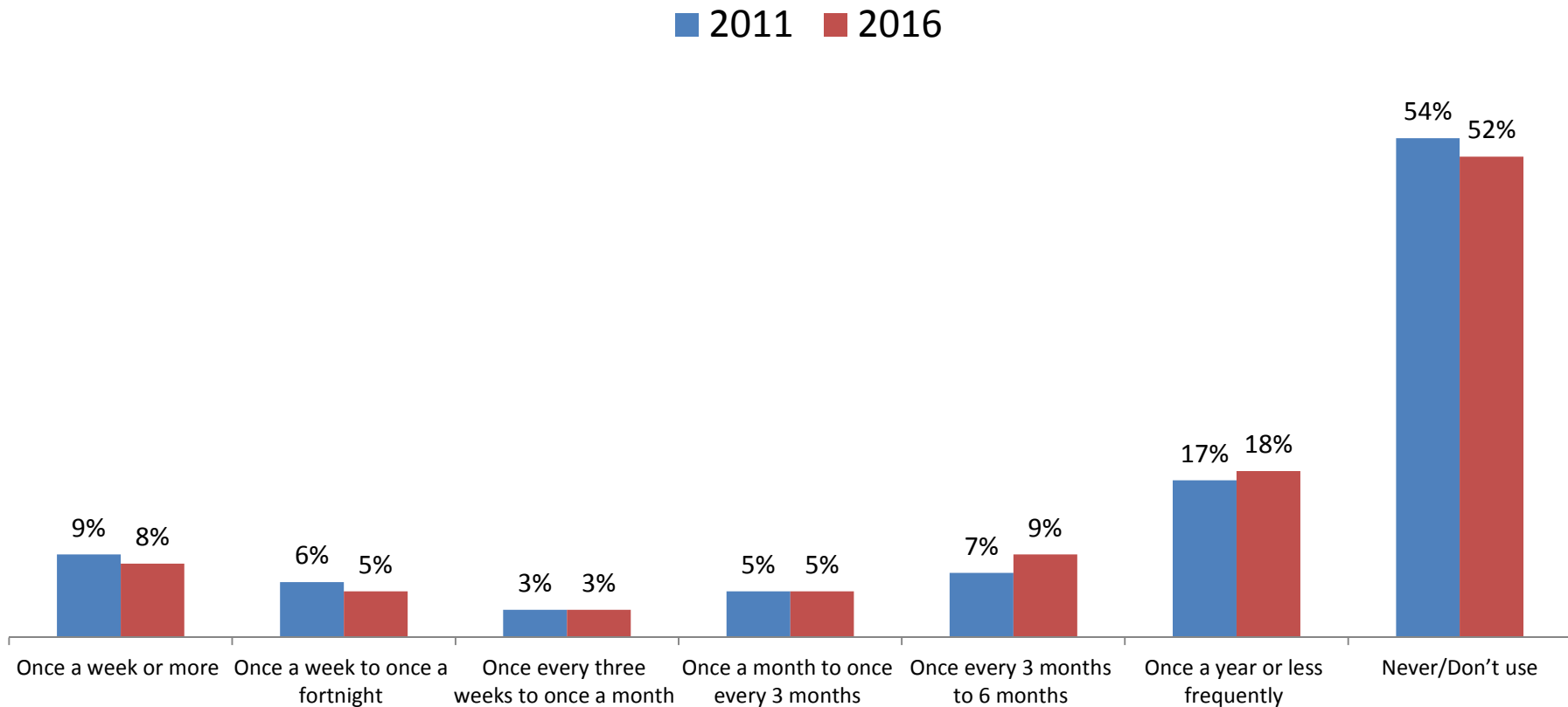
■ 2011 ■ 2016



Use of Facilities & Services

iv. Recreation Centre

Q8a. How frequently do you visit/use each? (n=661)

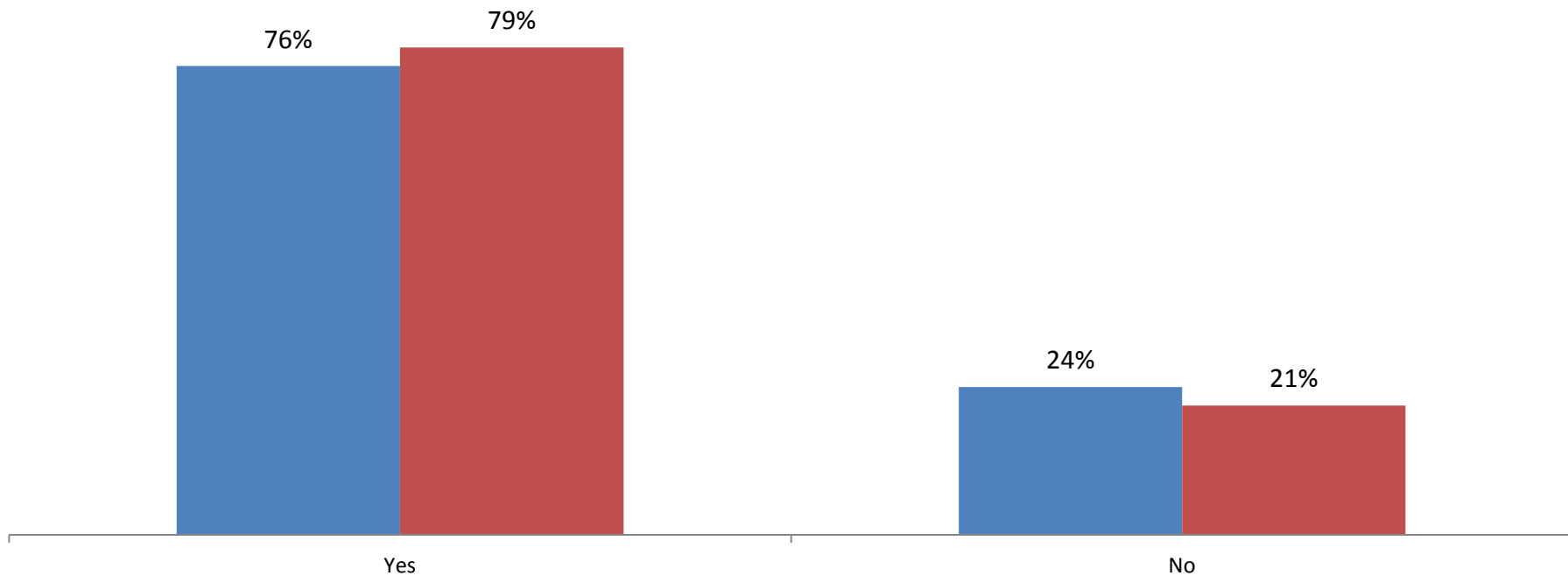


Economic Development

Economic Development

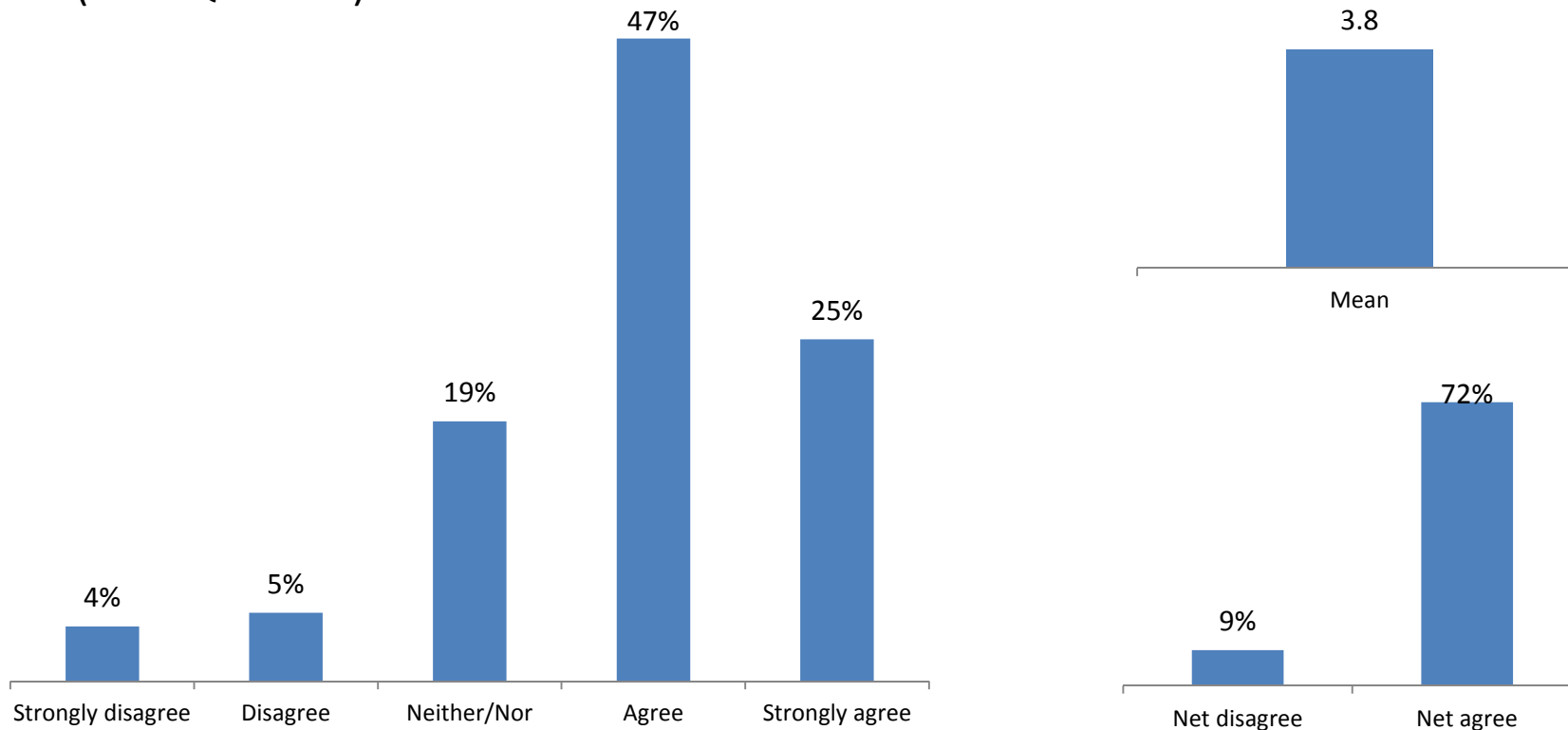
Q10a. Should the Council be involved in actively encouraging **economic development** that provides employment opportunities within the Shire?

■ 2011 ■ 2016



Economic Development

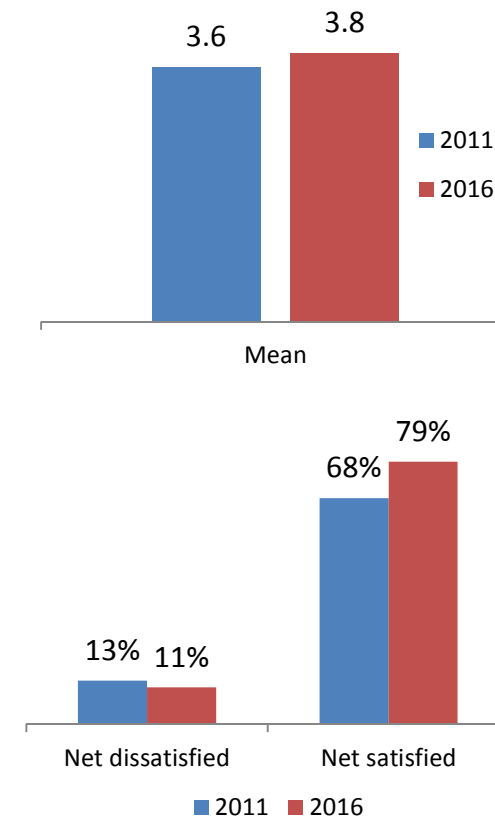
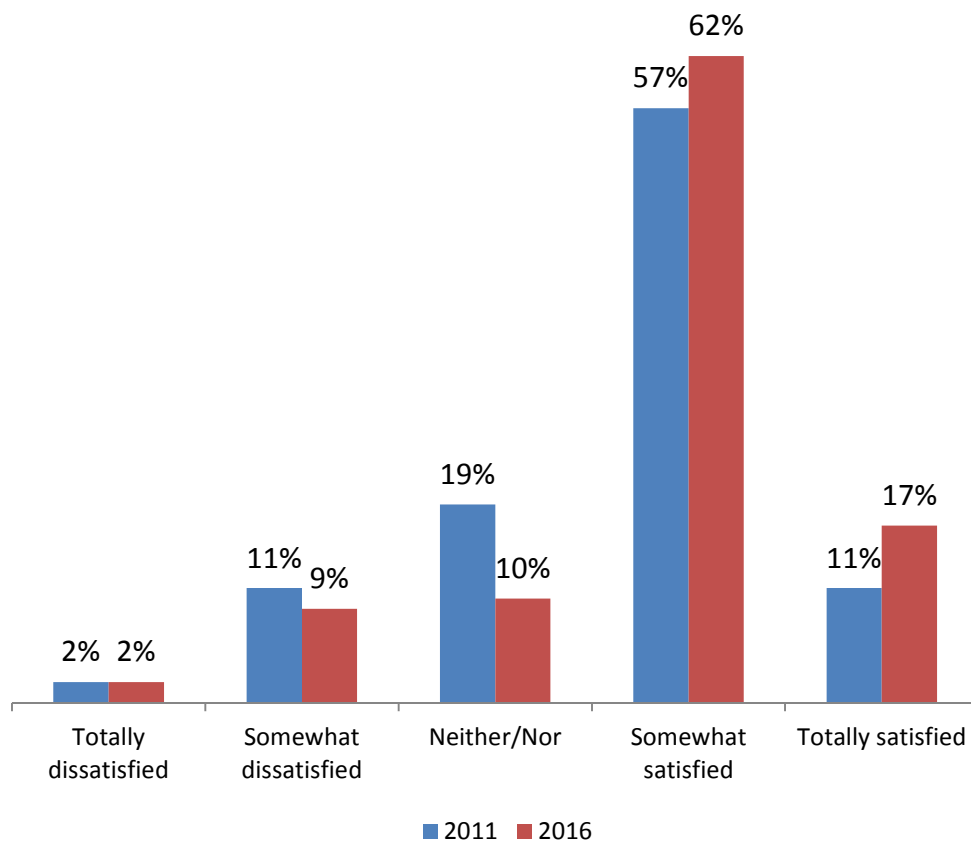
Q11a. The Shire is developing an **economic alliance** with the City of Albany and Shire of Denmark. The Shire believes that this economic alliance will lead to greater economic and tourism development . Do you **agree or disagree** with this approach? (New Question)



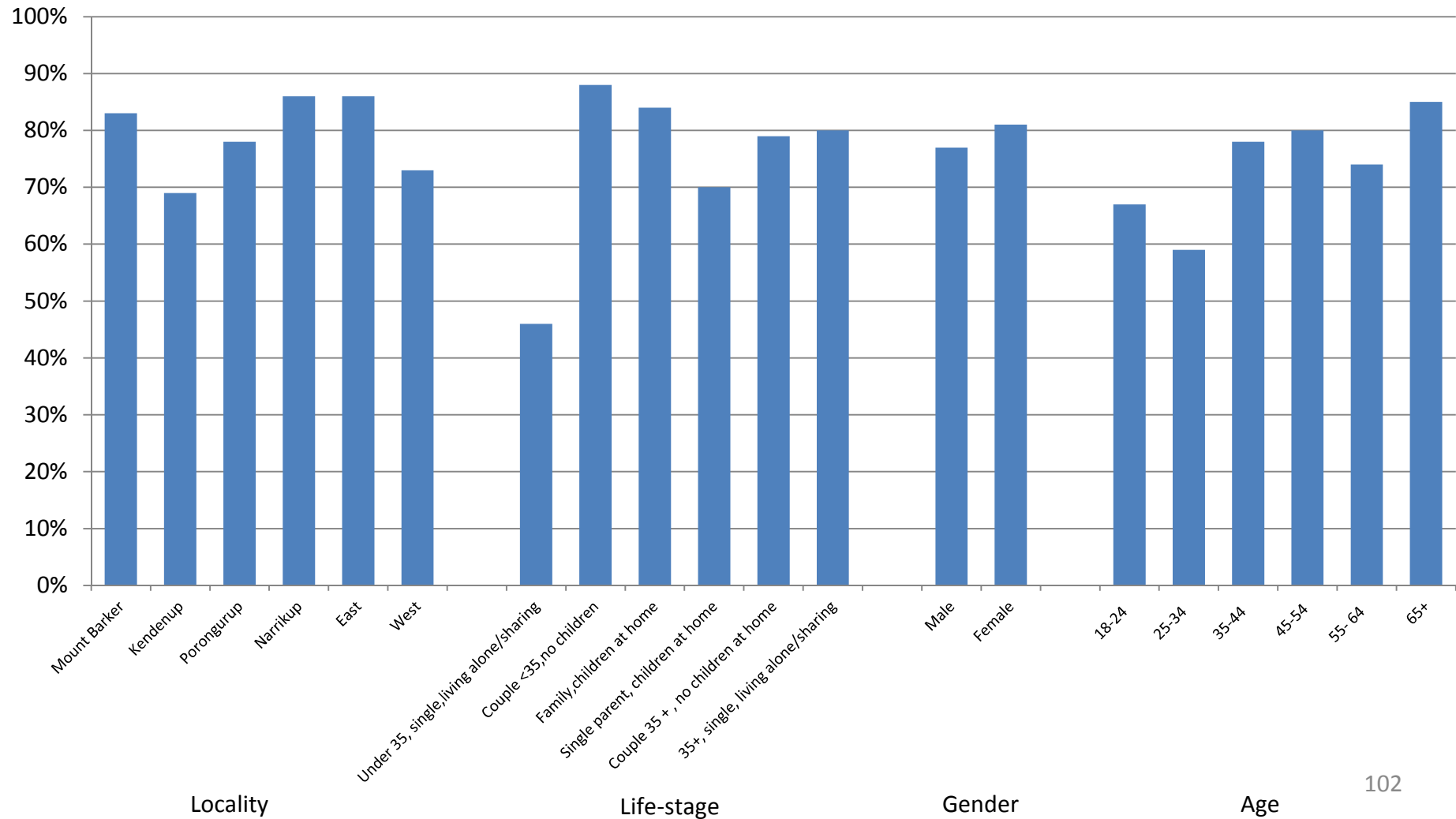
Overall Satisfaction

Overall Satisfaction

Q13. Overall, how **satisfied** are you with the Shire of Plantagenet’s **performance**? (n=675)



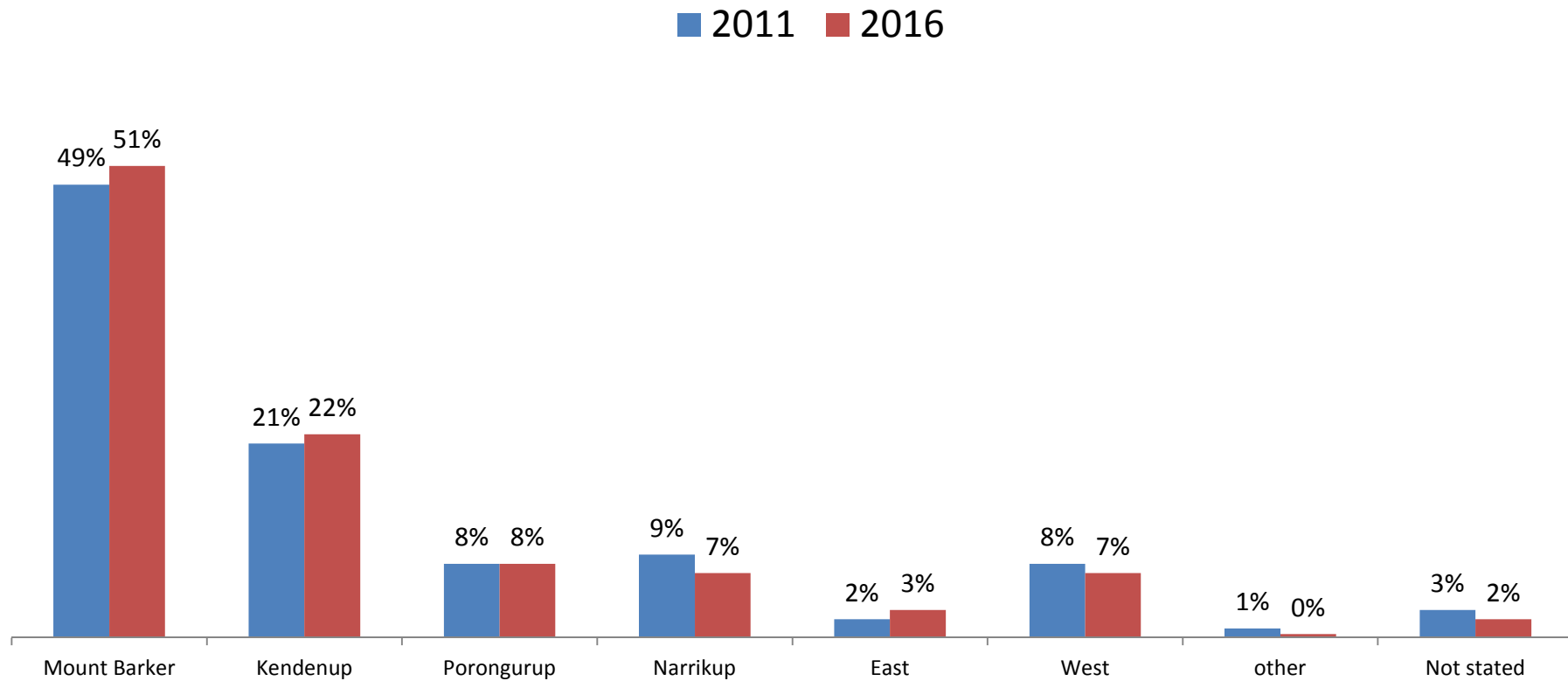
Overall Satisfaction



Profile of Survey Participants

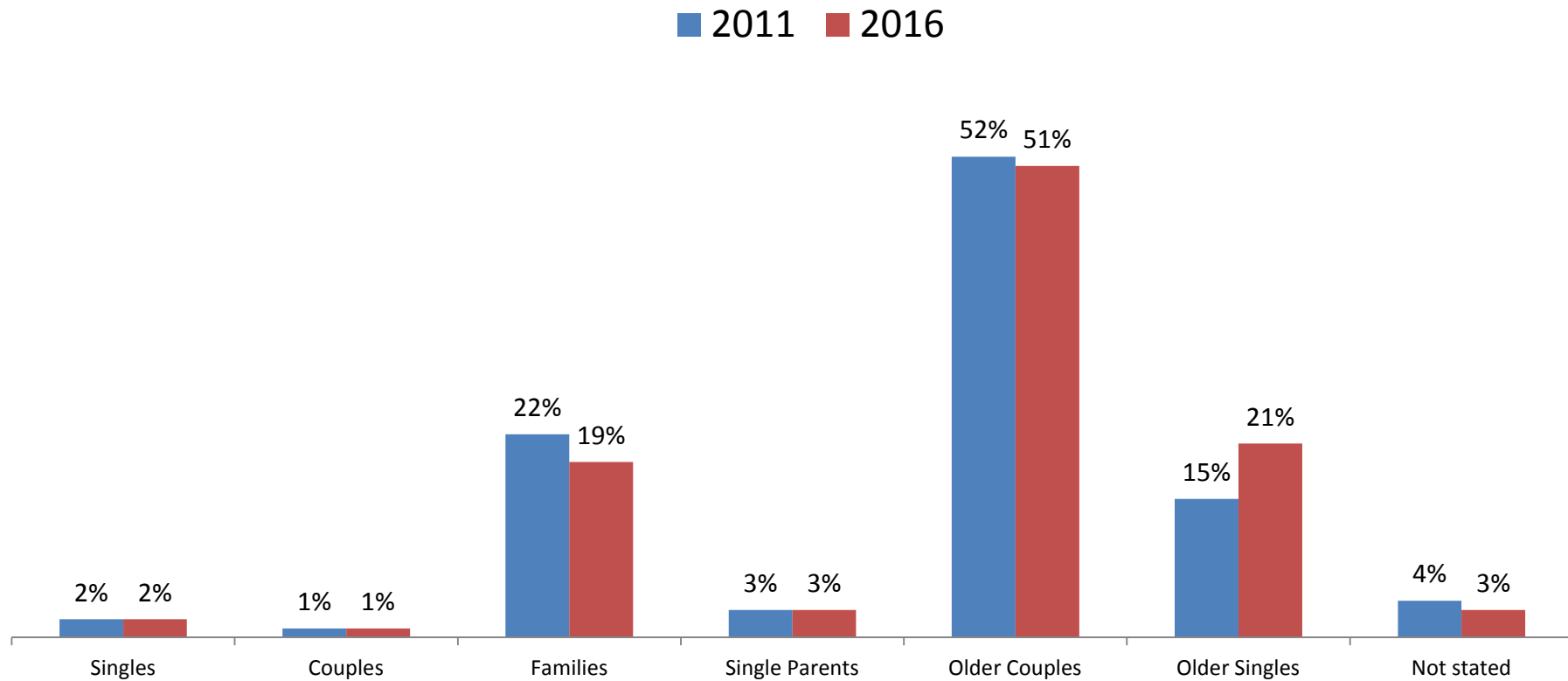
Profile of Survey Participants

Q15 Locality (n=710)



Profile of Survey Participants

Q16 Lifestage (n=710)



Profile of Survey Participants

Q17 and Q18 Gender and Age (n=710)

