



City of Charles Sturt.

2019 Community Survey.

Summary Report.





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Introduction.



Background and objectives.

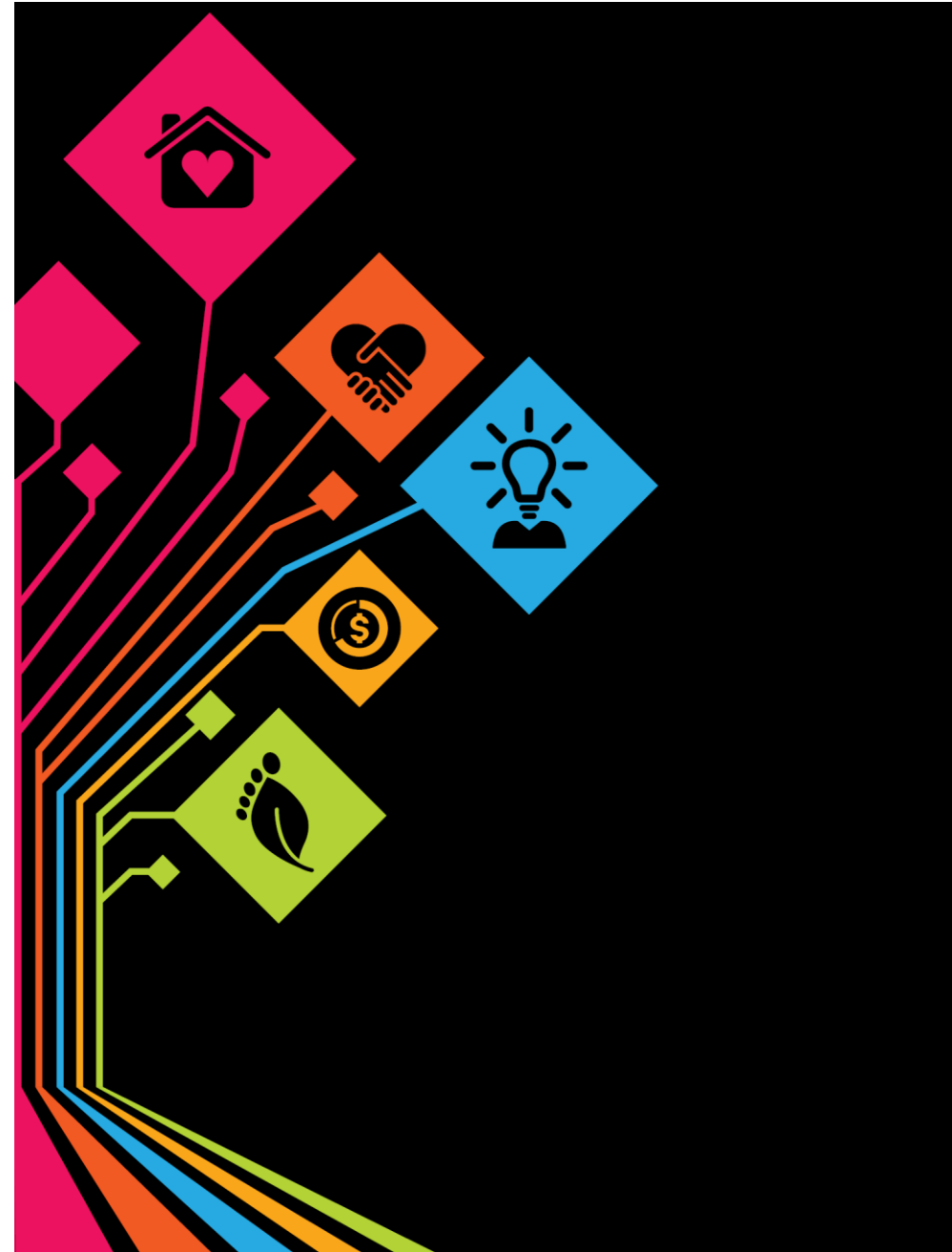
The City of Charles Sturt is a vibrant and thriving Local Government Authority that celebrates culture, diversity and ideas.

In 2016, Council developed their Community and Corporate Plan, to set the strategic direction for the next 4 years. These plans are centred around the themes of Community, Liveability, Environment, Economy and Leadership.

Under each theme sit a range of indicators to measure Council's progress against each. Some of these rely on the thoughts, perceptions and satisfaction levels of the community, and to measure these, a Community Survey was developed and conducted in 2017 and repeated in 2018 and 2019. The key lines of enquiry include:

- Usage of, satisfaction with and importance of various Council facilities and services;
- Extent to which the community feels connected and supported;
- Usage of, satisfaction with and importance of Council assets and public spaces;
- Perceptions of Council's performance in environmental factors and sustainability; and
- Satisfaction with Councils overall performance and rates.

This document presents the summary findings of the 2019 research. For further detail, please refer to the 2019 Community Survey Full Report.





Methodology.



Methodology.

To meet the objectives of the research and gain a clear and representative picture of community satisfaction, a 10 minute telephone survey was conducted in March 2019 with 600 residents of the City of Charles Sturt.

We designed the sampling frame so that it was representative of the City of Charles Sturt Community in terms of age, gender and ward.

Telephone interviewing was conducted by ISO20252 accredited telephone research interviewers and residents were reassured that the research was in compliance with the Privacy Act. A contact at Colmar Brunton, and a contact at Council was provided should residents have any concerns regarding the validity of the research.

In addition to the telephone survey, we provided the City of Charles Sturt with a link to an online version of the survey that was distributed to the City of Charles Sturt E-Panel.

The total sample sizes were as follows:

- Telephone sample n=600
- E-Panel sample n=210

This report presents the findings from this research.





Key findings.



Community facilities.

We asked...
How important are our facilities?
Do you use them?
How satisfied are you with them?

Council's community facilities remain important to the City of Charles Sturt community. Libraries were seen as the most important, rated as either important or very important by 80% of the community.

Usage of facilities remained consistent with 2018 findings. Usage was highest for libraries with 40% of community members using one in the previous month. Satisfaction amongst those using these facilities remains high with small (non significant) increases from 2018. All four facility types tested achieved above satisfaction scores of above 85% satisfaction.

	Importance	Usage	Satisfaction (2019)	Change in satisfaction (since 2018)
Libraries	80%	40%	94%	1% increase
Community Centres	70%	12%	86%	1% increase
Sporting clubs	66%	20%	88%	6% increase
Council/ Town halls	52%	5%	96%	6% increase





Infrastructure.

We asked...
How important is our infrastructure?
How satisfied are you with our infrastructure?

Infrastructure matters to the City of Charles Sturt community, and despite satisfaction being lower than some of Council's facilities, satisfaction with infrastructure has seen some considerable increases in 2019. Off road shared use paths received the highest level of satisfaction with 71%, a significant increase upon the 2018 measure (63%)

	Importance	Satisfaction (2019)	Change in satisfaction (since 2018)
Local roads	93%	59%	3% decrease
Footpaths	93%	50%	1% decrease
Off road shared use walking and cycling paths	89%	71%	8% increase

Local roads achieved a small, 3% decrease in satisfaction and footpaths a 1% decrease.





Parks and open space.

We asked...

*How important are our parks, playgrounds and open space?
How satisfied are you with them?*

Like infrastructure, parks and open spaces are incredibly important to the community of the City of Charles Sturt. Satisfaction remains consistently high with results achieved in 2018, with small increases in each of the measures.

	Importance	Satisfaction (2019)	Change in satisfaction (since 2018)
Public and open spaces	90%	84%	4% increase
Parks, reserves or playing fields	90%	83%	2% increase
Playgrounds	88%	81%	1% increase





Community connectedness.

We asked...

Do you feel part of the broader community?

If you needed help, is there someone you could call?

Do you feel as though you get to have a say on local issues?

Do you, or a member of your household, volunteer in your community?

Do you, or any member of your household, belong to an organised group?

Feeling part of the community is important to community wellbeing. Half (50%) of residents in the City of Charles Sturt feel as though they are part of the broader community, which is a slight decrease. The sense of involvement, measured by understanding what degree residents feel as though they have a say in important decisions has reduced slightly from 2018. Volunteering rates have also decreased slightly with a third (33%) of residents live in a household where someone volunteers.

While most measures of community connectedness decreased slightly, Group membership increased significantly to 44%.

The vast majority (97%) of residents felt as though if they needed help in an emergency they would be able to ask for help from friends, neighbours or family.

	Measure (2019)	Change in Measure (since 2018)
Sense of community	50%	3% decrease
Volunteering	33%	2% decrease
Group membership	44%	11% increase
Sense of involvement	41%	2% decrease



Safety.

We asked...

Do you feel safe in your community through the day?

What about at night?

For those who don't feel safe, how come?

Over two thirds of people (69%) feel comfortable in their area through both the day and night. This is a small increase (3% from 2018). Just over a quarter (26%) feel safe through the day but not at night, and sadly there is 4% of people who do not feel safe in their neighbourhood at all.

The main reasons for feeling unsafe included 'crime rates in the local area' (31%) and loitering / unsociable behaviour (22%). Poor lighting in local streets is another factor (16%).

	Measure (2019)	Change in Measure (since 2018)
Feel safe day and night	69%	3% increase





Living in the City of Charles Sturt.

We asked...

Is the City of Charles Sturt a good place to live?

Why is that?

What is affordability like for renting? Owning? Investing?

	Measure (2019)	Change in Measure (since 2018)
Agreement that the City of Charles Sturt is a great place to live	90%	6% increase

Most people agree that the City of Charles Sturt is a great place to live (90%) which increased by 6% from 2018.

For those who agree that it is a great place to live, their main reasons include that it is generally a good area (32%), it's close to a variety of facilities (30%), and that its close to open spaces such as the beach (17%).

The main reasons people were neutral that the City of Charles Sturt is a great place to live was that the area requires maintenance (20%).

Investing in housing in the City of Charles Sturt is seen to be the most affordable, with 42% of people answering this way.





Environmental and Stormwater performance.

We asked...

How satisfied are you with Council's environmental sustainability?

How satisfied are you with Council's stormwater provisions?

A total of 59% of people are satisfied with Council's efforts regarding environmental sustainability. This is a 6% decrease from 2018 which is not statistically significant.

Two thirds of people (66%) are satisfied with Council's stormwater provisions which is a small increase (3%) upon the 2018 measure.

	Satisfaction (2019)	Change in satisfaction (since 2018)
Environmental issues e.g. biodiversity	59%	6% decrease
Stormwater	66%	3% increase





Performance and Value for Money.

We asked...
How satisfied are you with Council's performance?
Do you feel you receive value for money?
If not, how come?

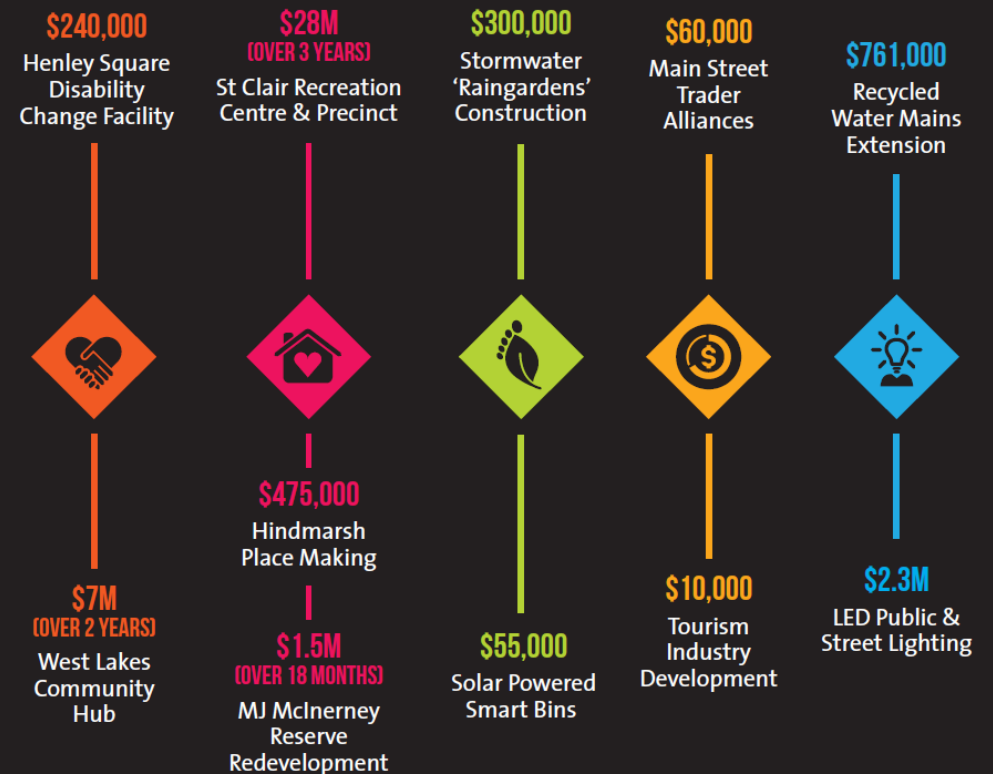
Overall, 66% of people are satisfied with Council's performance. This is consistent with the result from 2018 (68%).

48% of residents are satisfied that they receive value for money in exchange for the rates they pay each year.

Reasons for dissatisfaction regarding value for money include:

- High rates / not value for money (63%)
- Areas require maintenance (18%)

	Measure (2019)	Change in Measure (since 2018)
Overall performance	66%	2% decrease
Value for money	48%	1% increase





Council services.

We asked...

Which Council services do you value most?

Are there any services missing? What is missing?

Would you be willing to pay more rates to cover the cost of providing this service?

Would you be willing to let service levels reduce to minimise rate increases?

The most valued services Council provides to residents are waste collection (60%), parks and reserves (45%), libraries (34%), local roads (29%) and footpaths (21%).

The majority (56%) agreed that no services are missing from Council's offering, however for the 30% that felt there was something missing, they were looking for:

- More or improved public facilities (24%)
- Community care services (24%)
- Hard rubbish collection / compost collection (22%)

For those looking for these additional services, only a minority (27%) were willing to pay higher rates to cover the cost of delivering these services.

	Measure (2019)	Change in Measure (Since 2018)
Missing services	30%	2% increase
Preparedness to pay higher council rates	27%	No change



