



Market Facts (Qld.) Pty. Ltd.

Market Research Consultants ABN 40 009 940 265

60-68 Byng Road Birkdale Q 4159
PO Box 3196 Birkdale Q 4159
Email: marketfacts@ozemail.com.au

Telephone (07) 3822-9588
Facsimile (07) 3822-9577



COMMUNITY SATISFACTION BENCHMARKING

RESEARCH REPORT

FOR

DOUGLAS SHIRE COUNCIL

SEPTEMBER 2017

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INTRODUCTION

Market Facts, was commissioned by the Douglas Shire Council in March 2017, and conducted a benchmark survey of community attitudes measuring levels of satisfaction with the services provided by Council, in August 2017.

This survey also included 'supplementary questions' - public opinion measures of a number of other current issues that the Council requires community feedback on.

Objectives of Survey

The objectives are to:

1. Survey relevant categories of the members of the Douglas Shire Council community, in order to:
 - (i) provide measurements of residents' attitudes and opinions, and
 - (ii) provide diagnostic information and analyses,regarding the extent to which the Council's provision of works, facilities and relevant administrative services meets the community's perceived priorities.
2. Compare the results against the most recent (July 2017) *Provincial LGA* 'norms' established by the LGAQ's biennial surveys.
3. Provide number-based detail which can be used to calculate relative priorities between the 42 primary policy areas for which Council is responsible according to the "weighted averages" of community perceptions, after taking into account both existing Council Performance as well as basic community priorities (i.e. ratings for Importance).

Themes of Council Responsibility

At the core of the benchmarking process is the evaluation by residents in the community of the broad array of council responsibilities (services and activities), divided into five Themes.

These Themes are:

Areas of Council Responsibility

THEME (1) Basic Services and Infrastructure

Function/Responsibility	Examples/Clarification
Road Construction	Constructing new or upgrading existing roads
Road Maintenance	Repairing potholes and damaged road shoulders; street sweeping and verge mowing
Footpaths, Kerbing & Guttering	Construction and maintenance of safe footpaths, kerbs and gutters
Street Lighting	Funding the provision and upkeep of lights on Council streets/roads
Traffic Management	Traffic planning, traffic lights, roundabouts, traffic 'calming' and directional signage
Parking Facilities	Establishing parking policies, parking control, provision of or assessment of requirement for on and off-street parking
Water Supply	Supply of water to meet reasonable standards of Quantity (volume, pressure, continuity) and Quality (colour, odour, taste, softness)
Sewerage	Provision of sewerage system with adequate standards of effluent discharge, odour control and operating efficiency
Public Transport	Either providing or ensuring the provision of an adequate system of public transport
Drainage & Flood Mitigation	Construction and maintenance of open and underground stormwater drains, levee banks, diversion channels etc
Waste Management	Garbage collection and disposal, waste minimisation (recycling and composting), street bins
Community Health	Inspection of restaurants/café/shops, mosquito/midge spraying, cemeteries

THEME (2) Community Lifestyle Services

Function/Responsibility	Examples/Clarification
Parks, Playgrounds & Public Amenities	Development and maintenance of open space areas, parks, children's play-grounds and public toilets
Environmental Controls	Enforcement of regulations on air, water and noise pollution
Environmental Protection & Conservation	Tree planting, bushland acquisition, noxious weeds eradication, foreshore protection, preservation of natural areas.
Heritage Protection	Preservation of historic buildings, monuments, facilities, artefacts, and indigenous & other records
Sporting & Recreational Facilities	Public swimming pools, sports-fields, land and/or support for clubs & their facilities
Cultural & Entertainment Facilities	Civic centre, public halls, art gallery/museum, community arts programs, community festivals
Libraries & Other Information Access	Public library, Internet access, CD ROM's
Community Safety	Safety action plans, safety audits, signage, security patrols & cameras, beach & pool lifeguards, community education & awareness programs
Community Services	Programs and facilities that meet the needs of a range of stakeholder groups (such as senior citizens, young people, families, indigenous, disabled, non-English speaking background)
Pet / Animal Control	Registration, impounding of strays, control of feral animals
Shopping Centres	Ensuring the provision of adequate shopping facilities to meet the needs and convenience of local residents
Community Development	Working with (& supporting) community organisations and special-interest groups to develop strong, sustainable & self-reliant communities

THEME (3) Managing the Shire

Function/Responsibility	Examples/Clarification
Town Planning	Planning and zoning for the purposes of residential, rural, commercial, industrial, recreational, open space & public infrastructure development including urban renewal & CBD redevelopment, rules regarding land usage
Building Control	Development and building approvals & controls, building & plumbing inspections, swimming pool fencing
Economic Development & Local Employment	Promoting/supporting increased economic activity and increased local employment opportunities, attracting investment
Development of Tourism	Area promotion, tourist information facilities, visitor care programs, caravan parks, promoting/supporting additional tourism activities
Financial Management	Responsible, open and accountable management of the Council's finances
Revenue Raising	Establishing fair and equitable rating for residential, rural, commercial and other sectors; applying a fair and reasonable balance between income from rates and from user-pays fees and charges
Staff Management	Selection of skilled and qualified staff and ongoing training and personal development for Council employees

THEME (4) Customer Services and Communication

Function/Responsibility	Examples/Clarification
Customer Service	Accessible & adequate facilities for dealing with and responding to contacts from stakeholders and the general public, handling enquiries / requests / complaints
Information Services	Maintaining and updating databases on Council facilities & services including rates & property information, water/sewerage/drainage networks, community services, etc
Informing the Community	Keeping the community informed of Council policies, plans, programs & activities through newsletters & other means, advising of community issues to be debated
Consulting the Community	Ensuring community input into Council policies, plans & programs by regularly canvassing residents' opinions & priorities and by maintaining effective relationships with the broad range of community groups
Responding to the Community	Providing feedback on community input, taking action where appropriate to implement community priorities, being accessible to all members of the community including minority groups
Providing Leadership & Advocacy	Representing local community needs & interests to other spheres of government (including government authorities) and to other outside organisations whenever relevant, supporting civic pride & local identity, promoting accountability & best practice

THEME (5) Qualities of Council

Function/Responsibility	Examples/Clarification
Elected Council (as a whole)	Provides leadership & direction for the community, even-handed, responsive, open & honest
Councillor(s) you deal with	Reliable, dedicated, knowledgeable, helpful, readily accessible
Managerial & Supervisory Officers	Skilled & capable leaders and managers in control of their responsibilities and their staff
Outdoor Workers	Competent, effective, efficient, get things done
Indoor Staff	Accessible, courteous, helpful, believe in achieving solutions, effective, efficient, knowledgeable

OVERALL PERFORMANCE	COUNCIL	Delivering a level of services and displaying a quality of performance in fulfilling all responsibilities, regarded as 'value for money' for the rates and charges you pay
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Structured Sample Survey

Random telephone calls were made to resident households throughout the Shire, using the Electronic White Pages. These calls identified 300 residents aged 18 years and over who indicated that they were *'interested in discussing local government issues and expressing an opinion about them'* and who were prepared to participate in the survey.

In order to enrol the sample of 300 respondents a total of 3802 attempted and 1592 connected telephone calls were made. Quotas for the telephone survey were taken as follows:

- *North of Wonga* *n= 50*
- *Mossman and surrounds*
- *(Including Wonga)* *n=125*
- *Port Douglas and South* *n=125*

A further 106 respondents were included in the sample who completed the survey online.

The total sample size was 406.

Of the people we initially actually spoke to 38 were insufficiently interested in local government or were prevented by other constraints from participating but did answer the ratings question.

Briefing Material Supplied to Participants

After despatching preliminary prompt material to those people who had agreed to participate, follow-up telephone interviews were conducted by appointment. The material sent included the explanation of the 'Themes of Council Responsibility' set out on the previous pages, the method of rating for Importance and Performance, and also described the methods of rating. A copy of this questionnaire is included in the Appendix of this report.

Data Processing and Analysis

The data has not been weighted. As a matter of course the data, after input, was cleaned and logic-checked to ensure error-free detailed tables. All percentages in the tabular output have been rounded to one decimal point. Significance tests have been applied to identify those differences in response among the various subgroups which were highly unlikely to have occurred due to chance.

All responses were coded and computer-analysed by the standard breaks of:

- Gender
- Age Group
- Household Situation
- Home Ownership
- Present Work Status

These breaks were established to enable the identification of significant differences in response patterns among the various community sectors represented by the sub-samples. For all analysis of these standard demographic breaks, and for the local issues tables, we have applied significance tests to the differences between the sub-samples and the total sample. These appear in the tables as:

- +++ significantly greater than the sample result at the 99% level of confidence
- ++ significantly greater than the sample result at the 95% level of confidence
- + significantly greater than the sample result at the 90% level of confidence
- significantly lower than the sample result at the 99% level of confidence
- significantly lower than the sample result at the 95% level of confidence
- significantly lower than the sample result at the 90% level of confidence

Tables included in this Report only show results for the Total Sample. However, a comprehensive printout of all analyses has been closely examined in compiling the commentary.

Average ratings for Importance and Performance were calculated - from which Weighted Performance Indicators were derived for each parameter being rated. These were then combined to provide a Weighted Performance Index for each of the five Themes of Council Responsibility and for Overall Performance on all 42 Areas as a whole.

Reliability of the Findings

The findings of the survey are obviously subject to Sampling Error. The maximum Probable Error of our total sample is $\pm 3.1\%$ at the 90% level of confidence. Comparisons between categories and subgroups are subject to varying error depending on respondent frequencies and the relative percentages of respondents falling in different response codes.

This survey is not designed to deliver definitive findings for individual Council areas.

By continuing to use the basic survey instrument and reporting methodology over an extended period of time, data accumulated in the form of 'norms' permit ever more accurate and reliable benchmarks to be established.

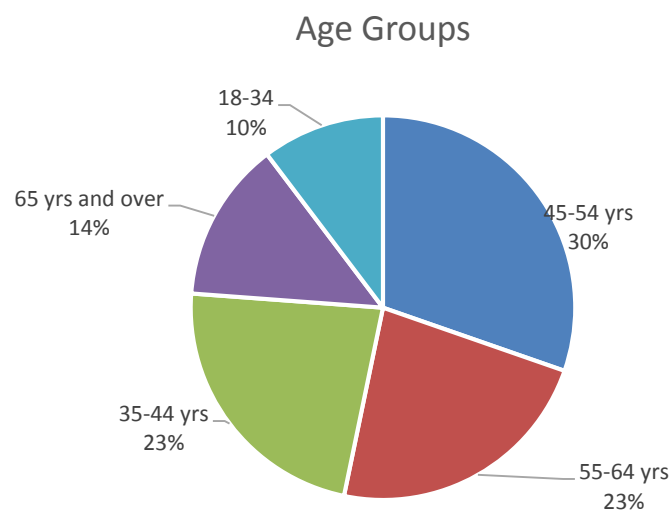
RESPONDENT PROFILE

The following section of the report provides a graphical summary of the demographic profile of the respondents who participated in the survey. The sample averages for the following demographic characteristics are reported, as follows by:

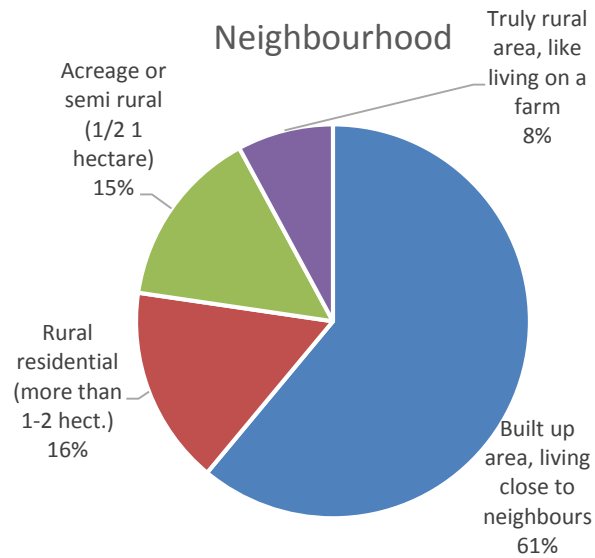
- Gender
- Age Group
- Neighbourhood
- Home Ownership
- Present Work Status

The following profile of the survey respondents in Douglas Shire Council is important as it provides an overview of the community members who have provided their opinion and perceptions about Council in the following sections of this report.

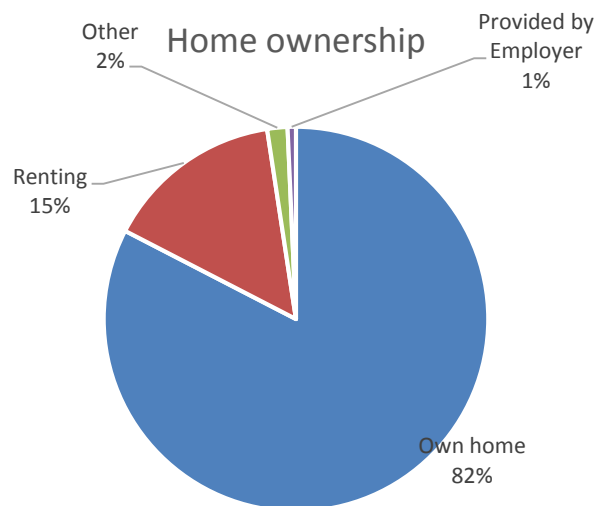
In terms of gender, the screened sample of 'interested' respondents comprised (47%) males and (53%) females. Of these respondents, only 0.7% identified as Aboriginal or Torres Strait Islanders.



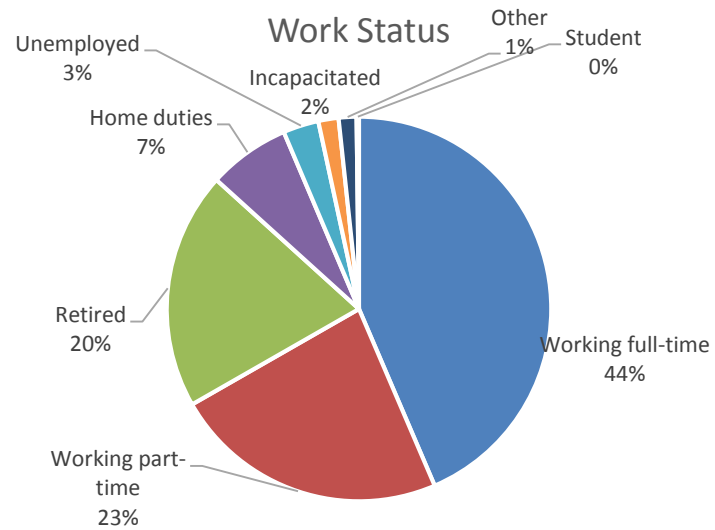
Due to the low incidence of the youngest age group (18-24 age group), it has been added to the 25-34 years' age group for the analysis in this report. This low response is typical and indicates a much lower interest in local government matters.



- Just over half (61%) of the respondents live in built up areas, close to neighbours.



- Renters account for 15% of respondents.
- 82% of respondents were home-owners.



- 67% of the sample are either working in full or part time employment.
- 20% of respondents were retired.

OVERALL PERFORMANCE RATINGS

This Survey Method uses two different measurements of community perceptions of their level of satisfaction with current Council performance – ‘direct’ and ‘calculated’.

The Unweighted Overall Performance Rating

This is obtained from a direct question to all survey participants. This question is the final one in the rating procedure, and comes after having obtained respondents’ ratings for both the Importance of each of the 42 Responsibility Areas the survey is about, and for Council Performance in delivering each one of these Areas

In this final question, we ask our survey sample to give a rating of Overall Council Performance, using as a basis for judgement the criterion of whether Council is:

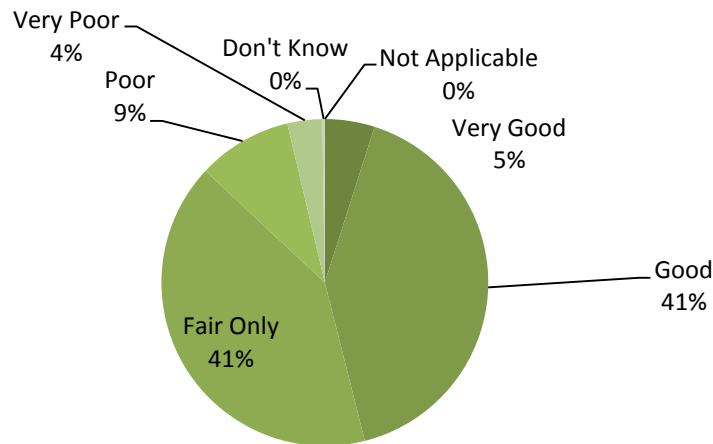
‘delivering a level of services and displaying a quality of performance in fulfilling all responsibilities, regarded as ‘value for money’ for the rates and charges you pay’.

During the initial enrolment process for the survey, we contact a number of residents who - for one reason or another - are not prepared to undertake the main survey. We also ask all these contacts - if we can start a conversation with them, and if they qualify as respondents - to give a similar overall judgement before the contact is terminated. There were 38 of these contacts in the process of enrolling our telephone survey sample of 300 (the remaining sample of n=106 comprising online surveys)

The ratings of the two groups are presented together in the table below and then graphically (overleaf) for this benchmark survey. A comparison with LGAQ 2017 survey results is also be provided in the table below.

	TOTAL	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Mean
Total Queensland (LGAQ 2017)	700	3.6%	47.9%	43.3%	3.7%	1.6%	0.0%	0.0%	3.48
FIRST CONTACT Douglas 2017	38	15.8%	55.3%	15.8%	5.3%	5.3%	2.6%	0.0%	3.73
Overall Rating Douglas 2017	406	4.9%	41.1%	40.9%	9.4%	3.4%	0.2%	0.0%	3.35
Provincial (LGAQ 2017)	280	2.9%	50.4%	41.4%	3.9%	1.4%	0.0%	0.0%	3.49

Overall Performance - Direct Questioning

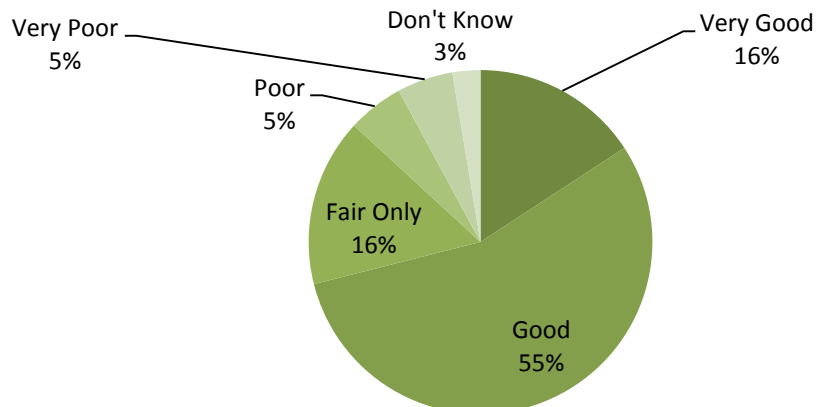


The Sample as a Whole – Direct Questioning

The result for this survey is 3.35, which is lower than that for both Queensland - 3.48 and Provincial Councils – 3.49, as measured in the LGAQ 2017 State-wide Survey.

A mean score of 3.35, translates to just over three quarters of respondents viewing Council's performance as 'good' (41.1%) and 'fair only' (40.9%). *It is also 67% of the 'Optimum' score of 5 which means that Council is generally viewed as being effective in delivering services to the community.*

Ratings - Non-participants in survey



'Non-participants' in the Survey

Those not prepared / unable to do the survey, but prepared to give a rating, have given a higher rating of 3.73.

The Weighted Aggregated Total Performance Rating

This second measurement of overall satisfaction is calculated by summarising all Performance ratings of each of the 42 Responsibility Areas into one (1) number, weighted by the relative Importance of each Area. It is computed by using all Importance scores, all Performance scores and all weighted Performance Indicators for all 42 Responsibility Areas and then calculating the weighted Total Performance Index from the resultant totals, using the standard formula. It is close to, but not the same as, the average of all Performance means expressed as a share of the Optimum performance score.

This 'summary number' is called the 'Average Total Performance Index' or the Aggregated Overall Performance (Weighted).

Despite being calculated from 84 different mean ratings, the resultant Average TPI has a value that is quite close to that obtained from the Direct Question given above.

Average Total Performance Index (TPI) for the survey was calculated at **66.72%**

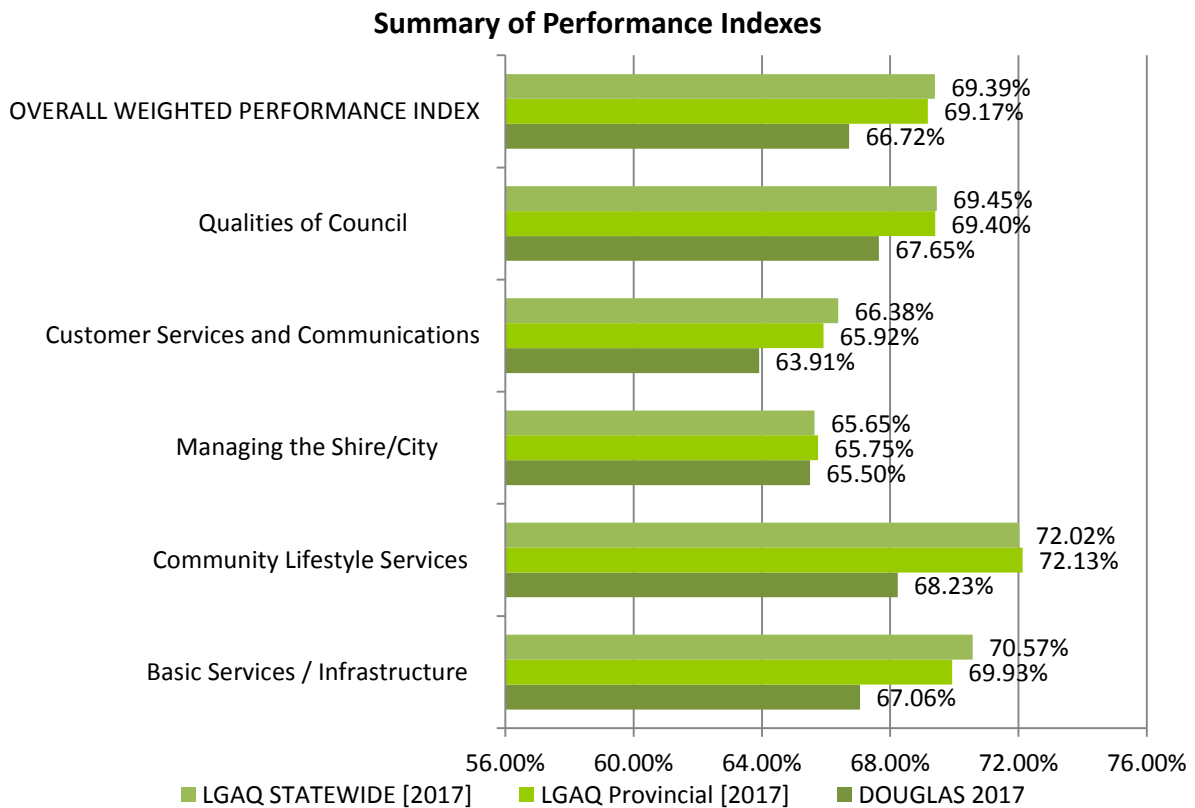
By comparison, with LGAQ State-wide survey Provincial averages in 2017, TPIs of 69.39% and 69.17% were achieved, so Douglas' TPI of 66.72% for 2017 is tracking just below both Queensland wide and Provincial TPIs.

Such a high degree of correspondence between the two measurements (Direct Questioning and Average TPI) suggests that both methods are successfully measuring the same thing.

Total Performance Indexes can be examined from two general perspectives - the composition (i.e. the average scores for the individual Importance and Performance scores for each of the Responsibility Areas in each of the Themes) and a comparison of the overall index scores over time (for future ongoing tracking surveys).

COMPARISON OF PERFORMANCE INDICES

The following charts show comparison of the Total Performance Index (TPI) for Douglas 2017 with LGAQ 2017.



The chart above, shows the Douglas TPI (66.72) for 2017 compared to TPI for the 5 key themes. As can be seen from the chart above, Douglas is well below the overall average TPI in 4 out of the 5 areas namely:

- Qualities of Council (67.65%)
- Customer Service and Communication (63.91%)
- Community Lifestyle Services (68.23%)
- Basic Services / Infrastructure (67.06%)

For Douglas's Managing the Shire TPI (65.50%), comes very close to both the Provincial TPI (65.75%) and LGAQ State-wide (65.65%).

ANALYSIS OF KEY POINTS

Areas of Lowest Performance Relative to Importance

The Table shows the 10 Responsibility Areas where there are the greatest gaps between Performance and Importance - ranked inversely by the level of rated Performance.

Responsibility Area	Importance		Performance		Share of Optimum
	Mean	Rank	Mean	Rank	
Informing the Community	4.28	10	3.22	24=	64.4%
Human Resources Management	3.97	27	3.22	24=	64.4%
Revenue-raising	4.09	21	3.22	24=	64.4%
Quality of Councillor(s) Dealt with	4.27	11=	3.21	25	64.1%
Road Maintenance	4.49	3	3.18	26	63.5%
Providing Leadership & Advocacy	4.18	17	3.10	28=	62.0%
Pet/Animal Control	3.98	26	3.10	28=	62.0%
Economic Development/Local Employment	4.38	7	3.06	29	61.3%
Consulting the community	4.42	6=	2.92	30	58.4%
Responding to the Community	4.44	5=	2.85	31	56.9%

*Responsibility Areas shown in shading were rated in 'top ten' in overall importance

These 10 Responsibility Areas have been selected on the basis that

- their Importance rating is at least 3.96 (on the border-line of '4' = 'Important'), and
- their Performance is more than 1.5% below Average (where Average Total Performance Index is 66.72%).

The size of the job to be done can be defined in two ways:

- Move the Performance Mean from the current rating up to the Optimum level ('a score of '5'). Current Performance as a share of Optimum is shown in the Share of Optimum column. The difference between 'Share of Optimum' and 100.0% shows how actual performance has to improve to achieve a score of '5'.
- Achieve Equilibrium between Performance and Importance by closing the 'gap' between their respective Mean scores. If the gap between the average ratings for Importance and Performance were to close, there would be a significant improvement in community perceptions of Overall Performance.

Areas of Highest Performance Relative to Importance

There are 10 Responsibility Areas (out of the total of 42) on which Council performed best in relation to their judged importance. In this case, 'best' is defined as having:

- an Importance rating of at least 3.96 (on the border-line of '4' = 'Important'), and
- Performance more than 1.5% above Average (where Average Performance is 66.72%- the (calculated) Average Total Performance Index).

Responsibility Area	Importance		Performance		Share of Optimum
	Mean	Rank	Mean	Rank	
Water Supply	4.46	4	3.76	2=	75.1%
Sewerage	4.36	8	3.76	2=	75.1%
Waste Management	4.50	2	3.66	3=	73.2%
Customer Service	4.21	14	3.66	3=	73.1%
Quality & Performance of Indoor Staff	4.16	18	3.59	4	71.9%
Drainage & Flood Mitigation	4.30	9	3.52	6=	70.5%
Information services	4.10	20	3.47	8=	69.4%
Community Health	4.27	11=	3.47	8=	69.4%
Community Safety	4.20	15	3.44	9	68.8%
Quality & Performance of Outdoor Workers	4.22	13	3.43	10=	68.6%

*Responsibility Areas shown in shading were rated in 'top ten' in overall importance

Areas of Average Performance

There are only 10 Responsibility Areas (out of the total of 42) on which Council has received an average score which is defined as having;

- an Importance rating of at least 3.96 (on the border-line of '4' = 'Important'), and
- Performance not more than 1.5% below or above Average (where Average Performance 66.72% - the (calculated) Average Total Performance Index).

Responsibility Area	Importance		Performance		Share of Optimum
	Mean	Rank	Mean	Rank	
Development of Tourism	4.14	19	3.38	12	67.6%
Financial Management	4.44	5=	3.37	13	67.3%
Quality of Elected Council	4.55	1	3.36	14=	67.3%
Building Control	4.19	16	3.36	14=	67.2%
Community Services	4.07	23	3.35	15	67.1%
Managerial & Supervisory Officers	4.42	6=	3.33	16	66.6%
Environmental Controls	4.05	24	3.32	17	66.4%
Town Planning	4.26	12	3.31	19	66.3%
Road Construction	4.03	25	3.29	21=	65.9%
Environment Protection & Conservation	4.08	22	3.29	21=	65.8%

*Responsibility Areas shown in shading were rated in 'top ten' in overall importance

Areas of Least Importance

There are 12 of the 42 Responsibility Areas have not been considered in formulating the previous three lists (Highest Performers, Lowest Performers and Average Performers) because they did not have an Importance rating greater than 3.96, or 4 when rounded (i.e.= 'Important').

Nevertheless, they do exist, and are listed below - ranked by their Performance score, as used in the previous three tables.

Despite their Importance rating being regarded as fairly low, by the Community at large, Councils cannot avoid expending resources upon them, as they are *very Important* to some members of the community (e.g. Community Development is rated as '*important*' by 45.8% of respondents). Hence, the detailed data on these particular areas has to be examined, to formulate priorities - as these show the proportions of the community who have varying priorities.

Responsibility Area	Importance		Performance		Share of Optimum
	Mean	Rank	Mean	Rank	
Libraries & other Information Access	3.91	28	3.79	1	75.7%
Parking Facilities	3.91	29	3.12	27	62.4%
Traffic Management	3.89	30	3.30	20	65.9%
Street Lighting	3.85	31=	3.32	18	66.4%
Shopping Facilities	3.85	31=	3.56	5	71.2%
Footpaths, Kerbing, Guttering	3.85	31=	3.24	23	64.9%
Parks, Playgrounds & Public Amenities	3.84	32=	3.52	6=	70.3%
Community Development	3.84	32=	3.28	22=	65.7%
Heritage Protection	3.80	33	3.39	11	67.8%
Sporting & Recreational Facilities	3.76	34	3.49	7	69.8%
Cultural & Entertainment Facilities	3.64	35	3.43	10=	68.5%
Public Transport	3.60	36	2.39	32	47.7%

EVALUATIONS OF TOTAL PERFORMANCE

The following pages present tables showing performance indices (used to benchmark successive measures of performance). These can be used to guide plans and policies in order to improve the levels of satisfaction of the residents of Douglas Shire Council.

Weighted Performance Indicators

The tabular calculations give the results for each Responsibility Area within each Theme as a Weighted Performance Indicator (WPI). The table then combines these individual Weighted Performance Indicators to produce an overall Total Performance Index (TPI) for each Theme.

Individual Weighted Performance Indicators are produced by multiplying the average Performance Rating awarded to a council for each Responsibility Area within a particular Theme by the average Importance Rating given to it. This 'weights' each individual Performance score by the level of community priority for that specific Area.

To obtain the Total Performance Index (TPI) for each Theme, the individual Weighted Performance Indicators are summed, as an Achieved Score, and percentaged against a Possible Score - which could be achieved only if all respondents gave their council a '5' rating ('Very Good') for Performance on all the Responsibility Areas in that Theme.

These TPI's become a **benchmark** against which Council can track, over individual and successive surveys, the effectiveness with which they have addressed community expectations. They also provide objective numerical data which can be used to crystallise - from the viewpoint of residents - Objectives set out in council Strategic or Corporate Plans. They describe 'what is' - actual performance, adjusted for relative importance priorities.

Basic Services & Infrastructure

Weighted Performance Index (in order of Importance)

Theme 1 Basic Services/Infrastructure	2017 Survey		
	Importance Means	Performance Means	Performance Indexes
Waste Management	4.50	3.66	73.2%
Road Maintenance	4.49	3.18	63.5%
Water Supply	4.46	3.76	75.1%
Sewerage	4.36	3.76	75.1%
Drainage & Flood Mitigation	4.30	3.52	70.5%
Community Health	4.27	3.47	69.4%
Road Construction	4.03	3.29	65.9%
Parking Facilities	3.91	3.12	62.4%
Traffic Management	3.89	3.30	65.9%
Street Lighting	3.85	3.32	66.4%
Means	4.13	3.33	
Total Performance Index			67.06%

The weighted Total Performance Index (TPI) for Basic Services & Infrastructure is one number, which sums up the whole interaction between Performance and Priorities for this particular Theme.

In 2017, the actuality of the interaction between these two forces gives a result of **67.06%** of what might have been achieved if Douglas were to achieve perfect performance for every Responsibility Area.

The table shows a comparison of how the community actually judges Council performance, as it makes allowance for the relative Importance of each of the Activity Areas judged. This 'reality' is shown in the Weighted Performance Indicator numbers. However, the rank order of these WPIs is clearly at variance with the priorities with which the community wants matters to be handled (the table is formatted in the rank order of Importance scores).

Community Lifestyle Services

Weighted Performance Index (in order of Importance)

Theme 2 Community Lifestyle Services	2017 Survey		
	Importance Means	Performance Means	Performance Indexes
Community Safety	4.20	3.44	68.8%
Environment Protection & Conservation	4.08	3.29	65.8%
Community Services	4.07	3.35	67.1%
Environmental Controls	4.05	3.32	66.4%
Pet/Animal Control	3.98	3.10	62.0%
Libraries & other Information Access	3.91	3.79	75.7%
Shopping Facilities	3.85	3.56	71.2%
Parks, Playgrounds & Public Amenities	3.84	3.52	70.3%
Community Development	3.84	3.28	65.7%
Heritage Protection	3.80	3.39	67.8%
Sporting & Recreational Facilities	3.76	3.49	69.8%
Cultural & Entertainment Facilities	3.64	3.43	68.5%
Means	3.92	3.41	
Total Performance Index			68.23%

The weighted Total Performance Index (TPI) for Community Lifestyle Services in 2017 is **68.23%** of the Optimum.

Weighted Performance Indicator scores vary from survey to survey, as they are affected by changes to Importance scores as well as Performance scores. Therefore, they can be used as a way of ensuring that planning targets for both Importance and Performance are kept within realistic achievable ranges.

They also clearly show where the community's resources should be allocated to achieve planning objectives

Managing the Shire

Weighted Performance Index (in order of Importance)

Theme 3 Managing the Shire	2017 Survey		
	Importance Means	Performance Means	Performance Indexes
Financial Management	4.44	3.37	67.3%
Economic Development/Local Employment	4.38	3.06	61.3%
Town Planning	4.26	3.31	66.3%
Building Control	4.19	3.36	67.2%
Development of Tourism	4.14	3.38	67.6%
Revenue-raising	4.09	3.22	64.4%
Human Resources Management	3.97	3.22	64.4%
Means	4.21	3.28	
Total Performance Index			65.50%

The weighted Total Performance Index (TPI) for Managing the Shire in 2017 is **65.50%** of the Optimum.

The table shows a comparison of how the community actually judges the performance of council as it makes allowance for the relative Importance of each of the Activity Areas judged. This 'reality' is shown in the Weighted Performance Indicator numbers.

Customer Service and Communications

Weighted Performance Index (in order of Importance)

Theme 4 Customer Service and Communication	2017 Survey		
	Importance Means	Performance Means	Performance Indexes
Responding to the Community	4.44	2.85	56.9%
Consulting the community	4.42	2.92	58.4%
Informing the Community	4.28	3.22	64.4%
Customer Service	4.21	3.66	73.1%
Providing Leadership & Advocacy	4.18	3.10	62.0%
Information services	4.10	3.47	69.4%
Means	4.27	3.20	
Total Performance Index			63.91%

The weighted Total Performance Index (TPI) for *Customer Service & Communications* for 2017 is **63.91%**.

The table shows a comparison of how the community actually judges Council performance for this theme, as it makes allowance for the relative Importance of each of the Activity Areas judged. This 'reality' is shown in the Weighted Performance Indicator numbers. However, the rank order of these WPIs is clearly at variance with the priorities with which the community wants matters to be handled (shown by the rank order of Importance scores).

Qualities of Council

Weighted Performance Index (in order of Importance)

Theme 5 Qualities of Council	2017 Survey		
	Importance Means	Performance Means	Performance Indexes
Quality & Performance of Indoor Staff	4.16	3.59	71.9%
Quality & Performance of Outdoor Workers	4.22	3.43	68.6%
Quality of Elected Council	4.55	3.36	67.3%
Managerial & Supervisory Officers	4.42	3.33	66.6%
Quality of Councillor(s) Dealt with	4.27	3.21	64.1%
Means	4.32	3.38	
Total Performance Index			67.65%

The 2017 weighted Total Performance Index (TPI) for *Qualities of Council* is **67.65%**.

The table shows how the community actually judges Council performance, as it makes allowance for the relative Importance of each of the Activity Areas judged. This 'reality' is shown in the Weighted Performance Indicator numbers. However, the rank order of these WPIs is again at variance with Importance priorities (shown by the rank order of Importance scores).

COMMUNITY RATINGS OF COUNCIL RESPONSIBILITY AREAS (THEMES)

This section comprises two sets of tables and commentary:

- the first set of tables deals with the community's priorities - the IMPORTANCE of each Area of Responsibility/Service;
- the second set of tables deals with the community's perceptions of what is actually the case - the ratings for COUNCIL PERFORMANCE in each Area of Responsibility / Service.

N.B. In the following tables, the Responsibility Areas being rated are presented in the order of consideration by respondents, not in rank order of Importance or Performance.

Explanation of Importance & Performance Ratings

In the tables, the MEAN column or row is an average of the IMPORTANCE or PERFORMANCE ratings given by all respondents, using 5-point scales with clarifying semantic differentials as follows:

IMPORTANCE

Crucial	(5)
Important	(4)
Nice to Have	(3)
Unimportant	(2)
Quite Unimportant	(1)

PERFORMANCE

Very Good	(5)
Good	(4)
Fair Only	(3)
Poor	(2)
Very Poor	(1)

In both measurements, provision was also made for unprompted '**Don't Know**' or '**Not Applicable**' responses. These were factored out of the calculations by giving them a value = 0.

While the words used in the *Performance Scales* each have an obvious meaning, those used in the *Importance Scales* were explained in detail to all respondents by the interviewers:

- 'Crucial' means that it is a service or activity that the community must have and that it is vital for the council either to do or to get involved in to make sure that it is done by someone.
- 'Important' is for something that you certainly expect your council to do, provide or make sure that somebody else provides it.
- 'Nice To Have' means just that, as does 'Not Very Important'.
- 'Quite Unimportant' means unnecessary - something that in any council cutbacks would be the first to go.

Achieved MEAN scores should thus be considered in relation to the scale being applied. For example:

- a MEAN of 4.5 on Importance indicates that the particular responsibility/quality is adjudged mid-way between Important and Crucial.
- a MEAN of 3.5 for Performance means that the Council is seen as mid-way between Fair Only and Good in being effective/delivering service on that particular criterion.

IMPORTANCE

Theme 1: Basic Services & Infrastructure *IMPORTANCE*

	Sample Size	RANK	Crucial	Import	Nice to have	Un-import.	Quite Un-import.	Don't Know	Not App.	Mean 2017	LGAQ Mean 2017
Road Construction	406	7	32.0%	44.1%	17.5%	4.7%	0.7%	0.2%	0.7%	4.03	4.28
Road Maintenance	407	2	55.7%	39.2%	4.2%	0.7%	0.2%	0.0%	0.0%	4.49	4.54
Footpaths, Kerbing & Guttering	406	10=	24.9%	40.9%	22.4%	5.7%	1.7%	0.7%	3.7%	3.85	4.10
Street Lighting	406	10=	26.4%	40.4%	15.8%	8.4%	2.5%	0.7%	5.9%	3.85	4.16
Traffic Management	406	9	28.6%	39.2%	19.5%	7.4%	1.5%	0.5%	3.4%	3.89	4.23
Parking Facilities	406	8	29.1%	39.9%	17.7%	7.1%	2.0%	0.2%	3.9%	3.91	4.22
Public Transport	406	11	27.3%	25.1%	21.2%	8.4%	8.6%	0.7%	8.6%	3.60	3.93
Water Supply	406	3	58.6%	23.6%	4.7%	3.0%	2.0%	0.0%	8.1%	4.46	4.59
Sewerage	406	4	53.2%	22.4%	4.9%	4.4%	2.7%	0.5%	11.8%	4.36	4.61
Drainage & Flood Mitigation	406	5	51.7%	30.5%	8.6%	4.9%	1.5%	0.0%	2.7%	4.30	4.45
Waste Management	406	1	58.9%	31.5%	6.2%	1.7%	0.0%	0.0%	1.7%	4.50	4.46
Community Health	406	6	43.3%	41.1%	12.6%	1.7%	0.2%	0.5%	0.5%	4.27	4.15
AVERAGE FOR THEME AS A WHOLE										4.13	4.31

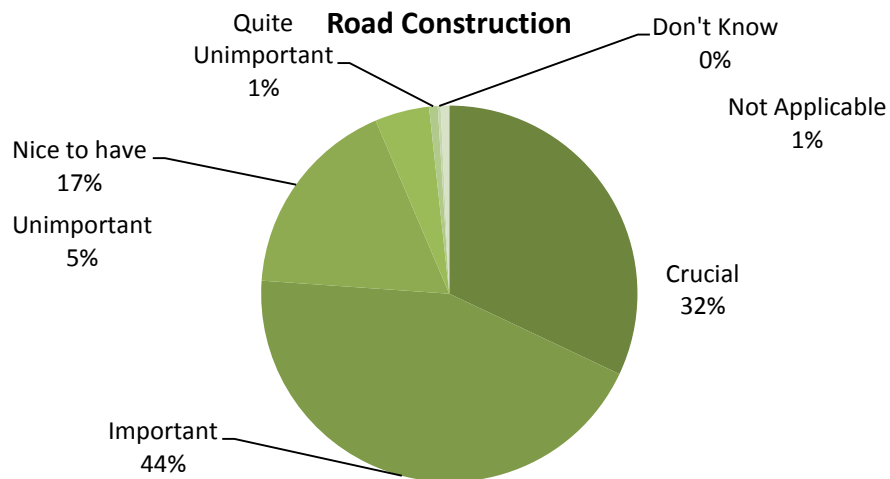
The average level of Importance for the responsibilities in this Theme is **4.13**. 7 out of the 12 responsibility areas judged as 'important' (a mean rating of 4.00 or better).

The top 2 priorities are:

- Waste Management (4.50)
- Road Maintenance (4.49)

Those regarded as least important, Public Transport (3.60), Street Lighting (3.85) and Footpaths, Kerbing and Guttering (3.85).

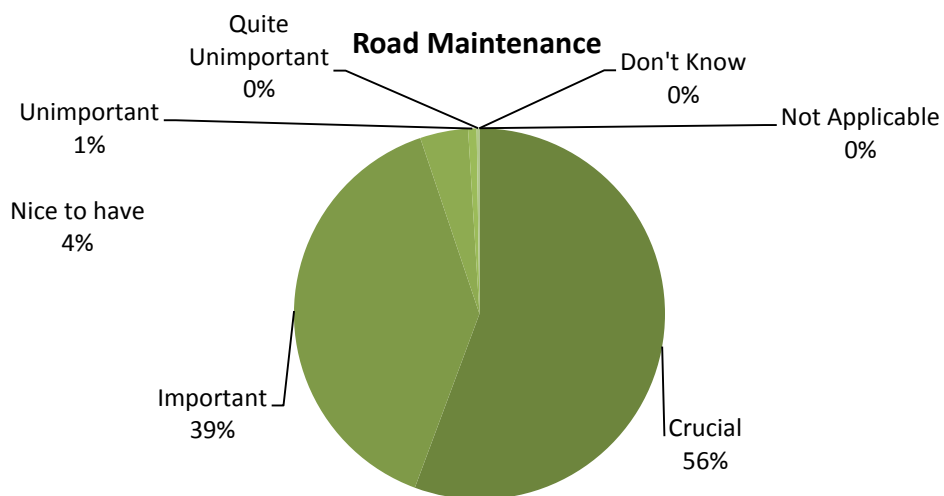
Significant variances (by location) from the sample averages are also shown, below each graph, for each responsibility area. Full data tables are included in the Appendix of this report.



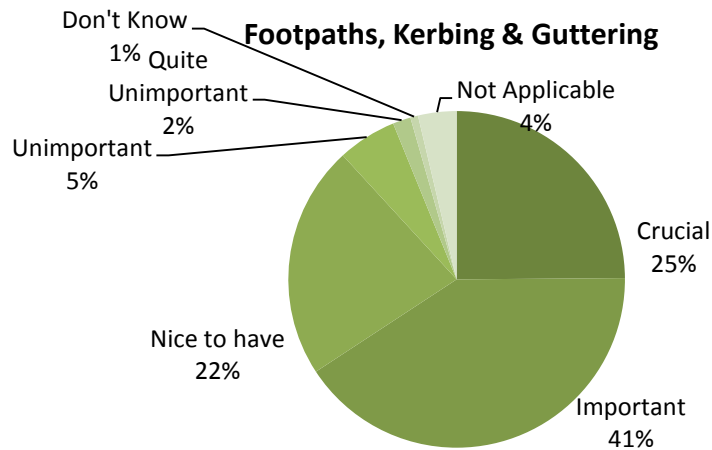
Significant variances were by:

Location & Survey Type

- 66% of Northern – Crucial
- 26% of Southern – Nice to Have
- 10% of online survey - Unimportant

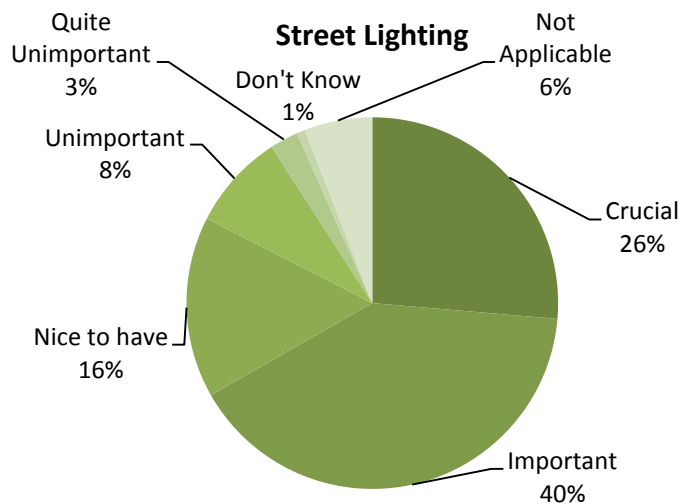


No Significant variances.



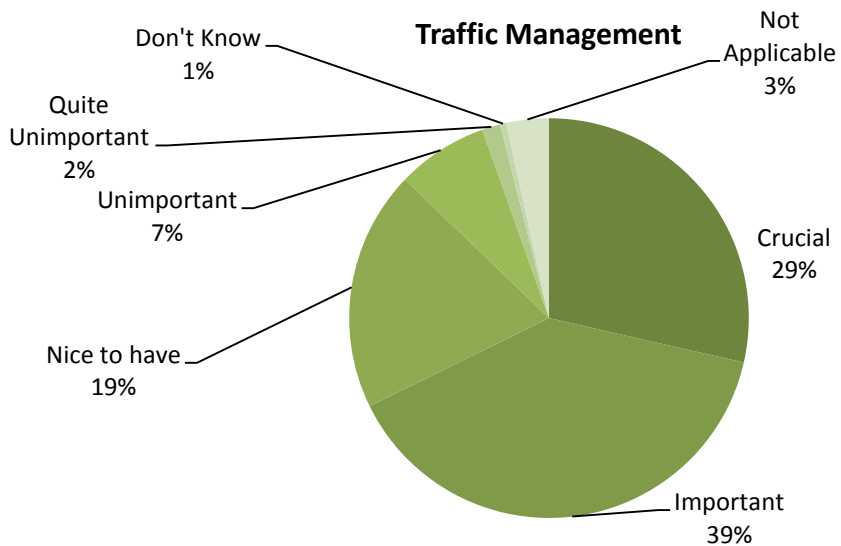
Significant variances were by:
Location & Survey Type

- 33% of online survey – Nice to Have



Significant variances were by:
Location & Survey Type

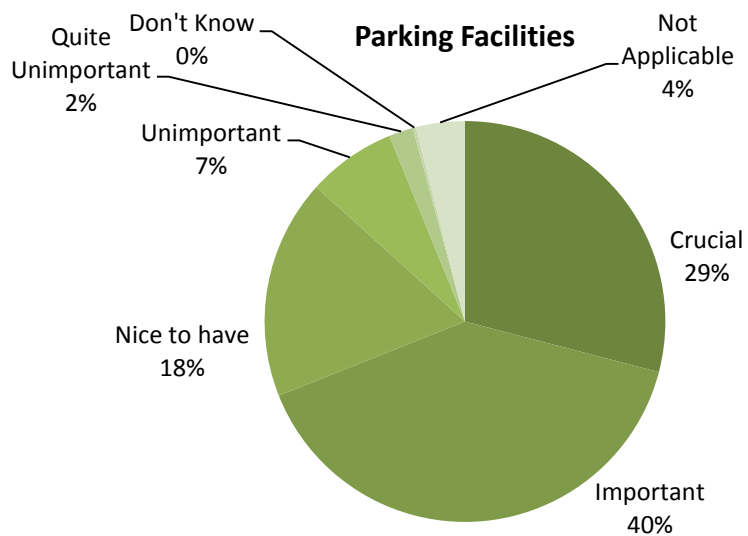
- 37% of Middle – Crucial
- 19% of online survey - Unimportant



Significant variances were by:

Location & Survey Type

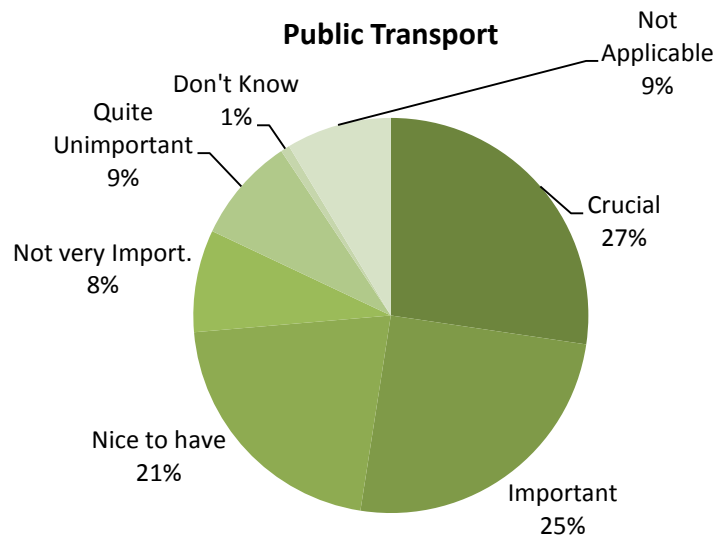
- 51% of Middle – Important
- 13 of online survey - Unimportant



Significant variances were by:

Location & Survey Type

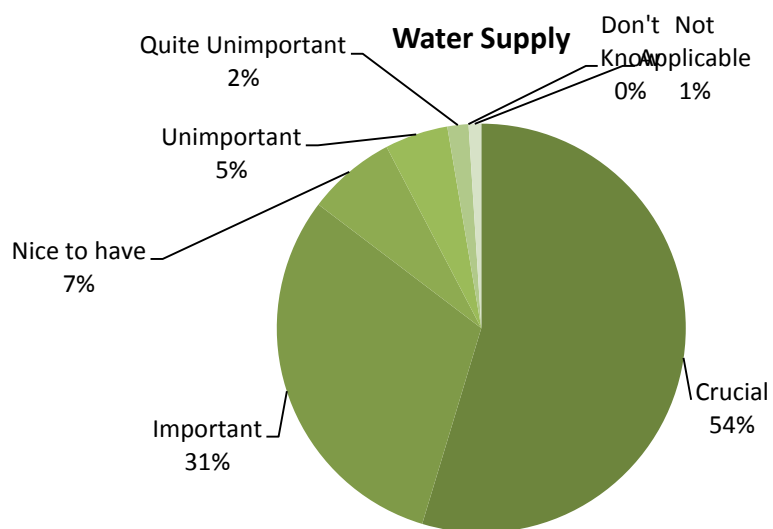
- 51% of Middle – Important
- 26% of online survey – Nice to have



Significant variances were by:

Location & Survey Type

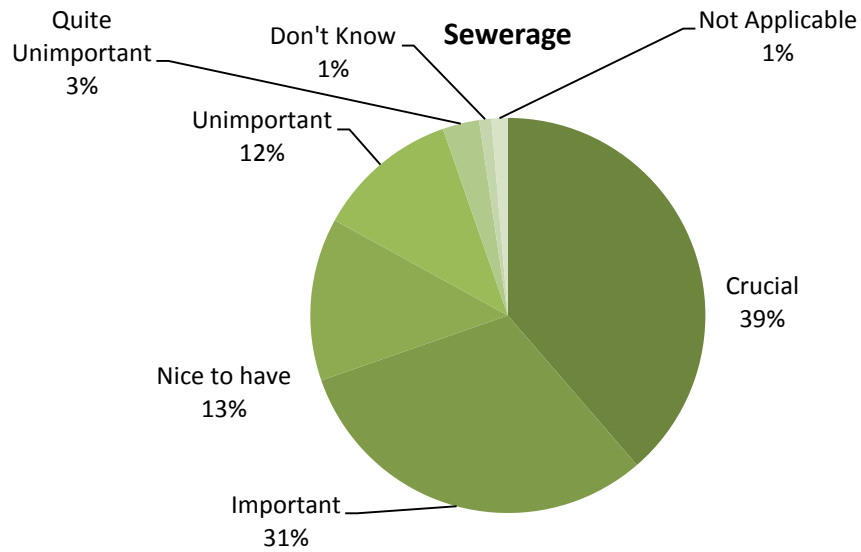
- 40% of Northern – Crucial
- 37% of online survey – Nice to have



Significant variances were by:

Location & Survey Type

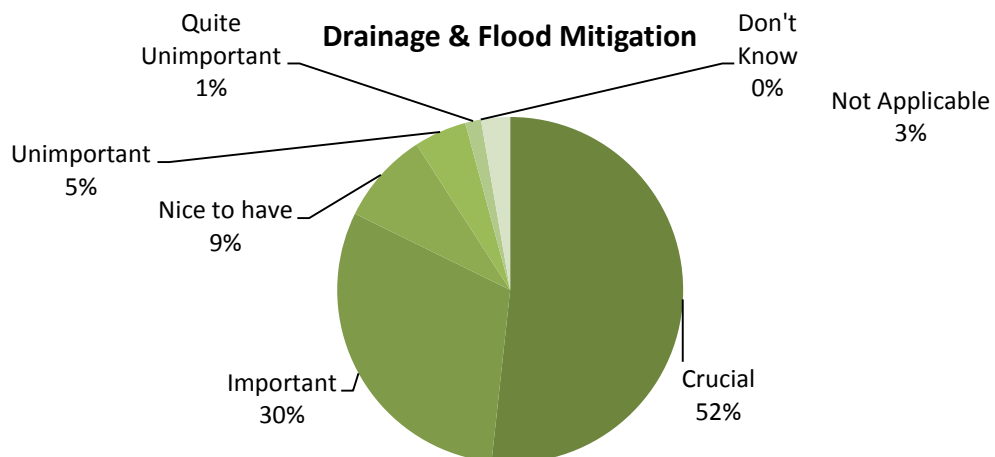
- 9% of online survey – Nice to have



Significant variances were by:

Location & Survey Type

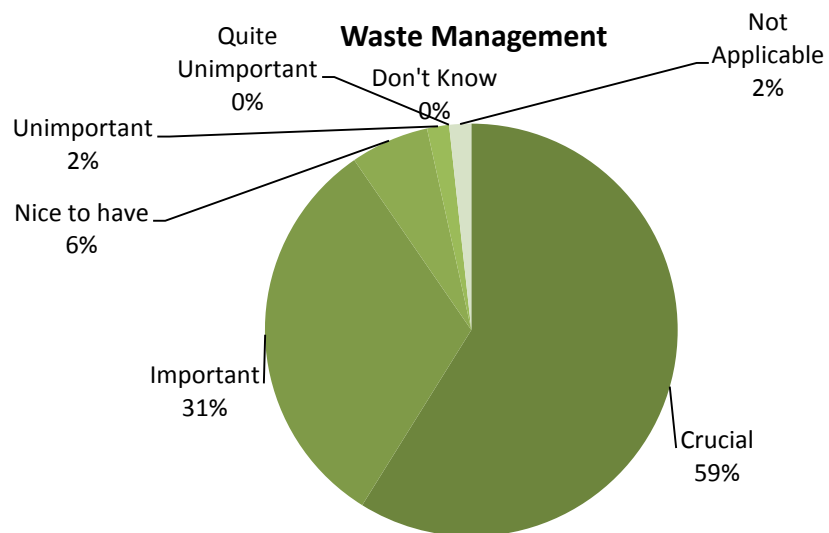
- 61% of Southern – Crucial
- 11% of online survey – Nice to have



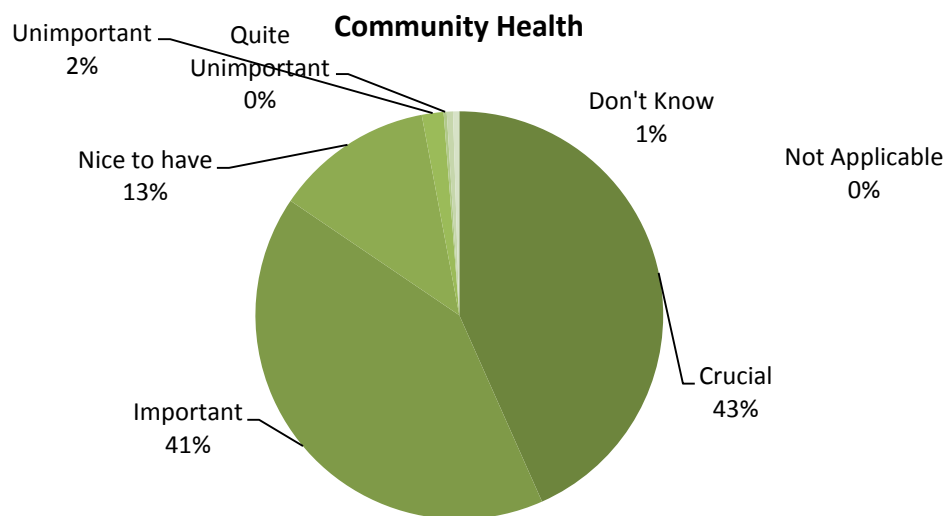
Significant variances were by:

Location & Survey Type

- 17% of online survey – Nice to have



No Significant variances.



No Significant variances.

Theme 2: Community Lifestyle Services *IMPORTANCE*

	TOTAL	RANK	Crucial	Import	Nice to have	Un-Important	Quite Un-import.	Don't Know	Not App.	Mean 2017	LGAQ Mean 2017
Parks, Playgrounds & Public Amenities	406	8=	22.7%	43.8%	28.6%	3.4%	1.0%	0.0%	0.5%	3.84	3.92
Environmental Controls	406	4	34.7%	42.4%	15.5%	4.9%	1.5%	0.7%	0.2%	4.05	3.98
Environmental Protection & Conservation	406	2	38.9%	36.7%	17.2%	4.4%	1.7%	0.7%	0.2%	4.08	4.04
Heritage Protection	406	9	26.1%	36.9%	28.3%	5.7%	2.0%	0.5%	0.5%	3.80	3.77
Sporting & Recreational Facilities	406	10	19.2%	45.3%	27.8%	6.7%	0.5%	0.2%	0.2%	3.76	3.87
Cultural & Entertainment Facilities	406	11	16.3%	41.4%	32.3%	7.6%	1.5%	0.2%	0.7%	3.64	3.75
Libraries & other Information Access	406	6	31.0%	36.0%	26.4%	4.7%	1.5%	0.0%	0.5%	3.91	3.99
Community Safety	406	1	39.4%	43.6%	14.5%	1.7%	0.5%	0.0%	0.2%	4.20	4.12
Community Service	406	3	32.5%	44.6%	18.2%	3.0%	0.5%	1.0%	0.2%	4.07	3.99
Pet/Animal Control	406	5	27.6%	46.6%	20.9%	3.0%	1.0%	0.2%	0.7%	3.98	3.94
Shopping Facilities	406	7	23.2%	46.3%	22.7%	5.7%	1.2%	0.2%	0.7%	3.85	3.86
Community Development	406	8=	20.9%	45.8%	27.8%	3.2%	1.0%	0.7%	0.5%	3.84	3.76
						AVERAGE FOR THEME AS A WHOLE				3.92	3.92

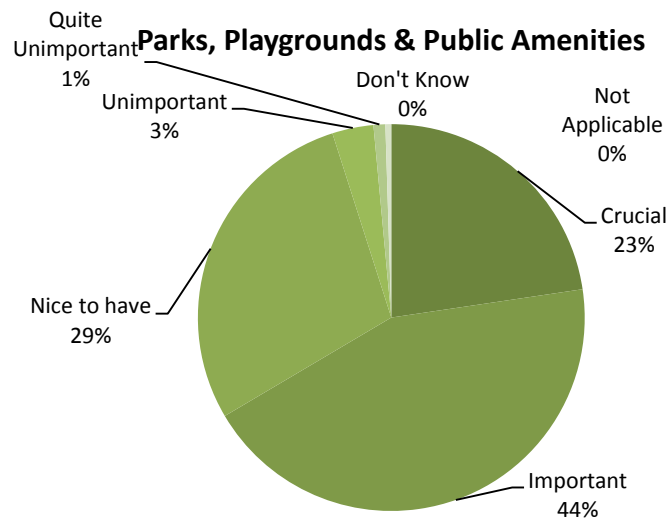
The average level of Importance for the responsibilities in this Theme is **3.92**.

The following three responsibility areas were rated most important:

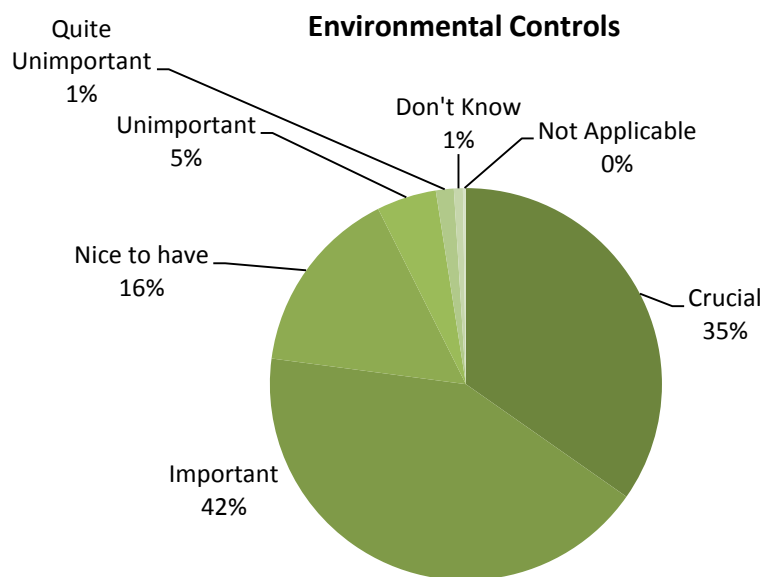
- Community Safety (4.12)
- Environmental Protection & Conservation (4.08)
- Community Service (4.07)

Cultural and Entertainment Facilities (3.64) was awarded the lowest priority.

Significant variances (by location) from the sample averages are also shown, below each graph, for each responsibility area. Full data tables are included in the Appendix of this report.



No Significant variances.

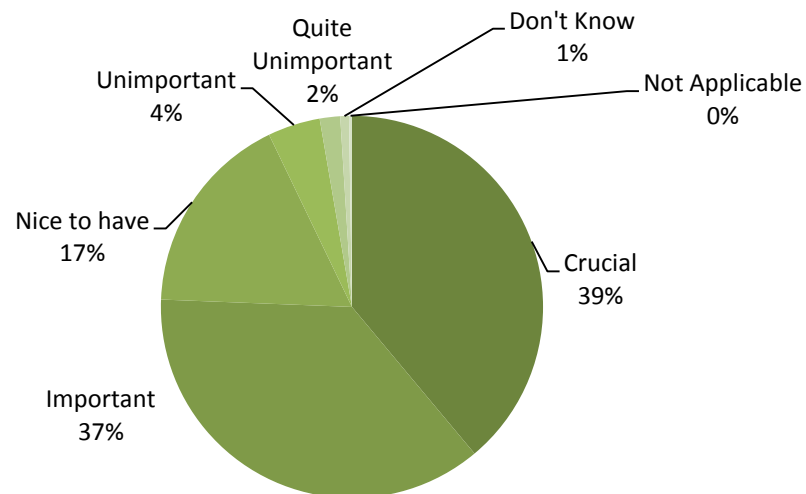


Significant variances were by:

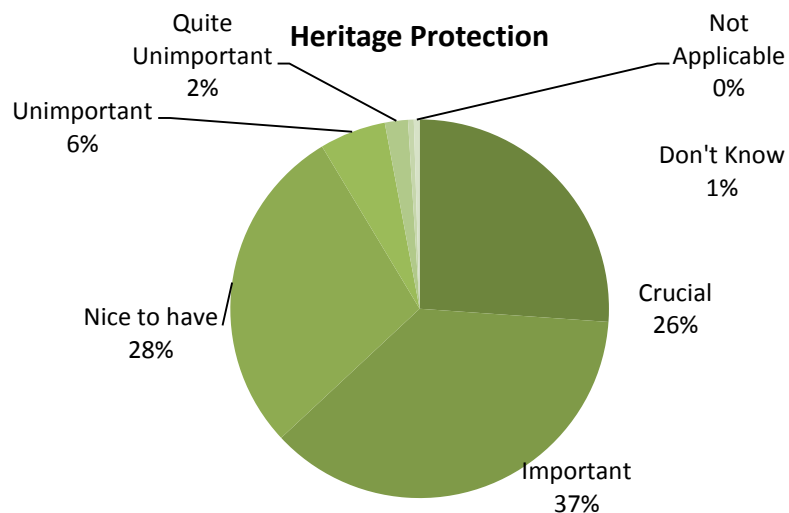
Location & Survey Type

- 4% of Middle – Unimportant

Environmental Protection & Conservation

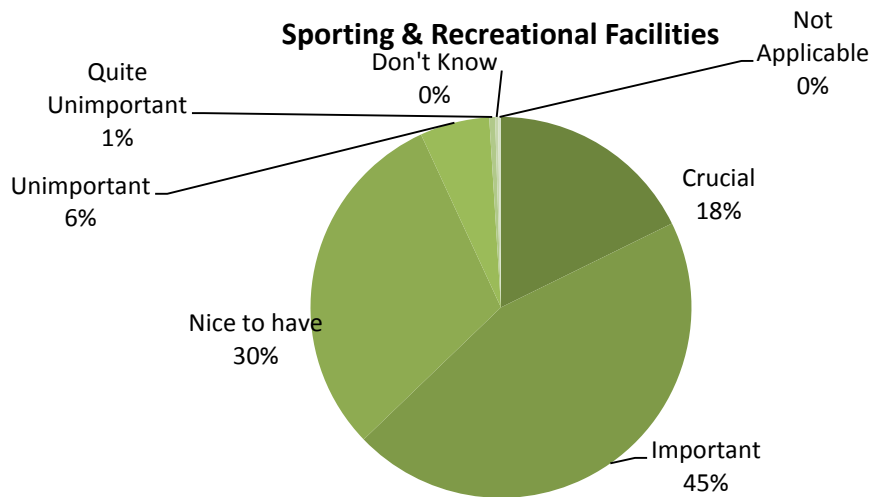


No Significant variances.

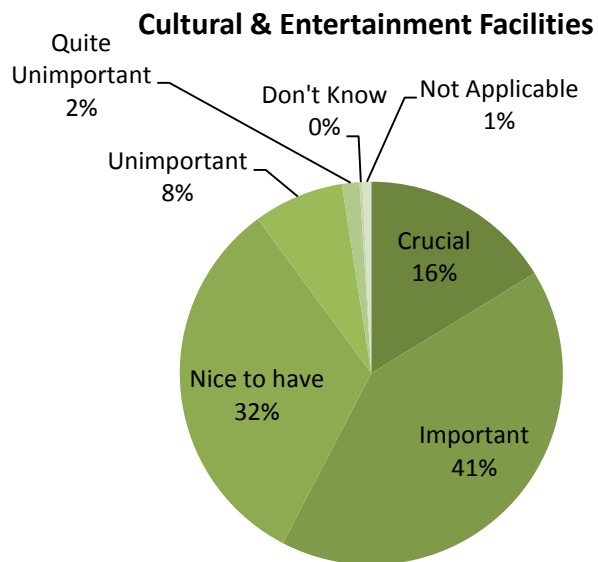


*Significant variances were by:
Location & Survey Type*

- 42% of Northern – Crucial

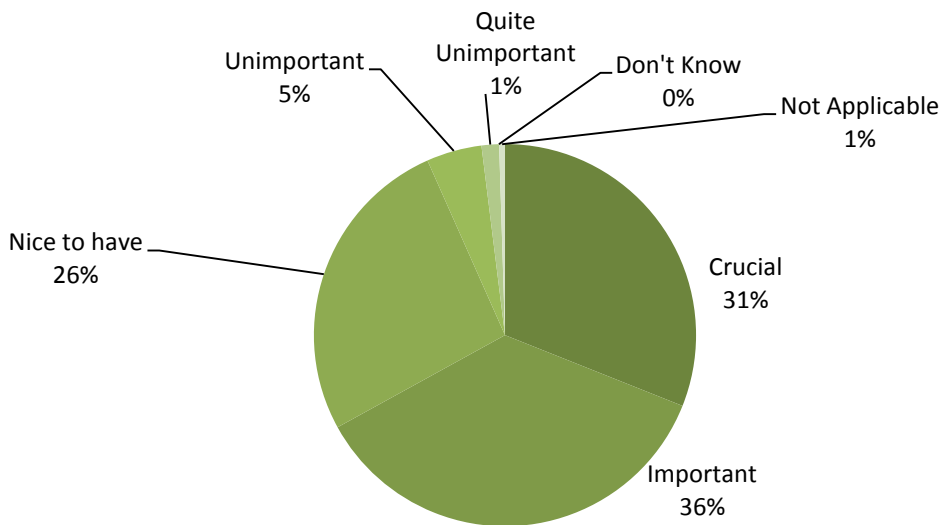


No Significant variances.



No Significant variances.

Libraries & Other Information Access

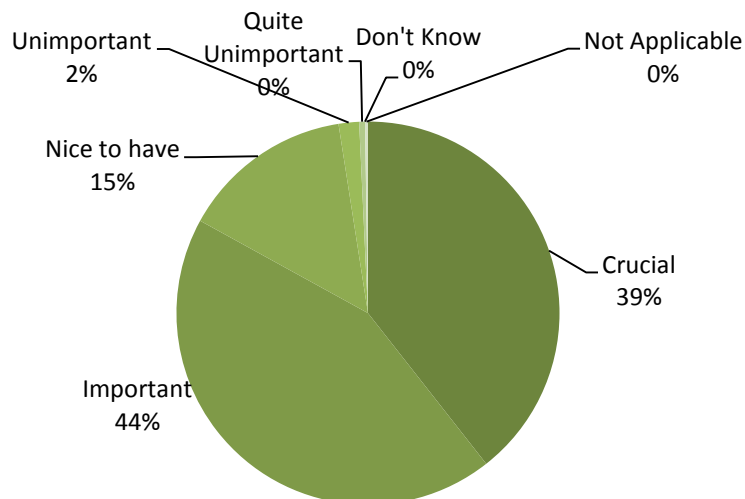


Significant variances were by:

Location & Survey Type

- 40% of Northern – Crucial
- 46% of Middle - Important
- 35% of Southern – Nice to have
- 5% of online survey – Quiet Unimportant

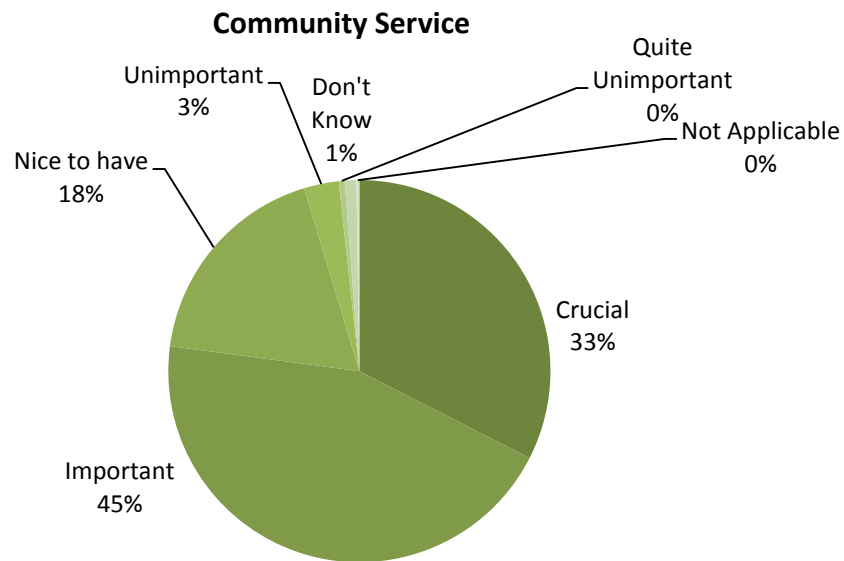
Community Safety



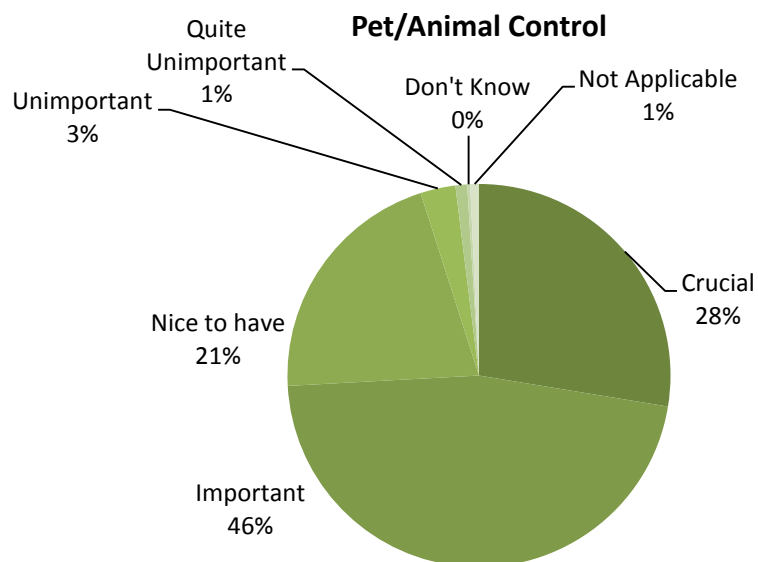
Significant variances were by:

Location & Survey Type

- 5% of online survey – Unimportant
- 53% of online survey - Crucial

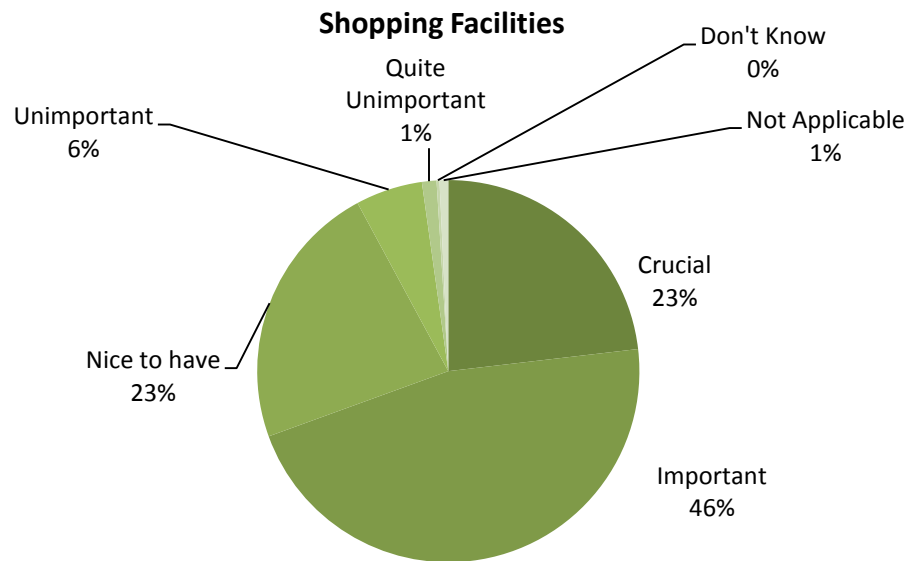


No Significant variances.



*Significant variances were by:
Location & Survey Type*

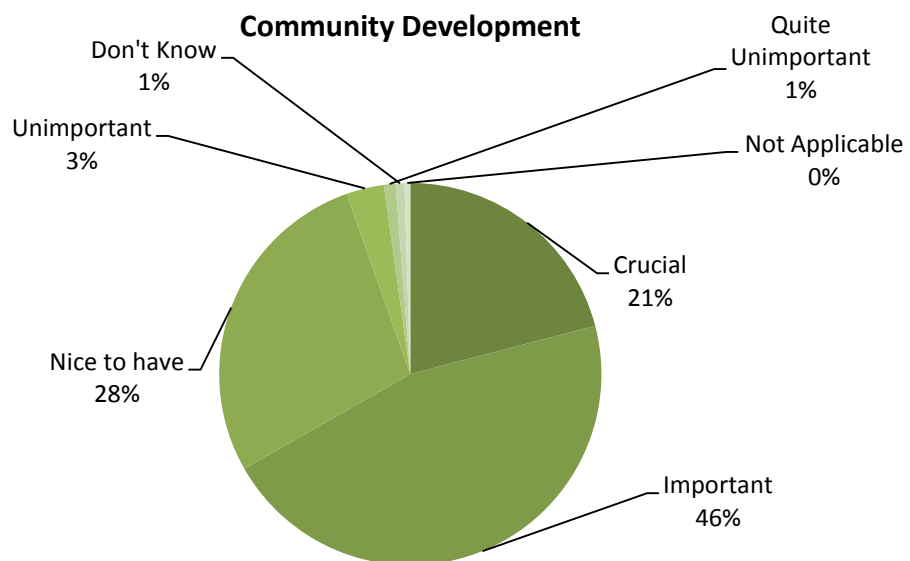
- 50% of Northern - Crucial



Significant variances were by:

Location & Survey Type

- 42% of Northern – Crucial
- 12% of online survey - Unimportant



Significant variances were by:

Location & Survey Type

- 38% of Southern – Nice to have

Theme 3: Managing the Shire *IMPORTANCE*

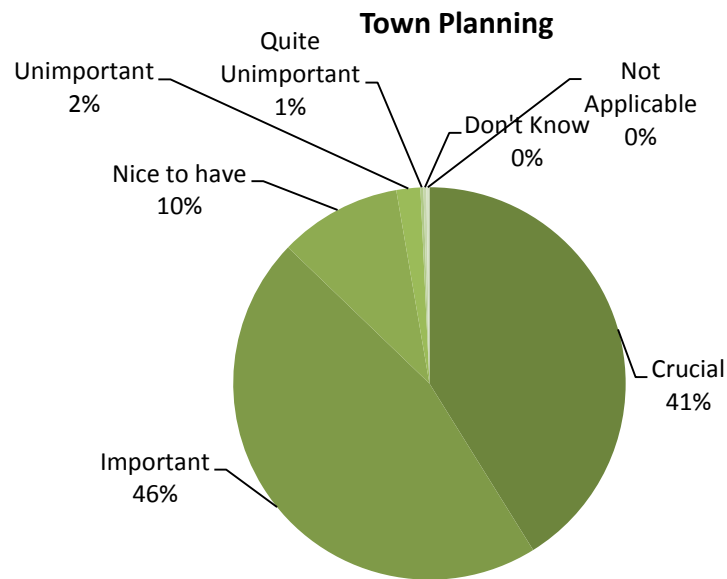
	TOTAL	RANK	Crucial	Import	Nice to have	Un-import.	Quite Un-import	Don't Know	Not App.	Mean 2017	LGAQ Mean 2017
Town Planning	406	3	41.1%	46.1%	10.1%	2.0%	0.2%	0.2%	0.2%	4.26	4.31
Building Control	406	4	36.7%	48.0%	9.6%	3.7%	0.5%	1.5%	0.0%	4.19	4.21
Economic Development & Local Employment	406	2	50.5%	38.7%	7.6%	1.7%	0.5%	0.7%	0.2%	4.38	4.32
Development of Tourism	405	5	38.7%	41.4%	14.5%	4.2%	0.7%	0.0%	0.2%	4.14	3.92
Financial Management	406	1	53.9%	36.9%	5.7%	1.7%	0.5%	1.0%	0.2%	4.44	4.48
Revenue-raising	406	6	31.0%	49.3%	13.8%	2.2%	1.2%	1.7%	0.7%	4.09	4.23
Staff Management	406	7	23.6%	51.0%	19.5%	3.0%	0.5%	2.0%	0.5%	3.97	3.96
						AVERAGE FOR THEME AS A WHOLE				4.21	4.20

The average level of Importance for the responsibilities in this Theme is **4.21**.

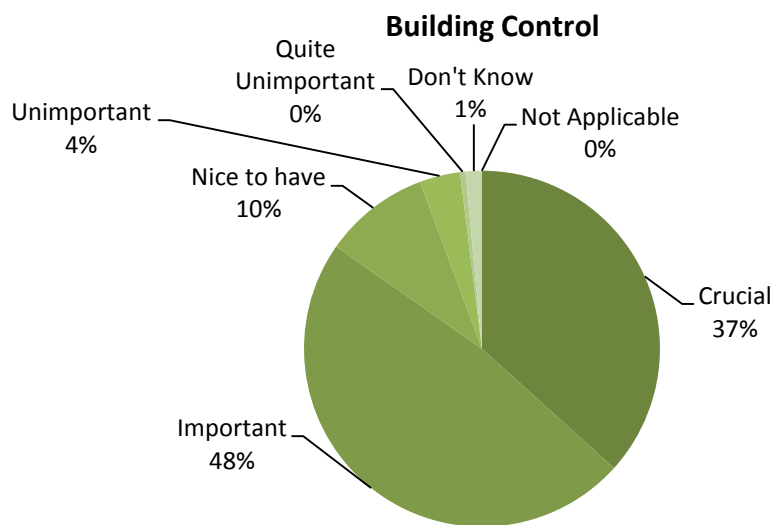
Financial Management (4.44) was accorded the highest priority Economic Development and Local Employment second highest (4.38).

Staff Management was the lowest priority (3.97).

Significant variances (by location) from the sample averages are also shown, below each graph, for each responsibility area. Full data tables are included in the Appendix of this report.



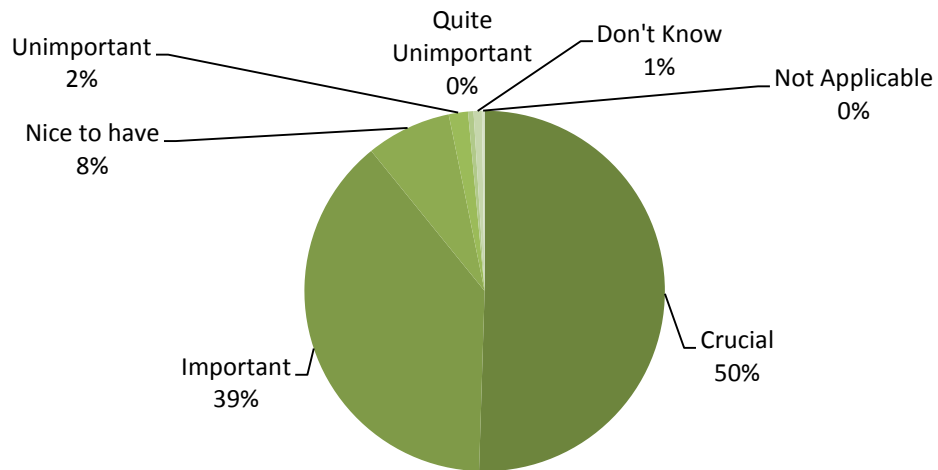
No Significant variances.



Significant variances were by:
Location & Survey Type

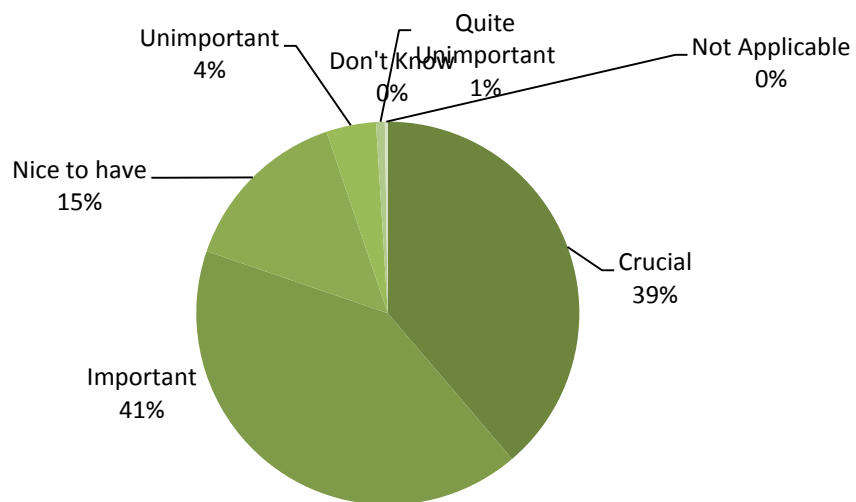
- 46% of Southern - Crucial

Economic Development & Local Employment



No Significant variances.

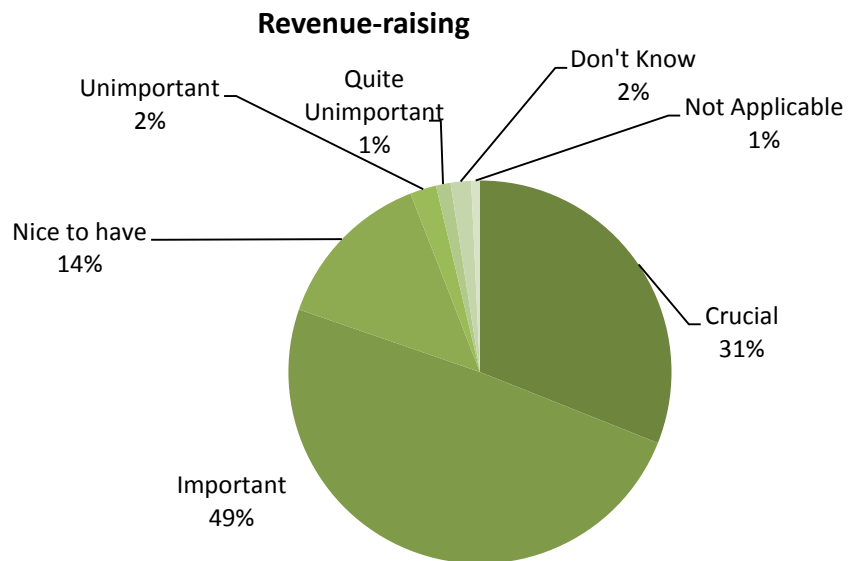
Development of Tourism



Significant variances were by:

Location & Survey Type

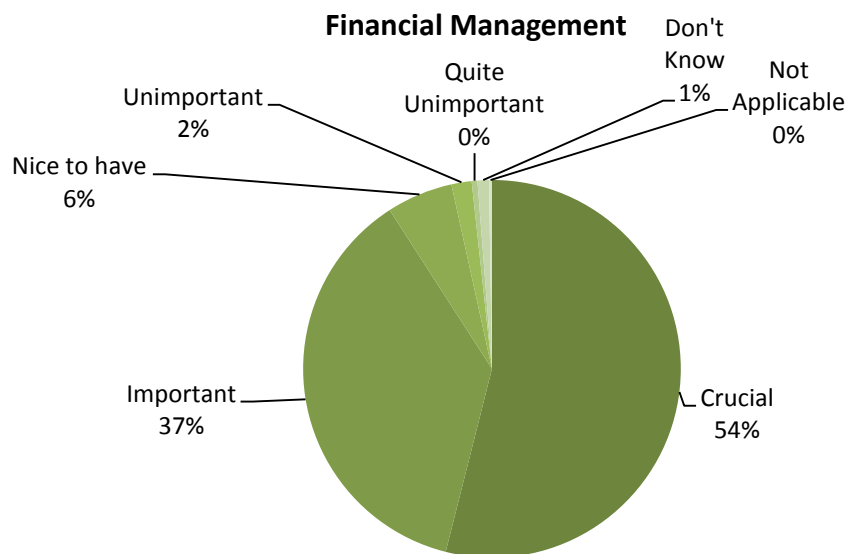
- 60% of Northern – Crucial



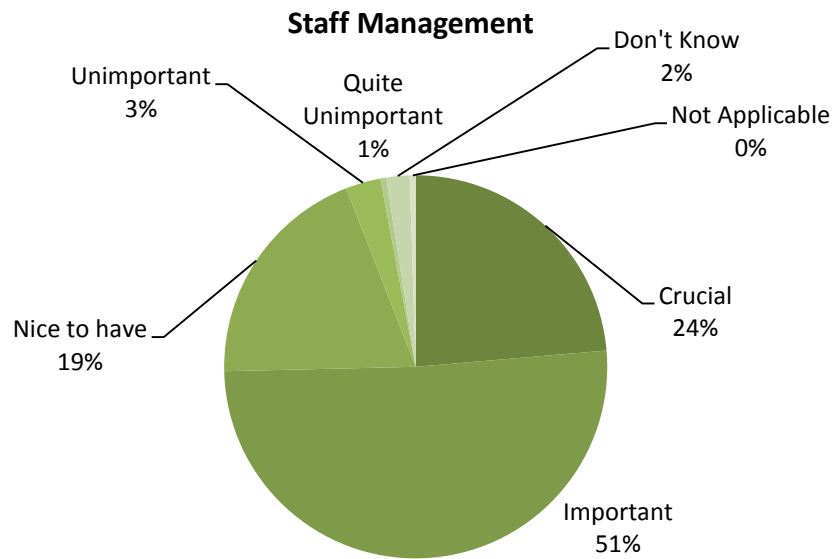
Significant variances were by:

Location & Survey Type

- 6% of online survey - Unimportant



No Significant variances.



Significant variances were by:

Location & Survey Type

- 70% of Northern – Important

Theme 4: Customer Service and Communication *IMPORTANCE*

	TOTAL	RANK	Crucial	Import	Nice to have	Not very Import.	Quite Un-import.	Don't Know	Not App.	Mean 2017	LGAQ Mean 2017
Customer Service	406	4	36.2%	50.0%	11.6%	1.7%	0.0%	0.2%	0.2%	4.21	4.25
Information Services	406	6	28.3%	55.2%	14.5%	1.5%	0.2%	0.2%	0.0%	4.10	4.10
Informing the Community	406	3	42.6%	44.6%	11.1%	1.2%	0.2%	0.0%	0.2%	4.28	4.23
Consulting the Community	406	2	52.2%	38.4%	7.1%	1.2%	0.2%	0.5%	0.2%	4.42	4.28
Responding to the Community	406	1	53.4%	37.7%	6.9%	1.2%	0.2%	0.5%	0.0%	4.44	4.31
Providing Leadership & Advocacy	406	5	35.5%	45.8%	13.5%	2.2%	0.0%	2.7%	0.2%	4.18	4.15
AVERAGE FOR THEME AS A WHOLE										4.27	4.22

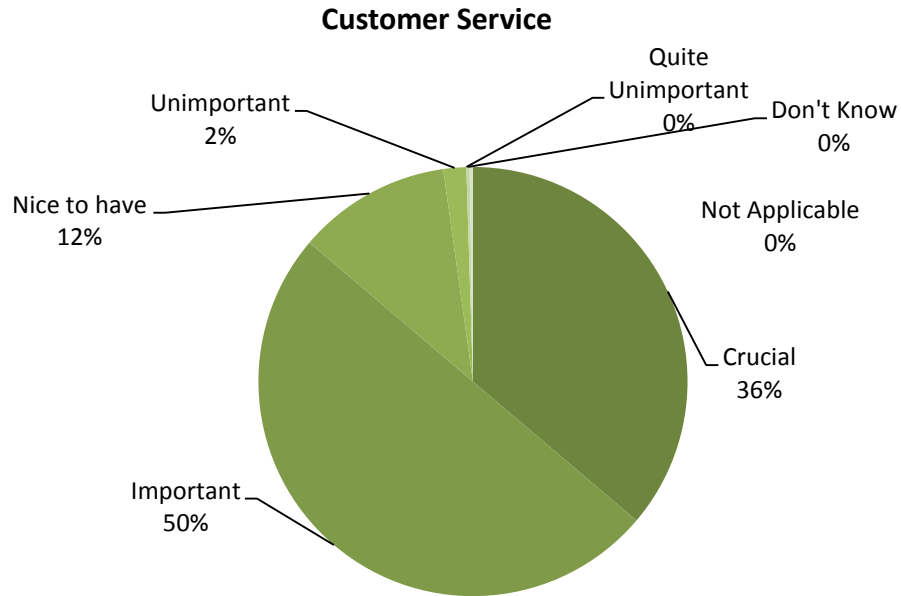
The average level of Importance for the responsibilities in this Theme is **4.27**.

The equal top scores were:

- Responding to the Community (4.44)
- Consulting the Community (4.42)

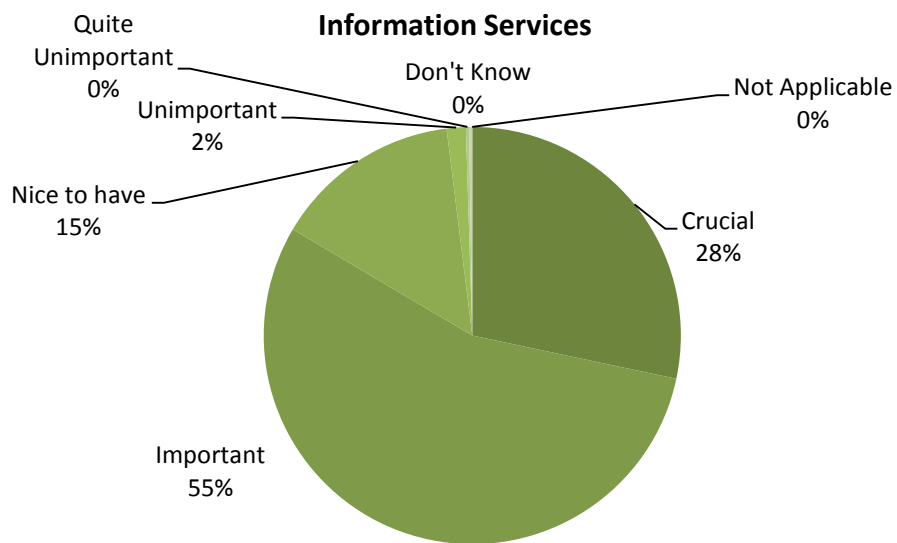
Information Services (4.10) was given lowest priority. However, all responsibility areas were judged as high, with a mean of 4 or more.

Significant variances (by location) from the sample averages are also shown, below each graph, for each responsibility area. Full data tables are included in the Appendix of this report.

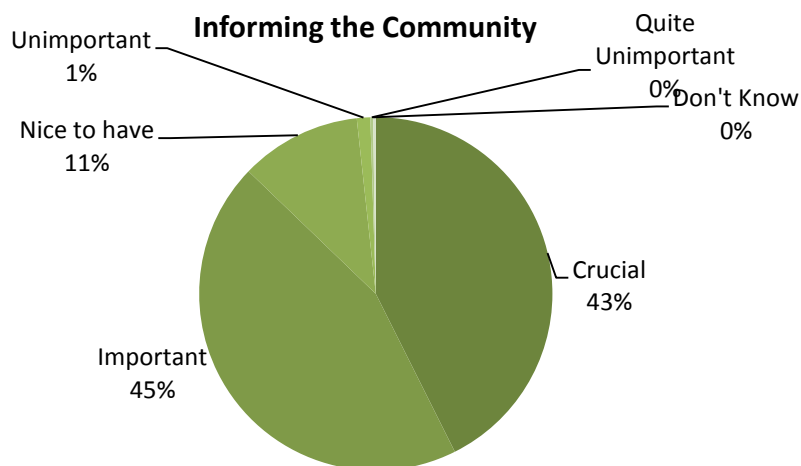


Significant variances were by:
Location & Survey Type

- 72% of Northern – Important
- 50% of Southern - Crucial



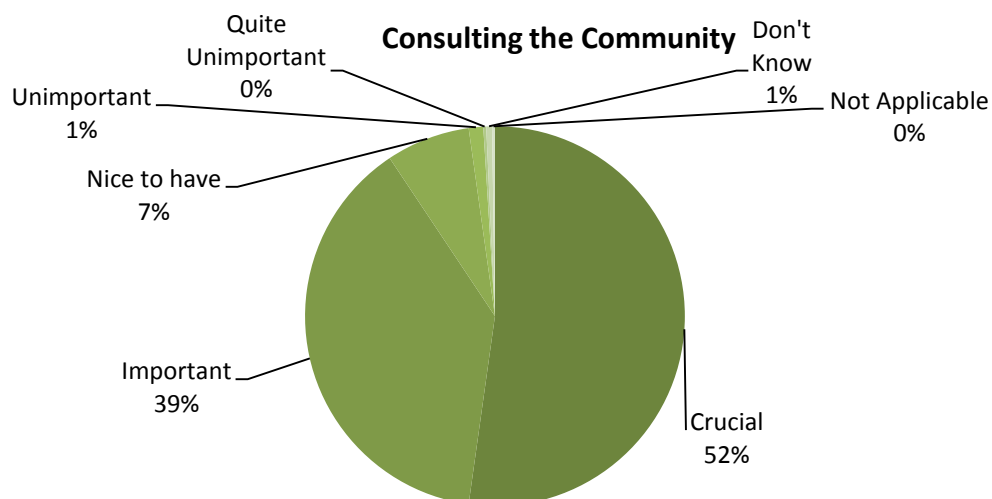
No Significant variances.



Significant variances were by:

Location & Survey Type

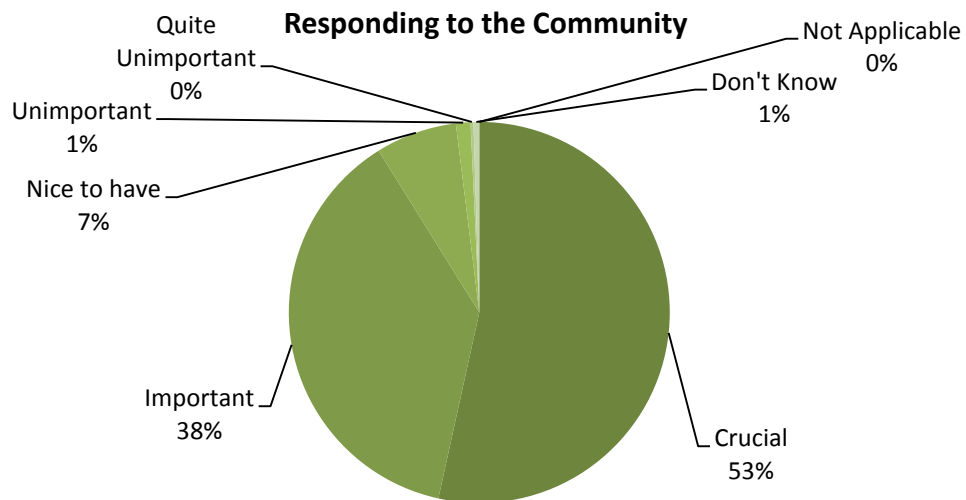
- 58% of Middle – Important
- 53% of Southern – Crucial



Significant variances were by:

Location & Survey Type

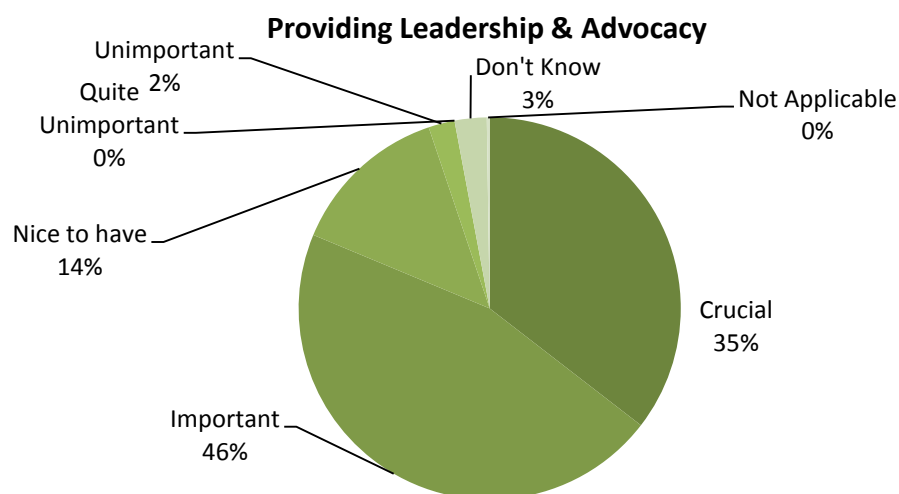
- 50% of Middle – Important
- 64% of online survey – Crucial



Significant variances were by:

Location & Survey Type

- 48% of Middle – Important
- 12% of Middle – Nice to have
- 64% of Southern - Crucial
- 65% of online survey - Crucial



Significant variances were by:

Location & Survey Type

- 56% of Middle – Important
- 47% of online surveys – Crucial
- 6% of online survey – Unimportant

Theme 5: Quality of Council *IMPORTANCE*

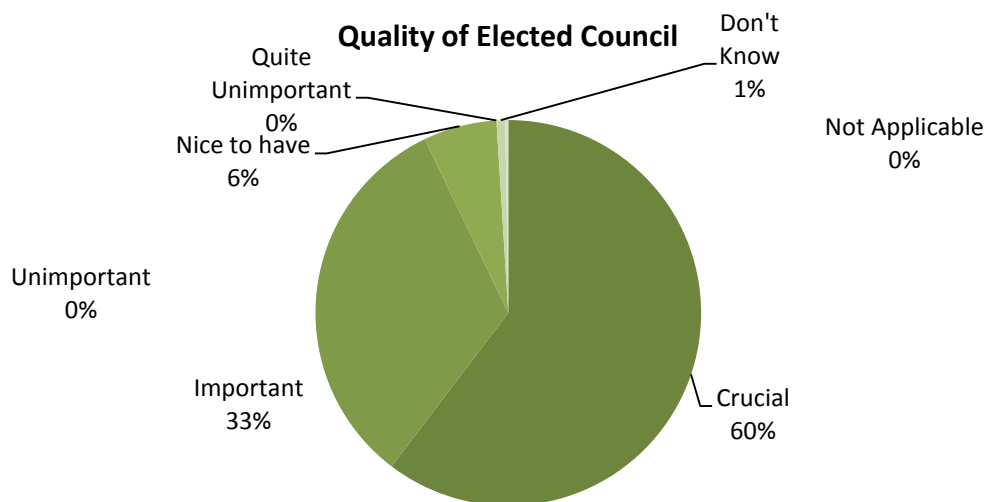
	TOTAL	RANK	Crucial	Import	Nice to have	Un-import.	Quite Un-import.	Don't Know	Not App.	Mean 2017	LGAQ Mean 2017
Quality of Elected Council	406	1	60.3%	32.5%	6.2%	0.0%	0.0%	0.7%	0.2%	4.55	4.50
Quality of Councillor(s) Dealt with	406	2	48.0%	38.7%	6.7%	0.7%	0.0%	2.5%	3.4%	4.42	4.38
Managerial & Supervisory Officers	406	3	37.9%	46.3%	10.1%	0.7%	0.2%	3.9%	0.7%	4.27	4.16
Quality/Performance of Outdoor Workers	406	4	33.5%	53.7%	9.1%	1.2%	0.2%	1.7%	0.5%	4.22	4.17
Quality/Performance of Indoor Staff	406	5	31.3%	53.7%	10.8%	1.5%	0.5%	1.7%	0.5%	4.16	4.14
					AVERAGE FOR THEME AS A WHOLE					4.32	4.27

The average level of Importance for the responsibilities in this Theme is **4.32**.

Quality of Elected Council (4.55) was accorded the highest priority.

The Quality and Performance of Indoor Staff (4.16) and Quality and Performance of Outdoor Staff (4.22) were given equal lowest priority. However, all responsibility areas rated between important and crucial for this theme.

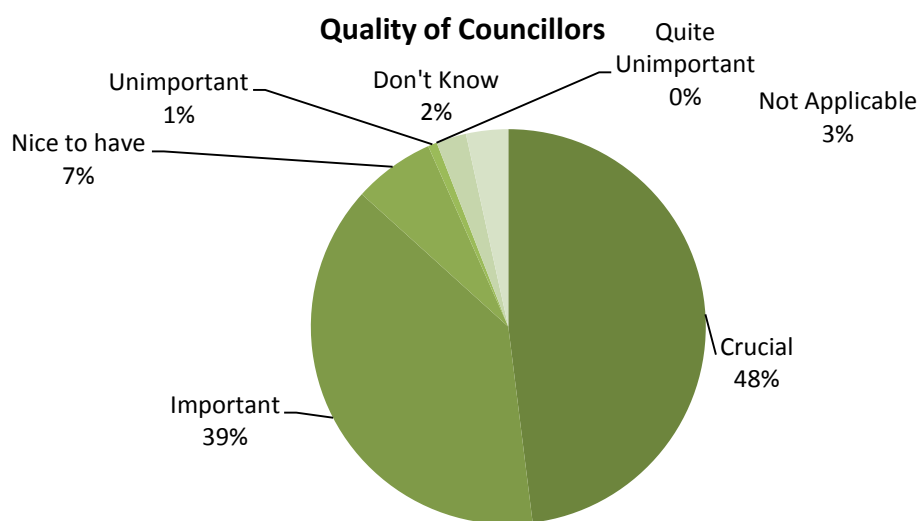
Significant variances (by location) from the sample averages are also shown, below each graph, for each responsibility area. Full data tables are included in the Appendix of this report.



Significant variances were by:

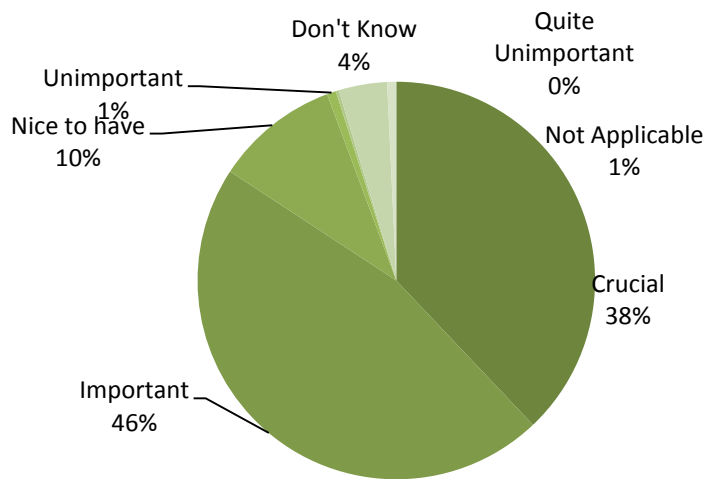
Location & Survey Type

- 74% of Southern – Crucial
- 11% of Middle – Nice to have



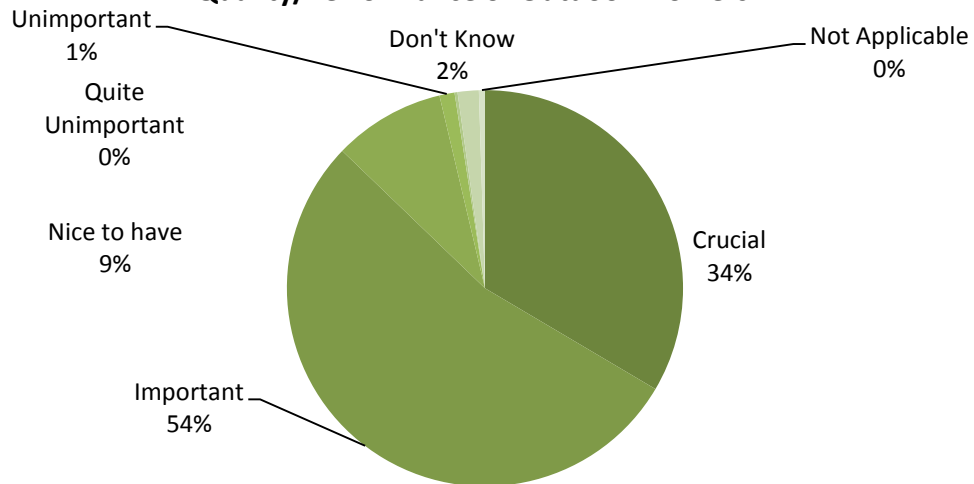
No Significant variances.

Managerial & Supervisory Officers

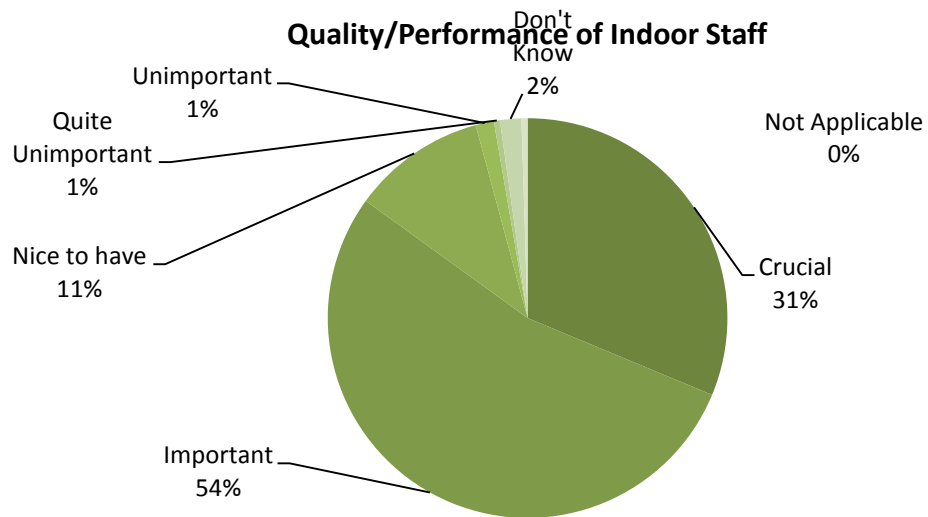


No Significant variances.

Quality/Performance of Outdoor Workers



No Significant variances.



No Significant variances.

PERFORMANCE

Theme 1: Basic Services & Infrastructure *PERFORMANCE*

	Sample Size	RANK	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Mean 2017	LGAQ Mean 2017
Road Construction	406	7	3.0%	41.9%	36.9%	9.1%	5.2%	3.4%	0.5%	3.29	3.40
Road Maintenance	406	9	4.7%	38.7%	33.7%	14.3%	8.1%	0.2%	0.2%	3.18	3.28
Footpaths, Kerbing & Guttering	406	8	3.7%	36.2%	29.8%	14.3%	3.9%	3.0%	9.1%	3.24	3.32
Street Lighting	406	5	4.4%	35.0%	31.5%	8.1%	4.4%	3.4%	13.1%	3.32	3.59
Traffic Management	405	6	5.9%	37.4%	31.5%	9.6%	6.4%	2.5%	6.4%	3.30	3.45
Parking Facilities	406	10	4.4%	30.0%	31.8%	16.7%	5.7%	3.7%	7.6%	3.12	3.02
Public Transport	406	11	1.0%	18.0%	15.3%	15.0%	25.4%	9.1%	16.3%	2.39	3.03
Water Supply	406	1=	15.0%	46.1%	10.8%	5.4%	4.4%	3.0%	15.3%	3.76	3.84
Sewerage	406	1=	15.0%	46.1%	10.8%	5.4%	4.4%	3.0%	15.3%	3.76	3.95
Drainage & Flood Mitigation	406	3	8.4%	45.6%	23.2%	7.9%	3.9%	5.4%	5.7%	3.52	3.49
Waste Management	406	2	16.3%	50.2%	17.2%	5.4%	6.9%	1.5%	2.5%	3.66	3.90
Community Health	406	4	6.7%	44.3%	25.9%	9.4%	3.2%	8.9%	1.7%	3.47	3.57
						AVERAGE FOR THEME AS A WHOLE				3.33	3.49

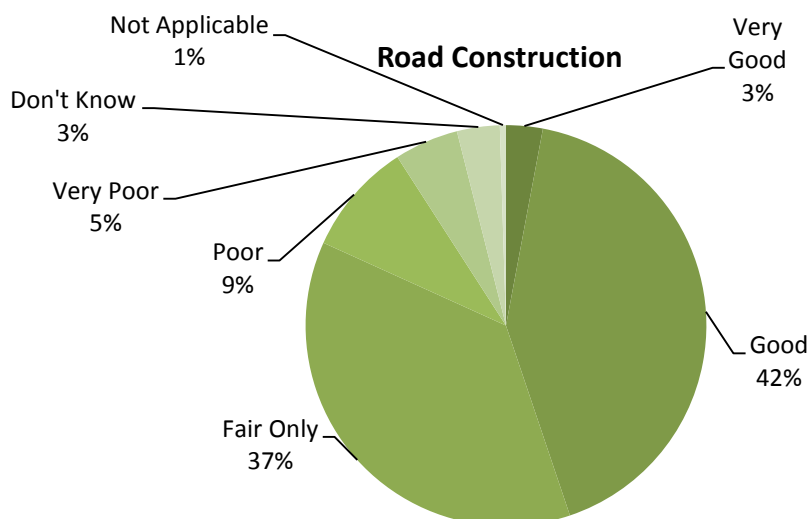
The average performance rating for this Theme is **3.33**.

The equal top performers were:

- Sewerage (3.76)
- Water Supply (3.76)

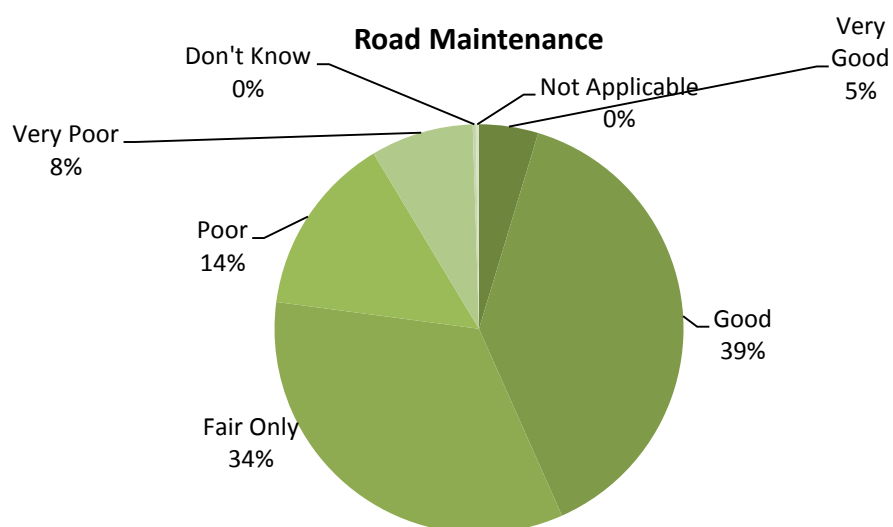
The poorest performing area was Public Transport (2.39).

Significant variances (by location) from the sample averages are also shown, below each graph, for each responsibility area. Full data tables are included in the Appendix of this report.



Significant variances were by:
Location & Survey Type

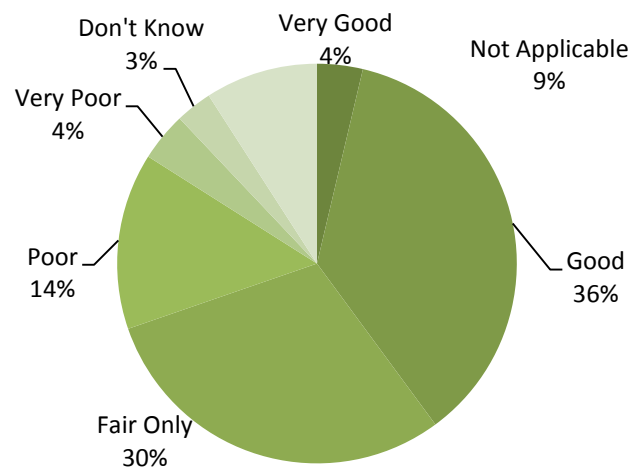
- 20% of Northern – Poor



Significant variances were by:
Location & Survey Type

- 30% of Northern – Poor
- 20% of Northern – Very Poor

Footpaths, Kerbing & Guttering

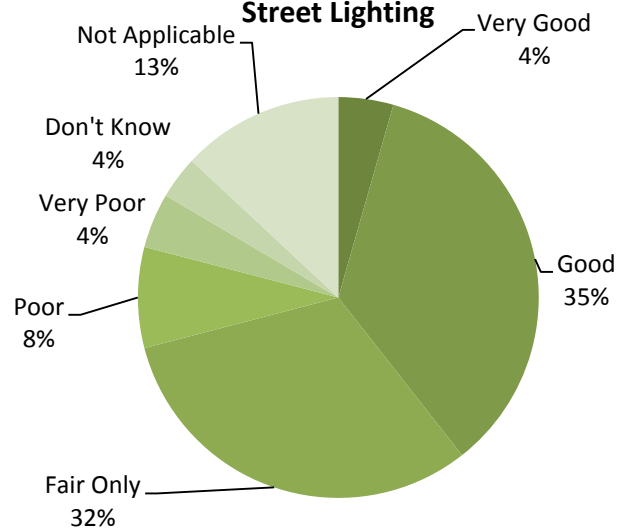


Significant variances were by:

Location & Survey Type

- 48% of Southern – Good
- 42% of Middle – Fair only

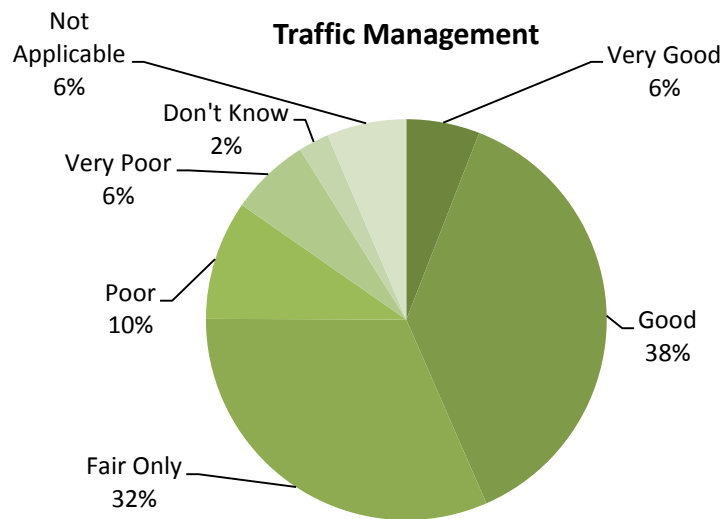
Street Lighting



Significant variances were by:

Location & Survey Type

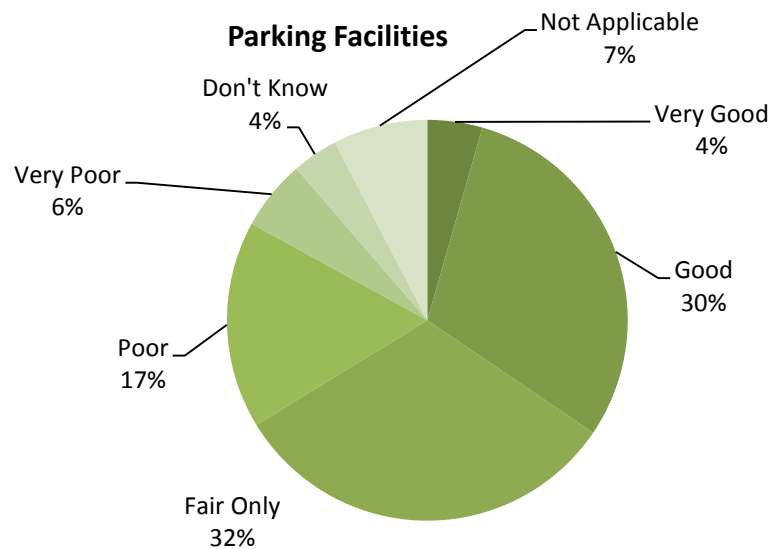
- 50% of Middle – Good
- 14% of online surveys – Poor



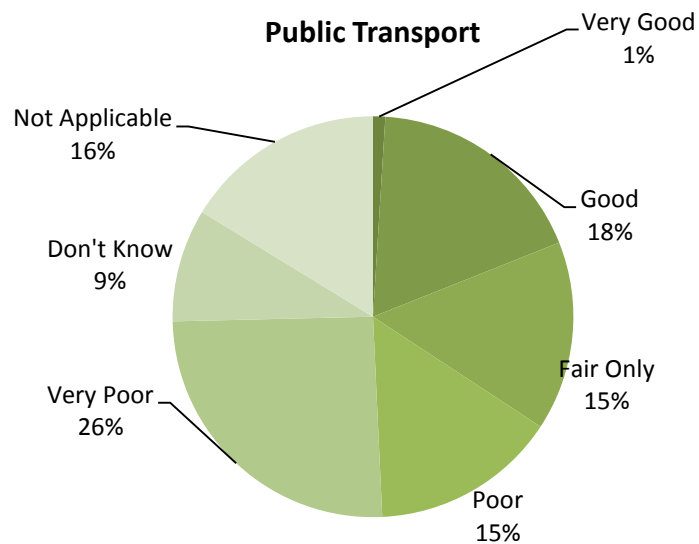
Significant variances were by:

Location & Survey Type

- 47% of Southern – Good
- 16% of online surveys – Poor



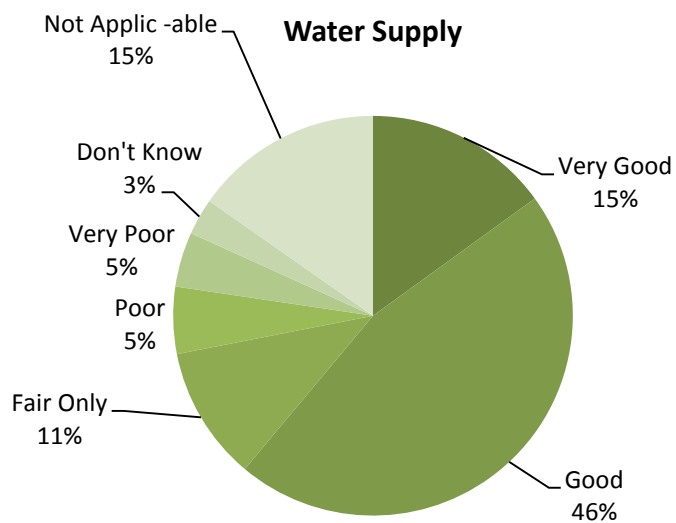
No Significant variances.



Significant variances were by:

Location & Survey Type

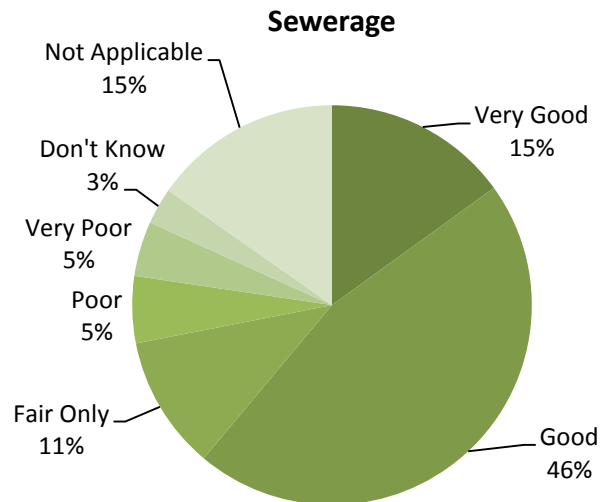
- 27% of Southern – Good
- 22% of Southern – Fair only
- 36% of online surveys – Very poor



Significant variances were by:

Location & Survey Type

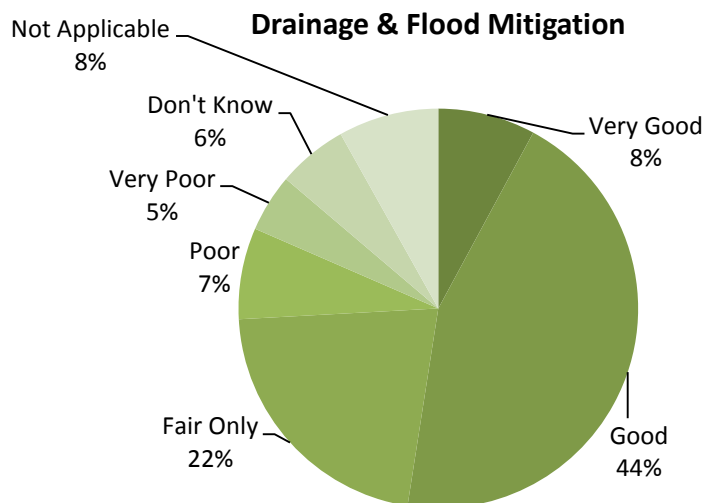
- 68% of Southern - Good



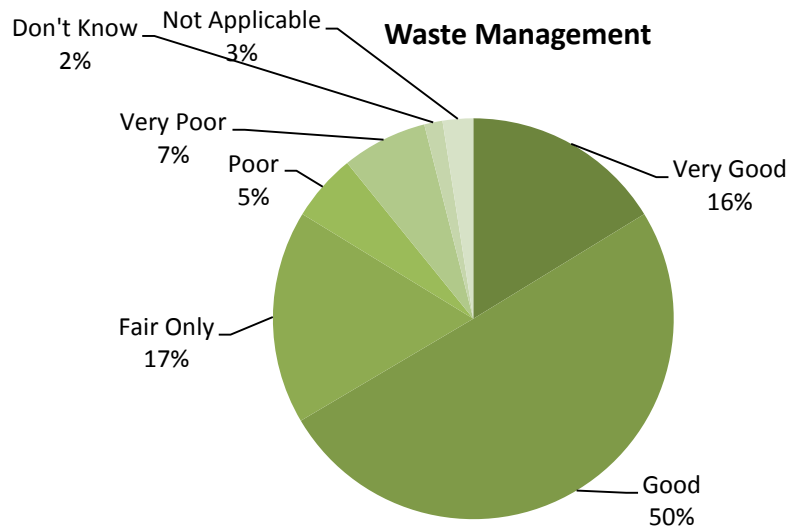
Significant variances were by:

Location & Survey Type

- 62% of Southern – Good



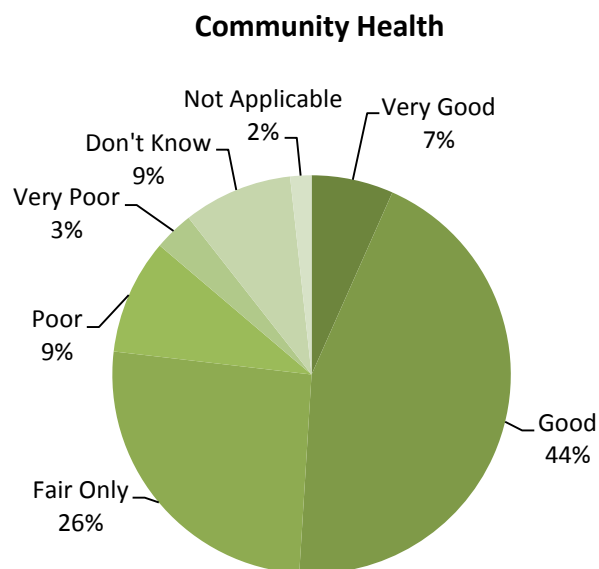
No Significant variances.



Significant variances were by:

Location & Survey Type

- 26% of Middle – Very good
- 62% of Southern – Good
- 16% of online surveys – Very poor



Significant variances were by:

Location & Survey Type

- 26% of Northern – Poor

Theme 2: Community Lifestyle Services PERFORMANCE

	TOTAL	RANK	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Mean 2017	LGAQ Mean 2017
Parks, Playgrounds & Public Amenities	406	3	9.1%	44.8%	32.5%	6.4%	3.4%	3.2%	0.5%	3.52	3.85
Environmental Controls	406	9	5.7%	38.4%	33.5%	10.1%	4.9%	7.1%	0.2%	3.32	3.40
Environmental Protection & Conservation	406	10	6.7%	38.4%	29.8%	13.5%	5.4%	6.2%	0.0%	3.29	3.30
Heritage Protection	406	7	3.9%	38.9%	32.5%	6.2%	3.7%	13.5%	1.2%	3.39	3.47
Sporting & Recreational Facilities	406	4	7.4%	45.6%	29.8%	6.7%	3.9%	5.7%	1.0%	3.49	3.78
Cultural & Entertainment Facilities	406	6	7.6%	39.4%	35.0%	7.1%	3.9%	5.9%	1.0%	3.43	3.71
Libraries & other Information Access	406	1	15.8%	50.7%	22.4%	3.4%	2.2%	4.4%	1.0%	3.79	4.02
Community Safety	406	5	6.2%	44.6%	31.0%	6.9%	4.4%	6.2%	0.7%	3.44	3.55
Community Service	406	8	4.2%	39.7%	32.8%	9.1%	3.7%	10.1%	0.5%	3.35	3.50
Pet/Animal Control	406	12	4.4%	35.7%	29.8%	14.0%	10.6%	4.2%	1.2%	3.10	3.42
Shopping Facilities	406	2	7.6%	52.7%	23.4%	7.1%	3.9%	2.0%	3.2%	3.56	3.79
Community Development	406	11	3.2%	38.7%	32.8%	8.1%	5.9%	9.4%	2.0%	3.28	3.50
						AVERAGE FOR THEME AS A WHOLE				3.41	3.61

The average performance rating for this Theme is **3.41**.

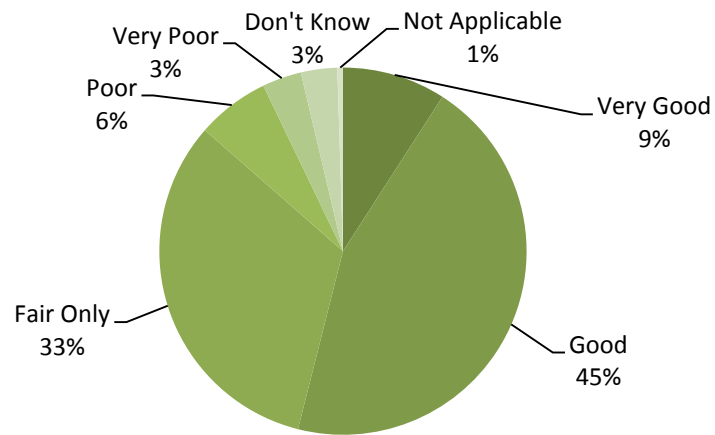
The top performers were:

- Libraries & Other Information Access (3.79)
- Shopping Facilities (3.56)

The poorest performing area was Pet and Animal Control (3.10).

Significant variances (by location) from the sample averages are also shown, below each graph, for each responsibility area. Full data tables are included in the Appendix of this report.

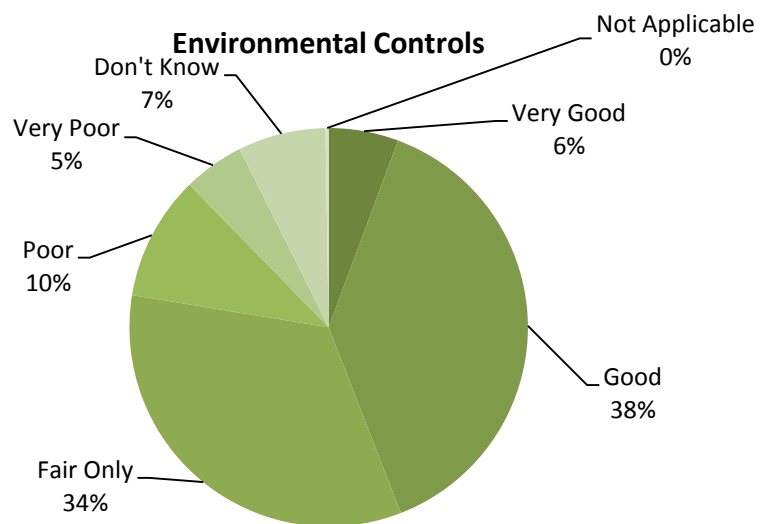
Parks, Playgrounds & Public Amenities



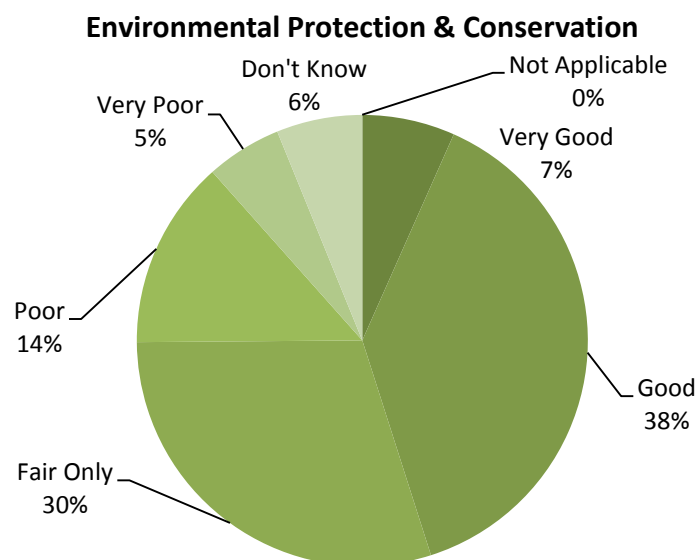
Significant variances were by:

Location & Survey Type

- 10% of online survey – Very poor



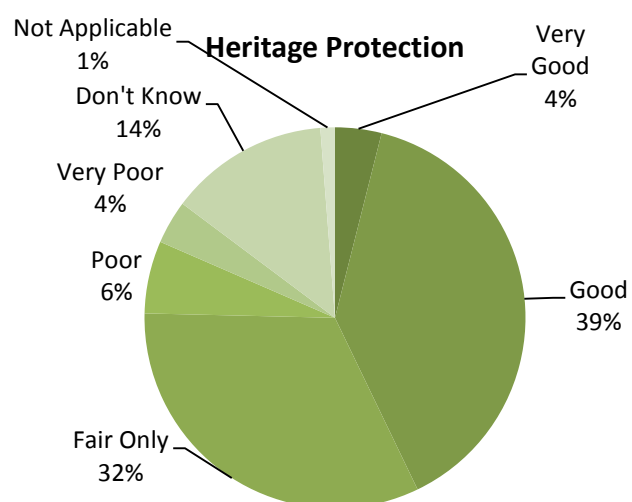
No Significant variances.



Significant variances were by:

Location & Survey Type

- 10% of online survey – Very poor



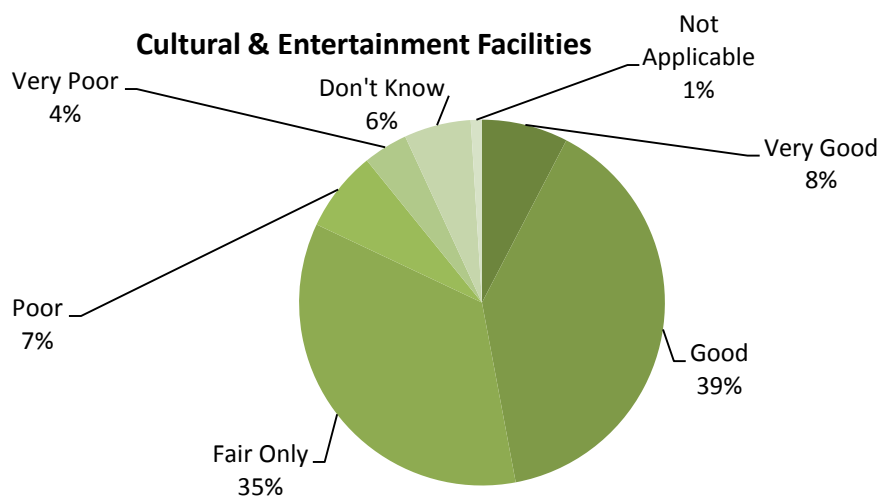
Significant variances were by:

Location & Survey Type

- 9% of online survey – Very poor



No Significant variances.

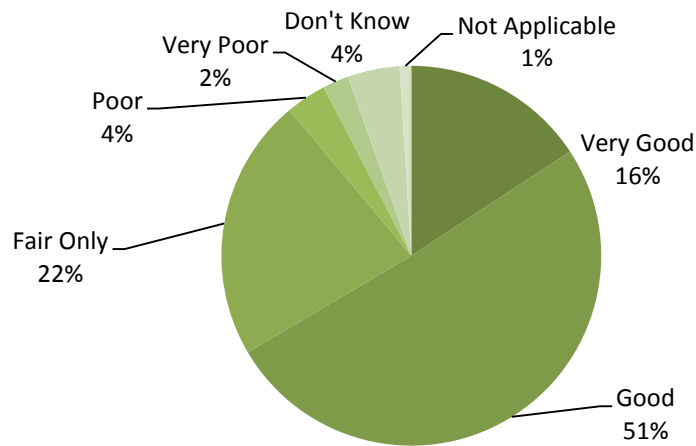


Significant variances were by:

Location & Survey Type

- 56% of Northern – Fair only
- 49% of Middle - Good

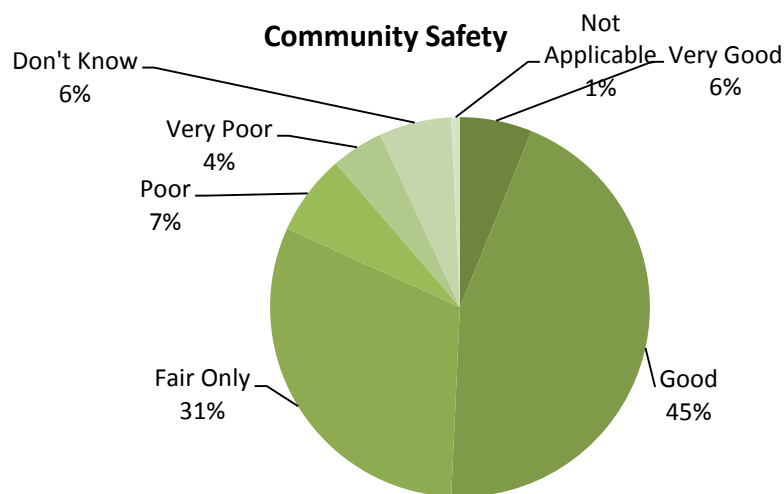
Libraries & Other Information Access



Significant variances were by:

Location & Survey Type

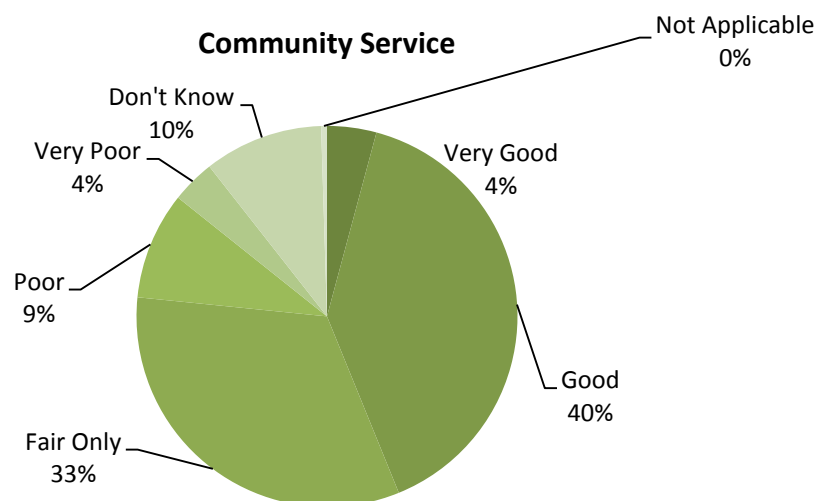
- 40% of Northern – Fair only
- 25% of Middle – Good
- 7% of online survey – Very poor



Significant variances were by:

Location & Survey Type

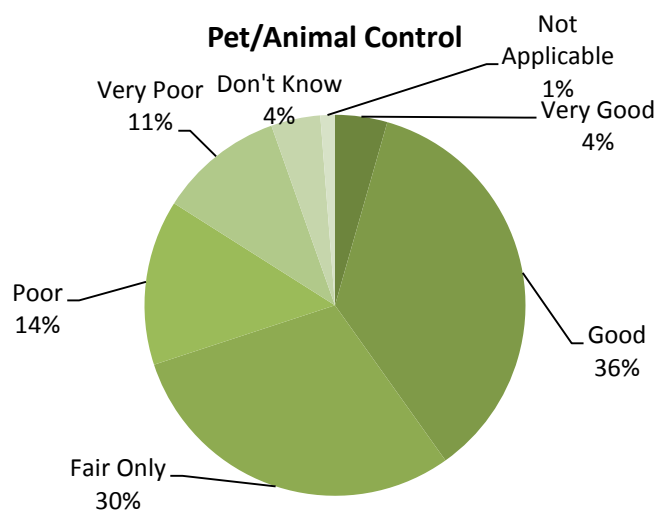
- 52% of Northern – Fair only



Significant variances were by:

Location & Survey Type

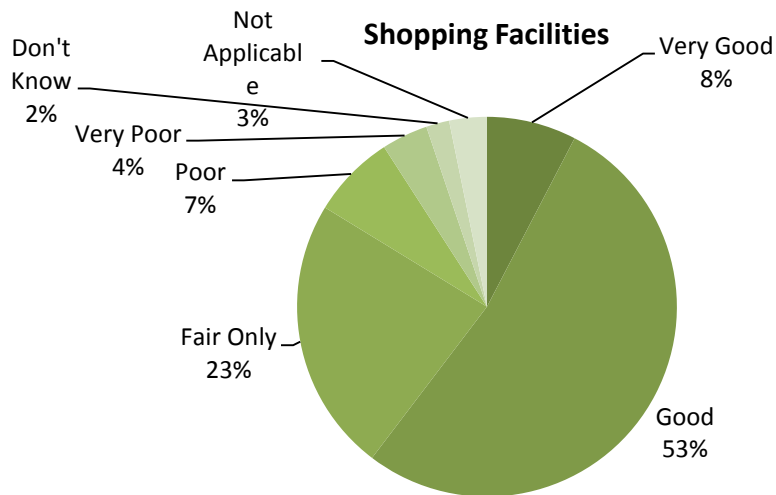
- 20% of Northern – Poor



Significant variances were by:

Location & Survey Type

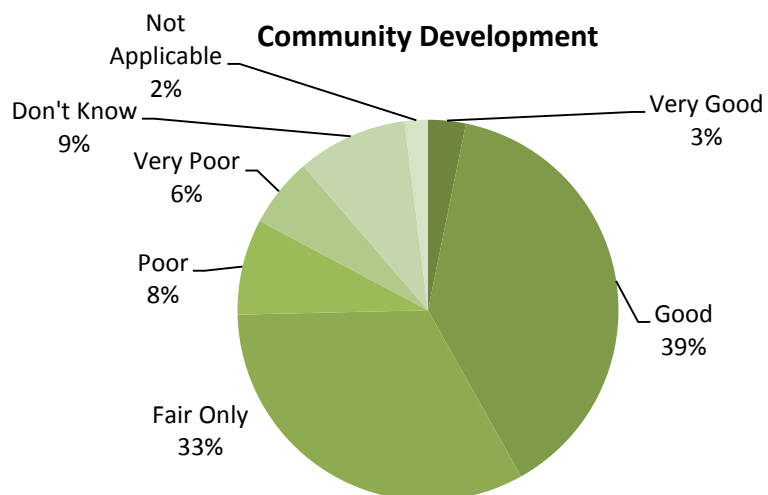
- 50% of Northern – Fair only
- 50% of Southern – Good
- 18% of online survey – Very poor



Significant variances were by:

Location & Survey Type

- 22% of Northern – Poor
- 63% of Middle – Good
- 65% of Southern – Good



Significant variances were by:

Location & Survey Type

- 20% of Northern – Poor
- 16% of Northern – Very poor

Theme 3: Managing the Shire PERFORMANCE

	TOTAL	RANK	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Mean 2017	LGAQ Mean 2017
Town Planning	406	4	6.4%	37.9%	34.5%	8.9%	6.2%	5.9%	0.2%	3.31	3.40
Building Control	406	3	5.2%	40.6%	33.7%	8.6%	4.4%	7.1%	0.2%	3.36	3.45
Economic Development & Local Employment	406	6	3.0%	31.5%	33.5%	18.2%	6.7%	6.4%	0.7%	3.06	3.01
Development of Tourism	406	1	9.1%	39.4%	31.5%	10.3%	5.4%	3.2%	1.0%	3.38	3.39
Financial Management	406	2	8.4%	33.5%	25.6%	8.4%	5.9%	17.2%	1.0%	3.37	3.25
Revenue-raising	406	5=	5.2%	32.0%	31.3%	11.3%	6.2%	13.1%	1.0%	3.22	3.14
Staff Management	406	5=	3.4%	28.3%	25.9%	9.1%	5.2%	27.1%	1.0%	3.22	3.39
						AVERAGE FOR THEME AS A WHOLE				3.28	3.29

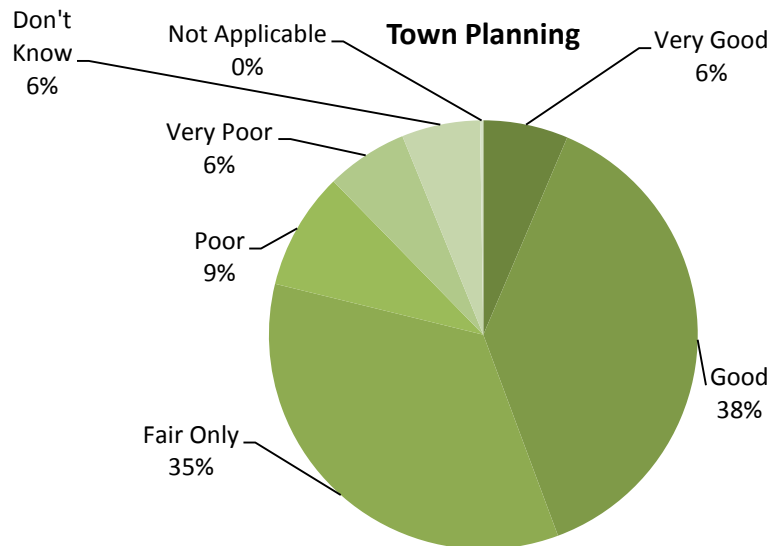
The average performance rating for this Theme is **3.28**.

The top performers were:

- Development of Tourism (3.38)
- Financial Management (3.37)

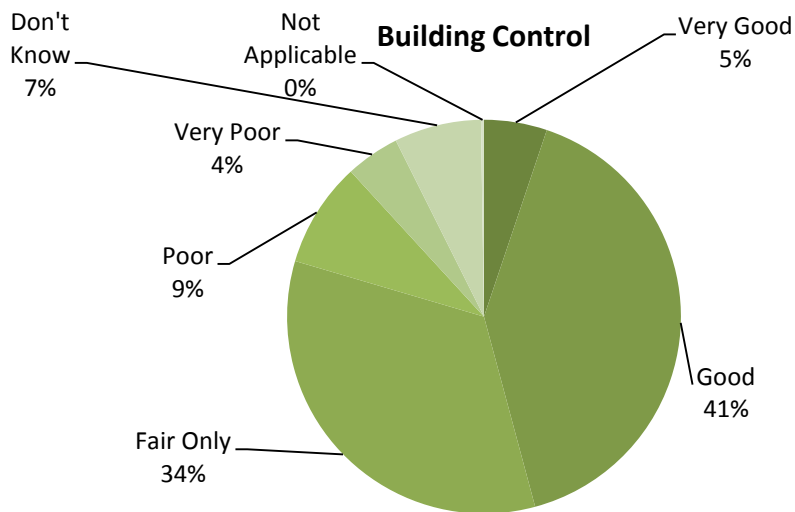
The poorest performing area was Staff Management (3.22).

Significant variances (by location) from the sample averages are also shown, below each graph, for each responsibility area. Full data tables are included in the Appendix of this report.



Significant variances were by:
Location & Survey Type

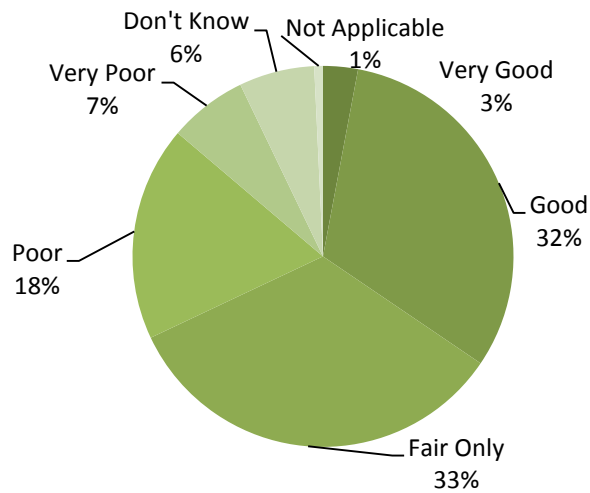
- 50% of Southern – Good



Significant variances were by:
Location & Survey Type

- 56% of Northern – Fair only

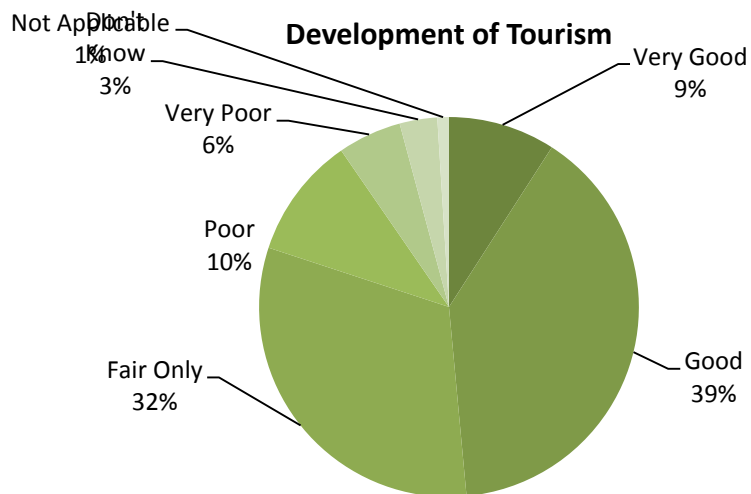
Economic Development & Local Employment



Significant variances were by:

Location & Survey Type

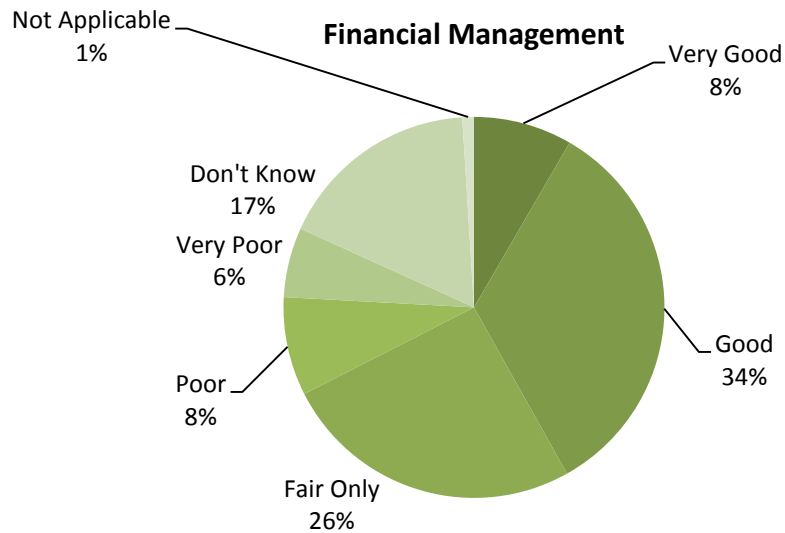
- 12% of online surveys – Very poor



Significant variances were by:

Location & Survey Type

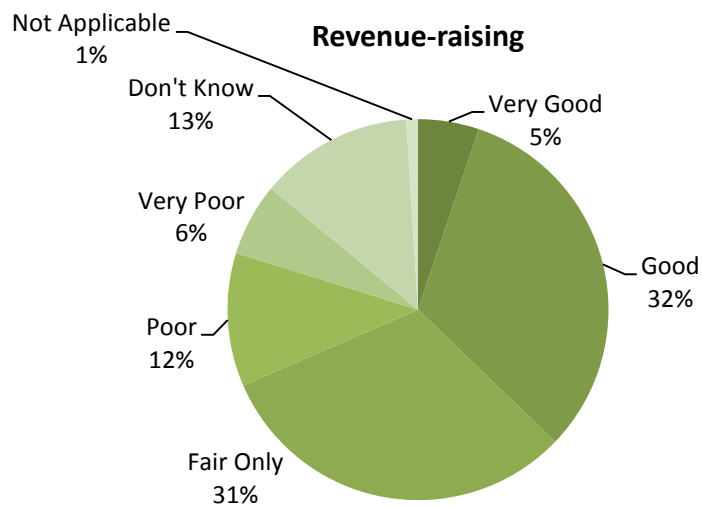
- 22% of Northern – Poor



Significant variances were by:

Location & Survey Type

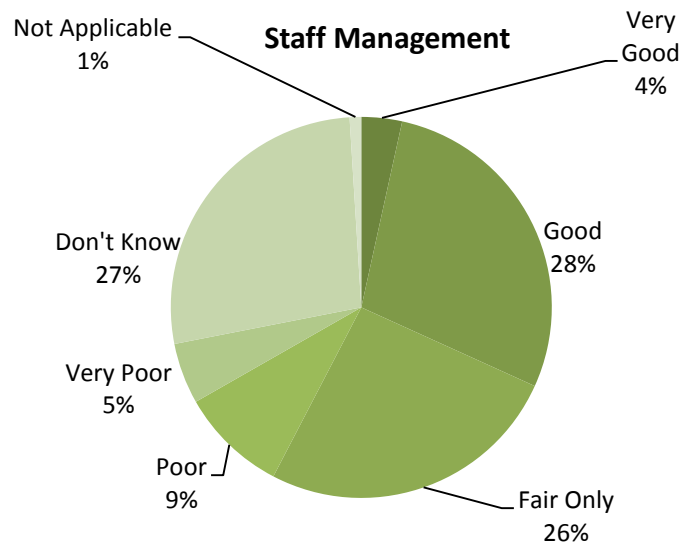
- 18% of Northern – Poor
- 14% of Northern – Very poor



Significant variances were by:

Location & Survey Type

- 16% of Northern – Poor



Significant variances were by:

Location & Survey Type

- 24% of Northern – Poor
- 16% of Northern – Very poor

Theme 4: Customer Service and Communication *PERFORMANCE*

	TOTAL	RANK	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Mean 2017	LGAQ Mean 2017
Customer Service	406	1	14.3%	48.0%	23.9%	6.9%	3.2%	3.2%	0.5%	3.66	3.69
Information Services	406	2	6.9%	44.3%	34.5%	7.6%	2.7%	3.7%	0.2%	3.47	3.60
Informing the Community	406	3	4.7%	39.4%	34.2%	13.8%	6.7%	1.2%	0.0%	3.22	3.32
Consulting the Community	406	5	4.2%	24.9%	37.4%	20.2%	10.3%	3.0%	0.0%	2.92	3.01
Responding to the Community	406	6	3.9%	24.1%	32.0%	20.9%	12.8%	5.9%	0.2%	2.85	2.95
Providing Leadership & Advocacy	406	4	5.4%	28.8%	33.0%	13.1%	8.9%	10.3%	0.5%	3.10	3.21
AVERAGE FOR THEME AS A WHOLE										3.20	3.30

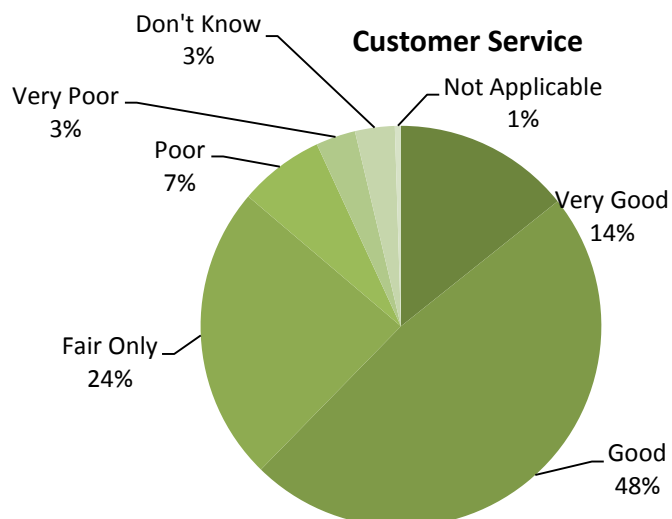
The average performance rating for this Theme is **3.20**

The top performers were:

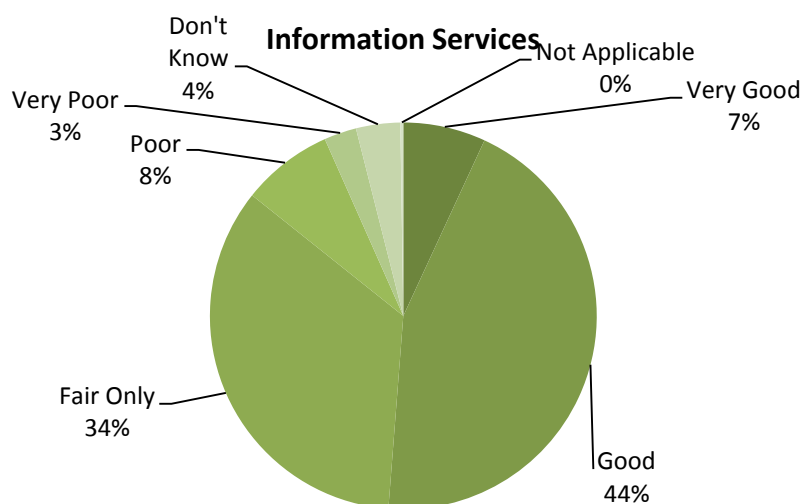
- Customer Service (3.66)
- Information Services (3.47)

The poorest performing areas were Consulting the Community (2.92) and Responding to the Community (2.85).

Significant variances (by location) from the sample averages are also shown, below each graph, for each responsibility area. Full data tables are included in the Appendix of this report.



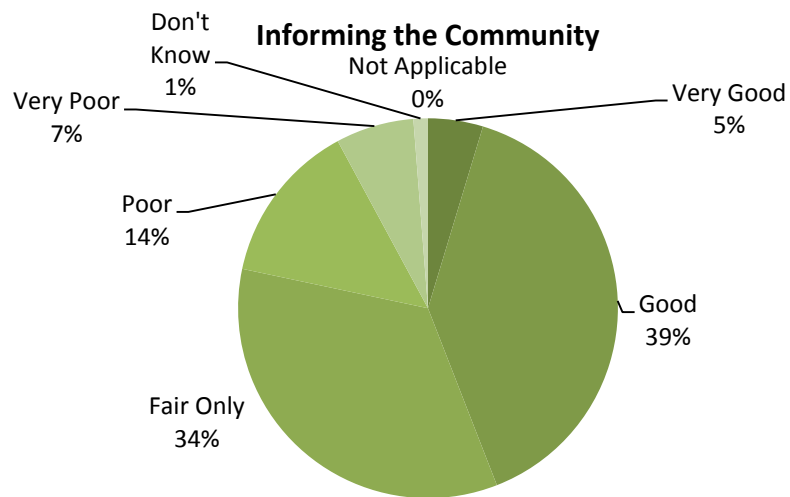
No Significant variances.



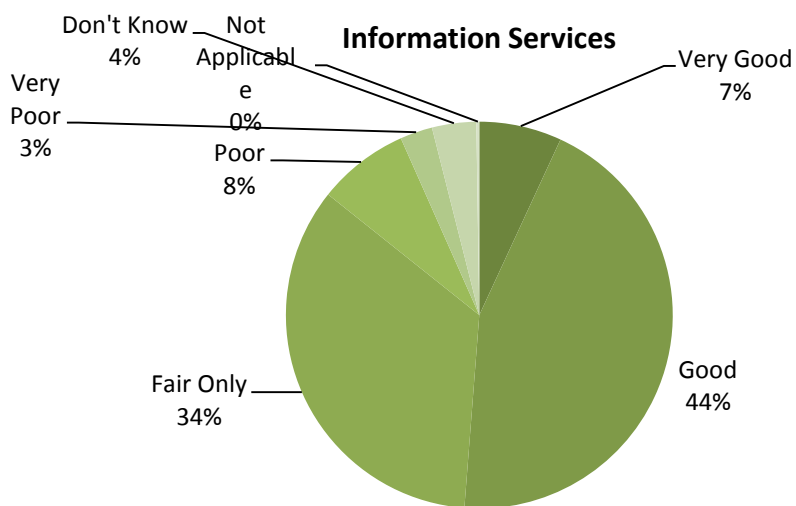
Significant variances were by:

Location & Survey Type

- 56% of Northern – Fair only
- 55% of Middle – Good



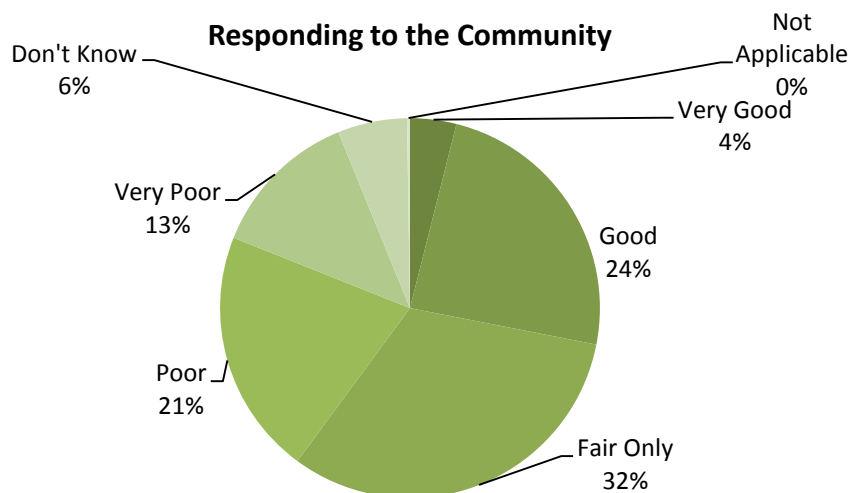
No Significant variances.



Significant variances were by:

Location & Survey Type

- 56% of Northern – Fair only
- 55% of Middle - Good



Significant variances were by:

Location & Survey Type

- 22% of online survey – Very poor



Significant variances were by:

Location & Survey Type

- 30% of Northern – Poor
- 38% of Middle – Good
- 18% of online survey – Very poor

Theme 5: Quality of Council **PERFORMANCE**

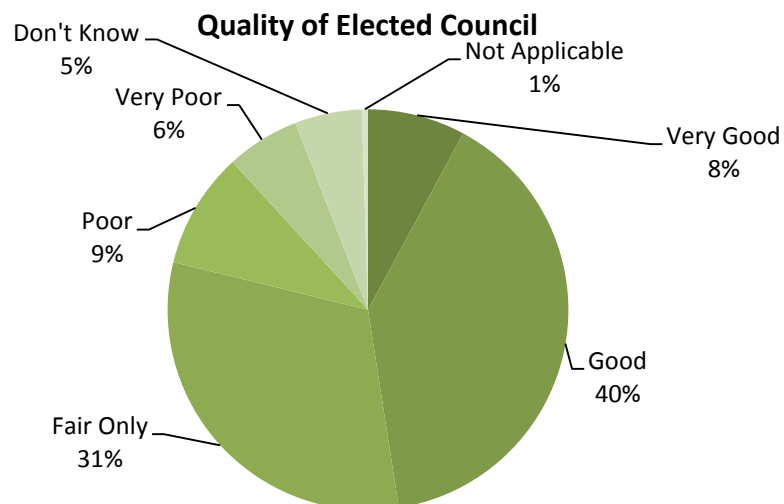
	TOTAL	RANK	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not App.	Mean 2017	LGAQ Mean 2017
Quality of Elected Council	406	3	7.9%	39.7%	31.3%	9.4%	5.9%	5.4%	0.5%	3.36	3.39
Quality of Councillor(s) Dealt with	406	4	7.9%	31.8%	27.1%	9.4%	5.7%	9.4%	8.9%	3.33	3.34
Managerial & Supervisory Officers	406	5	3.4%	31.0%	26.1%	8.9%	6.7%	22.7%	1.2%	3.21	3.36
Quality/Performance of Outdoor Workers	406	2	6.9%	42.6%	29.8%	6.4%	5.4%	8.6%	0.2%	3.43	3.68
Quality/Performance of Indoor Staff	406	1	7.6%	46.6%	24.9%	4.2%	3.2%	12.8%	0.7%	3.59	3.59
					AVERAGE FOR THEME AS A WHOLE					3.38	3.47

The average performance rating for this Theme is **3.38**.

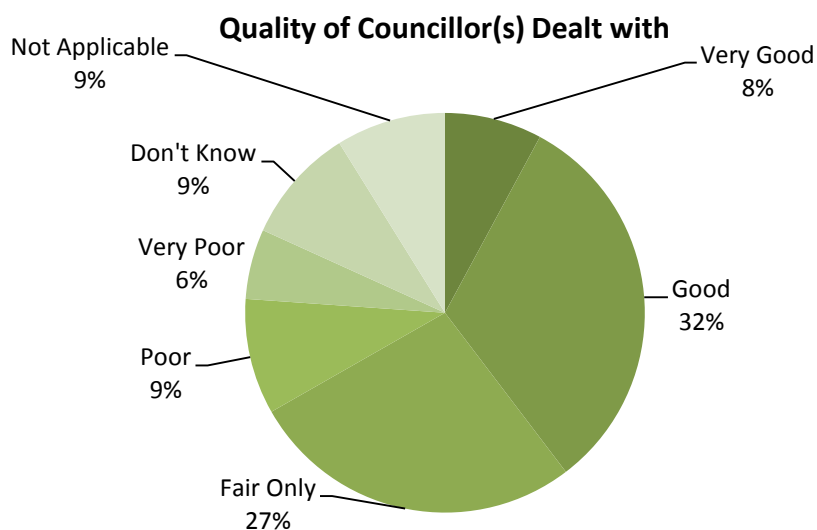
The top performers were Quality/Performance of Outdoor Staff and Indoor Staff with 3.59 and 3.43 respectively.

The poorest performing area for this theme was the Managerial & Supervisory Officers (3.21).

Significant variances (by location) from the sample averages are also shown, below each graph, for each responsibility area. Full data tables are included in the Appendix of this report.



No Significant variances.



Significant variances were by:

Location & Survey Type

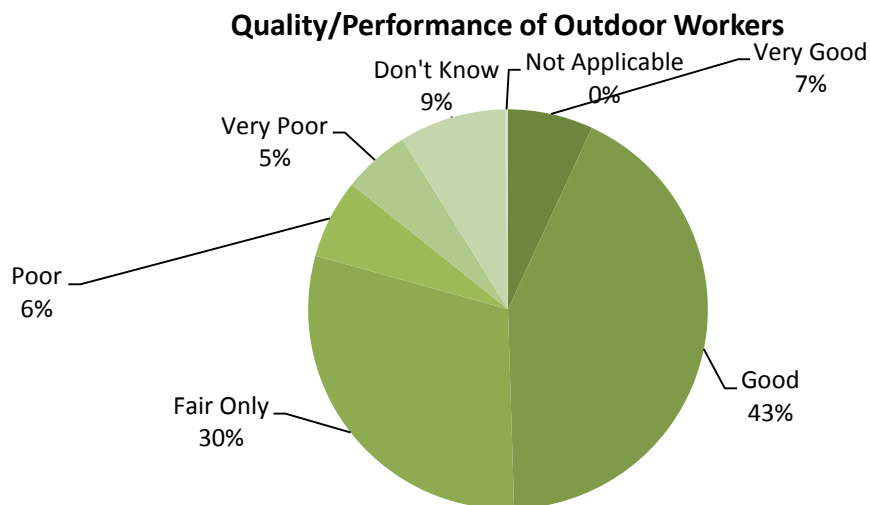
- 32% of Northern – Poor



Significant variances were by:

Location & Survey Type

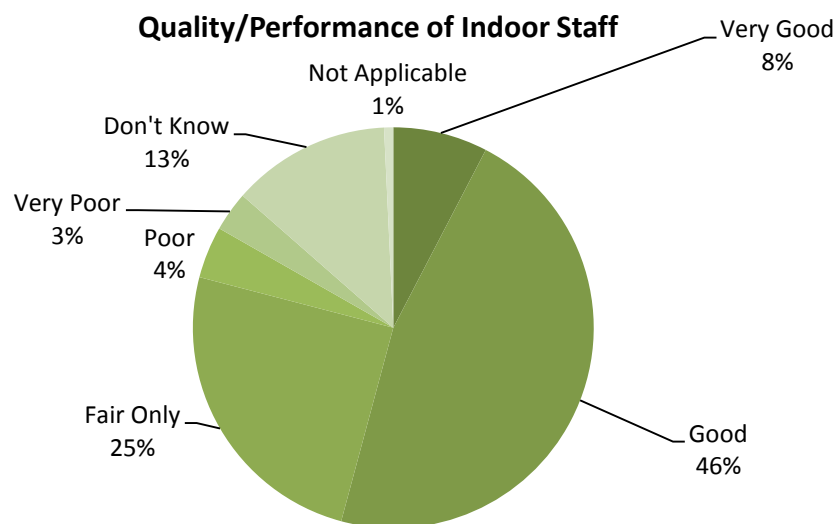
- 26% of Northern – Poor
- 16% of Northern – Very poor



Significant variances were by:

Location & Survey Type

- 16% of Northern - Poor
- 54% of online surveys - Good



Significant variances were by:

Location & Survey Type

- 44% of Northern – Fair only
- 18% of Northern – Poor

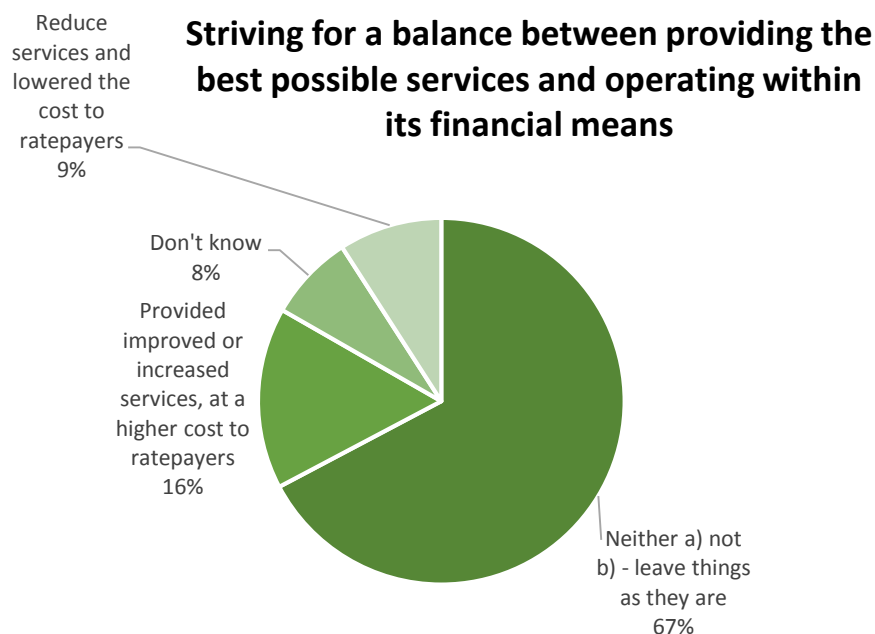
PUBLIC OPINION QUESTIONS – KEY FINDINGS

This section of the report presents the key findings of the two public opinion questions. They were asked as ‘open ended questions’ in the survey. However, in order to give a snapshot summary, they are also graphically presented.

In this survey, all questions were included in the briefing mail-out sent to each respondent prior to the main telephone interview. Consequently, respondents had time to think about the question, and give a ‘considered’ opinion. They were requested to do just this – even discuss the question with friends and relations – in the briefing letter.

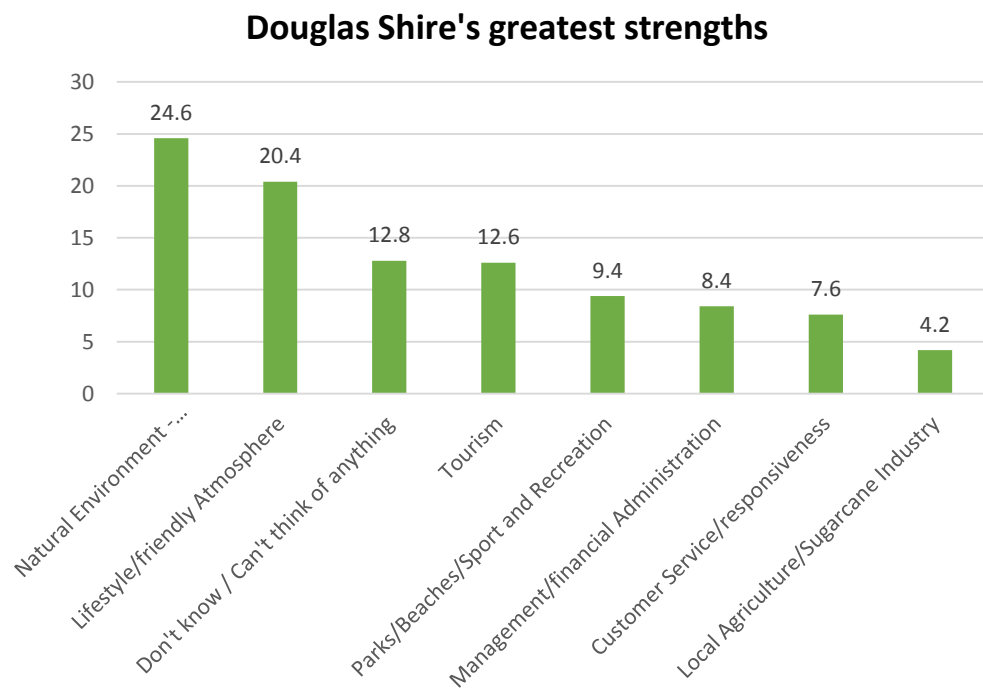
1. Council consistently strives to strike the right balance between providing the best possible services and operating within its financial means. Would you prefer that Council...

- Almost two thirds (67%) of respondents would prefer to leave things as they are in terms of current service levels and rates.
- Only 9% of respondents would prefer to reduce service to lower cost to ratepayers.
- 16% of respondents would prefer Council provided increases services at higher cost to ratepayers.



2. In your opinion, what is the Douglas Shire's greatest strength?

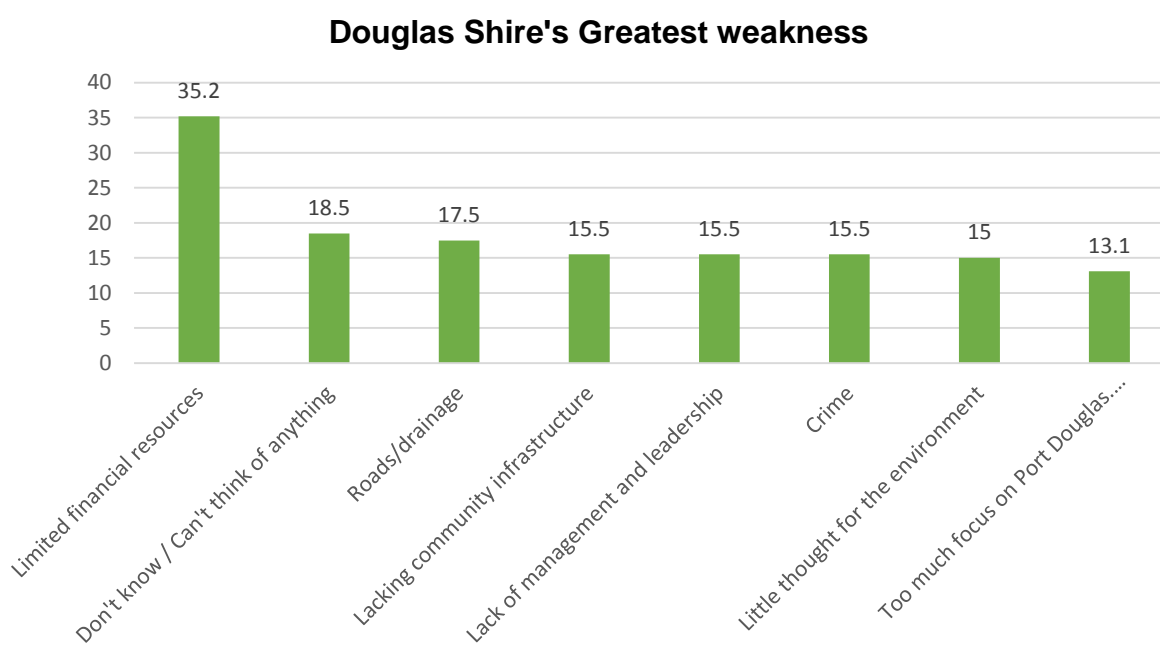
- A quarter (24.6%) of respondents believe the natural environment, which includes the Great Barrier Reef (GBR), the Daintree and general climate as the Shire's greatest strength.
- Lifestyle and friendly atmosphere of the Shire rated second – 20.4%.
- Tourism (12.6%) was rated as the third greatest strength.
- Local agriculture/sugar cane industry was the lowest rating strength.



2. In your opinion, what is the Douglas Shire's greatest weakness?

A third (35.2%) of respondents believe the Shire's limited financial resources, was its greatest weakness.

A further 17.5% of respondent nominated roads and drainage, and lacking community infrastructure (17%) , as the greatest weaknesses of the Shire.

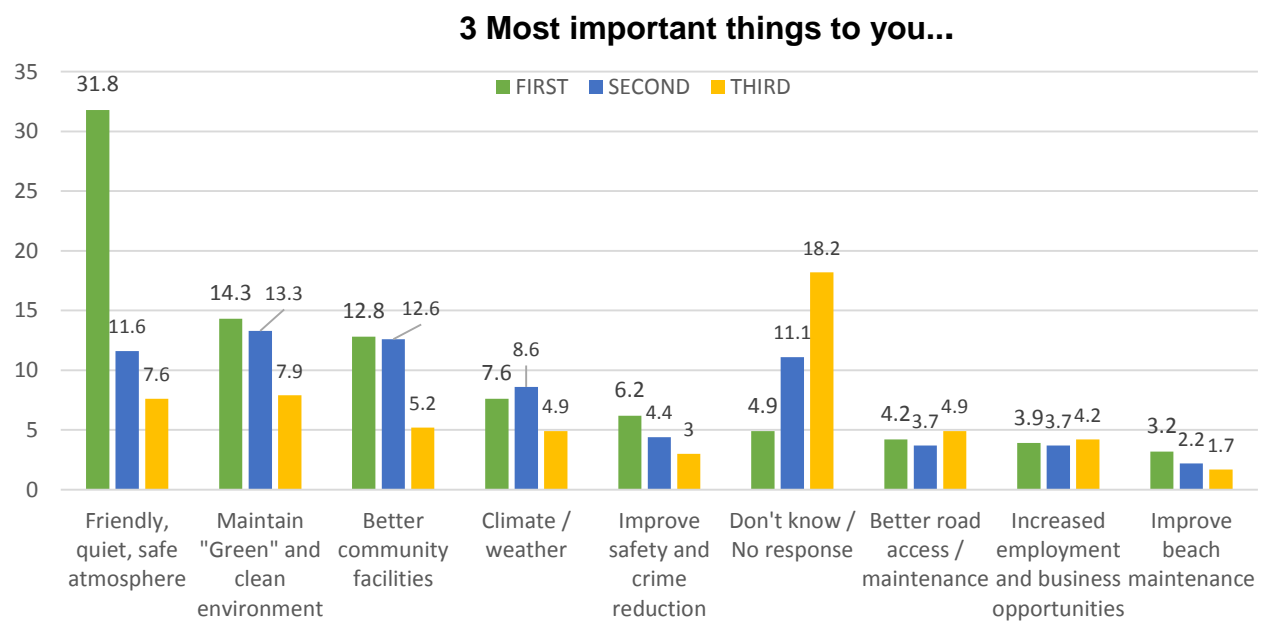


3. There are many things that people use to judge their lifestyle and the quality of their neighbourhood and communities. Please tell me three things that are important to you.

The top three most important things to Douglas Shire residents and used as an indication of the quality of their neighborhoods and communities were:

- Friendly, quiet and safe atmosphere
- Maintaining 'clean' and green environment
- Better community facilities

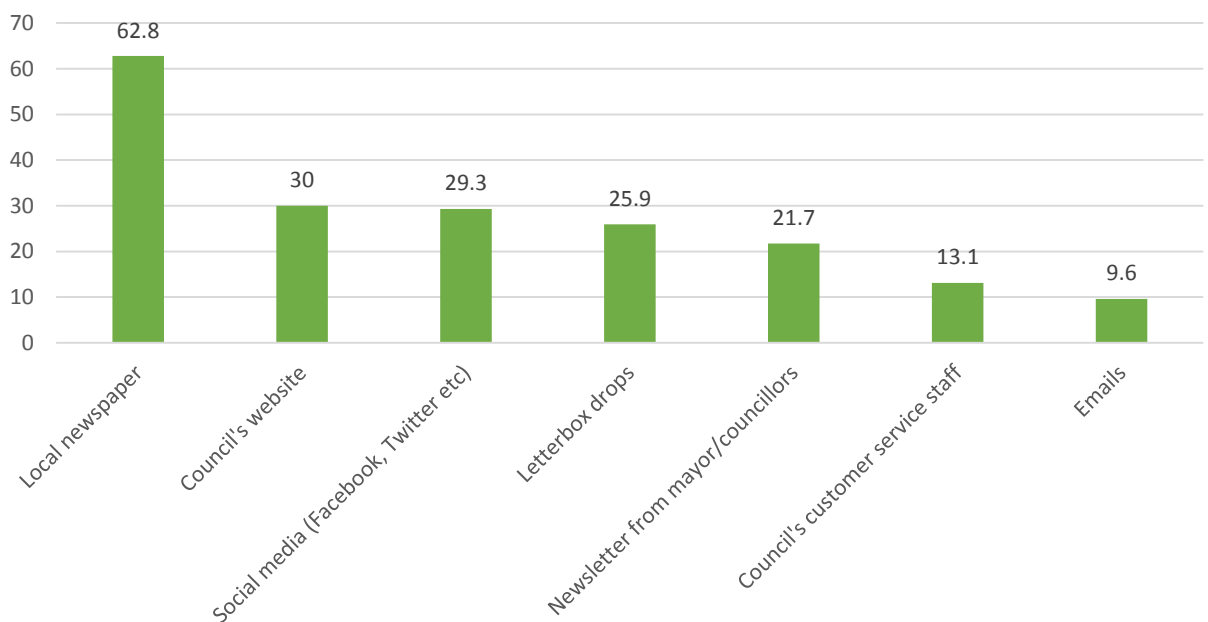
First, second and third response to this question are shown graphically below.



4. Council is constantly striving to communicate well with residents. What would be the method/s you would choose to receive information about council?

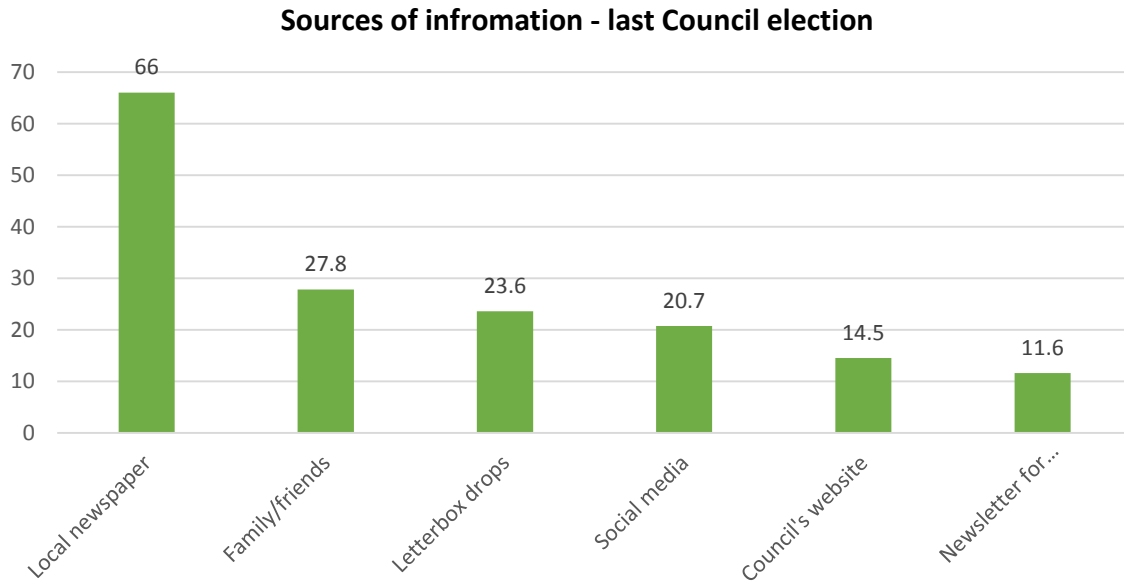
- With almost two thirds (62.8%) of respondent nominating the local newspaper, this is clearly the preferred method for Council to communicate with the community.
- Emails were least preferred method for Council to communicate with the community.

Best method for communicating with residents



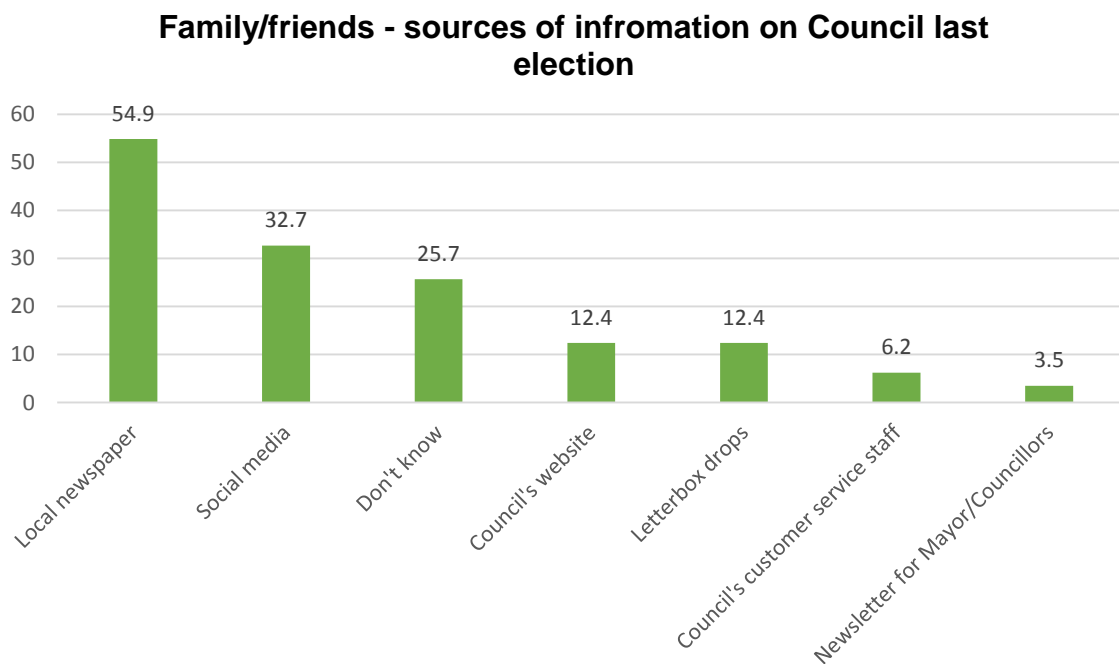
5.a Thinking back to the last Council election, how did you source information on the candidates?

- 66% of respondents nominated the local newspaper as their key source of information on candidates for local Council elections.



5.b (If family or friends mentioned as a source in 5a, ask...) How do you think they sourced the information?

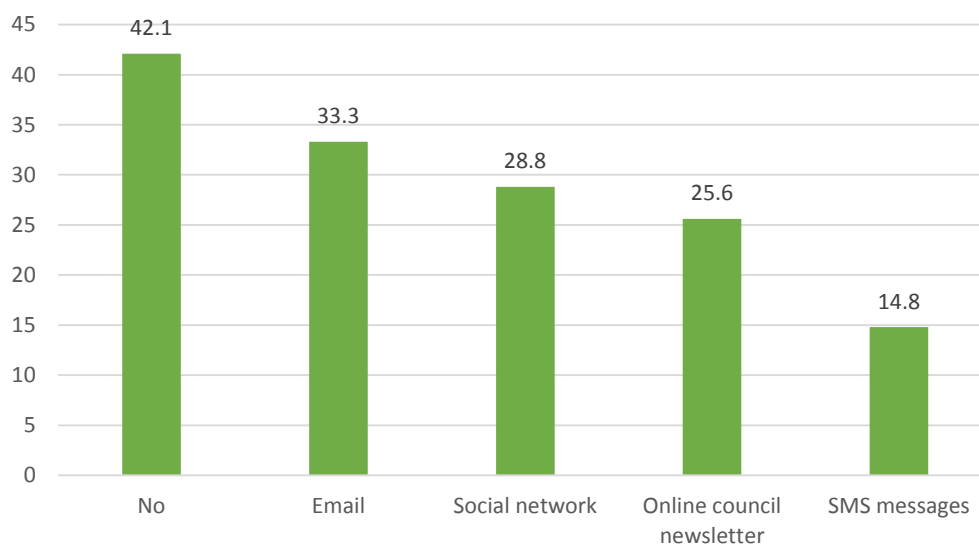
- For the 27.8% of respondents that mentioned they received information from family and friends about the local Council election, just over half (54.9%) nominated local newspapers as their source of information.



6 Would you register to receive important Council updates if available using any of the following methods?

- 42.1% of respondents would prefer not to register for important updates from Council.
- For those respondents that would like to receive important updates about Council, the most preferred methods were email (33.3%), and through social networks (28.8%).
- SMS was the least preferred method for receiving important updates from Council.

**Interest in registering in important Council updates
& preferred method**



7. And finally, we would like to know what you would like to see the Douglas Shire become in the year 2030. In your opinion, what one thing does the Douglas community have to do if the area is to develop in a way that meets your expectations of the future?

The verbatim responses provided are outlined below and sorted into key themes.

Environment

- A place where people behave themselves. It's not a camp site.
- Maintain small country town atmosphere.
- Maintain the environment.
- Higher density development to protect the land - urban sprawl
- We have to put a greater afford into preservation and protecting the very unique fragile and precious environment we live in. We need better croc management, not random removal, we need to pay more attention to our backyard the rainforest and the reef and we really should look into better recycling. Europe is way ahead of us in these things. Plastic bottle returns and a plastic bag ban. Let's protect what we got. Oh and bring back that animal shelter for Christ sake!! Give them a place to stay
- Move towards sustainable farming which does impact on environment eg reef promotion for more tourism and new sustainable industries
- No high rise development
- Keeping a small town atmosphere at a lower cost
- 100% renewable energy for the entire shire and reinstatement of our bio filtration water supply.
- Before a more environmentally aware and sustainable community
- Mossman tourism/beautification
- Botanical gardens.
- Environmentally sustainable infrastructure development so we can utilise and enjoy the most amazing environmental playground in Australia.
- Less Plastic bags in landfill
- Have good crocodile management
- Also more efforts to get everyone involved in the preservation of the Great Barrier Reef
- Plastic bag free,
- Play a more proactive role, manage wildlife better
- Be progressive and have sustainable development
- Control development - don't want it to change from what it currently is
- Clean-up all the rubble in the area
- Maintenance of natural surroundings
- Keep the small town atmosphere
- Good town planning - places for aged care. Be harmonious with developers but don't let developers take over
- Good town planning. Keep the developers out or work harmoniously with the environment. People are here to stay away from all the trappings
- Clean and tidy town/low crime. Cap on high density holiday development
- A lot more thought about what over development will do to the place
- Expand sustainability - keep lifestyle - no development on beach areas. Rates aren't everything.

- Have tourist industry consider the environmental area. They come to enjoy but are killing it.
- Clean tidy town/ low crime/ cap high density holiday development
- Over development
- I would like to see the Shire to continue as a Safe, Clean, and Pleasant place to live, without the necessity for things like costly metered parking, and closed circuit TV cameras everywhere, with a low crime/Drug Problems.

Economic Development

- Small town but with economic sustainability.
- An economically growing town without losing the small town ambience.
- Put decision making back in the hands of residents, not developers.
- Develop Daintree township better.....there's no disability parking! The township has lots of cars drive there but they turn around and think is that it? Daintree township doesn't even need marketing as it's known already worldwide,,, use that free fame and somehow offer more to people....make it into a little hub.... arty hub/ like Kuranda or a little Nimbin or crocodile theme park? More trees in main drag.
- Economic development to ensure that if the mill ever went bust, Mossman doesn't turn into a ghost town.
- Look beyond port Douglas and improve communities North such as Mossman and Wonga Beach.
- More employment in the area. Encourage more businesses to the area.
- Encourage business growth.
- Keep agriculture going - ensure employment opportunities for people.
- Try to end barriers to development. Waste facilities will fit with environmental expectations. Plan for local waster facility - not a transfer station.
- Employment opportunities.
- Population is aging and not many young people are coming into the area. Need job opportunities.
- Employment diversification.
- More positive development to create jobs. Don't just develop for the immediate money for developers.
- Generate a new revenue stream from a local industry that is not tourism based.
- Support the Cape Tribulation and north of the river area better. This area is the jewel in the crown here. Port Douglas has the accommodation - we have the rainforest and the reef. Be more supportive of the communities north of the river.
- Creating jobs which are not seasonally dependent. We need the opportunity to be able to earn on a capacity as other fellow Australian's so we can afford to buy our own homes or at least stay within them. There are not enough fulltime (or professional) job opportunities for long term locals in comparison to casual employment that leave us going broke in off seasons.
- More local employment for school leavers.
- A shire with low youth unemployment - council employing local young people where possible and training them as necessary.
- Increase development. More sewerage in outer areas.
- Encourage growth with restriction on numbers.
- Development of both rural & commercial development.
- Greater opportunity for local employment.

- More development.
- Limit development - resist development.
- Keep a balance between agriculture, environment, and tourism & be economically sustainable.
- Allow farmers to develop their properties, re-zoning.
- More employment.
- Run more efficiently & increase business development.
- Employment creation.
- Prevent development in general eg on the inlet.
- Douglas Shire needs to recognize that is the regions away from Port and Mossman are to be treated in every other way like an urban society, that some of the trappings of urbanity need also to flow there, whether it means subsidies or not. Having a 'green shire' is simply bullshit, if these areas have no effective waste disposal, no dog control, slippery, dangerous roads, no line marking, and no effective way across the river. (Despite the ferry making a mint). There is more.
- Play a leading role in removing barriers to and facilitating economic development north of the River.
- Douglas Shire needs to be always working strategically and always develop and innovate with world leading and world's best developments.
- A shire that realises local agriculture is as important as the reef.
- Continue growth - allow more development.
- Allow growth and development in the area.
- Not too much subdivision.
- Not listen to outsiders re development.
- Economic development creating jobs for the area but don't want the environment spoilt.
- Develop the esplanade. Keep town very neat and tidy.
- Less development.
- Marina development completed on foreshore hotel.
- Bit more diverse in Economic development.
- Have development but at a slow pace so that infrastructure supports growth. Limit building heights.
- Develop the waterfront and build a 'natural' environment style pool in the vicinity of Rex Seal Park.
- Stop developing and start maintaining.
- Be more diverse with businesses.
- Singular focus on developing the shire as Queensland's top tourist destination whilst maintaining our unique upmarket niche.
- Start small business eg coconuts industry only costs 20,000 to start if Solomon Islands can do it so can we, and the chocolate/cocoa industry growing and manufacturing to bring tourists to the area.
- NO to develop this area.
- Allow more development for job growth without over doing it.
- No more development especially holiday accommodation.
- Protect agriculture and primary production as an employment option.

Tourism

- Think more about the needs of the locals - not the tourists.
- Keep it family friendly. Tourists come and go but look after the locals.
- Retain present mixture of agriculture and tourism.
- The best tourist area in Qld.
- This is tourist destination, build the right infrastructure and attract the right people to provide the associated tourism services.
- Focus on tourism and development to offset decline in sugar industry.
- More diversity in tourism and agriculture / more planning and council community consultation and general consultation.
- Stop relying on tourism.
- An excellent tourist destination with limited development.
- Improve family service like lagoons because of jelly fish & crocodiles bring more tourists in because of this.
- Keep doing what they are in the community re developing tourism.
- Promote tourism.
- Promote our region more.
- More tourism industry - community will have to accept need for more tourism development.
- Ensure that we do not become solely a community town with tourism accommodation. We need permanent residents renting and owning, affordable, so the community grows and becomes more stable.
- Tourism, but not at the expense of locals. Retain Conservation as the main priority.
- More development of tourism and tourism businesses.
- Upgrade tourist attractions & be friendlier towards tourists.
- Promote reef as a sustainable resource for tourism - which it is not dying/dead.

Community Facilities/Services

- Fishing co-op.
- Facilities for employment training & encouraging business development in the area.
- Open botanical gardens in Mossman.
- More development - sporting facilities for children.
- More and higher standard of community health services for substance abuse and domestic violence. This includes domestic violence education of police officers to ensure ALL AVO breaches are taken seriously by the police and victims feel assisted instead of further victimised. Education of youth about what abusive relationships look like in all forms.
- Greater control of feral animals - dogs, cats, pigs.
- Local pool.
- More is needed for young families. Upgraded and impressive playgrounds, water play park similar to muddies. Impressive landscaping in the town, future residential town planning.
- Better support for crucial community services ensure our future leaders have support and advocacy. Strong foundations help for a strong future.
- Put in some facilities for young people.
- Provision of a major shopping centre in the area.
- Provision of better maintenance of Mossman.
- Get transport service for locals.
- More things for young families.
- Need a Lagoon pool.

- Maintain playgrounds and footpaths.
- I also would like to see the Council institute a Home Gardening Programme based on household needs for weekly Fruit and Veg @ based on simple Organic principles, and have a practical common sense gardener/horticulturalist appointed to Council to help @ encourage.
- We are becoming an aging population. I would like to see Douglas Shire looking after our elderly and aging residents better. The retirement village in Port Douglas should have been given the go ahead in my opinion.
- Shift the focus from tourism to community. Support locally grown and produced goods, put more information out there regarding community support/volunteering, set up a public transport service connecting our community.
- I would like to see local council members using the facilities in our local community. Local cafes, shopping centres and schools.
- More services to our area.
- Aged care facilities and/or Retirement Village.
- 24 hr medical centre for afterhours which is bulked billed rather than hospital.
- Better serviced communities.
- Better services out our way.
- Broaden their minds & allow shops other than cafes in the area.
- Facilities to encourage young families to live in the area.
- Public transport to outlying areas.
- The provision of a high school & aged care facilities.
- Keep services maintained and up-to-date.
- Facilities for families.
- More sporting facilities - things for children to do.
- A robust economical transport service.
- Growth, retirement villages for the aging population, more areas of land released for development.
- More public toilets, better TV reception, keep the towns tidy.
- Provide more elderly housing options.
- Cater for the needs of older people, including at least one retirement village.
- Bring more community functions back eg dances.
- An area promoting inclusion of seniors as part of the community. Facilitate more development for seniors - thinking ahead.
- Continuing to provide facilities & services for elderly.
- Better public transport. Law and order.
- More aged care facilities.
- That the Douglas Shire Council buys back for public and community use the block of land in Mowbray Street Port Douglas.
- Community services.

Finance

- Keeping rates down.
- Amalgamate with state government to lower costs.
- Spend more money on the outer communities and not just Port Douglas itself, the Daintree has a lack of services like rubbish pick up, electricity and a bridge for the Daintree River as the ferry isn't working with long line-ups.
- Don't forget the local keep it simple n keep rates down. Don't overspend on infrastructure you cannot afford. Cater to majority of residents not tourists or seasonal residents.
- Use funds for other communities not just yet.
- More money - better budget.
- To be better funded in order to keep promises made to residents.
- That Port Douglas not be the main focus of Rate Payers Money.
- Stop taking all the financial gain from the Daintree area and not reinvesting it there. Sort the roads out over the river and sort the ferry out, it becomes more of a disaster as each season gets busier. Pop up there now and see how much you enjoy sitting in your hot car for 45mins. Clean up the Shire, the sugar industry has to go, hemp would be better.
- Continue maintaining our shire as is within its financial limits & Budget.
- More equality of rates i.e. the people who cost the Council more should pay more.
- Keep rates low as possible - support anyway to increase employment opportunities - need a public link between Mossman and Port Douglas.

Infrastructure

- Make sure we have adequate water supply.
- The provision of public transport for those who can't drive.
- Seal as many roads as possible.
- Lagoon pool.
- More clever town planning, a sporting precinct, and communication on the plan for the town planning, so we can see what we are looking to achieve i.e. botanical gardens.
- To have the power north of the river and at reasonable prices.
- National broad band.
- Improve public transport Port Douglas to Cairns.
- Supply more tourist facilities / cull crocs support growth of population - more infrastructure and commercial development.
- Bridge between top ends of Port Douglas to Mossman, connecting ring road to Bruce Highway.
- Bicycle friendly connections between all areas in the shire.
- We need to encourage families to stay here longer than 'the season' by providing more things/facilities for those people with children to do. Often people new to the area will move on as 'there is nothing to do here'. More park facilities, need to be built where the families actually live - not in town. Council needs to place greater conditions on future housing development to cater for this - a vacant block with nothing on it does not denote a 'park'.
- Good schools so kids don't feel it's necessary to travel to Cairns and a TAFE facility up here again. Health services. Affordable public transport.
- Have all communities with power and water.

- Have reliable internet and mobile phone access.
- Small airport for tourists.
- Better roads, lower rate prices.
- Sort out the ferry problems.
- More walking tracks in the mountains.
- Invest in botanical gardens at Mossman. Fix up intersection in front of hardware store at Mossman.
- Ensure provision of facilities, animal shelter, fishing bridge.
- Cooyar beach turnoff from highway very dangerous needs improving.
- Develop an esplanade along the coast with Water Park.
- Lack of infrastructure and maintenance.
- Good roads and support services.
- Grid power north of the Daintree.
- An electric train service to Cairns taking in the northern beaches and airport. Would be an attraction in itself, one of the best train rides of the world. Take a lot of traffic off the roads and give access when roads are closed due to accidents. Maybe even get the sugar trucks off the road. Would be expensive but so is an upgrade to the Captain Cook why and the road closures to our reputation and businesses.
- Improve and manage infrastructure to provide a well-managed and visually attractive area to accommodate continuing rise in tourism and ensuring a safe and attractive place to reside.
- Roads.
- Construct venues and support the many artists in the shire to give a boost to the tourism in the whole shire not just certain areas.
- For all areas to have sealed roads and services.
- Electricity across the river.
- Maintain their existing facilities.
- Sewerage for Wonga - promised 11 years ago.
- Ensure adequate water supply.
- More street lighting.
- Fix the traffic congestion at the Daintree Ferry. Resolve power issues north of the ferry.
- Public transport.
- Finish the waterside walkway, then develop the old Havana site as an aquatic/adventure park for all ages. Tear down that dreadful fence, please.
- Second ferry or a bridge for locals. Community health facility for across the river. Public affordable transport for all communities.

Governance

- Better led council / more competent council staff.
- Stop ignoring the rest of your constituency in favour of only looking after port Douglas. Maintain roads and facilities in your regional areas.
- Provide equal provision of maintenance of facilities in all areas.
- Resisting State Government pressures for inappropriate levels of changes to planning legislation. I fear developers will prevail - money talks.
- Listen to ratepayers and stop the blatant abuse of power- Shannon vale development in flood zone is a prime example.
- Better managed.

- Diversify the area - amalgamate with Cairns.
- Empowerment of the people to be responsible of their local area.
- Maintaining current building controls.
- Amalgamate with Cairns and services and tourism will work for everyone and there will be work.
- Keep control of building and planning - don't let developers sneak in.
- A council that listens to ratepayers - approval of development applications when majority of ratepayers say No will result in council and mayoral discord.....
- The tranquillity not disturbed by too much government intervention.
- Continue to support town planning and don't give into developer's money.
- Stick to town planning and get it right.
- Controlled development and expansion.
- Provide clear leadership to the residents across the river. By this I mean, not ignore the trolls and haters (Even though it may be easier to take this strategy) but have more community face-to-face meetings. The people across the river love meeting our councillors.
- Improve the quality of its Councillors and senior management.
- Controlled development.
- Feels very strongly about seeing council work harder for their money.
- Amalgamate with Cairns - more things will get done.
- Put more effort into the smaller areas instead of spending it all on port Douglas.
- Protect itself from outside influences - resist pressures from outside.
- Bi-Monthly communication meetings with Locals in their area. No matter how hard we try to communicate with Council, our wants and needs rarely get your attention. The establishment of power to the land north of the Daintree River is essential - whether RAPS etc. Support for our nurse and clinic and a Police presence now and then would help.

Other

- A shire with affordable options for older people - not sure what action is needed.
- Don't want too much change it is wonderful the way it is.
- Getting rid of the portal that has been on the North side of the Daintree River for already a very long time.
- This survey is way too long.
- Community needs to be more involved and inform themselves as opposed to inaccurate word of mouth. Support the local community groups and engage/support Council in adopting/changing policy.
- Create more affordable housing for hospitality staff coming into the area.
- Focus on community priorities first not the whinging Facebook wheel.
- Consultation.
- Fully functional in all areas in the district.
- Leave it as is.
- Be careful about some of the 'progress' pressures from outside.
- Anything that would change the composition of population, a lot of Muslims coming into the area.
- Impossible to do but I like to see them keep out people who want to change the place or make trouble for the people living here.
- Offer something for tourist, locals, families that doesn't cost anything to use.

- Improve communications from council / activities / festivals / bulletin board for what's on.
- A big ask... as we do not have a clue what is likely to develop in the next 13 years. We have to significantly 'power-down' (that probably will be forced upon us) - we don't know what changes climate change will bring (GBR??) - I would expect a serious reduction in tourism numbers (GHG contributions from travel - and I suspect an economic/financial depression) - If we don't start planning for these eventualities we will be in trouble. Prediction, especially about the future, is always difficult!
- Drive crocodiles back up the creeks, build community public spaces for residents outside of Port Douglas. Increase rates for non-resident owners to subsidise residents living in the shire.
- Improve the ferry service at the Daintree. Take a more active role in promoting power and telecommunications in the Daintree. Just leaving it in the 'too hard' basket is not good enough.
- Solar rebates North do the River, more facilities for our kids North of the River i.e. workshops sporting clinics, Continued medical services.
- Have morals & be proud to stand for this community. Support your community & listen to & support longstanding members of this shire. Look after the Eco systems & make every resort be countable & install rain water tanks etc & remind yourselves where you live & be grateful. Look after the reef & rainforest & want to be congratulated for your Eco friendly systems in place not another Gold Coast fossil fuel burning pollution party.
- By 2030 the Douglas Shire should be a greener shire than what it is now. Half the shire currently pollutes 24 hours a day with diesel generators roaring like it is central Africa. Council should be pro-active pursuing a normal electricity supply, instead of doing nothing and only focussing on paws and claws. Council should stop ignoring the crisis of pollution and energy poverty in the northern half of their shire. If they keep doing nothing then in 2030 the generators will still roar.
- Stay involved with the outer communities.
- Listen to the broader community instead of minority groups.
- They are well organised - hope they keep up the good work.
- The shire should be united port Douglas and Mossman should be able to be accessed by public transport, bike lanes, and council should encourage business to update their store front. More employment opportunities for people with disabilities and youth. Council to contribute. Ore to community events.
- Provide significantly more free parking and cajoling. Pressure council to make visitors more welcome.
- Keep the sugar mill.
- More independent of electricity companies.
- Bring area north of Daintree River up to the same standard as Port Douglas.
- No high rise - no KFC.
- High-rise - no KFC.
- Don't put tourist's needs before locals. Stop development of resorts/developers/more recycling/upgrade road to Cairns.
- No high-rise.
- Allow individual freedoms.
- Stop sitting on your hands.
- Provide a safe community for all residents - ensure infrastructure increases with the population - taking into account the influx of travellers - cars, buses, caravans that congest our town during the crush season, safety on our streets and in our homes.

- Pay some attention to the residents north of the river. Become a leader in sustainable development. Provide information and support to people that want to live an environmentally sustainable lifestyle. DSC has an opportunity to become a leading Council - stop following & start leading!
- Go back to grass roots. Focus on events that unite community and are affordable. Rotate the yearly street party. Take advantage of venues like AME (Daintree Station) and hire them out for co.mu it events beyond pt D and Mossman. Reclaim and develop the pub land at Wonga for Community use and events. Integrate all areas of the Shire and let the smaller suburbs have some identity with strategic development that isn't on the main road.
- More diverse.
- No change - we'll accept whatever comes.
- Quite happy with the shire currently.
- More inclusiveness of all members of the community.
- Keep promoting Moss & Port Douglas.
- Don't change much.
- Steps taken to control the drunken vandals who graffiti, fight and commit crimes.
- If Wonka Beach keeps getting more building then they should stop use of concrete slabs - footpaths - then there is nowhere for water to go. Nowhere to sink in for the water.
- Keep on caring about the shire.
- Stop visitors from camping everywhere.
- That's a long way off. Anything can happen but it certainly won't look like it does now. Don't make it the dumping ground for refugees.
- Everyone should have tank water. No high-rise development.
- Keep small.
- Between the Clink theatre and the Neighbourhood Centre. This is land that could have significant use for future.
- The issues with the ferry being addressed and residents not being 'punished' for choosing to live over there.

SUMMARY

This 2017 benchmark study for Douglas Shire Council clearly shows the extent to which Council is currently performing and is perceived to be meeting expectations of the community it serves.

While this study can be used as a stand-alone report on the situation in Douglas Shire Council, as the community sees it, it can also be compared against an external standard - the 2017 LGAQ State-wide Report of results for Queensland, and Provincial Councils.

Obviously, for reviewing performance, up-dating the Corporate Plan, and determining priorities, the most important information is the actual detail in Douglas' own study. However, taking account of an external measurement criterion is important, as it provides Council with a relative comparison measure of its performance.

Overall Performance

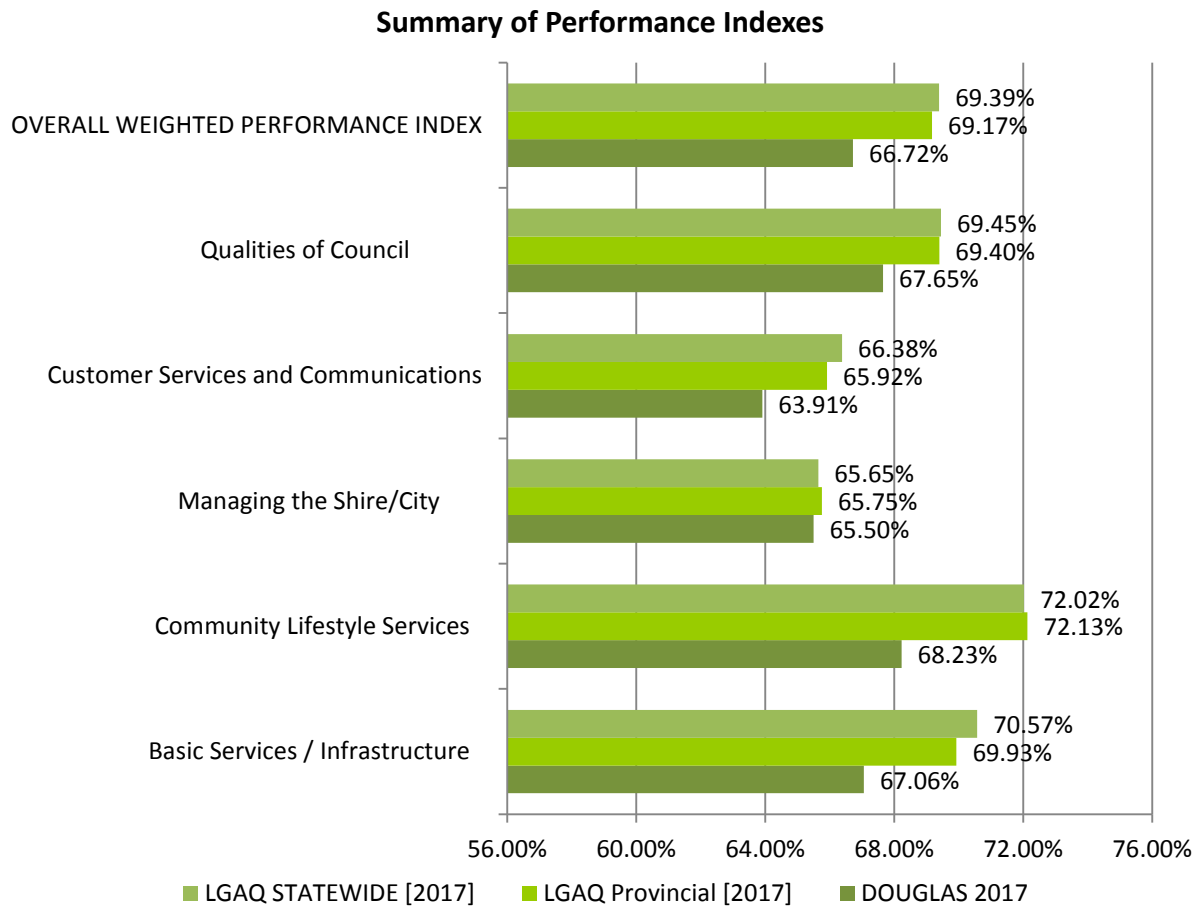
An assessment of the overall performance of Council, is obtained at the end of the survey, after all the ratings for Importance and Performance for the 42 individual Areas of Council Responsibility have been obtained – a process which gives respondents plenty of time to review and assess just how well its Council has actually performed, on the 'things that matter'. In this final question, respondents are asked to provide ratings for 'Overall Council Performance'. The average of these ratings provides a single number which sums up their attitudes on the whole subject.

The result for this survey is **3.35, which is lower than that for both Queensland - 3.48 and Provincial Councils – 3.49, as measured in the LGAQ 2017 State-wide Survey.** A mean score of 3.35, translates to just over three quarters of respondents viewing Council's performance as 'good' (41.1%) and 'fair only' (40.9%). ***It is also 67% of the 'Optimum' score of 5 which means that Council is generally viewed as being effective in delivering services to the community.***

A second way of measuring "Overall Performance" is to take the individual Performance ratings for each of the 42 Council Responsibility Areas, add them up after allowing for the relative "perceived Importance" of each of the Areas, and then calculate the result as a percentage of the possible optimum. On this basis (called the Average Total Performance Index), Douglas Shire Council is rated as achieving **66.72%.**

COMPARISON OF PERFORMANCE INDICES

The following charts show comparison of the Total Performance Index (TPI) for Douglas 2017 with LGAQ 2017.



The chart above, shows the Douglas TPI (66.72) for 2017 compared to TPI for the 5 key themes. As can be seen from the chart above, Douglas is well below the overall average TPI in 4 out of the 5 areas namely:

- Qualities of Council (67.65%)
- Customer Service and Communication (63.91%)
- Community Lifestyle Services (68.23%)
- Basic Services / Infrastructure (67.06%)

For Douglas's Managing the Shire TPI (65.50%), comes very close to both the Provincial TPI (65.75%) and LGAQ State-wide (65.65%).

Areas Rated as Being 'Poor' on Performance

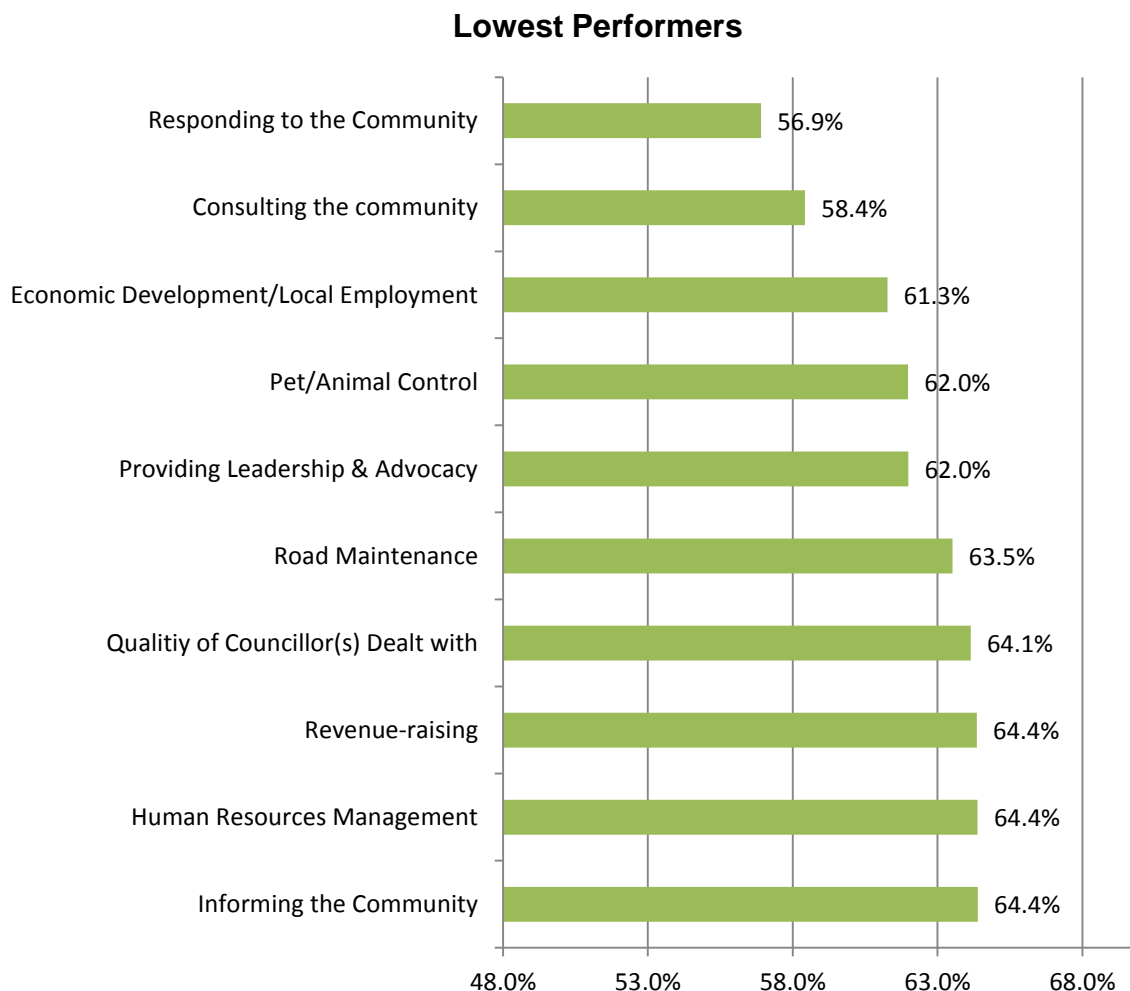
Market Facts believes that Corporate Planning and Continuous Improvement initiatives in Douglas Shire Council should focus on and prioritise those areas of responsibility, which are more important to residents and where Council is seen as being further away from fulfilling expectations (performance ratings). The objective should be to 'close those gaps'.

This can be done by closing the gap between actual Performance and what it would be if it achieved the Optimum Score of '5' (which is not the same as the Importance score)

These 10 Responsibility Areas have been selected on the basis that

- their Importance rating is at least 3.96 (on the border-line of '4' = 'Important'), and
- their Performance is more than 1.5% below Average (where Average Total Performance Index is 66.72%).

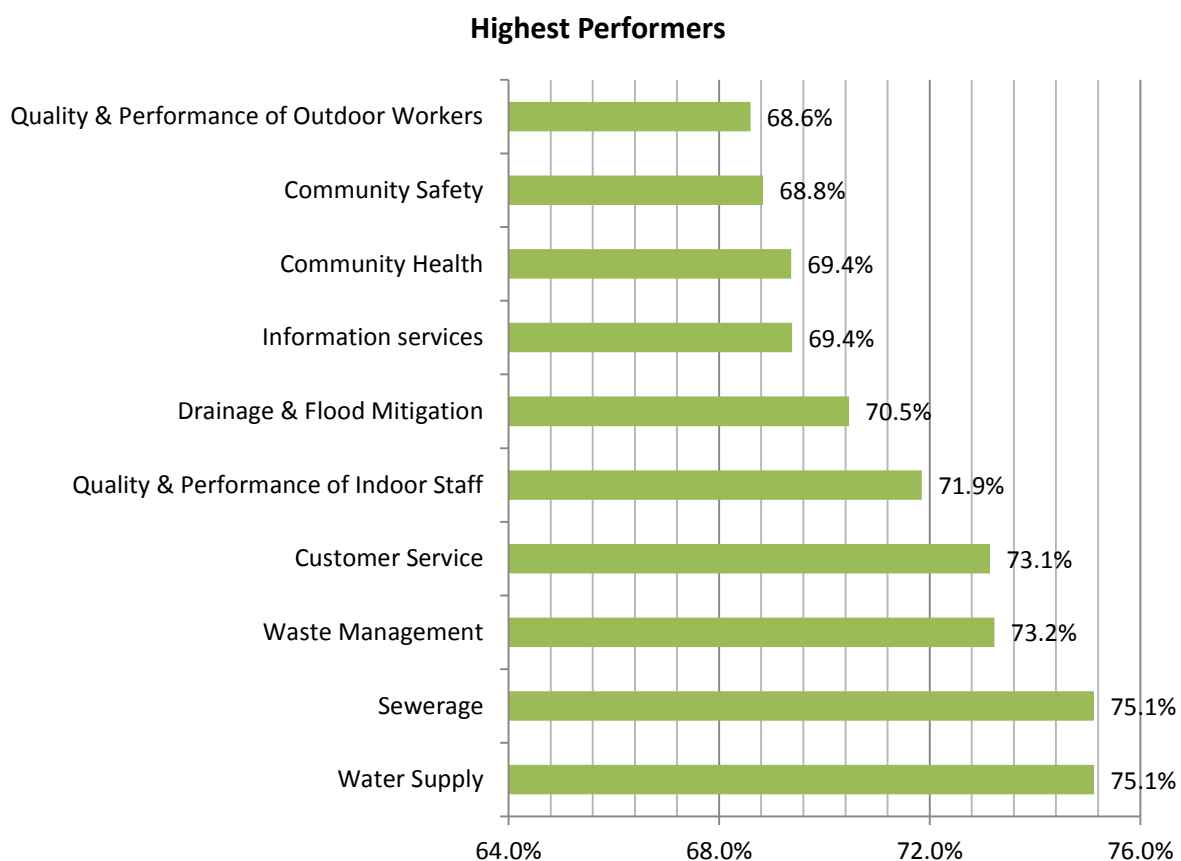
These are shown graphically below.



Areas Rated as Being 'High' on Performance

There are 10 Responsibility Areas (out of the total of 42) on which Council performed best in relation to their judged importance.

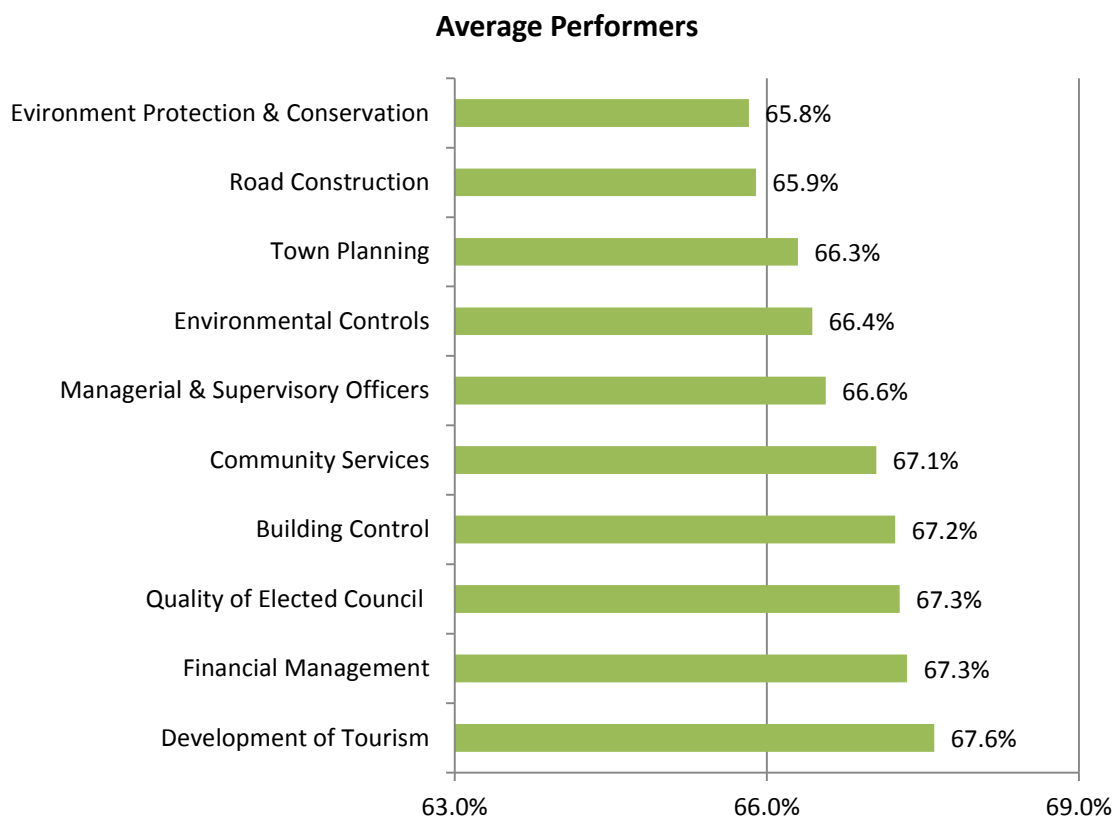
In this case, 'best' is defined as having an Importance rating of at least 3.96, and Performance more than 1.5% above Average (66.72%). This list does not include all the Areas where the "gaps are smallest", as most of these do not have an Importance score above '4' (the border-line between 'Important' and 'Nice to Have').



Areas of Average Performance

10 Responsibility Areas (out of the total of 42) on which Council has received an average score which is defined as having:

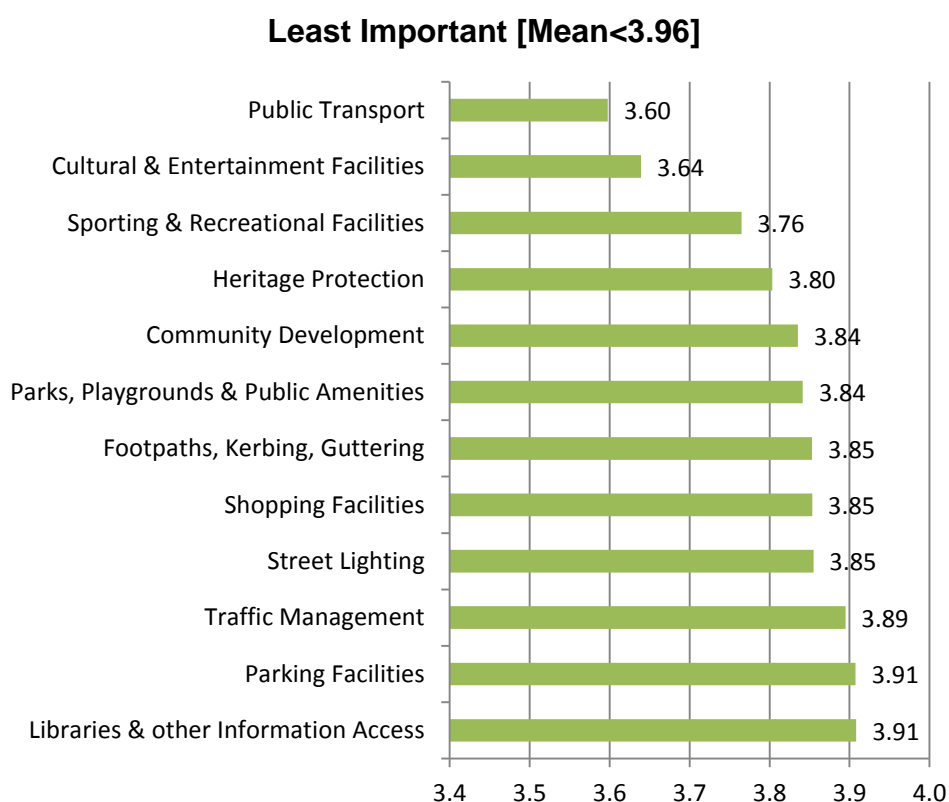
- an Importance rating of at least 3.96 (on the border-line of '4' = 'Important'), and
- Performance not more than 1.5% below or above Average (where Average Performance 66.72% - the (calculated) Average Total Performance Index).



Areas of Least Importance

12 of the 42 Responsibility Areas have not been considered in formulating the previous three lists (Highest Performers, Lowest Performers and Average Performers) because they did not have an Importance rating greater than 3.96, or 4 when rounded (i.e.= 'Important'). Nevertheless they do exist, and are listed below - ranked by their Performance score, as used in the previous three tables.

Despite their Importance rating being regarded as fairly low, by the Community at large, Councils cannot avoid expending resources upon them, as they are *very Important* to some members of the community (e.g. Community Development is rated as '*important*' by 45.8% of respondents). Hence, the detailed data on these particular areas has to be examined, to formulate priorities - as these show the proportions of the community who have varying priorities.

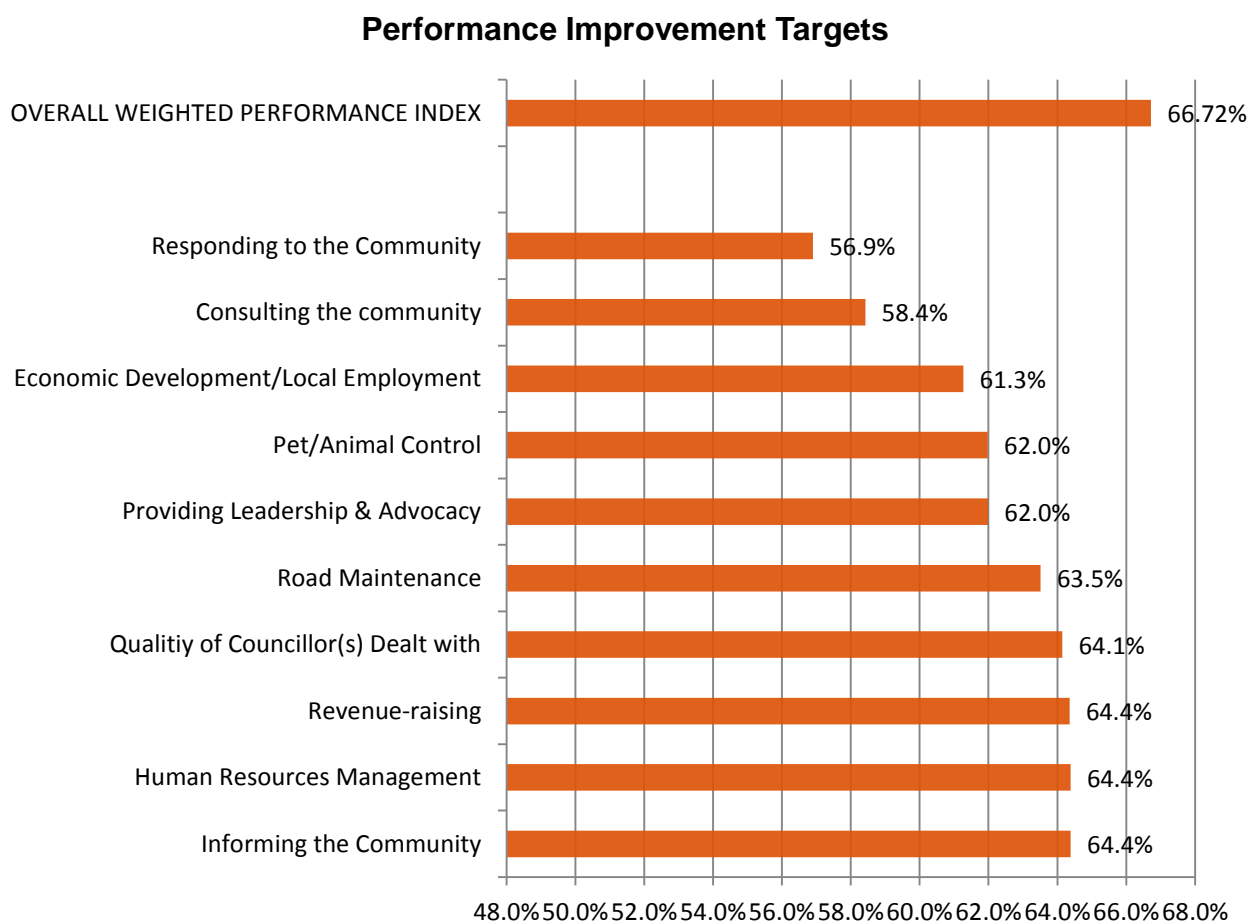


The High Priority Areas

The Responsibility Areas, that have the largest 'gaps' between their scores for Performance and their scores for Importance, also appear near the top of the Importance ranking and at the bottom of the Performance ranking. These are the Areas where residents are expressing high levels of dissatisfaction with Performance levels and are awarding strong 'should try harder' scores.

Performance Improvement Targets

The chart overleaf shows a list of targets for improvement where elements have performance ratings 1.5% or more below the average performance assessment of **66.72%**, but which also have relatively high (≥ 4) levels of importance. There are others close to the cut-off not shown in this figure, although these are noted in the detailed findings.



These elements can be considered as priorities for enhancement of overall performance. Attention to these elements will lead to the greatest overall increase in the weighted performance indices.

This 2017 benchmark customer satisfaction survey provides a solid foundation for Douglas Shire Council to review its targets for improving its performance ratings. The results show that Douglas Shire Council is tracking just below its Provincial counterparts, and also for Queensland, in term of overall performance when compared with LGAQ 2017 survey results.

However, this research will enable future ongoing tracking studies to be undertaken by Douglas Shire Council, to monitor the degree of success it is having in reaching their performance improvement targets.

APPENDIX

Survey Questionnaire Data Tables

DOUGLAS SHIRE COUNCIL

COMMUNITY SATISFACTION & ATTITUDES SURVEY

2017

Interviewers' Instructions

&

Respondent Contact

Quotas

<i>North of Wonga</i>	<i>50</i>
<i>Mossman and surrounds</i>	
<i>(Including Wonga)</i>	<i>125</i>
<i>Port Douglas and South</i>	<i>125</i>

Market Facts Ref J2405

Sample Size: 300 respondents

Stage I

FIRST CONTACT

Good morning/ afternoon/ evening, my name is from Market Facts, the Queensland Market Research Company, and I'm ringing on behalf of the Douglas Shire Council. We're conducting a survey about the sorts of services people expect from their local council and how well they feel the council is doing its job... Are you a permanent resident of your local area, aged 18 years or over? **(IF NO, ASK FOR SOMEONE ELSE WHO IS)**

- 1(a) Are you normally fairly interested in discussing local government issues and expressing an opinion about them?

Yes	1	[GO TO 2]
No	2	[GO TO 1(b)]
Maybe / Don't Know/ Not Sure	3	[GO TO 1(b)]

Refuses interview **(TERMINATE, TALLY BELOW AND RECORD ON CALL SHEET):**

--

- (b) Would you be prepared to express an opinion about the sorts of services you expect from your local council?
- | | | | | | |
|-----|---|------------------|----|---|------------------|
| Yes | 1 | [GO TO 2] | No | 2 | [GO TO 4] |
|-----|---|------------------|----|---|------------------|

- 2(a) Are you an employee of your local council?

Yes	1	No	2	[GO TO 4]
-----	---	----	---	------------------

- (b) Do you feel able to judge how well the local council is doing its job?

Yes	1	No	2	[GO TO 4]
-----	---	----	---	------------------

- (c) Have you been living in this area for at least a year?

Yes	1	No	2	[GO TO 5]
-----	---	----	---	------------------

Well, we'd be grateful if you would take part in our survey... It involves our posting to you some information on the different types of Council services and then ringing you again to get your opinions of your Council's performance.

- 3 Are you prepared to take part?

Yes	1	[GO TO Page 2 of this Questionnaire]
No	2	[GO TO 5]

- 4 Have you been living in this area for at least a year?

Yes	1	No	2
-----	---	----	---

- 5 Well if you were asked to give your local council a rating on how well they are carrying out their responsibilities and delivering the services they are supposed to, would you give them a 5 for 'very good', a 4 for 'good', a 3 for 'fair only', a 2 for 'poor' or a 1 for 'very poor'? **(TALLY STROKE THE RATING IN THE RELEVANT BOX) THANK AND TERMINATE CONTACT**

5	
4	
3	
2	
1	
Cannot Judge	

THANK, AND TERMINATE CONTACT

SCREENING QUESTIONNAIRE - Page 2

And just to make sure we are covering a cross-section of people in our survey

6. Thinking about your neighbourhood, could it be described as....

- | | |
|---|---|
| A built-up area, living close to your neighbours? | 1 |
| Park residential (½-1 hectare / 1-2½ acres) | 2 |
| Rural residential (more than 1-2 hectare/ 2½-5 acres) | 3 |
| A truly rural area, like living on a farm? | 4 |

7. RECORD GENDER

- | | |
|--------|---|
| Male | 1 |
| Female | 2 |

8. What age group are you in? Would you be

- | | | | |
|-----------|---|-----------------|---|
| 18 - 24 ? | 1 | 45 - 54 ? | 4 |
| 25 - 34 ? | 2 | 55 - 64 ? | 5 |
| 35 - 44 ? | 3 | 65 yrs and over | 6 |

9. What is your present work status? Are you...

- | | | | |
|--------------------|---|----------------|---|
| Working full-time? | 1 | Home duties? | 4 |
| Working part-time? | 2 | Retired? | 5 |
| Unemployed? | 3 | Incapacitated? | 6 |

11. Are you renting, or living in your own home?

- | | |
|----------|---|
| Renting | 1 |
| Own home | 2 |

12. Do you identify as either Aboriginal or Torres Strait Islander origin?

- | | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

ENROL RESPONDENTS FOR MAIN SURVEY

- Write name, address, phone or fax number and preferred re-contact arrangements on "contact sheet" for use in re-contacting
- Organise posting / faxing of letter and attachments]

Thank you for your help.

I will be mailing your information packet shortly. Please read it through very carefully as our second interview will be all about the conclusions you reach after reading this material. The material we are sending you is not confidential - you can discuss it with any one you like - family, neighbours, friends.

The opinions that you give us are confidential, and only I and Market Facts will know what you have said.

Goodbye. I'll talk to you again on the[INSERT DATE]



Market Facts (Qld.) Pty. Ltd.

Market Research Consultants

ABN 40 009 940 265

60-68 Byng Road Birkdale Q 4159

Telephone (07) 3822-9588

PO Box 3196 Birkdale Q 4159

Facsimile (07) 3822-9577

Email: marketfacts@ozemail.com.au



August 2017

Dear

Thank you for taking part in our survey on behalf of the Douglas Shire Council. It is expected to provide valuable input to local councils as they review their Corporate Plans, and revise their long term Corporate Goals. The primary aim of the survey is to provide information to assist in improving their delivery of services to your local community.

The first two attached sheets list the various Areas of Council Responsibility for you to read and consider - even discuss with family or friends - in preparation for a further phone contact, in which our interviewer will ask you to rate the Importance and the Council's Performance on all areas where you feel able to form a judgement. Don't worry if there are some areas you are not familiar with - the interviewer will clarify things further if necessary. There may be some functions such as water and sewerage which are delivered through a separate council owned business. These will be treated as an area of Council responsibility in this survey.

In the interview, we will cover:

- 1 **How important** you consider each of those services or responsibilities to be - using a five-point scale, with the ratings being:

Crucial (5), Important (4), Nice to Have (3), Not Very Important (2), Quite Unimportant (1)

[For some of the Areas or Services, Council shares responsibility with State and/or Federal Governments (e.g. Roads) or private operators (e.g. Public Transport). You need to decide how important it is for your Council to get involved to some extent to ensure the service is provided, whether it does the job itself, or organises and/or pressures other levels of government or private enterprise to do it.]

- 2 **How well** you believe your Council **is performing** in those aspects - the five-point scale being:

Very Good (5), Good (4), Fair Only (3), Poor (2), Very Poor (1)

If you were to put your own Importance and Performance ratings for each area in the margins before we phone you, it might save some time.

- 3 The third page of the attachment provides details of the final questions we will ask you, right at the end of the interview. It would be helpful if you would have a think about them, so that you can give us your opinions and feelings about them.

Thank you for your interest and we look forward to receiving your input at the forthcoming **telephone** interview, which I understand has been tentatively arranged for...

.....day, the..... of August at am/pm.

Interviewer's Name & Phone Number _____

If you have any queries, please feel free to contact me personally.

Yours sincerely

LESLEY GIBBS
General Manager

Please fill out your ranking for Importance and Performance to save time with the Interviewer calls back

AREAS OF COUNCIL RESPONSIBILITY

THEME (1) Basic Services and Infrastructure

Importance	<u>Function/Responsibility</u>	<u>Examples/Clarification</u>	Performance
	Road Construction	Constructing new OR upgrading existing roads	
	Road Maintenance	Repairing potholes and damaged road shoulders; street sweeping and verge mowing	
	Footpaths, Kerbing & Guttering	Construction and maintenance of safe footpaths, kerbs and gutters	
	Street Lighting	Funding the provision and upkeep of lights on Council streets/roads	
	Traffic Management	Traffic planning, traffic lights, roundabouts, traffic 'calming' and directional signage	
	Parking Facilities	Establishing parking policies, parking control, provision of or assessment of requirement for on and off-street parking	
	Public Transport	Either providing or ensuring the provision of an adequate system of public transport	
	Water Supply (may be a separate council business)	Supply of water to meet reasonable standards of Quantity (volume, pressure, continuity) and Quality (colour, odour, taste, softness)	
	Sewerage (may be a separate council business)	Provision of sewerage system with adequate standards of effluent discharge, odour control and operating efficiency	
	Drainage & Flood Mitigation	Construction and maintenance of open and underground stormwater drains, levee banks, diversion channels etc	
	Waste Management	Garbage collection and disposal, waste minimisation (recycling and composting), street bins	
	Community Health	Immunisation, inspection of restaurants/café's/shops, mosquito/midge spraying, cemeteries	

THEME (2) Community Lifestyle Services

Importance	<u>Function/Responsibility</u>	<u>Examples/Clarification</u>	Performance
	Parks, Playgrounds & Public Amenities	Development and maintenance of open space areas, parks, children's play-grounds and public toilets	
	Environmental Controls	Enforcement of regulations on air, water and noise pollution	
	Environmental Protection & Conservation	Tree planting, bushland acquisition, noxious weeds eradication, foreshore protection, preservation of natural areas	
	Heritage Protection	Preservation of historic buildings, monuments, facilities, artefacts, and indigenous & other records	
	Sporting & Recreational Facilities	Public swimming pools, sports-fields, land and/or support for clubs & their facilities	
	Cultural & Entertainment Facilities	Civic centre, public halls, art gallery/museum, sound shell, community arts programs, community festivals	
	Libraries & Other Information Access	Public libraries (incl. mobiles), Internet access, CD ROM's	
	Community Safety	Safety action plans, safety audits, signage, security patrols & cameras, beach & pool lifeguards, community education & awareness programs	
	Community Services	Programs and facilities which meet the needs of a range of stakeholder groups (such as senior citizens, young people, families, indigenous, disabled, non-English speaking background)	
	Pet / Animal Control	Registration, impounding of strays, control of feral animals	
	Shopping Centres	Ensuring the provision of adequate shopping facilities to meet the needs and convenience of local residents	
	Community Development	Working with (& supporting) community organisations and special-interest groups to develop strong, sustainable & self-reliant communities	

THEME (3) Managing the Shire

Importance	<u>Function/Responsibility</u>	<u>Examples/Clarification</u>	Performance
	Town Planning	Planning and zoning for the purposes of residential, rural, commercial, industrial, recreational, open space & public infrastructure development including urban renewal & CBD redevelopment, rules regarding land usage	
	Building Control	Development and building approvals & controls, building & plumbing inspections, swimming pool fencing	
	Economic Development & Local Employment	Promoting/supporting increased economic activity and increased local employment opportunities, attracting investment	
	Development of Tourism	Area promotion, tourist information facilities, visitor care programs, caravan parks, promoting/supporting additional tourism activities	
	Financial Management	Responsible, open and accountable management of the Council's Finances	
	Revenue Raising	Establishing fair and equitable rating for residential, rural, commercial and other sectors; applying a fair and reasonable balance between income from rates and from user-pays fees and charges	
	Staff Management	Selection of skilled and qualified staff and ongoing training and personal development for Council employees	

THEME (4) Customer Services and Communication

Importance	<u>Function/Responsibility</u>	<u>Examples/Clarification</u>	Performance
	Customer Service	Accessible & adequate facilities for dealing with and responding to contacts from stakeholders and the general public, handling enquiries / requests / complaints	
	Information Services	Maintaining and updating databases on Council facilities & services including rates & property information, water/sewerage/drainage networks, community services, etc	
	Informing the Community	Keeping the community informed of Council policies, plans, programs & activities thru newsletters & other means, advising of community issues to be debated	
	Consulting the Community	Ensuring community input into Council policies, plans & programs by regularly canvassing residents' opinions & priorities and by maintaining effective relationships with the broad range of community groups	
	Responding to the Community	Providing feedback on community input, taking action where appropriate to implement community priorities, being accessible to all members of the community including minority groups	
	Providing Leadership & Advocacy	Representing local community needs & interests to other spheres of government (including government authorities) and to other outside organisations whenever relevant, supporting civic pride & local identity, promoting accountability & best practice	

THEME (5) Qualities of Council

Importance	<u>Function/Responsibility</u>	<u>Examples/Clarification</u>	Performance
	Elected Council (as a whole)	Provides leadership & direction for the community, even-handed, responsive, open & honest	
	Councillor(s) you deal with	Reliable, dedicated, knowledgeable, helpful, readily accessible	
	Managerial & Supervisory Officers	Skilled & capable leaders and managers in control of their responsibilities and their staff	
	Outdoor Workers	Competent, effective, efficient, get things done	
	Indoor Staff	Accessible, courteous, helpful, believe in achieving solutions, effective, efficient, knowledgeable	

OVERALL COUNCIL PERFORMANCE

Delivering a level of services and displaying a quality of performance in fulfilling all responsibilities, regarded as 'value for money' for the rates and charges you pay

SUPPLEMENTARY QUESTIONS

3. Council consistently strives to strike the right balance between providing the best possible services and operating within its financial means. Would you prefer that Council...

Provided improved or increased services, at a higher cost to ratepayers (that is, funded through an increase in rates).	1
Reduced services and lowered the cost to ratepayers.	2
Neither a) nor b) - leave things as they are.	3

- 2a. In your opinion, what is the Douglas Shire's greatest strength?

- 2b. In your opinion, what is the Douglas Shire's greatest weakness?

3. There are many things that people use to judge their lifestyle and the quality of their neighbourhood and communities. Please tell me three things that are important to you.

4. Council is constantly striving to communicate well with residents. What would be the method/s you would choose to receive information about council?

Local newspaper	01	Letterbox drops	06
Council's website	02	Other	*
Social media (Facebook/Twitter etc)	03		
Council's customer service staff	04		
Newsletters from Mayor/Councillors	05		

- 5.a Thinking back to the last Council election, how did you source information on the candidates?

- 5.b (If family or friends) How do you think they sourced the information?

	(a)	(b)
Local newspaper	01	01
Council's website	02	02
Social media (Facebook/Twitter etc)	03	03
Council's customer service staff	04	04
Newsletters from Mayor/Councillors	05	05
Letterbox drops	06	06
Family /friends	07	-
Other	*	*

6. Would you register to receive important Council updates if available using any of the following methods?

SMS message	1
Email	2
Social network sites (such as Facebook or Twitter)	3
Online Council newsletter	4

If Yes to Email or E Newsletter, explain they can go to Douglas Council's website enquiries@douglas.qld.gov.au leave their information. Or if they prefer write details below.

Name: _____ Address: _____

Email address: _____ (Read back carefully to confirm)

8. And finally, we would like to know what you would like to see the Douglas Shire become in the year 2030. In your opinion, what one thing does the Douglas community have to do if the area is to develop in a way that meets your expectations of the future?

And just to double check that we are covering a cross-section of people in our survey

- (a) And what is the present occupation of the main income-earner of your household?

(PROBE, WRITE ON THE LINE AND THEN CODE BELOW)

.....

Manager/Administrator/Professional	1
Para-professional/Trades person	2
Clerical worker/ Sales or Personal Service worker	3
Plant or machine operator/ Driver/ Labourer/ Farm worker	4
Main income-earner not working / No breadwinner	5

- b) What is your household situation? Are you...

Living alone	1
A single person, sharing accommodation	2
Living as a couple	3
Living as a family (2 parent)	4
Living as a family (1 parent)	5

The combined inputs from the residents participating in this survey will be used to establish priorities in plans and programs.

(NOTE: EACH SUCCESSIVE QUESTIONNAIRE IS TO START THE INTERVIEW SEQUENCE WITH A DIFFERENT THEME. THEN

- ROTATE THROUGH ALL THEMES IN SEQUENCE.
- MARK THEME START POINT ON CONTACT SHEET.
- USE SAME PRESENTATION, BUT ADAPT THE FUNCTION NAMES AND DESCRIPTIONS ACCORDINGLY.)

Stage III - INTERVIEW

INTRODUCTION AND PRESENTATION DOCUMENT FOR USE WITH QUESTIONNAIRE

Good morning/ afternoon/ evening, my name is , of Market Facts, the Queensland market research company, ringing on behalf of the LOCAL GOVERNMENT ASSOCIATION OF QUEENSLAND. Could I please speak to? **[RE-INTRODUCE]** I want to ask you some questions now, based on the material we sent you... Have you got it handy? **[WAIT OR RING BACK AS APPROPRIATE. IF MATERIAL NOT READ, STILL PROCEED. IF NOT RECEIVED, CONFIRM CORRECT ADDRESS/FAX, MAKE NOTATION IN CALL SHEET AND SAY]** Alright, my Supervisor will no doubt be in touch with you about that. **[THANK AND TERMINATE]**

Importance Rankings The first task is to decide how important are the various responsibilities we listed in the material we posted or faxed to you. Would you mind looking at the sheet headed AREAS OF COUNCIL RESPONSIBILITY? There may be some functions such as water and sewerage which are delivered through a separate council owned business. These will be treated as an area of Council responsibility in this survey.

Now, in some cases, the Council will have a shared responsibility with State and/or Federal Governments - like for Roads; or you may think something should be left to Private Enterprise - for example, Public Transport. What you have to decide, however, is how important it is for your council to get involved to some extent to ensure the service is provided, whether it does the job itself or arranges that some other level of government or private enterprise does it. Should the council at least be taking the initiative in that area, if necessary, to see that the service is provided?

To explain the levels of Importance which we've shown in the letter we sent you, 'crucial' means that it is a service or activity that the community must have and *that it is vital for the council either to do or to get involved in* to make sure that it is done by someone. 'Important' is for *something that you certainly expect your council to do or provide*, or else *make sure that somebody else provides it*. 'Nice to have' means just that, as does 'not very important'. 'Quite unimportant' means unnecessary - *something that in any council cut-backs would be the first to go*.

Why we say that is because, as you would appreciate, a council, like other forms of government, doesn't have enough money to do everything that everybody would like it to do. *It has to set priorities*; so please spread your importance rankings across the range, having regard to resource limitations.

[START THEME HERE] Now let's take the first group of responsibilities on your list – BASIC SERVICES AND INFRASTRUCTURE. How important is it for the Council to be involved here? First of all, 'Road Construction'... Just looking again at the explanation alongside that on your sheet - '*Constructing new or upgrading existing roads*' - just give me its level of importance in your view... Is it 'crucial', 'important', 'nice to have', 'not very important' or 'quite unimportant'?

[WORK THROUGH ALL ITEMS UNDER 'Basic Services and Infrastructure', READING OUT THE 'Examples/Clarification' TO THE RIGHT OF EACH RESPONSIBILITY, THEN CIRCLING THE LEVEL OF IMPORTANCE FROM 5 TO 1 FOR EACH ON THE QUESTIONNAIRE.]

Now let's move on to COMMUNITY LIFESTYLE SERVICES... first of all, 'Parks, Playgrounds and Public Amenities' - how important is it for your Council to accept responsibility for that area? Would it be 'crucial', 'important', 'nice to have', 'not very important' or 'quite unimportant'?

[WORK THROUGH ALL ITEMS UNDER 'Community Lifestyle Services', READING OUT THE 'Examples/Clarification' TO THE RIGHT OF EACH RESPONSIBILITY, THEN CIRCLING THE LEVEL OF IMPORTANCE FROM 5 TO 1 FOR EACH ON THE QUESTIONNAIRE.]

Now, moving on to MANAGING THE SHIRE... first of all, 'Town Planning' - how important is it for your Council to accept responsibility for that area? Would it be 'crucial', 'important', 'nice to have', 'not very important' or 'quite unimportant'?

[WORK THROUGH ALL ITEMS UNDER 'Managing the Shire', READING OUT THE 'Examples/ Clarification' TO THE RIGHT OF EACH RESPONSIBILITY, THEN CIRCLING THE LEVEL OF IMPORTANCE FROM 5 TO 1 FOR EACH ON THE QUESTIONNAIRE.]

The next aspect of Council Responsibilities relates to its CUSTOMER SERVICES and its COMMUNICATION with the community... first of all, the responsibility area of 'Customer Service' itself - how important is it for your Council to have accessible & adequate facilities for dealing with and responding to contacts from stakeholders and the general public, for handling enquiries, requests or complaints? Would it be 'crucial', 'important', 'nice to have', 'not very important' or 'quite unimportant'?

[WORK THROUGH ALL ITEMS UNDER 'Customer Services and Communication', READING OUT THE 'Examples/Clarification' TO THE RIGHT OF EACH RESPONSIBILITY, THEN CIRCLING THE LEVEL OF IMPORTANCE FROM 5 TO 1 ON THE QUESTIONNAIRE.]

Now when it comes to the QUALITIES OF COUNCIL, you should decide how important it is that the Council has those qualities or adopts that approach... first of all, the 'Quality of the Elected Council (as a whole)' - how important is it that they provide leadership & direction for the community, be even-handed, responsive, open and honest? Would it be 'crucial', 'important', 'nice to have', 'not very important' or 'quite unimportant'?

[WORK THROUGH ALL ITEMS UNDER 'Qualities of Council', READING OUT THE 'Examples/Clarification' TO THE RIGHT OF EACH RESPONSIBILITY, THEN CIRCLING THE LEVEL OF IMPORTANCE FROM 5 TO 1 FOR EACH ON THE QUESTIONNAIRE.]

Performance Ratings Now we come to the important task of rating your council on its Performance of the responsibilities, which you've just considered from the point of view of their Importance.

To explain the Rating Points which we've shown in the letter we sent you, please rate the Council on each area of performance by giving them a 'very good' or a 'good' or a 'fair only' or a 'poor' or a 'very poor'. If you have no idea of how they are performing in a particular area - either from your own experience or from what you've heard about them - just say 'don't know'.

It doesn't matter how important you felt each responsibility was. Now we're thinking about how good a job you think they're doing in that area.

[NOTE TO INTERVIEWER:]

- **START WITH SAME THEME AS YOU USED FOR 'Importance' AND THEN ROTATE THROUGH ALL THEMES IN SEQUENCE.**
- **USE SAME PRESENTATION, BUT ADAPT THE FUNCTION NAMES AND DESCRIPTIONS ACCORDINGLY.]**

Now let's start with the BASIC SERVICES AND INFRASTRUCTURE, taking first of all, 'Road Construction'. Just looking again at the sheet we sent you headed 'AREAS OF COUNCIL RESPONSIBILITY', how good a job do you think the Council is doing in constructing new roads and streets or upgrading existing ones - say, by sealing them? Just give them a rating from 'very good' to 'very poor'.

[WORK THROUGH ALL ITEMS UNDER 'Basic Services and Infrastructure', ONLY READING OUT THE 'Examples/Clarification' FOR EACH IF NECESSARY, GETTING RATINGS AND CIRCLING FROM 5 TO 1 FOR EACH ON THE QUESTIONNAIRE. FOR A 'Don't Know' RATING CIRCLE A 'nought / zero'.

[THEN DO THE SAME FOR EACH OF THE RESPONSIBILITY AREAS IN EACH ONE OF THE OTHER THEMES.]

OVERALL PERFORMANCE

Now we need to make an 'OVERALL PERFORMANCE' rating... Just looking at the bottom of the second sheet we sent you and considering the Council as a whole - both the elected councillors and the employed staff - how would you rate them for delivering a level of services and displaying a quality of performance in fulfilling all responsibilities, which you would regard as 'value for money' - would you give them a 'Very Good', 'Good', 'Fair only', 'Poor' or 'Very Poor' for their Overall Performance? **[CIRCLE THE QUESTIONNAIRE FROM 5 TO 1.]**

DEMOGRAPHICS & SUPPLEMENTARY QUESTIONS

[FINALLY, MOVE TO PAGE #17 OF THE QUESTIONNAIRE AND ASK THE REMAINING QUESTIONS DIRECTLY FROM THAT DOCUMENT. CIRCLE / WRITE IN THE RELEVANT ANSWERS.]

CONTACT SHEET - RESPONDENT IDENTIFICATION PAGE

NAME: _____

NUMBER, STREET: _____

SUBURB: _____ POST CODE: _____

EMAIL: _____

PHONE NO: _____

AREA: Northern 1 Middle 2 Southern 3

DATE FIRST CONTACTED: _____

RE-CONTACT ARRANGEMENTS: _____

DATE INTERVIEWED: _____

THEME START [circle] 1 2 3 4 5

Field Manager (checked):

(validated):

Data Manager (checked):

(entered):

LGAQ COMMUNITY SATISFACTION & ATTITUDES SURVEY QUESTIONNAIRE

RATING SHEET- IMPORTANCE OF SERVICES

RANKING

Crucial	Important	Nice to Have	Un-important	Quite Un-important	Don't Know	Not App.
---------	-----------	--------------	--------------	--------------------	------------	----------

1. Basic Services & Infrastructure

Road Construction	5	4	3	2	1	9	7
Road Maintenance	5	4	3	2	1	9	7
Footpaths, Kerbing and Guttering	5	4	3	2	1	9	7
Street Lighting	5	4	3	2	1	9	7
Traffic Management	5	4	3	2	1	9	7
Parking Facilities	5	4	3	2	1	9	7
Public Transport	5	4	3	2	1	9	7
Water Supply	5	4	3	2	1	9	7
Sewerage	5	4	3	2	1	9	7
Drainage and Flood Mitigation	5	4	3	2	1	9	7
Waste Management	5	4	3	2	1	9	7
Community Health	5	4	3	2	1	9	7

2. Community Lifestyle Services

Parks, Playgrounds and Public Amenities	5	4	3	2	1	9	7
Environmental Controls	5	4	3	2	1	9	7
Environmental Protection and Conservation	5	4	3	2	1	9	7
Heritage Protection	5	4	3	2	1	9	7
Sporting and Recreational Facilities	5	4	3	2	1	9	7
Cultural and Entertainment Facilities	5	4	3	2	1	9	7
Libraries and other Information Access	5	4	3	2	1	9	7
Community Safety	5	4	3	2	1	9	7
Community Service	5	4	3	2	1	9	7
Pet/Animal Control	5	4	3	2	1	9	7
Shopping Facilities	5	4	3	2	1	9	7
Community Development	5	4	3	2	1	9	7

RATING SHEET- IMPORTANCE OF SERVICES

RANKING

Crucial	Important	Nice to Have	Un-important	Quite Un-important	Don't Know	Not App.
---------	-----------	--------------	--------------	--------------------	------------	----------

3. Managing the City

Town Planning	5	4	3	2	1	9	7
Building Control	5	4	3	2	1	9	7
Economic Development/Local Employment	5	4	3	2	1	9	7
Development of Tourism	5	4	3	2	1	9	7
Financial Management	5	4	3	2	1	9	7
Revenue Raising	5	4	3	2	1	9	7
Staff Management	5	4	3	2	1	9	7

4. Customer Services and Communication

Customer Service	5	4	3	2	1	9	7
Information Services	5	4	3	2	1	9	7
Informing the Community	5	4	3	2	1	9	7
Consulting the Community	5	4	3	2	1	9	7
Responding to the Community	5	4	3	2	1	9	7
Providing Leadership & Advocacy	5	4	3	2	1	9	7

5. Qualities of Council

Quality of Elected Council (as a whole)	5	4	3	2	1	9	7
Quality of Councillor(s) Dealt with	5	4	3	2	1	9	7
Managerial and Supervisory Efficiency	5	4	3	2	1	9	7
Quality and Performance of Outdoor Workers	5	4	3	2	1	9	7
Quality and Performance of Indoor Staff	5	4	3	2	1	9	7

RATING SHEET - COUNCIL PERFORMANCE

RATING

	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not Applicable
1. Basic Services & Infrastructure							
Road Construction	5	4	3	2	1	9	7
Road Maintenance	5	4	3	2	1	9	7
Footpaths, Kerbing and Guttering	5	4	3	2	1	9	7
Street Lighting	5	4	3	2	1	9	7
Traffic Management	5	4	3	2	1	9	7
Parking Facilities	5	4	3	2	1	9	7
Public Transport	5	4	3	2	1	9	7
Water Supply	5	4	3	2	1	9	7
Sewerage	5	4	3	2	1	9	7
Drainage and Flood Mitigation	5	4	3	2	1	9	7
Waste Management	5	4	3	2	1	9	7
Community Health	5	4	3	2	1	9	7
2. Community Lifestyle Services							
Parks, Playgrounds and Public Amenities	5	4	3	2	1	9	7
Environmental Controls	5	4	3	2	1	9	7
Environmental Protection and Conservation	5	4	3	2	1	9	7
Heritage Protection	5	4	3	2	1	9	7
Sporting and Recreational Facilities	5	4	3	2	1	9	7
Cultural and Entertainment Facilities	5	4	3	2	1	9	7
Libraries and other Information Access	5	4	3	2	1	9	7
Community Safety	5	4	3	2	1	9	7
Community Service	5	4	3	2	1	9	7
Pet/Animal Control	5	4	3	2	1	9	7
Shopping Facilities	5	4	3	2	1	9	7
Community Development	5	4	3	2	1	9	7

RATING SHEET - COUNCIL PERFORMANCE

	RATING						
	Very Good	Good	Fair Only	Poor	Very Poor	Don't Know	Not Applic.
3. Managing the City							
Town Planning	5	4	3	2	1	9	7
Building Control	5	4	3	2	1	9	7
Economic Development/Local Employment	5	4	3	2	1	9	7
Development of Tourism	5	4	3	2	1	9	7
Financial Management	5	4	3	2	1	9	7
Revenue Raising	5	4	3	2	1	9	7
Staff Management	5	4	3	2	1	9	7
4. Customer Services and Communication							
Customer Service	5	4	3	2	1	9	7
Information Services	5	4	3	2	1	9	7
Informing the Community	5	4	3	2	1	9	7
Consulting the Community	5	4	3	2	1	9	7
Responding to the Community	5	4	3	2	1	9	7
Providing Leadership & Advocacy	5	4	3	2	1	9	7
5. Qualities of Council							
Quality of Elected Council (as a whole)	5	4	3	2	1	9	7
Quality of Councillor(s) Dealt with	5	4	3	2	1	9	7
Managerial and Supervisory Efficiency	5	4	3	2	1	9	7
Quality and Performance of Outdoor Workers	5	4	3	2	1	9	7
Quality and Performance of Indoor Staff	5	4	3	2	1	9	7
OVERALL PERFORMANCE RATING	5	4	3	2	1	9	7

SUPPLEMENTARY QUESTIONS

4. Council consistently strives to strike the right balance between providing the best possible services and operating within its financial means. Would you prefer that Council...

Provided improved or increased services, at a higher cost to ratepayers (that is, funded through an increase in rates).	1
Reduced services and lowered the cost to ratepayers.	2
Neither a) nor b) - leave things as they are.	3

- 2a. In your opinion, what is the Douglas Shire's greatest strength?

- 2b. In your opinion, what is the Douglas Shire's greatest weakness?

4. There are many things that people use to judge their lifestyle and the quality of their neighbourhood and communities. Please tell me three things that are important to you.

5. Council is constantly striving to communicate well with residents. What would be the method/s you would choose to receive information about council?

Local newspaper

01

Council's website

02

Social media (Facebook/Twitter etc) 03

Council's customer service staff

04

Newsletters from Mayor/Councillors 05

Letterbox drops 06

Other *

- 5.a Thinking back to the last Council election, how did you source information on the candidates?
- 5.b (If family or friends mentioned as a source in 5a, ask...) How do you think they sourced the information?

		(a)	(b)
Local newspaper		01	01
Council's website		02	02
Social media (Facebook/Twitter etc)	03	03	
Council's customer service staff	04	04	
Newsletters from Mayor/Councillors	05	05	
Letterbox drops		06	06
Family /friends		07	-
Other			* *

6. Would you register to receive important Council updates if available using any of the following methods?

SMS message	1
Email	2
Social network sites (such as Facebook or Twitter)	3
Online Council newsletter	4

If Yes to Email or E Newsletter, explain they can go to Douglas Council's website enquiries@douglas.qld.gov.au leave their information. Or if they prefer write details below.

Name: _____

Address: _____

Email address: _____ (Read back carefully to confirm)

9. And finally, we would like to know what you would like to see the Douglas Shire become in the year 2030. In your opinion, what one thing does the Douglas community have to do if the area is to develop in a way that meets your expectations of the future?

And just to double check that we are covering a cross-section of people in our survey

(a) And what is the present occupation of the main income-earner of your household?
(PROBE, WRITE ON THE LINE AND THEN CODE BELOW)

.....

Manager/Administrator/Professional	1
Para-professional/Trades person	2
Clerical worker/ Sales or Personal Service worker	3
Plant or machine operator/ Driver/ Labourer/ Farm worker	4
Main income-earner not working / No breadwinner	5

b) What is your household situation? Are you...

Living alone	1
A single person, sharing accommodation	2
Living as a couple	3
Living as a family (2 parent)	4
Living as a family (1 parent)	5

The combined inputs from the residents participating in this survey will be used to establish priorities in plans and programs.

My name again is _____ from Market Facts, thank you for your assistance.

Table 1: Neighbourhood...

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe-male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Built up area, living close to neighbours	248 61.1	110 57.6 44.4	138 64.2 55.6	4 80.0 1.6	27 73.0 10.9	58 62.4 23.4	68 55.3 27.4	56 60.2 22.6	35 63.6 14.1	47 77.0 19.0 +++	197 58.8 79.4 --	4 40.0 1.6	9 18.0 3.6 ---	86 68.8 34.7 ++	100 80.0 40.3 +++	53 50.0 21.4 ---
Rural residential (more than 1-2 hect.)	66 16.3	34 17.8 51.5	32 14.9 48.5	- - -	3 8.1 4.5	16 17.2 24.2	19 15.4 28.8	20 21.5 30.3	8 14.5 12.1	4 6.6 6.1 --	59 17.6 89.4	3 30.0 4.5	19 38.0 28.8 +++	7 5.6 10.6 ---	9 7.2 13.6 ---	31 29.2 47.0 +++
Acreage or semi rural (1/2 1 hectare)	60 14.8	34 17.8 56.7	26 12.1 43.3	1 20.0 1.7	2 5.4 3.3 -	16 17.2 26.7	21 17.1 35.0	12 12.9 20.0	8 14.5 13.3	7 11.5 11.7	52 15.5 86.7	1 10.0 1.7	17 34.0 28.3 +++	22 17.6 36.7	9 7.2 15.0 ---	12 11.3 20.0
Truly rural area, like living on a farm	32 7.9	13 6.8 40.6	19 8.8 59.4	- - -	5 13.5 15.6	3 3.2 9.4 -	15 12.2 46.9 ++	5 5.4 15.6	4 7.3 12.5	3 4.9 9.4	27 8.1 84.4	2 20.0 6.3	5 10.0 15.6	10 8.0 31.3	7 5.6 21.9	10 9.4 31.3

Table 2: Gender

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Female	215 53.0	- - - +++	215 100.0 100.0 +++	2 40.0 0.9	28 75.7 13.0 +++	46 49.5 21.4	51 41.5 23.7 ---	51 54.8 23.7	37 67.3 17.2 ++	30 49.2 14.0	180 53.7 83.7	5 50.0 2.3	25 50.0 11.6	58 46.4 27.0 -	61 48.8 28.4	71 67.0 33.0 +++
Male	191 47.0	191 100.0 100.0 +++	- - - +++	3 60.0 1.6	9 24.3 4.7 ---	47 50.5 24.6	72 58.5 37.7 +++	42 45.2 22.0	18 32.7 9.4 --	31 50.8 16.2	155 46.3 81.2	5 50.0 2.6	25 50.0 13.1	67 53.6 35.1 +	64 51.2 33.5	35 33.0 18.3 ---

Table 3: Age Group

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
45-54 yrs	123 30.3	72 37.7 58.5 +++	51 23.7 41.5 ---	- - -	- - -	- - -	123 100.0 100.0 +++	- - -	- - -	21 34.4 17.1	99 29.6 80.5	3 30.0 2.4	18 36.0 14.6	43 34.4 35.0	33 26.4 26.8	29 27.4 23.6
35-44 yrs	93 22.9	47 24.6 50.5	46 21.4 49.5	- - -	- - -	93 100.0 100.0 +++	- - -	- - -	- - -	18 29.5 19.4	70 20.9 75.3 --	5 50.0 5.4	10 20.0 10.8	28 22.4 30.1	29 23.2 31.2	26 24.5 28.0
55-64 yrs	93 22.9	42 22.0 45.2	51 23.7 54.8	- - -	- - -	- - -	- - -	93 100.0 100.0 +++	- - -	8 13.1 8.6 --	85 25.4 91.4 ++	- - -	10 20.0 10.8	24 19.2 25.8	32 25.6 34.4	27 25.5 29.0
65 yrs and over	55 13.5	18 9.4 32.7 --	37 17.2 67.3 ++	- - -	- - -	- - -	- - -	- - -	55 100.0 100.0 +++	4 6.6 7.3 -	51 15.2 92.7 ++	- - -	8 16.0 14.5	23 18.4 41.8 +	15 12.0 27.3	9 8.5 16.4 -
25-34 yrs	37 9.1	9 4.7 24.3 ---	28 13.0 75.7 +++	- - -	37 100.0 100.0 +++	- - -	- - -	- - -	- - -	8 13.1 21.6	28 8.4 75.7	1 10.0 2.7	3 6.0 8.1	7 5.6 18.9	14 11.2 37.8	13 12.3 35.1
18-24 yrs	5 1.2	3 1.6 60.0	2 0.9 40.0	5 100.0 100.0	- - -	- - -	- - -	- - -	- - -	2 3.3 40.0	2 0.6 40.0 --	1 10.0 20.0	1 2.0 20.0	- - -	2 1.6 40.0	2 1.9 40.0

Table 4: Present work status

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Working full-time	177 43.6	100 52.4 56.5 +++	77 35.8 43.5 ---	2 40.0 1.1	16 43.2 9.0	54 58.1 30.5 +++	68 55.3 38.4 +++	34 36.6 19.2	3 5.5 1.7 ---	34 55.7 19.2 ++	137 40.9 77.4 --	6 60.0 3.4	13 26.0 7.3 ---	54 43.2 30.5	49 39.2 27.7	61 57.5 34.5 +++
Working part-time	94 23.2	39 20.4 41.5	55 25.6 58.5	3 60.0 3.2	12 32.4 12.8	26 28.0 27.7	28 22.8 29.8	25 26.9 26.6	- - -	16 26.2 17.0	76 22.7 80.9	2 20.0 2.1	14 28.0 14.9	23 18.4 24.5	35 28.0 37.2	22 20.8 23.4
Retired	81 20.0	35 18.3 43.2	46 21.4 56.8	- - -	- - -	- - -	6 4.9 7.4 ---	24 25.8 29.6	51 92.7 63.0 +++	4 6.6 4.9 ---	77 23.0 95.1 +++	- - -	12 24.0 14.8	32 25.6 39.5 +	26 20.8 32.1	11 10.4 13.6 ---
Home duties	28 6.9	2 1.0 7.1 ---	26 12.1 92.9 +++	- - -	5 13.5 17.9 +	6 6.5 21.4 +	13 10.6 46.4 +	3 3.2 10.7	1 1.8 3.6	3 4.9 10.7	23 6.9 82.1	2 20.0 7.1	9 18.0 32.1 +++	8 6.4 28.6	9 7.2 32.1	2 1.9 7.1 --
Unemployed	12 3.0	9 4.7 75.0 ++	3 1.4 25.0 --	- - -	- - -	5 5.4 41.7	5 4.1 41.7	2 2.2 16.7	- - -	1 1.6 8.3	11 3.3 91.7	- - -	1 2.0 8.3	5 4.0 41.7	3 2.4 25.0	3 2.8 25.0
Incapacitated	7 1.7	5 2.6 71.4	2 0.9 28.6	- - -	2 5.4 28.6 +	1 1.1 14.3	2 1.6 28.6	2 2.2 28.6	- - -	3 4.9 42.9 ++	4 1.2 57.1 -	- - -	1 2.0 14.3	2 1.6 28.6	3 2.4 42.9	1 0.9 14.3
Other	6 1.5	1 0.5 16.7	5 2.3 83.3	- - -	1 2.7 16.7	1 1.1 16.7	1 0.8 16.7	3 3.2 50.0	- - -	- - -	6 1.8 100.0	- - -	- - -	1 0.8 16.7	- - -	5 4.7 83.3 +++
Student	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 5: Home ownership

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	Online
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Own home	335 82.5	155 81.2 46.3	180 83.7 53.7	2 40.0 0.6	28 75.7 8.4	70 75.3 20.9 --	99 80.5 29.6	85 91.4 25.4 ++	51 92.7 15.2 ++	- - - +++	335 100.0 100.0 +++	- - - +	36 72.0 10.7 --	112 89.6 33.4 ++	105 84.0 31.3	82 77.4 24.5
Renting	61 15.0	31 16.2 50.8	30 14.0 49.2	2 40.0 3.3	8 21.6 13.1	18 19.4 29.5	21 17.1 34.4	8 8.6 13.1 --	4 7.3 6.6 -	61 100.0 100.0 +++	- - - +	- - - +	12 24.0 19.7 +	12 9.6 19.7 --	20 16.0 32.8	17 16.0 27.9
Other	7 1.7	4 2.1 57.1	3 1.4 42.9	1 20.0 14.3	- - -	4 4.3 57.1 ++	2 1.6 28.6	- - -	- - -	- - -	- - -	7 70.0 100.0	1 2.0 14.3	1 0.8 14.3	- - -	5 4.7 71.4 +++
Provided by Employer	3 0.7	1 0.5 33.3	2 0.9 66.7	- - -	1 2.7 33.3	1 1.1 33.3	1 0.8 33.3	- - -	- - -	- - -	- - -	3 30.0 100.0	1 2.0 33.3	- - -	- - -	2 1.9 66.7

Table 6: Do you identify as either Aboriginal or Torres Strait Islander?

		Gender		Age Group						Home ownership			Location			
	Total	Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
No	398 98.0	188 47.2 98.4	210 52.8 97.7	5 1.3 100.0	35 8.8 94.6	91 22.9 97.8	123 30.9 100.0	89 22.4 95.7	55 13.8 100.0	59 14.8 96.7	329 82.7 98.2	10 2.5 100.0	45 11.3 90.0	124 31.2 99.2	123 30.9 98.4	106 26.6 100.0
Refused	5 1.2	2 1.0 40.0	3 1.4 60.0	- - -	1 2.7 20.0	1 1.1 20.0	- - -	3 3.2 60.0	- - -	- - -	5 1.5 100.0	- - -	5 10.0 100.0	- - -	- - -	- - -
Yes	3 0.7	1 0.5 33.3	2 0.9 66.7	- - -	1 2.7 33.3	1 1.1 33.3	- - -	1 1.1 33.3	- - -	2 3.3 66.7	1 0.3 33.3	- - -	- - -	1 0.8 33.3	2 1.6 66.7	- - -

Table 7.1: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Road Construction

		Gender		Age Group						Home ownership			Location			
	Total	Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	130 32.0	77 40.3 59.2 +++	53 24.7 40.8 ---	1 20.0 0.8	11 29.7 8.5	29 31.2 22.3	45 36.6 34.6	27 29.0 20.8	17 30.9 13.1	16 26.2 12.3	113 33.7 86.9	1 10.0 0.8	33 66.0 25.4 +++	42 33.6 32.3	33 26.4 25.4	22 20.8 16.9 ---
Important	179 44.1	74 38.7 41.3 --	105 48.8 58.7 ++	2 40.0 1.1	16 43.2 8.9	41 44.1 22.9	51 41.5 28.5	43 46.2 24.0	26 47.3 14.5	30 49.2 16.8	144 43.0 80.4	5 50.0 2.8	15 30.0 8.4 --	61 48.8 34.1	55 44.0 30.7	48 45.3 26.8
Nice to have	71 17.5	28 14.7 39.4	43 20.0 60.6	1 20.0 1.4	6 16.2 8.5	17 18.3 23.9	20 16.3 28.2	17 18.3 23.9	10 18.2 14.1	11 18.0 15.5	57 17.0 80.3	3 30.0 4.2	2 4.0 2.8 ---	16 12.8 22.5 -	32 25.6 45.1 +++	21 19.8 29.6
Unimportant	19 4.7	8 4.2 42.1	11 5.1 57.9	1 20.0 5.3	4 10.8 21.1 +	5 5.4 26.3	3 2.4 15.8	5 5.4 26.3	1 1.8 5.3	4 6.6 21.1	14 4.2 73.7	1 10.0 5.3	- - -	5 4.0 26.3	3 2.4 15.8	11 10.4 57.9 +++
Quite unimportant	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	- - -	- - -	1 0.8 33.3	1 1.1 33.3	1 1.8 33.3	- - -	3 0.9 100.0	- - -	- - -	1 0.8 33.3	1 0.8 33.3	1 0.9 33.3
Don't know	1 0.2	- - -	1 0.5 100.0	- - -	- - -	1 1.1 100.0 +	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +
Not applicable	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	- - -	- - -	3 2.4 100.0 +++	- - -	- - -	- - -	3 0.9 100.0	- - -	- - -	- - -	1 0.8 33.3	2 1.9 66.7

Table 7.2: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Road Maintenance

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	226 55.7	112 58.6 49.6	114 53.0 50.4	- - -	20 54.1 8.8	55 59.1 24.3	68 55.3 30.1	52 55.9 23.0	31 56.4 13.7	31 50.8 13.7	190 84.1	5 50.0 2.2	35 70.0 15.5 ++	67 53.6 29.6	73 58.4 32.3	51 48.1 22.6 -
Important	159 39.2	72 37.7 45.3	87 40.5 54.7	4 80.0 2.5	14 37.8 8.8	32 34.4 20.1	50 40.7 31.4	36 38.7 22.6	23 41.8 14.5	27 44.3 17.0	127 37.9 79.9	5 50.0 3.1	14 28.0 8.8 -	53 42.4 33.3	47 37.6 29.6	45 42.5 28.3
Nice to have	17 4.2	6 3.1 35.3	11 5.1 64.7	- - -	2 5.4 11.8	5 5.4 29.4	5 4.1 29.4	4 4.3 23.5	1 1.8 5.9	1 1.6 5.9	16 4.8 94.1	- - -	- - -	4 3.2 23.5	5 4.0 29.4	8 7.5 47.1 ++
Unimportant	3 0.7	1 0.5 33.3	2 0.9 66.7	1 20.0 33.3	1 2.7 33.3	- - -	- - -	1 1.1 33.3	- - -	1 1.6 33.3	2 0.6 66.7	- - -	1 2.0 33.3	1 0.8 33.3	- - -	1 0.9 33.3
Quite unimportant	1 0.2	- - -	1 0.5 100.0	- - -	- - -	1 1.1 100.0 +	- - -	- - -	- - -	1 1.6 100.0 ++	- - -	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 7.3: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Footpaths, Kerbing and Guttering

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe-male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	101 24.9	49 25.7 48.5	52 24.2 51.5	- - -	12 32.4 11.9	27 29.0 26.7	30 24.4 29.7	18 19.4 17.8	14 25.5 13.9	15 24.6 14.9	85 25.4 84.2	1 10.0 1.0	8 16.0 7.9	35 28.0 34.7	41 32.8 40.6 ++	17 16.0 16.8 --
Important	166 40.9	73 38.2 44.0	93 43.3 56.0	4 80.0 2.4	16 43.2 9.6	40 43.0 24.1	47 38.2 28.3	42 45.2 25.3	17 30.9 10.2	29 47.5 17.5	132 39.4 79.5	5 50.0 3.0	12 24.0 7.2 ---	62 49.6 37.3 ++	52 41.6 31.3	40 37.7 24.1
Nice to have	91 22.4	42 22.0 46.2	49 22.8 53.8	1 20.0 1.1	9 24.3 9.9	16 17.2 17.6	29 23.6 31.9	20 21.5 22.0	16 29.1 17.6	10 16.4 11.0	79 23.6 86.8	2 20.0 2.2	13 26.0 14.3	19 15.2 20.9 --	24 19.2 26.4	35 33.0 38.5 +++
Unimportant	23 5.7	14 7.3 60.9	9 4.2 39.1	- - -	- - -	5 5.4 21.7	10 8.1 43.5	7 7.5 30.4	1 1.8 4.3	2 3.3 8.7	19 5.7 82.6	2 20.0 8.7	5 10.0 21.7	6 4.8 26.1	3 2.4 13.0 -	9 8.5 39.1
Quite unimportant	7 1.7	3 1.6 42.9	4 1.9 57.1	- - -	- - -	2 2.2 28.6	1 0.8 14.3	2 2.2 28.6	2 3.6 28.6	2 3.3 28.6	5 1.5 71.4	- - -	2 4.0 28.6	- - -	2 1.6 28.6	3 2.8 42.9
Don't know	3 0.7	1 0.5 33.3	2 0.9 66.7	- - -	- - -	- - -	- - -	3 3.2 100.0 +++	- - -	- - -	3 0.9 100.0	- - -	- - -	1 0.8 33.3	2 1.6 66.7	- - -
Not applicable	15 3.7	9 4.7 60.0	6 2.8 40.0	- - -	- - -	3 3.2 20.0	6 4.9 40.0	1 1.1 6.7	5 9.1 33.3 ++	3 4.9 20.0	12 3.6 80.0	- - -	10 20.0 66.7 +++	2 1.6 13.3	1 0.8 6.7 --	2 1.9 13.3

Table 7.4: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Street Lighting

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe-male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	107 26.4	49 25.7 45.8	58 27.0 54.2	1 20.0 0.9	8 21.6 7.5	28 30.1 26.2	35 28.5 32.7	20 21.5 18.7	15 27.3 14.0	18 29.5 16.8	88 26.3 82.2	1 10.0 0.9	6 12.0 5.6 --	46 36.8 43.0 +++	36 28.8 33.6	19 17.9 17.8 --
Important	164 40.4	78 40.8 47.6	86 40.0 52.4	4 80.0 2.4	19 51.4 11.6	36 38.7 22.0	47 38.2 28.7	38 40.9 23.2	20 36.4 12.2	23 37.7 14.0	138 41.2 84.1	3 30.0 1.8	15 30.0 9.1	57 45.6 34.8	58 46.4 35.4	34 32.1 20.7 --
Nice to have	64 15.8	28 14.7 43.8	36 16.7 56.3	- - -	7 18.9 10.9	10 10.8 15.6	15 12.2 23.4	21 22.6 32.8 ++	11 20.0 17.2	11 18.0 17.2	50 14.9 78.1	3 30.0 4.7	10 20.0 15.6	14 11.2 21.9 -	22 17.6 34.4	18 17.0 28.1
Unimportant	34 8.4	17 8.9 50.0	17 7.9 50.0	- - -	1 2.7 2.9	10 10.8 29.4	11 8.9 32.4	8 8.6 23.5	4 7.3 11.8	4 6.6 11.8	28 8.4 82.4	2 20.0 5.9	6 12.0 17.6	5 4.0 14.7 --	3 2.4 8.8 ---	20 18.9 58.8 +++
Quite unimportant	10 2.5	6 3.1 60.0	4 1.9 40.0	- - -	1 2.7 10.0	3 3.2 30.0	4 3.3 40.0	- - -	2 3.6 20.0	1 1.6 10.0	9 2.7 90.0	- - -	2 4.0 20.0	1 0.8 10.0	3 2.4 30.0	4 3.8 40.0
Don't know	3 0.7	- - -	3 1.4 100.0	- - -	- - -	1 1.1 33.3	- - -	2 2.2 66.7 +	- - -	1 1.6 33.3	2 0.6 66.7	- - -	- - -	1 0.8 33.3	1 0.8 33.3	1 0.9 33.3
Not applicable	24 5.9	13 6.8 54.2	11 5.1 45.8	- - -	1 2.7 4.2	5 5.4 20.8	11 8.9 45.8 +	4 4.3 16.7	3 5.5 12.5	3 4.9 12.5	20 6.0 83.3	1 10.0 4.2	11 22.0 45.8 +++	1 0.8 4.2 ---	2 1.6 8.3 --	10 9.4 41.7 +

Table 7.5: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Traffic Management

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	116 28.6	62 32.5 53.4	54 25.1 46.6	1 20.0 0.9	8 21.6 6.9	27 29.0 23.3	39 31.7 33.6	27 29.0 23.3	14 25.5 12.1	16 26.2 13.8	99 29.6 85.3	1 10.0 0.9	7 14.0 6.0 --	43 34.4 37.1 +	48 38.4 41.4 +++	18 17.0 15.5 ---
Important	159 39.2	65 34.0 40.9 --	94 43.7 59.1 ++	2 40.0 1.3	17 45.9 10.7	37 39.8 23.3	46 37.4 28.9	31 33.3 19.5	26 47.3 16.4	21 34.4 13.2	133 39.7 83.6	5 50.0 3.1	15 30.0 9.4	64 51.2 40.3 +++	40 32.0 25.2 --	40 37.7 25.2
Nice to have	79 19.5	40 20.9 50.6	39 18.1 49.4	1 20.0 1.3	10 27.0 12.7	18 19.4 22.8	21 17.1 26.6	21 22.6 26.6	8 14.5 10.1	16 26.2 20.3	60 17.9 75.9 -	3 30.0 3.8	14 28.0 17.7	10 8.0 12.7 ---	30 24.0 38.0	25 23.6 31.6
Unimportant	30 7.4	14 7.3 46.7	16 7.4 53.3	1 20.0 3.3	1 2.7 3.3	6 6.5 20.0	7 5.7 23.3	10 10.8 33.3	5 9.1 16.7	5 8.2 16.7	24 7.2 80.0	1 10.0 3.3	6 12.0 20.0	5 4.0 16.7 -	5 4.0 16.7 -	14 13.2 46.7 +++
Quite unimportant	6 1.5	4 2.1 66.7	2 0.9 33.3	- - -	- - -	3 3.2 50.0	1 0.8 16.7	2 2.2 33.3	- - -	1 1.6 16.7	5 1.5 83.3	- - -	1 2.0 16.7	1 0.8 16.7	1 0.8 16.7	3 2.8 50.0
Don't know	2 0.5	- - -	2 0.9 100.0	- - -	- - -	- - -	- - -	2 2.2 100.0 +++	- - -	- - -	2 0.6 100.0	- - -	- - -	1 0.8 50.0	1 0.8 50.0	- - -
Not applicable	14 3.4	6 3.1 42.9	8 3.7 57.1	- - -	1 2.7 7.1	2 2.2 14.3	9 7.3 64.3 +++	- - -	2 3.6 14.3	2 3.3 14.3	12 3.6 85.7	- - -	7 14.0 50.0 +++	1 0.8 7.1 -	- - -	6 5.7 42.9

Table 7.6: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Parking Facilities

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	118 29.1	59 30.9 50.0	59 27.4 50.0	- - -	14 37.8 11.9	26 28.0 22.0	41 33.3 34.7	21 22.6 17.8	16 29.1 13.6	22 36.1 18.6	96 28.7 81.4	- - -	6 12.0 5.1 ---	41 32.8 34.7	53 42.4 44.9 +++	18 17.0 15.3 ---
Important	162 39.9	71 37.2 43.8	91 42.3 56.2	1 20.0 0.6	15 40.5 9.3	39 41.9 24.1	45 36.6 27.8	37 39.8 22.8	25 45.5 15.4	18 29.5 11.1 -	140 41.8 86.4 +	4 40.0 2.5	17 34.0 10.5	63 50.4 38.9 +++	46 36.8 28.4	36 34.0 22.2
Nice to have	72 17.7	32 16.8 44.4	40 18.6 55.6	2 40.0 2.8	5 13.5 6.9	20 21.5 27.8	17 13.8 23.6	23 24.7 31.9 ++	5 9.1 6.9 -	16 26.2 22.2 +	53 15.8 73.6 --	3 30.0 4.2	13 26.0 18.1	14 11.2 19.4 --	17 13.6 23.6	28 26.4 38.9 +++
Unimportant	29 7.1	14 7.3 48.3	15 7.0 51.7	1 20.0 3.4	2 5.4 6.9	6 6.5 20.7	9 7.3 31.0	7 7.5 24.1	4 7.3 13.8	4 6.6 13.8	24 7.2 82.8	1 10.0 3.4	6 12.0 20.7	4 3.2 13.8 --	7 5.6 24.1	12 11.3 41.4 +
Quite unimportant	8 2.0	4 2.1 50.0	4 1.9 50.0	- - -	1 2.7 12.5	1 1.1 12.5	1 0.8 12.5	3 3.2 37.5	2 3.6 25.0	- - -	8 2.4 100.0	- - -	3 6.0 37.5 ++	- - -	1 0.8 12.5	4 3.8 50.0
Don't know	1 0.2	1 0.5 100.0	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	- - -	- - -	- - -	1 10.0 100.0	- - -	- - -	- - -	1 0.9 100.0 +
Not applicable	16 3.9	10 5.2 62.5	6 2.8 37.5	1 20.0 6.3	- - -	- - -	10 8.1 62.5 +++	2 2.2 12.5	3 5.5 18.8	1 1.6 6.3	14 4.2 87.5	1 10.0 6.3	5 10.0 31.3 ++	3 2.4 18.8	1 0.8 6.3 --	7 6.6 43.8

Table 7.7: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Public Transport

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe-male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	111 27.3	55 28.8 49.5	56 26.0 50.5	3 60.0 2.7	12 32.4 10.8	30 32.3 27.0	32 26.0 28.8	22 23.7 19.8	12 21.8 10.8	21 34.4 18.9	88 26.3 79.3	2 20.0 1.8	20 40.0 18.0 ++	30 24.0 27.0	37 29.6 33.3	24 22.6 21.6
Important	102 25.1	41 21.5 40.2	61 28.4 59.8	2 40.0 2.0	9 24.3 8.8	18 19.4 17.6	28 22.8 27.5	25 26.9 24.5	20 36.4 19.6 ++	19 31.1 18.6	80 23.9 78.4	3 30.0 2.9	14 28.0 13.7	26 20.8 25.5	39 31.2 38.2 +	23 21.7 22.5
Nice to have	86 21.2	36 18.8 41.9	50 23.3 58.1	- - -	8 21.6 9.3	21 22.6 24.4	25 20.3 29.1	24 25.8 27.9	8 14.5 9.3	13 21.3 15.1	71 21.2 82.6	2 20.0 2.3	7 14.0 8.1	20 16.0 23.3 -	20 16.0 23.3 -	39 36.8 45.3 +++
Unimportant	34 8.4	20 10.5 58.8	14 6.5 41.2	- - -	3 8.1 8.8	8 8.6 23.5	11 8.9 32.4	9 9.7 26.5	3 5.5 8.8	1 1.6 2.9 --	32 9.6 94.1 +	1 10.0 2.9	- - - ++	16 12.8 47.1 ++	7 5.6 20.6	11 10.4 32.4
Quite unimportant	35 8.6	18 9.4 51.4	17 7.9 48.6	- - -	2 5.4 5.7	11 11.8 31.4	10 8.1 28.6	7 7.5 20.0	5 9.1 14.3	6 9.8 17.1	28 8.4 80.0	1 10.0 2.9	2 4.0 5.7	12 9.6 34.3	18 14.4 51.4 +++	3 2.8 8.6 --
Don't know	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	- - -	1 1.1 33.3	1 0.8 33.3	1 1.1 33.3	- - -	- - -	2 0.6 66.7	1 10.0 33.3	- - -	1 0.8 33.3	1 0.8 33.3	1 0.9 33.3
Not applicable	35 8.6	19 9.9 54.3	16 7.4 45.7	- - -	3 8.1 8.6	4 4.3 11.4 -	16 13.0 45.7 ++	5 5.4 14.3	7 12.7 20.0	1 1.6 2.9 --	34 10.1 97.1 ++	- - - ++	7 14.0 20.0	20 16.0 57.1 +++	3 2.4 8.6 ---	5 4.7 14.3 -

Table 7.8: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Water Supply

		Gender		Age Group						Home ownership			Location			
	Total	Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	238 58.6	112 58.6 47.1	126 58.6 52.9	3 60.0 1.3	22 59.5 9.2	56 60.2 23.5	73 59.3 30.7	50 53.8 21.0	34 61.8 14.3	37 60.7 15.5	195 82.5 81.9	6 2.5 2.5	23 46.0 9.7 -	82 65.6 34.5 +	79 63.2 33.2	54 50.9 22.7 -
Important	96 23.6	41 21.5 42.7	55 25.6 57.3	2 40.0 2.1	11 29.7 11.5	20 21.5 20.8	23 18.7 24.0	26 28.0 27.1	14 25.5 14.6	14 23.0 14.6	80 23.9 83.3	2 20.0 2.1	11 22.0 11.5	36 28.8 37.5	29 23.2 30.2	20 18.9 20.8
Nice to have	19 4.7	8 4.2 42.1	11 5.1 57.9	- - -	3 8.1 15.8	4 4.3 21.1	9 7.3 47.4 +	1 1.1 5.3 -	2 3.6 10.5	2 3.3 10.5	17 5.1 89.5	- - -	3 6.0 15.8	2 1.6 10.5 -	4 3.2 21.1 -	10 9.4 52.6 +++
Unimportant	12 3.0	5 2.6 41.7	7 3.3 58.3	- - -	1 2.7 8.3	2 2.2 16.7	3 2.4 25.0	6 6.5 50.0 ++	- - -	1 1.6 8.3	11 3.3 91.7	- - -	1 2.0 8.3	- - -	3 2.4 25.0	8 7.5 66.7 +++
Quite unimportant	8 2.0	6 3.1 75.0	2 0.9 25.0	- - -	- - -	2 2.2 25.0	3 2.4 37.5	3 3.2 37.5	- - -	1 1.6 12.5	7 2.1 87.5	- - -	- - -	- - -	5 4.0 62.5 ++	3 2.8 37.5
Not applicable	33 8.1	19 9.9 57.6	14 6.5 42.4	- - -	- - -	9 9.7 27.3	12 9.8 36.4	7 7.5 21.2	5 9.1 15.2	6 9.8 18.2	25 7.5 75.8	2 20.0 6.1	12 36.4 +++	5 4.0 15.2 --	5 4.0 15.2 --	11 10.4 33.3

Table 7.9: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Sewerage

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe-male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	216 53.2	99 51.8 45.8	117 54.4 54.2	2 40.0 0.9	23 62.2 10.6	55 59.1 25.5	64 52.0 29.6	44 47.3 20.4	28 50.9 13.0	39 63.9 18.1 +	173 51.6 80.1	4 40.0 1.9	20 40.0 9.3 --	72 57.6 33.3	77 61.6 35.6 ++	47 44.3 21.8 --
Important	91 22.4	37 19.4 40.7	54 25.1 59.3	3 60.0 3.3	11 29.7 12.1	18 19.4 19.8	22 17.9 24.2	21 22.6 23.1	16 29.1 17.6	12 19.7 13.2	75 22.4 82.4	4 40.0 4.4	14 28.0 15.4	25 20.0 27.5	29 23.2 31.9	23 21.7 25.3
Nice to have	20 4.9	11 5.8 55.0	9 4.2 45.0	- - -	1 2.7 5.0	6 6.5 30.0	7 5.7 35.0	4 4.3 20.0	2 3.6 10.0	2 3.3 10.0	18 5.4 90.0	- - -	2 4.0 10.0	2 1.6 10.0 --	4 3.2 20.0	12 11.3 60.0 +++
Unimportant	18 4.4	8 4.2 44.4	10 4.7 55.6	- - -	1 2.7 5.6	2 2.2 11.1	5 4.1 27.8	9 9.7 50.0 +++	1 1.8 5.6	2 3.3 11.1	16 4.8 88.9	- - -	- - -	4 3.2 22.2	4 3.2 22.2	10 9.4 55.6 +++
Quite unimportant	11 2.7	9 4.7 81.8 ++	2 0.9 18.2 --	- - -	- - -	3 3.2 27.3	4 3.3 36.4	4 4.3 36.4	- - -	1 1.6 9.1	10 3.0 90.9	- - -	- - -	3 2.4 27.3	5 4.0 45.5	3 2.8 27.3
Don't know	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	- - -	- - -	- - -	2 2.2 100.0 +++	- - -	- - -	2 0.6 100.0	- - -	- - -	1 0.8 50.0	1 0.8 50.0	- - -
Not applicable	48 11.8	26 13.6 54.2	22 10.2 45.8	- - -	1 2.7 2.1 -	9 9.7 18.8	21 17.1 43.8 ++	9 9.7 18.8	8 14.5 16.7	5 8.2 10.4	41 12.2 85.4	2 20.0 4.2	14 28.0 29.2 +++	18 14.4 37.5	5 4.0 10.4 ---	11 10.4 22.9

Table 7.10: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Drainage and Flood Mitigation

		Gender		Age Group						Home ownership			Location			
	Total	Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	210 51.7	98 51.3 46.7	112 52.1 53.3	1 20.0 0.5	21 56.8 10.0	51 54.8 24.3	72 58.5 34.3 +	42 45.2 20.0	23 41.8 11.0	32 52.5 15.2	174 51.9 82.9	4 40.0 1.9	26 52.0 12.4	75 60.0 35.7 ++	73 58.4 34.8 +	36 34.0 17.1 ---
Important	124 30.5	60 31.4 48.4	64 29.8 51.6	3 60.0 2.4	12 32.4 9.7	24 25.8 19.4	29 23.6 23.4 --	34 36.6 27.4	22 40.0 17.7	15 24.6 12.1	106 31.6 85.5	3 30.0 2.4	14 28.0 11.3	37 29.6 29.8	39 31.2 31.5	34 32.1 27.4
Nice to have	35 8.6	16 8.4 45.7	19 8.8 54.3	- - -	3 8.1 8.6	6 6.5 17.1	12 9.8 34.3	11 11.8 31.4	3 5.5 8.6	9 14.8 25.7 +	24 7.2 68.6 --	2 20.0 5.7	5 10.0 14.3	6 4.8 17.1 -	6 4.8 17.1 -	18 17.0 51.4 +++
Unimportant	20 4.9	9 4.7 45.0	11 5.1 55.0	1 20.0 5.0	- - -	7 7.5 35.0	5 4.1 25.0	4 4.3 20.0	3 5.5 15.0	2 3.3 10.0	18 5.4 90.0	- - -	- - -	6 4.8 30.0	4 3.2 20.0	10 9.4 50.0 ++
Quite unimportant	6 1.5	5 2.6 83.3 +	1 0.5 16.7 -	- - -	1 2.7 16.7	1 1.1 16.7	3 2.4 50.0	- - -	1 1.8 16.7	1 1.6 16.7	5 1.5 83.3	- - -	- - -	1 0.8 16.7	3 2.4 50.0	2 1.9 33.3
Not applicable	11 2.7	3 1.6 27.3	8 3.7 72.7	- - -	- - -	4 4.3 36.4	2 1.6 18.2	2 2.2 18.2	3 5.5 27.3	2 3.3 18.2	8 2.4 72.7	1 10.0 9.1	5 10.0 45.5 +++	- - -	- - -	6 5.7 54.5 ++

Table 7.11: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Waste Management

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe-male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	239 58.9	117 61.3 49.0	122 56.7 51.0	2 40.0 0.8	24 64.9 10.0	58 62.4 24.3	81 65.9 33.9 +	45 48.4 18.8 --	29 52.7 12.1	38 62.3 15.9	196 58.5 82.0	5 50.0 2.1	30 60.0 12.6	80 64.0 33.5	77 61.6 32.2	52 49.1 21.8 --
Important	128 31.5	54 28.3 42.2	74 34.4 57.8	2 40.0 1.6	12 32.4 9.4	25 26.9 19.5	30 24.4 23.4 --	37 39.8 28.9 +	22 40.0 17.2	14 23.0 10.9	111 33.1 86.7	3 30.0 2.3	12 24.0 9.4	41 32.8 32.0	38 30.4 29.7	37 34.9 28.9
Nice to have	25 6.2	12 6.3 48.0	13 6.0 52.0	1 20.0 4.0	- - -	2 2.2 8.0	9 7.3 36.0	9 9.7 36.0	4 7.3 16.0	4 6.6 16.0	21 6.3 84.0	- - -	3 6.0 12.0	3 2.4 12.0 --	7 5.6 28.0	12 11.3 48.0 ++
Unimportant	7 1.7	4 2.1 57.1	3 1.4 42.9	- - -	1 2.7 14.3	4 4.3 57.1 ++	- - -	2 2.2 28.6	- - -	4 6.6 57.1 +++	2 0.6 28.6 ---	1 10.0 14.3	1 2.0 14.3	- - -	3 2.4 42.9	3 2.8 42.9
Not applicable	7 1.7	4 2.1 57.1	3 1.4 42.9	- - -	- - -	4 4.3 57.1 ++	3 2.4 42.9	- - -	- - -	1 1.6 14.3	5 1.5 71.4	1 10.0 14.3	4 8.0 57.1 +++	1 0.8 14.3	- - -	2 1.9 28.6

Table 7.12: How do you rate the IMPORTANCE to you of the following services or responsibilities?

Basic Services / Infrastructure

Importance of Service

Community Health

		Gender		Age Group						Home ownership			Location			
	Total	Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	176 43.3	73 38.2 41.5 --	103 47.9 58.5 ++	2 40.0 1.1	20 54.1 11.4	35 37.6 19.9	58 47.2 33.0	39 41.9 22.2	22 40.0 12.5	24 39.3 13.6	148 44.2 84.1	4 40.0 2.3	22 44.0 12.5	49 39.2 27.8	51 40.8 29.0	54 50.9 30.7 +
Important	167 41.1	85 44.5 50.9	82 38.1 49.1	2 40.0 1.2	12 32.4 7.2	46 49.5 27.5 +	47 38.2 28.1	38 40.9 22.8	22 40.0 13.2	24 39.3 14.4	140 41.8 83.8	3 30.0 1.8	21 42.0 12.6	61 48.8 36.5 ++	53 42.4 31.7	32 30.2 19.2 ---
Nice to have	51 12.6	25 13.1 49.0	26 12.1 51.0	1 20.0 2.0	5 13.5 9.8	7 7.5 13.7 -	15 12.2 29.4	14 15.1 27.5	9 16.4 17.6	11 18.0 21.6	39 11.6 76.5	1 10.0 2.0	6 12.0 11.8	13 10.4 25.5	18 14.4 35.3	14 13.2 27.5
Unimportant	7 1.7	6 3.1 85.7 ++	1 0.5 14.3 --	- - -	- - -	2 2.2 28.6	1 0.8 14.3	2 2.2 28.6	2 3.6 28.6	- - -	6 1.8 85.7	1 10.0 14.3	- - -	2 1.6 28.6	2 1.6 28.6	3 2.8 42.9
Quite unimportant	1 0.2	1 0.5 100.0	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	- - -	- - -	- - -	1 10.0 100.0	- - -	- - -	- - -	1 0.9 100.0 +
Don't know	2 0.5	- - -	2 0.9 100.0	- - -	- - -	1 1.1 50.0	1 0.8 50.0	- - -	- - -	1 1.6 50.0	1 0.3 50.0	- - -	- - -	- - -	1 0.8 50.0	1 0.9 50.0
Not applicable	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	- - -	1 1.1 50.0	1 0.8 50.0	- - -	- - -	1 1.6 50.0	1 0.3 50.0	- - -	1 2.0 50.0	- - -	- - -	1 0.9 50.0

Table 8.1: Community Lifestyle Services

Importance of Service

Parks, Playgrounds and Public Amenities

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	92 22.7	36 18.8 39.1 -	56 26.0 60.9 +	1 20.0 1.1	9 24.3 9.8	23 24.7 25.0	30 24.4 32.6	23 24.7 25.0	6 10.9 6.5 --	9 14.8 9.8	79 23.6 85.9	4 40.0 4.3	5 10.0 5.4 --	26 20.8 28.3	31 24.8 33.7	30 28.3 32.6
Important	178 43.8	91 47.6 51.1	87 40.5 48.9	3 60.0 1.7	19 51.4 10.7	45 48.4 25.3	51 41.5 28.7	37 39.8 20.8	23 41.8 12.9	27 44.3 15.2	148 44.2 83.1	3 30.0 1.7	27 54.0 15.2	62 49.6 34.8	47 37.6 26.4 -	42 39.6 23.6
Nice to have	116 28.6	50 26.2 43.1	66 30.7 56.9	1 20.0 0.9	9 24.3 7.8	23 24.7 19.8	37 30.1 31.9	28 30.1 24.1	18 32.7 15.5	24 39.3 20.7 ++	89 26.6 76.7 -	3 30.0 2.6	16 32.0 13.8	27 21.6 23.3 --	43 34.4 37.1 +	30 28.3 25.9
Unimportant	14 3.4	9 4.7 64.3	5 2.3 35.7	- - -	- - -	1 1.1 7.1	3 2.4 21.4	3 3.2 21.4	7 12.7 50.0 +++	1 1.6 7.1	13 3.9 92.9	- - -	1 2.0 7.1	7 5.6 50.0	4 3.2 28.6	2 1.9 14.3
Quite unimportant	4 1.0	3 1.6 75.0	1 0.5 25.0	- - -	- - -	- - -	1 0.8 25.0	2 2.2 50.0	1 1.8 25.0	- - -	4 1.2 100.0	- - -	- - -	3 2.4 75.0 +	- - -	1 0.9 25.0
Not applicable	2 0.5	2 1.0 100.0	- - -	- - -	- - -	1 1.1 50.0	1 0.8 50.0	- - -	- - -	- - -	2 0.6 100.0	- - -	1 2.0 50.0	- - -	- - -	1 0.9 50.0

Table 8.2: Community Lifestyle Services

Importance of Service

Environmental Controls

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	141 34.7	67 35.1 47.5	74 34.4 52.5	1 20.0 0.7	18 48.6 12.8 +	27 29.0 19.1	50 40.7 35.5 +	36 38.7 25.5	9 16.4 6.4 ---	21 34.4 14.9	120 35.8 85.1	- - -	19 38.0 13.5	33 26.4 23.4 --	53 42.4 37.6 ++	36 34.0 25.5
Important	172 42.4	82 42.9 47.7	90 41.9 52.3	2 40.0 1.2	12 32.4 7.0	46 49.5 26.7	51 41.5 29.7	32 34.4 18.6 -	29 52.7 16.9 +	26 42.6 15.1	141 42.1 82.0	5 50.0 2.9	20 40.0 11.6	59 47.2 34.3	44 35.2 25.6 -	49 46.2 28.5
Nice to have	63 15.5	26 13.6 41.3	37 17.2 58.7	2 40.0 3.2	5 13.5 7.9	14 15.1 22.2	16 13.0 25.4	18 19.4 28.6	8 14.5 12.7	13 21.3 20.6	45 13.4 71.4 --	5 50.0 7.9	8 16.0 12.7	19 15.2 30.2	23 18.4 36.5	13 12.3 20.6
Unimportant	20 4.9	9 4.7 45.0	11 5.1 55.0	- - -	1 2.7 5.0	4 4.3 20.0	5 4.1 25.0	5 5.4 25.0	5 9.1 25.0	1 1.6 5.0	19 5.7 95.0	- - -	3 6.0 15.0	7 5.6 35.0	5 4.0 25.0	5 4.7 25.0
Quite unimportant	6 1.5	5 2.6 83.3 +	1 0.5 16.7 -	- - -	- - -	1 1.1 16.7	1 0.8 16.7	1 1.1 16.7	3 5.5 50.0 +++	- - -	6 1.8 100.0	- - -	- - -	5 4.0 83.3 +++	- - -	1 0.9 16.7
Don't know	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	- - -	1 1.1 33.3	- - -	1 1.1 33.3	1 1.8 33.3	- - -	3 0.9 100.0	- - -	- - -	2 1.6 66.7	- - -	1 0.9 33.3
Not applicable	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 8.3: Community Lifestyle Services

Importance of Service

Environmental Protection/ Conserv.

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	158 38.9	71 37.2 44.9	87 40.5 55.1	2 40.0 1.3	19 51.4 12.0	36 38.7 22.8	51 41.5 32.3	41 44.1 25.9	9 16.4 5.7 ---	22 36.1 13.9	135 40.3 85.4	1 10.0 0.6	21 42.0 13.3	33 26.4 20.9 ---	58 46.4 36.7 ++	46 43.4 29.1
Important	149 36.7	69 36.1 46.3	80 37.2 53.7	2 40.0 1.3	11 29.7 7.4	36 38.7 24.2	45 36.6 30.2	24 25.8 16.1 --	31 56.4 20.8 +++	26 42.6 17.4	118 35.2 79.2	5 50.0 3.4	18 36.0 12.1	55 44.0 36.9 ++	40 32.0 26.8	36 34.0 24.2
Nice to have	70 17.2	35 18.3 50.0	35 16.3 50.0	1 20.0 1.4	5 13.5 7.1	15 16.1 21.4	21 17.1 30.0	21 22.6 30.0	7 12.7 10.0	11 18.0 15.7	55 16.4 78.6	4 40.0 5.7	9 18.0 12.9	25 20.0 35.7	21 16.8 30.0	15 14.2 21.4
Unimportant	18 4.4	9 4.7 50.0	9 4.2 50.0	- - -	1 2.7 5.6	3 3.2 16.7	6 4.9 33.3	4 4.3 22.2	4 7.3 22.2	2 3.3 11.1	16 4.8 88.9	- - -	2 4.0 11.1	6 4.8 33.3	4 3.2 22.2	6 5.7 33.3
Quite unimportant	7 1.7	5 2.6 71.4	2 0.9 28.6	- - -	- - -	2 2.2 28.6	- - -	2 2.2 28.6	3 5.5 42.9 ++	- - -	7 2.1 100.0	- - -	- - -	4 3.2 57.1	2 1.6 28.6	1 0.9 14.3
Don't know	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	- - -	1 1.1 33.3	- - -	1 1.1 33.3	1 1.8 33.3	- - -	3 0.9 100.0	- - -	- - -	2 1.6 66.7	- - -	1 0.9 33.3
Not applicable	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 8.4: Community Lifestyle Services

Importance of Service

Heritage Protection

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	106 26.1	40 20.9 37.7 --	66 30.7 62.3 ++	- - - -	11 29.7 10.4 -	30 32.3 28.3 -	35 28.5 33.0 -	25 26.9 23.6 -	5 9.1 4.7 ---	16 26.2 15.1 -	90 26.9 84.9 -	- - - -	21 42.0 19.8 +++	18 14.4 17.0 ---	37 29.6 34.9 -	30 28.3 28.3 -
Important	150 36.9	73 38.2 48.7	77 35.8 51.3	3 60.0 2.0	15 40.5 10.0	27 29.0 18.0 -	47 38.2 31.3 -	31 33.3 20.7 -	27 49.1 18.0 ++	23 37.7 15.3 -	122 36.4 81.3 -	5 50.0 3.3 -	20 40.0 13.3 -	47 37.6 31.3 -	36 28.8 24.0 --	47 44.3 31.3 +
Nice to have	115 28.3	51 26.7 44.3	64 29.8 55.7	2 40.0 1.7	9 24.3 7.8	26 28.0 22.6	34 27.6 29.6	27 29.0 23.5	17 30.9 14.8	19 31.1 16.5	92 27.5 80.0	4 40.0 3.5	8 16.0 7.0 --	45 36.0 39.1 ++	41 32.8 35.7 -	21 19.8 18.3 --
Unimportant	23 5.7	18 9.4 78.3 +++	5 2.3 21.7 ---	- - - -	1 2.7 4.3	6 6.5 26.1	6 4.9 26.1	6 6.5 26.1	4 7.3 17.4	3 4.9 13.0	20 6.0 87.0	- - - -	1 2.0 4.3	11 8.8 47.8 +	8 6.4 34.8	3 2.8 13.0
Quite unimportant	8 2.0	6 3.1 75.0	2 0.9 25.0	- - -	- - -	3 3.2 37.5	1 0.8 12.5	3 3.2 37.5	1 1.8 12.5	- - -	7 2.1 87.5	1 10.0 12.5	- - -	3 2.4 37.5	2 1.6 25.0	3 2.8 37.5
Don't know	2 0.5	2 1.0 100.0	- - -	- - -	- - -	1 1.1 50.0	- - -	- - -	1 1.8 50.0	- - -	2 0.6 100.0	- - -	- - -	1 0.8 50.0	1 0.8 50.0	- - -
Not applicable	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	1 2.7 50.0 ++	- - -	- - -	1 1.1 50.0	- - -	- - -	2 0.6 100.0	- - -	- - -	- - -	- - -	2 1.9 100.0 ++

Table 8.5: Community Lifestyle Services

Importance of Service

Sporting and Recreational Facilities

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	78 19.2	32 16.8 41.0	46 21.4 59.0	- - -	11 29.7 14.1 +	22 23.7 28.2	25 20.3 32.1	14 15.1 17.9	6 10.9 7.7 -	10 16.4 12.8	65 19.4 83.3	3 30.0 3.8	4 8.0 5.1 --	22 17.6 28.2	28 22.4 35.9	24 22.6 30.8
Important	184 45.3	87 45.5 47.3	97 45.1 52.7	1 20.0 0.5	14 37.8 7.6	41 44.1 22.3	60 48.8 32.6	41 44.1 22.3	27 49.1 14.7	28 45.9 15.2	152 45.4 82.6	4 40.0 2.2	30 60.0 16.3 ++	64 51.2 34.8	51 40.8 27.7	39 36.8 21.2 --
Nice to have	113 27.8	55 28.8 48.7	58 27.0 51.3	4 80.0 3.5	10 27.0 8.8	25 26.9 22.1	30 24.4 26.5	27 29.0 23.9	17 30.9 15.0	22 36.1 19.5	89 26.6 78.8	2 20.0 1.8	15 30.0 13.3	27 21.6 23.9 -	39 31.2 34.5	32 30.2 28.3
Unimportant	27 6.7	15 7.9 55.6	12 5.6 44.4	- - -	1 2.7 3.7	4 4.3 14.8	8 6.5 29.6	9 9.7 33.3	5 9.1 18.5	1 1.6 3.7 -	26 7.8 96.3 +	- - -	1 2.0 3.7	11 8.8 40.7	7 5.6 25.9	8 7.5 29.6
Quite unimportant	2 0.5	2 1.0 100.0	- - -	- - -	- - -	1 1.1 50.0	- - -	1 1.1 50.0	- - -	- - -	1 0.3 50.0	1 10.0 50.0	- - -	- - -	- - -	2 1.9 100.0 ++
Don't know	1 0.2	- - -	1 0.5 100.0	- - -	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	1 0.3 100.0	- - -	- - -	1 0.8 100.0	- - -	- - -
Not applicable	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 8.6: Community Lifestyle Services

Importance of Service

Cultural and Entertainment Facilities

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	66 16.3	25 13.1 37.9	41 19.1 62.1	- - -	9 24.3 13.6	14 15.1 21.2	21 17.1 31.8	19 20.4 28.8	3 5.5 4.5 --	13 21.3 19.7	52 15.5 78.8	1 10.0 1.5	3 6.0 4.5 --	18 14.4 27.3	26 20.8 39.4 +	19 17.9 28.8
Important	168 41.4	74 38.7 44.0	94 43.7 56.0	1 20.0 0.6	15 40.5 8.9	40 43.0 23.8	53 43.1 31.5	33 35.5 19.6	26 47.3 15.5	25 41.0 14.9	138 41.2 82.1	5 50.0 3.0	29 58.0 17.3 ++	53 42.4 31.5	50 40.0 29.8	36 34.0 21.4 -
Nice to have	131 32.3	68 35.6 51.9	63 29.3 48.1	4 80.0 3.1	12 32.4 9.2	30 32.3 22.9	38 30.9 29.0	29 31.2 22.1	18 32.7 13.7	21 34.4 16.0	108 32.2 82.4	2 20.0 1.5	16 32.0 12.2	39 31.2 29.8	38 30.4 29.0	38 35.8 29.0
Unimportant	31 7.6	18 9.4 58.1	13 6.0 41.9	- - -	- - -	7 7.5 22.6	9 7.3 29.0	9 9.7 29.0	6 10.9 19.4	2 3.3 6.5	28 8.4 90.3	1 10.0 3.2	2 4.0 6.5	13 10.4 41.9	8 6.4 25.8	8 7.5 25.8
Quite unimportant	6 1.5	4 2.1 66.7	2 0.9 33.3	- - -	- - -	2 2.2 33.3	1 0.8 16.7	2 2.2 33.3	1 1.8 16.7	- - -	5 1.5 83.3	1 10.0 16.7	- - -	1 0.8 16.7	3 2.4 50.0	2 1.9 33.3
Don't know	1 0.2	- - -	1 0.5 100.0	- - -	- - -	- - -	- - -	- - -	1 1.8 100.0 ++	- - -	1 0.3 100.0	- - -	- - -	1 0.8 100.0	- - -	- - -
Not applicable	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	1 2.7 33.3	- - -	1 0.8 33.3	1 1.1 33.3	- - -	- - -	3 0.9 100.0	- - -	- - -	- - -	- - -	3 2.8 100.0 +++

Table 8.7: Community Lifestyle Services

Importance of Service

Libraries and other Information Access

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	126 31.0	54 28.3 42.9	72 33.5 57.1	3 60.0 2.4	14 37.8 11.1	28 30.1 22.2	42 34.1 33.3	26 28.0 20.6	13 23.6 10.3	20 32.8 15.9	102 30.4 81.0	4 40.0 3.2	24 48.0 19.0 +++	37 29.6 29.4	35 28.0 27.8	30 28.3 23.8
Important	146 36.0	65 34.0 44.5	81 37.7 55.5	1 20.0 0.7	11 29.7 7.5	32 34.4 21.9	46 37.4 31.5	32 34.4 21.9	24 43.6 16.4	19 31.1 13.0	124 37.0 84.9	3 30.0 2.1	16 32.0 11.0	58 46.4 39.7 +++	37 29.6 25.3 -	35 33.0 24.0
Nice to have	107 26.4	55 28.8 51.4	52 24.2 48.6	1 20.0 0.9	10 27.0 9.3	25 26.9 23.4	29 23.6 27.1	27 29.0 25.2	15 27.3 14.0	18 29.5 16.8	89 26.6 83.2	- - -	10 20.0 9.3	23 18.4 21.5 --	44 35.2 41.1 +++	30 28.3 28.0
Unimportant	19 4.7	11 5.8 57.9	8 3.7 42.1	- - -	- - -	5 5.4 26.3	5 4.1 26.3	6 6.5 31.6	3 5.5 15.8	3 4.9 15.8	15 4.5 78.9	1 10.0 5.3	- - -	7 5.6 36.8	8 6.4 42.1	4 3.8 21.1
Quite unimportant	6 1.5	5 2.6 83.3 +	1 0.5 16.7 -	- - -	1 2.7 16.7	3 3.2 50.0	- - -	2 2.2 33.3	- - -	1 1.6 16.7	3 0.9 50.0 --	2 20.0 33.3	- - -	- - -	1 0.8 16.7	5 4.7 83.3 +++
Not applicable	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	1 2.7 50.0 ++	- - -	1 0.8 50.0	- - -	- - -	- - -	2 0.6 100.0	- - -	- - -	- - -	- - -	2 1.9 100.0 ++

Table 8.8: Community Lifestyle Services

Importance of Service

Community Safety

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	160 39.4	61 31.9 38.1 ---	99 46.0 61.9 +++	2 40.0 1.3	19 51.4 11.9	31 33.3 19.4	55 44.7 34.4	38 40.9 23.8	15 27.3 9.4 --	24 39.3 15.0	136 40.6 85.0	- - -	14 28.0 8.8 -	49 39.2 30.6	41 32.8 25.6 -	56 52.8 35.0 +++
Important	177 43.6	87 45.5 49.2	90 41.9 50.8	3 60.0 1.7	16 43.2 9.0	45 48.4 25.4	53 43.1 29.9	34 36.6 19.2	26 47.3 14.7	24 39.3 13.6	148 44.2 83.6	5 50.0 2.8	26 52.0 14.7	58 46.4 32.8	62 49.6 35.0	31 29.2 17.5 ---
Nice to have	59 14.5	35 18.3 59.3 ++	24 11.2 40.7 --	- - -	2 5.4 3.4 -	14 15.1 23.7	13 10.6 22.0	19 20.4 32.2 +	11 20.0 18.6	12 19.7 20.3	42 12.5 71.2 --	5 50.0 8.5	9 18.0 15.3	16 12.8 27.1	21 16.8 35.6	13 12.3 22.0
Unimportant	7 1.7	5 2.6 71.4	2 0.9 28.6	- - -	- - -	3 3.2 42.9	2 1.6 28.6	1 1.1 14.3	1 1.8 14.3	1 1.6 14.3	6 1.8 85.7	- - -	1 2.0 14.3	1 0.8 14.3	- - -	5 4.7 71.4 +++
Quite unimportant	2 0.5	2 1.0 100.0	- - -	- - -	- - -	- - -	- - -	1 1.1 50.0	1 1.8 50.0	- - -	2 0.6 100.0	- - -	- - -	- - -	1 0.8 50.0	1 0.9 50.0
Not applicable	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	- - -	- - -	1 1.8 100.0 ++	- - -	1 0.3 100.0	- - -	- - -	1 0.8 100.0	- - -	- - -

Table 8.9: Community Lifestyle Services

Importance of Service

Community Service

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	130 32.0	52 27.2 40.0 -	78 36.3 60.0 +	1 20.0 0.8	15 40.5 11.5	32 34.4 24.6	42 34.1 32.3	29 31.2 22.3	11 20.0 8.5 --	20 32.8 15.4	109 32.5 83.8	1 10.0 0.8	10 20.0 7.7 -	38 30.4 29.2	47 37.6 36.2	35 33.0 26.9
Important	175 43.1	83 43.5 47.4	92 42.8 52.6	3 60.0 1.7	13 35.1 7.4	39 41.9 22.3	52 42.3 29.7	40 43.0 22.9	28 50.9 16.0	25 41.0 14.3	147 43.9 84.0	3 30.0 1.7	30 60.0 17.1 ++	64 51.2 36.6 ++	43 34.4 24.6 --	38 35.8 21.7 -
Nice to have	81 20.0	42 22.0 51.9	39 18.1 48.1	- - -	8 21.6 9.9	16 17.2 19.8	23 18.7 28.4	22 23.7 27.2	12 21.8 14.8	15 24.6 18.5	62 18.5 76.5	4 40.0 4.9	8 16.0 9.9	18 14.4 22.2 -	31 24.8 38.3	24 22.6 29.6
Unimportant	12 3.0	11 5.8 91.7 +++	1 0.5 8.3 ---	- - -	- - -	5 5.4 41.7	4 3.3 33.3	- - -	3 5.5 25.0	- - -	11 3.3 91.7	1 10.0 8.3	1 2.0 8.3	3 2.4 25.0	2 1.6 16.7	6 5.7 50.0 +
Quite unimportant	2 0.5	- - -	2 0.9 100.0	- - -	- - -	1 1.1 50.0	- - -	1 1.1 50.0	- - -	1 1.6 50.0	1 0.3 50.0	- - -	1 2.0 50.0	- - -	1 0.8 50.0	- - -
Don't know	5 1.2	3 1.6 60.0	2 0.9 40.0	1 20.0 20.0	- - -	- - -	2 1.6 40.0	1 1.1 20.0	1 1.8 20.0	- - -	4 1.2 80.0	1 10.0 20.0	- - -	2 1.6 40.0	1 0.8 20.0	2 1.9 40.0
Not applicable	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 8.10: Community Lifestyle Services

Importance of Service

Pet/Animal Control

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	112 27.6	54 28.3 48.2	58 27.0 51.8	- - -	7 18.9 6.3	27 29.0 24.1	43 35.0 38.4 ++	22 23.7 19.6	13 23.6 11.6	14 23.0 12.5	95 28.4 84.8	3 30.0 2.7	25 50.0 22.3 +++	33 26.4 29.5	27 21.6 24.1 -	27 25.5 24.1
Important	189 46.6	81 42.4 42.9	108 50.2 57.1	- - -	20 54.1 10.6	43 46.2 22.8	54 43.9 28.6	45 48.4 23.8	27 49.1 14.3	24 39.3 12.7	162 48.4 85.7	3 30.0 1.6	17 34.0 9.0 -	58 46.4 30.7	63 50.4 33.3	51 48.1 27.0
Nice to have	85 20.9	44 23.0 51.8	41 19.1 48.2	4 80.0 4.7	8 21.6 9.4	16 17.2 18.8	21 17.1 24.7	24 25.8 28.2	12 21.8 14.1	21 34.4 24.7 +++	63 18.8 74.1 --	1 10.0 1.2	8 16.0 9.4	27 21.6 31.8	30 24.0 35.3	20 18.9 23.5
Unimportant	12 3.0	8 4.2 66.7	4 1.9 33.3	- - -	1 2.7 8.3	6 6.5 50.0 ++	3 2.4 25.0	1 1.1 8.3	1 1.8 8.3	2 3.3 16.7	8 2.4 66.7	2 20.0 16.7	- - -	4 3.2 33.3	3 2.4 25.0	5 4.7 41.7
Quite unimportant	4 1.0	3 1.6 75.0	1 0.5 25.0	- - -	- - -	1 1.1 25.0	1 0.8 25.0	1 1.1 25.0	1 1.8 25.0	- - -	4 1.2 100.0	- - -	- - -	1 0.8 25.0	2 1.6 50.0	1 0.9 25.0
Don't know	1 0.2	- - -	1 0.5 100.0	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	1 0.8 100.0	- - -	- - -
Not applicable	3 0.7	1 0.5 33.3	2 0.9 66.7	1 20.0 33.3	1 2.7 33.3	- - -	- - -	- - -	1 1.8 33.3	- - -	2 0.6 66.7	1 10.0 33.3	- - -	1 0.8 33.3	- - -	2 1.9 66.7

Table 8.11: Community Lifestyle Services

Importance of Service

Shopping Facilities

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	94 23.2	45 23.6 47.9	49 22.8 52.1	- - -	8 21.6 8.5	19 20.4 20.2	34 27.6 36.2	23 24.7 24.5	10 18.2 10.6	10 16.4 10.6	82 24.5 87.2	2 20.0 2.1	21 42.0 22.3 +++	33 26.4 35.1	24 19.2 25.5	16 15.1 17.0 --
Important	188 46.3	85 44.5 45.2	103 47.9 54.8	2 40.0 1.1	20 54.1 10.6	41 44.1 21.8	58 47.2 30.9	37 39.8 19.7	30 54.5 16.0	30 49.2 16.0	156 46.6 83.0	2 20.0 1.1	21 42.0 11.2	63 50.4 33.5	59 47.2 31.4	45 42.5 23.9
Nice to have	92 22.7	43 22.5 46.7	49 22.8 53.3	3 60.0 3.3	8 21.6 8.7	24 25.8 26.1	21 17.1 22.8	25 26.9 27.2	11 20.0 12.0	17 27.9 18.5	72 21.5 78.3	3 30.0 3.3	7 14.0 7.6	23 18.4 25.0	33 26.4 35.9	29 27.4 31.5
Unimportant	23 5.7	12 6.3 52.2	11 5.1 47.8	- - -	- - -	7 7.5 30.4	8 6.5 34.8	7 7.5 30.4	1 1.8 4.3	4 6.6 17.4	18 5.4 78.3	1 10.0 4.3	1 2.0 4.3	2 1.6 8.7 --	7 5.6 30.4	13 12.3 56.5 +++
Quite unimportant	5 1.2	3 1.6 60.0	2 0.9 40.0	- - -	- - -	2 2.2 40.0	- - -	1 1.1 20.0	2 3.6 40.0 +	- - -	3 0.9 60.0	2 20.0 40.0	- - -	2 1.6 40.0	2 1.6 40.0	1 0.9 20.0
Don't know	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	- - -	- - -	1 1.8 100.0 ++	- - -	1 0.3 100.0	- - -	- - -	1 0.8 100.0	- - -	- - -
Not applicable	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	1 2.7 33.3	- - -	2 1.6 66.7	- - -	- - -	- - -	3 0.9 100.0	- - -	- - -	1 0.8 33.3	- - -	2 1.9 66.7

Table 8.12: Community Lifestyle Services

Importance of Service

Community Development

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	85 20.9	35 18.3 41.2	50 23.3 58.8	1 20.0 1.2	7 18.9 8.2	17 18.3 20.0	27 22.0 31.8	25 26.9 29.4	8 14.5 9.4	11 18.0 12.9	72 21.5 84.7	2 20.0 2.4	13 26.0 15.3	22 17.6 25.9	22 17.6 25.9	28 26.4 32.9
Important	186 45.8	87 45.5 46.8	99 46.0 53.2	1 20.0 0.5	19 51.4 10.2	42 45.2 22.6	60 48.8 32.3	39 41.9 21.0	25 45.5 13.4	26 42.6 14.0	157 46.9 84.4	3 30.0 1.6	29 58.0 15.6 +	64 51.2 34.4	51 40.8 27.4	42 39.6 22.6
Nice to have	113 27.8	59 30.9 52.2	54 25.1 47.8	2 40.0 1.8	10 27.0 8.8	30 32.3 26.5	29 23.6 25.7	25 26.9 22.1	17 30.9 15.0	19 31.1 16.8	91 27.2 80.5	3 30.0 2.7	7 14.0 6.2 --	32 25.6 28.3	47 37.6 41.6 +++	27 25.5 23.9
Unimportant	13 3.2	6 3.1 46.2	7 3.3 53.8	- - -	- - -	2 2.2 15.4	5 4.1 38.5	3 3.2 23.1	3 5.5 23.1	2 3.3 15.4	11 3.3 84.6	- - -	- - -	5 4.0 38.5	2 1.6 15.4	6 5.7 46.2 +
Quite unimportant	4 1.0	2 1.0 50.0	2 0.9 50.0	- - -	- - -	2 2.2 50.0	1 0.8 25.0	- - -	1 1.8 25.0	2 3.3 50.0 ++	1 0.3 25.0 ---	1 10.0 25.0	1 2.0 25.0	2 1.6 50.0	1 0.8 25.0	- - -
Don't know	3 0.7	1 0.5 33.3	2 0.9 66.7	1 20.0 33.3	- - -	- - -	- - -	1 1.1 33.3	1 1.8 33.3	1 1.6 33.3	1 0.3 33.3 --	1 10.0 33.3	- - -	- - -	2 1.6 66.7	1 0.9 33.3
Not applicable	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	1 2.7 50.0 ++	- - -	1 0.8 50.0	- - -	- - -	- - -	2 0.6 100.0	- - -	- - -	- - -	- - -	2 1.9 100.0 ++

Table 9.1: Managing the Shire/City

Importance of Service

Town Planning

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	167 41.1	78 40.8 46.7	89 41.4 53.3	1 20.0 0.6	15 40.5 9.0	38 40.9 22.8	50 40.7 29.9	48 51.6 28.7 ++	15 27.3 9.0 --	17 27.9 10.2 --	147 43.9 88.0 ++	3 30.0 1.8	9 18.0 5.4 ---	54 43.2 32.3	61 48.8 36.5 ++	43 40.6 25.7
Important	187 46.1	89 46.6 47.6	98 45.6 52.4	- - -	17 45.9 9.1	42 45.2 22.5	61 49.6 32.6	35 37.6 18.7 -	32 58.2 17.1 +	30 49.2 16.0	153 45.7 81.8	4 40.0 2.1	31 62.0 16.6 ++	56 44.8 29.9	55 44.0 29.4	45 42.5 24.1
Nice to have	41 10.1	18 9.4 43.9	23 10.7 56.1	2 40.0 4.9	3 8.1 7.3	11 11.8 26.8	10 8.1 24.4	8 8.6 19.5	7 12.7 17.1	11 18.0 26.8 ++	28 8.4 68.3 --	2 20.0 4.9	8 16.0 19.5	12 9.6 29.3	8 6.4 19.5 -	13 12.3 31.7
Unimportant	8 2.0	3 1.6 37.5	5 2.3 62.5	1 20.0 12.5	2 5.4 25.0	1 1.1 12.5	1 0.8 12.5	2 2.2 25.0	1 1.8 12.5	3 4.9 37.5 +	5 1.5 62.5	- - -	2 4.0 25.0	2 1.6 25.0	1 0.8 12.5	3 2.8 37.5
Quite unimportant	1 0.2	1 0.5 100.0	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	1 0.8 100.0	- - -	- - -
Don't know	1 0.2	1 0.5 100.0	- - -	1 20.0 100.0	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 10.0 100.0	- - -	- - -	- - -	1 0.9 100.0 +
Not applicable	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 9.2: Managing the Shire/City

Importance of Service

Building Control

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	149 36.7	64 33.5 43.0	85 39.5 57.0	1 20.0 0.7	11 29.7 7.4	42 45.2 28.2 +	46 37.4 30.9	33 35.5 22.1	16 29.1 10.7	18 29.5 12.1	128 38.2 85.9	3 30.0 2.0	15 30.0 10.1	42 33.6 28.2	58 46.4 38.9 +++	34 32.1 22.8
Important	195 48.0	98 51.3 50.3	97 45.1 49.7	- - -	23 62.2 11.8 +	34 36.6 17.4 --	63 51.2 32.3	46 49.5 23.6	29 52.7 14.9	30 49.2 15.4	162 48.4 83.1	3 30.0 1.5	32 64.0 16.4 ++	60 48.0 30.8	53 42.4 27.2	50 47.2 25.6
Nice to have	39 9.6	18 9.4 46.2	21 9.8 53.8	2 40.0 5.1	2 5.4 5.1	11 11.8 28.2	12 9.8 30.8	8 8.6 20.5	4 7.3 10.3	7 11.5 17.9	30 9.0 76.9	2 20.0 5.1	3 6.0 7.7	15 12.0 38.5	9 7.2 23.1	12 11.3 30.8
Unimportant	15 3.7	7 3.7 46.7	8 3.7 53.3	- - -	1 2.7 6.7	5 5.4 33.3	2 1.6 13.3	3 3.2 20.0	4 7.3 26.7	4 6.6 26.7	10 3.0 66.7 -	1 10.0 6.7	- - -	3 2.4 20.0	5 4.0 33.3	7 6.6 46.7 +
Quite unimportant	2 0.5	2 1.0 100.0	- - -	- - -	- - -	1 1.1 50.0	- - -	1 1.1 50.0	- - -	- - -	2 0.6 100.0	- - -	- - -	1 0.8 50.0	- - -	1 0.9 50.0
Don't know	6 1.5	2 1.0 33.3	4 1.9 66.7	2 40.0 33.3	- - -	- - -	- - -	2 2.2 33.3	2 3.6 33.3	2 3.3 33.3	3 0.9 50.0 --	1 10.0 16.7	- - -	4 3.2 66.7 +	- - -	2 1.9 33.3

Table 9.3: Managing the Shire/City

Importance of Service

Economic Development /Local Employment

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	205 50.5	96 50.3 46.8	109 50.7 53.2	2 40.0 1.0	20 54.1 9.8	51 54.8 24.9	64 52.0 31.2	47 50.5 22.9	21 38.2 10.2 --	31 50.8 15.1	169 50.4 82.4	5 50.0 2.4	30 60.0 14.6	62 49.6 30.2	65 52.0 31.7	48 45.3 23.4
Important	157 38.7	74 38.7 47.1	83 38.6 52.9	2 40.0 1.3	13 35.1 8.3	32 34.4 20.4	48 39.0 30.6	35 37.6 22.3	27 49.1 17.2 +	24 39.3 15.3	130 38.8 82.8	3 30.0 1.9	17 34.0 10.8	49 39.2 31.2	50 40.0 31.8	41 38.7 26.1
Nice to have	31 7.6	14 7.3 45.2	17 7.9 54.8	1 20.0 3.2	4 10.8 12.9	7 7.5 22.6	7 5.7 22.6	7 7.5 22.6	5 9.1 16.1	6 9.8 19.4	23 6.9 74.2	2 20.0 6.5	3 6.0 9.7	9 7.2 29.0	6 4.8 19.4	13 12.3 41.9 ++
Unimportant	7 1.7	4 2.1 57.1	3 1.4 42.9	- - -	- - -	2 2.2 28.6	2 1.6 28.6	2 2.2 28.6	1 1.8 14.3	- - -	7 2.1 100.0	- - -	- - -	2 1.6 28.6	3 2.4 42.9	2 1.9 28.6
Quite unimportant	2 0.5	2 1.0 100.0	- - -	- - -	- - -	1 1.1 50.0	- - -	1 1.1 50.0	- - -	- - -	2 0.6 100.0	- - -	- - -	1 0.8 50.0	- - -	1 0.9 50.0
Don't know	3 0.7	- - -	3 1.4 100.0	- - -	- - -	- - -	1 0.8 33.3	1 1.1 33.3	1 1.8 33.3	- - -	3 0.9 100.0	- - -	- - -	2 1.6 66.7	1 0.8 33.3	- - -
Not applicable	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 9.4: Managing the Shire/City

Importance of Service

Development of Tourism

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	157 38.7	71 37.2 45.2	86 40.0 54.8	1 20.0 0.6	12 32.4 7.6	43 46.2 27.4 +	46 37.4 29.3	37 39.8 23.6	18 32.7 11.5	23 37.7 14.6	130 38.8 82.8	4 40.0 2.5	30 60.0 19.1 +++	42 33.6 26.8	41 32.8 26.1	44 41.5 28.0
Important	168 41.4	80 41.9 47.6	88 40.9 52.4	2 40.0 1.2	17 45.9 10.1	29 31.2 17.3 --	56 45.5 33.3	35 37.6 20.8	29 52.7 17.3 +	25 41.0 14.9	142 42.4 84.5	1 10.0 0.6	17 34.0 10.1	56 44.8 33.3	60 48.0 35.7 +	35 33.0 20.8 --
Nice to have	59 14.5	29 15.2 49.2	30 14.0 50.8	2 40.0 3.4	7 18.9 11.9	13 14.0 22.0	16 13.0 27.1	16 17.2 27.1	5 9.1 8.5	10 16.4 16.9	46 13.7 78.0	3 30.0 5.1	3 6.0 5.1 -	18 14.4 30.5	22 17.6 37.3	16 15.1 27.1
Unimportant	17 4.2	9 4.7 52.9	8 3.7 47.1	- - -	- - -	6 6.5 35.3	4 3.3 23.5	4 4.3 23.5	3 5.5 17.6	3 4.9 17.6	12 3.6 70.6	2 20.0 11.8	- - -	7 5.6 41.2	2 1.6 11.8 -	8 7.5 47.1 ++
Quite unimportant	3 0.7	1 0.5 33.3	2 0.9 66.7	- - -	1 2.7 33.3	2 2.2 66.7 +	- - -	- - -	- - -	- - -	3 0.9 100.0	- - -	- - -	1 0.8 33.3	- - -	2 1.9 66.7
Not applicable	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 9.5: Managing the Shire/City

Importance of Service

Financial Management

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	219 53.9	107 56.0 48.9	112 52.1 51.1	2 40.0 0.9	19 51.4 8.7	55 59.1 25.1	62 50.4 28.3	51 54.8 23.3	30 54.5 13.7	30 49.2 13.7	183 54.6 83.6	6 60.0 2.7	23 46.0 10.5	66 52.8 30.1	78 62.4 35.6 ++	52 49.1 23.7
Important	150 36.9	72 37.7 48.0	78 36.3 52.0	2 40.0 1.3	13 35.1 8.7	29 31.2 19.3	55 44.7 36.7 ++	32 34.4 21.3	19 34.5 12.7	22 36.1 14.7	126 37.6 84.0	2 20.0 1.3	20 40.0 13.3	49 39.2 32.7	38 30.4 25.3 -	43 40.6 28.7
Nice to have	23 5.7	8 4.2 34.8	15 7.0 65.2	1 20.0 4.3	4 10.8 17.4	6 6.5 26.1	2 1.6 8.7 --	6 6.5 26.1	4 7.3 17.4	6 9.8 26.1	15 4.5 65.2 --	2 20.0 8.7	6 12.0 26.1 ++	5 4.0 21.7	8 6.4 34.8	4 3.8 17.4
Unimportant	7 1.7	2 1.0 28.6	5 2.3 71.4	- - -	1 2.7 14.3	- - -	2 1.6 28.6	3 3.2 42.9	1 1.8 14.3	2 3.3 28.6	5 1.5 71.4	- - -	1 2.0 14.3	1 0.8 14.3	1 0.8 14.3	4 3.8 57.1 +
Quite unimportant	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	- - -	2 2.2 100.0 +++	- - -	- - -	- - -	- - -	2 0.6 100.0	- - -	- - -	1 0.8 50.0	- - -	1 0.9 50.0
Don't know	4 1.0	- - -	4 1.9 100.0 +	- - -	- - -	1 1.1 25.0	1 0.8 25.0	1 1.1 25.0	1 1.8 25.0	1 1.6 25.0	3 0.9 75.0	- - -	- - -	3 2.4 75.0 +	- - -	1 0.9 25.0
Not applicable	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 9.6: Managing the Shire/City

Importance of Service

Revenue-raising

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	126 31.0	58 30.4 46.0	68 31.6 54.0	- - -	13 35.1 10.3	30 32.3 23.8	42 34.1 33.3	27 29.0 21.4	14 25.5 11.1	12 19.7 9.5 --	110 32.8 87.3 +	4 40.0 3.2	14 28.0 11.1	46 36.8 36.5 +	42 33.6 33.3	24 22.6 19.0 --
Important	200 49.3	100 52.4 50.0	100 46.5 50.0	2 40.0 1.0	16 43.2 8.0	41 44.1 20.5	63 51.2 31.5	50 53.8 25.0	28 50.9 14.0	33 54.1 16.5	164 49.0 82.0	3 30.0 1.5	27 54.0 13.5	63 50.4 31.5	59 47.2 29.5	51 48.1 25.5
Nice to have	56 13.8	25 13.1 44.6	31 14.4 55.4	2 40.0 3.6	5 13.5 8.9	16 17.2 28.6	12 9.8 21.4	11 11.8 19.6	10 18.2 17.9	12 19.7 21.4	42 12.5 75.0	2 20.0 3.6	9 18.0 16.1	11 8.8 19.6 -	19 15.2 33.9	17 16.0 30.4
Unimportant	9 2.2	3 1.6 33.3	6 2.8 66.7	- - -	1 2.7 11.1	1 1.1 11.1	4 3.3 44.4	2 2.2 22.2	1 1.8 11.1	2 3.3 22.2	7 2.1 77.8	- - -	- - -	- - -	3 2.4 33.3	6 5.7 66.7 +++
Quite unimportant	5 1.2	3 1.6 60.0	2 0.9 40.0	- - -	1 2.7 20.0	3 3.2 60.0 ++	- - -	1 1.1 20.0	- - -	- - -	5 1.5 100.0	- - -	- - -	2 1.6 40.0	- - -	3 2.8 60.0 +
Don't know	7 1.7	1 0.5 14.3 -	6 2.8 85.7 +	1 20.0 14.3	- - -	2 2.2 28.6	- - -	2 2.2 28.6	2 3.6 28.6	2 3.3 28.6	4 1.2 57.1 -	1 10.0 14.3	- - -	3 2.4 42.9	2 1.6 28.6	2 1.9 28.6
Not applicable	3 0.7	1 0.5 33.3	2 0.9 66.7	- - -	1 2.7 33.3	- - -	2 1.6 66.7	- - -	- - -	- - -	3 0.9 100.0	- - -	- - -	- - -	- - -	3 2.8 100.0 +++

Table 9.7: Managing the Shire/City

Importance of Service

Staff Management

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	96 23.6	50 26.2 52.1	46 21.4 47.9	1 20.0 1.0	7 18.9 7.3	27 29.0 28.1	28 22.8 29.2	24 25.8 25.0	9 16.4 9.4	11 18.0 11.5	84 25.1 87.5	1 10.0 1.0	8 16.0 8.3	26 20.8 27.1	36 28.8 37.5	26 24.5 27.1
Important	207 51.0	94 49.2 45.4	113 52.6 54.6	1 20.0 0.5	19 51.4 9.2	40 43.0 19.3	72 58.5 34.8 ++	46 49.5 22.2	29 52.7 14.0	33 54.1 15.9	170 50.7 82.1	4 40.0 1.9	35 70.0 16.9 +++	65 52.0 31.4	58 46.4 28.0	49 46.2 23.7
Nice to have	79 19.5	35 18.3 44.3	44 20.5 55.7	3 60.0 3.8	7 18.9 8.9	22 23.7 27.8	17 13.8 21.5	15 16.1 19.0	15 27.3 19.0	14 23.0 17.7	60 17.9 75.9	5 50.0 6.3	7 14.0 8.9	26 20.8 32.9	27 21.6 34.2	19 17.9 24.1
Unimportant	12 3.0	7 3.7 58.3	5 2.3 41.7	- - -	3 8.1 25.0 +	2 2.2 16.7	3 2.4 25.0	3 3.2 25.0	1 1.8 8.3	2 3.3 16.7	10 3.0 83.3	- - -	- - -	3 2.4 25.0	4 3.2 33.3	5 4.7 41.7
Quite unimportant	2 0.5	2 1.0 100.0	- - -	- - -	- - -	1 1.1 50.0	- - -	1 1.1 50.0	- - -	- - -	2 0.6 100.0	- - -	- - -	1 0.8 50.0	- - -	1 0.9 50.0
Don't know	8 2.0	2 1.0 25.0	6 2.8 75.0	- - -	- - -	1 1.1 12.5	2 1.6 25.0	4 4.3 50.0 +	1 1.8 12.5	1 1.6 12.5	7 2.1 87.5	- - -	- - -	4 3.2 50.0	- - -	4 3.8 50.0
Not applicable	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	1 2.7 50.0 ++	- - -	1 0.8 50.0	- - -	- - -	- - -	2 0.6 100.0	- - -	- - -	- - -	- - -	2 1.9 100.0 ++

Table 10.1: Customer Services and Communication Importance of Services

Customer Service

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	147 36.2	65 34.0 44.2	82 38.1 55.8	1 20.0 0.7	17 45.9 11.6	32 34.4 21.8	38 30.9 25.9	43 46.2 29.3 ++	16 29.1 10.9	18 29.5 12.2	127 37.9 86.4	2 20.0 1.4	11 22.0 7.5 --	37 29.6 25.2 -	63 50.4 42.9 +++	36 34.0 24.5
Important	203 50.0	98 51.3 48.3	105 48.8 51.7	3 60.0 1.5	16 43.2 7.9	46 49.5 22.7	67 54.5 33.0	40 43.0 19.7	31 56.4 15.3	35 57.4 17.2	163 48.7 80.3	5 50.0 2.5	36 72.0 17.7 +++	74 59.2 36.5 ++	45 36.0 22.2 ---	48 45.3 23.6
Nice to have	47 11.6	21 11.0 44.7	26 12.1 55.3	- - -	3 8.1 6.4	11 11.8 23.4	16 13.0 34.0	9 9.7 19.1	8 14.5 17.0	7 11.5 14.9	37 11.0 78.7	3 30.0 6.4	3 6.0 6.4	11 8.8 23.4	15 12.0 31.9	18 17.0 38.3 ++
Unimportant	7 1.7	6 3.1 85.7 ++	1 0.5 14.3 --	1 20.0 14.3	- - -	3 3.2 42.9	2 1.6 28.6	1 1.1 14.3	- - -	1 1.6 14.3	6 1.8 85.7	- - -	- - -	2 1.6 28.6	2 1.6 28.6	3 2.8 42.9
Don't know	1 0.2	1 0.5 100.0	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	1 0.8 100.0	- - -	- - -
Not applicable	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 10.2: Customer Services and Communication Importance of Services

Information Services

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	115 28.3	49 25.7 42.6	66 30.7 57.4	2 40.0 1.7	15 40.5 13.0 +	28 30.1 24.3	32 26.0 27.8	27 29.0 23.5	11 20.0 9.6	16 26.2 13.9	98 29.3 85.2	1 10.0 0.9	18 36.0 15.7	25 20.0 21.7 --	42 33.6 36.5	30 28.3 26.1
Important	224 55.2	106 55.5 47.3	118 54.9 52.7	1 20.0 0.4	17 45.9 7.6	51 54.8 22.8	74 60.2 33.0	51 54.8 22.8	30 54.5 13.4	35 57.4 15.6	181 54.0 80.8	8 80.0 3.6	28 56.0 12.5	80 64.0 35.7 ++	64 51.2 28.6	52 49.1 23.2
Nice to have	59 14.5	31 16.2 52.5	28 13.0 47.5	1 20.0 1.7	5 13.5 8.5	12 12.9 20.3	16 13.0 27.1	12 12.9 20.3	13 23.6 22.0 ++	8 13.1 13.6	50 14.9 84.7	1 10.0 1.7	4 8.0 6.8	18 14.4 30.5	18 14.4 30.5	19 17.9 32.2
Unimportant	6 1.5	3 1.6 50.0	3 1.4 50.0	1 20.0 16.7	- - -	2 2.2 33.3	- - -	2 2.2 33.3	1 1.8 16.7	2 3.3 33.3	4 1.2 66.7	- - -	- - -	2 1.6 33.3	1 0.8 16.7	3 2.8 50.0
Quite unimportant	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +
Don't know	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 10.3: Customer Services and Communication Importance of Services

Informing the Community

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	173 42.6	78 40.8 45.1	95 44.2 54.9	2 40.0 1.2	20 54.1 11.6	44 47.3 25.4	46 37.4 26.6	44 47.3 25.4	17 30.9 9.8 -	23 37.7 13.3	146 43.6 84.4	4 40.0 2.3	18 36.0 10.4	34 27.2 19.7 ---	66 52.8 38.2 +++	55 51.9 31.8 ++
Important	181 44.6	85 44.5 47.0	96 44.7 53.0	2 40.0 1.1	14 37.8 7.7	37 39.8 20.4	62 50.4 34.3	39 41.9 21.5	27 49.1 14.9	30 49.2 16.6	148 44.2 81.8	3 30.0 1.7	30 60.0 16.6 ++	72 57.6 39.8 +++	49 39.2 27.1	30 28.3 16.6 ---
Nice to have	45 11.1	24 12.6 53.3	21 9.8 46.7	- - -	2 5.4 4.4	9 9.7 20.0	14 11.4 31.1	10 10.8 22.2	10 18.2 22.2 +	7 11.5 15.6	36 10.7 80.0	2 20.0 4.4	2 4.0 4.4 -	17 13.6 37.8	10 8.0 22.2	16 15.1 35.6
Unimportant	5 1.2	3 1.6 60.0	2 0.9 40.0	1 20.0 20.0	- - -	3 3.2 60.0 ++	- - -	- - -	1 1.8 20.0	1 1.6 20.0	3 0.9 60.0	1 10.0 20.0	- - -	2 1.6 40.0	- - -	3 2.8 60.0 +
Quite unimportant	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +
Not applicable	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 10.4: Customer Services and Communication Importance of Services

Consulting the Community

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	212 52.2	99 51.8 46.7	113 52.6 53.3	3 60.0 1.4	22 59.5 10.4	52 55.9 24.5	63 51.2 29.7	50 53.8 23.6	22 40.0 10.4 -	29 47.5 13.7	178 53.1 84.0	5 50.0 2.4	23 46.0 10.8	45 36.0 21.2 ---	76 60.8 35.8 ++	68 64.2 32.1 +++
Important	156 38.4	71 37.2 45.5	85 39.5 54.5	1 20.0 0.6	12 32.4 7.7	33 35.5 21.2	49 39.8 31.4	37 39.8 23.7	24 43.6 15.4	25 41.0 16.0	129 38.5 82.7	2 20.0 1.3	24 48.0 15.4	63 50.4 40.4 +++	44 35.2 28.2	25 23.6 16.0 ---
Nice to have	29 7.1	15 7.9 51.7	14 6.5 48.3	- - -	2 5.4 6.9	7 7.5 24.1	9 7.3 31.0	5 5.4 17.2	6 10.9 20.7	6 9.8 20.7	20 6.0 69.0 --	3 30.0 10.3	3 6.0 10.3	14 11.2 48.3 ++	3 2.4 10.3 --	9 8.5 31.0
Unimportant	5 1.2	4 2.1 80.0	1 0.5 20.0	1 20.0 20.0	- - -	1 1.1 20.0	1 0.8 20.0	- - -	2 3.6 40.0 +	1 1.6 20.0	4 1.2 80.0	- - -	- - -	2 1.6 40.0	1 0.8 20.0	2 1.9 40.0
Quite unimportant	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +
Don't know	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	- - -	- - -	- - -	1 1.1 50.0	1 1.8 50.0	- - -	2 0.6 100.0	- - -	- - -	1 0.8 50.0	1 0.8 50.0	- - -
Not applicable	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 10.5: Customer Services and Communication Importance of Services

Responding to the Community

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	217 53.4	101 52.9 46.5	116 54.0 53.5	3 60.0 1.4	24 64.9 11.1	49 52.7 22.6	65 52.8 30.0	52 55.9 24.0	24 43.6 11.1	32 52.5 14.7	181 54.0 83.4	4 40.0 1.8	22 44.0 10.1	46 36.8 21.2 ---	80 64.0 36.9 +++	69 65.1 31.8 +++
Important	153 37.7	72 37.7 47.1	81 37.7 52.9	1 20.0 0.7	13 35.1 8.5	34 36.6 22.2	49 39.8 32.0	35 37.6 22.9	21 38.2 13.7	23 37.7 15.0	126 37.6 82.4	4 40.0 2.6	25 50.0 16.3 +	60 48.0 39.2 +++	40 32.0 26.1	28 26.4 18.3 ---
Nice to have	28 6.9	13 6.8 46.4	15 7.0 53.6	- - -	- - -	8 8.6 28.6	7 5.7 25.0	6 6.5 21.4	7 12.7 25.0 +	4 6.6 14.3	23 6.9 82.1	1 10.0 3.6	3 6.0 10.7	15 12.0 53.6 +++	3 2.4 10.7 --	7 6.6 25.0
Unimportant	5 1.2	3 1.6 60.0	2 0.9 40.0	1 20.0 20.0	- - -	2 2.2 40.0	1 0.8 20.0	- - -	1 1.8 20.0	2 3.3 40.0	2 0.6 40.0 --	1 10.0 20.0	- - -	4 3.2 80.0 ++	- - -	1 0.9 20.0
Quite unimportant	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +
Don't know	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	- - -	- - -	- - -	- - -	2 3.6 100.0 +++	- - -	2 0.6 100.0	- - -	- - -	- - -	2 1.6 100.0 ++	- - -

Table 10.6: Customer Services and Communication Importance of Services

Providing Leadership & Advocacy

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	144 35.5	65 34.0 45.1	79 36.7 54.9	3 60.0 2.1	15 40.5 10.4	34 36.6 23.6	47 38.2 32.6	34 36.6 23.6	11 20.0 7.6 --	18 29.5 12.5	121 36.1 84.0	5 50.0 3.5	18 36.0 12.5	32 25.6 22.2 ---	44 35.2 30.6	50 47.2 34.7 +++
Important	186 45.8	85 44.5 45.7	101 47.0 54.3	1 20.0 0.5	16 43.2 8.6	40 43.0 21.5	55 44.7 29.6	42 45.2 22.6	32 58.2 17.2 ++	26 42.6 14.0	158 47.2 84.9	2 20.0 1.1	29 58.0 15.6 +	70 56.0 37.6 +++	50 40.0 26.9	37 34.9 19.9 ---
Nice to have	55 13.5	25 13.1 45.5	30 14.0 54.5	- - -	5 13.5 9.1	11 11.8 20.0	15 12.2 27.3	15 16.1 27.3	9 16.4 16.4	9 14.8 16.4	44 13.1 80.0	2 20.0 3.6	2 4.0 3.6 --	19 15.2 34.5	22 17.6 40.0	12 11.3 21.8
Unimportant	9 2.2	7 3.7 77.8 +	2 0.9 22.2 -	1 20.0 11.1	- - -	4 4.3 44.4	1 0.8 11.1	1 1.1 11.1	2 3.6 22.2	2 3.3 22.2	6 1.8 66.7	1 10.0 11.1	1 2.0 11.1	1 0.8 11.1	1 0.8 11.1	6 5.7 66.7 +++
Don't know	11 2.7	9 4.7 81.8 ++	2 0.9 18.2 --	- - -	- - -	4 4.3 36.4	5 4.1 45.5	1 1.1 9.1	1 1.8 9.1	6 9.8 54.5 +++	5 1.5 45.5 ---	- - -	- - -	3 2.4 27.3	8 6.4 72.7 +++	- - -
Not applicable	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 11.1: Quality of Council

Importance of Services

Qualities of Elected Council

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	245 60.3	116 60.7 47.3	129 60.0 52.7	4 80.0 1.6	25 67.6 10.2	57 61.3 23.3	73 59.3 29.8	58 62.4 23.7	28 50.9 11.4	30 49.2 12.2 -	212 63.3 86.5 +++	3 30.0 1.2	30 60.0 12.2	64 51.2 26.1 --	93 74.4 38.0 +++	58 54.7 23.7
Important	132 32.5	63 33.0 47.7	69 32.1 52.3	- - -	11 29.7 8.3	28 30.1 21.2	43 35.0 32.6	28 30.1 21.2	22 40.0 16.7	27 44.3 20.5 ++	100 29.9 75.8 --	5 50.0 3.8	20 40.0 15.2	47 37.6 35.6	28 22.4 21.2 ---	37 34.9 28.0
Nice to have	25 6.2	11 5.8 44.0	14 6.5 56.0	1 20.0 4.0	1 2.7 4.0	6 6.5 24.0	7 5.7 28.0	5 5.4 20.0	5 9.1 20.0	3 4.9 12.0	20 6.0 80.0	2 20.0 8.0	- - -	14 11.2 56.0 +++	4 3.2 16.0 -	7 6.6 28.0
Don't know	3 0.7	- - -	3 1.4 100.0	- - -	- - -	1 1.1 33.3	- - -	2 2.2 66.7 +	- - -	1 1.6 33.3	2 0.6 66.7	- - -	- - -	- - -	- - -	3 2.8 100.0 +++
Not applicable	1 0.2	1 0.5 100.0	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 11.2: Quality of Council

Importance of Services

Qualities of Councillor(s) Dealt with

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	195 48.0	95 49.7 48.7	100 46.5 51.3	2 40.0 1.0	16 43.2 8.2	47 50.5 24.1	60 48.8 30.8	46 49.5 23.6	24 43.6 12.3	24 39.3 12.3	171 51.0 87.7 +++	- - -	24 48.0 12.3	55 44.0 28.2	70 56.0 35.9 ++	46 43.4 23.6
Important	157 38.7	71 37.2 45.2	86 40.0 54.8	1 20.0 0.6	17 45.9 10.8	34 36.6 21.7	46 37.4 29.3	38 40.9 24.2	21 38.2 13.4	29 47.5 18.5	121 36.1 77.1 --	7 70.0 4.5	24 48.0 15.3	46 36.8 29.3	45 36.0 28.7	42 39.6 26.8
Nice to have	27 6.7	13 6.8 48.1	14 6.5 51.9	1 20.0 3.7	2 5.4 7.4	7 7.5 25.9	7 5.7 25.9	6 6.5 22.2	4 7.3 14.8	5 8.2 18.5	21 6.3 77.8	1 10.0 3.7	1 2.0 3.7	13 10.4 48.1 ++	3 2.4 11.1 --	10 9.4 37.0
Unimportant	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	1 2.7 33.3	1 1.1 33.3	- - -	- - -	1 1.8 33.3	- - -	2 0.6 66.7	1 10.0 33.3	1 2.0 33.3	1 0.8 33.3	- - -	1 0.9 33.3
Don't know	10 2.5	4 2.1 40.0	6 2.8 60.0	1 20.0 10.0	- - -	2 2.2 20.0	2 1.6 20.0	3 3.2 30.0	2 3.6 20.0	1 1.6 10.0	8 2.4 80.0	1 10.0 10.0	- - -	1 0.8 10.0	5 4.0 50.0	4 3.8 40.0
Not applicable	14 3.4	6 3.1 42.9	8 3.7 57.1	- - -	1 2.7 7.1	2 2.2 14.3	8 6.5 57.1 ++	- - -	3 5.5 21.4	2 3.3 14.3	12 3.6 85.7	- - -	- - -	9 7.2 64.3 +++	2 1.6 14.3	3 2.8 21.4

Table 11.3: Quality of Council

Importance of Services

Managerial/Supervisory Officers

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	154 37.9	75 39.3 48.7	79 36.7 51.3	- - -	11 29.7 7.1	36 38.7 23.4	47 38.2 30.5	43 46.2 27.9 +	17 30.9 11.0	19 31.1 12.3	135 40.3 87.7 ++	- - -	24 48.0 15.6	43 34.4 27.9	54 43.2 35.1	33 31.1 21.4 -
Important	188 46.3	88 46.1 46.8	100 46.5 53.2	4 80.0 2.1	17 45.9 9.0	42 45.2 22.3	58 47.2 30.9	39 41.9 20.7	28 50.9 14.9	29 47.5 15.4	152 45.4 80.9	7 70.0 3.7	23 46.0 12.2	55 44.0 29.3	59 47.2 31.4	51 48.1 27.1
Nice to have	41 10.1	17 8.9 41.5	24 11.2 58.5	1 20.0 2.4	7 18.9 17.1 +	8 8.6 19.5	12 9.8 29.3	6 6.5 14.6	7 12.7 17.1	10 16.4 24.4 +	28 8.4 68.3 --	3 30.0 7.3	3 6.0 7.3	17 13.6 41.5	8 6.4 19.5 -	13 12.3 31.7
Unimportant	3 0.7	1 0.5 33.3	2 0.9 66.7	- - -	- - -	1 1.1 33.3	- - -	1 1.1 33.3	1 1.8 33.3	- - -	3 0.9 100.0	- - -	- - -	1 0.8 33.3	- - -	2 1.9 66.7
Quite unimportant	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +
Don't know	16 3.9	9 4.7 56.3	7 3.3 43.8	- - -	1 2.7 6.3	5 5.4 31.3	5 4.1 31.3	4 4.3 25.0	1 1.8 6.3	3 4.9 18.8	13 3.9 81.3	- - -	- - -	9 7.2 56.3 ++	4 3.2 25.0	3 2.8 18.8
Not applicable	3 0.7	- - -	3 1.4 100.0	- - -	1 2.7 33.3	1 1.1 33.3	- - -	- - -	1 1.8 33.3	- - -	3 0.9 100.0	- - -	- - -	- - -	- - -	3 2.8 100.0 +++

Table 11.4: Quality of Council

Importance of Services

Quality/Performance of Outdoor Workers

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	136 33.5	64 33.5 47.1	72 33.5 52.9	- - -	13 35.1 9.6	29 31.2 21.3	46 37.4 33.8	35 37.6 25.7	13 23.6 9.6 -	16 26.2 11.8	119 35.5 87.5 +	1 10.0 0.7	21 42.0 15.4	37 29.6 27.2	50 40.0 36.8 +	28 26.4 20.6 -
Important	218 53.7	107 56.0 49.1	111 51.6 50.9	4 80.0 1.8	18 48.6 8.3	52 55.9 23.9	64 52.0 29.4	47 50.5 21.6	33 60.0 15.1	38 62.3 17.4	174 51.9 79.8	6 60.0 2.8	26 52.0 11.9	70 56.0 32.1	69 55.2 31.7	53 50.0 24.3
Nice to have	37 9.1	16 8.4 43.2	21 9.8 56.8	1 20.0 2.7	3 8.1 8.1	9 9.7 24.3	9 7.3 24.3	8 8.6 21.6	7 12.7 18.9	4 6.6 10.8	32 9.6 86.5	1 10.0 2.7	2 4.0 5.4	14 11.2 37.8	6 4.8 16.2 --	15 14.2 40.5 ++
Unimportant	5 1.2	2 1.0 40.0	3 1.4 60.0	- - -	2 5.4 40.0 ++	1 1.1 20.0	1 0.8 20.0	- - -	1 1.8 20.0	2 3.3 40.0	1 0.3 20.0 ---	2 20.0 40.0	1 2.0 20.0	1 0.8 20.0	- - -	3 2.8 60.0 +
Quite unimportant	1 0.2	- - -	1 0.5 100.0	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +
Don't know	7 1.7	2 1.0 28.6	5 2.3 71.4	- - -	- - -	2 2.2 28.6	2 1.6 28.6	3 3.2 42.9	- - -	1 1.6 14.3	6 1.8 85.7	- - -	- - -	3 2.4 42.9	- - -	4 3.8 57.1 +
Not applicable	2 0.5	- - -	2 0.9 100.0	- - -	1 2.7 50.0 ++	- - -	- - -	- - -	1 1.8 50.0	- - -	2 0.6 100.0	- - -	- - -	- - -	- - -	2 1.9 100.0 ++

Table 11.5: Quality of Council

Importance of Services

Quality/Performance of Indoor Staff

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Crucial	127 31.3	60 31.4 47.2	67 31.2 52.8	- - -	11 29.7 8.7	26 28.0 20.5	44 35.8 34.6	33 35.5 26.0	13 23.6 10.2	16 26.2 12.6	111 33.1 87.4 +	- - -	18 36.0 14.2	36 28.8 28.3	47 37.6 37.0 +	26 24.5 20.5 -
Important	218 53.7	100 52.4 45.9	118 54.9 54.1	2 40.0 0.9	19 51.4 8.7	49 52.7 22.5	67 54.5 30.7	51 54.8 23.4	30 54.5 13.8	37 60.7 17.0	175 52.2 80.3	6 60.0 2.8	27 54.0 12.4	68 54.4 31.2	65 52.0 29.8	58 54.7 26.6
Nice to have	44 10.8	26 13.6 59.1 +	18 8.4 40.9 -	2 40.0 4.5	4 10.8 9.1	15 16.1 34.1 +	8 6.5 18.2 -	6 6.5 13.6	9 16.4 20.5	5 8.2 11.4	36 10.7 81.8	3 30.0 6.8	3 6.0 6.8	17 13.6 38.6	12 9.6 27.3	12 11.3 27.3
Unimportant	6 1.5	2 1.0 33.3	4 1.9 66.7	1 20.0 16.7	2 5.4 33.3 ++	1 1.1 16.7	1 0.8 16.7	- - -	1 1.8 16.7	2 3.3 33.3	3 0.9 50.0 --	1 10.0 16.7	2 4.0 33.3	- - -	1 0.8 16.7	3 2.8 50.0
Quite unimportant	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	- - -	- - -	1 0.8 50.0	- - -	1 1.8 50.0	- - -	2 0.6 100.0	- - -	- - -	1 0.8 50.0	- - -	1 0.9 50.0
Don't know	7 1.7	2 1.0 28.6	5 2.3 71.4	- - -	- - -	2 2.2 28.6	2 1.6 28.6	3 3.2 42.9	- - -	1 1.6 14.3	6 1.8 85.7	- - -	- - -	3 2.4 42.9	- - -	4 3.8 57.1 +
Not applicable	2 0.5	- - -	2 0.9 100.0	- - -	1 2.7 50.0 ++	- - -	- - -	- - -	1 1.8 50.0	- - -	2 0.6 100.0	- - -	- - -	- - -	- - -	2 1.9 100.0 ++

Table 12.1: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Road Construction

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	12 3.0	5 2.6 41.7	7 3.3 58.3	- - -	1 2.7 8.3	- - -	4 3.3 33.3	4 4.3 33.3	3 5.5 25.0	2 3.3 16.7	10 3.0 83.3	- - -	- - -	3 2.4 25.0	5 4.0 41.7	4 3.8 33.3
Good	170 41.9	70 36.6 41.2 --	100 46.5 58.8 ++	1 20.0 0.6	23 62.2 13.5 +++	44 47.3 25.9	47 38.2 27.6	31 33.3 18.2 -	24 43.6 14.1	30 49.2 17.6	138 41.2 81.2	2 20.0 1.2	15 30.0 8.8 -	53 42.4 31.2	62 49.6 36.5 ++	40 37.7 23.5
Fair only	150 36.9	75 39.3 50.0	75 34.9 50.0	2 40.0 1.3	9 24.3 6.0 -	33 35.5 22.0	47 38.2 31.3	43 46.2 28.7 ++	16 29.1 10.7	17 27.9 11.3	129 38.5 86.0	4 40.0 2.7	18 36.0 12.0	52 41.6 34.7	45 36.0 30.0	35 33.0 23.3
Poor	37 9.1	21 11.0 56.8	16 7.4 43.2	1 20.0 2.7	3 8.1 8.1	6 6.5 16.2	11 8.9 29.7	11 11.8 29.7	5 9.1 13.5	7 11.5 18.9	29 8.7 78.4	1 10.0 2.7	10 20.0 27.0 +++	8 6.4 21.6	7 5.6 18.9	12 11.3 32.4
Very poor	21 5.2	12 6.3 57.1	9 4.2 42.9	- - -	1 2.7 4.8	6 6.5 28.6	8 6.5 38.1	1 1.1 4.8 --	5 9.1 23.8	- - -	21 6.3 100.0 ++	- - -	6 12.0 28.6 ++	8 6.4 38.1	2 1.6 9.5 --	5 4.7 23.8
Don't know	14 3.4	8 4.2 57.1	6 2.8 42.9	1 20.0 7.1	- - -	3 3.2 21.4	5 4.1 35.7	3 3.2 21.4	2 3.6 14.3	5 8.2 35.7 ++	8 2.4 57.1 --	1 10.0 7.1	1 2.0 7.1	1 0.8 7.1 -	4 3.2 28.6	8 7.5 57.1 +++
Not applic.	2 0.5	- - -	2 0.9 100.0	- - -	- - -	1 1.1 50.0	1 0.8 50.0	- - -	- - -	- - -	- - -	2 20.0 100.0	- - -	- - -	- - -	2 1.9 100.0 ++

Table 12.2: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Road Maintenance

		Gender		Age Group						Home ownership			Location			
	Total	Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	19 4.7	9 4.7 47.4	10 4.7 52.6	- - -	1 2.7 5.3	4 4.3 21.1	5 4.1 26.3	3 3.2 15.8	6 10.9 31.6 ++	3 4.9 15.8	15 4.5 78.9	1 10.0 5.3	1 2.0 5.3	5 4.0 26.3	7 5.6 36.8	6 5.7 31.6
Good	157 38.7	66 34.6 42.0	91 42.3 58.0	2 40.0 1.3	15 40.5 9.6	44 47.3 28.0 +	43 35.0 27.4	34 36.6 21.7	19 34.5 12.1	25 41.0 15.9	128 38.2 81.5	4 40.0 2.5	12 24.0 7.6 --	54 43.2 34.4	52 41.6 33.1	39 36.8 24.8
Fair only	137 33.7	66 34.6 48.2	71 33.0 51.8	2 40.0 1.5	12 32.4 8.8	29 31.2 21.2	40 32.5 29.2	35 37.6 25.5	19 34.5 13.9	19 31.1 13.9	116 34.6 84.7	2 20.0 1.5	11 22.0 8.0 -	49 39.2 35.8	42 33.6 30.7	35 33.0 25.5
Poor	58 14.3	33 17.3 56.9	25 11.6 43.1	1 20.0 1.7	6 16.2 10.3	9 9.7 15.5	21 17.1 36.2	16 17.2 27.6	5 9.1 8.6	8 13.1 13.8	49 14.6 84.5	1 10.0 1.7	15 30.0 25.9 +++	10 8.0 17.2 --	18 14.4 31.0	15 14.2 25.9
Very poor	33 8.1	16 8.4 48.5	17 7.9 51.5	- - -	3 8.1 9.1	7 7.5 21.2	13 10.6 39.4	4 4.3 12.1	6 10.9 18.2	6 9.8 18.2	25 7.5 75.8	2 20.0 6.1	10 20.0 30.3 +++	7 5.6 21.2	6 4.8 18.2	10 9.4 30.3
Don't know	1 0.2	- - -	1 0.5 100.0	- - -	- - -	- - -	1 0.8 100.0	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +
Not applic.	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	1 0.3 100.0	- - -	1 2.0 100.0 +++	- - -	- - -	- - -

Table 12.3: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Footpaths, Kerbing and Guttering

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	15 3.7	6 3.1 40.0	9 4.2 60.0	- - -	- - -	4 4.3 26.7	4 3.3 26.7	4 4.3 26.7	3 5.5 20.0	3 4.9 20.0	11 3.3 73.3	1 10.0 6.7	1 2.0 6.7	3 2.4 20.0	6 4.8 40.0	5 4.7 33.3
Good	147 36.2	64 33.5 43.5	83 38.6 56.5	3 60.0 2.0	18 48.6 12.2 +	33 35.5 22.4	46 37.4 31.3	30 32.3 20.4	17 30.9 11.6	18 29.5 12.2	127 37.9 86.4	2 20.0 1.4	8 16.0 5.4 ---	55 44.0 37.4 ++	60 48.0 40.8 +++	24 22.6 16.3 ---
Fair only	121 29.8	58 30.4 47.9	63 29.3 52.1	1 20.0 0.8	9 24.3 7.4	31 33.3 25.6	35 28.5 28.9	28 30.1 23.1	17 30.9 14.0	21 34.4 17.4	98 29.3 81.0	2 20.0 1.7	5 10.0 4.1 ---	53 42.4 43.8 +++	30 24.0 24.8 -	33 31.1 27.3
Poor	58 14.3	29 15.2 50.0	29 13.5 50.0	1 20.0 1.7	6 16.2 10.3	10 10.8 17.2	15 12.2 25.9	18 19.4 31.0	8 14.5 13.8	7 11.5 12.1	48 14.3 82.8	3 30.0 5.2	6 12.0 10.3	10 8.0 17.2 --	21 16.8 36.2	21 19.8 36.2 +
Very poor	16 3.9	10 5.2 62.5	6 2.8 37.5	- - -	3 8.1 18.8	5 5.4 31.3	6 4.9 37.5	2 2.2 12.5	- - -	4 6.6 25.0	12 3.6 75.0	- - -	1 2.0 6.3	3 2.4 18.8	6 4.8 37.5	6 5.7 37.5
Don't know	12 3.0	4 2.1 33.3	8 3.7 66.7	- - -	1 2.7 8.3	5 5.4 41.7	2 1.6 16.7	3 3.2 25.0	1 1.8 8.3	1 1.6 8.3	9 2.7 75.0	2 20.0 16.7	2 4.0 16.7	- - -	- - -	10 9.4 83.3 +++
Not applic.	37 9.1	20 10.5 54.1	17 7.9 45.9	- - -	- - -	5 5.4 13.5	15 12.2 40.5	8 8.6 21.6	9 16.4 24.3 ++	7 11.5 18.9	30 9.0 81.1	- - -	27 54.0 73.0 +++	1 0.8 2.7 ---	2 1.6 5.4 ---	7 6.6 18.9

Table 12.4: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Street Lighting

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	18 4.4	9 4.7 50.0	9 4.2 50.0	- - -	1 2.7 5.6	2 2.2 11.1	9 7.3 50.0 +	2 2.2 11.1	4 7.3 22.2	5 8.2 27.8	12 3.6 66.7 -	1 10.0 5.6	1 2.0 5.6	7 5.6 38.9	6 4.8 33.3	4 3.8 22.2
Good	142 35.0	65 34.0 45.8	77 35.8 54.2	2 40.0 1.4	13 35.1 9.2	29 31.2 20.4	42 34.1 29.6	35 37.6 24.6	21 38.2 14.8	17 27.9 12.0	123 36.7 86.6	2 20.0 1.4	6 12.0 4.2 ---	62 49.6 43.7 +++	55 44.0 38.7 ++	19 17.9 13.4 ---
Fair only	128 31.5	62 32.5 48.4	66 30.7 51.6	2 40.0 1.6	14 37.8 10.9	32 34.4 25.0	33 26.8 25.8	29 31.2 22.7	18 32.7 14.1	19 31.1 14.8	107 31.9 83.6	2 20.0 1.6	11 22.0 8.6	47 37.6 36.7 +	39 31.2 30.5	31 29.2 24.2
Poor	33 8.1	12 6.3 36.4	21 9.8 63.6	- - -	3 8.1 9.1	9 9.7 27.3	9 7.3 27.3	9 9.7 27.3	3 5.5 9.1	7 11.5 21.2	25 7.5 75.8	1 10.0 3.0	- - -	4 3.2 12.1 --	14 11.2 42.4	15 14.2 45.5 +++
Very poor	18 4.4	10 5.2 55.6	8 3.7 44.4	1 20.0 5.6	3 8.1 16.7	7 7.5 38.9 +	2 1.6 11.1 -	5 5.4 27.8	- - -	2 3.3 11.1	15 4.5 83.3	1 10.0 5.6	3 6.0 16.7	2 1.6 11.1 -	5 4.0 27.8	8 7.5 44.4 +
Don't know	14 3.4	6 3.1 42.9	8 3.7 57.1	- - -	1 2.7 7.1	5 5.4 35.7	5 4.1 35.7	3 3.2 21.4	- - -	2 3.3 14.3	10 3.0 71.4	2 20.0 14.3	2 4.0 14.3	2 1.6 14.3	1 0.8 7.1 -	9 8.5 64.3 +++
Not applic.	53 13.1	27 14.1 50.9	26 12.1 49.1	- - -	2 5.4 3.8	9 9.7 17.0	23 18.7 43.4 ++	10 10.8 18.9	9 16.4 17.0	9 14.8 17.0	43 12.8 81.1	1 10.0 1.9	27 54.0 50.9 +++	1 0.8 1.9 ---	5 4.0 9.4 ---	20 18.9 37.7 ++

Table 12.5: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Traffic Management

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	405 100.0	190 46.9 100.0	215 53.1 100.0	5 1.2 100.0	37 9.1 100.0	93 23.0 100.0	122 30.1 100.0	93 23.0 100.0	55 13.6 100.0	60 14.8 100.0	335 82.7 100.0	10 2.5 100.0	49 12.1 100.0	125 30.9 100.0	125 30.9 100.0	106 26.2 100.0
Very good	24 5.9	8 4.2 33.3	16 7.4 66.7	- - -	1 2.7 4.2	5 5.4 20.8	9 7.4 37.5	6 6.5 25.0	3 5.5 12.5	3 5.0 12.5	20 6.0 83.3	1 10.0 4.2	- - -	11 8.8 45.8	8 6.4 33.3	5 4.7 20.8
Good	152 37.5	69 36.3 45.4	83 38.6 54.6	2 40.0 1.3	19 51.4 12.5 +	31 33.3 20.4	40 32.8 26.3	39 41.9 25.7	21 38.2 13.8	23 38.3 15.1	128 38.2 84.2	1 10.0 0.7	7 14.3 4.6 ---	51 40.8 33.6	59 47.2 38.8 +++	35 33.0 23.0
Fair only	128 31.6	65 34.2 50.8	63 29.3 49.2	3 60.0 2.3	8 21.6 6.3	37 39.8 28.9 +	33 27.0 25.8	30 32.3 23.4	17 30.9 13.3	22 36.7 17.2	103 30.7 80.5	3 30.0 2.3	11 22.4 8.6	50 40.0 39.1 ++	40 32.0 31.3	27 25.5 21.1
Poor	39 9.6	18 9.5 46.2	21 9.8 53.8	- - -	5 13.5 12.8	9 9.7 23.1	13 10.7 33.3	6 6.5 15.4	6 10.9 15.4	4 6.7 10.3	32 9.6 82.1	3 30.0 7.7	9 18.4 23.1 ++	8 6.4 20.5	12 9.6 30.8	10 9.4 25.6
Very poor	26 6.4	11 5.8 42.3	15 7.0 57.7	- - -	3 8.1 11.5	7 7.5 26.9	9 7.4 34.6	4 4.3 15.4	3 5.5 11.5	3 5.0 11.5	21 6.3 80.8	2 20.0 7.7	4 8.2 15.4	3 2.4 11.5 --	2 1.6 7.7 ---	17 16.0 65.4 +++
Don't know	10 2.5	2 1.1 20.0 -	8 3.7 80.0 +	- - -	- - -	2 2.2 20.0	5 4.1 50.0	2 2.2 20.0	1 1.8 10.0	- - -	10 3.0 100.0	- - -	1 2.0 10.0	1 0.8 10.0	2 1.6 20.0	6 5.7 60.0 ++
Not applic.	26 6.4	17 8.9 65.4 +	9 4.2 34.6 -	- - -	1 2.7 3.8	2 2.2 7.7 -	13 10.7 50.0 ++	6 6.5 23.1	4 7.3 15.4	5 8.3 19.2	21 6.3 80.8	- - -	17 34.7 65.4 +++	1 0.8 3.8 ---	2 1.6 7.7 ---	6 5.7 23.1

Table 12.6: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Parking Facilities

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	18 4.4	8 4.2 44.4	10 4.7 55.6	- - -	2 5.4 11.1	2 2.2 11.1	10 8.1 55.6 ++	2 2.2 11.1	2 3.6 11.1	1 1.6 5.6	16 4.8 88.9	1 10.0 5.6	- - -	7 5.6 38.9	7 5.6 38.9	4 3.8 22.2
Good	122 30.0	55 28.8 45.1	67 31.2 54.9	1 20.0 0.8	11 29.7 9.0	33 35.5 27.0	33 26.8 27.0	28 30.1 23.0	16 29.1 13.1	18 29.5 14.8	103 30.7 84.4	1 10.0 0.8	6 12.0 4.9 ---	40 32.0 32.8	48 38.4 39.3 ++	28 26.4 23.0
Fair only	129 31.8	58 30.4 45.0	71 33.0 55.0	2 40.0 1.6	14 37.8 10.9	26 28.0 20.2	35 28.5 27.1	32 34.4 24.8	20 36.4 15.5	20 32.8 15.5	108 32.2 83.7	1 10.0 0.8	9 18.0 7.0 --	40 32.0 31.0	49 39.2 38.0 ++	31 29.2 24.0
Poor	68 16.7	34 17.8 50.0	34 15.8 50.0	1 20.0 1.5	8 21.6 11.8	21 22.6 30.9 +	16 13.0 23.5	13 14.0 19.1	9 16.4 13.2	15 24.6 22.1 +	49 14.6 72.1 --	4 40.0 5.9	11 22.0 16.2	23 18.4 33.8	15 12.0 22.1 -	19 17.9 27.9
Very poor	23 5.7	13 6.8 56.5	10 4.7 43.5	- - -	2 5.4 8.7	5 5.4 21.7	7 5.7 30.4	8 8.6 34.8	1 1.8 4.3	1 1.6 4.3	22 6.6 95.7 +	- - -	5 10.0 21.7	7 5.6 30.4	1 0.8 4.3 ---	10 9.4 43.5 +
Don't know	15 3.7	4 2.1 26.7	11 5.1 73.3	- - -	- - -	3 3.2 20.0	6 4.9 40.0	4 4.3 26.7	2 3.6 13.3	- - -	13 3.9 86.7	2 20.0 13.3	2 4.0 13.3	3 2.4 20.0	3 2.4 20.0	7 6.6 46.7 +
Not applic.	31 7.6	19 9.9 61.3 +	12 5.6 38.7 -	1 20.0 3.2	- - -	3 3.2 9.7 -	16 13.0 51.6 +++	6 6.5 19.4	5 9.1 16.1	6 9.8 19.4	24 7.2 77.4	1 10.0 3.2	17 34.0 54.8 +++	5 4.0 16.1 -	2 1.6 6.5 ---	7 6.6 22.6

Table 12.7: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Public Transport

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	4 1.0	3 1.6 75.0	1 0.5 25.0	1 20.0 25.0	1 2.7 25.0	1 1.1 25.0	- - -	- - -	1 1.8 25.0	- - -	4 1.2 100.0	- - -	1 2.0 25.0	1 0.8 25.0	2 1.6 50.0	- - -
Good	73 18.0	29 15.2 39.7	44 20.5 60.3	2 40.0 2.7	8 21.6 11.0	15 16.1 20.5	22 17.9 30.1	17 18.3 23.3	9 16.4 12.3	11 18.0 15.1	62 18.5 84.9	- - -	7 14.0 9.6	20 16.0 27.4	34 27.2 46.6 +++	12 11.3 16.4 --
Fair only	62 15.3	33 17.3 53.2	29 13.5 46.8	1 20.0 1.6	7 18.9 11.3	17 18.3 27.4	15 12.2 24.2	17 18.3 27.4	5 9.1 8.1	12 19.7 19.4	49 14.6 79.0	1 10.0 1.6	5 10.0 8.1	15 12.0 24.2	28 22.4 45.2 +++	14 13.2 22.6
Poor	61 15.0	28 14.7 45.9	33 15.3 54.1	1 20.0 1.6	6 16.2 9.8	15 16.1 24.6	17 13.8 27.9	15 16.1 24.6	7 12.7 11.5	10 16.4 16.4	47 14.0 77.0	4 40.0 6.6	6 12.0 9.8	17 13.6 27.9	16 12.8 26.2	22 20.8 36.1 +
Very poor	103 25.4	50 26.2 48.5	53 24.7 51.5	- - -	9 24.3 8.7	30 32.3 29.1 +	31 25.2 30.1	22 23.7 21.4	11 20.0 10.7	20 32.8 19.4	80 23.9 77.7	3 30.0 2.9	18 36.0 17.5 +	24 19.2 23.3 -	23 18.4 22.3 --	38 35.8 36.9 +++
Don't know	37 9.1	13 6.8 35.1	24 11.2 64.9	- - -	2 5.4 5.4	5 5.4 13.5	12 9.8 32.4	9 9.7 24.3	9 16.4 24.3 ++	4 6.6 10.8	31 9.3 83.8	2 20.0 5.4	1 2.0 2.7 -	15 12.0 40.5	13 10.4 35.1	8 7.5 21.6
Not applic.	66 16.3	35 18.3 53.0	31 14.4 47.0	- - -	4 10.8 6.1	10 10.8 15.2	26 21.1 39.4 +	13 14.0 19.7	13 23.6 19.7	4 6.6 6.1 --	62 18.5 93.9 +++	- - -	12 24.0 18.2	33 26.4 50.0 +++	9 7.2 13.6 ---	12 11.3 18.2

Table 12.8: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Water Supply

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	61 15.0	30 15.7 49.2	31 14.4 50.8	1 20.0 1.6	8 21.6 13.1	15 16.1 24.6	20 16.3 32.8	6 6.5 9.8 ---	11 20.0 18.0	8 13.1 13.1	50 14.9 82.0	3 30.0 4.9	3 6.0 4.9 -	23 18.4 37.7	18 14.4 29.5	17 16.0 27.9
Good	187 46.1	88 46.1 47.1	99 46.0 52.9	2 40.0 1.1	23 62.2 12.3 ++	41 44.1 21.9	49 39.8 26.2 -	47 50.5 25.1	25 45.5 13.4	28 45.9 15.0	157 46.9 84.0	2 20.0 1.1	11 22.0 5.9 ---	68 54.4 36.4 ++	72 57.6 38.5 +++	36 34.0 19.3 ---
Fair only	44 10.8	15 7.9 34.1 -	29 13.5 65.9 +	1 20.0 2.3	3 8.1 6.8	12 12.9 27.3	12 9.8 27.3	11 11.8 25.0	5 9.1 11.4	11 18.0 25.0 ++	33 9.9 75.0	- - -	4 8.0 9.1	16 12.8 36.4	13 10.4 29.5	11 10.4 25.0
Poor	22 5.4	11 5.8 50.0	11 5.1 50.0	- - -	1 2.7 4.5	5 5.4 22.7	5 4.1 22.7	8 8.6 36.4	3 5.5 13.6	4 6.6 18.2	16 4.8 72.7	2 20.0 9.1	2 4.0 9.1	6 4.8 27.3	6 4.8 27.3	8 7.5 36.4
Very poor	18 4.4	9 4.7 50.0	9 4.2 50.0	- - -	2 5.4 11.1	6 6.5 33.3	5 4.1 27.8	3 3.2 16.7	2 3.6 11.1	1 1.6 5.6	17 5.1 94.4	- - -	3 6.0 16.7	3 2.4 16.7	3 2.4 16.7	9 8.5 50.0 ++
Don't know	12 3.0	5 2.6 41.7	7 3.3 58.3	1 20.0 8.3	- - -	2 2.2 16.7	3 2.4 25.0	4 4.3 33.3	2 3.6 16.7	1 1.6 8.3	10 3.0 83.3	1 10.0 8.3	1 2.0 8.3	- - -	4 3.2 33.3	7 6.6 58.3 ++
Not applic.	62 15.3	33 17.3 53.2	29 13.5 46.8	- - -	- - -	12 12.9 19.4	29 23.6 46.8 +++	14 15.1 22.6	7 12.7 11.3	8 13.1 12.9	52 15.5 83.9	2 20.0 3.2	26 52.0 41.9 +++	9 7.2 14.5 ---	9 7.2 14.5 ---	18 17.0 29.0

Table 12.9: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Sewerage

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe-male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	52 12.8	22 11.5 42.3	30 14.0 57.7	- - -	6 16.2 11.5	13 14.0 25.0	14 11.4 26.9	9 9.7 17.3	10 18.2 19.2	8 13.1 15.4	43 12.8 82.7	1 10.0 1.9	- - -	21 16.8 40.4	18 14.4 34.6	13 12.3 25.0
Good	192 47.3	86 45.0 44.8	106 49.3 55.2	2 40.0 1.0	24 64.9 12.5 ++	42 45.2 21.9	52 42.3 27.1	48 51.6 25.0	24 43.6 12.5	29 47.5 15.1	161 48.1 83.9	2 20.0 1.0	13 26.0 6.8 ---	61 48.8 31.8	78 62.4 40.6 +++	40 37.7 20.8 --
Fair only	35 8.6	14 7.3 40.0	21 9.8 60.0	2 40.0 5.7	- - -	8 8.6 22.9	11 8.9 31.4	10 10.8 28.6	4 7.3 11.4	6 9.8 17.1	28 8.4 80.0	1 10.0 2.9	4 8.0 11.4	12 9.6 34.3	9 7.2 25.7	10 9.4 28.6
Poor	11 2.7	7 3.7 63.6	4 1.9 36.4	- - -	1 2.7 9.1	3 3.2 27.3	2 1.6 18.2	3 3.2 27.3	2 3.6 18.2	1 1.6 9.1	9 2.7 81.8	1 10.0 9.1	1 2.0 9.1	6 4.8 54.5 +	2 1.6 18.2	2 1.9 18.2
Very poor	21 5.2	11 5.8 52.4	10 4.7 47.6	- - -	2 5.4 9.5	8 8.6 38.1 +	5 4.1 23.8	3 3.2 14.3	3 5.5 14.3	2 3.3 9.5	19 5.7 90.5	- - -	3 6.0 14.3	5 4.0 23.8	3 2.4 14.3 -	10 9.4 47.6 ++
Don't know	19 4.7	9 4.7 47.4	10 4.7 52.6	1 20.0 5.3	2 5.4 10.5	4 4.3 21.1	5 4.1 26.3	5 5.4 26.3	2 3.6 10.5	3 4.9 15.8	13 3.9 68.4 -	3 30.0 15.8	1 2.0 5.3	3 2.4 15.8	4 3.2 21.1	11 10.4 57.9 +++
Not applic.	76 18.7	42 22.0 55.3	34 15.8 44.7	- - -	2 5.4 2.6 --	15 16.1 19.7	34 27.6 44.7 +++	15 16.1 19.7	10 18.2 13.2	12 19.7 15.8	62 18.5 81.6	2 20.0 2.6	28 56.0 36.8 +++	17 13.6 22.4 -	11 8.8 14.5 ---	20 18.9 26.3

Table 12.10: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Drainage and Flood Mitigation

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe-male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	34 8.4	12 6.3 35.3	22 10.2 64.7	- - -	3 8.1 8.8	6 6.5 17.6	13 10.6 38.2	7 7.5 20.6	5 9.1 14.7	6 9.8 17.6	28 8.4 82.4	- - -	- - -	14 11.2 41.2	12 9.6 35.3	8 7.5 23.5
Good	185 45.6	87 45.5 47.0	98 45.6 53.0	2 40.0 1.1	17 45.9 9.2	42 45.2 22.7	56 45.5 30.3	45 48.4 24.3	23 41.8 12.4	28 45.9 15.1	153 45.7 82.7	4 40.0 2.2	15 30.0 8.1 --	65 52.0 35.1 +	67 53.6 36.2 ++	38 35.8 20.5 --
Fair only	94 23.2	46 24.1 48.9	48 22.3 51.1	2 40.0 2.1	8 21.6 8.5	23 24.7 24.5	20 16.3 21.3 --	22 23.7 23.4	19 34.5 20.2 ++	14 23.0 14.9	77 23.0 81.9	3 30.0 3.2	14 28.0 14.9	35 28.0 37.2	26 20.8 27.7	19 17.9 20.2
Poor	32 7.9	17 8.9 53.1	15 7.0 46.9	- - -	3 8.1 9.4	7 7.5 21.9	12 9.8 37.5	7 7.5 21.9	3 5.5 9.4	7 11.5 21.9	25 7.5 78.1	- - -	4 8.0 12.5	6 4.8 18.8	14 11.2 43.8 +	8 7.5 25.0
Very poor	16 3.9	8 4.2 50.0	8 3.7 50.0	- - -	3 8.1 18.8	5 5.4 31.3	4 3.3 25.0	3 3.2 18.8	1 1.8 6.3	1 1.6 6.3	15 4.5 93.8	- - -	4 8.0 25.0	2 1.6 12.5	2 1.6 12.5	8 7.5 50.0 ++
Don't know	22 5.4	10 5.2 45.5	12 5.6 54.5	1 20.0 4.5	3 8.1 13.6	6 6.5 27.3	5 4.1 22.7	5 5.4 22.7	2 3.6 9.1	3 4.9 13.6	17 5.1 77.3	2 20.0 9.1	1 2.0 4.5	3 2.4 13.6 -	4 3.2 18.2	14 13.2 63.6 +++
Not applic.	23 5.7	11 5.8 47.8	12 5.6 52.2	- - -	- - -	4 4.3 17.4	13 10.6 56.5 +++	4 4.3 17.4	2 3.6 8.7	2 3.3 8.7	20 6.0 87.0	1 10.0 4.3	12 24.0 52.2 +++	- - -	- - -	11 10.4 47.8 ++

Table 12.11: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Waste Management

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	66 16.3	30 15.7 45.5	36 16.7 54.5	- - -	8 21.6 12.1	13 14.0 19.7	24 19.5 36.4	9 9.7 13.6 -	12 21.8 18.2	10 16.4 15.2	54 16.1 81.8	2 20.0 3.0	- - -	32 25.6 48.5 +++	22 17.6 33.3	12 11.3 18.2
Good	204 50.2	93 48.7 45.6	111 51.6 54.4	2 40.0 1.0	19 51.4 9.3	46 49.5 22.5	54 43.9 26.5 -	53 57.0 26.0	30 54.5 14.7	29 47.5 14.2	171 51.0 83.8	4 40.0 2.0	15 30.0 7.4 ---	68 54.4 33.3	78 62.4 38.2 +++	43 40.6 21.1 --
Fair only	70 17.2	42 22.0 60.0 ++	28 13.0 40.0 --	2 40.0 2.9	5 13.5 7.1	15 16.1 21.4	25 20.3 35.7	16 17.2 22.9	7 12.7 10.0	11 18.0 15.7	59 17.6 84.3	- - -	13 26.0 18.6 +	22 17.6 31.4	16 12.8 22.9	19 17.9 27.1
Poor	22 5.4	5 2.6 22.7 --	17 7.9 77.3 ++	- - -	- - -	6 6.5 27.3	5 4.1 22.7	7 7.5 31.8	4 7.3 18.2	4 6.6 18.2	18 5.4 81.8	- - -	7 14.0 31.8 +++	1 0.8 4.5 ---	5 4.0 22.7	9 8.5 40.9
Very poor	28 6.9	13 6.8 46.4	15 7.0 53.6	- - -	4 10.8 14.3	9 9.7 32.1	10 8.1 35.7	4 4.3 14.3	1 1.8 3.6	4 6.6 14.3	22 6.6 78.6	2 20.0 7.1	8 16.0 28.6 +++	2 1.6 7.1 ---	1 0.8 3.6 ---	17 16.0 60.7 +++
Don't know	6 1.5	2 1.0 33.3	4 1.9 66.7	1 20.0 16.7	1 2.7 16.7	2 2.2 33.3	1 0.8 16.7	1 1.1 16.7	- - -	1 1.6 16.7	3 0.9 50.0 --	2 20.0 33.3	- - -	- - -	2 1.6 33.3	4 3.8 66.7 ++
Not applic.	10 2.5	6 3.1 60.0	4 1.9 40.0	- - -	- - -	2 2.2 20.0	4 3.3 40.0	3 3.2 30.0	1 1.8 10.0	2 3.3 20.0	8 2.4 80.0	- - -	7 14.0 70.0 +++	- - -	1 0.8 10.0	2 1.9 20.0

Table 12.12: How well do you believe the council is PERFORMING in these aspects?

Basic Services / Infrastructure

Council Performance

Community Health

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	27 6.7	10 5.2 37.0	17 7.9 63.0	- - -	4 10.8 14.8	4 4.3 14.8	11 8.9 40.7	5 5.4 18.5	3 5.5 11.1	5 8.2 18.5	22 6.6 81.5	- - -	1 2.0 3.7	12 9.6 44.4	8 6.4 29.6	6 5.7 22.2
Good	180 44.3	83 43.5 46.1	97 45.1 53.9	2 40.0 1.1	13 35.1 7.2	42 45.2 23.3	50 40.7 27.8	44 47.3 24.4	29 52.7 16.1	25 41.0 13.9	151 45.1 83.9	4 40.0 2.2	8 16.0 4.4 ---	67 53.6 37.2 ++	67 53.6 37.2 ++	38 35.8 21.1 --
Fair only	105 25.9	49 25.7 46.7	56 26.0 53.3	2 40.0 1.9	12 32.4 11.4	28 30.1 26.7	33 26.8 31.4	20 21.5 19.0	10 18.2 9.5	17 27.9 16.2	86 25.7 81.9	2 20.0 1.9	18 36.0 17.1 +	28 22.4 26.7	29 23.2 27.6	30 28.3 28.6
Poor	38 9.4	18 9.4 47.4	20 9.3 52.6	- - -	3 8.1 7.9	8 8.6 21.1	8 6.5 21.1	13 14.0 34.2 +	6 10.9 15.8	5 8.2 13.2	31 9.3 81.6	2 20.0 5.3	13 26.0 34.2 +++	8 6.4 21.1	6 4.8 15.8 --	11 10.4 28.9
Very poor	13 3.2	8 4.2 61.5	5 2.3 38.5	- - -	1 2.7 7.7	2 2.2 15.4	5 4.1 38.5	3 3.2 23.1	2 3.6 15.4	- - -	12 3.6 92.3	1 10.0 7.7	3 6.0 23.1	2 1.6 15.4	2 1.6 15.4	6 5.7 46.2 +
Don't know	36 8.9	18 9.4 50.0	18 8.4 50.0	1 20.0 2.8	4 10.8 11.1	6 6.5 16.7	13 10.6 36.1	7 7.5 19.4	5 9.1 13.9	7 11.5 19.4	28 8.4 77.8	1 10.0 2.8	2 4.0 5.6	8 6.4 22.2	13 10.4 36.1	13 12.3 36.1
Not applic.	7 1.7	5 2.6 71.4	2 0.9 28.6	- - -	- - -	3 3.2 42.9	3 2.4 42.9	1 1.1 14.3	- - -	2 3.3 28.6	5 1.5 71.4	- - -	5 10.0 71.4 +++	- - -	- - -	2 1.9 28.6

Table 13.1: Community Lifestyle Services

Council Performance

Parks, Playgrounds and Public Amenities

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	37 9.1	18 4.4 48.6	19 4.6 51.4	1 0.2 2.7	5 1.3 13.5	7 1.7 18.9	14 3.5 37.8	6 1.5 16.2	4 1.0 10.8	6 1.5 16.2	30 7.5 81.1	1 0.2 2.7	1 0.2 2.7	16 4.0 43.2 +	16 4.0 43.2 +	4 1.0 10.8 --
Good	182 44.8	90 22.0 49.5	92 22.8 50.5	2 0.5 1.1	14 3.5 7.7	45 11.1 24.7	54 13.3 29.7	46 11.5 25.3	21 5.2 11.5	26 6.4 14.3	151 37.2 83.0	5 1.2 2.7	15 3.7 8.2 --	61 15.0 33.5	61 15.0 33.5	45 11.1 24.7
Fair only	132 32.5	55 13.5 41.7	77 19.2 58.3	2 0.5 1.5	11 2.8 8.3	28 7.0 21.2	40 10.0 30.3	28 7.0 21.2	23 5.7 17.4	25 6.2 18.9	104 25.9 78.8	3 0.7 2.3	22 5.4 16.7 +	35 8.6 26.5	41 10.1 31.1	34 8.3 25.8
Poor	26 6.4	13 3.2 50.0	13 3.2 50.0	- 0.0 -	2 0.5 7.7	9 2.2 24.6	6 1.5 23.1	5 1.2 19.2	4 1.0 15.4	- 0.0 -	25 6.2 96.2 +	1 0.2 3.8	2 0.5 7.7	10 2.5 38.5	6 1.5 23.1	8 2.0 30.8
Very poor	14 3.4	7 1.7 50.0	7 1.7 50.0	- 0.0 -	4 1.0 28.6 ++	2 0.5 14.3	5 1.2 35.7	3 0.7 21.4	- 0.0 -	2 0.5 14.3	12 3.0 85.7	- 0.0 -	1 0.2 7.1	2 0.5 14.3	- 0.0 -	11 2.7 78.6 +++
Don't know	13 3.2	7 1.7 53.8	6 1.5 46.2	- 0.0 -	1 0.2 7.7	2 0.5 15.4	4 1.0 30.8	3 0.7 23.1	3 0.7 23.1	2 0.5 15.4	11 2.7 84.6	- 0.0 -	8 2.0 61.5 +++	1 0.2 7.7 -	1 0.2 7.7 -	3 0.7 23.1
Not applic.	2 0.5	1 0.2 50.0	1 0.2 50.0	- 0.0 -	- 0.0 -	- 0.0 -	- 0.0 -	2 0.5 100.0 +++	- 0.0 -	- 0.0 -	2 0.5 100.0	- 0.0 -	1 0.2 50.0	- 0.0 -	- 0.0 -	1 0.2 50.0

Table 13.2: Community Lifestyle Services

Council Performance

Environmental Controls

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	23 5.7	14 7.3 60.9	9 4.2 39.1	- - -	1 2.7 4.3	4 4.3 17.4	11 8.9 47.8 +	4 4.3 17.4	3 5.5 13.0	3 4.9 13.0	20 6.0 87.0	- - -	- - -	7 5.6 30.4	10 8.0 43.5	6 5.7 26.1
Good	156 38.4	72 37.7 46.2	84 39.1 53.8	1 20.0 0.6	13 35.1 8.3	41 44.1 26.3	44 35.8 28.2	39 41.9 25.0	18 32.7 11.5	25 41.0 16.0	126 37.6 80.8	5 50.0 3.2	13 26.0 8.3 -	48 38.4 30.8	48 38.4 30.8	47 44.3 30.1
Fair only	136 33.5	58 30.4 42.6	78 36.3 57.4	2 40.0 1.5	16 43.2 11.8	26 28.0 19.1	41 33.3 30.1	28 30.1 20.6	23 41.8 16.9	20 32.8 14.7	113 33.7 83.1	3 30.0 2.2	22 44.0 16.2 +	44 35.2 32.4	46 36.8 33.8	24 22.6 17.6 ---
Poor	41 10.1	21 11.0 51.2	20 9.3 48.8	1 20.0 2.4	3 8.1 7.3	12 12.9 29.3	13 10.6 31.7	9 9.7 22.0	3 5.5 7.3	8 13.1 19.5	33 9.9 80.5	- - -	7 14.0 17.1	9 7.2 22.0	15 12.0 36.6	10 9.4 24.4
Very poor	20 4.9	12 6.3 60.0	8 3.7 40.0	- - -	3 8.1 15.0	3 3.2 15.0	8 6.5 40.0	5 5.4 25.0	1 1.8 5.0	2 3.3 10.0	17 5.1 85.0	1 10.0 5.0	3 6.0 15.0	5 4.0 25.0	2 1.6 10.0 --	10 9.4 50.0 ++
Don't know	29 7.1	13 6.8 44.8	16 7.4 55.2	1 20.0 3.4	1 2.7 3.4	7 7.5 24.1	6 4.9 20.7	7 7.5 24.1	7 12.7 24.1 +	3 4.9 10.3	25 7.5 86.2	1 10.0 3.4	4 8.0 13.8	12 9.6 41.4	4 3.2 13.8 --	9 8.5 31.0
Not applic.	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	1 0.3 100.0	- - -	1 2.0 100.0 +++	- - -	- - -	- - -

Table 13.3: Community Lifestyle Services

Council Performance

Environmental Protection/ Conserv.

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	27 6.7	14 7.3 51.9	13 6.0 48.1	- - -	1 2.7 3.7	4 4.3 14.8	12 9.8 44.4 +	5 5.4 18.5	5 9.1 18.5	2 3.3 7.4	25 7.5 92.6	- - -	- - -	8 6.4 29.6	13 10.4 48.1 ++	6 5.7 22.2
Good	156 38.4	64 33.5 41.0 -	92 42.8 59.0 +	2 40.0 1.3	14 37.8 9.0	35 37.6 22.4	47 38.2 30.1	39 41.9 25.0	19 34.5 12.2	22 36.1 14.1	130 38.8 83.3	4 40.0 2.6	12 24.0 7.7 --	50 40.0 32.1	50 40.0 32.1	44 41.5 28.2
Fair only	121 29.8	57 29.8 47.1	64 29.8 52.9	2 40.0 1.7	13 35.1 10.7	27 29.0 22.3	35 28.5 28.9	26 28.0 21.5	18 32.7 14.9	22 36.1 18.2	96 28.7 79.3	3 30.0 2.5	21 42.0 17.4 ++	39 31.2 32.2	39 31.2 32.2	22 20.8 18.2 --
Poor	55 13.5	29 15.2 52.7	26 12.1 47.3	- - -	6 16.2 10.9	17 18.3 30.9	15 12.2 27.3	8 8.6 14.5	9 16.4 16.4	10 16.4 18.2	43 12.8 78.2	2 20.0 3.6	12 24.0 21.8 ++	14 11.2 25.5	13 10.4 23.6	16 15.1 29.1
Very poor	22 5.4	15 7.9 68.2 ++	7 3.3 31.8 --	- - -	2 5.4 9.1	5 5.4 22.7	9 7.3 40.9	5 5.4 22.7	1 1.8 4.5	3 4.9 13.6	19 5.7 86.4	- - -	2 4.0 9.1	4 3.2 18.2	5 4.0 22.7	11 10.4 50.0 +++
Don't know	25 6.2	12 6.3 48.0	13 6.0 52.0	1 20.0 4.0	1 2.7 4.0	5 5.4 20.0	5 4.1 20.0	10 10.8 40.0 ++	3 5.5 12.0	2 3.3 8.0	22 6.6 88.0	1 10.0 4.0	3 6.0 12.0	10 8.0 40.0	5 4.0 20.0	7 6.6 28.0

Table 13.4: Community Lifestyle Services

Council Performance

Heritage Protection

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	16 3.9	7 3.7 43.8	9 4.2 56.3	- - -	1 2.7 6.3	1 1.1 6.3	10 8.1 62.5 +++	2 2.2 12.5	2 3.6 12.5	- - -	16 4.8 100.0 +	- - -	- - -	6 4.8 37.5	6 4.8 37.5	4 3.8 25.0
Good	158 38.9	64 33.5 40.5 --	94 43.7 59.5 ++	2 40.0 1.3	15 40.5 9.5	40 43.0 25.3	45 36.6 28.5	34 36.6 21.5	22 40.0 13.9	25 41.0 15.8	127 37.9 80.4	6 60.0 3.8	15 30.0 9.5	42 33.6 26.6	51 40.8 32.3	50 47.2 31.6 ++
Fair only	132 32.5	67 35.1 50.8	65 30.2 49.2	2 40.0 1.5	14 37.8 10.6	25 26.9 18.9	43 35.0 32.6	29 31.2 22.0	19 34.5 14.4	20 32.8 15.2	109 32.5 82.6	3 30.0 2.3	19 38.0 14.4	46 36.8 34.8	44 35.2 33.3	23 21.7 17.4 ---
Poor	25 6.2	15 7.9 60.0	10 4.7 40.0	- - -	1 2.7 4.0	8 8.6 32.0	6 4.9 24.0	7 7.5 28.0	3 5.5 12.0	6 9.8 24.0	19 5.7 76.0	- - -	7 14.0 28.0 ++	5 4.0 20.0	7 5.6 28.0	6 5.7 24.0
Very poor	15 3.7	9 4.7 60.0	6 2.8 40.0	- - -	2 5.4 13.3	3 3.2 20.0	3 2.4 20.0	4 4.3 26.7	3 5.5 20.0	- - -	15 4.5 100.0 +	- - -	3 6.0 20.0	2 1.6 13.3	1 0.8 6.7 --	9 8.5 60.0 +++
Don't know	55 13.5	25 13.1 45.5	30 14.0 54.5	1 20.0 1.8	3 8.1 5.5	14 15.1 25.5	16 13.0 29.1	15 16.1 27.3	6 10.9 10.9	9 14.8 16.4	45 13.4 81.8	1 10.0 1.8	5 10.0 9.1	24 19.2 43.6 ++	15 12.0 27.3	11 10.4 20.0
Not applic.	5 1.2	4 2.1 80.0	1 0.5 20.0	- - -	1 2.7 20.0	2 2.2 40.0	- - -	2 2.2 40.0	- - -	1 1.6 20.0	4 1.2 80.0	- - -	1 2.0 20.0	- - -	1 0.8 20.0	3 2.8 60.0 +

Table 13.5: Community Lifestyle Services

Council Performance

Sporting and Recreational Facilities

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	30 7.4	13 6.8 43.3	17 7.9 56.7	- - -	6 16.2 20.0 ++	6 6.5 20.0	11 8.9 36.7	3 3.2 10.0 -	4 7.3 13.3	1 1.6 3.3 -	28 8.4 93.3	1 10.0 3.3	1 2.0 3.3	12 9.6 40.0	13 10.4 43.3	4 3.8 13.3 -
Good	185 45.6	85 44.5 45.9	100 46.5 54.1	3 60.0 1.6	12 32.4 6.5 -	38 40.9 20.5	59 48.0 31.9	45 48.4 24.3	28 50.9 15.1	28 45.9 15.1	154 46.0 83.2	3 30.0 1.6	13 26.0 7.0 ---	63 50.4 34.1	63 50.4 34.1	46 43.4 24.9
Fair only	121 29.8	61 31.9 50.4	60 27.9 49.6	- - -	10 27.0 8.3	30 32.3 24.8	40 32.5 33.1	25 26.9 20.7	16 29.1 13.2	22 36.1 18.2	94 28.1 77.7 -	5 50.0 4.1	22 44.0 18.2 ++	32 25.6 26.4	38 30.4 31.4	29 27.4 24.0
Poor	27 6.7	10 5.2 37.0	17 7.9 63.0	1 20.0 3.7	6 16.2 22.2 ++	9 9.7 33.3	1 0.8 3.7 ---	4 4.3 14.8	6 10.9 22.2	7 11.5 25.9	20 6.0 74.1	- - -	6 12.0 22.2	7 5.6 25.9	7 5.6 25.9	7 6.6 25.9
Very poor	16 3.9	9 4.7 56.3	7 3.3 43.8	- - -	2 5.4 12.5	5 5.4 31.3	5 4.1 31.3	4 4.3 25.0	- - -	- - -	16 4.8 100.0 +	- - -	4 8.0 25.0	3 2.4 18.8	1 0.8 6.3 --	8 7.5 50.0 ++
Don't know	23 5.7	11 5.8 47.8	12 5.6 52.2	1 20.0 4.3	- - -	5 5.4 21.7	6 4.9 26.1	10 10.8 43.5 ++	1 1.8 4.3	3 4.9 13.0	19 5.7 82.6	1 10.0 4.3	4 8.0 17.4	8 6.4 34.8	2 1.6 8.7 --	9 8.5 39.1
Not applic.	4 1.0	2 1.0 50.0	2 0.9 50.0	- - -	1 2.7 25.0	- - -	1 0.8 25.0	2 2.2 50.0	- - -	- - -	4 1.2 100.0	- - -	- - -	- - -	1 0.8 25.0	3 2.8 75.0 ++

Table 13.6: Community Lifestyle Services

Council Performance

Cultural and Entertainment Facilities

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	31 7.6	14 7.3 45.2	17 7.9 54.8	1 20.0 3.2	3 8.1 9.7	7 7.5 22.6	10 8.1 32.3	6 6.5 19.4	4 7.3 12.9	4 6.6 12.9	25 7.5 80.6	2 20.0 6.5	2 4.0 6.5	11 8.8 35.5	10 8.0 32.3	8 7.5 25.8
Good	160 39.4	81 42.4 50.6	79 36.7 49.4	2 40.0 1.3	11 29.7 6.9	32 34.4 20.0	53 43.1 33.1	41 44.1 25.6	21 38.2 13.1	21 34.4 13.1	137 40.9 85.6	2 20.0 1.3	11 22.0 6.9 ---	61 48.8 38.1 +++	51 40.8 31.9	37 34.9 23.1
Fair only	142 35.0	62 32.5 43.7	80 37.2 56.3	2 40.0 1.4	15 40.5 10.6	40 43.0 28.2 +	38 30.9 26.8	28 30.1 19.7	19 34.5 13.4	28 45.9 19.7 +	110 32.8 77.5 --	4 40.0 2.8	28 56.0 19.7 +++	30 24.0 21.1 ---	49 39.2 34.5	35 33.0 24.6
Poor	29 7.1	11 5.8 37.9	18 8.4 62.1	- - -	5 13.5 17.2	5 5.4 17.2	8 6.5 27.6	7 7.5 24.1	4 7.3 13.8	4 6.6 13.8	23 6.9 79.3	2 20.0 6.9	4 8.0 13.8	9 7.2 31.0	9 7.2 31.0	7 6.6 24.1
Very poor	16 3.9	9 4.7 56.3	7 3.3 43.8	- - -	2 5.4 12.5	4 4.3 25.0	4 3.3 25.0	4 4.3 25.0	2 3.6 12.5	1 1.6 6.3	15 4.5 93.8	- - -	2 4.0 12.5	5 4.0 31.3	2 1.6 12.5	7 6.6 43.8
Don't know	24 5.9	12 6.3 50.0	12 5.6 50.0	- - -	- - -	5 5.4 20.8	8 6.5 33.3	6 6.5 25.0	5 9.1 20.8	3 4.9 12.5	21 6.3 87.5	- - -	3 6.0 12.5	8 6.4 33.3	3 2.4 12.5 --	10 9.4 41.7 +
Not applic.	4 1.0	2 1.0 50.0	2 0.9 50.0	- - -	1 2.7 25.0	- - -	2 1.6 50.0	1 1.1 25.0	- - -	- - -	4 1.2 100.0	- - -	- - -	1 0.8 25.0	1 0.8 25.0	2 1.9 50.0

Table 13.7: Community Lifestyle Services

Council Performance

Libraries and other Information Access

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	64 15.8	32 16.8 50.0	32 14.9 50.0	- - -	9 24.3 14.1	13 14.0 20.3	22 17.9 34.4	10 10.8 15.6	10 18.2 15.6	5 8.2 7.8 -	59 17.6 92.2 ++	- - -	2 4.0 3.1 --	31 24.8 48.4 +++	20 16.0 31.3	11 10.4 17.2 -
Good	206 50.7	93 48.7 45.1	113 52.6 54.9	1 20.0 0.5	16 43.2 7.8	48 51.6 23.3	64 52.0 31.1	49 52.7 23.8	28 50.9 13.6	31 50.8 15.0	170 50.7 82.5	5 50.0 2.4	20 40.0 9.7	71 56.8 34.5	66 52.8 32.0	49 46.2 23.8
Fair only	91 22.4	47 24.6 51.6	44 20.5 48.4	2 40.0 2.2	8 21.6 8.8	20 21.5 22.0	28 22.8 30.8	20 21.5 22.0	13 23.6 14.3	19 31.1 20.9 +	69 20.6 75.8 -	3 30.0 3.3	20 40.0 22.0 +++	19 15.2 20.9 --	32 25.6 35.2	20 18.9 22.0
Poor	14 3.4	6 3.1 42.9	8 3.7 57.1	1 20.0 7.1	1 2.7 7.1	2 2.2 14.3	2 1.6 14.3	5 5.4 35.7	3 5.5 21.4	2 3.3 14.3	11 3.3 78.6	1 10.0 7.1	4 8.0 28.6 +	1 0.8 7.1 -	2 1.6 14.3	7 6.6 50.0 ++
Very poor	9 2.2	4 2.1 44.4	5 2.3 55.6	- - -	1 2.7 11.1	3 3.2 33.3	3 2.4 33.3	2 2.2 22.2	- - -	- - -	9 2.7 100.0	- - -	1 2.0 11.1	1 0.8 11.1	- -	7 6.6 77.8 +++
Don't know	18 4.4	6 3.1 33.3	12 5.6 66.7	1 20.0 5.6	1 2.7 5.6	6 6.5 33.3	3 2.4 16.7	6 6.5 33.3	1 1.8 5.6	4 6.6 22.2	13 3.9 72.2	1 10.0 5.6	2 4.0 11.1	1 0.8 5.6 --	5 4.0 27.8	10 9.4 55.6 +++
Not applic.	4 1.0	3 1.6 75.0	1 0.5 25.0	- - -	1 2.7 25.0	1 1.1 25.0	1 0.8 25.0	1 1.1 25.0	- - -	- - -	4 1.2 100.0	- - -	1 2.0 25.0	1 0.8 25.0	- -	2 1.9 50.0

Table 13.8: Community Lifestyle Services

Council Performance

Community Safety

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	25 6.2	10 5.2 40.0	15 7.0 60.0	- - -	5 13.5 20.0 +	4 4.3 16.0	11 8.9 44.0	4 4.3 16.0	1 1.8 4.0	2 3.3 8.0	23 6.9 92.0	- - -	2 4.0 8.0	10 8.0 40.0	10 8.0 40.0	3 2.8 12.0 -
Good	181 44.6	82 42.9 45.3	99 46.0 54.7	1 20.0 0.6	18 48.6 9.9	35 37.6 19.3	55 44.7 30.4	45 48.4 24.9	27 49.1 14.9	26 42.6 14.4	152 45.4 84.0	3 30.0 1.7	10 20.0 5.5 ---	67 53.6 37.0 ++	60 48.0 33.1	44 41.5 24.3
Fair only	126 31.0	64 33.5 50.8	62 28.8 49.2	2 40.0 1.6	11 29.7 8.7	30 32.3 23.8	37 30.1 29.4	29 31.2 23.0	17 30.9 13.5	23 37.7 18.3	100 29.9 79.4	3 30.0 2.4	26 52.0 20.6 +++	29 23.2 23.0 --	44 35.2 34.9	27 25.5 21.4
Poor	28 6.9	13 6.8 46.4	15 7.0 53.6	1 20.0 3.6	- - -	10 10.8 35.7 +	8 6.5 28.6	5 5.4 17.9	4 7.3 14.3	5 8.2 17.9	21 6.3 75.0	2 20.0 7.1	6 12.0 21.4	8 6.4 28.6	6 4.8 21.4	8 7.5 28.6
Very poor	18 4.4	8 4.2 44.4	10 4.7 55.6	- - -	1 2.7 5.6	5 5.4 27.8	7 5.7 38.9	4 4.3 22.2	1 1.8 5.6	- - -	18 5.4 100.0 ++	- - -	4 8.0 22.2	3 2.4 16.7	2 1.6 11.1 -	9 8.5 50.0 ++
Don't know	25 6.2	12 6.3 48.0	13 6.0 52.0	1 20.0 4.0	1 2.7 4.0	8 8.6 32.0	5 4.1 20.0	6 6.5 24.0	4 7.3 16.0	5 8.2 20.0	18 5.4 72.0	2 20.0 8.0	2 4.0 8.0	7 5.6 28.0	3 2.4 12.0 --	13 12.3 52.0 +++
Not applic.	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	1 2.7 33.3	1 1.1 33.3	- - -	- - -	1 1.8 33.3	- - -	3 0.9 100.0	- - -	- - -	1 0.8 33.3	- - -	2 1.9 66.7

Table 13.9: Community Lifestyle Services

Council Performance

Community Service

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	17 4.2	7 3.7 41.2	10 4.7 58.8	- - -	3 8.1 17.6	2 2.2 11.8	5 4.1 29.4	2 2.2 11.8	5 9.1 29.4 +	1 1.6 5.9	16 4.8 94.1	- - -	1 2.0 5.9	10 8.0 58.8 ++	3 2.4 17.6	3 2.8 17.6
Good	161 39.7	78 40.8 48.4	83 38.6 51.6	1 20.0 0.6	11 29.7 6.8	37 39.8 23.0	50 40.7 31.1	40 43.0 24.8	22 40.0 13.7	26 42.6 16.1	131 39.1 81.4	4 40.0 2.5	9 18.0 5.6 ---	56 44.8 34.8	54 43.2 33.5	42 39.6 26.1
Fair only	133 32.8	63 33.0 47.4	70 32.6 52.6	2 40.0 1.5	15 40.5 11.3	30 32.3 22.6	41 33.3 30.8	31 33.3 23.3	14 25.5 10.5	23 37.7 17.3	108 32.2 81.2	2 20.0 1.5	24 48.0 18.0 ++	35 28.0 26.3	42 33.6 31.6	32 30.2 24.1
Poor	37 9.1	15 7.9 40.5	22 10.2 59.5	1 20.0 2.7	3 8.1 8.1	9 9.7 24.3	8 6.5 21.6	9 9.7 24.3	7 12.7 18.9	4 6.6 10.8	32 9.6 86.5	1 10.0 2.7	10 20.0 27.0 +++	10 8.0 27.0	10 8.0 27.0	7 6.6 18.9
Very poor	15 3.7	6 3.1 40.0	9 4.2 60.0	- - -	1 2.7 6.7	5 5.4 33.3	4 3.3 26.7	3 3.2 20.0	2 3.6 13.3	- - -	14 4.2 93.3	1 10.0 6.7	4 8.0 26.7 +	3 2.4 20.0	1 0.8 6.7 --	7 6.6 46.7 +
Don't know	41 10.1	21 11.0 51.2	20 9.3 48.8	1 20.0 2.4	3 8.1 7.3	9 9.7 22.0	15 12.2 36.6	8 8.6 19.5	5 9.1 12.2	7 11.5 17.1	32 9.6 78.0	2 20.0 4.9	2 4.0 4.9	11 8.8 26.8	15 12.0 36.6	13 12.3 31.7
Not applic.	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	1 2.7 50.0 ++	1 1.1 50.0	- - -	- - -	- - -	- - -	2 0.6 100.0	- - -	- - -	- - -	- - -	2 1.9 100.0 ++

Table 13.10: Community Lifestyle Services

Council Performance

Pet/Animal Control

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	18 4.4	9 4.7 50.0	9 4.2 50.0	- - -	1 2.7 5.6	6 6.5 33.3	6 4.9 33.3	4 4.3 22.2	1 1.8 5.6	- - -	18 5.4 100.0 ++	- - -	2 4.0 11.1	6 4.8 33.3	7 5.6 38.9	3 2.8 16.7
Good	145 35.7	62 32.5 42.8	83 38.6 57.2	1 20.0 0.7	17 45.9 11.7	32 34.4 22.1	47 38.2 32.4	32 34.4 22.1	16 29.1 11.0	19 31.1 13.1	124 37.0 85.5	2 20.0 1.4	5 10.0 3.4 ---	45 36.0 31.0	63 50.4 43.4 +++	32 30.2 22.1
Fair only	121 29.8	61 31.9 50.4	60 27.9 49.6	3 60.0 2.5	9 24.3 7.4	28 30.1 23.1	33 26.8 27.3	27 29.0 22.3	21 38.2 17.4	28 45.9 23.1 +++	89 26.6 73.6 ---	4 40.0 3.3	25 50.0 20.7 +++	36 28.8 29.8	34 27.2 28.1	26 24.5 21.5
Poor	57 14.0	27 14.1 47.4	30 14.0 52.6	- - -	6 16.2 10.5	14 15.1 24.6	14 11.4 24.6	16 17.2 28.1	7 12.7 12.3	6 9.8 10.5	51 15.2 89.5	- - -	9 18.0 15.8	18 14.4 31.6	11 8.8 19.3 --	19 17.9 33.3
Very poor	43 10.6	19 9.9 44.2	24 11.2 55.8	- - -	2 5.4 4.7	8 8.6 18.6	18 14.6 41.9 +	9 9.7 20.9	6 10.9 14.0	3 4.9 7.0	38 11.3 88.4	2 20.0 4.7	8 16.0 18.6	12 9.6 27.9	4 3.2 9.3 ---	19 17.9 44.2 +++
Don't know	17 4.2	10 5.2 58.8	7 3.3 41.2	1 20.0 5.9	- - -	5 5.4 29.4	4 3.3 23.5	5 5.4 29.4	2 3.6 11.8	4 6.6 23.5	11 3.3 64.7 --	2 20.0 11.8	1 2.0 5.9	5 4.0 29.4	5 4.0 29.4	6 5.7 35.3
Not applic.	5 1.2	3 1.6 60.0	2 0.9 40.0	- - -	2 5.4 40.0 ++	- - -	1 0.8 20.0	- - -	2 3.6 40.0 +	1 1.6 20.0	4 1.2 80.0	- - -	- - -	3 2.4 60.0	1 0.8 20.0	1 0.9 20.0

Table 13.11: Community Lifestyle Services

Council Performance

Shopping Facilities

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	31 7.6	10 5.2 32.3 -	21 9.8 67.7 +	- - -	5 13.5 16.1	7 7.5 22.6	9 7.3 29.0	6 6.5 19.4	4 7.3 12.9	- - -	30 9.0 96.8 ++	1 10.0 3.2	1 2.0 3.2	11 8.8 35.5	11 8.8 35.5	8 7.5 25.8
Good	214 52.7	100 52.4 46.7	114 53.0 53.3	2 40.0 0.9	19 51.4 8.9	47 50.5 22.0	60 48.8 28.0	56 60.2 26.2 +	30 54.5 14.0	36 59.0 16.8	175 52.2 81.8	3 30.0 1.4	11 22.0 5.1 ---	79 63.2 36.9 +++	81 64.8 37.9 +++	43 40.6 20.1 ---
Fair only	95 23.4	48 25.1 50.5	47 21.9 49.5	2 40.0 2.1	6 16.2 6.3	24 25.8 25.3	34 27.6 35.8	19 20.4 20.0	10 18.2 10.5	16 26.2 16.8	75 22.4 78.9	4 40.0 4.2	18 36.0 18.9 ++	25 20.0 26.3	27 21.6 28.4	25 23.6 26.3
Poor	29 7.1	13 6.8 44.8	16 7.4 55.2	1 20.0 3.4	5 13.5 17.2	5 5.4 17.2	9 7.3 31.0	4 4.3 13.8	5 9.1 17.2	7 11.5 24.1	22 6.6 75.9	- - -	11 22.0 37.9 +++	7 5.6 24.1	3 2.4 10.3 --	8 7.5 27.6
Very poor	16 3.9	9 4.7 56.3	7 3.3 43.8	- - -	1 2.7 6.3	5 5.4 31.3	4 3.3 25.0	3 3.2 18.8	3 5.5 18.8	- - -	16 4.8 100.0 +	- - -	5 10.0 31.3 ++	1 0.8 6.3 --	3 2.4 18.8	7 6.6 43.8
Don't know	8 2.0	5 2.6 62.5	3 1.4 37.5	- - -	- - -	3 3.2 37.5	2 1.6 25.0	1 1.1 12.5	2 3.6 25.0	1 1.6 12.5	6 1.8 75.0	1 10.0 12.5	1 2.0 12.5	1 0.8 12.5	- - -	6 5.7 75.0 +++
Not applic.	13 3.2	6 3.1 46.2	7 3.3 53.8	- - -	1 2.7 7.7	2 2.2 15.4	5 4.1 38.5	4 4.3 30.8	1 1.8 7.7	1 1.6 7.7	11 3.3 84.6	1 10.0 7.7	3 6.0 23.1	1 0.8 7.7 -	- - -	9 8.5 69.2 +++

Table 13.12: Community Lifestyle Services

Council Performance

Community Development

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	13 3.2	3 1.6 23.1 -	10 4.7 76.9 +	- - -	1 2.7 7.7	4 4.3 30.8	5 4.1 38.5	1 1.1 7.7	2 3.6 15.4	1 1.6 7.7	12 3.6 92.3	- - -	1 2.0 7.7	4 3.2 30.8	6 4.8 46.2	2 1.9 15.4
Good	157 38.7	77 40.3 49.0	80 37.2 51.0	1 20.0 0.6	12 32.4 7.6	30 32.3 19.1	53 43.1 33.8	43 46.2 27.4 +	18 32.7 11.5	17 27.9 10.8 -	137 40.9 87.3 ++	3 30.0 1.9	8 16.0 5.1 ---	60 48.0 38.2 ++	52 41.6 33.1	37 34.9 23.6
Fair only	133 32.8	63 33.0 47.4	70 32.6 52.6	2 40.0 1.5	16 43.2 12.0	35 37.6 26.3	35 28.5 26.3	23 24.7 17.3 -	22 40.0 16.5	27 44.3 20.3 ++	101 30.1 75.9 --	5 50.0 3.8	17 34.0 12.8	44 35.2 33.1	44 35.2 33.1	28 26.4 21.1
Poor	33 8.1	14 7.3 42.4	19 8.8 57.6	- - -	3 8.1 9.1	7 7.5 21.2	9 7.3 27.3	11 11.8 33.3	3 5.5 9.1	6 9.8 18.2	27 8.1 81.8	- - -	10 20.0 30.3 +++	5 4.0 15.2 --	5 4.0 15.2 --	13 12.3 39.4 +
Very poor	24 5.9	12 6.3 50.0	12 5.6 50.0	1 20.0 4.2	1 2.7 4.2	7 7.5 29.2	10 8.1 41.7	3 3.2 12.5	2 3.6 8.3	3 4.9 12.5	20 6.0 83.3	1 10.0 4.2	8 16.0 33.3 +++	3 2.4 12.5 --	2 1.6 8.3 --	11 10.4 45.8 ++
Don't know	38 9.4	19 9.9 50.0	19 8.8 50.0	1 20.0 2.6	2 5.4 5.3	9 9.7 23.7	9 7.3 23.7	11 11.8 28.9	6 10.9 15.8	6 9.8 15.8	31 9.3 81.6	1 10.0 2.6	1 2.0 2.6 -	9 7.2 23.7	16 12.8 42.1	12 11.3 31.6
Not applic.	8 2.0	3 1.6 37.5	5 2.3 62.5	- - -	2 5.4 25.0	1 1.1 12.5	2 1.6 25.0	1 1.1 12.5	2 3.6 25.0	1 1.6 12.5	7 2.1 87.5	- - -	5 10.0 62.5 +++	- - -	- - -	3 2.8 37.5

Table 14.1: Managing the Shire/City

Council Performance

Town Planning

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	26 6.4	13 6.8 50.0	13 6.0 50.0	- - -	3 8.1 11.5	4 4.3 15.4	11 8.9 42.3	5 5.4 19.2	3 5.5 11.5	3 4.9 11.5	23 6.9 88.5	- - -	2 4.0 7.7	8 6.4 30.8	9 7.2 34.6	7 6.6 26.9
Good	154 37.9	70 36.6 45.5	84 39.1 54.5	2 40.0 1.3	15 40.5 9.7	36 38.7 23.4	42 34.1 27.3	36 38.7 23.4	23 41.8 14.9	24 39.3 15.6	128 38.2 83.1	2 20.0 1.3	14 28.0 9.1	45 36.0 29.2	62 49.6 40.3 +++	33 31.1 21.4 -
Fair only	140 34.5	69 36.1 49.3	71 33.0 50.7	1 20.0 0.7	12 32.4 8.6	32 34.4 22.9	50 40.7 35.7 +	27 29.0 19.3	18 32.7 12.9	23 37.7 16.4	112 33.4 80.0	5 50.0 3.6	23 46.0 16.4 +	50 40.0 35.7	35 28.0 25.0 -	32 30.2 22.9
Poor	36 8.9	17 8.9 47.2	19 8.8 52.8	- - -	3 8.1 8.3	10 10.8 27.8	10 8.1 27.8	8 8.6 22.2	5 9.1 13.9	4 6.6 11.1	30 9.0 83.3	2 20.0 5.6	2 4.0 5.6	10 8.0 27.8	11 8.8 30.6	13 12.3 36.1
Very poor	25 6.2	14 7.3 56.0	11 5.1 44.0	1 20.0 4.0	2 5.4 8.0	5 5.4 20.0	8 6.5 32.0	7 7.5 28.0	2 3.6 8.0	5 8.2 20.0	20 6.0 80.0	- - -	7 14.0 28.0 ++	5 4.0 20.0	1 0.8 4.0 ---	12 11.3 48.0 ++
Don't know	24 5.9	7 3.7 29.2 -	17 7.9 70.8 +	1 20.0 4.2	1 2.7 4.2	6 6.5 25.0	2 1.6 8.3	10 10.8 41.7 ++	4 7.3 16.7	2 3.3 8.3	21 6.3 87.5	1 10.0 4.2	1 2.0 4.2	7 5.6 29.2	7 5.6 29.2	9 8.5 37.5
Not applic.	1 0.2	1 0.5 100.0	- - -	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	1 2.0 100.0 +++	- - -	- - -	- - -

Table 14.2: Managing the Shire/City

Council Performance

Building Control

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	21 5.2	11 5.8 52.4	10 4.7 47.6	- - -	2 5.4 9.5	5 5.4 23.8	8 6.5 38.1	3 3.2 14.3	3 5.5 14.3	1 1.6 4.8	20 6.0 95.2	- - -	- - -	7 5.6 33.3	10 8.0 47.6 +	4 3.8 19.0
Good	165 40.6	69 36.1 41.8 -	96 44.7 58.2 +	1 20.0 0.6	17 45.9 10.3	42 45.2 25.5	39 31.7 23.6 --	42 45.2 25.5	24 43.6 14.5	26 42.6 15.8	137 40.9 83.0	2 20.0 1.2	12 24.0 7.3 --	54 43.2 32.7	54 43.2 32.7	45 42.5 27.3
Fair only	137 33.7	75 39.3 54.7 ++	62 28.8 45.3 --	2 40.0 1.5	11 29.7 8.0	26 28.0 19.0	50 40.7 36.5 +	28 30.1 20.4	20 36.4 14.6	22 36.1 16.1	109 32.5 79.6	6 60.0 4.4	28 56.0 20.4 +++	41 32.8 29.9	45 36.0 32.8	23 21.7 16.8 ---
Poor	35 8.6	15 7.9 42.9	20 9.3 57.1	1 20.0 2.9	2 5.4 5.7	9 9.7 25.7	14 11.4 40.0	5 5.4 14.3	4 7.3 11.4	2 3.3 5.7	32 9.6 91.4	1 10.0 2.9	5 10.0 14.3	9 7.2 25.7	11 8.8 31.4	10 9.4 28.6
Very poor	18 4.4	11 5.8 61.1	7 3.3 38.9	- - -	2 5.4 11.1	5 5.4 27.8	7 5.7 38.9	4 4.3 22.2	- - -	5 8.2 27.8	13 3.9 72.2	- - -	3 6.0 16.7	5 4.0 27.8	1 0.8 5.6 --	9 8.5 50.0 ++
Don't know	29 7.1	9 4.7 31.0 -	20 9.3 69.0 +	1 20.0 3.4	2 5.4 6.9	6 6.5 20.7	5 4.1 17.2	11 11.8 37.9 ++	4 7.3 13.8	5 8.2 17.2	23 6.9 79.3	1 10.0 3.4	1 2.0 3.4	9 7.2 31.0	4 3.2 13.8 --	15 14.2 51.7 +++
Not applic.	1 0.2	1 0.5 100.0	- - -	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	1 2.0 100.0 +++	- - -	- - -	- - -

Table 14.3: Managing the Shire/City

Council Performance

Economic Development /Local Employment

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	12 3.0	4 2.1 33.3	8 3.7 66.7	- - -	1 2.7 8.3	4 4.3 33.3	2 1.6 16.7	4 4.3 33.3	1 1.8 8.3	- - -	12 3.6 100.0	- - -	- - -	3 2.4 25.0	7 5.6 58.3 ++	2 1.9 16.7
Good	128 31.5	53 27.7 41.4	75 34.9 58.6	1 20.0 0.8	9 24.3 7.0	30 32.3 23.4	40 32.5 31.3	30 32.3 23.4	18 32.7 14.1	19 31.1 14.8	107 31.9 83.6	2 20.0 1.6	13 26.0 10.2	37 29.6 28.9	48 38.4 37.5 ++	30 28.3 23.4
Fair only	136 33.5	65 34.0 47.8	71 33.0 52.2	2 40.0 1.5	16 43.2 11.8	26 28.0 19.1	41 33.3 30.1	30 32.3 22.1	21 38.2 15.4	23 37.7 16.9	110 32.8 80.9	3 30.0 2.2	19 38.0 14.0	45 36.0 33.1	40 32.0 29.4	32 30.2 23.5
Poor	74 18.2	36 18.8 48.6	38 17.7 51.4	2 40.0 2.7	5 13.5 6.8	21 22.6 28.4	23 18.7 31.1	16 17.2 21.6	7 12.7 9.5	11 18.0 14.9	59 17.6 79.7	4 40.0 5.4	13 26.0 17.6	26 20.8 35.1	15 12.0 20.3 --	20 18.9 27.0
Very poor	27 6.7	18 9.4 66.7 ++	9 4.2 33.3 --	- - -	3 8.1 11.1	9 9.7 33.3	10 8.1 37.0	3 3.2 11.1	2 3.6 7.4	4 6.6 14.8	22 6.6 81.5	1 10.0 3.7	2 4.0 7.4	6 4.8 22.2	6 4.8 22.2	13 12.3 48.1 +++
Don't know	26 6.4	13 6.8 50.0	13 6.0 50.0	- - -	1 2.7 3.8	3 3.2 11.5	6 4.9 23.1	10 10.8 38.5 +	6 10.9 23.1	4 6.6 15.4	22 6.6 84.6	- - -	2 4.0 7.7	8 6.4 30.8	9 7.2 34.6	7 6.6 26.9
Not applic.	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	2 5.4 66.7 +++	- - -	1 0.8 33.3	- - -	- - -	- - -	3 0.9 100.0	- - -	1 2.0 33.3	- - -	- - -	2 1.9 66.7

Table 14.4: Managing the Shire/City

Council Performance

Development of Tourism

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	37 9.1	13 6.8 35.1	24 11.2 64.9	- - -	6 16.2 16.2	6 6.5 16.2	10 8.1 27.0	10 10.8 27.0	5 9.1 13.5	3 4.9 8.1	34 10.1 91.9	- - -	1 2.0 2.7 -	17 13.6 45.9 ++	17 13.6 45.9 ++	2 1.9 5.4 ---
Good	160 39.4	71 37.2 44.4	89 41.4 55.6	1 20.0 0.6	12 32.4 7.5	38 40.9 23.8	45 36.6 28.1	38 40.9 23.8	26 47.3 16.3	24 39.3 15.0	133 39.7 83.1	3 30.0 1.9	11 22.0 6.9 ---	54 43.2 33.8	50 40.0 31.3	45 42.5 28.1
Fair only	128 31.5	61 31.9 47.7	67 31.2 52.3	2 40.0 1.6	14 37.8 10.9	34 36.6 26.6	38 30.9 29.7	25 26.9 19.5	15 27.3 11.7	23 37.7 18.0	100 29.9 78.1	5 50.0 3.9	17 34.0 13.3	37 29.6 28.9	41 32.8 32.0	33 31.1 25.8
Poor	42 10.3	24 12.6 57.1	18 8.4 42.9	1 20.0 2.4	3 8.1 7.1	7 7.5 16.7	16 13.0 38.1	11 11.8 26.2	4 7.3 9.5	7 11.5 16.7	34 10.1 81.0	1 10.0 2.4	11 22.0 26.2 +++	12 9.6 28.6	9 7.2 21.4	10 9.4 23.8
Very poor	22 5.4	14 7.3 63.6	8 3.7 36.4	- - -	- - -	5 5.4 22.7	10 8.1 45.5	4 4.3 18.2	3 5.5 13.6	2 3.3 9.1	20 6.0 90.9	- - -	6 12.0 27.3 ++	3 2.4 13.6 -	3 2.4 13.6 -	10 9.4 45.5 ++
Don't know	13 3.2	6 3.1 46.2	7 3.3 53.8	1 20.0 7.7	- - -	2 2.2 15.4	3 2.4 23.1	5 5.4 38.5	2 3.6 15.4	1 1.6 7.7	11 3.3 84.6	1 10.0 7.7	2 4.0 15.4	2 1.6 15.4	5 4.0 38.5	4 3.8 30.8
Not applic.	4 1.0	2 1.0 50.0	2 0.9 50.0	- - -	2 5.4 50.0 +++	1 1.1 25.0	1 0.8 25.0	- - -	- - -	1 1.6 25.0	3 0.9 75.0	- - -	2 4.0 50.0 ++	- - -	- - -	2 1.9 50.0

Table 14.5: Managing the Shire/City

Council Performance

Financial Management

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	34 8.4	19 9.9 55.9	15 7.0 44.1	- - -	3 8.1 8.8	6 6.5 17.6	12 9.8 35.3	9 9.7 26.5	4 7.3 11.8	1 1.6 2.9 --	32 9.6 94.1 +	1 10.0 2.9	2 4.0 5.9	9 7.2 26.5	9 7.2 26.5	14 13.2 41.2 ++
Good	136 33.5	54 28.3 39.7 --	82 38.1 60.3 ++	2 40.0 1.5	12 32.4 8.8	28 30.1 20.6	36 29.3 26.5	37 39.8 27.2	21 38.2 15.4	22 36.1 16.2	113 33.7 83.1	1 10.0 0.7	12 24.0 8.8	42 33.6 30.9	48 38.4 35.3	34 32.1 25.0
Fair only	104 25.6	53 27.7 51.0	51 23.7 49.0	1 20.0 1.0	15 40.5 14.4 ++	27 29.0 26.0	32 26.0 30.8	18 19.4 17.3	11 20.0 10.6	18 29.5 17.3	82 24.5 78.8	4 40.0 3.8	14 28.0 13.5	30 24.0 28.8	36 28.8 34.6	24 22.6 23.1
Poor	34 8.4	17 8.9 50.0	17 7.9 50.0	1 20.0 2.9	2 5.4 5.9	7 7.5 20.6	16 13.0 47.1 ++	6 6.5 17.6	2 3.6 5.9	7 11.5 20.6	26 7.8 76.5	1 10.0 2.9	9 18.0 26.5 +++	7 5.6 20.6	8 6.4 23.5	10 9.4 29.4
Very poor	24 5.9	15 7.9 62.5	9 4.2 37.5	- - -	1 2.7 4.2	8 8.6 33.3	7 5.7 29.2	4 4.3 16.7	4 7.3 16.7	1 1.6 4.2	22 6.6 91.7	1 10.0 4.2	7 14.0 29.2 +++	5 4.0 20.8	3 2.4 12.5 --	9 8.5 37.5
Don't know	70 17.2	30 15.7 42.9	40 18.6 57.1	1 20.0 1.4	2 5.4 2.9 --	17 18.3 24.3	18 14.6 25.7	19 20.4 27.1	13 23.6 18.6	12 19.7 17.1	56 16.7 80.0	2 20.0 2.9	4 8.0 5.7 -	32 25.6 45.7 +++	21 16.8 30.0	13 12.3 18.6
Not applic.	4 1.0	3 1.6 75.0	1 0.5 25.0	- - -	2 5.4 50.0 +++	- - -	2 1.6 50.0	- - -	- - -	- - -	4 1.2 100.0	- - -	2 4.0 50.0 ++	- - -	- - -	2 1.9 50.0

Table 14.6: Managing the Shire/City

Council Performance

Revenue-Raising

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	21 5.2	8 4.2 38.1	13 6.0 61.9	- - -	2 5.4 9.5	4 4.3 19.0	7 5.7 33.3	5 5.4 23.8	3 5.5 14.3	3 4.9 14.3	17 5.1 81.0	1 10.0 4.8	- - -	5 4.0 23.8	7 5.6 33.3	9 8.5 42.9 +
Good	130 32.0	60 31.4 46.2	70 32.6 53.8	1 20.0 0.8	10 27.0 7.7	29 31.2 22.3	39 31.7 30.0	35 37.6 26.9	16 29.1 12.3	18 29.5 13.8	109 32.5 83.8	3 30.0 2.3	13 26.0 10.0	34 27.2 26.2	47 37.6 36.2	36 34.0 27.7
Fair only	127 31.3	65 34.0 51.2	62 28.8 48.8	2 40.0 1.6	14 37.8 11.0	31 33.3 24.4	38 30.9 29.9	23 24.7 18.1	19 34.5 15.0	19 31.1 15.0	106 31.6 83.5	2 20.0 1.6	15 30.0 11.8	43 34.4 33.9	44 35.2 34.6	25 23.6 19.7 --
Poor	46 11.3	23 12.0 50.0	23 10.7 50.0	1 20.0 2.2	5 13.5 10.9	11 11.8 23.9	16 13.0 34.8	8 8.6 17.4	5 9.1 10.9	8 13.1 17.4	36 10.7 78.3	2 20.0 4.3	11 22.0 23.9 ++	12 9.6 26.1	15 12.0 32.6	8 7.5 17.4
Very poor	25 6.2	11 5.8 44.0	14 6.5 56.0	- - -	2 5.4 8.0	5 5.4 20.0	11 8.9 44.0	5 5.4 20.0	2 3.6 8.0	2 3.3 8.0	23 6.9 92.0	- - -	8 16.0 32.0 +++	5 4.0 20.0	3 2.4 12.0 --	9 8.5 36.0
Don't know	53 13.1	21 11.0 39.6	32 14.9 60.4	1 20.0 1.9	2 5.4 3.8	13 14.0 24.5	10 8.1 18.9	17 18.3 32.1 +	10 18.2 18.9	11 18.0 20.8	40 11.9 75.5	2 20.0 3.8	1 2.0 1.9 --	26 20.8 49.1 +++	9 7.2 17.0 --	17 16.0 32.1
Not applic.	4 1.0	3 1.6 75.0	1 0.5 25.0	- - -	2 5.4 50.0 +++	- - -	2 1.6 50.0	- - -	- - -	- - -	4 1.2 100.0	- - -	2 4.0 50.0 ++	- - -	- - -	2 1.9 50.0

Table 14.7: Managing the Shire/City

Council Performance

Staff Management

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	14 3.4	8 4.2 57.1	6 2.8 42.9	- - -	2 5.4 14.3	5 5.4 35.7	3 2.4 21.4	3 3.2 21.4	1 1.8 7.1	2 3.3 14.3	11 3.3 78.6	1 10.0 7.1	2 4.0 14.3	4 3.2 28.6	5 4.0 35.7	3 2.8 21.4
Good	115 28.3	50 26.2 43.5	65 30.2 56.5	2 40.0 1.7	8 21.6 7.0	25 26.9 21.7	35 28.5 30.4	27 29.0 23.5	18 32.7 15.7	16 26.2 13.9	99 29.6 86.1	- - -	7 14.0 6.1 --	39 31.2 33.9	42 33.6 36.5	27 25.5 23.5
Fair only	105 25.9	52 27.2 49.5	53 24.7 50.5	2 40.0 1.9	10 27.0 9.5	17 18.3 16.2 -	33 26.8 31.4	29 31.2 27.6	14 25.5 13.3	17 27.9 16.2	84 25.1 80.0	4 40.0 3.8	18 36.0 17.1 +	33 26.4 31.4	34 27.2 32.4	20 18.9 19.0 -
Poor	37 9.1	18 9.4 48.6	19 8.8 51.4	- - -	4 10.8 10.8	8 8.6 21.6	15 12.2 40.5	6 6.5 16.2	4 7.3 10.8	4 6.6 10.8	31 9.3 83.8	2 20.0 5.4	12 24.0 32.4 +++	6 4.8 16.2 --	6 4.8 16.2 --	13 12.3 35.1
Very poor	21 5.2	11 5.8 52.4	10 4.7 47.6	- - -	2 5.4 9.5	5 5.4 23.8	8 6.5 38.1	5 5.4 23.8	1 1.8 4.8	1 1.6 4.8	20 6.0 95.2	- - -	8 16.0 38.1 +++	3 2.4 14.3 -	1 0.8 4.8 ---	9 8.5 42.9 +
Don't know	110 27.1	51 26.7 46.4	59 27.4 53.6	1 20.0 0.9	9 24.3 8.2	33 35.5 30.0 ++	27 22.0 24.5	23 24.7 20.9	17 30.9 15.5	20 32.8 18.2	88 26.3 80.0	2 20.0 1.8	2 4.0 1.8 ---	40 32.0 36.4	37 29.6 33.6	31 29.2 28.2
Not applic.	4 1.0	1 0.5 25.0	3 1.4 75.0	- - -	2 5.4 50.0 +++	- - -	2 1.6 50.0	- - -	- - -	1 1.6 25.0	2 0.6 50.0 -	1 10.0 25.0	1 2.0 25.0	- - -	- - -	3 2.8 75.0 ++

Table 15.1: Customer Services and Communication Council Performance

Customer Service

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	58 14.3	30 15.7 51.7	28 13.0 48.3	1 20.0 1.7	4 10.8 6.9	15 16.1 25.9	16 13.0 27.6	13 14.0 22.4	9 16.4 15.5	5 8.2 8.6	51 15.2 87.9	2 20.0 3.4	- - -	24 19.2 41.4 +	20 16.0 34.5	14 13.2 24.1
Good	195 48.0	89 46.6 45.6	106 49.3 54.4	3 60.0 1.5	17 45.9 8.7	46 49.5 23.6	55 44.7 28.2	48 51.6 24.6	26 47.3 13.3	27 44.3 13.8	164 49.0 84.1	4 40.0 2.1	26 52.0 13.3	63 50.4 32.3	55 44.0 28.2	51 48.1 26.2
Fair only	97 23.9	42 22.0 43.3	55 25.6 56.7	- - -	11 29.7 11.3	16 17.2 16.5 -	34 27.6 35.1	23 24.7 23.7	13 23.6 13.4	17 27.9 17.5	77 23.0 79.4	3 30.0 3.1	17 34.0 17.5 +	23 18.4 23.7 -	34 27.2 35.1	23 21.7 23.7
Poor	28 6.9	14 7.3 50.0	14 6.5 50.0	- - -	2 5.4 7.1	6 6.5 21.4	10 8.1 35.7	5 5.4 17.9	5 9.1 17.9	5 8.2 17.9	23 6.9 82.1	- - -	4 8.0 14.3	7 5.6 25.0	10 8.0 35.7	7 6.6 25.0
Very poor	13 3.2	8 4.2 61.5	5 2.3 38.5	- - -	- - -	5 5.4 38.5	3 2.4 23.1	4 4.3 30.8	1 1.8 7.7	- - -	13 3.9 100.0 +	- - -	2 4.0 15.4	4 3.2 30.8	2 1.6 15.4	5 4.7 38.5
Don't know	13 3.2	8 4.2 61.5	5 2.3 38.5	1 20.0 7.7	2 5.4 15.4	4 4.3 30.8	5 4.1 38.5	- - -	1 1.8 7.7	6 9.8 46.2 +++	6 1.8 46.2 ---	1 10.0 7.7	1 2.0 7.7	4 3.2 30.8	4 3.2 30.8	4 3.8 30.8
Not applic.	2 0.5	- - -	2 0.9 100.0	- - -	1 2.7 50.0 ++	1 1.1 50.0	- - -	- - -	- - -	1 1.6 50.0	1 0.3 50.0	- - -	- - -	- - -	- - -	2 1.9 100.0 ++

Table 15.2: Customer Services and Communication

Council Performance

Information Services

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	28 6.9	14 7.3 50.0	14 6.5 50.0	- - -	4 10.8 14.3	2 2.2 7.1 --	12 9.8 42.9	5 5.4 17.9	5 9.1 17.9	2 3.3 7.1	26 7.8 92.9	- - -	1 2.0 3.6	12 9.6 42.9	7 5.6 25.0	8 7.5 28.6
Good	180 44.3	78 40.8 43.3	102 47.4 56.7	2 40.0 1.1	17 45.9 9.4	44 47.3 24.4	51 41.5 28.3	40 43.0 22.2	26 47.3 14.4	23 37.7 12.8	152 45.4 84.4	5 50.0 2.8	9 18.0 5.0 ---	69 55.2 38.3 +++	55 44.0 30.6	47 44.3 26.1
Fair only	140 34.5	67 35.1 47.9	73 34.0 52.1	2 40.0 1.4	12 32.4 8.6	34 36.6 24.3	42 34.1 30.0	33 35.5 23.6	17 30.9 12.1	26 42.6 18.6	110 32.8 78.6	4 40.0 2.9	28 56.0 20.0 +++	33 26.4 23.6 --	50 40.0 35.7	29 27.4 20.7 -
Poor	31 7.6	14 7.3 45.2	17 7.9 54.8	- - -	- - -	7 7.5 22.6	12 9.8 38.7	6 6.5 19.4	6 10.9 19.4	5 8.2 16.1	26 7.8 83.9	- - -	8 16.0 25.8 ++	6 4.8 19.4	9 7.2 29.0	8 7.5 25.8
Very poor	11 2.7	8 4.2 72.7 +	3 1.4 27.3 -	- - -	- - -	3 3.2 27.3	3 2.4 27.3	4 4.3 36.4	1 1.8 9.1	2 3.3 18.2	9 2.7 81.8	- - -	3 6.0 27.3	2 1.6 18.2	2 1.6 18.2	4 3.8 36.4
Don't know	15 3.7	10 5.2 66.7	5 2.3 33.3	1 20.0 6.7	3 8.1 20.0	3 3.2 20.0	3 2.4 20.0	5 5.4 33.3	- - -	3 4.9 20.0	11 3.3 73.3	1 10.0 6.7	1 2.0 6.7	3 2.4 20.0	2 1.6 13.3	9 8.5 60.0 +++
Not applic.	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 15.3: Customer Services and Communication Council Performance

Informing the Community

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	19 4.7	9 4.7 47.4	10 4.7 52.6	- - -	3 8.1 15.8	2 2.2 10.5	7 5.7 36.8	2 2.2 10.5	5 9.1 26.3 +	1 1.6 5.3	18 5.4 94.7	- - -	- - -	6 4.8 31.6	8 6.4 42.1	5 4.7 26.3
Good	160 39.4	69 36.1 43.1	91 42.3 56.9	2 40.0 1.3	15 40.5 9.4	37 39.8 23.1	42 34.1 26.3	43 46.2 26.9	21 38.2 13.1	20 32.8 12.5	136 40.6 85.0	4 40.0 2.5	8 16.0 5.0 ---	59 47.2 36.9 ++	49 39.2 30.6	44 41.5 27.5
Fair only	139 34.2	62 32.5 44.6	77 35.8 55.4	3 60.0 2.2	13 35.1 9.4	38 40.9 27.3	40 32.5 28.8	29 31.2 20.9	16 29.1 11.5	26 42.6 18.7	108 32.2 77.7 -	5 50.0 3.6	25 50.0 18.0 ++	34 27.2 24.5 --	46 36.8 33.1	34 32.1 24.5
Poor	56 13.8	28 14.7 50.0	28 13.0 50.0	- - -	3 8.1 5.4	8 8.6 14.3 -	21 17.1 37.5	14 15.1 25.0	10 18.2 17.9	10 16.4 17.9	46 13.7 82.1	- - -	11 22.0 19.6 +	16 12.8 28.6	17 13.6 30.4	12 11.3 21.4
Very poor	27 6.7	18 9.4 66.7 ++	9 4.2 33.3 --	- - -	1 2.7 3.7	8 8.6 29.6	11 8.9 40.7	5 5.4 18.5	2 3.6 7.4	2 3.3 7.4	24 7.2 88.9	1 10.0 3.7	5 10.0 18.5	8 6.4 29.6	3 2.4 11.1 --	11 10.4 40.7 +
Don't know	5 1.2	5 2.6 100.0 ++	- - -	- - -	2 5.4 40.0 ++	- - -	2 1.6 40.0	- - -	1 1.8 20.0	2 3.3 40.0	3 0.9 60.0	- - -	1 2.0 20.0	2 1.6 40.0	2 1.6 40.0	- - -

Table 15.4: Customer Services and Communication Council Performance

Consulting the Community

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	17 4.2	8 4.2 47.1	9 4.2 52.9	- - -	2 5.4 11.8	1 1.1 5.9 -	10 8.1 58.8 +++	1 1.1 5.9 -	3 5.5 17.6	1 1.6 5.9	16 4.8 94.1	- - -	1 2.0 5.9	3 2.4 17.6	9 7.2 52.9 ++	4 3.8 23.5
Good	101 24.9	46 24.1 45.5	55 25.6 54.5	2 40.0 2.0	9 24.3 8.9	23 24.7 22.8	22 17.9 21.8 --	29 31.2 28.7	16 29.1 15.8	12 19.7 11.9	87 26.0 86.1	2 20.0 2.0	4 8.0 4.0 ---	35 28.0 34.7	33 26.4 32.7	29 27.4 28.7
Fair only	152 37.4	61 31.9 40.1 --	91 42.3 59.9 ++	1 20.0 0.7	15 40.5 9.9	40 43.0 26.3	45 36.6 29.6	33 35.5 21.7	18 32.7 11.8	24 39.3 15.8	124 37.0 81.6	4 40.0 2.6	20 40.0 13.2	51 40.8 33.6	46 36.8 30.3	35 33.0 23.0
Poor	82 20.2	45 23.6 54.9	37 17.2 45.1	1 20.0 1.2	6 16.2 7.3	17 18.3 20.7	28 22.8 34.1	20 21.5 24.4	10 18.2 12.2	14 23.0 17.1	66 19.7 80.5	2 20.0 2.4	16 32.0 19.5 ++	20 16.0 24.4	27 21.6 32.9	19 17.9 23.2
Very poor	42 10.3	24 12.6 57.1	18 8.4 42.9	- - -	4 10.8 9.5	11 11.8 26.2	15 12.2 35.7	7 7.5 16.7	5 9.1 11.9	6 9.8 14.3	35 10.4 83.3	1 10.0 2.4	9 18.0 21.4 +	11 8.8 26.2	6 4.8 14.3 --	16 15.1 38.1 +
Don't know	12 3.0	7 3.7 58.3	5 2.3 41.7	1 20.0 8.3	1 2.7 8.3	1 1.1 8.3	3 2.4 25.0	3 3.2 25.0	3 5.5 25.0	4 6.6 33.3 +	7 2.1 58.3 --	1 10.0 8.3	- - -	5 4.0 41.7	4 3.2 33.3	3 2.8 25.0

Table 15.5: Customer Services and Communication

Council Performance

Responding to the Community

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	16 3.9	9 4.7 56.3	7 3.3 43.8	- - -	2 5.4 12.5	3 3.2 18.8	8 6.5 50.0 +	2 2.2 12.5	1 1.8 6.3	- - -	15 4.5 93.8	1 10.0 6.3	- - -	2 1.6 12.5	9 7.2 56.3 ++	5 4.7 31.3
Good	98 24.1	43 22.5 43.9	55 25.6 56.1	2 40.0 2.0	9 24.3 9.2	22 23.7 22.4	21 17.1 21.4 --	31 33.3 31.6 ++	13 23.6 13.3	15 24.6 15.3	82 24.5 83.7	1 10.0 1.0	8 16.0 8.2	40 32.0 40.8 ++	28 22.4 28.6	22 20.8 22.4
Fair only	130 32.0	54 28.3 41.5	76 35.3 58.5	1 20.0 0.8	14 37.8 10.8	30 32.3 23.1	42 34.1 32.3	26 28.0 20.0	17 30.9 13.1	21 34.4 16.2	106 31.6 81.5	3 30.0 2.3	16 32.0 12.3	40 32.0 30.8	43 34.4 33.1	31 29.2 23.8
Poor	85 20.9	45 23.6 52.9	40 18.6 47.1	1 20.0 1.2	2 5.4 2.4 --	21 22.6 24.7	29 23.6 34.1	19 20.4 22.4	13 23.6 15.3	10 16.4 11.8	72 21.5 84.7	3 30.0 3.5	15 30.0 17.6 +	27 21.6 31.8	24 19.2 28.2	19 17.9 22.4
Very poor	52 12.8	26 13.6 50.0	26 12.1 50.0	- - -	6 16.2 11.5	13 14.0 25.0	19 15.4 36.5	10 10.8 19.2	4 7.3 7.7	9 14.8 17.3	42 12.5 80.8	1 10.0 1.9	11 22.0 21.2 ++	9 7.2 17.3 --	9 7.2 17.3 --	23 21.7 44.2 +++
Don't know	24 5.9	14 7.3 58.3	10 4.7 41.7	1 20.0 4.2	4 10.8 16.7	4 4.3 16.7	4 3.3 16.7	5 5.4 20.8	6 10.9 25.0 +	6 9.8 25.0	17 5.1 70.8	1 10.0 4.2	- - -	7 5.6 29.2	11 8.8 45.8 +	6 5.7 25.0
Not applic.	1 0.2	- - -	1 0.5 100.0	- - -	- - -	- - -	- - -	- - -	1 1.8 100.0 ++	- - -	1 0.3 100.0	- - -	- - -	- - -	1 0.8 100.0	- - -

Table 15.6: Customer Services and Communication

Council Performance

Providing Leadership & Advocacy

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	22 5.4	10 5.2 45.5	12 5.6 54.5	- - -	1 2.7 4.5	2 2.2 9.1	8 6.5 36.4	8 8.6 36.4	3 5.5 13.6	1 1.6 4.5	21 6.3 95.5	- - -	1 2.0 4.5	5 4.0 22.7	11 8.8 50.0 ++	5 4.7 22.7
Good	117 28.8	50 26.2 42.7	67 31.2 57.3	2 40.0 1.7	12 32.4 10.3	33 35.5 28.2	26 21.1 22.2 --	29 31.2 24.8	15 27.3 12.8	16 26.2 13.7	99 29.6 84.6	2 20.0 1.7	9 18.0 7.7 -	47 37.6 40.2 +++	28 22.4 23.9 -	33 31.1 28.2
Fair only	134 33.0	66 34.6 49.3	68 31.6 50.7	2 40.0 1.5	15 40.5 11.2	28 30.1 20.9	45 36.6 33.6	30 32.3 22.4	14 25.5 10.4	25 41.0 18.7	105 31.3 78.4	4 40.0 3.0	17 34.0 12.7	40 32.0 29.9	48 38.4 35.8	29 27.4 21.6
Poor	53 13.1	23 12.0 43.4	30 14.0 56.6	- - -	4 10.8 7.5	9 9.7 17.0	19 15.4 35.8	13 14.0 24.5	8 14.5 15.1	9 14.8 17.0	43 12.8 81.1	1 10.0 1.9	15 30.0 28.3 +++	16 12.8 30.2	13 10.4 24.5	9 8.5 17.0
Very poor	36 8.9	20 10.5 55.6	16 7.4 44.4	- - -	2 5.4 5.6	12 12.9 33.3	12 9.8 33.3	6 6.5 16.7	4 7.3 11.1	2 3.3 5.6 -	33 9.9 91.7	1 10.0 2.8	7 14.0 19.4	5 4.0 13.9 --	5 4.0 13.9 --	19 17.9 52.8 +++
Don't know	42 10.3	22 11.5 52.4	20 9.3 47.6	1 20.0 2.4	2 5.4 4.8	9 9.7 21.4	13 10.6 31.0	6 6.5 14.3	11 20.0 26.2 ++	8 13.1 19.0	32 9.6 76.2	2 20.0 4.8	1 2.0 2.4 --	12 9.6 28.6	20 16.0 47.6 ++	9 8.5 21.4
Not applic.	2 0.5	- - -	2 0.9 100.0	- - -	1 2.7 50.0 ++	- - -	- - -	1 1.1 50.0	- - -	- - -	2 0.6 100.0	- - -	- - -	- - -	- - -	2 1.9 100.0 ++

Table 16.1: Quality of Council

Council Performance

Qualities of Elected Council

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	32 7.9	20 10.5 62.5 +	12 5.6 37.5 -	- - -	1 2.7 3.1	8 8.6 25.0	14 11.4 43.8 +	8 8.6 25.0	1 1.8 3.1 -	1 1.6 3.1 --	30 9.0 93.8 +	1 10.0 3.1	2 4.0 6.3	7 5.6 21.9	14 11.2 43.8 +	9 8.5 28.1
Good	161 39.7	60 31.4 37.3 ---	101 47.0 62.7 +++	1 20.0 0.6	16 43.2 9.9	34 36.6 21.1	42 34.1 26.1	42 45.2 26.1	26 47.3 16.1	26 42.6 16.1	133 39.7 82.6	2 20.0 1.2	11 22.0 6.8 ---	55 44.0 34.2	53 42.4 32.9	42 39.6 26.1
Fair only	127 31.3	68 35.6 53.5 +	59 27.4 46.5 -	3 60.0 2.4	14 37.8 11.0	29 31.2 22.8	41 33.3 32.3	20 21.5 15.7 --	20 36.4 15.7	21 34.4 16.5	102 30.4 80.3	4 40.0 3.1	22 44.0 17.3 ++	41 32.8 32.3	38 30.4 29.9	26 24.5 20.5 -
Poor	38 9.4	20 10.5 52.6	18 8.4 47.4	- - -	3 8.1 7.9	9 9.7 23.7	13 10.6 34.2	10 10.8 26.3	3 5.5 7.9	4 6.6 10.5	33 9.9 86.8	1 10.0 2.6	8 16.0 21.1 +	11 8.8 28.9	11 8.8 28.9	8 7.5 21.1
Very poor	24 5.9	13 6.8 54.2	11 5.1 45.8	- - -	1 2.7 4.2	5 5.4 20.8	10 8.1 41.7	5 5.4 20.8	3 5.5 12.5	3 4.9 12.5	21 6.3 87.5	- - -	4 8.0 16.7	6 4.8 25.0	4 3.2 16.7	10 9.4 41.7 +
Don't know	22 5.4	9 4.7 40.9	13 6.0 59.1	1 20.0 4.5	1 2.7 4.5	8 8.6 36.4	2 1.6 9.1 --	8 8.6 36.4	2 3.6 9.1	6 9.8 27.3 +	14 4.2 63.6 --	2 20.0 9.1	2 4.0 9.1	5 4.0 22.7	5 4.0 22.7	10 9.4 45.5 ++
Not applic.	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	1 2.7 50.0 ++	- - -	1 0.8 50.0	- - -	- - -	- - -	2 0.6 100.0	- - -	1 2.0 50.0	- - -	- - -	1 0.9 50.0

Table 16.2: Quality of Council

Council Performance

Qualities of Councillor(s) Dealt with

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	32 7.9	17 8.9 53.1	15 7.0 46.9	- - -	3 8.1 9.4	9 9.7 28.1	9 7.3 28.1	8 8.6 25.0	3 5.5 9.4	2 3.3 6.3	30 9.0 93.8 +	- - -	1 2.0 3.1 -	7 5.6 21.9	13 10.4 40.6	11 10.4 34.4
Good	129 31.8	50 26.2 38.8 --	79 36.7 61.2 ++	2 40.0 1.6	13 35.1 10.1	26 28.0 20.2	32 26.0 24.8	36 38.7 27.9	20 36.4 15.5	18 29.5 14.0	109 32.5 84.5	2 20.0 1.6	8 16.0 6.2 --	42 33.6 32.6	42 33.6 32.6	37 34.9 28.7
Fair only	110 27.1	56 29.3 50.9	54 25.1 49.1	2 40.0 1.8	10 27.0 9.1	26 28.0 23.6	34 27.6 30.9	24 25.8 21.8	14 25.5 12.7	18 29.5 16.4	88 26.3 80.0	4 40.0 3.6	17 34.0 15.5	33 26.4 30.0	41 32.8 37.3 +	19 17.9 17.3 --
Poor	38 9.4	18 9.4 47.4	20 9.3 52.6	- - -	4 10.8 10.5	9 9.7 23.7	14 11.4 36.8	7 7.5 18.4	4 7.3 10.5	7 11.5 18.4	30 9.0 78.9	1 10.0 2.6	16 32.0 42.1 +++	6 4.8 15.8 --	10 8.0 26.3	6 5.7 15.8
Very poor	23 5.7	14 7.3 60.9	9 4.2 39.1	- - -	1 2.7 4.3	7 7.5 30.4	10 8.1 43.5	3 3.2 13.0	2 3.6 8.7	3 4.9 13.0	20 6.0 87.0	- - -	3 6.0 13.0	8 6.4 34.8	2 1.6 8.7 --	10 9.4 43.5 +
Don't know	38 9.4	19 9.9 50.0	19 8.8 50.0	1 20.0 2.6	1 2.7 2.6	9 9.7 23.7	11 8.9 28.9	9 9.7 23.7	7 12.7 18.4	7 11.5 18.4	29 8.7 76.3	2 20.0 5.3	1 2.0 2.6 -	13 10.4 34.2	12 9.6 31.6	12 11.3 31.6
Not applic.	36 8.9	17 8.9 47.2	19 8.8 52.8	- - -	5 13.5 13.9	7 7.5 19.4	13 10.6 36.1	6 6.5 16.7	5 9.1 13.9	6 9.8 16.7	29 8.7 80.6	1 10.0 2.8	4 8.0 11.1	16 12.8 44.4 +	5 4.0 13.9 --	11 10.4 30.6

Table 16.3: Quality of Council

Council Performance

Managerial/Supervisory Officers

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	14 3.4	8 4.2 57.1	6 2.8 42.9	- - -	1 2.7 7.1	3 3.2 21.4	5 4.1 35.7	3 3.2 21.4	2 3.6 14.3	1 1.6 7.1	12 3.6 85.7	1 10.0 7.1	2 4.0 14.3	6 4.8 42.9	3 2.4 21.4	3 2.8 21.4
Good	126 31.0	54 28.3 42.9	72 33.5 57.1	2 40.0 1.6	16 43.2 12.7 +	28 30.1 22.2	32 26.0 25.4	32 34.4 25.4	16 29.1 12.7	17 27.9 13.5	108 32.2 85.7	1 10.0 0.8	8 16.0 6.3 --	43 34.4 34.1	36 28.8 28.6	39 36.8 31.0
Fair only	106 26.1	57 29.8 53.8	49 22.8 46.2	1 20.0 0.9	12 32.4 11.3	22 23.7 20.8	36 29.3 34.0	23 24.7 21.7	12 21.8 11.3	15 24.6 14.2	87 26.0 82.1	4 40.0 3.8	15 30.0 14.2	34 27.2 32.1	37 29.6 34.9	20 18.9 18.9 --
Poor	36 8.9	15 7.9 41.7	21 9.8 58.3	1 20.0 2.8	2 5.4 5.6	10 10.8 27.8	13 10.6 36.1	5 5.4 13.9	5 9.1 13.9	4 6.6 11.1	32 9.6 88.9	- - -	13 26.0 36.1 +++	5 4.0 13.9 --	13 10.4 36.1	5 4.7 13.9 -
Very poor	27 6.7	16 8.4 59.3	11 5.1 40.7	- - -	2 5.4 7.4	6 6.5 22.2	11 8.9 40.7	5 5.4 18.5	3 5.5 11.1	2 3.3 7.4	24 7.2 88.9	1 10.0 3.7	8 16.0 29.6 +++	5 4.0 18.5	3 2.4 11.1 --	11 10.4 40.7 +
Don't know	92 22.7	40 20.9 43.5	52 24.2 56.5	1 20.0 1.1	2 5.4 2.2 ---	22 23.7 23.9	26 21.1 28.3	24 25.8 26.1	17 30.9 18.5	20 32.8 21.7 ++	69 20.6 75.0 --	3 30.0 3.3	4 8.0 4.3 ---	32 25.6 34.8	32 25.6 34.8	24 22.6 26.1
Not applic.	5 1.2	1 0.5 20.0	4 1.9 80.0	- - -	2 5.4 40.0 ++	2 2.2 40.0	- - -	1 1.1 20.0	- - -	2 3.3 40.0	3 0.9 60.0	- - -	- - -	- - -	1 0.8 20.0	4 3.8 80.0 +++

Table 16.4: Quality of Council

Council Performance

Quality/Performance of Outdoor Workers

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	28 6.9	14 7.3 50.0	14 6.5 50.0	- - -	5 13.5 17.9 +	6 6.5 21.4	7 5.7 25.0	7 7.5 25.0	3 5.5 10.7	2 3.3 7.1	23 6.9 82.1	3 30.0 10.7	1 2.0 3.6	12 9.6 42.9	9 7.2 32.1	6 5.7 21.4
Good	173 42.6	74 38.7 42.8	99 46.0 57.2	2 40.0 1.2	17 45.9 9.8	42 45.2 24.3	49 39.8 28.3	39 41.9 22.5	24 43.6 13.9	27 44.3 15.6	143 42.7 82.7	3 30.0 1.7	19 38.0 11.0	46 36.8 26.6	51 40.8 29.5	57 53.8 32.9 +++
Fair only	121 29.8	62 32.5 51.2	59 27.4 48.8	2 40.0 1.7	8 21.6 6.6	32 34.4 26.4	36 29.3 29.8	25 26.9 20.7	18 32.7 14.9	15 24.6 12.4	103 30.7 85.1	3 30.0 2.5	18 36.0 14.9	34 27.2 28.1	48 38.4 39.7 ++	21 19.8 17.4 ---
Poor	26 6.4	13 6.8 50.0	13 6.0 50.0	- - -	2 5.4 7.7	1 1.1 3.8 --	13 10.6 50.0 ++	7 7.5 26.9	3 5.5 11.5	5 8.2 19.2	21 6.3 80.8	- - -	8 16.0 30.8 +++	9 7.2 34.6	5 4.0 19.2	4 3.8 15.4
Very poor	22 5.4	14 7.3 63.6	8 3.7 36.4	- - -	2 5.4 9.1	4 4.3 18.2	7 5.7 31.8	7 7.5 31.8	2 3.6 9.1	4 6.6 18.2	18 5.4 81.8	- - -	4 8.0 18.2	5 4.0 22.7	8 6.4 36.4	5 4.7 22.7
Don't know	35 8.6	14 7.3 40.0	21 9.8 60.0	1 20.0 2.9	2 5.4 5.7	8 8.6 22.9	11 8.9 31.4	8 8.6 22.9	5 9.1 14.3	8 13.1 22.9	26 7.8 74.3	1 10.0 2.9	- - -	19 15.2 54.3 +++	4 3.2 11.4 ---	12 11.3 34.3
Not applic.	1 0.2	- - -	1 0.5 100.0	- - -	1 2.7 100.0 +++	- - -	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	- - -	1 0.9 100.0 +

Table 16.5: Quality of Council

Council Performance

Quality/Performance of Indoor Staff

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	31 7.6	14 7.3 45.2	17 7.9 54.8	- - -	4 10.8 12.9	7 7.5 22.6	9 7.3 29.0	6 6.5 19.4	5 9.1 16.1	3 4.9 9.7	26 7.8 83.9	2 20.0 6.5	- - -	10 8.0 32.3	14 11.2 45.2 +	7 6.6 22.6
Good	189 46.6	85 44.5 45.0	104 48.4 55.0	2 40.0 1.1	15 40.5 7.9	43 46.2 22.8	57 46.3 30.2	46 49.5 24.3	26 47.3 13.8	23 37.7 12.2	161 48.1 85.2	5 50.0 2.6	14 28.0 7.4 ---	65 52.0 34.4	56 44.8 29.6	54 50.9 28.6
Fair only	101 24.9	53 27.7 52.5	48 22.3 47.5	1 20.0 1.0	12 32.4 11.9	24 25.8 23.8	26 21.1 25.7	23 24.7 22.8	15 27.3 14.9	15 24.6 14.9	84 25.1 83.2	2 20.0 2.0	22 44.0 21.8 +++	24 19.2 23.8 -	37 29.6 36.6	18 17.0 17.8 --
Poor	17 4.2	9 4.7 52.9	8 3.7 47.1	1 20.0 5.9	1 2.7 5.9	- - -	11 8.9 64.7 +++	4 4.3 23.5	- - -	4 6.6 23.5	13 3.9 76.5	- - -	9 18.0 52.9 +++	1 0.8 5.9 --	4 3.2 23.5	3 2.8 17.6
Very poor	13 3.2	7 3.7 53.8	6 2.8 46.2	- - -	1 2.7 7.7	2 2.2 15.4	5 4.1 38.5	3 3.2 23.1	2 3.6 15.4	2 3.3 15.4	11 3.3 84.6	- - -	3 6.0 23.1	2 1.6 15.4	2 1.6 15.4	6 5.7 46.2 +
Don't know	52 12.8	22 11.5 42.3	30 14.0 57.7	1 20.0 1.9	3 8.1 5.8	15 16.1 28.8	15 12.2 28.8	11 11.8 21.2	7 12.7 13.5	14 23.0 26.9 ++	37 11.0 71.2 --	1 10.0 1.9	1 2.0 1.9 --	23 18.4 44.2 ++	12 9.6 23.1	16 15.1 30.8
Not applic.	3 0.7	1 0.5 33.3	2 0.9 66.7	- - -	1 2.7 33.3	2 2.2 66.7 +	- - -	- - -	- - -	- - -	3 0.9 100.0	- - -	1 2.0 33.3	- - -	- - -	2 1.9 66.7

Table 17.1: **Overall** Performance Rating

Overall Performance Rating

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Very good	20 4.9	12 6.3 60.0	8 3.7 40.0	- - -	2 5.4 10.0	2 2.2 10.0	9 7.3 45.0	5 5.4 25.0	2 3.6 10.0	1 1.6 5.0	19 5.7 95.0	- - -	- - -	6 4.8 30.0	8 6.4 40.0	6 5.7 30.0
Good	167 41.1	67 35.1 40.1 --	100 46.5 59.9 ++	2 40.0 1.2	14 37.8 8.4	40 43.0 24.0	36 29.3 21.6 ---	46 49.5 27.5 +	29 52.7 17.4 +	25 41.0 15.0	139 41.5 83.2	3 30.0 1.8	7 14.0 4.2 ---	58 46.4 34.7	54 43.2 32.3	48 45.3 28.7
Fair only	166 40.9	86 45.0 51.8	80 37.2 48.2	2 40.0 1.2	15 40.5 9.0	40 43.0 24.1	58 47.2 34.9 +	29 31.2 17.5 --	22 40.0 13.3	29 47.5 17.5	130 38.8 78.3 -	7 70.0 4.2	30 60.0 18.1 +++	51 40.8 30.7	57 45.6 34.3	28 26.4 16.9 ---
Poor	38 9.4	19 9.9 50.0	19 8.8 50.0	- - -	4 10.8 10.5	7 7.5 18.4	16 13.0 42.1 +	10 10.8 26.3	1 1.8 2.6 --	6 9.8 15.8	32 9.6 84.2	- - -	9 18.0 23.7 ++	9 7.2 23.7	5 4.0 13.2 --	15 14.2 39.5 ++
Very poor	14 3.4	7 3.7 50.0	7 3.3 50.0	1 20.0 7.1	2 5.4 14.3	4 4.3 28.6	4 3.3 28.6	2 2.2 14.3	1 1.8 7.1	- - -	14 4.2 100.0 +	- - -	4 8.0 28.6 +	1 0.8 7.1 -	- - -	9 8.5 64.3 +++
Don't know	1 0.2	- - -	1 0.5 100.0	- - -	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	1 0.8 100.0	- - -

Table 18: 1. Council consistently strives to strike the right balance between providing the best possible services and operating within its financial means. Would you prefer that Council....

		Gender		Age Group						Home ownership			Location			
	Total	Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Neither a) not b) - leave things as they are	273 67.2	139 72.8 50.9 ++	134 62.3 49.1 --	3 60.0 1.1	24 64.9 8.8	61 65.6 22.3	88 71.5 32.2	59 63.4 21.6	38 69.1 13.9	45 73.8 16.5	225 67.2 82.4	3 30.0 1.1	29 58.0 10.6	92 73.6 33.7 +	103 82.4 37.7 +++	49 46.2 17.9 ---
Provided improved or increased services, at a higher cost to ratepayers	65 16.0	21 11.0 32.3 ---	44 20.5 67.7 +++	2 40.0 3.1	10 27.0 15.4 +	14 15.1 21.5	15 12.2 23.1	14 15.1 21.5	10 18.2 15.4	10 16.4 15.4	49 14.6 75.4 -	6 60.0 9.2	14 28.0 21.5 ++	15 12.0 23.1	13 10.4 20.0 --	23 21.7 35.4 +
Reduce services and lowered the cost to ratepayers	37 9.1	19 9.9 51.4	18 8.4 48.6	- - -	1 2.7 2.7	12 12.9 32.4	10 8.1 27.0	10 10.8 27.0	4 7.3 10.8	1 1.6 2.7 --	36 10.7 97.3 ++	- - -	2 4.0 5.4	15 12.0 40.5	6 4.8 16.2 --	14 13.2 37.8 +
Don't know	31 7.6	12 6.3 38.7	19 8.8 61.3	- - -	2 5.4 6.5	6 6.5 19.4	10 8.1 32.3	10 10.8 32.3	3 5.5 9.7	5 8.2 16.1	25 7.5 80.6	1 10.0 3.2	5 10.0 16.1	3 2.4 9.7 ---	3 2.4 9.7 ---	20 18.9 64.5 +++

Table 19: 2a What is Douglas Shire's greatest strength?

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Natural Environment - GBR/Daintree/climate	100 24.6	56 29.3 56.0 ++	44 20.5 44.0 --	- - -	6 16.2 6.0	23 24.7 23.0	33 26.8 33.0	30 32.3 30.0 +	8 14.5 8.0 -	18 29.5 18.0	80 23.9 80.0	2 20.0 2.0	13 26.0 13.0	32 25.6 32.0	38 30.4 38.0 +	17 16.0 17.0 --
Lifestyle/friendly Atmosphere	83 20.4	39 20.4 47.0	44 20.5 53.0	- - -	10 27.0 12.0	16 17.2 19.3	28 22.8 33.7	16 17.2 19.3	13 23.6 15.7	16 26.2 19.3	67 20.0 80.7	- - -	3 6.0 3.6 ---	30 24.0 36.1	38 30.4 45.8 +++	12 11.3 14.5 ---
Don't know / Can't think of anything	52 12.8	24 12.6 46.2	28 13.0 53.8	3 60.0 5.8	11 29.7 21.2 +++	11 11.8 21.2	12 9.8 23.1	10 10.8 19.2	5 9.1 9.6	6 9.8 11.5	42 12.5 80.8	4 40.0 7.7	15 30.0 28.8 +++	6 4.8 11.5 ---	5 4.0 9.6 ---	26 24.5 50.0 +++
Tourism	51 12.6	21 11.0 41.2	30 14.0 58.8	1 20.0 2.0	4 10.8 7.8	15 16.1 29.4	13 10.6 25.5	11 11.8 21.6	7 12.7 13.7	6 9.8 11.8	42 12.5 82.4	3 30.0 5.9	9 18.0 17.6	19 15.2 37.3	14 11.2 27.5	9 8.5 17.6
Parks/Beaches/Sport and Recreation	38 9.4	15 7.9 39.5	23 10.7 60.5	- - -	2 5.4 5.3	8 8.6 21.1	8 6.5 21.1	8 8.6 21.1	12 21.8 31.6 +++	4 6.6 10.5	34 10.1 89.5	- - -	3 6.0 7.9	14 11.2 36.8	15 12.0 39.5	6 5.7 15.8
Management/financial Administration	34 8.4	14 7.3 41.2	20 9.3 58.8	- - -	- - -	11 11.8 32.4	13 10.6 38.2	7 7.5 20.6	3 5.5 8.8	5 8.2 14.7	28 8.4 82.4	1 10.0 2.9	5 10.0 14.7	7 5.6 20.6	6 4.8 17.6 -	16 15.1 47.1 +++
Customer Service/responsiveness	31 7.6	12 6.3 38.7	19 8.8 61.3	1 20.0 3.2	2 5.4 6.5	6 6.5 19.4	10 8.1 32.3	7 7.5 22.6	5 9.1 16.1	3 4.9 9.7	28 8.4 90.3	- - -	2 4.0 6.5	6 4.8 19.4	8 6.4 25.8	15 14.2 48.4 +++
Local Agriculture/Sugarcane Industry	17 4.2	10 5.2 58.8	7 3.3 41.2	- - -	2 5.4 11.8	3 3.2 17.6	6 4.9 35.3	4 4.3 23.5	2 3.6 11.8	3 4.9 17.6	14 4.2 82.4	- - -	- - -	11 8.8 64.7 +++	1 0.8 5.9 --	5 4.7 29.4

Table 20: 2b What is Douglas Shire's greatest weakness?

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Limited financial resources	143 35.2	67 35.1 46.9	76 35.3 53.1	- - -	8 21.6 5.6 -	36 38.7 25.2	46 37.4 32.2	31 33.3 21.7	22 40.0 15.4	25 41.0 17.5	115 34.3 80.4	3 30.0 2.1	15 30.0 10.5	46 36.8 32.2	47 37.6 32.9	35 33.0 24.5
Don't know / Can't think of anything	75 18.5	27 14.1 36.0 --	48 22.3 64.0 ++	3 60.0 4.0	11 29.7 14.7 +	15 16.1 20.0	20 16.3 26.7	19 20.4 25.3	7 12.7 9.3	14 23.0 18.7	59 17.6 78.7	2 20.0 2.7	17 34.0 22.7 +++	17 13.6 22.7 -	19 15.2 25.3	22 20.8 29.3
Roads/drainage	71 17.5	34 17.8 47.9	37 17.2 52.1	1 20.0 1.4	6 16.2 8.5	18 19.4 25.4	18 14.6 25.4	19 20.4 26.8	9 16.4 12.7	14 23.0 19.7	55 16.4 77.5	2 20.0 2.8	10 20.0 14.1	25 20.0 35.2	16 12.8 22.5 -	20 18.9 28.2
Lacking community infrastructure	63 15.5	25 13.1 39.7	38 17.7 60.3	- - -	7 18.9 11.1	14 15.1 22.2	23 18.7 36.5	7 7.5 11.1 --	12 21.8 19.0	6 9.8 9.5	56 16.7 88.9	1 10.0 1.6	9 18.0 14.3	23 18.4 36.5	15 12.0 23.8	16 15.1 25.4
Crime	63 15.5	33 17.3 52.4	30 14.0 47.6	2 40.0 3.2	9 24.3 14.3	9 9.7 14.3 -	24 19.5 38.1	12 12.9 19.0	7 12.7 11.1	11 18.0 17.5	51 15.2 81.0	1 10.0 1.6	5 10.0 7.9	22 17.6 34.9	19 15.2 30.2	17 16.0 27.0
Lack of management and leadership	63 15.5	31 16.2 49.2	32 14.9 50.8	2 40.0 3.2	5 13.5 7.9	17 18.3 27.0	17 13.8 27.0	11 11.8 17.5	11 20.0 17.5	7 11.5 11.1	53 15.8 84.1	3 30.0 4.8	12 24.0 19.0 +	13 10.4 20.6 -	12 9.6 19.0 --	26 24.5 41.3 +++
Little thought for the environment	61 15.0	31 16.2 50.8	30 14.0 49.2	- - -	3 8.1 4.9	14 15.1 23.0	19 15.4 31.1	19 20.4 31.1 +	6 10.9 9.8	7 11.5 11.5	51 15.2 83.6	3 30.0 4.9	3 6.0 4.9 -	19 15.2 31.1	22 17.6 36.1	17 16.0 27.9
Too much focus on Port Douglas. Outer areas forgotten	53 13.1	25 13.1 47.2	28 13.0 52.8	- - -	3 8.1 5.7	16 17.2 30.2	19 15.4 35.8	9 9.7 17.0	6 10.9 11.3	15 24.6 28.3 +++	34 10.1 64.2 ---	4 40.0 7.5	13 26.0 24.5 +++	9 7.2 17.0 --	10 8.0 18.9 --	21 19.8 39.6 ++
Not responsive	40 9.9	19 9.9 47.5	21 9.8 52.5	- - -	3 8.1 7.5	11 11.8 27.5	9 7.3 22.5	15 16.1 37.5 ++	2 3.6 5.0 -	6 9.8 15.0	34 10.1 85.0	- - -	4 8.0 10.0	11 8.8 27.5	11 8.8 27.5	14 13.2 35.0
High rates	38 9.4	15 7.9 39.5	23 10.7 60.5	- - -	4 10.8 10.5	9 9.7 23.7	9 7.3 23.7	6 6.5 15.8	10 18.2 26.3 ++	2 3.3 5.3 -	36 10.7 94.7 ++	- - -	1 2.0 2.6 -	11 8.8 28.9	20 16.0 52.6 +++	6 5.7 15.8
Unemployment	29 7.1	18 9.4 62.1 +	11 5.1 37.9 -	1 20.0 3.4	- - -	11 11.8 37.9 ++	7 5.7 24.1	6 6.5 20.7	4 7.3 13.8	5 8.2 17.2	24 7.2 82.8	- - -	6 12.0 20.7	8 6.4 27.6	13 10.4 44.8 +	2 1.9 6.9 --
Poor planning	25 6.2	14 7.3 56.0	11 5.1 44.0	1 20.0 4.0	6 16.2 24.0 +++	3 3.2 12.0	6 4.9 24.0	5 5.4 20.0	4 7.3 16.0	2 3.3 8.0	23 6.9 92.0	- - -	2 4.0 8.0	11 8.8 44.0	9 7.2 36.0	3 2.8 12.0 -

Table 20: 2b What is Douglas Shire's greatest weakness?

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe-male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Nothing for Kids/Young people to do	25 6.2	7 3.7 28.0 --	18 8.4 72.0 ++	- - - -	7 18.9 28.0 +++	5 5.4 20.0	7 5.7 28.0	4 4.3 16.0	2 3.6 8.0	3 4.9 12.0	22 6.6 88.0	- - -	- - -	10 8.0 40.0	11 8.8 44.0	4 3.8 16.0
Too much reliance on tourism	23 5.7	13 6.8 56.5	10 4.7 43.5	- - -	- - -	3 3.2 13.0	7 5.7 30.4	8 8.6 34.8	5 9.1 21.7	2 3.3 8.7	21 6.3 91.3	- - -	- - -	9 7.2 39.1	11 8.8 47.8 +	3 2.8 13.0
Lack of public transport	16 3.9	10 5.2 62.5	6 2.8 37.5	- - -	- - -	4 4.3 25.0	5 4.1 31.3	5 5.4 31.3	2 3.6 12.5	- - -	15 4.5 93.8	1 10.0 6.3	2 4.0 12.5	7 5.6 43.8	4 3.2 25.0	3 2.8 18.8
Newcomers allowed to make changes	13 3.2	7 3.7 53.8	6 2.8 46.2	- - -	- - -	- - -	5 4.1 38.5	7 7.5 53.8 +++	1 1.8 7.7	2 3.3 15.4	11 3.3 84.6	- - -	- - -	6 4.8 46.2	5 4.0 38.5	2 1.9 15.4
Cost of housing	10 2.5	5 2.6 50.0	5 2.3 50.0	- - -	2 5.4 20.0	1 1.1 10.0	5 4.1 50.0	2 2.2 20.0	- - -	1 1.6 10.0	9 2.7 90.0	- - -	1 2.0 10.0	3 2.4 30.0	5 4.0 50.0	1 0.9 10.0

Table 21: 3. There are many things that people use to judge their lifestyle and the quality of their neighbourhood and communities. Please tell me three things that are important to you.
FIRST

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Friend, quiet, safe atmosphere	129 31.8	60 31.4 46.5	69 32.1 53.5	- - -	8 21.6 6.2	33 35.5 25.6	39 31.7 30.2	27 29.0 20.9	22 40.0 17.1	23 37.7 17.8	103 30.7 79.8	3 30.0 2.3	13 26.0 10.1	41 32.8 31.8	43 34.4 33.3	32 30.2 24.8
Maintain "Green" and clean environment	58 14.3	29 15.2 50.0	29 13.5 50.0	2 40.0 3.4	7 18.9 12.1	8 8.6 13.8	23 18.7 39.7 -	12 12.9 20.7 +	6 10.9 10.3	10 16.4 17.2	47 14.0 81.0	1 10.0 1.7	5 10.0 8.6	19 15.2 32.8	17 13.6 29.3	17 16.0 29.3
Better community facilities	52 12.8	23 12.0 44.2	29 13.5 55.8	1 20.0 1.9	5 13.5 9.6	13 14.0 25.0	15 12.2 28.8	11 11.8 21.2	7 12.7 13.5	10 16.4 19.2	40 11.9 76.9	2 20.0 3.8	9 18.0 17.3	17 13.6 32.7	10 8.0 19.2 -	16 15.1 30.8
Climate / weather	31 7.6	14 7.3 45.2	17 7.9 54.8	- - -	3 8.1 9.7	6 6.5 19.4	4 3.3 12.9 --	15 16.1 48.4 +++	3 5.5 9.7	2 3.3 6.5	28 8.4 90.3	1 10.0 3.2	1 2.0 3.2	10 8.0 32.3	14 11.2 45.2 +	6 5.7 19.4
Improve safety and crime reduction	25 6.2	9 4.7 36.0	16 7.4 64.0	- - -	1 2.7 4.0	8 8.6 32.0	4 3.3 16.0	5 5.4 20.0	7 12.7 28.0 ++	1 1.6 4.0	24 7.2 96.0 +	- - -	1 2.0 4.0	7 5.6 28.0	11 8.8 44.0	6 5.7 24.0
Don't know / No response	20 4.9	11 5.8 55.0	9 4.2 45.0	2 40.0 10.0	2 5.4 10.0	5 5.4 25.0	7 5.7 35.0	4 4.3 20.0	- - -	4 6.6 20.0	14 4.2 70.0	2 20.0 10.0	7 14.0 35.0 +++	1 0.8 5.0 --	- - -	12 11.3 60.0 +++
Better road access / maintenance	17 4.2	7 3.7 41.2	10 4.7 58.8	- - -	4 10.8 23.5 ++	- - -	7 5.7 41.2	3 3.2 17.6	3 5.5 17.6	2 3.3 11.8	15 4.5 88.2	- - -	5 10.0 29.4 ++	6 4.8 35.3	1 0.8 5.9 --	5 4.7 29.4
Increased employment and business opportunities	16 3.9	8 4.2 50.0	8 3.7 50.0	- - -	- - -	6 6.5 37.5	7 5.7 43.8	3 3.2 18.8	- - -	2 3.3 12.5	14 4.2 87.5	- - -	1 2.0 6.3	8 6.4 50.0 +	4 3.2 25.0	3 2.8 18.8
Improve beach maintenance	13 3.2	7 3.7 53.8	6 2.8 46.2	- - -	- - -	5 5.4 38.5	5 4.1 38.5	- - -	3 5.5 23.1	4 6.6 30.8	9 2.7 69.2	- - -	1 2.0 7.7	3 2.4 23.1	6 4.8 46.2	3 2.8 23.1
More youth facilities	10 2.5	5 2.6 50.0	5 2.3 50.0	- - -	2 5.4 20.0	1 1.1 10.0	3 2.4 30.0	1 1.1 10.0	3 5.5 30.0	- - -	10 3.0 100.0	- - -	1 2.0 10.0	4 3.2 40.0	3 2.4 30.0	2 1.9 20.0
No highrise	8 2.0	5 2.6 62.5	3 1.4 37.5	- - -	1 2.7 12.5	2 2.2 25.0	2 1.6 25.0	3 3.2 37.5	- - -	- - -	8 2.4 100.0	- - -	- - -	2 1.6 25.0	4 3.2 50.0	2 1.9 25.0

Table 21: 3. There are many things that people use to judge their lifestyle and the quality of their neighbourhood and communities. Please tell me three things that are important to you.
FIRST

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Community consultation	7 1.7	2 1.0 28.6	5 2.3 71.4	- - -	2 5.4 28.6 +	- - -	3 2.4 42.9	2 2.2 28.6	- - -	- - -	7 2.1 100.0	- - -	1 2.0 14.3	2 1.6 28.6	3 2.4 42.9	1 0.9 14.3
Enhance tourism opportunities	6 1.5	3 1.6 50.0	3 1.4 50.0	- - -	- - -	3 3.2 50.0	- - -	3 3.2 50.0	- - -	2 3.3 33.3	4 1.2 66.7	- - -	5 10.0 83.3 +++	- - -	1 0.8 16.7	- - -
Affordable housing	5 1.2	2 1.0 40.0	3 1.4 60.0	- - -	2 5.4 40.0 ++	- - -	1 0.8 20.0	2 2.2 40.0	- - -	- - -	5 1.5 100.0	- - -	- - -	2 1.6 40.0	3 2.4 60.0	- - -
Better transport options	4 1.0	2 1.0 50.0	2 0.9 50.0	- - -	- - -	1 1.1 25.0	2 1.6 50.0	1 1.1 25.0	- - -	- - -	3 0.9 75.0	1 10.0 25.0	- - -	2 1.6 50.0	1 0.8 25.0	1 0.9 25.0
Location and lifestyle	4 1.0	3 1.6 75.0	1 0.5 25.0	- - -	- - -	2 2.2 50.0	1 0.8 25.0	- - -	1 1.8 25.0	1 1.6 25.0	3 0.9 75.0	- - -	- - -	1 0.8 25.0	3 2.4 75.0 +	- - -
Health services are good here	1 0.2	1 0.5 100.0	- - -	- - -	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	1 0.3 100.0	- - -	- - -	- - -	1 0.8 100.0	- - -

Table 22: 3. There are many things that people use to judge their lifestyle and the quality of their neighbourhood and communities. Please tell me three things that are important to you.
SECOND

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Maintain "Green" and clean environment	54 13.3	19 9.9 35.2 -	35 16.3 64.8 +	- - -	8 21.6 14.8	21 22.6 38.9 +++	11 8.9 20.4 -	9 9.7 16.7	5 9.1 9.3	10 16.4 18.5	43 12.8 79.6	1 10.0 1.9	6 12.0 11.1	14 11.2 25.9	22 17.6 40.7 +	12 11.3 22.2
Location and lifestyle	53 13.1	25 13.1 47.2	28 13.0 52.8	- - -	5 13.5 9.4	11 11.8 20.8	11 8.9 20.8	15 16.1 28.3	11 20.0 20.8	10 16.4 18.9	41 12.2 77.4	2 20.0 3.8	3 6.0 5.7	12 9.6 22.6	25 20.0 47.2 +++	13 12.3 24.5
Better community facilities	51 12.6	22 11.5 43.1	29 13.5 56.9	1 20.0 2.0	3 8.1 5.9	8 8.6 15.7	16 13.0 31.4	13 14.0 25.5	10 18.2 19.6	6 9.8 11.8	44 13.1 86.3	1 10.0 2.0	14 28.0 27.5 +++	15 12.0 29.4	10 8.0 19.6 -	12 11.3 23.5
Friendly, quiet, safe atmosphere	47 11.6	25 13.1 53.2	22 10.2 46.8	2 40.0 4.3	7 18.9 14.9	11 11.8 23.4	19 15.4 40.4	8 8.6 17.0	- - -	8 13.1 17.0	39 11.6 83.0	- - -	1 2.0 2.1 --	17 13.6 36.2	20 16.0 42.6 +	9 8.5 19.1
Don't know / No response	45 11.1	22 11.5 48.9	23 10.7 51.1	2 40.0 4.4	4 10.8 8.9	6 6.5 13.3	14 11.4 31.1	14 15.1 31.1	5 9.1 11.1	4 6.6 8.9	38 11.3 84.4	3 30.0 6.7	11 22.0 24.4 +++	9 7.2 20.0 -	1 0.8 2.2 ---	24 22.6 53.3 +++
Climate / weather	35 8.6	17 8.9 48.6	18 8.4 51.4	- - -	1 2.7 2.9	5 5.4 14.3	16 13.0 45.7 ++	6 6.5 17.1	7 12.7 20.0	6 9.8 17.1	29 8.7 82.9	- - -	5 10.0 14.3	10 8.0 28.6	19 15.2 54.3 +++	1 0.9 2.9 ---
More youth facilities	22 5.4	7 3.7 31.8	15 7.0 68.2	- - -	2 5.4 9.1	10 10.8 45.5 +++	5 4.1 22.7	5 5.4 22.7	- - -	5 8.2 22.7	15 4.5 68.2 -	2 20.0 9.1	2 4.0 9.1	8 6.4 36.4	5 4.0 22.7	7 6.6 31.8
Improve safety and crime reduction	18 4.4	9 4.7 50.0	9 4.2 50.0	- - -	1 2.7 5.6	4 4.3 22.2	5 4.1 27.8	4 4.3 22.2	4 7.3 22.2	3 4.9 16.7	14 4.2 77.8	1 10.0 5.6	1 2.0 5.6	6 4.8 33.3	5 4.0 27.8	6 5.7 33.3
Better road access /maintenance	15 3.7	5 2.6 33.3	10 4.7 66.7	- - -	3 8.1 20.0	1 1.1 6.7	3 2.4 20.0	3 3.2 20.0	5 9.1 33.3 ++	3 4.9 20.0	12 3.6 80.0	- - -	4 8.0 26.7 +	2 1.6 13.3	2 1.6 13.3	7 6.6 46.7 +
Increased employment and business opportunities	15 3.7	7 3.7 46.7	8 3.7 53.3	- - -	1 2.7 6.7	2 2.2 13.3	7 5.7 46.7	3 3.2 20.0	2 3.6 13.3	2 3.3 13.3	13 3.9 86.7	- - -	- - -	6 4.8 40.0	4 3.2 26.7	5 4.7 33.3
Community consultation	12 3.0	11 5.8 91.7 +++	1 0.5 8.3 ---	- - -	- - -	5 5.4 41.7	2 1.6 16.7	3 3.2 25.0	2 3.6 16.7	- - -	12 3.6 100.0	- - -	1 2.0 8.3	1 0.8 8.3 -	4 3.2 33.3	6 5.7 50.0 +

Table 22: 3. There are many things that people use to judge their lifestyle and the quality of their neighbourhood and communities. Please tell me three things that are important to you.
SECOND

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Improve beach maintenance	9 2.2	6 3.1 66.7	3 1.4 33.3	- - -	1 2.7 11.1	2 2.2 22.2	3 2.4 33.3	3 3.2 33.3	- - -	1 1.6 11.1	8 2.4 88.9	- - -	1 2.0 11.1	6 4.8 66.7 ++	1 0.8 11.1	1 0.9 11.1
Enhance tourism opportunities	8 2.0	4 2.1 50.0	4 1.9 50.0	- - -	- - -	2 2.2 25.0	5 4.1 62.5 ++	1 1.1 12.5	- - -	1 1.6 12.5	7 2.1 87.5	- - -	- - -	6 4.8 75.0 +++	2 1.6 25.0	- - -
Affordable housing	7 1.7	3 1.6 42.9	4 1.9 57.1	- - -	- - -	1 1.1 14.3	3 2.4 42.9	3 3.2 42.9	- - -	- - -	7 2.1 100.0	- - -	1 2.0 14.3	4 3.2 57.1	1 0.8 14.3	1 0.9 14.3
Better transport options	5 1.2	2 1.0 40.0	3 1.4 60.0	- - -	- - -	1 1.1 20.0	- - -	2 2.2 40.0	2 3.6 40.0 +	2 3.3 40.0	3 0.9 60.0	- - -	- - -	2 1.6 40.0	1 0.8 20.0	2 1.9 40.0
No highrise	4 1.0	3 1.6 75.0	1 0.5 25.0	- - -	- - -	2 2.2 50.0	1 0.8 25.0	1 1.1 25.0	- - -	- - -	4 1.2 100.0	- - -	- - -	2 1.6 50.0	2 1.6 50.0	- - -
Health services are good here	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	- - -	- - -	1 0.8 33.3	- - -	2 3.6 66.7 +++	- - -	3 0.9 100.0	- - -	- - -	2 1.6 66.7	1 0.8 33.3	- - -
Good schools here	2 0.5	1 0.5 50.0	1 0.5 50.0	- - -	1 2.7 50.0 ++	- - -	1 0.8 50.0	- - -	- - -	- - -	2 0.6 100.0	- - -	- - -	2 1.6 100.0 ++	- - -	- - -
Stop the free camping	1 0.2	1 0.5 100.0	- - -	- - -	- - -	1 1.1 100.0 +	- - -	- - -	- - -	- - -	1 0.3 100.0	- - -	- - -	1 0.8 100.0	- - -	- - -

Table 23: 3. There are many things that people use to judge their lifestyle and the quality of their neighbourhood and communities. Please tell me three things that are important to you.
THIRD

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Don't know / No response	74 18.2	31 16.2 41.9	43 20.0 58.1	3 60.0 4.1	4 10.8 5.4	11 11.8 14.9	24 19.5 32.4	24 25.8 32.4 ++	8 14.5 10.8	10 16.4 13.5	61 18.2 82.4	3 30.0 4.1	13 26.0 17.6	17 13.6 23.0	9 7.2 12.2 ---	35 33.0 47.3 +++
Location and lifestyle	53 13.1	30 15.7 56.6	23 10.7 43.4	2 40.0 3.8	3 8.1 5.7	14 15.1 26.4	17 13.8 32.1	10 10.8 18.9	7 12.7 13.2	11 18.0 20.8	40 11.9 75.5	2 20.0 3.8	8 16.0 15.1	19 15.2 35.8	18 14.4 34.0	8 7.5 15.1 -
Maintain "Green" and clean environment	32 7.9	14 7.3 43.8	18 8.4 56.3	- - -	3 8.1 9.4	7 7.5 21.9	11 8.9 34.4	4 4.3 12.5	7 12.7 21.9	2 3.3 6.3	30 9.0 93.8 +	- - -	3 6.0 9.4	13 10.4 40.6	13 10.4 40.6	3 2.8 9.4 --
Friendly, quiet, safe atmosphere	31 7.6	18 9.4 58.1	13 6.0 41.9	- - -	2 5.4 6.5	8 8.6 25.8	10 8.1 32.3	9 9.7 29.0	2 3.6 6.5	6 9.8 19.4	25 7.5 80.6	- - -	5 10.0 16.1	11 8.8 35.5	13 10.4 41.9	2 1.9 6.5 ---
Community consultation	30 7.4	16 8.4 53.3	14 6.5 46.7	- - -	8 21.6 26.7 +++	5 5.4 16.7	9 7.3 30.0	4 4.3 13.3	4 7.3 13.3	1 1.6 3.3 -	28 8.4 93.3	1 10.0 3.3	1 2.0 3.3	15 12.0 50.0 ++	8 6.4 26.7	6 5.7 20.0
Better community facilities	21 5.2	14 7.3 66.7 +	7 3.3 33.3 -	- - -	2 5.4 9.5	4 4.3 19.0	7 5.7 33.3	7 7.5 33.3	1 1.8 4.8	5 8.2 23.8	16 4.8 76.2	- - -	2 4.0 9.5	5 4.0 23.8	8 6.4 38.1	6 5.7 28.6
Health services are good here	21 5.2	5 2.6 23.8 --	16 7.4 76.2 ++	- - -	- - -	3 3.2 14.3	2 1.6 9.5	8 8.6 38.1 +	8 14.5 38.1 +++	5 8.2 23.8	16 4.8 76.2	- - -	3 6.0 14.3	5 4.0 23.8	5 4.0 23.8	8 7.5 38.1
Better road access /maintenance	20 4.9	7 3.7 35.0	13 6.0 65.0	- - -	1 2.7 5.0	7 7.5 35.0	4 3.3 20.0	3 3.2 15.0	5 9.1 25.0	3 4.9 15.0	16 4.8 80.0	1 10.0 5.0	5 10.0 25.0 +	2 1.6 10.0 --	7 5.6 35.0	6 5.7 30.0
Climate / Weather	20 4.9	7 3.7 35.0	13 6.0 65.0	- - -	- - -	8 8.6 40.0 +	8 6.5 40.0	3 3.2 15.0	1 1.8 5.0	2 3.3 10.0	18 5.4 90.0	- - -	2 4.0 10.0	6 4.8 30.0	10 8.0 50.0 +	2 1.9 10.0 -
More youth facilities	18 4.4	9 4.7 50.0	9 4.2 50.0	- - -	5 13.5 27.8 +++	6 6.5 33.3	6 4.9 33.3	1 1.1 5.6 -	- - -	2 3.3 11.1	14 4.2 77.8	2 20.0 11.1	2 4.0 11.1	7 5.6 38.9	2 1.6 11.1 -	7 6.6 38.9
Increased employment and business opportunities	17 4.2	7 3.7 41.2	10 4.7 58.8	- - -	3 8.1 17.6	4 4.3 23.5	5 4.1 29.4	4 4.3 23.5	1 1.8 5.9	4 6.6 23.5	12 3.6 70.6	1 10.0 5.9	- - -	6 4.8 35.3	4 3.2 23.5	7 6.6 41.2

Table 23: 3. There are many things that people use to judge their lifestyle and the quality of their neighbourhood and communities. Please tell me three things that are important to you.
THIRD

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
No highrise	14 3.4	5 2.6 35.7	9 4.2 64.3	- - -	- - -	4 4.3 28.6	5 4.1 35.7	3 3.2 21.4	2 3.6 14.3	3 4.9 21.4	11 3.3 78.6	- - -	- - -	4 3.2 28.6	6 4.8 42.9	4 3.8 28.6
Affordable housing	13 3.2	6 3.1 46.2	7 3.3 53.8	- - -	3 8.1 23.1 +	4 4.3 30.8	1 0.8 7.7 -	3 3.2 23.1	2 3.6 15.4	2 3.3 15.4	11 3.3 84.6	- - -	- - -	- - -	10 8.0 76.9 +++	3 2.8 23.1
Improve safety and crime reduction	12 3.0	8 4.2 66.7	4 1.9 33.3	- - -	2 5.4 16.7	1 1.1 8.3	4 3.3 33.3	3 3.2 25.0	2 3.6 16.7	- - -	12 3.6 100.0	- - -	- - -	6 4.8 50.0	4 3.2 33.3	2 1.9 16.7
Enhance tourism opportunities	8 2.0	2 1.0 25.0	6 2.8 75.0	- - -	1 2.7 12.5	1 1.1 12.5	- - -	5 5.4 62.5 +++	1 1.8 12.5	- - -	8 2.4 100.0	- - -	- - -	5 4.0 62.5 ++	1 0.8 12.5	2 1.9 25.0
Better transport options	8 2.0	4 2.1 50.0	4 1.9 50.0	- - -	- - -	- - -	5 4.1 62.5 ++	2 2.2 25.0	1 1.8 12.5	1 1.6 12.5	7 2.1 87.5	- - -	4 8.0 50.0 +++	- - -	1 0.8 12.5	3 2.8 37.5
Improve beach maintenance	7 1.7	4 2.1 57.1	3 1.4 42.9	- - -	- - -	4 4.3 57.1 ++	1 0.8 14.3	- - -	2 3.6 28.6	1 1.6 14.3	6 1.8 85.7	- - -	- - -	3 2.4 42.9	2 1.6 28.6	2 1.9 28.6
Stop the free camping	4 1.0	2 1.0 50.0	2 0.9 50.0	- - -	- - -	2 2.2 50.0	1 0.8 25.0	- - -	1 1.8 25.0	2 3.3 50.0 ++	2 0.6 50.0 -	- - -	2 4.0 50.0 ++	1 0.8 25.0	1 0.8 25.0	- - -
Good schools here	3 0.7	2 1.0 66.7	1 0.5 33.3	- - -	- - -	- - -	3 2.4 100.0 +++	- - -	- - -	1 1.6 33.3	2 0.6 66.7	- - -	- - -	- - -	3 2.4 100.0 +++	- - -

Table 24: 4. Council is constantly striving to communicate well with residents. What would be the method/s you would choose to receive information about council?

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Local newspaper	255 62.8	114 59.7 44.7	141 65.6 55.3	- - -	19 51.4 7.5	54 58.1 21.2	73 59.3 28.6	68 73.1 26.7 ++	41 74.5 16.1 +	39 63.9 15.3	214 63.9 83.9	2 20.0 0.8	31 62.0 12.2	79 63.2 31.0	86 68.8 33.7 +	59 55.7 23.1 -
Council's website	122 30.0	58 30.4 47.5	64 29.8 52.5	1 20.0 0.8	11 29.7 9.0	24 25.8 19.7	44 35.8 36.1 +	30 32.3 24.6	12 21.8 9.8	22 36.1 18.0	95 28.4 77.9	5 50.0 4.1	11 22.0 9.0	33 26.4 27.0	37 29.6 30.3	41 38.7 33.6 ++
Social media (Facebook, Twitter etc)	119 29.3	41 21.5 34.5 ---	78 36.3 65.5 +++	3 60.0 2.5	13 35.1 10.9	31 33.3 26.1	33 26.8 27.7	27 29.0 22.7	12 21.8 10.1	21 34.4 17.6	91 27.2 76.5 --	7 70.0 5.9	11 22.0 9.2	16 12.8 13.4 ---	17 13.6 14.3 ---	75 70.8 63.0 +++
Letterbox drops	105 25.9	50 26.2 47.6	55 25.6 52.4	2 40.0 1.9	11 29.7 10.5	26 28.0 24.8	26 21.1 24.8	27 29.0 25.7	13 23.6 12.4	15 24.6 14.3	90 26.9 85.7	- - -	13 26.0 12.4	43 34.4 41.0 +++	34 27.2 32.4	15 14.2 14.3 ---
Newsletter from mayor/councillors	88 21.7	45 23.6 51.1	43 20.0 48.9	- - -	12 32.4 13.6 +	20 21.5 22.7	26 21.1 29.5	19 20.4 21.6	11 20.0 12.5	7 11.5 8.0 --	80 23.9 90.9 ++	1 10.0 1.1	6 12.0 6.8 -	38 30.4 43.2 +++	26 20.8 29.5	18 17.0 20.5
Council's customer service staff	53 13.1	30 15.7 56.6	23 10.7 43.4	1 20.0 1.9	5 13.5 9.4	11 11.8 20.8	16 13.0 30.2	14 15.1 26.4	6 10.9 11.3	7 11.5 13.2	45 13.4 84.9	1 10.0 1.9	1 2.0 1.9 --	18 14.4 34.0	21 16.8 39.6	13 12.3 24.5
Emails	39 9.6	19 9.9 48.7	20 9.3 51.3	- - -	3 8.1 7.7	11 11.8 28.2	11 8.9 28.2	10 10.8 25.6	4 7.3 10.3	6 9.8 15.4	30 9.0 76.9	3 30.0 7.7	3 6.0 7.7	- - -	1 0.8 2.6 ---	35 33.0 89.7 +++
Happy with word of mouth	26 6.4	16 8.4 61.5	10 4.7 38.5	- - -	2 5.4 7.7	5 5.4 19.2	11 8.9 42.3	6 6.5 23.1	2 3.6 7.7	4 6.6 15.4	22 6.6 84.6	- - -	- - -	11 8.8 42.3	15 12.0 57.7 +++	- - -
Television	10 2.5	4 2.1 40.0	6 2.8 60.0	- - -	2 5.4 20.0	5 5.4 50.0 ++	- - -	2 2.2 20.0	1 1.8 10.0	3 4.9 30.0	7 2.1 70.0	- - -	- - -	3 2.4 30.0	7 5.6 70.0 +++	- - -
Don't know	6 1.5	2 1.0 33.3	4 1.9 66.7	- - -	2 5.4 33.3 ++	2 2.2 33.3	1 0.8 16.7	1 1.1 16.7	- - -	- - -	5 1.5 83.3	1 10.0 16.7	1 2.0 16.7	2 1.6 33.3	3 2.4 50.0	- - -

Table 25: 5 a) Thinking back to the last Council election, how did you source information on the candidates?

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Local newspaper	268 66.0	119 62.3 44.4	149 69.3 55.6	2 40.0 0.7	26 70.3 9.7	54 58.1 20.1 -	79 64.2 29.5	65 69.9 24.3	42 76.4 15.7 +	40 65.6 14.9	225 67.2 84.0	3 30.0 1.1	36 72.0 13.4	71 56.8 26.5 ---	87 69.6 32.5	74 69.8 27.6
Family/friends	113 27.8	53 27.7 46.9	60 27.9 53.1	2 40.0 1.8	10 27.0 8.8	26 28.0 23.0	37 30.1 32.7	27 29.0 23.9	11 20.0 9.7	15 24.6 13.3	92 27.5 81.4	6 60.0 5.3	5 10.0 4.4 ---	38 30.4 33.6	26 20.8 23.0 --	44 41.5 38.9 +++
Letterbox drops	96 23.6	34 17.8 35.4 ---	62 28.8 64.6 +++	1 20.0 1.0	10 27.0 10.4	13 14.0 13.5 --	27 22.0 28.1	26 28.0 27.1	19 34.5 19.8 ++	13 21.3 13.5	83 24.8 86.5	- - -	8 16.0 8.3	31 24.8 32.3	37 29.6 38.5 +	20 18.9 20.8
Social media	84 20.7	30 15.7 35.7 --	54 25.1 64.3 ++	- - -	11 29.7 13.1	22 23.7 26.2	24 19.5 28.6	20 21.5 23.8	7 12.7 8.3	10 16.4 11.9	68 20.3 81.0	6 60.0 7.1	13 26.0 15.5	6 4.8 7.1 ---	12 9.6 14.3 ---	53 50.0 63.1 +++
Council's website	59 14.5	29 15.2 49.2	30 14.0 50.8	1 20.0 1.7	9 24.3 15.3 +	15 16.1 25.4	16 13.0 27.1	14 15.1 23.7	4 7.3 6.8	13 21.3 22.0	44 13.1 74.6 -	2 20.0 3.4	6 12.0 10.2	12 9.6 20.3 -	27 21.6 45.8 +++	14 13.2 23.7
Newsletter for Mayor/Councillors	47 11.6	20 10.5 42.6	27 12.6 57.4	2 40.0 4.3	5 13.5 10.6	7 7.5 14.9	11 8.9 23.4	14 15.1 29.8	8 14.5 17.0	2 3.3 4.3 --	45 13.4 95.7 ++	- - -	1 2.0 2.1 --	17 13.6 36.2	20 16.0 42.6 +	9 8.5 19.1
Don't know	17 4.2	11 5.8 64.7	6 2.8 35.3	- - -	1 2.7 5.9	5 5.4 29.4	5 4.1 29.4	4 4.3 23.5	2 3.6 11.8	2 3.3 11.8	14 4.2 82.4	1 10.0 5.9	1 2.0 5.9	10 8.0 58.8 ++	6 4.8 35.3	- - -
How to vote cards	11 2.7	8 4.2 72.7 +	3 1.4 27.3 -	- - -	- - -	3 3.2 27.3	4 3.3 36.4	3 3.2 27.3	1 1.8 9.1	2 3.3 18.2	9 2.7 81.8	- - -	- - -	7 5.6 63.6 ++	4 3.2 36.4	- - -
Council's customer service staff	10 2.5	5 2.6 50.0	5 2.3 50.0	- - -	1 2.7 10.0	2 2.2 20.0	1 0.8 10.0	5 5.4 50.0 ++	1 1.8 10.0	1 1.6 10.0	9 2.7 90.0	- - -	1 2.0 10.0	4 3.2 40.0	4 3.2 40.0	1 0.9 10.0
Television	2 0.5	- - -	2 0.9 100.0	- - -	- - -	1 1.1 50.0	- - -	1 1.1 50.0	- - -	2 3.3 100.0 +++	- - -	- - -	- - -	- - -	2 1.6 100.0 ++	- - -

Table 26: 5 b) (If Family/Friends mentioned in a), How do you think they sourced information on the candidates?

	Total	Gender		Age Group						Home ownership			Location			
		Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	113 100.0	53 46.9 100.0	60 53.1 100.0	2 1.8 100.0	10 8.8 100.0	26 23.0 100.0	37 32.7 100.0	27 23.9 100.0	11 9.7 100.0	15 13.3 100.0	92 81.4 100.0	6 5.3 100.0	5 4.4 100.0	38 33.6 100.0	26 23.0 100.0	44 38.9 100.0
Local newspaper	62 54.9	28 52.8 45.2	34 56.7 54.8	1 50.0 1.6	5 50.0 8.1	15 57.7 24.2	20 54.1 32.3	16 59.3 25.8	5 45.5 8.1	5 33.3 8.1	55 59.8 88.7	2 33.3 3.2	2 40.0 3.2	18 47.4 29.0	13 50.0 21.0	29 65.9 46.8 +
Social media	37 32.7	16 30.2 43.2	21 35.0 56.8	2 100.0 5.4	4 40.0 10.8	6 23.1 16.2	13 35.1 35.1	11 40.7 29.7	1 9.1 2.7	6 40.0 16.2	28 30.4 75.7	3 50.0 8.1	2 40.0 5.4	1 2.6 2.7 ---	3 11.5 8.1	31 70.5 83.8 +++
Don't know	29 25.7	12 22.6 41.4	17 28.3 58.6	- - -	4 40.0 13.8	5 19.2 17.2	8 21.6 27.6	6 22.2 20.7	6 54.5 20.7	6 40.0 20.7	21 22.8 72.4	2 33.3 6.9	2 40.0 6.9	17 44.7 58.6 +++	7 26.9 24.1	3 6.8 10.3 ---
Council's website	14 12.4	4 7.5 28.6	10 16.7 71.4	- - -	2 20.0 14.3	3 11.5 21.4	3 8.1 21.4	6 22.2 42.9	- - -	1 6.7 7.1	13 14.1 92.9	- - -	1 20.0 7.1	3 7.9 21.4	- - -	10 22.7 71.4 +++
Letterbox drops	14 12.4	5 9.4 35.7	9 15.0 64.3	- - -	2 20.0 14.3	2 7.7 14.3	7 18.9 50.0	2 7.4 14.3	1 9.1 7.1	2 13.3 14.3	11 12.0 78.6	1 16.7 7.1	2 40.0 14.3	4 10.5 28.6	1 3.8 7.1	7 15.9 50.0
Council's customer service staff	7 6.2	5 9.4 71.4	2 3.3 28.6	- - -	- - -	5 19.2 71.4	1 2.7 14.3	1 3.7 14.3	- - -	- - -	6 6.5 85.7	1 16.7 14.3	- - -	- - -	2 7.7 28.6	5 11.4 71.4 +
Newsletter for Mayor/Councillors	4 3.5	- - -	4 6.7 100.0 +	- - -	1 10.0 25.0	- - -	1 2.7 25.0	2 7.4 50.0	- - -	- - -	4 4.3 100.0	- - -	- - -	- - -	- - -	4 9.1 100.0 ++

Table 27: 6 Would you register to receive important Council updates if available using any of the following methods?

		Gender		Age Group						Home ownership			Location			
	Total	Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
No	171 42.1	80 41.9 46.8	91 42.3 53.2	1 20.0 0.6	12 32.4 7.0	34 36.6 19.9	55 44.7 32.2	34 36.6 19.9	35 63.6 20.5 +++	25 41.0 14.6	145 43.3 84.8	1 10.0 0.6	20 40.0 11.7	70 56.0 40.9 +++	65 52.0 38.0 +++	16 15.1 9.4 ---
Email	135 33.3	65 34.0 48.1	70 32.6 51.9	3 60.0 2.2	15 40.5 11.1	33 35.5 24.4	34 27.6 25.2	38 40.9 28.1 +	12 21.8 8.9 -	20 32.8 14.8	110 32.8 81.5	5 50.0 3.7	17 34.0 12.6	30 24.0 22.2 ---	34 27.2 25.2 -	54 50.9 40.0 +++
Social network	117 28.8	45 23.6 38.5 --	72 33.5 61.5 ++	3 60.0 2.6	13 35.1 11.1	38 40.9 32.5 +++	32 26.0 27.4	21 22.6 17.9	10 18.2 8.5 -	21 34.4 17.9	90 26.9 76.9 -	6 60.0 5.1	14 28.0 12.0	24 19.2 20.5 ---	22 17.6 18.8 ---	57 53.8 48.7 +++
Online council newsletter	104 25.6	49 25.7 47.1	55 25.6 52.9	- - -	10 27.0 9.6	15 16.1 14.4 --	40 32.5 38.5 ++	30 32.3 28.8 +	9 16.4 8.7 -	13 21.3 12.5	89 26.6 85.6	2 20.0 1.9	10 20.0 9.6	31 24.8 29.8	38 30.4 36.5	25 23.6 24.0
SMS messages	60 14.8	31 16.2 51.7	29 13.5 48.3	1 20.0 1.7	10 27.0 16.7 ++	18 19.4 30.0	14 11.4 23.3	13 14.0 21.7	4 7.3 6.7 -	13 21.3 21.7	46 13.7 76.7	1 10.0 1.7	3 6.0 5.0 -	12 9.6 20.0 --	30 24.0 50.0 +++	15 14.2 25.0

Table 30: What is the present occupation of the main income-earner in your household?

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Renting	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Manager/Professional	120 29.6	53 27.7 44.2	67 31.2 55.8	2 40.0 1.7	11 29.7 9.2	37 39.8 30.8 ++	36 29.3 30.0	30 32.3 25.0	4 7.3 3.3 ---	17 27.9 14.2	98 29.3 81.7	5 50.0 4.2	5 10.0 4.2 ---	28 22.4 23.3 --	36 28.8 30.0	51 48.1 42.5 +++
Main income-earner not working/no breadwinner	101 24.9	47 24.6 46.5	54 25.1 53.5	- - -	1 2.7 1.0 ---	10 10.8 9.9 ---	13 10.6 12.9 ---	27 29.0 26.7	50 90.9 49.5 +++	10 16.4 9.9 -	91 27.2 90.1 ++	- - -	15 30.0 14.9	41 32.8 40.6 ++	37 29.6 36.6	8 7.5 7.9 ---
Para-professional/tradesman	90 22.2	46 24.1 51.1	44 20.5 48.9	2 40.0 2.2	16 43.2 17.8 +++	22 23.7 24.4	33 26.8 36.7	16 17.2 17.8	1 1.8 1.1 ---	18 29.5 20.0	70 20.9 77.8	2 20.0 2.2	14 28.0 15.6	26 20.8 28.9	25 20.0 27.8	25 23.6 27.8
Plant/machine operator/farm worker	47 11.6	30 15.7 63.8 ++	17 7.9 36.2 --	- - -	6 16.2 12.8	13 14.0 27.7	19 15.4 40.4	9 9.7 19.1	- - -	10 16.4 21.3	36 10.7 76.6	1 10.0 2.1	10 20.0 21.3 ++	16 12.8 34.0	17 13.6 36.2	4 3.8 8.5 ---
Clerical/sales/personal service	29 7.1	11 5.8 37.9	18 8.4 62.1	- - -	2 5.4 6.9	9 9.7 31.0	13 10.6 44.8 +	5 5.4 17.2	- - -	5 8.2 17.2	23 6.9 79.3	1 10.0 3.4	4 8.0 13.8	6 4.8 20.7	10 8.0 34.5	9 8.5 31.0
Other	17 4.2	4 2.1 23.5 --	13 6.0 76.5 ++	1 20.0 5.9	1 2.7 5.9	2 2.2 11.8	9 7.3 52.9 ++	4 4.3 23.5	- - -	1 1.6 5.9	15 4.5 88.2	1 10.0 5.9	- - -	8 6.4 47.1	- - -	9 8.5 52.9 ++
Student	2 0.5	- - -	2 0.9 100.0	- - -	- - -	- - -	- - -	2 2.2 100.0 +++	- - -	- - -	2 0.6 100.0	- - -	2 4.0 100.0 +++	- - -	- - -	- - -

Table 31: Household situation

	Total	Gender		Age Group						Home ownership			Location			
		Male	Female	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On-line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Living as a couple	189 46.6	95 49.7 50.3	94 43.7 49.7	1 20.0 0.5	10 27.0 5.3	30 32.3 15.9	55 44.7 29.1	61 65.6 32.3	32 58.2 16.9	19 31.1 10.1	169 50.4 89.4	1 10.0 0.5	26 52.0 13.8	55 44.0 29.1	64 51.2 33.9	44 41.5 23.3
Living as a family (2 parent)	120 29.6	50 26.2 41.7	70 32.6 58.3	1 20.0 0.8	24 64.9 20.0 +++	45 48.4 37.5 +++	39 31.7 32.5	9 9.7 7.5 ---	2 3.6 1.7 ---	19 31.1 15.8	96 28.7 80.0	5 50.0 4.2	10 20.0 8.3	37 29.6 30.8	43 34.4 35.8	30 28.3 25.0
Living alone	49 12.1	24 12.6 49.0	25 11.6 51.0	- - -	2 5.4 4.1	10 10.8 20.4	13 10.6 26.5	12 12.9 24.5	12 21.8 24.5 ++	13 21.3 26.5 ++	35 10.4 71.4 --	1 10.0 2.0	9 18.0 18.4	12 9.6 24.5	11 8.8 22.4	17 16.0 34.7
Other	20 4.9	7 3.7 35.0	13 6.0 65.0	- - -	- - -	1 1.1 5.0 -	9 7.3 45.0	3 3.2 15.0	7 12.7 35.0 +++	2 3.3 10.0	18 5.4 90.0	- - -	2 4.0 10.0	14 11.2 70.0 +++	- - -	4 3.8 20.0
Living as a family (1 parent)	15 3.7	7 3.7 46.7	8 3.7 53.3	1 20.0 6.7	1 2.7 6.7	4 4.3 26.7	5 4.1 33.3	3 3.2 20.0	1 1.8 6.7	4 6.6 26.7	8 2.4 53.3 ---	3 30.0 20.0	2 4.0 13.3	3 2.4 20.0	4 3.2 26.7	6 5.7 40.0
Single /sharing accommodation	13 3.2	8 4.2 61.5	5 2.3 38.5	2 40.0 15.4	- - -	3 3.2 23.1	2 1.6 15.4	5 5.4 38.5	1 1.8 7.7	4 6.6 30.8	9 2.7 69.2	- - -	1 2.0 7.7	4 3.2 30.8	3 2.4 23.1	5 4.7 38.5

Table 32: Location

		Gender		Age Group						Home ownership			Location			
	Total	Male	Fe- male	18-24 yrs	25-34 yrs	35-44 yrs	45-54 yrs	55-64 yrs	65 yrs and over	Rent ing	Own home	Other	Nth.	Mid.	Sth.	On- line
Unweighted Base	406 100.0	191 47.0 100.0	215 53.0 100.0	5 1.2 100.0	37 9.1 100.0	93 22.9 100.0	123 30.3 100.0	93 22.9 100.0	55 13.5 100.0	61 15.0 100.0	335 82.5 100.0	10 2.5 100.0	50 12.3 100.0	125 30.8 100.0	125 30.8 100.0	106 26.1 100.0
Middle	125 30.8	67 35.1 53.6 +	58 27.0 46.4 -	- - -	7 18.9 5.6	28 30.1 22.4	43 35.0 34.4	24 25.8 19.2	23 41.8 18.4 +	12 19.7 9.6 --	112 33.4 89.6 ++	1 10.0 0.8	- - -	125 100.0 100.0 +++	- - -	- - -
South	125 30.8	64 33.5 51.2	61 28.4 48.8	2 40.0 1.6	14 37.8 11.2	29 31.2 23.2	33 26.8 26.4	32 34.4 25.6	15 27.3 12.0	20 32.8 16.0	105 31.3 84.0	- - -	- - -	- - -	125 100.0 100.0 +++	- - -
Online	106 26.1	35 18.3 33.0 ---	71 33.0 67.0 +++	2 40.0 1.9	13 35.1 12.3	26 28.0 24.5	29 23.6 27.4	27 29.0 25.5	9 16.4 8.5 -	17 27.9 16.0	82 24.5 77.4	7 70.0 6.6	- - -	- - -	- - -	106 100.0 100.0 +++
North	50 12.3	25 13.1 50.0	25 11.6 50.0	1 20.0 2.0	3 8.1 6.0	10 10.8 20.0	18 14.6 36.0	10 10.8 20.0	8 14.5 16.0	12 19.7 24.0 +	36 10.7 72.0 --	2 20.0 4.0	50 100.0 100.0 +++	- - -	- - -	- - -