



MARKYT Community Scorecard ©

Prepared for: City of Belmont

Prepared by: CATALYSE[®] Pty Ltd ©

October 2022

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Strategic overview

Vision



45

% agree

15% points above Industry Average, on par with 2021.

Liveability

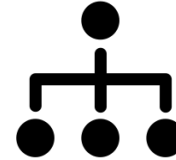


72

Performance Index Score

4 index points below Industry Average, on par with 2021.

Governance



65

Performance Index Score

12 index points above Industry Average, down 3 points from 2021.

Rates Value



62

Performance Index Score

19 index points above Industry Average, up 1 point from 2021.

Strengths

Highest scores

- Library services
- Playgrounds, parks and reserves

Most improved

- Building approvals
- Safety and crime prevention

Relative to MARKYT® Industry Standards

- Value for money from rates
- Belmont City Centre development & activation
- Youth services and facilities
- Road maintenance

Priorities



Community safety and crime prevention



Lighting of streets and public places



Sustainable practices and climate change



Streetscapes, trees and verges



Seniors' services and care



Festivals, events, art and cultural activities



Responsible growth and development

Approach

Purpose



Department of
**Local Government, Sport
and Cultural Industries**

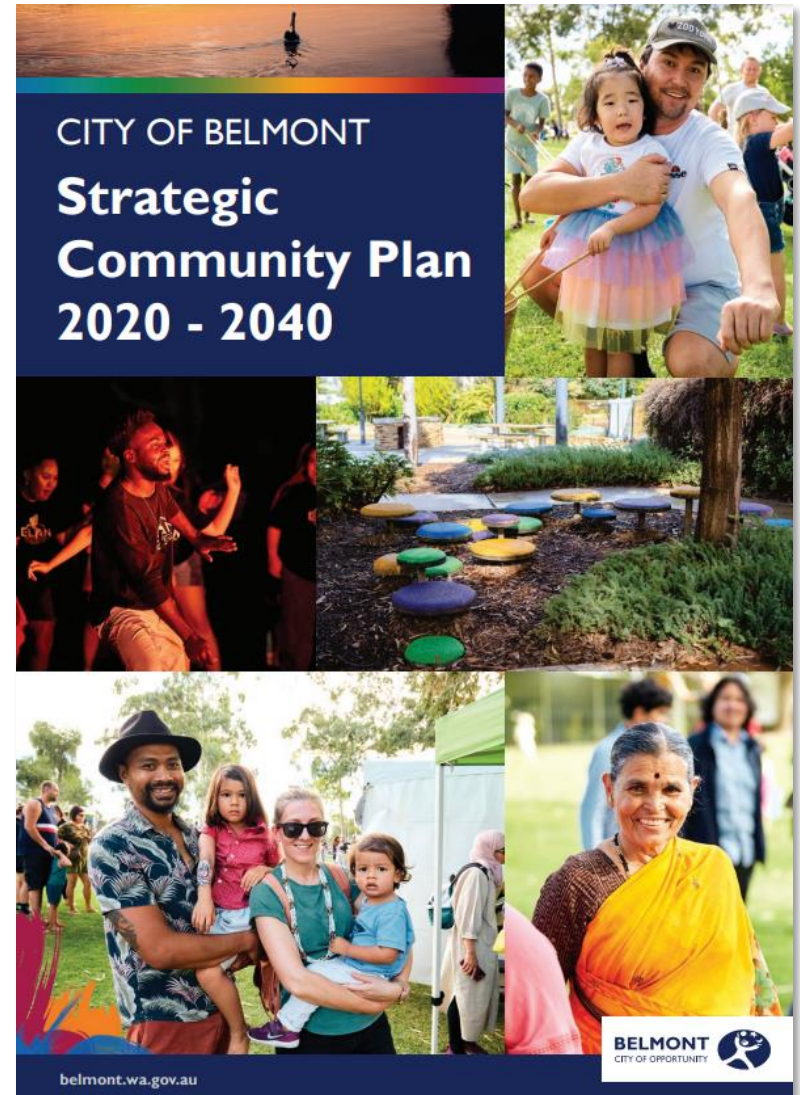
GOVERNMENT OF
WESTERN AUSTRALIA

DLGSC's Integrated Planning and Reporting Framework requires local councils to review the **Strategic Community Plan** at least once every two years.

MARKYT Community Scorecard

The City of Belmont commissioned a MARKYT® Community Scorecard to:

- Support a review of the Strategic Community Plan (SCP)
- Assess performance against objectives and key performance indicators (KPIs) in the SCP
- Determine community priorities
- Benchmark performance



The Study

The City of Belmont commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecard invitations were sent to 8,000 randomly selected households; 2,000 by mail and 6,000 by email. The City provided supporting promotions through its communication channels.



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The scorecard was open from 5 September to 3 October 2022 and was completed by **901 community members** with various connections to the City:

Local resident	Out of area ratepayer / visitor	Elected Member / Employee
844	49	11

Overall, 574 residents had been randomly selected and 270 opted in from the general population. As responses were comparable between the random and opt in sample, the main body of this report shows responses from all resident respondents. Results from other community groups are reported separately at the end of this report.

Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of resident respondents (weighted)

Home tenure	Home owner	76
	Renting / other	21
	No response	3
Location	Ascot / Ascot Waters	7
	Belmont	19
	Cloverdale	23
	Kewdale	16
	Redcliffe	13
	Rivervale / The Springs	21
	Other	<1
Gender	No response	<1
	Male	49
	Female	48
	Non-binary	<1
	I use a different term	<1
	Answered together	<1
Respondent age	No response	2
	14-34	38
	35-49	25
	50-64	19
	65+	17
Have child aged:	0-4 years	11
	5-11 years	14
	12-17 years	12
	18+ years	9
	No children at home	47
	No response	19
Cultural representation	Disability	9
	First Nations	3
	LOTE	12
	None of these	58
	No response	19



LOTE: Language other than English

MARKYT Benchmarks | participating councils

CATALYSE® has conducted studies across Australia. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.



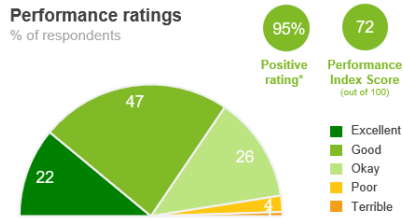
How to read MARKYT® performance dashboards

Performance Ratings

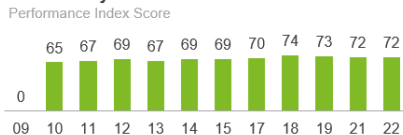
The chart shows community perceptions of performance on a five point scale from excellent to terrible.

Positive rating

Is the percentage of respondents who provided a rating of okay, good or excellent.



Trend Analysis



MARKYT® Industry Standards



Council Score is the Council's performance index score.

Industry High is the highest score achieved by participating councils.

Industry Average is the average score among participating.

The Performance Index Score is a weighted score out of 100.

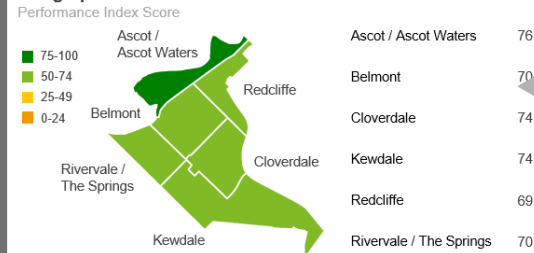
Score

100
75
50
25
0

Average Rating

Excellent
Good
Okay
Poor
Terrible

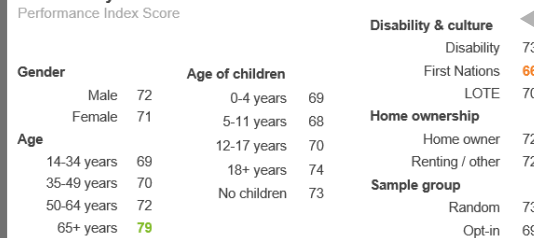
Geographical variances



Geographical variances

Maps variances across the region by location.

Community variances



Community variances

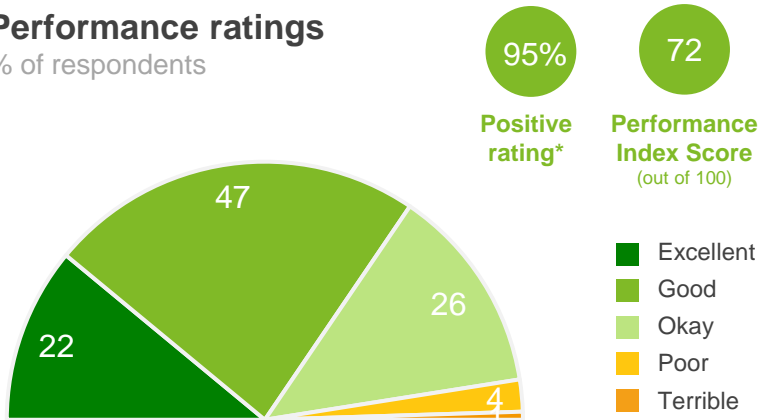
Shows how performance ratings vary across the community by key demographics.

Overall Performance

Place to live

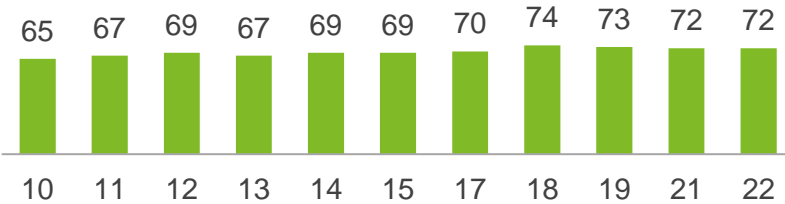
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

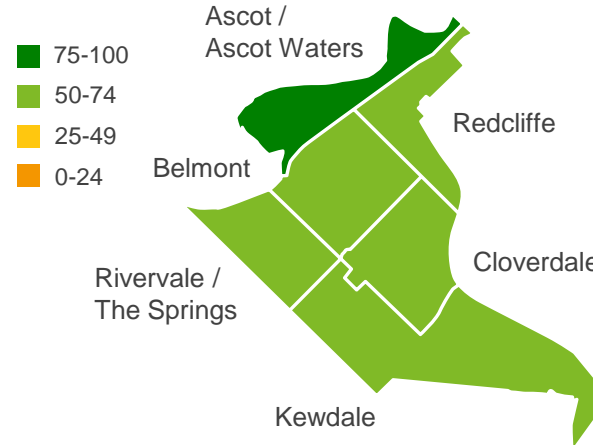
Performance Index Score



City of Belmont	72
Industry High	90
Industry Average	76

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	76
Belmont	70
Cloverdale	74
Kewdale	74
Redcliffe	69
Rivervale / The Springs	70

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 72	0-4 years 69	Disability 73
Female 71	5-11 years 68	First Nations 66
Age	12-17 years 70	LOTE 70
14-34 years 69	18+ years 74	Home ownership
35-49 years 70	No children 73	Home owner 72
50-64 years 72		Renting / other 72
65+ years 79		

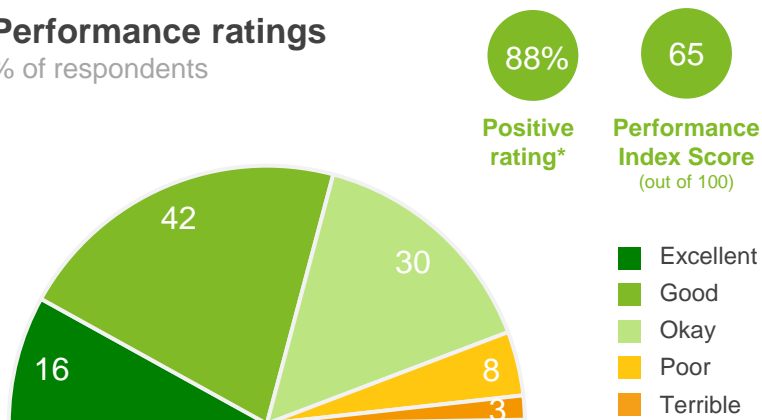
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 831). * Positive Rating = excellent, good + okay.

Governing organisation

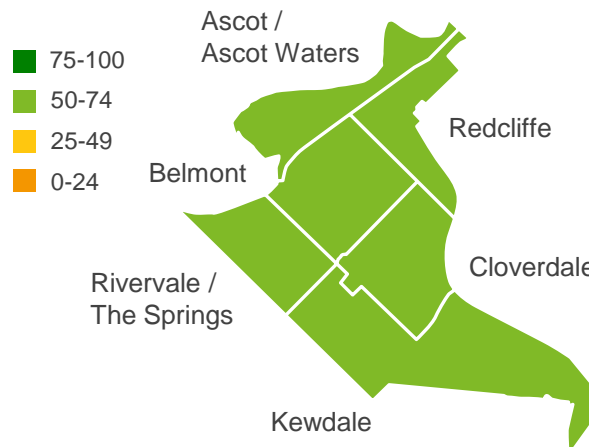
Performance ratings

% of respondents



Geographical variances

Performance Index Score

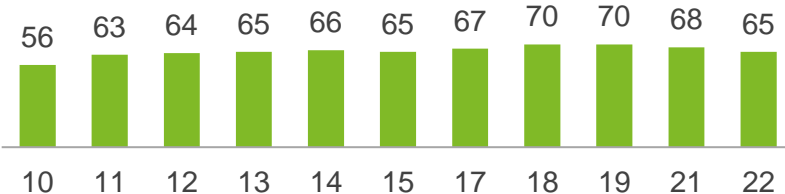


Location

Ascot / Ascot Waters	64
Belmont	62
Cloverdale	68
Kewdale	67
Redcliffe	65
Rivervale / The Springs	64

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	65
Industry High	67
Industry Average	53

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 63	0-4 years 63	Disability 65
Female 67	5-11 years 65	First Nations 58
	12-17 years 62	LOTE 64
Age	18+ years 65	Home ownership
14-34 years 63	No children 66	Home owner 65
35-49 years 65		Renting / other 67
50-64 years 63		
65+ years 72		

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 805). * Positive Rating = excellent, good + okay.

MARKYT  industry comparisons

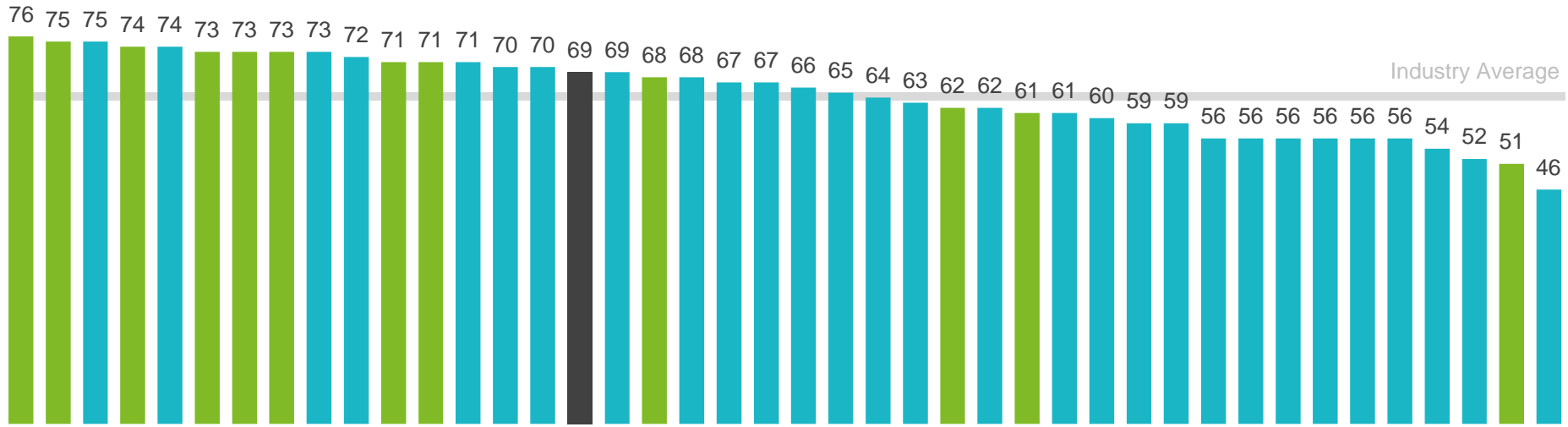
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Belmont as a 'place to live' and as a 'governing organisation'. The City of Belmont's overall performance index score is 69 out of 100, 4 index points above the industry standard.

Overall Performance Index Score

average of 'place to live' and 'governing organisation'

- City of Belmont
- Metropolitan Councils
- Regional Councils



MARKYT **Industry Standards**
Performance Index Score

City of Belmont	69
Industry High	76
Industry Average	65

How to read the MARKYT Benchmark Matrix

The MARKYT® Benchmark Matrix (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.

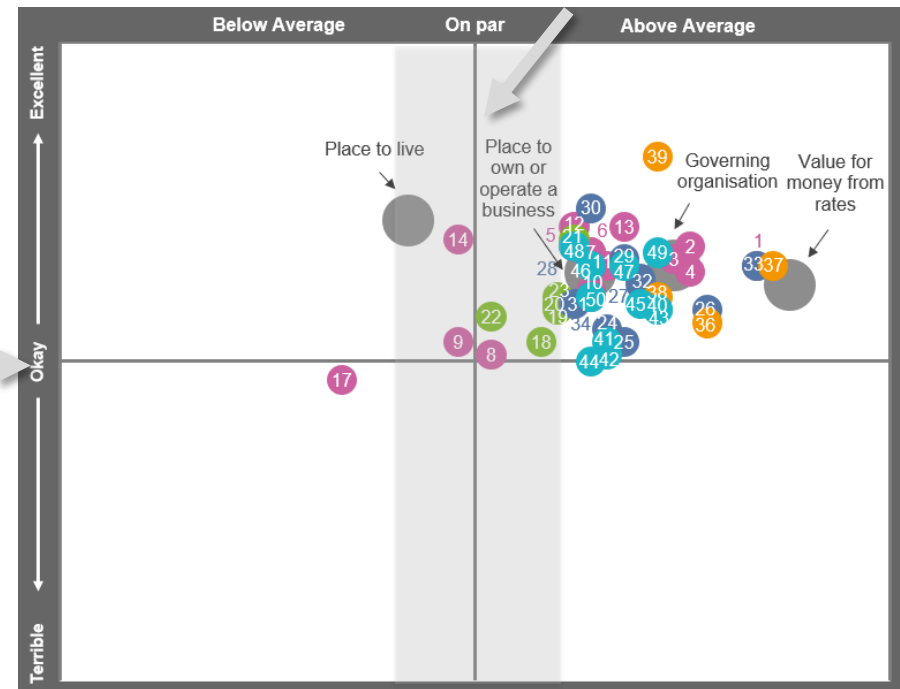
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT® Industry Average.

Services are grouped in five areas:

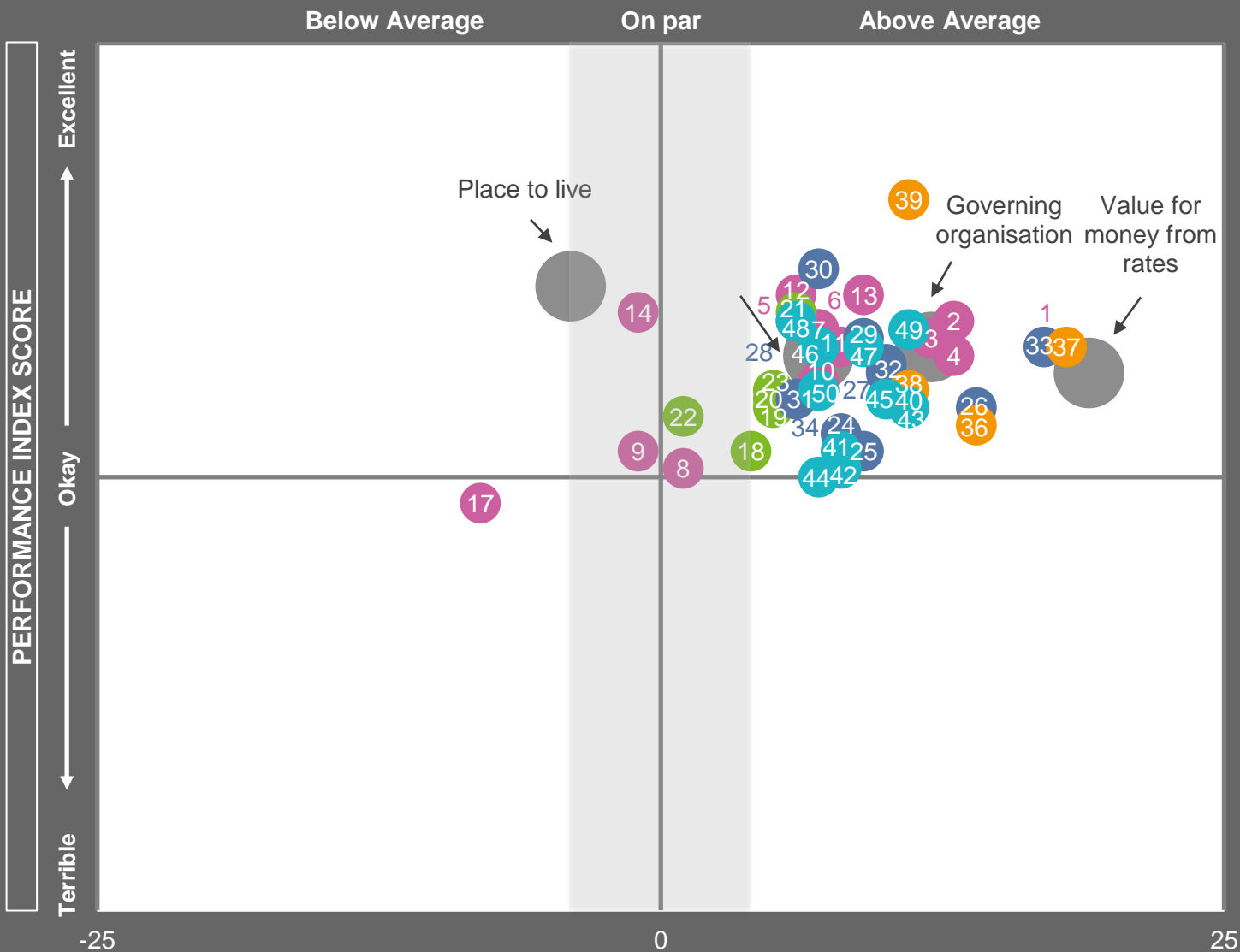
- People
- Place
- Planet
- Prosperity
- Performance

This line represents okay performance based on the MARKYT Performance Index Score. Higher performing service areas are placed above this line while lower performing areas are below it.



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



- 1 Youth services and facilities
- 2 Family and children's services
- 3 Seniors services and care
- 4 Disability access and inclusion
- 5 Aboriginal recognition
- 6 Multiculturalism
- 7 Volunteer recognition and support
- 8 Safety and crime prevention
- 9 Lighting
- 10 Animal management
- 11 Health and community services
- 12 Sport and recreation facilities
- 13 Festivals and events
- 14 Belmont Oasis Leisure Centre
- 15 Belmont Hub
- 16 Graffiti removal services
- 17 Vandalism & anti-social behaviour
- 18 Sustainable practices
- 19 Conservation
- 20 Swan River
- 21 Waste collection services
- 22 Noise, pollution, food etc
- 23 Natural disaster management
- 24 Growth and development
- 25 Planning approvals
- 26 Building approvals
- 27 Housing
- 28 Local history and heritage
- 29 Community buildings
- 30 Playgrounds, parks & reserves
- 31 Streetscapes, trees and verges
- 32 Footpaths, trails and cycleways
- 33 Road maintenance
- 34 Traffic management
- 35 Info on walking, cycling etc
- 36 Economic development
- 37 Belmont City Centre
- 38 Education and training
- 39 Library services
- 40 Council's leadership
- 41 Advocacy and lobbying
- 42 Consultation
- 43 Communication
- 44 Openness and transparency
- 45 Change, innovation & technology
- 46 Customer service
- 47 City's website
- 48 Belmont Bulletin
- 49 Be-News - email newsletter
- 50 Social media presence
- 51 Access to City services online

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.

MARKYT  community trends

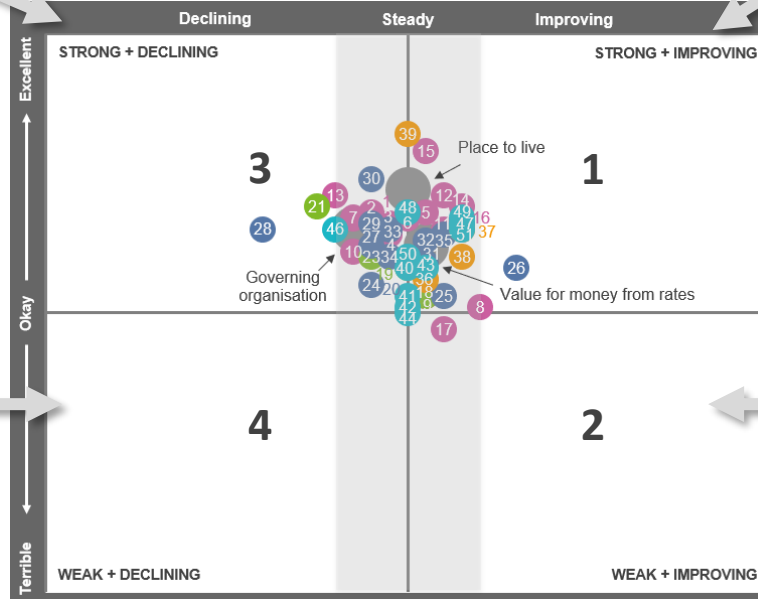
The MARKYT® Community Trends Window shows trends in performance since the previous study.

Window 3 includes higher performing services in decline. **Arrest decline** for:

- Local history and heritage
- Waste collection services
- Customer service
- Festivals and events

Window 4 includes lower performing areas in decline.

- There are no services in this window.



Window 1 includes higher performing areas that have improved, such as:

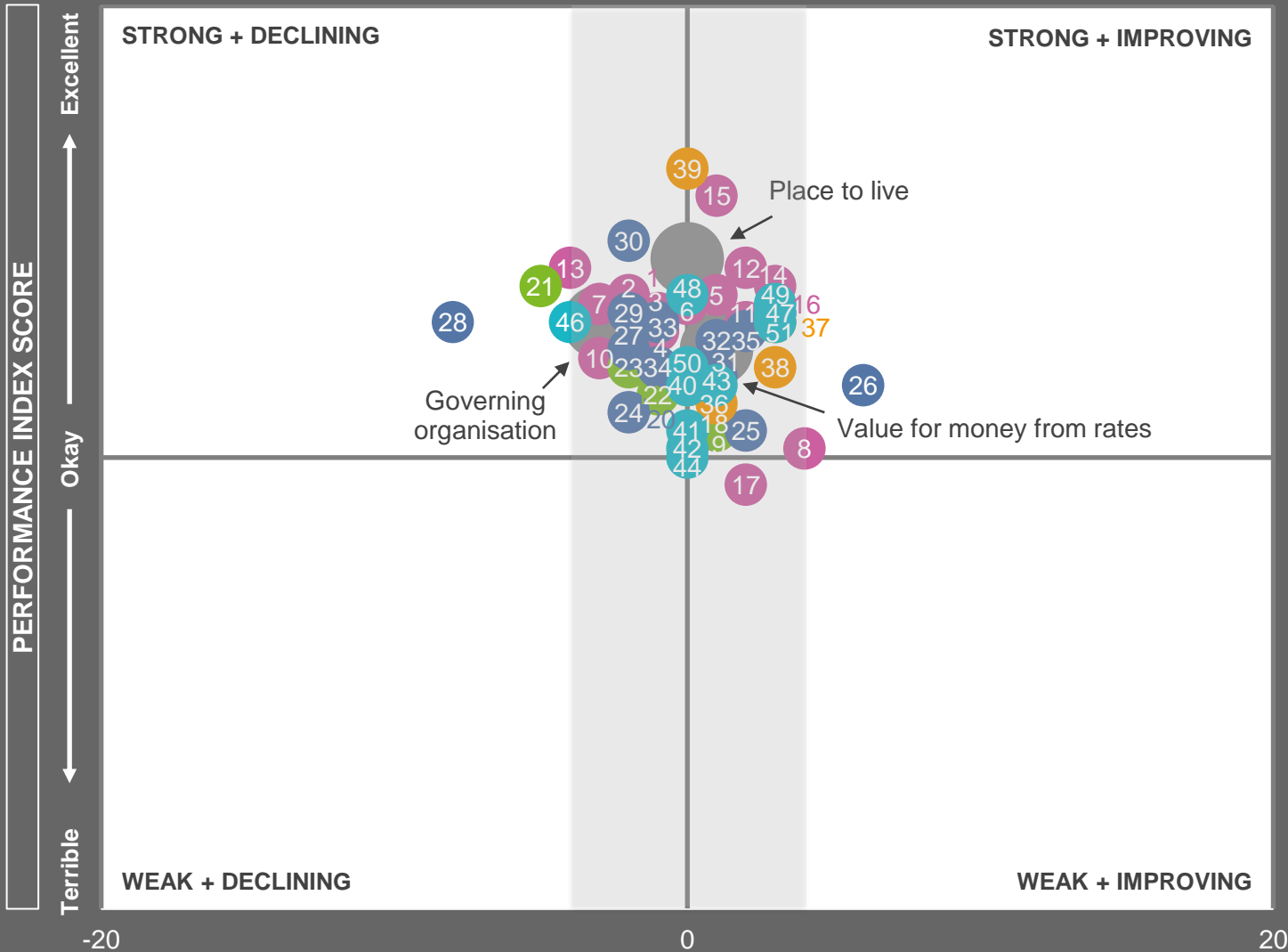
- Building approvals
- Community safety and crime prevention

Window 2 includes lower performing areas that are improving. **Celebrate progress** and continue to work on areas such as:

- Vandalism and anti social behaviour

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2021)



- 1 Youth services and facilities
- 2 Family and children's services
- 3 Seniors services and care
- 4 Disability access and inclusion
- 5 Aboriginal recognition
- 6 Multiculturalism
- 7 Volunteer recognition and support
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Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.

MARKYT  community priorities

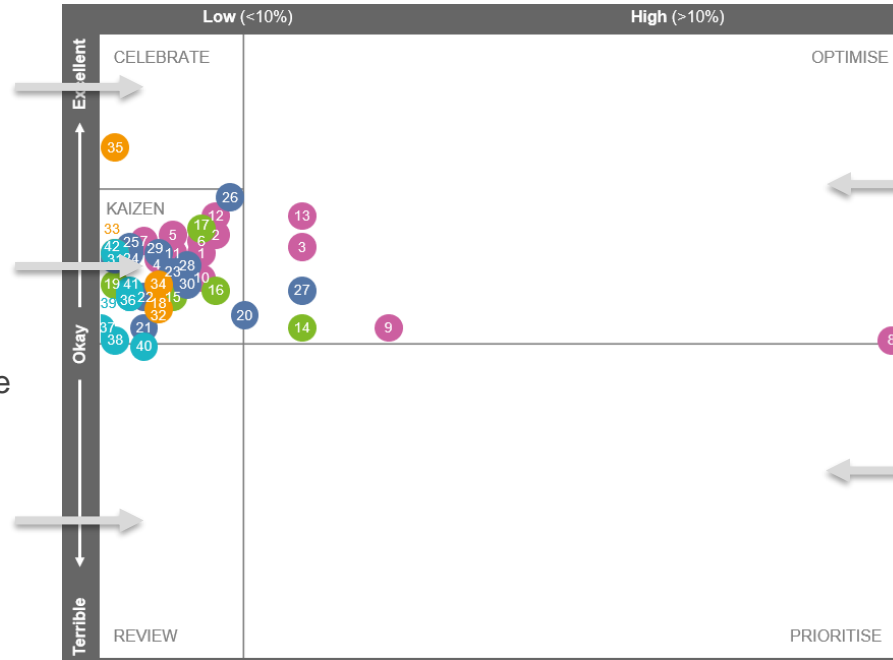
How to read the MARKYT Community Priorities

The MARKYT® Community Priorities chart maps priorities against performance in all service areas.

CELEBRATE the Shire's highest performing areas.

KAIZEN: consider ways to continuously improve services with average ratings between okay and good to strive for service excellence

REVIEW lower performing areas.



OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

PRIORITISE lower performing services where the community would like the Shire to focus its attention.

Services are grouped in five areas:

- People
- Place
- Planet
- Prosperity
- Performance

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

*Please note
55% of community members
rated community safety and
crime prevention as a priority*

- 1 Youth services and facilities
- 2 Family and children's services
- 3 Seniors services and care
- 4 Disability access and inclusion
- 5 Aboriginal recognition
- 6 Multiculturalism
- 7 Volunteer recognition
- 8 Safety and crime prevention
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- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Openness and transparency
- 41 Change, innovation & technology
- 42 Customer service

0 5 10 15 20 25 55

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 728)

Community Driven Actions

- Advocate for a **greater police presence** across the City of Belmont with more patrols, especially at night.
- Strengthen **Community Watch / Eyes on the Street** with more security patrols (especially at night), and greater powers and authority.
- Install **more CCTV cameras** in well known hot spots such as Belmont Forum, train stations and car parks.
- Provide **incentives** for home and business owners to install CCTV and security measures.
- Improve **lighting** in streets and public areas.
- Advocate for more housing and **support for the homeless** including addiction and mental health services.

Community Voices

“More police in the area on foot/bike/ horse. More “Eyes on the Street.”

“More police and other security people especially after dark and with quick response times.”

“More police on the streets at all hours of the day, criminals don’t sleep especially when on drugs. Community Watch patrols need to be increased to cope with demand and have a stronger presence.”

“We are still having too many issues with crime within the City of Belmont. I think the security patrols are good maybe then need to be stepped up a little. From what I can see the patrols just drive around and very rarely get out of the car.”

“More security patrols around the streets, especially around parks, public housing and Belmont Forum.”

“More Eyes on the Street with authority.”

“Improved security lighting and improved street lighting. Video / camera surveillance of street and parking areas to deter criminal behaviour.”

“More lighting and security cameras in known crime hotspots and dark areas.”

“It would be great to install video surveillance on the bus stops next to Belmont Forum and 8 Yolks Café. Install video surveillance and increase police presence next to Belmont Forum. I constantly get harassed by people in that area. Would be great if I could feel safe going to the shops and taking a bus.”

“More CCTV. Encourage Body Corporates to install security gates and CCTV.”

“Continue supporting residents to get cameras or other security items (eg bike ID)”

“Addressing issues such as homelessness and advocacy for homeless. Assistance with finding accommodation.”

“Look after homeless people in the city. Facilitate support for people with addiction and mental health problems.”

Community Driven Actions

- Advocate for **more lighting in residential areas**, especially in public places such as parks, ovals and bus stops.
- Install more lighting to **deter anti social behaviour and criminal activity**.
- Ensure existing **lighting is well maintained** (globes replaced, broken lights fixed, etc.)
- **Upgrade** to LED lighting, use brighter light bulbs, use more solar lighting.

Community Voices

“Brighter street lighting, especially at bus stops, would be beneficial, especially for the elderly. Would also stop anti-social behaviour.”

“Improve lighting coverage of dark/hidden/unlit/poorly lit areas along street parking and street verges.”

“Review of all minor street lighting. It’s terrible when the weather is bad, or it is dark.”

“Some parks, including Centenary park, do not have lights around the oval and through the back area. Many people walk here at night with little visibility.”

“Street lighting is terrible throughout the suburbs within the City of Belmont. We have beautiful parks but are let down by safe access to these areas after hours of light due to poor street lighting. This leads to less passive security of neighbourhoods as people are not active walking around during twilight.”

“It is so dark at night. I have to put car in full beam to drive home along some streets. I’d never walk around here at night, and it’s not even that late. 6 pm in winter!”

“Most of the streets have less lights. This is an invitation for the thieves. Especially in the winter, walking to bus stops is hard as less lights on streets. If you have good lighting, that will light up houses, too making it difficult for thieves to access the properties.”

“Upgrading bulbs so they radiate more light.”

“Lighting on pathways for resident safety at night. My suggestion is solar battery-operated sensor path lights. They may also deter criminal activity.”

“Use of brighter, low-consumption LED or similar streetlights throughout. Would reduce crime too.”

“Exchanging old streetlights with energy-efficient LED lighting along with increasing coverage.”

“Some streets do not have lights or dim lights. Invest in solar-powered verge lights.”

Community Driven Actions

1. Improve **recycling** facilities.
2. Introduce a **3-bin system** for the separation of green and organic waste.
3. Be more **environmentally aware** – improve urban canopy, leave more vegetation, plant more trees, encourage verge gardens, support native animals, improve tree density etc.
4. Advocate for greater production and consumption of **renewable energy** with solar battery grants, solar panels, windmills, rainwater tanks.
5. Encourage greater adoption of sustainable practices with **education, financial incentives, rebates** etc.
6. Facilitate greater adoption and use of **electric vehicles** with more EV charging points.

Community Voices

“Change the bin systems - stop talking about it and actually do it. Increase the recycling bin emptying to weekly, make the green bins smaller and change the green bins to fortnightly.”

“More complex bin system - greens. Information provided about recycling and local places to recycle items.”

“I see improvement in some streetscapes - but more greening/tree planting to provide shade throughout the city to help with temperature rising because of the concrete/asphalt jungle we have naively allowed to be created.”

“Encouraging more sustainable practices, offering workshops and incentives to help this. Make it sound interesting, fun, and interactive to involve the whole family.”

“Plant more trees, plant more trees, PLANT MORE TREES. And stop the destruction of the Swan river foreshore (especially at the Springs). Whenever there is a new high rise along the river, trees along the foreshore magically disappear or get “thinned.”

“Wastage is a huge problem. I don't feel recycling is greatly encouraged (there are not even recycling bins in the shopping centre!) We need to think about more innovative ways to reuse and reduce our impact.”

“Encouraging the use of sustainable solutions, letting verges grow wild or be used for home gardens. Creating connection and education so that the children love and respect the environment, which is clearly lacking in the school by the litter present.”

“Green waste/food scrap bins for composting and occasional open mulch and compost days for homeowners will help water usage. Continue the good work on treescapes, but the verges, which are 3m in the older areas, are an untapped resource for carbon sequestration (acknowledging it's a long payoff). What about some EV chargers at the forum, library or parks/community.”

“Council buildings and vehicles to be powered by renewable energy as soon as is practicable. Wherever possible, convert street lighting and any outdoor lighting to solar power.”

“Better rebates or assistance for efficiency with energy, water, growing your own food, compost.”

Community Driven Actions

- **Beautify streetscapes** and establish a shade canopy – plant more trees, shrubs and plants. When choosing trees consider mature trees, shade coverage, evergreens, colour, natives etc.
- Improve **verge maintenance** – regular tree pruning, weed and rubbish removal, grass cutting, etc.
- Provide **tighter controls in new developments** for the removal of trees and the provision of green open space.
- Advocate for **underground power**.

Community Voices

“Continue tree planting and greening all areas possible.”

“Greener, shadier trees to be planted on verges, not the ugly stick trees that will not provide adequate shade once grown.”

“The street trees in Orpington Street are scruffy, it would be preferable they had a pretty and colourful flowers and an evergreen foliage. Our tree is grey looking the foliage is uninteresting. It always looks dusty and downcast.”

“Only plant native plants - note Jacaranda trees are NOT native.”

“The verges need to be mowed to keep the weeds and wild oats in control. Most streets would be much improved if they were free of overgrown weeds. If that is the responsibility of owners then a system should be enforced to set up to make it happen.”

“More tree lopping and cleaning up verges that are left to become overgrown.”

“Verges to be maintained rubbish to be removed, strong encouragement for owners from council to get old cars and junk removal.”

“The current management seems to be hit and miss. Whilst some streets and verges seem to get an abundance of attention and regular maintenance, others are ignored and become ugly messy areas of overgrown grasses and weeds in winter and then dustbowls in summer.”

“We need to stop clearing blocks of all vegetation and keep large trees. Our tree canopy is very poor.”

“Requirement to preserve old trees during new development. A minimum requirement of one tree per X square meterage on residential, commercial premises and City land.”

“Sinking over-head powerlines and planting even more mature trees.”

“ Additionally, it is important for the streetscape to lobby the State Govt for funds to install below ground power as has recently been done in Carlisle. This also provides protection for mature street trees from being hacked back each year. This is also a saving to the environment and to ratepayers.”

Community Driven Actions

- Provide a **greater range of activities** for seniors to socialise and connect. Suggestions include social gatherings, entertainment, walking/swimming groups, gardening, technology classes, social dances, table tennis, arts, cycling etc.
- Advocate for more **affordable seniors housing, aged care facilities, and assisted, living-at-home** services
- Improve **communication** of activities and services available for seniors.
- Provide more **community transport** services for seniors.
- Improve **parking for seniors** at Belmont Shopping Centre to make shops and commercial services more accessible.

Community Voices

"Better access to services. More activities such as social gatherings - many are alone and feel isolated."

"I am unsure, but perhaps there should be more basic computer & technology classes for old folks."

"To do more for seniors and give them more facilities and more outdoor activities."

"Increased access to senior day programs in arts and hobbies to provide greater community connection. Introduction of pickle ball and walking basketball at the rec centre. Walking and cycling groups for seniors. Easier access to information on what is available for seniors... it's difficult to find information."

"More affordable housing for seniors to remain living in the area."

"Help cater for the ageing population who wish to stay at home as long as possible rather than move into aged care."

"Affordable accommodation for seniors."

"More information about how and what's available. How do you find the information."

"I would like to see this area improved with better communication of what's available for seniors and the help given."

"More transport options, e.g. minibus or taxi pickups for those still living in their own home."

"Suggest discounted or free garden and home maintenance by council staff for the elderly. Free shuttle service to Belmont Forum precinct."

"Make it easier for the elderly to park in shopping centre car parks. There are few opportunities to wheel a trolley over the kerbs, and returning trolleys to bays is full of hassles."

"Parking at Belmont shopping centre. Consideration for them while shopping."

Community Driven Actions

- Hold **more events** to encourage community connection and to bring visitors to the City. Suggestions include:
 - Food festivals
 - Outdoor pop-up markets
 - Farmers' markets
 - Live music
- Ensure activities and events cater to a **variety of demographic groups** including families, adults without children, seniors and different ethnic groups.
- **Support local artists** by providing more workshops at Belmont Hub and dedicated spaces for artists to work and exhibit.

Community Voices

"More activities to activate and connect the community."

"Farmers' market would be great, the swap meet looks tacky and doesn't draw tourists."

"Closing off roads and having food vans, entertainment and a gathering of local people a few times a year would be great."

"I'd love to see more pop-up markets, live music, family friendly events, etc. Key thing here is to keep prices affordable for businesses and patrons."

"You have services and events for youth, you have services and events for families with children, you have services and events for seniors. What about adults without kids? As a non-drinker there aren't really any community events or services that would enable me to meet other people my own age in the community"

"Activities for seniors eg bowling carnival, picnic or movies in the park etc that will engage the older generation with similar aged people."

"Having more cultural festivals that include: Melanesian countries, Polynesian countries, Micronesian countries, African countries, Torres Strait Islander etc and not just focusing on one. Cultural activities that could include learning about these countries etc."

"More like the arts activities run at the Hub - for adults outside of business hours."

"A festival of Belmont showcasing the achievements of local people and the changing nature of our community. A place for local artists to display their works and ideas."

"Develop a Belmont Open Studios program for artists living in the City of Belmont. Develop an artists' studios / arts centre for our City."

"As someone who hires spaces regularly, I feel the Council buildings are poorly managed and not well utilised. They are sub-par and in desperate need of upgrading when compared to the City of Vincent or Melville for example. Whilst the City hosts excellent festivals and youth services, arts opportunities are limited outside of these events."

Community Driven Actions

1. Advocate for **less high-density development** and ensure developers provide adequate infrastructure (in particular off-street **parking**)
2. Provide greater **infrastructure and amenities** where high density developments have been approved (e.g. schools, road access)
3. **Consult** all affected residents on new developments and listen to residents' concerns.
4. Provide **tighter controls in new developments** for the removal of trees and the provision of green open space.

Community Voices

“Reduce the amount of apartment buildings within the City of Belmont. If apartments have to be approved ensure that there is adequate onsite parking.”

“Stop building apartment blocks with insufficient off-street parking. Navigating down my street now is like playing dodgems between parked cars on the street and oncoming traffic. An accident is just waiting to happen. Enough infill!”

“Explosion of subdivisions with minimal growth of services and infrastructure to support population growth and congestion.”

“Refrain from subdividing blocks smaller than 500sqm. Blocks of less than 400sqm inevitably means that the area becomes overcrowded and puts more stress on local facilities and infrastructure.”

“The Springs house thousands of families but there are no shopping or other facilities in that area.”

“Stop 3-storey or more developments two storey maximum in existing residential areas. Protect existing residents' rights to reside in peace. Ask existing residents for their opinion on developments – and listen to their opinion!”

“Affected residents can feel rather powerless when facing a development application. I recently felt that my concerns were dismissed in favour of the developer.”

“Ensure all developments have plenty of trees on their property to prevent the concrete jungle that is evolving in this area. What used to be a beautiful leafy area is now an ugly concrete jungle”

“Considered planning with streetscapes either preserved or trees planted to soften the look of the buildings and provide a cooling environment.”

To see all community comments from the MARKYT® Community Scorecard, please see the City of Belmont MARKYT® VoiceBank.

The MARKYT® VoiceBank contains over **45,300** words with community ideas and suggestions.

Ideas are grouped into service areas across five pillars:

- People
- Place
- Planet
- Prosperity
- Performance

Councillors and employees at the City of Belmont may draw on specific suggestions in the MARKYT® VoiceBank to assist in the development of supporting strategies and plans to address community needs.



MARKYT VoiceBank

Question: **What major projects, changes or improvements are needed?**

Source: MARKYT® Community Scorecard | 2022

All responses are presented verbatim. Identifying information, and offensive or defamatory language, has been removed. Views expressed are solely those of respondents.

Prepared by:
CATALYSE® Pty Ltd

On behalf of:
City of Belmont

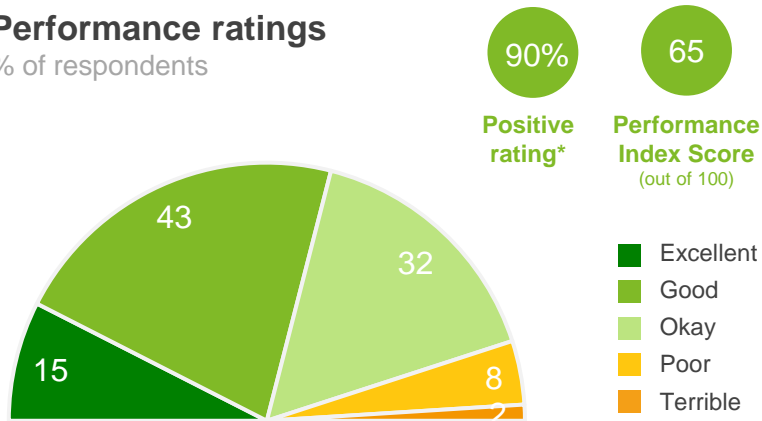
October 2022

People

Services and facilities for youth

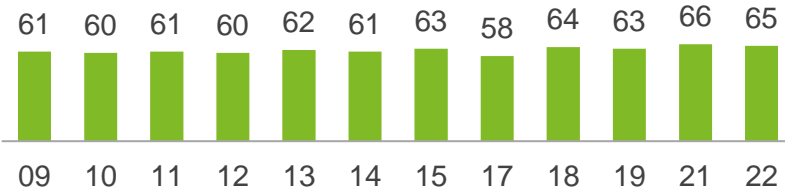
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

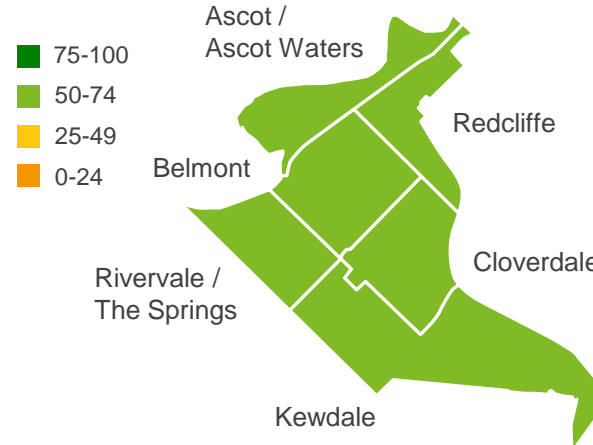
Performance Index Score



City of Belmont	65
Industry High	65
Industry Average	48

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	67
Belmont	66
Cloverdale	64
Kewdale	69
Redcliffe	67
Rivervale / The Springs	61

Community variances

Performance Index Score

Gender

Male	64
Female	65

Age of children

0-4 years	62
5-11 years	67
12-17 years	65
18+ years	66
No children	66

Disability & culture

Disability	67
First Nations	55
LOTE	63

Age

14-34 years	65
35-49 years	66
50-64 years	60
65+ years	70

Home ownership

Home owner	65
Renting / other	65

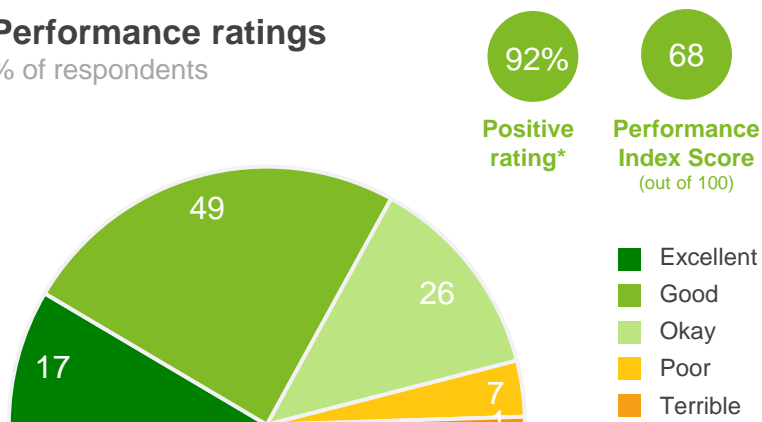
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 498). * Positive Rating = excellent, good + okay.

Services and facilities for families and children

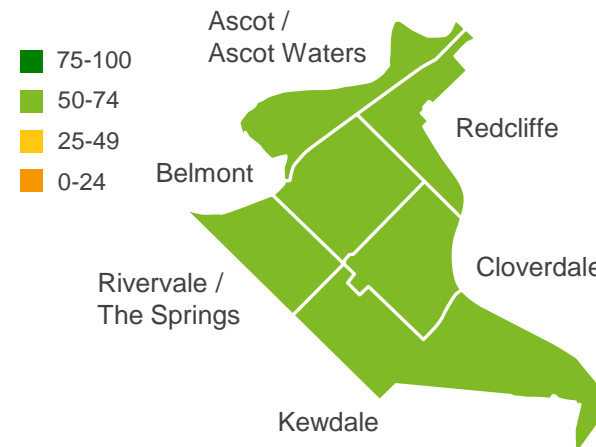
Performance ratings

% of respondents



Geographical variances

Performance Index Score

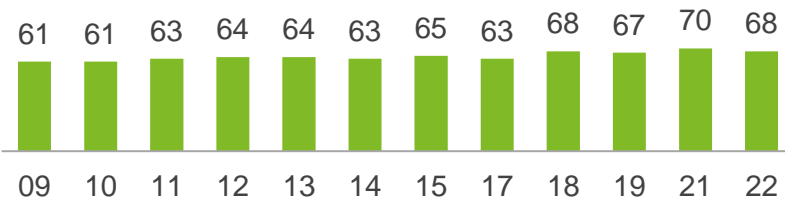


Location

Location	Performance Index Score
Ascot / Ascot Waters	63
Belmont	70
Cloverdale	69
Kewdale	71
Redcliffe	71
Rivervale / The Springs	64

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	68
Industry High	68
Industry Average	55

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

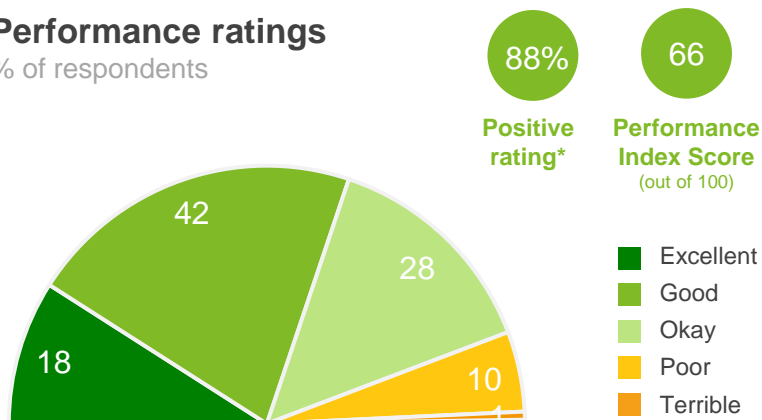
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 592). * Positive Rating = excellent, good + okay.

Services and care available for seniors

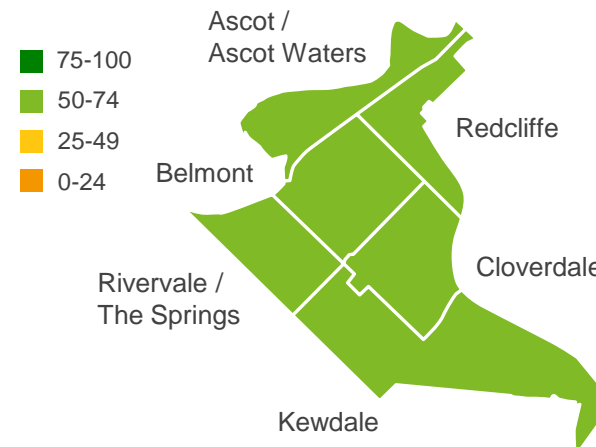
Performance ratings

% of respondents



Geographical variances

Performance Index Score

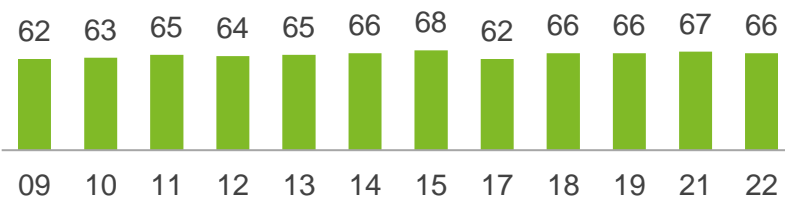


Location

Ascot / Ascot Waters	58
Belmont	68
Cloverdale	68
Kewdale	65
Redcliffe	70
Rivervale / The Springs	64

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	66
Industry High	67
Industry Average	54

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 65	0-4 years 64	Disability 67
Female 68	5-11 years 70	First Nations 68
	12-17 years 67	LOTE 67
	18+ years 67	
Age	No children 67	Home ownership
14-34 years 68		Home owner 65
35-49 years 69		Renting / other 69
50-64 years 60		
65+ years 68		

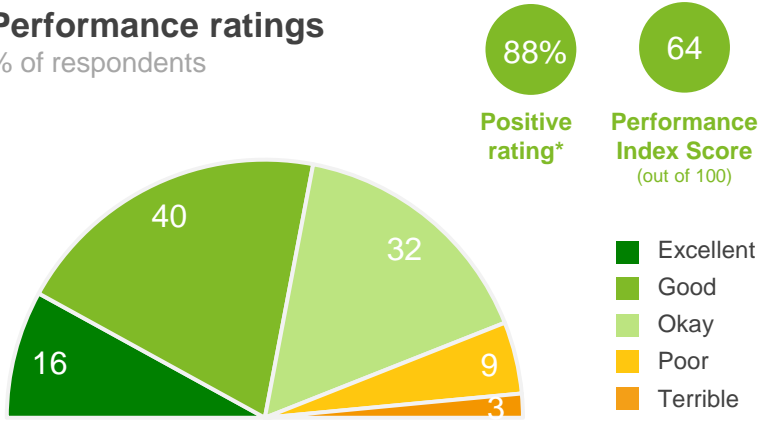
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 440). * Positive Rating = excellent, good + okay.

Disability access and inclusion

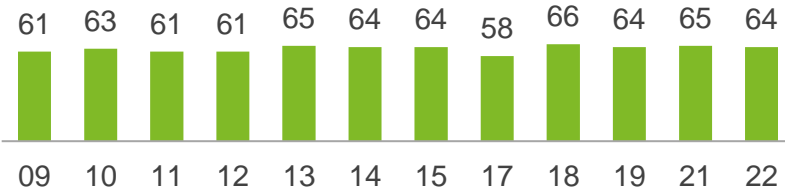
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	64
Industry High	64
Industry Average	51

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	59
Belmont	66
Cloverdale	63
Kewdale	68
Redcliffe	65
Rivervale / The Springs	62

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

65	61	61
63	67	63
64	64	63
63	61	67
66	65	63
59	65	67
69		

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 415). * Positive Rating = excellent, good + okay.

Recognition and respect for Aboriginal people, cultures and heritage

Performance ratings

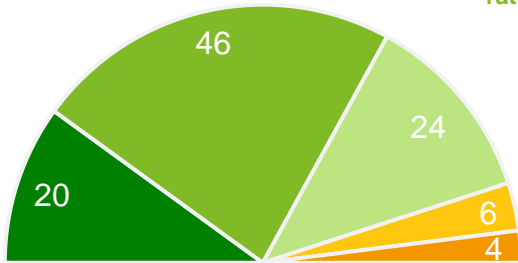
% of respondents

90%

Positive rating*

68

Performance Index Score (out of 100)

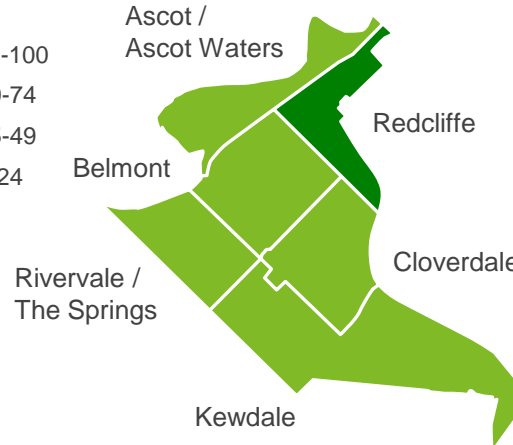


- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24



Location

Location	Performance Index Score
Ascot / Ascot Waters	65
Belmont	70
Cloverdale	64
Kewdale	63
Redcliffe	77
Rivervale / The Springs	70

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	68
Female	68

Age of children

0-4 years	70
5-11 years	73
12-17 years	68
18+ years	68
No children	67

Disability & culture

Disability	70
First Nations	56
LOTE	67

Age

14-34 years	67
35-49 years	70
50-64 years	65
65+ years	73

Home ownership

Home owner	68
Renting / other	66

MARKYT Industry Standards

Performance Index Score



City of Belmont	68
Industry High	72
Industry Average	62

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 522). * Positive Rating = excellent, good + okay.

Multiculturalism and racial harmony

Performance ratings

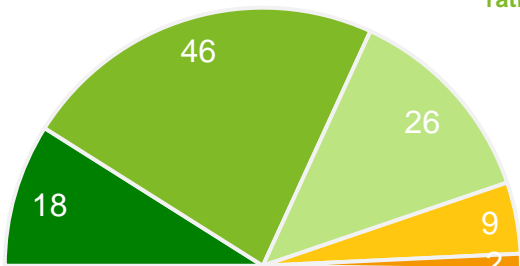
% of respondents

90%

Positive rating*

67

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24



Location

Location	Performance Index Score
Ascot / Ascot Waters	65
Belmont	67
Cloverdale	67
Kewdale	67
Redcliffe	68
Rivervale / The Springs	67

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	67
Female	67

Age of children

0-4 years	71
5-11 years	74
12-17 years	72
18+ years	72
No children	64

Disability & culture

Disability	70
First Nations	66
LOTE	63

Age

14-34 years	66
35-49 years	71
50-64 years	62
65+ years	68

Home ownership

Home owner	67
Renting / other	66

MARKYT Industry Standards

Performance Index Score



City of Belmont	67
Industry High	68
Industry Average	60

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 597). * Positive Rating = excellent, good + okay.

Volunteer recognition and support

Performance ratings

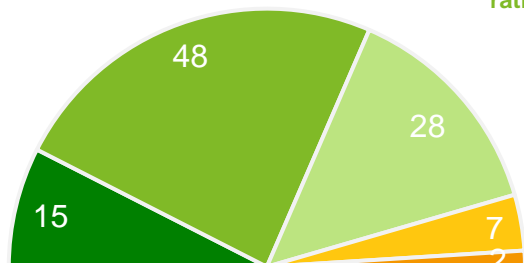
% of respondents

91%

Positive rating*

67

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24



Location

Location	Performance Index Score
Ascot / Ascot Waters	67
Belmont	67
Rivervale / The Springs	67
Redcliffe	66
Cloverdale	66
Kewdale	66

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	66
Female	67

Age of children

0-4 years	69
5-11 years	72
12-17 years	69
18+ years	71
No children	65

Disability & culture

Disability	66
First Nations	70
LOTE	65

Age

14-34 years	62
35-49 years	71
50-64 years	64
65+ years	71

Home ownership

Home owner	67
Renting / other	65

MARKYT Industry Standards

Performance Index Score



City of Belmont	67
Industry High	68
Industry Average	60

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 483). * Positive Rating = excellent, good + okay.

Community safety and crime prevention

Performance ratings

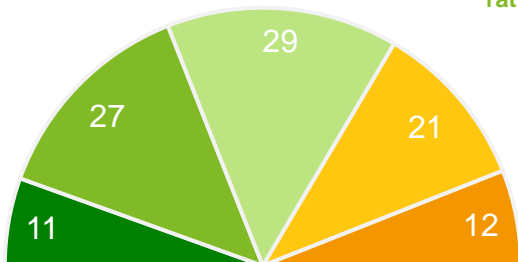
% of respondents

67%

Positive rating*

51

Performance Index Score (out of 100)

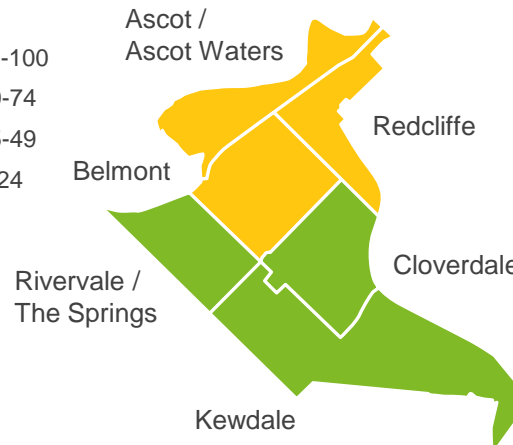


- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

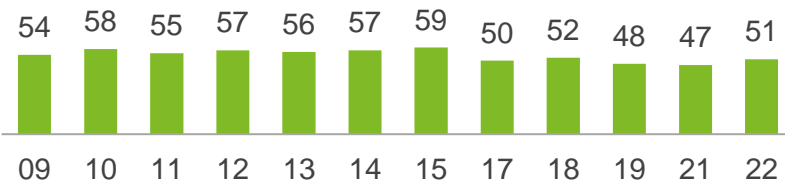


Location

Ascot / Ascot Waters	49
Belmont	48
Cloverdale	56
Kewdale	53
Redcliffe	46
Rivervale / The Springs	52

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	51
Female	52

Age of children

0-4 years	47
5-11 years	51
12-17 years	53
18+ years	55
No children	52

Disability & culture

Disability	51
First Nations	44
LOTE	54

Age

14-34 years	48
35-49 years	51
50-64 years	49
65+ years	62

Home ownership

Home owner	50
Renting / other	57

MARKYT Industry Standards

Performance Index Score



City of Belmont	51
Industry High	64
Industry Average	50

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 729). * Positive Rating = excellent, good + okay.

Control of vandalism and anti-social behaviour

Performance ratings

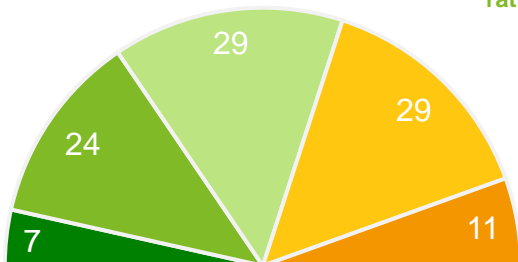
% of respondents

60%

Positive rating*

47

Performance Index Score (out of 100)

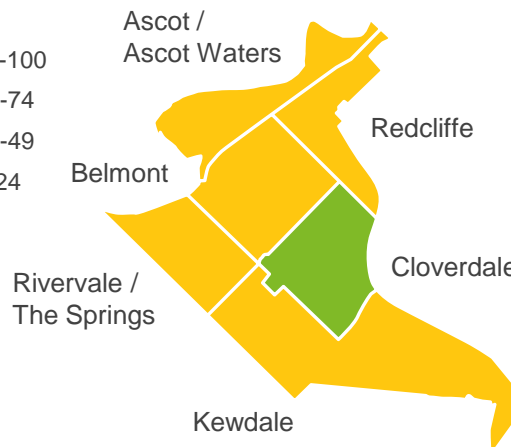


- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

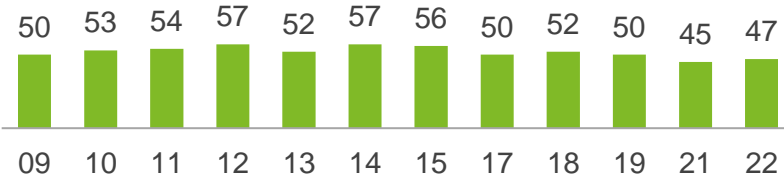


Location

Ascot / Ascot Waters	42
Belmont	48
Rivervale / The Springs	45
Redcliffe	42
Cloverdale	51
Kewdale	47

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	46
Female	48

Age of children

0-4 years	47
5-11 years	49
12-17 years	51
18+ years	46
No children	46

Disability & culture

Disability	44
First Nations	42
LOTE	52

Age

14-34 years	47
35-49 years	47
50-64 years	42
65+ years	52

Home ownership

Home owner	45
Renting / other	55

MARKYT Industry Standards

Performance Index Score



City of Belmont	47
Industry High	64
Industry Average	55

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 620). * Positive Rating = excellent, good + okay.

Graffiti removal services

Performance ratings

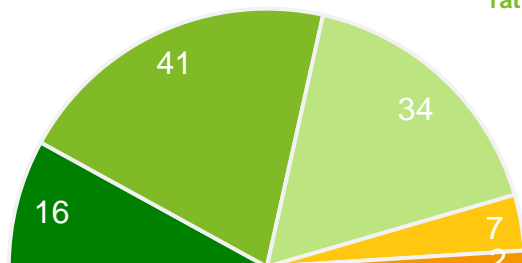
% of respondents

91%

Positive rating*

66

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

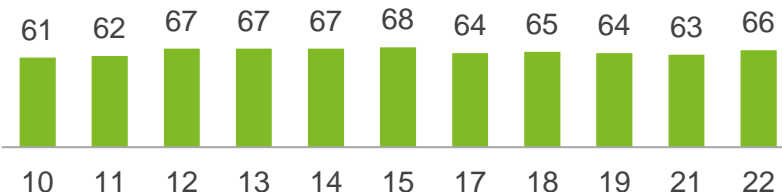


Location

Ascot / Ascot Waters	66
Belmont	70
Cloverdale	67
Kewdale	62
Redcliffe	61
Rivervale / The Springs	65

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	67
Female	65

Age of children

0-4 years	65
5-11 years	68
12-17 years	65
18+ years	67
No children	66

Disability & culture

Disability	64
First Nations	59
LOTE	61

Age

14-34 years	65
35-49 years	66
50-64 years	64
65+ years	70

Home ownership

Home owner	66
Renting / other	65

MARKYT Industry Standards

Performance Index Score



City of Belmont	66
Industry High	NA
Industry Average	NA

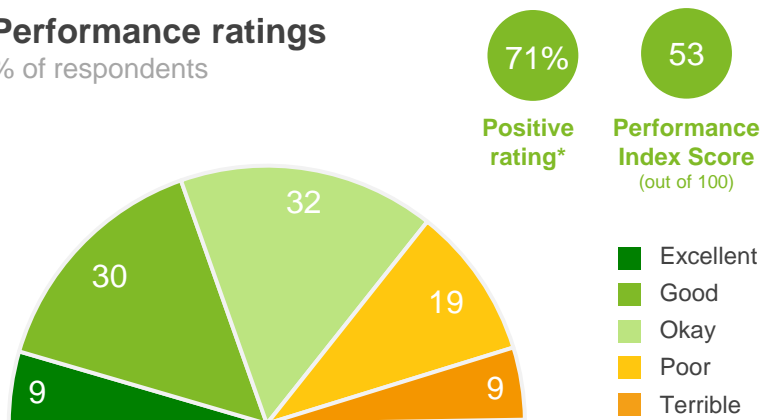
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 528). * Positive Rating = excellent, good + okay.

Lighting of streets and public places

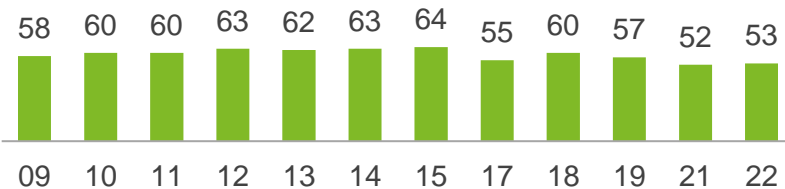
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

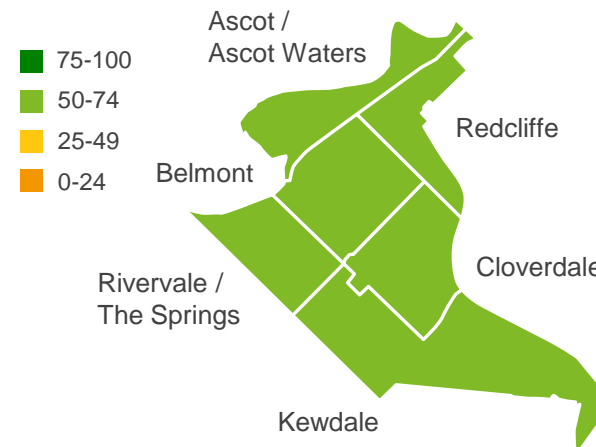
Performance Index Score



City of Belmont	53
Industry High	64
Industry Average	54

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	53
Belmont	52
Cloverdale	52
Kewdale	52
Redcliffe	52
Rivervale / The Springs	55

Community variances

Performance Index Score

Gender

Male	54
Female	51

Age of children

0-4 years	47
5-11 years	52
12-17 years	56
18+ years	63
No children	51

Disability & culture

Disability	51
First Nations	49
LOTE	53

Age

14-34 years	48
35-49 years	52
50-64 years	53
65+ years	64

Home ownership

Home owner	52
Renting / other	56

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 774). * Positive Rating = excellent, good + okay.

Animal management (dogs and cats)

Performance ratings

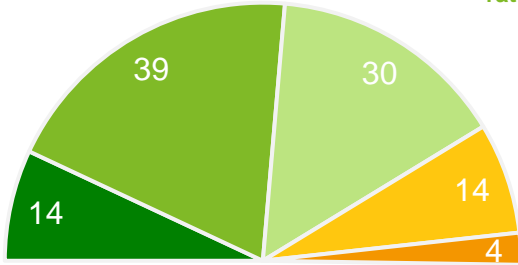
% of respondents

83%

61

Positive rating*

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

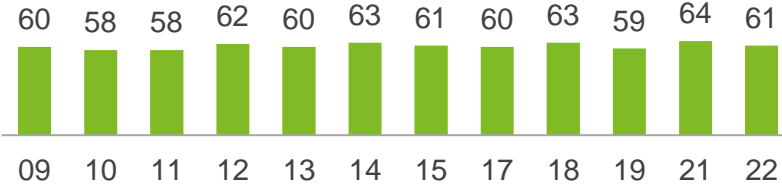


Location

Ascot / Ascot Waters	61
Belmont	62
Cloverdale	64
Kewdale	58
Redcliffe	60
Rivervale / The Springs	60

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	61
Female	61

Age of children

0-4 years	66
5-11 years	69
12-17 years	60
18+ years	66
No children	58

Disability & culture

Disability	62
First Nations	51
LOTE	61

Age

14-34 years	61
35-49 years	61
50-64 years	60
65+ years	62

Home ownership

Home owner	60
Renting / other	65

MARKYT Industry Standards

Performance Index Score



City of Belmont	61
Industry High	67
Industry Average	54

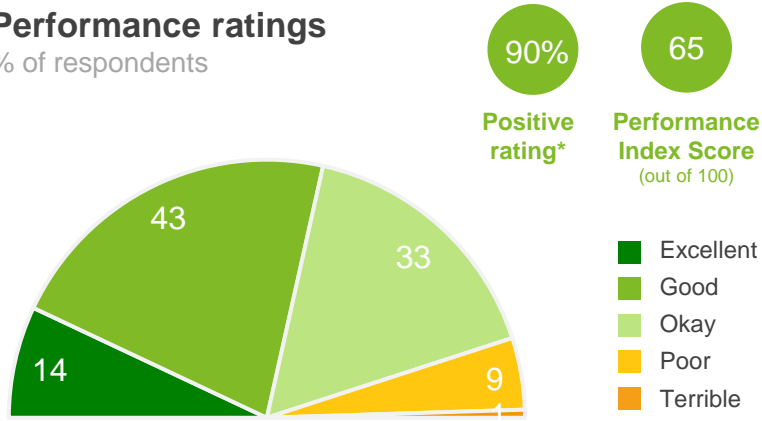
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 634). * Positive Rating = excellent, good + okay.

Access to health and community services

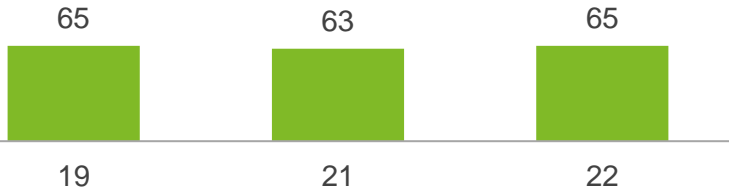
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

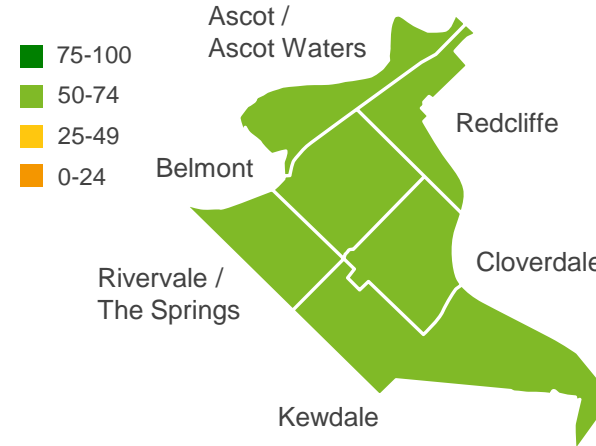
Performance Index Score



City of Belmont	65
Industry High	74
Industry Average	57

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	62
Belmont	66
Cloverdale	67
Kewdale	64
Redcliffe	65
Rivervale / The Springs	63

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 644). * Positive Rating = excellent, good + okay.

Sport and recreation facilities and services

Performance ratings

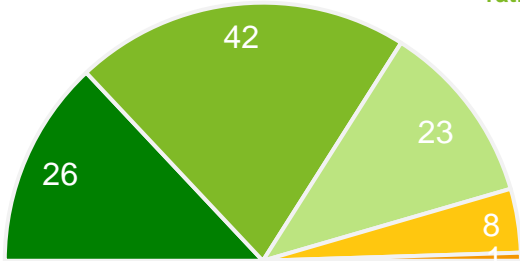
% of respondents

91%

Positive rating*

71

Performance Index Score (out of 100)

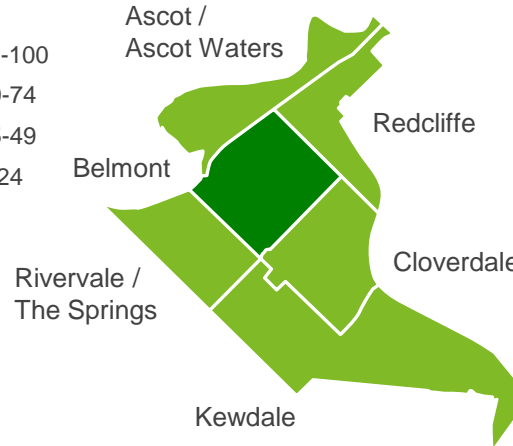


- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

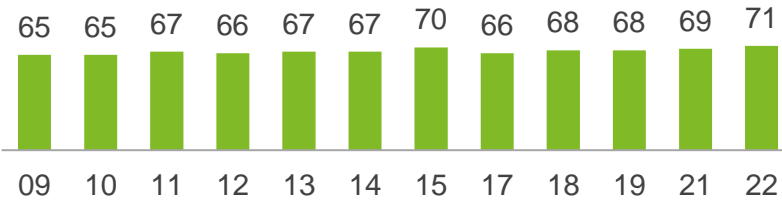


Location

Location	Performance Index Score
Ascot / Ascot Waters	68
Belmont	75
Cloverdale	73
Kewdale	70
Redcliffe	71
Rivervale / The Springs	67

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	71
Female	70

Age of children

0-4 years	69
5-11 years	70
12-17 years	69
18+ years	74
No children	72

Disability & culture

Disability	71
First Nations	70
LOTE	71

Age

14-34 years	71
35-49 years	66
50-64 years	70
65+ years	77

Home ownership

Home owner	70
Renting / other	74

MARKYT Industry Standards

Performance Index Score



City of Belmont	71
Industry High	81
Industry Average	65

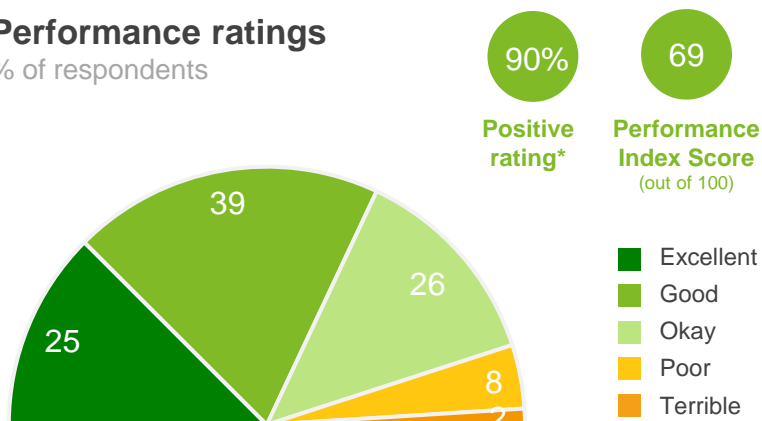
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 727). * Positive Rating = excellent, good + okay.

Belmont Oasis Leisure Centre

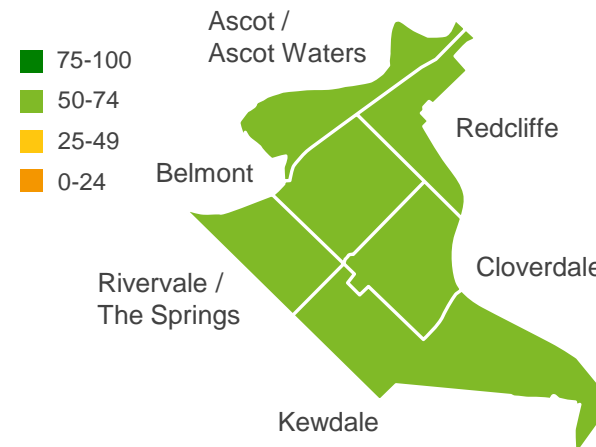
Performance ratings

% of respondents



Geographical variances

Performance Index Score

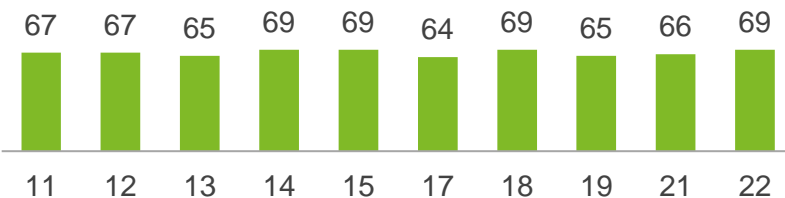


Location

Ascot / Ascot Waters	64
Belmont	71
Cloverdale	70
Kewdale	69
Redcliffe	71
Rivervale / The Springs	67

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	69
Industry High	83
Industry Average	70

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	71	0-4 years	69	Disability	63
Female	66	5-11 years	63	First Nations	60
Age		12-17 years	67	LOTE	70
14-34 years	71	18+ years	72	Home ownership	
35-49 years	65	No children	70	Home owner	68
50-64 years	65			Renting / other	73
65+ years	75				

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 585). * Positive Rating = excellent, good + okay.

Festivals, events, art and cultural activities

Performance ratings

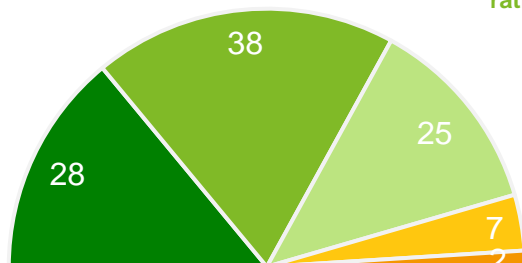
% of respondents

91%

Positive rating*

71

Performance Index Score (out of 100)



■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Geographical variances

Performance Index Score

■ 75-100
■ 50-74
■ 25-49
■ 0-24

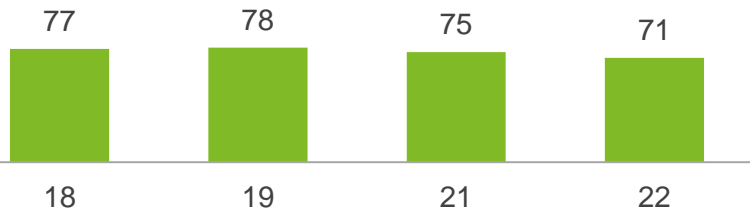


Location

Location	Performance Index Score
Ascot / Ascot Waters	71
Belmont	72
Cloverdale	70
Kewdale	70
Redcliffe	72
Rivervale / The Springs	72

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male 69
 Female 73

Age of children

0-4 years 69
 5-11 years 74
 12-17 years 71
 18+ years 75
 No children 71

Disability & culture

Disability 74
 First Nations 72
 LOTE 67

Age

14-34 years 67
 35-49 years 72
 50-64 years 72
 65+ years **78**

Home ownership

Home owner 72
 Renting / other 70

MARKYT Industry Standards

Performance Index Score



City of Belmont	71
Industry High	74
Industry Average	62

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 726). * Positive Rating = excellent, good + okay.

Belmont Hub

Performance ratings

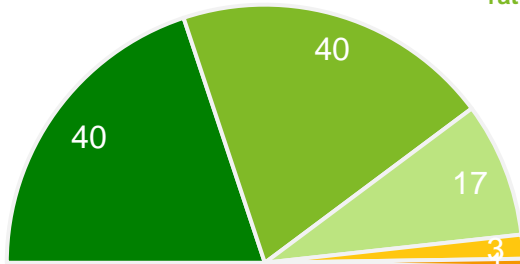
% of respondents

97%

Positive rating*

79

Performance Index Score (out of 100)

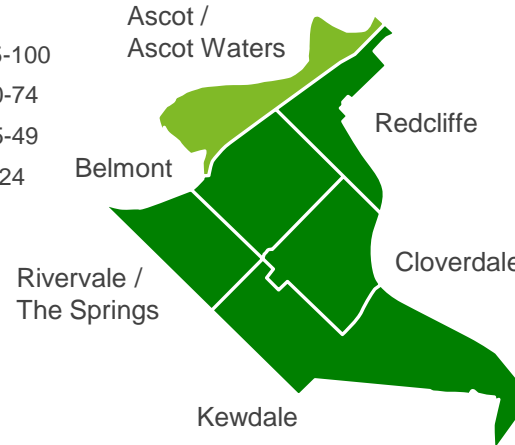


- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24



Location

Ascot / Ascot Waters	72
Belmont	82
Cloverdale	79
Kewdale	78
Redcliffe	78
Rivervale / The Springs	80

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	77
Female	82

Age of children

0-4 years	84
5-11 years	81
12-17 years	78
18+ years	75
No children	78

Disability & culture

Disability	79
First Nations	66
LOTE	81

Age

14-34 years	79
35-49 years	81
50-64 years	74
65+ years	81

Home ownership

Home owner	78
Renting / other	82

MARKYT Industry Standards

Performance Index Score



City of Belmont	79
Industry High	NA
Industry Average	NA

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 538). * Positive Rating = excellent, good + okay.

Planet

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

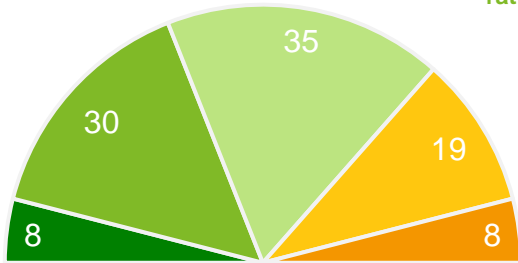
% of respondents

73%

53

Positive rating*

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24



Location

Ascot / Ascot Waters	45
Belmont	56
Cloverdale	53
Kewdale	50
Redcliffe	60
Rivervale / The Springs	50

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	54
Female	51

Age of children

0-4 years	52
5-11 years	54
12-17 years	55
18+ years	58
No children	49

Disability & culture

Disability	51
First Nations	53
LOTE	53

Age

14-34 years	51
35-49 years	52
50-64 years	53
65+ years	59

Home ownership

Home owner	51
Renting / other	58

MARKYT Industry Standards

Performance Index Score



City of Belmont	53
Industry High	68
Industry Average	49

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 541). * Positive Rating = excellent, good + okay.

Conservation and environmental management

Performance ratings

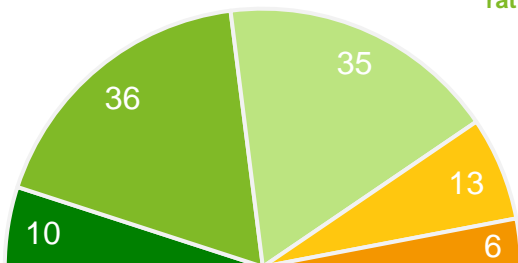
% of respondents

81%

Positive rating*

58

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

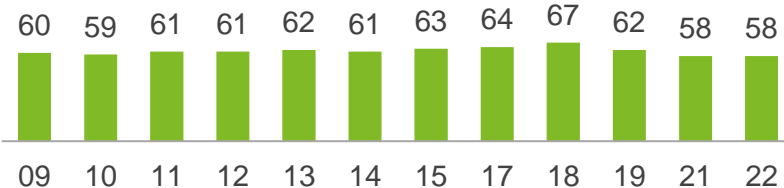


Location

Ascot / Ascot Waters	51
Belmont	61
Cloverdale	59
Kewdale	56
Redcliffe	62
Rivervale / The Springs	57

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	59
Female	56

Age of children

0-4 years	57
5-11 years	59
12-17 years	58
18+ years	63
No children	56

Disability & culture

Disability	59
First Nations	56
LOTE	57

Age

14-34 years	56
35-49 years	57
50-64 years	59
65+ years	64

Home ownership

Home owner	58
Renting / other	60

MARKYT Industry Standards

Performance Index Score



City of Belmont	58
Industry High	68
Industry Average	53

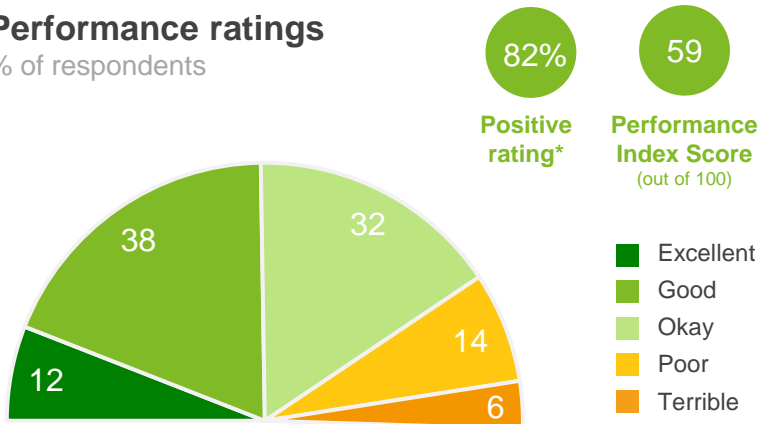
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 604). * Positive Rating = excellent, good + okay.

Efforts to maintain and enhance the Swan River (Derbarl Yerrigan)

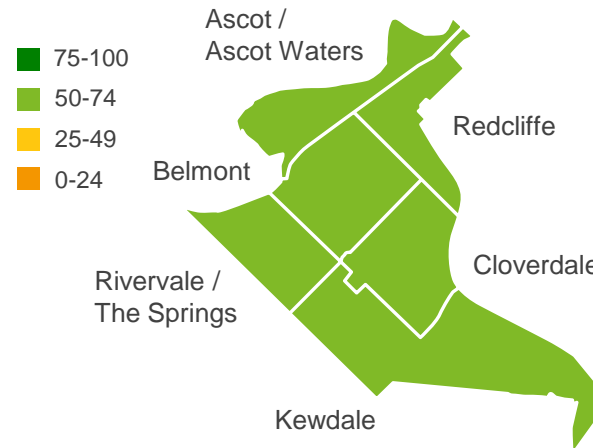
Performance ratings

% of respondents



Geographical variances

Performance Index Score

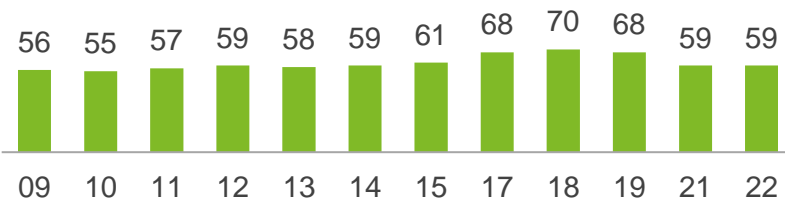


Location

Ascot / Ascot Waters	51
Belmont	62
Cloverdale	59
Kewdale	57
Redcliffe	64
Rivervale / The Springs	58

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	59
Industry High	68
Industry Average	54

Community variances

Performance Index Score

Gender

Male	58
Female	60

Age of children

0-4 years	60
5-11 years	64
12-17 years	64
18+ years	65
No children	56

Disability & culture

Disability	58
First Nations	60
LOTE	52

Age

14-34 years	54
35-49 years	60
50-64 years	60
65+ years	66

Home ownership

Home owner	60
Renting / other	57

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 534). * Positive Rating = excellent, good + okay.

Waste collection services

Performance ratings

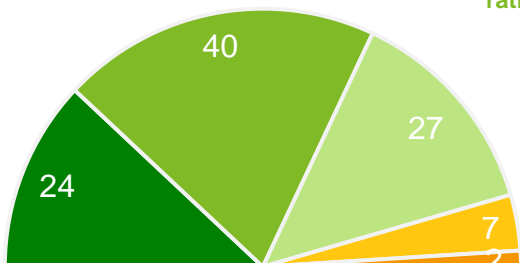
% of respondents

91%

Positive rating*

69

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

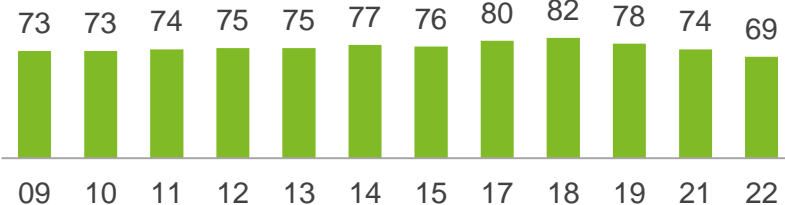


Location

Ascot / Ascot Waters	65
Belmont	70
Cloverdale	68
Kewdale	71
Redcliffe	73
Rivervale / The Springs	68

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 70	0-4 years 71	Disability 71
Female 68	5-11 years 68	First Nations 70
	12-17 years 65	LOTE 68
Age	18+ years 68	Home ownership
14-34 years 67	No children 70	Home owner 69
35-49 years 69		Renting / other 72
50-64 years 67		
65+ years 76		

MARKYT Industry Standards

Performance Index Score



City of Belmont	69
Industry High	77
Industry Average	63

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 749). * Positive Rating = excellent, good + okay.

Environmental health management

(noise, pollution, food inspections, etc)

Performance ratings

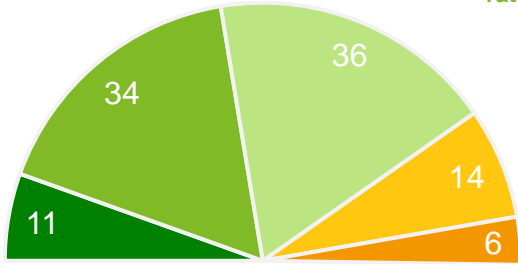
% of respondents

81%

Positive rating*

57

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

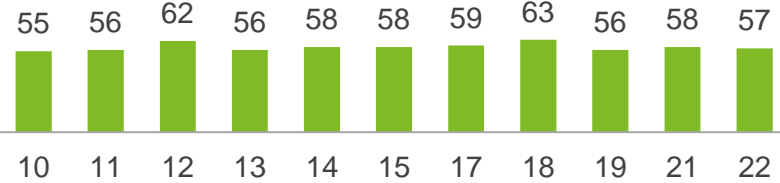


Location

Ascot / Ascot Waters	52
Belmont	59
Cloverdale	60
Kewdale	55
Redcliffe	55
Rivervale / The Springs	57

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	59
Female	55

Age of children

0-4 years	55
5-11 years	59
12-17 years	57
18+ years	63
No children	56

Disability & culture

Disability	51
First Nations	49
LOTE	61

Age

14-34 years	55
35-49 years	57
50-64 years	55
65+ years	65

Home ownership

Home owner	57
Renting / other	61

MARKYT Industry Standards

Performance Index Score



City of Belmont	57
Industry High	64
Industry Average	56

Q. How would you rate performance in the following areas?

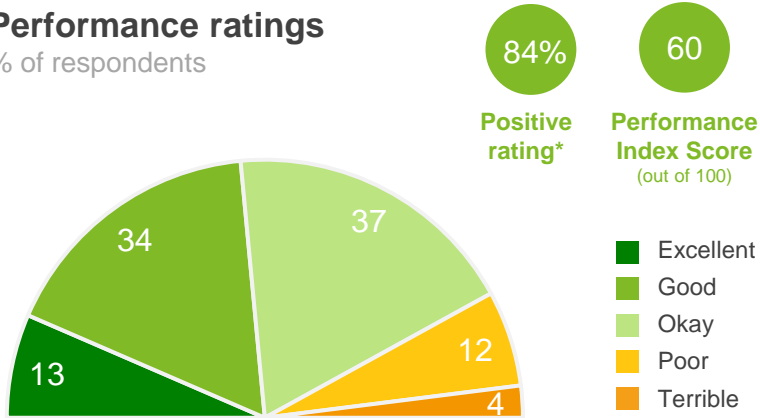
Base: All respondents, excludes 'unsure' and 'no response' (n = 532). * Positive Rating = excellent, good + okay.

Natural disaster management

(education, prevention and relief for fires, flooding, etc)

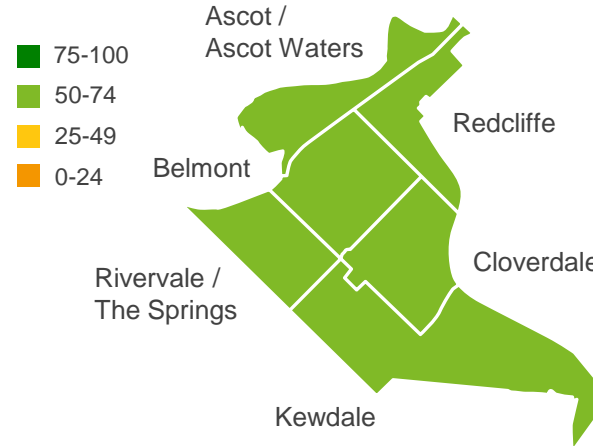
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	59
Belmont	65
Cloverdale	58
Kewdale	55
Redcliffe	66
Rivervale / The Springs	58

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture		
Male	61	0-4 years	63	Disability	56	
Female	58	5-11 years	67	First Nations	51	
Age		12-17 years	59	LOTE	66	
		18+ years	60	Home ownership		
14-34 years	59	No children	56	Home owner	60	
35-49 years	63	Renting / other				60
50-64 years	57					
65+ years	62					

MARKYT Industry Standards

Performance Index Score



City of Belmont	60
Industry High	69
Industry Average	55

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 378). * Positive Rating = excellent, good + okay.

Place

Managing responsible growth and development

Performance ratings

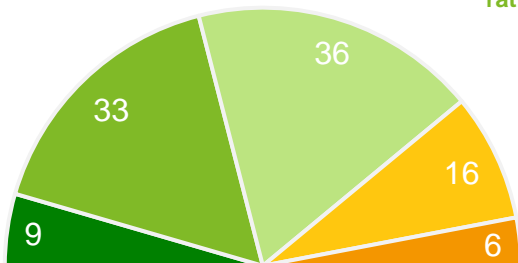
% of respondents

78%

Positive rating*

55

Performance Index Score (out of 100)

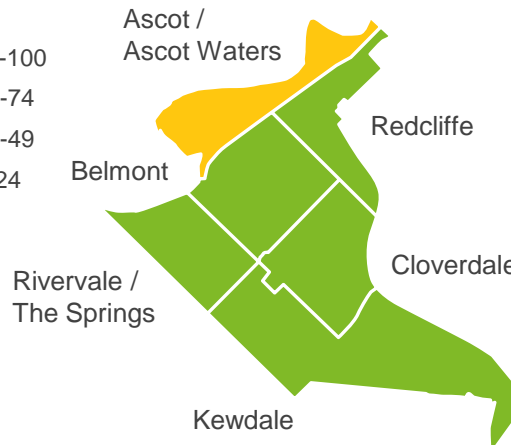


- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24



Location

Ascot / Ascot Waters	49
Belmont	57
Cloverdale	57
Kewdale	56
Redcliffe	58
Rivervale / The Springs	52

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	56
Female	54

Age of children

0-4 years	55
5-11 years	51
12-17 years	58
18+ years	54
No children	55

Disability & culture

Disability	54
First Nations	51
LOTE	58

Age

14-34 years	59
35-49 years	52
50-64 years	49
65+ years	61

Home ownership

Home owner	54
Renting / other	62

MARKYT Industry Standards

Performance Index Score



City of Belmont	55
Industry High	58
Industry Average	47

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 558). * Positive Rating = excellent, good + okay.

Planning approvals

to develop or change the use of land

Performance ratings

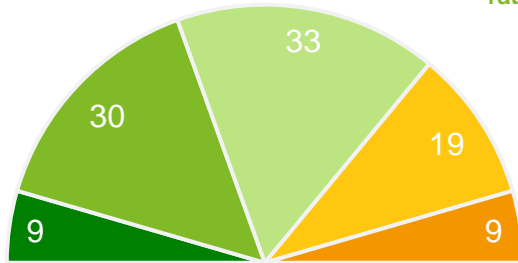
% of respondents

72%

Positive rating*

53

Performance Index Score (out of 100)

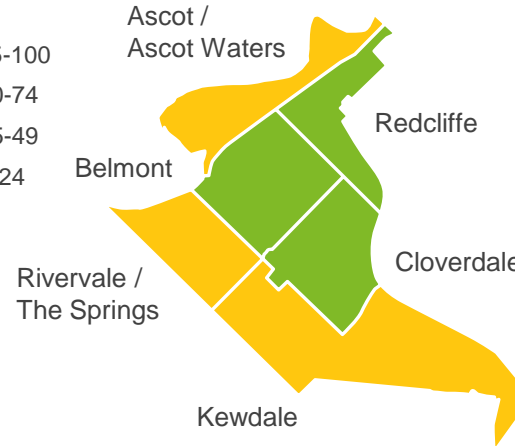


- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

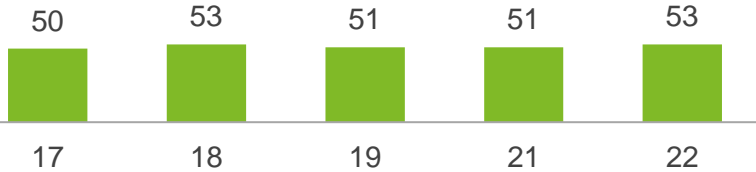


Location

Ascot / Ascot Waters	39
Belmont	57
Cloverdale	57
Kewdale	49
Redcliffe	58
Rivervale / The Springs	48

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	54
Female	51

Age of children

0-4 years	50
5-11 years	50
12-17 years	54
18+ years	50
No children	52

Disability & culture

Disability	50
First Nations	44
LOTE	61

Age

14-34 years	60
35-49 years	50
50-64 years	46
65+ years	51

Home ownership

Home owner	51
Renting / other	63

MARKYT Industry Standards

Performance Index Score



City of Belmont 53

Industry High 59

Planning and building approvals

Industry Average 44

Planning and building approvals

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 467). * Positive Rating = excellent, good + okay.

Building approvals

for buildings, sheds, carports, fences, pools, demolitions, etc

Performance ratings

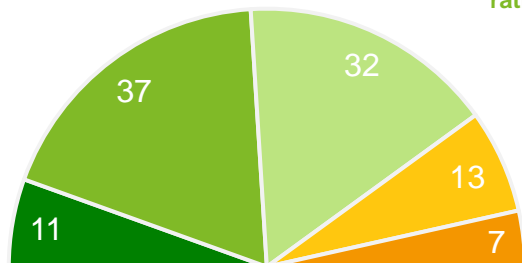
% of respondents

80%

58

Positive rating*

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

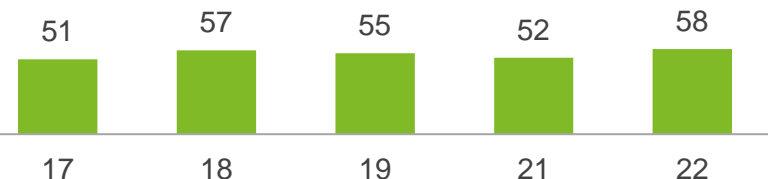


Location

Ascot / Ascot Waters	49
Belmont	61
Cloverdale	61
Kewdale	54
Redcliffe	63
Rivervale / The Springs	54

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	57
Female	58

Age of children

0-4 years	51
5-11 years	57
12-17 years	54
18+ years	57
No children	58

Disability & culture

Disability	52
First Nations	40
LOTE	61

Age

14-34 years	62
35-49 years	54
50-64 years	58
65+ years	58

Home ownership

Home owner	57
Renting / other	65

MARKYT Industry Standards

Performance Index Score



City of Belmont 58

Industry High 59

Planning and building approvals

Industry Average 44

Planning and building approvals

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 431). * Positive Rating = excellent, good + okay.

Access to housing that meets your needs

Performance ratings

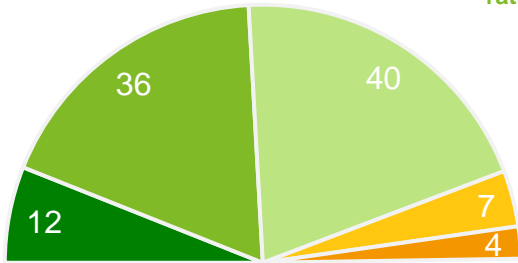
% of respondents

88%

Positive rating*

62

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

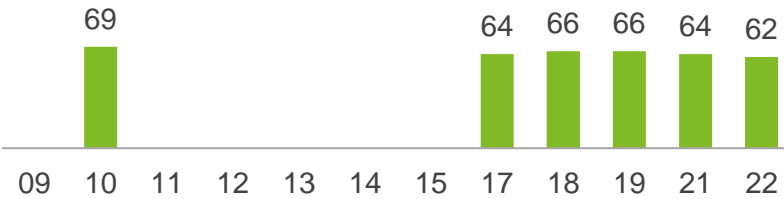


Location

Location	Performance Index Score
Ascot / Ascot Waters	60
Belmont	62
Cloverdale	64
Kewdale	58
Redcliffe	64
Rivervale / The Springs	59

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	62
Female	60

Age of children

0-4 years	61
5-11 years	64
12-17 years	57
18+ years	60
No children	61

Disability & culture

Disability	58
First Nations	49
LOTE	63

Age

14-34 years	64
35-49 years	59
50-64 years	60
65+ years	62

Home ownership

Home owner	62
Renting / other	60

MARKYT Industry Standards

Performance Index Score



City of Belmont	62
Industry High	68
Industry Average	52

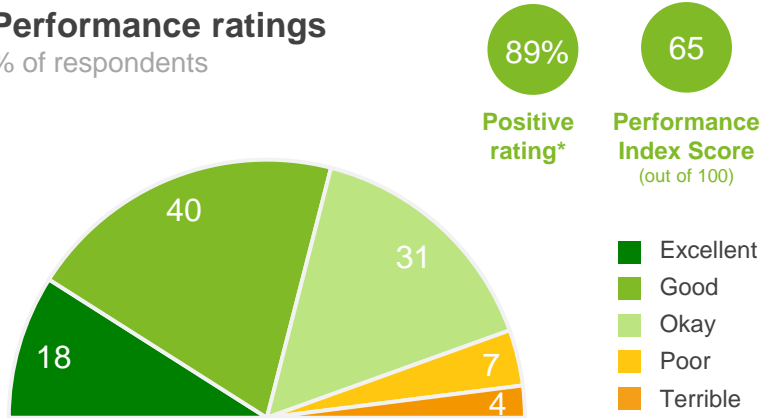
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 478). * Positive Rating = excellent, good + okay.

Preserving and promoting local history and heritage

Performance ratings

% of respondents



89%

Positive rating*

65

Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

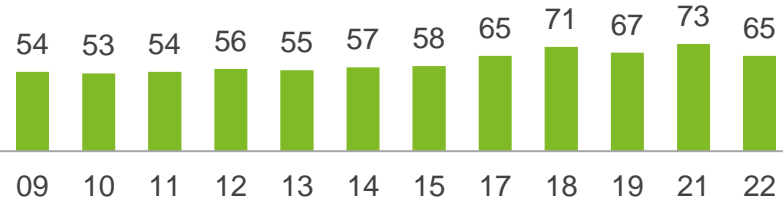


Location

Location	Performance Index Score
Ascot / Ascot Waters	66
Belmont	66
Rivervale / The Springs	62
Redcliffe	66
Cloverdale	66
Kewdale	63

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	65
Industry High	73
Industry Average	58

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other
Age		
14-34 years		
35-49 years		
50-64 years		
65+ years		

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 584). * Positive Rating = excellent, good + okay.

Community buildings, halls and toilets

Performance ratings

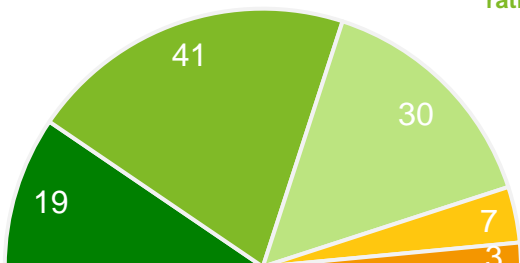
% of respondents

90%

Positive rating*

66

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

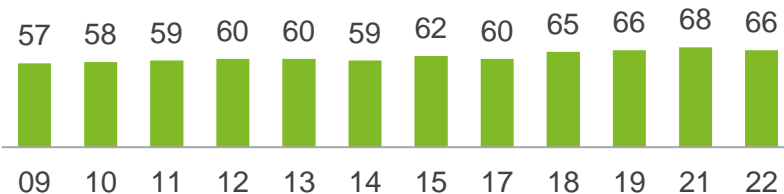


Location

Ascot / Ascot Waters	65
Belmont	69
Cloverdale	63
Kewdale	68
Redcliffe	68
Rivervale / The Springs	64

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	65
Female	68

Age of children

0-4 years	68
5-11 years	65
12-17 years	65
18+ years	67
No children	66

Disability & culture

Disability	63
First Nations	53
LOTE	65

Age

14-34 years	64
35-49 years	68
50-64 years	63
65+ years	72

Home ownership

Home owner	67
Renting / other	65

MARKYT Industry Standards

Performance Index Score



City of Belmont	66
Industry High	66
Industry Average	57

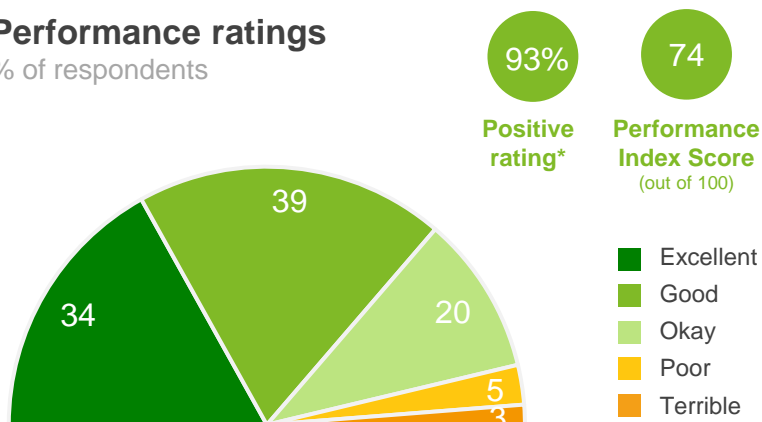
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 680). * Positive Rating = excellent, good + okay.

Playgrounds, parks and reserves

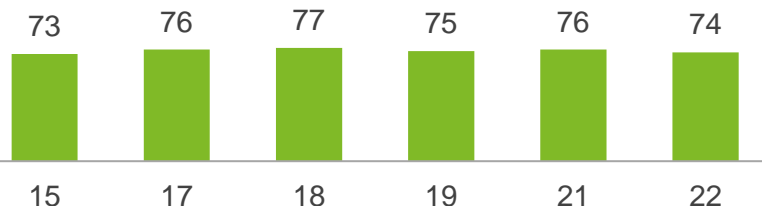
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

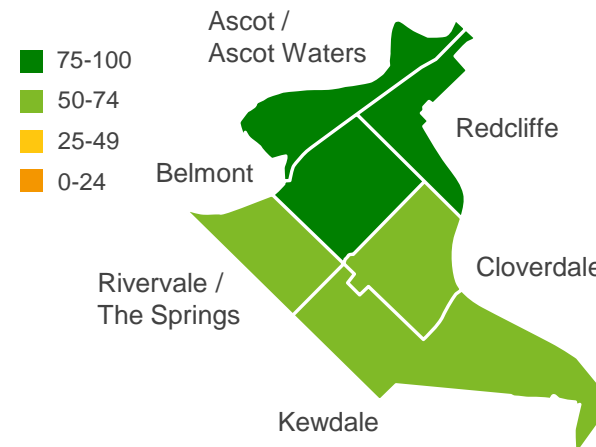
Performance Index Score



City of Belmont	74
Industry High	81
Industry Average	67

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	76
Belmont	78
Cloverdale	74
Kewdale	73
Redcliffe	78
Rivervale / The Springs	70

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 725). * Positive Rating = excellent, good + okay.

Streetscapes, trees and verges

Performance ratings

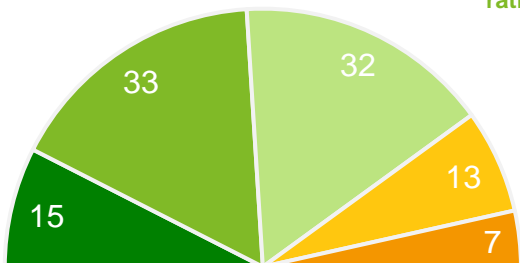
% of respondents

80%

59

Positive rating*

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

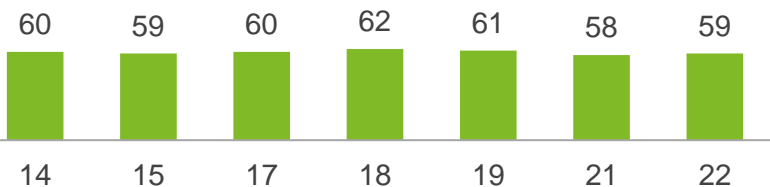


Location

Ascot / Ascot Waters	61
Belmont	57
Cloverdale	59
Kewdale	59
Redcliffe	66
Rivervale / The Springs	56

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	57
Female	61

Age of children

0-4 years	56
5-11 years	60
12-17 years	59
18+ years	55
No children	59

Disability & culture

Disability	62
First Nations	49
LOTE	60

Age

14-34 years	60
35-49 years	56
50-64 years	55
65+ years	65

Home ownership

Home owner	57
Renting / other	66

MARKYT Industry Standards

Performance Index Score



City of Belmont	59
Industry High	64
Industry Average	53

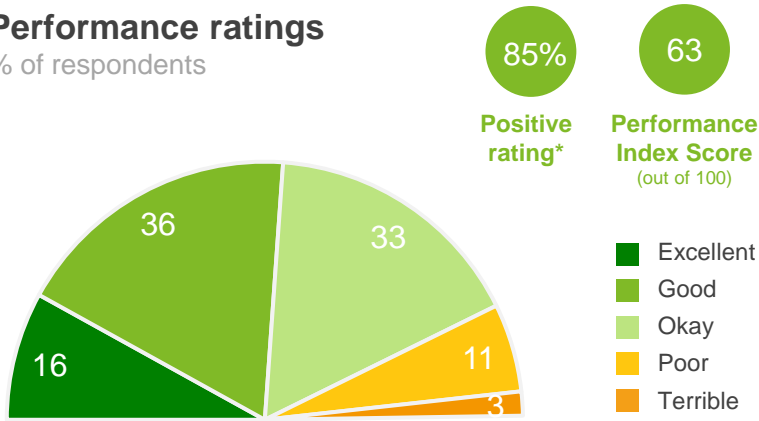
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 730). * Positive Rating = excellent, good + okay.

Footpaths, trails and cycleways

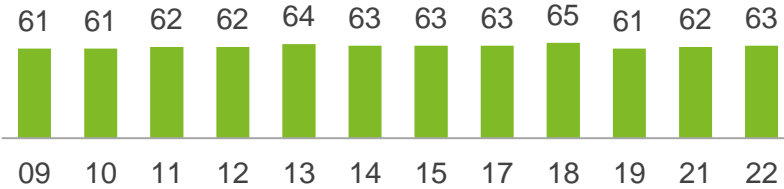
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

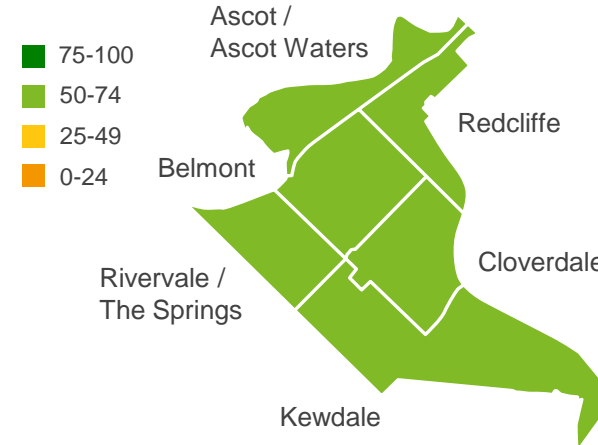
Performance Index Score



City of Belmont	63
Industry High	68
Industry Average	53

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	62
Belmont	63
Cloverdale	61
Kewdale	65
Redcliffe	64
Rivervale / The Springs	62

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 61	0-4 years 58	Disability 62
Female 64	5-11 years 66	First Nations 57
Age	12-17 years 64	LOTE 63
14-34 years 62	18+ years 64	Home ownership
35-49 years 61	No children 62	Home owner 62
50-64 years 60		Renting / other 68
65+ years 69		

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 724). * Positive Rating = excellent, good + okay.

Traffic management on local roads

Performance ratings

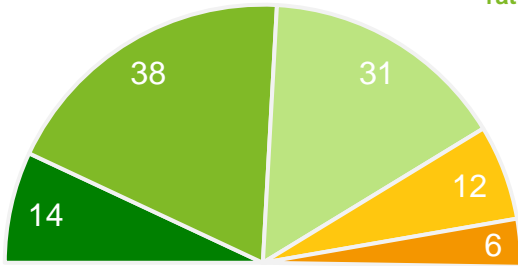
% of respondents

83%

60

Positive rating*

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

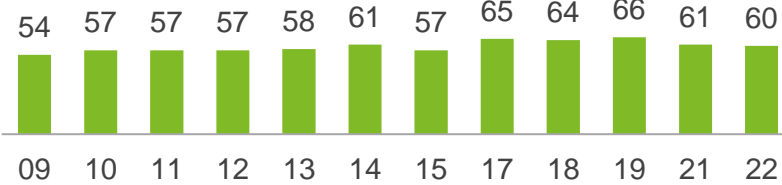


Location

Ascot / Ascot Waters	65
Belmont	58
Cloverdale	63
Kewdale	59
Redcliffe	63
Rivervale / The Springs	58

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	58
Female	63

Age of children

0-4 years	61
5-11 years	60
12-17 years	60
18+ years	57
No children	60

Disability & culture

Disability	59
First Nations	58
LOTE	63

Age

14-34 years	62
35-49 years	60
50-64 years	54
65+ years	64

Home ownership

Home owner	60
Renting / other	63

MARKYT Industry Standards

Performance Index Score



City of Belmont	60
Industry High	63
Industry Average	53

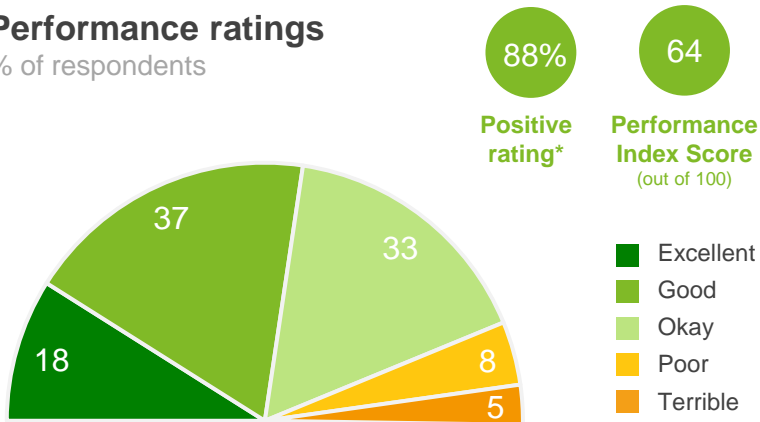
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 707). * Positive Rating = excellent, good + okay.

Access to information on walking, cycling and public transport

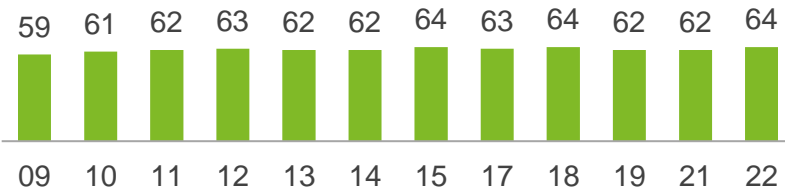
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

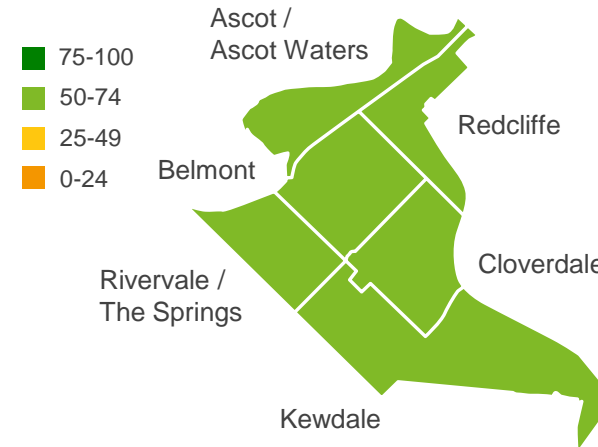
Performance Index Score



City of Belmont	64
Industry High	NA
Industry Average	NA

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	62
Belmont	62
Cloverdale	62
Kewdale	62
Redcliffe	65
Rivervale / The Springs	66

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 61	0-4 years 62	Disability 65
Female 66	5-11 years 66	First Nations 60
	12-17 years 67	LOTE 64
Age	18+ years 67	Home ownership
14-34 years 62	No children 62	Home owner 63
35-49 years 64		Renting / other 67
50-64 years 60		
65+ years 69		

Q. How would you rate performance in the following areas?

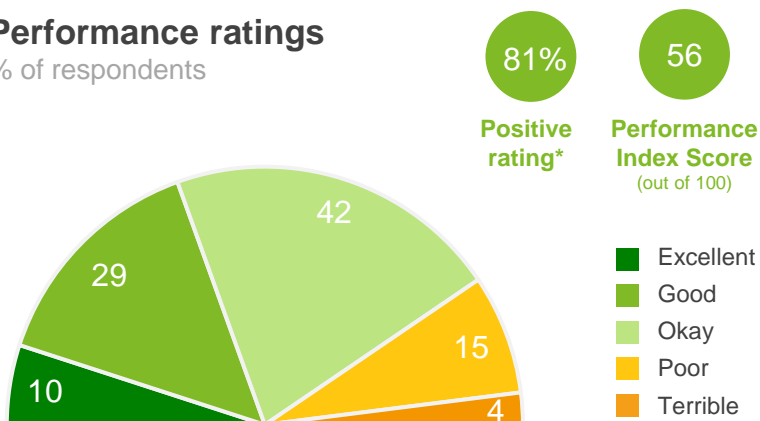
Base: All respondents, excludes 'unsure' and 'no response' (n = 617). * Positive Rating = excellent, good + okay.

Prosperity

Economic development and job creation

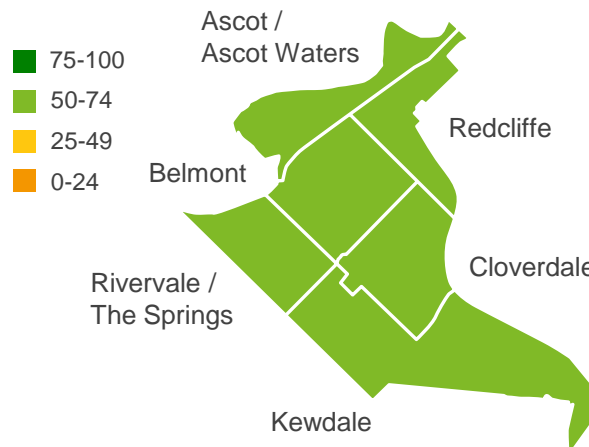
Performance ratings

% of respondents



Geographical variances

Performance Index Score

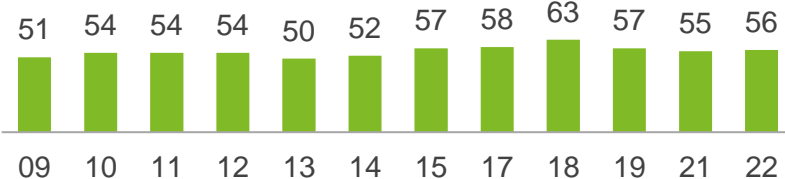


Location

Location	Score
Ascot / Ascot Waters	59
Belmont	59
Cloverdale	59
Kewdale	55
Redcliffe	57
Rivervale / The Springs	51

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	56
Industry High	57
Industry Average	42

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 436). * Positive Rating = excellent, good + okay.

Place to own or operate a business

Performance ratings

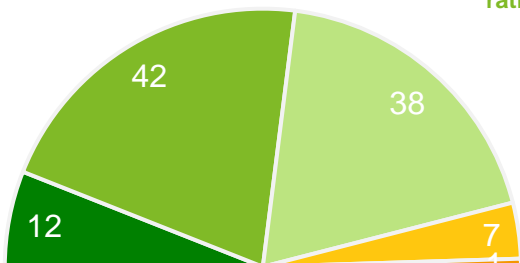
% of respondents

92%

Positive rating*

64

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24



Location

Ascot / Ascot Waters	63
Belmont	65
Cloverdale	66
Kewdale	68
Redcliffe	59
Rivervale / The Springs	63

Trend Analysis

Performance Index Score

64

New measure

09 10 11 12 13 14 15 17 18 19 21 22

Community variances

Performance Index Score

Gender

Male	63
Female	66

Age of children

0-4 years	61
5-11 years	63
12-17 years	63
18+ years	63
No children	66

Disability & culture

Disability	62
First Nations	64
LOTE	61

Age

14-34 years	61
35-49 years	66
50-64 years	62
65+ years	72

Home ownership

Home owner	64
Renting / other	66

MARKYT Industry Standards

Performance Index Score



City of Belmont	64
Industry High	71
Industry Average	57

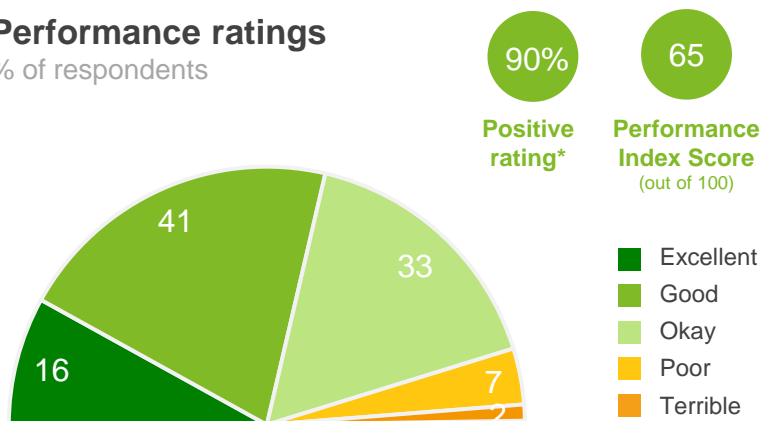
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 540). * Positive Rating = excellent, good + okay.

Belmont City Centre development & activation

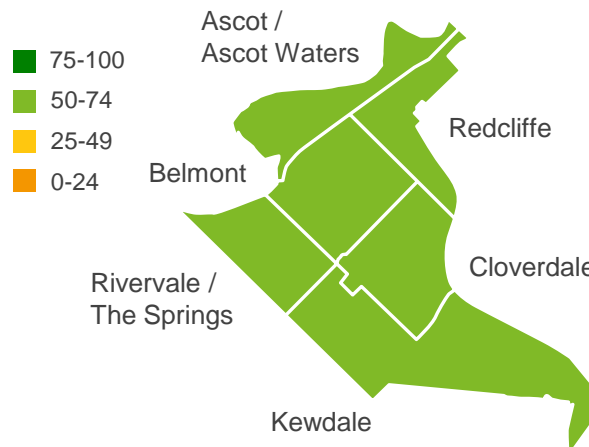
Performance ratings

% of respondents



Geographical variances

Performance Index Score

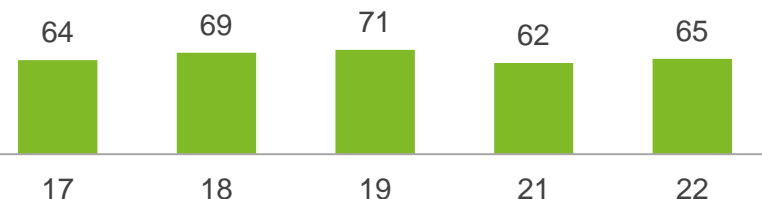


Location

Ascot / Ascot Waters	57
Belmont	70
Cloverdale	66
Kewdale	65
Redcliffe	64
Rivervale / The Springs	65

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 66	0-4 years 70	Disability 63
Female 65	5-11 years 69	First Nations 54
	12-17 years 60	LOTE 64
Age	18+ years 66	Home ownership
14-34 years 65	No children 64	Home owner 65
35-49 years 65		Renting / other 69
50-64 years 62		
65+ years 71		

MARKYT Industry Standards

Performance Index Score



City of Belmont	65
Industry High	65
Industry Average	47

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 521). * Positive Rating = excellent, good + okay.

Access to education, training and personal development opportunities

Performance ratings

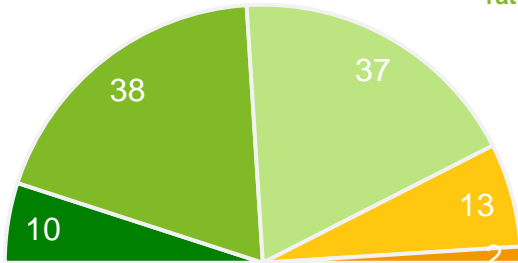
% of respondents

85%

Positive rating*

60

Performance Index Score (out of 100)

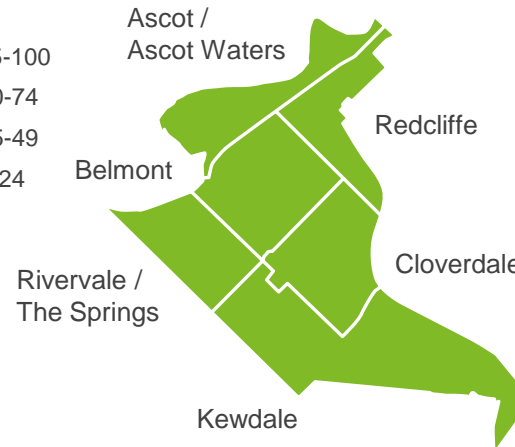


- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24



Location

Ascot / Ascot Waters	53
Belmont	65
Rivervale / The Springs	63
Redcliffe	62
Cloverdale	58
Kewdale	58

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	61
Female	60

Age of children

0-4 years	55
5-11 years	63
12-17 years	63
18+ years	56
No children	59

Disability & culture

Disability	58
First Nations	59
LOTE	57

Age

14-34 years	59
35-49 years	60
50-64 years	56
65+ years	69

Home ownership

Home owner	59
Renting / other	63

MARKYT Industry Standards

Performance Index Score



City of Belmont	60
Industry High	64
Industry Average	49

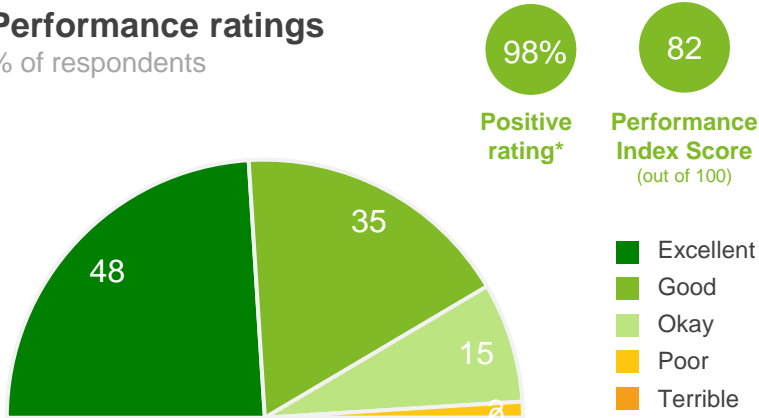
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 457). * Positive Rating = excellent, good + okay.

Library services

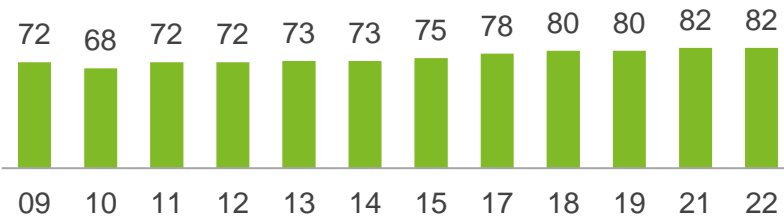
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

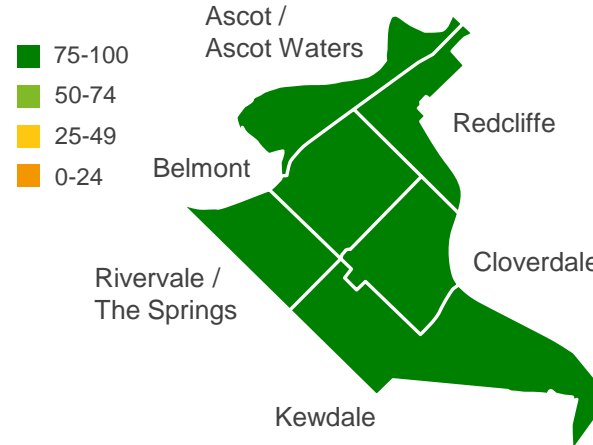
Performance Index Score



City of Belmont	82
Industry High	82
Industry Average	71

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	76
Belmont	83
Cloverdale	84
Kewdale	81
Redcliffe	81
Rivervale / The Springs	84

Community variances

Performance Index Score

Gender	Male	80	Age of children	0-4 years	89	Disability & culture	Disability	75
Female	84	5-11 years	84	First Nations	73			
Age	14-34 years	82	12-17 years	81	LOTE	83		
35-49 years	84	18+ years	82	Home ownership	Home owner	82		
50-64 years	78	No children	80	Renting / other	80			
65+ years	83							

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 655). * Positive Rating = excellent, good + okay.

Performance

Council's leadership

Performance ratings

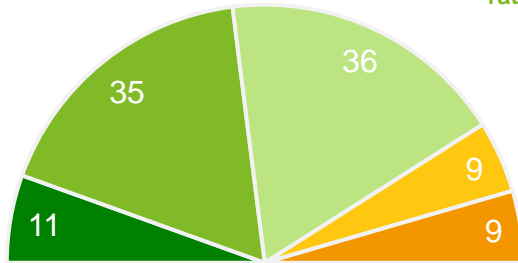
% of respondents

82%

Positive rating*

58

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

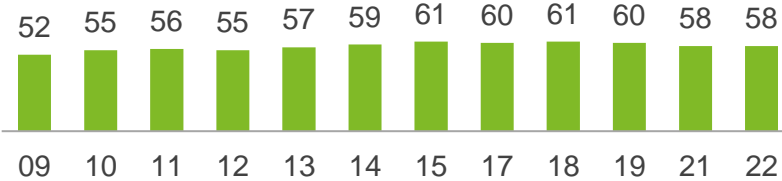


Location

Ascot / Ascot Waters	51
Belmont	56
Cloverdale	61
Kewdale	58
Redcliffe	61
Rivervale / The Springs	56

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	55
Female	60

Age of children

0-4 years	52
5-11 years	59
12-17 years	58
18+ years	60
No children	58

Disability & culture

Disability	56
First Nations	48
LOTE	58

Age

14-34 years	56
35-49 years	58
50-64 years	53
65+ years	64

Home ownership

Home owner	57
Renting / other	60

MARKYT Industry Standards

Performance Index Score



City of Belmont	58
Industry High	60
Industry Average	47

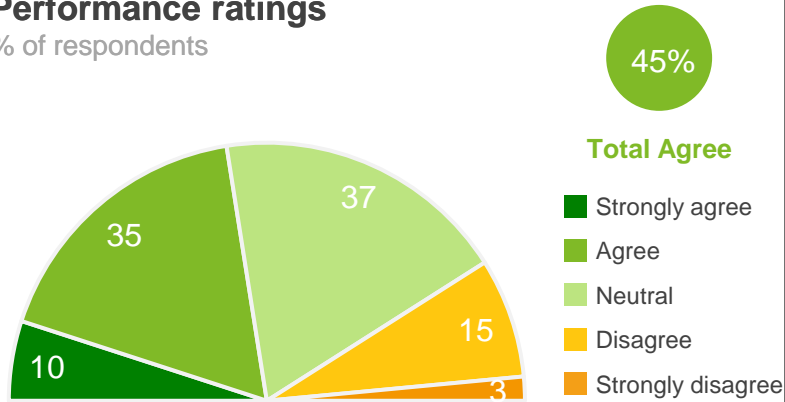
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 509). * Positive Rating = excellent, good + okay.

The City has developed and communicated a clear vision for the area

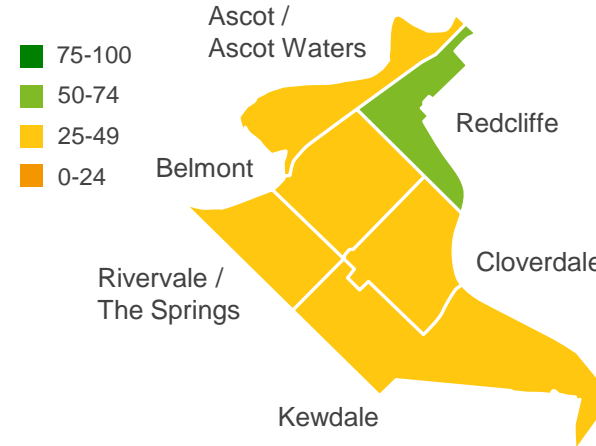
Performance ratings

% of respondents



Geographical variances

% agree

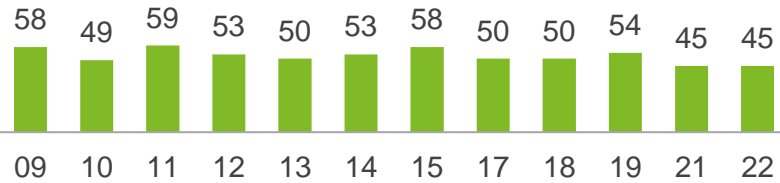


Location

Ascot / Ascot Waters	39
Belmont	42
Cloverdale	44
Kewdale	45
Redcliffe	53
Rivervale / The Springs	44

Trend Analysis

% agree



Community variances

% agree

Gender		Age of children		Disability & culture	
Male	43	0-4 years	32	Disability	38
Female	46	5-11 years	40	First Nations	29
Age		12-17 years	41	LOTE	49
14-34 years	39	18+ years	48	Home ownership	
35-49 years	44	No children	49	Home owner	44
50-64 years	48			Renting / other	49
65+ years	55				

MARKYT Industry Standards

% agree



City of Belmont	45
Industry High	50
Industry Average	30

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 813).

Advocacy and lobbying

Performance ratings

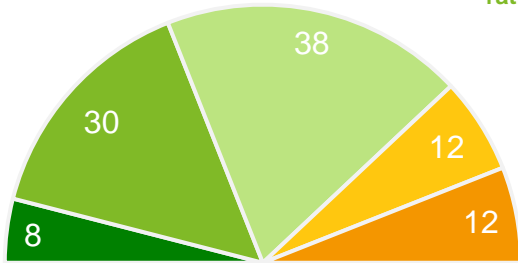
% of respondents

76%

Positive rating*

53

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

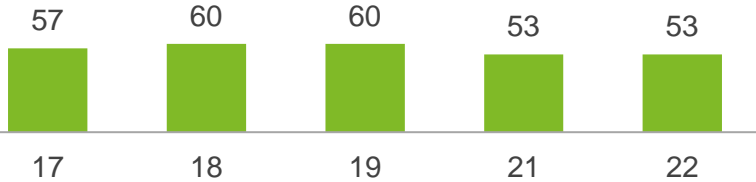


Location

Ascot / Ascot Waters	47
Belmont	51
Cloverdale	53
Kewdale	54
Redcliffe	58
Rivervale / The Springs	52

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	51
Female	55

Age of children

0-4 years	47
5-11 years	56
12-17 years	54
18+ years	53
No children	52

Disability & culture

Disability	55
First Nations	47
LOTE	52

Age

14-34 years	53
35-49 years	54
50-64 years	48
65+ years	57

Home ownership

Home owner	51
Renting / other	57

MARKYT Industry Standards

Performance Index Score



City of Belmont	53
Industry High	59
Industry Average	45

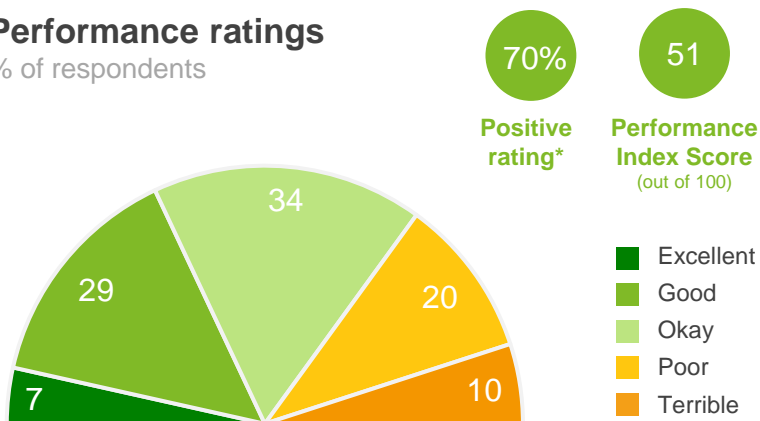
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 450). * Positive Rating = excellent, good + okay.

How the community is consulted about local issues

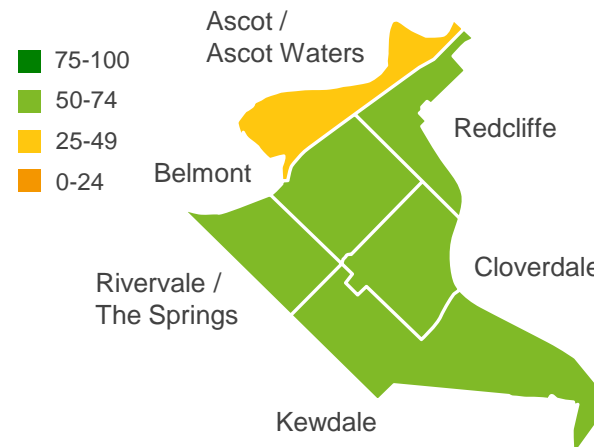
Performance ratings

% of respondents



Geographical variances

Performance Index Score

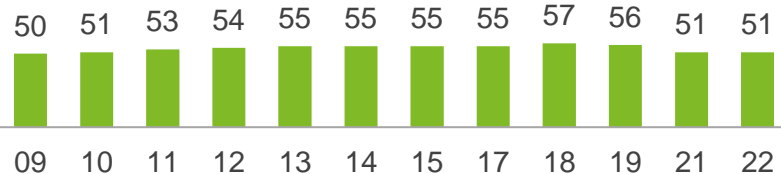


Location

Ascot / Ascot Waters	43
Belmont	52
Cloverdale	51
Kewdale	52
Redcliffe	54
Rivervale / The Springs	50

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 49	0-4 years 51	Disability 54
Female 53	5-11 years 53	First Nations 53
	12-17 years 50	LOTE 51
	18+ years 48	
	No children 51	
Age	Home ownership	
14-34 years 52	Home owner 49	
35-49 years 51	Renting / other 58	
50-64 years 46		
65+ years 54		

MARKYT Industry Standards

Performance Index Score



City of Belmont	51
Industry High	60
Industry Average	43

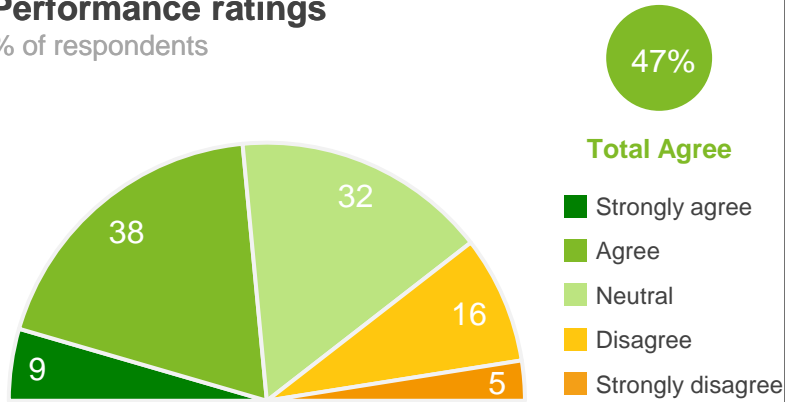
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 582). * Positive Rating = excellent, good + okay.

The City has a good understanding of community needs

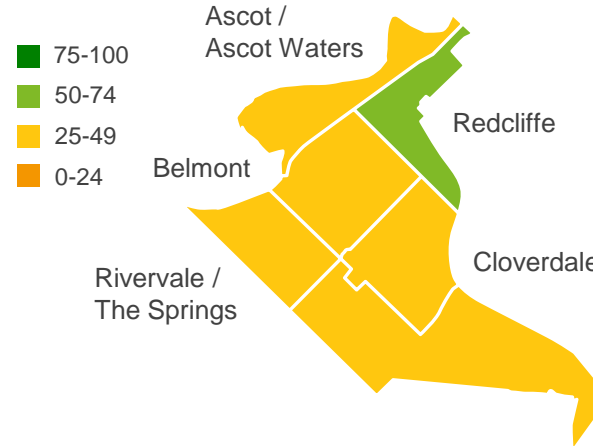
Performance ratings

% of respondents



Geographical variances

% agree

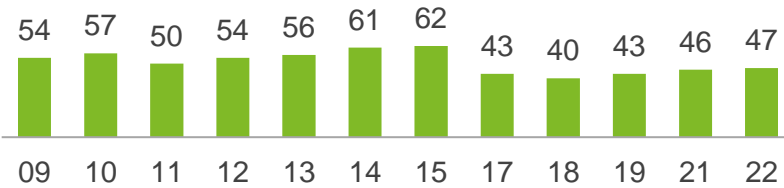


Location

Ascot / Ascot Waters	42
Belmont	42
Cloverdale	48
Kewdale	44
Redcliffe	58
Rivervale / The Springs	48

Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Belmont	47
Industry High	58
Industry Average	30

Community variances

% agree

Gender

Male	49
Female	46

Age of children

0-4 years	41
5-11 years	45
12-17 years	43
18+ years	48
No children	50

Disability & culture

Disability	45
First Nations	26
LOTE	47

Age

14-34 years	48
35-49 years	46
50-64 years	41
65+ years	57

Home ownership

Home owner	46
Renting / other	53

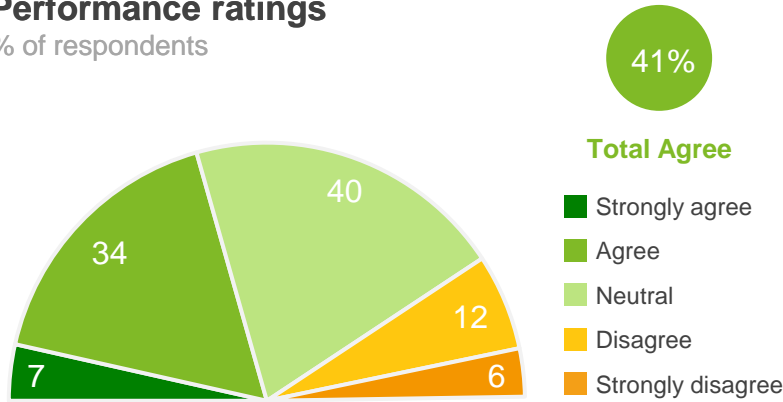
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 812).

The City listens to and respects community views

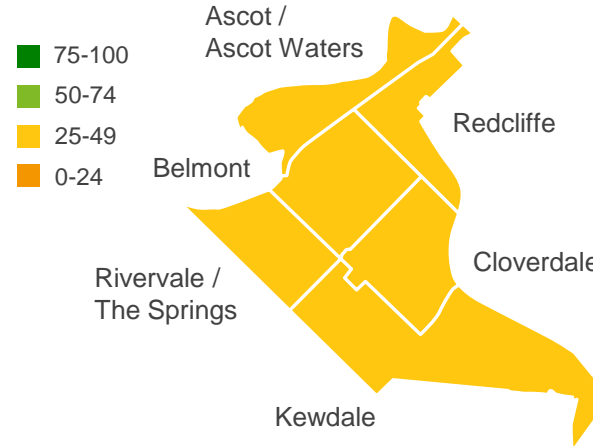
Performance ratings

% of respondents



Geographical variances

% agree

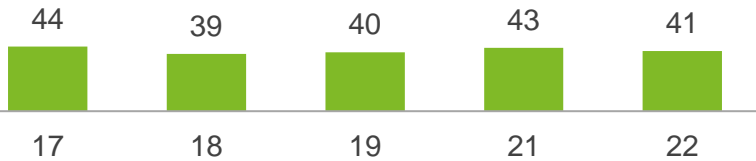


Location

Ascot / Ascot Waters	44
Belmont	41
Cloverdale	42
Kewdale	34
Redcliffe	43
Rivervale / The Springs	44

Trend Analysis

% agree



Community variances

% agree

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

14-34 years	43	36
35-49 years	40	37
50-64 years	32	42
65+ years	51	38
		55

MARKYT Industry Standards

% agree



City of Belmont	41
Industry High	53
Industry Average	28

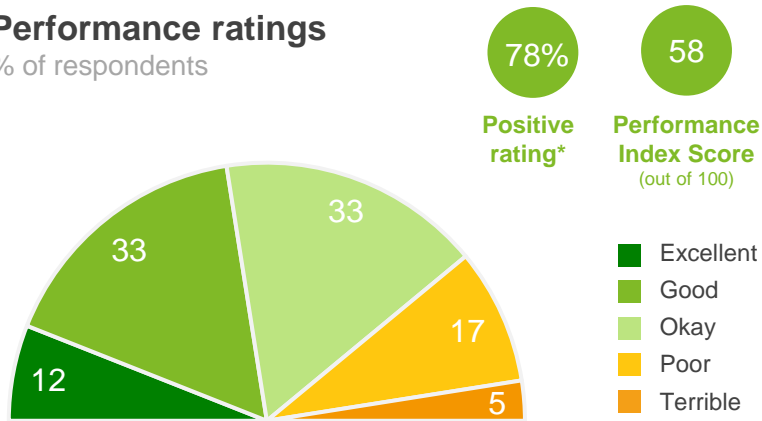
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 813).

How the community is informed about what's happening in the local area

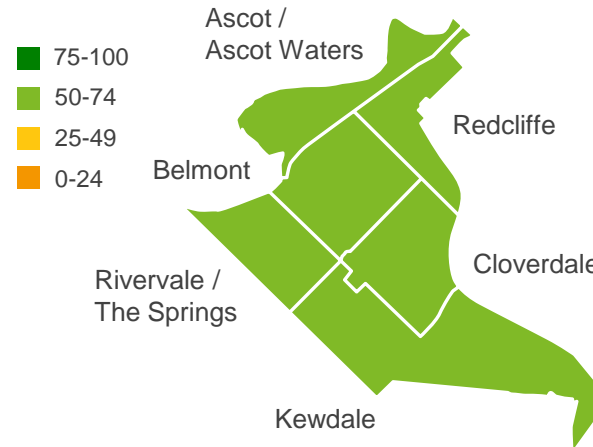
Performance ratings

% of respondents



Geographical variances

Performance Index Score

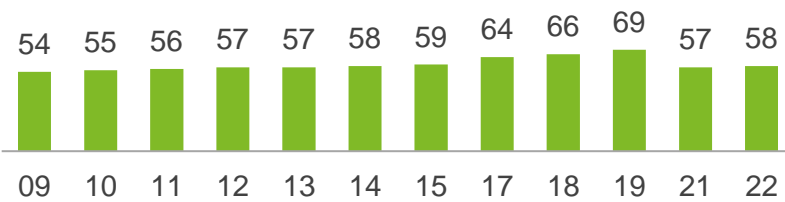


Location

Ascot / Ascot Waters	52
Belmont	58
Cloverdale	60
Kewdale	59
Redcliffe	57
Rivervale / The Springs	57

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	58
Industry High	62
Industry Average	47

Community variances

Performance Index Score

Gender

Male	57
Female	58

Age of children

0-4 years	56
5-11 years	61
12-17 years	59
18+ years	53
No children	58

Disability & culture

Disability	57
First Nations	63
LOTE	59

Age

14-34 years	57
35-49 years	59
50-64 years	53
65+ years	62

Home ownership

Home owner	57
Renting / other	61

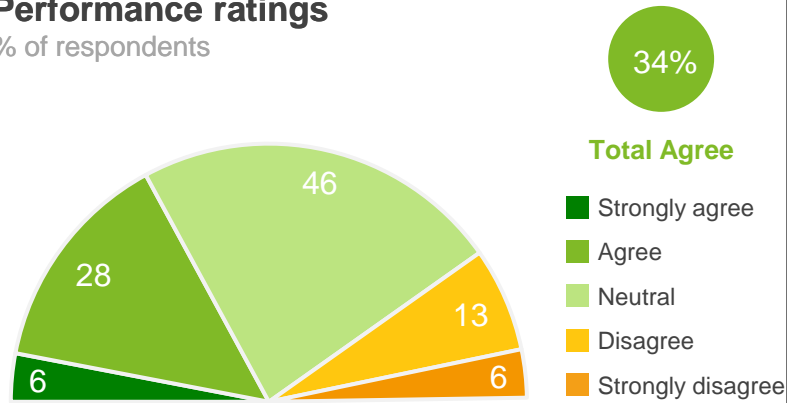
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 655). * Positive Rating = excellent, good + okay.

The City clearly explains reasons for decisions and how residents' views are taken into account

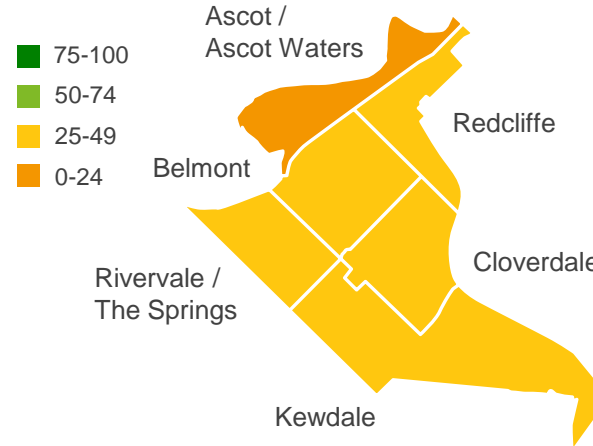
Performance ratings

% of respondents



Geographical variances

% agree

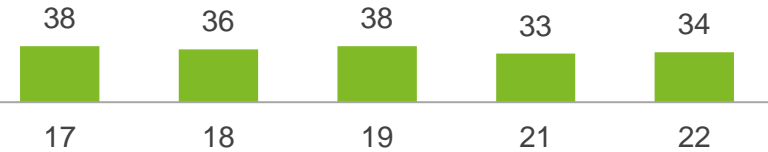


Location

Ascot / Ascot Waters	17
Belmont	35
Cloverdale	38
Kewdale	34
Redcliffe	37
Rivervale / The Springs	34

Trend Analysis

% agree



Community variances

% agree

Gender		Age of children		Disability & culture	
Male	33	0-4 years	34	Disability	35
Female	35	5-11 years	31	First Nations	29
Age		12-17 years	32	LOTE	44
		18+ years	36	Home ownership	
14-34 years	36	No children	34	Home owner	33
35-49 years	35			Renting / other	42
50-64 years	25				
65+ years	40				

MARKYT Industry Standards

% agree



City of Belmont	34
Industry High	39
Industry Average	24

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 810).

City's website

Performance ratings

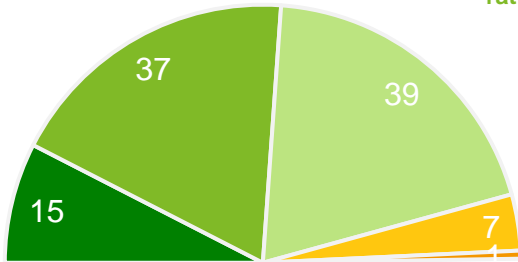
% of respondents

91%

Positive rating*

65

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

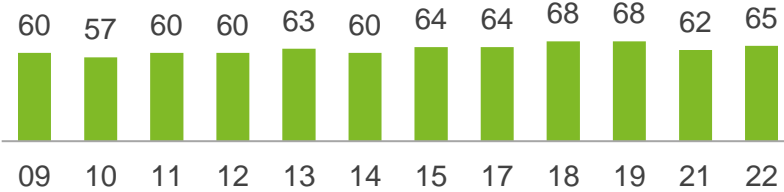


Location

Location	Performance Index Score
Ascot / Ascot Waters	64
Belmont	67
Cloverdale	64
Kewdale	65
Redcliffe	63
Rivervale / The Springs	64

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	63
Female	66

Age of children

0-4 years	62
5-11 years	67
12-17 years	64
18+ years	61
No children	65

Disability & culture

Disability	61
First Nations	63
LOTE	65

Age

14-34 years	64
35-49 years	65
50-64 years	61
65+ years	69

Home ownership

Home owner	64
Renting / other	68

MARKYT Industry Standards

Performance Index Score



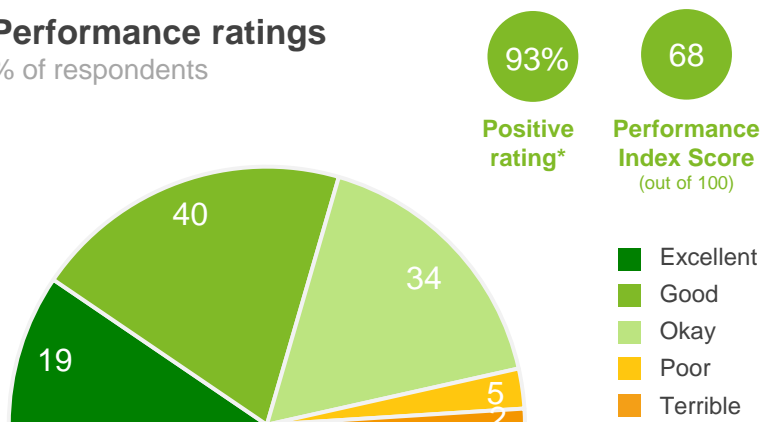
City of Belmont	65
Industry High	65
Industry Average	56

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 578). * Positive Rating = excellent, good + okay.

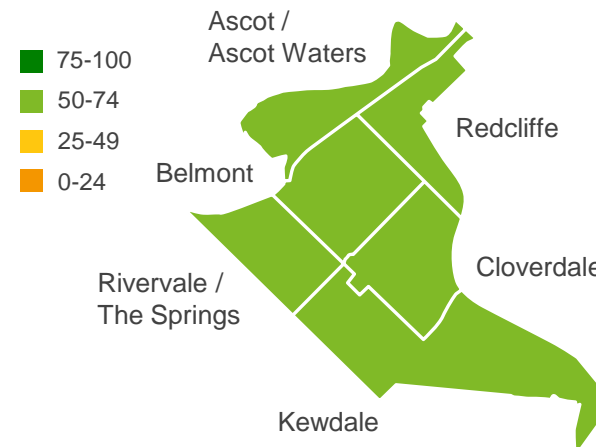
Performance ratings

% of respondents



Geographical variances

Performance Index Score

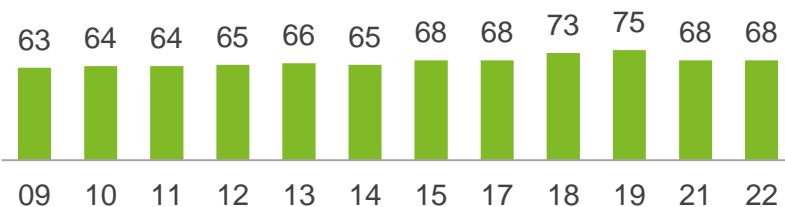


Location

Location	Score
Ascot / Ascot Waters	66
Belmont	67
Cloverdale	67
Kewdale	70
Redcliffe	67
Rivervale / The Springs	68

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	68
Industry High	69
Industry Average	62

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 67	0-4 years 64	Disability 64
Female 70	5-11 years 69	First Nations 71
	12-17 years 66	LOTE 67
Age	18+ years 62	Home ownership
14-34 years 64	No children 69	Home owner 68
35-49 years 69		Renting / other 67
50-64 years 65		
65+ years 75		

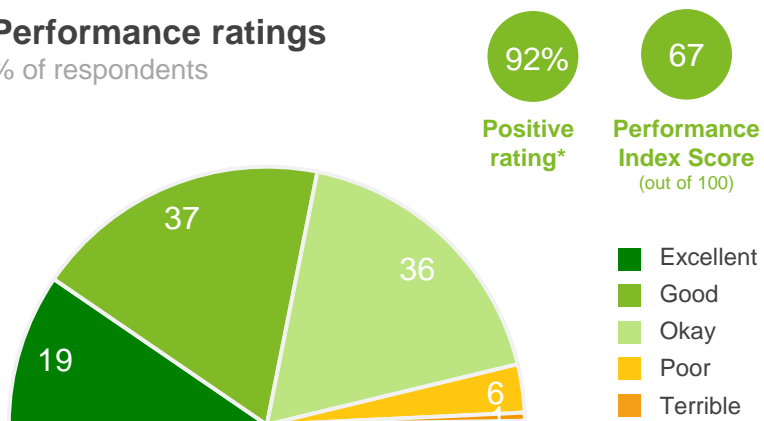
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 561). * Positive Rating = excellent, good + okay.

Be-News - email newsletter

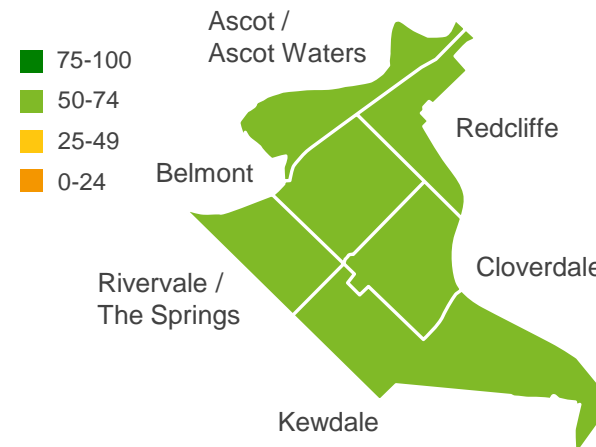
Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	64
Belmont	70
Cloverdale	64
Kewdale	68
Redcliffe	68
Rivervale / The Springs	65

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Belmont	67
Industry High	67
Industry Average	56

Community variances

Performance Index Score

Gender		Age of children		Disability & culture		
Male	65	0-4 years	64	Disability	61	
Female	69	5-11 years	70	First Nations	67	
Age	14-34 years	62	12-17 years	67	LOTE	67
	35-49 years	70	18+ years	63	Home ownership	
	50-64 years	66	No children	67	Home owner	67
65+ years	71			Renting / other	66	

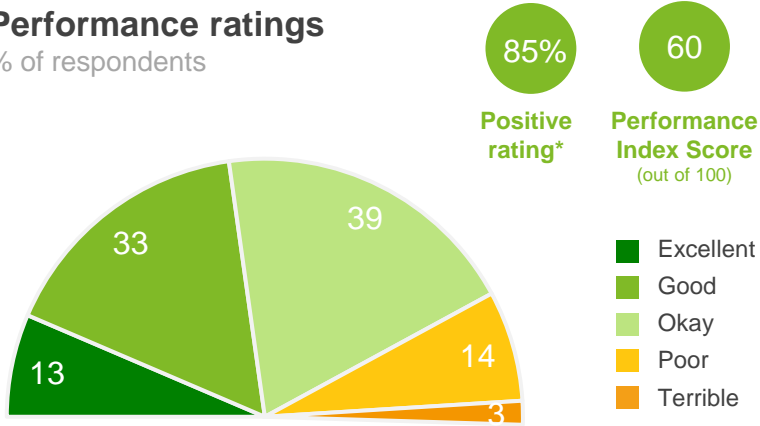
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 410). * Positive Rating = excellent, good + okay.

Social media presence

Performance ratings

% of respondents



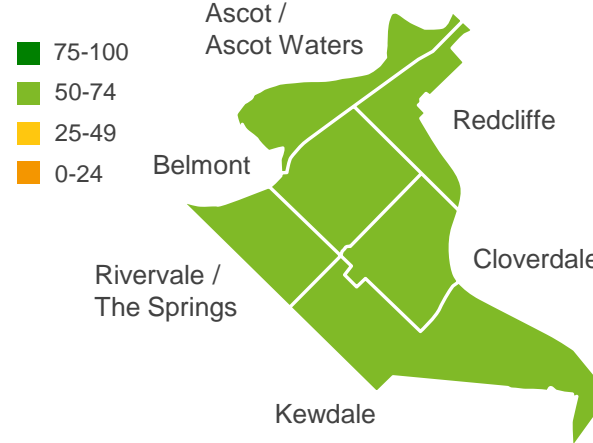
85%
Positive rating*

60
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

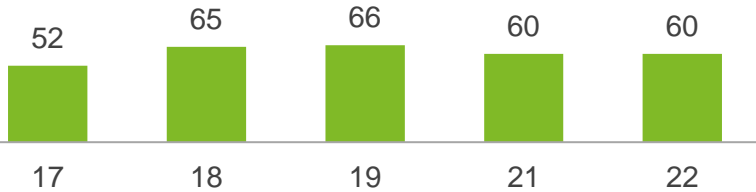


Location

Ascot / Ascot Waters	59
Belmont	59
Cloverdale	61
Kewdale	60
Redcliffe	63
Rivervale / The Springs	57

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Category	Sub-category	Score
Gender	Male	57
	Female	63
Age of children	0-4 years	61
	5-11 years	66
	12-17 years	66
	18+ years	60
Age	14-34 years	59
	35-49 years	61
	50-64 years	58
	65+ years	62
Disability & culture	Disability	59
	First Nations	54
	LOTE	56
Home ownership	Home owner	60
	Renting / other	62

MARKYT Industry Standards

Performance Index Score



City of Belmont	60
Industry High	64
Industry Average	53

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 459). * Positive Rating = excellent, good + okay.

Access to City services online

Performance ratings

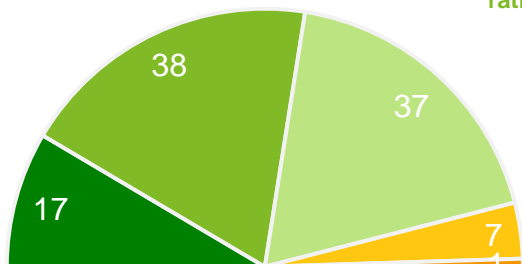
% of respondents

92%

Positive rating*

66

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

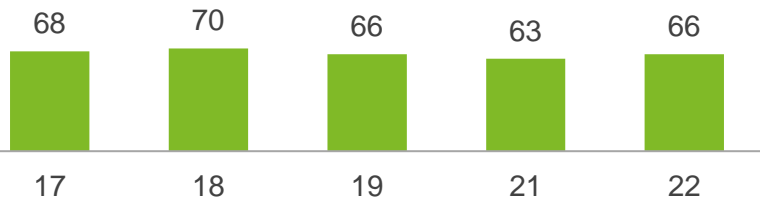


Location

Ascot / Ascot Waters	64
Belmont	70
Cloverdale	65
Kewdale	63
Redcliffe	65
Rivervale / The Springs	65

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	64
Female	68

Age of children

0-4 years	64
5-11 years	69
12-17 years	62
18+ years	66
No children	66

Disability & culture

Disability	65
First Nations	64
LOTE	71

Age

14-34 years	65
35-49 years	65
50-64 years	63
65+ years	70

Home ownership

Home owner	66
Renting / other	66

MARKYT Industry Standards

Performance Index Score



City of Belmont	66
Industry High	NA
Industry Average	NA

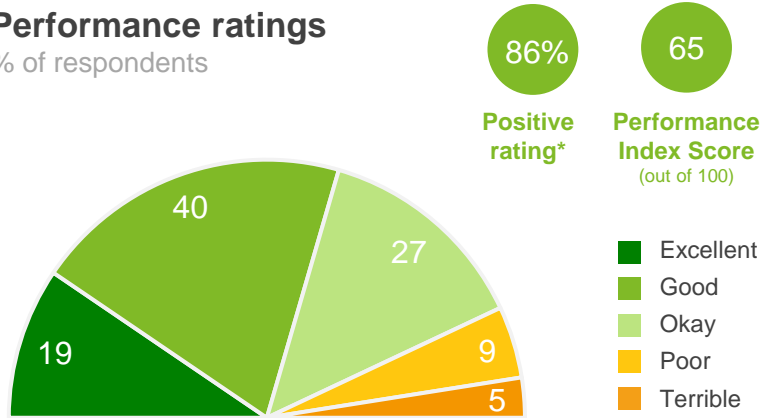
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 534). * Positive Rating = excellent, good + okay.

Customer service

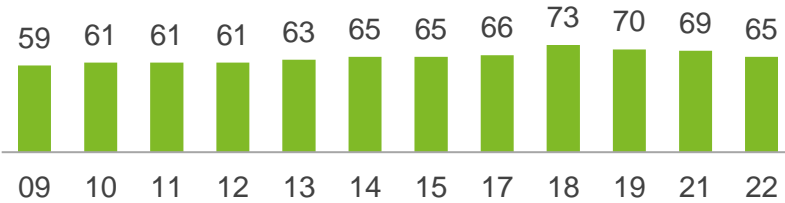
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

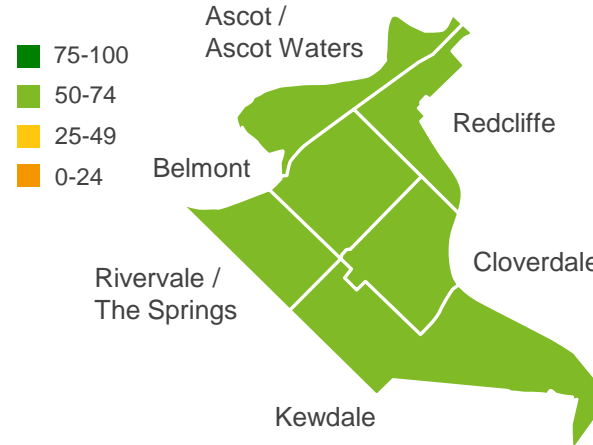
Performance Index Score



City of Belmont	65
Industry High	68
Industry Average	58

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	62
Belmont	61
Cloverdale	69
Kewdale	65
Redcliffe	68
Rivervale / The Springs	63

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 64	0-4 years 65	Disability 68
Female 67	5-11 years 64	First Nations 53
	12-17 years 65	LOTE 60
	18+ years 67	
Age	No children 65	Home ownership
14-34 years 61		Home owner 64
35-49 years 66		Renting / other 70
50-64 years 63		
65+ years 72		

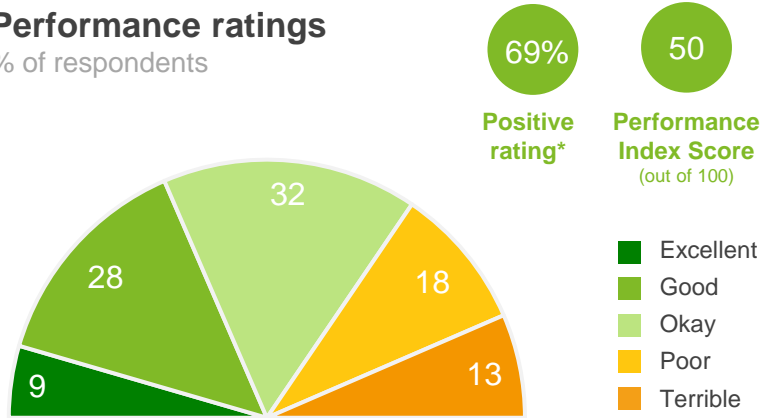
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 609). * Positive Rating = excellent, good + okay.

Openness & transparency of Council processes

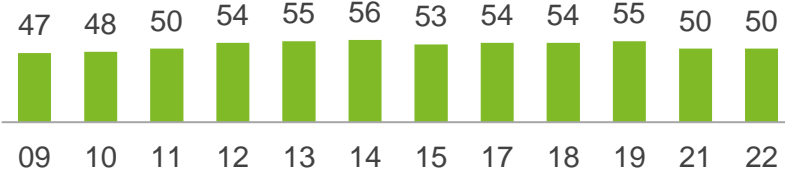
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

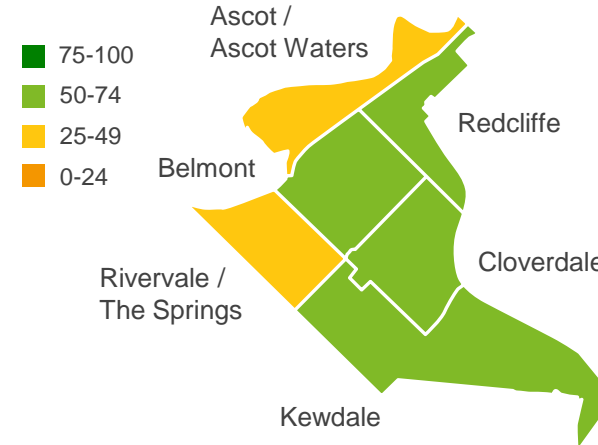
Performance Index Score



City of Belmont	50
Industry High	50
Industry Average	43

Geographical variances

Performance Index Score



Location

Ascot / Ascot Waters	40
Belmont	54
Cloverdale	52
Kewdale	51
Redcliffe	52
Rivervale / The Springs	48

Community variances

Performance Index Score

Gender

Male	51
Female	50

Age of children

0-4 years	47
5-11 years	48
12-17 years	49
18+ years	49
No children	51

Disability & culture

Disability	49
First Nations	42
LOTE	52

Age

14-34 years	54
35-49 years	47
50-64 years	46
65+ years	53

Home ownership

Home owner	48
Renting / other	59

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 515). * Positive Rating = excellent, good + okay.

How the City embraces change, innovation and new technology

Performance ratings

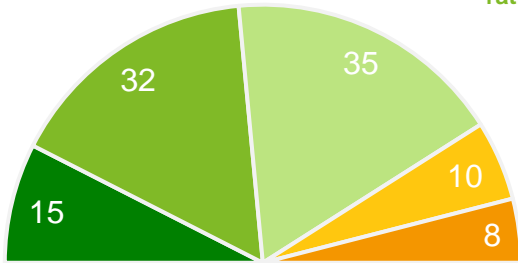
% of respondents

82%

Positive rating*

59

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24



Location

Ascot / Ascot Waters	54
Belmont	62
Cloverdale	60
Kewdale	58
Redcliffe	61
Rivervale / The Springs	59

Trend Analysis

Performance Index Score

59

New measure

09 10 11 12 13 14 15 17 18 19 21 22

Community variances

Performance Index Score

Gender

Male 58
Female 60

Age of children

0-4 years 62
5-11 years 61
12-17 years 63
18+ years 64
No children 57

Disability & culture

Disability 60
First Nations 49
LOTE 57

Age

14-34 years 58
35-49 years 58
50-64 years 59
65+ years 65

Home ownership

Home owner 58
Renting / other 62

MARKYT Industry Standards

Performance Index Score



City of Belmont	59
Industry High	61
Industry Average	49

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 521). * Positive Rating = excellent, good + okay.

Value for money from Council rates

Performance ratings

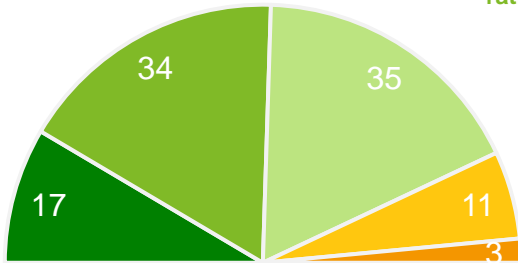
% of respondents

86%

62

Positive rating*

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

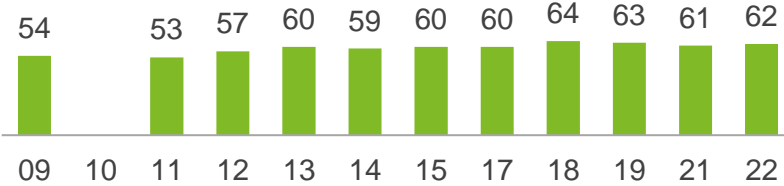


Location

Ascot / Ascot Waters	62
Belmont	62
Cloverdale	64
Kewdale	62
Redcliffe	66
Rivervale / The Springs	59

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	60
Female	64

Age of children

0-4 years	64
5-11 years	61
12-17 years	61
18+ years	62
No children	63

Disability & culture

Disability	62
First Nations	54
LOTE	61

Age

14-34 years	62
35-49 years	62
50-64 years	59
65+ years	68

Home ownership

Home owner	63
Renting / other	60

MARKYT Industry Standards

Performance Index Score



City of Belmont	62
Industry High	62
Industry Average	43

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 750). * Positive Rating = excellent, good + okay.

Overview of Community Variances

Summary of community variances

	Total	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Home owner	Renting / other
Place to live	72	72	71	69	70	72	79	73	69	68	70	74	73	66	70	72	72
PERFORMANCE																	
Place to own or operate a business	64	63	66	61	66	62	72	66	61	63	63	63	62	64	61	64	66
Governing organisation	65	63	67	63	65	63	72	66	63	65	62	65	65	58	64	65	67
Value for money from rates	62	60	64	62	62	59	68	63	64	61	61	62	62	54	61	63	60
Council's leadership	58	55	60	56	58	53	64	58	52	59	58	60	56	48	58	57	60
Advocacy and lobbying	53	51	55	53	54	48	57	52	47	56	54	53	55	47	52	51	57
Consultation	51	49	53	52	51	46	54	51	51	53	50	48	54	53	51	49	58
Communication	58	57	58	57	59	53	62	58	56	61	59	53	57	63	59	57	61
Openness and transparency	50	51	50	54	47	46	53	51	47	48	49	49	49	42	52	48	59
Embracing change, innovation and technology	59	58	60	58	58	59	65	57	62	61	63	64	60	49	57	58	62
Customer service	65	64	67	61	66	63	72	65	65	64	65	67	68	53	60	64	70
City's website	65	63	66	64	65	61	69	65	62	67	64	61	61	63	65	64	68
Belmont Bulletin – printed newsletter	68	67	70	64	69	65	75	69	64	69	66	62	64	71	67	68	67
Be-News - email newsletter	67	65	69	62	70	66	71	67	64	70	67	63	61	67	67	67	66
Social media presence	60	57	63	59	61	58	62	57	61	66	66	60	59	54	56	60	62
Access to City services online	66	64	68	65	65	63	70	66	64	69	62	66	65	64	71	66	66
PLANET																	
Sustainable practices / climate change	53	54	51	51	52	53	59	49	52	54	55	58	51	53	53	51	58
Conservation and environmental management	58	59	56	56	57	59	64	56	57	59	58	63	59	56	57	58	60
Swan River	59	58	60	54	60	60	66	56	60	64	64	65	58	60	52	60	57
Waste collection services	69	70	68	67	69	67	76	70	71	68	65	68	71	70	68	69	72
Noise, pollution, food inspections, etc	57	59	55	55	57	55	65	56	55	59	57	63	51	49	61	57	61
Natural disaster management	60	61	58	59	63	57	62	56	63	67	59	60	56	51	66	60	60

Summary of community variances

	Total	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Home owner	Renting / other	
PEOPLE																		
Youth services and facilities	65	64	65	65	66	60	70	66	62	67	65	66	67	55	63	65	65	
Family and children's services and facilities	68	68	68	67	69	66	73	69	69	68	66	70	69	62	69	68	70	
Seniors services and care	66	65	68	68	69	60	68	67	64	70	67	67	67	68	67	65	69	
Disability access and inclusion	64	65	63	63	66	59	69	65	61	67	64	61	61	63	63	63	67	
Recognition for Aboriginal people / cultures	68	68	68	67	70	65	73	67	70	73	68	68	70	56	67	68	66	
Multiculturalism and racial harmony	67	67	67	66	71	62	68	64	71	74	72	72	70	66	63	67	66	
Volunteer recognition and support	67	66	67	62	71	64	71	65	69	72	69	71	66	70	65	67	65	
Safety and crime prevention	51	51	52	48	51	49	62	52	47	51	53	55	51	44	54	50	57	
Lighting of streets and public places	53	54	51	48	52	53	64	51	47	52	56	63	51	49	53	52	56	
Animal management (dogs and cats)	61	61	61	61	61	60	62	58	66	69	60	66	62	51	61	60	65	
Health and community services	65	66	64	64	65	62	70	64	62	66	65	70	63	67	65	64	68	
Sport and recreation facilities and services	71	71	70	71	66	70	77	72	69	70	69	74	71	70	71	70	74	
Festivals, events, art and cultural activities	71	69	73	67	72	72	78	71	69	74	71	75	74	72	67	72	70	
Belmont Oasis Leisure Centre	69	71	66	71	65	65	75	70	69	63	67	72	63	60	70	68	73	
Belmont Hub	79	77	82	79	81	74	81	78	84	81	78	75	79	66	81	78	82	
Graffiti removal services	66	67	65	65	66	64	70	66	65	68	65	67	64	59	61	66	65	
Control of vandalism and anti-social behaviour	47	46	48	47	47	42	52	46	47	49	51	46	44	42	52	45	55	

Summary of community variances

	Total	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Home owner	Renting / other
PLACE																	
Responsible growth and development	55	56	54	59	52	49	61	55	55	51	58	54	54	51	58	54	62
Planning approvals	53	54	51	60	50	46	51	52	50	50	54	50	50	44	61	51	63
Building approvals	58	57	58	62	54	58	58	58	51	57	54	57	52	40	61	57	65
Housing	62	62	60	64	59	60	62	61	61	64	57	60	58	49	63	62	60
Local history and heritage	65	65	65	61	65	65	72	65	63	66	63	64	62	65	64	65	64
Community buildings, halls and toilets	66	65	68	64	68	63	72	66	68	65	65	67	63	53	65	67	65
Playgrounds, parks and reserves	74	73	75	72	73	75	80	75	72	74	74	74	74	66	67	74	74
Streetscapes, trees and verges	59	57	61	60	56	55	65	59	56	60	59	55	62	49	60	57	66
Footpaths, trails and cycleways	63	61	64	62	61	60	69	62	58	66	64	64	62	57	63	62	68
Road maintenance	65	64	66	65	64	62	70	65	67	65	65	64	66	55	64	65	65
Traffic management	60	58	63	62	60	54	64	60	61	60	60	57	59	58	63	60	63
Info on walking, cycling, public transport	64	61	66	62	64	60	69	62	62	66	67	67	65	60	64	63	67
PROSPERITY																	
Economic development and job creation	56	57	55	58	57	52	58	53	57	58	56	62	52	45	57	55	58
Belmont City Centre development & activation	65	66	65	65	65	62	71	64	70	69	60	66	63	54	64	65	69
Education and training	60	61	60	59	60	56	69	59	55	63	63	56	58	59	57	59	63
Library services	82	80	84	82	84	78	83	80	89	84	81	82	75	73	83	82	80

Overview of Geographical Variances

Summary of geographical variances

	Total	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
Place to live	72	76	70	74	74	69	70
PERFORMANCE							
Place to own or operate a business	64	63	65	66	68	59	63
Governing organisation	65	64	62	68	67	65	64
Value for money from rates	62	62	62	64	62	66	59
Council's leadership	58	51	56	61	58	61	56
Advocacy and lobbying	53	47	51	53	54	58	52
Consultation	51	43	52	51	52	54	50
Communication	58	52	58	60	59	57	57
Openness and transparency	50	40	54	52	51	52	48
Embracing change, innovation and technology	59	54	62	60	58	61	59
Customer service	65	62	61	69	65	68	63
City's website	65	64	67	64	65	63	64
Belmont Bulletin – printed newsletter	68	66	67	67	70	67	68
Be-News - email newsletter	67	64	70	64	68	68	65
Social media presence	60	59	59	61	60	63	57
Access to City services online	66	64	70	65	63	65	65
PLANET							
Sustainable practices / climate change	53	45	56	53	50	60	50
Conservation and environmental management	58	51	61	59	56	62	57
Swan River	59	51	62	59	57	64	58
Waste collection services	69	65	70	68	71	73	68
Noise, pollution, food inspections, etc	57	52	59	60	55	55	57
Natural disaster management	60	59	65	58	55	66	58

Summary of geographical variances

	Total	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
PEOPLE							
Youth services and facilities	65	67	66	64	69	67	61
Family and children's services and facilities	68	63	70	69	71	71	64
Seniors services and care	66	58	68	68	65	70	64
Disability access and inclusion	64	59	66	63	68	65	62
Recognition for Aboriginal people / cultures	68	65	70	64	63	77	70
Multiculturalism and racial harmony	67	65	67	67	67	68	67
Volunteer recognition and support	67	67	67	66	66	66	67
Safety and crime prevention	51	49	48	56	53	46	52
Lighting of streets and public places	53	53	52	52	52	52	55
Animal management (dogs and cats)	61	61	62	64	58	60	60
Health and community services	65	62	66	67	64	65	63
Sport and recreation facilities and services	71	68	75	73	70	71	67
Festivals, events, art and cultural activities	71	71	72	70	70	72	72
Belmont Oasis Leisure Centre	69	64	71	70	69	71	67
Belmont Hub	79	72	82	79	78	78	80
Graffiti removal services	66	66	70	67	62	61	65
Control of vandalism and anti-social behaviour	47	42	48	51	47	42	45

Summary of geographical variances

	Total	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
PLACE							
Responsible growth and development	55	49	57	57	56	58	52
Planning approvals	53	39	57	57	49	58	48
Building approvals	58	49	61	61	54	63	54
Housing	62	60	62	64	58	64	59
Local history and heritage	65	66	66	66	63	66	62
Community buildings, halls and toilets	66	65	69	63	68	68	64
Playgrounds, parks and reserves	74	76	78	74	73	78	70
Streetscapes, trees and verges	59	61	57	59	59	66	56
Footpaths, trails and cycleways	63	62	63	61	65	64	62
Road maintenance	65	68	66	62	65	69	63
Traffic management	60	65	58	63	59	63	58
Info on walking, cycling, public transport	64	62	62	62	62	65	66
PROSPERITY							
Economic development and job creation	56	59	59	59	55	57	51
Belmont City Centre development & activation	65	57	70	66	65	64	65
Education and training	60	53	65	58	58	62	63
Library services	82	76	83	84	81	81	84

Community priority windows among
out of area ratepayers and City affiliates

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

↑

Okay

↓

Terrible

CELEBRATE

OPTIMISE

TAKE

REVIEW

PRIORITISE

Note: small sample size

Out of area ratepayers / visitors

- 1 Youth services and facilities
- 2 Family and children's services
- 3 Seniors services and care
- 4 Disability access and inclusion
- 5 Aboriginal recognition
- 6 Multiculturalism
- 7 Volunteer recognition
- 8 Safety and crime prevention
- 9 Lighting
- 10 Animal management
- 11 Health and community services
- 12 Sport and recreation facilities
- 13 Festivals and events
- 14 Sustainable practices
- 15 Conservation
- 16 Swan River
- 17 Waste collection services
- 18 Noise, pollution, food etc
- 19 Natural disaster management
- 20 Growth and development
- 21 Planning approvals
- 22 Building approvals
- 23 Housing
- 24 Local history and heritage
- 25 Community buildings
- 26 Playgrounds, parks & reserves
- 27 Streetscapes, trees and verges
- 28 Footpaths, trails and cycleways
- 29 Road maintenance
- 30 Traffic management
- 31 Info on walking, cycling etc
- 32 Economic development
- 33 Belmont City Centre
- 34 Education and training
- 35 Library services
- 36 Council's leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Openness and transparency
- 41 Change, innovation & technology
- 42 Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 31)

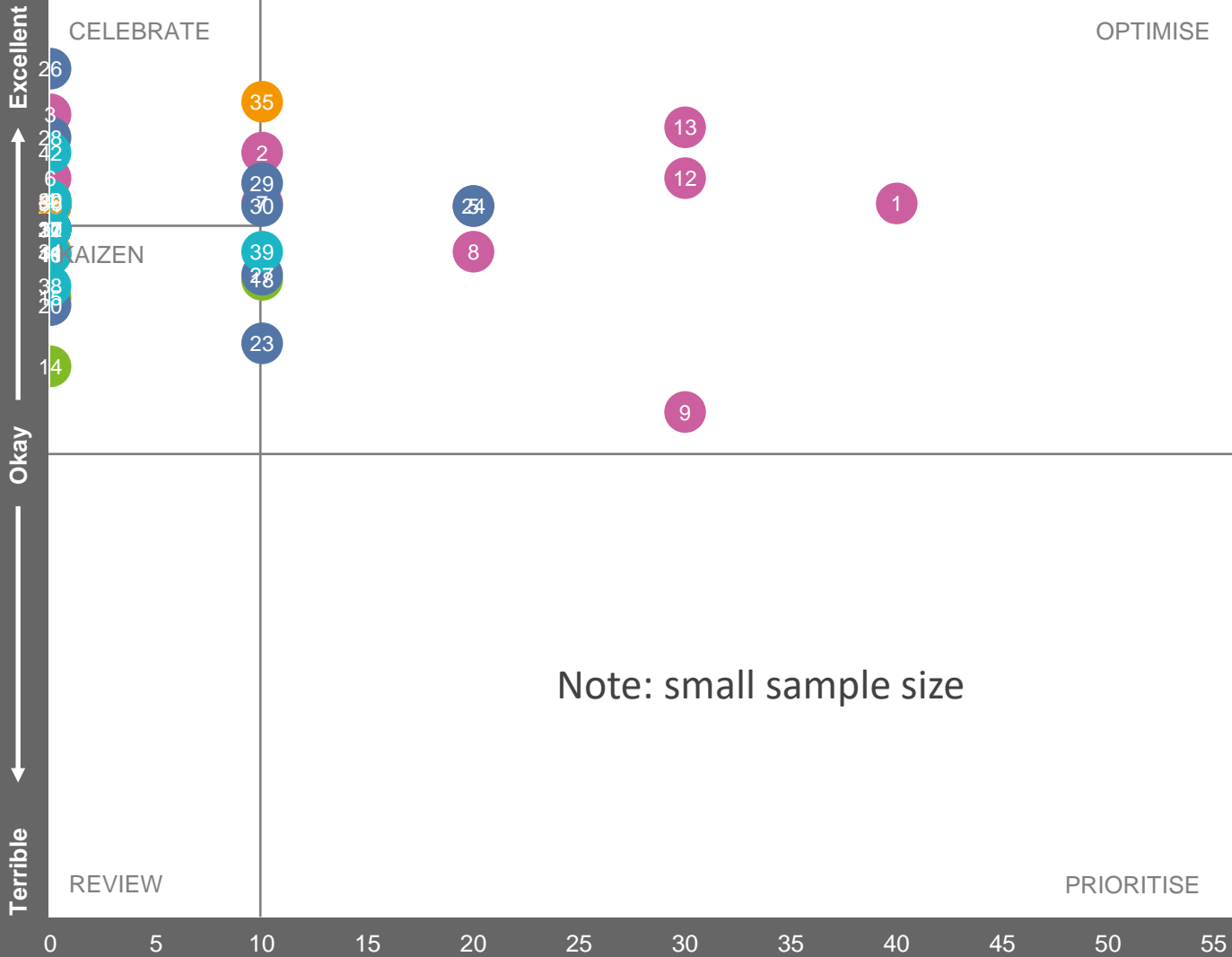
MARKYT Community Priorities

- ### Elected Members & City employees
- 1 Youth services and facilities
 - 2 Family and children's services
 - 3 Seniors services and care
 - 4 Disability access and inclusion
 - 5 Aboriginal recognition
 - 6 Multiculturalism
 - 7 Volunteer recognition
 - 8 Safety and crime prevention
 - 9 Lighting
 - 10 Animal management
 - 11 Health and community services
 - 12 Sport and recreation facilities
 - 13 Festivals and events
 - 14 Sustainable practices
 - 15 Conservation
 - 16 Swan River
 - 17 Waste collection services
 - 18 Noise, pollution, food etc
 - 19 Natural disaster management
 - 20 Growth and development
 - 21 Planning approvals
 - 22 Building approvals
 - 23 Housing
 - 24 Local history and heritage
 - 25 Community buildings
 - 26 Playgrounds, parks & reserves
 - 27 Streetscapes, trees and verges
 - 28 Footpaths, trails and cycleways
 - 29 Road maintenance
 - 30 Traffic management
 - 31 Info on walking, cycling etc
 - 32 Economic development
 - 33 Belmont City Centre
 - 34 Education and training
 - 35 Library services
 - 36 Council's leadership
 - 37 Advocacy and lobbying
 - 38 Consultation
 - 39 Communication
 - 40 Openness and transparency
 - 41 Change, innovation & technology
 - 42 Customer service

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 10)



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MARKYT 