



City of  
**Belmont**

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MARKYT 

# Community Scorecard

## 2024

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Prepared for



City of  
**Belmont**

Prepared by



**CATALYSE**  
FUTYR | MARKYT | CULTYR

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Performance against key pillars in the Strategic Community Plan:	
People	30
Planet	48
Place	55
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# Strategic overview

## Vision



44

% agree

17% points above Industry Average and up 4% points from 2023

## Liveability

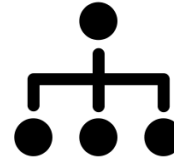


68

Performance Index Score

6 index points below Industry Average and on par with 2023

## Governance



62

Performance Index Score

11 index points above Industry Average and on par with 2023

## Rates Value



58

Performance Index Score

17 index points above Industry Average and on par with 2023

### Top 3 performers

- Library services
- Belmont Hub
- Playgrounds, parks and reserves

### Most improved

- Sustainable practices
- Belmont Hub
- Conservation and environmental management

### Strongest compared to other councils

- Local roads
- Belmont City Centre development & activation
- Library services
- Be-News - email newsletter
- Disability access and inclusion

### Priorities



Safety and crime prevention



Lighting of streets and public places



Streetscapes, trees and verges



Traffic management



Waste management

# Approach



## Our Plan for the Future

City of Belmont | Strategic Community Plan 2024-2034



## MARKYT Community Scorecard

The main objectives of this study were to:

- Support a review of the Strategic Community Plan (SCP)
- Assess performance against objectives, service areas and key performance indicators in the SCP
- Monitor trends
- Determine how views vary across the community
- Map community priorities
- Benchmark performance

# The Study

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

Scorecard invitations were sent to 1,000 randomly selected households by mail and c.10,000 by email. The City of Belmont provided supporting promotions through its communication channels.



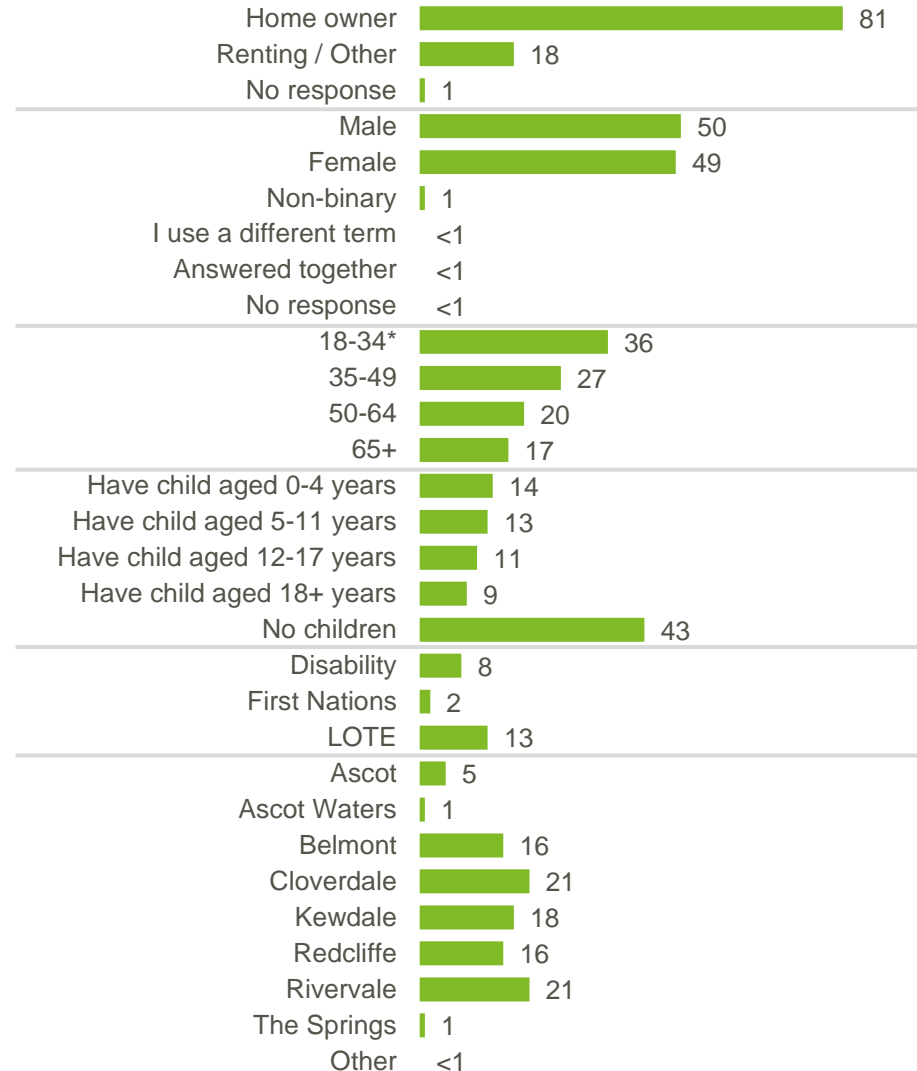
The scorecard was open from 2 to 27 September 2024 and was completed by **1,010 community members** with various connections to the City:

Local resident	Out of area ratepayer / Visitor	Elected Member / Employee
943	46	28

Overall, 733 residents had been randomly selected and 210 opted in from the general population. As responses were similar between the random and opt-in samples, results were combined. The main body of the report presents results from residents, results from other community groups are reported separately.

The random sample of residents was weighted by age and gender to match the ABS Census population profile. Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

## % of resident respondents (weighted)



LOTE: Language other than English

\* Includes a small number of 14-17 year olds

Over the past 21 years, CATALYSE® has conducted community perceptions surveys for more than 70 councils across Australia. When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders.

### Perth Region

- City of Armadale
- Town of Bassendean
- City of Bayswater
- City of Belmont
- Town of Cambridge
- City of Canning
- Town of Claremont
- City of Cockburn
- Town of Cottesloe
- Town of East Fremantle
- City of Fremantle
- City of Joondalup
- City of Kalamunda
- City of Kwinana
- City of Melville
- Town of Mosman Park
- Shire of Mundaring
- City of Nedlands
- Shire of Peppermint Grove
- City of Perth
- Serpentine–Jarrahdale Shire
- City of South Perth
- City of Subiaco
- City of Swan
- Town of Victoria Park
- City of Vincent
- City of Wanneroo

### Peel Region

- Shire of Boddington
- City of Mandurah
- Shire of Murray
- Serpentine–Jarrahdale Shire

### Wheatbelt Region

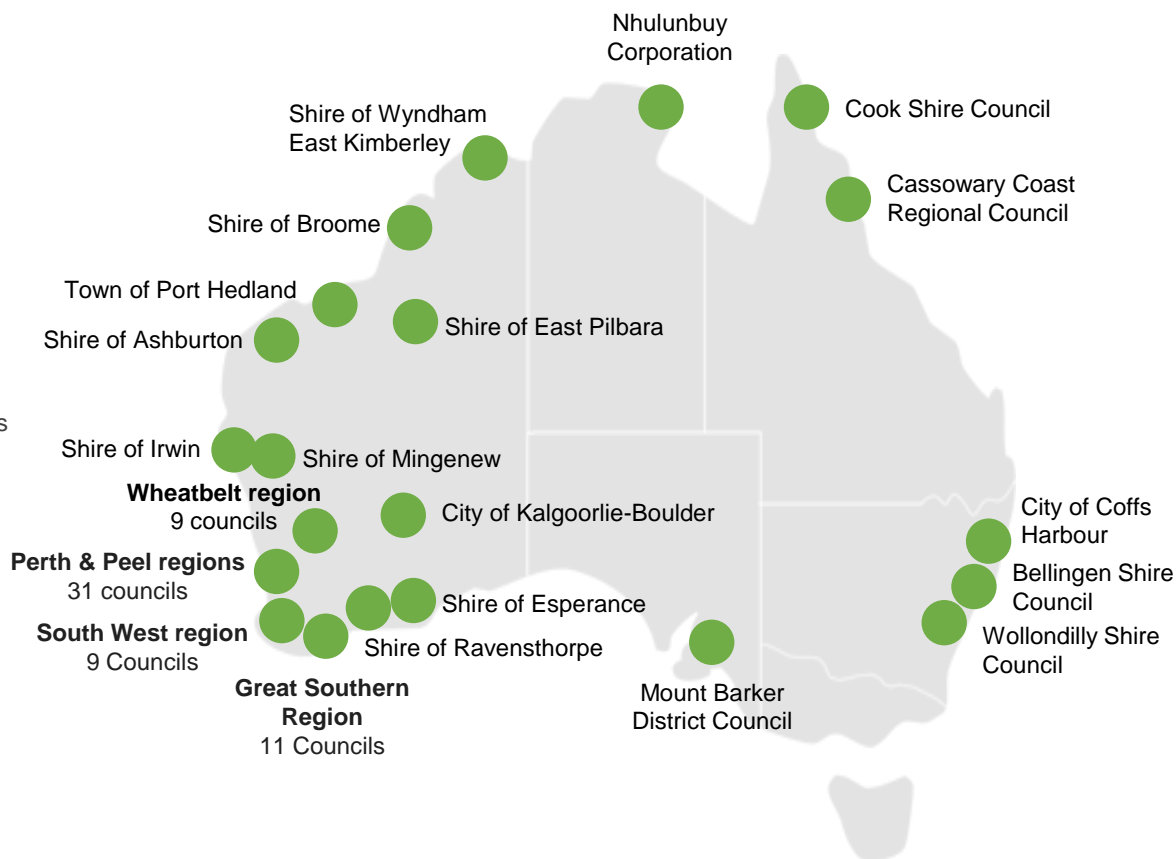
- Shire of Chittering
- Shire of Dandaragan
- Shire of Gingin
- Shire of Merredin
- Shire of Narrogin
- Shire of Northam
- Shire of Pingelly
- Shire of Toodyay
- Shire of York

### South West Region

- Shire of Augusta-Margaret River
- Shire of Bridgetown-Greenbushes
- City of Bunbury
- City of Busselton
- Shire of Capel
- Shire of Collie
- Shire of Dardanup
- Shire of Donnybrook-Balingup
- Shire of Harvey

### Great Southern Region

- City of Albany
- Shire of Broomehill-Tambellup
- Shire of Cranbrook
- Shire of Denmark
- Shire of Gnowangerup
- Shire of Jerramungup
- Shire of Katanning
- Shire of Kent
- Shire of Kojoonup
- Shire of Plantagenet
- Shire of Woodanilling



*Note: in this report, average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.*



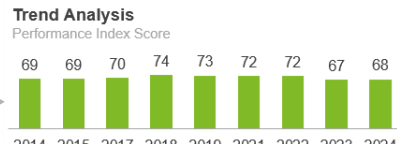
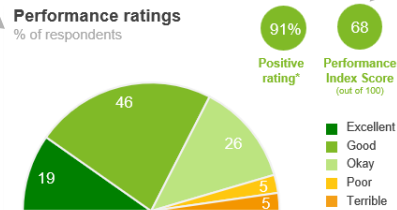
# How to read MARKYT® performance dashboards

## 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 shows how performance varies over time.

**MARKYT® Industry Standards**  
Show Council performance compared to other councils.

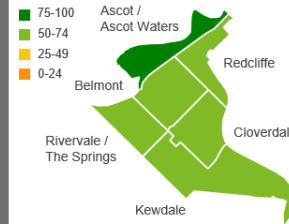
**Council Score** is the Council's performance index score.  
**Industry High** is the highest score achieved by participating councils.  
**Industry Average** is the average score among participating.

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

Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

## Geographical variances

Performance Index Score



**Location**

Ascot / Ascot Waters	75
Belmont	68
Cloverdale	70
Kewdale	74
Redcliffe	56
Rivervale / The Springs	68

## Geographical variances

Maps variances across the region by location.

## 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	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

## Community variances

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

# Overall Performance

# Place to live

## Performance ratings

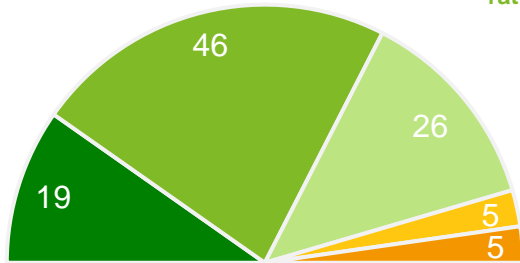
% of respondents

91%

Positive rating\*

68

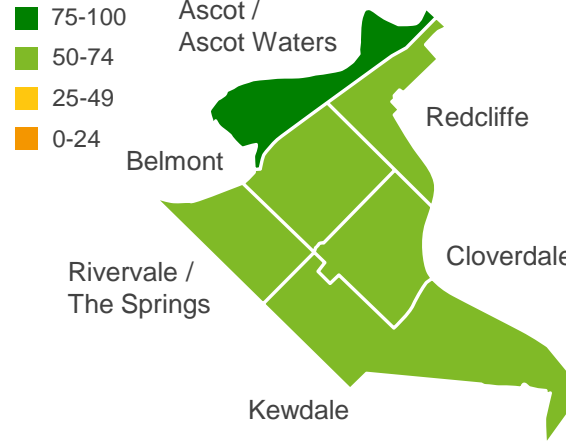
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

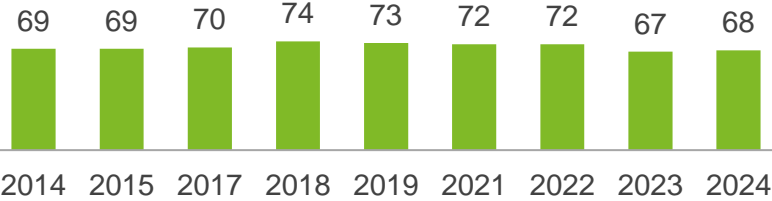


## Location

Ascot / Ascot Waters	75
Belmont	68
Cloverdale	70
Kewdale	74
Redcliffe	56
Rivervale / The Springs	68

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	67
Female	69

### Age of children

0-4 years	66
5-11 years	70
12-17 years	66
18+ years	71
No children	68

### Disability & culture

Disability	70
First Nations#	66
Mainly speak LOTE	65

### Age

18-34 years	63
35-49 years	66
50-64 years	69
65+ years	78

### Homeownership

Homeowner	68
Renting / other	66

## MARKYT Industry Standards

Performance Index Score



City of Belmont	68
Industry High	91
Industry Average	74

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 934).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Governing organisation

## Performance ratings

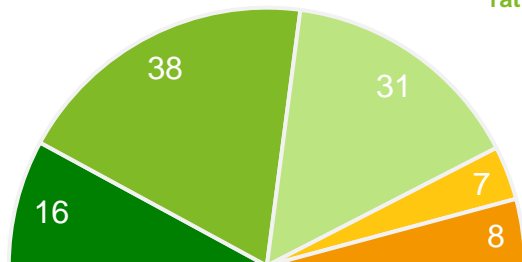
% of respondents

85%

Positive rating\*

62

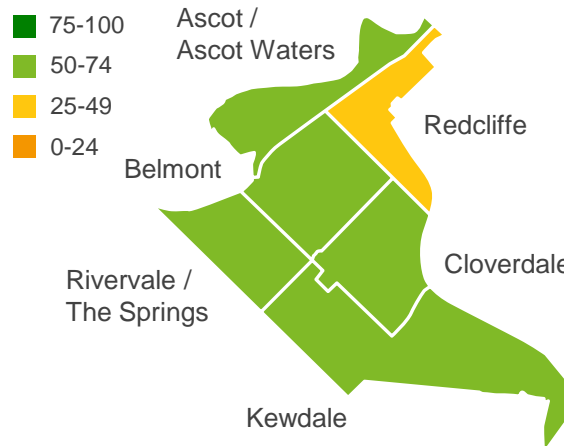
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

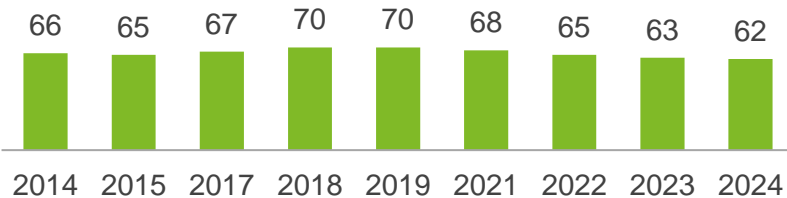


## Location

Ascot / Ascot Waters	68
Belmont	64
Cloverdale	64
Kewdale	66
Redcliffe	49
Rivervale / The Springs	62

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	59
Female	64

### Age of children

0-4 years	58
5-11 years	66
12-17 years	59
18+ years	62
No children	61

### Disability & culture

Disability	61
First Nations#	61

### Age

18-34 years	60
35-49 years	59
50-64 years	60
65+ years	70

Mainly speak LOTE **54**

### Homeownership

Homeowner	62
Renting / other	62

## MARKYT Industry Standards

Performance Index Score



City of Belmont	62
Industry High	69
Industry Average	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 893).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT  industry comparisons



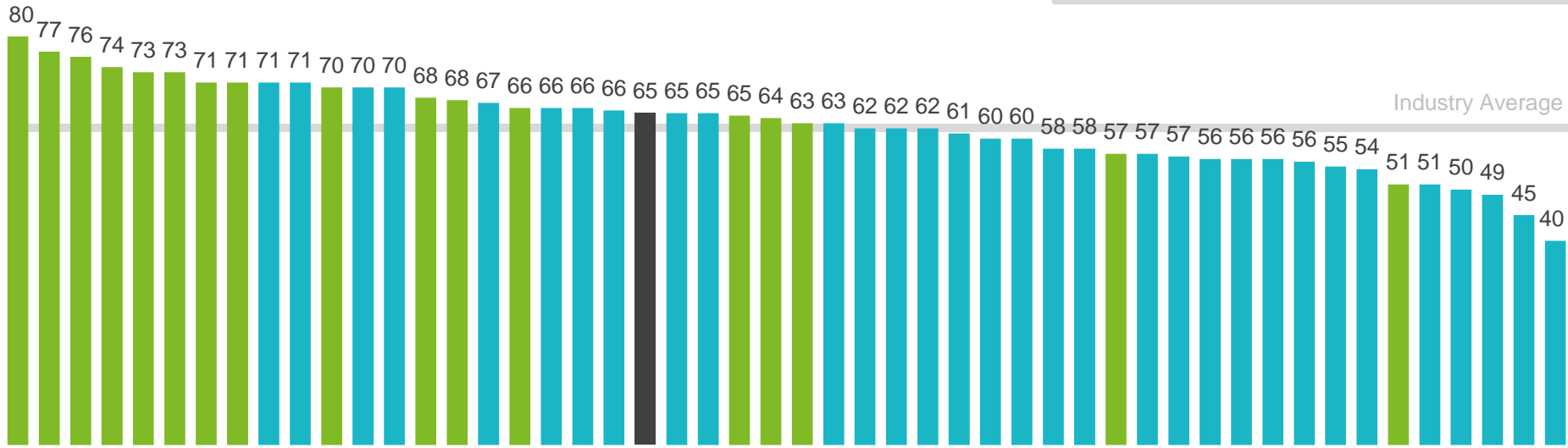
# Overall Performance | industry comparisons

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 65 out of 100, 2 index points above the industry average.

## 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	65
Industry High	80
Industry Average	63

# 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.

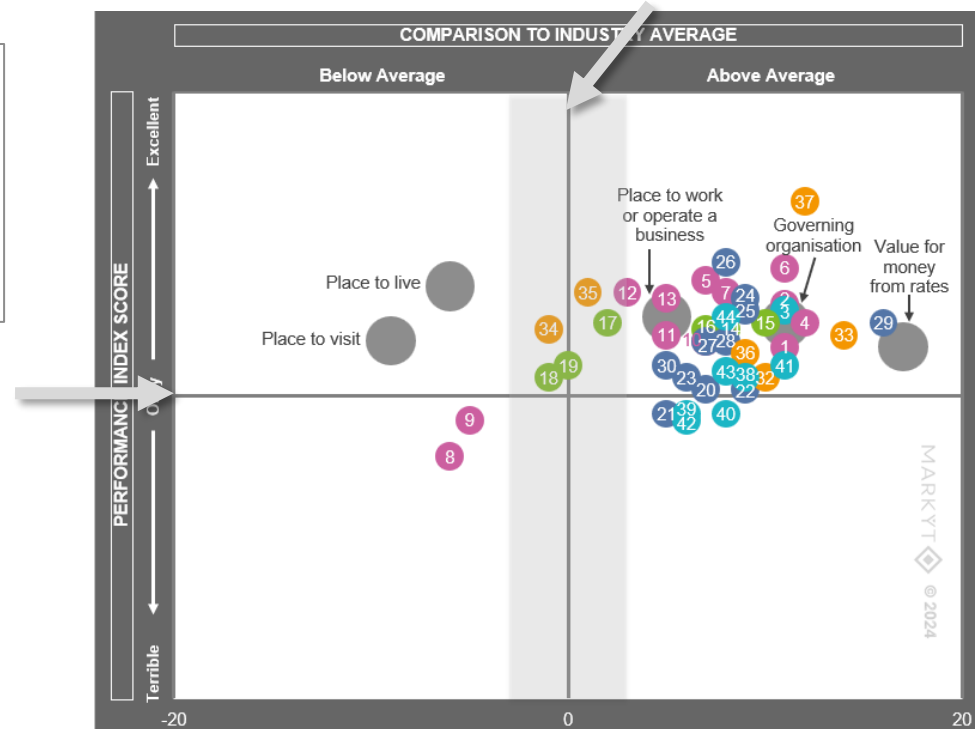
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

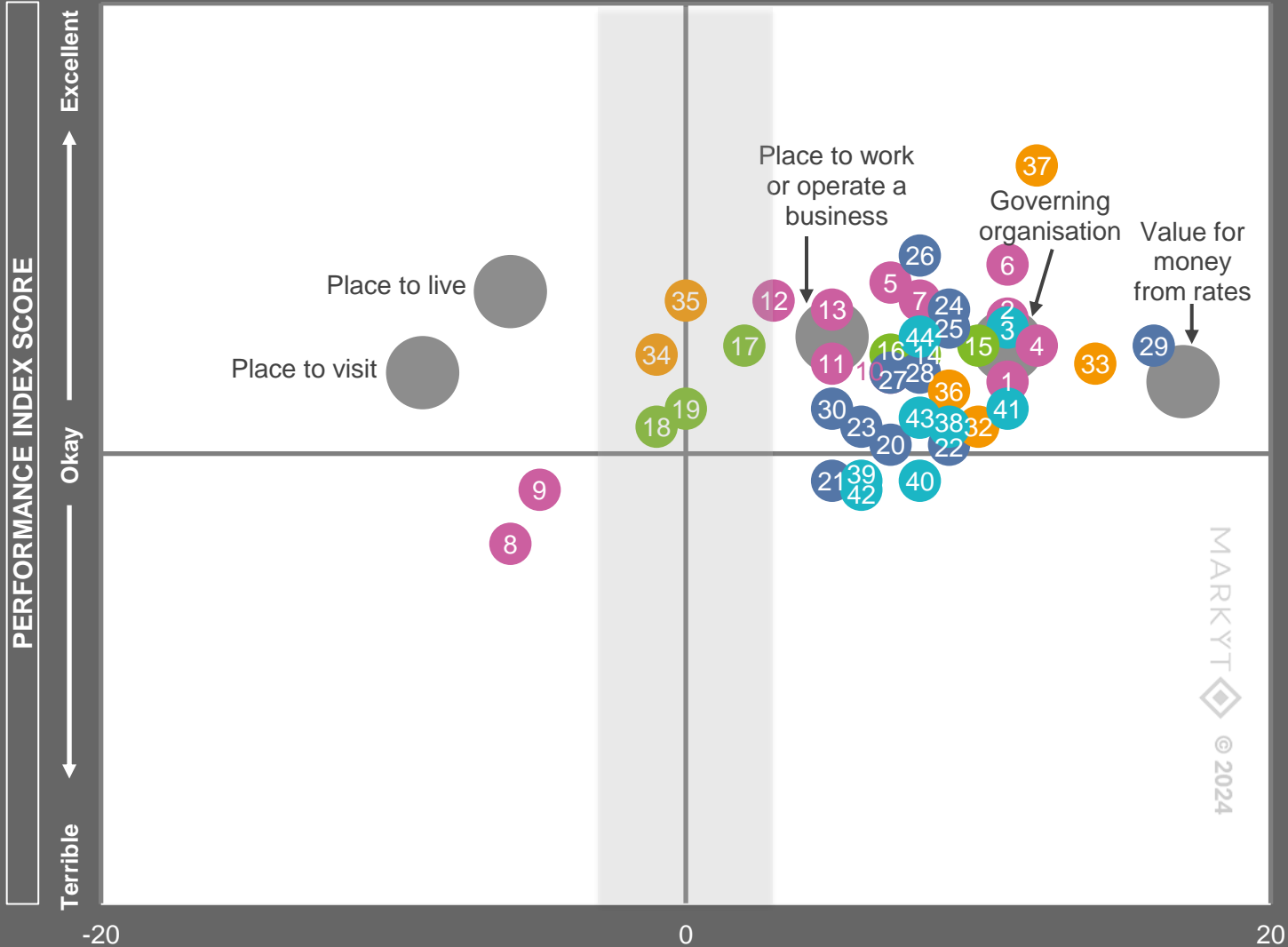
- People
- Planet
- Place
- Prosperity
- Performance

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 First Nations' recognition
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Safety and crime prevention
- 9 Lighting of streets and public places
- 10 Animal management (dogs and cats)
- 11 Health and community services
- 12 Sport and recreation facilities
- 13 Art, cultural and creative activities
- 14 Sustainable practices
- 15 Conservation and environment
- 16 Swan River
- 17 Waste management
- 18 Noise, pests, pollution, food inspections
- 19 Natural disaster management
- 20 Responsible growth and development
- 21 Planning approvals
- 22 Building approvals
- 23 Housing
- 24 Local history and heritage
- 25 Community buildings, halls and toilets
- 26 Playgrounds, parks and reserves
- 27 Streetscapes, trees and verges
- 28 Footpaths, trails and cycleways
- 29 Local roads
- 30 Traffic management
- 31 Info on walking, cycling, public transport
- 32 Economic development and job creation
- 33 City Centre development & activation
- 34 Local area development & activation
- 35 Festivals, markets and events
- 36 Education, training and life-long learning
- 37 Library services
- 38 Council's leadership
- 39 Advocacy and lobbying
- 40 Consultation
- 41 Communication
- 42 Openness and transparency
- 43 Change, innovation and technology
- 44 Customer service

MARKYT  © 2024

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

**The City of Belmont is leading the industry in 9 areas:**

- Value for money from rates
- Openness and transparency
- Disability access and inclusion
- Multiculturalism / cultural diversity
- Sustainable practices
- Library services
- City's website
- Belmont Bulletin – printed newsletter
- Be-News - email newsletter



MARKYT  community trends



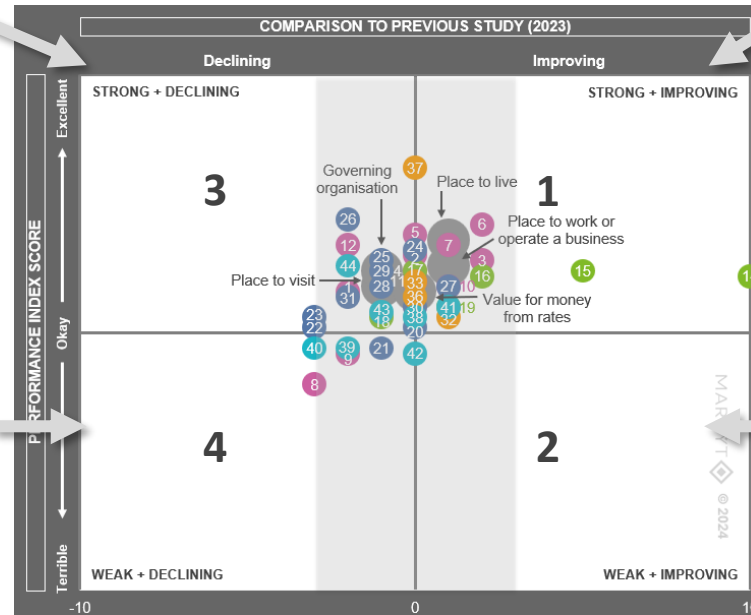
The MARKYT® Community Trends Window shows trends in performance over the past year.

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

- Housing
- Building approvals

**Window 4** includes lower performing areas in decline. The **main concerns** include:

- Consultation
- Safety and crime prevention



**Window 1** includes higher performing areas that have improved. **Stand-out improvers** are:

- Sustainable practices
- Conservation and environmental management

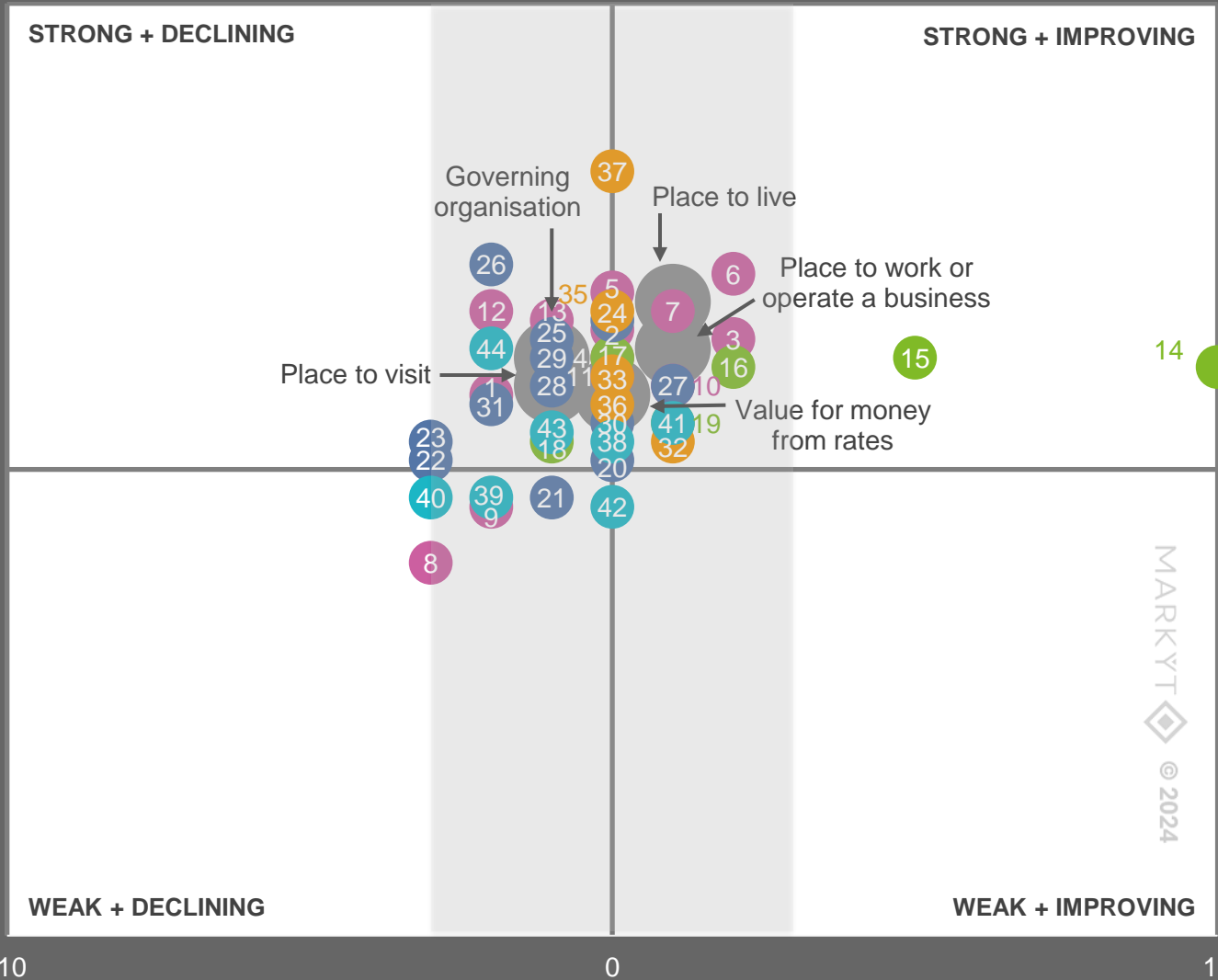
**Window 2** includes lower performing areas that are improving. No performance areas fall within this window.

# MARKYT Community Trends Window

## COMPARISON TO PREVIOUS STUDY (2023)

PERFORMANCE INDEX SCORE

Excellent  
↑  
Okay  
↓  
Terrible



- 1 Youth services and facilities
- 2 Family and children's services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 First Nations' recognition
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
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- 44 Customer service

MARKYT  © 2024

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

MARKYT  community priorities

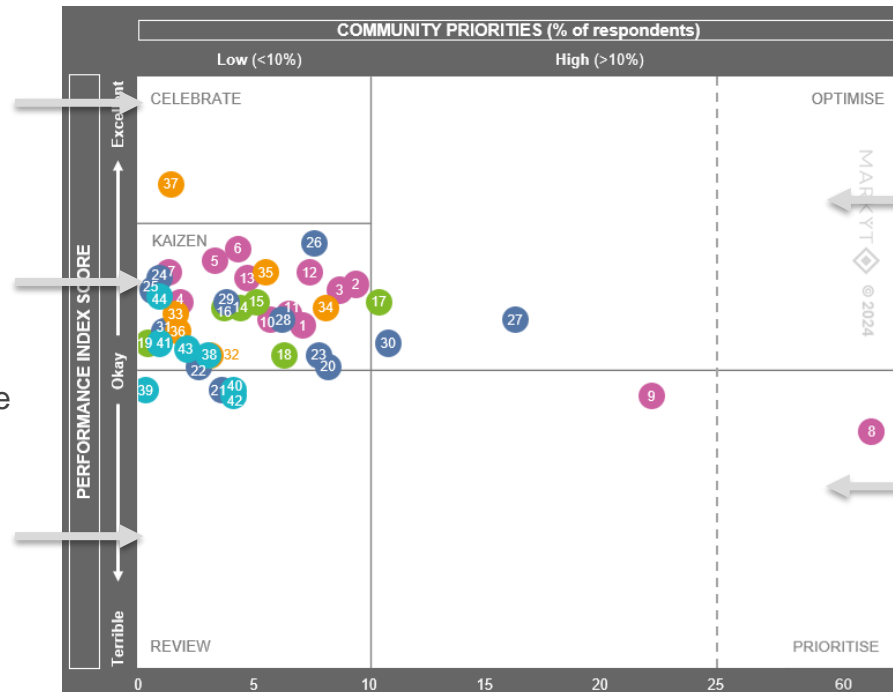
# How to read the MARKYT Community Priorities

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

**CELEBRATE** the City'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 City to focus its attention.

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

# MARKYT Community Priorities

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

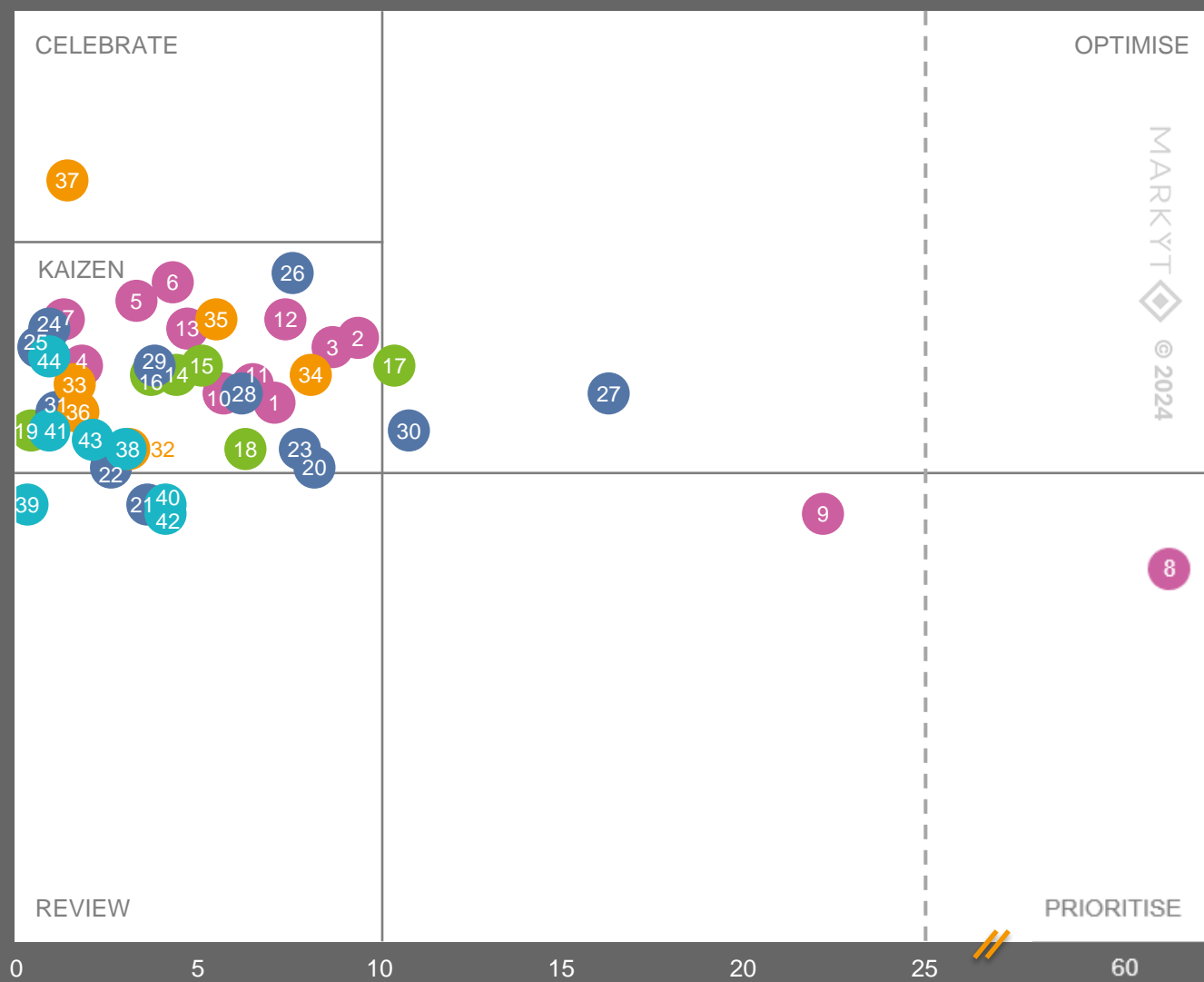
OPTIMISE

KAIZEN

REVIEW

PRIORITISE

MARKYT  © 2024



- 1 Youth services and facilities
- 2 Family and children's services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 First Nations' recognition
- 6 Multiculturalism / cultural diversity
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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=789)



Addressing community priorities

### Community driven actions

- Advocate for a 24-hour police station and more visible police presence, including more on-foot and vehicle patrols around residential streets, shopping centres, parks and other hot spots.
- Provide a better security service with more patrols with greater powers, and a more responsive and local call-centre.
- Install more CCTV and lighting in streets, parks and public areas.
- Provide incentives for residents to install CCTV and security measures at home.
- Lobby for housing authorities to maintain public housing properties and improve management of problem tenants.
- Provide support services for homeless people and vulnerable families, including drug and alcohol education and outreach programs, access to financial aid and counselling.
- Advocate for harsher penalties for criminal activities, especially for repeat offenders.

### Community Voices

*"More police presence on the streets and in the shopping centres preventing theft ... attempting to stop what is happening."*

*"Make Belmont police station a 24-hour operation."*

*"Provide a better, more attentive, and responsive security provider.*

*Allow the security officers more power to move on and/or detain offenders.*

*Get them to hang out at smaller retail precincts to deter criminality, humbugging, drunks and druggies."*

*"Eyes on the Street - call centre to actually be in Belmont so that you can talk to someone from the area."*

*"CCTV monitoring, sign boards saying CCTV in operation.*

*More patrolling specially around schools, parks, aged care centres and shopping centres. More security."*

*"The street lighting is incredibly poor which does not help feel safe with crime and encourages crime as opportunistic criminals go looking on darker streets at people's homes or do deals on these streets. More light would help reduce the crime."*

*"More Eyes on the Street Watch Patrols, subsidies for security cameras/security screens, more CCTV, support with getting the Dept of Housing to take ownership of criminals living in their houses and terrorising our neighbourhoods."*

*"Govt and associated Govt Depts must be held to account for the inexcusable crime rate & the disgraceful behaviour prominent in Public Housing - and that Depts seeming lack of interest in management of the antisocial and criminal behaviour."*

*"More services to assist families that are struggling to make ends meet before they turn to crime? Or engaging bored youth?"*

*"Provide services to various homeless people that beg for money around all the shopping places around Belmont. Provide adult literacy services to adults who cannot read."*

*"Engage state governments in support of tougher penalties."*

### Community driven actions

- Provide more streetlights throughout the area, particularly in dark streets, parks and pathways to deter crime and make residents feel safer at night.
- Upgrade streetlights to use brighter LEDs.
- Improve lighting of parks, the riverfront, walkways and cycleways to make them safe for commuting and exercising in the early morning and at night.
- Ensure all streetlights are working.
- Repair broken lights promptly.
- Advocate for underground power.

### Community Voices

*“More lighting on paths and at all parks to ensure you feel safe to use them at all times of the day (early morning / late at night) - would be a deterrent for drug users, as often come across discarded needles.”*

*“Replacing some old street lights with higher lumens LEDs makes the city feel safer.”*

*“On most streets, the lights are high, often between trees that cast shadows below. City of Belmont should pursue better alternatives, such as low mounted LED lights that illuminate both the vehicle roadways and pedestrian pathways at night, while minimising 'glare' for road users and adjacent properties.”*

*“Ensure that adequate lighting is in place and maintained at public places and walking paths such as the paths around Adachi Park. Note that if lights are too far apart then that isn't adequate lighting.”*

*“The walking path along the river has not got enough lighting There is a number of unavailable people around taking drugs and selling making it unsafe to walk early mornings, late afternoons and after dark.”*

*“Lighting around main streets, public parks, specially around Tomato Lake would support the development of community health and vibes at night.”*

*“Better repairs and better lighting may help with crime.”*

*“When is underground power coming? I reside in Miller Ave one street back from Great Eastern Highway and connection is ready to be made though no notice when this will be completed or commenced. Improves safety and streetscape appeal.”*

*“We have been waiting for underground electricity for over 20 years. The posts are unsightly. And the lighting is inadequate especially in winter.”*

### Community driven actions

- Beautify the streetscape by planting more trees to provide shade and support biodiversity – plant more trees and plants on verges, median strips and in public spaces, especially natives.
- Clear rubbish and debris from footpaths, streets, parks and other public areas.
- Keep verges neat and well maintained – water and prune trees, mow grass, remove weeds etc and support the planting of native/edible verges.
- Encourage residents to keep their verges well maintained with incentives such as free mulch and native plants.

### Community Voices

*“Plant more trees and vegetation on verges to increase the canopy creating habitat for wildlife and reducing heat.”*

*“Trees on every verge, multiple trees on verges, underground power, native and exotic plantings on all verges, trees lining and/or middle of streets, more public open space.”*

*“In addition to improving the greenery, more attention should be given to maintaining the verges, upgrading traffic lights, and keeping the streets clean. While I do my part by picking up rubbish where I can, I cannot maintain the entire neighborhood on my own. A collective effort is needed to ensure our streets are clean and reflective of the city's potential”*

*“The City has planted many trees on verges over the last 10 years however the truck that comes to water them shoots a water cannon of water onto the tree resulting in the demise of many of the trees. If the City is committed to street trees they need to employ two people to water the trees and take care when applying the water.”*

*“Trimming verge trees properly, removing dead branches so they are not a hazard to people walking by, cutting the verge trees back enough that they are away from powerlines longer than a couple months.”*

*“Take steps to compel landowners to maintain streetscapes. Get rid of unsightly rubbish, unkempt and badly maintained gardens, encourage slashing of weeds etc. Offer a discount on rates for those who maintain their properties well, or offer other incentives such as random property bonuses or credits for other council services.”*

*“Encourage better home gardens through rate incentives, rewards, free native plants for verges, free mulch etc.”*

### Community driven actions

- Introduce traffic-calming measures such as speed bumps, traffic islands, and lower speed limits in residential areas to deter speeding and enhance safety.
- Install traffic lights, roundabouts, and dedicated turning arrows at busy intersections (eg Abernathy Road and Keane Street) to improve safety and reduce congestion.
- Develop strategies to minimise cut-through traffic from the airport into residential streets, possibly by reopening certain roads or redirecting traffic to main routes.
- Ensure that new developments provide adequate parking and road access to meet increased demand, so they do not negatively impact existing traffic patterns.
- Address overflow parking from high-density developments by enforcing stricter parking regulations and creating designated parking areas to keep streets clear for traffic flow.

### Community Voices

*“More traffic islands to slow down traffic speeds.”*

*“There needs to be traffic calming applied around the activity centres in Belmont. These need to be 40km/per hour zones. Currently the City has left these zones with a priority of vehicles over pedestrians. This effects amenity and hinders business growth.”*

*“The need for traffic calming devices on local streets. Example the street I live on is like a drag strip night and day.”*

*“Lights or roundabout to the Keane St / Abernathy intersection.”*

*“Slow the traffic at intersection of Hardey Road and Gabriel Street (a roundabout would be an easy solution). Change the intersection of Hardey Rd and Alexander road - it is terrible and should be a roundabout surely.”*

*“Redirect traffic to back to Great Eastern Highway by hindering the effectiveness of the ""rat run"" from Francisco to the airport.”*

*“When approving these multi-residential developments insist on more on-site parking per unit, min of 2 bays per unit & allow for visitor parking. This may mean underground parking but get it off the street verges.”*

*“Traffic management. Streets and roads that are becoming congested by parked vehicles spilling out from new high density residential developments. Keep streets, roads and all intersections clear of parked vehicles.”*

*“Ensuring that all new developments incorporate adequate parking for the residents living in the development. It is getting more dangerous driving on streets with overflow parking on both sides of the road. Where developments are already approved or completed, turn verges into parking bays to keep the cars off the road.”*



### Community driven actions

- Review the 3-bin system – consider reverting to a two-bin system or adjust the sizes and collection frequency of bins. A common complaint is that red bins need to be larger and/or collected weekly.
- Provide education and awareness programs regarding proper waste disposal and recycling practices.
- Provide more street bins and drop-off points for waste such as oil, paint, aerosols, etc.
- Review the performance of contractors to address community concerns with timeliness and reliability of waste collection services.

### Community Voices

*“Give us decent sized general waste bins! You quartered the amount we can remove from our house. General waste bin size is RIDICULOUS!!!”*

*“The new FOGO system is all back to front. Red lidded bin needs to be bigger or taken each week. Yellow bin needs to go each week. Yes I am sorting the rubbish correctly, so the least that can be done is to get the collections right.”*

*“Abandon FOGO and reinstate previous system. Other councils are resisting the state government’s demands and Belmont should present a united front with them.”*

*“I think more education in regards to what goes into each bin and some type of random bin inspection as a lot of people are using the FOGO bins for all waste. This is because this bin is emptied every week and people are just happy to see all their rubbish go regularly regardless of the consequences to the environment.”*

*“Have access to waste management for all. The fact that the council doesn’t have a drop off point/collection point for aerosols does not make sense given the fact they are still sold everywhere. This lends itself to people not disposing of their waste correctly.”*

*“We need to have the ability to take old oil and paint to places in our shire not other shires. If made too hard people do illegal things to get rid of it.”*

*“The new contractor you have engaged to collect waste are unreliable.. they don’t empty bins, they don’t come at regular times .. I’ve had my bin out for 3 days before the contractor has empty the bins (not a public holiday) in the 17 years I have lived here I’ve never had a problem.. the new contractors seems to be amateurs.”*

*“Better services - [name removed] is not working out and the new bin system is not helping at all. Weekly red bin emptied for starters.”*

People



# Services and facilities for youth

## Performance ratings

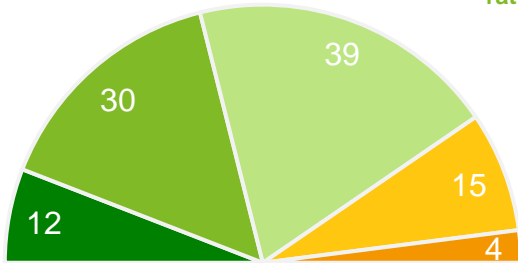
% of respondents

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

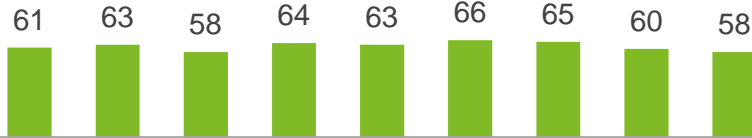


## Location

Ascot / Ascot Waters	55
Belmont	61
Cloverdale	61
Kewdale	61
Redcliffe	53
Rivervale / The Springs	53

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	58
Female	59

### Age of children

0-4 years	52
5-11 years	63
12-17 years	57
18+ years	58
No children	59

### Disability & culture

Disability	53
First Nations#	54

### Age

18-34 years	55
35-49 years	59
50-64 years	58
65+ years	62

Mainly speak LOTE	60
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### Homeownership

Homeowner	57
Renting / other	59

## MARKYT Industry Standards

Performance Index Score



City of Belmont	58
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 = 522).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Services and facilities for families and children

## Performance ratings

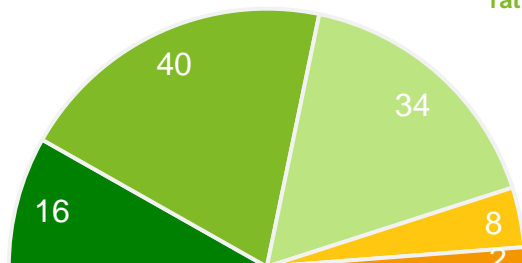
% of respondents

90%

Positive rating\*

65

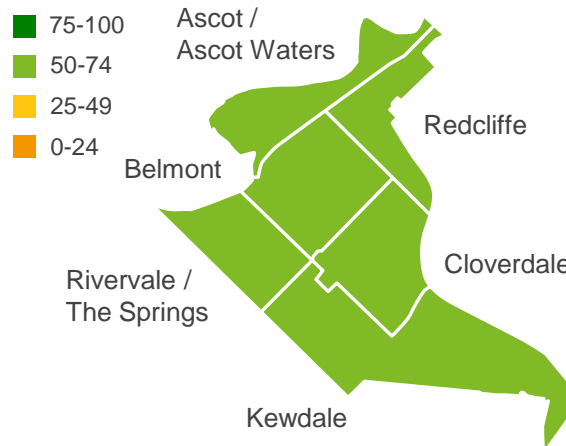
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

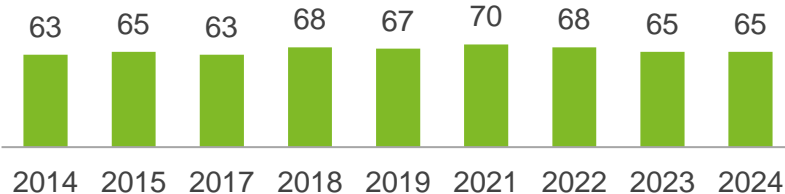


## Location

Ascot / Ascot Waters	67
Belmont	69
Cloverdale	67
Kewdale	70
Redcliffe	60
Rivervale / The Springs	61

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Belmont	65
Industry High	67
Industry Average	54

## Community variances

Performance Index Score

### Gender

Male	64
Female	68

### Age of children

0-4 years	63
5-11 years	69
12-17 years	65
18+ years	67
No children	66

### Disability & culture

Disability	61
First Nations#	69

### Age

18-34 years	63
35-49 years	66
50-64 years	64
65+ years	69

Mainly speak LOTE 64

### Homeownership

Homeowner	66
Renting / other	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 704).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Services, facilities, and care available for seniors

## Performance ratings

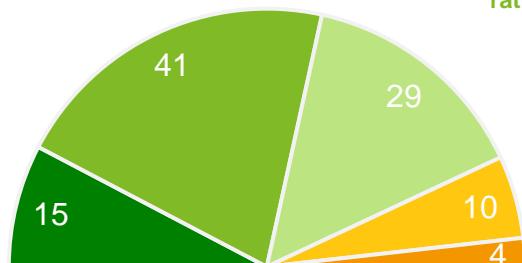
% of respondents

86%

64

Positive rating\*

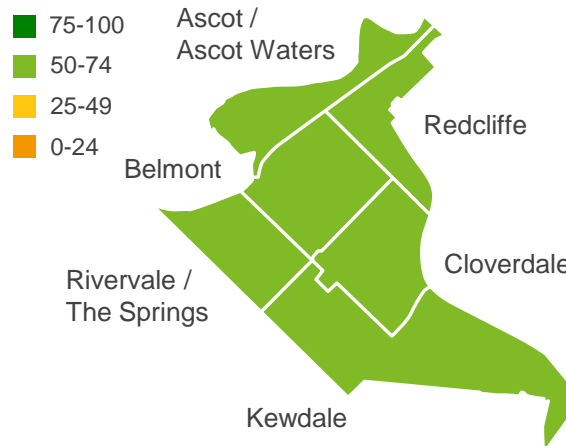
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

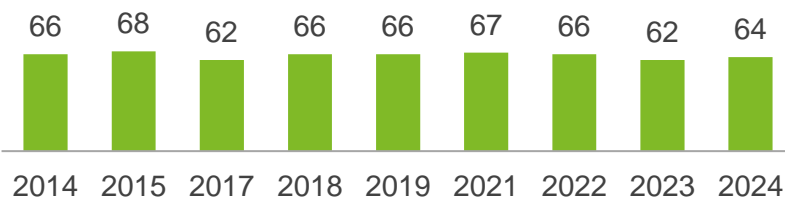


## Location

Ascot / Ascot Waters	65
Belmont	64
Cloverdale	66
Kewdale	66
Redcliffe	59
Rivervale / The Springs	62

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	63
Female	66

### Age of children

0-4 years	59
5-11 years	69
12-17 years	62
18+ years	64
No children	65

### Disability & culture

Disability	64
First Nations#	68
Mainly speak LOTE	64

### Age

18-34 years	61
35-49 years	63
50-64 years	62
65+ years	70

### Homeownership

Homeowner	64
Renting / other	61

## MARKYT Industry Standards

Performance Index Score



City of Belmont	64
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 = 520).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Disability access and inclusion

## Performance ratings

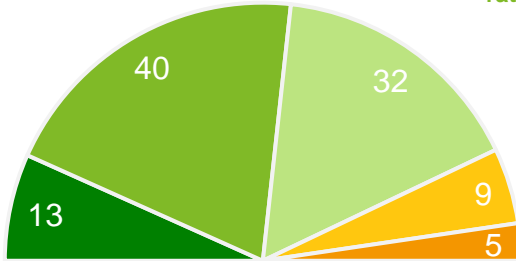
% of respondents

86%

62

Positive rating\*

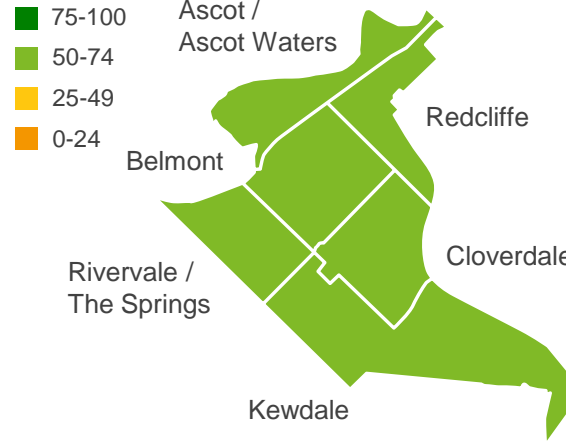
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

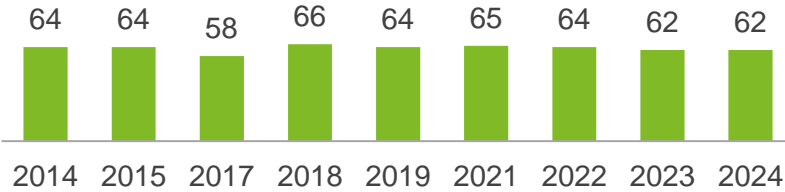


## Location

Ascot / Ascot Waters	59
Belmont	61
Cloverdale	63
Kewdale	66
Redcliffe	56
Rivervale / The Springs	64

## Trend Analysis

Performance Index Score



## 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	Mainly speak LOTE
	18+ years	Homeownership
	No children	Homeowner
		Renting / other

Male	63
Female	62
Age	
18-34 years	59
35-49 years	61
50-64 years	63
65+ years	67

0-4 years	63
5-11 years	66
12-17 years	64
18+ years	65
No children	60

Disability	59
First Nations#	55
Mainly speak LOTE	64
Homeownership	
Homeowner	62
Renting / other	61

## MARKYT Industry Standards

Performance Index Score



City of Belmont	62
Industry High	62
Industry Average	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 485).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Recognition and respect for First Nations peoples, cultures and heritage

## Performance ratings

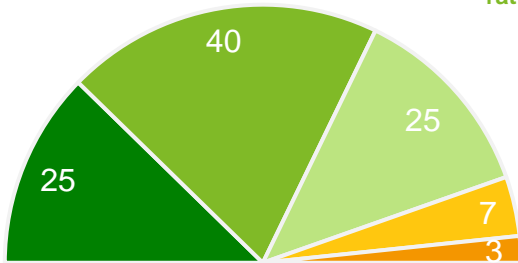
% of respondents

89%

69

Positive rating\*

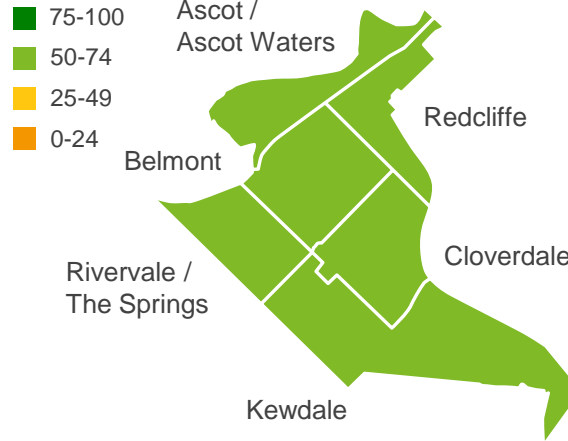
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

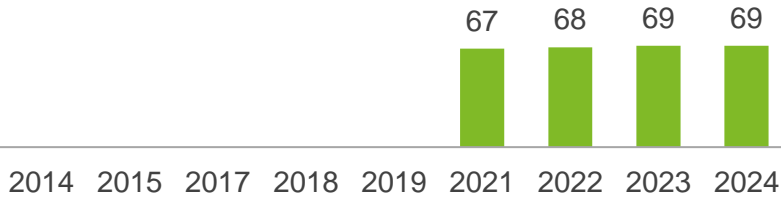


## Location

Ascot / Ascot Waters	68
Belmont	68
Cloverdale	67
Kewdale	73
Redcliffe	65
Rivervale / The Springs	71

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Category	Sub-category	Performance Index Score
Gender	Male	69
	Female	69
Age of children	0-4 years	72
	5-11 years	71
	12-17 years	66
	18+ years	73
	No children	68
Age	18-34 years	68
	35-49 years	68
	50-64 years	69
	65+ years	71
Disability & culture	Disability	63
	First Nations#	58
	Mainly speak LOTE	70
Homeownership	Homeowner	71
	Renting / other	63

## MARKYT Industry Standards

Performance Index Score



City of Belmont	69
Industry High	71
Industry Average	62

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

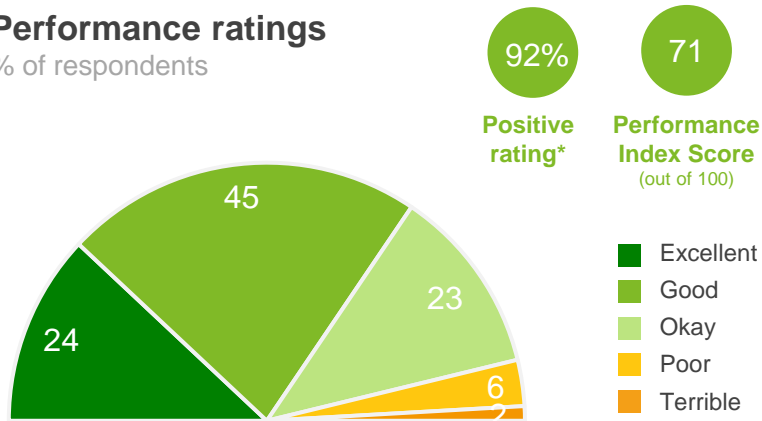
Base: All respondents, excludes 'unsure' and 'no response' (n = 576).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Multiculturalism / recognition of cultural diversity

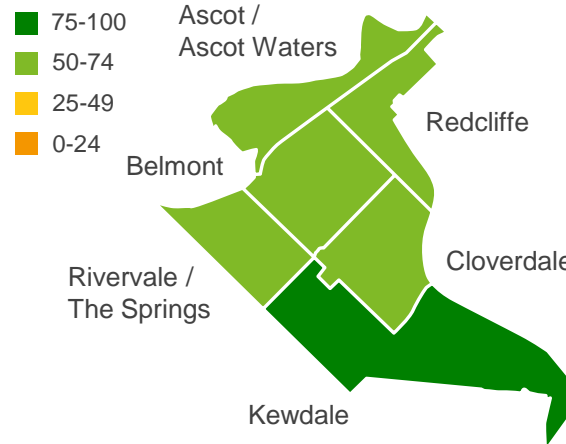
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

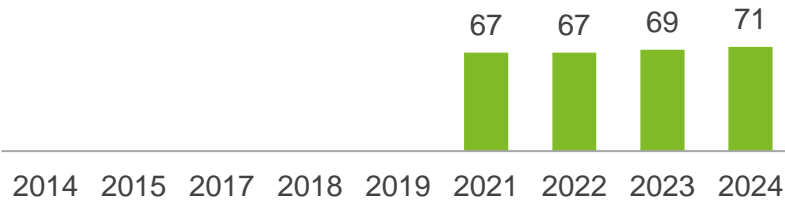


## Location

Ascot / Ascot Waters	71
Belmont	69
Cloverdale	71
Kewdale	75
Redcliffe	66
Rivervale / The Springs	73

## 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 73	5-11 years 74	First Nations# 61
Age	12-17 years 72	Mainly speak LOTE 69
18-34 years 71	18+ years 75	Homeownership
35-49 years 71	No children 70	Homeowner 72
50-64 years 70		Renting / other 68
65+ years 71		

## MARKYT Industry Standards

Performance Index Score



City of Belmont	71
Industry High	71
Industry Average	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 696).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)



# Access to health and community services

## Performance ratings

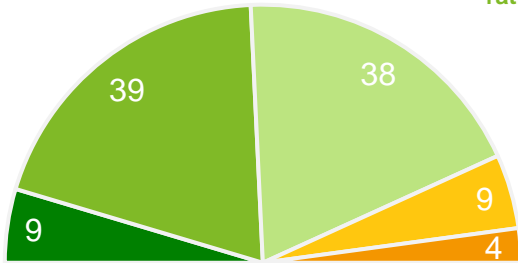
% of respondents

86%

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

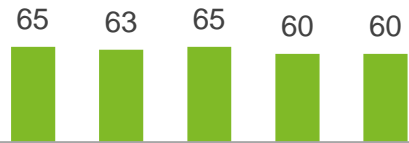


## Location

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

## Trend Analysis

Performance Index Score



2014 2015 2017 2018 2019 2021 2022 2023 2024

## Community variances

Performance Index Score

### Gender

Male	59
Female	61

### Age of children

0-4 years	52
5-11 years	63
12-17 years	61
18+ years	59
No children	61

### Disability & culture

Disability	60
First Nations#	70

### Age

18-34 years	57
35-49 years	60
50-64 years	61
65+ years	66

Mainly speak LOTE	53
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### Homeownership

Homeowner	60
Renting / other	61

## MARKYT Industry Standards

Performance Index Score



City of Belmont	60
Industry High	68
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 705).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)



# Sport and recreation facilities and services

## Performance ratings

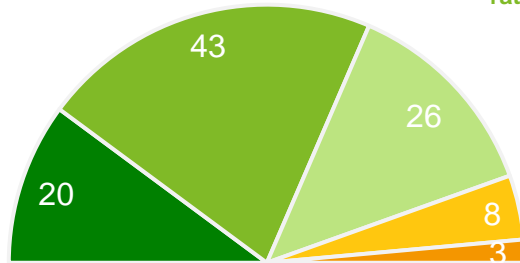
% of respondents

89%

67

Positive rating\*

Performance Index Score (out of 100)

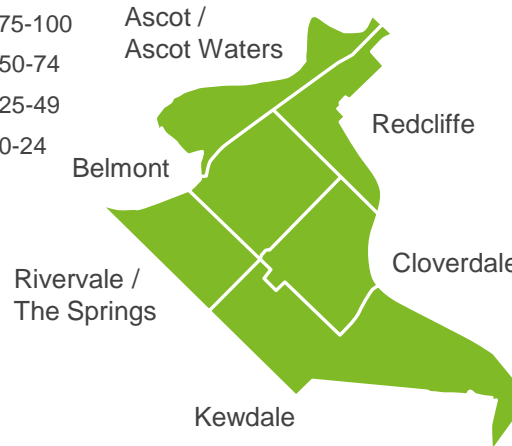


- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

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

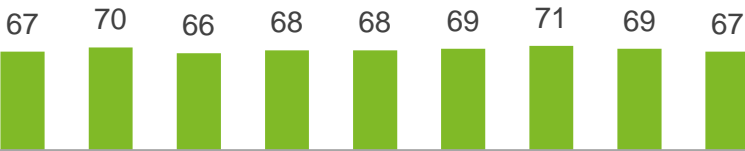


## Location

Ascot / Ascot Waters	66
Belmont	67
Cloverdale	72
Kewdale	71
Redcliffe	62
Rivervale / The Springs	64

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	66
Female	69

### Age of children

0-4 years	60
5-11 years	69
12-17 years	68
18+ years	70
No children	69

### Disability & culture

Disability	64
First Nations#	48
Mainly speak LOTE	59

### Age

18-34 years	64
35-49 years	67
50-64 years	69
65+ years	73

### Homeownership

Homeowner	68
Renting / other	67

## MARKYT Industry Standards

Performance Index Score



City of Belmont	67
Industry High	79
Industry Average	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 826).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Belmont Oasis Leisure Centre

## Performance ratings

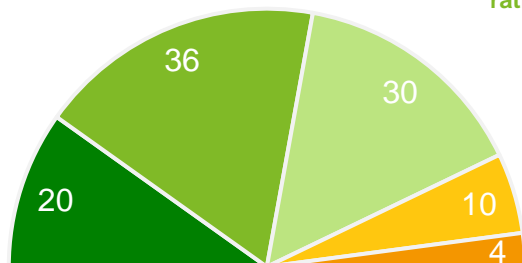
% of respondents

86%

64

Positive rating\*

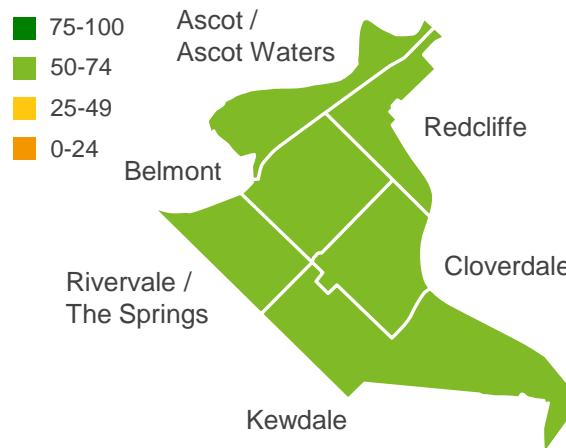
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

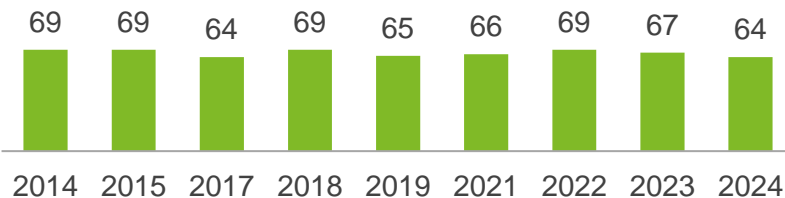


## Location

Ascot / Ascot Waters	67
Belmont	65
Cloverdale	69
Kewdale	62
Redcliffe	57
Rivervale / The Springs	66

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	64
Female	64

### Age of children

0-4 years	61
5-11 years	64
12-17 years	58
18+ years	64
No children	67

### Disability & culture

Disability	56
First Nations#	40
Mainly speak LOTE	62

### Age

18-34 years	62
35-49 years	62
50-64 years	65
65+ years	70

### Homeownership

Homeowner	64
Renting / other	68

## MARKYT Industry Standards

Performance Index Score



City of Belmont	64
Industry High	80
Industry Average	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 636).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Belmont Hub (including the library and museum)

## Performance ratings

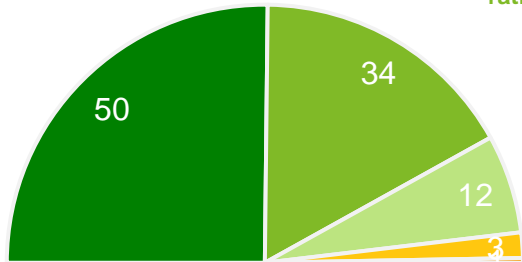
% of respondents

96%

Positive rating\*

82

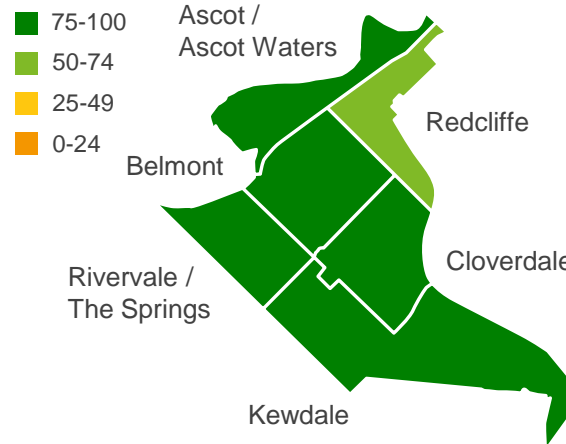
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

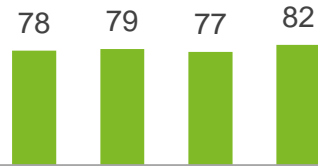


## Location

Ascot / Ascot Waters	84
Belmont	85
Cloverdale	88
Kewdale	82
Redcliffe	72
Rivervale / The Springs	83

## Trend Analysis

Performance Index Score



2014 2015 2017 2018 2019 2021 2022 2023 2024

## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	81	0-4 years	86	Disability	81
Female	85	5-11 years	87	First Nations#	67
Age		12-17 years	80	Mainly speak LOTE	85
18-34 years	81	18+ years	83	Homeownership	
35-49 years	84	No children	82	Homeowner	82
50-64 years	81			Renting / other	83
65+ years	84				

## MARKYT Industry Standards

Performance Index Score



City of Belmont	82
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 = 686).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Art, cultural and creative activities

## Performance ratings

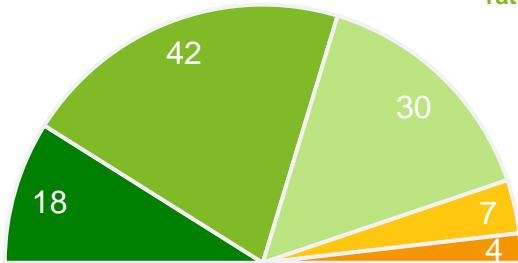
% of respondents

90%

Positive rating\*

66

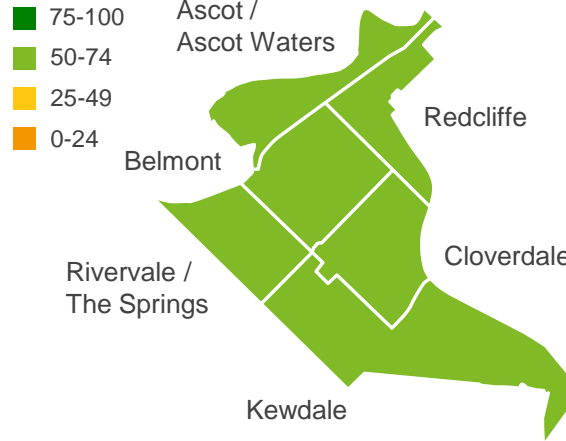
Performance Index Score (out of 100)



■ Excellent  
■ Good  
■ Okay  
■ Poor  
■ Terrible

## Geographical variances

Performance Index Score

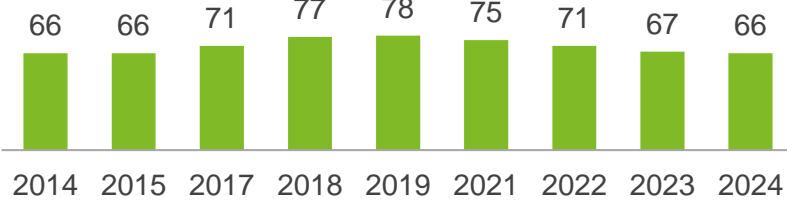


## Location

Ascot / Ascot Waters	67
Belmont	62
Cloverdale	71
Kewdale	69
Redcliffe	62
Rivervale / The Springs	64

## Trend Analysis

Performance Index Score



## 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	Mainly speak LOTE
	18+ years	Homeownership
	No children	Homeowner
		Renting / other

63	62
69	68
64	64
64	68
65	67
66	
71	

67
71
60
66
63

## MARKYT Industry Standards

Performance Index Score



City of Belmont	66
Industry High**	76
Industry Average**	61

Q. How would you rate performance in the following areas? Base: All respondents, excludes 'unsure' and 'no response' (n = 723).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

\*\* Industry standard and historical analysis 2014-2023: Festivals, events, art and cultural activities

# Community safety and crime prevention

## Performance ratings

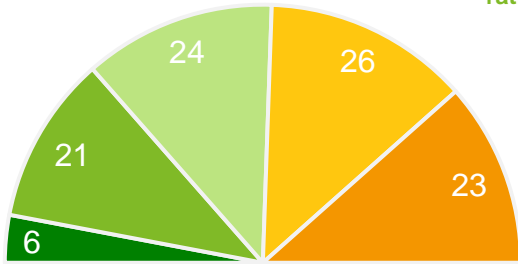
% of respondents

51%

Positive rating\*

40

Performance Index Score (out of 100)

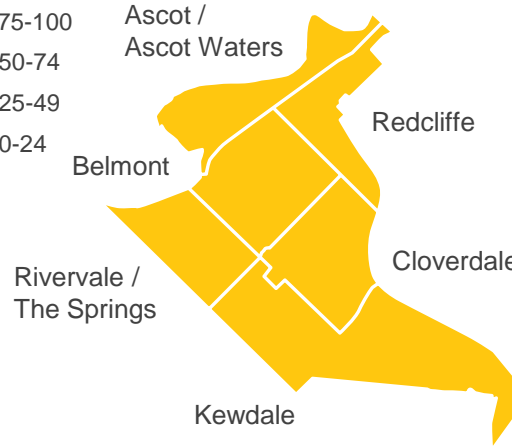


- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

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

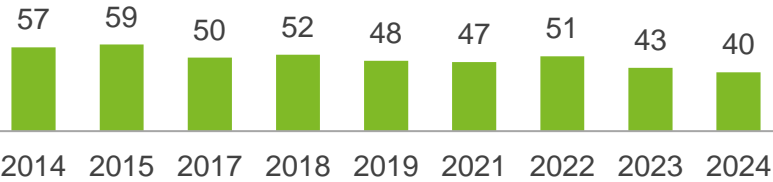


## Location

Ascot / Ascot Waters	47
Belmont	40
Cloverdale	44
Kewdale	46
Redcliffe	36
Rivervale / The Springs	34

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	39
Female	42

### Age of children

0-4 years	30
5-11 years	47
12-17 years	43
18+ years	46
No children	42

### Disability & culture

Disability	43
First Nations#	42
Mainly speak LOTE	35

### Age

18-34 years	30
35-49 years	41
50-64 years	43
65+ years	55

### Homeownership

Homeowner	40
Renting / other	44

## MARKYT Industry Standards

Performance Index Score



City of Belmont	40
Industry High	66
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 836).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Lighting of streets and public places

## Performance ratings

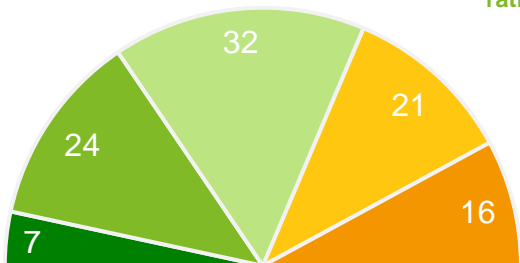
% of respondents

63%

Positive rating\*

46

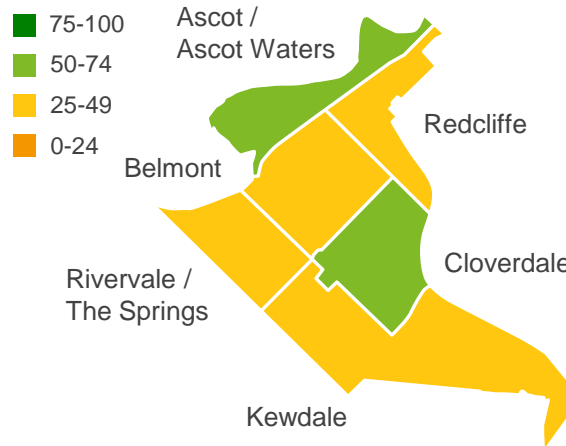
Performance Index Score (out of 100)



■ Excellent  
■ Good  
■ Okay  
■ Poor  
■ Terrible

## Geographical variances

Performance Index Score

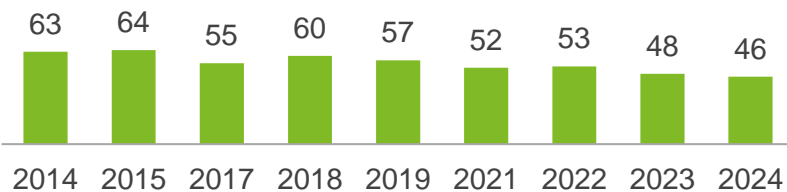


## Location

Ascot / Ascot Waters	53
Belmont	49
Cloverdale	50
Kewdale	48
Redcliffe	40
Rivervale / The Springs	43

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	46
Female	47

### Age of children

0-4 years	40
5-11 years	53
12-17 years	47
18+ years	48
No children	46

### Disability & culture

Disability	51
First Nations#	35
Mainly speak LOTE	36

### Age

18-34 years	39
35-49 years	46
50-64 years	49
65+ years	58

### Homeownership

Homeowner	47
Renting / other	43

## MARKYT Industry Standards

Performance Index Score



City of Belmont	46
Industry High	65
Industry Average	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 866).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)



# Control of vandalism and anti-social behaviour

## Performance ratings

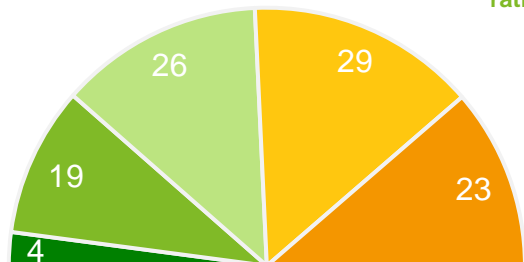
% of respondents

49%

Positive rating\*

38

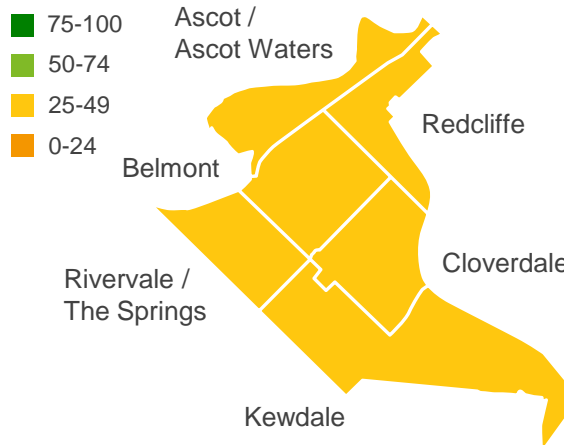
Performance Index Score (out of 100)



■ Excellent  
■ Good  
■ Okay  
■ Poor  
■ Terrible

## Geographical variances

Performance Index Score

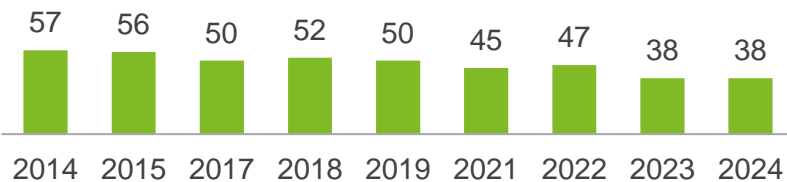


## Location

Ascot / Ascot Waters	46
Belmont	39
Cloverdale	45
Kewdale	45
Redcliffe	37
Rivervale / The Springs	26

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	40
Female	37

### Age of children

0-4 years	35
5-11 years	47
12-17 years	41
18+ years	41
No children	38

### Disability & culture

Disability	41
First Nations#	49
Mainly speak LOTE	35

### Age

18-34 years	35
35-49 years	39
50-64 years	38
65+ years	44

### Homeownership

Homeowner	38
Renting / other	44

## MARKYT Industry Standards

Performance Index Score



City of Belmont	38
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 = 659).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)



# Graffiti removal services

## Performance ratings

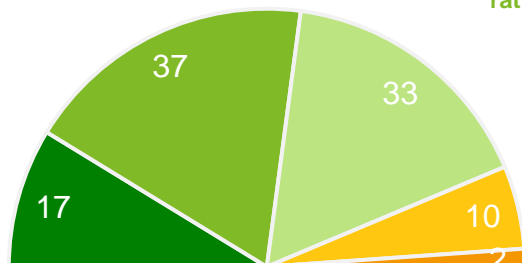
% of respondents

87%

64

Positive rating\*

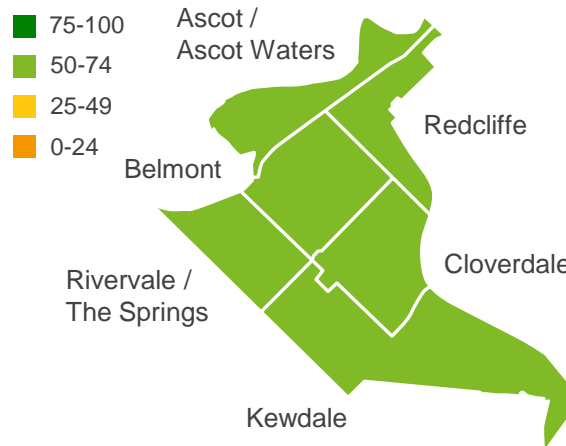
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

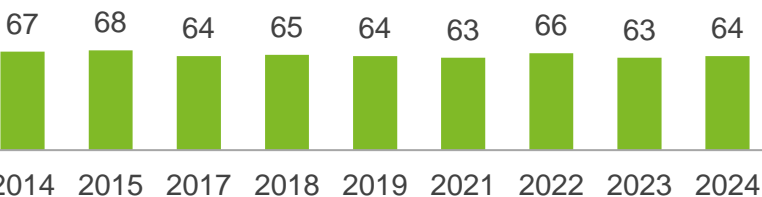


## Location

Ascot / Ascot Waters	70
Belmont	63
Cloverdale	71
Kewdale	66
Redcliffe	59
Rivervale / The Springs	59

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	64
Female	65

### Age of children

0-4 years	62
5-11 years	71
12-17 years	63
18+ years	68
No children	64

### Disability & culture

Disability	62
First Nations#	70
Mainly speak LOTE	61

### Age

18-34 years	59
35-49 years	67
50-64 years	66
65+ years	67

### Homeownership

Homeowner	65
Renting / other	63

## MARKYT Industry Standards

Performance Index Score



City of Belmont	64
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 = 533).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Animal management (dogs and cats)

## Performance ratings

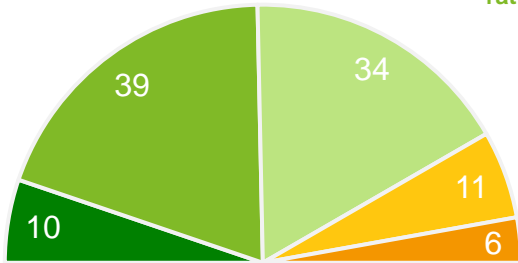
% of respondents

83%

59

Positive rating\*

Performance Index Score (out of 100)

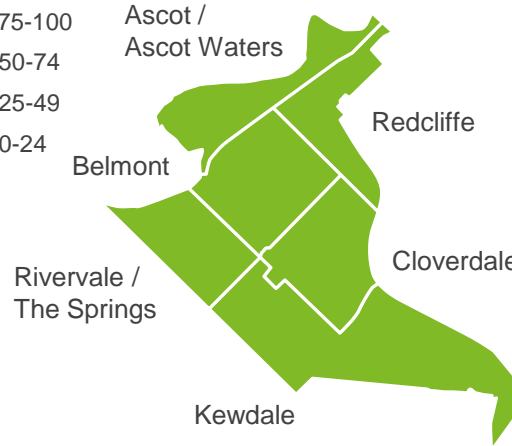


- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

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

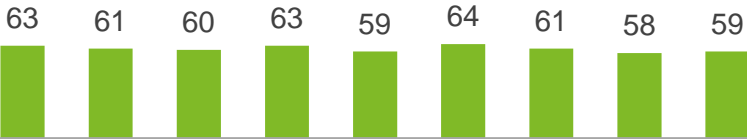


## Location

Ascot / Ascot Waters	61
Belmont	57
Cloverdale	60
Kewdale	61
Redcliffe	58
Rivervale / The Springs	59

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	59
Female	61

### Age of children

0-4 years	56
5-11 years	64
12-17 years	61
18+ years	59
No children	59

### Disability & culture

Disability	60
First Nations#	56
Mainly speak LOTE	56

### Age

18-34 years	61
35-49 years	58
50-64 years	57
65+ years	61

### Homeownership

Homeowner	59
Renting / other	60

## MARKYT Industry Standards

Performance Index Score



City of Belmont	59
Industry High	67
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 694).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Volunteer recognition and support

## Performance ratings

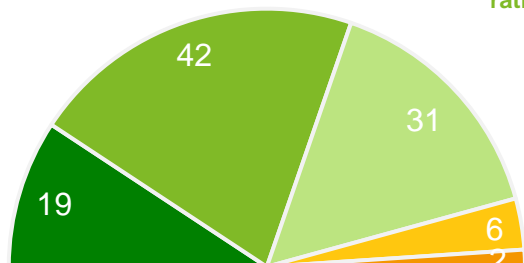
% of respondents

91%

Positive rating\*

67

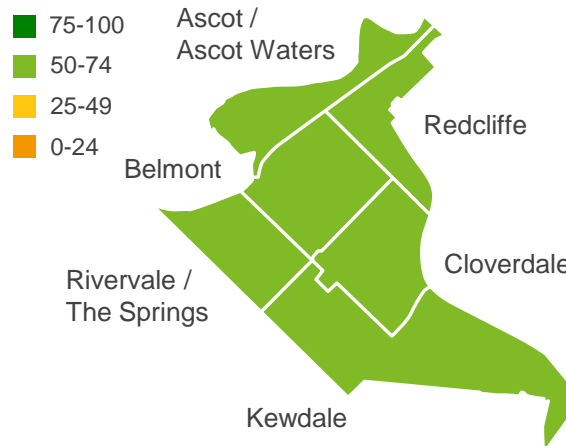
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

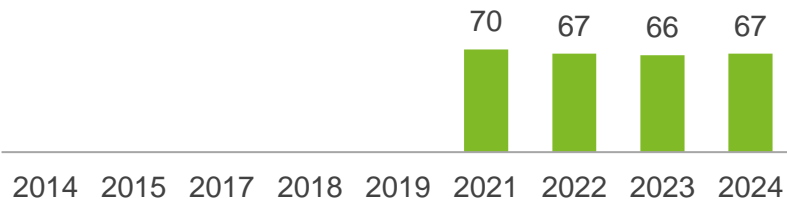


## Location

Ascot / Ascot Waters	69
Belmont	64
Cloverdale	70
Kewdale	68
Redcliffe	66
Rivervale / The Springs	66

## Trend Analysis

Performance Index Score



## 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	Mainly speak LOTE
	18+ years	Homeownership
	No children	Homeowner
		Renting / other

66	60
69	69
63	71
66	74
68	69
74	

67
69
64
68
64

## MARKYT Industry Standards

Performance Index Score



City of Belmont	67
Industry High	69
Industry Average	59

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 # Small sample size (<20 respondents)

Planet

# Efforts to promote and adopt sustainable practices

## Performance ratings

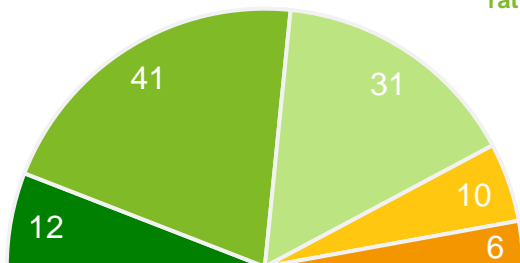
% of respondents

84%

Positive rating\*

61

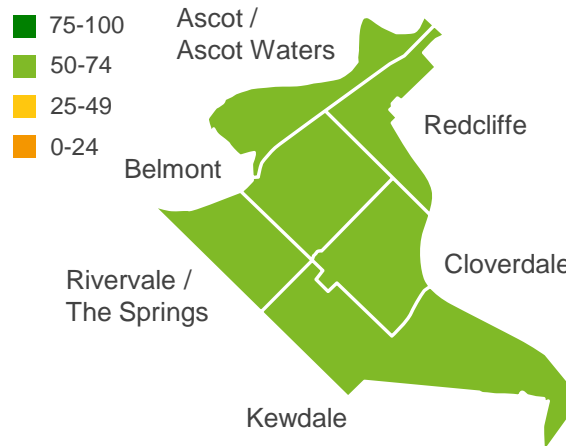
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

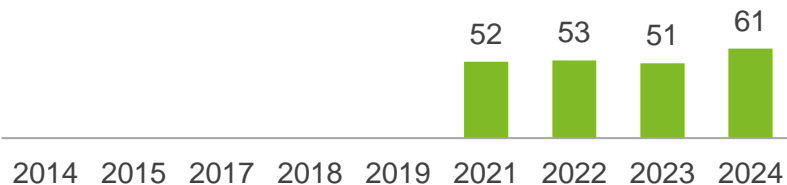


## Location

Ascot / Ascot Waters	63
Belmont	60
Cloverdale	65
Kewdale	63
Redcliffe	56
Rivervale / The Springs	59

## Trend Analysis

Performance Index Score



## 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	Mainly speak LOTE
	18+ years	Homeownership
	No children	Homeowner
		Renting / other

## MARKYT Industry Standards

Performance Index Score



City of Belmont	61
Industry High	61
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 713).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Conservation and environmental management

## Performance ratings

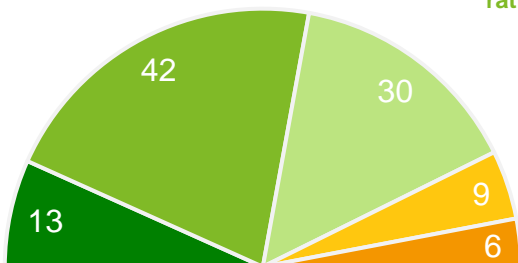
% of respondents

85%

62

Positive rating\*

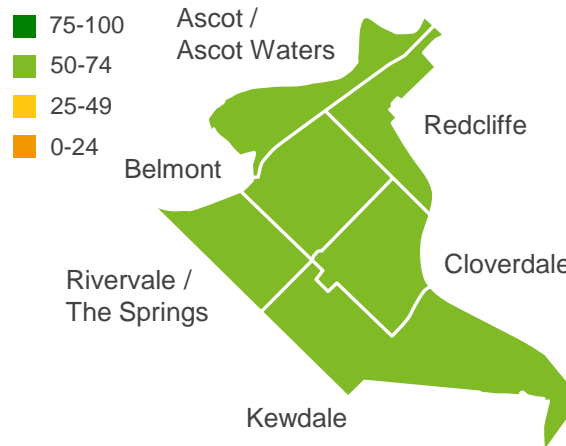
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

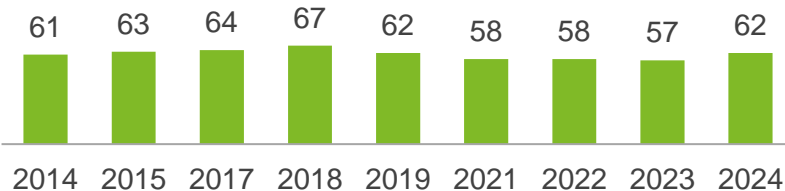


## Location

Ascot / Ascot Waters	64
Belmont	61
Cloverdale	68
Kewdale	64
Redcliffe	56
Rivervale / The Springs	61

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	61
Female	64

### Age of children

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

### Disability & culture

Disability	60
First Nations#	61
Mainly speak LOTE	58

### Age

18-34 years	60
35-49 years	63
50-64 years	61
65+ years	66

### Homeownership

Homeowner	62
Renting / other	64

## MARKYT Industry Standards

Performance Index Score



City of Belmont	62
Industry High	67
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 739).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Efforts to maintain and enhance the Swan River: Derbarl Yerrigan

## Performance ratings

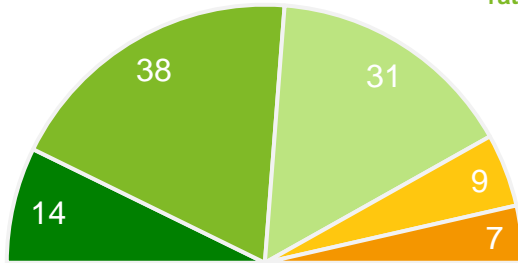
% of respondents

84%

61

Positive rating\*

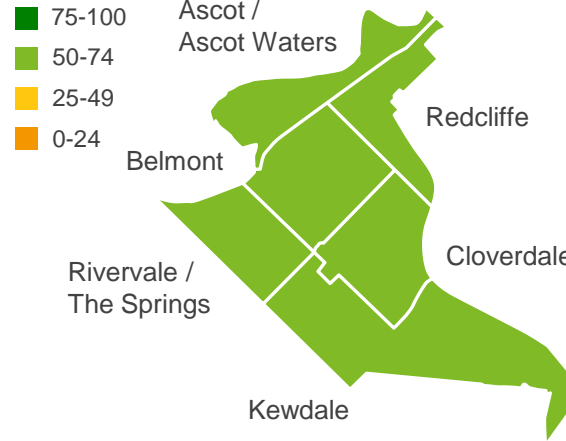
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

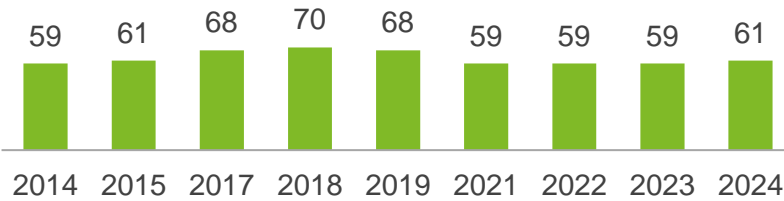


## Location

Ascot / Ascot Waters	60
Belmont	59
Cloverdale	65
Kewdale	68
Redcliffe	59
Rivervale / The Springs	55

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	62
Female	61

### Age of children

0-4 years	59
5-11 years	64
12-17 years	63
18+ years	66
No children	60

### Disability & culture

Disability	58
First Nations#	50
Mainly speak LOTE	56

### Age

18-34 years	55
35-49 years	62
50-64 years	63
65+ years	66

### Homeownership

Homeowner	61
Renting / other	60

## MARKYT Industry Standards

Performance Index Score



City of Belmont	61
Industry High	65
Industry Average	54

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 # Small sample size (<20 respondents)



# Waste management

## Performance ratings

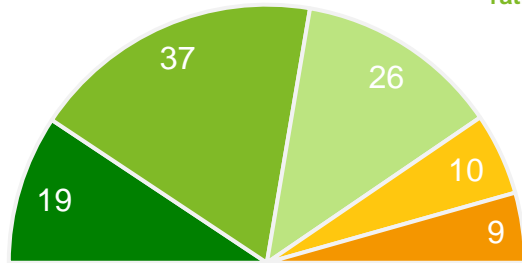
% of respondents

81%

Positive rating\*

62

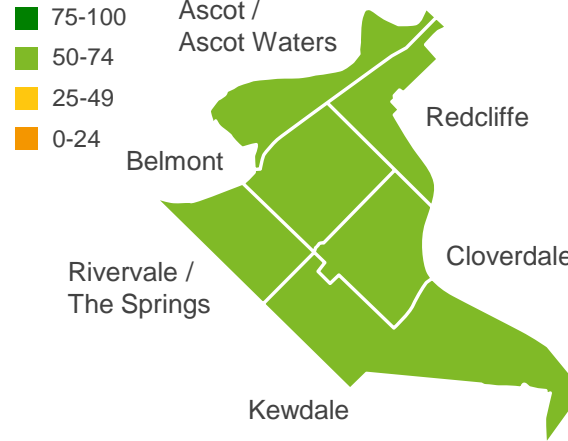
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

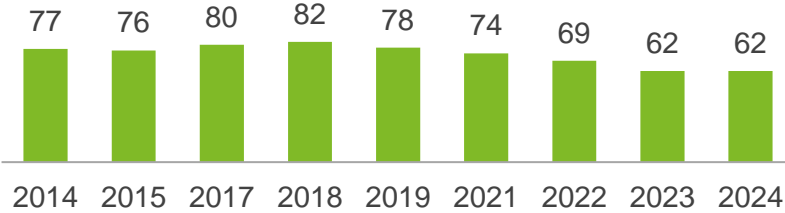


## Location

Ascot / Ascot Waters	72
Belmont	60
Cloverdale	63
Kewdale	67
Redcliffe	58
Rivervale / The Springs	57

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	61
Female	63

### Age of children

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

### Disability & culture

Disability	57
First Nations#	53
Mainly speak LOTE	59

### Age

18-34 years	59
35-49 years	61
50-64 years	59
65+ years	70

### Homeownership

Homeowner	62
Renting / other	62

## MARKYT Industry Standards

Performance Index Score



City of Belmont	62
Industry High	77
Industry Average	60

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

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

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Environmental health management

(noise, pests, pollution, food inspections, etc)

## Performance ratings

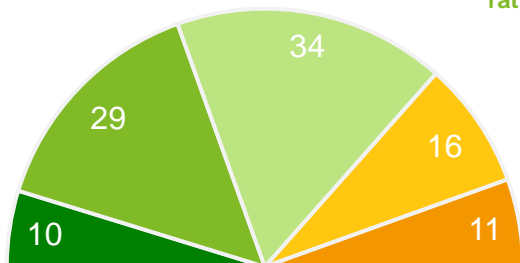
% of respondents

73%

53

Positive rating\*

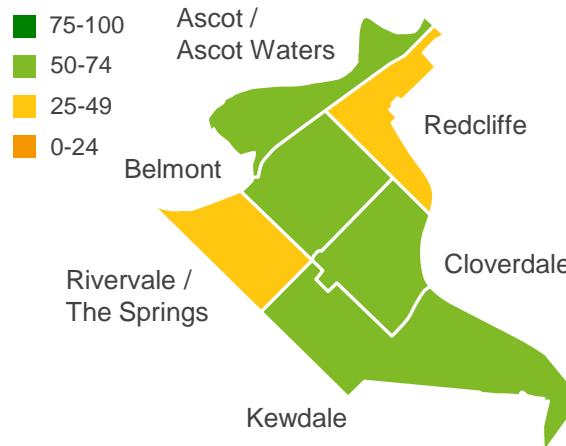
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

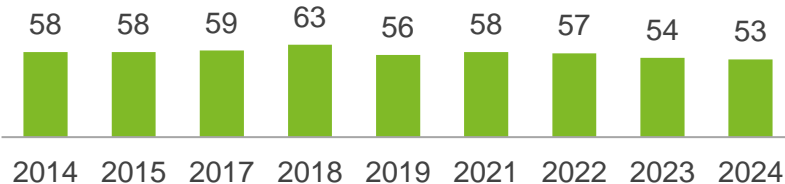


## Location

Ascot / Ascot Waters	57
Belmont	50
Cloverdale	57
Kewdale	60
Redcliffe	47
Rivervale / The Springs	48

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	52
Female	54

### Age of children

0-4 years	49
5-11 years	57
12-17 years	55
18+ years	54
No children	52

### Disability & culture

Disability	55
First Nations#	42

### Age

18-34 years	50
35-49 years	53
50-64 years	52
65+ years	60

Mainly speak LOTE 49

### Homeownership

Homeowner	52
Renting / other	58

## MARKYT Industry Standards

Performance Index Score



City of Belmont	53
Industry High	65
Industry Average	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 665).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Natural disaster management

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

## Performance ratings

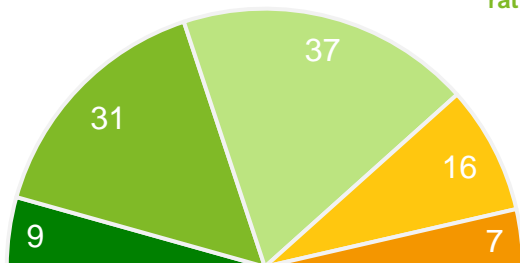
% of respondents

77%

55

Positive rating\*

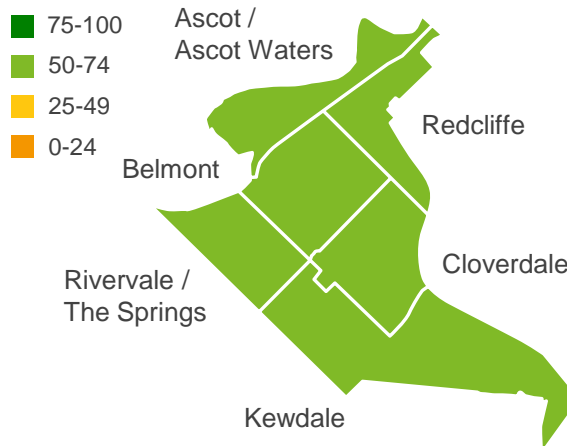
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

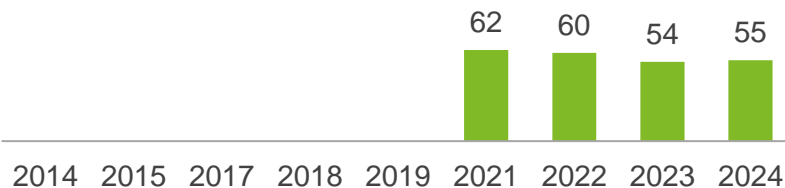


## Location

Ascot / Ascot Waters	54
Belmont	59
Cloverdale	61
Kewdale	54
Redcliffe	50
Rivervale / The Springs	50

## 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	58
12-17 years	54
18+ years	50
No children	54

### Disability & culture

Disability	49
First Nations#	49
Mainly speak LOTE	54

### Age

18-34 years	49
35-49 years	58
50-64 years	53
65+ years	61

### Homeownership

Homeowner	55
Renting / other	54

## MARKYT Industry Standards

Performance Index Score



City of Belmont	55
Industry High	67
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 396).

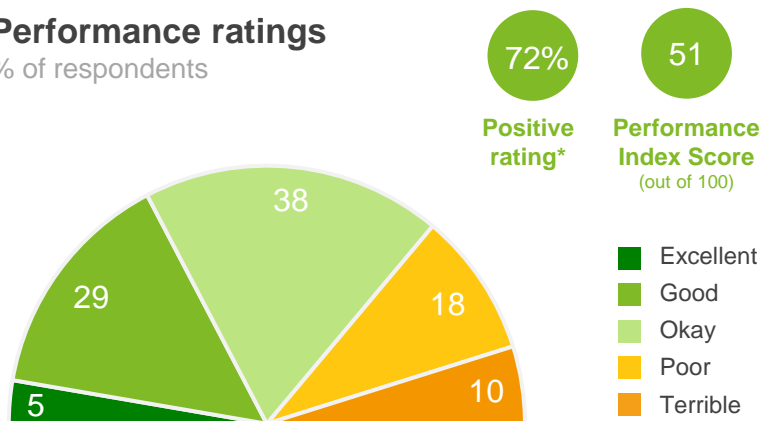
\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place

# Managing responsible growth and development

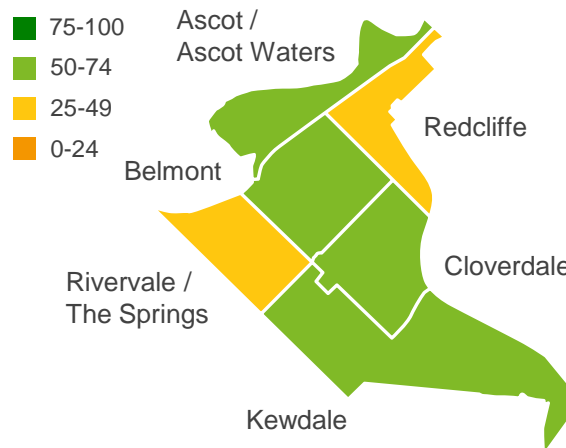
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

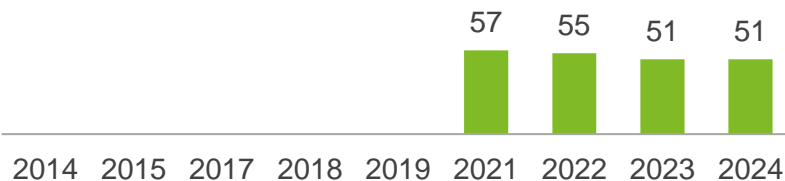


## Location

Ascot / Ascot Waters	55
Belmont	54
Cloverdale	53
Kewdale	55
Redcliffe	42
Rivervale / The Springs	49

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 50	0-4 years 47	Disability 51
Female 52	5-11 years 56	First Nations# 44
Age	12-17 years 51	Mainly speak LOTE 49
18-34 years 48	18+ years 50	<b>Homeownership</b>
35-49 years 51	No children 51	Homeowner 50
50-64 years 49		Renting / other 54
65+ years 57		

## MARKYT Industry Standards

Performance Index Score



City of Belmont	51
Industry High	58
Industry Average	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 627).

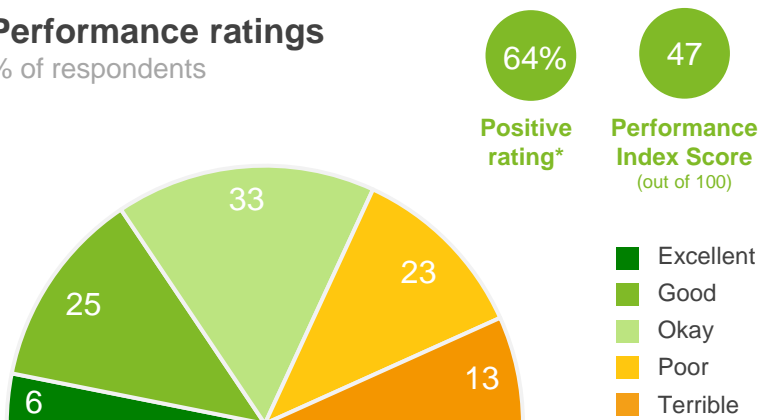
\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Planning approvals

to develop or change the use of land

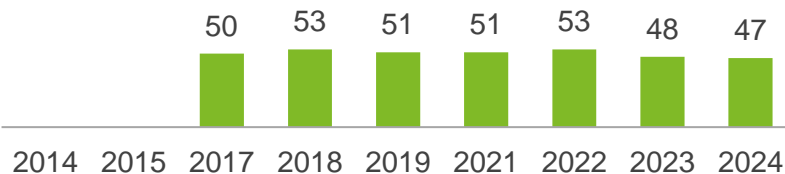
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

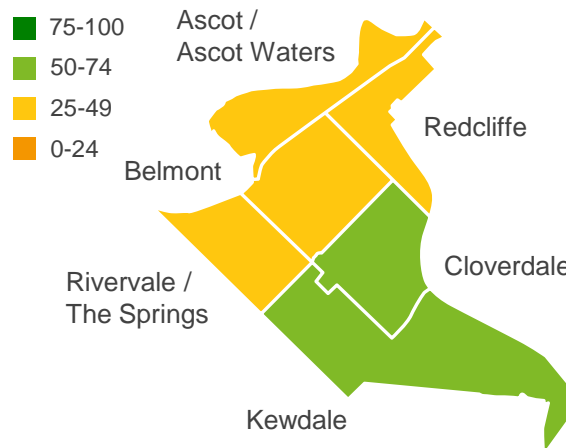
Performance Index Score



City of Belmont	47
Industry High	55
Industry Average	42

## Geographical variances

Performance Index Score



## Location

Ascot / Ascot Waters	49
Belmont	46
Cloverdale	54
Kewdale	51
Redcliffe	41
Rivervale / The Springs	42

## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 46	0-4 years 43	Disability 43
Female 49	5-11 years 56	First Nations# 32
Age	12-17 years 47	Mainly speak LOTE 46
18-34 years 46	18+ years 43	Homeownership
35-49 years 49	No children 47	Homeowner 46
50-64 years 42		Renting / other 55
65+ years 51		

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 499).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Building approvals

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

## Performance ratings

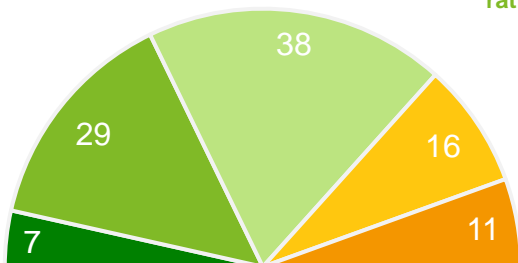
% of respondents

73%

51

Positive rating\*

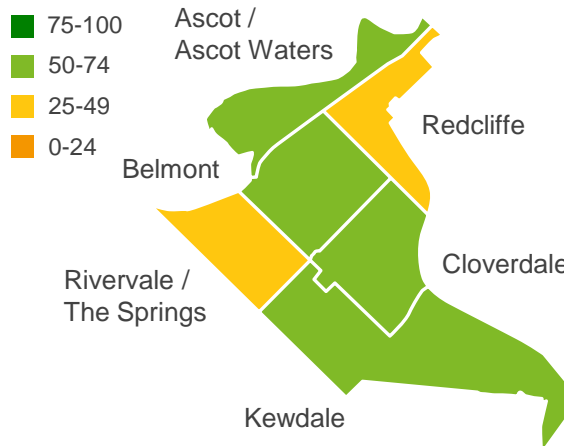
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

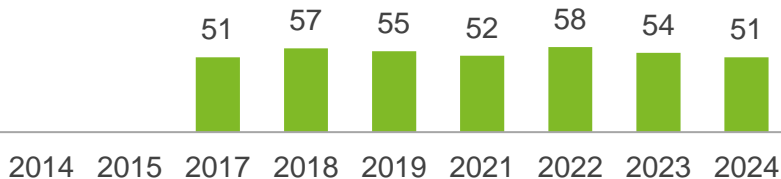


## Location

Ascot / Ascot Waters	54
Belmont	50
Cloverdale	55
Kewdale	59
Redcliffe	49
Rivervale / The Springs	44

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	51
Female	53

### Age of children

0-4 years	51
5-11 years	58
12-17 years	52
18+ years	48
No children	52

### Disability & culture

Disability	44
First Nations#	38
Mainly speak LOTE	47

### Age

18-34 years	52
35-49 years	53
50-64 years	47
65+ years	53

### Homeownership

Homeowner	50
Renting / other	56

## MARKYT Industry Standards

Performance Index Score



City of Belmont	51
Industry High	55
Industry Average	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 445).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)



# Access to housing that meets your needs

## Performance ratings

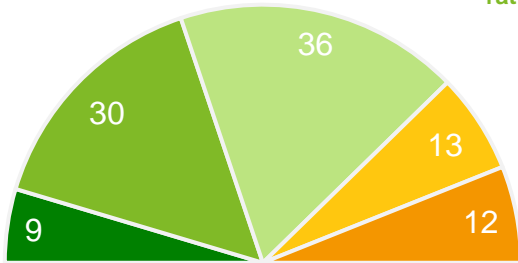
% of respondents

75%

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

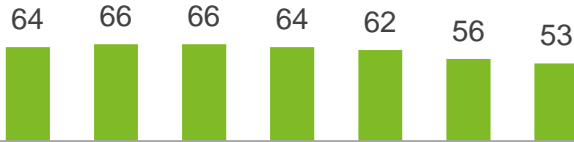


## Location

Ascot / Ascot Waters	58
Belmont	54
Cloverdale	56
Kewdale	56
Redcliffe	48
Rivervale / The Springs	49

## Trend Analysis

Performance Index Score



2014 2015 2017 2018 2019 2021 2022 2023 2024

## Community variances

Performance Index Score

### Gender

Male	52
Female	56

### Age of children

0-4 years	52
5-11 years	58
12-17 years	53
18+ years	48
No children	53

### Disability & culture

Disability	49
First Nations#	54
Mainly speak LOTE	48

### Age

18-34 years	51
35-49 years	54
50-64 years	50
65+ years	60

### Homeownership

Homeowner	55
Renting / other	46

## MARKYT Industry Standards

Performance Index Score



City of Belmont	53
Industry High	64
Industry Average	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 519).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Preserving and promoting local history and heritage

## Performance ratings

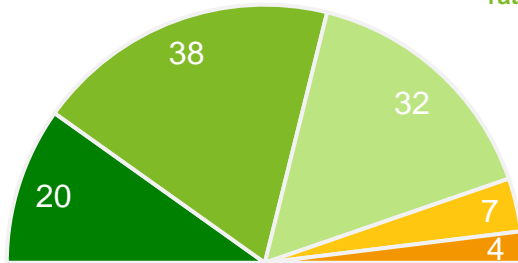
% of respondents

89%

Positive rating\*

66

Performance Index Score (out of 100)

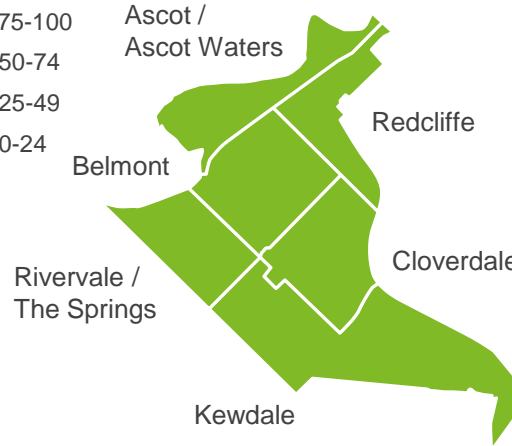


- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

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

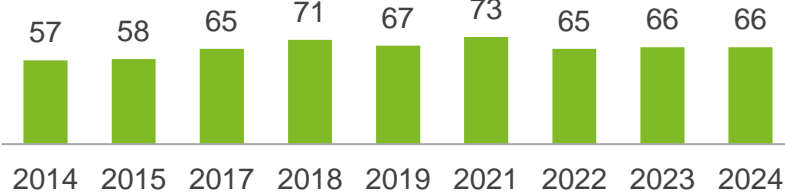


## Location

Ascot / Ascot Waters	67
Belmont	68
Cloverdale	71
Kewdale	67
Redcliffe	59
Rivervale / The Springs	62

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	64
Female	69

### Age of children

0-4 years	66
5-11 years	73
12-17 years	66
18+ years	68
No children	65

### Disability & culture

Disability	64
First Nations#	65
Mainly speak LOTE	66

### Age

18-34 years	62
35-49 years	67
50-64 years	64
65+ years	70

### Homeownership

Homeowner	66
Renting / other	66

## MARKYT Industry Standards

Performance Index Score



City of Belmont	66
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 = 656).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Community buildings, halls and toilets

## Performance ratings

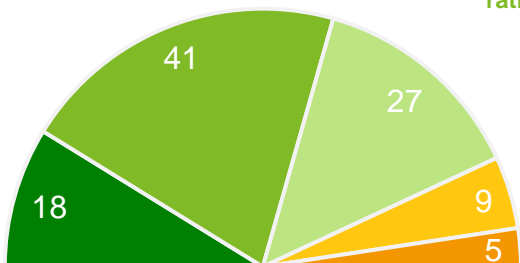
% of respondents

86%

64

Positive rating\*

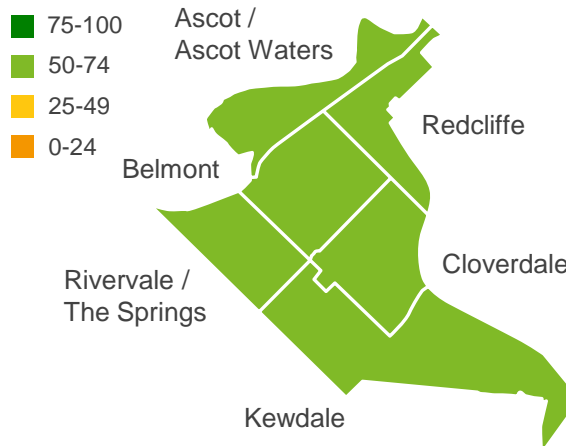
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

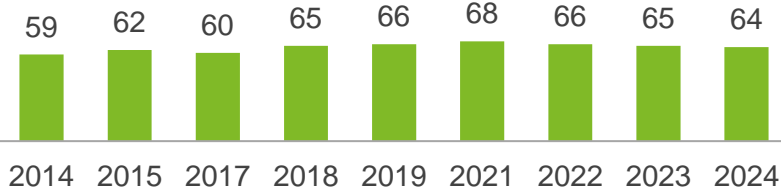


## Location

Ascot / Ascot Waters	67
Belmont	68
Cloverdale	70
Kewdale	66
Redcliffe	59
Rivervale / The Springs	59

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	63
Female	67

### Age of children

0-4 years	65
5-11 years	69
12-17 years	64
18+ years	69
No children	64

### Disability & culture

Disability	65
First Nations#	75
Mainly speak LOTE	58

### Age

18-34 years	62
35-49 years	64
50-64 years	67
65+ years	67

### Homeownership

Homeowner	65
Renting / other	64

## MARKYT Industry Standards

Performance Index Score



City of Belmont	64
Industry High	65
Industry Average	55

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

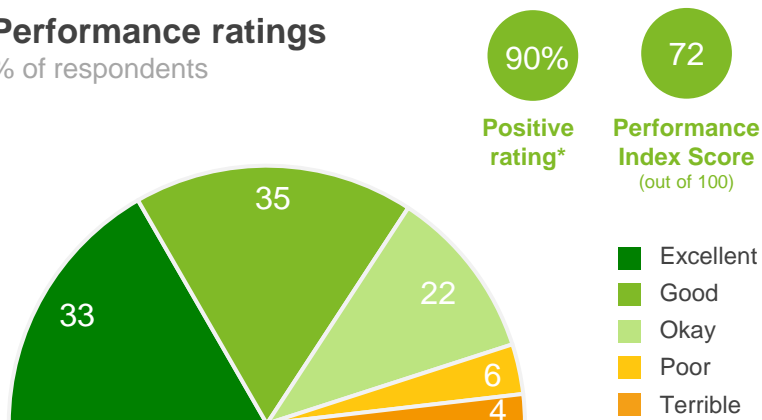
Base: All respondents, excludes 'unsure' and 'no response' (n = 761).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Playgrounds, parks and reserves

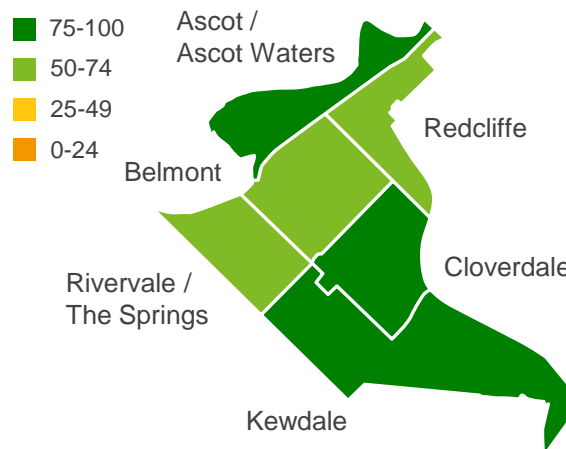
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

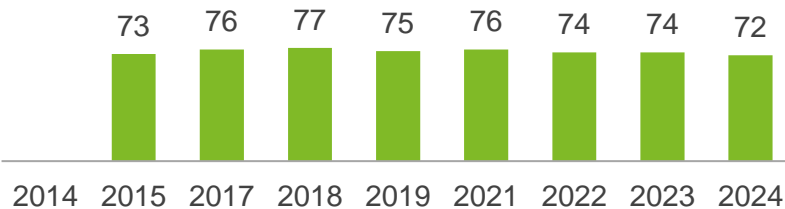


## Location

Ascot / Ascot Waters	78
Belmont	74
Cloverdale	78
Kewdale	75
Redcliffe	63
Rivervale / The Springs	68

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Belmont	72
Industry High	78
Industry Average	64

## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 70	0-4 years 68	Disability 75
Female 75	5-11 years 76	First Nations# 71
Age	12-17 years 71	Mainly speak LOTE 66
18-34 years 66	18+ years 77	Homeownership
35-49 years 72	No children 72	Homeowner 72
50-64 years 74		Renting / other 71
65+ years 81		

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

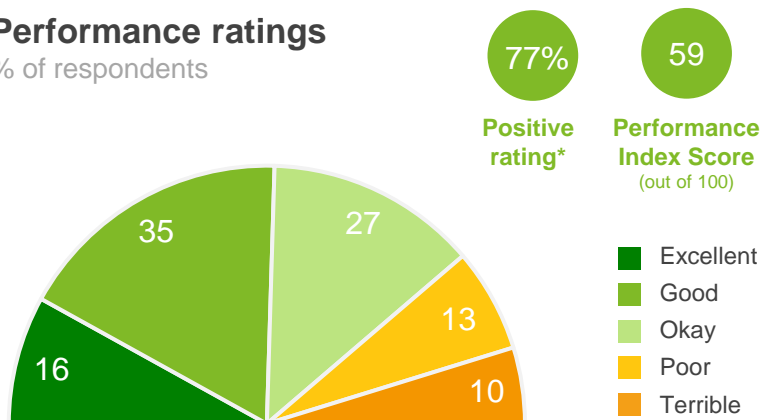
Base: All respondents, excludes 'unsure' and 'no response' (n = 795).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Streetscapes, trees and verges

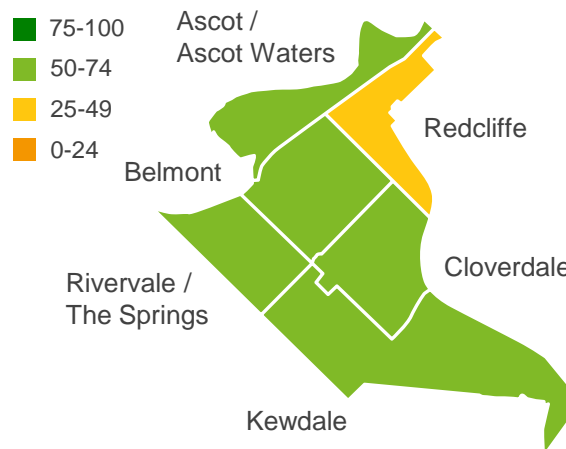
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

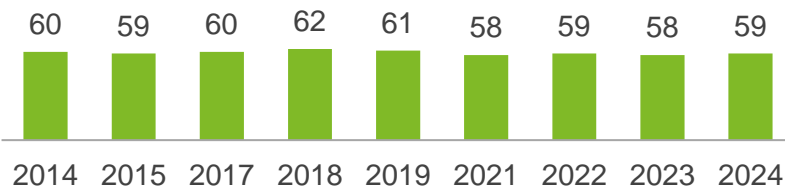


## Location

Ascot / Ascot Waters	65
Belmont	56
Cloverdale	68
Kewdale	59
Redcliffe	48
Rivervale / The Springs	57

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 57	0-4 years 57	Disability 59
Female 61	5-11 years 63	First Nations# 48
Age	12-17 years 57	Mainly speak LOTE 57
18-34 years 56	18+ years 58	Homeownership
35-49 years 60	No children 59	Homeowner 58
50-64 years 57		Renting / other 62
65+ years 64		

## MARKYT Industry Standards

Performance Index Score



City of Belmont	59
Industry High	69
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 800).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Footpaths, trails and cycleways

## Performance ratings

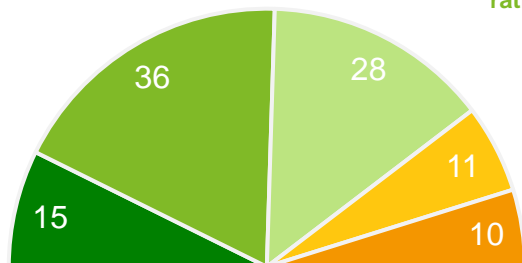
% of respondents

79%

59

Positive rating\*

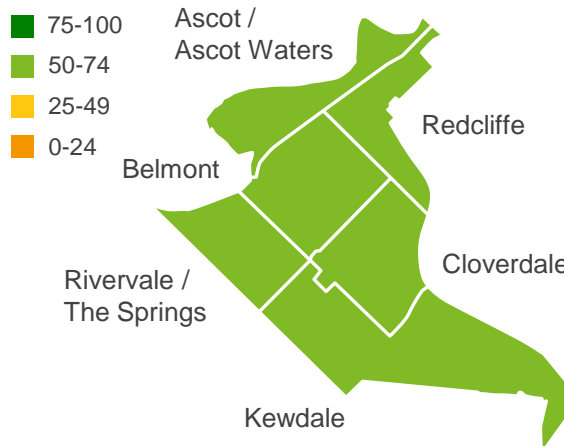
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

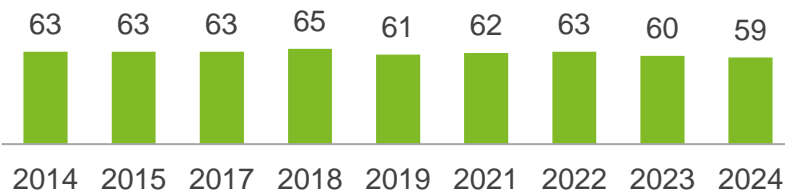


## Location

Ascot / Ascot Waters	63
Belmont	57
Cloverdale	66
Kewdale	63
Redcliffe	50
Rivervale / The Springs	55

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	59
Female	59

### Age of children

0-4 years	53
5-11 years	64
12-17 years	59
18+ years	62
No children	60

### Disability & culture

Disability	58
First Nations#	52
Mainly speak LOTE	53

### Age

18-34 years	54
35-49 years	60
50-64 years	60
65+ years	64

### Homeownership

Homeowner	58
Renting / other	61

## MARKYT Industry Standards

Performance Index Score



City of Belmont	59
Industry High	67
Industry Average	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 790).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)



# Local roads

## Performance ratings

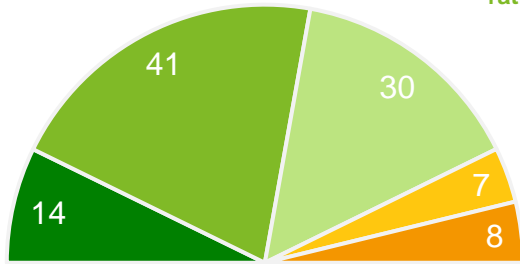
% of respondents

85%

Positive rating\*

62

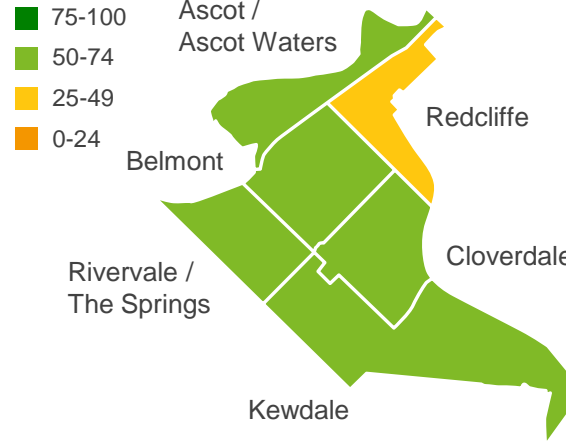
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

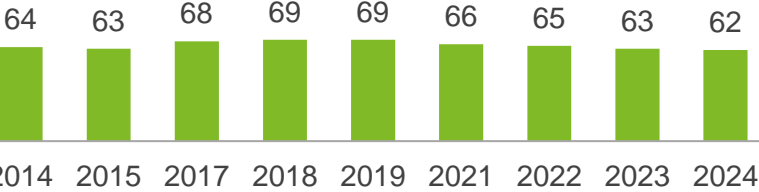


## Location

Ascot / Ascot Waters	67
Belmont	59
Redcliffe	49
Cloverdale	69
Kewdale	67
Rivervale / The Springs	62

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 63	0-4 years 58	Disability 60
Female 62	5-11 years 65	First Nations# 61
Age	12-17 years 60	Mainly speak LOTE 61
18-34 years 60	18+ years 64	<b>Homeownership</b>
35-49 years 62	No children 63	Homeowner 62
50-64 years 62		Renting / other 64
65+ years 65		

## MARKYT Industry Standards

Performance Index Score



City of Belmont	62
Industry High	68
Industry Average	46

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 # Small sample size (<20 respondents)



# Traffic management

## Performance ratings

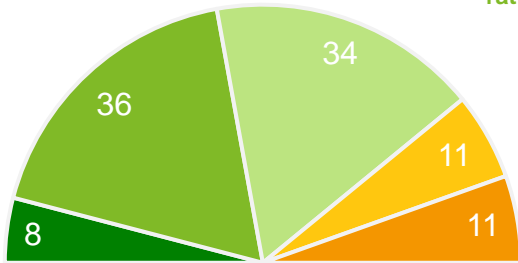
% of respondents

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

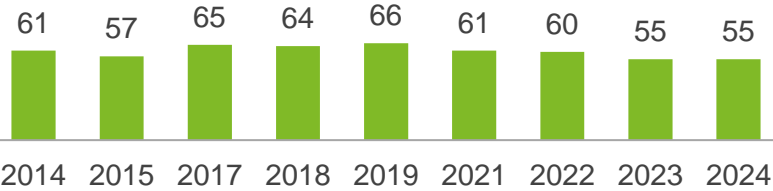


## Location

Ascot / Ascot Waters	61
Belmont	56
Cloverdale	62
Kewdale	56
Redcliffe	40
Rivervale / The Springs	56

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	53
Female	57

### Age of children

0-4 years	56
5-11 years	60
12-17 years	54
18+ years	56
No children	54

### Disability & culture

Disability	55
First Nations#	57
Mainly speak LOTE	56

### Age

18-34 years	53
35-49 years	57
50-64 years	54
65+ years	58

### Homeownership

Homeowner	54
Renting / other	59

## MARKYT Industry Standards

Performance Index Score



City of Belmont	55
Industry High	61
Industry Average	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 787).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Information on walking, cycling and public transport

## Performance ratings

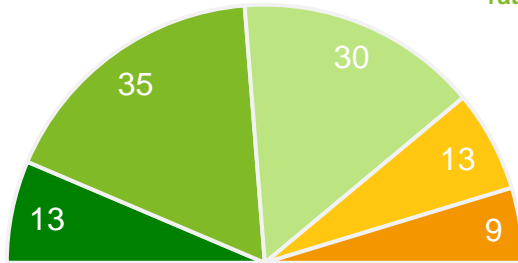
% of respondents

78%

57

Positive rating\*

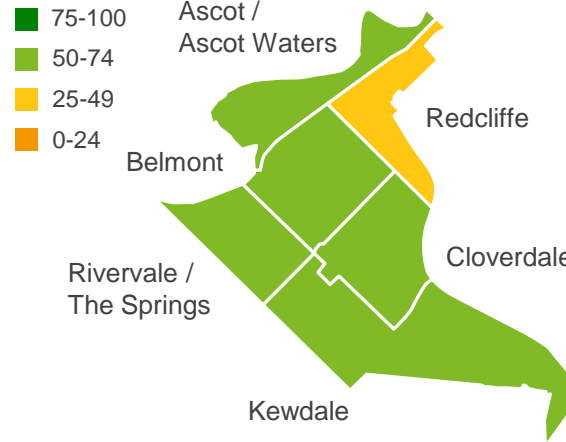
Performance Index Score (out of 100)



■ Excellent  
■ Good  
■ Okay  
■ Poor  
■ Terrible

## Geographical variances

Performance Index Score

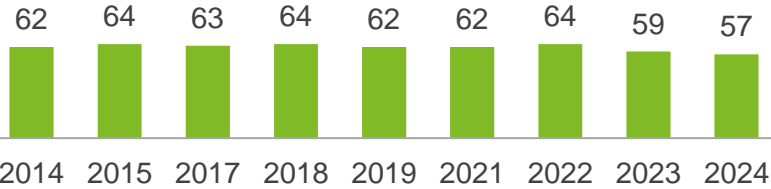


## Location

Ascot / Ascot Waters	64
Belmont	54
Cloverdale	65
Kewdale	62
Redcliffe	43
Rivervale / The Springs	58

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	56
Female	60

### Age of children

0-4 years	52
5-11 years	63
12-17 years	60
18+ years	63
No children	57

### Disability & culture

Disability	55
First Nations#	66
Mainly speak LOTE	55

### Age

18-34 years	52
35-49 years	58
50-64 years	61
65+ years	62

### Homeownership

Homeowner	57
Renting / other	60

## MARKYT Industry Standards

Performance Index Score



City of Belmont	57
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 = 710).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Prosperity

# Economic development and job creation

## Performance ratings

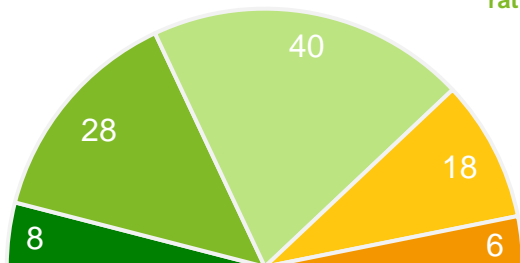
% of respondents

76%

53

Positive rating\*

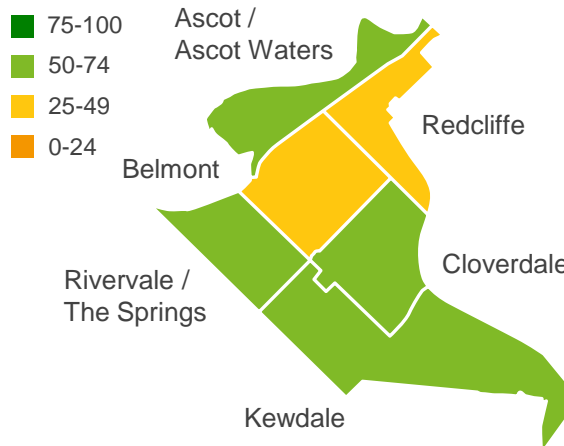
Performance Index Score (out of 100)



■ Excellent  
■ Good  
■ Okay  
■ Poor  
■ Terrible

## Geographical variances

Performance Index Score

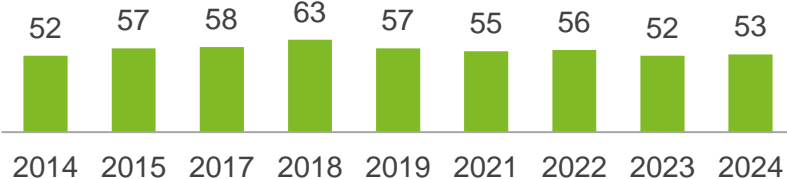


## Location

Ascot / Ascot Waters	58
Belmont	49
Cloverdale	60
Kewdale	58
Redcliffe	45
Rivervale / The Springs	50

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	53
Female	55

### Age of children

0-4 years	47
5-11 years	58
12-17 years	54
18+ years	51
No children	55

### Disability & culture

Disability	46
First Nations#	47

### Age

18-34 years	53
35-49 years	55
50-64 years	48
65+ years	59

### Homeownership

Homeowner	54
Renting / other	54

## MARKYT Industry Standards

Performance Index Score



City of Belmont	53
Industry High	56
Industry Average	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 445).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Place to work or operate a business

## Performance ratings

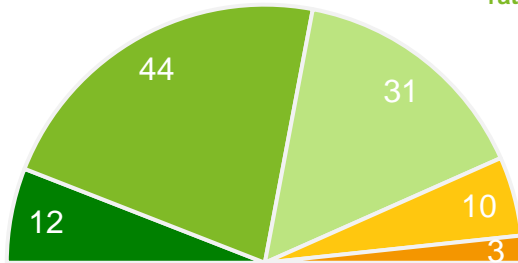
% of respondents

87%

Positive rating\*

63

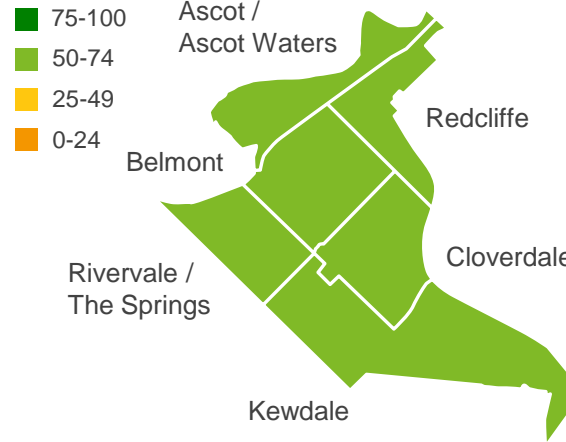
Performance Index Score (out of 100)



■ Excellent  
■ Good  
■ Okay  
■ Poor  
■ Terrible

## Geographical variances

Performance Index Score

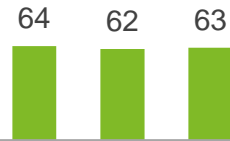


## Location

Ascot / Ascot Waters	64
Belmont	65
Cloverdale	66
Kewdale	68
Redcliffe	57
Rivervale / The Springs	58

## Trend Analysis

Performance Index Score



2014 2015 2017 2018 2019 2021 2022 2023 2024

## Community variances

Performance Index Score

### Gender

Male	63
Female	64

### Age of children

0-4 years	59
5-11 years	65
12-17 years	61
18+ years	63
No children	63

### Disability & culture

Disability	61
First Nations#	64
Mainly speak LOTE	59

### Age

18-34 years	61
35-49 years	62
50-64 years	60
65+ years	72

### Homeownership

Homeowner	63
Renting / other	63

## MARKYT Industry Standards

Performance Index Score



City of Belmont	63
Industry High	72
Industry Average	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 612).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Place to visit

## Performance ratings

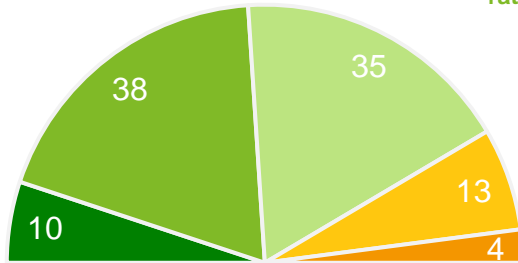
% of respondents

83%

Positive rating\*

59

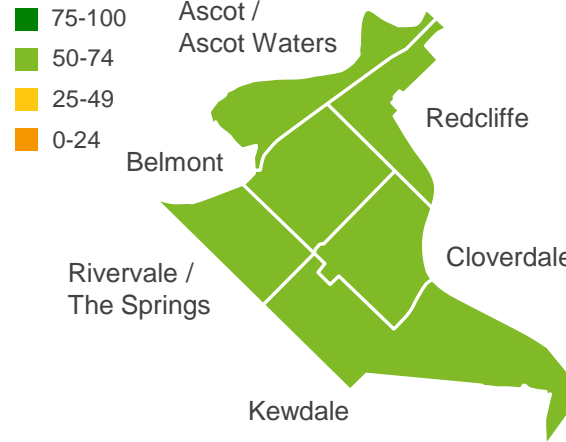
Performance Index Score (out of 100)



■ Excellent  
■ Good  
■ Okay  
■ Poor  
■ Terrible

## Geographical variances

Performance Index Score

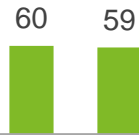


## Location

Ascot / Ascot Waters	62
Belmont	62
Cloverdale	62
Kewdale	65
Redcliffe	50
Rivervale / The Springs	56

## Trend Analysis

Performance Index Score



2014 2015 2017 2018 2019 2021 2022 2023 2024

## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 58	0-4 years 61	Disability 60
Female 61	5-11 years 62	First Nations# 59
Age	12-17 years 56	Mainly speak LOTE 61
18-34 years 55	18+ years <b>64</b>	<b>Homeownership</b>
35-49 years 58	No children 59	Homeowner 59
50-64 years 60		Renting / other 61
65+ years <b>69</b>		

## MARKYT Industry Standards

Performance Index Score



City of Belmont	59
Industry High	90
Industry Average	68

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 902).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Belmont City Centre development and activation

## Performance ratings

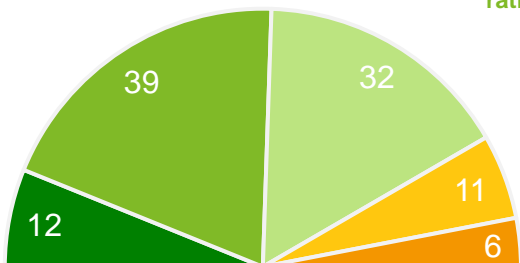
% of respondents

83%

60

Positive rating\*

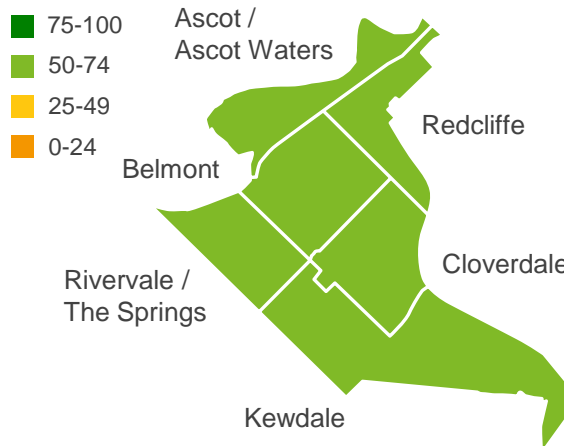
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

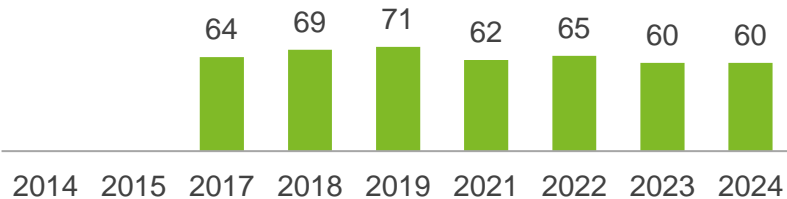


## Location

Ascot / Ascot Waters	59
Belmont	61
Cloverdale	64
Kewdale	67
Redcliffe	55
Rivervale / The Springs	55

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	59
Female	62

### Age of children

0-4 years	57
5-11 years	64
12-17 years	61
18+ years	62
No children	60

### Disability & culture

Disability	57
First Nations#	61
Mainly speak LOTE	56

### Age

18-34 years	56
35-49 years	61
50-64 years	59
65+ years	67

### Homeownership

Homeowner	60
Renting / other	59

## MARKYT Industry Standards

Performance Index Score



City of Belmont	60
Industry High	64
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 542).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)



# Local shopping area development and activation

## Performance ratings

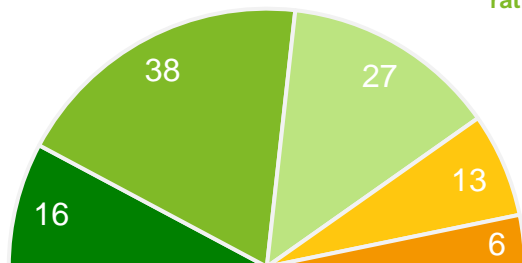
% of respondents

80%

Positive rating\*

61

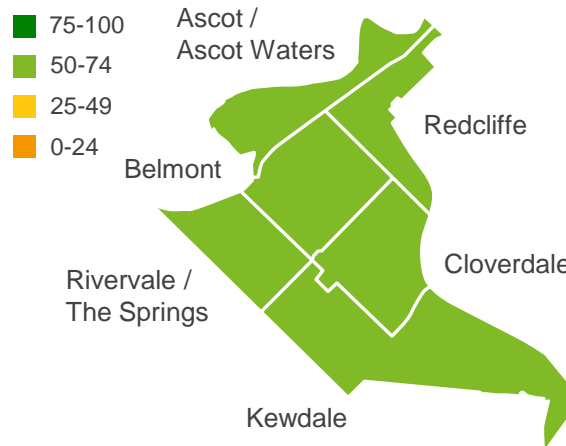
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



## Location

Ascot / Ascot Waters	60
Belmont	62
Cloverdale	68
Kewdale	66
Redcliffe	51
Rivervale / The Springs	57

## Trend Analysis

Performance Index Score

61



2014 2015 2017 2018 2019 2021 2022 2023 2024

## Community variances

Performance Index Score

### Gender

Male	59
Female	63

### Age of children

0-4 years	60
5-11 years	64
12-17 years	59
18+ years	58
No children	62

### Disability & culture

Disability	58
First Nations#	61

### Age

18-34 years	62
35-49 years	61
50-64 years	57
65+ years	63

Mainly speak LOTE 61

### Homeownership

Homeowner	60
Renting / other	66

## MARKYT Industry Standards

Performance Index Score



City of Belmont	61
Industry High	66
Industry Average	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 742).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Festivals, markets and community events

## Performance ratings

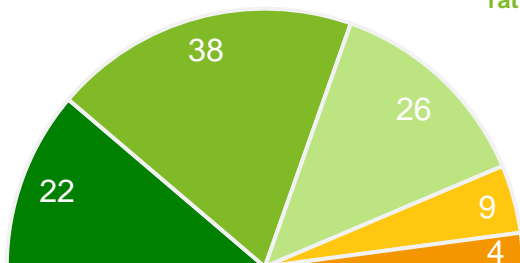
% of respondents

87%

67

Positive rating\*

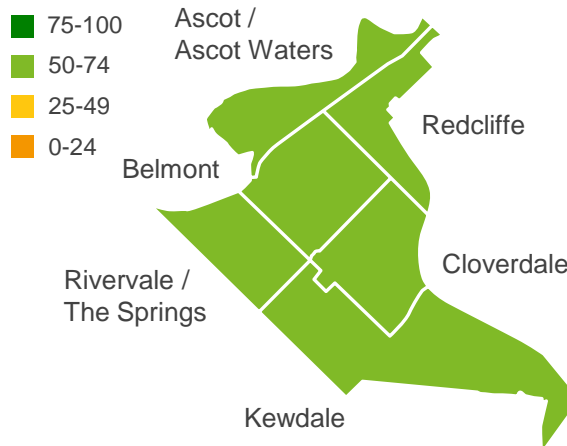
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

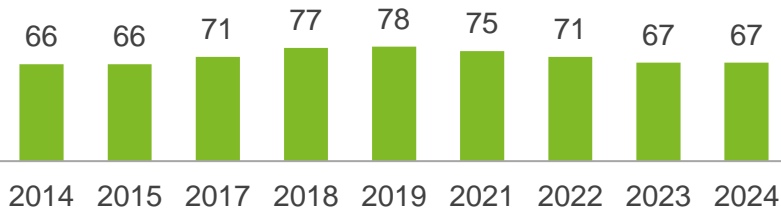


## Location

Ascot / Ascot Waters	68
Belmont	62
Cloverdale	71
Kewdale	70
Redcliffe	61
Rivervale / The Springs	67

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 63	0-4 years 62	Disability 69
Female 71	5-11 years 70	First Nations# 67
Age	12-17 years 65	Mainly speak LOTE 60
18-34 years 63	18+ years 68	Homeownership
35-49 years 67	No children 68	Homeowner 66
50-64 years 66		Renting / other 69
65+ years 72		

## MARKYT Industry Standards

Performance Index Score



City of Belmont	67
Industry High**	74
Industry Average**	66

Q. How would you rate performance in the following areas? Base: All respondents, excludes 'unsure' and 'no response' (n = 746).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

\*\* Industry standard and historical analysis 2014-2023: Festivals, events, art and cultural activities

# Access to education, training and life-long learning opportunities

## Performance ratings

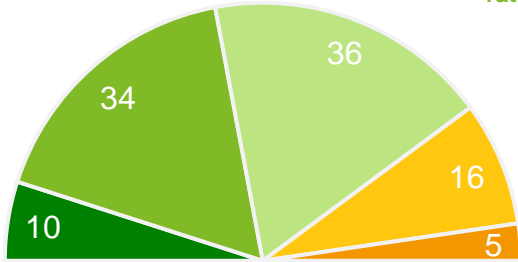
% of respondents

80%

57

Positive rating\*

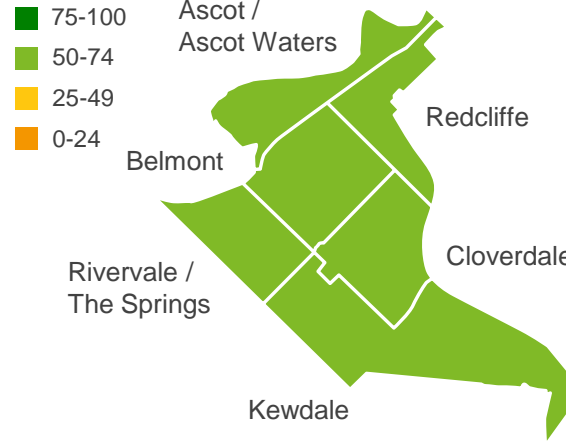
Performance Index Score (out of 100)



■ Excellent  
■ Good  
■ Okay  
■ Poor  
■ Terrible

## Geographical variances

Performance Index Score

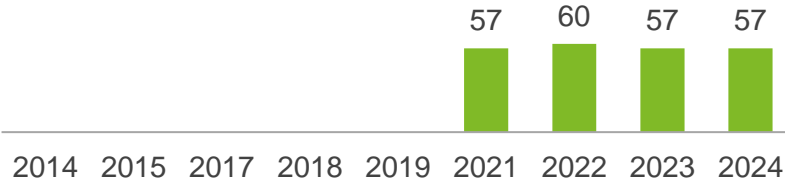


## Location

Ascot / Ascot Waters	58
Belmont	54
Cloverdale	63
Kewdale	58
Redcliffe	55
Rivervale / The Springs	55

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 55	0-4 years 53	Disability 57
Female 61	5-11 years 60	First Nations# 60
Age	12-17 years 59	Mainly speak LOTE 55
18-34 years 52	18+ years 59	<b>Homeownership</b>
35-49 years 58	No children 58	Homeowner 58
50-64 years 58		Renting / other 58
65+ years 63		

## MARKYT Industry Standards

Performance Index Score



City of Belmont	57
Industry High	64
Industry Average	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 486).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Library services

## Performance ratings

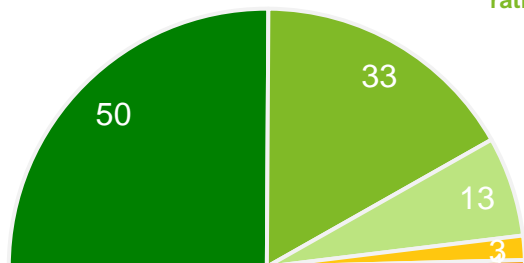
% of respondents

96%

Positive rating\*

82

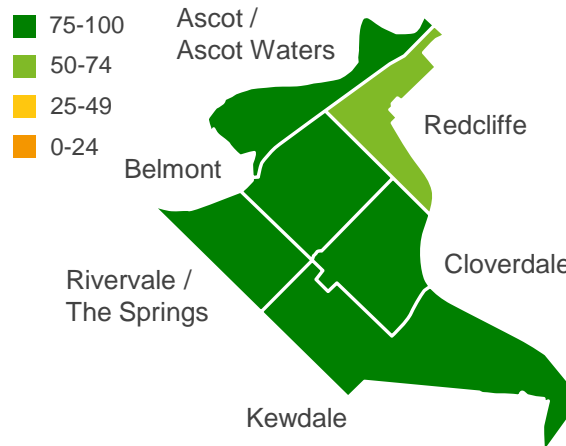
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

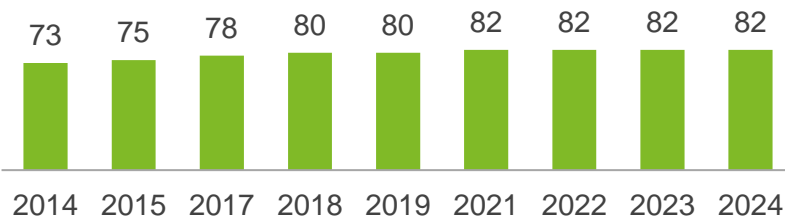


## Location

Ascot / Ascot Waters	83
Belmont	83
Cloverdale	88
Kewdale	83
Redcliffe	71
Rivervale / The Springs	83

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Belmont	82
Industry High	82
Industry Average	70

## Community variances

Performance Index Score

### Gender

Male	80
Female	85

### Age of children

0-4 years	85
5-11 years	83
12-17 years	80
18+ years	84
No children	82

### Disability & culture

Disability	82
First Nations#	81
Mainly speak LOTE	84

### Age

18-34 years	83
35-49 years	82
50-64 years	81
65+ years	83

### Homeownership

Homeowner	82
Renting / other	81

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 696).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance

# Council's leadership

## Performance ratings

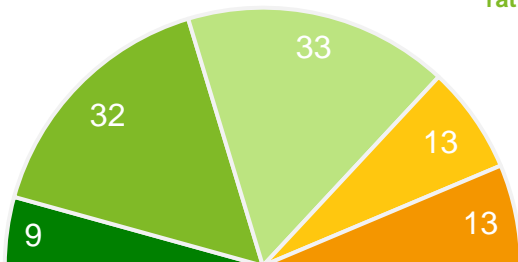
% of respondents

74%

Positive rating\*

53

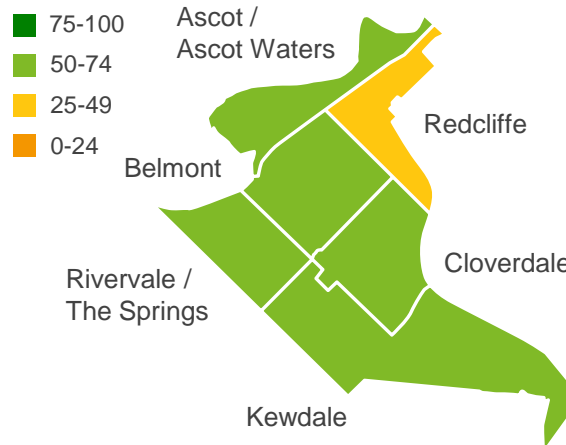
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

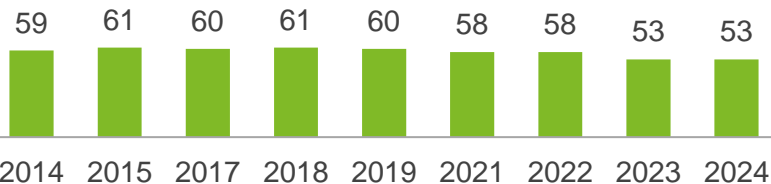


## Location

Ascot / Ascot Waters	55
Belmont	50
Cloverdale	60
Kewdale	60
Redcliffe	35
Rivervale / The Springs	54

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	51
Female	55

### Age of children

0-4 years	51
5-11 years	57
12-17 years	50
18+ years	56
No children	53

### Disability & culture

Disability	55
First Nations#	47
Mainly speak LOTE	45

### Age

18-34 years	46
35-49 years	51
50-64 years	52
65+ years	64

### Homeownership

Homeowner	53
Renting / other	55

## MARKYT Industry Standards

Performance Index Score



City of Belmont	53
Industry High	61
Industry Average	44

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

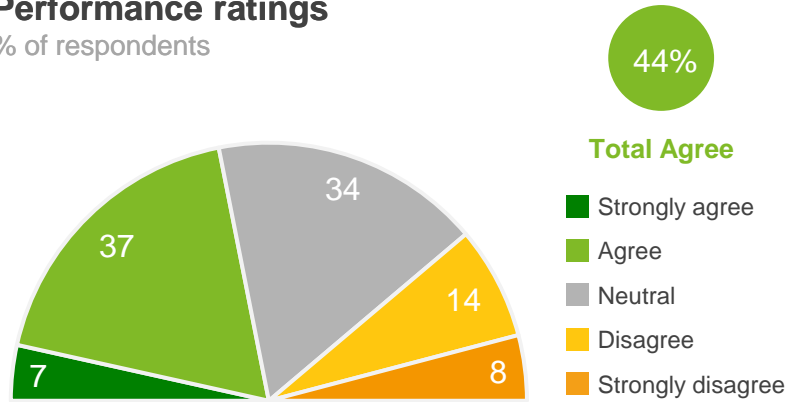
Base: All respondents, excludes 'unsure' and 'no response' (n = 567).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

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

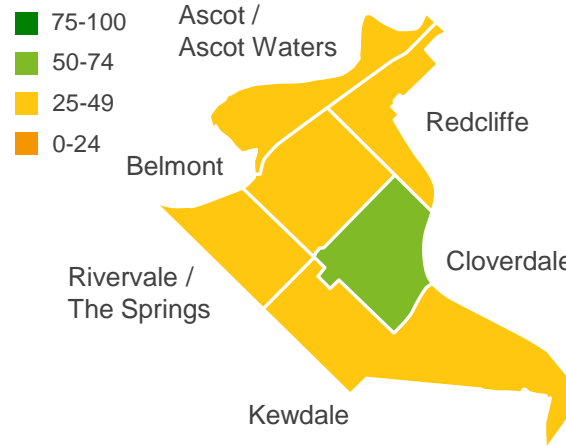
## Performance ratings

% of respondents



## Geographical variances

% agree

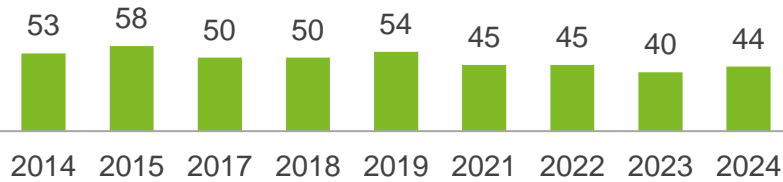


## Location

Ascot / Ascot Waters	47
Belmont	43
Cloverdale	54
Kewdale	43
Redcliffe	35
Rivervale / The Springs	42

## Trend Analysis

% agree



## Community variances

% agree

Gender		Age of children		Disability & culture		
Male	43	0-4 years	43	Disability	40	
Female	45	5-11 years	47	First Nations#	34	
Age	18-34 years	12-17 years	<b>37</b>	Mainly speak LOTE	37	
	35-49 years	18+ years	<b>50</b>	Homeownership		
	50-64 years	No children	45		Homeowner	43
	65+ years				Renting / other	51

## MARKYT Industry Standards

% agree



City of Belmont	44
Industry High	50
Industry Average	27

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

Base: All respondents, excludes 'no response' (n = 896). # Small sample size (<20 respondents)



# Advocacy and lobbying on community's behalf to influence decisions and support local causes

## Performance ratings

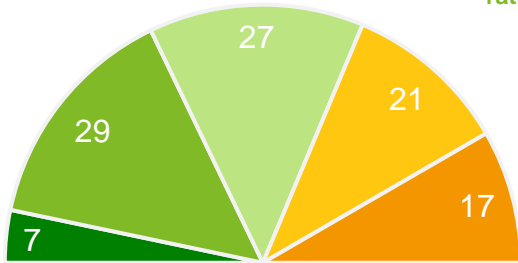
% of respondents

63%

Positive rating\*

47

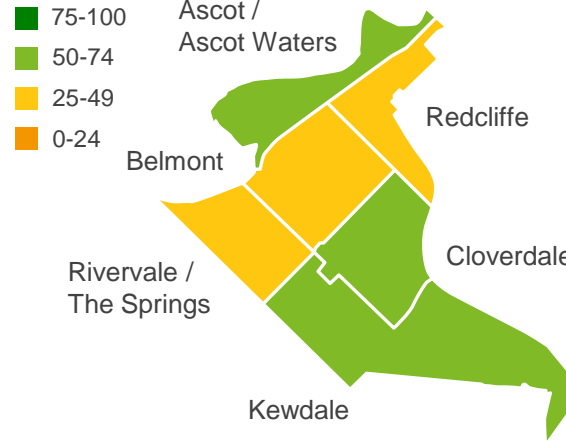
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

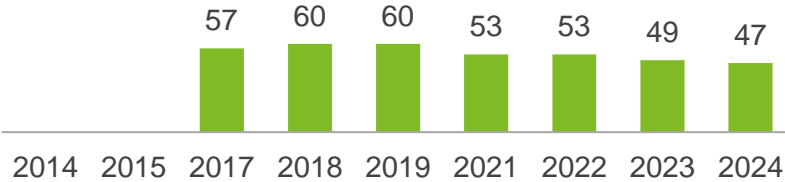


## Location

Ascot / Ascot Waters	50
Belmont	47
Cloverdale	53
Kewdale	54
Redcliffe	34
Rivervale / The Springs	47

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	46
Female	49

### Age of children

0-4 years	43
5-11 years	52
12-17 years	47
18+ years	48
No children	47

### Disability & culture

Disability	47
First Nations#	46
Mainly speak LOTE	40

### Age

18-34 years	41
35-49 years	47
50-64 years	48
65+ years	56

### Homeownership

Homeowner	47
Renting / other	49

## MARKYT Industry Standards

Performance Index Score



City of Belmont	47
Industry High	56
Industry Average	41

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

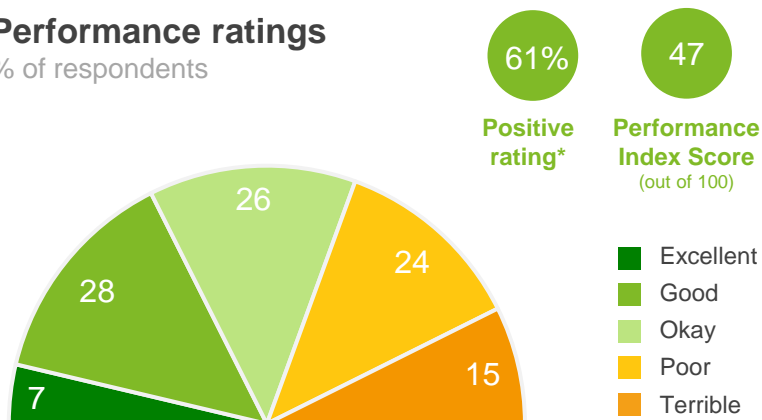
Base: All respondents, excludes 'unsure' and 'no response' (n = 491).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# How the community is consulted on local issues

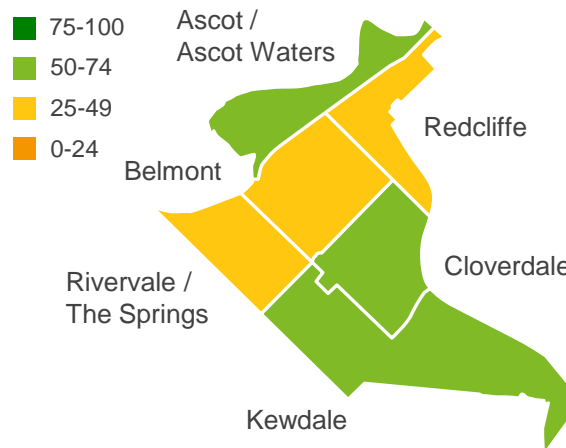
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

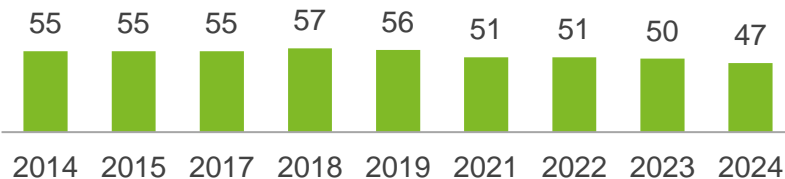


## Location

Ascot / Ascot Waters	53
Belmont	45
Cloverdale	51
Kewdale	50
Redcliffe	36
Rivervale / The Springs	49

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	46	0-4 years	47	Disability	51
Female	49	5-11 years	51	First Nations#	45
Age	18-34 years	42	12-17 years	Mainly speak LOTE	41
	35-49 years	47	18+ years	48	Homeownership
	50-64 years	48	No children	47	
	65+ years	54			
				Homeowner	47
				Renting / other	52

## MARKYT Industry Standards

Performance Index Score



City of Belmont	47
Industry High	55
Industry Average	39

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

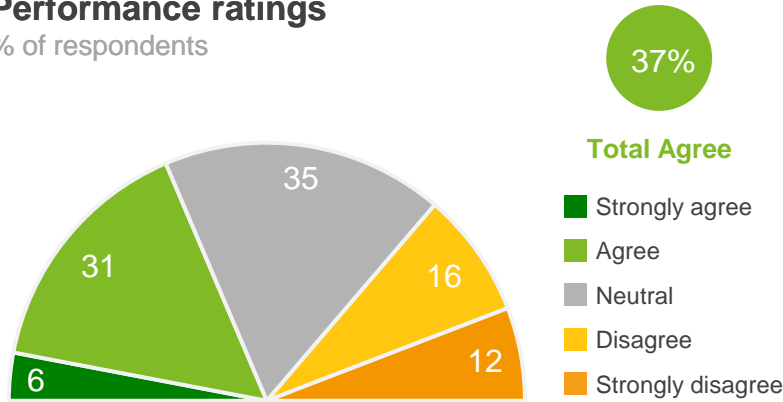
Base: All respondents, excludes 'unsure' and 'no response' (n = 638).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# The City listens to and respects residents' views

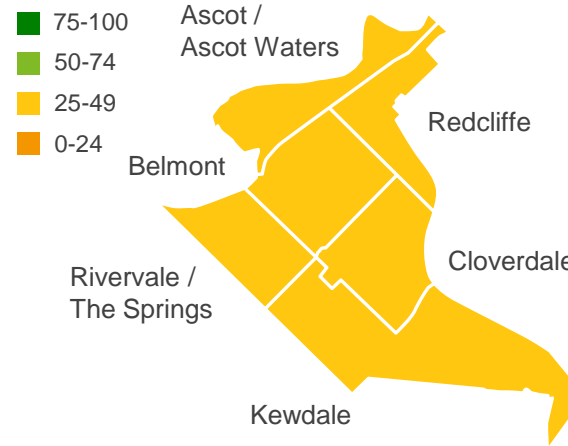
## Performance ratings

% of respondents



## Geographical variances

% agree

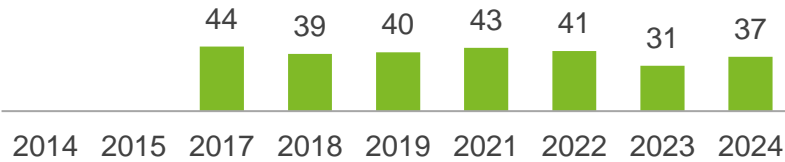


## Location

Ascot / Ascot Waters	48
Belmont	38
Cloverdale	43
Kewdale	36
Redcliffe	31
Rivervale / The Springs	34

## Trend Analysis

% agree



## Community variances

% agree

Gender		Age of children		Disability & culture	
Male	35	0-4 years	34	Disability	43
Female	40	5-11 years	45	First Nations#	14
Age		12-17 years	36	Mainly speak LOTE	30
		18+ years	40	<b>Homeownership</b>	
18-34 years	35	No children	35	Homeowner	37
35-49 years	35			Renting / other	39
50-64 years	35				
65+ years	<b>47</b>				

## MARKYT Industry Standards

% agree



City of Belmont	37
Industry High	47
Industry Average	25

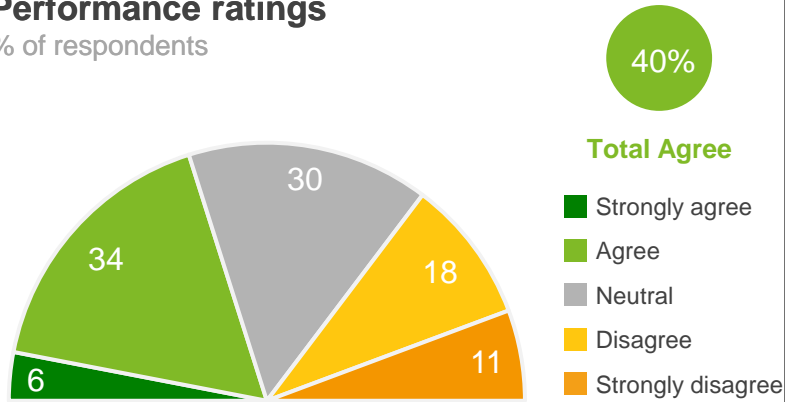
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 900). # Small sample size (<20 respondents)

# The City has a good understanding of community needs

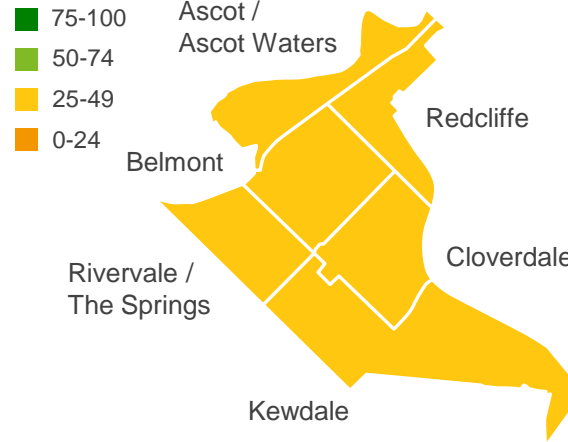
## Performance ratings

% of respondents



## Geographical variances

% agree

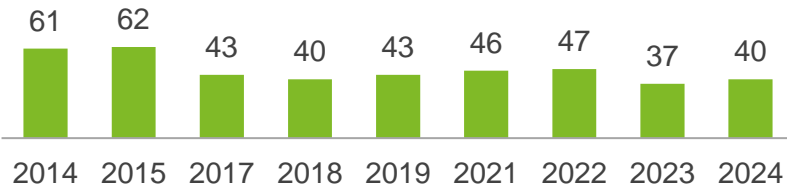


## Location

Ascot / Ascot Waters	49
Belmont	44
Cloverdale	45
Kewdale	39
Redcliffe	31
Rivervale / The Springs	39

## Trend Analysis

% agree



## Community variances

% agree

### Gender

Male	38
Female	44

### Age of children

0-4 years	37
5-11 years	50
12-17 years	37
18+ years	47
No children	40

### Disability & culture

Disability	44
First Nations#	42
Mainly speak LOTE	32

### Age

18-34 years	33
35-49 years	39
50-64 years	41
65+ years	56

### Homeownership

Homeowner	41
Renting / other	37

## MARKYT Industry Standards

% agree



City of Belmont	40
Industry High	51
Industry Average	27

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

Base: All respondents, excludes 'no response' (n = 900). # Small sample size (<20 respondents)

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

## Performance ratings

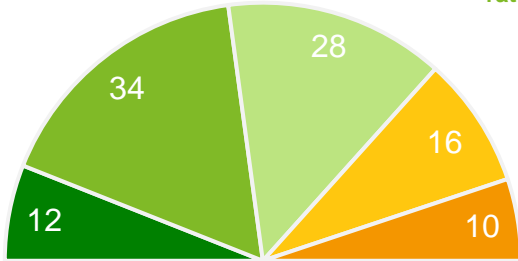
% of respondents

73%

55

Positive rating\*

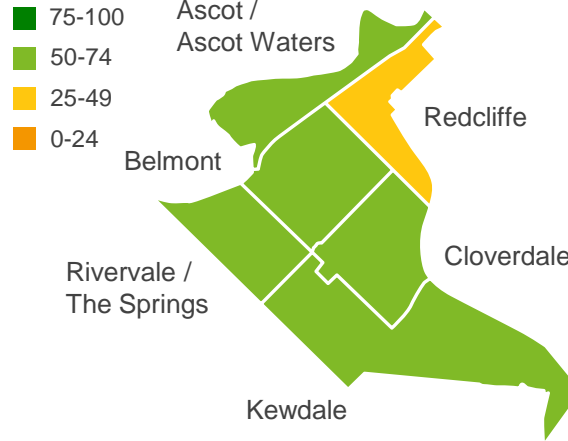
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

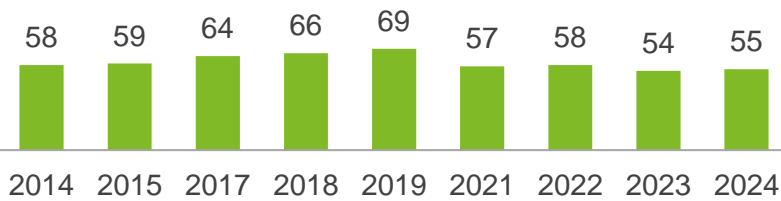


## Location

Ascot / Ascot Waters	58
Belmont	53
Cloverdale	61
Kewdale	58
Redcliffe	44
Rivervale / The Springs	56

## Trend Analysis

Performance Index Score



## 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	Mainly speak LOTE
	18+ years	Homeownership
	No children	Homeowner
		Renting / other

## MARKYT Industry Standards

Performance Index Score



City of Belmont	55
Industry High	62
Industry Average	44

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

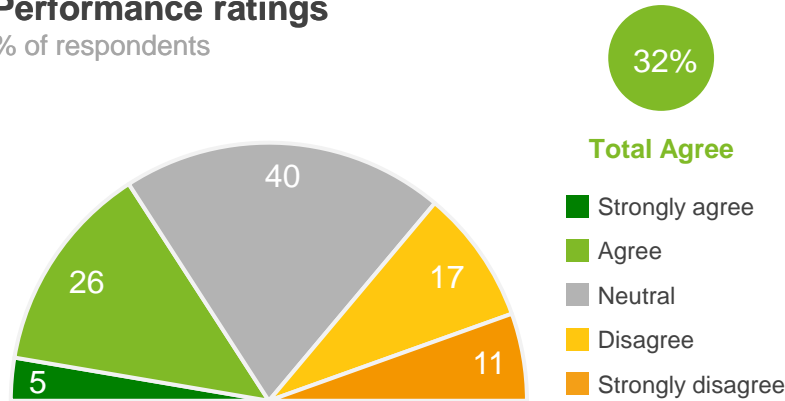
Base: All respondents, excludes 'unsure' and 'no response' (n = 718).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# The City clearly explains reasons for decisions and how residents' views are considered

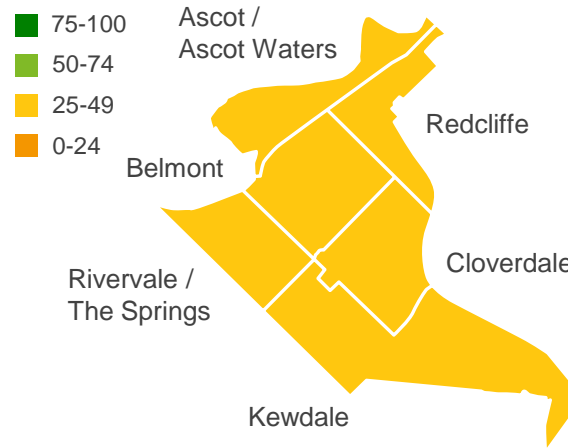
## Performance ratings

% of respondents



## Geographical variances

% agree

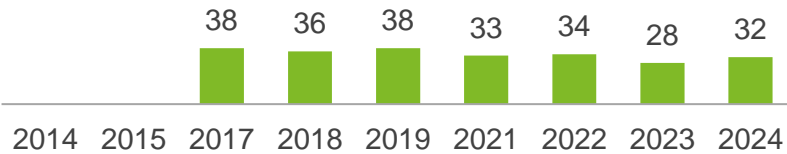


## Location

Ascot / Ascot Waters	32
Belmont	33
Cloverdale	38
Kewdale	31
Redcliffe	27
Rivervale / The Springs	29

## Trend Analysis

% agree



## Community variances

% agree

Gender	Age of children	Disability & culture
Male 31	0-4 years 38	Disability 40
Female 33	5-11 years <b>39</b>	First Nations# 34
<b>Age</b>	12-17 years 30	Mainly speak LOTE 35
18-34 years 33	18+ years 33	<b>Homeownership</b>
35-49 years 30	No children <b>28</b>	Homeowner 31
50-64 years 28		Renting / other 37
65+ years 35		

## MARKYT Industry Standards

% agree



City of Belmont	32
<b>Industry High</b>	<b>39</b>
Industry Average	21

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

Base: All respondents, excludes 'no response' (n = 900). # Small sample size (<20 respondents)



# Openness and transparency of Council processes

## Performance ratings

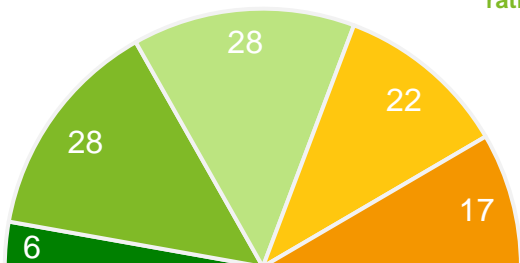
% of respondents

61%

46

Positive rating\*

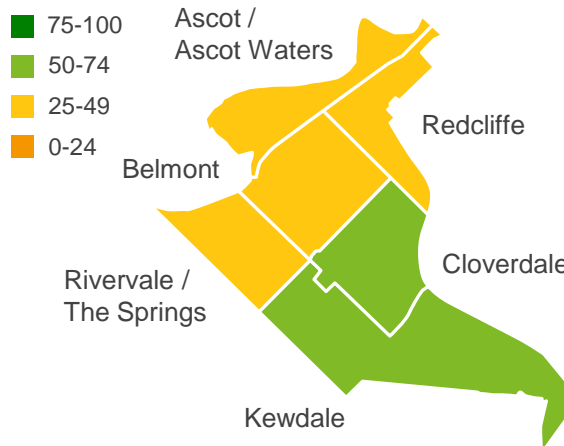
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

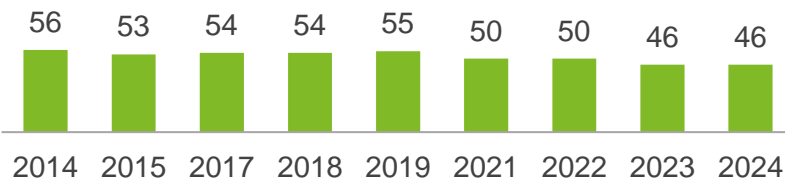


## Location

Ascot / Ascot Waters	41
Belmont	42
Cloverdale	52
Kewdale	53
Redcliffe	34
Rivervale / The Springs	49

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	45
Female	48

### Age of children

0-4 years	47
5-11 years	53
12-17 years	43
18+ years	44
No children	46

### Disability & culture

Disability	47
First Nations#	44
Mainly speak LOTE	41

### Age

18-34 years	44
35-49 years	46
50-64 years	44
65+ years	52

### Homeownership

Homeowner	46
Renting / other	50

## MARKYT Industry Standards

Performance Index Score



City of Belmont	46
Industry High	46
Industry Average	40

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 559).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)



# Customer service

## Performance ratings

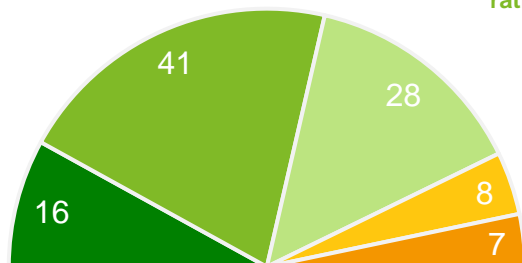
% of respondents

86%

Positive rating\*

63

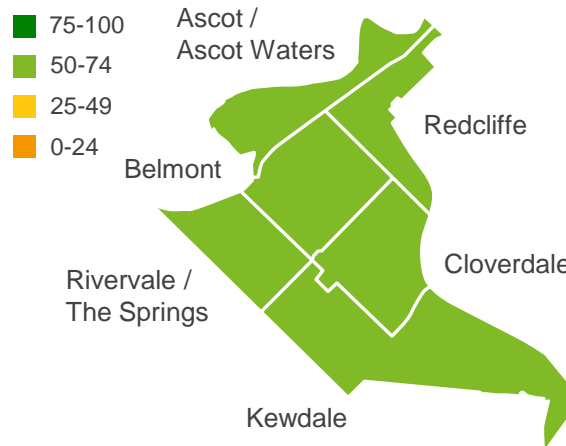
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

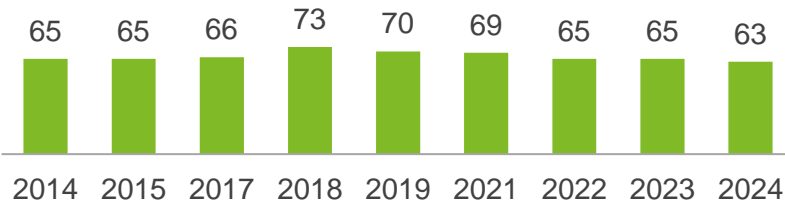


## Location

Ascot / Ascot Waters	68
Belmont	64
Cloverdale	67
Kewdale	66
Redcliffe	55
Rivervale / The Springs	60

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	61
Female	66

### Age of children

0-4 years	59
5-11 years	66
12-17 years	65
18+ years	64
No children	64

### Disability & culture

Disability	66
First Nations#	58

### Age

18-34 years	58
35-49 years	63
50-64 years	62
65+ years	70

### Homeownership

Homeowner	63
Renting / other	64

## MARKYT Industry Standards

Performance Index Score



City of Belmont	63
Industry High	68
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 672).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Online access to City services

## Performance ratings

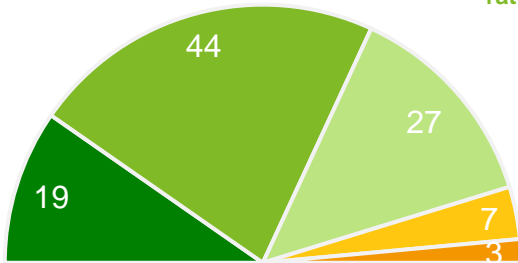
% of respondents

90%

Positive rating\*

68

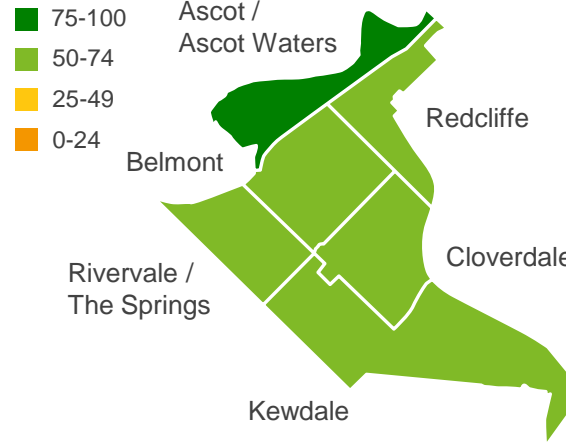
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

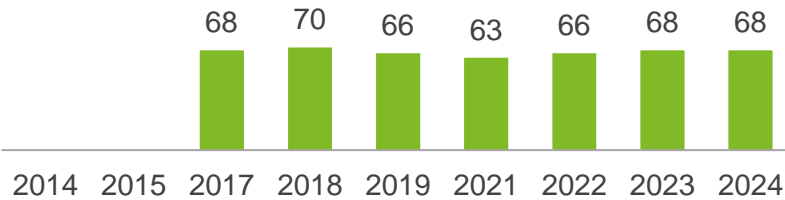


## Location

Ascot / Ascot Waters	78
Belmont	71
Cloverdale	69
Kewdale	66
Redcliffe	61
Rivervale / The Springs	68

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 65	0-4 years 66	Disability 65
Female 71	5-11 years 69	First Nations# 56
Age	12-17 years 67	Mainly speak LOTE 65
18-34 years 63	18+ years 70	<b>Homeownership</b>
35-49 years 68	No children 68	Homeowner 68
50-64 years 68		Renting / other 66
65+ years 73		

## MARKYT Industry Standards

Performance Index Score



City of Belmont	68
Industry High	NA
Industry Average	NA

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

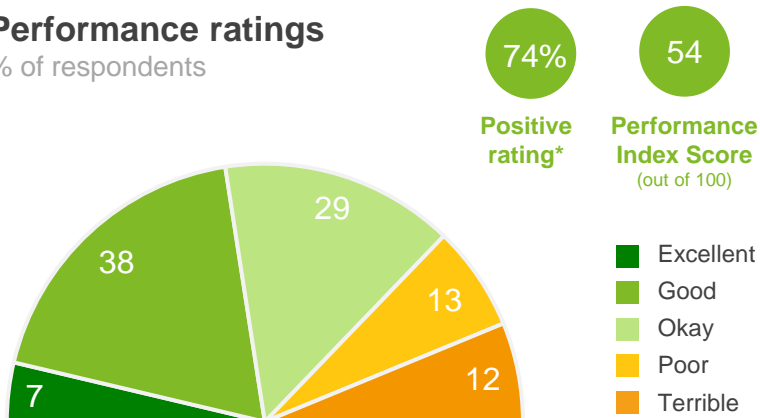
Base: All respondents, excludes 'unsure' and 'no response' (n = 638).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Embracing change, innovation and new technology

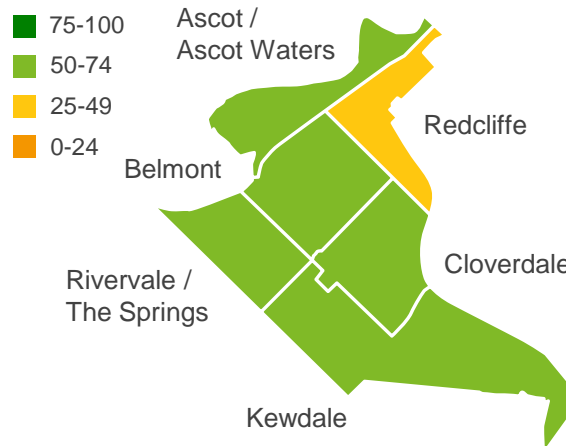
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score



## Location

Ascot / Ascot Waters	61
Belmont	53
Cloverdale	59
Kewdale	58
Redcliffe	41
Rivervale / The Springs	54

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Belmont	54
Industry High	59
Industry Average	46

## Community variances

Performance Index Score

### Gender

Male	51
Female	57

### Age of children

0-4 years	51
5-11 years	62
12-17 years	54
18+ years	57
No children	53

### Disability & culture

Disability	55
First Nations#	63
Mainly speak LOTE	46

### Age

18-34 years	46
35-49 years	55
50-64 years	54
65+ years	64

### Homeownership

Homeowner	53
Renting / other	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 546).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Value for money from Council rates

## Performance ratings

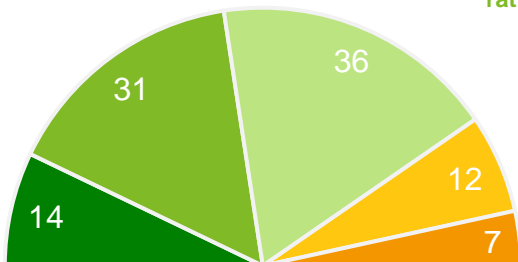
% of respondents

81%

58

Positive rating\*

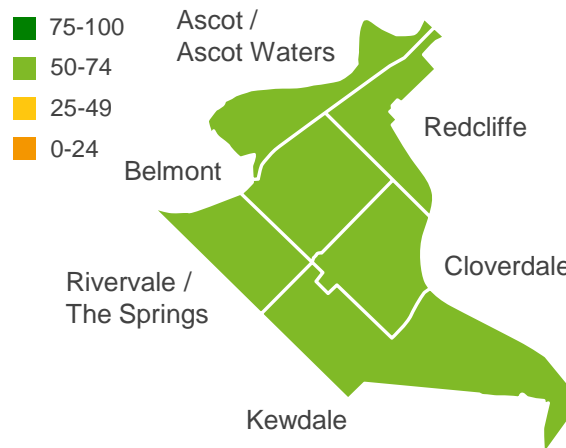
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

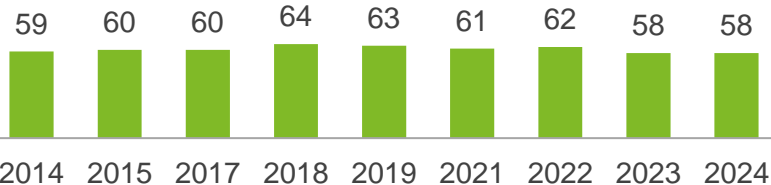


## Location

Ascot / Ascot Waters	64
Belmont	57
Cloverdale	63
Kewdale	61
Redcliffe	52
Rivervale / The Springs	56

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	55
Female	62

### Age of children

0-4 years	54
5-11 years	63
12-17 years	53
18+ years	57
No children	60

### Disability & culture

Disability	53
First Nations#	57
Mainly speak LOTE	50

### Age

18-34 years	58
35-49 years	55
50-64 years	56
65+ years	67

### Homeownership

Homeowner	59
Renting / other	53

## MARKYT Industry Standards

Performance Index Score



City of Belmont	58
Industry High	58
Industry Average	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 827).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Engagement channels

# City's website

## Performance ratings

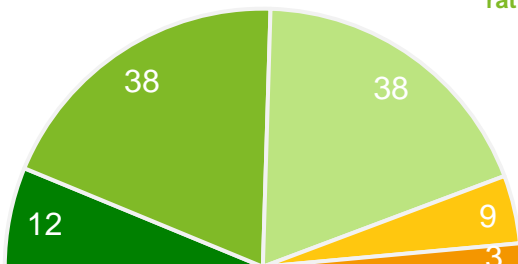
% of respondents

89%

Positive rating\*

62

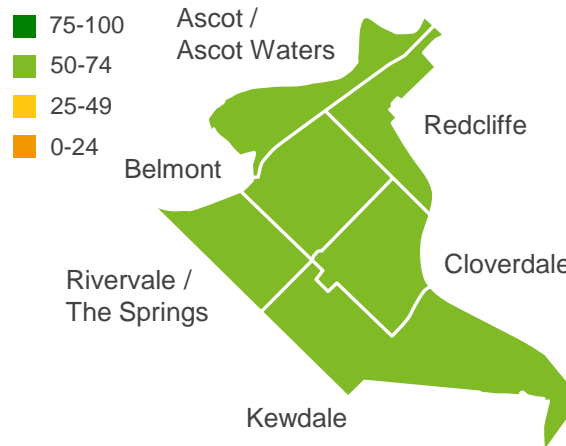
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

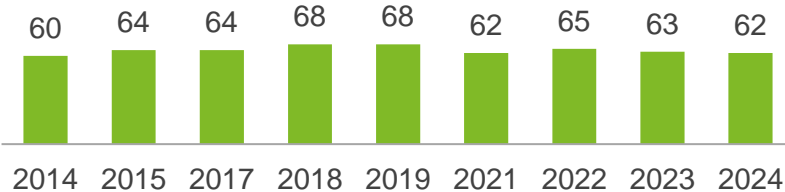


## Location

Ascot / Ascot Waters	68
Belmont	65
Cloverdale	65
Kewdale	64
Redcliffe	53
Rivervale / The Springs	63

## Trend Analysis

Performance Index Score



## 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	Mainly speak LOTE
	18+ years	Homeownership
	No children	Homeowner
		Renting / other

62	61
64	63
63	63
60	63
62	63
61	63
67	

56
60
62
63
59

## MARKYT Industry Standards

Performance Index Score



City of Belmont	62
Industry High	62
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 649).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Social media presence

## Performance ratings

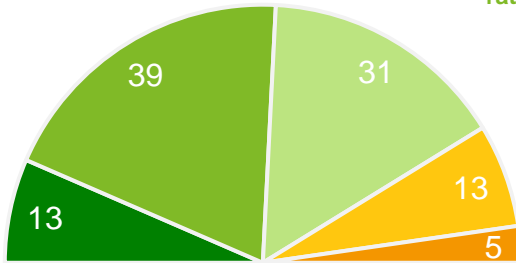
% of respondents

82%

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

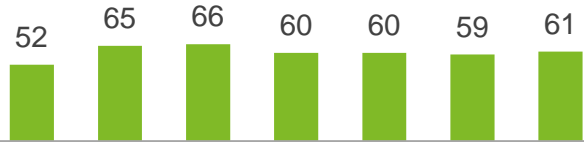


## Location

Ascot / Ascot Waters	65
Belmont	58
Cloverdale	69
Kewdale	64
Redcliffe	51
Rivervale / The Springs	59

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	59
Female	63

### Age of children

0-4 years	61
5-11 years	67
12-17 years	62
18+ years	64
No children	60

### Disability & culture

Disability	61
First Nations#	44
Mainly speak LOTE	58

### Age

18-34 years	57
35-49 years	63
50-64 years	61
65+ years	63

### Homeownership

Homeowner	61
Renting / other	58

## MARKYT Industry Standards

Performance Index Score



City of Belmont	61
Industry High	63
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 510).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)



# Belmont Bulletin – printed newsletter

## Performance ratings

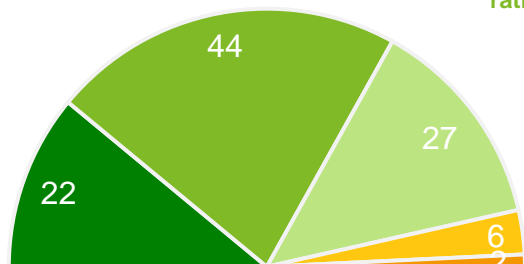
% of respondents

93%

Positive rating\*

70

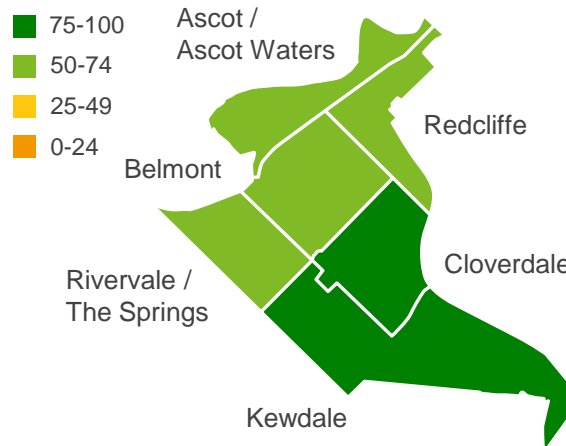
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

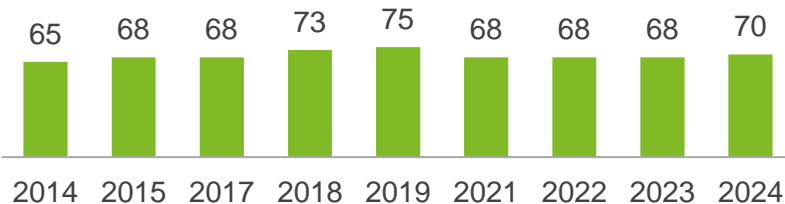


## Location

Ascot / Ascot Waters	71
Belmont	68
Cloverdale	75
Kewdale	75
Redcliffe	62
Rivervale / The Springs	68

## Trend Analysis

Performance Index Score



## 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	Mainly speak LOTE
	18+ years	Homeownership
	No children	Homeowner
		Renting / other

66	69	73
74	73	75
	70	68
	72	
	70	

## MARKYT Industry Standards

Performance Index Score



City of Belmont	70
Industry High	70
Industry Average	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 673).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Be-News - email newsletter

## Performance ratings

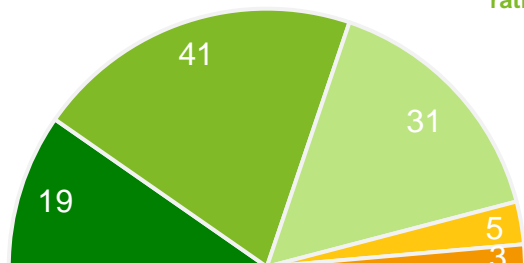
% of respondents

92%

Positive rating\*

67

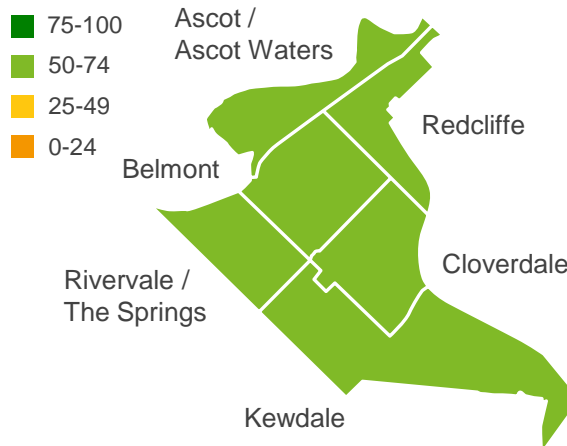
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

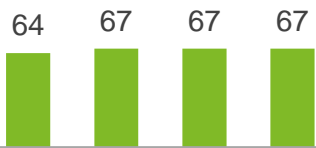


## Location

Ascot / Ascot Waters	70
Belmont	66
Cloverdale	74
Kewdale	72
Redcliffe	60
Rivervale / The Springs	65

## Trend Analysis

Performance Index Score



2014 2015 2017 2018 2019 2021 2022 2023 2024

## Community variances

Performance Index Score

### Gender

Male	63
Female	72

### Age of children

0-4 years	62
5-11 years	71
12-17 years	68
18+ years	71
No children	68

### Disability & culture

Disability	69
First Nations#	68
Mainly speak LOTE	63

### Age

18-34 years	62
35-49 years	69
50-64 years	67
65+ years	72

### Homeownership

Homeowner	68
Renting / other	66

## MARKYT Industry Standards

Performance Index Score



City of Belmont	67
Industry High	67
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 527).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Overview of Community Variances

# Summary of community variances

	Total	Homeowner	Renting / other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations#	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Riverdale / The Springs
<b>Overall place to live</b>	68	68	66	67	69	63	66	69	78	68	66	70	66	71	70	66	65	75	68	70	74	56	68
<b>PEOPLE</b>																							
Youth services and facilities	58	57	59	58	59	55	59	58	62	59	52	63	57	58	53	54	60	55	61	61	61	53	53
Family and children's services and facilities	65	66	64	64	68	63	66	64	69	66	63	69	65	67	61	69	64	67	69	67	70	60	61
Seniors' services and care	64	64	61	63	66	61	63	62	70	65	59	69	62	64	64	68	64	65	64	66	66	59	62
Disability access and inclusion	62	62	61	63	62	59	61	63	67	60	63	66	64	65	59	55	64	59	61	63	66	56	64
Recognition for First Nations' people / cultures	69	71	63	69	69	68	68	69	71	68	72	71	66	73	63	58	70	68	68	67	73	65	71
Multiculturalism / cultural diversity	71	72	68	70	73	71	71	70	71	70	71	74	72	75	71	61	69	71	69	71	75	66	73
Volunteer recognition and support	67	68	64	66	69	63	66	68	74	69	60	69	71	74	67	69	64	69	64	70	68	66	66
Health and community services	60	60	61	59	61	57	60	61	66	61	52	63	61	59	60	70	53	62	59	61	62	60	58
Sport and recreation facilities and services	67	68	67	66	69	64	67	69	73	69	60	69	68	70	64	48	59	66	67	72	71	62	64
Belmont Oasis Leisure Centre	64	64	68	64	64	62	62	65	70	67	61	64	58	64	56	40	62	67	65	69	62	57	66
Belmont Hub	82	82	83	81	85	81	84	81	84	82	86	87	80	83	81	67	85	84	85	88	82	72	83
Art, cultural and creative activities	66	66	63	63	69	64	65	66	71	67	62	68	64	68	67	71	60	67	62	71	69	62	64
Safety and crime prevention	40	40	44	39	42	30	41	43	55	42	30	47	43	46	43	42	35	47	40	44	46	36	34
Lighting of streets and public places	46	47	43	46	47	39	46	49	58	46	40	53	47	48	51	35	36	53	49	50	48	40	43
Graffiti removal services	64	65	63	64	65	59	67	66	67	64	62	71	63	68	62	70	61	70	63	71	66	59	59
Control of vandalism and anti-social behaviour	38	38	44	40	37	35	39	38	44	38	35	47	41	41	41	49	35	46	39	45	45	37	26
Animal management (dogs and cats)	59	59	60	59	61	61	58	57	61	59	56	64	61	59	60	56	56	61	57	60	61	58	59
<b>PLANET</b>																							
Sustainable practices	61	61	63	59	64	57	62	61	67	60	60	64	62	65	63	57	54	63	60	65	63	56	59
Conservation and environmental management	62	62	64	61	64	60	63	61	66	61	61	65	64	64	60	61	58	64	61	68	64	56	61
Swan River	61	61	60	62	61	55	62	63	66	60	59	64	63	66	58	50	56	60	59	65	68	59	55
Waste management	62	62	62	61	63	59	61	59	70	62	63	62	61	61	57	53	59	72	60	63	67	58	57
Noise, pests, pollution, food inspections, etc	53	52	58	52	54	50	53	52	60	52	49	57	55	54	55	42	49	57	50	57	60	47	48
Natural disaster management	55	55	54	56	54	49	58	53	61	54	55	58	54	50	49	49	54	54	59	61	54	50	50

# Summary of community variances

	Total	Homeowner	Renting / other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations#	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
<b>PLACE</b>																							
Responsible growth and development	51	50	54	50	52	48	51	49	57	51	47	56	51	50	51	44	49	55	54	53	55	42	49
Planning approvals	47	46	55	46	49	46	49	42	51	47	43	56	47	43	43	32	46	49	46	54	51	41	42
Building approvals	51	50	56	51	53	52	53	47	53	52	51	58	52	48	44	38	47	54	50	55	59	49	44
Housing	53	55	46	52	56	51	54	50	60	53	52	58	53	48	49	54	48	58	54	56	56	48	49
Local history and heritage	66	66	66	64	69	62	67	64	70	65	66	73	66	68	64	65	66	67	68	71	67	59	62
Community buildings, halls and toilets	64	65	64	63	67	62	64	67	67	64	65	69	64	69	65	75	58	67	68	70	66	59	59
Playgrounds, parks and reserves	72	72	71	70	75	66	72	74	81	72	68	76	71	77	75	71	66	78	74	78	75	63	68
Streetscapes, trees and verges	59	58	62	57	61	56	60	57	64	59	57	63	57	58	59	48	57	65	56	68	59	48	57
Footpaths, trails and cycleways	59	58	61	59	59	54	60	60	64	60	53	64	59	62	58	52	53	63	57	66	63	50	55
Local roads	62	62	64	63	62	60	62	62	65	63	58	65	60	64	60	61	61	67	59	69	67	49	62
Traffic management	55	54	59	53	57	53	57	54	58	54	56	60	54	56	55	57	56	61	56	62	56	40	56
Info on walking, cycling, public transport	57	57	60	56	60	52	58	61	62	57	52	63	60	63	55	66	55	64	54	65	62	43	58
<b>PROSPERITY</b>																							
Economic development and job creation	53	54	54	53	55	53	55	48	59	55	47	58	54	51	46	47	50	58	49	60	58	45	50
Place to work or operate a business	63	63	63	63	64	61	62	60	72	63	59	65	61	63	61	64	59	64	65	66	68	57	58
Place to visit	59	59	61	58	61	55	58	60	69	59	61	62	56	64	60	59	61	62	62	62	65	50	56
Belmont City Centre development & activation	60	60	59	59	62	56	61	59	67	60	57	64	61	62	57	61	56	59	61	64	67	55	55
Local shopping area development & activation	61	60	66	59	63	62	61	57	63	62	60	64	59	58	58	61	61	60	62	68	66	51	57
Festivals, markets and community events	67	66	69	63	71	63	67	66	72	68	62	70	65	68	69	67	60	68	62	71	70	61	67
Education, training and life-long learning	57	58	58	55	61	52	58	58	63	58	53	60	59	59	57	60	55	58	54	63	58	55	55
Library services	82	82	81	80	85	83	82	81	83	82	85	83	80	84	82	81	84	83	83	88	83	71	83

# Summary of community variances

	Total	Homeowner	Renting / other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations#	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
<b>PERFORMANCE</b>																							
Council's leadership	53	53	55	51	55	46	51	52	64	53	51	57	50	56	55	47	45	55	50	60	60	35	54
Governing organisation	62	62	62	59	64	60	59	60	70	61	58	66	59	62	61	61	54	68	64	64	66	49	62
Value for money from rates	58	59	53	55	62	58	55	56	67	60	54	63	53	57	53	57	50	64	57	63	61	52	56
Advocacy and lobbying	47	47	49	46	49	41	47	48	56	47	43	52	47	48	47	46	40	50	47	53	54	34	47
Consultation	47	47	52	46	49	42	47	48	54	47	47	51	46	48	51	45	41	53	45	51	50	36	49
Communication	55	55	60	54	57	52	57	54	60	55	55	59	54	56	55	55	50	58	53	61	58	44	56
Openness and transparency	46	46	50	45	48	44	46	44	52	46	47	53	43	44	47	44	41	41	42	52	53	34	49
Embracing change, innovation and technology	54	53	57	51	57	46	55	54	64	53	51	62	54	57	55	63	46	61	53	59	58	41	54
Customer service	63	63	64	61	66	58	63	62	70	64	59	66	65	64	66	58	62	68	64	67	66	55	60
Online access to City services	68	68	66	65	71	63	68	68	73	68	66	69	67	70	65	56	65	78	71	69	66	61	68
<b>ENGAGEMENT CHANNELS</b>																							
City's website	62	63	59	62	64	60	62	61	67	63	61	63	63	63	56	60	62	68	65	65	64	53	63
Belmont Bulletin – printed newsletter	70	70	69	66	74	67	70	69	74	70	69	73	70	72	73	75	68	71	68	75	75	62	68
Be-News - email newsletter	67	68	66	63	72	62	69	67	72	68	62	71	68	71	69	68	63	70	66	74	72	60	65
Social media presence	61	61	58	59	63	57	63	61	63	60	61	67	62	64	61	44	58	65	58	69	64	51	59
<b>SENTIMENT (% agree)</b>																							
Clear vision for the area	44	43	51	43	45	44	39	40	56	45	43	47	37	50	40	34	37	47	43	54	43	35	42
Good understanding of community needs	40	41	37	38	44	33	39	41	56	40	37	50	37	47	44	42	32	49	44	45	39	31	39
Listens to and respects residents' views	37	37	39	35	40	35	35	35	47	35	34	45	36	40	43	14	30	48	38	43	36	31	34
Clearly explains reasons for decisions	32	31	37	31	33	33	30	28	35	28	38	39	30	33	40	34	35	32	33	38	31	27	29





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