

Community Satisfaction Survey 2023

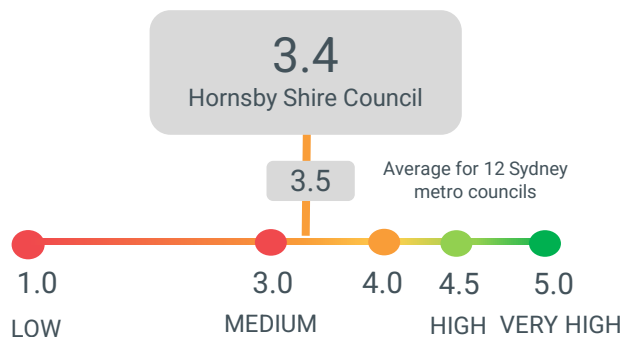


Summary Report
April 2023
Taverner Research

Overall Satisfaction



46% of residents are satisfied with Hornsby Shire Council overall (against 13% dissatisfied)



Service & Facility Performance

Top 5 Services & Facilities

1. Library services
2. Domestic waste and recycling collection service
3. Parks and recreation areas (including playgrounds)
4. Managing natural bushland
5. Trails and tracks

Bottom 5 Services & Facilities

1. Development approvals process
2. Condition of local roads
3. Bike paths
4. Consultation and engagement/communication with the community by Council
5. Condition of public toilets

Strengths & Priorities

Strengths to Maintain

- Domestic waste and recycling collection service
- Managing natural bushland
- Cleaning and appearance of villages and town centres
- Community centres
- Environmental sustainability
- Community events and festivals

Opportunities

- Library services
- Parks and recreation areas (including playgrounds)
- Trails and tracks
- Sporting fields and amenities
- Litter control and rubbish dumping
- Wharves and boat ramps
- Aquatic Centre/s
- Managing and protecting creeks, lagoons and waterways

Priorities for Council

- Information on Council services
- Arts and cultural facilities
- Condition of Footpaths
- Facilities and services for youth
- Management of trees
- Encouraging local industry, businesses and tourism
- Managing parking
- Condition of public toilets
- Consultation and engagement/communication with the community by council
- Bike paths
- Condition of local roads

Second order issues

- Environmental protection & regulation
- Facilities and services for older people
- Facilities and services for people with disabilities
- Development approvals process

Services & Facilities Performance – Full Report

Rank	Service/ Facility	2023 Performance	Internal Benchmark	External Benchmark	Strategic Location
1	Library services	4.14	▲	-	Opportunities
2	Domestic waste and recycling collection service	4.04	-	-	Strengths to Maintain
3	Parks and recreation areas (including playgrounds)	3.96	▲	-	Opportunities
4	Managing natural bushland	3.85	▲	-	Strengths to Maintain
5	Trails and tracks	3.82	-	N/A	Opportunities
6	Sporting fields and amenities	3.80	-	-	Opportunities
7	Litter control and rubbish dumping	3.79	▲	-	Opportunities
8	Wharves and boat ramps	3.76	▲	-	Opportunities
9	Cleaning and appearance of villages and town centres	3.74	-	-	Strengths to Maintain
10	Aquatic Centre/s	3.74	-	-	Opportunities
11	Community Centres	3.66	-	-	Strengths to Maintain
12	Managing and protecting creeks, lagoons and waterways	3.50	▲	-	Opportunities
13	Environmental sustainability	3.47	-	-	Strengths to Maintain
14	Community events and festivals	3.46	-	-	Strengths to Maintain
15	Environmental protection & regulation	3.42	▲	-	Second Order Issues
16	Information on Council services	3.38	▼	-	Priorities for Council
17	Facilities and services for older people	3.35	-	-	Second Order Issues
18	Arts and cultural facilities	3.30	▲	-	Priorities for Council
19	Facilities and services for people with disabilities	3.24	-	-	Second Order Issues
20	Condition of Footpaths	3.21	-	-	Priorities for Council
21	Facilities and services for youth	3.17	-	-	Priorities for Council
22	Management of trees	3.12	-	-	Priorities for Council
23	Encouraging local industry, businesses and tourism	3.12	-	-	Priorities for Council
24	Managing parking	3.01	-	-	Priorities for Council
25	Condition of public toilets	2.95	▲	-	Priorities for Council
26	Consultation and engagement/communication with the community by Council	2.87	▼	-	Priorities for Council
27	Bike paths	2.80	-	N/A	Priorities for Council
28	Condition of local roads	2.74	▼	-	Priorities for Council
29	Development approvals process	2.62	-	-	Second Order Issues

▲=Increase since 2020 ▼= decrease since 2020 + = Above other NSW Metro Councils - = Below other NSW metro councils



Opportunities



Strengths to Maintain



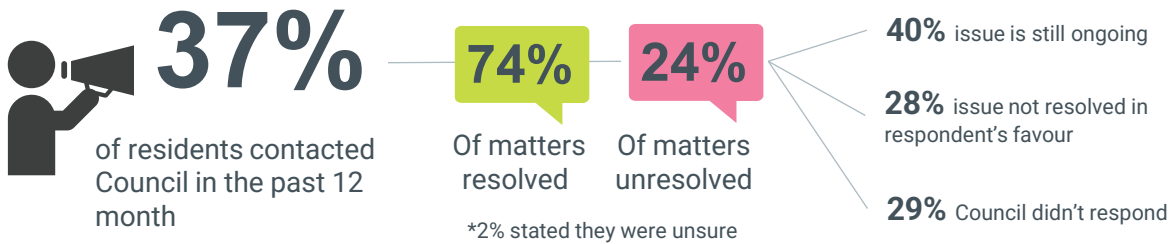
Second Order Issues



Priorities for Council

Customer Service & Future Priorities

Customer Service



Method of contact

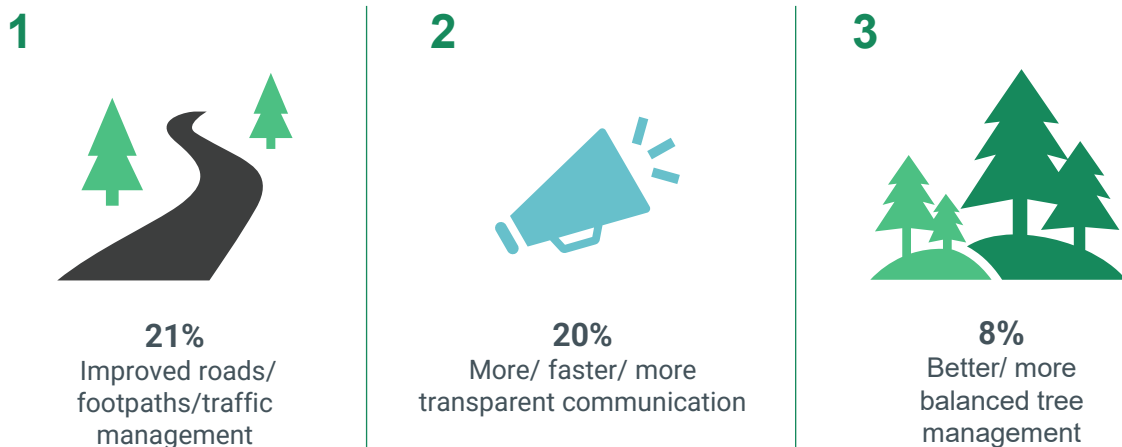


Satisfaction with Customer Service (1-5 satisfaction scale)



Priorities for the Future

Residents' top suggestion for improvement



Overview & Definitions

Overview

Taverner Research was commissioned by Hornsby Shire Council to conduct a Community Satisfaction Survey in 2023 which tracks Council's performance in service delivery, identifies priority areas and evaluates Council's customer services, communication and community priorities.

The Hornsby Shire Council Community Satisfaction Survey 2023 aimed to collect 300 completed responses from a random sample of residents in the Hornsby Shire Council local government area. The reported results have a margin of error of $\pm 5.6\%$ at the 95% confidence level. This means that if the survey was repeated 100 times, 95 times the results will be within 5.6 percent of the true population value. This is a highly robust sample and reliable for Council's planning and reporting activities.

Definitions

- ▶ **Service & Facility Performance:** Average satisfaction rating. Respondents were asked to rate their satisfaction with services and facilities using a 5-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.
- ▶ **Strategic Location:** This refers to the location in the performance / importance quadrant from the analysis. The different classifications include:
 - ▶ **Strengths to Maintain:** An above-average performing service that has a strong impact on creating overall satisfaction with Council.
 - ▶ **Priorities for Council:** A below-average performing service that has a strong impact on overall satisfaction. Improvement in these services will have a positive impact on overall satisfaction.
 - ▶ **Opportunities:** A service that performs above average but does not have a strong relationship with overall satisfaction.
 - ▶ **Second Order Issue:** A below-average performing service that does not have a strong relationship with overall satisfaction. Improvement in these services will not result in a strong increase in overall satisfaction with Council.
- ▶ **Internal Benchmark:** This refers to whether there was a statistically significant change in average satisfaction since the last Community Satisfaction Survey in 2021.
- ▶ **External Benchmark:** This refers to how Council is comparing to an amalgamation of comparable NSW Metropolitan councils, for applicable services. Hornsby Shire Council results that are 10% greater or lesser than the NSW Metro average will be indicated. Services that are applicable only to the Hornsby Shire Council are marked with 'N/A'