

Community Satisfaction Survey 2024

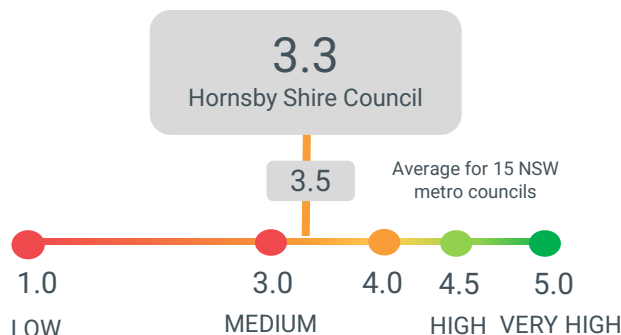


Summary Report
January 2025
Taverner Research

Overall Satisfaction



45% of residents are satisfied with Hornsby Shire Council overall (against 18% 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. Trails and tracks
5. Aquatic centre/s

Bottom 5 Services & Facilities

1. Development approvals process
2. Consultation and engagement/communication with the community by Council
3. Amount and type of development
4. Encouraging local industry, businesses, and tourism
5. Bike paths

Strengths & Priorities

Strengths to Maintain

- Parks and recreation areas (including playgrounds)
- Aquatic centre/s
- Environmental sustainability
- Environmental protection & regulation
- Information on Council services

Opportunities

- Library services
- Domestic waste and recycling collection service
- Trails and tracks
- Managing natural bushland
- Sporting fields and amenities
- Cleaning and appearance of villages and town centres
- Litter control and rubbish dumping
- Wharves and boat ramps
- Community centres
- Managing and protecting creeks, lagoons and waterways
- Community events and festivals
- Facilities and services for older people

Priorities for Council

- Facilities and services for people with disabilities
- Facilities and services for youth
- Condition of footpaths
- Condition of local roads
- Consultation and engagement/communication with the community by Council
- Managing parking
- The amount and type of development in my local area
- Development approvals process

Second order issues

- Arts and cultural facilities
- Management of trees
- Condition of public toilets
- Bike paths
- Encouraging local industry, businesses and tourism

Services & Facilities Performance – Full Report

Rank	Service/ Facility	2024 Performance	Internal Benchmark	External Benchmark	Strategic Location
1	Library services	4.11	-	-	
2	Domestic waste and recycling collection service	3.98	-	-	
3	Parks and recreation areas (including playgrounds)	3.91	-	+	
4	Trails and tracks	3.91	-	N/A	
5	Aquatic centre/s	3.80	-	-	
6	Managing natural bushland	3.73	-	N/A	
7	Sporting fields and amenities	3.72	-	-	
8	Cleaning and appearance of villages and town centres	3.65	-	-	
9	Litter control and rubbish dumping	3.57	▼	-	
10	Wharves and boat ramps	3.56	▼	N/A	
11	Community centres	3.54	-	-	
12	Managing and protecting creeks, lagoons and waterways	3.51	-	-	
13	Community events and festivals	3.50	-	-	
14	Environmental sustainability	3.45	-	+	
15	Environmental protection & regulation	3.44	-	-	
16	Information on Council services	3.42	-	N/A	
17	Facilities and services for older people	3.39	-	-	
18	Facilities and services for people with disabilities	3.28	-	-	
19	Arts and cultural facilities	3.26	-	-	
20	Management of trees	3.23	-	N/A	
21	Facilities and services for youth	3.21	-	-	
22	Condition of footpaths	3.15	-	-	
23	Condition of public toilets	3.05	-	-	
24	Condition of local roads	3.03	▲	-	
25	Consultation and engagement/communication with the community by Council	2.98	-	-	
26	Managing parking	2.96	-	+	
27	Bike paths	2.93	-	-	
28	Encouraging local industry, business and tourism	2.92	▼	-	
29	The amount and type of development in my area	2.90	N/A	-	
30	Development approvals process	2.69	-	-	

▲=Increase since 2023 ▼=Decrease since 2023 + =Above other NSW metro Councils - =Below other NSW metro councils



Opportunities



Strengths to Maintain



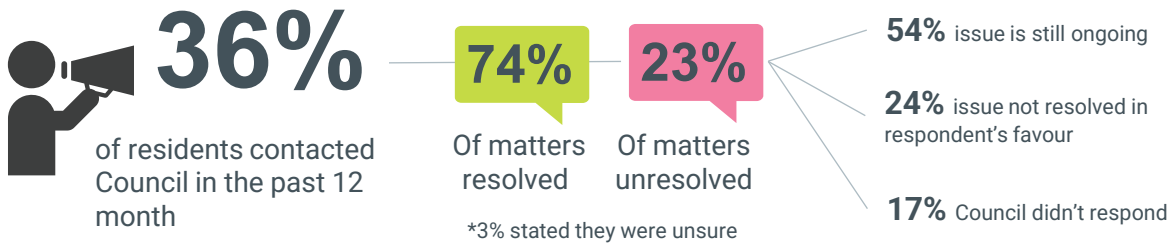
Second Order Issues



Priorities for Council

Customer Service & Future Priorities

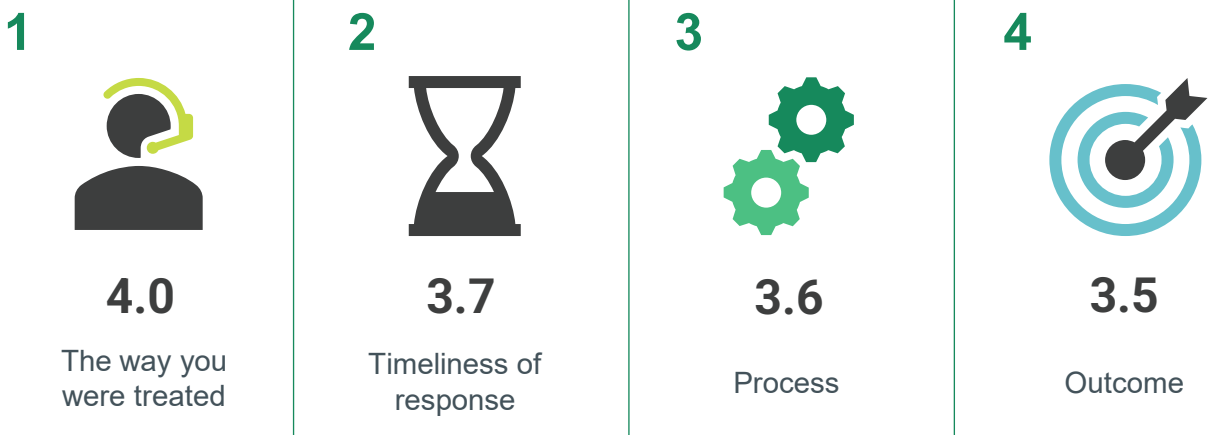
Customer Service



Method of contact

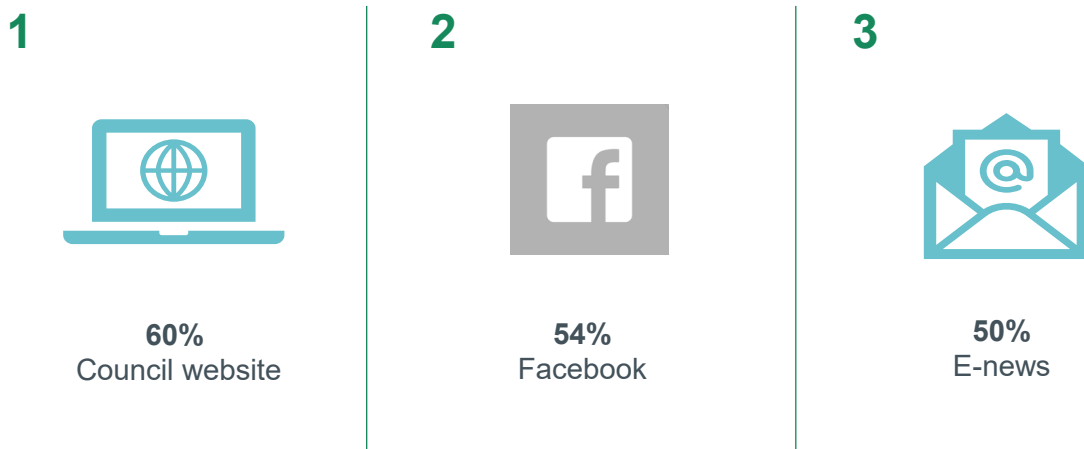


Satisfaction with Customer Service (1-5 satisfaction scale)



Hearing from Council

Residents' top preferences to be informed



Overview

Taverner Research was commissioned by Hornsby Shire Council to conduct a Community Satisfaction Survey in 2024 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 2024 aimed to collect 600 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 $\pm 4.0\%$ at the 95% confidence level. This means that if the survey was repeated 100 times, 95 times the results will be within 4.0 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 2023.
- ▶ **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'