

COMMUNITY & BUSINESS PERCEPTIONS & COMMUNITY WELLBEING SCORECARD 2018



With a vision of 'Working together, to achieve community wellbeing, for today and tomorrow' the City of Melville commissions an external research organisation every two years to obtain and track our community's satisfaction and wellbeing over time.

The survey results are core indicators for the City to measure our performance in terms of how well we are delivering on our vision.

The surveys have two purposes:

1. The Community Wellbeing Survey measures the current state of the City's six key outcome areas, identified by the community as their aspirations and essential to their individual wellbeing. These outcome areas are:

- Safe and Secure
- Clean and Green
- Sustainable Connected Transport

- Sense of Community
- Healthy Lifestyles
- Growth and Prosperity

2. The Markyt Community Perceptions Survey and the Markyt Business Perceptions Survey asks ratepayers, residents and the business community about their perceptions of the City's services, infrastructure and facilities, which are provided to support and improve community outcomes.

As many products and services are common between Local Governments, this survey also allows the City to benchmark its services across the local government sector.

These surveys help inform future plans and business planning, and with a large community and competing demands, these results help us prioritise resource allocation.

Thank you to everyone who participated in these surveys.

Outcome areas	Source	Results by year relating to City of Melville residents/businesses (unless stated, % of total respondents who rated performance positively/who agree with statement)												
		2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2007	2006	2005
High level indicators														
Overall, how satisfied are you with the City of Melville as a place to live?	CPS	100%		97%		95%		95%		82%		88%	72%	84%
Overall, how satisfied are you with the City of Melville, the organisation that governs the local area? (in 2010 and earlier this question was: how satisfied are you with the City of Melville, which was separated into two questions; as a place to live + as a governing organisation)	CPS	80%		90%		87%		85%						
% happy/satisfied current quality of life (wellbeing)	CWBS		93%		94%		91%		96%		96%			
How satisfied are you with the value for money you get from your Council rates? (In 2015 the question was: satisfaction with providing services that represent good value for money)	CPS	77%		78%		79%		71%		70%		73%		74%



SAFE AND SECURE

2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2007 2006 2005

Outcomes

(note that multiple stakeholders, including, but not just the City of Melville, affect outcomes)

Safety and security

(in 2005 the question was: satisfaction with provision of a relatively safe urban area)

CPS	88%		87%		85%		82%		80%		78%		87%
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Outputs

(products and services delivered by the City of Melville to achieve desired outcomes)

Graffiti removal services

CPS	96%		89%		90%		88%		83%		85%		88%
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Mobile community security patrols

CPS	84%		81%		84%		74%		68%		77%		76%
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Street lighting

(in 2005, the question was: satisfaction with provision of sufficient street lighting)

CPS	86%		91%		82%		85%		85%		79%		85%
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SENSE OF COMMUNITY

2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2007 2006 2005

Outcomes

(note that multiple stakeholders, including, but not just the City of Melville, affect outcomes)

% agree that there is strong community spirit in my local area (in 2015 & 2013 the question was: we have strong community 'spirit')	CWBS		46%		69%		66%		69%		64%	62%		
% feel they belong to this community (in 2011 and earlier: % who feel like they belong in their local community)	CWBS		57%		79%		71%		82%		87%	88%		
% happy with the opportunities to have their say on important decisions that affect the community (in 2011 & earlier the question was: % agree there are adequate opportunities in the local community to have a say in decisions that affect their life)	CWBS		34%		59%		57%		59%		59%			

Outputs

(products and services delivered by the City of Melville to achieve desired outcomes)

How local history and heritage is preserved and promoted (in 2005 the question was: satisfaction with Council's performance in encouraging art, culture and heritage)	CPS	82%		75%		78%		69%		70%		70%		83%
Services and facilities for youth	CPS	83%		82%		84%		78%		73%		74%		71%
Facilities, services and care available for seniors	CPS	89%		85%		85%		86%		83%		84%		85%
Access to services and facilities for people with disabilities	CPS	91%		81%		76%		74%		83%		78%		85%
Library & information services	CPS	98%		96%		94%		91%		94%		93%		95%
Festivals, events and cultural activities	CPS	93%		81%		81%		76%		75%		74%		79%
Community buildings, halls and toilets (in 2015 and earlier, the question was: satisfaction with provision of neat, attractive and well maintained community buildings, halls and public toilets)	CPS	93%		84%		87%		77%		73%		73%		89%



CLEAN AND GREEN

2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2007 2006 2005

Outcomes

(note that multiple stakeholders, including, but not just the City of Melville, affect outcomes)

Efforts to adapt to climate change

(in 2012 in earlier the question was: conservation & environmental management)

CPS 73% 60% n/a 81% 79% 83% 82%

River foreshore

(in 2012 and earlier, the question was: water quality in local lakes and rivers)

CPS 95% 91% n/a 75% 67%

Natural bushland

(in 2005 the question was: satisfaction with Council performance in protecting natural areas, such as bushlands, wetlands, etc)

CPS 90% 89% n/a 81% 79% n/a 78%

Outputs

(products and services delivered by the City of Melville to achieve desired outcomes)

Streetscapes

(in 2005 the question was: satisfaction with the provision and maintenance of neat, attractive and well maintained streetscapes in 2007-2010 the question was: streetscapes, parks & sporting grounds)

CPS 88% 86% 86% 80% 87% 89% 81%

Weekly waste collections (the green bins)

CPS 95% 99% 98% 95% 98% 97% 98%

Weekly recycling collections (the yellow topped bins)

(in 2012 and earlier the question was: fortnightly recycling collections, the yellow topped bins)

CPS 96% 99% 96% 88% 93% 93% 93%

Quarterly verge collections of junk and green waste

(in 2005 the question was: bulk rubbish collection of clothing, white goods, furniture etc; in 2007 the question was bulk rubbish collections)

CPS 90% 88% 85% 82% 79% 78% 77%

Management of food, health, noise and pollution issues

(in 2005, the question was: satisfaction with controlling nuisances, like midgies, rodents, smells and noises; in 2018 management of noise issues was made a separate question - see below)

CPS 97% 78% 82% 74% 76% 74% 82%

Managaement of noise issues

CPS 86%



GROWTH & PROSPERITY

2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2007 2006 2005

Outcomes

(note that multiple stakeholders, including, but not just the City of Melville, affect outcomes)

% happy with their standard of living (in 2011 the question was: % describe themselves as wealthy/very comfortable/comfortable)	CWBS		n/a		94%		89%		73%		79%		
The density and design of housing in your local area	CPS	78%		80%		77%		79%		79%		78%	
Parking in commercial areas	CPS	90%		83%		81%							
The range of commercial services available in the City of Melville, including retail, office and industrial services	CPS	94%		91%		93%		89%		89%		92%	

Outputs

(products and services delivered by the City of Melville to achieve desired outcomes)

How the City Centre is being developed, the area around Garden City (In 2005 the question was: create a City Centre, the area around Garden City, that is a focal point with uses, services and activities that meet community needs)	CPS	After 2010 this question was asked in the Business Perceptions Survey; refer to results on page 12								79%		80%		76%
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SUSTAINABLE & CONNECTED TRANSPORT

2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2007 2006 2005

Outcomes

(note that multiple stakeholders, including, but not just the City of Melville, affect outcomes)

Access to public transport (in 2007-2016 the question was: satisfaction with public transport)	CPS	93%		82%		82%		81%		79%		79%		82%
The management and control of traffic (in 2005 it was manage and control traffic on local roads; in 2007-2012 the question was: traffic movement)	CPS	82%		76%		73%		61%		69%		64%		71%

Outputs

(products and services delivered by the City of Melville to achieve desired outcomes)

Condition of roads (in 2012 and earlier the question was: maintenance of roads and streetsigns)	CPS	93%		92%		n/a		88%		85%		81%		87%
% happy with being able to walk around the local neighbourhood	CWBS		86%		91%									
Footpaths and cycleways	CPS	84%		85%		80%		81%		83%		81%		85%
Parking in residential areas	CPS	83%		80%		77%								





HEALTHY LIFESTYLES

2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2007 2006 2005

Outcomes

(note that multiple stakeholders, including, but not just the City of Melville, affect outcomes)

General health rating of excellent or very good (self-assessment: excellent/very good/good/fair/poor)	CWBS		46%		n/a		n/a		57%		58%			
% happy with health care services (From 2007 to 2012 the question asked in the CPS was "access to childcare services"; from 2013 the question was asked in the CWBS with the question being % happy with the availability of health care services.)	CWBS/ CPS		74%		86%		78%	74%		76%		72%		
% happy with availability of healthy food choices (e.g. fresh fruit and vegetables) in the local area (in 2015 the question was % happy with availability of healthy food choices)	CWBS		77%		82%		80%							

Outputs

(products and services delivered by the City of Melville to achieve desired outcomes)

Sport and recreation facilities	CPS	96%		91%		91%		88%		88%		90%		
Parks and public open spaces (in 2007-2010 & earlier the questions was: streetscapes, parks & sporting grounds; in 2005, the question was: provision of neat, attractive and well maintained parks)	CPS	94%		95%		94%		90%		87%		89%		88%





GOVERNANCE

2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2007 2006 2005

Outcomes

(note that multiple stakeholders, including, but not just the City of Melville, affect outcomes)

The City of Melville's image

(In 2015 the question was: satisfaction with presenting a positive image to the community)

CPS	74%		89%		88%		84%		76%		81%		72%
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Outputs

(products and services delivered by the City of Melville to achieve desired outcomes)

Council's leadership within the community

CPS	64%		67%		66%		63%		59%		67%		70%
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Elected Members at the City of Melville (the Mayor and Councillors) have a good understanding of our needs

CPS	22%		48%		48%		47%		37%			21%	
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Staff at the City of Melville have a good understanding of our needs

CPS	32%		52%		53%		47%		47%			28%	
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The City of Melville has developed and communicated a clear vision for the area - I am fairly clear about what the area is going to look and feel like in 10 years time

CPS	29%		42%		48%		40%		31%			18%	
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How the community is informed about local issues (incl. local issues, events, services & facilities)

CPS	68%		68%		68%		62%		62%		69%		76%
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Abbreviations used in Source: **CPS** = Community Perceptions Survey **BPS** = Business Perceptions Survey **CWBS** = Community Wellbeing Survey

Note that there are no results for 2008, as none of these surveys were conducted in that year. For ease of reading, those years where no survey was undertaken or a particular question was not asked in the survey, the cell has been left blank. Those questions not asked in a particular survey, yet asked in earlier and later years are marked as "n/a"

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GROWTH & PROSPERITY

2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2007

Outcomes

(note that multiple stakeholders, including, but not just the City of Melville, affect outcomes)

% agree/strongly agree that are many good reasons to keep our business located within the City of Melville	BPS	71%		85%		73%		81%		80%		
% agree/strongly agree that are many good reasons to relocate our business	BPS	17%		12%		9%		7%		12%		
Parking in commercial areas	BPS	72%		75%		54%		56%		52%		51%
Road and pedestrian access to your business	BPS	90%		86%		79%		76%		81%		
The range of commercial services available in the City of Melville, including retail, office and industrial services	BPS	91%		96%		82%		79%		82%		76%
Efforts to promote the area as a desirable place to visit and shop	BPS	71%		89%		63%		50%		59%		55%
Access to education and training opportunities for your workforce	BPS	71%		87%		45%		37%		55%		48%

Outputs

(products and services delivered by the City of Melville to achieve desired outcomes)

How the City Centre is being developed, the area around Garden City	BPS	86%		91%		84%		63%		72%		72%
How the area around Canning Bridge is being developed	BPS	82%		89%		62%						
How the Murdoch Precinct is being developed, the area around Fiona Stanley Hospital, Murdoch University and Murdoch train station	BPS	96%		95%		78%						
How the corner of Riseley St & Canning Hwy is being developed	BPS	74%		88%		69%						



SUSTAINABLE&CONNECTEDTRANSPORT

2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2007

Outcomes

(note that multiple stakeholders, including, but not just the City of Melville, affect outcomes)

Access to public transport (In 2016 and earlier the question was: satisfaction with public transport)	BPS	80%		90%		70%		68%				
The management and control of traffic	BPS	77%		83%		57%		61%		64%		67%

Outputs

(products and services delivered by the City of Melville to achieve desired outcomes)

Condition of roads	BPS	94%		97%		84%		81%		82%		80%
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