Inner West Council

Community Research

Prepared by: Micromex Research

Date: July 2021

INNER WEST

micromex research

Background & Methodology

Objectives (Why?)

- Understand and identify community priorities for the Inner West LGA

- Identify the community's overall level of satisfaction with Council performance

- Explore and understand resident experiences contacting Council

- Identify the community's level of agreement with statements regarding the Inner West area

Sample (How?)

- Telephone survey (landline and mobile) to N = 1002 residents

- 209 acquired through number harvesting

- We use a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)

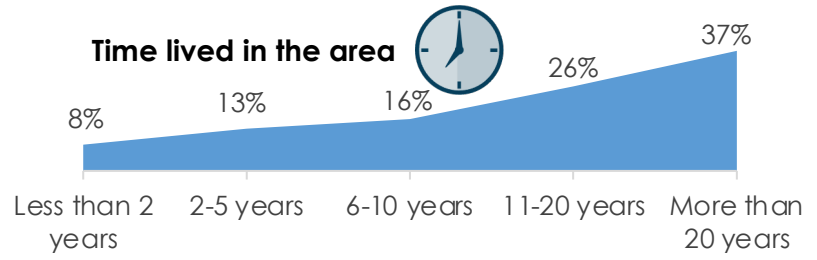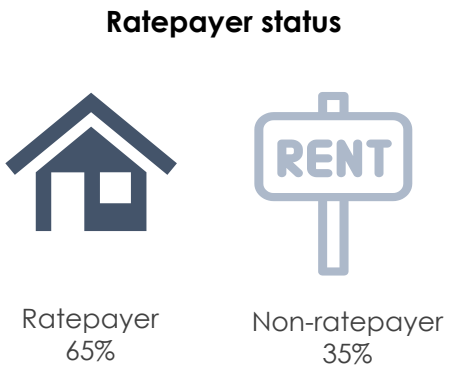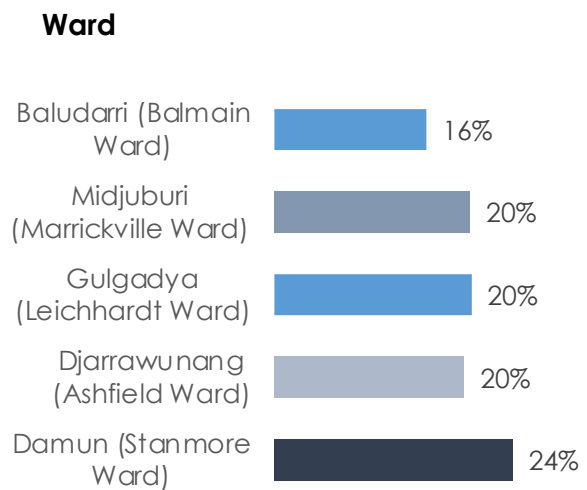- Greatest margin of error +/- 3.1%

Timing (When?)

- Implementation 4th May– 25th June 2021

Sample Profile

The sample was weighted by age and gender to reflect the 2016 ABS community profile of Inner West Council.

Gender

Female 51%

Male 48%

Non-binary/gender fluid 1%

Different identity <1%

Age

Age group	Percentage
18-24	10%
25-34	25%
35-49	30%
50-64	20%
65+	15%

Ward

Ward	Percentage
Baludarri (Balmain Ward)	16%
Midjuburi (Marrickville Ward)	20%
Gulgadya (Leichhardt Ward)	20%
Djarrawunang (Ashfield Ward)	20%
Damun (Stanmore Ward)	24%

Ratepayer status

Ratepayer 65%

Non-ratepayer 35%

Time lived in the area

Time	Percentage
Less than 2 years	8%
2-5 years	13%
6-10 years	16%
11-20 years	26%
More than 20 years	37%

Please refer to Appendix B for further demographics

Base: N = 1002

Living in the Inner West

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Living in the Inner West

Q8a. How strongly do you agree or disagree with the following statements?

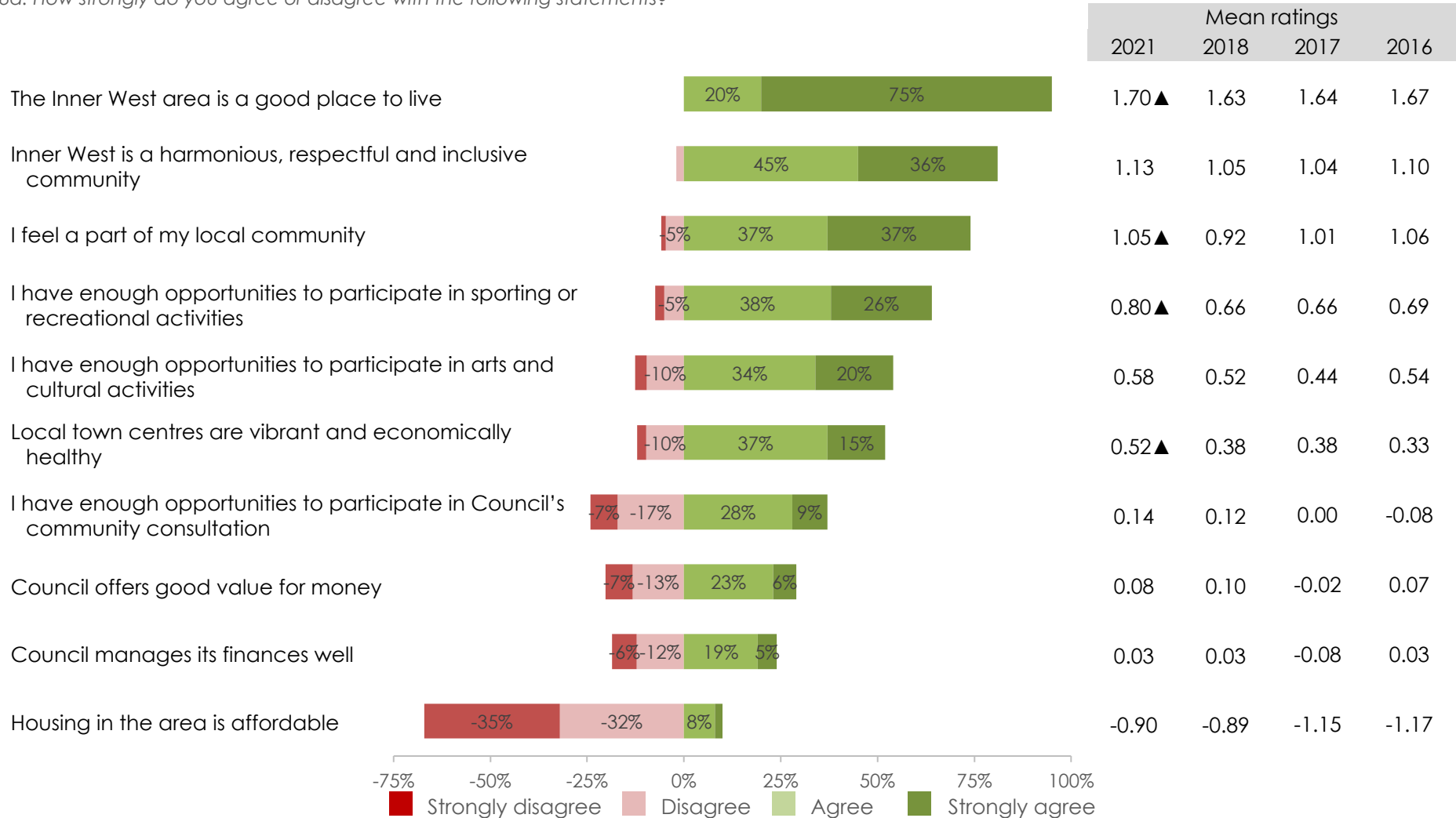|	Mean ratings			
	2021	2018	2017	2016
The Inner West area is a good place to live	1.70▲	1.63	1.64	1.67
Inner West is a harmonious, respectful and inclusive community	1.13	1.05	1.04	1.10
I feel a part of my local community	1.05▲	0.92	1.01	1.06
I have enough opportunities to participate in sporting or recreational activities	0.80▲	0.66	0.66	0.69
I have enough opportunities to participate in arts and cultural activities	0.58	0.52	0.44	0.54
Local town centres are vibrant and economically healthy	0.52▲	0.38	0.38	0.33
I have enough opportunities to participate in Council's community consultation	0.14	0.12	0.00	-0.08
Council offers good value for money	0.08	0.10	-0.02	0.07
Council manages its finances well	0.03	0.03	-0.08	0.03
Housing in the area is affordable	-0.90	-0.89	-1.15	-1.17

Chart data labels (left to right: Strongly disagree, Disagree, Agree, Strongly agree):

- The Inner West area is a good place to live: 20%, 75%
- Inner West is a harmonious, respectful and inclusive community: 45%, 36%
- I feel a part of my local community: -5%, 37%, 37%
- I have enough opportunities to participate in sporting or recreational activities: -5%, 38%, 26%
- I have enough opportunities to participate in arts and cultural activities: -10%, 34%, 20%
- Local town centres are vibrant and economically healthy: -10%, 37%, 15%
- I have enough opportunities to participate in Council's community consultation: -7%, -17%, 28%, 9%
- Council offers good value for money: -7%, -13%, 23%, 6%
- Council manages its finances well: -6%, -12%, 19%, 5%
- Housing in the area is affordable: -35%, -32%, 8%

Axis: -75% -50% -25% 0% 25% 50% 75% 100%

Legend: ■ Strongly disagree ■ Disagree ■ Agree ■ Strongly agree

Base: N=1002
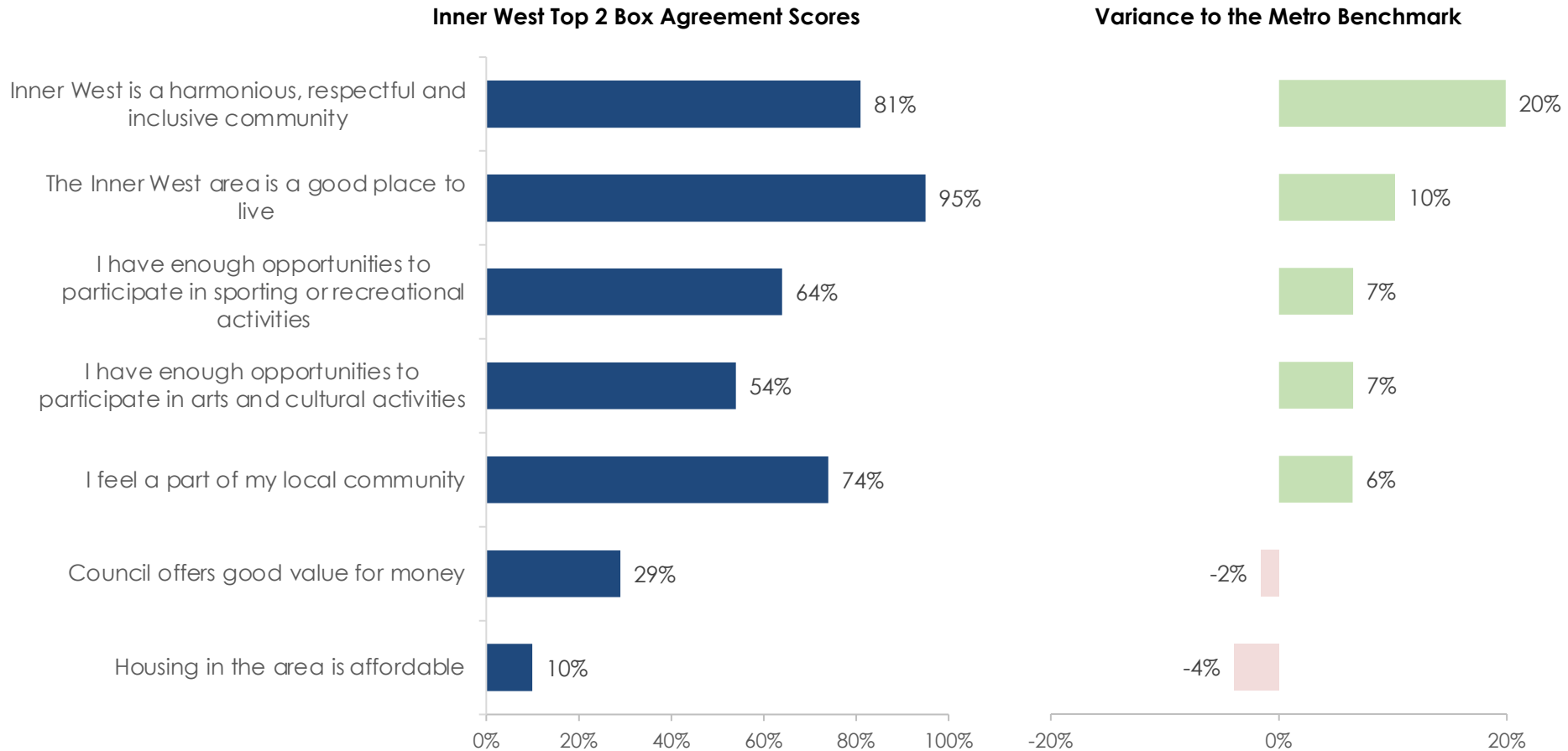Note: Data labels have not been shown for results <5%

Scale: -2 = strongly disagree, 2 = strongly agree
▲ ▼ = A significantly higher/lower level of agreement(compared to 2018)

Across many measures the Inner West is a good place to live.
Most scores are either stable or have improved.

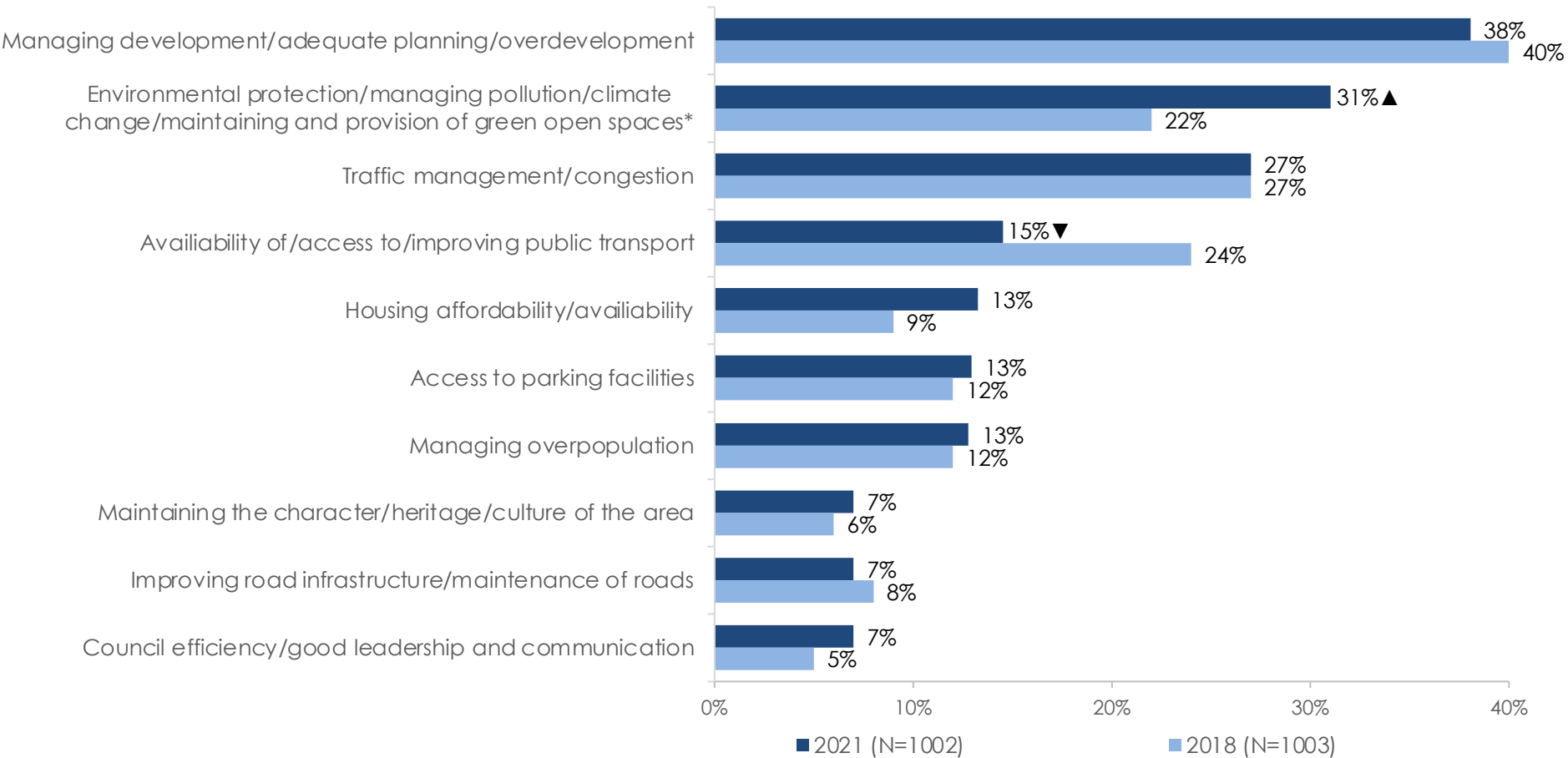# Living in the Inner West Compared to the Micromex Benchmark

The chart below shows the variance between Inner West Councils top 2 box agreement scores and the Micromex Benchmark. Measures shown in the below chart highlight larger positive and negative gaps.

Inner West Top 2 Box Agreement Scores

Measure	Score
Inner West is a harmonious, respectful and inclusive community	81%
The Inner West area is a good place to live	95%
I have enough opportunities to participate in sporting or recreational activities	64%
I have enough opportunities to participate in arts and cultural activities	54%
I feel a part of my local community	74%
Council offers good value for money	29%
Housing in the area is affordable	10%

Variance to the Metro Benchmark

Measure	Variance
Inner West is a harmonious, respectful and inclusive community	20%
The Inner West area is a good place to live	10%
I have enough opportunities to participate in sporting or recreational activities	7%
I have enough opportunities to participate in arts and cultural activities	7%
I feel a part of my local community	6%
Council offers good value for money	-2%
Housing in the area is affordable	-4%

Majority of comparable measures exceed the Micromex's benchmark.

Top Priority Areas for Council to Focus On

Q7. Thinking of the Inner West as a whole, what would you say are the top 3 challenges facing the area in the next 10 years?

Challenge	2021 (N=1002)	2018 (N=1003)
Managing development/adequate planning/overdevelopment	38%	40%
Environmental protection/managing pollution/climate change/maintaining and provision of green open spaces*	31%▲	22%
Traffic management/congestion	27%	27%
Availiability of/access to/improving public transport	15%▼	24%
Housing affordability/availiability	13%	9%
Access to parking facilities	13%	12%
Managing overpopulation	13%	12%
Maintaining the character/heritage/culture of the area	7%	6%
Improving road infrastructure/maintenance of roads	7%	8%
Council efficiency/good leadership and communication	7%	5%

■ 2021 (N=1002)   ■ 2018 (N=1003)

Please see Appendix A for results <7%

*2018 data did not include climate change

▲▼ = A significantly higher/lower percentage (compared to 2018)

Managing the challenge of population growth remains the a key problem area for the community. There has been a significant increase in residents prioritisation towards environmental protections.

Support for the WestConnex Project

Q9ab. WestConnex is a state government road project taking place in the local area, I'd like you to tell me if prior to this call you were aware of it, and then I will get you to rate your level of support for this project

	Overall 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.07	3.19▲	2.95	2.89	3.11	3.16	3.12	2.87	3.07	3.08
Base	975	476	499	98	239	296	199	143	633	342

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.18	3.12	3.06	2.97	3.04	2.89	3.25	3.35▲	2.98▼
Base	189	203	153	238	192	72	126	155	622
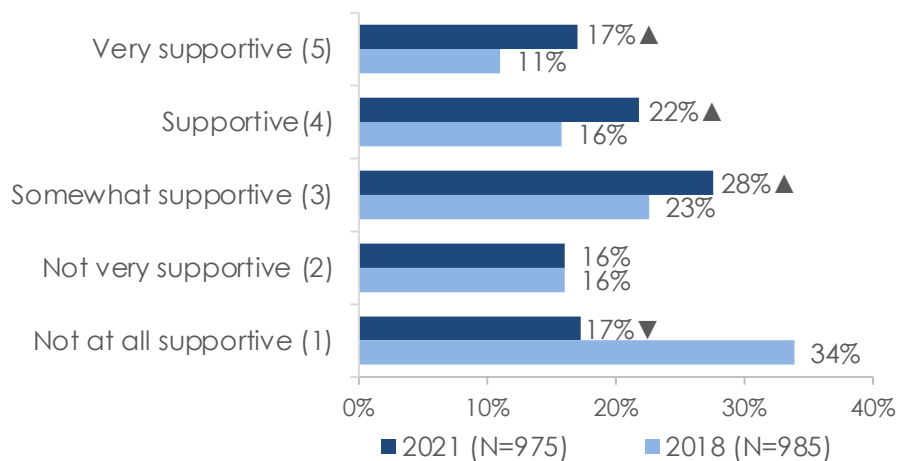
	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016
Mean rating	3.07▲	2.55	2.54	2.41
T3 Box	74%▲	50%	48%	43%
Base	975	985	997	1003

Scale: 1 = not at all supportive, 5 = very supportive

▲▼ = A significantly higher/lower level of support (by group)

Support for the WestConnex project has risen significantly since 2018 research.

Council KPIs

Overall Satisfaction

Q4a. Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas?

	2021	2018	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.58	3.58	3.54	3.63	3.69	3.82▲	3.55	3.39▼	3.44▼	3.53	3.68▲
Base	1002	1003	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.63	3.56	3.49	3.58	3.64	3.79	3.77▲	3.74▲	3.48▼
Base	196	203	156	245	202	83	130	157	632
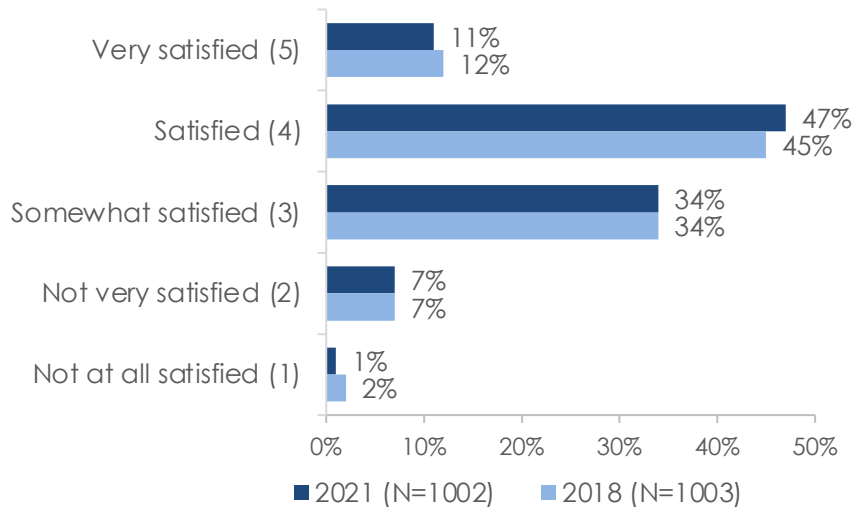
	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016	Micromex LGA Benchmark - Metro
Mean rating	3.58	3.58	3.49	3.42	3.55
T3 Box	92%	91%	90%	85%	89%
Base	1002	1003	1002	1008	37,950

Scale: 1 = not at all satisfied, 5 = very satisfied

▲▼ = A significantly higher/lower level of satisfaction (by group)

**92% of residents are at least somewhat satisfied with the L12M performance of Council.
Satisfaction has remained consistent with 2018 data and Micromex's Metro benchmark.**

Council's Community Engagement

Q4b. How would you describe Council's community engagement?

	2021	2018	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.75	3.72	3.72	3.78	4.03▲	3.92▲	3.69	3.56▼	3.68	3.65	3.94▲
Base	988	995	479	508	103	241	300	198	145	639	349

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.70	3.80	3.62	3.76	3.85	4.01	3.99▲	3.82	3.65▼
Base	194	199	155	242	198	82	129	155	623
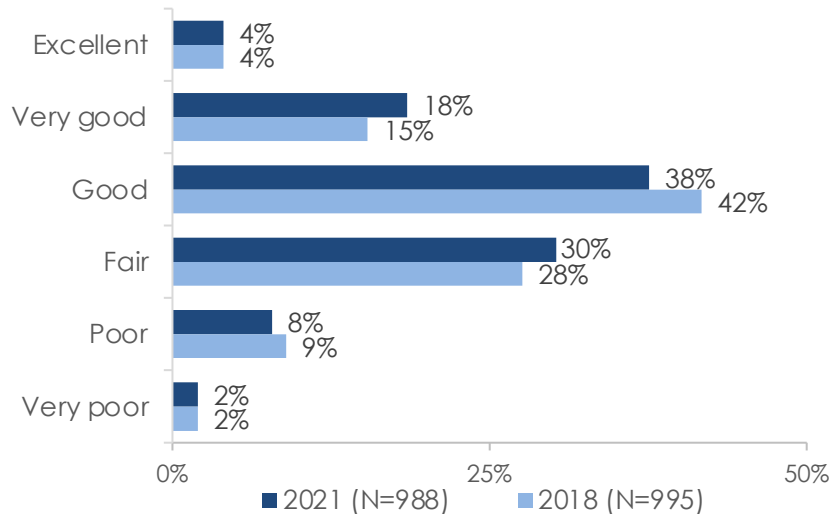
	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016
Mean rating	3.75	3.72	3.61	3.52
T3 Box	60%	61%	58%	58%
Base	988	995	994	1000

Scale: 1 = very poor, 6 = excellent

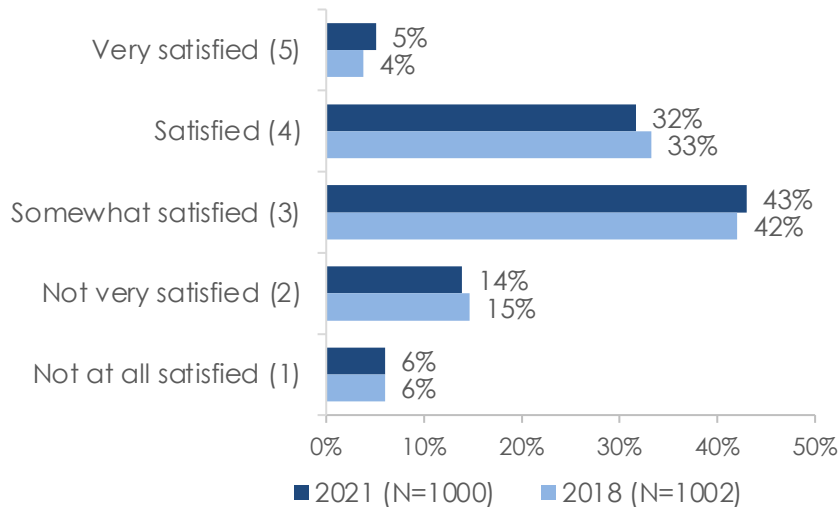▲▼ = A significantly higher/lower rating (by group)

60% of residents rated Council's community engagement as good-excellent.
Younger age groups were significantly more likely to give a higher rating.

Council's Integrity and Decision Making

Q5a. How satisfied are you with Council's integrity and decision making?

	2021	2018	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.17	3.14	3.17	3.16	3.33	3.44▲	3.11	2.91▼	3.08	3.08	3.33▲
Base	1000	1002	483	518	103	245	302	202	148	646	354

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.18	3.17	2.98▼	3.21	3.25	3.35	3.46▲	3.26	3.06▼
Base	196	203	156	245	200	82	130	157	632

	Inner West Council 2021	Inner West Council 2018	Inner West Council 2017	Inner West Council 2016
Mean rating	3.17	3.14	3.04	2.96
T3 Box	80%	79%	75%	70%
Base	1000	1002	1000	1007

Scale: 1 = not at all satisfied, 5 = very satisfied

▲▼ = A significantly higher/lower level of satisfaction (by group)

Satisfaction with Council's integrity and decision making rose slightly. Those living in Balmain were significantly less satisfied when compared to those in other wards.

Community Strategic Measures - Caring

Q10a. How would you rate your perceptions of Inner West Council on a scale where 1 is not at all caring and 5 is very caring?

	Overall 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.41	3.42	3.41	3.72▲	3.58▲	3.40	3.18▼	3.27▼	3.32	3.58▲
Base	1002	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.33	3.42	3.29	3.46	3.52	3.70▲	3.69▲	3.47	3.30▼
Base	196	203	156	245	202	83	130	157	632
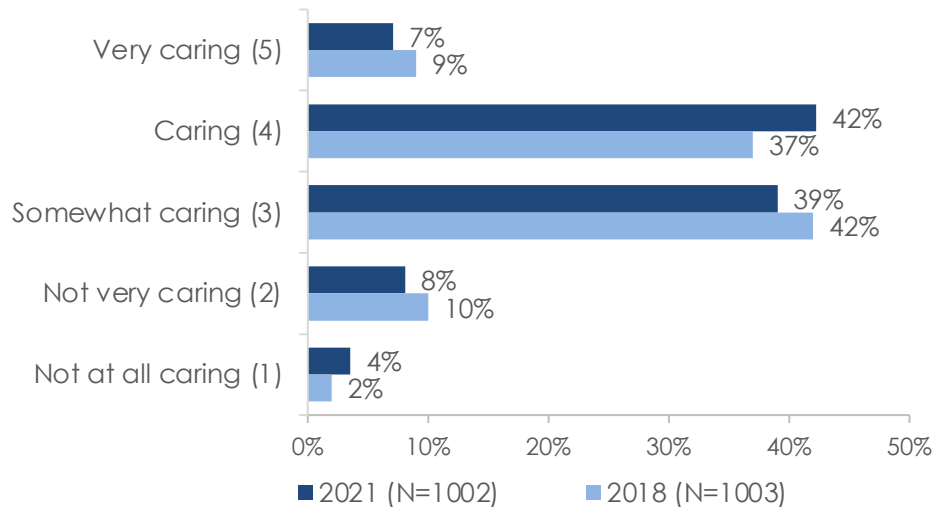
	Inner West Council 2021	Inner West Council 2018
Mean rating	3.41	3.40
T3 Box	88%	88%
Base	1002	1003

Scale: 1 = not at all caring, 5 = very caring
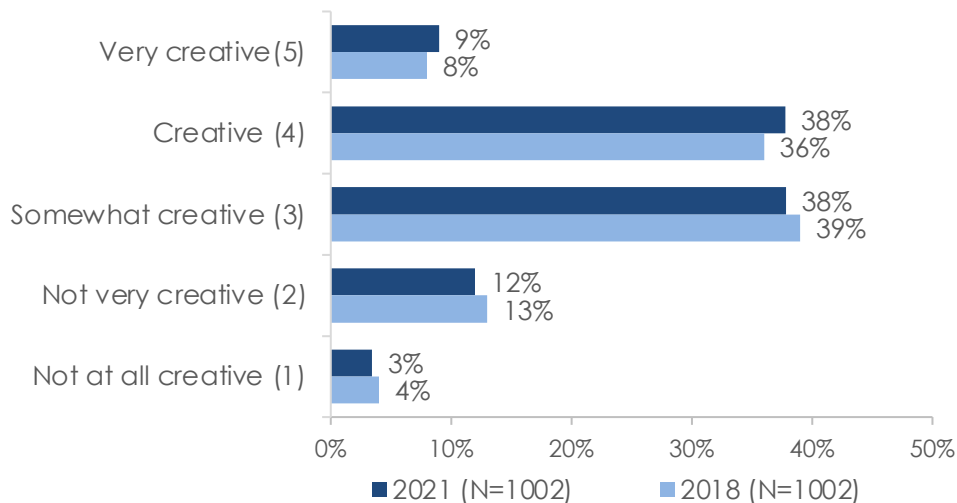
▲▼ = A significantly higher/lower rating (by group)

88% of resident believe Inner West Council is at least somewhat caring. Younger age groups and newcomers to the area were significantly more likely to believe that Council were caring.

Community Strategic Measures - Creative

Q10b. How would you rate your perceptions of Inner West Council on a scale where 1 is not at all creative and 5 is very creative?

	Overall 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.37	3.31	3.42	3.62	3.50▲	3.36	3.17▼	3.27	3.27	3.55▲
Base	1002	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.31	3.37	3.07▼	3.49▲	3.50	3.56	3.64▲	3.40	3.28▼
Base	196	203	156	245	202	83	130	157	632

	Inner West Council 2021	Inner West Council 2018
Mean rating	3.37	3.32
T3 Box	85%	83%
Base	1002	1002

Scale: 1 = not at all creative, 5 = very creative
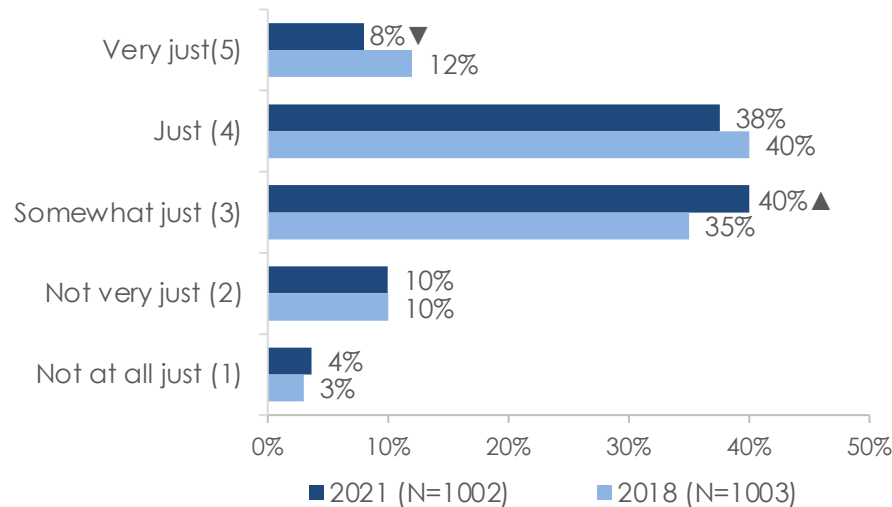
▲▼ = A significantly higher/lower rating (by group)

There has been a slight increase since 2018, with 85% of residents stating Council is at least somewhat creative. Again, younger residents and newcomers are more likely to believe so.

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Community Strategic Measures - Just

Q10c. How would you rate your perceptions of Inner West Council on a scale where 1 is not at all just and 5 is very just?

	Overall 2021	Male	Female	18-24	25-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.36	3.35	3.38	3.61▲	3.64▲	3.30	3.13▼	3.19▼	3.27	3.53▲
Base	1002	483	519	103	246	302	202	148	646	356

	Ward					Time lived in the area			
	Ashfield	Leichhardt	Balmain	Stanmore	Marrickville	Less than 2 years	2-5 years	6-10 years	More than 10 years
Mean rating	3.32	3.33	3.20▼	3.42	3.50▲	3.71▲	3.63▲	3.45	3.24▼
Base	196	203	156	245	202	83	130	157	632

	Inner West Council 2021	Inner West Council 2018
Mean rating	3.36▼	3.47
T3 Box	87%	87%
Base	1002	1003

Scale: 1 = not at all just, 5 = very just

▲▼ = A significantly higher/lower rating (by group)

Residents perceptions of Council being "Just" saw residents ratings shifting from "very just" and "just" down to somewhat just, this resulting in a significant drop in the mean rating when compared to 2018 research. Younger age groups and those who had been in the area for less than 5 years were significantly more likely to think that Council were just.

Receiving Information About Council

Q6. In the future, how would you prefer to receive information about Council?

Preferred method	%
Council's website	80%
Word of mouth	77%
Libraries	77%
Other direct email from Council	68%
Council's E-news	67%
Community Centres	65%
Community organisations/groups	65%
Council notices/posters elsewhere such as parks	64%
Council's Outdoor noticeboards	62%
Customer Service Centres	60%
Flyer/letter from Council to my home	59%
Printed newsletter 'Inner West Council News'	58%
Council's engagement website	56%
Council's Facebook	47%
Council's printed Rates Newsletter	40%
Radio	40%
TV	34%
Council's Instagram	33%
Print newspapers	33%
Council's Twitter	24%
Council's LinkedIn	18%
Other	2%

Other specified	Count
Text	9
Other social media platforms	3
Schools	3
Councillors	2
Shops	2
Youtube	2
App	1
Deliberative processes	1
Facebook groups/pages	1
Improved Council website	1
Local Inner West Koori	1
Phone call	1
Podcast	1
Police Citizens Youth Club	1
Public information sessions	1
Shopping centres/local businesses	1
Don't know/nothing	1

Please see Appendix A for Responses by Demographics

Base: N=1002

Residents most preferred method of contact included Council's website, word of mouth and libraries.

Council Service Scores

2.1. Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

Importance

Satisfaction

The following services/facilities received the highest T2 box importance ratings:

Higher importance	T2 Box	Mean
Access to public transport	95%	4.73
Household garbage collection	94%	4.66
Encouraging recycling	92%	4.63
Safe public spaces	92%	4.63
Protecting the natural environment (e.g. bush care)	90%	4.60

The following services/facilities received the highest T3 box satisfaction ratings:

Higher satisfaction	T3 Box	Mean
Library services	97%	4.25
Swimming pools and aquatic centres	93%	4.01
Maintenance of local parks, playgrounds and sporting fields	93%	3.95
Community centres and facilities	93%	3.72
Household garbage collection	92%	4.08
Availability of sporting ovals, grounds and facilities	92%	3.97

The following services/facilities received the lowest T2 box importance ratings:

Lower importance	T2 Box	Mean
Graffiti removal	44%	3.27
Cycleways	54%	3.45
Building heights in town centres	57%	3.66
Community education programs e.g. English classes, author talks, cycling	60%	3.68
Festival and events programs	60%	3.71
Flood management	60%	3.78

The following services/facilities received the lowest T3 box satisfaction ratings:

Lower satisfaction	T3 Box	Mean
Management of parking	62%	2.83
Managing development in the area	65%	2.88
Community's ability to influence Council's decision making	68%	2.89
Building heights in town centres	71%	3.13
Cycleways	72%	3.07
Tree management	72%	3.16
Maintaining footpaths	72%	3.18

T2B = important/very important
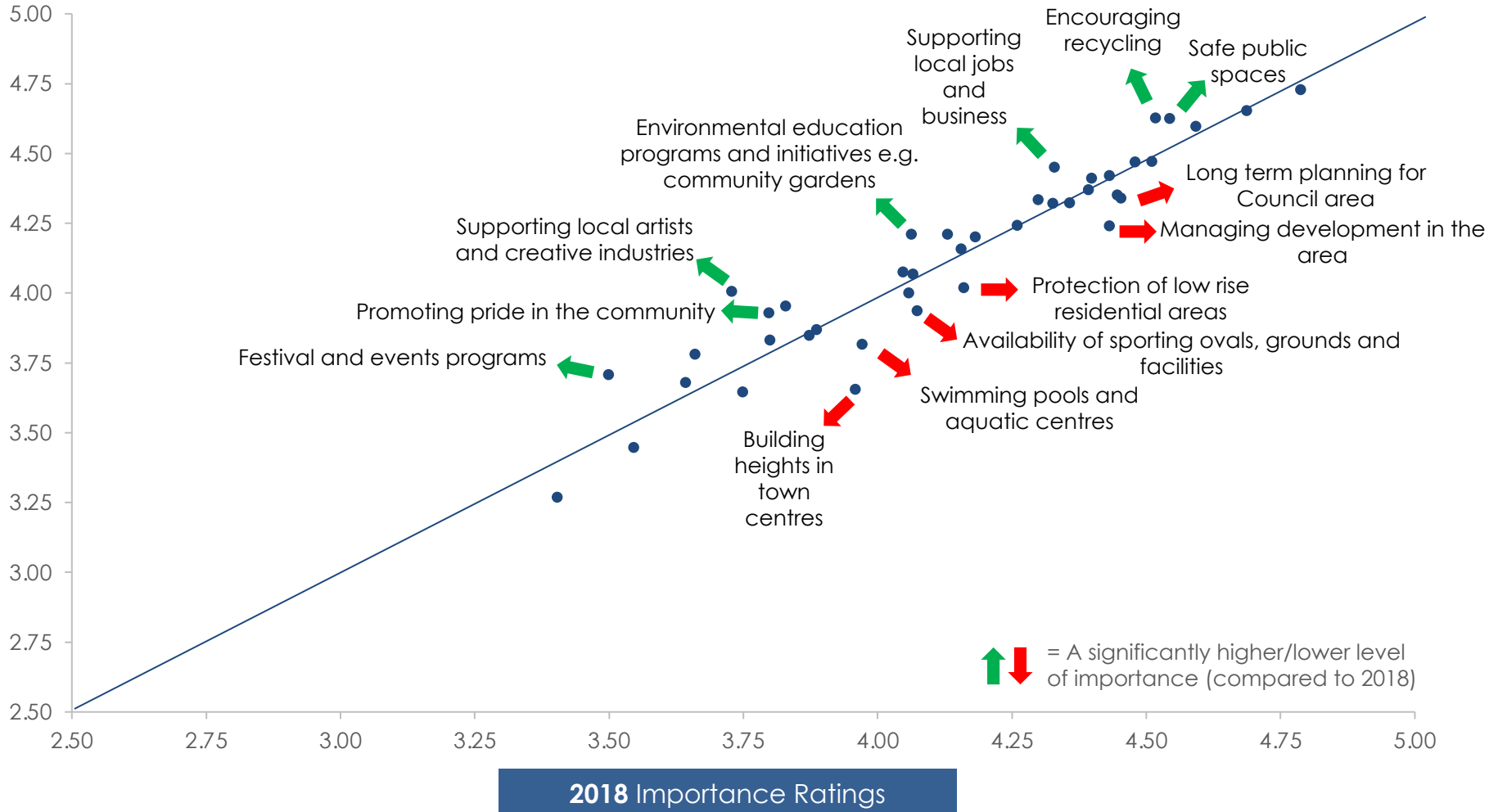Scale: 1 = not at all important, 5 = very important

T3B = somewhat satisfied/satisfied/very satisfied
Scale: 1 = not at all satisfied, 5 = very satisfied

A core element of this community survey was the rating of 41 facilities/services in terms of Importance and Satisfaction. The above analysis identifies the highest and lowest rated services/facilities in terms of importance and satisfaction.

2.1 Services and Facilities – <u>Importance</u> – Comparison by Year

Q3.   *Please indicate your level of importance with the following over the last 12 months.*

2021 Importance Ratings (y-axis)

2018 Importance Ratings (x-axis)

Chart labels:
- Encouraging recycling
- Supporting local jobs and business
- Safe public spaces
- Environmental education programs and initiatives e.g. community gardens
- Long term planning for Council area
- Managing development in the area
- Supporting local artists and creative industries
- Protection of low rise residential areas
- Promoting pride in the community
- Availability of sporting ovals, grounds and facilities
- Festival and events programs
- Swimming pools and aquatic centres
- Building heights in town centres

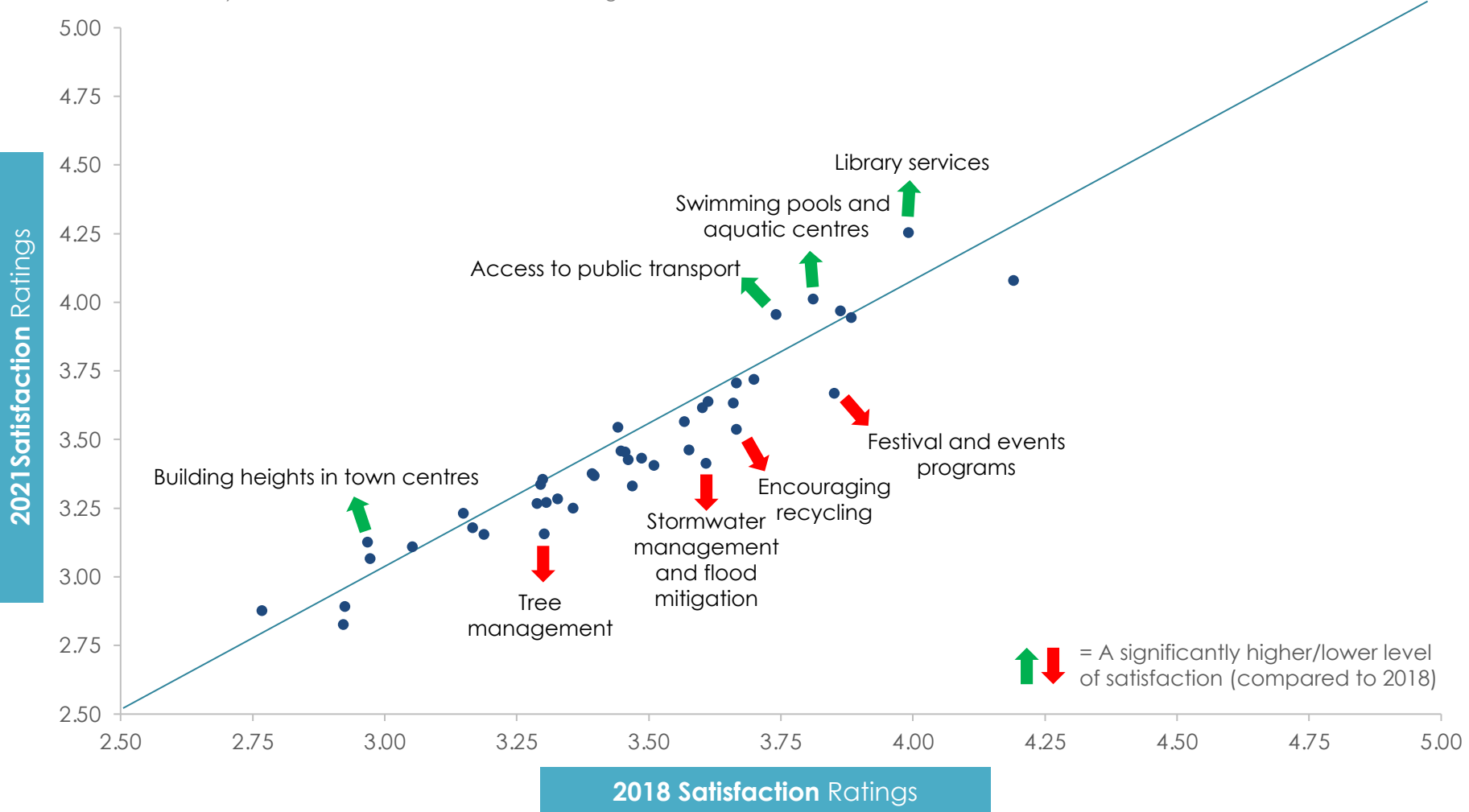↑↓ = A significantly higher/lower level of importance (compared to 2018)

The above chart compares the mean importance ratings for 2021 vs 2018.

Importance significantly increased for 7 of the 41 comparable services and facilities, there were also significant decreases in importance for 6 of the 41 services and facilities.

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2.1 Services and Facilities – <u>Satisfaction</u> – Comparison by Year

Q3.   *Please indicate your level of satisfaction with the following over the last 12 months.*

2021 Satisfaction Ratings (y-axis)

2018 Satisfaction Ratings (x-axis)

Library services

Swimming pools and aquatic centres

Access to public transport

Building heights in town centres

Festival and events programs

Encouraging recycling

Stormwater management and flood mitigation

Tree management

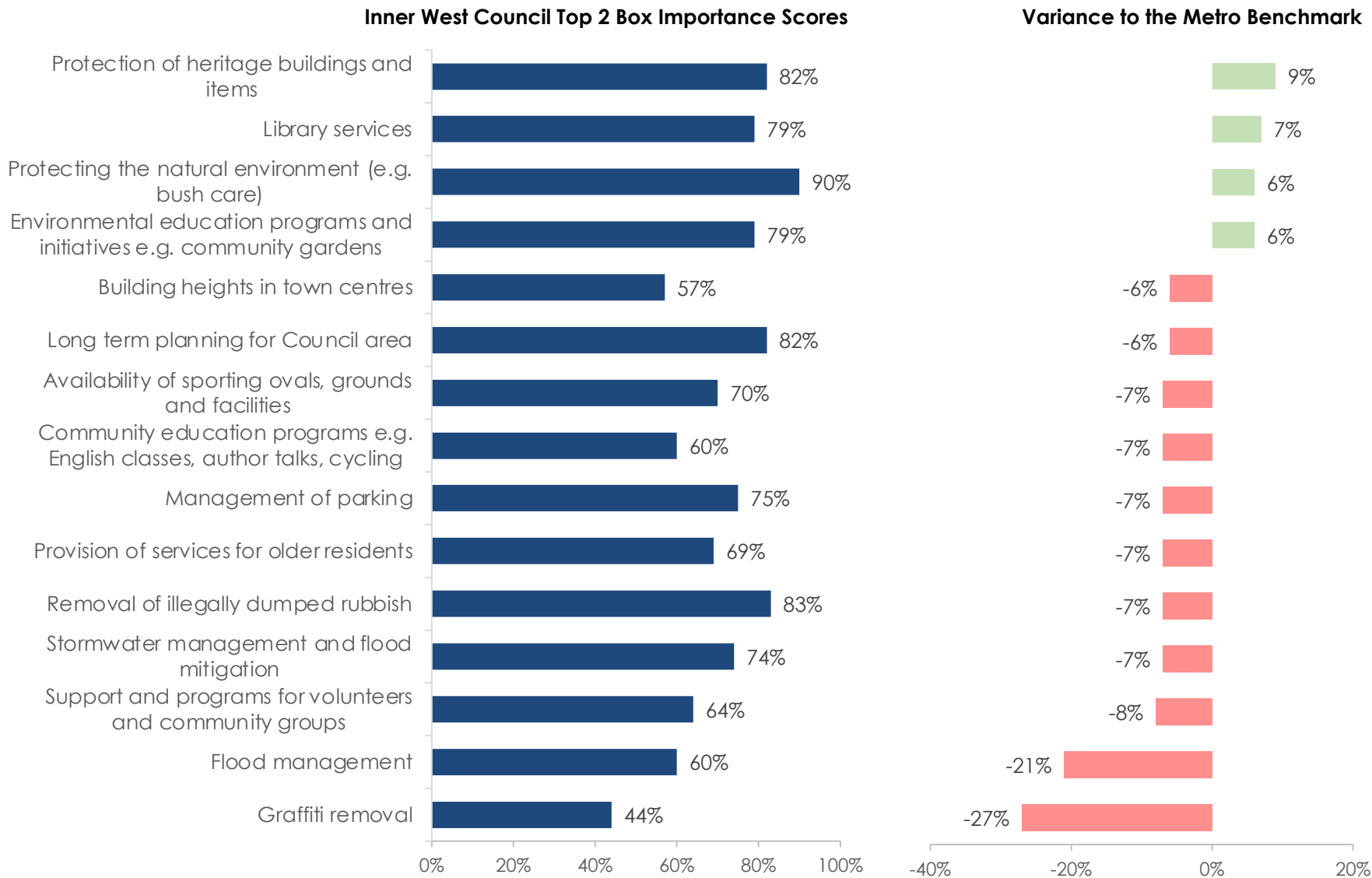= A significantly higher/lower level of satisfaction (compared to 2018)

The above chart compares the mean satisfaction ratings in 2021 vs 2018.

Satisfaction increased for 4 of the 41 comparable services and facilities. There were also 4 measures that experienced a decrease in resident satisfaction from previous research.

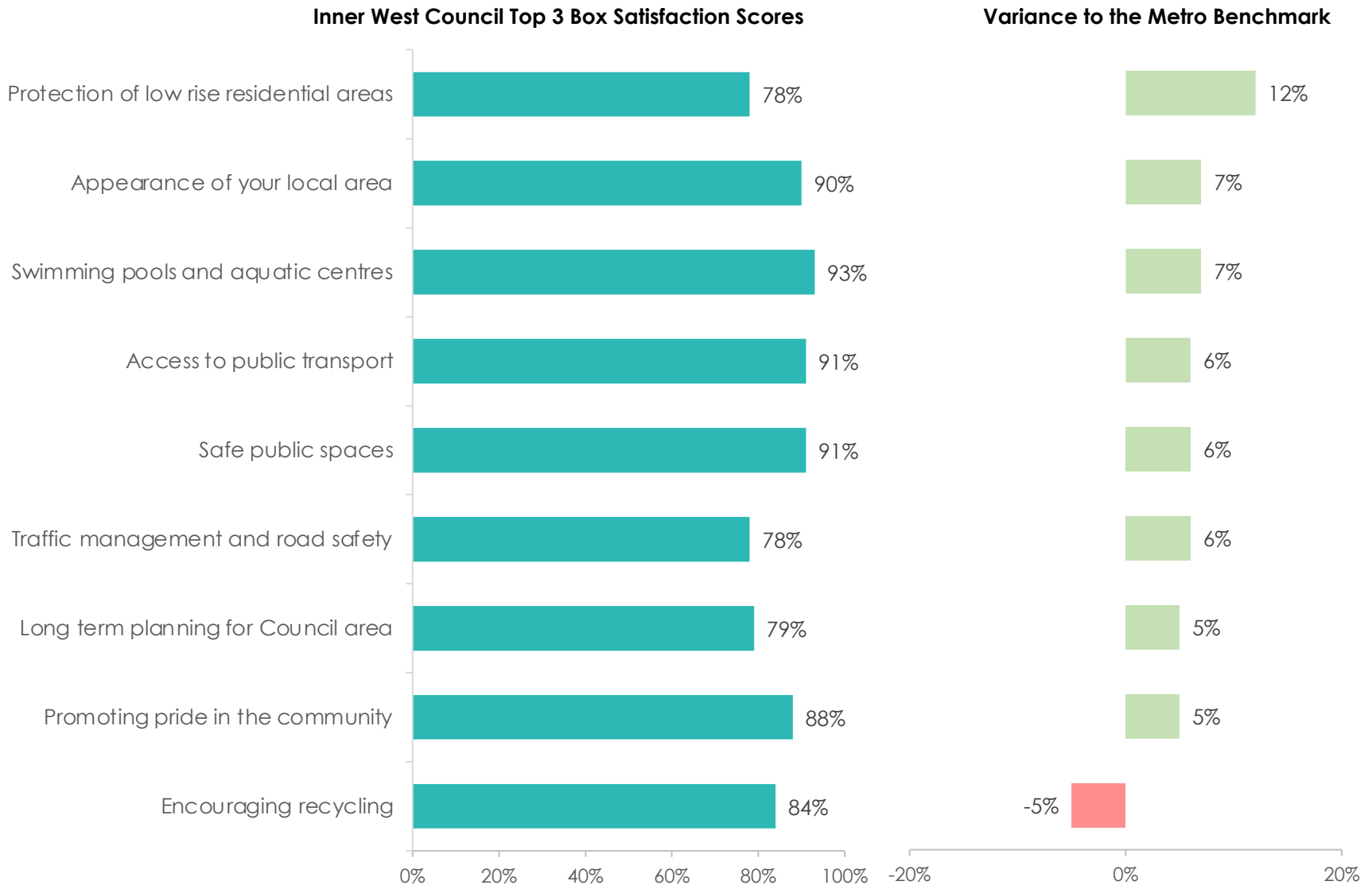# 2.2 <u>Importance</u> Compared to the Micromex Benchmark

The chart below shows the variance between Inner West Council top 2 box importance scores and the Micromex Benchmark. Services/facilities shown in the below chart highlight larger positive and negative gaps.

Inner West Council Top 2 Box Importance Scores

Variance to the Metro Benchmark

Service/Facility	Top 2 Box Score	Variance
Protection of heritage buildings and items	82%	9%
Library services	79%	7%
Protecting the natural environment (e.g. bush care)	90%	6%
Environmental education programs and initiatives e.g. community gardens	79%	6%
Building heights in town centres	57%	-6%
Long term planning for Council area	82%	-6%
Availability of sporting ovals, grounds and facilities	70%	-7%
Community education programs e.g. English classes, author talks, cycling	60%	-7%
Management of parking	75%	-7%
Provision of services for older residents	69%	-7%
Removal of illegally dumped rubbish	83%	-7%
Stormwater management and flood mitigation	74%	-7%
Support and programs for volunteers and community groups	64%	-8%
Flood management	60%	-21%
Graffiti removal	44%	-27%

Note: Only services/facilities with a variance of +/- %6 to the Benchmark have been shown above. Please see Appendix A for detailed list

2.2 <u>Satisfaction</u> Compared to the Micromex Benchmark

The chart below shows the variance between Inner West Council top 3 box satisfaction scores and the Micromex Benchmark. Services/facilities shown in the below chart highlight larger positive and negative gaps.

Inner West Council Top 3 Box Satisfaction Scores **Variance to the Metro Benchmark**

Service/Facility	Top 3 Box Score	Variance
Protection of low rise residential areas	78%	12%
Appearance of your local area	90%	7%
Swimming pools and aquatic centres	93%	7%
Access to public transport	91%	6%
Safe public spaces	91%	6%
Traffic management and road safety	78%	6%
Long term planning for Council area	79%	5%
Promoting pride in the community	88%	5%
Encouraging recycling	84%	-5%

Note: Only services/facilities with a variance of +/- %5 to the Benchmark have been shown above. Please see Appendix A for detailed list

2.3. Performance Gap Analysis

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance, whilst resident satisfaction for all of these areas is between 62% and 85%.

Majority of the top performance gaps relate to getting around the Inner West Council area. Council's decision making, development, and environmental concerns are also key areas for potential improvement.

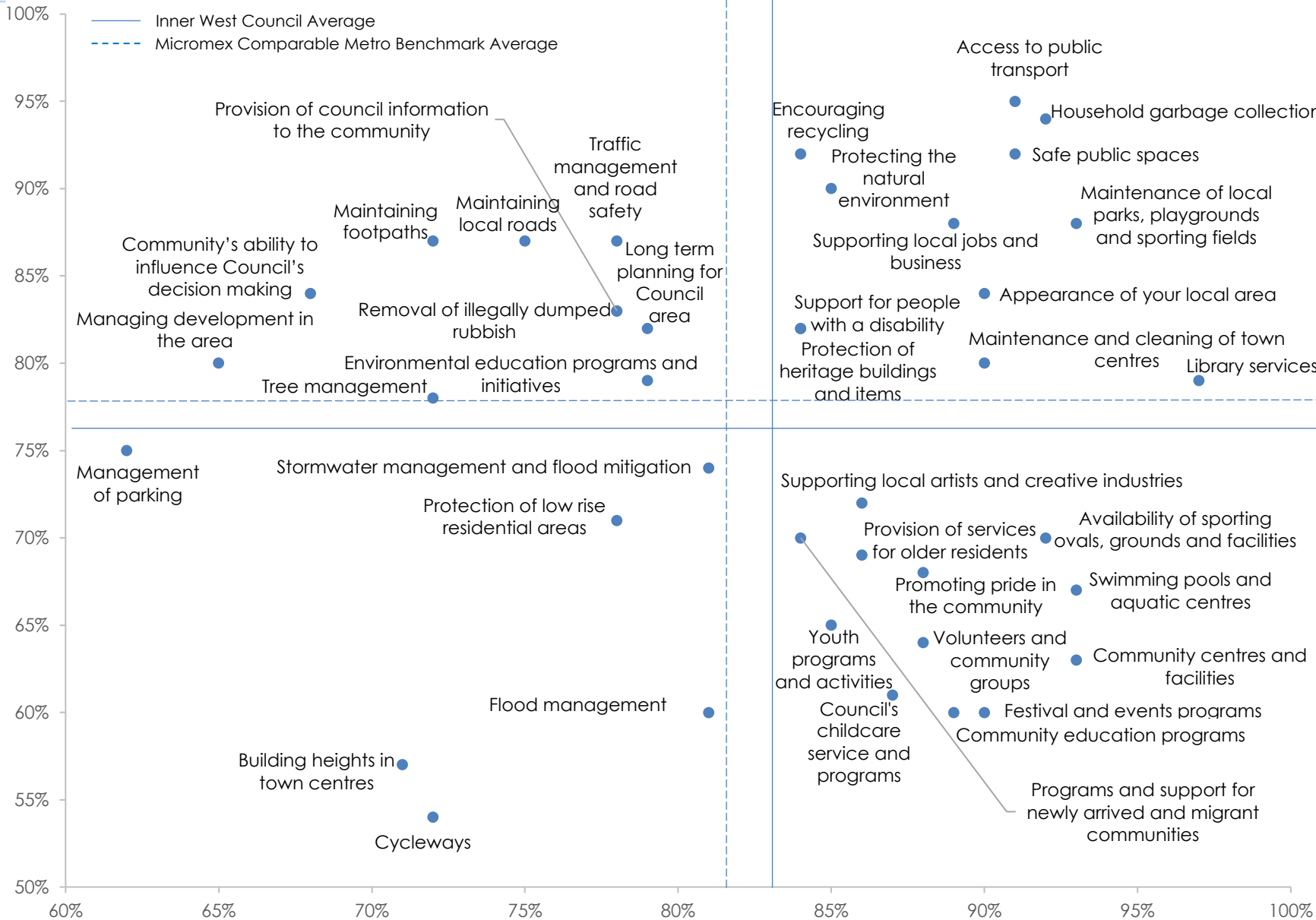| Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Progressive local leadership	Community's ability to influence Council's decision making	84%	68%	16%
Unique, liveable, networked neighbourhoods	Maintaining footpaths	87%	72%	15%
Unique, liveable, networked neighbourhoods	Managing development in the area	80%	65%	15%
Unique, liveable, networked neighbourhoods	Management of parking	75%	62%	13%
Unique, liveable, networked neighbourhoods	Maintaining local roads (excluding major routes)	87%	75%	12%
Unique, liveable, networked neighbourhoods	Traffic management and road safety	87%	78%	9%
An ecologically sustainable Inner West	Encouraging recycling	92%	84%	8%
An ecologically sustainable Inner West	Tree management	78%	72%	6%
Progressive local leadership	Provision of Council information to the community	83%	78%	5%
An ecologically sustainable Inner West	Protecting the natural environment (e.g. bush care)	90%	85%	5%
An ecologically sustainable Inner West	Removal of illegally dumped rubbish	83%	78%	5%

Note: Performance gap is the first step in the process, we now need to identify comparative ratings across all services and facilities to get an understanding of relative importance and satisfaction at an LGA level. This is when we undertake step 2 of the analysis.

Improve
Higher importance, lower satisfaction
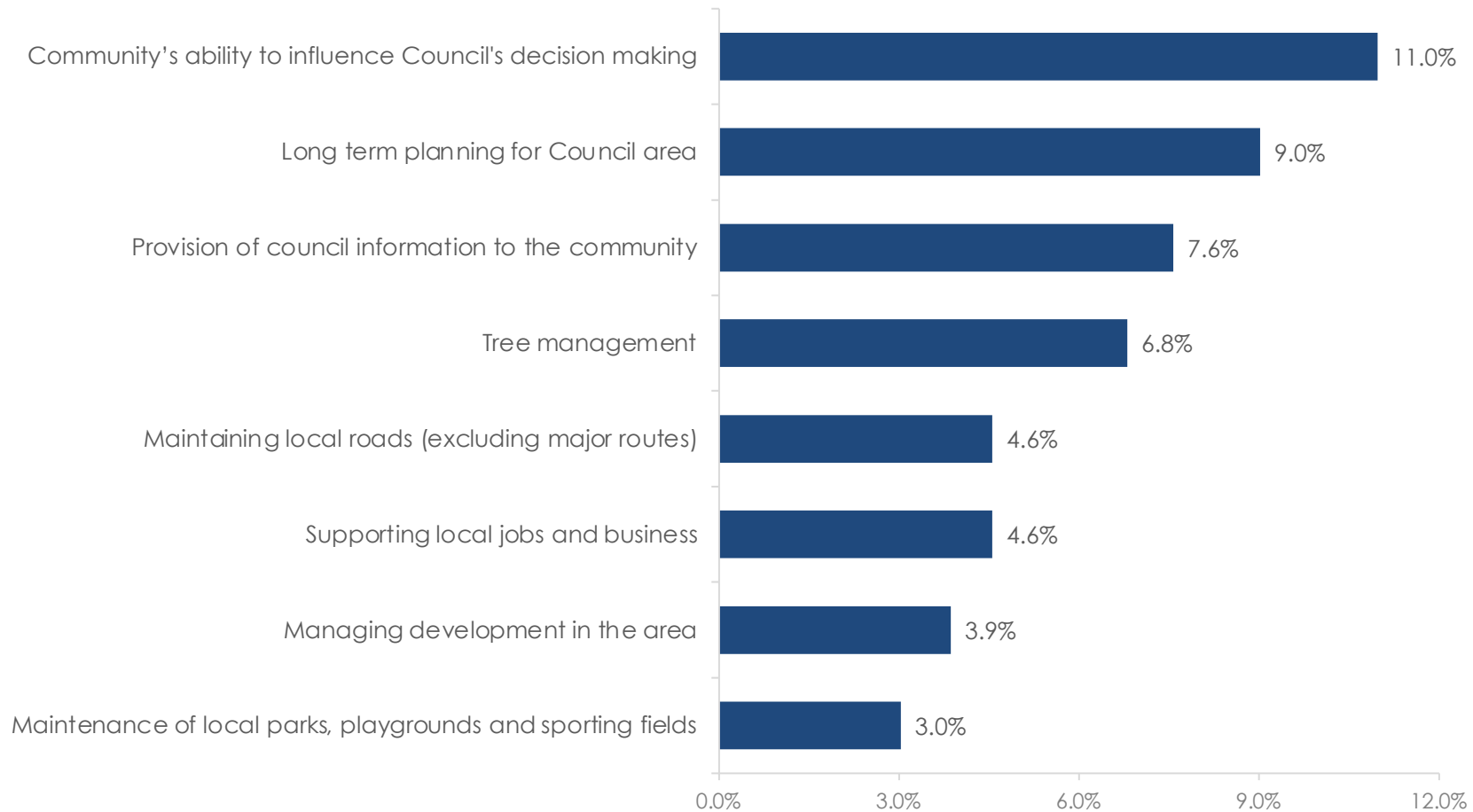
Maintain
Higher importance, higher satisfaction

Niche
Lower importance, lower satisfaction

Social Capital
Lower importance, higher satisfaction

Importance

Satisfaction

——— Inner West Council Average
- - - - Micromex Comparable Metro Benchmark Average

Access to public transport
Encouraging recycling
Household garbage collection
Protecting the natural environment
Safe public spaces
Maintenance of local parks, playgrounds and sporting fields
Provision of council information to the community
Traffic management and road safety
Maintaining footpaths
Maintaining local roads
Supporting local jobs and business
Community's ability to influence Council's decision making
Long term planning for Council area
Support for people with a disability
Appearance of your local area
Managing development in the area
Removal of illegally dumped rubbish
Protection of heritage buildings and items
Maintenance and cleaning of town centres
Library services
Environmental education programs and initiatives
Tree management
Management of parking
Stormwater management and flood mitigation
Supporting local artists and creative industries
Provision of services for older residents
Availability of sporting ovals, grounds and facilities
Protection of low rise residential areas
Promoting pride in the community
Swimming pools and aquatic centres
Youth programs and activities
Volunteers and community groups
Community centres and facilities
Flood management
Council's childcare service and programs
Festival and events programs
Community education programs
Building heights in town centres
Programs and support for newly arrived and migrant communities
Cycleways

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2.5. Key Drivers of Overall Satisfaction with Council

Dependent variable: Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas?
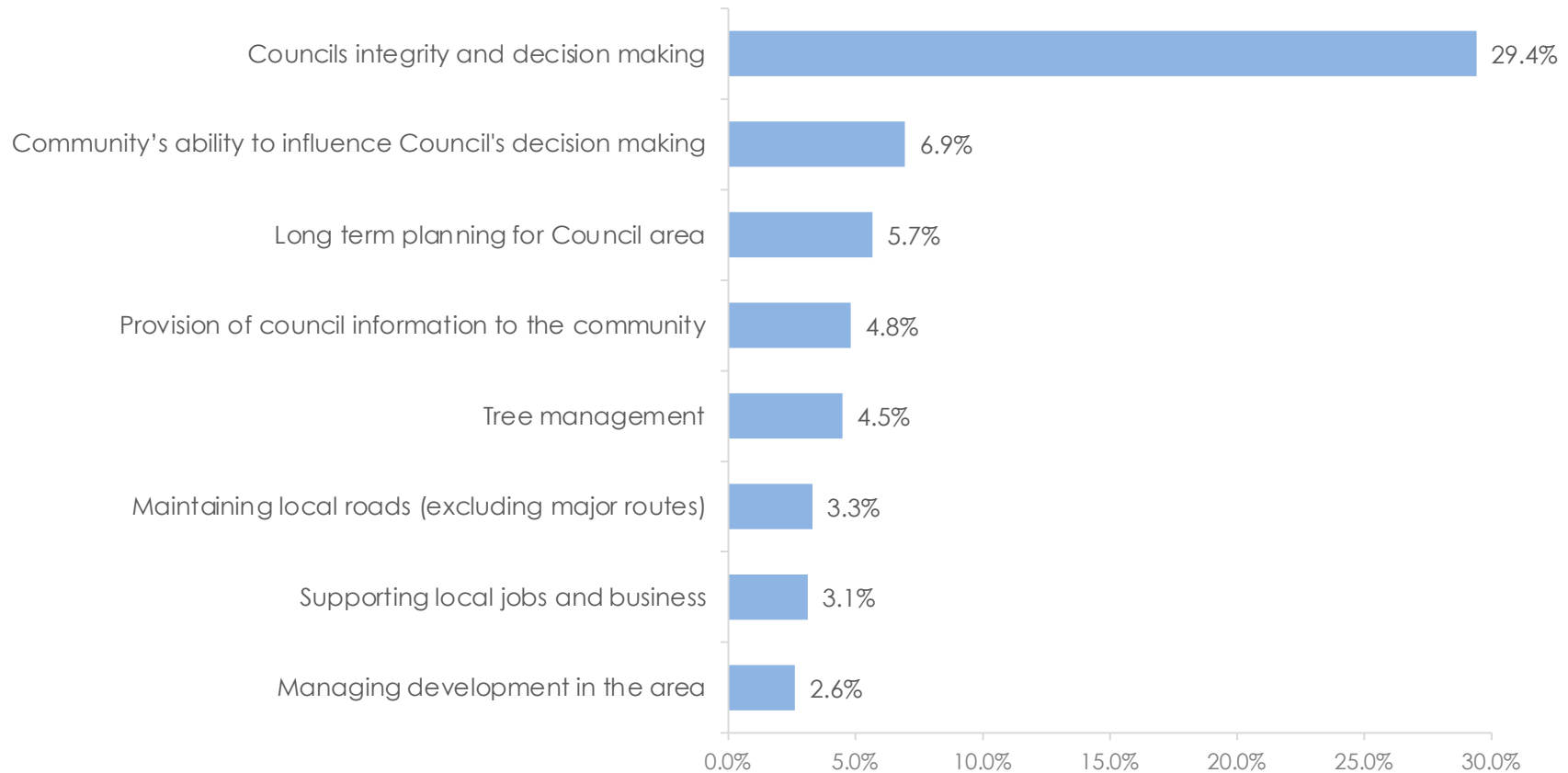
Attribute	Value
Community's ability to influence Council's decision making	11.0%
Long term planning for Council area	9.0%
Provision of council information to the community	7.6%
Tree management	6.8%
Maintaining local roads (excluding major routes)	4.6%
Supporting local jobs and business	4.6%
Managing development in the area	3.9%
Maintenance of local parks, playgrounds and sporting fields	3.0%

Barriers R^2 value = 30.8%

Optimisers R^2 value = 31.0%

Note: Please see Appendix A for complete list

The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council. If Council can increase satisfaction in these areas it will improve overall community satisfaction.

2.5. Key Drivers of Overall Satisfaction with Council Including Councils Integrity and Decision Making

Dependent variable: Overall, how satisfied are you with the performance of Inner West Council, not just on one or two issues but across all responsibility areas?
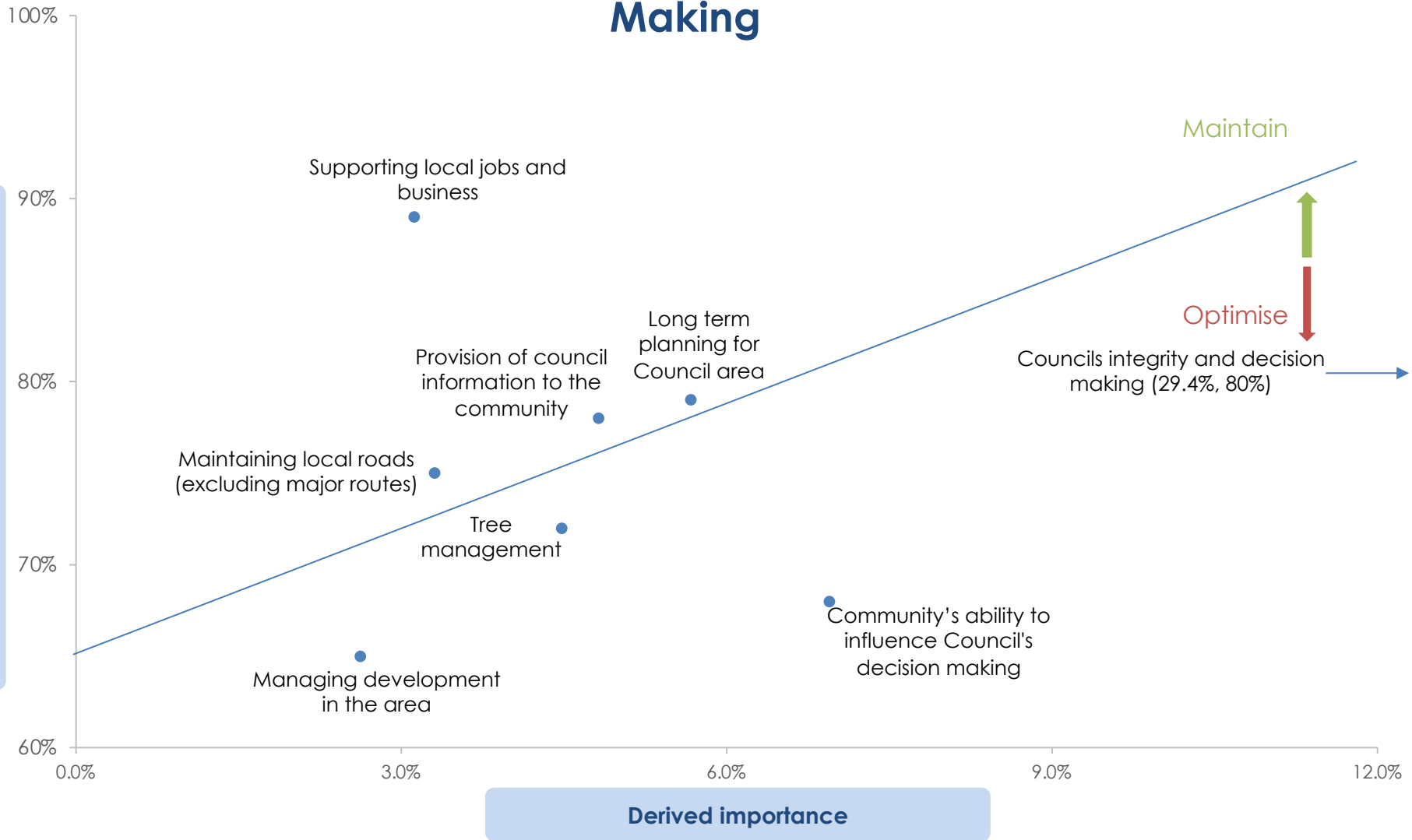
Driver	Value
Councils integrity and decision making	29.4%
Community's ability to influence Council's decision making	6.9%
Long term planning for Council area	5.7%
Provision of council information to the community	4.8%
Tree management	4.5%
Maintaining local roads (excluding major routes)	3.3%
Supporting local jobs and business	3.1%
Managing development in the area	2.6%

Barriers R^2 value = 39.2%
Optimisers R^2 value = 37.3%
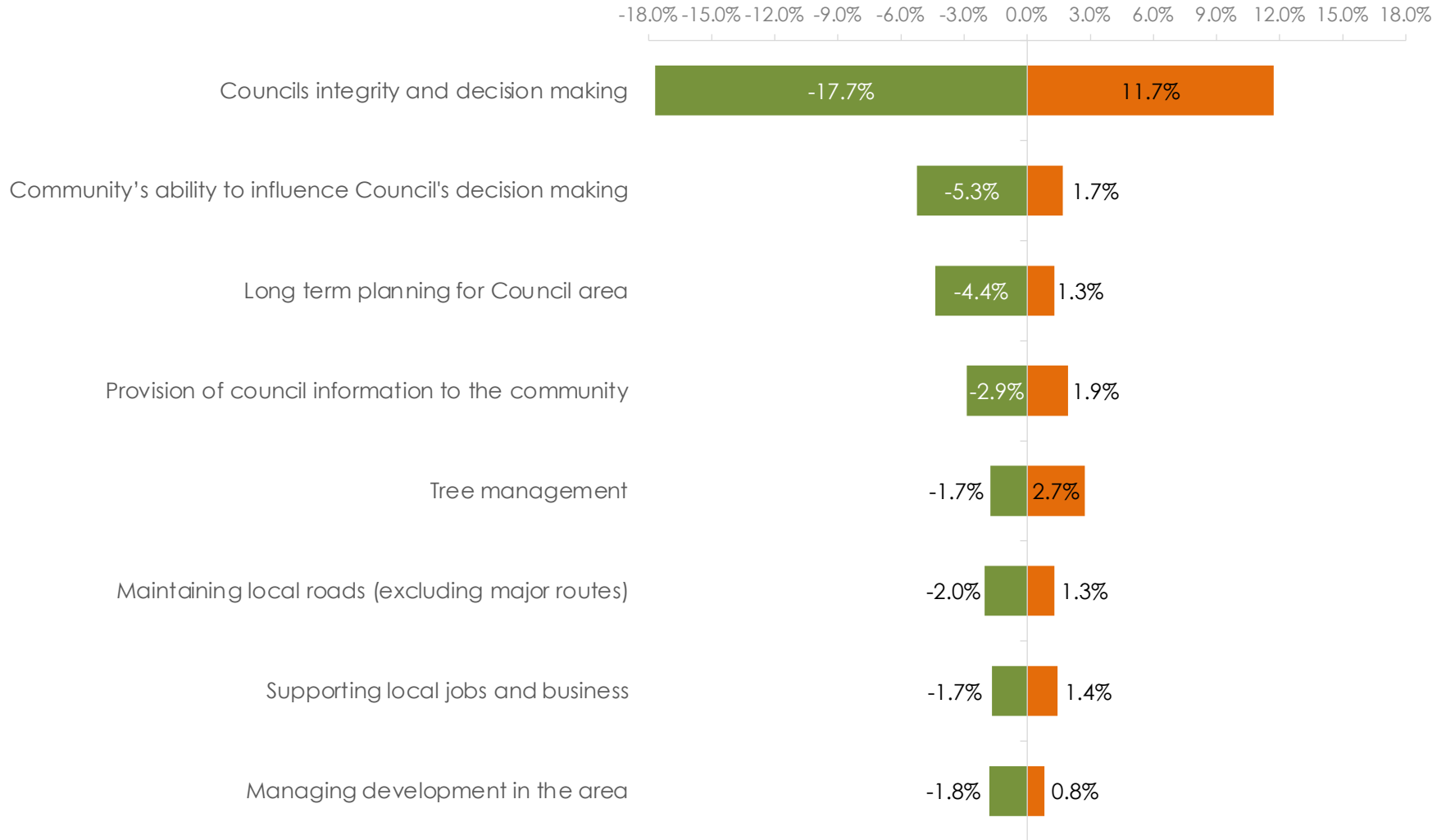
Note: Please see Appendix A for complete list

This section highlights the differences made to drivers of satisfaction when Councils integrity and decision making is included. Evidentially the added dependent variable has a large impact on results, contributing over 29% to overall satisfaction.

2.5. Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas Including Councils Integrity and Decision Making

Stated satisfaction (vertical axis, 60% to 100%)

Derived importance (horizontal axis, 0.0% to 12.0%)

- Maintain
- Optimise
- Supporting local jobs and business
- Long term planning for Council area
- Councils integrity and decision making (29.4%, 80%)
- Provision of council information to the community
- Maintaining local roads (excluding major routes)
- Tree management
- Community's ability to influence Council's decision making
- Managing development in the area

The above chart looks at the relationship between stated satisfaction (top 3 box) and derived importance (Regression result) to identify the level of contribution of each measure.

2.5. Key Contributors to Barriers/Optimisers Including Councils Integrity and Decision Making

	-18.0%	-15.0%	-12.0%	-9.0%	-6.0%	-3.0%	0.0%	3.0%	6.0%	9.0%	12.0%	15.0%	18.0%

Councils integrity and decision making	-17.7%	11.7%
Community's ability to influence Council's decision making	-5.3%	1.7%
Long term planning for Council area	-4.4%	1.3%
Provision of council information to the community	-2.9%	1.9%
Tree management	-1.7%	2.7%
Maintaining local roads (excluding major routes)	-2.0%	1.3%
Supporting local jobs and business	-1.7%	1.4%
Managing development in the area	-1.8%	0.8%

Different levers address the different levels of satisfaction across the community

Summary and Next Steps

Top Challenges Facing the Inner West Council Area in the Next 10 Years

Managing development/ adequate planning/ overdevelopment (38%)

Environmental protection/ managing pollution/ climate change/ maintaining and provision of green open spaces (31%)

Traffic management/ congestion (27%)

Availability of/ access to/ improving public transport (15%)

Housing affordability/ availability (13%)

Performance Indicators

60% of residents describe Council's community engagement as at least good

80% of residents are at least somewhat satisfied with Council's integrity and decision making

88% of residents perceive that Council is at least somewhat caring

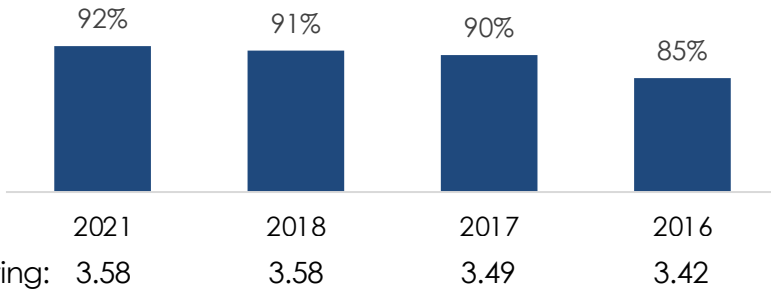85% of residents perceive that Council is at least somewhat creative

87% of residents perceive that Council is at least somewhat just

Overall Satisfaction

92%
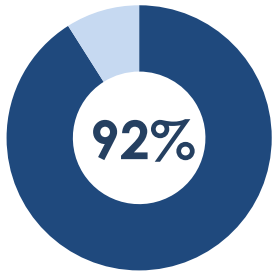
92% of Inner West Council residents are at least somewhat satisfied with the performance of Council in the last 12 months.

T3B

2021	2018	2017	2016
92%	91%	90%	85%

Mean rating: 3.58 | 3.58 | 3.49 | 3.42

Top 5 importance and satisfaction areas

Top 5 Importance	Top 5 Satisfaction
Access to public transport	Library services
Household garbage collection	Swimming pools and aquatic centres
Encouraging recycling	Maintenance of local parks, playgrounds and sporting fields
Safe public spaces	Community centres and facilities
Protecting the natural environment	Household garbage collection

Drivers of Satisfaction

The primary drivers of satisfaction are the manner with which Council communicates, interacts and engages with the community.

Specifically:

- Council's integrity and decision making
- Community's ability to influence Council's decision making
- Long term planning for Council area
- Provision of Council information to the community

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