



COMMUNITY PERCEPTION MONITOR

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Each year the Town of Claremont conducts a Customer Perception Monitor to measure the views of residents on services provided by the Town.

This is the first year that Research Solutions has conducted the monitor.

- The broad objective of the study is to determine:
Resident perceptions of the facilities and services provided by the Town of Claremont
- Specifically, the study measures perceptions of:
 - Overall performance of the Town of Claremont
 - Performance relating to:
 - Services provided by the Town of Claremont
 - Value for money provided by rates
 - The Town as a place to live
 - Town facilities (Aquatic centres, parks and public open spaces)
 - Town services (waste services, environmental sustainability, graffiti removal, ranger services, rubbish collections, management and control of traffic, Town parking, streetscape)
 - Community facilities (Aquatic centre, playgrounds, parks, Community Hub, Lake Claremont)
 - Customer service
 - Suggestions for improvement
 - Support for a Community Safety Program
 - Expectations for the future
 - Preferred communication methods to and from Council

Our Approach – Community Perceptions Survey

The data collection method

Mail survey posted by the Town of Claremont to each household - 650 responses received (72% of the sample)

A link to an online survey was put on the Town's website and residents invited to complete the survey online if they preferred to do so - online responses= 199 responses (28% of the sample)

Sample

A census of all households in the town of Claremont

A total of 849 Town of Claremont residents completed the survey, this is the best response the Town has achieved for sometime.

The data was weighted by age and gender to the Town of Claremont's profile on the 2016 census

Analysis

Forecasting error varies between ± 4 and $\pm 5\%$ at 95% confidence interval, the effective sample size is noted for each question

Historical comparisons

Demographic comparisons and comparisons north and south of Stirling Hwy



**RESIDENTIAL
COMMUNITY
PERCEPTION MONITOR
KEY FINDINGS**



- **The performance of the Town on its Key Performance Indicators was perceived to be good:**
 - The town as a place to live (94.2%)
 - Overall performance of the Town (71.8%)
 - Town services and facilities (74.2%)
 - Organisation that governs the local area (70.8%)
- 60-70% were satisfied with customer service, communicating with the Town and leadership.
- 50-60% were satisfied with the Town's: ability to communicate the vision, understanding of community needs and make decisions in the best interests of the community.
- 40-50% were satisfied with the Town's ability to: explain the reasons for decisions, efforts to support economic growth and sustainability and value for money from rates. Value for money "lagged" behind, with 43%
- All but two of the Town's Key Performance Indicators measured in 2017 have improved since that time

The Town as a place to live

2017 % 4-5/5 performance

95

2019 % 4-5/5 performance

94.2

Services and facilities provided by the Town of Claremont 2019**

2019 % 4-5/5 performance

74.2

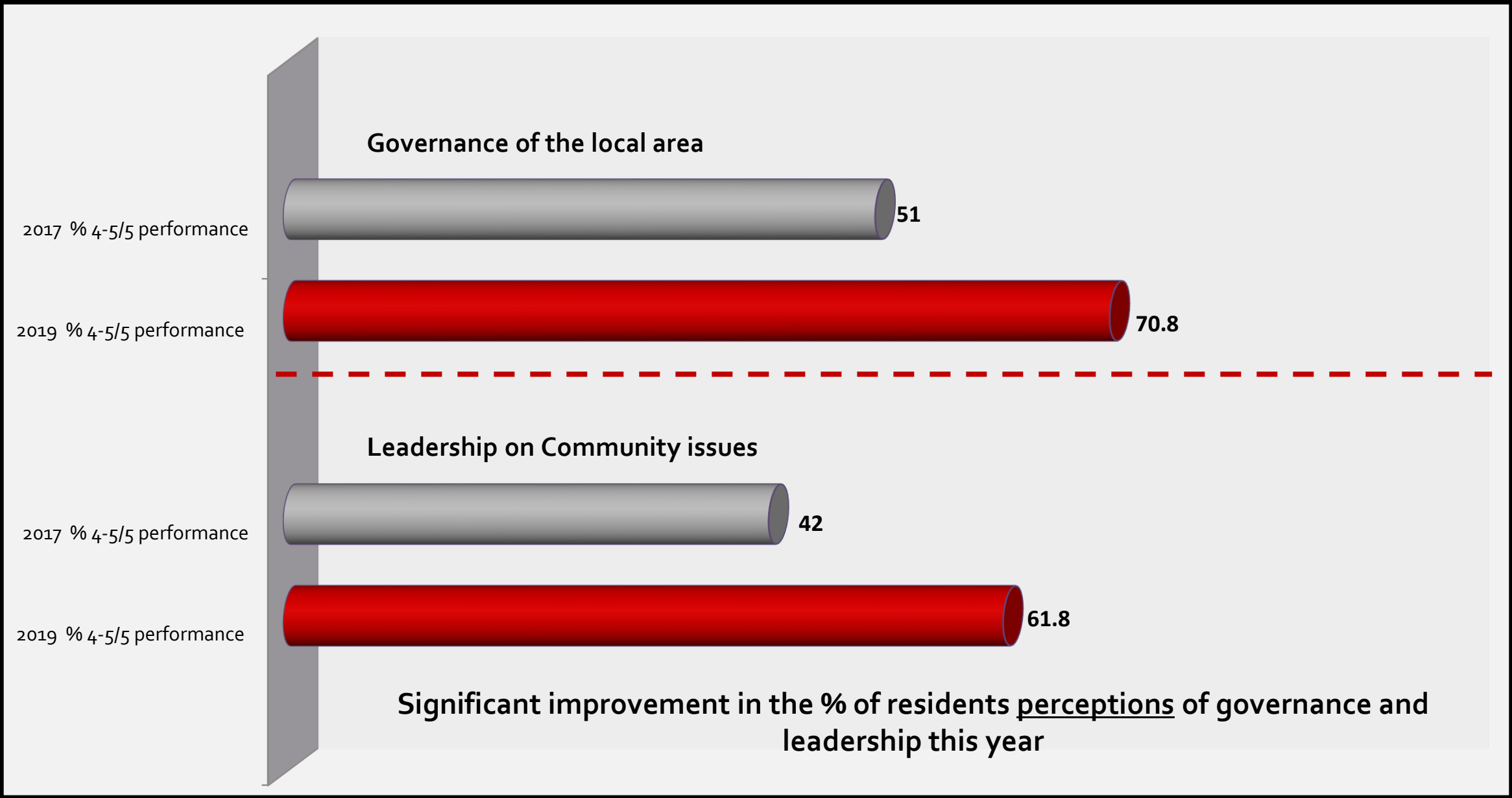
Overall performance of the Town of Claremont 2019 **

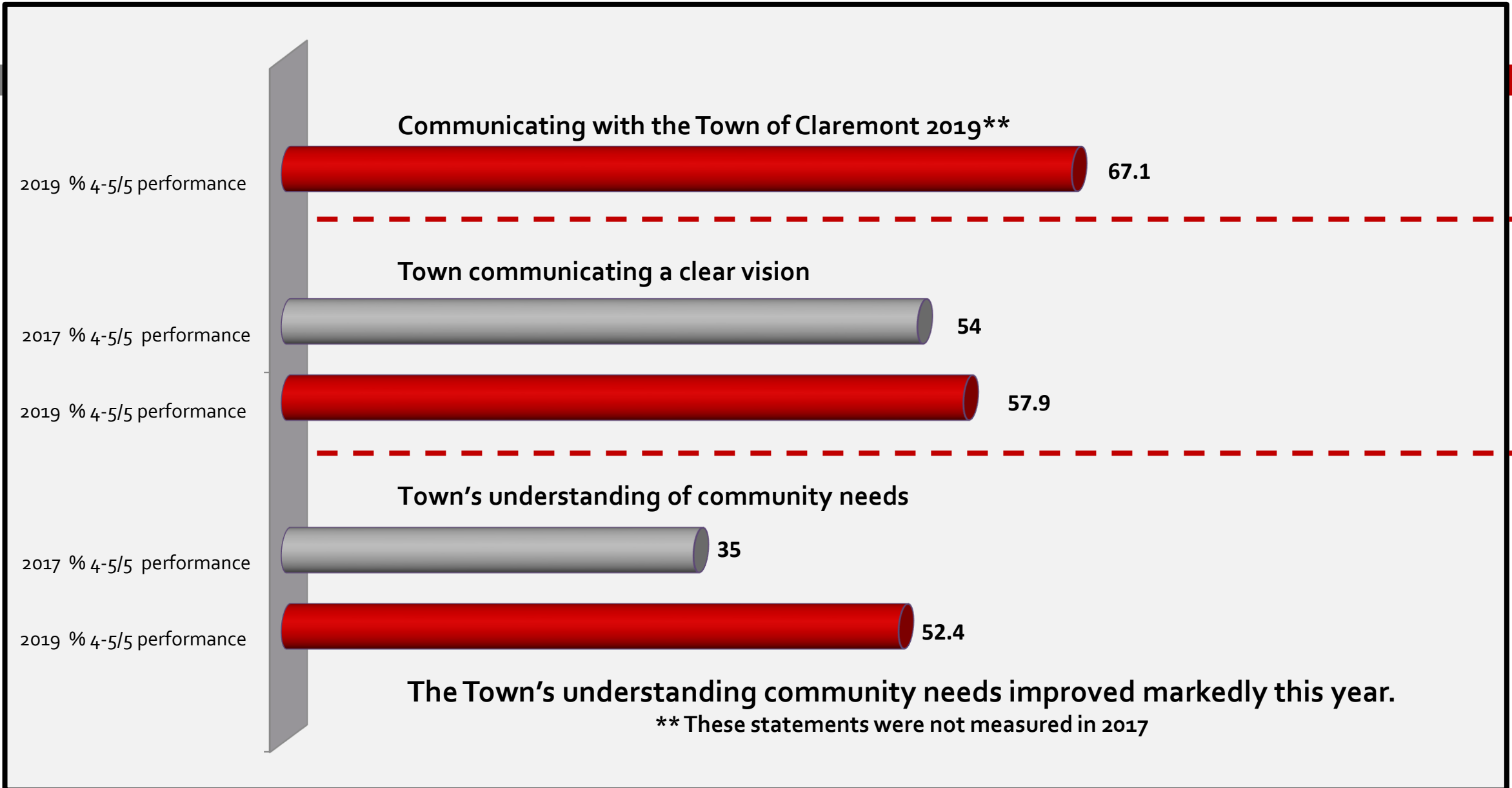
2019 % 4-5/5 performance

71.8

The % of residents perceptions of the Town as a place to live remained steady this year.

**These statements were not measured in 2017





Making decisions in the best interests of the community

2017 % 4-5/5 performance



42

2019 % 4-5/5 performance



54.4

Explaining the reasons for decisions and how residents' issues taken into account

2017 % 4-5/5 performance



35

2019 % 4-5/5 performance



47.1

Economic growth and sustainability of the Town centre

2017 % 4-5/5 performance



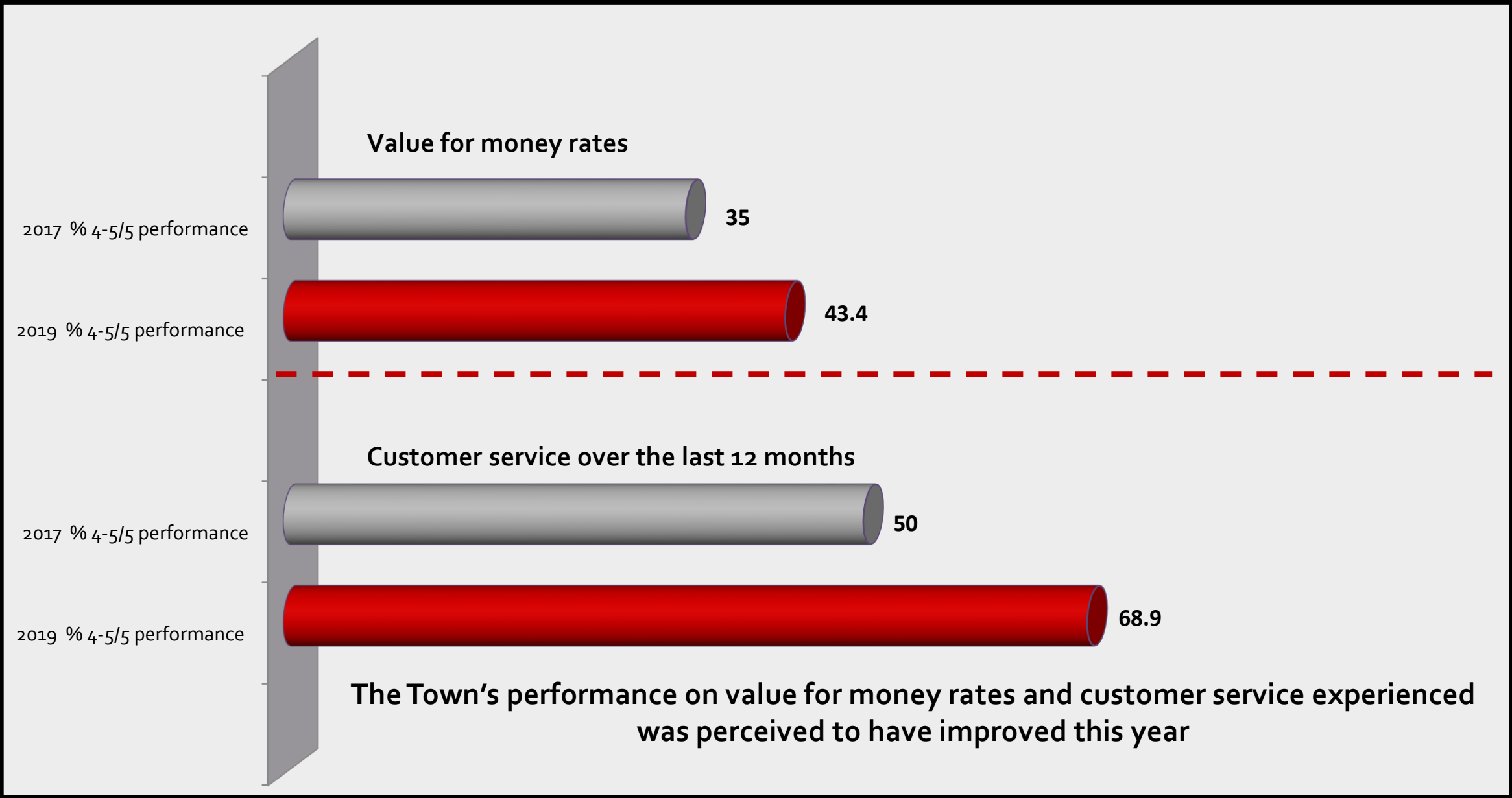
47

2019 % 4-5/5 performance



49.1

Performance of the Town in decision-making and explanations of the reasons for decisions improved this year. Managing economic growth and stability remained stable.



Results grouped by performance

Strong Performers

- The Town as a place to live
- Overall performance of the Town
- Governance of the local area
- Perceptions of the Town's services and facilities
- Weekly rubbish
- Fortnightly recycling
- Verge collections (bulk and green)
- Lake Claremont – conservation and management
- Aquatic Centre/pool
- Claremont foreshore – conservation and management
- Community Hub/Library
- Playgrounds
- Parks and POS
- Community facilities river foreshore
- Lake Claremont, a place to recreate

Mid level results

- Leadership on Community issues
- Customer Service
- Local road standards
- Streetscapes
- Ease in communication with the Town
- Access to services for families
- Access to services for seniors
- Food, Noise, pollution
- Animals and pest control

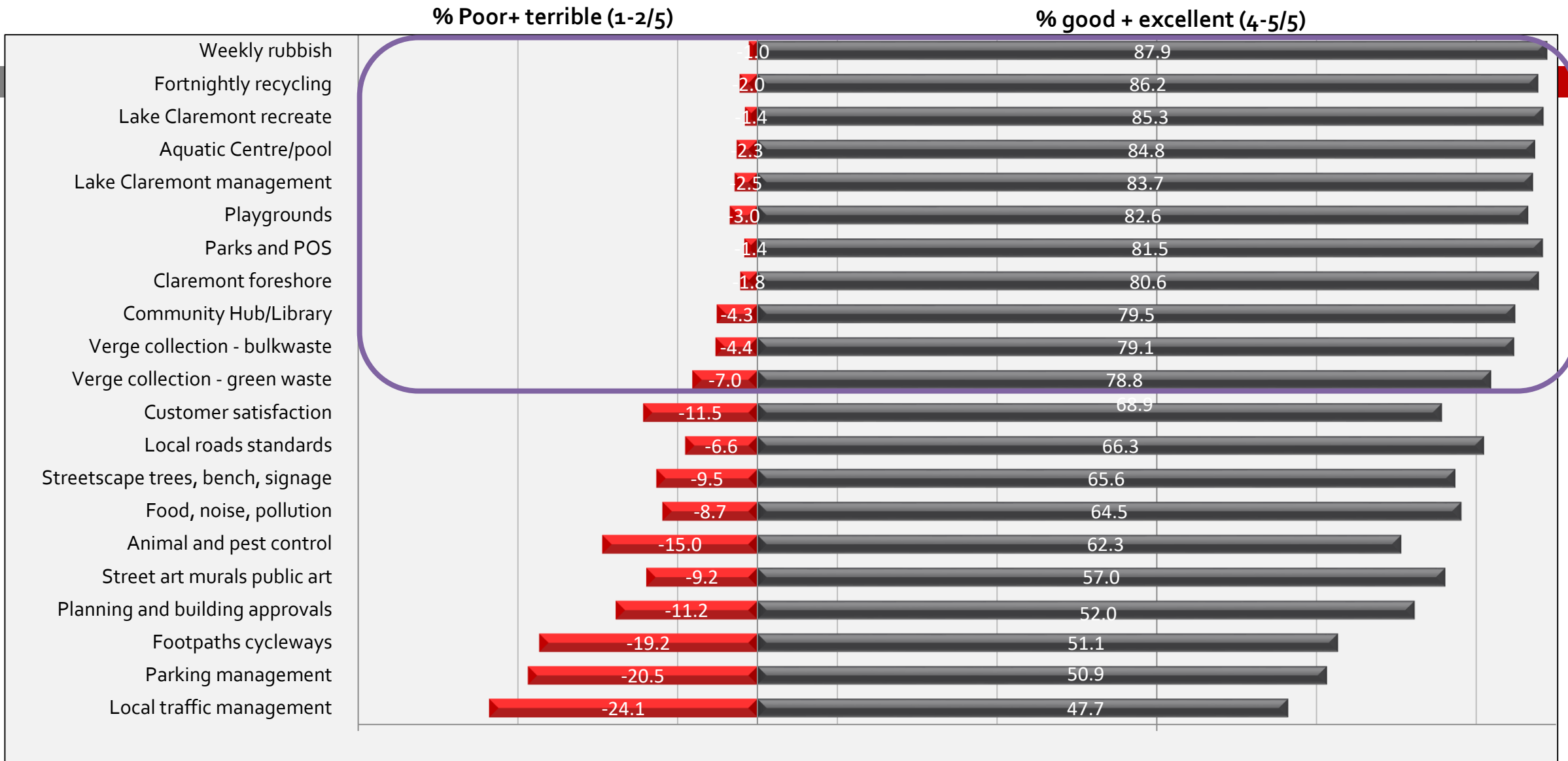
Room for improvement

- Street art, murals, public art
- Planning and building approvals
- Footpaths and cycleways
- Parking management
- Local traffic management
- Developing a clear vision for the area
- Understanding Community needs
- Making decisions in the best interest of the Community
- Explaining the reasons for the Town's decisions
- Supporting economic growth and sustainability of the Town Centre
- Access to youth services
- Access to services for the disabled

Strong performers = > 75% good+ excellent
Mid level results = 60% - 75% good+ excellent
Room for improvement = <60% good+ excellent

- **Areas of strong performance continue to include:**
 - **Services used or “seen” regularly – that residents expect to be efficient and effective**
 - Weekly rubbish collection and fortnightly recycling
 - Verge collections for green waste and bulk rubbish
 - **Town experiences – where the aim is to maximise satisfaction**
 - Town library and Community hub
 - Aquatic Centre/pool
 - Playgrounds
 - Lake Claremont (both as a place to recreate and the management of the area)
 - **Services that generate civic pride**
 - Parks and public open spaces
 - Claremont Foreshore
- **Overall perceptions of the performance of these services has improved since 2017, except for fortnightly recycling which remained stable**

Areas of high performance



Q. 5 We are seeking your views on how we perform on our service delivery. Please rate your satisfaction with ... over the past 12 months. If you do not receive the service listed please select Unsure/N/A. (2019 n=285-844 effective sample n = 176- 598 2017 effective sample n= 245-599)

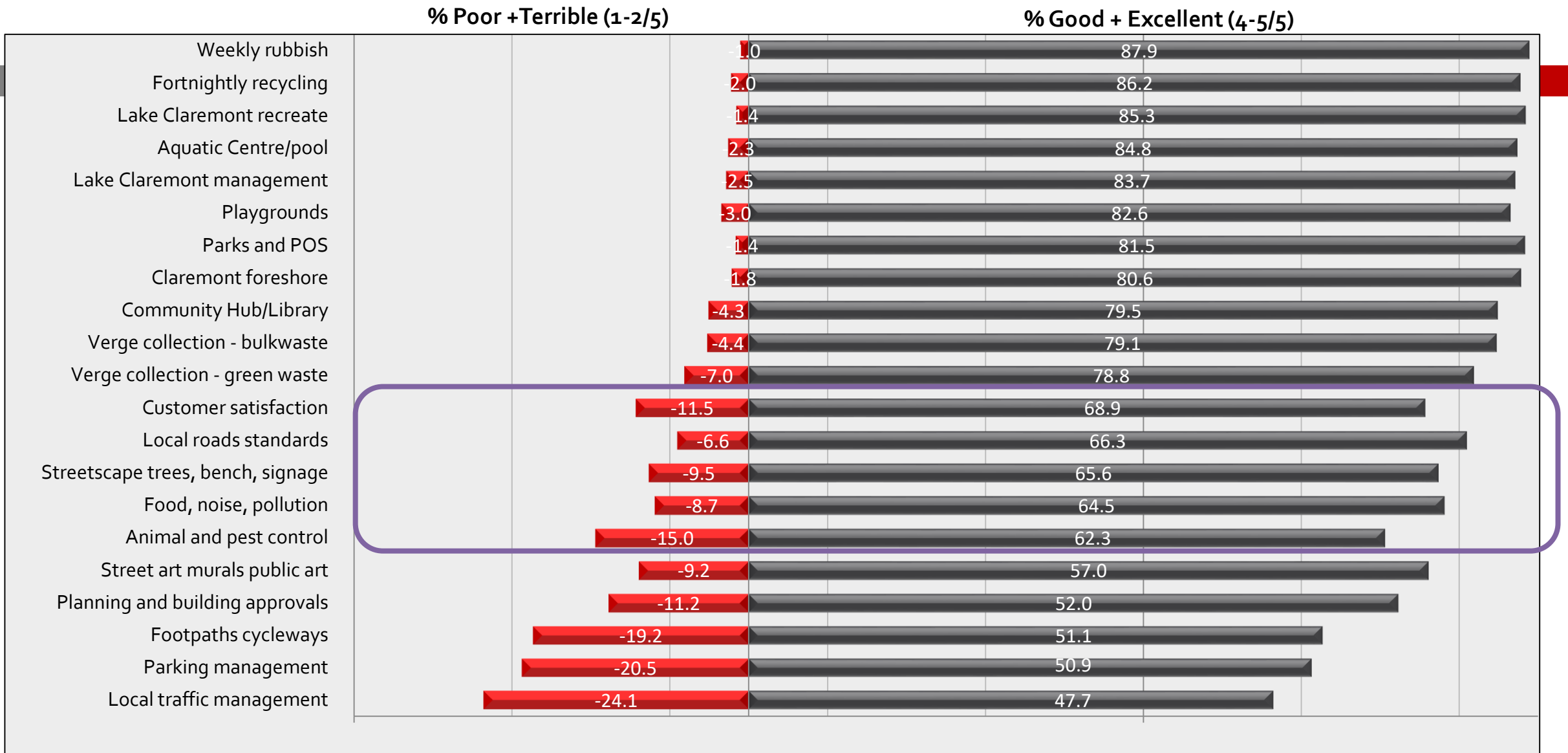
▣ **Areas of moderate performance include:**

- Streetscape trees, bench, signage
- Food, noise, pollution
- Animal and pest control
- Customer service
- Local roads standards and maintenance**

▣ In comparison with last year, all of the areas that could be compared recorded improvements overall

** no figures available for 2017

Areas of moderate performance



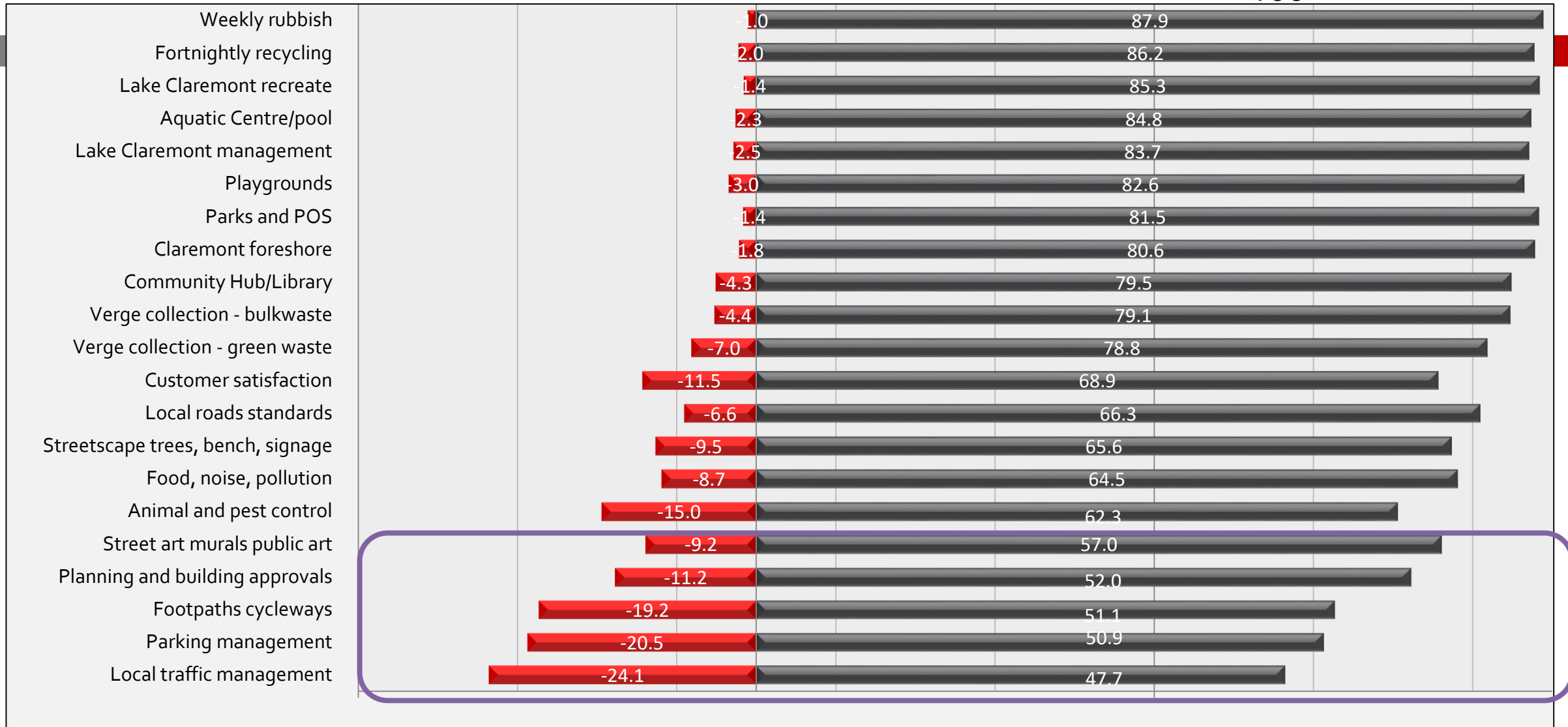
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- **Areas for improvement included:**
 - ▣ Street art, murals and public art
 - ▣ Planning and building approvals
 - ▣ Footpaths and cycleways
 - ▣ Parking management
 - ▣ Local traffic management
- Street art/murals/public art was the only indicator not to record an improvement at the overall level this year

Areas for improvement

% Poor + Terrible (1-2/5)

% Good + Excellent (4-5/5)

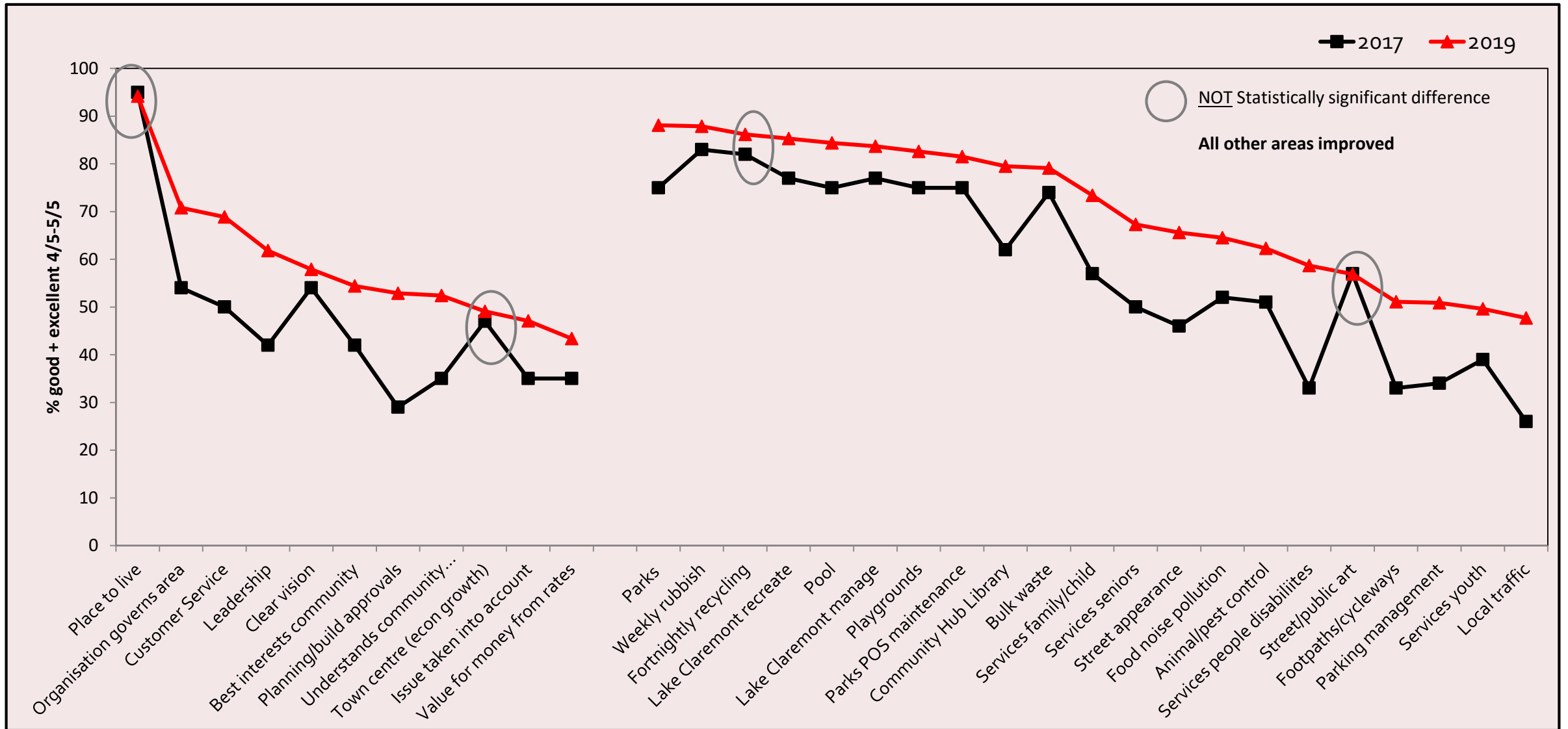


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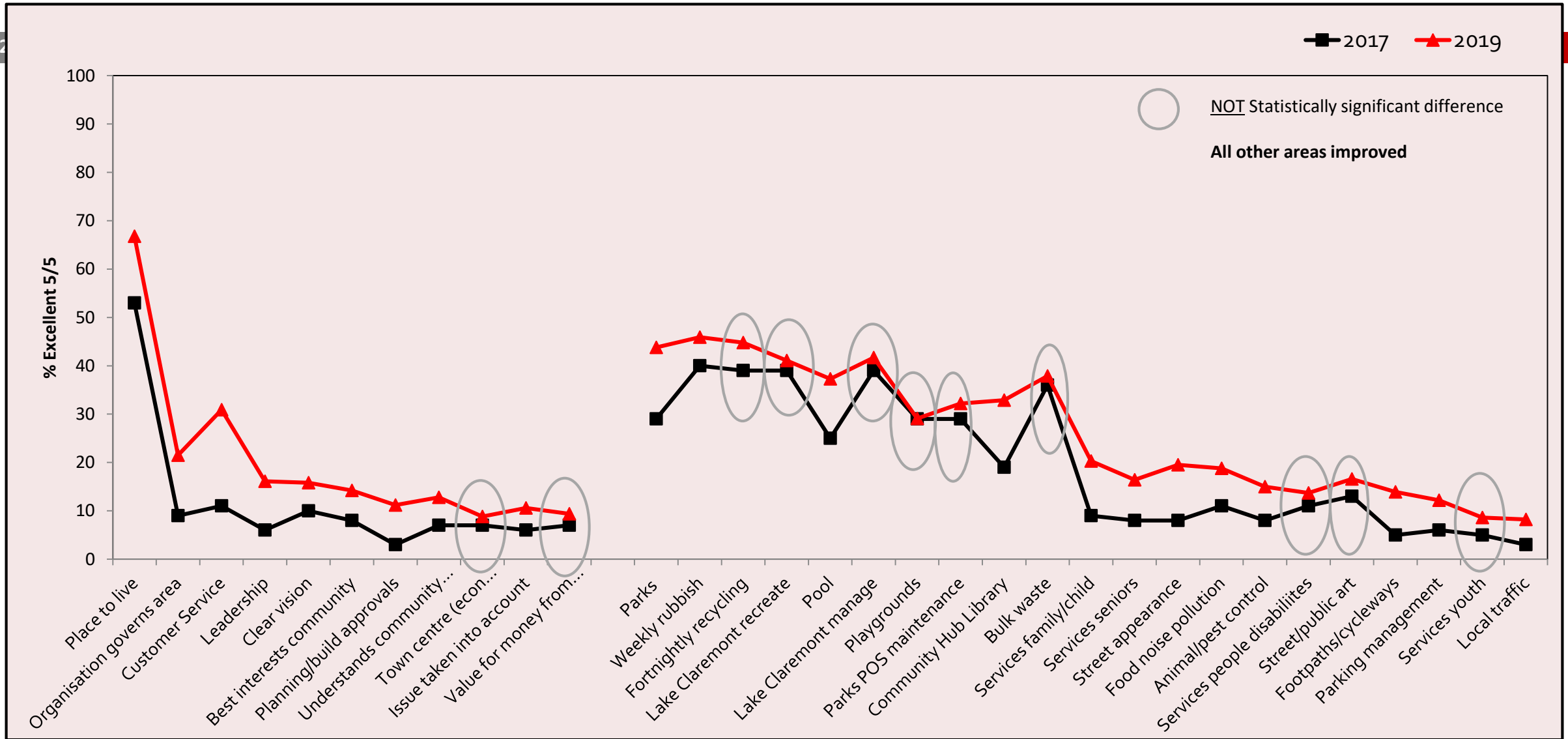
- **The vast majority of areas under review reported improvements this year, at both the overall performance (good and excellent) and at the excellent level**
- **No areas reported declines in performance at either the overall or the excellent level**
- **No areas reported increases in poor or terrible performance ratings this year**
- **The areas that remained stable this year, at the overall performance (good and excellent) level were:**
 - ▣ The Town of Claremont as a place to live (though performance here is high at 94%)
 - ▣ Council's efforts to support economic growth and sustainability in the Claremont town centre (49.1%)
 - ▣ Fortnightly recycling collections (86.2%)
 - ▣ Quality and number of street artworks, murals and public art (57%)

Overall Performance

Changes in Ratings % good + excellent in 2019 and 2017



Changes in Ratings % excellent in 2019 v 2017

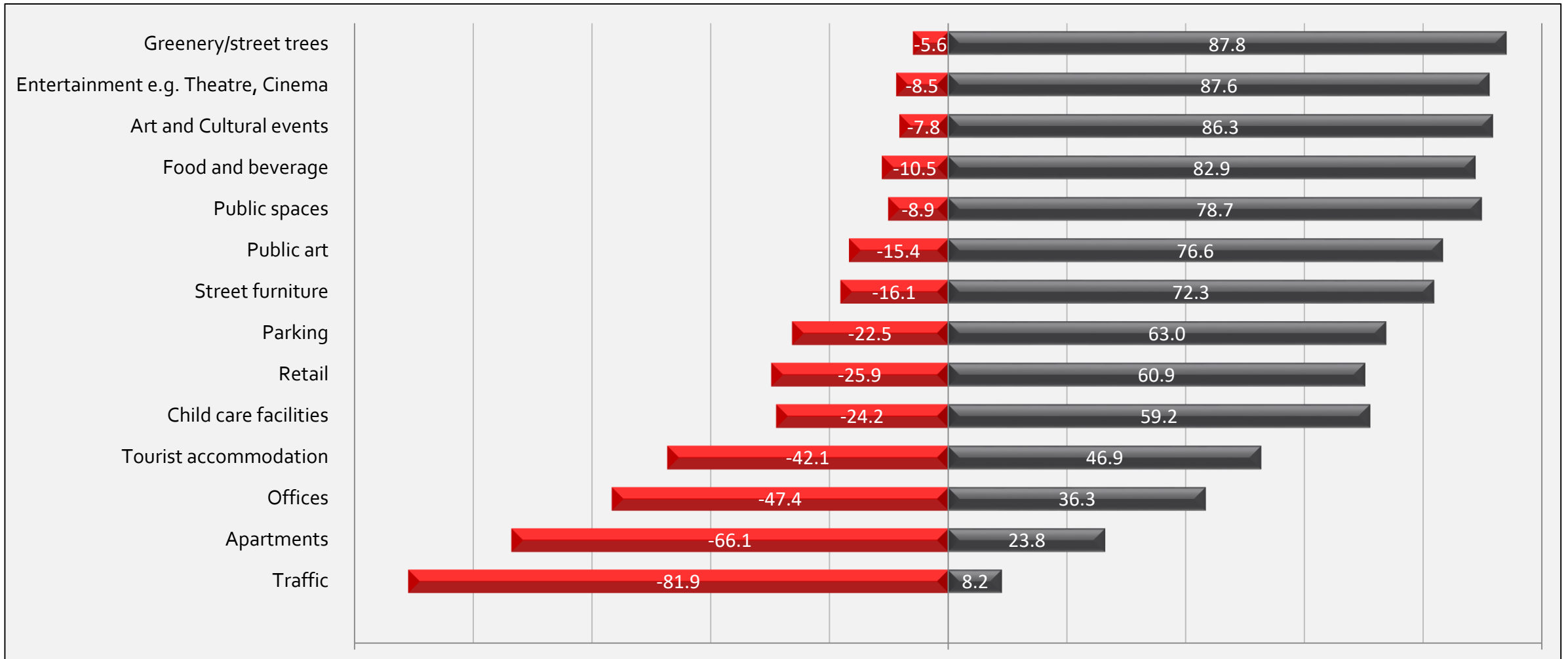


- **The most residents would like to see the Town centre have more:**
 - ▣ Greenery/street trees
 - ▣ Entertainment (e.g. Cinema, Theatre) and Art and Cultural events
 - ▣ Food and beverage
- **Three quarters would like to see more:**
 - ▣ Public spaces, Public art and Street furniture
- **Two thirds would like to see more:**
 - ▣ Parking
 - ▣ Retail
 - ▣ Child care facilities
- **Things they would like to see less of were: Tourist accommodation, Offices, Apartments and Traffic**

Expectations for the future of the Claremont town centre which would you like to see more or less of

% Less

% More



Best way for the TOWN to communication with you

- **When communicating information about Council Works (e.g. footpaths and roads) or consulting with the community about Town projects or future plans, many of the community preferred a personally addressed approach via a letter sent to the resident:**

 - ▣ Discussing Works - Letter to the resident 45%. Second most preferred was a Council newsletter emailed 36% or mailed 26%
 - ▣ Seeking input on projects - Letter to the resident 47%, Council newsletter emailed 36%, followed by Council newsletter mailed 23%
- **When communicating information about events, the preferred method was a proactive approach by the Town via the Council newsletter, emailed or mailed**

 - ▣ Council newsletter emailed 39%, Council newsletter mailed 27%, a letter to the resident 27% or ad in the local paper 26% were equal second
- Across all these areas Social Media accounted for 12% -19% of the preferred methods and the Council's website 13%
- Across all these areas the Council newsletter in the local paper accounted for 12%- 15% and an Ad in the local paper 17% - 26%
- Some demographic differences are noted in the report.
- The desire for direct personalised contact to make people aware of consultation and of Council works is common to most Councils.

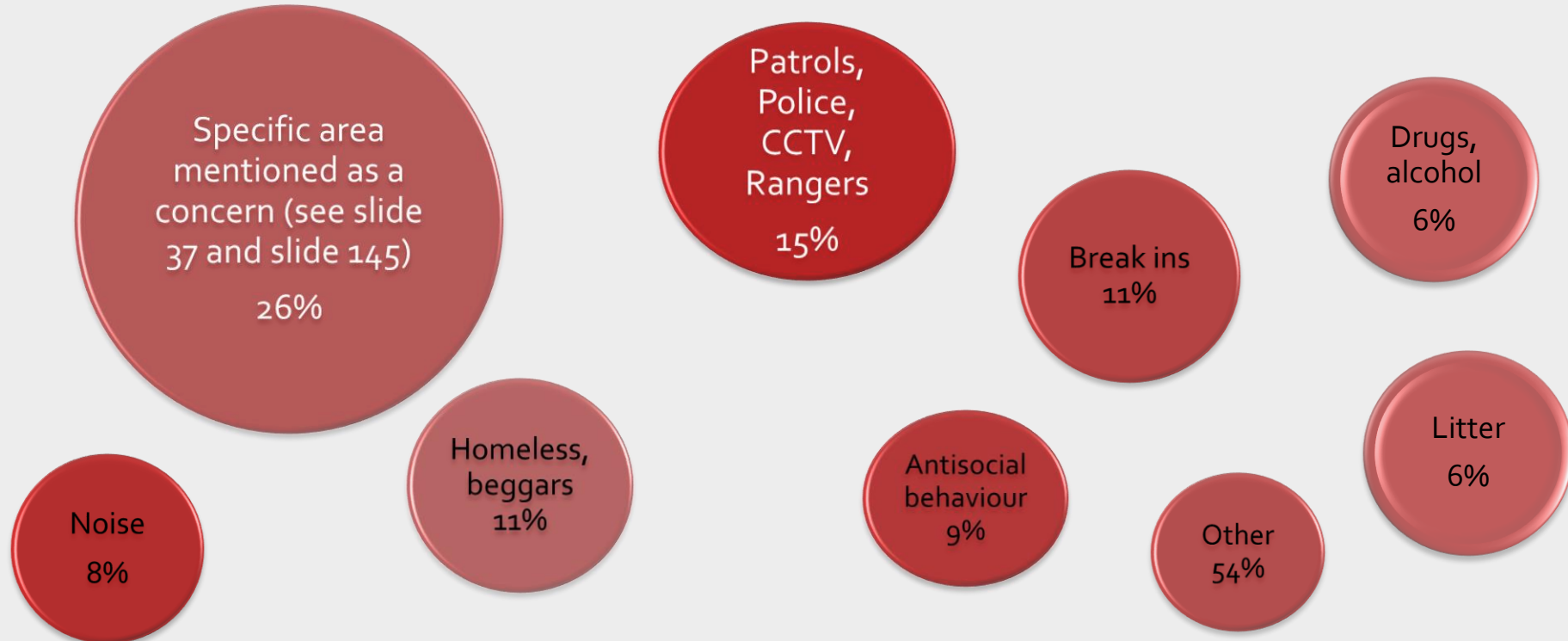
Communication

Best way for YOU to communication with the Town

- **Electronic communication by email or through the website, was the most preferred method of contacting the Town for:**
 - ▣ Lodging applications - by email/through website 51%, or in person/visit the Town 36%
 - ▣ Payments (rates, infringements, animal registrations) - by email/through website 66%, or in person/visit the Town 16%
 - ▣ Reporting maintenance issues - by email/through website 57%, or by telephone 35%
 - ▣ Reporting graffiti - by email/through website 52%, or in person/visit the Town 42%
 - ▣ Finding out about Community services (activities) - by email/through website 66% (one of the most common uses of the website amongst residents and ratepayers for most councils), or by mail 18% (13 % would use the mobile App)
- Across all these areas 7%- 14% would use the mobile App , with the greatest use being for making payments, or reporting maintenance issues
- Some demographic differences are noted in the report.

Community safety and or anti-social behaviour

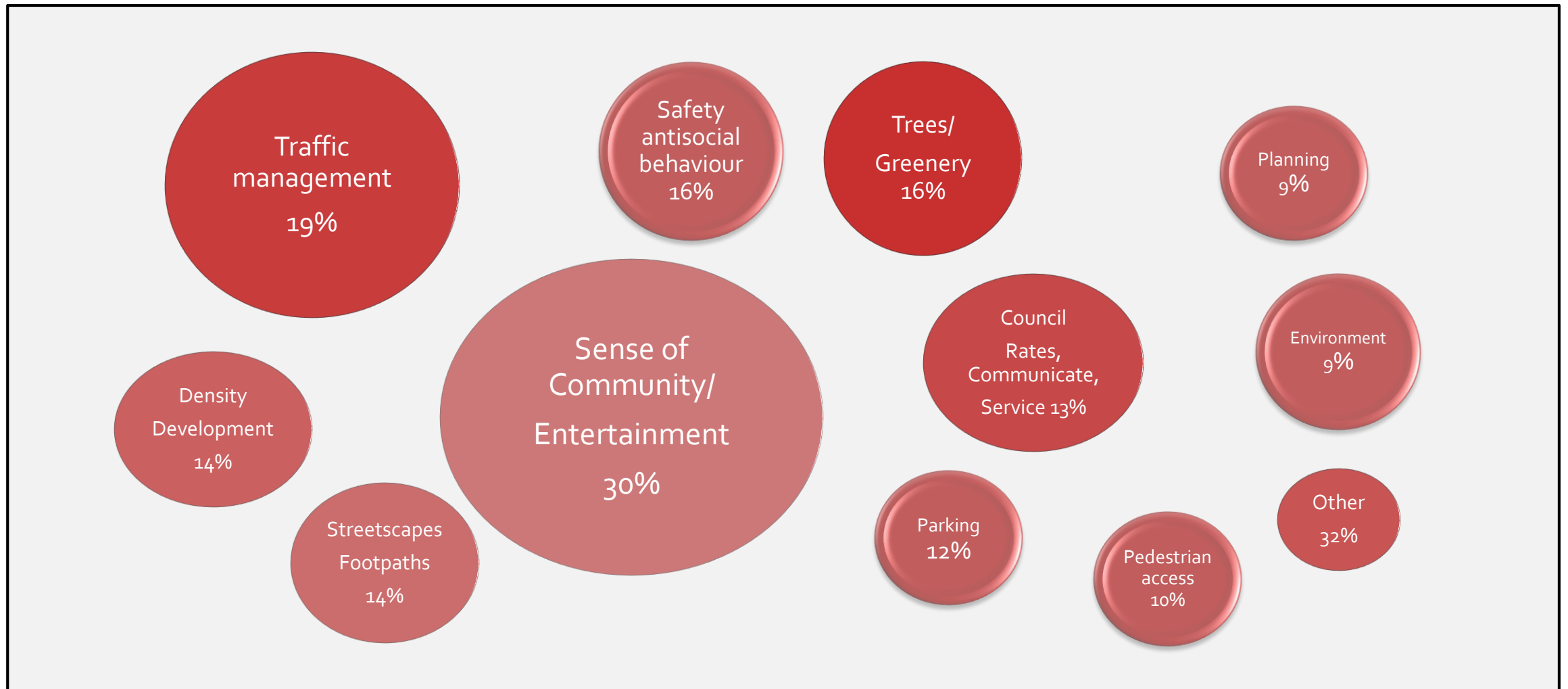
- **84.5% of residents would support a Community Safety Program.**
- The main issues were:



Suggested improvements to the Town

- **The main suggestions for improvement were boosting the Sense of Community and Entertainment on offer this accounted for 30% of issues raised and suggestions included:**
 - ▣ Creating more vibrancy and encouraging people to shop locally
 - ▣ More cafes, restaurants, alfresco dining 5% and more small bars
 - ▣ More inclusivity, - more for families, services for the homeless, the vulnerable, youth/teens
 - ▣ More community events
 - ▣ Arts/cultural improvements
 - ▣ Community facility
- **Other suggestions centred on; traffic management, safety/ antisocial behaviour, trees/greenery, streetscapes/footpaths, density/development, Council issues, parking, pedestrian access, planning and, environmental**

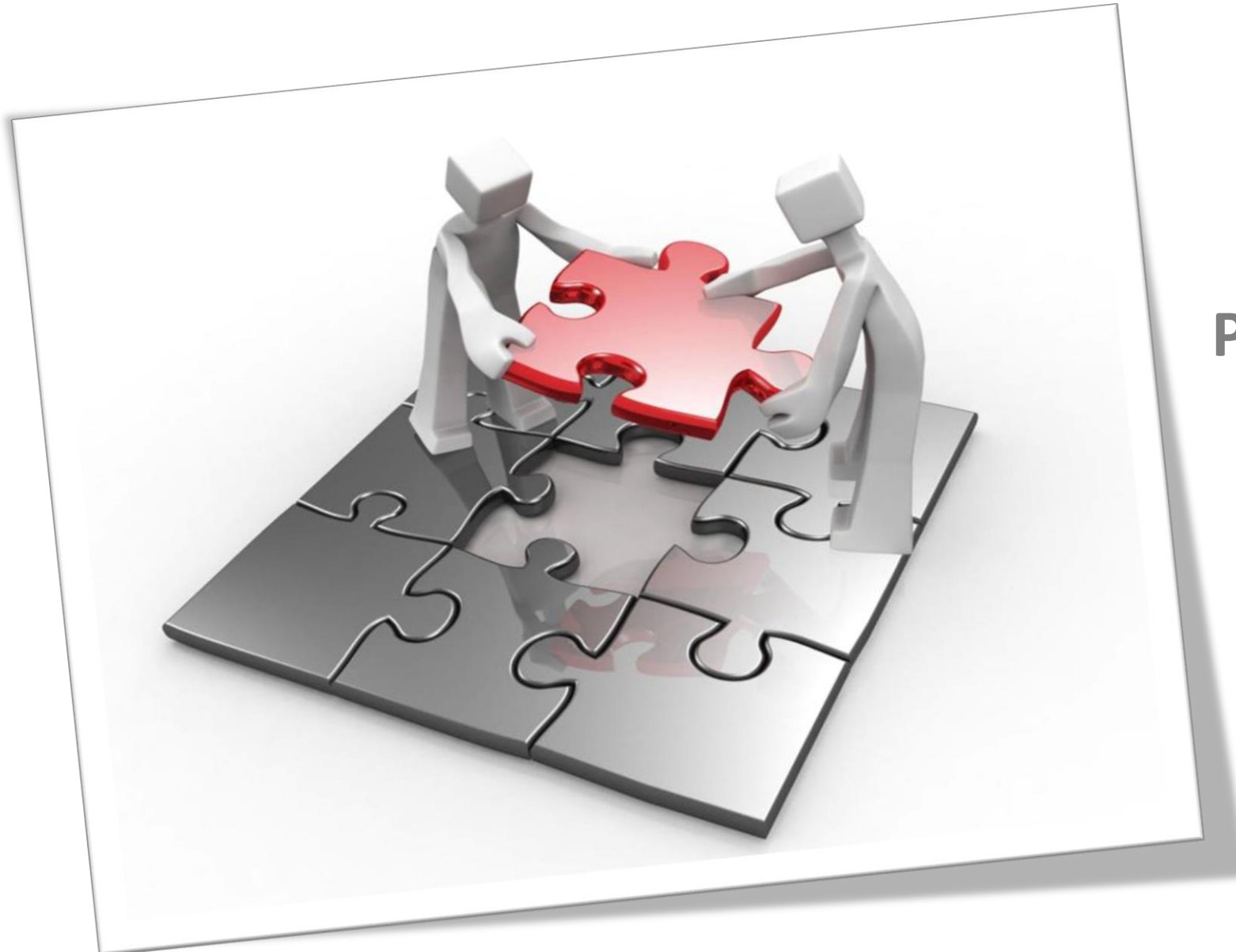
If the Town could change one thing. Suggested improvements



Segments of the community that “stand out” from others

- **Older residents those 75 years and above** this year gave higher performance scores in a number of areas:
 - ▣ How the organisation governs the area
 - ▣ Leadership on Community issues
 - ▣ Have the best interest of the community as a whole
 - ▣ Value for money for rates
 - ▣ Services and facilities provided

- **Home owners were LESS likely to score the Town’s performance well on:**
 - ▣ The Town having a clear vision that has been developed and communicated
 - ▣ Control of traffic on local road
 - ▣ Maintenance of footpaths and cycleways
 - ▣ Less likely to rate streetscapes, the standard of local roads and maintenance of parks/public places highly



COMMUNITY

PERCEPTIONS MONITOR

STRATEGIC

CONCLUSIONS AND

RECOMMENDATIONS

Strategic Conclusions and Recommendations

- The Town of Claremont should be congratulated for the increase in performance reported across many areas. This is a function real of improvements as the profile of the sample has remained the same compared to 2017, though the increased response rate has meant that the sample contains a larger proportion of those more likely to be the “silent majority of people” rather than those who may “want to have their say” since this is a self completion survey.
- Looking at the key indicators, findings of note were:
 - All of the key indicators either remained steady or increased this year
 - The Town of Claremont as a place to live – maintained a high level of performance, with 94% good + excellent
 - With an organisation that governs the local area – increased to 71% good + excellent
 - With leadership on Community issues– increased to 62% good + excellent
 - With the level of customer service experienced – increased to 69% good + excellent
 - With the Town of Claremont overall – was at a high 72% good + excellent **
 - With services and facilities – was at a high 74% good + excellent **

**not measured in 2017

Strategic Conclusions and Recommendations

- Aside from value for money from rates, other key indicators which the Town may like to look at more closely and develop a strategy for improvement are:
 - ▣ Developing and communicating a clear vision for the area - which did increase this year to 58%
 - ▣ Explaining reasons for decisions and how residents issues have been taken into account 47% and demonstrating an understanding of community needs 52%, both of which improved this year
 - ▣ Makes decisions that are in the best interests of the community as a whole 54%, - which improved this year
 - ▣ Council's efforts to support economic growth/sustainability in the town centre - which remained stable at 49% good + excellent;

Benchmarking Indicators

	City as a Place to live	Governing organisation/overall services and facilities	Value for money from rates
Town of Claremont 2019	94.2%	70.8%	43.4%
City of Melville 2018	93%	53%	77%
City of Cockburn 2018	83%	71%	48%
East Fremantle 2017	96%	50%	24%
City of Subiaco 2015	93%	79%	77%
City of Nedlands 2016	92%	45%	26%
City of Fremantle 2017	83%	45%	26%
Shire of Serpentine-Jarrahdale 2018	68%	22%	30%
City of Belmont 2018	76%	68%	54%

These results are drawn from published results and Community Perceptions reports by the individual Councils.

- Looking at the services and facilities
 - All but two areas under review reported increases this year
 - Fortnightly recycling collections remained steady at 86% good + excellent, along with street artworks/murals and public art at 57%
 - Performance was strongest for; rubbish collection and recycling, verge collections, playgrounds, parks, the foreshore, the Community Hub/Library, the Aquatic Centre/pool and Lake Claremont
 - Areas with low performance and therefore a concern were:
 - Parking management at 51% good + excellent along with Traffic management at 48%
 - Street artworks/murals and public art at 57%
 - Footpaths and cycleways at 51%
 - Planning and building approvals at 52%
 - Streetscapes, Animal and pest control, plus Management of food/noise/pollution issues reported performance at the moderate level

Strategic Conclusions and Recommendations

- Suggested improvements focused on there being a greater Sense of Community. This included:
 - ▣ Greater vibrancy to encouraged people to shop locally. More cafes, alfresco dining, or small bars
 - ▣ Community events, Arts/Cultural improvements. This wasn't due to a lack of awareness of current offerings as the vast majority were aware of the Town's community cultural program
 - ▣ Greater inclusivity
- Other suggestions centred on:
 - ▣ Traffic management 19% and Parking 12% - totalling 31%
 - ▣ Greenery/trees 16% and Streetscapes 14% - 30%
 - ▣ Safety/antisocial behaviour 16% and pedestrian access 10% - totalling 26%
 - ▣ Density/Development 14% and Planning 9% - 23%
 - ▣ Council specific e.g. rates, communication, service 13%
 - ▣ Environment 9%

Strategic Conclusions and Recommendations

- The main recommendations for the Town of Claremont to consider over the next 12 months include:

1. **Value for money from the Town's rates**

Always a difficult issue and whilst performance with this indicator increased there is still room to build on this:

- This could be fostered by capitalising on respondents desire for a stronger **Sense of Community**. Both of these issues could be progressed by:
 - A stronger community Hub
 - Community events (not just a one off high profile event)
 - Highly visible additions to the streetscape/greenery, street furniture/art /murals
 - A community garden
 - Improved footpaths and cycleways
 - Finding tenants (full time or pop up) for empty shops
- The much supported Community Safety Program could be another avenue if tagged into value for money
- In saying this, Council would need to be confident of a successful outcome from these initiatives, otherwise they could drive the indicator backwards e.g. negative attitudes towards spending money on public art
- Talk to other similar sized Councils to see how they deal with this issue.

Strategic Conclusions and Recommendations

- The main recommendations for the Town of Claremont to consider over the next 12 months include:

2. **Developing and communicating a clear vision for the area**

Whilst it was pleasing to note the performance on this indicator has increased, it remains low at just over half rating it as good or excellent. Having a clear vision and clear communication of that vision is paramount to any undertaking

- As the statement stands it is uncertain whether the problem lies with the clarity of the vision, or its communication of the vision. We recommend that in future surveys this statement be split in two
- In the meantime, if not already undertaken it would be wise to review the clarity of the vision
- Similarly review the methods of communication to ensure they match those identified as preferred by each segment
- If not already achieved, clearly display the vision in highly visible situations including at high profile community events
- Review and address the specific queries made about future development in the area e.g. Bethesda Hospital, heritage issues, the Claremont/Cottesloe divide, and the rail line

Strategic Conclusions and Recommendations

- The main recommendations for the Town of Claremont to consider over the next 12 months include:

- ▣ **Community consultation**

Community consultation and being seen to act in the best interests of the whole community, are issues which most Councils do not score well on. Whilst the Town has improved, this needs to remain a focus:

- Without further information it is difficult to know whether the issues is a lack of awareness that consultation is occurring, the process or the outcome, each has a different solution. In terms of communication we know:
 - Overall the preferred method when seeking feedback, is a letter to residents
 - The preferred communication method for each segment should be reviewed, particularly for those who are likely to want to be involved in consultation, but may be missing the communication piece e.g. the elderly and disabled
 - Relying on social media and /or the Council website to announce or discuss consultation issues is not yet an appropriate solution
 - Other Councils have had success in running 2 or 3 focus groups with the community to understand what is driving this score and to assist in developing or reviewing the consultation strategy.
 - Certainly feeding back some of the results of this survey to the community, along with an outline of how the issues will be addressed will help this and assist future response rates to the survey.
 - Also highlight any examples of diversity/inclusivity e.g. on Council

Strategic Conclusions and Recommendations

- The main recommendations for the Town of Claremont to consider over the next 12 months include:

- ▣ **Communication methods**

Whilst two thirds of residents rated the ease of communicating with the Town as good or excellent, there continues to be some room for improvement.

- Information sent out from the Town about important issues such as Works issues is still best sent via a direct letter to the resident. So too is making people aware of consultation. Meanwhile information about events is best sent via a Council newsletter either emailed, or mailed
 - Electronic media in terms of emails and the Council website are becoming an appropriate vehicle for residents when lodging applications, making payments, reporting maintenance issues, graffiti and finding out about Community services activities. However there is still the need for personal contact at the Town for some segments of the community when making applications or payments
 - Social media is appropriate to use as a supplementary communication vehicle, not yet as a primary vehicle
 - One segment that requires additional consideration is people with disabilities. This year several organisations, including councils have been undertaking work in this space. The focus is on ensuring their websites, other communication pieces and any technological advances introduced are consistent with the disability standards

Strategic Conclusions and Recommendations

- The main recommendations for the Town of Claremont to consider over the next 12 months include:
 - **Traffic management and parking**
 - Review the specific suggestions made e.g. around Claremont Quarter, closing part of Bay View Terrace, school pick ups
 - Where successes have been seen, clearly communicate these to the community
 - Continue monitoring and developing initiatives to address these issues
 - **Community Safety Program**
 - Review comments made in the survey to identify specific areas of concern e.g. pedestrian access, school pick up areas, parks, begging, dangerous street trees
 - More visible patrols
 - **Review the full list of suggestions for improvement**

Strategic Conclusions and Recommendations

- The main recommendations for the Town of Claremont to consider over the next 12 months include:
 - **Home owners**
 - Home owners continue to be the main segment of concern, given their higher expectations. This segment will benefit from the earlier discussed initiatives focused on improving the sense of community. They would also benefit from:
 - Communication about the clear vision for the area
 - Highly invisible initiatives that enhance the streetscape
 - Communication about ongoing and new, highly visible, initiatives that address - the control of traffic on local roads; the maintenance of footpaths and cycleways; the standards of local roads; the maintenance of parks and public spaces;
 - **Seniors 75+ years of age**
 - Given the potential for vocality amongst this segment, and their high level of satisfaction, consideration should be given to enlisting them as advocates. By telling their stories of life in the Town they will also help add to the sense of community



COMMUNITY PERCEPTIONS MONITOR

SAMPLE PROFILE

Sample Profile

Characteristic	Weighted results %
Gender: <ul style="list-style-type: none"> Male Female 	 46.0 53.2
Age: <ul style="list-style-type: none"> 18-24 years 25-34 years 35-44 years 45-54 years 55-64 years 65+ years 	 3.4 22.3 11.4 18.4 13.2 30.9
Family Status: <ul style="list-style-type: none"> Have children living in the household <ul style="list-style-type: none"> Children 0-5 years Children 6 -11 years Children 13 years or over 	 38.0 33.5 29.5 61.2
Household Status: <ul style="list-style-type: none"> Renting Own/purchasing a home Other/refused 	 15.5 81.0 4.2

Characteristic	Weighted results %
Do you live: <ul style="list-style-type: none"> • North of Stirling Highway • South of Stirling Highway 	65.5 35.5
Does anyone in the household identify as: <ul style="list-style-type: none"> • Person with a disability or impairment • Aboriginal/Torres Strait Islander • Born overseas • Mainly speak a language other than English at home • None of these 	6.7 0.6 32.7 4.2 60.8
Are you, or anyone in your household, an employee or Elected Member of the Town of Claremont: <ul style="list-style-type: none"> • Yes employee • Yes elected member • No 	0.8 0.2 99.0

Characteristic	Weighted results %
Contact with the Town of Claremont over the last 12 months:	
• Contact	64.4
• In person	40.4
• In writing	13.4
• By telephone	38.6
• By email	29.9
• Through the website	7.1
• Via social media	1.6
• Other	1.8

D2. Do you live ... (n=819 who live in Town of Claremont; 3 didn't know/no response; effective =560)

D4. Do you own or rent a property in the Town of Claremont (n=849; effective sample size = 412)

D5 Gender (n=849; 1 missing; effective sample = 522)

D6 Age (n=849; effective sample = 721)

D7 Do you have children living in your household (n=849; 10 missing; effective sample size = 537)

D7b How old are the children living in your household (n=293; effective sample = 221)

D8 Does anyone in the household identify as ... (n= 849; effective sample size = 633)

D9 Are you or anyone in the household an employee or Elected Member of the Town of Claremont (n=849; effective sample 849)

Q4 Over the last 12 months have you had any contact with the Town of Claremont (n=846; 3 missing; effective sample = 476)

Q4b Thinking about the most recent contact was it ... (n=553; 35% filtered out; effective sample = 328)

Overall performance of the Town of Claremont

- 18.9% rated performance as Excellent)
- 71.8% rated Excellent or Good)
- 5.4% rated poor
- (rating Poor or Terrible)

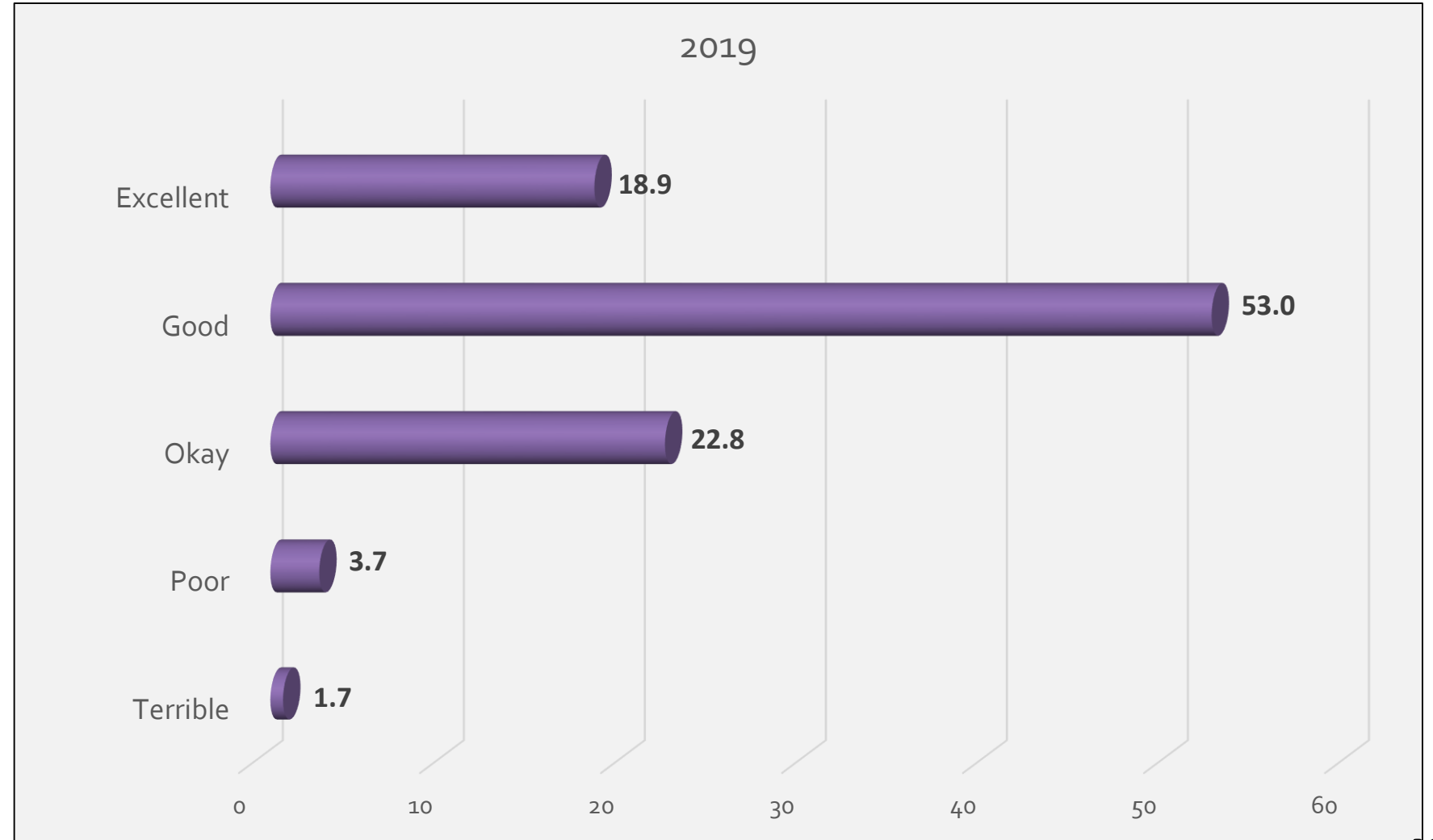
Who is satisfied?

The 75+ age group are more likely to say good or excellent 86.3% .

Who is dissatisfied?

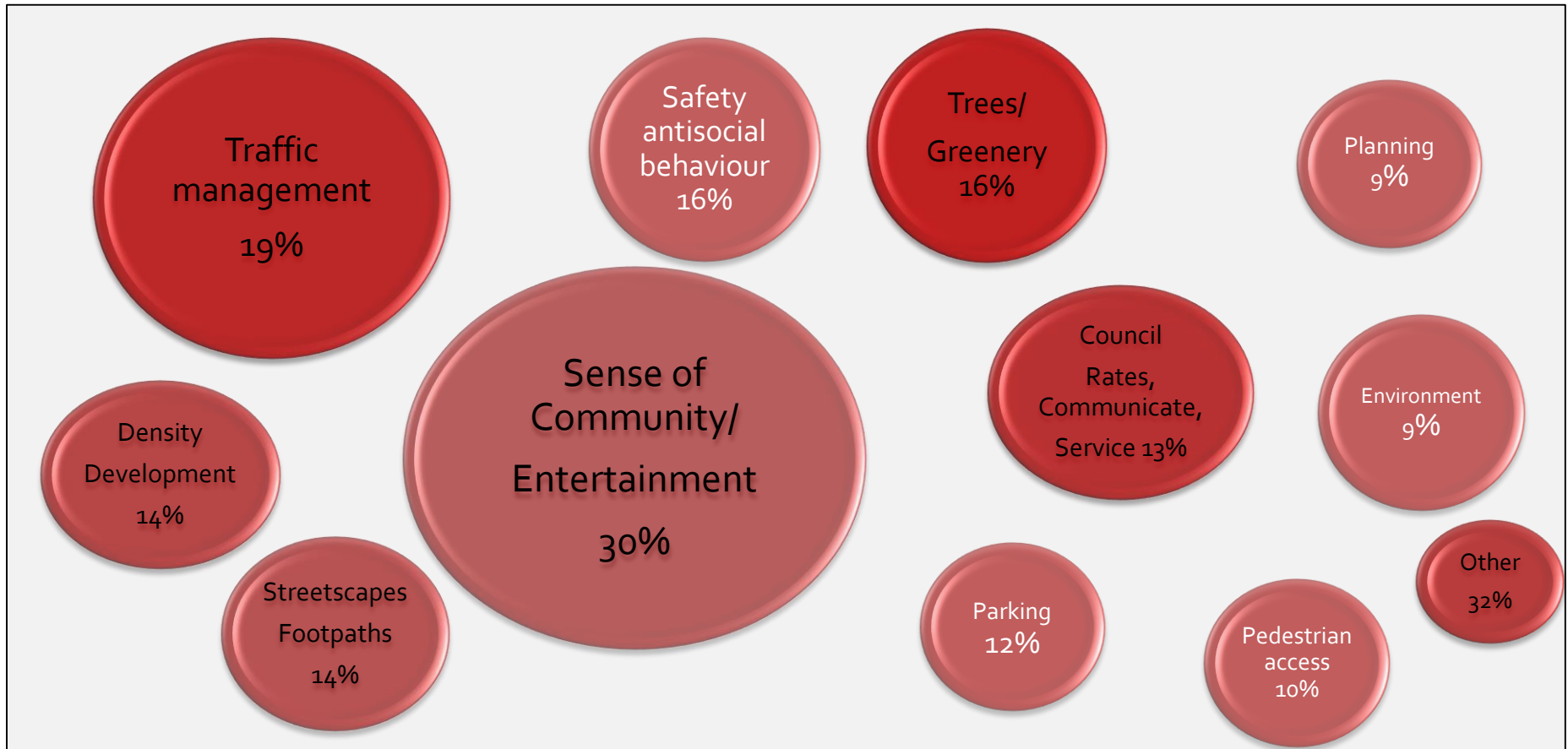
The 45-54 age group are more likely to say Okay 33%. The 18-24 age group are more likely to say terrible 16%

No comparative statement 2017



Overall if there was one thing the Town had the power to do which would make a real difference, what would that be?

- 636 comments made
- 78% of respondents noted an issue, concern or made a comment
- The central themes are shown opposite
- Details overleaf



Overall if there was one thing the Town had the power to do which would make a real difference, what would that be: Part 1

Topic/Issue	# mentions	Topic/Issue	# mentions
<p>Sense of community/Entertainment - create more vibrancy/encourage people to shop here (7%), more community events (3%), arts/culture improvements (3%), movies/street entertainment (1%), more small bars (2%), more cafes/restaurants/alfresco (5%), Inclusivity/sense community - (2%), family activities (1%), service for vulnerable/homeless (1%), youth/teens (1%)</p> <p>Community facility - a community hub provide one (2%), library/ boat ramp/seats/toilets (2%)</p>	30%	<p>Density/Development – allow a mix/diversity/cheaper retail/more unique (4%), limit/restrict infill (3%), high rise limit height, no limit (2%), higher in some areas (1%), heritage considerations (1%), retain character (1%), sink railway (1%), underground power/NBN (1%)</p>	14%
<p>Traffic management – congestion/flow (13%), slow/reduce speed (3%), reduce heavy vehicle speed (1%), increase road access/more lanes/increase two way/new roads (2%)</p>	19%	<p>Council rates/communication/service - Rates reduce/value for money/plans to pay (5%), control costs/ don't overspend/waste money (4%), improve communication/ consultation/listening (3%), improve customer service (1%)</p>	13%
<p>Trees /Greenery – trees more/different variety/prune/lawns (9%), community garden (2%), greenery/enhance/maintain parks/Lake Claremont (5%)</p>	16%	<p>Parking – control/restrict/more of/fair</p>	12%
<p>Streetscape/footpaths -Footpaths/cycleways/ consideration for walking/ cycling (7%), improve streetscape/street art (5%), more public spaces (2%)</p>	14%	<p>Pedestrian access – safe way to cross roads (4%)/ close off all or part of Bay View or St Quentin, pedestrian access only (6%)</p>	10%

Overall if there was one thing the Town had the power to do which would make a real difference, what would that be: Part 2

Topic/Issue	# mentions	Topic/Issue	# mentions
Planning – encourage growth/less empty shops/reduce rent (3%), better/cut red tape/too slow/rules/not overruled by other departments (2%), Master plan for future (1%), zoning residential/Bethesda/Child Care centres (1%), other (2%)	9%	Waste management - provide green waste bin (4%), other (1%)	5%
Environmental - recycling improved/more effective (3%) other corellas, pollution, water quality, Glyphosate (3%), improve sustainability (3%),	9%	Showground – redevelop/make better/other negative	3%
Antisocial behaviour/noise – noise/cars/motorbikes/ neighbours/showground (3%), graffiti/beggars/homeless (3%)	8%	Sport and recreation facilities – pool/skate park (3%)	3%
Safety – improve lighting (2%), CCTV (1%), safer/reduce crime (3%), increase police (1%), increase rangers (1%)	8%	Dogs – more parks for/barking/not on leads	2%
Happy with Council, Town/doing a good job	8%	Other	6%
Roads/Laneways/Kerbs – repair, enhance, maintain (3%). Verges/street sweeping clean leaves rubbish (2%)	5%		

A sample of the suggested improvements...

Sense of community

- Bring back a good vibe - stagnant and boring.
- Make town centre alive again - soulless. Communicate activities so we know they're on. Council do amazing things and we miss them.
- More community events - quality not selling wares only. Theatre and evening outdoor performances regularly through summer/spring.
- More social interaction for all ages, e.g. Music events, live events, movies, bars (pop up or anything).
- Finding ways of increasing the sense of community, especially for older people. Also, giving us a better sense of a centre - Bay View Terrace is a mall at the moment and the Claremont Quarter most unattractive.
- Make the north part of Bay View Terrace (from St Quentin Ave to Guger St) a pedestrian only and encourage eateries/cafes to have tables and chairs out in that area. Bring back life on a permanent basis, not just when there is a Claremont Festival or ARTRA.
- Bay View Terrace paved road - pedestrian only, al fresco activities, community events, easy walk between shops, i.e. close road.
- Send traffic around Claremont Quarter and close Bay View Terrace to traffic on weekends to encourage markets, etc.
- Close southern entrance to Bay View Terrace to traffic. Landscape for pedestrians and remove Banks from corner, lease these positions for restaurant use only, to liven street corners.
- Fill up empty spaces in Bay View Terrace. Consider closing north end of Bay View Terrace.
- More cultural activities Claremont Park. Bring back Rotary Fair. Keep the pool going. Leave Showgrounds to RAS
- More outdoor cinema (free) events and WASO events. WASO in the park
- Sink the Swanbourne Railway - as has been done in Subiaco - link both sides of Swanbourne.
- More food and beverages on Bay View Terrace - see Rundle St, Adelaide (East of CBD)
- Guide property owners of commercial property to accept a better mix of retail. As an ex-retailer, this is glaring to me and would get more foot traffic and a buzz.
- More hospitality venues - well priced ones. An information/liaison person - set up in piazza in Claremont from 10-2, for example
- A community garden.

A sample of the suggested improvements...

Safety

- Get more police around the Guger Street area at night, around station roundabout, e.g. Speeding, drink driving, loud exhausts.
- Better lighting in Claremont Park.
- Security in areas. Sponsor or pay for part of residents CCTV for council use.
- Bit of an undesirable element in the Town - sometimes in Claremont Park. At playground after picking son up from Bright Beginnings
- Planning road works and parking to improve safety and ease of cycling as a mode of transport. Current projects are terrible
- Control behaviour at the end of Chester Road, in the car park particularly. Drunks like to collect there from time to time
- More night/day patrols for suspicious behaviour. Fremantle has a team in place, which is great.

Footpaths, walkability and parking

- Bellevue Terrace street parking is a problem. No footpaths either side of the road and with all the Scotch school pick ups and drop offs my garden gets a hammering. I would really like a footpath.
- Improve walkability - access to pavements and street lighting
- Fix the kerbs (slope for bin collection). Footpaths on Davies Rd, from First Ave to Alfred Rd. Train station in other direction uneven.

Trees

- Remove the Box Trees on Brown St.
- Proper trimming of verge trees once every 5 years. Peppermints get trimmed 20% on the side closest to my gutters only - making for a wonky, overgrown, misshapen tree on the roadside. (I'm happy to pay but 20% is not enough taken off for large trees).
- Reconsider planting 'London Plane Trees' because they are not bird friendly and cause too much litter.

Parking

- Inequality in distribution of parking permits. Some residents denied permits, while renters get them. Permits should always be displayed
- Sort out the school pickup and drop off traffic congestion.

Traffic

- Traffic management around Claremont Quarter
- Reduce the number of secondary streets accessing Stirling Hwy
- To fix the end of Barnfield Rd - too many illegal turning and people having to use driveways to turn around in
- Reduce/stop 'rat run' and speeding traffic moving through local residential streets, e.g. Parry, Kingsmill, Grance, Barnfield
- Reduce traffic on Stirling Highway. Utilise the river, as in Brisbane, i.e. ferries to the Town via the Swan River.

Development

- Make a final decision on developments instead of the DAP.
- Not to be over ruled by State Gov./Dept of Planning and WALGA on important and community concern issues, after fair consultation.
- Maintaining the heritage area, including new extensions that are in sympathy with the original house. That new builds have restrictions.
- High level community engagement for sustainable living (water, energy, waste) and contribution to reducing climate change. Why not be a 'transition town'.
- Stop people in Strata Co developments building on the common property without Council approval/approval of the Strata Act
- Slowing of traffic in Swanbourne Shopping Precinct to ensure maintaining village atmosphere - approval of small wine bar for once.
- Do something with Ashton Ave shopping strip - that's a blight on the area.

Value for money

- Reduce rates. We pay three times what people pay in other councils (say Gosnells) for effectively the same service.
- Provide value for money services in a friendly supportive manner. No need to 'street sweep' twice a week.
- Communicate better with ratepayers over financial decision making prior to action. The unwanted underground power on Davies Rd is a joke. \$500K per one connection to one apartment building is unfair.
- Either reduce rates or provide more household services to compensate.

Other

- Encourage diversity. In council members, residents, visitors, etc
- Create and staff a community centre to meet the diverse needs of the population
- Increase the number of independent stores
- To install toilets and BBQs at Jasper Green Park
- Look after the rear laneways more. Bitumen resurfacing etc
- Recycling bins in the Claremont Quarter area
- Build a toilet block in the park (Rowe Park) near the children's' playground and tennis courts - between the two maybe
- Sink train line before Swanbourne Station (or raise it) Claremont to remove traffic issues by utilising available real estate. This allows growth of Claremont Central.
- Chester Road small boats are chained to fences. Stop them extending in front of private residences, they block our river access.
- Co-ordinate development of Swanbourne Shops/Bridge with Cottesloe Council and all local residents. The Cottesloe/Claremont divide is like the Berlin Wall - ridiculous, including verges, e.g. Barnfield Rd, leading into Railway Pde and crossing Parry Rd.
- To support the environment - establishing Claremont as a vital refuge or wildlife through more trees, green spaces and bushland. This is desperately needed. Habitat is being lost. Stronger laws to protect trees, no culling of wildlife. More habitat created for wildlife.
- Actually acknowledge persons who go to the trouble of reporting problems to the council and updating them
- Restrict overdevelopment of Bethesda Hospital as completely change the character. Not allow public green space be used as parking
- To limit short term letting, like AirBnB - particularly in apartments and flats, and particularly where it is not where the owner remains in residence. In other words, not real B&B
- Progress and planning of Freshwater Bay Museum. Excellent educational facility is being wasted at the moment. The public need to be better informed as to what is happening

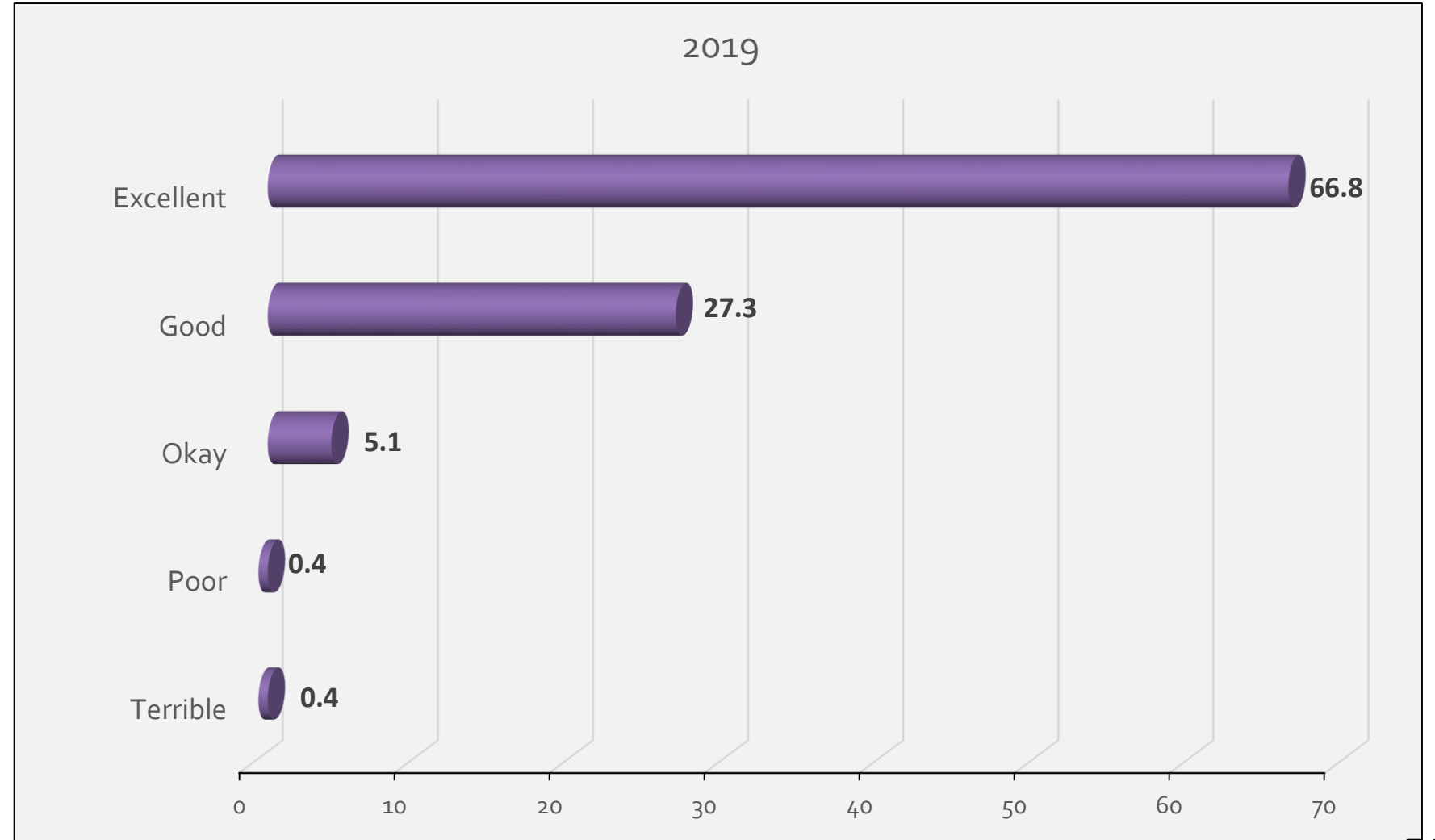
The Town of Claremont as a place to live

- 66.8% rate the Town as an Excellent place to live
- 94.2% rate Excellent or Good
- 0.8% Poor or Terrible

Who is satisfied?

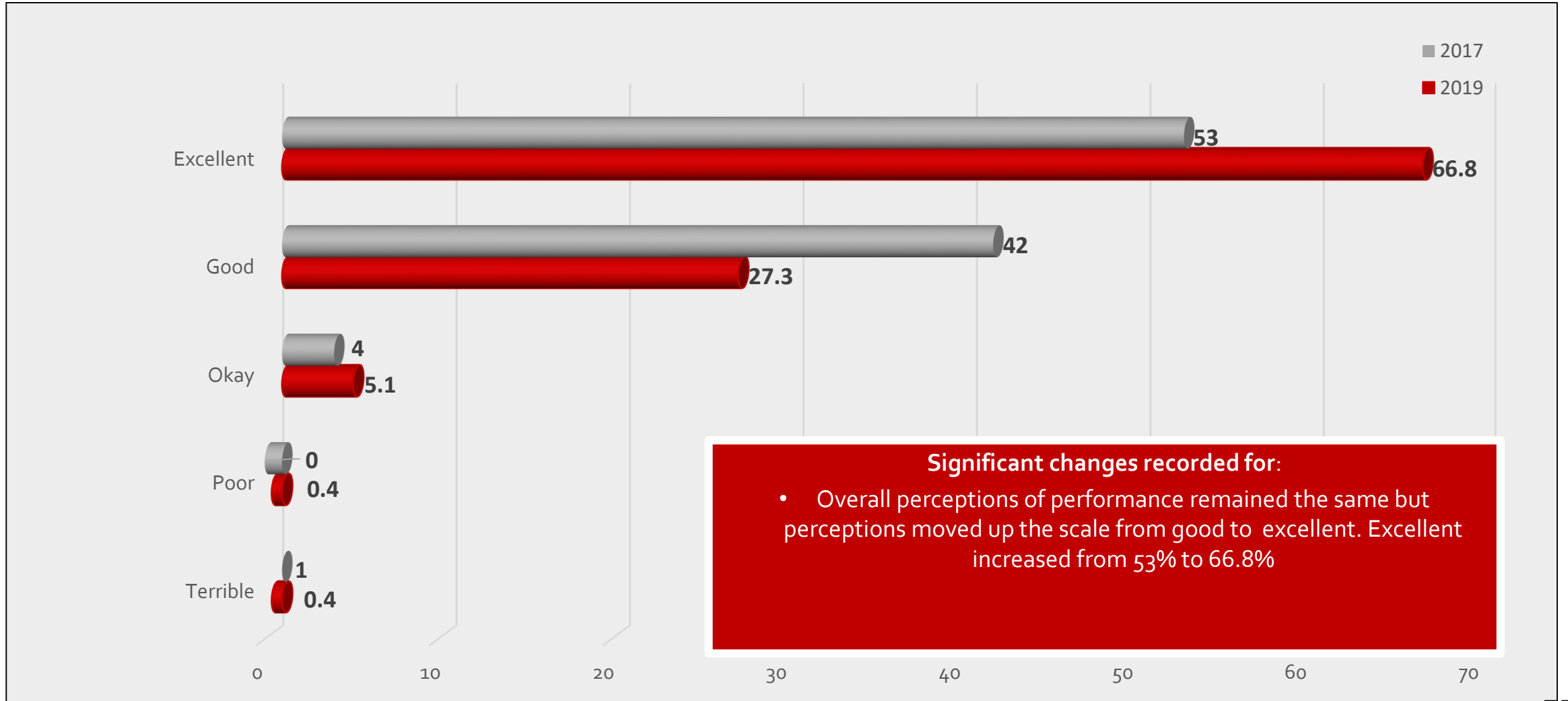
The South ward are more likely to give a rating of excellent, 75%.

Who is dissatisfied?
No particular groups



The Town of Claremont as a place to live

2019 v 2017



Performance of the Town of Claremont as an organisation that governs the local area

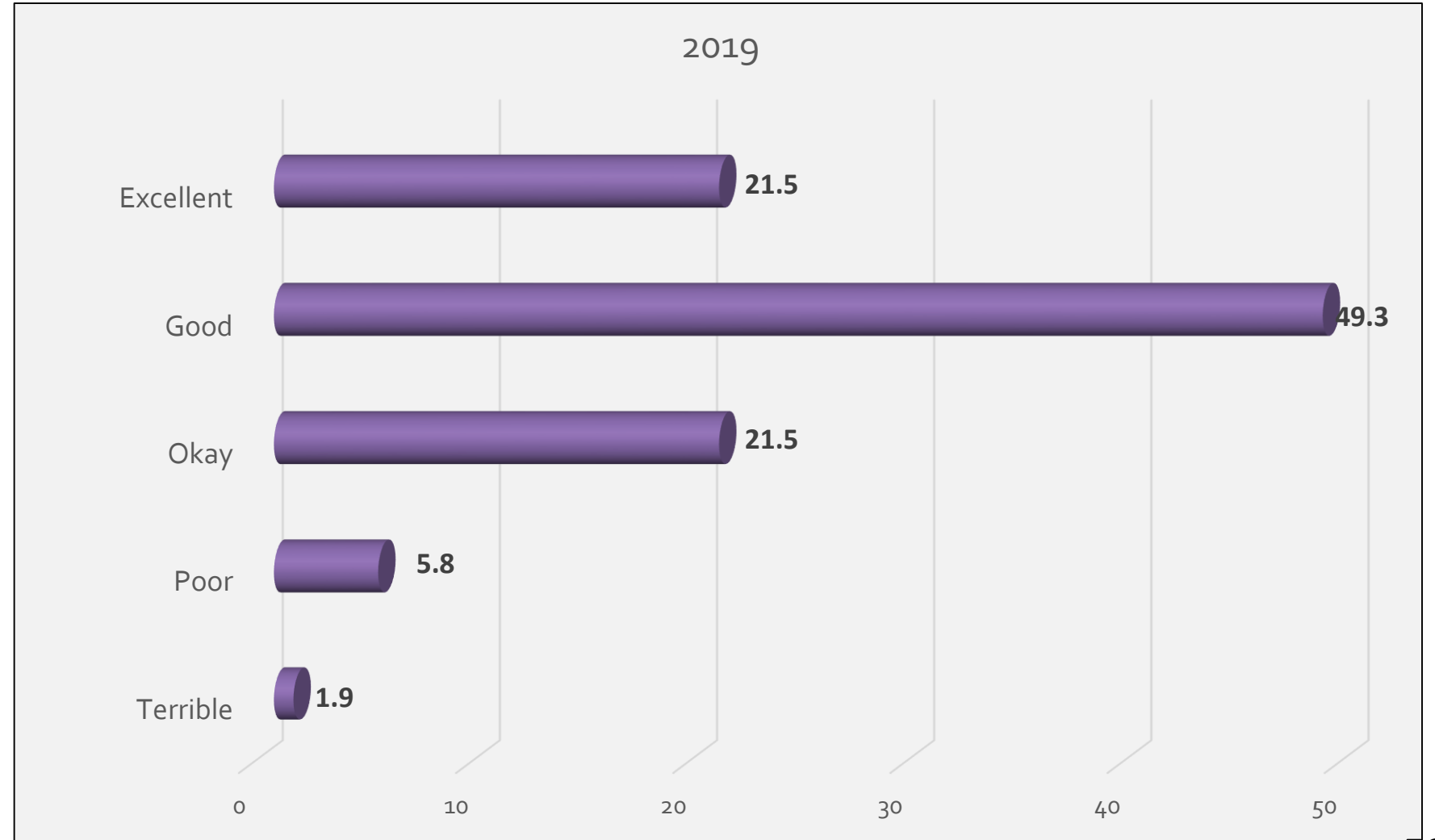
- 21.5% rate Excellent)
- 70.8% give good performance overall (rating Excellent or Good)
- 7.7% rate Poor or Terrible

Who is satisfied?

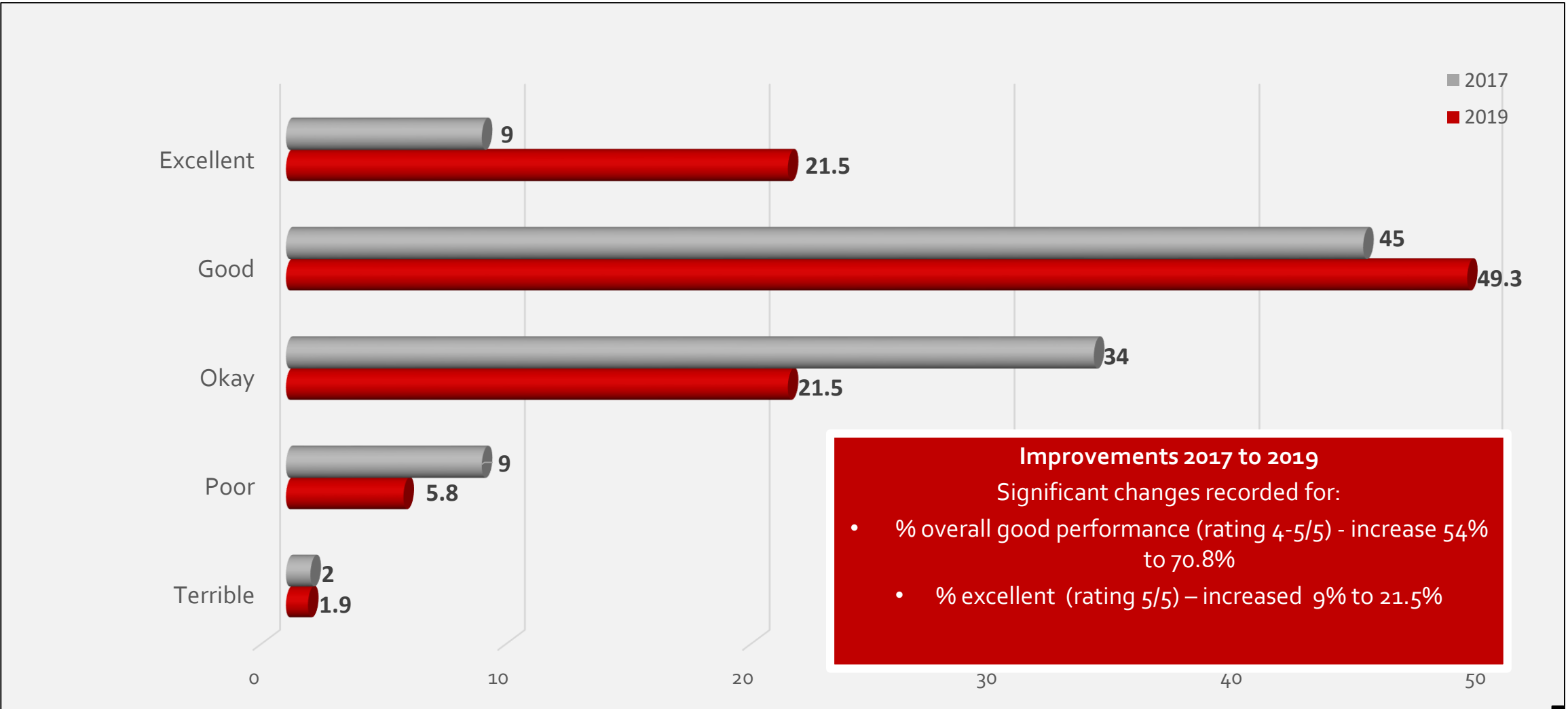
The 75+ age group are more likely to rate good or excellent 82%.

Who is dissatisfied?

No particular groups



Perceptions of the Town of Claremont as an organisation that governs the local area



Q2. How would you rate the Town of Claremont as an organisation that governs the local area? (2019 n= 811; 38 missing; effective n= 504; 2017 n= 559)

Perceptions of the Town of Claremont as offering value for money from the Town's rates

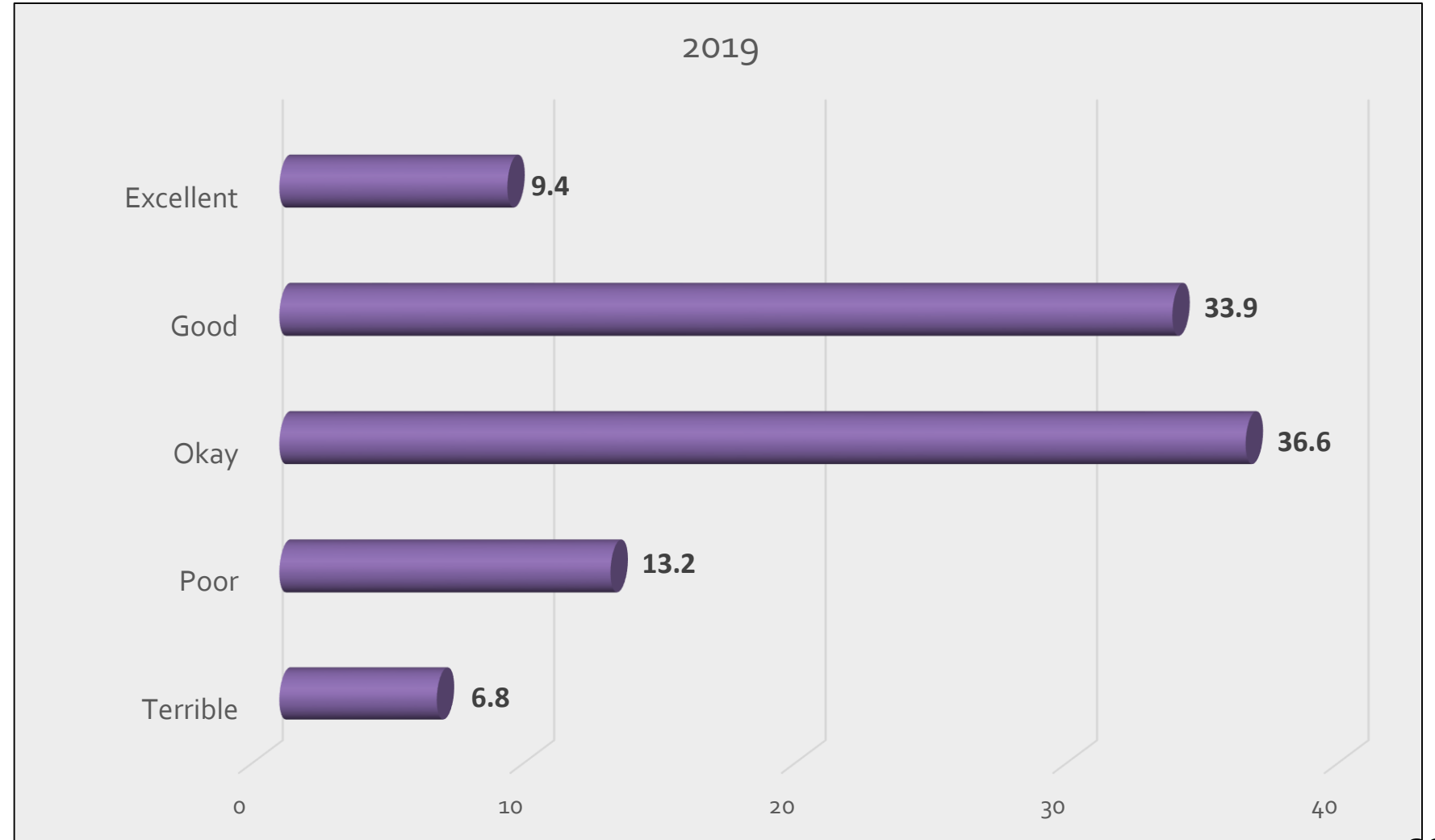
- 9.4% rated Excellent
- 43.4% overall rating Excellent or Good
- 20.0% rated Poor or Terrible

Who is satisfied?

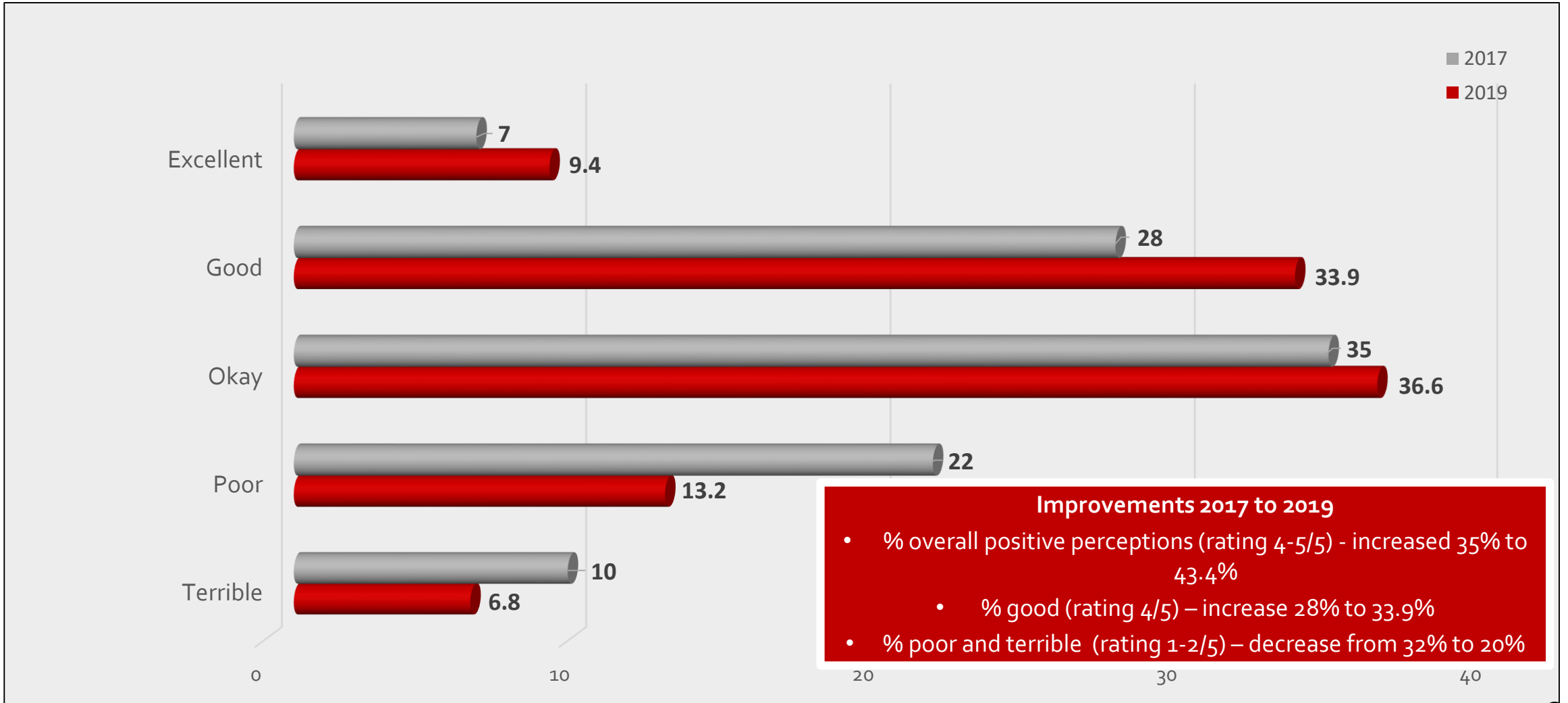
The 75+ age group are more likely to rate good and excellent 61%, 20% excellent

Who is dissatisfied?

The 45-54 age group are less likely to rate the Town's rates as good value for money (29%.)



Perceptions of the Town of Claremont as offering value for money from the Town's rates 2017 and 2019



Perceptions of the Town of Claremont's the services and facilities

- 24.1% rated Excellent)
- 74.2% overall rated Excellent or Good)
- 5.5% rated Poor or Terrible)

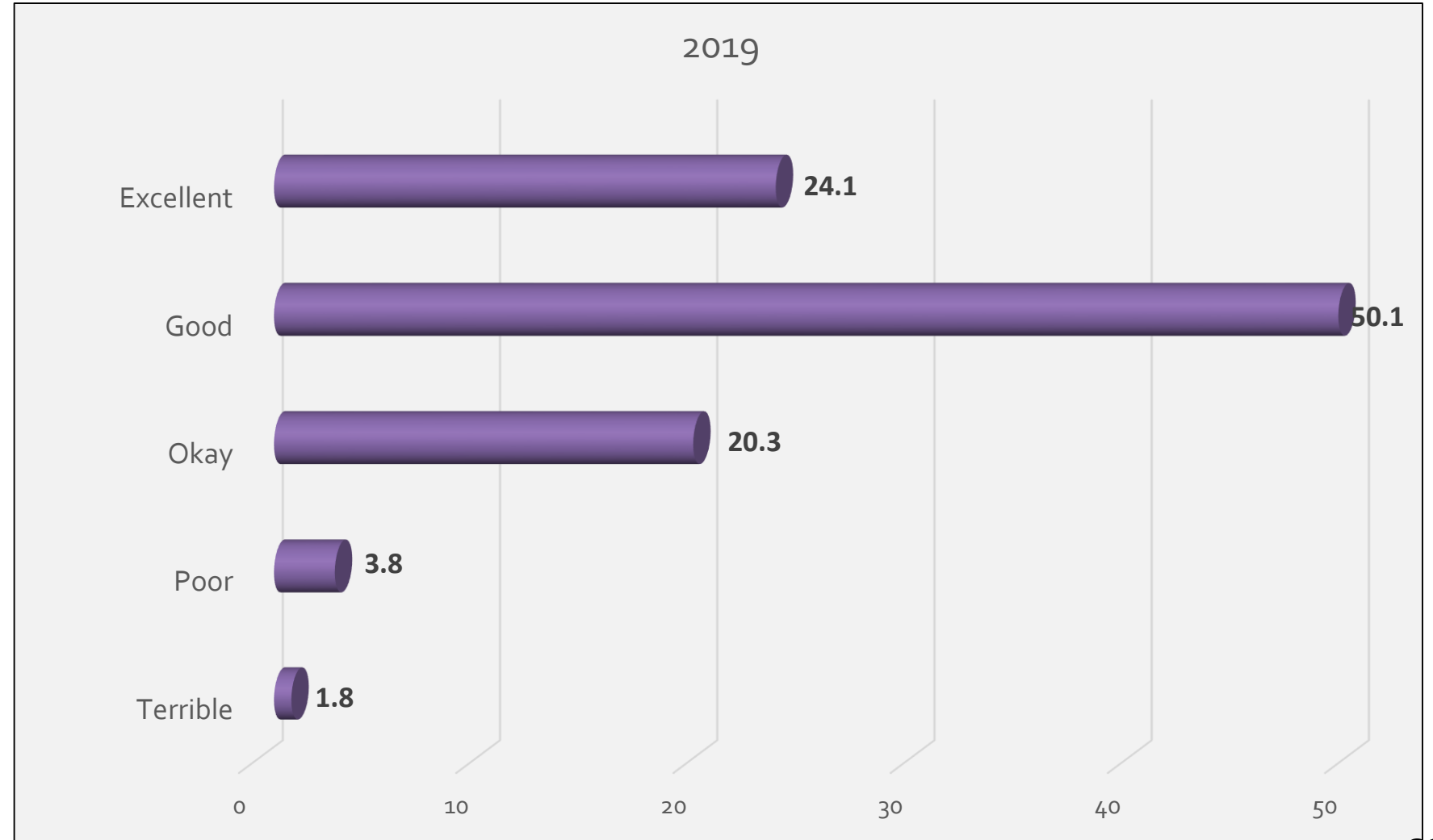
Who is satisfied?

The 75+ age group are more likely to rate good or excellent 86%.

Who is dissatisfied?

The 18-24 age group are more likely to rate the services and facilities as terrible 16%.

No comparative statement from 2017

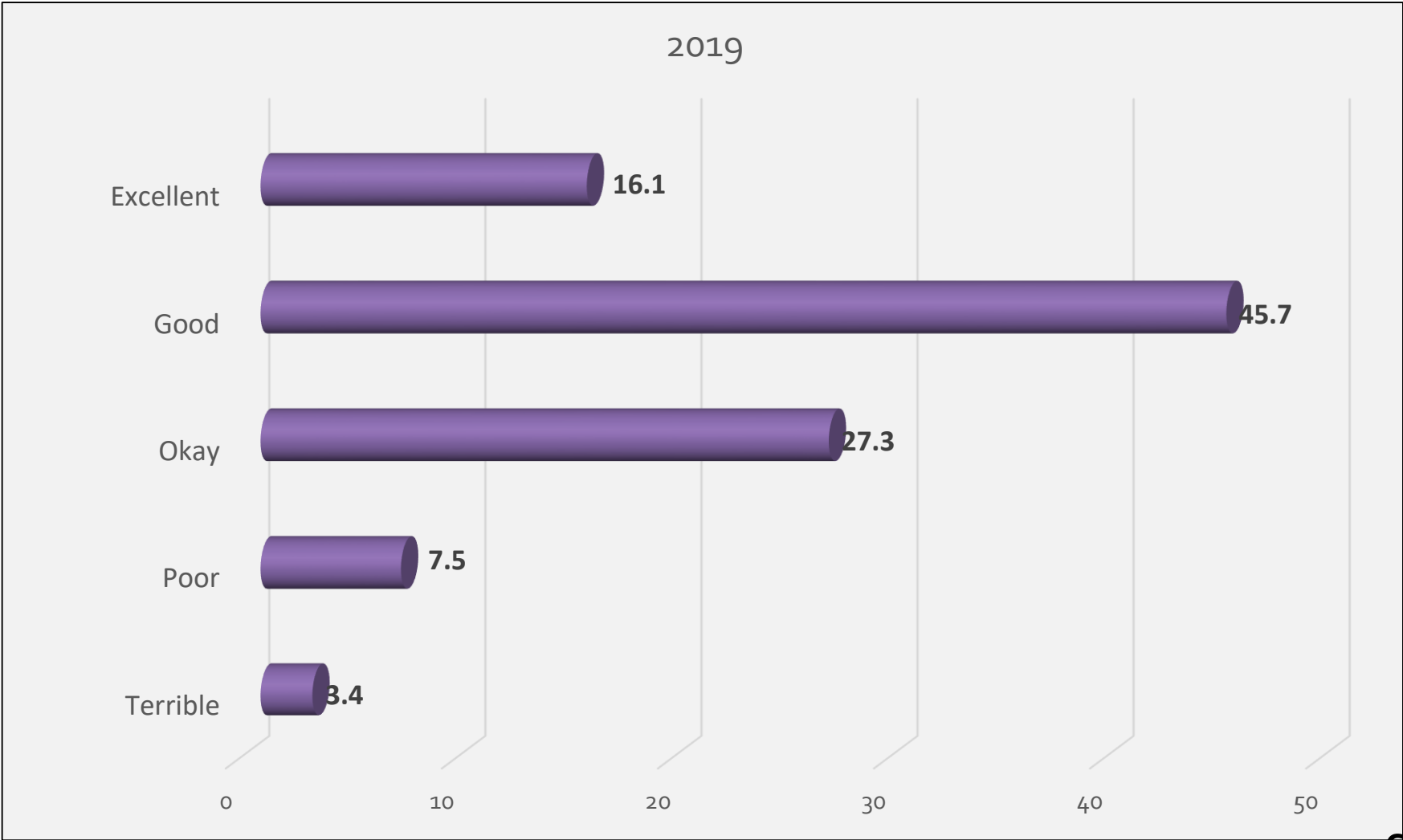


The Town of Claremont's leadership on Community issues

- 16.7% rated Excellent
- 61.8% overall performance
- rated Excellent or Good
- 10.9% rated Poor or Terrible)

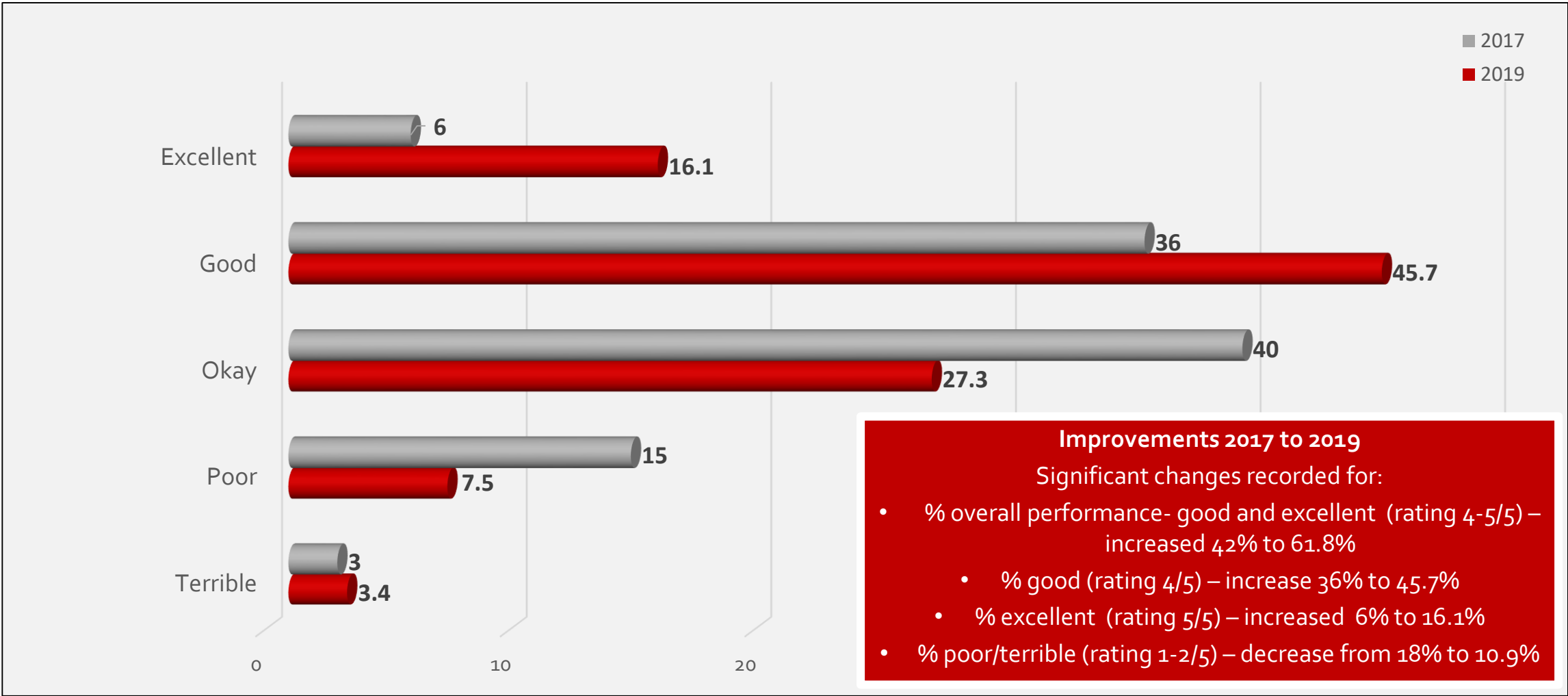
Who is satisfied?
The 75+ age group are more likely to rate good or excellent 74%

Who is dissatisfied?
No particular groups



Q2. How would you rate the Town of Claremont on ... the Town's leadership on Community issues? (n= 727; 122 missing; effective n= 447)

The Town of Claremont's leadership on Community issues 2017 and 2019



Q2. How would you rate the Town of Claremont on ... the Town's leadership on Community issues? (2019 n= 727; 122 missing; effective n= 447. 2017 n = 449 *statement read Council's leadership within the community)

Performance of the Town of Claremont on the ease of communicating with the Town

- 22.8% rated Excellent
- 67.1% overall rated Excellent or Good)
- 8.8% rated Poor or Terrible)

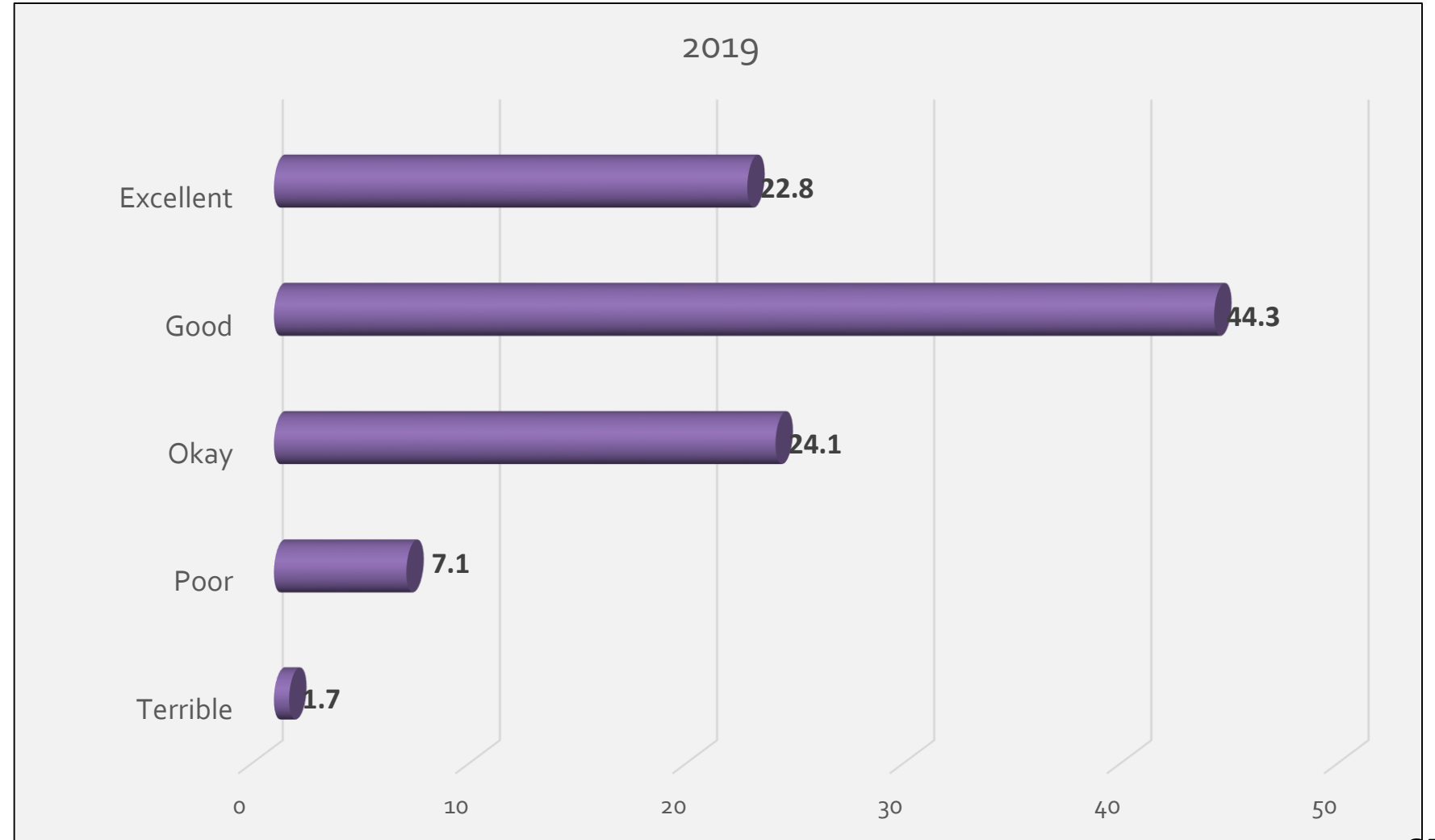
Who is satisfied?

No particular groups

Who is dissatisfied?

No particular groups

No comparative statement 2017



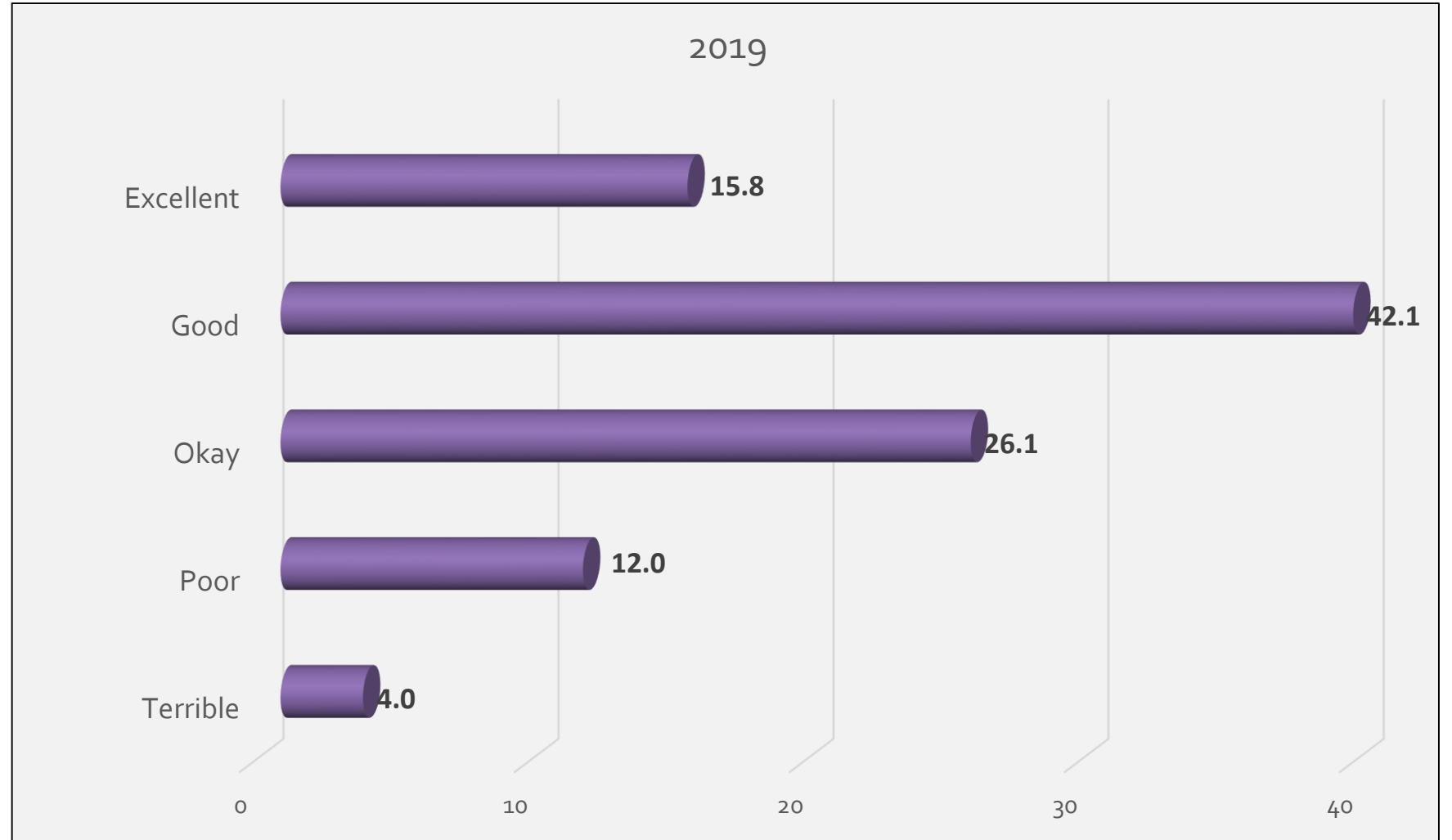
Performance of the Town of Claremont in developing and communicating a clear vision for the area

- 15.8% rated Excellent
- 57.9% overall rated Excellent or Good
- 16.0% rated Poor or Terrible

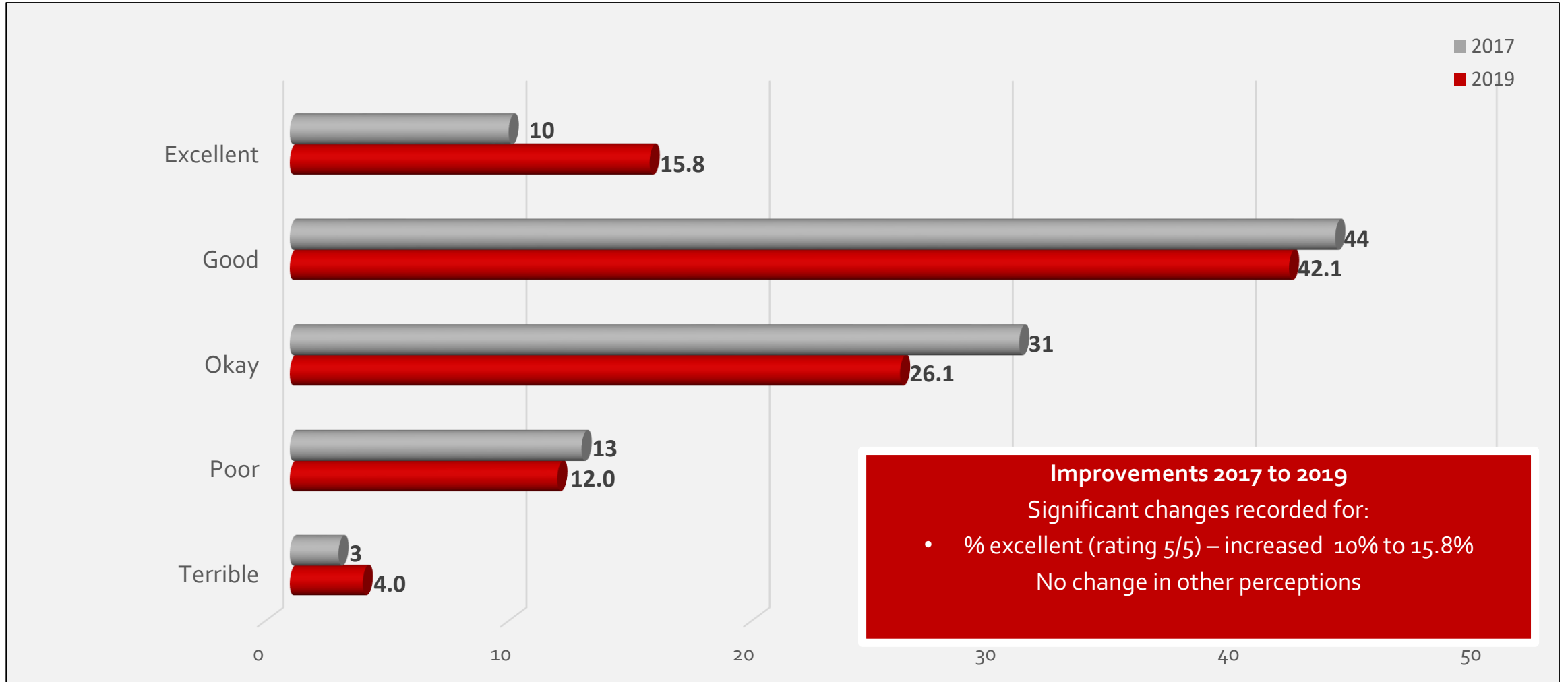
Who is satisfied?

Home owners are less likely to rate the Town as excellent than renters 13%, 29%. Home owners are also more likely to rate the Town as poor 14%

Who is dissatisfied?
No particular groups



The performance of the Town of Claremont developing and communicating a clear vision for the area 2017 and 2019

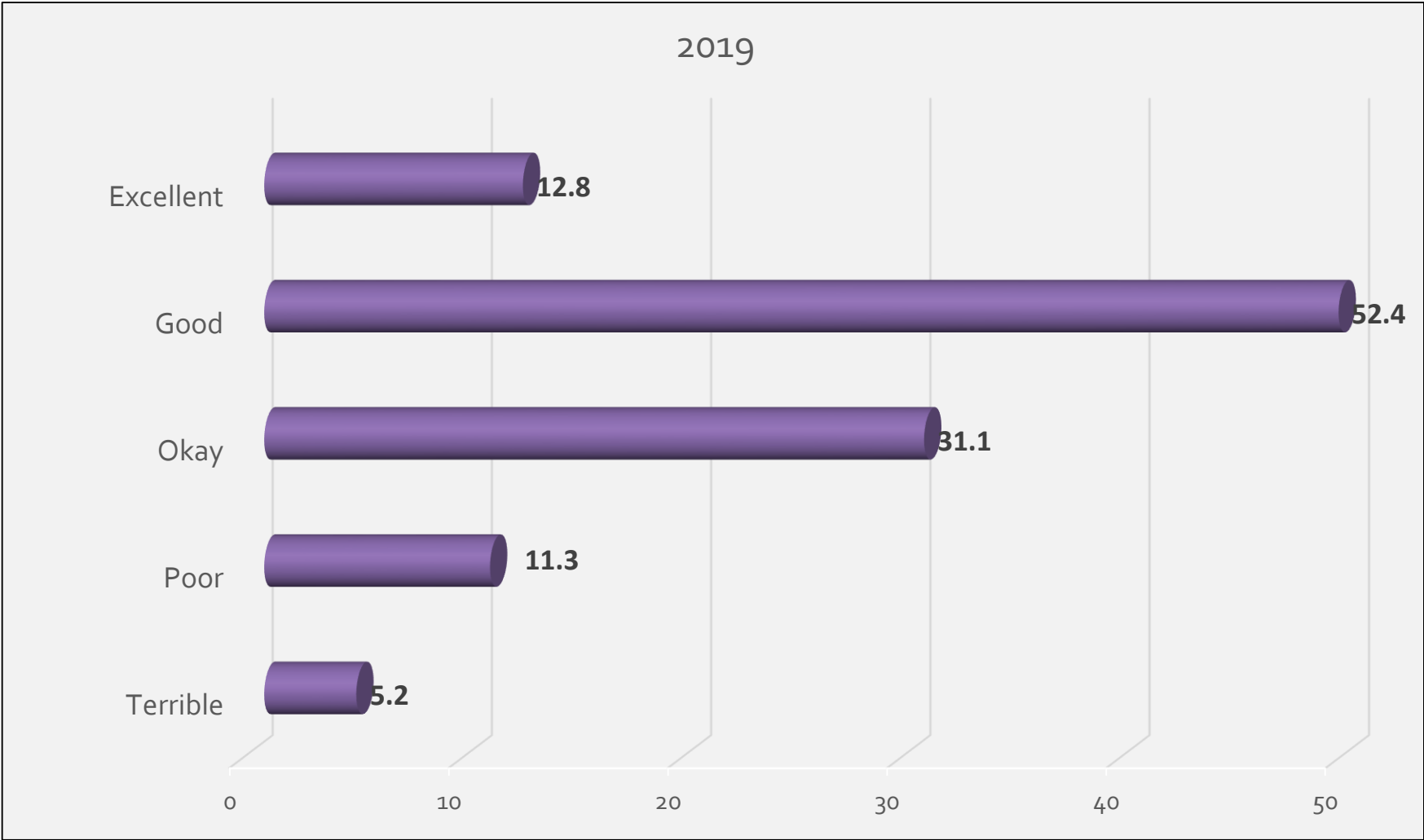


Performance of the Town of Claremont in understanding community needs

- 12.8% rated Excellent
- 52.4% overall rated Excellent or Good
- 16.5% rated Poor or Terrible

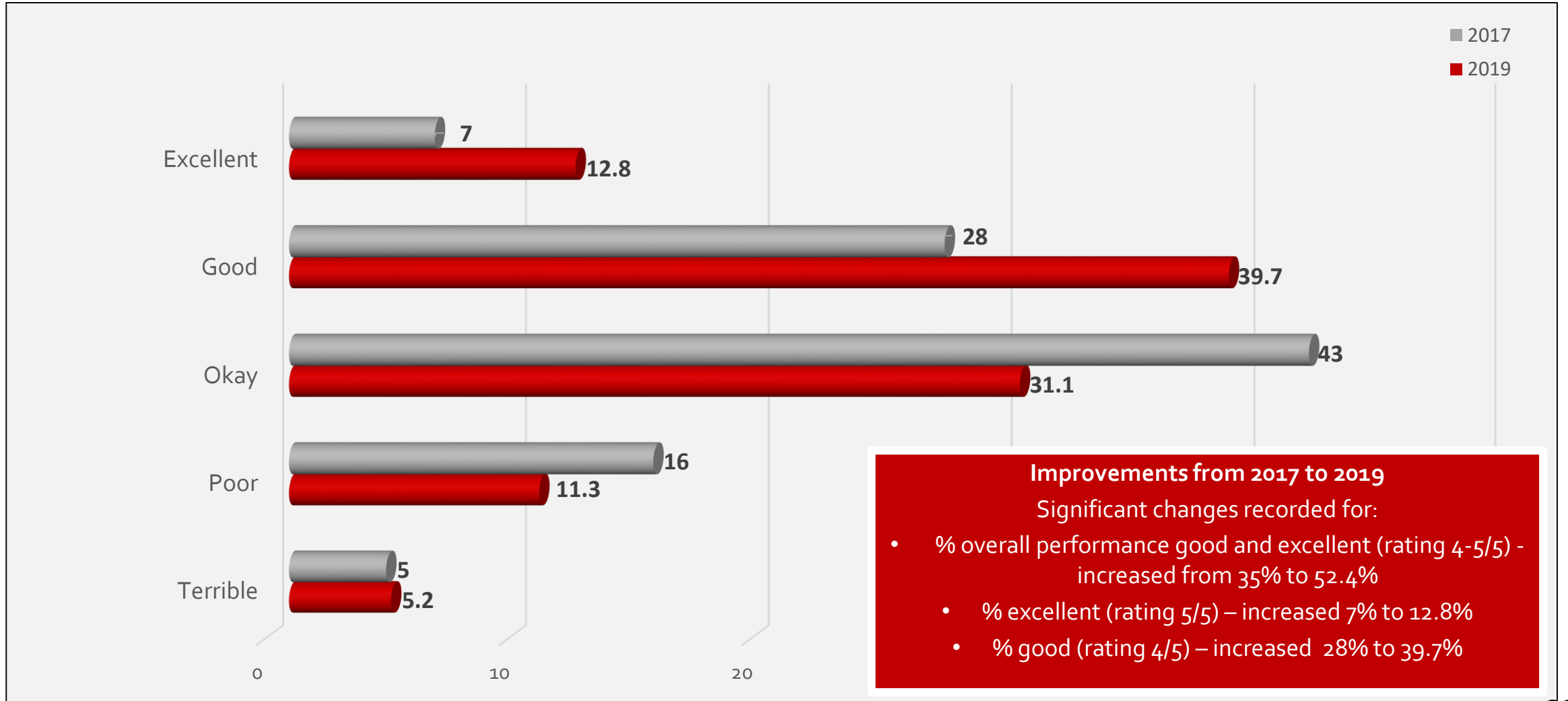
Who is satisfied?
No particular groups

Who is dissatisfied?
No particular groups



Q2. How would you rate the Town of Claremont on ... the Town's understanding of community needs? (2019 n= 750; 99 missing; effective n= 473. 2017 n = 577)

Performance of the Town of Claremont in understanding community needs 2017 to 2019



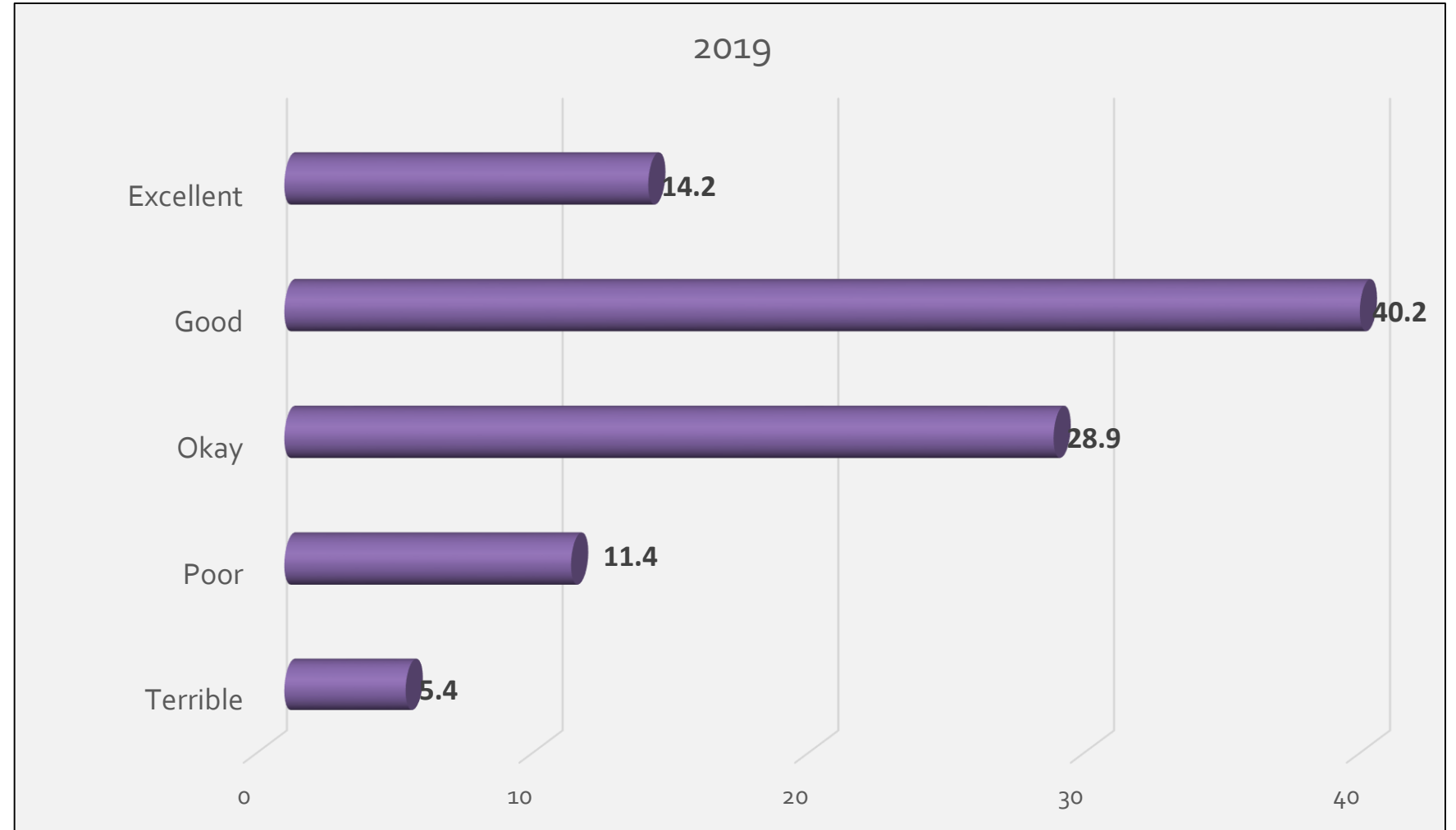
Performance of the Town of Claremont in making decisions that are in the best interest of the community as a whole

- 14.2% rated Excellent
- 54.4% overall rated Excellent or Good
- 16.8% rated Poor or Terrible

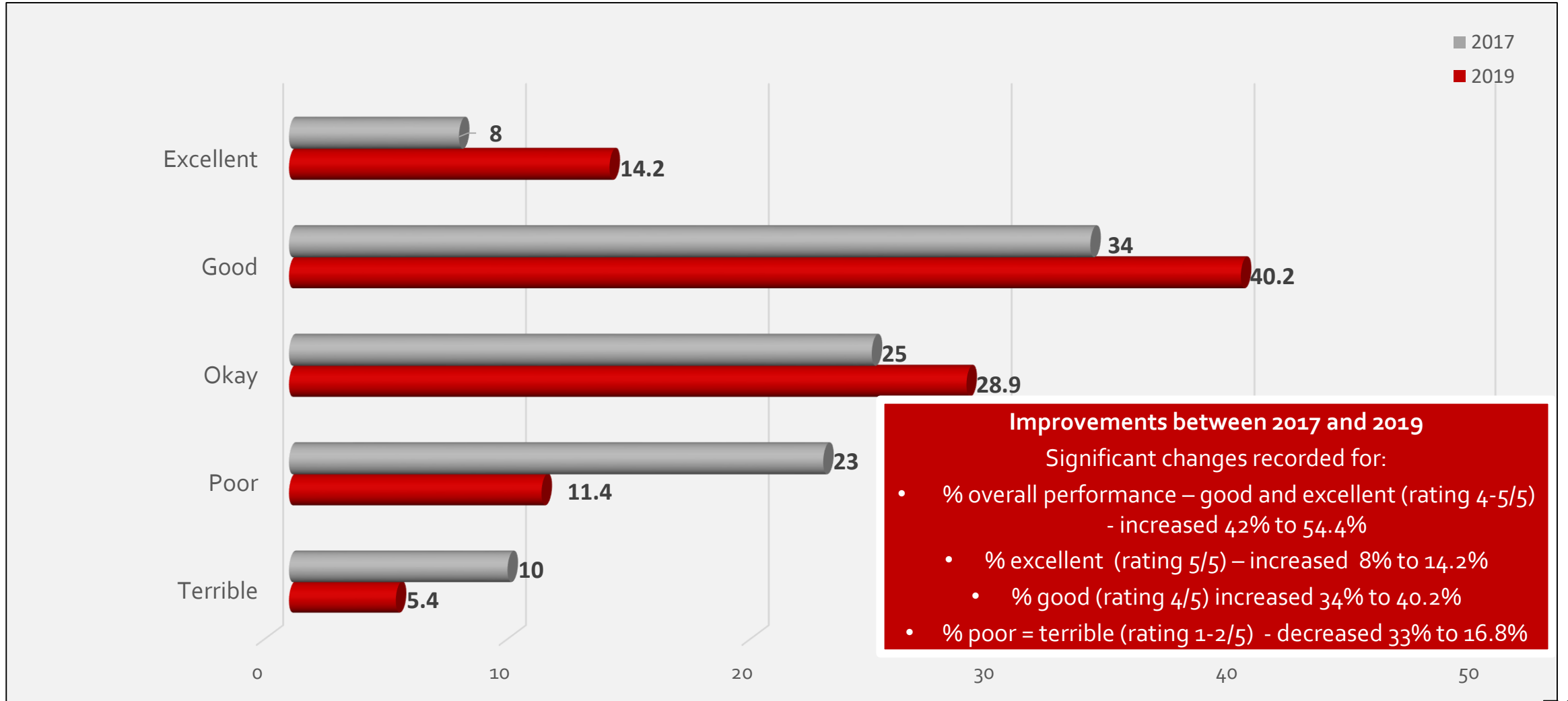
Who is satisfied?

The 75+ age group are more likely to say the performance was good 48%.

Who is dissatisfied?
No particular groups



Performance of the Town of Claremont in making decisions that are in the best interest of the community as a whole 2017 to 2019



The performance of the Town of Claremont in explaining the reasons for its decisions and how residents' issues have been taken into account

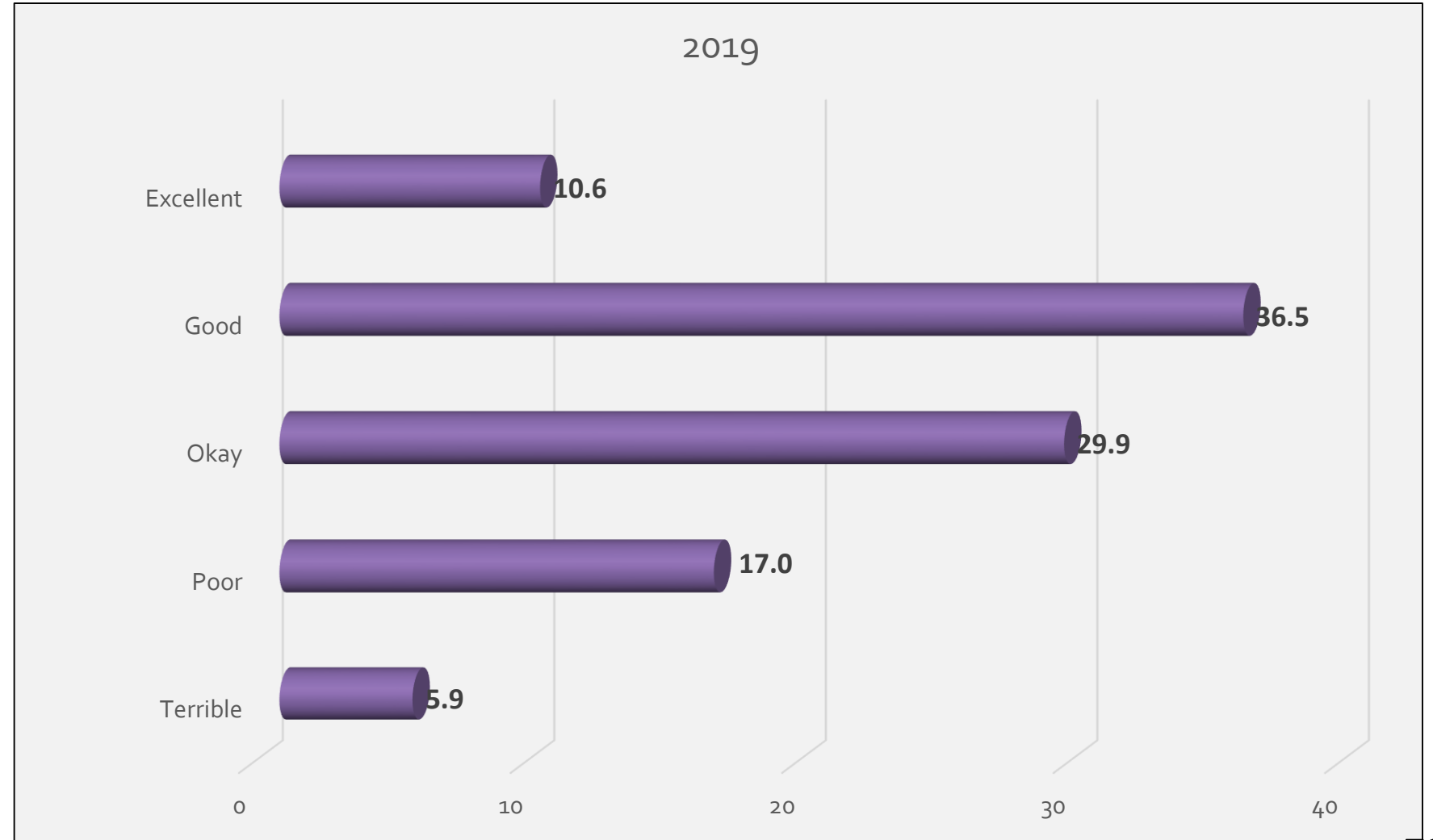
- 10.6% rated Excellent
- 47.2% overall rated Excellent or Good
- 22.9% rating Poor or Terrible

Who is satisfied?

No particular groups

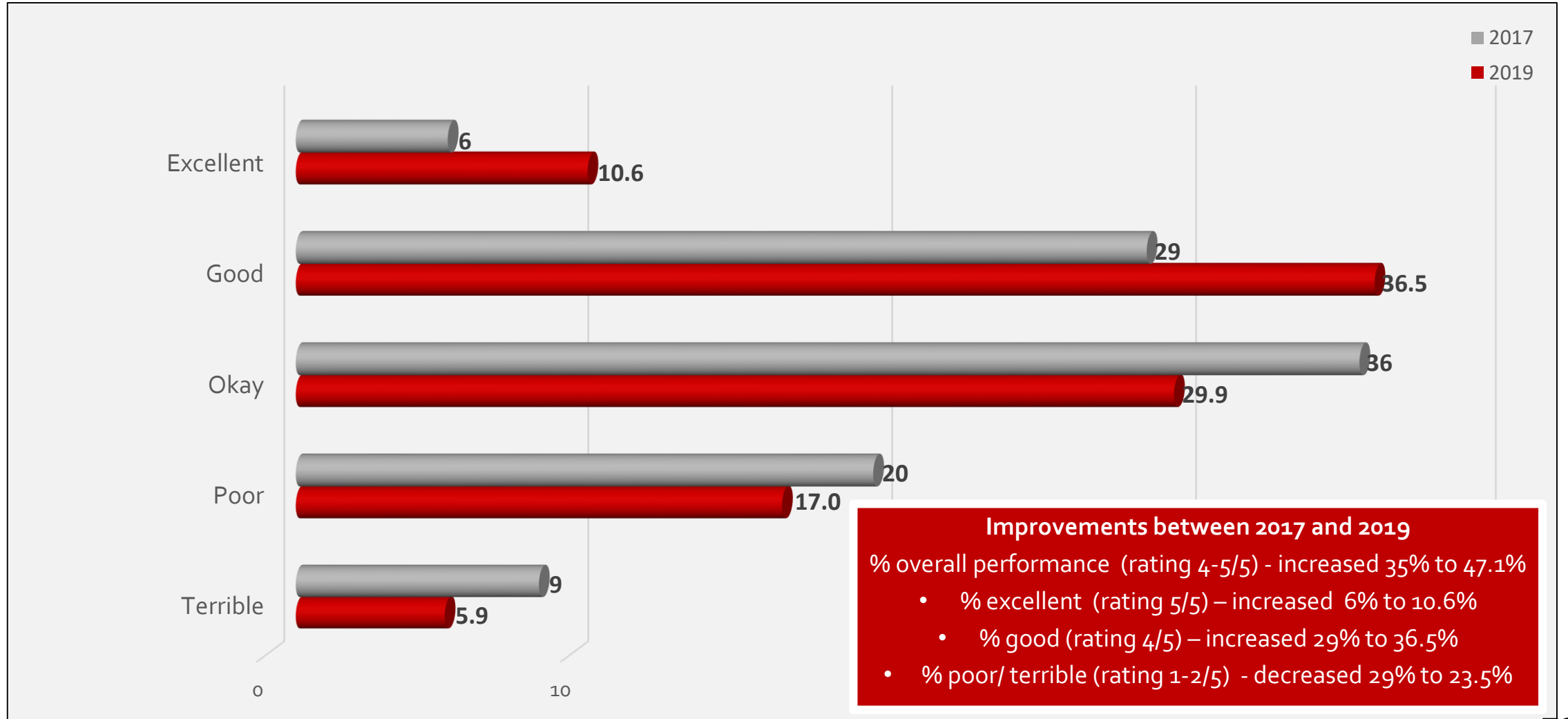
Who is dissatisfied?

No particular groups



The performance of the Town of Claremont in explaining the reasons for its decisions and how residents' issues have been taken into account

2017 to 2019



The performance of the Town of Claremont in supporting economic growth and sustainability in the Claremont town centre

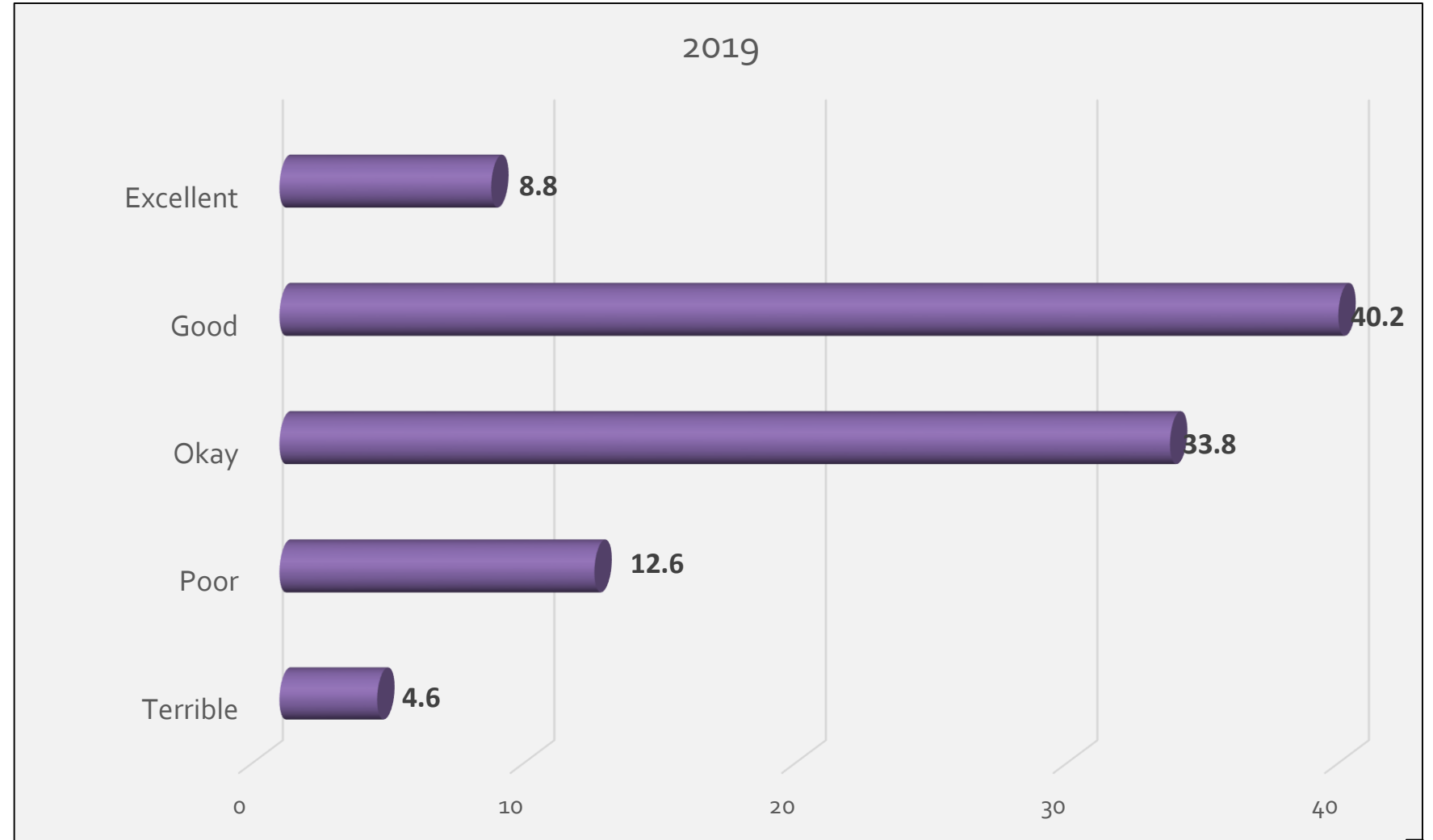
- 8.8% rated Excellent
- 49.1% overall rated Excellent or Good
- 17.2% rated Poor or Terrible

Who is satisfied?

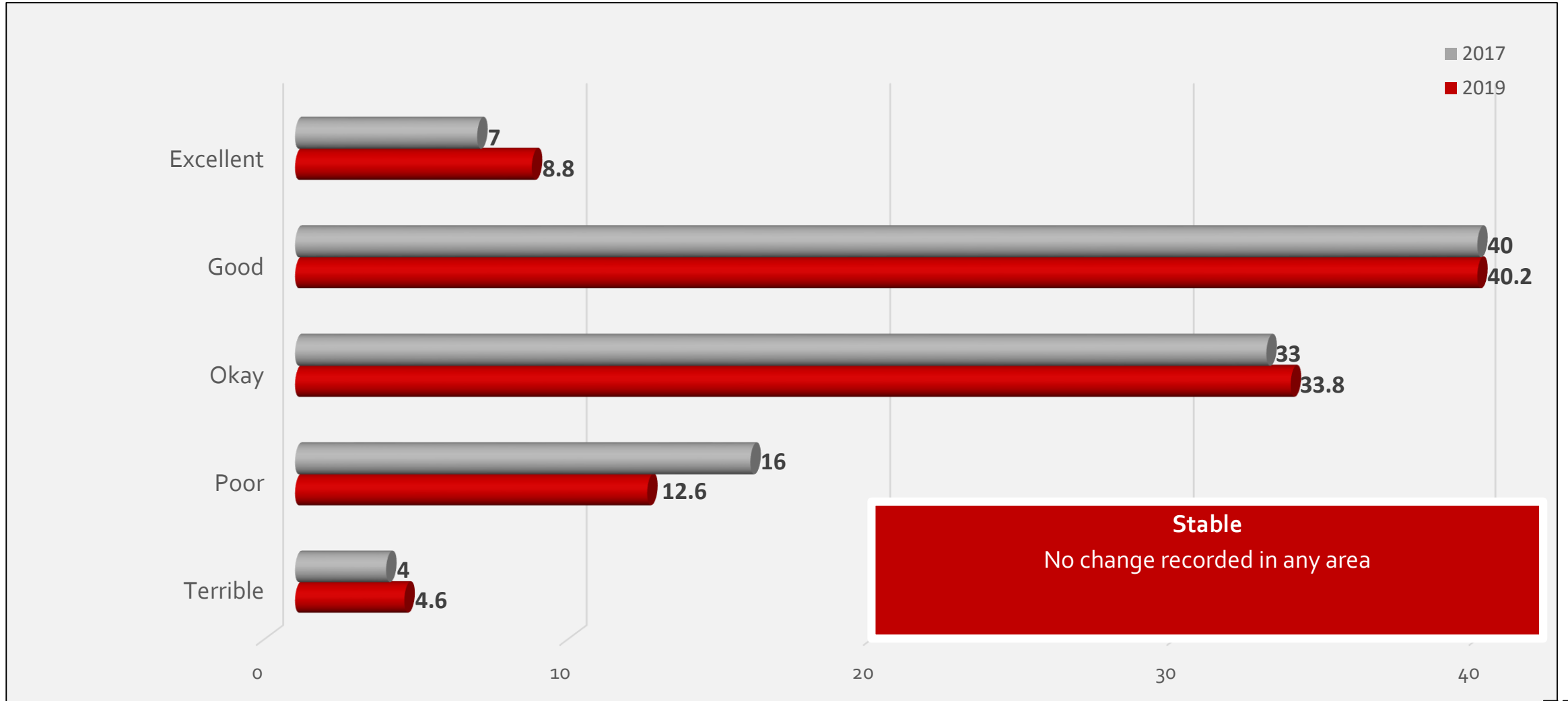
No particular groups

Who is dissatisfied?

No particular groups



Performance of the Town of Claremont in supporting economic growth and sustainability in the Claremont town centre 2017 to 2019



Performance of the Town of Claremont's weekly rubbish collections

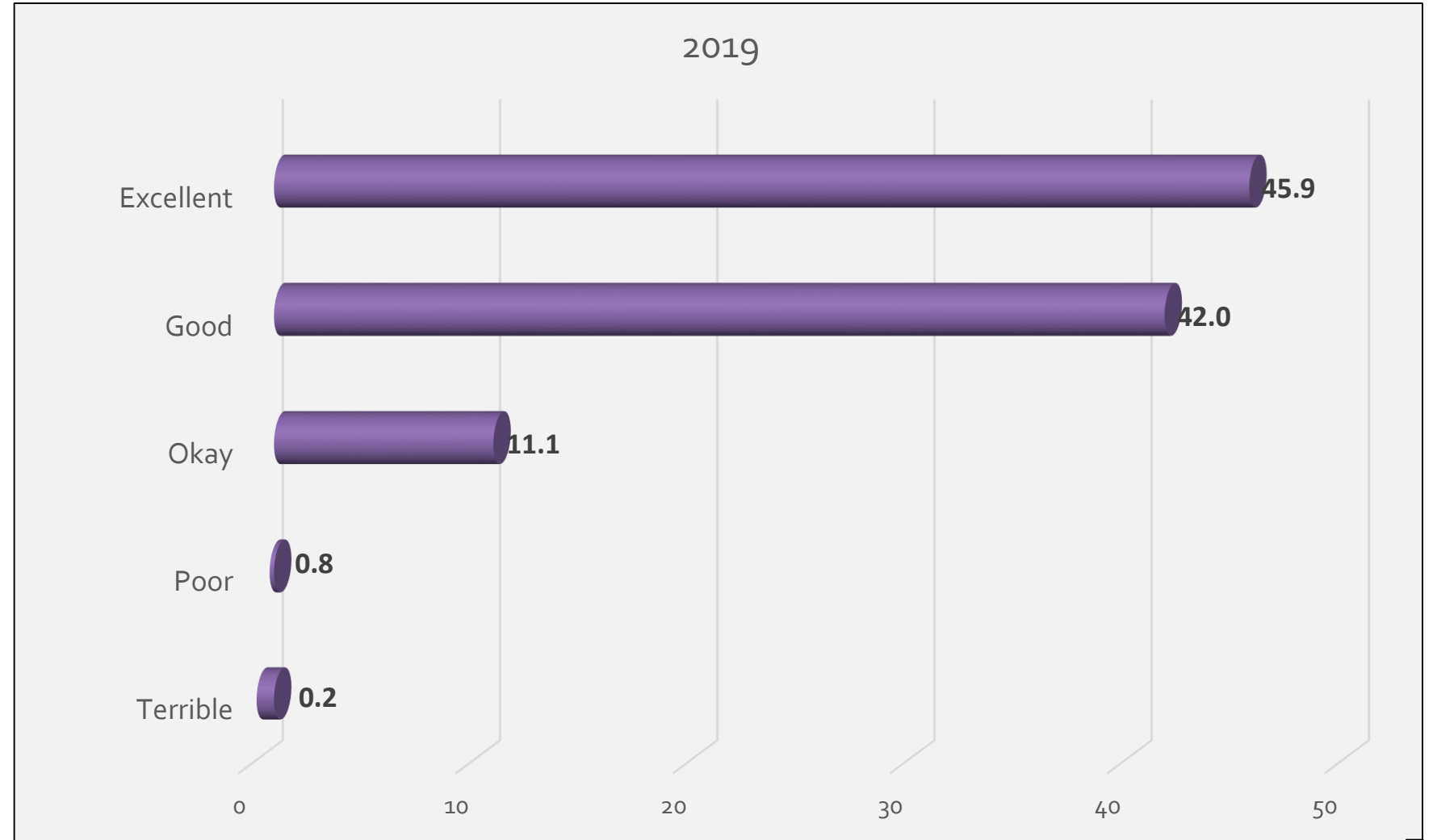
- 45.9% rated Excellent
- 87.9% overall rating Excellent or Good
- 1.0% rated Poor or Terrible)

Who is satisfied?

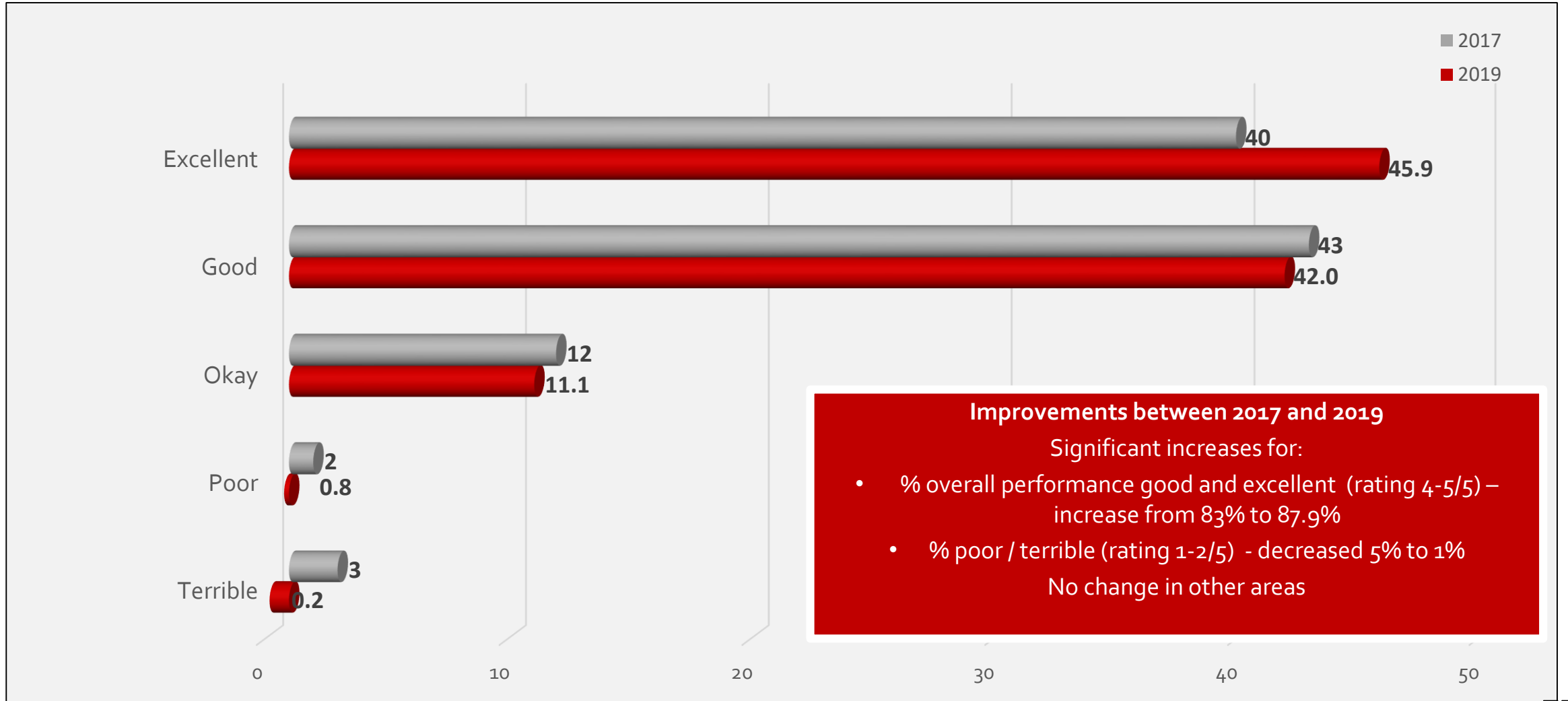
The South ward are more likely to rate the performance as excellent 54%. The North ward are less likely to rate the performance as excellent 43%.

Who is dissatisfied?

The 18-24 age group are more likely to say poor 9%



Performance of the Town of Claremont's weekly rubbish collections 2017 to 2019



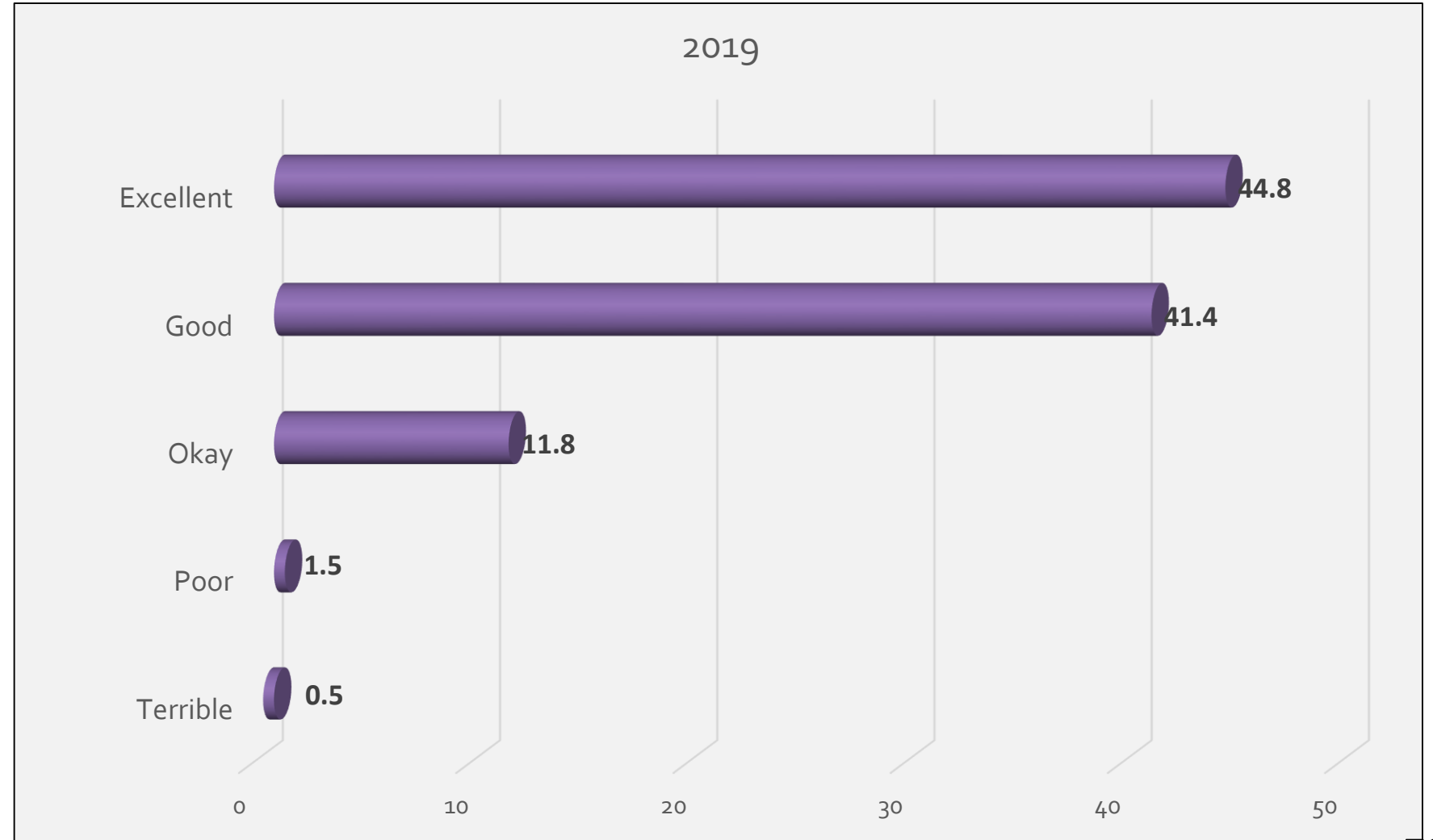
Performance of the Town of Claremont's fortnightly recycling collections

- 44.8% rating Excellent
- 86.2% overall rated Excellent or Good
- 2.0% rated Poor or Terrible

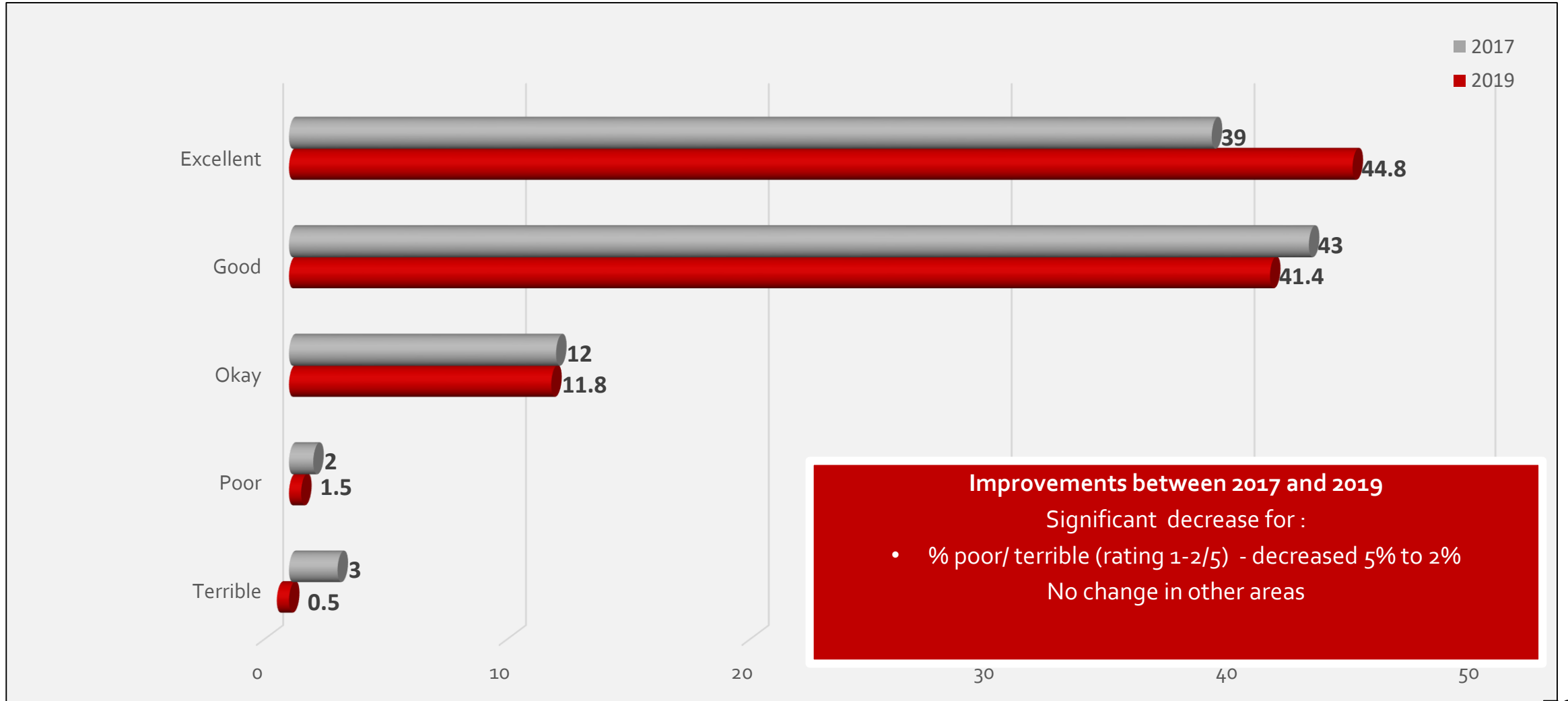
Who is satisfied?

The South ward are more likely to rate the collections as excellent 53%. The North ward are less likely to rate the collections as excellent 42%.

Who is dissatisfied?
No particular groups



The performance of the Town of Claremont's fortnightly recycling collections 2017 to 2019



The performance of the Town of Claremont's verge-side bulk rubbish collections for green waste

- 37.2% rated Excellent
- 78.8% overall rated Excellent or Good
- 7.0% rated Poor or Terrible

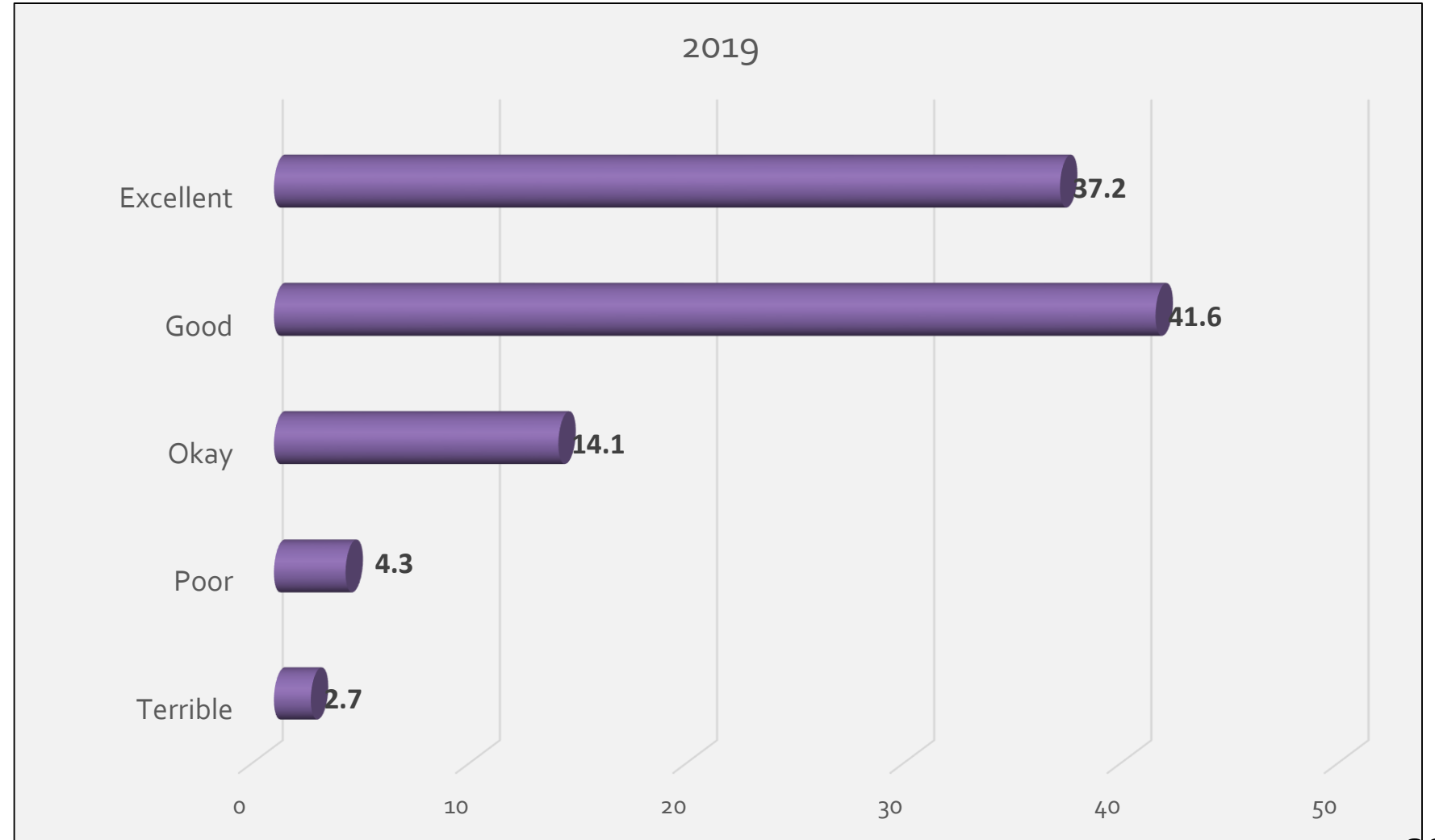
Who is satisfied?

No particular groups

Who is dissatisfied?

The 18-24 age group are more likely to rate the performance as terrible (30%)

No comparative statement 2017

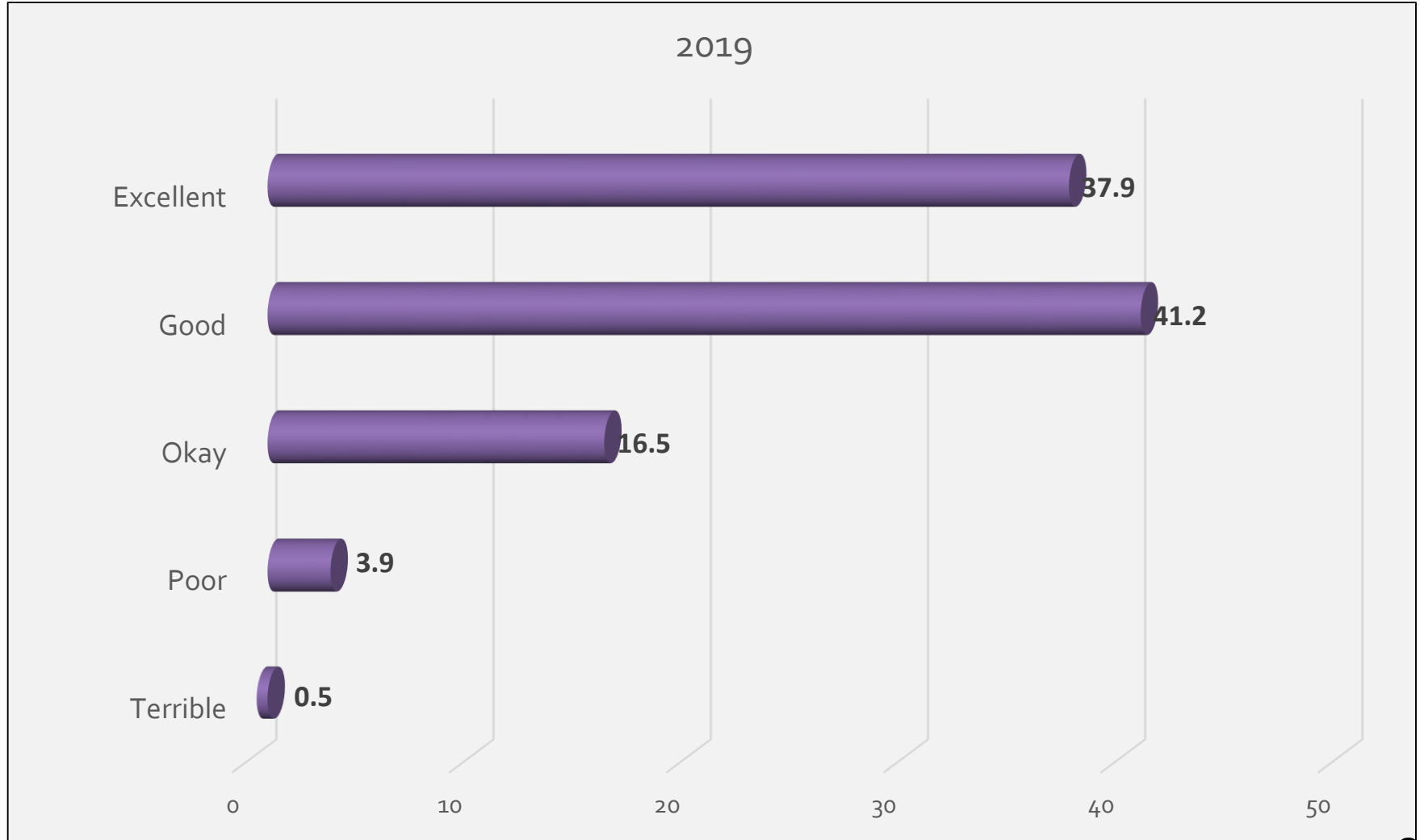


Performance of the Town of Claremont's verge-side bulk rubbish collections for bulk waste

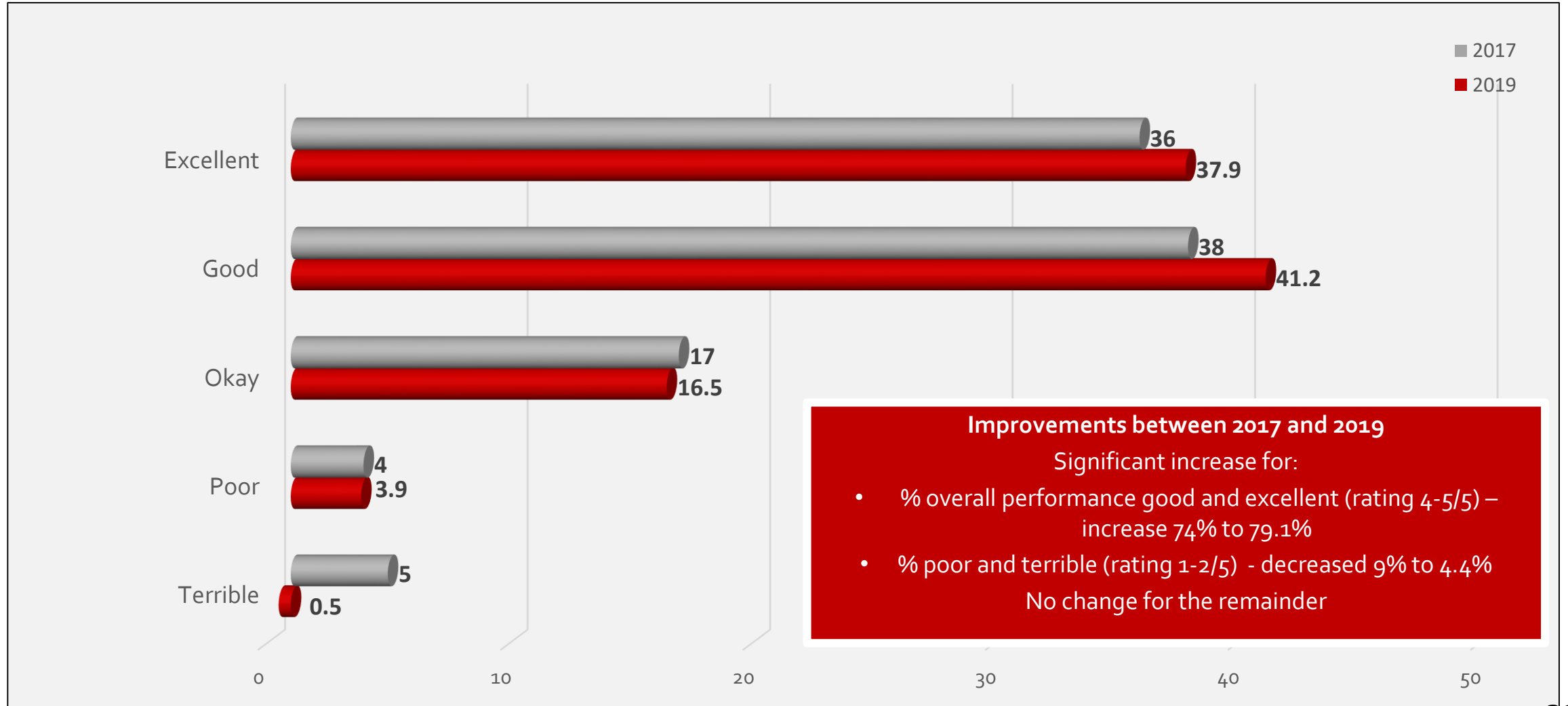
- 37.9% rated Excellent
- 79.1% overall rated Excellent or Good
- 4.4% rated Poor or Terrible

Who is satisfied?
No particular groups

Who is dissatisfied?
No particular groups

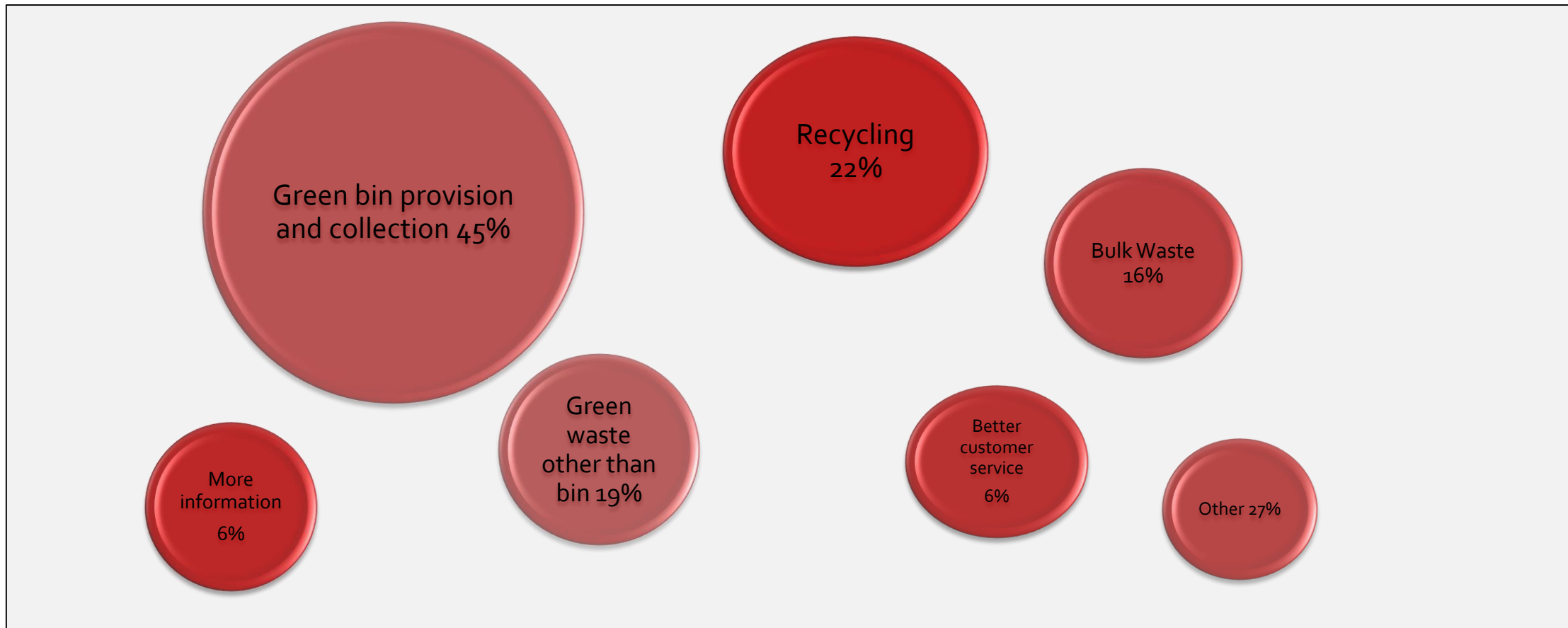


Performance of the Town of Claremont's verge-side bulk rubbish collections for bulk waste 2017 to 2019



Comments regarding waste services collection

363 comments were made about waste collection. They fell into the following categories ...



Comments regarding waste services collection

Topic/Issue	%	Topic/Issue	%
Green Waste Bin – provision of (32%), Collected fortnightly (11%), looking forward to new bin/implemented earlier (6%)	45%	Happy with the service	4%
Recycling – able recycle food or compostable waste (5%), recycle other products batteries, glass, plastic (3%), confusion/people not following rules need to check (3%), pick up more often (4%), assurance being recycled not going into landfill (2%), do it better/recycle more/more technology (3%), more encouragement (2%)	22%	Need larger bins- all mentions	3%
Green Waste – bulk more frequent (10%), continue with existing collection (4%), better scheduling Autumn/July/more even (2%), waste bags more frequent/expensive/hard to use (2%)	19%	Street sweeping- more often/improved	3%
Bulk Waste – more frequent (7%), maintain don't decrease (2%), issue for apartments (2%), left out too long/eyesore/need regulation (2%), other residents/scavengers dump waste (2%), items left don't know why (1%)	16%	Verge collections - more, maintain non specific	2%
Better customer service – not drop bins/not helpful/not always emptied 100%/start too early	6%	Better coordination – combined services/plan with residents/consistent	2%
More info – collection dates/changes (4%), impact/new resident area (2%)	6%	Other	9%
Other system change suggestions – skip bin, more tip passes, keep bins to a minimum	4%	Don't know	5%

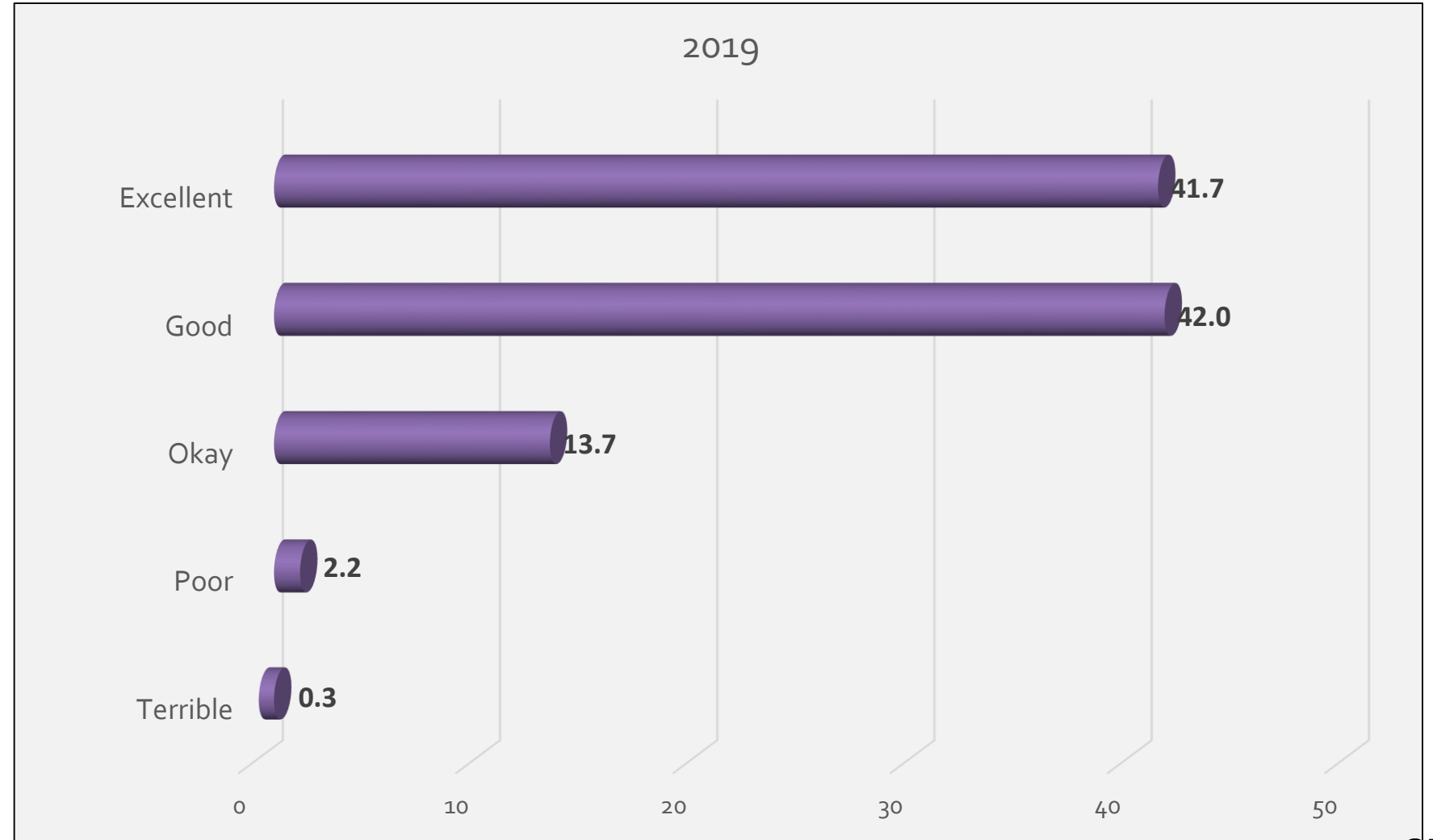
Performance of the Town of Claremont's conservation and management of Lake Claremont

- 41.7% rated Excellent
- 83.7% overall rated Excellent or Good
- 2.5% rated Poor or Terrible

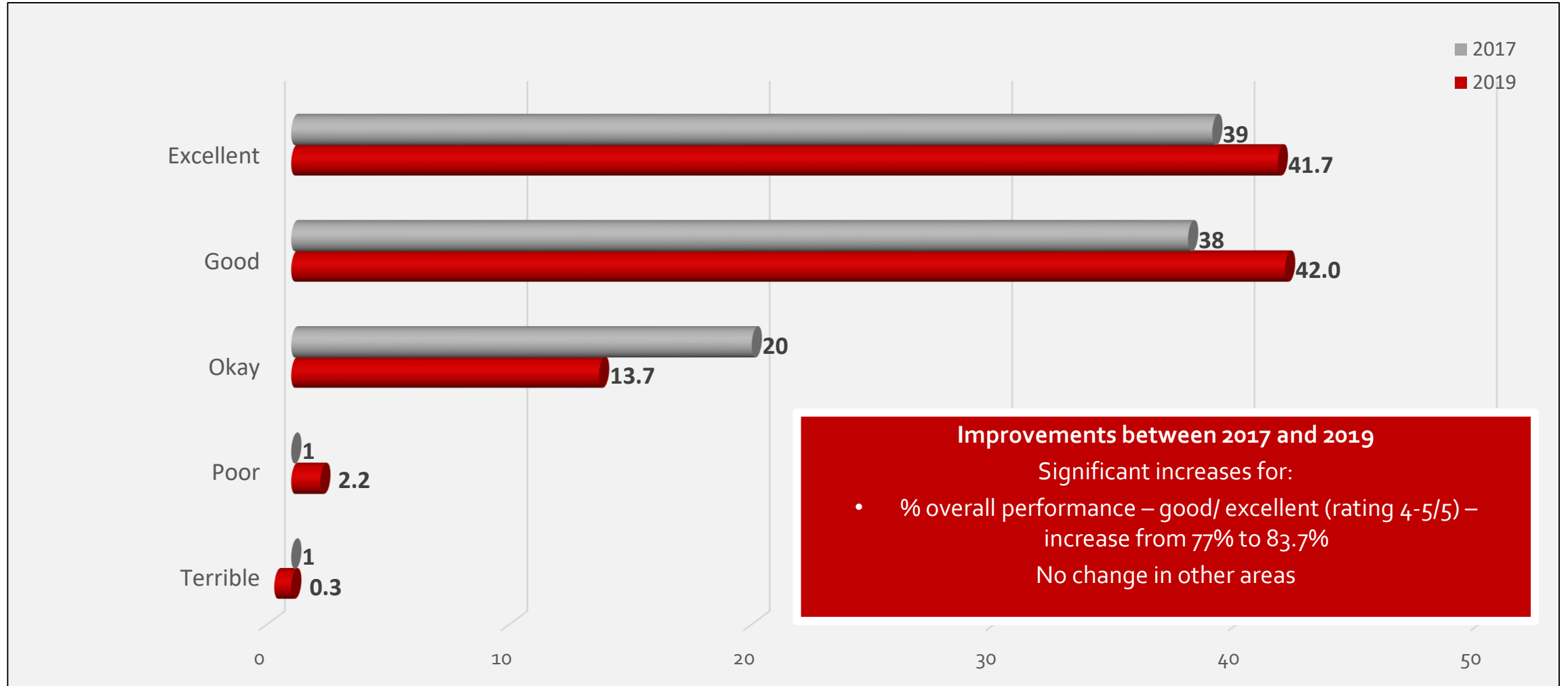
Who is satisfied?

The North ward are more likely to rate performance as excellent (44%) . The South ward are less likely to rate performance as excellent (33%) Those born overseas are more likely to say good 54%

Who is dissatisfied?
No particular groups



Performance the Town of Claremont's conservation and management of Lake Claremont 2017 to 2019



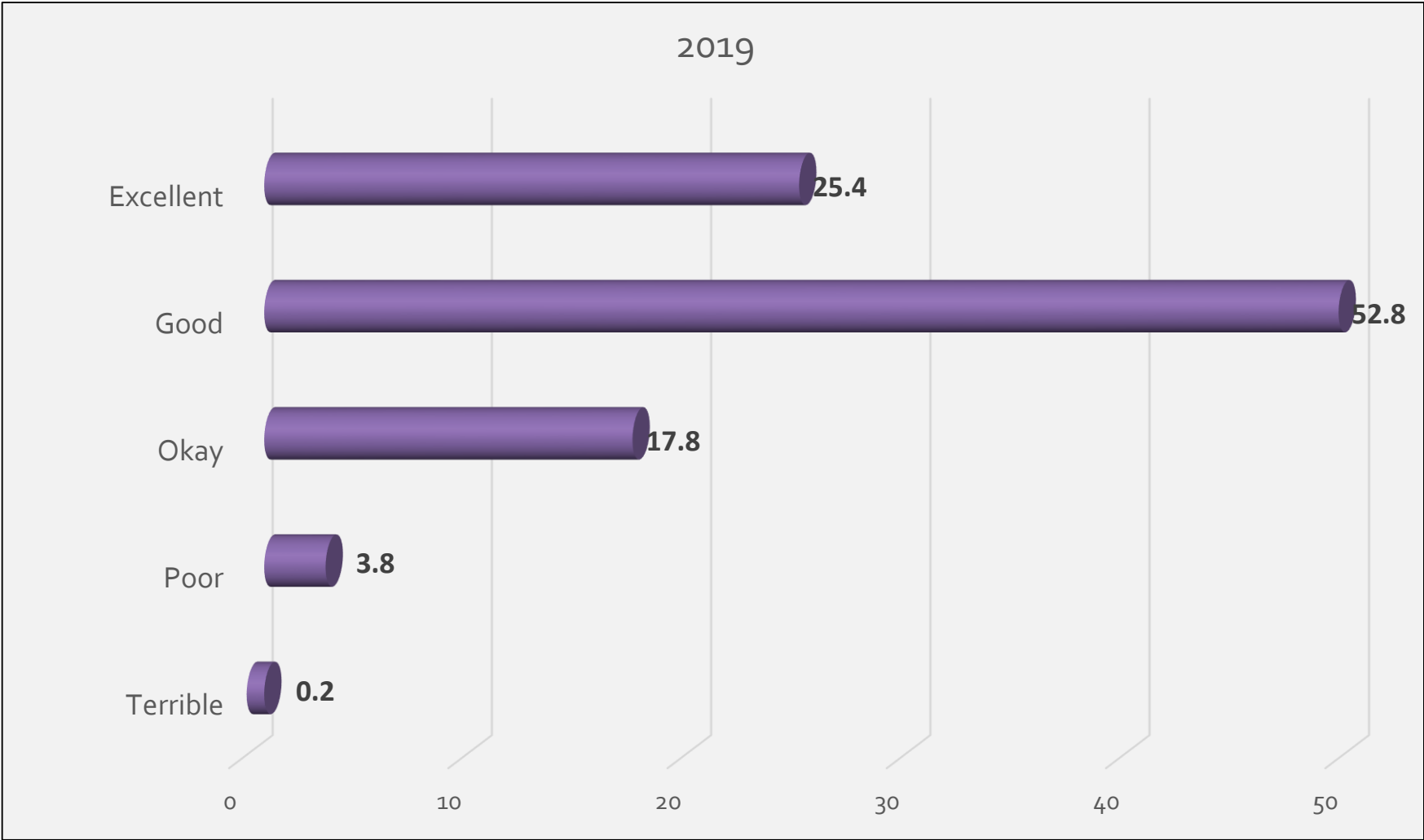
The Performance of the Town of Claremont's conservation and management of Claremont Foreshore

- 25.4% rated Excellent
- 78.2% overall rated Excellent or Good
- 4.0% rated Poor or Terrible

Who is satisfied?
No particular groups

Who is dissatisfied?
No particular groups

No comparative statement 2017



Q5. Please rate your satisfaction with ... conversation and management of Claremont Foreshore? (n= 654; 195 missing; effective = 391)

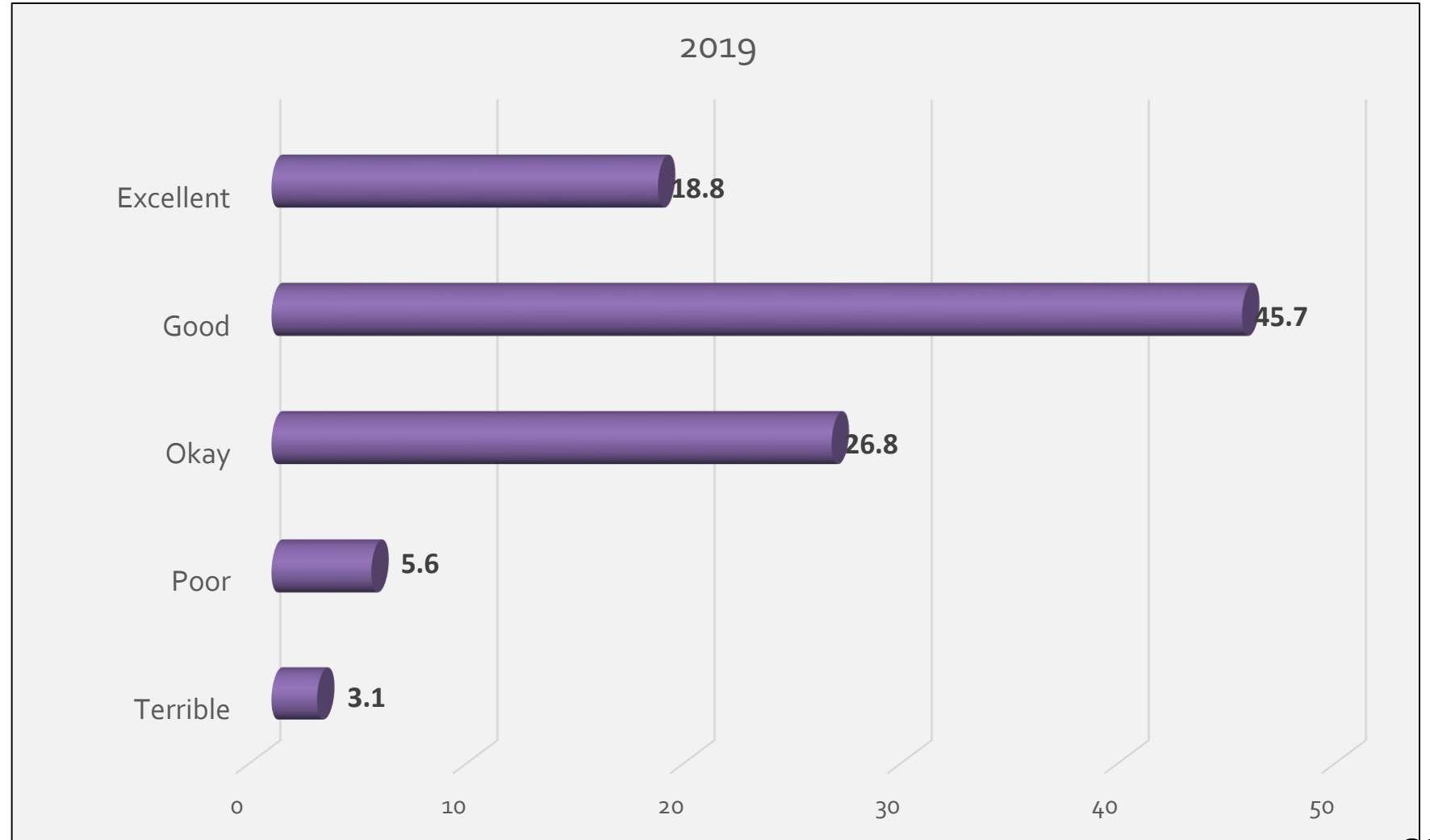
Performance of the Town of Claremont's management of food, health, noise and pollution issues

- 18.8% rated Excellent
- 64.5% overall rated Excellent or Good
- 8.7% rated Poor or Terrible

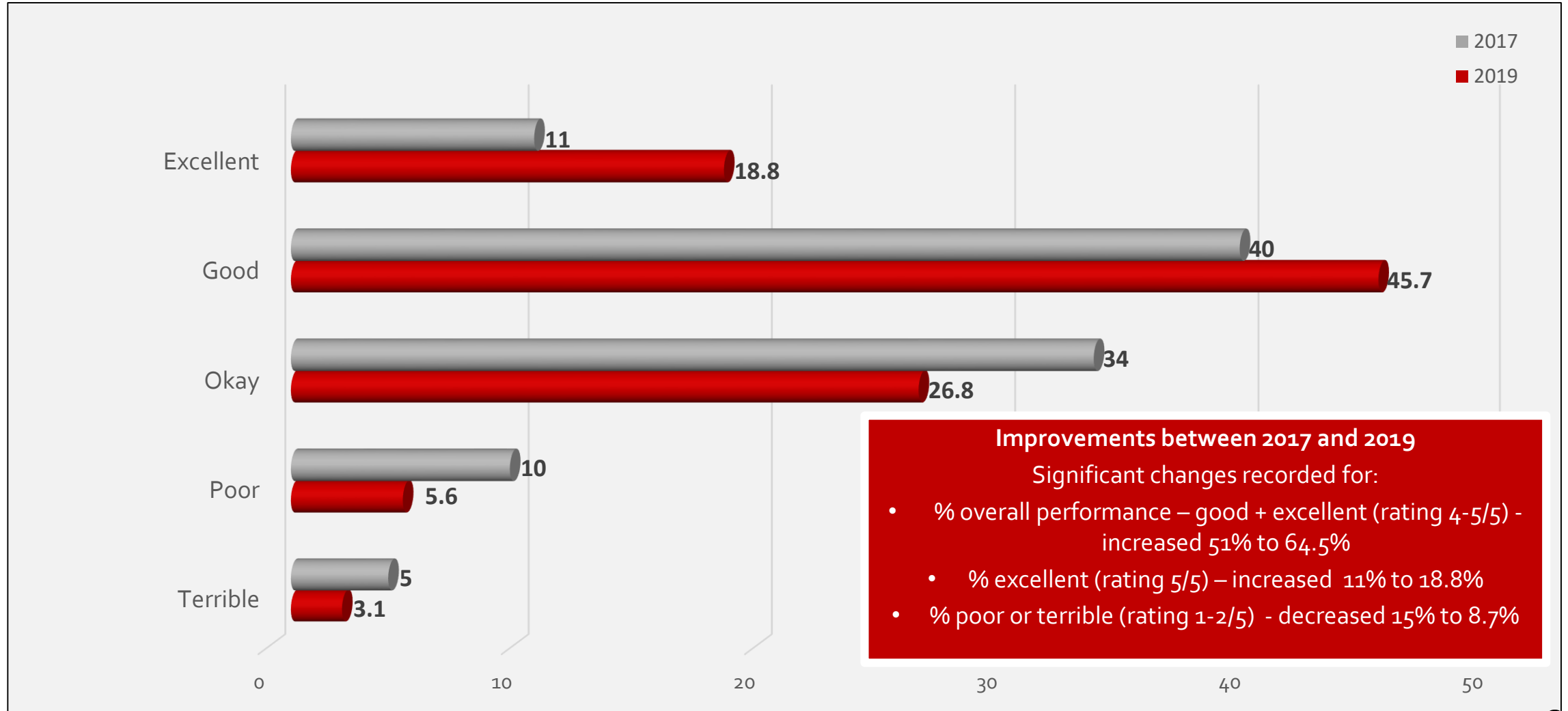
Who is satisfied?

The 25-34 age group are more likely to rate the performance as excellent (34%).
The 75+ age group are more likely to say good 61%.

Who is dissatisfied?
No particular groups



The performance of the Town of Claremont's management of food, health, noise and pollution issues 2017 to 2019



The performance of the Town of Claremont's animal and pest control

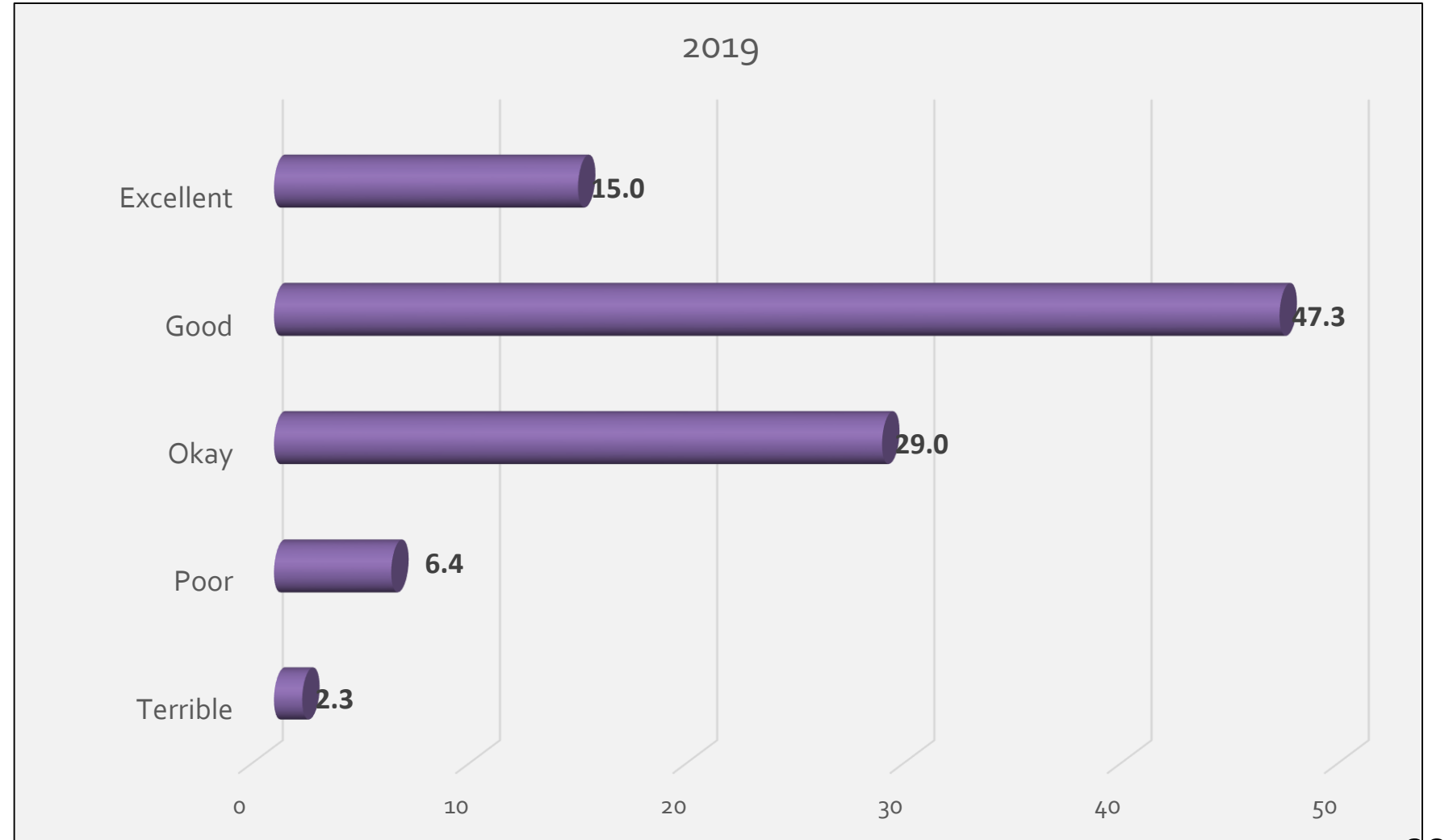
- 15.0% rated Excellent
- 62.3% overall rated Excellent or Good
- 8.7% rated Poor or Terrible

Who is satisfied?

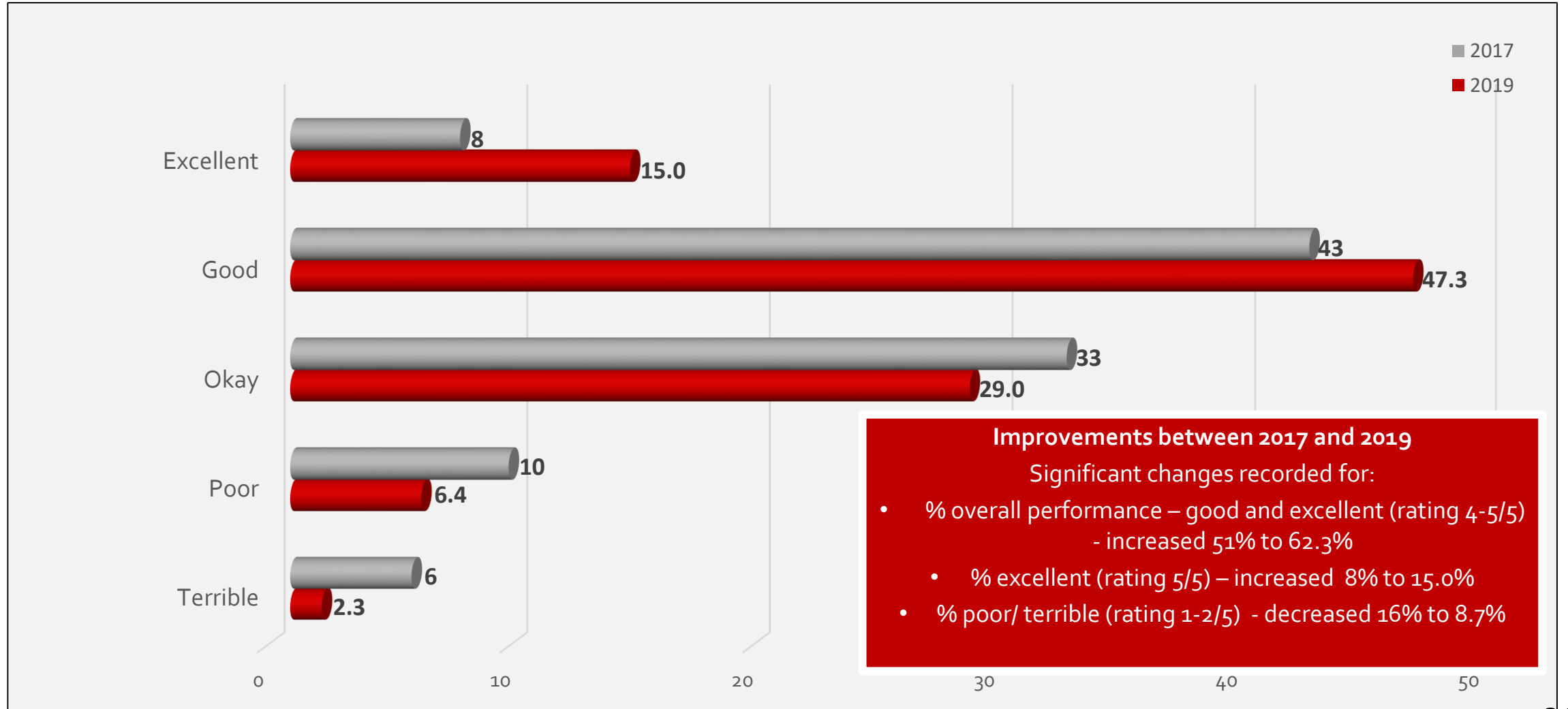
No particular groups

Who is dissatisfied?

Renters are more likely to say poor 8%.



Performance of the Town of Claremont's animal and pest control 2017 to 2019



Performance of the Town of Claremont's playgrounds

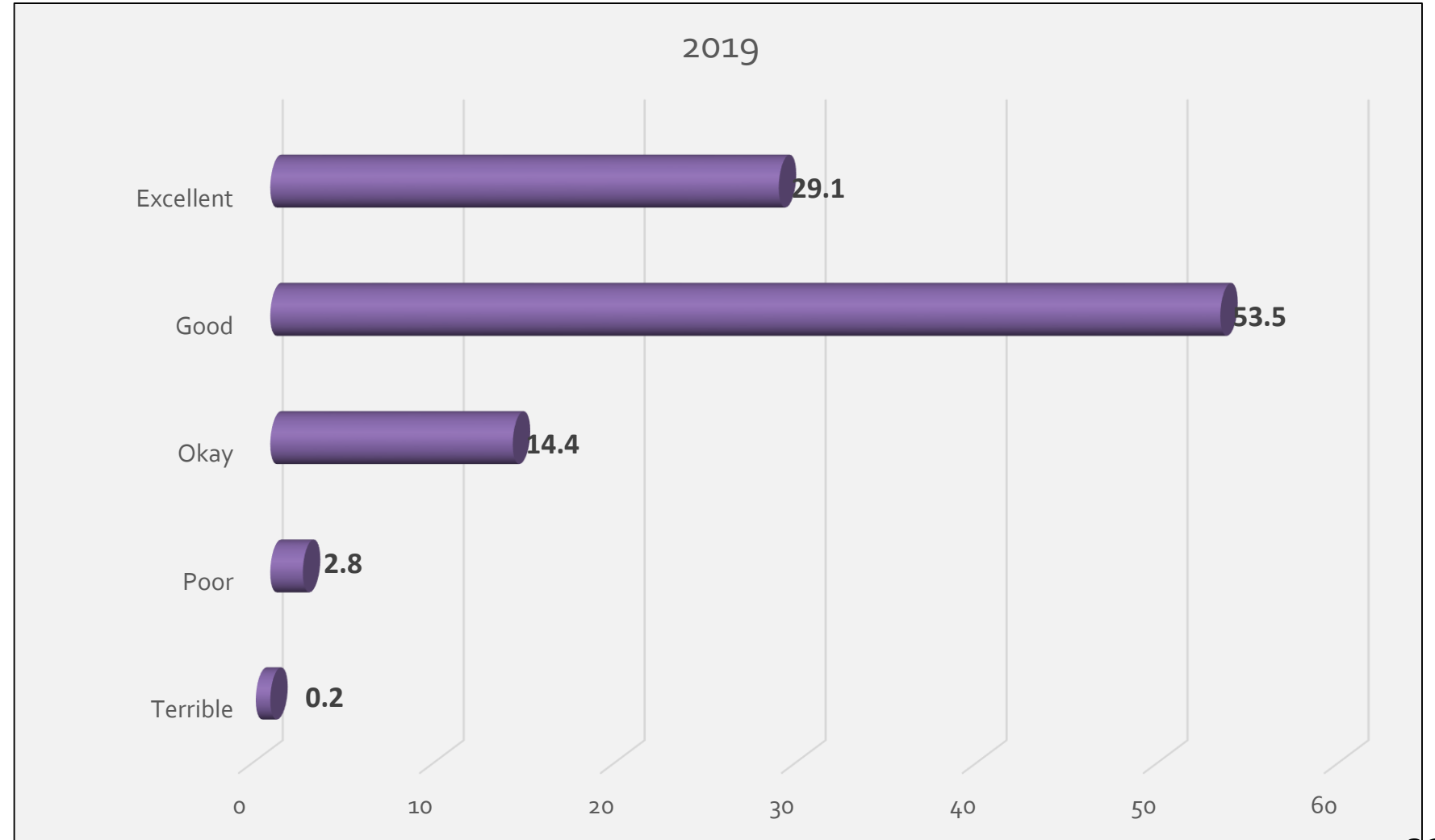
- 29.1% rated Excellent
- 82.6% overall rated Excellent or Good
- 3.0% rated Poor or Terrible

Who is satisfied?

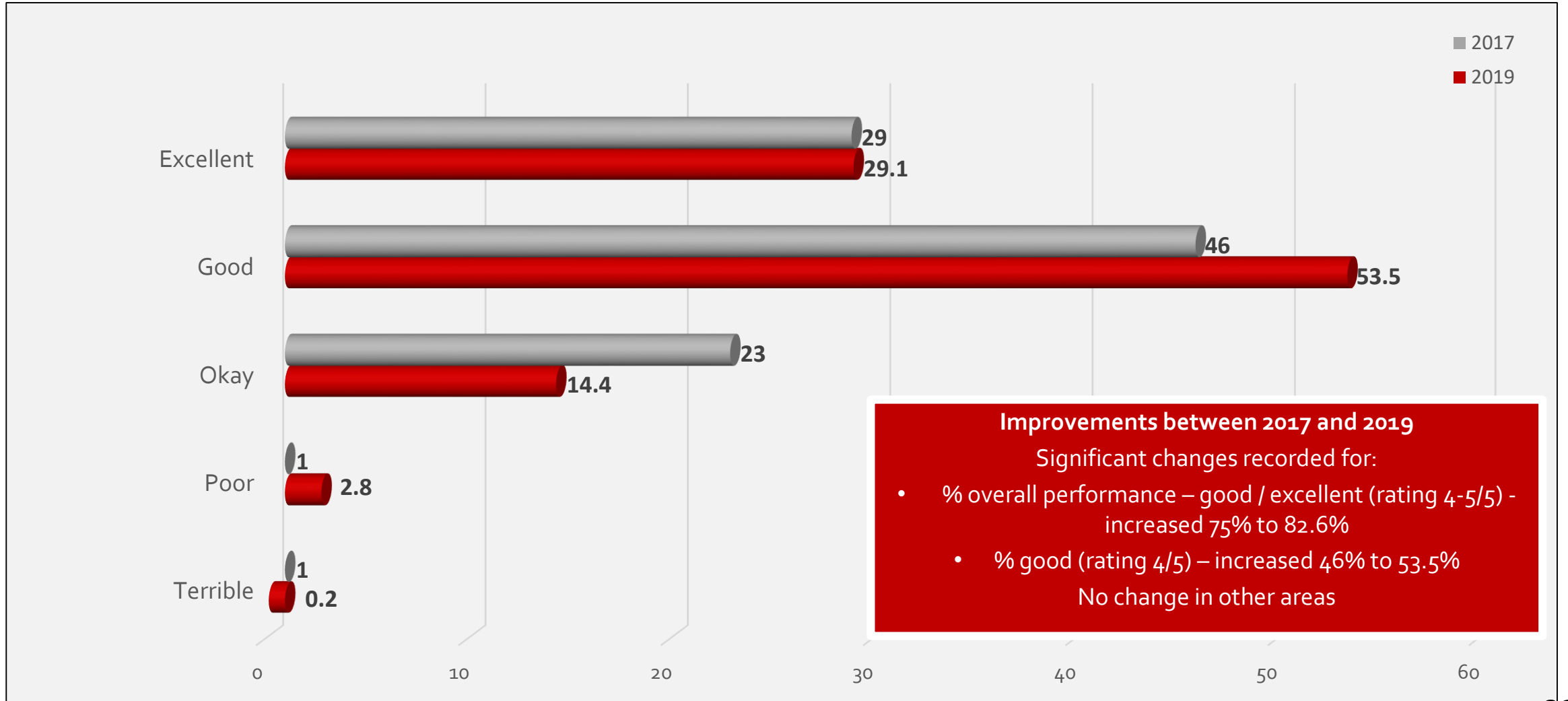
No particular groups

Who is dissatisfied?

No particular groups



Performance of the Town of Claremont's playgrounds * 2017 and 2019

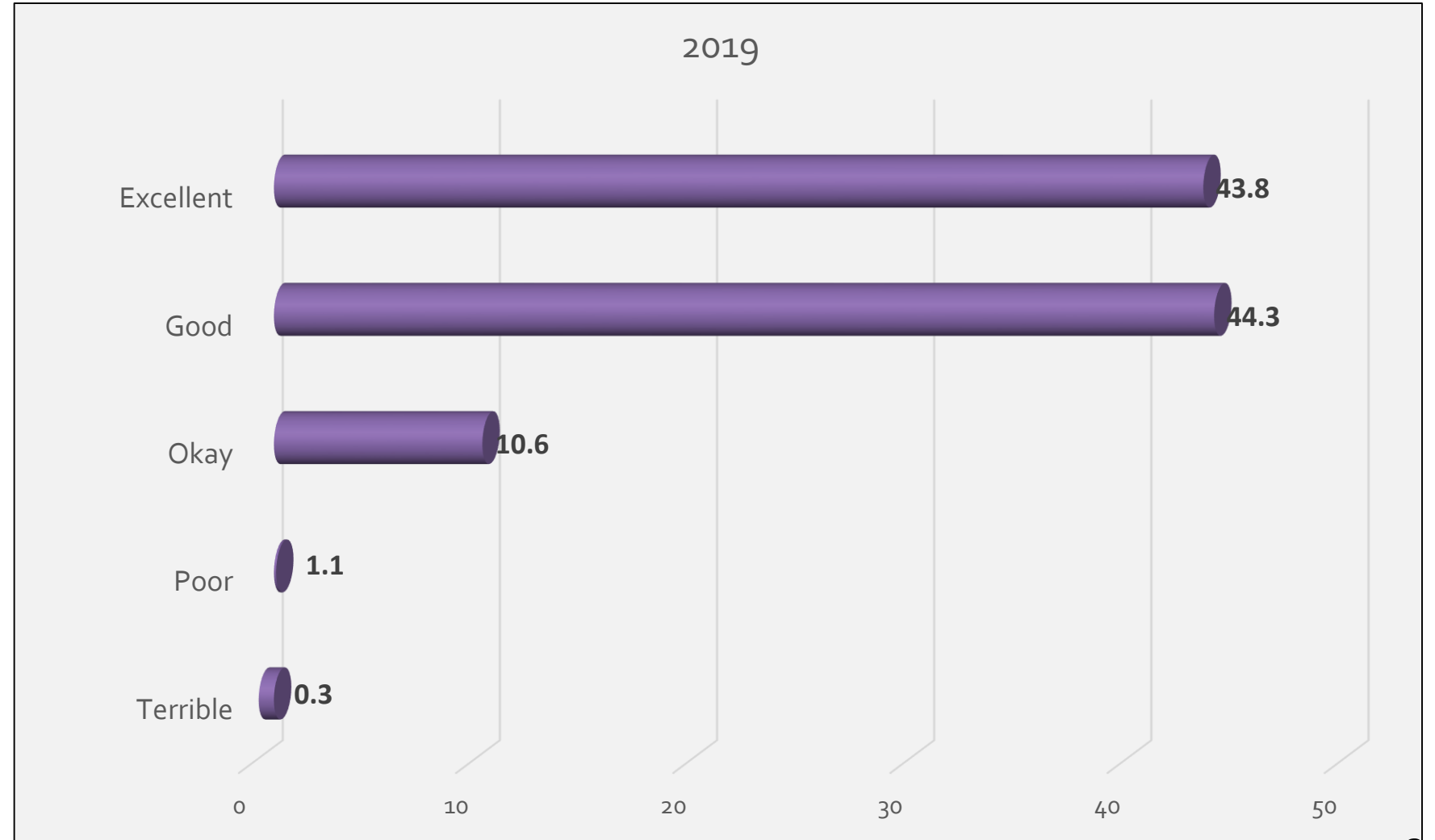


Performance of the Town of Claremont's parks

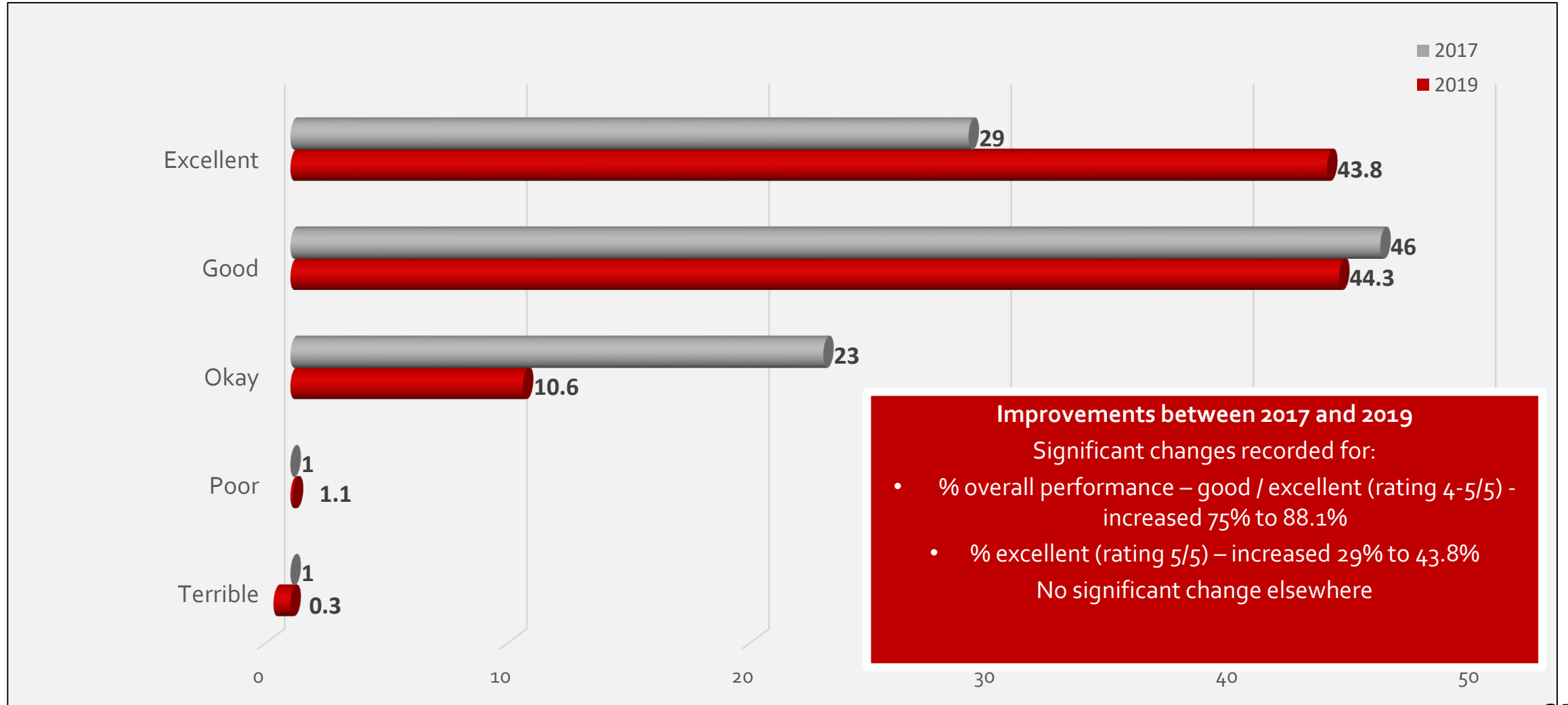
- 43.8% rated Excellent
- 88.1% overall rated Excellent or Good)
- 1.4% rated Poor or Terrible

Who is satisfied?
No particular groups.

Who is dissatisfied?
No particular groups



The performance of the Town of Claremont's parks *



The performance of the Town of Claremont's Aquatic Centre/Claremont pool

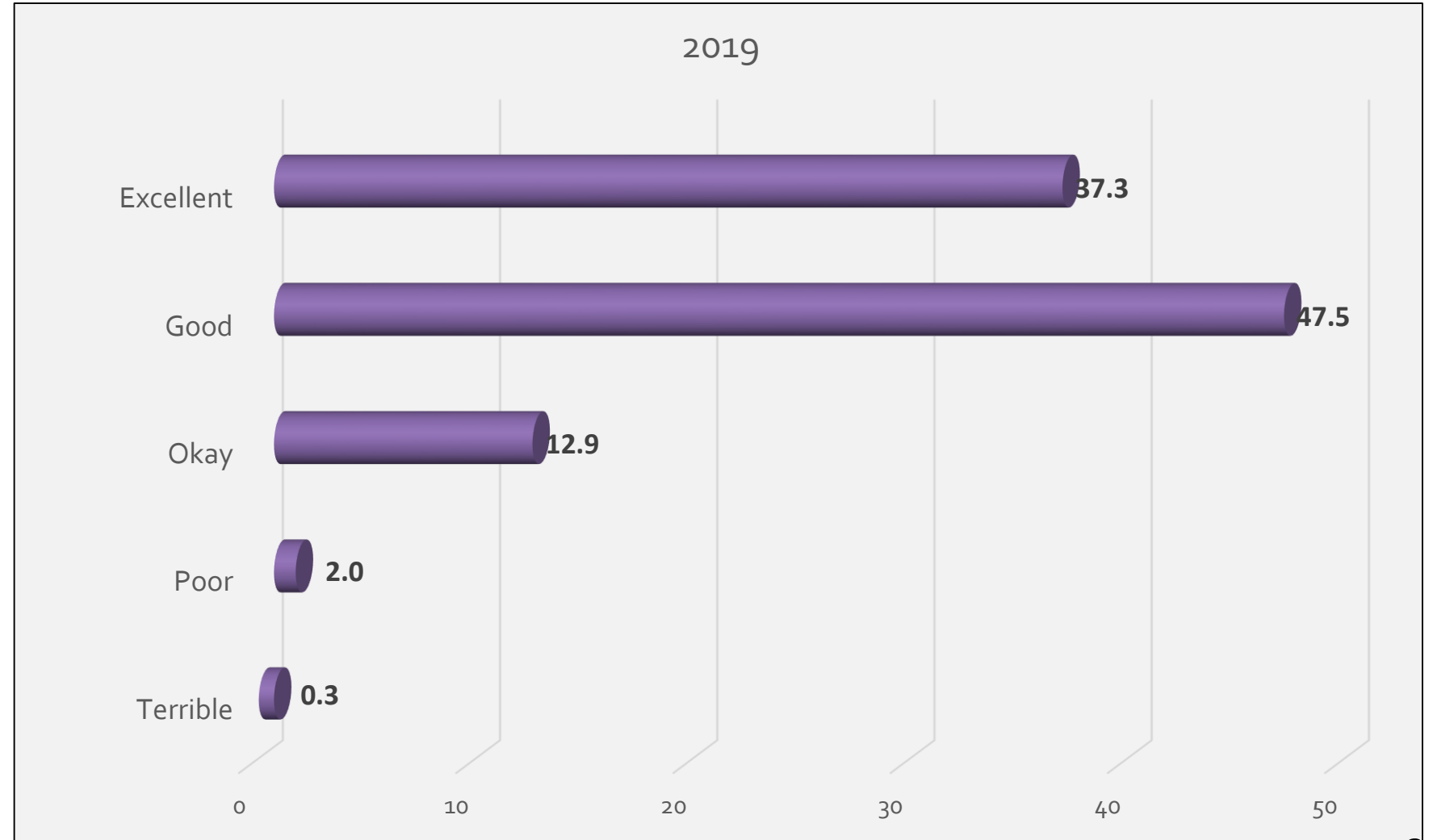
- 37.3% rated Excellent
- 84.8% overall rated Excellent or Good
- 2.3% rated Poor or Terrible

Who is satisfied?

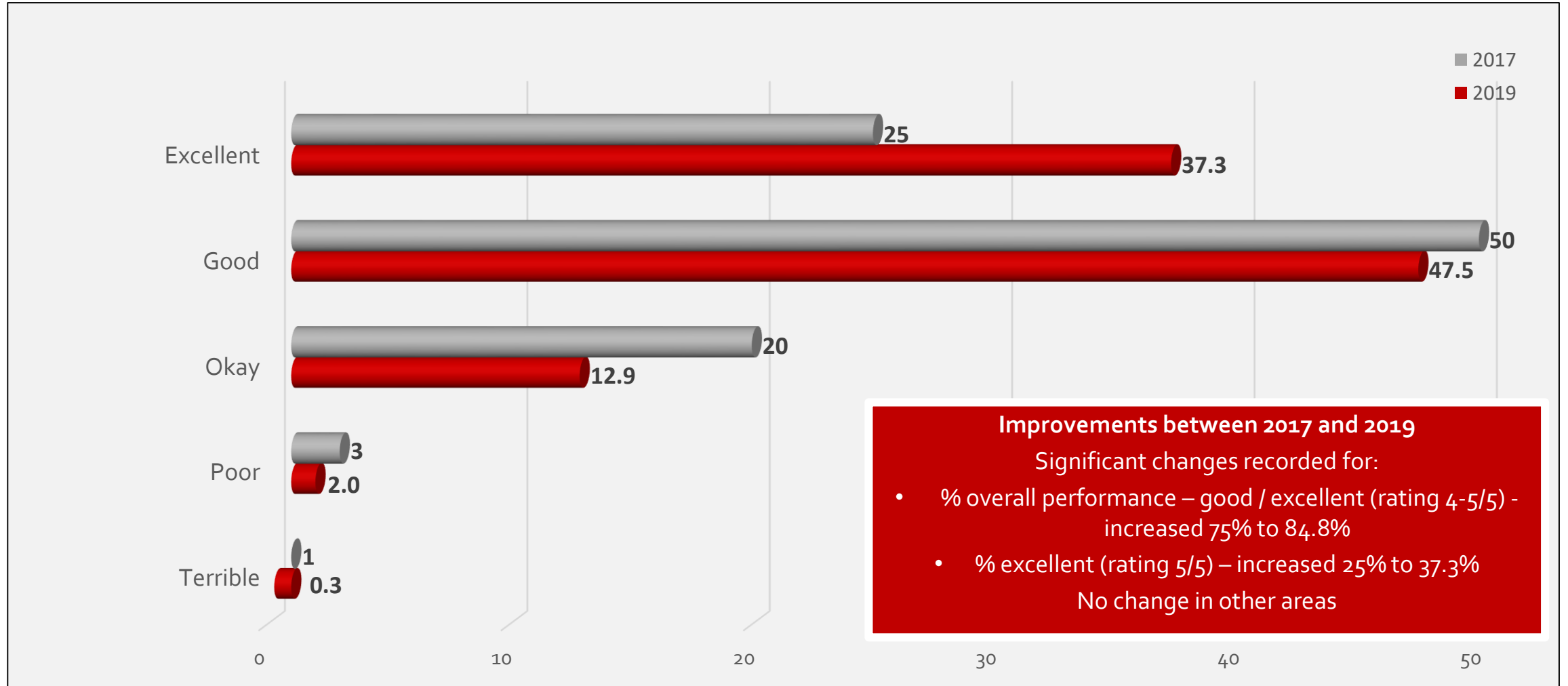
No particular groups

Who is dissatisfied?

Parents with children at home perceived performance to be lower with 79% rating good/ excellent and were more likely to say poor 4%. The 35-44 age group are more likely to say terrible at 2%. The North ward are more likely to say poor 3%



The performance of the Town of Claremont's Aquatic Centre/Claremont pool*



The performance of the Town of Claremont with respect to the river foreshore

- 31.9% rated Excellent
- 80.6% overall rated Excellent or Good
- 1.8% rated Poor or Terrible

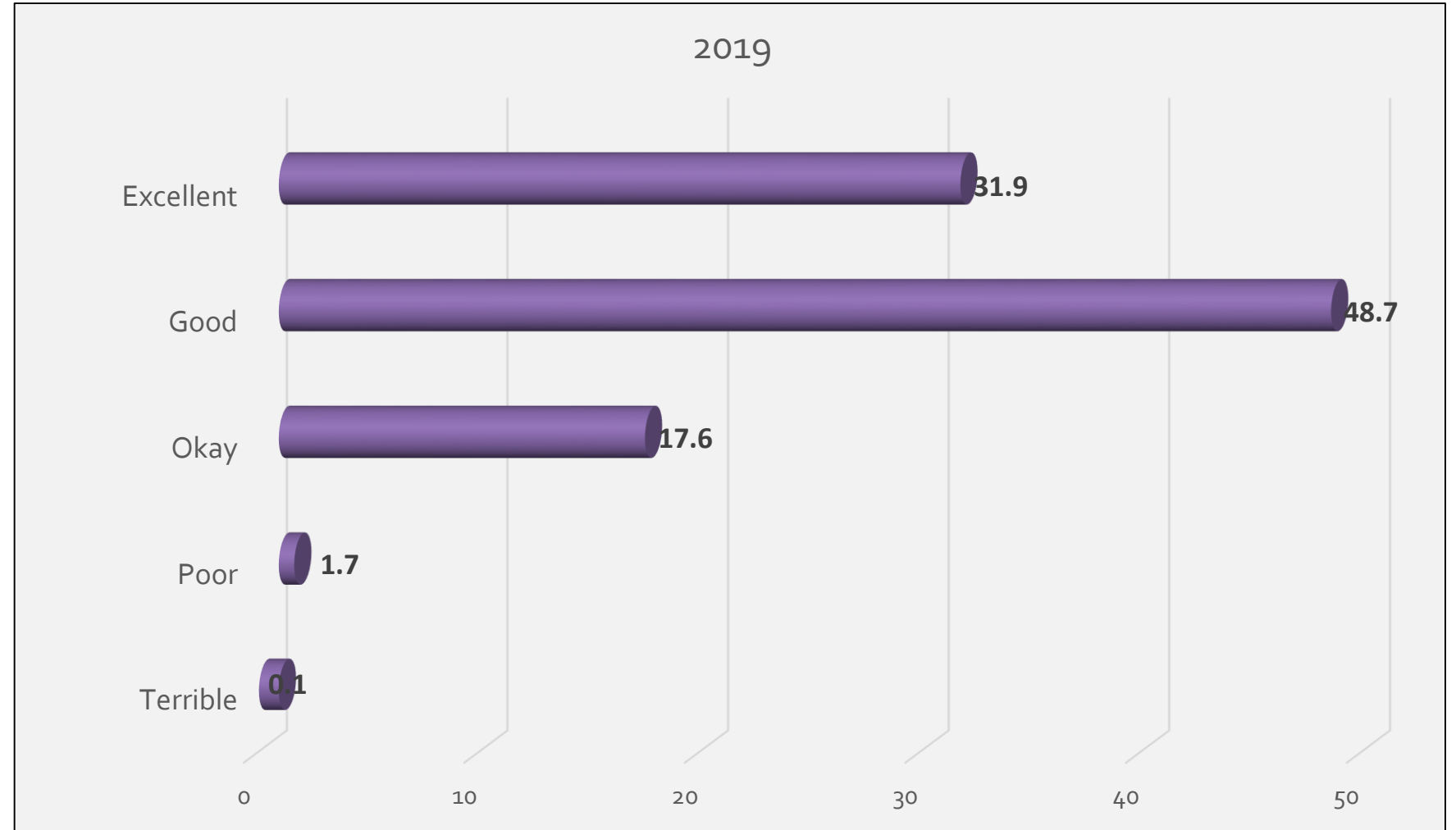
Who is satisfied?

No particular group

Who is dissatisfied?

The South ward are more likely to say poor 4%

No comparative statement 2017



Perceptions of the Town of Claremont's Lake Claremont as a place to recreate

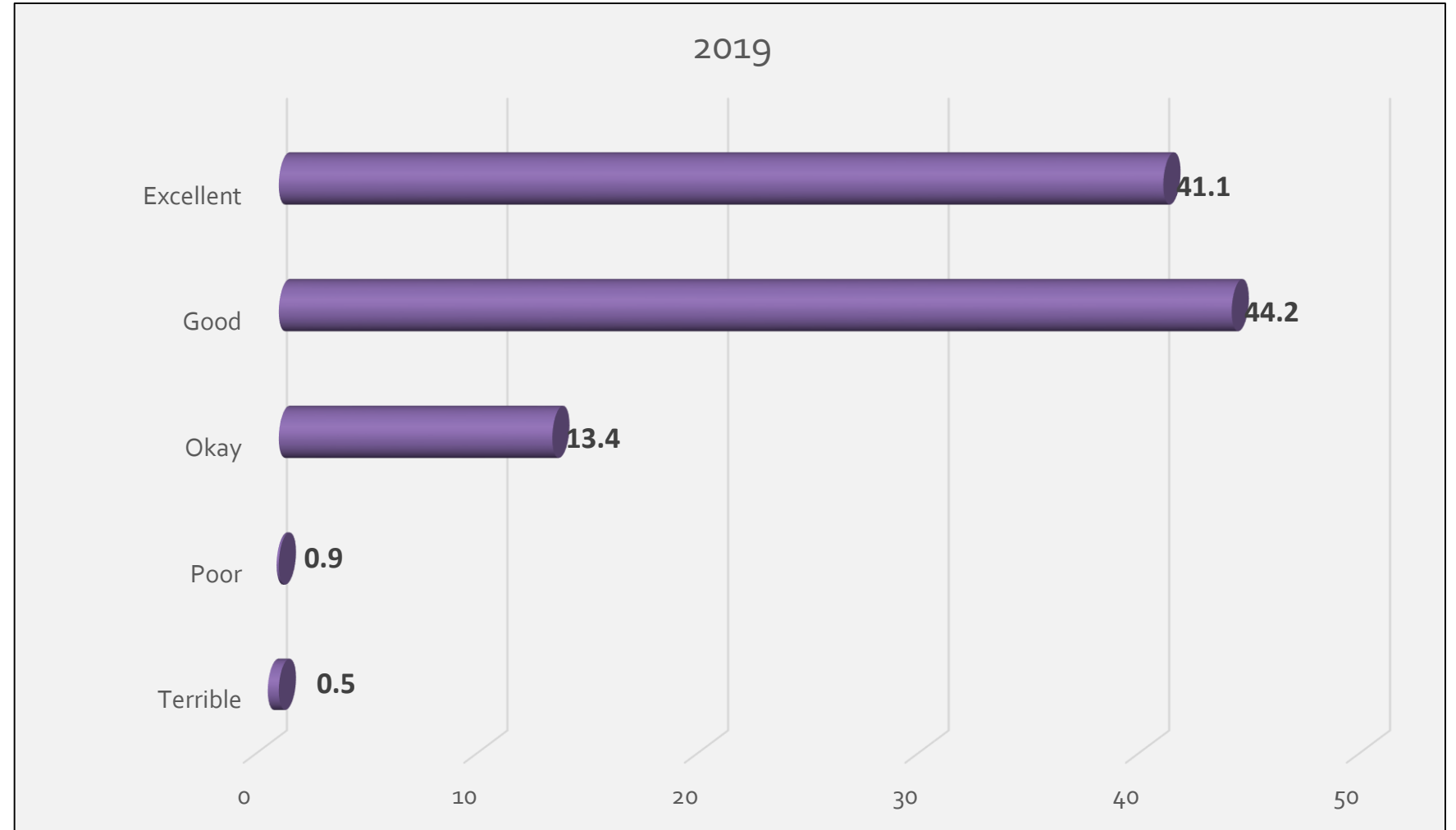
- 41.1% rated Excellent
- 85.3% overall rated Excellent or Good
- 1.4% rated Poor or Terrible

Who is satisfied?

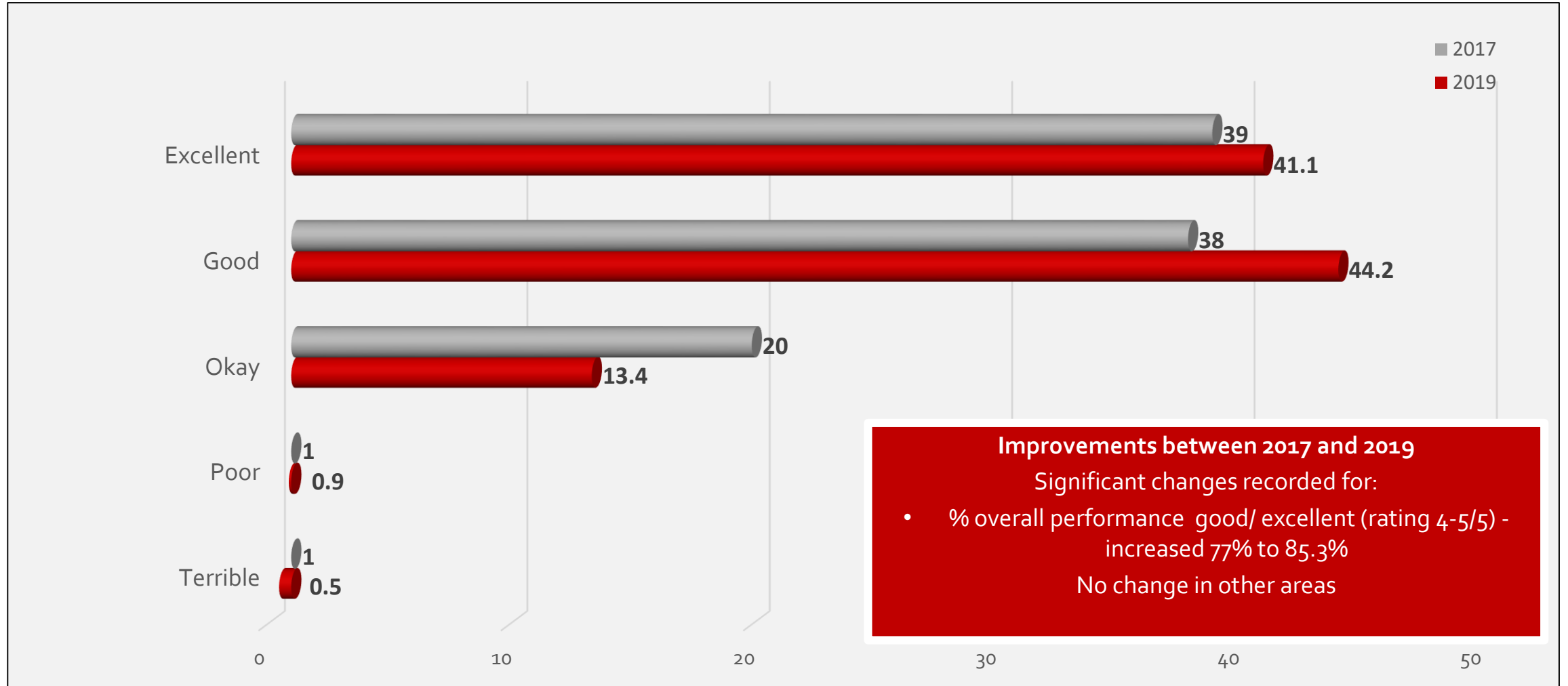
No particular groups

Who is dissatisfied?

No particular groups



Perceptions of the Town of Claremont's Lake Claremont as a place to recreate * comparisons between 2017 and 2019



Perceptions of the Town of Claremont's Claremont Community Hub and Library

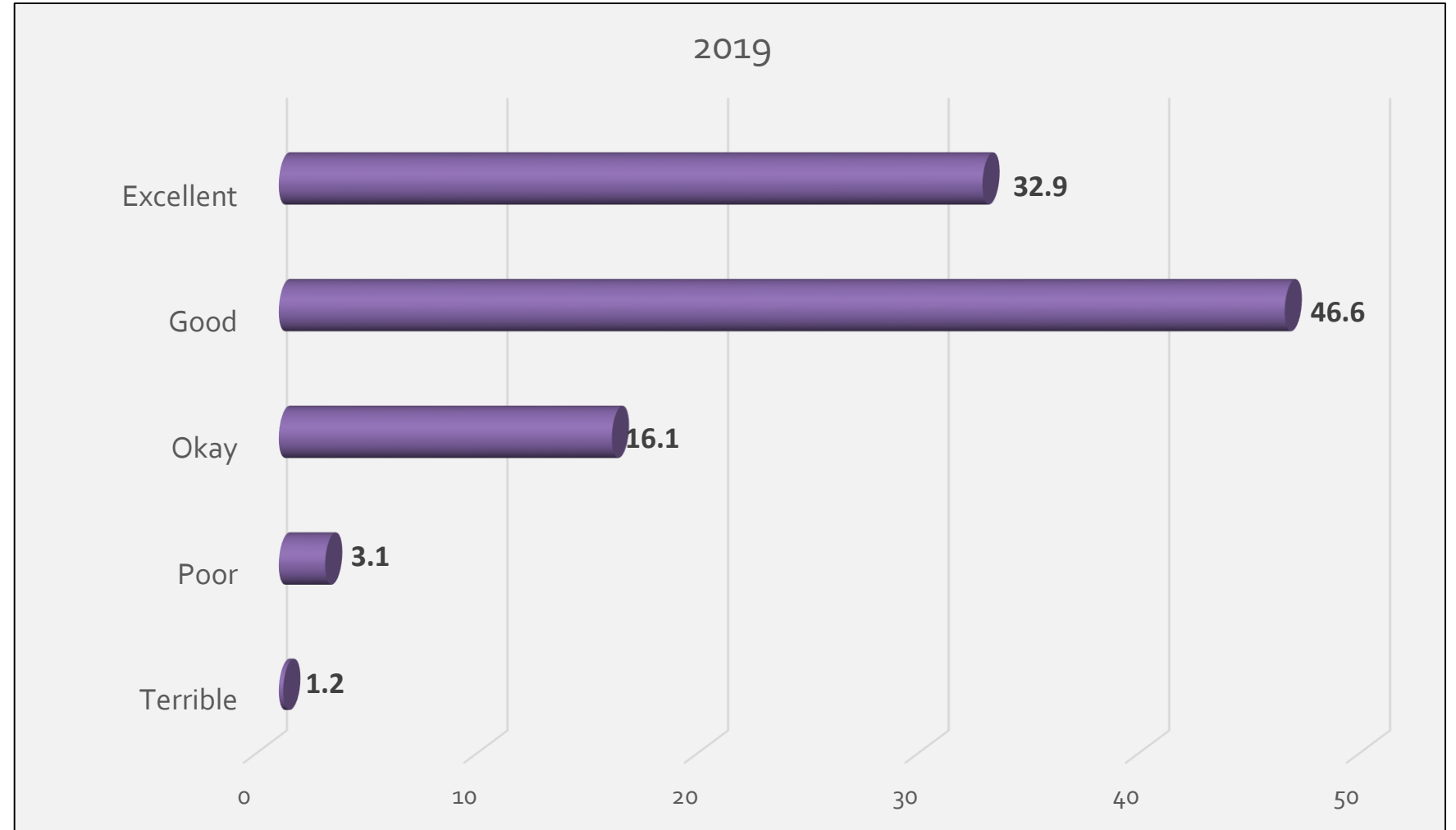
- 32.9% rated Excellent
- 79.5% overall rated Excellent or Good
- 4.3% rated Poor or Terrible

Who is satisfied?

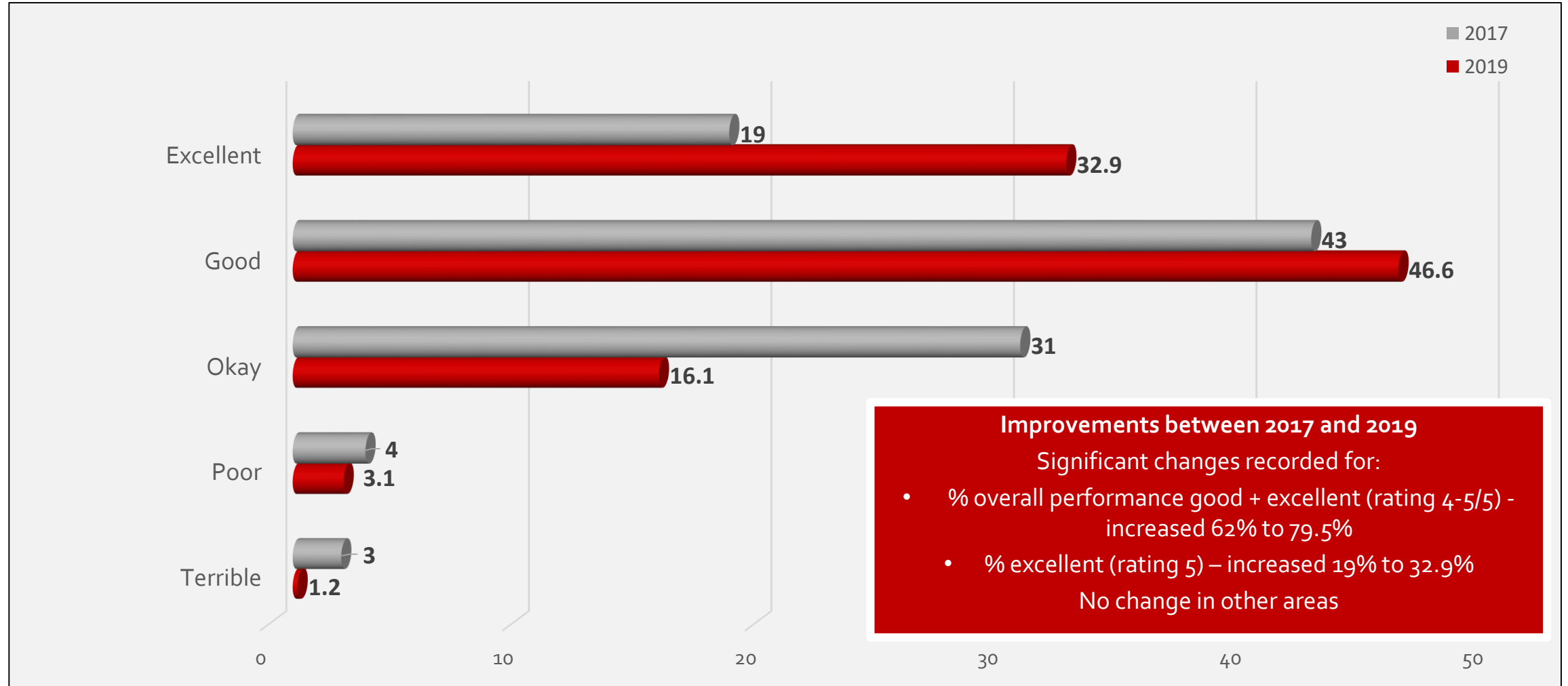
No particular groups

Who is dissatisfied?

The 45-54 age group are more likely to be say poor 9%.



Perceptions of the Town of Claremont's Claremont Community Hub and Library comparisons between 2017 and 2019



Performance of the Town of Claremont in terms of access to services and activities for families and children

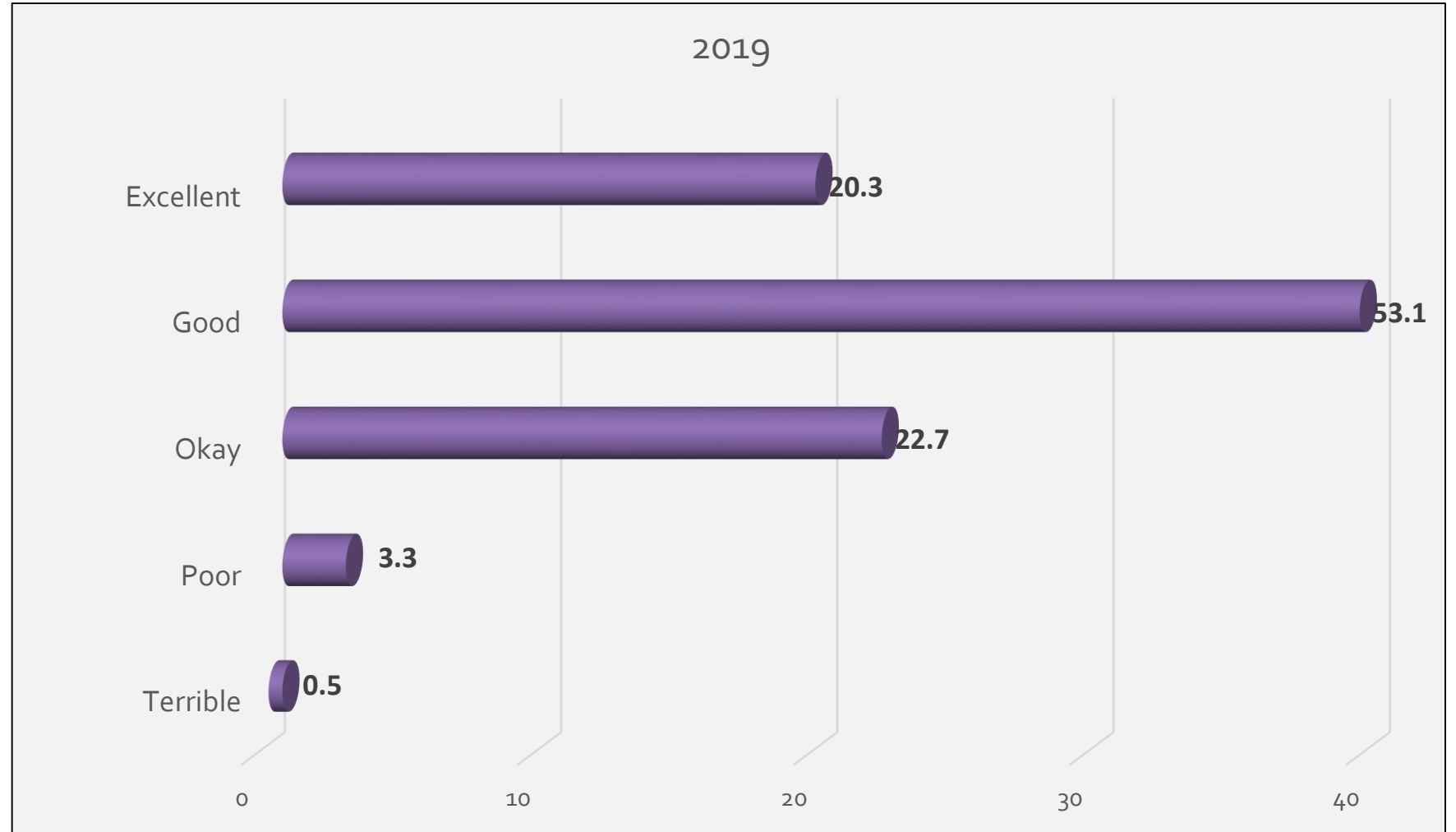
- 20.3% rated Excellent)
- 73.4% overall rated Excellent or Good
- 3.8% rated Poor or Terrible

Who is satisfied?

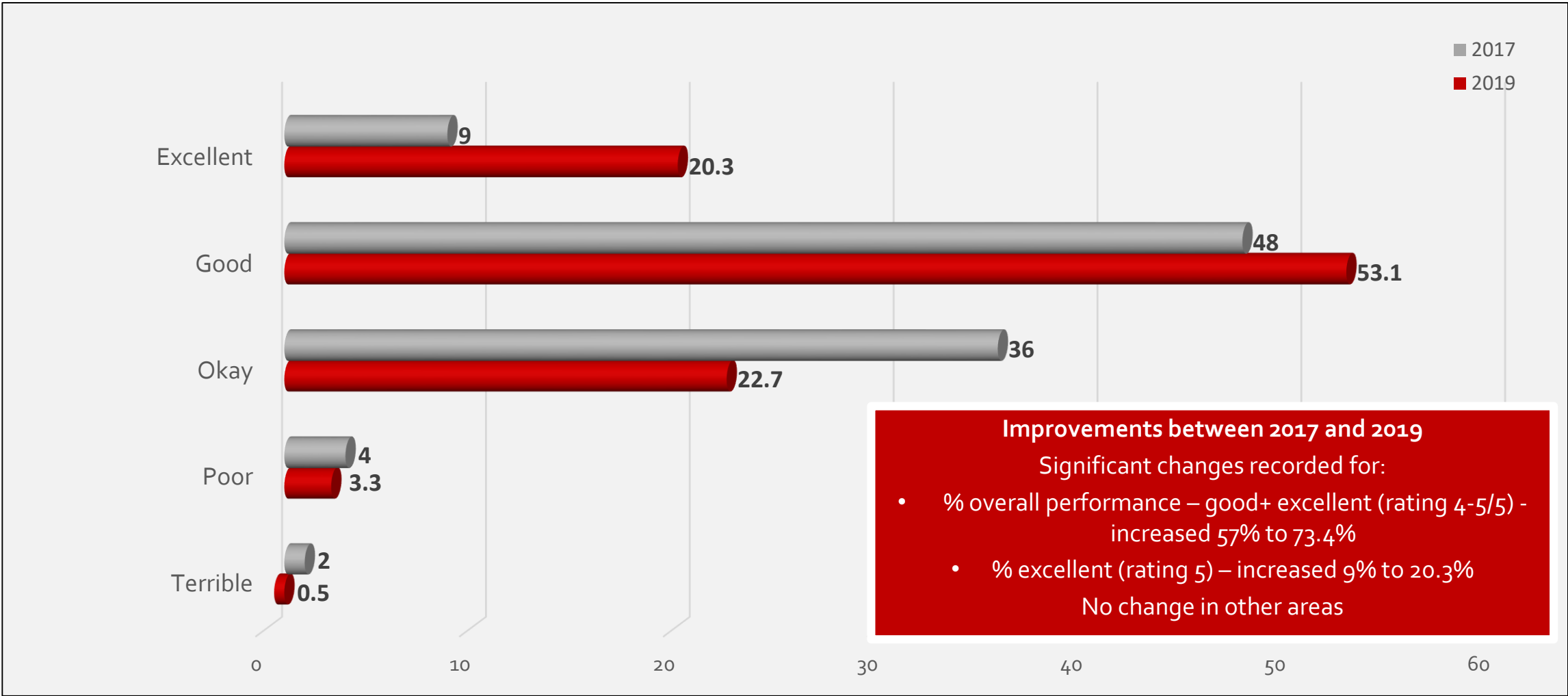
No particular groups

Who is dissatisfied?

No particular groups



Performance of the Town of Claremont's access to services and activities for families and children* 2017 to 2019



Q5. Please rate your satisfaction with ... access to services and activities for families and children? (2019 n=554; 295 missing; effective sample = 370. 2017 n = 432 *2017 statement, for families didn't include children)

Performance of the Town of Claremont on providing access to services and activities for youth

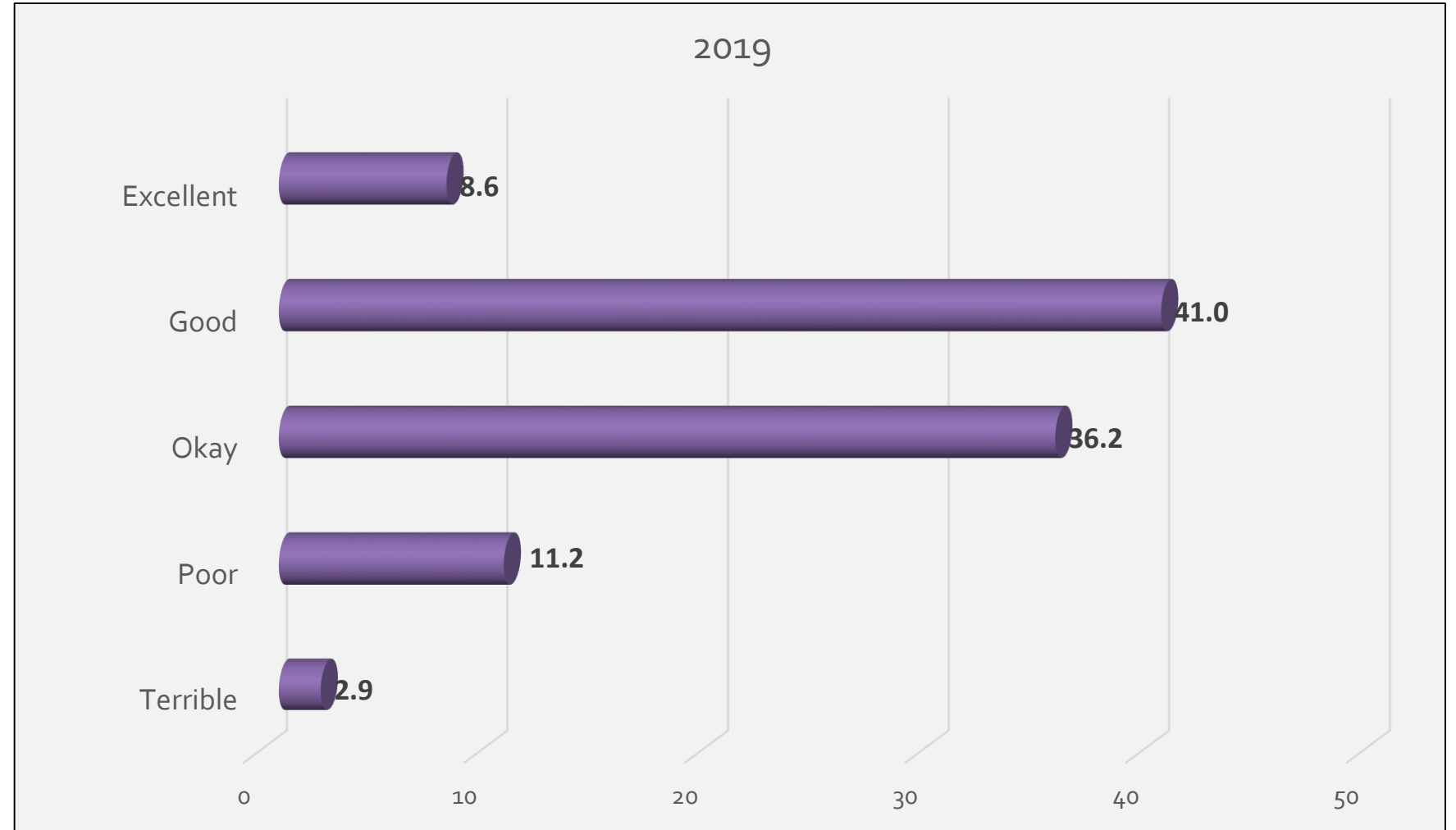
- 8.6% rated Excellent
- 49.6% overall rated Excellent or Good
- 14.1% rated Poor or Terrible

Who is satisfied?

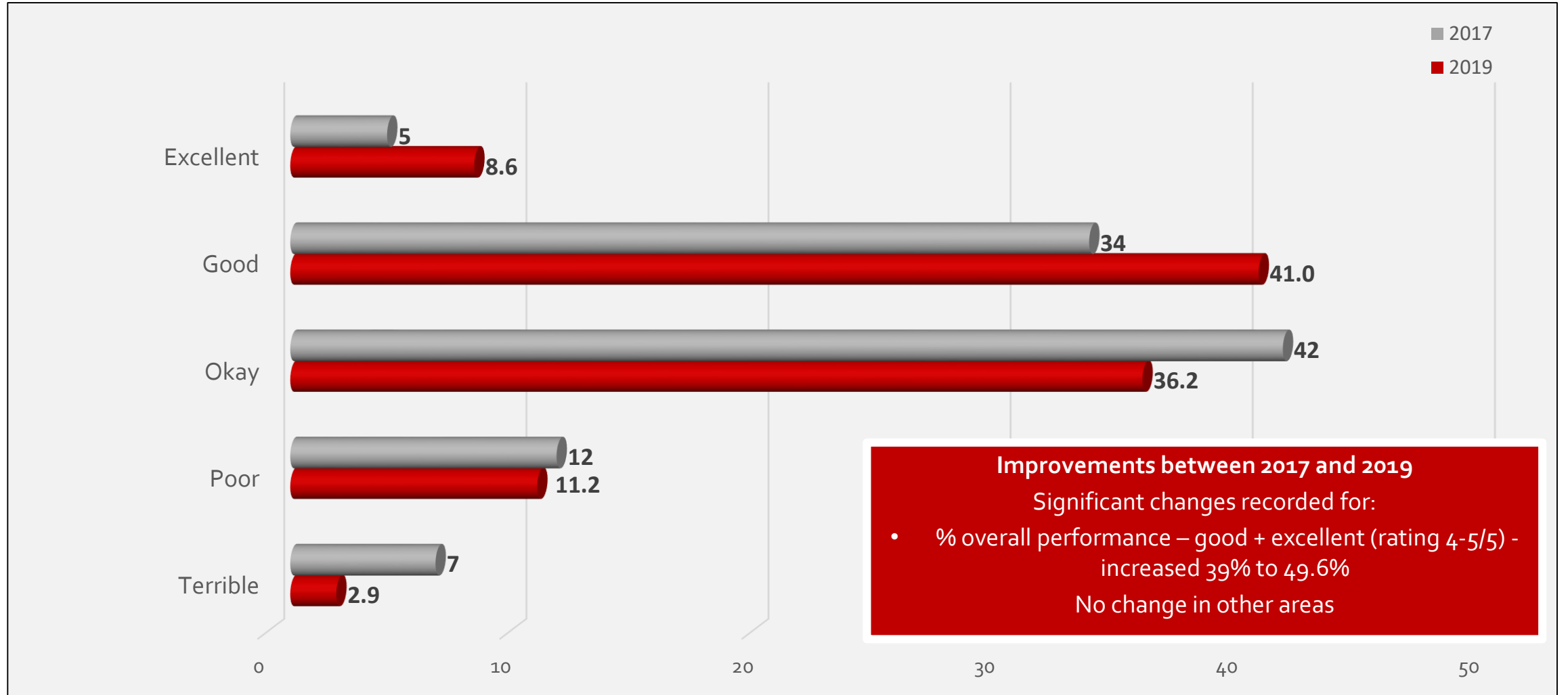
No particular groups

Who is dissatisfied?

No particular groups



Performance of the Town of Claremont on access to services and activities for youth 2017 to 2019



Performance of the Town of Claremont in providing access to services and activities for seniors

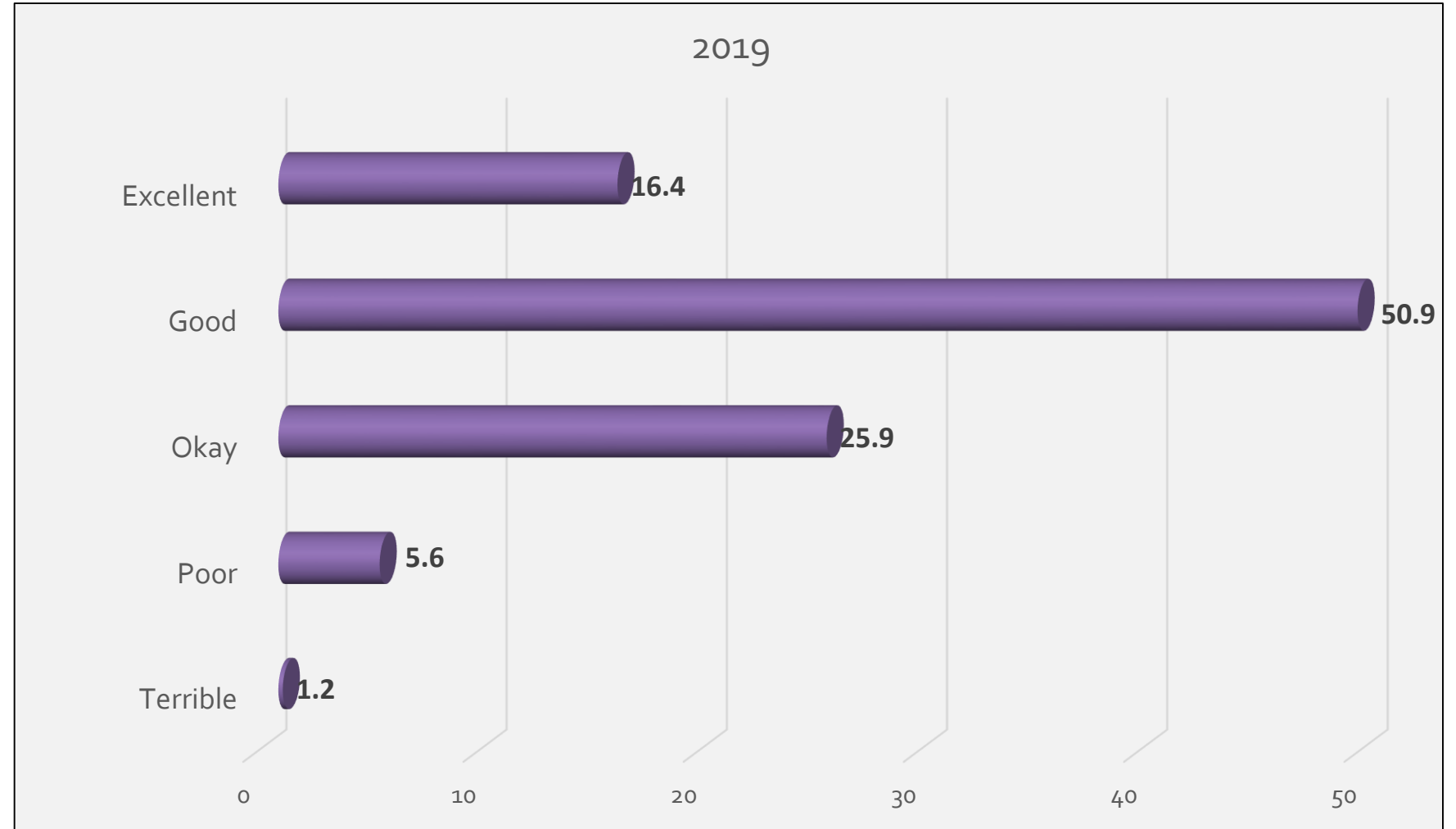
- 16.4% rated Excellent
- 67.3% overall rated Excellent or Good
- 6.8% rating Poor or Terrible

Who is satisfied?

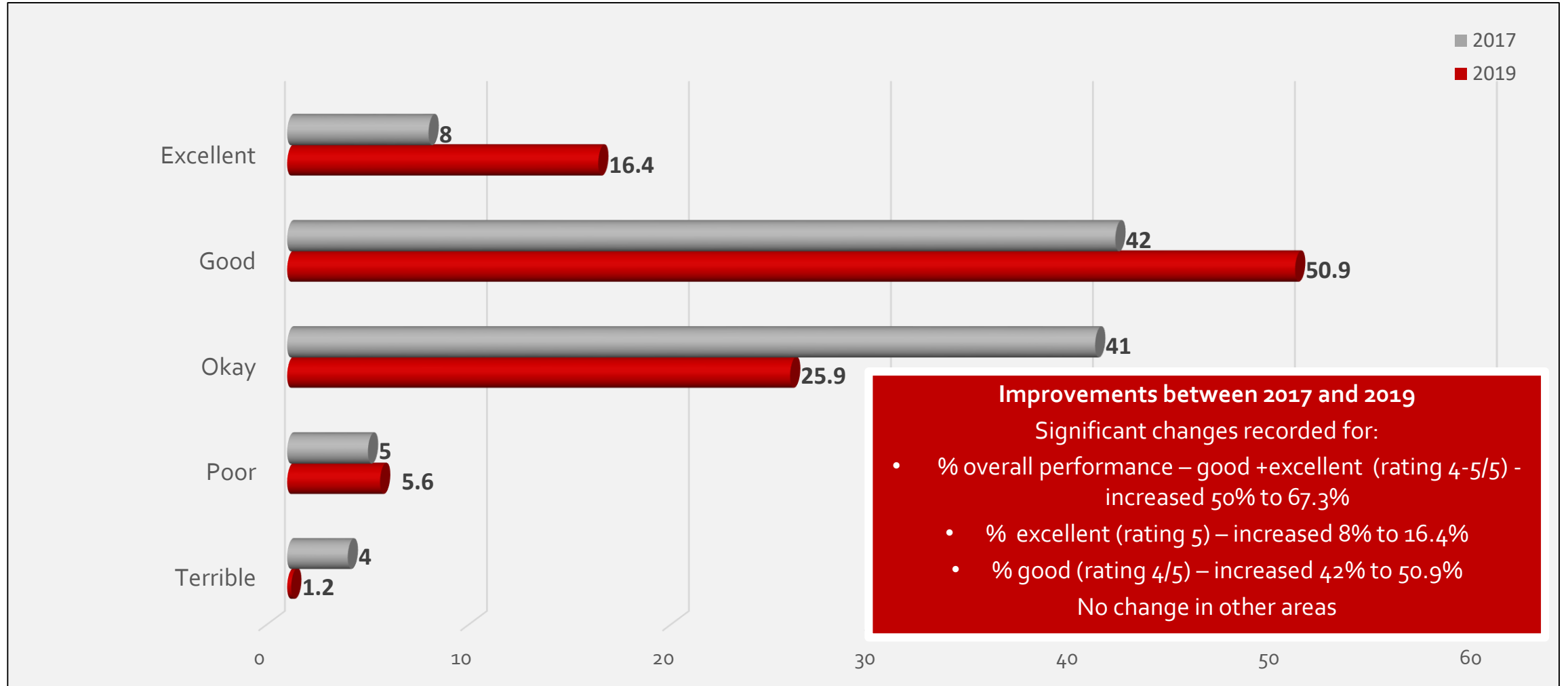
No particular groups

Who is dissatisfied?

No particular groups



Performance of the Town of Claremont in providing access to services and activities for seniors 2017 to 2019



Performance of the Town of Claremont in providing access to services and activities for people with disabilities

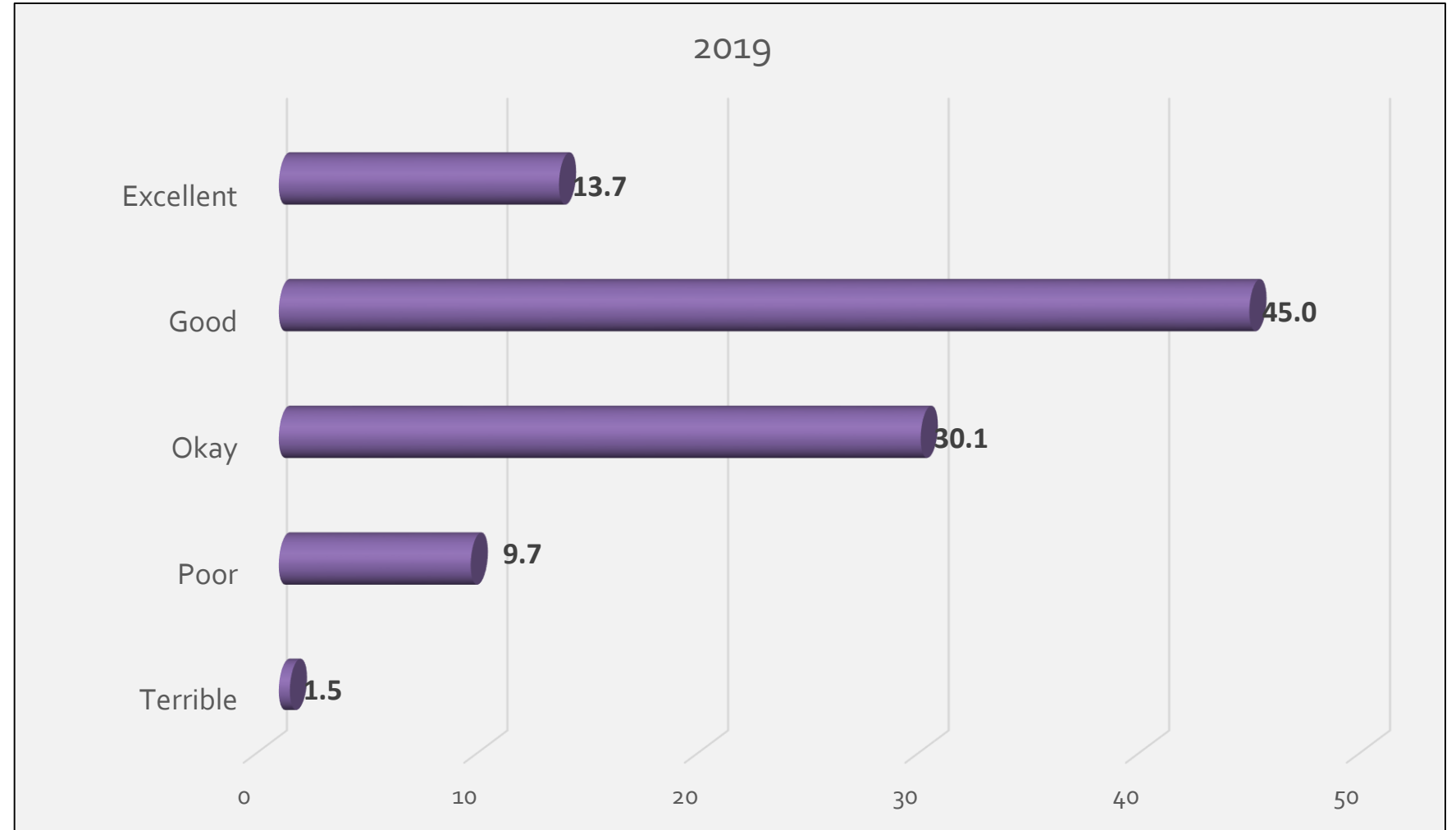
- 13.7% rated Excellent
- 58.7% overall rated Excellent or Good
- 11.2% rated Poor or Terrible

Who is satisfied?

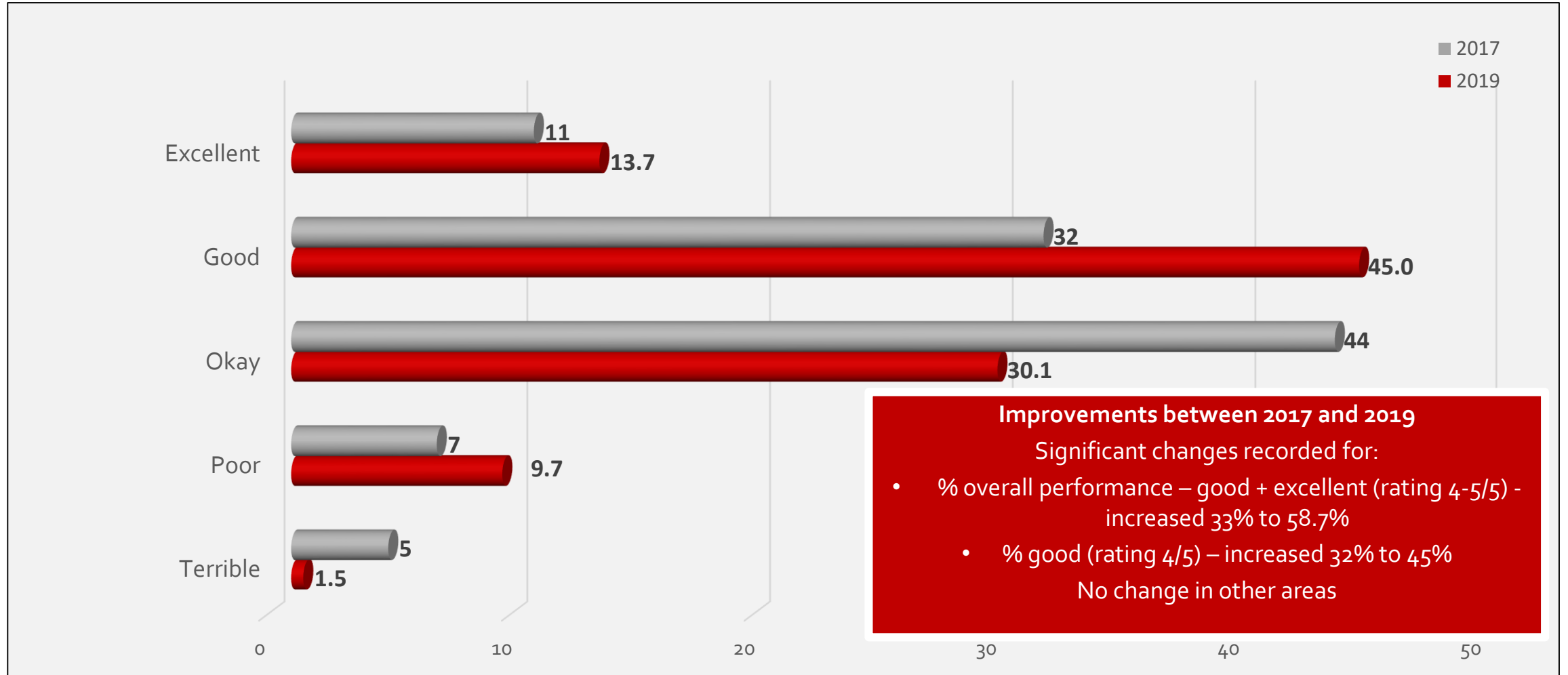
Renters are more likely to give a rating of excellent 40% compared to owners 8%

Who is dissatisfied?

Those with a disability are less likely to give a good or excellent rating, 34% compared to the average of 58.7%. They are less likely to say good 18% and more likely to say poor 37%.



Performance of the Town of Claremont in providing access to services and activities for people with disabilities 2017 to 2019

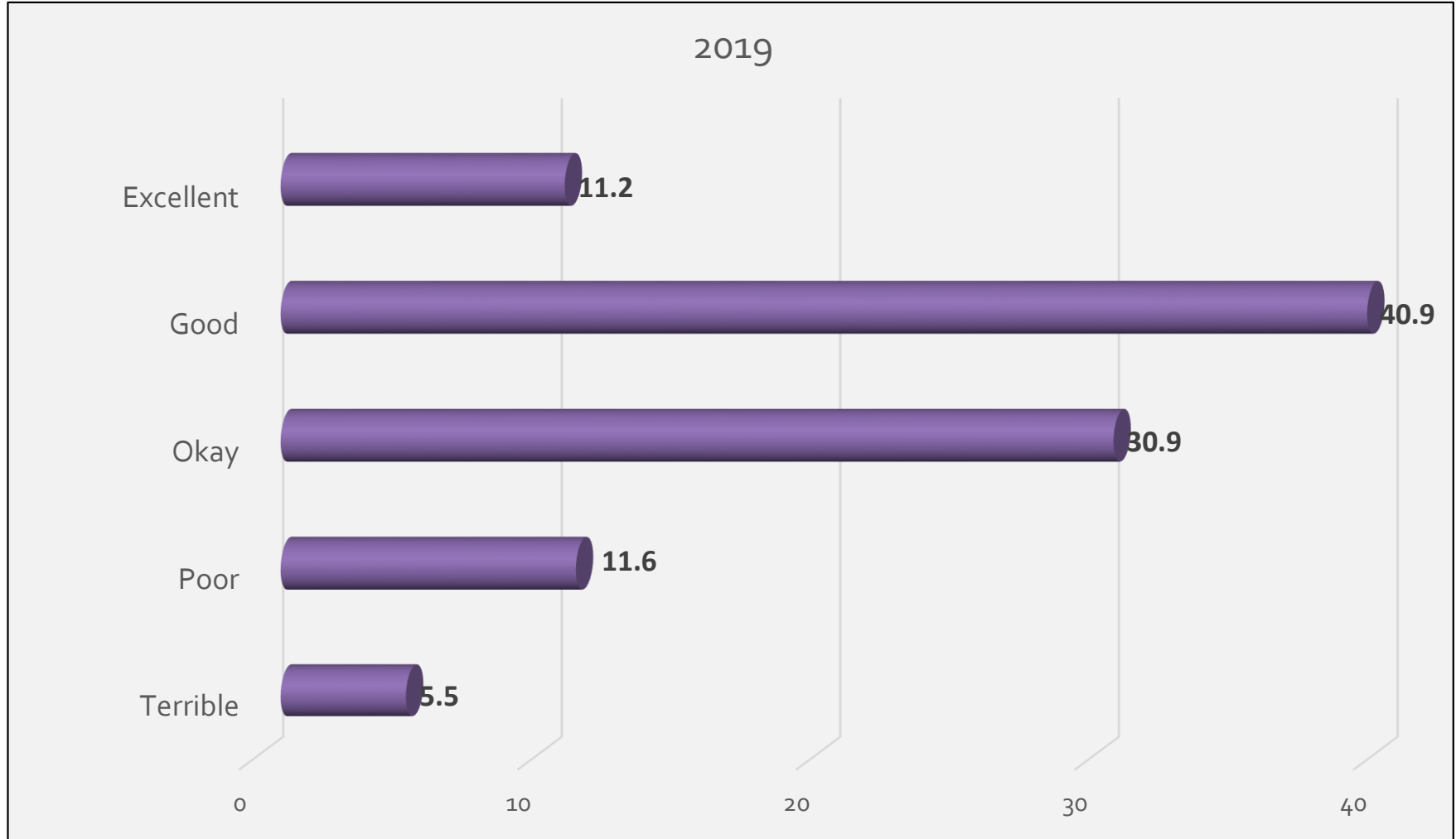


Performance of the Town of Claremont in maintaining of character and identity of the area through planned and considered development Planning and building approvals

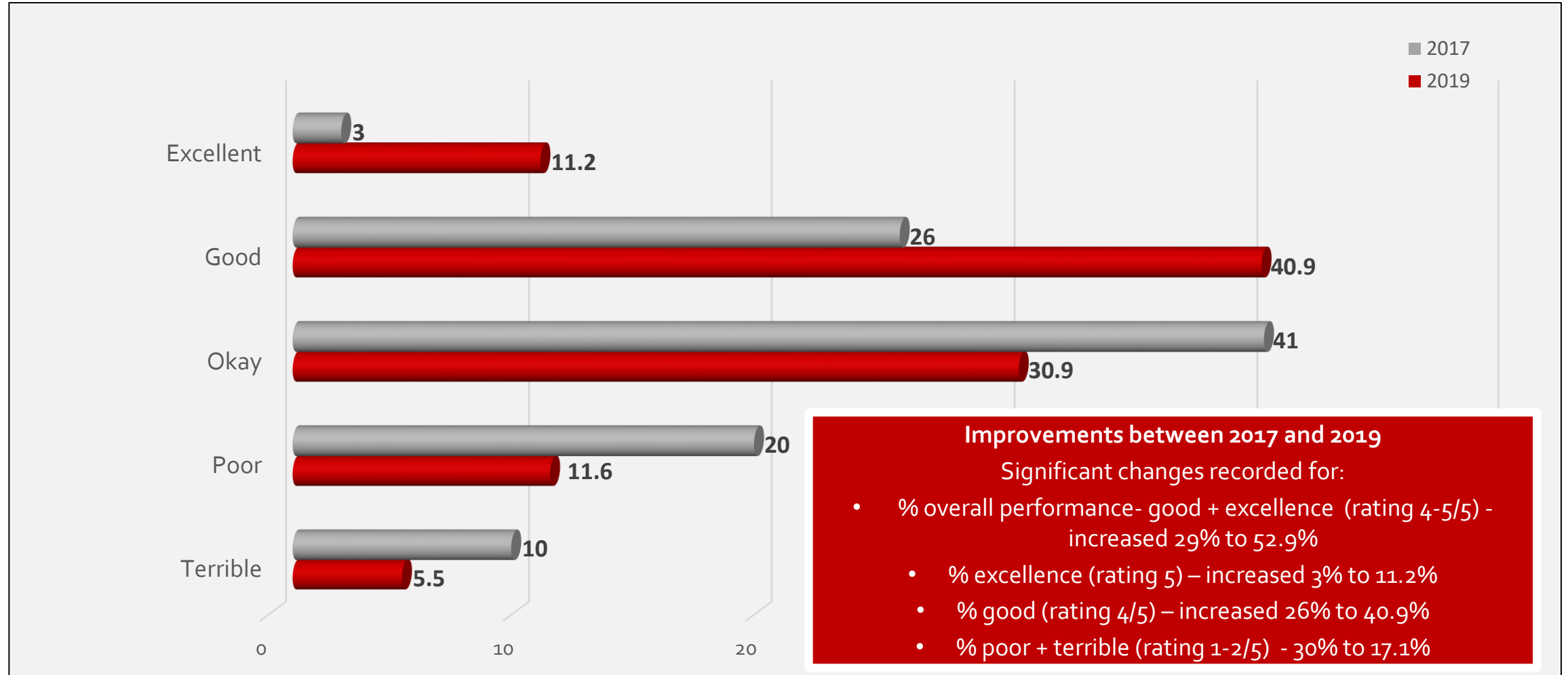
- 11.2% rated Excellent
- 52.0% overall rated Excellent or Good
- 17.1% rated Poor or Terrible

Who is satisfied?
No particular groups

Who is dissatisfied?
No particular groups



The performance of the Town of Claremont in maintaining of character and identity of the area through planned and considered development Planning and building approvals 2017 to 2019



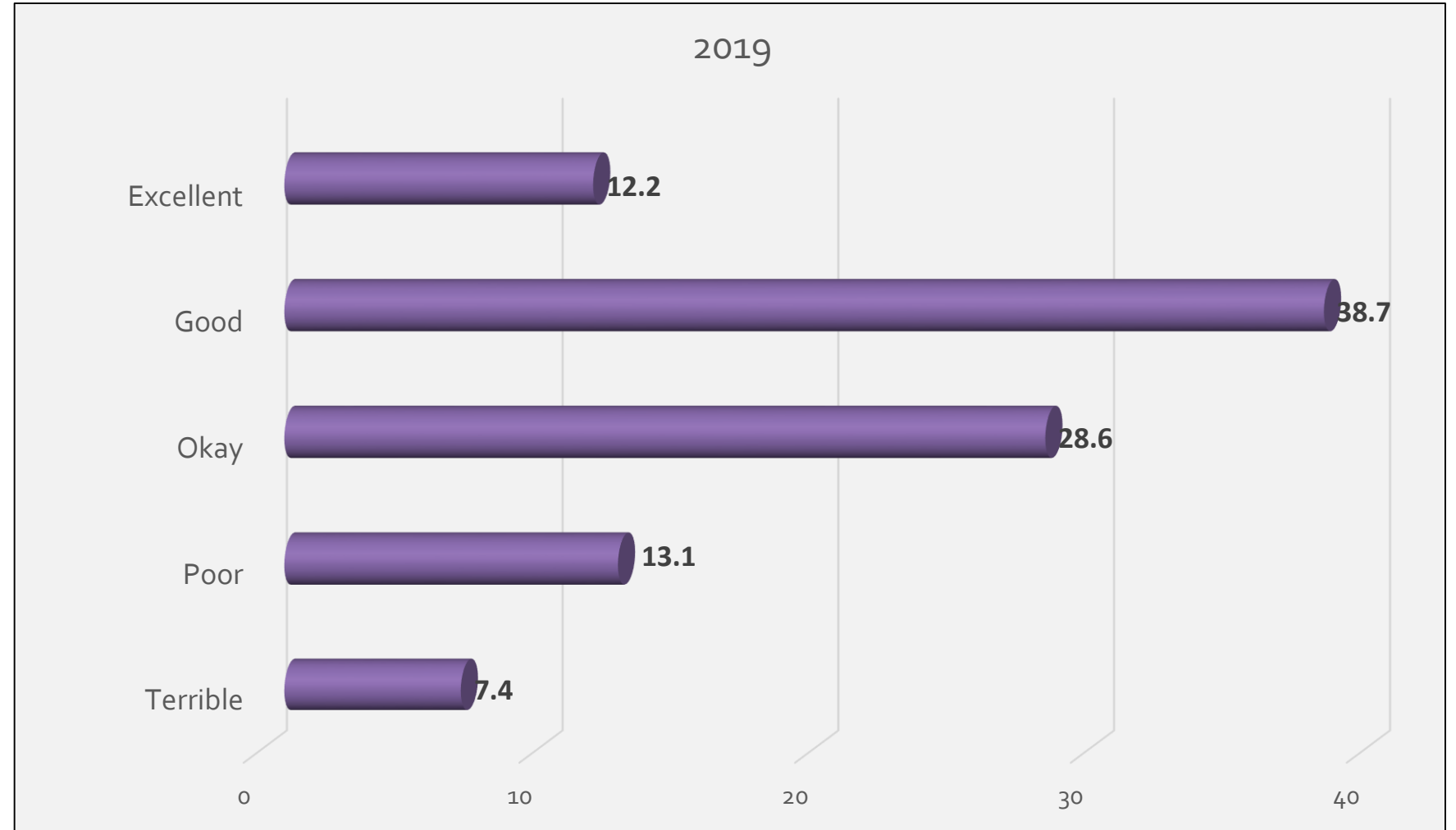
Performance of the Town of Claremont in maintaining the character and identity of the area through planned and considered development Management and control of parking

- 12.2% rated Excellent
- 50.9% overall rated Excellent or Good
- 20.5% rated Poor or Terrible

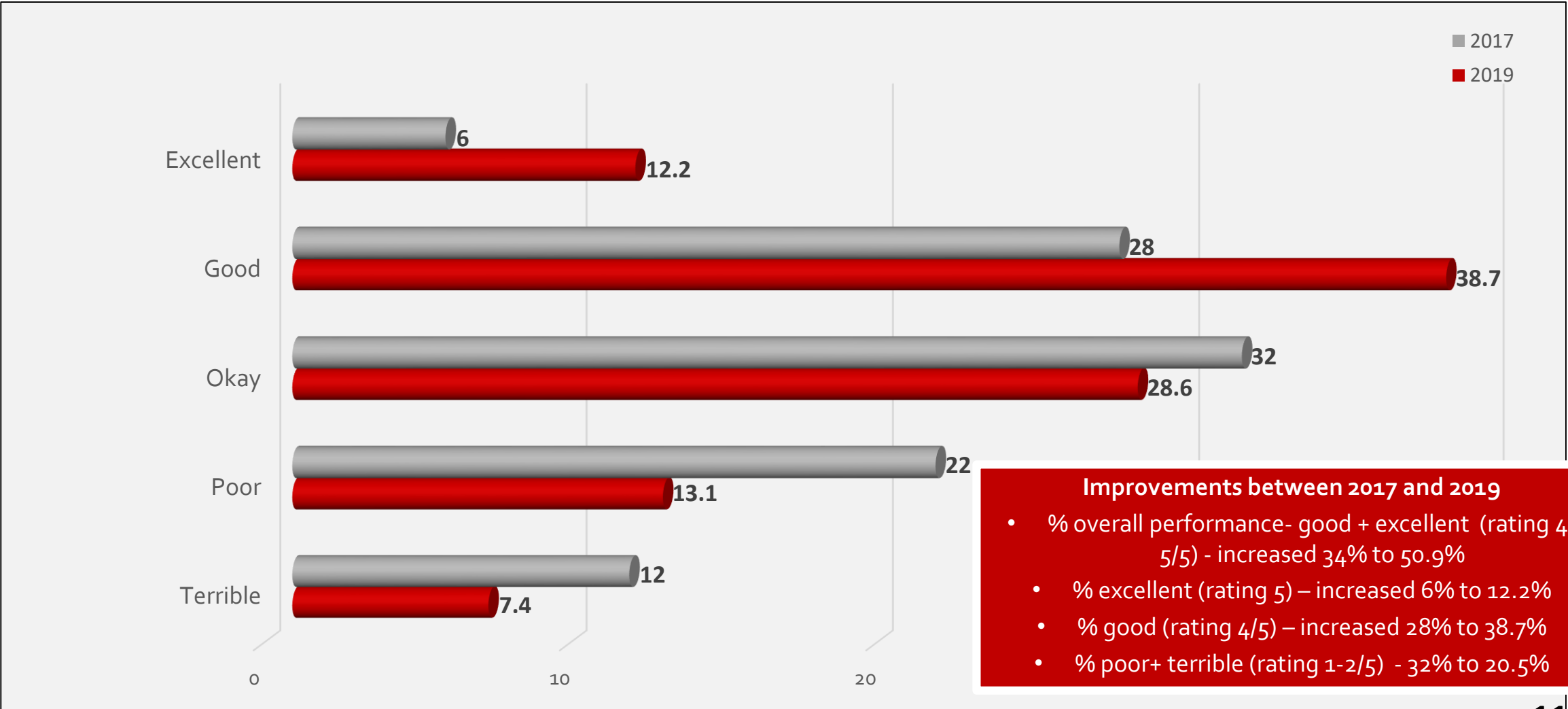
Who is satisfied?

Male respondents were more likely to say "terrible" (11%) and less likely to say "poor" (9%).

Who is dissatisfied?
No particular groups



Performance of the Town of Claremont in the maintenance of character and identity of the area through planned and considered development Management and control of parking 2017 to 2019



Q7. Please rate your satisfaction with ... management and control of parking? (2019 n=799; 50 missing; effective sample = 507. 2017 n = 551)

The performance of the Town of Claremont in the maintenance of character and identity of the area through planned and considered development management and control of traffic movement on local roads

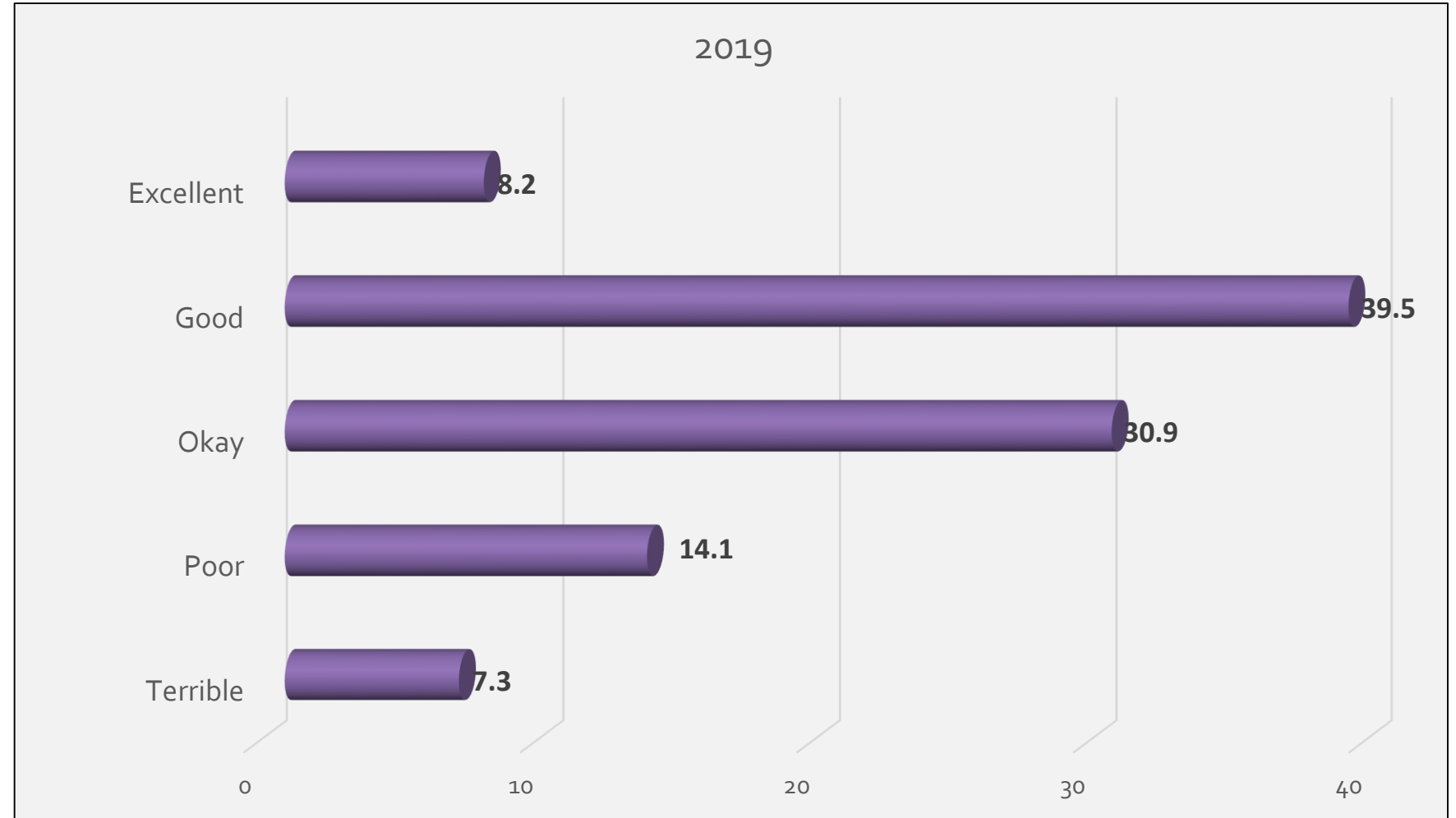
- 8.2% rated Excellent
- 47.7% overall rated Excellent or Good
- 21.4% rated Poor or Terrible

Who is satisfied?

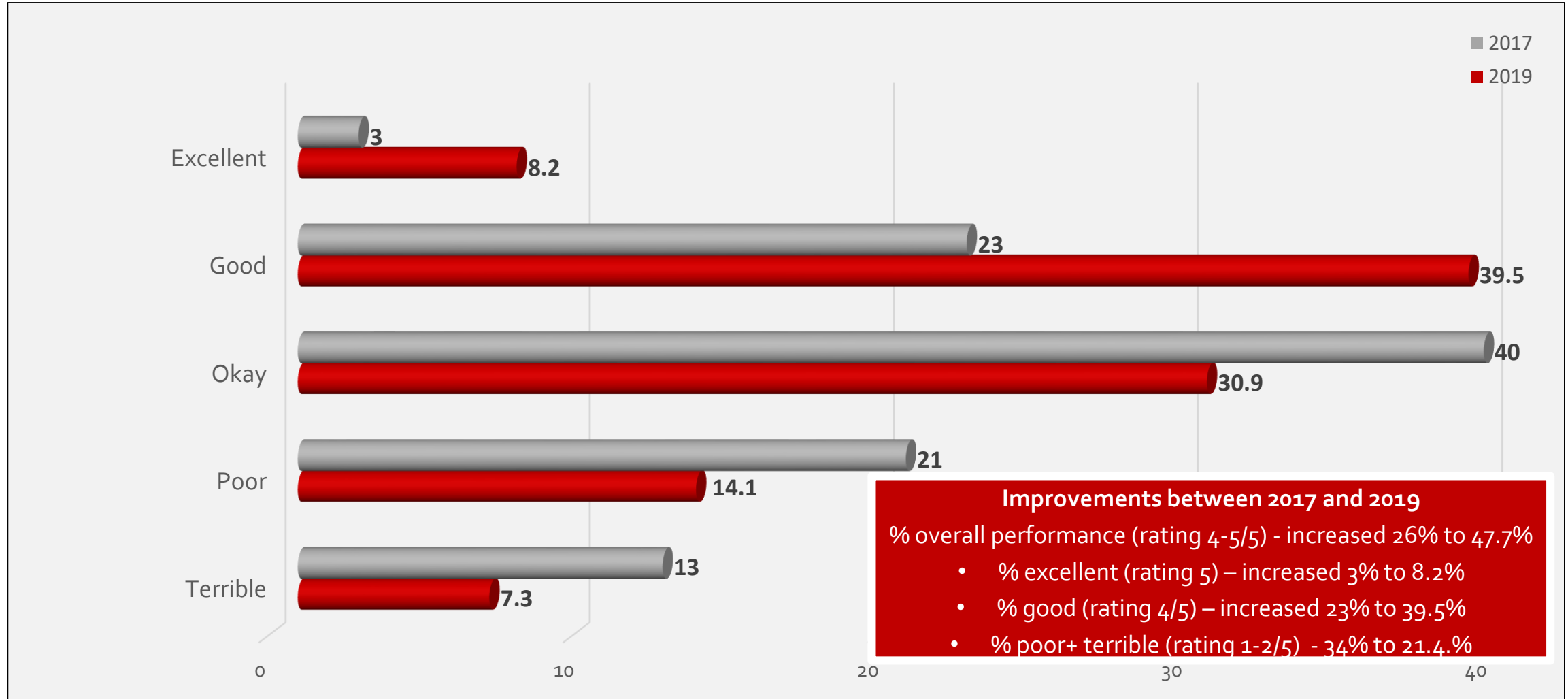
Home owners are less likely rate the Town as excellent 6%.

Who is dissatisfied?

No particular groups



Performance of the Town of Claremont in the maintenance of character and identity of the area through planned and considered development management and control of traffic movement on local roads 2017 to 2019



The performance of the Town of Claremont in the maintenance of character and identity of the area through planned and considered development standards and maintenance of footpaths and cycleways

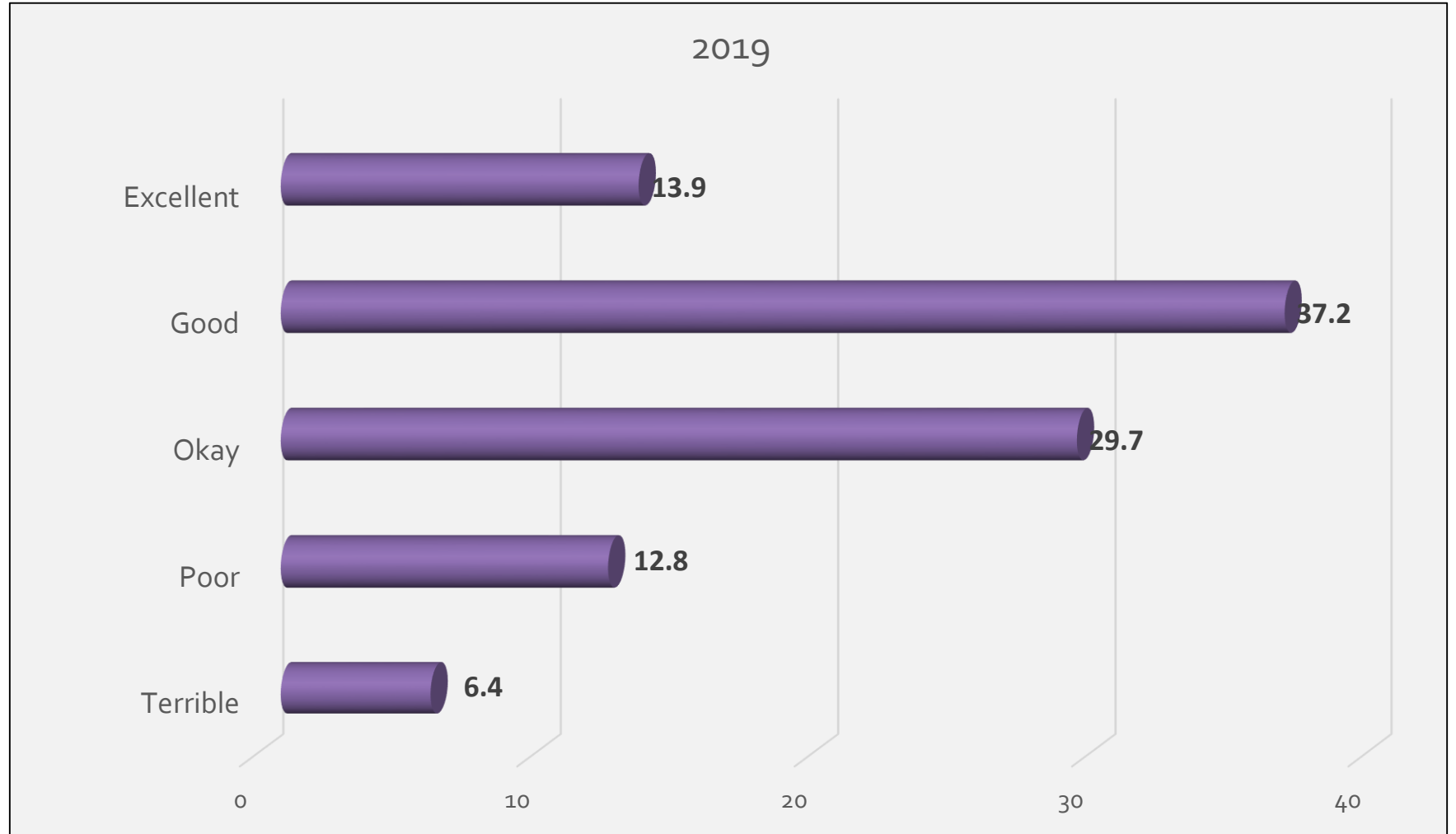
- 13.9% rated Excellent
- 51.1% rated Excellent or Good
- 19.2% rated Poor or Terrible

Who is satisfied?

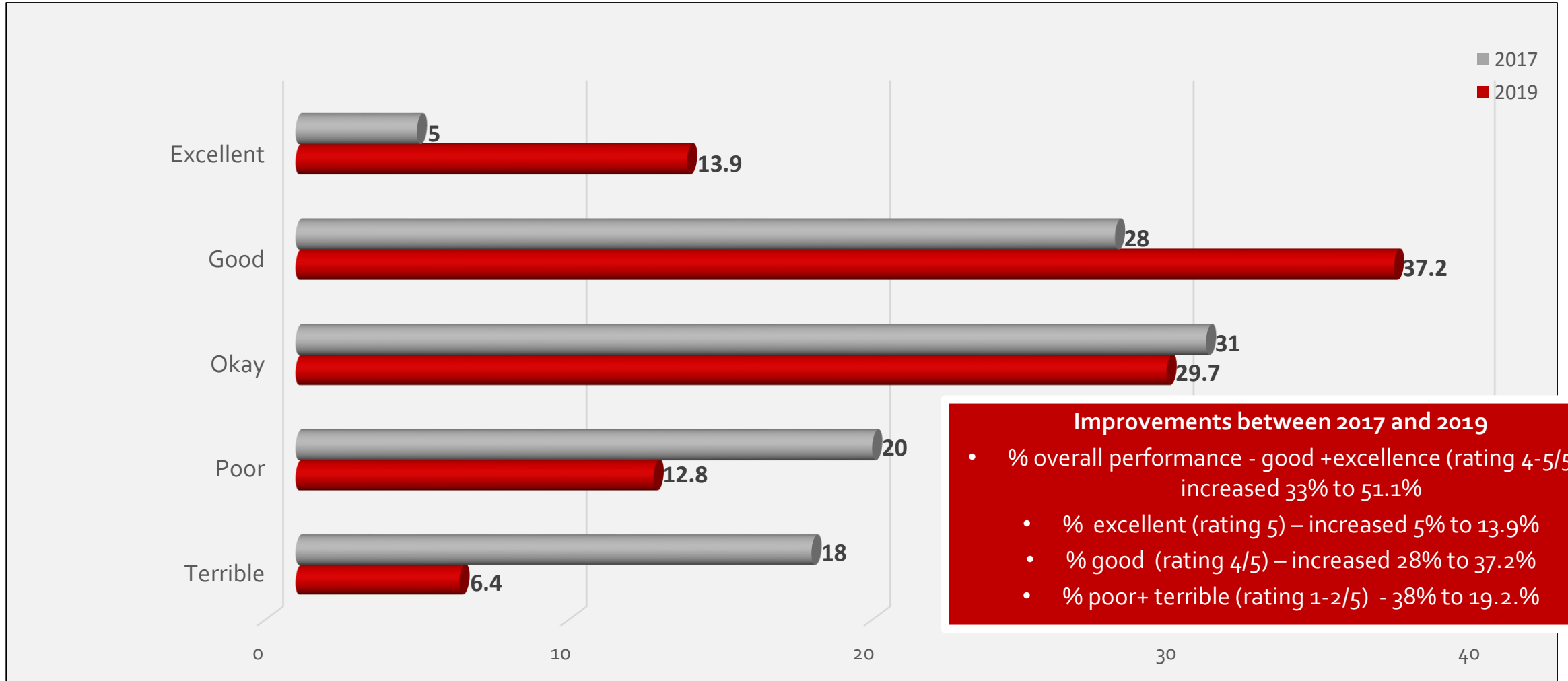
Home owners are less likely to give a rating of excellent (10% gave excellent).

Who is dissatisfied?

No particular groups



The performance of the Town of Claremont in the maintenance of character and identity of the area through planned and considered development standards and maintenance of footpaths and cycle ways 2017 to 2019



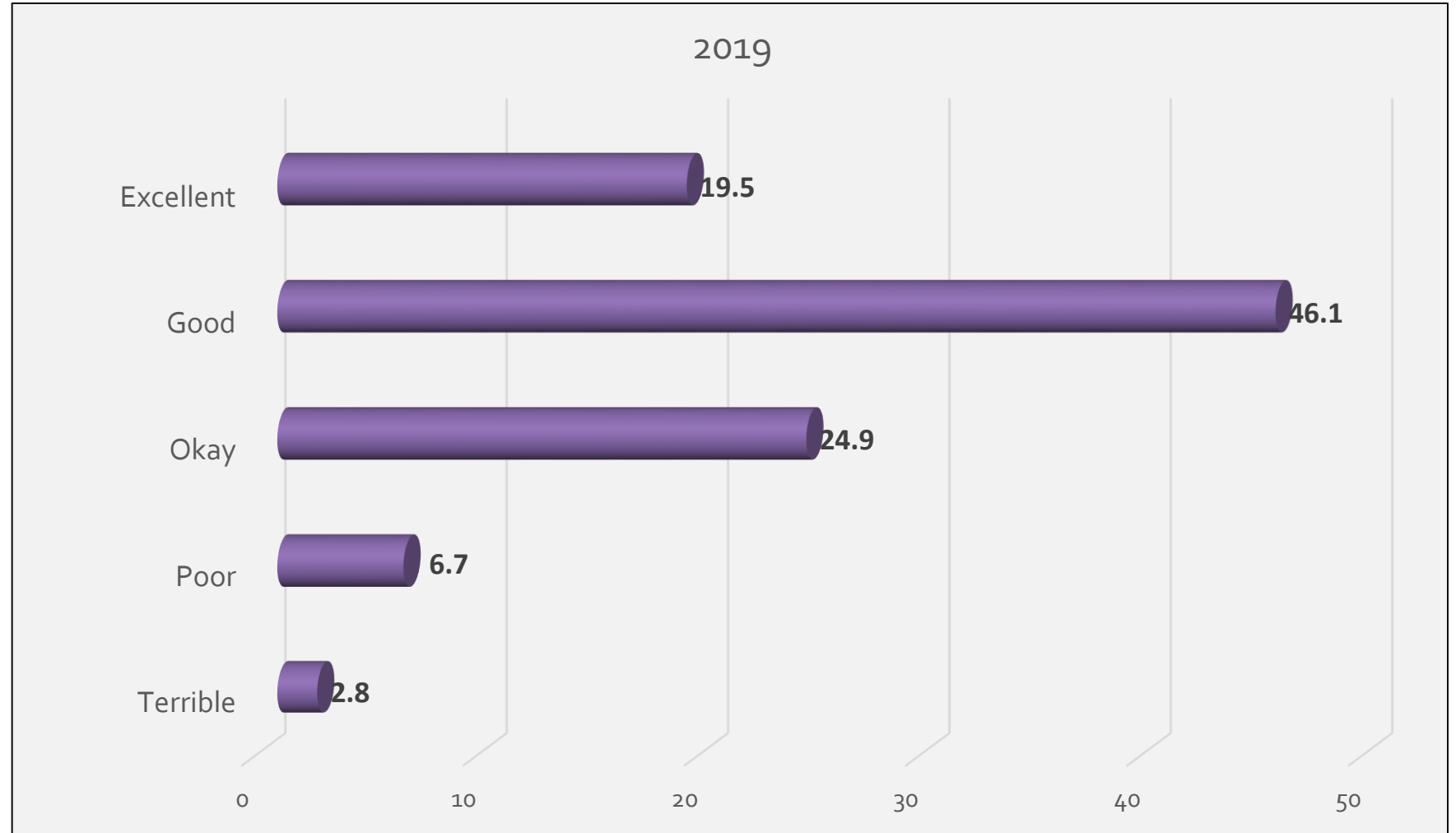
The performance of the Town of Claremont in the maintenance of character and identity of the area through planned and considered development standards and maintenance of streetscapes including trees, park benches, signage etc.

- 19.5% rated Excellent
- 65.6% overall rated Excellent or Good
- 9.5% rated Poor or Terrible

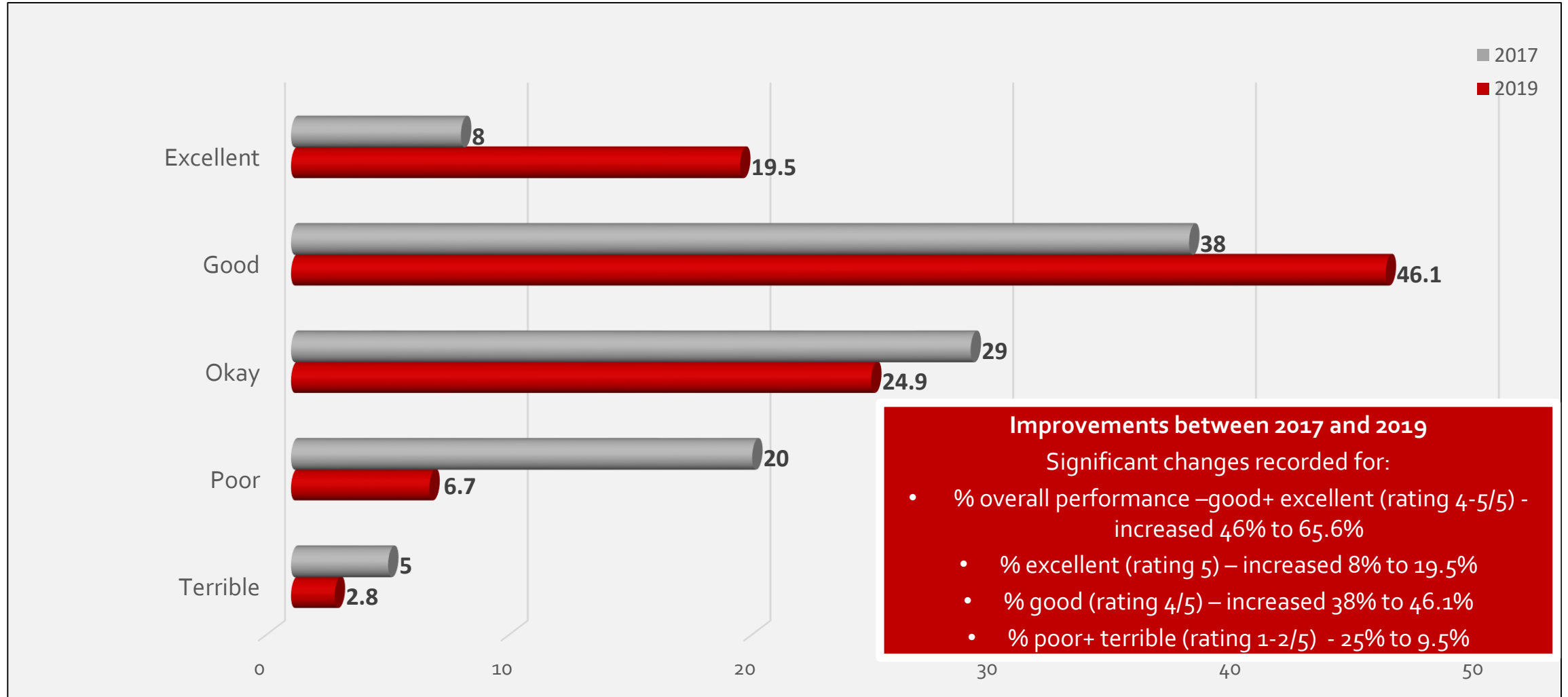
Who is satisfied?

The 25-34 age group are more likely rate the Town as excellent 33%. Home owners are less likely to rate the Town as excellent 16% and more likely to say poor 8%. Renters are more likely to rate the Town as excellent 38%.

Who is dissatisfied?
No particular groups



The performance of the Town of Claremont in the maintenance of character and identity of the area through planned and considered development standards and maintenance of streetscapes including trees, park benches, signage etc *. 2017 to 2019



Performance of the Town of Claremont's maintenance of character and identity of the area through planned and considered development standards and maintenance of local roads.

- 20.2% rated Excellent
- 66.3% overall rated Excellent or Good
- 6.6% rated Poor or Terrible

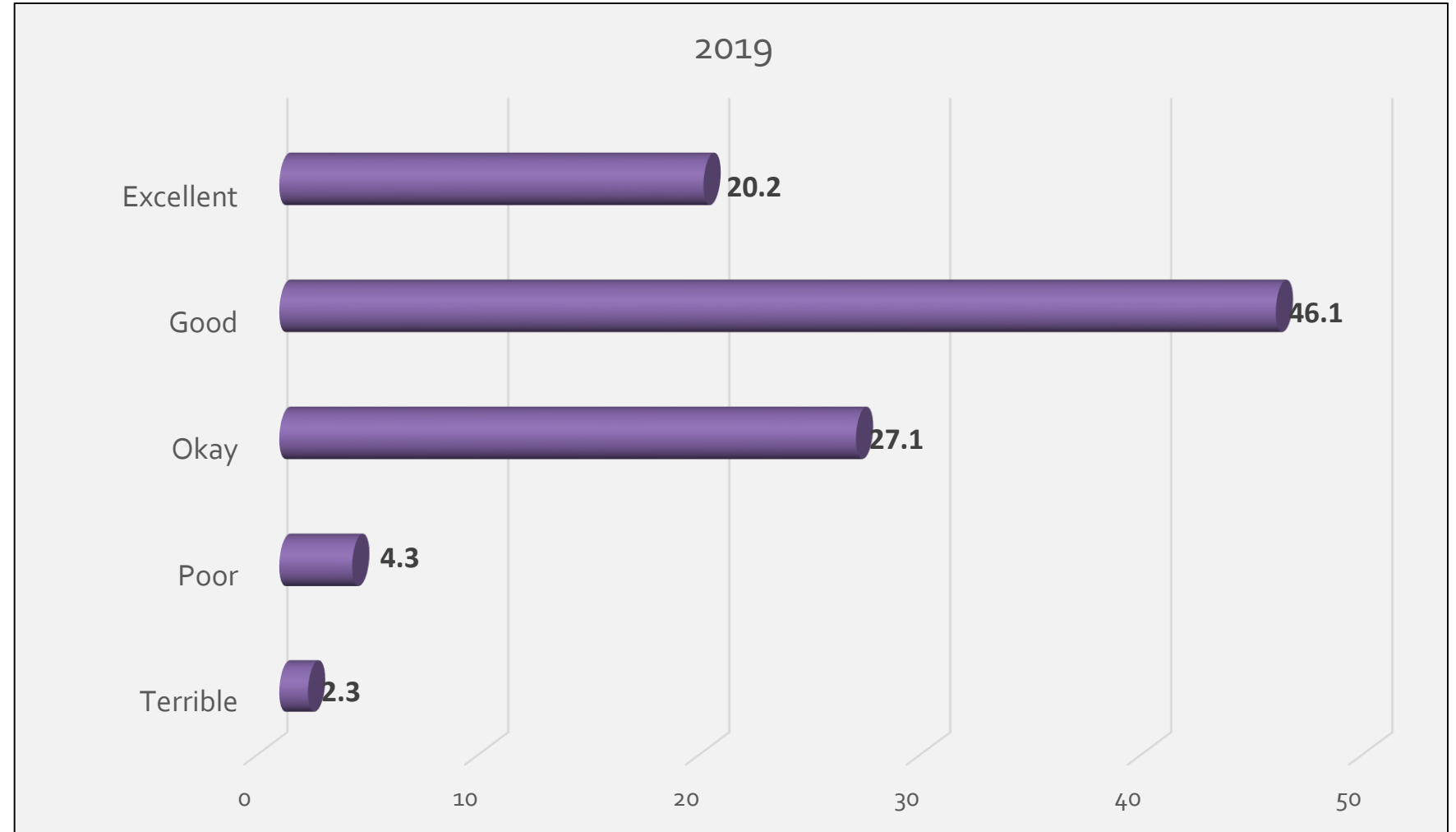
Who is satisfied?

Home owners are less likely to be rate the Town as excellent 17% compared to renters 36%.

Who is dissatisfied?

No particular groups

No comparative statement 2017



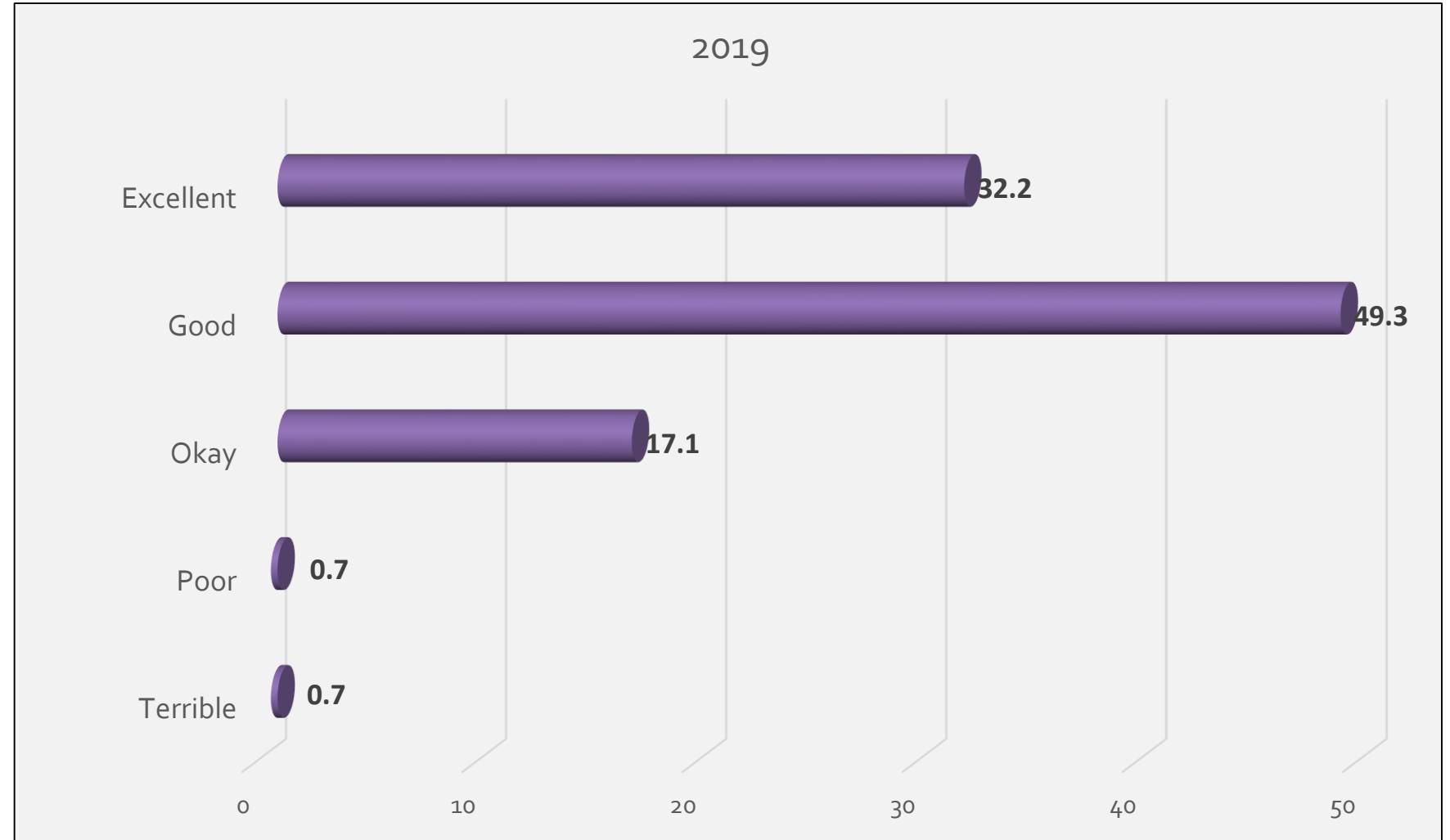
The performance of the Town of Claremont in the maintenance of character and identity of the area through planned and considered development standards and maintenance of parks and public places

- 32.2% rated Excellent
- 81.5% overall rated Excellent or Good
- 1.4% rated Poor or Terrible

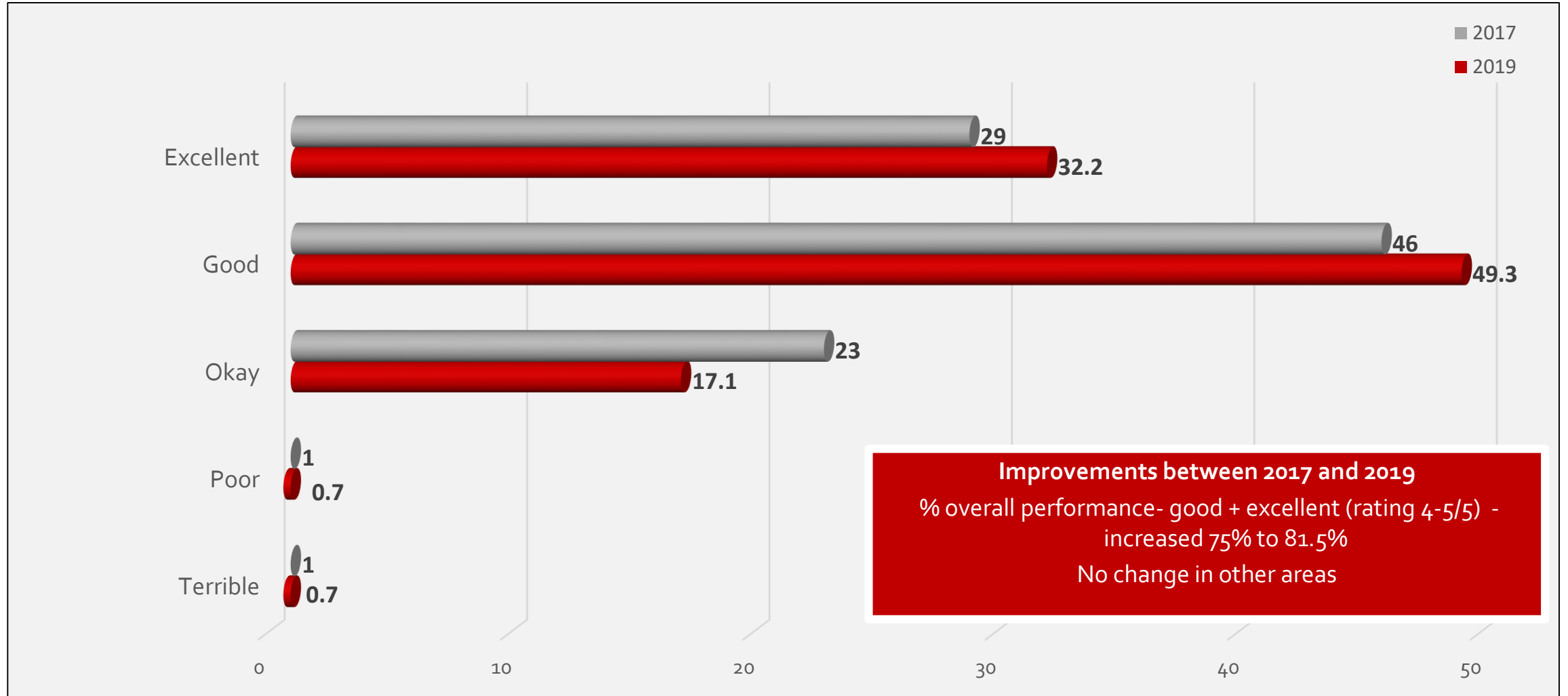
Who is satisfied?

Home owners are less likely rate the Town's performance as excellent 28% compared to renters 49%.

Who is dissatisfied?
No particular groups



The performance of the Town of Claremont in the maintenance of character and identity of the area through planned and considered development standards and maintenance of parks and public places* 2017 to 2019



Performance of the Town of Claremont's maintenance of character and identity of the area through planned and considered development quality and number of street artworks, murals and public art 2017 to 2019

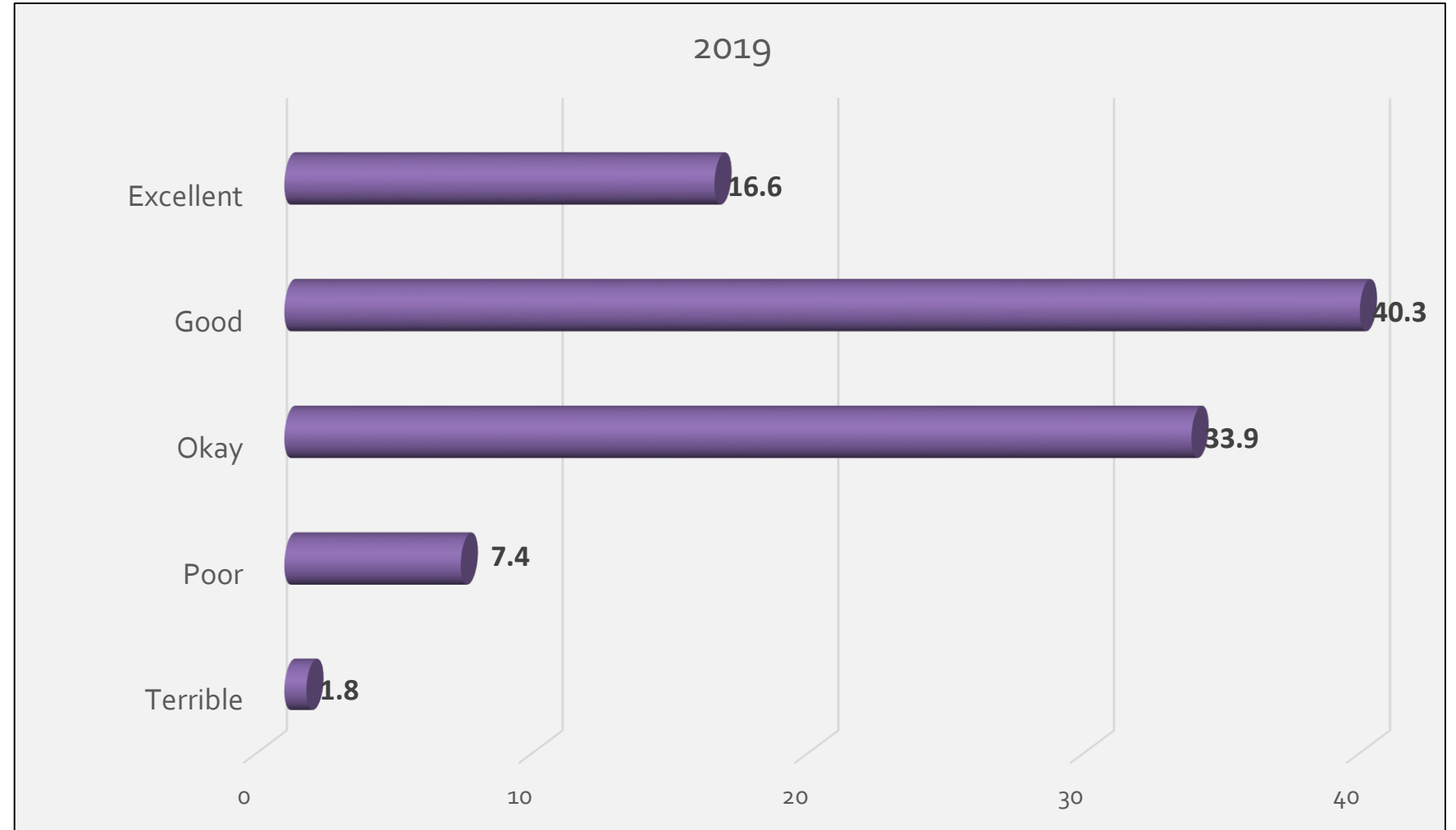
- 16.6% rated Excellent
- 57.0% overall rated Excellent or Good)
- 9.2% rated Poor or Terrible)

Who is satisfied?

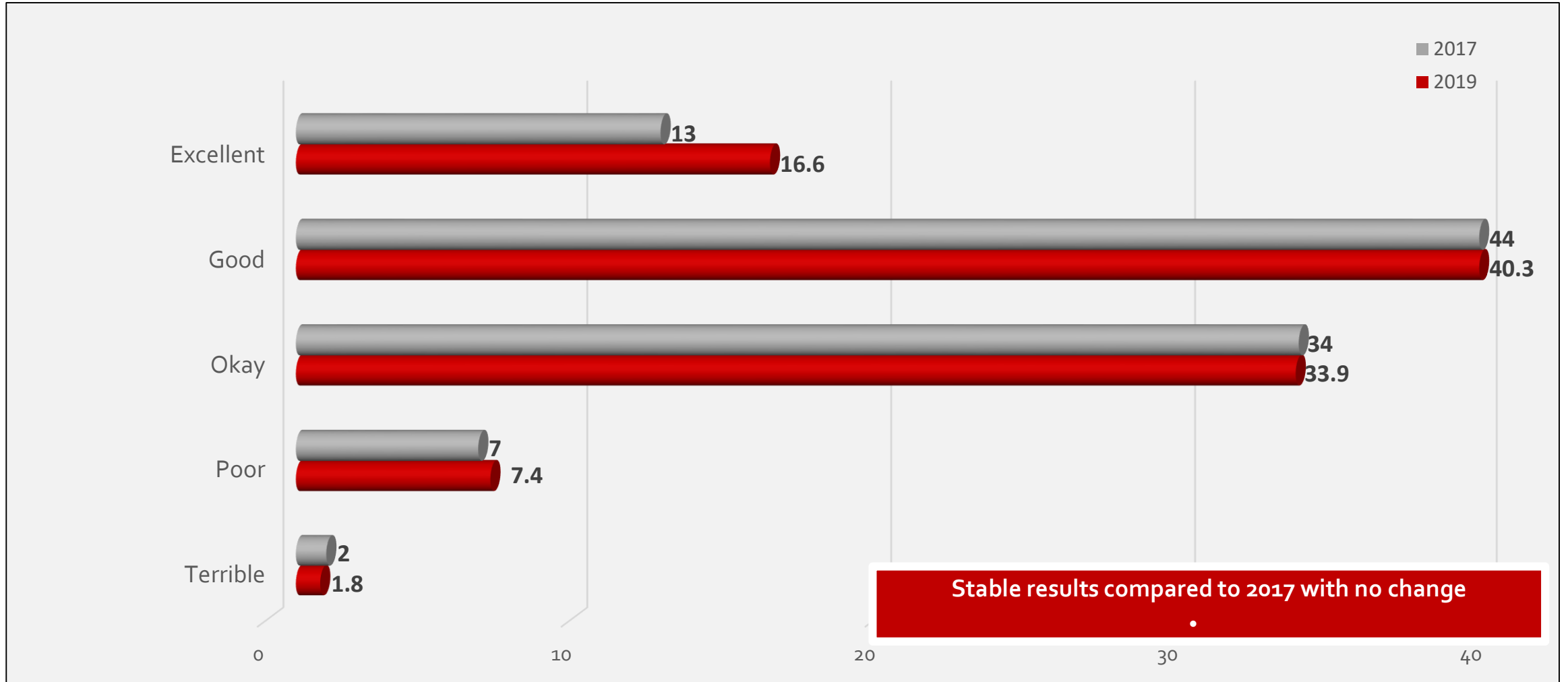
No particular groups

Who is dissatisfied?

No particular groups



The performance of the Town of Claremont in the maintenance of character and identity of the area through planned and considered development quality and number of street artworks, murals and public art 2017 to 2019



Made contact with the Town of Claremont over the past twelve months

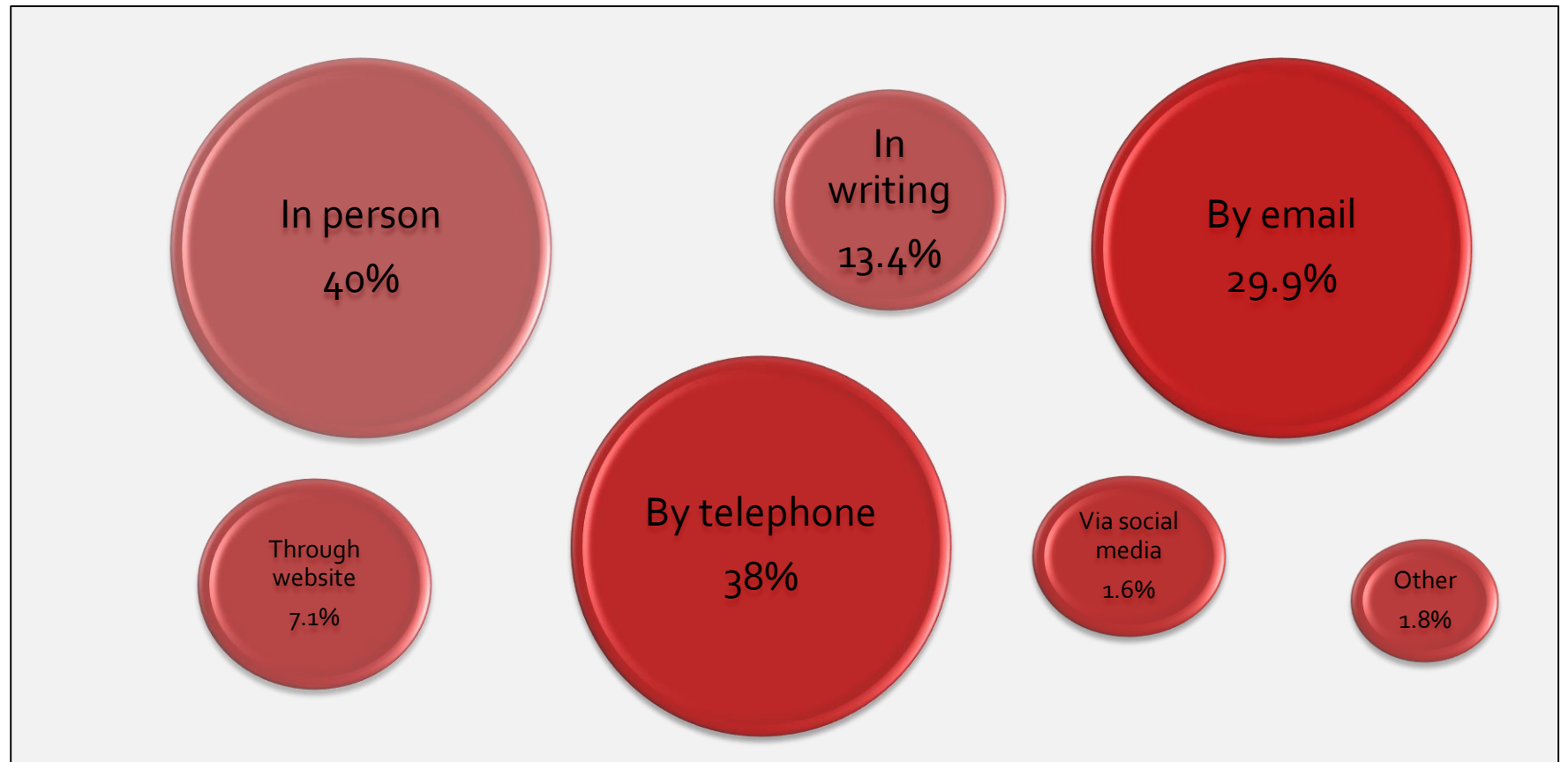
Who is contacting the Town?

The 55-64 and 65-74 age group are more likely to have contacted the Town, with 78% and 74% doing so. Whereas the 25-34 age group are less likely to do so 48%. Parents were less likely to contact the Town in person 31%. Home owners 71% are more likely to have made contact than renters 34%.

Method of contacting the Town

The 25-34 age group are more likely to have emailed the Town, with 51% having done so. They were also more likely to use social media 8% or other methods 8%. The 64-74 and 75+ age group are more likely to have contacted the Town in person, with 52% and 66% doing so. They were less likely to email, 18% and 12%. The North ward are more likely to contact the Town by email 37% and through website 10%. Those speaking another language are more likely to contact the Town in writing 45%.

64% had made contact with the Town of Claremont over the past 12 months. The most recent by ...



The performance of the Town of Claremont in delivering customer [amongst those who had made contact in the past twelve months]

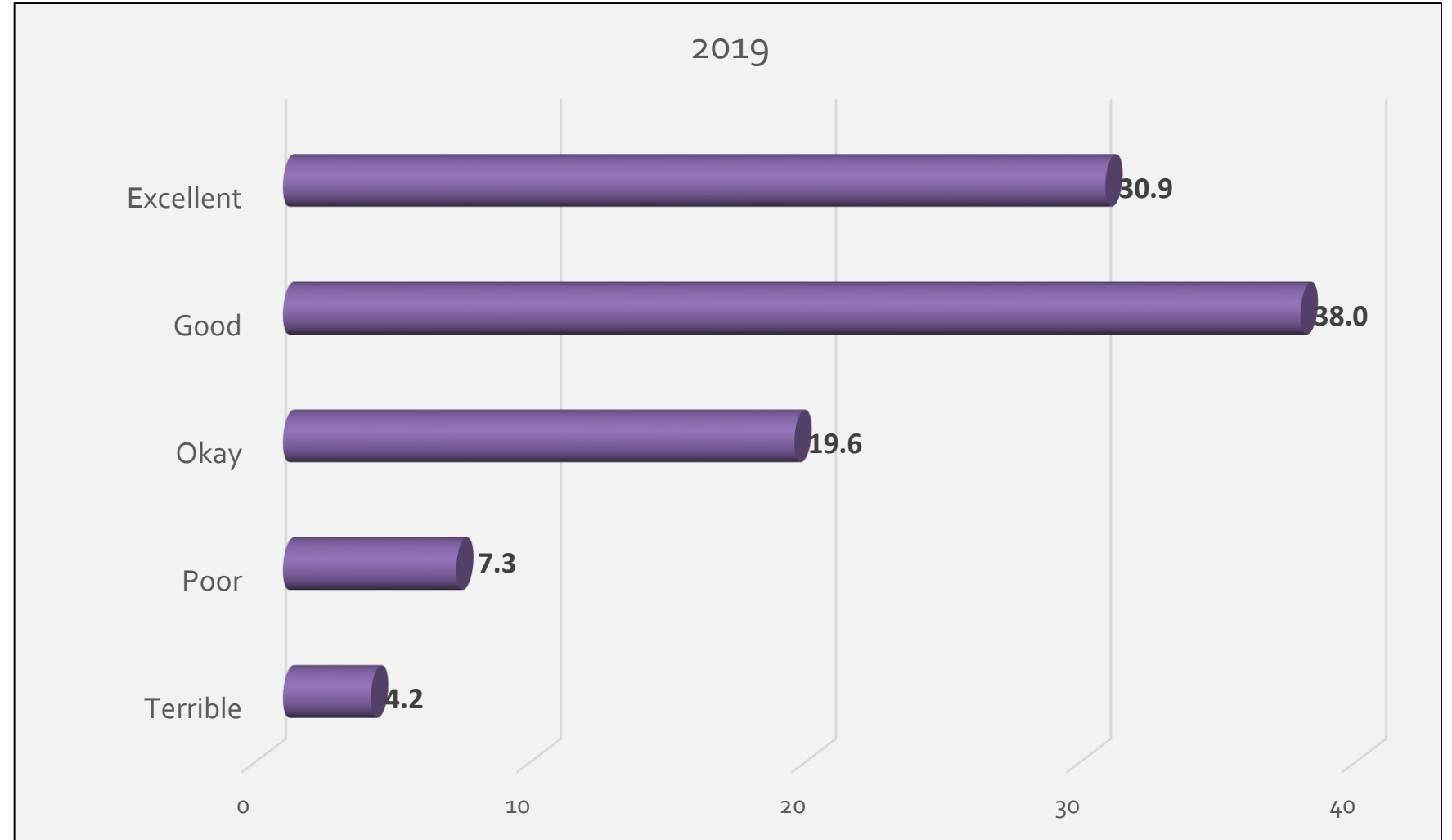
- Of those who made contact:
- 30.9% rated Excellent
- 68.9% overall rated Excellent or Good
- 11.5% rated Poor or Terrible

Who is satisfied?

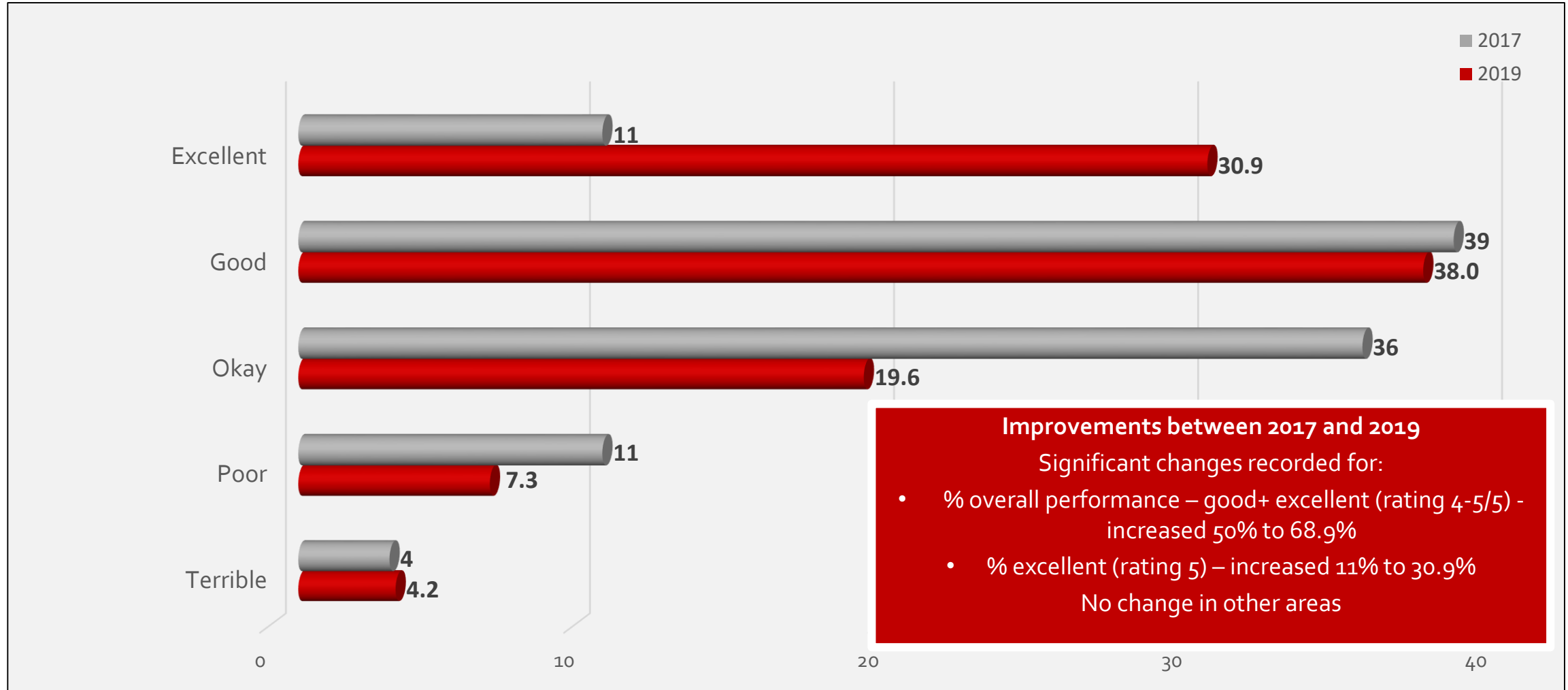
No particular groups

Who is dissatisfied?

No particular groups



The performance of the Town of Claremont
in delivering customer service 2017 to 2019
[amongst those who had made contact in the past twelve months *]



The preferred way for the Town of Claremont to communicate with residents about works including footpaths and roads residents need to be aware of

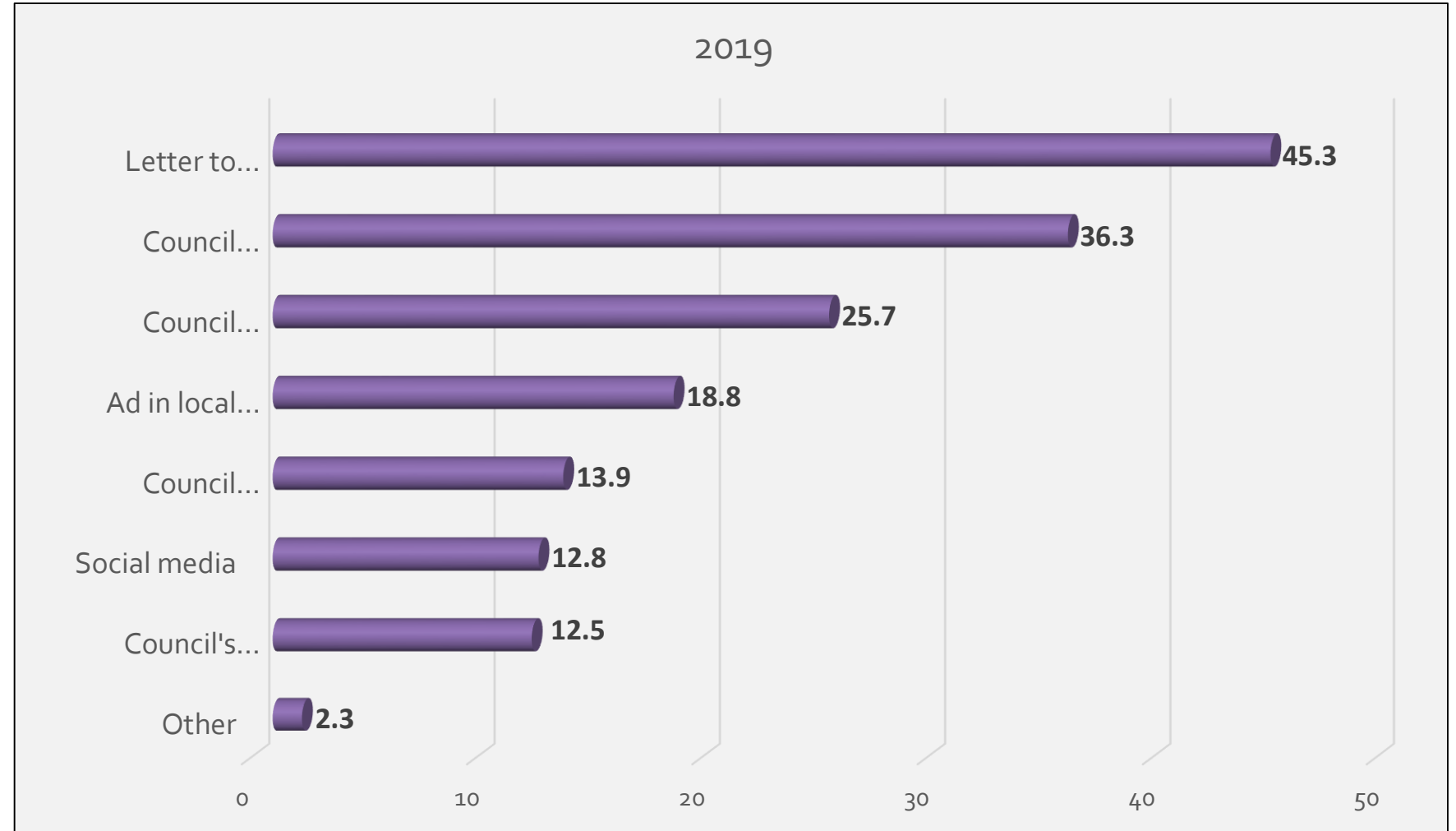
- 45.3% prefer a letter to the resident
- Collectively 62.1% prefer a Council newsletter (email or mail)

Who wants which medium?

The 25-34 age group are more likely to nominate the Council's website 24% and social media 27%. The 55+ age groups were less likely to nominate social media, 5%-1%

The 75+ age group are more likely to nominate Council newsletter (mail) 39% and less likely to say email 17%, website 2% or social media 1%.

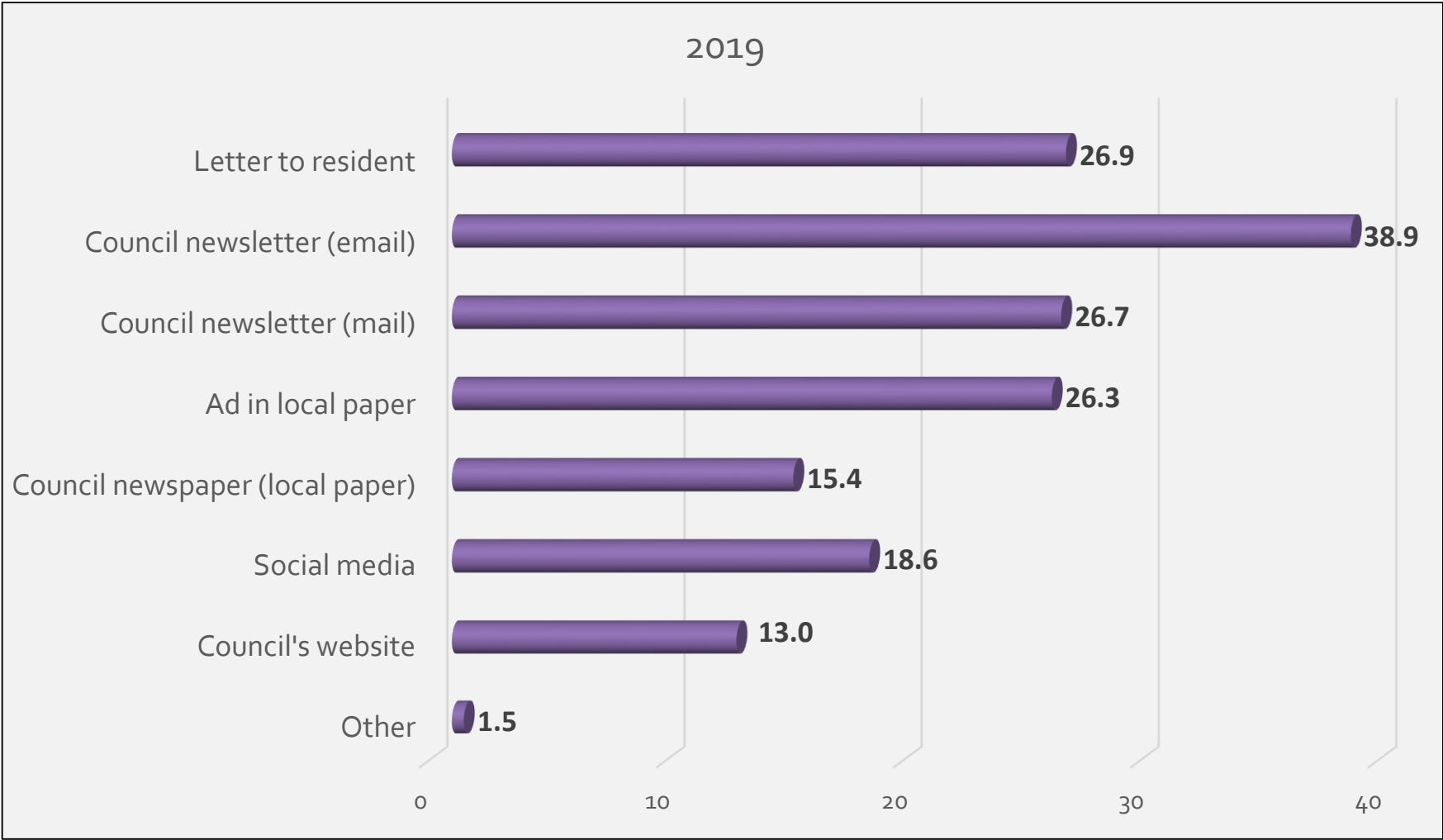
Those living at home are more likely to say Council newspaper (local paper) 44%.



Best way for the Town of Claremont to communicate with you about events activities and programs

- Collectively 65.6% prefer a Council newsletter (email or mail)
- 26.9% prefer a letter to the resident

Who wants which medium?
 The 25-34 age group are more likely to nominate the Council's website 26% and social media 38%. The 55 + age groups were less likely to nominate social media , 9%, 4%, 0% respectively
 The 75+ age group are less likely to nominate Council newsletter (email) 16% and less likely to say letter to resident 18%, website 3% or social media 0%
 Those with a disability are less likely to say social media 4%. Those mainly speaking another language are more likely to say a letter to the resident 56%



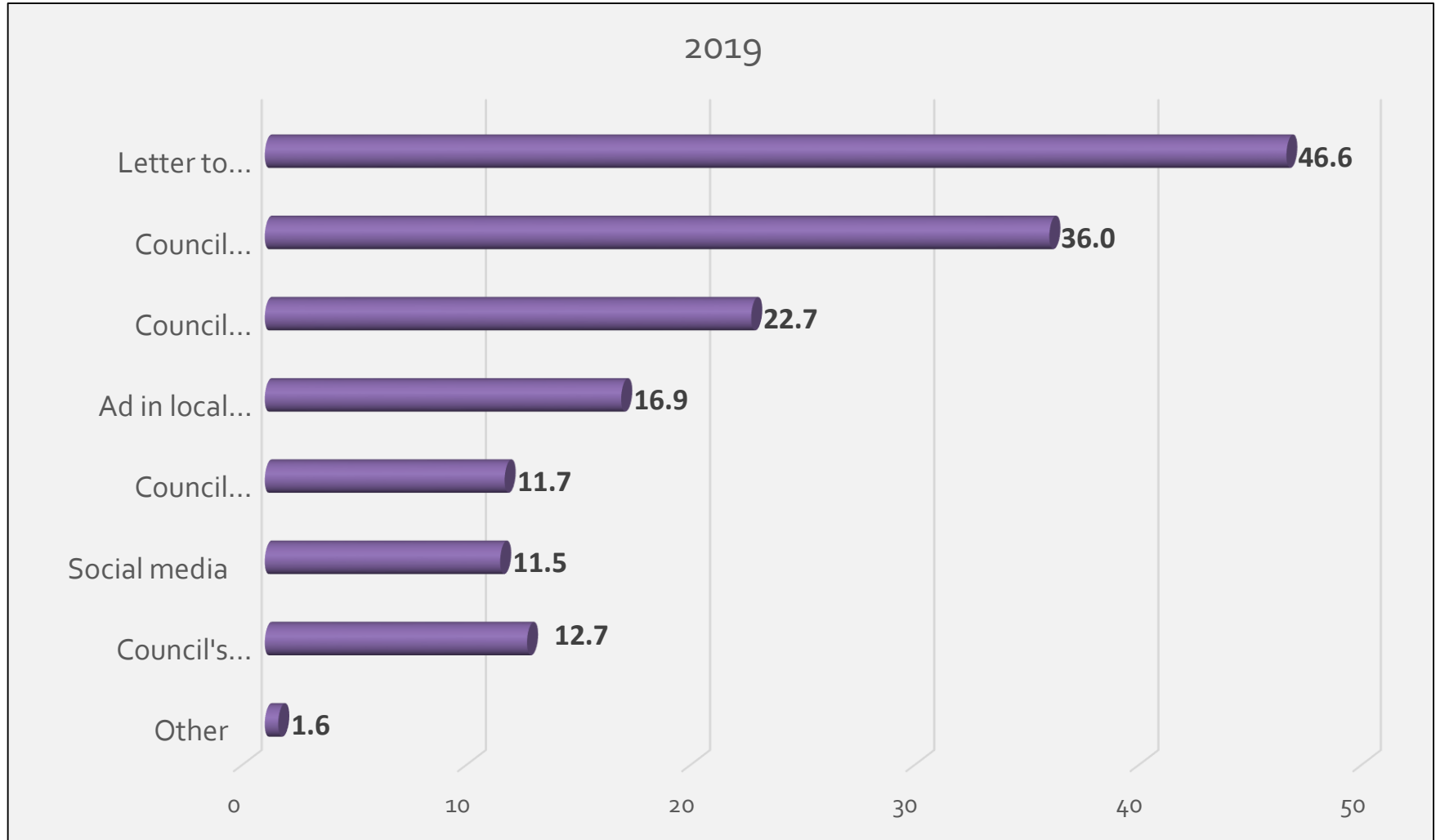
Q10. Which is the best way for the Town to communicate with you about ...? (n= 848; 1 missing; effective sample = 530)

Best way for the Town of Claremont to communicate with you about to seek input on the Town's projects activities and future plans

- 46.6% prefer a letter to the resident
- Collectively 58.7% prefer a Council newsletter (email or mail)

Who wants which medium?

The 25-34 age group are more likely to nominate the Council's website 24% and social media 24%. The 35-44 age group are more likely to say social media 21%. The 55+ age groups were less likely to nominate social media, 3%- 0%. The 65+ age groups are less likely to say the website 5%, 3%. The 75+ age group are less likely to nominate Council newsletter (mail) 17% and letter to a resident 32%. Home owners are less likely to say the website or social media 10%, 9%.



Best way for you to communicate with the Town when lodging applications for planning and building

- 50.8% prefer email/website
- 36.2% prefer in person/visit

Who wants which medium?

The 25-34 age group are more likely to nominate email/ website 78% and via a mobile App 16%. The 35-44 age group are more likely to say email/ website 74%. The 65-74 age group are more likely to say in person 52%.

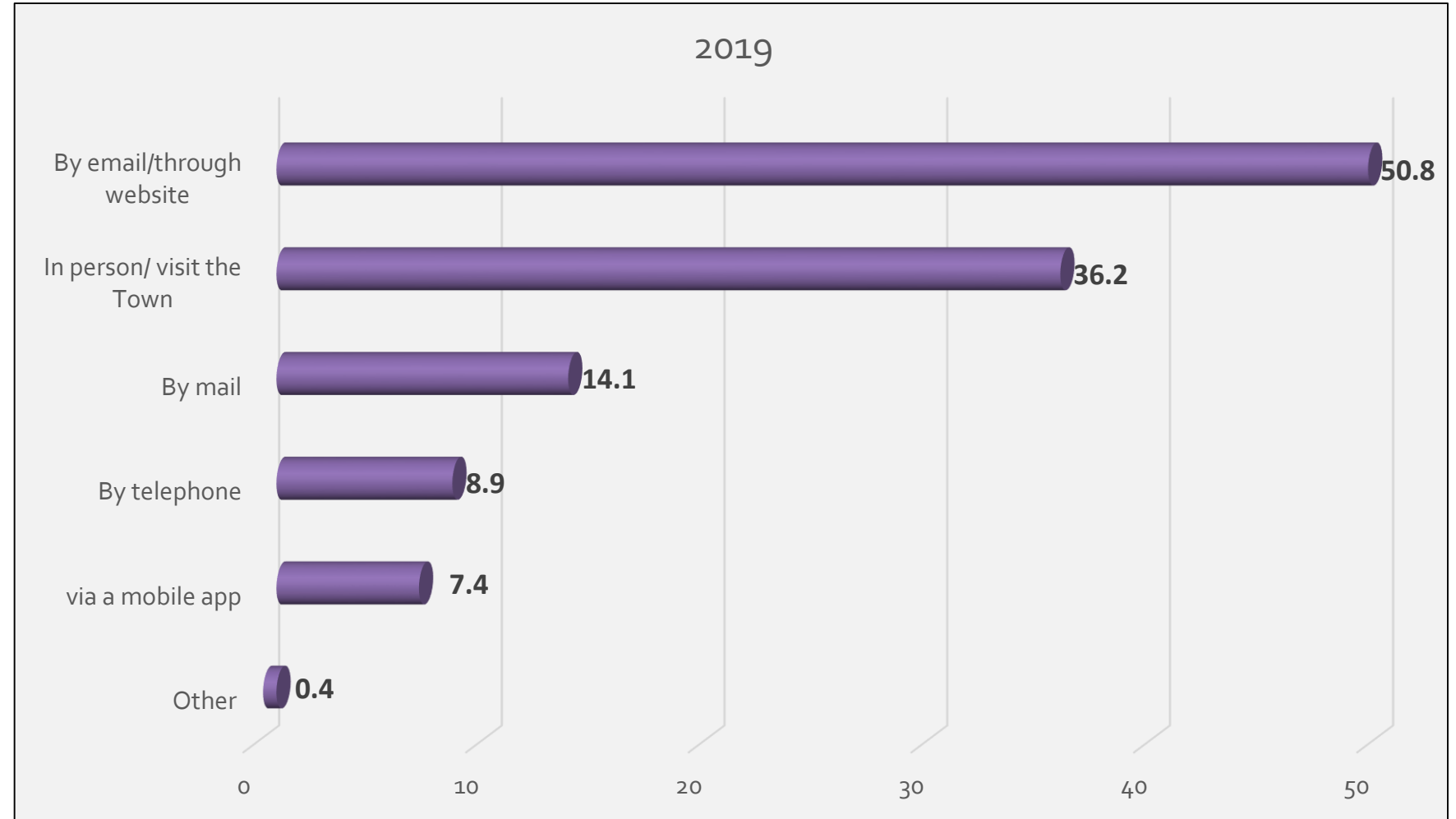
The 65 + age groups are less likely to nominate the email/website 28%, 12%. They are also less likely to nominate the App 2%, 1%.

The 75+ age group are more likely to nominate by mail 22%.

Parents with children are more likely to use email/website 63% and less likely mail 9%

Home owners are less likely to say email/website 46%. Renters are more likely to say this 71%

The South ward are more likely to say in person 44% compared to the North 32%



Best way for you to communicate with the Town when making payments: rates, infringements, animal registrations

- 65.5% prefer email/ website
- 16.0% prefer in person/visit

Who wants which medium?

The 25-34 age group are more likely to nominate email/website 87% and the mobile App 24%. The 35-44 age group are more likely to say email/ website 82%. The 55+ age groups were less likely to nominate the mobile App, 7%- 2%.

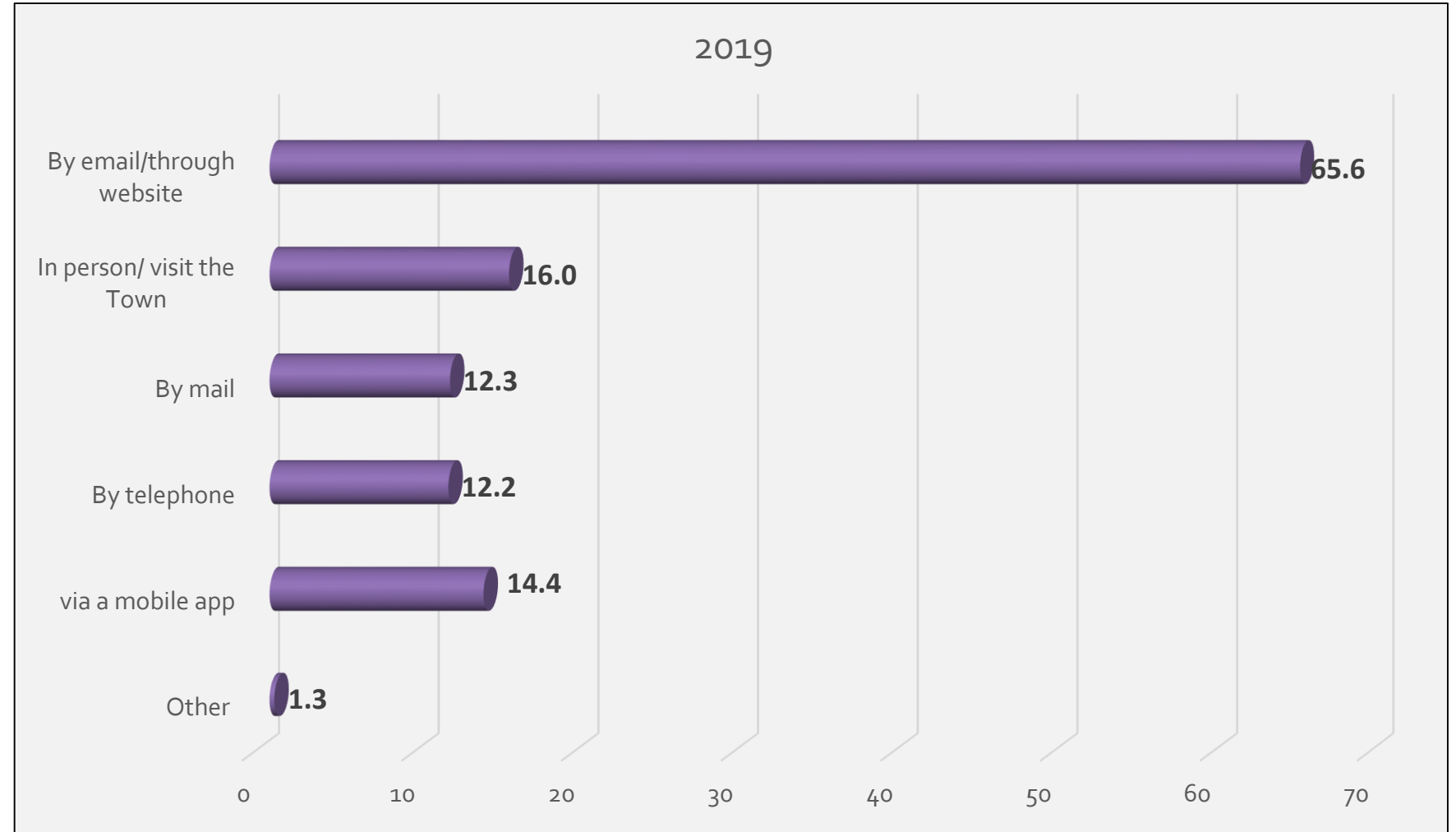
The 65+ age groups are less likely to say email/website 54%, 26%.

The 75+ age group are more likely to say by mail 26% and in person 28%.

Parents with children are more likely to use email/website 77% and less likely by mail 6% or in person 11%.

Home owners are less likely to say the mobile App 11%. Renters are more likely to say this 28%

The South ward are more likely to say in person 23% compared to the North 13% Those with a disability are more likely to say by mail 28% and less email/website 35%



Best way for you to communicate with the Town when reporting maintenance issues like trees, pavements

- 56.5% prefer email/ website
- 34.8% prefer the telephone

Who wants which medium?

The 25-34 age group are more likely to nominate email/website 78% or the App 25%, and less likely telephone 18%.

The 35-44 age group are more likely to say email/website 78%.

The 55 + age groups were less likely to nominate the mobile App , 6%- 1%.

The 65+ age groups are less likely to say email/ website 42%, 17%.

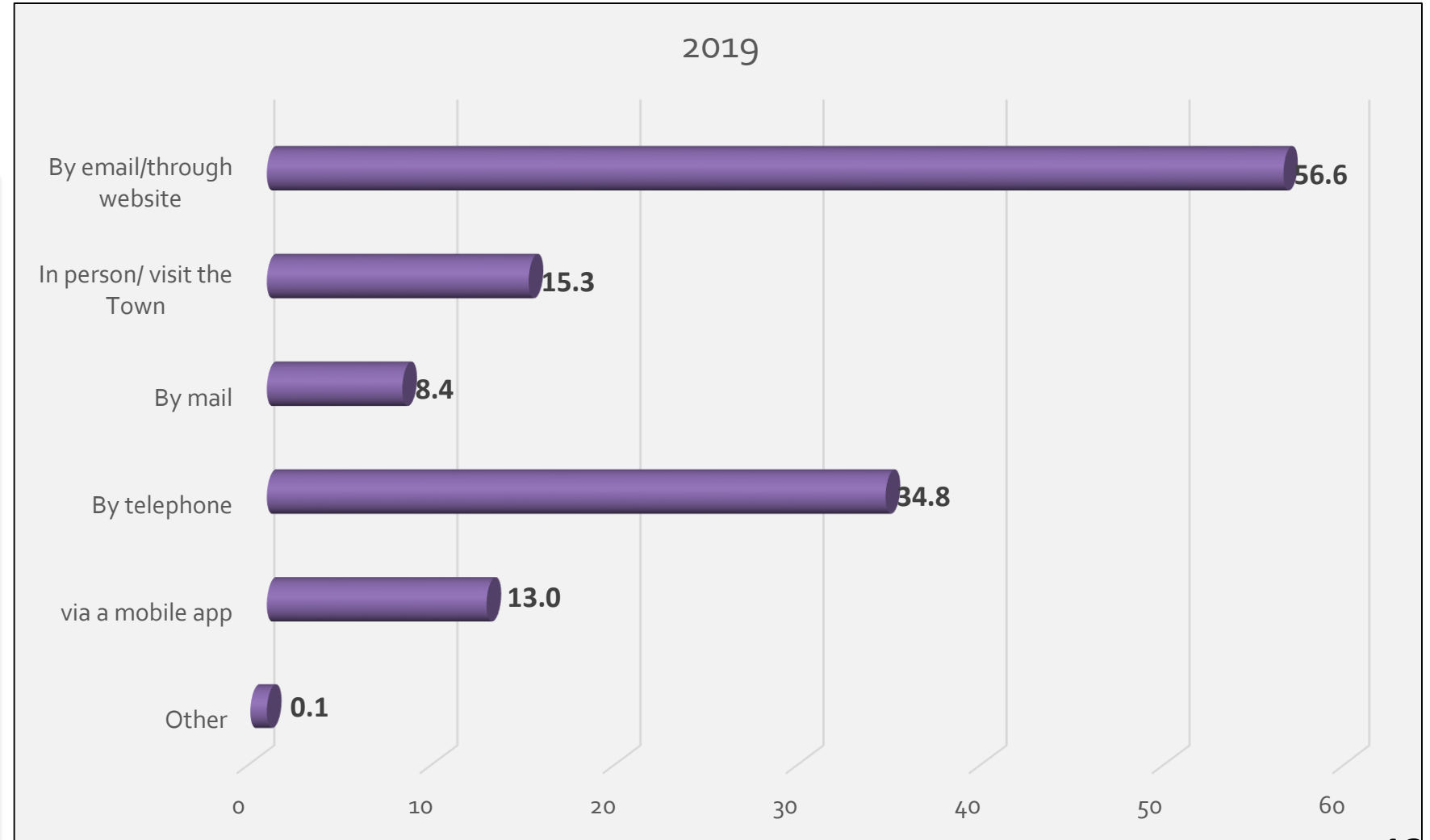
The 65-74 age group are more likely to say by telephone 46%.

The 75+ age group are more likely to say by phone 44%, mail 14% and in person 28%.

Parents are more likely to use email/website 67% and not in person 9%

The South ward are more likely to say in person 23% compared to the North 11%

Those with a disability are less likely to say email/website 34%. Mainly speaking another language are more likely to say the mail 32%



Best way for you to communicate with the Town when reporting graffiti

- 52.0% prefer email/ website
- 42.1% prefer the telephone

Who wants which medium?

The 25-34 age group are more likely to nominate email/website 70% and the mobile App 28%.

The 35-44 age group are more likely to say email/website 71%.

The 65+ age groups are less likely to say email/ website 39%, 13% and the mobile App 3%, 1%.

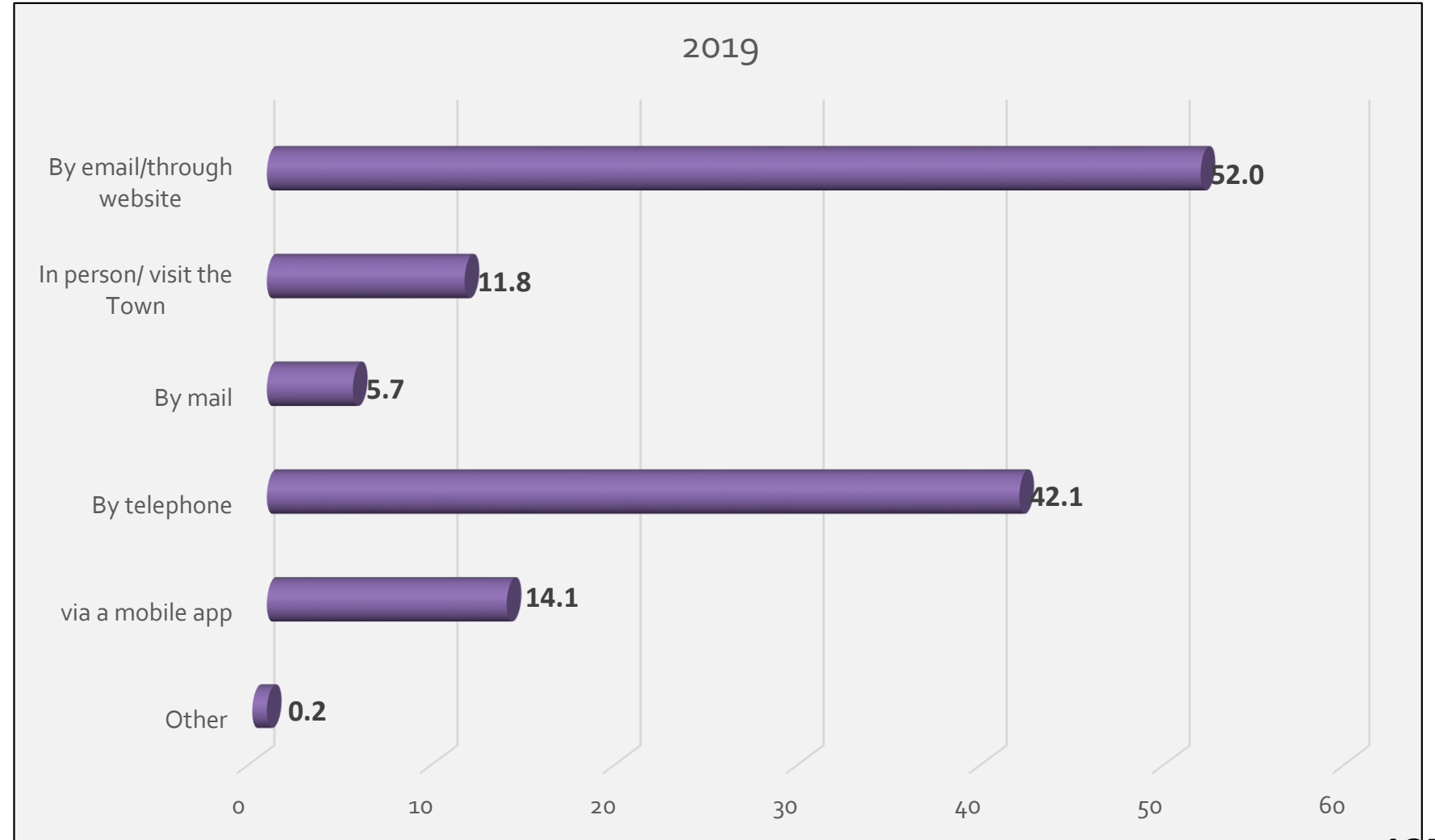
The 65-74 age group are more likely to say by telephone 52%.

The 75+ age group are more likely to say by telephone 54% and in person 20%.

Parents are more likely to use email/website 62% and not by mail 8%

The South ward are more likely to say in person 18% compared to the North 9%.

Those with a disability are less likely to say email/website 27%. Those mainly speaking another language are more likely to say mail 27%.



Best way for you to communicate with the Town when finding out about Community services - activities

- 65.9% prefer email/website
- 17.6% prefer the mail

Who wants which medium?

The 25-34 age group are more likely to say email/website and App 81%, 24%.

The 35-44 and 55-64 age groups are more likely to say email/website 79%, 77%.

The 55+ age groups were less likely to nominate the mobile App, 7%- 1%.

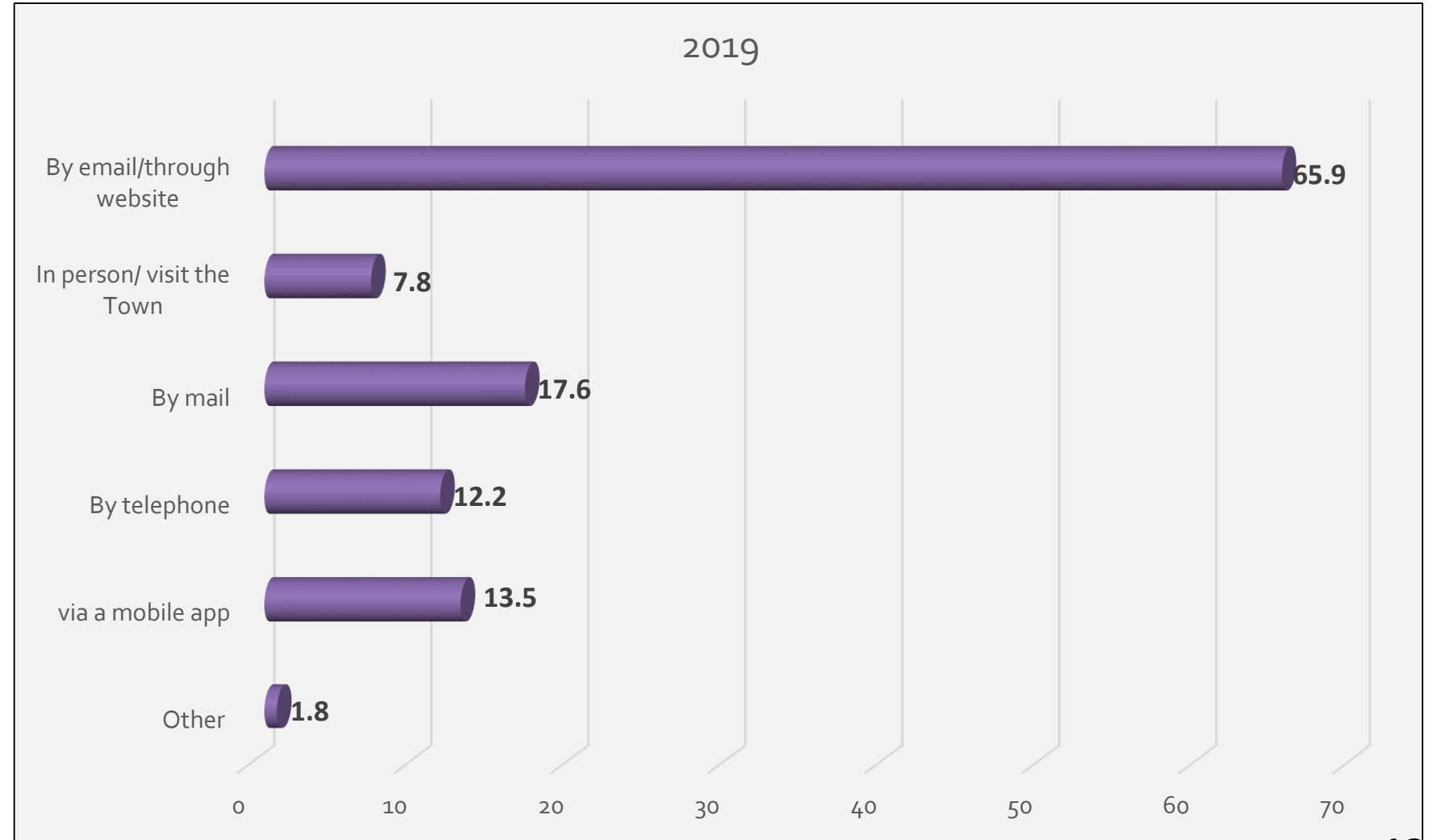
The 75+ age group are more likely to say by telephone 20%, mail 33% and in person 15%. Parents are more likely to use email/website 77% and less likely in person 4%.

Home owners are less likely to say the mobile App 10%. Renters are more likely to say this 28%.

The South ward are more likely to say in person 14% compared to the North 5%.

Those with a disability are less likely to say email/website 39% or App 2%.

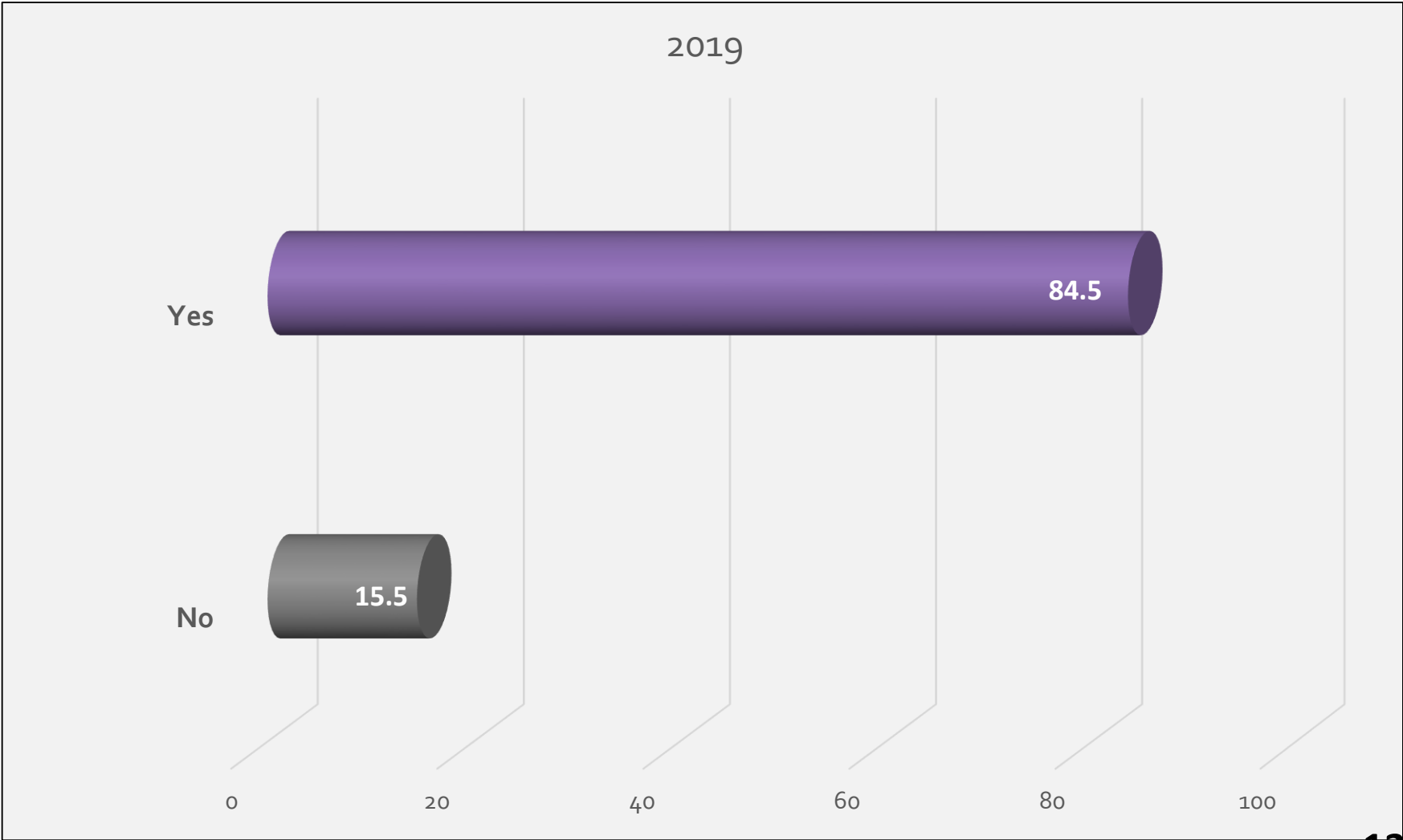
Those born overseas are more likely to say email/website 74%.



Awareness of Town of Claremont cultural events program of festivals, concerts, and art exhibitions

▪ 84.5% were aware of cultural events program

Who is aware?
The South ward are more likely to be aware 93% compared to the North 82%.

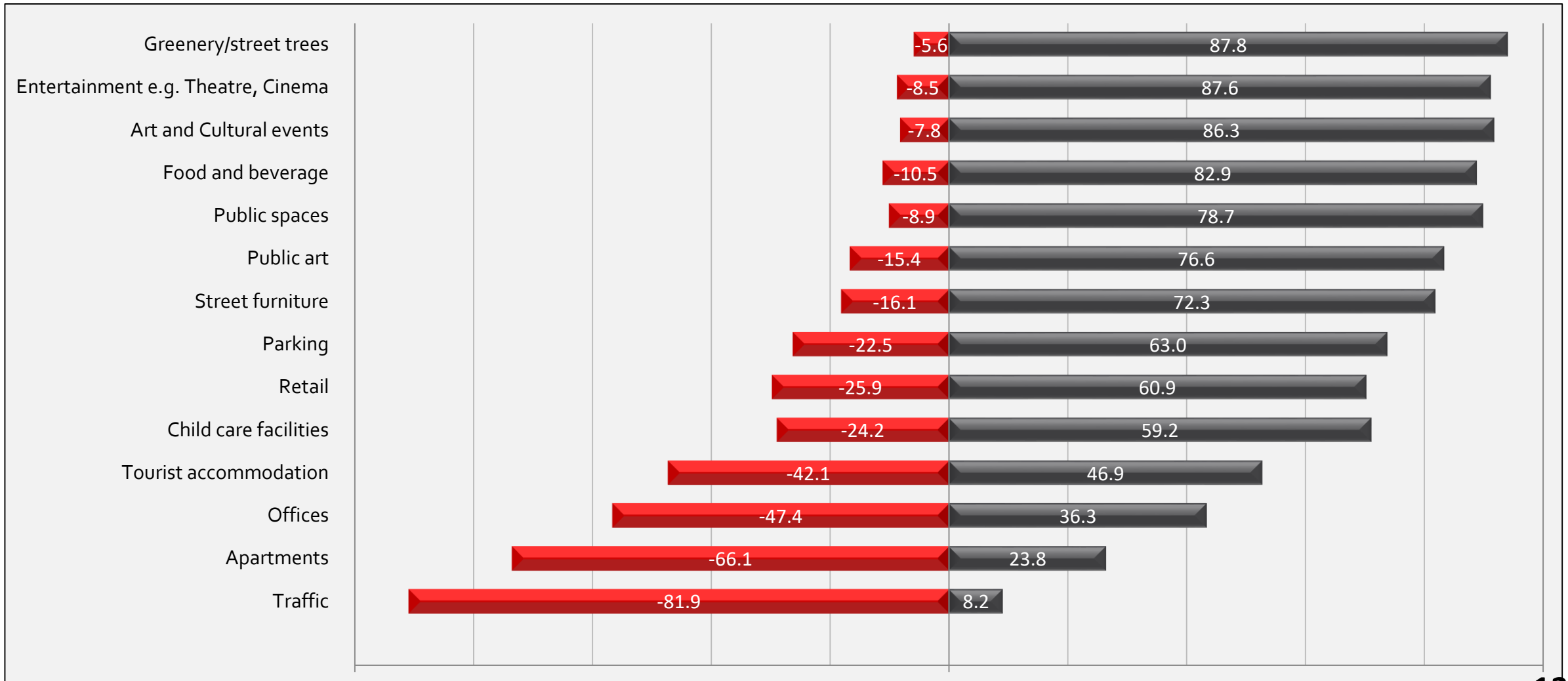


Q6 Are you aware of the Town's community cultural events program of festivals concerts and art exhibitions? (n= 807; 42 missing; effective sample = 462)

Expectations for the future of the Claremont town centre which would you like to see more or less of

% Less

% More



Expectations for the future of the Claremont town centre which would you like to see more or less of

Who wants more?

Male respondents are more likely to want more apartments (33%).

Females are more likely to want less apartments (74%).

The 35-44 age group are more likely to want more retail 76%

The 65-74 and 75+ age groups are more likely to want more parking, 75%, 85% respectively

The 75+ age group are also more likely to want more child care facilities 71%

Parents with children at home are more likely to want more food/ beverages 88% , no change for greenery/street trees 10% and less likely to want less public art 10%.

Home owners are more likely to want more parking 67%.
Renters are more likely to want no change on this issue 26%

Who wants less?

The 45-54 age group are less likely to want more child care facilities 44%.

The 65-74 group are less likely to want more food and beverage 74% . They are also less likely to want more entertainment 79%.

The 75+ age group are more likely to want less traffic 93%, less retail 37%, less public spaces 17% and less greenery/street trees 13%. They are less likely to want more food and beverage 68% .

Home owners are more likely to want less traffic 85%. Renters are more likely to want no change to traffic 21%. Those living at home are more likely to want more traffic 29%.

Those with a disability are less likely to want more greenery/street trees 73% and more likely to want no change 16%.

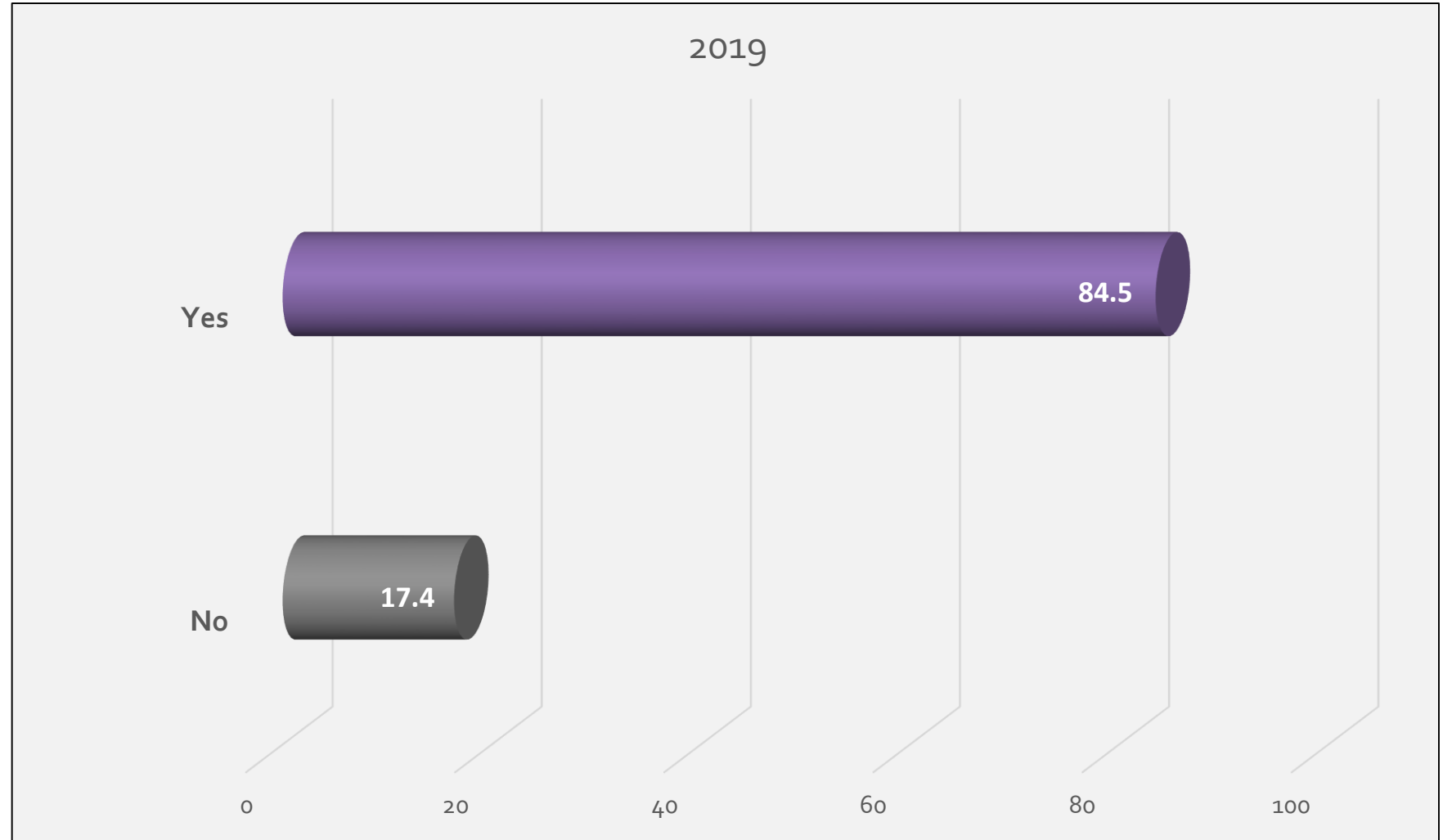
Those mainly speaking another language are more likely to want no change 27%.

The Town is considering developing a Community Safety Program ... would you support this?

- 82.6% were in favour of the Community Safety Program

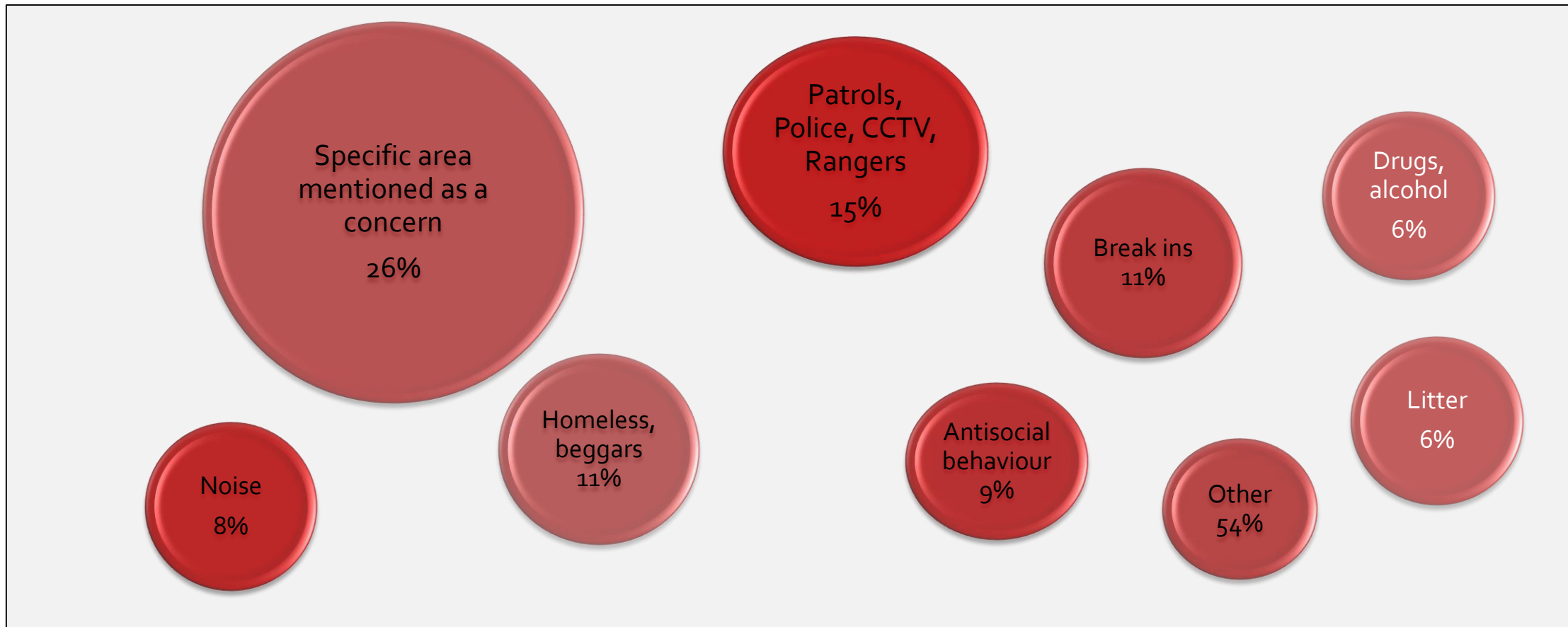
Who is satisfied?
No particular groups

Who is dissatisfied?
No particular groups



Comments regarding community safety and or anti-social behaviour

443 comments were made about community safety. **45% said there were no problems.** The issues fell into the following categories ...



Comments regarding community safety and or anti-social behaviour

Topic/Issue	%	Topic/Issue	%
No problems/feel safe (23%), generally good, only minor issues (8%), other positive/ improving/managed well when it occurs/information/strategies in place (5%), no problems (4%), not Council's job/Govt responsibility (2%), others need take responsibility (3%)	45%	Antisocial behaviour no more information (8%), lack of respect/hog footpath (1%)	9%
Specific area mentioned - Town centre/Claremont Quarter/St Quentin's Ave (8%), Concerts at the Showgrounds (6%), Parks/Lake Claremont (3%), Train station (4%), Hungry Jacks (1%), Nightclubs/pubs (1%), other area (3%)	26%	Noise - neighbours/revellers (5%), noise traffic (2%), dogs barking/strays not on lead (1%)	8%
More security patrols/upgrade/monitor (5%), Police more/presence/response result (4%), CCTV more/maintenance (3%), Rangers more/ longer hours/fair (2%), Neighbourhood watch/Facebook (1%)	15%	Litter (3%), environmental issues (3%)	6%
Beggars (6%) and homeless (5%)	11%	Drugs (4%) alcohol (2%)	6%
Crime - House break in (4%), theft (3%), petty crime (2%), car break in (2%)	11%	Other (see over)	54%

Comments regarding community safety and or anti-social behaviour

Topic/Issue	%
Other issues included: Parking illegal/dangerous (5%) Speeding hooning (5%) Lighting – more/improve (5%) Have experienced a problem/family has/heard others have (5%) Vandalism (2%), graffiti (1%), vomiting/urinate (1%) (4% total) Problems have increased/worse (4%) Night time/don't go out at night (4%) School students/school drop off/parents/school holidays (4%) Depends how much it costs (4%) Cyclists (1%), traffic management (3%) More inclusion/promote community spirit (2%) Footpaths/cycleways/laneways unsafe (2%) Pedestrian access/ road crossings (1%) Violence/beatings/attacks (1%) public housing (1%) Other (5%)	54%
Don't know	10%

Appendix 1

Residential Community Perceptions Monitor

Component	Details
Project Management Team	
Research Solutions Contact	Nicky Munro
Client Contact	Jane Carter
Research Methodology	
Data collection method	Mail survey and online survey on the Town's website

Component	Details
Sampling Methodology	
Target population for survey	Residents and non resident ratepayers of the Town of Claremont aged 18+ years
Description of sampling frame	All residents and rate payers that met the above criteria, anyone who was not a resident or rate payer was deleted from the sample
Source of sampling frame	Addresses in the Town of Claremont and non resident ratepayers from the rates role
If using an Access Panel (note below or NA):	NA
Sampling Technique e.g. quota /probability / convenience / geographical coverage if relevant	Census - every household in the Town was delivered a questionnaire
Sample Size e.g. if sample size achieved was different from planned sample, note this and reason why	849, the achieved sample was larger than previous years
Survey dates	15 th May 2019 – 14 th June 2019
Incentives provided for respondents e.g. No / yes & description of incentive	\$250 shopping voucher to Claremont Quarter
Questionnaire length / administration time	10 minutes self completion mail survey

Component	Details
Data Collection Outcomes:	
Response Rate	NA
Research participant contact outcomes (note below):	
<ul style="list-style-type: none"> Interviews online 	199
<ul style="list-style-type: none"> Mail surveys 	650
Overall sampling error	± 5%
Validation procedures	N/A except that the questionnaires were numbered to prevent photo copying and duplicated responses and the online survey was checked to ensure one survey per IP address.

Details

Data Coding, Analysis and Data File Treatment

Validity and Reliability Issues	
Data coding	key themes identified by Project Manager
Consistency checks	<ul style="list-style-type: none"> • Preliminary data file checked by Project Manager using SPSS: <ul style="list-style-type: none"> ○ Frequency counts ○ Relevant cross tabulations • Data outside the range/duplicates or abnormalities investigated prior to coding and analysis • Any questionnaire where the respondent was not a resident or rate payer was excluded
Treatment of missing data	<ul style="list-style-type: none"> • Excluded from analysis and/or noted where relevant • Individual cases with excessive missing data excluded from sample
Was sample weighted? (note below or NA):	Yes
Any estimating or imputation procedures used e.g. Pope's Model	NA
Statistical tests used	<i>See Survey Research Appendix: Statistical Tests</i>
Data file provided to client	On request
De-identified data files retained	For five years

This project has been undertaken in compliance with ISO 20252.

Technical Appendix

Statistical Tests

Test:	Two Tailed T-Test of a Proportion
Use:	<p>To determine if the proportion of a variable in one sub-sample is significantly different to the proportion of the same variable in some other group, such as:</p> <ul style="list-style-type: none"> • The sample overall (i.e. sub-group differs to the sample in general) • The rest of the sample (e.g. sub-group of people aged 18-24 differs to the sub-group of people not aged 18-24).
Data Assumptions:	<ul style="list-style-type: none"> • Measure being tested is normally distributed within the two (sub-) samples. • Data must be interval or ratio. • Variance of measure being tested is roughly similar (homogeneity of variance). • Appropriate version of the test chosen for independent or dependent samples.
Test Measure / Cut-off Criterion:	<p>$p \leq 0.05$ i.e. the difference between two groups has only a 5% probability of occurring by chance alone</p>
Issues to be aware of:	<p>The result should be both statistically significant and clinically or tactically or strategically significant. Be mindful of statistically significant differences where:</p> <ol style="list-style-type: none"> 1. The sample sizes are very large 2. Scores within the groups are very similar (i.e. the groups have small standard deviations)

Test:	False Discovery Rate
Use:	To adjust the results of tests of statistical significance to reduce the chance of finding results to be significant when they are really due to sampling error.
Data Assumptions:	The data assumptions are relevant to the underlying tests of significance being "adjusted"
Test Measure / Cut-off Criterion:	$q \leq 0.5$