



MARKYT Community Scorecard ©

Prepared for: Shire of Peppermint Grove

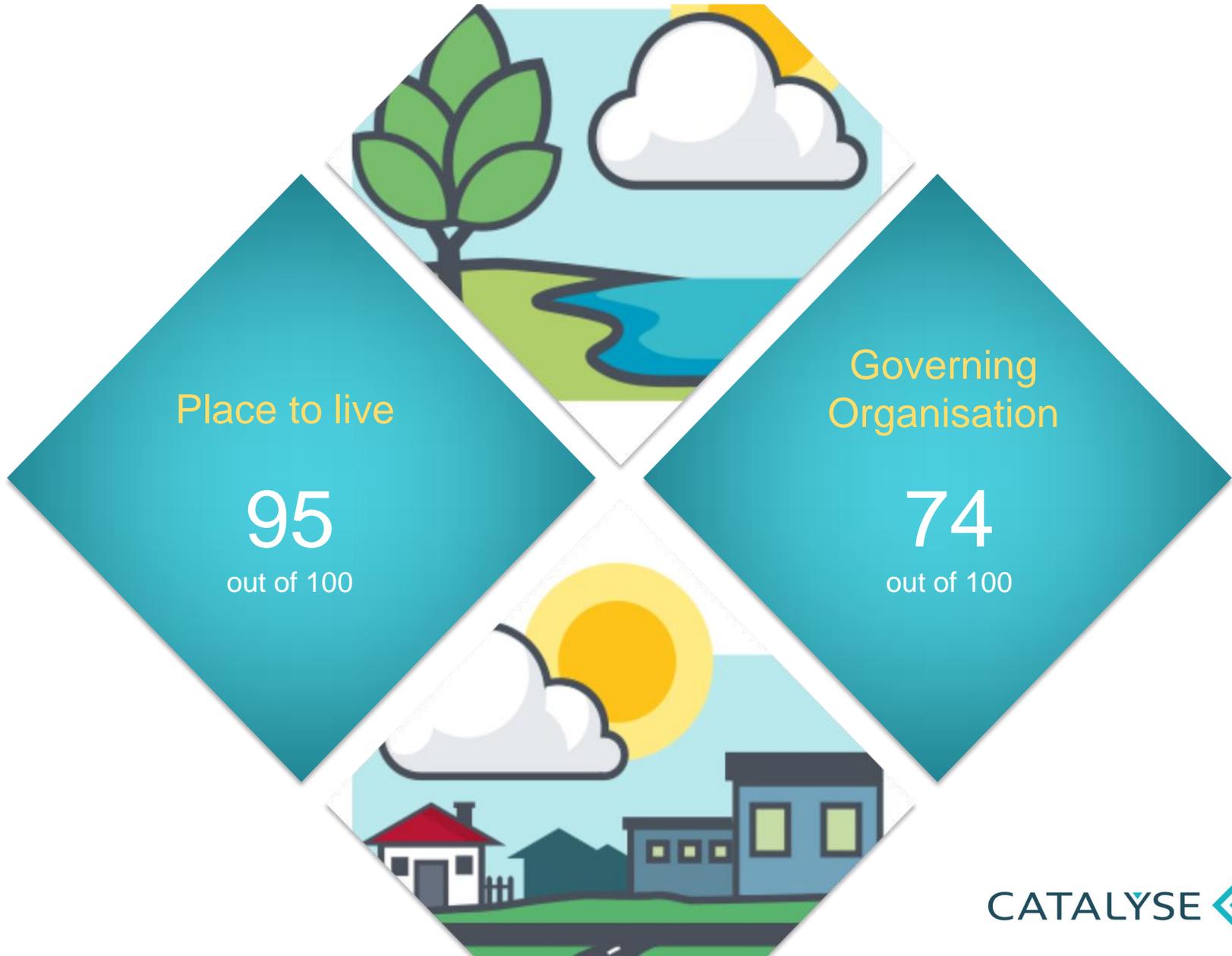
Prepared by: Catalyse Pty Ltd

December 2017

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Strategic Insights



Overall Performance | industry comparisons

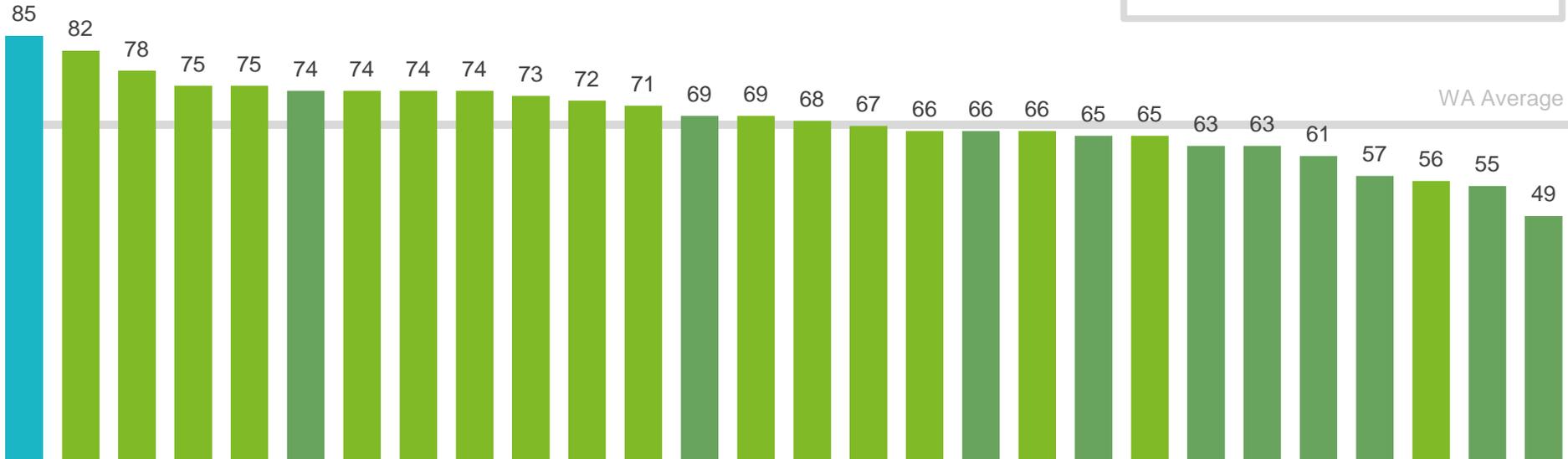
The 'Overall Performance Index Score' is a combined measure of the Shire of Peppermint Grove as a 'place to live' and as a 'governing organisation'. The Shire of Peppermint Grove's overall performance index score is 85 out of 100, setting the industry standard for Western Australia.



Overall Performance Index Score

average of 'place to live' and 'governing organisation'

- Shire of Peppermint Grove
- Metropolitan Councils
- Regional Councils



The Shire of Peppermint Grove is leading the industry in 27 areas.

- Place to live
- Governing organisation
- Advocacy and lobbying
- How the community is informed about Shire services, facilities and events
- Customer service
- Ease of accessing Councillors
- Sense of community in your local area
- Volunteer support and recognition
- Access to health and community services
- Community buildings, halls and toilets
- Playgrounds, parks and reserves
- Library and information services
- How local history and heritage is preserved and promoted
- Safety and security
- The area's character and identity
- Planning and building approvals
- Road maintenance
- Traffic management on local roads
- Footpaths and cycleways
- Streetscapes
- Lighting of streets and public places
- Storm water drainage
- Access to public transport
- Conservation and environmental management
- Efforts to maintain and enhance the River (its setting, amenity, value and biodiversity)
- Verge-side bulk rubbish collections
- Management of food, health, noise and pollution issues



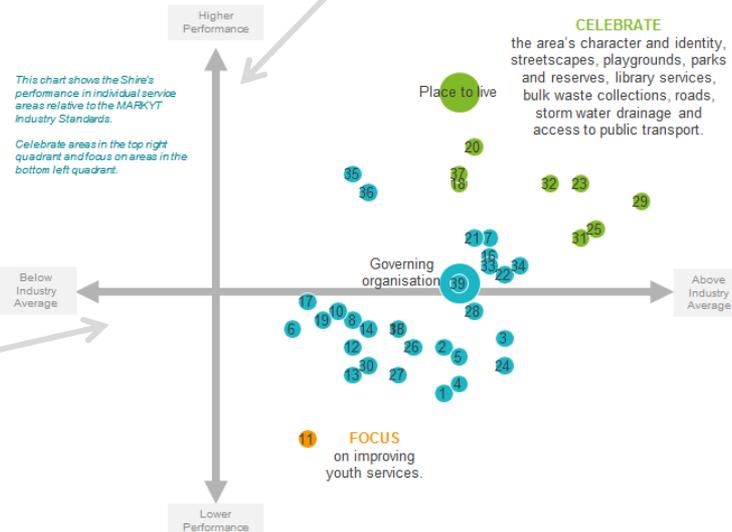
How to read the MARKYT Benchmark Matrix TM

The MARKYT Benchmark Matrix TM (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.

There are two dimensions. The vertical axis maps community perceptions of performance for individual measures relative to the average score for all measures. The horizontal axis maps performance relative to the MARKYT Industry Standards.

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT Industry Standard.

MARKYT Benchmark Matrix TM



This chart shows the Shire's performance in individual service areas relative to the MARKYT Industry Standards.

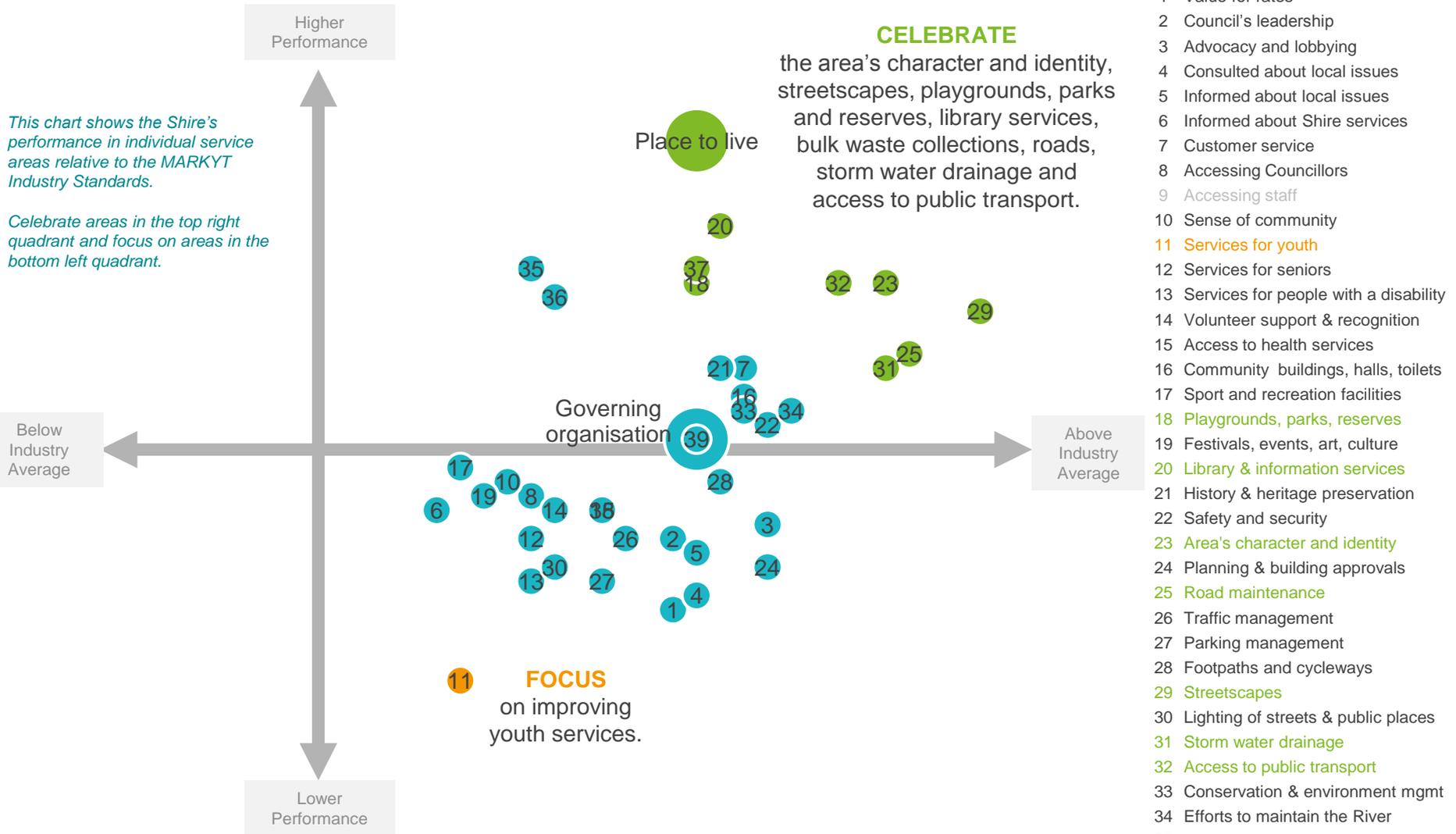
Celebrate areas in the top right quadrant and focus on areas in the bottom left quadrant.

This line represents Council's average performance for all individual measure. As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.

MARKYT Benchmark Matrix™

This chart shows the Shire's performance in individual service areas relative to the MARKYT Industry Standards.

Celebrate areas in the top right quadrant and focus on areas in the bottom left quadrant.



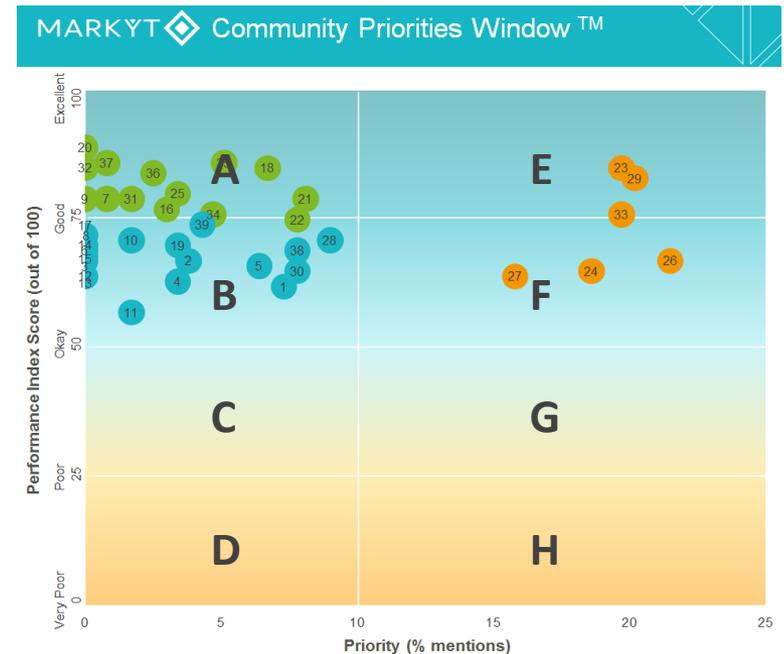
- 1 Value for rates
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Consulted about local issues
- 5 Informed about local issues
- 6 Informed about Shire services
- 7 Customer service
- 8 Accessing Councillors
- 9 Accessing staff
- 10 Sense of community
- 11 **Services for youth**
- 12 Services for seniors
- 13 Services for people with a disability
- 14 Volunteer support & recognition
- 15 Access to health services
- 16 Community buildings, halls, toilets
- 17 Sport and recreation facilities
- 18 **Playgrounds, parks, reserves**
- 19 Festivals, events, art, culture
- 20 **Library & information services**
- 21 History & heritage preservation
- 22 Safety and security
- 23 **Area's character and identity**
- 24 Planning & building approvals
- 25 **Road maintenance**
- 26 Traffic management
- 27 Parking management
- 28 Footpaths and cycleways
- 29 **Streetscapes**
- 30 Lighting of streets & public places
- 31 **Storm water drainage**
- 32 **Access to public transport**
- 33 Conservation & environment mgmt
- 34 Efforts to maintain the River
- 35 Weekly rubbish collections
- 36 Fortnightly recycling collections
- 37 **Verge-side bulk rubbish**
- 38 Animal and pest control
- 39 Mgmt of food, health, noise etc.

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Service areas are included when MARKYT Industry Standards are available. Areas not available are indicated with grey font.

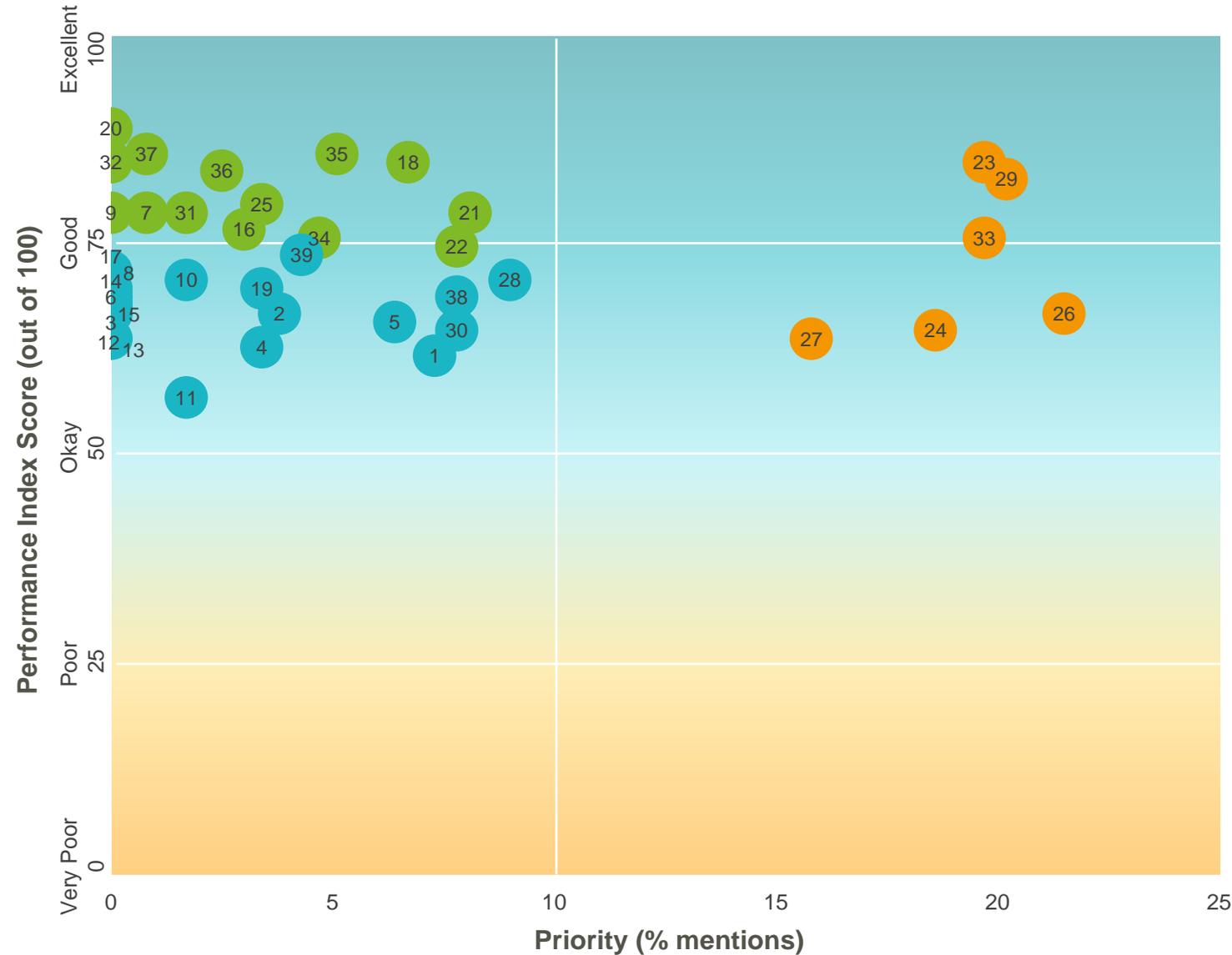
In the Shire of Peppermint Grove's Community Priorities Window, detailed overleaf, most services are ideally located in windows A + B. They are high performing areas, receiving average ratings between okay and excellent.

Perceived strengths include: library & information services; verge-side bulk rubbish; weekly rubbish collections; access to public transport; playgrounds, parks, reserves; fortnightly recycling collections; road maintenance; storm water drainage; history & heritage preservation; accessing staff; customer service; community buildings, halls, toilets; efforts to maintain the River; and safety and security.

Moving forward, the community would like Council to prioritise: traffic management; streetscapes; the area's character and identity; planning and building approvals; conservation and environmental management; and parking management (windows E + F).



MARKYT Community Priorities Window™



- 1 Value for rates
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Consulted about local issues
- 5 Informed about local issues
- 6 Informed about Shire services
- 7 Customer service
- 8 Accessing Councillors
- 9 Accessing staff
- 10 Sense of community
- 11 Services for youth
- 12 Services for seniors
- 13 Services for people with a disability
- 14 Volunteer support & recognition
- 15 Access to health services
- 16 Community buildings, halls, toilets
- 17 Sport and recreation facilities
- 18 Playgrounds, parks, reserves
- 19 Festivals, events, art, culture
- 20 Library & information services
- 21 History & heritage preservation
- 22 Safety and security
- 23 Area's character and identity
- 24 Planning & building approvals
- 25 Road maintenance
- 26 Traffic management
- 27 Parking management
- 28 Footpaths and cycleways
- 29 Streetscapes
- 30 Lighting of streets & public places
- 31 Storm water drainage
- 32 Access to public transport
- 33 Conservation & environment mgmt
- 34 Efforts to maintain the River
- 35 Weekly rubbish collections
- 36 Fortnightly recycling collections
- 37 Verge-side bulk rubbish
- 38 Animal and pest control 10
- 39 Mgmt of food, health, noise etc.

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Shire to focus on improving? Base: All respondents, excludes no response (n = 68)

The Study

The Study

In November-December the Shire of Peppermint Grove administered a MARKYT® Community Scorecard to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan.

Previously, the Shire used an 11 point satisfaction scale. In response to social changes, the Shire adopted a MARKYT® accredited, multi-channel approach for data collection with a 5 point performance scale.

Printed scorecards were distributed to all listed residential properties using Australia Post addressed mail services (639 properties).

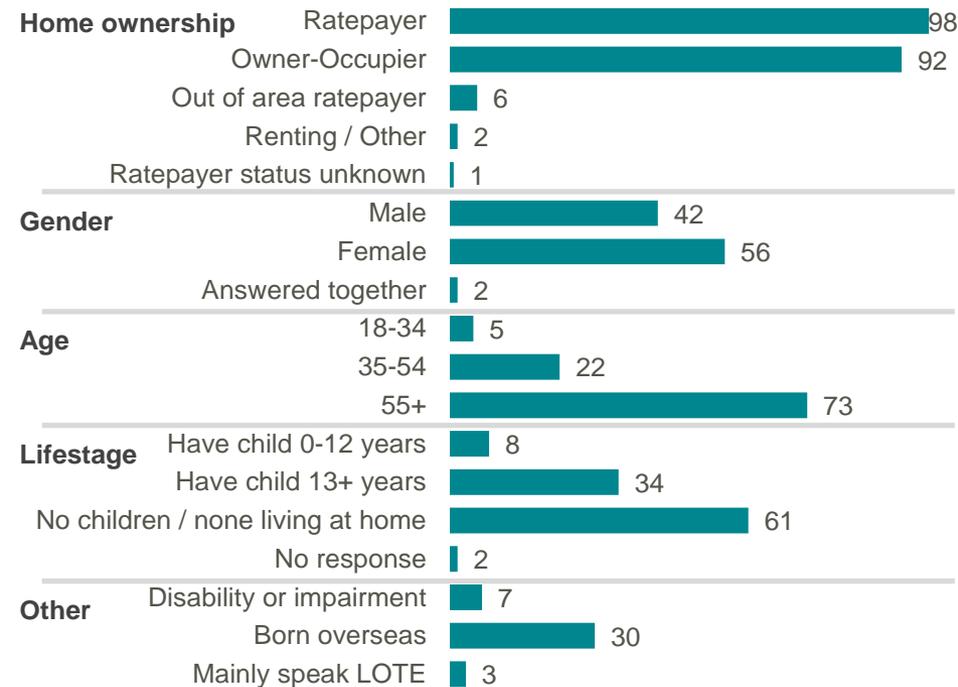
125 residents submitted a response reducing the sampling error to $\pm 8.7\%$ at the 95% confidence interval.

Data has been analysed using SPSS. Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

Data has been weighted by age and gender to match the population profile based on the 2016 ABS Census.

Survey Profile

% of respondents



| The final dataset has been weighted by age and gender to match the ABS Census population profile. | % of respondents | Unweighted | Weighted |
|---|------------------|------------|----------|
| Male | | 42 | 46 |
| Female | | 56 | 53 |
| 18-34 years | | 5 | 25 |
| 35-54 years | | 22 | 32 |
| 55+ years | | 73 | 43 |

MARKYT Industry Standards

CATALYSE® has conducted Community Perceptions Surveys and Community and Wellbeing Scorecards for close to 50 councils across WA. When three or more councils have asked a comparable question, we publish the high score to enable participating councils to recognise and learn from the industry leaders. In this report, the 'high score' is calculated from **WA councils** that have completed an accredited study with CATALYSE® **within the past two years**. Participating councils are listed below.

Metropolitan



Regional



How to read this report

Trend analysis shows how performance varies over time.

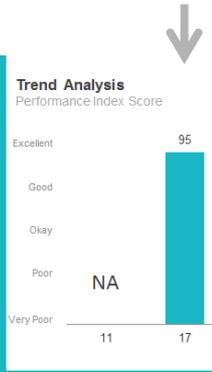
Please note: 2011 performance results are from postal surveys using an 11 point satisfaction scale. 2017 results use a MARKYT accredited multi-channel approach with a 5 point performance scale. This is a best practice approach that enables comparison with other councils.

The chart shows community perceptions of performance on a five point scale from excellent to Very Poor.



The **Performance Index Score** is a score out of 100 using the following formula:

$$\frac{(\text{average score} - 1)}{4} \times 100$$



MARKYT Industry Standards show how Council is performing compared to other councils across Western Australia.

Council Score is the Council's performance index score.

Industry High is the highest score achieved by councils in WA that have completed a comparable study with CATALYSE over the past two years.

Industry Standard is the average score among WA councils that have completed a comparable study with CATALYSE over the past two years.

Variations across the community
Performance Index Score

| Total | Male | Female | No children | Have children at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|-------------|-----------------------|-------------|-----------|---------------|
| 95 | 97 | 94 | 97 | 95 | 95 | 96 | 96 |

Variance across the community shows how results vary across the community based on the Performance Index Score

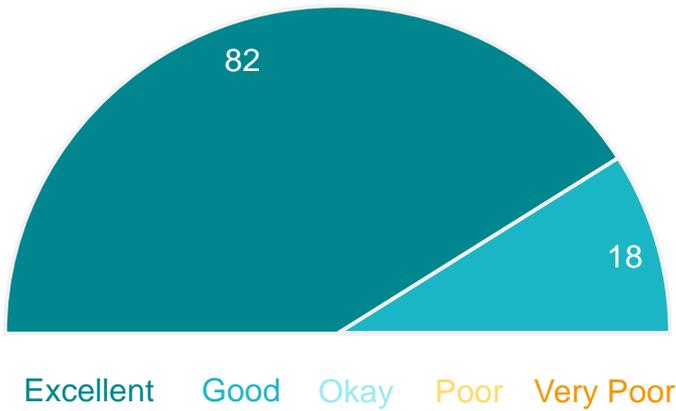
The table highlights variances in different population groups that are 5 points above (+) or below (-) the Council's overall Performance Index Score for that measure.

Overall Performance

Peppermint Grove as a place to live

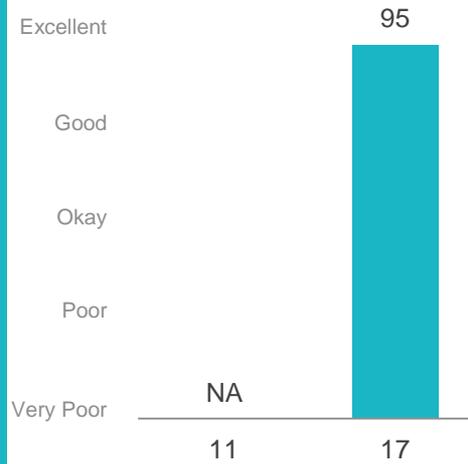
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 95 |
| Industry High | 95 |
| Industry Standard | 79 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 95 | 97 | 94 | 97 | 95 | 95 | 96 | 96 |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 123).

The Shire of Peppermint Grove as the organisation that governs the local area

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 74 |
| Industry High | 74 |
| Industry Standard | 58 |

Variations across the community

Performance Index Score

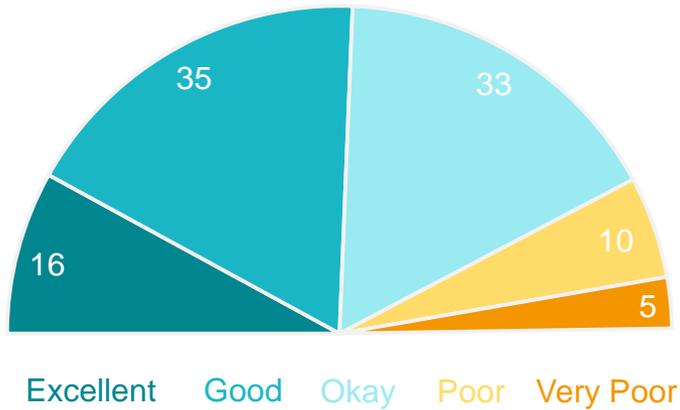
| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 74 | 72 | 76 | 77 | 73 | 69 | 79 | 80 |

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 113).

Value for money from Council rates

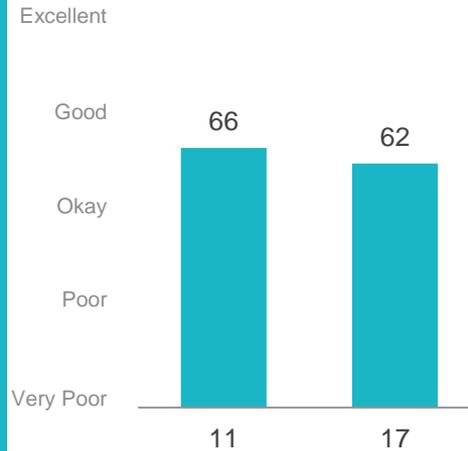
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 62 |
| Industry High | 65 |
| Industry Standard | 47 |

Variances across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 62 | 58 | 66 | 69 | 57 | 54 | 72 | 62 |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 106).

Residents who gave low ratings for overall measures of place, governance and value were mostly concerned with a perceived lack of value for Council rates.

“As a business/residential property we pay very high rates and get little in return. We have 2 teens and they participate in Nedlands/Mosman Park activities as the Shire offers nothing more than a noisy library due to the café.”

“Double the rates for Cottesloe - and for no discernible difference. I don't need my bins wheeled back into my driveway (they can't do that anyway). I want decent NBN access, security, expert tree-logging (not the current butchers). The list goes on.”

“As a homeowner we are just expected to accept the rates but have no idea what anyone else is paying. I never see a ranger in the Shire and Manners Hill Park is full of dog poo which is unpleasant - it would be good to see Shire rates put to good use as regards monitoring exercise of dogs, dogs running along the foreshore and rubbish along the foreshore from day trippers.”

“Very high rates compared to other local government entities for similar services.”

“Rates increases very steep in recent years with services not visibly improving.”

Q. If you answered okay, poor or very poor for questions in this section, please describe your concerns below.

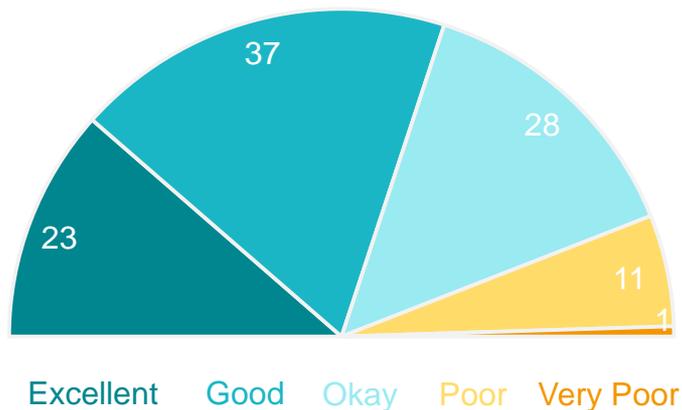
Base: All respondents who rated the Shire's performance as okay, poor or very poor and who provided a valid response, excludes 'don't know' and 'no response' (n = 35)

Leadership and Communication

Council's leadership

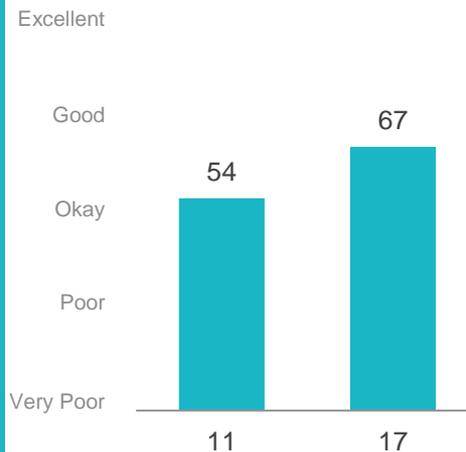
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 67 |
| Industry High | 74 |
| Industry Standard | 52 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 67 | 67 | 68 | 70 | 68 | 62 | 73 | 70 |

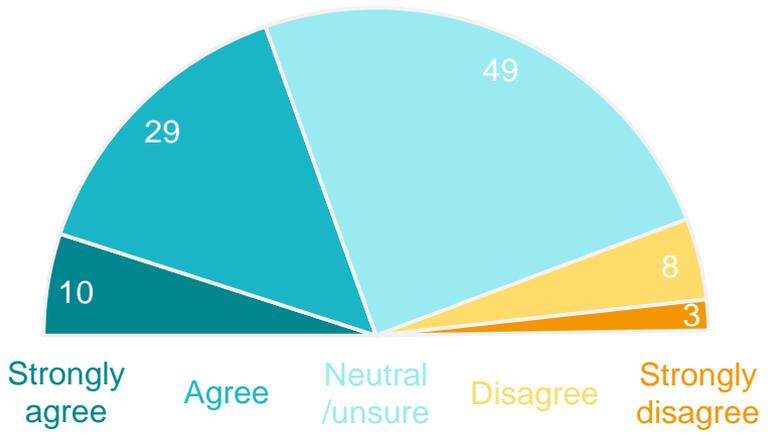
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 89).

The Shire of Peppermint Grove has developed and communicated a clear vision for the area

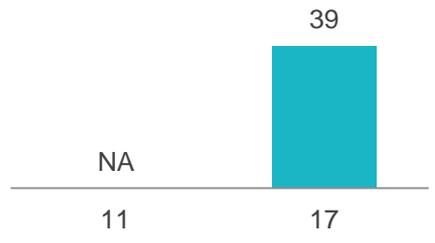
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 39 |
| Industry High | 70 |
| Industry Standard | 41 |

Variations across the community

% agree

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 39 | 35 | 42 | 41 | 42 | 27 | 56 | 36 |

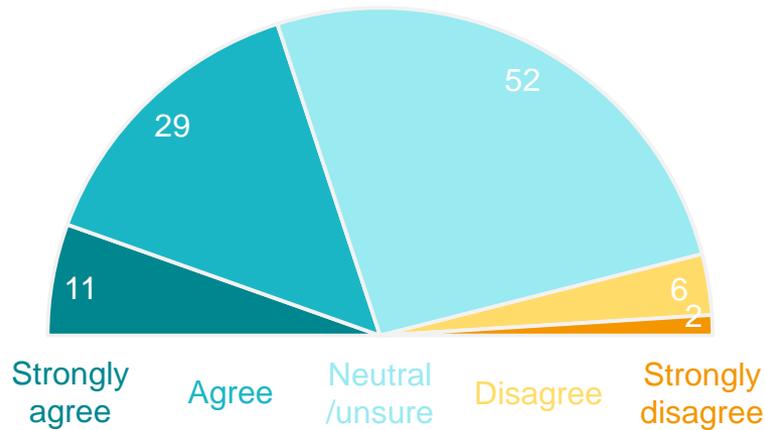
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 124).

Elected Members (the Councillors) have a good understanding of community needs

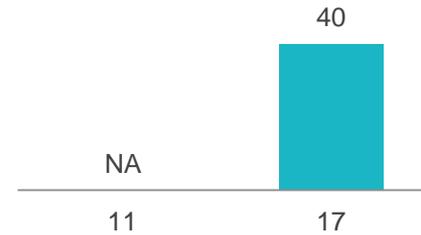
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 40 |
| Industry High | 61 |
| Industry Standard | 38 |

Variances across the community

% agree

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 40 | 36 | 42 | 38 | 46 | 22 | 64 | 44 |

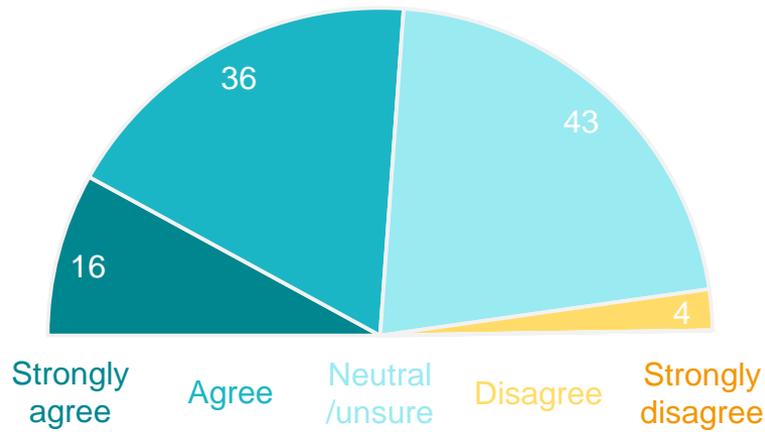
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 124).

Staff have a good understanding of community needs

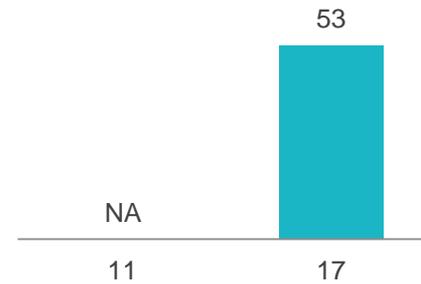
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 53 |
| Industry High | 62 |
| Industry Standard | 40 |

Variations across the community

% agree

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 53 | 66 | 41 | 60 | 49 | 43 | 66 | 40 |

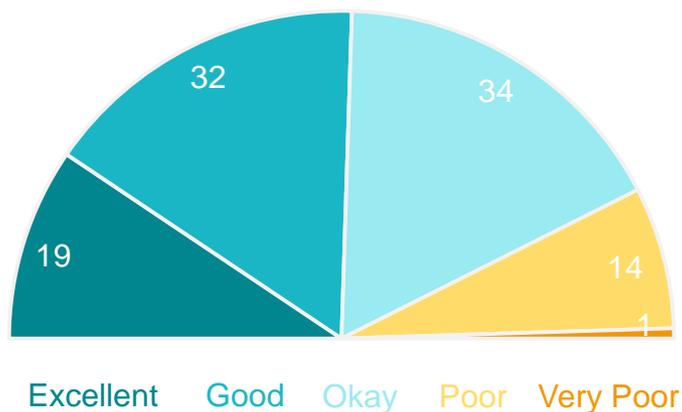
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 123).

How the community is consulted about local issues

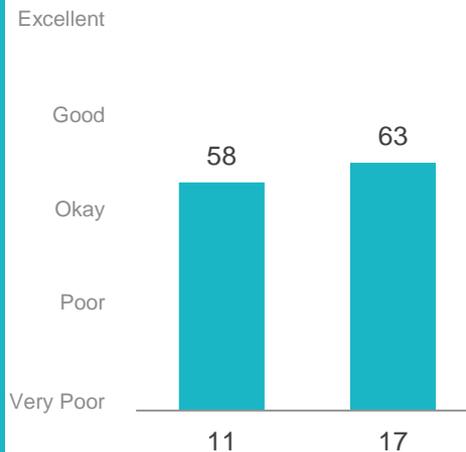
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 63 |
| Industry High | 64 |
| Industry Standard | 47 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 63 | 64 | 63 | 68 | 61 | 59 | 68 | 63 |

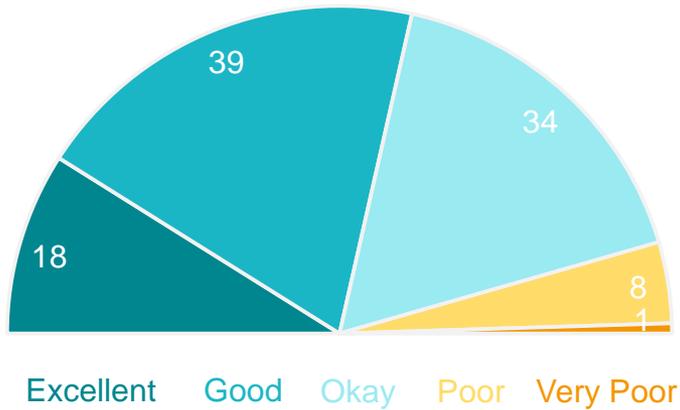
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 99).

How the community is informed about local issues

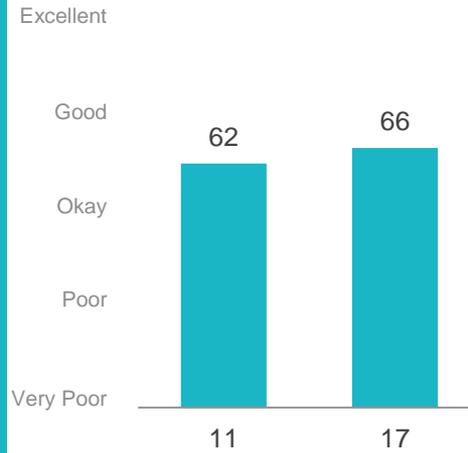
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 66 |
| Industry High | 68 |
| Industry Standard | 50 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 66 | 67 | 66 | 72 | 63 | 64 | 69 | 69 |

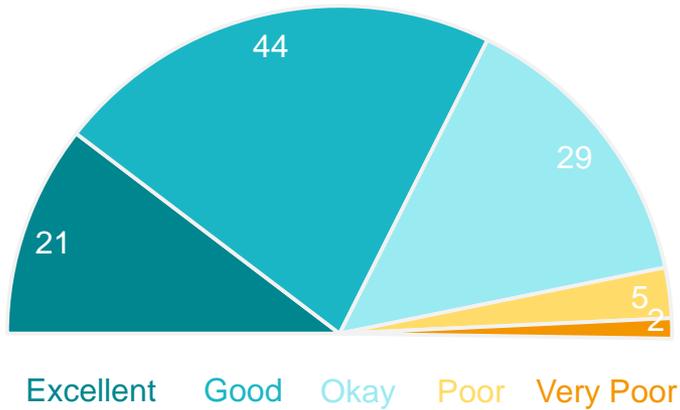
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 105).

How the community is informed about Shire services, facilities and events

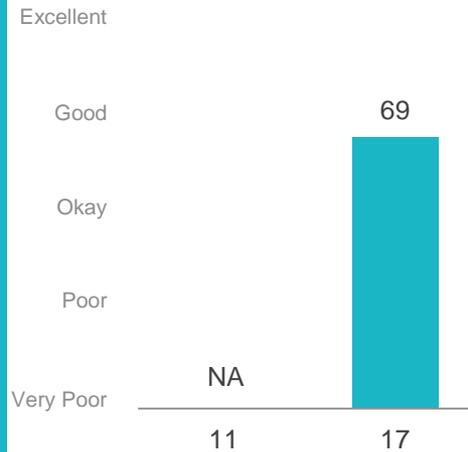
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 69 |
| Industry High | 69 |
| Industry Standard | 64 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 69 | 69 | 70 | 73 | 68 | 65 | 75 | 69 |

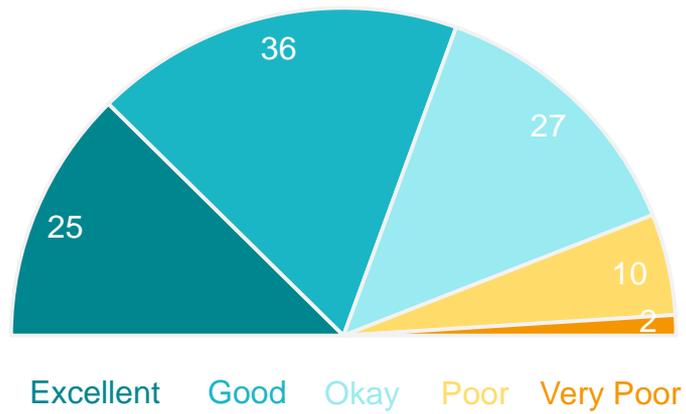
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 113).

Advocacy and lobbying on behalf of the community to influence decisions, support local causes, etc

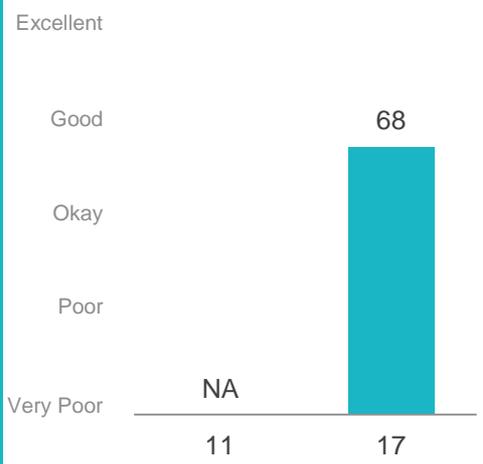
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 68 |
| Industry High | 68 |
| Industry Standard | 49 |

Variations across the community

Performance Index Score

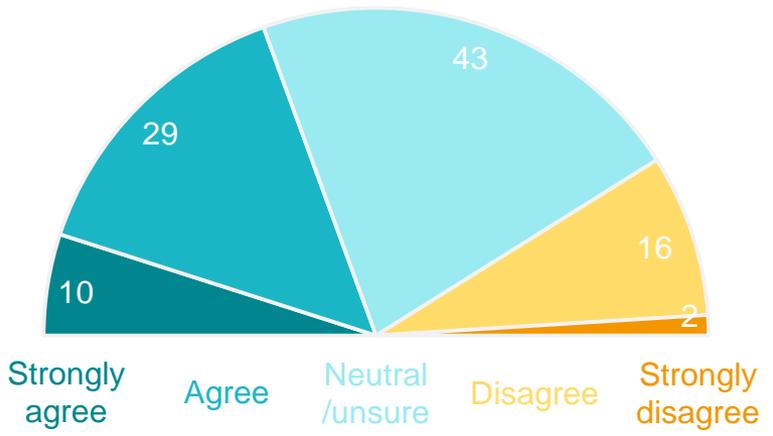
| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 68 | 70 | 67 | 73 | 67 | 64 | 73 | 71 |

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 80).

The Shire clearly explains reasons for its decisions and how residents' views have been taken into account

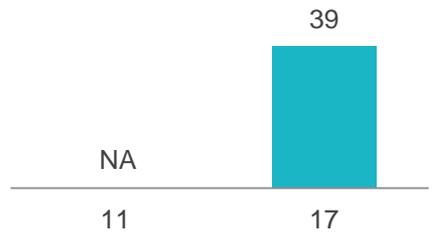
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 39 |
| Industry High | 62 |
| Industry Standard | 32 |

Variences across the community

% agree

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 39 | 38 | 40 | 44 | 38 | 25 | 58 | 36 |

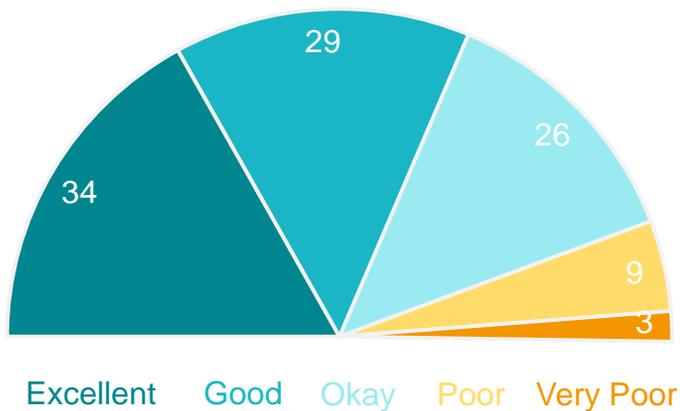
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 123).

Ease of accessing Councillors

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 70 |
| Industry High | 70 |
| Industry Standard | 61 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 70 | 67 | 72 | 76 | 67 | 67 | 72 | 69 |

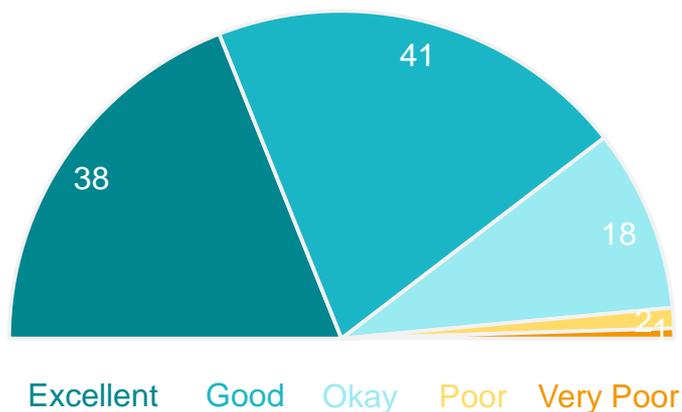
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 70).

Ease of accessing staff

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of Peppermint Grove 79

Industry High NA

Industry Standard NA

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 79 | 80 | 78 | 84 | 77 | 77 | 80 | 77 |

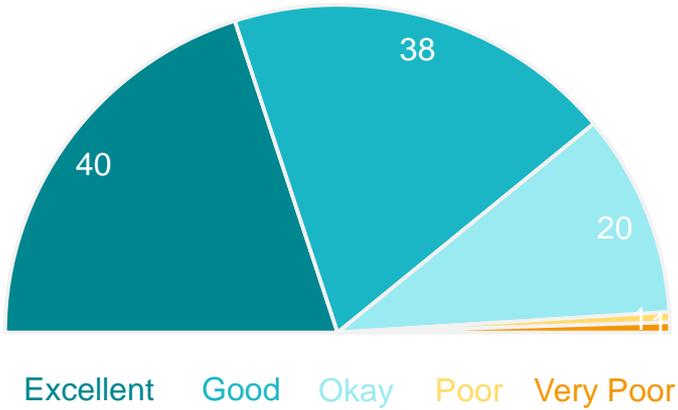
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 105).

Customer service

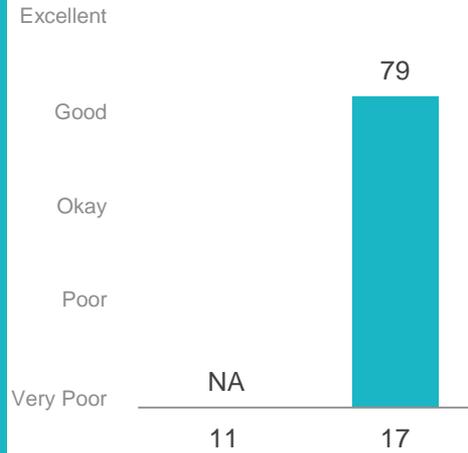
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 79 |
| Industry High | 79 |
| Industry Standard | 61 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 79 | 81 | 77 | 82 | 79 | 79 | 79 | 75 |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 105).

Residents who gave low ratings for leadership and communication measures were mostly concerned with a perceived lack of information and consultation. Respondents would like to hear more from Council and staff and be given the opportunity to provide feedback about local issues and changes.

“There seems to be no consultation with homeowners on anything. The most I get in the year is PepTalk and my Shire rate bill.”

“There is NO communication between council and the community. Enjoyed the breakfast but this could have been used to explain future plans (keynote speaker was terrible and not what we want for the area). I read the newsletter but not a lot in this.”

“The newsletter is poorly written and very infrequent. There is not facility for online notification of local news. Written correspondence is often verbose and overly long.”

“No communication from council apart from newsletter that does not have a lot in it.”

“I feel there needs to be better communication with the residents as to the vision, strategies and events happening within the Shire of Peppermint Grove. A few more community events would be great!”

“Email updates would be good and a way to give electronic feedback.”

“Council members are seldom heard and never seen. Term of Councillors should be limited to absolute maximum of three terms.”

Q. If you answered okay, poor or very poor for questions in this section, please describe your concerns below.

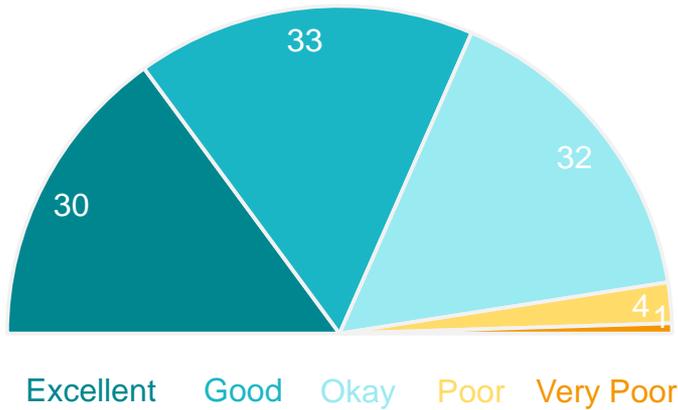
Base: All respondents who rated the Shire’s performance as okay, poor or very poor and who provided a valid response, excludes ‘don’t know’ and ‘no response’ (n = 26)

Community Services

Sense of community in your local area

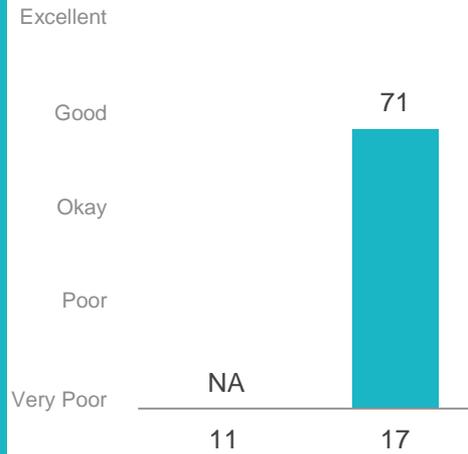
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 71 |
| Industry High | 71 |
| Industry Standard | 63 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 71 | 77 | 66 | 74 | 71 | 67 | 78 | 69 |

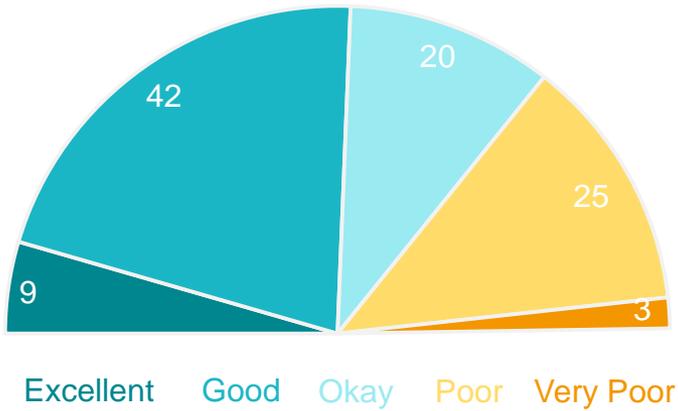
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 118).

Services facilities and events for youth

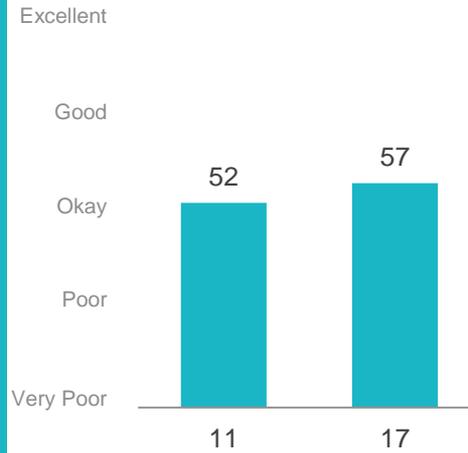
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 57 |
| Industry High | 69 |
| Industry Standard | 51 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 57 | 59 | 55 | 70 | 52 | 49 | 70 | 59 |

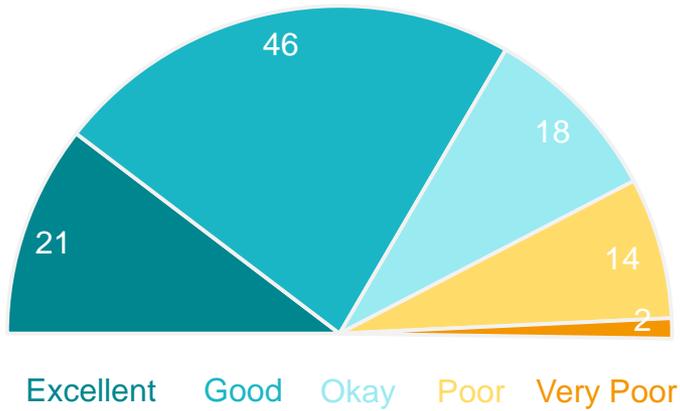
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 76).

Services facilities and events for seniors

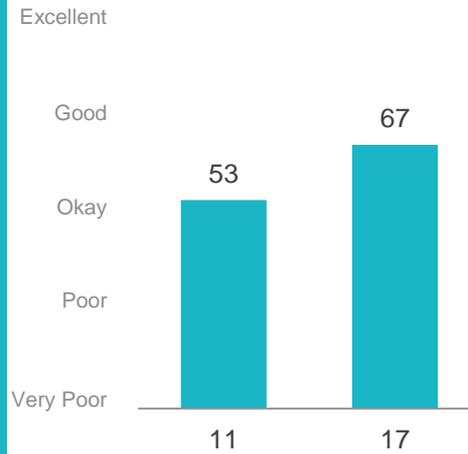
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 67 |
| Industry High | 74 |
| Industry Standard | 58 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 67 | 69 | 67 | 74 | 69 | 58 | 74 | 75 |

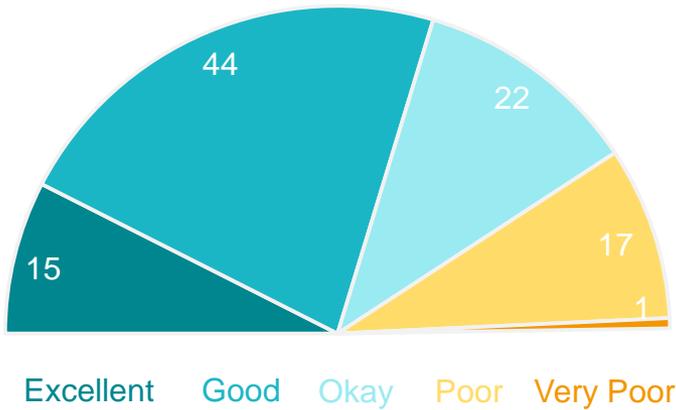
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 63).

Access to services and facilities for people with a disability

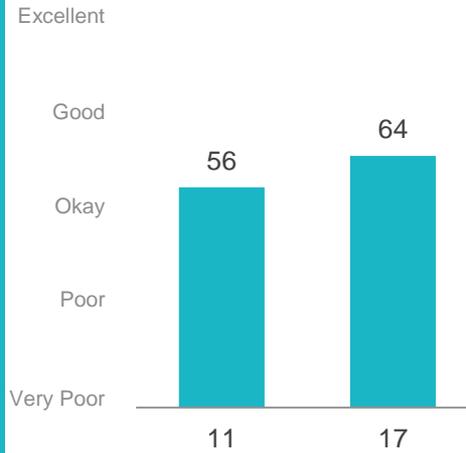
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 64 |
| Industry High | 69 |
| Industry Standard | 55 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 64 | 67 | 62 | 74 | 64 | 50 | 74 | 68 |

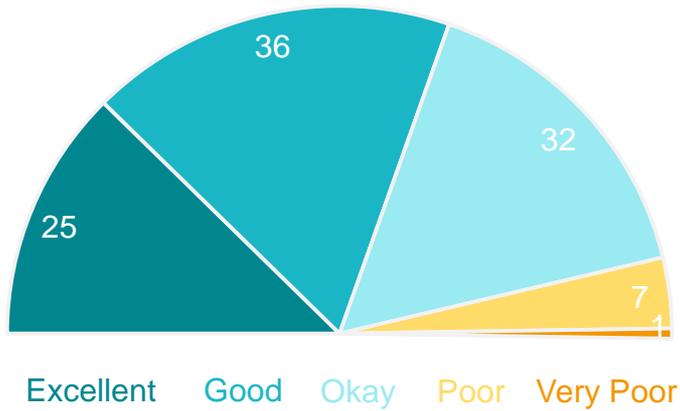
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 53).

Volunteer support and recognition

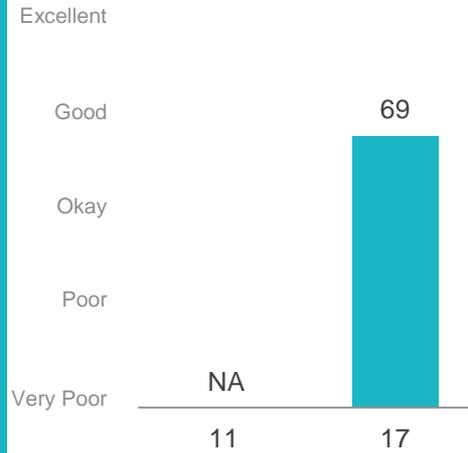
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 69 |
| Industry High | 69 |
| Industry Standard | 59 |

Variations across the community

Performance Index Score

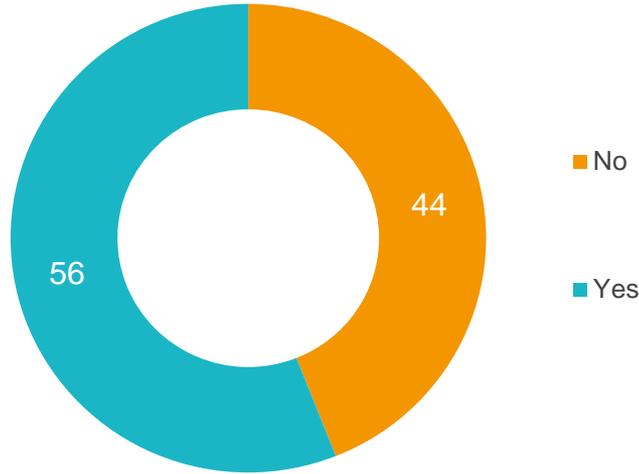
| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 69 | 68 | 70 | 76 | 69 | 65 | 74 | 81 |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 57).

Volunteering participation

Volunteered in past 12 months % of respondents



MARKYT Industry Standards % volunteered



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 56 |
| Industry High | 80 |
| Industry Standard | 52 |

Variations across the community % volunteered

| Total | Male | Female | No children | Have children at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|-------------|-----------------------|-------------|-----------|---------------|
| 56 | 58 | 54 | 33 | 83 | 60 | 51 | 62 |

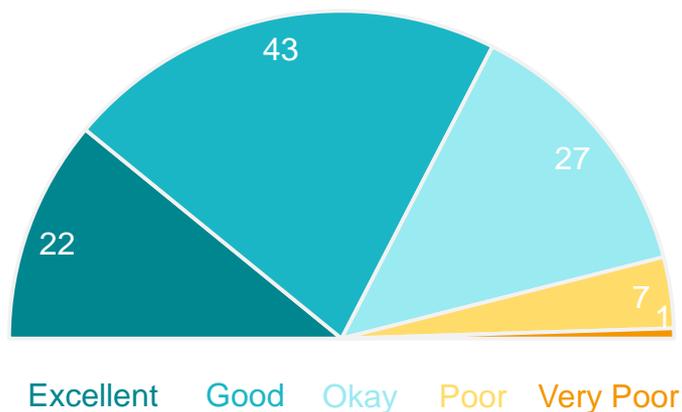
Q. Over the past 12 months, have you done any unpaid voluntary work? For example, welfare work, being on committees, coaching a sporting team, canteen duties, school P&C activities, etc.

Base: All respondents, excludes 'no response' (n = 118)

Access to health and community services

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 69 |
| Industry High | 69 |
| Industry Standard | 57 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 69 | 71 | 69 | 75 | 69 | 66 | 73 | 75 |

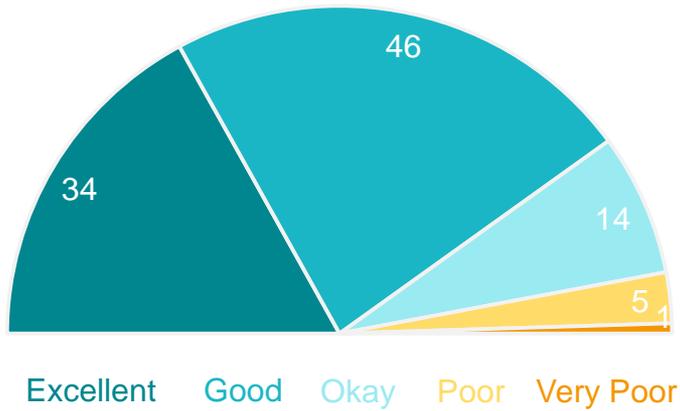
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 59).

Community buildings, halls and toilets

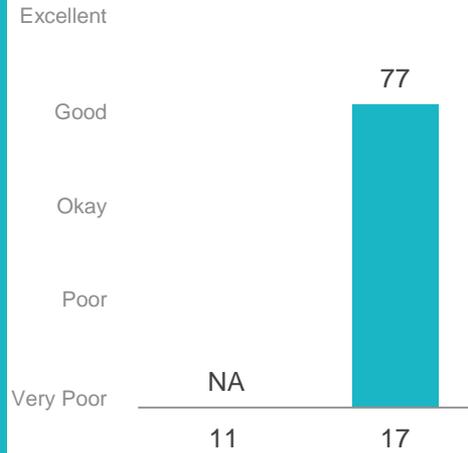
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 77 |
| Industry High | 77 |
| Industry Standard | 59 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 77 | 79 | 76 | 83 | 77 | 75 | 80 | 76 |

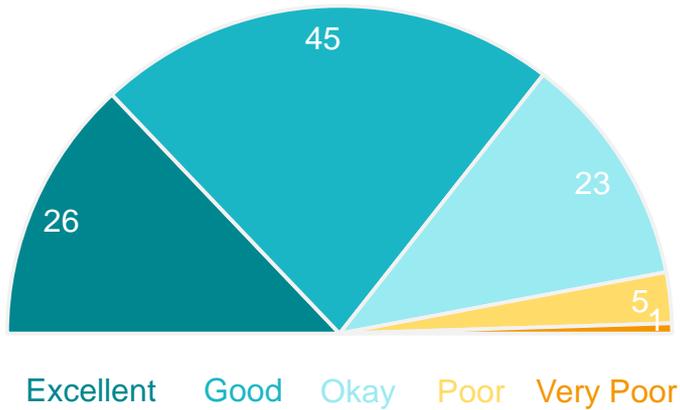
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 107).

Sport and recreation facilities

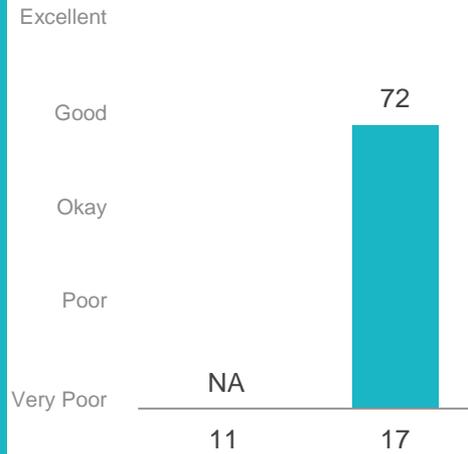
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 72 |
| Industry High | 81 |
| Industry Standard | 66 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 72 | 70 | 74 | 78 | 71 | 67 | 80 | 70 |

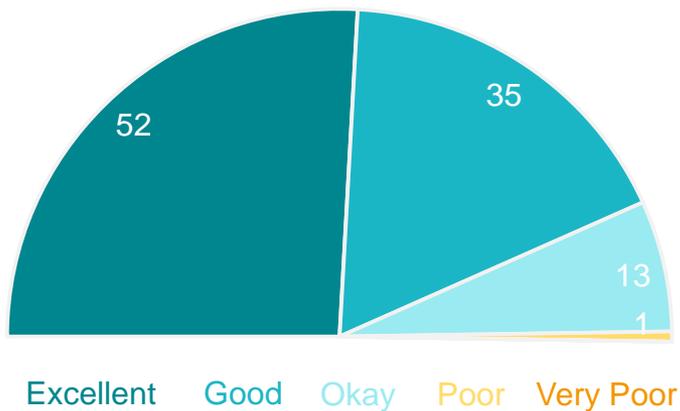
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 99).

Playgrounds, parks and reserves

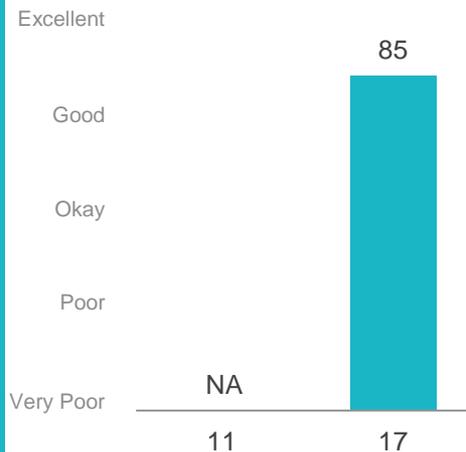
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 85 |
| Industry High | 85 |
| Industry Standard | 69 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 85 | 88 | 82 | 86 | 86 | 84 | 86 | 82 |

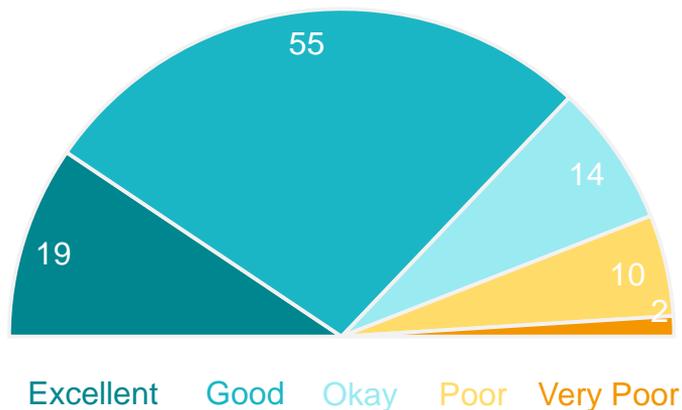
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 122).

Festivals, events, art and cultural activities

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 70 |
| Industry High | 83 |
| Industry Standard | 63 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 70 | 75 | 65 | 78 | 68 | 65 | 76 | 71 |

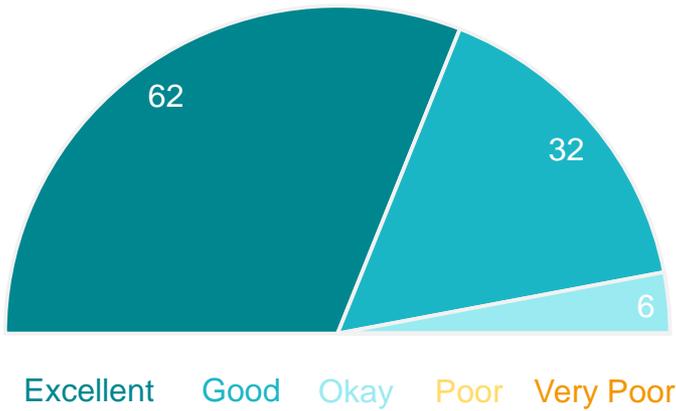
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 93).

Library and information services

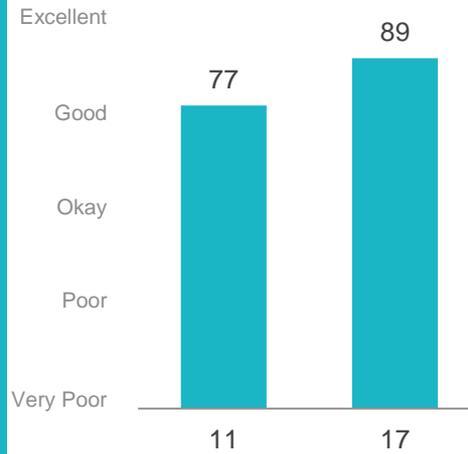
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 89 |
| Industry High | 89 |
| Industry Standard | 72 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 89 | 89 | 89 | 91 | 88 | 87 | 91 | 90 |

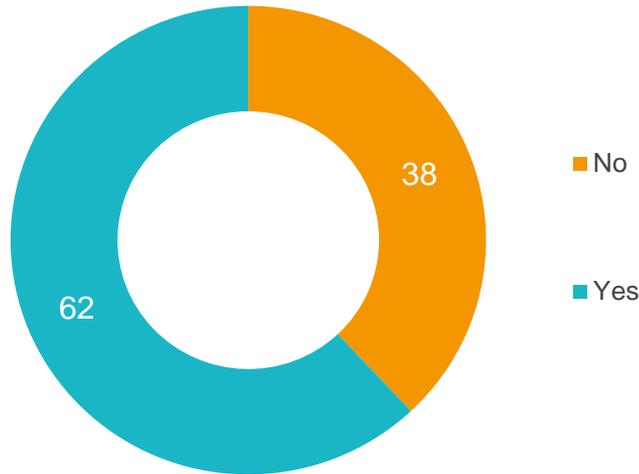
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 120).

Grove library membership

Are you a member of the Grove Library?

% yes



62%
membership



Variations across the community

% yes

| Total | Male | Female | No children | Have children at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|-------------|-----------------------|-------------|-----------|---------------|
| 62 | 50 | 72 | 73 | 53 | 55 | 69 | 73 |

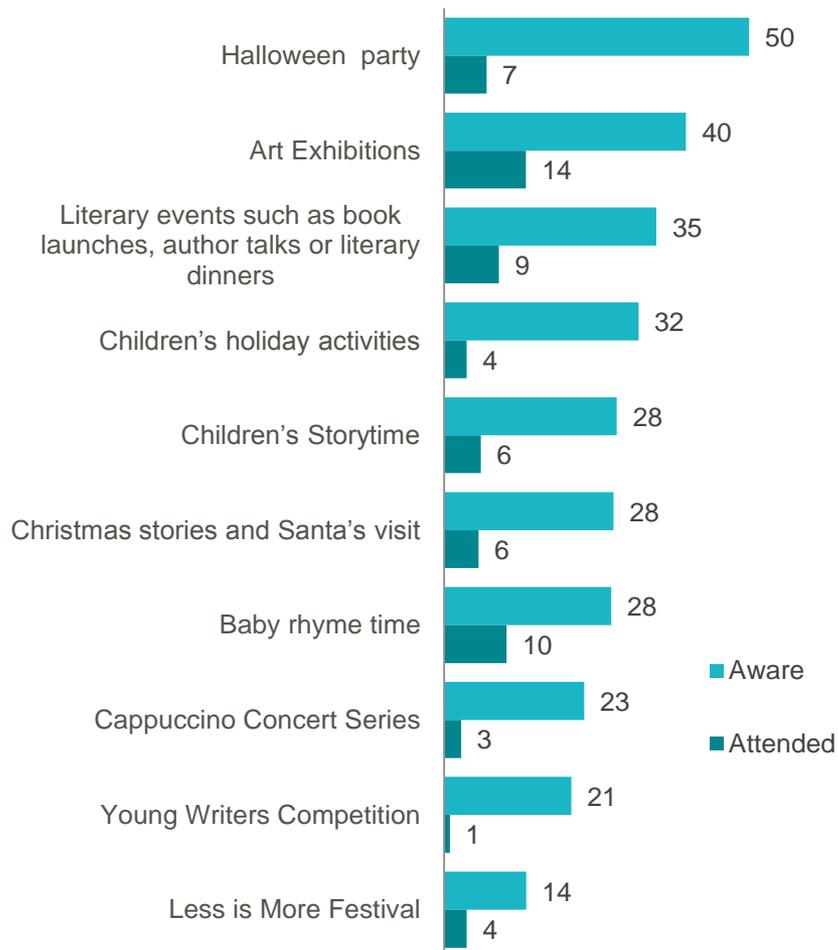
Q. Are you a member of the Grove Library?

Base: All respondents, excludes 'no response' (n = 116)

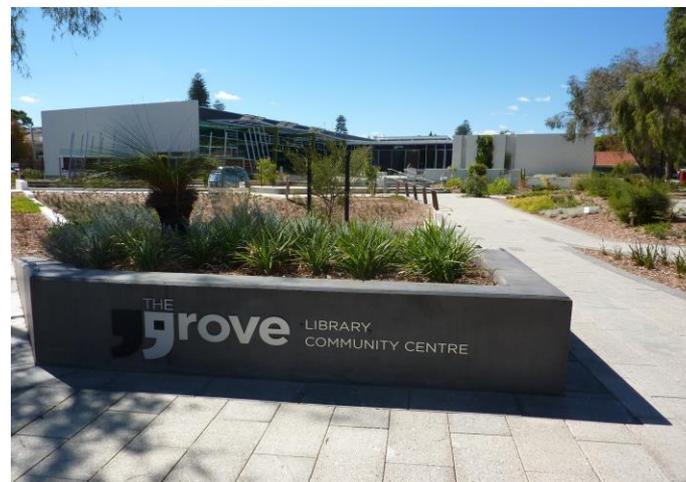
Image credit: <http://thegrovelibrary.net/the-building/>

Library event awareness and attendance

% of respondents who have awareness of or attended an event



There is highest awareness of the Halloween party, followed by art exhibitions, literary events, children's holiday activities and storytime, Christmas stories and Santa's visit, and baby rhyme time.



Baby rhyme time and art exhibitions have the greatest awareness to attendance conversion, with around 1 in 3 residents who are aware of the activity taking part.

Q. Were you aware of, and have you attended, any of the following events at the Grove Library?

Base: All respondents, (n=125)

Image credit: https://upload.wikimedia.org/wikipedia/commons/7/7d/The_Grove_Library.jpg

Suggested new activities and services at the library

13 respondents provided suggestions about additional activities or services they would like the library to provide, as follows:

“More art exhibitions.”

“A program of various lectures - Winter/Summer. Maybe Margaret Owen on local birdlife or in conjunction with what's on at the Museum - Pompeii, etc.”

“Create an open period (one evening per month) where any community member can host a speaker on the basis it is a free for all and well explained on the library website.”

“Activities for special needs residents.”

“Access to genealogy on weekends.”

“Zumba or fitness classes.”

“Get-togethers and activity for primary school aged children and teenagers. Book Club. Disco at local church or Manners Hill Pavilion (parent supervised), etc.”

“More Quiet space - and better use (for children) of the outdoor space for reading/story time & better fencing to make it safe for children out side not to run onto Sirling Hwy.”

“Less noise from children.”

“I would discourage Halloween promotion - it is just an excuse for mischief and despite the fact I leave out lollies, either the whole lot are taken in one hit or my property is egged or some sort of damage is inflicted - I now turn off lights and lock gates and do not answer door bell. It is a nuisance American tradition, not Australian at all.”

“Monthly Probus meeting in hall.”

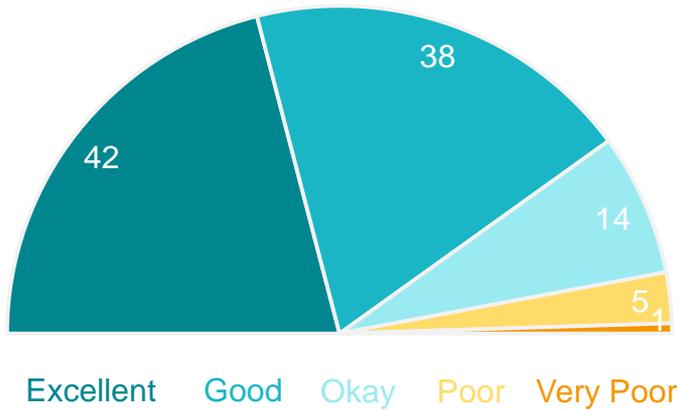
“An “old fashioned” stamp so that you can stamp your books and be reminded when you need to return your books by instead of receiving emails or having to print an environmentally unfriendly receipt.”

“Library services good, so much so I know of lots of people from outside the area that use the library services, if the funding isn't centralised state wide than the amount of people using the services should be restricted to those that contribute to it's upkeep - PG, MP and Cottesloe.”

How local history and heritage is preserved and promoted

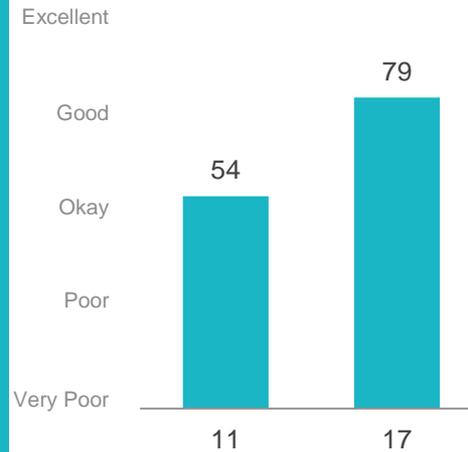
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 79 |
| Industry High | 79 |
| Industry Standard | 62 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 79 | 81 | 77 | 82 | 80 | 79 | 79 | 80 |

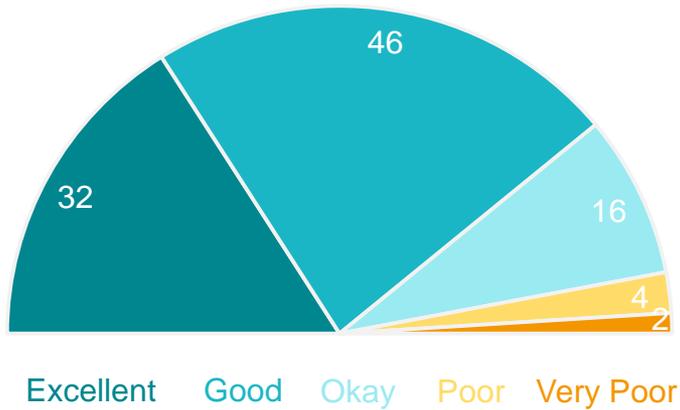
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 109).

Safety and security

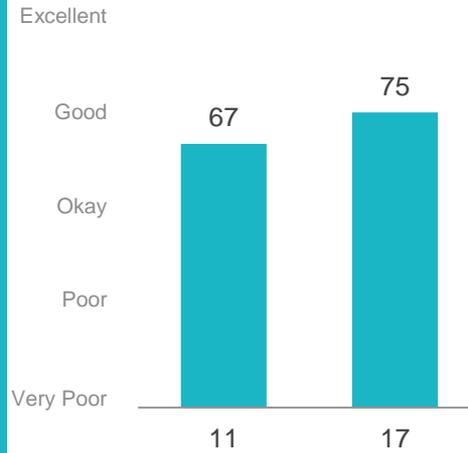
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 75 |
| Industry High | 75 |
| Industry Standard | 56 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 75 | 76 | 76 | 80 | 73 | 76 | 74 | 78 |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 118).

Residents who gave low ratings for community services were mainly discussed a need for more youth facilities and activities, more community events to bring residents together, and improved safety measures.

“There is little for teens in the area and the library is either too noisy or full of uni students in the quiet zones.”

“My teenage daughter would like to see more events for her age bracket.”

“More safe events for youth will be great.”

“There doesn’t appear to be much in the way of festivals and events in Peppermint Grove.”

“Not really any community spirit. have not heard of events and services to youth, seniors, art, cultural activities apart from Carols and the breakfast. The breakfast was a great initiative and we met lots of neighbours from that. Carols is all talking and not much mixing or singing.”

“A few more community events would help bring the area together and enable people to get to know one another.”

“On Safety, our street “Irvine” is poorly lit. We think a number of other streets are the same.”

“Safety and security - Not aware of any.”

“Lanes could be better lit and maintained for security.”

“Street lighting is poor - too few lights.”

Q. If you answered okay, poor or very poor for questions in this section, please describe your concerns below.

Base: All respondents who rated the Shire’s performance as okay, poor or very poor and who provided a valid response, excludes ‘don’t know’ and ‘no response’ (n = 27)

Built Environment

The area's character and identity

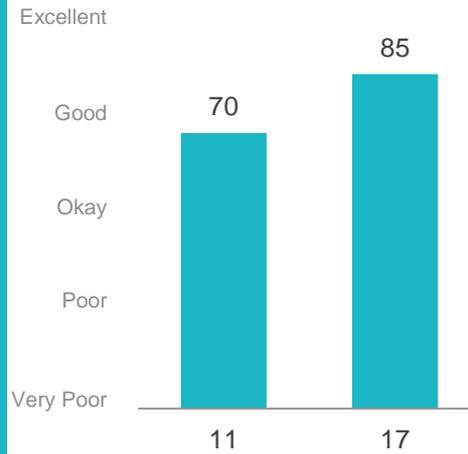
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 85 |
| Industry High | 85 |
| Industry Standard | 61 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 85 | 84 | 87 | 82 | 89 | 84 | 86 | 88 |

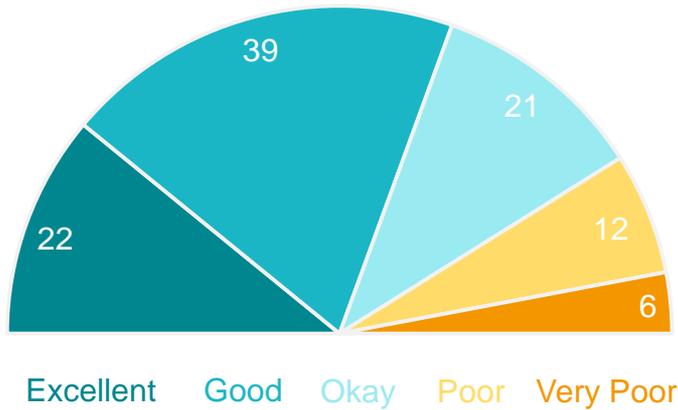
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 118).

Planning and building approvals

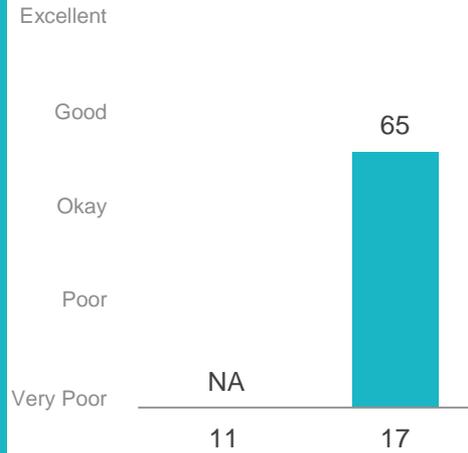
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 65 |
| Industry High | 65 |
| Industry Standard | 46 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 65 | 67 | 63 | 62 | 67 | 67 | 62 | 70 |

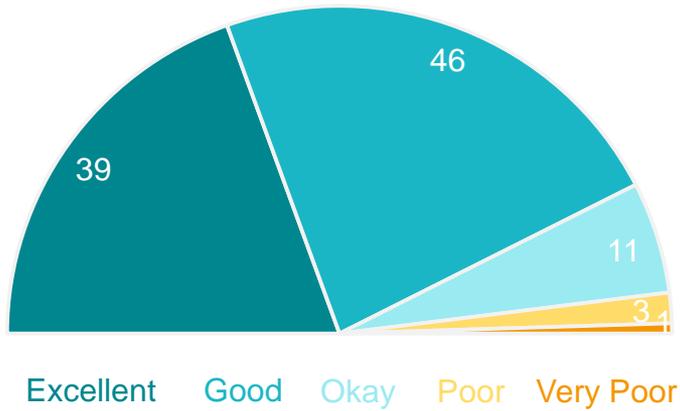
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 88).

Road maintenance

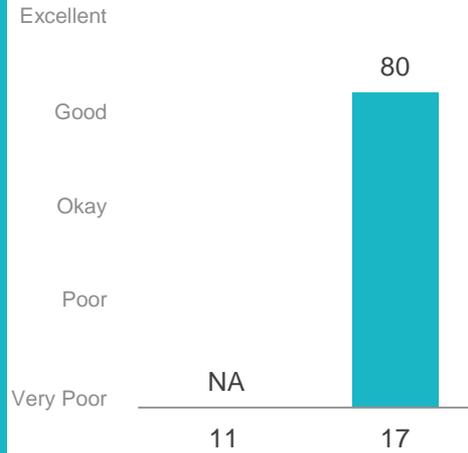
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 80 |
| Industry High | 80 |
| Industry Standard | 55 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 80 | 81 | 79 | 80 | 80 | 84 | 75 | 78 |

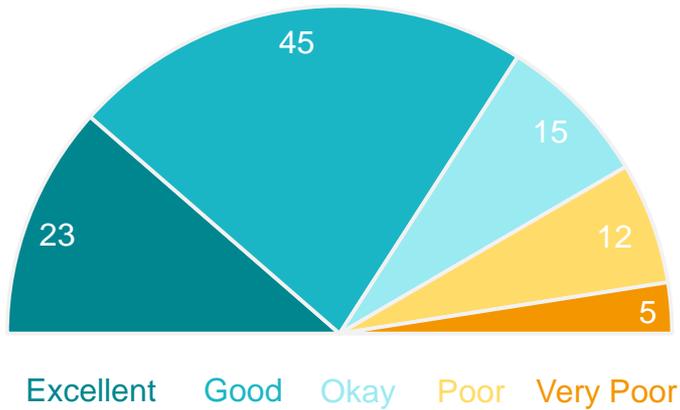
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 117).

Traffic management on local roads

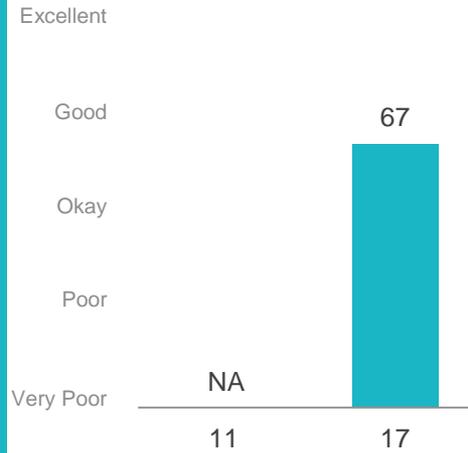
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 67 |
| Industry High | 67 |
| Industry Standard | 54 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 67 | 68 | 67 | 70 | 65 | 69 | 65 | 69 |

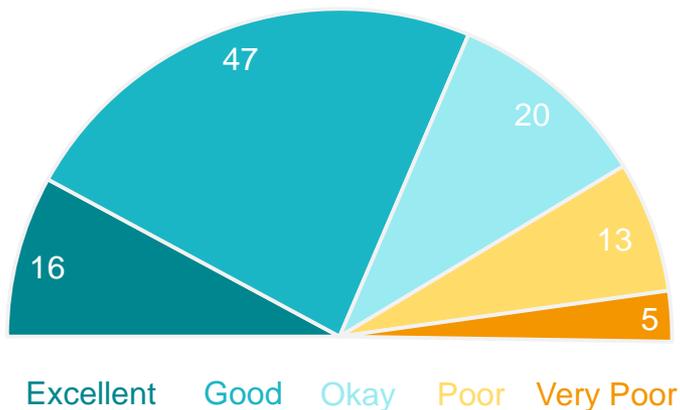
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 118).

Parking management

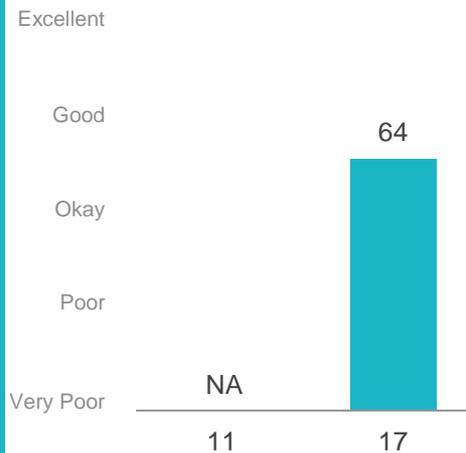
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 64 |
| Industry High | 68 |
| Industry Standard | 52 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 64 | 64 | 64 | 63 | 65 | 65 | 62 | 70 |

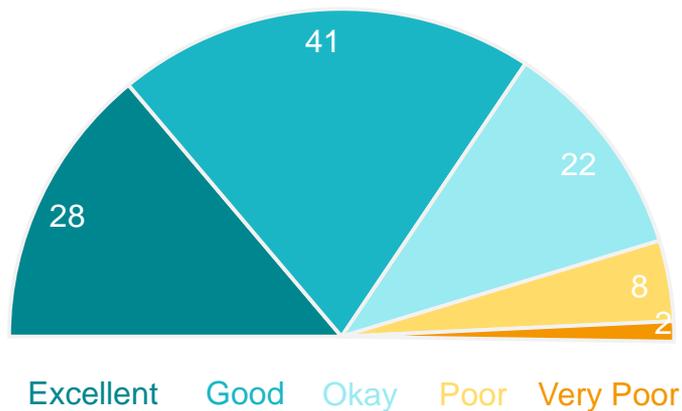
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 115).

Footpaths and cycleways

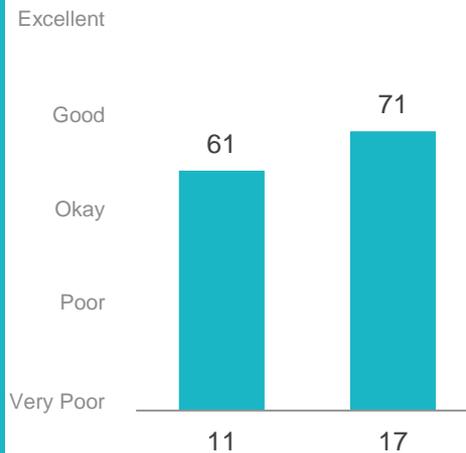
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 71 |
| Industry High | 71 |
| Industry Standard | 54 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 71 | 71 | 72 | 73 | 70 | 73 | 69 | 74 |

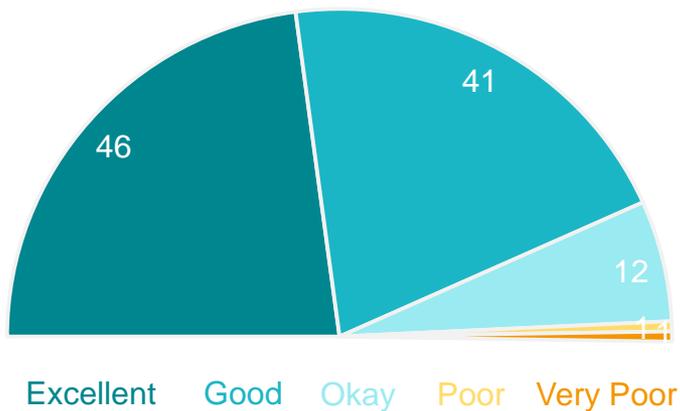
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 114).

Streetscapes

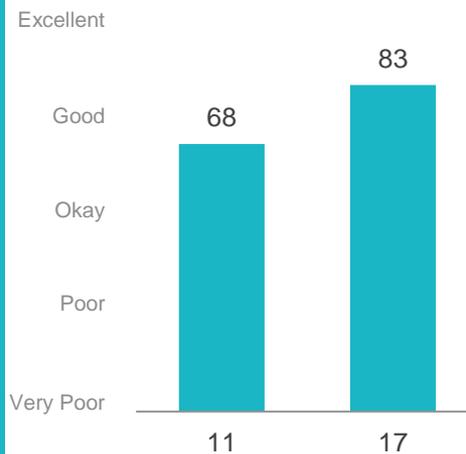
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 83 |
| Industry High | 83 |
| Industry Standard | 55 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 83 | 84 | 82 | 82 | 83 | 86 | 78 | 82 |

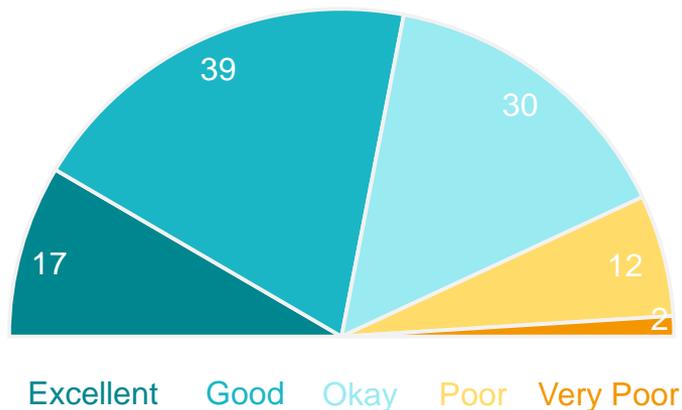
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 116).

Lighting of streets and public places

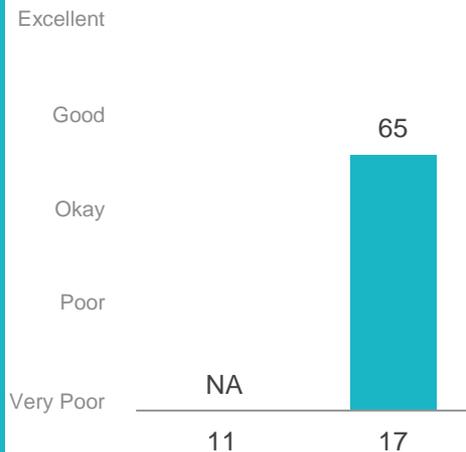
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 65 |
| Industry High | 65 |
| Industry Standard | 55 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 65 | 68 | 61 | 61 | 69 | 61 | 70 | 67 |

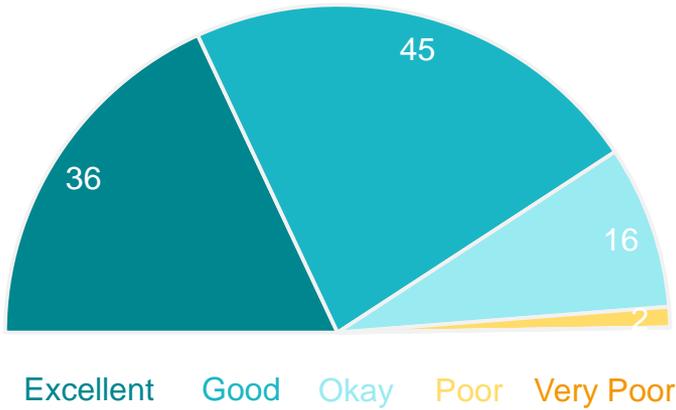
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 117).

Storm water drainage

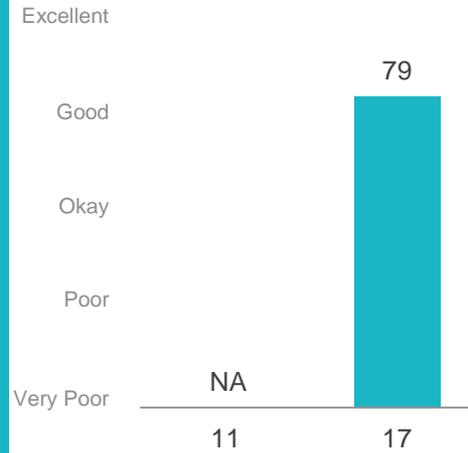
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 79 |
| Industry High | 79 |
| Industry Standard | 55 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 79 | 82 | 76 | 80 | 77 | 82 | 75 | 81 |

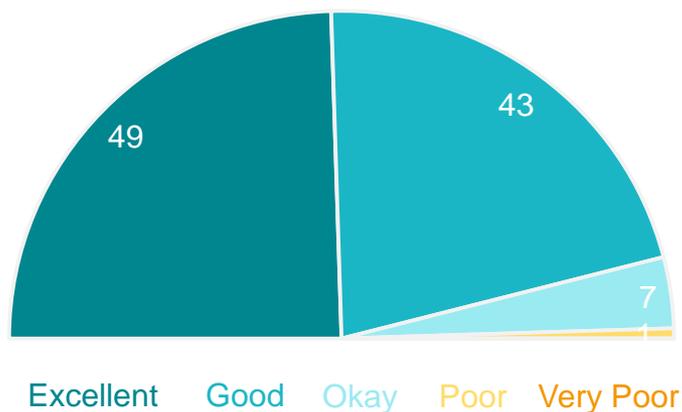
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 99).

Access to public transport

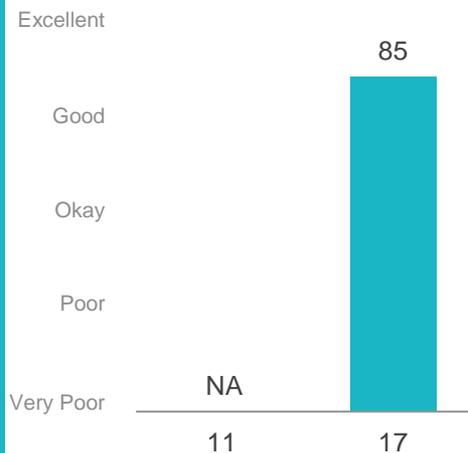
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 85 |
| Industry High | 85 |
| Industry Standard | 63 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 85 | 86 | 85 | 83 | 87 | 87 | 83 | 90 |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 104).

Residents who gave low ratings for the built environment were mainly concerned with traffic congestion, street lighting, street parking and footpaths and cycleways.

*“View street is a single thoroughfare with a disproportionate amount of traffic on it in comparison to other roads.
This needs better planning to ensure that the suburb does not become a thoroughfare which it currently is.”*

“Traffic in McNeil, View and Forrest Streets around PLC is poorly managed - too much traffic at particular times.”

“View Street has become a raceway for residents and others. Needs slowing devices.”

“Street lighting not good because of trees overhanging footpaths.”

“Very, very poor street lighting, which is not good for security.”

“Streets at night are very dark. This is generally due to the tree canopy. However, I am sure there is some solution to this.”

“Lighting too often covered by trees being not kept clear.”

“Parking on both sides of skinny roads leads to dangerous situations or terrible traffic build up.”

“Parking on one side of View Street only please!!!”

*“Street parking on View St between Forrest and Leake is problematic during term time as students park their cars for the day in the street.
Congestion then becomes a problem and it becomes a difficult proposition exiting my property.”*

“Proper cycle path needed along esplanade.”

“Footpaths need attention. Often overgrown by verge and overhanging plants.”

Q. If you answered okay, poor or very poor for questions in this section, please describe your concerns below.

Base: All respondents who rated the Shire's performance as okay, poor or very poor and who provided a valid response, excludes 'don't know' and 'no response' (n = 45)

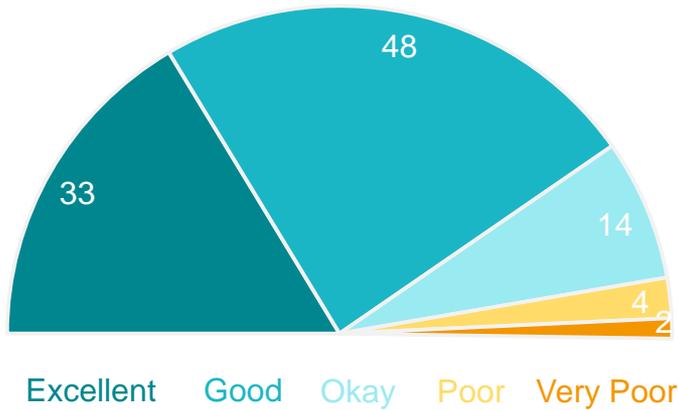
Natural Environment

Efforts to maintain and enhance the River

(its setting, amenity, value and biodiversity)

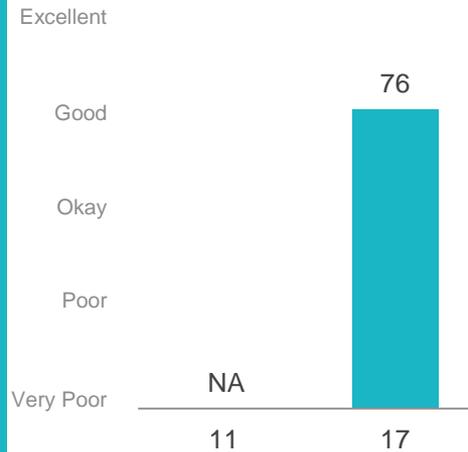
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 76 |
| Industry High | 76 |
| Industry Standard | 53 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 76 | 71 | 82 | 77 | 76 | 73 | 81 | 80 |

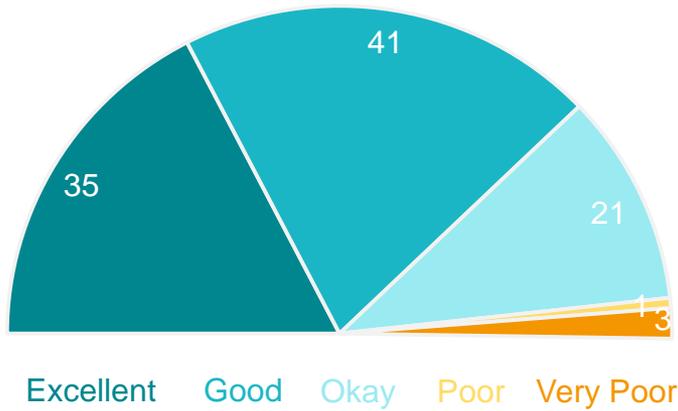
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 111).

Conservation and environmental management

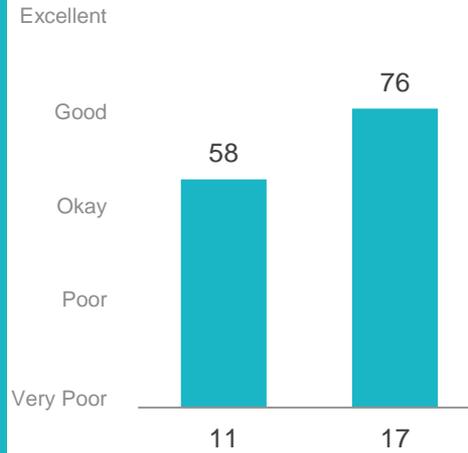
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 76 |
| Industry High | 76 |
| Industry Standard | 58 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 76 | 73 | 78 | 79 | 73 | 73 | 79 | 80 |

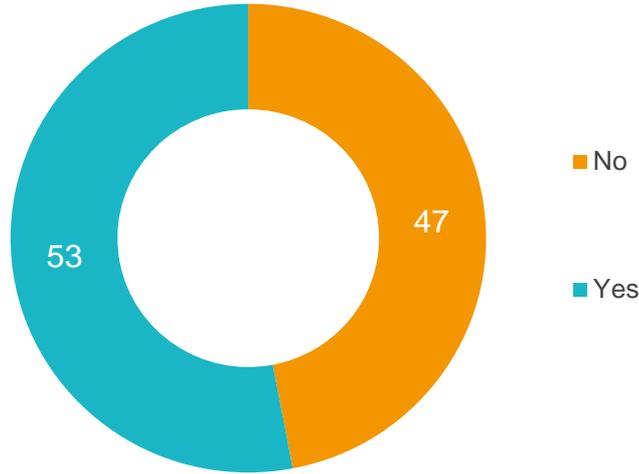
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 95).

Support for private tree removal restrictions

Would you support Council placing restriction on the removal of trees from private property

% yes



53% support restrictions



Variations across the community

% yes

| Total | Male | Female | No children | Have children at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|-------------|-----------------------|-------------|-----------|---------------|
| 53 | 43 | 64 | 53 | 54 | 63 | 42 | 48 |

Q. Would you support Council placing restrictions on the removal of trees from private property?

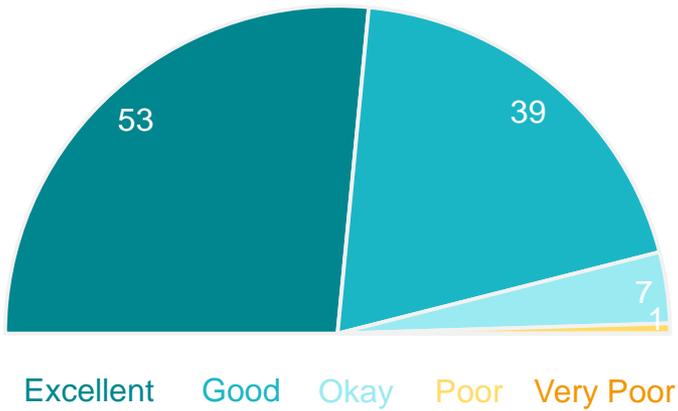
Base: All respondents, excludes 'no response' (n = 119)

Image credit: <http://www.nationalregisterofbigtrees.com.au/listing/714.jpg>

Weekly rubbish collections

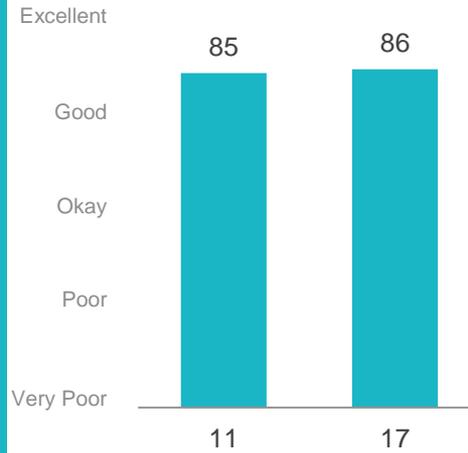
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 86 |
| Industry High | 88 |
| Industry Standard | 77 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 86 | 89 | 85 | 88 | 84 | 87 | 86 | 81 |

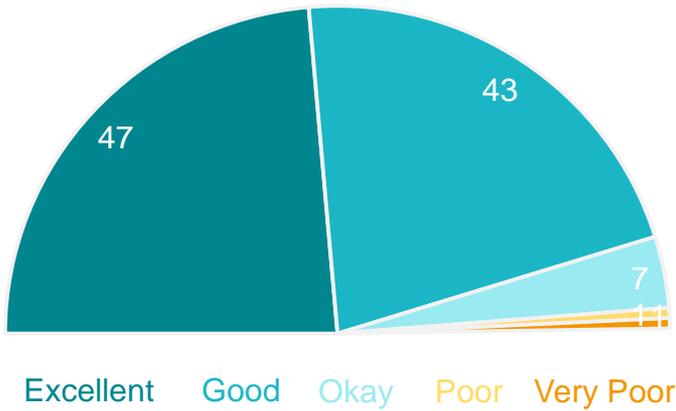
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 118).

Fortnightly recycling collections

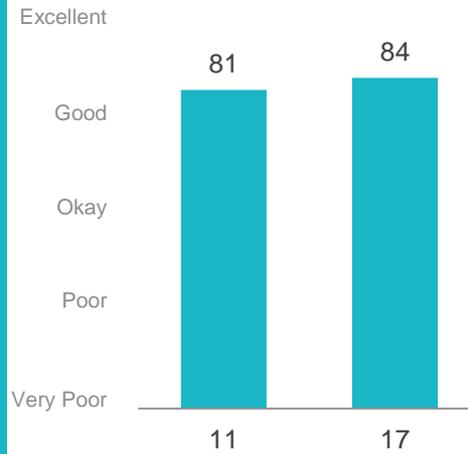
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 84 |
| Industry High | 89 |
| Industry Standard | 74 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 84 | 86 | 82 | 86 | 81 | 83 | 85 | 77 |

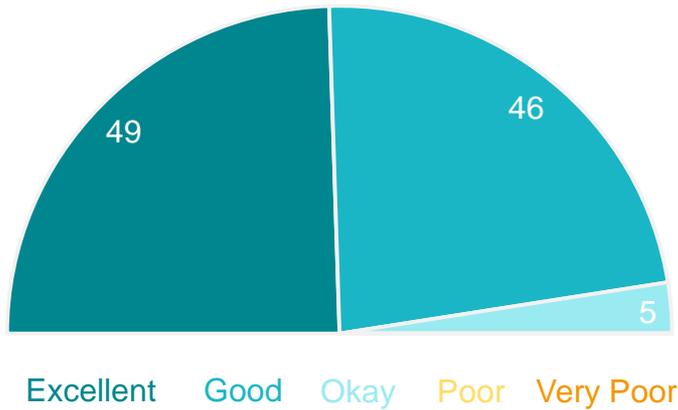
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 118).

Verge-side bulk rubbish collections

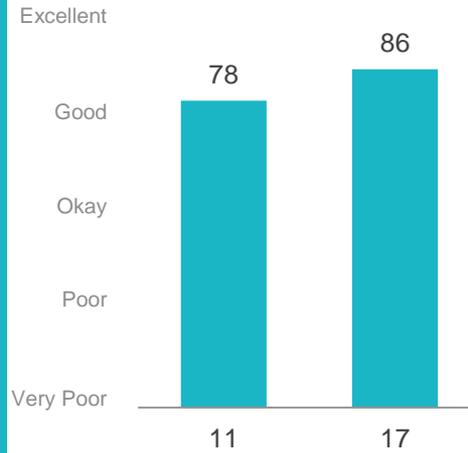
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 86 |
| Industry High | 86 |
| Industry Standard | 70 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 86 | 87 | 85 | 86 | 86 | 86 | 85 | 85 |

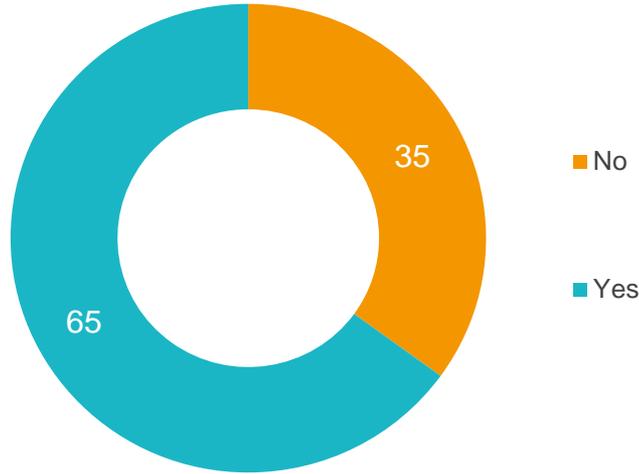
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 118).

Support for a new green waste bin service

Would you support the Council offering a green waste bin service at a cost to the ratepayer of \$95 to purchase the bin and \$50 per year for fortnightly collections?

% yes



65% support



Variations across the community

% yes

| Total | Male | Female | No children | Have children at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|-------------|-----------------------|-------------|-----------|---------------|
| 65 | 64 | 65 | 63 | 66 | 73 | 54 | 56 |

Q. Would you support the Council offering a green waste bin service at a cost to the ratepayer of \$95 to purchase the bin and \$50 per year for fortnightly collections?

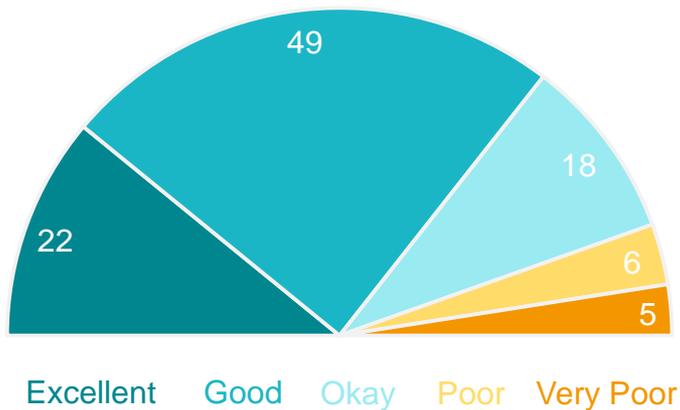
Base: All respondents, excludes 'no response' (n = 116)

Image credit: http://wheeliebinonline.com.au/wp-content/uploads/2014/01/140L_green_lid.jpg

Animal and pest control

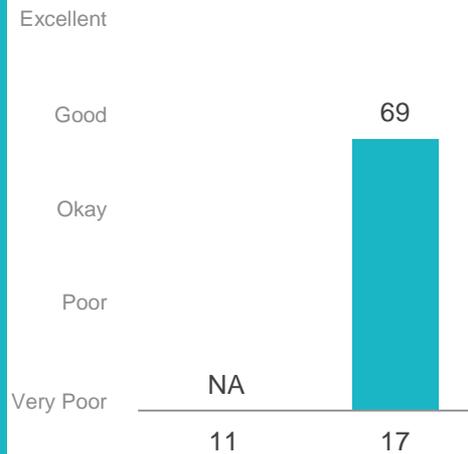
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 69 |
| Industry High | 72 |
| Industry Standard | 57 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 69 | 71 | 68 | 71 | 68 | 72 | 67 | 61 |

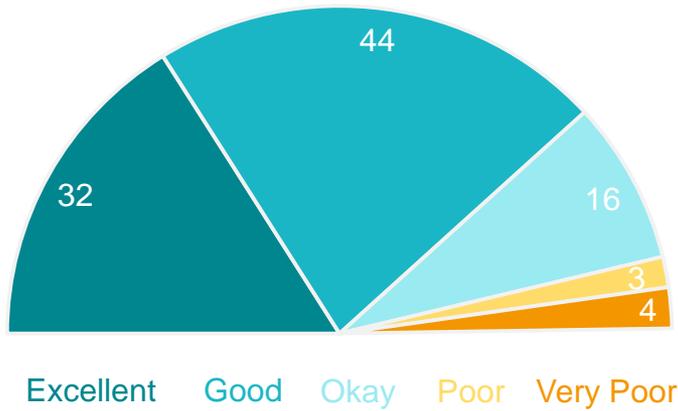
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 78).

Management of food, health, noise and pollution issues

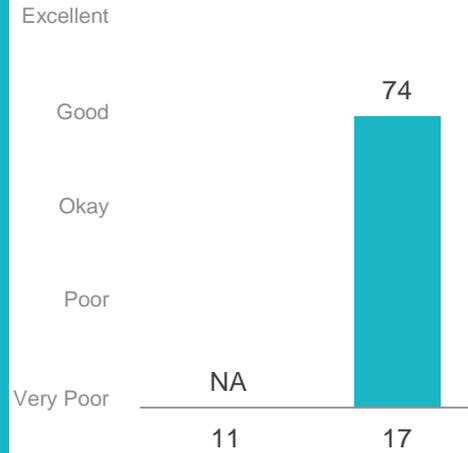
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



| | |
|---------------------------|----|
| Shire of Peppermint Grove | 74 |
| Industry High | 74 |
| Industry Standard | 58 |

Variations across the community

Performance Index Score

| Total | Male | Female | No children / none at home | Children living at home | 18-54 years | 55+ years | Born Overseas |
|-------|------|--------|----------------------------|-------------------------|-------------|-----------|---------------|
| 74 | 73 | 76 | 76 | 73 | 75 | 73 | 77 |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 88).

Natural environment | concerns

Residents who gave low ratings for the natural environment were mainly concerned with animal and pest control, especially relating to owners properly managing their dogs, river maintenance and environmental management.

“We are concerned about the number of dogs that are off their leads early in the morning around 5.30 to 6.00am along View Street.”

“Plenty of people still walking around streets with dogs off leads - the dogs should only be off leads in parks.”

“Too many dogs not on leads when walking and not all droppings are collected by their owners.”

“Barking dogs are a bother.”

“Rat and possum management could be better.”

“Those of us with the remaining large trees in the neighbourhood need help with large numbers of refugee possums fleeing from surrounding destroyed gardens.”

“Should do more to reduce rat population but not baits that kill cats (2nd degree kill).”

“Very little done to enhance foreshore. Limestone walls disintegrating. grass has grown across what was once sandy beach areas.”

“There has been no apparent "environmental" maintenance of the local foreshore and little evidence of planting of local varieties.”

“I think the bushland near the river is in mediocre condition, obviously the lawns are nice for family activities and picnics by the river, I would like to see more/higher quality native vegetation in areas near the river.”

“Some Peppermint trees are dying or in poor condition and should be replaced. The Shire has been replacing some trees. One of the large Moreton Bay Fig trees on the foreshore near Leake Street appears to be stressed.”

Q. If you answered okay, poor or very poor for questions in this section, please describe your concerns below.

Base: All respondents who rated the Shire's performance as okay, poor or very poor and who provided a valid response, excludes 'don't know' and 'no response' (n = 40)

Overview of Community Variances

Summary of community variances

Leadership, Communication and Community services

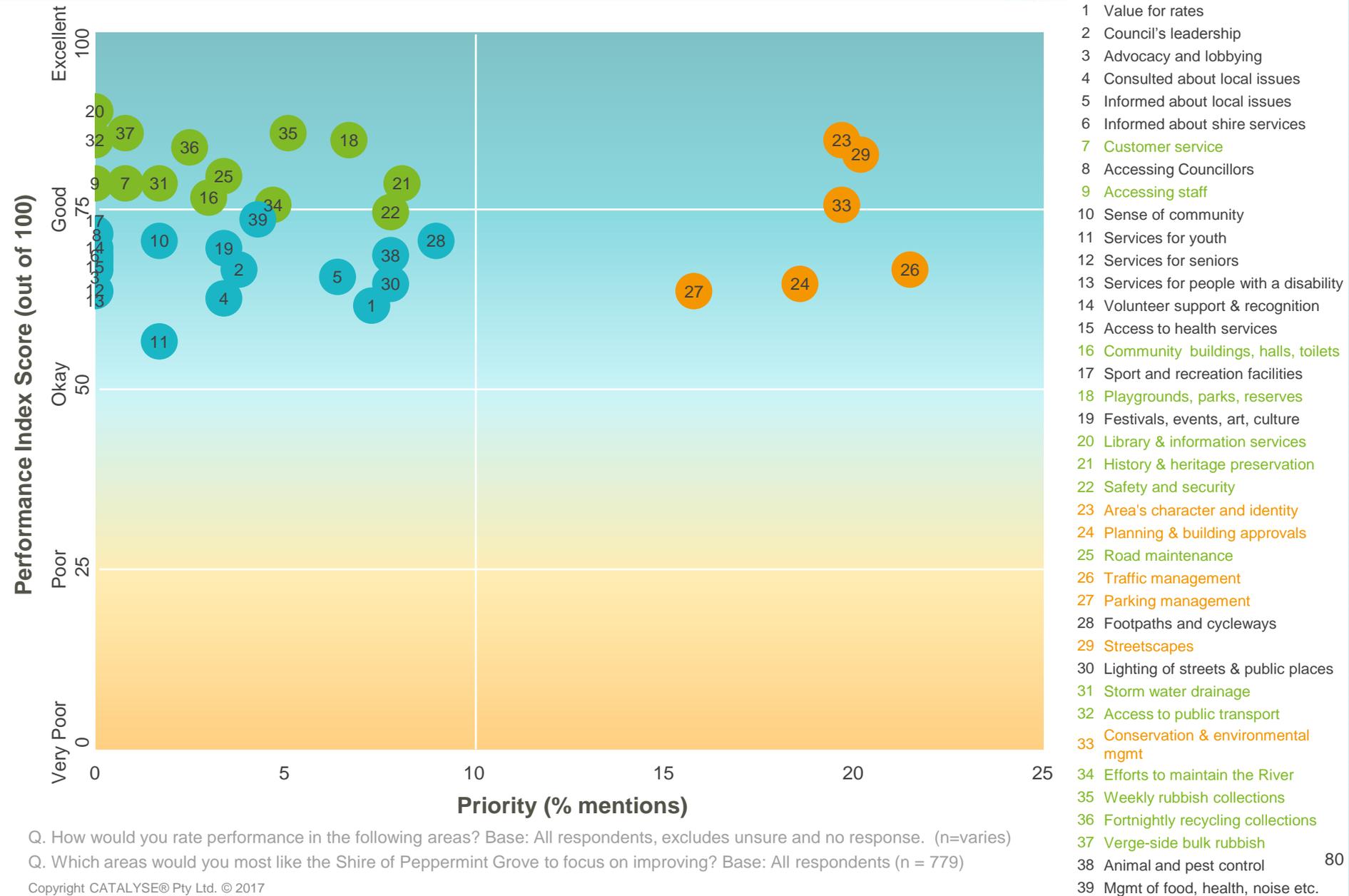
| Performance Index Scores | Total | Male | Female | No children | Children at home | 18-54 years | 55+ years | Born overseas |
|--|-------|------|--------|-------------|------------------|-------------|-----------|---------------|
| Peppermint Grove as a place to live | 95 | 97 | 94 | 97 | 95 | 95 | 96 | 96 |
| Governing organisation | 74 | 72 | 76 | 77 | 73 | 69 | 79 | 80 |
| Value for money from Council rates | 62 | 58 | 66 | 69 | 57 | 54 | 72 | 62 |
| Council's leadership | 67 | 67 | 68 | 70 | 68 | 62 | 73 | 70 |
| Advocacy and lobbying on behalf of the community | 68 | 70 | 67 | 73 | 67 | 64 | 73 | 71 |
| How the community is consulted about local issues | 63 | 64 | 63 | 68 | 61 | 59 | 68 | 63 |
| How the community is informed about local issues | 66 | 67 | 66 | 72 | 63 | 64 | 69 | 69 |
| How the community is informed about Shire services | 69 | 69 | 70 | 73 | 68 | 65 | 75 | 69 |
| Customer service | 79 | 81 | 77 | 82 | 79 | 79 | 79 | 75 |
| Ease of accessing Councillors | 70 | 67 | 72 | 76 | 67 | 67 | 72 | 69 |
| Ease of accessing staff | 79 | 80 | 78 | 84 | 77 | 77 | 80 | 77 |
| Sense of community in your local area | 71 | 77 | 66 | 74 | 71 | 67 | 78 | 69 |
| Services facilities and events for youth | 57 | 59 | 55 | 70 | 52 | 49 | 70 | 59 |
| Services facilities and events for seniors | 67 | 69 | 67 | 74 | 69 | 58 | 74 | 75 |
| Access to services and facilities for people with a disability | 64 | 67 | 62 | 74 | 64 | 50 | 74 | 68 |
| Volunteer support and recognition | 69 | 68 | 70 | 76 | 69 | 65 | 74 | 81 |
| Access to health and community services | 69 | 71 | 69 | 75 | 69 | 66 | 73 | 75 |
| Community buildings, halls and toilets | 77 | 79 | 76 | 83 | 77 | 75 | 80 | 76 |
| Sport and recreation facilities | 72 | 70 | 74 | 78 | 71 | 67 | 80 | 70 |
| Playgrounds, parks and reserves | 85 | 88 | 82 | 86 | 86 | 84 | 86 | 82 |
| Festivals, events, art and cultural activities | 70 | 75 | 65 | 78 | 68 | 65 | 76 | 71 |
| Library and information services | 89 | 89 | 89 | 91 | 88 | 87 | 91 | 90 |
| How local history and heritage is preserved and promoted | 79 | 81 | 77 | 82 | 80 | 79 | 79 | 80 |
| Safety and security | 75 | 76 | 76 | 80 | 73 | 76 | 74 | 78 |

Built and Natural environment

| Performance Index Scores | Total | Male | Female | No children | Children at home | 18-54 years | 55+ years | Born overseas |
|--|-------|------|--------|-------------|------------------|-------------|-----------|---------------|
| The area's character and identity | 85 | 84 | 87 | 82 | 89 | 84 | 86 | 88 |
| Planning and building approvals | 65 | 67 | 63 | 62 | 67 | 67 | 62 | 70 |
| Road maintenance | 80 | 81 | 79 | 80 | 80 | 84 | 75 | 78 |
| Traffic management on local roads | 67 | 68 | 67 | 70 | 65 | 69 | 65 | 69 |
| Parking management | 64 | 64 | 64 | 63 | 65 | 65 | 62 | 70 |
| Footpaths and cycleways | 71 | 71 | 72 | 73 | 70 | 73 | 69 | 74 |
| Streetscapes | 83 | 84 | 82 | 82 | 83 | 86 | 78 | 82 |
| Lighting of streets and public places | 65 | 68 | 61 | 61 | 69 | 61 | 70 | 67 |
| Storm water drainage | 79 | 82 | 76 | 80 | 77 | 82 | 75 | 81 |
| Access to public transport | 85 | 86 | 85 | 83 | 87 | 87 | 83 | 90 |
| Conservation and environmental management | 76 | 73 | 78 | 79 | 73 | 73 | 79 | 80 |
| Efforts to maintain and enhance the River (its setting, amenity, value and biodiversity) | 76 | 71 | 82 | 77 | 76 | 73 | 81 | 80 |
| Weekly rubbish collections | 86 | 89 | 85 | 88 | 84 | 87 | 86 | 81 |
| Fortnightly recycling collections | 84 | 86 | 82 | 86 | 81 | 83 | 85 | 77 |
| Verge-side bulk rubbish collections | 86 | 87 | 85 | 86 | 86 | 86 | 85 | 85 |
| Animal and pest control | 69 | 71 | 68 | 71 | 68 | 72 | 67 | 61 |
| Management of food, health, noise and pollution issues | 74 | 73 | 76 | 76 | 73 | 75 | 73 | 77 |

Community Priorities

MARKYT Community Priorities Window™



Traffic management on local roads

Residents are frustrated by the build-up of traffic during peak hour, especially around local schools. In addition, respondents would welcome traffic calming measures to reduce safety risks caused by narrow roads, limited visibility and speeding.

"I would like to see PLC traffic moved to Stirling Hwy end of McNeil St, using the schools new building as the pick up. The concentration of cars, particularly 4 wheel drives, has increased hugely in the last 8-10 years and causes a great deal of congestion."

"PLC street parking (teachers and students) and pick up and drop off at PLC is a significant problem...Many afternoons it is simply not possible to access our property on Forrest St at around 3:30pm due to school pick up gridlock."

"Traffic management on View, Leake (school traffic) and the Esplanade (on weekends)."

"Reduce speed and volume of traffic on View Street. Reduce after school traffic on Leake - work with the schools (St Hilda's, Iona, PLC) to maybe stagger the hours?"

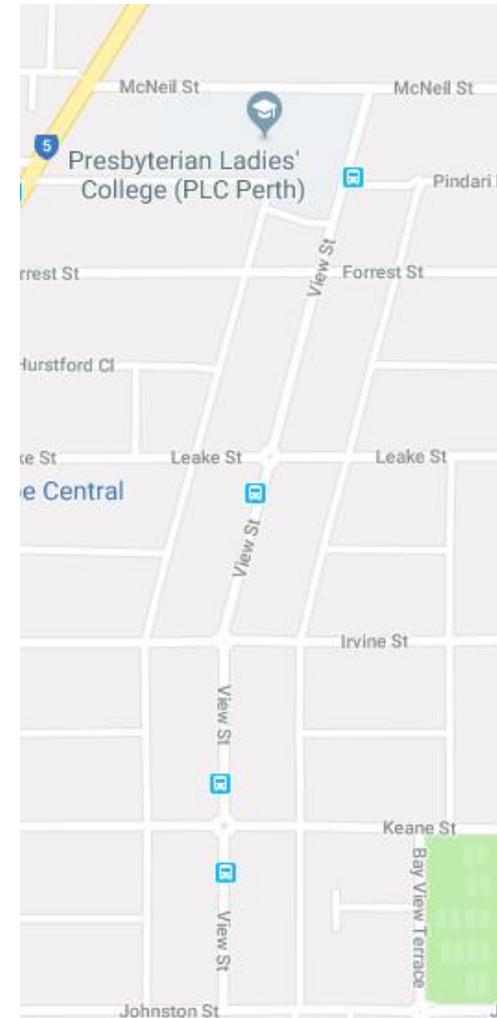
"Slowing and reducing traffic in the suburb. In View Street it is only a matter of time before we have a tragedy."

"Traffic calming to modify through traffic."

"Traffic management down narrower roads diverting non-essential trucks - in particular Keane St."

"Continuation on anti-speeding measures (particularly Leake St)."

"Make the Shire a 40k/hr zone throughout."



Streetscape maintenance and environmental conservation

Residents are proud of their area, both its aesthetics and environment. They would like to ensure that streetscapes and the natural environment are maintained by clearing vacant blocks, preserving the visual aspect of public areas, ensuring more trees are planted and protecting the foreshore.

“Maintenance of vacant blocks needs improving. Unkempt vacant blocks are a fire hazard and they attract vandals and the dumping of rubbish.”

“Clearance of empty blocks. They should be maintained.”

“I have no major concerns with the shire and how it is run, if I had to choose it would probably just be environmental features/visual aspects of parts of the suburb, but only because it is already a major strength for this area.”

“Much better streetscape to Grove Shopping Centre, along Stirling Highway. Very unattractive at present.”

“Laneways! Many homes have garaging off laneways and these areas seem to be ignored in terms of maintenance, aesthetic standards.”

“Convert ugly brick paved islands in Leake St to landscaped areas.”

“Tree care and careful selection of contractors used for such services.”

“Enhancing local parks and verges with active planting programmes.”

“Proactive encouragement of green activities e.g. compost bins etc. maybe smaller waste bins.”

“The foreshore north of RFBYC is in poor condition.... Erosion around jetty area/storm water outlet...Revegetation needed to bushland area/weed removal.”



The area's character and identity

Residents want the area's character and identity to be preserved; they oppose development that could jeopardise the local lifestyle.

"Continue to evolve and develop strategies for maintaining the unique character and location of PG for residents and the wider community to share and enjoy."

"Maintain Peppermint Grove as the 'Monaco' of Australia."

"Looking after the quality of living for residents."

"Love our suburb!!!! Retain the R zoning as we don't want lots of units to ruin the area. Retain the character and keep the old homes."

"I think the Shire needs at this time to consult the community on what they most admire about the character and identity of Peppermint Grove. Then they should follow through with planning and building approvals that are consistent with this defined character and identity."

"I would also like to see a long term commitment to maintaining the heritage aspect of the Shire. As a small area we should strongly resist the State Government's approach to infill and building of storied apartments and small block sizes. The fact we do not have this is largely why people want to live here."

"Not approve 'foreign', out of character new developments."

"The beauty of PG and the reason why I would say nearly all people want to live in PG is because of its nice "safe" character, its beautiful leafy streets, larger block sizes with houses on them rather than apartments etc.... If we wanted to live in a concrete jungle we would all be moving to Perth and living in inner city apartments instead."



Planning and building approvals

The community is somewhat polarised regarding what development the Shire ought to approve. For some, maintaining the area's low density heritage is imperative. For others, easing the heritage rules and allowing slightly higher density infill would be viewed as a progressive step forward.

"Planning approvals - Please stop approving the building of concrete monsters that look like cookie-cutter styles and lack imagination and beauty. Too many houses built to the boundaries and lacking greenery, trees and gardens."

"Firm control on architectural/home building approvals to complement Peppy Grove's heritage, history and values - unique in Australia."

"Given that Peppermint Grove is a tranquil, tree and garden area I would like consideration of preserving that as much as possible. Plot ratios must be preserved when new houses are constructed."

"As an older person wishing to continue residing in independent but smaller housing in the Shire I would welcome developments like townhouses, home units and apartments... I consider more infill is desirable, and ultimately necessary."

"Not being obsessed with putting our homes on any Heritage Register. It affects our property values adversely."

"More new home approvals...Proactive approach to enhancing suburb."

"I do believe that good 2-3-4 bedroom apartments - similar to the development on the foreshore at Nedlands near Steve's are what the Peppermint Grove aging & middle aged downsizers need, rather than a building with lots of "one bedders"."

"Approval of more new homes to replace old rundown so called "heritage listed" properties."

"Less 'heritage' rules."



Parking management

There is concern with street parking. Specific areas of concern include the Yacht Club, new café, Leake Street, View Street and local schools. They would restrictions to discourage street parking.

“Too much roadside parking - sometimes it blocks the roads.”

“For people who do not live in the area not to park in streets for hours.”

“Reduction of street parking - Houses with 2 and 3 car garages shouldn't need street parking.”

“Encourage residents and visitors to park on property and not in street.”

“Addressing the parking outside the Yacht Club with regard to the new café.”

“Impose permit parking to all of Leake and View Streets.”

“(1) Careful consideration of Parking around the new "Freshwaters" Cafe. (2) Visibility NIL when exiting "Woolworths" carpark into Leake Street when looking EAST (towards river). No parking should be implemented for at least 2 parking bays on south side of Leake Street.”

“Parking and traffic management is becoming an issue - not due to residents but due to customers and employees and students...as well as large volume of through traffic from other shires.”

“Time restriction for parking, especially around school precinct.”



Moving Forward

Moving Forward

The Shire of Peppermint Grove continues to be a sector leader.

As a **place to live**, the performance index score is **95 out of 100**; 23 points above the MARKYT® Industry Standard.

As a governing organisation, the performance index score is 74; 16 points above the MARKYT® Industry Standard.

The Shire has many strengths and is **leading the sector in 27 service areas**.

Moving forward the community would like the Shire to focus on **six key priorities**:

1. Area's character and identity
2. Planning and building approvals
3. Streetscapes
4. Conservation and environmental management
5. Traffic management
6. Parking management





www.catalyse.com.au

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

Phone +618 9226 5674

Email: info@catalyse.com.au

ABN 20 108 620 855

CATALYSE 