



2016 Community Scorecard Report

with benchmarking against regional WA councils

Prepared for: Shire of Chittering

Prepared by: Catalyse Pty Ltd

August 2016

The Shire of Chittering is regarded as **a good place to live**.

The Shire's **overall performance index score** is 61 out of 100. This is within 2 points of the industry average among regional councils in WA that complete a similar study.

As a **place to live**, the Shire's performance index score is **78 out of 100**, 5 points above the regional WA average. Ratings are highest among residents in Upper Chittering at 84.

As a **governing organisation**, the Shire's performance index score is 44; 9 points below the regional WA average.

The **top 5 priorities** for Council to address moving forward are:

1. Improved **leadership**, by understanding and representing the community's needs and creating a Master Plan for the future.
2. Better value for **rates** – minimising rate increases.
3. Improved **road maintenance**, particularly drainage and road surfaces.
4. Providing tidier, more presentable **streetscapes**.
5. Stronger **economic and tourism development**.



The Study

In June the Shire of Chittering administered the CATALYSE® Community Scorecard.

Purpose

To evaluate community priorities and measure performance against key indicators in the Strategic Community Plan.

Methodology

A multi-channel approach was used for data collection.

Invitations were mailed to residential properties across the Shire of Chittering. The Shire also promoted the scorecard via its communication channels.

Residents were given an option to complete an online scorecard or to return a hardcopy using reply paid post.

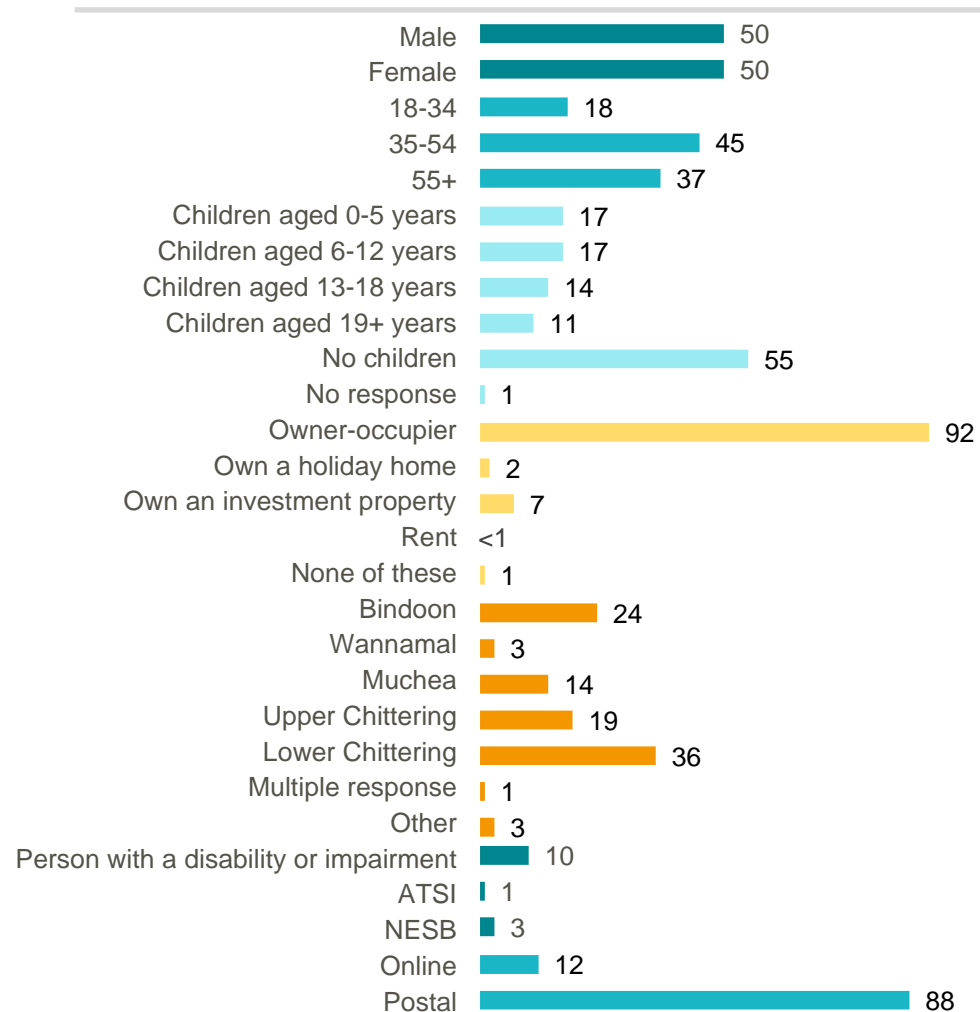
409 residents submitted a response reducing the sampling error to $\pm 4.85\%$ at the 95% confidence interval.

The final dataset was weighted by age and gender to match the ABS Census population profile.

Industry Standards

Provided when three or more regional WA councils have asked a comparable question over the past two years.

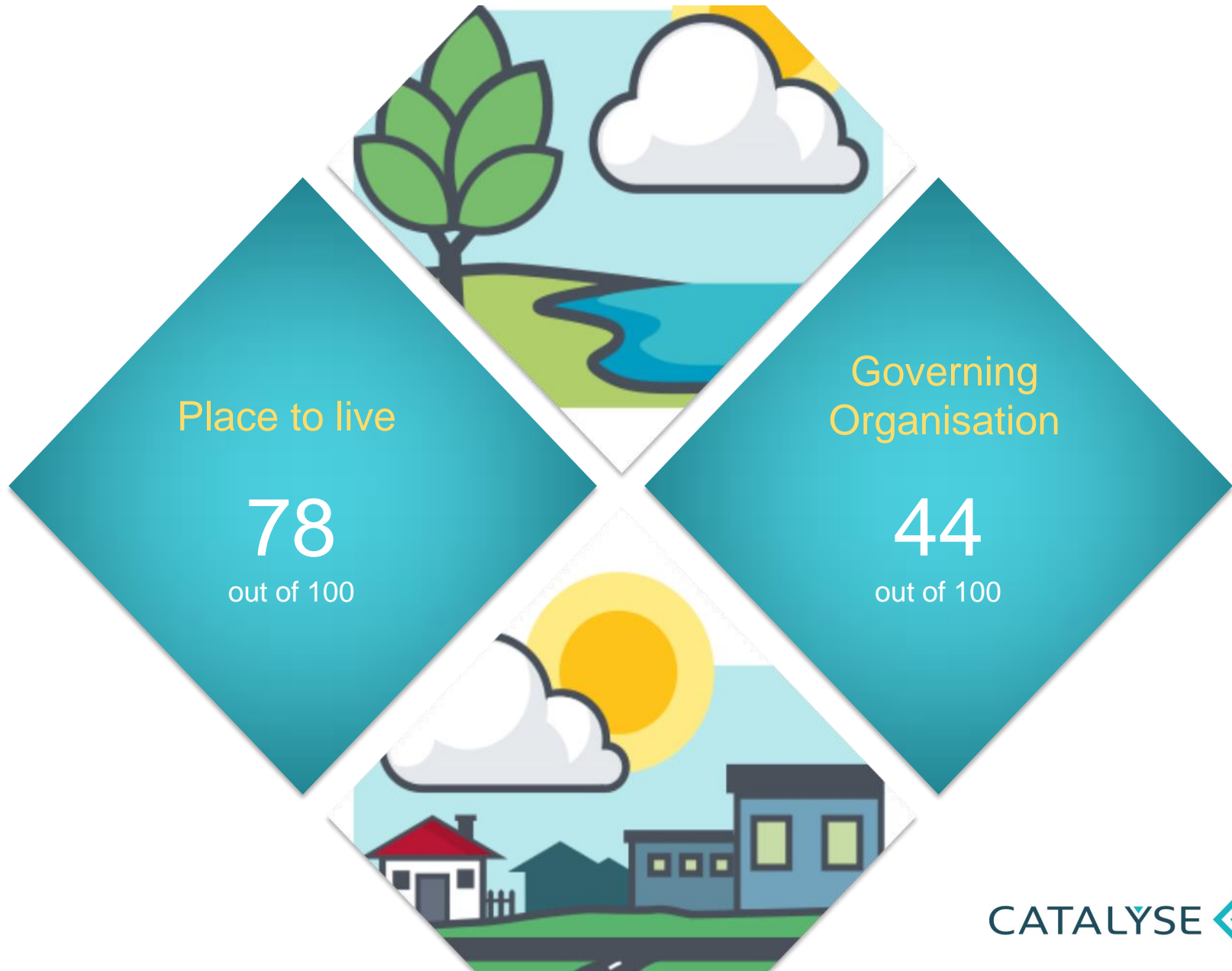
% of respondents (weighted)



Industry Standards

Participating regional WA councils over past two years

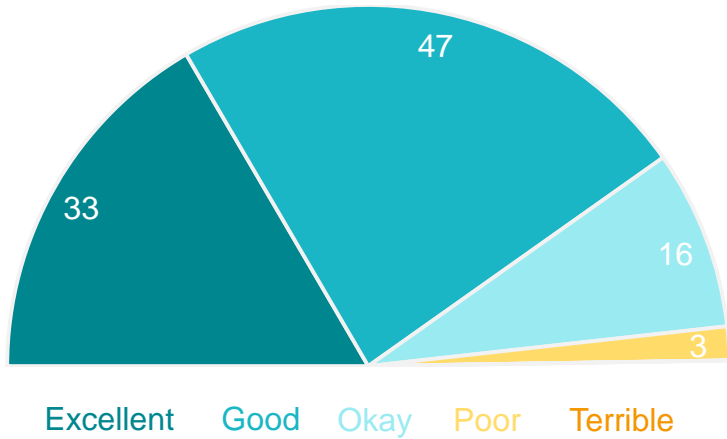




The Shire of Chittering as a place to live

Performance ratings

% of respondents

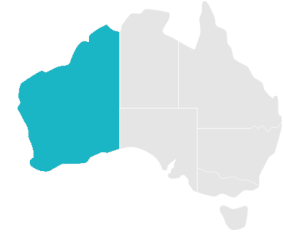


78

Performance Index Score

Industry Comparisons[#]

Performance Index Score



Shire of Chittering	78
WA Regional High	82
WA Regional Average	73

Variations across the community

Performance Index Score

Male	Female	Have child aged 0-12	Have child aged 13+	Have no children	18-34 years	35-54 years	55+ years	Bindoon	Muchea	Upper Chittering	Lower Chittering	Disability
74	81	80	80	75	75	77	79	74	70	84	78	75

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

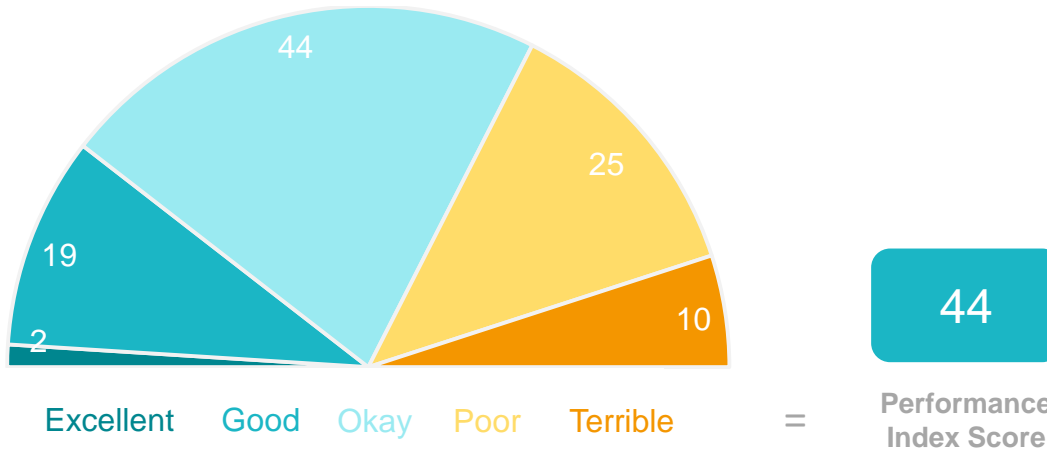
Base: All respondents, excludes 'don't know' and 'refused' (n = 389).

Includes councils in regional WA that have administered a CATALYSE Community Scorecard over past 2 years

The Shire of Chittering as the organisation that governs the local area

Performance ratings

% of respondents



Industry Comparisons[#]

Performance Index Score



Shire of Chittering	44
WA Regional High	64
WA Regional Average	53

Variations across the community

Performance Index Score

Male	Female	Have child aged 0-12	Have child aged 13+	Have no children	18-34 years	35-54 years	55+ years	Bindoon	Muchea	Upper Chittering	Lower Chittering	Disability
42	47	48	43	43	44	43	45	40	43	48	46	40

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

Base: All respondents, excludes 'don't know' and 'refused' (n = 382).

Includes councils in regional WA that have administered a CATALYSE Community Scorecard over past 2 years

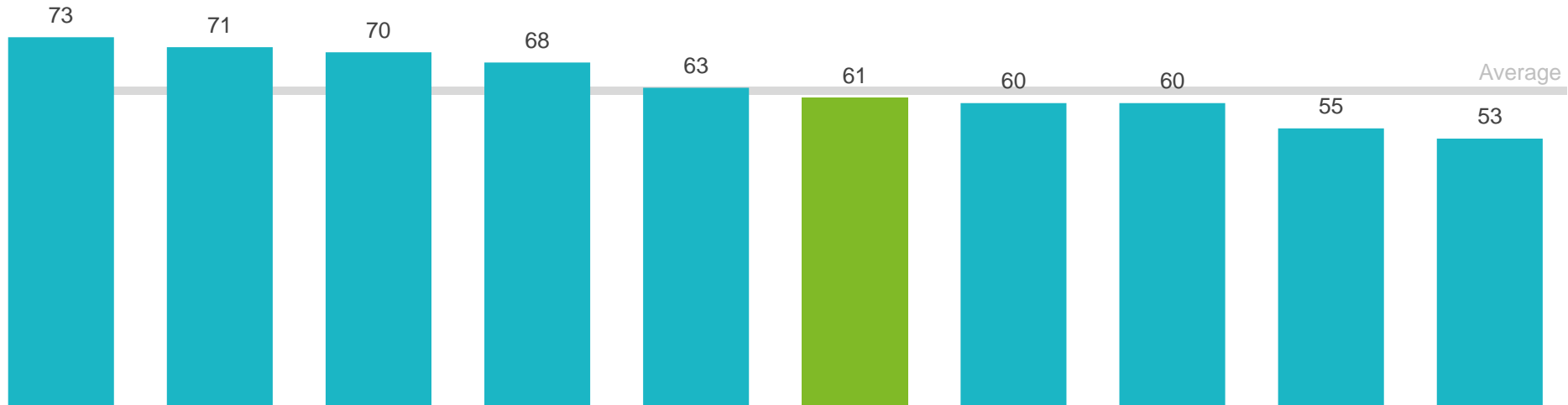
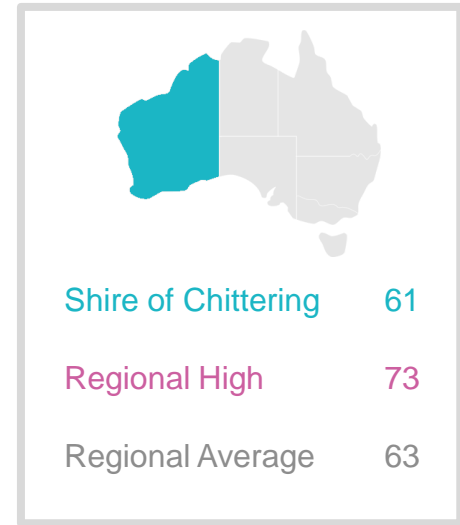
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of Chittering as a 'place to live' and as a 'governing organisation'. The Shire of Chittering's overall performance index score is 61 out of 100, close to par in comparison to participating councils across regional Western Australia.

Overall Performance Index Score

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

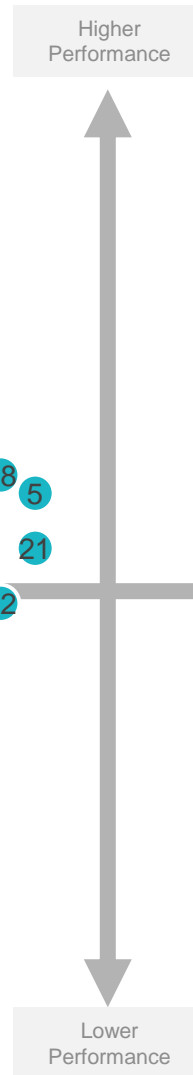
- Shire of Chittering
- Regional WA Councils



CATALYSE® Benchmark Matrix™

This chart shows the Shire's performance in individual service areas relative to how other WA regional councils are regarded by their communities.

The results suggest that the Shire is well regarded as a place to live with a need to focus on providing better value for money, better maintained streetscapes, improved footpaths, cycleways and lighting, and better development of Bindoon, the Shire of Chittering's Town Centre.



CELEBRATE
the Shire of
Chittering as a
place to live

Place to live



- 1 Rates
- 2 Leadership
- 3 Consultation
- 4 Communication
- 5 Website
- 6 Newsletter
- 7 Customer service
- 8 Economic development
- 9 **Shire's town centre (Bindoon)**
- 10 Education & training
- 11 Youth
- 12 Families
- 13 Seniors
- 14 Disability
- 15 Community buildings
- 16 Sport & recreation
- 17 Playgrounds, parks & reserves
- 18 Festivals, events & culture
- 19 Library
- 20 History & heritage
- 21 Safety
- 22 Planning & building
- 23 Road maintenance
- 24 Traffic management
- 25 **Footpaths & cycleways**
- 26 **Streetscapes**
- 27 **Lighting**
- 28 Conservation
- 29 Waste & recycling
- 30 Landfill
- 31 Mgt of food, health & noise
- 32 Animal & pest
- 33 Bush fire
- 34 Off-road vehicles
- 35 Sustainable practices

Leadership
Economic & community development
Built
Natural

Below
Regional WA
Average

Above
Regional WA
Average

FOCUS

on value for money from rates, streetscapes, footpaths and cycleways, lighting and how the town centre is being developed.

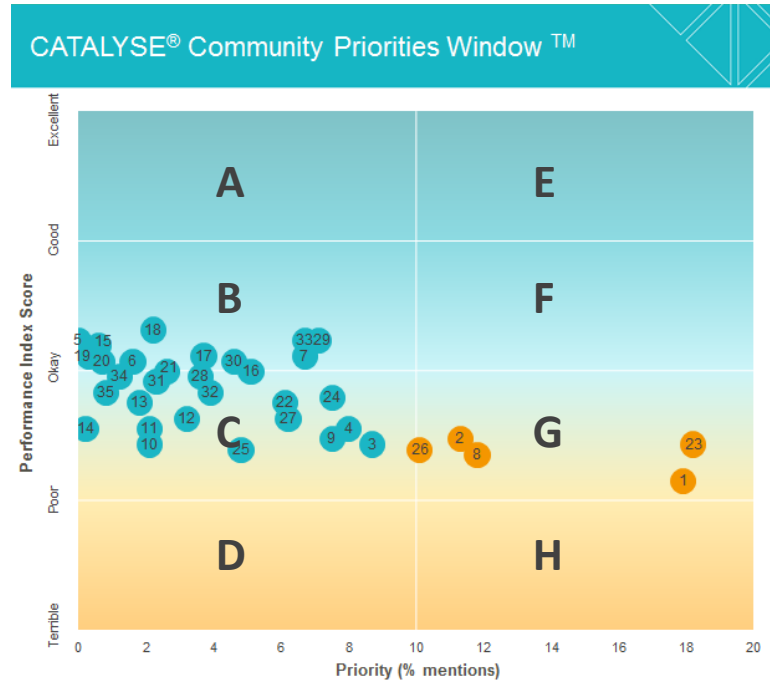
Governing
organisation

Q. How would you rate performance in the following areas? Base: All respondents, excludes don't know and refused. Service areas are included when Industry Standards are available (i.e. three or more Councils have asked the same question in the reporting period).

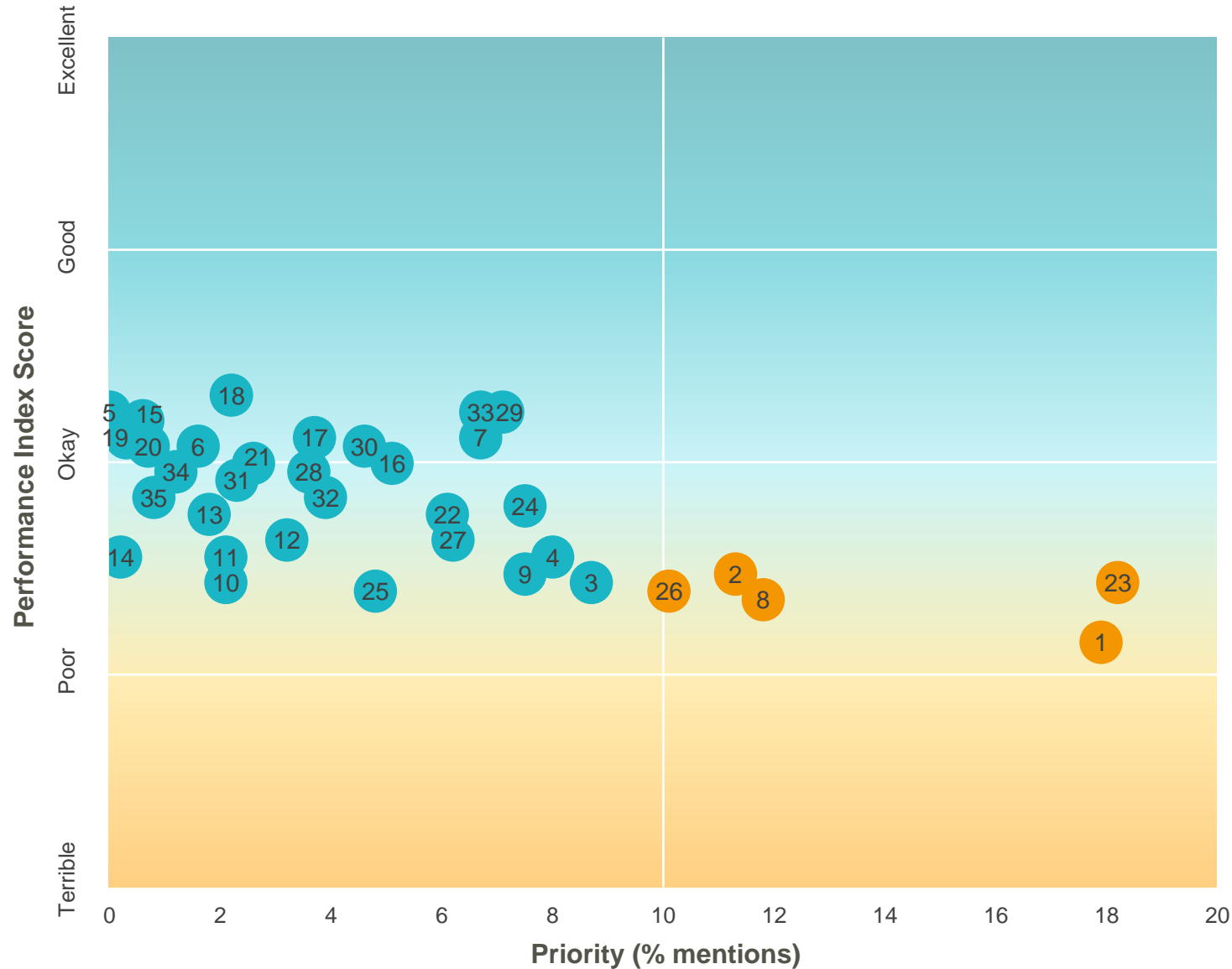
CATALYSE® Community Priorities Window™

In the Shire of Chittering's Community Priorities Window, detailed overleaf, most services are located in windows B + C. They are receiving average ratings slightly above or below an okay rating.

The community would like the Shire to prioritise improvements with value for money from rates and road maintenance. Residents would also like the Shire to focus on streetscapes, economic development and strengthening Council's leadership within the community.



CATALYSE[®] Community Priorities Window™



- 1 Rates
- 2 Leadership
- 3 Consultation
- 4 Communication
- 5 Website
- 6 Newsletter
- 7 Customer service
- 8 Economic development
- 9 Shire's town centre (Bindoon)
- 10 Education & training
- 11 Youth
- 12 Families
- 13 Seniors
- 14 Disability
- 15 Community buildings etc.
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- 23 Road maintenance
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- 34 Off-road vehicles
- 35 Sustainable practices

Governance

Economic & community development

Built

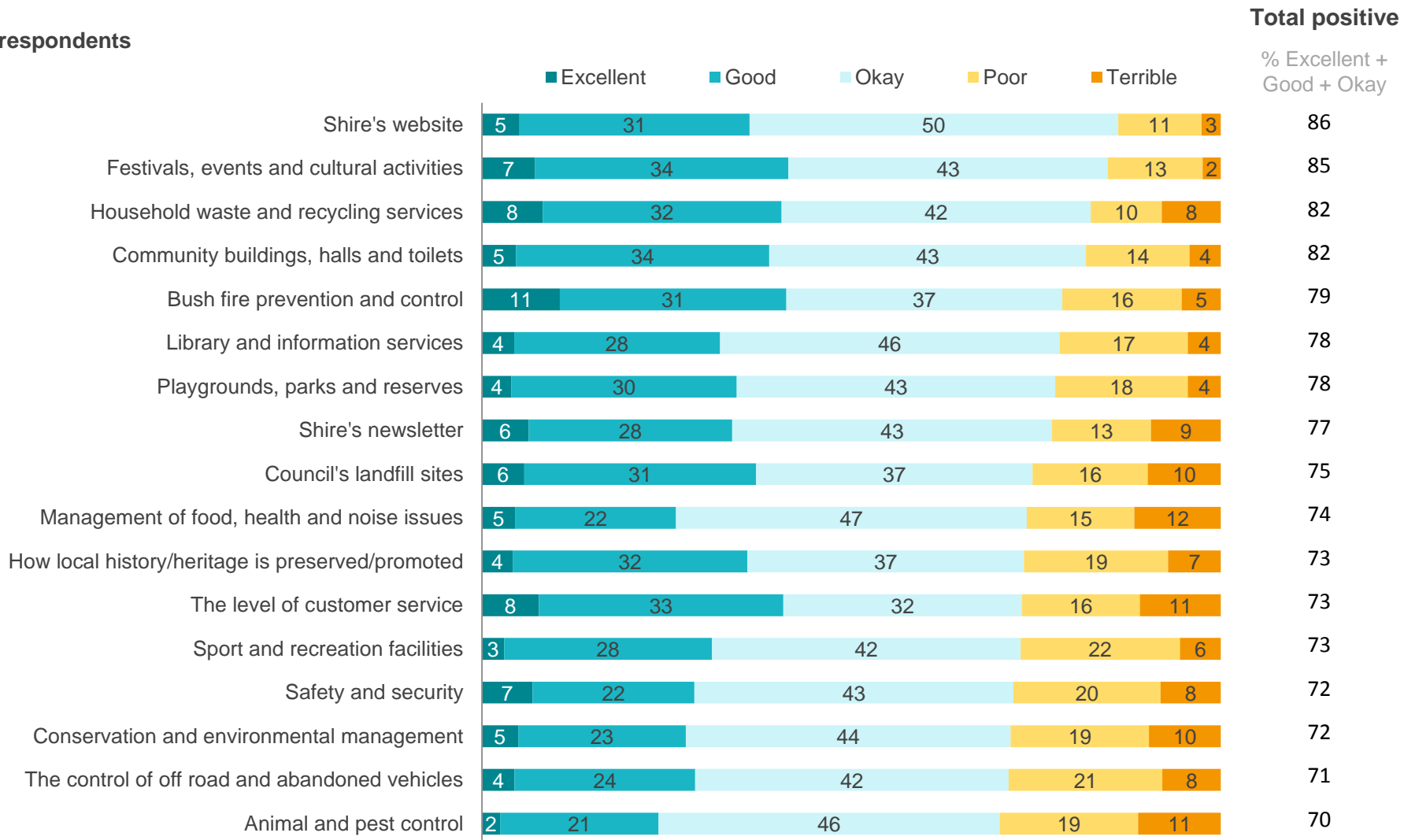
Natural

Q. How satisfied are you with [SERVICE AREA]: Base: All respondents, excludes refused and don't know(n = varies)

Q. Which areas would you most like the Shire of Chittering to focus on improving? Base: All respondents(n = 409)

Higher performing service areas

% of respondents

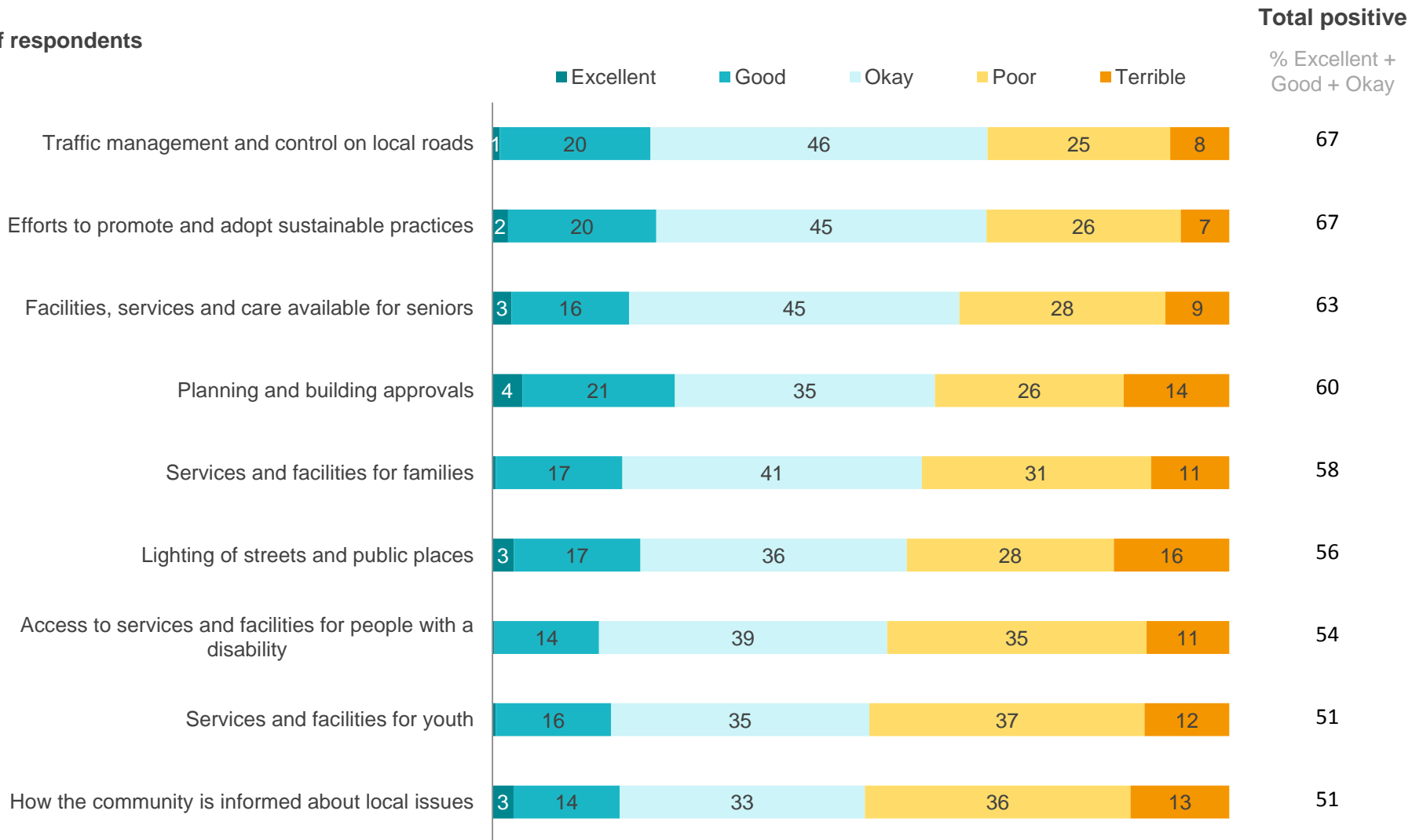


Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused'

Moderate performing service areas

% of respondents



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

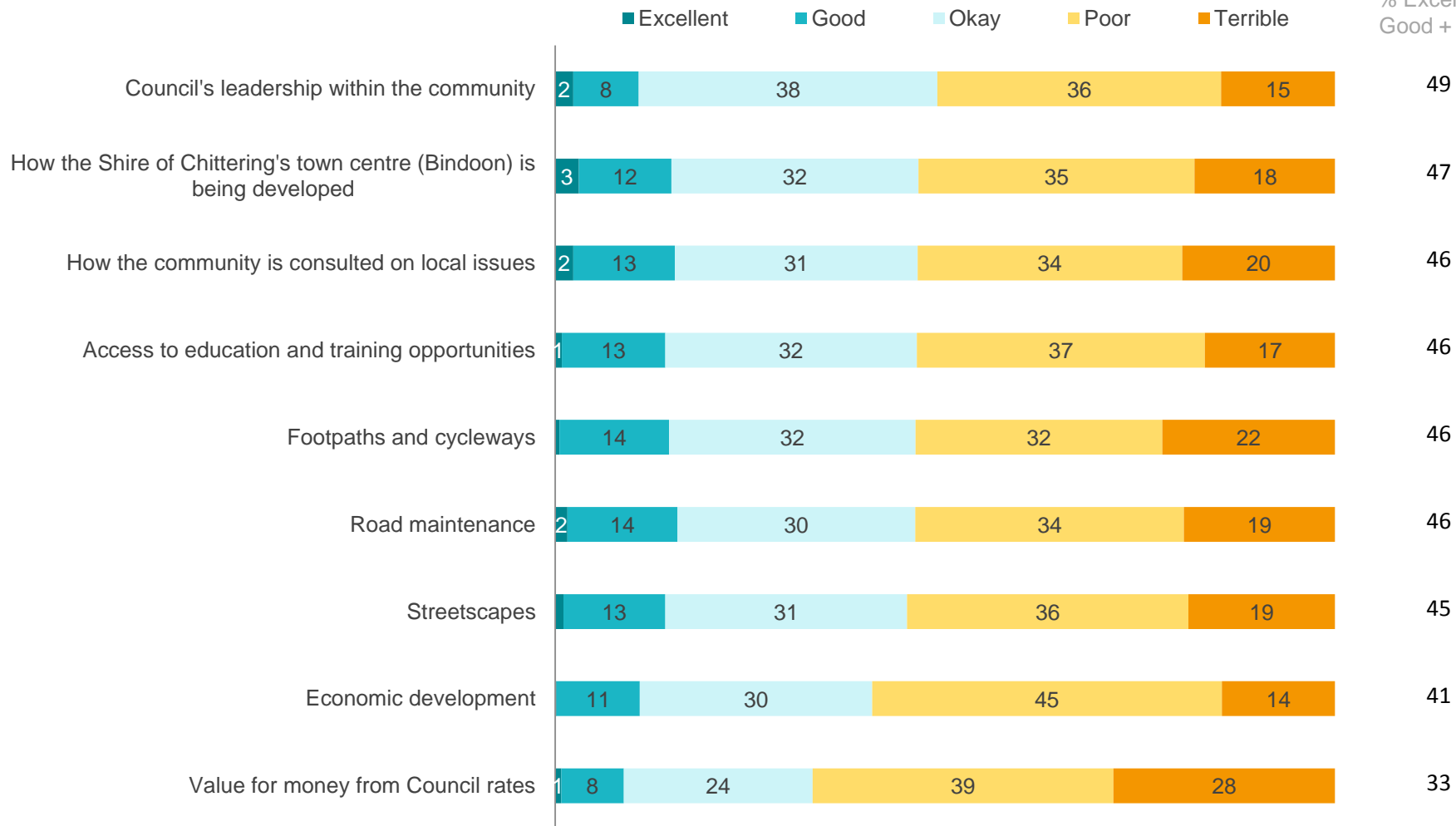
Base: All respondents, excludes 'don't know' and 'refused'

Lower performing service areas

% of respondents

Total positive

% Excellent +
Good + Okay



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

Base: All respondents, excludes 'don't know' and 'refused'

Community views about visioning and engagement

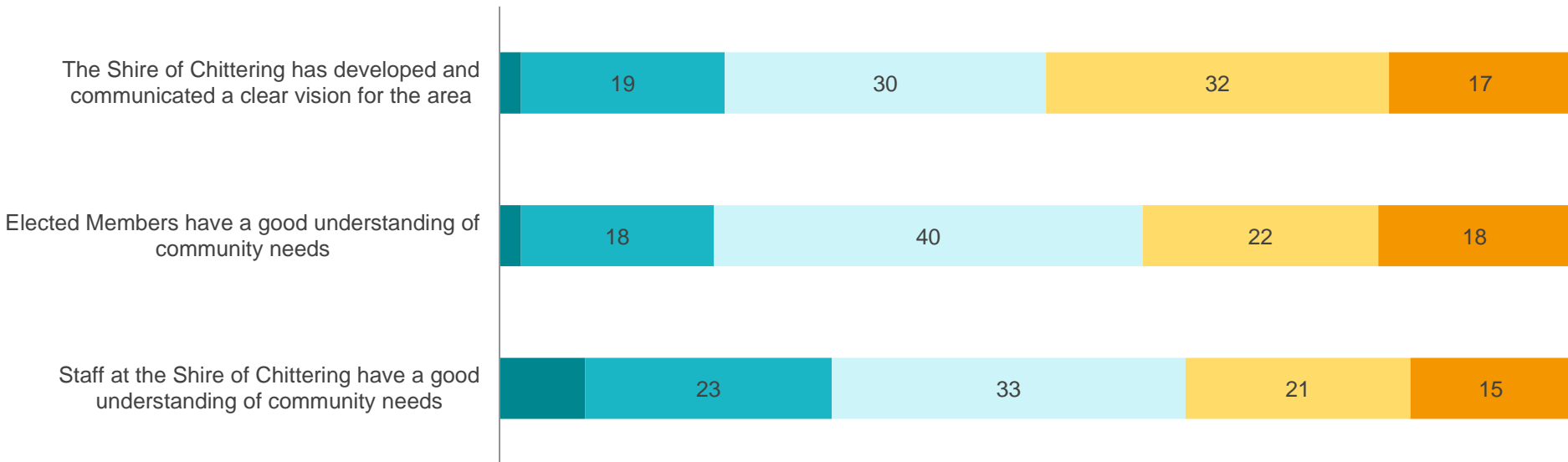
The community expressed mixed views about the effectiveness of the Shire's visioning and community engagement practices.

Generally, the community would like a clearer vision to be developed and communicated. While 21% of respondents agreed that the Shire has a clear vision for the area, 49% disagreed.

Residents would also like the Council to develop and demonstrate a better understanding of their needs. While 20% of respondents agreed that Councillors have a good understanding of their needs, 40% disagreed. In relation to staff, views were more polarised. While 1 in 3 disagreed, another 1 in 3 agreed that staff have a good understanding of their needs.

% of respondents

Strongly agree Somewhat agree Neither / Don't know Somewhat disagree Strongly disagree



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

Base: All respondents, excludes 'refused'



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