

Macedon Ranges - Community Satisfaction Survey Index Scores

	2012 Macedon Ranges Previous Council	2013 Macedon Ranges Score	2014 Macedon Ranges Score	2015 Macedon Ranges Score	2016 Macedon Ranges Score	2016 Large Rural Shire Group Average	2016 Councils State-wide Average	2016 MRSC Score Features by Demographic Group	2016 Features of MRSC Results
Core Performances									
OVERALL PERFORMANCE [69/21]	58	60	59	59 S	55 ↓4	54 ↓2	59 ↓1	Men, women, 18-34 -4 35-49 -5 South, West -6	-4 to 55 Worse than previous (2012) council Worst result of current term MRSC= +1 LRS group / -4 State
COMMUNITY CONSULTATION [69/21]	54	55	47	52 ↑5	51 ↓1	52 ↓2	54 ↓2	35-49, East +1 50-64, -3; 18-34 -4 South -5	-1 to 51 Worse than previous (2012) council MRSC= -1 LRS group / -3 State
ADVOCACY [69/21]	52	53	50	53 ↑3	49 ↓4	50 ↓4	53 ↓3	East +2 West -5 18-34, 50-64 -6 South -11	-4 to 49 (below 50 satisfaction) Worse than previous (2012) council Worst result of current term MRSC= -1 LRS group / -4 State
MAKING COMMUNITY DECISIONS [69/21]	-	-	-	52	49 ↓3	50 ↓2	54 ↓1	East +2 South -5 18-34 -6 West -7	-3 to 49 (below 50 satisfaction) Worst result of current term MRSC= -1 LRS group / -5 State
Sealed local roads [69/21]	-	-	-	51	51 S	44 ↓1	54 ↓1	East +6 West -7	No change from 2015: 51 MRSC= +7 LRS group / -3 State
Customer Service [69/21]	69	70	69	65 ↓4	65 S	67 S	69 ↓1	East +2, women +6; South -5 men -7 50-64 -10	No change from 2015: 65 Worse than previous (2012) council Equal worst result of current term MRSC= -2 LRS group / -4 State
OVERALL COUNCIL DIRECTION [69/21]	49	52	48	54 ↑6	48 ↓6	48 ↓3	51 ↓2	West, South, 50-64 -6 +65, East -7 35-49, men -8	-6 to 48 (below 50 satisfaction) Worse than previous (2012) council Equal worst result of current term MRSC= same as LRS group / -3 State
Additional Services/Performances									
Informing the community [37/10]	59	58	55	57 ↑2	56 ↓1	56 ↓3	59 ↓2	East +3, +65 +4 50-64, South -5	-1 to 56 Worse than previous (2012) council Second worst result of current term MRSC= same as LRS group / -3 State
Art Centres & Libraries [27/8]	67 S	69	70	69 ↓1	67 ↓2	70 ↓2	72 ↓1	East +4 50-64 -5 South -7	-2 to 67 Same as previous (2012) council Worst result of current term MRSC= -3 LRS group / -5 State

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COMMUNITY AND CULTURAL ACTIVITIES [29/9]	66	65	66	68 ↑2	63 ↓5	67 ↓2	69 S	18-34 -6 South -7 West -8 +65 -9	-5 to 63 Worse than previous (2012) council Worst result of current term MRSC= -4 LRS group / -6 State
Maintenance of unsealed roads [17/9]	44	40	45	47 ↑2	46 ↓1	43 ↓1	43 ↓2	East +5 +65 +4 18-34 -4 35-49 -5 West -8	-1 to 46 (below 50 satisfaction) Better than previous (2012) council Second best result of current council term MRSC= +3 LRS group / +3 State
Roadside slashing and weed control [10/6]	52	44	42	46 ↑1	51 ↑5	54 ↑1	56 ↑1	East +10 +65 +9 women +8 50-64 +7 South -1	+5 to 51 Worse than previous (2012) council Best result of current term MRSC= -3 LRS group / -5 State
Local streets and footpaths (condition) [34/13]	52	51	52	53 ↑1	54 ↑1	53 ↓1	57 ↓1	East +6 West -3	+1 to 54 Better than previous (2012) council Best result of current term MRSC= +1 LRS group / -3 State
PLANNING AND BUILDING PERMITS [25/6]	46	46	47	48 ↑1	43 ↓5	50 ↓4	50 ↓4	35-49 -10 South -13	-5 to 43 (below 50 satisfaction) Worse than previous (2012) council Worst result of current term MRSC= -7 LRS group / -7 State
TOWN PLANNING POLICY [27/9]	49	53	49	50 ↑1	48 ↓2	51 ↓2	52 ↓2	East +4 35-49, West -4 South -5	-2 to 48 (below 50 satisfaction) Worse than previous (2012) council Worst result of current term MRSC= -3 LRS group / -4 State
Population growth [16/5]	50	52	50	51 ↑1	49 ↓2	47 ↓3	51 ↓3	East +1 Women, South -3, West -3	-2 to 49 (below 50 satisfaction) Worse than previous (2012) council Worst result of current term MRSC= +2 LRS group / -2 State
LOBBYING ON BEHALF OF THE COMMUNITY [69/21]	52	53	50	53 ↑3	49 ↓4	50 ↓3	53 ↓2	East +3 50-64 -5 South -11	-4 to 49 (below 50 satisfaction) Worse than previous (2012) council Worst result of current term MRSC= -1 LRS group / -4 State
EMERGENCY AND DISASTER MANAGEMENT [23/8]	70 S	68	72	73 ↑1	70 ↓3	70 ↓1	69 ↓1	50-64 -5 South -10	-3 to 70 Same as previous (2012) council MRSC= same as LRS group / +1 State
Elderly support services [37/12]	66	66	67	64 ↓3	64 S	66 ↓3	68 ↓1	East +5 South -5 50-64 -6	No change from 2015: 64 Worse than previous (2012) council Equal worst result of current term MRSC= -2 LRS group / -4 State

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Disadvantaged support services [17/5]	60 S	61	61	59 ↓2	60 ↑1	61 ↓1	61 ↓1	Men, East +4 35-49 +5	+1 to 60 Same as previous (2012) council MRSC= -1 LRS group / -1 State
Family support services [35/11]	63	64	64	64 S	64 S	64 ↓3	66 ↓1	East +9 50-64 -6 South -11	No change from 2015: 64 Better than previous (2012) council No change in current term MRSC= same as LRS group / -2 State
BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM [26/9]	63	61	63	63 S	59 ↓4	59 S	60 ↓1	South, 35-49 -5 18-34 -6 West -7	-4 to 59 Worse than previous (2012) council Worst result of current term MRSC= same as LRS group / -1 State
ENFORCEMENT OF LOCAL LAWS [31/10]	65	64	64	62 ↓2	61 ↓1	63 ↓2	63 ↓3	18-34, South -6	-1 to 61 Worse than previous (2012) council Worst result of current term MRSC= -2 LRS group / -2 State
Recreational facilities [43/15]	69 S	68	71	70 ↓1	69 ↓1	65 ↓1	69 ↓1	East +4 South, women -4	-1 to 69 Same as previous (2012) council Second worst result of current term MRSC= +4 LRS group / same as State
Appearance of public areas [37/11]	72	69	71	69 ↓2	71 ↑2	69 S	71 ↓1	East +6 18-34, women +5	+2 to 71 Worse than previous (2012) council Equal best result of current term MRSC=+2 LRS group / same as State
Waste management [41/14]	74	72	76	72 ↓4	71 ↓1	66 ↓2	70 ↓2	Women, 18-34 +3 South, men -4	-1 to 71 Worse than previous (2012) council Worst result of current term MRSC= +5 LRS group / +1 State
Parking facilities [24/5]	60 S	62	62	61 ↓1	60 ↓1	58 ↓1	56 ↓1	East +3; 18-34 -6; South -8	-1 to 60 Same as previous (2012) council Worst result of current term MRSC= +2 LRS group / +4 State

Source: "Local Government Satisfaction Survey: Macedon Ranges Shire Council, 2016" Research Report (co-ordinated by the Department of Environment, Land, Water and Planning on behalf of Victorian Councils.

- There are 79 councils state-wide; 69 participated in the 2016 survey. 21 of these participating Councils, including Macedon Ranges Shire, are classified as the 'Large Rural Shire' group.
- Current council term includes results from 2013, 2014, 2015, 2016. (4 years)
- 2012 results are results from the previous / last council (i.e. the 2008 – 2012 council term)
- West, South and East are references to West Ward, South Ward and East Ward respectively

Note: Macedon Ranges' scores influence outcomes in the Large Rural Shires group – if Macedon Ranges has a sharp fall, LRS group averages can also fall.

LEGEND

[69/21] Number of Councils participating in that question. First number e.g. **69** is Councils *state-wide* that participated; second number e.g. **21** is Large Rural Shires that participated.

↓ Score fell from last year (by the given number e.g. 1, etc)

↑ Score rose from last year (by the given number e.g. 2, etc)

S Same score as previous year.

Purple 2012 result (previous council term) exceeds (is better than) 2016 result.

Red Very poor result

Orange/Fill Poor/deteriorating

Green Improved score

Features of 2016 results

Red Poor performance: lost ground / below State and LRS averages / below 50 satisfaction rating

Orange 2016 is the worst result of the current council term (2013 – 2016 inclusive)

Blue Same. Matches previous / other performance

Green Stable, better than or improved

MRSC= Macedon Ranges' score versus State, and Large Rural Shire, averages e.g. **+2 LRS group** means MRSC did 2 better than the Large Rural Shire group average.

2016 COMMUNITY SATISFACTION SURVEY RESULTS OVERVIEW

2016 results include major falls in community satisfaction with concurrent loss of community confidence. Council has rated poorly on overall performance, representation, working with, for and on behalf of the community, planning administration and policy, and business and tourism policy/implementation. Some 2016 results are worse than the previous 2014 'low'.

- Worst Macedon Ranges' performances in 2016:

Service Area <i>* Introduced 2015</i>	2016 MRSC score	2016 MRSC change	Score This Council Term	Compared with previous MRSC council (2012)	2016 MRSC v Large Rural Shire average	2016 MRSC v State average
Community and cultural activities	63	(-5)	Worst	Worse	MRSC 4 below	MRSC 6 below
Business and tourism	59	(-4)	Worst	Worse	Same as LRS	MRSC 1 below
Informing the community	56	(-1)	Second worst	Worse	Same as LRS	MRSC 3 below
Overall Council Performance	55	(-4)	Worst	Worse	MRSC 1 <i>above</i>	MRSC 4 below
Community Consultation	51	(-1)	Second worst	Worse	MRSC 1 below	MRSC 3 below
Advocacy	49	(-4)	Worst	Worse	MRSC 1 below	MRSC 4 below
Making Community Decisions *	49	(-3)	Worst	-	MRSC 1 below	MRSC 5 below
Lobbying on behalf of the community	49	(-4)	Worst	Worse	MRSC 1 below	MRSC 4 below
Population growth	49	(-2)	Worst	Worse	MRSC 2 <i>above</i>	MRSC 2 below
Overall Council Direction	48	(-6)	Worst	Worse	Same as LRS	MRSC 3 below
Town Planning Policy	48	(-2)	Worst	Worse	MRSC 3 below	MRSC 4 below
Planning and building permits	43	(-5)	Worst	Worse	MRSC 7 below	MRSC 7 below

MRSC “Core Performance” Service Areas (7)

- Below Large Rural Shire averages in 4 of 7 core performance areas, and below State-wide averages in all (7 of 7)
- 55 or less in 6 of 7 core performance areas, less than 50 in 3 of 7
- Fell in 5 of 7 core performance areas. No improvement from 2015 in any core performance area.
- Largest fall was -6 (Overall Direction) to 48 satisfaction. Overall Performance, and Advocacy, both also fell 4.

MRSC Overall - All Service Areas (27)

- Fell 5 or more in 4 areas (c/w Rural Shires 0, State 0), and declined 4 in 4 areas (c/w Rural Shires 1, State 1)
- Fell in 19 of 27 service areas; same (as 2015) in 4 of 27; improved in 4 of 27
- Score below 50 in 8 categories
- Worst or equal worst result of this council term in 16 of 27 categories, and worse result than previous Council in 17 of 25 categories.
- Highest scores (2016 result, and change from 2015): *Appearance of public areas 71 (+2), Emergency and disaster management 70 (-3), Waste Management 71 (-1)*
- Lowest scores: (2016 result, and change from 2015): *Overall Council Direction 48 (-6), Planning and building permits 43 (-5), Town planning policy 48 (-2).*
- Macedon Ranges scored higher than Large Rural Shire averages in 9 categories, the same in 5, and lower in 13.
- Macedon Ranges scored higher the State-wide averages in 4 categories (Unsealed roads, Emergency and disaster mgt, Waste mgt and Parking); the same in 2 (Recreation facilities and Appearance of public areas), and lower in 21 categories.

MACEDON RANGES SHIRE COUNCIL CLAIMS (ON ITS WEBSITE) THAT MACEDON RANGES:

- Performs well in Overall performance compared to other large rural shires (**actual: Macedon Ranges 55 v Large Rural Shires average 54, State-wide 59**);
- Performance across individual service measures was largely consistent with other large rural shires; **See below**
- Performance rated highly in comparison to other Large Rural shires in regard to Waste management (**actual: Macedon Ranges 71/Large Rural Shires 66**), Emergency and disaster management (**70/70**), Parking facilities (**60/58**), Appearance of public areas (**71/69**) and Provision of recreation/sporting facilities (**69/65**);
- Every indicator in both the State-wide and Large Rural categories decreased in 2016 compared to 2015 (**actual: Large Rural Shire averages rose in 1 and stayed the same in 3 areas; State-wide averages rose in 1 area and stayed the same in another**).

Breakdown of 2016 Scores	Macedon Ranges	Large Rural Shires group	State-wide
Below 50	8	4	1
Between 50 & 60	8	12	15
Between 61 and 70	9	11	9
Above 70	2	0	2

2016 Macedon Ranges performance scores against State and LRS averages	No. of performance areas where:		
	MRSC scored Higher	MRSC scored the Same	MRSC scored Lower
Large Rural Shires average	9	5	13
State-wide average	4	2	21