



MARKYT 

Community Scorecard

2023

Executive Presentation

Prepared for



Prepared by



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The Study

The Town of Claremont commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

All community members were invited to take part. Scorecard invitations were sent to all households and residential PO Boxes in the Town of Claremont using Australia Post's unaddressed mail services. Respondents could complete the scorecard in hard copy or online.

CATALYSE® sent email invitations to the Town's customer contacts, and the Town provided supporting promotions through various communication channels. The scorecard was open from 1 to 19 May 2023.



The scorecard was completed by **1,164 community members** with various connections to the Town:

Local resident	Local business	Out of area ratepayer / Visitor	Elected member / Town staff
961	77	152	68

The main body of this report shows responses from local residents. Responses were weighted by age and gender to match the ABS Census population profile.

Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of resident respondents (weighted)

Home owner	82
Renting / other	18
No response	<1
Male	44
Female	53
Non-binary	1
I use a different term	1
Answered together	<1
No response	1
18-34*	25
35-49	21
50-64	23
65+	31
Have child aged 0-4 years	9
Have child aged 5-11 years	11
Have child aged 12-17 years	15
Have child aged 18+ years	11
No children / none at home	50
Person with disability	9
First Nations person	1
LOTE	4
Claremont (South of Stirling Hwy)	32
Claremont (North of Stirling Hwy)	48
Swanbourne	19
Other	<1
No response	1

LOTE: Language other than English

* Includes a small number of 14-17 year olds

MARKYT Benchmarks | participating councils

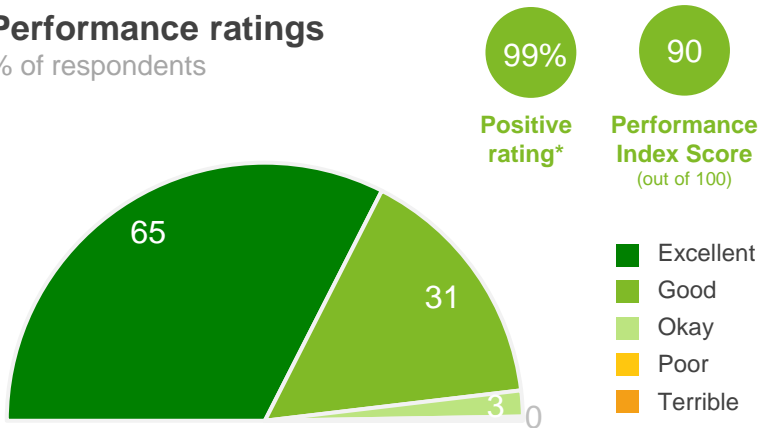
CATALYSE® has conducted studies for close to 70 councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.



Place to live

Performance ratings

% of respondents



Geographical variances

Performance Index Score

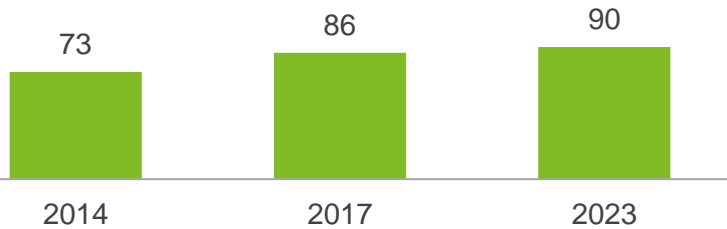


Location

South Ward	90
East Ward	89
West Ward	93

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	Mainly speak LOTE
	12-17 years	Home ownership
	18+ years	Home owner
	No children	Renting / other
Age		
18-34 years		
35-49 years		
50-64 years		
65+ years		

MARKYT Industry Standards

Performance Index Score



Town of Claremont	90
Industry High	91
Industry Average	76

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 958). * Positive Rating = excellent, good + okay

Governing organisation

Performance ratings

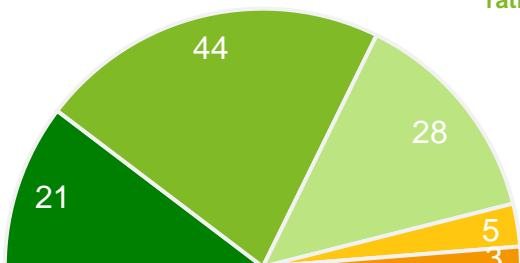
% of respondents

92%

Positive rating*

69

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

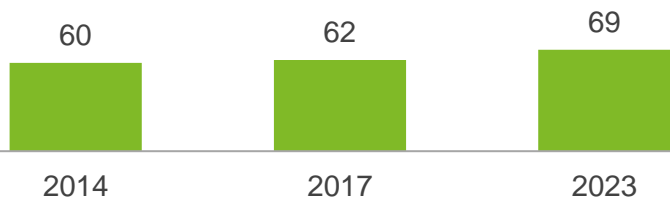


Location

South Ward	69
East Ward	68
West Ward	71

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	71
Female	69

Age of children

0-4 years	71
5-11 years	65
12-17 years	66
18+ years	66
No children	71

Disability & culture

Disability	64
Mainly speak LOTE	69

Age

18-34 years	72
35-49 years	68
50-64 years	64
65+ years	70

Home ownership

Home owner	68
Renting / other	72

MARKYT Industry Standards

Performance Index Score



Town of Claremont	69
Industry High	69
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 876). * Positive Rating = excellent, good + okay

Council's leadership

Performance ratings

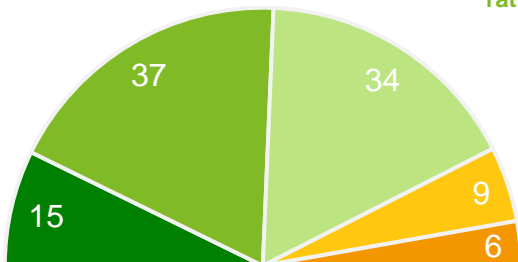
% of respondents

85%

61

Positive rating*

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

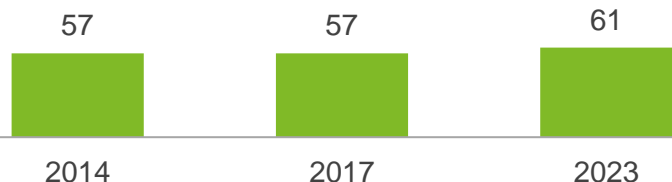


Location

South Ward	64
East Ward	59
West Ward	60

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	64
Female	61

Age of children

0-4 years	62
5-11 years	54
12-17 years	54
18+ years	55
No children	66

Disability & culture

Disability	59
Mainly speak LOTE	67

Age

18-34 years	67
35-49 years	58
50-64 years	54
65+ years	65

Home ownership

Home owner	61
Renting / other	64

MARKYT Industry Standards

Performance Index Score



Town of Claremont	61
Industry High	61
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 578). * Positive Rating = excellent, good + okay

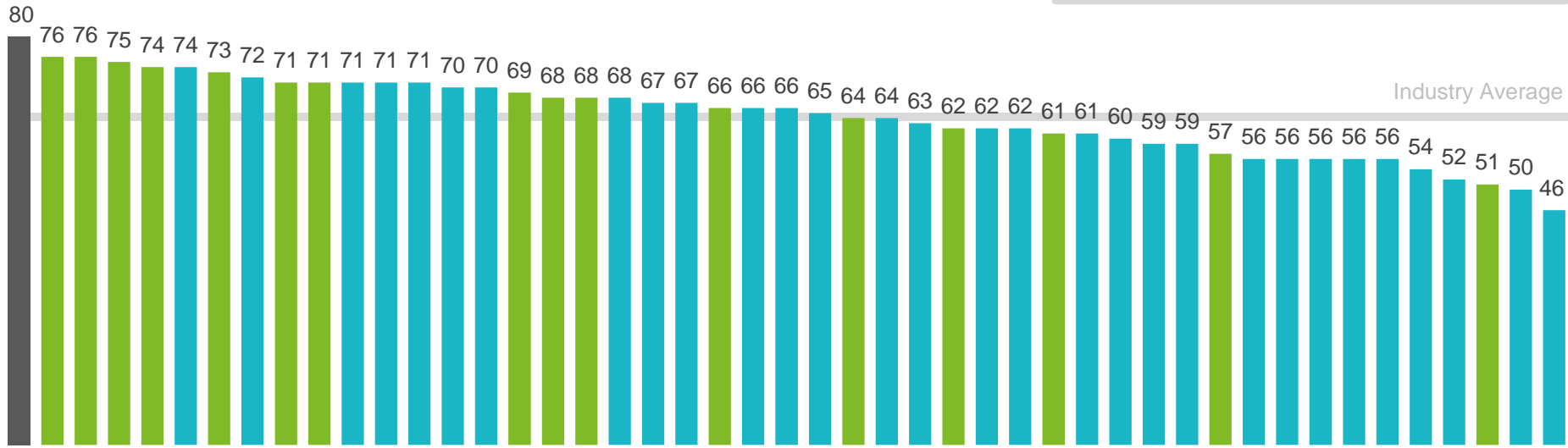
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Town of Claremont as a 'place to live' and as a 'governing organisation'. The Town of Claremont's overall performance index score is 80 out of 100, the **industry leader**.

Overall Performance Index Score

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

- Town of Claremont
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score



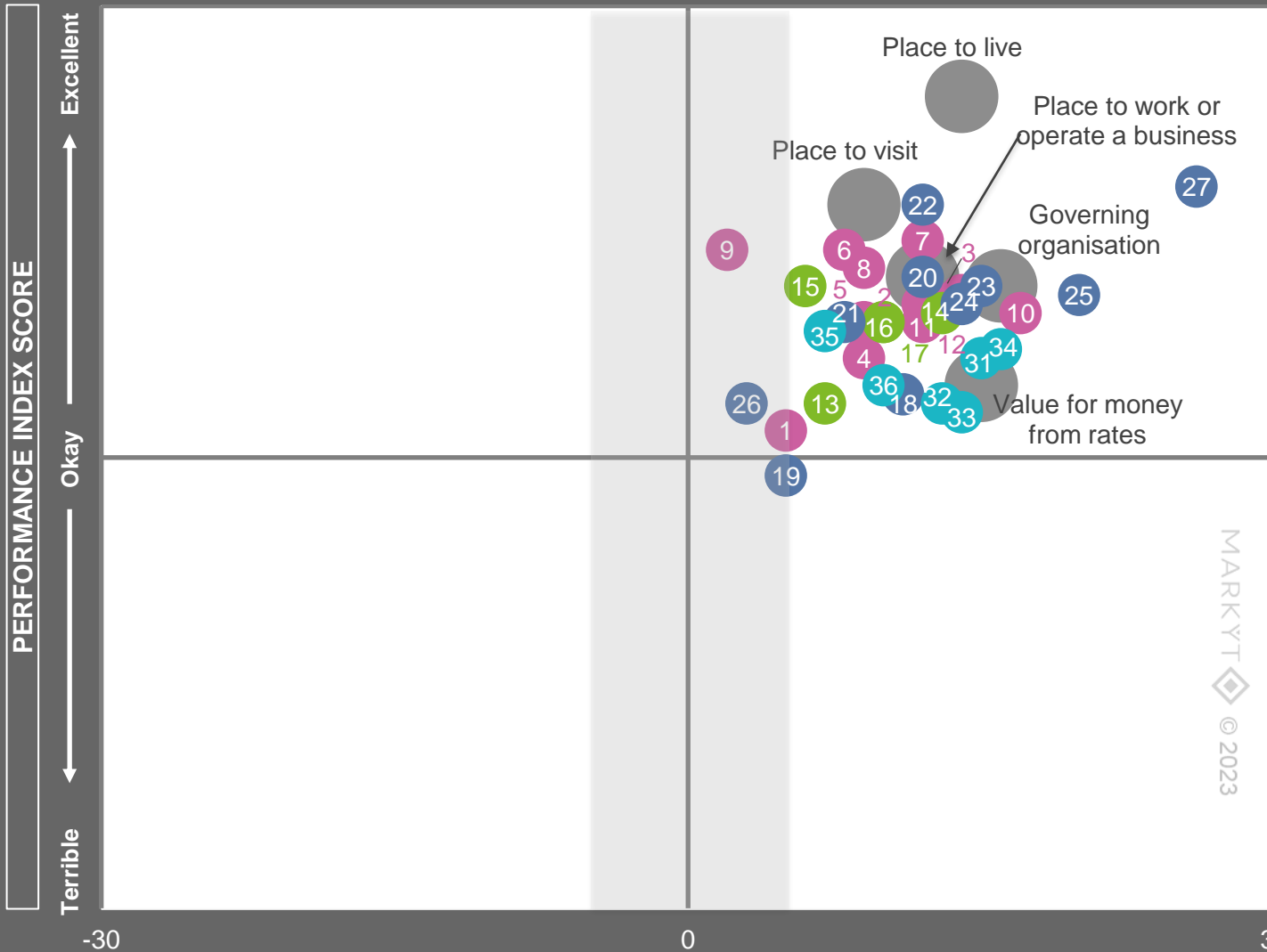
Town of Claremont	80
Industry High	80
Industry Average	65

MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Youth services & facilities
- 2 Services for families & children
- 3 Services & facilities for seniors
- 4 Disability access and inclusion
- 5 Health & community services
- 6 Sport & recreation facilities/services
- 7 Community events
- 8 Art and cultural activities
- 9 Library services
- 10 Community safety / crime prevention
- 11 Lighting of streets & public places
- 12 Animal management
- 13 Sustainable practices
- 14 Conservation management
- 15 Waste management services
- 16 Environmental health management
- 17 Emergency management
- 18 Managing responsible growth
- 19 Planning & building approvals
- 20 Local history & heritage
- 21 Community buildings, halls & toilets
- 22 Playgrounds, parks & reserves
- 23 Streetscapes, trees & verges
- 24 Footpaths & cycleways
- 25 Local roads
- 26 Parking management
- 27 Access to public transport
- 28 Supporting local business
- 29 Town of Claremont's marketing
- 30 Planning guidelines for development
- 31 Council's leadership
- 32 Advocacy and lobbying
- 33 Consultation
- 34 Communication
- 35 Customer service
- 36 Change, innovation and technology

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MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2017)

PERFORMANCE INDEX SCORE

Excellent
↑
Okay
↓
Terrible

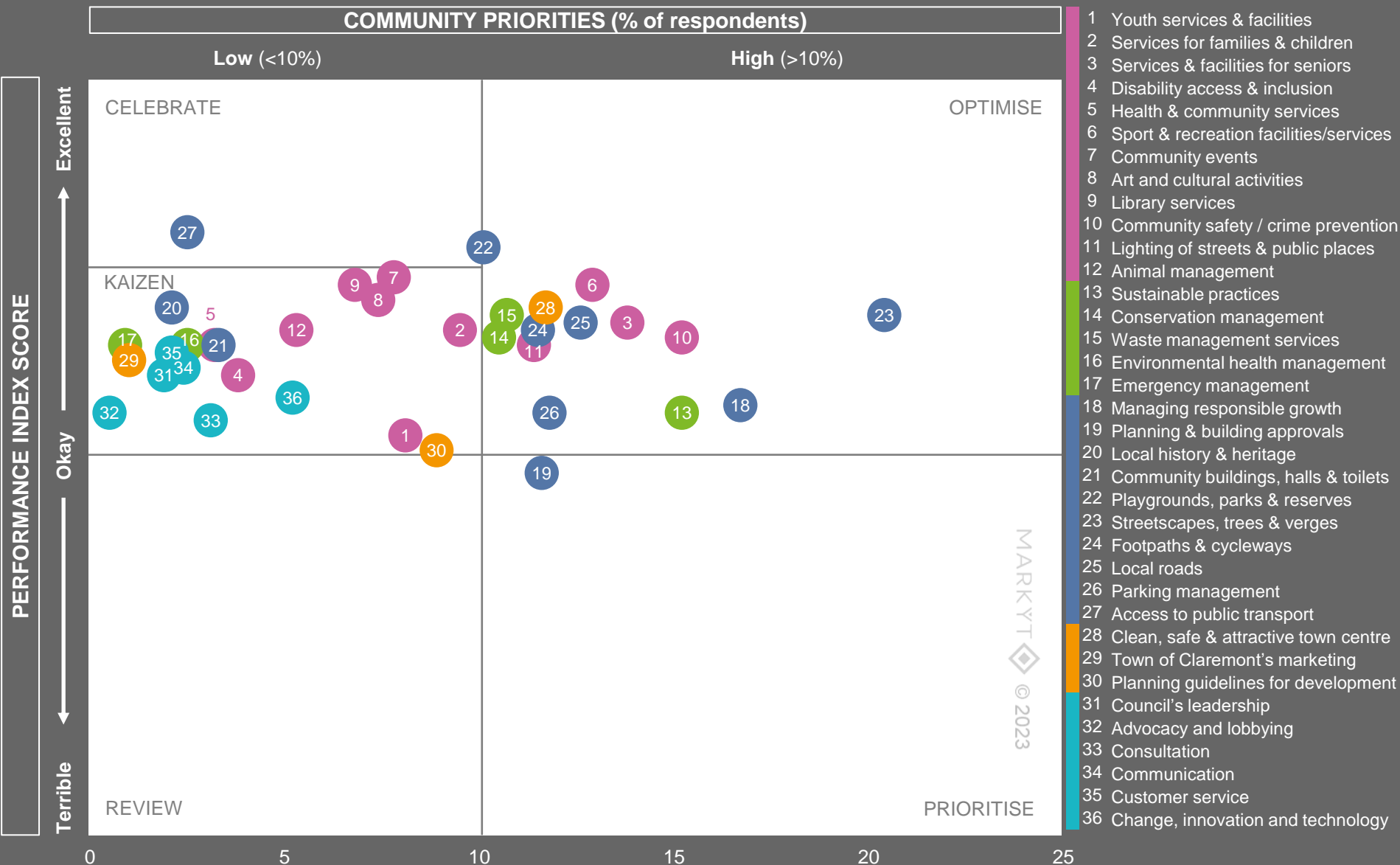


- 1 Youth services & facilities
- 2 Services for families & children
- 3 Services & facilities for seniors
- 4 Disability access & inclusion
- 5 Health & community services
- 6 Sport & recreation facilities/services
- 7 Community events
- 8 Art and cultural activities
- 9 Library services
- 10 Community safety / crime prevention
- 11 Lighting of streets & public places
- 12 Animal management
- 13 Sustainable practices
- 14 Conservation management
- 15 Waste management services
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- 35 Customer service
- 36 Change, innovation and technology

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Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Strike through indicates no historical data

MARKYT Community Priorities



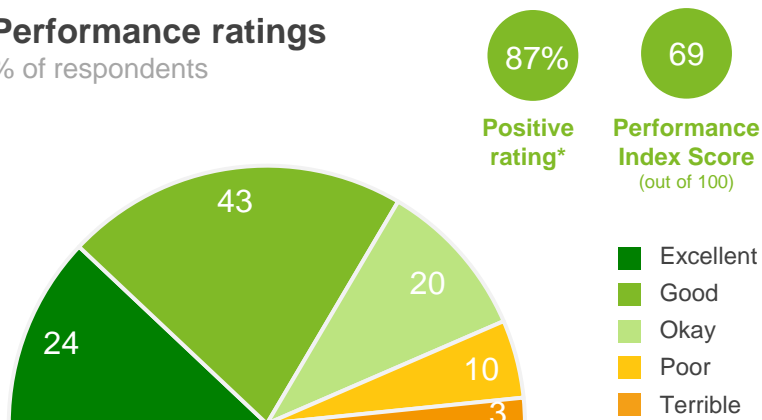
Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 854)

Streetscapes, trees and verges

Performance ratings

% of respondents



Geographical variances

Performance Index Score

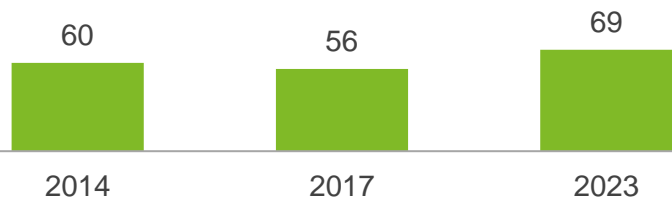


Location

South Ward	71
East Ward	68
West Ward	67

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 72	0-4 years 71	Disability 70
Female 67	5-11 years 64	Mainly speak LOTE 67
	12-17 years 65	Home ownership
	18+ years 63	Home owner 68
	No children 71	Renting / other 74
Age		
18-34 years 77		
35-49 years 69		
50-64 years 65		
65+ years 65		

MARKYT Industry Standards

Performance Index Score



Town of Claremont	69
Industry High	69
Industry Average	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 881). * Positive Rating = excellent, good + okay

Community driven actions

- Plant more street and verge trees to maintain a healthy green canopy. When choosing trees consider shade cover, prioritising native species and phasing out Queensland Box and London Plane trees.
- Maintain mature trees - prune regularly, remove and replace dead trees, and keep streets and footpaths clear from overhanging branches, leaves and debris.
- Maintain verges and footpaths - keep clean and tidy and clear of weeds and leaves. Repair uneven footpaths.
- Encourage residents to plant native verges.

Community Voices

“More trees, in more places - build an urban canopy - especially in the town centre and around the station.”

“Choose more appropriate street trees. Plane Trees are messy, dangerous and planted too close together. They are park trees not verge trees.”

“More native planting, less Queensland box trees and lawns on people’s verges. Contribution (subsidised nursery vouchers etc) for people where native planting is desired. The removal of box trees to be subsidised to a greater extent.”

“Mature trees on the streets need to be regularly pruned. The ones on Renown Ave where I live are beautiful trees, but due to lack of maintenance, large branches are often falling onto the streets, endangering lives and properties.”

“Streetscapes need to improve. Trees cut back to make neater. Trucks/buses break branches because trees are not pruned. This make streets messy and dangerous.”

“Replace dead trees faster (several have been missing from Barnfield Road for three years despite multiple emails to council).”

“Keep the streets clean of tree droppings, bark, pine bits and pieces, and the overuse of woodchips.”

“The verges in areas aren’t maintained, weeds grow to knee high in some areas, paths are a trip hazard. The council owns the verges, so where owners are not maintaining they need to step in.”

“Claremont is a nice leafy suburb, but some of the footpaths are in dire need of replacement. Council does need also to focus on this ‘core responsibility’. Claremont Town Centre streetscapes are good but not excellent. There is more that could be done to enhance this precinct.”

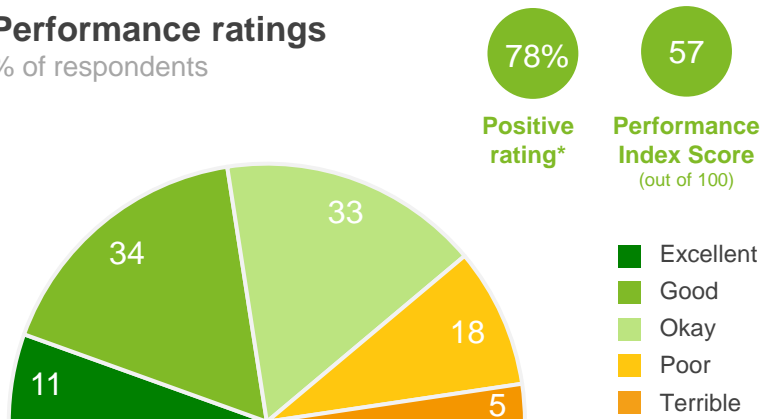
“More tree planting and canopy cover in Claremont. Encourage native planting in place of lawns where possible, on local land and private property.”

“Subsidise cost of planting verges – more encouragement to reduce grassed verges.”

Managing responsible growth and development

Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

South Ward	58
East Ward	57
West Ward	56

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture	
Male 60	0-4 years 53	Disability 54	
Female 55	5-11 years 58	Mainly speak LOTE 67	
Age	12-17 years 54	Home ownership	
	18-34 years 60	18+ years 52	Home owner 57
	35-49 years 59	No children 59	Renting / other 58
	50-64 years 53		
65+ years 58			

MARKYT Industry Standards

Performance Index Score



Town of Claremont	57
Industry High	58
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 695). * Positive Rating = excellent, good + okay

Planning and building approvals

Performance ratings

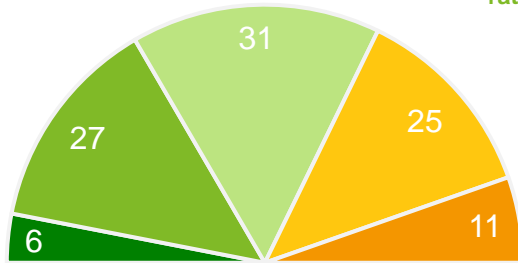
% of respondents

64%

48

Positive rating*

Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

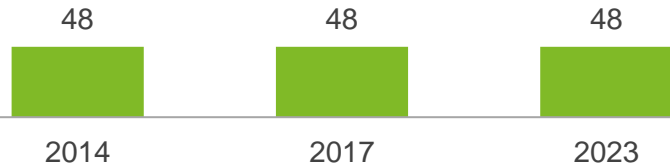


Location

South Ward	50
East Ward	46
West Ward	49

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	51
Female	47

Age of children

0-4 years	40
5-11 years	47
12-17 years	48
18+ years	42
No children	51

Disability & culture

Disability	42
Mainly speak LOTE	61

Age

18-34 years	48
35-49 years	49
50-64 years	46
65+ years	49

Home ownership

Home owner	48
Renting / other	48

MARKYT Industry Standards

Performance Index Score



Town of Claremont	48
Industry High	56
Industry Average	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 589). * Positive Rating = excellent, good + okay

Community driven actions

- Advocate against high-rise and high-density development.
- Concentrate high density development in the town centre and other designated areas to reduce impact on residential areas.
- Ensure new developments provide adequate supporting infrastructure and amenities, e.g. road networks, parking, green spaces, recreational facilities.
- Keep development sympathetic with Claremont's character.
- Provide an urban plan to manage future development in consultation with the community and the State Government.

Community Voices

"Limit & control the development of high-rise buildings in the Town of Claremont."

"Oppose the state government's random growth targets for Claremont, the town is at risk of being overcrowded - have a campaign led by the Town to do so."

"Concentrate increased housing development into the highway corridor and town centre so as to allow the essential low density and low-rise nature of the residential areas of the Town to remain intact."

"Development in the Town Centre to be priority to enliven it and protect the rest of the suburbs from inappropriate development. Claremont is probably the best suburb in Perth - but it needs to allow growth in the town centre, which will in turn protect the leafy streets around it."

"Ensure that new developments address the issues of traffic management and parking in the area. We can't have more development without better roads and parking areas."

"I don't see any improvement in infrastructure to cater for the substantial number of people now living around Claremont oval. Any future development at Claremont Showgrounds or similar should require developers to provide required infrastructure - open space, sports fields, pool, parking, improved road network, etc."

"Having a long-term plan so that Claremont maintains its history and charm - keeping big ugly developments that are out of place with the town OUT."

"Retain Claremont's feel - Green leafy streets, preserve heritage architecture, minimise 'project home' developments via good quality design."

"Take control of medium and high-density planning and design or work constructively with the State Government."

"Growth of population through increased housing density needs better management with central (state) planning."

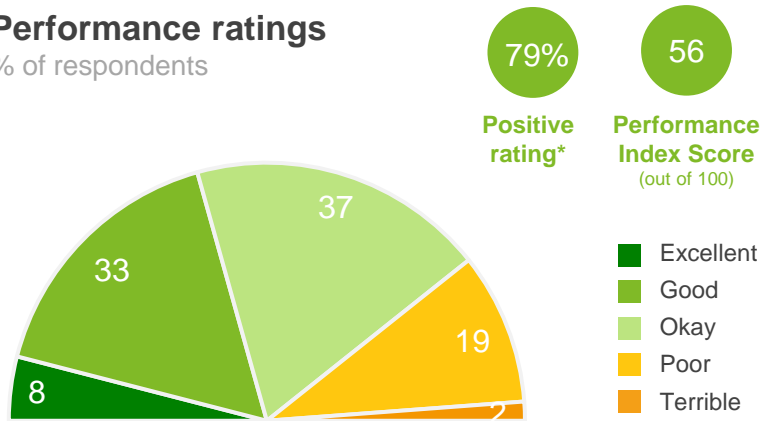
"The Town centre needs a master plan to enable the quality of the centre, especially the ground plan and pedestrian quality. The treatment of Bayview Tce does not work and needs change to create a unique space that aids businesses and alfresco use."

"There needs to be a one term plan to manage future density - eg on Stirling Highway and to identify any future precincts for development. And there needs to be a concerted focus on building sustainable communities within higher density precincts."

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

% of respondents



Geographical variances

Performance Index Score

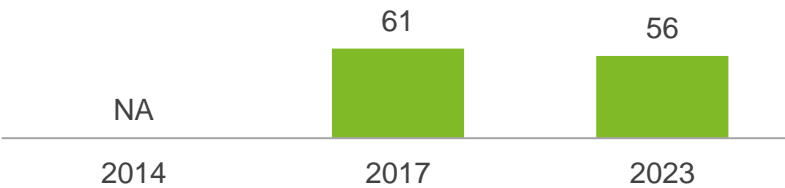


Location

South Ward	60
East Ward	53
West Ward	58

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 62	0-4 years 55	Disability 62
Female 54	5-11 years 56	Mainly speak LOTE 59
Age	12-17 years 56	Home ownership
	18-34 years 59	Home owner 57
	35-49 years 52	Renting / other 56
	50-64 years 55	
65+ years 60	No children 58	

MARKYT Industry Standards

Performance Index Score



Town of Claremont	56
Industry High	68
Industry Average	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 581). * Positive Rating = excellent, good + okay

Community driven actions

- Introduce a 3-bin system for the separation of green and organic waste (FOGO).
- Encourage greater adoption of renewable energy technology including solar panels, community batteries and electric vehicles.
- Lead by example – adopt sustainable practices in Council operations, e.g. electric vehicle fleet, solar panels on Council-owned buildings etc.
- Encourage greater adoption of sustainable practices with education, financial incentives, rebates etc.
- Provide stricter sustainability requirements in new developments e.g. water wise, solar panels, building materials, removal of trees etc.
- Discourage reliance on petrol-fuelled cars with more EV charging stations and improved public transport and active transport options.

Community Voices

“Claremont seems to be slow at taking up sustainable practices such as green bins and FOGO.”

“Need to put FOGO in place but also have to have an education campaign around reasons we need to keep organics out of landfill.”

“Generating our own power for the Town of Claremont. Renewable energy for our Town of Claremont. Battery storage, solar, wind.”

“Increase energy efficiency focus and increase renewable energy usage.”

“All council properties need to have solar panels and be as efficient as possible.”

“Move to net zero by 2035 for the Town and Community: community clean power generation, and storage; vehicle charging stations; eRideable charging locations; electric council vehicles (including waste trucks).”

“Set out framework for neighbourhoods to install batteries, charge points and upgraded solar panels. Negotiate loan structure for neighbourhood groups to become sustainable for power (off grid). Amortise savings over loan term to repay.”

“Make it law that all new builds must have solar panels, grey water recycling and rainwater tank.”

“Follow sustainable guidelines for new buildings (solar, water wise, building materials...)”

“Recycling improvements. Solar energy conversion of local government facilities. Promotion of use of public transport, cycling & walking”

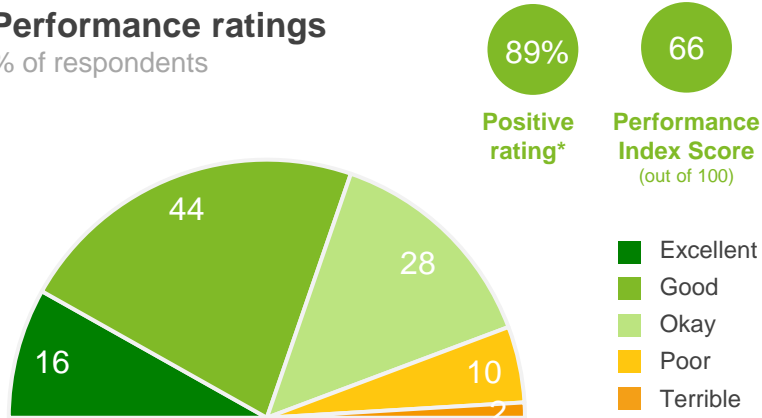
“Continue to improve/link public transport, bike paths. Embrace EV vehicles / charging stations”

“Electrify our energy grid, divest from fossil fuels in all areas (including energy, sponsorship, promotion, funding, etc), ban cars from city centre, tax car use, invest in pedestrianised city centre and pedestrian/bicycle friendly streets, implement a zero-food-scrap-to-landfill waste collection program (composting), impose stringent restrictions on clearing existing native vegetation in developments, invest in public transit including shuttle services, and start getting serious about this issue for a start. Local governments can do these things.”

Community safety and crime prevention

Performance ratings

% of respondents



Geographical variances

Performance Index Score

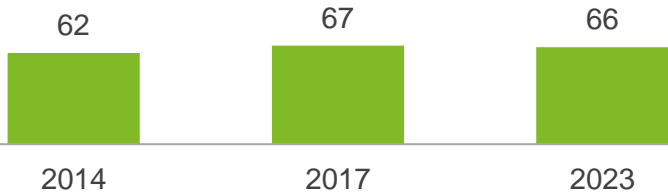


Location

South Ward	66
East Ward	65
West Ward	68

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	67
Female	65

Age of children

0-4 years	71
5-11 years	62
12-17 years	65
18+ years	60
No children	66

Disability & culture

Disability	60
Mainly speak LOTE	69

Age

18-34 years	75
35-49 years	63
50-64 years	61
65+ years	64

Home ownership

Home owner	64
Renting / other	74

MARKYT Industry Standards

Performance Index Score



Town of Claremont	66
Industry High	66
Industry Average	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 733). * Positive Rating = excellent, good + okay

Community driven actions

- Advocate for a greater police presence in the community– especially around the train station, Claremont Quarter and known hotspots.
- Provide more security patrols around the town centre, the train station and other hotspots, especially at night.
- Provide more CCTV surveillance cameras and street lighting in the town centre, parks and suburban streets.
- Facilitate a Neighbourhood Watch program and raise community awareness of safety issues.

Community Voices

“More police around Claremont. More police to be seen. I realise this is a State issue but pressure could be brought.”

“More plain clothes polices officers, particularly at Claremont train station, Claremont Quarter and Hungry Jacks.”

“We need our local police station back! We need local police that walk around and know their local community. Our street has had cars broken into at least 3 times in the last 7 months, plus at least 1 break in and a rock thrown in a window. I regularly see people stealing at Coles in Claremont Quarter. Crime is escalating, please do something!”

“Some form of security patrolling quieter areas of the town centre (in the) day, and more particularly at night to prevent vandalism and breaking and entering.”

“A few years back there was a service on the weekends, from 9pm to 3am of a security patrol within in the area. That was a fantastic idea. Crime is on the rise in the area and community safety and security is paramount.”

“Brighter and better street lighting in the town and around the suburbs and popular parks. More security and street cameras in hotspot areas. Police presence - more patrols in hotspot areas.”

“Petty crime is apparent - following up and publishing the outcomes of reported crimes, better lighting and active surveillance are areas that police are not funded for - let's do it locally. Discourage anti-social activity by constant surveillance.”

“There has been a lot of house break-ins and vandalism - more cameras would be good to help deter such behaviours.”

“Encourage neighbourhood watch, provide education on how to prevent crime etc.”

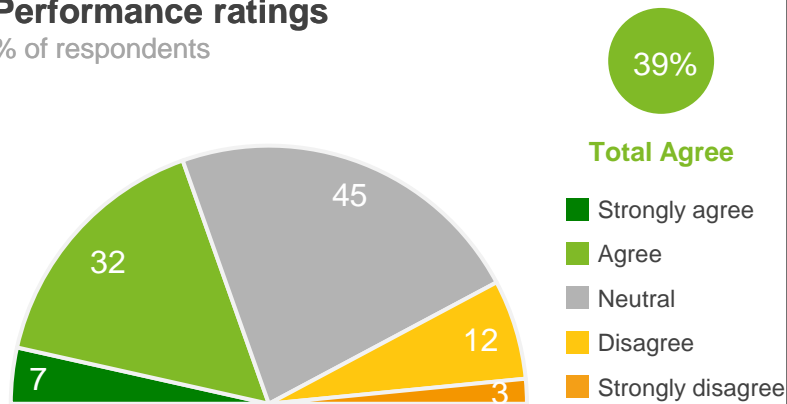
“Communication about safety and community awareness for preventing crime.”

Other areas to address

The Town has developed and communicated a clear vision for the area

Performance ratings

% of respondents



Geographical variances

% agree

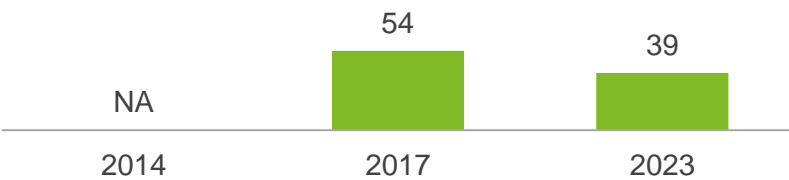


Location

South Ward	45
East Ward	35
West Ward	40

Trend Analysis

% agree



Community variances

% agree

Gender		Age of children		Disability & culture	
Male	40	0-4 years	42	Disability	44
Female	41	5-11 years	29	Mainly speak LOTE	47
Age		12-17 years	33	Home ownership	
		18+ years	35	Home owner	42
18-34 years	30	No children	44	Renting / other	26
35-49 years	37				
50-64 years	38				
65+ years	49				

MARKYT Industry Standards

% agree



Town of Claremont	39
Industry High	50
Industry Average	28

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

Base: All respondents, excludes 'no response' (n = 928). # Small sample size (<20 respondents)

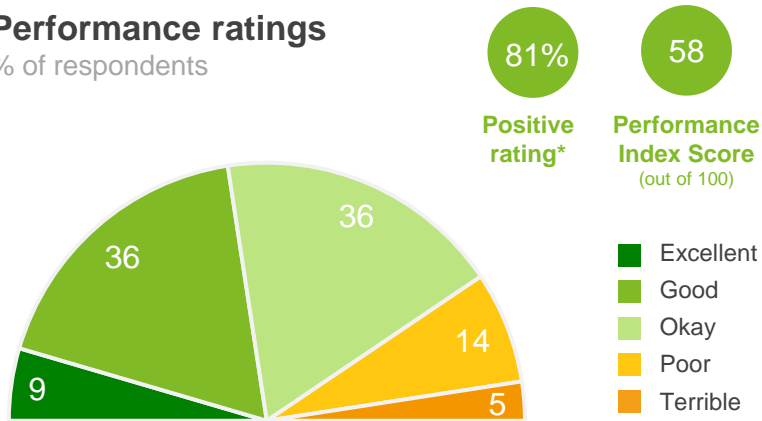
Town's Strategic Community Plan

(with the vision, objectives and priority projects)

Note: **Low awareness.** Only 37% of respondents were familiar enough with this plan to rate performance.

Performance ratings

% of respondents



Geographical variances

Performance Index Score



Location

South Ward	61
East Ward	55
West Ward	56

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-4 years	52	Disability	55
Female	56	5-11 years	50	Mainly speak LOTE	59
Age		12-17 years	54	Home ownership	
		18+ years	56	Home owner	58
18-34 years	64	No children	60	Renting / other	55
35-49 years	55				
50-64 years	55				
65+ years	57				

MARKYT Industry Standards

Performance Index Score



Town of Claremont	58
Industry High	58
Industry Average	45

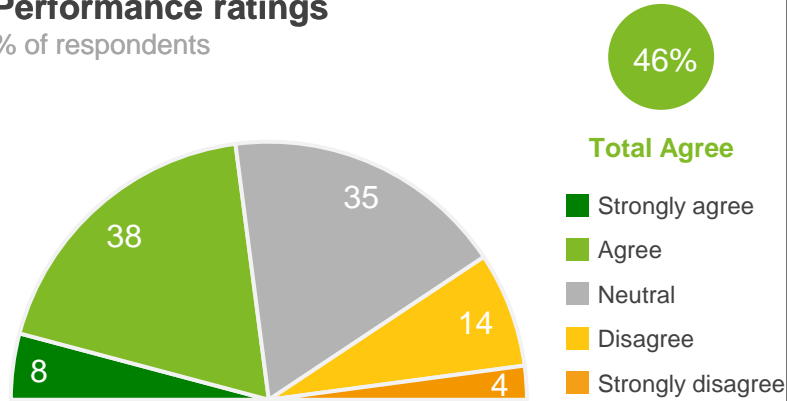
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 356). * Positive Rating = excellent, good + okay

The Town has a good understanding of community needs

Performance ratings

% of respondents



Geographical variances

% agree

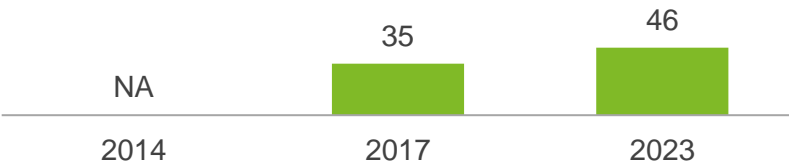


Location

South Ward	53
East Ward	39
West Ward	52

Trend Analysis

% agree 2017: Average of Elected Members & staff understanding of community needs



Community variances

% agree

Gender		Age of children		Disability & culture	
Male	53	0-4 years	45	Disability	45
Female	42	5-11 years	39	Mainly speak LOTE	61
Age		12-17 years	44	Home ownership	
		18+ years	40	Home owner	44
18-34 years	50	No children	50	Renting / other	57
35-49 years	40				
50-64 years	41				
65+ years	50				

MARKYT Industry Standards

% agree



Town of Claremont	46
Industry High	58
Industry Average	29

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

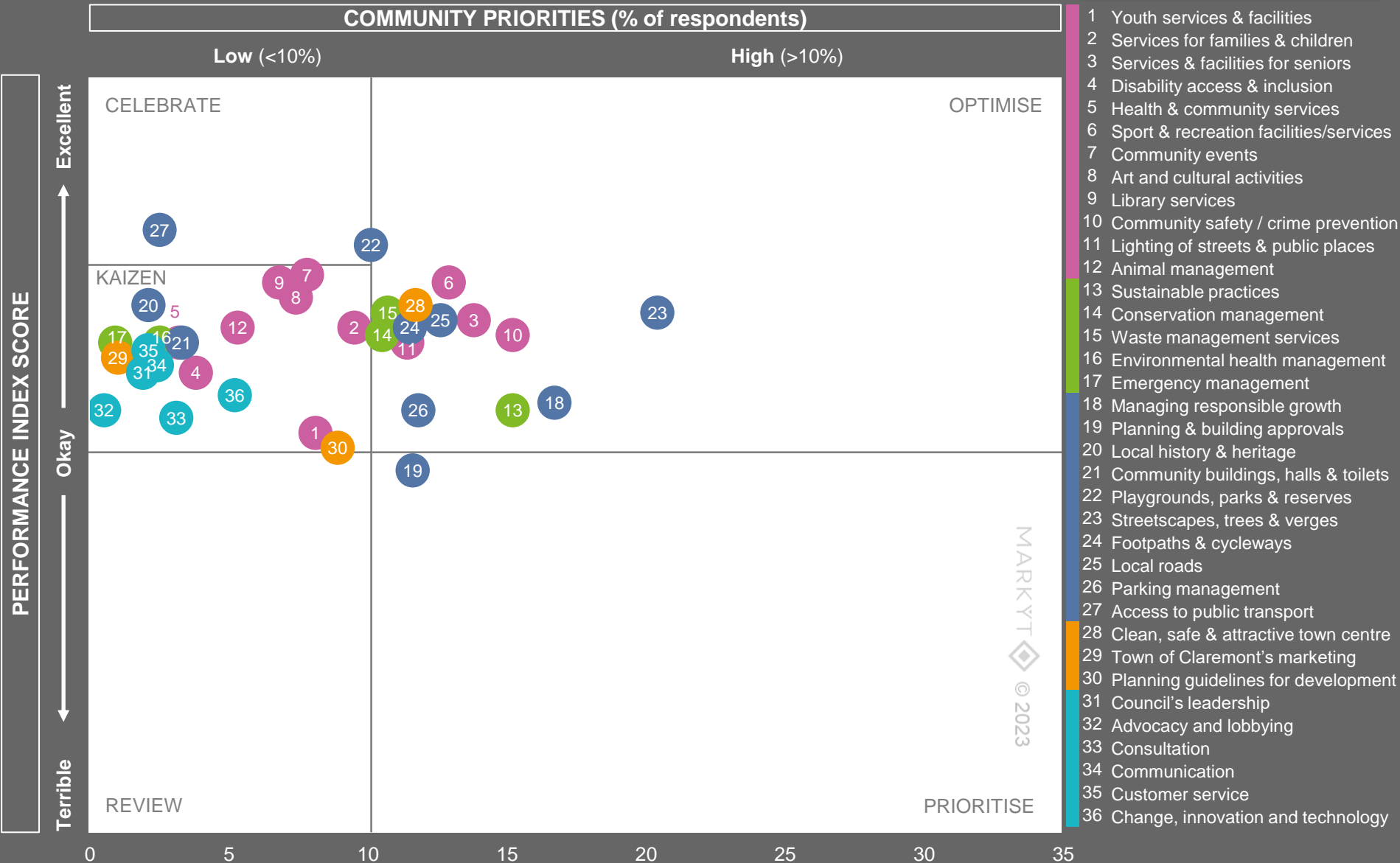
Base: All respondents, excludes 'no response' (n = 929). # Small sample size (<20 respondents)

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Residents

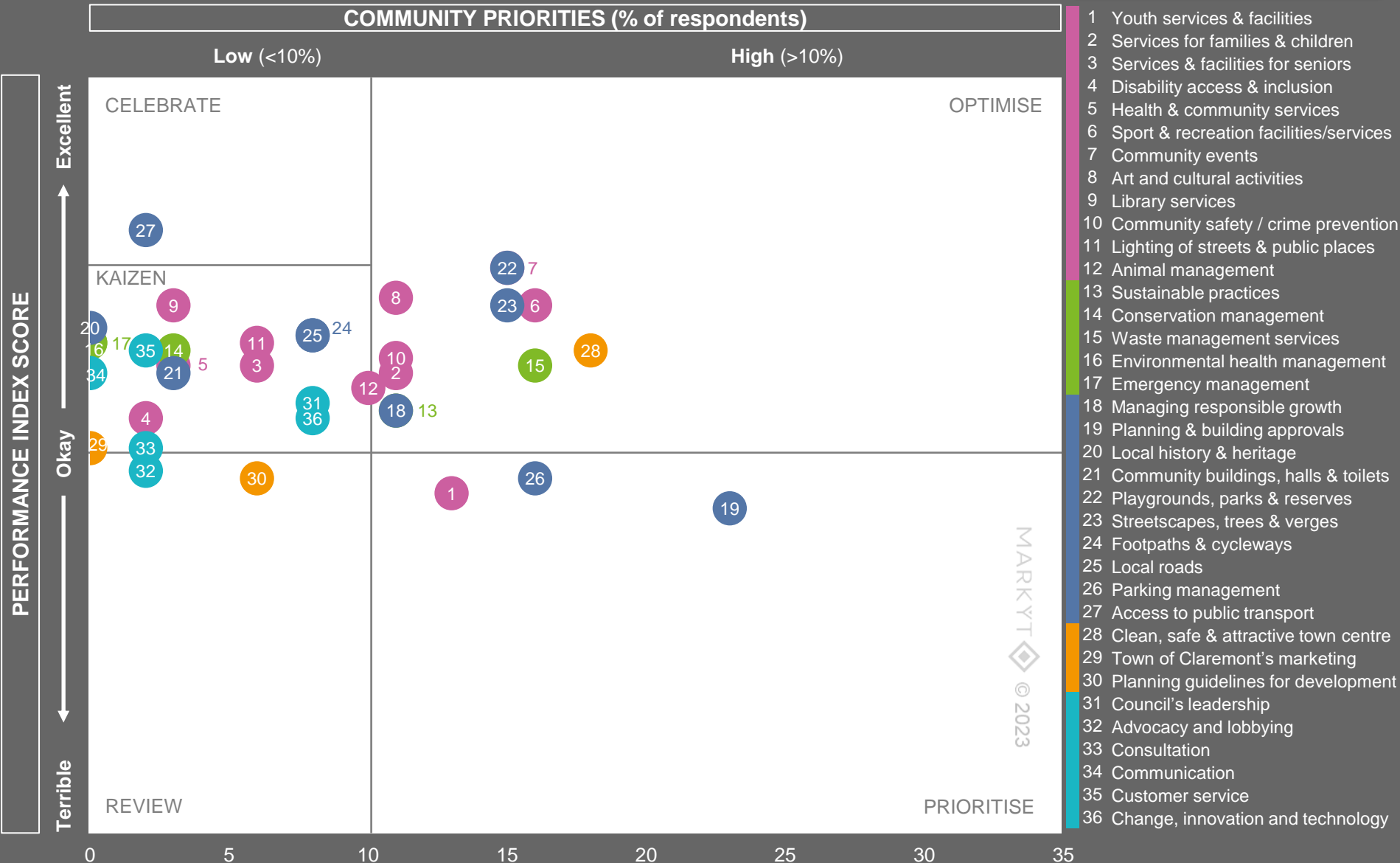


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 854)

MARKYT Community Priorities

Business owner / manager

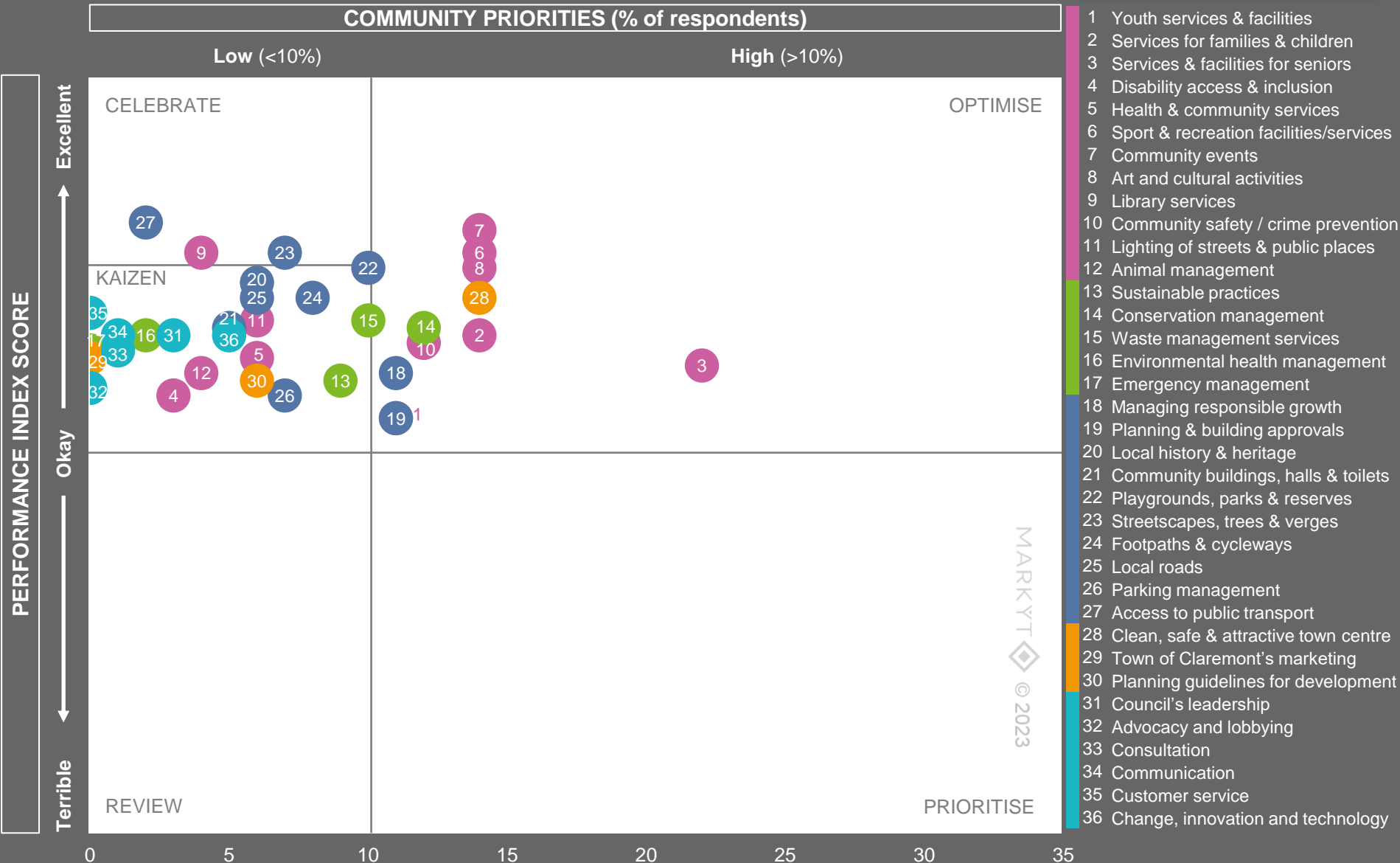


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 62)

MARKYT Community Priorities

Out of area ratepayer / visitor



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 Council to focus on improving? Base: All respondents, excludes no response (n = 108)

MARKYT Community Priorities

Elected member /
Town staff

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35

- 1 Youth services & facilities
- 2 Services for families & children
- 3 Services & facilities for seniors
- 4 Disability access & inclusion
- 5 Health & community services
- 6 Sport & recreation facilities/services
- 7 Community events
- 8 Art and cultural activities
- 9 Library services
- 10 Community safety / crime prevention
- 11 Lighting of streets & public places
- 12 Animal management
- 13 Sustainable practices
- 14 Conservation management
- 15 Waste management services
- 16 Environmental health management
- 17 Emergency management
- 18 Managing responsible growth
- 19 Planning & building approvals
- 20 Local history & heritage
- 21 Community buildings, halls & toilets
- 22 Playgrounds, parks & reserves
- 23 Streetscapes, trees & verges
- 24 Footpaths & cycleways
- 25 Local roads
- 26 Parking management
- 27 Access to public transport
- 28 Clean, safe & attractive town centre
- 29 Town of Claremont's marketing
- 30 Planning guidelines for development
- 31 Council's leadership
- 32 Advocacy and lobbying
- 33 Consultation
- 34 Communication
- 35 Customer service
- 36 Change, innovation and technology

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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 Council to focus on improving? Base: All respondents, excludes no response (n = 58)



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