

Community Survey

The biennial Community Survey was undertaken in late 2021, with face-to-face interviews and online consultation with more than 800 residents and business operators in our City.

Participants were asked to rate their satisfaction on a scale of one (the lowest) to five (the highest). At the end of the survey, participants were able to provide a suggestion or comment to assist the Council in improving its service delivery.

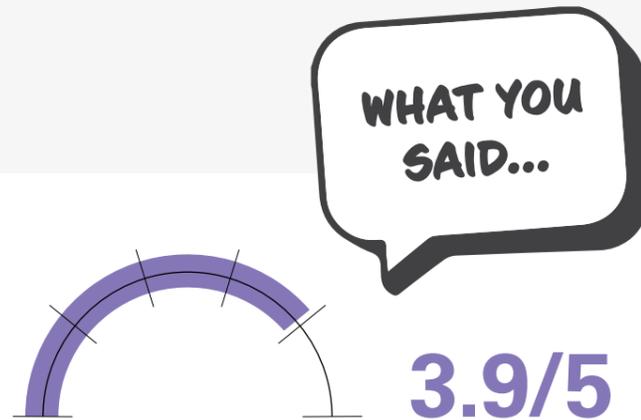
The Community Survey asks how satisfied people are with the various services, programs and facilities the Council provides, together with other questions that affect overall quality of life in the City.

Changes in satisfaction levels are monitored to help identify areas where the Council can improve performance to meet the community's expectations. All participants in the survey were randomly selected.

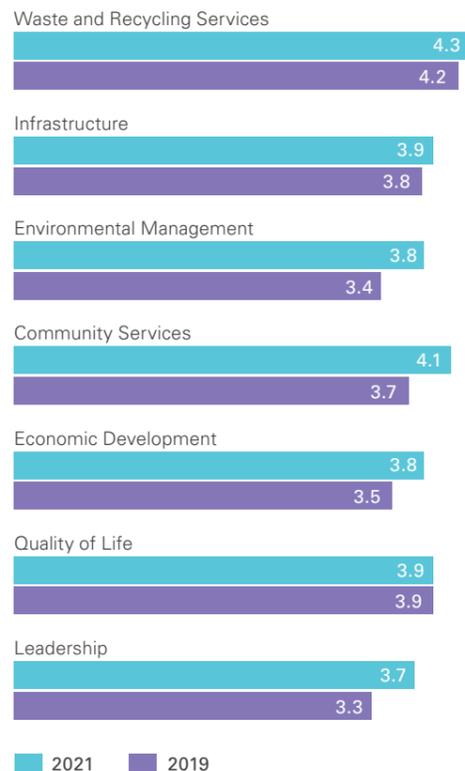
Residents

Overall satisfaction

The Resident Survey results revealed that despite the presence of COVID-19, overall resident satisfaction with the Council is at an all-time high.



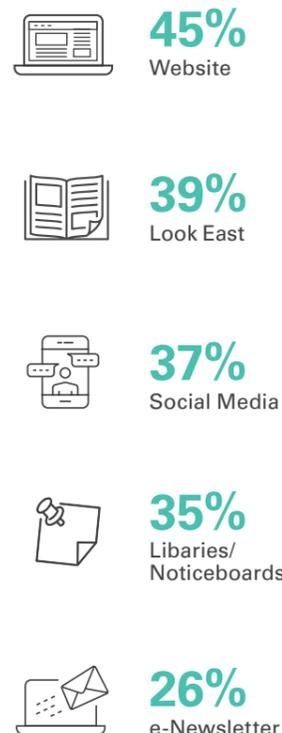
Satisfaction with performance areas



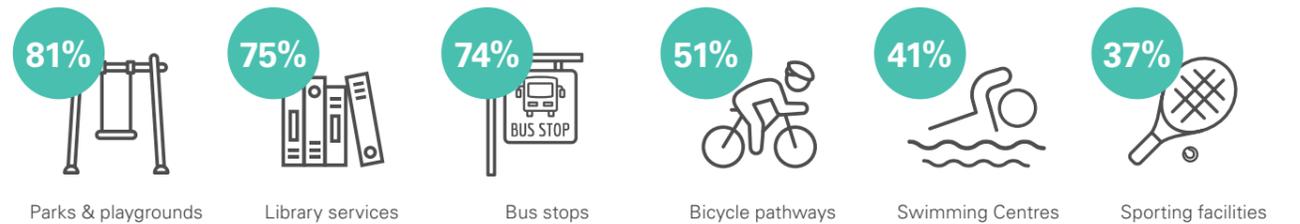
Satisfaction with specific issues



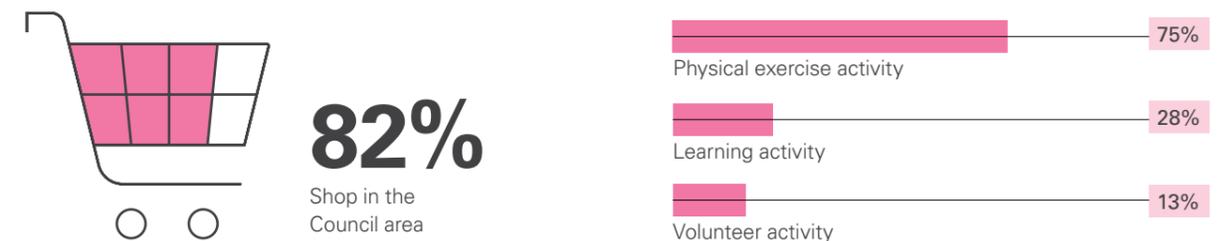
How residents receive information



Use of the Council services or facilities



Weekly participation in activities in the Council area



Priority issues

The top three issues for the Council to address in the next three years as a priority are:



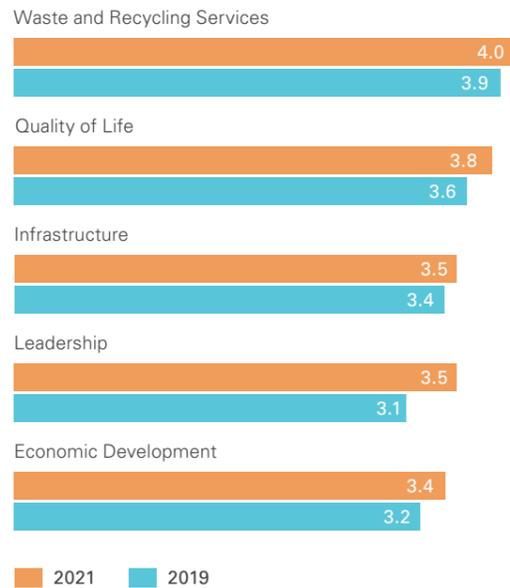
Community Survey

Business Operators



Satisfaction with performance areas

The Business Survey results show an increase in the Council's performance in the following areas:



Significant increases can be seen in three of the above performance areas; leadership, economic development and quality of life.

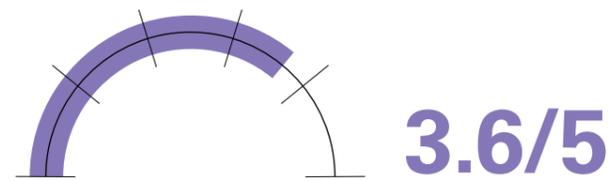
Priority issues

The top three issues for the Council to address in the next three years as a priority are:

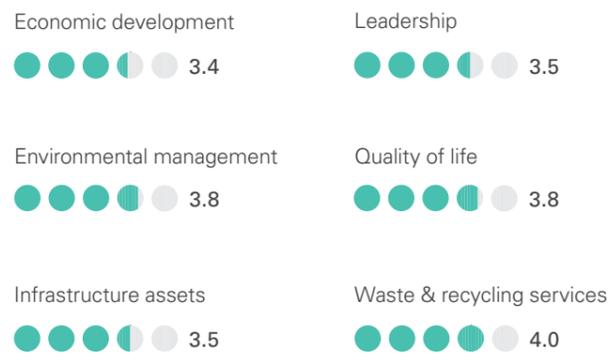


Overall satisfaction

Overall satisfaction has increased across almost all areas and businesses are generally feeling more confident towards the Council.



Satisfaction with specific issues



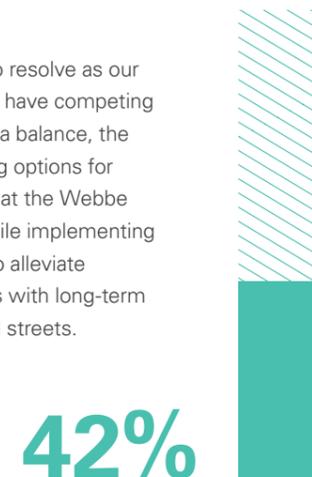
Advantages of operating a business in NPSP



Disadvantages of operating a business in NPSP

Parking issues

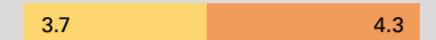
Car parking is a difficult issue to resolve as our residents and businesses often have competing expectations. Seeking to strike a balance, the Council is currently investigating options for providing additional car parking at the Webbe Street car park in Norwood, while implementing a City-wide car parking policy to alleviate business and resident concerns with long-term commuter parking in residential streets.



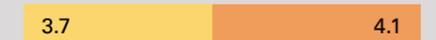
COVID-19 Response

The most effective responses by the Council to the COVID-19 pandemic were Justice of the Peace services and increased cleaning in public spaces followed by a freeze on Council rates.

JP services open throughout the pandemic



Increased cleaning in public spaces



Freeze on Council rates



Businesses Residents

Summary

The Council takes your comments seriously to help improve its services and performance to the community.

In 2022–2023, the Council proposes to:

- progress The Parade and George Street upgrades, which will significantly improve the infrastructure and appearance of these prime areas;
- allocate \$29.75 million to improving infrastructure across the City, including road, footpath, kerb and guttering improvements, street lighting and stormwater upgrades;
- allocate \$4.5 million on waste and recycling services;
- allocate \$1.36 million on managing street trees; and
- allocate \$995,000 towards economic development initiatives for businesses across the City.

The full results of the 2021 Community Survey are available on the Council's website www.npsp.sa.gov.au