

The City of Newcastle (CN) undertakes a community survey on a quarterly (every three months) basis to better understand key issues, community needs and priorities regarding the services and facilities provided by the City.

The December 2019 summer edition is the sixth survey in this program and covered a range of topics relating to parks, playgrounds and inland pools.

A total of 598 people took part.

Overall satisfaction with maintenance and cleanliness of parks



Over 8 in 10 are very satisfied or satisfied

with the overall maintenance and cleanliness of parks in CN

Overall satisfaction with playgrounds



Nearly 8 in 10 (79%) of respondents are very satisfied or satisfied

with the overall maintenance and cleanliness of playgrounds in CN

Overall satisfaction with inland pools



Customer service at the inland pools has relatively higher satisfaction score, with over 7 in 10

73% respondents saying that they are either 'very satisfied' or 'satisfied'

with the level of service received

Results

Usage of parks in City of Newcastle

Respondents were asked to indicate their usage level of any parks in CN in the past 12 months. Principal observations:



Over 9 in 10

92%

have said that they have visited at least one park in the last 12 months



Nearly 1 in 2

46%

are frequent visitors/ users of parks in the area, visiting a park on a weekly basis



Over 6 in 10

63%

would usually visit a park with family/ friends



1 in 3

would visit with a child

Views towards parks in City of Newcastle

Respondents have rated provision of shade and shelters and provision of toilets relatively higher in importance compared to the other aspects asked in the survey:



59%

of respondents have rated provision of shade and shelters as 'very important'

with an overall average rating of 4.7 out of 5 in terms of being important



59%

of respondents have rated provision of toilets as 'very important'

giving this aspect an overall average rating of 4.6 out of 5 in terms of being important



Usage of playgrounds in City of Newcastle

Respondents were asked to indicate their usage level of any playgrounds in City of Newcastle in the past 12 months. Principal observations:



Just over half

53%

respondents claimed that they have visited at least one playground in the last year



Over 1 in 3

33%

would visit playgrounds on a weekly basis, with 1 in 2

51%

visiting a playground once a month or less often



7 in 10

72%

of respondents said that they would visit playgrounds with a child



followed by 5 in 10

53%

saying they tend to visit with family or friends

Views towards playgrounds in City of Newcastle

Respondents were asked to rate the importance of various features to have in playgrounds and their overall level of satisfaction towards several aspects of playgrounds in CN.

In rating level of importance:



Provision of shade and shelters is rated far higher compared to other measures asked in the survey, with

79%

of respondents regarding this aspect as 'very important' and a further 20% rating this as 'important' giving the overall average rating of 4.9 out of 5 in importance



This is followed by provision of public toilets, with

64%

rating this aspect as 'very important' and 28% saying this is 'important' giving the overall average rating of 4.7 out of 5 in importance



Availability of seating also generated an overall average rating of 4.7 out of 5 in importance, whereby

56%

rating this aspect as 'very important' and 38% saying this is 'important'



Usage of inland pools in City of Newcastle

When respondents were asked about their usage of inland pools or swimming centres in the past 12 months



Lambton inland pool is the most visited/ used, with over

7 in 10

of respondents saying they have visited this location. Mayfield and Wallsend each has over 2 in 10 respondents claiming they have visited or used these inland pools



Nearly 2 in 10 are weekly visitors/ users of CN inland pools while almost half

48%

of respondents visited/ used any of the inland pools only once or twice in the past 12 months

Views towards inland pools in City of Newcastle

In terms of importance ratings towards various features in inland pools:



Provision of shade is rated far higher in importance than other aspects surveyed, with nearly 7 in 10

69%

respondents rating this as 'very important', giving an overall average rating of 4.9 out of 5 in importance



This is followed by off-street and accessible parking whereby over 1 in 2

54%

rating this as 'very important', bringing the overall average rating of 4.7 out of 5 in importance



Learn to swim classes had

47%

of respondents considering this as 'very important'. This aspect averaged at 4.4. out of 5 in importance

