

Planning Department Applications Completed Report

Summary

Date of Decision	Application No	Property	Description	Staff	Decision
18/07/2019	P1571	477 Honners Road Apsley Vic 3319	Two lot subdivision (Vicsmart)	Bernadine Pringle	Permit is issued by a delegate of the Responsible
23/07/2019	P1574	1082 Harrow-Clear Lake Road Douglas VIC 3409 Australia	Subdivision: Five lots into three lots	Bernadine Pringle	Permit is issued by a delegate of the Responsible
11/07/2019	P1576	21 Baker Street kaniva Victoria 3419 Australia	Buildings & Works: External and Internal Painting works + internal floorcovering upgrades	Ursula van Dyk	Permit is issued by a delegate of the Responsible
11/07/2019	P1577	Goroke Recreation Reserve Main Street Goroke VIC 3412 Australia	Buildings & Works: Installation of lighting towers and replacement tennis shed at Goroke Recreation Reserve Tennis/Netball Courts	Ursula van Dyk	Permit is issued by a delegate of the Responsible
11/07/2019	P1578	7160 Kaniva-Edenhope Road Edenhope VIC 3318 Australia	Buildings & Works: Extension of a Dwelling	Ursula van Dyk	Permit is issued by a delegate of the Responsible

Planning Applications -In progress Report

Received Date	Application No	Property	Description	Staff	Counter	Status	Est. Cost
05-04-2019	P1579	3 Baker Street Kaniva VIC 3419 Australia	Three lot subdivision	Bernadine Pringle	0	Review	\$0.00
24-05-2019	PA0978	56 Camerons and Lampards Road Charam VIC 3318 Charam- Wombelano Road Charam VIC 3318	Two lot (2) subdivision (re- subdivision of two (2) existing lots)	Bernadine Pringle	0	Referrals	\$0.00
07-02-2019	P1570	- KOOLOMURT ROAD Chetwynd Vic 3312 Australia	Change of Use & Buildings & Works: Small quarry less than 1 ha	Ursula van Dyk	0	Assigned	\$20,000.00
14-02-2019	P1504	104 Graham Blocks Road Minimay VIC 3413	Removal of native vegetation	Ursula van Dyk	0	Amended Plans (SC)	\$0.00
12-04-2019	PA0977	4 Dundas Street Edenhope VIC 3318 Australia	B&W: Construction of a Skillion	Ursula van Dyk	0	More Info in 60 Days	\$4,000.00
05-06-2019	PA0979	58 Splatt Street Apsley VIC 3319 Australia	B&W: Construction of a Farm Shed	Ursula van Dyk	0	New	\$120,000.00
17-06-2019	PA0982	173 Edgars Road Harrow VIC 3317 Australia	B&W: Construction of a Garage	Ursula van Dyk	0	Assigned	\$44,259.00

18-06-2019	PA0981	311 Wimmera Highway Edenhope VIC 3318 Australia	B&W: Construction of a Motorcycle Track	Ursula van Dyk	0	Assigned	\$20,000.00
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Application Summary

Description:

This report displays a list of applications in SPEAR that were submitted in the date range selected and which match the supplied parameter values. This report counts Planning and/or Subdivision applications for the Application Types of PP-Only, CS-Only and Joint.

Application Classification: Subdivision
 Application Type: All
 Current or Complete: All
 Date Range: From 01/07/2018 to 30/07/2019
 Organisation Type: Local Government Authority
 Organisation: West Wimmera Shire Council
 Total Number of Applications: 13

Ref	Council Ref 1	Council Ref 2	Application Type	Applicant	Responsible Authority	Created	Submitted	Plan Number	Lots	Current Status
S142564B	P1568	WWS0:	Certification	Ferguson Perry Surveyi	West Wimmera Sh	19/06/2019	24/06/2019	PC377191Y	1	Lodged at Land Use Victoria
S139117S		CA190:	Certification	Brayley and Hayes	West Wimmera Sh	08/04/2019	11/04/2019	PS818724V	3	Certification Decision
S137555J	P1558	WWS0:	Certification	Ferguson Perry Surveyi	West Wimmera Sh	07/03/2019	08/03/2019	PS828688Q	2	Certification Decision Pending
S137377E	P1579		Planning Permit	Ferguson Perry Surveyi	West Wimmera Sh	04/03/2019	02/04/2019		3	Permit Decision Pending
S135985B	P1544	WWS0:	Certification	Ararat Survey Pty Ltd	West Wimmera Sh	05/02/2019	05/02/2019	PS830569L	2	SOC Decision Pending (Outstanding Conditions)
S135082V		CA190:	Certification	Ferguson Perry Surveyi	West Wimmera Sh	16/01/2019	11/07/2019	PS825679H	2	Certification Decision Pending
S134884B		WWS0:	Certification	Brayley and Hayes	West Wimmera Sh	10/01/2019	10/01/2019	PS818721C	2	Released for Lodgement
S134710B	P1574		Planning Permit	Ferguson Perry Surveyi	West Wimmera Sh	02/01/2019	20/02/2019		3	Permit Decision - Grant
S134658V	PA097£	PA097£	Joint	Ferguson Perry Surveyi	West Wimmera Sh	21/12/2018	13/05/2019	PS621815P	2	Permit Decision Pending
S131315A	P1571	WWS0:	Joint	Ferguson Perry Surveyi	West Wimmera Sh	22/10/2018	02/01/2019	PS825675R	2	Permit Decision - Grant
S130123E	P1468	WWS0:	Certification	Ferguson Perry Surveyi	West Wimmera Sh	27/09/2018	02/10/2018	PS817795B	2	Released for Lodgement
S127559E	P1558		Planning Permit	Ferguson Perry Surveyi	West Wimmera Sh	13/08/2018	05/09/2018		2	Permit Decision - Grant
S124865A		WWS0:	Certification	Ferguson Perry Surveyi	West Wimmera Sh	25/06/2018	03/07/2018	PC377184V	1	Registered at Land Use Victoria

Application No	Building Permit No	Description	Levy	Property Address	Cost of Dev	Date Issued
BA1467	20181467/0	New Toilet Block	\$35.20	NA Lake Charlegrark Rd Minimay VIC 3413	\$27,500.00	22/08/2018
BLD20180030	20181472/0	Construction of a Recreational Shelter	\$12.16	CA9D Main Street Goroke VIC 3412 Australia	\$9,500.00	12/09/2018
BLD20180029	1471/0	Construction of Dwelling	\$153.60	41 O'Connor Street Apsley VIC 3319 Australia	\$120,000.00	16/10/2018
BLD20180031	20181473/0	Construct new Carport.	\$8.73	28 Edinburgh Road Edenhope VIC 3318 Australia	\$6,818.00	24/10/2018
BLD20180028	20181442/0	Alterations and Extensions to existing Dwelling.	\$870.50	15 Kellys and Rapsons Road Neuarpuir VIC 3413 Australia	\$680,077.00	19/11/2018
BLD20180037	20181480/0	Demolition of existing National Trust listed Homestead.	\$6.40	5100 Natimuk-Frances Road Peronne VIC 3413 Australia	\$5,000.00	26/11/2018
BLD20180033	20181477/0	Construct new Sheep Yard Cover.	\$74.36	3079 Wimmera Highway Apsley VIC 3319 Australia	\$58,095.00	27/11/2018
BLD20180042	20181486/0	Demolition of Edenhope Mechanics Hall.	\$100.48	76 Elizabeth Street Edenhope VIC 3318 Australia	\$78,500.00	05/12/2018
BLD20180027	20181469/0	Construct of Garage	\$17.86	7 Charles Street Edenhope VIC 3318 Australia	\$13,950.00	05/12/2018
BLD20180048	20181492/0	Construct Shade Shelter at Kaniva Wetlands.	\$32.00	2 Commercial Street West Kaniva VIC 3419 Australia	\$25,000.00	11/12/2018
BLD20180046	20181490/0	Installation of ATM	\$6.40	60-64 Commercial Street East Kaniva VIC 3419 Australia	\$5,000.00	12/12/2018
BLD20180039	20181483/0	Construct new Storage Shed.	\$39.24	25 Edinburgh Road Edenhope VIC 3318 Australia	\$30,655.00	12/12/2018
BLD20180035	20181479/0	Construct new Carport and Machinery Shed.	\$38.40	5427 Kaniva-Edenhope Road Ozenkadnook VIC 3413 Australia	\$30,000.00	17/12/2018
BLD20180040	20181484/0	Construct Residential Storage Shed.	\$32.99	32 Edinburgh Road Edenhope VIC 3318 Australia	\$25,771.00	14/01/2019
BLD20190050	20181495/0	Construction of Dwelling & Attached Garage & Detached Garage	\$582.22	4 Paterson Street Kaniva VIC 3419 Australia	\$454,858.00	13/03/2019
BLD20190051	20191496/1	Construct Edenhope Community and Cultural Hub.	\$128.00	76 Elizabeth Street Edenhope VIC 3318 Australia	\$100,000.00	25/03/2019
BLD20190057	20191500/0	Canteen demolition	\$8.82	9565 Nhill-Harrow Road Harrow VIC 3317	\$6,890.00	10/04/2019
BLD20190059	20191502/0	Relocation of tennis storage shed	\$16.14	9565 Nhill-Harrow Road Harrow VIC 3317	\$12,613.00	17/04/2019
BLD20190058	20191501/1	Construction of Two Sporting Facility Change Rooms	\$243.20	9565 Nhill-Harrow Road Harrow VIC 3317	\$190,000.00	17/04/2019
BLD20180041	20181485/0	Construct new Dwelling and Garage.	\$422.40	84 Redgum Lane Bringalbert VIC 3319 Australia	\$330,000.00	08/05/2019
BLD20190062	20191496/2	Construct Edenhope Community and Cultural Hub.	\$2,160.17	76 Elizabeth Street Edenhope VIC 3318 Australia	\$1,687,631.45	21/05/2019
BLD20190053	20191498/0	Construction of a new Hay Shed.	\$48.64	8359 Casterton-Apsley Road Apsley VIC 3319 Australia	\$38,000.00	28/05/2019
BLD20190063	2019-0010/0	2 Commercial Street Kaniva Bird Avairy	\$51.20	2 Commercial Street Kaniva VIC 3419	\$40,000.00	04/06/2019
BLD20180045	20181489	Demolition of existing laundry and construction of a replacement laundry / workshop.	\$20.02	32 Mollison Street Edenhope VIC 3318 Australia	\$15,643.00	11/06/2019
BLD20190061	20191501/2	Construction of Two Sporting Facility Change Rooms	\$1,315.45	9565 Nhill-Harrow Road Harrow VIC 3317	\$1,027,696.00	17/06/2019
BLD20180043	20181487/0	Completion of all remaining works - 2 X Grain Storage Sheds	\$153.60	56 Camerons & Lampards Road Charam VIC 3318 Australia	\$120,000.00	18/06/2019
BLD20190065	20190011/0	Storage Shed	\$41.69	208 Murrawong Rd Lillimur VIC 3420	\$32,570.00	25/06/2019
			\$6,619.86		\$5,171,767.45	

Description

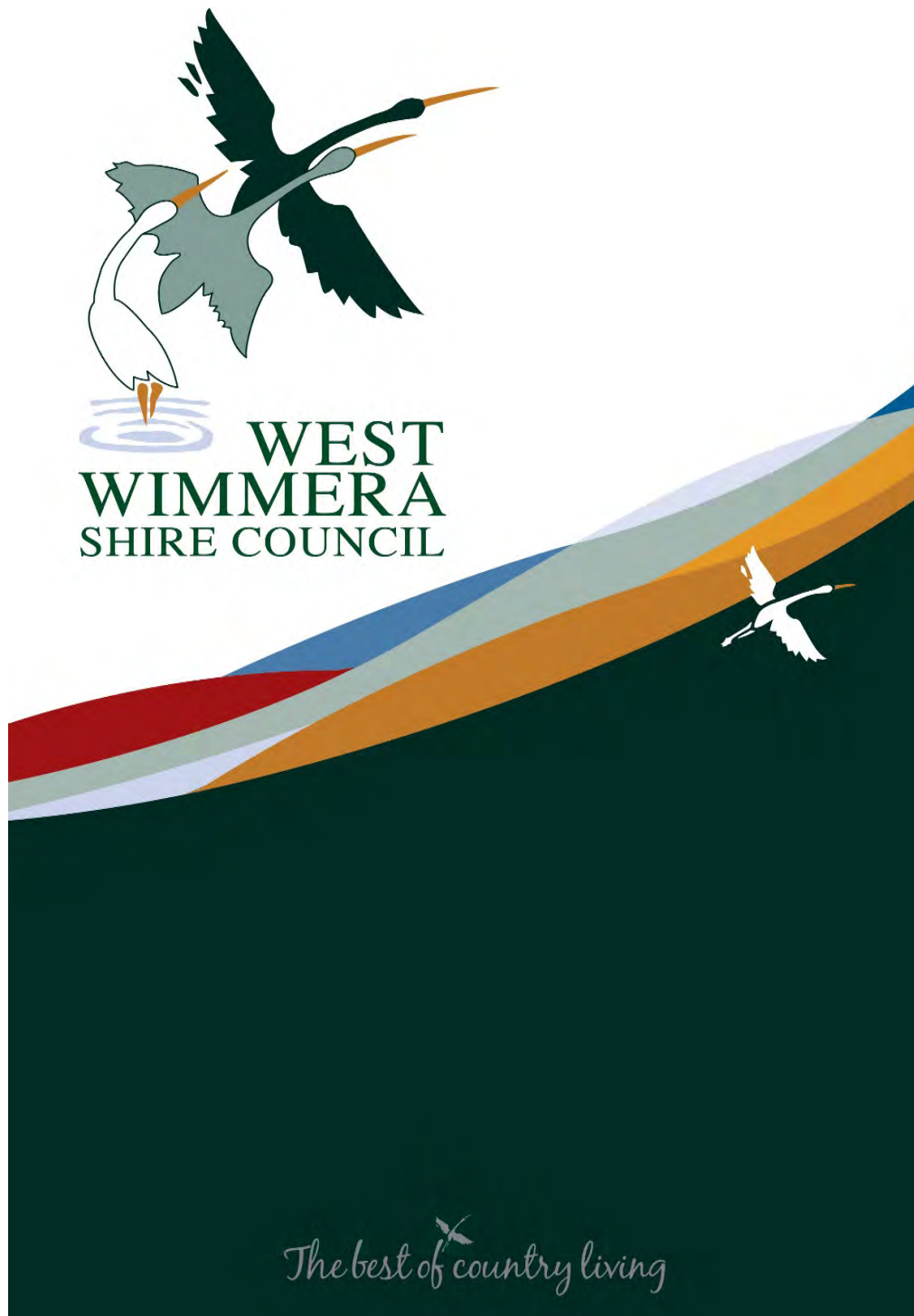
Date Range
Total Council Issued Building Permits
Total Levy
Total Cost of Development Council

Value

01/07/2018 to 01/07/2019
28
\$6,619.86
\$5,171,767.45

Statutory Planning							
SP1	N	The median number of days between receipt of a planning application and a decision on the application	Days	Applicable	65.00	Year to Date figure taken from PPARS June Report: ‘Median processing days to responsible authority determination’. Should match planning data provided to PPARS.	Reasons: High turn over of staff, challenges in recruiting suitable planning staff, difficulty in procuring suitable contract backfill support.
SP2	N	Number of VicSmart planning application decisions made within 10 days	Decisions	Applicable	1.00	Should match planning data provided to PPARS.	
SP2	N	Number of regular planning application decisions made within 60 days	Decisions		2.00	Should match planning data provided to PPARS.	
SP2	D	Number of planning application decisions made	Decisions		44.00	Should match planning data provided to PPARS.	
SP3	N	Direct cost of the statutory planning service	\$	Applicable	226365.00		
SP3	D	Number of planning applications received	Applications		49.00	Year to Date figure taken from PPARS June Report: ‘New permit applications’ Should match planning data provided to PPARS.	
SP4	N	Number of VCAT decisions that did not set aside council's decision in relation to a planning application	Decisions	Applicable	0.00		
SP4	D	Number of VCAT Council decisions in relation to planning applications	Decisions		1.00		

WEST WIMMERA SHIRE COUNCIL
LOCAL GOVERNMENT COMMUNITY SATISFACTION
SURVEY RESULTS 2019



SUMMARY REPORT – JULY 2019

Welcome to the report of results and recommendations for the 2019 State-wide Local Government Community Satisfaction Survey for West Wimmera Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of West Wimmera Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

KEY FINDINGS

West Wimmera Shire Council's **overall performance** rating ***Improved, by four index points***, over 2018. Council results showed an overall performance rating of **65 index points**.

- West Wimmera Shire Council's overall performance is rated statistically ***significantly higher*** (at the 95% confidence interval) than the average rating for councils in the **Small Rural Group and slightly higher than the State-wide** (index scores of 58 and 60 respectively).
- Ratings amongst the 50-64 year age group are significantly below the overall 2019 average (index score of 60). Residents 18-34 years old have rated Council's overall performance at an index score of 68.
- **Male** residents (index score of 65) have rated Council's overall performance significantly higher than the previous year (index score of 59).

More than 6 times as many residents rate West Wimmera Shire Council's overall performance as 'very good' or 'good' (58%) than those that rate it as 'very poor' or 'poor' (9%).

The table below provides a snapshot of the key findings. The results shown below, have been drawn directly from the formal report provided by the independent research group conducting the survey.

The survey report provides information on a selected group of topics and the costs associated with conducting the survey are determined by the number and detail of the questions asked.

West Wimmera selects a standardised set of questions that are asked of every Council in the state, as this enables a legitimate comparison to be made. The standard questions also align with the key strategic points contained in the West Wimmera Council Plan 2017-2021.

Review of Core Performance Measures.

Upon review of the core performance areas, West Wimmera experience an increase in all seven of the core measures, and remains at or above the small rural Councils cohort average for each measure, whilst being above the state wide average for all but one (sealed local roads) core measure.

- The index score of 53 for **sealed local roads** is an improvement over the 2018 index score of 50. This measure has recorded a significant improvement since 2017 where an index score of 45 was returned. Council's index score is identical to the Small Rural Council cohort but is lower than the state – wide average of 56. This is the only core indicator that is below the state wide average.
- Council's results were worst amongst the 50-64 years demographic group across the Overall performance, Community consultation, Advocacy, Making Community decisions and Customer Service measures.
- Council's results were best amongst the 18-34 years demographic group for the Overall performance, Community consultation, Advocacy, Making community decisions, and Overall Council direction measures, with the 65+ years demographic rating Council highest in Sealed local roads and Customer service.

Areas to Focus on.

The survey results provide an indication that Council did not experience any major declines in performance index scores over the past year.

This does not mean that there are no areas to focus on for the upcoming 12 month period.

Sealed Local Roads, whilst experience a lift in its index score on previous years, still requires considerable investment to ensure that the asset category can be sustained in the long term and subsequently lift its index score further. This has been addressed through the projected investment included in the 2019 / 2020 budget which provides for the largest capital spend in Council's history (excluding flood or disaster recovery works). Whilst this measure is equal to the small rural Council cohort average, it is lower than the state-wide average by 3 index points.

Unsealed Local roads, also have a low index score (48) which has a significant negative impact on the overall performance rating. As with sealed local roads, this indicator has experienced an improvement over the previous year and is an area that has been targeted for investment via the 2019 / 2020 budget.

It appears that Council will need to focus on the 50-64 years demographic, as this is the one demographic that rated Council lowest in most core measures. This may include reviewing communication methods and reviewing the services that this demographic have rated lowly.

The following series of charts provides a pictorial snapshot of the key information to be gleaned from the survey results.

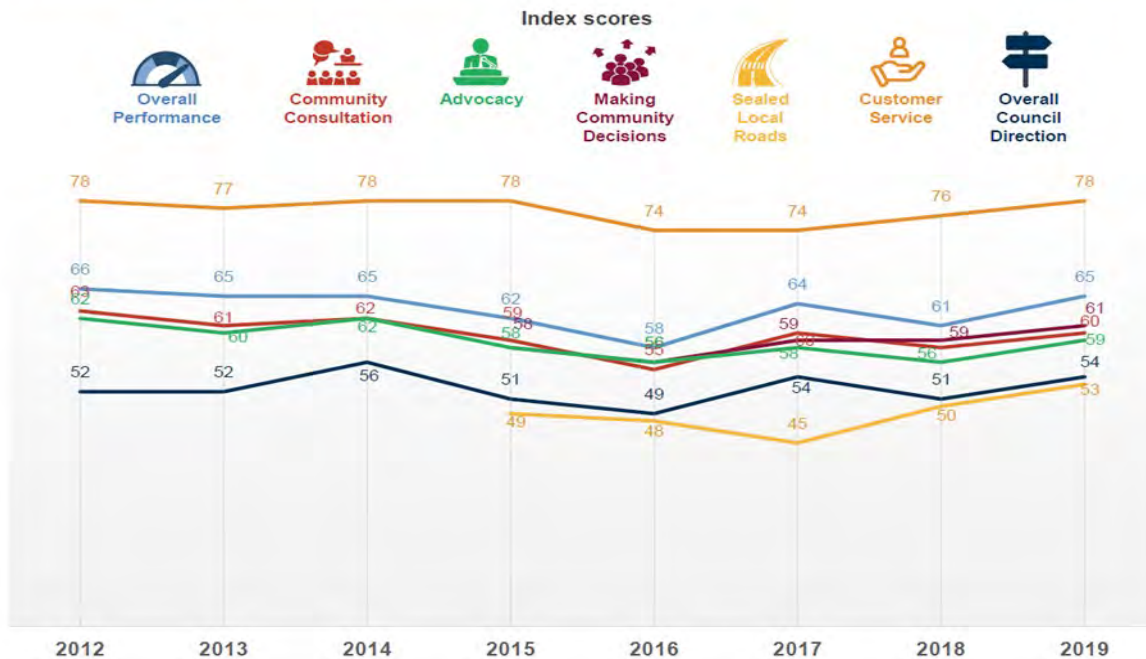
Summary of core measures



Performance Measures	West Wimmera 2019	West Wimmera 2018	Small Rural 2019	State-wide 2019	Highest score	Lowest score
Overall Performance	65	61	58	60	Aged 18-34 years	Aged 50-64 years
Community Consultation (Community consultation and engagement)	60	58	56	56	Aged 18-34 years	Aged 50-64 years
Advocacy (Lobbying on behalf of the community)	59	56	55	54	Aged 18-34 years	Aged 50-64 years
Making Community Decisions (Decisions made in the interest of the community)	61	59	55	55	Aged 18-34 years	Aged 50-64 years
Sealed Local Roads (Condition of sealed local roads)	53	50	53	56	Aged 65+ years	Aged 35-49 years
Customer Service	78	76	70	71	Aged 65+ years	Aged 50-64 years, Aged 18-34 years
Overall Council Direction	54	51	53	53	Aged 18-34 years	Men

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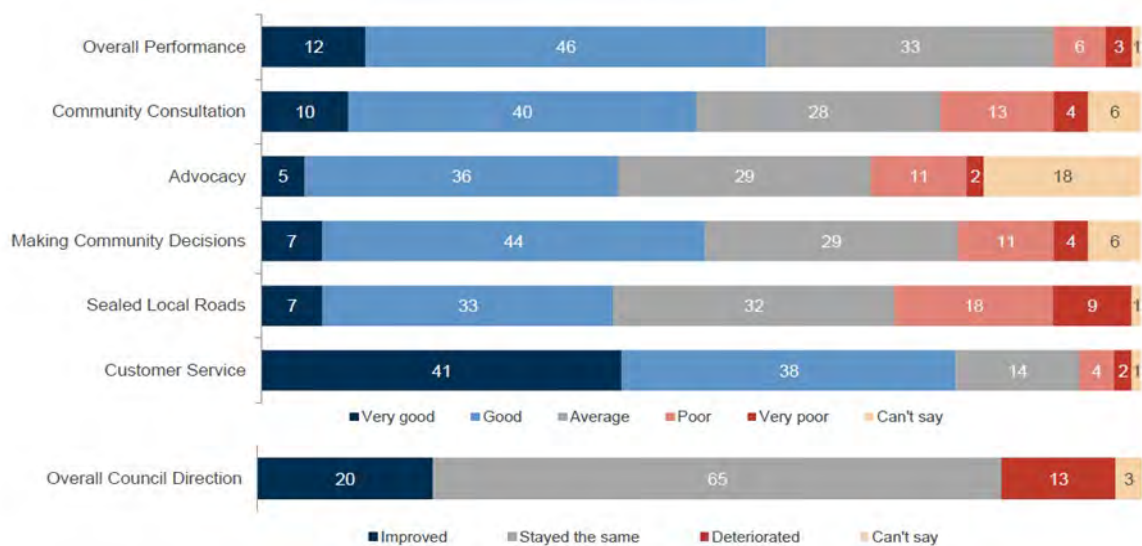
Summary of core measures



Summary of key community satisfaction

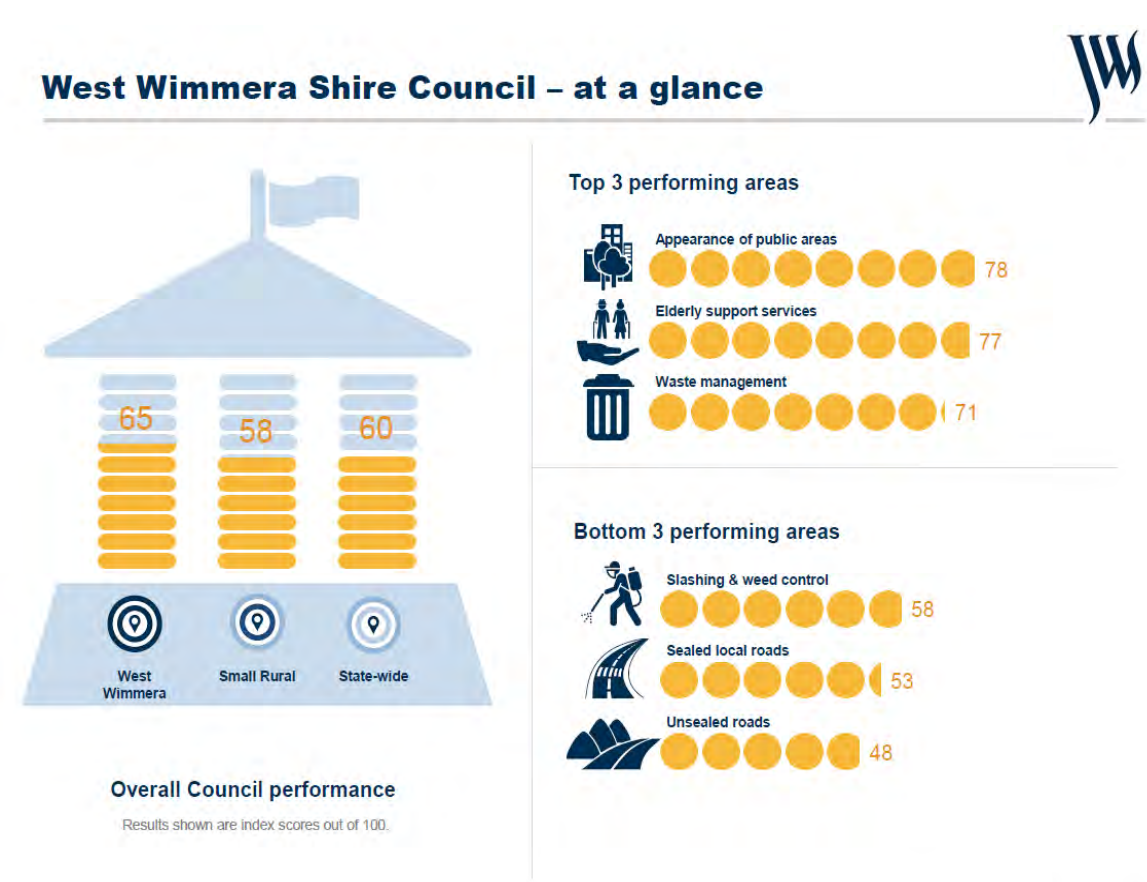


Key measures summary results (%)



PERFORMANCE SUMMARY

The chart below shows the West Wimmera Shire Council overall performance score compared to state-wide and small rural group averages. It also shows the top and bottom three performing areas.



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.

Individual service area performance



2019 individual service area (index scores)

		2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	78	77	75	n/a	n/a	n/a	n/a	n/a
Elderly support services	77	73	n/a	n/a	n/a	n/a	76	n/a
Waste management	71	71	69	n/a	n/a	69	74	n/a
Family support services	69	68	n/a	n/a	n/a	70	67	n/a
Enforcement of local laws	68	67	65	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	67	66	n/a	n/a	n/a	66	68	n/a
Informing the community	64	61	62	n/a	n/a	66	62	n/a
Community decisions	61	59	59	56	58	n/a	n/a	n/a
Consultation & engagement	60	58	60	55	59	62	61	63
Lobbying	59	56	58	56	58	62	60	62
Slashing & weed control	58	54	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	53	50	45	48	49	n/a	n/a	n/a
Unsealed roads	48	46	n/a	n/a	n/a	n/a	n/a	n/a

Q2: How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.

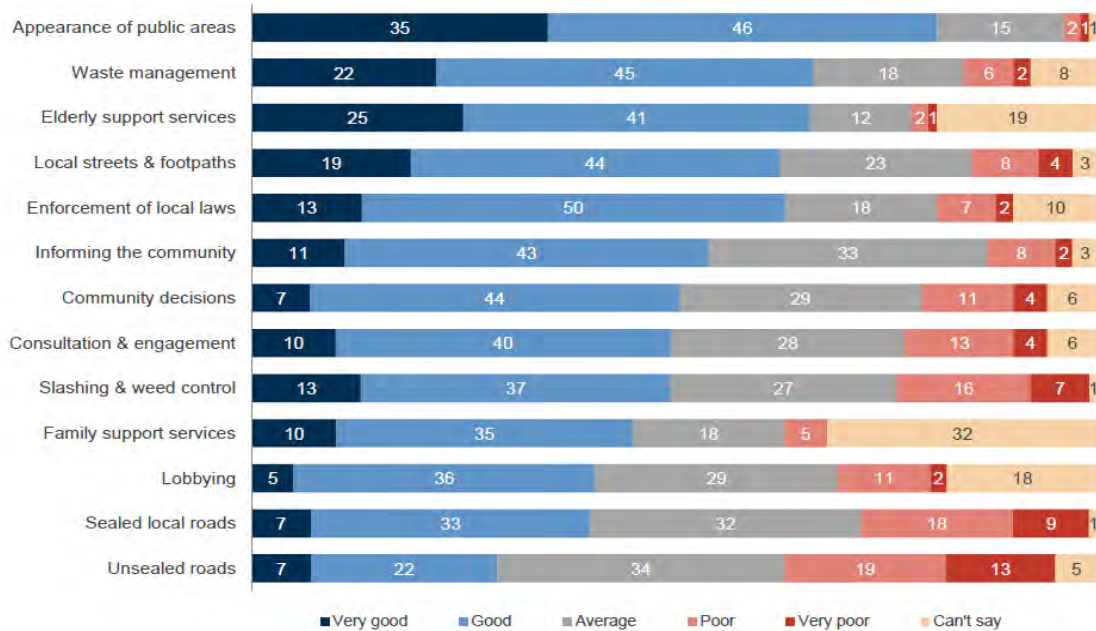
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DETAILED PERCENTAGES



Individual service area performance

2019 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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Individual service area performance vs State-wide average



Significantly Higher than State-wide Average

- Consultation & engagement
- Lobbying
- Informing the community
- Local streets & footpaths
- Enforcement of local laws
- Family support services
- Elderly support services
- Appearance of public areas
- Waste management
- Unsealed roads
- Making community decisions

Significantly Lower than State-wide Average

- Sealed local roads

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Individual service area performance vs group average



Significantly Higher than Group Average

- Consultation & engagement
- Lobbying
- Informing the community
- Local streets & footpaths
- Enforcement of local laws
- Elderly support services
- Appearance of public areas
- Waste management
- Unsealed roads
- Making community decisions

Significantly Lower than Group Average

- Not applicable

COMPARISON BY COUNCIL GROUP

Council Groups

West Wimmera Shire Council is classified as a Small Rural council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

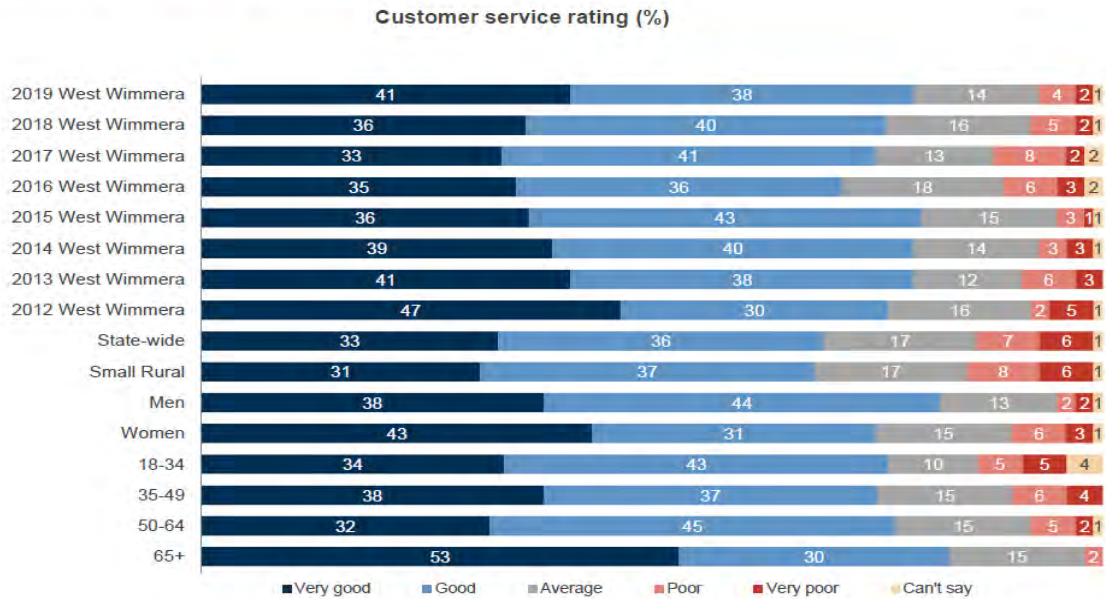
Councils participating in the Small Rural group are: Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Pyrenees, Queenscliffe, West Wimmera and Yarriambiack.

Wherever appropriate, results for West Wimmera Shire Council for this 2019 state-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time cannot be made within the reported charts.

CUSTOMER SERVICE RATINGS



Customer service rating



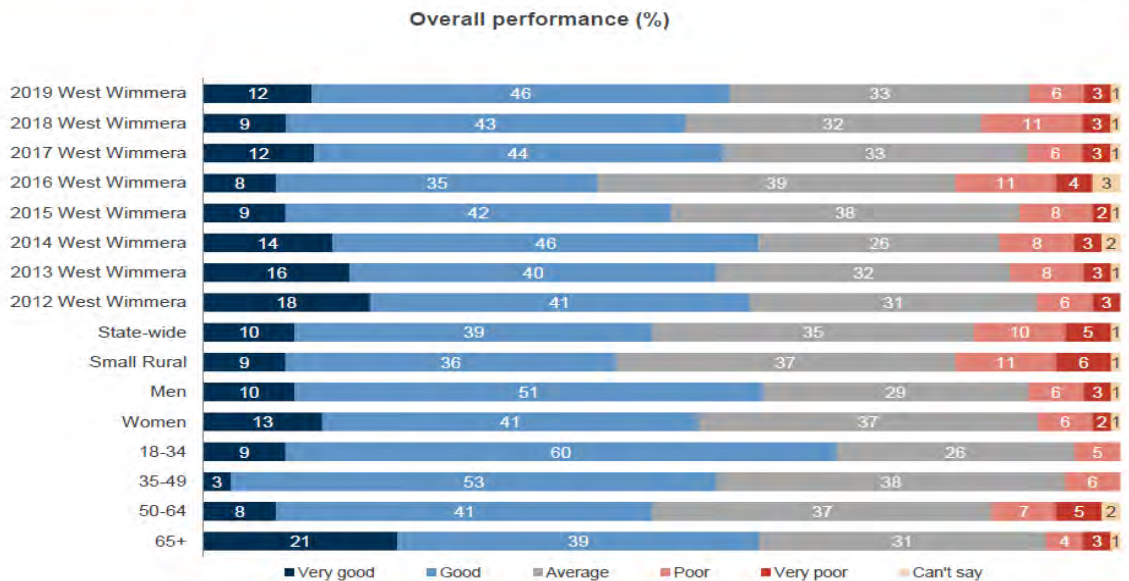
Q5c. Thinking of the most recent contact, how would you rate West Wimmera Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 63 Councils asked group: 18

J W S R E S E A R C H

OVERALL PERFORMANCE RATINGS



Overall performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of West Wimmera Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

J W S R E S E A R C H

COMMUNICATION PREFERENCES

Communication summary



Overall preferred forms of communication	<ul style="list-style-type: none"> Newsletter sent via mail (26%)
Preferred forms of communication among over 50s	<ul style="list-style-type: none"> Newsletter sent via mail (30%)
Preferred forms of communication among under 50s	<ul style="list-style-type: none"> Social media (30%)
Greatest change since 2018	<ul style="list-style-type: none"> Newsletter sent via mail (down 3 points) NOTE: New inclusion of Social Media for 2019

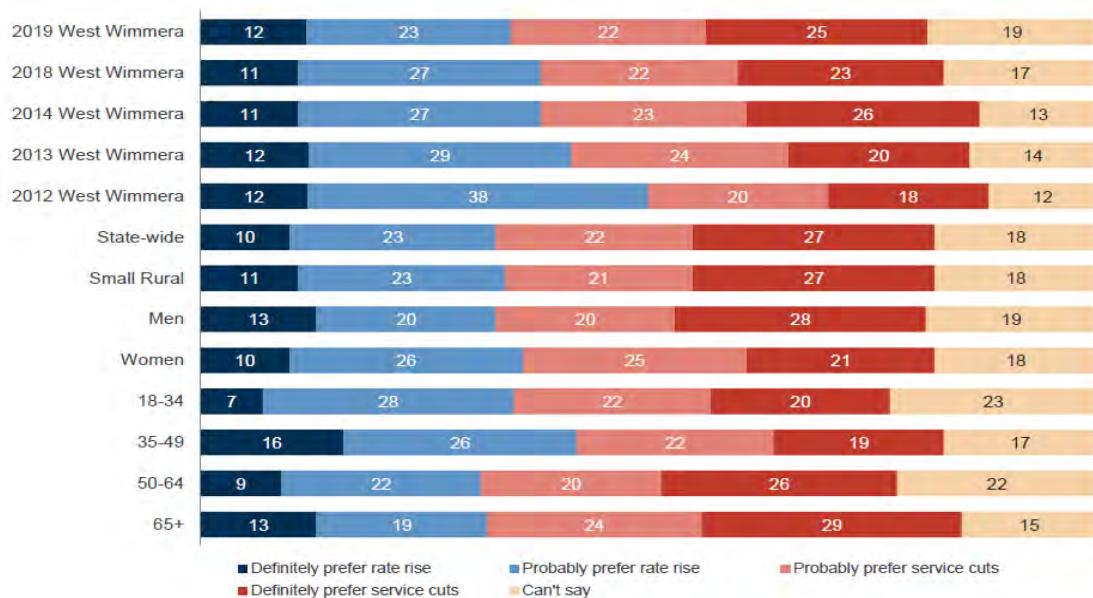
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RATES / SERVICES TRADE-OFF

Rates / services trade-off



2019 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
 Base: All respondents. Councils asked state-wide: 15 Councils asked group: 4

J W S R E S E A R C H

MARGINS OF ERROR

Appendix A: Margins of error



The sample size for the 2019 State-wide Local Government Community Satisfaction Survey for West Wimmera Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.6% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.4% - 54.6%.

Maximum margins of error are listed in the table below, based on a population of 3,100 people aged 18 years or over for West Wimmera Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
West Wimmera Shire Council	400	400	+/-4.6
Men	184	203	+/-7.0
Women	216	197	+/-6.4
18-34 years	43	76	+/-15.0
35-49 years	65	83	+/-12.1
50-64 years	126	105	+/-8.6
65+ years	166	136	+/-7.4

INDEX SCORE IMPLICATIONS

Appendix A: Index Scores



Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56