



Waitaki

DISTRICT COUNCIL

TE KAUNIHERA Ā ROHE O WAITAKI

I hereby give notice that the
Performance, Audit and Risk Committee Meeting
will be held on:

Date: Tuesday, 20 September 2022
Time: 10.00am
Location: Council Chamber, Third Floor
Office of the Waitaki District Council
20 Thames Street, Oamaru

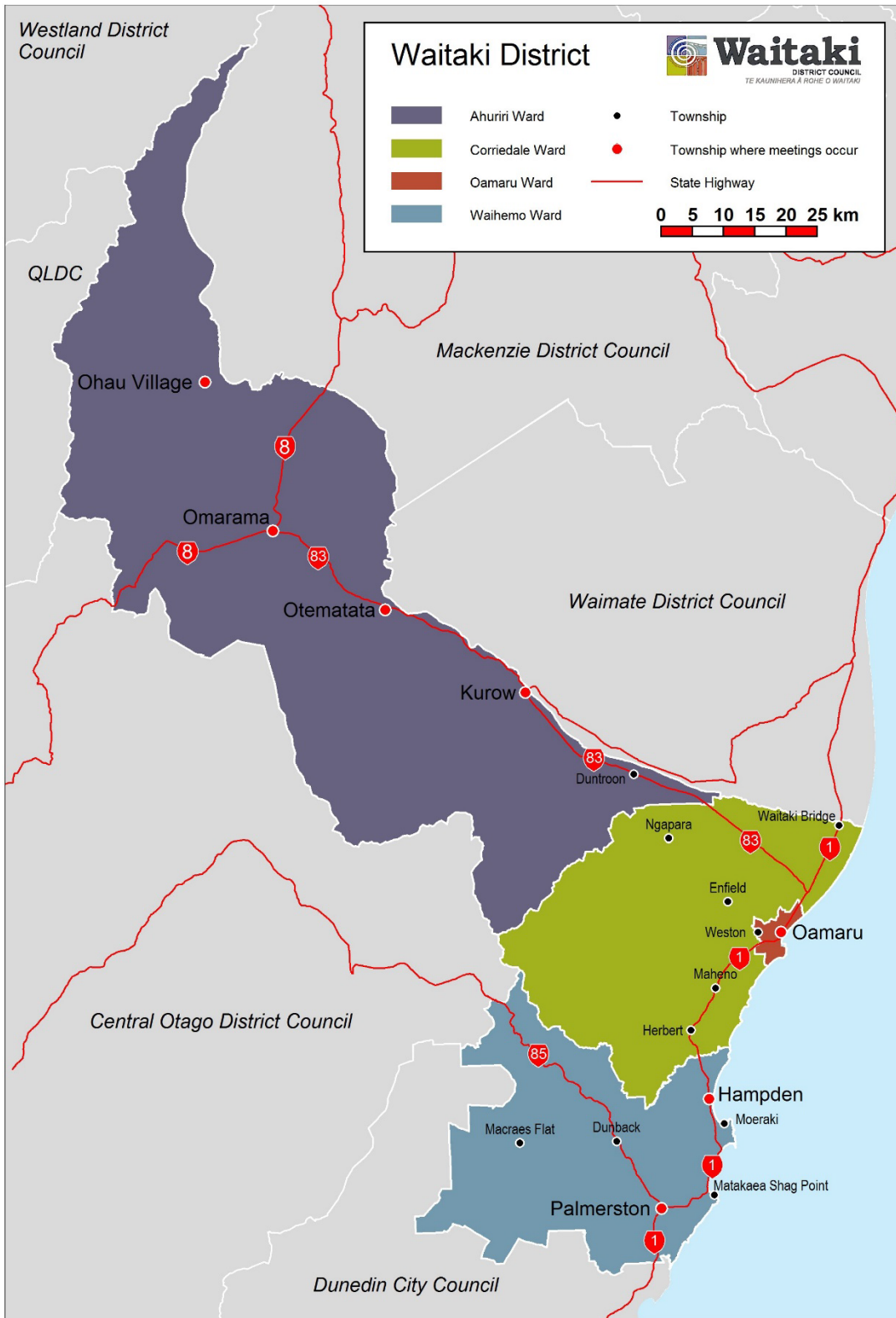
Agenda

Performance, Audit and Risk Committee Meeting 20 September 2022

Performance, Audit and Risk Committee

Cr Colin Wollstein	Chairperson
Cr Jeremy Holding	Associate Chair
Mr Simon Neale	Associate Chair (Risk) (Independent Member)
Cr Hana Halalele	Member
Cr Jim Hopkins	Member
Cr Bill Kingan	Member
Cr Guy Percival	Member
Mayor Gary Kircher	Member

Alex Parmley
Chief Executive



STRATEGIC FRAMEWORK

Waitaki THE BEST PLACE TO BE!

Waitaki - Whenua taurikura

EMPOWERING OUR PEOPLE AND PLACE TO THRIVE

Whakapuāwai takata, Whakapuāwai whenua

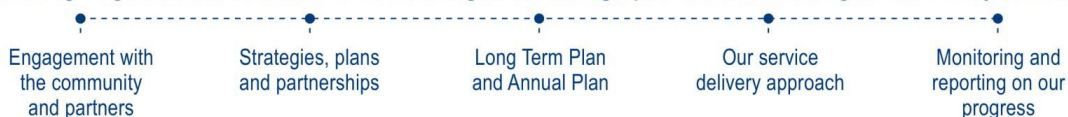
COMMUNITY OUTCOMES



STRATEGIC PRIORITIES



Ensuring we get core business done while delivering on our strategic priorities and achieving our community outcomes



Agenda Items

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- 1 APOLOGIES**
- 2 DECLARATIONS OF INTEREST**

3 CONFIRMATION OF PREVIOUS MEETING MINUTES

3.1 PUBLIC MINUTES OF THE PERFORMANCE, AUDIT AND RISK COMMITTEE MEETING HELD ON 23 AUGUST 2022

Author: Ainslee Hooper, Governance and Policy Advisor

Authoriser: Lisa Baillie, People and Transformation Group Manager

Attachments: 1. **Public Minutes of the Performance, Audit and Risk Committee Meeting held on 23 August 2022**

RECOMMENDATION

That the Performance, Audit and Risk Committee confirms the Public Minutes of the Performance, Audit and Risk Committee Meeting held on 23 August 2022, as circulated, as a true and correct record of that meeting.

UNCONFIRMED MINUTES

**OF THE PERFORMANCE, AUDIT AND RISK COMMITTEE MEETING
HELD IN THE COUNCIL CHAMBER, THIRD FLOOR,
OFFICE OF THE WAITAKI DISTRICT COUNCIL, 20 THAMES STREET, OAMARU
ON TUESDAY, 23 AUGUST 2022 AT 12.46PM**

PRESENT: Cr Colin Wollstein (Chair), Mr Simon Neale (Associate Chair Risk – via Zoom), Cr Hana Halalele, Cr Jeremy Holding, Cr Jim Hopkins, Cr Bill Kingan, Cr Guy Percival, and Mayor Gary Kircher (from 12.50pm)

IN ATTENDANCE: Alex Parmley (Chief Executive)
Paul Hope (Finance and Corporate Development Group Manager and Acting Assets Group Manager)
Ainslee Hooper (Governance and Policy Advisor)

IN ATTENDANCE FOR SPECIFIC AGENDA ITEMS:

Ian Wells (Accounting Manager)

MEETING OPEN

The Chair declared the meeting open at 12.46pm and welcomed everyone present.

1 APOLOGIES

There were no apologies.

2 DECLARATIONS OF INTEREST

There were no declarations of interest.

3 CONFIRMATION OF PREVIOUS MEETING MINUTES

**3.1 PUBLIC MINUTES OF THE PERFORMANCE, AUDIT AND RISK COMMITTEE
MEETING HELD ON 26 JULY 2022**

RESOLVED PAR 2022/041

Moved: Cr Jim Hopkins
Seconded: Cr Jeremy Holding

That the Performance, Audit and Risk Committee confirms the Public Minutes of the Performance, Audit and Risk Committee Meeting held on 26 July 2022, as circulated, as a true and correct record of that meeting.

CARRIED

Mayor Gary Kircher joined the meeting at 12.50pm.

4 MEMORANDUM REPORTS

4.1 FINANCIAL REPORT FOR THE 2021-22 FINANCIAL YEAR

The report, as circulated, focused primarily on Treasury activities for the 2021-22 financial year and included the separate Treasury Report as of 30 June 2022 provided by Bancorp, and guidance aimed at assisting in interpreting elements of that report.

Key discussion topics were as summarised below.

LGFA borrowings had been refinanced since the report was written. Currently, they were at \$29M and were forecasted to increase to \$38M by the end of FY2023.

It was highlighted that, whilst Council was still an investor (which was a good thing), it would not be for a lot longer, and interest rate rises continued to be a risk factor. When asked for an update on the status of the gap analysis that Bancorp had been asked back in June to provide on the interest rates mismatch situation, the meeting was informed that Bancorp was working on the report and was likely to attend the 20 September Committee meeting. One Committee member asked for it to be recorded that they were not particularly impressed with the tardiness around the supply of that report, noting that Council had had to roll a Commercial Paper whilst waiting for it.

Regarding the Bancorp paper attached to the agenda report, it was noted that it was dated in June and that there had been two OCR rises since then which meant the information in it was now out of date and of very little value. The Chair said he agreed with this view. Group Manager Paul Hope explained that Bancorp had been asked to expand the scope of the investigative exercise more, because of the increasing awareness of risk associated with Three Waters and the need to make sure that Council was set up for the repayment of that debt. That change to the report scope had perhaps blurred the two risk matters together and was a contributor to the delay. A Committee member suggested that it would be better for Council to “eat the elephant rather than blurring the two matters”, as Council had genuine exposure to risk with these matters and did not have the information required to fully comprehend the nature of the risk or how it could be mitigated. That viewpoint was acknowledged by the Chair and Mr Hope.

A Committee member noted that the data in Bancorp’s report showed that the relative margins between what LGFA charged Council for loan funding and the market changes was much closer. They queried whether that was a sign of where the market was heading, and if it meant Council had to be more careful about what it borrowed from LGFA. Another member explained that the difference in the red and black numbers on the report’s page in question was illustrating a market shift. LGFA was still the cheapest source of funding for Council. The meeting was also advised that Council did not borrow unless it needed to; all its loans to external parties, apart from NOICL, were at rates that were more than the numbers stated in the report. The NOICL loan (page 15 of the Bancorp report) was where there was a gap and that was one of the issues Bancorp had been asked to analyse and report on.

Another Committee member acknowledged that the Committee and Council needed to take account of such matters when it was making decisions. Staff raised their concerns along the way and the risks associated with them, and it was for the Committee and Council to be mindful of that and recognise that it was incumbent on them, as decision-makers, to prioritise and make sure that elected members knew what they were spending money on. The Chair acknowledged these points, and reminded the meeting that Council was still accessing the lowest cost money through its membership of the LGFA and that there would be highs and lows recognised along the way in market shifts. It was hoped that the forecast by economists that inflation would tail off in the next few years would come to fruition.

RESOLVED PAR 2022/042

Moved: Cr Jeremy Holding
Seconded: Mayor Gary Kircher

That the Performance, Audit and Risk Committee receives and notes the information.

CARRIED

5 RESOLUTION TO EXCLUDE THE PUBLIC

RESOLVED PAR 2022/043

Moved: Cr Bill Kingan
Seconded: Cr Hana Halalele

That the public be excluded from the following parts of the proceedings of this meeting.

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
<p>6.1 - Debtors' Report - 2022, Fourth Quarter PE</p>	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>
<p>6.2 - Accounts Payable Analysis - 2022 full year PE</p>	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p> <p>s7(2)(b)(ii) - the withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information</p> <p>s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>

CARRIED

6 PUBLIC EXCLUDED SECTION

The Public Excluded Minutes apply to this section of the meeting.

7 RESOLUTION TO RETURN TO THE PUBLIC MEETING

RESOLVED PAR 2022/046

Moved: Cr Jim Hopkins

Seconded: Cr Bill Kingan

That the Performance, Audit and Risk Committee resumes in open meeting and decisions made in the Public Excluded section of the meeting are confirmed and made public as and when required and considered.

CARRIED

8 RELEASE OF PUBLIC EXCLUDED INFORMATION

In accordance with Waitaki District Council Standing Orders, and pursuant to resolutions in the public excluded session of the meeting, the Committee agreed to release the following previously public excluded information under this agenda item in the Public Minutes of this meeting:

6.1 DEBTORS' REPORT - 2022, FOURTH QUARTER PE

RESOLVED PAR 2022/044

Moved: Cr Jim Hopkins

Seconded: Cr Bill Kingan

That the Performance, Audit and Risk Committee:

1. Receives and notes the information.

CARRIED

6.2 ACCOUNTS PAYABLE ANALYSIS - 2022 FULL YEAR PE

RESOLVED PAR 2022/045

Moved: Cr Jim Hopkins

Seconded: Cr Guy Percival

That the Performance, Audit and Risk Committee:

1. Receives and notes the information.

CARRIED

9 MEETING CLOSE

There being no further business, the Chair declared the meeting closed at 1.53pm.

TO BE CONFIRMED at the Performance, Audit and Risk Committee Meeting to be held on Tuesday, 20 September 2022.

.....
CHAIRPERSON

UNCONFIRMED

4 DECISION REPORTS

4.1 WAITAKI ANNUAL RESIDENT SATISFACTION SURVEY REPORT 2021-22

Author: Margaret Mitchell, Policy Planner Assets

Authoriser: Paul Hope, Acting Assets Group Manager

Attachments:

1. Waitaki Annual Residents' Satisfaction Survey 2022
2. Draft Annual Residents Survey Questions 2022/23

RECOMMENDATION

That the Performance, Audit and Risk Committee:

1. Receives the Waitaki Annual Residents' Survey Report July 2022; and
2. Notes that the survey results provide an input for completing Council's 2021/22 Annual Report scheduled for Council approval later this year; and
3. Notes that the survey report is to be posted on Council's website; and
4. Confirms the following for the 2022-2023 Waitaki Annual Residents' Survey:
 - (a) Survey to be conducted using the postal-to-online methodology, and
 - (b) A sample size of N = 400, and
 - (c) The only change to the questions to be used is the introduction of a set of Quality of Life questions.

DECISION OBJECTIVE

To make the Waitaki Annual Residents' Survey Report July 2022 publicly available, and to confirm the methodology to be used for the 2022-23 Waitaki Annual Residents' Survey.

SUMMARY

The Residents' Survey is part of a range of activities that Council completes to provide information about performance and service delivery agreed in the Long Term Plan 2021-31 (LTP). The results of this survey will be measured against performance targets in the LTP and will be reported in the 2021-22 Annual Report.

The Residents' Survey is conducted by Key Research, traditionally via telephone. This year two different methodologies were carried out concurrently. As well as the telephone survey of 380 residents, a postal to online survey was also conducted of 513 residents. The reason for the two methodologies to be used at the same time was to trial the postal to online methodology as a potential new survey methodology and to see if it produced different results.

The surveying was carried out over four waves: during October/November 2021, January/February 2022, March/April 2022, and May/June 2022. The reason for the four waves is to reflect satisfaction levels throughout the year rather than across a two-week period at the end of the financial year in June.

DECISION-MAKING EXPECTATIONS

Governance Decision-Making:	Approve the Report for publishing on Council website and confirm the methodology and questions for 2022/23
Operational Decision-Making:	Implement the agreed methodology and questions for 2022/23
Communications	Media Releases – contributed to by officers and Elected Members Media/public enquiries regarding governance decision-making topics above can be addressed by governance Media/public enquiries regarding operational decision-making topics above can be addressed by officers

SUMMARY OF DECISION-MAKING CRITERIA

	No/Moderate/Key		No/Moderate/Key
Policy/Plan	Key	Environmental Considerations	No
Legal	No	Cultural Considerations	No
Significance	Moderate	Social Considerations	No
Financial Criteria	No	Economic Considerations	No
Community Views	Moderate	Community Board Views	No
Consultation	No	Publicity and Communication	Moderate

BACKGROUND

SURVEY RESULTS

The survey report provides information that can assist the community to understand Council’s service performance. The results can also be used to inform future decisions of Council about resourcing, facilities and services provided by Council.

The results reported below relate to the telephone survey as this allows a more accurate comparison with the previous year’s results that will be used to report on performance measures in the 2021-22 Annual Report.

There has been a slight decline across most measures, and satisfaction with overall Council performance slightly declined year on year (from 66% in 2021 to 60% in 2021).

A number of the reputation measures recorded a significant year-on-year decline including: value for money (down 8 percentage points), overall reputation, how rates are spent on services and facilities and rates being fair and reasonable (all down 9 percentage points).

Key Research have reported that most Council’s that they conduct resident satisfaction surveys for have recorded decreases in levels of satisfaction.

Some measures remain at high levels for example levels of satisfaction with the district’s Libraries and the Ōamaru Opera house remain at over 90%, and satisfaction with parks and reserves in the district has reached 90%.

There have also been significant increases in levels of satisfaction with Council-owned Lakes camping grounds (up by 14 percentage points), and the unsealed roading network (up by 6 percentage points).

The report states that the key priorities for improving overall perceptions of Council's performance are:

Perception of Leadership: Leadership is perceived as Council's commitment to creating a great district, promoting economic development, being in touch with the community and setting clear direction. While there is a great support towards elected members and community boards, a number of comments have been made that pointed towards a lack of communication and consultation from the Council, as well as a lack of visibility.

How rates are spent on services and facilities: Residents' satisfaction with this area has significantly decreased since 2021. There is a lack of awareness on how rates are spent and residents wanting to have more information regarding how their money is spent. This area is closely connected with another priority - Rates being fair and reasonable. Residents would like to see more services to be included in the rates, as well as rates spent on the core infrastructure first (such as roading).

The survey results will be considered by officers when reviewing operating budgets, levels of service, performance measures and preparing new project information for the up-coming 2023-24 Annual Plan.

The following is a copy of the Executive Summary and key results table from the report. The full report is included at Attachment 1. Note the results for the postal to online survey are also included for information but for greater consistency the results from the telephone survey only will be reported in the Annual report.

Key Findings

1. The Omicron outbreak has impacted Council's services across the district. Staffing shortages (both Council staff and contractors) affected delivery across services such as (but not limited to) requests for services (for example, front of house enquiries and animal control), roading maintenance and rubbish collection.
2. Vaccine mandates and different alert level / traffic lights system that limited resident's capabilities to avail of Council's services and facilities.
3. Most Council's across New Zealand that we conduct Annual Residents' Satisfaction surveys for have recorded decreases in overall satisfaction, perceptions of services and facilities as well as image and reputation measures.

Overall, perception of Waitaki District Council remains on par with the previous reporting period 12 months ago. While there has been a slight decline across most measures, satisfaction with Council's performance slightly declined year on year (from 66% in 2021 to 60% in 2021). The decline over 24 months is significant (-9%). The two KPI's that we have recorded a significant year-on-year decline are reputation (Overall reputation and Value for money (Overall value for money, How rates are spent on services and facilities and Rates being fair and reasonable).

The Waitaki District Council has an acceptable overall reputation benchmark score of +77, which is a slight decline from an excellent benchmark of +81 in 2021. Close to half of the residents (49%) are Council's Champions that have a good level of trust and support Council's decisions.

The key priorities for improving overall perceptions of Council's performance are:

Perception of Leadership. Leadership is perceived as Council's commitment to creating a great district, promoting economic development, being in touch with the community and setting clear direction. While there is a great support towards elected members and community boards, a number of comments have been made that pointed towards a lack of communication and consultation from the Council, as well as a lack of visibility.

How rates are spent on services and facilities. Residents' satisfaction with this area has significantly decreased since 2021. There is lack of awareness on how rates are spent and residents wanting to have more information regarding how their money is spent. This area is closely connected with another priority - *Rates being fair and reasonable.* Residents would like to see more services to be included in the rates, as well as rates spent on the core infrastructure first (such as roading).



Page 5

Overall Measures-Satisfied/Very satisfied (%7-10) – Including ‘Don’t know’ results

The table below lists the 2019 to 2022 results for all identified key performance measures in the survey.

Q	Performance indicators	% point increase / decrease (2022-2021)	Percentage of respondents satisfied, or very satisfied				
			2022 telephone	2022 paper to online	2021	2020	2019
@13A	Satisfied with the quality of the Council-owned Lakes camping grounds	+14%	77%	57%	63%	77%	71%
Q5	Satisfied with unsealed roading network	+6%	28%	25%	22%	33%	28%
@10A	Satisfied with library services	+5%	92%	83%	87%	88%	89%
@12A	Satisfied with parks and reserves	+5%	90%	77%	85%	87%	84%
@16A	Satisfied with the public toilets	+2%	79%	63%	77%	77%	74%
@22	Satisfied with Council's consultation with the community	+2%	44%	39%	42%	51%	47%
@9B	Importance of library to you and your family/whanau	NEW	82%	77%	-	-	-
@23B	Satisfied with contact with Council	NEW	66%	59%	-	-	-
@26B	Satisfied with the communication from Council	NEW	67%	56%	-	-	-
@11B	Satisfied with the Opera House	-1%	93%	92%	94%	97%	96%
Q4	Satisfied with sealed roading network	-1%	43%	29%	44%	46%	41%
REP4	Overall quality of the services	-1%	60%	43%	61%	68%	63%
REP1	Overall leadership	-2%	55%	43%	57%	67%	60%
@21	Satisfied with the performance of Waitara Community Board members	-2%	40%	21%	42%	54%	39%
@7A	Satisfied with Chelmer Street (Oamaru) resource recovery park	-2%	86%	81%	88%	75%	84%
VM1_3	Fees for other services being fair and reasonable	-2%	41%	24%	43%	47%	48%
REP2	Overall faith and trust	-3%	54%	41%	57%	60%	53%
@6A	Satisfied with water supply	-3%	83%	76%	86%	85%	86%
Q8	Satisfied with Waitaki District is generally a safe place	-4%	82%	70%	86%	88%	85%
@18A	Satisfied with cemeteries	-5%	81%	71%	86%	80%	82%
@19	Satisfied with the performance of the Mayor and Councillors	-5%	52%	44%	57%	72%	64%
REP3	Overall financial management	-6%	31%	31%	37%	46%	43%
OVERALL	Overall performance	-6%	60%	45%	66%	69%	62%
@15A	Satisfied with Waitaki's sports fields and facilities	-7%	78%	70%	85%	82%	80%
@17A	Satisfied with the Aquatic Centre	-7%	78%	74%	85%	81%	77%
VM2	Overall value for the money	-8%	36%	29%	44%	50%	52%
REP5	Overall reputation	-9%	56%	46%	65%	68%	62%
VM1_1	How rates are spent on services and facilities	-9%	32%	28%	41%	48%	46%
VM1_2	Rates being fair and reasonable	-9%	33%	26%	42%	43%	43%
@20	Satisfied with the performance of Asurua Community Board members	-14%	31%	57%	45%	38%	55%

METHODOLOGY

This year a trial was conducted using the postal to online survey methodology for the Residents' Survey. With this methodology, a paper invitation is sent to a random sample of people from the Electoral Roll inviting them to complete the survey online. A hard copy of the questionnaire is sent to those aged 65 and anyone who requests a hard copy.

The Residents' Satisfaction survey was also concurrently conducted via the telephone methodology.

The sample size achieved for the telephone survey was 380 residents, and for the postal to online survey 513 residents. Both samples are statistically significant so that the results could sit on their own and also be compared to determine which methodology would be used in future.

For almost all measures the results for the postal to online methodology are lower than for the telephone survey. There are a number of reasons why the results can be lower for the postal to online survey methodology which are outlined below.

One of the reasons why the results for the telephone survey may be higher is due to agreeableness. Key Research report that there is a degree of agreeableness experienced with the telephone survey methodology where sometimes survey respondents when talking to someone on the telephone may be more likely to give higher results because they are talking to a person. With this, the telephone survey results can sometimes be artificially inflated because of agreeableness.

Key Research report that the appropriateness of the postal to online survey is better because survey respondents have more time to think about their answers and therefore the results may be more meaningful.

Experiences of other Councils:

- None moved back to telephone after trialling postal to online
- A drop in levels of satisfaction is quite common

In 2022-23 if we move to the postal to online entirely, we would report on the 2022-23 results and we'd have the 2021-22 trial results as a baseline. We would need to explain in the Annual Report what we are doing clearly as there is likely to be a drop in results.

INCLUSION OR EXCLUSION OF DON'T KNOWS

We prefer to add 'Don't know' or 'Don't have an opinion' option to our 10-point scale.

One of the main advantages of adding this option is that it reduces the number of responses who selected an answer just because they had to select an answer to move on.

A certain proportion of 'Don't knows' throughout the survey also helps us to determine if the response is valid.

If we would report excluding 'Don't knows', it minimises 'non-attitude' reporting, excluding those without an opinion. We do assume that majority of those who select 'Don't know' have actually no opinion, no experience or absolutely no knowledge on the asked issues. That is why we normally would report the results for satisfaction excluding don't knows. Very similarly, we use our survey flows for regulatory services (as an example). If people have no experience with building or resource consents we would not ask them about their satisfaction with the process of applying for consents.

Paper to online will include a higher proportion of don't knows than telephone interviews. With being anonymous, people feel less pressured to answer/rate the statements that they have no knowledge of (sometimes they also feel uncomfortable admitting that they have no knowledge about something).

COST OF THE ANNUAL RESIDENTS’ SURVEY FOR 2022-23

The annual fee for the survey achieving 800 interviews has increased by 9.8% largely as a result of increases in printing and postage stipulated by our suppliers due to inflation pressures. Last years fee split across the methods incorporated economies of scale in reporting and project management so separating the methods is not quite right as it gives a false perspective of executive time required.

Prior to the trial of the postal-to-online in 2021-23 we used a sample size of 400 which is considered a robust sample size.

Cost of undertaking the survey has increased in the coming year due to the high administrative costs associated with the delivery of the survey. While Key Research are continuing to find areas to reduce costs, the quote is likely to stand:

Methodology	Sample Size	Price 2021/22	Price 2022/23
Postal-to-Online	N = 400	\$24,430	\$35,160 (ex GST)
Postal-to-Online	N = 800	\$32,920	\$47,460 (ex GST)
Telephone	N = 400	\$25,300 (2020/21)	\$35,270 (ex GST)
Telephone	N = 800	\$49,400	Quote not sought

2022-23 Survey Questions

In 2021 as part of the Long Term Plan process the Residents’ Survey questions were reviewed. Many of the questions in the Residents’ Survey relate to performance measures in the Long Term Plan.

Because a thorough review was carried out last year as part of the Long Term Plan process and the fact that many of the current survey questions relate to performance measures in the 2021-31 Long Term Plan, officers are not proposing major changes to the survey questions this year.

The changes being recommended to the survey questions this year are:

- The addition of some quality of life (QoL) questions designed by Key Research to assist with a greater understanding of the level of wellbeing in our community – note these will not affect the cost of the survey.

Key Research has noted a downward trend in results across a number of Council’s over the last 24 months. As a result of this, they developed a number of QoL questions to understand the level of community wellbeing, as they believe this may have impacted the lower results being seen. The QoL questions are being reviewed by Key Research, however a sample of what has been included by other Council’s is below:

1	You’re satisfied with the lifestyle opportunities available in the district
2	You’re confident that xxxx District is going in the right direction
3	xxxx District is a great place to live
4	You’re clear about what Council does, and the services and facilities it offers
5	You trust Council to do the right thing for the district and its communities
6	You feel a sense of community with others in your neighbourhood

SEN1. On a scale of 1 to 10 where 1 is 'extremely poor' and 10 is 'excellent', how would you rate the overall quality of your life?

Extremely poor									Excellent		Don't know
1	2	3	4	5	6	7	8	9	10		

SEN2. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District?

		Strongly disagree					Strongly agree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	You're confident that the City is going in the right direction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The proposed survey questions for 2022-23, excluding the QoL questions which are not yet finalised by Key Research, are included as Attachment 2.

Questions which relate to performance measures in the Long Term Plan are highlighted yellow.

SUMMARY OF OPTIONS CONSIDERED

- Option 1** – Confirms that the methodology to be used for the 2022-23 Resident Satisfaction Survey (and future surveys) is the postal-to-online methodology with a sample size of N = 400, with the only change to the questions to be used for the 2022-23 Residents' Satisfaction Survey being the introduction of a set of QoL questions. **(Recommended)**
- Option 2** – Confirms that the methodology to be used for the 2022-23 Resident Satisfaction Survey (and future surveys) is the telephone methodology with a sample size of N = 400, with the only change to the questions to be used for the 2022-23 Residents' Satisfaction Survey being the introduction of a set of QoL questions.
- Option 3** - Confirms that the methodology to be used for the 2022-23 Resident Satisfaction Survey (and future surveys) is the postal-to-online methodology with a sample size of N = 400, with no change to the questions to be used for the 2022-23 Residents' Satisfaction Survey.
- Option 4** – Confirms that the methodology to be used for the 2022-23 Resident Satisfaction Survey (and future surveys) is the telephone methodology with a sample size of N = 400, with no change to the questions to be used for the 2022-23 Residents' Satisfaction Survey.

ASSESSMENT OF PREFERRED OPTION

Option 1 is preferred because it is a more robust survey methodology with a robust sample size. The postal-to-online methodology has the ability to reach wider community groups, and the inclusion of the QoL questions enable Council to obtain an understanding on the level of community wellbeing.

CONCLUSION

Officers will direct Key Research on the agreed methodology for the 2022-23 Resident Satisfaction Survey, the sample size, and questions to be included in the survey. Officers will make the results of the 2021-22 Resident Satisfaction Survey public and include the relevant performance measure results in the Annual Report document.

ADDITIONAL DECISION-MAKING CONSIDERATIONS

Outcomes

We keep our district affordable

We enable opportunities for new and existing business

We provide and enable services and facilities so people want to stay and move here

We understand the diverse needs of our community

Waitaki's distinctive environment is valued and protected

We maintain the safest community we can

Policy and Plan Considerations

The Residents' Satisfaction Survey is required to be completed each year to report on the performance measures in the Long Term Plan, and for reporting in the Annual Report.

Community Views

The results of the survey are a direct representation of the community views received during 2021/22.

Publicity and Community Considerations

The Annual Residents' Satisfaction Survey results will be made public on Council's website.

Attachment 1

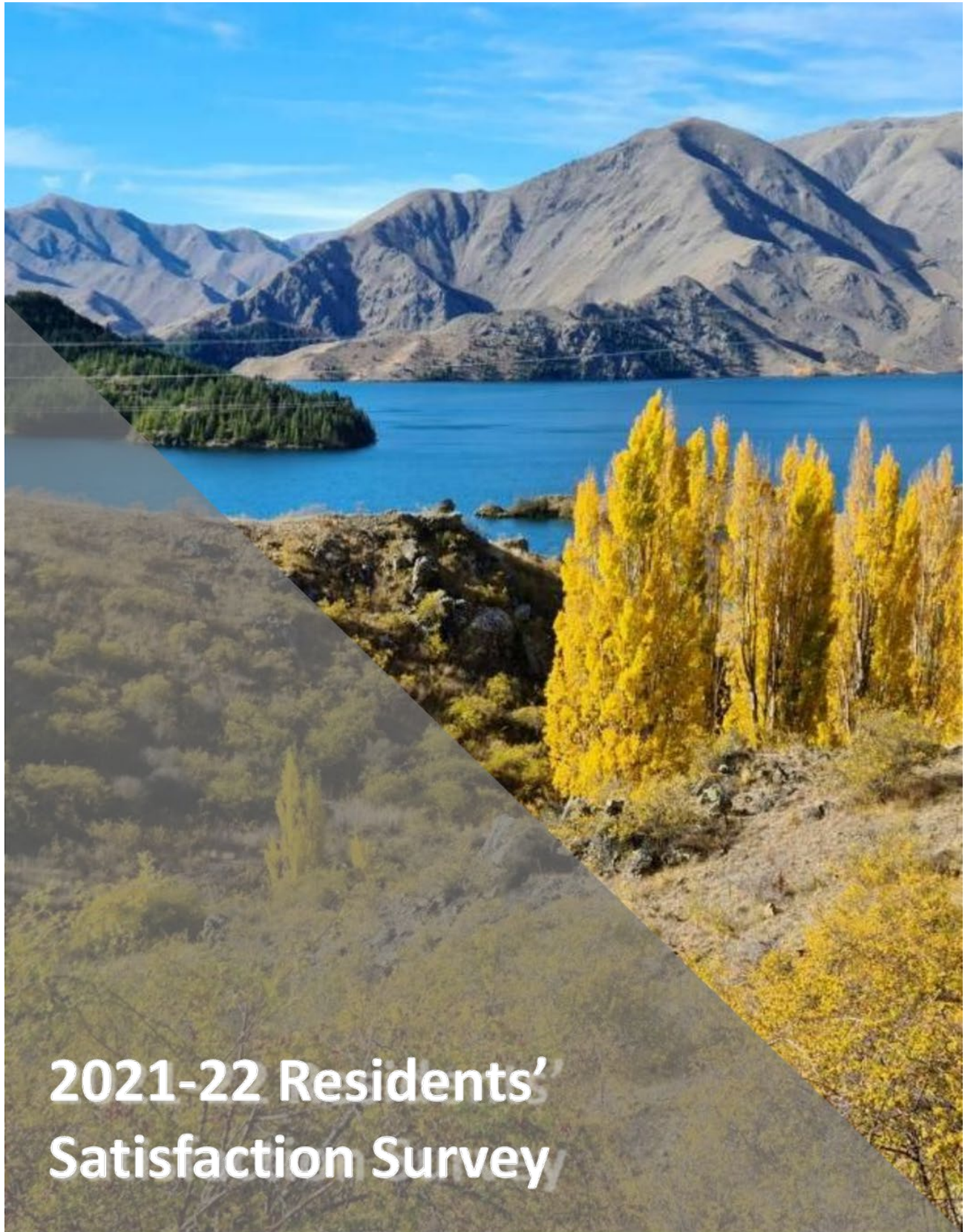




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Background, objectives and methodology

Introduction

The Waitaki District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council, and to prioritise improvement opportunities that will be valued by the community. Key Research has developed a comprehensive mechanism for providing this service.

Research Objectives

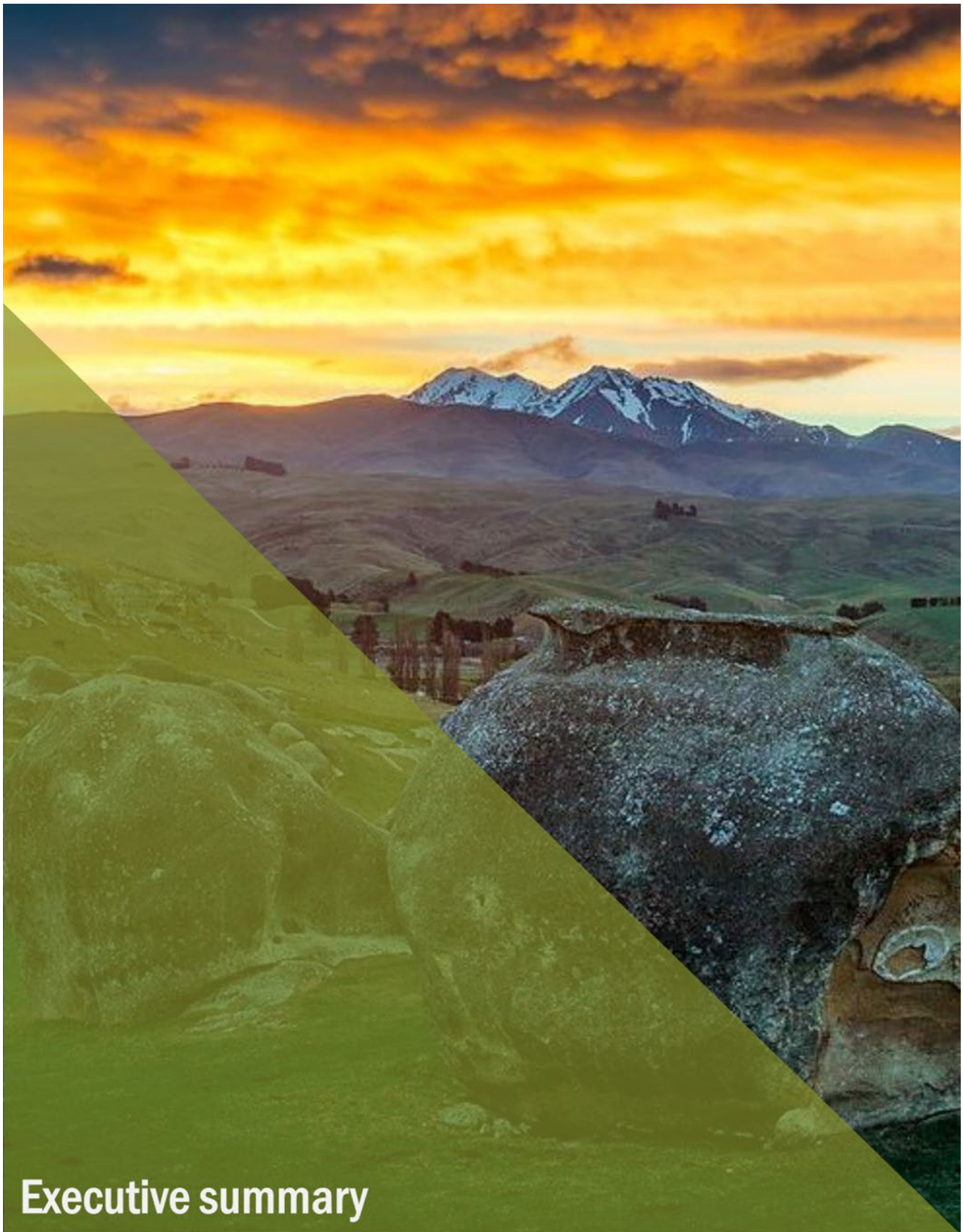
- To provide a robust measure of satisfaction with Council's performance in relation to services and Council assets
- To determine performance drivers and assist Council to identify the best opportunities to further improve satisfaction
- To measure how Council's reputation is evaluated by its residents
- To assess changes in satisfaction over time and measure progress against the Long-Term Plan

Method

- The methodology involved a telephone survey measuring the performance of Waitaki District Council with an achieved sample of n=380 residents.
- Council was considering a shift in methodology for data collection, so during the 2021/22 surveying period an additional data collection via paper to online method took place during the same time as telephone interviewing.
- Telephone: data collection was managed to defined quota targets based on age, gender, ward and ethnicity, landlines vs. cell phones. The latter was steady with an average of 62% for landline and 38% for cell phones.
- Paper to online: A paper invitation along with a hard copy questionnaire for those aged over 65 years was sent quarterly to a random selection of residents from the Electoral Roll. Each quarter the mail out was adjusted to ensure a good representation across all demographics. Annual sample achieved was n=513 residents.
- Post data collection for both methods the sample was weighted so it is exactly representative of key population demographics based on the 2018 Census
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of $\pm 4.28\%$ - 4.92% .
- Data collection was conducted in four waves: 14 October to 25 November 2021, 17 January to 24 February 2022, 24 March to 28 April 2022, and 20 May to 24 June 2022.

Notes:

- Due to rounding, percentages may add to just over or under (+/- 1%) totals.
- This year's report (results from 2021-22) is based on the results from the telephone interviews. This allows more accurate comparison with the previous years.
- All demographic results, verbatim comments and marked significance are in relation to the telephone interviews.
- Results from the 'paper to online' data collection method is presented separately and marked as '2022 paper to online'.



Executive summary





Key Findings

1. The Omicron outbreak has impacted Council’s services across the district. Staffing shortages (both Council staff and contractors) affected delivery across services such as (but not limited to) requests for services (for example, front of house enquiries and animal control), roading maintenance and rubbish collection.
2. Vaccine mandates and different alert level / traffic lights system limited resident’s capabilities to avail of Council’s services and facilities.
3. Most Council’s across New Zealand that we conduct Annual Residents’ Satisfaction surveys for have recorded decreases in overall satisfaction, perceptions of services and facilities as well as image and reputation measures.

Overall, perception of Waitaki District Council remains on par with the previous reporting period 12 months ago. While there has been a slight decline across most measures, satisfaction with Council’s performance slightly declined year on year (from 66% in 2021 to 60% in 2021). The decline over 24 months is significant (-9%). The two KPI’s that we have recorded a significant year-on-year decline are reputation (Overall reputation and Value for money (Overall value for money, How rates are spent on services and facilities and Rates being fair and reasonable).

The Waitaki District Council has an acceptable overall reputation benchmark score of +77, which is a slight decline from an excellent benchmark of +81 in 2021. Close to half of the residents (49%) are Council’s Champions that have a good level of trust and support Council’s decisions.

The key priorities for improving overall perceptions of Council’s performance are:

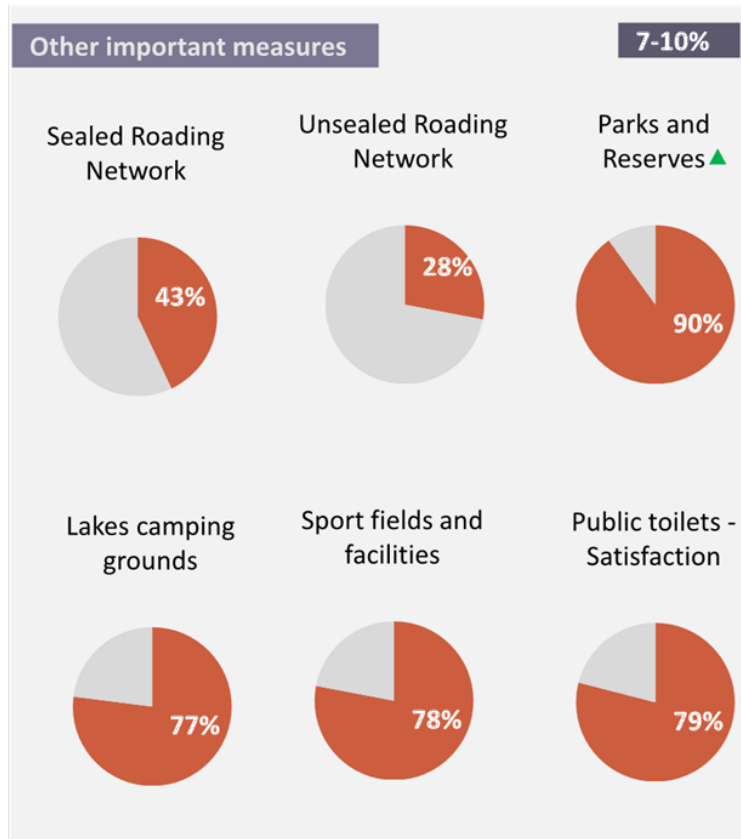
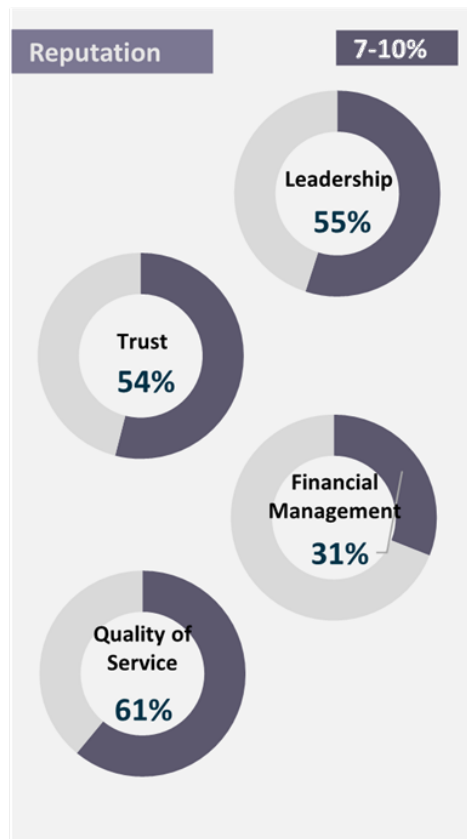
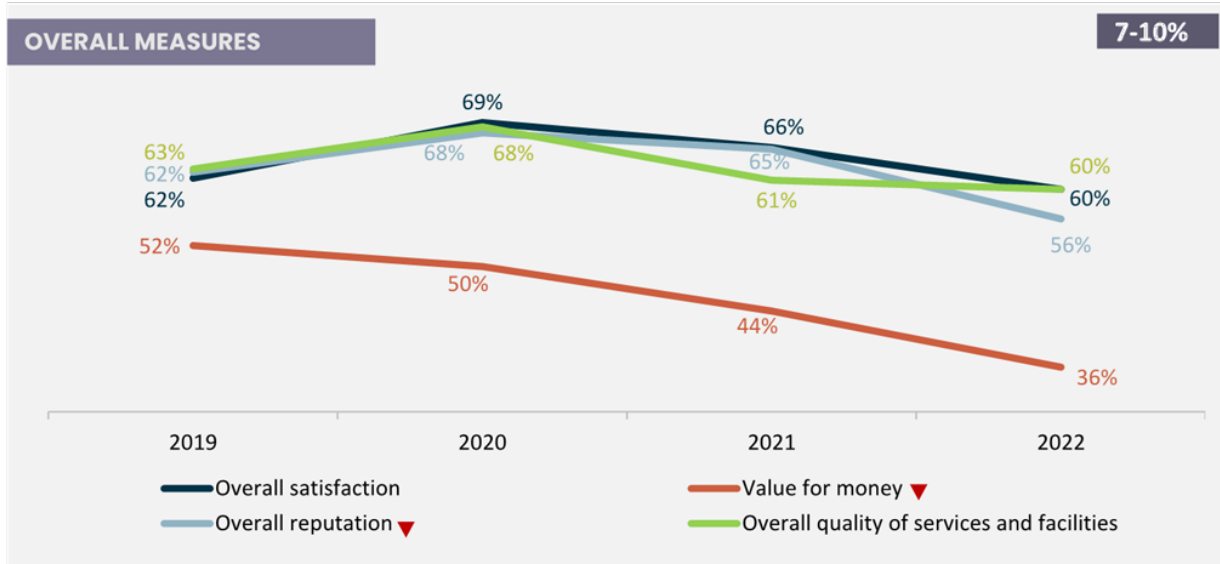
Perception of Leadership. Leadership is perceived as Council’s commitment to creating a great district, promoting economic development, being in touch with the community and setting clear direction. While there is great support towards elected members and community boards, a number of comments have been made that pointed towards a lack of communication and consultation from the Council, as well as a lack of visibility.

How rates are spent on services and facilities. Residents’ satisfaction with this area has significantly decreased since 2021. There is lack of awareness on how rates are spent and residents wanting to have more information regarding how their money is spent. This area is closely connected with another priority - *Rates being fair and reasonable.* Residents would like to see more services to be included in the rates, as well as rates spent on the core infrastructure first (such as roading).





Summary of Key Performance Indicators

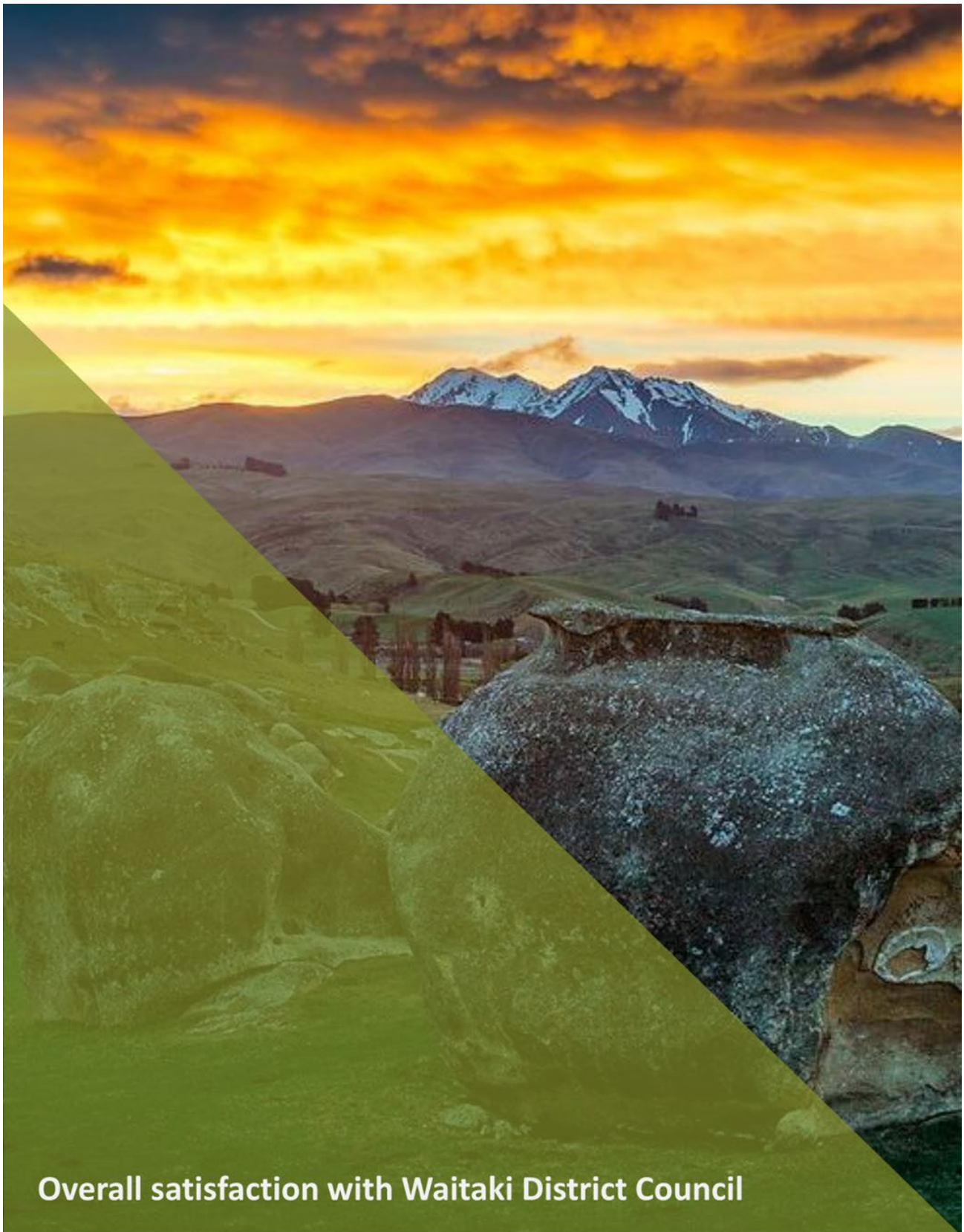


Year-on-year
▲ Significantly higher
▼ Significantly lower

Overall Measures-Satisfied/Very satisfied (%7-10) – Including ‘Don’t know’ results

The table below lists the 2019 to 2022 results for all identified key performance measures in the survey.

Q	Performance indicators	% point increase / decrease (2022-2021)	Percentage of respondents satisfied, or very satisfied				
			2022 telephone	2022 paper to online	2021	2020	2019
@13A	Satisfied with the quality of the Council-owned Lakes camping grounds	+14%	77%	57%	63%	77%	71%
Q5	Satisfied with unsealed roading network	+6%	28%	25%	22%	33%	28%
@10A	Satisfied with library services	+5%	92%	83%	87%	88%	89%
@12A	Satisfied with parks and reserves	+5%	90%	77%	85%	87%	84%
@16A	Satisfied with the public toilets	+2%	79%	63%	77%	77%	74%
@22	Satisfied with Council’s consultation with the community	+2%	44%	39%	42%	51%	47%
@9B	Importance of library to you and your family/whanau	NEW	82%	77%	-	-	-
@23B	Satisfied with contact with Council	NEW	66%	59%	-	-	-
@26B	Satisfied with the communication from Council	NEW	67%	56%	-	-	-
@11B	Satisfied with the Opera House	-1%	93%	92%	94%	97%	96%
Q4	Satisfied with sealed roading network	-1%	43%	29%	44%	46%	41%
REP4	Overall quality of the services	-1%	60%	43%	61%	68%	63%
REP1	Overall leadership	-2%	55%	43%	57%	67%	60%
@21	Satisfied with the performance of Waihemo Community Board members	-2%	40%	21%	42%	54%	39%
@7A	Satisfied with Waitaki Resource Recovery Park	-2%	86%	81%	88%	75%	84%
VM1_3	Fees for other services being fair and reasonable	-2%	41%	24%	43%	47%	48%
REP2	Overall faith and trust	-3%	54%	41%	57%	60%	53%
@6A	Satisfied with water supply	-3%	83%	76%	86%	85%	86%
Q8	Satisfied with Waitaki District is generally a safe place	-4%	82%	70%	86%	88%	85%
@18A	Satisfied with cemeteries	-5%	81%	71%	86%	80%	82%
@19	Satisfied with the performance of the Mayor and Councillors	-5%	52%	44%	57%	72%	64%
REP3	Overall financial management	-6%	31%	31%	37%	46%	43%
OVERALL	Overall performance	-6%	60%	45%	66%	69%	62%
@15A	Satisfied with Waitaki’s sports fields and facilities	-7%	78%	70%	85%	82%	80%
@17A	Satisfied with the Aquatic Centre	-7%	78%	74%	85%	81%	77%
VM2	Overall value for the money	-8%	36%	29%	44%	50%	52%
REP5	Overall reputation	-9%	56%	46%	65%	68%	62%
VM1_1	How rates are spent on services and facilities	-9%	32%	28%	41%	48%	46%
VM1_2	Rates being fair and reasonable	-9%	33%	26%	42%	43%	43%
@20	Satisfied with the performance of Ahuriri Community Board members	-14%	31%	57%	45%	38%	55%

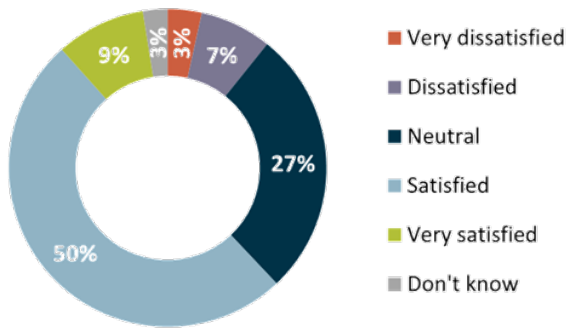


Overall satisfaction with Waitaki District Council

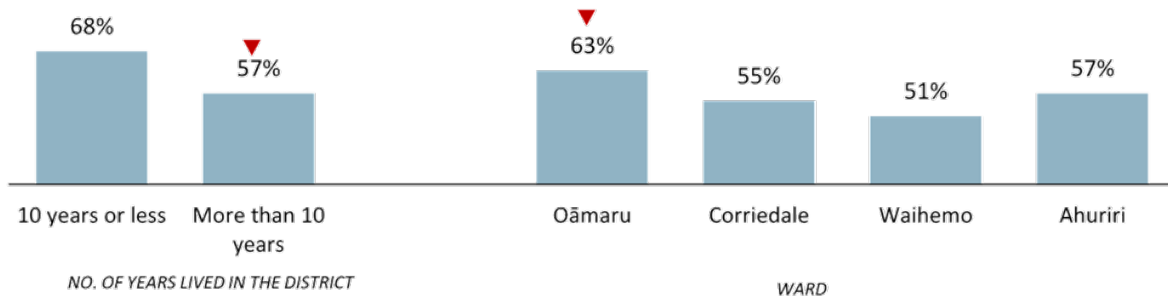
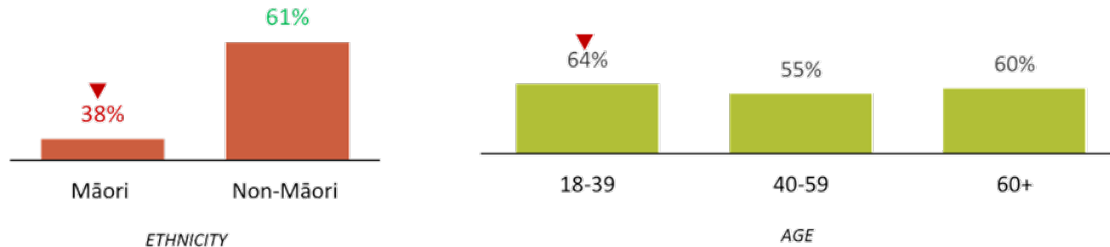
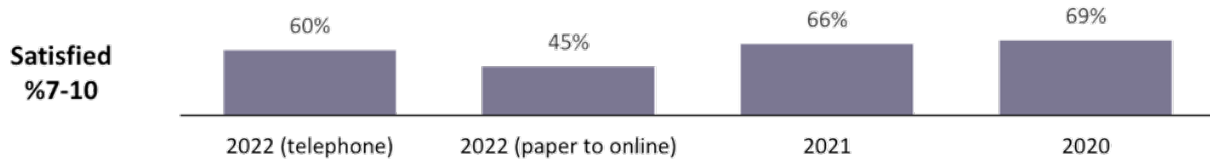




Overall Performance



- Satisfaction with Council's performance slightly declined year on year (from 66% in 2021 to 60% in 2022). The decline over 24 months is significant (-9%).
- Residents from the younger age group are more likely to be satisfied with Council's performance than older residents. However, the proportion of those aged under 40 years who are satisfied has significantly declined year-on-year.
- Other groups that contributed to year-on-year decline in perception include those who identify as Māori, those from Oāmaru and those who have lived in the district over 10 years.



NOTES:

1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. OVERALL: Now considering everything we have covered with regard to the Waitaki District Council; all the services they provide, their reputation and value for money, how satisfied are you with the overall performance of the Council?

Year-on-year
▲ Significantly higher
▼ Significantly lower

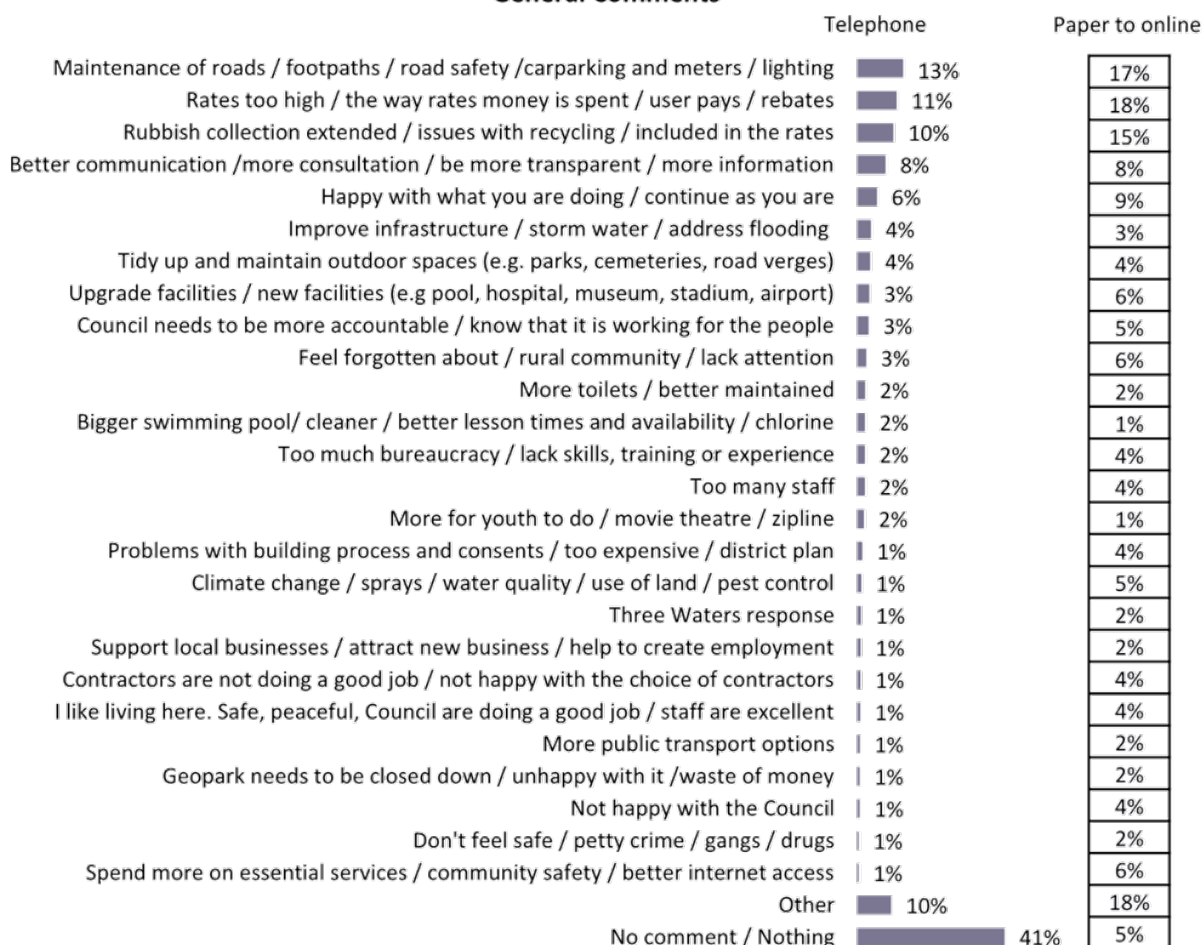
Between demographics
▲ Significantly higher
▼ Significantly lower



Report | August 2022



General Comments

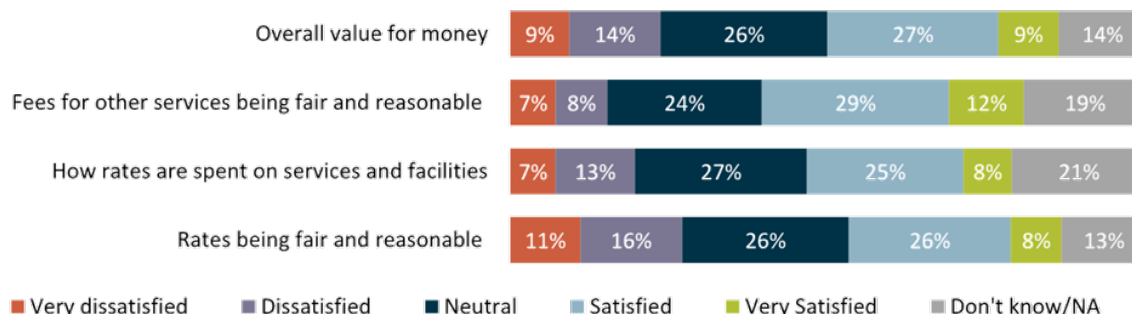


 <ul style="list-style-type: none"> - <i>The rates keep going up. We have been paying for the wharf for the past 15 years and they haven't yet fixed it. The roads are terrible. The road is like a patch work. The contractors who are hired to fix the roads don't do a good job.</i> - <i>I think with the growth we are having they should encourage people to come to the area, but they are not.</i> - <i>My storm water drain needs attention. For items like library, swimming pool and harbor should be user pays rather than everyone paying as some people don't use them.</i> - <i>Follow through with what they say. Don't get rid of the reserve walks. Make the sports hub happen sooner.</i> 	 <ul style="list-style-type: none"> - <i>I am happy with the services.</i> - <i>I think they do an amazing job especially during the covid year.</i> - <i>They are subject to Govt charges and direction which are unavoidable such as 3 waters and SNAs. They spend well for what they are left to deal with. The Council is getting left with precious little to make decisions on.</i> - <i>I think Council is well led by a good man. A good Mayor and a good Deputy.</i> - <i>Museum. I found the museum was cooperative and really good. Archives people were really good.</i>
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NOTES:
 1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
 2. GEN: Are there any other comments that you would like to make about the Waitaki District Council? telephone =371, paper to online =224
 3. Results with less than 1% are not shown.



Value for Money



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Overall value for money	36% ▼	29%	44%	50%
How rates are spent on services and facilities	32% ▼	28%	41%	48%
Rates being fair and reasonable	33% ▼	26%	42%	43%
Fees for other services being fair and reasonable	41%	24%	43%	47%

Scores with % 7-10	18-39	40-59	60+
Overall value for money	25% ▼	34%	47%
How rates are spent on services and facilities	21% ▼	33%	40%
Rates being fair and reasonable	18% ▼	35%	43%
Fees for other services being fair and reasonable	38%	41%	43%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Overall value for money	39% ▼	37%	30%	27%
How rates are spent on services and facilities	33% ▼	39%	22%	20%
Rates being fair and reasonable	35% ▼	38%	22%	26%
Fees for other services being fair and reasonable	39%	45%	46%	40%

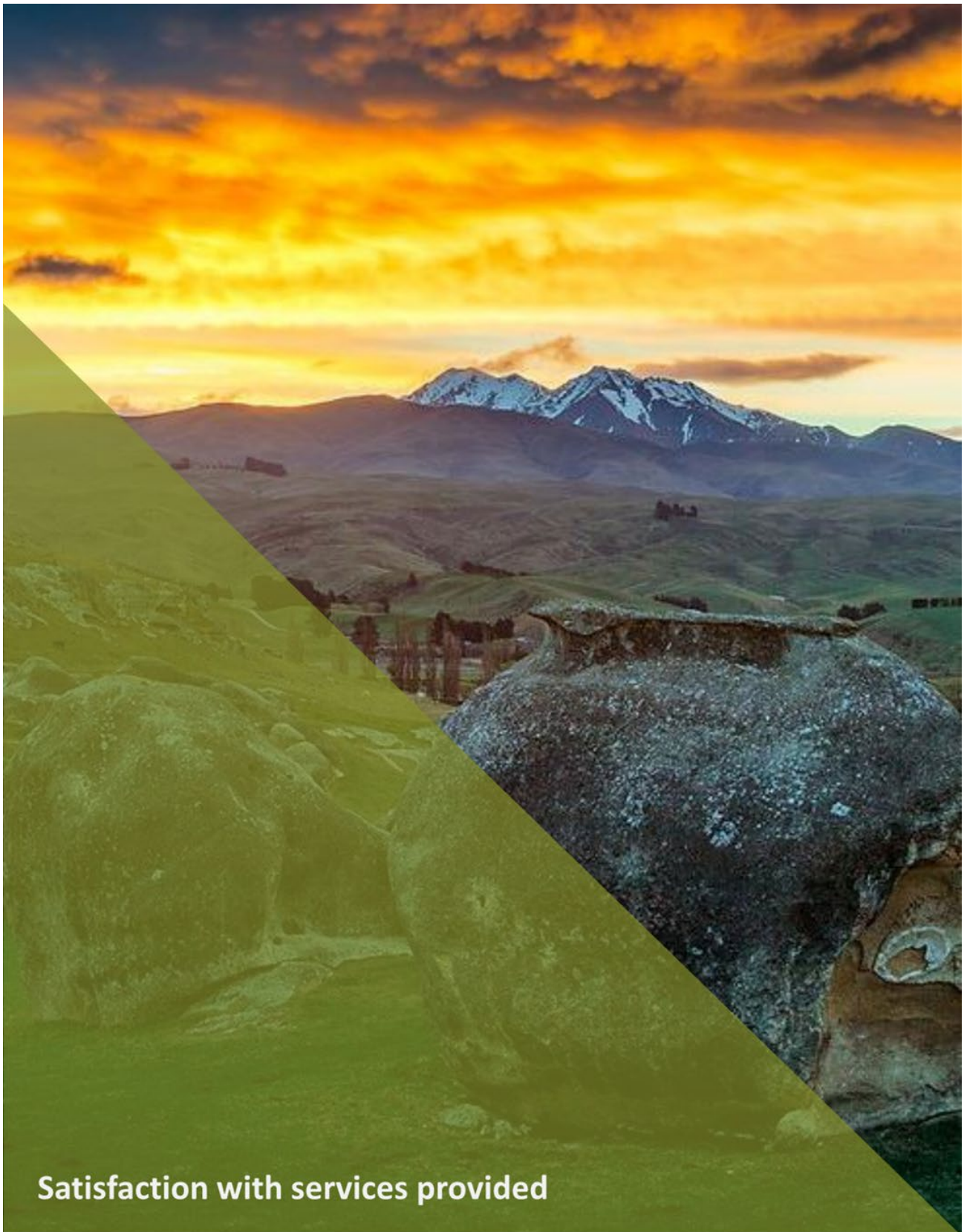
- Satisfaction with *Value for money* has declined across all attributes with *How rates are spent on services and facilities* having the highest percentage point decrease (-9%) and *Rates being fair and reasonable* (-9%).
- Satisfaction is consistent across wards. Older residents are more likely to be satisfied with the *Value they get for the rates they pay* than younger residents.
- Perception of residents living in the Oāmaru ward has significantly declined year-on-year in relation to *Value for money*.

NOTES:

1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. VM1: How would you rate the satisfaction with the Council for?
5. VM2: Considering all the services and facilities that the Council provides. Overall, how satisfied are you that you receive good value for the money you spend in rates and other fees?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Satisfaction with services provided

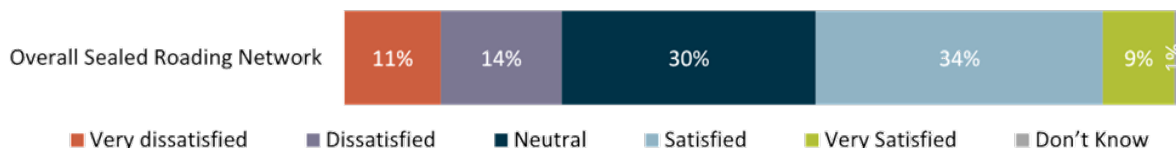




Report | August 2022



Sealed roading network



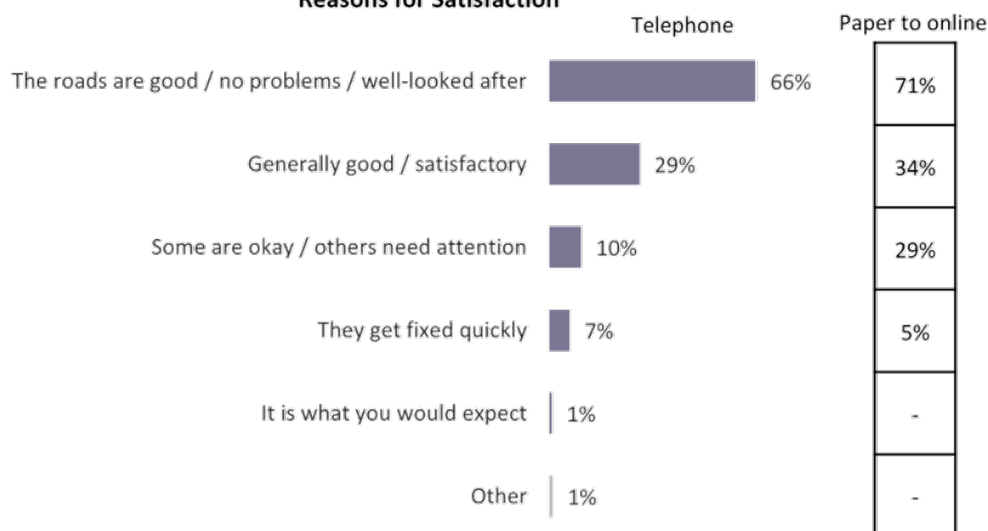
Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Sealed roading network	43%	29%	44%	46%

Scores with % 7-10	18-39	40-59	60+
Sealed roading network	53%	30%	46%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Sealed roading network	46%	42%	29%	36%

- More than four in ten residents (43%) are satisfied with the *Sealed roading network* in the district. This percentage is consistent with 2021 (43%).
- Younger residents and those over 65 years are significantly more likely to be satisfied with the *Sealed roading network* than residents in the 40-59 age group.
- Those residing in Waihemo ward have recorded the lowest satisfaction with the sealed roading network compared with other wards.

Reasons for Satisfaction



NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Q4: Using a scale of 1-10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the sealed roading network in the Waitaki District?
5. Q4a: If satisfied, why is that? **telephone =91, paper to online =70**

Between demographics
Significantly higher
Significantly lower

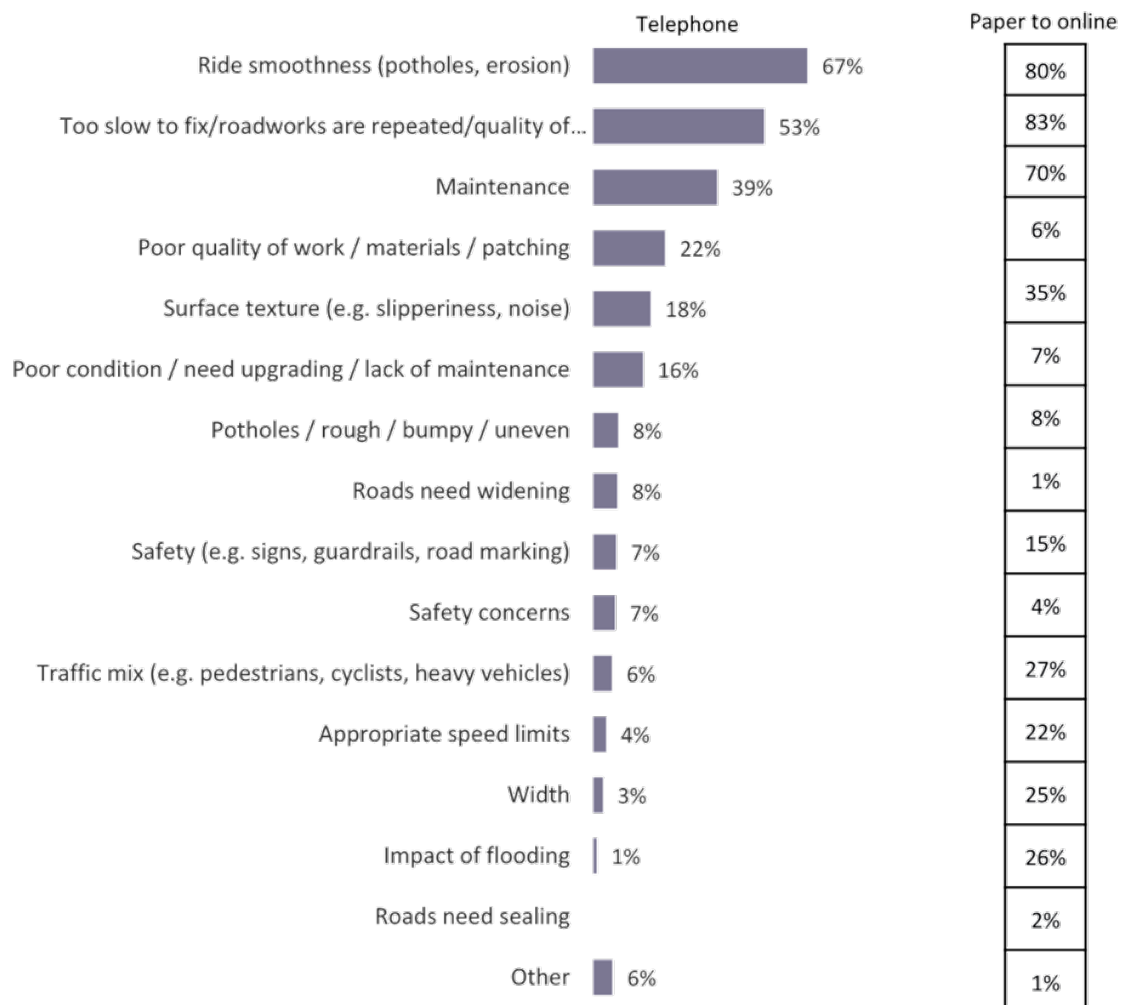


Report | August 2022



Sealed roading network (Dissatisfaction)

Reasons for Dissatisfaction



Ride smoothness is the top reason for dissatisfaction with the *Sealed roading network*, followed by *Too slow to fix/roadworks are repeated/quality of repairs*.

Other reasons include:

- Roads being better in other Councils' areas
- Lack of money spent on the roads
- Lack of maintenance of footpaths

NOTES:

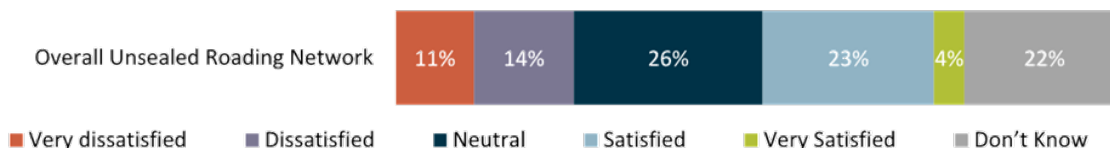
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ;
2. Q4b: If dissatisfied, why is that? telephone =79, paper to online =148



Report | August 2022



Unsealed roading network



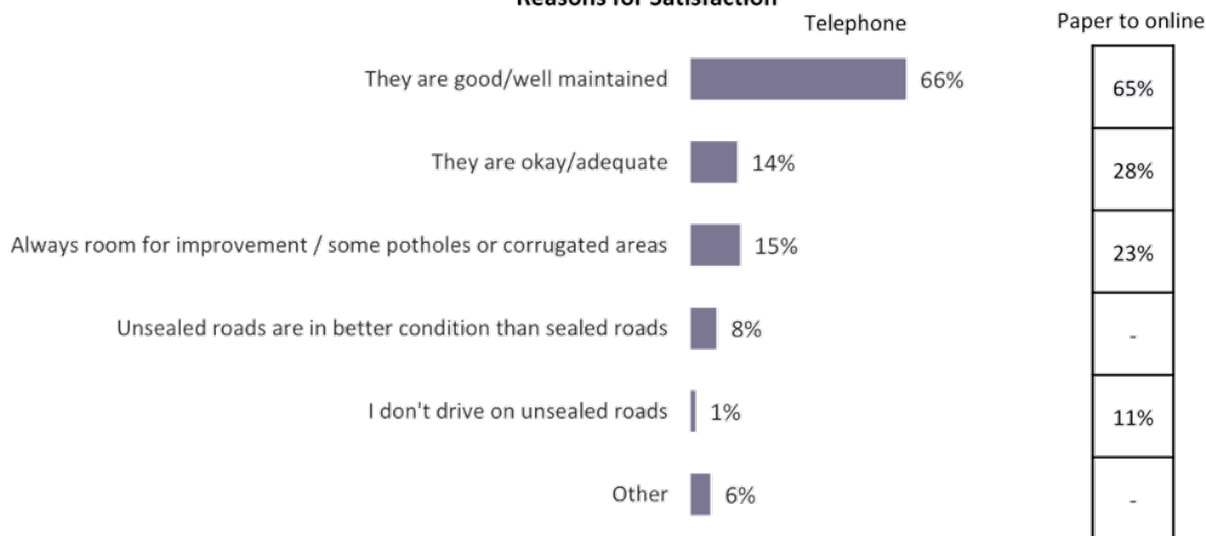
Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Unsealed roading network	28%	25%	22%	33%

Scores with % 7-10	18-39	40-59	60+
Unsealed roading network	39%	27%	20%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Unsealed roading network	32%	24%	13%	27%

- There is a 6% increase in satisfaction with the *Unsealed roading network* with 28% of the residents satisfied (22% in 2021).
- Younger residents and those residing in the Oāmaru ward are more likely to be satisfied with the *Unsealed roading network* than other residents.

Reasons for Satisfaction



NOTES:

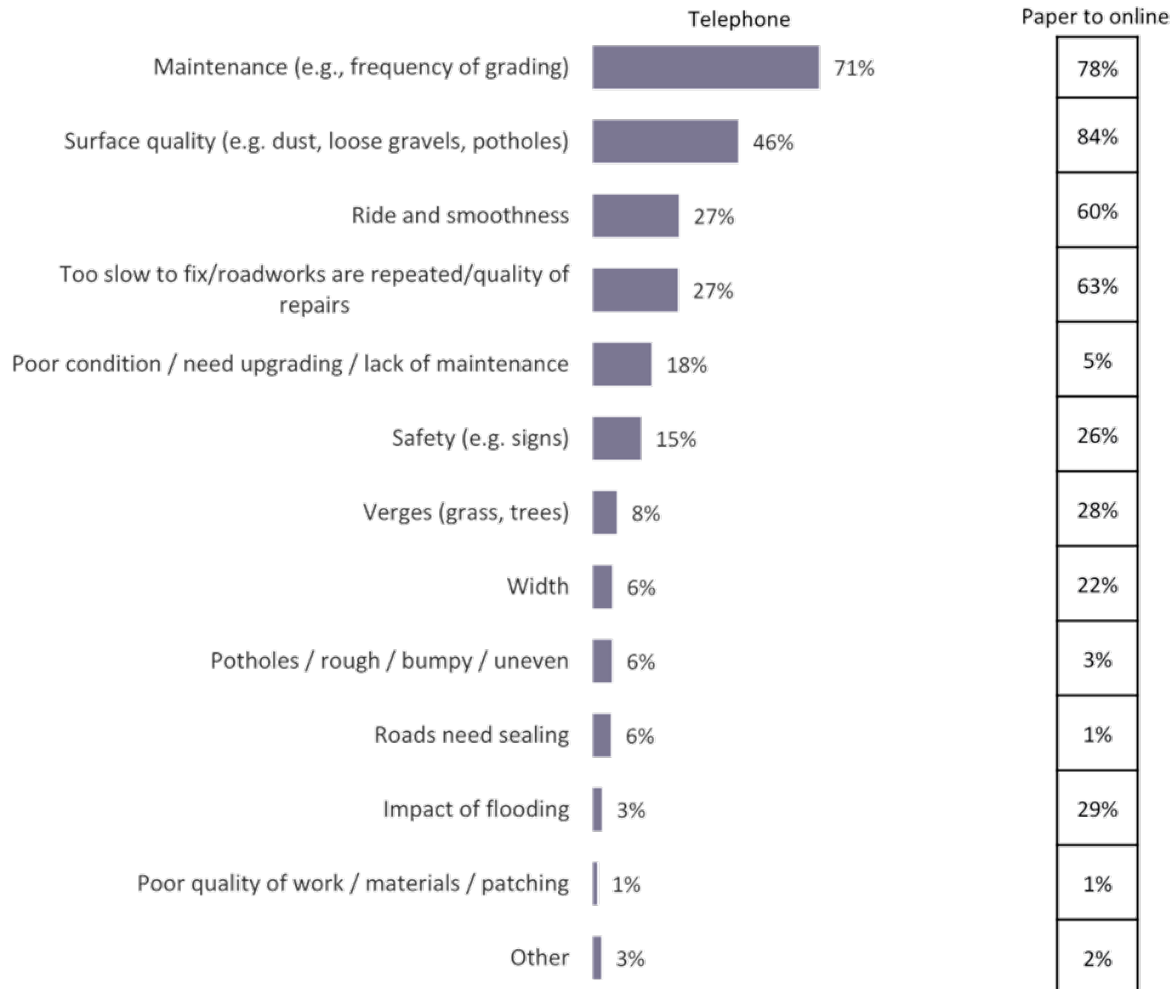
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Q5: Using the same 1-10 scale, how satisfied are you with the unsealed roading network in the Waitaki District?
5. Q5a: If satisfied, why is that? telephone =48, paper to online =30

Between demographics
Significantly higher
Significantly lower



Unsealed roading network (Dissatisfaction)

Reasons for Dissatisfaction



Maintenance is the main reason for dissatisfaction with Unsealed roading network, followed by Surface quality.

Other reasons include:

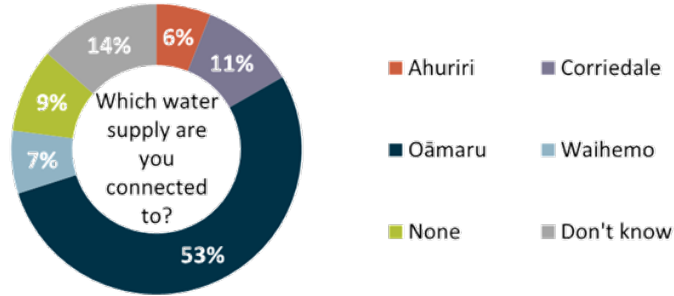
- *Corrugation on the roads*
- *Damages to vehicles while driving on roads*
- *More roads need sealing in the district*

NOTES:

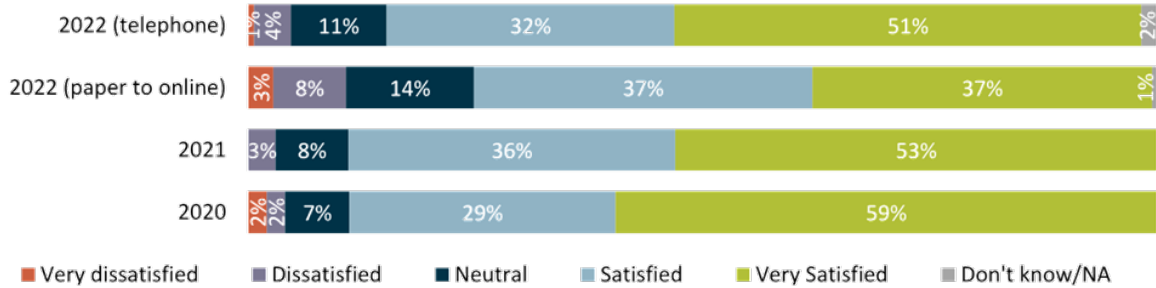
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ;
2. Q5b: If dissatisfied, why is that? **telephone =70, paper to online =90**



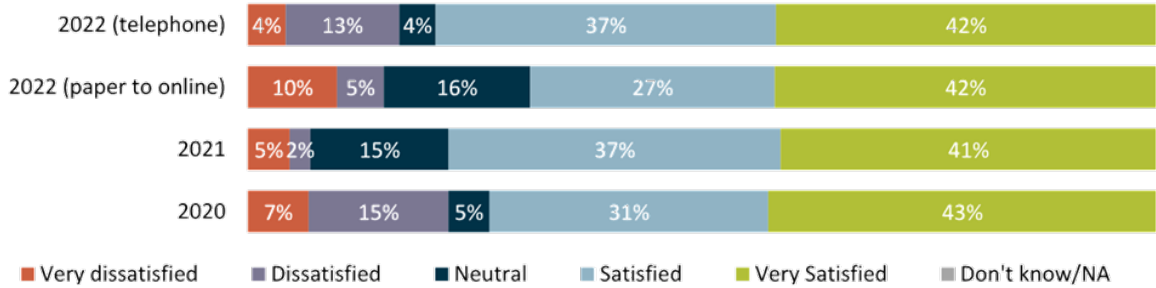
Water Supply



Satisfaction with Oamaru water supply



Satisfaction with Waihemo water supply



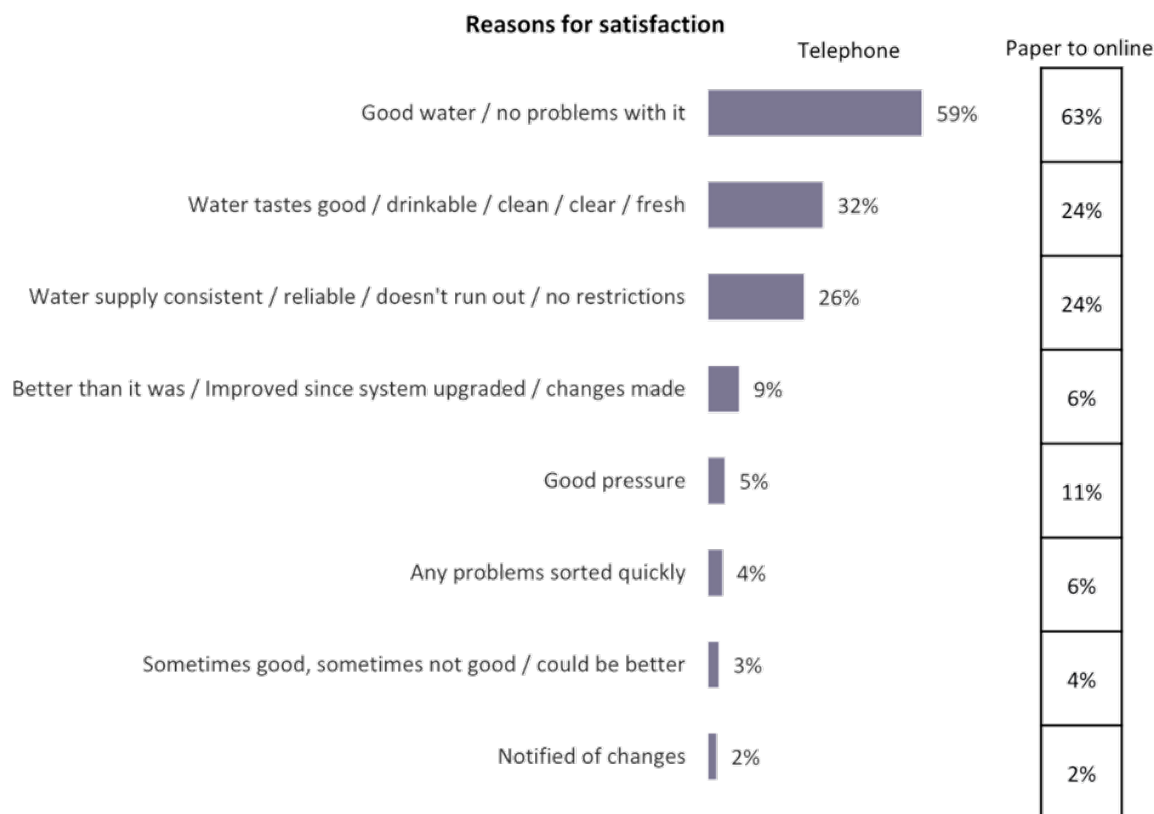
- Perceptions of the Oamaru and Waihemo *Water supply connection* remain at similar levels when compared with the results in 2021.

NOTES:

1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. Q6: Which water supply are you connected to?
3. Oamaru telephone =168, paper to online =274
4. Waihemo telephone =26, paper to online =48
5. Q5a: How satisfied are you with the water supply provided by the Waitaki District Council?



Reasons for satisfaction and dissatisfaction with water supply



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Poor quality of water / substandard	1	7
Low water pressure / can't always get supply / not notified when supply is turned off	-	8
Tastes bad	5	10
Dirty / discoloured water	1	3
Other	3	8

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. Q6b. If satisfied, why is that? **telephone =172, paper to online =229**
3. Q6c. If very dissatisfied, why is that **telephone =6, paper to online 29**



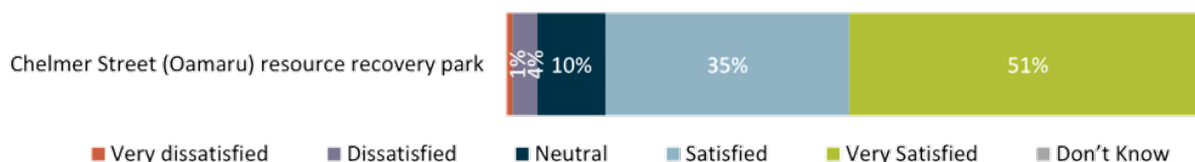
Waitaki Resource Recovery Park



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Waitaki Resource Recovery Park	56%	64%	54%	57%

% Visited	18-39	40-59	60+
Waitaki Resource Recovery Park	48%	59%	58%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Waitaki Resource Recovery Park	64%	65%	20%	18%



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Waitaki Resource Recovery Park	86%	81%	88%	75%

Scores with % 7-10	18-39	40-59	60+
Waitaki Resource Recovery Park	83%	87%	87%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Waitaki Resource Recovery Park	85%	92%	76%	69%

- Visitor satisfaction with the *Waitaki Resource Recovery Park* remains consistent over the past 12 months (88% in 2021 vs. 86% in 2022).
- There is no significant difference in satisfaction by age and ward.

NOTES:

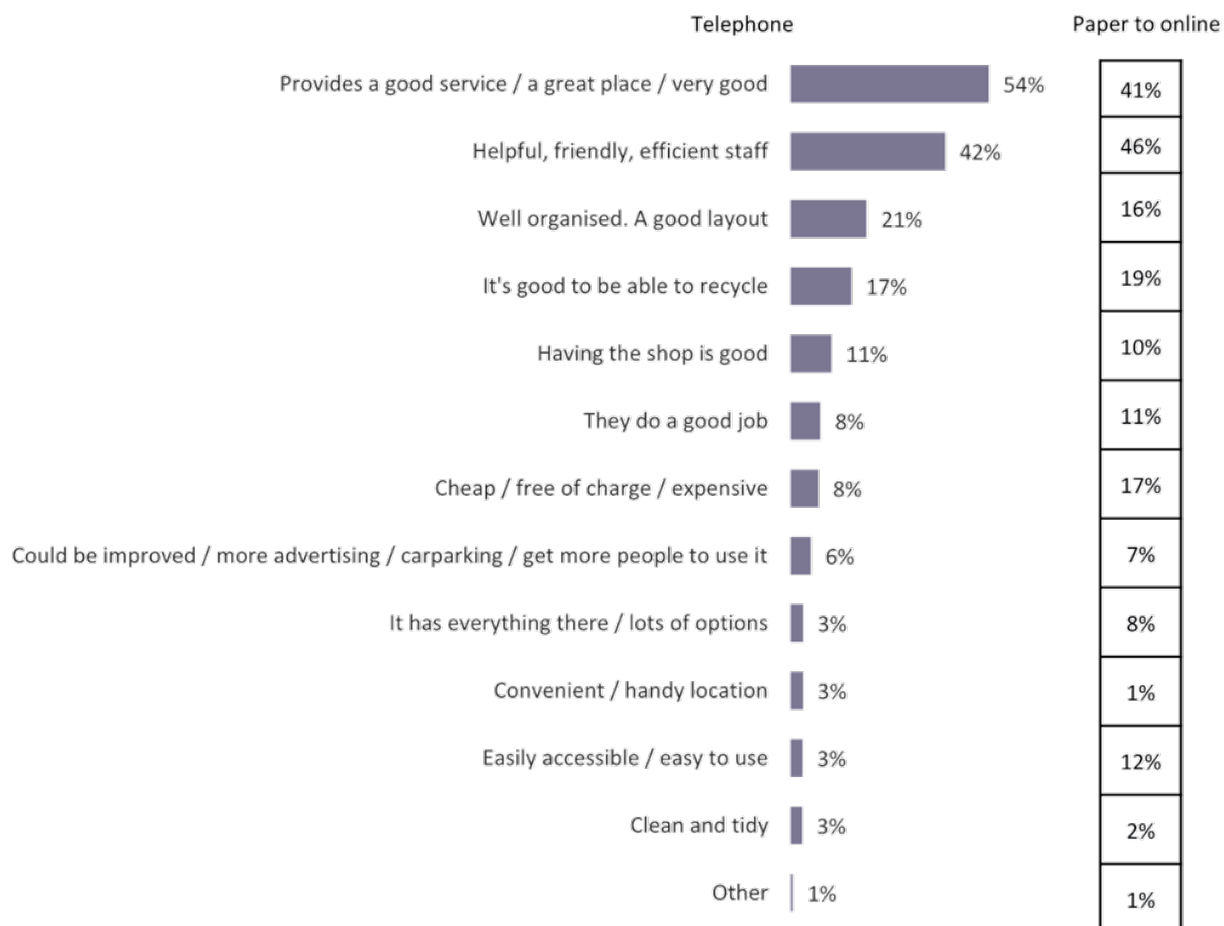
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Q7: Have you used the Chelmer Street (Oāmaru) resource recovery park in the past 12 months?
5. Visitors: telephone =211, paper to online =323
6. Q7a: How satisfied are you with the resource recovery park?

Between demographics
Significantly higher
Significantly lower



Waitaki Resource Recovery Park

Reasons for satisfaction



Residents think that the *Waitaki Resource Recovery Park Provides good service* (54%) and has *Helpful, friendly, and efficient staff* (42%).

Reasons for dissatisfaction (n=4):

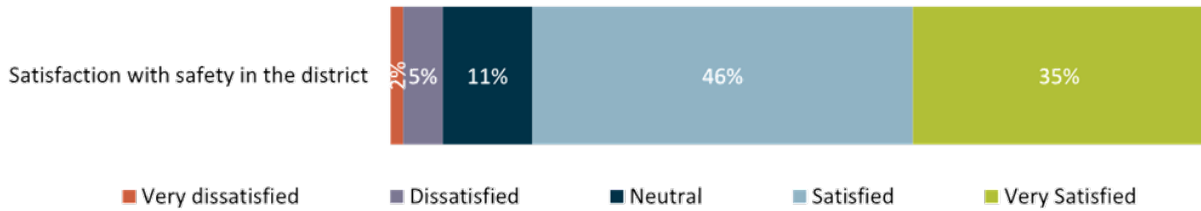
- It needs more maintenance and upkeep.
- Staff are nice but the park needs improvement (infrastructure needs to be lifted up, like the entrance and the exit needs improvement)
- A bit expensive. No wonder people dump rubbish in country places.
- About the ability to recycle which is out of control for the plant.

NOTES:

1. Total Sample 2021 n=401
2. Q7b: If satisfied (with the Chelmer Street resource recovery park), why is that? **telephone =160, paper to online =203**
3. Q7c: If dissatisfied, why is that? **telephone =4, paper to online =11**



Waitaki District as a safe place to be



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with safety in the district	82%	70%	86%	88%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with safety in the district	82%	82%	81%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with safety in the district	82%	82%	73%	90%

- Satisfaction with *Safety* in the district has slightly declined by a further four percentage points from 86% in 2021 to 82% in 2022.
- There is no significant difference in perception of safety among different age groups or wards.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Q8: How satisfied are you that the Waitaki district is generally a safe place to be?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

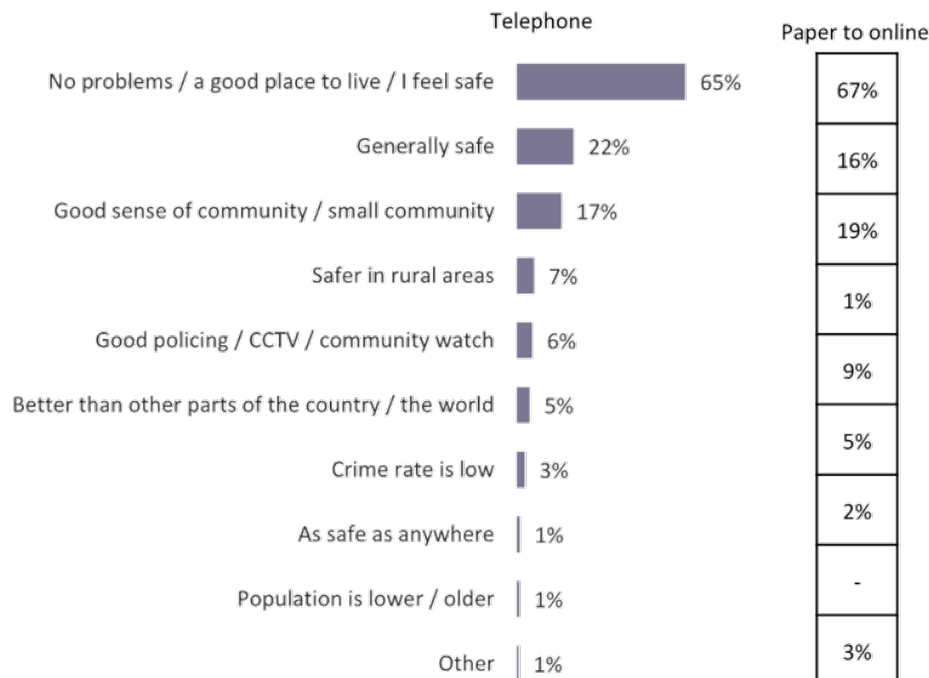


Report | August 2022



Reasons for satisfaction and dissatisfaction with safety

Reasons for satisfaction



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Crime taking place / damage to property	3	19
Not as safe as it used to be / not safe at night	1	19
Common trend/hear things that are of concern	-	14
Rough people	3	13
Not safe for children	-	9

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q8a: If satisfied, why is that? telephone =236, paper to online =195
3. Q8a: If dissatisfied, why is that? telephone =8, paper to online =35

Libraries



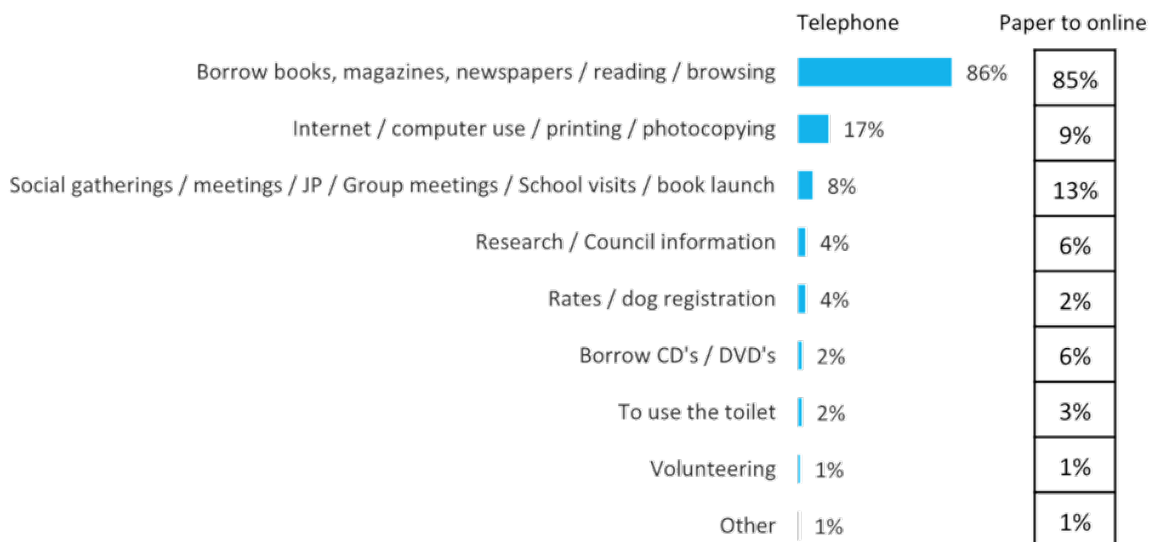
% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Libraries	43% ▲	48%	34%	48%

% Visited	18-39	40-59	60+
Libraries	46% ▲	39%	45%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Libraries	46% ▲	32%	55%	36%

- The usage of *Library* services has increased significantly in the last 12 months from 34% in 2021 to 43% in 2022.
- *Borrowing books, magazines, newspapers and other reading materials* is the main reason why residents visit a library (86%), followed by *Internet/computer use/printing/photocopying* (17%) then *Social gatherings/meetings/Justice of the Peace/school visits/book launch* (8%).

Purpose for visiting the library



NOTES:

1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Q9: Have you visited any of the libraries in the Waitaki District in the past 12 months?
5. Visited: telephone =165, paper to online =266
6. Q9a: What was the purpose of your purpose of your visit to the library? telephone =165, paper to online =261

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Importance of libraries*

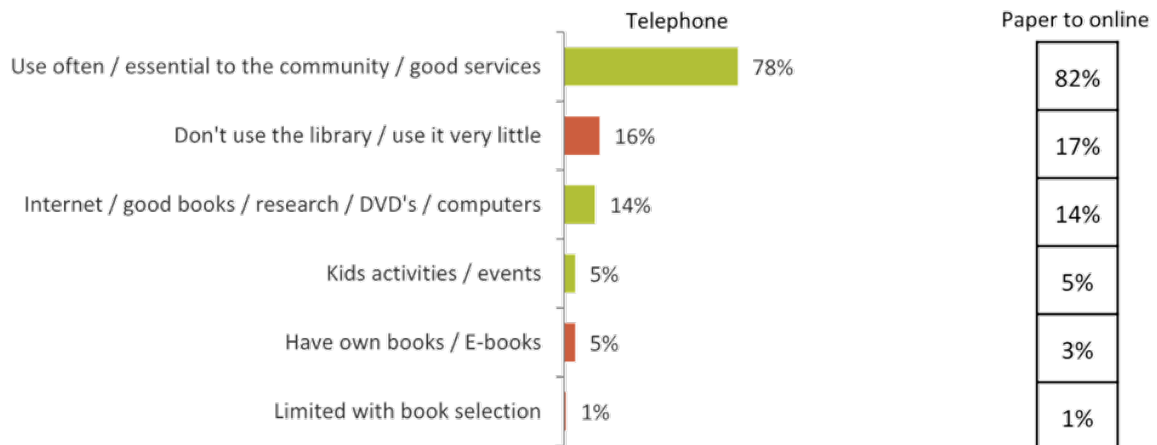


■ Not important at all ■ Somewhat not important ■ Neutral ■ Somewhat important ■ Very important ■ Don't Know

Scores with % 7-10	2022 (telephone)		2022 (paper to online)	
Importance to whanau	82%		77%	
Scores with % 7-10	18-39	40-59	60+	
Importance to whanau	86%	78%	83%	
Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Importance to whanau	80%	83%	95%	75%

- When it comes to how important the libraries are for the residents, 82% overall consider them to be 'somewhat important' or 'very important'.
- Those who feel that libraries are of a great importance for whanau, mention that they are essential to the community (78%), as well as they allow usage of the internet, computers and research.

Reasons behind the scores
Note: green – important, red – not important



NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
 2. 18-39 n=84; 40-59 n=136; 60+ n=160;
 3. Māori n=21; All Others n=359;
 4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
 5. Visited: telephone =165, paper to online =266
 6. Q9b. How important is the library to you and your whanau?
 7. 9c. Can you please tell us why you gave that score/rating? telephone =165, paper to online =239
- * New question added in 2021/2022. No historical comparison available

Year-on-year
▲ Significantly higher
▼ Significantly lower

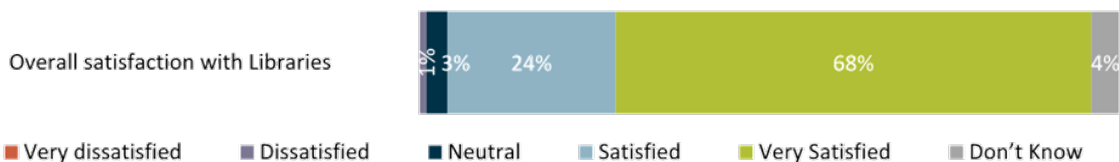
Between demographics
▲ Significantly higher
▼ Significantly lower



Report | August 2022



Satisfaction with libraries



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with libraries	92%	83%	87%	88%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with libraries	98% ▲	83%	94%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with libraries	95%	90%	84%	84%

- Satisfaction with *Libraries* has increased by 5% from last year’s result to 92% *satisfied*.
- Satisfaction amongst younger residents aged 18-34 has increased significantly year-on-year to 98%.
- Residents in this age group are now significantly more *satisfied* with the *district’s libraries* than residents aged 40-59 years.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
4. Visited: **telephone =165, paper to online =266**
5. Q10: How satisfied are you with the library services in the Waitaki district?

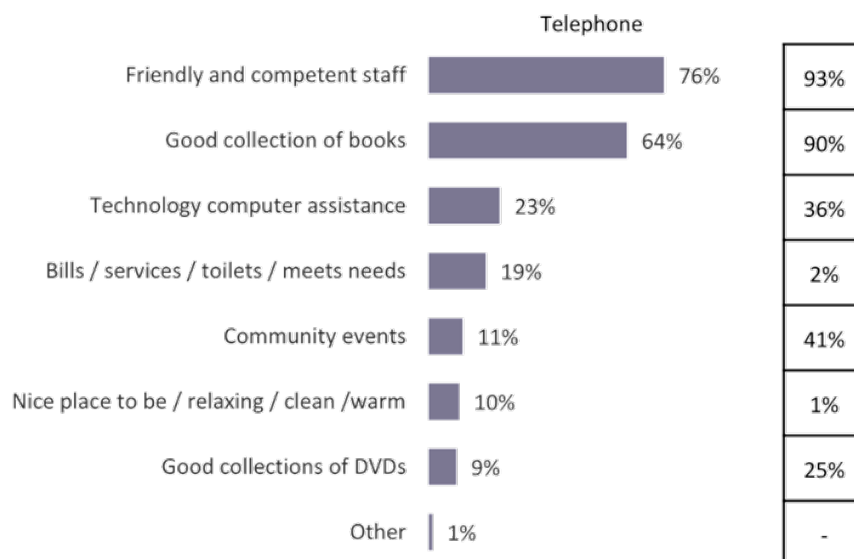
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Reasons for satisfaction and dissatisfaction with libraries

Reasons for satisfaction



Reasons for dissatisfaction

Note: No one who participated in the survey via telephone left a response regarding the reasons for dissatisfaction with the libraries.

Reasons for dissatisfaction	Count paper to online
Collections need updating / better selection	3
Opening hours	1
Other	4

NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513
- Q10a: If satisfied, why is that? telephone =140, paper to online =193
- Q10b: If dissatisfied, why is that? telephone =0, paper to online =10



Oāmaru Opera House



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Oāmaru Opera House	32%	31%	38%	47%

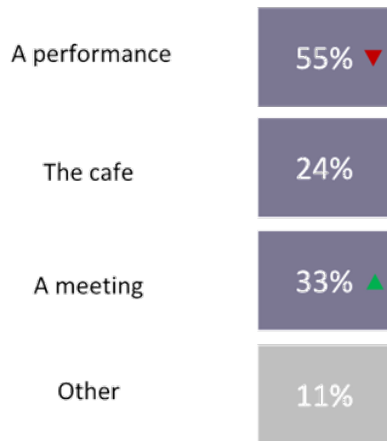
% Visited	18-39	40-59	60+
Oāmaru Opera House	28%	36%	70%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Oāmaru Opera House	30% ▼	48%	15%	21%

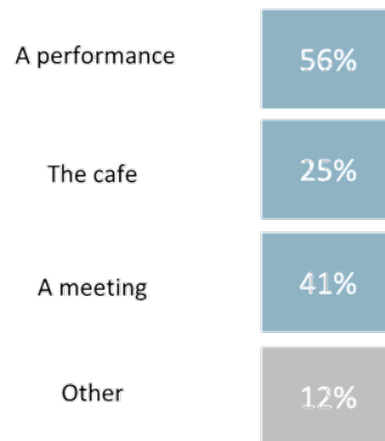
% Visited	Male	Female	Māori	Non-Māori
Oāmaru Opera House	31%	33%	22%	32%

- In 2022, the percentage of residents who have visited the *Oāmaru Opera House* has declined 6% to 32% from 38% in 2021.
- The proportion of residents who visit to *Watch a performance* has decreased significantly year-on-year while the proportion who visit for *a meeting* has increased significantly.

Reason for visiting the Oāmaru Opera House
Telephone



Reason for visiting the Oāmaru Opera House
Paper to online



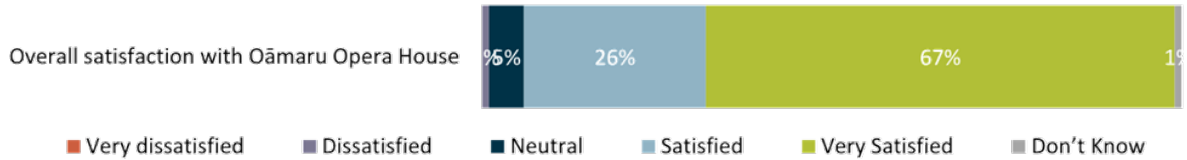
NOTES:

1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q11: Have you visited the Oāmaru Opera House in the last 12 months?
6. Visited: telephone =122, paper to online =157
7. Q11a: What was the reason for visiting the Oāmaru Opera House?

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Satisfaction with Oāmaru Opera House



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with Oāmaru Opera House	93%	92%	94%	97%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with Oāmaru Opera House	97%	92%	92%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with Oāmaru Opera House	94%	98%	51%	89%

Scores with % 7-10	Male	Female	Māori	Non-Māori
Satisfaction with Oāmaru Opera House	92%	94%	100%	93%

- Satisfaction with the *Oāmaru Opera House* continues to be at a very high level (93%).
- Visitors from the Oāmaru and Corriedale wards are more likely to be satisfied with the facility than those from the Waihemo ward.

NOTES:

1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Visited: telephone =122, paper to online =157
6. Q11b: How satisfied are you with the Oāmaru Opera House?

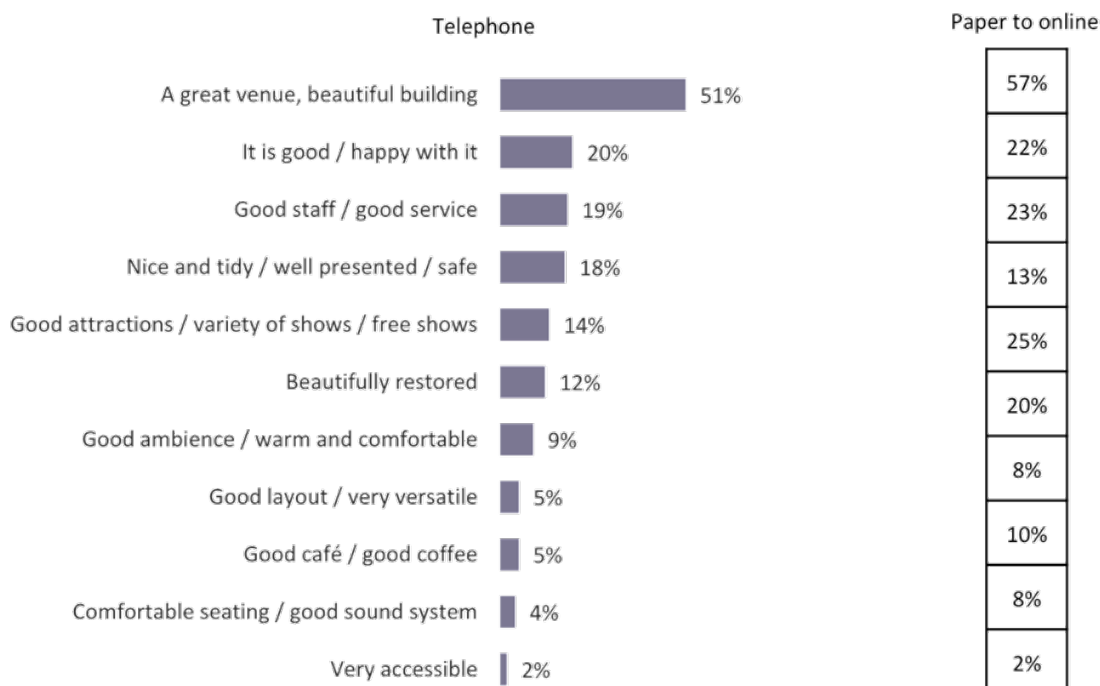
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Reasons for satisfaction and dissatisfaction with Oāmaru Opera House

Reasons for satisfaction



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Staff service	-	2
Quality of facilities	-	1
Lack of awareness of the Opera House as a common facility	-	2
Price of performances	-	4
Other	1	4

NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513
- Q11c: If satisfied, why is that? telephone =108, paper to online =109
- Q11d: If dissatisfied, why is that? telephone =1, paper to online =5



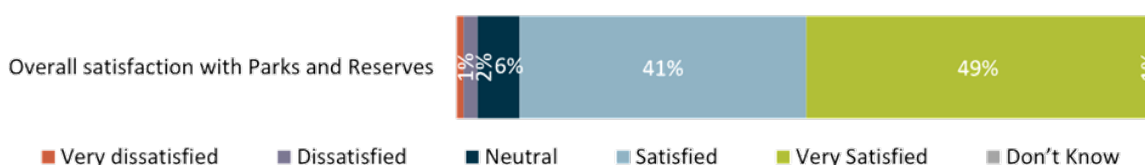
Parks and reserves



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Parks and reserves	69%	71%	72%	72%

% Visited	18-39	40-59	60+
Parks and reserves	77% ▼	73%	58%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Parks and reserves	73%	72%	52%	48%



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with parks and reserves	90% ▲	77%	85%	87%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with parks and reserves	92% ▲	89%	89%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with parks and reserves	91%	94%	85%	77%

- The proportion of residents who have visited *Parks and reserves* has declined slightly to 69%. Residents aged 18-39 and 40-59 and Oāmaru and Corriedale ward residents are more likely to have visited a park or reserve in the district than other residents.
- There is a significant increase in visitor satisfaction for *Parks and reserves* (85% in 2021 to 90% in 2022) with residents aged 18-39 being slightly more likely to be satisfied than older residents.

NOTES:

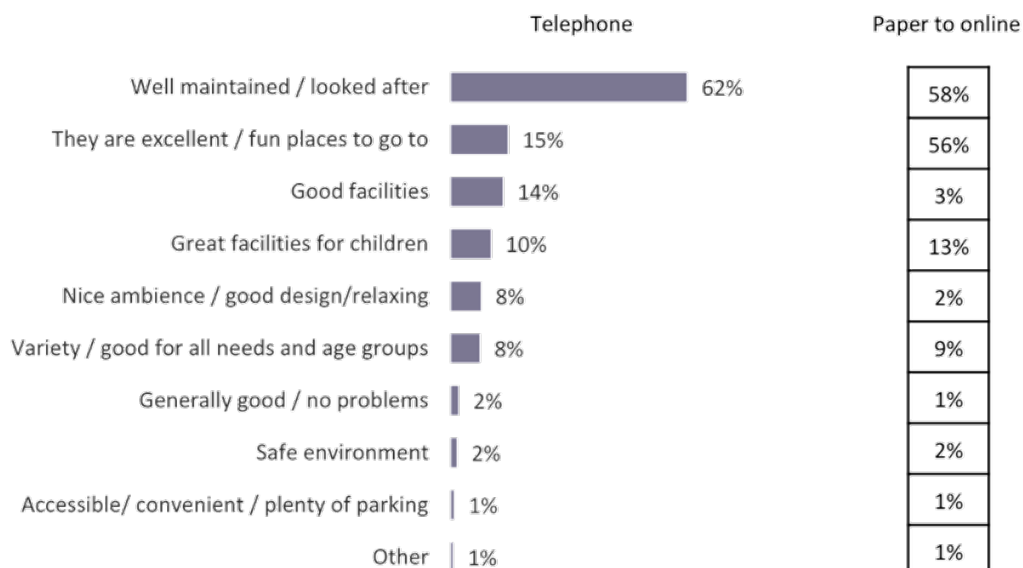
1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q12: Have you used any of the parks or reserves in the Waitaki district in the past 12 months?
6. Visited: telephone =257, paper to online =331
7. Q12a: How satisfied are you with parks and reserves in the Waitaki District?

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Reasons for satisfaction and dissatisfaction with parks and reserves

Reasons for satisfaction



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Poor upkeep / untidy / improvements needed	3	5
Too many parks and reserves	-	-
Not enough parks and reserves	-	3
Other	3	5

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q12b: If satisfied, why is that? telephone =198, paper to online =192
3. Q12c: If dissatisfied, why is that? telephone =4, paper to online =10

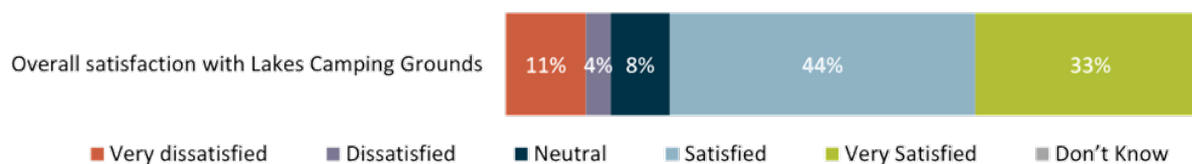
Lakes Camping Grounds



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Lakes Camping Grounds	7%	14%	9%	15%

% Visited	18-39	40-59	60+
Lakes Camping Grounds	10%	9%	2%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Lakes Camping Grounds	6%	6%	14%	3%



Scores with % 7-10	2022 (telephone)*	2022 (paper to online)	2021	2020
Satisfaction with Lakes Camping Grounds	77%	57%	63%	77%

Scores with % 7-10	18-39*	40-59*	60+*
Satisfaction with Lakes Camping Grounds	89%	61%	100%

Scores with % 7-10	Oāmaru*	Corriedale*	Waihemo*	Ahuriri*
Satisfaction with Lakes Camping Grounds	73%	79%	80%	100%

- Council-owned Lakes Camping Grounds have been visited by fewer people in 2022 than in the past 24 months with younger residents being more likely to have visited these facilities than older residents.
- Out of all those who have visited and used the Council-owned Lakes Camping Grounds, close to eight in ten (77%) are satisfied with these facilities.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
 2. 18-39 n=84; 40-59 n=136; 60+ n=160;
 3. Māori n=21; All Others n=359;
 4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
 5. Q13. Have you used the Council-owned Lakes camping grounds over the past 12 months?
 6. Visited: telephone =25, paper to online =56
 7. Q13a. How satisfied are you with the quality of the Council-owned Lakes camping grounds?
- * Caution: Small sample. Results should be treated as indicative only.

▲ Year-on-year Significantly higher
 ▼ Year-on-year Significantly lower
 ▲ Between demographics Significantly higher
 ▼ Between demographics Significantly lower

Reasons for satisfaction and dissatisfaction with lakes camping grounds

Reasons for satisfaction



- *It does the job.*
- *Because they have upgraded the facilities. Toilets are clean. No rubbish. We go as a family and very safe for the kids.*
- *The toilets were good. The grass was well maintained. No rubbish lying around.*
- *It was good where we were.*
- *They provide good facilities, their toilets are clean, it's always a nice place to be.*
- *It was maintained and had a high toilet block.*
- *They're just well looked after.*
- *They are generally well managed. There is a variety of choices.*
- *It is freedom camping, so I am not expecting a high range of services. I don't like the anxiety it causes at the start of the season - it is quite tense finding a spot. But we have running water and a toilet so that is fine - Lochlaird.*

Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Management of the facility	1	3
Fees	1	9
Cleanliness / condition of facility	-	5
Other	4	6

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q13b: If satisfied, why is that? **telephone =16, paper to online =19**
3. Q13c: If dissatisfied, why is that? **telephone =4, paper to online =17**



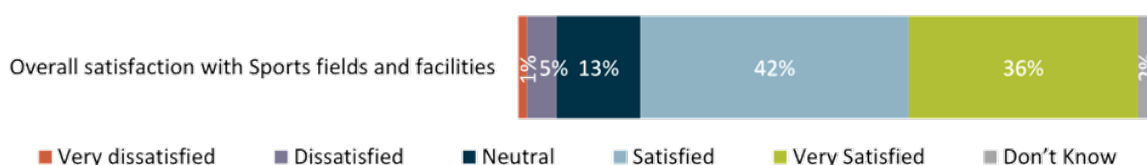
Sports fields and facilities



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Sports fields and facilities	32% ▼	27%	40%	31%

% Visited	18-39	40-59	60+
Sports fields and facilities	44%	37%	19%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Sports fields and facilities	29%	41%	28%	39%



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with sports fields and facilities	78%	70%	85%	82%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with sports fields and facilities	76%	83%	74%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with sports fields and facilities	79%	84%	74%	63%

- Significantly less residents have visited or used Sports fields and facilities in 2022 than in the previous year.
- There are more users from the younger age groups than from the older age group.
- Just under eight in ten users (78%) are satisfied with the district’s Sports fields and facilities. This is a slight decline from last year’s proportion of satisfied users (85%).

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q14. Have you used any Waitaki District sports fields or facility in the past 12 months?
6. Visited: telephone =120, paper to online =108
7. Q15a. How satisfied are you with Waitaki’s sports fields and facilities?

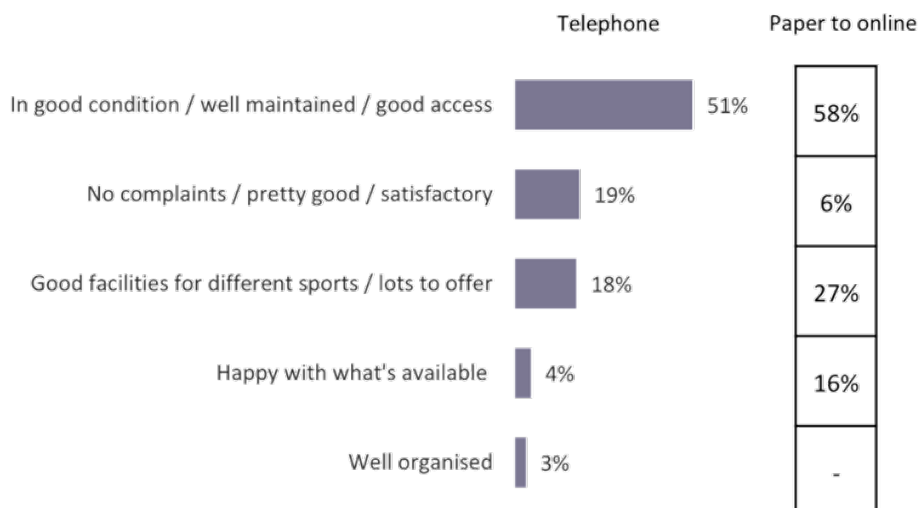
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Reasons for satisfaction and dissatisfaction with sports fields and facilities

Reasons for satisfaction



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Poor condition / need upgrading / lack of maintenance	3	4
Lack of awareness of sportsfields	-	2
Cost	-	-
Other	3	2

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q15b: If satisfied, why is that? telephone =78, paper to online =48
3. Q15c: If dissatisfied, why is that? telephone =4, paper to online =9



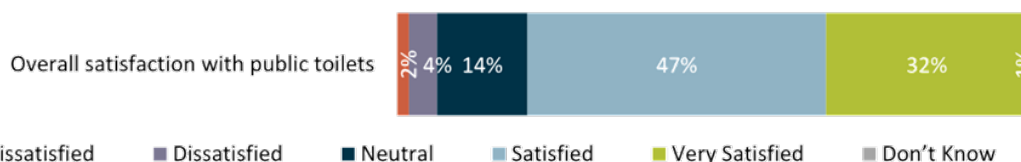
Public toilets



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Public toilets	68% ▲	73%	61%	67%

% Visited	18-39	40-59	60+
Public toilets	72% ▲	69%	64%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Public toilets	61%	80%	76%	78%



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with public toilets	79%	63%	77%	77%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with public toilets	77%	82%	77%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with public toilets	77%	84%	80%	72%

- Close to seven in ten residents (68%) have used a Public toilet in the last 12 months which is a significant increase year-on-year compared with 61% in 2021.
- Younger residents being more likely to have used this facility than older residents.
- Satisfaction with Public toilets are at similar levels compared with 2021 and is consistent across different wards and age groups.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q16. Have you used a public toilet in the past 12 months?
6. Visited: telephone =257, paper to online =369
7. Q16a. If yes, how satisfied are you with the public toilets?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Reasons for satisfaction and dissatisfaction with public toilets

Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Lack or poor access (i.e. wheel chair or push chair access)	-	2
Cleanliness/ dirtiness (including smell)	7	27
Condition (i.e. needs upgrading/improving)	3	28
Other	4	16



- *Small cubicals.*
- *Lots of tagging - toilet paper is always clogged up in the toilet - sometimes there is no soap, and the hand driers don't work.*
- *No way to dry hands in some places. Kurow water pressure is too high, and it blows water all over you, so you look like you've wet yourself.*
- *Run down needs TLC.*

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q16b: If dissatisfied, why is that? **telephone =9, paper to online =39**

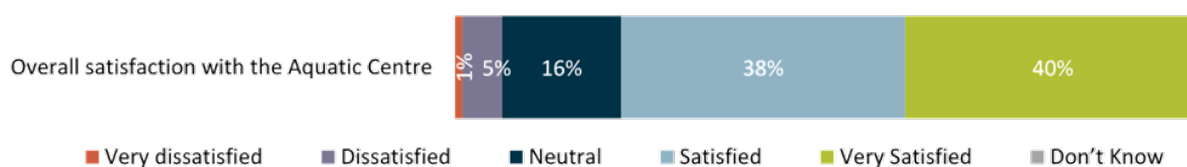
Aquatic Centre



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Aquatic Centre	28%	25%	32%	34%

% Visited	18-39	40-59	60+
Aquatic Centre	45%	26%	17%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Aquatic Centre	33%	28%	8%	13%



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with Aquatic Centre	78%	74%	85%	81%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with Aquatic Centre	70%	77%	92%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with Aquatic Centre	75%	87%	65%	79%

- Fewer than three in ten residents (28%) have used or visited the Aquatic Centre in the past year. Younger residents are more likely to have visited the centre than older residents.
- User perceptions of the Aquatic Centre has slightly decreased and is at the same level as it was 24 months prior. Almost all users from the older age group (92%) are satisfied.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q17. Have you used or visited the Aquatic Centre in the past 12 months?
6. Visited: telephone =101, paper to online =108
7. Q17a. How satisfied are you with the Aquatic Centre

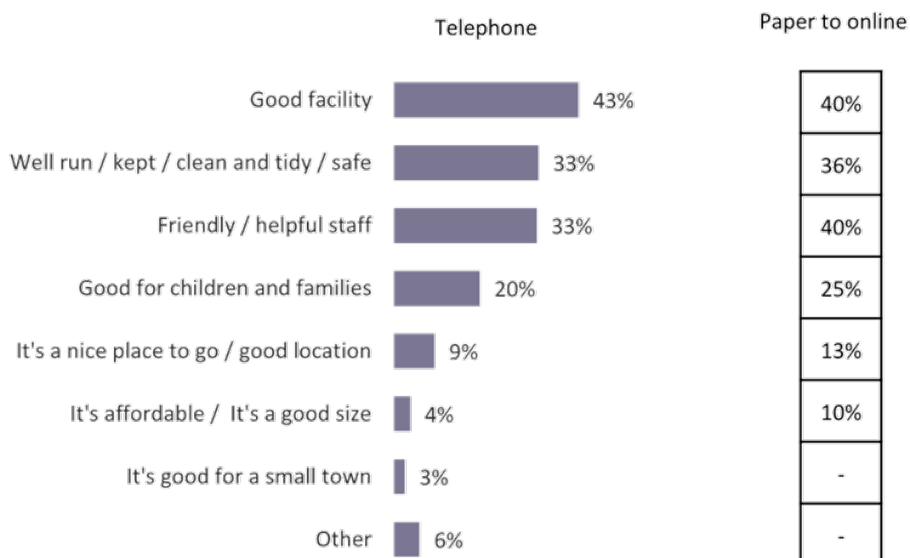
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Reasons for satisfaction and dissatisfaction with Aquatic centre

Reasons for satisfaction



Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Functionality or range of activities	1	4
Timetable or opening hours	1	3
Entry costs	2	2
Access (for instance wheelchair or pushchair access)	-	1
Staff service	-	1
Other	2	6

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q17b: If satisfied, why is that? telephone =65, paper to online =51
3. Q17c: If dissatisfied, why is that? telephone =3, paper to online =13



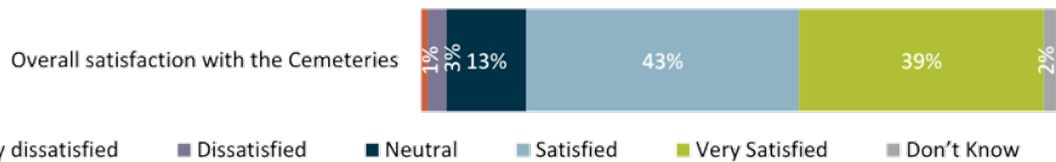
Cemeteries



% Visited	2022 (telephone)	2022 (paper to online)	2021	2020
Cemeteries	43%	37%	43%	47%

% Visited	18-39	40-59	60+
Cemeteries	25%	47%	52%

% Visited	Oāmaru	Corriedale	Waihemo	Ahuriri
Cemeteries	45%	37%	42%	42%



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Satisfaction with cemeteries	81%	71%	86%	80%

Scores with % 7-10	18-39	40-59	60+
Satisfaction with cemeteries	89%	85%	76%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Satisfaction with cemeteries	83%	91%	62%	69%

- A similar proportion of residents have visited a Cemetery in the last year when compared with 2021 with older residents being more likely to have visited this facility than younger residents.
- Perceptions of the district’s Cemeteries remained high over the last 12 months with over eight in ten users (81%) satisfied.
- Visitors from Oāmaru and Corriedale wards are more likely to be satisfied with these facilities than users from Waihemo and Ahuriri wards.

NOTES:

1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q18. Have you visited a cemetery in the Waitaki District in the past 12 months?
6. Visited: telephone =169, paper to online =204
7. Q18a. How satisfied are you with cemeteries in the Waitaki District?

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

Reasons for satisfaction and dissatisfaction with cemeteries

Reasons for dissatisfaction

Reasons for dissatisfaction	Count telephone	Count paper to online
Poor condition / need upgrading / lack of maintenance	4	15
Lack of rubbish removal facilities	1	10
Cost	-	6
Other	3	5



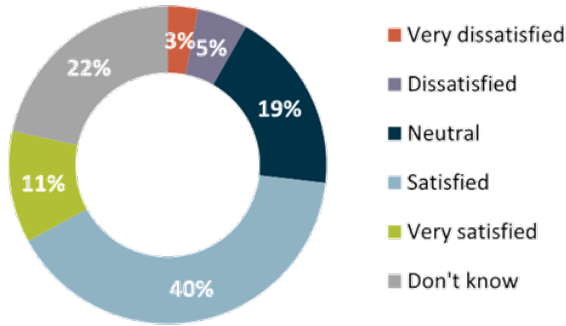
- *Headstones are falling over. The only tidy one is the RSA.*
- *I went to see a friends' grave site and I nearly fell into a hole which had grass on it, and you thought it was level. I thought it was a path that you walk on, but it was actually a gravesite. It wasn't just one it was probably 10.*
- *Overgrown and not maintained, sunken graves, a bit of an embarrassment, really.*

NOTES:

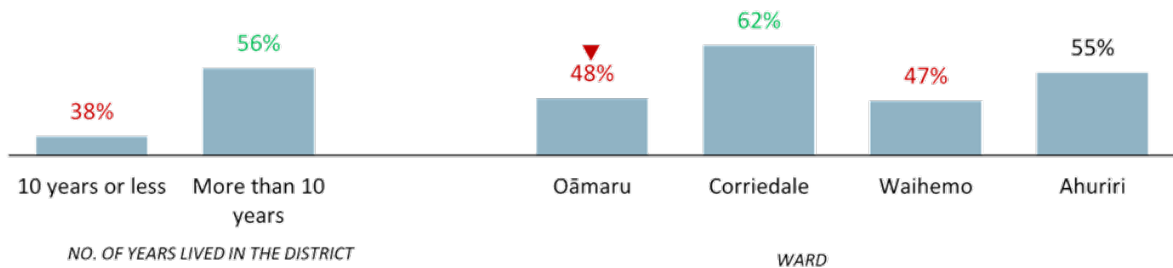
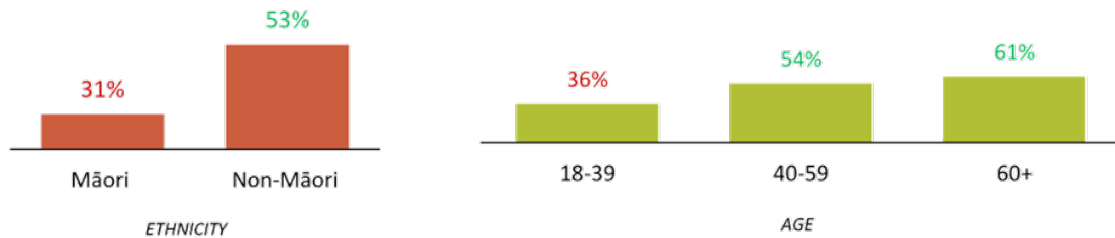
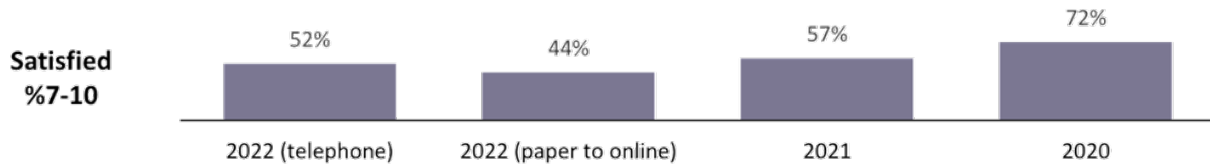
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q18b: If dissatisfied, why is that? **telephone =3, paper to online =22.**



Performance of the Mayor and Councillors



- Overall satisfaction with the Performance of the Mayor and Councillors has slightly declined to 52% satisfied.
- Corriedale residents are more likely to have favourable perceptions of the Performance of the Mayor and Councillors than other residents.
- Those who identify as Māori and those who stayed in the district for less than 10 years are less likely to be satisfied with the performance of the leadership team.



NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q19.How satisfied are you with the performance of the Mayor and Councillors over the last 12-month period?

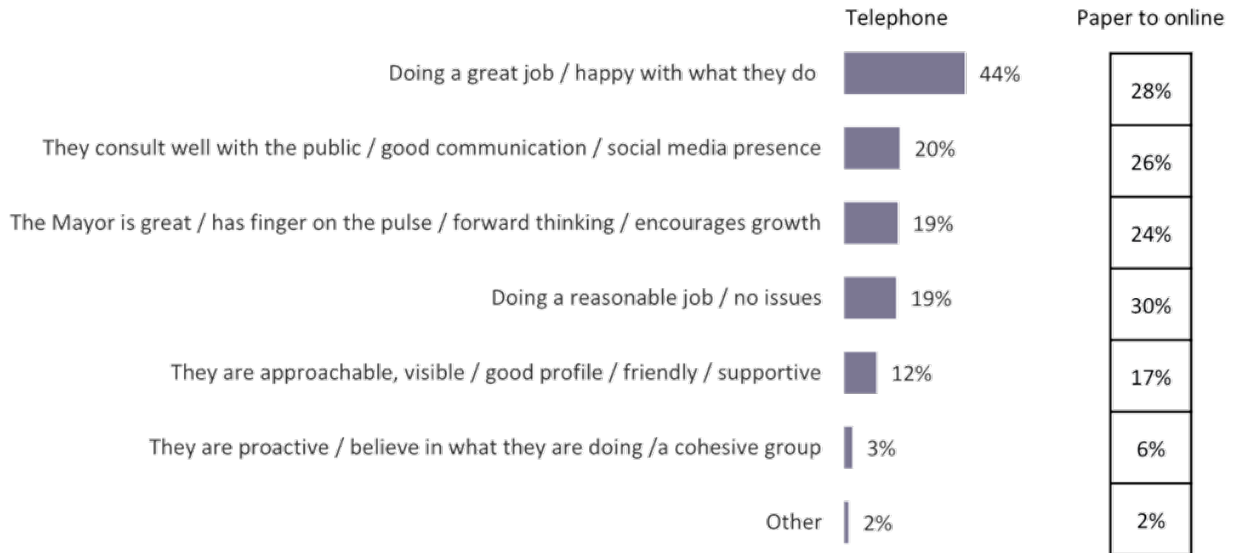
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

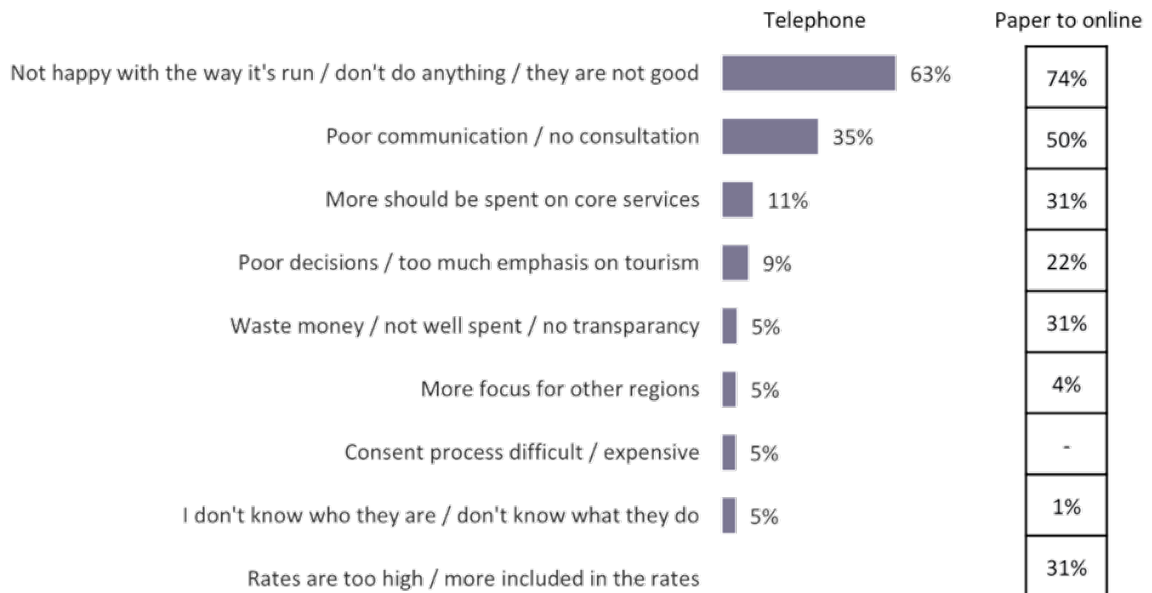


Reasons for satisfaction and dissatisfaction with Performance of the Mayor and Councillors

Reasons for satisfaction



Reasons for dissatisfaction

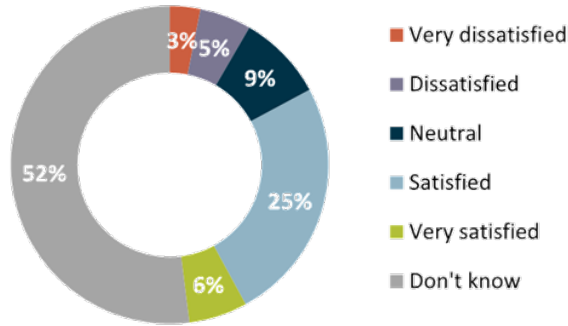


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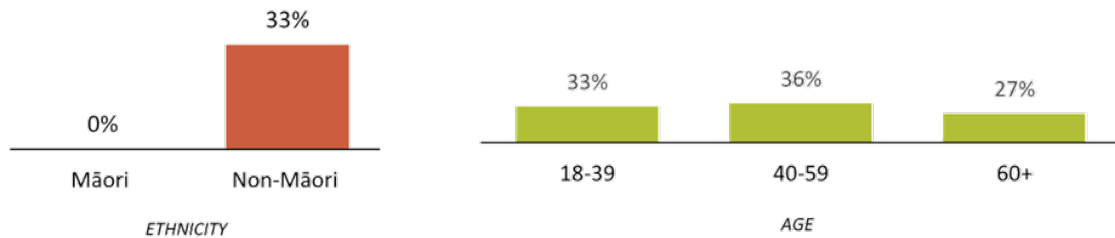
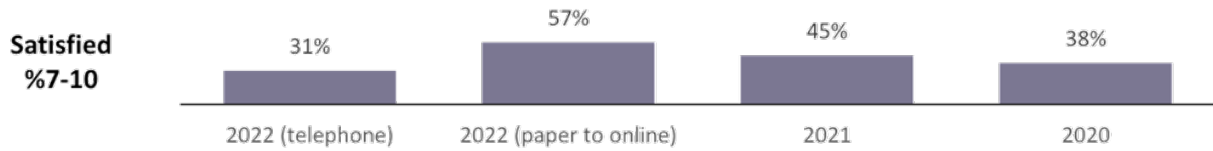
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q19a: If satisfied, why is that? telephone =129, paper to online =114
3. Q19b: If dissatisfied, why is that? telephone =17, paper to online =33



Performance Ahuriri Community Board members



• Satisfaction with the Ahuriri Community Board members has decreased from 45% satisfied residents in 2021 to 31% satisfied residents in 2022.



NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
- 18-39 n=84; 40-59 n=136; 60+ n=160;
- Māori n=21; All Others n=359;
- Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
- Q20. How satisfied are you with the performance of Ahuriri Community Board members? telephone =32, paper to online =49

Year-on-year: ▲ Significantly higher, ▼ Significantly lower
Between demographics: ▲ Significantly higher, ▼ Significantly lower

Reasons for satisfaction and dissatisfaction with Performance of Ahuriri Community Board members

Reasons for satisfaction



- *From what I have seen the things that need to be done are done.*
- *There's probably a lot of time and effort put into their different meetings. It's more voluntary than lucrative I would say.*
- *I have a fair bit to do with them and they have been very helpful.*
- *Very good, I attend meetings and they keep us informed and send emails and advocate for us.*
- *There is always room for improvement. Very happy with them generally. I view them favourably and they do their best.*
- *Haven't had any dealings with them but I am aware of them in the community.*

Reasons for dissatisfaction



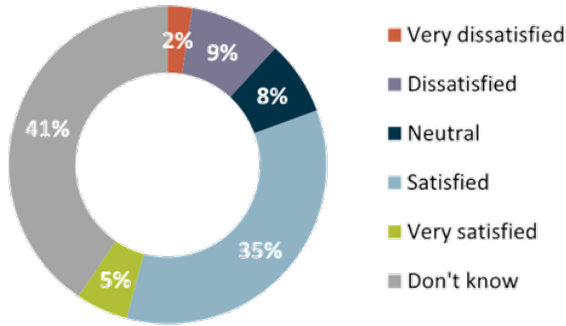
- *I do not know who they are, and I can think of nothing they have done that helped me. Changing wards is not good.*

NOTES:

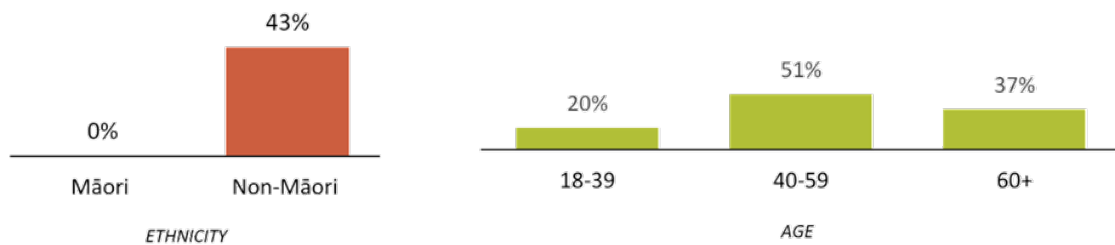
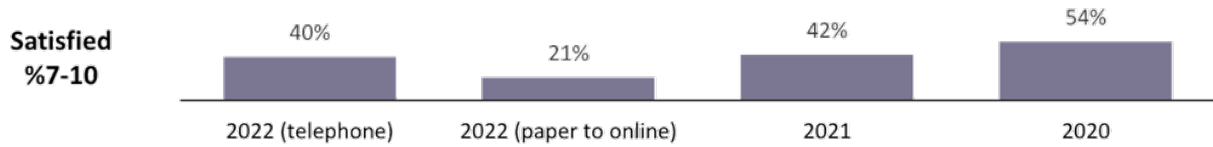
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q20a: If satisfied, why is that? **telephone =6, paper to online =13**
3. Q20b: If dissatisfied, why is that? **telephone =1, paper to online =3**



Performance Waihemo Community Board members



Satisfaction with the Waihemo Community Board members has remained at the same level as in 2021 at 40% satisfied.



NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
- 18-39 n=84; 40-59 n=136; 60+ n=160;
- Māori n=21; All Others n=359;
- Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
- Q21.How satisfied are you with the performance of Waihemo Community Board members? telephone =40, paper to online =65

Year-on-year: ▲ Significantly higher, ▼ Significantly lower
Between demographics: ▲ Significantly higher, ▼ Significantly lower

Reasons for satisfaction and dissatisfaction with Performance of Waihemo Community Board members

Reasons for satisfaction



- *They do things well for us.*
- *They do a good job, but they do get held back by Council on what they want to do.*
- *I think because I don't get involved I don't see as much, but from what I see, they seem to be well run and approachable.*
- *Good job and their hands are tied.*
- *I can not see any problems.*
- *Because I know some of them and I know they try really hard.*
- *I have not heard anything from them this whole year.*

Reasons for dissatisfaction



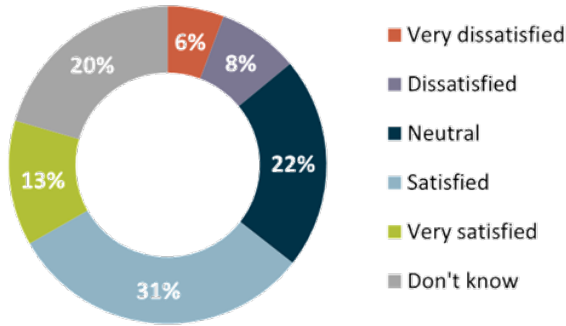
- *The community board are a waste of time. Nothing gets done. Information doesn't get passed on. I believe that they are not doing their job properly.*
- *Roading is poor other than they do their part.*
- *They're not performing either. None of them are performing. They are an utter disgrace.*

NOTES:

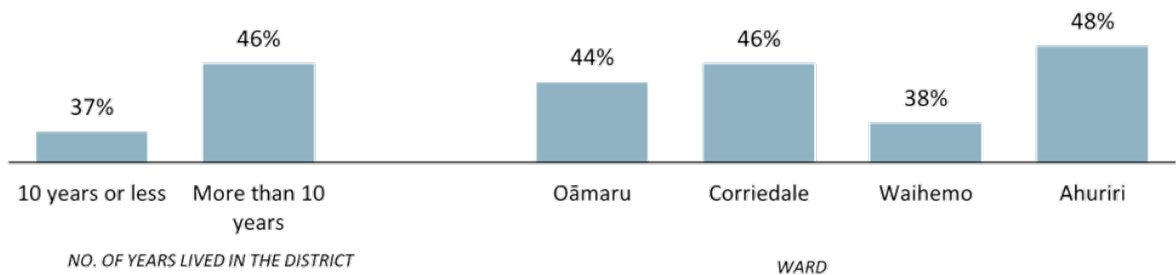
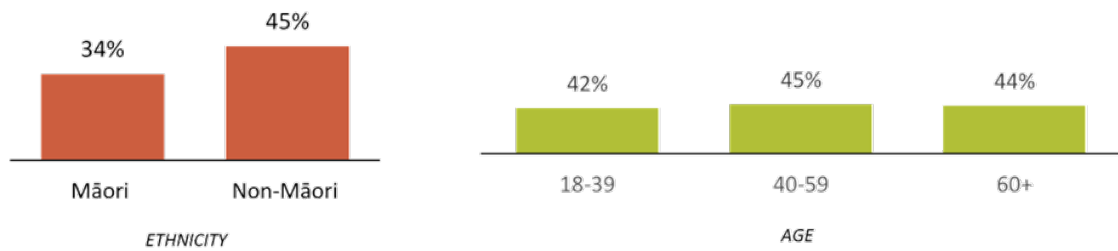
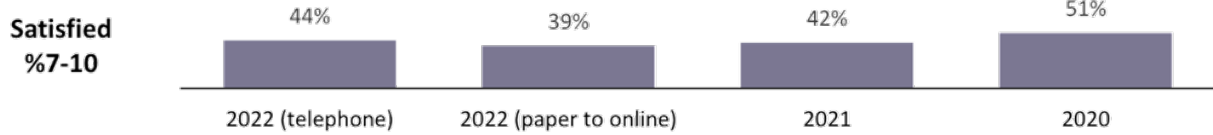
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q21a: If satisfied, why is that? **telephone =8, paper to online =10**
3. Q21b: If dissatisfied, why is that? **telephone =3, paper to online =5**



Consultation with the community



- In 2022, 44% of residents were satisfied with Council's community consultation.
- Waihemo ward residents are less likely to be satisfied than other residents.
- There is no significant difference in satisfaction amongst age groups or ethnicities.



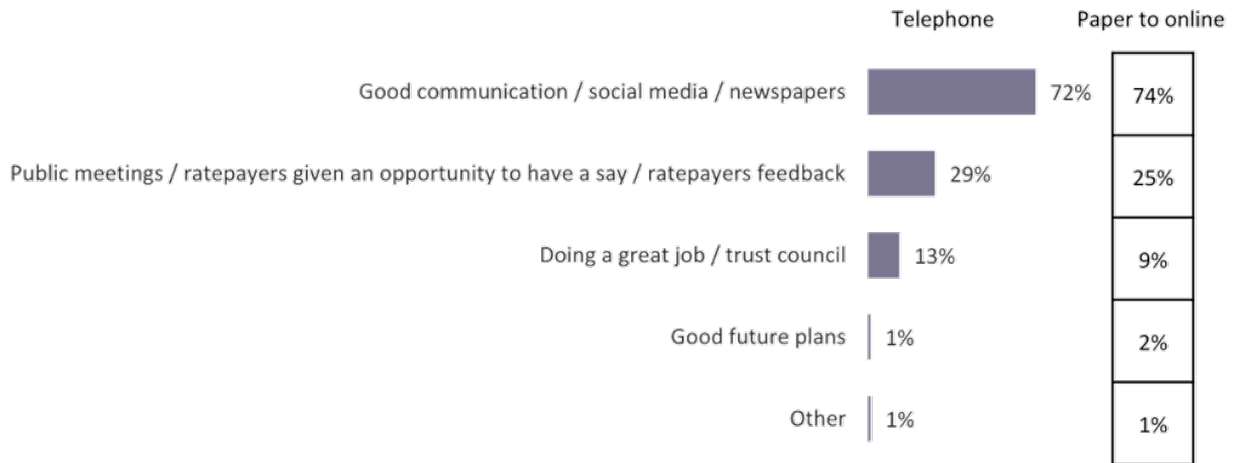
- NOTES:
1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
 2. 18-39 n=84; 40-59 n=136; 60+ n=160;
 3. Māori n=21; All Others n=359;
 4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
 5. Q22. How satisfied are you with Council's consultation with the community?

Year-on-year: ▲ Significantly higher, ▼ Significantly lower
Between demographics: ▲ Significantly higher, ▼ Significantly lower

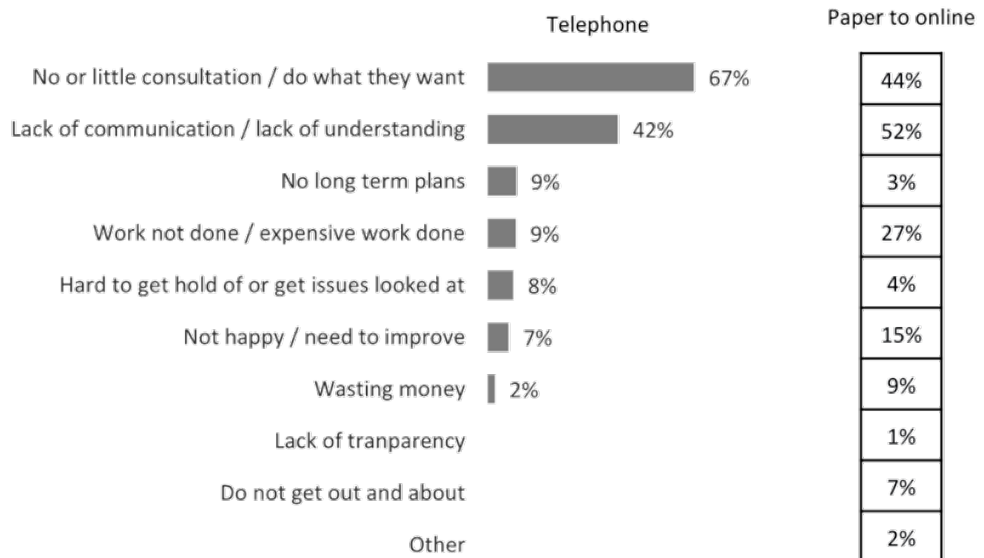


Reasons for satisfaction and dissatisfaction with Consultation with the community

Reasons for satisfaction



Reasons for dissatisfaction

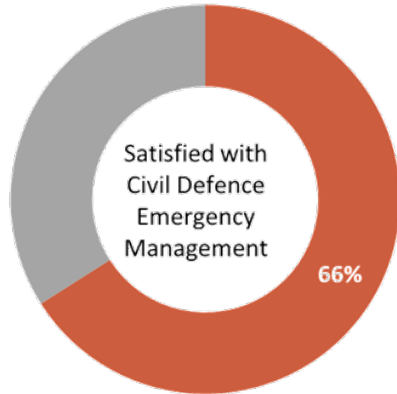


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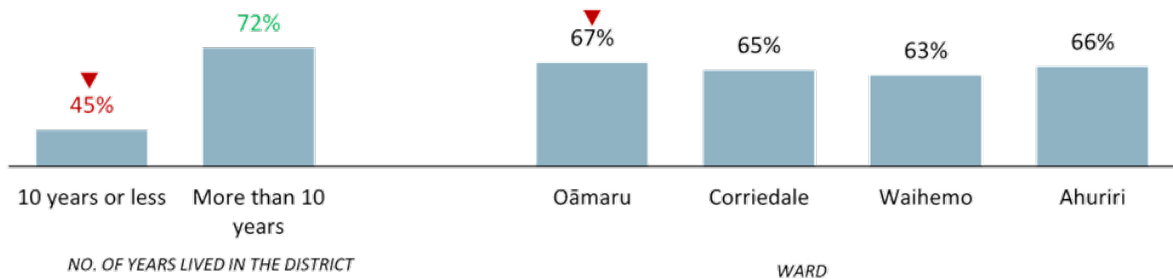
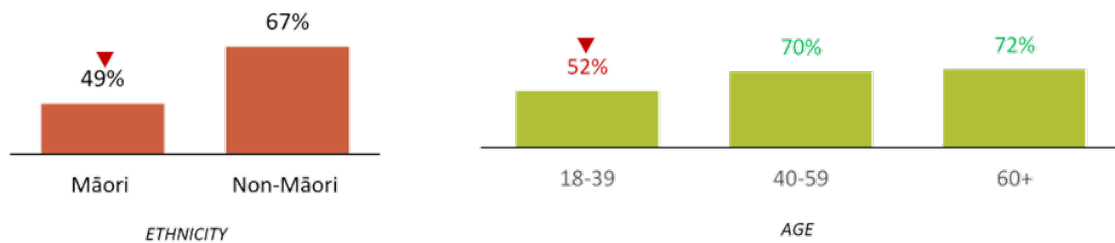
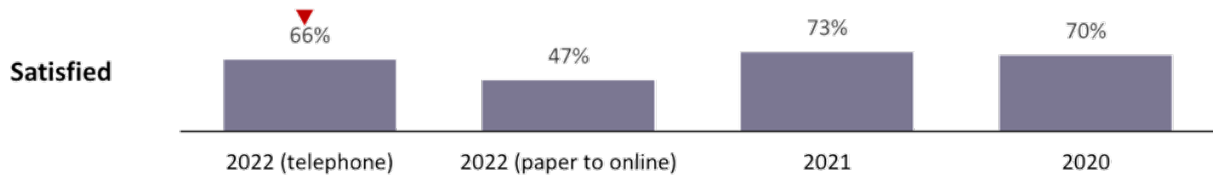
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q22a: If satisfied, why is that? telephone =103, paper to online =75
3. Q22b: If dissatisfied, why is that? telephone =36, paper to online =47



Civil Defence Emergency Management



- Perceptions of Council’s Civil Defence Emergency Management have significantly declined year-on-year.
- This decline is most likely impacted by shift in perception among those who identify as Māori, those residing in Oāmaru and those aged between 18 and 39 years.

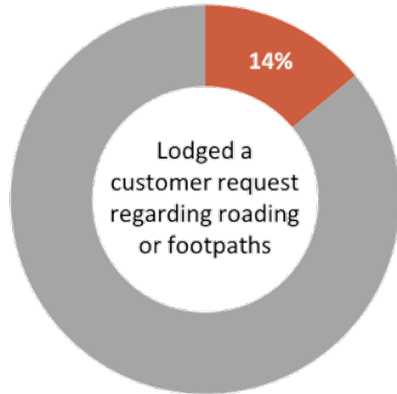


NOTES:
 1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
 2. 18-39 n=84; 40-59 n=136; 60+ n=160;
 3. Māori n=21; All Others n=359;
 4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
 5. 8c. Are you satisfied with Civil Defence Emergency Management?

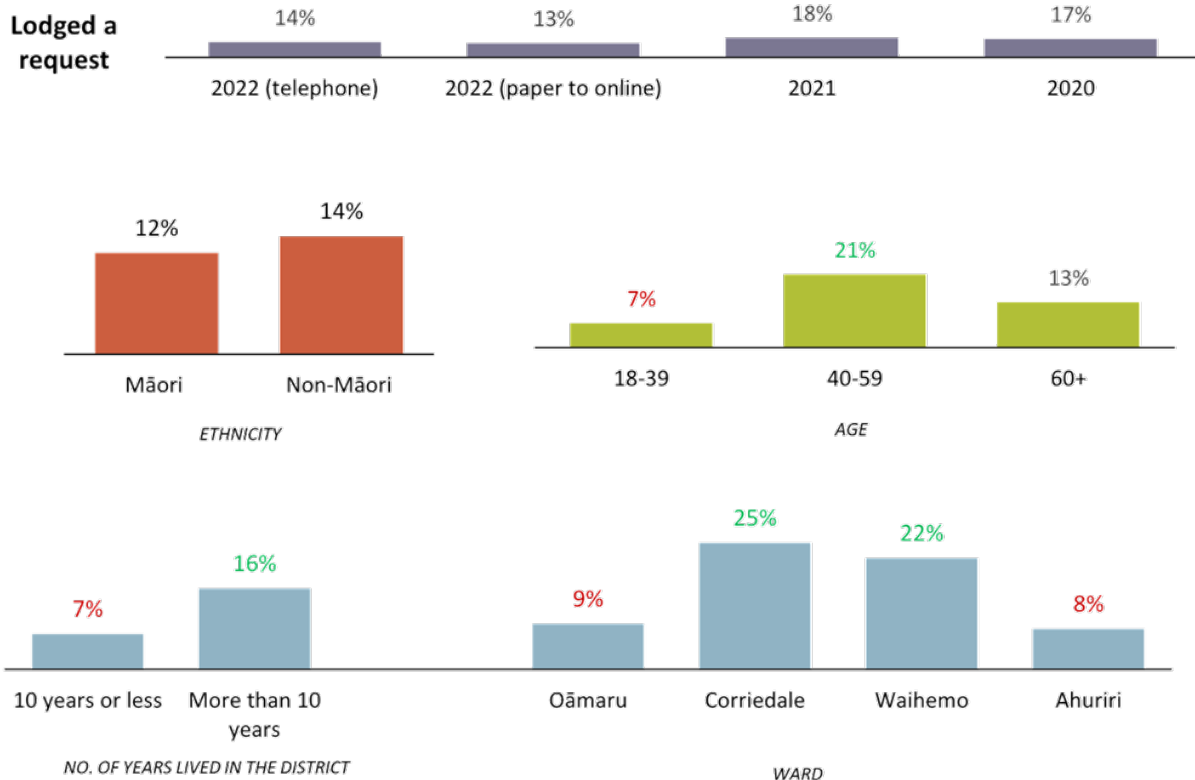
Year-on-year: ▲ Significantly higher, ▼ Significantly lower
 Between demographics: ▲ Significantly higher, ▼ Significantly lower



Lodged a customer request regarding roading or footpaths



- In 2022, just over one in ten residents (14%) have lodged a customer request to Council regarding roads or footpaths.

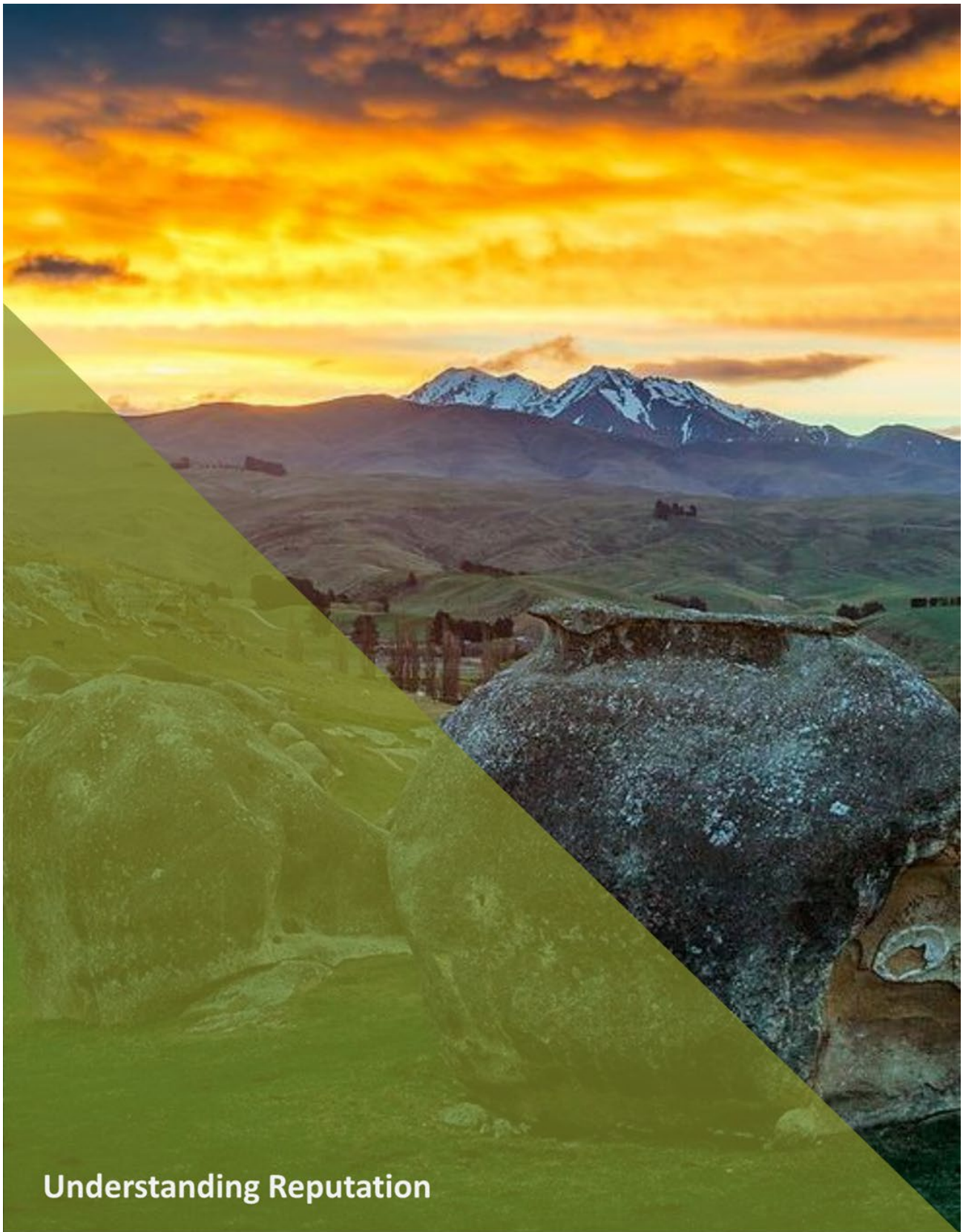


NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
- 18-39 n=84; 40-59 n=136; 60+ n=160;
- Māori n=21; All Others n=359;
- Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
- 5c. Have you lodged a customer request to Council over the past 12 months regarding roads or footpaths?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

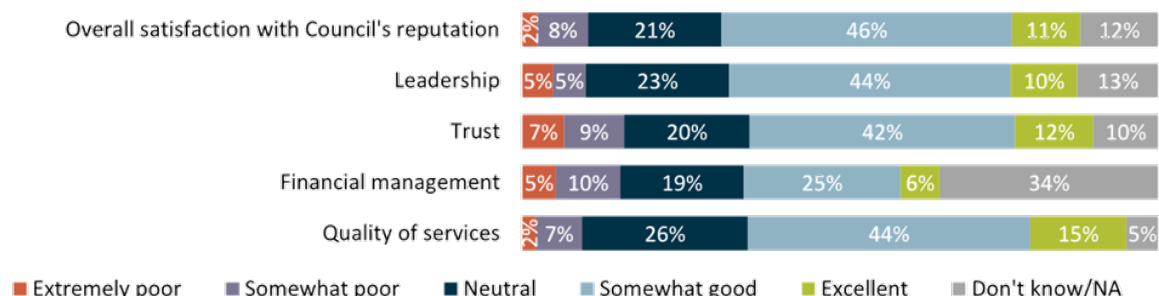


Understanding Reputation





Image and reputation



Scores with % 7-10	2022 (telephone)	2022 (paper to online)	2021	2020
Overall reputation	56% ▼	46%	65%	68%
Leadership	55%	43%	57%	67%
Trust	54%	41%	57%	60%
Financial management	31%	31%	37%	46%
Quality of services	60%	43%	61%	68%

Scores with % 7-10	18-39	40-59	60+
Overall reputation	55% ▼	55%	59%
Leadership	47% ▼	56%	60%
Trust	51%	56%	54%
Financial management	24%	32%	35%
Quality of services	65%	57%	58%

Scores with % 7-10	Oāmaru	Corriedale	Waihemo	Ahuriri
Overall reputation	57% ▼	55%	53%	59%
Leadership	57%	58%	43%	48%
Trust	55%	54%	46%	56%
Financial management	30% ▼	36%	27%	25%
Quality of services	62%	59%	53%	52%

- Satisfaction with *Overall reputation* and its attributes has declined compared with 2021.
- Over half of the residents (56%) are satisfied with *Overall reputation*.
- There are significant declines in satisfaction regarding *Leadership* among those aged between 18 and 39 years, as well as significant decline in satisfaction regarding *Financial management* among those residing in Oāmaru ward.

NOTES:

1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. REP1. How would you rate the Council for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction; Overall, how would you rate the Council for its LEADERSHIP?
6. REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the FAITH and TRUST you have in them?
7. REP3. Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending -, how would you rate the Council overall for its FINANCIAL MANAGEMENT? n=300
8. REP4. When you think about everything that Council does, how would you rate the Council for the QUALITY OF THE SERVICES and FACILITIES it provides the Waitaki District?
9. REP5. So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate Waitaki District Council for its OVERALL REPUTATION?

Year-on-year
▲ Significantly higher
▼ Significantly lower

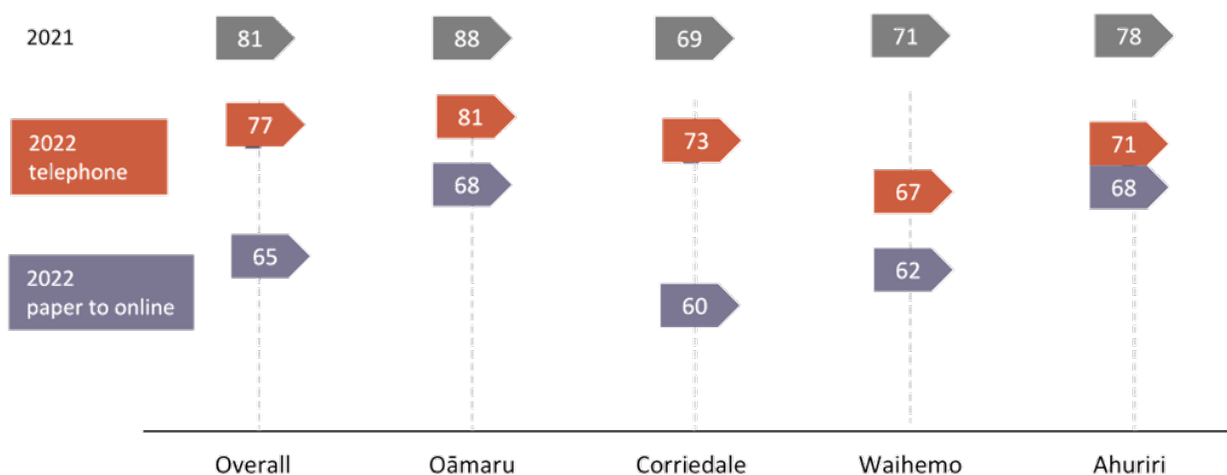
Between demographics
▲ Significantly higher
▼ Significantly lower



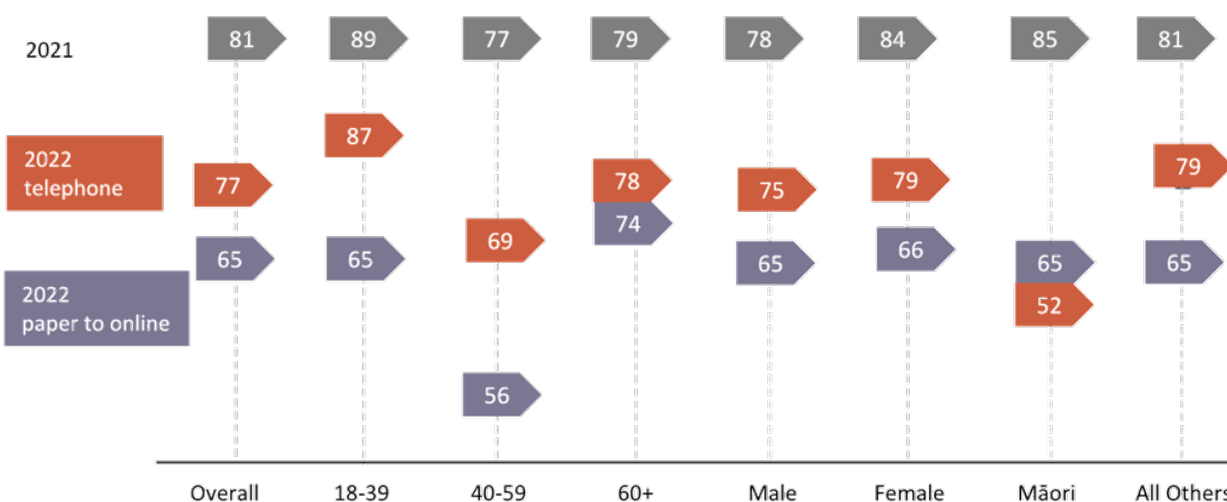
Report | August 2022



Reputation Benchmarks



Key:
 >80 Excellent reputation
 60-79 Acceptable reputation
 <60 Poor reputation
 150 Maximum score

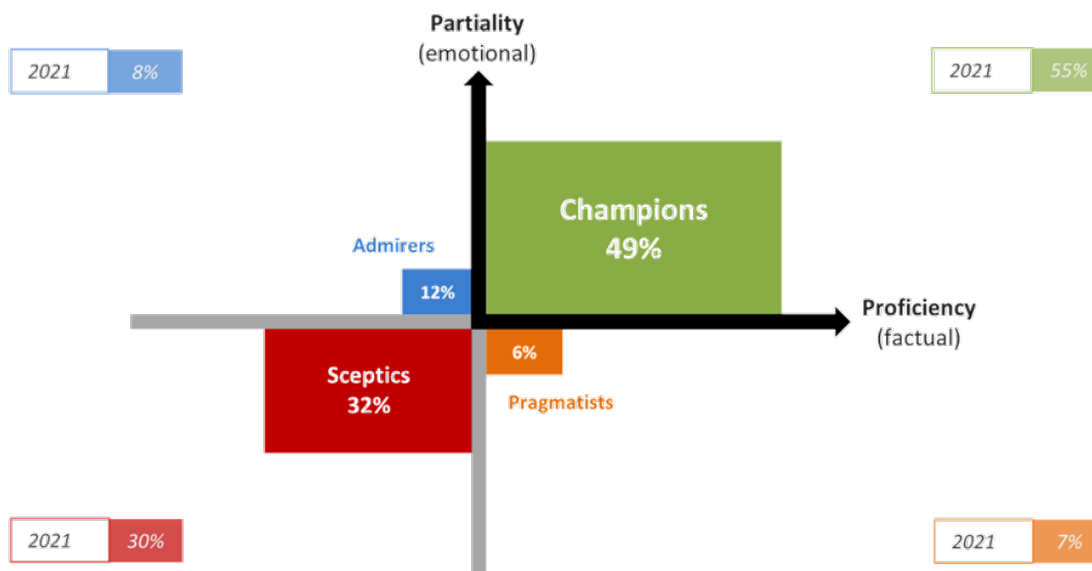


- The Waitaki District Council has an *acceptable overall reputation benchmark score* of +77, which is a slight decline from an excellent benchmark of +81 in 2021.
- Residents in the Oamaru ward and those in the younger age group have more positive views of Council’s reputation than the other residents.

NOTES:

1. Total sample: 2022 n=380
2. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

Reputation Profile



- *Admirers* of the Council include residents that have a positive emotional connection to the Council but believe performance could be better.
- Residents who identify as Māori (32%), as well as those from Waihemo ward (16%) were far more likely to be found among this group.

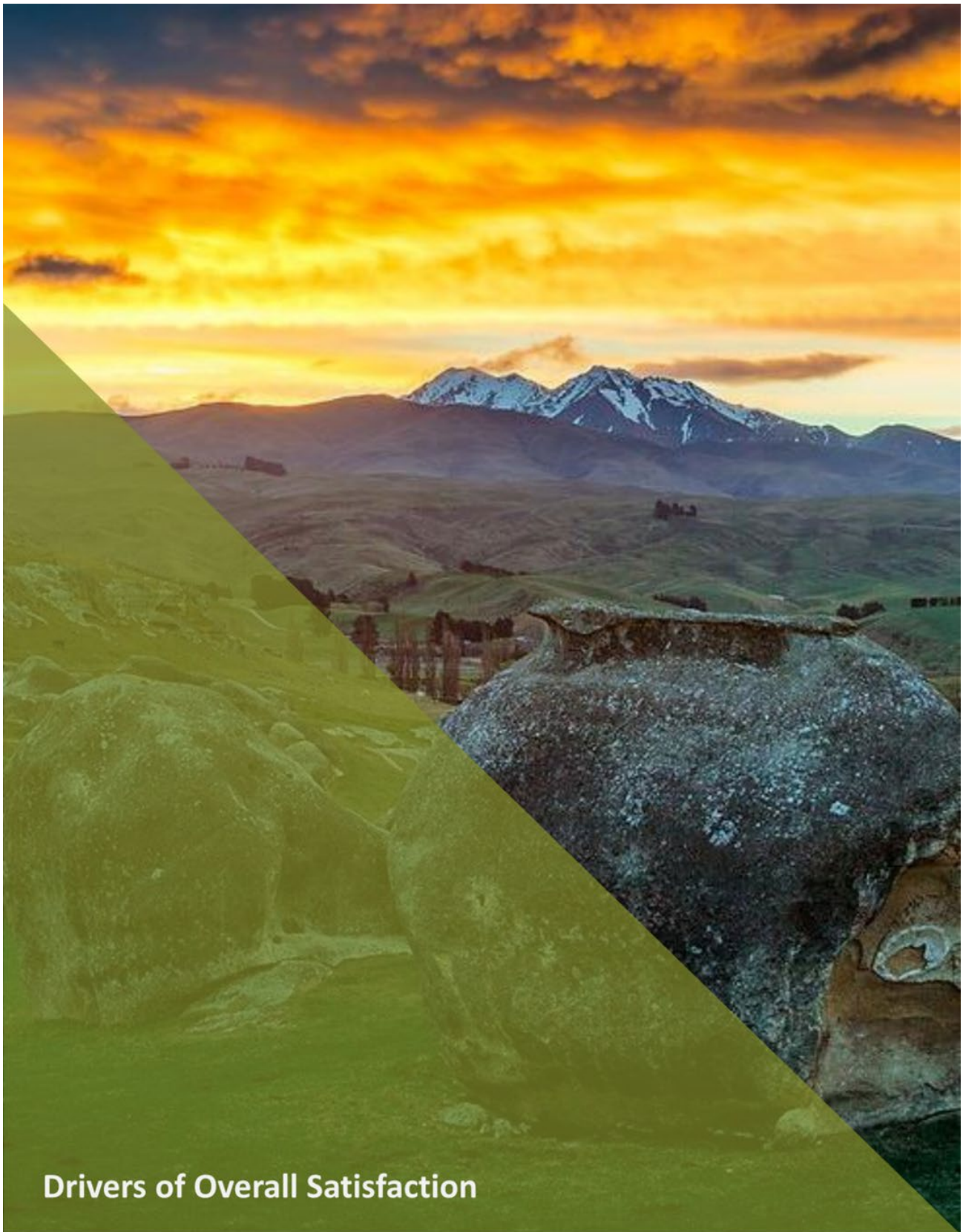
- *Champions* of the Council include residents that view the Council as competent and have a positive emotional connection to the Council. 2022 sees a positive increase in the proportion of residents in this category.
- Residents of the Oāmaru ward (52%) and residents aged 65+ years (56%) were far more likely to be members of this group than residents of other wards or age groups.

- *Sceptics* of the Council include residents that do not value or recognise the performance of the Council and have doubts or a lack of faith in the Council's abilities.
- Residents of the Ahuriri (37%) and Corriedale (36%) wards were more likely to be found in this category than any other demographic.

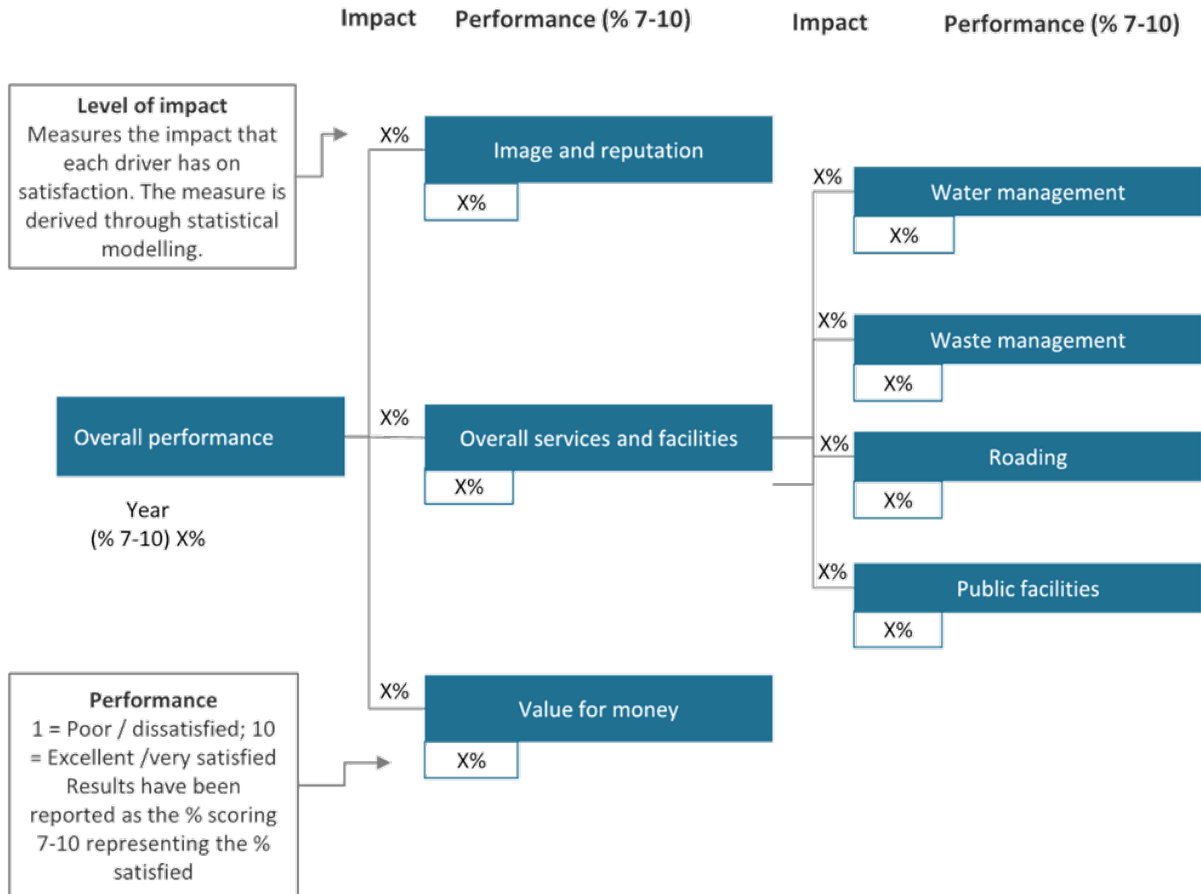
- *Pragmatists* of the Council include residents that are more fact based and less emotional in their connection to the Council, they typically rate performance favourably but trust and leadership poorly.
- Residents who identify as Māori (0%) were far less likely to be found in this category than other ethnicities.

NOTES:

1. Sample: 2022 telephone n=380 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. REP1. How would you rate the Council for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction; Overall, how would you rate the Council for its LEADERSHIP?
6. REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the FAITH and TRUST you have in them?
7. REP3. Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending -, how would you rate the Council overall for its FINANCIAL MANAGEMENT? n=300
8. REP4. When you think about everything that Council does, how would you rate the Council for the QUALITY OF THE SERVICES and FACILITIES it provides the Waitaki District?
9. REP5. So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate Waitaki District Council for its OVERALL REPUTATION?



Introduction to the CVM driver model

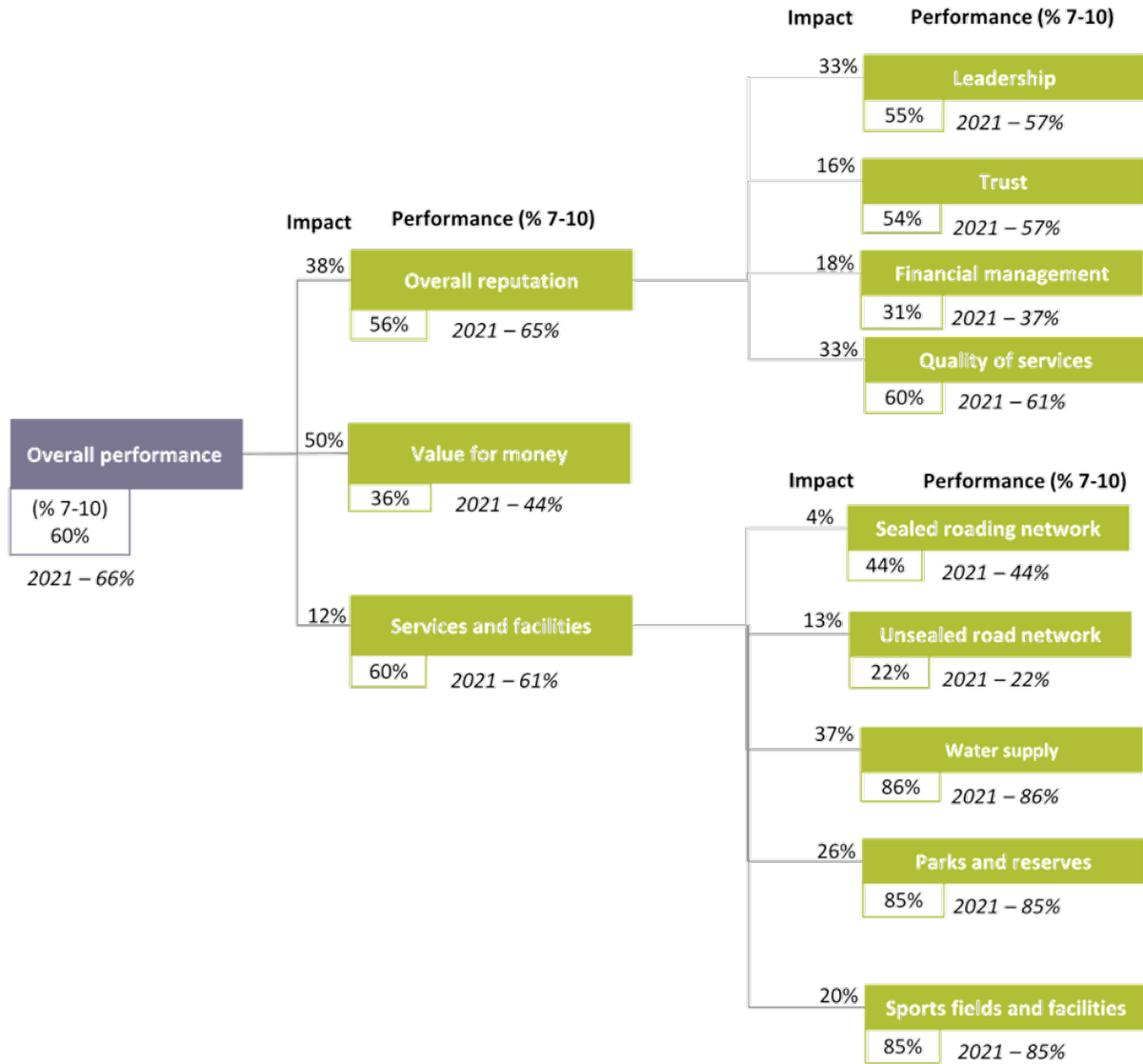


Overview of our driver model

- Residents are asked to rate their perceptions of Council’s performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable
- We use multiple regression analysis to identify how much different areas of services provided by Council impact overall perception. Impact scores represent how strong the connection is.
- For example, if impact score for one of the KPI’s is 50%, it means that increasing residents’ perception in this area by 4% will increase perception of Overall performance by 2%, given all other factors remain unchanged.



Drivers of Perceptions



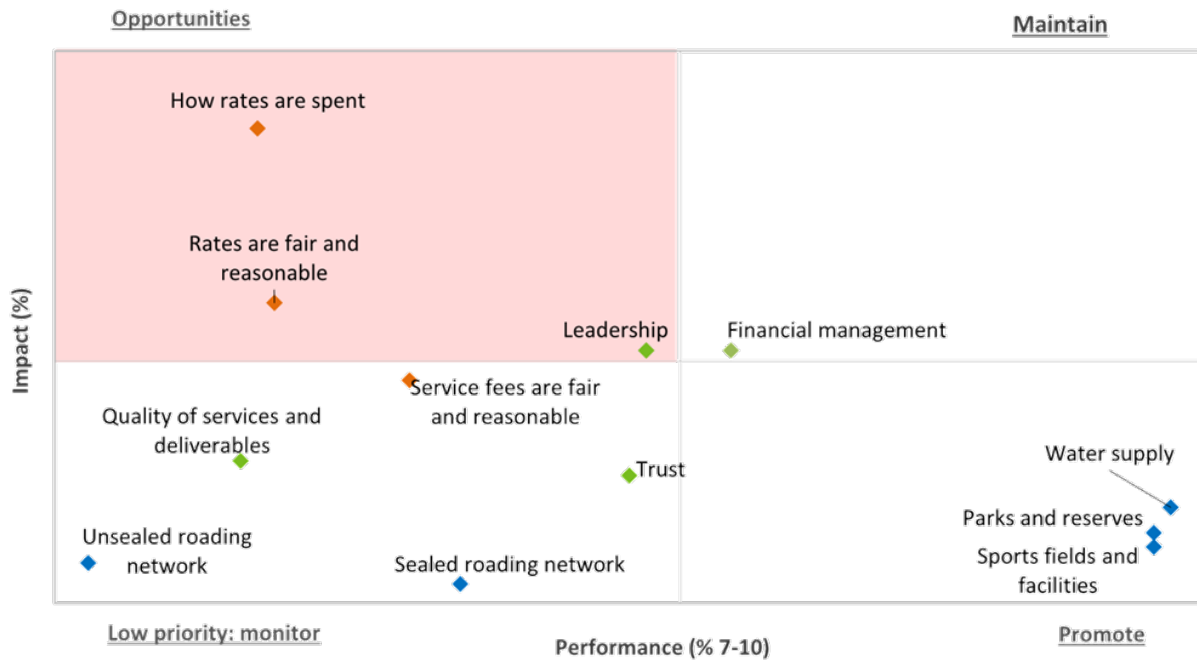
- Overall Value for money drives overall satisfaction with Council's performance, followed by Reputation.
- Services and facilities has the least influence on perceptions.

NOTES:

1. Sample: 2022 n=380
2. NCI – No current impact

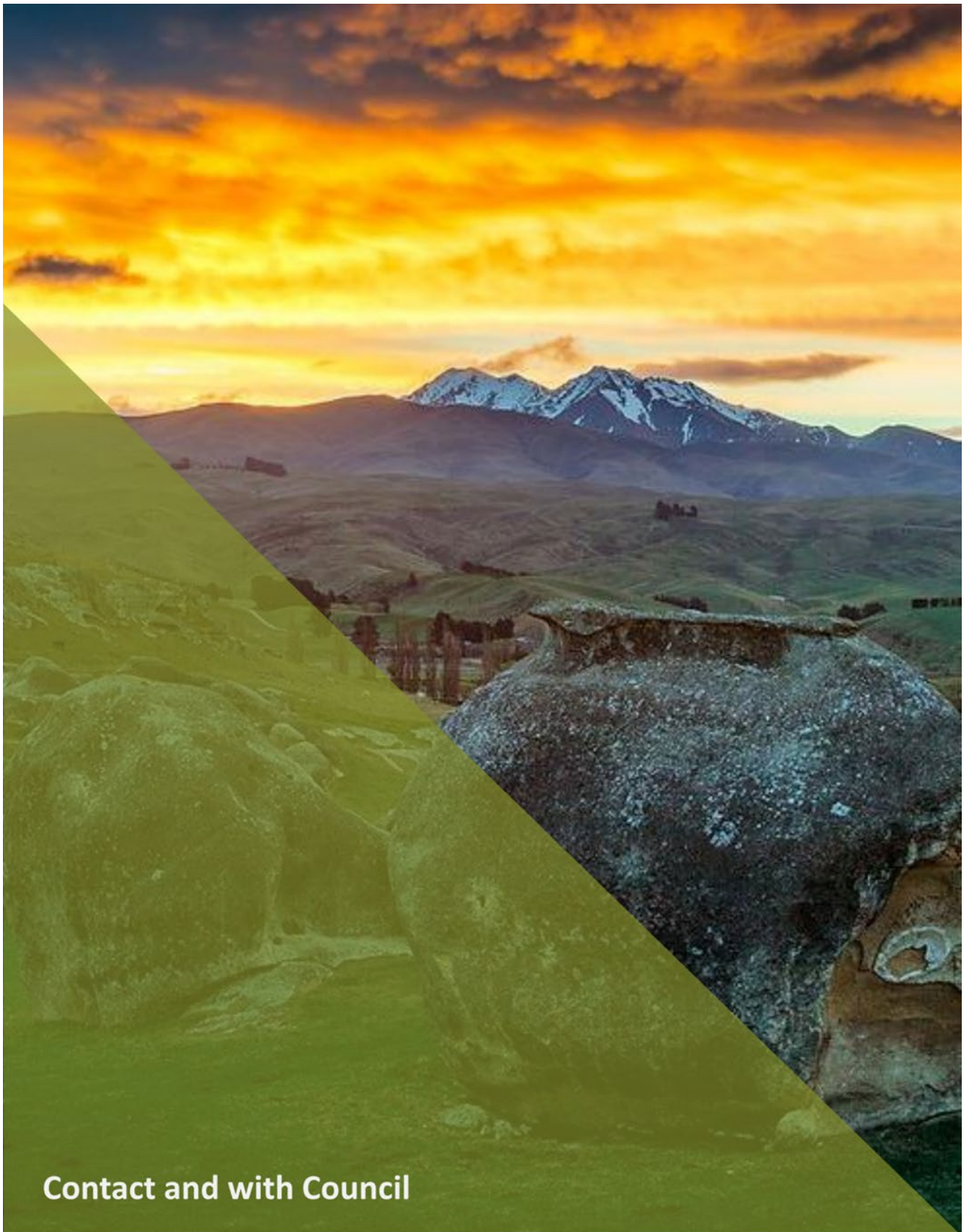


Priorities and opportunities



- The key priorities for improving overall perceptions of Council's performance are:
- *Perception of Leadership.* Leadership is perceived as Council's commitment to creating a great district, promoting economic development, being in touch with the community and setting clear direction. While there is a great support towards elected members and community boards, a number of comments have been made that pointed towards a lack of communication and consultation from the Council, as well as a lack of visibility.
- *How rates are spent on services and facilities.* Residents' satisfaction with this area has significantly decreased since 2021. There is lack of awareness on how rates are spent and residents wanting to have more information regarding how their money is spent. This area is closely connected with another priority - *Rates being fair and reasonable.* Residents would like to see more services to be included in the rates, as well as rates spent on the core infrastructure first (such as roading).

NOTES:
1. Sample: 2022 n=380

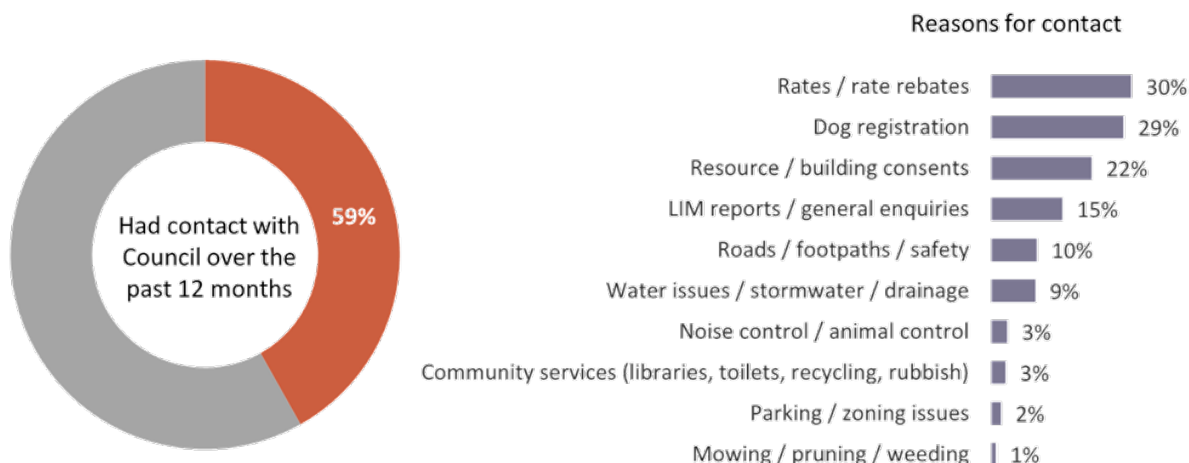


Contact and with Council





Contact with Council Over the past 12 months*



%	2022 (telephone)	2022 (paper to online)
Had contact with Council	59%	49%

%	18-39	40-59	60+
Had contact with Council	47%	72%	57%

%	Oāmaru	Corriedale	Waihemo	Ahuriri
Had contact with Council	54%	68%	64%	68%

%	Māori	Non-Māori
Had contact with Council	72%	59%

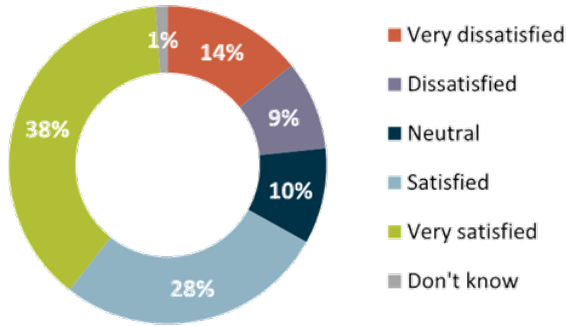
- Close to six in ten residents (59%) had contact with the Council in the past 12 months. A third of enquires (30% and 29% respectively) were in relation to *rates, rate rebates* and *dog registration*.
- Those from Corriedale and Ahuriri were more likely to have contact with Council than residents from other wards.

NOTES:

1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q23. Have you had any contact with Council over the past 12 months?
6. Had contact with Council: **telephone =228, paper to online =251**
7. Q23a. If yes, what was the reason for this contact?
8. * New question added in 2021/2022. No historical comparison available



Satisfaction with the contact*



- Two thirds of those who had contact with Council over the past 12 months (66%) were satisfied with that contact.
- Satisfaction is consistent across different age groups, ethnicities and wards.



NOTES:

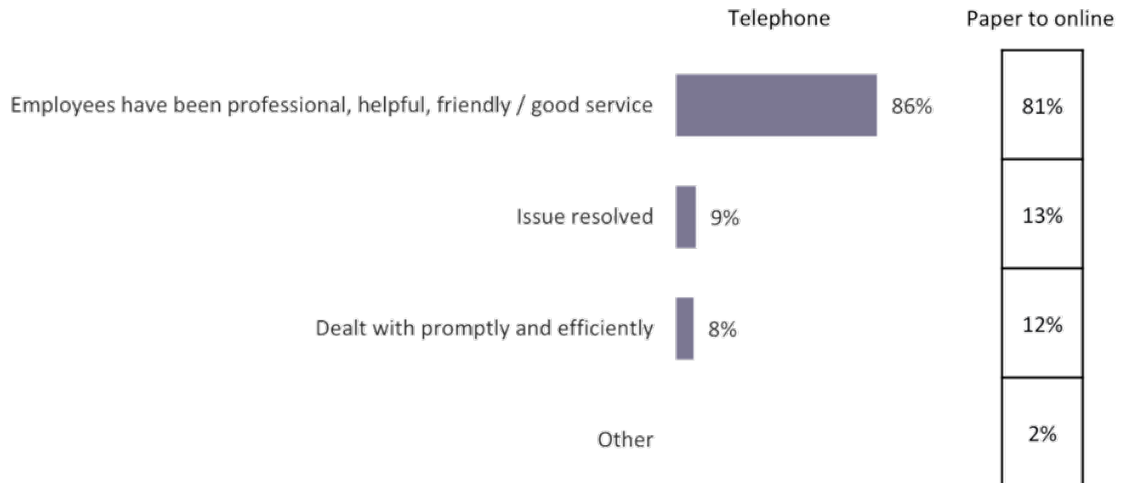
1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Had contact with Council: **telephone =228, paper to online =251**
6. 23b. How satisfied were you with this contact?
7. * New question added in 2021/2022. No historical comparison available

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower



Reasons for satisfaction and dissatisfaction with contact

Reasons for satisfaction



Reasons for dissatisfaction

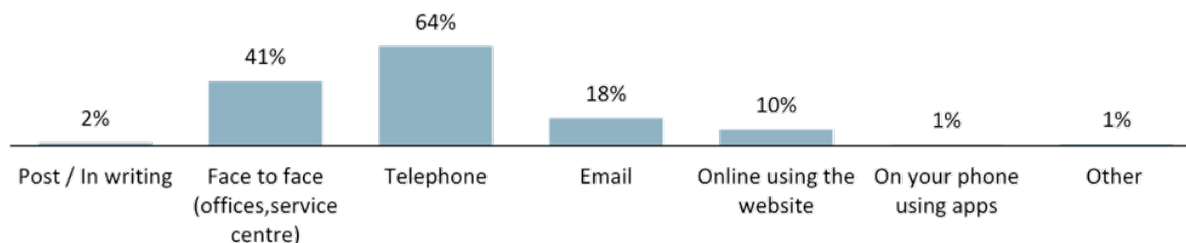


NOTES:

- Sample: 2022 telephone n=380 ; 2022 paper to online n=513
- Q23c: If satisfied, why is that? telephone =127, paper to online =116
- Q23d: If dissatisfied, why is that? telephone =39, paper to online =44



Current way that residents engage with the Council*



%	2022 (telephone)	2022 (paper to online)
Post / In writing	2%	7%
Face to face – visiting the offices / service centre	41%	50%
Telephone	64%	60%
Email	18%	35%
Online using the website	10%	27%
On your phone using apps	1%	7%
Other	1%	-

%	Māori	Non-Māori	18-39	40-59	60+
Post / In writing	4%	2%	-	1%	4%
Face to face – visiting the offices / service centre	46%	41%	42%	35%	47%
Telephone	50%	65%	50%	75%	63%
Email	22%	17%	25%	17%	12%
Online using the website	4%	11%	10%	14%	7%
On your phone using apps	-	1%	1%	1%	-
Other	-	1%	1%	1%	1%

%	Oāmaru	Corriedale	Waihemo	Ahuriri
Post / In writing	-	2%	-	13%
Face to face – visiting the offices / service centre	42%	40%	35%	46%
Telephone	61%	68%	70%	65%
Email	20%	16%	10%	18%
Online using the website	9%	17%	8%	8%
On your phone using apps	-	-	-	5%
Other	-	4%	-	-

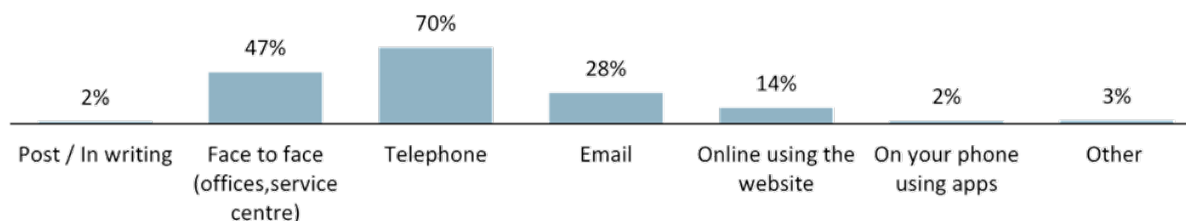
- Telephone is the most common way of engaging with council (64%), followed by face-to-face at the Council offices and service centres.
- Telephone remains the most common way of contact across all demographics.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q24. How do you currently engage with the Council when you need a service? Please select all that apply.
6. * New question added in 2021/2022. No historical comparison available



Preferred way residents would like to engage with the Council*



%	2022 (telephone)	2022 (paper to online)
Post / In writing	2%	10%
Face to face – visiting the offices / service centre	47%	52%
Telephone	70%	59%
Email	28%	49%
Online using the website	14%	35%
On your phone using apps	2%	18%
Other	3%	2%

%	Māori	Non-Māori	18-39	40-59	60+
Post / In writing	-	2%	-	1%	4%
Face to face – visiting the offices / service centre	61%	46%	47%	40%	54%
Telephone	53%	71%	65%	74%	69%
Email	22%	28%	45%	27%	17%
Online using the website	11%	15%	16%	18%	10%
On your phone using apps	7%	2%	5%	4%	-
Other	-	3%	5%	3%	1%

%	Oamaru	Corriedale	Waihemo	Ahuriri
Post / In writing	1%	-	5%	5%
Face to face – visiting the offices / service centre	50%	46%	35%	43%
Telephone	69%	69%	72%	71%
Email	32%	22%	22%	26%
Online using the website	14%	19%	13%	9%
On your phone using apps	3%	3%	-	3%
Other	3%	3%	2%	2%

- Preferred way of future communication for the residents include telephone (70%), face-to-face (47%) and email (28%).

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513 ; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oamaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q25. In the future, how would you prefer to engage with the Council? Please select all that apply.
6. * New question added in 2021/2022. No historical comparison available

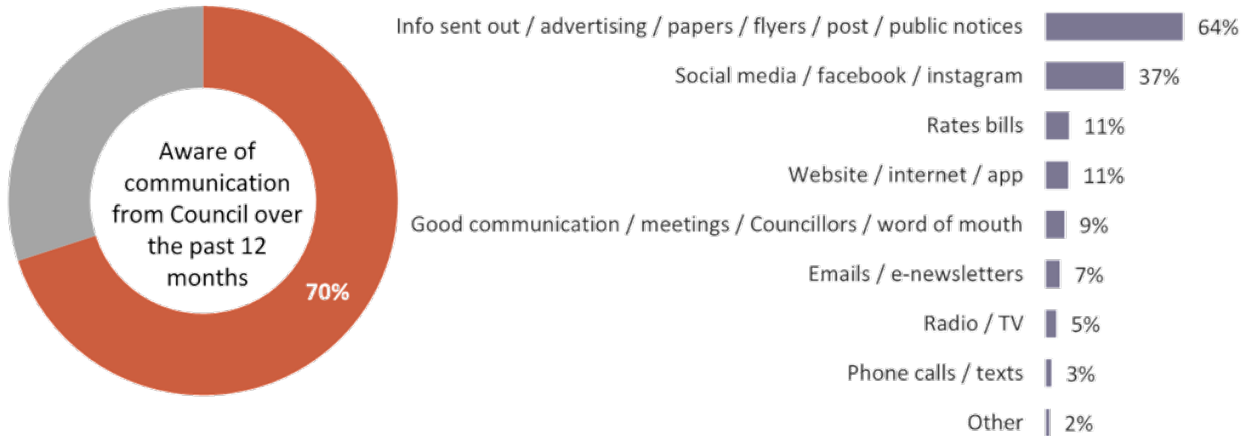


Communication from Council





Awareness of communication from Council over the past 12 months*



%	2022 (telephone)	2022 (paper to online)
Aware of communication from Council over the past 12 months	70%	60%

%	18-39	40-59	60+
Aware of communication from Council over the past 12 months	51%	81%	73%

%	Oāmaru	Corriedale	Waihemo	Ahuriri
Aware of communication from Council over the past 12 months	68%	82%	55%	72%

%	Māori	Non-Māori
Aware of communication from Council over the past 12 months	68%	70%

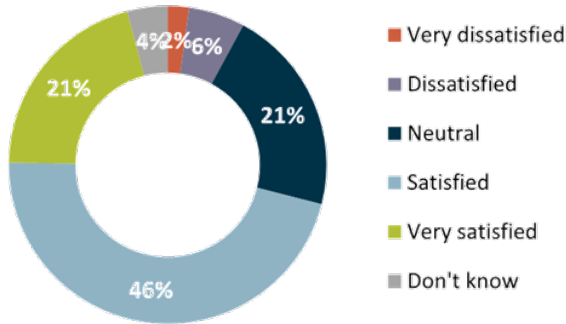
- Seven in ten residents are aware of communication from the Council over the past 12 months.
- 64% are aware of the mail outs that included papers and flyers, while a further 37% have been following news on Social media.

NOTES:

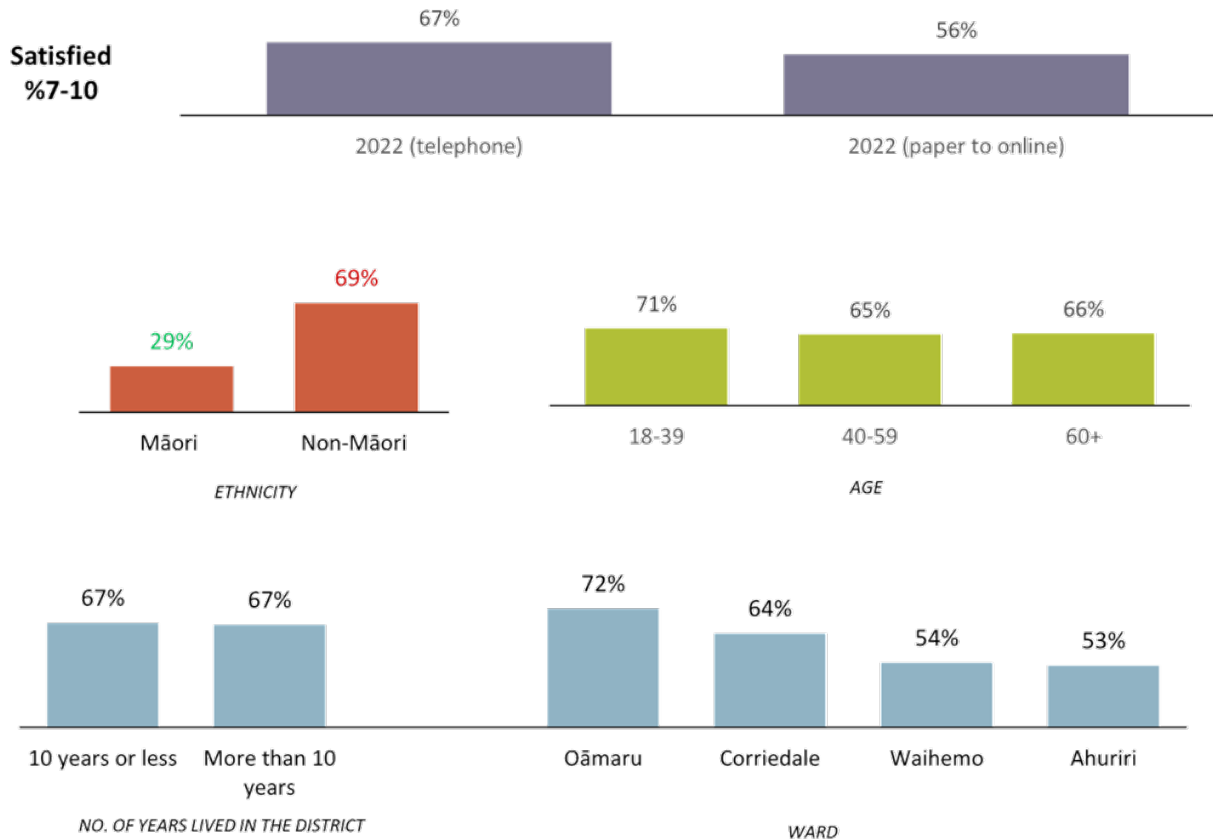
1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Q26. Are you aware of any communication from Council over the past 12 months?Q23a. If yes, what was the reason for this contact?
6. Were aware of communication from Council: telephone =273, paper to online =304
7. 26a. What communication are you aware of from Council? Please list all that you are aware of.
8. * New question added in 2021/2022. No historical comparison available



Satisfaction with the communication*



- Satisfaction with communication is relatively high with close to seven in ten residents (67%) satisfied.
- Satisfaction with communication is consistent across all demographics.



NOTES:

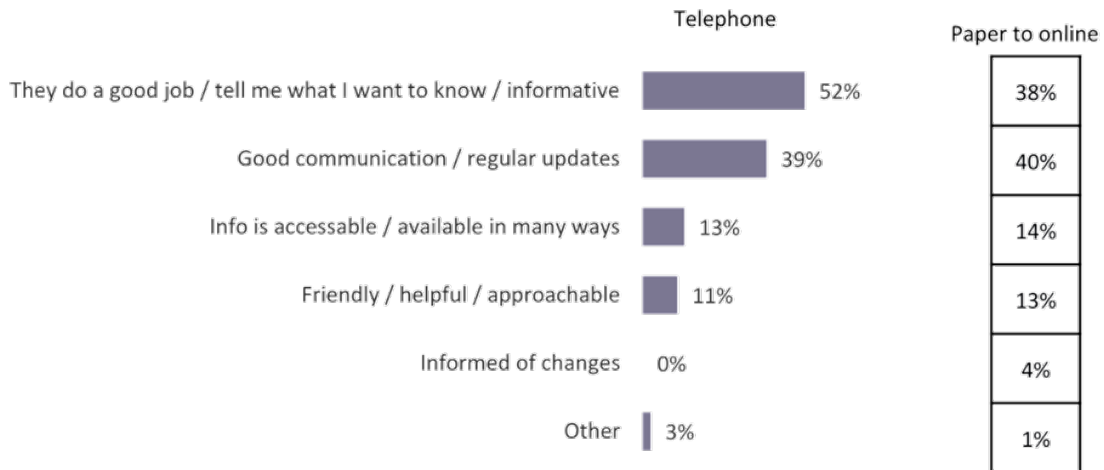
1. Sample: 2022 telephone n=380; 2022 paper to online n=513; 2021 n=401, 2020 n=401;
2. 18-39 n=84; 40-59 n=136; 60+ n=160;
3. Māori n=21; All Others n=359;
4. Oāmaru n=220, Corriedale n=85, Waihemo n=40, Ahuriri n=35
5. Aware of communication from Council: telephone =273, paper to online =304
6. 26b. How satisfied were you with communication from Council?
7. * New question added in 2021/2022. No historical comparison available

Year-on-year: ▲ Significantly higher, ▼ Significantly lower
Between demographics: ▲ Significantly higher, ▼ Significantly lower




Reasons for satisfaction and dissatisfaction with communication

Reasons for satisfaction



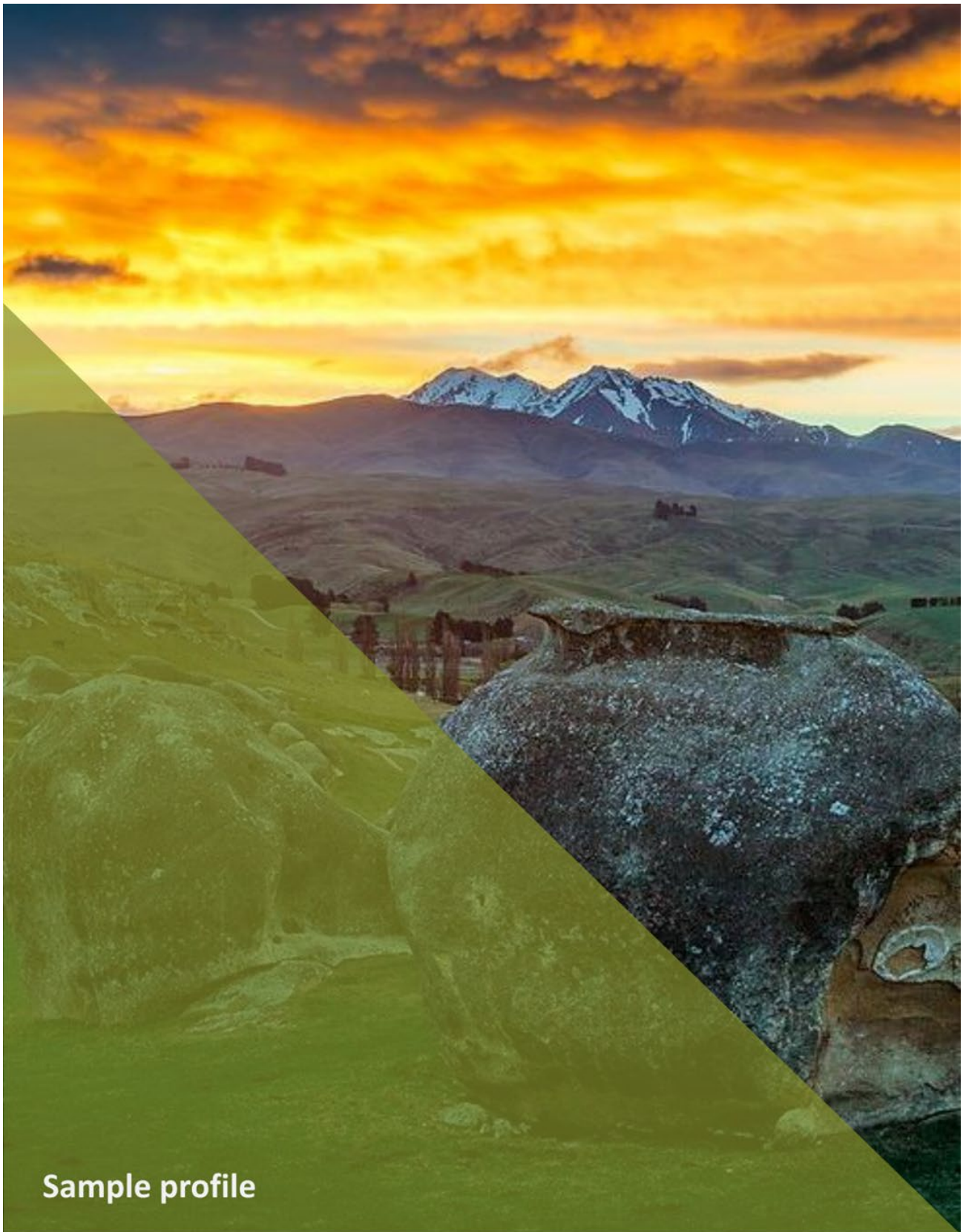
Reasons for dissatisfaction



- We are getting so many different stories and angles regarding three waters. Council needs to be transparent.
- Too many gaps in my knowledge.
- I feel that if they emailed me directly, I would take more notice.
- I think the council should have email lists for different topics that I can register an interest in.
- They communicate information but don't follow through on promises.
- Myself and other associates had a face to face with a councillor. The information later on is different.
- Because they didn't communicate with us as the owners of what they were doing with the bridge and now it is almost unusable for us as farmers. Bottom line was, they didn't consult with us before they did something which was really bad.
- They can be very vague at times.
- They're not telling us anything of any value, they're just telling lies.
- I don't get a newspaper and don't get any notifications about meetings etc at least in our mailbox as we pay rates.

NOTES:

1. Sample: 2022 telephone n=380 ; 2022 paper to online n=513
2. Q26c: If satisfied, why is that? telephone =121, paper to online =84
3. Q26d: If dissatisfied, why is that? telephone =11, paper to online =13

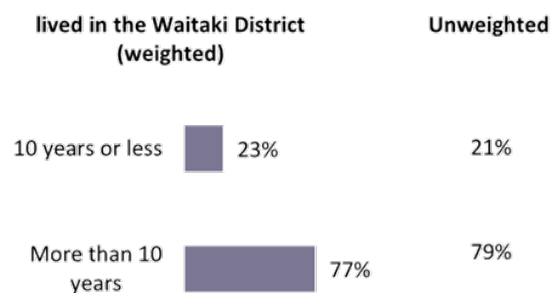
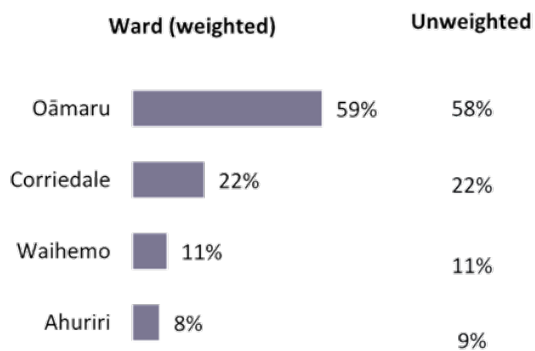
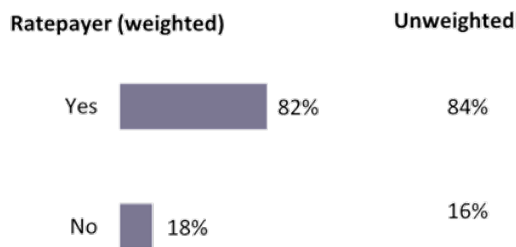
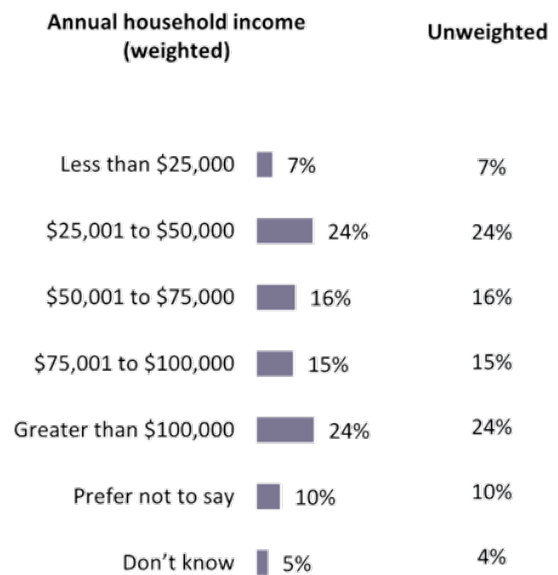
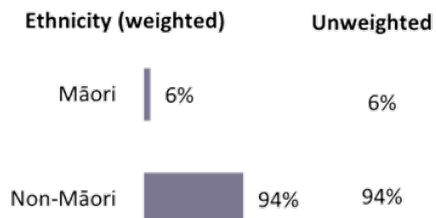
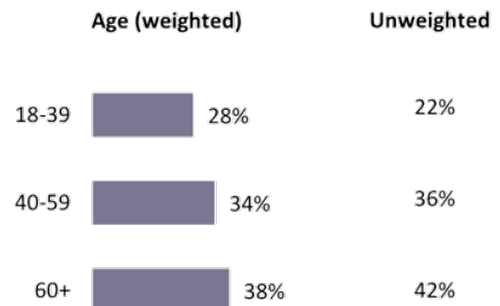
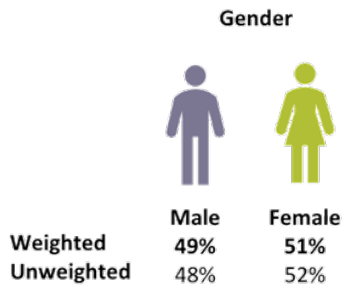




Report | August 2022



Sample profile - telephone



NOTES:

1. Total sample: n=380



Demographics (counts) - telephone

Male	184
Female	196

Māori	21
Non-Māori	359

Oāmaru	220
Corriedale	85
Waihemo	40
Ahuriri	35

18 to 39 years	84
40 to 59 years	136
60 years or over	160

10 years or less	78
More than 10 years	302

Pay rates	320
Don't pay rates	60

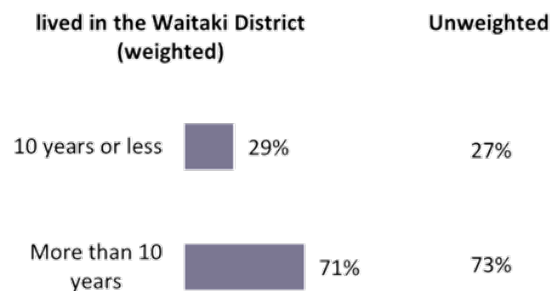
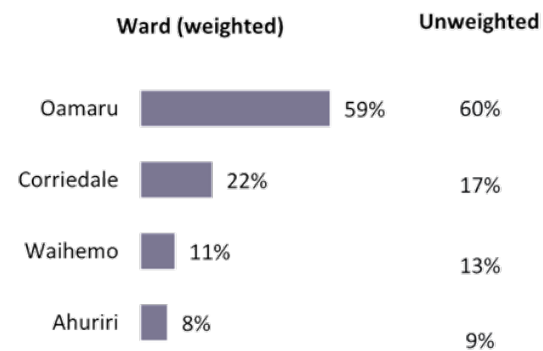
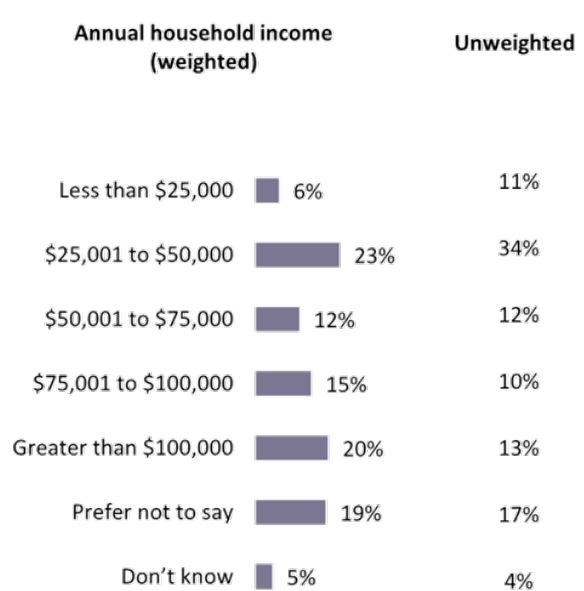
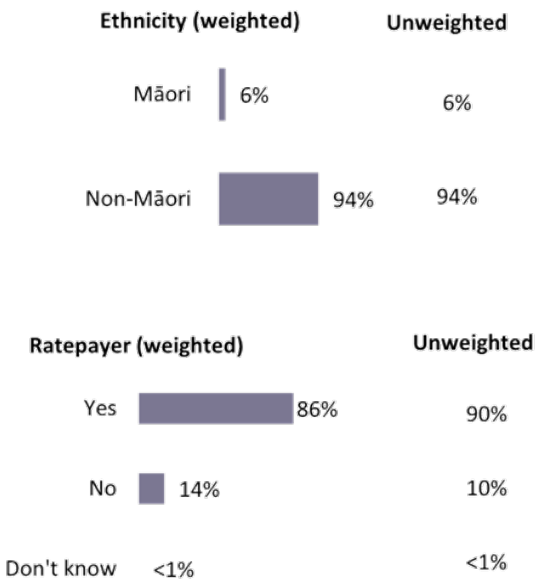
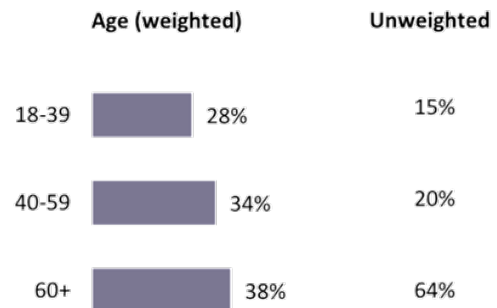
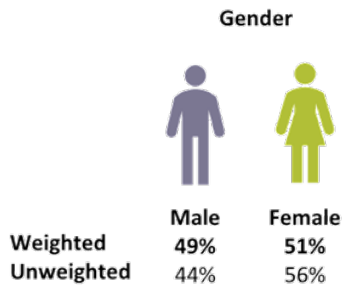
Less than \$25,000	25
\$25,001 to \$50,000	93
\$50,001 to \$75,000	60
\$75,001 to \$100,000	56
Greater than \$100,000	91
Prefer not to say	38
Don't know	17

NOTES:

1. Total sample: n=380



Sample profile – paper to online



NOTES:

- Total sample: n=513



Demographics (counts) – mail to online

Male	225
Female	288

Māori	30
Non-Māori	483

Oāmaru	310
Corriedale	89
Waihemo	66
Ahuriri	48

18 to 39 years	79
40 to 59 years	105
60 years or over	329

10 years or less	133
More than 10 years	362

Pay rates	425
Don't pay rates	71

Less than \$25,000	53
\$25,001 to \$50,000	168
\$50,001 to \$75,000	58
\$75,001 to \$100,000	50
Greater than \$100,000	63
Prefer not to say	87
Don't know	21

NOTES:

1. Total sample: n=513



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Attachment 2



2021/22 Residents' Survey

About this study:

Waitaki District Council is undertaking this survey to understand your impressions of the District's services, facilities and activities.

YOUR SURVEY ID:

You have been randomly selected from the Electoral Roll to participate in this research. The survey is being conducted by an independent research provider, Key Research, and you can be assured that your responses will remain anonymous.

Before we begin:

Are you or is anyone in your household an elected member of Waitaki District Council?

1	Yes (UNFORTUNATELY YOU ARE NOT ELIGIBLE TO PARTICIPATE)	2	No (Please continue)
---	---	---	----------------------

Do you or anyone in your household work for the Waitaki District Council?

1	Yes (UNFORTUNATELY YOU ARE NOT ELIGIBLE TO PARTICIPATE)	2	No (Please continue)
---	---	---	----------------------

Have you lived in the Waitaki area for 12 months or more?

1	Yes (Please continue)	2	No (UNFORTUNATELY YOU ARE NOT ELIGIBLE TO PARTICIPATE)
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DEMOGRAPHICS

Firstly, we have some questions to ensure that we interview a good cross-section of residents.

1. Which of the following age groups do you belong to?

1	<input type="radio"/>	18 to 39
2	<input type="radio"/>	40 - 59
3	<input type="radio"/>	60+
4	<input type="radio"/>	Prefer not to say

GDR. Gender

1	<input type="radio"/>	Male
2	<input type="radio"/>	Female
3	<input type="radio"/>	Gender diverse

2. How long have you lived in the Waitaki District?

1	<input type="radio"/>	10 years or less
2	<input type="radio"/>	More than 10 years
3	<input type="radio"/>	Don't know

ETH. Which of the following ethnicities do you associate with? Please select all that apply.

1	<input type="radio"/>	European
2	<input type="radio"/>	Māori
3	<input type="radio"/>	Pacific Peoples
4	<input type="radio"/>	Asian
5	<input type="radio"/>	Middle Eastern/Latin American/African
6	<input type="radio"/>	Other (please specify):
7	<input type="radio"/>	Don't know
8	<input type="radio"/>	Prefer not to say

3. Which ward do you live in?

1	<input type="radio"/>	Oamaru
2	<input type="radio"/>	Corriedale
3	<input type="radio"/>	Waihemo
4	<input type="radio"/>	Ahuriri



2021/22 Residents' Survey

SERVICES AND FACILITIES

The following questions cover different aspects of services that the Waitaki District Council provides to the community.

4. Using a scale of 1-10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the sealed roading network in the Waitaki District? (Note: This does not include state highways)

Very dissatisfied										Very satisfied	Don't know / NA
1	2	3	4	5	6	7	8	9	10		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q4b)			(Please go to Q5)			(Please go to Q4a)			(Please go to Q5)		

4a. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

4b. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

A	<input type="radio"/>	Ride smoothness (potholes, erosion)
B	<input type="radio"/>	Width
C	<input type="radio"/>	Safety (e.g., signs, guardrails, road marking)
D	<input type="radio"/>	Traffic mix (e.g., pedestrians, cyclists, heavy vehicles)
E	<input type="radio"/>	Appropriate speed limits
F	<input type="radio"/>	Surface texture (e.g., slipperiness, noise)
G	<input type="radio"/>	Maintenance
H	<input type="radio"/>	Too slow to fix/roadworks are repeated/quality of repairs
I	<input type="radio"/>	Impact of flooding
J	<input type="radio"/>	Other (please specify):

5. Using the same 1-10 scale, how satisfied are you with the unsealed roading network in the Waitaki District?

Very dissatisfied										Very satisfied	Don't know / NA
1	2	3	4	5	6	7	8	9	10		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q5b)			(Please go to Q5c)			(Please go to Q5a)			(Please go to Q5c)		

5a. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.



5b. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

A	<input type="radio"/>	Ride and smoothness
B	<input type="radio"/>	Width
C	<input type="radio"/>	Safety (e.g., signs)
D	<input type="radio"/>	Surface quality (e.g., dust, loose gravels, potholes)
E	<input type="radio"/>	Too slow to fix/roadworks are repeated/quality of repairs
F	<input type="radio"/>	Impact of flooding
G	<input type="radio"/>	Verges (grass, trees)
H	<input type="radio"/>	Maintenance (e.g., frequency of grading)
I	<input type="radio"/>	Other (please specify):

5c. Have you lodged a customer request to Council over the past 12 months regarding roads or footpaths?

1	<input type="radio"/>	Yes
2	<input type="radio"/>	No

6. Which water supply are you connected to?

A	<input type="radio"/>	Kurow, Lake Ohau, Omarama, Otematata, Duntroon – part of Ahuriri Ward	Please go to Q7
B	<input type="radio"/>	Awamoko, Lower Waitaki, Bushey Creek, Kauru Hill, Tokarahi, Windsor – part of the Corriedale Ward	
C	<input type="radio"/>	Oamaru (including Weston/Enfield, Kakanui, Herbert/Waianakarua and Hampden-Moeraki zones) – part of the Oamaru Ward	Please go to Q6a
D	<input type="radio"/>	Palmerston (including Dunback and Goodwood zones), Stoneburn – part of the Waihemo Ward	Please go to Q6a
	<input type="radio"/>	None	Please go to Q7
	<input type="radio"/>	Don't know	

6a. How satisfied are you with the water supply provided by the Waitaki District Council?

Very dissatisfied					Very satisfied					Don't know / NA
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Please go to Q6c)			(Please go to Q7)			(Please go to Q6b)			(Please go to Q7)	

6b. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

6c. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

1	<input type="radio"/>	Poor quality of water / substandard
2	<input type="radio"/>	Low water pressure / can't always get supply / not notified when supply is turned off
3	<input type="radio"/>	Tastes bad
4	<input type="radio"/>	Dirty / discoloured water
5	<input type="radio"/>	Other (please specify):



2021/22 Residents' Survey

7. Have you used the Chelmer Street (Oamaru) resource recovery park in the past 12 months?

1	<input type="radio"/>	Yes	Please go to Q7a
2	<input type="radio"/>	No	Please go to Q8

7a. How satisfied are you with the Chelmer Street (Oamaru) resource recovery park?

Very dissatisfied								Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Please go to Q7c)			(Please go to Q8)			(Please go to Q7b)			(Please go to Q8)	

7b. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

7c. Can you please tell us why you gave a rating of 1 - 3? Please provide as much detail as possible.

8. How satisfied are you that the Waitaki District is generally a safe place to be?

Very dissatisfied								Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Please go to Q8b)			(Please go Q8c)			(Please go Q8a)			(Please go to Q8c)	

8a. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

8b. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

1	<input type="checkbox"/>	Crime taking place/damage to property
2	<input type="checkbox"/>	Not as safe as it used to be/not safe at night
3	<input type="checkbox"/>	Common trend/hear things that are of concern
4	<input type="checkbox"/>	Rough people
5	<input type="checkbox"/>	Not safe for children
6	<input type="checkbox"/>	Other (please specify):

8c. Are you satisfied with Civil Defence Emergency Management?

1	<input type="radio"/>	Yes
2	<input type="radio"/>	No
3	<input type="radio"/>	Don't know



9. Have you visited any of the libraries in the Waitaki District in the past 12 months?

1	<input type="radio"/>	Yes	Please go to Q9a
2	<input type="radio"/>	No	Please go to Q11

9a. What was the purpose of your visit to the library? (e.g., Books, internet use, DVDs)

9b. Using a scale of 1 to 10 where 1 is 'Not at all important' and 10 is 'Very important', how important is the library to you and your family/whanau?

Not at all important										Very important		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>

9c. Can you please tell us why you gave that rating?

10a. How satisfied are you with library services in the Waitaki District?

Very dissatisfied							Very satisfied			Don't know / NA	
1	2	3	4	5	6	7	8	9	10		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q10c)			(Please go to Q11)				(Please go to Q10b)			(Please go to Q11)	

10b. Can you please tell us why you gave a rating of 8 - 10? Please select all that apply.

1	<input type="radio"/>	Friendly and competent staff
2	<input type="radio"/>	Technology computer assistance
3	<input type="radio"/>	Good collection of books
4	<input type="radio"/>	Good collections of DVDs
5	<input type="radio"/>	Community events
6	<input type="radio"/>	Other (please specify):

10c. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

1	<input type="radio"/>	Collections need updating / better selection
2	<input type="radio"/>	Facilities could be better / improved
3	<input type="radio"/>	Noise
4	<input type="radio"/>	Opening hours
5	<input type="radio"/>	Other (please specify):

11. Have you visited the Oamaru Opera House in the past 12 months?

1	<input type="radio"/>	Yes	Please go to Q11a
2	<input type="radio"/>	No	Please go to Q12



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11a. What was the reason for visiting the Oamaru Opera House? Please select all that apply.

1	<input type="checkbox"/>	A performance
2	<input type="checkbox"/>	The cafe
3	<input type="checkbox"/>	A meeting
4	<input type="checkbox"/>	Other (please specify):

11b. How satisfied are you with the Opera House?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
(Please go to Q11d)			(Please go to Q12)				(Please go to Q11c)			(Please go to Q12)		

11c. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

11d. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

1	<input type="checkbox"/>	Staff service
2	<input type="checkbox"/>	Quality of facilities
3	<input type="checkbox"/>	Lack of awareness of the Opera House as a facility or community facility
4	<input type="checkbox"/>	Price of performances
6	<input type="checkbox"/>	Other (please specify):

12. Have you used any of the parks or reserves in the Waitaki District in the past 12months?

1	<input type="checkbox"/>	Yes	Please go to Q12a
2	<input type="checkbox"/>	No	Please go to Q13

12a. How satisfied are you with parks and reserves in the Waitaki District?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
(Please go to Q12c)			(Please go to Q13)				(Please go to Q12b)			(Please go to Q13)		

12b. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

12c. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

1	<input type="checkbox"/>	Poor upkeep / untidy / improvements needed
2	<input type="checkbox"/>	Too many parks and reserves



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3	<input type="radio"/>	Not enough parks and reserves
4	<input type="radio"/>	Other (please specify):

13. Have you used the Council-owned Lakes camping grounds over the past 12 months?

1	<input type="radio"/>	Yes	Please go to Q13a
2	<input type="radio"/>	No	Please go to Q14

13a. How satisfied are you with the quality of the Council-owned Lakes camping grounds?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q13c)			(Please go to Q14)				(Please go to Q13b)			(Please go to Q14)		

13b. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

13c. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

1	<input type="checkbox"/>	Management of the facility
2	<input type="checkbox"/>	Fees
3	<input type="checkbox"/>	Cleanliness / condition of facility
4	<input type="checkbox"/>	Other (please specify):

14. Have you used any Waitaki District sports fields or facility in the past 12 months?

1	<input type="radio"/>	Yes	Please go to Q15a
2	<input type="radio"/>	No	Please go to Q16

15a. How satisfied are you with Waitaki's sports fields and facilities?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q15c)			(Please go to Q16)				(Please go to Q15b)			(Please go to Q16)		

15b. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

15c. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

1	<input type="checkbox"/>	Poor condition / need upgrading / lack of maintenance
2	<input type="checkbox"/>	Lack of awareness of sports fields
3	<input type="checkbox"/>	Cost



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4	<input type="radio"/>	Other (please specify):
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16. Have you used a public toilet in the past 12 months?

1	<input type="radio"/>	Yes	Please go to Q16a
2	<input type="radio"/>	No	Please go to Q17

16a. How satisfied are you with the public toilets?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
(Please go to Q16b)					(Please go to Q17)							

16b. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

1	<input type="radio"/>	Lack or poor access (i.e., wheelchair or push chair access)
2	<input type="radio"/>	Cleanliness/ dirtiness (including smell)
3	<input type="radio"/>	Condition (i.e., needs upgrading/improving)
4	<input type="radio"/>	Other (please specify):

17. Have you used or visited the Aquatic Centre in the past 12 months?

1	<input type="radio"/>	Yes	Please go to Q17a
2	<input type="radio"/>	No	Please go to Q18

17a. How satisfied are you with the Aquatic Centre?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
(Please go to Q17c)				(Please go to Q18)			(Please go to Q17b)			(Please go to Q18)		

17b. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

17c. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

1	<input type="radio"/>	Functionality or range of activities
2	<input type="radio"/>	Timetable or opening hours
3	<input type="radio"/>	Entry costs
4	<input type="radio"/>	Access (for instance wheelchair or pushchair access)
5	<input type="radio"/>	Staff service
6	<input type="radio"/>	Other (please specify):

18. Have you visited a cemetery in the Waitaki District in the past 12 months?



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1	<input type="radio"/>	Yes	Please go to Q18a
2	<input type="radio"/>	No	Please go to Q19

18a. How satisfied are you with cemeteries in the Waitaki District?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q18b)			(Please go to Q19)									

18b. Can you please tell us why you gave a rating of 1 - 3? Please select all that apply.

1	<input type="radio"/>	Poor condition / need upgrading / lack of maintenance
2	<input type="radio"/>	Lack of rubbish removal facilities
3	<input type="radio"/>	Cost
4	<input type="radio"/>	Other (please specify):

19. How satisfied are you with the performance of the Mayor and Councillors over the last 12-month period?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q19b)			(Please go to Q20)				(Please go to Q19a)			(Please go to Q20)		

19a. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

19b. Can you please tell us why you gave a rating of 1 - 3? Please provide as much detail as possible.

The following questions relate to your satisfaction with your Local Community Board.

A local Community Board consisting of five members, one being a councillor, are elected by residents at the same time as Council. The role of the Community Board is to help represent and advise Council on community views.

FOR RESIDENTS OF THE AHURIRI WARD ONLY (Questions 20, 20a and 20b)

20. How satisfied are you with the performance of Ahuriri Community Board members?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q20b)			(Please go to Q22)				(Please go to Q20a)			(Please go to Q22)		



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20a. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

20b. Can you please tell us why you gave a rating of 1 - 3? Please provide as much detail as possible.

FOR RESIDENTS OF THE WAIHEMO WARD ONLY (Questions 21, 21a and 21b)

21. How satisfied are you with the performance of Waihemo Community Board members?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q21b)			(Please go to Q22)				(Please go to Q21a)			(Please go to Q22)		

21a. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

21b. Can you please tell us why you gave a rating of 1 - 3? Please provide as much detail as possible.

CONSULTATION

The following questions relate to Council's consultation with the community. Council consults with the community on a range of project proposals and other key strategic matters each year to get an indication of the community's view on these proposals and matters. Some examples of recent consultations include:

- Long-Term Plan 2021-31
- Harbour Plan
- District Plan Review
- Freedom Camping Bylaw
- Speed Limit Review

22. How satisfied are you with Council's consultation with the community?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q22b)			(Please go to Q23)				(Please go to Q22a)			(Please go to Q23)		

22a. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.



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22b. Can you please tell us why you gave a rating of 1 - 3? Please provide as much detail as possible.

CONTACT WITH COUNCIL

The following questions relate to any contact with Council you may have had over the past year. Some examples of contact include paying bills (such as rates, dog registration or consent fees), applying for a resource consent or building consent, booking Council facilities, or general enquiries.

23. Have you had any contact with Council over the past 12 months?

1	<input type="radio"/>	Yes	Please go to 23a
2	<input type="radio"/>	No	Please go to Q24

23a. If yes, what was the reason for this contact?

23b. How satisfied were you with this contact?

Very dissatisfied							Very satisfied			Don't know / NA
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Please go to Q23d)			(Please go to Q24)				(Please go to Q23c)			(Please go to Q24)

23c. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

23d. Can you please tell us why you gave a rating of 1 - 3? Please provide as much detail as possible.

INTERACTION WITH COUNCIL

The following questions relate to how you engage with Council when you need a service.

24. How do you currently engage with the Council when you need a service? Please select all that apply.

1	<input type="radio"/>	Post / In writing	4	<input type="radio"/>	Email
2	<input type="radio"/>	Face to face – visiting the offices / service centre	5	<input type="radio"/>	Online using the website
3	<input type="radio"/>	Telephone	6	<input type="radio"/>	On your phone using apps
			7	<input type="radio"/>	Other (please specify):

25. In the future, how would you prefer to engage with the Council? Please select all that apply.

1	<input type="radio"/>	Post / In writing	2	<input type="radio"/>	Face to face – visiting the offices / service centre
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3	<input type="radio"/>	Telephone
4	<input type="radio"/>	Email
5	<input type="radio"/>	Online using the website

6	<input type="radio"/>	On your phone using apps
7	<input type="radio"/>	Other (please specify):

COMMUNICATION

The following questions relate to communication from Council.

Some examples of communication from Council include information on Council's website, leaflets, flyers, public notices, Council texts, emails, and e-newsletters. It also includes public meetings and events, Council's social media sites (e.g., Facebook, YouTube, Instagram), your local councillor, and your newspaper and radio.

26. Are you aware of any communication from Council over the past 12 months?

1	<input type="radio"/>	Yes	Please go to Q26a
2	<input type="radio"/>	No	Please go to REP1

26a. What communication are you aware of from Council? Please list all that you are aware of.

26b. How satisfied were you with the communication from Council?

Very dissatisfied										Very satisfied		Don't know / NA
1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
(Please go to Q26d)			(Please go to REP1)				(Please go to Q26c)			(Please go to REP1)		

26c. Can you please tell us why you gave a rating of 8 - 10? Please provide as much detail as possible.

26d. Can you please tell us why you gave a rating of 1 - 3? Please provide as much detail as possible.

IMAGE AND REPUTATION

The next few questions are about Council's reputation. These questions will continue to use a 1-10 scale where 1 means 'Very poor' and 10 means 'Excellent'.

REP1. Being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction, overall, how would you rate the Council for its vision and leadership in these areas?

		Very poor									Excellent		Don't know / NA
		1	2	3	4	5	6	7	8	9	10		
A	Leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the District, overall, how would you rate the Council in terms of the faith and trust you have in them to be open and transparent, act honestly and fairly, and work in the best interests of the district?

		Very poor										Excellent	Don't know / NA
		1	2	3	4	5	6	7	8	9	10		
A	Trust	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

REP3. Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management?

		Very poor										Excellent	Don't know / NA
		1	2	3	4	5	6	7	8	9	10		
A	Overall financial management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

REP4. And thinking about all the services and infrastructure the Council provides, how would you rate them for the quality of the services they provide?

		Very poor										Excellent	Don't know / NA
		1	2	3	4	5	6	7	8	9	10		
A	Overall services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

REP5. So, considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?

		Very poor										Excellent	Don't know / NA
		1	2	3	4	5	6	7	8	9	10		
A	Overall reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

VALUE FOR MONEY

Council collects revenue through rates that it charges and fees for certain services.

VM1. How would you rate your satisfaction with the Council for...

		Very dissatisfied										Very satisfied	Don't know / NA
		1	2	3	4	5	6	7	8	9	10		
A	How rates are spent on services and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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B	Rates being fair and reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C	Fees for other services being fair and reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

VM2. Considering all the services and facilities that the Council provides, overall, how satisfied are you that you receive good value for the money you spend in rates and other fees?

		Very dissatisfied								Very satisfied		Don't know / NA
		1	2	3	4	5	6	7	8	9	10	
A	Overall value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

OVERALL PERFORMANCE

OVERALL. Now considering everything we have covered with regard to the Waitaki District Council; all the services they provide, their reputation and value for money, how satisfied are you with the overall performance of the Council?

		Very dissatisfied								Very satisfied		Don't know / NA
		1	2	3	4	5	6	7	8	9	10	
A	Overall Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

GEN. Are there any other comments that you would like to make about the Waitaki District Council?

Finally, a few questions which describe you. The information you supply to us remains strictly confidential.

27. Would you please tell me how many people usually live in your household?

1	<input type="radio"/>	One
2	<input type="radio"/>	Two
3	<input type="radio"/>	Three to five
4	<input type="radio"/>	Six or more
	<input type="radio"/>	Prefer not to say

28. Which of these best describes your total annual household income being the total income, including benefits, before tax?

1	<input type="radio"/>	Less than \$25,000
2	<input type="radio"/>	\$25,001 to \$50,000
3	<input type="radio"/>	\$50,001 to \$75,000
4	<input type="radio"/>	\$75,001 to \$100,000
5	<input type="radio"/>	Greater than \$100,000
	<input type="radio"/>	Prefer not to say
	<input type="radio"/>	Don't know



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29. Are you a Waitaki District Council ratepayer?

1	<input type="radio"/>	Yes
2	<input type="radio"/>	No
	<input type="radio"/>	Don't know

Thank you for taking part and your time to provide your opinions.



2021/22 Residents' Survey

PLEASE FOLD ON DOTTED LINES, SECURE OPEN END BY STAPLE OR TAPE AND RETURN BY 24 February 2022.



Freepost Authority Number 251621

Key Research Limited
PO Box 13297
TAURANGA 3141

5 RESOLUTION TO EXCLUDE THE PUBLIC

RECOMMENDATION

That the public be excluded from the following parts of the proceedings of this meeting.

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
6.1 - Public Excluded Minutes of the Performance, Audit and Risk Committee Meeting held on 23 August 2022	s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7

6 PUBLIC EXCLUDED SECTION

7 RESOLUTION TO RETURN TO THE PUBLIC MEETING

RECOMMENDATION

That the Performance, Audit and Risk Committee resumes in open meeting and decisions made in public excluded session are confirmed and made public as and when required and considered.

8 RELEASE OF PUBLIC EXCLUDED INFORMATION

In accordance with Waitaki District Council Standing Orders, and pursuant to resolutions in the public excluded session of the meeting, any previously public excluded information that the Performance, Audit and Risk Committee decides to release will be included under this agenda item in the Public Minutes of this meeting.

9 MEETING CLOSE