



Annual Residents' Survey 2019/20

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Background, Objectives and Method

Background

- Waitaki District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by Council, and to prioritise improvement opportunities that will be valued by the community.

Research Objectives

- To provide a robust measure of satisfaction with Council's performance in relation to service delivery
- To determine performance drivers and assist Council to identify the best opportunities to further improve satisfaction, including satisfaction among defined groups within the district
- To assess changes in satisfaction over time and measure progress towards the long-term objectives

Method

- A statistically robust survey conducted by telephone with a sample of 401 residents across the Waitaki District Council area
- Data collection was managed to quota targets by age, ward and ethnicity and post data collection the sample has been weighted so it is aligned with known population distributions as contained in the Census 2018.
- At an aggregate level, the sample has an expected 95% confidence interval (margin of error) of +/- 4.9%.
- Interviewing took place over four waves: 16 to 22 October 2019 (n=101), 22 January to 10 February 2020 (n=100), 25 March to 13 April 2020 (n=100) and 21 May to 4 June 2020 (n=100).

Notes

- Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Executive Summary

1

Overall satisfaction with *Waitaki District Council's performance* improved from 41% satisfied residents (scoring 7 to 10 out of 10) in 2019 to 46% in 2020. *Council's reputation benchmark score* is excellent and has also increased from +77 a year ago to +83 in 2020. *Value for money* primarily drives overall perceptions of *Council's performance* and as satisfaction with this area is relatively low, it presents the best area for improving performance evaluation.

2

Council's performance regarding the maintenance of the District's *Sealed and Unsealed roading networks* has improved since 2019 with 46% and 33% satisfied residents, respectively. There is also an increase in user satisfaction for the following public facilities: *Council-owned Lakes camping grounds, Oamaru Opera House, Public toilets, Parks and reserves, Sports fields and Aquatic centre*. Satisfaction with the *Resource recovery park, Library services, Cemeteries and Water supply* has declined compared with 2019.

3

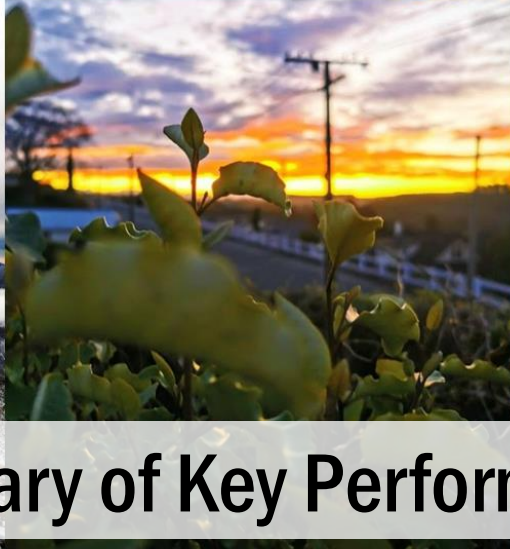
Satisfaction with the *Performance of the Mayor and Councillors* and *Waihemo Community Board members* has increased while satisfaction with the *Performance of Ahuriri Community Board members* has declined since 2019. There is a considerable increase in satisfaction concerning *Councils' consultation with the community* with more than half of the residents (51%) satisfied compared to 47% in the previous year.

4

Improvement priorities for Waitaki District Council overall point to *How rates are spent* and *Rates and Service fees being fair and reasonable, Trust and Unsealed roading network*. Council should maintain its performance regarding the *Quality of its services* and facilities while promoting the value of the following services and facilities: *Lakes camping grounds, Water supply, Public toilets, Sports fields and Public toilets*.

5

Overall satisfaction with Council's *Civil Defence Emergency Management* has significantly improved from 61% in 2019 to 70% in 2020. The proportion of residents who have lodged a roading request with Council remains at the same level as 2019, which is 17%.



Summary of Key Performance Indicators

Key results summary and comparison to previous years

Page	Question	2020 Sample (n=)	2017 Satisfied (%7-10)	2018 Satisfied (%7-10)	2019 Satisfied (%7-10)	2020 Satisfied (%7-10)	% point change (2019-20)
44	Performance of Waihemo Community Board members	60	46	49	39	54	+15
40	Performance of the Mayor and Councillors	401	57	56	64	72	+8
29	Council-owned Lakes camping grounds - user	60	66	64	71	77	+6
9	Sealed roading network in the Waitaki District	401	47	35	41	46	+5
11	Unsealed roading network in the Waitaki District	401	27	29	28	33	+5
46	Council's consultation with the community	401	43	39	47	51	+4
36	Aquatic Centre – user/visitor	135	87	85	77	81	+4
33	Public toilets – user	276	74	73	74	77	+3
19	Waitaki District is generally a safe place to be	401	90	87	85	88	+3
27	Parks and reserves in the Waitaki District - user	278	85	87	84	87	+3
31	Sports fields and facilities in the Waitaki District - visitor	125	84	84	80	82	+2
25	Opera House - visitor	189	95	92	96	97	+1
13	Water supply provided by Council in Oamaru	245	86	84	89	88	-1
22	Library services in the Waitaki District - visitor	196	95	93	89	88	-1
38	Cemeteries in the Waitaki District – user/visitor	191	83	86	82	80	-2
15	Water supply provided by Council in Waihemo	44	69	72	76	73	-3
17	Resource recovery park	228	88	86	84	75	-9
42	Performance of Ahuriri Community Board members	37	49	44	55	38	-17

NOTES:

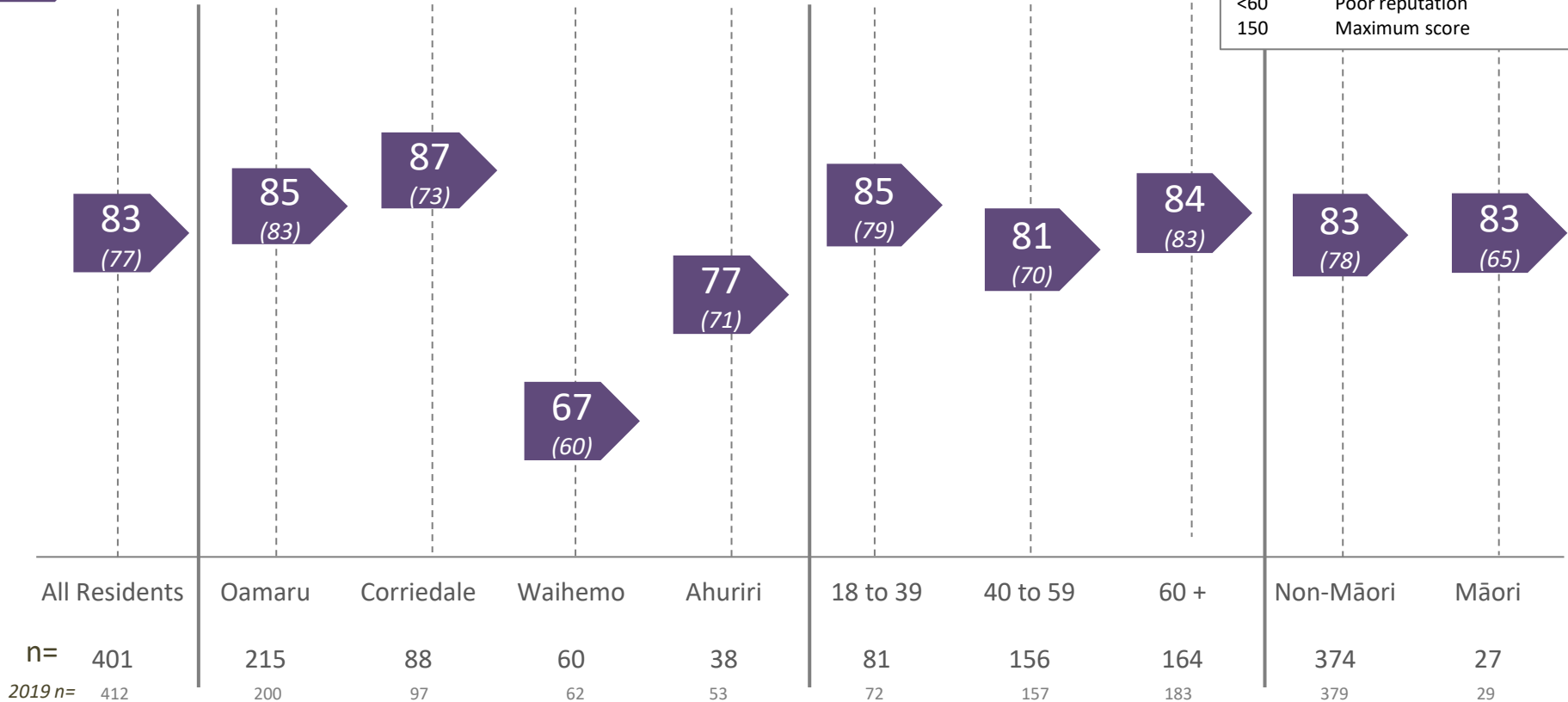
1. Sample: 2017 n=400, 2018 n=400, 2019 n=412, 2020 n=401

Waitaki District Council's *reputation benchmark score* has improved from +77 in 2019 to +83 in 2020. Council has an excellent reputation amongst residents regardless of age. *Oamaru, Corriedale* and *Ahuriri* residents rate Council's reputation more favourably than *Waihemo* residents

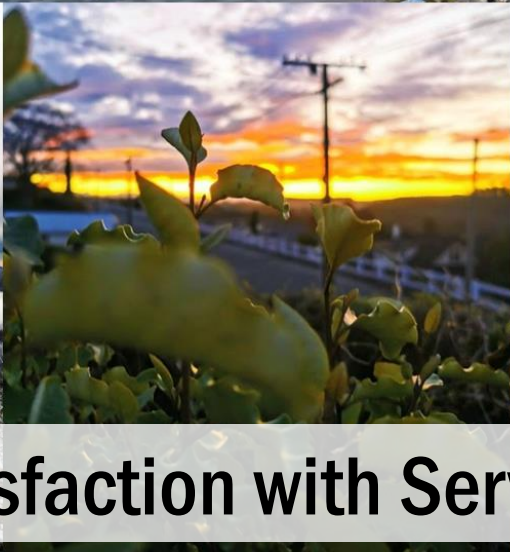
Reputation benchmarks

2020
(2019)

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



NOTES:
 1. Total Sample n=401
 2. REPS. So considering leadership, trust, financial management and quality of services provided, how would you rate the Waitaki District Council for its overall reputation?
 3. The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking



Satisfaction with Services Provided

Satisfaction with the District's *Sealed roading network* has increased to 46% satisfied residents over the past year with *Oamaru* residents being more likely to be satisfied than other residents

Sealed roading network



NOTES:

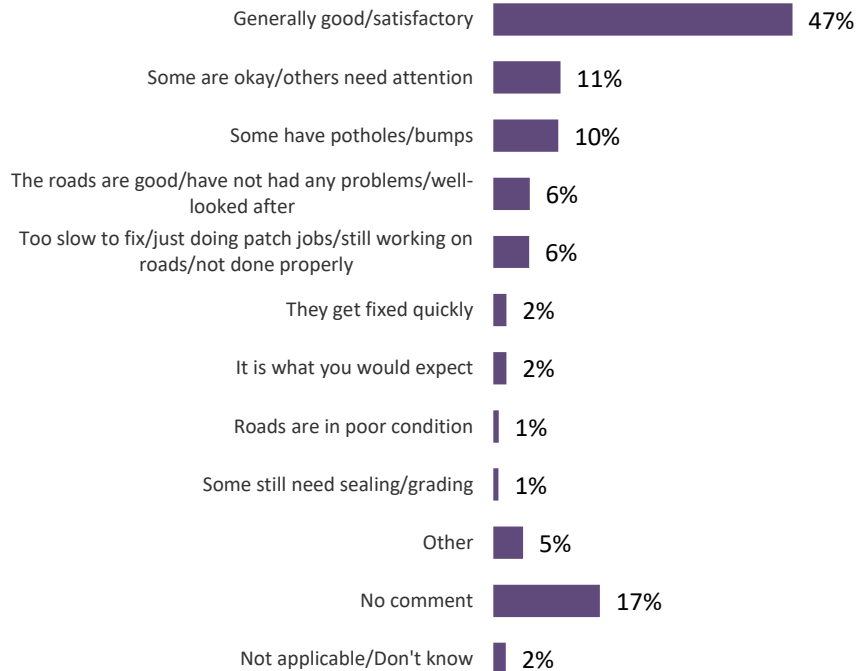
- Total sample: n=401
- Q4: How satisfied are you with the sealed roading network in the Waitaki District? (Note: This does not include state highways)

▲ Significantly higher
▼ Significantly lower

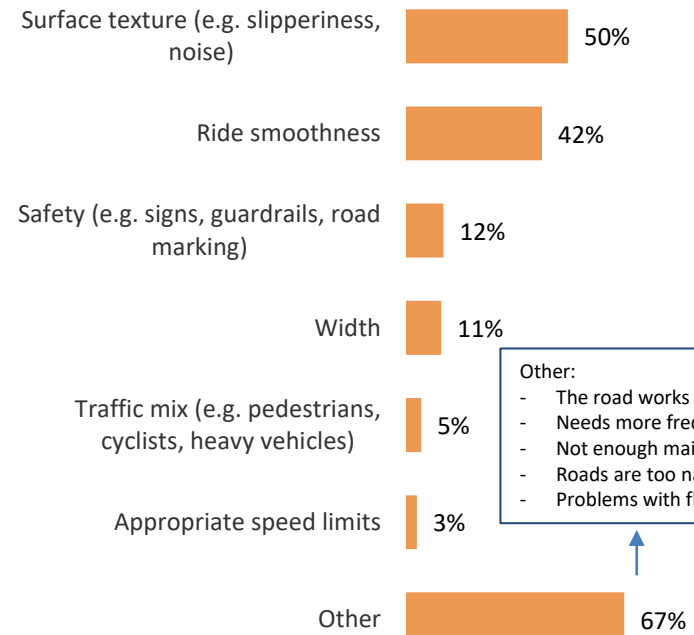
Almost half of the residents (47%) mentioned that the District's *Sealed roading network* is *Generally good and satisfactory*. On the other hand, issues regarding *Surface texture* and *Ride smoothness* are the main reasons for dissatisfaction

Sealed roading network

Reasons for satisfaction
(n=100)



Reasons for dissatisfaction
(n=66)



- Other:
- The road works do not last
 - Needs more frequent sealing
 - Not enough maintenance
 - Roads are too narrow/dangerous
 - Problems with flooding

NOTES:

1. Total Sample n=401
2. Q4a&b: Can you tell me why you were not satisfied / satisfied with the sealed roading network in the Waitaki District? (Note: This does not include state highways)

A third of residents (33%) in Waitaki District are satisfied with *Unsealed roading network* which is an increase from 28% a year ago with *Oamaru* residents more likely to be satisfied than other residents

Unsealed roading network

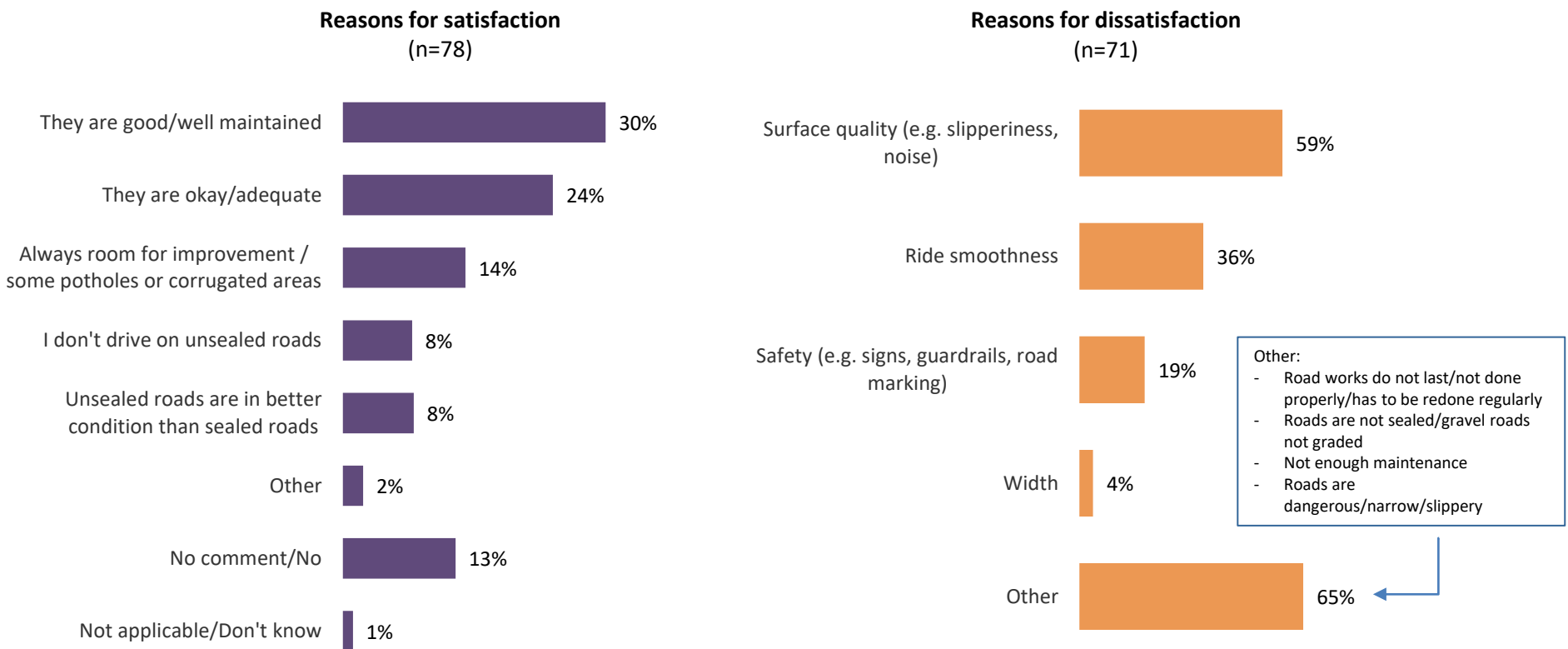


NOTES:
1. Total sample: n=401
2. Q5: How satisfied are you with the unsealed roading network in the Waitaki District?

▲ Significantly higher
▼ Significantly lower

Residents have cited *Surface quality* (59%) and *Ride smoothness* (26%) as the main reasons for dissatisfaction with Council's *Unsealed roading network*

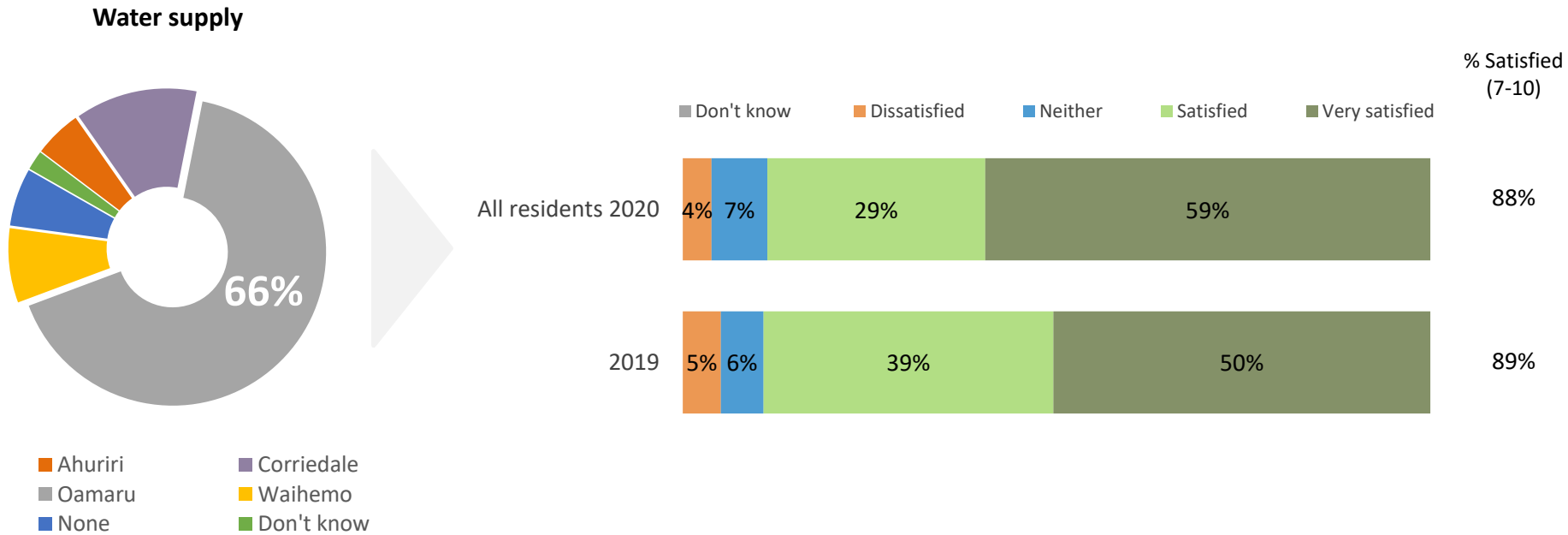
Unsealed roading network



NOTES:
 1. Total Sample n=401
 2. Q5a&b: Can you tell me why you were not satisfied / satisfied with the unsealed roading network in the Waitaki District?

Two thirds of residents (66%) are connected to the *Oamaru water supply* with almost nine out of ten residents (88%) satisfied with the service

Oamaru water supply



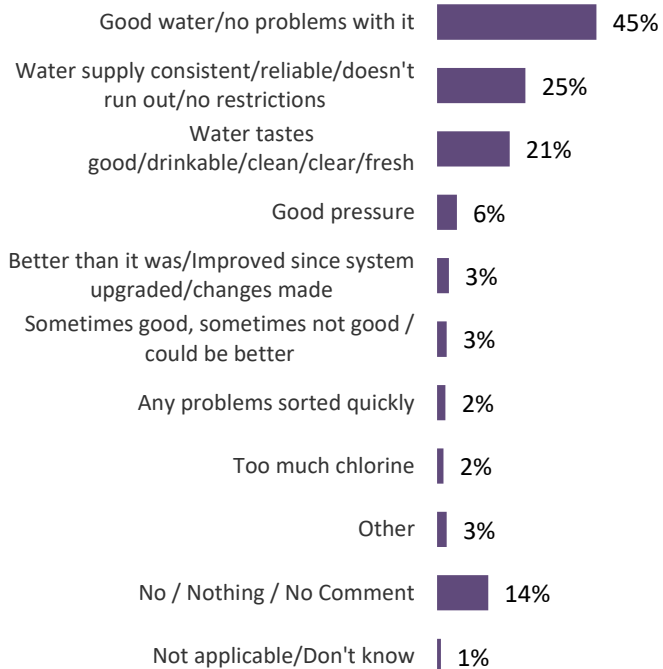
NOTES:

1. Total sample: n=401
2. Q6: Which water supply are you connected to?; There are 245 respondents who answered this question and are connected to the Oamaru water supply.
3. Q6a: How satisfied are you with the water supply provided by the Waitaki District Council?

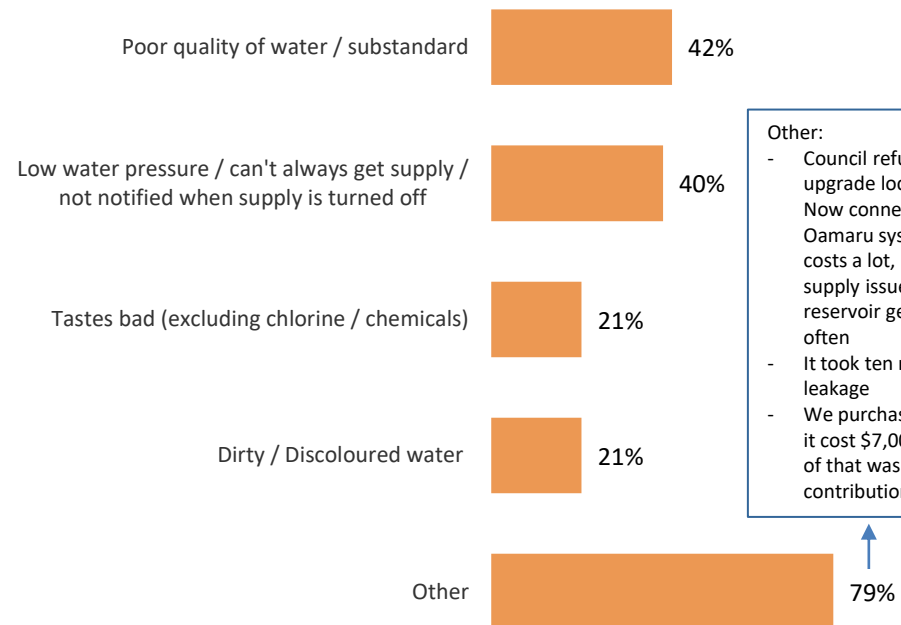
Only a few residents are dissatisfied with the *Oamaru water supply* and the main reasons are with regard to *Poor quality of water/substandard* and *Low water pressure*

Oamaru water supply

Reasons for satisfaction
(n=166)



Reasons for dissatisfaction
(n=5)



Other:

- Council refused to upgrade local system. Now connected to the Oamaru system which costs a lot, now there is a supply issue due to the reservoir getting low often
- It took ten months to fix a leakage
- We purchased water and it cost \$7,000, and \$5000 of that was development contribution fund

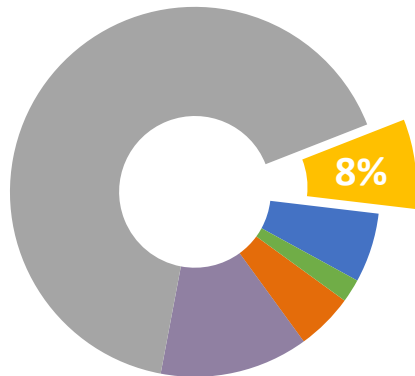
NOTES:

1. Total Sample n=401
2. Q6b&c: Can you tell me why you were not satisfied / satisfied with the water supply provided by the Waitaki District Council?

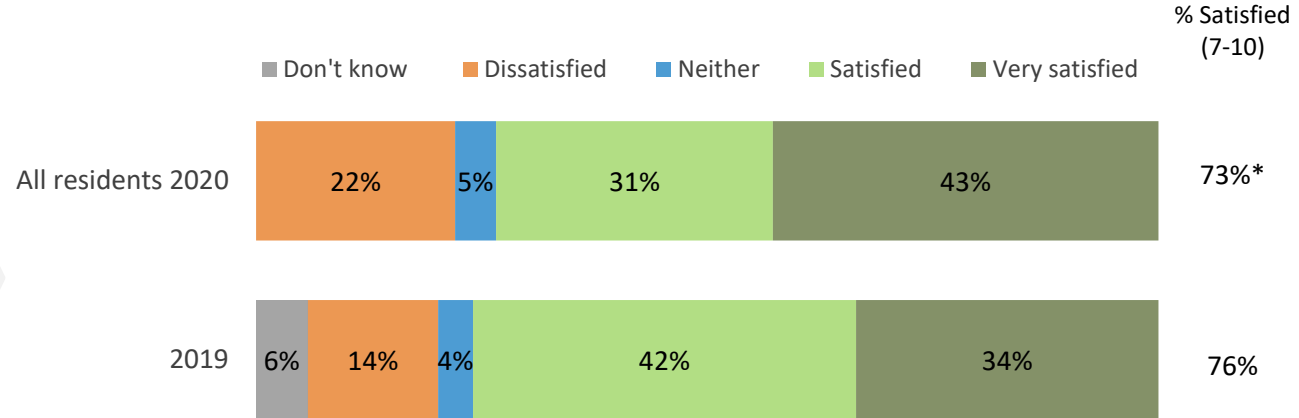
Satisfaction with the *Waihemo water supply* has slightly declined from 76% in 2019 to 73% in 2020

Waihemo water supply

Water supply



■ Ahuriri ■ Corriedale
■ Oamaru ■ Waihemo
■ None ■ Don't know



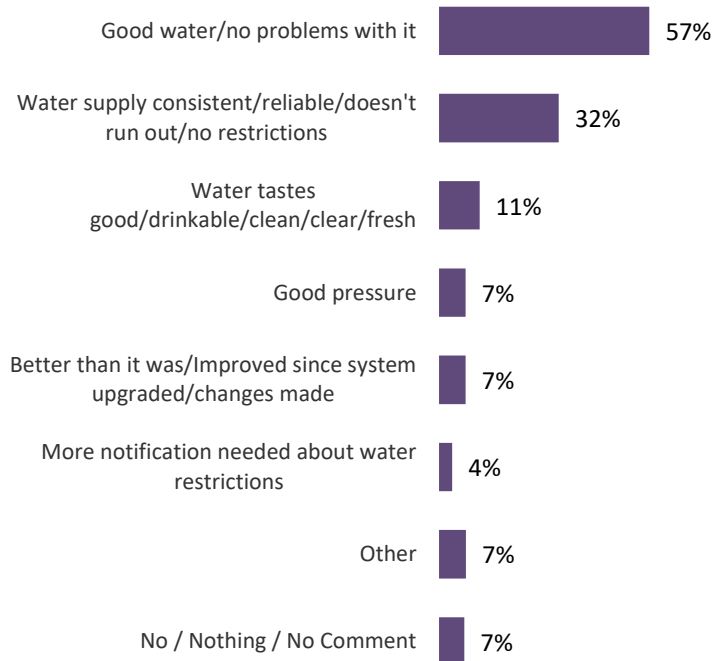
NOTES:

1. Total sample: n=401
2. Q6: Which water supply are you connected to?; There are 44 respondents who answered this question and are connected to the Waihemo water supply.
3. Q6a: How satisfied are you with the water supply provided by the Waitaki District Council?
4. * Due to rounding, percentages may add to just over or under (+/- 1%) totals.

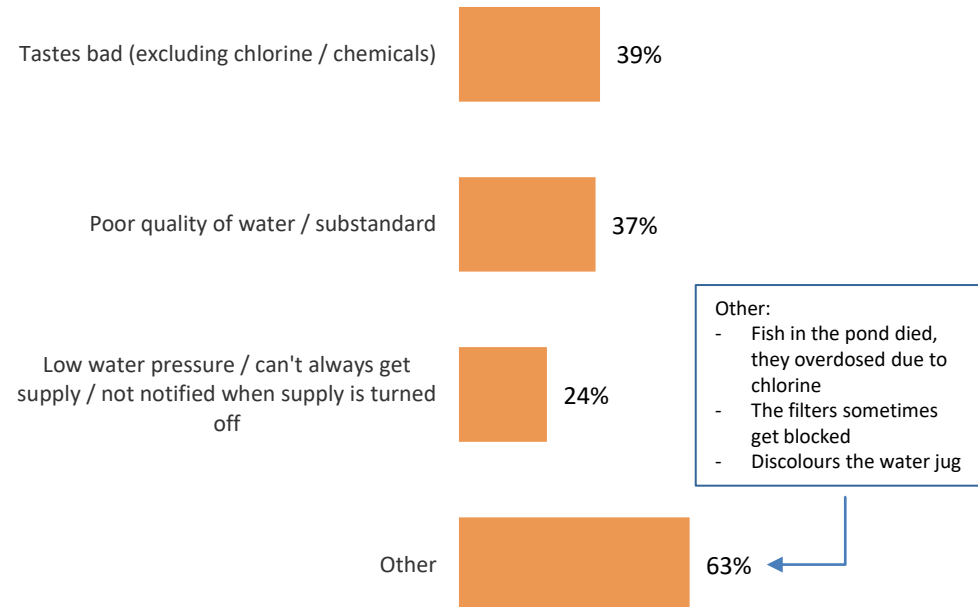
Most residents who are satisfied with the *Waihemo water supply* can attribute this to *Good water* (57%) and *Consistent water supply* (32%)

Waihemo water supply

Reasons for satisfaction
(n=27)



Reasons for dissatisfaction
(n=8)

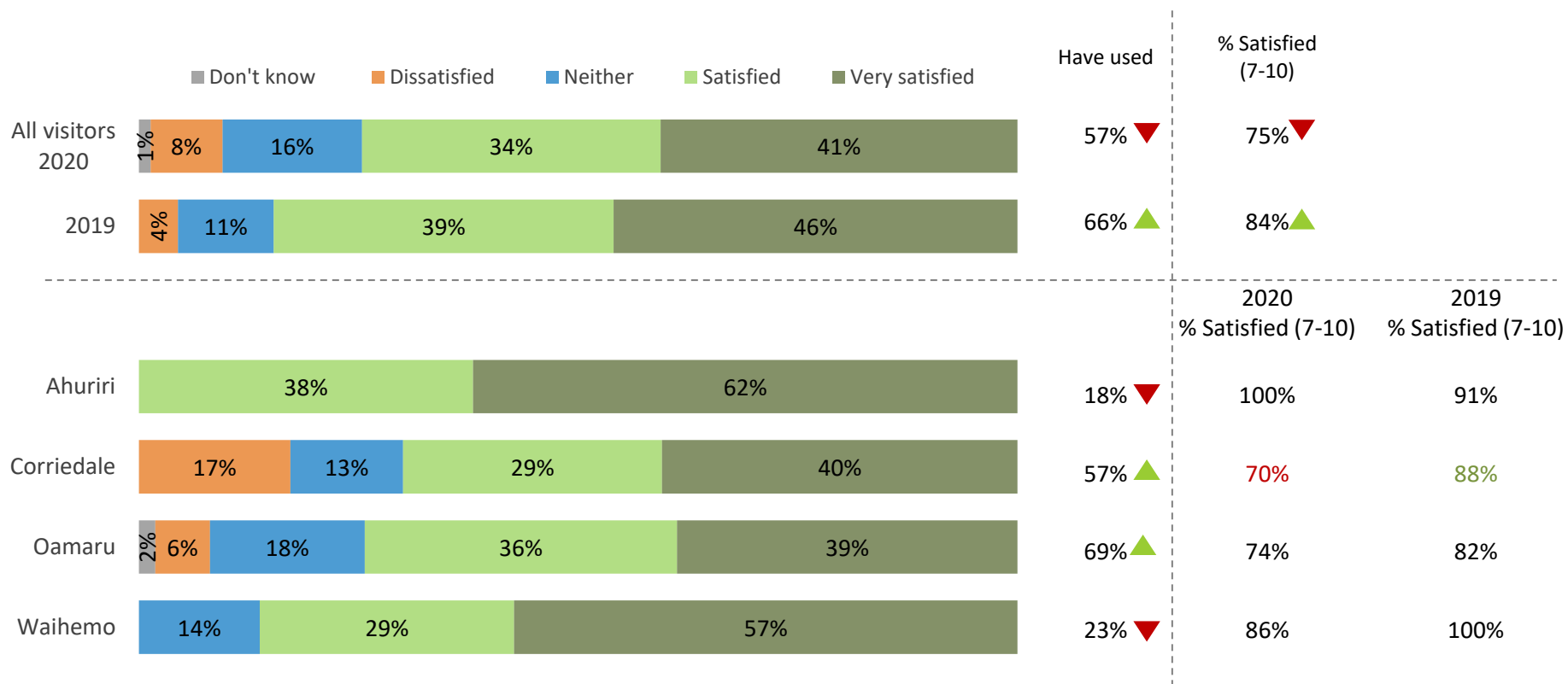


NOTES:

1. Total Sample n=401
2. Q6b&c: Can you tell me why you were not satisfied / satisfied with the water supply provided by the Waitaki District Council?

A significantly less proportion of residents visited the *Chelmer Street Resource recovery park* compared with 2019. Three quarters of all visitors (75%) are satisfied with the facility

Chelmer Street (Oamaru) Resource recovery park



NOTES:

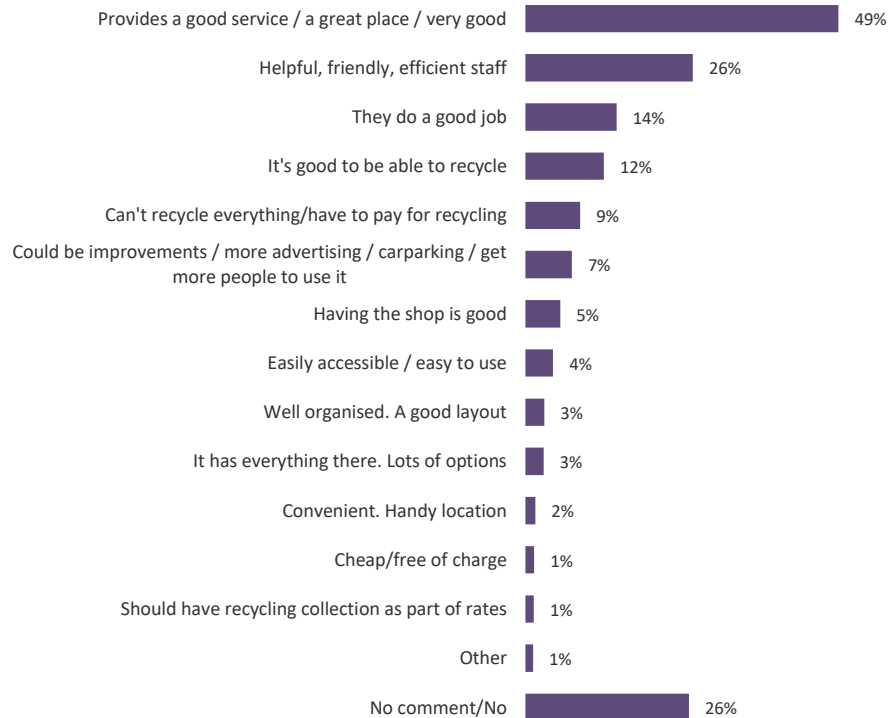
1. Total sample: n=401
2. Q29. Have you used the Chelmer Street (Oamaru) resource recovery park in the past 12 months?
3. Q29a: How satisfied are you with the resource recovery park? Have used n=228; Have not used n=173

▲ Significantly higher
▼ Significantly lower

Good service and helpful, friendly and efficient staff are the top reasons why residents are satisfied with the Chelmer Street (Oamaru) Resource recovery park

Chelmer Street (Oamaru) Resource recovery park

Reasons for satisfaction (n=298)



Reasons for dissatisfaction (n=14)

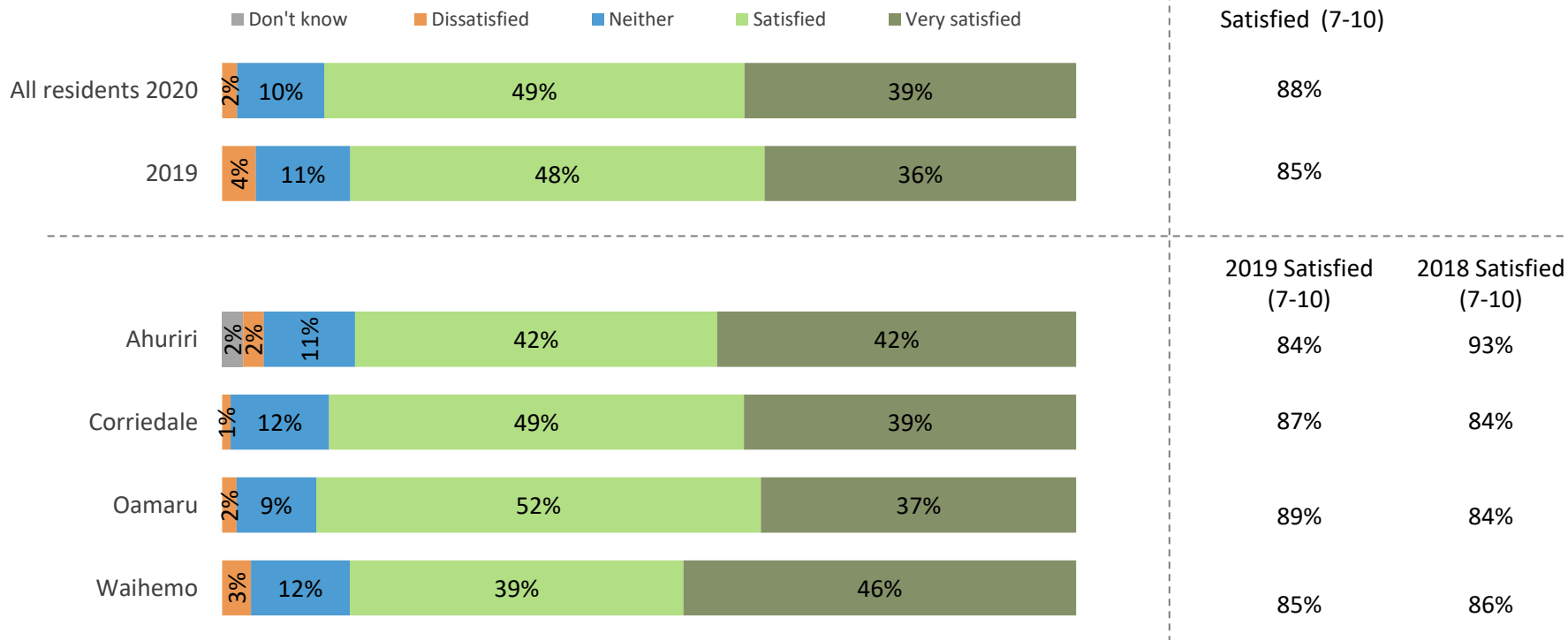
- *Take recycling, one guy that was extremely rude to me. They charge a dollar now; everyone is going to the free pits now. They charge too much for a bag of rubbish like \$7. Not enough rubbish bins around the town. People would be more inclined to use them if there were more.*
- *It is a bit of shambles on a wet day and the charges for the green waste disposal are random and too high.*
- *Not taking enough plastics etc.*
- *Because of all the things in there has changed and the attitude of people*
- *Being charged for recycling, ask for a receipt. We all pay enough rates to cover this service - I find the extra cost offensive.*
- *Because the operations have changed and it is not expensive, but it has changed a lot. The shop there is now more expensive for second-hand stuff. Lots of people are annoyed.*

NOTES:

1. Total Sample n=401
2. Q29b. (If satisfied) why is that?
3. Q29c. (If very dissatisfied or dissatisfied) why is that?

Perceptions of *Waitaki District as a safe place to be* have improved over the past year, particularly in the *Corriedale* and *Oamaru* wards

Waitaki District as a safe place to be

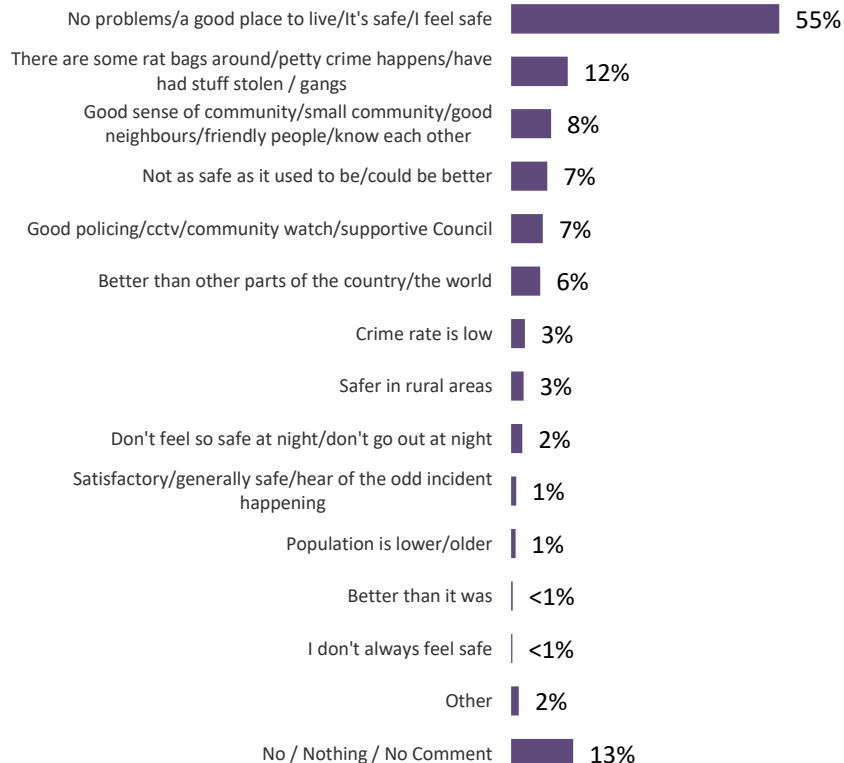


NOTES:
1. Total sample: n=401
2. Q8: How satisfied are you that the Waitaki District is generally a safe place to be?

The majority of residents generally feel safe and think that the *Waitaki District is a good place to live*. Even though residents are satisfied overall with safety in the District, some have mentioned that *Petty crimes happen*, and they feel that the *District is not as safe as it used to be*

A safe place to be

Reasons for satisfaction (n=294)



Reasons for dissatisfaction (n=4)

- Increase in gang related activities and Meth
- High visibility of gangs and drugs
- Groups of young kids and Killer Bees
- Police do not follow through with crimes. Community does a better job than the police. The community is doing a better job than what the police are doing

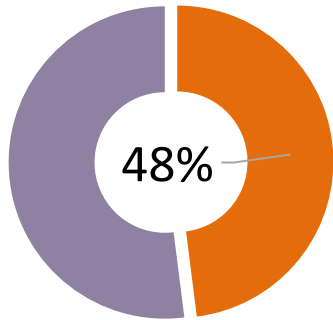
NOTES:

1. Total Sample n=401
2. Q8a&b: Can you tell me why you were not satisfied / satisfied that the Waitaki District is generally a safe place to be?1

Almost half of the residents (48%) have visited a library in the last 12 months. The primary purpose of visits to the library is to *Borrow books, magazines or newspapers* as mentioned by more than eight in ten library users (81%)

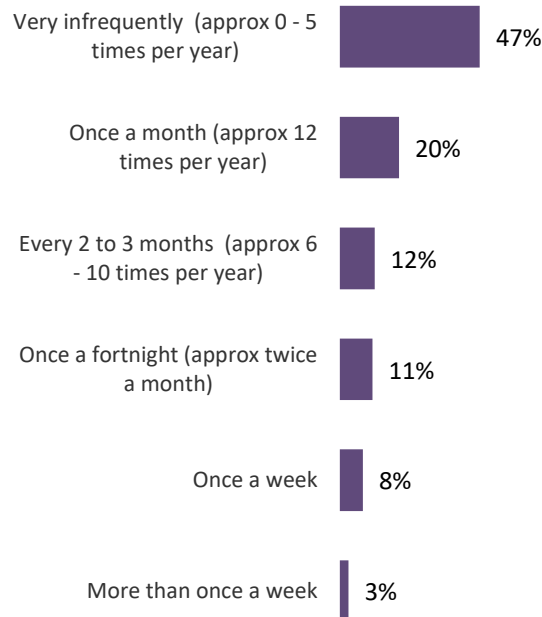
Library services

Have visited any library

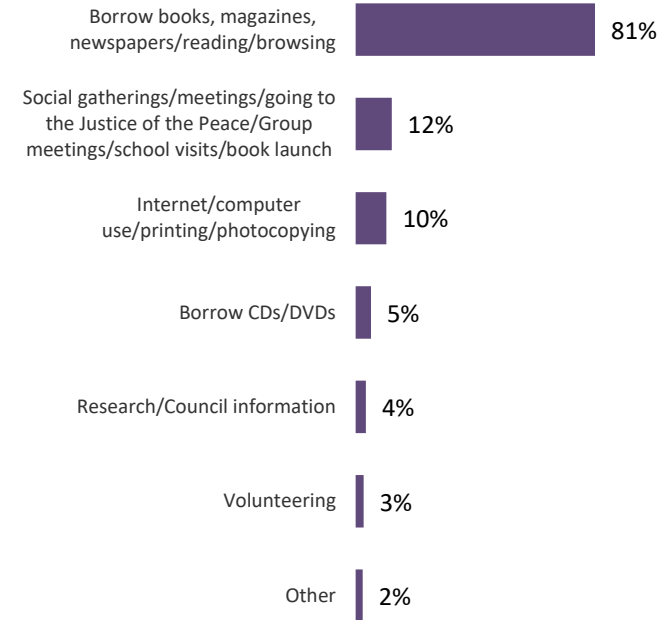


■ Yes ■ No

Frequency of visit (n=196)



Purpose of visit (n=196)

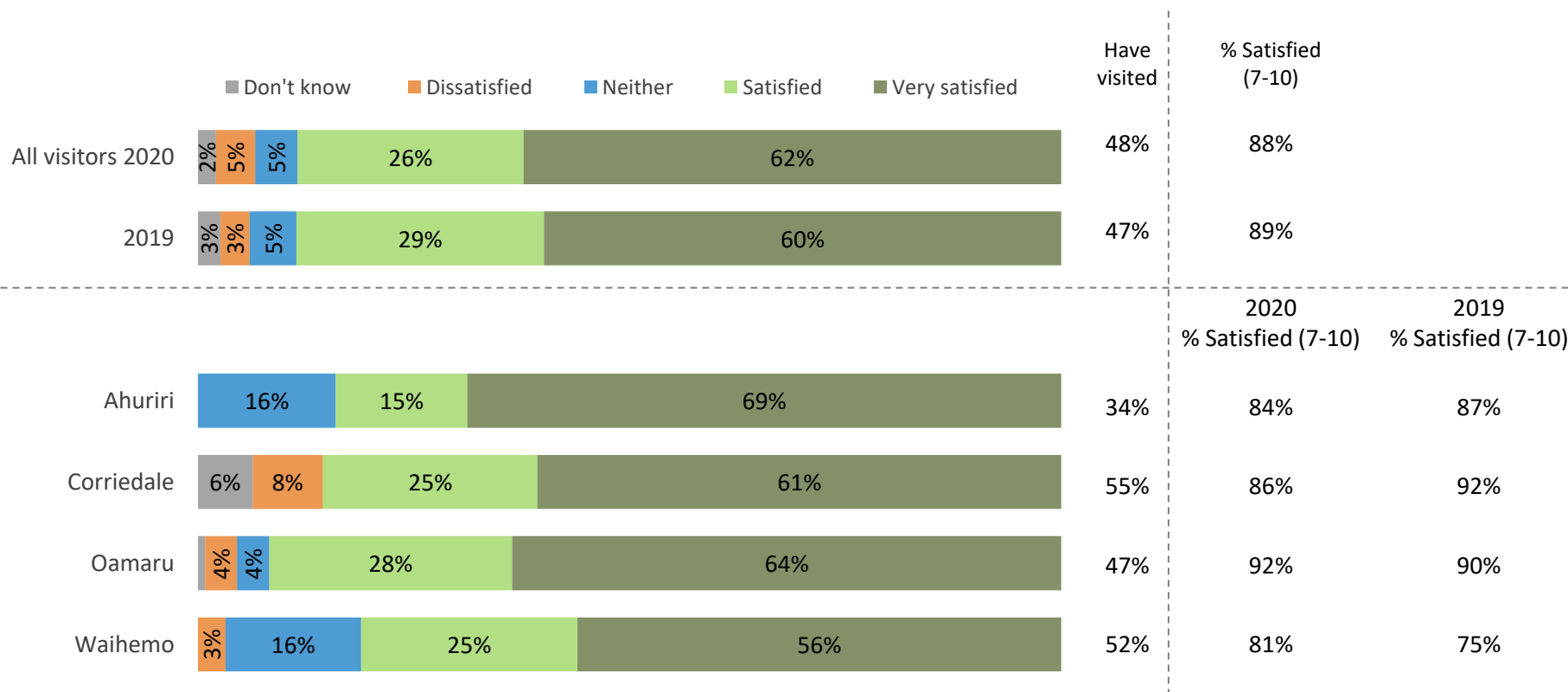


NOTES:

1. Q10. Have you visited any of the libraries in the Waitaki District in the past 12 months? Have visited n=196; Have not visited n=205
2. Q10d: How often have you visited a library in the Waitaki District in the last 12 months?
3. Q10e. What was the purpose of your visit to the library?

Satisfaction with the District's *Library services* is generally high among all users of the facility with those in *Oamaru* likely to be more satisfied than users in other wards

Library services



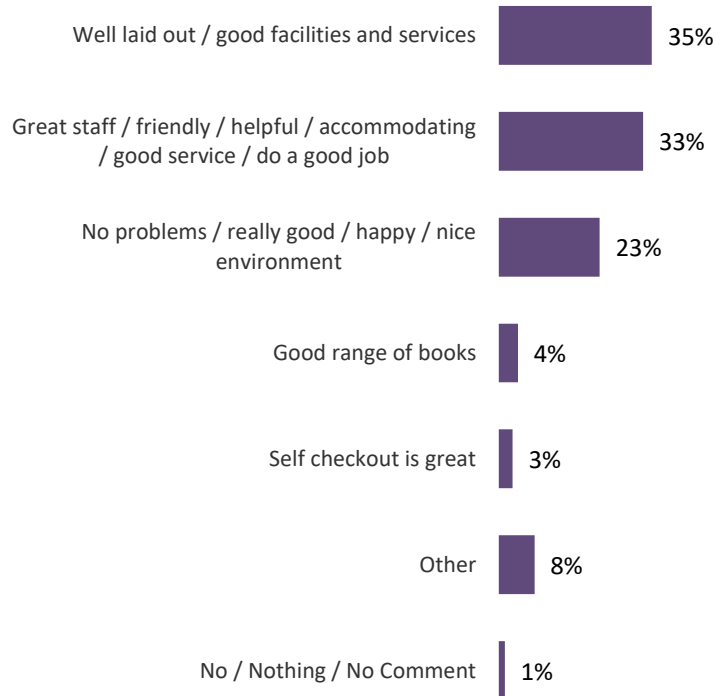
NOTES:
 1. Total sample: n=401
 2. Q10. Have you visited any of the libraries in the Waitaki District in the past 12 months?
 3. Q10a: How satisfied are you with library services in the Waitaki District?

▲ Significantly higher
 ▼ Significantly lower

Satisfaction with the District's *Library services* is high due to *Well laid out and good facilities and services* as well as *Great/friendly/accommodating staff*

Library services

Reasons for satisfaction
(n=160)



Reasons for dissatisfaction
(n=3)

- *Price for rentals of the books.*
- *When they closed it to upgrade it, you must use the automated machine. Stressful for elderly to use the machine. They altered it because the staff were being held up by elderly people. An ongoing argument. Not happy about this.*
- *Cross loan too expensive. Not enough books on the right subjects.*

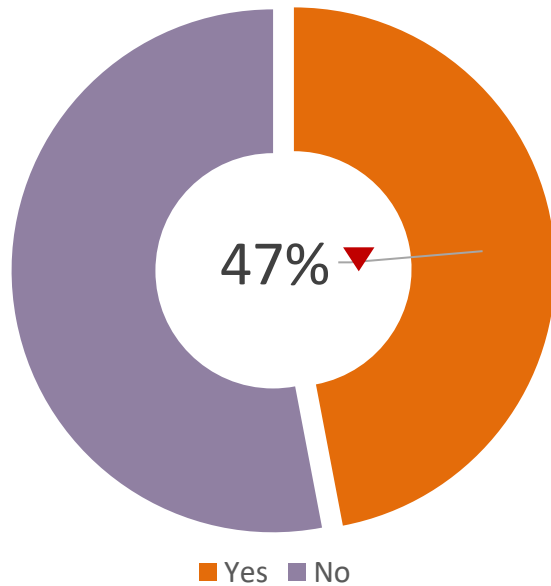
NOTES:

1. Total Sample n=401
2. Q10b&c: Can you tell me why you were not satisfied / satisfied with services at any of the libraries in the Waitaki District?

In 2020, the proportion of residents who have visited the *Oamaru Opera House* has significantly decreased to 47% from 54% in 2019. *Watching a performance* is the top reason for visiting the *Oamaru Opera House* as indicated by almost eight in ten visitors (78%)

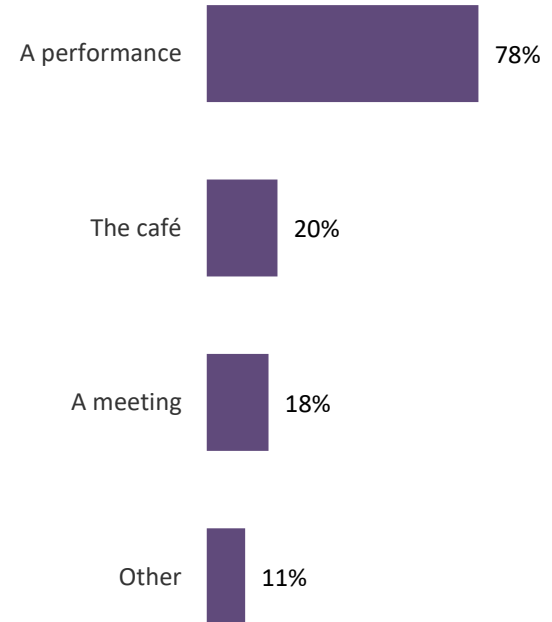
Oamaru Opera House

Have visited Oamaru Opera House in the past 12 months



2019: Yes - 54% ▲

Reason for visiting



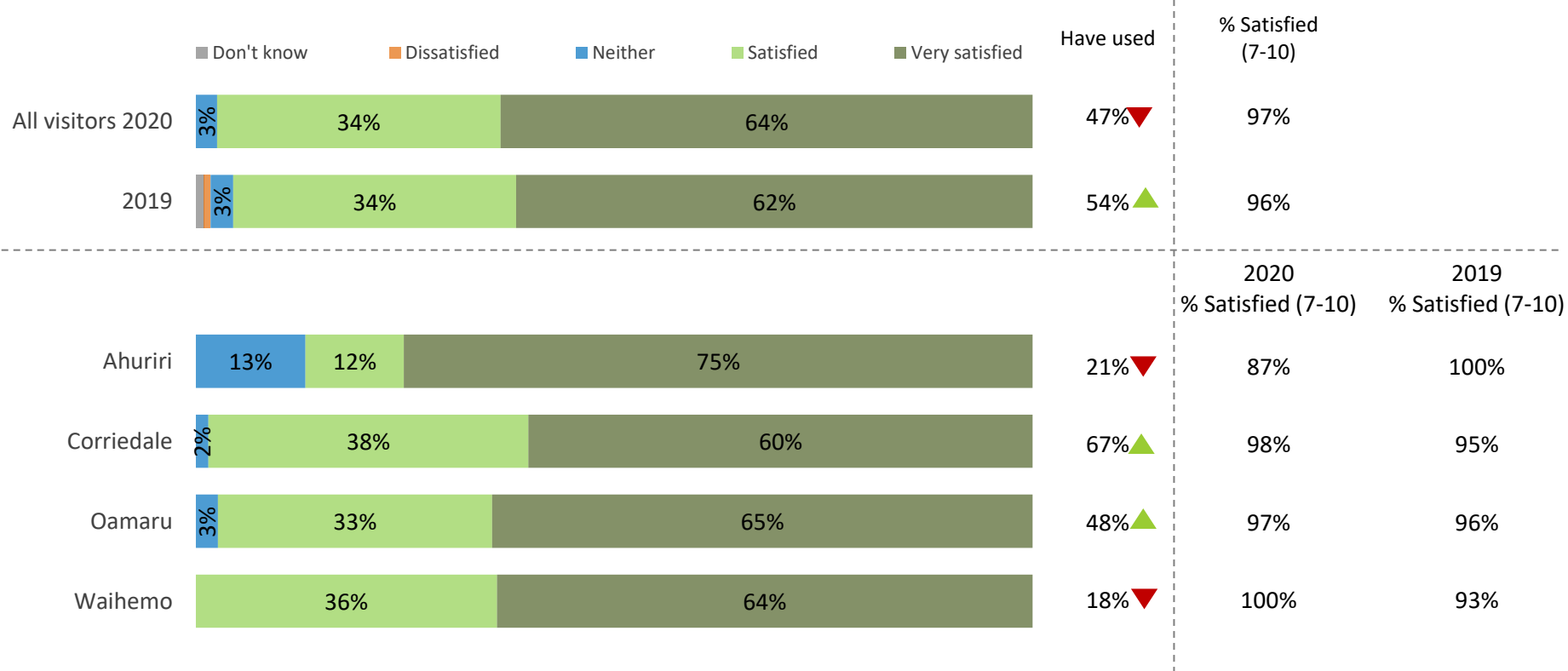
NOTES:

1. Total sample: n=401; Have visited n=189; Have not visited n=212
2. Q12: have you visited the Oamaru Opera House in the past 12 month?
3. Q12d: What was the reason for visiting the Oamaru Opera House?

▲ Significantly higher
▼ Significantly lower

The proportion of visitors to the *Oamaru Opera House* from the *Corriedale* and *Oamaru* wards is significantly higher than that from *Ahuriri* and *Waihemo*. Nearly all visitors (97%) to the *Oamaru Opera House* are satisfied with the facility

Oamaru Opera House



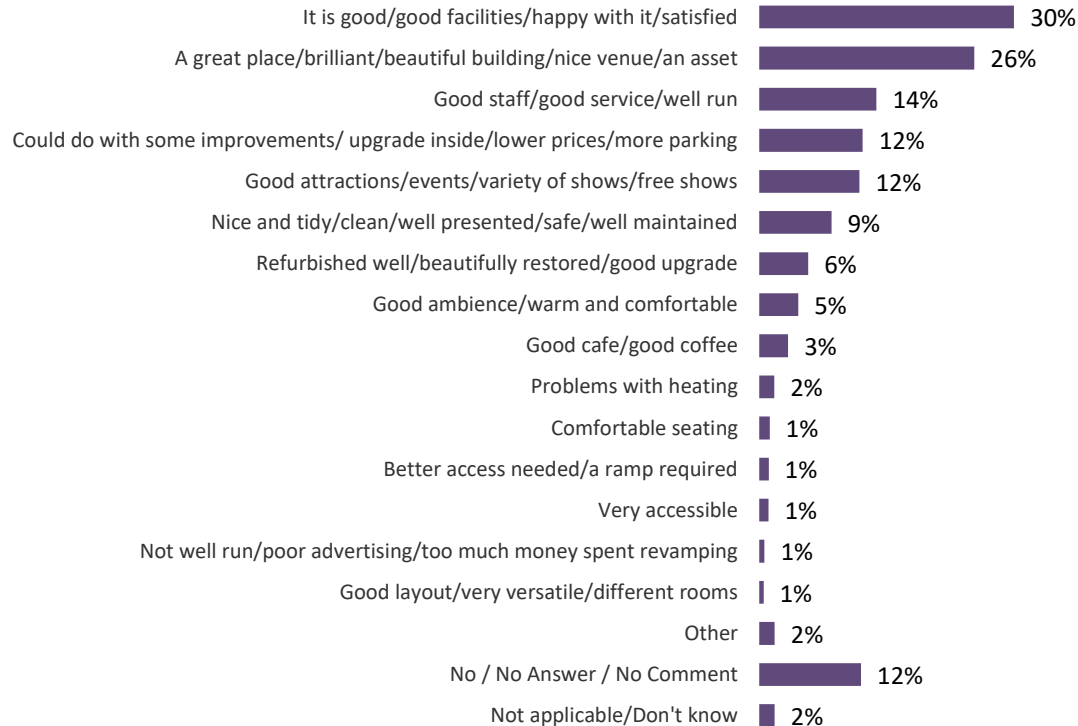
NOTES:
1. Total sample: n=401
2. Q12a: How satisfied are you with the Opera House? Have visited n=189; Have not visited n=212

▲ Significantly higher
▼ Significantly lower

Residents have said that the *Oamaru Opera House* has *Good facilities* and is a *Beautiful building and an asset to the District*

Oamaru Opera House

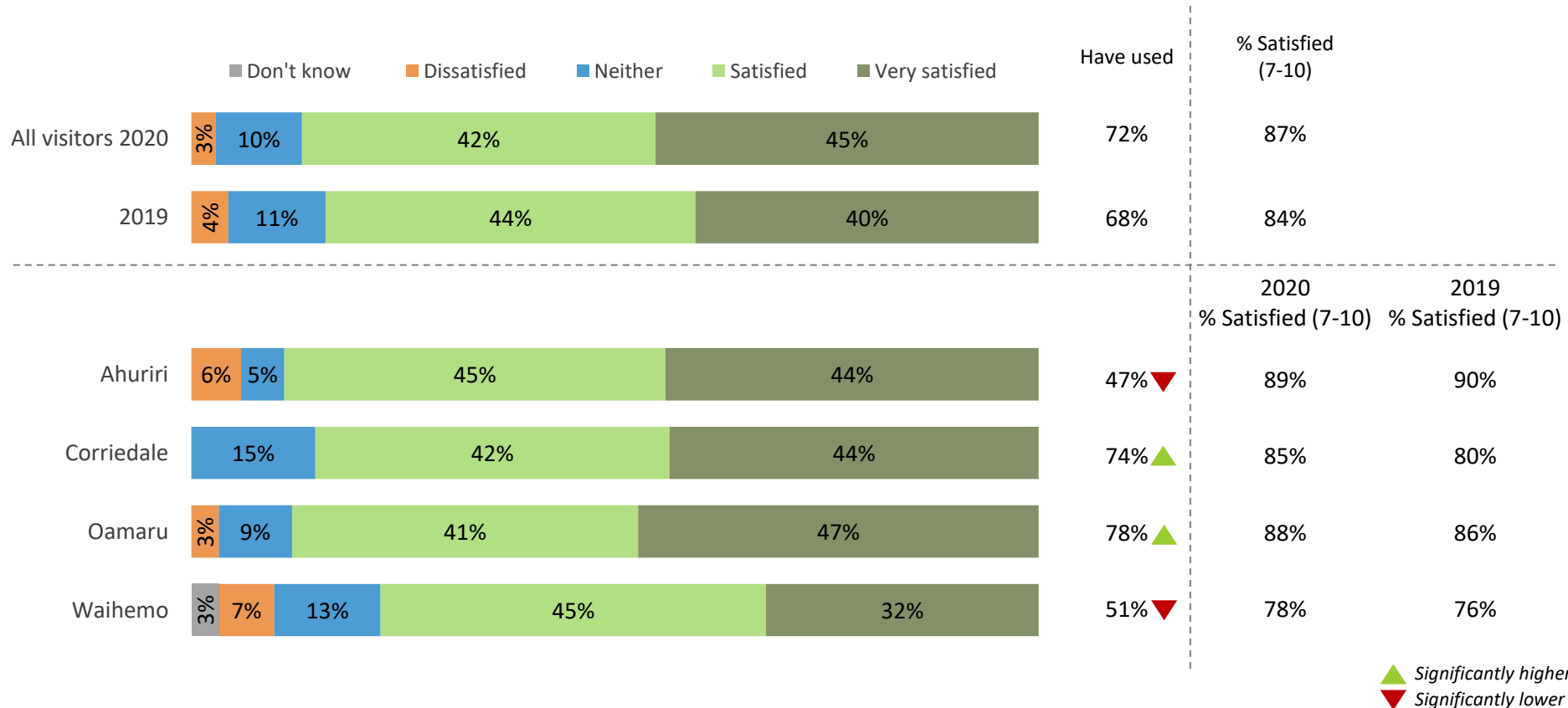
Reasons for satisfaction (n=169)



NOTES:
1. Total Sample n=401
2. Q12b&c: Can you tell me why you were not satisfied / satisfied with the Opera House?

There are slightly more people who visited *Parks and reserves* over the past year with almost nine in ten visitors (87%) being satisfied with these outdoor spaces

Parks and reserves



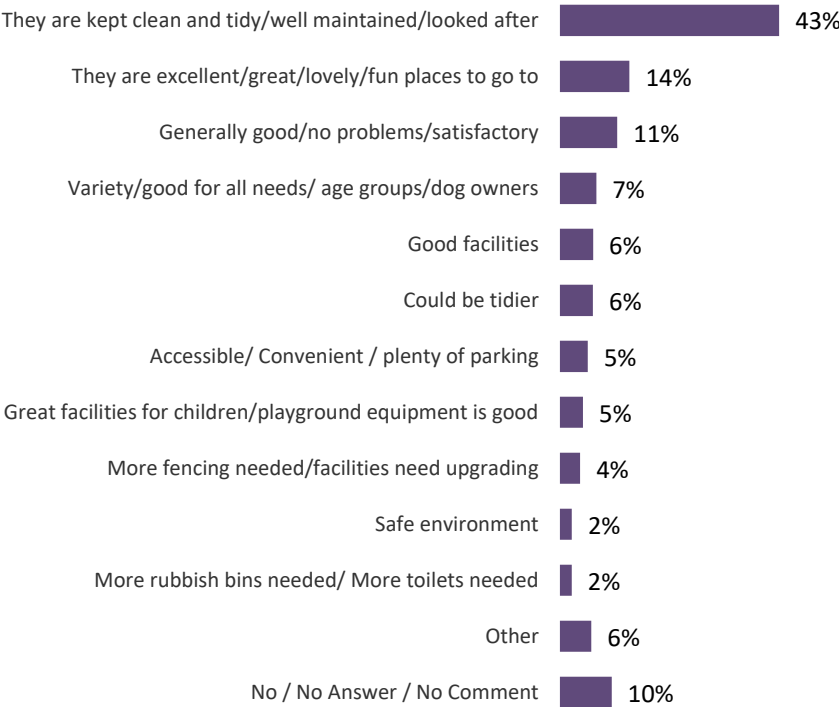
NOTES:

- Total sample: n=401
- Q13. Have you used any of the parks or reserves in the Waitaki District in the past 12 months? Have visited n=278; Have not visited n=123
- Q13a: How satisfied are you with the parks and reserves in the Waitaki District?

Residents think that the District's *Parks and reserves* are *Kept clean and tidy/well-maintained* and are *Excellent and fun places to go to*

Parks and reserves

Reasons for satisfaction
(n=202)



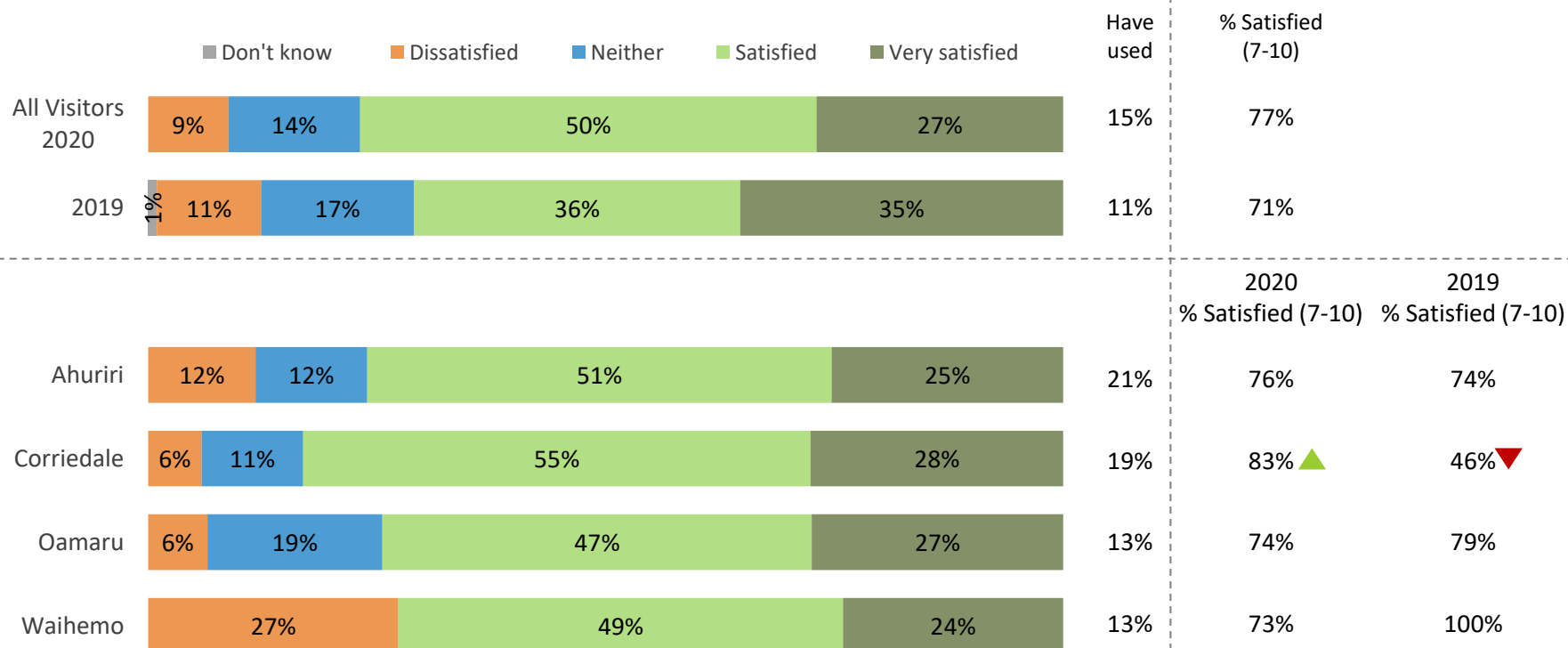
Reasons for dissatisfaction
(n=3)

- *They doubled the staying price at the Dunback Domain at the end of last year. They are getting half the income with double the price.*
- *The upkeep of the Alps to Ocean - there is no upkeep it is overgrown, and it is an embarrassment.*
- *Needs mowing of reserves in Kurrow*

NOTES:
1. Total Sample n=401
2. Q13b&c: Can you tell me why you were not satisfied / satisfied with the parks and reserves in the Waitaki District?

Council-owned Lakes camping grounds have been visited by more people in 2020 than in the previous year. Out of all those who have visited and used these camping grounds, close to eight out of ten (77%) are satisfied with these facilities

Council-owned Lakes camping grounds



▲ Significantly higher
▼ Significantly lower

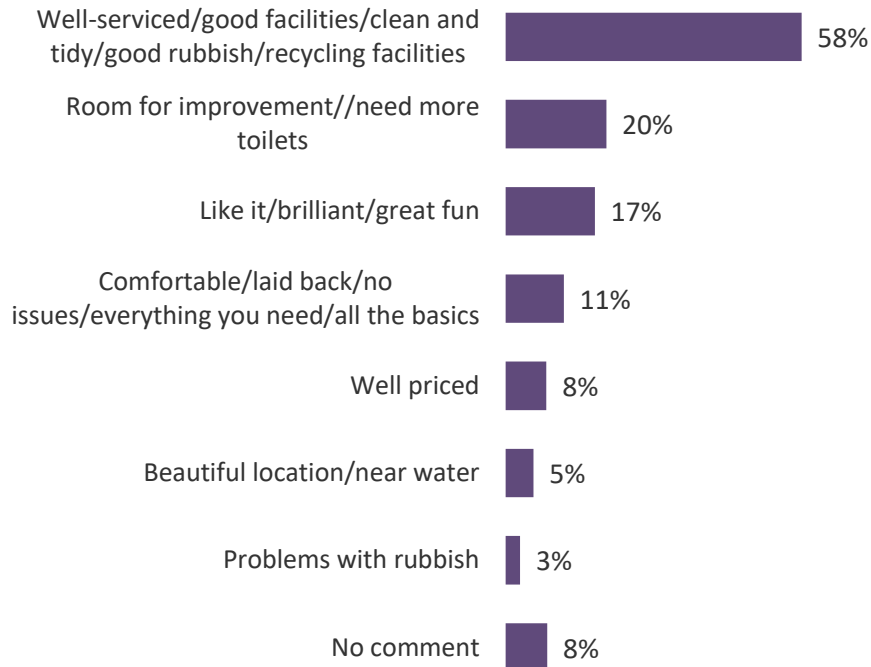
NOTES:

1. Total sample: n=401
2. Q14. Have you used the Council-owned Lakes camping grounds over the past 12 months? Have used n=60; Have not used n=341
3. Q14a: How satisfied are you with the Council-owned Lakes camping grounds over the past 12 months?

Most residents are satisfied with *Council-owned Lakes camping grounds* for *Being well-serviced, with good facilities, clean and with good recycling facilities*

Council-owned Lakes camping grounds

Reasons for satisfaction
(n=36)



Reasons for dissatisfaction
(n=3)

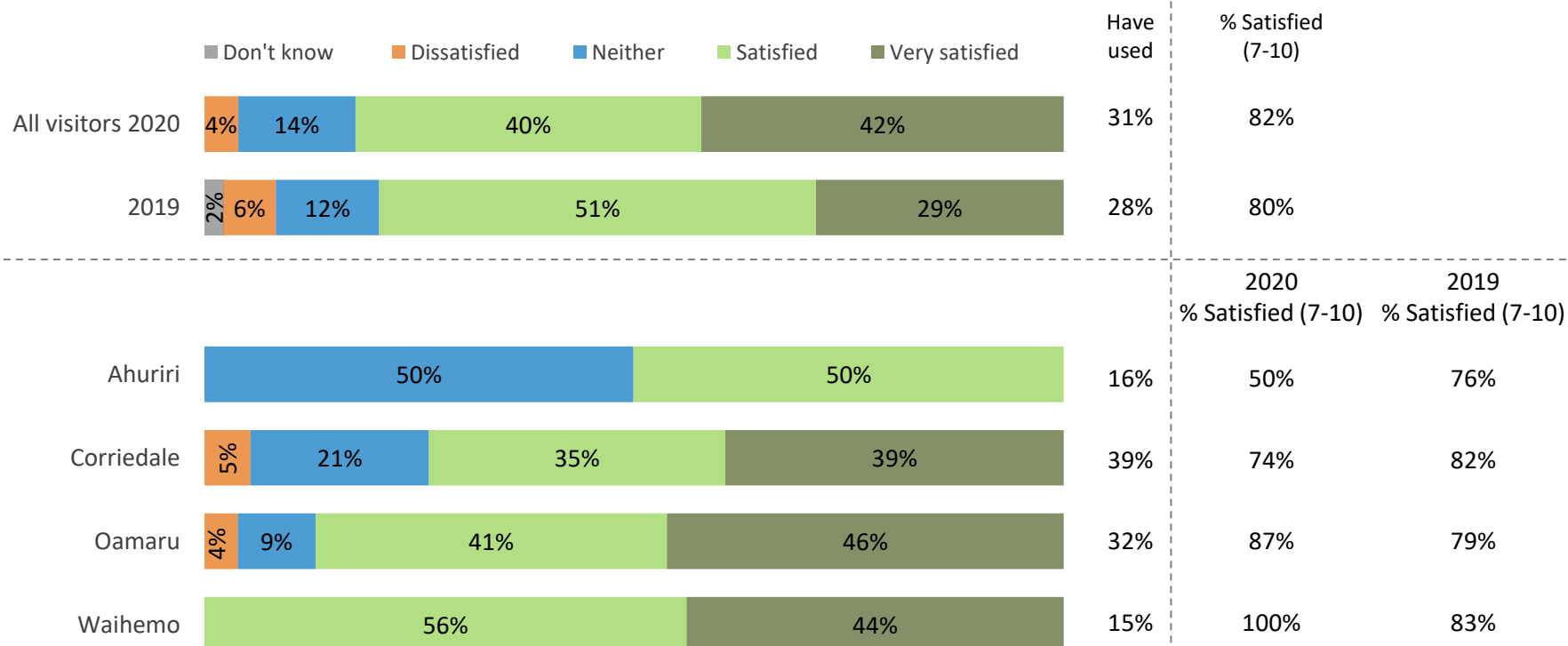
- *Charges are too high for the service.*
- *1 (gross long-drop) toilet for 50 people, one rubbish collection. We couldn't wash our hands. We were there for three weeks.*
- *I got really sick up there are Christmas time at Lake Waitaki, Fishermans Bend* and I found out there was raw sewerage going into Lake Aviemore right above us and I ended up in hospital. There was dead fish floating in the lake and obviously the water was not very good, and it was kept quiet and kept under the radar no one was informed about it.*

NOTES:

1. Total Sample n=401
2. Q14b&c: Can you tell me why you were not satisfied / satisfied with the Waitaki District Council Lakes camping ground over the past 12 months?
3. * The Fishermans Bend camping ground is located in the Waimate District.

More than eight in ten users (82%) of *Sports fields* are satisfied with these facilities. This is a slight improvement from 80% satisfied users in 2019. *Ahuriri* residents appear to be less satisfied with the District's *Sport fields and facilities* than other residents

Sports fields and facilities



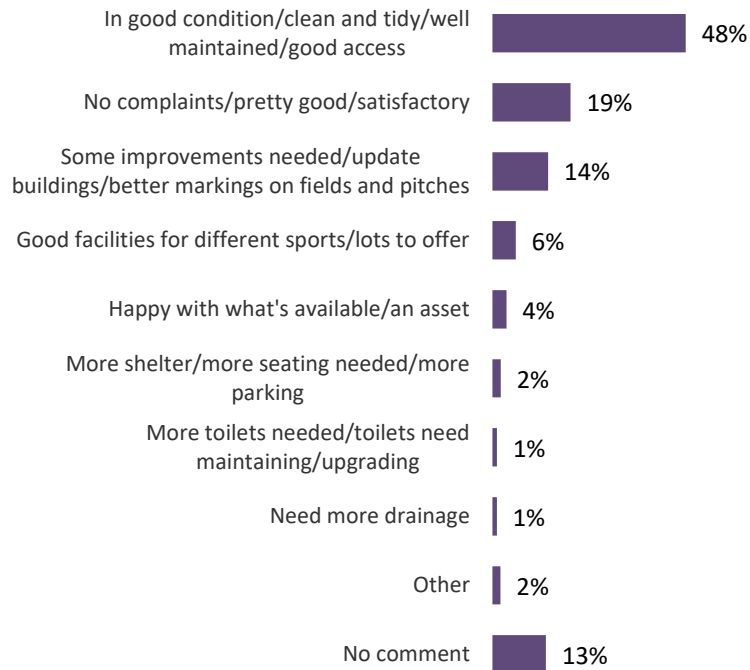
NOTES:

1. Total sample: n=401
2. Q15: Have you used any Waitaki District sports fields or facility in the past 12 months? Have visited n=125, have not visited = 276
3. Q15a: How satisfied are you with sports fields or facilities in the Waitaki District?

Good maintenance and access are the main reasons why almost half of users (48%) of *Sports fields* are satisfied. A few users (14%) have cited that these facilities *Need some improvements*

Sports fields and facilities

Reasons for satisfaction (n=80)



Reason for dissatisfaction (n=1)

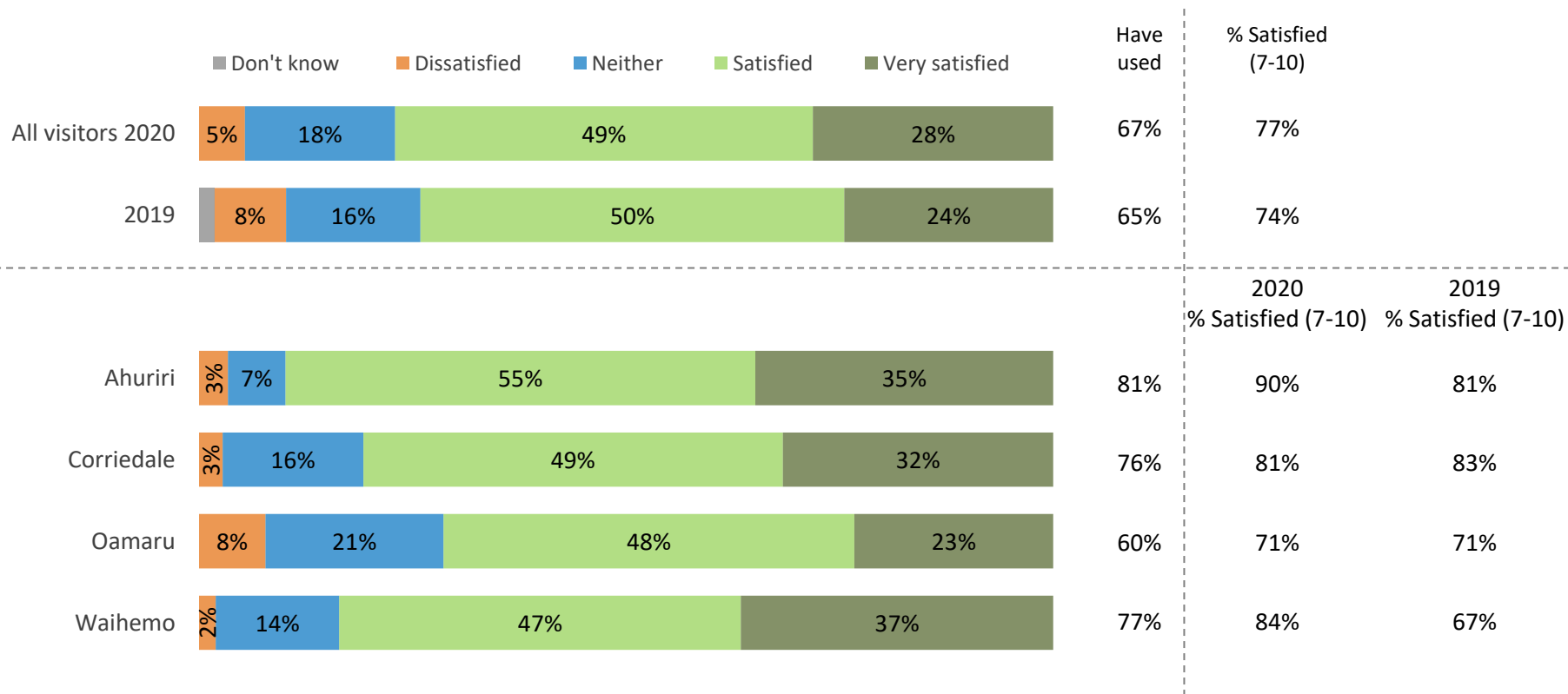
- By the racecourse where the schools do cross-country events. Nowhere for anyone to sit - a long way to walk from where you have to park the car.

NOTES:

- Total Sample n=401
- Q15b&c: Can you tell me why you were not satisfied / satisfied with sports fields or facilities in the Waitaki District?

Public toilet usage and satisfaction have improved in 2020 with *Ahuriri* residents being more likely to be satisfied than residents of the other wards

Public toilets

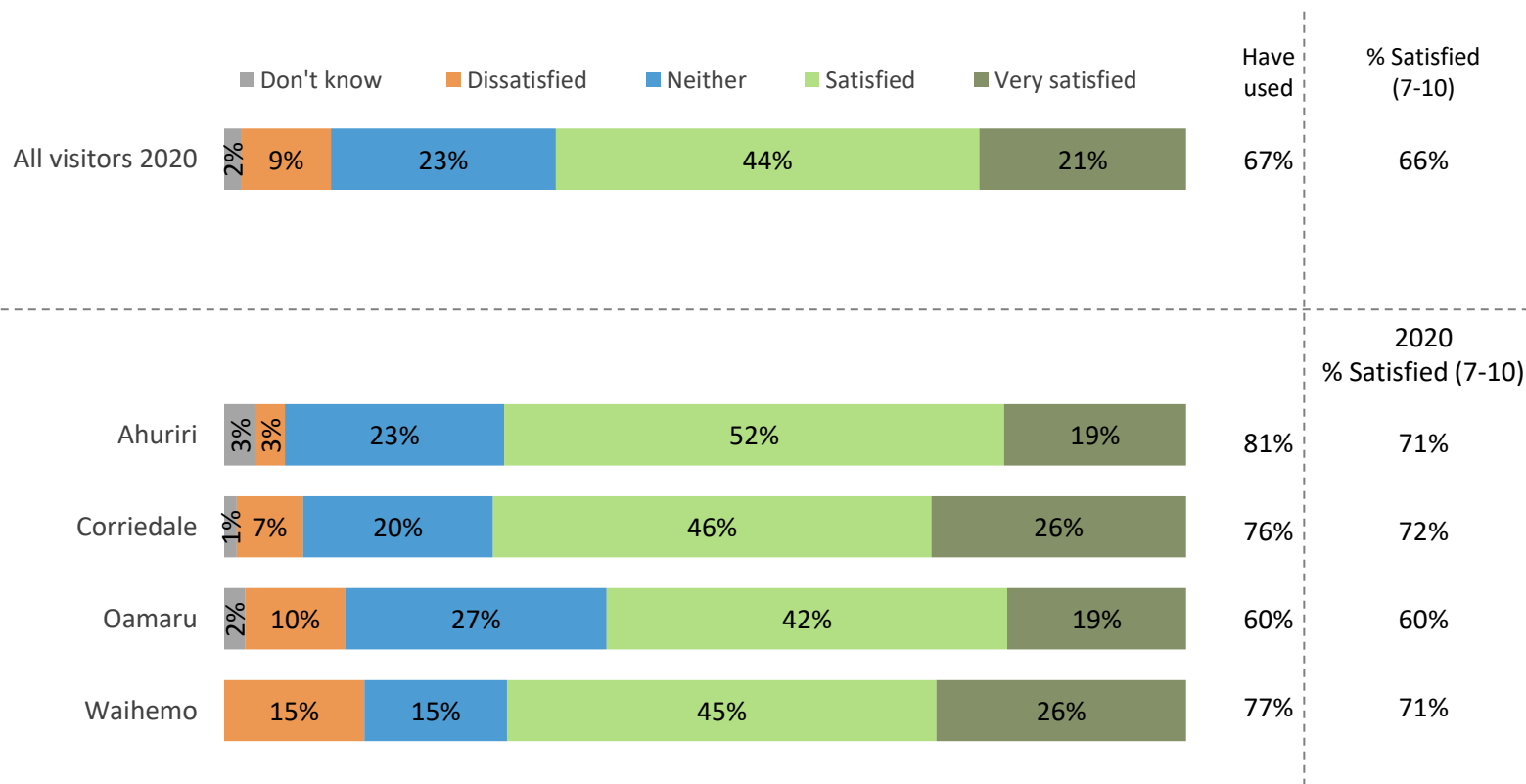


NOTES:

1. Total sample: n=401
2. Q16: Have you used a public toilet in the past 12 months? Have visited n=276; Have not visited n=125
3. Q16a: How satisfied are you with the public toilets?

Overall, around two thirds of users (66%) of *Public toilets* in the District are satisfied with their *availability* with *Oamaru* residents likely to be less satisfied compared to the other residents

Public toilets - Availability



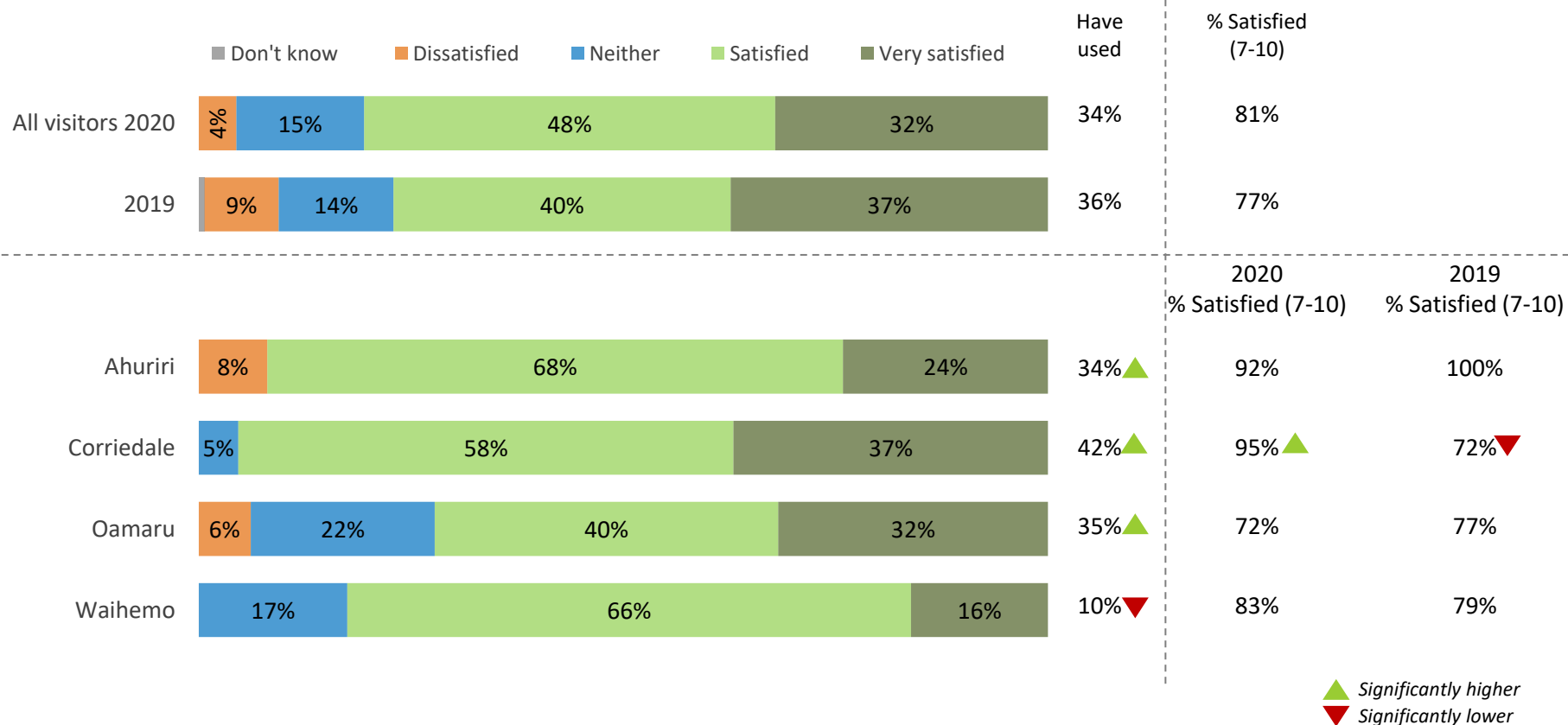
Reason for dissatisfaction (n=1): Toilets are often blocked and are horrific.

NOTES:

- Sample: n=276
- Q16d: How satisfied are you with availability of public toilets?

User satisfaction for the *Aquatic Centre* has increased from 77% in 2019 to 81% in 2020. There is a significant increase in satisfaction amongst users in the Corriedale ward in 2020 when compared with 2019

Aquatic Centre



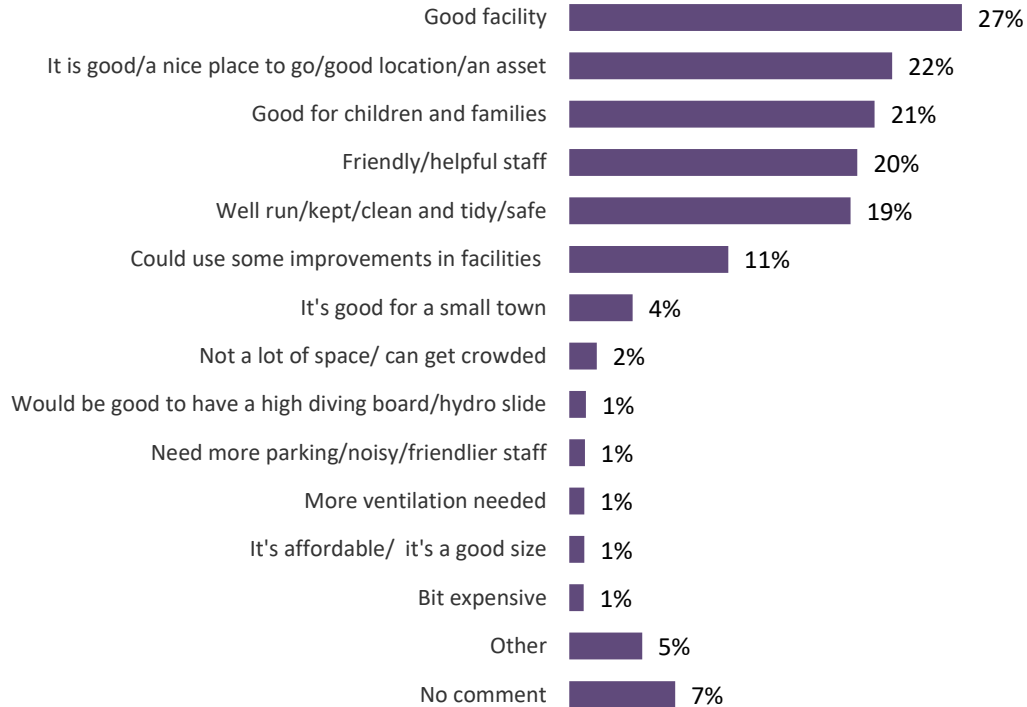
NOTES:

1. Total sample: n=401
2. Q17: Have you used or visited the Aquatic Centre in the past 12 months? Have visited n=135; Have not visited n=266
3. Q17a: How satisfied are you with the Aquatic Centre?

Over a quarter of users of the Aquatic Centre (27%) have cited that the centre is a *Good facility* while more than one in five mentioned that *It is a nice place to go to with a good location* (22%) and the centre is *Good for children and families* (21%)

Aquatic Centre

Reasons for satisfaction (n=92)



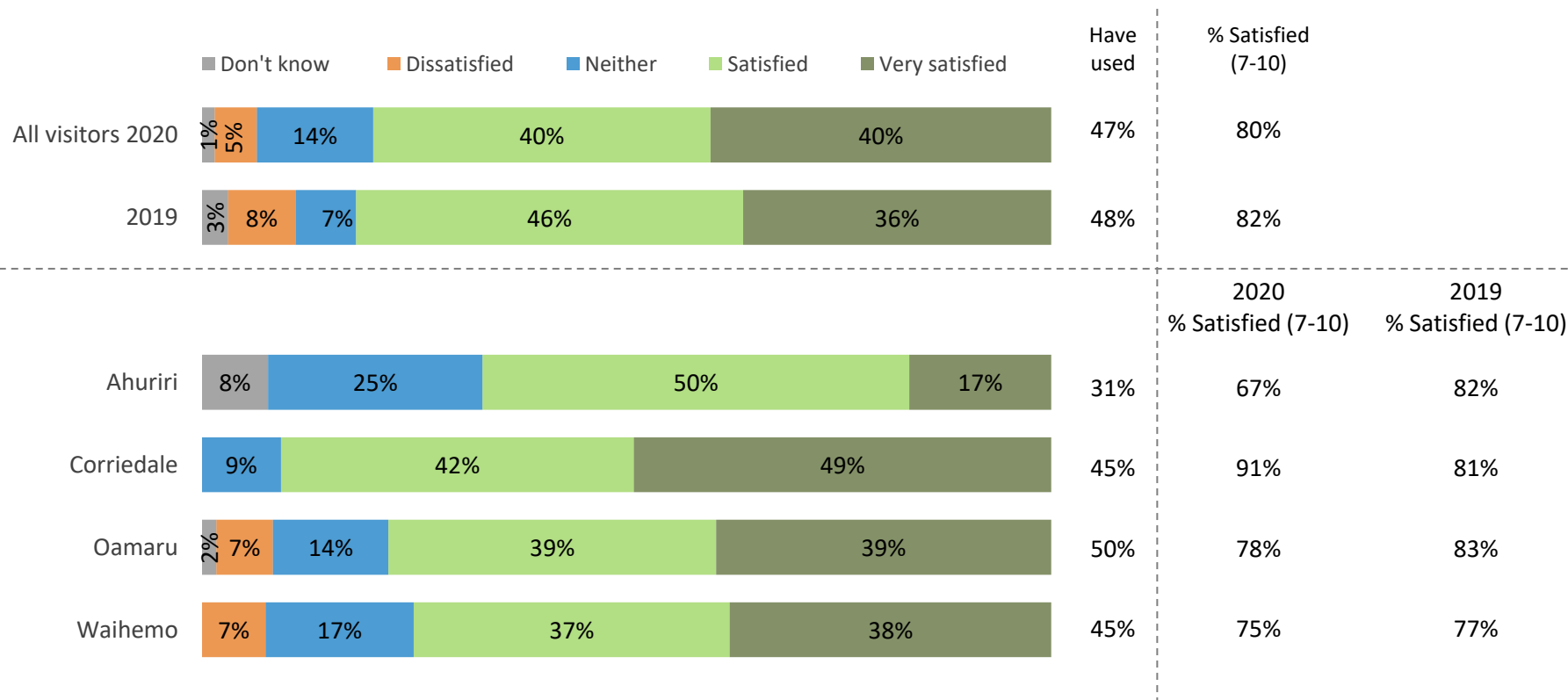
Reasons for dissatisfaction (n=2)

- *Could be more things they can cater for*
- *Humidity of the centre gets a bit too much. Maybe more fans where the adults can sit. The sitting area in the sun is a bit too much.*

NOTES:
1. Total Sample n=401
2. Q17b&c: Can you tell me why you were not satisfied / satisfied with the Aquatic Centre?

In 2020, satisfaction with *Cemeteries* is generally high although it slightly declined compared with 2019 (80% vs. 82%). *Corriedale* residents are likely to be more satisfied with these facilities than other residents

Cemeteries



▲ Significantly higher
▼ Significantly lower

NOTES:

1. Total sample: n=401
2. Q18: Have you visited a cemetery in the Waitaki District in the past 12 months? Have visited n=191; Have not visited n=210
3. Q18a: How satisfied are you with cemeteries in the Waitaki District?

A few dissatisfied users of District *Cemeteries* have said that these areas need *more improvements or better maintenance*

Cemeteries

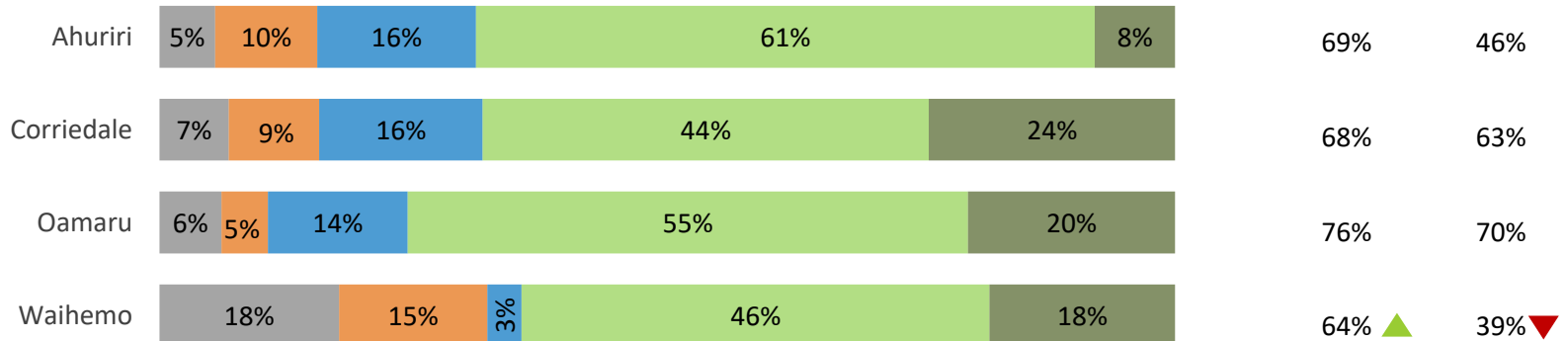
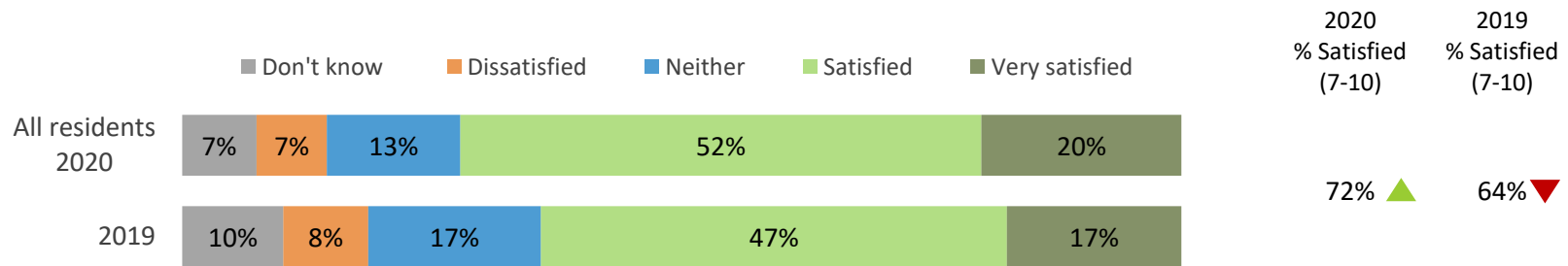
Reasons for dissatisfaction (n=3)

- *Especially the children's area is super unkept, the weeds aren't pulled. It is disrespectful to the dead.*
- *They mowed the grass on a damp day without a catcher which meant we had grass all over our feet. Weeds were growing up the headstone. I had never seen it like that. I was embarrassed and shocked.*
- *Grass is overgrown. At a recent funeral, the clay was piled up beside the grave, it was terribly presented.*

NOTES:
1. Total Sample n=401
2. Q18c: Can you tell me why you were not satisfied with cemeteries in the Waitaki District?

Overall satisfaction with *Mayor and Councillors* has significantly increased to nearly three quarters of residents (72%) from 64% in 2019. *Waihemo* residents are likely to be more satisfied with local leadership than a year ago

Performance of the Mayor and Councillors



▲ Significantly higher
▼ Significantly lower

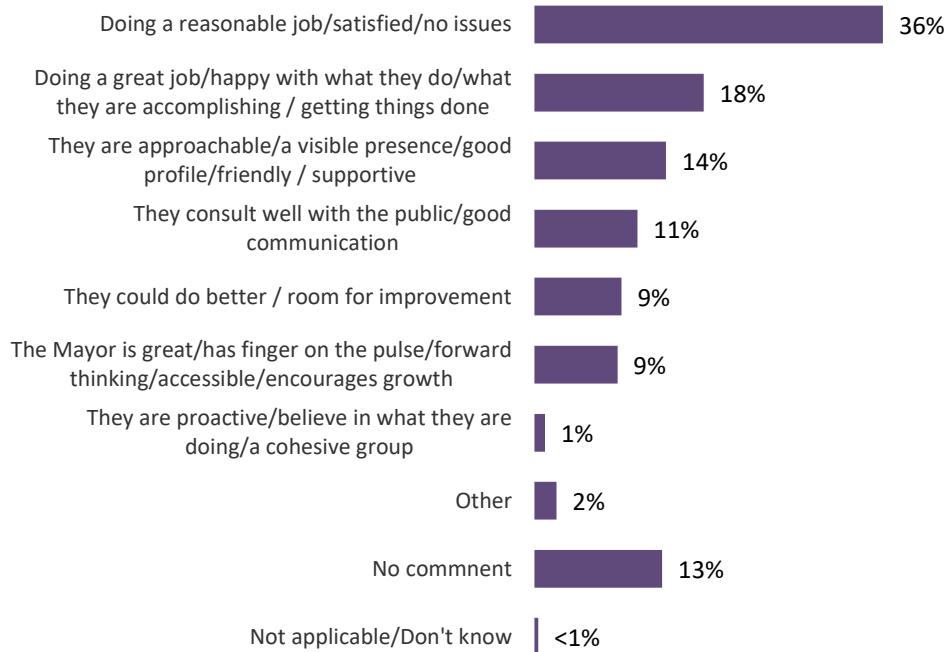
NOTES:

1. Total sample: n=401
2. Q19: How satisfied are you with the performance of the Mayor and Councillors over the last 12 month period?

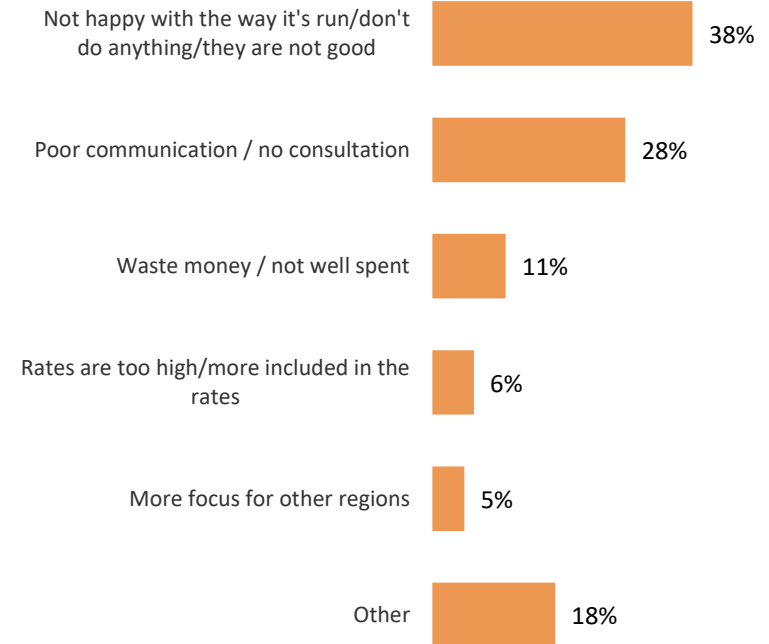
Out of all residents who are satisfied with the *Performance of the Mayor and Councillors*, more than a third (36%) think that they are *Doing a reasonable job*. On the other hand, almost four in ten dissatisfied residents (38%) feel that *Council leadership is not doing anything/not doing enough*

Performance of the Mayor and Councillors

Reasons for satisfaction
(n=179)



Reasons for dissatisfaction
(n=38)



NOTES:

1. Sample n=401
2. Q19a&b: Can you tell me why you were not satisfied / satisfied with the performance of the Mayor and Councillors over the last 12-month period?

There is a considerable decrease in satisfaction with the *Performance of Ahuriri Community Board members* from 55% in 2019 to 38% in 2020

Performance of Ahuriri Community Board members



NOTES:
1. Sample: n=37
2. Q20: How satisfied are you with the performance of Ahuriri Community Board members?

Some of the comments about the *Ahuriri Community Board members* include *Members being approachable and involved with local events*

Performance of Ahuriri Community Board members

Reasons for satisfaction (n=8)

- *They are very involved with events and schools.*
- *They do their best to help us out.*
- *I have no strong objections to the decisions they have made.*
- *They all seem approachable and really interested in doing good things.*
- *Because they get out there and do it. They have not got any hidden agenda. They like to get things done. The towns are looking good.*
- *They took their time to go to a local meeting and took the time to introduce themselves and take an interest in what we are doing in Duntroon.*

Reasons for dissatisfaction (n=4)

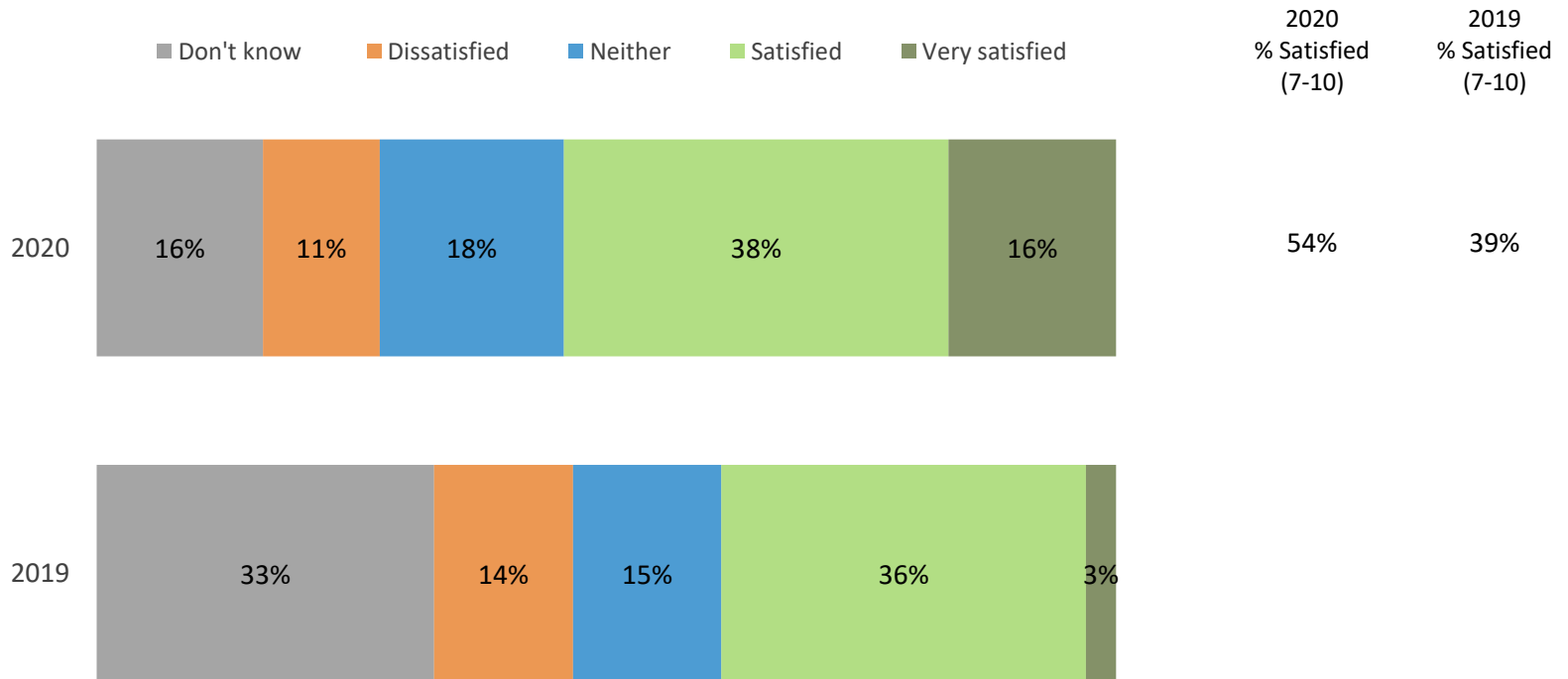
- *No communication from the community board, do not hear of community meetings. The valley is paying more in rates than comes back.*
- *Do not even know who does it*
- *Do not get the answers that you have asked for and which were promised. They reveal very little initiative*
- *They do not do much, we do not see them or hear them very much.*

NOTES:

1. Total Sample n=401
2. Q20a&b: Can you tell me why you were not satisfied / satisfied with the performance of Ahuriri Community Board members?

Satisfaction with the *Waihemo Community Board members* has significantly improved with more than half of the residents (54%) satisfied with their performance

Performance of Waihemo Community Board members



NOTES:
1. Sample: n=60
2. Q21: How satisfied are you with the performance of Waihemo Community Board members? n=

Satisfied residents have said that the *Waihemo Community Board members are proactive, collectively have got experience and have been doing their best for the community*

Performance of Waihemo Community Board members

Reasons for satisfaction (n=23)

- *They run fairly well.*
- *We could always approach the local representative if we had any complaints.*
- *Have attended meetings. Impressed with new members.*
- *They are quite proactive.*
- *Collectively they have got quite a bit of experience there and they are certainly doing their best for the community and representing us. They are certainly passionate about what they do.*
- *They have very limited powers but given what they have, they take notice of residents' concerns. They can not always act on them, but I think they do forward them onto the Council.*

Reasons for dissatisfaction (n=3)

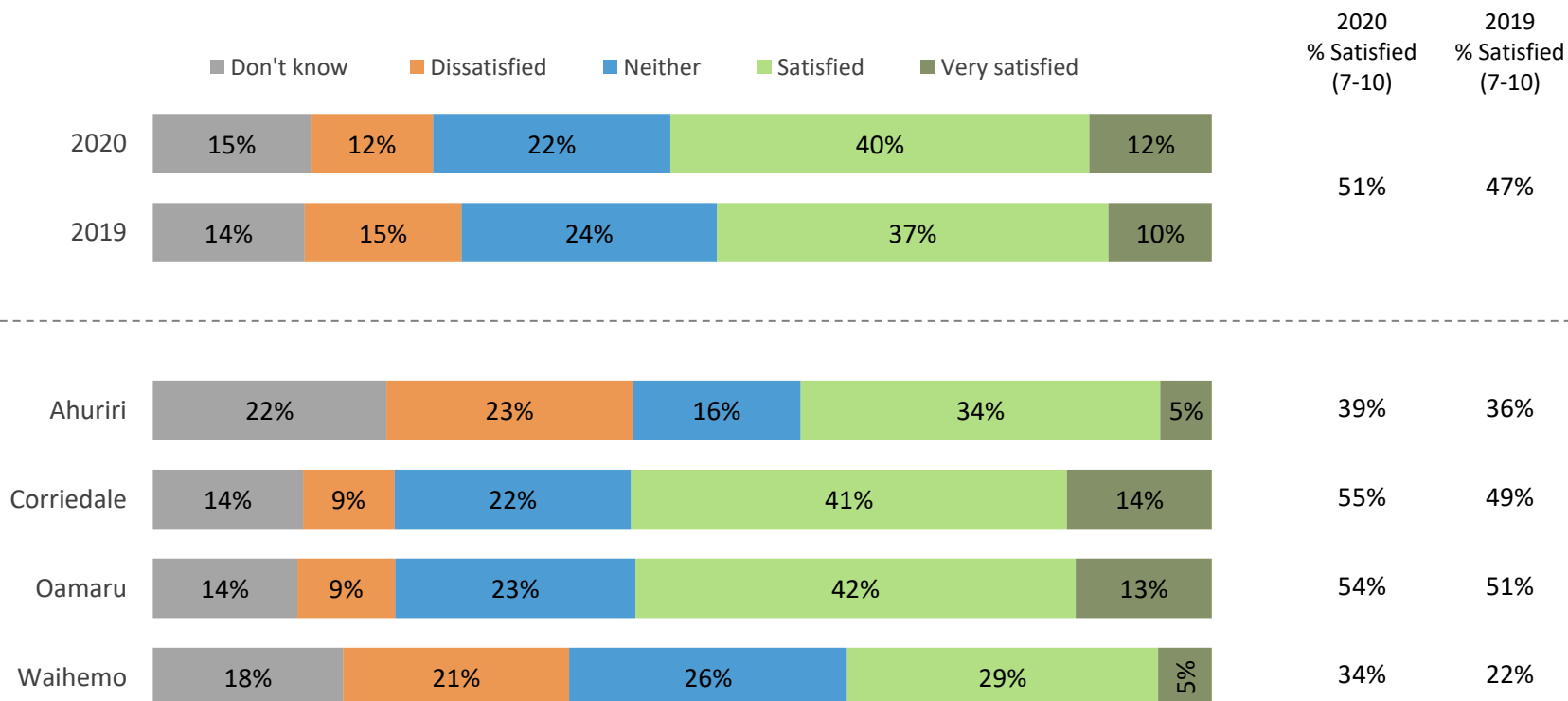
- *Absolutely dysfunctional. They are meant to listen to the people in the community, they make their own decisions different to the community opinion. They are paid good money to fulfil their own objectives. We would be better off having another Councillor on WDC. It would be cheaper and have more say in the main council rather than them relying on reports from the community board.*
- *Because they do nothing, you never see them, nothing has happened in Palmerston, it is mainly Oamaru that gets the attention.*
- *I do not know a lot about their activities, or politics.*

NOTES:

1. Total Sample n=401
2. Q21a&b: Can you tell me why you were not satisfied / satisfied with the performance of Waihemo Community Board members?

Residents are considerably more satisfied with *Councils' community consultation* in 2020 than in 2019 and satisfaction across all wards has improved

Council's consultation with the community



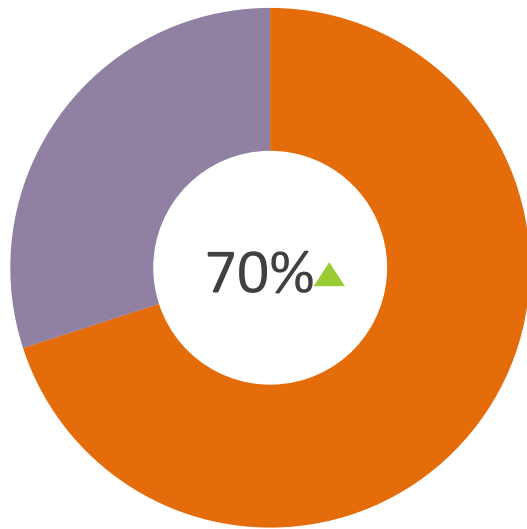
▲ Significantly higher
▼ Significantly lower

NOTES:
1. Total sample: n=401
2. Q22: How satisfied are you with Council's consultation with the community?

Seven in ten residents (70%) are satisfied with the District's *Civil Defence Emergency Management*. Concerning roading requests, only a few residents (17%) have *lodged a request to Council over the past 12 months*

Civil Defence and Roading request

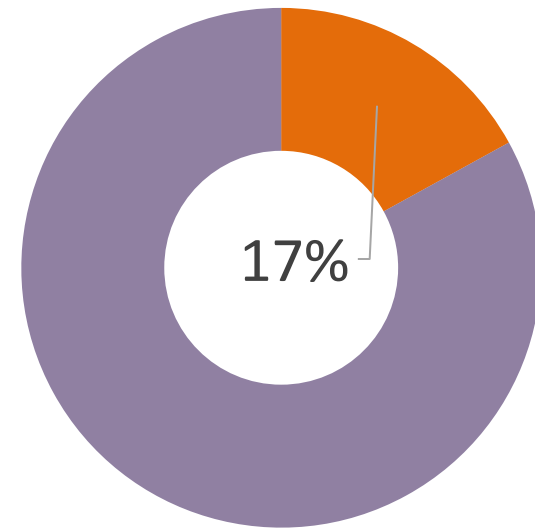
Proportion of residents satisfied with Civil Defence Emergency Management



Yes No

2019: Yes – 61% ▼

Lodged a customer request to Council over the past 12 months regarding roads or footpaths



Yes No

2019: Yes – 17%

NOTES:

1. Total sample: n=401
2. Q23: Are you satisfied with Civil Defence Emergency Management?
3. Q24: Have you lodged a customer request to Council over the past 12 months regarding roads or footpaths?

▲ Significantly higher
▼ Significantly lower

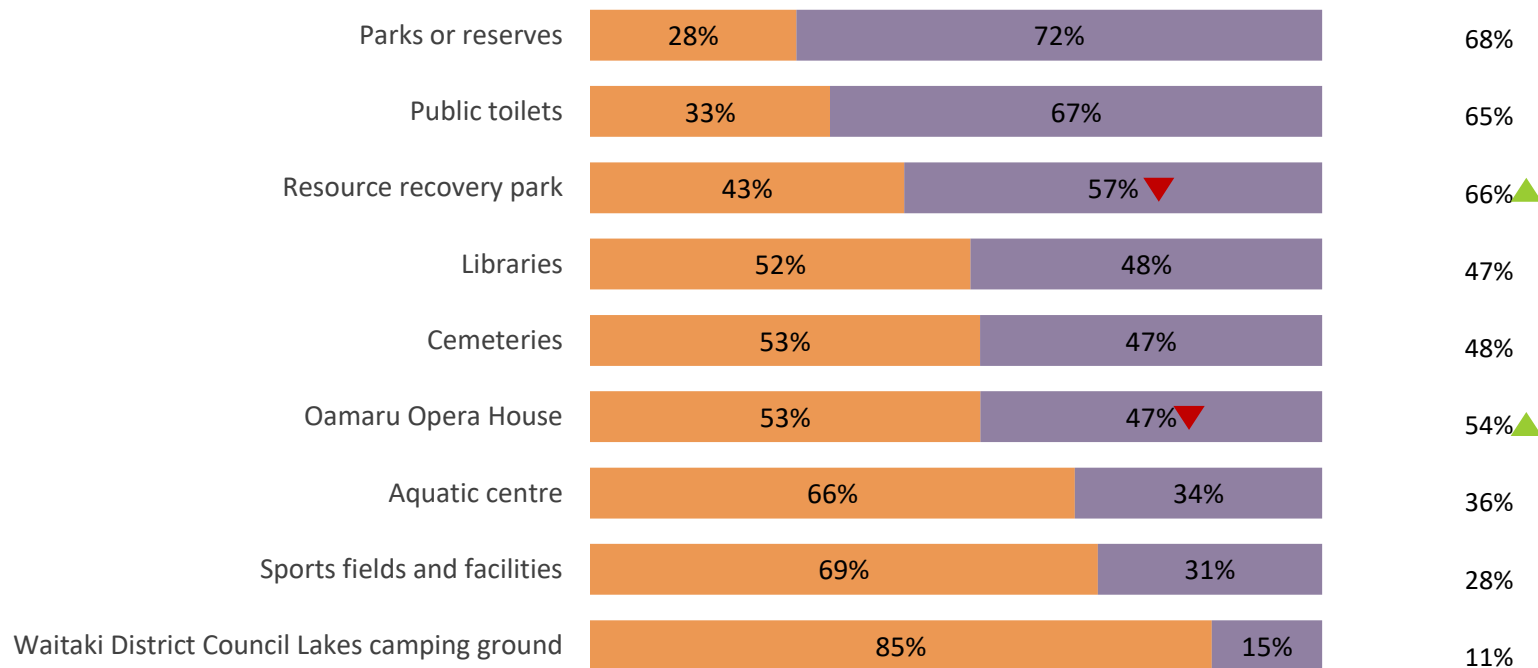
Parks or reserves continues to be the most visited Council-maintained open spaces in 2020. Significantly less people have visited or used the Resource recovery park and Oamaru Opera house compared with 2019

Frequency of use of or visit to facilities

Visited / used in the past 12 months

■ No ■ Yes

2019
% Yes



▲ Significantly higher
▼ Significantly lower

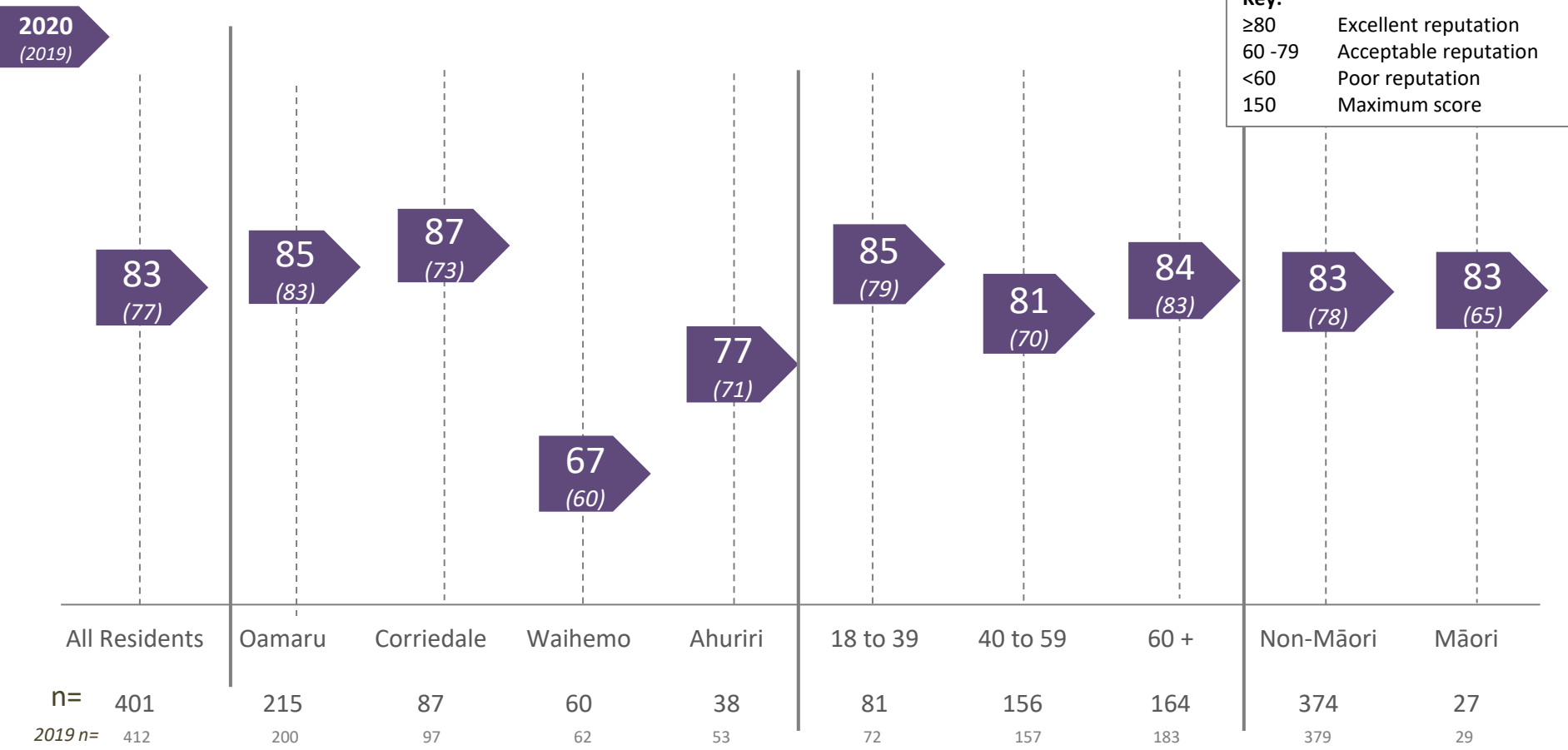
- NOTES:
1. Total sample: n=401
 2. Q: Have you visited or used any of the following facilities in the Waitaki District in the past 12 months?



Understanding Reputation

Waitaki District Council's *reputation benchmark score* improved from an *Acceptable* level to an *Excellent* level. The *Corriedale* residents are likely to view *Council's reputation* more positively than other residents

Reputation benchmarks

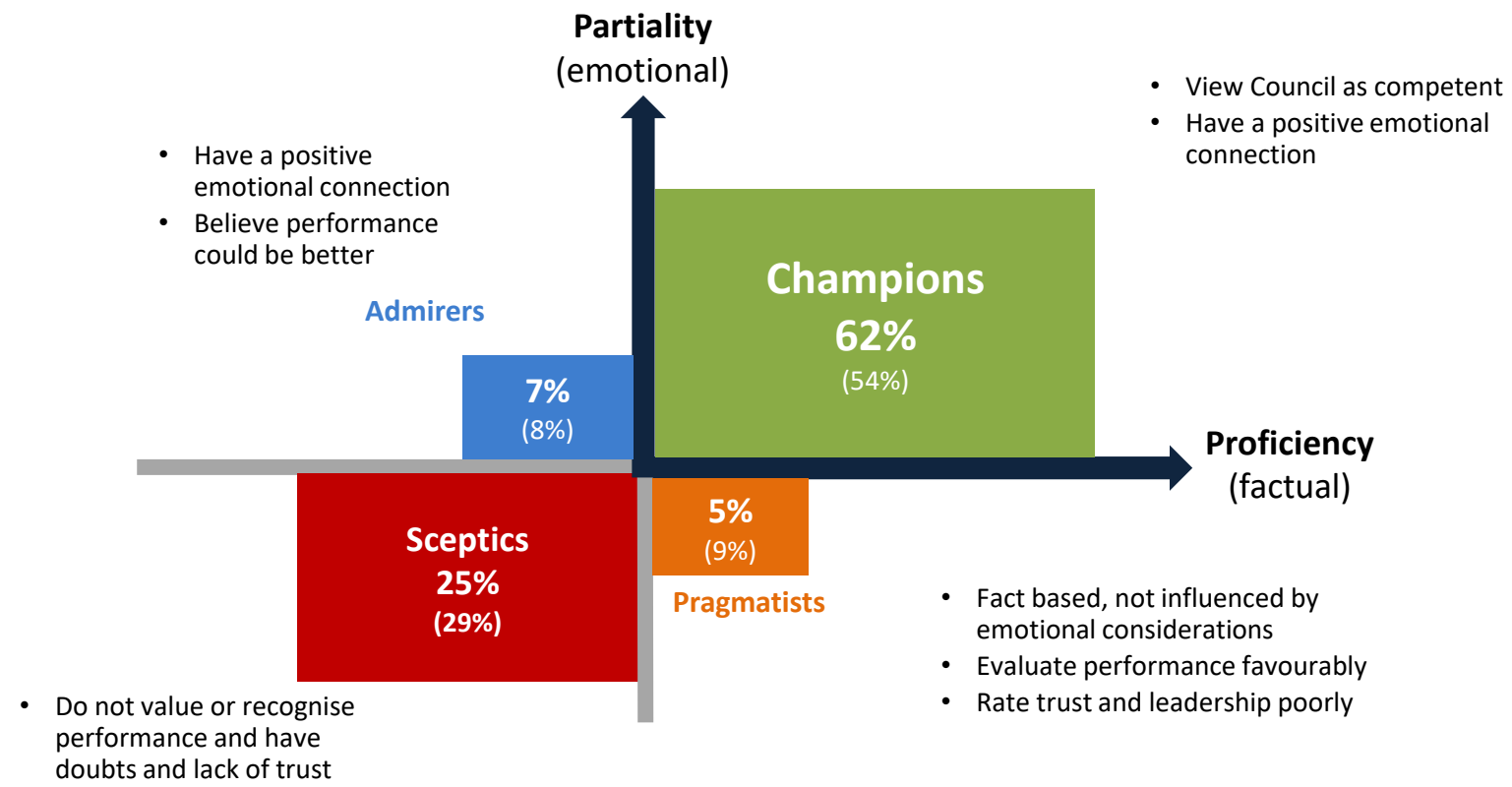


NOTES:
 1. Sample n=401
 2. REP5. So considering leadership, trust, financial management and quality of services provided, how would you rate the Waitaki District Council for its overall reputation?
 3. The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

Waitaki District has a high proportion of *Champions* who perceive Council as competent and doing a good job overall. The proportion of *Sceptics* slightly dropped from 29% in 2019 to 25% in 2020

Reputation profile

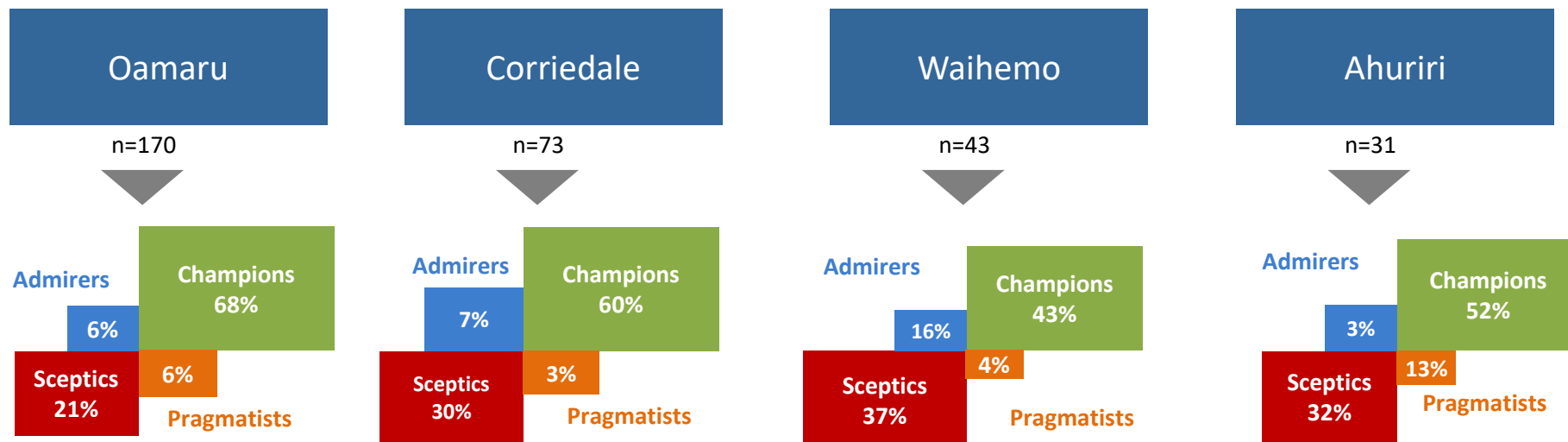
2020
(2019)



NOTES:
 1. Sample n=401
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1 leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation
 4. Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Oamaru ward residents tend to evaluate *Council's reputation* more favourably than residents of the other wards with nearly seven in ten residents (68%) considered as *Champions*

Reputation profile: Wards



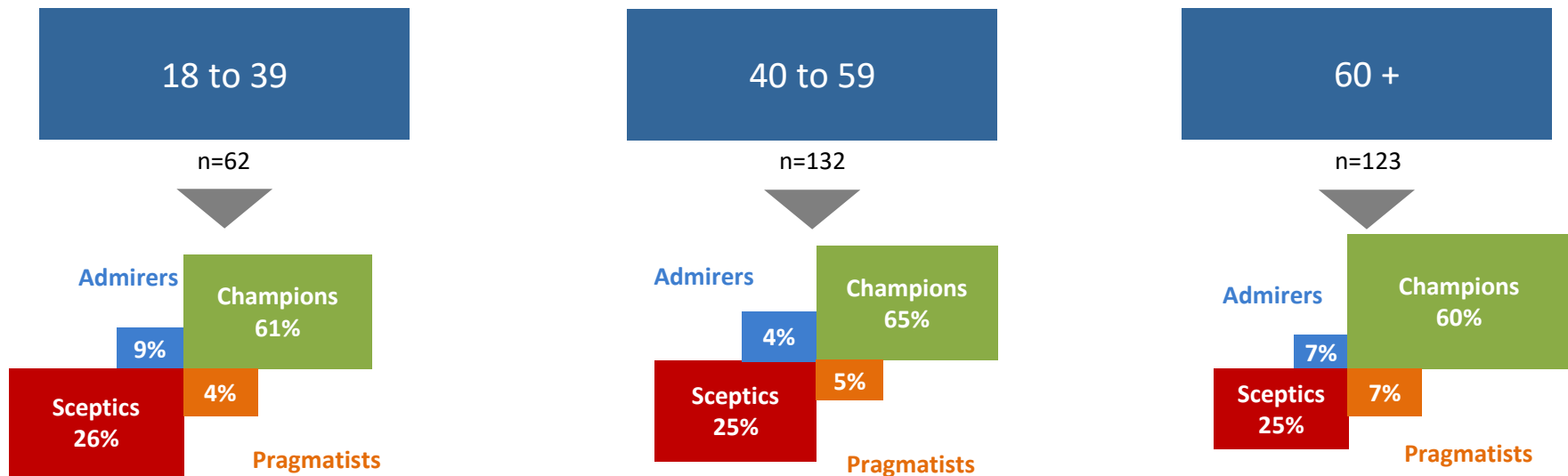
2019

Admirers	8%	9%	7%	7%
Champions	60%	47%	39%	45%
Pragmatists	10%	7%	5%	5%
Sceptics	21%	37%	49%	43%

- NOTES:
1. Sample n=401
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1 leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation
 4. Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Residents, irrespective of age, rate *Council's reputation* very well

Reputation profile: Age



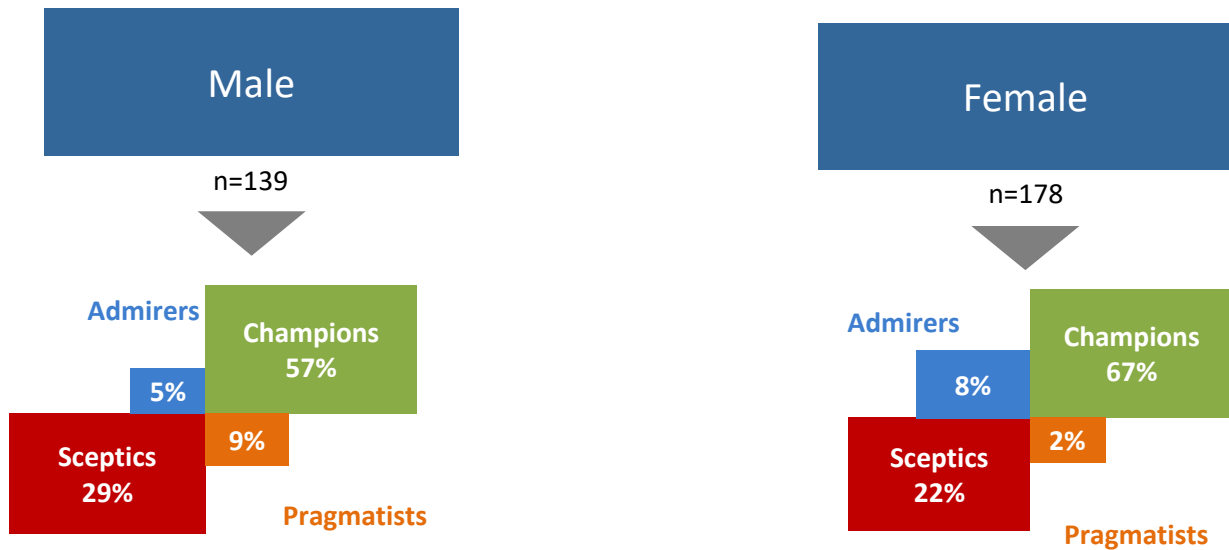
2019

	18 to 39	40 to 59	60 +
Admirers	8%	9%	7%
Champions	49%	51%	62%
Pragmatists	10%	5%	12%
Sceptics	33%	35%	20%

1. Segments have been determined using the results from a set of five overall level questions
2. REP1 leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation
3. Due to rounding, percentages may add to just over or under (+/- 1%) totals.

There are more *Female* residents who are *Champions* compared to their *Male* counterparts

Reputation profile: Gender



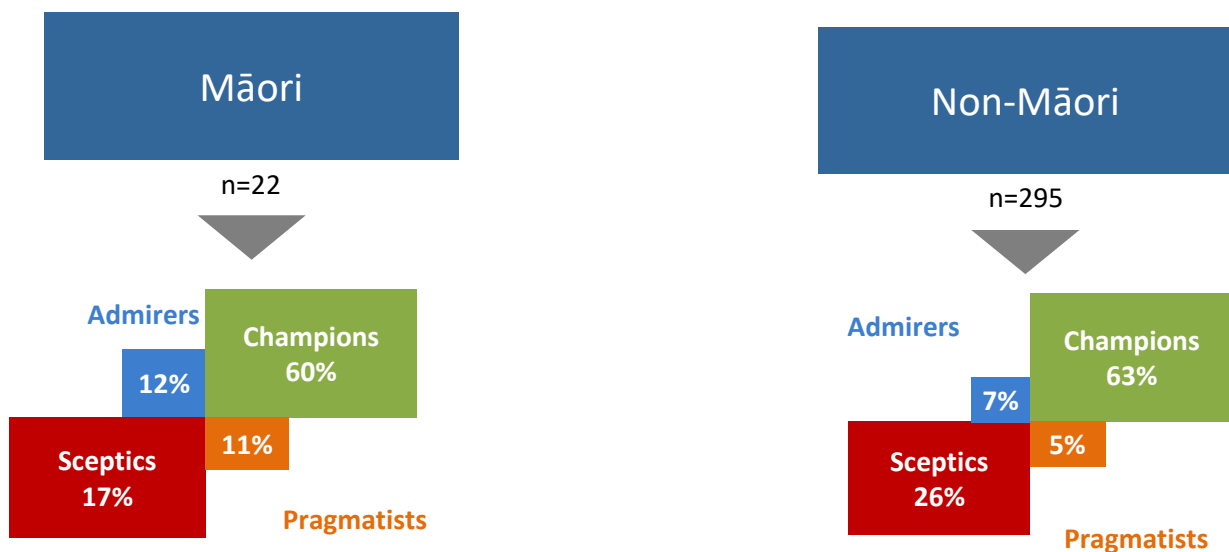
2019

Admirers	9%	8%
Champions	54%	55%
Pragmatists	9%	9%
Sceptics	29%	29%

1. Segments have been determined using the results from a set of five overall level questions
2. REP1 leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation
3. Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Non-Māori residents in Waitaki District have a higher proportion of Champions and Sceptics than Māori residents

Reputation profile: Ethnicity



2019

Admirers	11%	8%
Champions	40%	56%
Pragmatists	13%	8%
Sceptics	37%	28%

1. Segments have been determined using the results from a set of five overall level questions
2. REP1 leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation
3. Due to rounding, percentages may add to just over or under (+/- 1%) totals.



Drivers of Overall Satisfaction

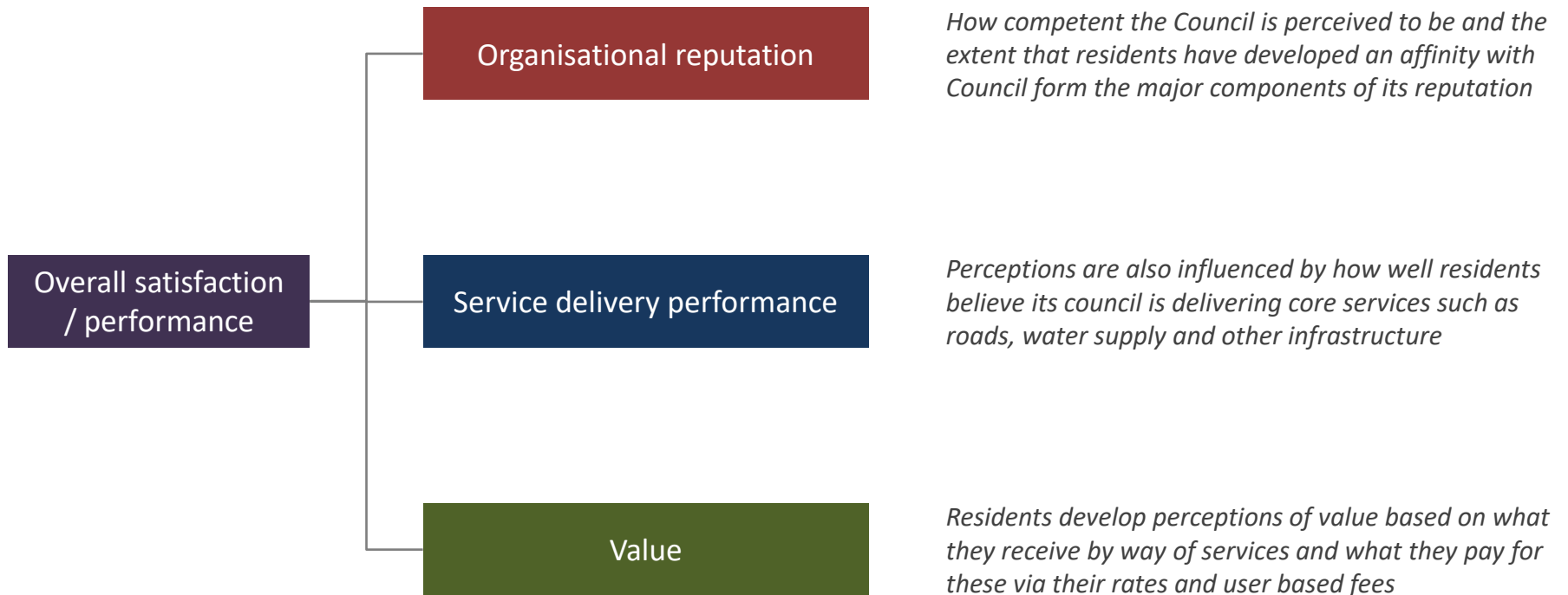
The framework below determines how the various reputation, service and value elements impact community members overall evaluation of Council

Overview



Top level attribute to measure

Rationale



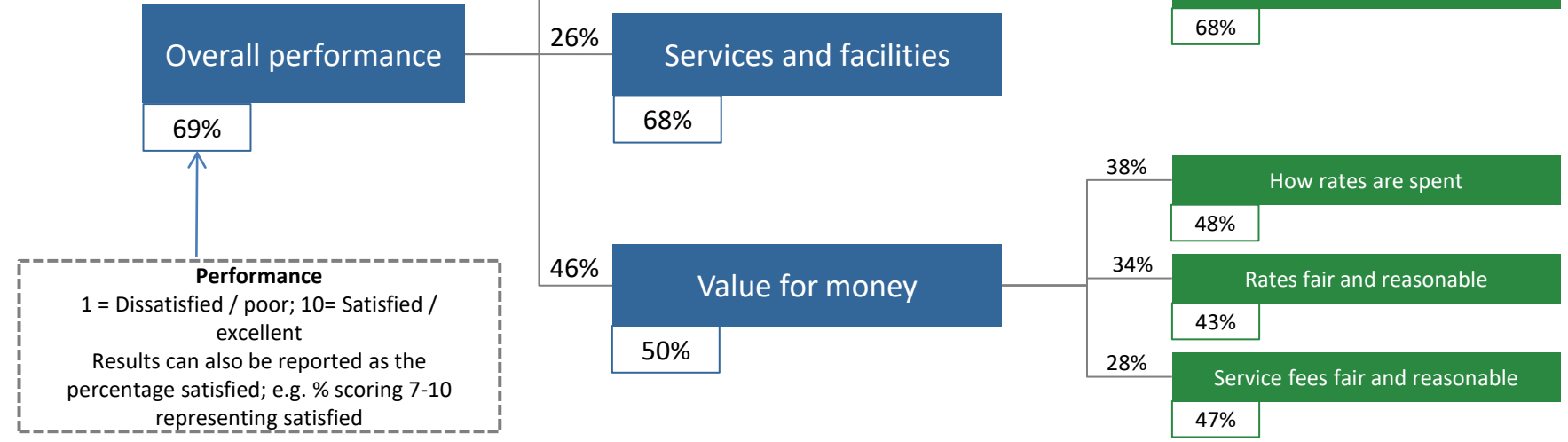
Value for money is the main driver of perceptions of Council's overall performance

Overall performance

Overview of our driver model

- Residents are asked to rate their perceptions of council's performance on the various elements that impact overall satisfaction with public facilities
- Rather than ask what residents think is important, we use statistics to derive the impact each driver has on overall satisfaction

Level of impact
Measures the impact that each driver has on overall satisfaction. The measure is derived through statistical modelling based on regression (looking at the influence one or more independent variables has on a dependant variable)

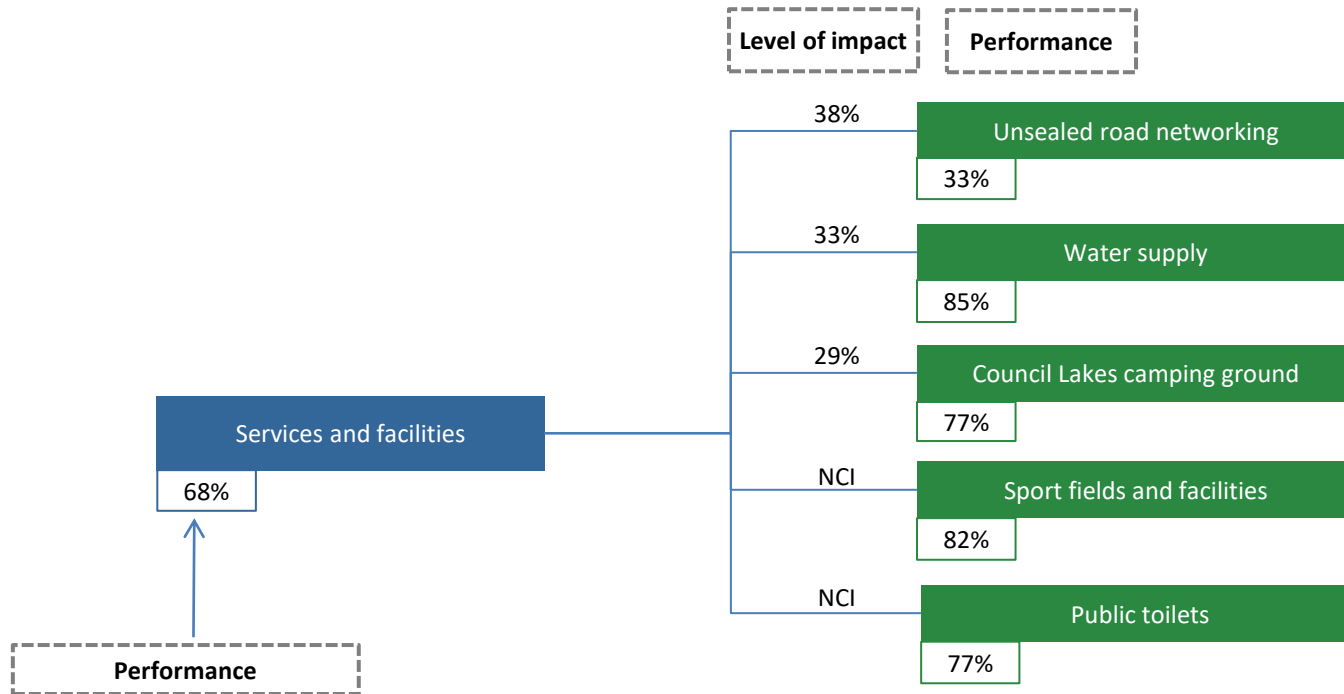


Performance
1 = Dissatisfied / poor; 10= Satisfied / excellent
Results can also be reported as the percentage satisfied; e.g. % scoring 7-10 representing satisfied

NOTES:
1. Sample: n=401

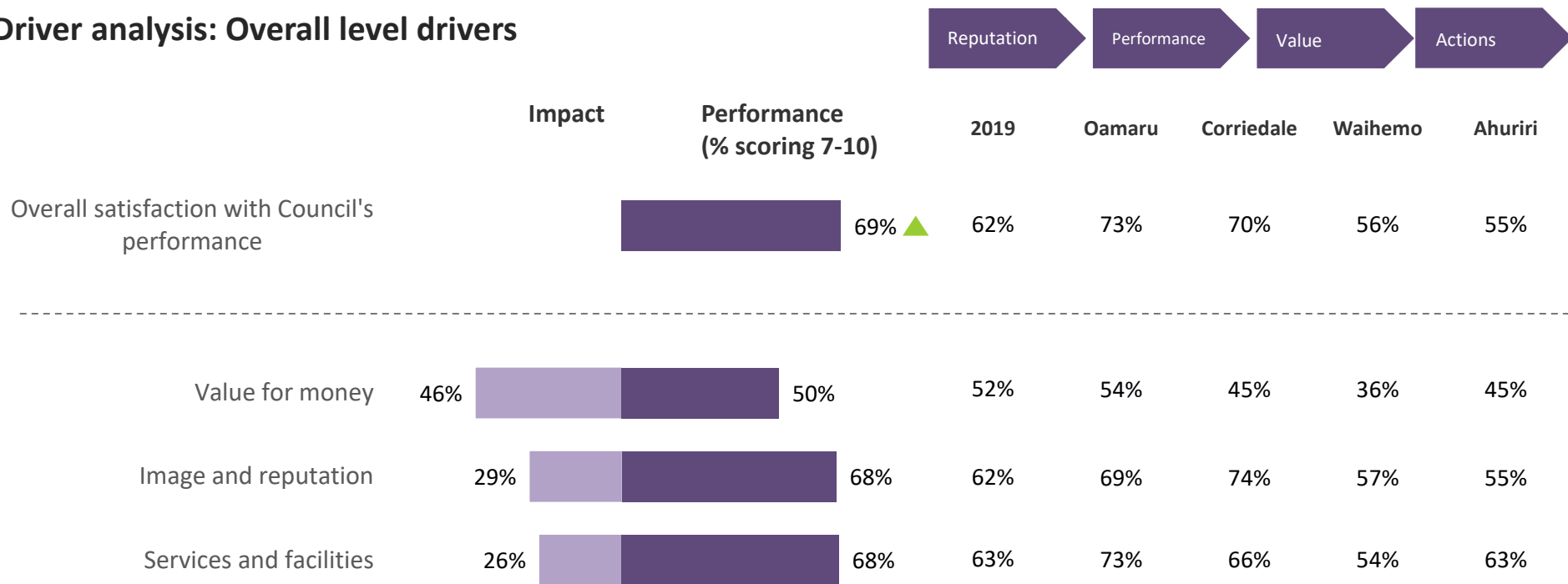
Perceptions of the *Unsealed roading network* in the District greatly influences overall satisfaction with *Services and facilities*

Services and facilities performance



Value for money has the greatest impact on overall evaluation of *Council's performance* and with a low performance score, it offers the best opportunity for improving perceptions

Driver analysis: Overall level drivers



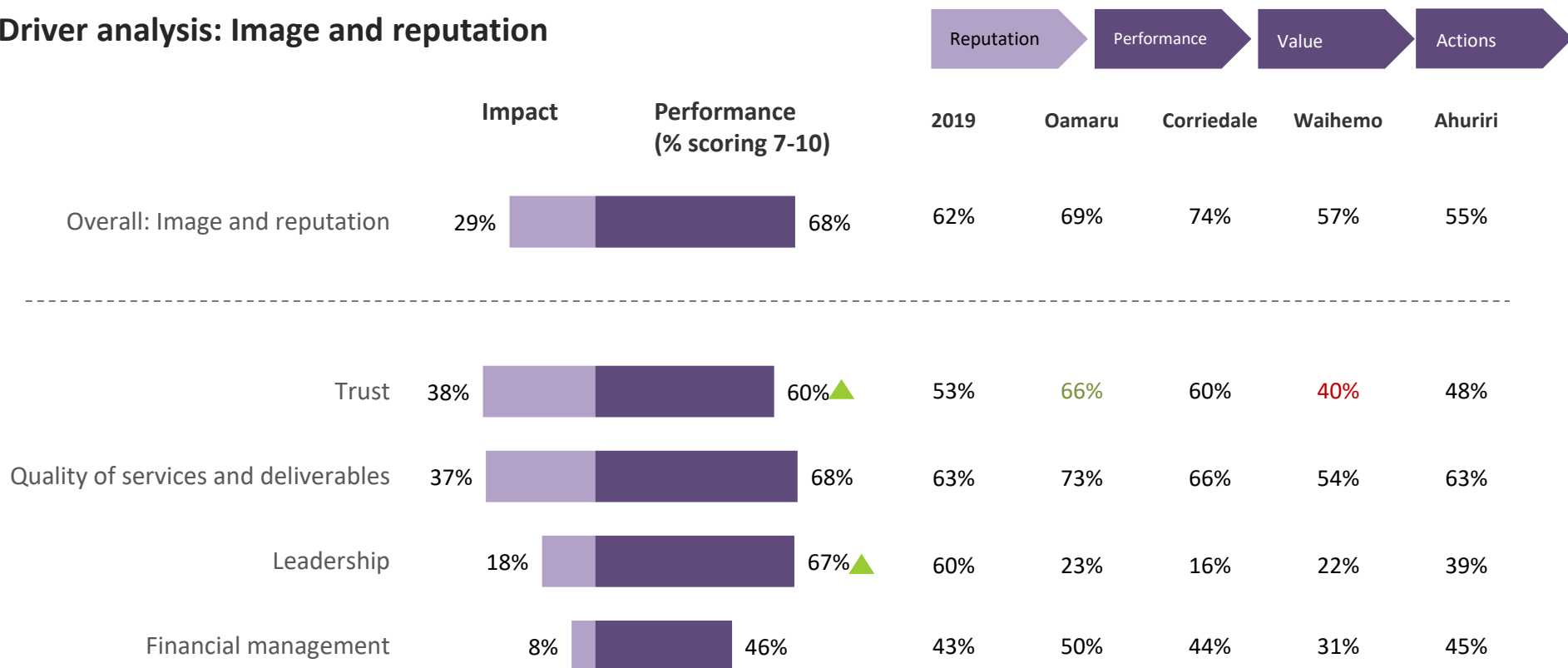
▲ Significantly higher than the previous year
▼ Significantly lower than the previous year

NOTES:

- Sample: n=401
- 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?
- REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?
- 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?
- 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?

Trust is the main contributor to *Council's performance* regarding *Image and reputation* and as satisfaction with this aspect is relatively low, it is identified as an area for improvement

Driver analysis: Image and reputation



NOTES:

- Sample: n=401
- 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?
- REP2: Next I'd like you to think 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?
- 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?
- 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?
- REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?

▲ Significantly higher than the previous year
▼ Significantly lower than the previous year

▲ Significantly lower than the other ward(s)
▼ Significantly lower than the other ward(s)

The *Unsealed roading network* has a relatively high impact on the perception of *Services and facilities* and with around a third of residents (33%) being satisfied with *Unsealed roading* in the District, it is recommended that improvements be made in this area

Driver analysis: Services and Facilities

	Impact	Performance (% scoring 7-10)	Reputation	Performance	Value	Actions	
			2019	Oamaru	Corriedale	Waihemo	Ahuriri
Overall: Services and facilities	26%	68%	63%	73%	66%	54%	63%
Unsealed roading network	38%	33%	28%	39%	28%	15%	24%
Water supply	33%	85%	86%	88%	72%	74%	-
Lakes and camping grounds	29%	77%	71%	74%	83%	73%	76%
Sports fields and facilities	NCI	82%	80%	87%	74%	100%	50%
Public toilets	NCI	77%	74%	71%	81%	84%	90%

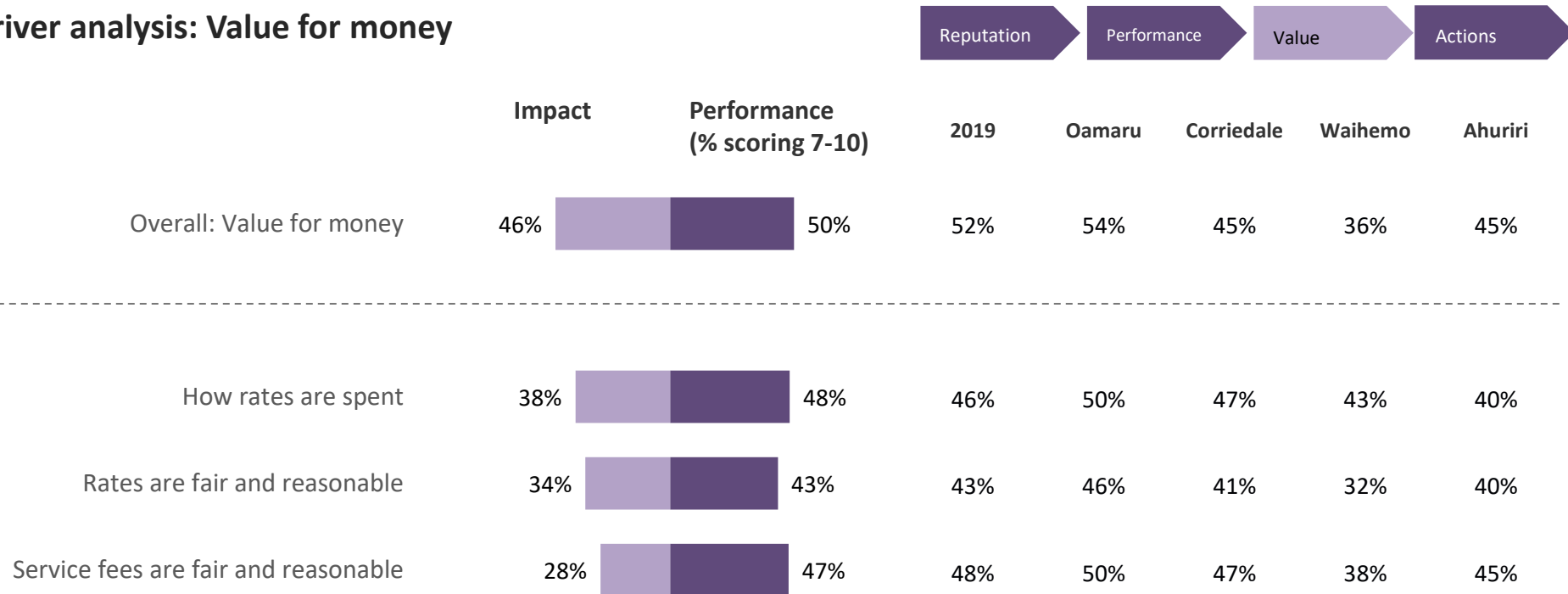
NOTES:

- Sample: n=401
- 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?
- Q5. How satisfied are you with the unsealed roading network in the Waitaki District?
- 6a. How satisfied are you with the water supply provided by the Waitaki District Council?
- 14a. How satisfied are you with the quality of the Council-owned Lakes camping grounds?
- 15a. How satisfied are you with Waitaki's sports fields and facilities?
- 16a. How satisfied are you with the public toilets?
- NCI – no current impact

Significantly lower than the other ward(s)
Significantly lower than the other ward(s)

How rates are spent greatly impacts satisfaction with Value for money with Rates and Service fees being fair and reasonable having moderate levels of impact. Improving performance in these areas will likely enhance overall perceptions of Council's performance

Driver analysis: Value for money

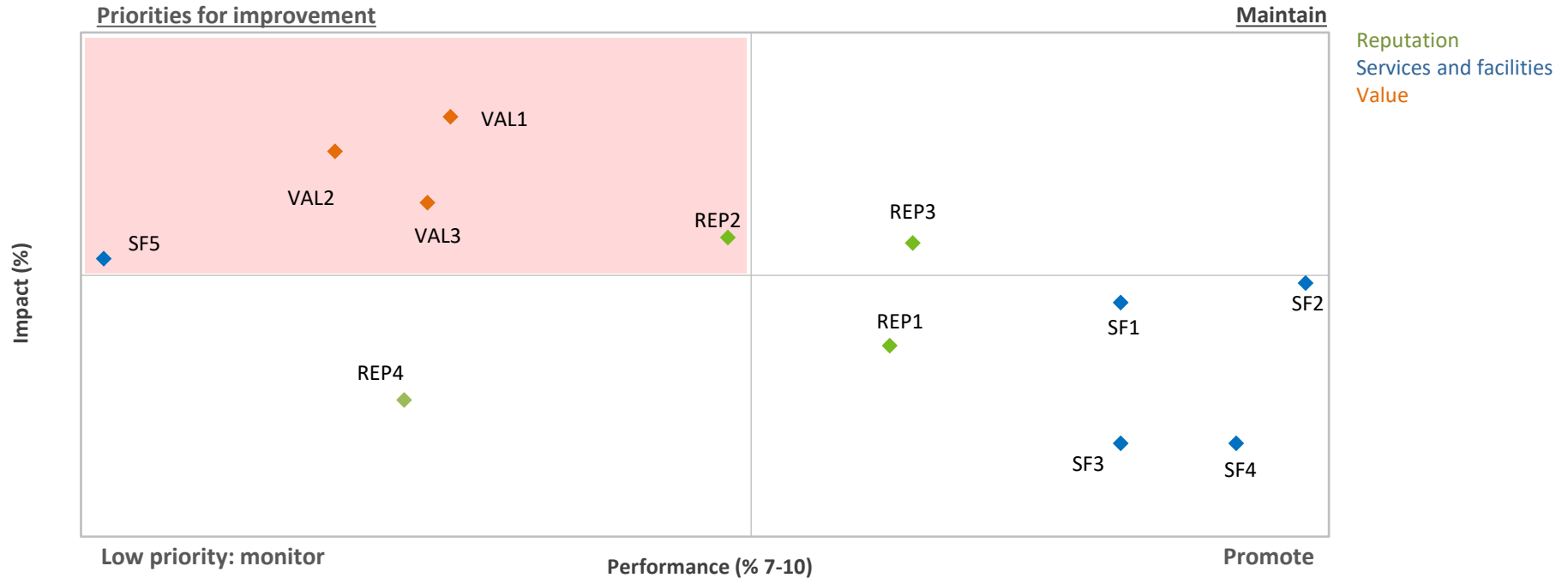


NOTES:

1. Sample: n=401
2. VM1.A: How would you rate your satisfaction with the Council for how rates are spent on services and facilities?
3. VM1.B: How would you rate your satisfaction with the Council for rates being fair and reasonable?
4. VM1.C: How would you rate your satisfaction with the Council for fees for other services being fair and reasonable?
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?

The key priorities for improving the overall evaluation of *Council's performance* pertain to the following attributes, namely: *How rates are spent, Rates and Service fees being fair and reasonable, Trust and Unsealed roading network*

Improvement opportunity evaluation and prioritisation



Keys

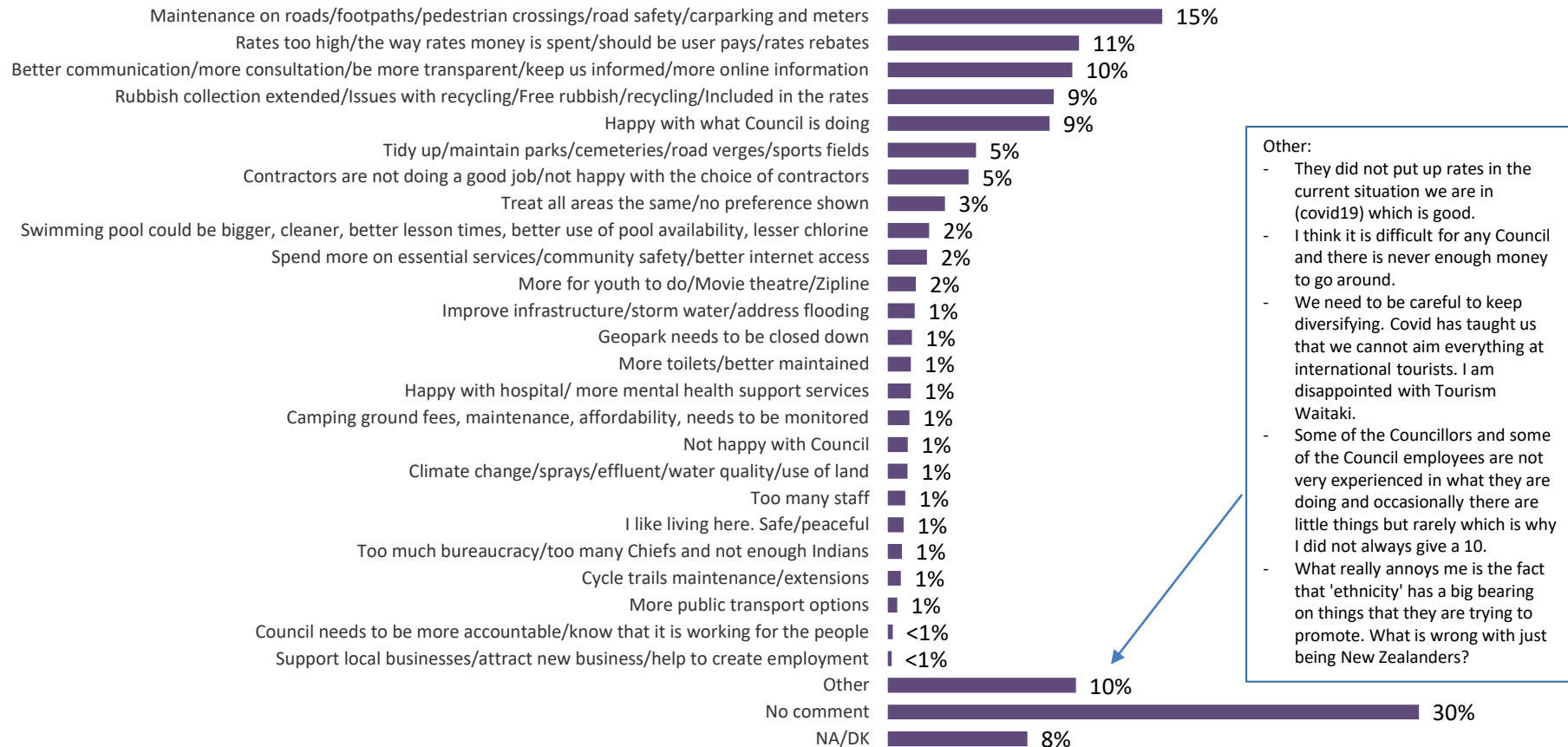
REP1	Leadership	VAL1	How rates are spent	SF2	Water supply
REP2	Trust	VAL2	Rates are fair and reasonable	SF3	Public toilets
REP3	Quality of services and deliverables	VAL3	Service fees are fair and reasonable	SF4	Sports fields and facilities
REP4	Financial management	SF1	Lakes camping grounds	SF5	Unsealed roading network



General Comments

General comments received from residents include *road maintenance, high rates, need for better communication/transparency* and *better rubbish collection service*, amongst others

General comments

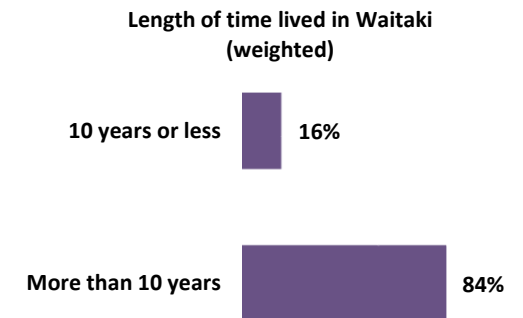
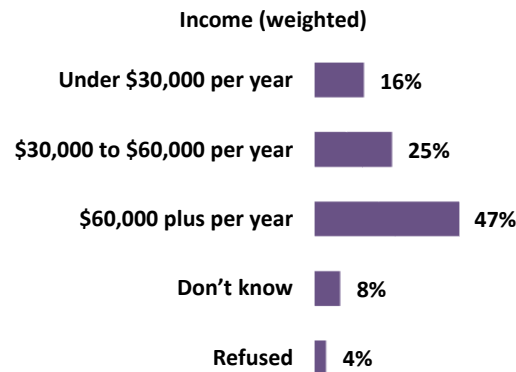
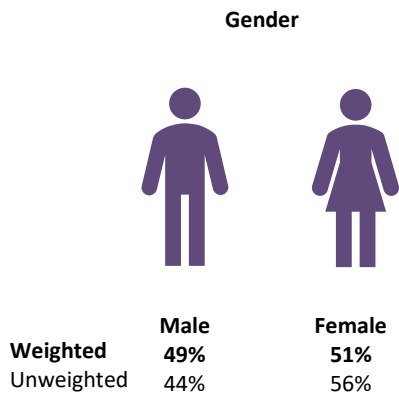
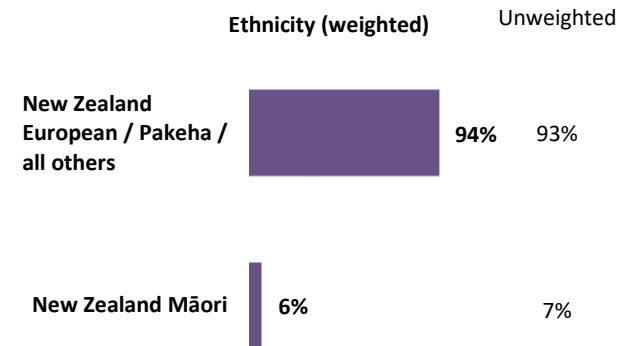
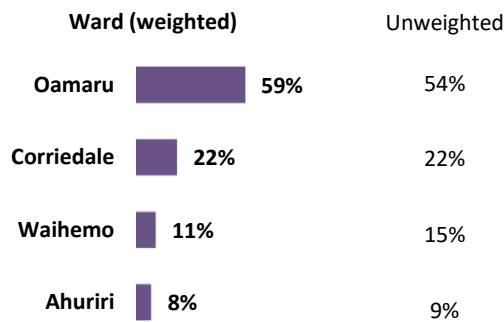
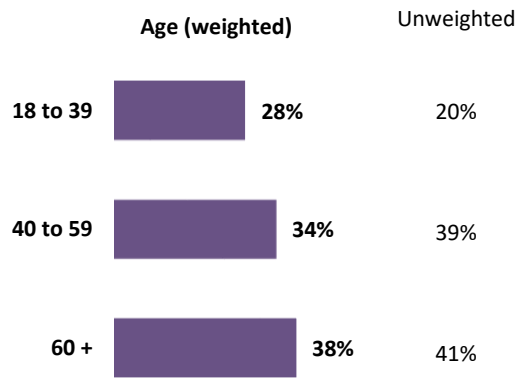


NOTES:
1. Total Sample: n=401
2. GEN: Are there any other comments that you would like to make about the Waitaki District Council?



Demographic Profile

Demographic Profile





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Contact Us

Please make full use of the resources at our website, and call us at any time for fact sheets and advice or input into your next project.