



Councils' Annual Residents Surveys Benchmarking Report 2024/2025



Waimate
District Council

Research background



Research Objectives

The specific objectives of this research were:

- To understand residents' satisfaction with services and facilities provided by Councils across New Zealand.
- To benchmark the key performance indicators against other Councils.



Method

- Surveys were undertaken with 21 different Councils across New Zealand in 2024/25, including 18 District Councils and 3 City Councils.
- Respondents were selected at random from the Electoral Roll, ratepayers database, and/or email contacts collected through previous years' surveys.
- The questionnaires were designed in consultation with Councils and were structured to provide a comprehensive set of measures relating to core activities, services, and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council's activities.
- Post data collection, the samples were weighted to be exactly representative of key population demographics for each area based on the 2023 Census.
- At an aggregate level the surveys have an expected 95% confidence interval (margin of error) of between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 21 Council's performances. Questions used are either identical or closely related, allowing for comparison.
- To allow for better and more extensive benchmarking, several measures are presented as an average score of all related measures in the relevant section.
- Please note: if minimum, average, or maximum values are not visible in a chart, it means that your Council results are equal to that value. For clarity, please view the table on the page following each chart.

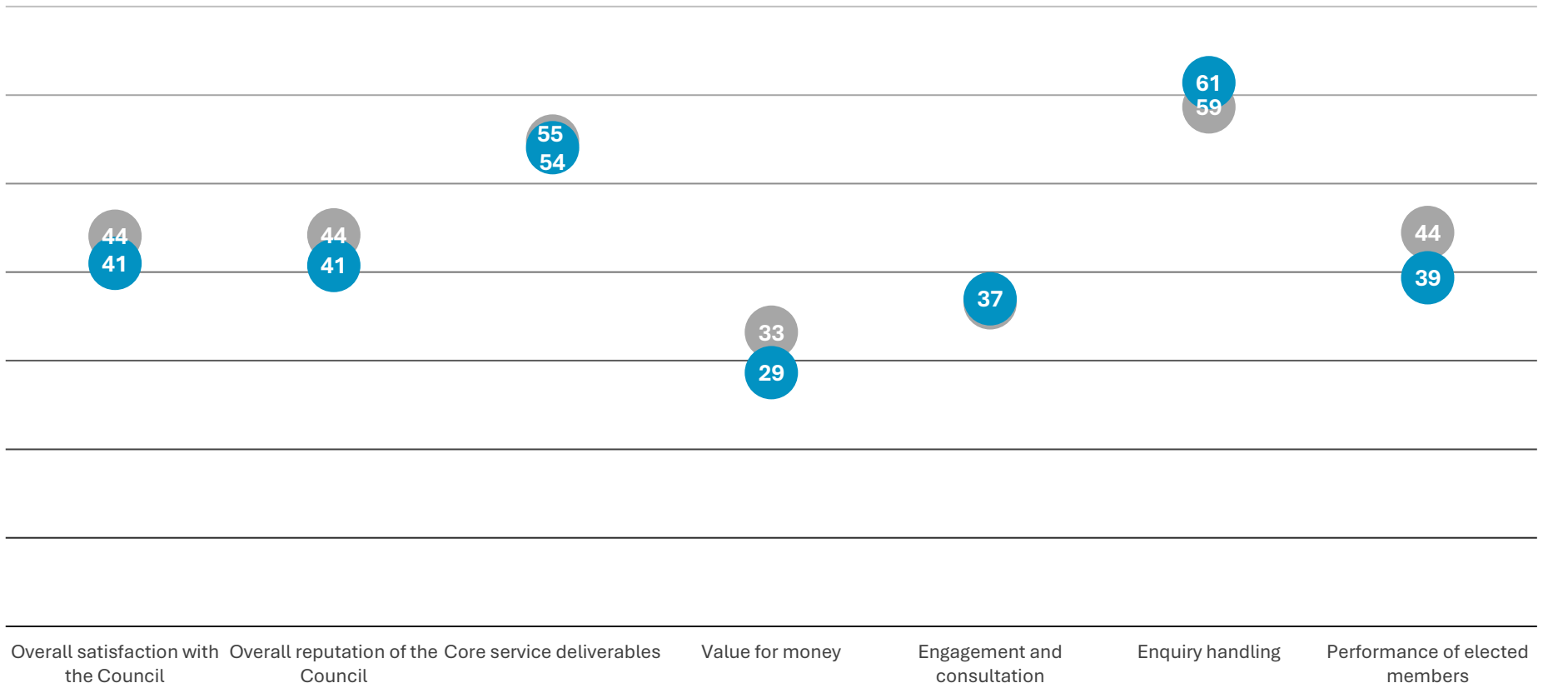
Councils included in 2024/25 Benchmarking report

- Far North District Council
- Gisborne District Council
- Hauraki District Council
- Kaipara District Council
- Manawatū District Council
- Matamata-Piako District Council
- Nelson City Council
- Palmerston North City Council
- Queenstown Lakes District Council
- Rotorua Lakes District Council
- South Taranaki District Council
- South Waikato District Council
- Stratford District Council
- Tararua District Council
- Tauranga City Council
- Thames-Coromandel District Council
- Waikato District Council
- Waimate District Council
- Waipā District Council
- Waitaki District Council
- Waitomo District Council

Year on year change – Overall

2024/2025 Council Benchmarking

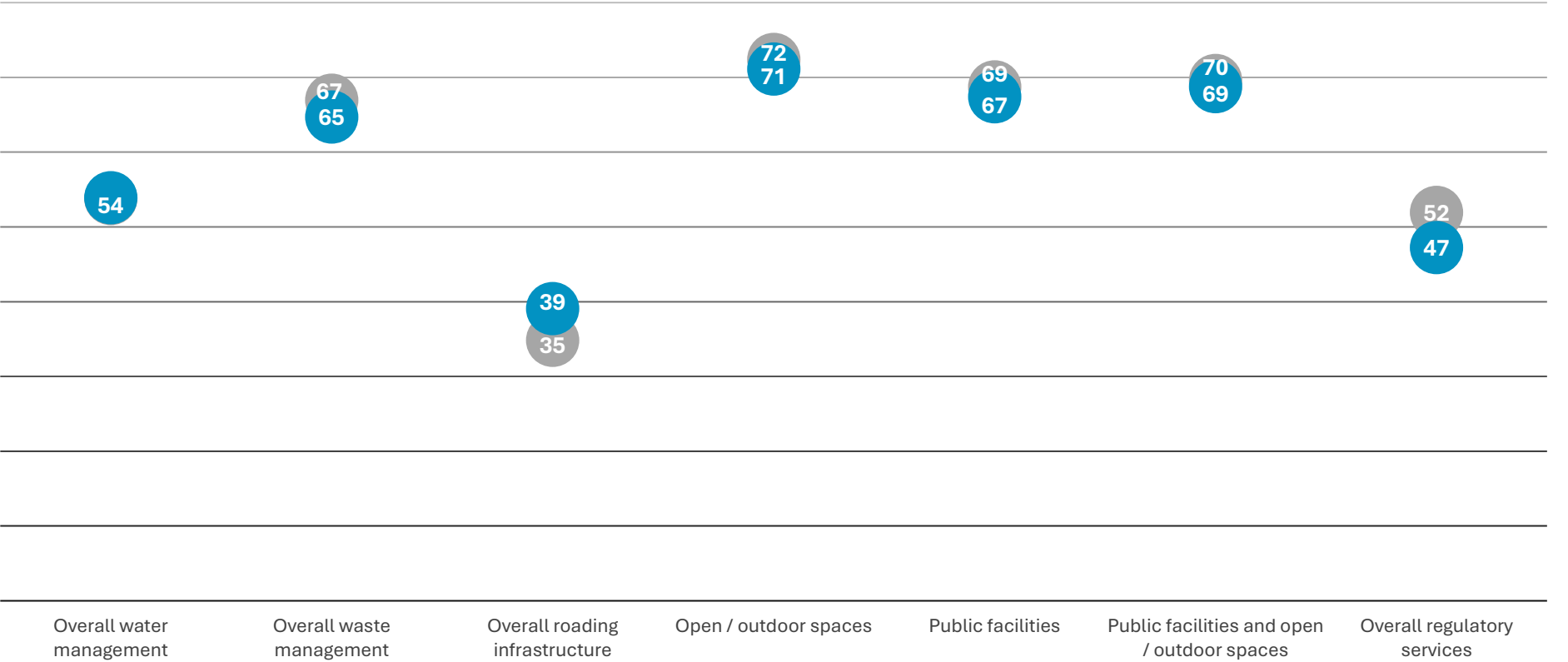
● All Councils' Average 2023/24 ● All Councils' Average 2024/25



Year on year change – Core service deliverables

2024/2025 Council Benchmarking

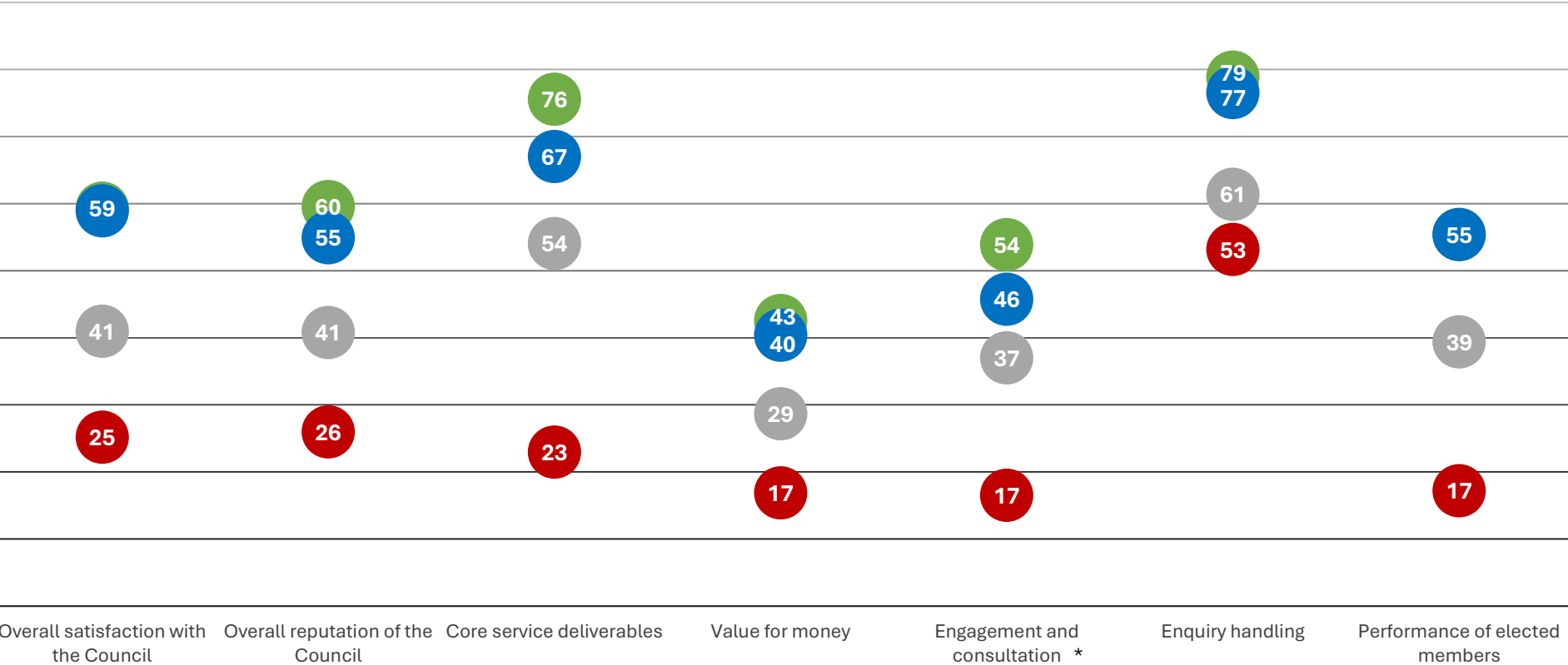
● All Councils' Average 2023/24 ● All Councils' Average 2024/25



Overall measures

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

Overall measures

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	59	41	+18	59	-	25	+34
Overall reputation of the Council	55	41	+14	60	-5	26	+29
Core service deliverables	67	54	+13	76	-9	23	+44
Value for money	40	29	+11	43	-2	17	+23
Engagement and consultation	46	37	+9	54	-8	17	+29
Enquiry handling	77	61	+16	79	-2	53	+24
Performance of elected members	55	39	+16	55	-	17	+38

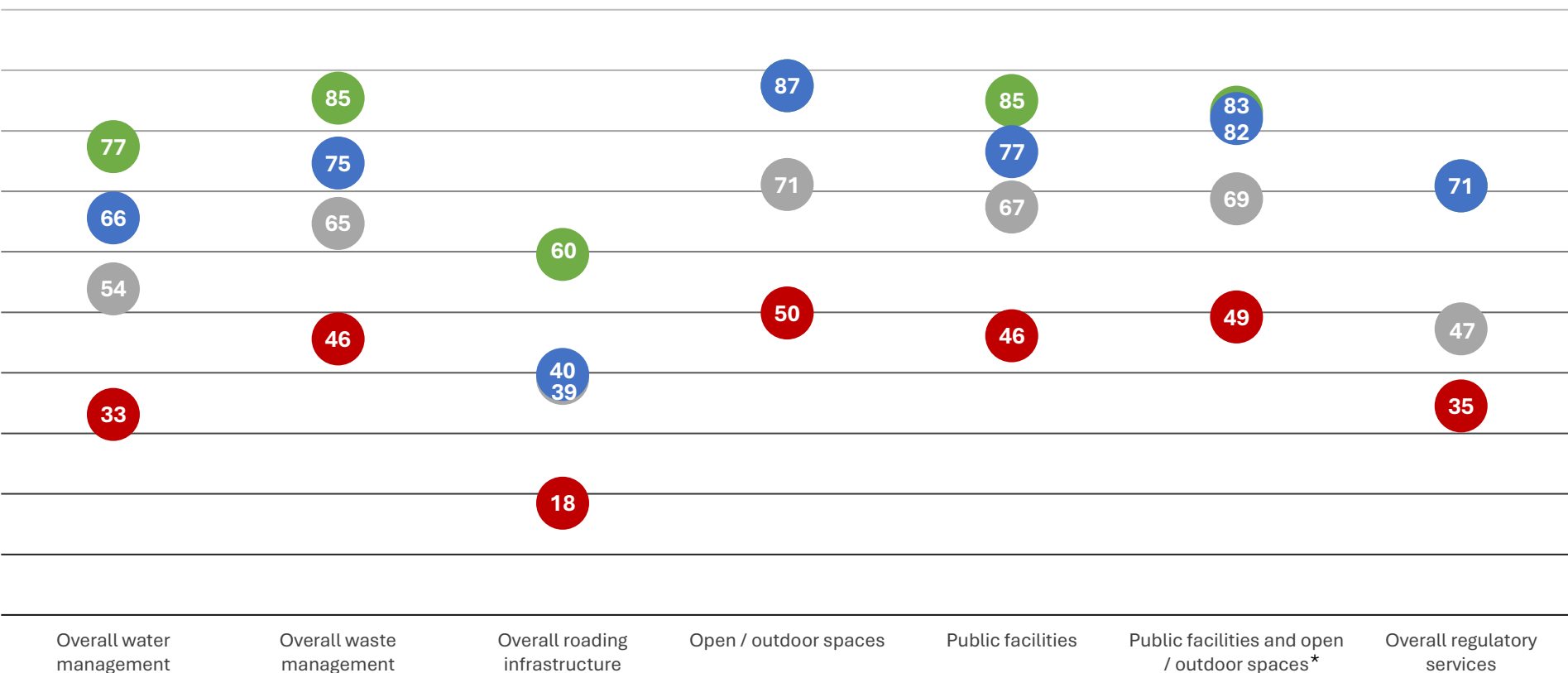
Overall measures – District Councils only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	59	40	+19	59	-	25	+34
Overall reputation of the Council	55	42	+13	60	-5	29	+26
Core service deliverables	67	53	+14	76	-9	23	+44
Value for money	40	28	+12	43	-3	17	+23
Engagement and consultation	46	37	+9	54	-8	17	+29
Enquiry handling	77	61	+16	79	-2	53	+24
Performance of elected members	55	40	+15	55	-	17	+38

Core service deliverables

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



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Core service deliverables

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	66	54	+12	77	-11	33	+33
Overall waste management	75	65	+10	85	-10	46	+29
Overall roading infrastructure	40	39	+1	60	-20	18	+22
Open / outdoor spaces	87	71	+16	87	-	50	+37
Public facilities	77	67	+10	85	-8	46	+31
Public facilities and open / outdoor spaces	82	69	+13	83	-1	49	+33
Overall regulatory services	71	47	+24	71	-	35	+36

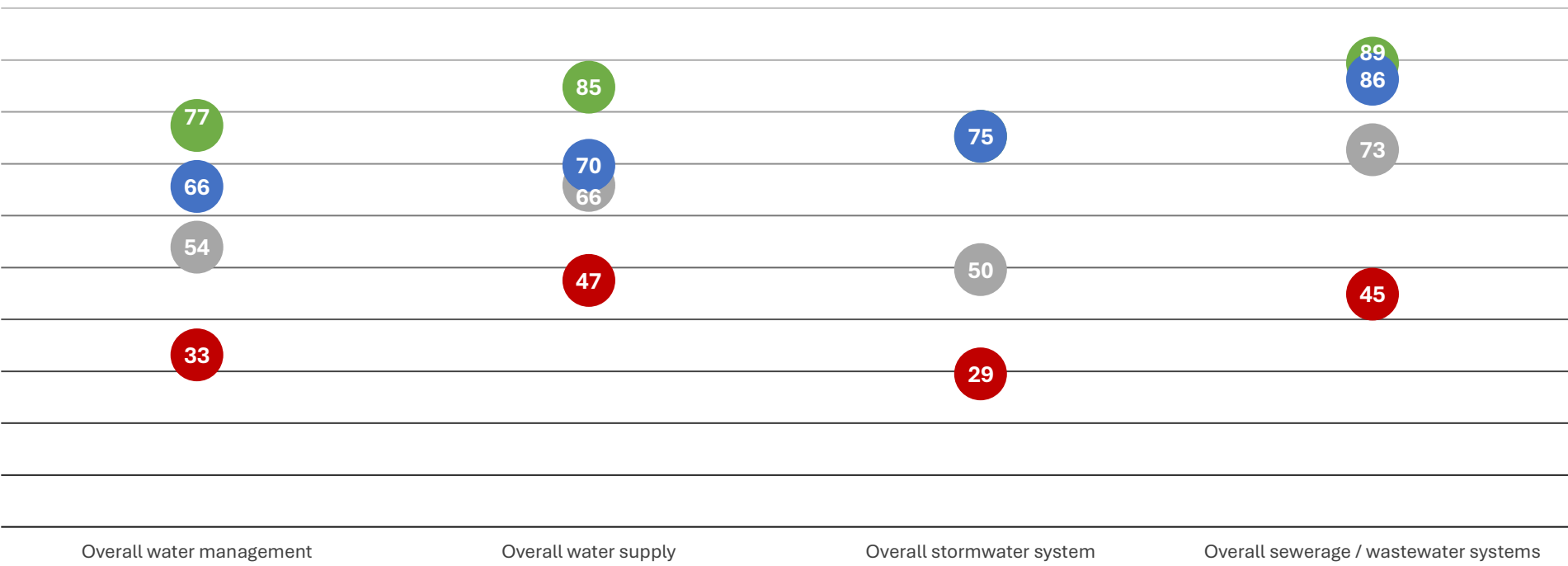
Core service deliverables – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	66	53	+13	77	-11	33	+33
Overall waste management	75	64	+11	85	-10	46	+29
Overall roading infrastructure	40	38	+2	56	-16	18	+22
Open / outdoor spaces	87	71	+16	87	-	50	+37
Public facilities	77	67	+10	85	-8	46	+31
Public facilities and open / outdoor spaces	82	69	+13	83	-1	49	+33
Overall regulatory services	71	47	+24	71	-	35	+36

Water management

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



Water management

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	66	54	+12	77	-11	33	+33
Overall water supply	70	66	+4	85	-15	47	+23
Overall stormwater system	75	50	+25	75	-	29	+46
Overall sewerage / wastewater systems	86	73	+13	89	-3	45	+41

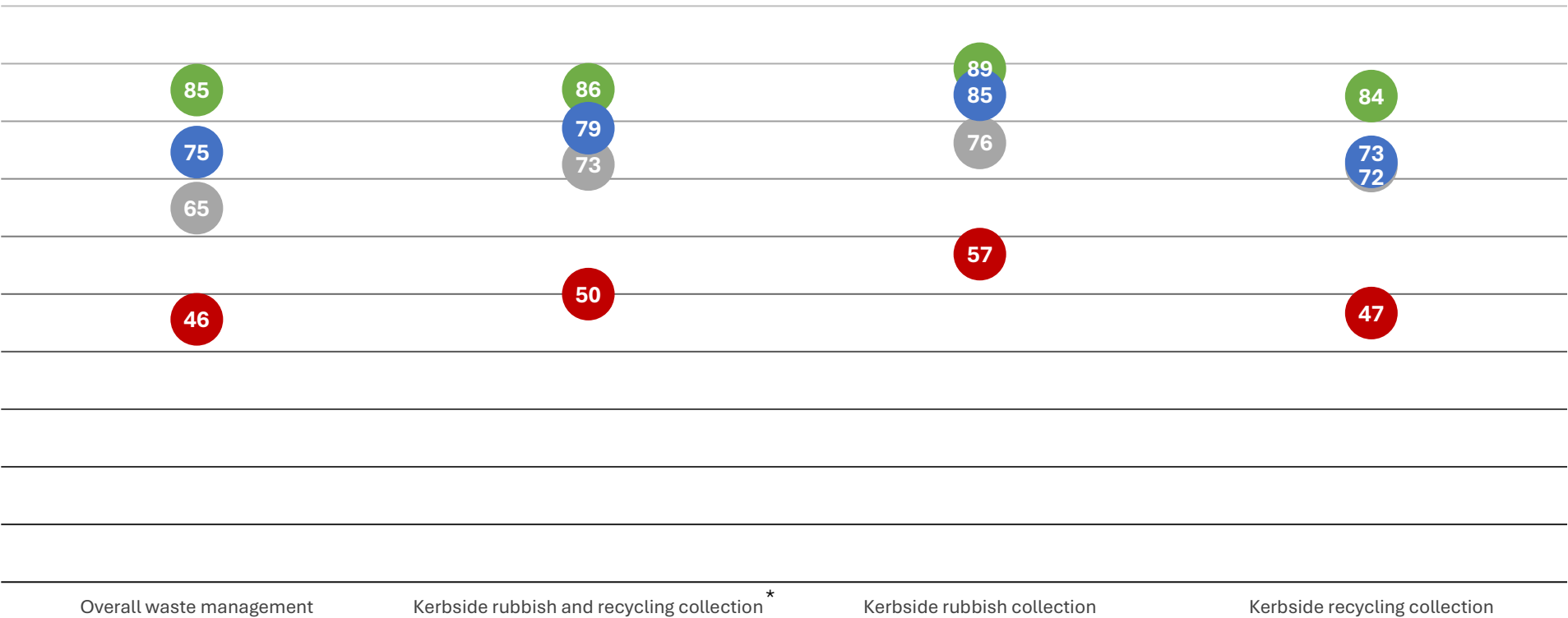
Water management – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	66	53	+13	77	-11	33	+33
Overall water supply	70	65	+5	85	-15	47	+23
Overall stormwater system	75	49	+26	75	-	29	+46
Overall sewerage / wastewater systems	86	73	+13	89	-3	45	+41

Waste management

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



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Waste management

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	75	65	+10	85	-10	46	+29
Kerbside rubbish and recycling collection	79	73	+4	86	-7	50	+29
Kerbside rubbish collection	85	76	+9	89	-4	57	+28
Kerbside recycling collection	73	72	+1	84	-11	47	+26

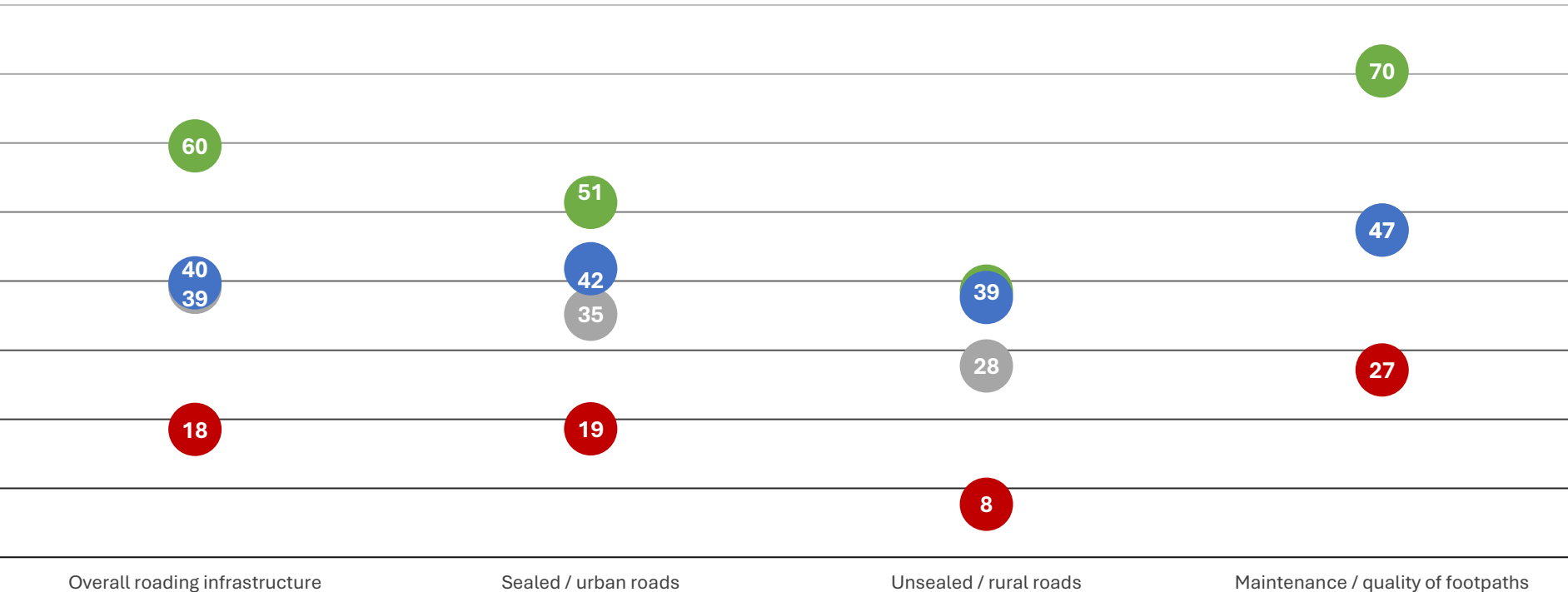
Waste management – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	75	64	+11	85	-10	46	+29
Kerbside rubbish and recycling collection	79	71	+8	84	-5	50	+29
Kerbside rubbish collection	85	76	+9	89	-4	57	+28
Kerbside recycling collection	73	71	+2	83	-10	47	+26

Roading infrastructure

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



Roading infrastructure

	% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure		40	39	+1	60	-20	18	+22
Sealed / urban roads		42	35	+7	51	-9	19	+23
Unsealed / rural roads		38	28	+10	39	-1	8	+30
Maintenance / quality of footpaths		47	47	-	70	-23	27	+20

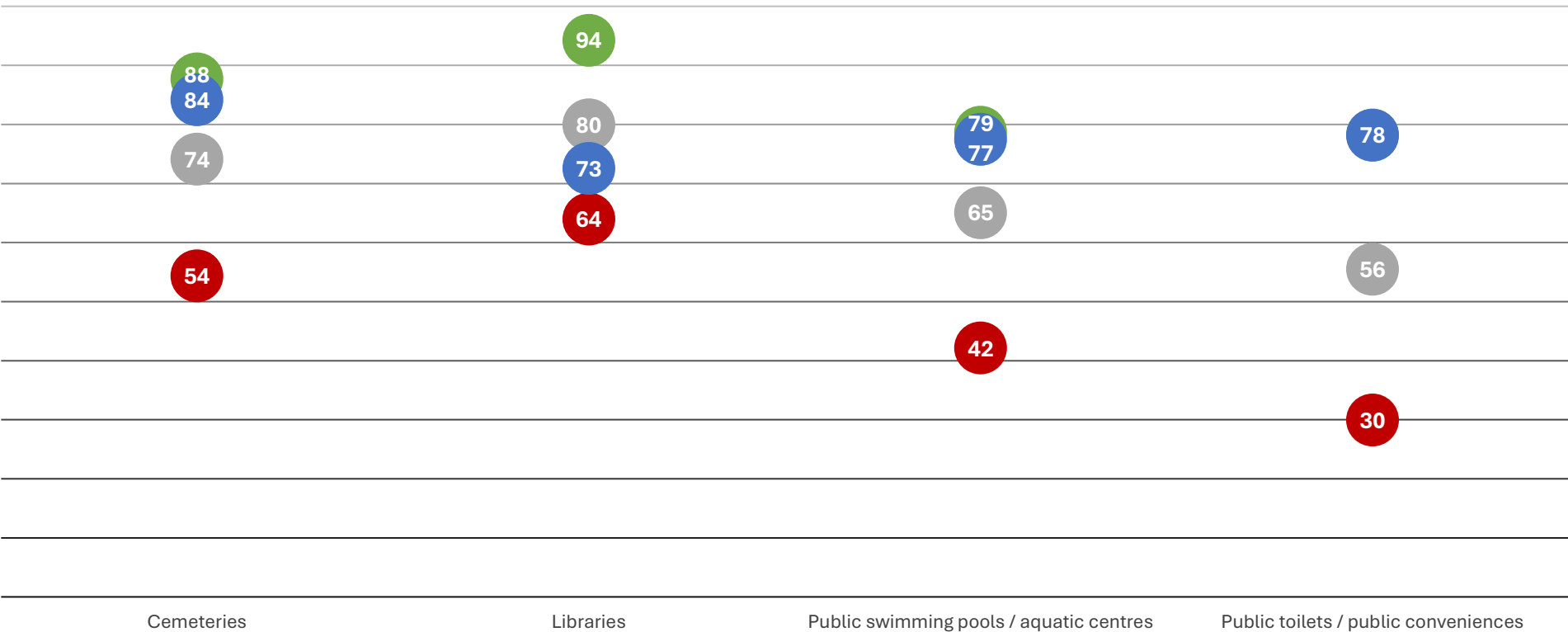
Roading infrastructure – District Councils Only

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure		40	38	+2	56	-16	18	+22
Sealed / urban roads		42	36	+6	51	-9	19	+23
Unsealed / rural roads		38	28	+10	39	-1	8	+30
Maintenance / quality of footpaths		47	47	-	62	-15	27	+20

Public facilities and open / outdoor spaces

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



Public facilities and open / outdoor spaces

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Cemeteries	84	74	+10	88	-4	54	+30
Libraries	73	80	-7	94	-21	64	+9
Public swimming pools / aquatic centres	77	65	+12	79	-2	42	+35
Public toilets / public conveniences	78	56	+23	78	-	30	+48

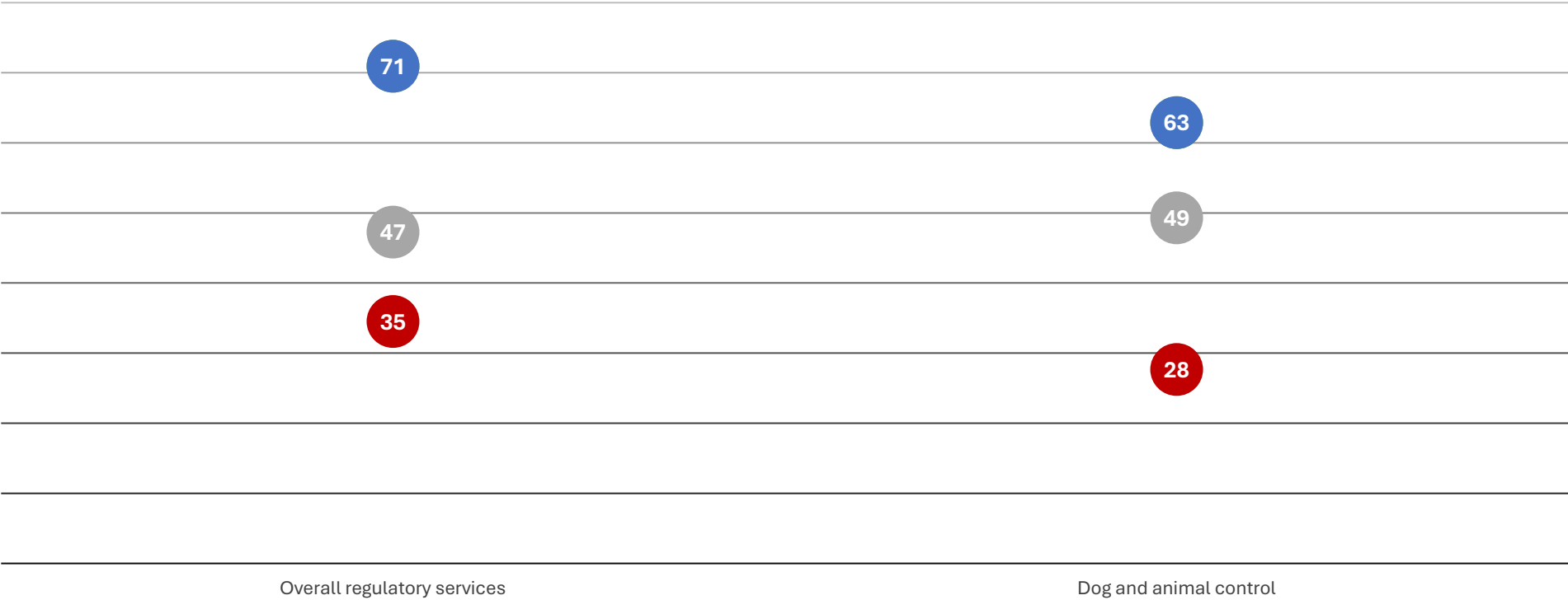
Public facilities and open / outdoor spaces – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Cemeteries	84	75	+9	88	-4	54	+30
Libraries	73	81	-8	94	-21	64	+9
Public swimming pools / aquatic centres	77	66	+11	79	-2	42	+35
Public toilets / public conveniences	78	56	+22	78	-	30	+48

Regulatory services

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



Regulatory services

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services	71	47	+24	71	-	35	+36
Dog and animal control	63	49	+14	63	-	28	+35

Regulatory services – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services	71	47	+24	71	-	35	+36
Dog and animal control	63	49	+14	63	-	28	+35

Reputation

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



Reputation

	% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation		55	41	+14	60	-5	26	+29
Leadership		51	41	+10	56	-5	28	+23
Trust		50	37	+13	51	-1	25	+25
Financial management		44	29	+15	46	-2	19	+25
Quality of services		61	47	+14	65	-4	31	+30

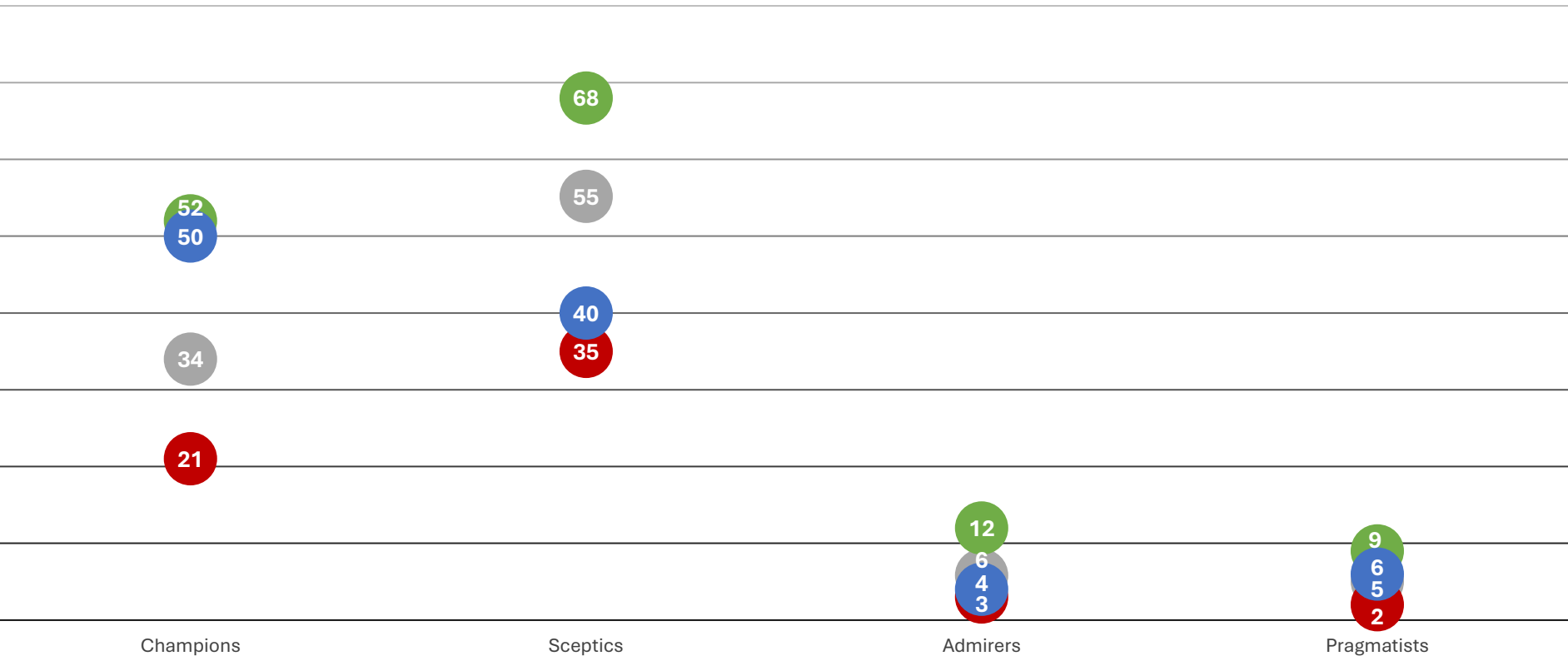
Reputation – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation	55	42	+13	60	-5	29	+26
Leadership	51	42	+9	56	-5	29	+22
Trust	50	38	+12	51	-1	27	+23
Financial management	44	30	+14	46	-2	19	+25
Quality of services	61	47	+14	65	-4	31	+30

Reputation profile

2024/2025 Council Benchmarking

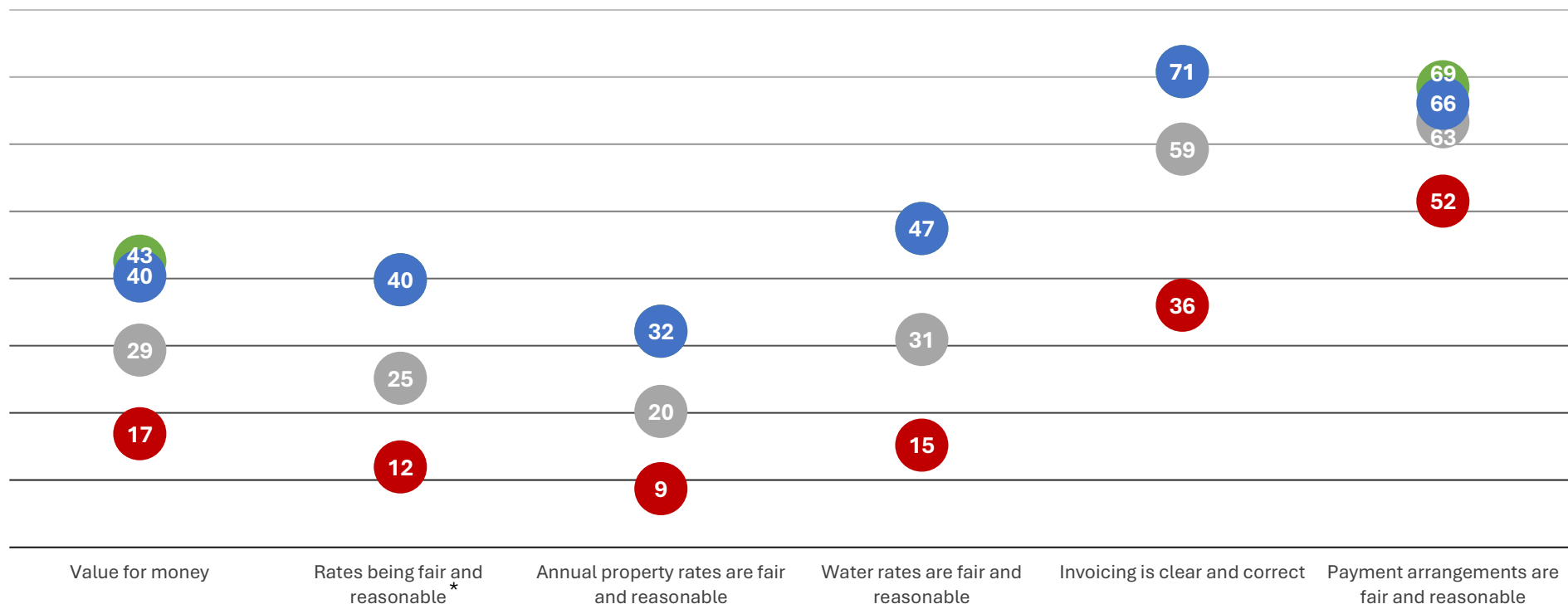
● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



Value for money

2024/2025 Council Benchmarking

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Value for money

	% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Value for money		40	29	+11	43	-3	17	+23
Rates being fair and reasonable		40	25	+15	40	-	12	+28
Annual property rates are fair and reasonable		32	20	+12	32	-	9	+23
Water rates are fair and reasonable		47	31	+16	47	-	15	+32
Invoicing is clear and correct		71	59	+12	71	-	36	+35
Payment arrangements are fair and reasonable		66	63	+3	69	-3	52	+14

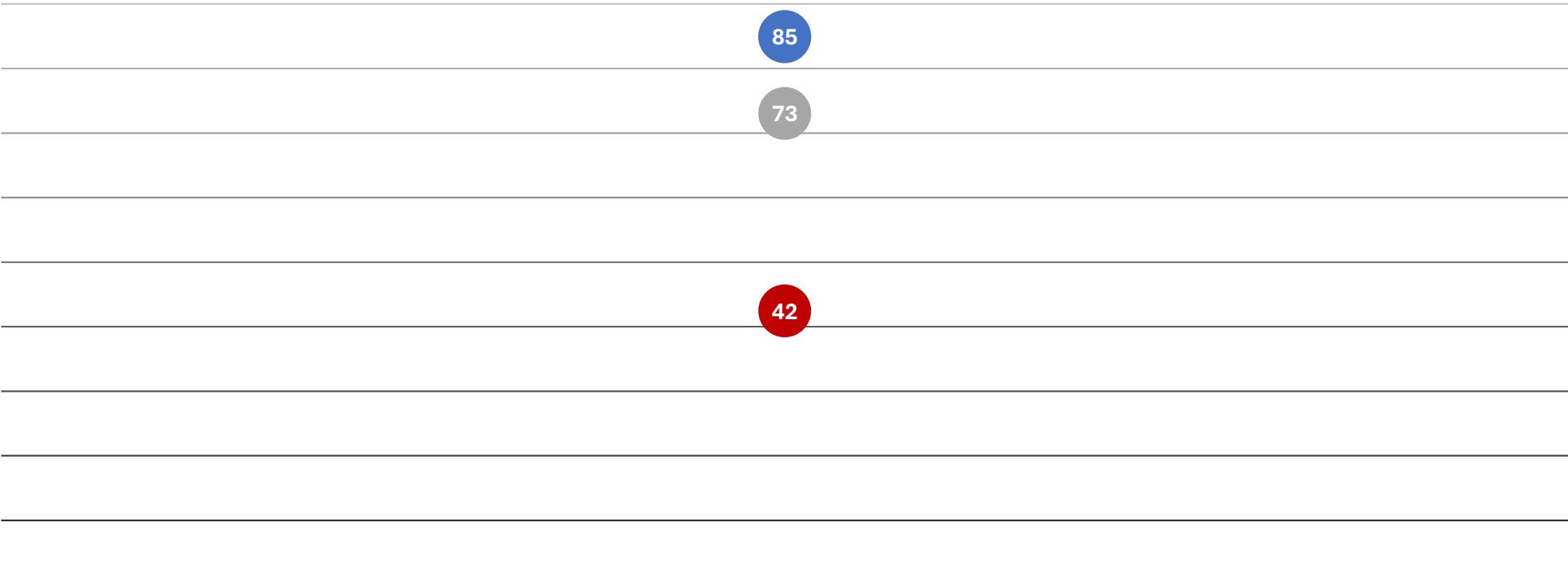
Value for money – District Councils Only

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Value for money		40	29	+11	43	-3	17	+23
Rates being fair and reasonable		40	25	+15	40	-	12	+28
Annual property rates are fair and reasonable		32	20	+12	32	-	9	+23
Water rates are fair and reasonable		47	30	+17	47	-	15	+32
Invoicing is clear and correct		71	59	+12	71	-	36	+35
Payment arrangements are fair and reasonable		66	62	+4	69	-3	52	+14

Sentiment questions

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



Quality of life / wellbeing

Sentiment questions

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of life / wellbeing	85	73	+12	85	-	42	+43

Sentiment questions – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of life / wellbeing	85	73	+12	85	-	42	+43

Key contact details

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