

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WAIMATE DISTRICT COUNCIL

MARCH/APRIL 2019



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NB: Please note the following explanations for this report:



Figures that are comparably lower than percentages for other respondent types.



Figures that are comparably higher than percentages for other respondent types.

Arrows, whenever shown, depict a directional trend.

Please note that unusual or one-off occurrences, such as climatic events, can affect ratings.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

Icons used in this report made by Freepik from www.flaticon.com

A. SITUATION AND OBJECTIVES

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to the people resident in the area. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in 1994-2004, 2013, 2015, 2017 and now again in 2019.

The advantages and benefits of this are that Council has the National Average and Peer Group comparisons, as well as the previous readings, against which to analyse perceived performance.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 330 residents of Waimate District.

The survey was framed on the basis of the Wards as the elected representatives are associated with a particular Ward.

Sampling and analysis was based on the four Wards and the interviews spread as follows:

Hakataramea-Waihaorunga	30
Lower Waihao	40
Waimate	180
Pareora-Otaio-Makikihi	80
Total	<u>330</u>

Interview Type

Interviewing was mainly conducted by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm on weekends.

Sample Selection

The white pages of the Timaru, Waimate and Kurow sections of the telephone directory were used as the sample source, with every "xth" number being selected.

Quota sampling was used to ensure an even balance of male and female respondents, with the sample also stratified according to Ward. Sample sizes for each Ward were predetermined to ensure a sufficient number of respondents within each Ward, so that analysis could be conducted on a Ward-by-Ward basis.

A target of interviewing approximately 75 residents, aged 18 to 44 years, was also set.

This year, as it is increasingly difficult to obtain, in particular, young people by landline, we interviewed 30 residents face-to-face in the Waimate Ward.

Households were screened to ensure they fell within the Waimate District Council's geographical boundaries.

Respondent Selection

Respondent selection within the household was also randomised with the eligible person being the man or woman, normally resident, aged 18 years or over, who had the next birthday.

Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender and age group proportions in the area as determined by Statistics New Zealand 2013 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Waimate District. Bases for subsamples are shown in the Appendix.

Where we specify a "base", we are referring to the actual number of respondents interviewed.

Survey Dates

All interviews were conducted between Friday 22nd March and Sunday 7th April 2019.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all of New Zealand as a whole (National Average) and with similarly constituted Local Authorities (Peer Group Average), through a National Survey of 750 residents carried out in October/November 2018.

The Communitrak™ service provides ...

- comparisons with a national sample of 750 interviews conducted in October/November 2018 (the National Average),
- comparisons with other provincial Council norms (the Peer Group Average).

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each socio-economic group, and not between each socio-economic group and the total.

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2013 Census data.

Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and/or National Average results from the October/November 2018 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 330 residents:

above/below	±8% or more
slightly above/below	±6% to 7%
on par with	±3% to 5%
similar to	±1% to 2%

Margin Of Error

The survey is a quota sample, designed to cover the important variables within the population. Therefore, we are making the assumption that it is appropriate to use the error estimates that would apply to a simple random sample of the population.

The following margins of error are based on a simple random sample. The maximum likely error limits occur when a reported percentage is 50%, but more often than not the reported percentage is different, and margins of error for other reported percentages are shown below. The margin of error approaches 0% as a reported percentage approaches either 100% or 0%.

Margins of error rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and reported percentages are:

Sample Size	Reported Percentage				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	±4%	±4%	±4%	±4%	±3%
450	±5%	±5%	±4%	±4%	±3%
400	±5%	±5%	±5%	±4%	±3%
300	±6%	±6%	±5%	±5%	±3%
200	±7%	±7%	±6%	±6%	±4%

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 330 respondents, at a reported percentage of 50%, is plus or minus 5.4%.

Response Rate

The response rate for the 2019 Waimate District Council was **75%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.

Significant Difference

This is a test to determine if the difference in a result between two separate surveys is significant. Significant differences rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and midpoints are:

Sample Size	Midpoint				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	6%	6%	6%	5%	4%
450	7%	6%	6%	5%	4%
400	7%	7%	6%	6%	4%
300	8%	8%	7%	6%	5%
200	10%	10%	9%	8%	6%

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 330 respondents is 8%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

Please note that while the Communitrak™ survey report is, of course, available to residents, the Mayor and Councillors, and Council staff, it is not available to research or other companies to use or leverage in any way for commercial purposes.

* * * * *



C. EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Waimate District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

The Waimate District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' and ratepayers' opinions and needs will allow Council to be more responsive towards its citizens.

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted Local Authorities, to Local Authorities on average throughout New Zealand, and a comparison with the results of the 2000 - 2004, 2013, 2015 and 2017 Communitrak™ surveys.

COUNCIL SERVICES/FACILITIES

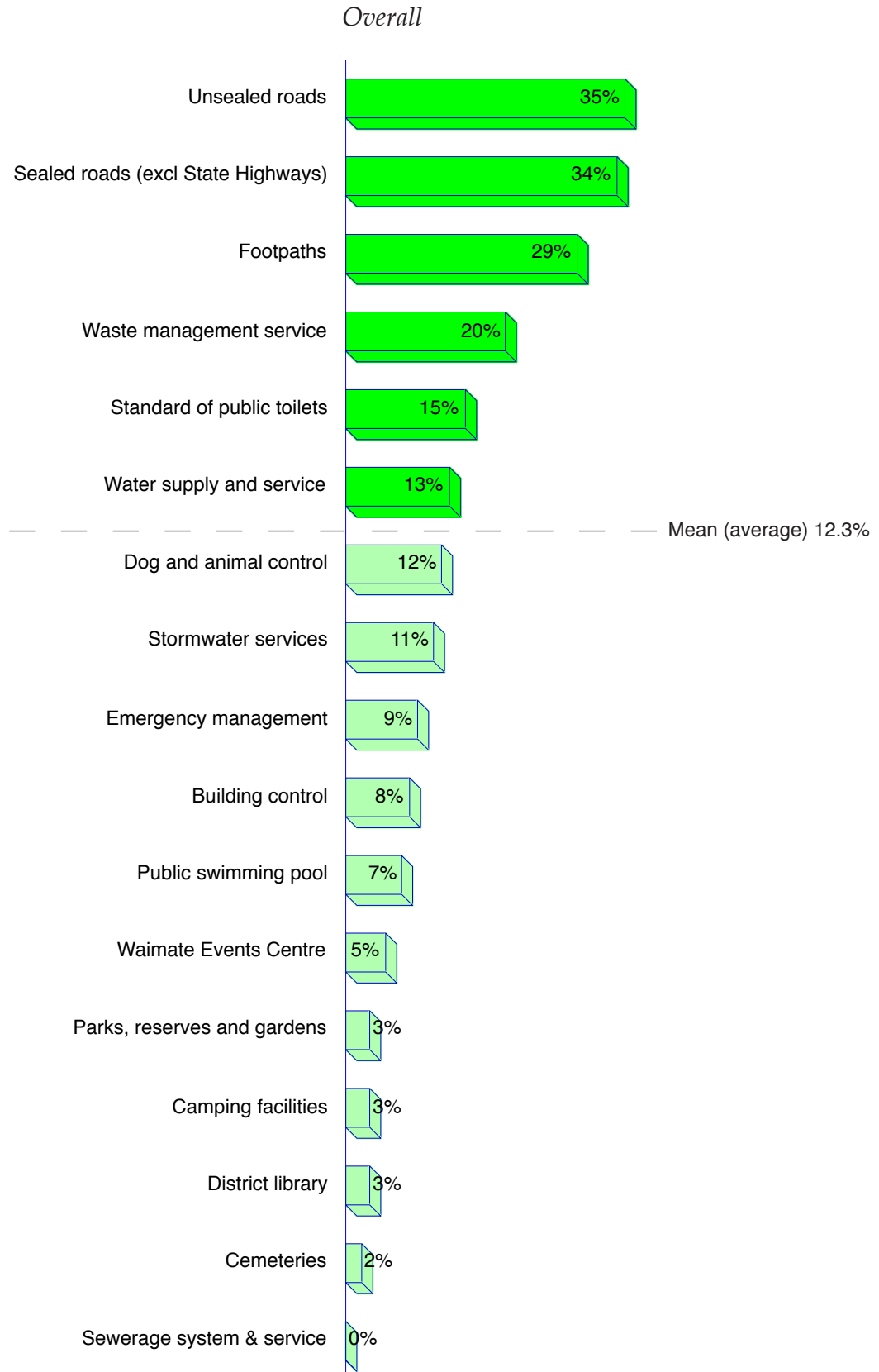
Satisfaction With Services/Facilities

	Waimate 2019		Waimate 2017	
	Very/fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Parks, reserves and gardens	89 =	3 =	91	3
Cemeteries	76 =	2 =	74	2
Dog and animal control	74 ↓	12 =	80	10
Water supply and service	70 ↓	13 =	77	8
Camping facilities	68 ↓	3 =	78	3
District library	68 =	3 =	71	3
Emergency management	68 =	9 =	63	7
Waste management service	62 ↓	20 =	70	15
Footpaths	58 =	29 =	61	30
Public swimming pool	57 =	7 =	53	5
Standard of public toilets	55 ↓	15 =	61	13
Stormwater services	50 =	11 =	49	13
Sewerage system and service	49 =	0 =	52	1
Building control	44 =	8 =	46	13

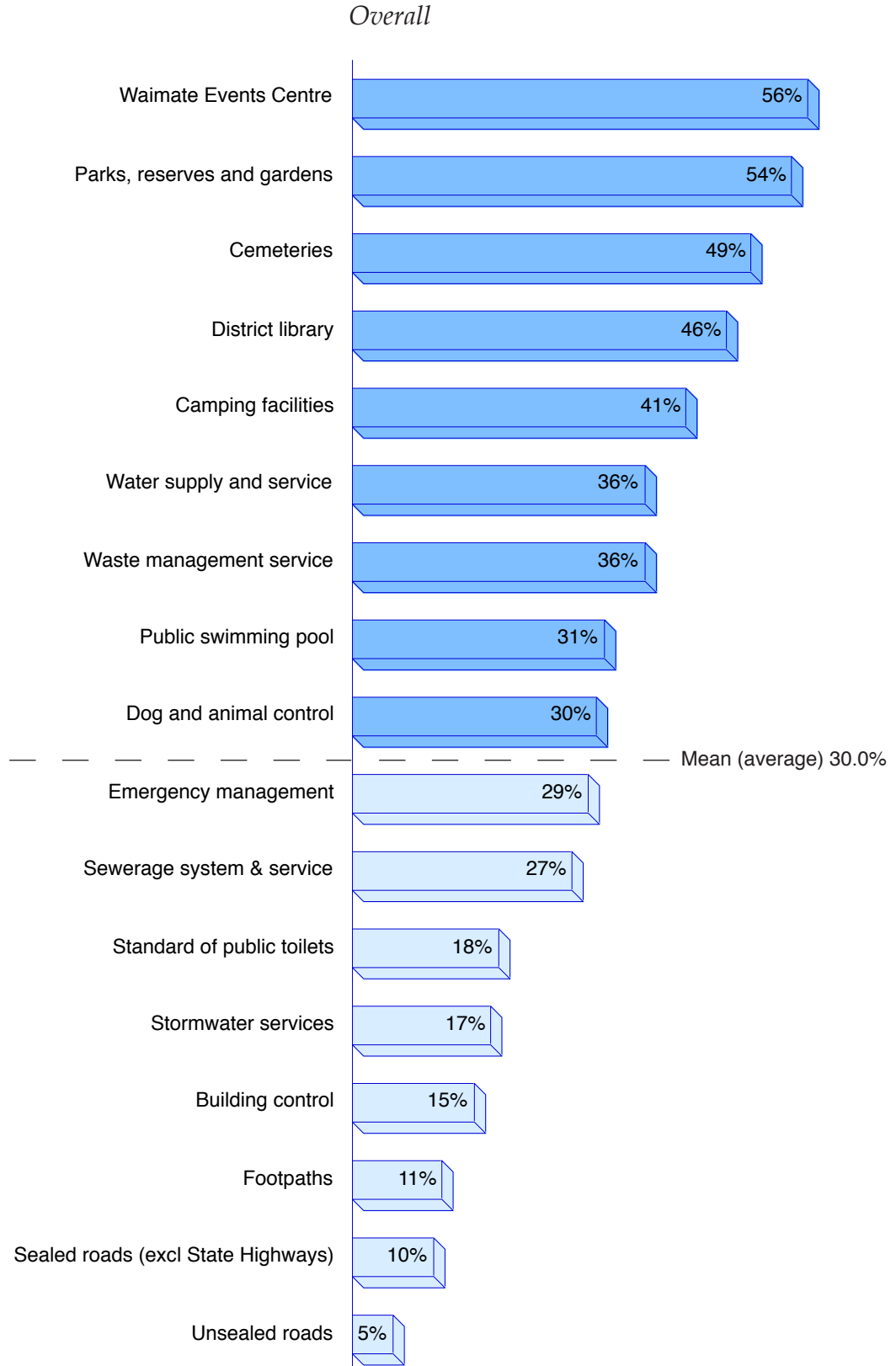
NB: Figures do not always total 100%. The balance is a don't know response.

Key: ↑ above / slightly above 2017 reading
 ↓ below / slightly below 2017 reading
 = similar / on par

Percent Saying They Are Not Very Satisfied With ...



Percent Saying They Are Very Satisfied With ...



Peer Group And National Averages - Comparison

Waimate District is **higher** than the Peer Group and/or National Averages for ...

	Waimate %	Peer Group %	National Average %
• unsealed roads	35	+++32	+++27
• sealed roads	34	+++32	+++27
• footpaths	29	21	21

However, the percent not very satisfied in Waimate District is **lower/slightly lower** than the Peer Group and/or National Averages for ...

• waste management service	20	°11	°12
• building control	8	†17	†23
• sewerage system and service	-	°°3	°°7

The comparison for the following show Waimate **on par with/similar to** the Peer Group and/or the National Averages for ...

• standard of public toilets	15	◇18	◇17
• water supply and services	13	◇◇14	◇◇14
• dog and animal control	12	**17	**16
• stormwater services	11	16	16
• emergency management	9	7	6
• public swimming pool	7	7	7
• parks, reserves and gardens	3	*3	*5
• District library	3	3	3
• cemeteries	2	††1	††5

+++ percentages refer to ratings for roads (excluding State Highways)

◇ percentages refer to ratings for public toilets

◇◇ percentages refer to ratings for water supply

* percentages refer to parks and reserves only

** percentages refer to ratings for dog control only

° percentages refer to average ratings for rubbish collection **and** recycling as these are asked separately in the 2018 National Communitrak™ Survey

°° percentages refer to ratings for sewerage system

† percentages refer to ratings for town planning, including planning and inspection services

†† percentages refer to ratings for cemeteries, including maintenance of cemeteries

There are no comparative Peer Group and National Average figures for camping facilities and Waimate Events Centre.

Comparison Between Overall And 'User/Visitor' Satisfaction Readings

Services And Facilities	Overall Satisfaction %	User/Visitor Satisfaction %
Waimate library	68	91
Public swimming pool (user satisfaction refers to Waimate pool users)	57	83

Comparison Between Overall And 'Receiver Of Service' Satisfaction Readings

Services And Facilities	Overall Satisfaction %	Receivers of Service %
Water supply and service	70	86
Waste management service	62	75
Stormwater services	50	79
Sewerage system and service	49	97

Spend Emphasis On Services/Facilities

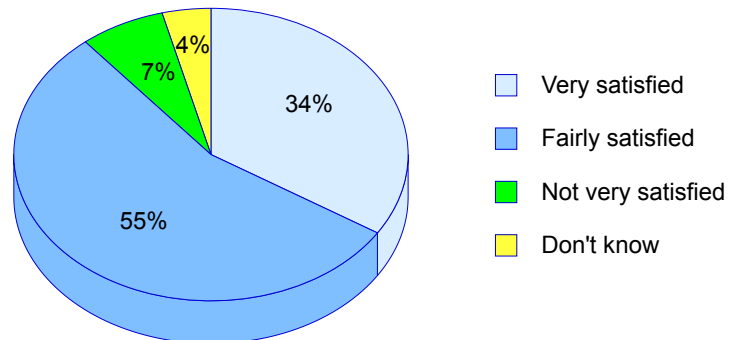
In terms of the services / facilities measured, the main ones residents think more should be spent on are ...

- roads in the District, 58% of all residents (60% in 2017)
- footpaths, 40% (39% in 2017)
- standard of public toilets, 26% (30% in 2017)

Spend Priority (mean spend x percentage not very satisfied)

Roads in the District, followed by footpaths are the top priority for council in terms of spend.

Satisfaction With Range Of Services And Facilities

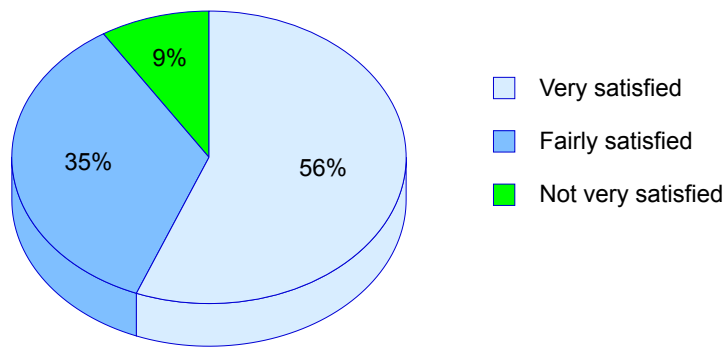


CONTACT WITH COUNCIL

40% of residents have contacted the Council staff in the last 12 months by phone (40% in 2017), with 43% contacting the Council staff in person (46% in 2017), 4% contacting them in writing (5% in 2017), 8% by email (8% in 2017), and 4% through social media (not asked in 2017).

Overall, 64% of residents have contacted the Council staff in the last 12 months (64% in 2017).

Satisfaction With The Overall Service Received When Contacted The Council Offices



Base = 207
(These readings are similar to the 2017 results)

Rating Performance Of Council Staff

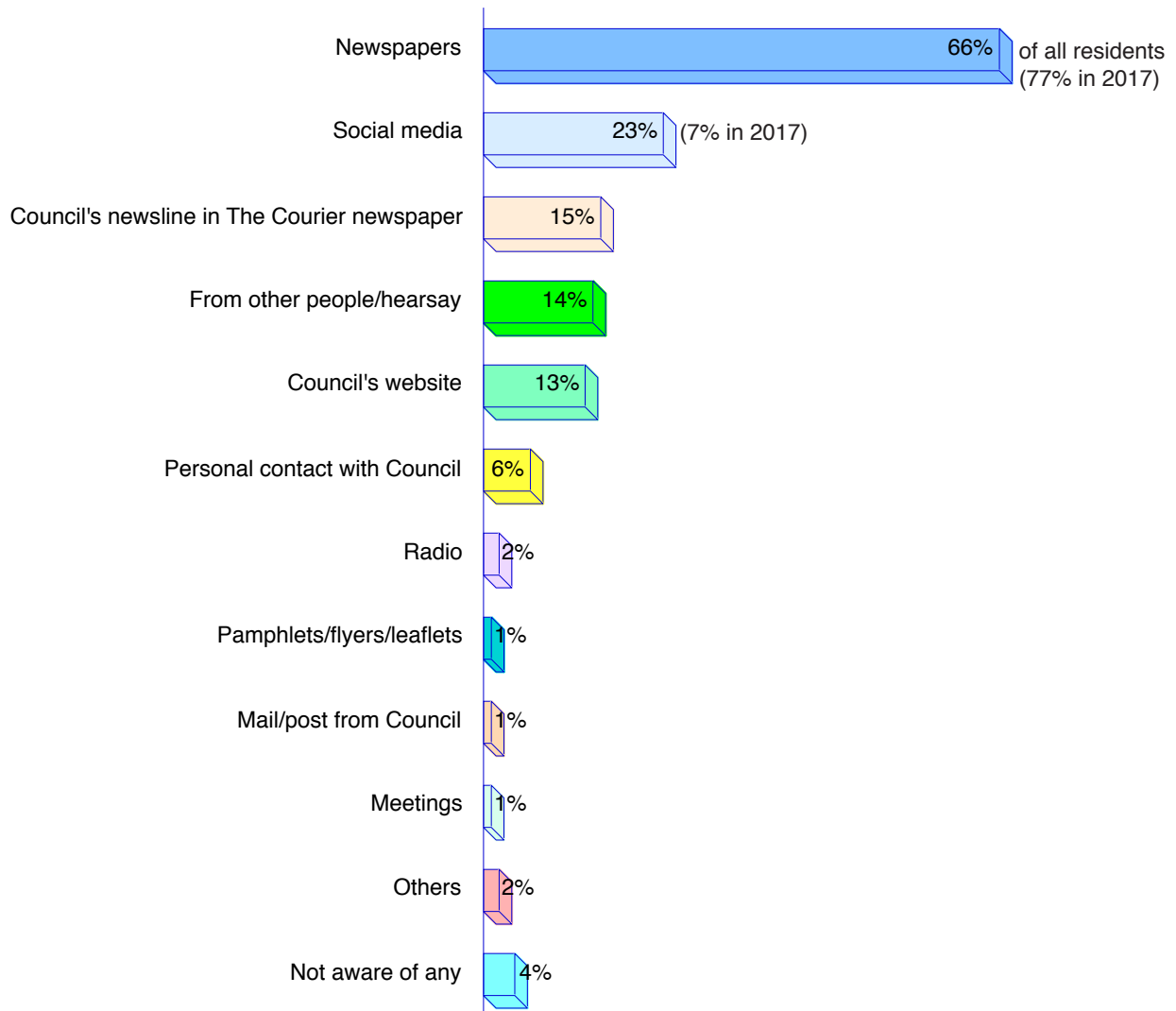
		Very good / Fairly good %	Just acceptable %	Not very good / Poor %	Don't know / No opinion %
Council Staff	2019[†]	71	16	4	10
	2017	66	17	7	10

[†] does not add to 100% due to rounding

Waimate residents are above like residents and residents nationwide, in terms of rating Council staff performance as very / fairly good.

INFORMATION

Sources[†] Of Information About Council



[†] multiple responses allowed

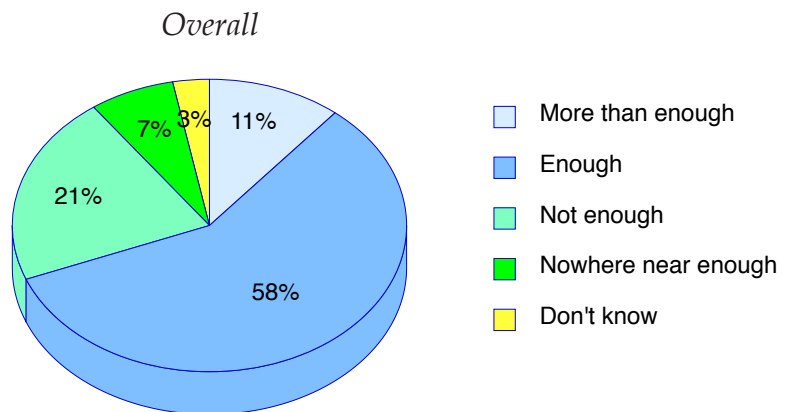
Those residents who mention newspapers give the following as the newspapers they read*:

Waimate Trader	57% of residents [†] who mention newspapers as their source of information about Council (49% in 2017)
The Courier newspaper	53% (37% in 2017)
Waimate News & Views	50% (53% in 2017)
Timaru Herald	43% (54% in 2017)
Otago Daily Times	13% (8% in 2017)

[†] Base = 214

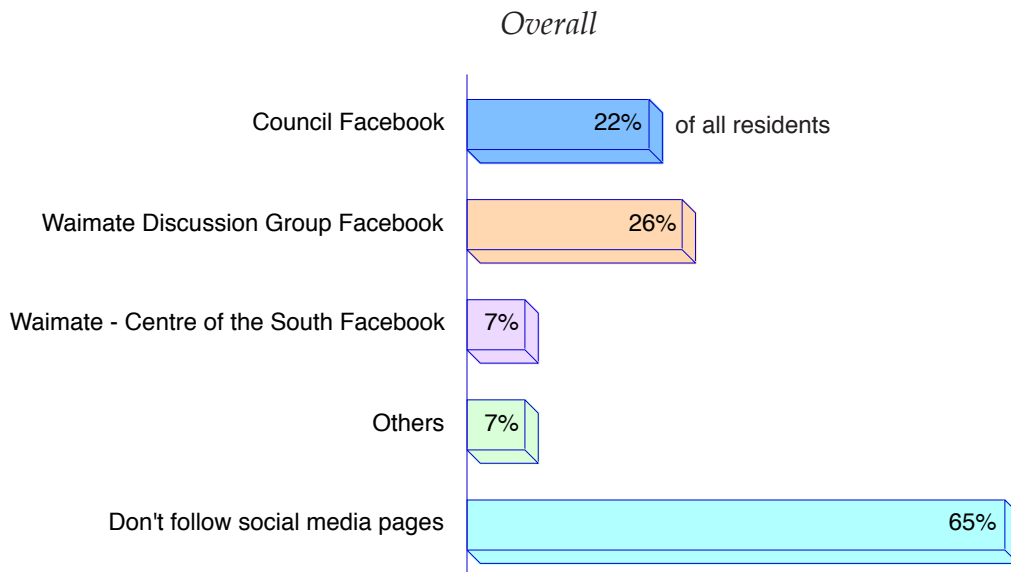
* multiple responses allowed

Sufficiency Of Information Council Supplies To Community



Waimate District residents are on par with Peer Group residents and above residents nationwide, in feeling there is enough/ more than enough information supplied.

Which Social Media Pages Do Residents Follow



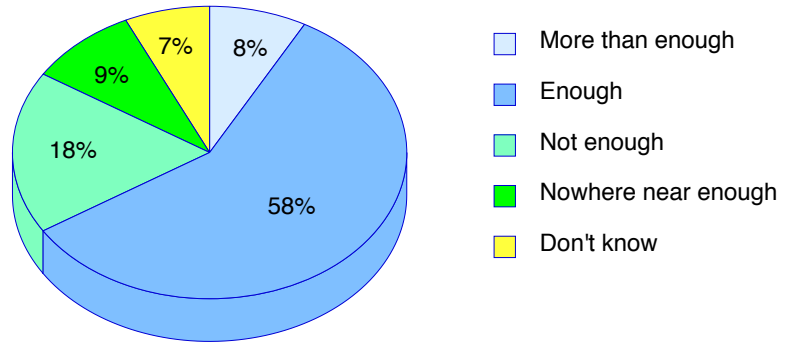
Awareness That Council Promotes District To Visitors And Locals Using The 'Explore Waimate District' Brand

	Overall	
	Yes	No
The website www.waimate.org.nz	45	55
Facebook	46	54
Instagram	17	83
Magazines and publications	45	55

Emergency Management

Before now, 85% of residents were aware that Council was the organisation responsible for co-ordinating Civil Defence in the District.

*Does Council Provide Enough Information For Households To Cope In Emergency?
Yes, Aware*



Base = 279[†]

[†] those residents who are aware that Council is organisation responsible for co-ordinating Civil Defence

PLACE TO LIVE

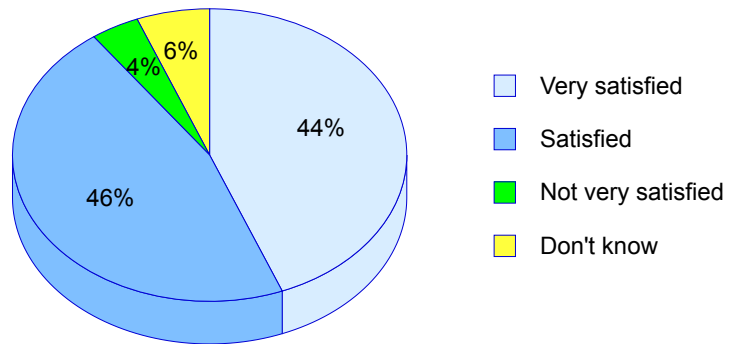
Thinking about the range and standard of amenities and activities which Council can influence, 44% of residents think Waimate District is better, as a place to live, than it was three years ago, while 49% feel it is the same and 3% say it is worse. 5% are unable to comment.

(Does not add to 100% due to rounding)

The percent saying better (44%) is above the Peer Group Average (30%) and National Average (36%).

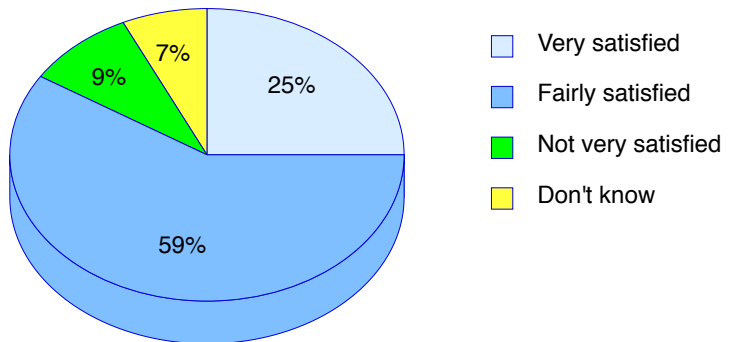
COMMUNITY REPRESENTATION

Satisfaction With Councillor Accessibility



PERFORMANCE

Residents were asked to say how satisfied or dissatisfied with the overall performance of the Mayor and Councillors, in the last year.





D. MAIN FINDINGS

Throughout this Communitrak™ report comparisons are made with figures for the National Average of Local Authorities and the Peer Group of similar Local Authorities, where appropriate.

For Waimate District Council, this Peer Group of similar Local Authorities are those comprising a rural area, together with a town(s) or urban component.

NRB has defined the **Rural Peer Group** as those Territorial Authorities where less than 66% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

In this group are ...

Buller District Council
 Carterton District Council
 Central Hawke's Bay District Council
 Central Otago District Council
 Clutha District Council
 Far North District Council
 Hauraki District Council
 Hurunui District Council
 Kaikoura District Council
 Kaipara District Council
 MacKenzie District Council
 Manawatu District Council
 Matamata-Piako District Council
 Opotiki District Council
 Otorohanga District Council
 Rangitikei District Council

Ruapehu District Council
 Selwyn District Council
 South Taranaki District Council
 South Wairarapa District Council
 Southland District Council
 Stratford District Council
 Tararua District Council
 Tasman District Council
 Waikato District Council
 Waimakariri District Council
 Wairoa District Council
 Waitaki District Council
 Waitomo District Council
 Western Bay of Plenty District Council
 Westland District Council

NB: Base 2019 = 330, previous years' bases = 300

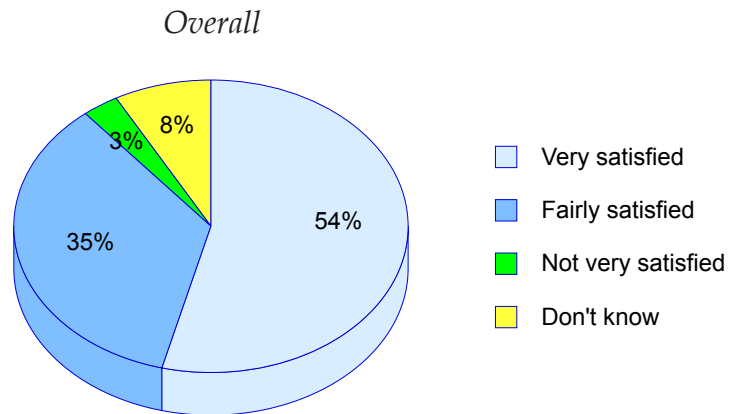


1. COUNCIL SERVICES/FACILITIES

A. SATISFACTION WITH COUNCIL SERVICES AND FACILITIES

Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with that service or facility.

i. Parks, Reserves And Gardens



Overall, 89% of residents are satisfied with the District's parks, reserves and gardens, including 54% who are very satisfied (58% in 2017), while 8% are unable to comment.

The percent not very satisfied (3%) is similar to the Peer Group and National Averages **for parks and reserves** and the 2017 reading.

There are no notable differences, in terms of those not very satisfied, between Wards or between socio-economic groups.

Satisfaction With Parks, Reserves And Gardens

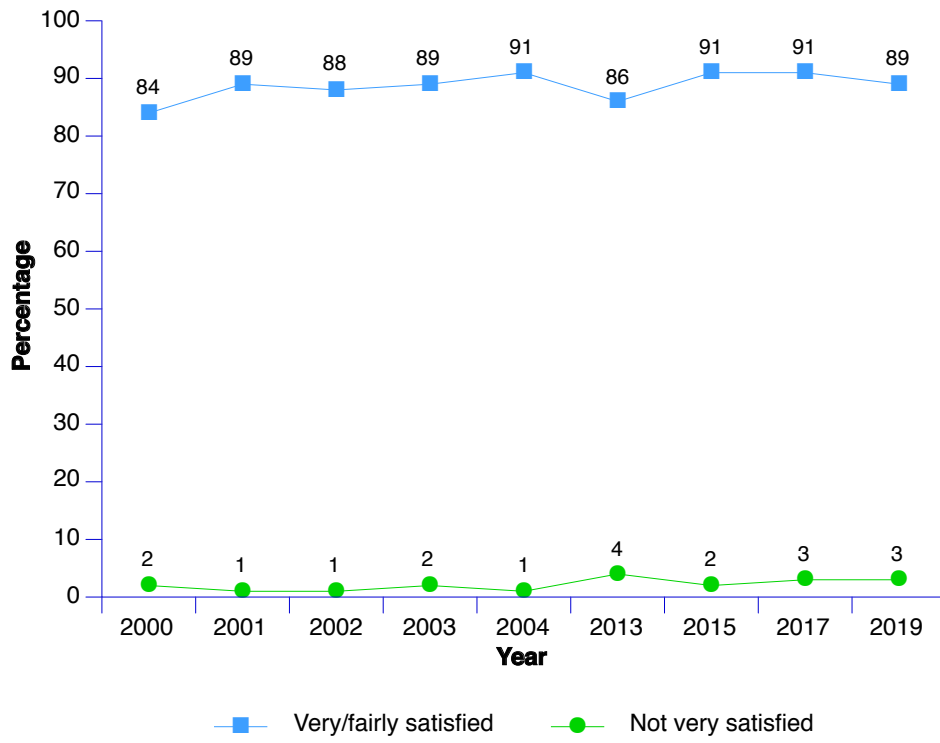
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019	54	35	89	3	8
2017	58	33	91	3	6
2015 [†]	59	32	91	2	6
2013 [†]	54	32	86	4	11
2004	69	22	91	1	8
2003	61	28	89	2	9
2002	51	37	88	1	11
2001	54	35	89	1	10
2000	49	35	84	2	14
Users/Visitors	65	32	97	2	1
Comparison*					
Peer Group (Rural) [†]	54	41	95	3	3
National Average	63	31	94	5	1
Ward					
Hakataramea-Waihaorunga	44	37	81	2	17
Lower Waihao [†]	47	43	90	3	6
Waimate	63	32	95	3	2
Pareora-Otaio-Makikihi	41	38	79	3	18

% read across

* the Peer Group and National Averages are based on ratings of parks and reserves only

[†] does not add to 100% due to rounding

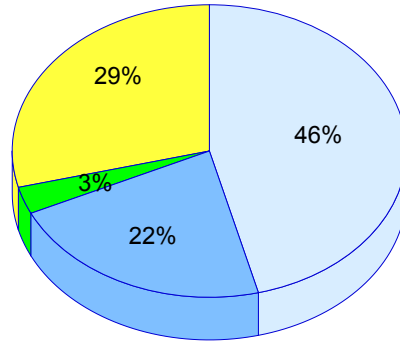
Parks, Reserves And Gardens



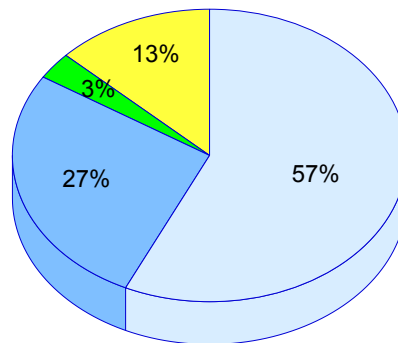
Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 89%

ii. District Library

Overall



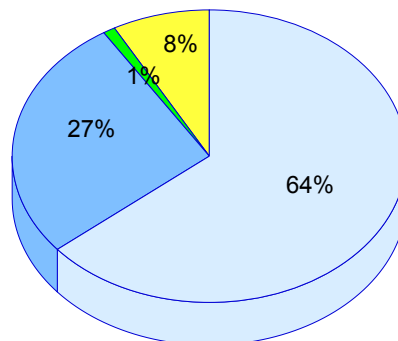
Users



- Very satisfied
- Fairly satisfied
- Not very satisfied
- Don't know

Base = 184

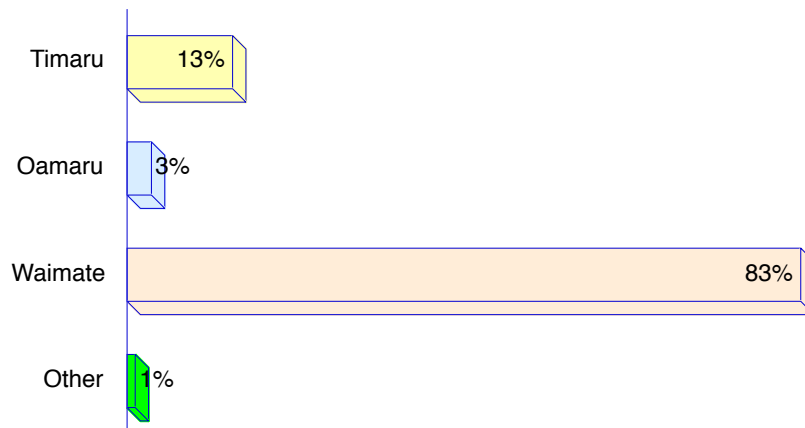
Waimate Library



- Very satisfied
- Fairly satisfied
- Not very satisfied
- Don't know

Base = 153

Library *Mainly* Visited/Used In Last 12 Months



Base = 184

Overall, 68% of Waimate District residents are satisfied with the District library, including 46% who are very satisfied (43% in 2017). 3% are not very satisfied with this service and 29% are unable to comment.

The percent not very satisfied is similar to like Districts, the National Average and the 2017 reading.

59% of households have visited a District library (including Timaru and Oamaru libraries) in the last 12 months, with 84% being satisfied, 3% not very satisfied and 13% unable to comment. 83% of these residents have mainly used/visited the Waimate Library. 91% of those who have used/visited the Waimate Library are satisfied, including 64% who are very satisfied.

There are no notable differences between Ward residents and between socio-economic groups, in terms of those not very satisfied with the library service.

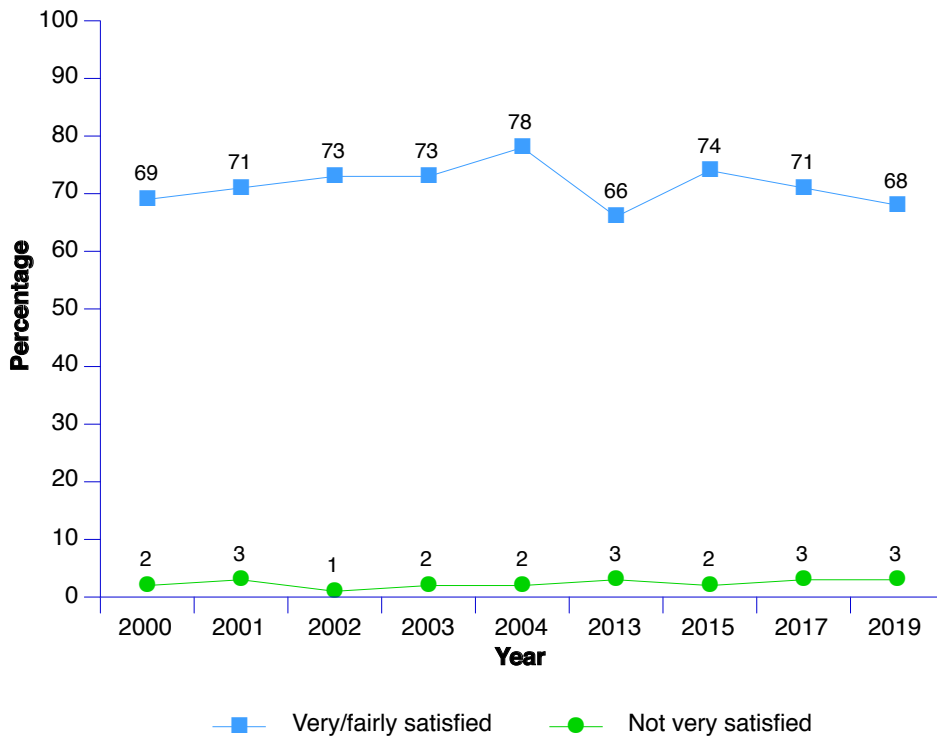
Satisfaction With District Library

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019	46	22	68	3	29
2017 [†]	43	28	71	3	27
2015	50	24	74	2	24
2013	46	20	66	3	31
2004	61	17	78	2	20
2003	58	15	73	2	25
2002	49	24	73	1	26
2001	51	20	71	3	26
2000	48	21	69	2	29
Users	57	27	84	3	13
Waimate Library	64	27	91	1	8
Comparison					
Peer Group (Rural) [†]	60	22	82	3	16
National Average	69	18	87	3	10
Ward					
Hakataramea-Waihaorunga	26	22	48	-	52
Lower Waihao	46	19	65	-	35
Waimate	59	22	81	1	18
Pareora-Otaio-Makikihi	26	26	52	8	40

% read across

[†] does not add to 100% due to rounding

District Library

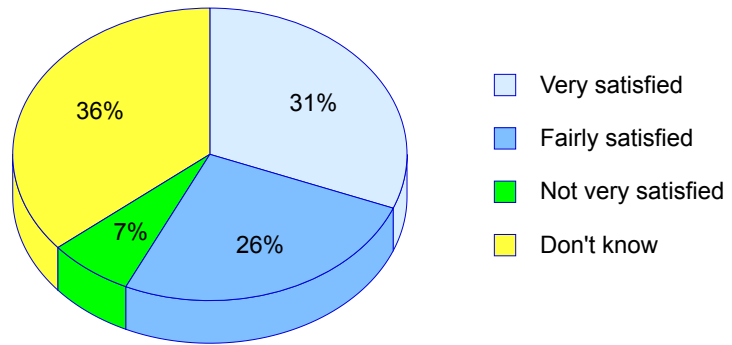


Recommended Satisfaction Measure For Reporting Purposes:

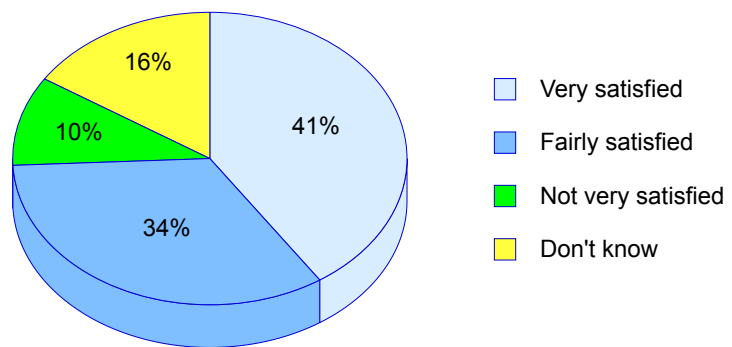
Total District	=	68%
Users	=	84%
Waimate Library Users	=	91%

iii. Public Swimming Pool

Overall

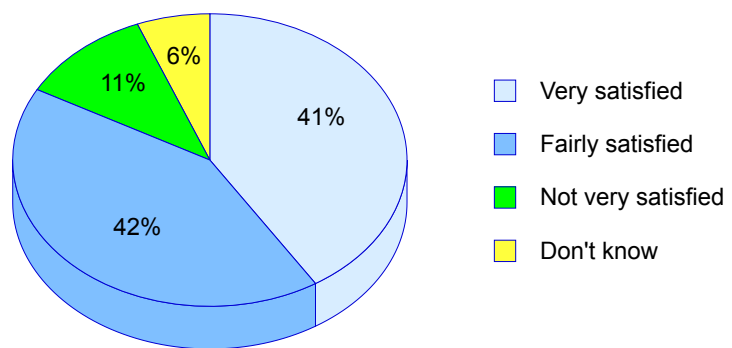


Users/Visitors



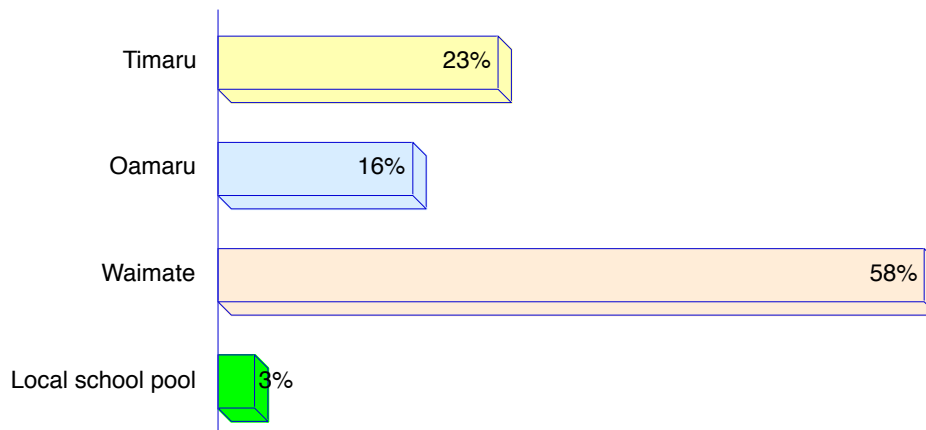
Base = 138

Waimate Pool



Base = 84

Swimming Pool *Mainly* Visited/Used



Base = 138

57% of Waimate District residents express satisfaction with the District's swimming pool (53% in 2017). A large percentage (36%) are unable to say whether they are satisfied or not. This may well be due to usage, with 48% of households having visited or used a public swimming pool in the last 12 months. Of these "users / visitors", 75% are satisfied.

The percent not very satisfied (7%) is similar to like residents and residents nationwide, in terms of those not very satisfied with public swimming pools and the 2017 reading.

58% of households who use or visit a pool, mainly use or visit the Waimate Pool (45% in 2017). Of these, 83% are satisfied, including 41% who are very satisfied and 11% are not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the District's swimming pool.

Satisfaction With Public Swimming Pool

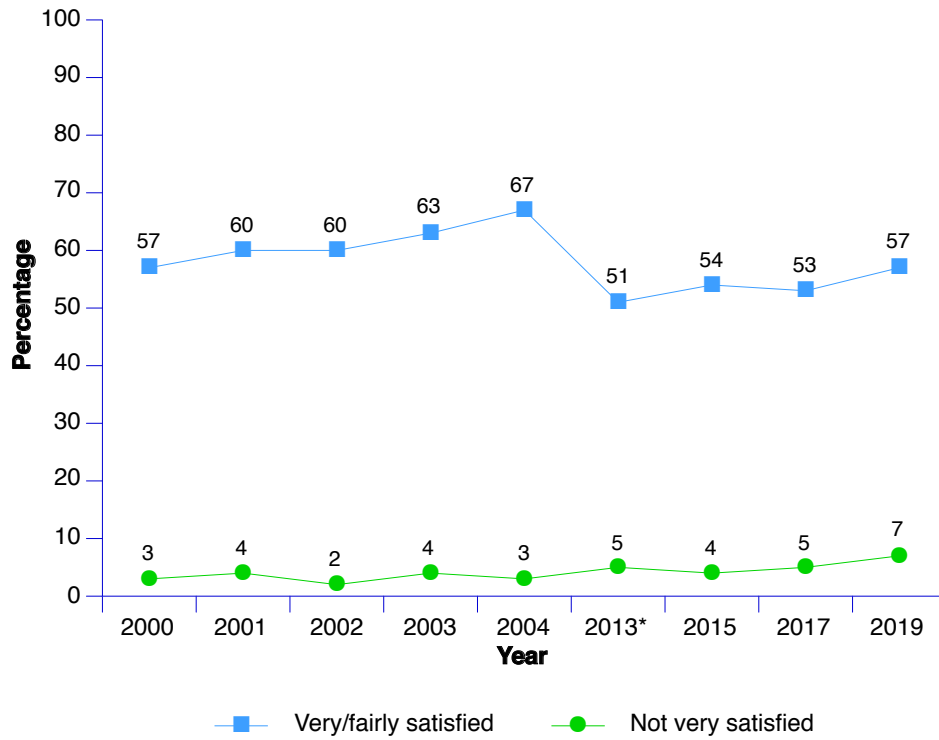
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019	31	26	57	7	36
2017	23	30	53	5	42
2015 [†]	29	25	54	4	43
2013*	26	25	51	5	44
2004	43	24	67	3	30
2003	34	29	63	4	33
2002	31	29	60	2	38
2001	29	31	60	4	36
2000	35	22	57	3	40
Users/Visitors [†]	41	34	75	10	16
Waimate Pool Users	41	42	83	11	6
Comparison					
Peer Group (Rural) [†]	40	27	67	7	25
National Average	35	34	69	7	24
Ward					
Hakataramea-Waihaorunga [†]	12	37	49	7	43
Lower Waihao	33	15	48	4	48
Waimate	33	30	63	6	31
Pareora-Otaio-Makikihi	32	19	51	10	39

% read across

* readings prior to 2013 refer to satisfaction with public swimming pools

[†] does not add to 100% due to rounding

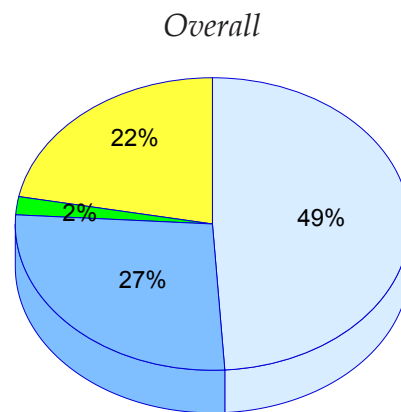
Public Swimming Pool



* readings prior to 2013 refer to satisfaction with public swimming pools

Recommended Satisfaction Measure For Reporting Purposes:

Total District	= 57%
Users/Visitors	= 75%
Waimate Pool Users/Visitors	= 83%

iv. Cemeteries

Overall, 76% of District residents are satisfied with cemeteries, including 49% who are very satisfied (44% in 2017). 22% of residents are unable to comment.

The percent not very satisfied (2%) is similar to the Peer Group Average and the 2017 reading and on par with the National Average.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the cemeteries.

Satisfaction With The Cemeteries

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019	49	27	76	2	22
2017	44	30	74	2	24
2015	50	24	74	2	24
2013*	48	26	74	2	24
2004	58	16	74	1	25
2003	49	23	72	-	28
2002	42	30	72	1	27
2001	44	23	67	2	31
2000	44	22	66	1	33
Comparison**					
Peer Group (Rural)	46	30	76	1	23
National Average†	41	30	71	5	25
Ward					
Hakataramea-Waihaorunga†	33	35	68	3	30
Lower Waihao	41	33	74	-	26
Waimate	58	26	84	2	14
Pareora-Otaio-Makikihi	42	23	65	-	35

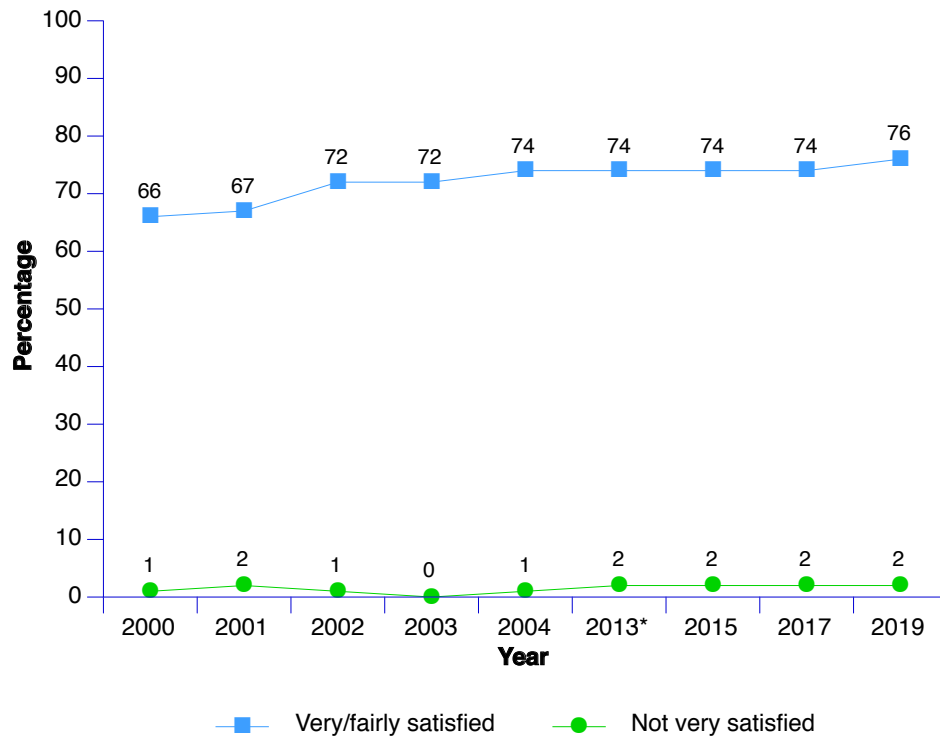
% read across

* readings prior to 2013 refer to Waimate Cemetery

** Peer Group and National Averages refer to cemeteries, including maintenance of cemeteries

† does not add to 100% due to rounding

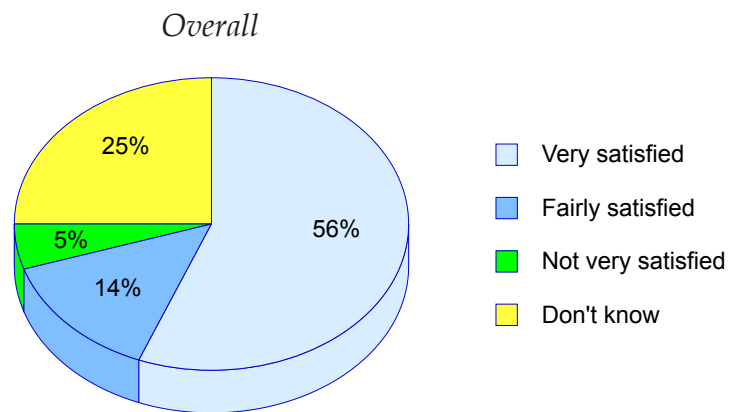
Cemeteries



* readings prior to 2013 refer to Waimate Cemetery

Recommended Satisfaction Measure for Reporting Purposes:
 Total District = 76%

v. Waimate Events Centre



Overall, 70% of District residents are satisfied with the Waimate Events Centre, including 56% who are very satisfied. 25% of residents are unable to comment.

There are no comparative Peer Group and National Average figures for this reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the Waimate Events Centre.

Satisfaction With The Waimate Events Centre

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2019	56	14	70	5	25
Ward					
Hakataramea-Waihaorunga	37	12	49	6	45
Lower Waihao	47	26	73	1	26
Waimate	71	12	83	5	12
Pareora-Otaio-Makikihi	33	15	48	6	46

% read across

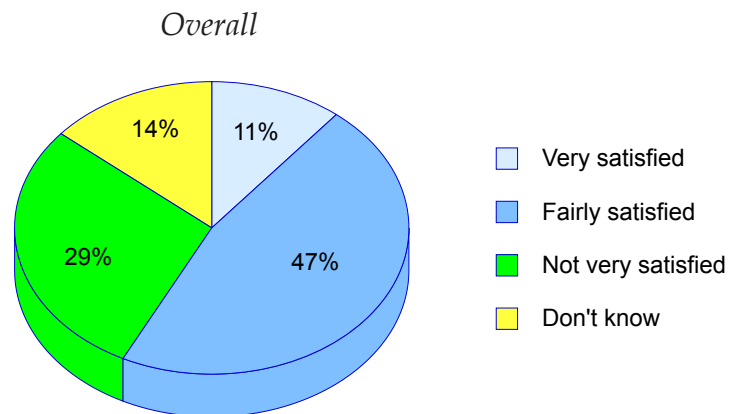
* not asked prior to 2019

Recommended Satisfaction Measure for Reporting Purposes:
Total District = 70%

B. SATISFACTION WITH COUNCIL SERVICES/FACILITIES - WITH REASONS FOR DISSATISFACTION

Residents were read out 12 Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of each particular service / facility. Those residents not very satisfied were asked to say why they feel this way.

i. Footpaths



58% of Waimate residents are satisfied with footpaths in their District (61% in 2017), while 29% are not very satisfied. 14% are unable to comment (9% in 2017).

The percent not very satisfied is above the Peer Group and National Averages, but similar to the 2017 reading.

Residents more likely to be not very satisfied with footpaths are ...

- Waimate Ward residents,
- urban residents,
- residents aged 45 years or over,
- residents who live in a one or two person household.

Satisfaction With Footpaths

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019 [†]	11	47	58	29	14
2017	13	48	61	30	9
2015	14	47	61	29	10
2013 [†]	12	49	61	28	12
2004	14	56	70	21	9
2003	13	47	60	24	16
2002	12	51	63	22	15
2001	15	41	56	29	15
2000	10	46	56	24	20
Comparison					
Peer Group (Rural)	16	48	64	21	15
National Average	26	48	74	21	5
Ward					
Hakataramea-Waihaorunga	7	44	51	6	43
Lower Waihao [†]	20	53	73	18	10
Waimate	8	45	53	44	3
Pareora-Otaio-Makikihi [†]	13	51	64	7	28
Area[†]					
Urban	9	44	53	44	2
Rural	12	51	63	9	27
Age					
18-44 years	16	55	71	13	16
45-64 years	7	41	48	36	16
65+ years	10	46	56	37	7
Household Size					
1-2 person household	9	45	54	36	10
3+ person household	14	51	65	17	18

% read across

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with footpaths are ...

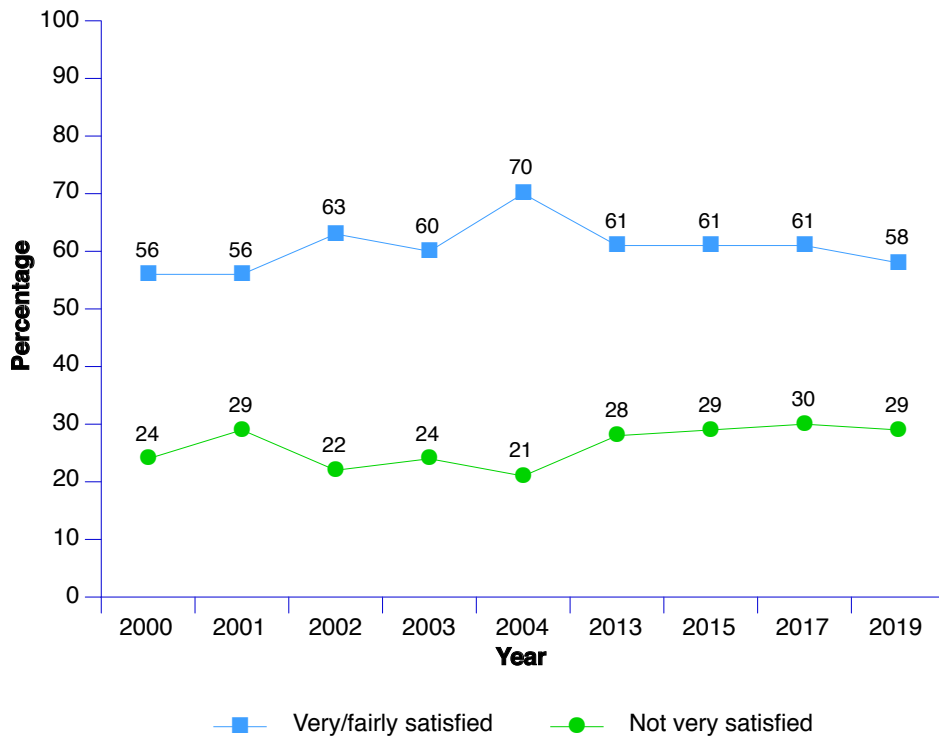
- uneven/rough/potholes/bumpy/cracked,
- poor condition/need maintenance/improving/upgrading,
- design of footpaths/problem for wheelchairs/mobility scooters, etc,
- weeds growing in and around gutters/footpaths,
- dirty footpaths/covered in lichen/moss/makes them slippery.

Summary Table: Main Reasons* For Being Not Very Satisfied With Footpaths

	Total District 2019 %	Ward			
		Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Percent Who Mention ...					
Uneven/rough/potholes/bumpy/cracked	15	6	2	25	4
Poor condition/need maintenance/improving/upgrading	10	3	3	15	3
Design of footpaths/problem for wheelchairs/mobility scooters, etc	4	-	-	8	1
Weeds growing in and around gutters/footpaths	4	-	5	7	-
Dirty footpaths/covered in lichen/moss/makes them slippery	4	-	-	7	-

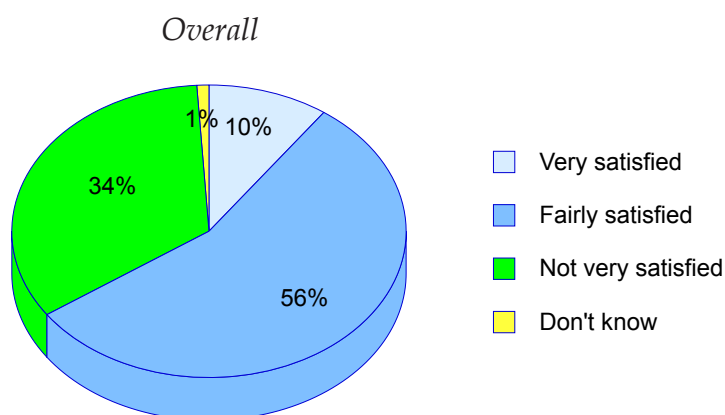
* multiple responses allowed

Footpaths



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 58%

ii. Sealed Roads In The District (excluding State Highways 1 and 82, as these are not Council roads)



66% of residents are satisfied with sealed roads in the District, excluding State Highways, while 34% are not very satisfied.

The percent not very satisfied is similar to the Peer Group Average[†] and slightly above the National Average[†].

Residents more likely to feel not very satisfied are ...

- residents who live in a three or more person household,
- longer term residents, those residing in the District more than 10 years.

It appears that Hakataramea-Waihaorunga Ward residents are slightly more likely to feel this way, than other Ward residents.

[†] percentages relate to roads (excluding State Highways)

Satisfaction With Sealed Roads In The District (excluding State Highways 1 and 82)

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019**	10	56	66	34	1
2017	13	54	67	33	-
2015	12	46	58	41	1
2013**	16	51	67	33	1
2004	32	49	81	19	-
2003	20	54	74	25	1
2002	18	59	77	23	-
2001	19	58	77	21	2
2000	19	57	76	23	1
Comparison**					
Peer Group (Rural)	11	57	68	32	-
National Average†	20	52	72	27	-
Ward					
Hakataramea-Waihaorunga	8	47	55	45	-
Lower Waihao	4	63	67	32	1
Waimate	13	54	67	32	1
Pareora-Otaio-Makikihi†	6	59	65	32	2
Household Size					
1-2 person household	13	56	69	29	2
3+ person household	4	55	59	41	-
Length of Residence					
Lived there 10 years or less	16	57	73	24	3
Lived there more than 10 years	8	55	63	37	-

% read across

* readings prior to 2019 refer to roads (**both** sealed and unsealed) and readings prior to 2013 do not specifically exclude State Highways

** Peer Group and National Averages refer to roads (excluding State Highways)

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with sealed roads in the District are ...

- potholes/uneven/rough/bumpy/corrugations,
- poor quality of work/materials/too much patching/poor grading,
- lack of maintenance/slow to repair/need attention,
- poor condition/shocking/need upgrading.

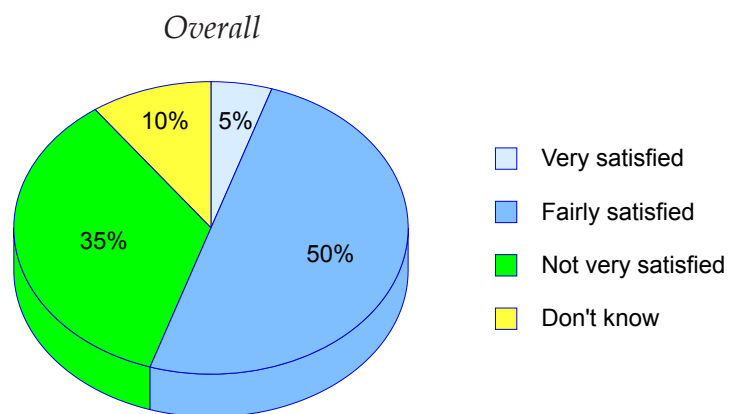
Summary Table: Main Reasons* For Being Not Very Satisfied With Sealed Roads In The District (excluding State Highways 1 and 82)

	Total District 2019 %	Ward			
		Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Percent Who Mention ...					
Potholes/uneven/rough/bumpy/corrugations	17	26	16	16	18
Poor quality of work/materials/too much patching/poor grading	9	12	12	11	2
Lack of maintenance/slow to repair/need attention	7	22	6	5	5
Poor condition/shocking/need upgrading	6	21	5	5	3

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 66%

iii. Unsealed Roads In The District



55% of residents are satisfied with unsealed roads in the District, while 35% are not very satisfied.

The percent not very satisfied is on par with the Peer Group Average[†] and above the National Average[†].

Residents more likely to feel not very satisfied are ...

- Hakataramea-Waihaorunga and Pareora-Otaio-Makikihi Ward residents,
- rural residents.

[†] percentages relate to roads (excluding State Highways)

Satisfaction With Unsealed Roads In The District

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019	5	50	55	35	10
Comparison**					
Peer Group (Rural)	11	57	68	32	-
National Average†	20	52	72	27	-
Ward					
Hakataramea-Waihaorunga	5	28	33	62	5
Lower Waihao	3	60	63	33	4
Waimate	6	55	61	23	16
Pareora-Otaio-Makikihi†	3	44	47	52	2
Area					
Urban	7	55	62	22	16
Rural†	2	44	46	50	3

% read across

* readings prior to 2019 refer to roads (both sealed and unsealed) and readings prior to 2013 do not specifically exclude State Highways

** Peer Group and National Averages refer to roads (excluding State Highways)

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with unsealed roads in the District are ...

- potholes/uneven/rough/bumpy/corrugations,
- lack of/poor maintenance/slow to repair/need attention,
- needs grading/grading more often,
- poor quality of work/materials/too much patching/poor grading.

Summary Table:

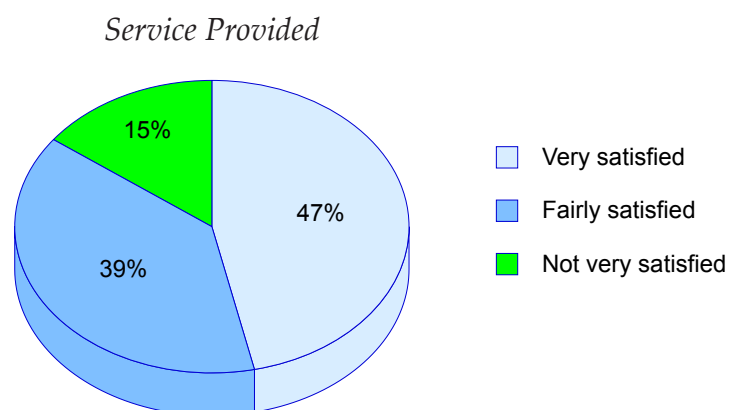
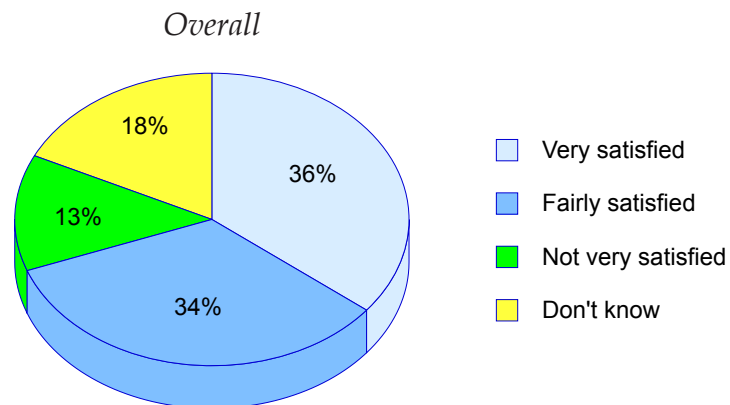
Main Reasons* For Being Not Very Satisfied With Unsealed Roads In The District

	Total District 2019 %	Ward			
		Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Percent Who Mention ...					
Potholes/uneven/rough/bumpy/corrugations	14	20	14	10	21
Lack of/poor maintenance/slow to repair/need attention	11	35	8	5	17
Needs grading/grading more often	8	19	5	7	5
Poor quality of work/materials/too much patching/poor grading	7	14	3	2	15

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 55%

iv. Water Supply And Service



Base = 249

70% of residents are satisfied with the water supply and service (77% in 2017), with 36% being very satisfied (44% in 2017). 13% are not very satisfied and 18% are unable to comment.

The percentage not very satisfied (13%) is similar to the Peer Group and National Average readings for **water supply** and 5% above the 2017 reading.

74% of residents say they are provided with a piped water supply and, of these, 86% are satisfied and 15% are not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the water supply and service.

Satisfaction With Water Supply And Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2019 [†]	36	34	70	13	18
2017 [†]	44	33	77	8	16
2015	41	33	74	10	16
2013	33	33	66	14	20
2004	42	33	75	14	11
2003	29	38	67	20	13
2002	28	40	68	20	12
2001	22	42	64	19	17
2000	29	41	70	11	19
Service provided [†]	47	39	86	15	-
Comparison**					
Peer Group (Rural)	36	28	64	14	22
National Average [†]	46	29	75	14	10
Ward					
Hakataramea-Waihaorunga	9	21	30	16	54
Lower Waihao	31	26	57	16	27
Waimate [†]	46	39	85	13	2
Pareora-Otaio-Makikihi	28	31	29	9	32

% read across

* prior to 2002, residents were asked to say how satisfied they were with water service and delivery, and water quality separately. The percentages from 2000 to 2001 are an **average** of these two readings. 2003 and 2004 readings refer to water only

** Peer Group and National Averages refer to satisfaction with water supply

[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the water supply and service are ...

- needs to be boiled / filtered / undrinkable, mentioned by 3% of all residents
- poor quality / dirty / discoloured, 2%,
- chlorine content / chemical, 2%.

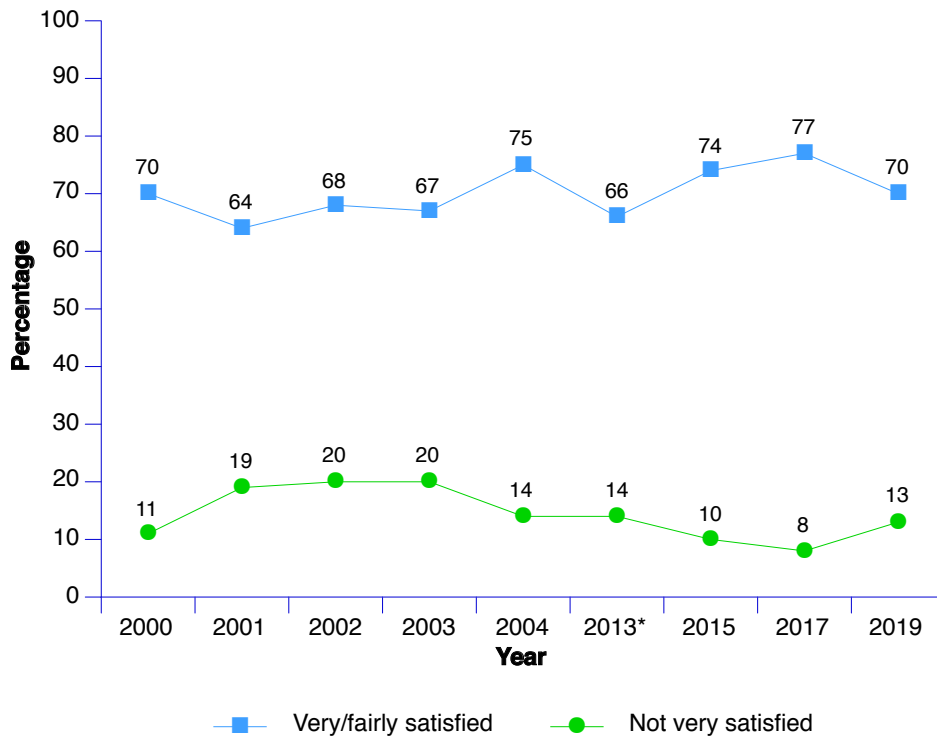
Summary Table:

Main Reasons* For Being Not Very Satisfied With Water Supply And Service

	Total District 2019 %	Ward			
		Hakataramea- Waihaorunga %	Lower Waihao %	Waimate %	Pareora- Otaio- Makikihi %
Percent Who Mention ...					
Needs to be boiled / filtered / undrinkable	5	16	10	3	3
Poor quality / dirty / discoloured	4	8	4	5	1
Chlorine content / chemical	3	-	3	4	-

* multiple responses allowed

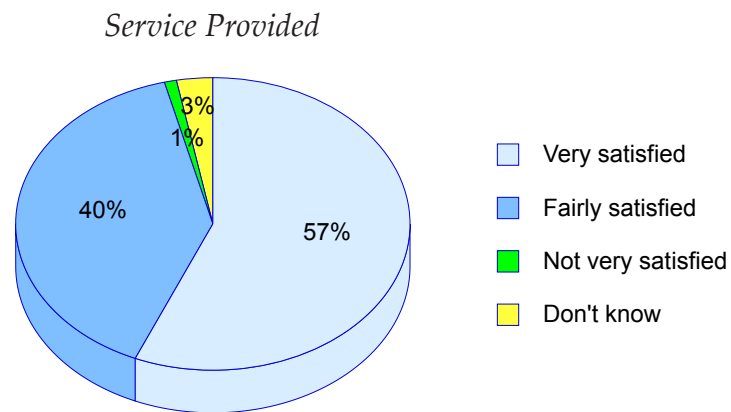
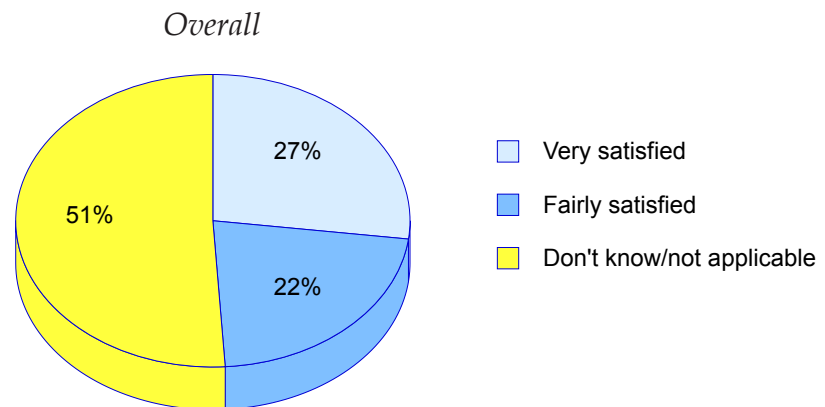
Water Supply And Service



* Prior to 2002, residents were asked to say how satisfied they were with water service and delivery, and water quality separately. The percentages from 2000 to 2001 are an **average** of these two readings. 2003 and 2004 readings refer to water only

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 70%
Receivers Of Service	= 86%

v. Sewerage System And Service



Base = 145

49% of residents are satisfied with the sewerage system and service in the District, including 27% who are very satisfied (32% in 2017).

A large percentage (51%) are unable to comment. This is probably due to 56% of residents saying they **are not** provided with a sewerage system. For those who are provided with the service, only 3% are unable to comment and satisfaction rises to 97%.

0.4% of residents overall say they are not very satisfied with the sewerage system and service, with 1% of those provided with a sewerage system being not very satisfied.

The percent not very satisfied is on par with the Peer Group Average and slightly below the National Average readings for the **sewerage system**.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are not very satisfied with the District's sewerage system and service.

Satisfaction With The Sewerage System And Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019	27	22	49	-	51
2017 [†]	32	20	52	1	46
2015	35	18	53	2	45
2013*	26	20	46	1	53
2004	32	20	52	3	45
2003	30	23	53	5	42
2002	20	27	47	10	43
2001	17	30	47	5	48
2000	21	23	44	5	51
Service Provided [†]	57	40	97	1	3
Comparison*					
Peer Group (Rural)	38	32	70	3	27
National Average	46	34	80	7	13
Ward					
Hakataramea-Waihaorunga	4	3	7	-	93
Lower Waihao	15	17	32	-	68
Waimate	42	34	76	1	23
Pareora-Otaio-Makikihi	8	6	14	-	86

% read across

* readings prior to 2013 and Peer Group and National Averages refer to sewerage system only

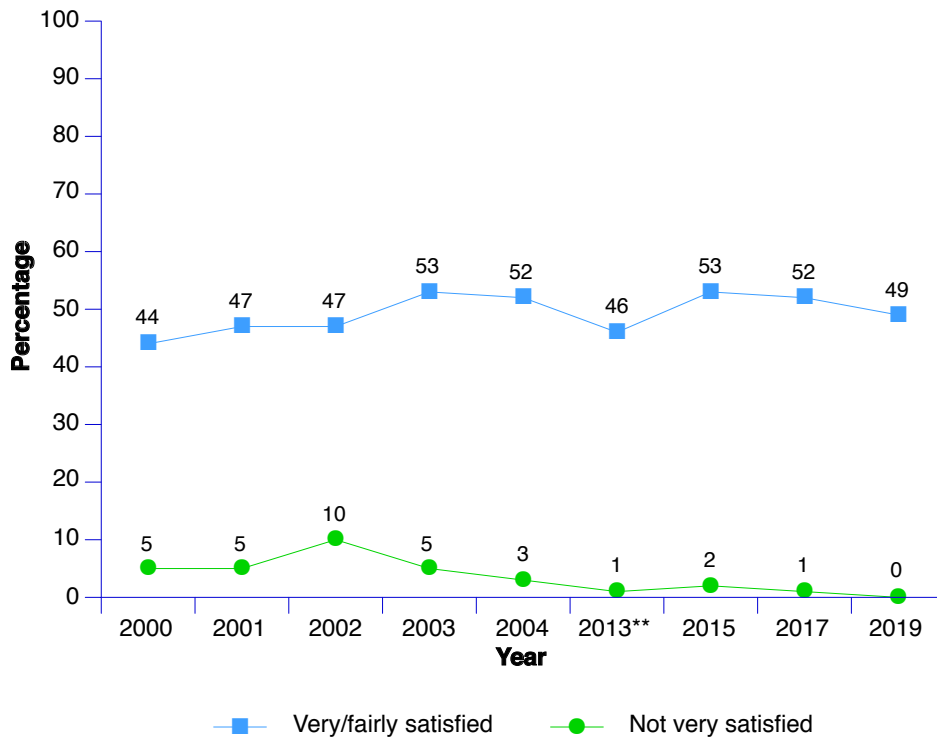
[†] does not add to 100% due to rounding

The reasons* residents are not very satisfied with the sewerage system and service are ...

"Sewerage built up to back door and then had a collapse under garage, council came in and fixed, happened again and found pipe out to middle of road was breaking up. Analysed this and after a week blocked again. Cost in meantime paid for by me but on street. Mill Road , waimate. Was peeved."
"Costs to join the system are very high."

* multiple responses allowed

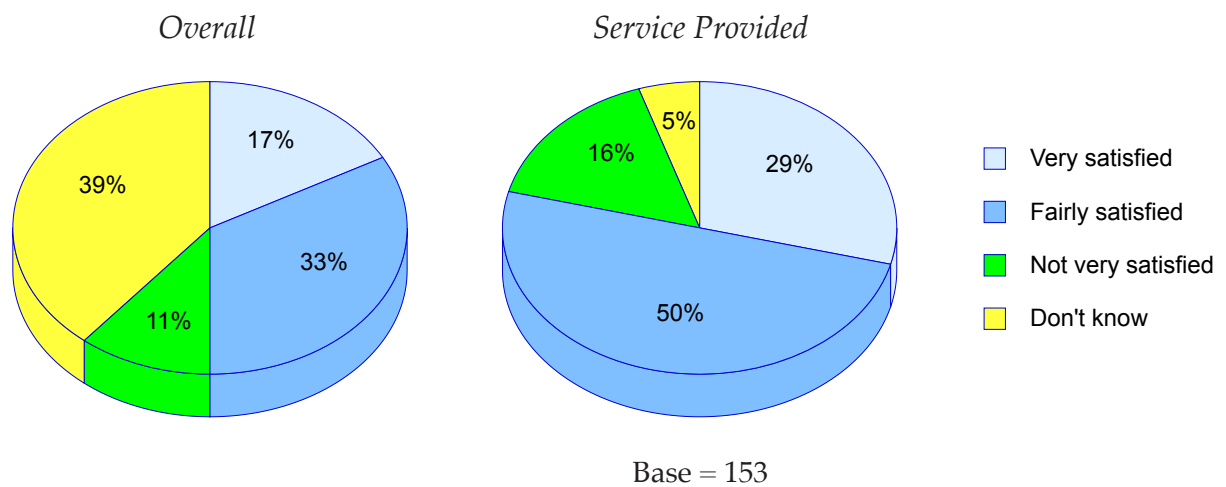
Sewerage System And Service



** readings prior to 2013 refer to sewerage system only

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 49%
Receivers Of Service	= 97%

vi. Stormwater Services



Overall, 50% of Waimate District residents are satisfied with stormwater services, while 11% are not very satisfied with this service. These readings are similar to the 2017 results.

A large percentage (39%) are unable to comment and this is probably due to only 44% of residents saying they are provided with a piped stormwater collection, where they live. Of these, 79% are satisfied.

The percent not very satisfied is on par with like Districts and residents nationwide.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents more likely to be not very satisfied with stormwater services.

Satisfaction With Stormwater Services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2019	17	33	50	11	39
2017	15	34	49	13	38
2015	22	29	51	8	41
2013 [†]	19	31	50	12	39
2000	15	33	48	13	39
Service Provided	29	50	79	16	5
Comparison					
Peer Group (Rural)	26	32	58	16	26
National Average	31	41	72	16	12
Ward					
Hakataramea-Waihaorunga	4	16	20	4	76
Lower Waihao	4	31	35	12	53
Waimate	27	43	70	13	17
Pareora-Otaio-Makikihi	5	20	25	10	65

% read across

* prior 2013 last asked in 2000

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with stormwater services are ...

- flooding,
- blockages / drains / gutters, culverts need clearing regularly,
- inadequate drainage / need improving.

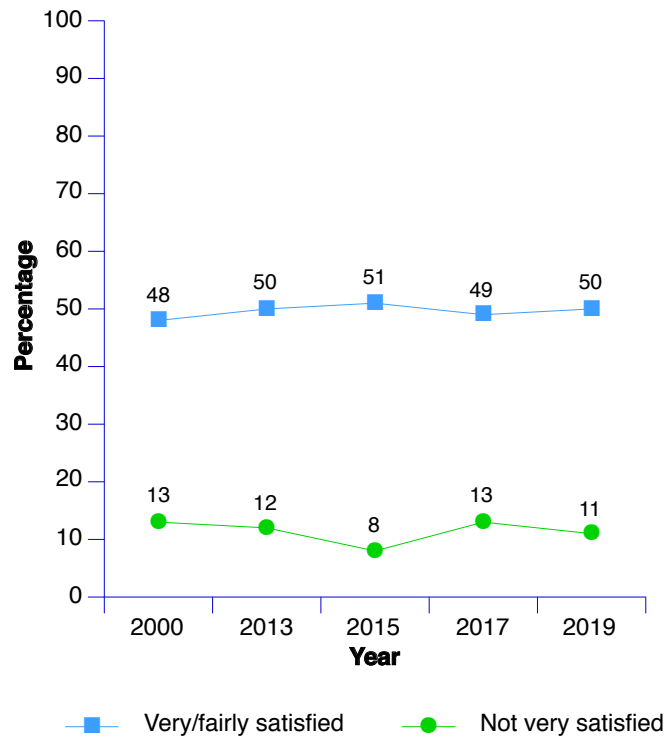
Summary Table: Main Reasons* For Being Not Very Satisfied With Stormwater Services

	Total District 2019 %	Ward			
		Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Percent Who Mention ...					
Flooding	5	2	8	4	8
Blockages / drains / gutters, culverts need clearing regularly	4	3	-	6	2
Inadequate drainage / need improving	3	-	8	3	-

* multiple responses allowed

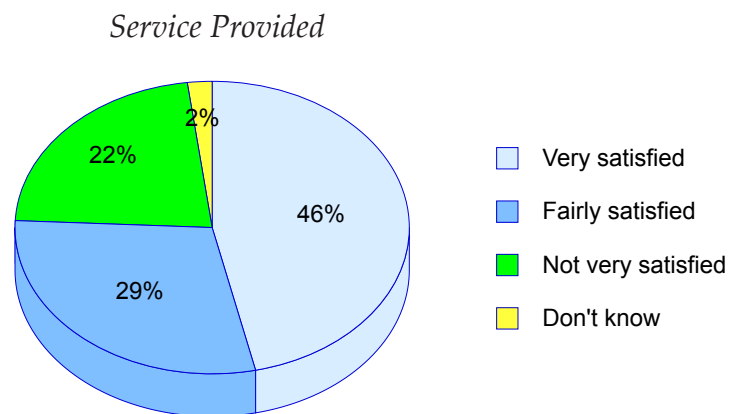
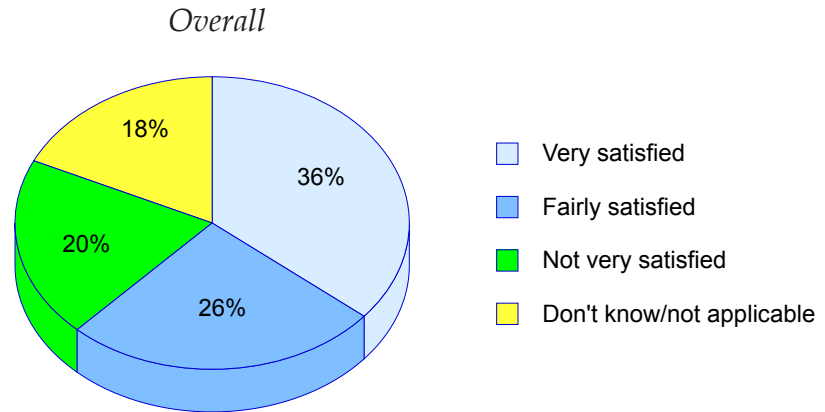
NB: no other reason is mentioned by more than 1% of all residents

Stormwater Services



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 50%
 Service Provided = 79%

vii. Waste Management Service (ie, rubbish collection and recycling)



Base = 228

Overall, 62% of residents are satisfied with waste management services (70% in 2017), including 36% who are very satisfied (40% in 2017). 20% are not very satisfied (15% in 2017) and 18% are unable to comment (15% in 2017).

The percent not very satisfied reading is above the averaged Peer Group and National Average readings for **rubbish collection and recycling**.

74% of residents say they receive a rubbish collection. Of these, 75% are satisfied, and 22% not very satisfied.

There are notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with waste management service.

Satisfaction With Waste Management Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2019	36	26	62	20	18
2017	40	30	70	15	15
2015	43	27	70	11	19
2013	30	30	60	17	23
2004	38	24	62	14	24
2003	45	20	65	11	24
2002	38	26	64	12	24
2001	45	23	68	12	20
2000	34	24	58	17	25
Service Provided [†]	46	29	75	22	2
Comparison[°]					
Peer Group (Rural) [†]	41	33	74	12	15
National Average	52	32	84	11	5
Ward					
Hakataramea-Waihaorunga	4	17	21	19	60
Lower Waihao	36	26	62	13	25
Waimate [†]	46	29	75	21	3
Pareora-Otaio-Makikihi	25	24	49	21	30

% read across

* readings prior to 2013 refer to ratings for rubbish collection. In 2013 service did not specify that this was rubbish collection and recycling.

° Peer Group and National Averages refer to **average** ratings for rubbish collection and recycling as these are asked separately in the 2018 National Communitrak™ Survey

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with waste management service are ...

- bins are too small/bins have no lids/wheels,
- no collection/don't pick up from gate,
- poor service/don't do a good job.

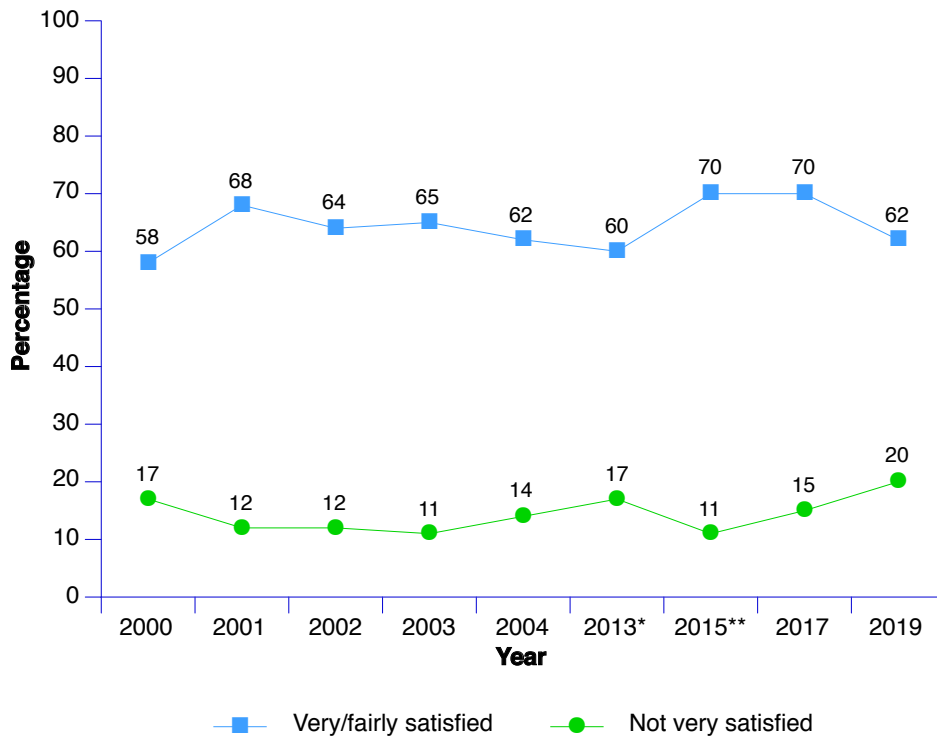
Summary Table:

Main Reasons* For Being Not Very Satisfied With Waste Management Service

	Total District 2019 %	Ward			
		Hakataramea- Waihaorunga %	Lower Waihao %	Waimate %	Pareora- Otaio- Makikihi %
Percent Who Mention ...					
Bins are too small/bins have no lids/wheels	4	-	-	8	-
No collection/don't pick up from gate	4	17	-	-	9
Poor service/don't do a good job	3	-	3	3	5

* multiple responses allowed

Waste Management Service



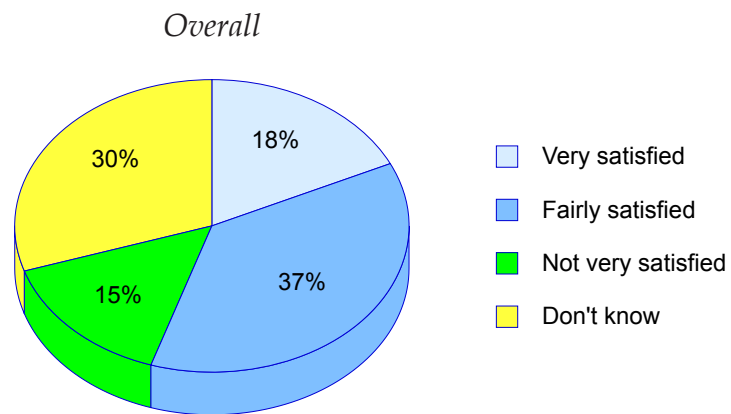
* readings prior to 2013 refer to ratings for rubbish collection

** in 2013 service did not specify that this was rubbish collection and recycling

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 62%
 Service Provided = 75%

viii. Standard Of Public Toilets



55% of residents are satisfied with the standard of public toilet facilities (61% in 2017), while 30% are unable to comment (26% in 2017).

15% of residents are not very satisfied, which is on par with Peer Group Districts and similar to the National Average for **public toilets**.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the standard of public toilets.

Satisfaction With The Standard Of Public Toilets

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2019	18	37	55	15	30
2017	19	42	61	13	26
2015 [†]	23	31	54	11	36
2013	19	35	54	15	31
2004	14	29	43	21	36
2003	13	32	45	20	35
2002	10	33	43	18	39
2001	17	32	49	15	36
2000	20	27	47	13	40
Comparison*					
Peer Group (Rural)	25	41	66	18	16
National Average [†]	24	46	70	17	14
Ward					
Hakataramea-Waihaorunga [†]	24	36	60	14	27
Lower Waihao [†]	27	38	55	21	25
Waimate	19	36	55	14	31
Pareora-Otaio-Makikihi	8	44	52	14	34

% read across

* readings prior to 2013 and Peer Group and National Averages refer to ratings for public toilets

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with the standard of public toilets are ...

- not enough toilets / need more,
- poor condition / old / need improving / upgrading,
- problems with electronic / automatic toilets,
- dirty / disgusting / smell / lack of cleanliness.

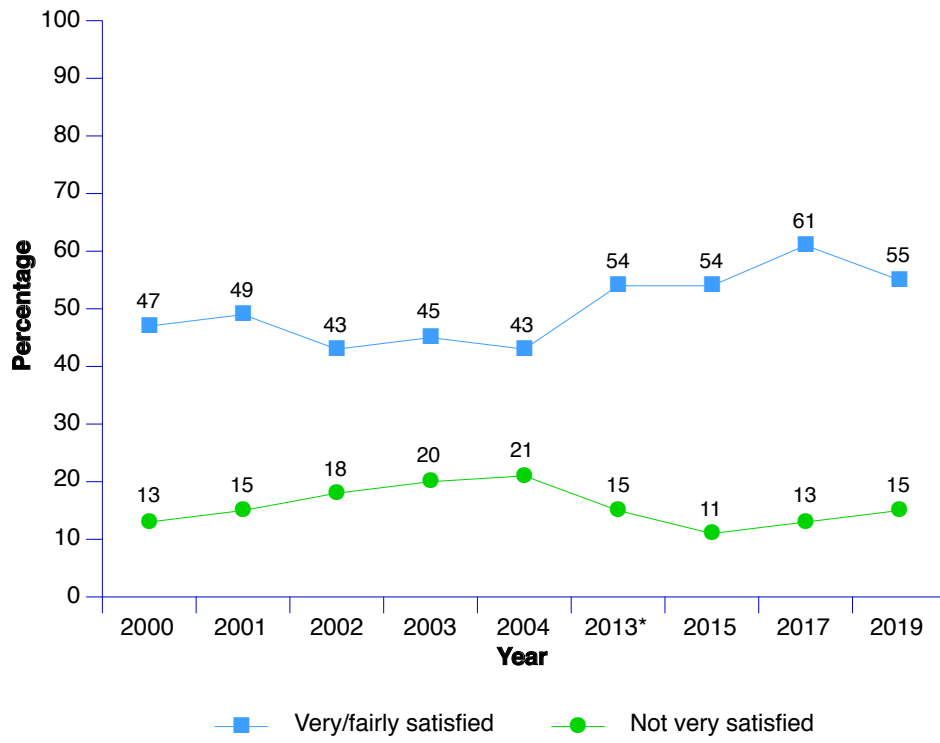
Summary Table:

Main Reasons* For Being Not Very Satisfied With The Standard Of Public Toilets

	Total District 2019 %	Ward			
		Hakataramea- Waihaorunga %	Lower Waihao %	Waimate %	Pareora- Otaio- Makikihi %
Percent Who Mention ...					
Not enough toilets / need more	7	3	5	8	10
Poor condition / old / need improving / upgrading	5	10	6	3	5
Problems with electronic / automatic toilets	2	-	4	3	-
Dirty / disgusting / smell / lack of cleanliness	2	-	9	1	-

* multiple responses allowed

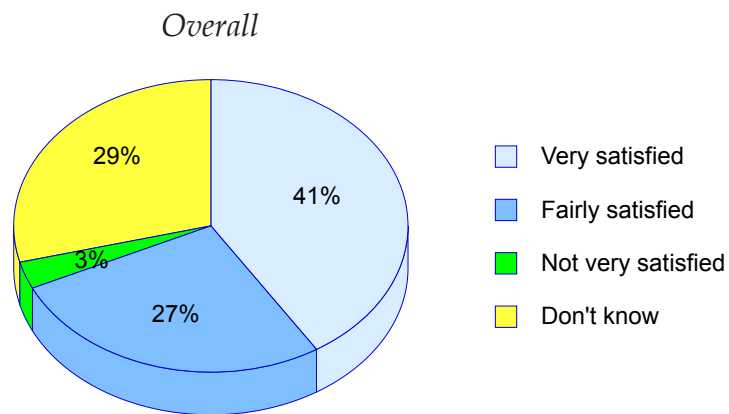
Standard Of Public Toilets



* readings prior to 2013 refer to ratings for public toilets

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 55%

ix. Camping Facilities (ie, Victoria Park, Knottingley Park, Waitaki Lakes)



Overall, 68% of Waimate District residents are satisfied with camping facilities in the District (78% in 2017), including 41% who are very satisfied, while 3% are not very satisfied. 29% are unable to comment (20% in 2017).

There are no comparative Peer Group and National Averages for this reading, however, the not very satisfied reading is similar to the 2017 result.

There are no notable differences between Ward residents and between socio-economic groups, in terms of those not very satisfied with camping facilities.

Satisfaction With Camping Facilities

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2019	41	27	68	3	29
2017 [†]	43	35	78	3	20
2015	45	28	73	2	25
2013	34	27	61	2	37
Ward					
Hakataramea-Waihaorunga	23	56	79	-	21
Lower Waihao	52	9	61	8	31
Waimate	44	27	71	3	26
Pareora-Otaio-Makikihi	38	21	59	3	38

% read across

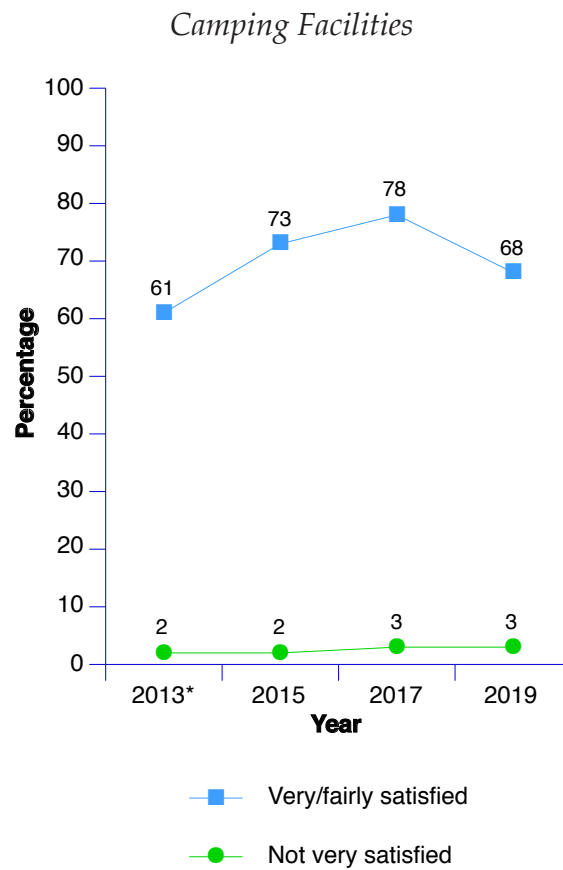
* not asked prior to 2013 (in 2013 the specific camping facilities were not mentioned)

[†] does not add to 100% due to rounding

The main reasons* are not very satisfied with camping facilities are ...

- need better toilet facilities, mentioned by 2% of all residents,
- not maintained very well/not clean, 1%.

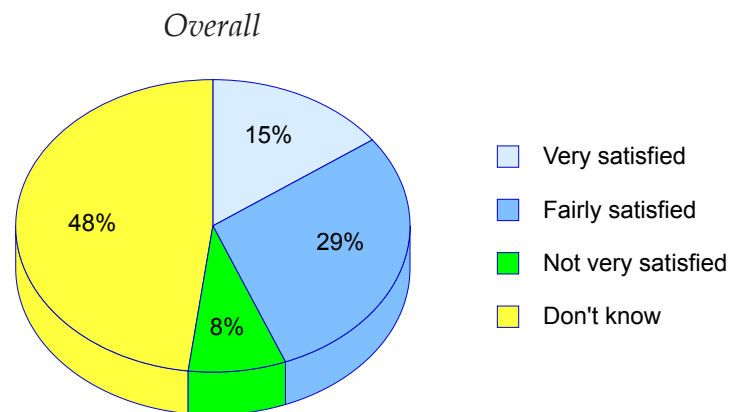
* multiple responses allowed



* not asked prior to 2013 (in 2013 the specific camping facilities were not mentioned)

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 68%

x. *Building Control*



44% of residents are satisfied with building control, while 8% are not very satisfied (13% in 2017). A significant percentage (48%) are unable to comment (42% in 2017).

The percent not very satisfied (8%) is below the Peer Group and National Average readings for **town planning, including planning and inspection services**.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with building control.

Satisfaction With Building Control

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2019	15	29	44	8	48
2017 [†]	11	35	46	13	42
2015 [†]	17	31	48	12	39
2013	10	29	39	25	36
Comparison**					
Peer Group (Rural)	13	34	47	17	36
National Average	12	33	45	23	32
Ward					
Hakataramea-Waihaorunga	23	39	62	7	31
Lower Waihao [†]	35	34	69	8	24
Waimate	29	41	70	8	22
Pareora-Otaio-Makikihi	27	41	68	11	21

% read across

* not asked prior to 2013

** Peer Group and National Averages refer to ratings for town planning, including planning and inspection services

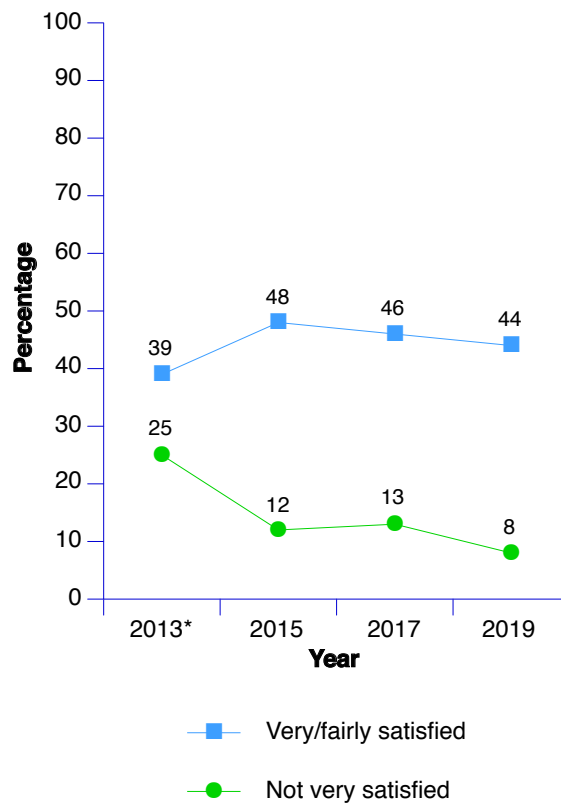
[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with building control are ...

- poor customer service / not helpful / inefficient / slow / inconsistent, mentioned by 3% of all residents,
- building / developments shouldn't have been permitted / better consultation required, 2%.

* multiple responses allowed

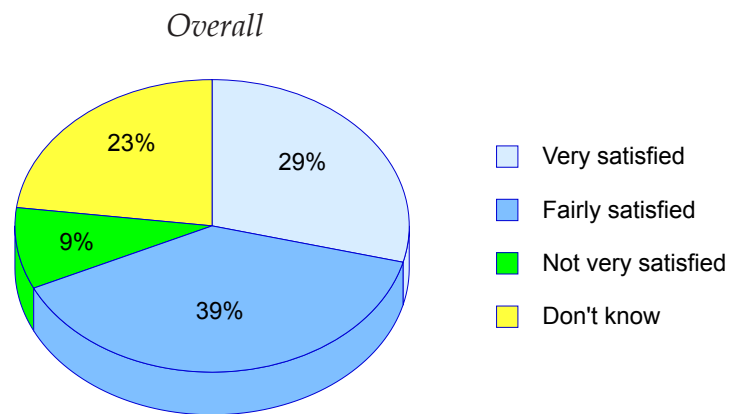
Building Control



* not asked prior to 2013

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 44%

xi. Emergency Management (ie, Civil Defence)



68% of residents are satisfied with emergency management (63% in 2017), including 29% who are very satisfied (23% in 2017). 23% are unable to comment (30% in 2017).

9% of residents are not very satisfied. This is similar to the Peer Group Average and the 2017 reading and on par with the National Average.

There are no notable differences between Wards and between socio-economic, in terms of those residents not very satisfied with emergency management.

Satisfaction With Emergency Management (ie, Civil Defence)

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2019	29	39	68	9	23
2017	23	40	63	7	30
2015 [†]	38	29	67	3	29
2013	39	36	75	3	22
Comparison[†]					
Peer Group (Rural)	29	32	61	7	33
National Average	28	40	68	6	27
Ward					
Hakataramea-Waihaorunga	23	39	62	7	31
Lower Waihao [†]	35	34	69	8	24
Waimate	29	41	70	8	22
Pareora-Otaio-Makikihi	27	41	68	11	21

% read across

* not asked prior to 2013

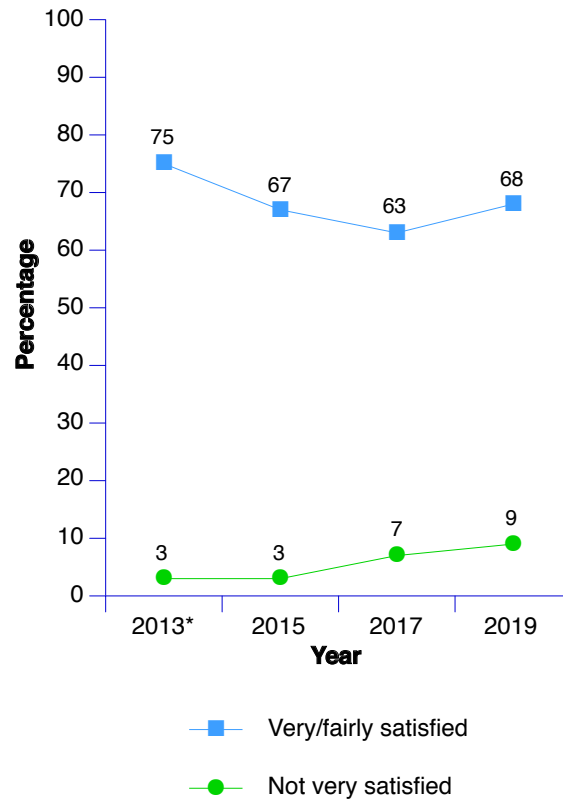
[†] does not add to 100% due to rounding

The main reasons** residents are not very satisfied with emergency management are ..

- need more information/consultation, mentioned by 5% of all residents,
- no Civil Defence/vulnerable/isolated residents, 1%,
- emergencies/not handled well/slow/no notification, 1%,
- no cellphone/internet connection, 1%,
- other problems with service, 1%.

** multiple responses allowed

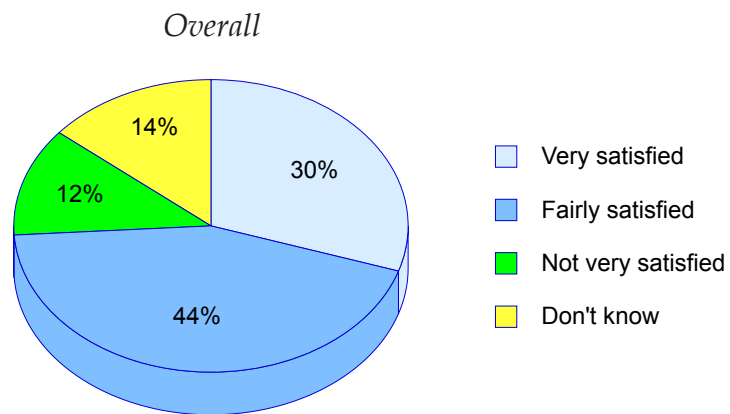
Emergency Management (ie, Civil Defence)



* not asked prior to 2013

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 68%

xii. Dog And Animal Control



74% of Waimate District residents are satisfied with dog and animal control (80% in 2017), including 30% who are very satisfied (38% in 2017). 12% are not very satisfied and 14% are unable to comment (10% in 2017).

The percent not very satisfied is on par with the Peer Group and National Average readings for dog control and similar to the 2017 result.

Urban residents are more likely to be not very satisfied with dog and animal control, than rural residents.

Satisfaction With Dog And Animal Control

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2019	30	44	74	12	14
2017	38	42	80	10	10
2015	43	38	81	8	11
2013	34	42	76	10	14
2004	35	38	73	13	14
2003	31	44	75	10	15
2002	24	43	67	13	20
2001	29	40	69	16	15
2000	25	35	60	18	22
Comparison*					
Peer Group (Rural) [†]	31	37	68	17	16
National Average	36	38	74	16	10
Ward					
Hakatamea-Waihaorunga [†]	26	46	72	3	26
Lower Waihao	32	49	81	7	12
Waimate	32	41	73	17	10
Pareora-Otaio-Makikihi [†]	27	47	74	8	19
Area					
Urban	33	39	72	19	9
Rural	26	51	77	4	19

% read across

* readings prior to 2013 and Peer Group and National Averages refer to ratings for dog control only

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with dog and animal control are ...

- too many roaming/uncontrolled dogs,
- poor service/don't follow up complaints/could do better,
- dogs barking.

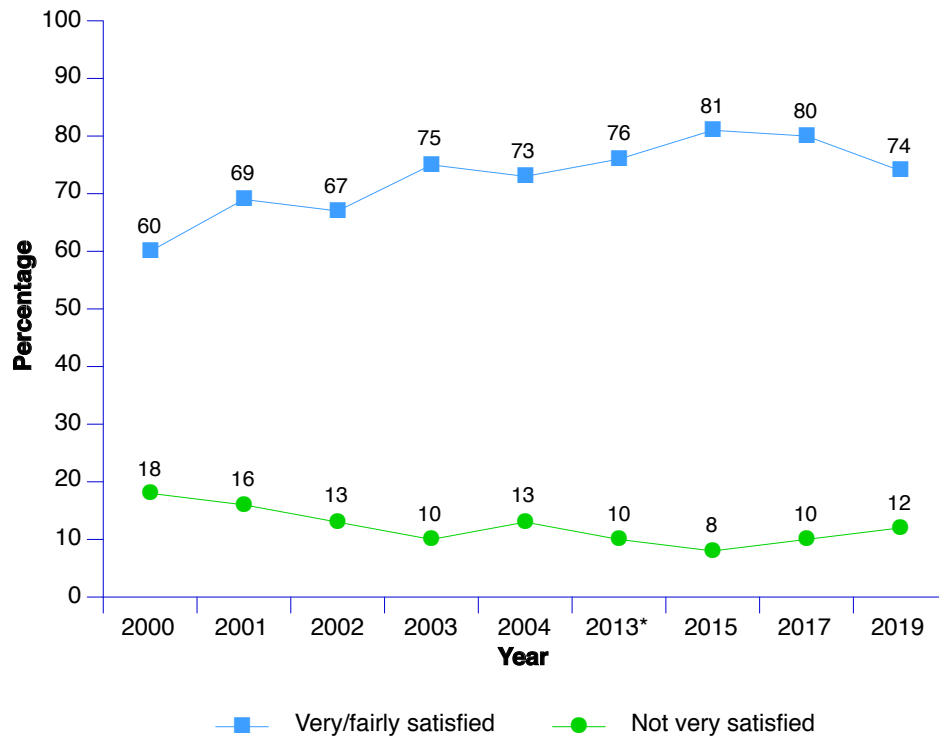
Summary Table:

Main Reasons* For Being Not Very Satisfied With Dog And Animal Control

	Total District 2019 %	Ward			
		Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Percent Who Mention ...					
Too many roaming/uncontrolled dogs	4	-	-	6	4
Poor service/don't follow up complaints/could do better	4	-	1	7	-
Dogs barking	3	-	-	5	-

* multiple responses allowed

Dog And Animal Control



* readings prior to 2013 refer to ratings for dog control only

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 74%

C. SPEND EMPHASIS ON COUNCIL SERVICES/FACILITIES

Residents were asked to say whether they would like more, about the same or less spent on particular Council services / facilities, given that more cannot be spent on everything, without increasing rates and / or user charges where applicable.

Summary Table: Spend Emphasis

	Spend more %	Spend about the same %	Spend less %	Unsure %
Roads in the District (excl State Highways) [†]	58	40	-	1
Footpaths [†]	40	47	2	12
Standard of public toilets [†]	26	56	-	17
Swimming pool	23	56	-	21
Water supply and service	21	63	1	15
Emergency management	19	68	2	11
Waste management service	17	69	3	11
Community grants	14	65	2	19
Library service	10	72	3	15
Stormwater services	10	64	1	25
Parks, reserves and gardens [†]	9	85	2	5
Dog and animal control	9	83	1	7
Camping facilities [†]	7	75	2	17
Building control	7	62	4	27
Sewerage system and service	5	64	1	30
Cemeteries	4	82	1	13
Waimate Events Centre	3	74	8	15

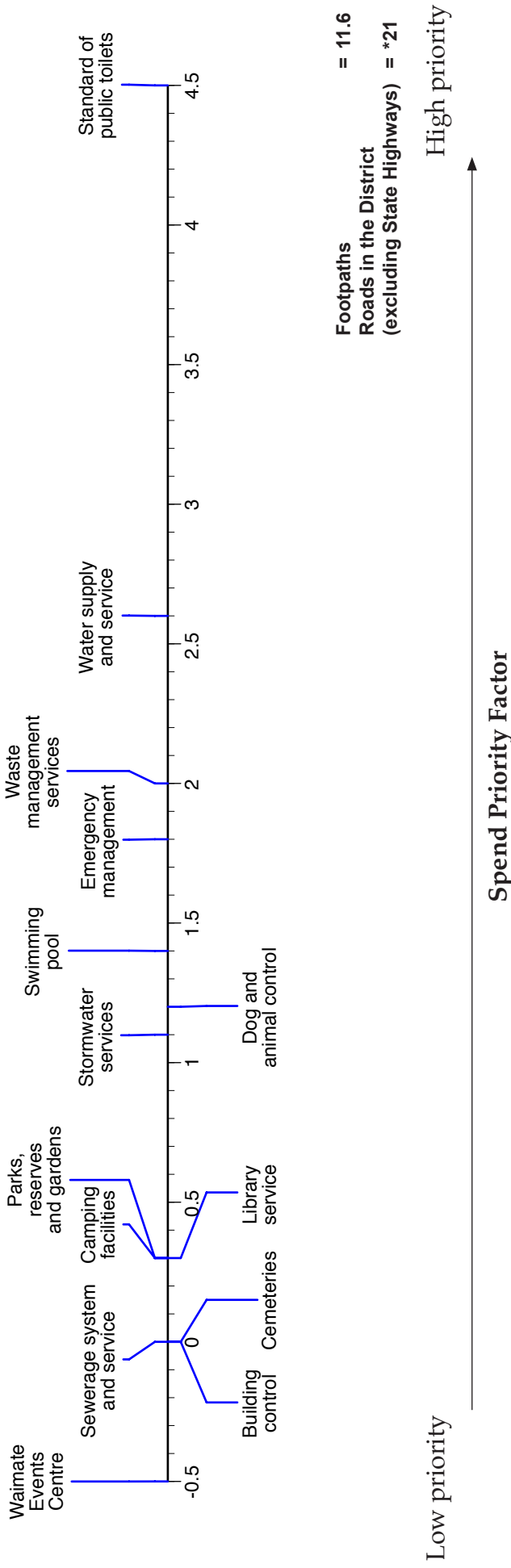
[†] does not add to 100% due to rounding

Summary Table: Top Five Services/Facilities* - By Ward

Top Five Services/Facilities*	Total District 2019 %	Total District 2017 %	Total District 2015 %	Ward			
				Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Roads (excluding State Highways)	58	60	62	74	68	50	65
Footpaths	40	39	35	5	45	55	19
Standard of public toilets	26	30	16	23	35	25	26
Swimming pools	23	25	12	25	21	25	17
Water supply and service	21	14	16	10	25	22	21

* in terms of the percentage of residents who want more spent

D. SPEND PRIORITY



The graph shows the priorities for spending for Council for those 16 services / facilities where both the not very satisfied reading and mean spend are available.

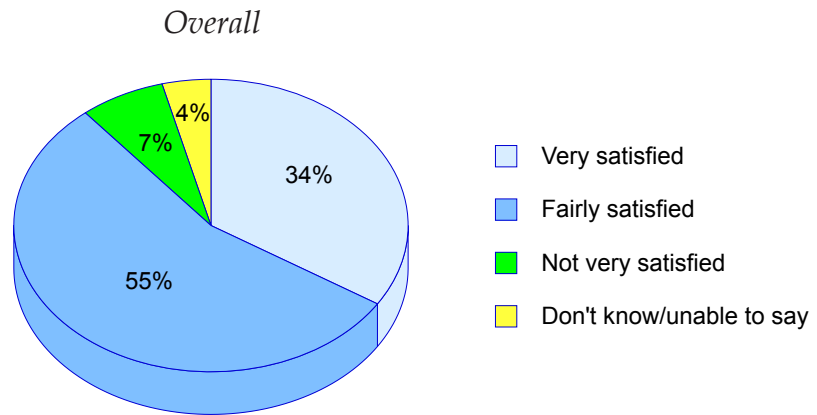
The spend priority factor is gained by multiplying the mean spend (where spend more = +1, spend about the same = 0 and spend less = -1) by the percentage not very satisfied for each service / facility where satisfaction is measured.

Roads in the District and footpaths are the top priorities for Council in terms of spend. Waimate Events Centre, cemeteries, building control and sewerage system and service are of lowest priority in terms of spend.

* **average** percent not very satisfied for unsealed and sealed roads

E. SATISFACTION WITH THE RANGE OF SERVICES AND FACILITIES PROVIDED BY COUNCIL

The Waimate District Council is responsible for a number of services and facilities in the District. These range from the basic necessities ensuring good health and quality of life, through to recreational facilities for residents to use and other services that ensure the prosperity and wellbeing of the District.



Overall, 89% of Waimate residents are satisfied with the **range** of services and facilities provided by Council (93% in 2017), including 34% who are very satisfied, while 7% are not very satisfied. 4% are unable to comment.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied.

Satisfaction With The Range Of Services And Facilities Provided By Council

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019	34	55	89	7	4
2017	34	59	93	5	2
2015	32	55	87	5	8
2013 [†]	24	63	87	8	4
2004	38	57	95	2	3
2003	31	58	89	8	3
2002	24	68	92	5	3
2001	26	68	94	4	2
2000	24	67	91	4	5
Ward					
Hakataramea-Waihaorunga [†]	12	59	71	15	13
Lower Waihao	43	45	88	7	5
Waimate	45	47	92	7	1
Pareora-Otaio-Makikihi	15	78	93	3	4

% read across

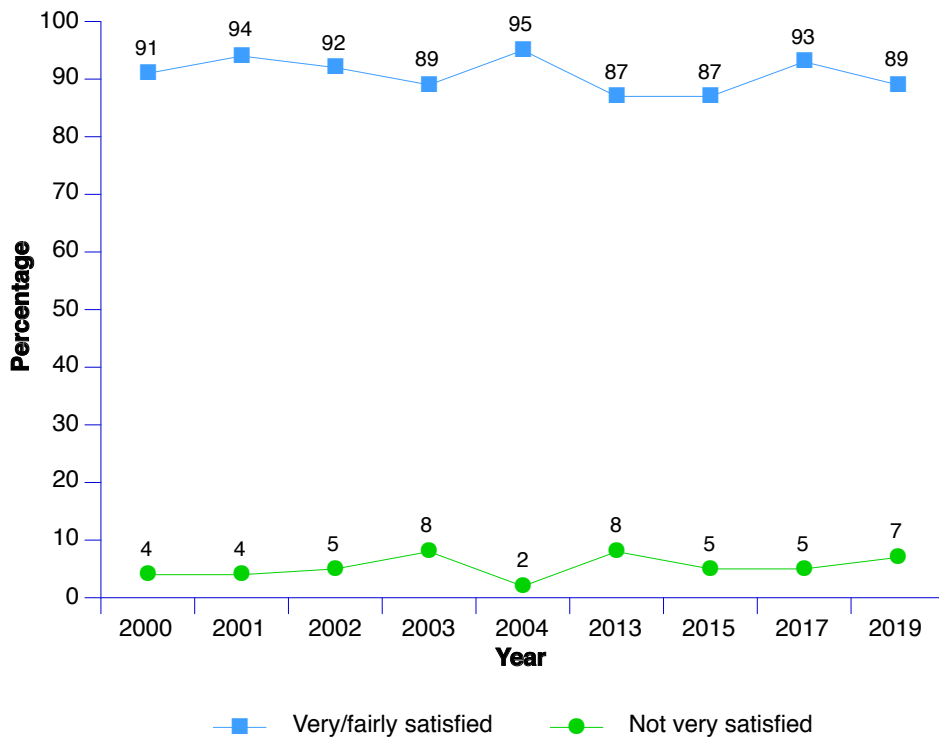
[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the range of services and facilities provided by Council are ...

- lack of recreational facilities, mentioned by 3% of all residents,
- facilities/services lacking especially in rural/outer areas (excluding recreational facilities), 3%.

NB: no other reason mentioned by more than 1% of all residents

Range Of Services And Facilities Provided By Council



Recommended Satisfaction Measure For Reporting Purposes:
Total District = 89%

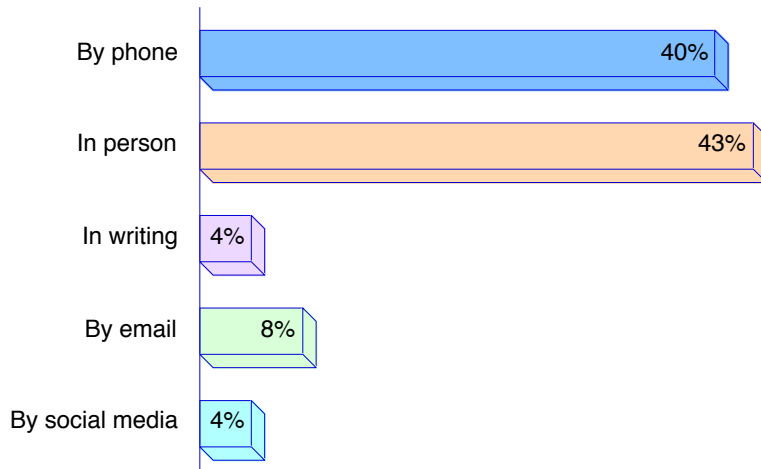


2. CONTACT WITH COUNCIL STAFF

NB: readings prior to 2019 refer to contact with Council offices

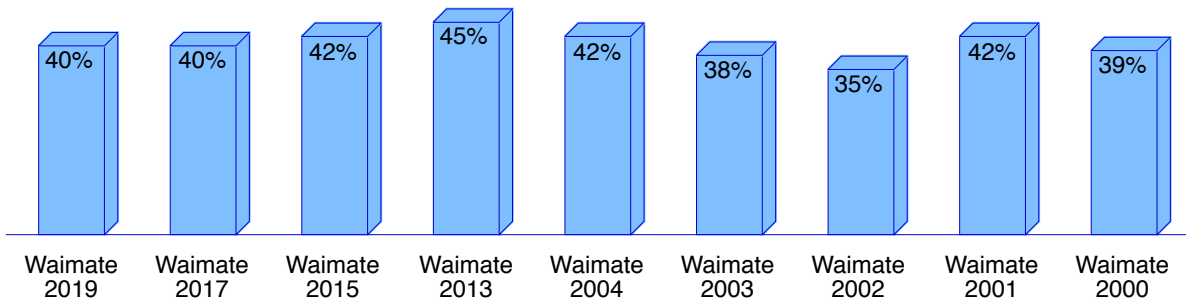
A. LEVELS OF CONTACT

2019 - Yes, Have Contacted ...

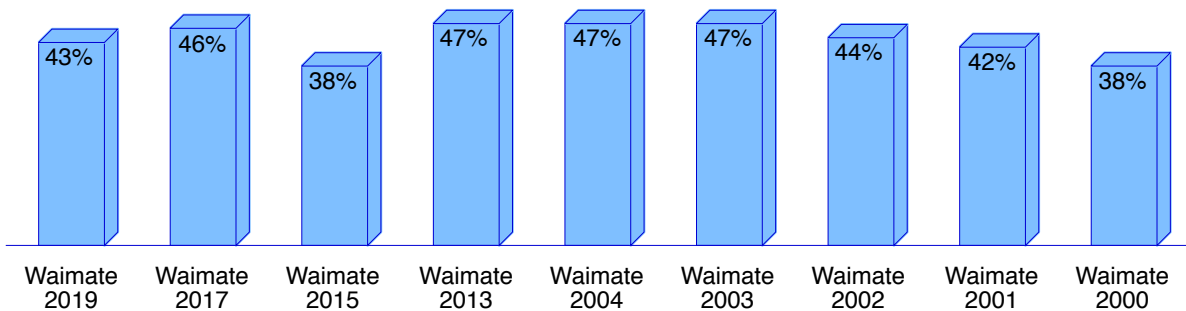


Percent Saying 'Yes' - Comparison

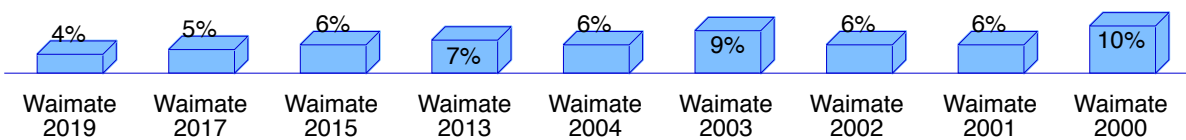
'By Phone'

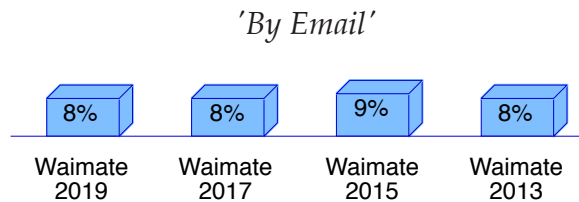


'In Person'



'In Writing'





40% of residents have contacted Council staff by phone in the last year, while 43% visited a Council staff in person, 4% contacted Council in writing and 8% contacted them by email. These readings are similar to the 2017 results.

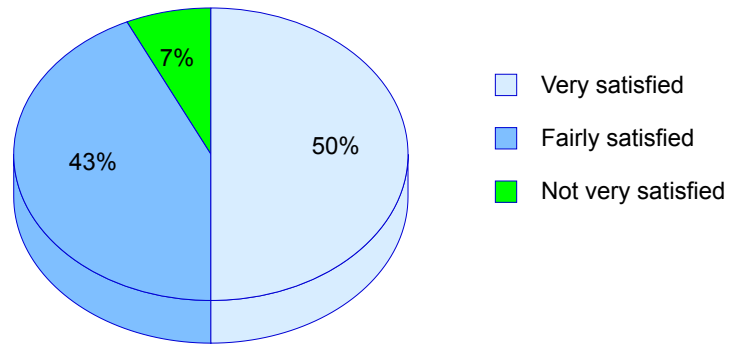
In 2019, 4% contacted Council by social media (not asked in 2017).

Residents more likely to contact Council staff by **phone** are ...

- Rural residents,
- longer term residents, those residing in the District more than 10 years.

Pareora-Otaio-Makikihi residents are **less likely** to visit a Council staff **in person**, than other Ward residents.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents contacting Council **in writing, by email** and/or **by social media**. However, it appears women are slightly more likely to contact Council **by email**, than men.

B. SATISFACTION WHEN CONTACTING COUNCIL STAFF BY PHONE

Base = 127

93% of residents contacting Council staff by phone in the last 12 months are satisfied (86% in 2017), including 50% who are very satisfied, while 7% are not very satisfied.

The percent not very satisfied is 7% below the 2017 result.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are not very satisfied when contacting Council staff by phone.

Satisfaction When Contacting Council Staff By Phone

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council By Phone					
2019	50	43	93	7	-
2017	40	46	86	14	-
2015	53	38	91	7	2
2013	38	43	81	19	-
2004	49	41	90	10	-
2003	45	46	91	8	1
2002	37	48	85	15	-
2001	49	41	90	9	1
2000	40	37	77	20	3
Ward					
Hakataramea-Waihaorunga*	41	51	92	8	-
Lower Waihao*	44	47	91	9	-
Waimate	65	31	96	4	-
Pareora-Otaio-Makikihi	33	57	90	10	-

Base = 127

% read across

* caution: small/very small base

The main reasons* residents contacting Council staff by phone are **not very satisfied** are ...

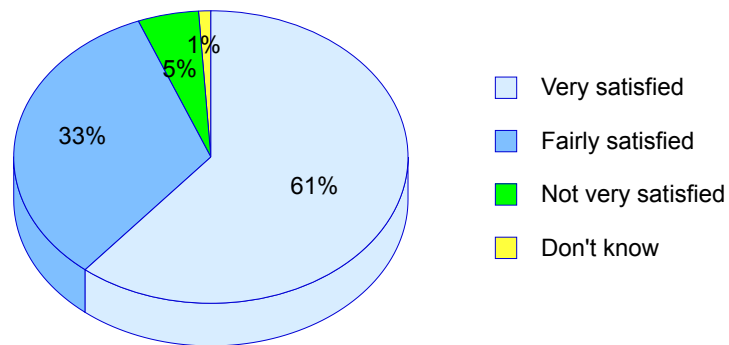
- poor attitude / don't listen, mentioned by 4% of residents contacting Council by phone,
- poor service - unspecified, 1%,
- lack of action, 1%,
- no reply / couldn't get hold of them, 1%.

The main reasons* residents contacting Council staff by phone are **very satisfied** are ...

- staff are helpful / efficient / issue resolved, mentioned by 29% of residents contacting Council by phone,
- dealt with query / request promptly, 11%,
- staff polite / friendly, 8%.

* multiple responses allowed

C. SATISFACTION WHEN CONTACTING COUNCIL STAFF IN PERSON



Base = 143

94% of residents contacting Council staff in person in the last 12 months are satisfied, including 61% who are very satisfied (66% in 2017), while 5% are not very satisfied.

The percent not very satisfied is similar to the 2017 reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are not very satisfied when contacting Council staff in person.

Satisfaction When Contacting Council Staff In Person

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council In Person					
2019	61	33	94	5	1
2017 [†]	66	24	90	9	2
2015	59	30	89	11	-
2013 [†]	56	35	91	10	-
2004	57	36	93	7	-
2003	53	39	92	8	-
2002	45	48	93	7	-
2001	54	39	93	7	-
2000	55	39	94	6	-
Ward					
Hakataramea-Waihaorunga*	25	75	100	-	-
Lower Waihao*	75	25	100	-	-
Waimate	69	25	94	6	1
Pareora-Otaio-Makikihi*	51	35	86	14	-

Base = 143

% read across

* caution: small bases

[†] does not add to 100% due to rounding

The main reasons** residents visiting Council staff in person are **not very satisfied** are ...

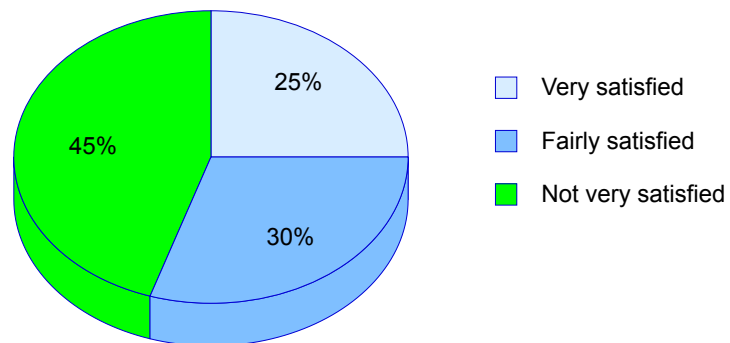
- poor attitude/unhelpful, mentioned by 4% of residents contacting Council in person,
- lack of action/slow, 2%.

The main reasons** residents visiting Council staff in person are **very satisfied** are ...

- staff are helpful/efficient/issue resolved, mentioned by 22% of residents contacting Council in person,
- staff are polite/friendly/nice, 16%,
- dealt with query/request promptly, 10%,
- good service - unspecified, 10%.

** multiple responses allowed

D. SATISFACTION WHEN CONTACTING COUNCIL STAFF IN WRITING



Base = 14

* caution: small base
margin of error $\pm 26.2\%$

55% of residents contacting Council staff in writing in the last 12 months are satisfied, while 45% are not very satisfied (caution is required as the base is small).

As the bases for all Wards and socio-economic groups are very small (<10), no comparisons have been made.

Satisfaction When Contacting Council Staff In Writing

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council In Writing					
2019	25	30	55	45	-
2017	31	16	47	48	5
2015	56	27	83	17	-
2013	43	26	69	27	4
2004	61	25	86	8	6
2003	43	33	76	15	9
2002	27	57	84	16	-
2001	35	47	82	18	-
2000	19	62	81	19	-
Ward*					
Hakataramea-Waihaorunga	-	-	-	100	-
Lower Waihao	-	-	-	100	-
Waimate	21	37	58	42	-
Pareora-Otaio-Makikihi	49	15	64	36	-

Base = 14 (caution: small base)

% read across

* caution: very small bases (all <10)

The main reasons** residents contacting Council staff in writing are **not very satisfied** are ...

- poor attitude / do what they want, mentioned by 29% of residents contacting Council in writing,
- no reply / slow to respond, 10%.

The reasons** residents contacting Council staff in writing are **very satisfied** are ...

"The fact that she replied by phone then came to house."

"Good quick reply regarding water."

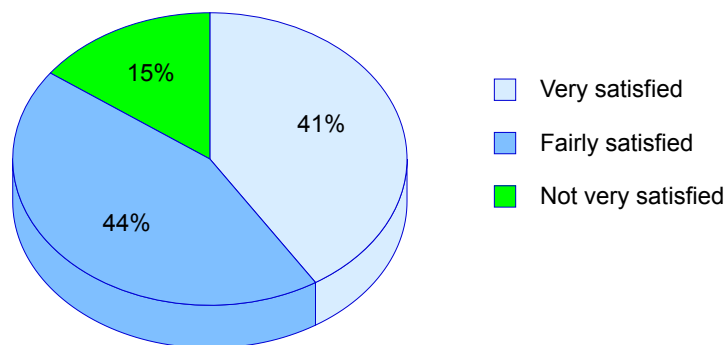
"The service good but outcome disappointing, regarding the submission about the septic tanks."

"Personal."

"They were very helpful and they responded to my letter."

** multiple responses allowed

E. SATISFACTION WHEN CONTACTING COUNCIL STAFF BY EMAIL



Base = 20*

* caution: small base
margin of error $\pm 21.9\%$

85% of residents contacting Council staff by email in the last 12 months are satisfied, including 41% who are very satisfied, while 15% are not very satisfied (caution recommended as the base is small).

As the bases for all Wards and socio-economic groups are small (<17), no comparisons have been made.

The reasons** the residents contacting Council by email are **not very satisfied** are ...

"Fire danger trees in danger of falling over just fobbed me off Hakataramea area over all."

"Roughly 11 months ago I wrote an email to council requesting the farmers clean up the muck that their machinery left on Manchester's Bathgates Road because residents were not happy about it and I received no reply whatsoever. I had expected a reply to inform me that the farmers had been notified and what was going to be done about it."

"It seemed to be going on and not getting resolved, they were on different planet."

The main reasons** residents contacting Council by email are **very satisfied** are ...

- dealt with quickly / promptly, mentioned by 20% of residents contacting Council by email,
- staff lovely / friendly / helpful, 15%.

** multiple responses allowed

Satisfaction When Contacting Council Staff By Email

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council By Email**					
2019	41	44	85	15	-
2017	42	27	69	31	-
2015 [†]	44	25	69	25	7
2013	45	45	90	10	-
Ward*					
Hakataramea-Waihaorunga	-	79	79	21	-
Lower Waihao	45	55	100	-	-
Waimate	41	46	87	13	-
Pareora-Otaio-Makikihi	58	21	79	21	-

Base = 20 (caution: small base)

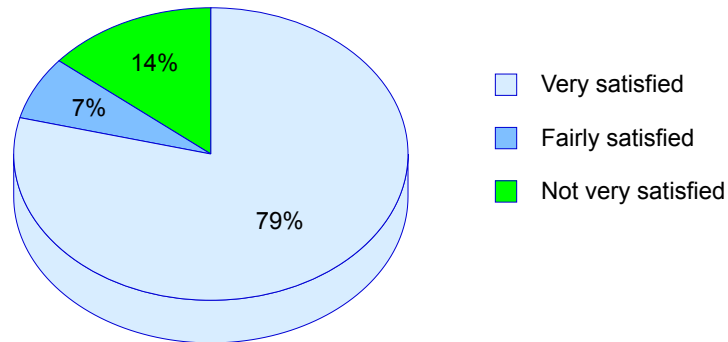
% read across

* caution: very small bases (all <12)

** not asked prior to 2013

[†] does not add to 100% due to rounding

F. SATISFACTION WHEN CONTACTING COUNCIL STAFF THROUGH SOCIAL MEDIA



Base = 10*
 * caution: small base
 margin of error $\pm 31\%$

86% of residents contacting Council staff through social media in the last 12 months are satisfied, including 79% who are very satisfied, while 14% are not very satisfied (caution recommended as the base is very small).

As the bases for all Wards and socio-economic groups are very small (<11), no comparisons have been made.

The reason** the resident contacting Council through social media are **not very satisfied** is ...

"Was angry about it in the end. A mistake had been made and instead of the council facing the mistake we could personally be rubbished and slandered on facebook over this which was not our fault."

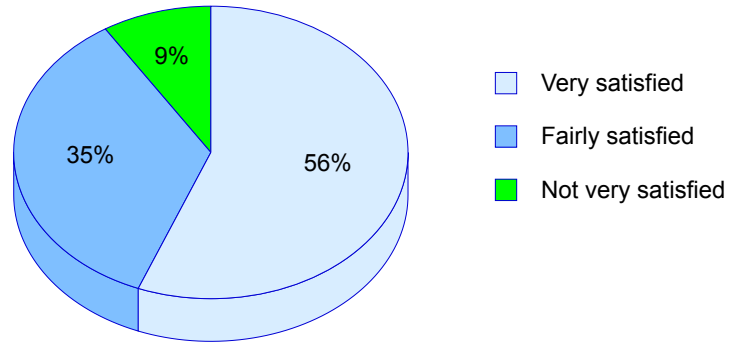
The reasons** the residents contacting Council through social media are **very satisfied** are ...

- good information/helpful, mentioned by 73% of residents contacting Council through social media,
- lots of photos, 42%.

** multiple responses allowed

G. SATISFACTION WITH OVERALL SERVICE RECEIVED WHEN CONTACTED COUNCIL STAFF

Contacted Council Staff In The Last 12 Months



Base = 207

Of the 64% of residents who have contacted Council staff in the last 12 months, 91% are satisfied with service they received, including 56% who are very satisfied and 9% are not very satisfied.

The percent not very satisfied is below the Peer Group and National Averages.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied when they have contacted Council staff.

Satisfaction With Overall Service Received When Contacted Council Staff

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council					
2019	56	35	91	9	-
2017 [†]	54	34	88	11	-
2015	52	38	90	9	1
2013	41	48	89	11	-
2004	56	36	92	8	-
2003	36	57	93	7	-
2002	39	51	90	9	1
2001	45	47	92	7	1
2000	37	48	85	15	-
Comparison					
Peer Group (Rural)	41	37	78	20	2
National Average [†]	46	37	82	17	1
Ward					
Hakataramea-Waihaorunga*	47	44	91	9	-
Lower Waihao*	68	32	100	-	-
Waimate	64	29	93	7	-
Pareora-Otaio-Makikihi	35	46	81	19	-

Base = 207

% read across

* caution: small base

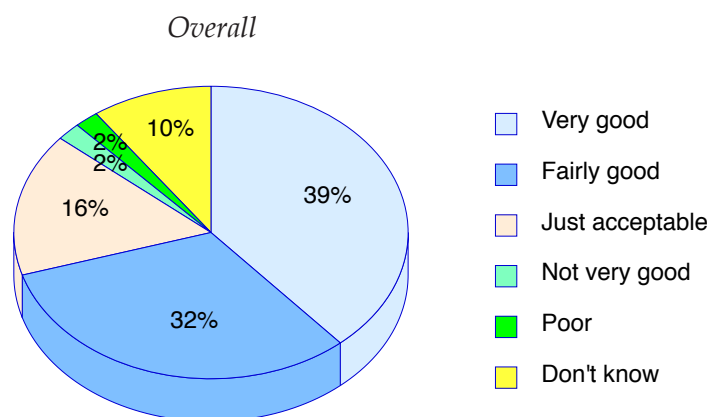
[†] does not add to 100% due to rounding

Recommended Satisfaction Measure For Reporting Purposes:

Contacted Council in last 12 months	=	91%
Contacted Council - by phone	=	93%
- in person	=	94%
- in writing*	=	55%
- by email*	=	85%
- through social media*	=	86%

* caution: small/very small bases

H. PERFORMANCE RATING OF THE COUNCIL STAFF IN THE LAST YEAR



71% of Waimate District residents rate the performance of the Council staff, in the last year, as very good or fairly good (66% in 2017). Waimate residents are above like residents and residents nationwide, in terms of rating Council staff performance as very / fairly good.

16% rate their performance as just acceptable, 4% say it is not very good / poor (7% in 2017) and 10% are unable to comment.

Residents more likely to rate Council staff's performance as very / fairly good are ...

- urban residents,
- women,
- residents who live in a one or two person household.

Summary Table: Performance Rating Of The Council Staff In The Last Year

	Rated as ...			
	Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
Overall				
Total District 2019[†]	71	16	4	10
2017	66	17	7	10
2015	66	14	4	16
2013	60	18	10	12
2004	76	11	2	11
2003	69	17	4	10
2002	68	13	6	13
2001	72	14	3	11
2000	64	14	5	17
Comparison				
Peer Group Average	52	21	9	18
National Average	49	25	9	17
Ward				
Hakataramea-Waihaorunga	66	7	2	25
Lower Waihao	71	13	-	16
Waimate	78	14	3	5
Pareora-Otaio-Makikihi	55	27	7	11
Area				
Urban	78	14	3	5
Rural	62	18	4	16
Gender				
Male [†]	64	21	4	10
Female	77	10	3	10
Household Size				
1-2 person household	79	10	4	7
3+ person household	58	25	3	14

% read across

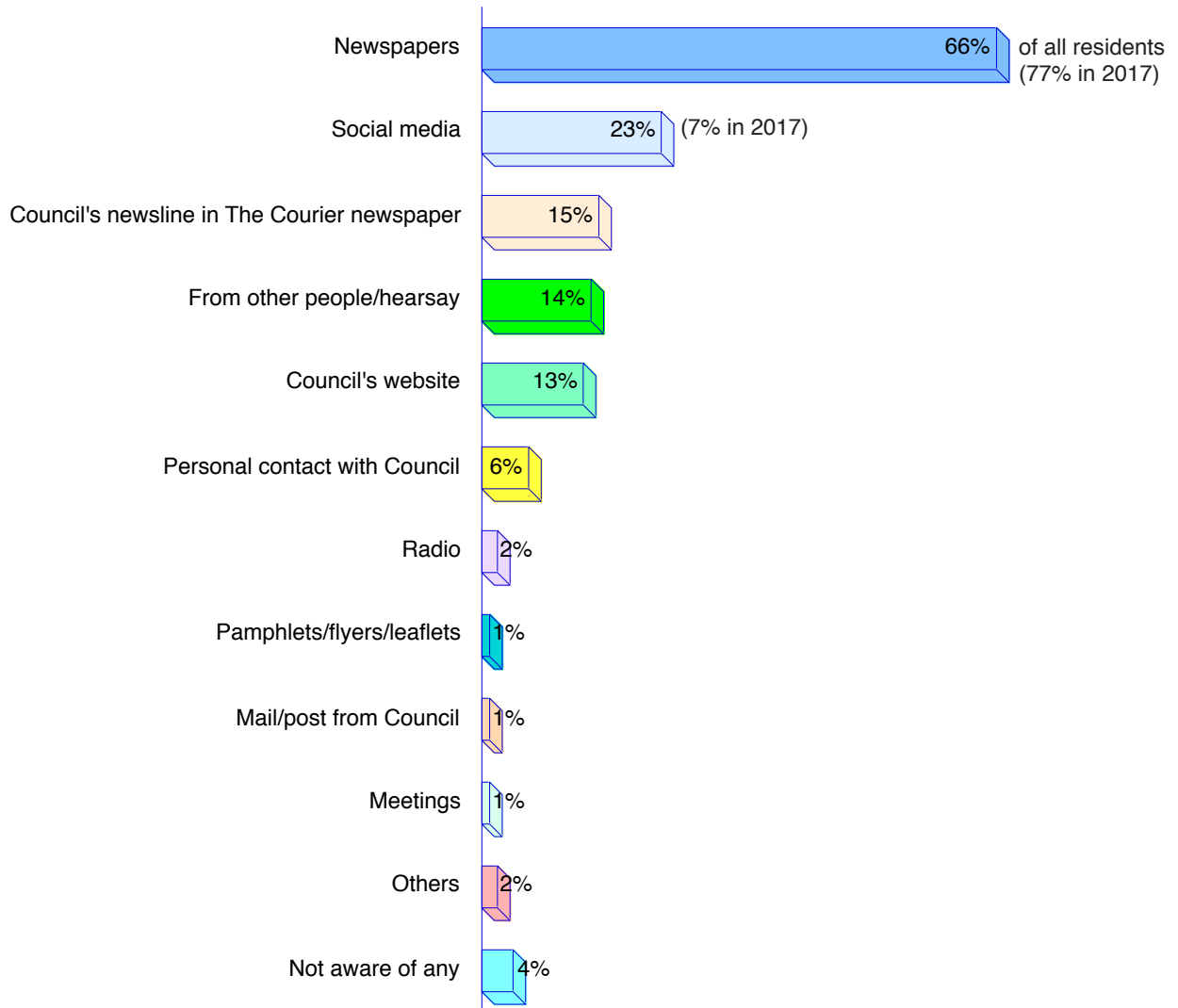
[†] does not add to 100% due to rounding



3. INFORMATION

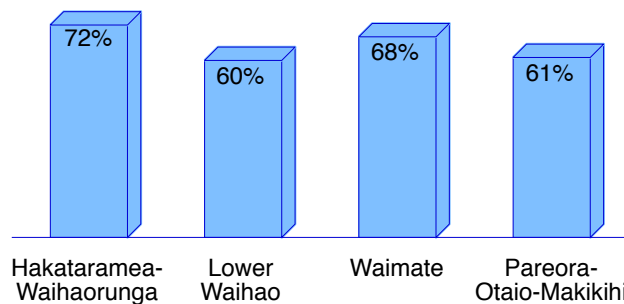
A. MAIN SOURCE OF INFORMATION ABOUT COUNCIL

Sources[†] Of Information About Council

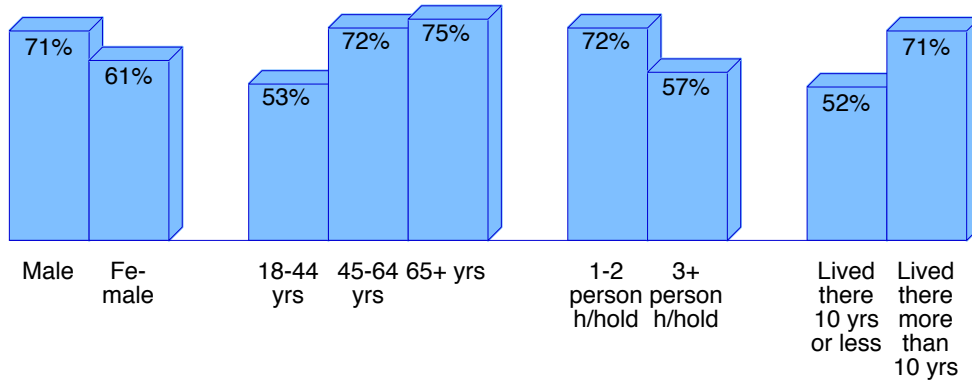


[†] multiple responses allowed

Percent Saying 'Newspapers' - By Ward



Percent Saying 'Newspapers' - Comparing Different Types Of Residents



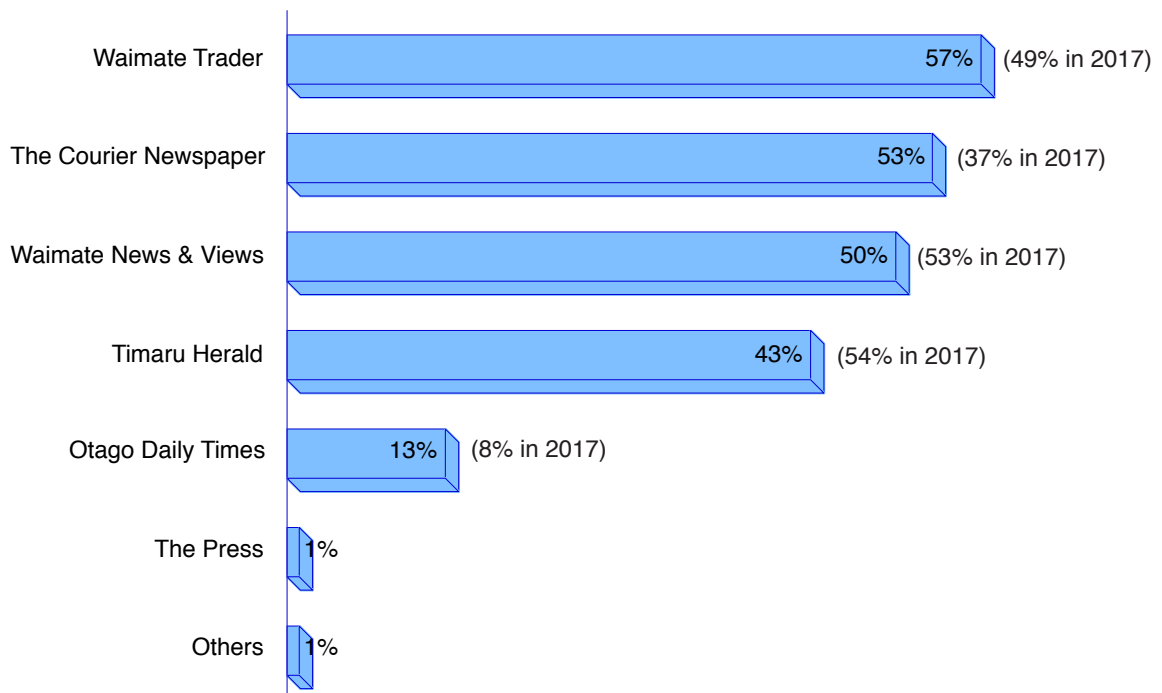
The majority of residents (66%) consider newspapers to be their main source of information about Council (77% in 2017), while 23% mention social media (7% in 2017).

Residents more likely to consider **newspapers** to be their main source of information about Council are ...

- men,
- residents aged 45 years or over**,
- residents who live in a one or two person household,
- longer term residents, those residing in the District more than 10 years.

** residents aged 18-44 are more likely to mention social media, than other age groups

*Newspaper Main Source**



Base = 214

* multiple responses allowed

57% of residents who get their information about Council mainly from newspapers, get their information from Waimate Trader (49% in 2017), with 53% getting it from the Courier Newspaper (37% in 2017).

The other newspapers mentioned are ...

"News and views."

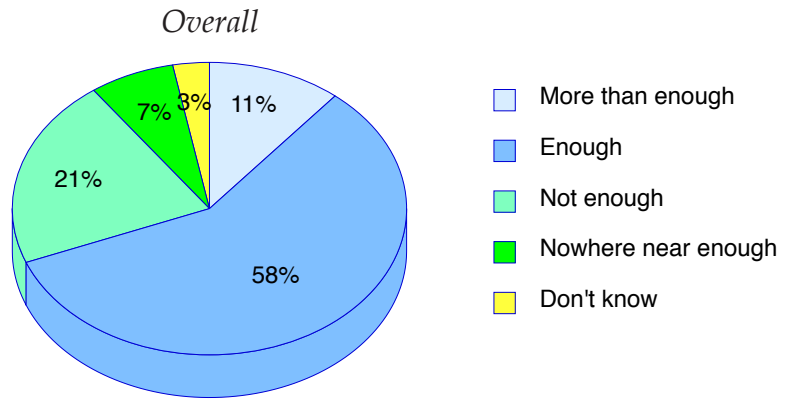
"High Country Herald."

"The Oamaru Mail and another free one from Timaru but I can't remember what it's called."

"The free Oamaru paper sometimes. I can't remember what it's called."

B. THE SUFFICIENCY OF THE INFORMATION SUPPLIED

All residents were asked whether they considered the information supplied by Council to the community to be sufficient.



Summary Table: Sufficiency Of Information

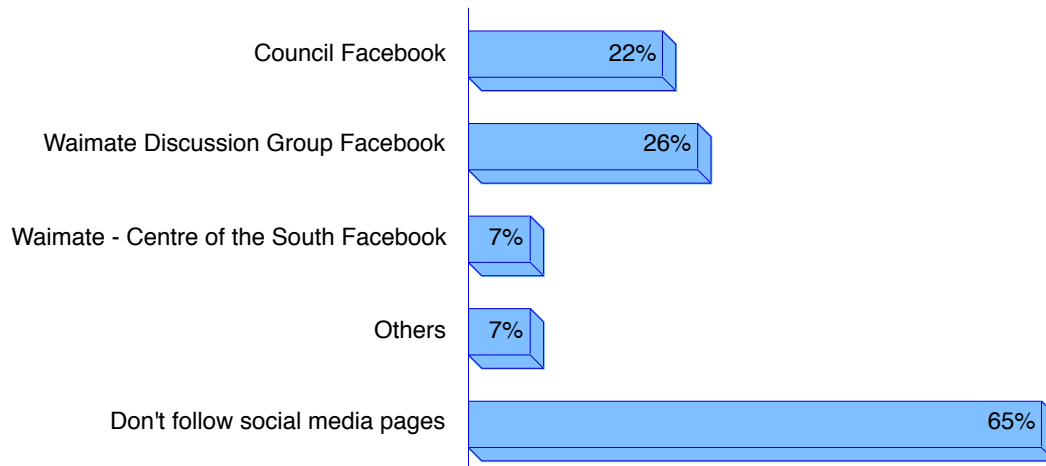
	Total District 2019 %	Total District 2017 %	Peer Group %	National Average %
More than enough	11	8	10	10
Enough	58	69	54	50
Not enough	21	14	25	24
Nowhere near enough	7	6	8	10
Don't know / not sure	3	3	4	6
Total	100	100	†101	100

† does not add to 100% due to rounding

69% of residents feel that there is more than enough/enough information supplied (77% in 2017), while 28% feel there is not enough/nowhere near enough information supplied (20% in 2017).

Waimate District residents are on par with the Peer Group residents and above residents nationwide, in feeling there is enough/ more than enough information supplied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who say there is **enough/more than enough** information. However, it appears that men are slightly more likely, than women, to feel this way.

C. SOCIAL MEDIA*Which Social Media Pages Do Residents Follow?*

Summary Table: Which Social Media Pages Do Residents Follow?

	Council Facebook %	Waimate Discussion Group %	Waimate - Centre of the South Facebook %	Others %	Don't follow social media %
Overall*					
Total District 2019	22	26	7	7	65
Ward					
Hakataramea-Waihaorunga	13	9	4	4	83
Lower Waihao	36	32	6	5	54
Waimate	24	35	10	7	59
Pareora-Otaio-Makikihi	11	8	-	7	79
Area					
Urban	23	33	9	6	61
Rural	19	17	4	7	70
Gender					
Male	17	17	5	2	76
Female	26	35	9	11	55
Age Group					
18-44 years	↑ 35	↑ 41	8	3	↓ 44
45-64 years	20	24	8	12	66
65+ years	8	10	4	4	↓ 88
Length of Residence					
Lived there 10 years or less	14	20	6	9	74
Lived there more than 10 years	34	35	9	3	51
Household Size					
1-2 person household	28	36	11	7	53
3+ person household	19	23	5	6	69

* multiple responses allowed

26% of residents say they follow Waimate Discussion Group on Facebook, while 22% follow Council's Facebook page.

65% of residents say they do not follow social media pages.

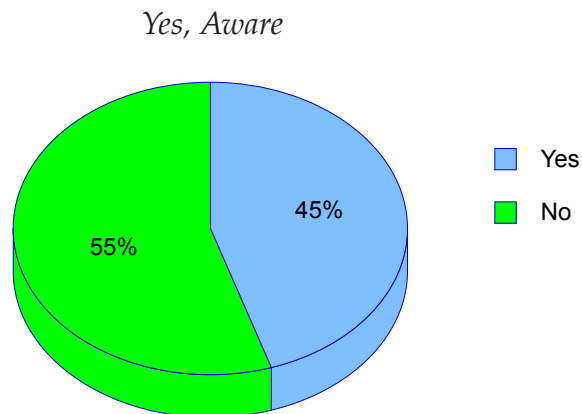
Residents more likely to follow Waimate Discussion Group are ...

- Lower Waihao and Waimate Ward residents,
- Urban residents,
- women,
- residents aged 18 to 64 years, in particular those aged 18 to 44 years,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

D. PROMOTION "EXPLORE WAIMATE DISTRICT"

Are residents aware that the Council promotes the District to visitors and locals using the "Explore Waimate District" brand via ...

i. *The Website www.waimate.org.nz*



45% of residents are aware that Council promotes the District to visitors and locals using the 'Explore Waimate District' brand via the website, www.waimate.org.nz.

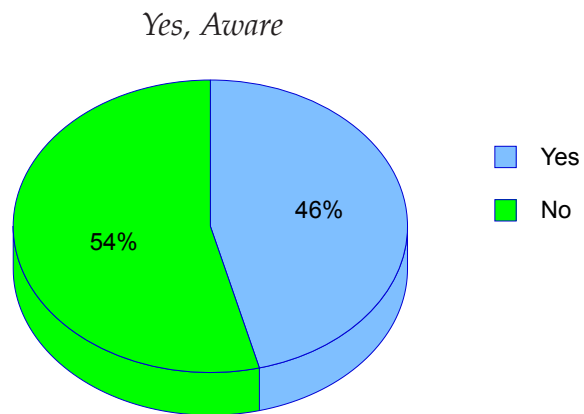
Residents aged 65 years or over are **less** likely to be aware, than other age groups.

Summary Table: Awareness Via www.waimate.org.nz

	Yes %	No %
Overall 2019	45	55
Ward		
Hakataramea-Waihaorunga	28	72
Lower Waihao	56	44
Waimate	48	52
Pareora-Otaio-Makikihi	38	62
Age Group		
18-44 years [†]	47	54
45-64 years	52	48
65+ years	34	66

% read across

[†] does not add to 100% due to rounding

ii. Facebook

46% of residents are aware that Council promotes the District to visitors and locals using the 'Explore Waimate District' brand via Facebook.

Residents more likely to be aware are ...

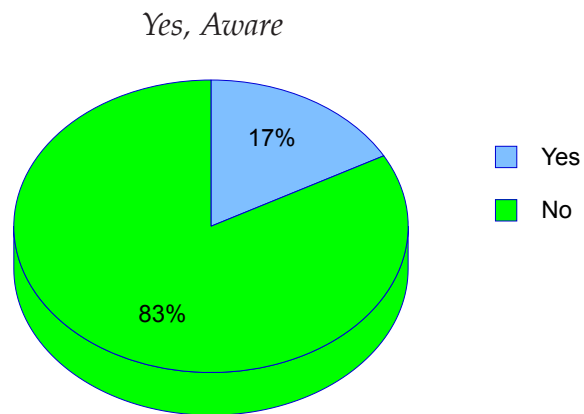
- Lower Waihao and Waimate Ward residents,
- Urban residents,
- women,
- residents aged 18 to 64 years,
- residents who live in a three or more person household

Summary Table: Awareness Via Facebook

	Yes %	No %
Overall 2019	46	54
Ward		
Hakataramea-Waihaorunga	31	69
Lower Waihao	51	49
Waimate	52	48
Pareora-Otaio-Makikihi	33	67
Area		
Urban	50	50
Rural	40	60
Gender		
Male	40	60
Female	51	49
Age Group		
18-44 years	54	46
45-64 years	50	50
65+ years	29	71
Household Size		
1-2 person household	41	59
3+ person household	53	47

% read across

iii. Instagram



17% of residents are aware that Council promotes the District to visitors and locals via Instagram.

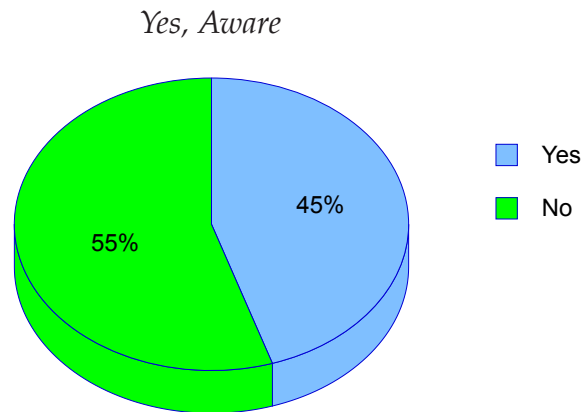
There are no notable differences between Ward and between socio-economic groups, in terms of those residents who are aware via Instagram. However, it appears that men are slightly more likely to be, than women.

Summary Table: Awareness Via Instagram

	Yes %	No %
Overall 2019	17	83
Ward		
Hakataramea-Waihaorunga	9	91
Lower Waihao	22	78
Waimate	20	80
Pareora-Otaio-Makikihi	11	89
Gender		
Male	21	79
Female	13	87

% read across

iv. Magazines And Publications



45% of residents are aware that Council promotes the District to visitors and locals via magazines and publications.

Hakataramea-Waihaorunga Ware residents are **less likely** to be aware that Council promotes the District via magazines and publications, than other Ward residents.

Summary Table: Awareness Via Instagram

	Yes %	No %
Overall 2019	45	55
Ward		
Hakataramea-Waihaorunga	20	80
Lower Waihao	56	44
Waimate	47	53
Pareora-Otaio-Makikihi	43	57

% read across

v. Summary Table

Awareness That Council Promotes District To Visitors And Locals Using The 'Explore Waimate District' Brand

	Overall	
	Yes	No
The website www.waimate.org.nz	45	55
Facebook	46	54
Instagram	17	83
Magazines and publications	45	55

Residents are **less likely** to be aware that council promotes the District to visitors and locals using the 'Explore Waimate District' brand, via Instagram than the other three methods.

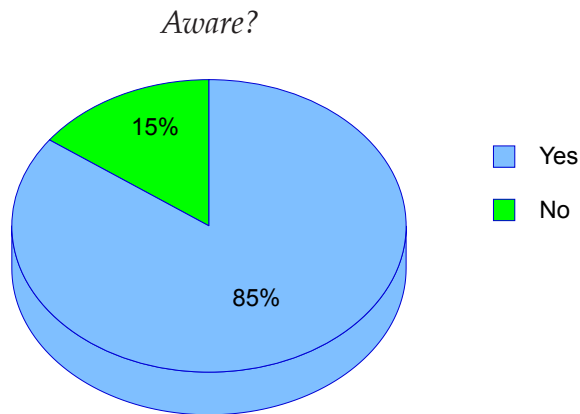


4. EMERGENCY MANAGEMENT

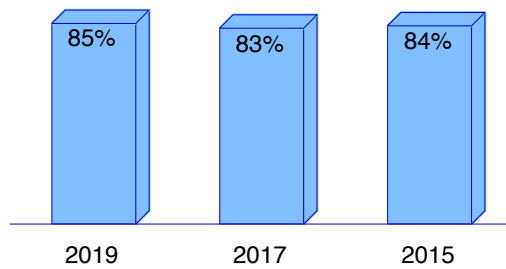
A. EMERGENCY MANAGEMENT

Awareness

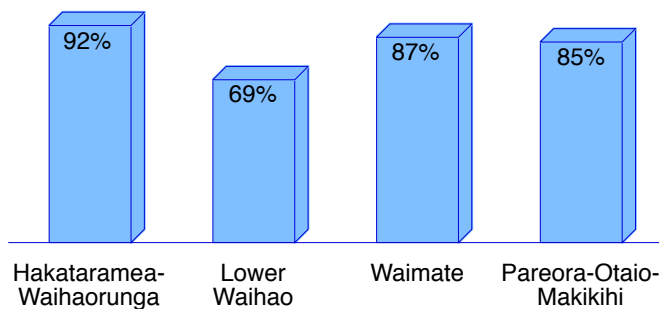
Before now were residents aware that Council was the organisation responsible for co-ordinating Civil Defence in the District?



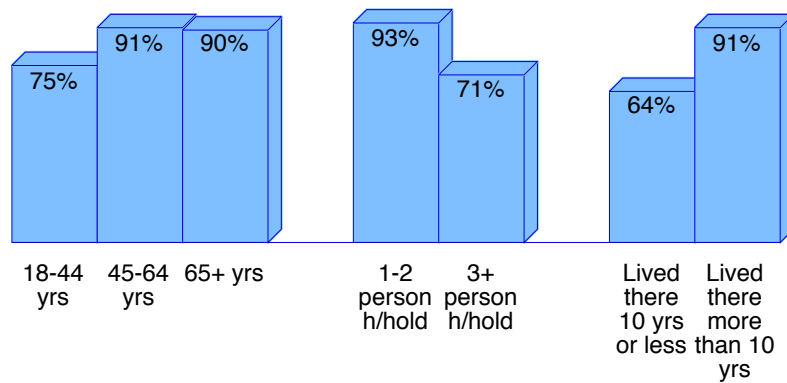
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



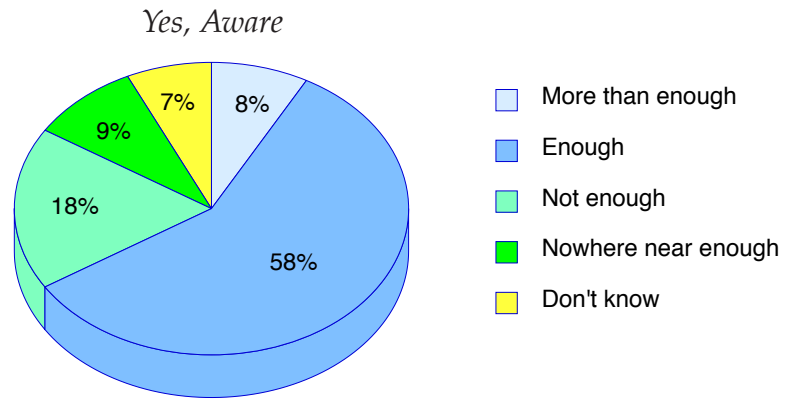
Before now, 85% of residents said they were aware that Council was the organisation responsible for co-ordinating Civil Defence in the District. This is similar to the 2017 result.

Residents more likely to say 'Yes' are ...

- all Ward residents except Lower Waihao Ward residents,
- residents aged 45 years or over,
- residents who live in a one or two person household,
- longer term residents, those residing in the District more than 10 years.

B. THE SUFFICIENCY OF THE INFORMATION SUPPLIED

All residents were asked whether they feel Council has provided enough information for their household to cope in an emergency.



Base = 279*

Summary Table: Sufficiency Of Information

	Yes, Aware* 2019 %	Ward			
		Hakataramea- Waihaorunga %	Lower Waihao %	Waimate %	Pareora- Otaio- Makikihi %
More than enough	8	6	9	8	10
Enough	58	60	57	61	51
Not enough	18	20	19	17	19
Nowhere near enough	9	3	5	8	14
Don't know / not sure	7	10	10	6	6
Total	100	99	100	100	100

* those residents who are aware that council is the organisation responsible for co-ordinating Civil Defence

† does not add to 100% due to rounding

66% of residents feel that there is more than enough/enough information supplied to their household to enable them to cope in an emergency, while 27% feel there is not enough/nowhere near enough information supplied.

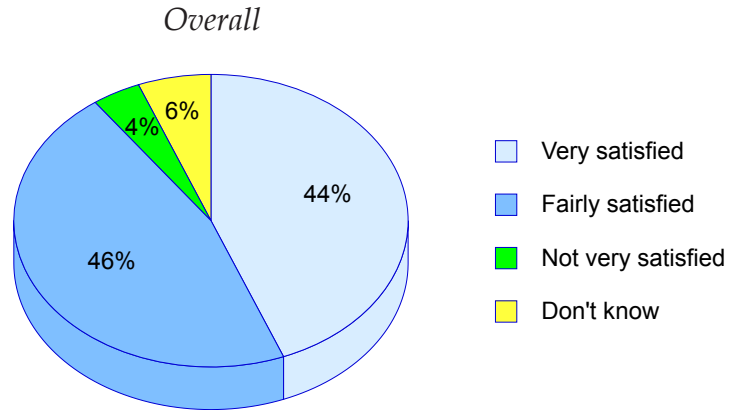
Longer term residents, those residing in the District more than 10 years are more likely to say there is **enough/more than enough** information, than shorter term residents.



5. COMMUNITY REPRESENTATION

A. COMMUNITY REPRESENTATION

Satisfaction With Councillor Accessibility



90% of residents say that, if a situation arose where they wanted to put a viewpoint, problem or issue to an elected member of Council, they would be satisfied that they would be able to access them (86% in 2017), including 44% who are very satisfied. 4% are not very satisfied (8% in 2017) and 6% are unable to comment.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents, who are not very satisfied.

Summary Table : Satisfaction With Councillor's Approachability

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019	44	46	90	4	6
2017	43	43	86	8	6
2015	53	31	84	6	10
Ward					
Hakataramea-Waihaorunga	50	42	92	3	5
Lower Waihao	32	61	93	3	4
Waimate	48	39	87	5	8
Pareora-Otaio-Makikihi	38	56	94	2	4

% read across

B. PERFORMANCE

Summary Table : Satisfaction With Overall Performance Of Mayor And Councillors

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2019	25	59	84	9	7
2013	14	59	73	18	9
Ward					
Hakataramea-Waihaorunga	1	86	87	11	2
Lower Waihao	31	63	94	-	6
Waimate	35	48	83	10	7
Pareora-Otaio-Makikihi [†]	8	71	79	12	8

% read across

* not asked prior to 2013

[†] does not add to 100% due to rounding

84% of residents are satisfied with the overall performance of Mayor and Councillors in the last year (73% in **2013**), while 9% are not very satisfied (18% in **2013**). 7% are unable to comment.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the overall performance of the Mayor and Councillors. It is noted, however, that no resident in the Lower Waihao Ward were not very satisfied.

The main reasons* residents are not very satisfied with the overall performance of the Mayor and Councillors are ...

- areas neglected / not doing enough to improve facilities, mentioned by 2% of all residents,
- Mayor's performance, 2%,
- bad decisions / don't listen, 2%.

* multiple responses allowed



6. PLACE TO LIVE

Residents were asked to think about the range and standard of amenities and activities which Council can influence. With these in mind, they were then asked to say whether they think their District is better, about the same, or worse, as a place to live, than it was three years ago.

	Better %	Same %	Worse %	Unsure %
Overall				
Total District 2019 [†]	44	49	3	5
Comparison				
Peer Group Average (Rural)	30	58	8	4
National Average [†]	36	44	14	6
Ward[†]				
Hakataramea-Waihaorunga	49	46	1	5
Lower Waihao	53	41	1	6
Waimate	50	43	3	5
Pareora-Otaio-Makikihi	22	71	3	5
Area				
Urban	48	45	3	4
Rural	38	54	2	6
Household Size				
1-2 person household	48	45	3	4
3+ person household	38	54	2	6

% read across

[†] does not add to 100% due to rounding

44% of residents think their District is better than it was three years ago, 49% feel it is the same and 3% say it is worse. 5% are unable to comment.

The percent saying better (44%) is above the Peer Group and National Averages.

Residents **more** likely to feel their District is **better** than it was three years ago are ...

- all Ward residents except Pareora-Otaio-Makikihi Ward residents,
- Urban residents,
- residents who live in a one or two person household.

E. APPENDIX

Base by Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Gender	Male	165	163
	Female	165	167
Ward	Hakataramea-Waihaorunga	30	34
	Lower Waihao	40	43
	Waimate	180	179
	Pareora-Otaio-Makikihi	80	74
Age	18-44 years	79	111
	45-64 years	84	124
	65+ years	161	94

* Interviews are intentionally conducted proportional to the population in each Ward, and with an even gender balance overall. Post stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please see also pages 2 to 4 regarding quotas and weighting for this survey.

* * * * *