
To:	Council
Date:	23 August 2017
Subject:	Resident/Ratepayer Satisfaction Survey Results 2017
Prepared by:	Libby Clifford, Communications Officer Wendy Campbell, Claims Administrator
Authorised by:	Angela Oosthuizen Chief Executive Officer

Purpose:

To present insights gathered through the Resident/Ratepayer Satisfaction Survey Results 2017.

Executive Summary:

Due to the earthquake, this year's survey varied from previous years in a number of ways. It included questions on the earthquake response and recovery and an expanded Civil Defence section. For the first time the survey was available online through our website and Facebook as well via hard copies delivered with the April rates instalment notices.

244 total response were received, including 54 online responses. This compares to 234 in 2016. Results were generally in line, or more positive that may have been expected, insights are summarised below.

As part of their role, the Communications Officer reviewed the purpose and delivery of the survey, resulting in a number of observations and recommendations to the Council Leadership Team.

Work is underway to ensure that next year's survey delivery and results are more robust and statistically representative of the District (by both location and demographics). Work is also underway to review the performance measurement aspects of the survey to ensure they are fit for purpose and contribute to improving Council's culture and performance.

Recommendation:

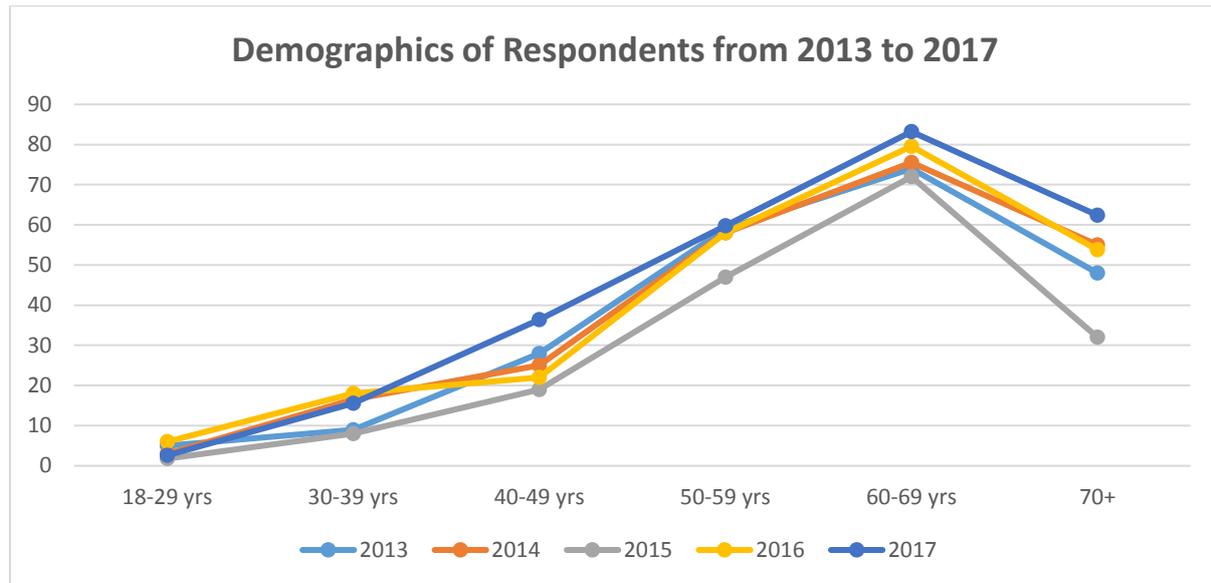
That Council receives the report.

Responses:

Key insights:

- Responses were not fully statistically representative of the demographics of those living in the District. Those living outside the township, those under 50 years old and non-homeowners are potentially underrepresented.
- Uptake of the online survey was good, approximately one fifth of total responses, this option should continue to be offered in future.

Results:



- Total responses 260 (2016 was 234). This includes 54 online responses. This is less than 10% of our population
- We had a higher total respondents than previous years, but less in the under 40 age bracket.

Results and Insights 2017:

Satisfaction with Council Services:

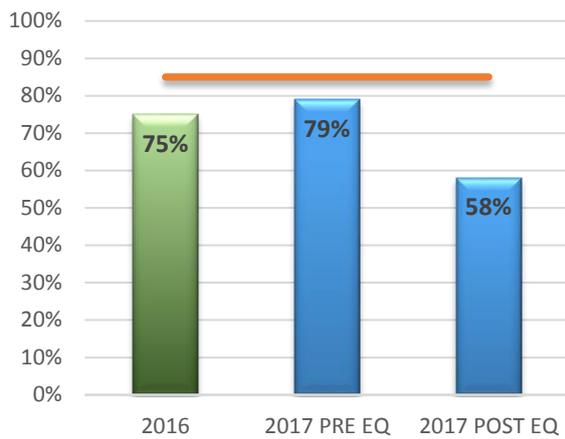
Note: For all questions about satisfaction with council services a 'neutral' and a 'no opinion' answer option were introduced to allow sentiment to be recorded more accurately.

When recording these results against performance measurement targets the overall 'satisfaction' percentage was calculated by adding together the 'neutral', 'slightly satisfied' and 'very satisfied' responses.

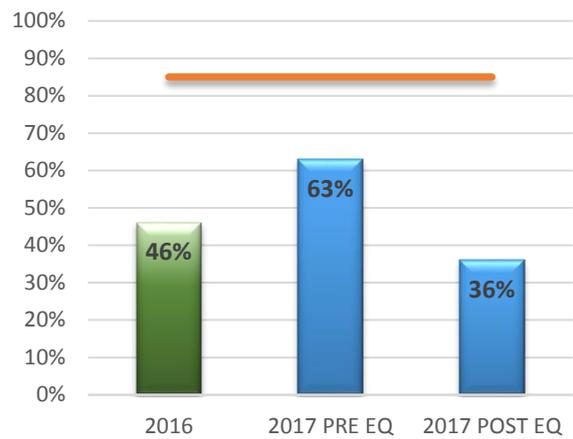
Key insights:

- As expected, satisfaction with core infrastructure services dropped post-quake. Most services showed a 10% (or more) increase in those 'very dissatisfied' or 'dissatisfied'- this includes stormwater, water, sewage, roads (urban and rural) and footpaths. Addressing the dissatisfaction with rural road was a key focus.
- However, responses in the 'Earthquake recovery' section indicate a reasonable level of satisfaction with service delivery post-quake.
- Satisfaction with the library has improved post-quake (from 69% satisfied or very satisfied pre-quake to 77% post-quake). This indicates that the new venue is generally working well. Several comments were received about the opening hours not suiting all needs – longer evenings and weekend opening hours may solve this problem.

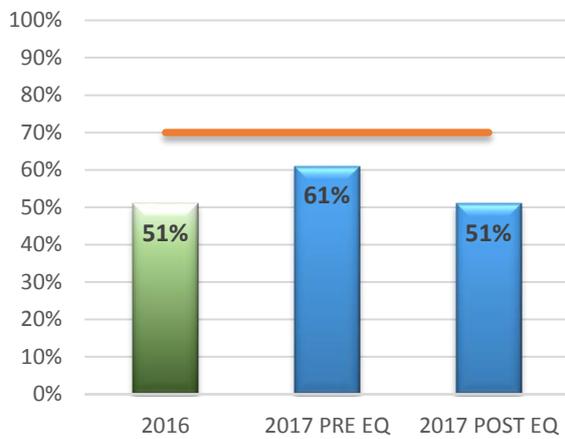
Satisfaction with Urban Streets



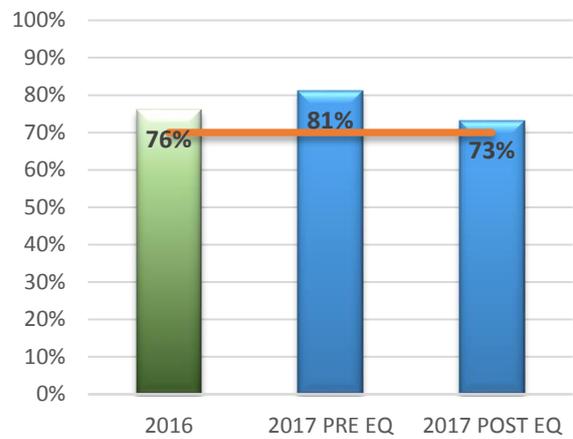
Satisfaction with Rural Roads



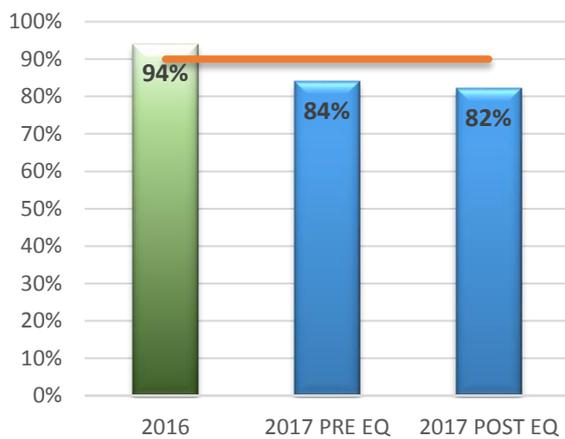
Satisfaction with Footpaths



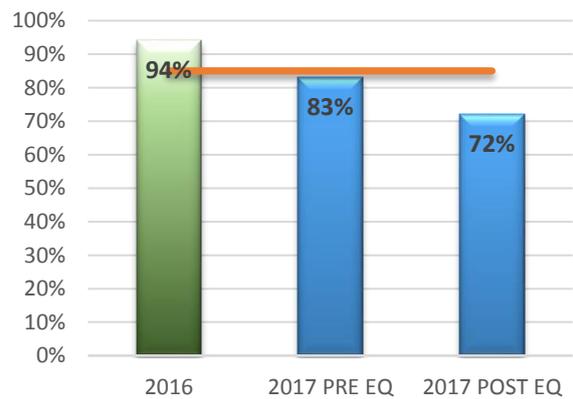
Satisfaction with Cycleways



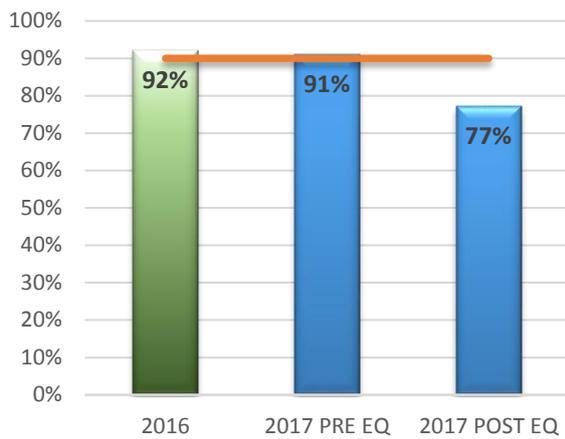
Satisfaction with Streetlights



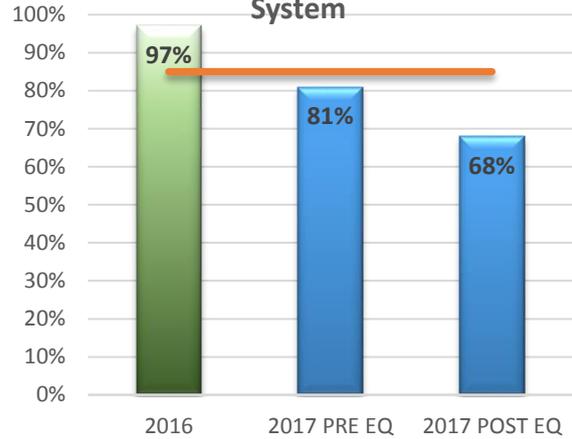
Satisfaction with Water Quality & Supply



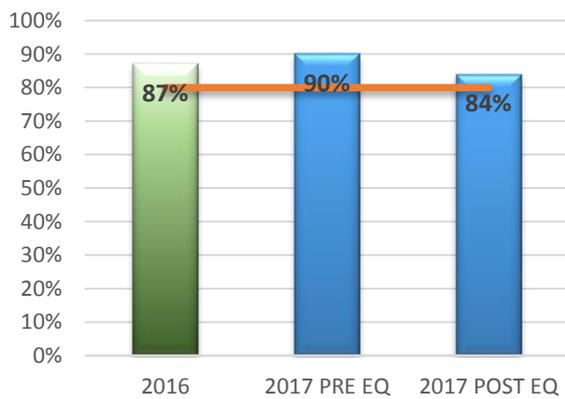
Satisfaction with Sewerage System



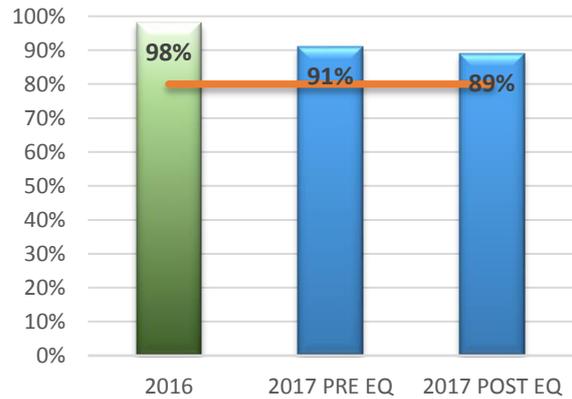
Satisfaction with Stormwater System



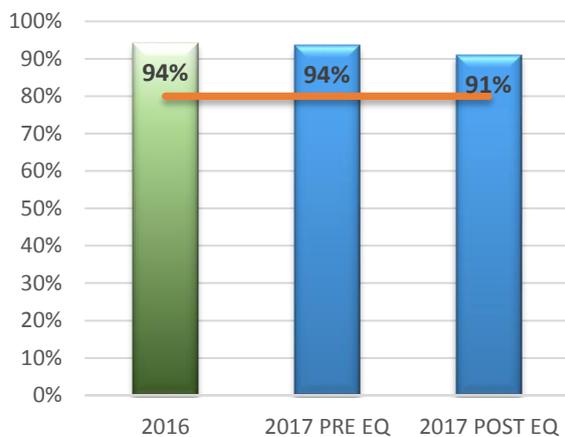
Satisfaction with Resource Recovery Centre



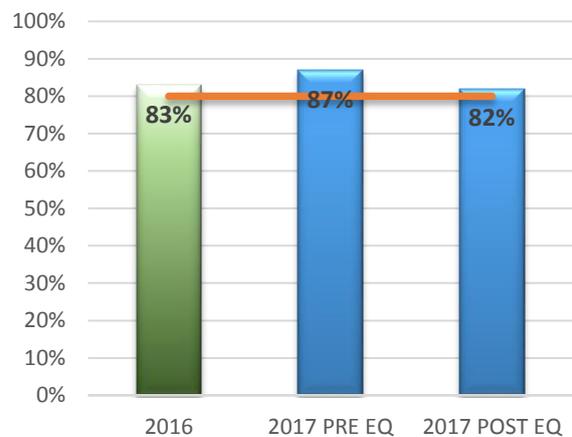
Satisfaction with Playgrounds



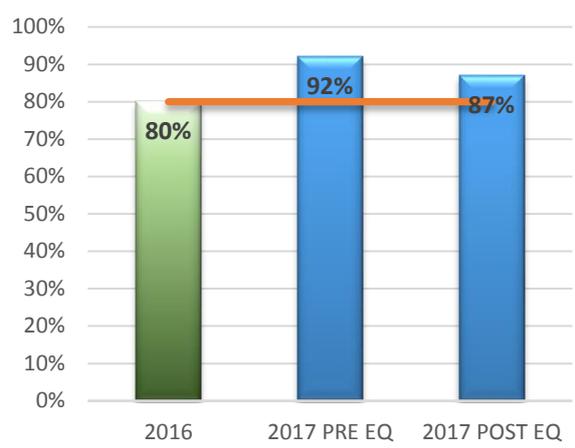
Satisfaction with Cemetery



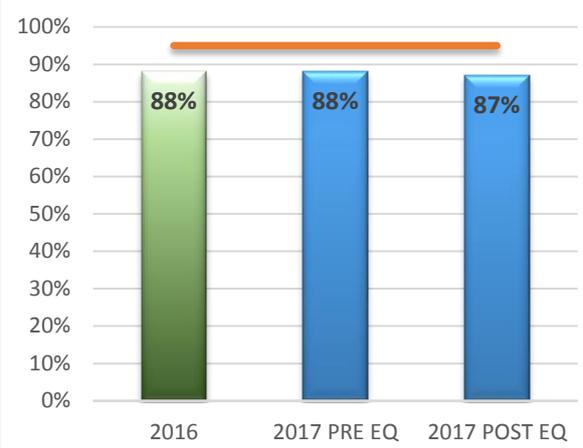
Satisfaction with Public Toilets



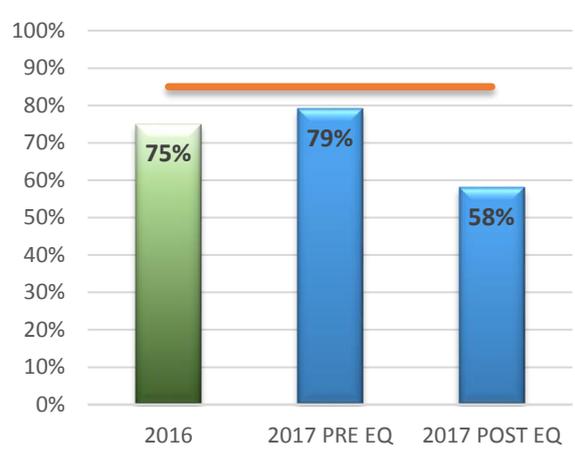
Satisfaction with Sportsfields



Satisfaction with Public Library



Satisfaction with Marina & Wharf

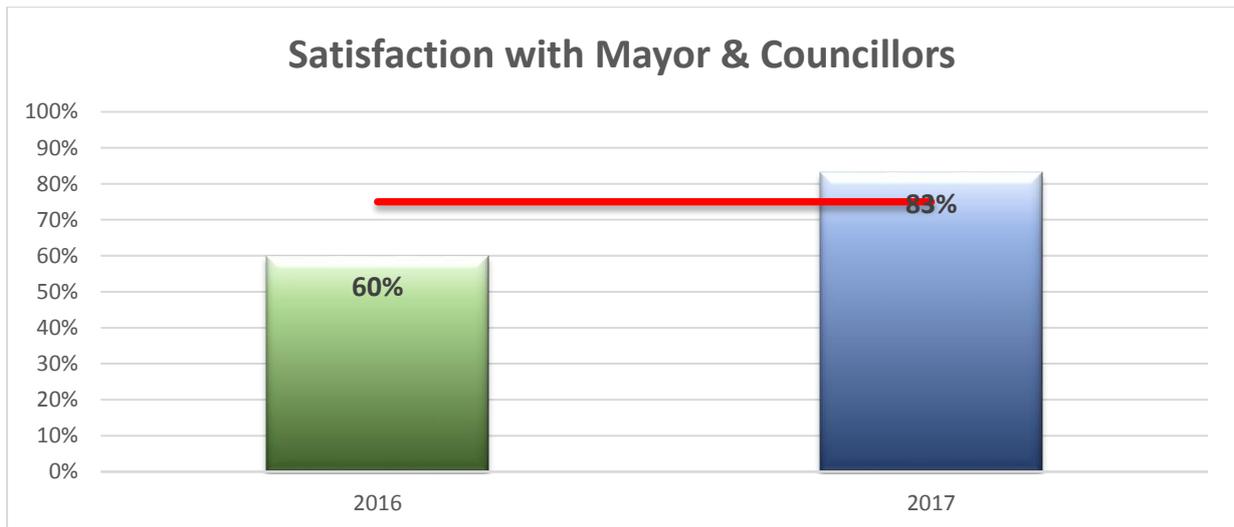


Satisfaction with staff/elected members:

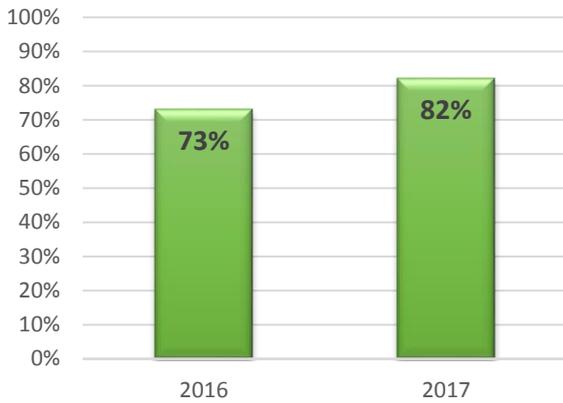
Key insights:

- The inclusion of a 'neutral' option resulted in large percentages of people selecting that option. Marked drops were therefore seen in the percentages of 'satisfied' or 'very satisfied' responses across all staff areas. Smaller drops were also seen in the percentages of 'dissatisfied' or 'very dissatisfied' responses across most staff areas. On average 20% of respondents don't really have an opinion on staff performance indicating there are really no problems or successes for these people but that service is in line with expectations.
- Results out of line with this trend and of particular note are:
 - o A decline in satisfaction with Innovative Waste by 14% (attributed to boil water notices and earthquake)
 - o A 12% increase in those reporting satisfaction with building consents
 - o A 8% increase in those reporting satisfaction with the Chief Executive
 - o A 14% increase in those reporting satisfaction with engineering
 - o A 23% increase in satisfaction with Mayor and Councillor indicative of engagement shown during earthquake response and recovery.
- The highest levels of satisfaction were reported for recovery staff 76% and customer service staff 71% (excluding neutral responses).

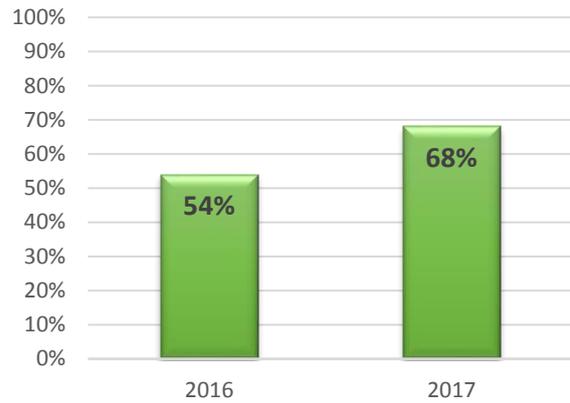
Results:



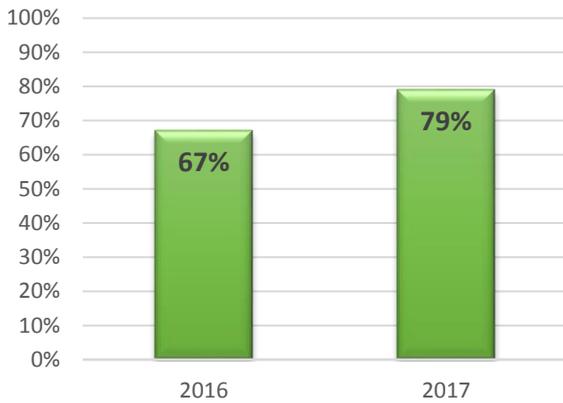
Satisfaction with Planning/Resource Consents Staff



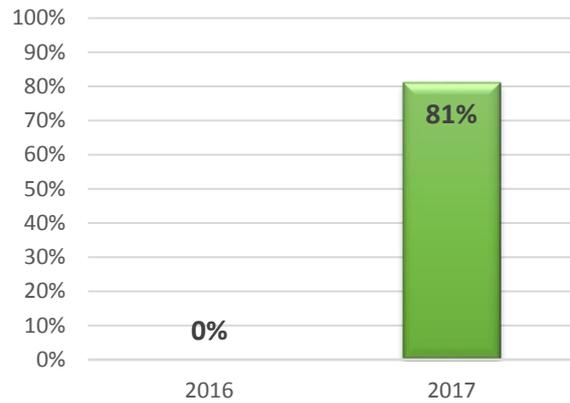
Satisfaction with Engineering Services Staff



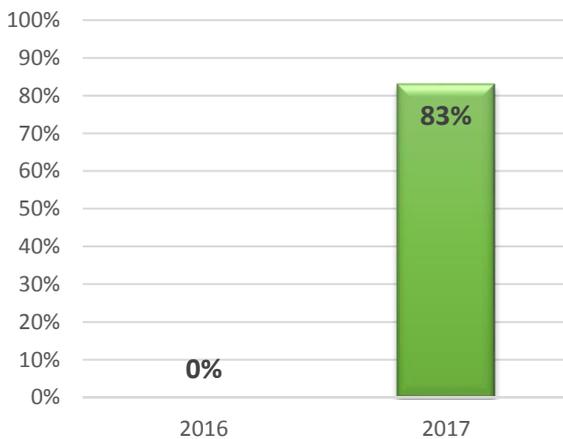
Satisfaction with Building Consents Staff



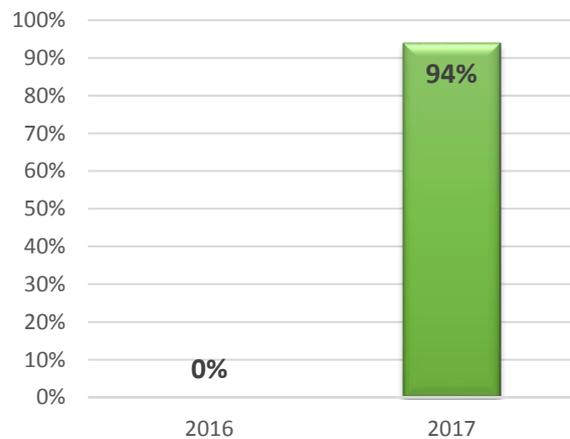
Satisfaction with Civil Defence Staff (Permanent Only)

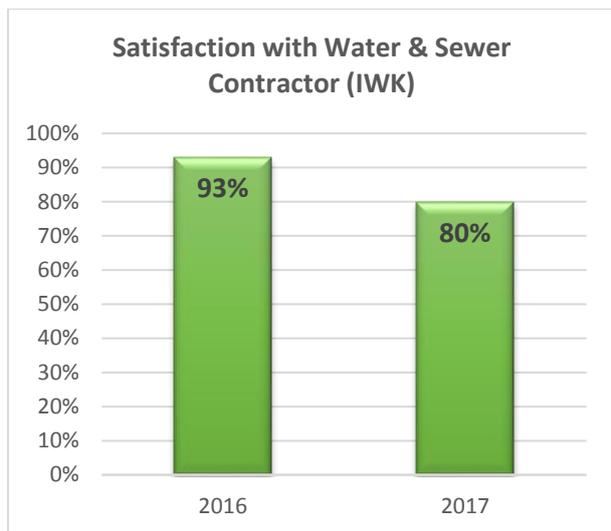


Satisfaction with Library Staff



Satisfaction with Recovery Staff





Earthcheck:

Key insights:

- See EQ recovery section.

Results:

- Graphs showing results are included as an Appendix 1

Civil Defence:

Key insights:

- There were marked increases in levels of civil defence preparedness post-quake. An estimated average of 90% of respondents now have a kit, a plan and are prepared to look after themselves for three days after a disaster.
- The message about tsunami plans has been very successful and most respondents who need one now have one. Only around 15% of respondents self-identified as needing a tsunami plan but not having one.

Results:

- Graphs showing results are included as an Appendix 2

Earthquake response

Key insights:

- Results across all measures indicate a positive perception of the earthquake response. It should be noted that township and over 60 year old respondents are over represented in the results. These two groups would also have been some of the most well supported during the initial response due to logistical challenges of reaching non-township based communities and the need to focus on provision of services to the elderly. The response experience for other demographic groups will have been significantly different.
- Much of the commentary in the free text fields highlights the challenges faced by the rural communities and the perception of poor communication during the response.

Results:

- Graphs showing results are included as an Appendix 3

Earthquake recovery

Key insights:

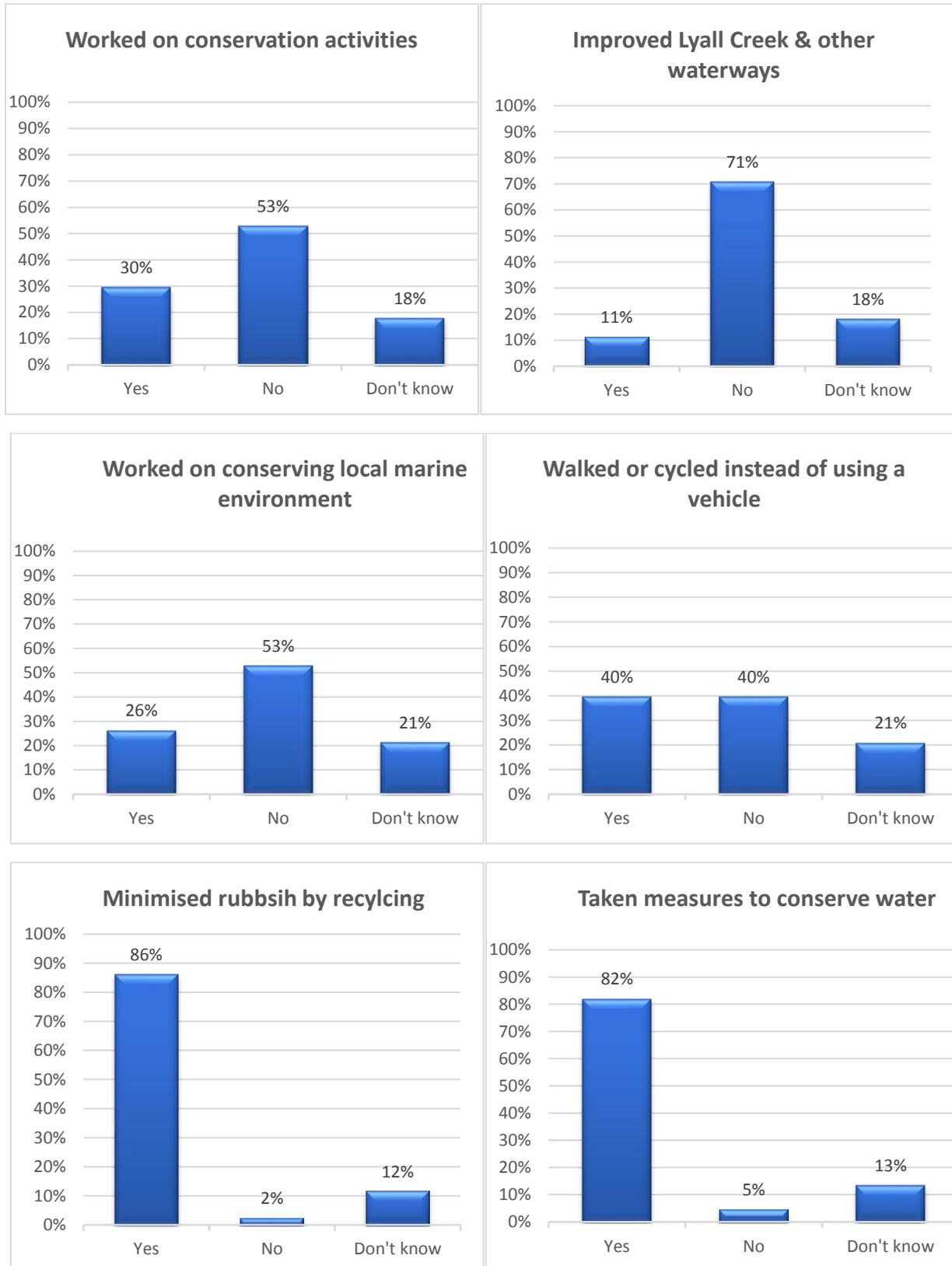
- Results across all measures indicate a positive perception of the earthquake recovery. As with the 'earthquake response section' it should be noted that township and over 60 year old respondents are over represented in the results. These two groups will have been some of the better supported during the recovery due to their ease of access to information and the relatively high number of targeted services available to them. The recovery experience for other demographic groups will have been significantly different.

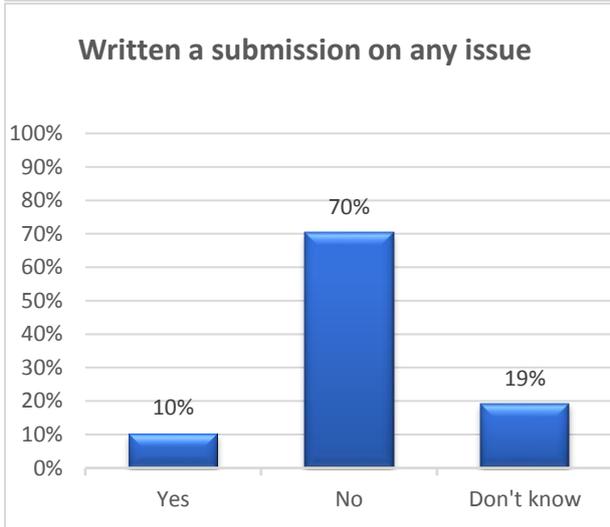
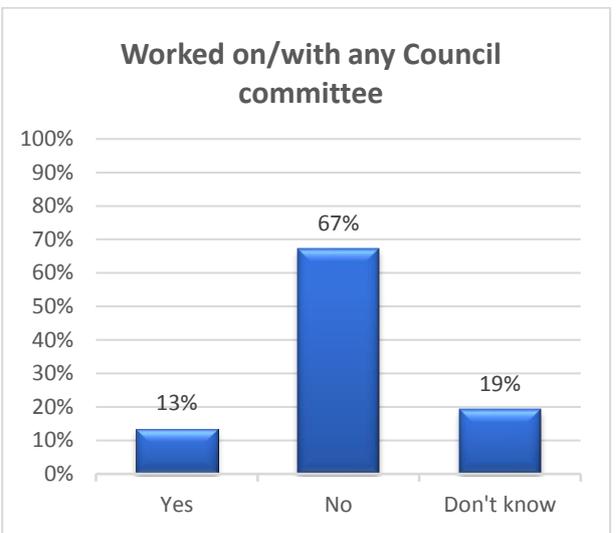
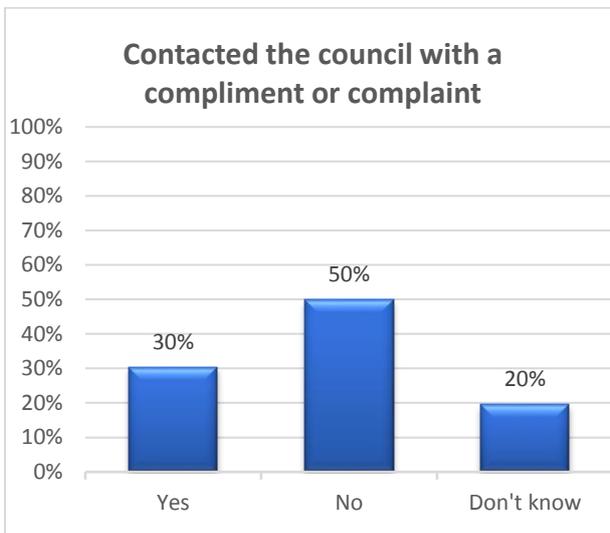
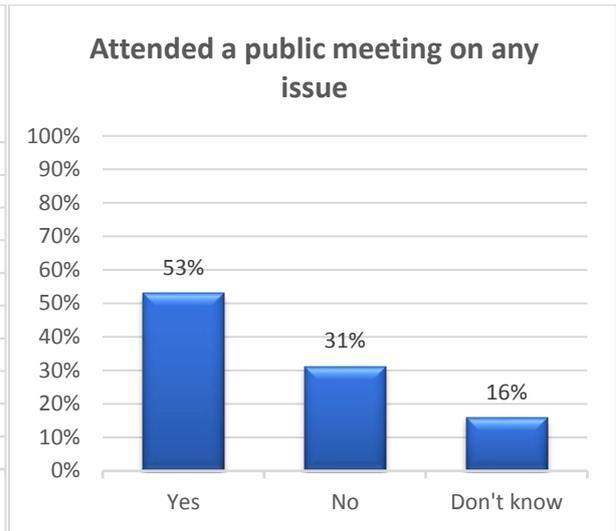
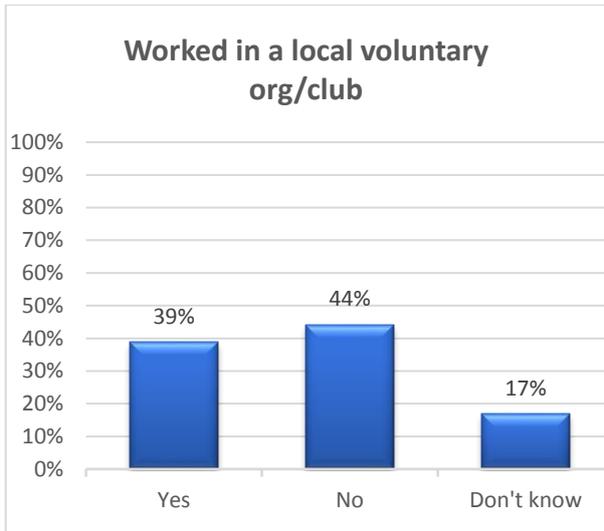
- That said, long term perceptions are more positive than much of the prevailing narrative may suggest they should be. For all results below, only the 'satisfied' or 'very satisfied' results are included. Respondents have a strong sense that:
 - o they will adapt (82%)
 - o be better off once repairs are complete (72%)
 - o go on to a positive future (83%)
 - o support services are available to those most in need (78%)
 - o Council is doing the best it can (69%)
- There is also a strong sense that Kaikoura continues to have a supportive and close community (78%).

Results:

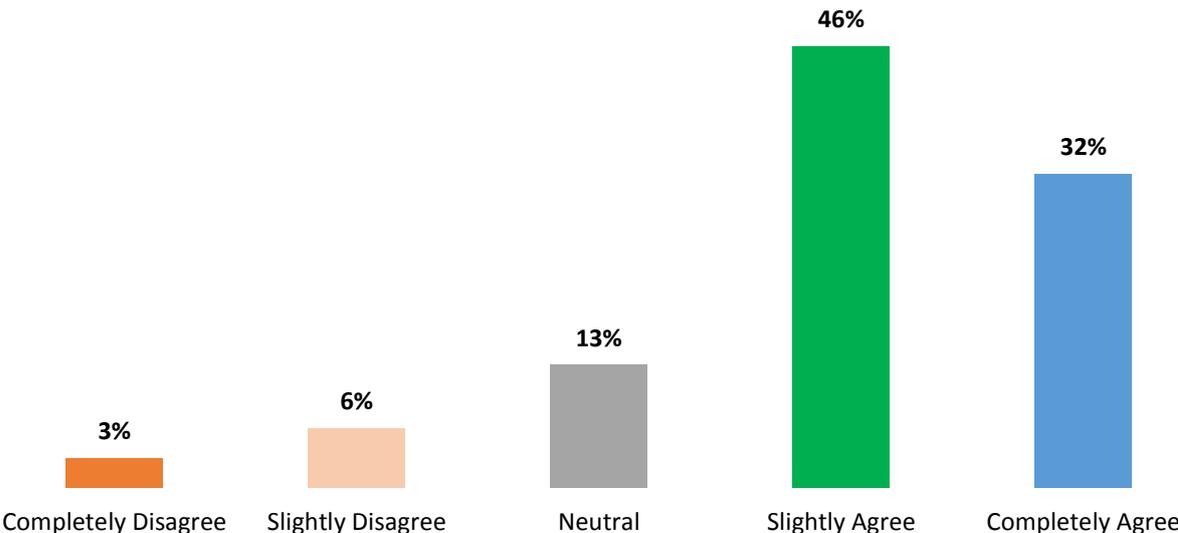
- Graphs showing results are included as an Appendix 4

Appendix 1
Earthcheck

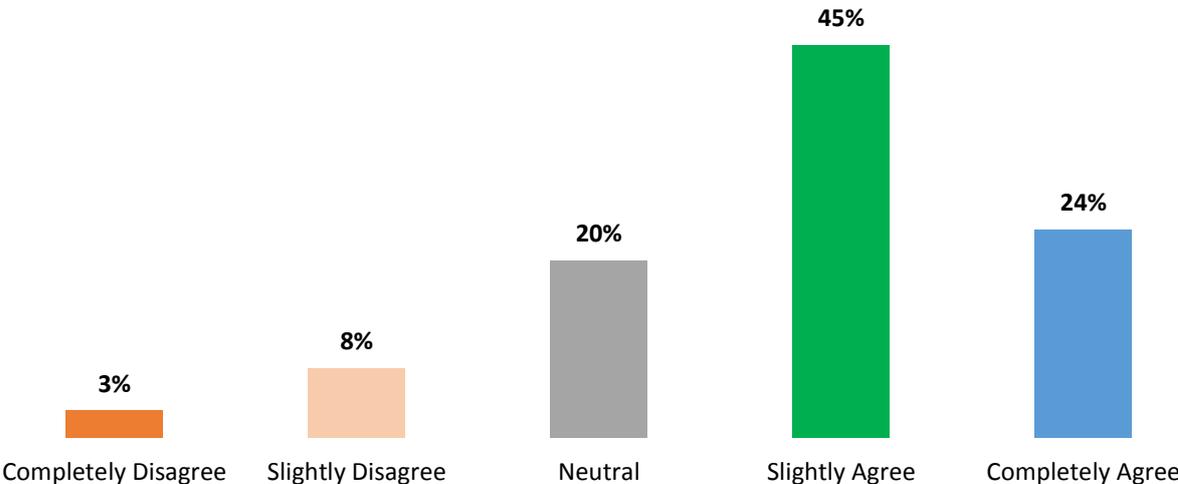




Kaikoura is a close and supportive community



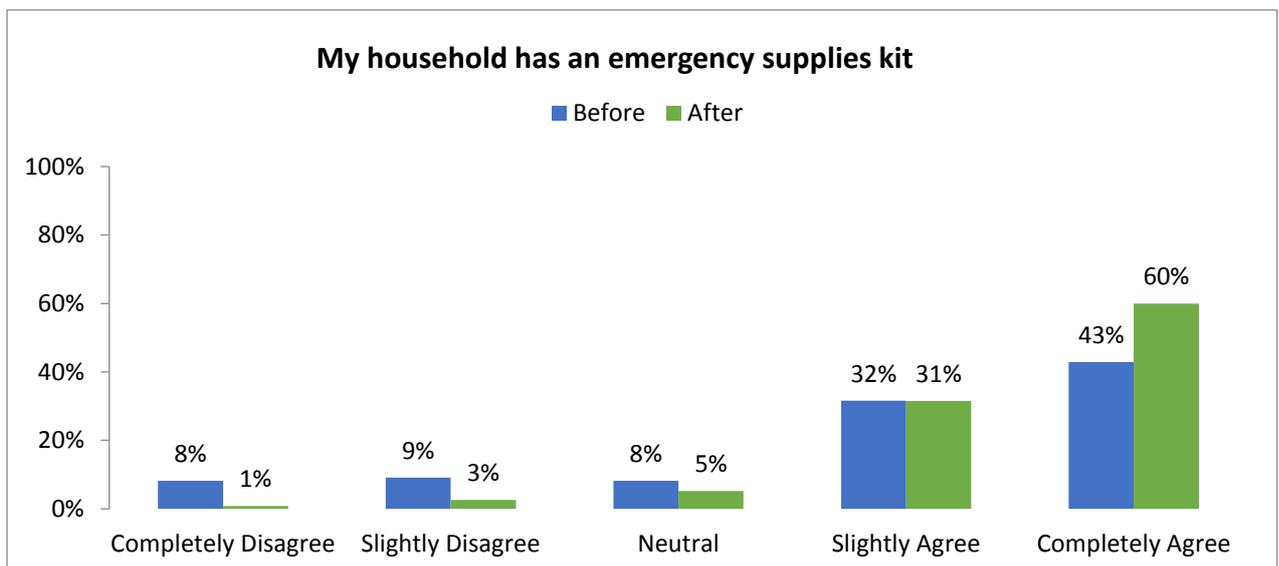
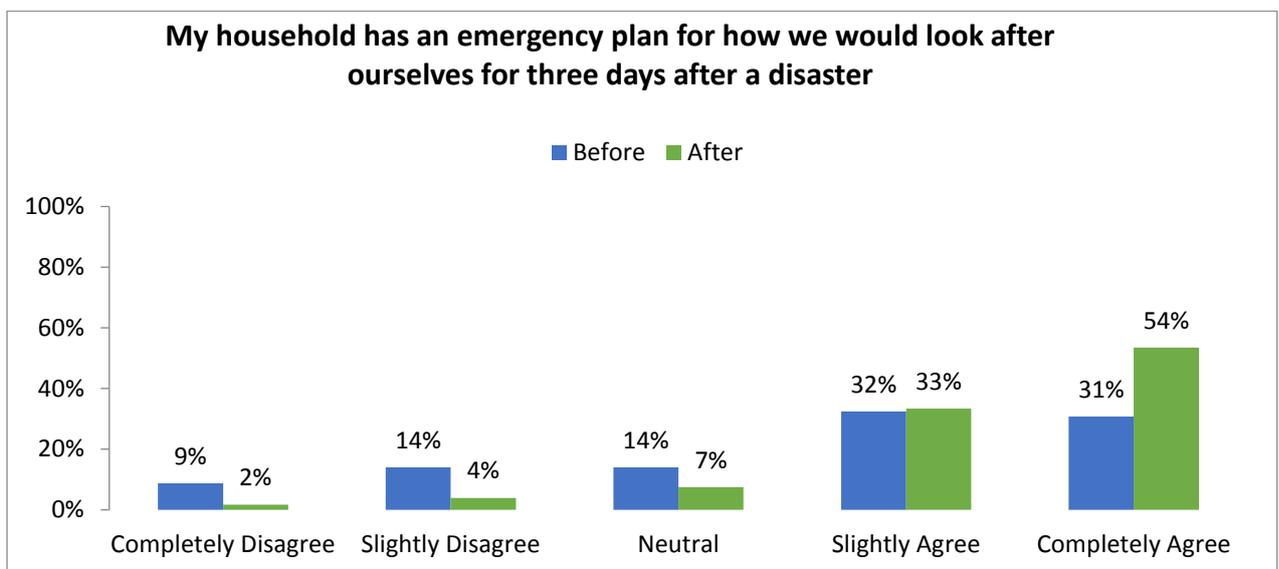
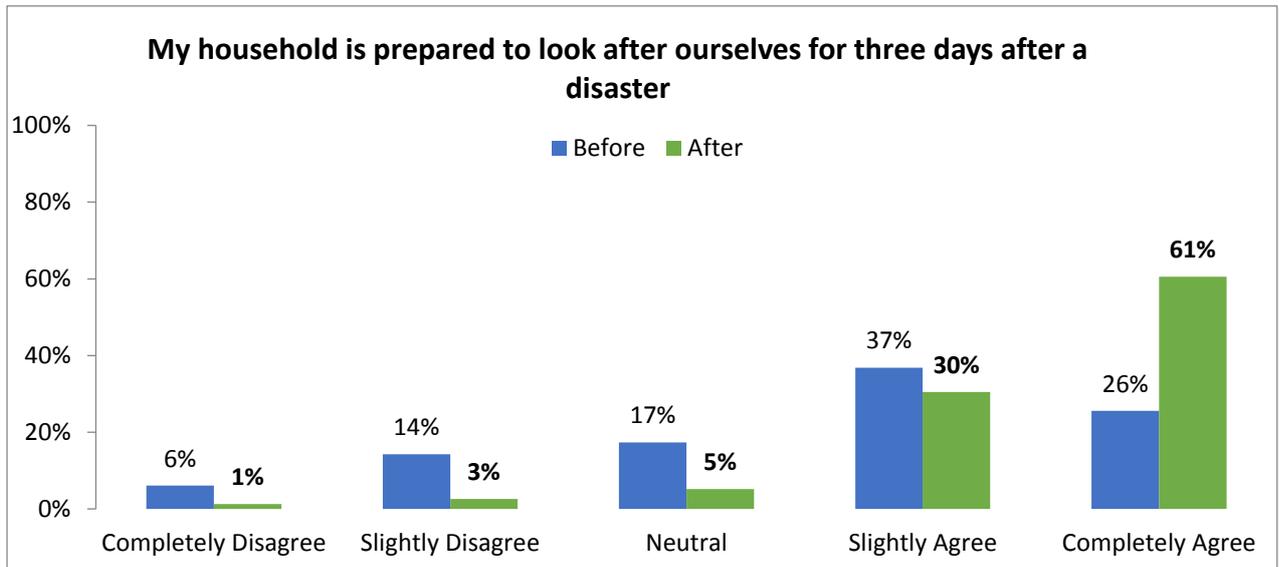
Kaikoura people work well together on local issues



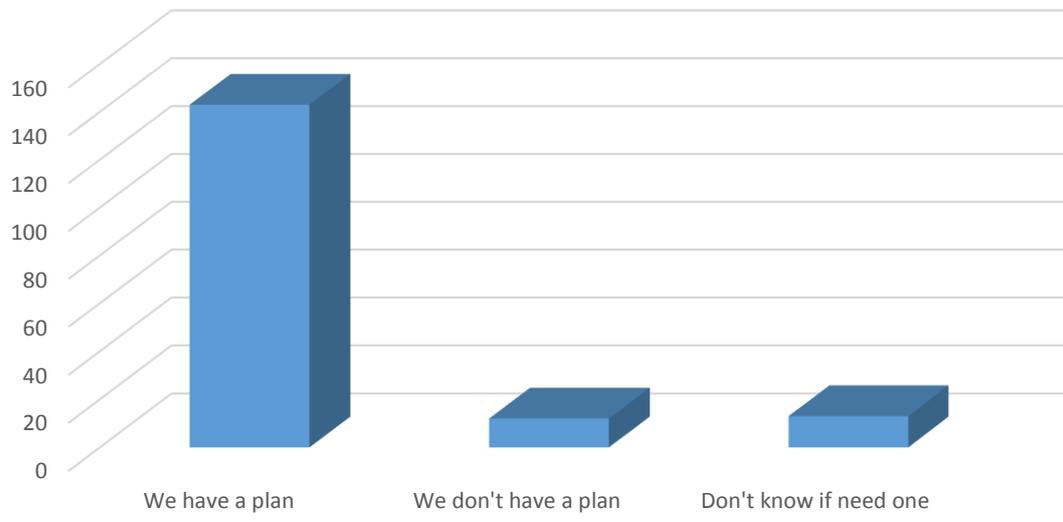
Appendix 2

Civil Defence:

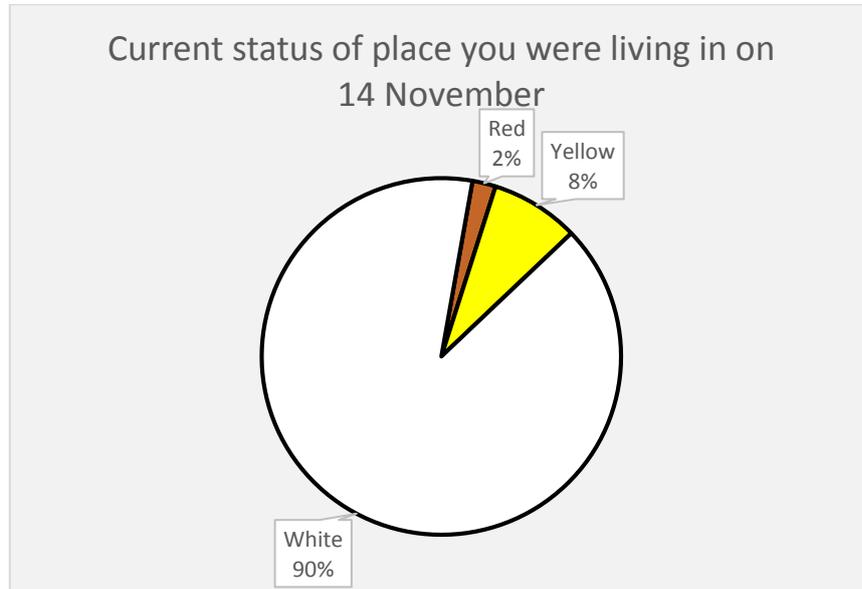
Preparedness response answered before the earthquake and responses after the earthquake.



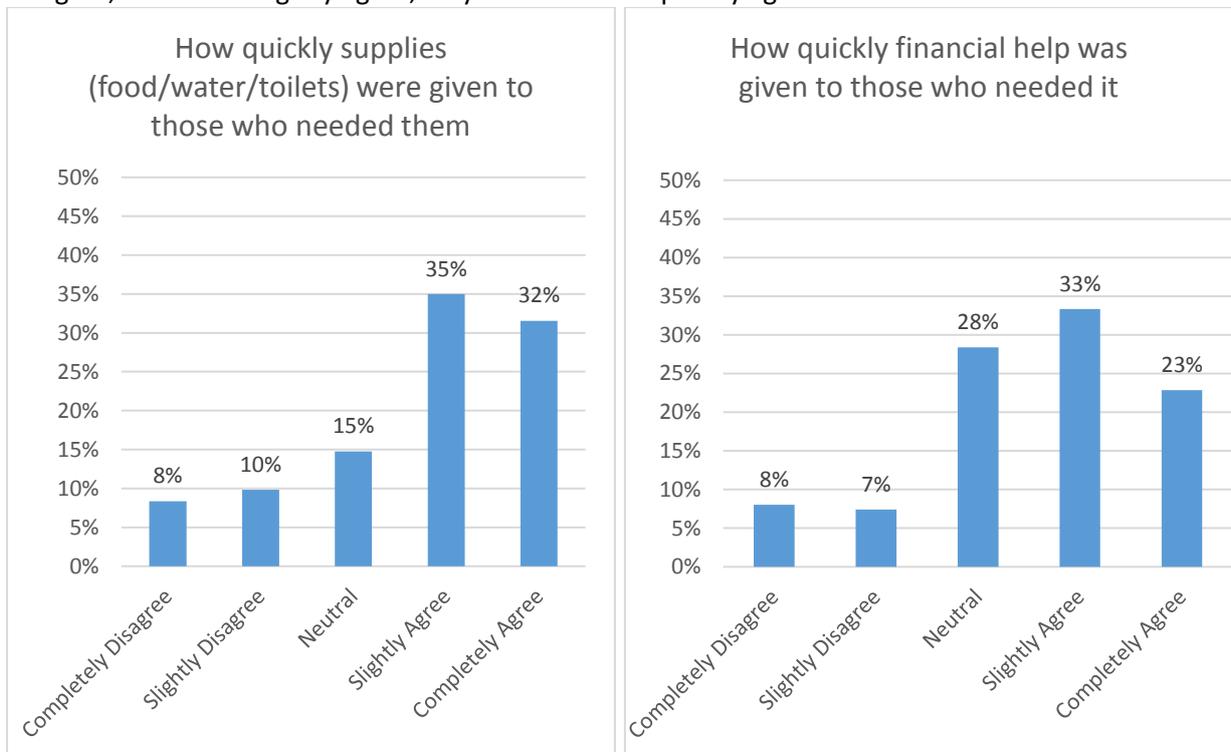
Tsunami Evacuation Plan



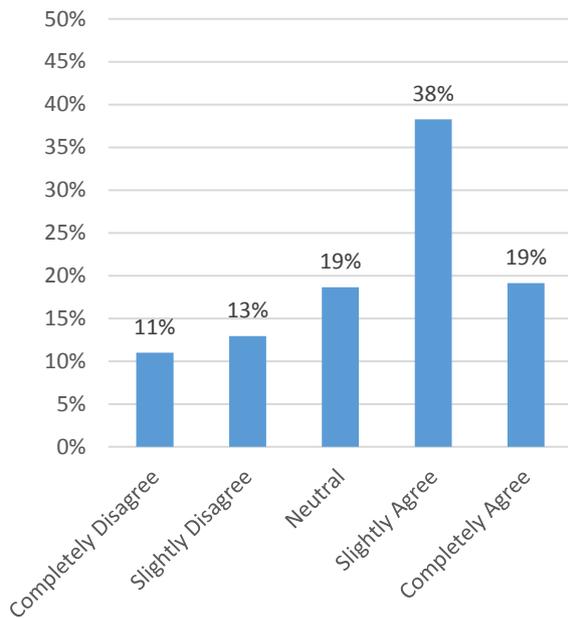
Appendix 3
Earthquake response



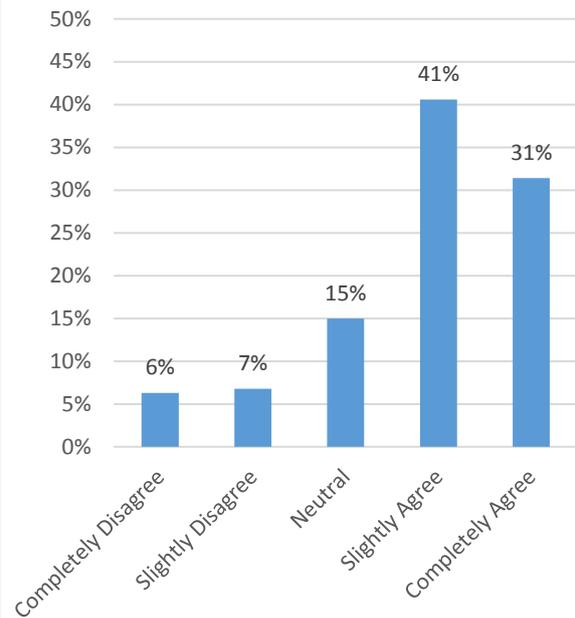
Note: The survey questions in relation to earthquake response asked how satisfied residents were as follows; 1 = very dissatisfied, 2=dissatisfied, 3 = neutral, 4= satisfied, 5 = very satisfied. These have been represented in the following graphs as very dissatisfied=completely disagree, dissatisfied = slightly disagree, satisfied = slightly agree, very satisfied = completely agree.



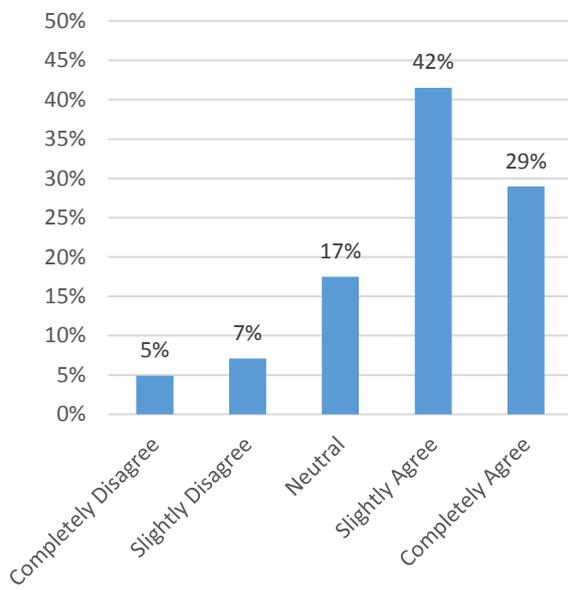
How quickly local roads (not SHW) received emergency repairs



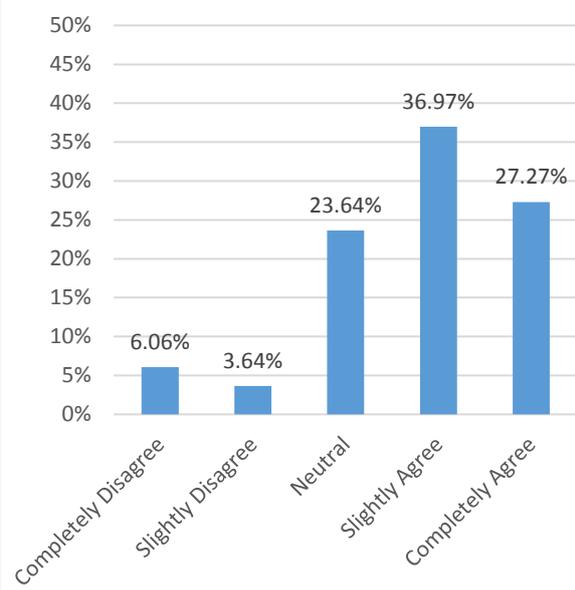
How quickly water supplies received emergency repairs



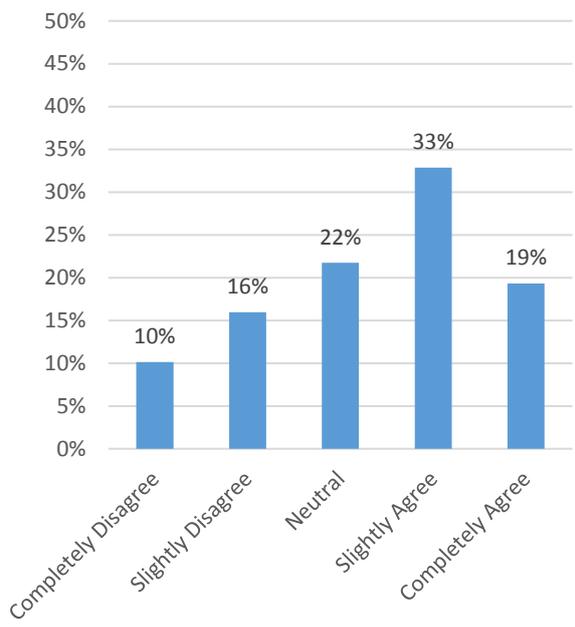
How quickly sewerage systems received emergency repairs



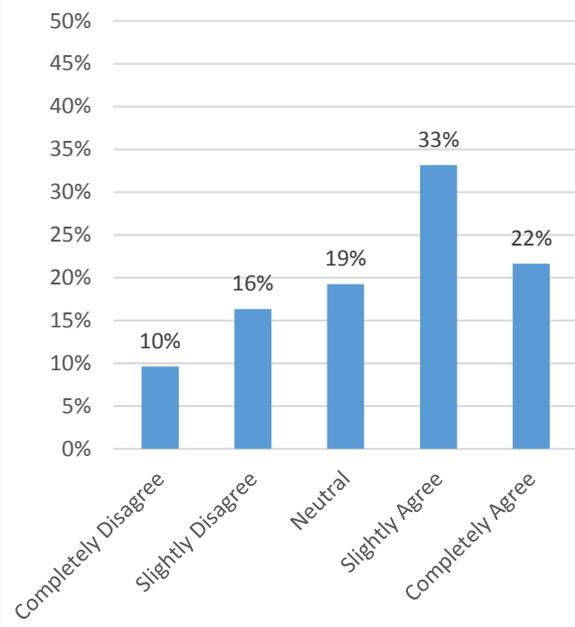
Rubbish and recycling collection/services 14 Nov to 14 Dec



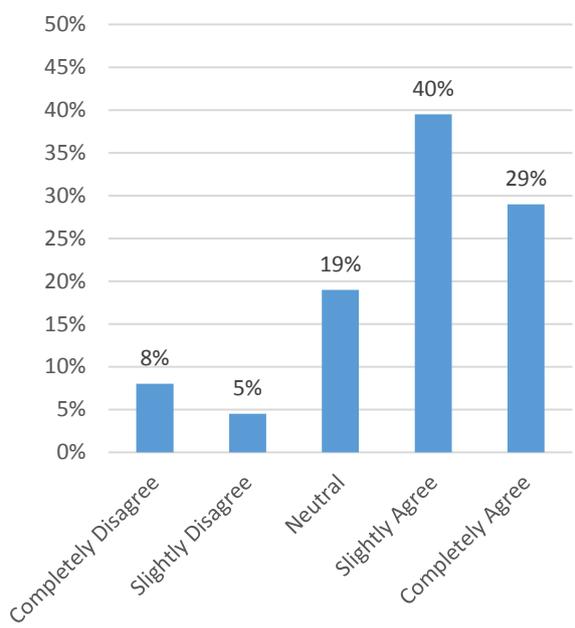
The speed information was made available to the public



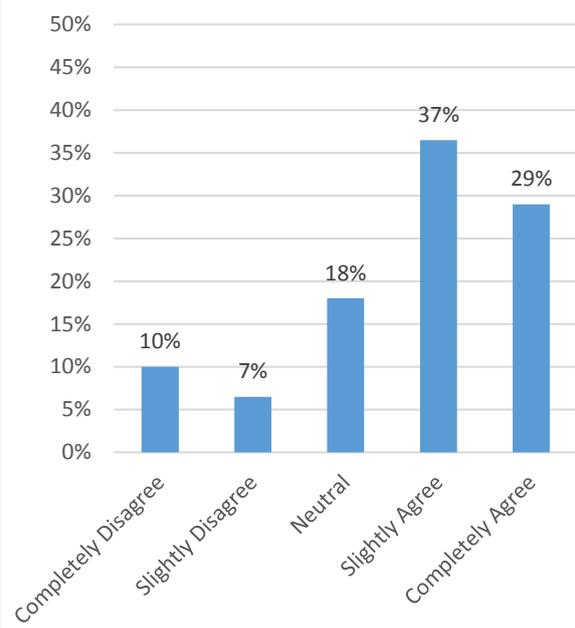
The places/methods information was made available to the public



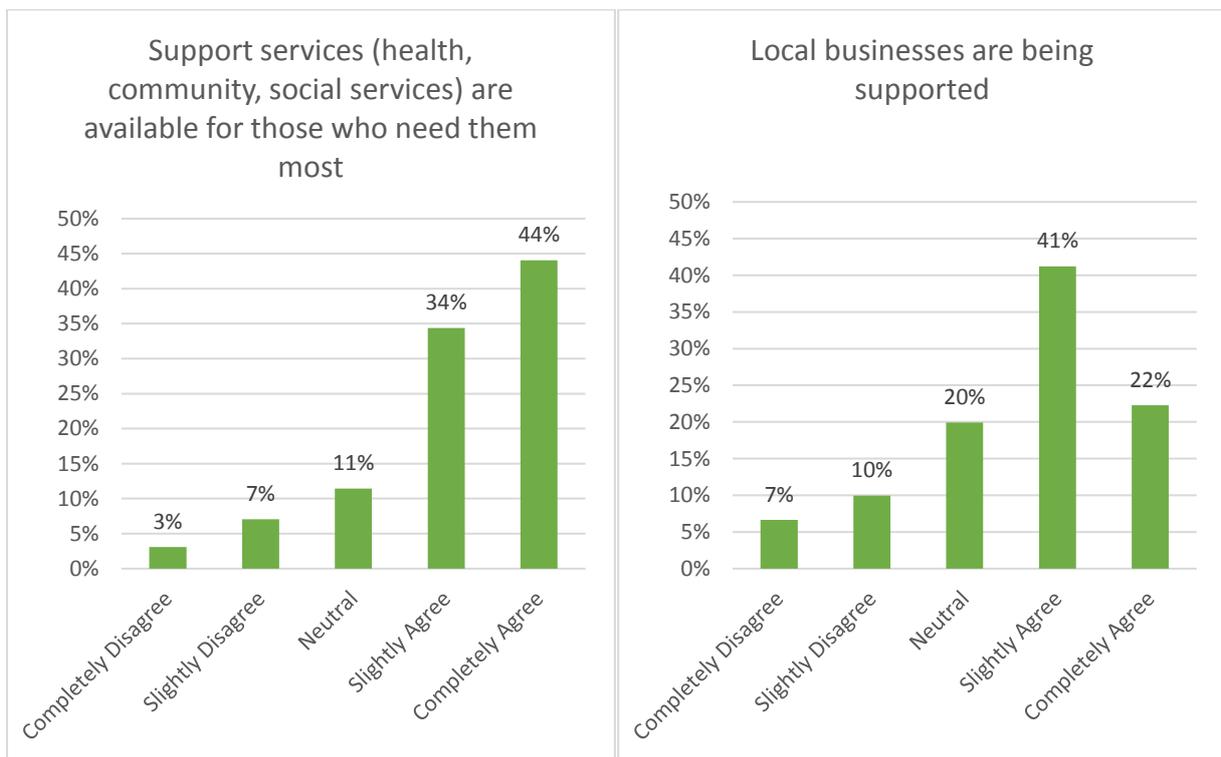
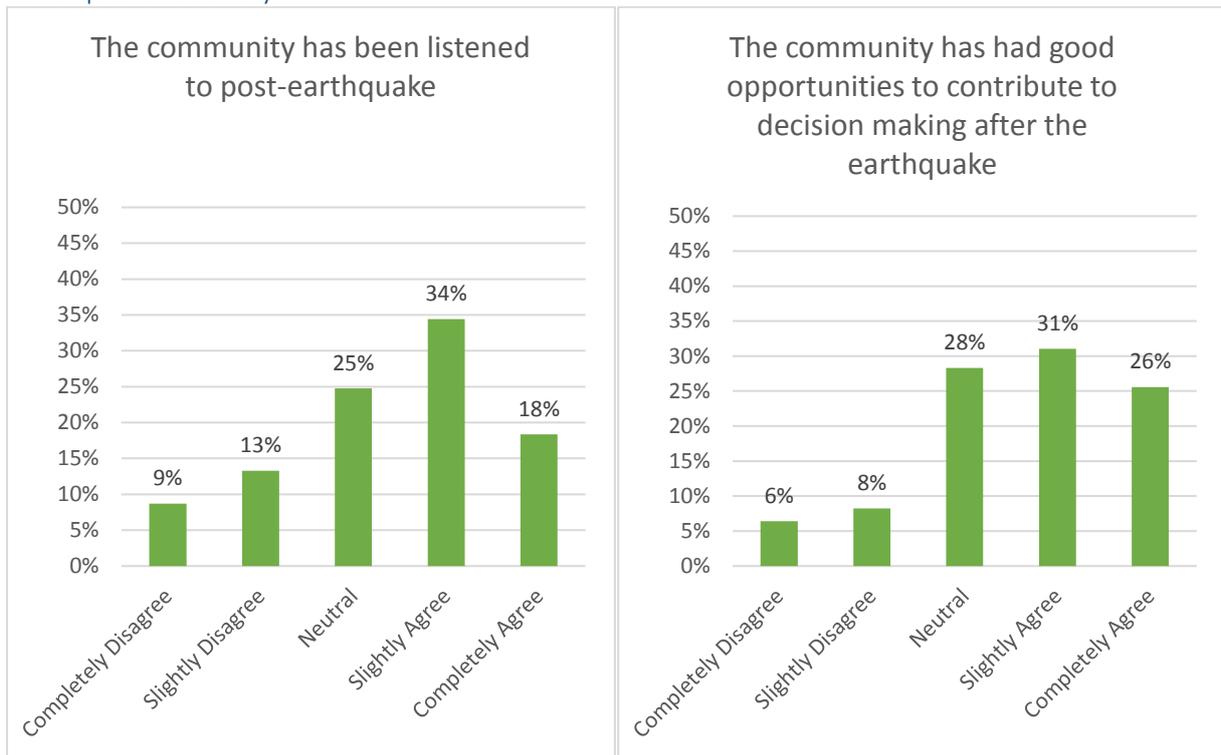
The number of public/community meetings



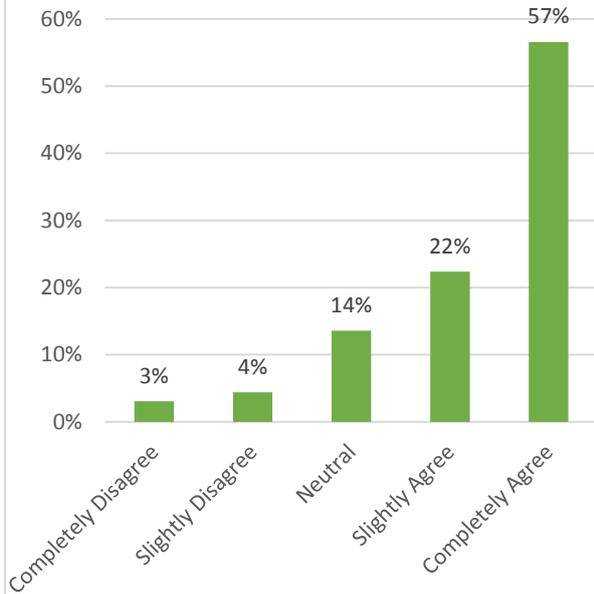
The location of public/community meetings



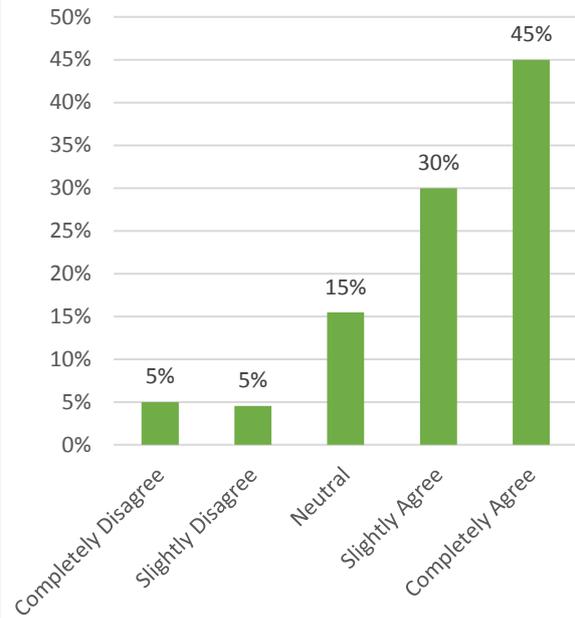
Appendix 4
Earthquake recovery



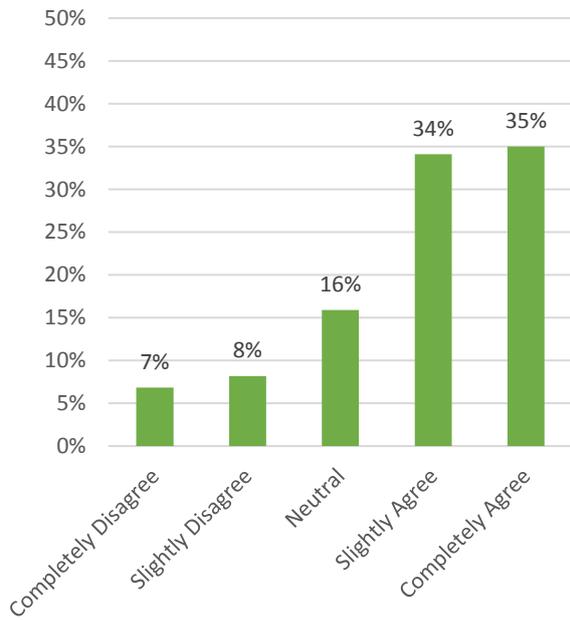
Kaikoura will be better off once all repairs are completed and road access is secure



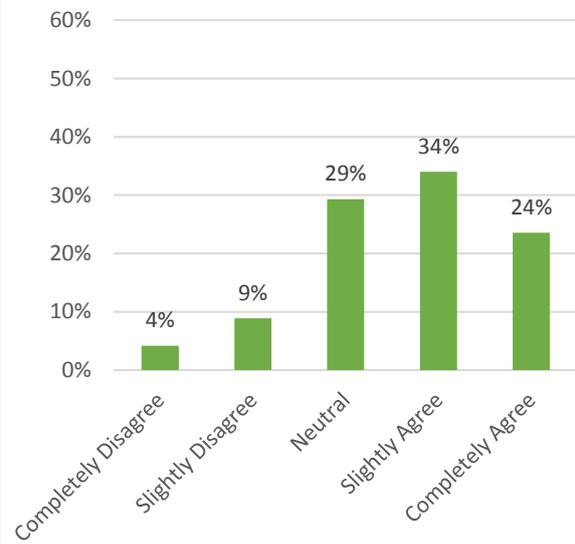
Rubbish and recycling services have been acceptable post-quake



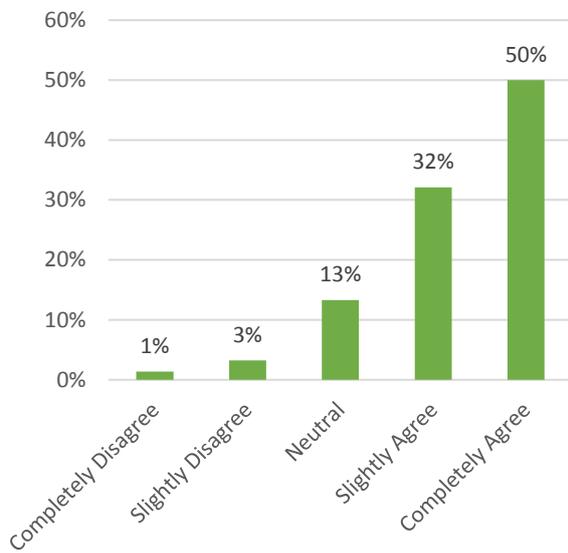
Council is doing the best it can to work with the community



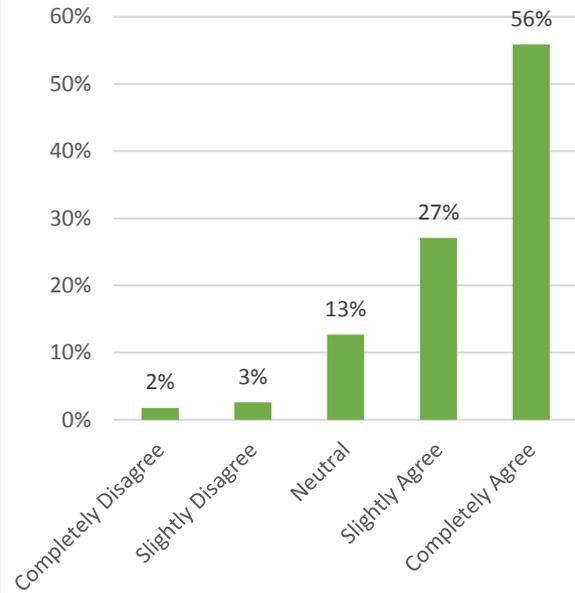
The recovery plan is a good summary of the work the district needs



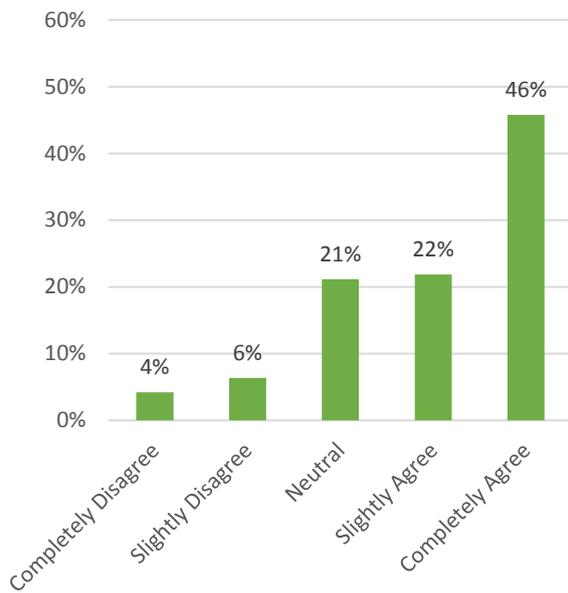
I will adapt to the new reality post-earthquake



Kaikoura has a positive future



My business (or my employers business) will survive the next 12 months



My insurance claims will be settled within the next 12 months

