



Kaikōura

District Council

2023-24 Satisfaction
and Wellbeing Survey

| SIL Research

February 2024

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EXECUTIVE SUMMARY
































Each year the Kaikōura District Council uses a survey of residents and community members to gather feedback about Council-provided services and facilities. This research measures Kaikōura resident satisfaction levels with Council service delivery performance, Council facilities and community wellbeing.

Research was conducted between 18 December 2023 and 19 February 2024. A total of n=306 responses were used in the final analysis.

The main findings were as follows:

- The Kaikōura District Council has performed well in the eyes of its residents, despite the challenges faced nationally and regionally in the past year. Overall satisfaction with the Council continued to be moderately high (65%), with no significant differences in the past four years; remaining above the national average (58%).
- For the first time, NET Emotion Scores (NES) were positive for all Council services and facilities, indicating public satisfaction across the board.
- In addition, 13-out-of-23 performance areas (57%) showed high satisfaction levels above 70%.
- Public facilities, including the library and Memorial Hall, Scout Hall, and Op Shop building, continued to be the top performing areas, with very high satisfaction levels of 98% and 92%, respectively.
- In 2023-24, most performance areas retained satisfaction levels on par with the 2022-23 results, with no significant declines observed. Five areas showed a significant improvement compared to the previous year: footpaths (51% vs. 41% in 2022-23), food and alcohol regulation (83% vs. 73%), roads (56% vs. 49%), consultations on important issues (59% vs. 52%), and customer services (85% vs. 79%).
- At the same time, fewer respondents were satisfied with the Mayor, Councillors, and staff members (64% vs. 72% in 2022-23), and their local representation regarding key central government initiatives (62% vs. 73% in 2022-23). Despite most provided comments about Council members and staff being positive, a few concerns were raised (particularly about Councillors' visibility and lack of representation for all demographics, and CEO performance).
- Half of respondents (49%) believed their community was actively engaged in decisions and planning. Younger respondents (aged 18-44) continued to be less satisfied with Council's engagement and consultations.

- 82% of respondents were satisfied with civil defence in the district (similar to 2022-23), and perceived community resilience and safety maintained high levels in 2023-24 (75%).
- 77% of respondents indicated having an emergency plan in place to take care of themselves for three days following a disaster, and 45% of respondents reported having an evacuation plan in case of tsunami warning (both results consistent with the previous year).
- Overall, while there were areas of satisfaction and stability, there were also notable areas for improvement, particularly in engaging younger demographics and addressing infrastructure and service concerns in more remote areas.
- Based on the results and community feedback, there was room for improvement to strengthen consultation processes and Council's response to public requests and services to ensure broader participation.
- Council should further consider addressing the community's concerns by enhancing visibility and representation of Council members and fostering transparent and accountable decision-making to build trust and confidence among the community.
- In addition, Council should continue its focus on key infrastructure updates and maintenance, including ongoing work on district footpaths and roads, and also including updates and maintenance of public toilets and playgrounds.

 Public library (p.39)	 Public halls* (p.37)	 Customer services (p.32)	 Food and alcohol regulation (p.28)	 Civil defence (p.42)	 Airport (p.36)
KDC 2023-24: 98%	KDC 2023-24: 92%	KDC 2023-24: 85%	KDC 2023-24: 83%	KDC 2023-24: 82%	KDC 2023-24: 79%
KDC 2022-23: 95%	KDC 2022-23: 93%	KDC 2022-23: 79%	KDC 2022-23: 73%	KDC 2022-23: 85%	KDC 2022-23: 78%
NZB 2023: 87%	NZB 2023: n/a	NZB 2023: n/a	NZB 2023: n/a	NZB 2023: 76%	NZB 2023: n/a
 Communications (p.29)	 Cycleways & walkways (p.21)	 Access to information (p.33)	 Streetlights (p.20)	 Other public places** (p.38)	 Resource Recovery centre (p.23)
KDC 2023-24: 78%	KDC 2023-24: 76%	KDC 2023-24: 76%	KDC 2023-24: 75%	KDC 2023-24: 75%	KDC 2023-24: 73%
KDC 2022-23: 75%	KDC 2022-23: 76%	KDC 2022-23: 76%	KDC 2022-23: 75%	KDC 2022-23: 75%	KDC 2022-23: 72%
NZB 2023: 51%	NZB 2023: 67%	NZB 2023: n/a	NZB 2023: 67%	NZB 2023: 76%	NZB 2023: 66%
 Marina & wharf (p.40)	 Pensioner flats (p.35)	 Animal control (p.26)	 Meetings/committees (p.30)	 Consultation (p.14)	 Recycling (p.24)
KDC 2023-24: 72%	KDC 2023-24: 69%	KDC 2023-24: 69%	KDC 2023-24: 62%	KDC 2023-24: 59%	KDC 2023-24: 57%
KDC 2022-23: 75%	KDC 2022-23: 65%	KDC 2022-23: 69%	KDC 2022-23: 61%	KDC 2022-23: 52%	KDC 2022-23: 57%
NZB 2023: n/a	NZB 2023: n/a	NZB 2023: 63%	NZB 2023: n/a	NZB 2023: 51%	NZB 2023: 73%
 Roads (p.19)	 Environmental health (p.27)	 Rubbish collection (p.25)	 Footpaths (p.22)	 Quality of life (p.12)	 Response to requests (p.31)
KDC 2023-24: 56%	KDC 2023-24: 55%	KDC 2023-24: 52%	KDC 2023-24: 51%	KDC 2023-24: 50%	KDC 2023-24: 47%
KDC 2022-23: 49%	KDC 2022-23: 58%	KDC 2022-23: 50%	KDC 2022-23: 41%	KDC 2022-23: 54%	KDC 2022-23: 49%
NZB 2023: 43%	NZB 2023: n/a	NZB 2023: 73%	NZB 2022: 60%	NZB 2022: n/a	NZB 2022: n/a
 Overall satisfaction (p.17)	 Mayor, Councillors and staff (p.44)	 Being represented (p.44)	 - Great performance (>80%)  - Good performance (60-79%)  - Services for improvement (50-60%)  - Greatest improvement potential (<50%)		
KDC 2023-24: 65%	KDC 2023-24: 64%	KDC 2023-24: 62%	NZB 2023 = SIL NZ benchmark		
KDC 2022-23: 69%	KDC 2022-23: 72%	KDC 2022-23: 73%	* Memorial Hall, Scout Hall, Op Shop Building		
NZB 2023: 58%	NZB 2023: 53%	NZB 2023: n/a	** Cemetery, playgrounds and public toilets		



METHODOLOGY

RESEARCH GOAL

As a part of the annual consultation process, Kaikōura District Council (KDC) has commissioned a Resident Satisfaction and Wellbeing Survey since 2013. This research measures Kaikōura resident satisfaction levels with Council service delivery performance, Council facilities and community wellbeing.

QUESTIONNAIRE AND PROJECT SPECIFICS

From 2018, the Satisfaction and Wellbeing Survey has been conducted by SIL Research.

In 2018, SIL Research together with KDC, developed a revised Resident Survey questionnaire. Initial drafting of the survey was based on research previously carried out by KDC in 2013-2017 years. This revised survey, with further adjustments, was repeated in the following years.

In 2023, the existing questionnaire was further reviewed in consultation with the KDC to ensure the survey was fit for purpose, with no changes compared to 2022.

DATA COLLECTION

Research for 2023-24 was conducted between 18 December 2023 and 19 February 2024. The fieldwork period began later, and closer to the Christmas holidays, compared to the previous year.

SIL Research used a mixed methods approach to collect surveys across Kaikōura District Community members. A mixed-method approach included:

(1) Postal survey. Using a ratepayer database, a hard copy of the survey was sent to 1,500 Kaikōura property owners and district residents. All postal surveys also included an online link to complete the survey.

(2) Online. The survey was provided online via Council's Facebook page, to increase survey awareness and allow both residents and community members to have their say.

(3) Telephone survey. Respondents were randomly selected from the publicly available telephone directories within Kaikōura District.

(4) Social media. The invitation advertisement was randomly promoted to Kaikōura District residents (available via SIL Research social media platforms, such as Facebook).

The mixed-method approach produced a balanced proportion of paper-based and online submissions, with some top-ups via telephone. However, fewer postal forms, and responses from Council channels, were returned in 2023-24, which required an increase in other data collection channels.

Table 1 Number of responses per collector method

Collection method	Number of responses	%
Paper-based	111	36%
- survey forms	90	
- links from the survey forms	21	
Online	147	48%
- KDC Facebook	29	
- SIL Facebook	118	
Phone	48	16%
- computer assisted telephone interview	48	
Total	306	

DATA ANALYSIS

Data was weighted to reflect the district’s gender and age group population proportions as per Statistics New Zealand’s 2018 Census.

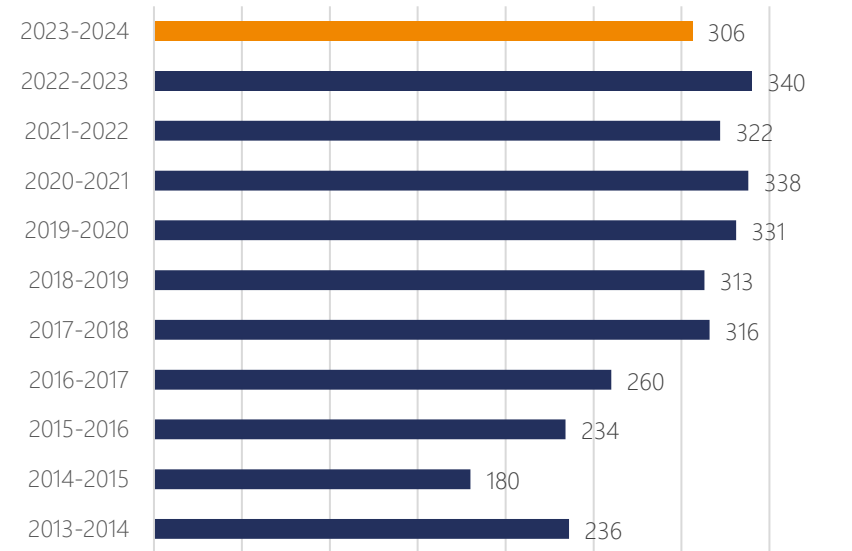
A total sample size of n=306 Kaikōura District residents aged 18 years and over allows for a 95% confidence level +/- 4-5%.

Table 2 Margin of error

Responses n=	Reported percentages	
	50%	80% or 20%
300	±5.6	±4.5
200	±6.9	±5.5
100	±9.8	±7.8

The maximum likely error margin occurs when a reported percentage is close to 50%. Higher proportions of ‘No opinion’ responses reduce the effective sample sizes and also result in a larger margin of error.

Chart 1 Number of responses by year



SIL Research ensured quality control during the fieldwork period. In addition, a quality control check was performed using follow-up calls across randomly selected respondents (10% of those who agreed to the follow up) to verify the key responses.

Further checks included, but were not limited to, removal of incomplete responses and duplicate responses.

The main resident groups analysed in this report were: area, age, gender, and home ownership. During the analysis stage of this report, two sets of statistical testing were employed while reviewing data findings. Chi-square tests were used when comparing group results in tables, and ANOVA tests were used when comparing statement averages across groups. The threshold for reporting any statistically significant differences was a p-value of 0.05. Where differences were outside this threshold (less than 95%), no comments were made; where

differences were within this threshold, comments have been made within the context of their practical relevance to KDC.

NOTES ON REPORTING

Where applicable, the 2023-24 results were compared to previous years' data. This comparative data is indicative only; methods by which the data was collected (including different scales) have differed significantly across years (particularly pre-2017).

The results from 2013-2017 surveys presented in this report may vary from the original reported data due to different statistical methods used in the analysis.

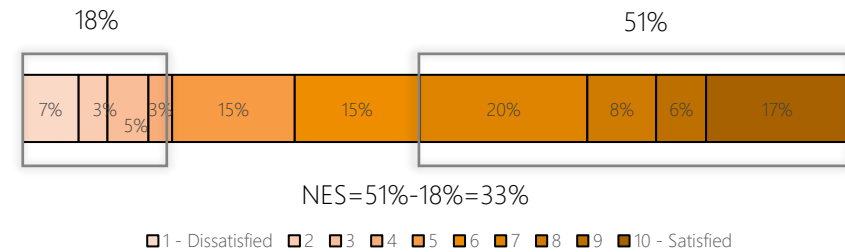
In 2023-24, most questions continued to use a 1-10 scale (similar to the previous 2017-22 years), which allowed for a more consistent and direct comparison.

Due to rounding, figures may not add up to 100%.

The final analysis excluded 'Don't know', 'No opinion' and 'Haven't used in the past 12 months' responses.

The overall performance measure was an average score between overall satisfaction with Council services and satisfaction with how Council manages community facilities. 'Satisfaction' percentages presented in this report are aggregated 6-10 ratings (on a 1-10 scale).

Net Emotional Score or NES shows the difference between positive emotions and negative emotions associated with Council services. It is calculated by subtracting the percentage of negative ratings from positive ratings.



WHO TOOK PART IN THE SURVEY

Table 2 Responses by age

	Frequency	Percent
18-44	118	39%
45-64	111	36%
65+	77	25%
Total	306	100%

Table 3 Responses by gender

	Frequency	Percent
Male	125	41%
Female	181	59%
Total	306	100%

Table 4 Responses by home ownership

	Frequency	Percent
Own property	246	80%
Live in a rental property	45	15%
Live in the District but don't own or rent	16	5%
Total	306	100%

Note: final dataset was statistically weighted to increase accuracy of the reported results.

BENCHMARKING

SIL Research conducts a representative National survey of Councils* to establish a series of benchmarks across a range of Council services. This allows Kaikōura District Council to compare their survey results against a National average (NZB).

The National survey data is collected throughout the year so that annual results can be presented without seasonal bias. The benchmarking results in this report are based on n=400 responses collected in 2023. The data is collected using a 1-10 scale; satisfaction percentages are aggregated 6-10 ratings.

Benchmarking results are reported at 95% confidence level +/- 4-5%.

**Excludes Auckland, Wellington, Christchurch and Dunedin.*

ENVIRONMENTAL FACTORS

When reading this report, it is important to note that factors such as the timing of unusual or one-off events can affect the ratings that residents give, particularly if they occur close to the time when the survey data is being gathered.

Factors that may have influenced public perception of the Council's performance in 2023-24 include:

1. An accelerated footpath improvement programme began in April 2023, with an estimated increase in budget from \$60,000 to \$160,000 per annum for the nine years of the 2021-2031 Long Term Plan. To ensure that work starts off and continues on the right foot a Footpath Improvement Working Group was formed by Council. The Working Group ensured the renewal programme had an independent steer from the community on which sections of footpaths should be prioritised.

2. The site enabling works began in 2023 for the Link Pathway, including community pathway surface material trial completed in July 2023, timber walkway improvement works at Fyffe Quay, and enhancements to Dempsey's Track. In 2021 Kaikōura District Council was successfully awarded \$1.9m from the Tourism Infrastructure Fund to develop a Link Pathway between West End and Point Kean seal colony and for improvements to Dempsey's track and the Peninsular lookout. The construction of the Link Pathway and other proposed or potential works along the seaward side of the Esplanade in Kaikōura has stimulated some discussion in the community regarding the 57 Norfolk Pine trees that are present along the foreshore, with Council publishing full assessment results.

3. In May 2023, the Council launched a new website, updating the web software and content, making it up-to-date and easy to access and find information by community.

4. In June 2023, the Council adopted the Final Annual Plan for 2023-24, with an overall rates increase of 4.99% - the lowest rates increase in New Zealand for the same period.

5. The Council concluded the Special Consultation Procedure for the development of Wakatu Quay on the provision of borrowing \$800,000 approving that it will be included in the 2024-2034 Long Term Plan. The public consultation took place throughout August 2023 and resulted in 230 submissions from the community. The submissions were presented to councillors at the public hearing on 13 September, with 84% of the submissions being in favour of borrowing the \$800,000.

6. In September, the Council consulted with the community on its Speed Management Plan, which outlined proposed changes to speed limits on roads controlled by the Council. This included lowering the

speed limits of the unsealed network to 80 km/hr, lowering speed limits around schools (to 30 km/hr), lowering speed limit to 30 km/hr in areas of further development (Mt Fyffe South and Wakatu Quay), lowering speed limit to 30km/hr on Fyffe Quay due to its heavy use by tourists, and lowering speed limit to 30 km/hr around medical facilities.

7. In September-October 2023, the Council consulted with the community on its rates review, setting the rates commencing July 2024 and level of user fees and charges. The main topics the Council consulted about were a differential on the roading rate, a new roading uniform targeted rate, increased differential on footpath, streetlights, harbour and town centre rates, increased accommodation sector charges, reintroduction of the rural recycling rate, removing the public rubbish bin charge, harbour special operator rate, and changes to how some activities are funded.

8. The 2023 New Zealand general election took place on October 14, 2023, with advance voting beginning at the start of October. Nationwide political campaigns were conducted throughout the country before the election. General elections can have a significant impact on people's perceptions of local council services, shaping residents' views regarding the quality and effectiveness of the services provided by their local councils.

9. At its meeting on 13 December 2023 and following public consultation, the Council resolved to make certain minor amendments to the Responsible Freedom Camping Bylaw 2019 and that the amended bylaw would come into effect on 22 December 2023.

10. In October 2023, the Council announced a proposal for disestablishment of Kaikōura Enhancement Trust. The purpose of disestablishing KET was due to the trust no longer being fit for purpose,

restrictive in allowing the exploration for alternative options and needlessly using Council staff time and funding.

11. In November 2023, the Council blocked access to the go-kart track near the Kōwhai River since a car was set on fire, and increasingly popular events created excessive noise and rubbish. The track was to remain inaccessible until a working group found a long-term solution.

12. In December 2023, the Council consulted with the community on proposed extension of the lease area for Kaikōura Springs Ltd - Hot Pools Development. In 2022, Council granted a lease to Kaikōura Springs Limited for an area of recreational reserve land located adjacent to the Esplanade on the old Lions Pool site for a hot pools spa development. Kaikōura Springs Ltd. were keen for Council to consider a greater lease area which would require the relocation of several community facilities (toilet, playground & BBQ) in the immediate location at cost to the development (not the ratepayer). These facilities would be located within the same reserve area. Through the consultation, 71% of submissions were in favour of extending the lease area.

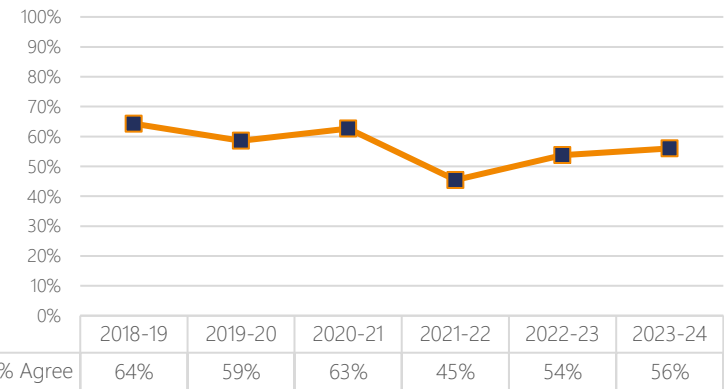
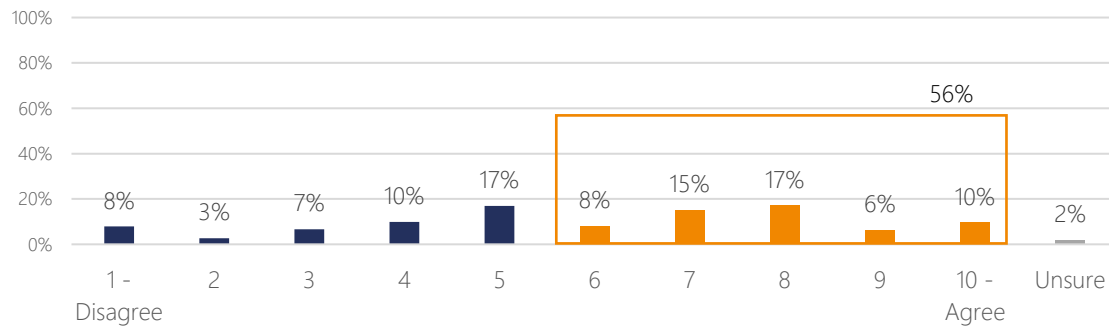
13. In addition, the cost of living in New Zealand has been steadily rising, placing financial pressure on Kaikōura residents. According to IPSOS, two-thirds of New Zealanders (65%) expressed concern about inflation and the cost of living in 2023 – their highest recorded level for any issues to date.



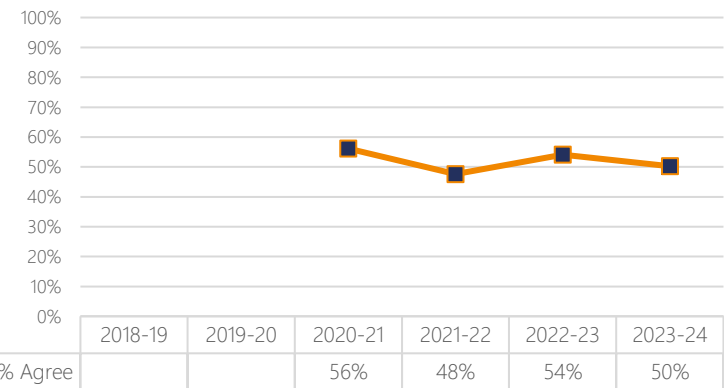
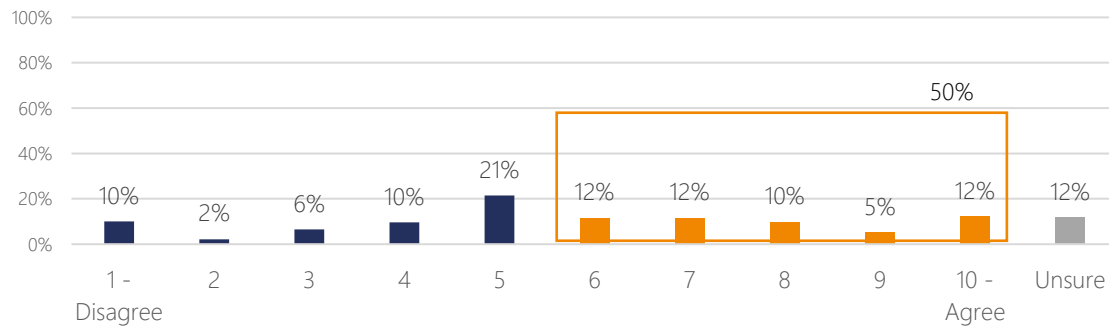
LIFE IN KAIKŌURA – quality of life

- The perceptions of community (56%) and personal (50%) quality of life remained largely consistent with the previous year, although personal quality of life showed a slight decline (but within the margin of error).
- Younger respondents (18-44) were more likely to disagree their personal quality of life had improved (40%), compared to older respondents (22%)
- Respondents from Kaikōura Township were more likely to agree their community (66%) and personal (59%) quality of life were improving.

Quality of life is improving for residents and visitors



In the last year, my overall quality of life has improved



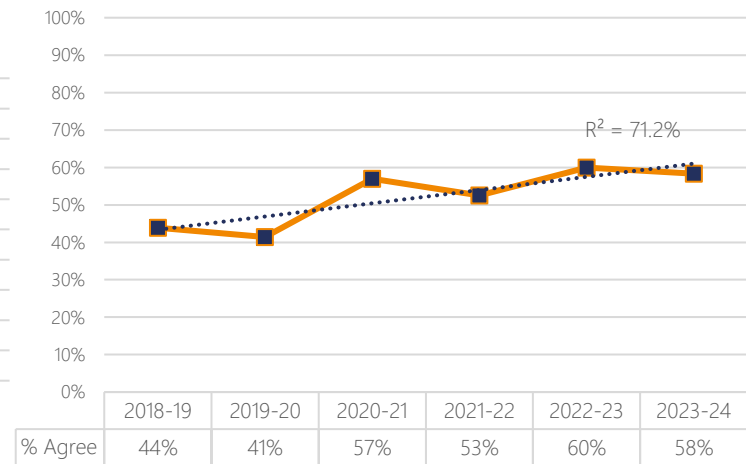
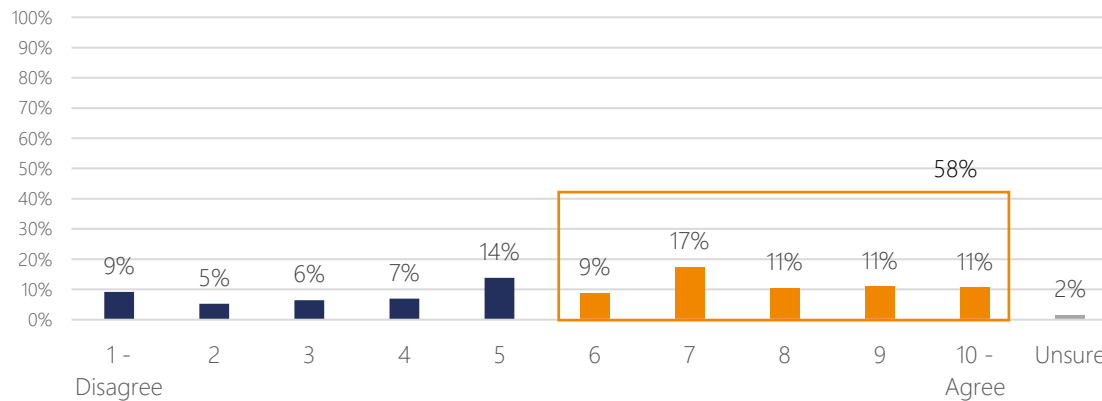
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis.



LIFE IN KAIKŌURA – great place to live

- 6-in-10 respondents (58%) believed that the Council is driving progress in the Kaikōura district, reflecting a positive trend over time and consistent results in the past two years.
- Notably, a higher proportion of respondents aged 45 and above (65% on average) held this view, compared to younger adults (49%).
- Respondents from Kaikōura Flats, Hapuku, and other remote areas were less likely to agree the Council is helping Kaikōura move forward.

Council is helping Kaikōura District move forward



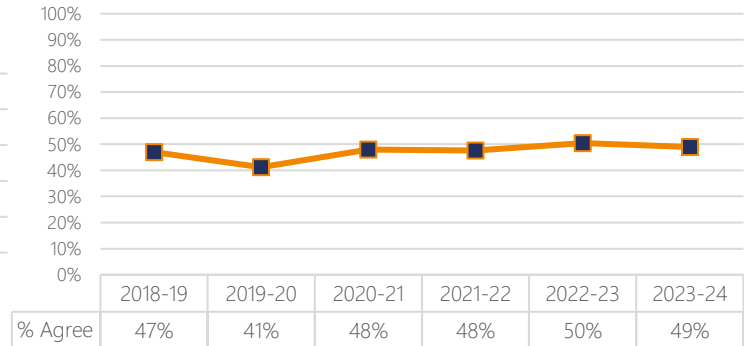
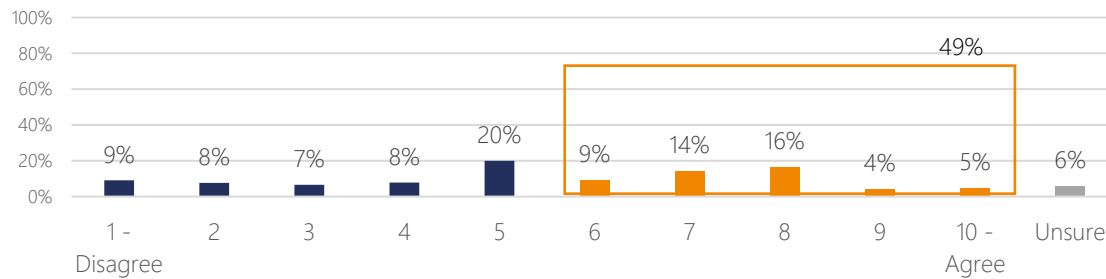
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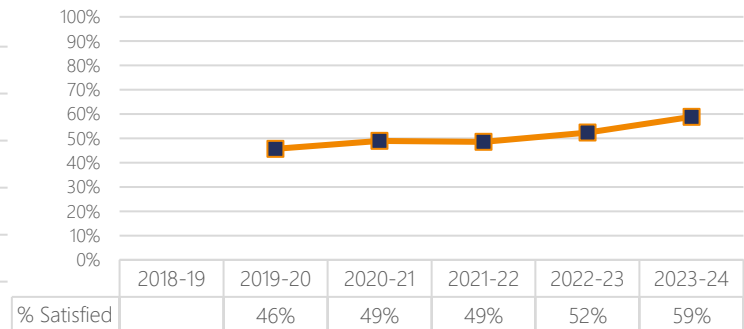
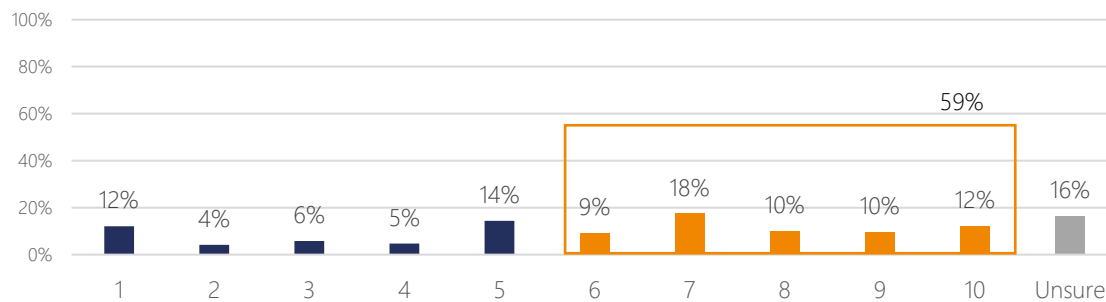
LIFE IN KAIKŌURA – community engagement

- Half of respondents believed their community was actively engaged in decisions and planning (49%), which remained consistent in the most recent years.
- At the same time, the perceptions of Council consulting on important issues (59%) increased in 2023-24, compared to the previous year (52%) and over the past four years in particular.
- A good improvement was observed among respondents aged 45-64; in 2023-24, 63% agreed Council consults on important issues, compared to 52% in 2022-23. However, younger respondents (18-44) remained the least satisfied (49%).
- Consulting on important issues had a strong influence on satisfaction with the Mayor, Councillors and staff, and on services overall.

Our community actively participates in decisions and planning



Consultation on important issues



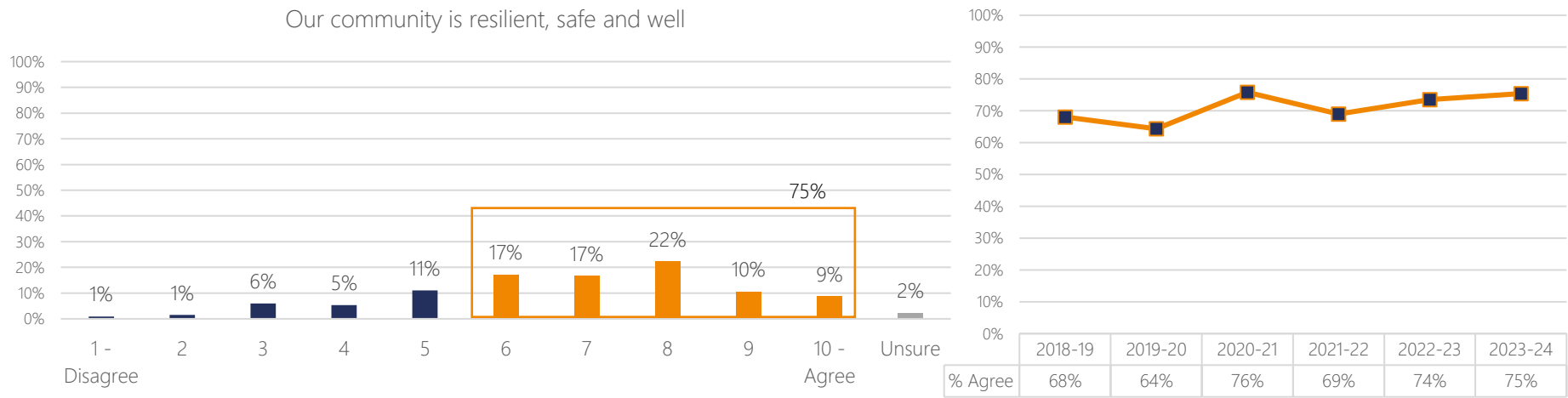
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LIFE IN KAIKŌURA – community resilience

- After an increase last year, high levels of perceived community resilience and safety were maintained in 2023-24 (75%).

- Respondents from Kaikōura Township were more likely to agree the Kaikōura community is resilient (82%).



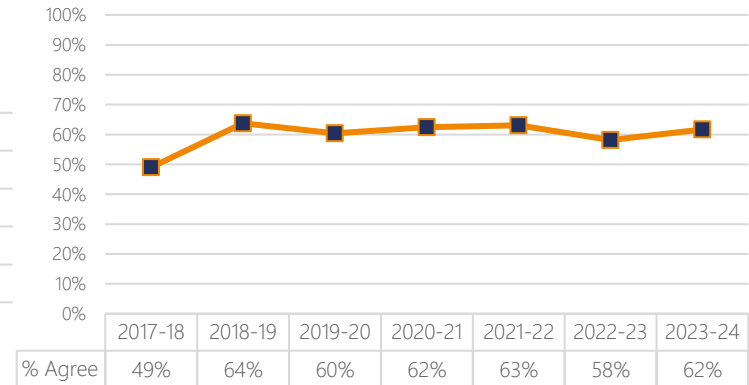
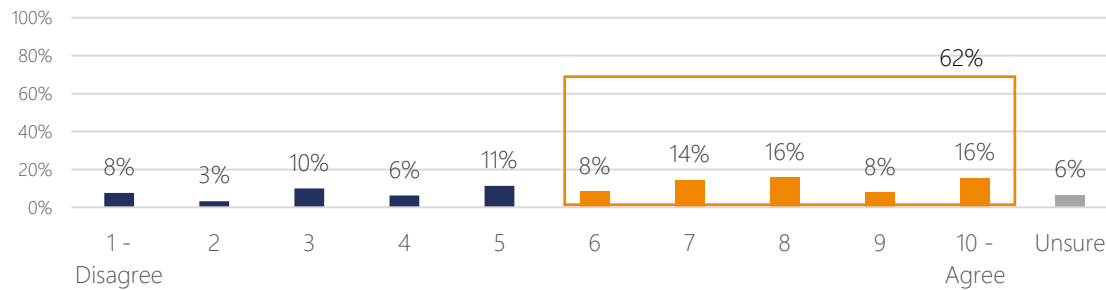
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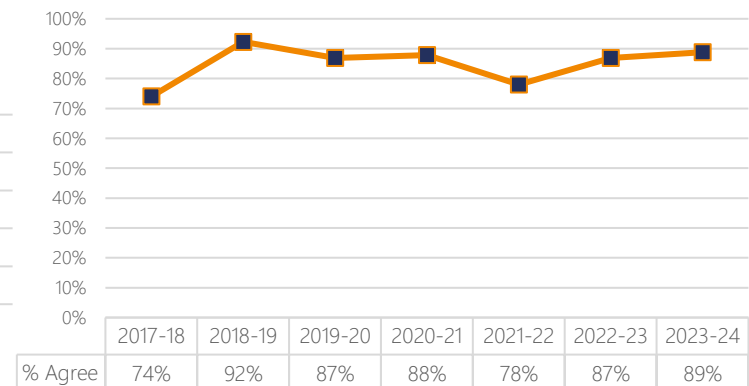
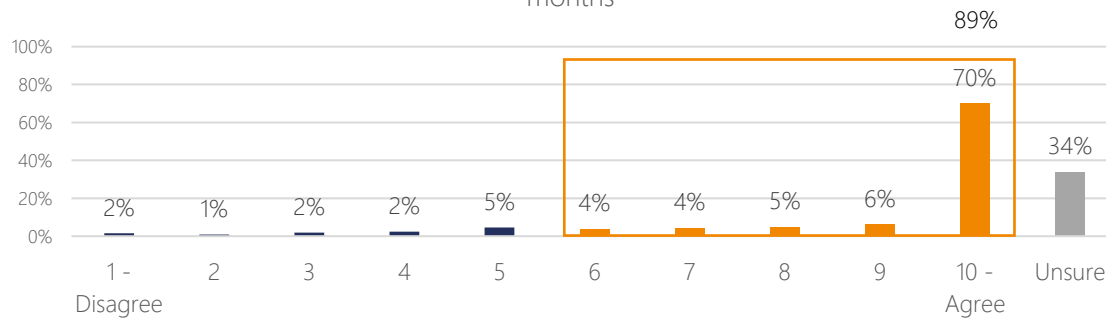
LIFE IN KAIKŌURA – community support

- In 2023-24, 62% of respondents agreed they knew what community outreach, support and services were available, with this result being slightly up (but within the margin of error) compared to the previous year.
- Knowledge of these resources decreased with age and was the lowest among those aged 18-44 (49%).
- Business confidence (89%) remained on par with the 2022-23 results. Notably, 7-in-10 had full confidence (ratings of 10) in business continuance over the next year.
- Female respondents (93%), and respondents from Kaikōura Township (90%) expressed higher business confidence.

I know what community outreach, support and social services are available and where to go for help



My business (or my employer's business) will remain open for the next 12 months



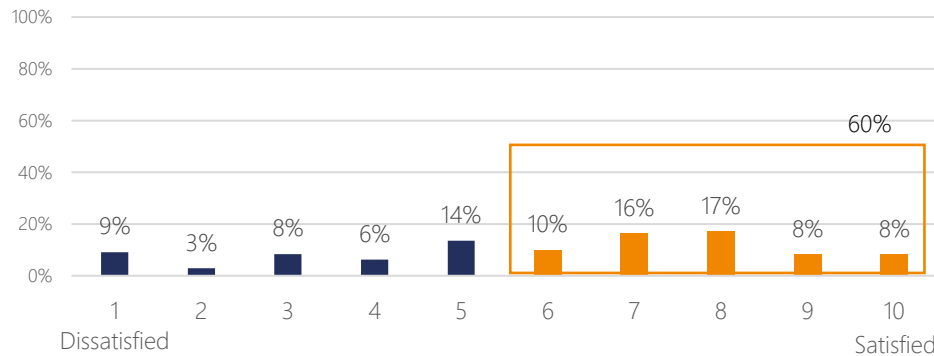
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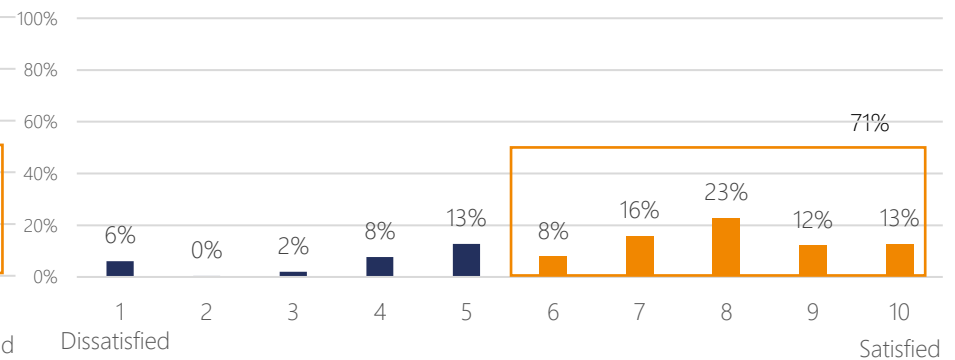
COUNCIL AT GLANCE – overall satisfaction

- Overall satisfaction with the Council continued to be moderately high (65%), with no significant differences in the past four years.
- Satisfaction with Council services (60%) was on par with 2022-23 (61%)
- Satisfaction with services remained lower among younger respondents aged under 45 (45%), and among those renting their property (55%).
- Despite sitting at a higher level than services, satisfaction with facilities declined in 2023-24 (71%), compared to the previous year (77%)
- The main decline was observed among respondents aged 18-44 (64% in 2023-24 vs. 73% in 2022-23)
- A strong correlation was observed between satisfaction with facilities and marina/wharf facilities. In addition, a number of comments highlighted the need for addressing public toilets (including those in South Bay marina), as well as walkway maintenance.

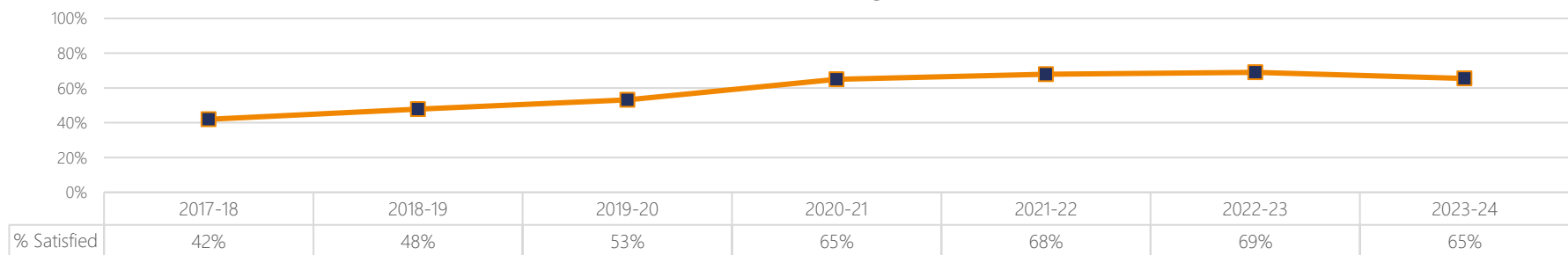
Satisfaction with Council services in 2023-24



Satisfaction with Council facilities in 2023-24



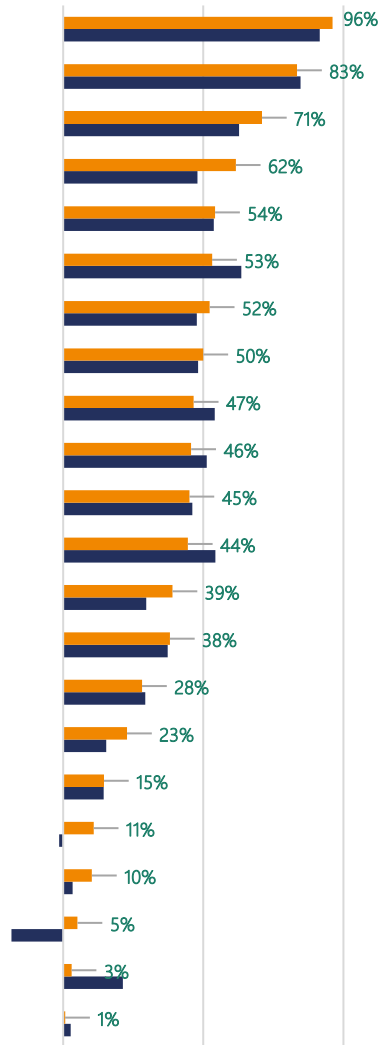
Overall satisfaction average score



Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis.

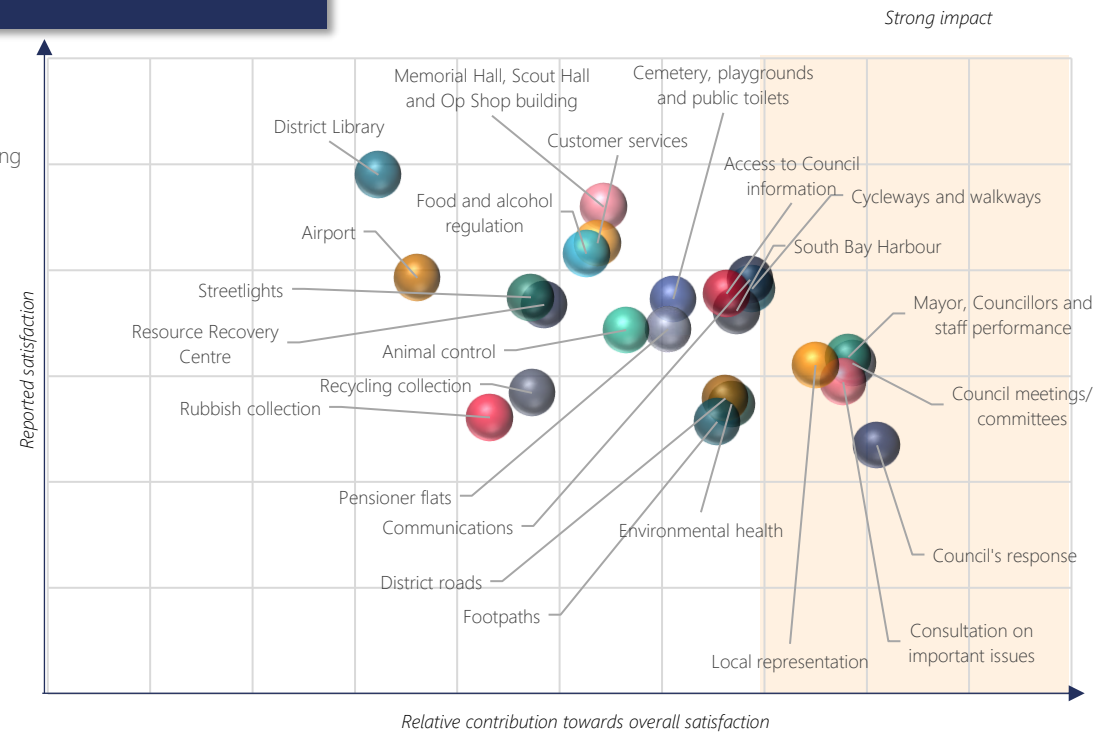


IMPROVING OVERALL SATISFACTION



■ 2023-24 NES ■ 2022-23 NES

- Public library
- Memorial Hall, Scout Hall and Op Shop building
- Customer services
- Food and alcohol regulation
- Access to Council information
- Airport
- Communications
- Cycleways and walkways
- Marina and wharf facilities
- Streetlights
- Resource Recovery Centre
- Cemetery, playgrounds and public toilets
- Pensioner flats
- Animal control
- Council meetings/committees
- Consultation on important issues
- Recycling collection
- Urban rubbish collection
- Urban roads
- Footpaths
- Environmental health
- Council's response to requests



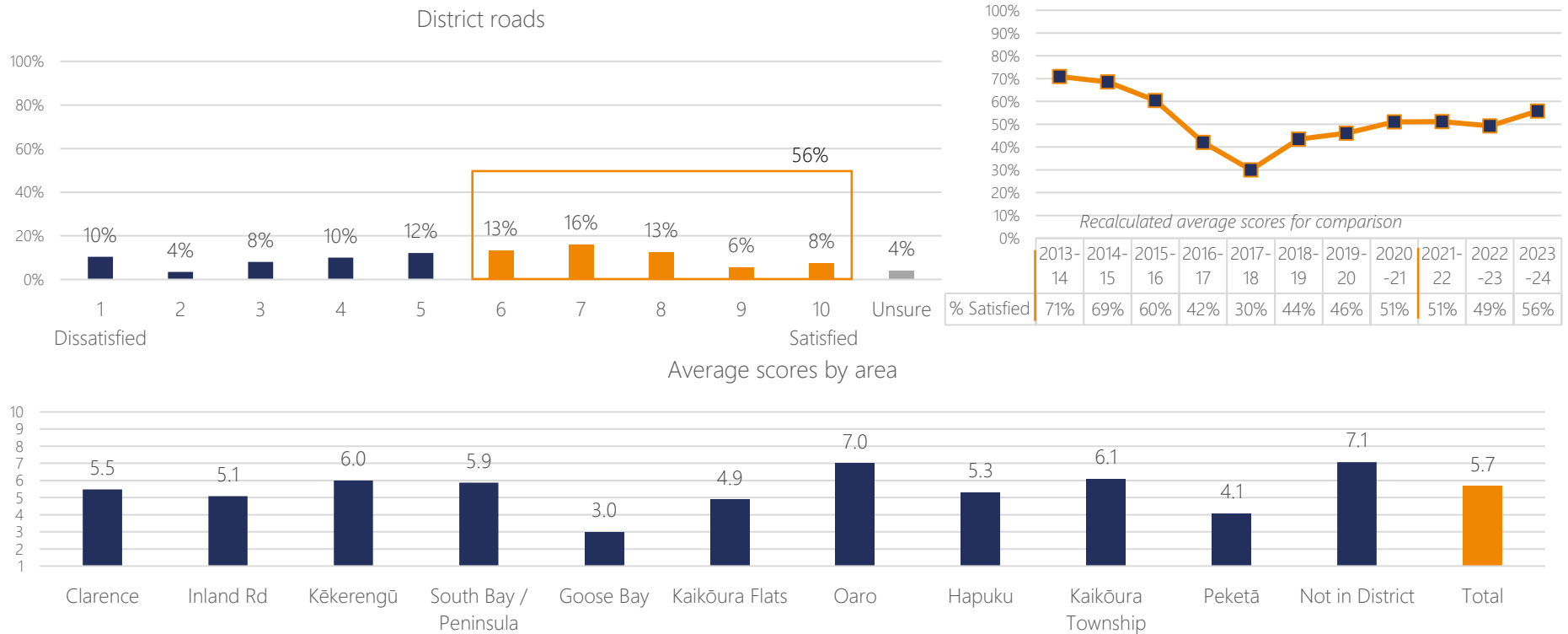
In 2023-24, for the first time, respondents expressed more positive than negative emotions for all Council services and facilities, producing positive Net Emotion Scores across all areas. Council's response to requests elicited a balance of dissatisfied and satisfied respondents (lowest NES). In addition, two areas showed the greatest NES decline in 2023-24 (environmental health and cemetery/playground/public toilets). Footpaths, on the other hand, showed the greatest improvement this year – shifting from negative to positive NES.

Across services, the relative contribution towards overall satisfaction varied. Based both on this impact and on recorded satisfaction scores, Council engagement with the community (particularly **Council's response**) represented the greatest improvement opportunity to increase perceived satisfaction.



COUNCIL ASSETS – roads

- 56% of respondents were satisfied with roads in the district – the third largest improvement in 2023-24, compared to the previous year.
- On average, respondents from South Bay/Peninsula and Kaikōura Township were more likely to be satisfied with roads, compared to more remote areas. Younger respondents remained the least satisfied with roads (50%), compared to those aged 45 or above.
- Some comments highlighted roading services have improved; however, roads and traffic control improvements were still mentioned by the community (particularly rural roads, congestion and safety of people crossing roads in the township). Some community members highlighted their dissatisfaction with speed bumps along the Esplanade.

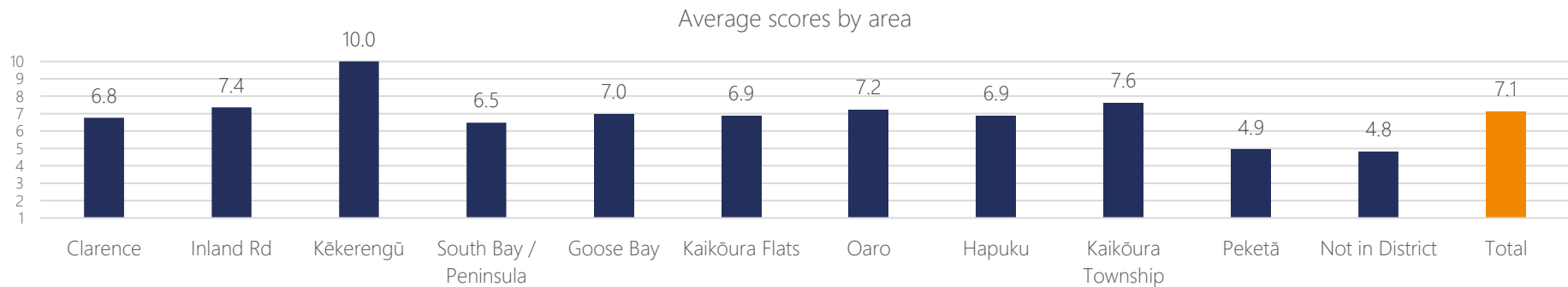
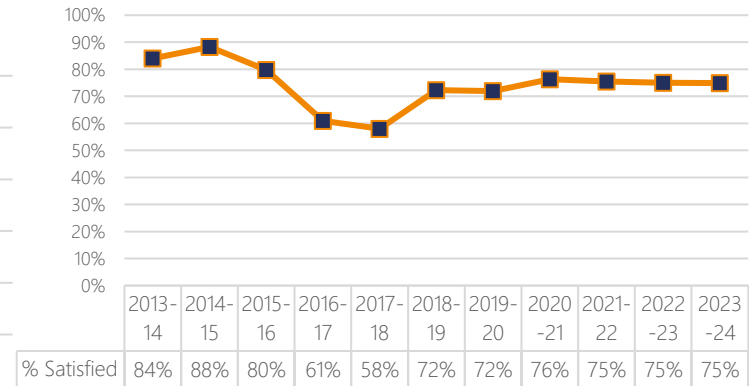
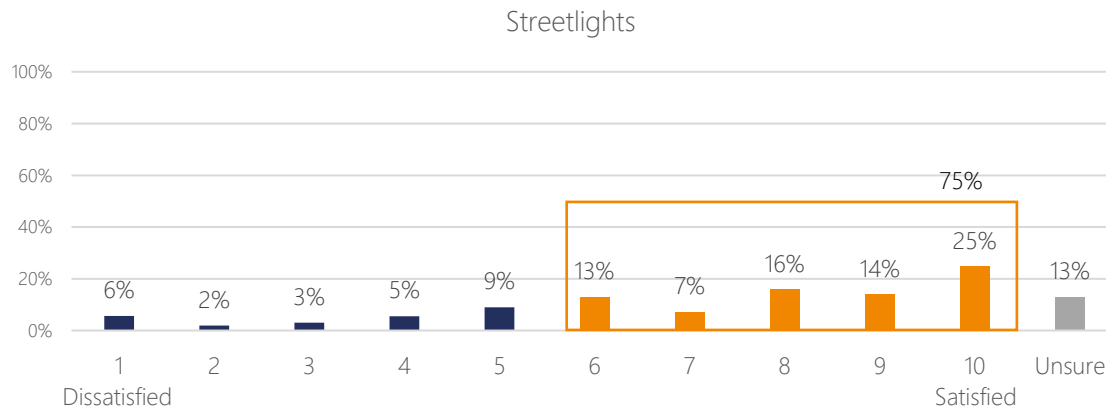


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL ASSETS – streetlights

- Satisfaction with streetlights remained consistent in the past six years, with 75% of respondents providing positive ratings.
- Satisfaction with streetlights was generally consistent among community members of different ages, home ownership status and area.

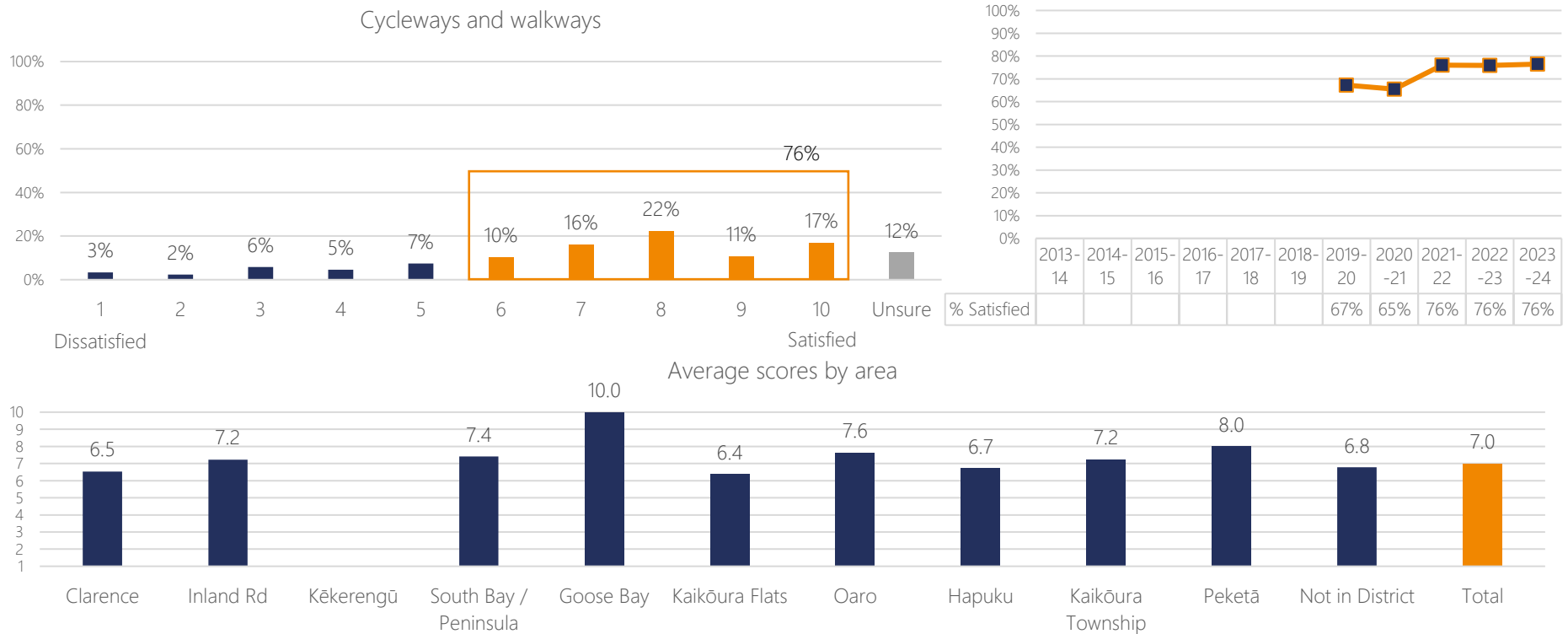


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL ASSETS – cycleways & walkways

- Satisfaction with cycleways and walkways remained high in the past three years, with 76% of respondents providing positive ratings.
- Satisfaction with cycleways and walkways was generally consistent among community members of home ownership status and area.
- Younger respondents (18-44) were slightly less satisfied with cycleways and walkways (67%).

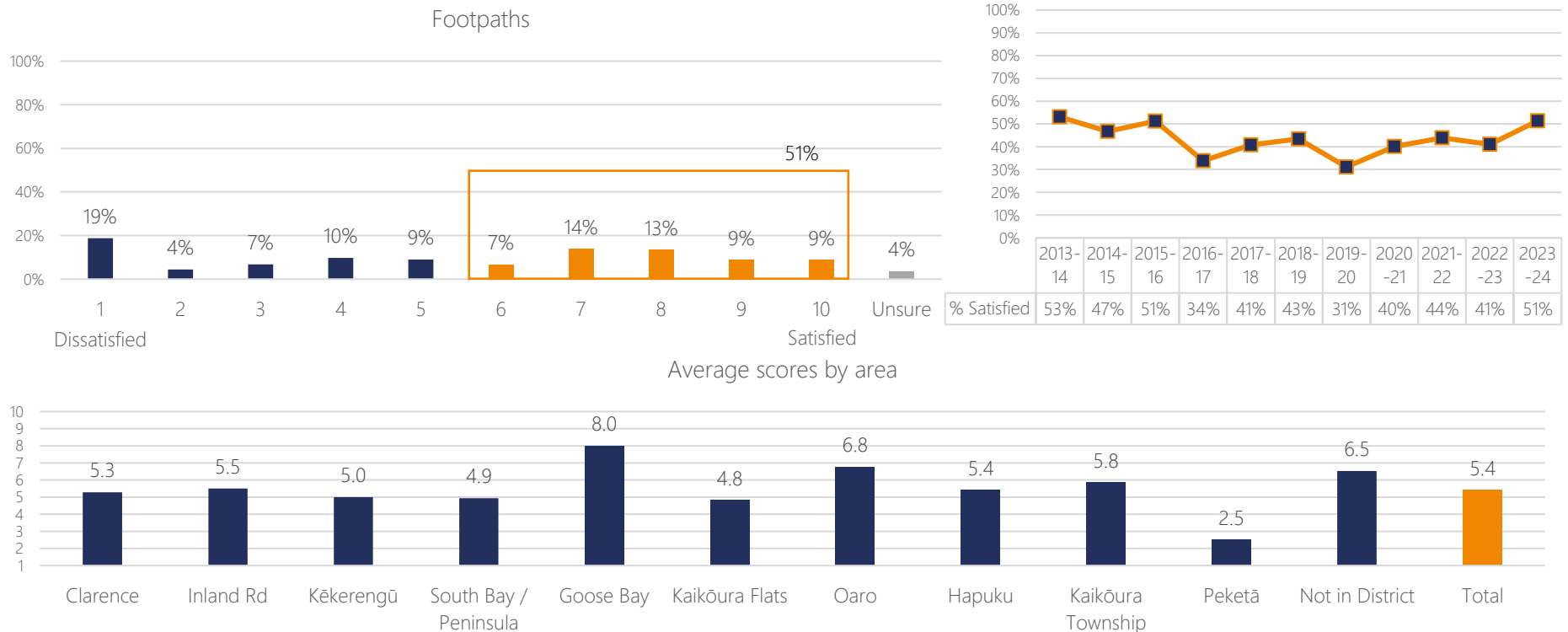


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL ASSETS – footpaths

- Half of respondents (51%) were satisfied with footpaths, exhibiting the greatest improvement in 2023-24 (up from 41% in 2022-23).
- This improvement was particularly notable among respondents aged 45-64 (57% in 2023-24 vs. 40% in 2022-23).
- Satisfaction was, on average, lower in South Bay/Peninsula and Kaikōura Flats (note: small sample in Peketā)
- A number of comments appreciated Council’s work on improving footpaths. However, footpaths remained one of the key suggested improvements (particularly in South Bay / Peninsula, including Esplanade).



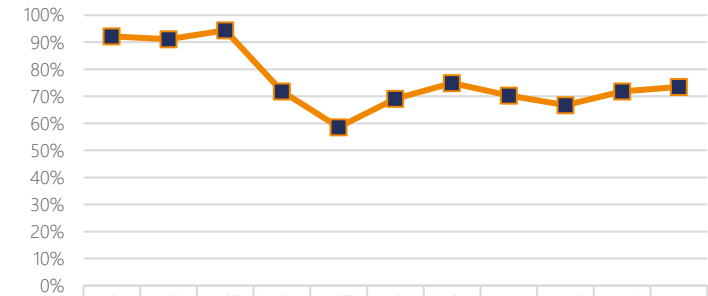
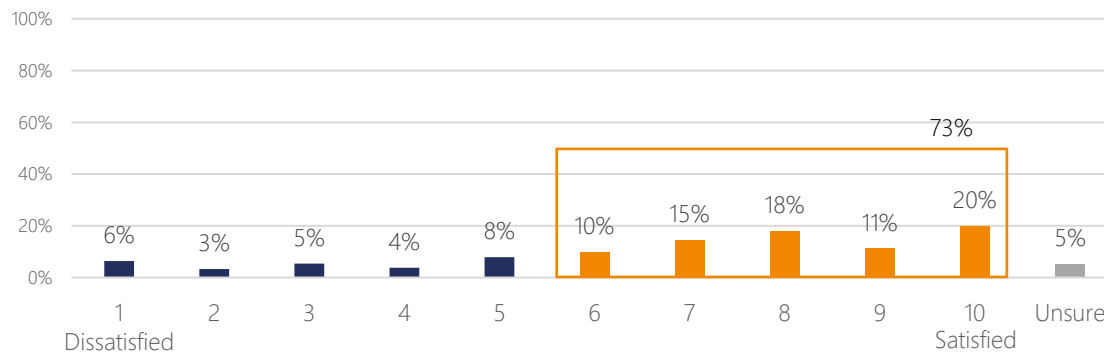
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COUNCIL ASSETS – resource recovery

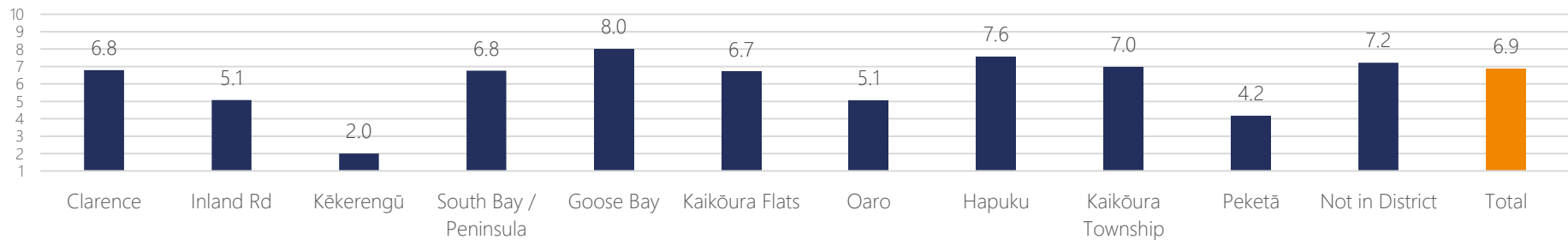
- 73% of respondents were satisfied with the Innovative Waste Kaikōura service. This result was on par with the previous year.
- Satisfaction with resource recovery was generally consistent among community members of different ages, home ownership status and area.

Innovative Waste Kaikōura - resource recovery centre



	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
% Satisfied	92%	91%	94%	72%	59%	69%	75%	70%	67%	72%	73%

Average scores by area

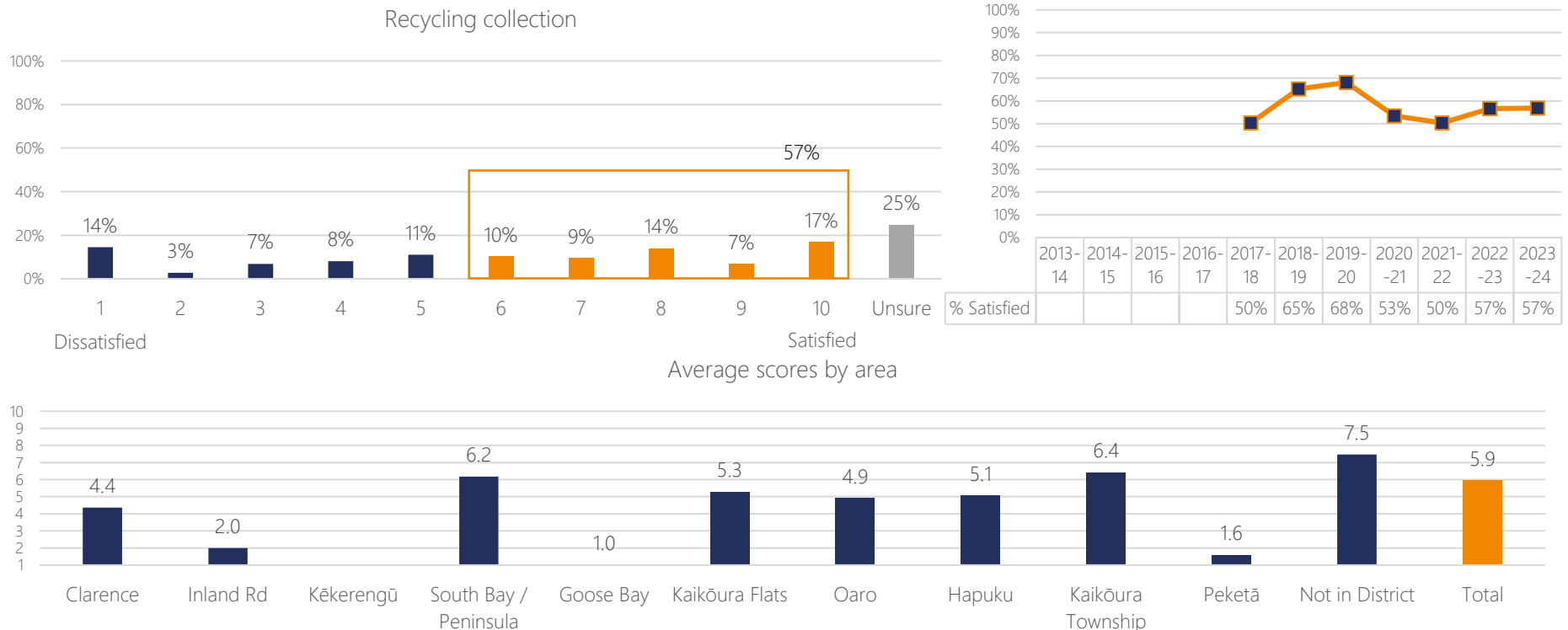


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – recycling

- In 2023-24, satisfaction with recycling collection (57%) remained on par with the previous year.
- Access to recycling services depends on location within the district and, as such was highest in Kaikōura Township (63%) and South Bay/Peninsula (59%).
- A lack of services was noted by respondents in remote locations.
- Satisfaction with this service was significantly higher among respondents aged 65+ (70%) and lower among younger people (44%).

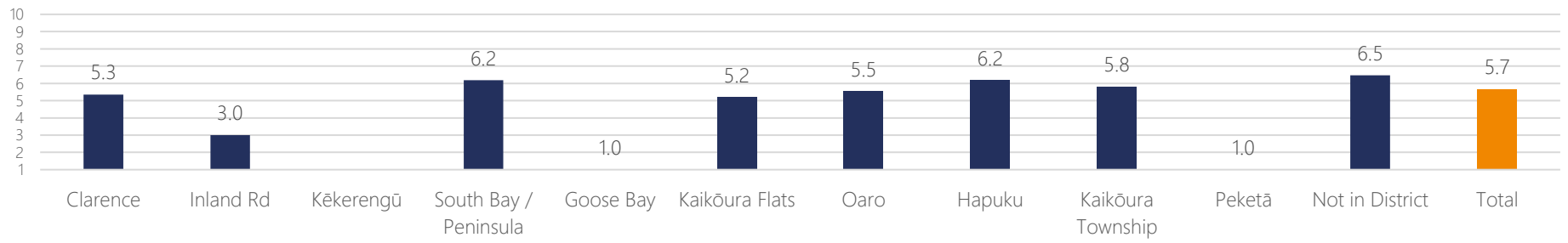
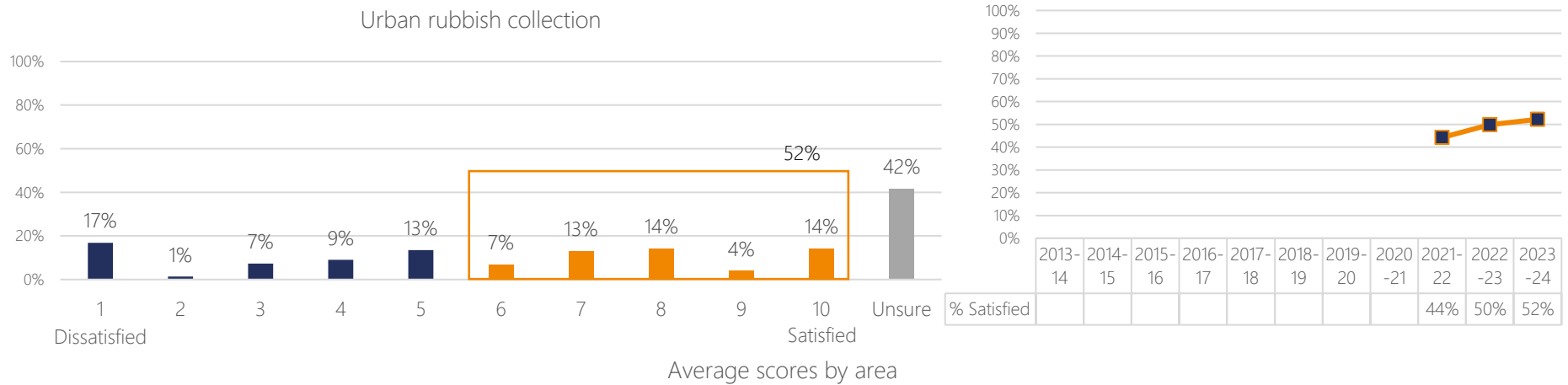


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – rubbish collection

- Similar to other waste management services, satisfaction with rubbish collection in 2023-24 (52%) remained on par with the previous year.
- However, it is worth noting that 42% of respondents either had no opinion or did not receive the service.
- Again, a lack of services was noted by respondents in remote locations.

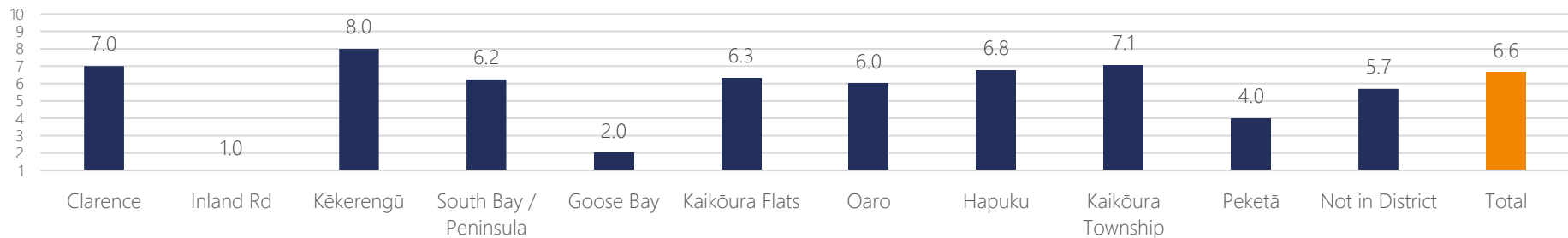
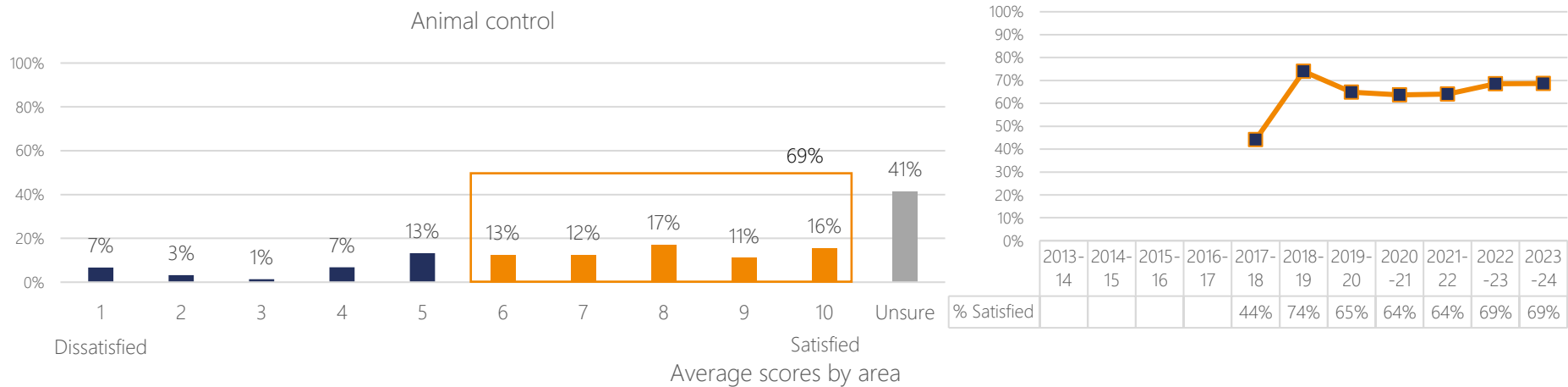


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – animal control

- Satisfaction with animal control in the district remained consistent in the past two years, with 69% of respondents providing positive ratings.
- Satisfaction levels were also consistent among community members of different age, home ownership status and area.



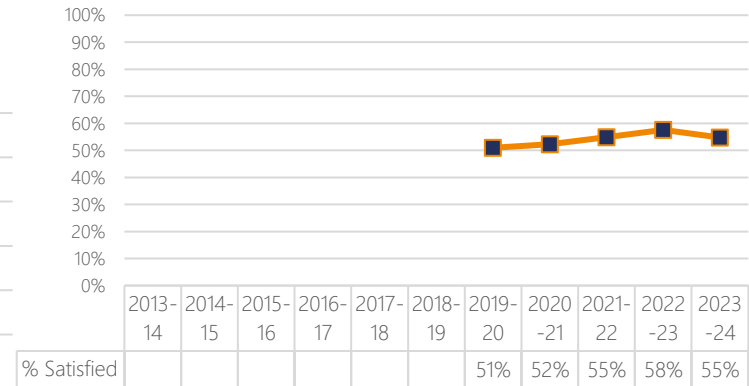
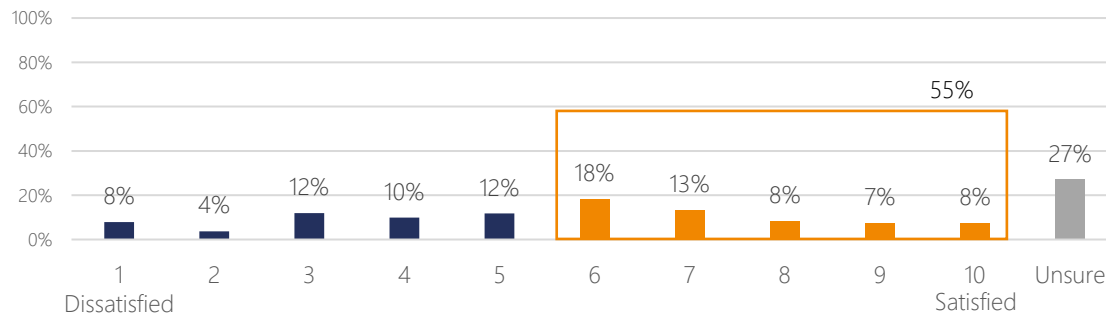
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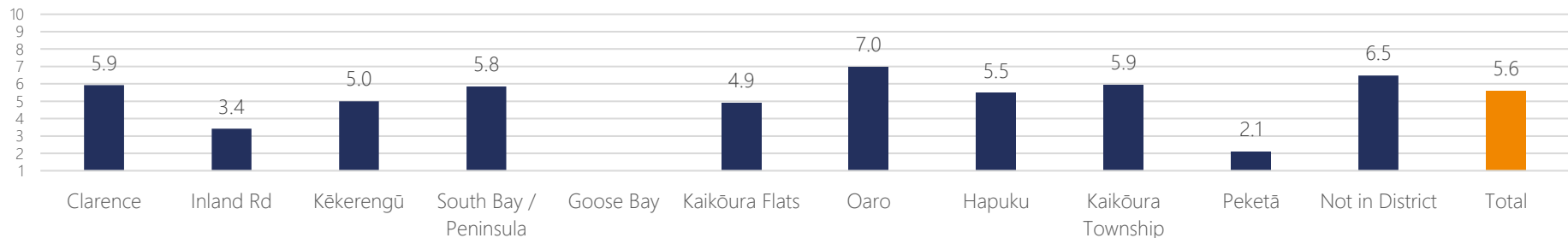
COUNCIL SERVICES – environmental health

- Satisfaction with environmental health (55%) in 2023-24 was slightly down (but within the margin of error), although on par with previous years.
- Younger respondents (18-44) tended to be less satisfied with environmental health (50%).
- Homeowners (51%) were less satisfied with environmental health compared to those living in a rental property (76%).

Environmental health (monitoring food businesses, dealing with illegal dumping, human waste in public areas)



Average scores by area

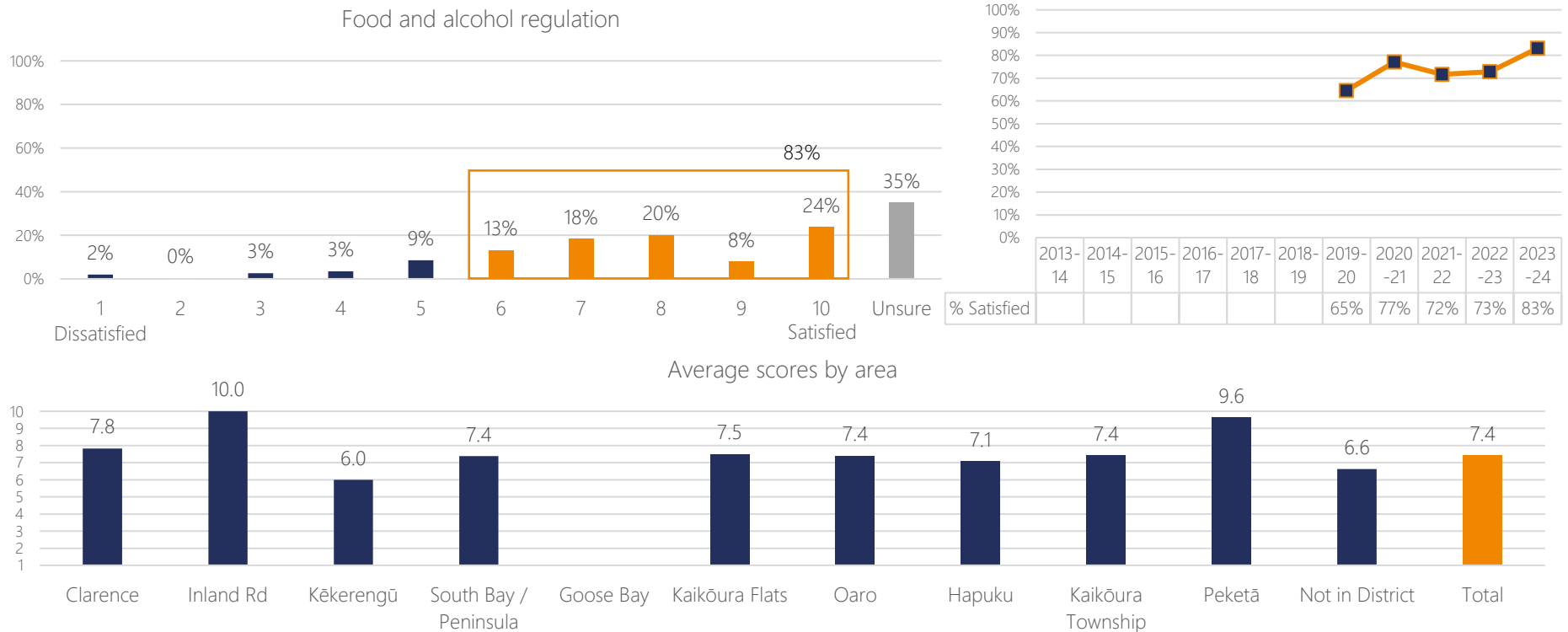


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – regulations

- Food and alcohol regulation was another area that showed a good improvement in 2023-24 (83%, up from 73%) – reaching a new peak in satisfaction.
- However, it is worth noting that 35% of respondents either had no opinion or were unaware of the service.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

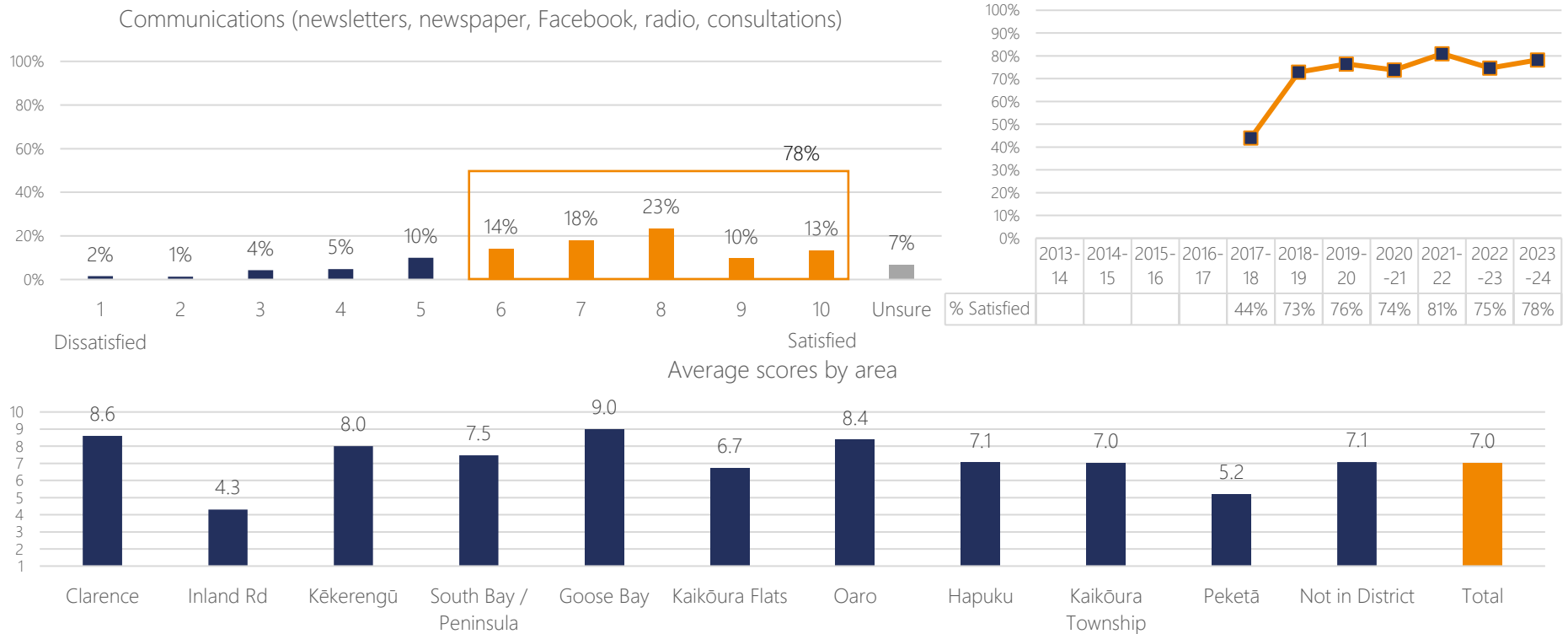


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – communication

- 78% of respondents were satisfied with Council’s communications in 2023-24. This result aligned with the average satisfaction level tracked between 2018 and 2022.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

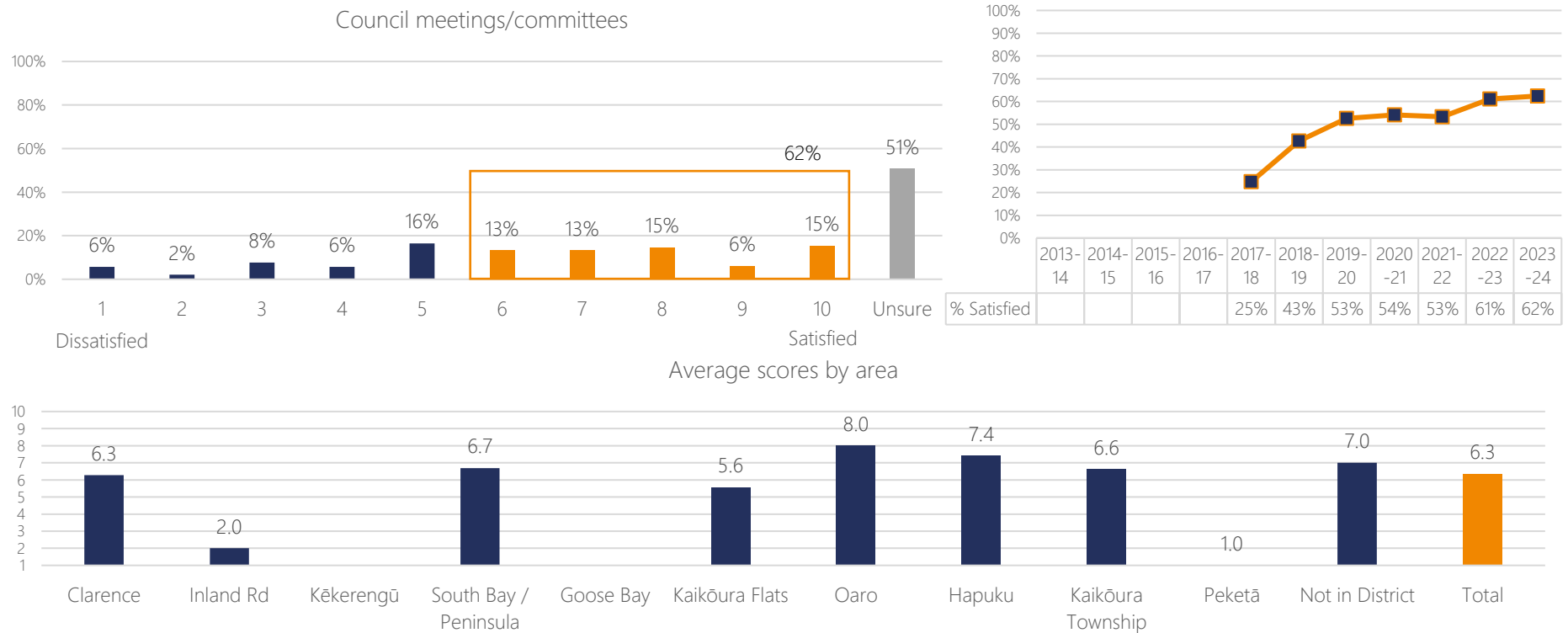


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – meetings and committees

- After improving in 2022-23, satisfaction with Council meetings/committees maintained its level (62%) – a new peak result.
- However, a large proportion of community members (51%) had no opinion or were unsure about these meetings.
- Respondents aged 45-64 were generally most satisfied with this service (69%).



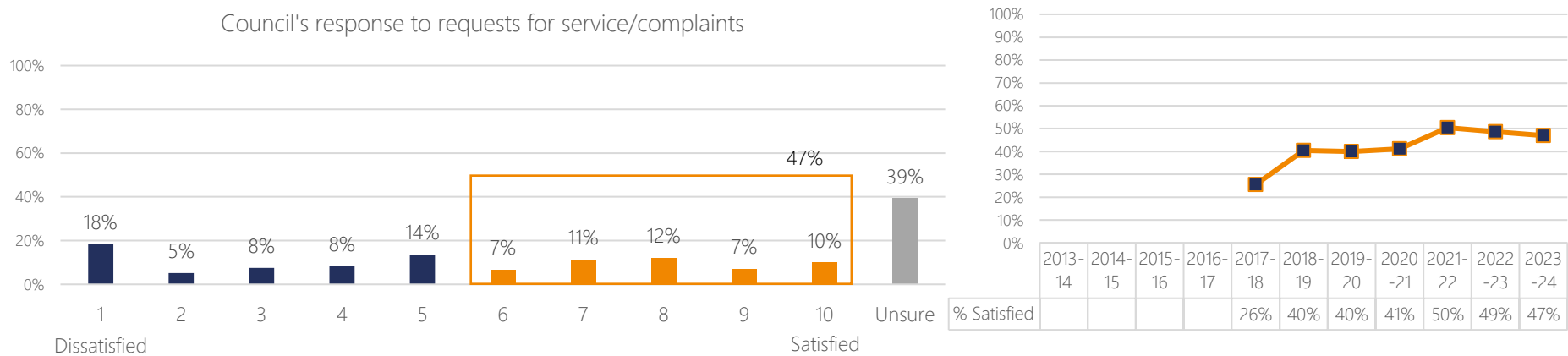
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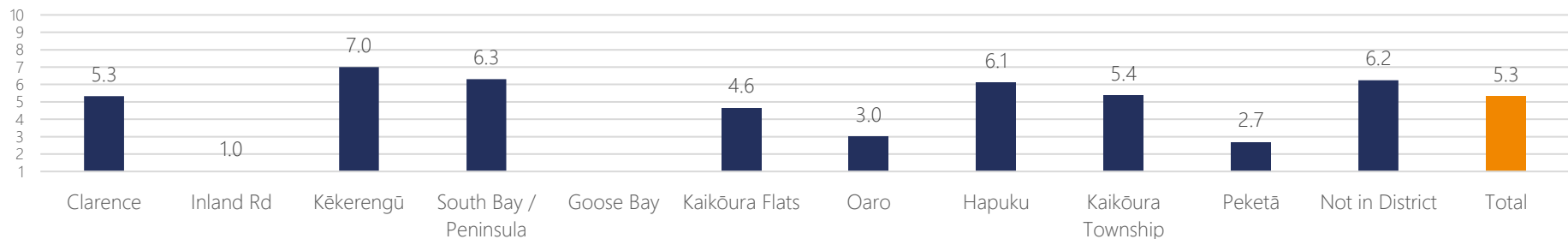
COUNCIL SERVICES – response

- Satisfaction with Council’s response to requests for service/complaints remained consistent in the past three years – but continued to be one of the lowest ranked evaluation areas (47%) – with 18% very dissatisfied (ratings of 1).
- Despite this, a significant portion of community members (39%) were unsure or did not have any communications with the Council.
- The largest year-on-year decline in satisfaction with Council’s response was observed among older respondents aged 65+ (48% in 2023-24 vs. 60% in 2022-23).
- Due to its impact on overall satisfaction, Council’s response to public contact represented the greatest improvement opportunity.

Council's response to requests for service/complaints



Average scores by area

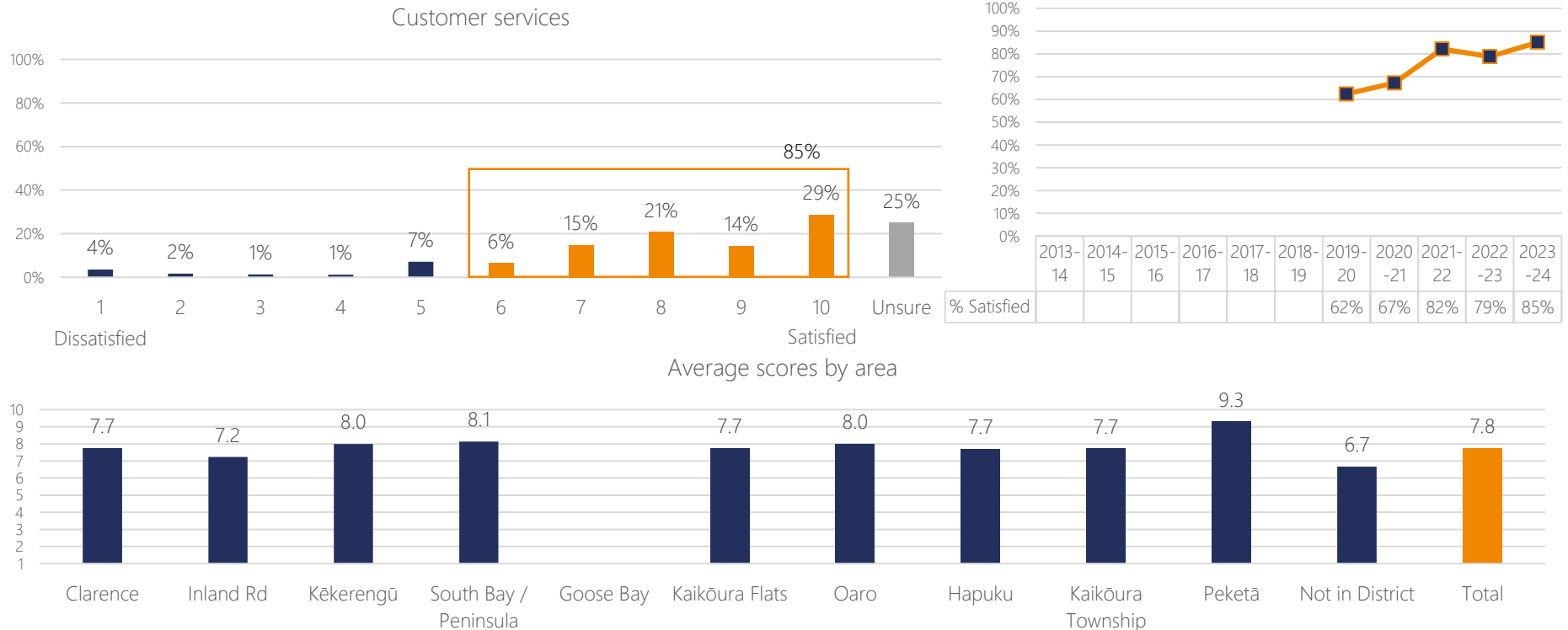


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – customer service

- 85% of respondents were satisfied with customer service in 2023-24, an improvement compared to 2022-23 (79%) and a new peak for this measure.
- A number of community comments expressed positive feedback about front desk and library staff being friendly and helpful.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.



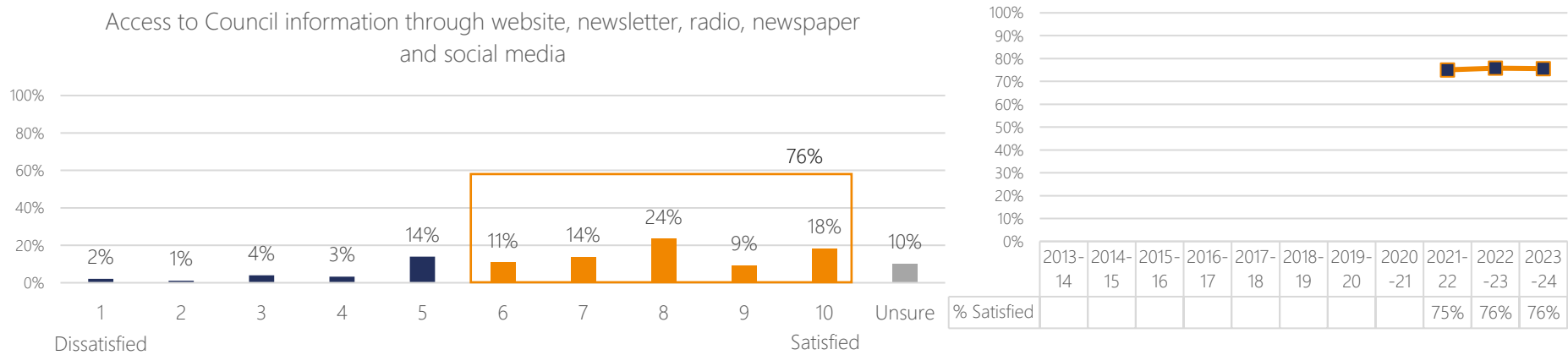
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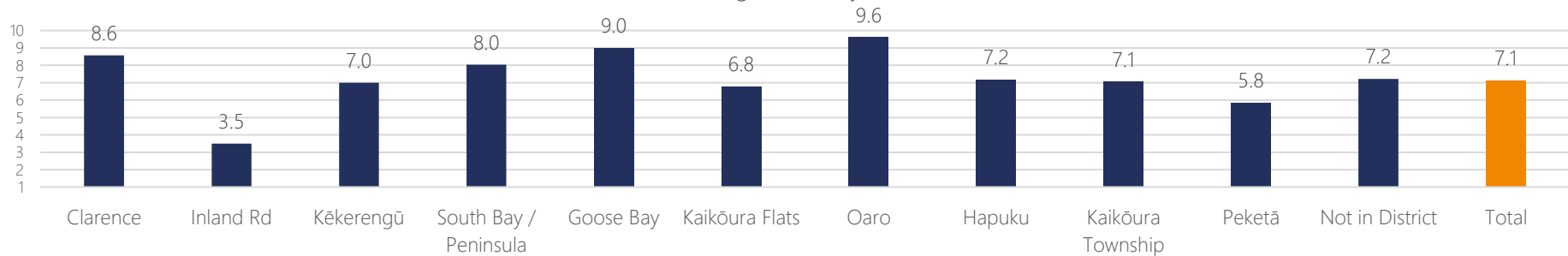
COUNCIL SERVICES – access to information

- After being introduced in 2021-22, satisfaction with access to Council information through various media remained high (76%) and consistent in the past three years.
- Satisfaction levels were consistent among community members of different home ownership status and area.
- However, younger respondents (18-44) tended to be less satisfied (67%).

Access to Council information through website, newsletter, radio, newspaper and social media



Average scores by area

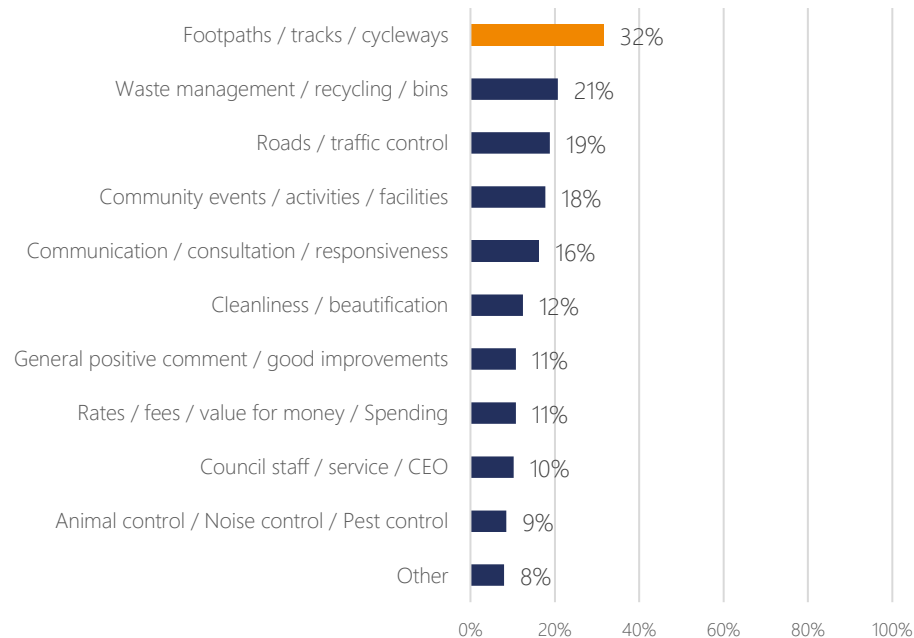


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – feedback

- Half of respondents (53%) offered additional feedback regarding the services and assets provided by the Council.
- Consistent issues about services were again raised in 2023-24, reflecting residents' ongoing concerns about key infrastructure. Feedback most notably focused on footpaths and tracks (32%), including both positive comments regarding footpaths upgrade and progress with the Esplanade pathway, and concerns that other locations currently lack footpaths or require maintenance and repairs.
- Waste management and collections remained a concern (21%), for lack of consistency, lack of service, or town bin prevalence and size.
- A similar proportion (19%) also raised issues about roads, in terms of cleanliness, repairs and general conditions.



Other mentioned categories under 8%:

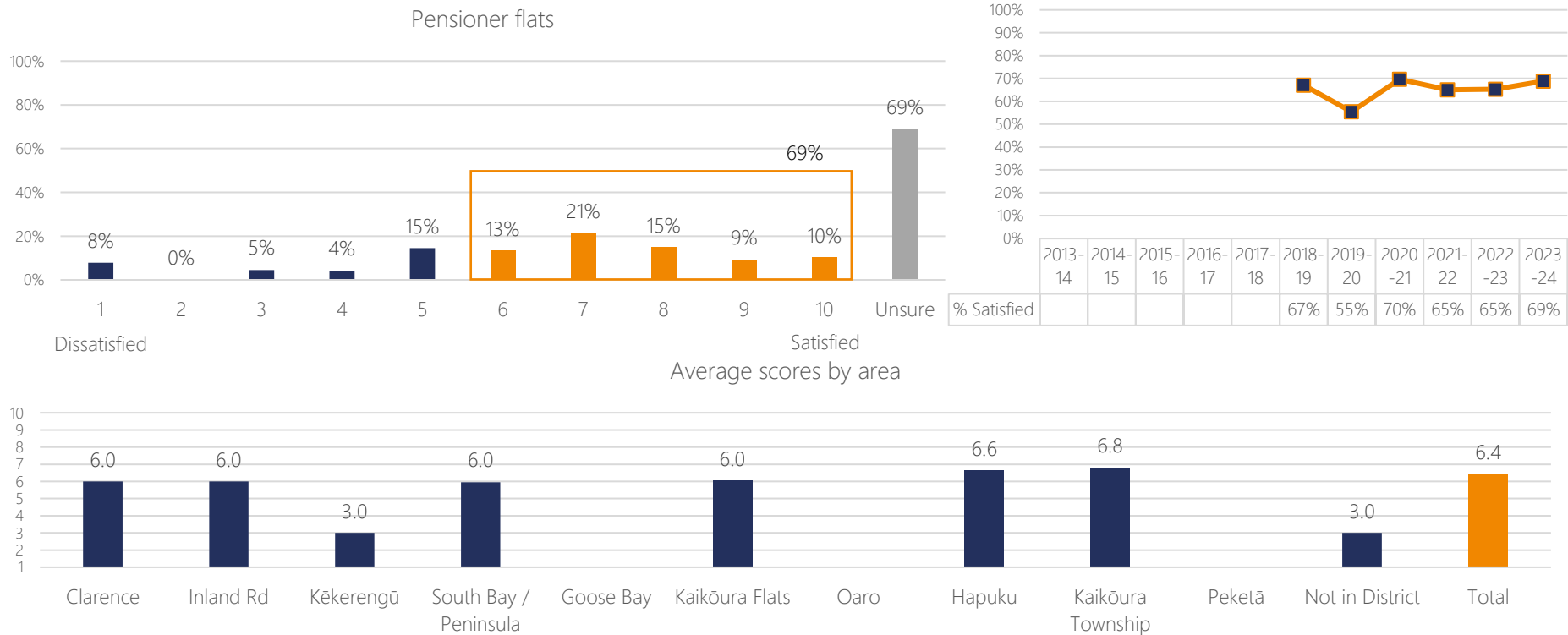
- Improve infrastructure (general) / services
- Rural concerns / services
- Esplanade
- Public toilets
- Swimming pool
- Street lighting / Night Sky preference
- Negative tourism / economic impact
- Go-kart track
- Environment concerns
- Water infrastructure - drinking, sewage

Open-ended comments sorted into categories; totals may exceed 100% owing to several themes could be mentioned by each respondent. The results were weighted by age and gender.



COUNCIL FACILITIES – pensioner flats

- 7-in-10 respondents (69%) could not rate Council's performance in relation to pensioner flats; this service concerns only a limited section of the community.
- At the same time, overall satisfaction with pensioner flats (69%) remained consistent in the recent years.
- Satisfaction levels were also consistent among community members of different age, home ownership status and area.
- A number of comments positively highlighted Council's recent work on the pensioner flats and the lights over Christmas. However, the need for more pensioner housing was evident.

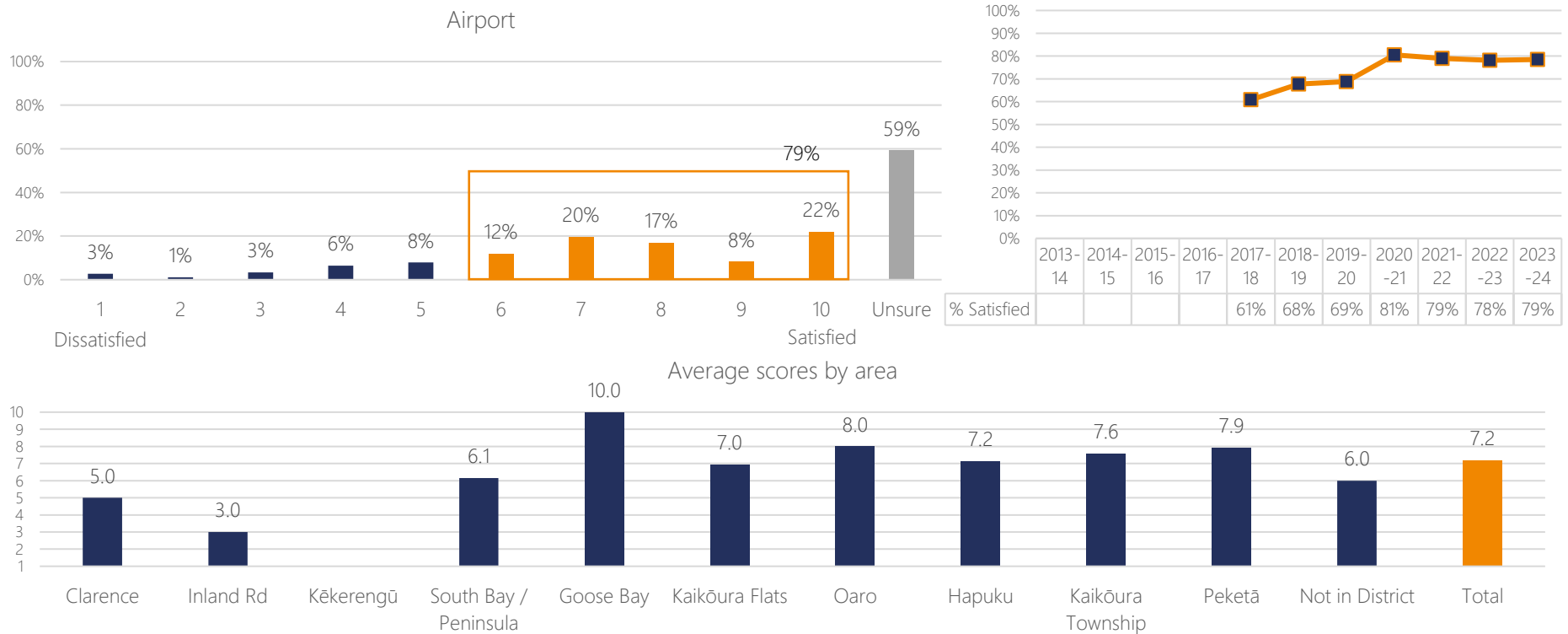


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COUNCIL FACILITIES – airport

- 79% of respondents were satisfied with the Airport in the district; this result remained consistent in the past four years.
- However, 59% of respondents could not provide a rating due to limited knowledge.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.



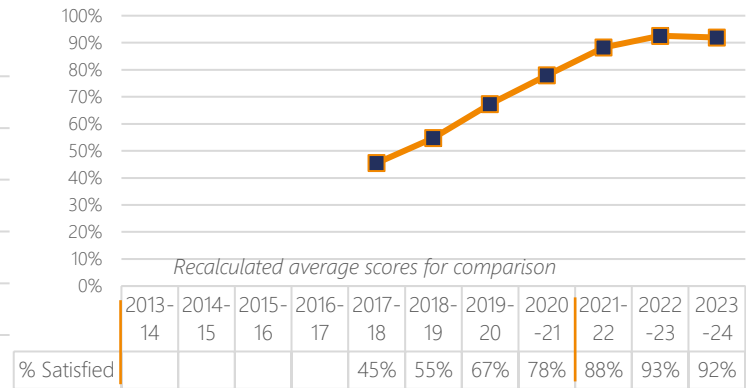
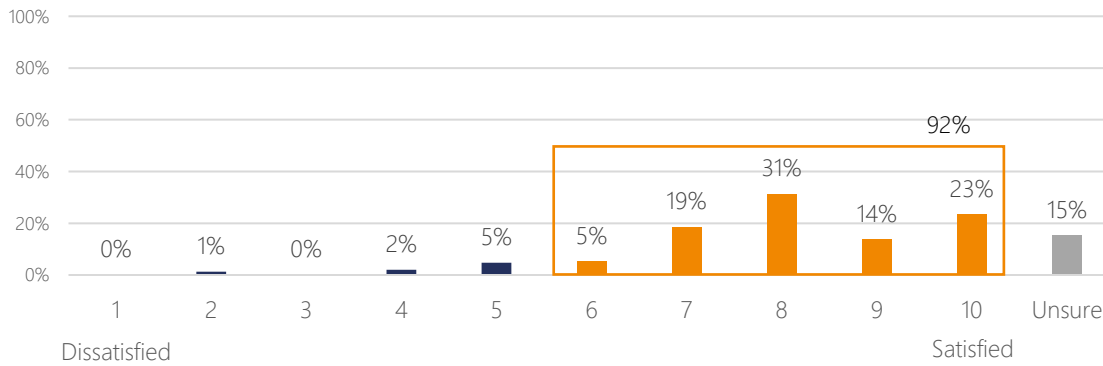
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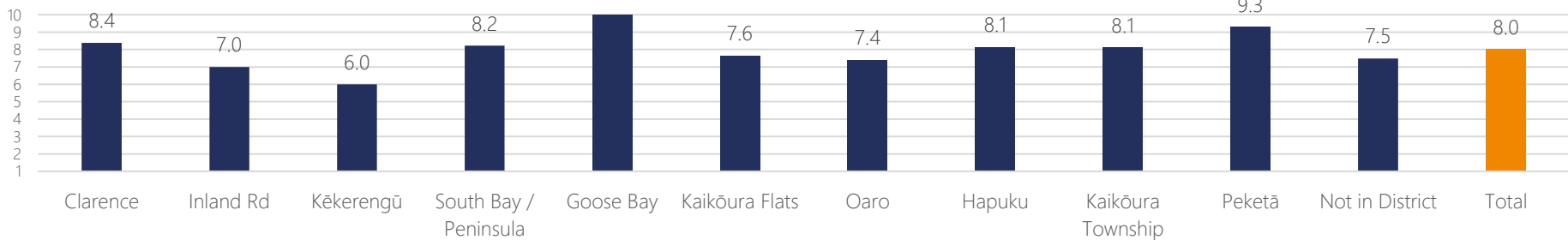
COUNCIL FACILITIES – halls and buildings

- In 2021-22, the questions about Memorial Hall, Scout Hall and Op Shop building were combined, and compared to average scores between 2017 and 2021.
- Satisfaction with the combined facilities remained very high in 2023-24 (92%) – the second highest survey result this year.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

Memorial Hall, Scout Hall and Op Shop building



Average scores by area



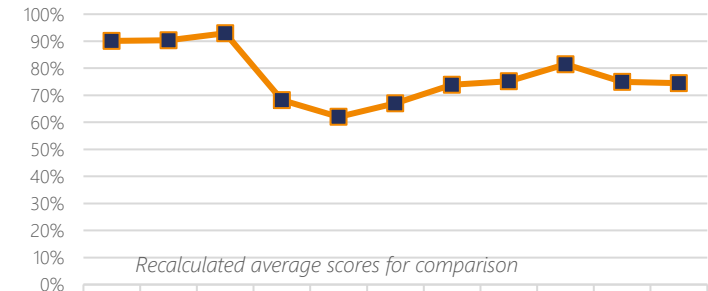
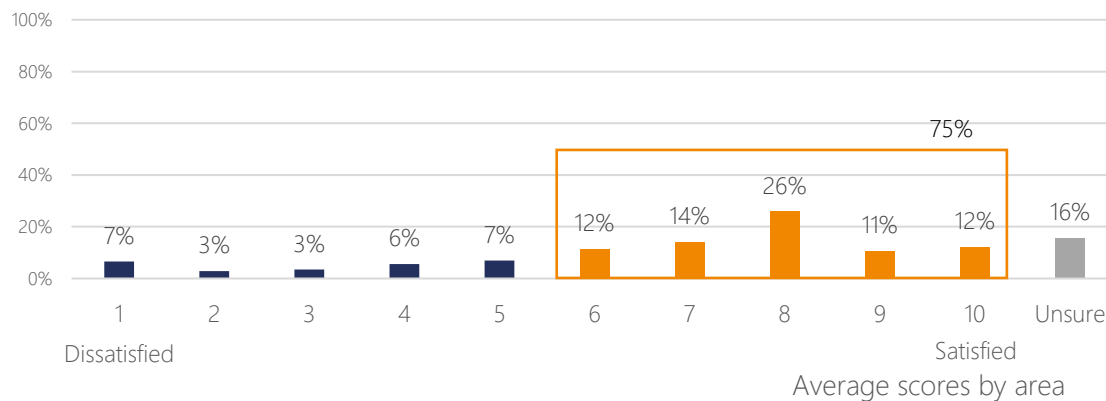
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL FACILITIES – public amenities

- In 2021-22, questions regarding the cemetery, playgrounds, and public toilets were grouped and compared to historical satisfaction averages.
- Three-quarters of respondents (75%) in 2023-24 reported satisfaction with these combined facilities, on par with the previous year.
- Younger respondents (18-44) were less satisfied with public amenities (62%) compared to older respondents. In addition, satisfaction was lower in South Bay / Peninsula (59%).
- Community feedback highlighted public toilets as the main area of concern, specifically regarding their availability and maintenance. Additionally, there were comments about availability and updating of playgrounds (e.g. need more playgrounds, fenced playgrounds).

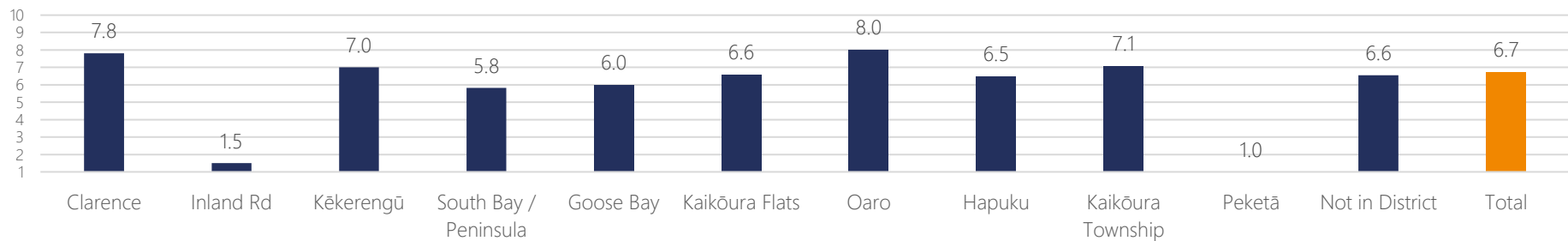
Cemetery, playgrounds and public toilets



Recalculated average scores for comparison

Year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
% Satisfied	90%	90%	93%	68%	62%	67%	74%	75%	82%	75%	75%

Average scores by area

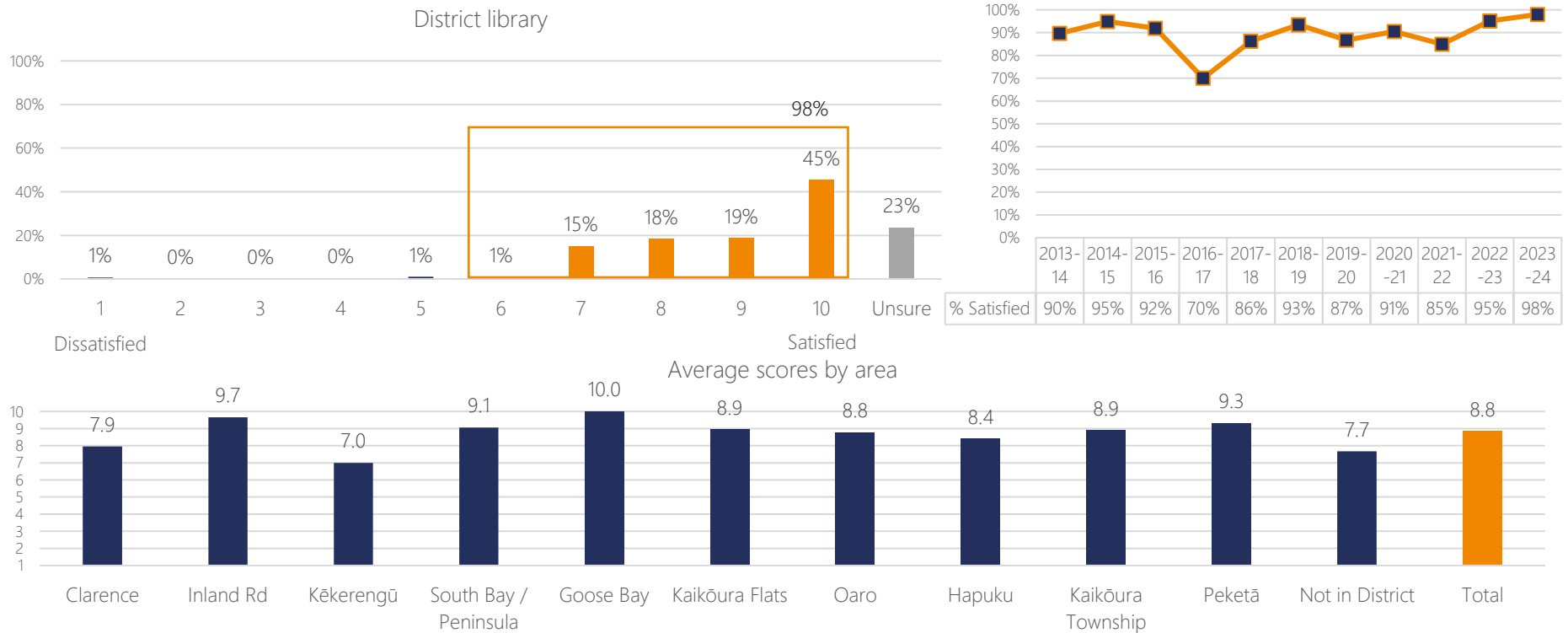


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL FACILITIES – library

- After a significant increase last year, satisfaction with the public library remained very high (98%) - achieving the historical high record and the best performing service/facility this year.
- Positive comments from the community highlight friendly and helpful staff, with great services and book selection available.
- Satisfaction levels were consistently high among community members of different age, home ownership status and area.



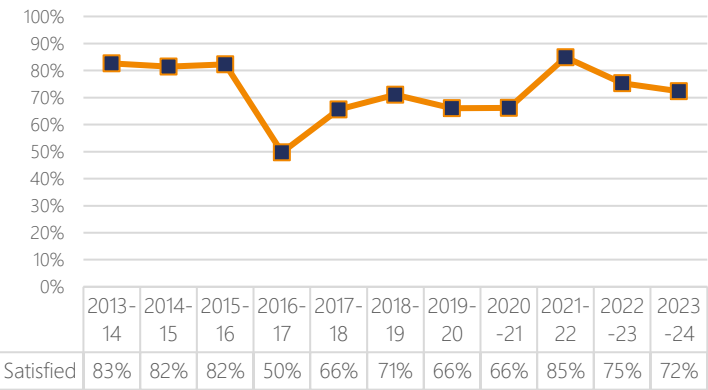
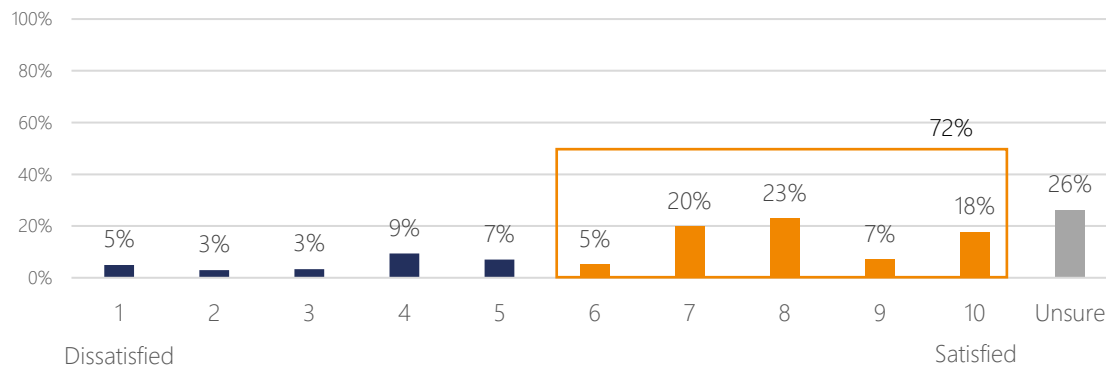
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



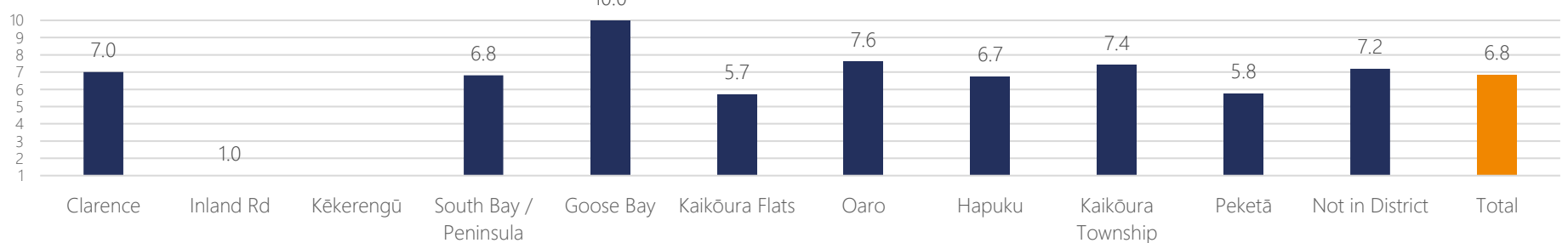
COUNCIL FACILITIES – marina

- 72% of respondents were satisfied with South Bay Harbour (marina and wharf facilities), which was similar to the previous year.
- Community feedback centred around expenditure concerns for marina facilities.
- Satisfaction with marina and wharf facilities decreased with age; respondents aged 18-44 tended to be the least satisfied (58%), compared to those aged 65+ (89%).

South Bay Harbour (marina and wharf facilities)



Average scores by area

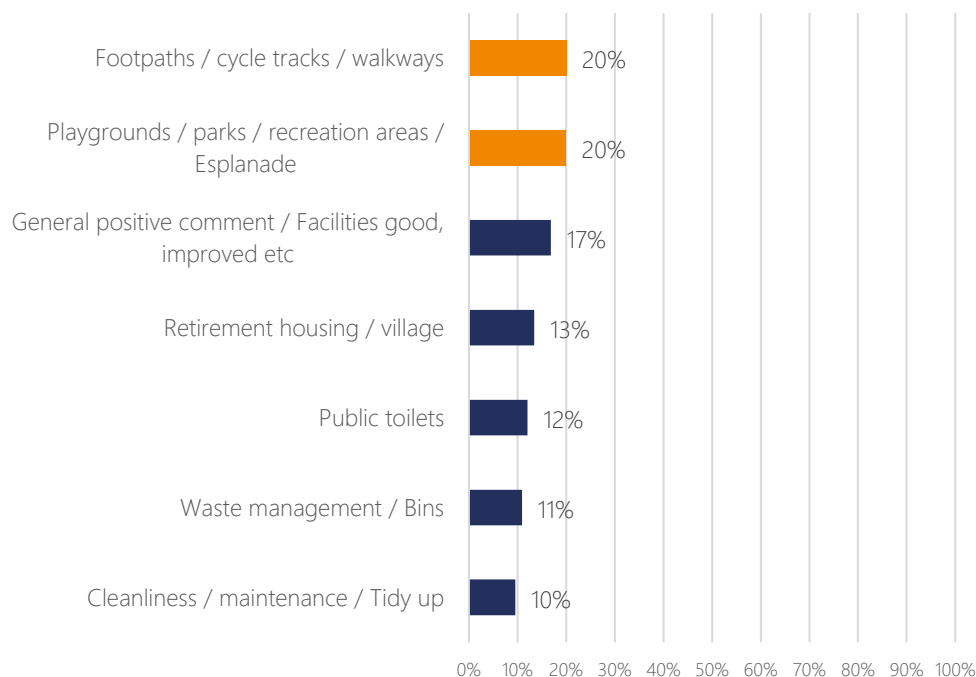


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COUNCIL FACILITIES – feedback

- 40% of respondents provided additional feedback regarding Council facilities - with comments spread thinly across noted areas – indicating no predominant concerns.
- The two top areas of concern were footpaths / tracks / walkways (20%); and playgrounds / recreation areas (20%).
- However, 17% of respondents provided positive comments about local facilities and/or appreciated recent improvements, particularly for the library.
- Other comments highlighted the need for more retirement housing / pensioner flats, and addressing public toilets.



Other mentioned categories under 10%:

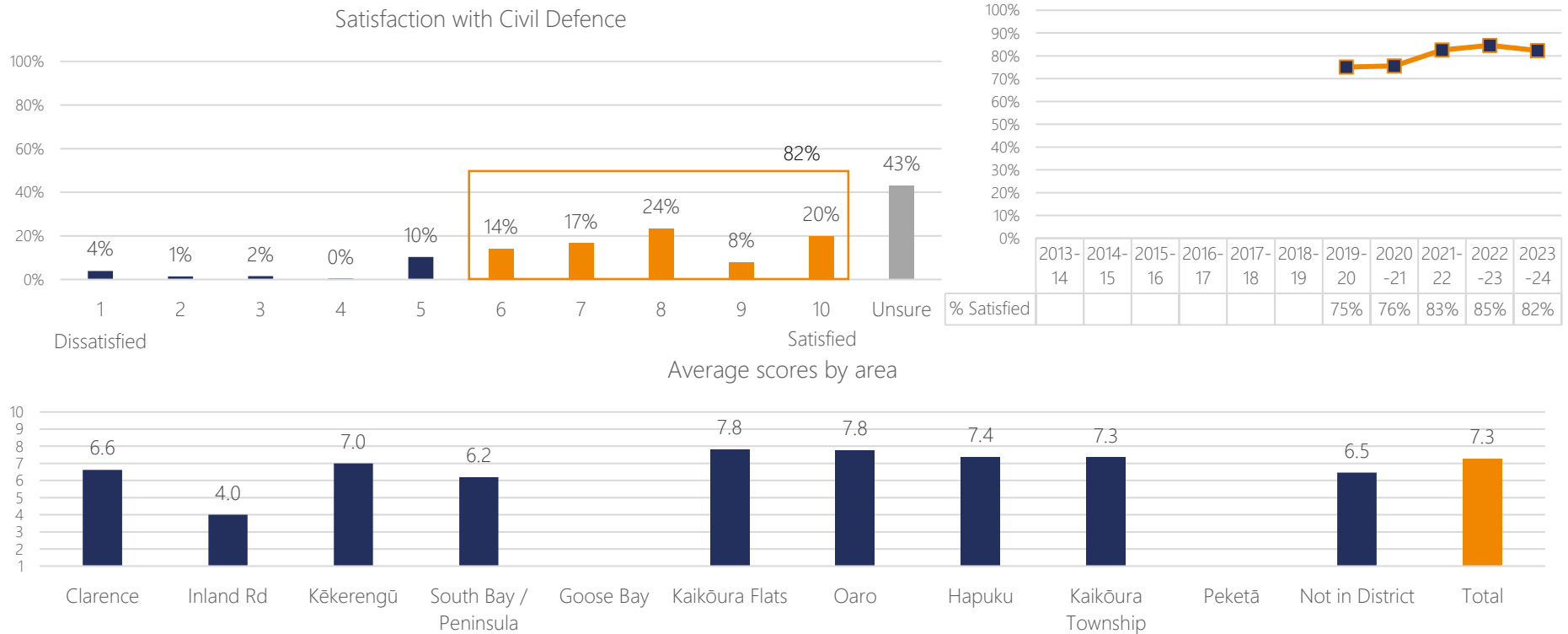
- Other
- Halls (Scout, Memorial)
- Airport
- Wharf / marina
- Cemetery
- Swimming pool / Aquatic centre
- Roads / traffic
- Council management / staff
- Library

Open-ended comments sorted into categories; totals may exceed 100% owing to several themes could be mentioned by each respondent. The results were weighted by age and gender.



CIVIL DEFENCE – Council performance

- Satisfaction with civil defence in the district remained consistent in the past three years, with 82% of respondents providing positive ratings.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.



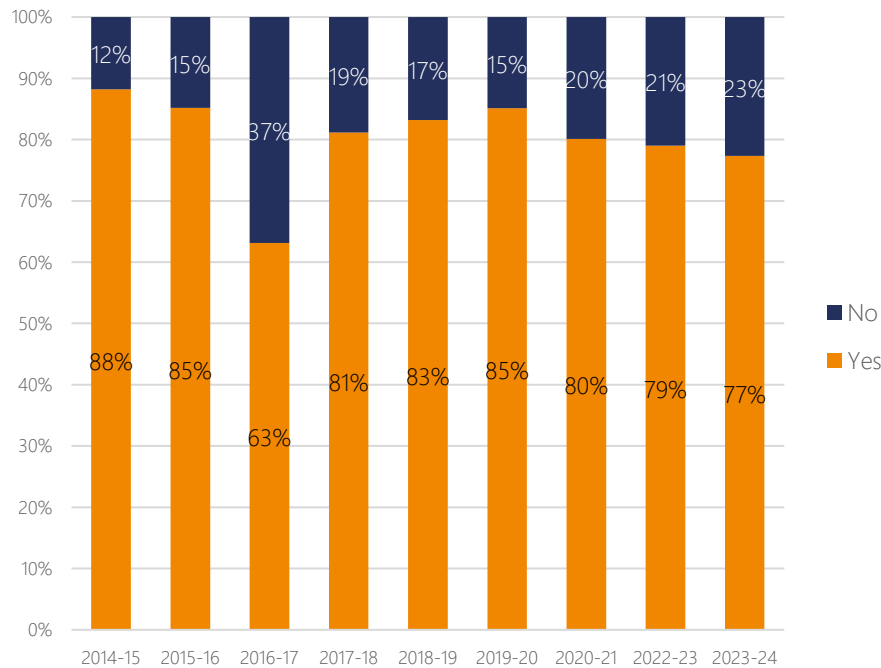
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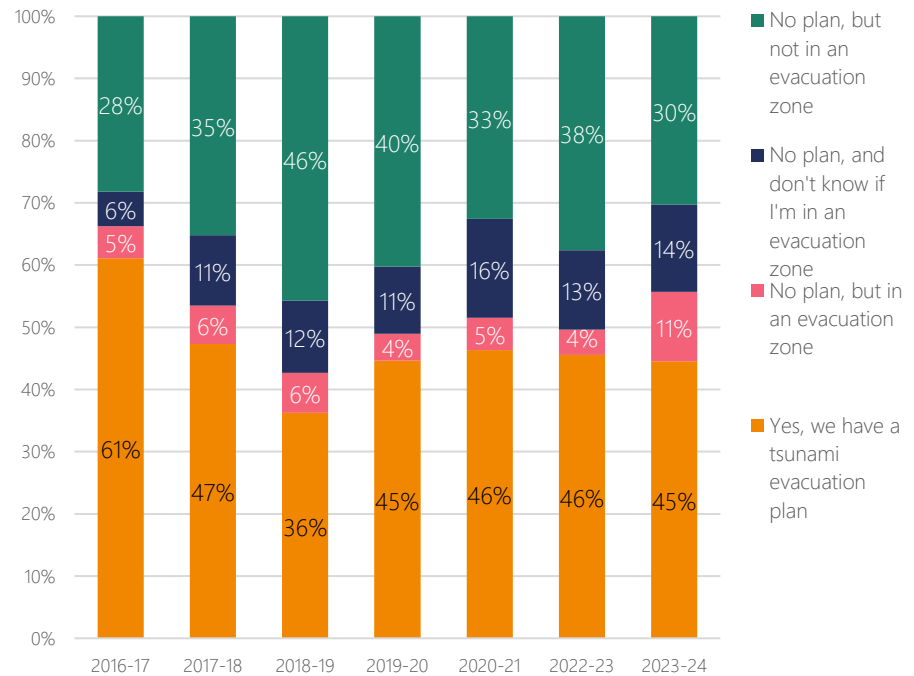
CIVIL DEFENCE – preparedness

- 77% of respondents indicated having an emergency plan in place to take care of themselves for three days following a disaster; a result similar to the previous year, but slightly below the historical average.
- The perceived level of emergency preparedness was lower among younger respondents (62%) and non-homeowners (46%); while higher among older respondents (92%), and those from more remote areas (96%).
- In terms of tsunami preparedness, 45% of respondents reported having an evacuation plan, consistent with the historical average. Areas with higher levels of tsunami preparedness included South Bay/Peninsula, Goose Bay, Oaro, and Peketā.
- Slightly more respondents (11%) reported living in the tsunami zone but not having a plan, while 30% of respondents reported living outside of the tsunami zone and not having an evacuation plan.

My household has an emergency plan for how we would look after ourselves for three days following a disaster



Does your household have a plan to evacuate if there is a tsunami?

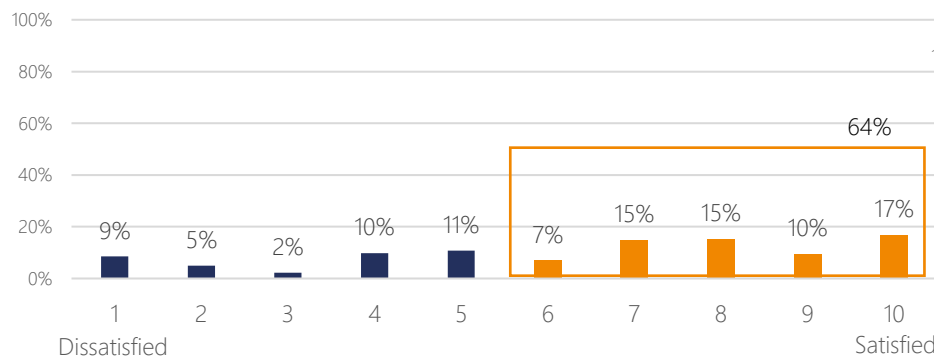




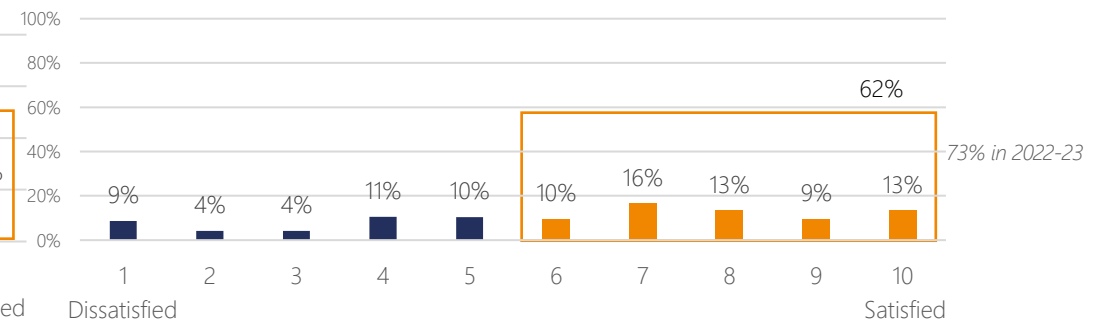
COUNCIL MEMBERS AND STAFF

- Satisfaction with both Mayor, Councillors and staff (64%) and local representation (62%) decreased in 2023-24 compared to the last year.
- Despite most provided comments about Council members and staff being positive, a few concerns were raised (particularly about Councillors' visibility and lack of representation for all demographics, and CEO).
- Younger respondents were the least satisfied with Council members and staff (47%) and local representation (47%)
- Satisfaction with Council members exhibited a strong relationship with consultation on important issues and Council's response to requests.

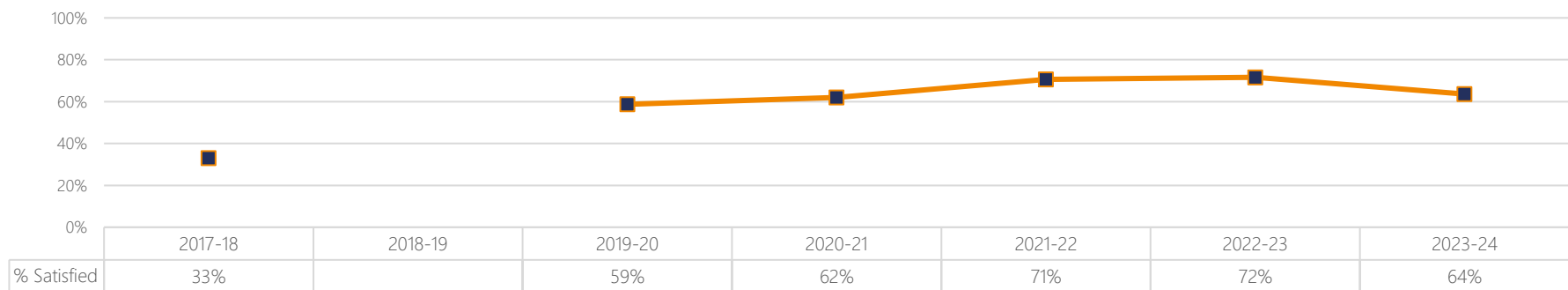
Satisfaction with Mayor, Councillors and staff



How satisfied are you that the Mayor and Councillors are representing you regarding key central government initiatives?



Overall satisfaction with Mayor, Councillors and staff over time

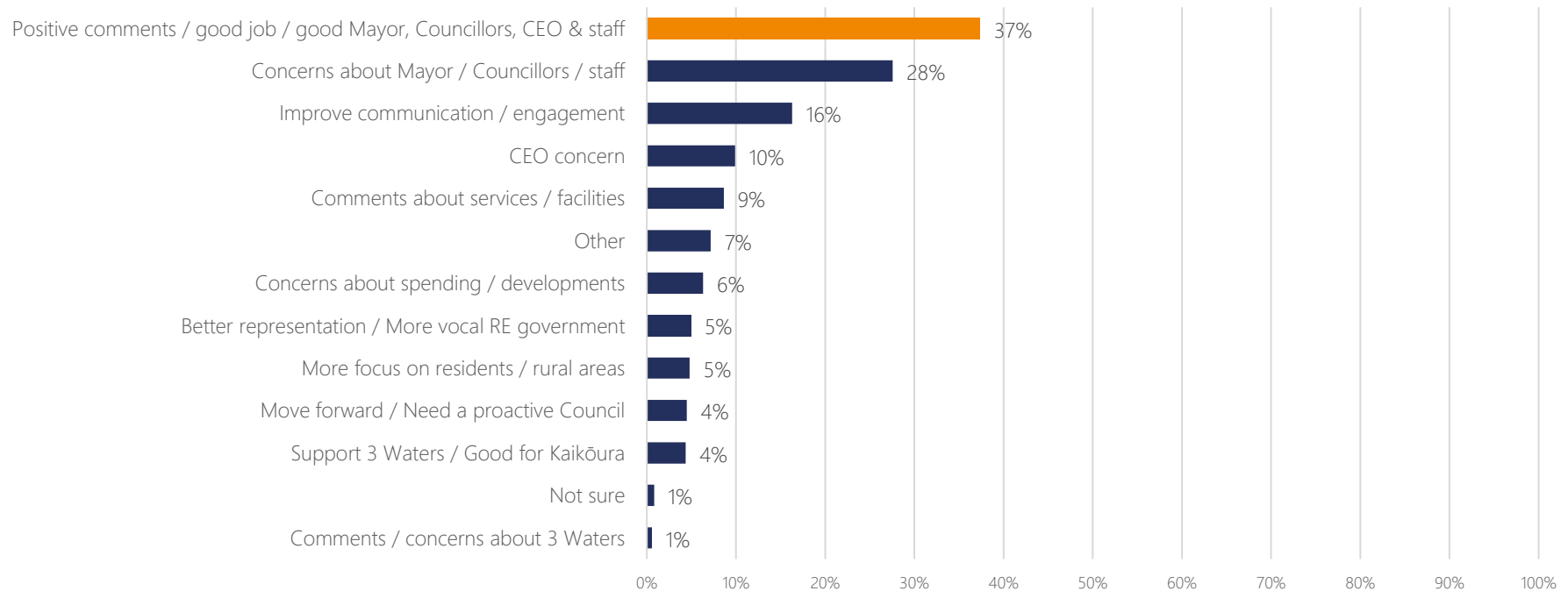


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis.



COUNCIL MEMBERS AND STAFF – feedback

- One-quarter of survey respondents (25%) offered additional feedback regarding the performance of Council staff and elected members.
- The most prevalent feedback was positive comments (37% of those giving feedback) about the good work of the Mayor, councillors and/or staff.
- In contrast, some concerns about Council and staff were also expressed around spending, representation, communication and related issues.

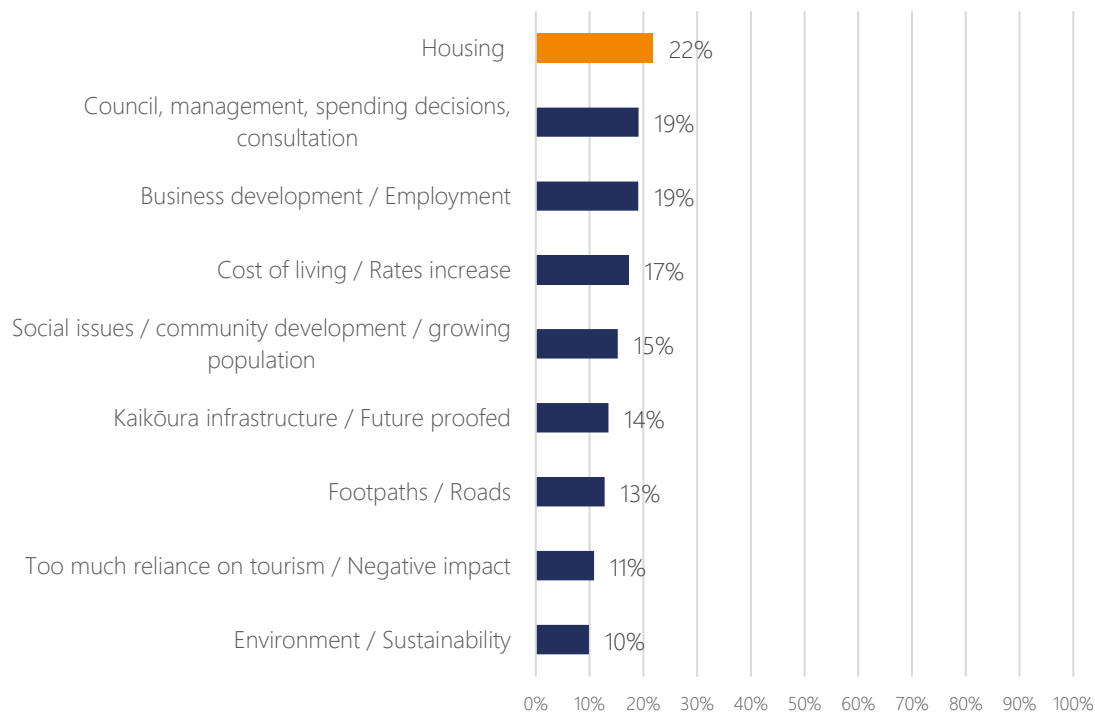


Open-ended comments sorted into categories; totals may exceed 100% owing to several themes could be mentioned by each respondent. The results were weighted by age and gender.



SUGGESTED IMPROVEMENTS and CONCERNS

- Most respondents (76%) offered feedback on the biggest issues facing the District; reflecting the depth of their interest, a wide range of topics was raised. Key among these were concerns about local housing provision, including affordability, the prevalence of short-term (Airbnb) accommodation reducing longer-term housing stock, and more retirement housing for an aging population.
- Council management/spending and economic / employment concerns were also raised.
- Cost of living and related rates increases were a significant consideration for many in the current economic context.



Other mentioned categories under 10%:

- Aging population / Services / Houses for elders
- Retaining families / youth / education
- Health services
- Waste management / Rubbish bins
- Tourism importance for Kaikōura / Improvements
- Tidy up / Beautification
- Other
- Marina / wharf / hot pools
- Council services, facilities, assets
- New attractions / activities / developments
- Camping facilities / freedom camping
- Not enough people
- Central government concerns / 3 waters
- Council size / need for amalgamation

Open-ended comments sorted into categories; totals may exceed 100% owing to several themes could be mentioned by each respondent. The results were weighted by age and gender.