



Kaikōura District Council

2018 | Resident Satisfaction Survey

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2018

SIL Research prides itself on providing timely, cost-effective and relevant research targeted on the specific needs of Councils, making a real difference in local communities.

This research measures Kaikōura resident satisfaction levels with Council service delivery performance, the region's sustainability, Council's staff and post-earthquake re-development.



The research was conducted between 25 May and 6 July 2018. Data was collected by postal and online methods.

A total n=316 surveys were used in the final analysis.

Data was weighted to reflect area gender and age group proportions as per Statistics New Zealand 2013 Census.

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

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About SIL

Established in 2000, SIL Research is a Napier based, full-service research company. We offer both quantitative and qualitative research throughout New Zealand.

Our primary focus is the delivery of intelligent business research to assist organisations in making informed strategic, tactical and day-to-day decisions.

SIL began working with Councils in the early 2000's and to date has undertaken an extensive range of research projects in this sector.

SIL Research is a member of the Research Association of New Zealand (RANZ). Research is undertaken to the highest possible standards and in accord with the principles detailed in the RANZ Code of Practice which is based on the ESOMAR Code of Conduct for Market Research.

Disclaimer

This report was prepared by SIL Research for the Kaikōura District Council (KDC).

The views presented in the report do not necessarily represent the views of SIL Research or the Kaikōura District Council.

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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.

Note: New Zealand Councils have varying systems of performance measurement. The benchmarks in this report are calibrated for KDC scales to account for these differences.

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

*Excludes Auckland, Wellington, Christchurch and Dunedin

Methodology

Questionnaire design

SIL Research together with Kaikōura District Council (KDC) developed a revised 2018 Resident Survey questionnaire. Initial drafting of the survey was based on research previously carried out by KDC in 2013/2014, 2014/2015, 2015/2016 and 2016/2017 years. The questionnaire went through several iterations before a final version was tested and agreed to for use.

Data collection

Research was conducted between 25 May and 6 July 2018. SIL Research used a mixed methods approach (paper, online, digital) to collect surveys across Kaikōura District ratepayers.

Data analysis

Data was weighted to reflect area, gender and age group proportions as per Statistics New Zealand's 2013 Census.

A sample size of n=316 across 3,687 residents aged 18 years and over in the Kaikōura District Council area allows for a 95% confidence level +/- 4.2-5.3%. This is the highest survey return rate achieved to date for a KDC ratepayer survey.

Priority assessment analysis

To identify which aspects of Council services influence overall outcomes, such as ratepayer satisfaction, a key driver analysis was used.

A key driver analysis investigates the relationships between potential drivers (Council services) and ratepayers' perceptions such as overall satisfaction. Statistical modelling was applied to quantify the relationships between multiple deliverables; only statistically significant results are presented.

Data comparisons

Where applicable, the 2018 results were compared to previous years' data. This comparative data is indicative only; methods by which the data was collected differ significantly across years. For example:

- Surveys prior to 2016/2017 used a different scale (1-4 scale), whereas more recent surveys collected the data on a 1-5 scale. The new scale was introduced by Council in 2016/2017 and included a 'neutral' option.
- The 2018 survey continued to use a 1-5 scale and allowed for 'Don't know/No opinion' and 'Haven't used in the past 12 months' additional responses.
- In 2018 there were some variations in data collection methods, and sample sizes vary considerably.

Additional notes

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

The term 'Ratepayer' has been used to represent respondents who participated in the survey.

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

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

Overall satisfaction percentages presented in this report are aggregated 'Somewhat satisfied' and 'Very satisfied' responses.

Some charts report overall agreement percentages (aggregated 'Somewhat agree' and 'Strongly agree' responses).

Reputation and Benchmark Surveys

In 2018, SIL Research conducted a National Council Reputation survey and a National Council Services Benchmark (NZB) survey. n=400 New Zealand residents aged 18 years and older in June 2018 were interviewed in each survey.

Comparisons between KDC findings and the Council services benchmark survey are provided where available.

Anecdotal comparisons between KDC staff and services questions are also made against the National Council Reputation research.

Benchmark Satisfaction at a glance

		
Public Libraries	Water quality and supply	Car parking
KDC 2018: 86%	KDC 2018: 57%	KDC 2018: 41%
KDC 2017: 77%	KDC 2017: 48%	KDC 2017: N/A
NZB 2018: 72%	NZB 2018: 47%	NZB 2018: 41%
		
Stormwater drainage	Animal control	Sports fields
KDC 2018: 41%	KDC 2018: 44%	KDC 2018: 60%
KDC 2017: 46%	KDC 2017: N/A	KDC 2017: 62%
NZB 2018: 40%	NZB 2018: 48%	NZB 2018: 62%
		
Cycleways	Roads	Footpaths
KDC 2018: 38%	KDC 2018: 30%	KDC 2018: 41%
KDC 2017: 47%	KDC 2017: 24%	KDC 2017: 29%
NZB 2018: 45%	NZB 2018: 31%	NZB 2018: 38%
		
Street lights	Sewerage	Resource Recovery Centre
KDC 2018: 58%	KDC 2018: 63%	KDC 2018: 59%
KDC 2017: 61%	KDC 2017: 56%	KDC 2017: 69%
NZB 2018: 56%	NZB 2018: 54%	NZB 2018: 44%
		
Cemeteries	Public toilets	Overall satisfaction
KDC 2018: 70%	KDC 2018: 56%	KDC 2018: 42%
KDC 2017: 70%	KDC 2017: 60%	KDC 2017: N/A
NZB 2018: 59%	NZB 2018: 44%	NZB 2018: 46%

Kaikōura Earthquake

34%

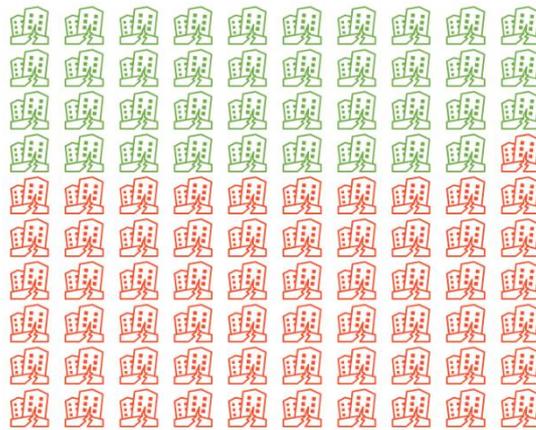
Aware of Te Ha Community Hub services

34% Referred to the three-year 'Reimagine Kaikoura Recovery Plan' as good

47% Understand what accommodation and support help is available



39%



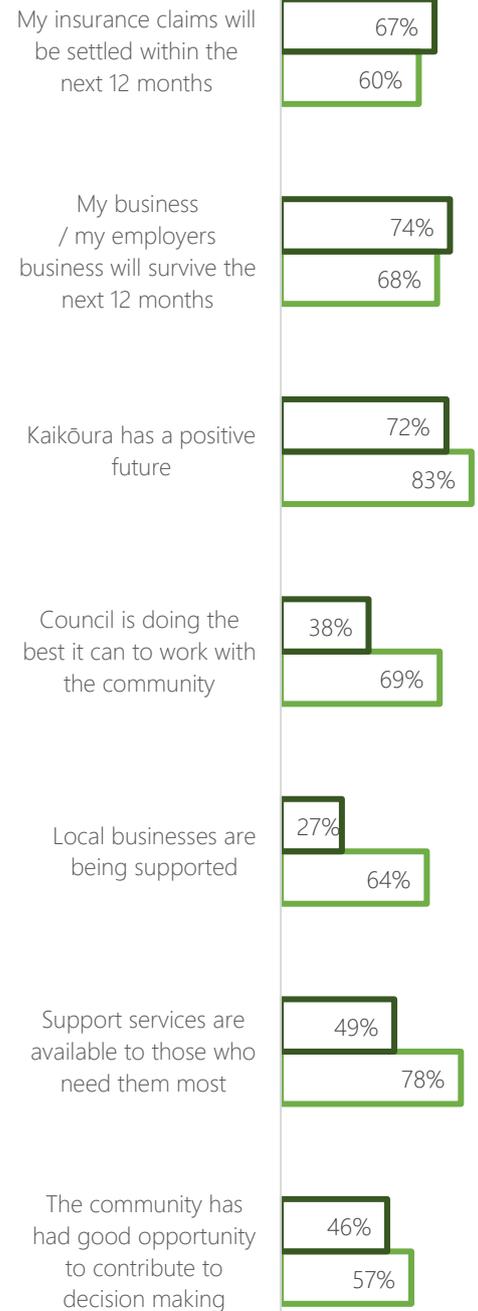
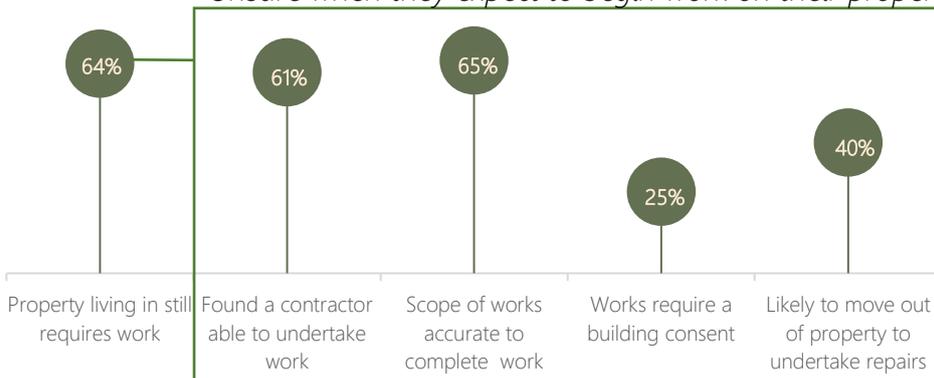
Satisfied with rebuild progress to date



79% concerned about Natural Hazards in the Kaikōura District

42%

Unsure when they expect to begin work on their property



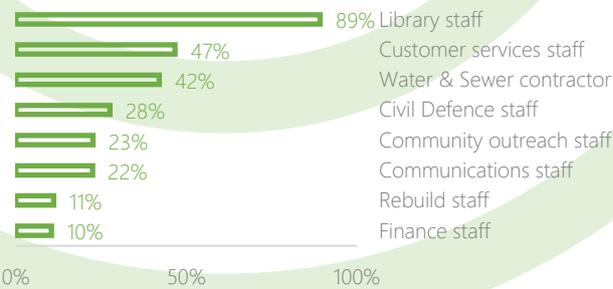
■ 2017-2018 ■ 2016-2017

Net Emotion Score

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

When rating Council's performance, ratepayers' emotions play a key role. Strong positive or negative emotions can skew the overall satisfaction score up or down. In the Kaikōura District, most Council services and staff were associated with positive emotions.

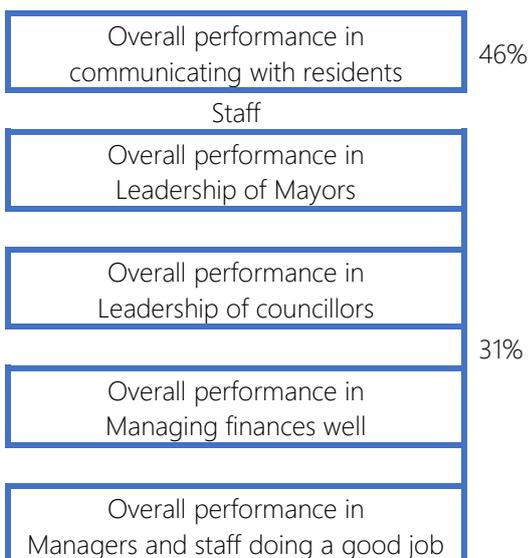
Overall Kaikōura District Council NES +6



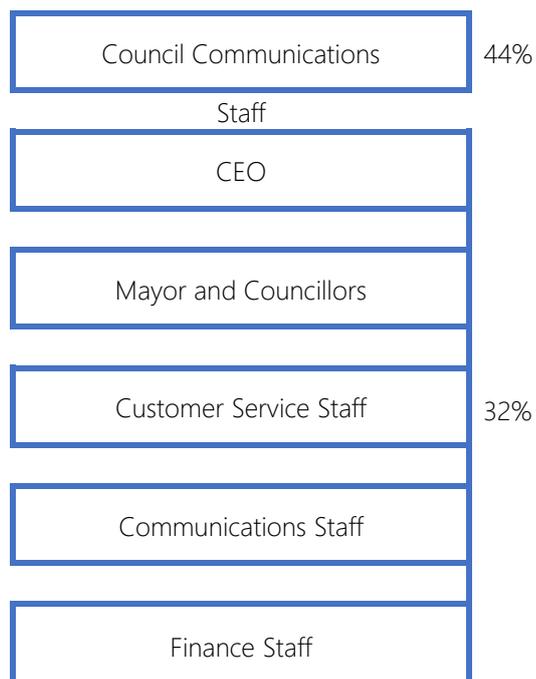
Council Reputation: Communications and staff

In 2018, SIL Research conducted a National Reputation survey, which included satisfaction measurement of NZ Councils' leadership, performance and communications. KDC's performance communications and staff performance ratings were very close to the New Zealand average.

2018 NZ Council Reputation Survey



2018 KDC Resident Survey



Environmental factors

This survey was conducted at a time when several one-off events may have coloured perceptions of KDC performance. The most significant of these are outlined below:

1. *A 7.8 magnitude earthquake occurred on November 14, 2016. Kaikōura was significantly impacted with significant damage to private property and to Council owned properties and infrastructure.*
 - a. It is well documented that at the time the survey was conducted, 18 months post a major disaster, the wellbeing, resiliency and mental health of affected communities is often found to be at a low point, therefore more negative responses were expected.
 - b. Much of the District was inaccessible for some time due to large parts of the road and rail network covered by landslides.
 - c. An extensive impact on Council services with severe damage to roads, water supply and sewerage system.
 - d. Social and infrastructure recovery is continuing and expected to go on for the foreseeable future.
 - e. The Council's Rebuild programme covers: Local roads, Bridges, Stormwater, Wastewater, Drinking water system, Council owned buildings and community facilities.
 - f. The rebuild programme is expected to be completed in 2020.

"They have been given so much money from the earthquake, yet many residents still don't have potable water. This is not acceptable."

"Very, very unhappy about proposed rates increases"

2. *At the time of the survey, Council were consulting on a proposed 17% rates rise. Negativity about the rates rise was a common theme with survey participants and may have led to participants giving negative scores to other aspects/areas.*

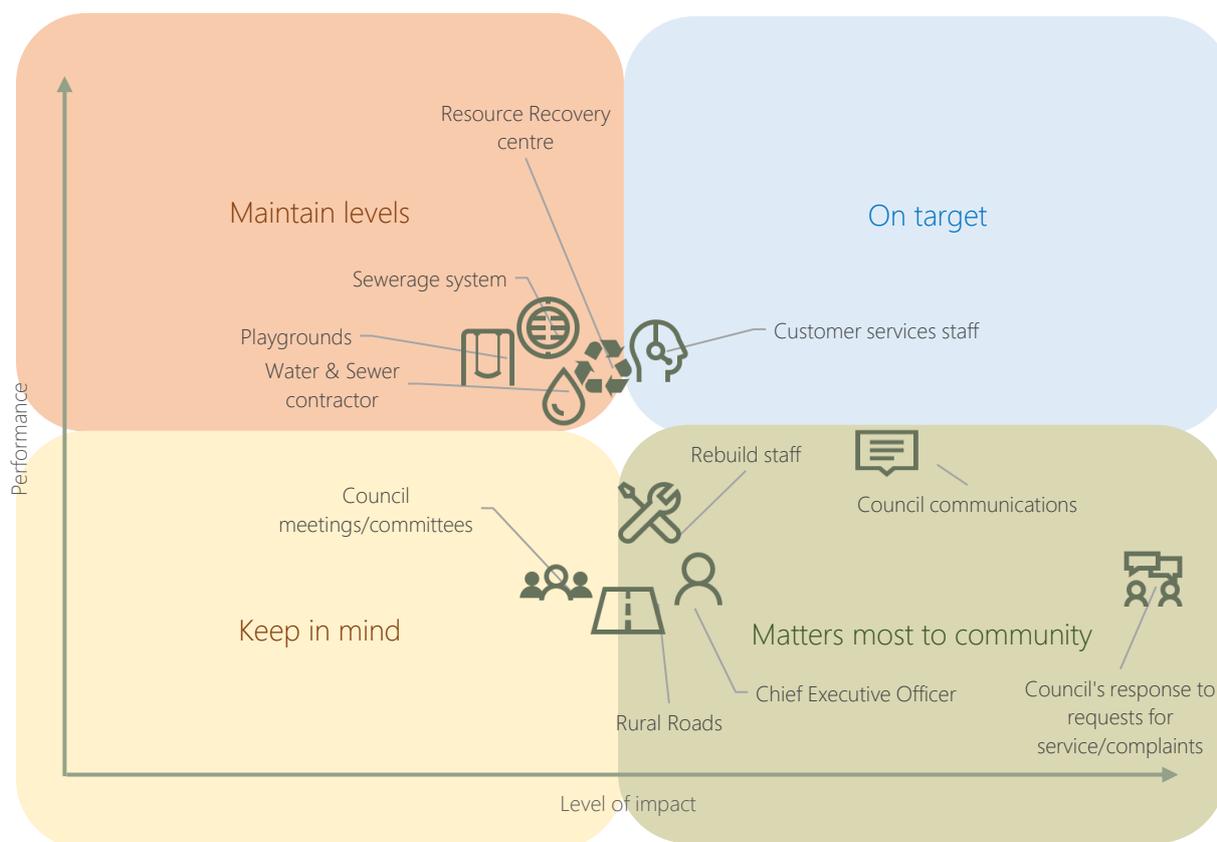
3. *Natural hazards and land damage in Kaikōura being delayed due to the earthquake.*
 - a. The November 2016 earthquake brought about a large number of new natural hazards such as landslips, rock-falls, and landslide dams.
 - b. The earthquake caused or accentuated significant risks from natural hazards to a number of properties across Kaikōura.
 - c. Since the earthquake Kaikōura District Council has been working with the Ministry of Civil Defence, EQC, Environment Canterbury, geologists and scientists to support landowners to work through their natural hazards and land damage issues.

"Kaikōura being sustainable is hard as we are recovering from a quake"

4. *Council's response to freedom camping in Kaikōura.*
 - a. Over the past few years Kaikōura District Council has been working towards adopting sustainable and positive solutions to freedom camping in Kaikōura.
 - b. This work was suspended by the 2016 earthquake.
 - c. In late 2017, freedom camping re-emerged as a priority for Council.

"Not a good enough response from the Council on freedom camping. Could be more helpful + proactive"

Priority assessment



A series of statistical analyses were conducted to determine the relative role different Council services played in overall ratepayer satisfaction. Each Council service contributes to overall resident satisfaction, however eleven were statistically significant or meaningful. Amongst these services, the level of impact varied. Using this model, *Council's response to requests* had the highest level of impact on the overall satisfaction.

Combined with resident performance scores, the eleven services can be allocated into four quadrants to help assess their relative priority; services with high levels of impact and lower performance scores represent the greatest improvement potential – GREEN QUADRANT.

Taking all services and Council staff into account, improving perceptions across five areas (matters most to community) presents the greatest opportunity to improve overall satisfaction with Council:

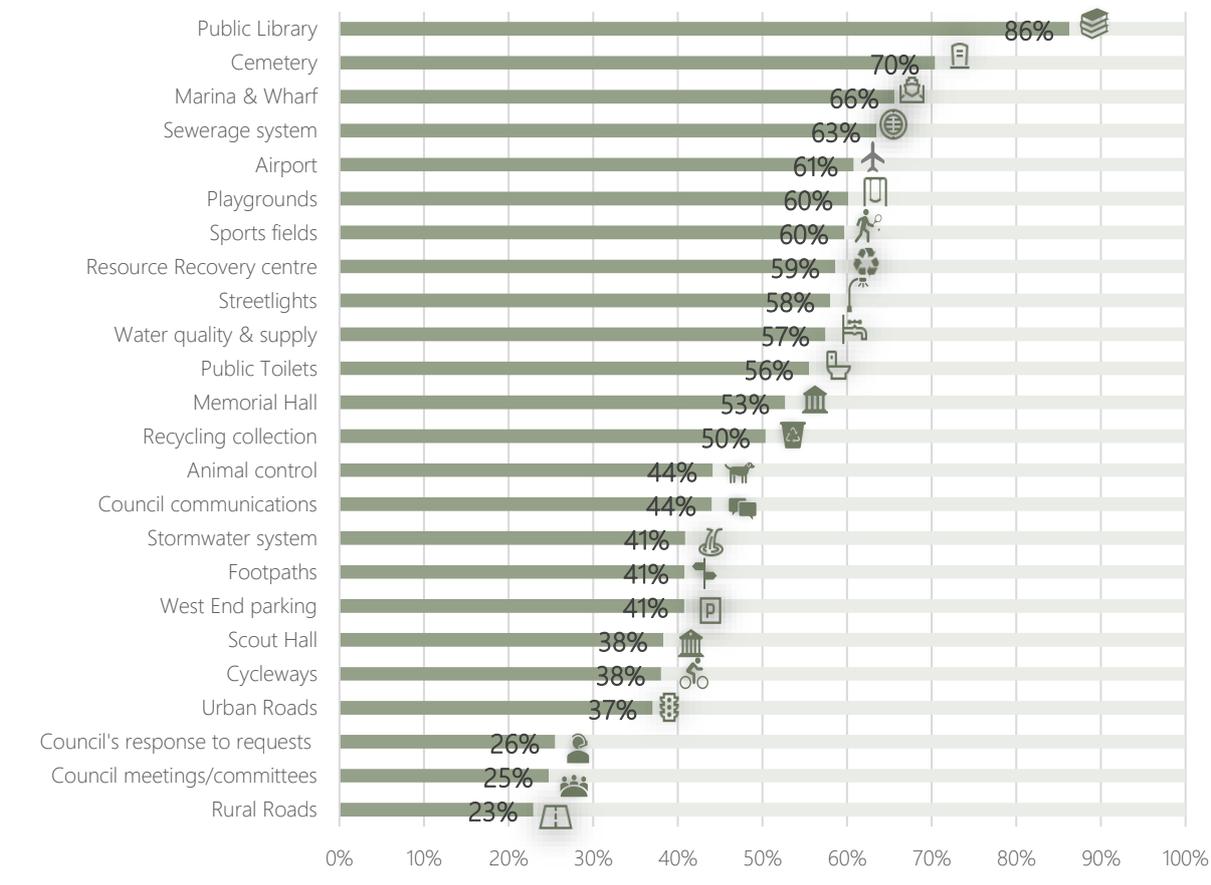
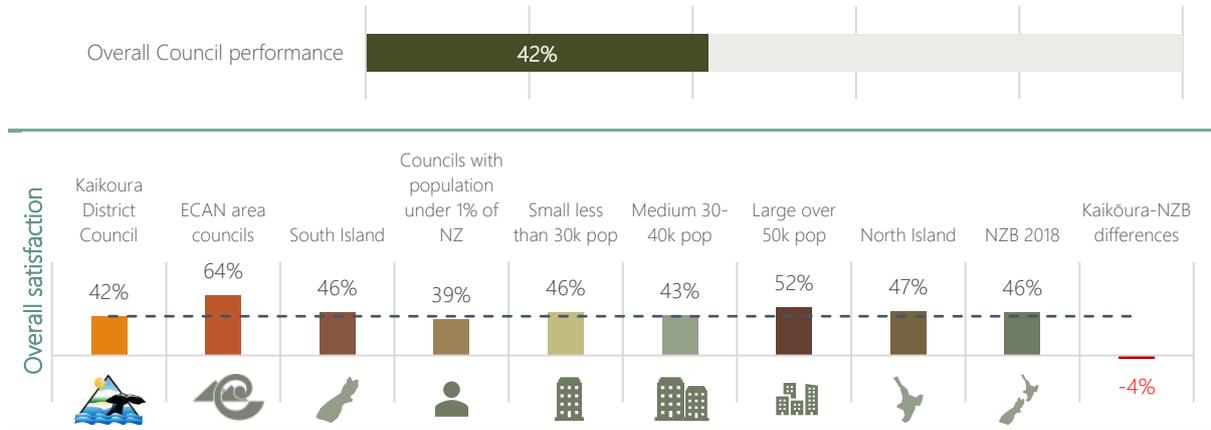
Important areas	Community feedback (from open-ended comments)
<ul style="list-style-type: none"> Council's response to requests 	Need more follow up after calls/emails, improved response to community issues.
<ul style="list-style-type: none"> Council communications 	More of communication and community involvement was suggested.
<ul style="list-style-type: none"> Council staff: CEO 	Perceptions for some are that Council may be overstaffed, too much money spent on Council's building and additional staff, and too many consultants.
<ul style="list-style-type: none"> Council staff: Rebuild staff Rural roads 	Residents placed highest priority on the post-earthquake rebuild and repairs and the need for more consultation.

Improving perceptions or performance in these areas may impact positively on ratepayer's overall satisfaction.

Main findings

Overall satisfaction with council services

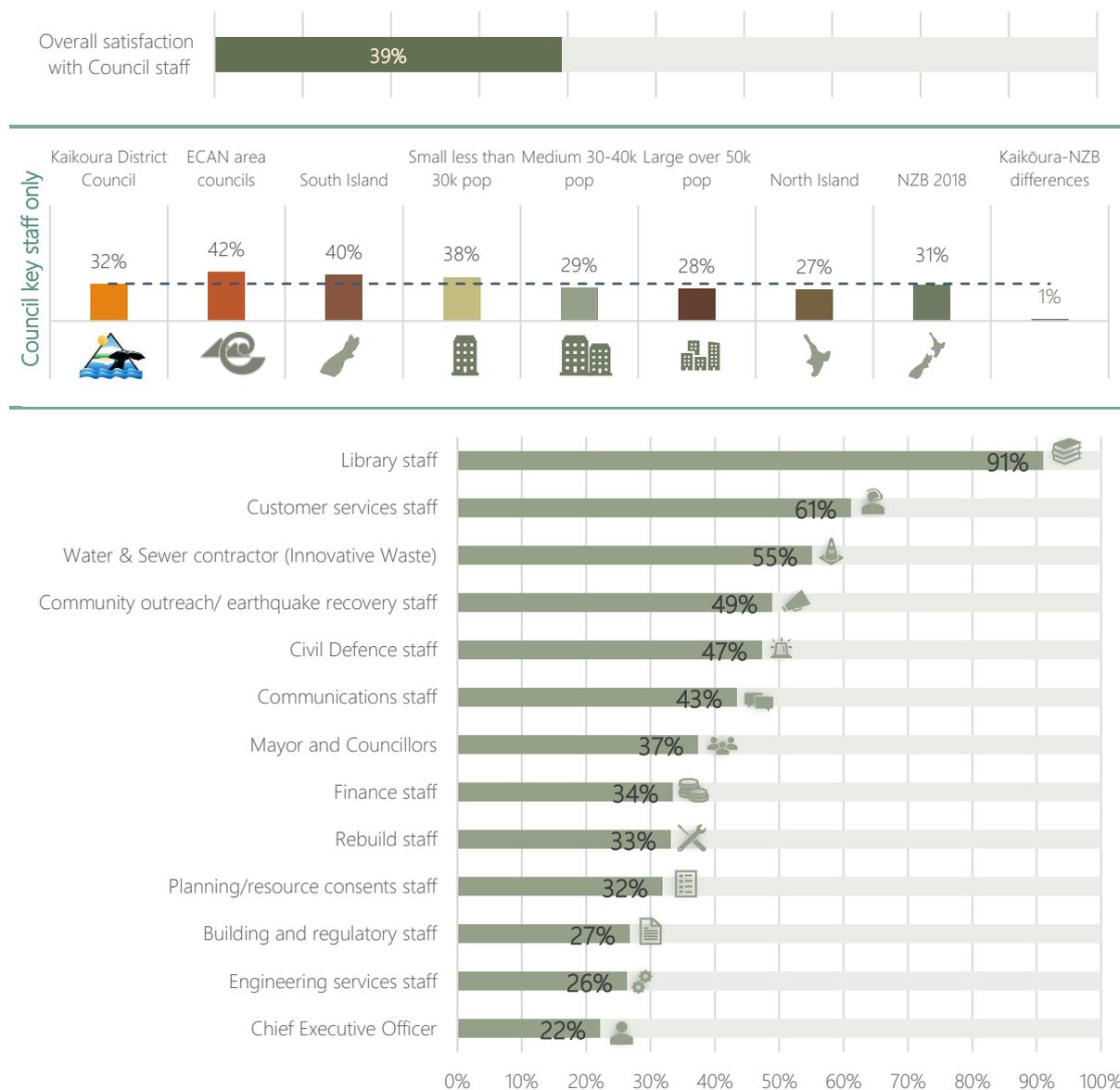
Overall, just over 2-in-5 ratepayers (42%) were satisfied with Council services.



- In 2018, the top five rated services provided by Council were the Public library, Cemetery, Marina & Wharf, Sewerage system and the Airport.
- Three services that received the lowest scores in 2018 were Rural roads, Council meetings/committees and Council's response to requests: only 1-in-4 ratepayers were satisfied with these services.
- With statistical significance, younger ratepayers (18-44 years old) were the least satisfied group across almost all Council services.

Overall satisfaction with council staff

Overall, close to 2-in-5 ratepayers were satisfied with Council staff. This satisfaction level with key staff was very close to NZB average.¹

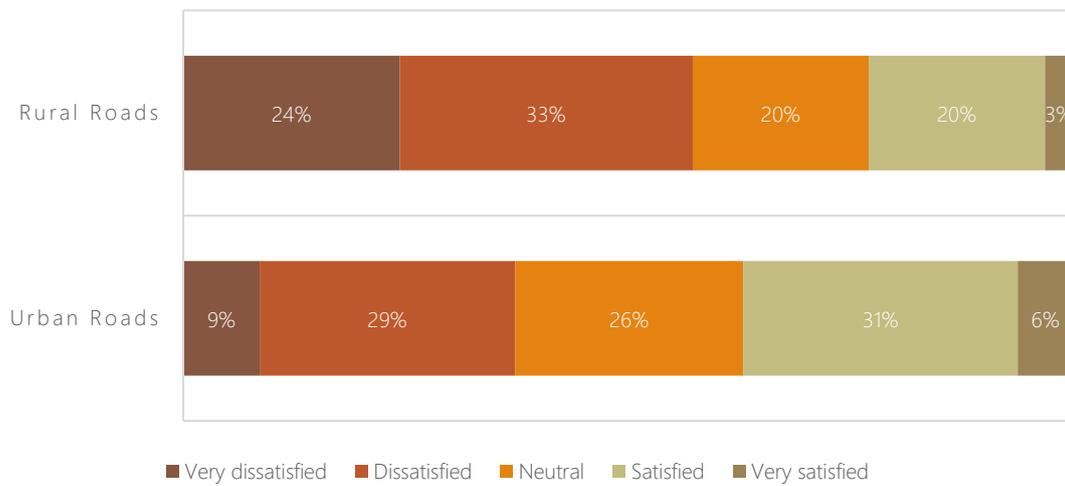
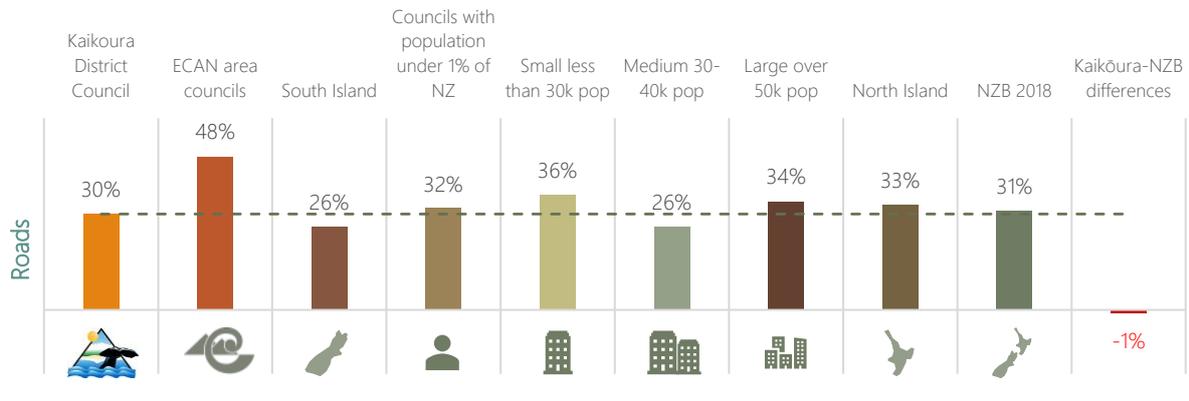


- **Library staff** were the top-rated Council employees in 2018, followed by **Customer service staff**.
- Ratepayers showed the lowest satisfaction with the **CEO, Engineering service** and **Building and regulatory staff**.
- The recently proposed rate increase played an important role in ratepayers' perceptions and provided ratings ("*Rates hikes are unaffordable!*").
- Open-ended comments from ratepayers supported the need for improvement in communication and consultation/ community involvement ("*There is a feeling of the Council are on their own agenda, and they will do whatever they want without consultation*").
- Other issues highlighted were the number of staff ("*Maybe over staffed in some areas*").

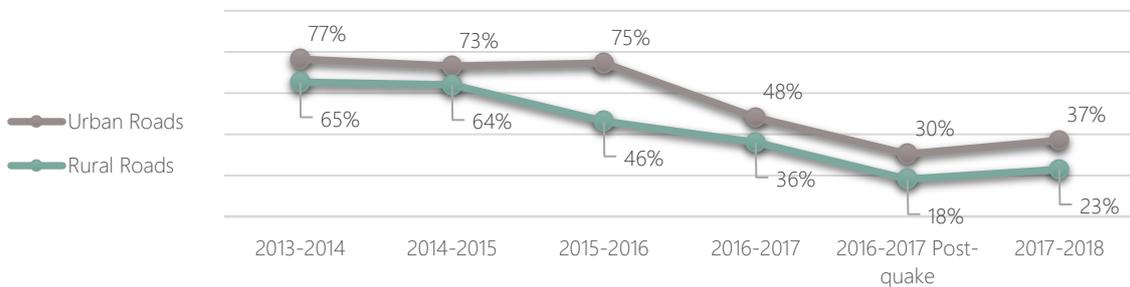
¹ An anecdotal comparison for Council's key staff (CEO, Mayor & Councillors, Customer service staff, Communications staff and Finance staff) with National Benchmark Reputation Survey.

Council services

Urban and rural roads

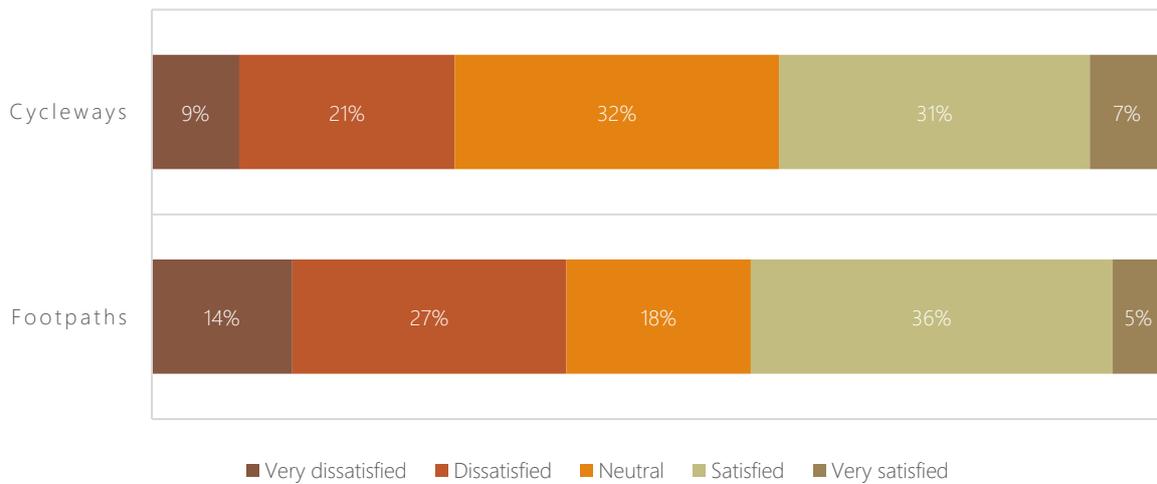
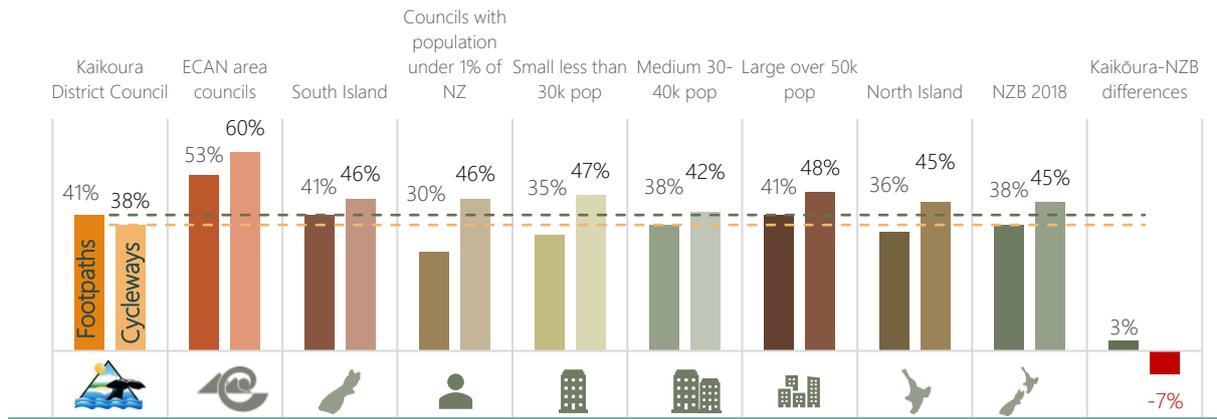


- In 2018, less than 1-in-4 ratepayers (23%) were satisfied with **Rural roads**. Although satisfaction with **Rural roads** declined compared to 2016-2017, it showed an improvement over the 2017 post-quake evaluation.
- 37% of ratepayers were satisfied with **Urban roads**. Again, satisfaction with **Urban roads** was slightly lower than 2016-2017, however it showed an improvement over the 2017 post-quake evaluation.²

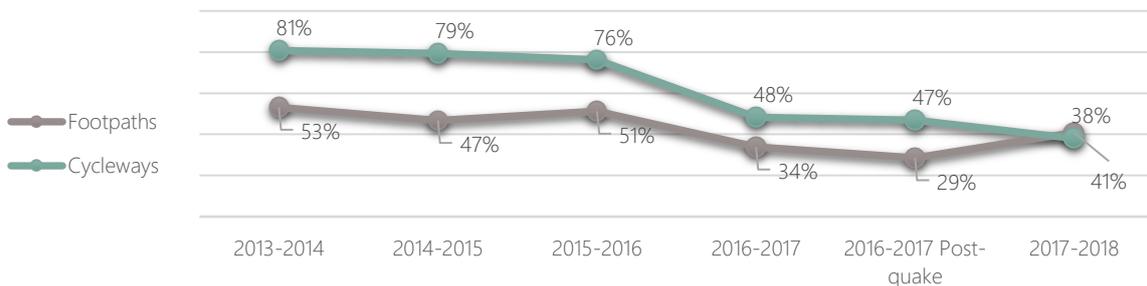


² Note: Surveys prior to 2016/2017 used a different scale. Due to rounding, figures may not add to 100%.

Cycleways and Footpaths

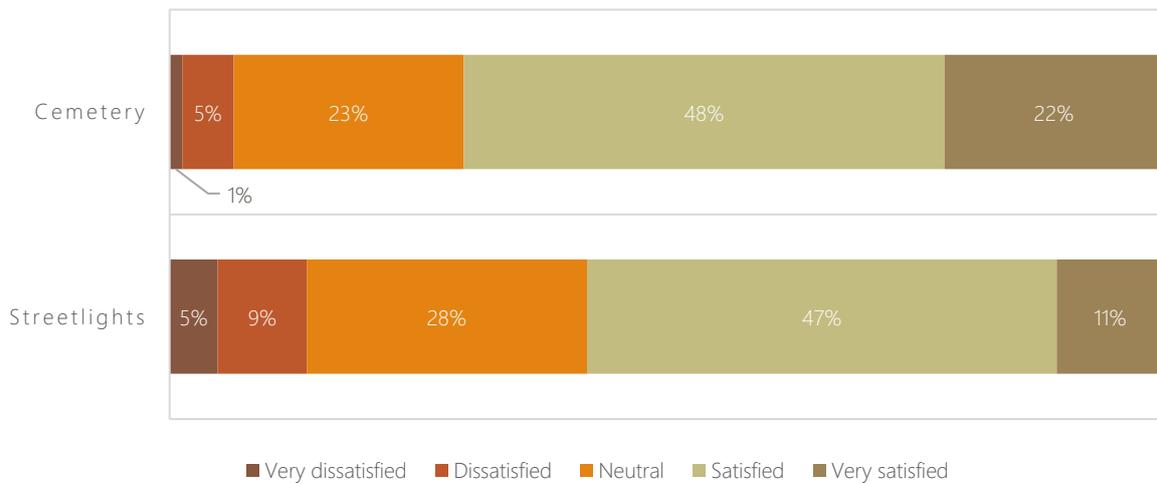
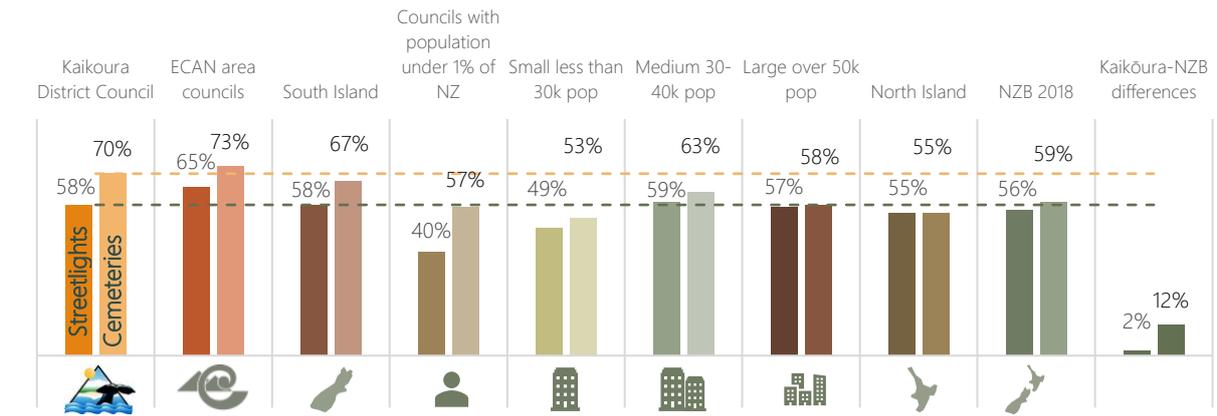


- In 2018, 38% of ratepayers were satisfied with **Cycleways**. Satisfaction with **Cycleways** was slightly lower than 2016-2017 results in both pre- and post-quake evaluations.
- About 2-in-5 ratepayers (41%) were satisfied with **Footpaths**. Satisfaction with **Footpaths** was higher than 2016-2017 results in both pre- and post-quake evaluations.³

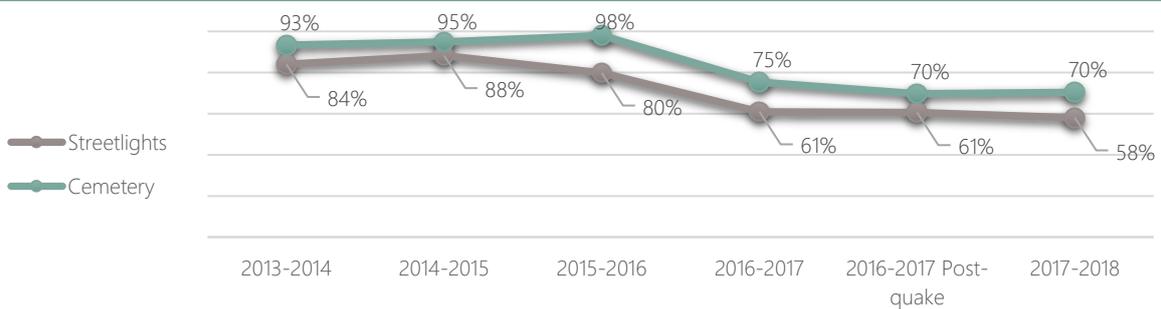


³ Note: Surveys prior to 2016/2017 used a different scale.

Cemetery and Streetlights

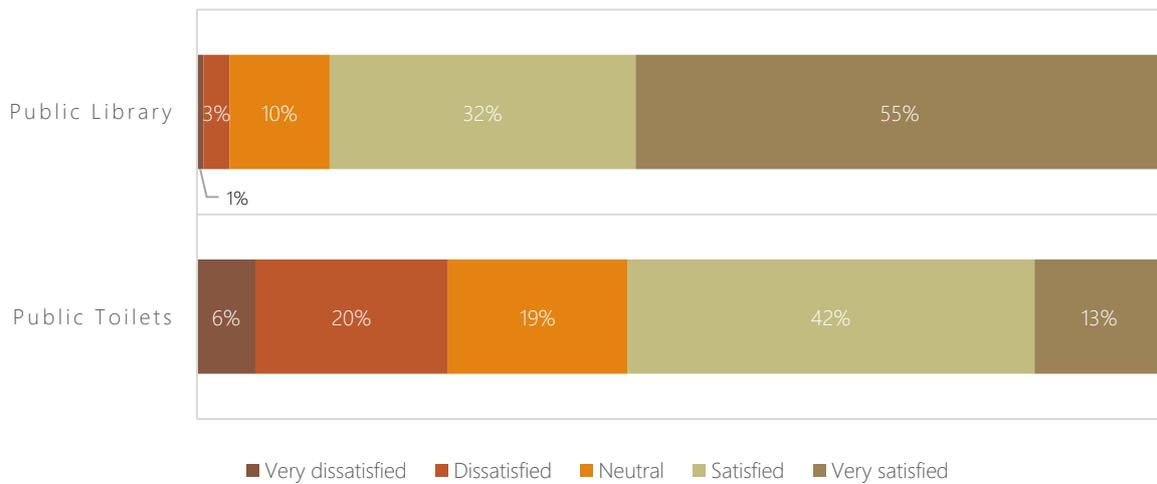
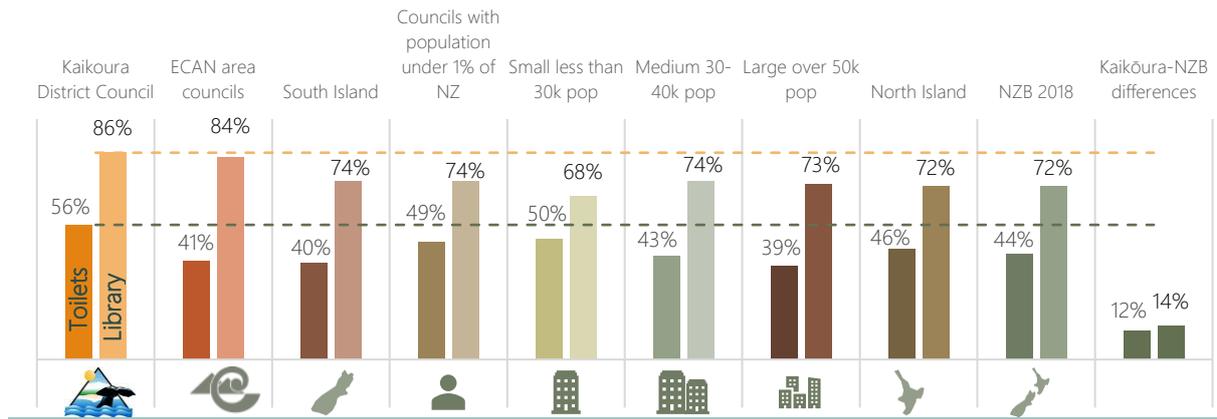


- In 2018, 70% of ratepayers were satisfied with **Cemeteries**. The 2018 result was similar to the 2017 post-quake evaluation.
- 58% of ratepayers were satisfied with **Streetlights**. Satisfaction with **Streetlights** was very close to 2016-2017 results in both pre- and post-quake evaluations.⁴

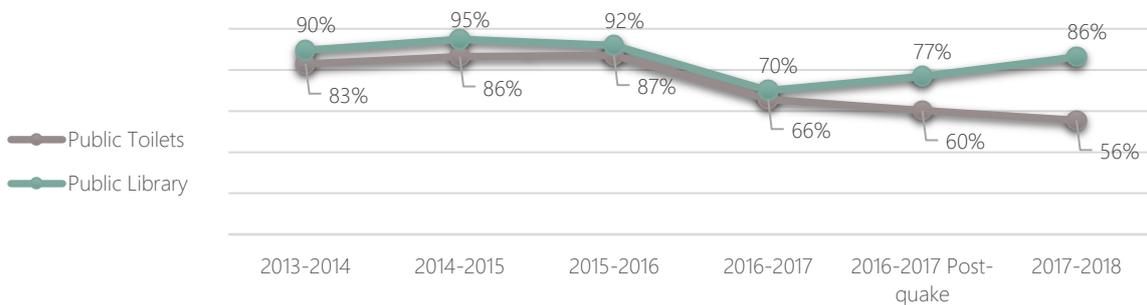


⁴ Note: Surveys prior to 2016/2017 used a different scale. Due to rounding, figures may not add to 100%.

Public toilet and public library

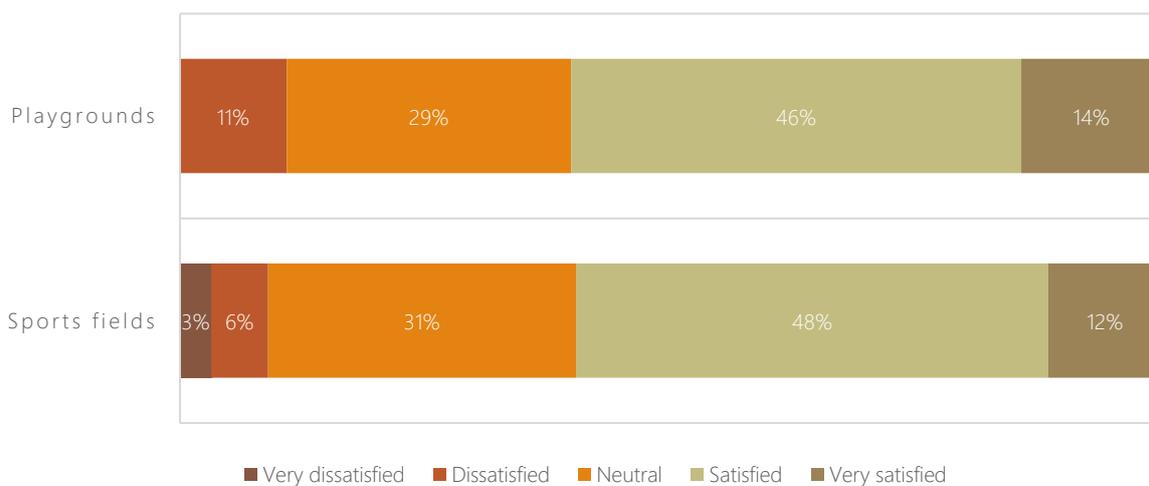
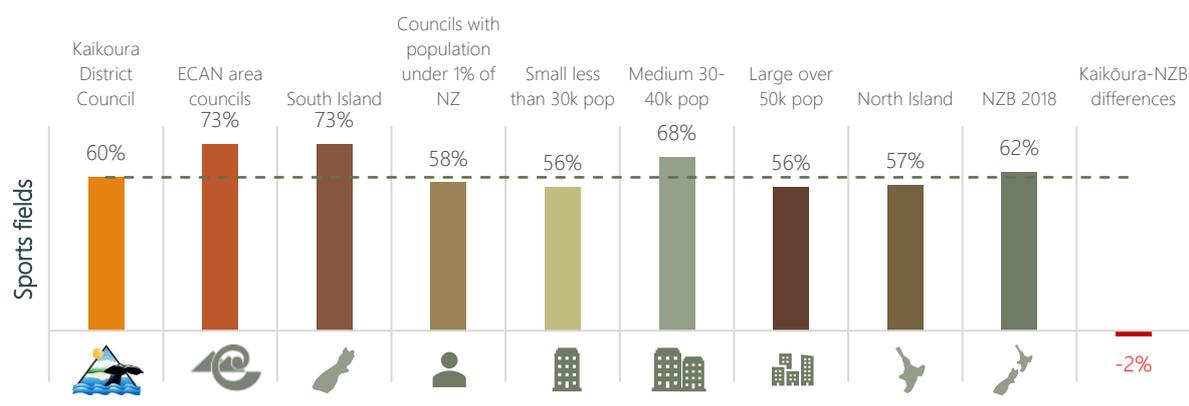


- In 2018, the majority of ratepayers (86%) were satisfied with **Public libraries**. The 2018 results showed an improvement over the previous year.
- Over half of all ratepayers (56%) were satisfied with **Public toilets** in 2018. Satisfaction with **Public toilets** was slightly lower than 2016-2017 results in both pre- and post-quake evaluations.⁵

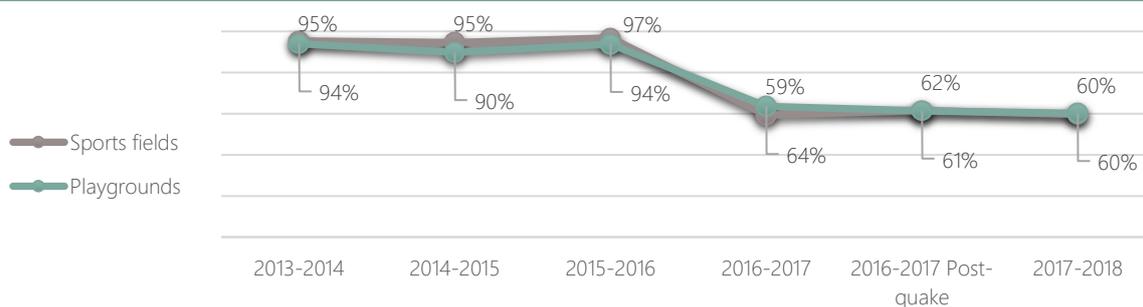


⁵ Note: Surveys prior to 2016/2017 used a different scale. Due to rounding, figures may not add to 100%.

Sports fields and playgrounds

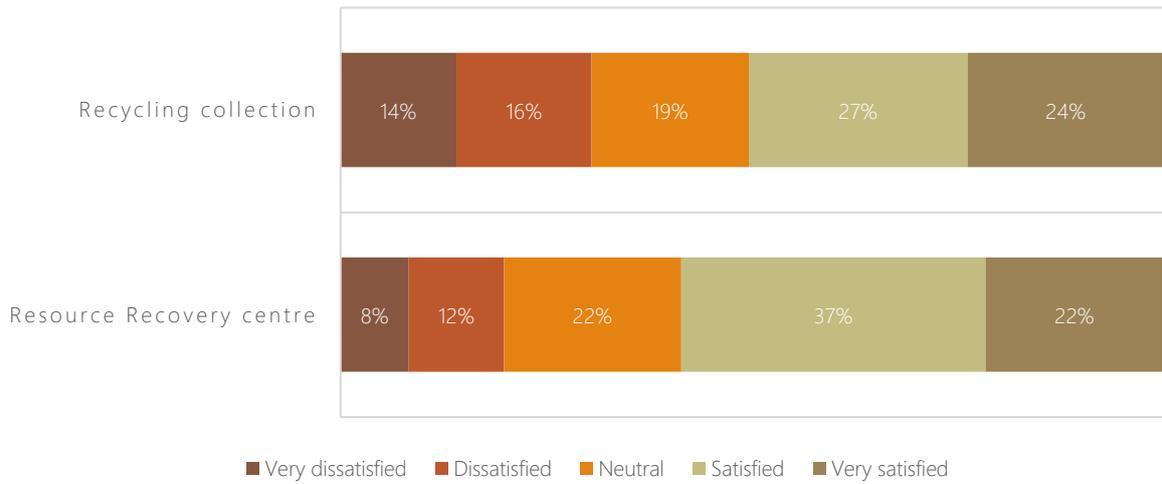
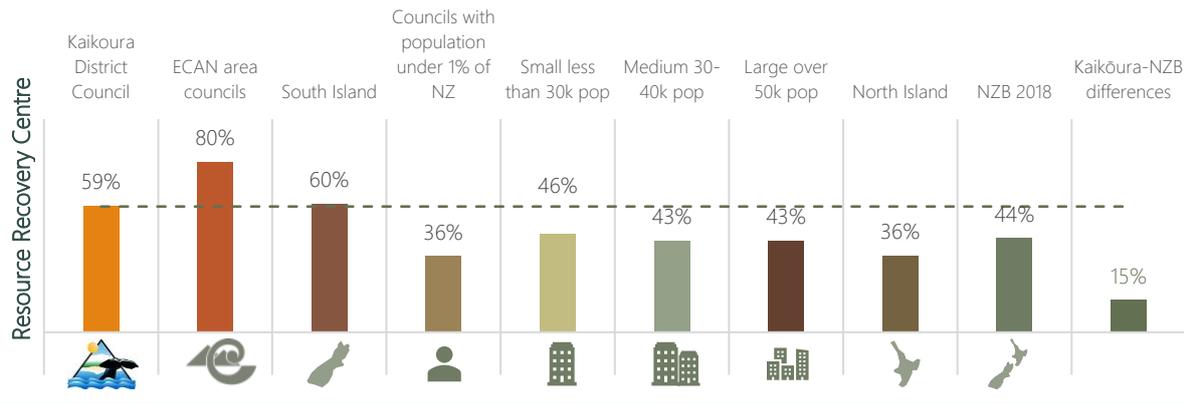


- In 2018, 60% of ratepayers were satisfied with **Sports fields** and **Playgrounds**.
- Satisfaction with **Sports fields** and **Playgrounds** was very similar compared to 2016-2017 results in both pre- and post-quake evaluations.⁶

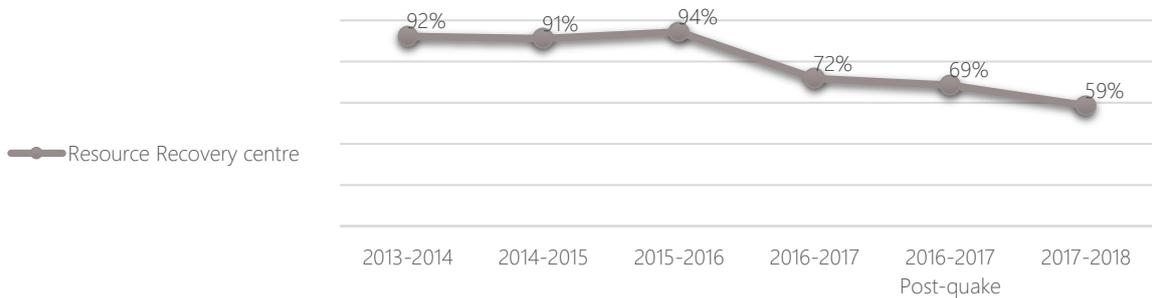


⁶ Note: Surveys prior to 2016/2017 used a different scale.

Recycling collection and Resource Recovery Centre

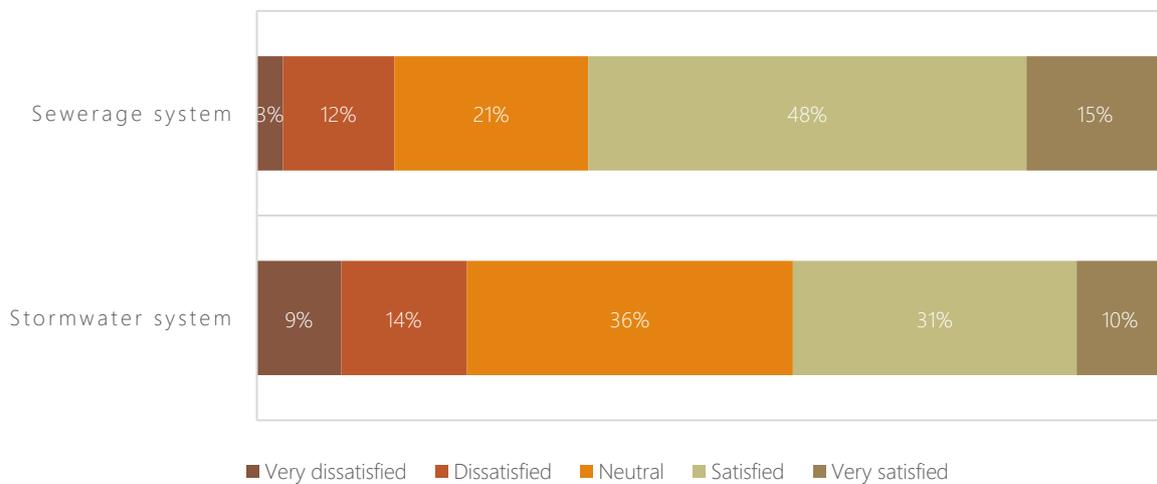
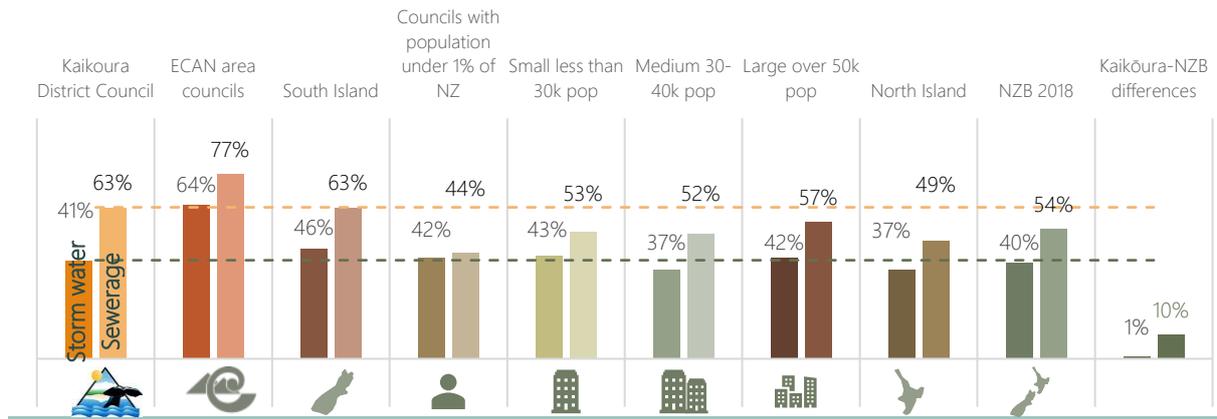


- Overall, half of ratepayers (50%) were satisfied with the **Recycling collection**.
- In 2018, 59% of ratepayers were satisfied with the **Resource Recovery centre**. Satisfaction with the **Resource Recovery centre** decreased slightly compared to 2016-2017 results.⁷

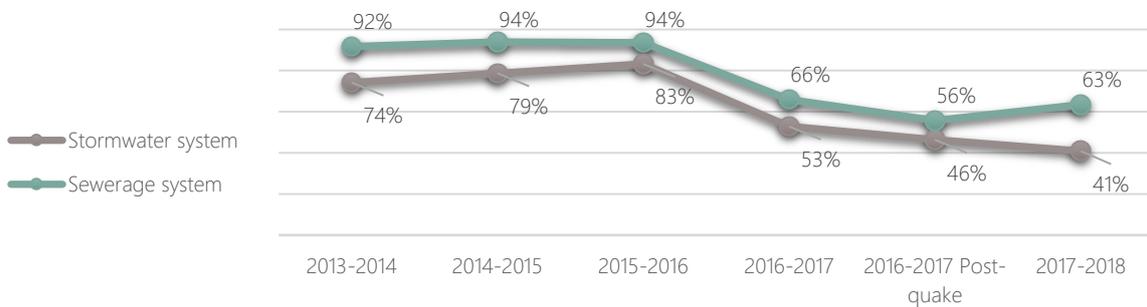


⁷ Note: Surveys prior to 2016/2017 used a different scale. Due to rounding, figures may not add to 100%.

Sewerage and storm water systems

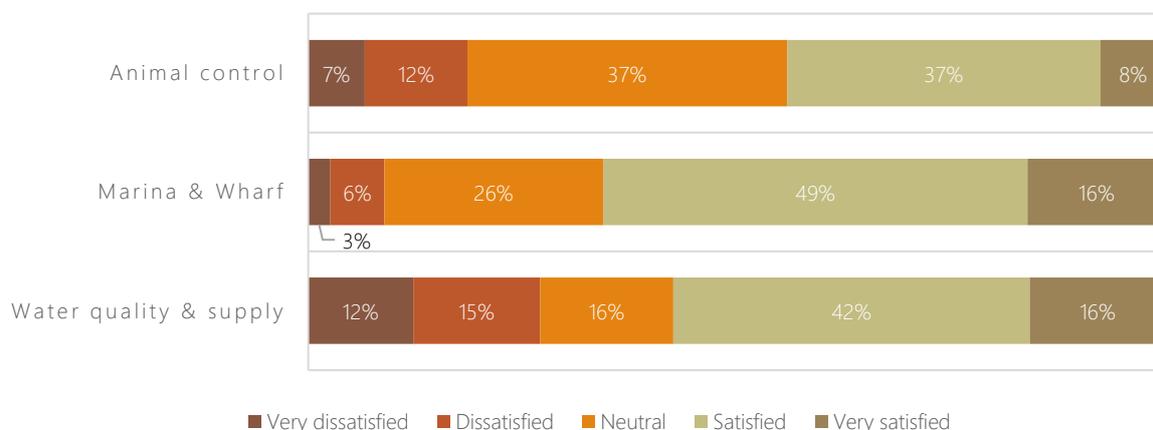
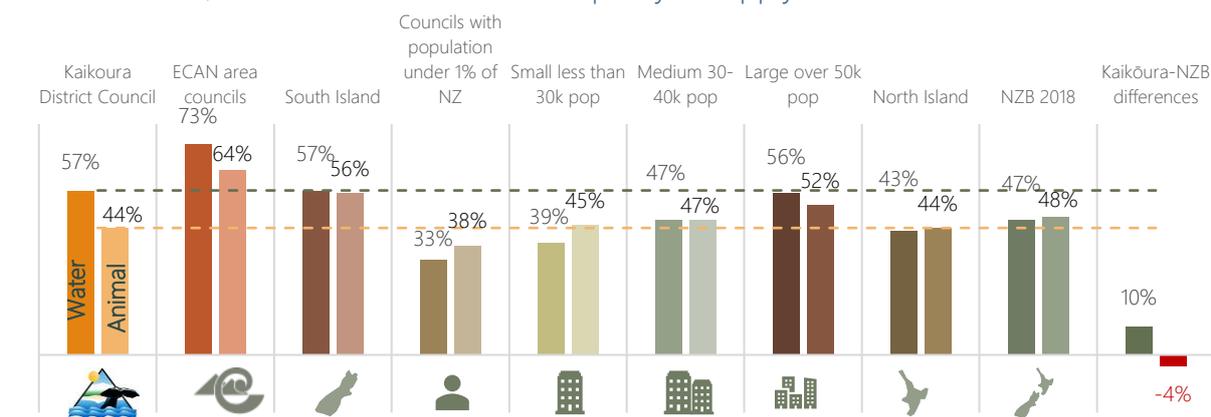


- In 2018, 63% of ratepayers were satisfied with the **Sewerage system**. Satisfaction with the **Sewerage system** improved compared to the 2017 post-quake evaluation and was very similar to the 2016-2017 pre-quake results.
- About 2-in-5 ratepayers (41%) were satisfied with the **Stormwater system**. Satisfaction with the **Stormwater system** was slightly down compared to 2016-2017 results.⁸



⁸ Note: Surveys prior to 2016/2017 used a different scale. Due to rounding, figures may not add to 100%.

Animal control, marina & wharf and water quality & supply

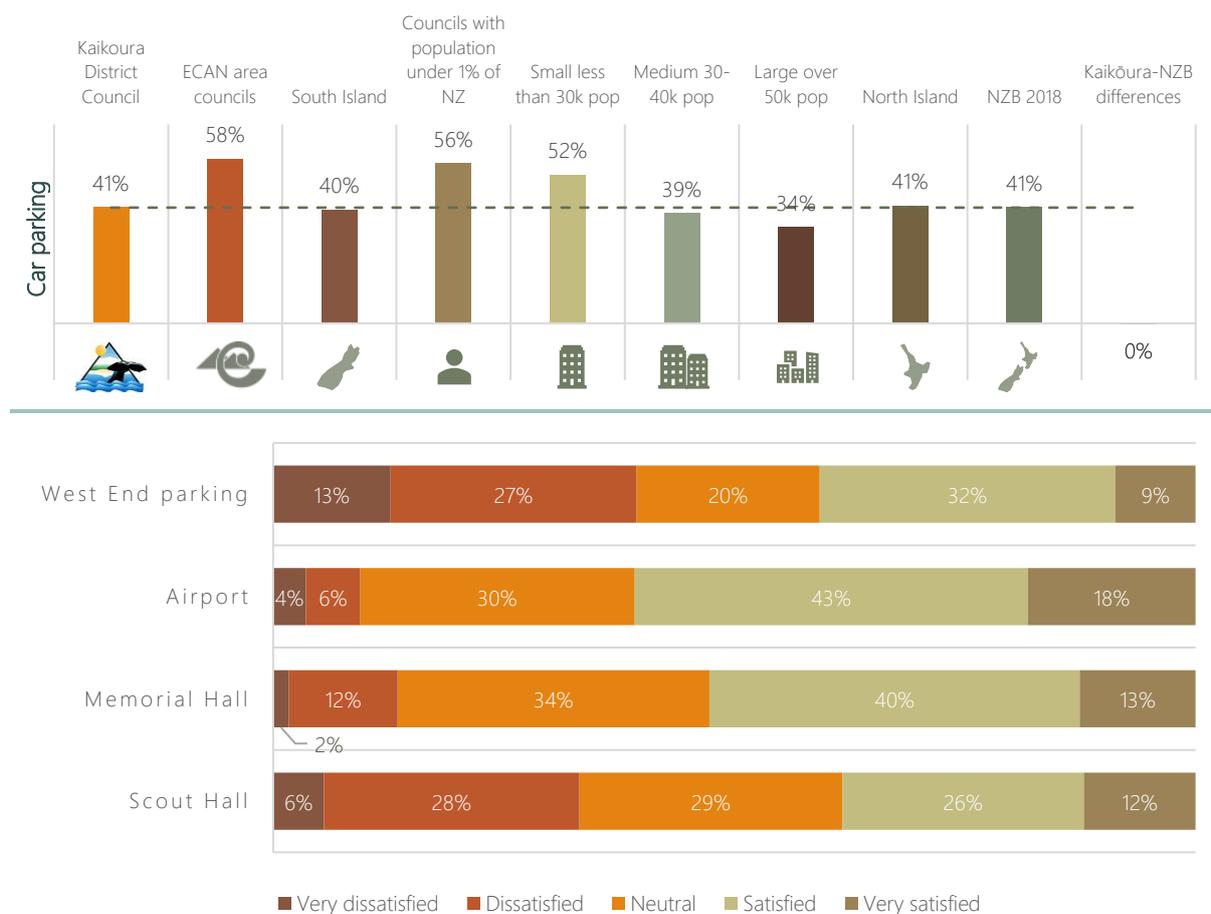


- Overall, 44% of ratepayers were satisfied with **Animal control**.
- In 2018, two thirds of ratepayers (66%) were satisfied with the **Marina & Wharf**. Satisfaction with the **Marina & Wharf** showed a good improvement over 2016-2017 results.
- Over half of ratepayers (57%) were satisfied with **Water quality & supply**. Satisfaction with **Water quality & supply** improved compared to the 2017 post-quake evaluation and was very similar to 2016-2017 pre-quake results.⁹



⁹ Note: Surveys prior to 2016/2017 used a different scale. Due to rounding, figures may not add to 100%.

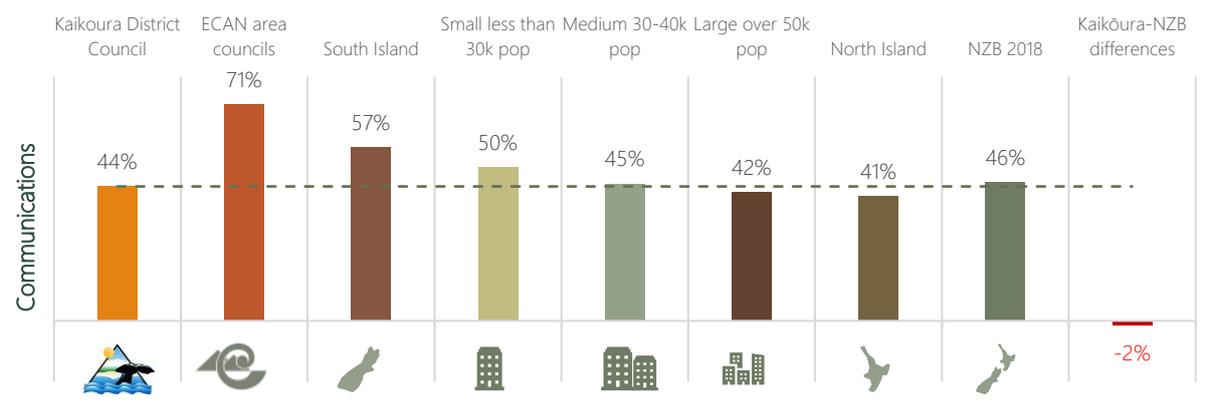
Public Halls and infrastructure



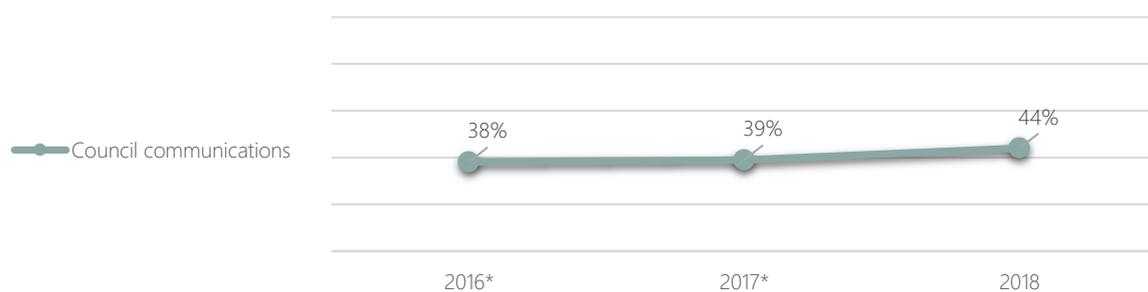
- In 2018, 41% of ratepayers were satisfied with **West End Parking**.
- 61% of ratepayers were satisfied with the **Airport**.
- Just over half of ratepayers (53%) were satisfied with **Memorial Hall**, with fewer ratepayers satisfied with the **Scout Hall** (38%).¹⁰

¹⁰ Due to rounding, figures may not add to 100%.

Council communications



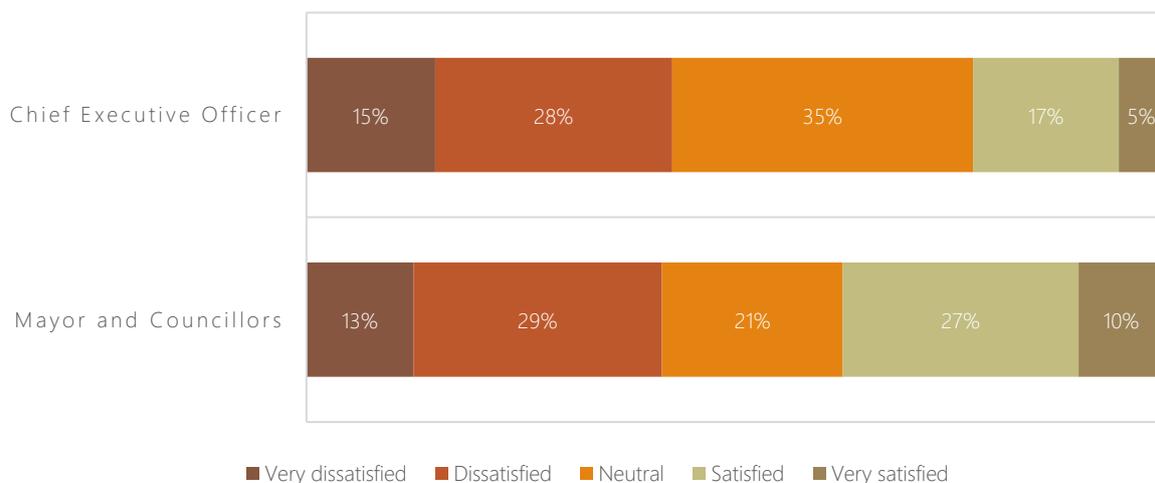
- In 2018, around 1-in-4 ratepayers (25%) were satisfied with **Council meetings/ committees** and **Council's response to requests** (26%).
- Overall, more ratepayers were satisfied with **Council communications** (44%).
- Based on anecdotal comparison, the level of satisfaction with **Council communications** has shown a slight improvement in the past three years.¹¹



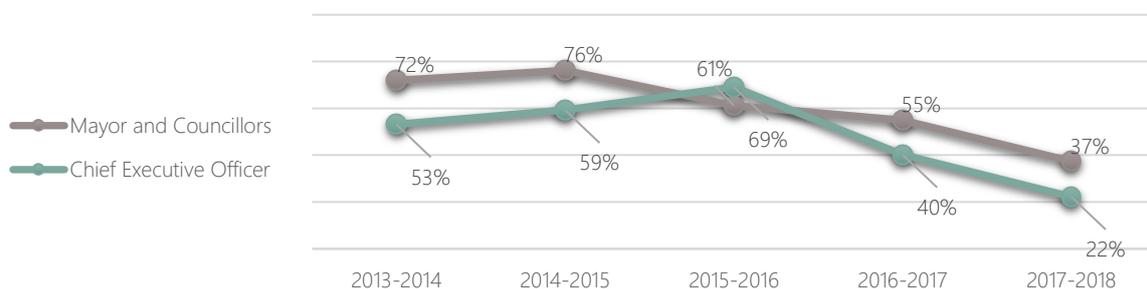
¹¹ Note: the comparison of perceived levels of satisfaction with Council communications between years uses data from similar but not the same questions. Due to rounding, figures may not add to 100%.

Council staff and elected members

Mayor, councillors and CEO



- In 2018, just 22% of ratepayers were satisfied with the **Chief Executive Officer**. Satisfaction with the **CEO** declined by almost 20% compared to the 2016-2017 results.
- Overall, 37% of ratepayers were satisfied with the **Mayor and Councillors**. Again, satisfaction with the **Mayor and Councillors** was noticeably lower compared to 2016-2017 results.¹²

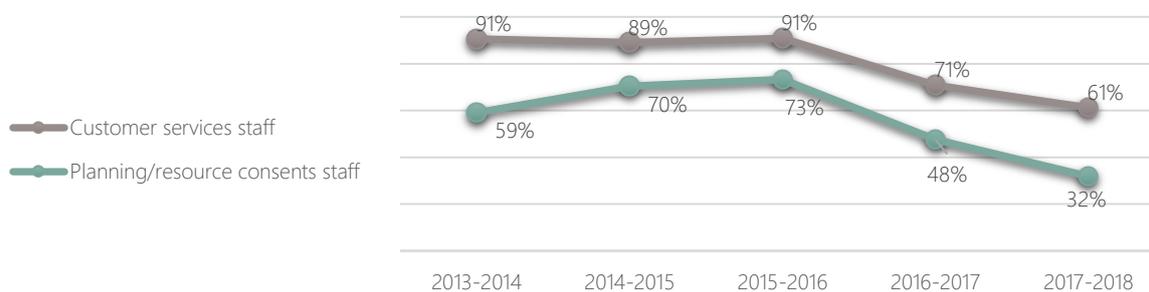


¹² Note: Surveys prior to 2016/2017 used a different scale.

Customer service, resource consents and communications staff

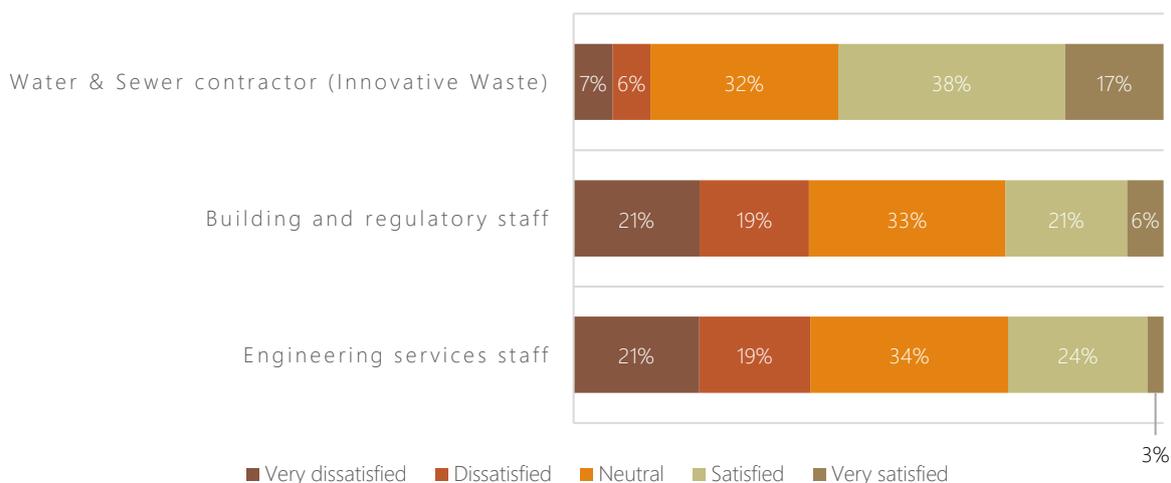


- In 2018, 43% of ratepayers were satisfied with **Communications staff**. This was consistent with ratepayers' perceptions about **Council communications** (44%).
- One-third of ratepayers (32%) were satisfied with **Planning/Resource Consents staff**. Satisfaction was lower compared to previous years.
- A greater percentage of ratepayers were satisfied with **Customer service staff** (61%), although the results were still slightly lower compared to 2016-2017 survey.¹³

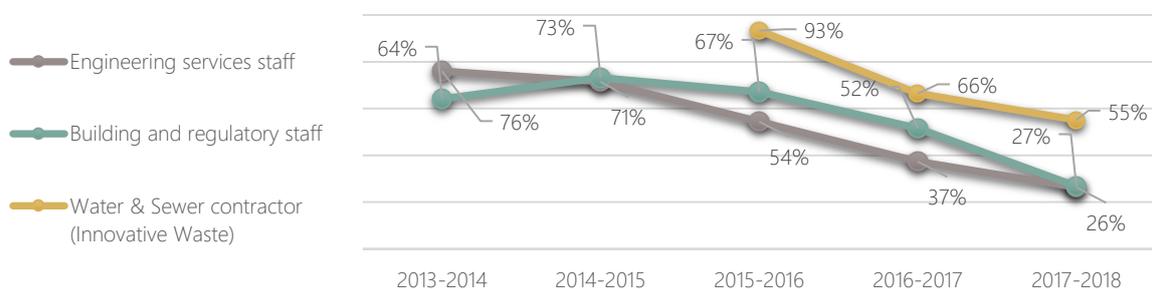


¹³ Note: Surveys prior to 2016/2017 used a different scale. Due to rounding, figures may not add to 100%.

Engineering, regulatory staff and contractors



- Over half of ratepayers (55%) were satisfied with the **Water & Sewer Contractor**. This was consistent with ratepayers' perceptions of **Water quality** (57%) and **Sewerage system** services (63%). However, it was still slightly lower compared to 2016-2017 results.
- About 1-in-4 residents (27%) were satisfied with **Building and Regulatory staff**. However, satisfaction declined almost by half compared to 2016-2017 results.
- A similar 1-in-4 residents (26%) were satisfied with **Engineering services staff**. Satisfaction was slightly lower compared to 2016-2017 results.¹⁴



¹⁴ Note: Surveys prior to 2016/2017 used a different scale. Due to rounding, figures may not add to 100%.

Civil Defence, rebuild and recovery staff

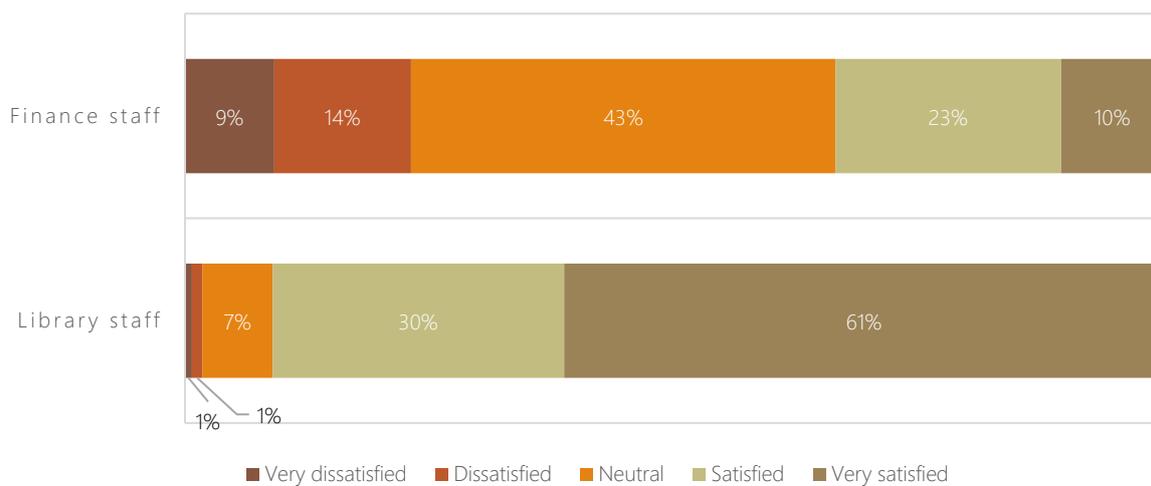


- A third of ratepayers were satisfied with **Rebuild staff** (33%). However, a large percentage of ratepayers (45%) preferred to stay neutral.
- About half of ratepayers were satisfied with **Community outreach/Earthquake recovery staff** (49%) and **Civil Defence staff** (47%).¹⁵

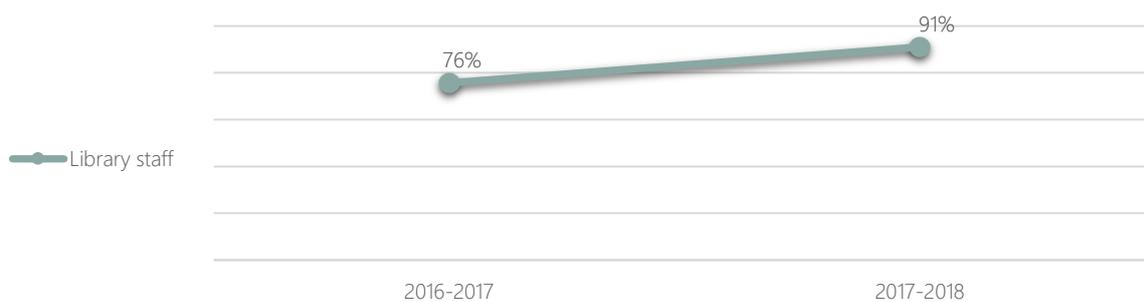


¹⁵ Due to rounding, figures may not add to 100%.

Library and finance staff



- One-third of ratepayers (34%) were satisfied with **Finance staff**.¹⁶
- Almost all ratepayers (91%) were satisfied with **Library staff**; they received the highest satisfaction across all Council staff.



¹⁶ Due to rounding, figures may not add to 100%.

Earthcheck

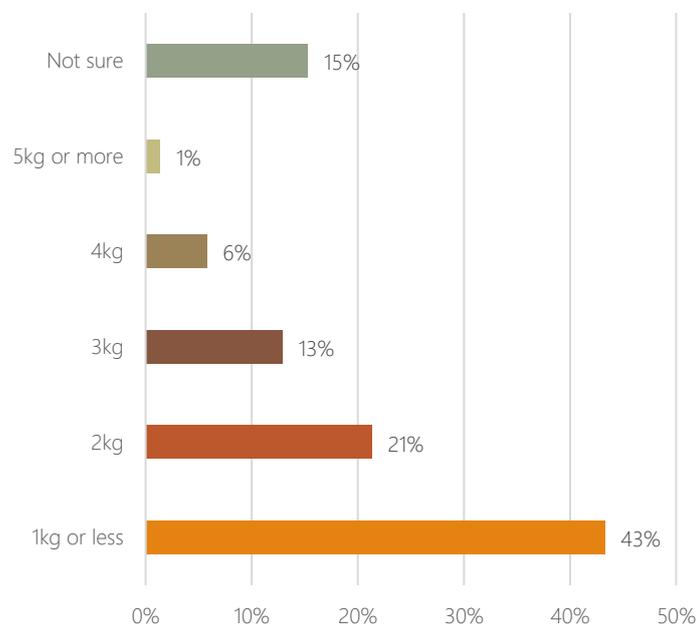
Earthcheck brand



- Just over one-quarter of ratepayers (28%) stated they know what the **EarthCheck** brand is about.
- The most common description of **EarthCheck** provided by ratepayers was related to '**Environmental sustainability**'.
- Awareness was similar across different age, gender groups and location.

Rubbish

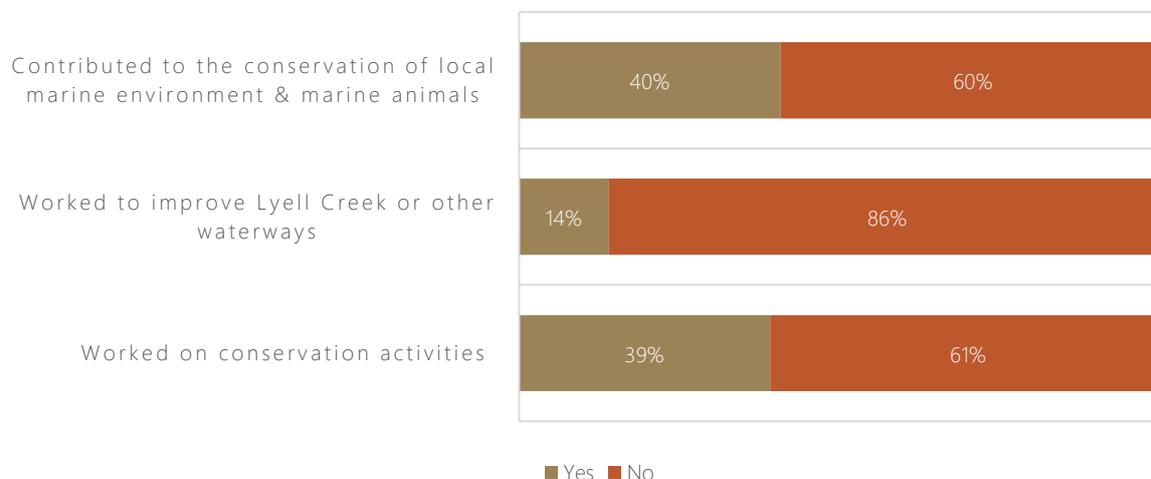
- More than 2-in-5 ratepayers (43%) answered they produce **1kg or less** rubbish on average per week.
- 15% of ratepayers were not sure.¹⁷



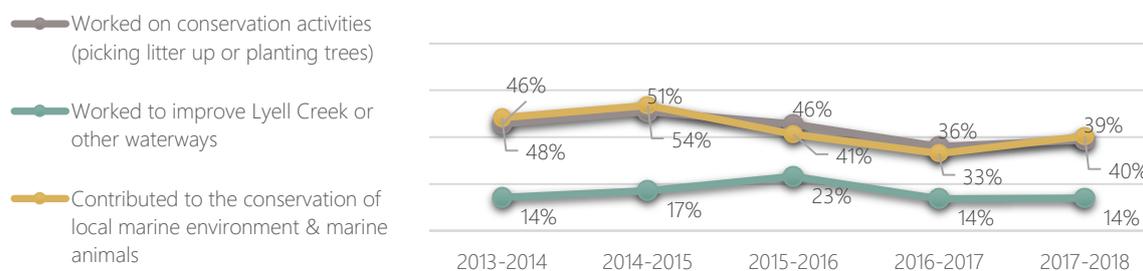
¹⁷ Due to rounding, figures may not add to 100%.

Environmental and social wellbeing

Conservation activities and waterways improvement

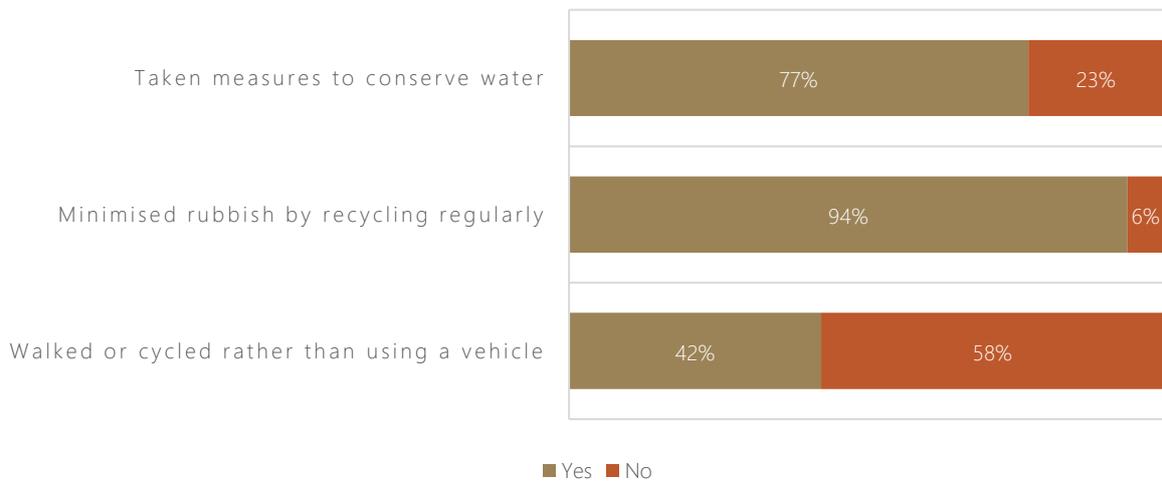


- 2-in-5 ratepayers (40%) acknowledged contributing to the conservation of local marine environment and marine animals. This result was up compared to the 2016-2017 results.
- Only 14% of ratepayers stated they had worked to improve Lyell Creek or other waterways, which was consistent with previous years' results.
- 39% of ratepayers stated they had worked on conservation activities. The 2018 participation level was slightly higher compared to 2016-2017 results.¹⁸

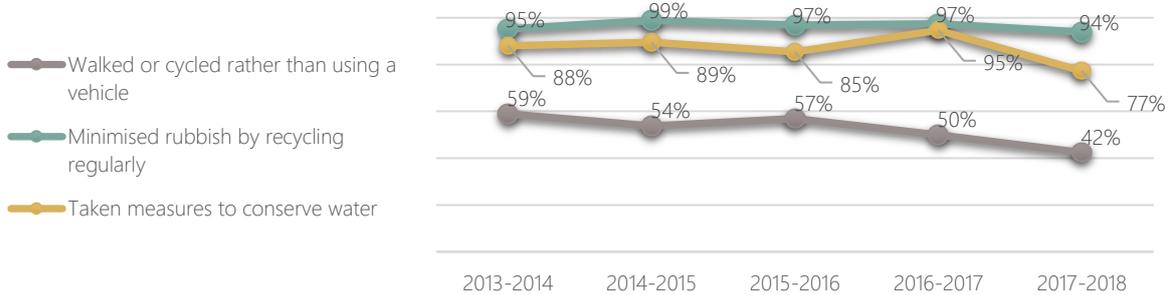


¹⁸ Percentages exclude 'Don't know' responses.

Water conservation, minimisation of rubbish and vehicle usage

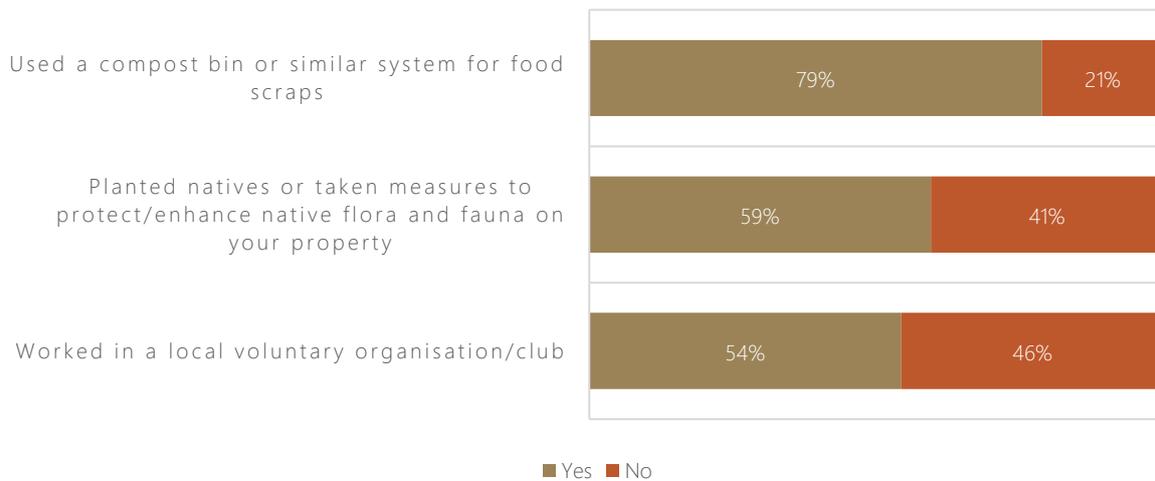


- 77% of ratepayers said they had taken measures to conserve water. This result was slightly down compared to previous years.
- Almost all ratepayers (94%) acknowledged minimising rubbish by recycling regularly. The 2018 level of involvement in regular recycling was on par with previous years.
- More than 2-in-5 ratepayers (42%) walked or cycled rather than using their vehicle. This result has declined since 2013.¹⁹

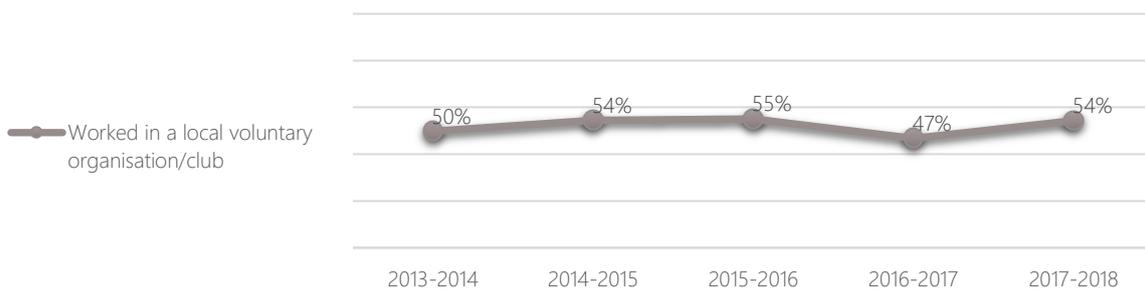


¹⁹ Percentages exclude 'Don't know' responses.

Volunteering work, Flora and Fauna protection and composting

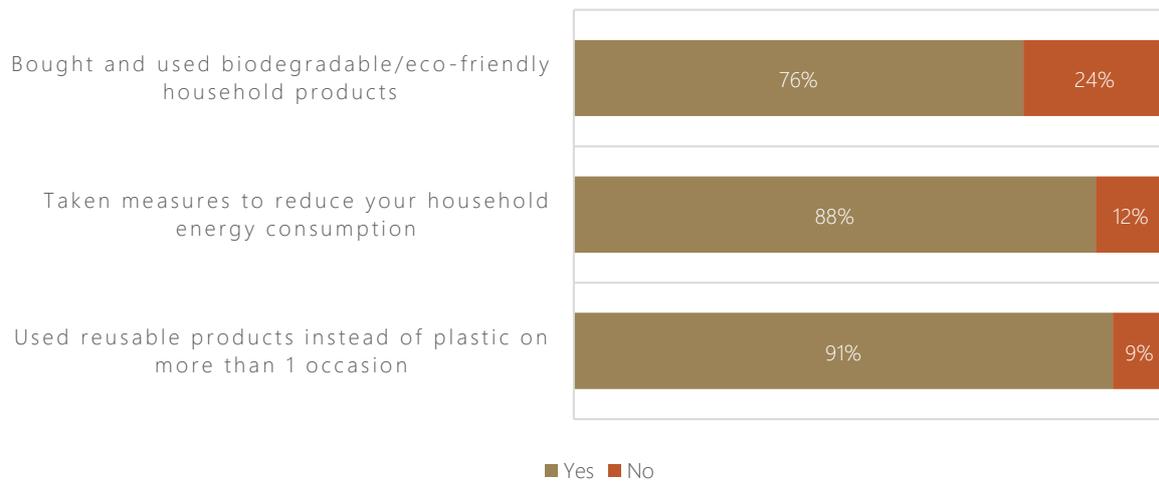


- Almost 4-in-5 ratepayers (79%) admitted using a compost bin or similar system for food scraps.
- 59% of ratepayers said they had planted natives or taken measures to protect/enhance native flora and fauna on their property.
- More than half of ratepayers (54%) stated they had worked in a local voluntary organisation. The level of involvement with local voluntary organisations has been stable since 2013.²⁰



²⁰ Percentages exclude 'Don't know' responses.

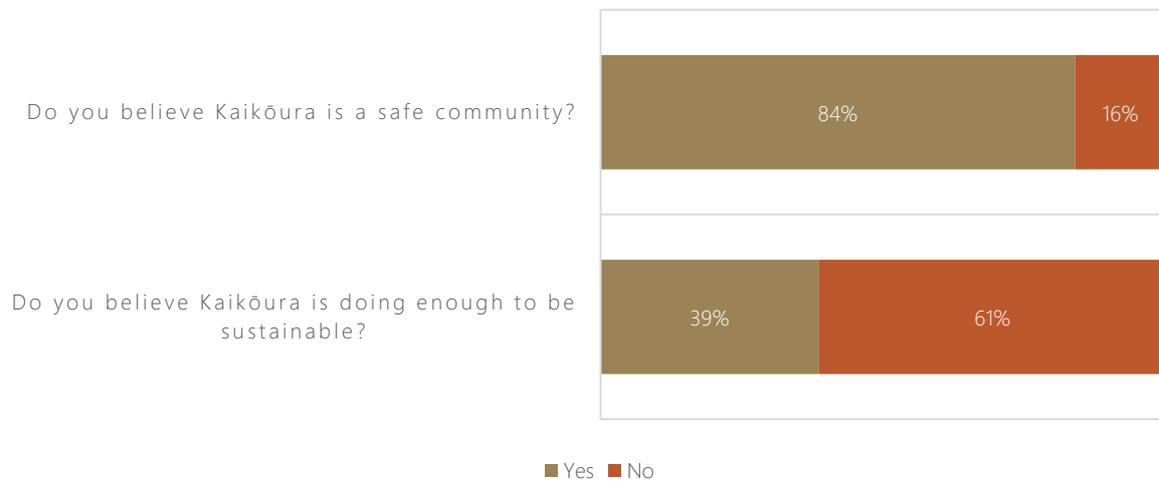
Usage of biodegradable and reusable products, energy consumption



- In 2018, ratepayers showed a high level of involvement with
 - using biodegradable household products (76%),
 - reusable products (91%), and
 - reducing their household energy consumption (88%).²¹

²¹ Percentages exclude 'Don't know' responses.

Overall perceptions

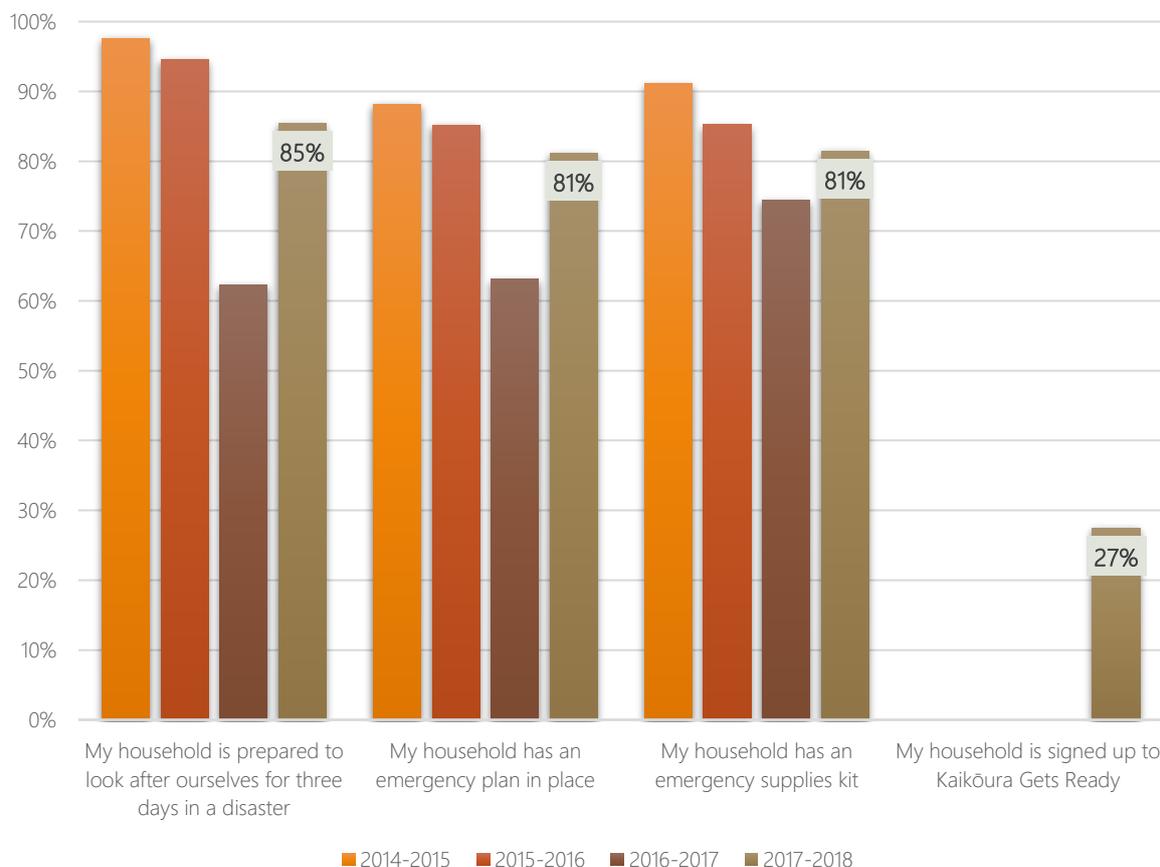


- 84% of ratepayers agreed they believe Kaikōura is a safe community.
- However, fewer ratepayers believed Kaikōura is doing enough to be sustainable (39%). With statistical significance, younger ratepayers (18-44 years old) were less positive regarding the region's sustainability.²²

²² Percentages exclude 'Don't know' responses.

Civil defence preparedness

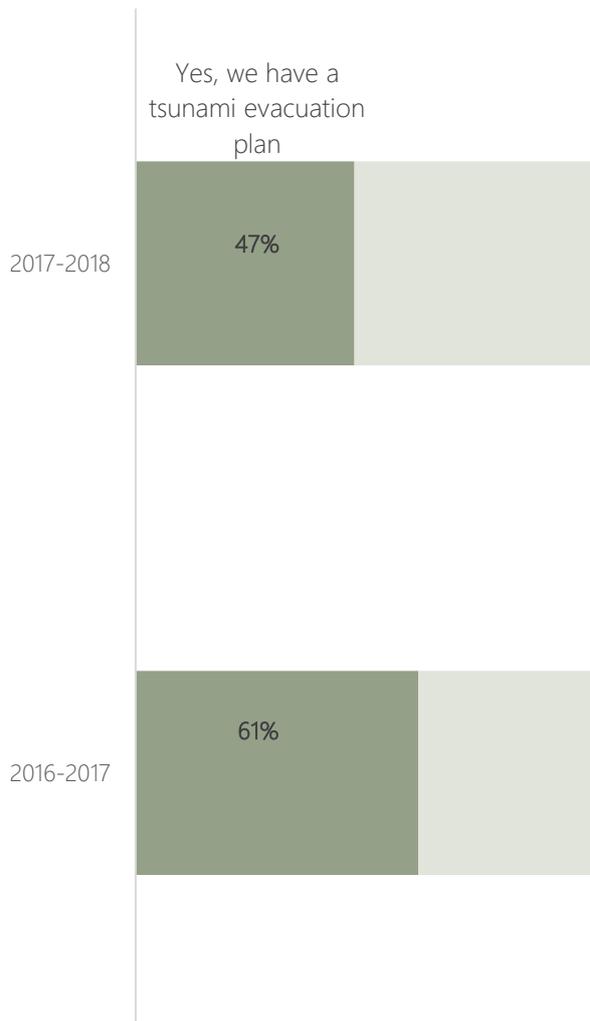
Emergency preparedness



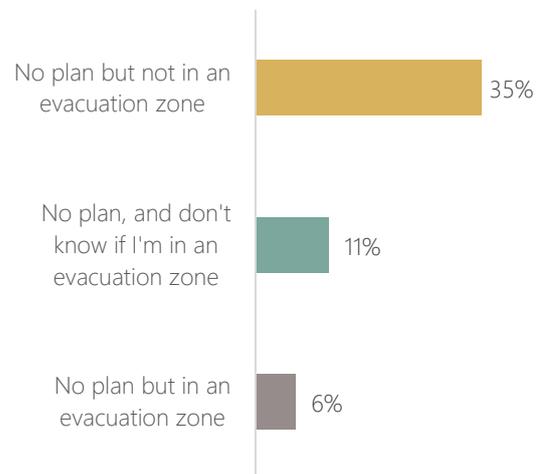
- Overall household emergency preparedness in 2018 was higher compared to 2016-2017 results.
- 85% of ratepayers stated their household is prepared to look after themselves for three days in a disaster.
- 81% of ratepayers agreed their household has an emergency plan and emergency supplies kit.
- Just over a quarter of ratepayers (27%) said their household is signed up to *Kaikōura Gets Ready*.²³

²³ Each statement was rated on a 1-5 scale where 1=strongly disagree and 5=strongly agree. The presented percentages are aggregated 'somewhat agree' and 'strongly agree' responses.

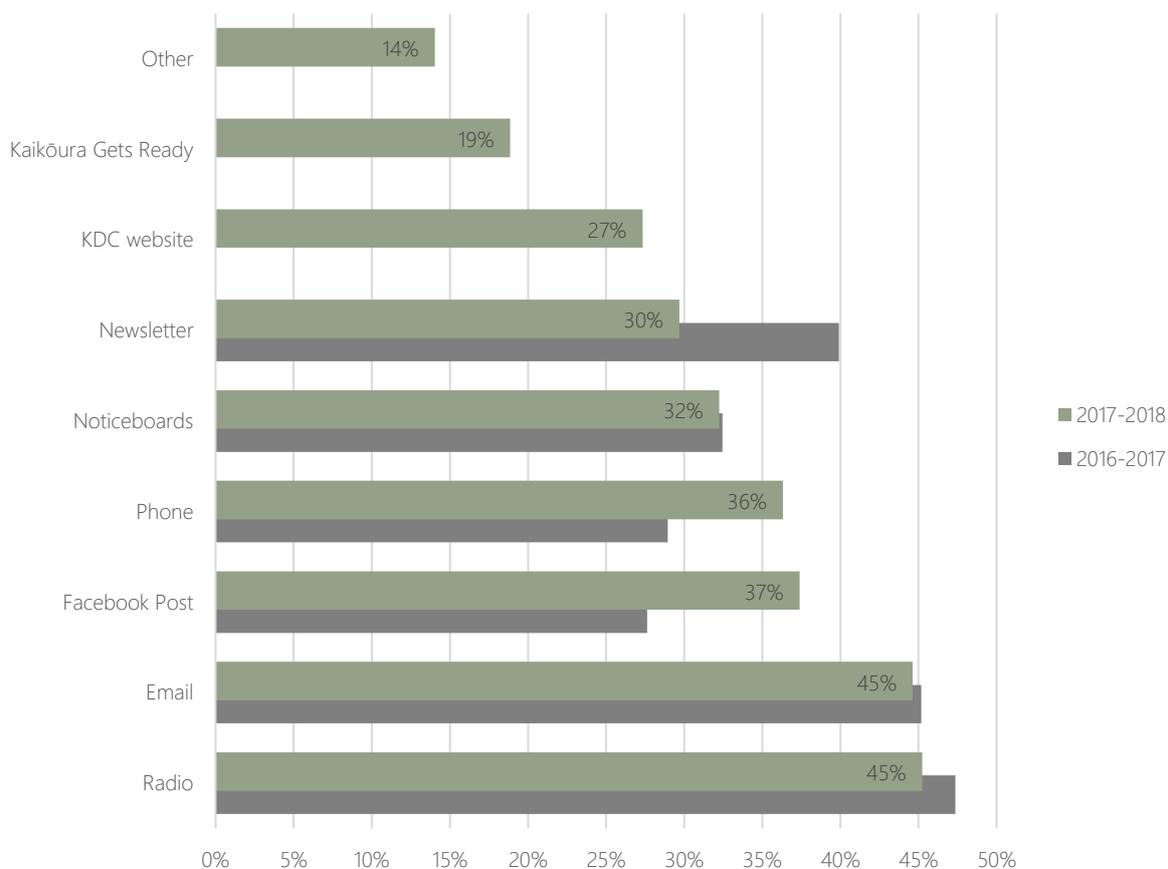
Tsunami preparedness



- In 2018, there were slightly fewer ratepayers (47%) who acknowledged having a tsunami evacuation plan.
- About one-third of ratepayers (35%) *didn't* have a tsunami evacuation plan but were living *outside* an evacuation zone.



Communication during emergency

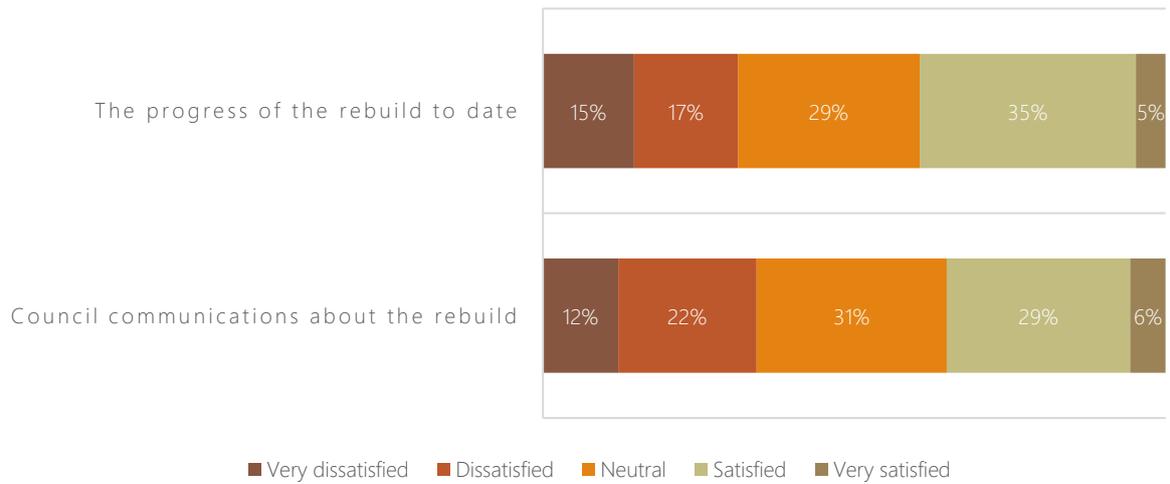


- In 2018, the top two preferred methods of communication during an emergency were **Radio** and **Email** (similar to 2016-2017 results).
- Around one third of ratepayers selected **Facebook Post** (37%), **Phone** (36%) and **Noticeboards** (32%) methods of communication.
- **Newsletter** (30%) was a less popular choice compared to 2016-2017 results.²⁴

²⁴ Totals may exceed 100% owing to multiple responses for each option.

Earthquake rebuild and recovery

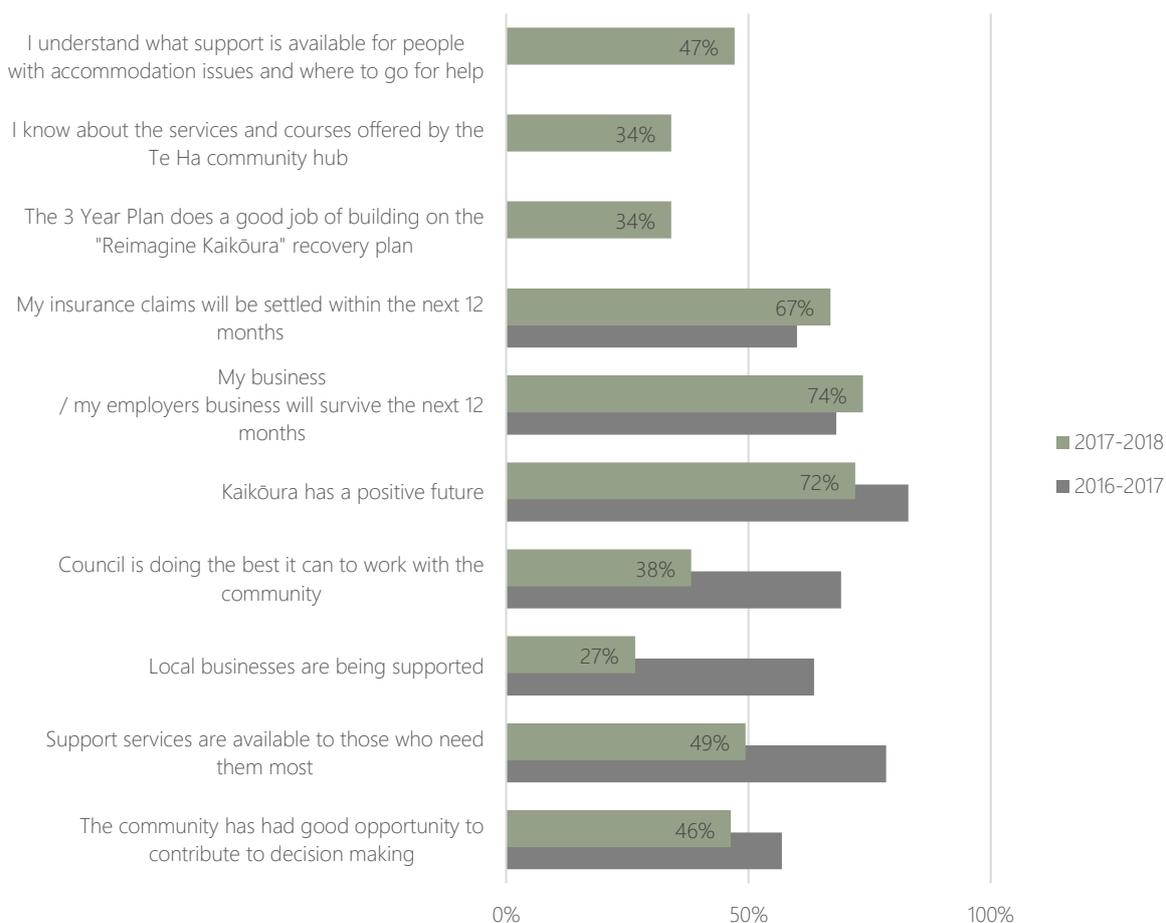
Council rebuild programme



- 2-in-5 ratepayers (39%) were satisfied with the progress of the rebuild to date.
- Just over a third of ratepayers (35%) were satisfied with Council communications about the rebuild.²⁵

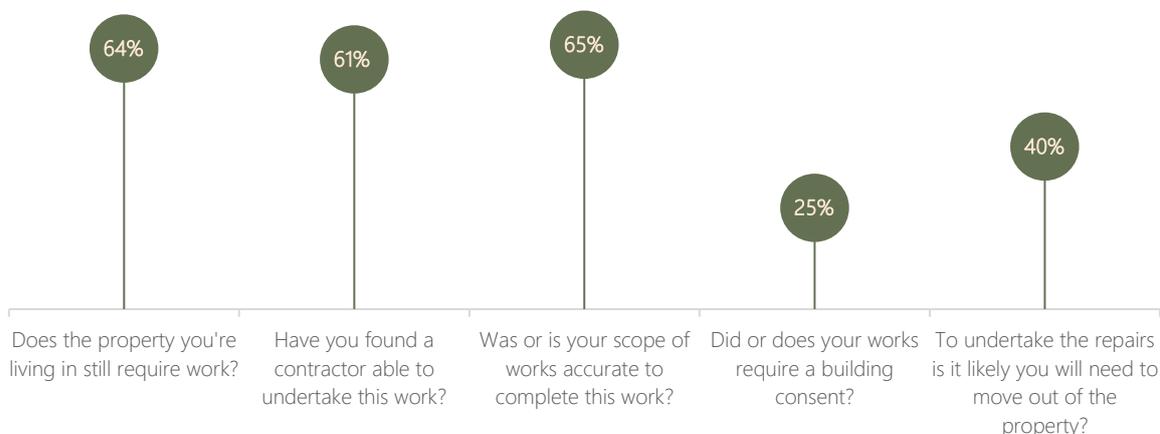
²⁵ Due to rounding, figures may not add to 100%.

Earthquake recovery

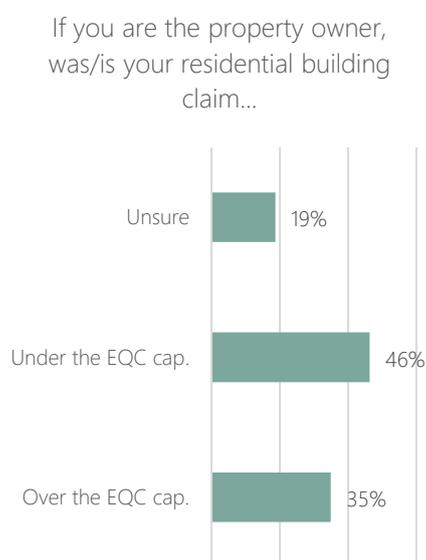
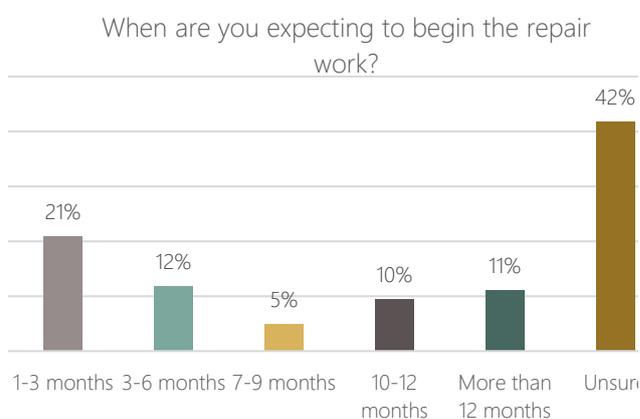


- 72% of ratepayers believe Kaikōura has a positive future.
- 74% of ratepayers agreed their business would survive the next 12 months, an improvement over 2016-2017 results.
- Two-thirds of ratepayers (67%) stated their insurance claims would be settled within the next 12 months, an improvement over 2016-2017 results.
- At the same time, fewer ratepayers were satisfied with other earthquake recovery activities and Council's involvement in it.
- Just under half of ratepayers agreed the community has had a good opportunity to contribute to decision making (46%) and understood support options available to those who need them (49%) and for people with accommodation issues (47%).
- Around one-third of ratepayers agreed Council has been doing the best it can to work with the community (38%), the 3 Year Plan has done a good job of building on the recovery plan (34%), and 34% of ratepayers were aware of services and courses offered by the Te Ha community hub.
- Just over a quarter of ratepayers (27%) agreed that local businesses have been supported.

Repair works



- Just under two thirds of ratepayers (64%) stated their property still requires some work.
- 61% of these ratepayers said they had found a contractor able to undertake work.
- Close to two thirds of ratepayers (65%) agreed their scope of work was or is accurate.
- A quarter of ratepayers (25%) stated their works required, or would require, a building consent.
- 2-in-5 ratepayers (40%) stated they would need to move out of their property to undertake the repairs.

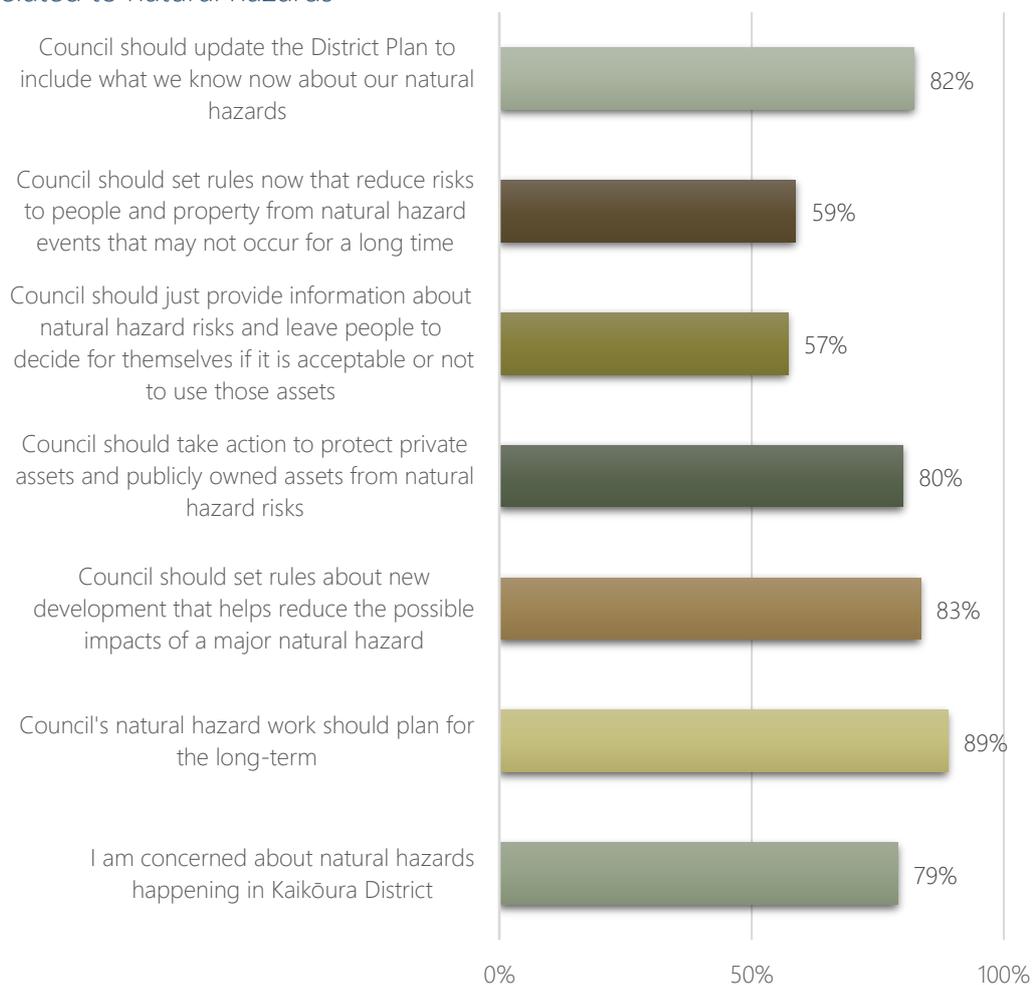


- 42% of ratepayers who require repair work were still unsure when they would expect to begin the repair work.²⁶
- 46% of ratepayers stated their residential building claim was under the EQC cap, and 35% over the EQC cap.

²⁶ Due to rounding, figures may not add to 100%.

Natural hazards

Statements related to natural hazards

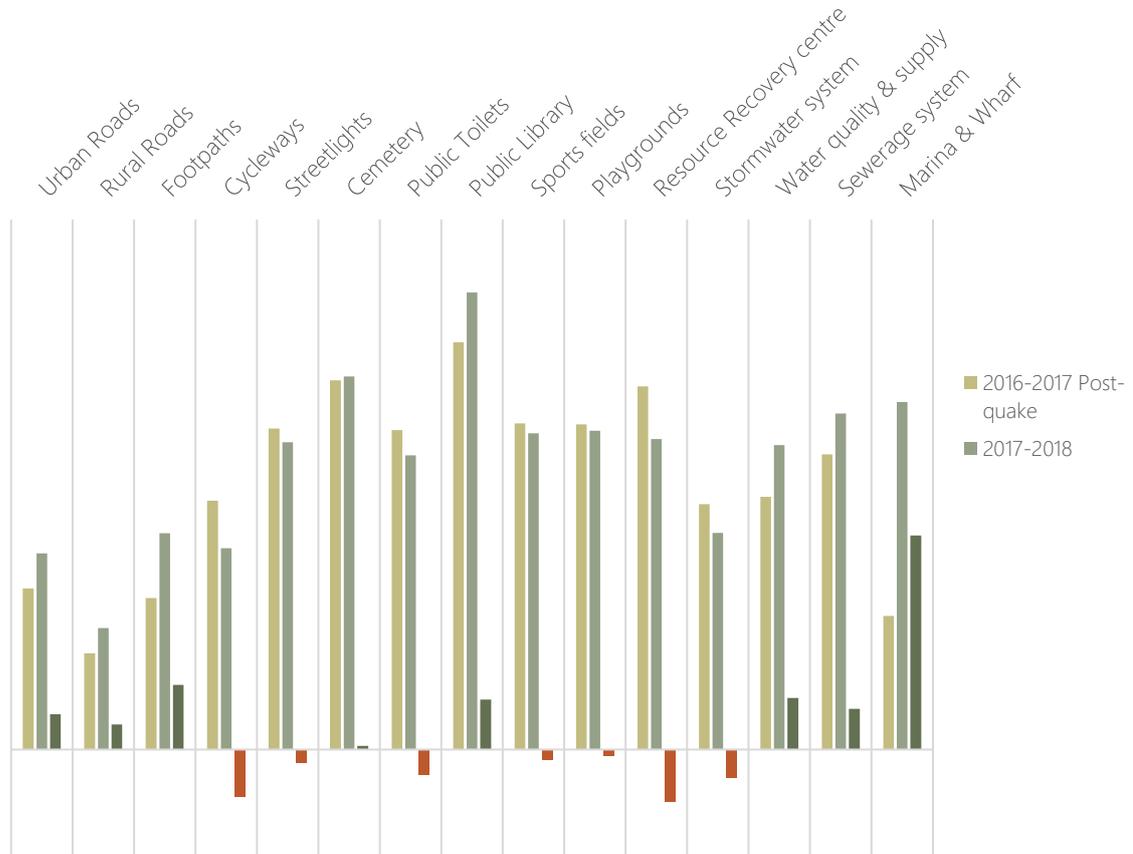


- A large percentage of ratepayers were concerned about natural hazards happening in Kaikōura District (79%).
- 82% of ratepayers agreed Council should update the District Plan to include what ratepayers know now about their natural hazards.
- 59% of ratepayers agreed Council should set rules to reduce risks to people and property from natural hazard events.
- Around 4-in-5 ratepayers agreed Council should act to protect private assets and publicly owned assets from natural hazard risks (80%) and set rules about new development to reduce the possible impact from a major natural hazard (83%).
- Most ratepayers (89%) agreed Council's natural hazard work should plan for the long-term.
- 57% of ratepayers agreed Council should provide information about natural hazards risks and leave people to decide for themselves if it is acceptable or not to use those assets.²⁷

²⁷ Each statement was rated on a 1-5 scale where 1=strongly disagree and 5=strongly agree. The presented percentages are aggregated 'somewhat agree' and 'strongly agree' responses. An artefact error of respondent's self-identifying perception might be presented in the chart.

Appendix

Performance gap – 2017 Post-quake and 2018 results



Council staff gap – 2017 and 2018 results

