



Kaikōura District Council

SIL Research | Resident Satisfaction Survey

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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, the region's sustainability, post-earthquake re-build and Civil Defence.

Research was conducted between 19 November 2019 and 27 January 2020. A total of n=331 responses were used in the final analysis.

The main findings were as follows:

1. Overall, 53% of community members were satisfied with Council's performance in 2019-2020. This result was on par with the previous years and with a slight trend for improvement.
2. The top three rated services provided by Council were the Public Library, Op Shop building and Cemetery.
3. Most services showed similar or improved results in 2019-2020. Cemetery and Building inspections exhibited the greatest improvement.
4. Only five services recorded a statistically significant decline in 2019-2020: Footpaths, Pensioner flats, Animal control, Public libraries and Drinking water.
5. The area that represented the greatest opportunity to improve overall satisfaction with Council was Roads and Footpaths.
6. Council should keep in mind and improve communication (Respond to requests, Consultations) and development (Community development, Economic development and Strategy and policy).
7. 60% of community members agreed their quality of life had improved to some extent in the last three years.
8. A good improvement was recorded in relation to Kaikōura's infrastructure re-build; 59% of community members were satisfied in 2019-2020.
9. 91% of community members agreed their house is suitable for their needs in terms of quality, size and comfort, and 85% of members agreed it is easily accessible to schools, health and other services. 75% agreed their neighbourhood has everything they need.
10. In 2019-2020, more community members reported working on conservation activities (49%) and walking or cycling rather than using a vehicle (67%).

Overall, Kaikōura residents and property owners were satisfied with life in their district: feeling safe, having their essential needs met, and engaging with their local environment. People have been increasingly positive about the post-earthquake infrastructure re-build programme and insurance claim resolution, and business confidence remains optimistic.

The KDC continued to provide an important and valued role in supporting the needs of community members – which had a measurable influence on residents' quality of life. However, room for improvement remained apparent. Key areas for improvement related to enhancing the District as a place to live in and move around: local development initiatives (economic and community), and infrastructure (roads and footpaths, including increased accessibility). Communication also remained a high priority; while residents were satisfied with customer service contact and general council communications/updates, they sought improvements to more personal or specific touchpoints (responding to direct requests, and enhanced issue-related consultation).

Focusing resources on identified areas of concern has the greatest potential to increase community satisfaction with Council services – facilitating further improvements to perceptions of Kaikōura as a place to live, work, and call home.



METHODOLOGY

BACKGROUND AND OBJECTIVES

Each year the Kaikōura District Council (KDC) 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, the region's sustainability, post-earthquake re-build and Civil Defence.

QUESTIONNAIRE AND PROJECT SPECIFICS

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 survey, with further adjustments, was repeated in 2018-2019 and 2019-2020.

In 2019-2020, the survey included new questions about Kaikōura's environment, housing, facility accessibility, and additional Council services and assets. Overall satisfaction with Council performance was divided into two parts: satisfaction with services and satisfaction with community facilities.

DATA COLLECTION

Research was conducted between 19 November 2019 and 27 January 2020. SIL Research used a mixed methods approach (paper, online, social media) to collect surveys across Kaikōura District Community members. To the best of Council's ability, a hard copy of the survey was sent to all Kaikōura property owners (including those residing outside Kaikōura). In addition, this survey was available at key Council locations. This was to allow both residents and Community members to have their say.

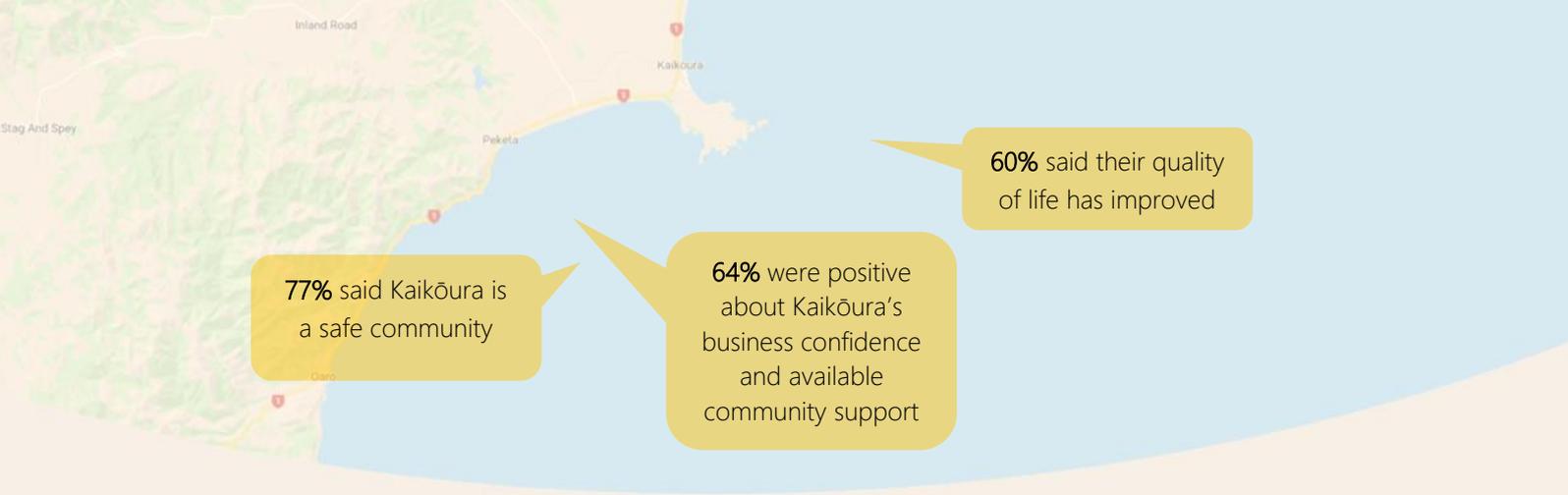
DATA ANALYSIS

Data was weighted to reflect area, gender and age group population proportions as per Statistics New Zealand's 2018 Census.

A sample size of n=331 across Kaikōura District's residents aged 18 years and over allows for a 95% confidence level +/- 4-5%. The survey sample was higher compared to the previous year's survey.

Benchmark Satisfaction at a glance

 <p>Public Libraries</p> <p>KDC 2020: 87%/8.2</p> <p>NZB 2020: 70%/7.1</p>	 <p>Water quality and supply</p> <p>KDC 2020: 60%/6.0</p> <p>NZB 2020: 66%/6.4</p>	 <p>Car parking</p> <p>KDC 2020: 52%/5.5</p> <p>NZB 2020: 46%/5.3</p>
 <p>Stormwater drainage</p> <p>KDC 2020: 65%/6.5</p> <p>NZB 2020: 53%/5.7</p>	 <p>Animal control</p> <p>KDC 2020: 65%/6.4</p> <p>NZB 2020: 54%/6.0</p>	 <p>Resource & Building consent (average)</p> <p>KDC 2020: 37%/38%/4.6/4.5</p> <p>NZB 2020: 34%/37%/5.0/5.2</p>
 <p>Cycleways and walkways</p> <p>KDC 2020: 67%/6.3</p> <p>NZB 2020: 61%/6.2</p>	 <p>Roads (average)</p> <p>KDC 2020: 46%/5.0</p> <p>NZB 2020: 42%/4.8</p>	 <p>Footpaths</p> <p>KDC 2020: 31%/4.3</p> <p>NZB 2020: 50%/5.5</p>
 <p>Streetlights</p> <p>KDC 2020: 72%/6.7</p> <p>NZB 2020: 69%/6.8</p>	 <p>Sewerage</p> <p>KDC 2020: 75%/7.1</p> <p>NZB 2020: 68%/6.6</p>	 <p>Resource Recovery Centre</p> <p>KDC 2020: 75%/7.1</p> <p>NZB 2020: 43%/5.7</p>
 <p>Cemeteries</p> <p>KDC 2020: 79%/7.4</p> <p>NZB 2020: 68%/7.0</p>	 <p>Public toilets</p> <p>KDC 2020: 75%/7.1</p> <p>NZB 2020: 54%/5.8</p>	 <p>Overall satisfaction</p> <p>KDC 2020: 53%/5.6</p> <p>NZB 2020: 48%/5.3</p>



Satisfaction with infrastructure re-build



53% were satisfied with Council performance

67% walked or cycled rather than used vehicle



49% worked on conservation activities



Best performing services:

- Public library
- Op Shop building
- Cemetery
- Communications
- Resource Recovery Centre



97% minimized rubbish by recycling



84% used a compost bin



Least performing services:

- Building consents
- Tennis courts
- Processing resource consent applications
- Footpaths
- Old Council offices



Roads and footpaths are important improvement opportunities

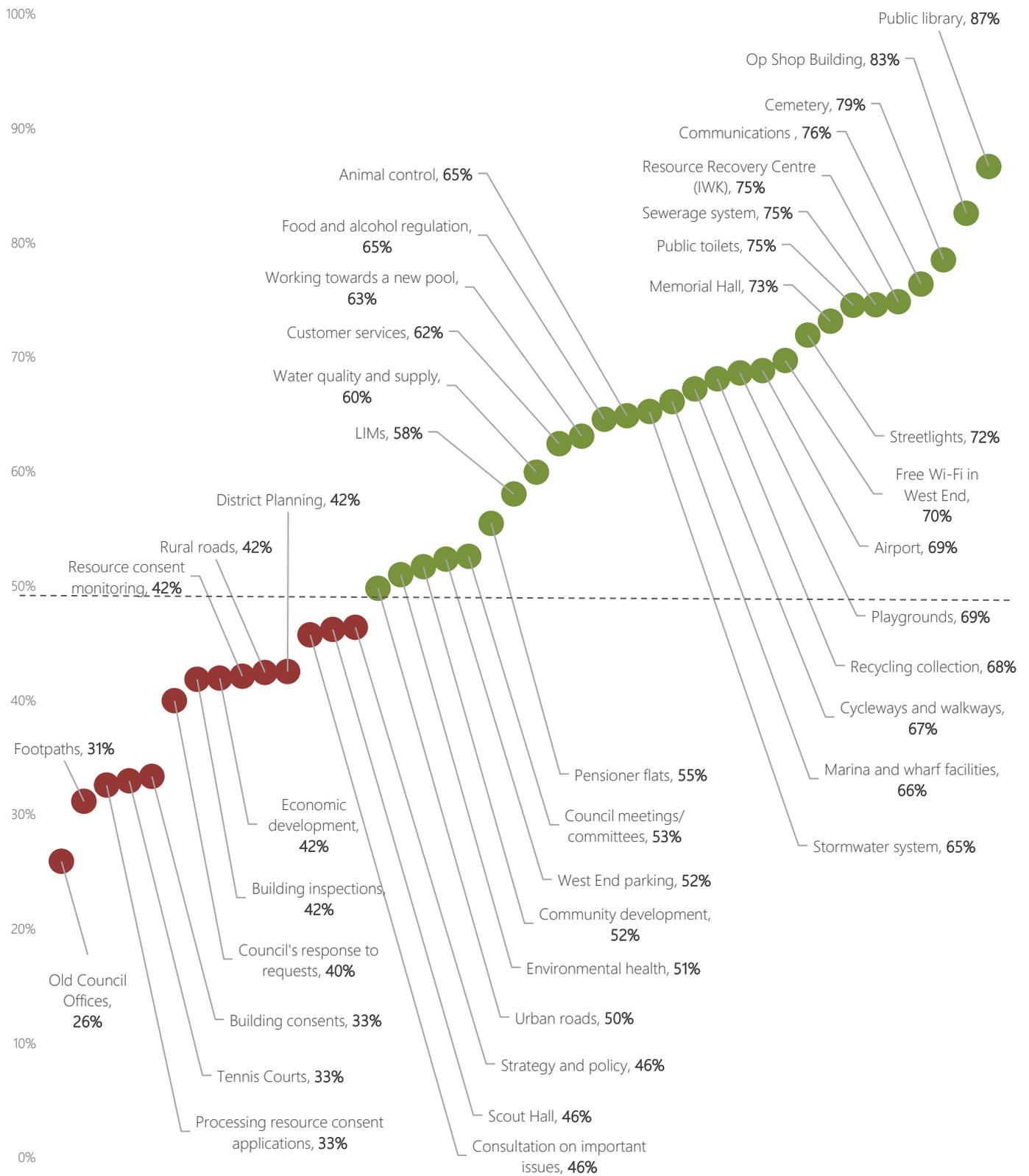


75% were satisfied with Civil Defence

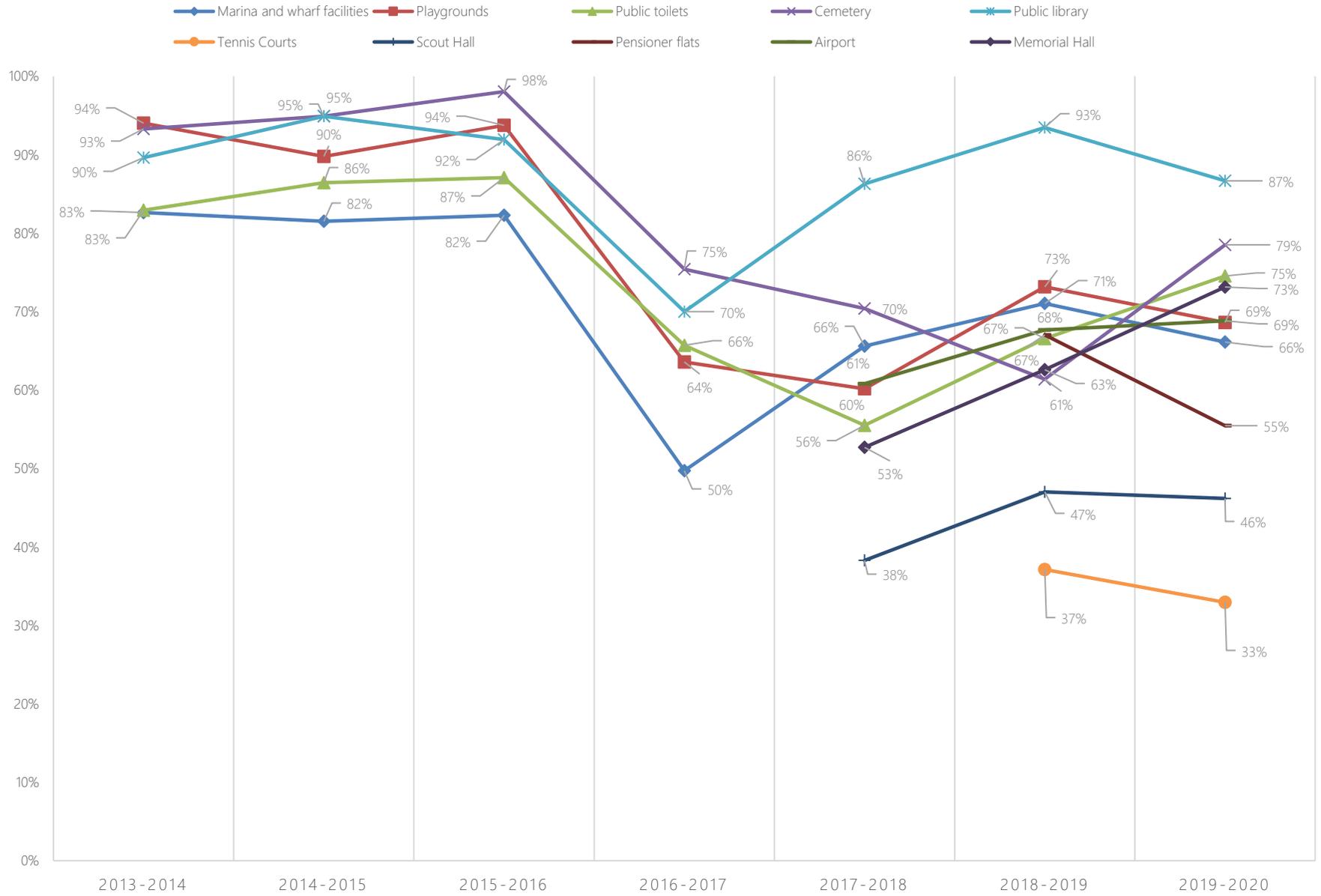
85% said their household has an emergency plan and supplies kit

OVERALL RESULTS

Overall satisfaction results in 2019-2020

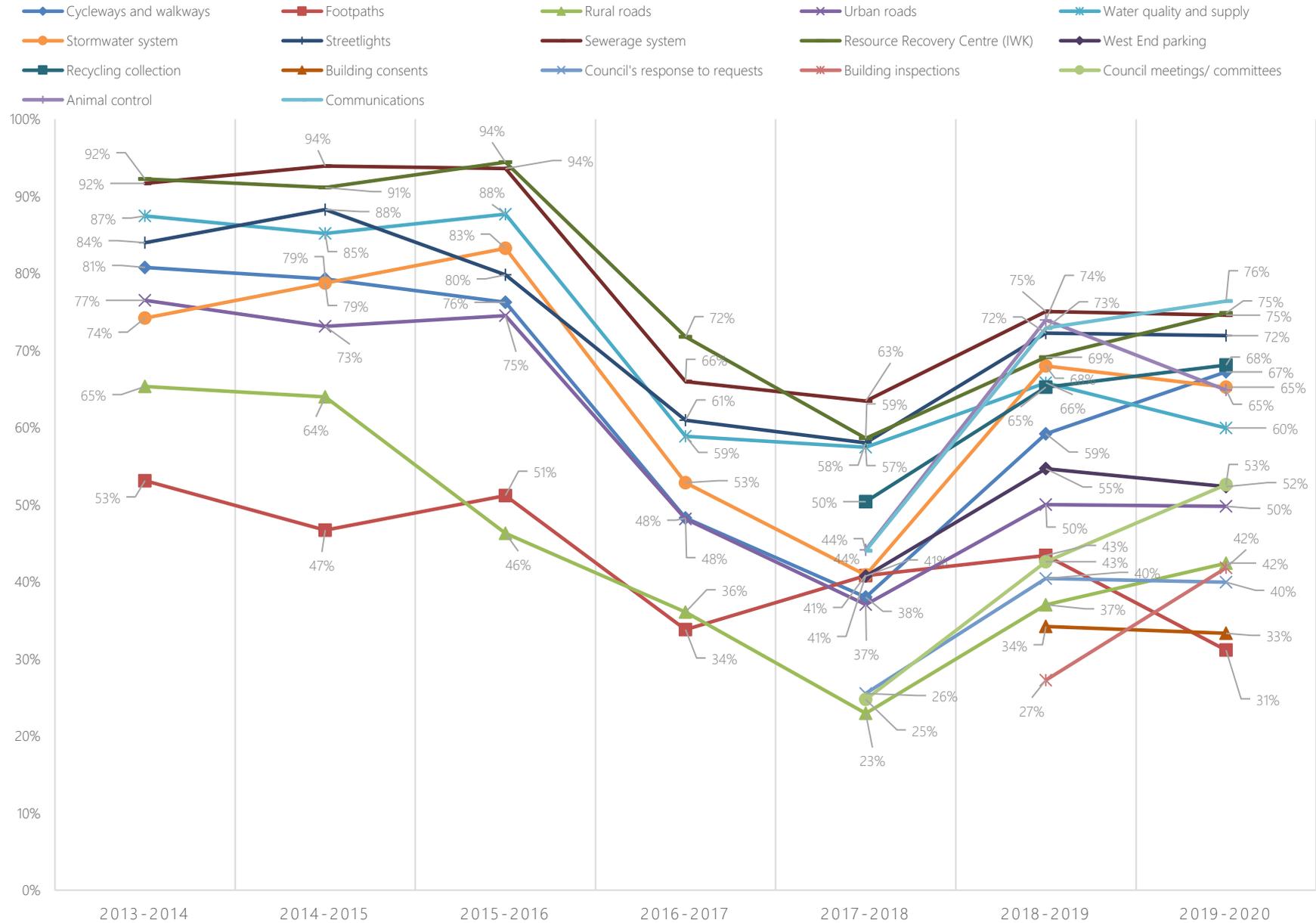


SATISFACTION WITH COUNCIL FACILITIES



Post-earthquake

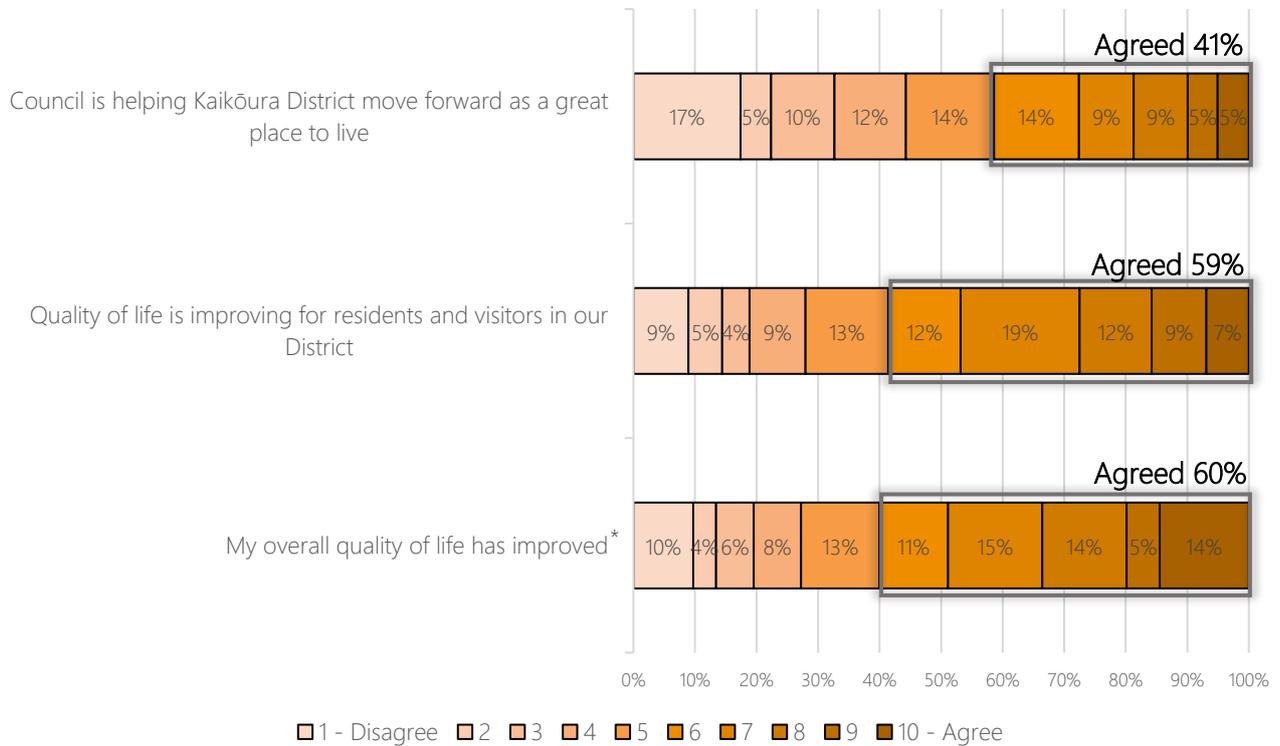
SATISFACTION WITH COUNCIL ASSETS AND SERVICES



Post-earthquake

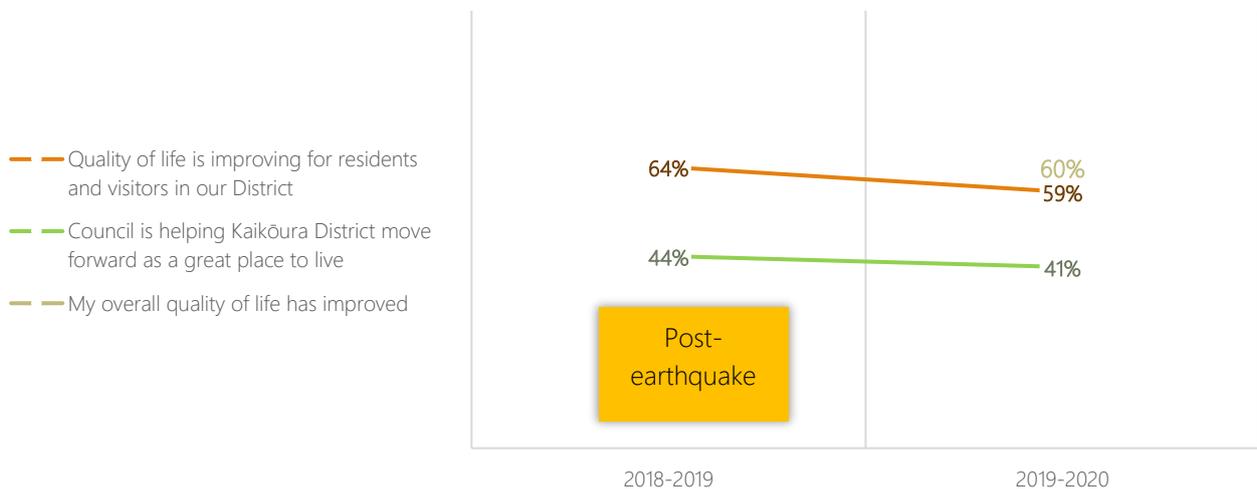
LIFE IN KAIKŌURA

Quality of life



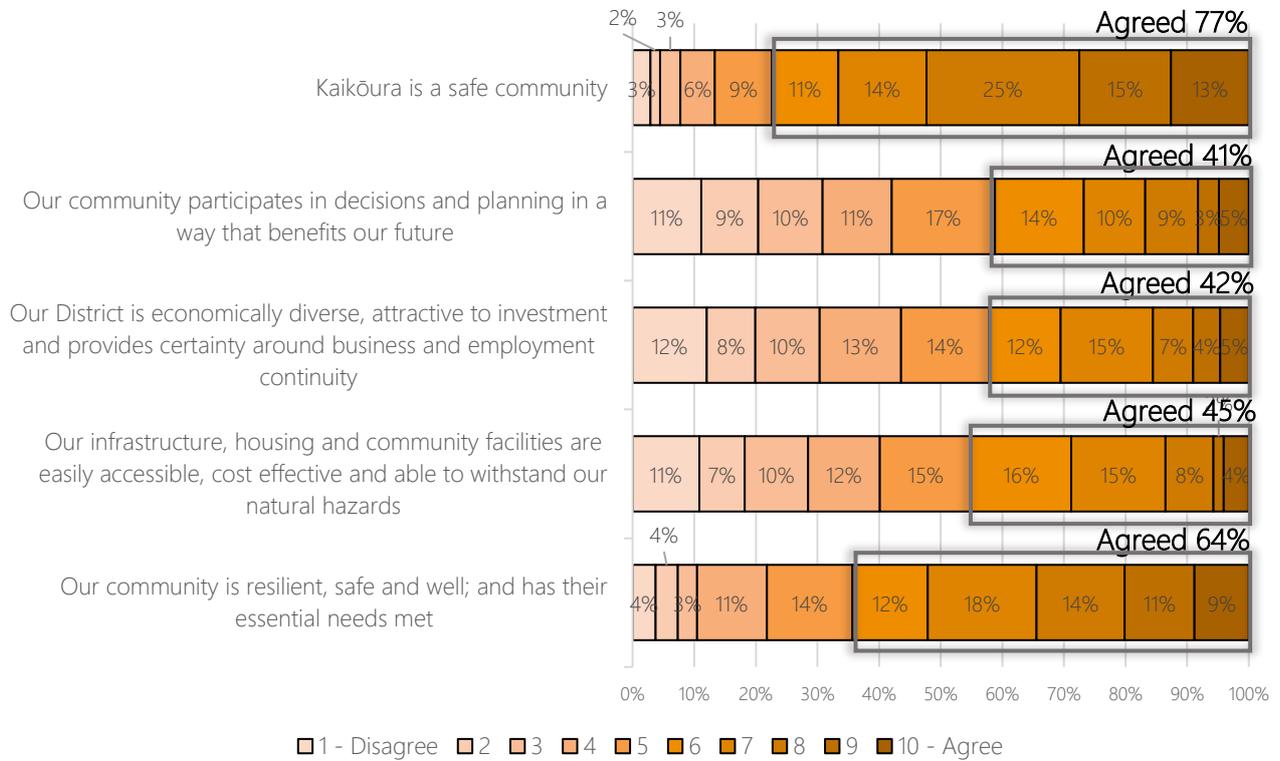
*New question in 2019-2020

- Overall, 60% of community members agreed their quality of life had improved to some extent in the last three years.
- There were relationships between an improved quality of life and overall satisfaction with Council services, and community strategy and planning.
- A similar percentage of community members agreed that quality of life is improving for everyone – both residents and visitors (59%); however, this was statistically lower compared to the previous year (64%).
- 41% of community members agreed Council is helping Kaikōura move forward as a great place to live (similar to 44% in 2018-2019).
- Younger residents (aged 44 and under) were less likely to provide positive ratings.

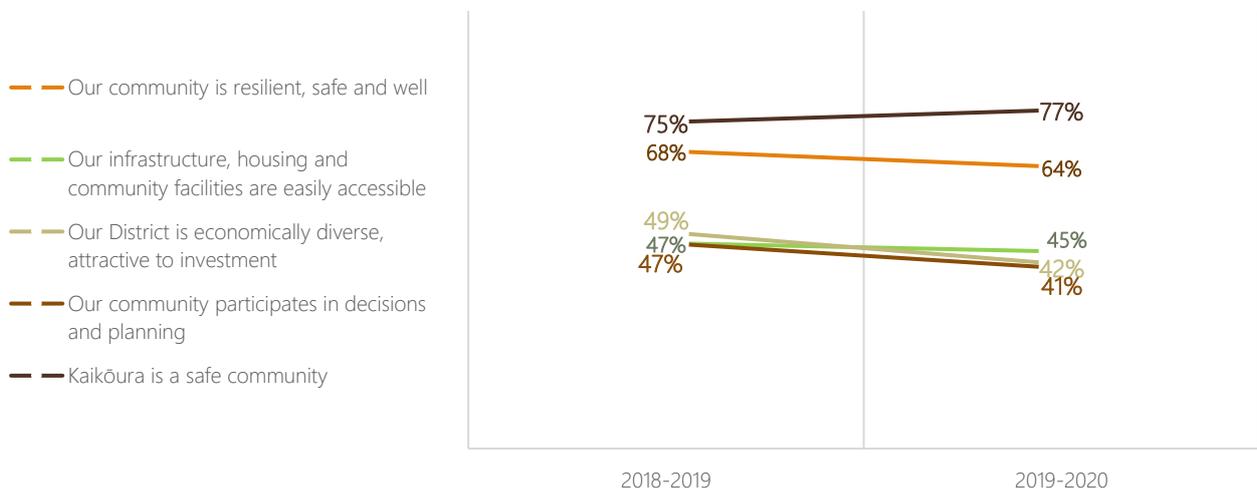


LIFE IN KAIKŌURA

Life and safety

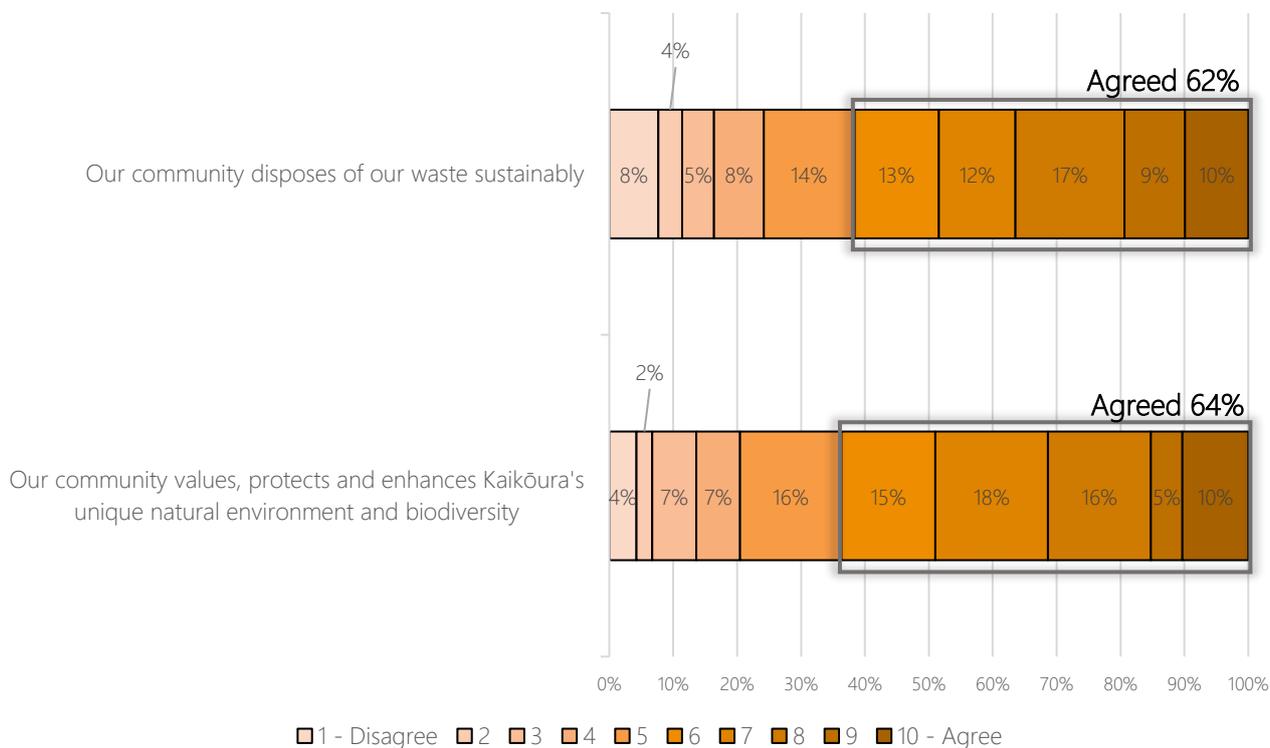


- In 2019-2020, most statements related to general life (participation in decisions, infrastructure, meeting essential needs) and safety showed results similar to the previous year.
- Home owners were most likely to provide positive ratings in relation to 'Our community is resilient, safe and well; and has their essential needs met' and 'Our infrastructure, housing and community facilities are easily accessible, cost effective and able to withstand our natural hazards'.
- Only one statement showed a significant decline in 2019-2020; fewer community members (42%) agreed their district is economically diverse and attractive to investment.
- This attribute was associated with quality of life for residents and visitors.

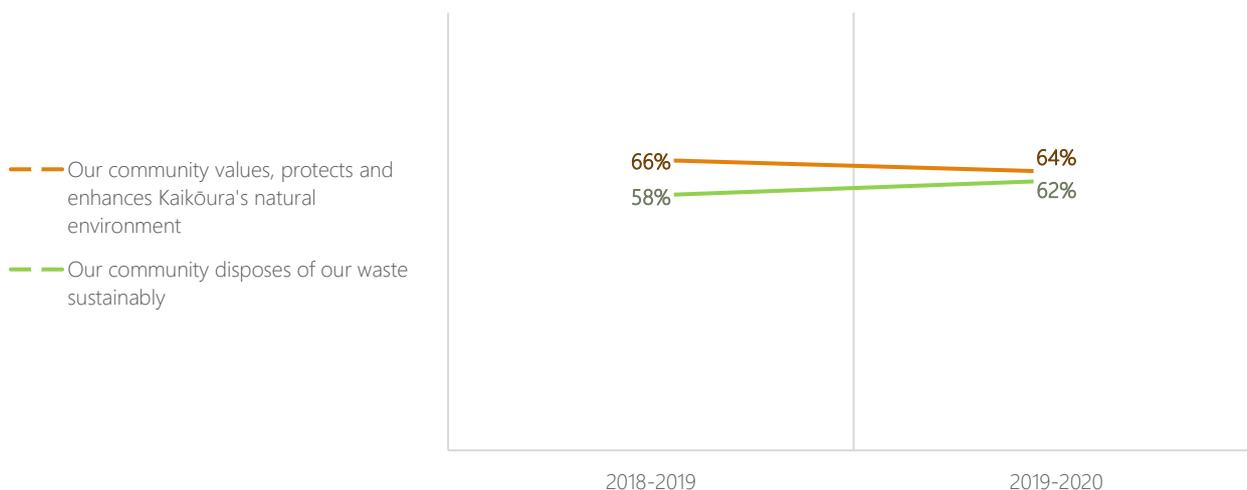


LIFE IN KAIKŌURA

Sustainability

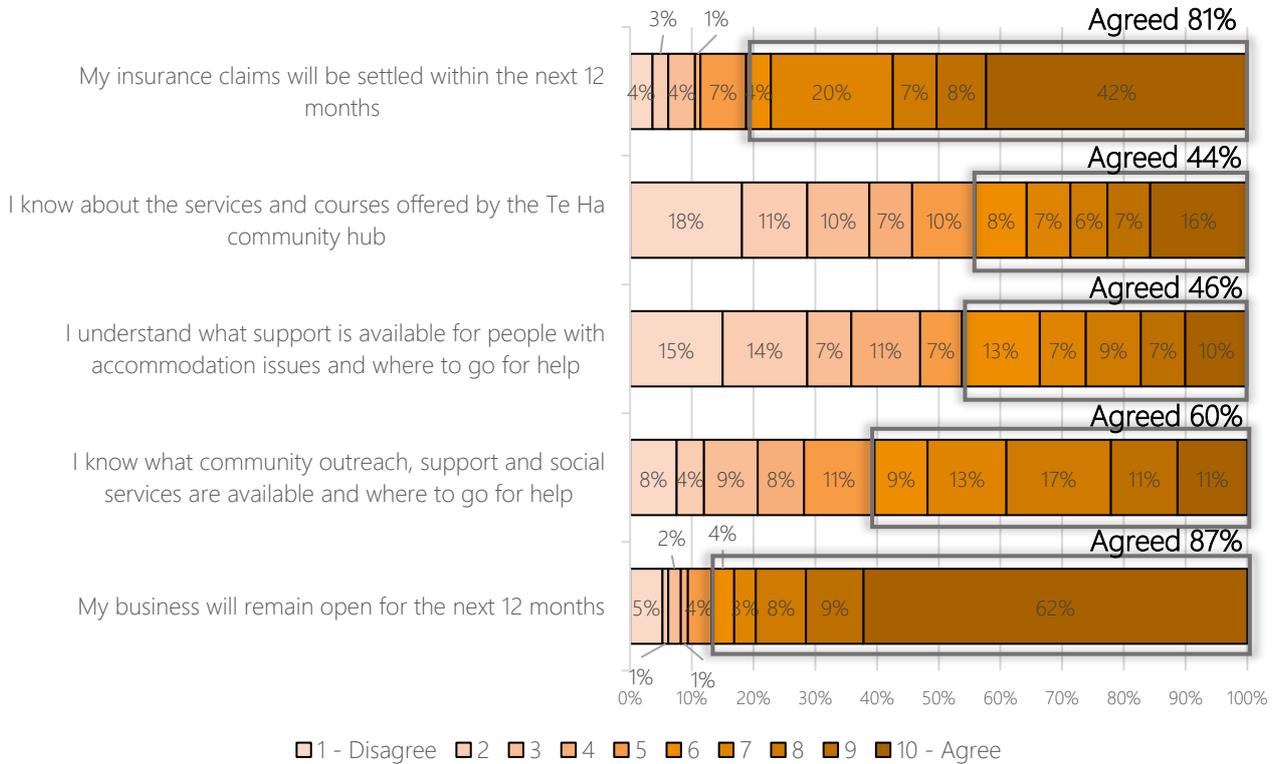


- Just under two-thirds of community members believed that their community values, protects and enhances Kaikōura’s unique environment (64%) and disposes of their waste sustainably (62%).
- The results were similar between years.
- Older community members (aged 65 and over) were more likely to have positive perceptions of sustainability.

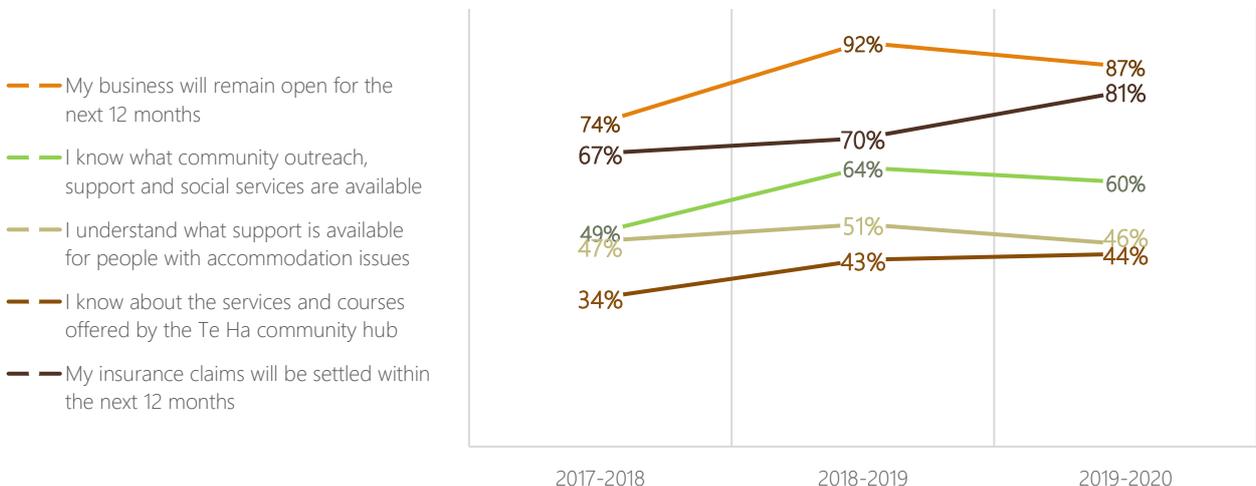


LIFE IN KAIKŌURA

Business confidence and community support

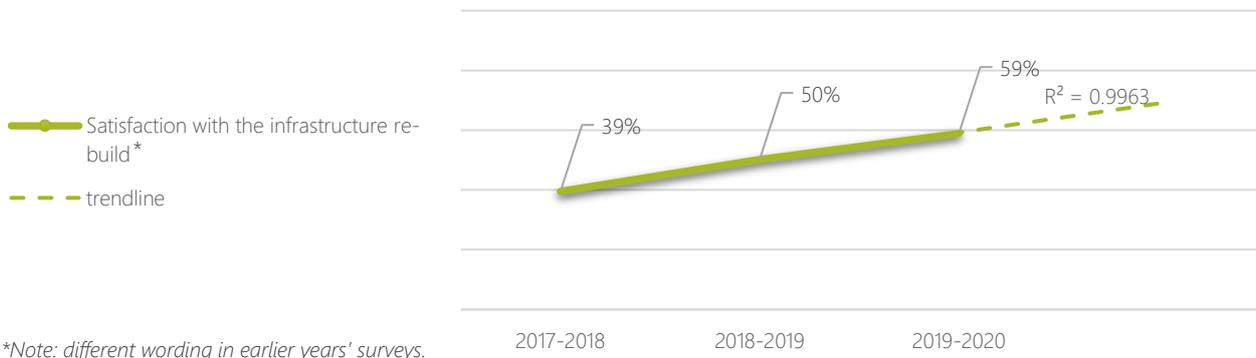
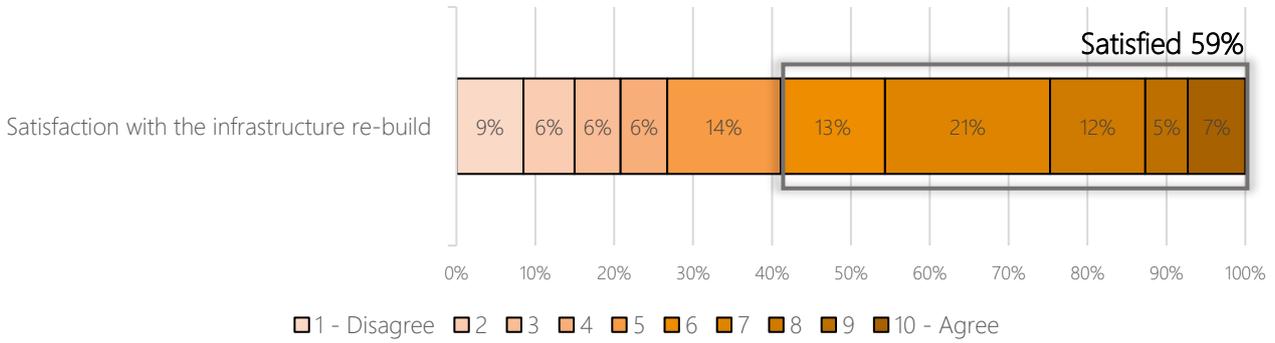


- On average, 64% of community members were positive about Kaikōura’s business confidence and available community support.
- 8-in-10 community members agreed to some extent their insurance claims will be settled within the next 12 months; a good increase over the past three years. Note: only a small percentage of community members provided a response to this question; 77% had some experience to comment.
- Two statements showed a slight decline in 2019-2020.
- Fewer community members (87%) were confident their business (or their employer’s business) will remain open in the next 12 months, compared to the last year (92%).
- Fewer community members (46%) understood what support is available for people with accommodation issues (51% in 2018-2019).



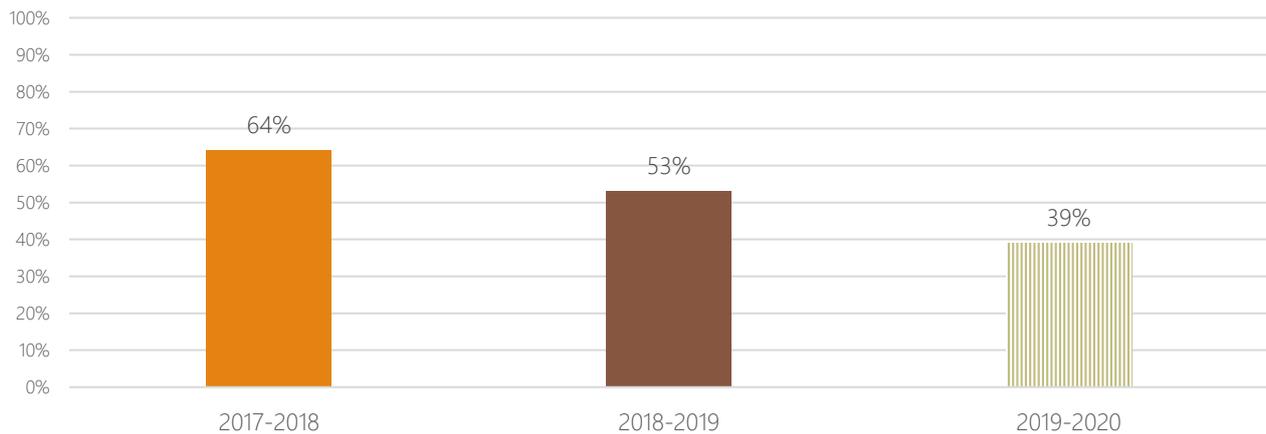
LIFE IN KAIKŌURA

Infrastructure re-build



- A good improvement was recorded in relation to Kaikōura's infrastructure re-build; 59% of community members were satisfied in 2019-2020.
- At the same time, statistically fewer community members (39%) stated their property still requires work due to the earthquake damage.

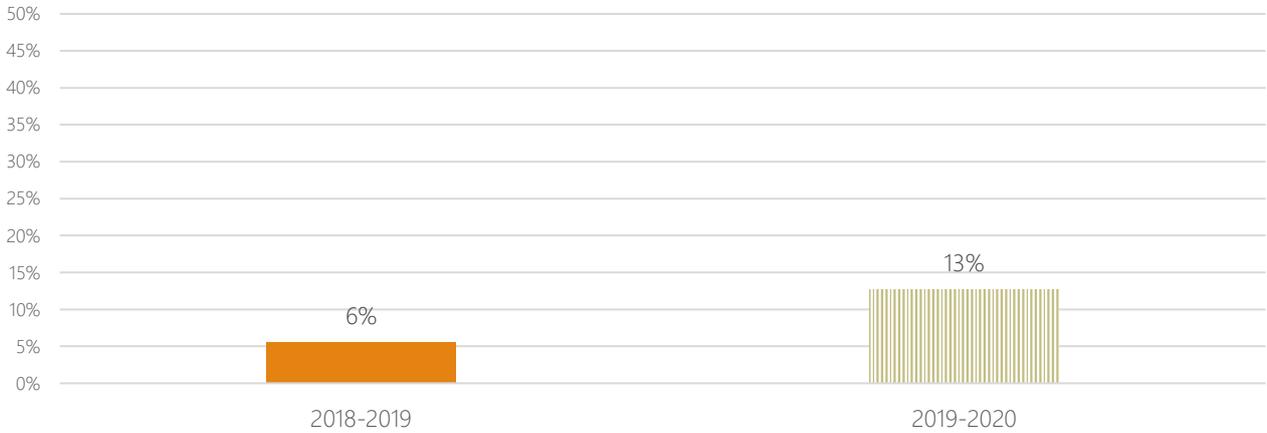
The property still requires work due to damage from 14 Nov 2016



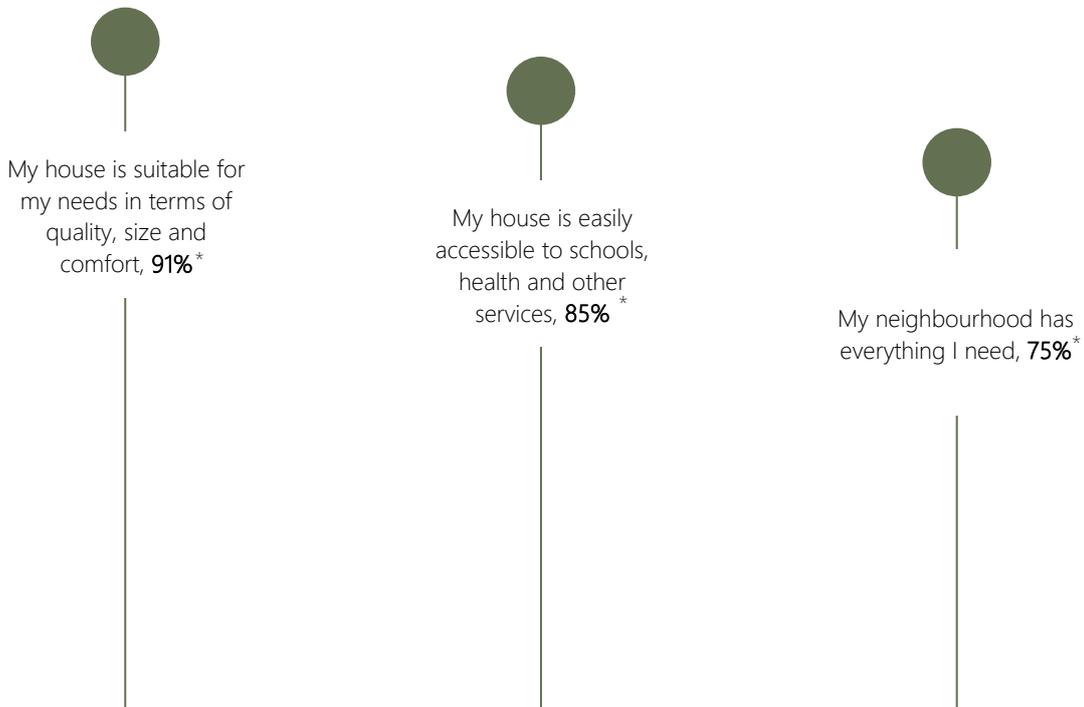
LIFE IN KAIKŌURA

Residential housing

Have had difficulty finding appropriate housing

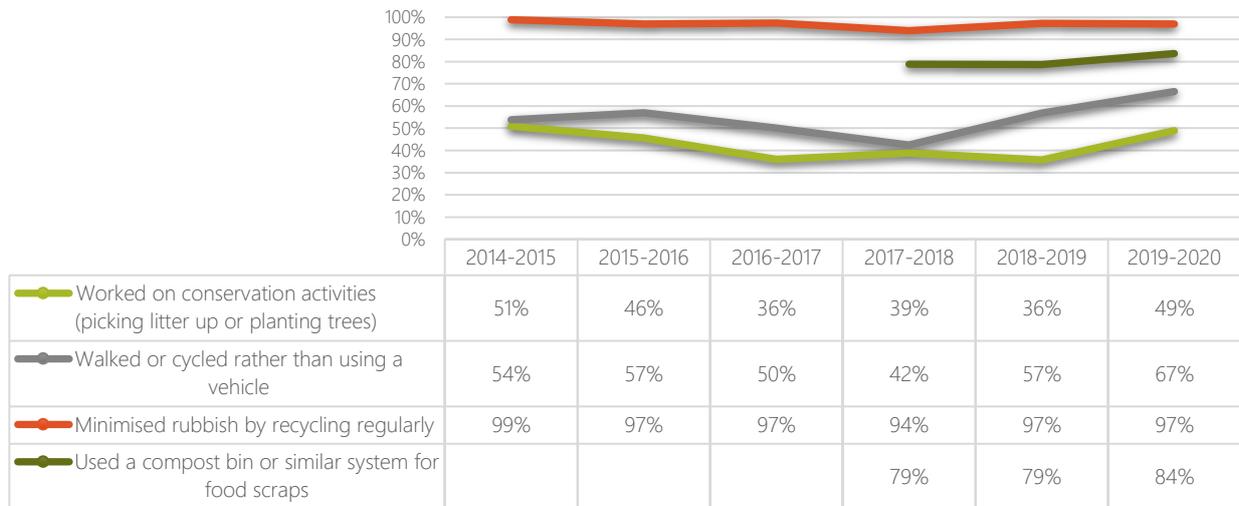


- Slightly more residents (13%) reported difficulties finding appropriate housing in 2019-2020.
- Community members who better understood the availability of support for people with accommodation issues and where to go for help were less likely to report difficulties finding their housing.
- 91% of community members agreed their house is suitable for their needs in terms of quality, size and comfort, and 85% agreed it is easily accessible to schools, health and other services.
- Fewer residents (75%) agreed their neighbourhood has everything they need. More residents aged 64 and under disagreed with this statement.

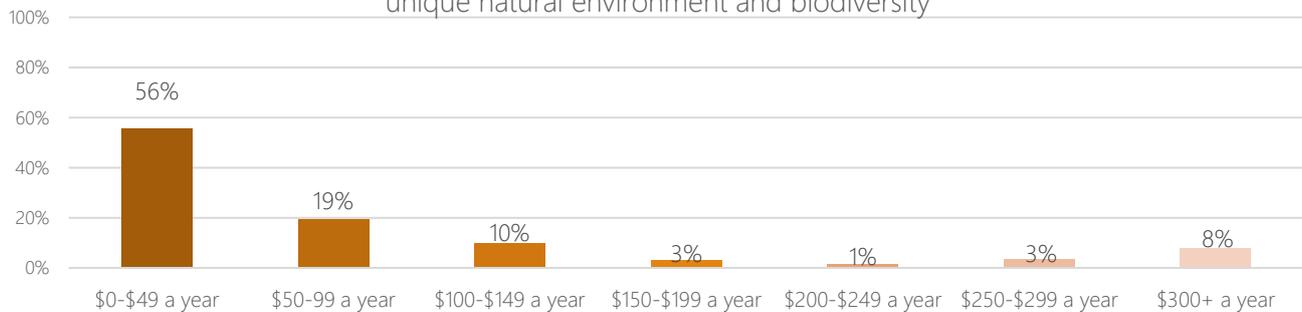


*New questions in 2019-2020

COMMUNITY MEMBERS AND ENVIRONMENT



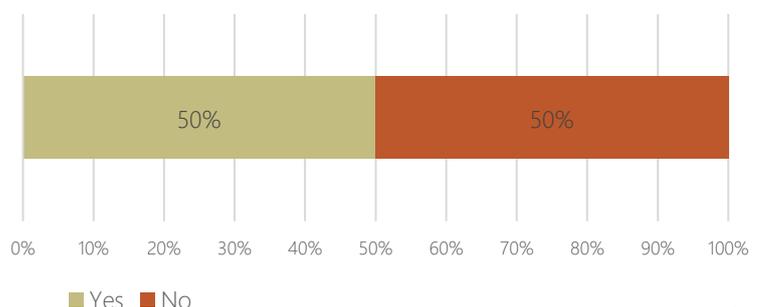
How much willing to pay to help Kaikōura value, protect and enhance Kaikōura's unique natural environment and biodiversity*



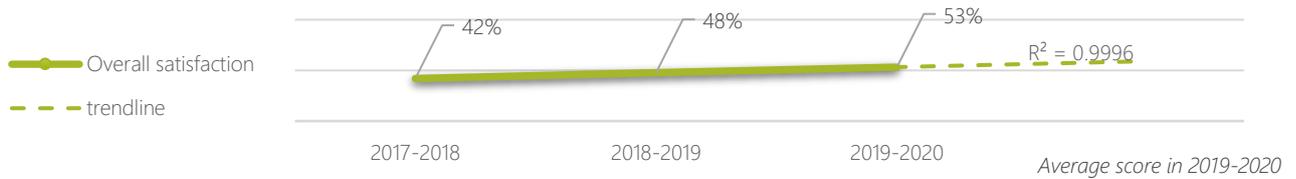
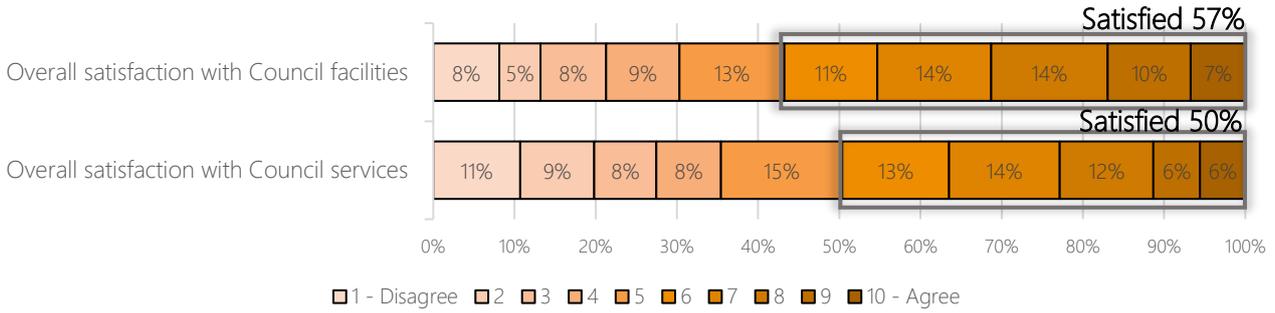
*New question in 2019-2020

- Community members' acknowledgement of conservation activities and improvement contributions was consistent with the previous two years.
- With statistical significance, more members reported working on conservation activities (49%) and walking or cycling rather than using a vehicle (67%) in 2019-2020.
- Just under 60% of community members commented on how much they were willing to pay to help their district value, protect and enhance Kaikōura's unique natural environment and biodiversity; more than half (56%) chose the first option (\$0-\$49 a year).
- 39% of community members provided further improvement suggestions. 28% of these comments were related to 'Rubbish/recycling collection, standards'; 14% said 'Nothing' and 18% referred to 'Monitoring freedom camping/tourists'.
- When asked about Earthcheck's benefits, the community was divided, and 44% did not provide a response. About one-third of respondents (35%) did not know enough to comment, with this higher amongst community members who believed Earthcheck was not beneficial (48%).
- In 2017-2018, only 28% of community members felt informed about the Earthcheck brand.

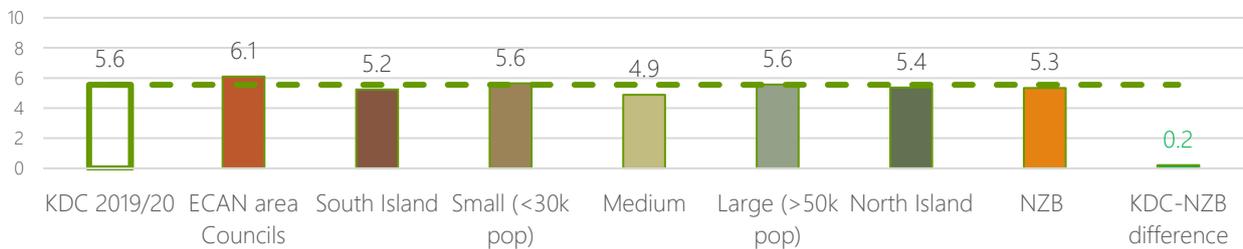
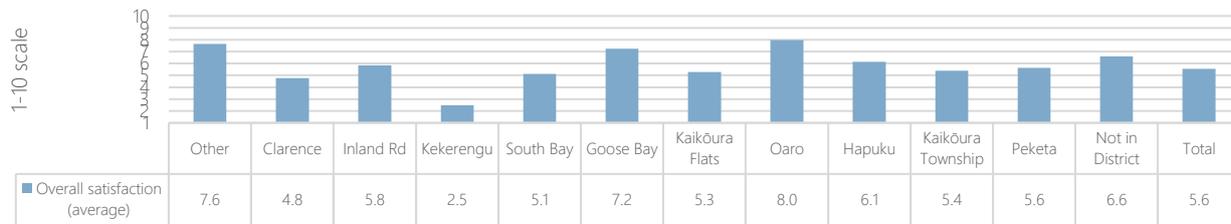
Do you think being part of Earthcheck benefits our community? *



COUNCIL AT GLANCE



Overall satisfaction with Council performance



- In 2019-2020, questions about satisfaction with Council performance were divided between services and facilities.
- On average, 53% of community members were satisfied with Council's performance (similar to 2018-2019 results).
- With statistical significance, younger community members aged 44 and under were the least satisfied group.
- 46% of community members were satisfied with both services and facilities.
- More than half of community members (59%) were satisfied with the Mayor, Councillors and staff in 2019-2020; a good improvement over two years.
- One-third of community members provided further comments; 40% of them stated 'New Council – hard to comment'. Around one-third of comments referred to 'Too many people' and 'Too much money spent on Council and CEO'. 13% related to a positive experience.



*Anecdotal comparison only. Earlier surveys asked separate questions about Mayor, Councillors and staff; an average score is presented for 2017-18

IMPROVING OVERALL SATISFACTION

Across services, the level of impact each service has on overall satisfaction with Council services and facilities varies.

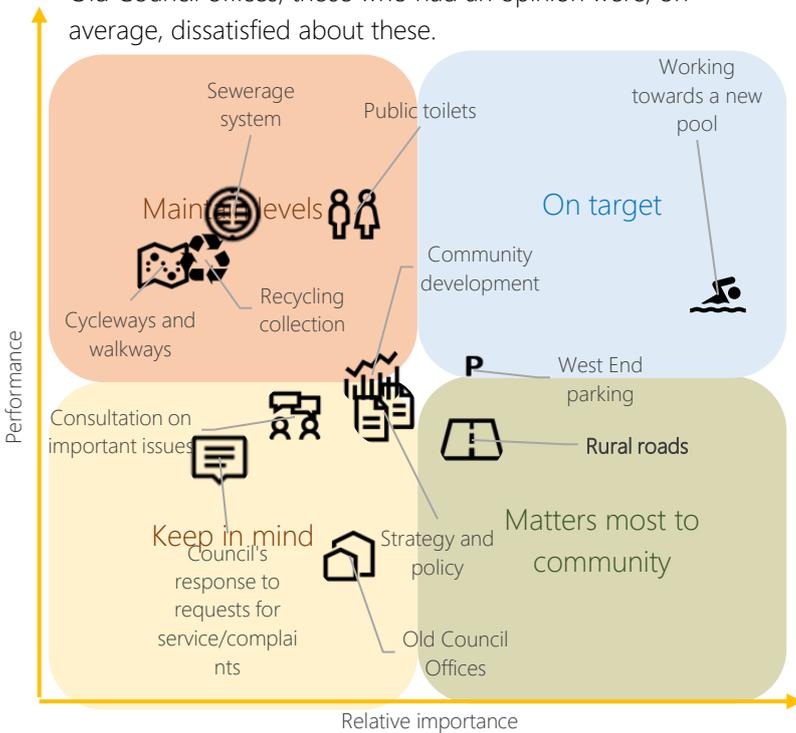
The twelve services showed the highest level of impact. Note: many services correlated between each other; ratings provided for one were similar to another (e.g. Urban, Rural roads and Footpaths).

The area that presented the greatest opportunity to improve overall satisfaction with Council was **Rural roads** (together with **Footpaths** and **Urban roads**).

Council should keep in mind and improve **communication** (Respond to requests, Consultations) and **development** (three highly associated areas were Community development, Economic development and Strategy and policy).

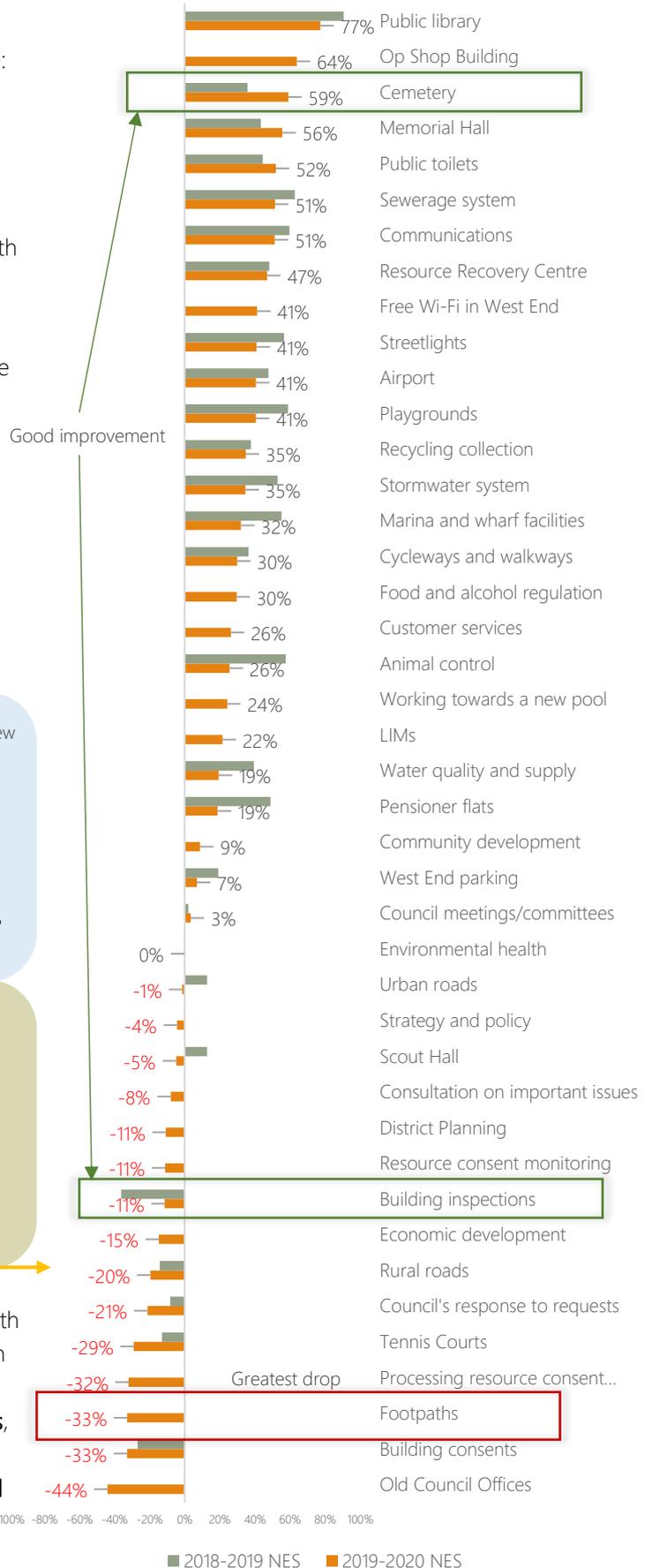
Working towards a new pool was also an important factor; there were community members dissatisfied with the progress.

Although not all community members had an opinion about Old Council offices, those who had an opinion were, on average, dissatisfied about these.



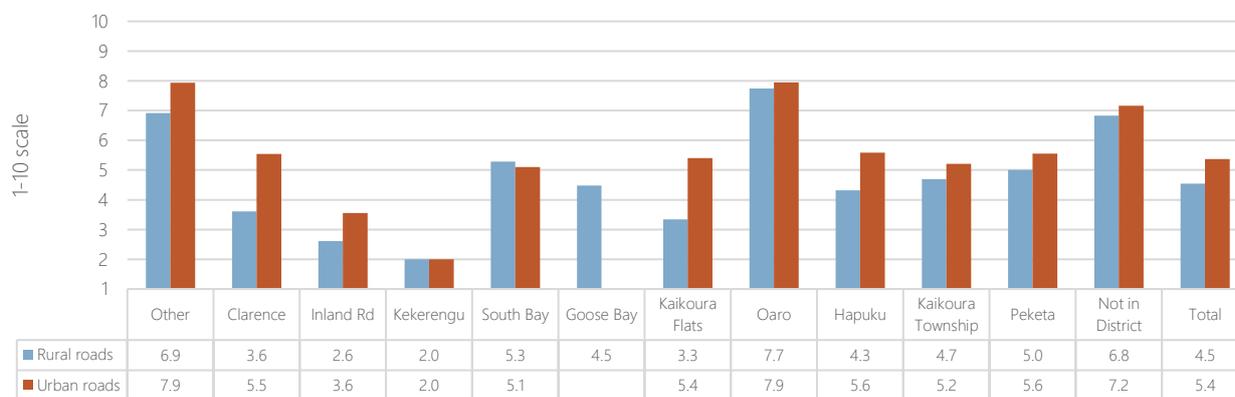
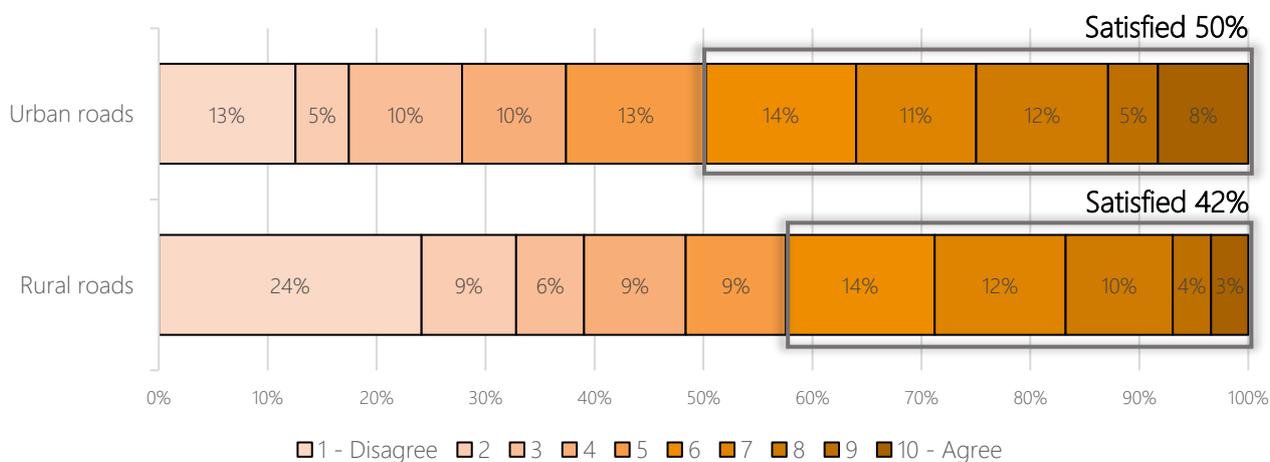
Based on Net Emotional Scores, there were fifteen areas with more dissatisfied than satisfied community members. When the number of people who had an opinion was taken into account, current areas of main concern could be **Footpaths**, **Council's response to requests**, **Rural roads**, **Economic development**, **District planning**, **Consultations**, **Strategy and policy**, and **Urban roads**.

NET EMOTIONAL SCORE

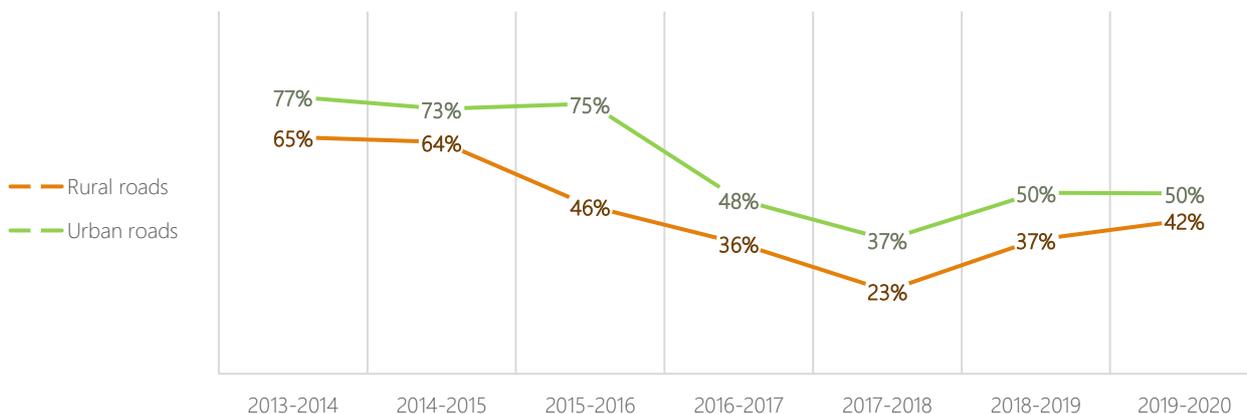


SATISFACTION WITH COUNCIL ASSETS

Roads

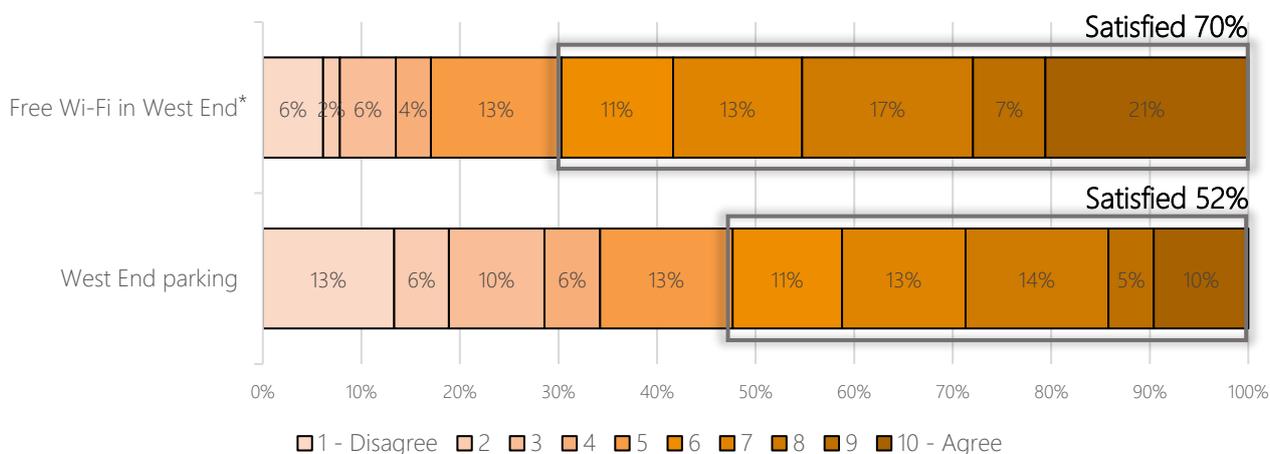


- On average, 46% of community members were satisfied with roads in Kaikōura district.
- Satisfaction with Urban roads (50%) was higher compared to Rural roads (42%).
- However, a statistically significant improvement was recorded in relation to Rural roads in 2019-2020.
- Satisfaction with Roads exhibited higher chances of influencing overall satisfaction with Council services.
- Roads related comments were the second most common feedback about Council services (*"Rural roads need attending too, (Mill Road, School House Road, Top end of Mt Fyffe, Postmans Road) it's very bouncy and unstable to drive on."*).

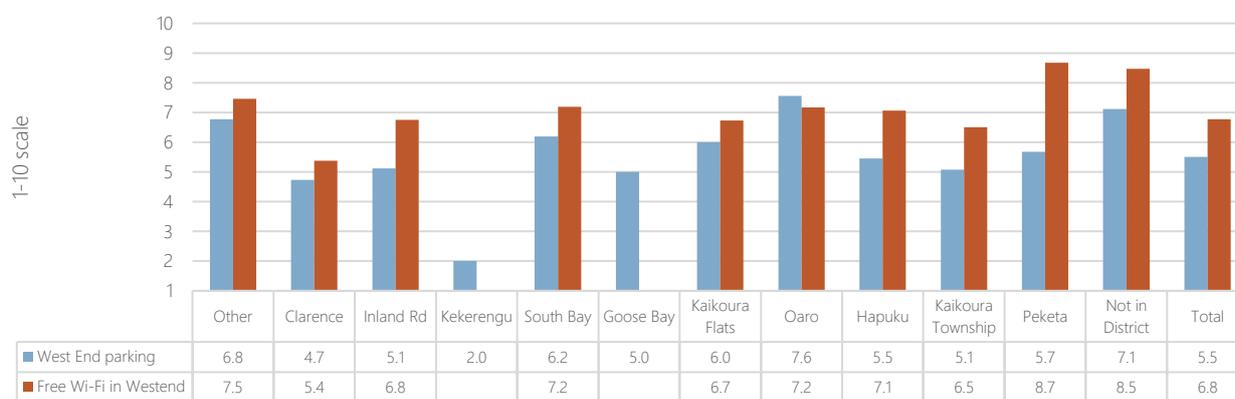


SATISFACTION WITH COUNCIL ASSETS

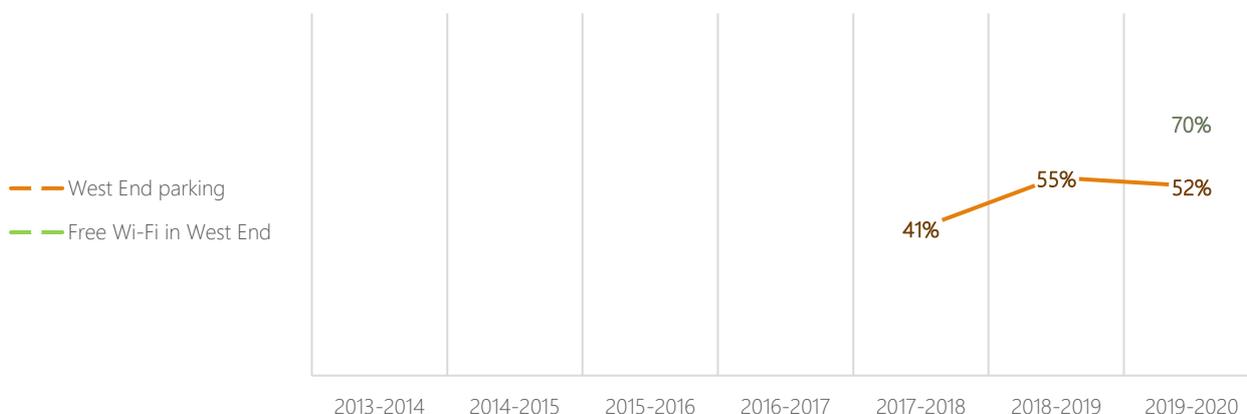
Parking



*New question in 2019-2020

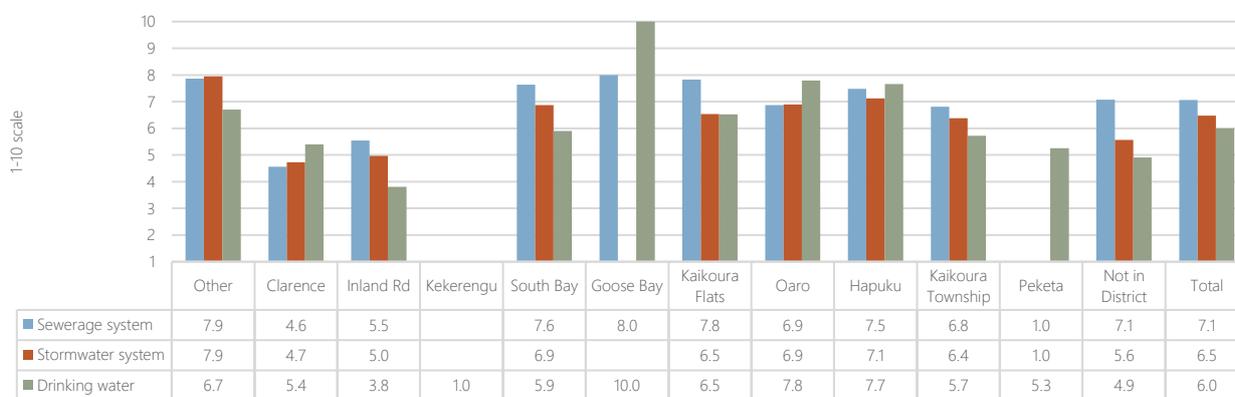
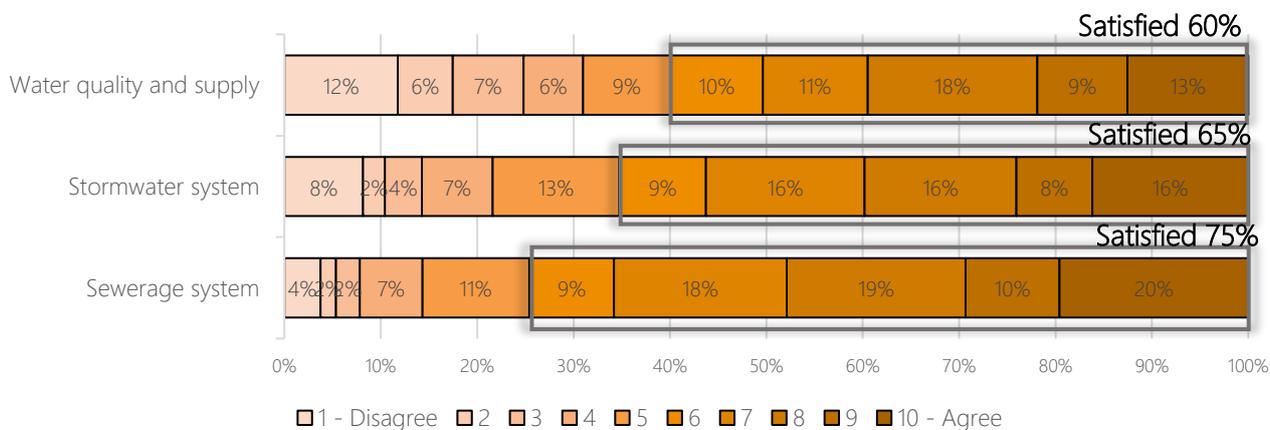


- 52% of community members were satisfied with West End parking in 2019-2020 (similar to 2018-2019), although some dissatisfaction was evident: *"Parking has now become expensive and there are fewer car parks. Not helpful"*.
- 70% of community members were satisfied with Free Wi-Fi in West End. Younger residents (18-44) were the least satisfied group. However, only around half of the community could comment on Free Wi-Fi.

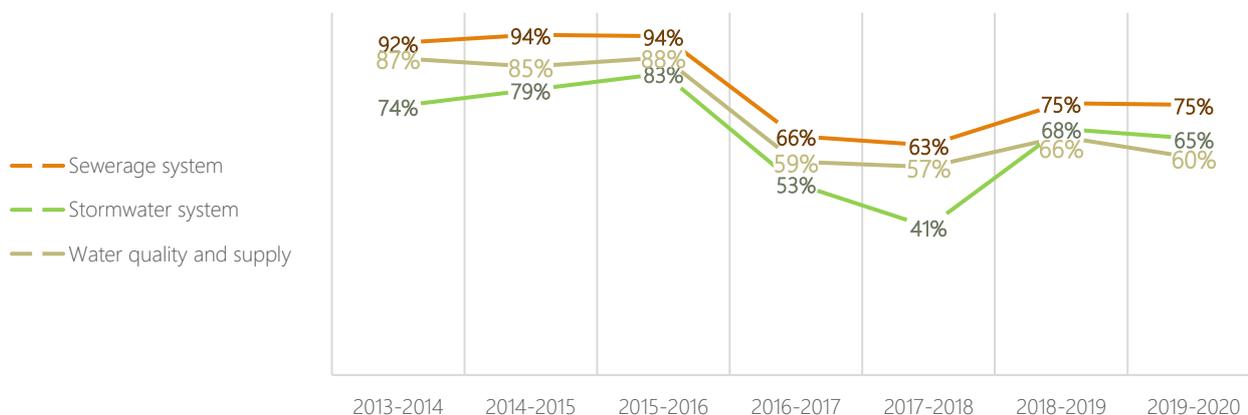


SATISFACTION WITH COUNCIL ASSETS

Drinking water, sewerage and stormwater

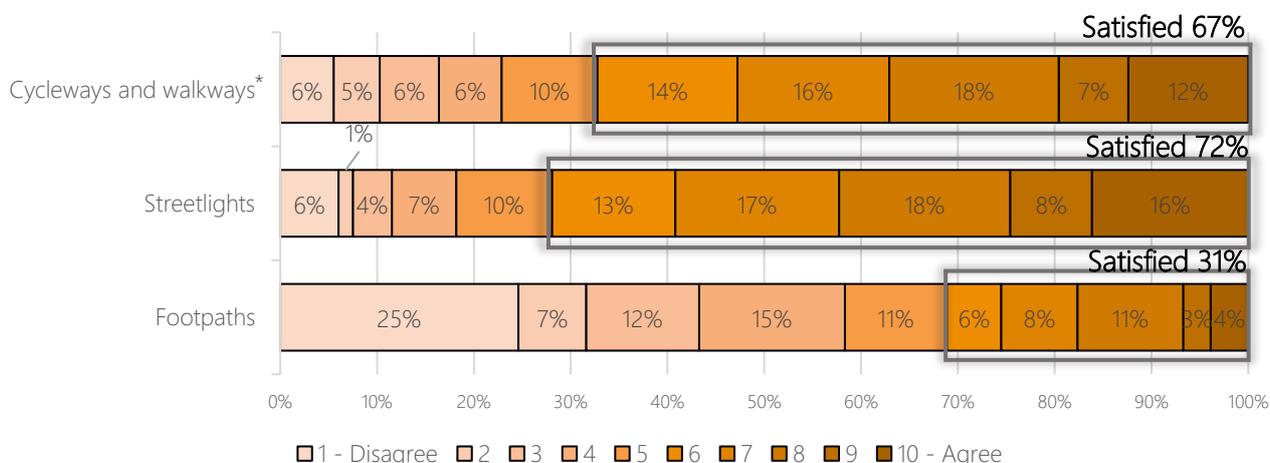


- In 2019-2020, satisfaction with the Three Waters was mainly consistent with the previous year.
- Only Water quality and supply showed a slight decline (60%, against 66% in 2018-2019).
- Although subject to a small sample sizes, satisfaction with water varied by area.
- A strong taste of chlorine was highlighted in some comments provided by community members.

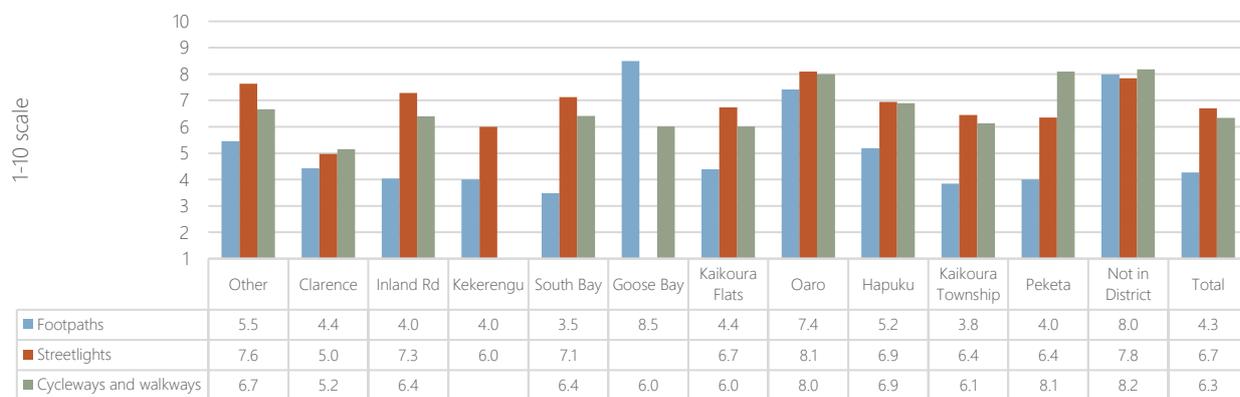


SATISFACTION WITH COUNCIL ASSETS

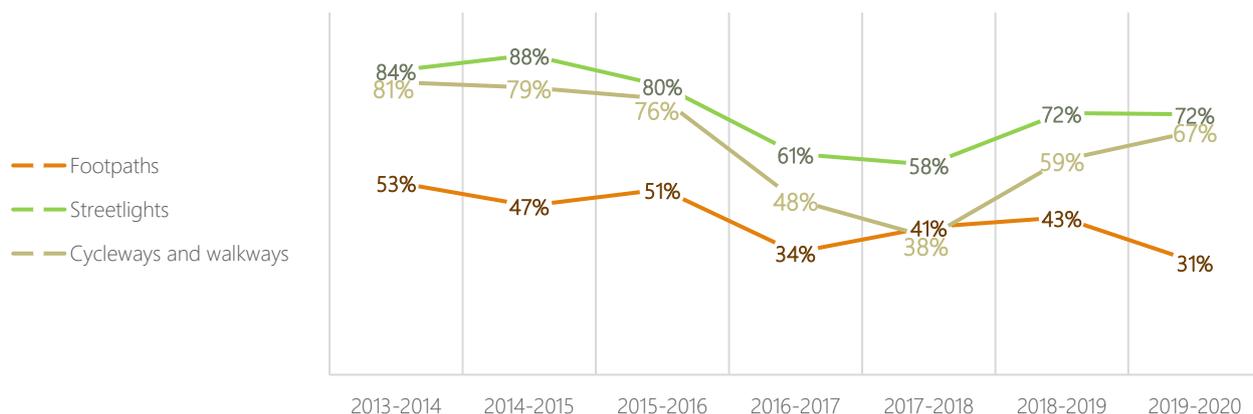
Cycleways, footpaths and streetlights



* Question included walkways in 2019-2020; earlier years referred only to cycleways.

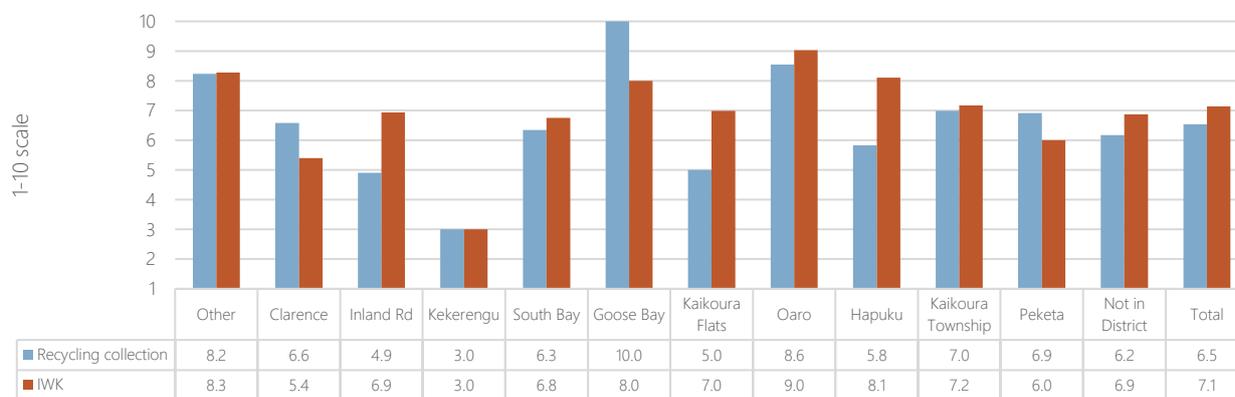
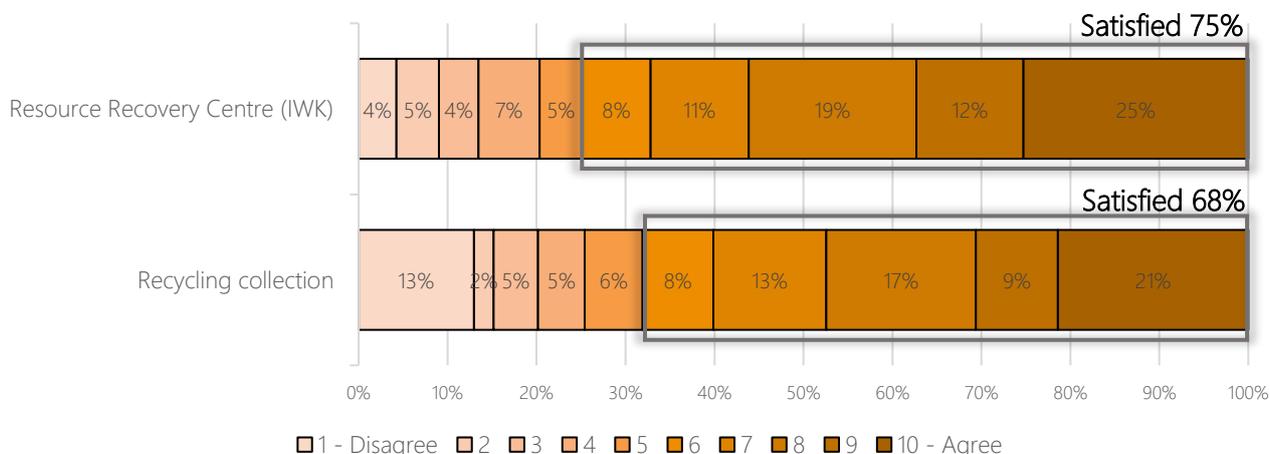


- Satisfaction with Footpaths has remained low over the past years, with a further decline in 2019-2020 (31%, against 43% in 2018-2019).
- Footpath improvement was the most common feedback in relation to Council's services (*"Footpaths are terrible (need more defined paths and fix surfaces of existing)"*).
- General maintenance, weed control, trimming and clean up were mentioned by community members as well (*"Council need to clean up the township weeds lawns etc looking very untidy"*).
- 72% of community members were satisfied with Streetlights and 67% were satisfied with Cycleways and walkways.
- Although satisfaction with Cycleways and walkways was higher in 2019-2020 compared to the previous year (59%), a change in question wording could affect this result.

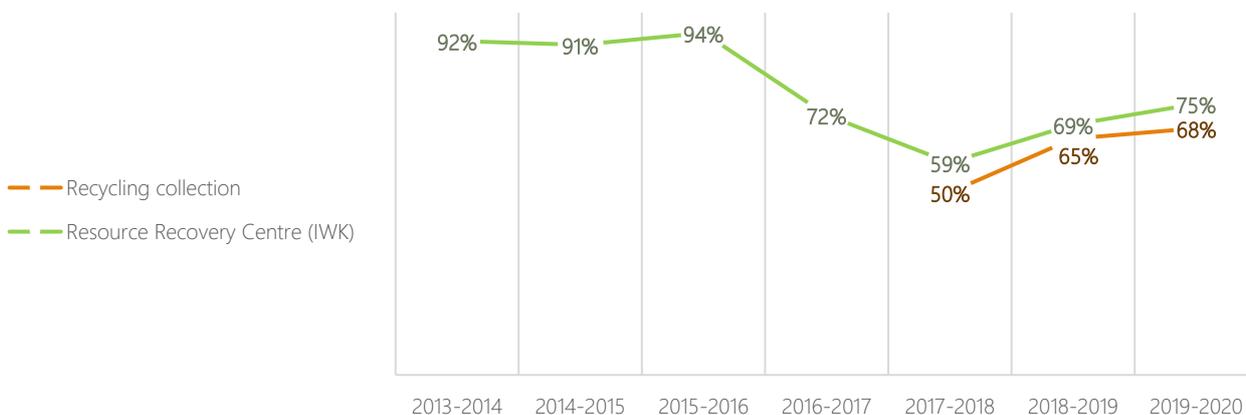


SATISFACTION WITH COUNCIL ASSETS

Resource Recovery Centre and recycling

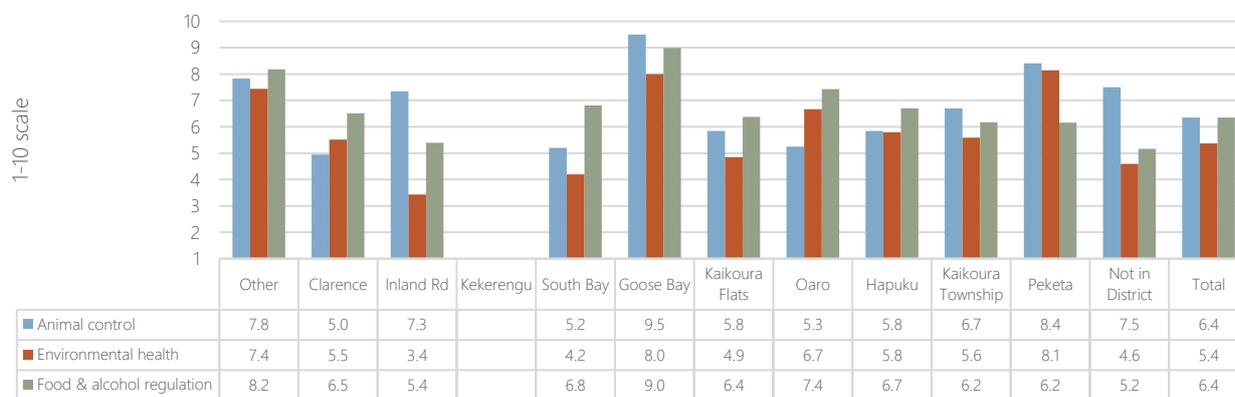
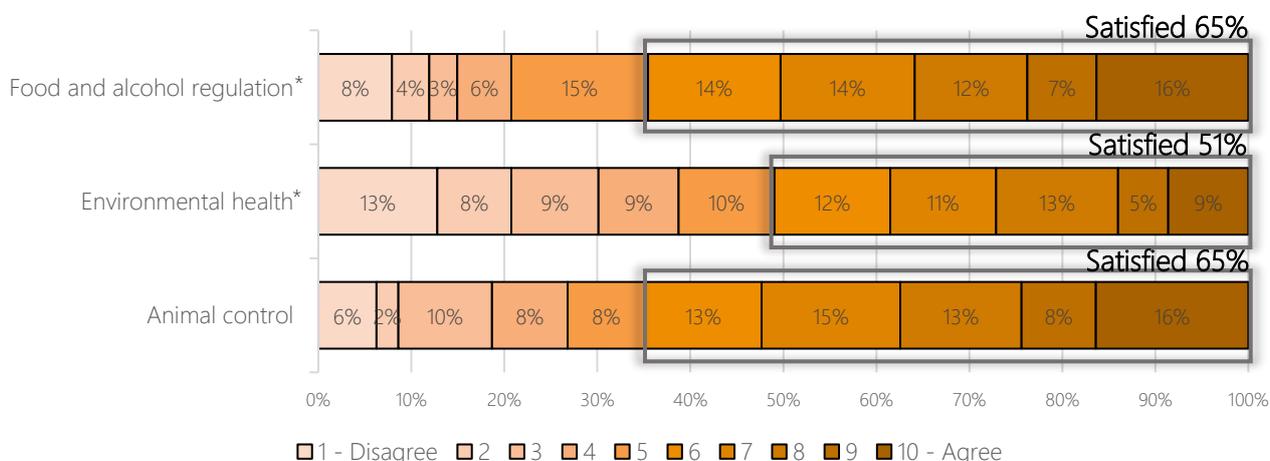


- On average, 7-in-10 community members were satisfied with Recycling collection and Resource Recovery Centre (IWK).
- Satisfaction with these assets' management has continue to improve, with a statistically significant increase in positive ratings for IWK (75%, compared to 69% in 2018-2019).
- Some community members were dissatisfied with the removal of rubbish bins (*"Removing rubbish bins in town is one of the dumbest things done by Council yet"*) and putting glass into landfill (*"Stop dumping glass into land fill , get back one of the glass crushers and use in roads , line marking , ornamental pavers"*).

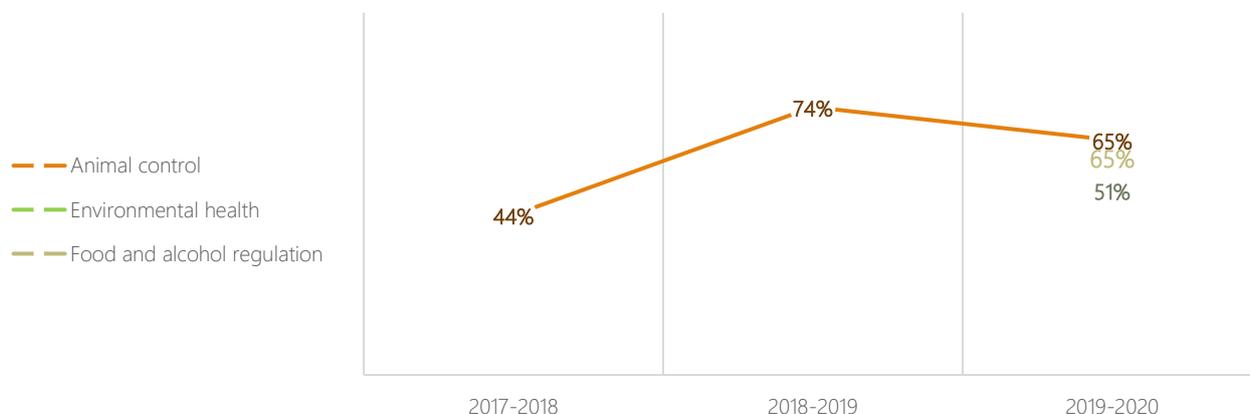


SATISFACTION WITH COUNCIL SERVICES

Regulations

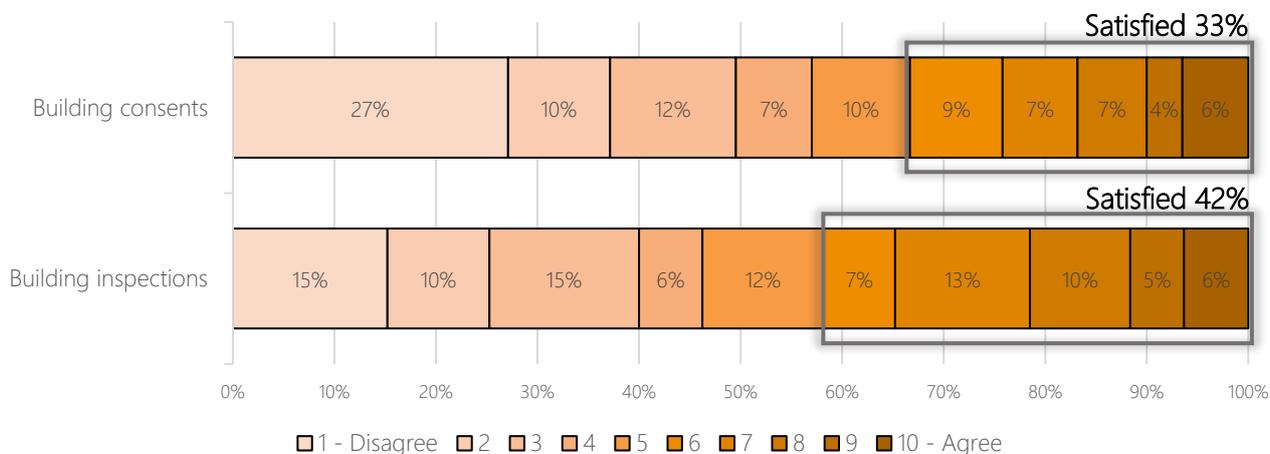


- Following previous improvement, satisfaction with Animal control declined in 2019-2020 (65%).
- Half of community members were satisfied with Environmental health management (51%).
- 65% of members were satisfied with Food and alcohol regulation.
- On average, around one-third of community members could not comment on regulation matters.

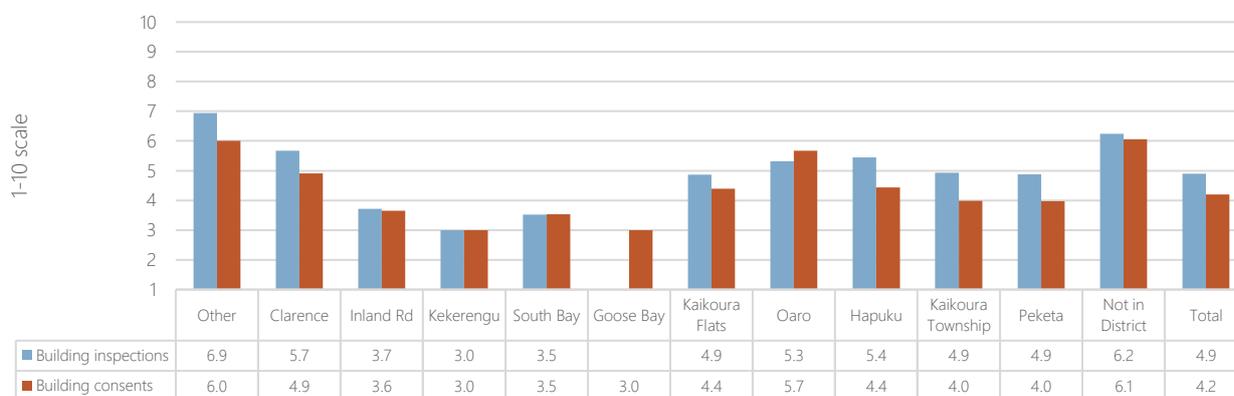


SATISFACTION WITH COUNCIL SERVICES

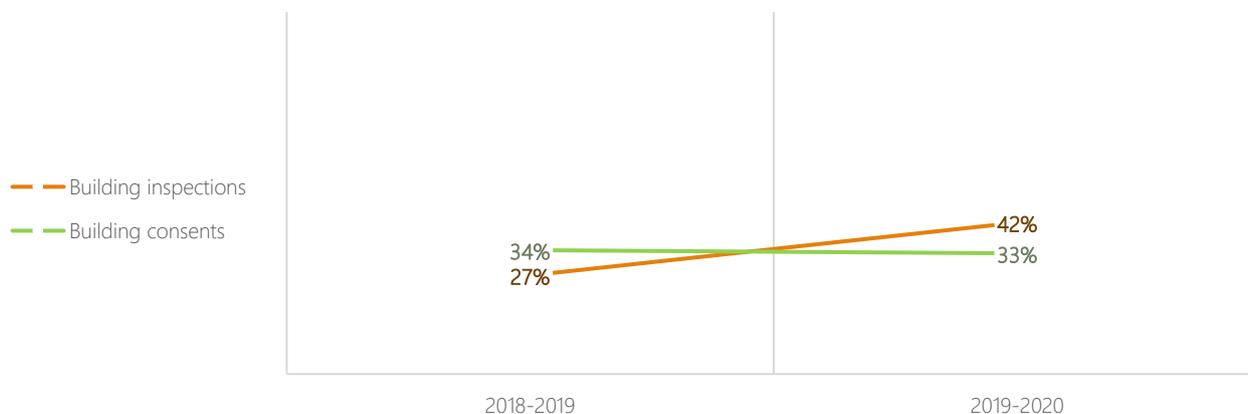
Building consent *



*Questions were re-worded in 2019-2020

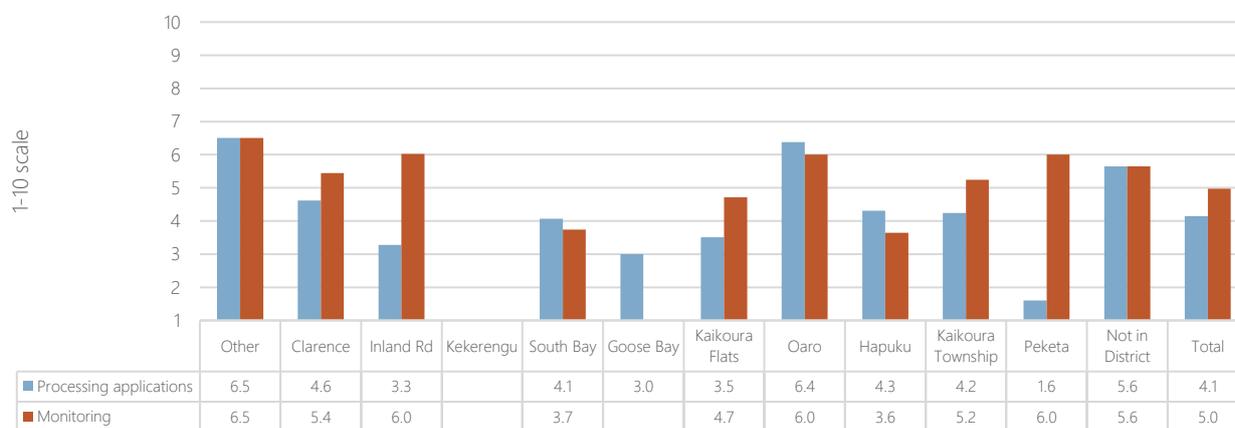
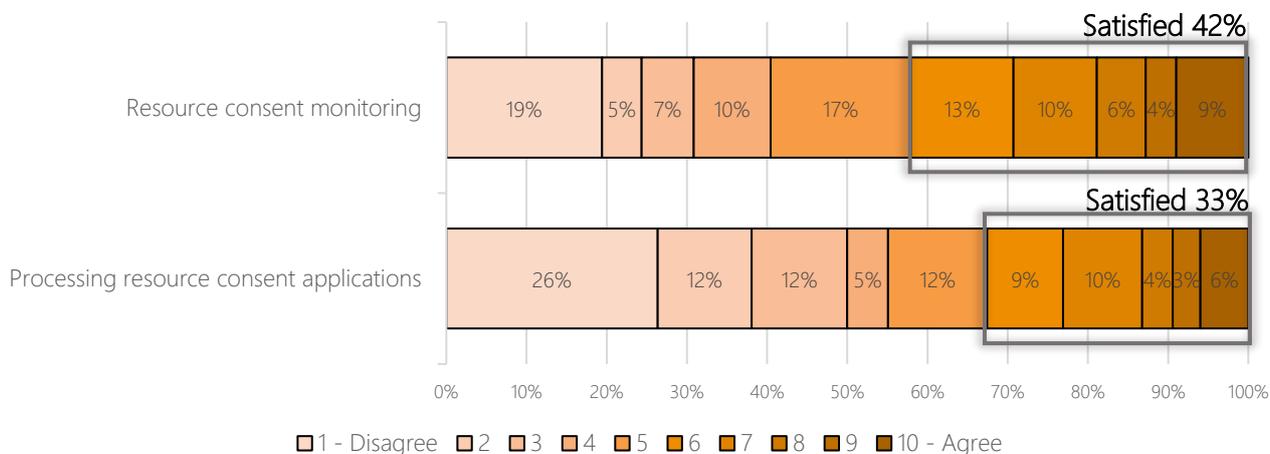


- 42% of community members were satisfied with Building consent related inspections; an improvement compared to the previous result (27%).
- Fewer members (33%) were satisfied with Building consents (similar to 2018-2019).
- Note: only a limited number of community members could provide an opinion; around half of ratepayers had no opinion or did not use these services.



SATISFACTION WITH COUNCIL SERVICES

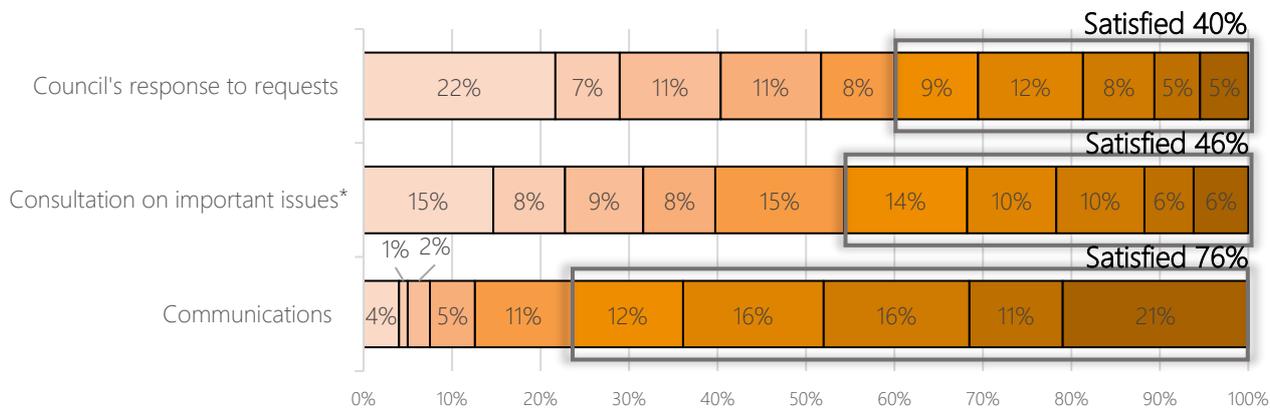
Resource consent



- In 2019-2020, the question related to Resource consent was changed and divided into two components.
- On average, 37% of community members were satisfied with Resource consent monitoring and application processing; the result was consistent with the previous year (34%).
- Note: only a limited number of community members could provide an opinion; more than 55% of ratepayers had no opinion or did not use these services.

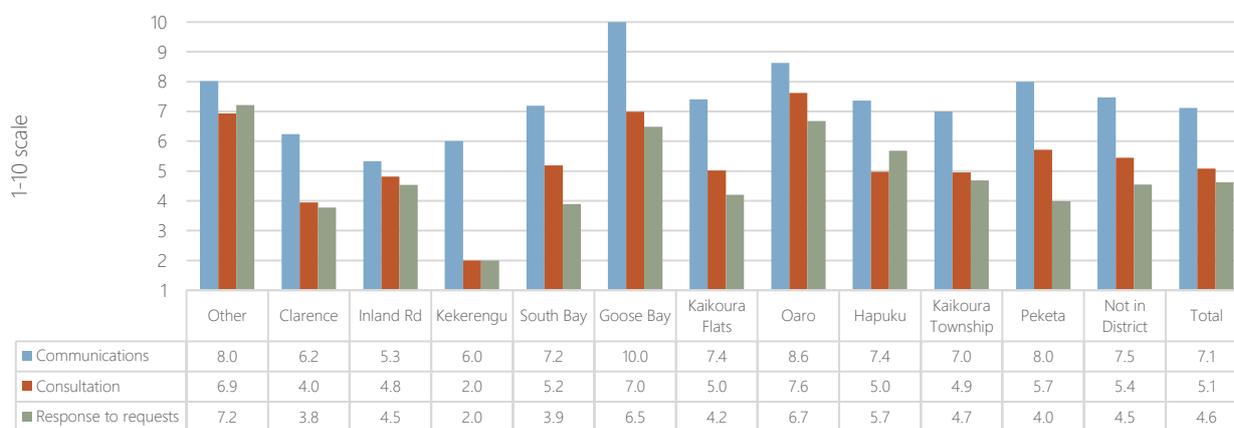
SATISFACTION WITH COUNCIL SERVICES

Communication

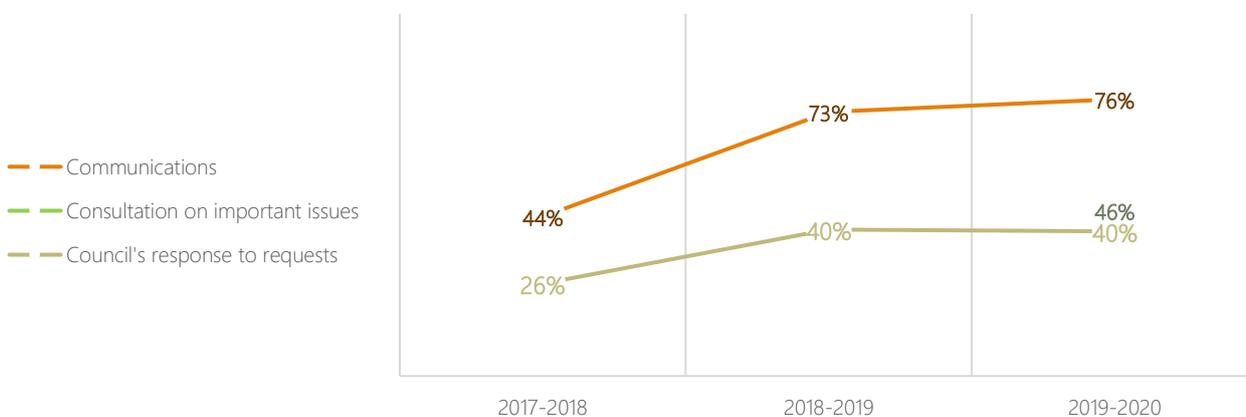


1 - Disagree 2 3 4 5 6 7 8 9 10 - Agree

*New question in 2019-2020

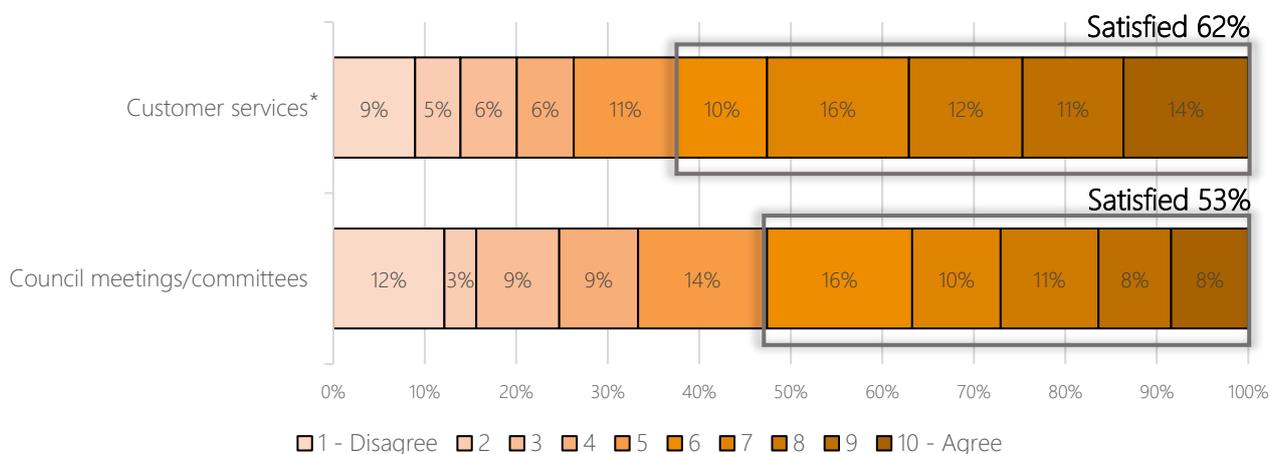


- Satisfaction with Council communications and response to requests was similar to the previous year.
- Satisfaction with communication increased with age; older members (aged 65 and over) were the most satisfied.
- Just under half of community members (46%) were satisfied with consultation on important issues. *"It would be nice if responses to queries were quicker and followed up with".*

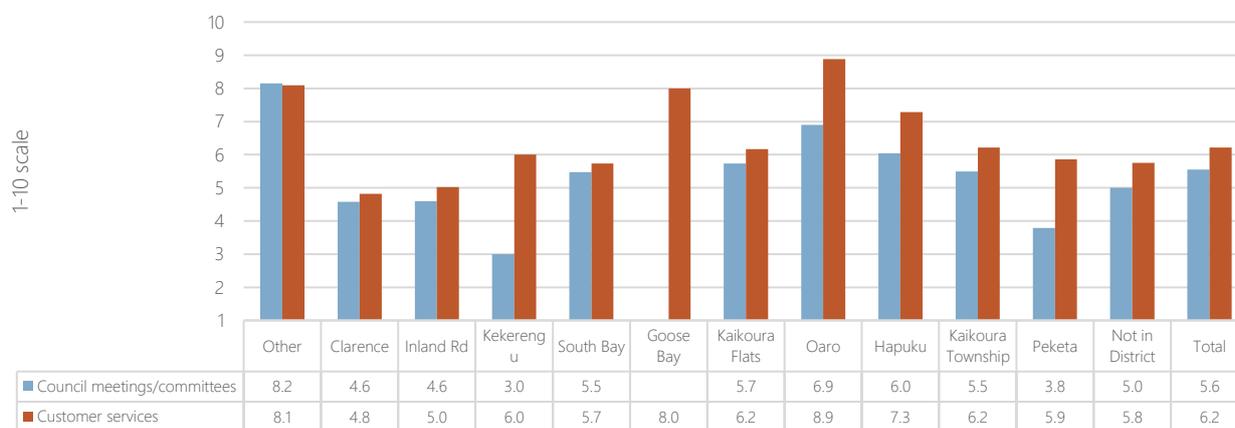


SATISFACTION WITH COUNCIL SERVICES

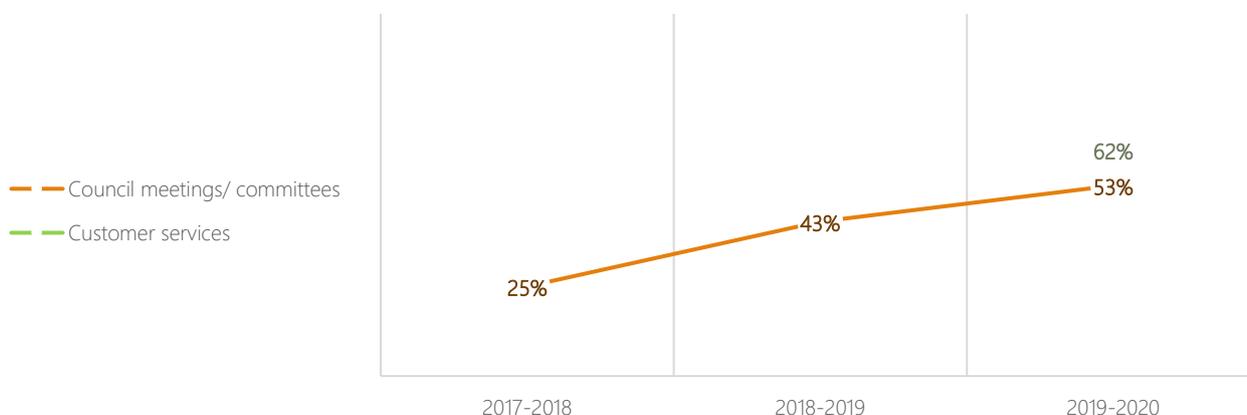
Communication (cont.)



*New question in 2019-2020

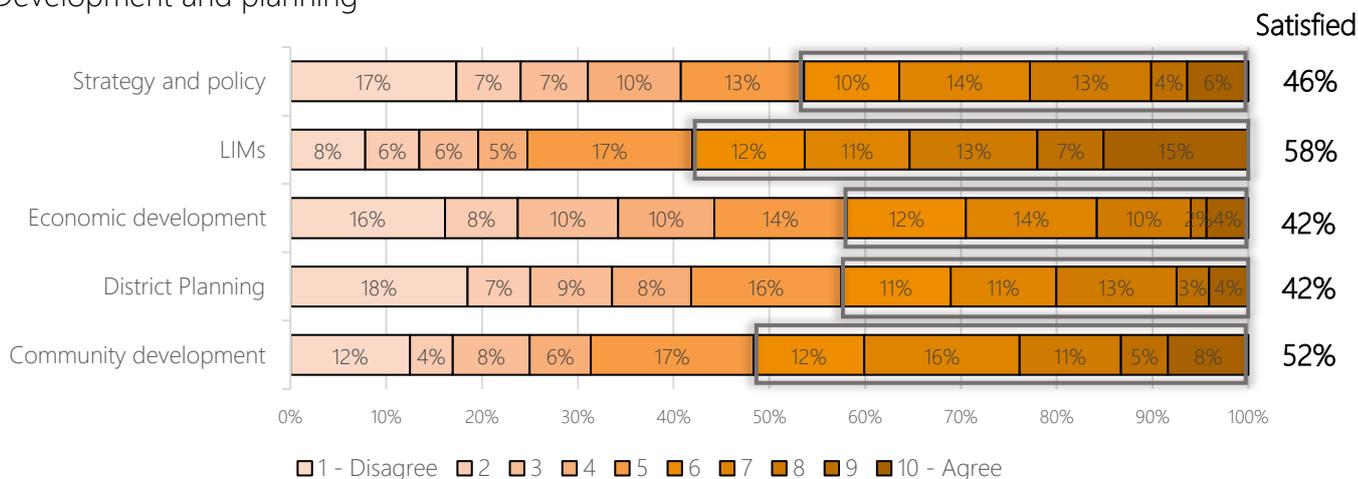


- In 2019-2020, a good improvement was recorded in relation to Council meetings/committees (53%, against 43% in 2018-2019). However, a small sample size should be noted; 42% of community members had no opinion.
- 62% of community members were satisfied with Council’s customer services.

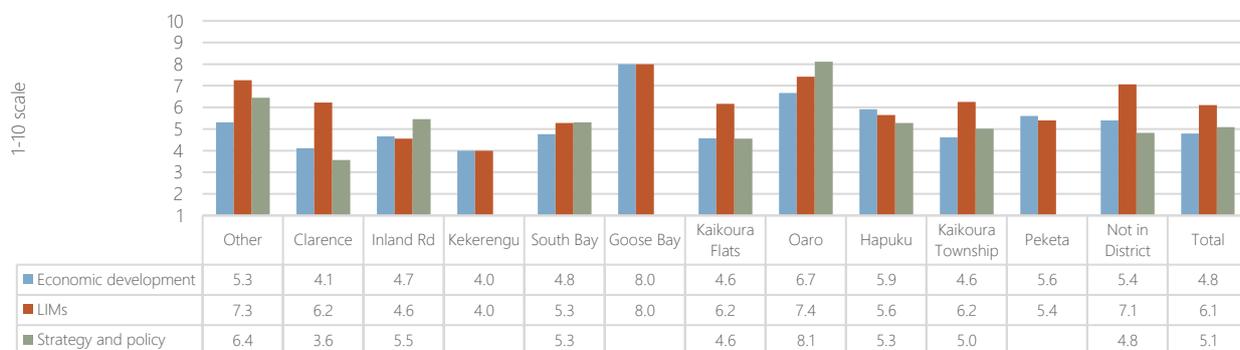


SATISFACTION WITH COUNCIL SERVICES

Development and planning*



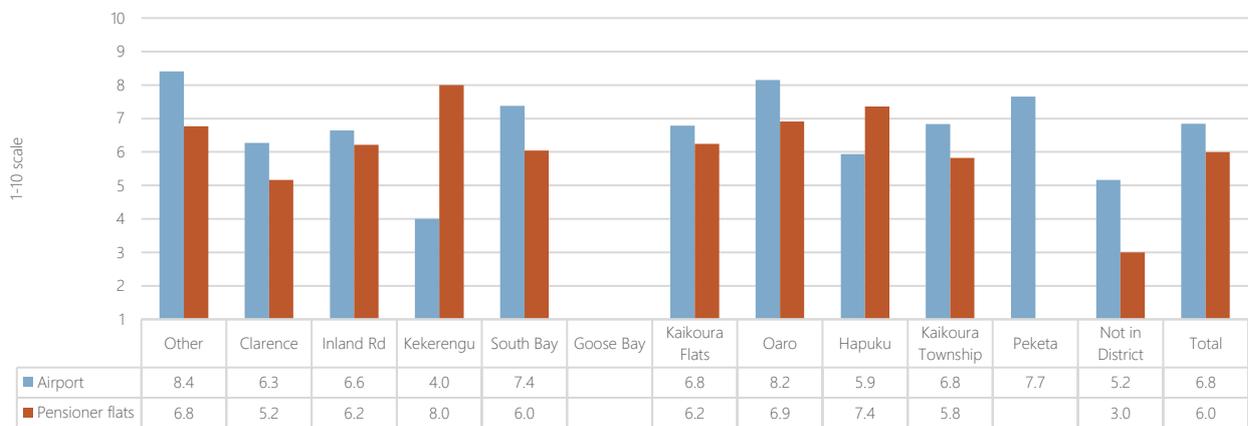
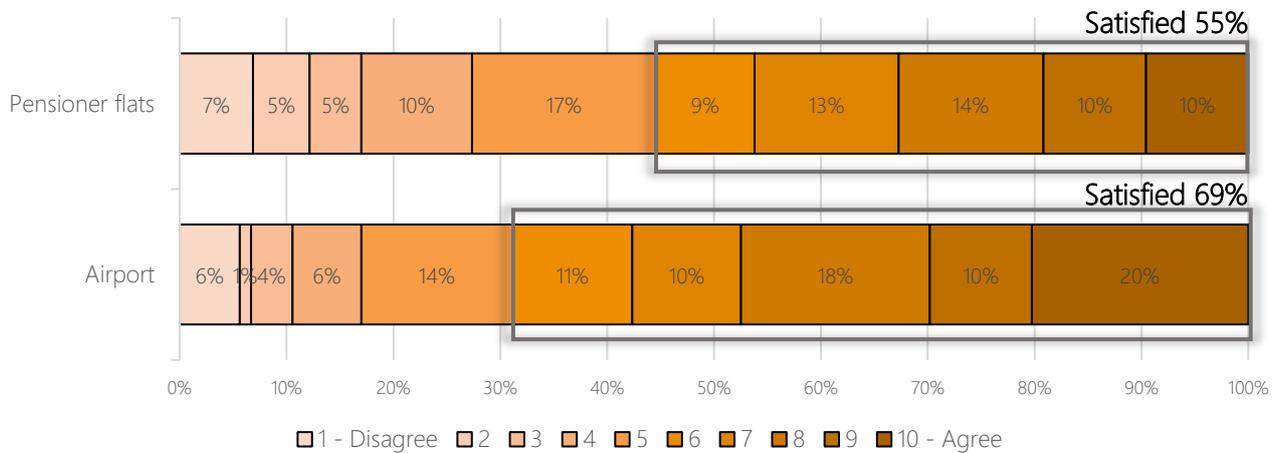
*New questions in 2019-2020



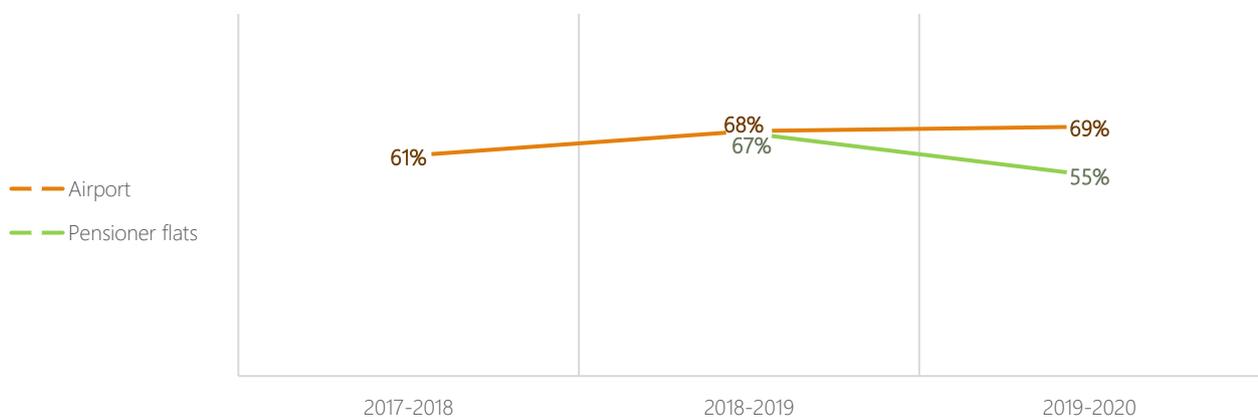
- On average, 48% of community members were satisfied to some extent with district and community development and planning.
"Lack of urban planning - consistent rework".
"Economic development in Kaikōura seems to be slow or non-existent".
- Again, older community members were more likely to provide positive ratings.
- Only a small percentage of community had opinion about LIMs.

SATISFACTION WITH COUNCIL FACILITIES

Pensioner flats and Airport

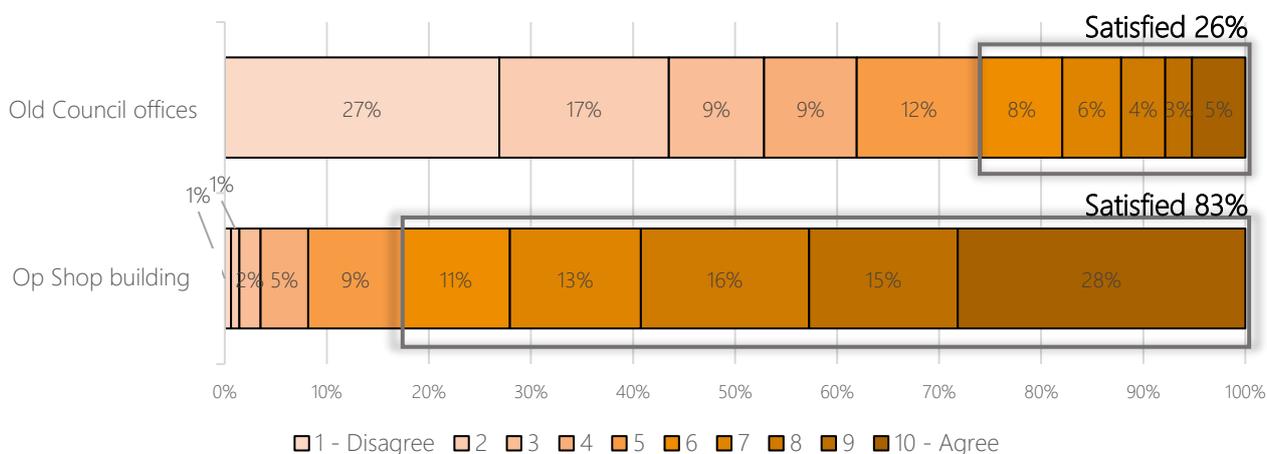


- Just over half of community members were satisfied with Pensioner flats. Although this result appears to be down compared to 2018-2019 (67%), it is a subject to lower sample size; almost two-thirds (65%) of the community could not provide a rating.
- Satisfaction with the Airport (69%) was on par with the previous year (68%).

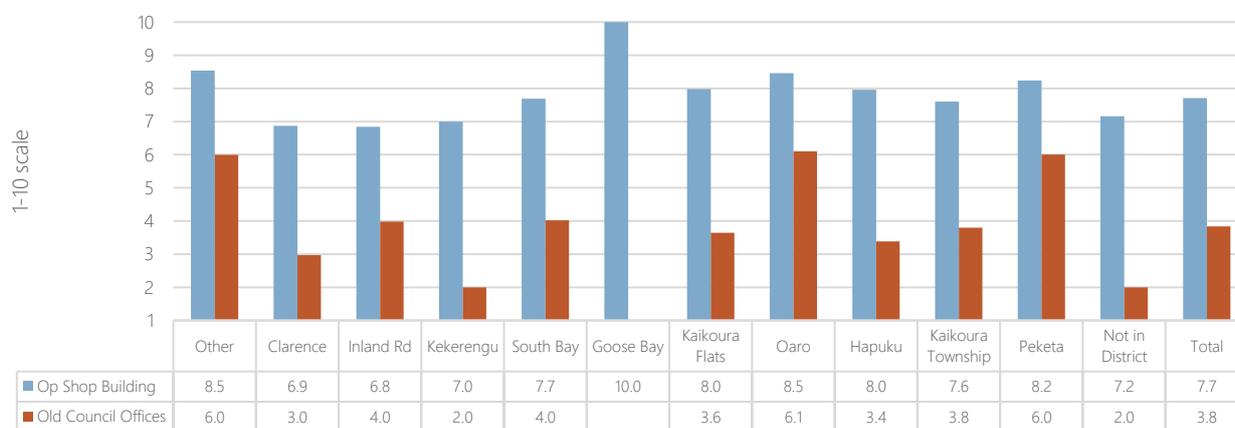


SATISFACTION WITH COUNCIL FACILITIES

Op Shop and Old Council offices*



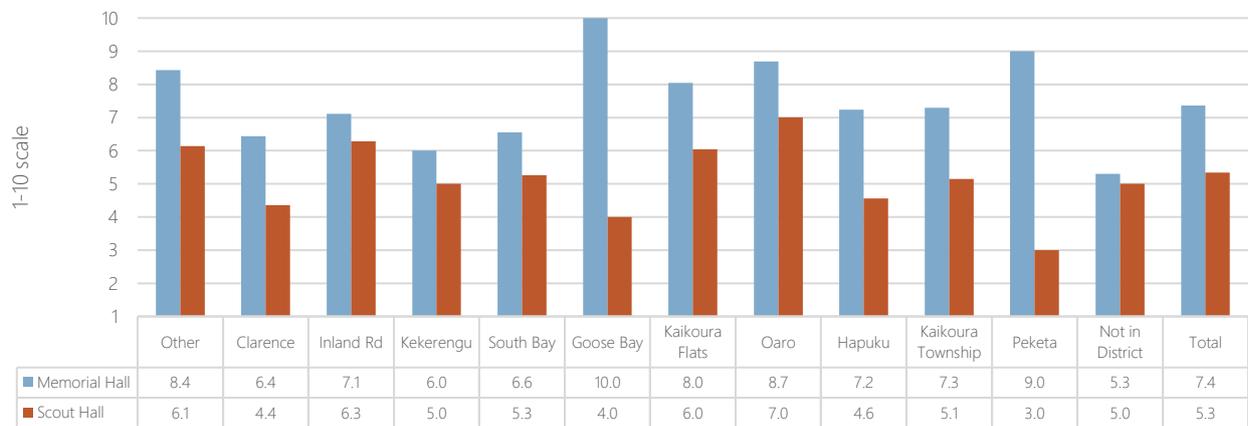
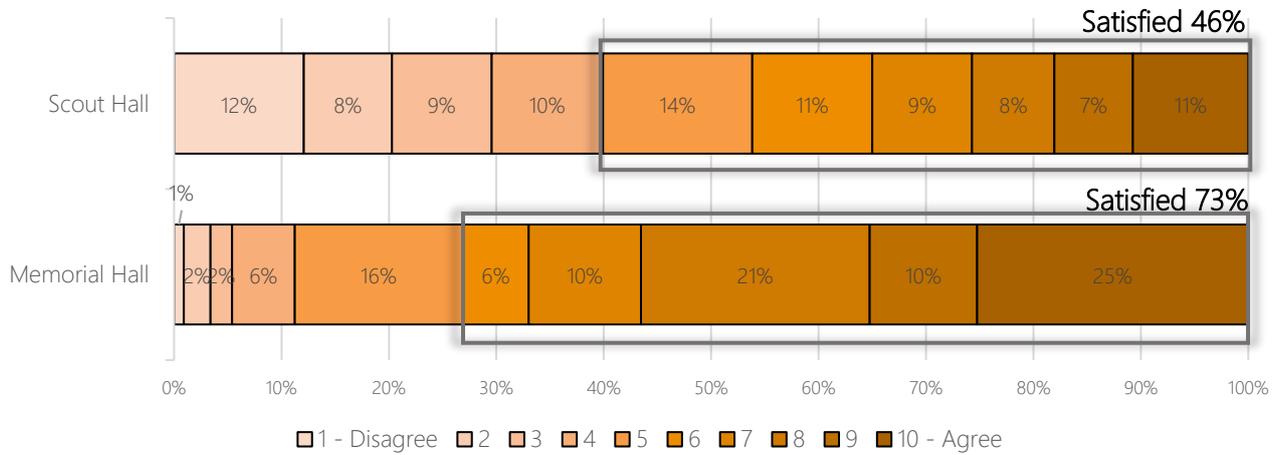
*New questions in 2019-2020



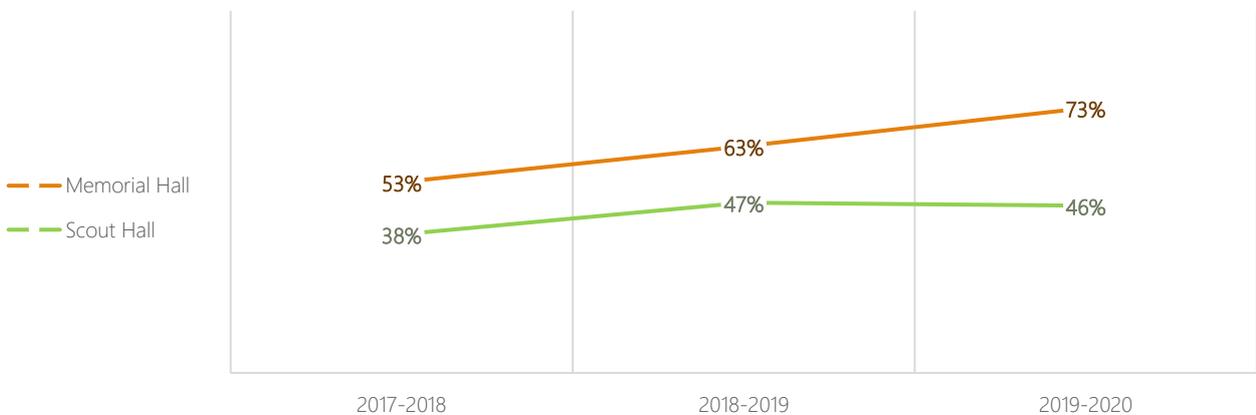
- Only one-quarter of the community (26%) was satisfied with Old Council offices, and 43% provided a negative rating of 1 or 2. Note: only a limited number of community members could provide their opinion; 52% of ratepayers had no opinion. *"Disappointing to see the old Council building sitting there doing nothing. Either do up and allow community groups to use, or lease out, or get rid of it. Its deteriorating and looks bad and sad".*
- Satisfaction with the Op Shop Building was high; 83% of community members provided a positive rating. *"Op Shop is wonderful, a great effort from the local people, ones who help and ones who give".*

SATISFACTION WITH COUNCIL FACILITIES

Memorial and Scout Halls

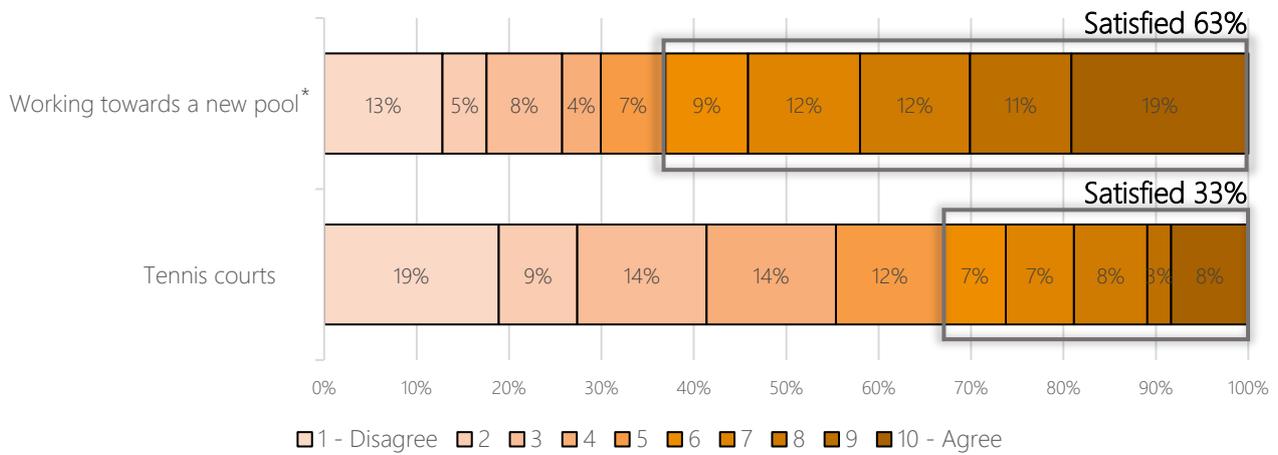


- Not all community members could rate Council performance in relation to the Scout Hall (55% had no opinion) and Memorial Hall (28% had no opinion).
- Nevertheless, satisfaction with the Memorial Hall has continued to grow in 2019-2020.

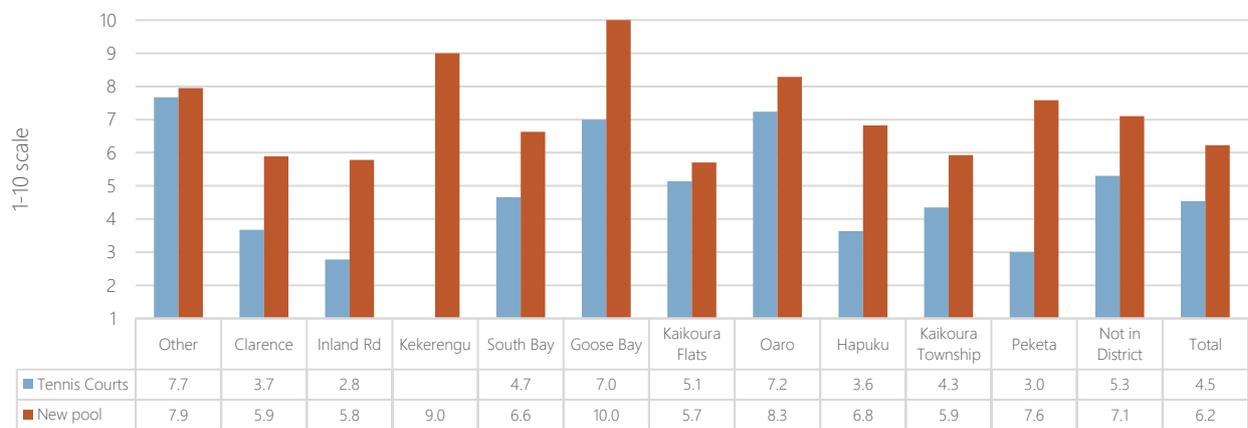


SATISFACTION WITH COUNCIL FACILITIES

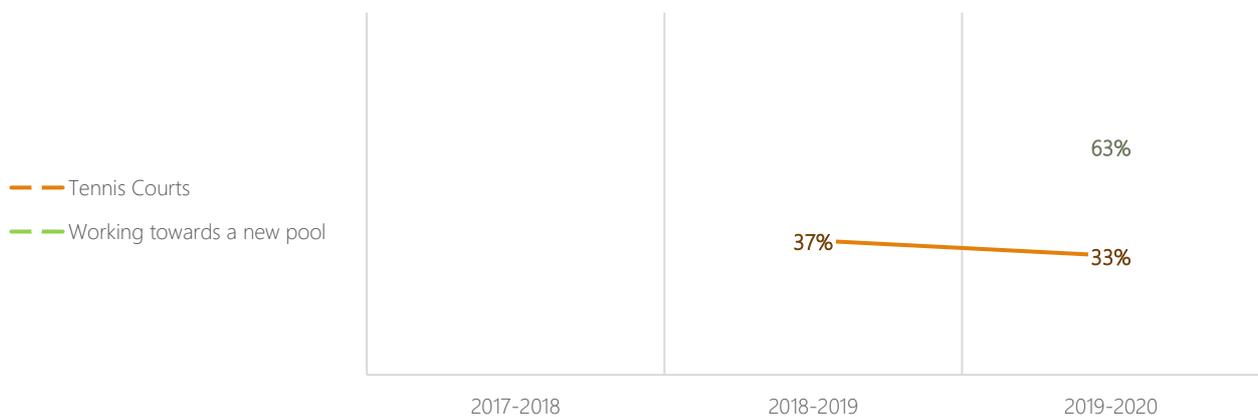
Tennis courts and Swimming pool



*New question in 2019-2020

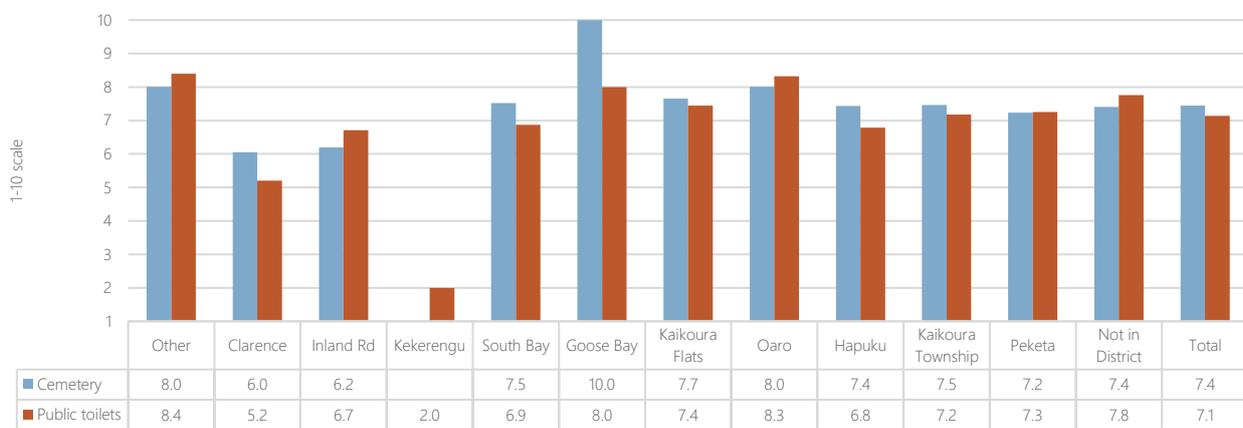
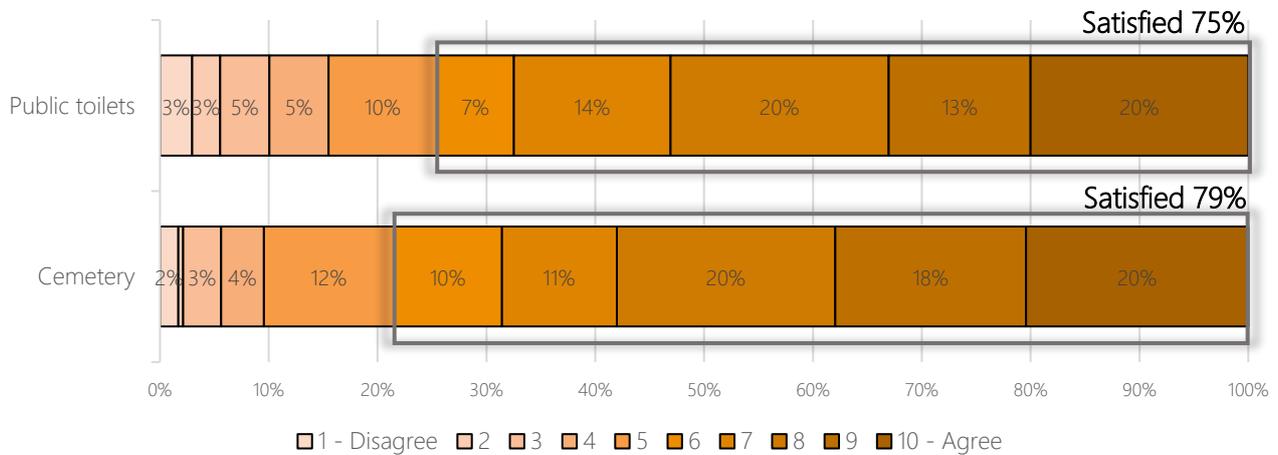


- One-third of community members were satisfied with Tennis courts; however, only 40% of community members provided a rating.
- When asked, 63% of community members were satisfied with Council’s working towards a new pool.
- 22% of community members who provided comments in relation to Council facilities referred to the swimming pool (“3 years without community pool is 2 yrs too long!”).

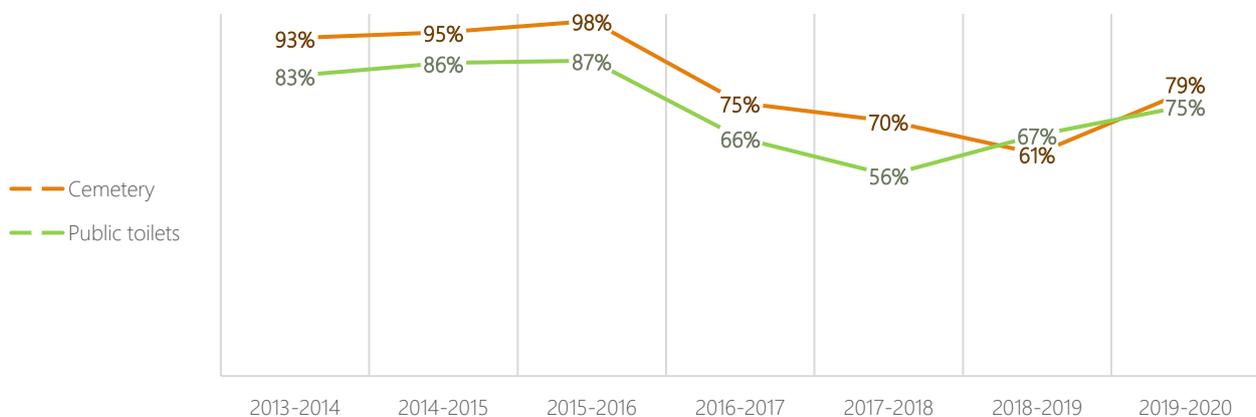


SATISFACTION WITH COUNCIL FACILITIES

Cemetery and Public toilets

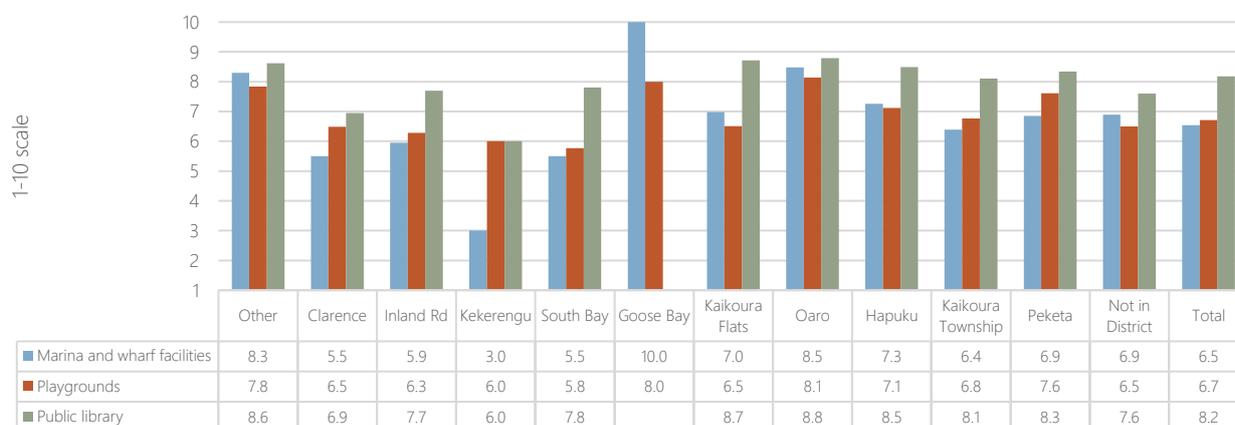
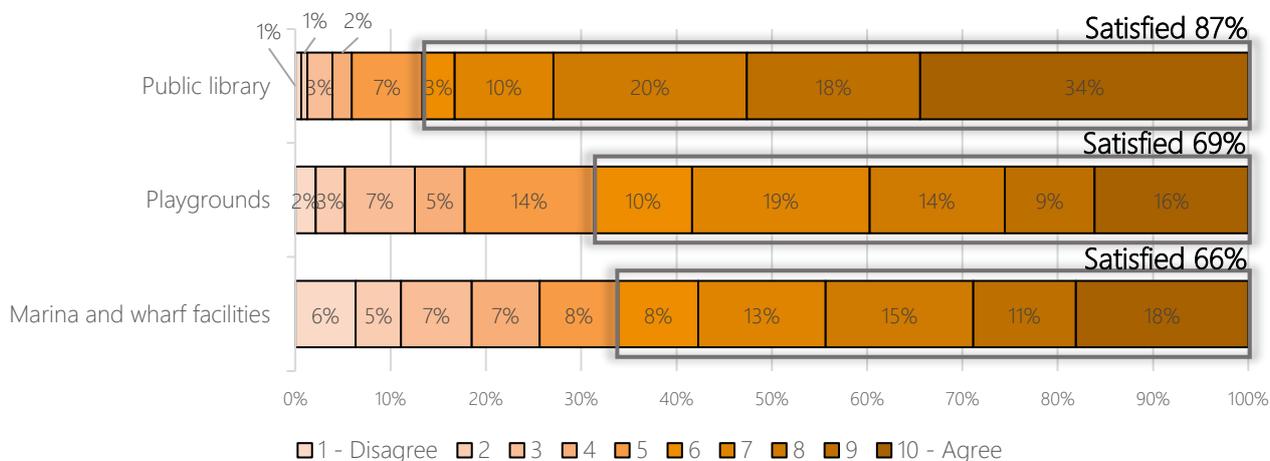


- In 2019-2020, 79% of community members were satisfied with the Cemetery and 75% were satisfied with Public toilets.
"Not enough toilets at north entrance to Kaikōura and Churchill park".
- These satisfaction levels have improved significantly in the past year.
"The cemetery has many of my beloved in it and the grounds team do a beautiful job of keeping it tidy and upkeep".

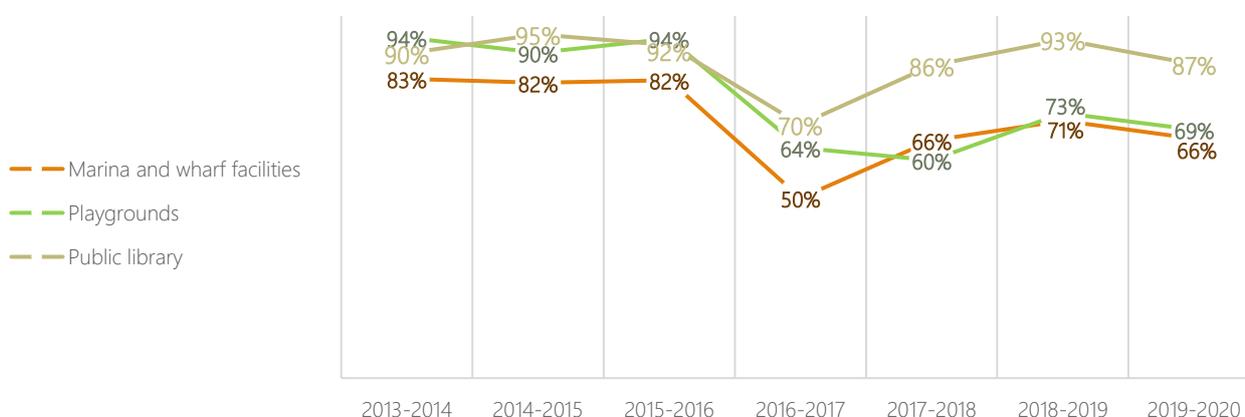


SATISFACTION WITH COUNCIL FACILITIES

Library, Playgrounds and Wharf facilities

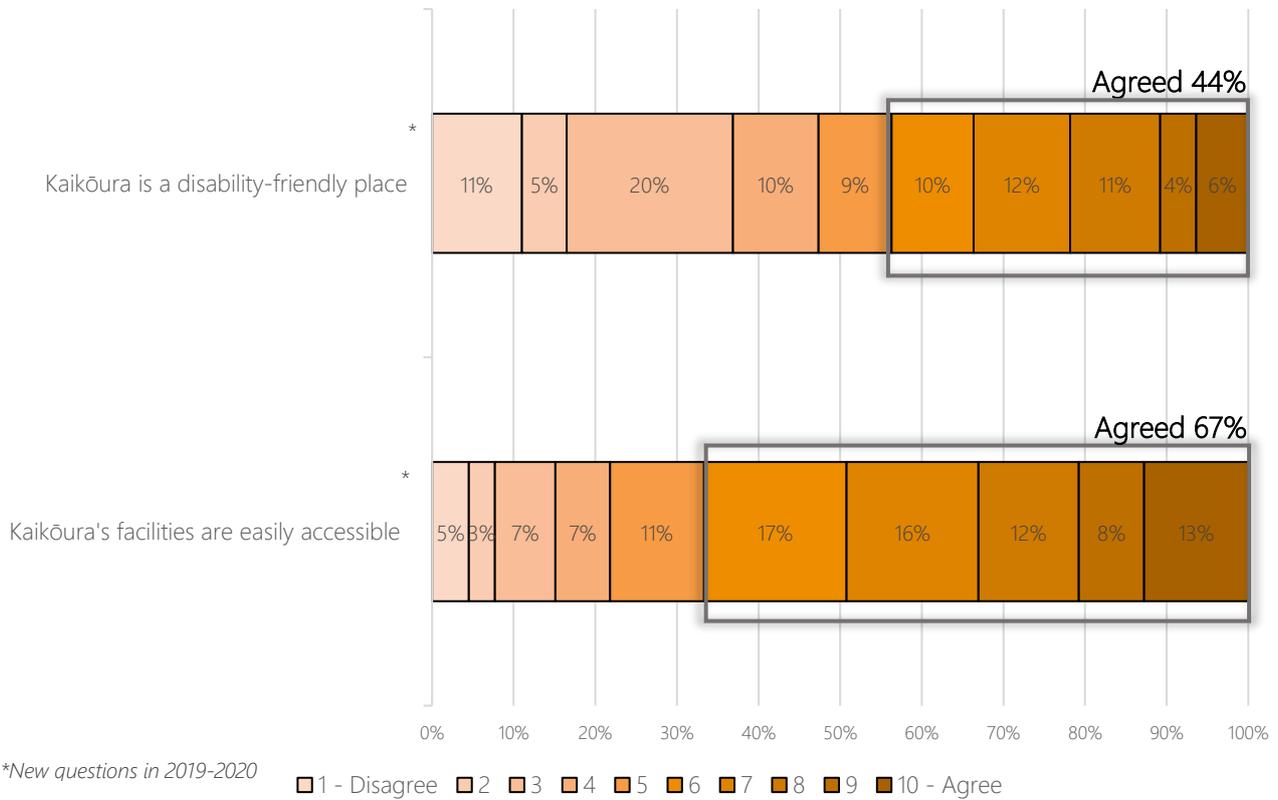


- In 2019-2020, a small decline was recorded in relation to the Public library, although satisfaction was still high overall (87%).
"Public Library (and staff) - fantastic!!"
- Around two-thirds of community members were satisfied with Marina and wharf facilities (66%) and Playgrounds (69%). There were no statistically significant differences between this and last year.



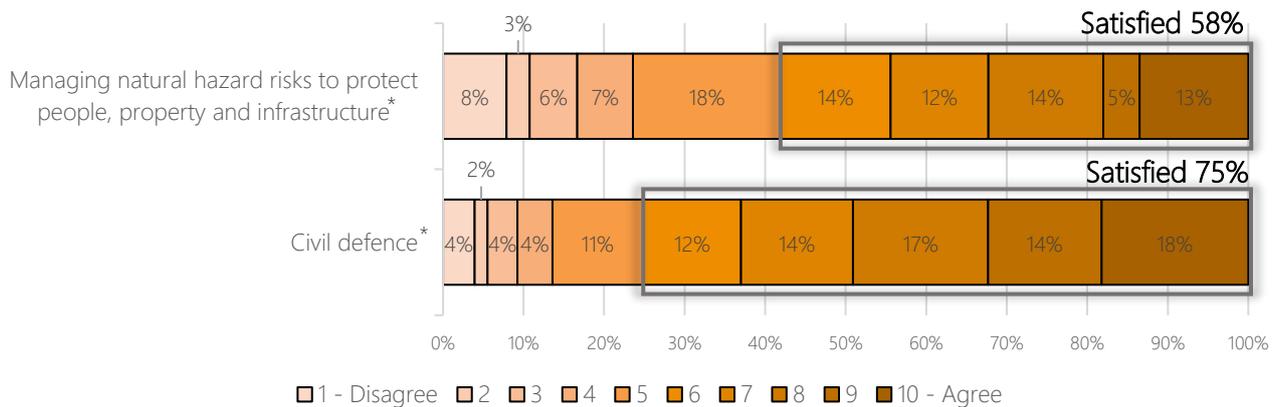
SATISFACTION WITH COUNCIL FACILITIES

Accessibility

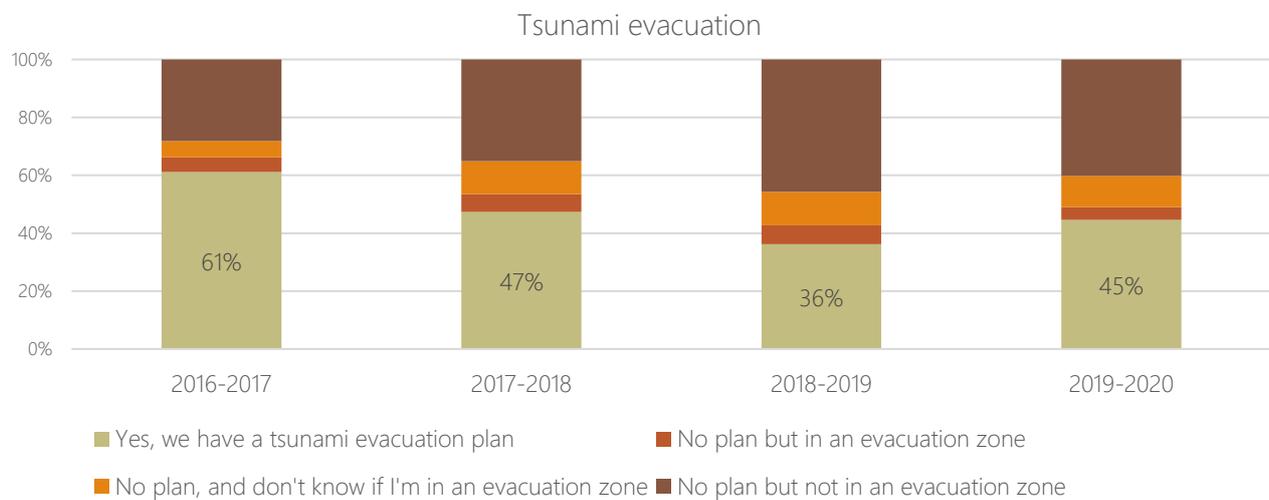


- Around two-thirds of community members (67%) agreed Kaikōura’s facilities are easily accessible.
- Fewer community members (44%) agreed that Kaikōura is a disability-friendly place.
- Some comments related to footpaths identified an opportunity for improvement (“*The footpaths are not very good, especially if you have to use them with a wheelchair!*”).

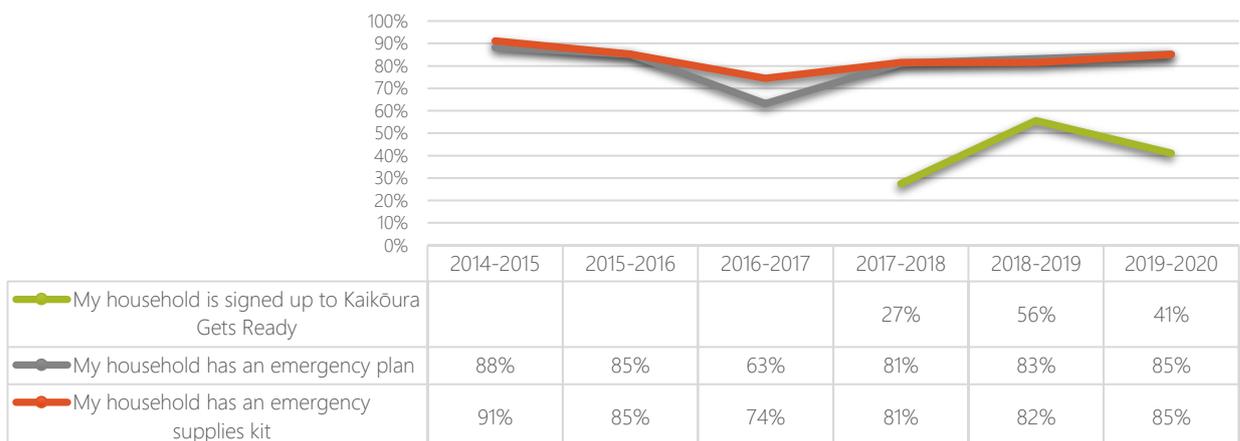
SATISFACTION WITH CIVIL DEFENCE



*New questions in 2019-2020

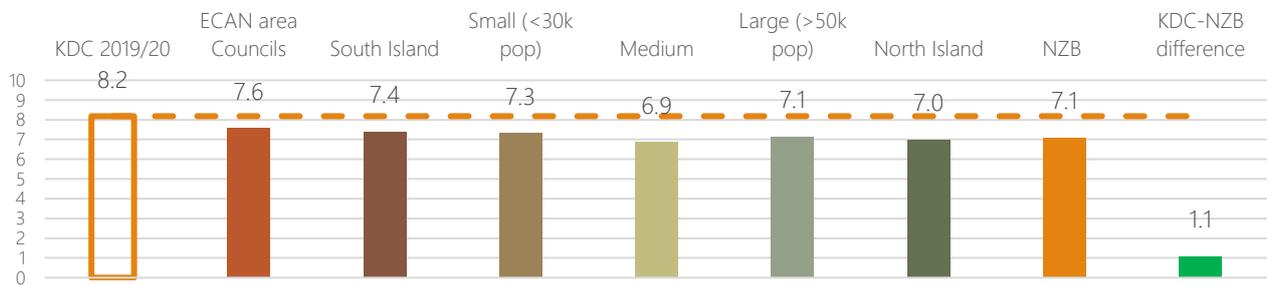


- Overall, 75% of community members were satisfied with Council performance in relation to Civil Defence, and 58% were satisfied with Council managing natural hazard risks.
- 45% of community members had a tsunami evacuation plan, up compared to a decline (36%) in 2018-2019.
- Community preparedness (emergency plan and supplies kit) was on par with 2017-2018 and 2018-2019 results.
- Fewer community members reported being signed up to Kaikōura Gets Ready (41%, against 56% in 2018-2019). This may reflect lower recall about previous sign-ups.

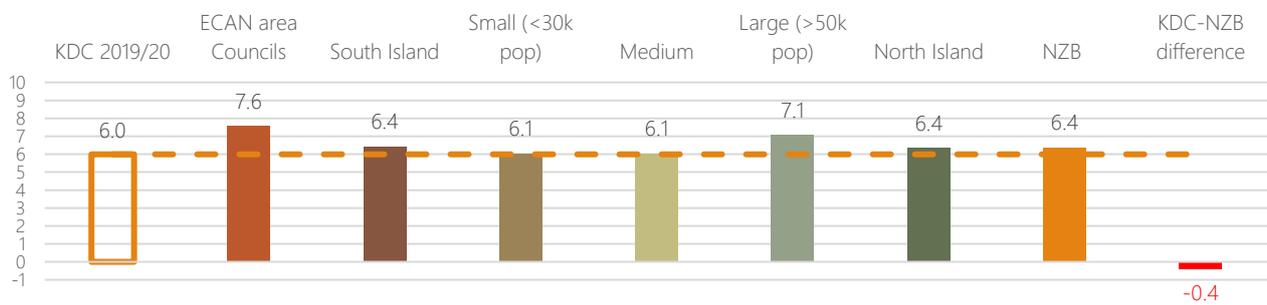


NEW ZEALAND BENCHMARKING SURVEY

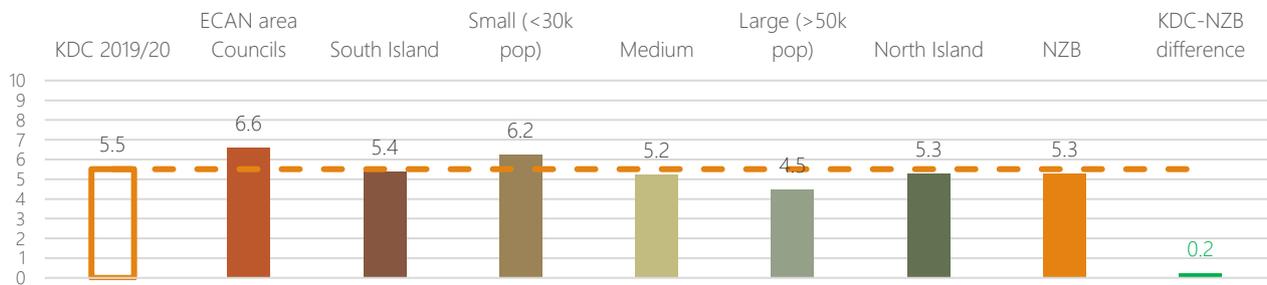
Public library



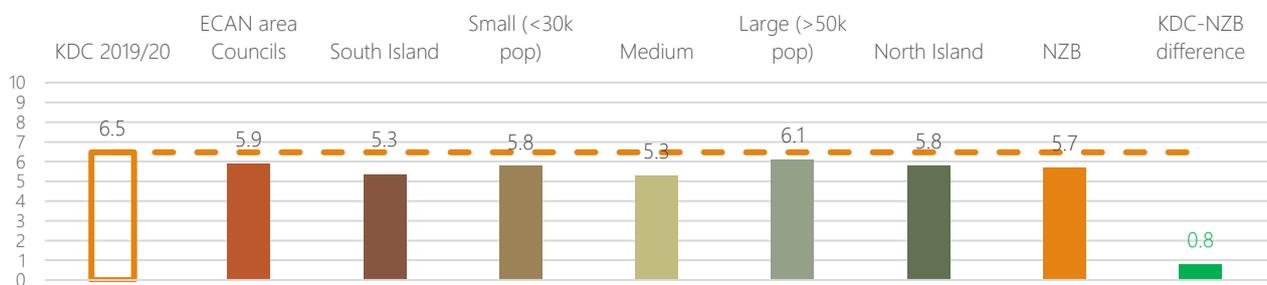
Drinking water



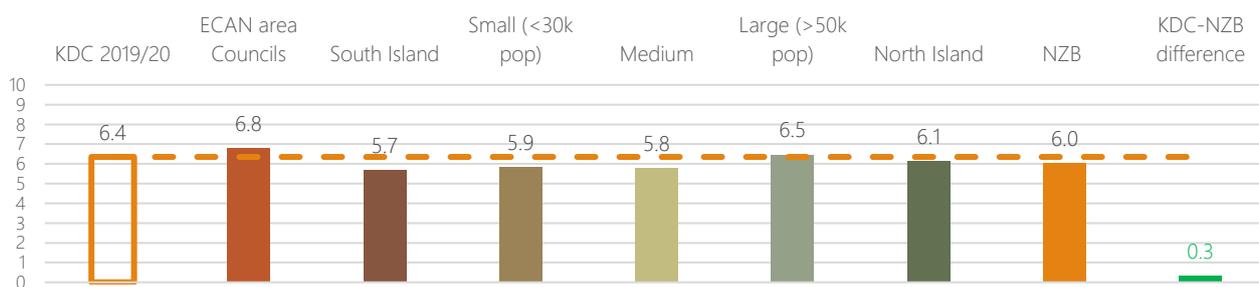
Car parking



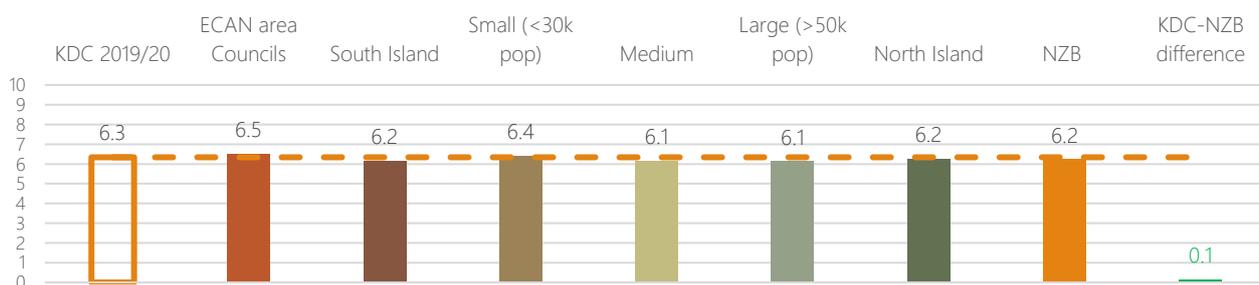
Stormwater



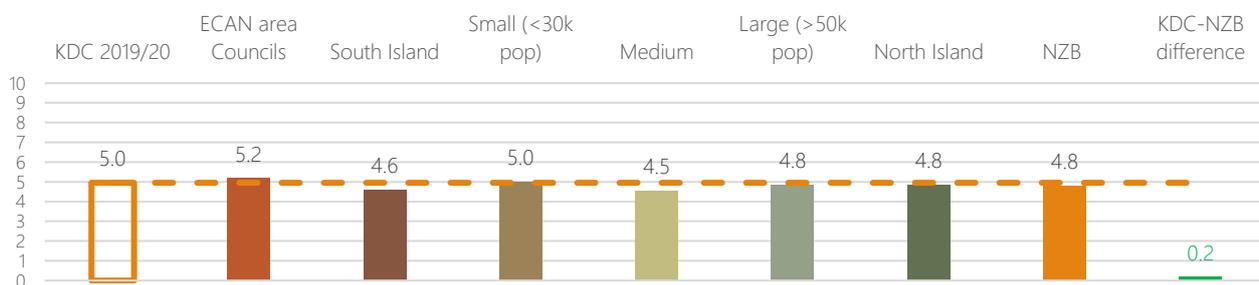
Animal control



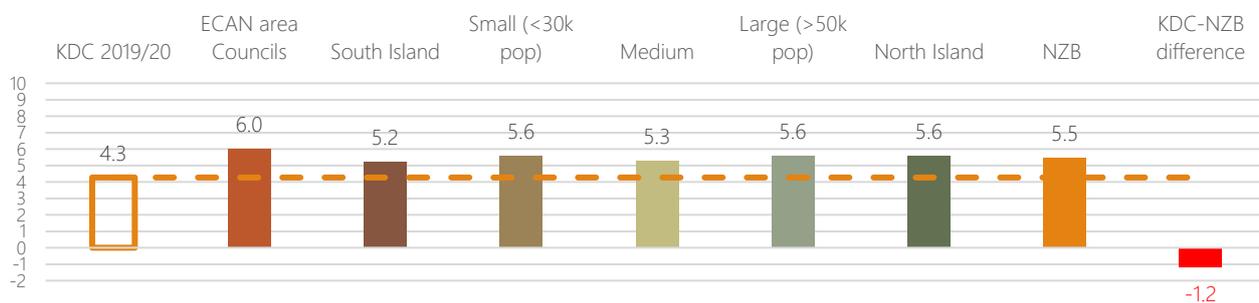
Cycleways



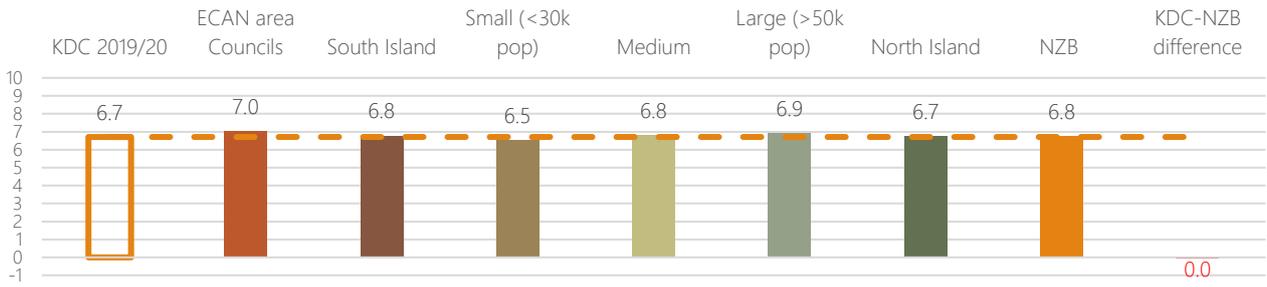
Roads



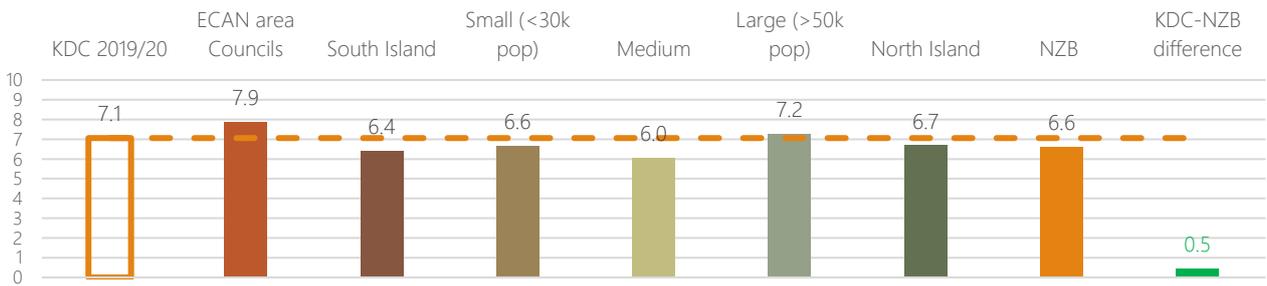
Footpaths



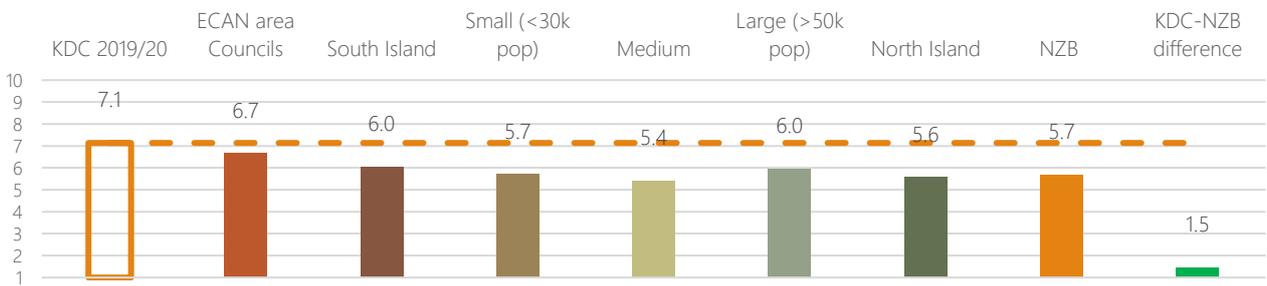
Streetlights



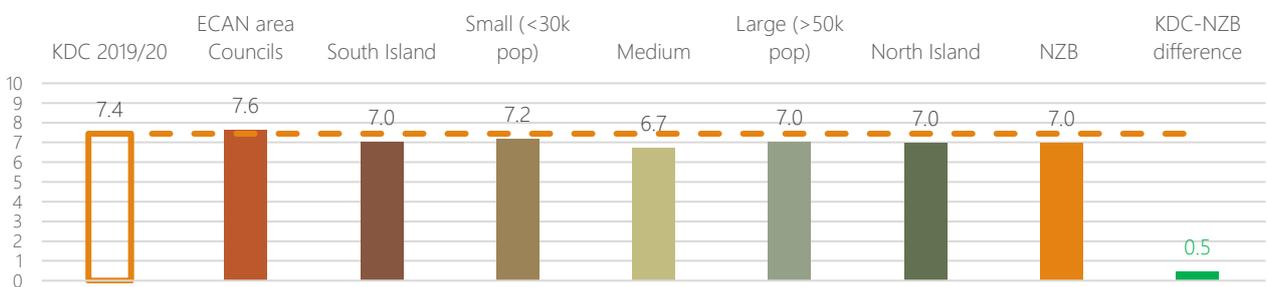
Sewerage



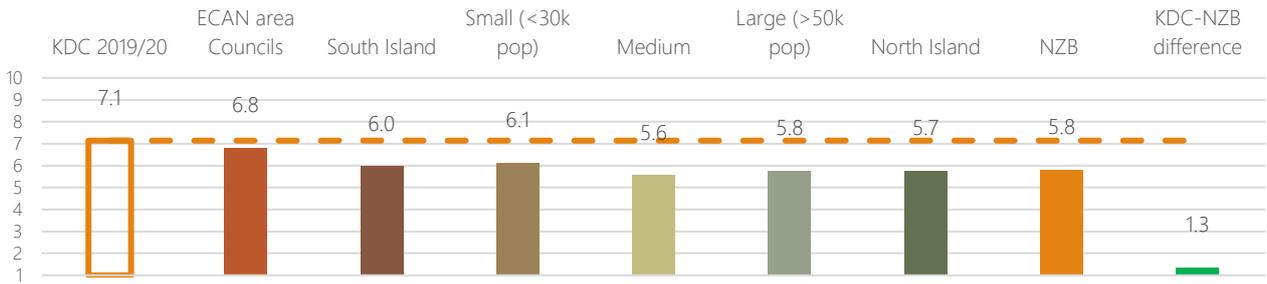
Resource Recovery Centre



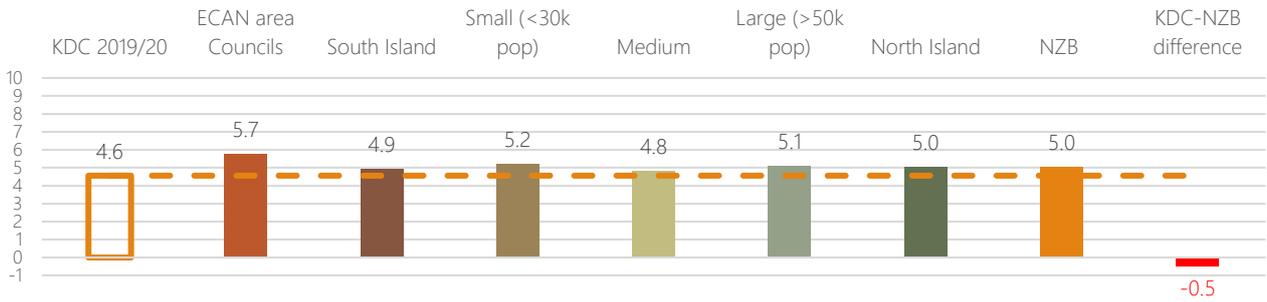
Cemeteries



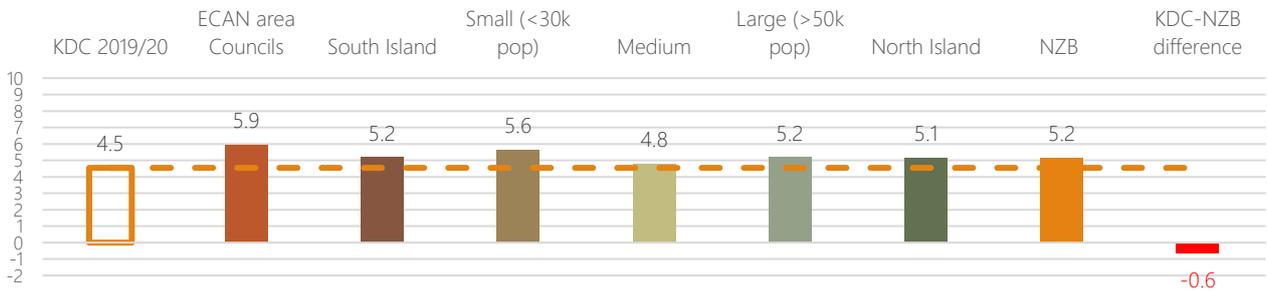
Public toilets



Resource consent management



Building consent



APPENDIX

Survey participants

Table 1 Age

	Frequency	Valid Percent
18-44	118	35.6
45-64	118	35.6
65 or over	81	24.5
Not stated	14	4.2
Total	331	100.0

Table 2 Gender

	Frequency	Valid Percent
Male	165	49.8
Female	165	49.8
Not stated	1	0.3
Total	331	100.0

Table 3 Employment status

	Frequency	Valid Percent
Other	7	2.1
Employed Casual worker	9	2.7
Employed Part-time	35	10.5
Self employed	96	28.9
Unemployed, looking for work	3	0.8
Employed Full-time	103	31.0
Retired	72	21.6
Unemployed, not looking for work	8	2.4
Total	331	100.0

Table 4 Area

	Frequency	Valid Percent
Other	9	2.7
Clarence	9	2.9
Inland Rd	11	3.4
Kekerengu	1	0.2
South Bay	38	11.4
Goose Bay	1	0.4
Kaikōura Flats	52	15.7
Oaro	7	2.0
Hapuku	27	8.2
Kaikōura Township	162	49.0
Peketa	5	1.5
Not in District	9	2.7
Total	331	100.0

Open-ended comments (verbatim, as is)

Table 5 What do you think Council should be doing to help Kaikōura value, protect and enhance our unique natural environment and biodiversity and dispose of our waste sustainably?

High standard of rubbish collection. High standard toilet facilities for visitors. Freedom camping B: Law, supplement and monitor effectively. Beautify beach rd with plant boxes. Provide funding for biodiversity projects.
Close the dump and truck waste to the Kate Walley site
Monitor illegal dumping waste. Protect seafront and waterways.
Pick up household rubbish
Many rural areas have rural rubbish collection - so should we for the steep rates we pay
Keep rubbish in public places to a minimum. Provide toilet facilities that cater for tourists.
Manage freedom campers - restricted areas for camping. Tighter punishment for the illegal dumping of rubbish.
Make waste disposal cheaper. IE: In Chch you can dump old appliances for free- \$15 in KK
When you increased the dump fees you just increased the tipping. There is still the same amount of waste.
Most if not all goods products can be reused
Collect my recycling from my rural gate for which I pay.
Knock down expense to get rid of waste then there will be less dumped in river beds and off road.
Kaikoura rubbish waste should be closed, turned to a recycling and transfer centres. Rubbish collect options
Encouraging a bulk bin shop to set up here would eliminate a lot of packaging. Try to find a market use for our recyclables
Manage freedom camping better. More public rubbish tins to stop rubbish being dumped anywhere and everywhere
Plant trees around all water ways, more recycling processed here- be innovative in waste disposal and reuse.
Reduce dump fees to reduce illegal dumping
More local rubbish bins
I am concerned about waste- should the sewage system be damaged as it was in the earthquake
Actively managing and monitoring freedom campers. Looking at alternatives for land disposal.
Disapprove of our waste sustainably
Rubbish left on sidewalk for weekenders is crazy. Blows away etc. Collection should be Monday.
Became zero waste in reality not in name only
Put rubbish bins back on west end.
Taking rubbish to the dump cheaper so illegal dumping doesn't happen or provide skip bins in places around town.
Penalties should be given for those who litter our environment, be that land or sea.
A goal of being a zero waste community
Put the recycling centre somewhere less intrusive than the top of Kaikoura Peninsular.
Investigate alternative waste disposal e.g. Incineration plant producing power
Direct IWK to negotiate and put in place rubbish/recycling contracts direct with Housing NZ and Te Whare Pūtea in order to manage waste effectively for vulnerable people in these tenancies. Earthcheck status used to be promoted - we don't seem to push the clean green status so much and with the dodgy dumping campaign it appears that we have issues with this... I'm not sure that we have a council staff member who works on this sort of stuff... it's not promoted
Investigate more unique ways of reusing or recycling different waste - more and more research is occurring on good ways to dispose of products - more incentive for the recycled use would be good. Getting behind business that try and reduce particularly the single plastic use - so many still have stuff wrapped in plastic.
Could offer a 'bring and buy' where the cost of dumping an item could be used to offset the price of buying another item to reuse: eg bring in a couch, take away \$15 worth of items from the shop. The shop could also sell items through the Kaikoura buy sell to shift more stock.
Bring back rubbish bins and provide toilets for campers because no matter what you say they are shitting outside and its creating resentment and pollution.

haven't been here long enough to comment on environmental issues except to say the rubbish collection is simply archaic. the green bin system should be consigned to the ark. the 3 bin system works perfectly well in most other areas incl small towns.
Encouraging or leading a zero waste approach using the refuse, reduce, reuse model
Value add recycled products
Reduce staff, become more efficient. Reduce salaries.
Clean up Lyell Creek and do something with it (eg) boardwalk/cycleway.
Encourage householders to traprats etc. + make Kaikoura predator free. Have a real campaign. Set a goal. Make it happen.
Stop freedom camping + bring in a levy on all tourists. Don't fine all case there not going to pay. Anyway just kick them out.
More organic farming other industries aside from tourism.
Strictly monitor freedom camping. Adopt a tourist tax
Clear the beaches of plastic waste.
Plant more native trees the new coastal area that are now free of salt water.
Recycle centre is most accommodating, more education needed to get people reducing and recycling better
Get rid of noxious weeds in town areas
Actually monitor freedom campers
Not dropping 1080
Make every effort possible to have transport NZ provide alternative roading so as to divert trucking and through traffic from having to use Beach rd and Churchill street.
stop 1080
Make it more enjoyable for residents and not just tourists, i.e. pool and more community events.
Look after the local first, tourists will always come
Stop unnecessary coastal changes- guard rails- cycle ways on beaches. Slow the highway speed limit down- more rail usage as too many trucks
Stop lying about recycling rates
Oppose govt 1080 drops
Encourage citizens to participate in a workable recycling process. Penalise waste packaging by suppliers.
Innovative waste recovery is great- well ahead of chch keep an active watch on what other small communities do. Both NZ and worldwide.
Footpaths in South Bay - please
Doing sufficient now
Be more diligent on grounds/lawns & gardens etc.
Stop spending money on unnecessary things- fix roads first
Rates are already far too high. Council need to spend on basics
More flowers, shrubs
Think 0 carbon emissions, go solar/wind, harvest water, plant trees.
Maybe light hearted by sensible signage to remind visitors to our coastal recreational areas to dispose of their rubbish responsibly.
put tourist money back into Kaikoura hopefully reduce our rates
The only thing that bugs me is there are too many fisherman targeting crayfish everyday of the week. Council could promote take what you need only!
More of the same. Look at culling seal population. Since their re-arrival in the 1950's they have decimated recreational fish stocks
Continue on the path of limiting freedom camping. Make sure everyone knows of the Tiaki- care for NZ promise
Keep doing what you are doing
This is E Cont job
Enforce the by-laws put in place. Monitor tact.

Encourage more native plantings
The council rates are going up enough at the moment. Learn to live with your income. Needs V's wants
Keep freedom campers under control
Employ staff that do work on the ground. Not sit in the office pushing paper
Nothing more rates are too high for sources provided
Ban cats. Ban 4 wheelers in south bay. Keep freedom campers away and in campgrounds with facilities. In an ideal world have staff to monitor wildlife which is being trampled on.
I am sure you have enough walkers in the office who will tell what to do
Monitor the freedom campers more regularly. Look after the banded dotterels
Recycling as already doing
The Esplande beach front needs attention.
Continue along the same path work closely with Ecan to plant wetland areas. Pay for or get companies to pay for bottle can returns.
Develop a plan to encourage work businesses to offset their carbon emissions in our district]
Making it a priority to look after environment especially green current social climate plus legalise time - more support plus staff time.
Provide more infrastructure to deal with freedom camping issues instead of wasting money on enforcement
Should been costing anything because you have enough staff to get out of offices and do some saste
Policing visitors and locals in regard to rubbish disposal. Not willing to pay extra rates to make this happen as we are over staffed as is.
Oppose the sup to protect cultural values support local iwi in enhancement. Protection of cultural values relating to the environment. Development waste and water policy for increasing visitor numbers.
Ban freedom camping
Listen to locals
Rates too expensive already
Probably doing okay but innovative waste deos seem be heavily staffed
Kaikoura is doing okay. After what it has been through
Freedom camping. Doc campgrounds a good example of low cost camping sites and how to run them.
Sort out toilets for freedom campers. or charge \$5 per camper van. Harsher penalties for people who dump rubbish. Help for the banded dotterals.
Stop rural zone burn offs, decrease smoke pollution from farms. Stop freedom camping or control it better (the new plan is good).
Surely rates should cover this?
Keep the EarthCheck platinum certification with all it's indicators going. It is invaluable for bringing people to the district. *** needs to be replaced, showing we actually value biodiversity and our unique natural environment.
Live up to it's own hype
Heated in door swimming pool year round.
pressure on supermarket packaging. more variety of supermarket stores with less plastic.
Submit to government to ban freedom camping. Weed control on council owned land. Plant natives on council owned land. Council workers should cycle to work or walk.
Nothing
Central Govt need to introduce a plastic tax on big corporations
Keep it tidy and do more maintenance
Incinerate it like Norway for thermal power .
Merge with another district as we are to small a rate payer base and we will not be able to financially afford the costs to complete the statement in the question
Planning, strategy and engagement
Well I see walking around alot that everything is very untidy. So why is the PD workers not used in these areas. The night lights at car park behind westend are so covered in spiderweb. Alot of walkways by beaches need tidying up. And use the people on benefits sitting on their butts all week too.

Rates are expensive enough for everyone.
employing a dedicated staff member to continue Kate's work and work alongside other orgs (like IWK and ECan) and not-for-profits. Need someone with comms capabilities to share this information in a positive and efficient way
Stop making the majority of decision with what is best for the tourists. It should be with the locals in mind to maintain and enhance our environment and manage our waste. Tourists should be made to respect our district and our rules.
Fine visitors and residents who dump waste or litter in our community. Educate regarding efficient acceptable recycling. Ban all freedom camping and fine persistent freedom campers. Have fees at Council provided camping zones. Provide ongoing education regarding local contribution to global warming and maintenance of our local environment
invest in decent infrastructure and services to cope with tourism and growth
I believe that KDC should be advocating for our unique natural environment and protecting it. And very carefully balancing the needs of the community, business, economy etc. but always putting the natural environment at the forefront of their minds as that is what makes Kaikoura special. Business and people can speak up and advocate for themselves, the environment can't. The coastal corridor is a disgrace and the once amazing, beautiful, and wild coastline is now tamed and groomed to such an extent it looks like an urban highway. I think IWK do a great job and would love to see Kaikoura have less waste in general. We do a good job with recycling but wouldn't it be better if we had less waste to start off with. Encourage less packaging, better packaging etc.
Education around how to reduce our footprint not just as a town but individually. Encourage individual responsibility.
maybe burn waste ??
Look at some of the history. There is a sense of new people not understanding what we used to do. Some people who championed this are still in recovery mode and need to be re engaged. You need to understand history to move forward
Help community , business meetings, spending time and money . Giving lots of efforts.
Pathway along esplanade and gooches beach area
Develop the old wharf for marine research
Working with Runanga and community
Keep doing what you're doing. It seems to be working. I was always told, don't change whats not broken.
Levy the tourist to help pay for it. They cost our ratepayers!
Takeaway shops to ditch All polystyrene containers and plastic straws and bags would be a logical start
Funding Te Korowai and animal/flora organisations to develop education and facilities to protect natural assets
get a biodiversity officer

Table 6 Do you think being part of Earthcheck benefits our community?

Yes
cleaner, greener place
Encourage the right sort of tourism
As much information as we can get
Awareness and need to constantly remind people to be aware of the environment - get it part of the school curriculum
Get to know how little the council do for use
Yes, sustainability & focus on environmental matters
Can't manage a situation if you can't measure it.
Has a good indication of how we are progressing, or not
Protect the planet- community responsibility
More tourists
I presume that it will help in the event of more earthquakes, or floods or whatever
It is important point of brand Kaikoura
Anything that keeps good environmental practices to the fore helps, government has a role in this. It shouldn't fall on council.
It is a great reference point to have our environmental performance assessed by an external party. Has never been a more important time than now to continue this work
We need to be vigilant
Keeps us focused on improvement to all things performing to Kaikoura. A guide.
Not sure what Earthcheck is
More environmental values considered.
It is highly valued overseas. We need more training for community and council staff to identify with this more.
Working together.
stronger community
But I do not know what involves with the earthcheck. I do not like much internet information
done right, it means that we are taking active steps to being more green. Also provides data for finding more funding and resources for education and initiatives
We need to be pro active in looking after our district. Not dictated to by other countries.
We need an accountable agent to monitor and audit how we are doing. I believe community based trusts would be better suited to drive this tho.
It is a recognised check that we are doing what we should be doing... we used to be amazing at this stuff but I don't think we are anymore
No idea what Earthcheck is.
Possibly it does, I am not really sure!
Wouldn't have a clue. Only given yes or no options.
Have ticked yes...but I don't really know anything about it
so me have a say
Sets us apart from the rest, with so much reliance on tourism from the environment, EarthCheck is essential
External rating agency promotes higher higher awareness which in turn promotes higher community and personal standard.
No
Perhaps tourism industry. Not general community
Check rubbish bins, overflowing at times, checking up main rd and general walking tracks
People just do what they want anyway
What benefit is they? Finances need to be prioritised to cover needs. Community cannot afford rates increases at all.

never knew about it, no one told me
Don't know what earthcheck is
Don't know what that is
Agenda 21
The people who are about these things are left wing greases who don't spend money anyway.
Because all talk no action
Not aware of this
What is Earthcheck?
Don't know what it is
I don't think people give a hoot. Earthcheck is a global tick. Rubbish is an everyday curse and temporary stay or budget residents don't care or can afford to be righteous.
Most people are unaware what it is
Not in its current capacity- either more investment/ support is required to make it useful or it needs to be scrapped.
Too many other issues that should be being dealt with first
Wouldn't have a clue what earthcheck is
I didn't know we were part of it
Don't understand it
Don't know much about it but probably only benefits tourism
Expensive, no real benefits, no other council uses Earthcheck
What does it do? It's just a label!
What does it do
nobody knows what its about. we dont practice what we preach, abuse the people at iwk and do not help ourselves toward sustainability.
Because it is not advertised on the website. Because the framework does not encourage local improvements.
We can't afford it
no opinion
We don't practice what we preach
Not consistent
Don't walk the talk
Never even heard of it!
marginal at best. Where's the audited proof of benefit? Having our own locally created environmental agenda/priorities would be more relevant.
It isn't known about. What is the actual benefit other than having another logo to put newsletters and flyers. Possibly the time and money spent on this could be better directed.
I think it was a good thing for when we first became Earthcheck certified however things evolved, focuses change, new ways of doing things come about. I think we should look at what else is out there and way up the pros and cons. Earthcheck costs a lot to be part of we would want to make sure it is money well spent and that we are actually able to live up to the Earthcheck kaupapa.
don't know what earthcheck is
Because I have never heard of Earth check or have any idea what it does.
Not sure
more a dont know - dont see any benefit but then that maybe because it is more at a council level not for others day to day
Not sure what this is.
I don't know what earthcheck is...
know nothing about earthcheck but will research it
Too much Red Tape for everything.

Not being honoured

Table 7 General feedback about elected members or Council staff

The ones at the top get too much money for what anything they do
CEO and some council staff- not impressed. Far too much money spent on council staff and CEO- Top heavy. Rates ridiculous. How are pensioners supposed to pay their rates?? Pensions haven't gone up. Absolutely disgusting and yet CEO and staff on huge money!!!
My dealings with elected council and staff fine, but views that there is a staff over supply and big salary drain/
Staff top heavy now, costing rate payer far too much for very little return of rates. Think about the ratepayer, rates are excessive, we don't even have a rubbish pickup...
Far too much money has been spent since the earthquake on staff, consultants, contractors. It was not managed well and now the Council is in 10 million + (that's probably too light). Too much focus on certain sectors of the community whilst ignoring other sectors.
I have always found all staff members very helpful.
To many paper shovlers not enough action to top heavy, to many pen pushers.
new council
Have a good look around ya this is just going down hill in a big way fast \$10 mill in deb + what do you do bugger off on a junt
Council is only getting sorted for new term. Therefore it's unfair to judge them.
We don't know the Mayor. More efficient staff eg less staff, and employing local people who provide local knowledge.
Only just begun pretty hard to write comments yet
Time will tell
Staff varies hugely. It seems that since the introduction of a communication person, staff, incl CEO are pausing listening, acting on requests... Councillors seem to just be doing what CEO recommends.
There are a lot of staff currently at Council. Do we need two parking wardens?
Looking forward to see how the new team works together and for the community.
Staff and Councillors are 2 separate groups and should be discussed as such. it's too soon to tell how the Councillors are doing. Council staff - there are too many of them, and some of them are pretty rude and grumpy most of the time, especially the parking meter/dog control lady.
High kerbs on west end shopping areas are far too much for the elderly with walkers and often a cut out is a bit far to find. I know it is in case of flooding but the disabled elderly find difficulty lifting walkers over those high kerbs.
The mayor looks like a good bastard
Too many staff and rates too high.
Need to be seen in the community more. I don't even know who they are?
New members on only be better.
Can't say that after 3 weeks of new Council/Mayor
Nothing to say after 3 weeks of new Mayor
There are too many staff especially when so much work is sent to other centres to be processed.
Bunch of tossers - need to have another election and or CEO needs to be sacked - staff numbers reduced and stop using bloody consultants. They are the leeches of the business world.
Council should use statistically accurate surveys eg road diversion (\$25m) community survey was three people - high school headmaster, mothers and truckie.
CEO is invisible to the community with most people not knowing what she looks like
Listen to rate payers. Not businesses
Better communication + real consultation would make council decisions more acceptable to public, before policies implemented. Invite comment in Kaikoura star instead of just making statements.
Time will tell, we just had an election. Put the need of Kaikoura at the forefront. Freedom camping needs to be maintained. We don't want to be invaded!
More say for Councillors less for management in future direction for Kaikoura. More focus on needs not costs.
Always friendly, helpful and professional in my experience
Mayor and Councillors are go. Some of the Council staff should be fired. They are useless.
Rates and rate increases are excessive, way above inflation. They should never increase more than the rate of inflation annually. Nationally a citizen paying scheme rather than a land tax should finance local council
The CEO seems to just trot out corporate buzz words but is overseeing a failing council that is spending well above its means and they're lost lots of good staff which tells you everything.
They are in it for their own gain. Not the whole picture.

Please focus on accountability & progress!!
Councillors and a lot of staff have recently changed. So I'm still forming an opinion. Building consent is considerably less than helpful.
Mayor unknown. Counter staff very good at council, pleasant and helpful
Had one meeting with old mayor and CEO- just another tallfest with no outcomes- so inefficient it is hard to believe
Were not impressed with old cannot yet comment on new
I feel council is over staffed and needs to be reduced
Can't comment because new manager and council have only just started
New council so no opinion
During earthquake our old mayor was wonderful- got townup plus going again, credit to councillors as well
Some make silly rash decisions, but all in all they (or most of them) are part of our community and want to do good.
How can we comment of that when we just got a new one? Hope there is an improvement
Too early to judge the new councillors. Little is known of staff due to constant changes.
New mayor and council too early to say but looking good!
Time will tell
Too many staff
Council needs to settle in staff do a great job
Too soon to tell. Young mayor plus councillor. Hopefully they are a go getting group plus do whats best for Kaikoura. Good luck to them I with them well.
Previous mayor did a good job- new mayor unknown. Too many staff.
We seem to have more staff in council than needed to run a town of this size.
Approach the council with an issue follow the democratic process. provide all relative information - get ignores 2 years later an elected councillor asked. What was the outcome? My point exactly!
Mayor, Councillors ok (10)-2 staff - too many - process too slow, unaffordable (5).
Too many people employed in Council. No wonder we continually are going to get rate rises. Disgusting, CEO\$200,000 plus a year doesn't live here contributing to local economy, only here for days a week.
We are very impressed with the quality and information provided in the council newsletter
We have a good balance of experience and two new councillors with fresh eyes. The past 3 years have been a challenge and it is great to see the mayor and the councillors returning for a big job
Council is too new to form opinion
A good balance of urban members on council. They are approachable. A pity so many staff don not live here and can we afford that many?! Seems excessive.
I think the council staff and elected members have a very tough job ahead of them. But we need to ensure our future remains in our hands, and we must continue to stand alone.
A lot of paid staff with no accountability
Can't really comment about new Mayor, as just been elected to office. But front of conter staff find really helpful, but can't really comment on back office staff because I wouldn't know what they do.
Ceo more interested in increasing staff number especially those under her watching the spending of the council staff thus forcing rates up. A reduction of staff essential if this community is to survive as a separate district council.
To soon to comment as Mayor and Council just starting positions. Council staff are as they always have been.
Rates in Kaikoura are very expensive and one major reason our house is on the market. I know others are considering moving away from Kaikoura for the same reason, especially with the threats of further rise.
There are far too many employees for a small Council. The Council is over administered.
There are way too many staff being paid way too much. We shouldn't need more staff than we can afford to pay. Their wages are taking away from things the community needs
No one ever phones back when you leave a message.
I think we have too many councillors and too many council staff that aren't needed causing rates to rise even higher
Too new to judge but the amount of ratepayer \$ being spent is a concern
Too soon to tell
Very happy with the new council
Would prefer Kaikoura residents employed at council because they have institutional wisdom
Too early to tell
Councillors haven't had a chance to show what they are worth
New Council. Time will tell
Councillors need to believe in the future of our Council (and not persevere in putting it down and want to secede)
Stop talking and start doing

Elected staff are doing an excellent job.
Our Mayor is new, I think he will do well but need to wait and see.
The new council has just been voted in so no opinion
Need to walk the streets to see the mess
They only just been elected
Council have been time wasters and some council staff unhelpful. New elected council may be more decisive
Too many on the Staff.
Bit soon , they have only been in month
Cut down on the wage bill. That's why there's so much debt for the new councillors to be stuck with. Go back to pre earthquake and work from there
None seem to care about the town do anything . . .lot of people feel they are just in it for themselves
The Council is top heavy in my opinion
Replying to messages left from concerned residents is sadly lacking and gives a feeling of uncertainty with trust and confidence in the staff and elected members.
Its very early to be commenting on the recently elected mayor but I feel that council staff appear to have the communities interests at heart and are committed to enhancing life here for residents and visitors
New fresh members! Excited!
Too new to say
The dis-satisfied score is not personal to newly voted in mayor or councillors. And I havent used customer service staff etc so cant comment. It just seems to me that a lot of decisions get made without public consultation and even when submissions are made, they don't get given much consideration anyway.
Little bit hard to comment on when ts just changed!
They have just got in only time will tell. For free advice when you open something like a bridge, invite the treaty partner
Please put everyone's thoughts on board. I seem to think sometimes you just decide what's best and not as a whole community.
The Council were not elected. Everyone who stood got a post. The council office staff are always friendly and approachable.
The elected members don't seem to get adequate info to make informed decisions
Do not think we need this level of money spent on staff. Do not see any direct benefit or increase of meaningful services because of staff increase
Too soon for me to comment, but I generally have faith in the new council and think it is reasonably well-balanced. I'm very happy with Mayor so far
New Mayor so looking forward to see what he has in store for us
Huge waste of money in employing wrong people. CEO needs to live in Kaikoura and needs to be held to KPI. Council staff used to be happy people now most complain hate working environment.
Is the CEO now required two extra managers doing the same role?
Far too many managers being paid corporate city salaries.