



# Kaikōura District Council

SIL Research

| 2021-22 Satisfaction and Wellbeing Survey

April 2022



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# EXECUTIVE SUMMARY

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

Research was conducted between 1 February and 27 March 2022. A total of n=322 responses were used in the final analysis.

The main findings were as follows:

- Community members' satisfaction with the Council has continued to grow overall, up to a new peak of 68% in 2021-22 (compared to 65% in 2020-21) - having risen notably over the last five years (from 42% in 2017-18).
- Satisfaction was typically higher for Council facilities (74%) than for services (62%) on average, though a majority of community members were satisfied with each of these. In this context, the highest satisfaction and NES (Net Emotional Score) levels were measured for facilities such as public halls (Memorial and Scout Halls), the library, and marina / wharf facilities.
- In the year of its inception, the new Kaikōura Aquatic Centre also received favourable feedback – rated by 2-in-3 (64%) community members, with the vast majority (81%) satisfied with this new facility (providing a NES of +63%).
- While Council services were rated lower overall, many services achieved moderate-to-high scores, including customer services (82%) and communication (81%). Together with access to information (75%), lower-rated communication services such as Council meetings / committees (53%) and responses to public requests (50%) had the highest relative influence on overall satisfaction.
- Key Council assets elicited polarising feedback: some rated highly – cycleways / walkways (76%), streetlights (75%), Resource Recovery Centre (67%); with other essential infrastructure – roads (51%) and footpaths (44%) – among the lowest scoring in 2021-22.
- Considering relative importance and performance together, district roads and rubbish collection represented a secondary set of core services with a strong influence on general satisfaction. Tourism and business concerns were also perceived priority areas to address.
- Taking all these issues into account, just over half (53%) of community members felt Council is helping the district move forward, and many felt disengaged with local decision making: under half believing the community actively participates in decisions and planning (48%) or satisfied with consultation (49%).
- Overall, community members expressed mixed feelings about current life in the Kaikōura District: under half believing that quality of life is improving (45%) or that their own quality of life has improved (48%) - with declines since 2020-21. However, most (69%) believed their community is resilient and safe, and the majority (78%) were confident their business or workplace will remain open over the next year.



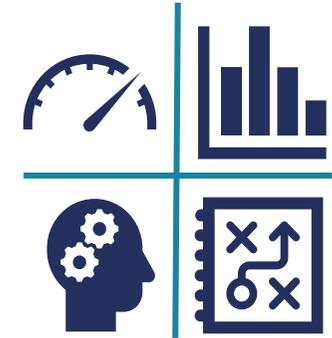
# SATISFACTION AT A GLANCE

 Public halls* (p.36)	 Marina & wharf (p.40)	 Public library (p.39)	 Civil defence (p.42)	 Customer services (p.31)	 Other public places** (p.38)
KDC 2022: 88%	KDC 2022: 85%	KDC 2022: 85%	KDC 2022: 83%	KDC 2022: 82%	KDC 2022: 82%
KDC 2021: 78%	KDC 2021: 66%	KDC 2021: 91%	KDC 2021: 76%	KDC 2021: 67%	KDC 2021: 75%
NZB 2021: n/a	NZB 2021: n/a	NZB 2021: 80%	NZB 2021: n/a	NZB 2021: n/a	NZB 2021: 69%
 Aquatic Centre (p.37)	 Communications (p.28)	 Airport (p.35)	 Cycleways & walkways (p.20)	 Streetlights (p.19)	 Access to information (p.32)
KDC 2022: 81%	KDC 2022: 81%	KDC 2022: 79%	KDC 2022: 76%	KDC 2022: 75%	KDC 2022: 75%
KDC 2021: n/a	KDC 2021: 74%	KDC 2021: 81%	KDC 2021: 65%	KDC 2021: 76%	KDC 2021: n/a
NZB 2021: 64%	NZB 2021: n/a	NZB 2021: n/a	NZB 2021: 60%	NZB 2021: 68%	NZB 2021: n/a
 Food and alcohol regulation (p.27)	 Resource Recovery centre (p.22)	 Pensioner flats (p.34)	 Animal control (p.25)	 Environmental health (p.26)	 Meetings/committees (p.29)
KDC 2022: 72%	KDC 2022: 67%	KDC 2022: 65%	KDC 2022: 64%	KDC 2022: 55%	KDC 2022: 53%
KDC 2021: 77%	KDC 2021: 70%	KDC 2021: 70%	KDC 2021: 64%	KDC 2021: 52%	KDC 2021: 54%
NZB 2021: n/a	NZB 2021: 51%	NZB 2021: n/a	NZB 2021: 61%	NZB 2021: n/a	NZB 2021: n/a
 Roads (p.18)	 Response to requests (p.30)	 Recycling (p.23)	 Consultation (p.13)	 Rubbish collection (p.24)	 Footpaths (Pg. 21)
KDC 2022: 51%	KDC 2022: 50%	KDC 2022: 50%	KDC 2022: 49%	KDC 2022: 44%	KDC 2022: 44%
KDC 2021: 51%	KDC 2021: 41%	KDC 2021: 53%	KDC 2021: 49%	KDC 2021: n/a	KDC 2021: 40%
NZB 2021: 41%	NZB 2021: n/a	NZB 2021: 50%	NZB 2021: 43%	NZB 2021: 50%	NZB 2021: 52%
 Overall satisfaction (p.16)	 Mayor, Councillors and staff (p.43)	 Being represented (p.43)	 - Great performance (>80%)  - Good performance (60-79%)  - Services for improvement (50-60%)  - Greatest improvement potential (<50%)		
KDC 2022: 68%	KDC 2022: 71%	KDC 2022: 69%	NZB 2021 = SIL NZ benchmark * Memorial Hall, Scout Hall, Op Shop Building ** Cemetery, playgrounds and public toilets		
KDC 2021: 65%	KDC 2021: 62%	KDC 2021: n/a			
NZB 2021: 44%	NZB 2021: 39%	NZB 2021: n/a			

# METHODOLOGY

## BACKGROUND AND OBJECTIVES

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



## QUESTIONNAIRE AND PROJECT SPECIFICS

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

In 2018, SIL Research together with KDC, developed a revised Resident Survey questionnaire. Initial drafting of the survey was based on research previously carried out by KDC in 2013-2017 years. This survey, with further adjustments, was repeated in 2018-20, 2020-21 and 2022.

In 2022, the number of questions and topics was reduced, and fieldwork period moved from November-January to February-March 2022.

## DATA COLLECTION

Research was conducted between 1 February and 27 March 2022. SIL Research used a mixed methods approach to collect surveys across Kaikōura District Community members. A mixed-method approach included:

(1) Postal survey. 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).

(2) Online. The survey was provided online (e.g. Council's website, community newspaper). This was to allow both residents and Community members to have their say.

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

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

The mixed-method approach produced an even-balanced proportion of paper-based and online submissions, with some top-ups via telephone.

*Table 1 Number of responses per collector method*

Collection method	Number of responses	%
<b>Paper-based</b>	<b>130</b>	<b>40%</b>
- survey forms	130	
<b>Online</b>	<b>140</b>	<b>44%</b>
- KDC website	1	
- links from the survey forms	11	
- SIL Facebook	128	
<b>Phone</b>	<b>52</b>	<b>16%</b>
- computer assisted telephone interview	52	
<b>Total</b>	<b>322</b>	

## DATA ANALYSIS

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

A total sample size of n=322 Kaikōura District residents aged 18 years and over allows for a 95% confidence level +/- 4-5%. With some minor variations, the survey sample has been consistent in the past 5 years.

Chart 1 Number of responses by year

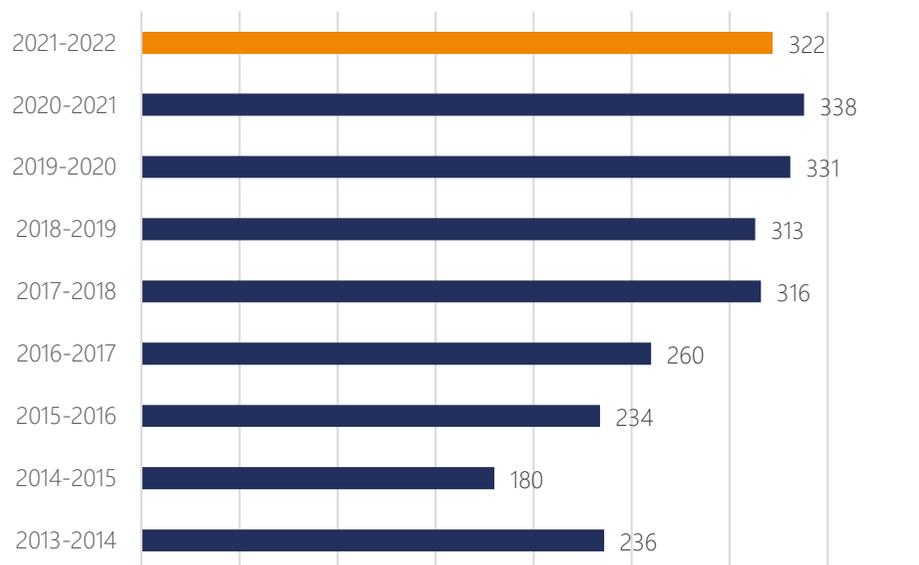


Table 2 Margin of error

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

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

SIL Research ensured quality control during the fieldwork period. In addition, a quality control check was performed using follow-up calls across randomly

selected respondents (10% of those who agreed to the follow up) to verify the key responses.

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

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

## NOTES ON REPORTING

Where applicable, the 2021-22 results were compared to previous years' data. This comparative data is indicative only; methods by which the data was collected (including different scales) have differed significantly across years (particularly pre-2017).

In 2021-22, most questions used a 1-10 scale (similar to the previous 2017-20 years), which allowed for a more consistent and direct comparison.

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

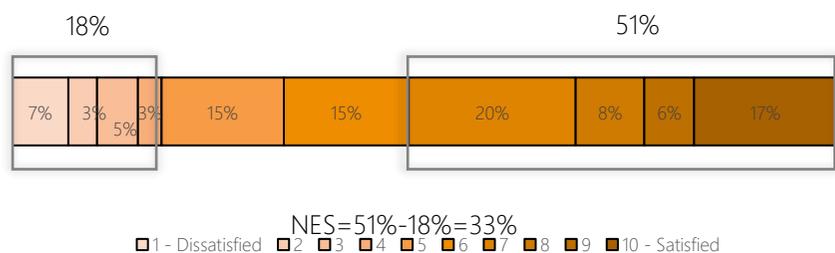
The term 'Community members' has been used to represent respondents who participated in the survey.

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 reported data due to different statistical methods used in the analysis.

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

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



## WHO TOOK PART IN THE SURVEY

Table 2 Responses by age

	Frequency	Percent
18-44	116	36%
45-64	115	36%
65+	83	26%
Not stated	8	2%
<b>Total</b>	<b>322</b>	<b>100%</b>

Table 3 Responses by gender

	Frequency	Percent
Female	155	48%
Male	161	50%
Not stated	6	2%
<b>Total</b>	<b>322</b>	<b>100%</b>

Table 4 Responses by home ownership

	Frequency	Percent
Own property	223	69%
Live in a rental property	40	12%
Live in the District but don't own or rent	8	2%
Not stated	52	16%
<b>Total</b>	<b>322</b>	<b>100.0</b>

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

## BENCHMARKING

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

The National survey data is collected throughout the year so that annual results can be presented without seasonal bias. The benchmarking results in this report are based on n=400 responses collected during winter 2021 – summer 2022. The data is collected using a 1-10 scale; satisfaction percentages are aggregated 6-10 ratings.

Benchmarking results are reported at 95% confidence level +/- 4-5%. Benchmark comparisons are shown in charts using New Zealand icon.

\*Excludes Auckland, Wellington, Christchurch and Dunedin.

# ENVIRONMENTAL FACTORS

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

Factors that may have influenced public perception of the Council's performance in 2021-22 include:

1. Throughout 2021 and into 2022, New Zealand was still dealing with the impacts of the COVID-19 pandemic. Following the country's initial Alert Level process, on 2 December 2021 all of New Zealand moved to the COVID-19 Protection Framework (the traffic lights system). The COVID-19 Vaccine Pass was introduced for use in New Zealand, with a number of services/facilities requiring proof of vaccination. The country was placed into the red traffic light setting on 23 January due to presence of the Omicron variant in the community. This essentially placed restrictions on venues, with many businesses and events being affected. For the Kaikōura District, travel restrictions continued to have a major impact on local tourism, with businesses and residents experiencing the consequent economic effects from the reduction in international visitors in particular.
2. At a meeting on 19 May 2021, the Council unanimously agreed to not establish a Māori Ward for the 2022 triennial election but to continue engaging with Te Rūnanga o Kaikōura as Papatipu Rūnanga and the wider community regarding the possibility of establishing a Māori ward as part of the next scheduled representation review to be completed for the 2025 triennial election.
3. In the year to June 2021, 26 community projects had been supported through grants administered by Kaikōura District Council, totaling almost \$55,000. Funding was provided to a number of community events and programmes via the Creative Communities Scheme, the Council's \$15,000 Community Initiative Fund, the Sports NZ Rural Travel Fund, and the George Low Trust Fund (providing recreational equipment for Kaikōura youth).
4. In July 2021, the Government announced a range of Business Support Initiatives for Kaikōura, allowing local business to access assistance via the Business Advisory Support fund (up to \$5,000 per business) to enable businesses to receive expert advice and support; grants for businesses to implement business advice (also up to \$5,000 per business); and the Tourism Kick-start Fund contributing towards existing tourism businesses scaling back up for the return of international visitors.
5. In July 2021, \$1.9m from the Tourism Infrastructure Fund was granted to the Kaikōura District Council to develop a Link Pathway from the Kaikōura Information Centre along the Esplanade and Fyffe Quay to the seal colony at Point Kean.
6. In July 2021, the Council formally adopted its Long Term Plan (LTP) 2021 - 2031. Five key proposals were consulted on as part of the LTP

including increased investment in roads and footpaths, a review of the outdated District Plan, a fortnightly urban rubbish collection and tourism/business support.

7. At the Council meeting on the 29th September, Council considered a comprehensive status report on the Three Waters Reform proposals. The report also included comments and feedback from over 200 responses to community engagement. 95% of respondents indicated that retaining local influence and say in respect to how their local services are provided was very important; 76% of respondents were not comfortable with the possibility that by spreading the costs for water services over a very large area that some communities may be substantially subsidising others. Subsequently, on 27 October 2021, the Minister for Local Government announced that the three waters reform process would become mandatory for all Councils. This would continue to be a significant issue discussed and debated by Council and residents into 2022.
8. In November 2021, rubbish and recycling services provided by Innovative Waste Kaikōura changed in line with the Council's Long

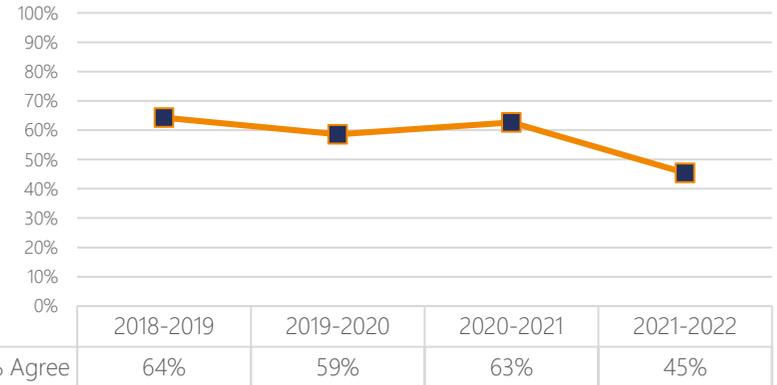
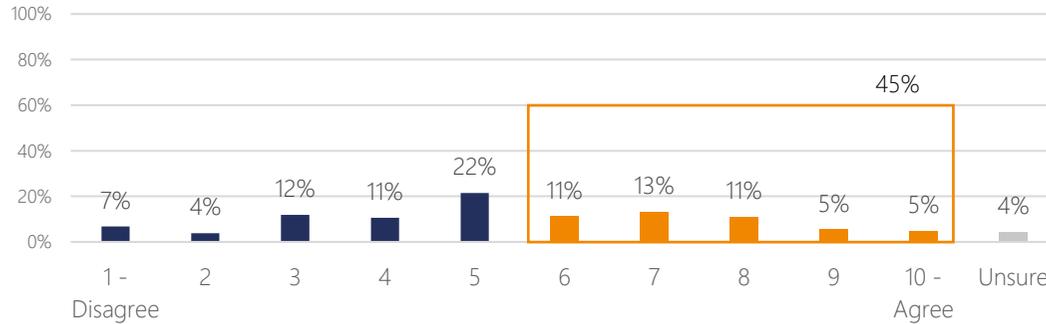
Term Plan. A decision to remove recycling stations and cease collections came about due to increased costs associated with providing all kerbside recycling collection and recycling stations for rural areas, and continued abuse of the rural recycling stations.

9. November 2021 marked five years since the 2016 Kaikōura earthquake. While significant recovery, repairs and improvements had been achieved to this point, ongoing personal and economic effects of the earthquake were still felt by many residents.
10. From 15th December 2021, access to the main Council building and facilities required visitors to hold and present Vaccine Passes, in addition to other measures put in place in response to the continuing Covid-19 pandemic.
11. In February 2022, Cyclone Dovi brought heavy rain, wind and swells to New Zealand. Rising rivers, surface flooding, slips and road closures were recorded in Kaikōura, with significant clean up required after this weather event.

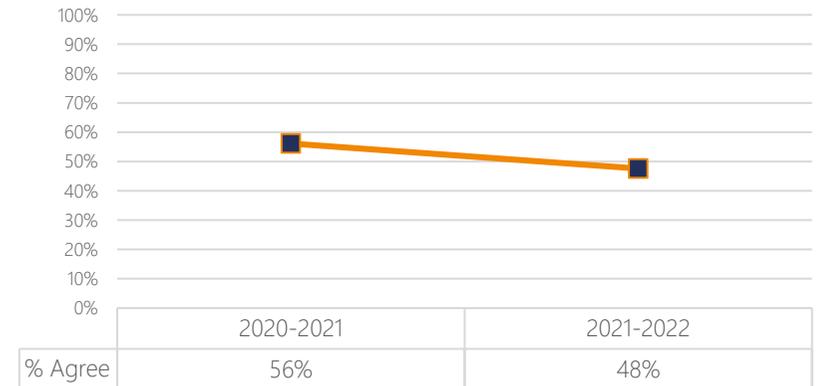
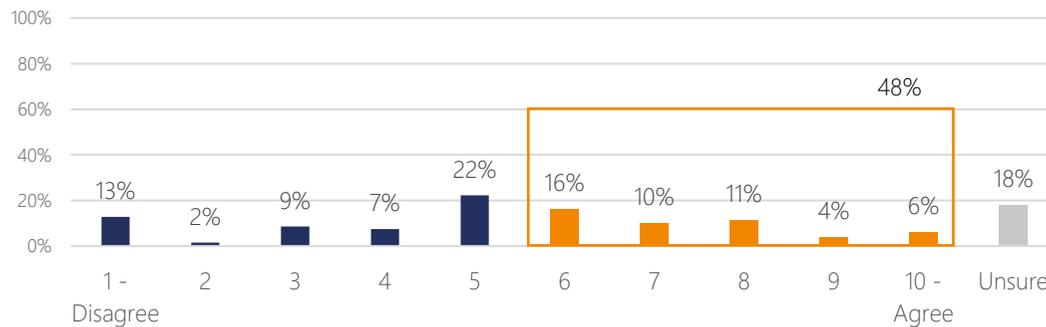
# LIFE IN KAIKŌURA

## Quality of life

Quality of life is improving for residents and visitors



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



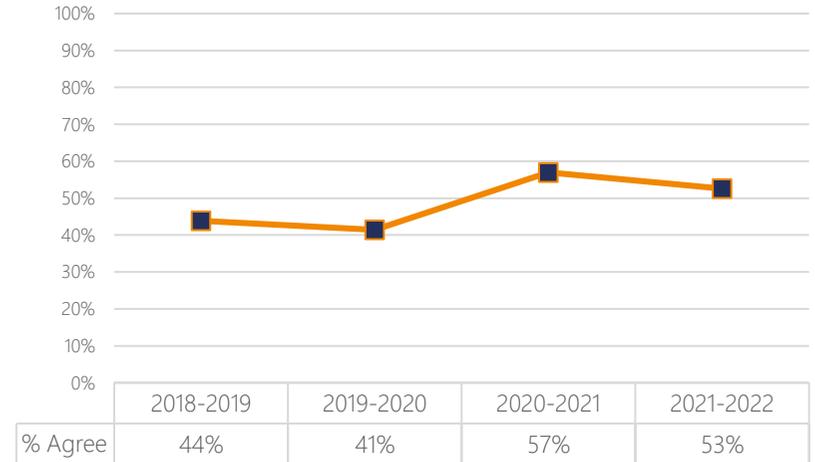
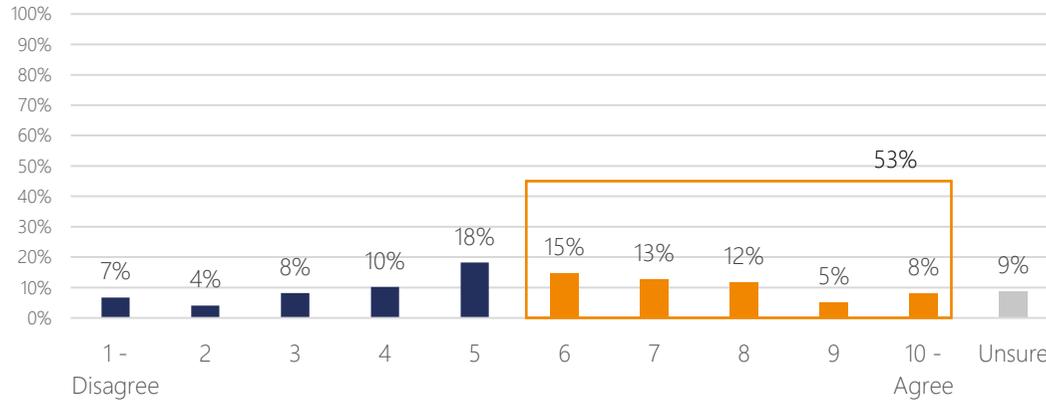
- In 2021-22, just under half of community members agreed quality of life is improving in the District (45%), and their own quality of life has improved (48%).
- Both results declined in 2021-22 compared to the previous year.
- Quality of life perceptions improved with age. Older residents (aged 65+) were more likely to agree quality of life is improving (61%), whereas younger residents (aged 44 and under) were less likely to agree (35%).
- The largest drop in quality of life perceptions was recorded for community members aged between 18 and 64.

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

# LIFE IN KAIKŌURA

A great place to live

Council is helping Kaikōura District move forward



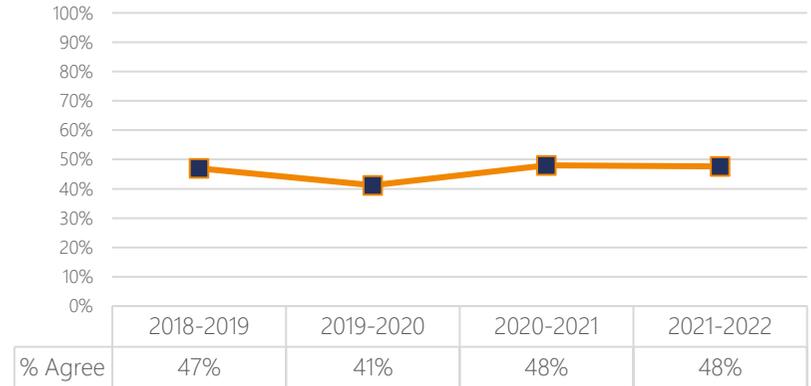
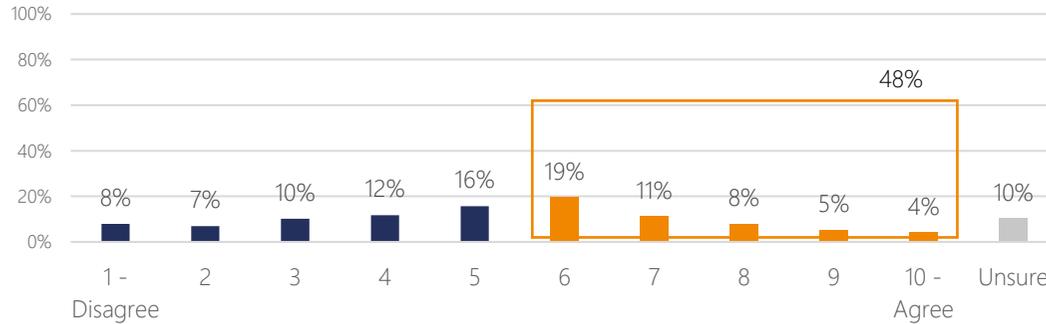
- After an increase in 2020-21, the perceptions of Council helping the district move forward as a great place to live remained consistent (53%) in the current year.
- Again, older residents (aged 65+) were more likely to agree with this statement (72%).
- Kaikōura Township residents were also more likely than rural residents to agree Council is helping the district move forward (64%).
- A significant positive correlation between quality of life improvement and perceptions of Council moving the district forward.

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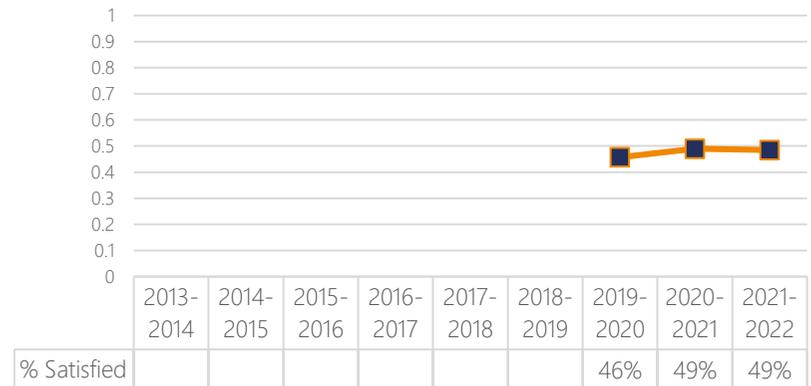
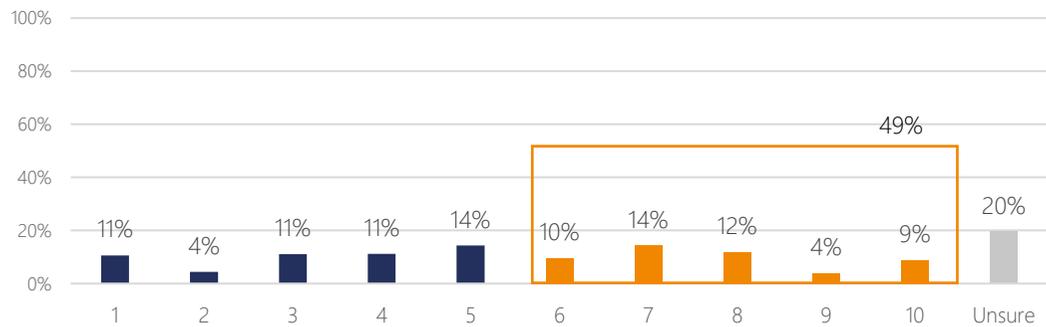
# LIFE IN KAIKŌURA

## Community engagement

Our community actively participates in decisions and planning



Consultation on important issues



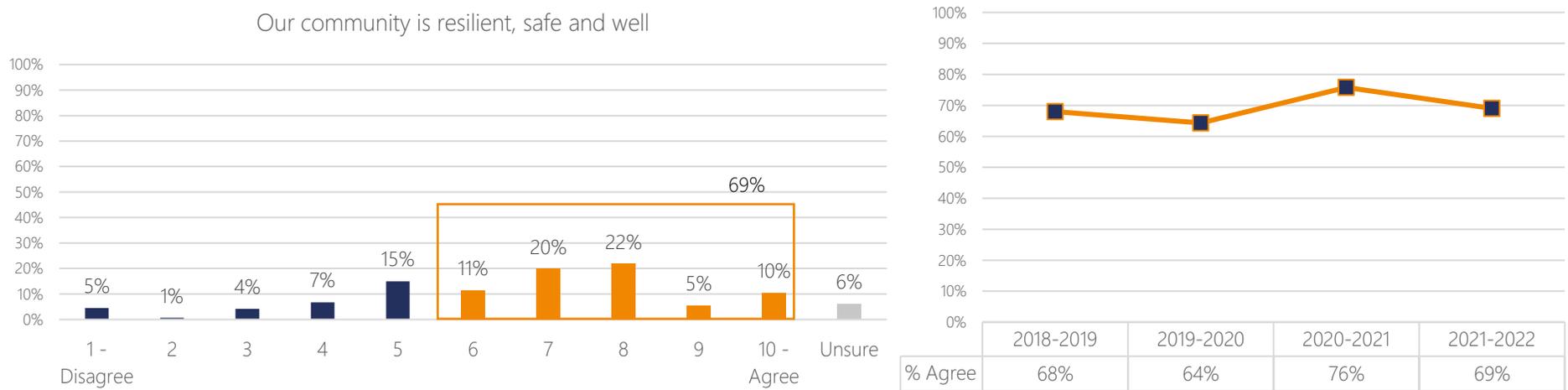
- Just under half of all community members (48%) believed their community actively participates in decisions and planning, which remained on the same level as in 2020-21.
- The agreement levels were consistent between community members of different ages or from different areas.
- A similar percentage of community members (49%) were satisfied with Council’s consultation on important issues – similar to the results from previous years.
- Younger community members (aged under 44), and non-home owners, were least satisfied with Council’s consultation (38% and 22% respectively).

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

# LIFE IN KAIKŌURA

## Community resilience

Our community is resilient, safe and well



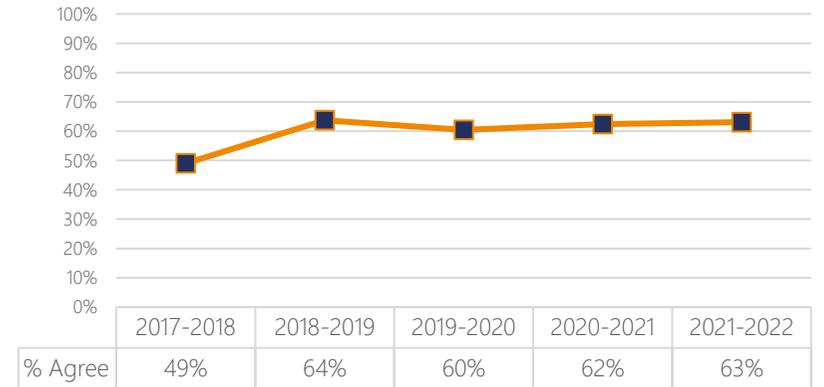
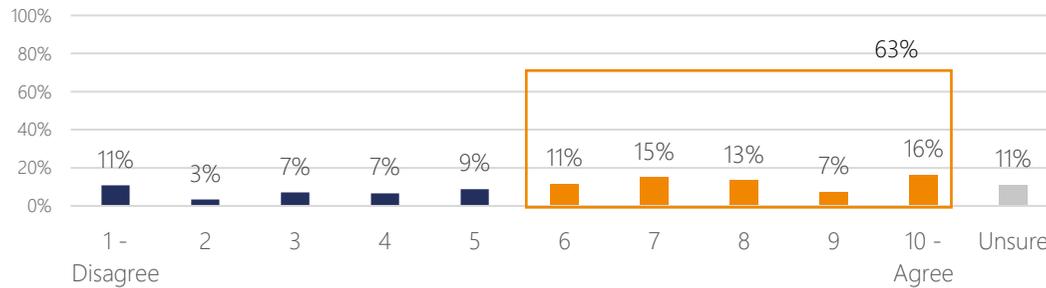
- 69% of community members agreed their community is resilient, safe and well.
- Although this result was down compared to 2020-21 (76%), this was on par with the 2018-19 and 2019-20 results.
- Older community members (aged 65+) were more likely to agree the Kaikōura community is resilient (84%).

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

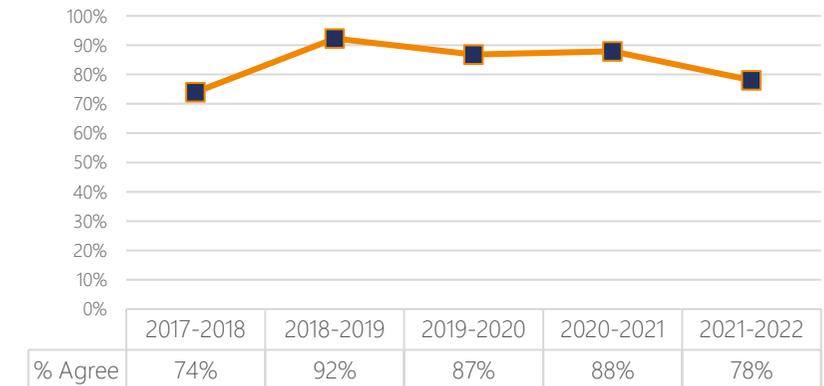
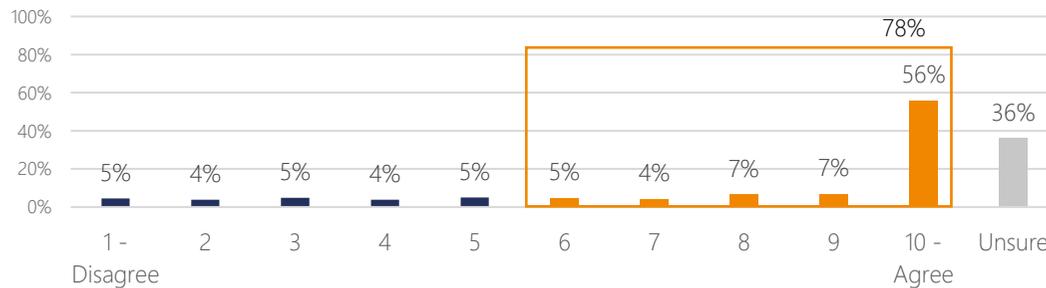
# LIFE IN KAIKŌURA

## Business confidence and community support

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



My business (or my employers business) will remain open for the next 12 months

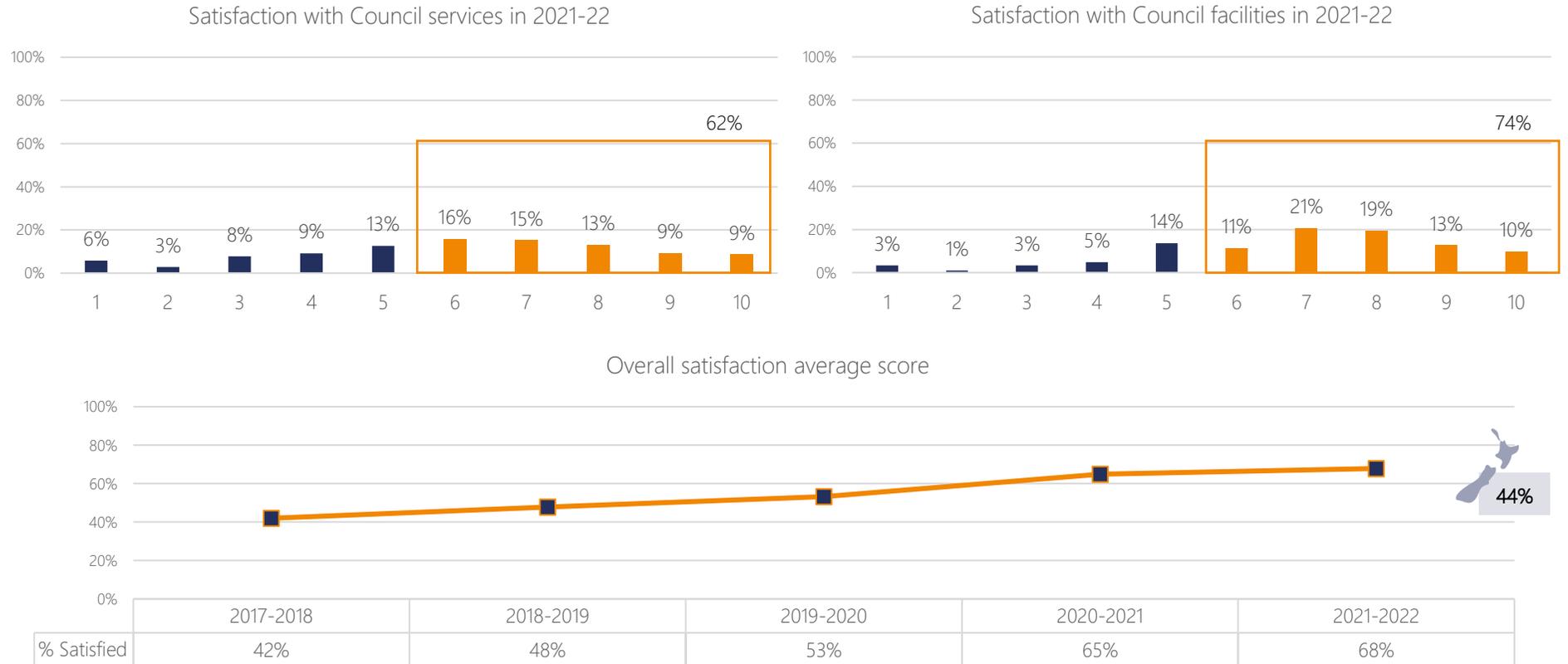


- 78% of community members agreed they know what community outreach, support and social services are available – down compared to 2018-2021 levels.
- Older community members (aged 65+) were more likely to agree with this statement.
- 63% of community members agreed their business (or their employers business) will remain open for the next 12 months, with 56% who 'strongly agreed'. This result has been consistent in the past four years.

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

# COUNCIL AT GLANCE

## Overall satisfaction

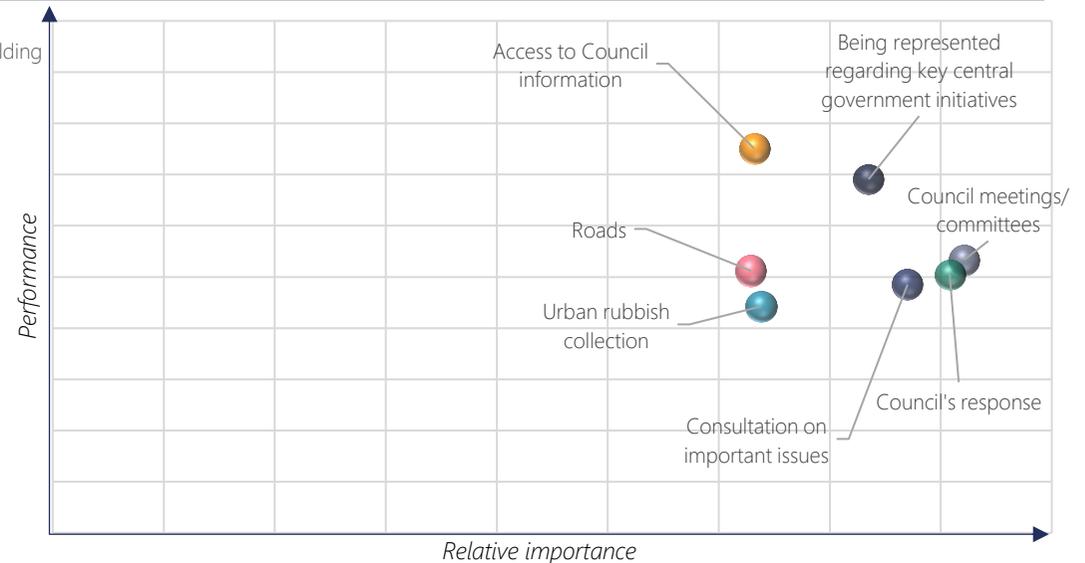
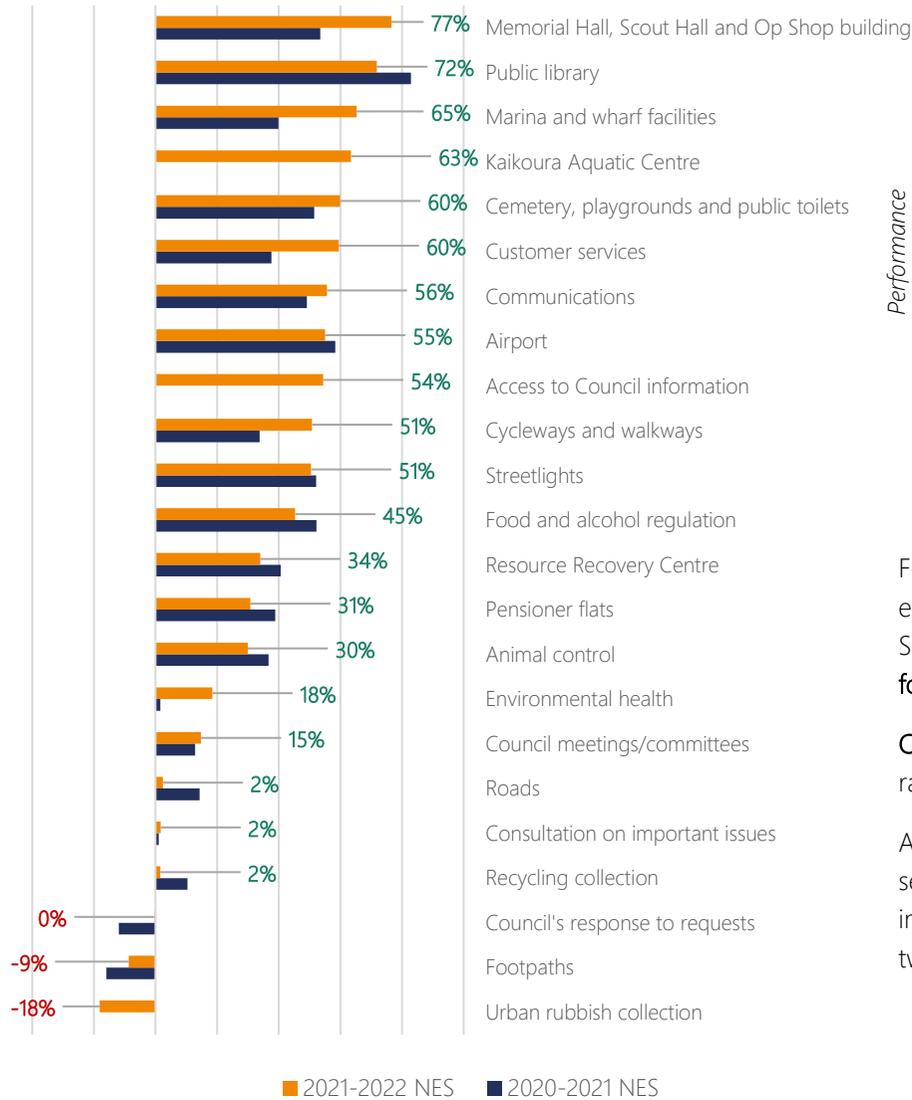


- After a significant improvement in 2020-21, overall satisfaction with Council’s performance (68%) remained high at a new peak in 2021-22.
- 62% of community members were satisfied with Council services (57% in 2020-21) and 74% were satisfied with Council facilities (73% in 2020-21).
- Older residents (aged 65+) were more likely to be satisfied with Council services and facilities, in general.

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# IMPROVING OVERALL SATISFACTION

Net emotion score and key drivers' analysis



For most Council services and facilities, community members expressed more positive emotions, resulting in 20-out-of-23 (87%) performance areas with positive Net Emotion Scores. Only two areas elicited more dissatisfied than satisfied community members – **footpaths** and **rubbish collection Council's response to requests**.

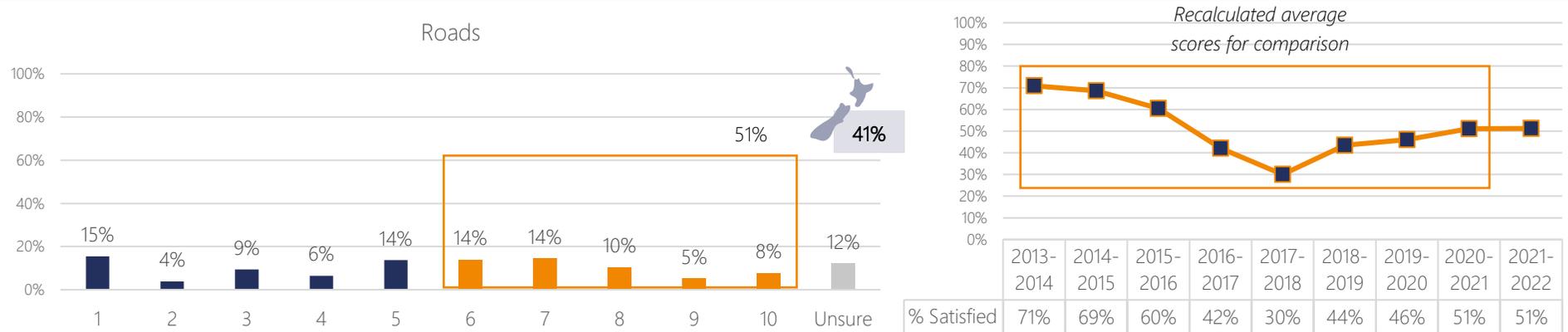
**Council's response to requests** resulted in an equal percentage of positive and negative ratings.

Across services, the level of impact each service has on overall satisfaction with Council services and facilities varies. Seven services showed the highest level of correlation and impact. Based on this impact and recorded satisfaction scores, these services comprised two groups of performance areas:

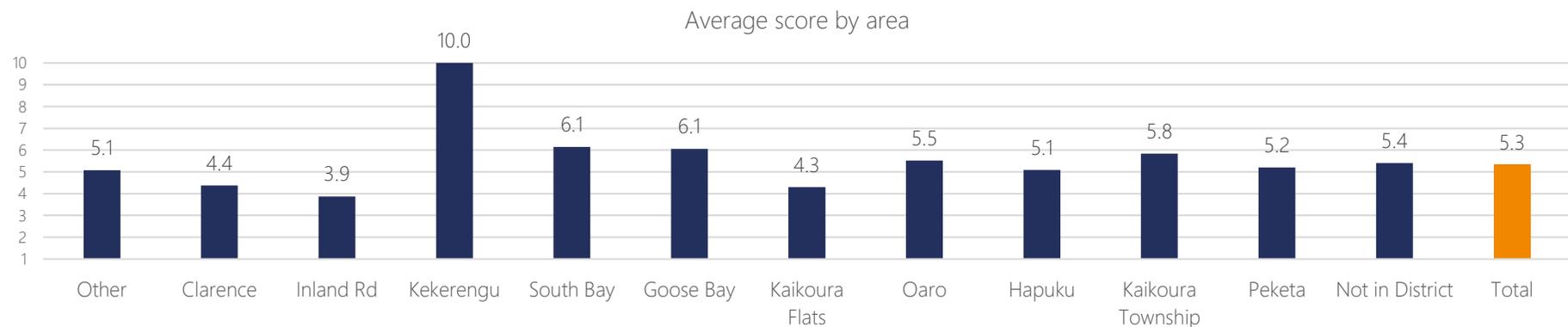
- general **communication** (consultation, Council's response, meetings/committees) – with greatest impact on overall satisfaction
- **Urban roads and rubbish collection** (secondary impact on satisfaction)

# SATISFACTION WITH COUNCIL ASSETS

## Roads



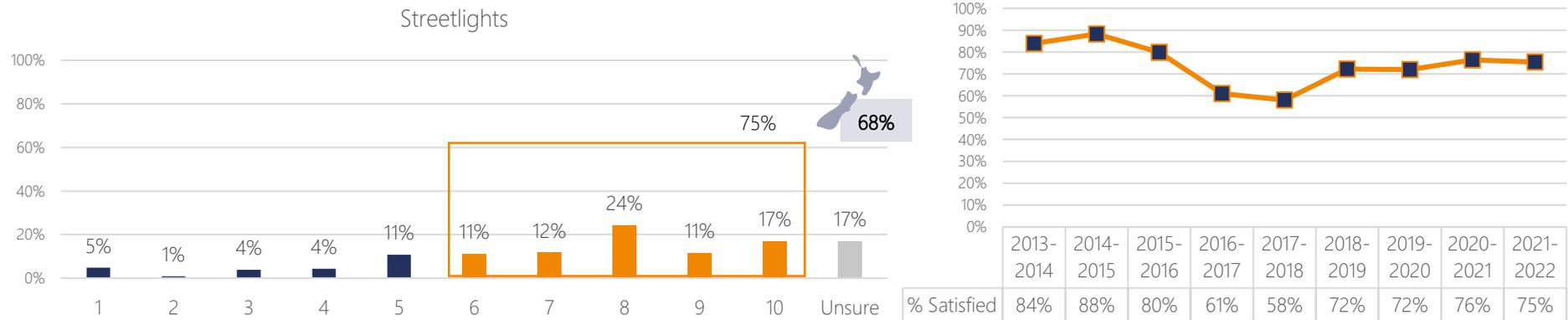
- Half of community members were satisfied with district roads in 2021-22 (51%). This was consistent compared to 2020-21.
- The NES score for roads was almost neutral (+2%) overall. However, this area did exert a strong influence on overall satisfaction, representing an important opportunity for general improvements.
- Satisfaction with urban roads varied by age and area.
- Younger community members (aged under 44) were the least satisfied group. Inland road, Kaikōura Flats and Clarence resulted in lower average scores.
- Satisfaction with urban roads exhibited higher chances of influencing overall satisfaction with Council services (similar to 2020-21).



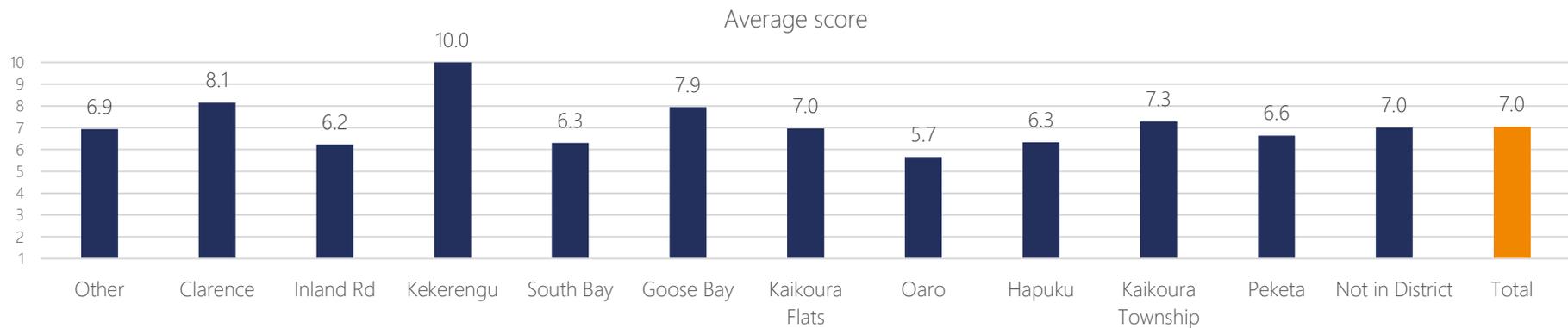
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.

# SATISFACTION WITH COUNCIL ASSETS

## Streetlights



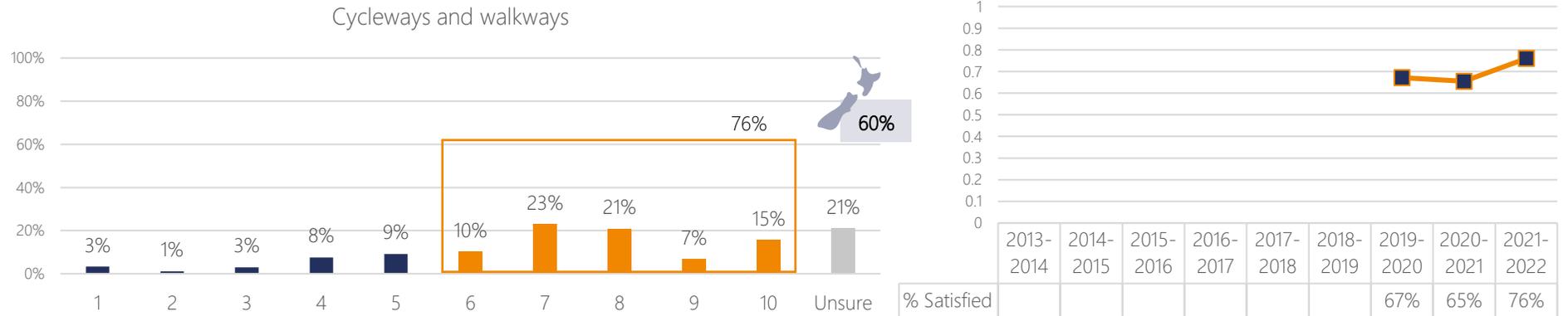
- 75% of community members were satisfied with streetlights in the district.
- Satisfaction with streetlights remained consistent in the past four years.
- Lower satisfaction was recorded, on average, in Oaro, Inland road, South Bay and Hapuku.



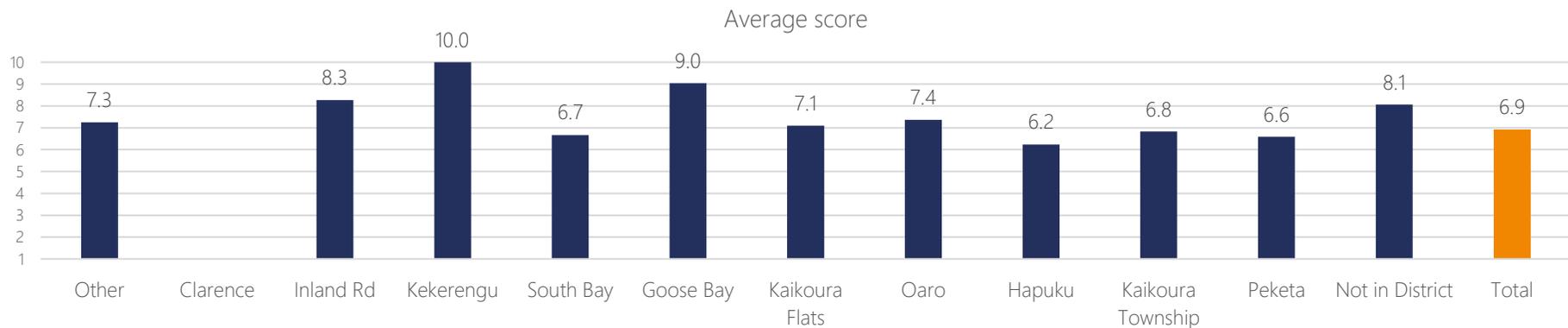
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.

# SATISFACTION WITH COUNCIL ASSETS

## Cycleways



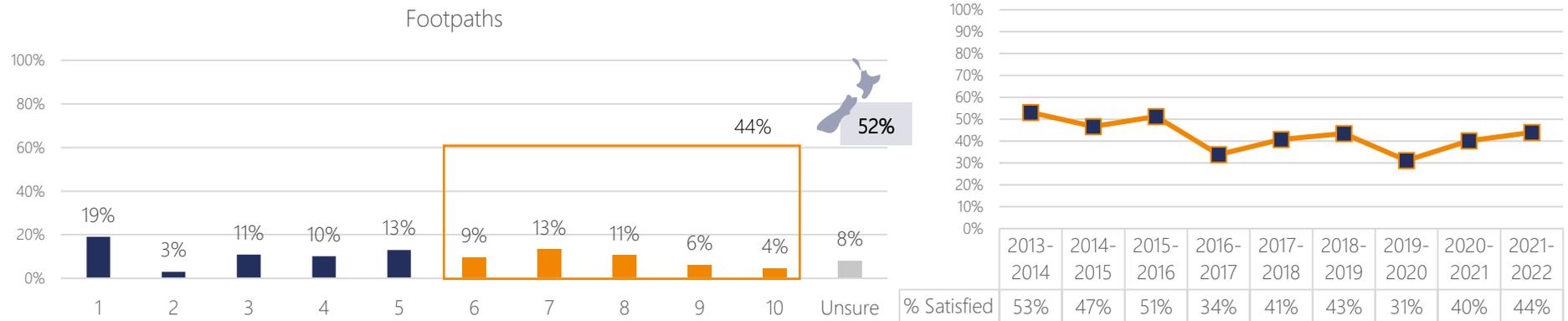
- Satisfaction with cycleways and walkways in the district has improved in 2021-22 (76%), compared to earlier years.
- Satisfaction levels were consistent amongst community members of different age, home ownership status and area.



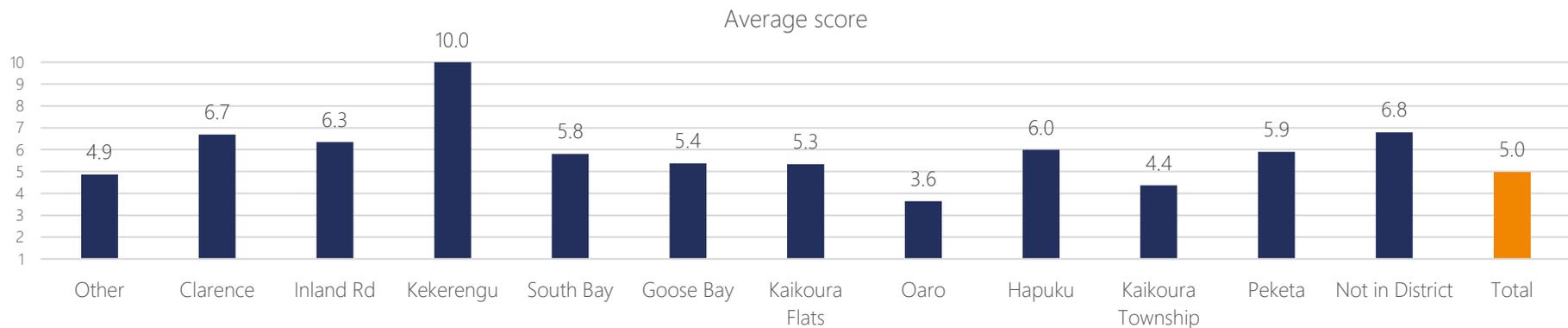
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.

# SATISFACTION WITH COUNCIL ASSETS

## Footpaths



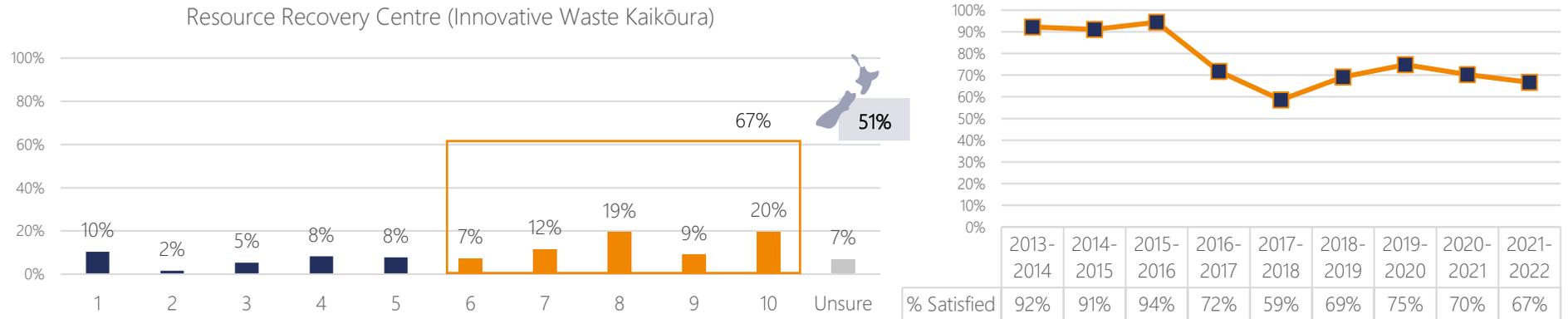
- 44% of community members were satisfied with footpaths in the district (similar to 40% in 2020-21). However, this resulted in a negative NES, the second lowest this year.
- Satisfaction levels were consistent amongst community members of different age, home ownership status and area.



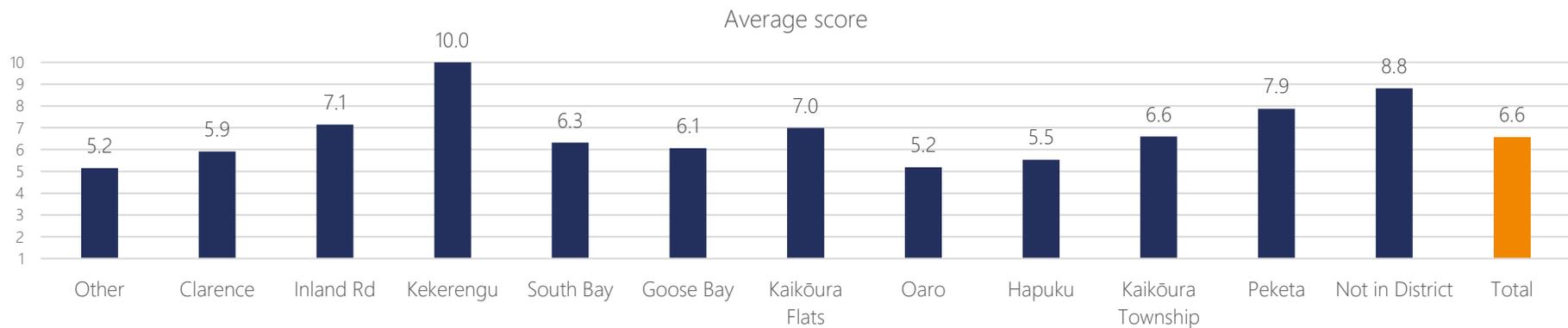
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# SATISFACTION WITH COUNCIL ASSETS

## Resource recovery



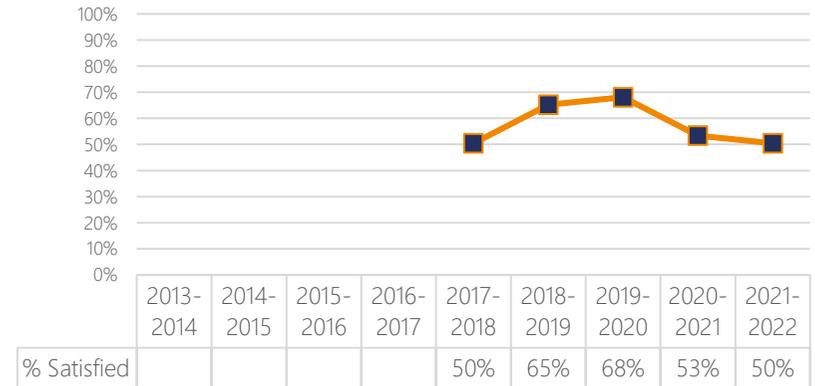
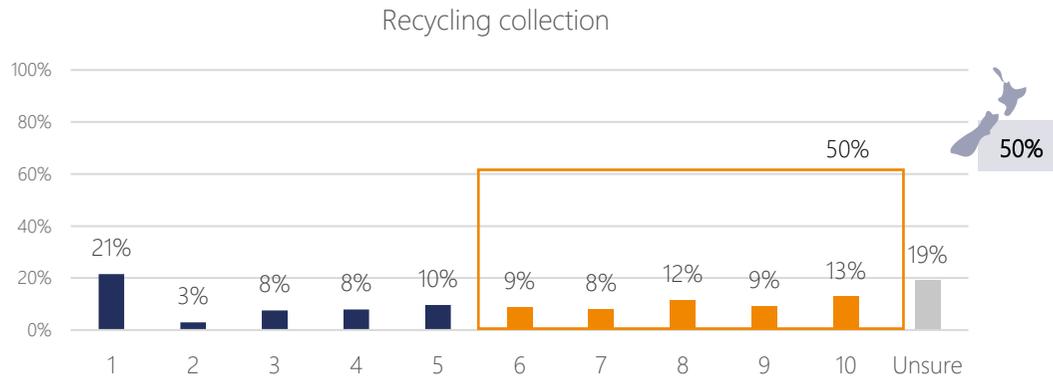
- Two-thirds of community members were satisfied with Innovative Waste Kaikōura, which was similar to the previous year.
- Satisfaction with Innovative Waste Kaikōura remained somewhat consistent in the past four years.
- Satisfaction levels were consistent amongst community members of different age, home ownership status and area.



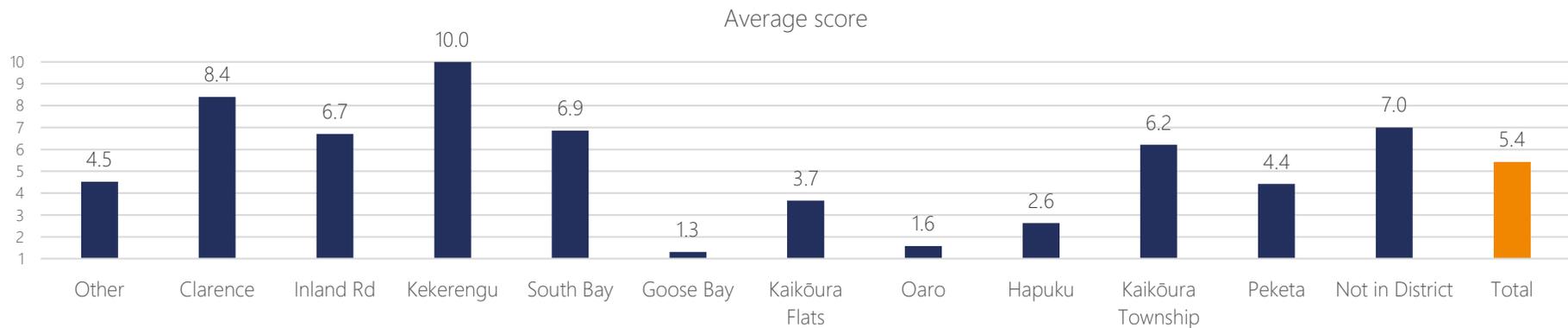
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# SATISFACTION WITH COUNCIL SERVICES

## Recycling



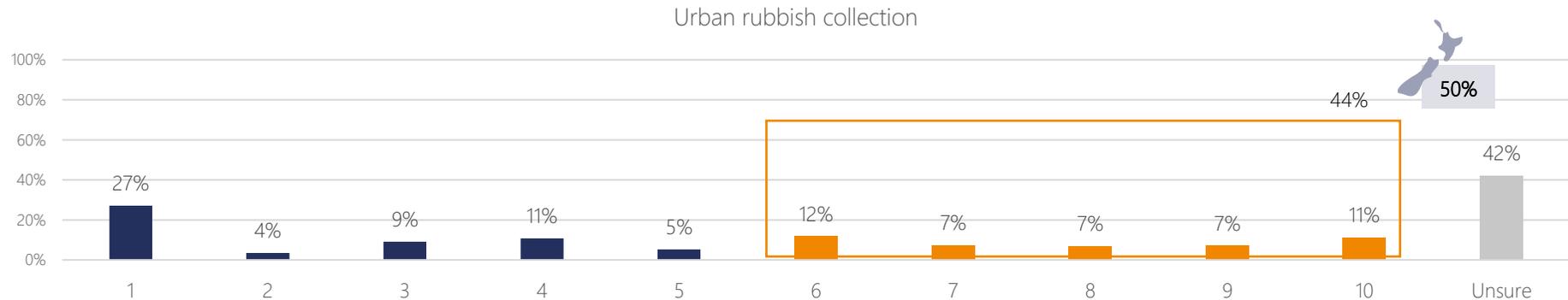
- Half of community members (53%) were satisfied with recycling collection. This was similar to the previous year.
- Access to recycling collection services depends on location within the district. Therefore, satisfaction with this service also differs notably by area.
- Satisfaction with recycling services increased with age. Older residents (aged 65+) were the most satisfied (63%), whereas younger residents (aged 44 and under) were the least satisfied (40%).



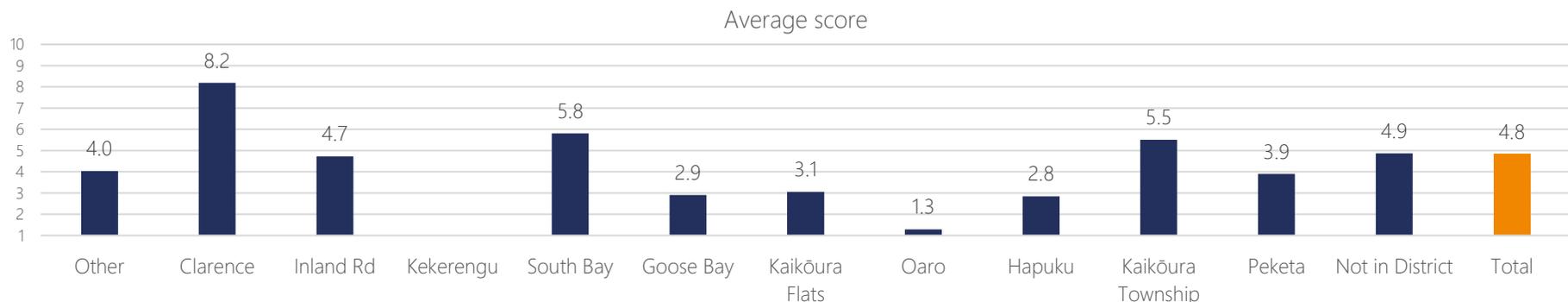
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.

# SATISFACTION WITH COUNCIL SERVICES

## Rubbish collection – new in 2021-22



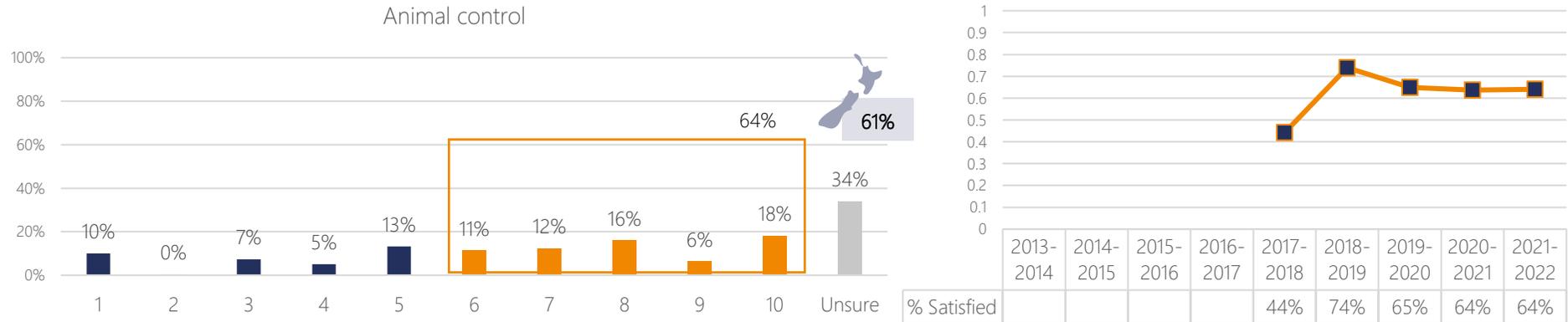
- In 2021-22, the community members were asked to rate their urban rubbish collection services for the first time.
- Overall, 44% of community members were satisfied with rubbish collection.
- However, 42% had no opinion or did not receive this service.
- The relatively high dissatisfaction resulted in an overall negative NES, the lowest score in 2021-22. This service also had a strong influence on overall satisfaction, and represented opportunity for improvement.
- Again, satisfaction varied by area, and most likely depended on the service provision.
- Younger community members (aged 44 and under) were the least satisfied with this service (24%).



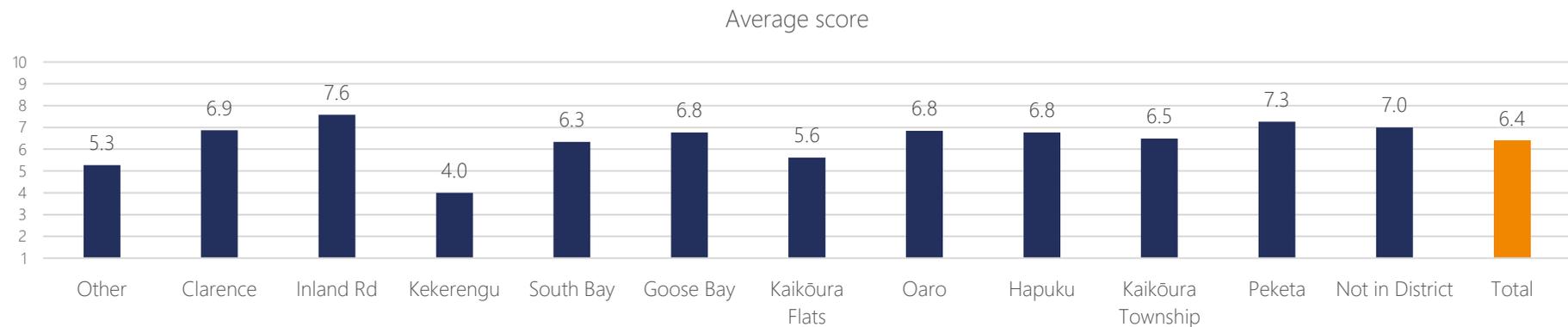
*Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.*

# SATISFACTION WITH COUNCIL SERVICES

## Animal control



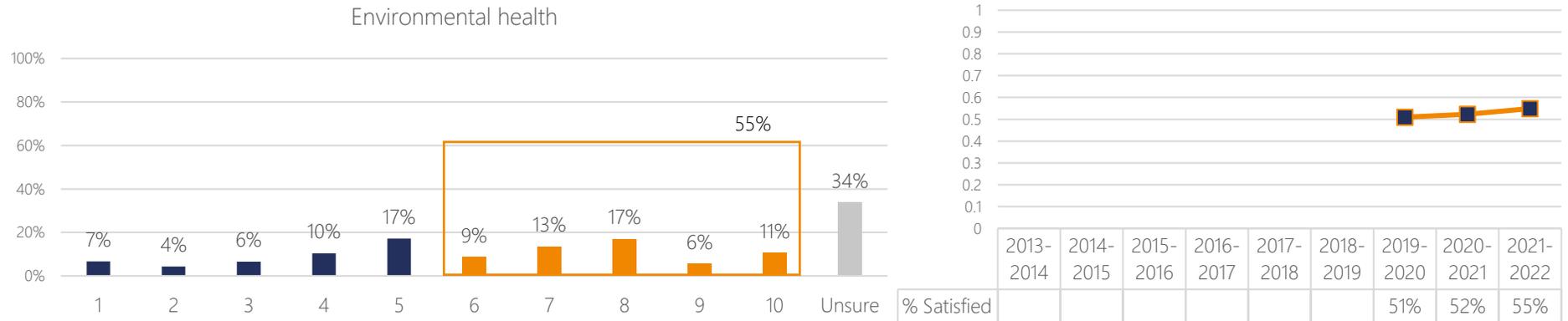
- 64% of community members were satisfied with animal control in the district. This result remained consistent in the past three years.
- Satisfaction levels were consistent amongst community members of different age, home ownership status and area.



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

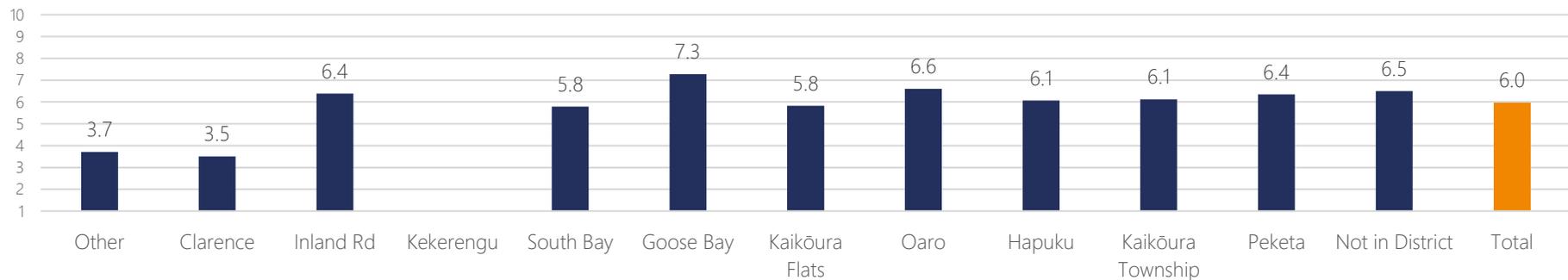
# SATISFACTION WITH COUNCIL SERVICES

## Environmental health



- Satisfaction with environmental health (Council’s monitoring food business, dealing with illegal dumping, etc.) in 2021-22 (55%) remained on par with the 2019-20 and 2020-21 results.
- Satisfaction levels were consistent amongst community members of different age, home ownership status and area.

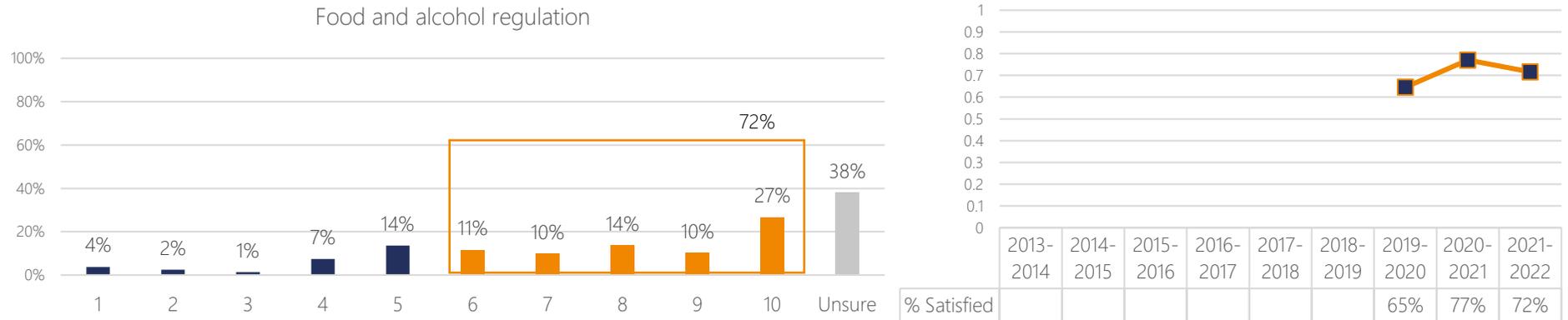
## Average score



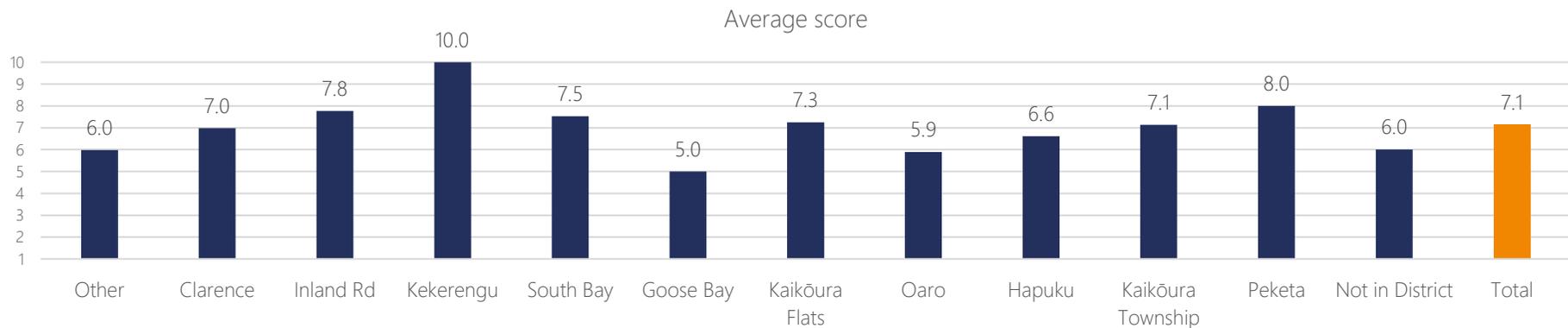
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# SATISFACTION WITH COUNCIL SERVICES

## Food and alcohol regulation



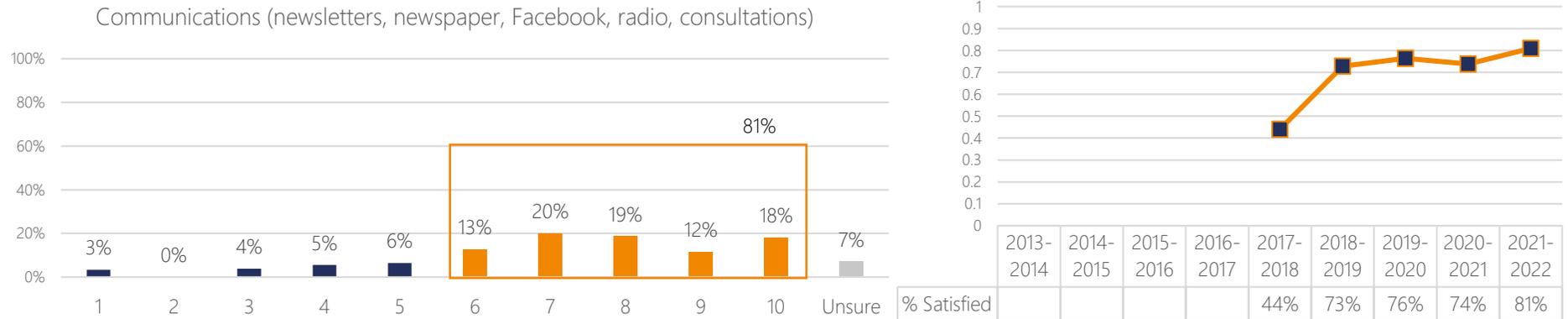
- 72% of community members were satisfied with food and alcohol regulation, which was slightly down compared to 2020-21.
- Satisfaction levels were consistent amongst community members of different age, home ownership status and area.



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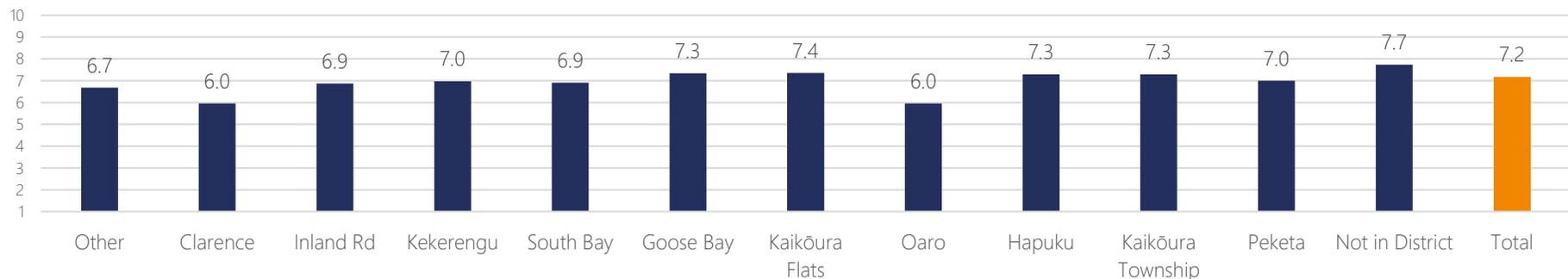
# SATISFACTION WITH COUNCIL SERVICES

## Communication



- After relatively consistent results between 2018 and 2021, satisfaction with Council’s communications improved significantly to a new peak in 2021-22 (81%).
- Community members aged 18-44 (81%) and 65+ (89%) expressed higher satisfaction ratings with Council’s communications, whereas community members aged between 45 and 64 (75%) were least satisfied with this.

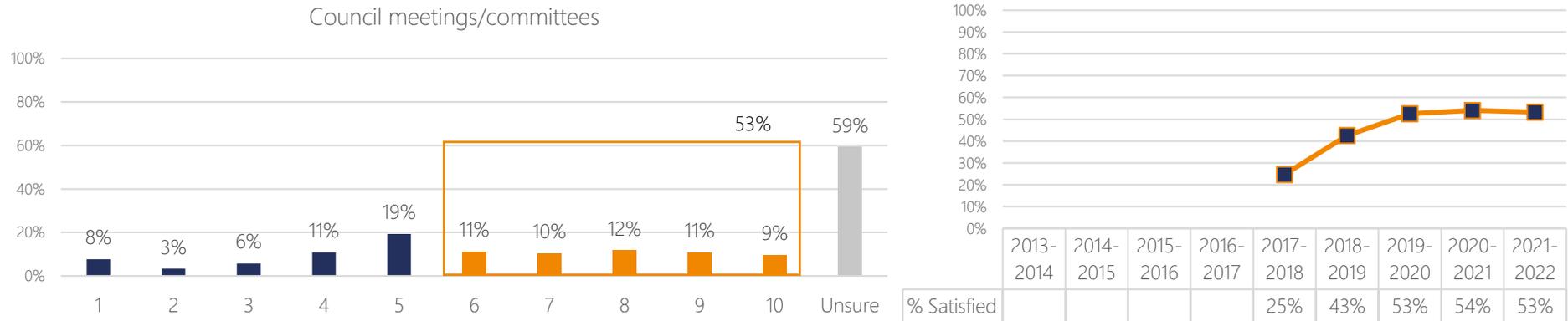
### Average score



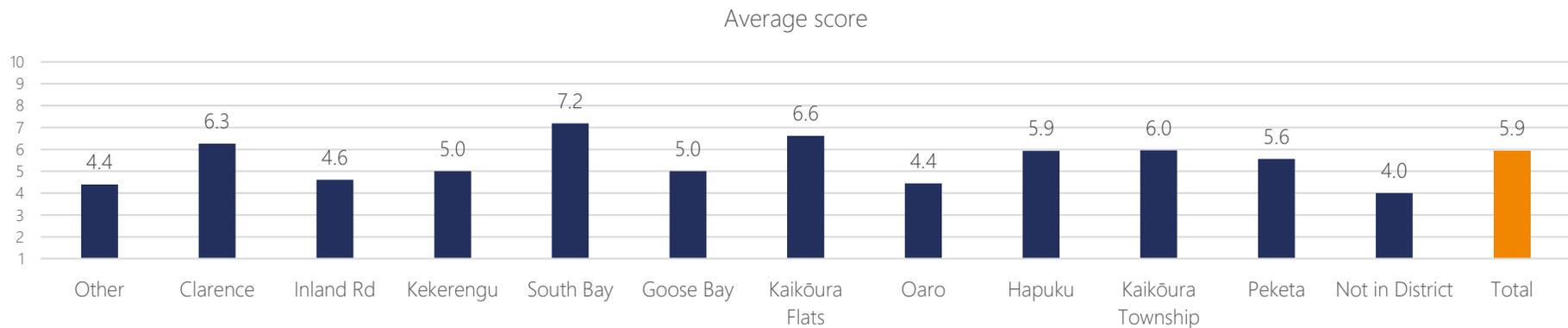
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.

# SATISFACTION WITH COUNCIL SERVICES

## Meetings and committees



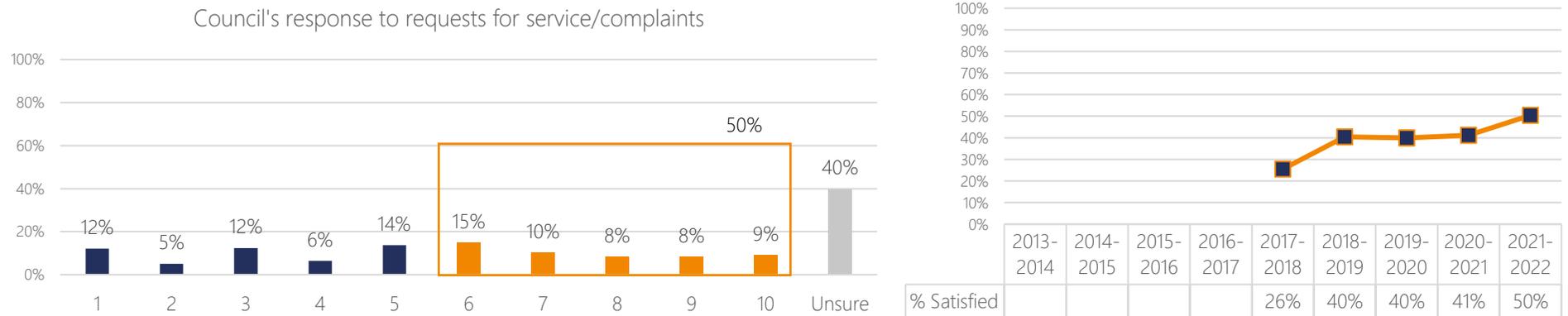
- Satisfaction with Council meetings/committees remained consistent in the past three years; 53% of community members were satisfied in 2021-22.
- Satisfaction levels were consistent amongst community members of different age, home ownership status and area.
- This factor was among the core group of services that had the most influence on overall feelings of satisfaction.



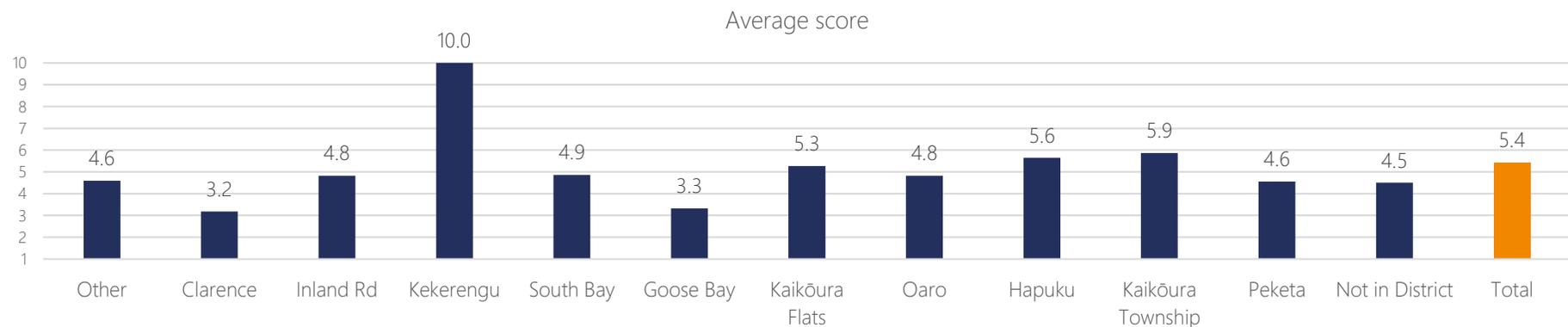
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# SATISFACTION WITH COUNCIL SERVICES

## Response to requests



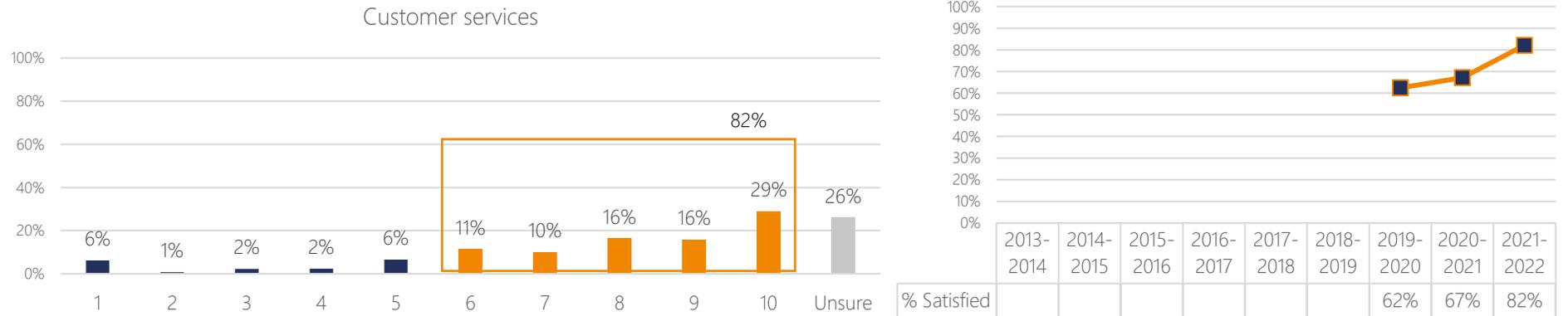
- Similar to overall communication, after relatively consistent results between 2018 and 2021, satisfaction with Council's response to requests for service/complaints improved significantly in 2021-22 (50%).
- However, the balance between satisfied and dissatisfied respondents resulted in a neutral NES overall, the 3<sup>rd</sup> lowest this year.
- In this context, Council's response to requests exhibited one of the strongest connections to overall satisfaction with Council's services.
- However, a larger proportion of community members (40%) had no opinion or did not have any communication with the Council.



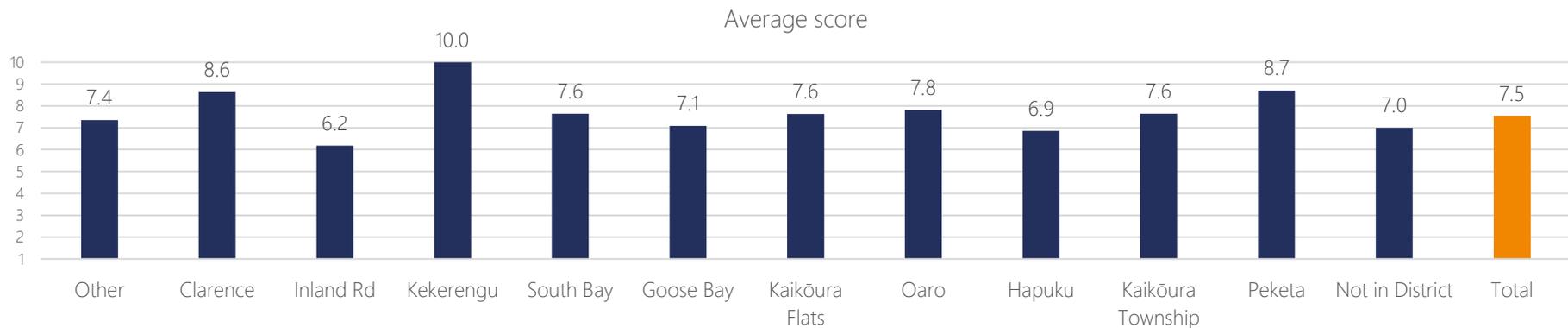
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.

# SATISFACTION WITH COUNCIL SERVICES

## Customer service



- 82% of community members were satisfied with customer services – a significant improvement compared to earlier years.
- Non-home owners tended to be less satisfied with customer service (66%).

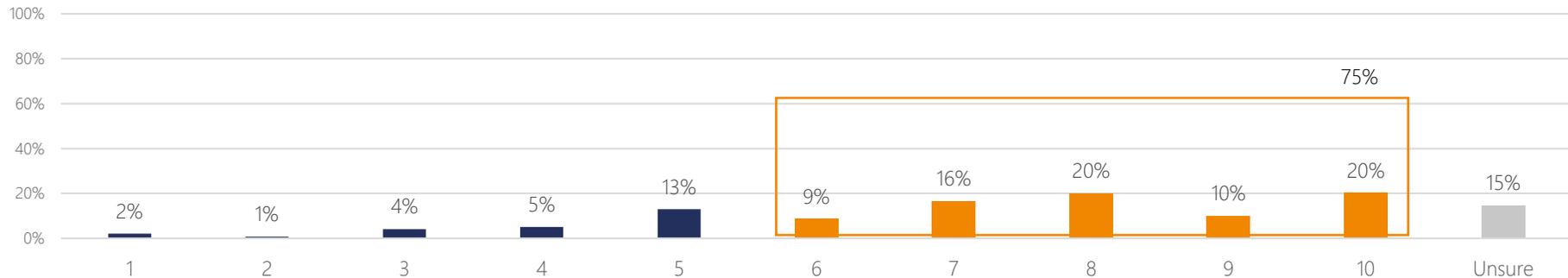


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# SATISFACTION WITH COUNCIL SERVICES

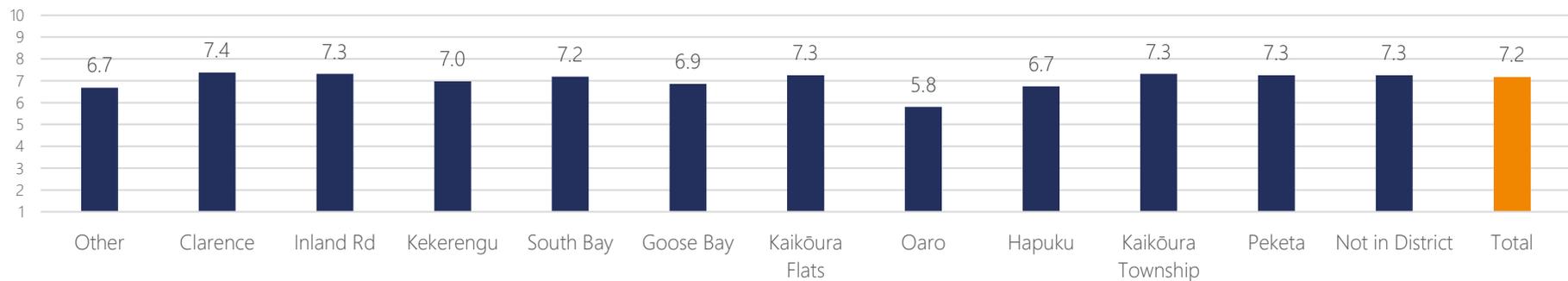
Access to information – new in 2021-22

Access to Council information through the website, newsletters, radio, newspapers and social media



- A new question about access to Council information through various media was asked in 2021-22. Overall, 75% of community members were satisfied with access to this information.
- This factor had a strong influence on community members' overall perceptions and satisfaction levels.
- Community members aged between 45 and 64 (65%), and non-home owners (53%), were the least satisfied groups.

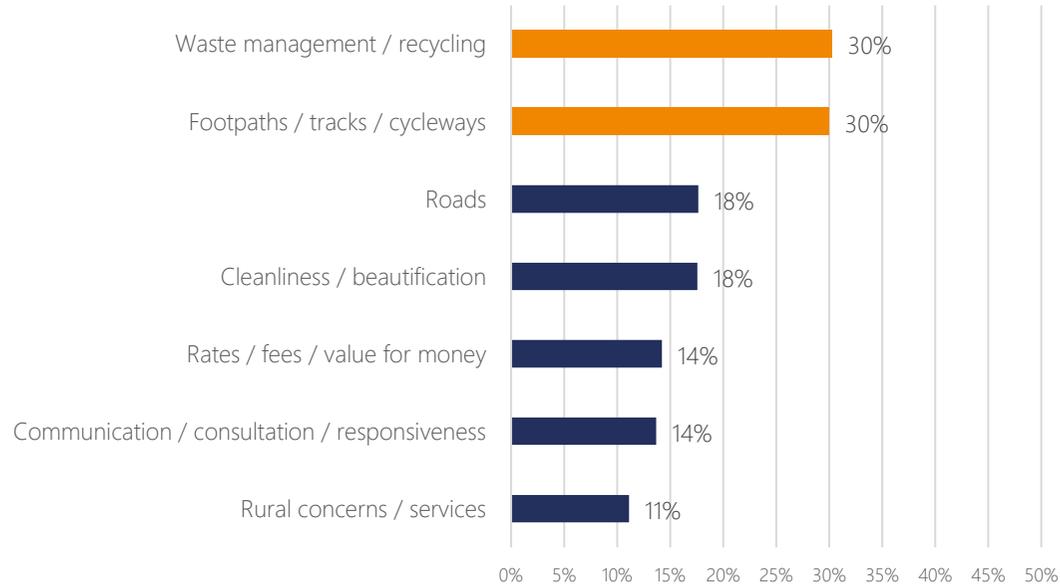
Average score



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# COUNCIL SERVICES AND ASSETS FEEDBACK

Open-ended comments sorted into categories.



## Other mentioned categories under 10%:

- Covid-19 restrictions / Vaccine Pass mandates
- Street lighting
- Animal control / dog issues
- General positive comment
- Environment concerns
- Community events / activities / facilities
- Swimming pool
- Water issues
- Other
- Council staff / service
- New liquor outlet

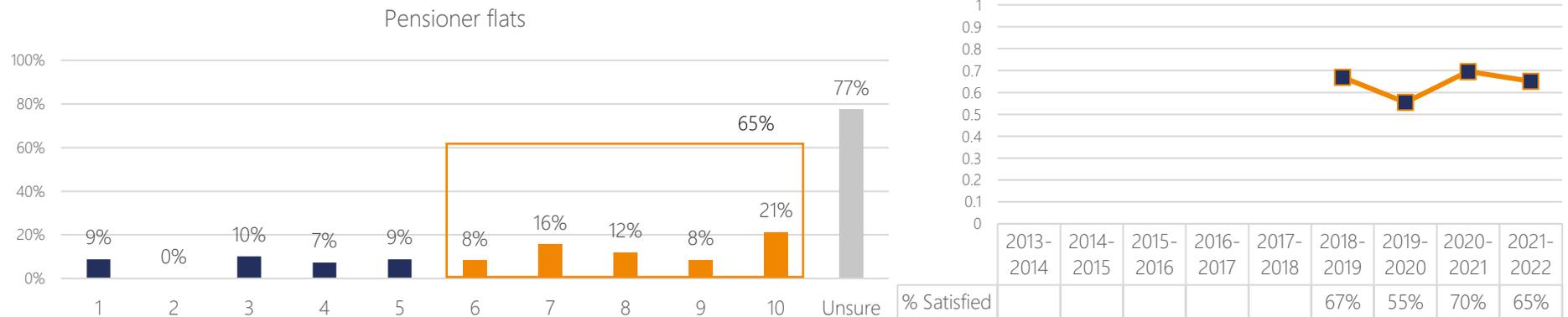
- About half of community members (53%) provided further feedback in relation to Council's services and assets.
- The two most cited topics were related to 'waste management / recycling' and 'footpaths / tracks / cycleways'.
- Concerns about footpaths and tracks focused on the general condition and need for more (or better quality) repairs; the intrusion of overgrown plants or trees on footpaths ('grasses and flaxes are encroaching on footpaths and are a tripping hazard for older residents'); and the need for new or extended paths in specific areas (e.g. Beach Road, Killarney Street, Churchill Street, Adelphi Terrace).

- Concerns about waste management included dissatisfaction with availability and frequency of recycling services ('The current system is not based on the needs for the community'); loss of collections and stations in rural areas ('Removing rural recycling station against residents wishes was a poor decision that reflects badly on council'); bin sizes; costs and quality of the rubbish dump ('The cost of dumping in Kaikoura is ridiculously high and very unfair to the rate paying community'; 'Dump stinks and has no consent to be there.');
- and general cleanliness or rubbish around the area.

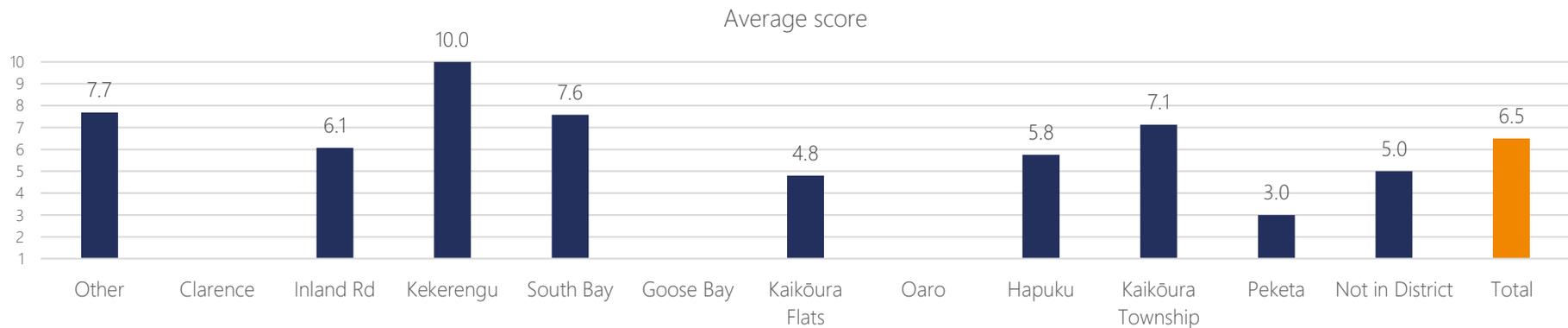
Open-ended comments sorted into categories; totals may exceed 100% owing to several themes could be mentioned by each respondent. The results were weighted by age and gender.

# SATISFACTION WITH COUNCIL FACILITIES

## Pensioner flats



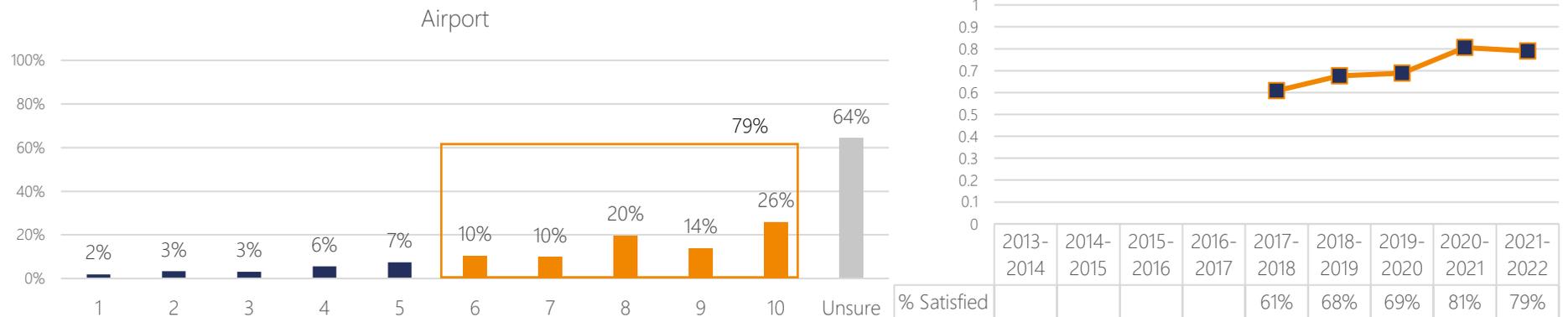
- More than 7-in-10 community members (77%) could not rate Council's performance in relation to pensioner flats; this service concerns only a limited section of the community.
- At the same time, overall satisfaction with pensioner flats remained high (65%), among those familiar with these facilities.
- Satisfaction was significantly higher amongst community members aged 65+ (89%).



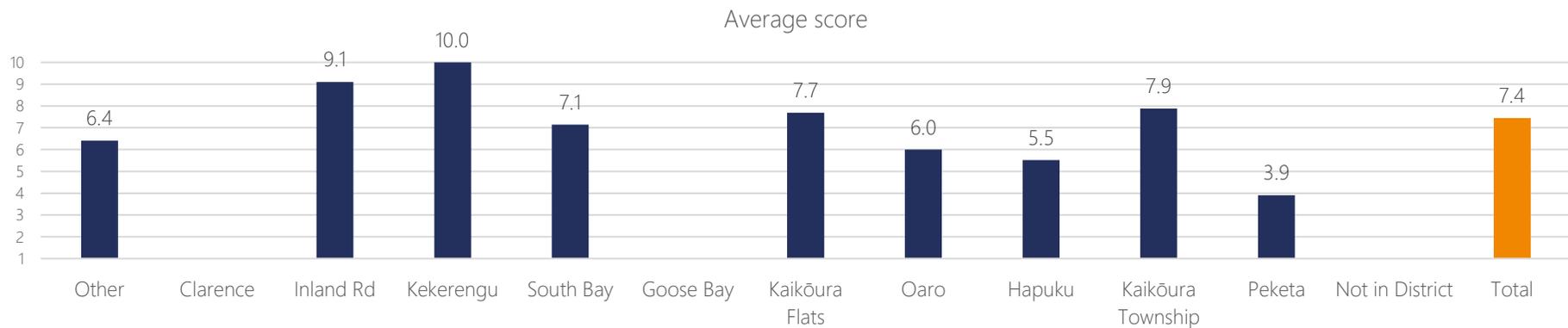
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# SATISFACTION WITH COUNCIL FACILITIES

## Airport



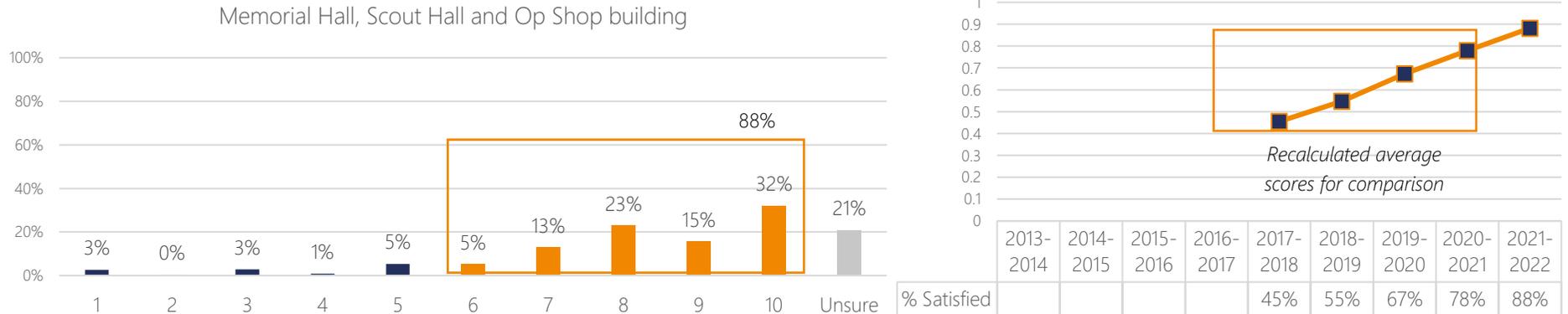
- 79% of community members were satisfied with the airport, which was similar to the previous year.
- However, two-thirds of community members (64%) could not provide a rating due to limited knowledge.
- Satisfaction varied by area, with the highest in Inland road, Kekerengu and Kaikōura Township. Note: smaller samples from remote areas should be taken into account.



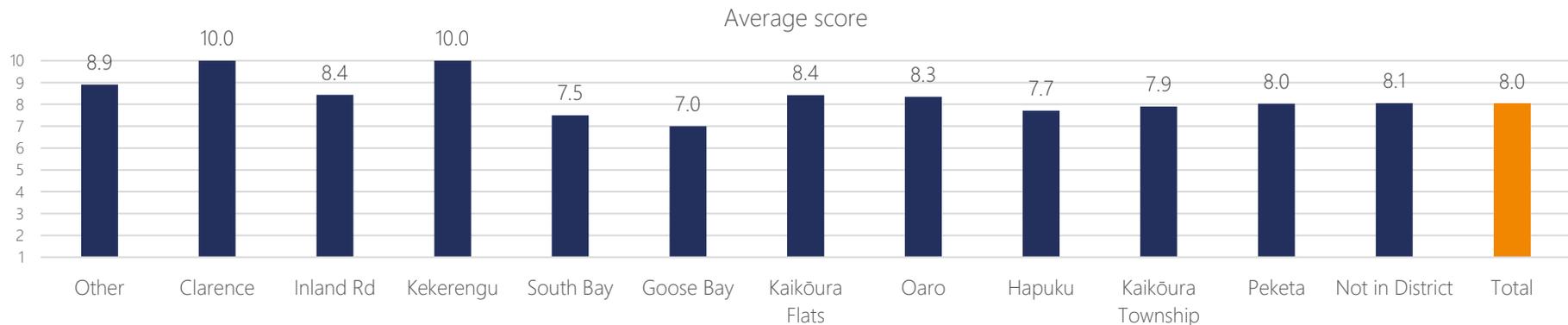
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# SATISFACTION WITH COUNCIL FACILITIES

Memorial Hall, Scout Hall and Op Shop building – different wording in 2021-22



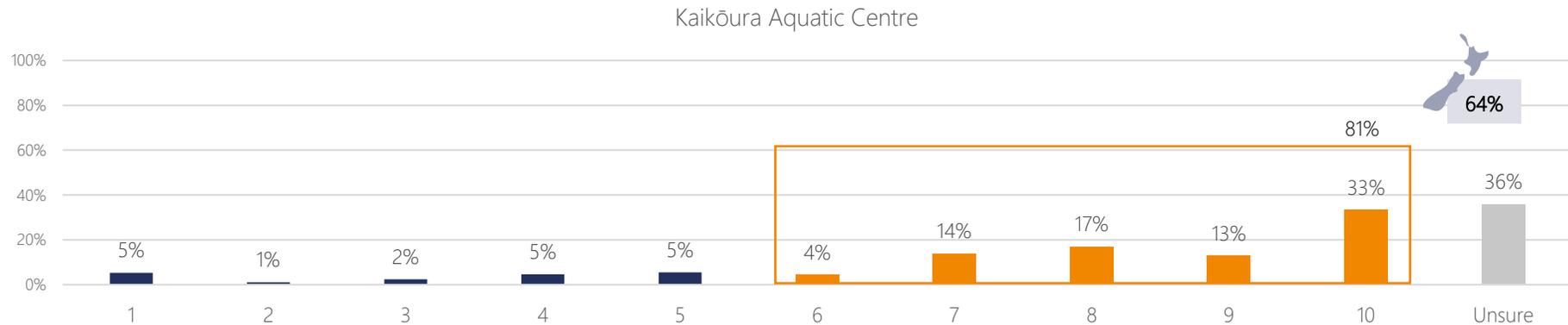
- In 2021-22, the questions about Memorial Hall, Scout Hall and Op Shop building were combined, and compared to average scores between 2017 and 2021.
- Satisfaction with the combined Memorial Hall, Scout Hall and Op Shop Building has been significantly increasing in the past five years, resulting in 88% of community members being satisfied with these facilities.
- This degree of satisfaction also produced the highest NES score for 2021-22.
- Non-home owners were least likely to be satisfied with these Council facilities (64%).



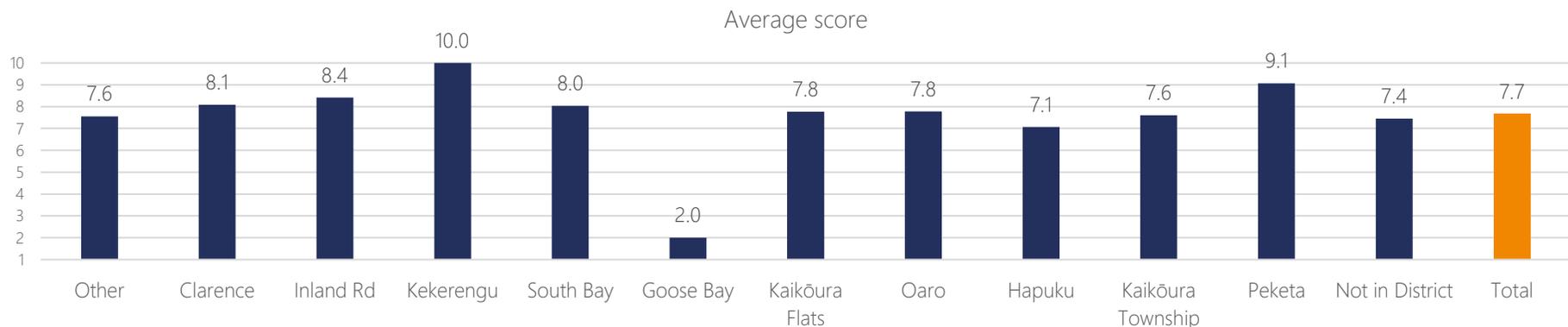
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.

# SATISFACTION WITH COUNCIL FACILITIES

Aquatic Centre – new in 2021-22. The Kaikōura Aquatic Centre is owned and operated by the Kaikōura Community Charitable Trust. Although the Council and the Trust worked together with the goal of building an aquatic centre, this is not Council owned community facility.



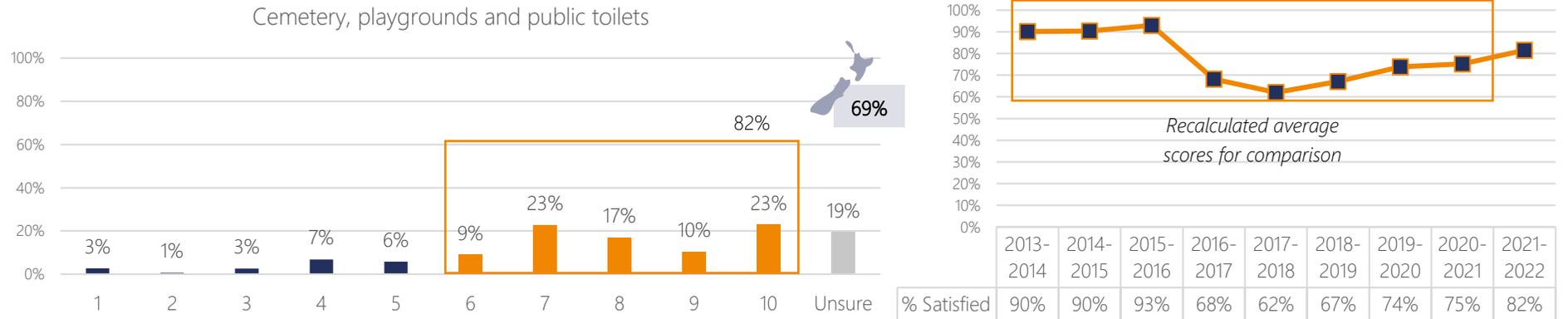
- A new community pool (Kaikōura Aquatic Centre) was opened in November 2021, and the community members were asked for the first time to rate their satisfaction with this facility.
- 81% of community members were satisfied with the new Kaikōura Aquatic Centre.
- Satisfaction levels were consistent amongst community members of different age, home ownership status and area.



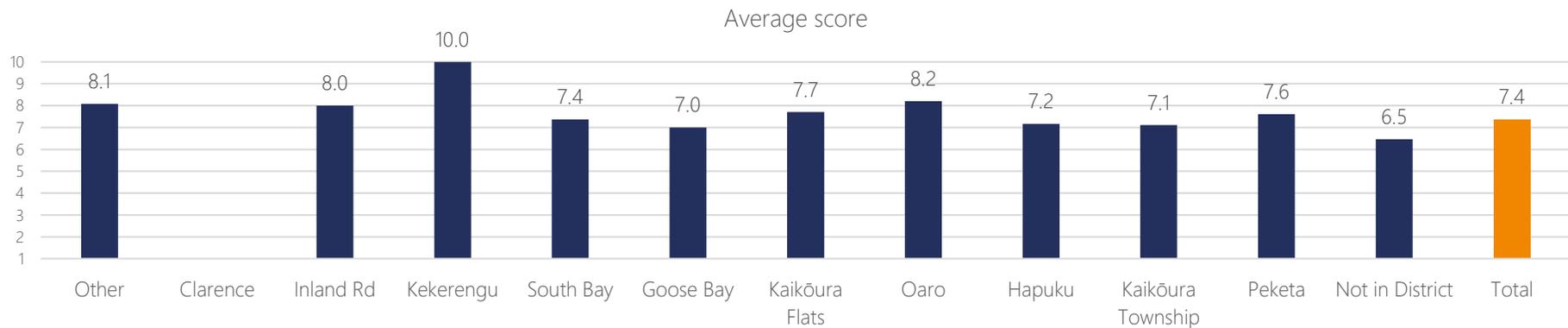
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# SATISFACTION WITH COUNCIL FACILITIES

Cemetery, playgrounds and public toilets – different wording in 2021-22



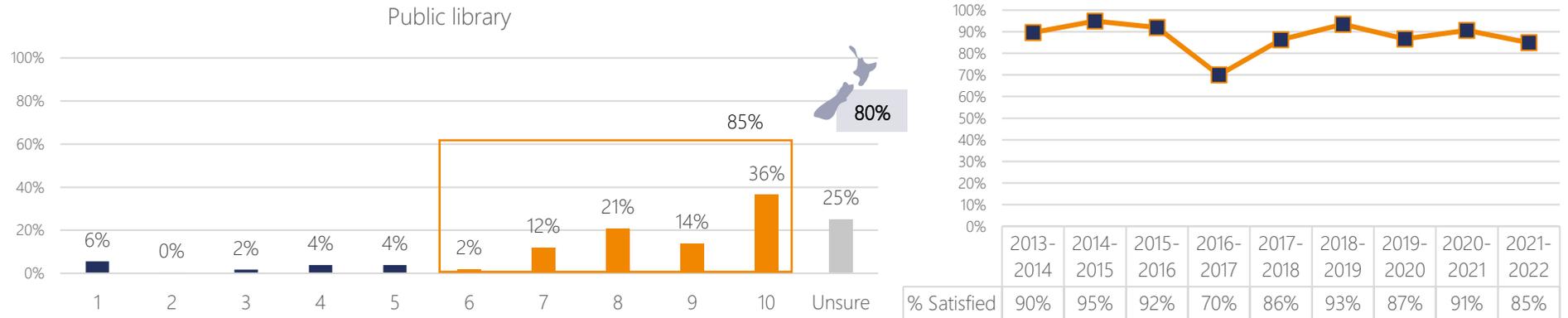
- In 2021-22, previously separate questions about the cemetery, playgrounds and public toilets were combined, and compared to average scores between 2017 and 2021.
- 82% of community members were satisfied with the combined facilities; satisfaction has been increasing in the past five years.
- Older residents (aged 65+) were more likely to be satisfied with the the cemetery, playgrounds and public toilets.



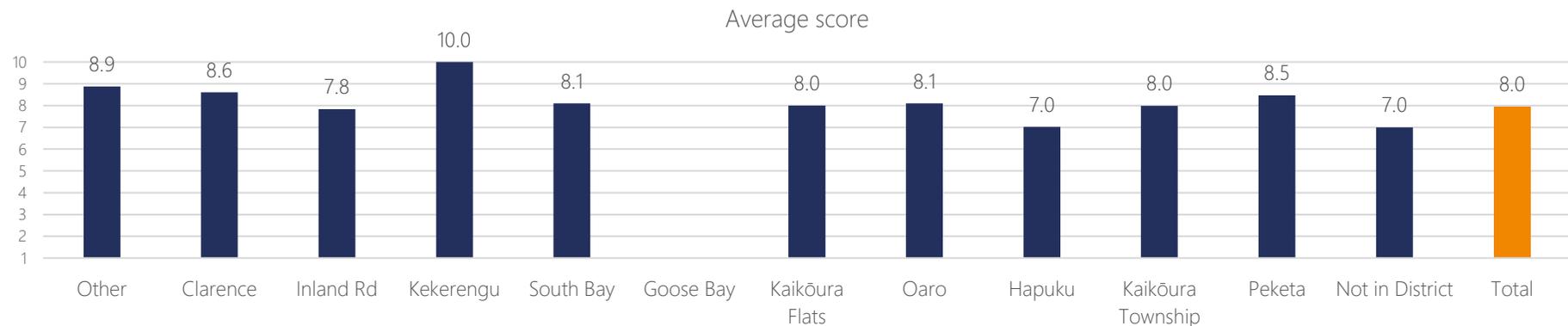
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# SATISFACTION WITH COUNCIL FACILITIES

## Public library



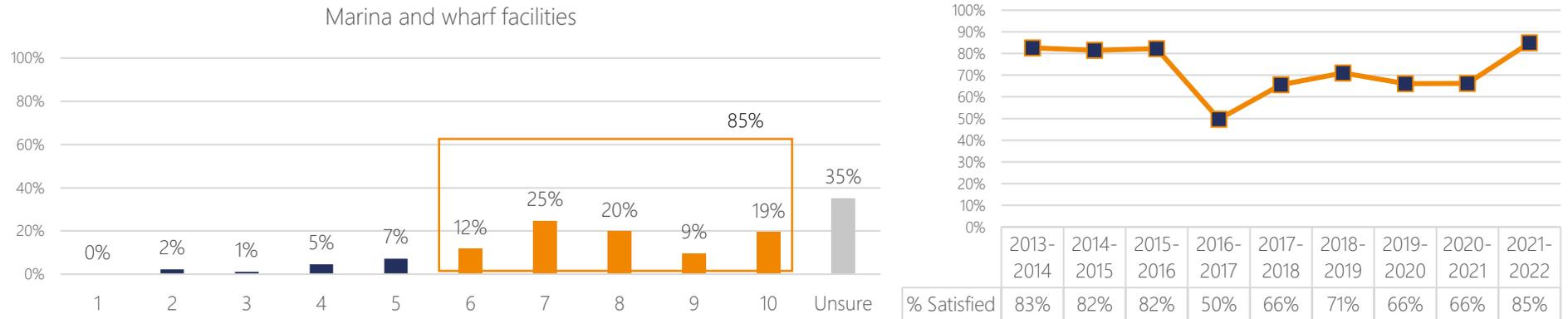
- Although slightly down in 2021-22, satisfaction with the public library remained high (85%), with overall consistent results in the past five years.
- Satisfaction with public library was significantly greater amongst older residents aged 65+ (94%).



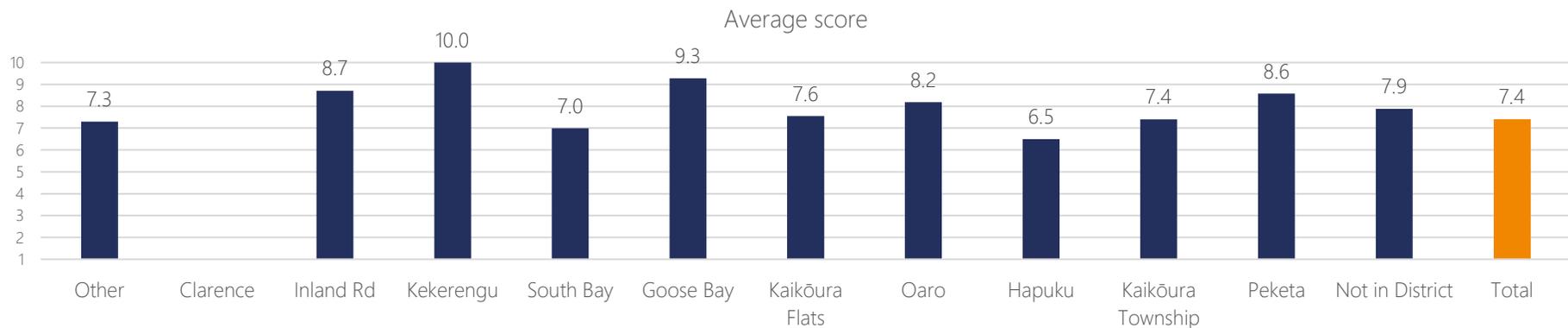
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# SATISFACTION WITH COUNCIL FACILITIES

## Marina and wharf facilities (South Bay harbour)



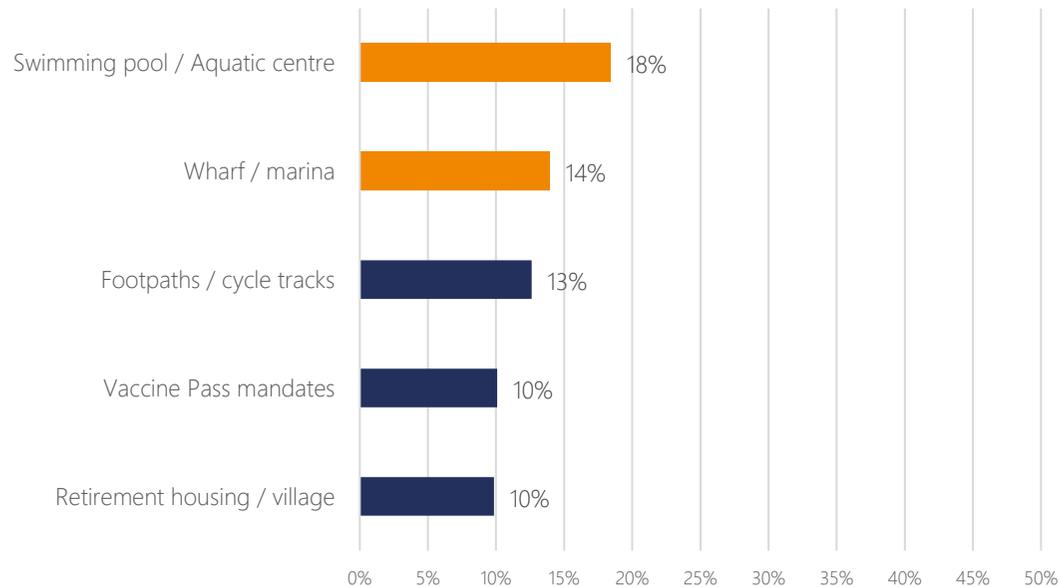
- 85% of community members were satisfied with marina and wharf facilities (South Bay harbour).
- Satisfaction has significantly improved in 2021-22 and reclaimed the pre-earthquake level.
- Satisfaction levels were consistent amongst community members of different age, home ownership status and area.



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# COUNCIL FACILITIES FEEDBACK

Open-ended comments sorted into categories



## Other mentioned categories under 10%:

- Playgrounds / parks / recreation areas
- Roads / infrastructure
- Public toilets
- Cleanliness / maintenance
- General positive comment / Facilities good, improved etc
- Council management / staff
- Cemetery
- Waste management
- Halls (Scout, Memorial)
- Airport
- Library

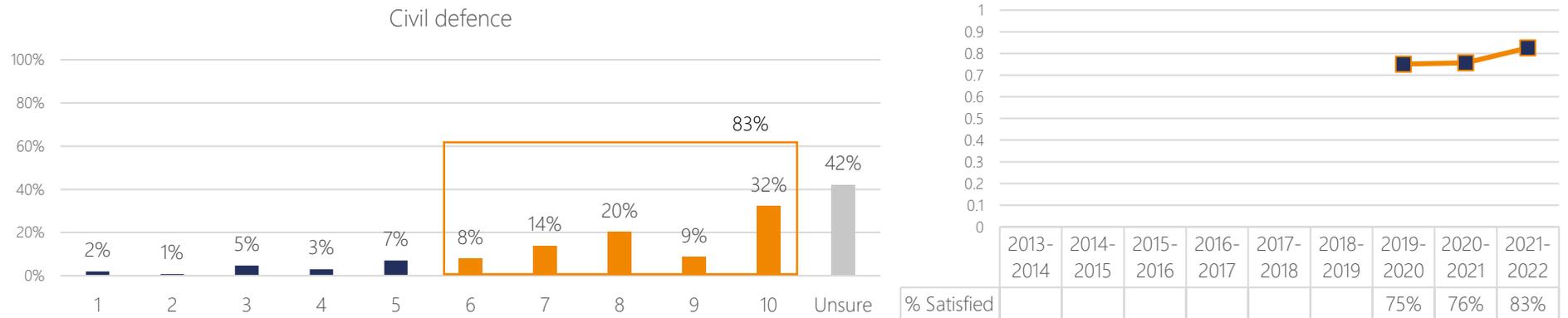
- About one-third of community members (32%) provided further feedback about Council facilities.

- The most common feedback referred to the 'swimming pool' – positive comments ('The new pool is great!'), concern about hours and being closed over the winter period ('hours are too limited', 'Pool needs cover for winter or won't be used', 'sad it's going to be closed soon due to season') and a few other comments about parking, location and need for more shady areas.

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

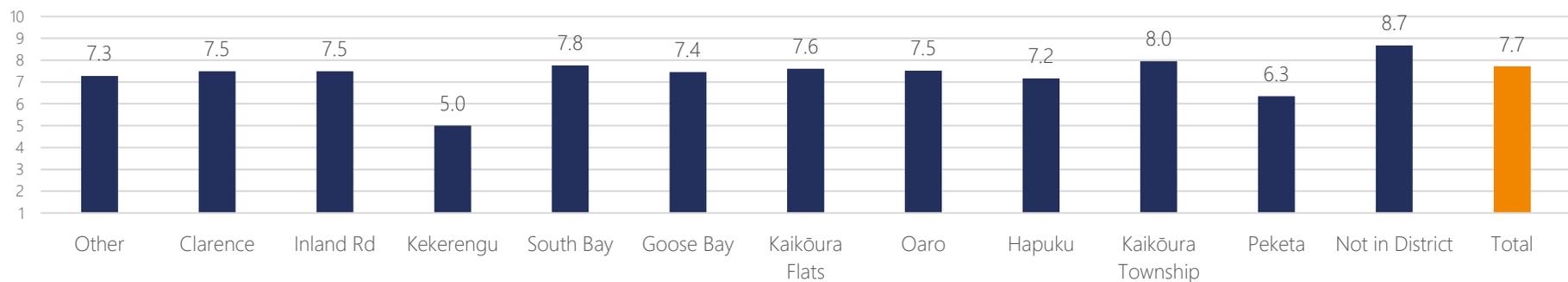
# SATISFACTION WITH CIVIL DEFENCE

## Civil defence



- 83% of community members were satisfied with civil defence in the district. This was a significant increase compared to the previous years.
- Community members aged between 45 and 64 (77%), and non-home owners (71%) were least satisfied with civil defence.

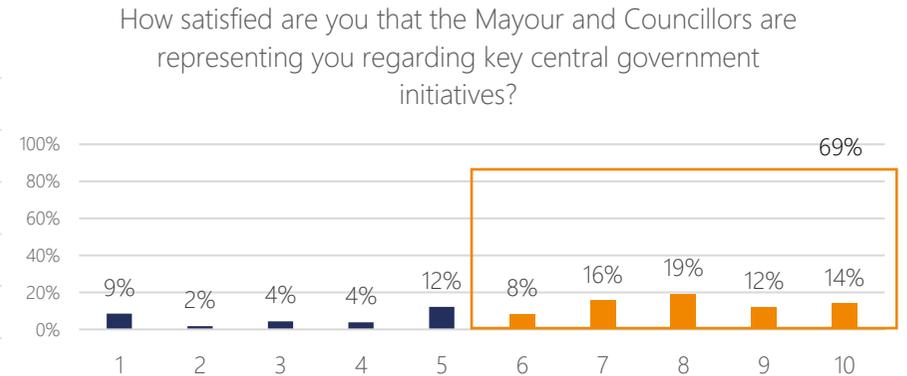
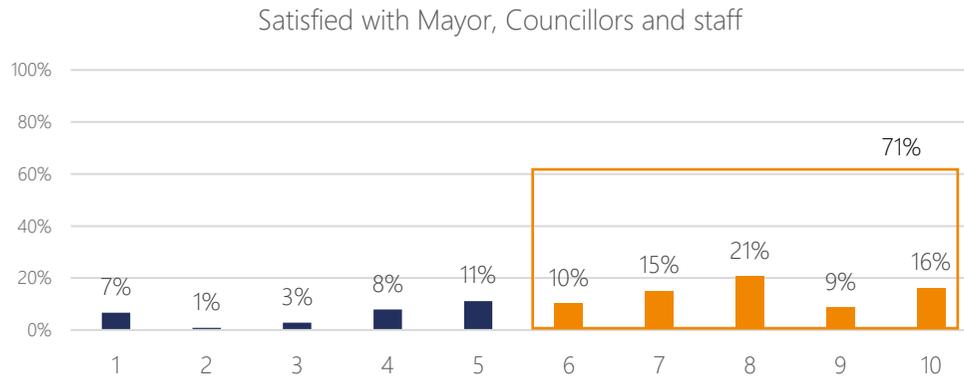
## Average score



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

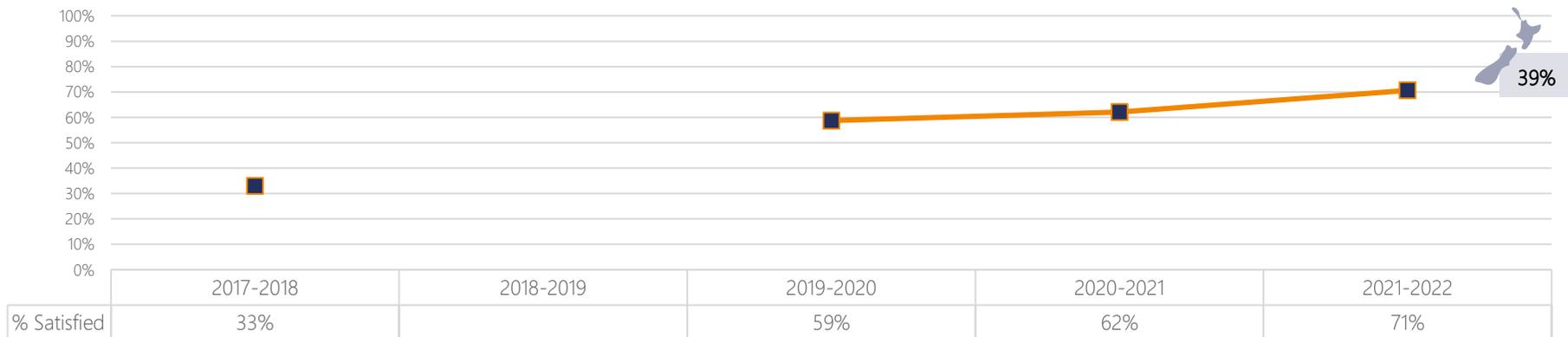
# SATISFACTION WITH COUNCIL STAFF AND ELECTED MEMBERS

Satisfaction with Mayor, Councillors, staff and representation



- 71% of community members were satisfied with the Mayor, Councillors and staff members – a significant improvement over time.

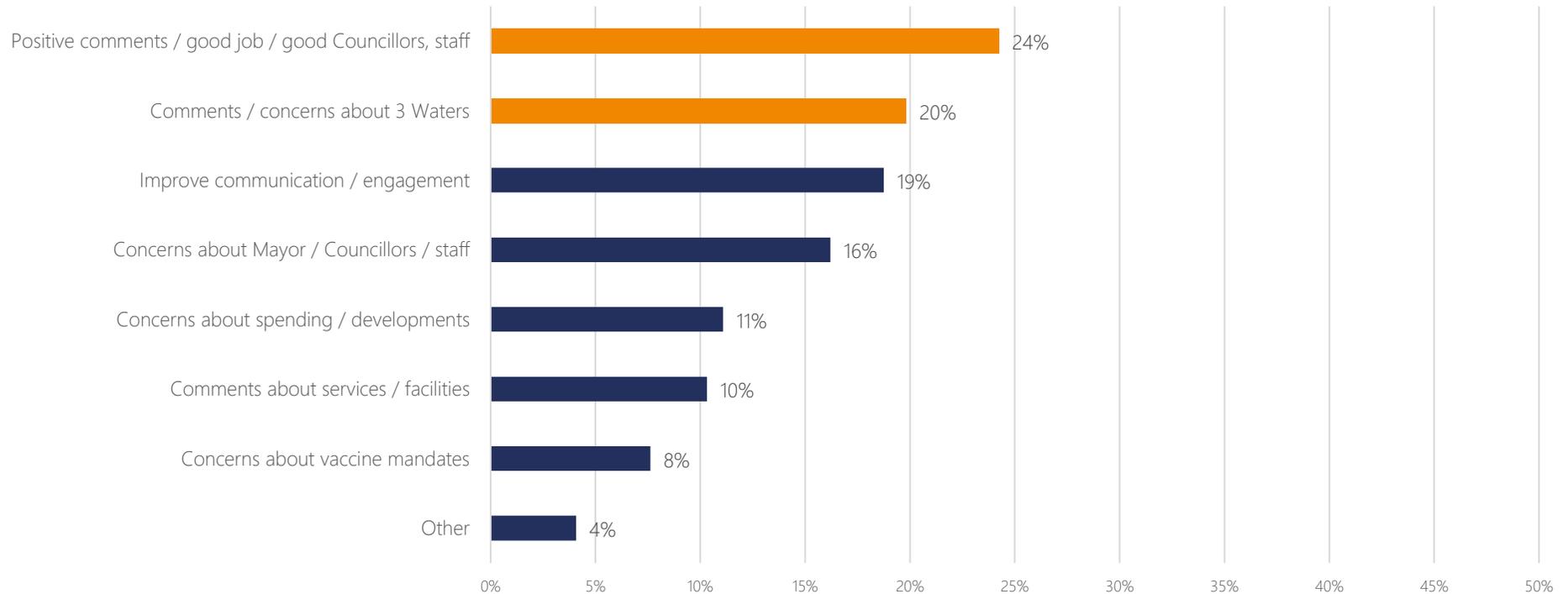
- 69% of community members were satisfied that the Mayor and Councillors are representing them regarding key central government initiatives.
- Non-home owners (41%) were least satisfied with being represented.



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

# COUNCIL STAFF AND ELECTED MEMBERS FEEDBACK

Open-ended comments sorted into categories

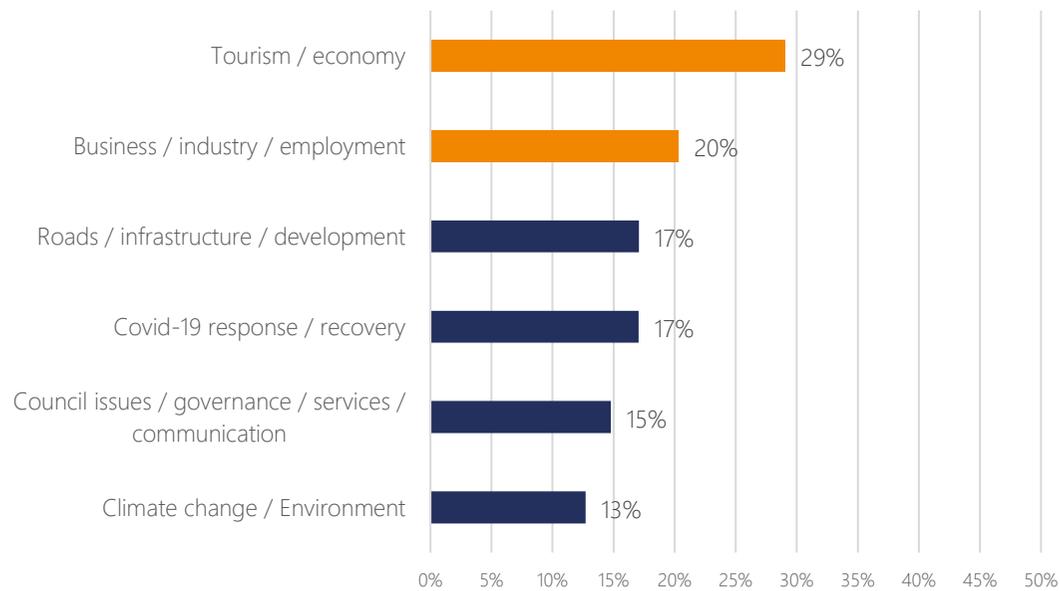


- Just over a quarter of community members (28%) provided further feedback about Council staff and elected members.
- Overall, most provided comments expressed positive feelings about Council's work (e.g. *'Doing a good job and taking steps to improve our town and community'*, *'Finally have good people working together'*, *'Mayor stands up for what the community needs and values'*).
- The main cited concern was about the central government Three Waters reform – with respondents generally supportive of Council's opposition to this (e.g. *'Keep battling 3 waters'*).
- Improving communication and engagement with the community was highlighted as one of the key areas for improvement.

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

# SUGGESTED IMPROVEMENTS

Named biggest issues facing the district. Open-ended comments sorted into categories.



## Other mentioned categories under 10%:

- Community facilities
- Housing (availability / cost)
- Population issues / rates burden
- 3 Waters
- Community / social cohesion
- Cost of living
- Central government issues
- Over-reliance on tourism
- Health / mental health
- Focus on residents

- In 2021-22, community members were asked to name the biggest issue facing the Kaikōura district; two-thirds of community members provided their opinion on this.
- The main cited issue was *'Tourism / economy'* – lack of people visiting and supporting local businesses. This included both the lack of tourism activity due to COVID-19 (e.g. *'Continue to support new initiatives that will encourage tourism and local businesses'*), also a concern for managing an influx of returning tourists (e.g. *'Biggest issue is getting people visiting Kaikoura area and a huge [number] of campervans'*, *'maintaining standards/ general tidiness with the return of overseas tourists'*).
- Keeping businesses running and improving employment opportunities was the second most cited concern (e.g. *'Get industry into town to give jobs'*).

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