



Kaikōura

District Council

2022-23 Satisfaction
and Wellbeing Survey

| SIL Research

February 2023

Contact: Dr Virgil Troy 06 834 1996 or virgiltroy@silresearch.co.nz

Research is undertaken to the highest possible standards and in accord with the principles detailed in the RANZ Code of Practice which is based on the ESOMAR Code of Conduct for Market Research. All research processes, methodologies, technologies and intellectual properties pertaining to our services are copyright and remain the property of SIL Research.

Disclaimer: This report was prepared by SIL Research for the Kaikōura District Council. The views presented in the report do not necessarily represent the views of SIL Research or the Kaikōura District Council. The information in this report is accurate to the best of the knowledge and belief of SIL Research. While SIL Research has exercised all reasonable skill and care in the preparation of information in this report, SIL Research accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report.

CONTENTS

4.

EXECUTIVE
SUMMARY

7.

METHODOLOGY

12.

LIFE IN KAIKŌURA

17.

COUNCIL AT
GLANCE

18.

IMPROVING
OVERALL
SATISFACTION

19.

COUNCIL ASSETS

24.

COUNCIL SERVICES

35.

COUNCIL
FACILITIES

42.

CIVIL DEFENCE

44.

COUNCIL
MEMBERS AND
STAFF

46.

SUGGESTED
IMPROVEMENTS
and CONCERNS



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 28 November 2022 and 5 February 2023. A total of n=340 responses were used in the final analysis.
































The main findings were as follows:

- The Kaikōura District Council has performed well in the eyes of its residents, despite the challenges faced nationally and regionally in the past year. The satisfaction levels with Council services remained strong in 2022-23, with 69% of respondents expressing their satisfaction, which was similar to the most recent years.
- Public facilities, including library and Memorial Hall, Scout Hall, and Op Shop building were the top performing areas, with satisfaction levels of 95% and 93%, respectively.
- In 2022-23, most performance areas retained satisfaction levels on par with the 2021-22 results. Nine areas showed a significant improvement compared to the previous year; the greatest improvements were observed for the library (95% vs. 85% in 2021-22), business confidence (87%, vs. 78% in 2021-22), improving quality of life for residents and visitors (54%, vs. 45% in 2021-22), Council meetings/committees (61%, vs. 53% in 2021-22), and Council helping move the district forward (60%, vs. 53% in 2021-22).
- Only four areas showed a decline in satisfaction in 2022-23: marina and wharf facilities (75% vs. 85% in 2021-22), cemetery, playgrounds and public toilets (75% vs. 82%), Council communication (75% vs. 81% in 2021-22), and community outreach and support services awareness (58% vs. 63% in 2021-22).
- The Mayor, Councillors, and staff members received a high level of satisfaction, with 72% of respondents expressing their satisfaction, similar to the previous year. Additionally, 73% of respondents were satisfied with their local representation regarding key central government initiatives.
- Half of respondents (50%) believed their community was actively engaged in decisions and planning, despite a perceived lack of consultation and general belief that community feedback was not being addressed by the Council.
- 85% of respondents were satisfied with civil defence in the district (similar to 2021-22).

- 79% of respondents indicated having an emergency plan in place to take care of themselves for three days following a disaster, a result similar to the 80% reported in the 2020-21 survey and consistent with the historical average. 46% of respondents reported having an evacuation plan in case of tsunami warning (consistent with the 2020-21 survey).
- Based on the results and community feedback, there was room for improvement in the Council's response and consultation on important issues. The Council could consider implementing more

opportunities for community engagement and ensuring that feedback is incorporated into decision making.

- In addition, Council should further consider addressing the community's infrastructure and services concerns. Respondents expressed a strong need for improvement in certain Council services and assets, such as waste management, roads, and footpaths. Further communication around these issues may enable residents to feel better informed about services, improvements or limiting factors.

 Public library (p.39)	 Public halls* (p.37)	 Civil defence (p.42)	 Customer services (p.32)	 Airport (p.36)	 Cycleways & walkways (p.21)
KDC 2023: 95%	KDC 2023: 93%	KDC 2023: 85%	KDC 2023: 79%	KDC 2023: 78%	KDC 2023: 76%
KDC 2022: 85%	KDC 2022: 88%	KDC 2022: 83%	KDC 2022: 82%	KDC 2022: 79%	KDC 2022: 76%
NZB 2022: 81%	NZB 2022: n/a	NZB 2022: 76%	NZB 2022: n/a	NZB 2022: n/a	NZB 2022: 66%
 Access to information (p.33)	 Marina & wharf (p.40)	 Streetlights (p.20)	 Other public places** (p.38)	 Communications (p.29)	 Food and alcohol regulation (p.28)
KDC 2023: 76%	KDC 2023: 75%	KDC 2023: 75%	KDC 2023: 75%	KDC 2023: 75%	KDC 2023: 73%
KDC 2022: 75%	KDC 2022: 85%	KDC 2022: 75%	KDC 2022: 82%	KDC 2022: 81%	KDC 2022: 72%
NZB 2022: n/a	NZB 2022: n/a	NZB 2022: 79%	NZB 2022: 76%	NZB 2022: 50%	NZB 2022: n/a
 Resource Recovery centre (p.23)	 Animal control (p.26)	 Pensioner flats (p.35)	 Meetings/committees (p.30)	 Environmental health (p.27)	 Recycling (p.24)
KDC 2023: 72%	KDC 2023: 69%	KDC 2023: 65%	KDC 2023: 61%	KDC 2023: 58%	KDC 2023: 57%
KDC 2022: 67%	KDC 2022: 64%	KDC 2022: 65%	KDC 2022: 53%	KDC 2022: 55%	KDC 2022: 50%
NZB 2022: 67%	NZB 2022: 64%	NZB 2022: n/a	NZB 2022: n/a	NZB 2022: n/a	NZB 2022: 68%
 Quality of life (p.12)	 Consultation (p.14)	 Rubbish collection (p.25)	 Roads (p.19)	 Response to requests (p.31)	 Footpaths (p.22)
KDC 2023: 54%	KDC 2023: 52%	KDC 2023: 50%	KDC 2023: 49%	KDC 2023: 49%	KDC 2023: 41%
KDC 2022: 48%	KDC 2022: 49%	KDC 2022: 44%	KDC 2022: 51%	KDC 2022: 50%	KDC 2022: 44%
NZB 2022: n/a	NZB 2022: 57%	NZB 2022: 68%	NZB 2022: 53%	NZB 2022: n/a	NZB 2022: 64%
 Overall satisfaction (p.17)	 Mayor, Councillors and staff (p.44)	 Being represented (p.44)	 - Great performance (>80%)  - Good performance (60-79%)  - Services for improvement (50-60%)  - Greatest improvement potential (<50%)		
KDC 2023: 69%	KDC 2023: 72%	KDC 2023: 73%	NZB 2022 = SIL NZ benchmark		
KDC 2022: 68%	KDC 2022: 71%	KDC 2022: 69%	* Memorial Hall, Scout Hall, Op Shop Building		
NZB 2022: 62%	NZB 2022: 53%	NZB 2022: n/a	** Cemetery, playgrounds and public toilets		



METHODOLOGY

RESEARCH GOAL

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

QUESTIONNAIRE AND PROJECT SPECIFICS

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

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

In 2022, the existing questionnaire was further reviewed in consultation with the KDC to ensure the survey was fit for purpose.

DATA COLLECTION

Research for 2022-23 was conducted between 28 November 2022 and 5 February 2023. SIL Research used a mixed methods approach to collect surveys across Kaikōura District Community members. A mixed-method approach included:

(1) Postal survey. Using a ratepayer database and Electoral Roll, a hard copy of the survey was sent to 1,500 Kaikōura property owners

(including those residing outside Kaikōura) and district residents. All postal surveys also included an online link to complete the survey.

(2) Online. The survey was provided online via Council’s Facebook page, website, digital newsletter, and a half page advert containing QR code in Kaikōura Star. This was to increase survey awareness and allow both residents and community members to have their say.

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

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

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

Table 1 Number of responses per collector method

Collection method	Number of responses	%
Paper-based	172	51%
- survey forms	156	
- links from the survey forms	16	
Online	109	32%
- KDC Facebook	54	
- SIL Facebook	55	
Phone	59	17%
- computer assisted telephone interview	59	
Total	340	

DATA ANALYSIS

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

A total sample size of n=340 Kaikōura District residents aged 18 years and over allows for a 95% confidence level +/- 4-5%. The sample size increased in 2022-23 compared to 2021-22, after returning to the usual fieldwork period.

Chart 1 Number of responses by year

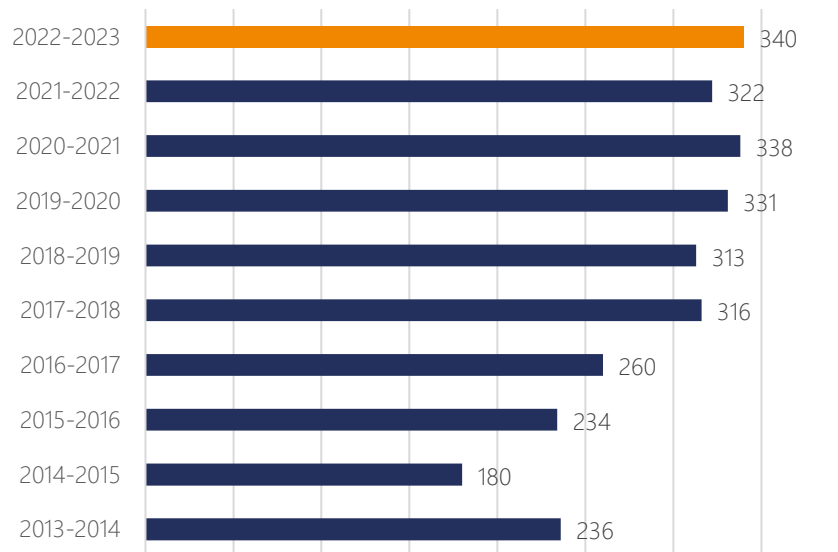


Table 2 Margin of error

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 also 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 2022-23 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 2022-23, most questions used a 1-10 scale (similar to the previous 2017-20 years), which allowed for a more consistent and direct comparison.

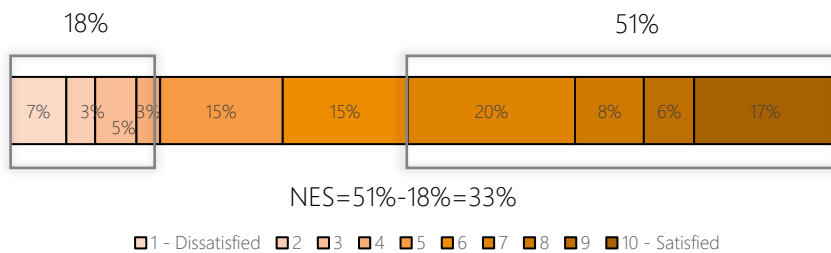
Due to rounding, figures may not add up to 100%.

The 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	127	37%
45-64	125	37%
65+	87	26%
Not stated	1	0.3%
Total	340	100%

Table 3 Responses by gender

	Frequency	Percent
Male	139	41%
Female	199	59%
Not stated	2	0.6%
Total	340	100%

Table 4 Responses by home ownership

	Frequency	Percent
Own property	273	80%
Live in a rental property	54	16%
Live in the District but don't own or rent	11	3%
Not stated	1	0.4%
Total	340	100%

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

BENCHMARKING

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

The National survey data is collected throughout the year so that annual results can be presented without seasonal bias. The

benchmarking results in this report are based on n=400 responses collected in 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%.

**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 2022-23 include:

1. While not as prominent as in 2020 and 2021, the COVID-19 pandemic and associated restrictions or considerations in early 2022 may have had a lingering effect on public sentiment. Some Council services may have been rated differently due to changes in residents' behaviour or their feelings of uncertainty about the future.
2. In addition, inflationary pressure continued to grow with the main drivers being global oil prices, ongoing global supply impacts and overall cost of living.
3. The KDC 2021-2031 Long Term Plan was formally adopted in 2021, with forecasted rate increase to be 4.04% overall. However, the Annual Plan 2022-23 showed a total rate increase of 4.63%. By far the greatest impact on the rates was the district valuation, conducted by Quotable Values in August 2021, which took effect in 2022-23. This announcement may affect the respondents' sentiment towards the

Council, and potentially influence responses by prompting negative opinions of the Council's spending decisions.

4. In June 2022, a \$7,800,000 funding agreement with Kaikōura from Kāinga Ora's Infrastructure Acceleration Fund was announced. This would fund Council infrastructure that will support over 400 potential new homes built on Vicarage Views and Ocean Ridge.

5. In recent years, the Government has put forward legislation for New Zealand's three water services (drinking water, stormwater and sewerage) to be managed by four new centralised water entities, replacing the services currently managed separately by 67 Councils. The Bill was met with criticism and highly polarised in media. In July 2022, the Council provided its submission on the Water Services Entities Bill to the Select Committee outlining its reasons for opposing some aspects of the Bill.

6. In September 2022, five people died in a boat accident in Goose Bay. This tragic event, followed by a Christmas Day dinghy rescue, may have a significant impact on the respondents' sentiment towards recreational activities and their views on marine safety.

7. September-October 2022 was the period of local elections. Public concerns may become more salient at the end of a local electoral cycle – with recent progress (or otherwise) measured against local expectations over the last few years, and highlighted in candidates' election campaigns. At the same time, residents might struggle to comment thoroughly on the new Council soon after the elections.

8. As part of planning for future growth and development, the Council received a \$9.88 million grant from the government's Provincial Growth Fund in January 2020 for the Wakatu Quay redevelopment. However, in November 2022, the sole investor/developer withdrew from the project.

Nevertheless, later in December, the Council confirmed their commitment to continue this development.

9. The 2022 year saw relaxation of COVID-19 restrictions and opening of national borders for international tourism. Consequently, Kaikōura welcomed its first cruise ship in November 2022, with hopes for more over the summer cruise season.

10. In December 2022, a local cafe owner was jailed for selling food without proper registration. This event received high media attention with the Council being at the centre of this situation.

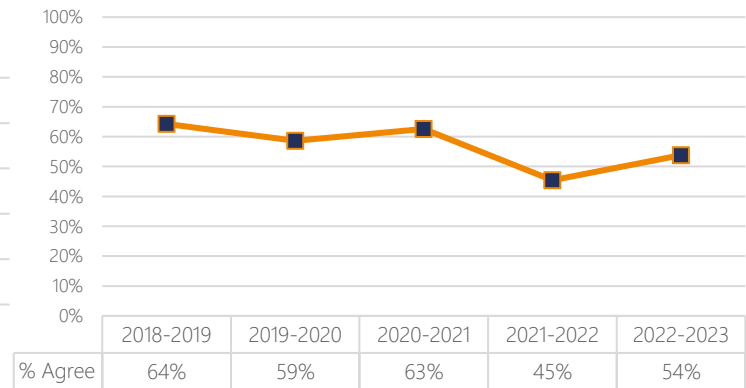
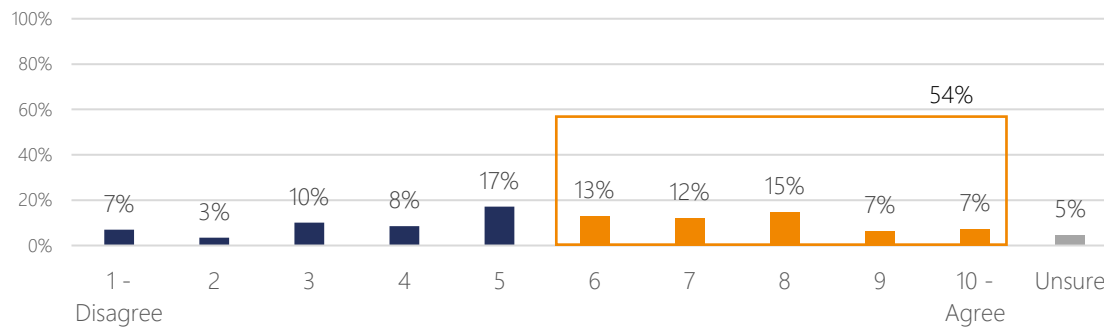
11. In December 2022, the Minister of Oceans and Fisheries announced the return of recreational pāua fishing season from April 15 to June 15 2023, with commercial fishing starting on January 5. The delayed start to the new season followed a review after pāua were over-fished during the previous summer, the first season of local pāua fishing since the 2016 earthquakes.



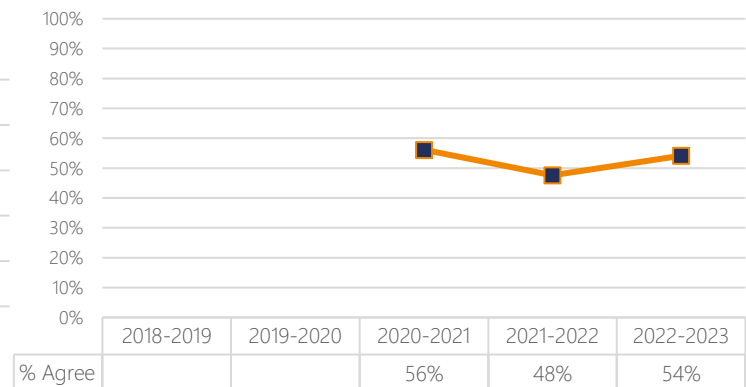
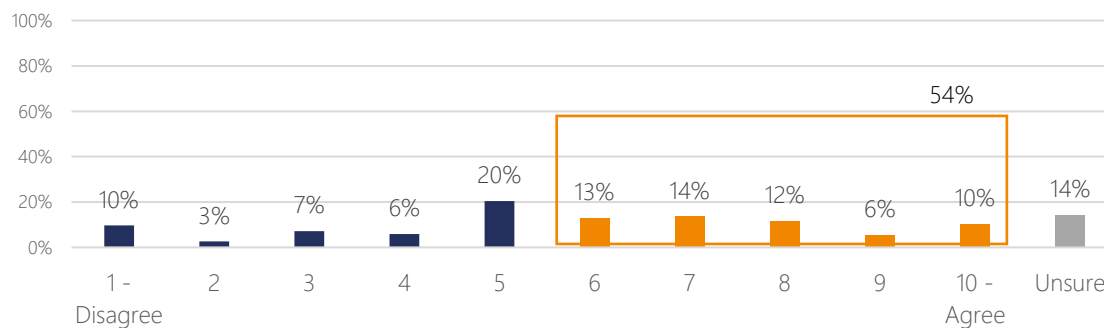
LIFE IN KAIKŌURA – quality of life

- Overall, half of respondents (54%) agreed that the overall quality of life in the district has improved and their own quality of life has seen a positive change in the past year.
- This upward result was a marked improvement from the previous year and was consistent among respondents of various age groups.

Quality of life is improving for residents and visitors



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



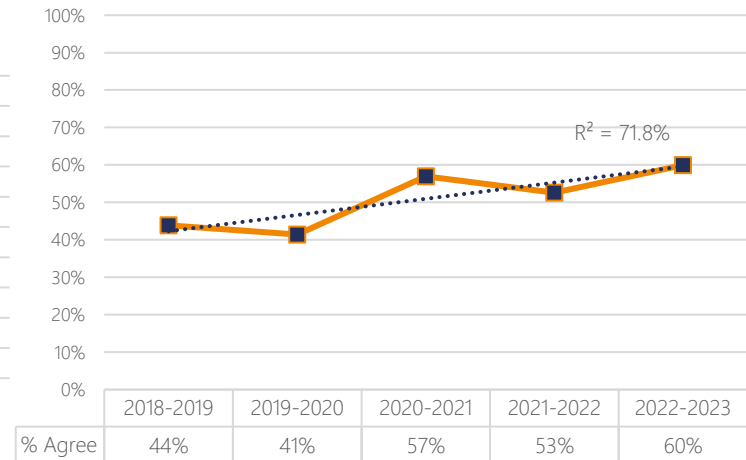
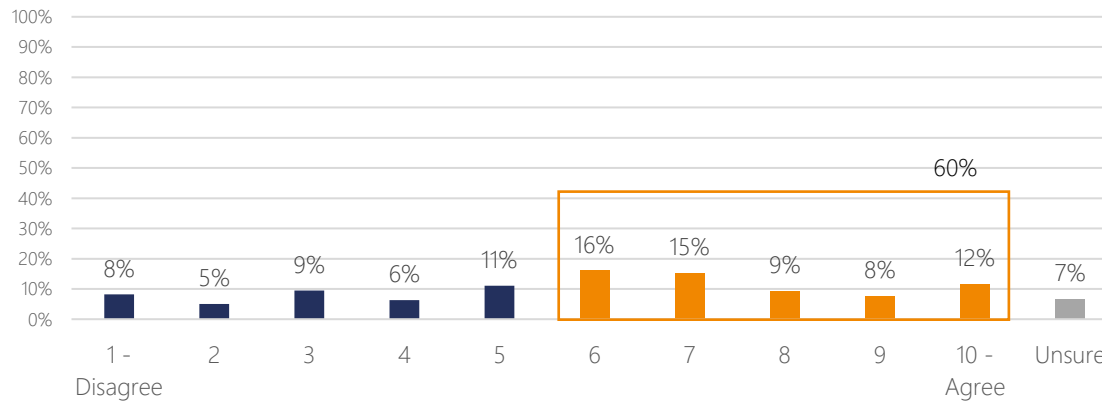
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis.



LIFE IN KAIKŌURA – great place to live

- 6-in-10 respondents (60%) believed that the Council is driving progress in the Kaikōura district, reflecting a positive trend over time and a significant improvement over the 2021-22 results – a new peak for this measure.
- Notably, a higher proportion of respondents aged 65 and above (71%) held this view, compared to those 64 and younger (56% on average).
- The findings also revealed a strong positive correlation between the respondents' perceptions of the Council's role in moving the district forward and their evaluations of the Council's overall performance and engagement with the community, such as through consultation, responsiveness to requests, and community meetings.

Council is helping Kaikōura District move forward



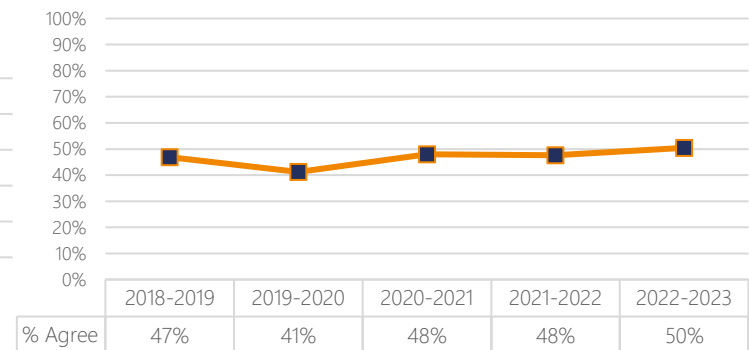
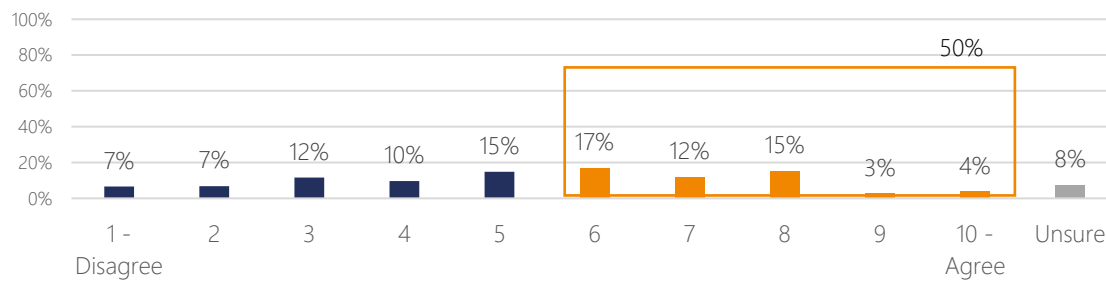
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis.



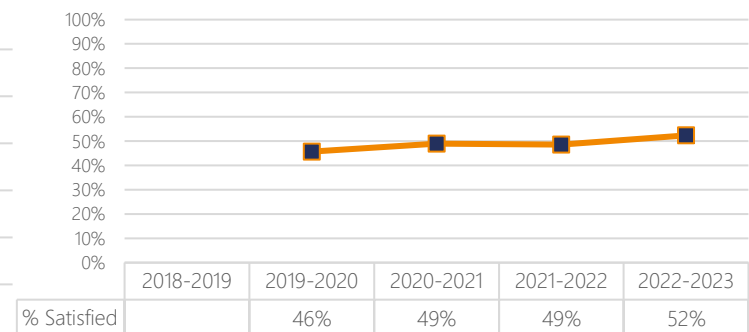
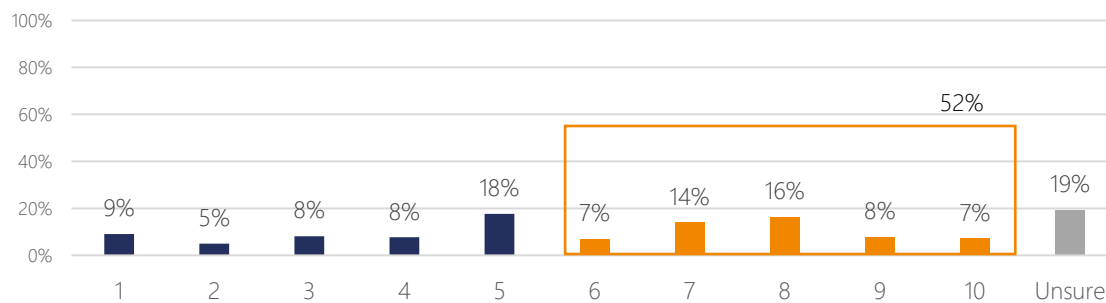
LIFE IN KAIKŌURA – community engagement

- Half of respondents believed their community was actively engaged in decisions and planning (50%) and consulted on important matters (52%). Both results aligned with those from most recent years. However, substantial proportion of residents disagreed on these matters.
- Taking into account qualitative feedback, the community felt that there was not enough consultation and that their concerns were not being addressed, with the Council appearing to have predetermined options and ignoring input from the community.
- Respondents aged 45-64 were less likely to agree that their community participates in the decision-making process, with only 44% expressing this view.
- Additionally, respondents from the Clarence, Inland Road, and Hapuku areas were more likely to disagree with the statement that their community is involved in decision making and planning.

Our community actively participates in decisions and planning



Consultation on important issues

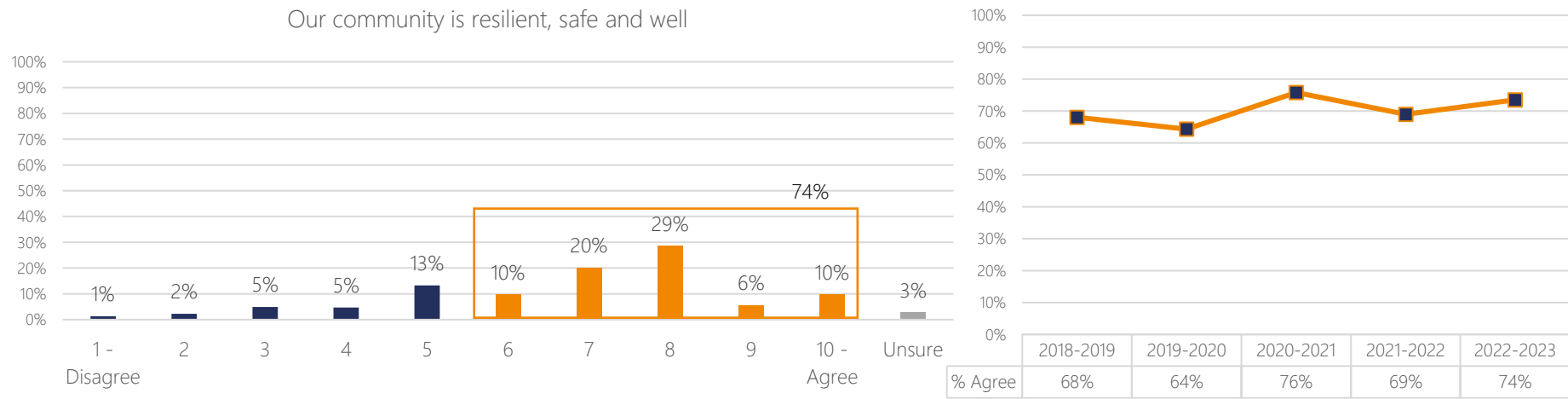


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis.



LIFE IN KAIKŌURA – community resilience

- Perceived community resilience and safety increased in 2022-23 (74%), compared to 2021-22 results (69%), and was similar to 2020-21 levels.
- Respondents aged 45-64 (69%) and those renting their property (64%) were less likely to agree the Kaikōura community is resilient.



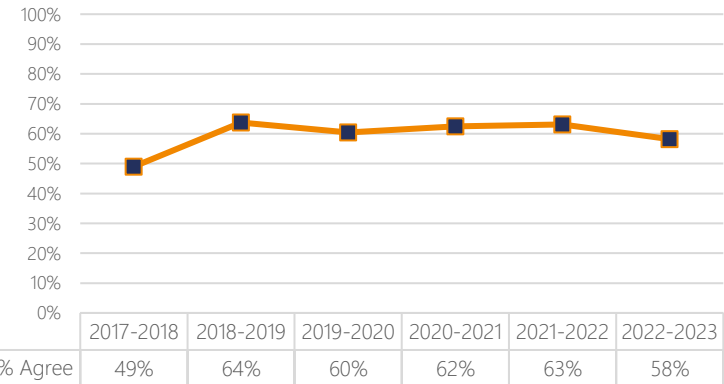
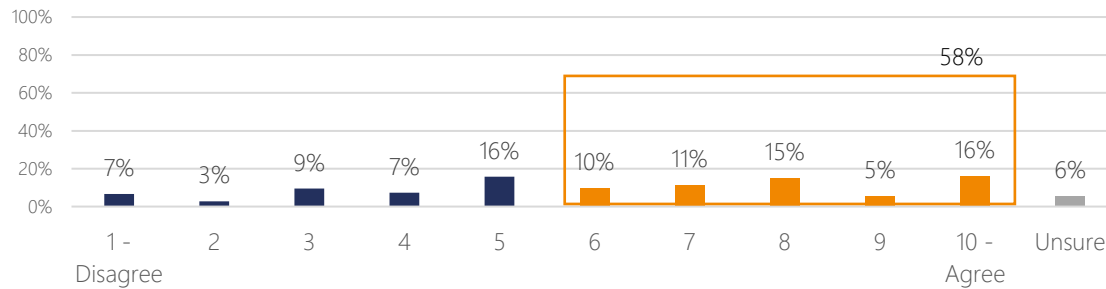
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis.



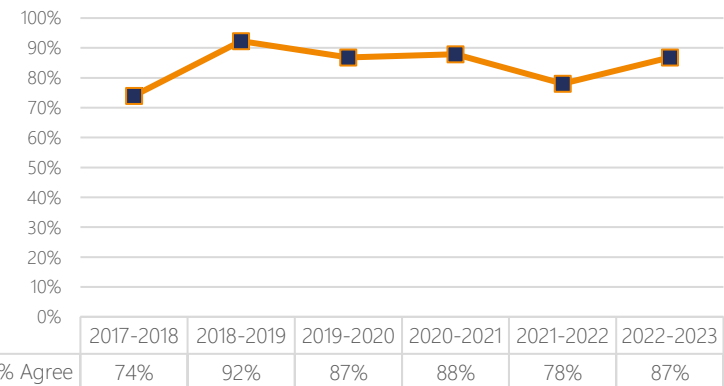
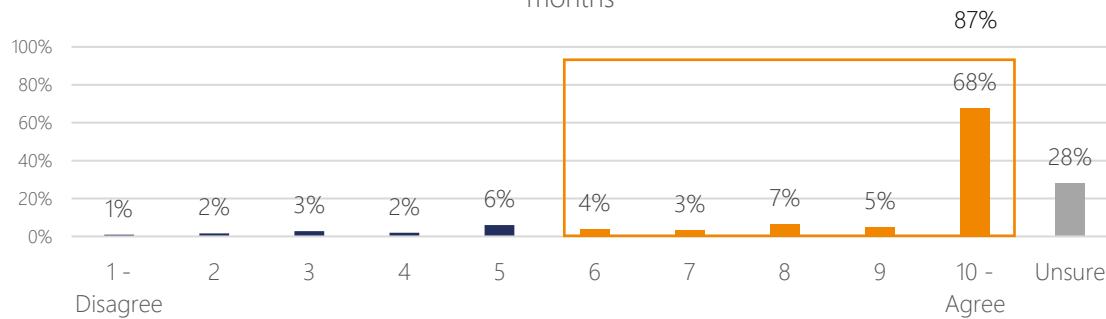
LIFE IN KAIKŌURA – community support

- In 2022-23, a lower proportion of respondents (58%) indicated that they were aware of the community outreach, support, and social services available.
- This percentage was even lower among non-homeowners, with only 48% agreeing that they had knowledge of these resources.
- Conversely, business confidence showed a significant increase in 2022-23, with 87% of respondents reporting a sense of confidence, compared to 78% in the previous year. Notably, over two-thirds (68%) had full confidence (ratings of 10) in business continuance over the next year. This trend was observed across all demographic groups, indicating a consistent increase in business confidence across the community.

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



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



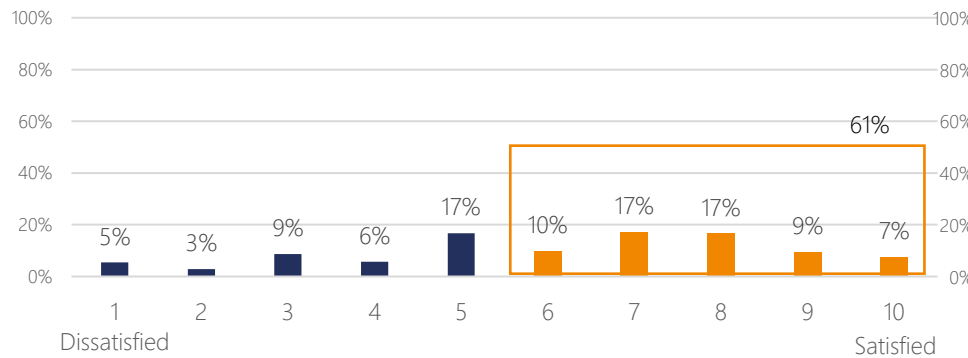
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis.



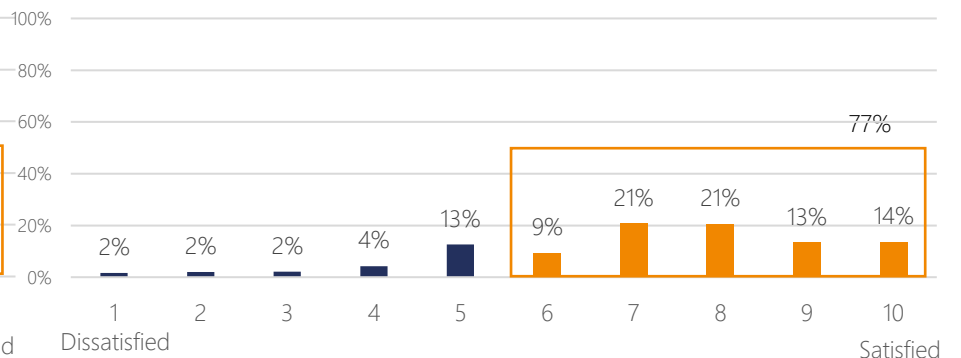
COUNCIL AT GLANCE – overall satisfaction

- Overall satisfaction with the Council continued to be moderately high (69%), with no significant differences compared to the previous year (68%).
- Similar to the previous year, satisfaction with Council facilities (77% vs. 74% in 2021-22) was higher compared to satisfaction with Council services (61% vs. 62% in 2021-22).
- A notable age difference was observed in Council services satisfaction, with 65+ years old scoring 80%, compared to an average of 54% for under 65s. In contrast, satisfaction with Council facilities remained consistent across different age groups.
- Additionally, respondents from Goose Bay and Peketā were, on average, less likely to be satisfied with the Council compared to respondents from other regions.

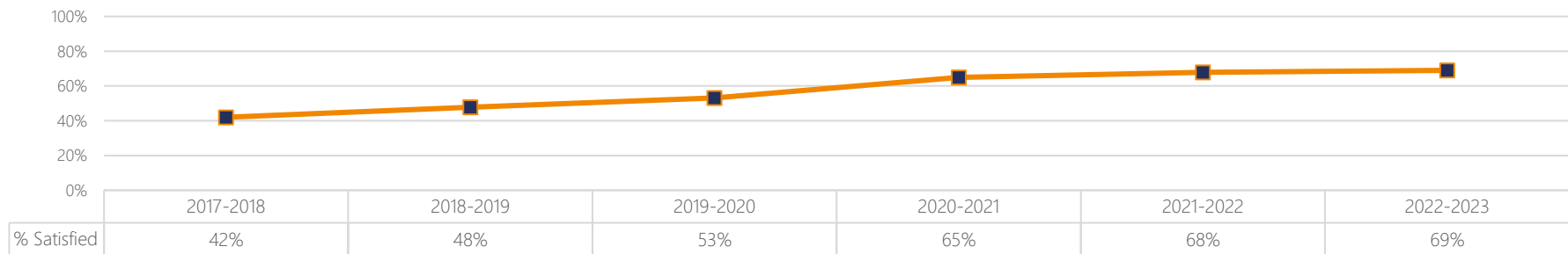
Satisfaction with Council services in 2022-23



Satisfaction with Council facilities in 2022-23



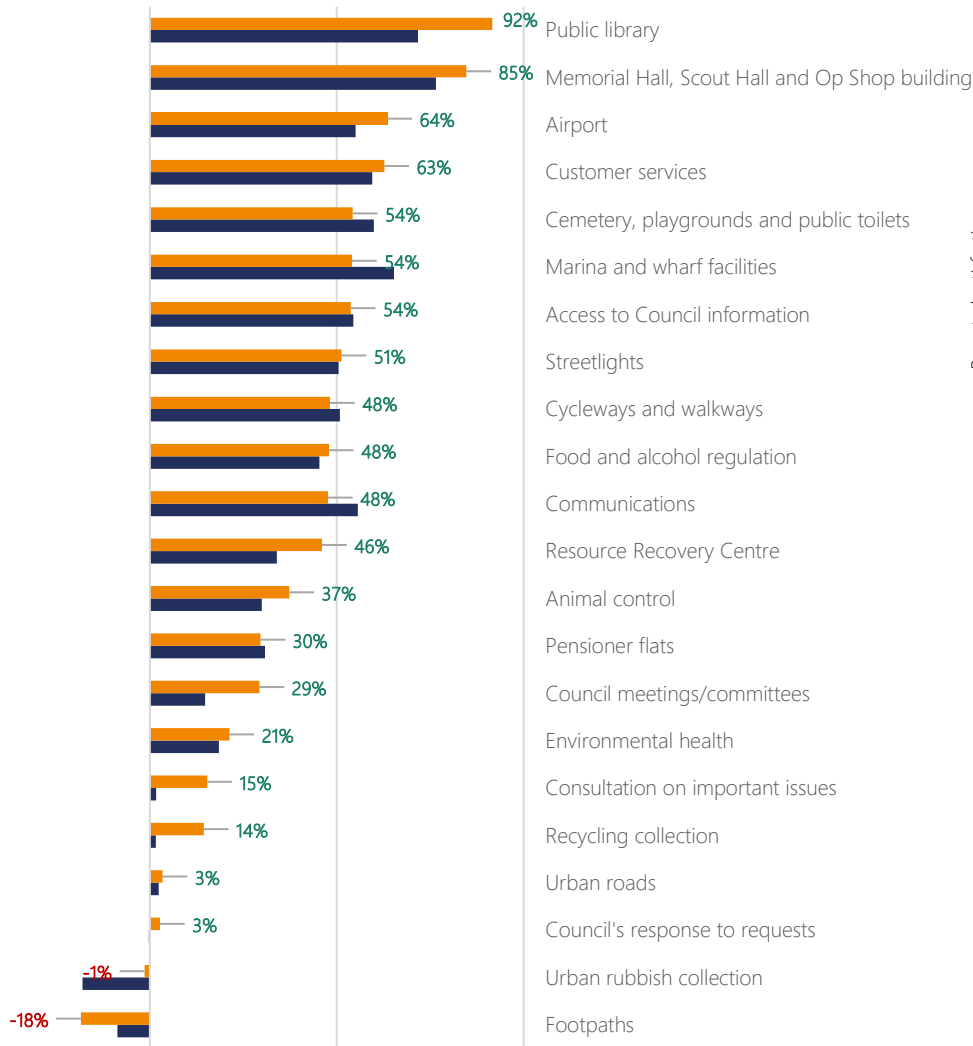
Overall satisfaction average score



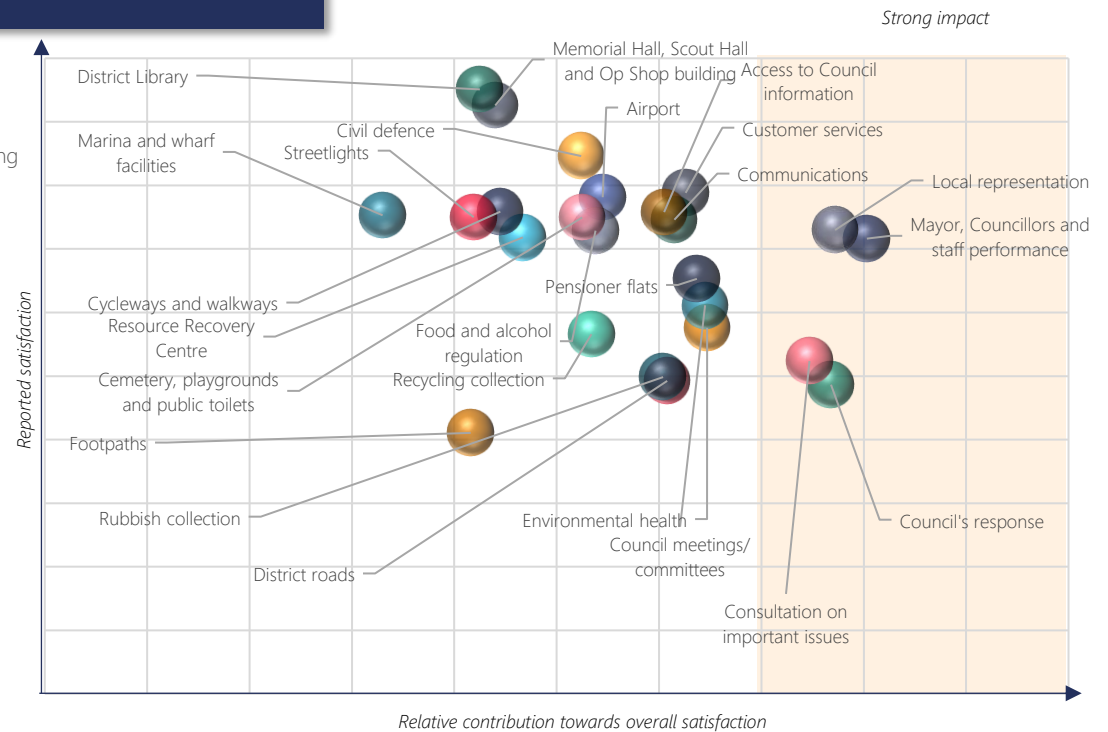
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis.



IMPROVING OVERALL SATISFACTION



■ 2022-2023 NES ■ 2021-2022 NES



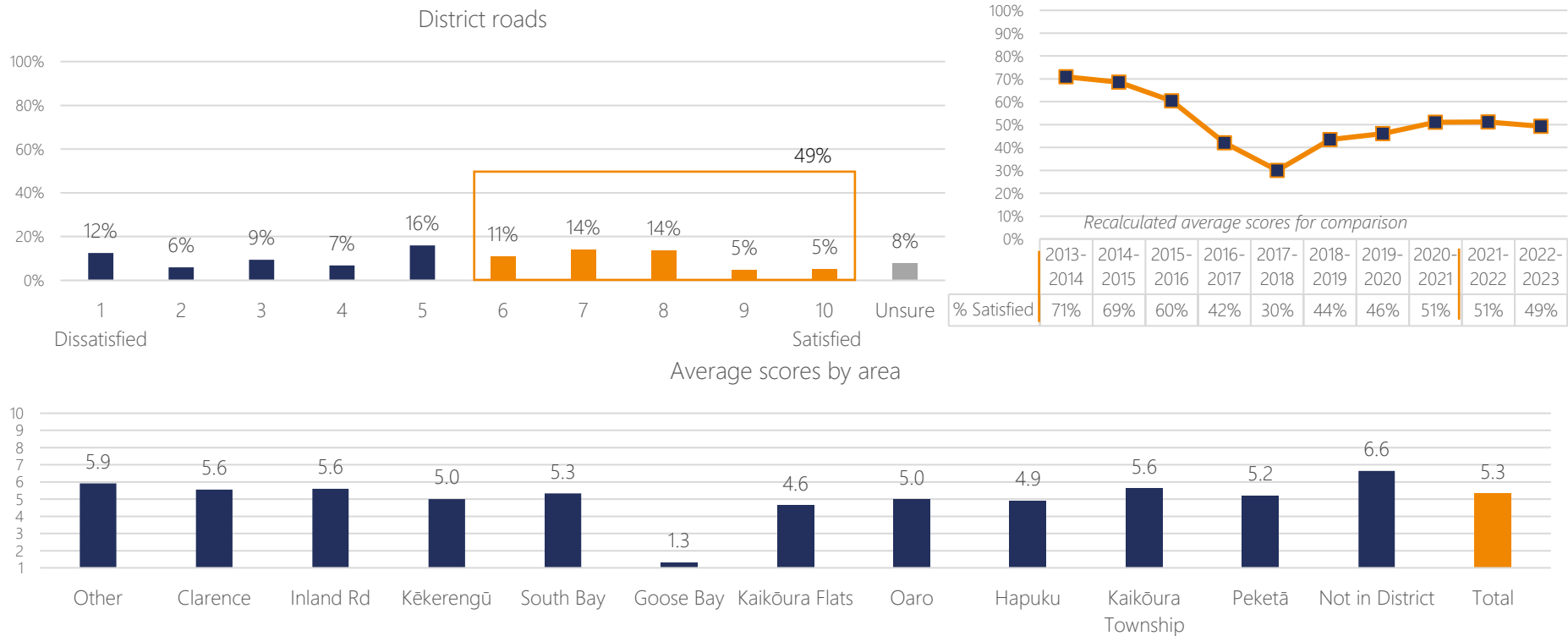
For most Council services and facilities, respondents expressed more positive emotions, resulting in 20-out-of-22 (91%) performance areas with positive Net Emotion Scores. Only two areas elicited more dissatisfied than satisfied respondents – **footpaths** and **rubbish collection** (similar to 2021-22).

Across services, the level of relative contribution towards overall satisfaction varied. Four areas showed the highest level of correlation and impact. Based on this impact and recorded satisfaction scores, Council engagement with the community (particularly **consultation on important issues** and **Council's response**) represented the greatest improvement opportunity to increase perceived satisfaction.



COUNCIL ASSETS – roads

- The level of satisfaction with district roads remained stable over the past four years, with 49% of respondents indicating their satisfaction in 2022-23. This remarked one of the lowest performing service areas, with a large degree of dissatisfaction.
- In particular, satisfaction with roads was found to be lowest among respondents aged 44 and under, with only 39% indicating their satisfaction.
- Roads were one of the top concerns according to the community feedback, suggesting that the improvement and maintenance of roads may not be receiving adequate attention and/or upgrades are not done to standards expected by residents.

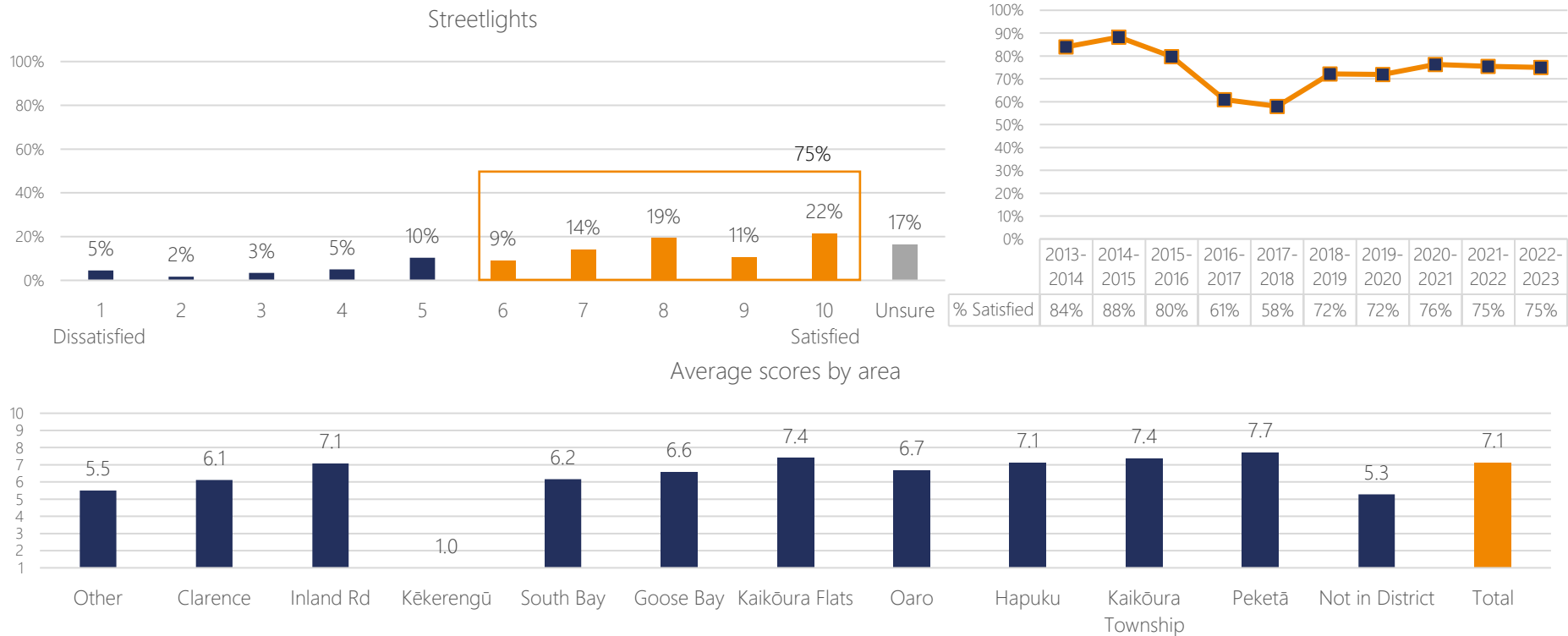


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL ASSETS – streetlights

- Satisfaction with streetlights remained consistent in the past five years, with 75% of respondents providing positive ratings.
- Satisfaction with streetlights was generally consistent among community members of different age, home ownership status and area (note: low sample size for Kēkerengū).

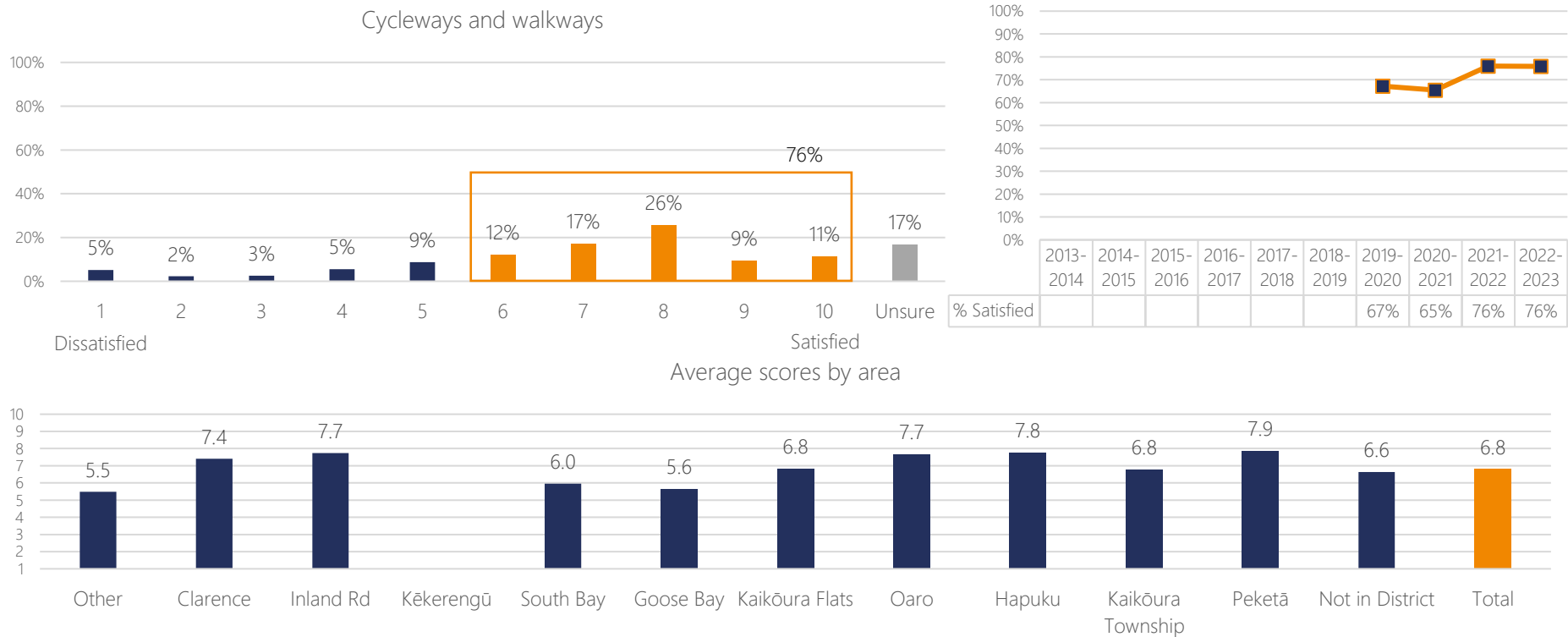


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL ASSETS – cycleways

- After improving in 2021-22, satisfaction with cycleways and walkways remained high in 2022-23 (76%).
- Satisfaction with cycleways and walkways was generally consistent among community members of different age, home ownership status and area.

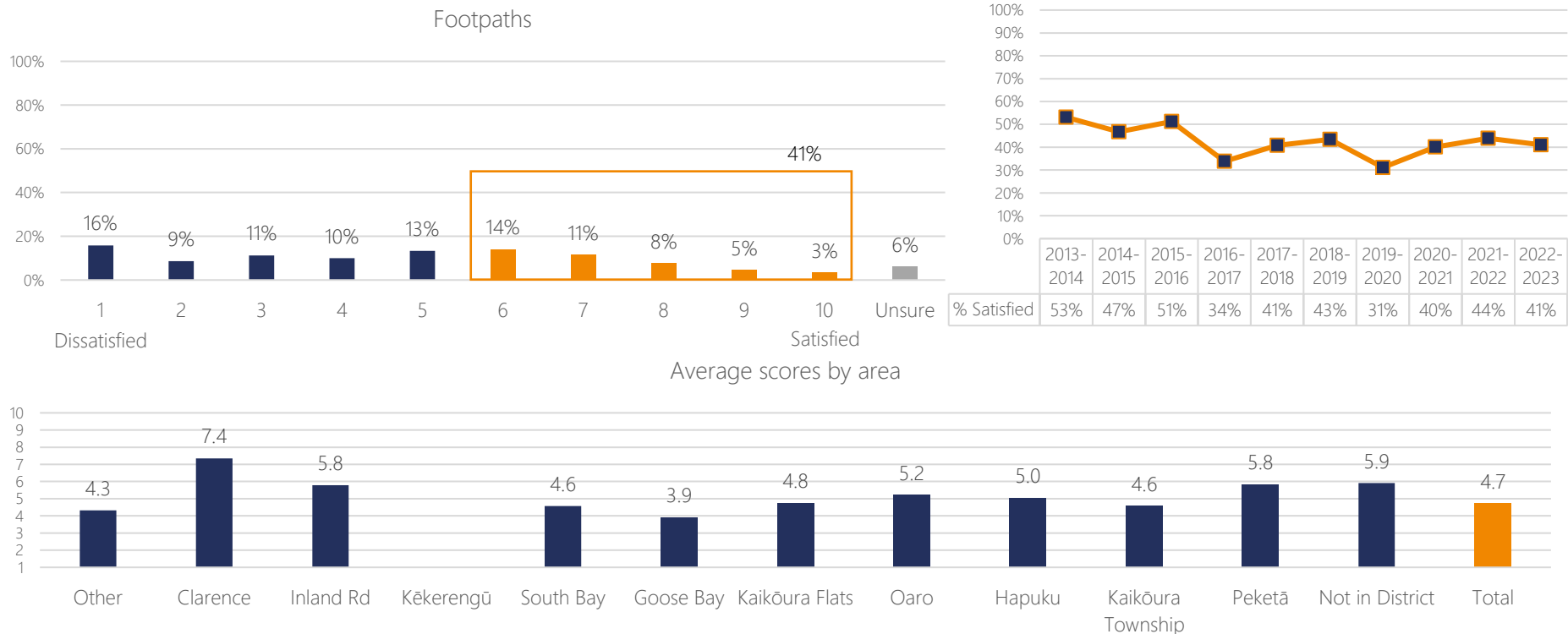


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL ASSETS – footpaths

- In 2022-23, the satisfaction with footpaths remained consistently low, with only 41% of respondents expressing satisfaction – the lowest satisfaction score in 2022-23. This issue was also highlighted in the community feedback, with nearly one-third of respondents mentioning the need for improvements in both the state and availability of footpaths.
- This low level of satisfaction was evident across different demographic groups, including age, home ownership status, and geographic area.

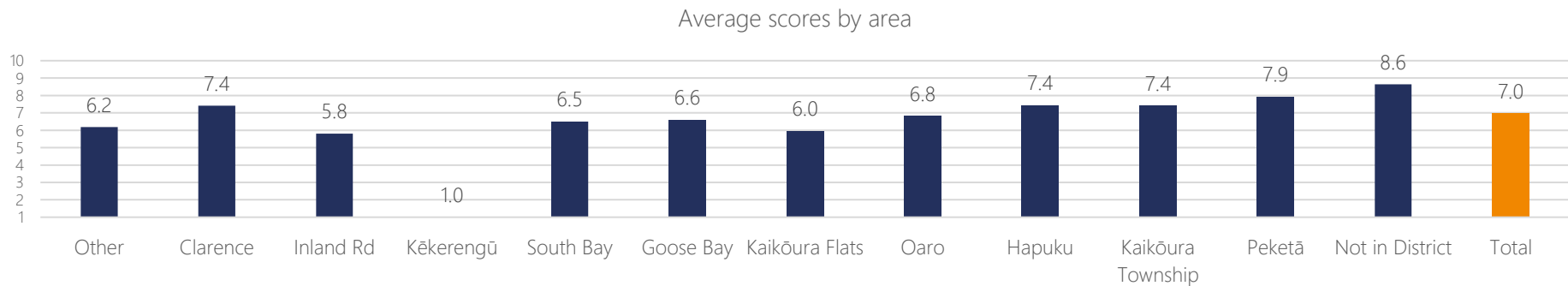
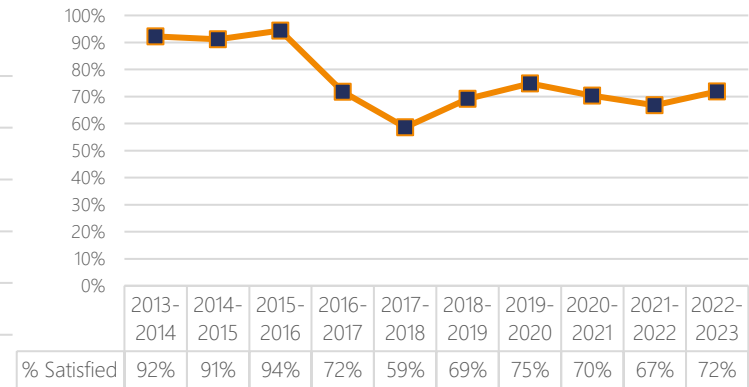
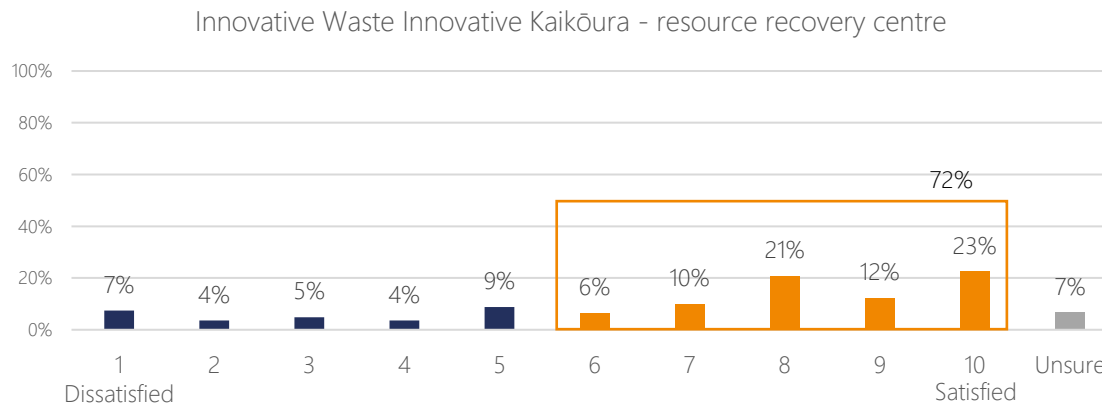


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL ASSETS – resource recovery

- In 2022-23, satisfaction with the Innovative Waste Kaikōura service improved, reaching 72%, compared to the 67% reported in the previous year. This result was on par with the average satisfaction levels reported between 2019 and 2021.
- Satisfaction with this service was lower in the Kaikōura Flats and Inland Road areas (note: low sample size for Kēkerengū).

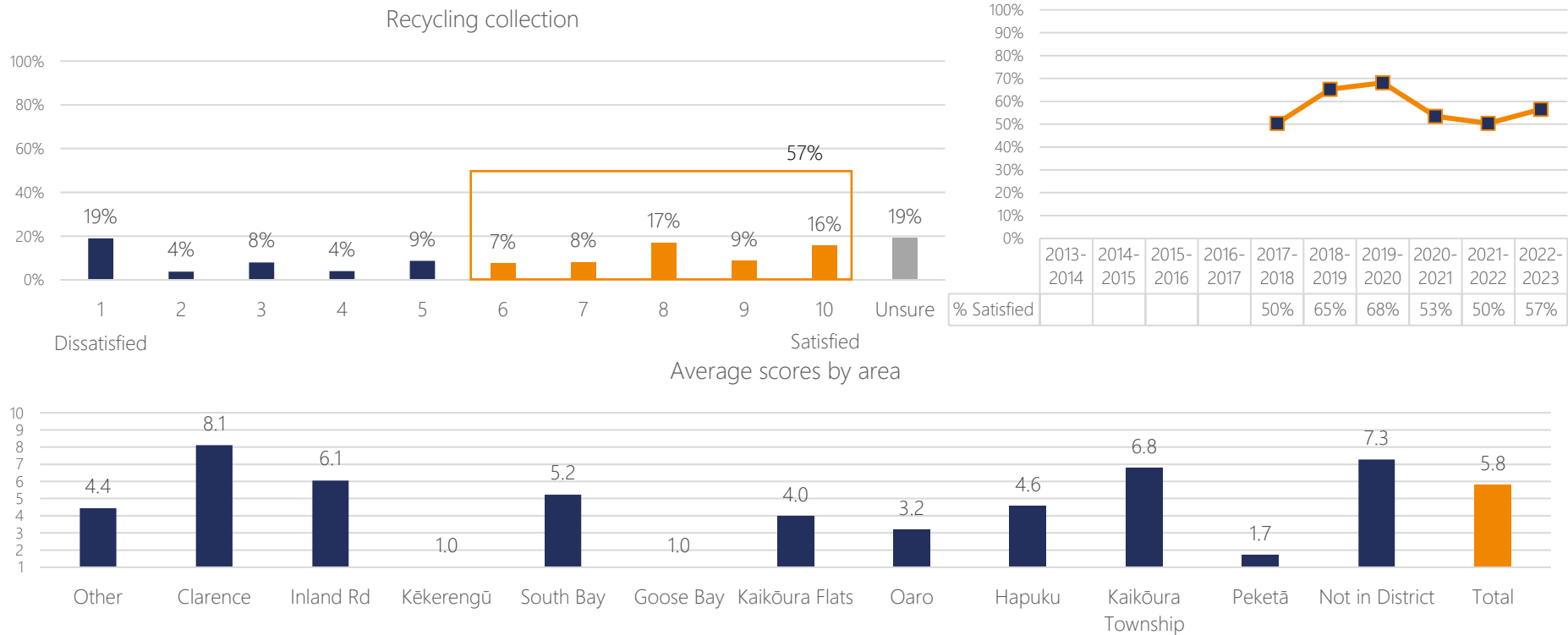


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – recycling

- Satisfaction with recycling collection (57%) improved in 2022-23 compared to the most recent years.
- Satisfaction with this service was significantly higher among respondents aged 65+ (71%) and lower among younger people (44%).
- Access to recycling services depends on location within the district, and was on average highest in Clarence and Kaikōura Township.

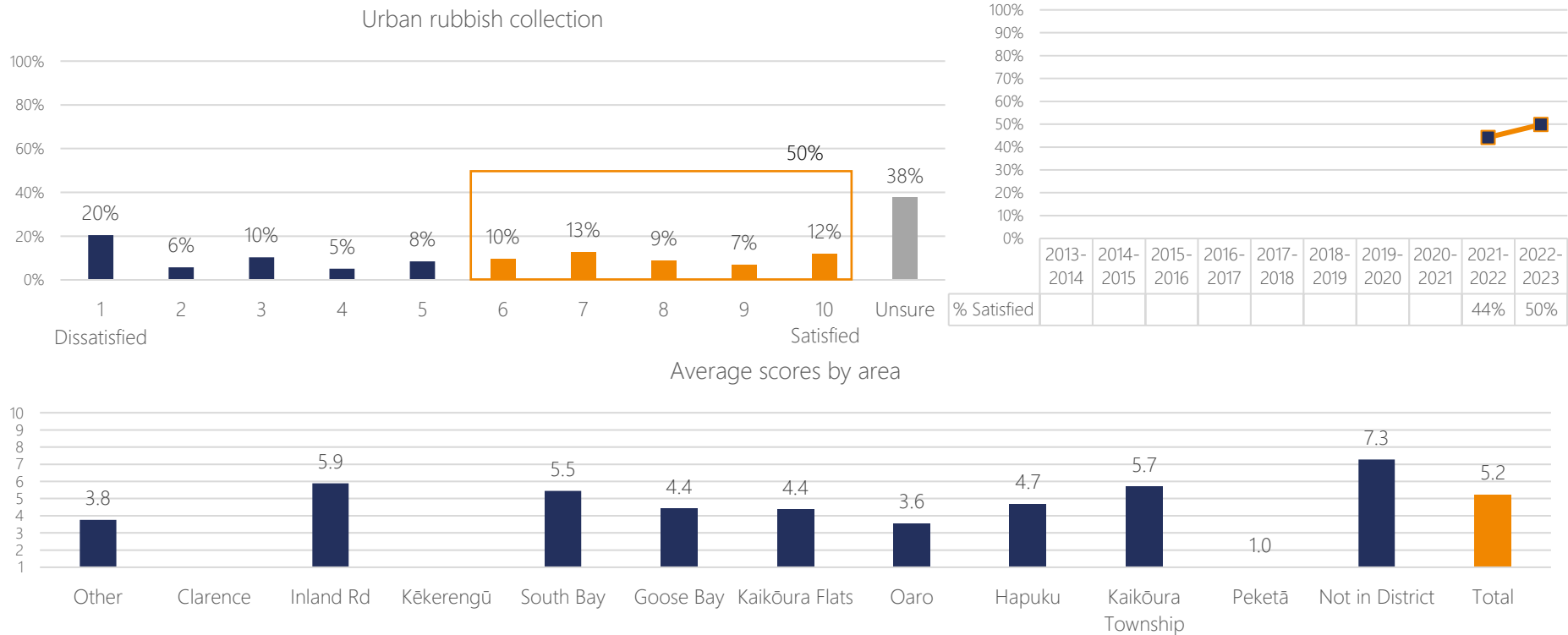


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – rubbish collection

- Following substantial changes to kerbside collection services in 2021, including the implementation of fortnightly rubbish bag collection in urban areas, this question was added to the survey for the first time last year. The 2022-23 results showed a significant improvement in overall satisfaction with the service (50%) compared to 2021-22.
- However, it is worth noting that 38% of respondents either had no opinion or did not receive the service.
- Younger respondents aged 44 and under reported the lowest levels of satisfaction with this service, at 36%.

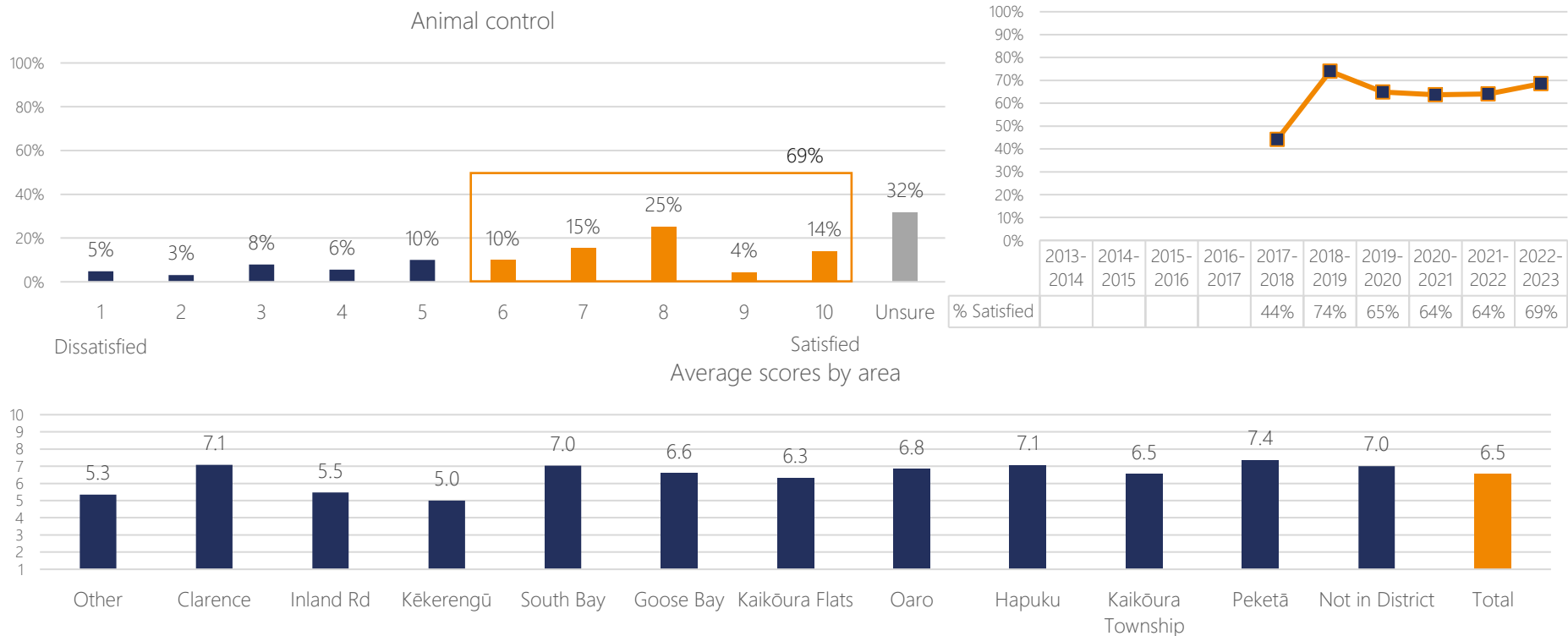


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – animal control

- 69% of respondents were satisfied with animal control in the district, which was a slight improvement over the previous year.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.



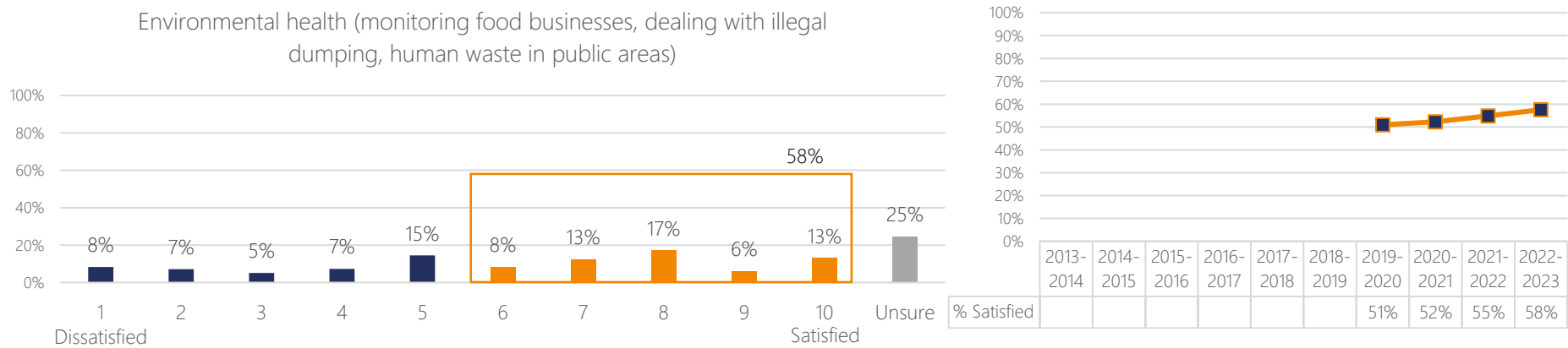
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



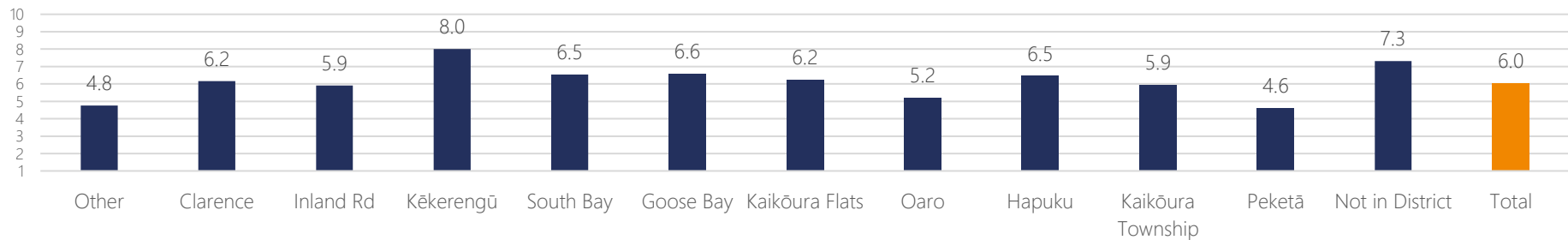
COUNCIL SERVICES – environmental health

- Satisfaction with environmental health (58%) in 2022-23 remained on par with the 2021-22 results. However, there was a slight positive trend emerging since 2019-2020.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

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



Average scores by area



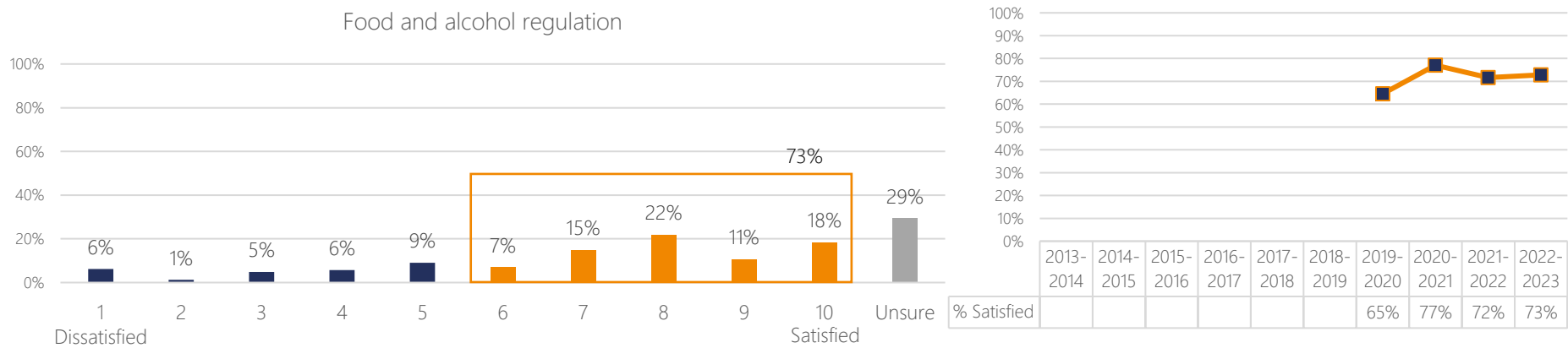
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



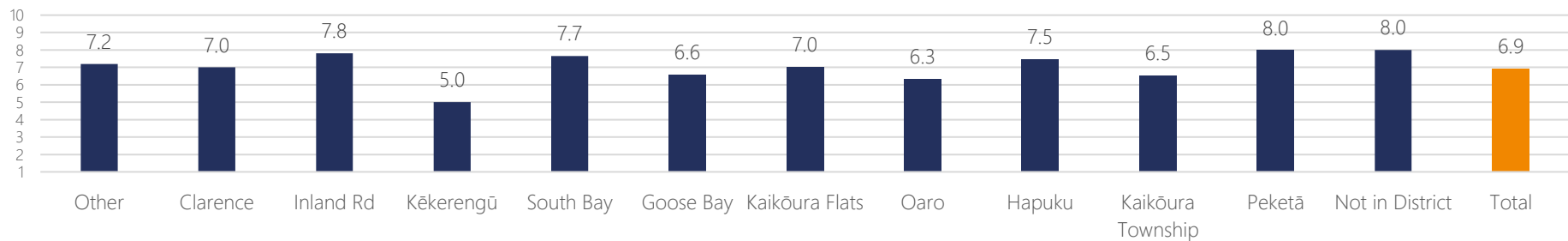
COUNCIL SERVICES – regulations

- In 2022-23, overall satisfaction with food and alcohol regulations remained consistent at 73%, similar to the results from the previous year.
- A small number of respondents provided comments on recent events regarding food registration violations in Kaikōura. These comments reflected a diverse range of opinions, both positive and negative.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

Food and alcohol regulation



Average scores by area



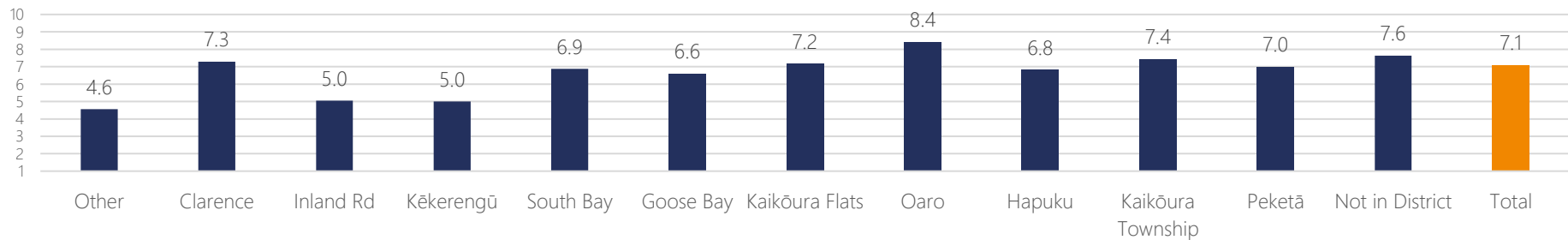
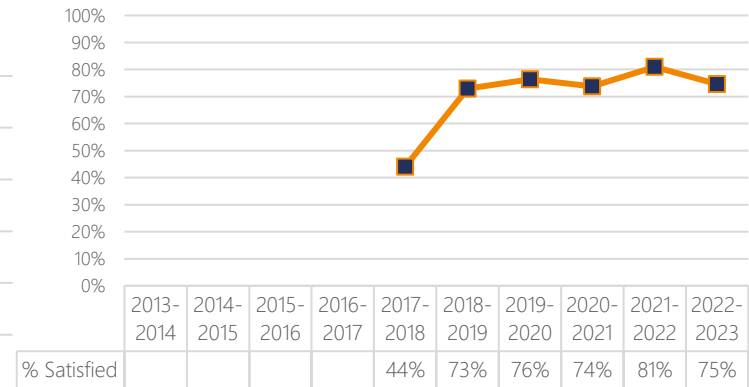
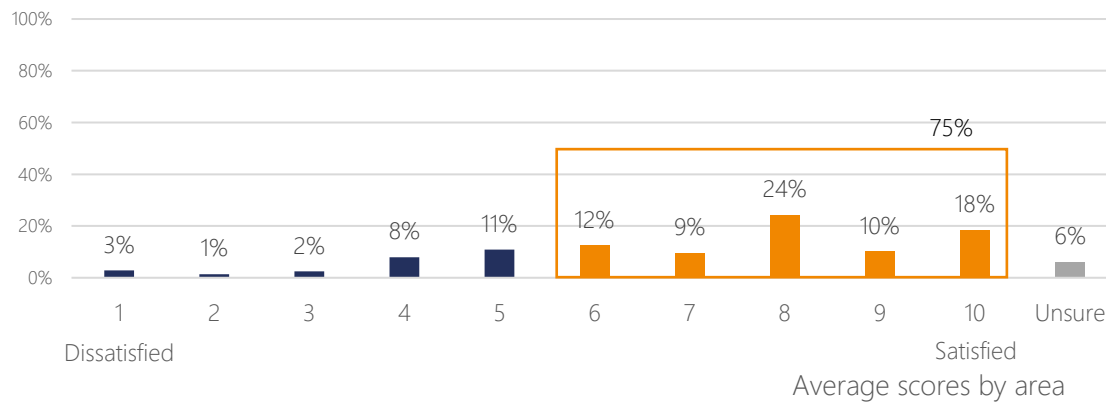
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – communication

- After reaching its peak in 2021-2022, satisfaction with communication experienced a slight decline in 2022-2023, settling at 75%. This result aligned with the average satisfaction level tracked between 2018 and 2021.
- Respondents aged 45-64 were the least satisfied with the communication efforts of the Council. This group showed the largest decrease in satisfaction on a year-on-year basis.

Communications (newsletters, newspaper, Facebook, radio, consultations)

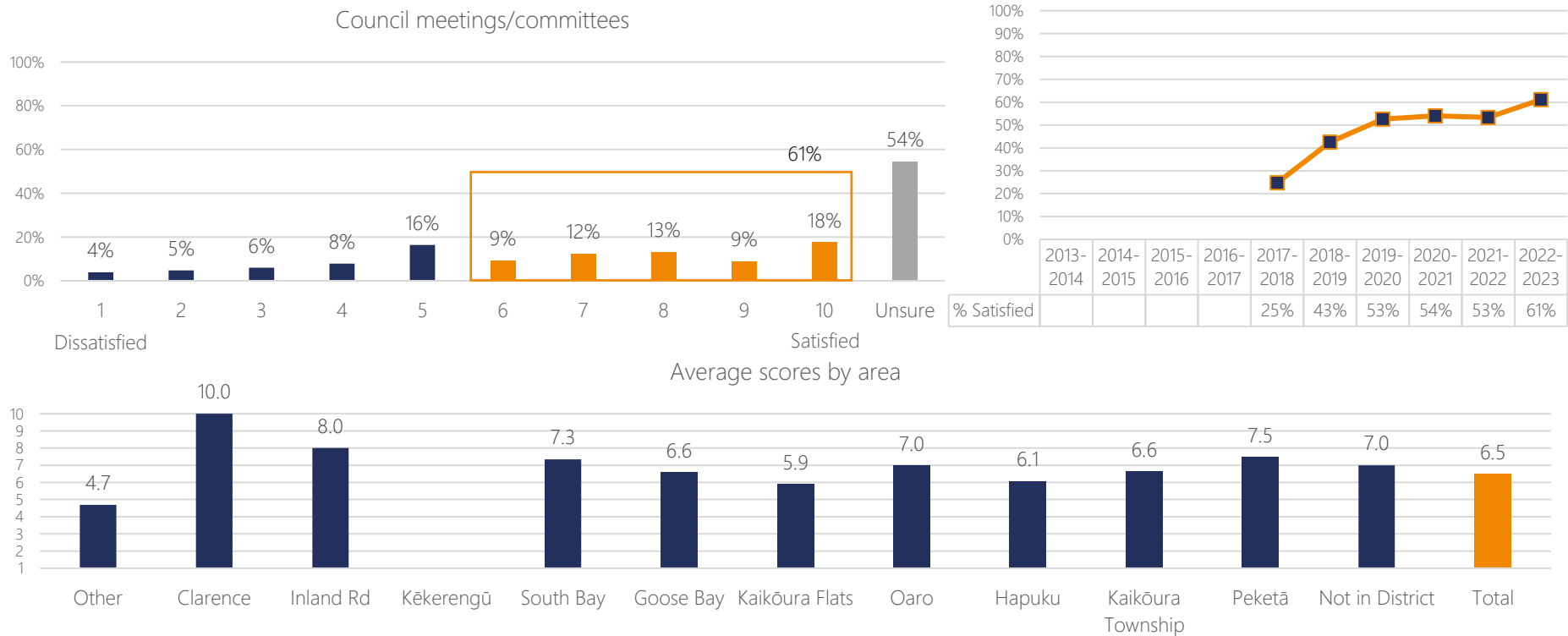


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – meetings and committees

- 61% of respondents were satisfied with Council meetings and committees in 2022-23, showing a good improvement compared to the most recent years – and achieving a new peak.
- However, a large proportion of community members (54%) had no opinion or were unsure about these meetings.
- Respondents aged 65+ were generally most satisfied with this service (72%).



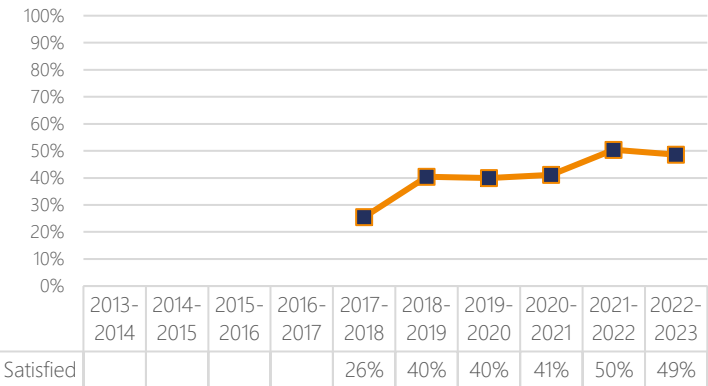
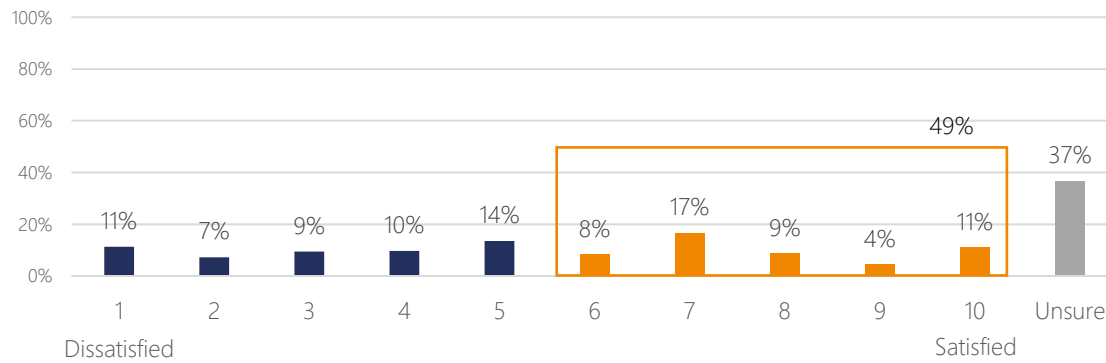
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



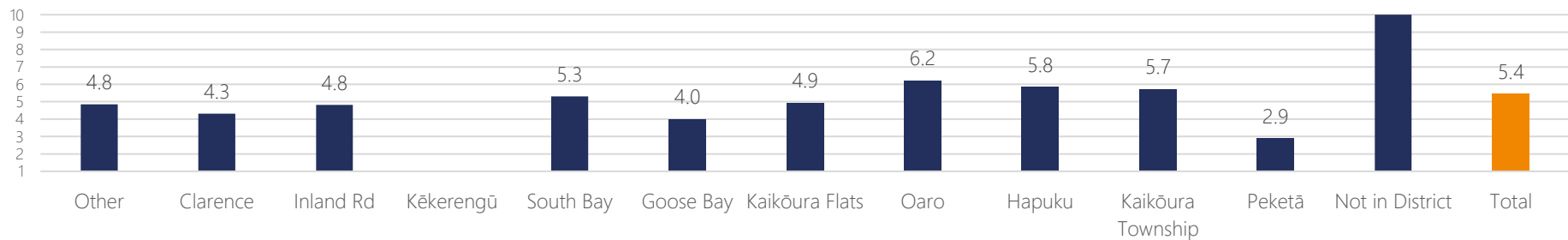
COUNCIL SERVICES – response

- After improving in 2021-22, satisfaction with Council's response to requests for service/complaints remained stable in 2022-23 (49%) – but continued to be one of the lowest ranked evaluation areas.
- Despite this, a significant portion of community members (37%) were unsure or did not have any communications with the Council.
- Younger respondents aged 44 and under (39%) were least satisfied with Council's response.

Council's response to requests for service/complaints



Average scores by area

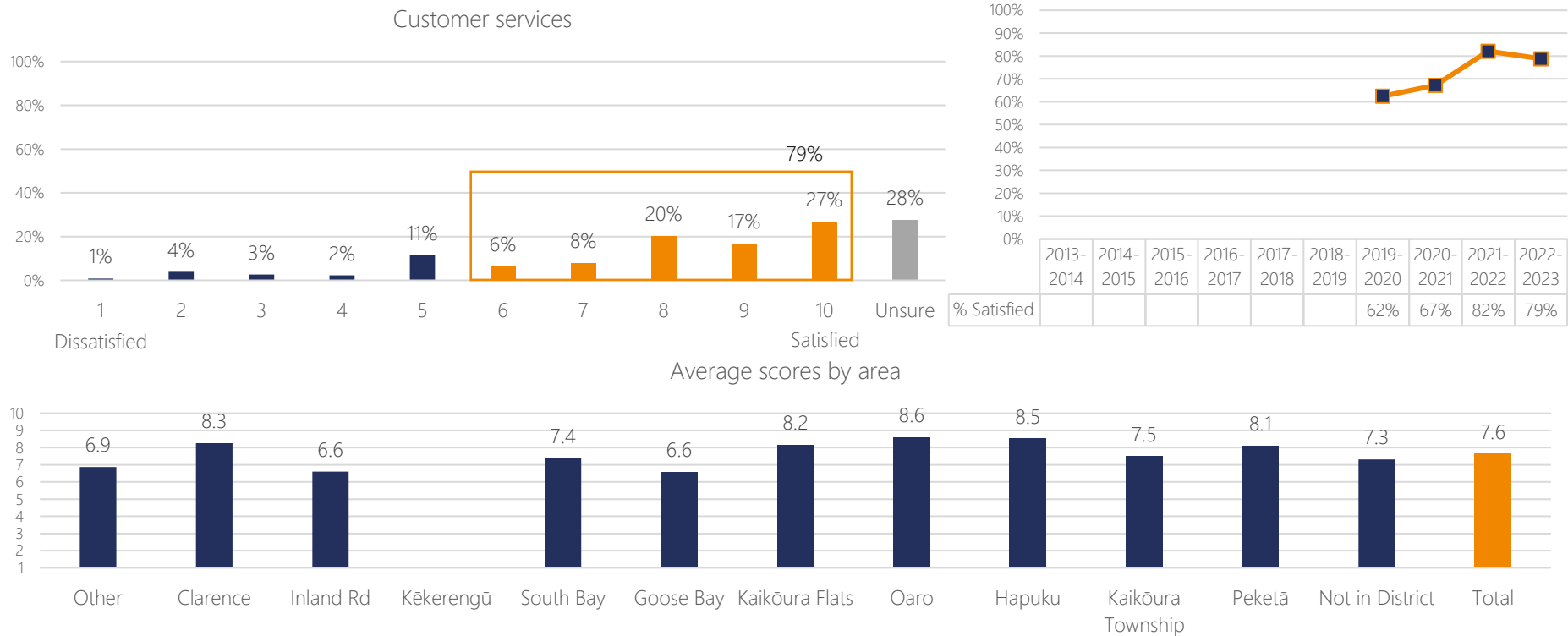


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – customer service

- 79% of respondents were satisfied with customer service in 2022-23, which was similar to 2021-22.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

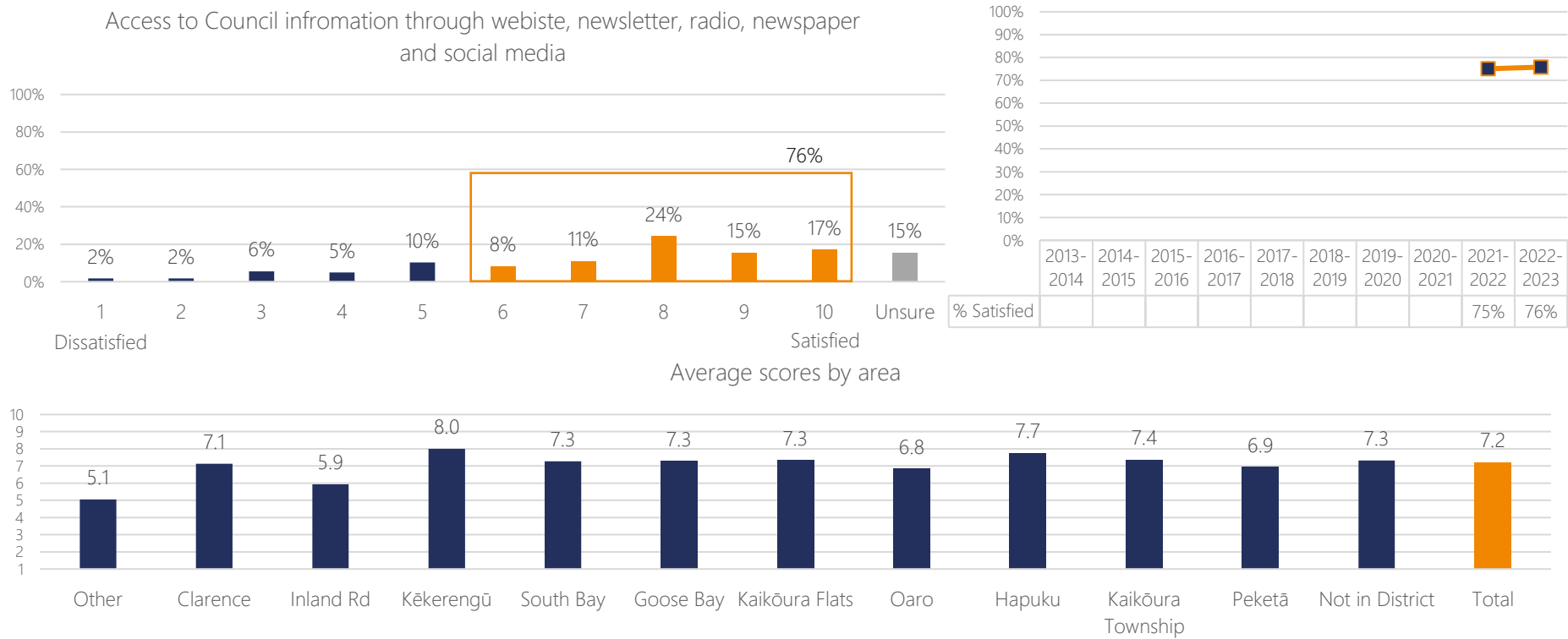


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – access to information

- After being introduced in 2021-22, satisfaction with access to Council information through various media remained high (76%).
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

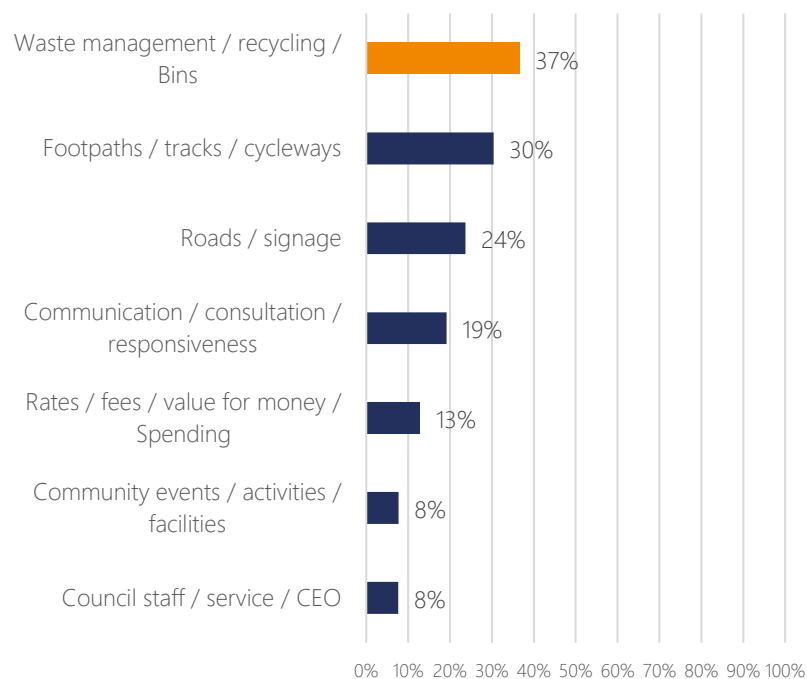


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL SERVICES – feedback

- Approximately 60% of respondents offered additional feedback regarding the services and assets provided by the Council.
- The most frequently mentioned topic pertained to waste management; specifically, the availability of recycling and rubbish collection services, the cost of services, and the scarcity of rubbish bins in the district.
- Additionally, footpaths and roads in the district continued to be a source of concern for community members (consistent with low satisfaction ratings).



Other mentioned categories under 8%:

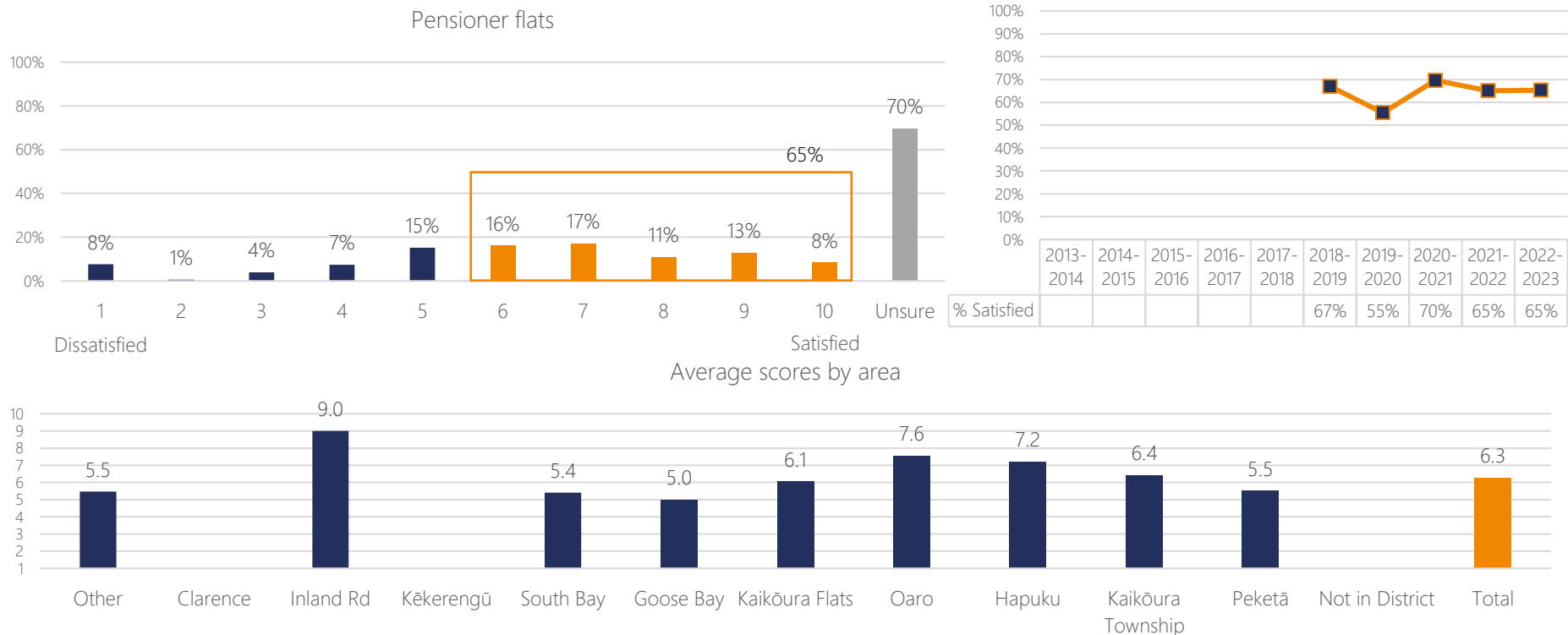
- Improve infrastructure (general) / services
- Cleanliness / beautification
- Rural concerns / services
- General positive comment
- Street lighting / Night Sky preference
- Water infrastructure - drinking, sewage
- Animal control / Noise control / Pest control
- Environment concerns
- Negative perceptions of tourism / economic impact
- Other

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



COUNCIL FACILITIES – pensioner flats

- 7-in-10 respondents 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, and similar to the previous year.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

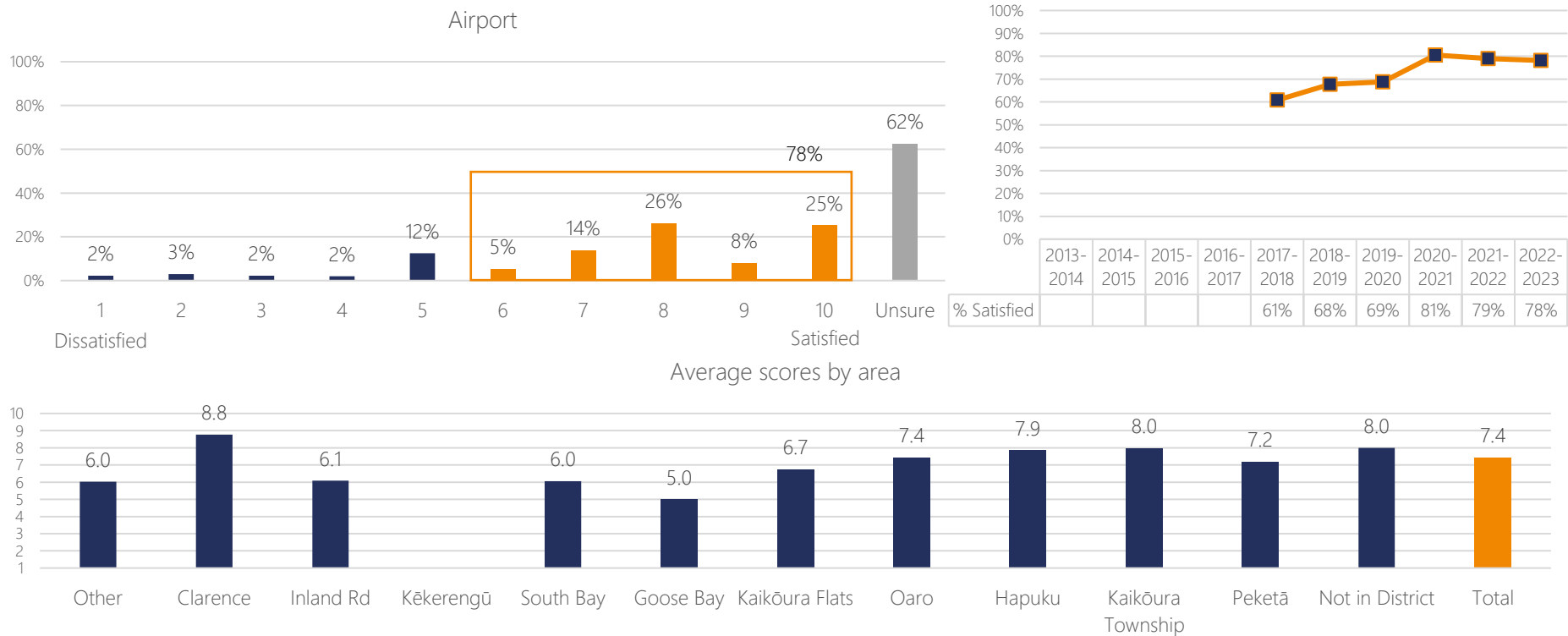


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL FACILITIES – airport

- 78% of respondents were satisfied with the Airport in the district; this result remained consistent in the past three years.
- However, 62% of respondents could not provide a rating due to limited knowledge.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.



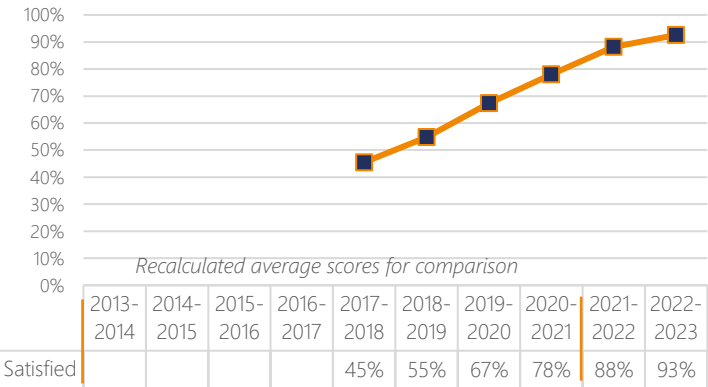
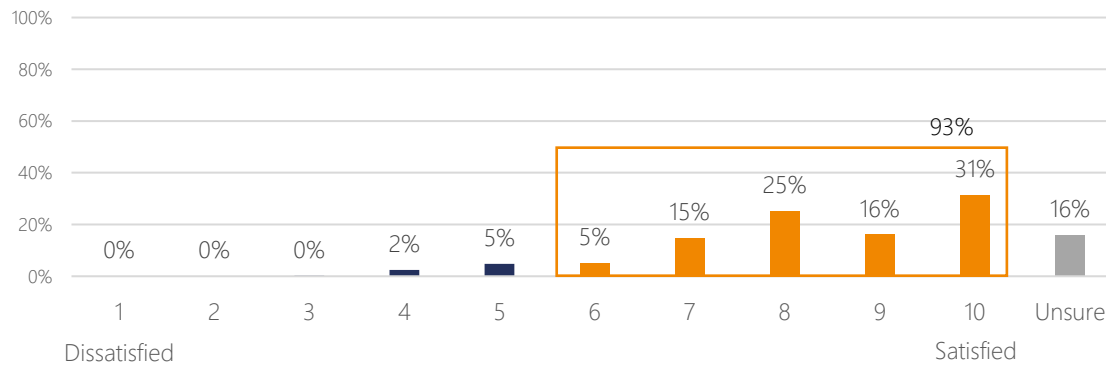
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL FACILITIES – halls and buildings

- In 2021-22, the questions about Memorial Hall, Scout Hall and Op Shop building were combined, and compared to average scores between 2017 and 2021.
- Satisfaction with the combined facilities has been significantly increasing in the past six years, reaching a new high of 93% positive ratings in 2022-2023 – the second highest survey result this year.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

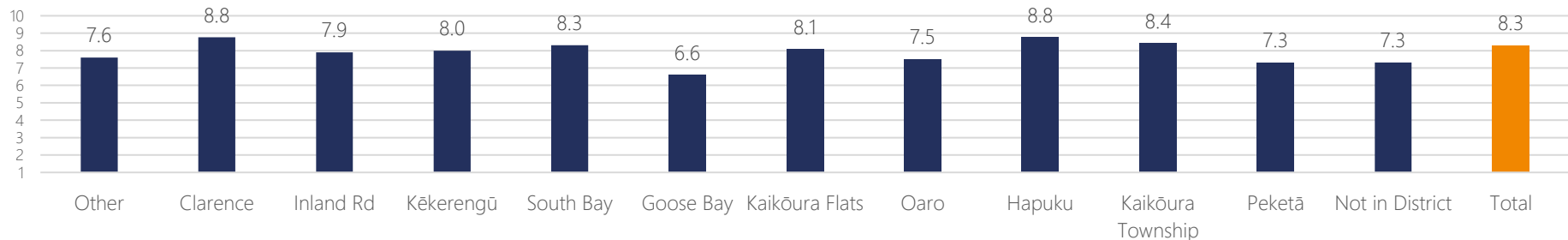
Memorial Hall, Scout Hall and Op Shop building



Recalculated average scores for comparison

Year	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
% Satisfied					45%	55%	67%	78%	88%	93%

Average scores by area



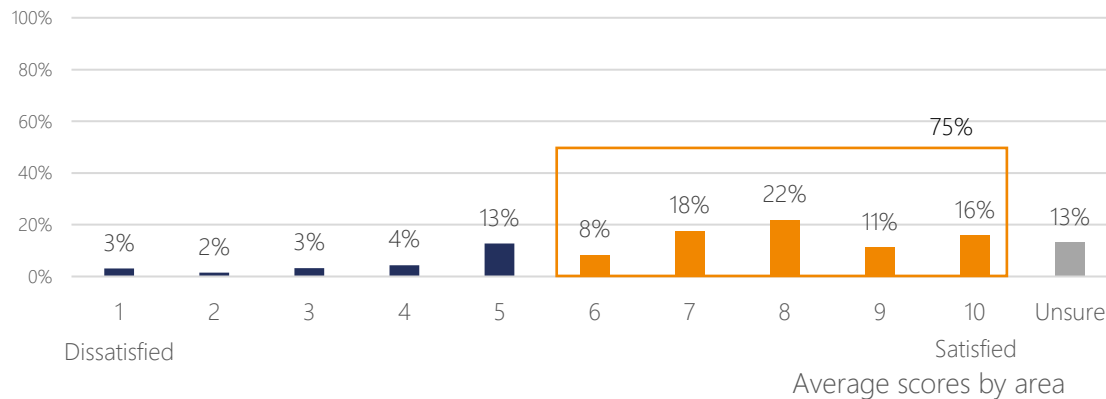
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL FACILITIES – public amenities

- In 2021-2022, questions regarding the cemetery, playgrounds, and public toilets were grouped and compared to historical satisfaction averages.
- Three-quarters of the respondents (75%) reported satisfaction with these combined facilities, a slight decline from the previous year but comparable to the results from 2019 to 2021.
- Community feedback highlighted public toilets as the main area of concern, specifically regarding their availability and maintenance. Additionally, there were comments about the scarcity and maintenance of playgrounds. In contrast, feedback about cemeteries was predominantly positive.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

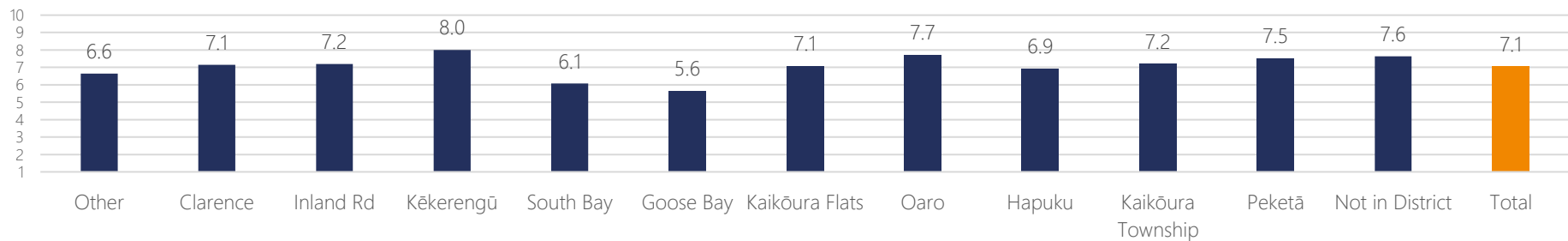
Cemetery, playgrounds and public toilets



Recalculated average scores for comparison

Year	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
% Satisfied	90%	90%	93%	68%	62%	67%	74%	75%	82%	75%

Average scores by area

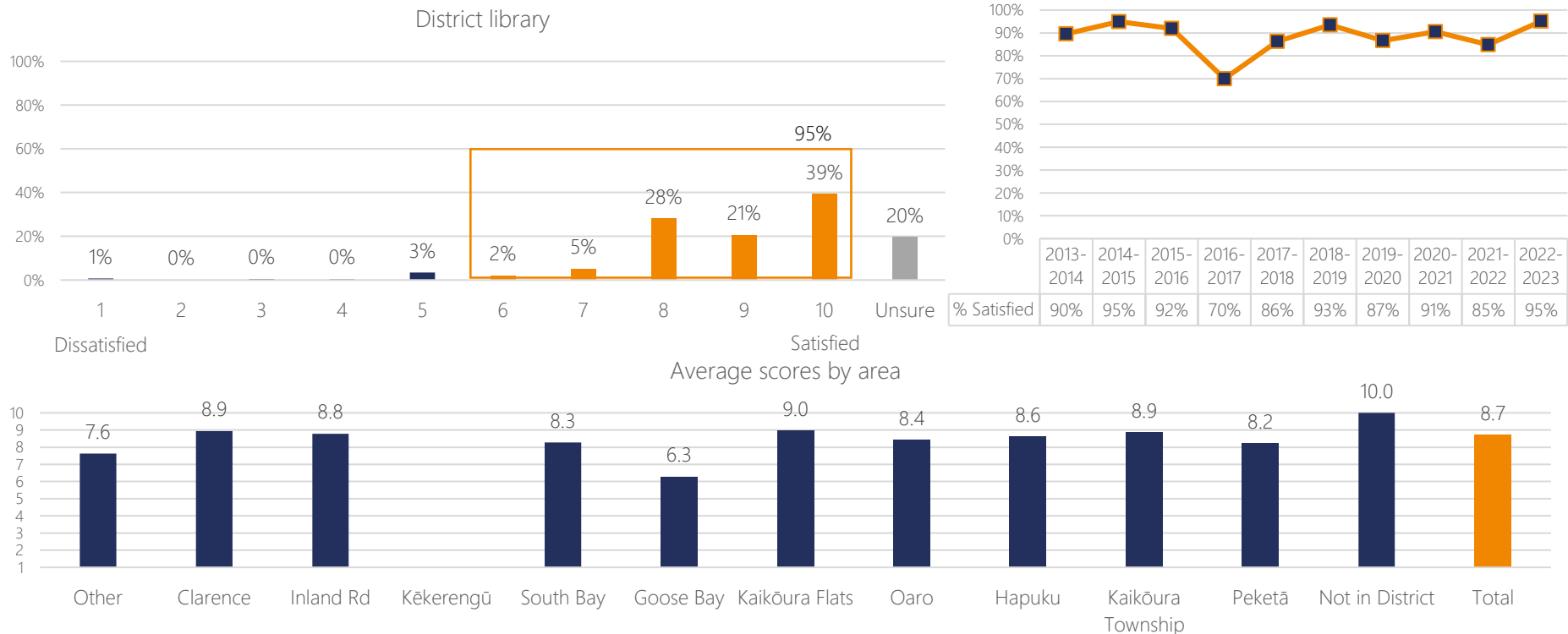


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL FACILITIES – library

- In 2022-2023, satisfaction with the district library showed a significant increase to 95%, achieving the historical high recorded in 2014-2015 – and the best performing service/facility this year.
- As suggested by several community members, this improvement may be attributed to the recent rejuvenation of the library's collection and the friendly and helpful nature of the staff.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.



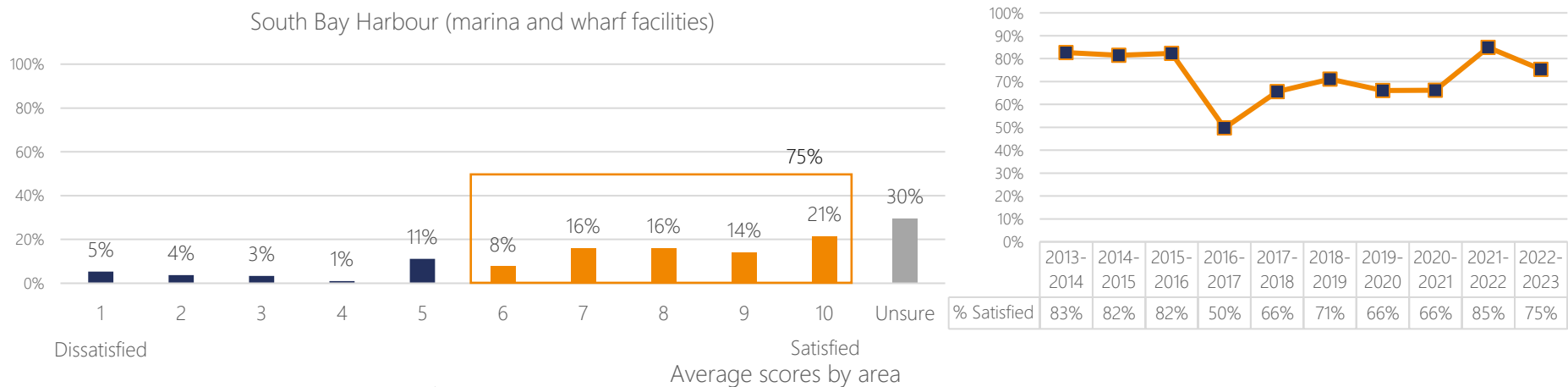
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



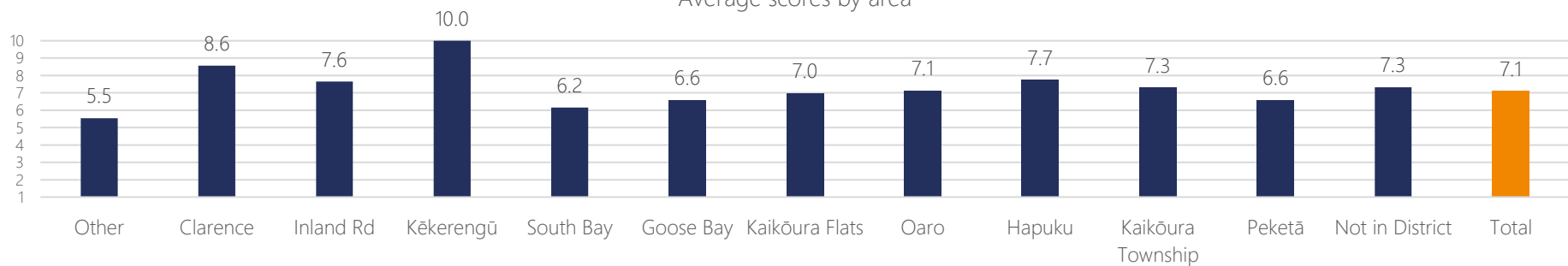
COUNCIL FACILITIES – marina

- After increasing in 2021-22, satisfaction with marina and wharf facilities (South Bay harbour) decreased significantly in 2022-23 (75%). Despite the decline, the overall satisfaction level remained relatively high.
- Community feedback centred around concerns for safety and maintenance, with a few comments referencing the Wakatu Quay development.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.

South Bay Harbour (marina and wharf facilities)



Average scores by area

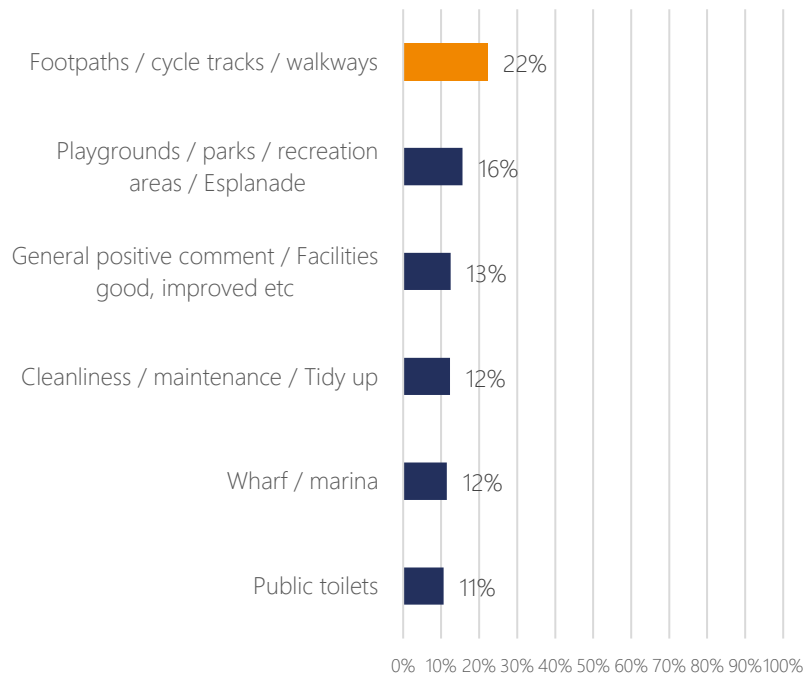


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



COUNCIL FACILITIES – feedback

- 37% of the respondents provided additional feedback regarding Council facilities. Of these, 13% were positive comments.
- The most frequently mentioned issues concerned footpaths, tracks, walkways (urging Council’s attention to these assets), and cycleways (including safety, availability, and Council spending).
- Other comments centred on enhancing public facilities, recreational activities, aesthetics, and civic pride in the town. The top concerns included a need for better children's facilities, dog parks, and public toilets. The community also emphasised the significance of maintenance, tidiness, and safety in public spaces, such as the marina, playgrounds, and toilets.



Other mentioned categories under 10%:

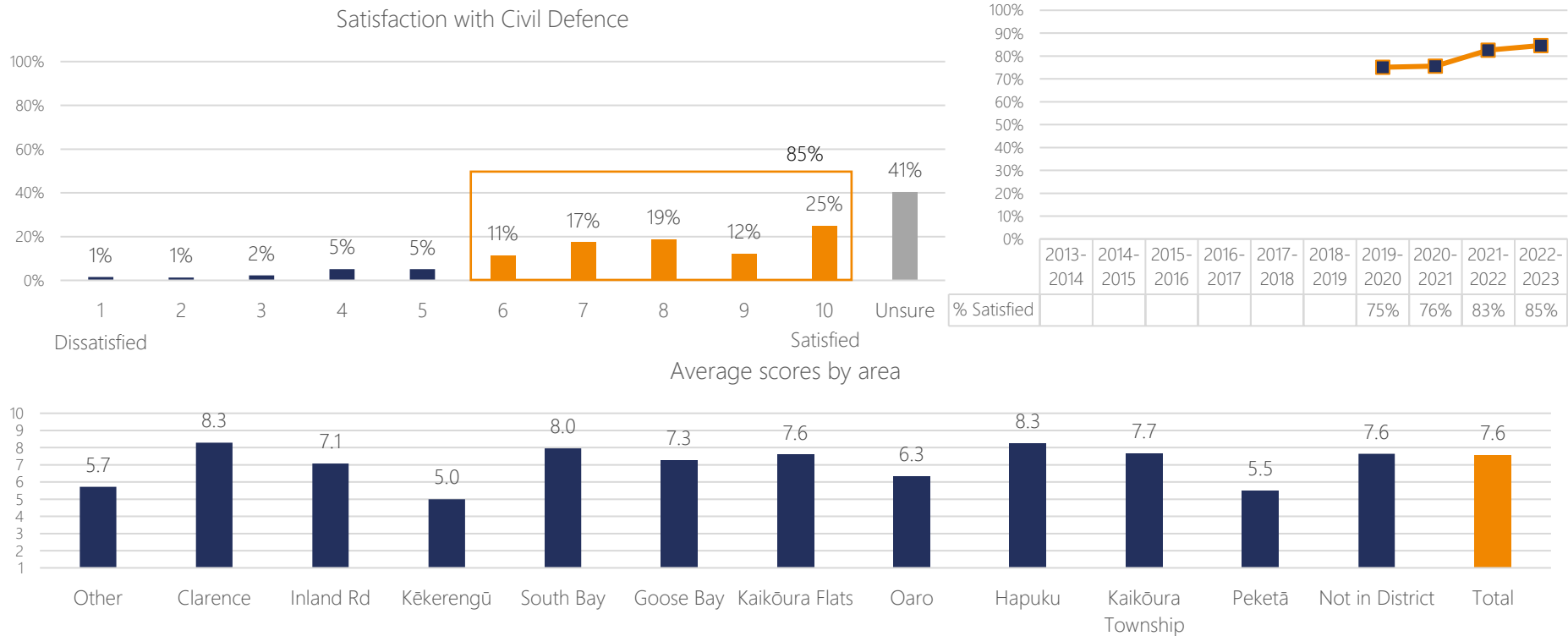
- Library
- Other
- Council management / staff
- Waste management / Bins
- Roads / traffic
- Retirement housing / village
- Cemetery
- Airport

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



CIVIL DEFENCE – Council performance

- 85% of respondents were satisfied with civil defence in the district, which remained similar to the previous year – and the third highest performing indicator in 2022-23.
- Satisfaction levels were consistent among community members of different age, home ownership status and area.



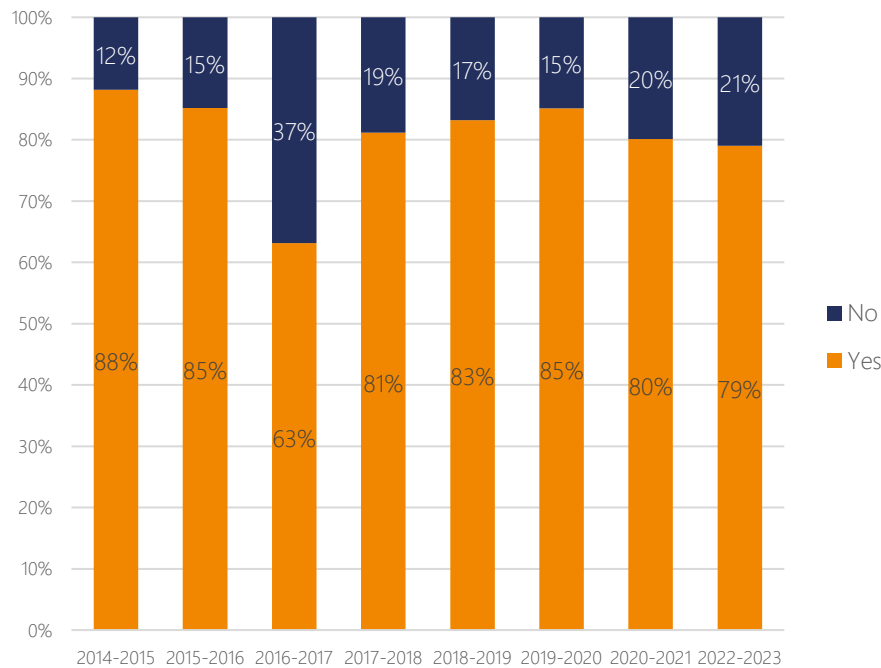
Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis. Due to the low user base for some areas, a greater variation of satisfaction by location should be noted.



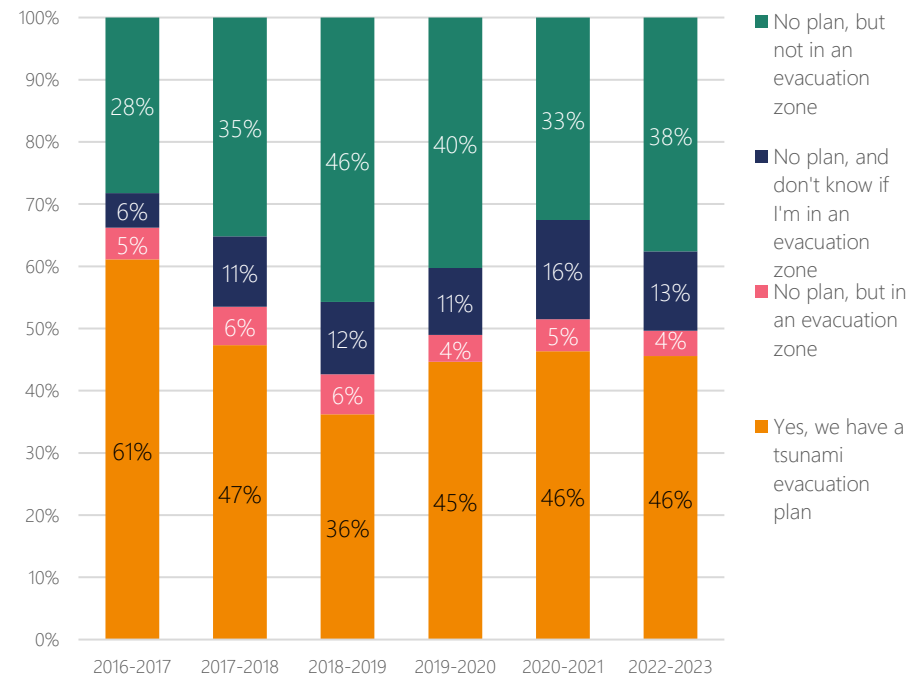
CIVIL DEFENCE – preparedness

- The 2022-23 survey resumed its investigation into community preparedness in the event of an emergency, following a break in 2021-22. 79% of respondents indicated having an emergency plan in place to take care of themselves for three days following a disaster, a result similar to the 80% reported in the 2020-21 survey and consistent with the historical average.
- However, the perceived level of emergency preparedness was lower among younger respondents (64%) and non-homeowners (61%).
- In terms of tsunami preparedness, 46% of respondents reported having an evacuation plan, a result consistent with the 2020-21. Areas with higher levels of tsunami preparedness included South Bay, Goose Bay, Oaro, and Peketā.
- Only 4% of respondents reported living in the tsunami zone but not having a plan, while 38% of respondents reported living outside of the tsunami zone but not having an evacuation plan. This latter result was higher in the Clarence and Inland Road areas.

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



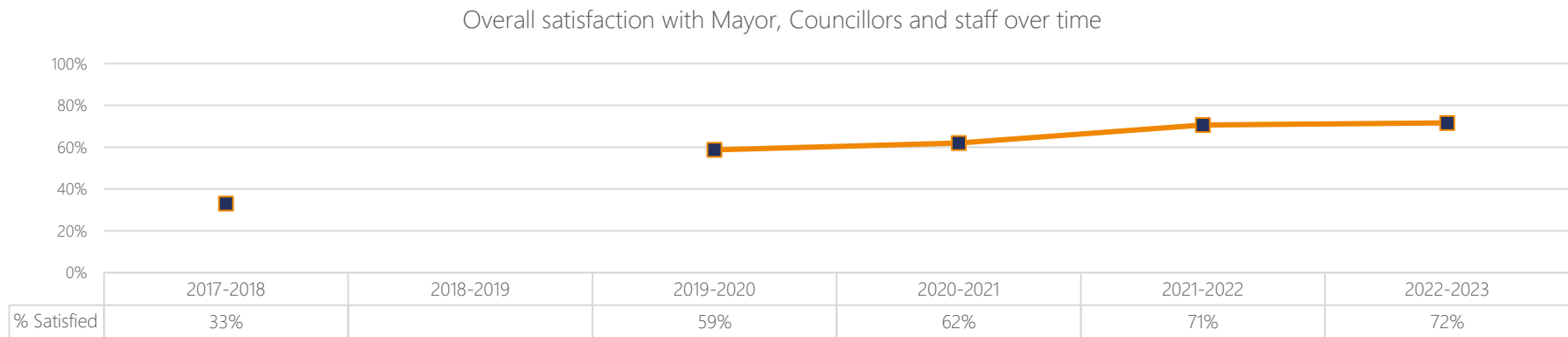
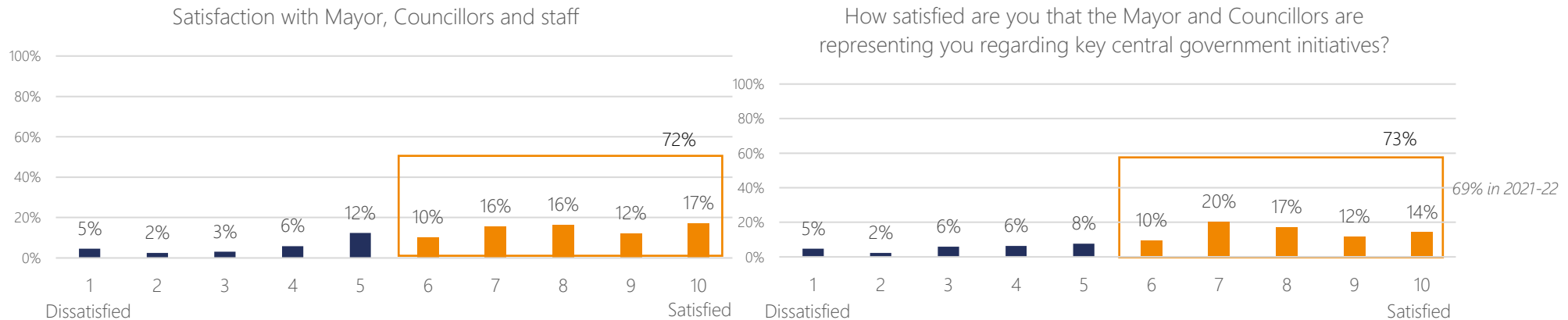
Does your household have a plan to evacuate if there is a tsunami?





COUNCIL MEMBERS AND STAFF

- The 2022-23 results indicated a high level of satisfaction among respondents with regards to their Mayor, Councillors, and staff members (72%), similar to the 2021-22 results.
- Additionally, 73% of respondents were satisfied with their local representation regarding key central government initiatives, which was slightly higher than the 69% reported in 2021-22, but within the margin of error.
- Older respondents aged 65+ were most satisfied with both Council staff, elected members and local representation (84%).

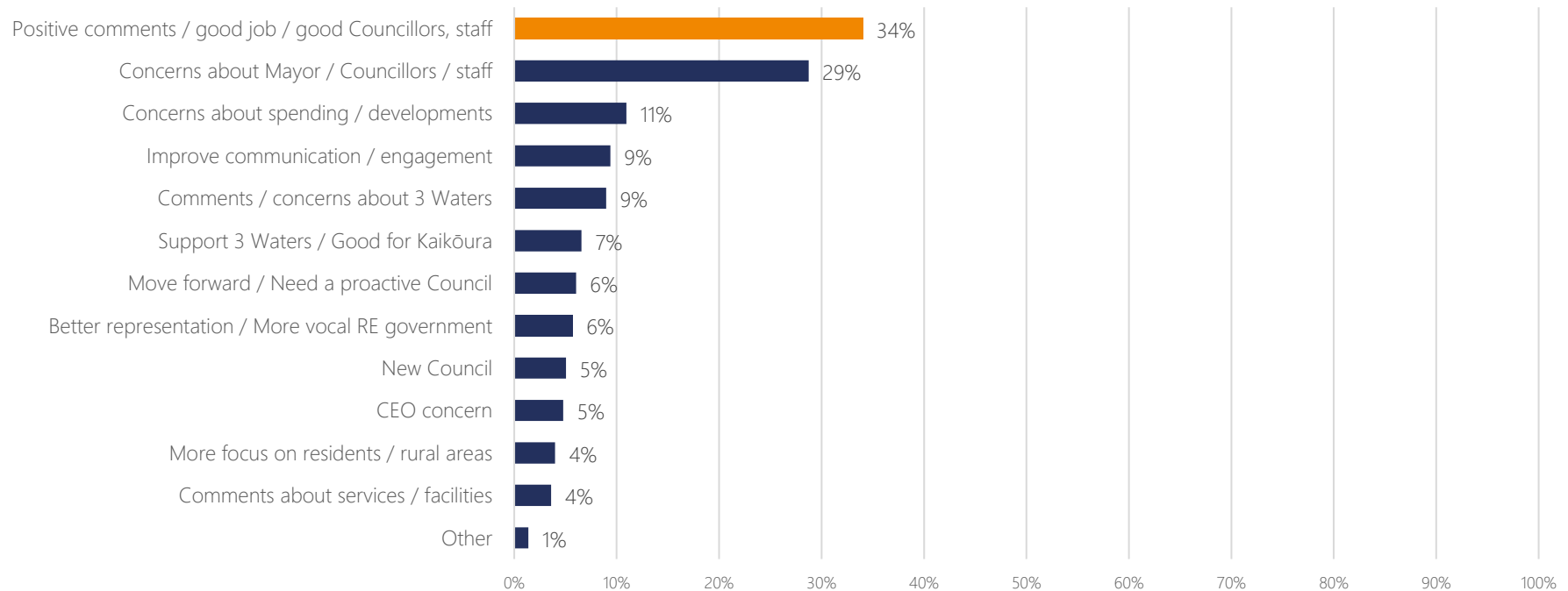


Due to rounding, figures may not add up to 100%. 'No opinion', 'Unsure' removed from the analysis.



COUNCIL MEMBERS AND STAFF – feedback

- Approximately 26% of survey respondents offered additional feedback regarding the performance of Council staff and elected members.
- Of these, 34% expressed positive views about the Council's operations ("*Mayor and Council staff do a good job*", "*Elected members are trying their best*").
- However, 29% of the feedback reflected various concerns about the Council's staff and elected members, including issues related to staffing levels, decision-making processes, professionalism, and the handling of certain situations.

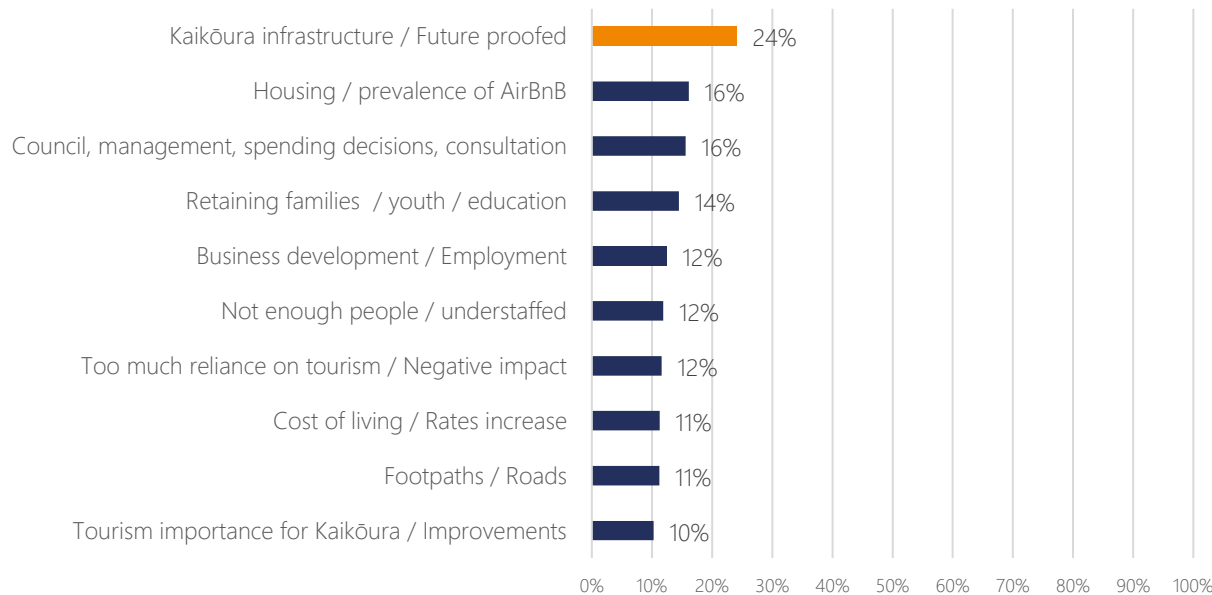


Open-ended comments sorted into categories; totals may exceed 100% owing to several themes could be mentioned by each respondent. The results were weighted by age and gender.



SUGGESTED IMPROVEMENTS and CONCERNS

- Approximately 68% of respondents identified the biggest challenges facing the district in the future. There was some disagreement among participants regarding the impact of the tourism industry on the area. While some viewed tourism as a crucial source of support and income, others stressed the importance of prioritising the needs of residents over those of tourists.
- The most commonly discussed topics centred around the growth of the town and the infrastructure-related issues that come with it.
- Respondents cited challenges such as managing the influx of tourists, upgrading existing infrastructure to accommodate a growing population, maintaining financial stability and sustainability, providing affordable housing and job opportunities, ensuring access to healthcare, and balancing growth with preserving the local environment and cultural heritage.
- In addition, participants raised concerns about Council in general, particularly Council spending decisions.



Other mentioned categories under 10%:

- Central government concerns / 3 waters
- Council services, facilities, assets
- Social issues / community development
- Health services
- Tidy up / Beautification
- Waste management / Rubbish bins
- Aging population / Services / Houses for elders
- Environment / Sustainability
- Other

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.