

RESIDENTS' SATISFACTION & WELLBEING SURVEY RESULTS 2024/25



Our top 6 increases from last year include:

Other Council services that showed an increase:



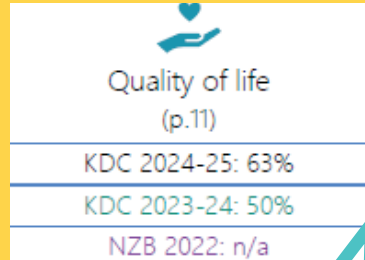
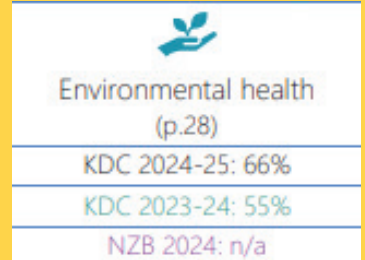
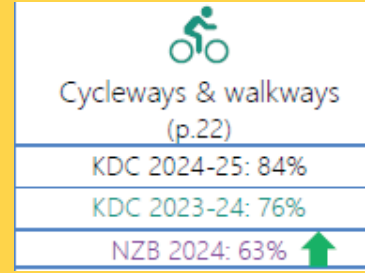
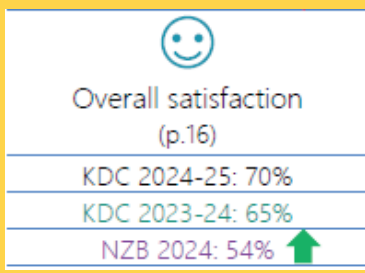
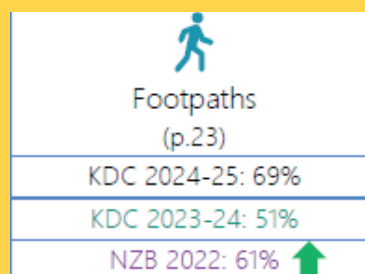
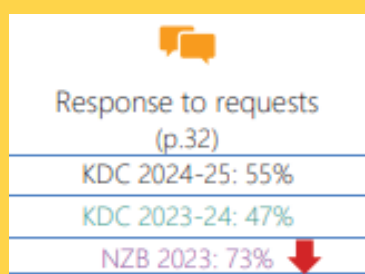
82%
South Bay Harbour



74%
animal control

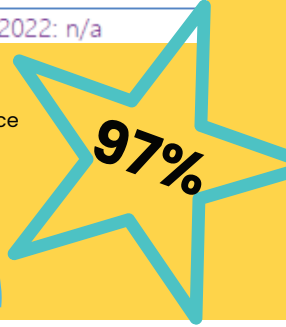


Customer Services
84%



Note:
NZB is a New Zealand wide benchmark.
The full report on our website has more detail on each service referenced by the page numbers on the above graphics.

Public Library
NZB 2024 - 83%



The results from our annual independent community satisfaction survey for 2024/25 are in!

Thank you to all of you who took the time to submit feedback. **Overall satisfaction with the Council increased to 70% this year from 65% last year.** It is fantastic to see that KDC has continued to experience positive performance from the perspective of residents.

This is the second year in a row that the net emotion score stayed positive for all Council services and facilities. This means that there were more satisfied than dissatisfied ratings in all of the performance areas.

25 out of 35 performance areas (71%) showed moderate or high satisfaction levels above 60% and 12 out of 15 performance areas exceeded national benchmark standards.

Areas for continued focus include Council meetings and committees (specifically awareness of meetings, process and outcomes), consultation on key issues and recycling and rubbish collection services. We will be continuing to look at how we can make improvements for next year, particularly in the context of the demographic and geographic feedback to the survey.

To view the full Resident Satisfaction and Wellbeing Survey Report visit <https://www.kaikoura.govt.nz/council/public-notices/202425-resident-satisfaction-wellbeing-surveyPublic>

"Front desk staff very friendly and helpful"

"Build a much needed Dog park"

"New footpaths and gravel roads looking great!"

"It's about time wheely bins were introduced for recycling"