

Resident Perceptions Survey Results Report

1. Purpose

To inform councillors of the Residents Perception Survey results, noting that the Annual Report where this data is usually made public, has been delayed through the Auditor General being under resourced.

2. Executive Summary

South Wairarapa District Council has an ongoing need to measure how satisfied residents are with the resources, services and facilities provided by Council, and to identify improvement opportunities that will be valued by the community. Currently, the main mechanism for this information is the Resident Perceptions Survey.

Most of the questions in the survey relate to Key Performance Indicators (KPIs) outlined in the Long-Term Plan (LTP) and are part of annual auditable and legal requirements. The survey is conducted by an independent research company (Key Research) who apply reputable data survey and analysis methodology which is outlined in the report.

The objectives of the survey are:

- To provide a robust measure of satisfaction with South Wairarapa District Council's performance in relation to service delivery.
- To establish perceptions of various services, infrastructure and facilities provided by Council.
- To provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance.
- To provide benchmarking of performance for South Wairarapa District Council compared to other similar authorities.

3. Recommendations

Officers recommend that the Council:

1. Receive the Resident Perceptions Survey Results Report.
2. Note that the report will be made publicly accessible on the South Wairarapa District Council website.

4. Background

An invitation to participate in the Residents Perception Survey was sent to a random selection of 3000 residents over 18 years of age with both online and paper response options.

The survey was promoted through the usual Council media channels including social media and newsletters. 610 responses were collected, a response rate of 20% which is a reasonable survey response rate and in line with contracted requirements.

The survey results have an expected 95% confidence interval of +/- 3.45% although the margins of error with subgroups will be larger, therefore the results associated with small sample sizes should be read with caution.

This survey was conducted in the second quarter of 2022 and the report was produced in July for the purpose of publication as part of the Annual Report as would be usual practice for most Territorial Authorities around the country. The data collected relates to the 2021-2022 year.

The survey gathers “point-in-time” data, and it is acknowledged that it collected information during an election year when there was significant dissatisfaction with Council’s performance. Efforts to address the issues raised through the Resident’s Perception Survey continues to be a priority for the current Councillors and Council Officers.

5. Prioritization

5.1 Tangata whenua considerations

Engagement considered not required in this case.

5.2 Long-Term Plan alignment

The survey is a key component of reporting against LTP KPIs in the Annual Report.

6. Discussion

2022 was a challenging year for most territorial authorities. For South Wairarapa District there are several points that need to be taken into consideration when viewing the results:

1. In 2021, just after the previous annual residents’ survey, there was a 29% increase in revenue Council collected from ratepayers, which was higher than most residents anticipated.
2. The negative publicity that Council received for not communicating the full impact of the previous year's rates holiday on the 2021/22 rates increase.
3. Severe weather that resulted in flooding and damage to residents’ properties.
4. Vaccine mandates and different alert level / traffic lights system that limited residents using some of the Council’s services and facilities.

5. Covid-19 has impacted Council's services across the district. Staff shortage among contractors for services that include, but not limited to roading and rubbish collection.

There has been a decline and often a significant decline across almost all the performance measures of South Wairarapa District Council. Public Community facilities (especially swimming pools with a slight performance increase), as well as outdoor facilities, such as parks and reserves show the lowest decline with reasonably steady year on year performance with the highest satisfaction levels.

The report does not make specific recommendations, but it does offer an opinion on key areas of focus. In the report, Key Research states that:

*“**Reputation** has the strongest influence on the overall evaluation of Council's performance, followed by **core service deliverables**, and **value for money**. The key priorities for the Council include quality of services and perception of leadership.” And that “Focusing on these two metrics will help increase residents' overall perception the most.”*

Separately, Key Research offer a benchmarking exercise that we opted into. The purpose of the benchmarking is to offer additional comparison (besides year-on-year) between other TAs. The benchmarking shows that not only did we experience a drop in the level of satisfaction of Council, but that we are performing below other councils in most areas with the management of the three waters showing some of the worst performance.

These results cannot be ignored. Elected members and council officers have a shared commitment to work hard on making improvements that matter most to the communities of the South Wairarapa.

There has been significant changes in the leadership team within Council, with 6 of the 7 members joining in the last 18 months. They bring a depth of experience and strengths from central government and private sector roles. Living locally means they have first-hand knowledge of what is working and what isn't within our community, and this helps them understand the issues that communities are facing.

Local government elections late last year gave voters the opportunity to decide who they wish to have represent them. Voters exercised their right to make this decision through their votes and a new Council, with 7 new members out of the 10, was sworn in in October 2022.

Elected members have a critical role in maintaining healthy relationships with the communities of the South Wairarapa, including mana whenua, through engagement and consultation activities that ensure that all stakeholders have a voice and can be heard on issues they care about.

As part of this response, the ELT have developed a three-year rolling business plan that is in working draft for the purpose of improving efficiencies in internal systems and processes and improving organisational culture in an environment with limited resources. It has eleven priority areas (in no particular order) being:

1. Improvements to finance and procurement systems.
2. Creating a resilient and adaptable IT and IM systems that are fit for purpose.
3. Building a healthy and strong organisational culture.
4. Nurturing a positive relationship with Māori, mana whenua, hapū, and marae.
5. Strategy, risk, business planning, and reporting processes are fit for purpose and support good quality decision making.
6. Building and maintaining trusted relationships between elected and appointed members, council officers, and South Wairarapa communities.
7. Programmes and projects are well managed using established project management methodology that includes lessons learned reviews.
8. Strategic workforce planning enables staff development that helps future proof the organisation.
9. Communications, engagement, and consultation processes build trust and confidence in Council and improve our social licence.
10. Asset management enables good decision making and investment in infrastructure.
11. The organisation design is future proofed, agile, and prepared for change.

The business plan will be reviewed by the ELT at least twice a year.

The Resident Perception Survey is due to be completed again in the second quarter of this calendar year. The results will inform the auditable KPIs in the 2022/2023 Annual Report.

Additionally, Council officers expect to develop a wider range of methodology to gauge community sentiment as part of the communications plan and will use this to understand a wider range of perspectives.

7. Risks & Mitigations

7.1 Risk Register

Risks (as per the register) include our reputation and social licence to operate and the capacity of the organisation to deliver high quality work within limited resources.

7.2 Communications

A communications plan is in development.

8. Appendices

Appendix 1 – SWDC 2022 Residents' Perception Survey Report, July 2022

Appendix 2 – Councils' Annual Residents Surveys Benchmarking Report 2021/2022

Contact Officer: Amanda Bradley, General Manager; Policy and Governance

Reviewed By: Harry Wilson, Chief Executive Officer

Appendix 1 – SWDC 2022 Residents’ Perception Survey Report, July 2022



South Wairarapa District Council 2022 Residents' Perception Survey



**SOUTH WAIRARAPA
DISTRICT COUNCIL**
Kia Reretahi Tātau

Report | July 2022
7



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Background, Objectives and Method

Background

South Wairarapa District Council has an ongoing need to measure how satisfied residents are with the resources, services and facilities provided by Council, and to identify improvement opportunities that will be valued by the community.

Research Objectives

- To provide a robust measure of satisfaction with South Wairarapa District Council's performance in relation to service delivery.
- To establish perceptions of various services, infrastructure and facilities provided by Council.
- To provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance.
- To provide benchmarking of performance for South Wairarapa District Council compared to other similar authorities.

Method

- A mixed method approach to data collection, consisting of a postal invitation to an online survey, along with a hard copy survey component was used. The invite was sent to a random selection of 3,000 residents aged 18 years or older across the South Wairarapa district. Those who are 65 years and older were provided with an invite letter containing an embedded link to the online version of the survey and paper survey questionnaire. Residents younger than 65 years old were provided with a letter containing an embedded link to the online version of the survey without a paper questionnaire. Additional paper questionnaires were provided on demand. A follow up reminder postcard was sent to all non-respondents two weeks prior to the survey closure date.
- Additional online engagement was conducted by the Council.
- A total of 3000 invitations were sent to the residents. 610 responses were collected between 17 March and 13 May 2022 with the response rate of 20%.
- The questionnaire was designed in consultation with South Wairarapa District Council and is consistent with 2021 questionnaire, as well as is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council's activities.
- Post data collection, the sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of +/- 3.45%.
- The margins of error associated with subgroups will be larger than this as the results become less precise as the sample size shrinks. Thus, results associated with particularly small sample sizes should be read with caution.

Notes

Due to rounding, percentages may add to just over or under (+/- 1%) totals.



Executive summary

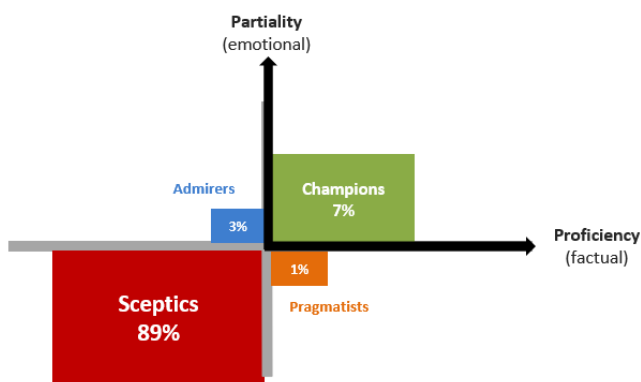


Key Findings

2022 has been a challenging year for most territorial authorities. For South Wairarapa District there are several points that need to be taken into consideration when viewing the results:

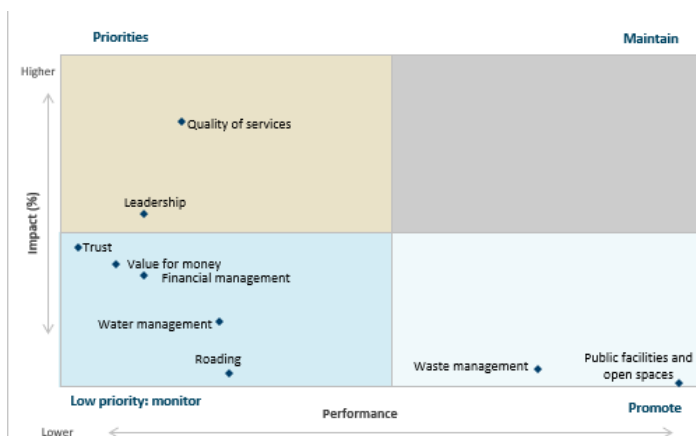
1. In 2021, just after the previous annual residents' survey, there was a 29% increase in revenue Council collected from ratepayers, which was higher than most residents anticipated.
2. The negative publicity that Council received for not communicating the full impact of the previous year's rates holiday on the 2021/22 rates increase.
3. Severe weather that resulted in flooding and damage to residents' properties.
4. Vaccine mandates and different alert level / traffic lights system that limited residents using some of the Council's services and facilities.
5. Covid-19 has impacted Council's services across the district. Staff shortage among contractors for services that include, but not limited to roading and rubbish collection.

There has been a decline and often a significant decline across all the performance measures of South Wairarapa District Council. Public Community facilities (especially swimming pools), as well as outdoor facilities, such as Parks and reserves show steady year on year performance with high satisfaction levels.



Looking at the reputation benchmark in 2022 (+7) compared with +46 in 2021 and reputation profile with 89% of 'Sceptics' there is a dissatisfaction with the leadership team and lack of support of Council.

Reputation has the strongest influence on the overall evaluation of Council's performance (68%), followed by *Core service deliverables* (20%) and *Value for money* (12%). The key priorities for the Council include *Quality of services* and perception of *Leadership*.



Verbatim comments left by the respondents indicate that rates' increase in conjunction with disagreement with how rates are spent are the main reasons for rating these two areas poorly.

Focusing on these two metrics will help increase residents' overall perception the most.

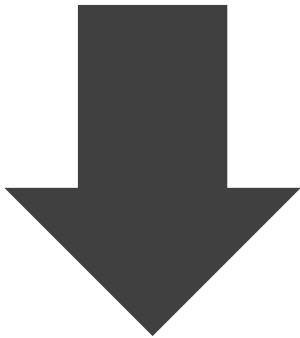
Areas of best and worst performance



Areas of best performance (% Satisfied, 7 to 10)

1. Satisfaction with libraries (85%)
2. Quality of life (81%)
3. Parks, reserves and open spaces (79%)
4. Council maintained sportsfields (78%)
5. Council maintained playgrounds (76%)

*These are the areas with the largest proportion of satisfied customers.



Areas of worst performance (% Dissatisfied, 1 to 4)

1. Financial management (77%)
2. The way Council involves the public in the decisions it makes (77%)
3. Mayor and Councillors give a fair hearing to the residents' views (75%)
4. Council's decisions and actions (73%)
5. Trust (70%)

*These are the areas with the largest proportion of dissatisfied customers.

- Best performance is based on satisfaction/good scores of % 7 to 10 and worst performance is based on dissatisfaction/poor scores of % 1 to 4

Overall measures (showing proportion of respondents scoring % 7-10)

		% point increase / decrease (2022-2021)	2022 (Satisfied % 7-10)	2021 (Satisfied % 7-10)
OT2	Overall quality of your life*	-	81%	-
OT3_1	You're confident that the district is going in the right direction*	-	21%	-
WTR3_3	Overall water supply	-6%	39%	45%
WST2	Overall waste management	-6%	56%	62%
INT4	Overall handling the enquiry	-6%	51%	58%
CF4	Overall community facilities and open spaces	-8%	71%	79%
WTR4_2	Overall wastewater system	-9%	60%	69%
WTR5_2	Overall stormwater systems	-10%	19%	29%
WTR6	Overall water management	-11%	22%	33%
RF2	Overall roading related infrastructure	-13%	23%	35%
SFI1	Overall services, facilities and infrastructure	-13%	35%	48%
VM1	Value for money	-21%	14%	36%
OP1	Overall performance	-25%	18%	43%
REP5	Overall reputation	-26%	12%	38%

NOTES:

- *New questions introduced in 2022. No historical data available.

Overall measures (showing proportion of respondents scoring % 7-10)

		% point increase / decrease (2022-2021)	2022 (Satisfied % 7-10)	2021 (Satisfied % 7-10)
CF2_2	The public swimming pools	+2%	75%	73%
WST1_1	Kerbside recycling collection	-1%	76%	77%
WTR3_2	Quality of the water, including odour, taste and colour	-1%	47%	48%
CF2_6	Public toilets	-2%	67%	69%
CF3_2	Library: Providing relevant and up-to-date books and services	-3%	82%	84%
INT3	Convenience of making enquiry	-3%	76%	78%
CF2_5	Council maintained sportsfields	-3%	78%	82%
CF2_1	Libraries	-5%	85%	90%
WST1_4	Refuse collection and disposal meets needs of the community	-5%	60%	65%
CF3_1	Library: Opening hours	-5%	80%	86%
CF2_3	Parks, reserves and open spaces	-5%	79%	84%
CF2_7	Cemeteries	-6%	76%	82%
WTR3_1	The reliability of the water supply	-6%	53%	59%
CF2_4	Council maintained playgrounds	-6%	76%	82%
WST1_3	Cleanliness of the streets in general	-6%	61%	67%
RF1_3	Footpaths in the district	-6%	28%	34%
GV4_1	Mana whenua and Council have a strong relationship	-7%	21%	28%
WST1_2	Litter control	-8%	55%	63%
GV4_3	The use and protection of the district's resources for the future is appropriate	-8%	19%	27%
OT1	Image of the closest town centre	-8%	54%	63%
GV2_3	The community board effectively advocates on behalf of their community	-9%	28%	37%
RF1_2	Condition and maintenance of urban roads in the district	-10%	39%	48%

Overall measures (showing proportion of respondents scoring % 7-10)

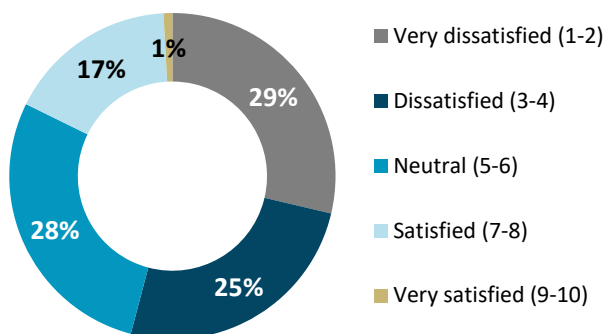
		% point increase / decrease (2022-2021)	2022 (Satisfied % 7-10)	2021 (Satisfied % 7-10)
RF1_1	Condition and maintenance of rural roads in the district	-11%	26%	36%
WTR5_1	Keeping roads and pavements free from flooding	-11%	19%	29%
WTR4_1	The reliability of the wastewater system	-11%	62%	74%
GV4_2	Māori culture and te reo is appropriately recognised and visible in the district	-12%	23%	35%
GV2_4	You can easily contact a Council member to raise an issue or problem	-16%	38%	54%
REP4	Quality of the services	-19%	18%	37%
GV2_2	There are adequate opportunities to have a say in Council activities	-21%	15%	36%
GV3_3	Council's decisions and actions	-21%	9%	31%
REP3	Financial management	-22%	7%	28%
REP2	Trust	-22%	11%	33%
GV3_4	The way Council involves the public in the decisions it makes	-22%	8%	31%
REP1	Leadership	-23%	14%	37%
GV2_1	There are adequate opportunities to participate in decision-making	-24%	16%	40%
GV2_5	Mayor and Councillors give a fair hearing to the residents' views	-25%	10%	35%
GV3_1	Accessibility of the Mayor and Councillors	-26%	25%	51%
GV3_2	Advocacy and leadership of the Mayor and Councillors	-27%	13%	40%



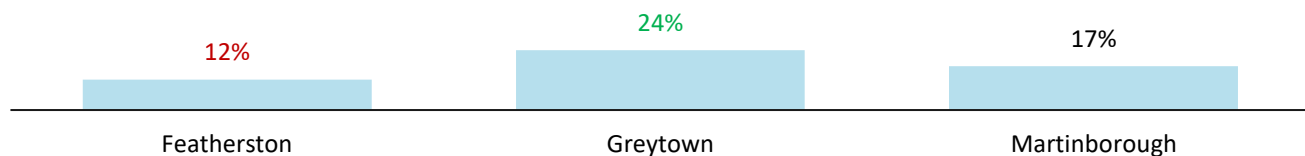
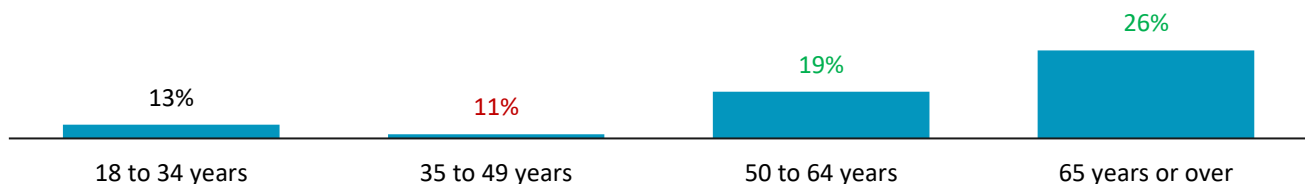
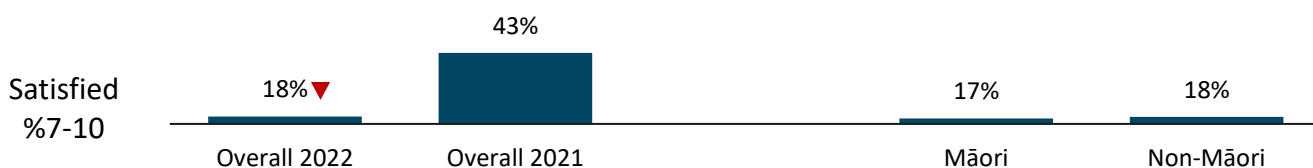
Overall Satisfaction with the Council



Overall performance



- Less than two in ten residents (18%) are satisfied with South Wairarapa District Council's *Overall performance* which is a significant decline compared with 43% recorded in 2021.
- Based on the overall comments, leadership and their actions are of the most concern for the residents (mentioned by 33%), followed by problem with communication (30%) that is most likely related to not fully explaining the impact of the previous year's rates holiday on the 2021/22 rates increase.



- While overall decline is consistent across all demographics, older residents (50 years and over) are more likely to be satisfied when compared to those aged between 35 and 49 years.
- Residents from Featherston are least likely to rate Council's performance higher with just over one in ten respondents being satisfied (12%).

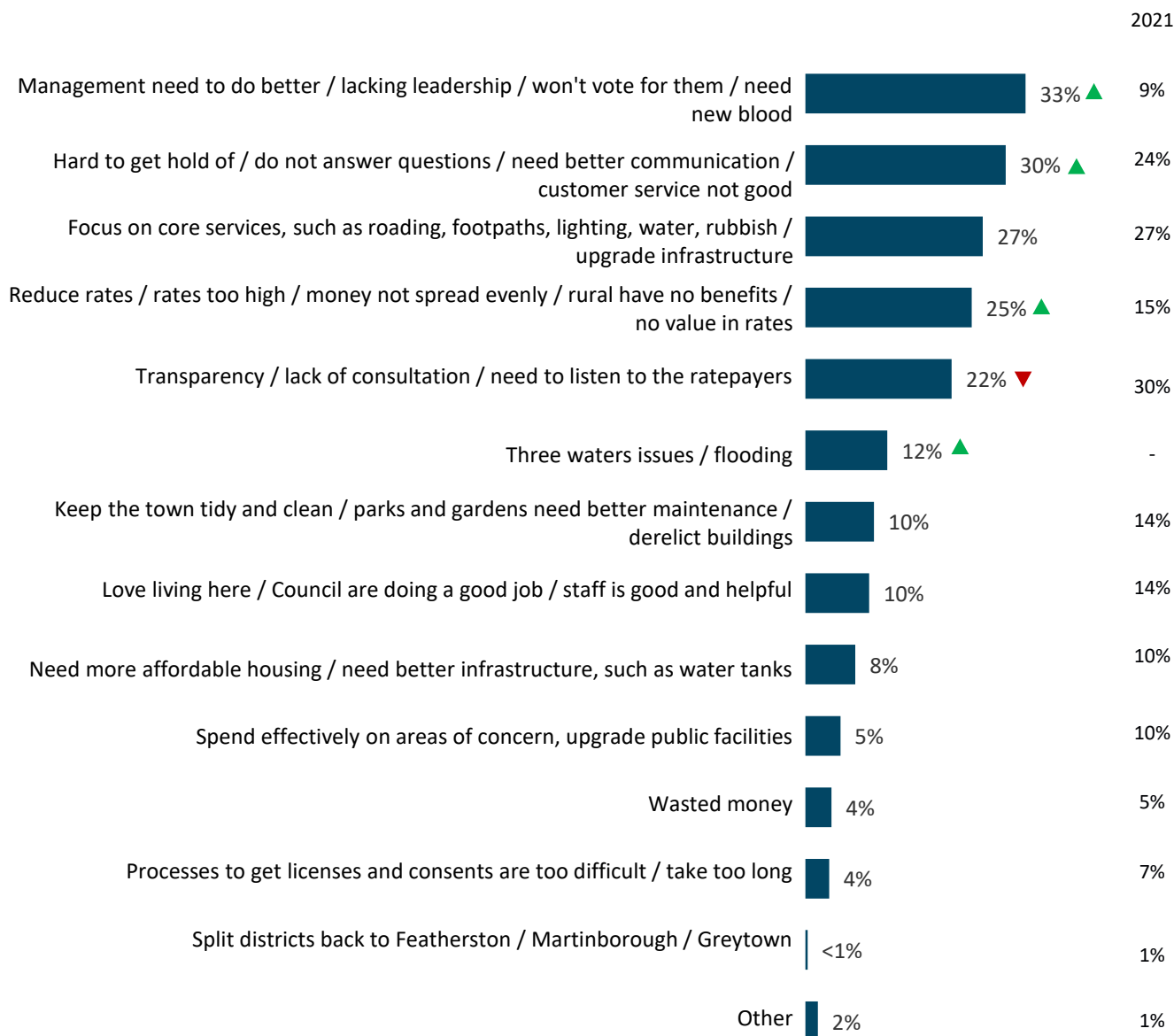
NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. OP1. And thinking about everything we have discussed about the Council; how it communicates and involves residents, the services and facilities it provides, its reputation and the value for money that you receive. How would you rate your overall satisfaction with the South Wairarapa District Council? n=583

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

General comments



- Based on the general comments that were left by 286 respondents, there is a shift in priorities when it comes to what concerns residents the most.
- In 2021 just 9% have mentioned leadership, while in 2022 33% have focused on this issue.
- Second largest shift was in the comments related to rates. 25% in 2022 compared with 15% in 2021 have raised a concern of rates being too high, as well as concerns that the budget is not spread evenly across areas of service.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. GEN. Are there any other comments that you would like to make about the South Wairarapa District Council? n=286

Year-on-year
▲ Significantly higher
▼ Significantly lower

General comments

South Wairarapa District Council is undemocratic. They ignore the community in relation to the quarry, lacks proper governance and ignores its own strategic plan. There is a lack of transparency and is a poor communicator with its residents who actually fund them. I see them as untrustworthy and dishonest.

Monitor more closely the quality and efficiency of contractors. For example Wellington Water seems to be hit and miss with repairs with delays and revisits. Street cleaning is irregular.

Councils have to fight back harder on Central Government who keep trying to put extra on their plate with roading, water, sewage and planning. Maintain what we have and improve the roading. Set up a Wairarapa water service that sorts our own needs, we are surely big enough.

Large increase in rates with no increase in services with misleading statements about rates. This unfairly high contribution to rates for services I don't use being in a rural area. There is lack of vision to develop the region by promoting business and tourism, such as painting roads in the Martinborough Square that people don't want.

There is nothing to do in this town for youth. There are no walking or cycle trails and young people just can't wait to leave. South Wairarapa District Council needs to change that and stop wasting money on ridiculous initiatives, like painting the roads and reducing the little amount of activities we actually have, such as closing coastal camping areas that local residents actually regularly use and enjoy.

Very poor communication regarding rates rise held in 2020 and its knock on effect and not keeping that in the public eye in the run up to the 2021 reset. Poor information returned after public meetings regarding the future growth of the towns.

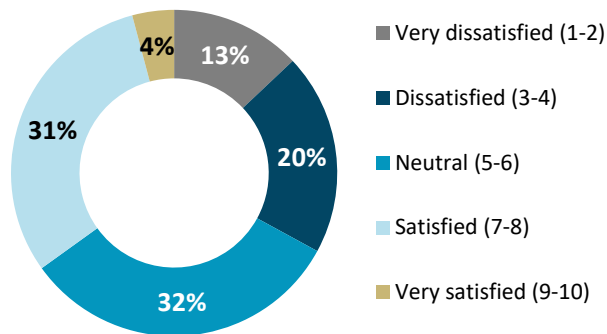
Do something, anything to prevent flooding around Lake Domain by ensuring farmers on Murphy's Line whose stop banks are insufficient to contain flood events and therefore create major flooding to private residences, get the support and assistance they need to remedy.

Council needs to go into savings mode and only spend money on essentials for the community. Water, roads and general maintenance. Nothing should be spent on overheads, nice to have projects and definitely not on wage increases for Council's management team. Salaries for the Mayor and CEO should be dependent on performance and satisfaction, as the rate payers are ultimately their employer.

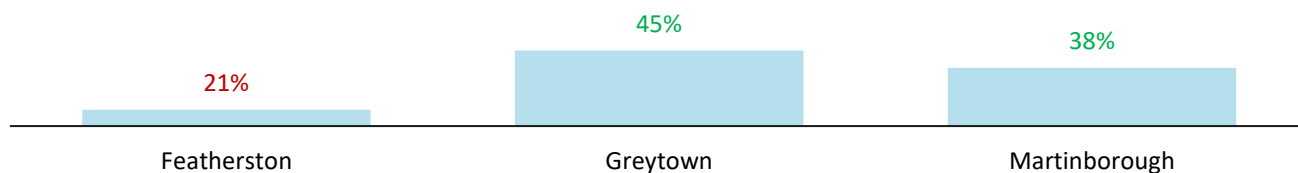
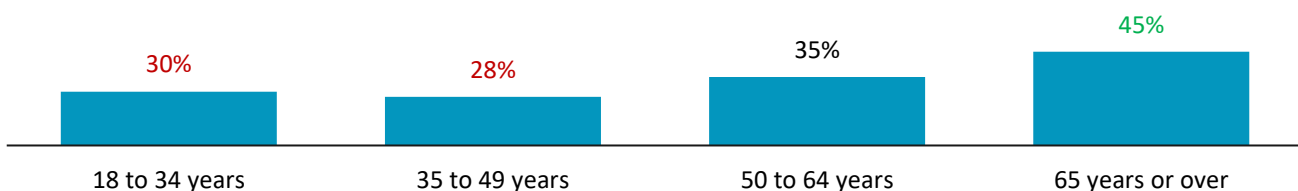
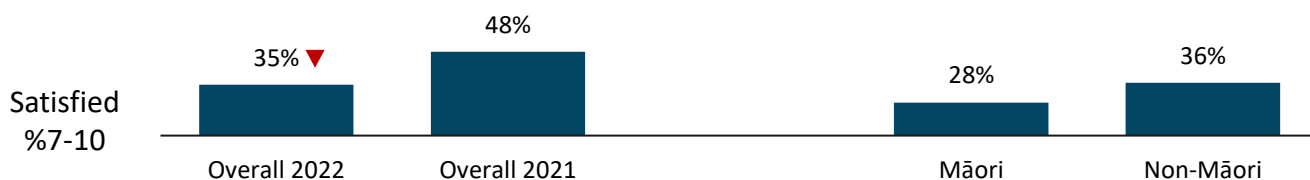
Individual staff working at pools, libraries, in waste collection are almost all extremely friendly, helpful and obviously working hard. I think there has been a huge loss of trust in the Council over the last year or so, especially around perceived or real lack of transparency around issues relating to rates and water. That said, we love living in this community and have hopes that in the future strong and better leadership will emerge.

I do not know what the vision of Council is for all three towns? We should have a united vision and direction for our region. For the last 15 years it seems like Council is always focusing on the little stuff and not the big picture. I would like to see real Māori representation in the decision making at Council. You need to get the treated wastewater out of our waterways.

Overall services, facilities and infrastructure



- Just over a third of the residents (35%) are satisfied with *Core service deliverables (or overall services, facilities and infrastructure)*.
- This is a significant decrease when compared with 2021 results.



- Residents aged 65 and over are significantly more satisfied with overall services, facilities and infrastructure when compared to those aged under 50 years.
- Those residing in Featherston are least satisfied with 21% satisfaction compared with other areas.

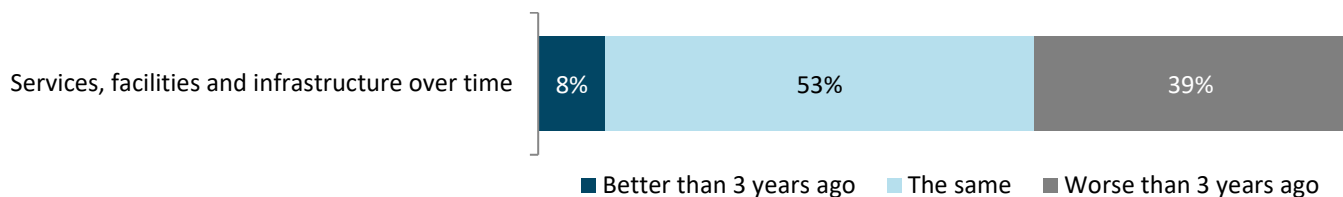
NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. SF11. Thinking overall about all SERVICES, FACILITIES AND INFRASTRUCTURE, such as water management, roading, waste management, how would you rate your satisfaction with Council's performance in relation to all of these types of services that it provides to the community? n=570

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Improvements over time



Scores with % 7-10	2022	2021	Māori	Non-Māori
Better than 3 years ago	8% ▼	28%	10%	8%
The same	53%	53%	57%	53%
Worse than 3 years ago	39% ▲	19%	33%	39%

Scores with % 7-10	18-34 yo	35-49 yo	50-64 yo	65+ yo
Better than 3 years ago	13%	8%	6%	8%
The same	42%	53%	55%	56%
Worse than 3 years ago	45%	39%	38%	36%

Scores with % 7-10	Featherston	Greytown	Martinborough
Better than 3 years ago	8%	8%	10%
The same	48%	64%	46%
Worse than 3 years ago	45%	28%	44%

- The proportion of those who consider there has been no change when it comes to improvements within *services, facilities and infrastructure* in the past three years remains consistent with the previous reporting period (53%).
- Younger residents (those aged 18-34 years) and those residing in Martinborough have a perception that *services, facilities and infrastructure* have improved in the past three years (13% and 10% respectively).

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. SF12. Thinking about all Council-managed SERVICES, FACILITIES AND INFRASTRUCTURE, what best describes changes in the South Wairarapa District in the past three years? n=470

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

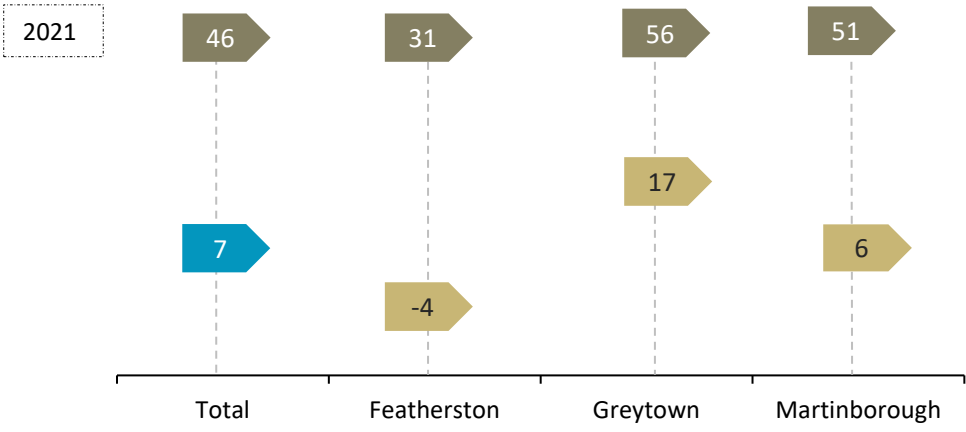


Reputation profile

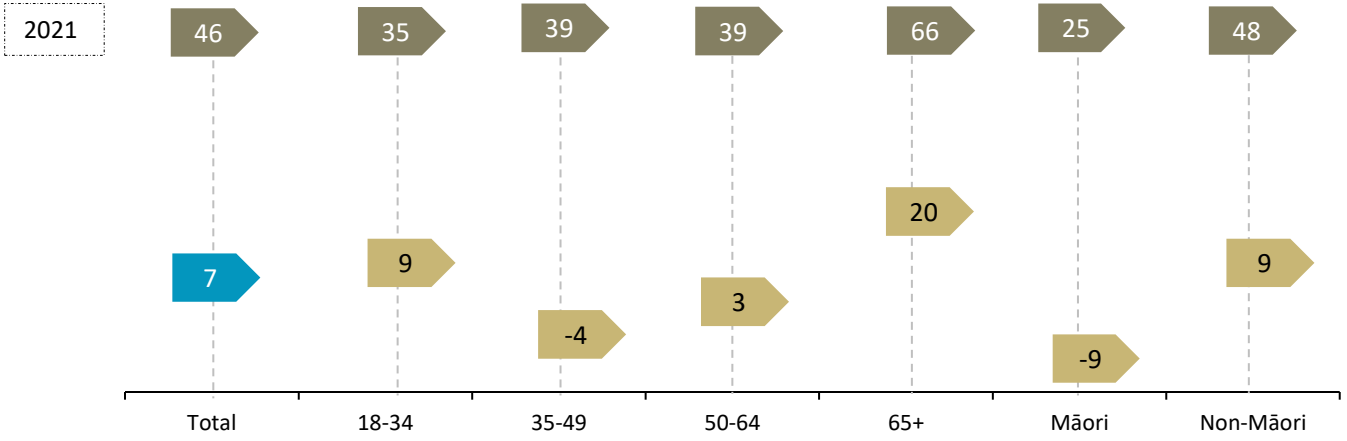


Reputation Benchmarks

- Reputation benchmark is calculated by rescaling the *Overall reputation* measure to a new scale between -50 and +150 to improve granularity of the results.
- The benchmarking is done among different demographic groups to identify the communities that are least/most supportive of the Council.



- The reputation profile has a score of +7 overall, which is considered 'Poor'. It is also a significant decline from +46 in 2021.
- Featherston has the lowest benchmark of -4, while Greytown has the highest with +17.

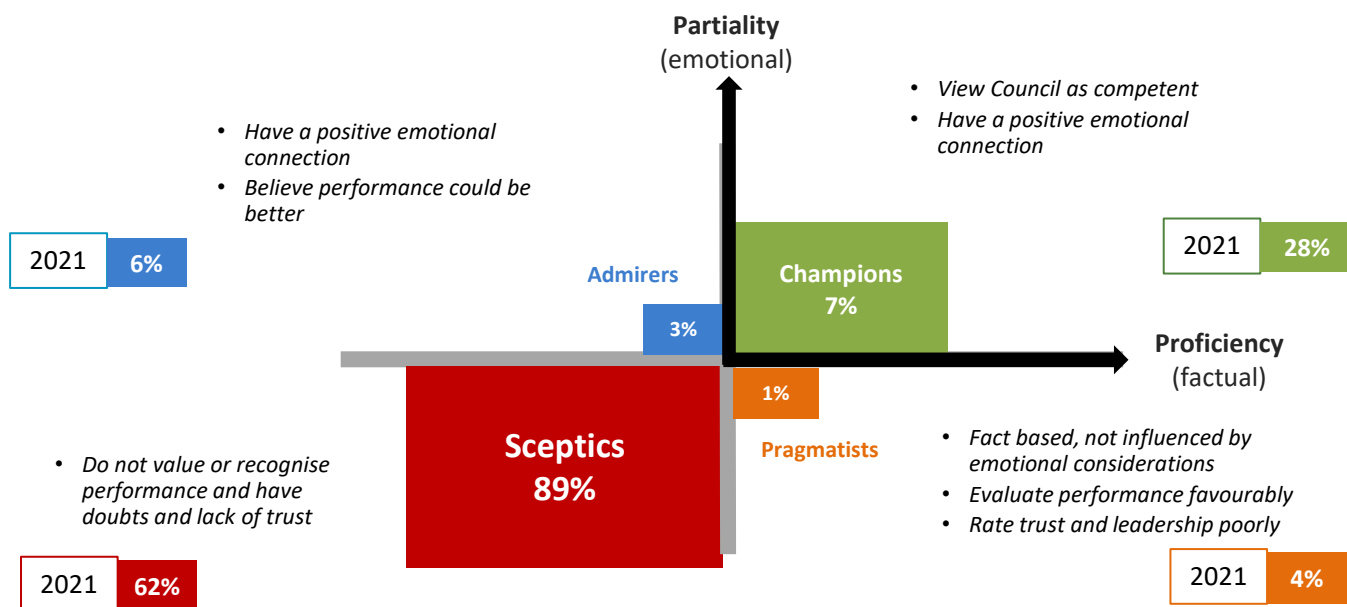


- Overall, groups that support Council the most include those residents aged over 65 years (+20).
- Residents aged 35-49 years and those who identify as Māori have the lowest reputation benchmark which has reached negative numbers in 2021 at -4 and -9 respectively.

NOTES:
 1. Sample: 2021 n=751; 2022 n=610; Excludes 'Don't know' responses
 2. REPS: So, everything considered (i.e., leadership, trust, financial management, and quality of services provided) how would you rate the South Wairarapa District Council for its overall reputation?
 3. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

Reputation Profile



Just 7% of residents are ‘Champions’ of the District Council, while close to nine in ten (89%) are ‘Sceptics’. The reputation profile shows a lack of trust towards the leadership.

Greytown Ward remains the area with the strongest reputation profile with 10% of ‘Champions’ and 86% of ‘Sceptics’. However, residents from Featherston and Martinborough tend to have a lack of trust and not value Council as much. There are 92% of ‘Sceptics’ in Featherston and 90% in Martinborough.

Māori residents are significantly more likely to be ‘Sceptics’ (95%) than other ethnicities (88%) and also have a significantly lower proportion of ‘Champions’ (2% to 8%)

Proportion of ‘Sceptics’ remains at 80% and over for all age groups which is significantly higher when compared with 2021 results. Residents aged over 65 years had the largest increase in a proportion of ‘Sceptics’ over 12 months (45% in 2021 compared with 80% in 2022).

NOTES:

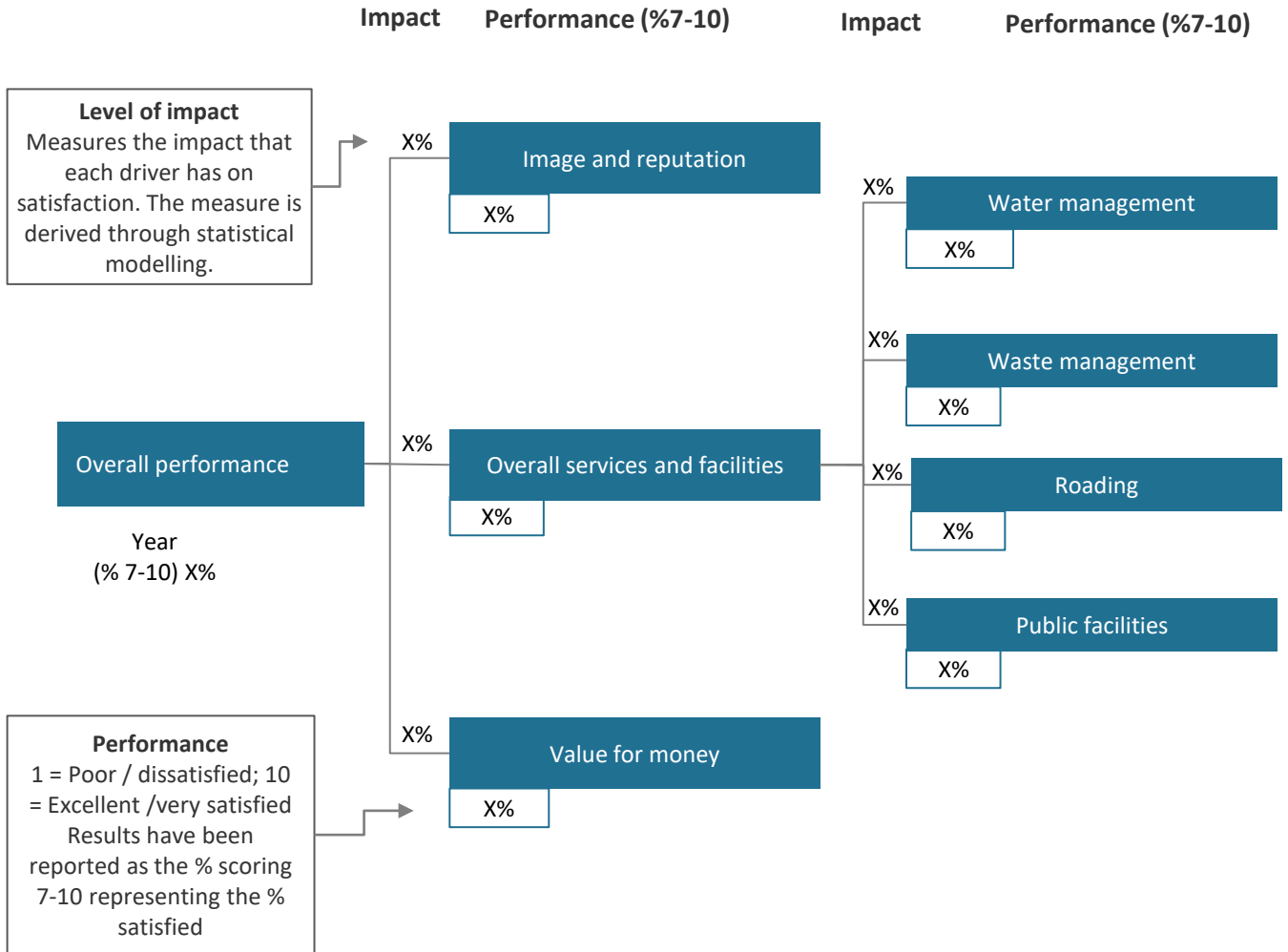
1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. REP1. Thinking about how Council is committed to creating a great district, how it looks after the cultural, economic, environmental, and social well-being of the district, being in touch with the community and setting clear direction, overall, how would you rate the Council for its leadership and performance? n=555
3. REP2. Thinking about how open and transparent Council is, how Council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the faith and trust you have in them? n=544
4. REP3. Now thinking about the Council's financial management – how Council allocates rates/funds to be spent on the services and facilities provided, and its transparency around spending, how would you rate the Council overall for its financial management? n=524
5. REP4. When you think about everything that Council does, how would you rate the Council for the quality of the services they provide to the South Wairarapa district? n=565
6. REP5. So, everything considered (i.e., leadership, trust, financial management, and quality of services provided) how would you rate the South Wairarapa District Council for its overall reputation? n=562



Drivers of satisfaction
Priorities and opportunities



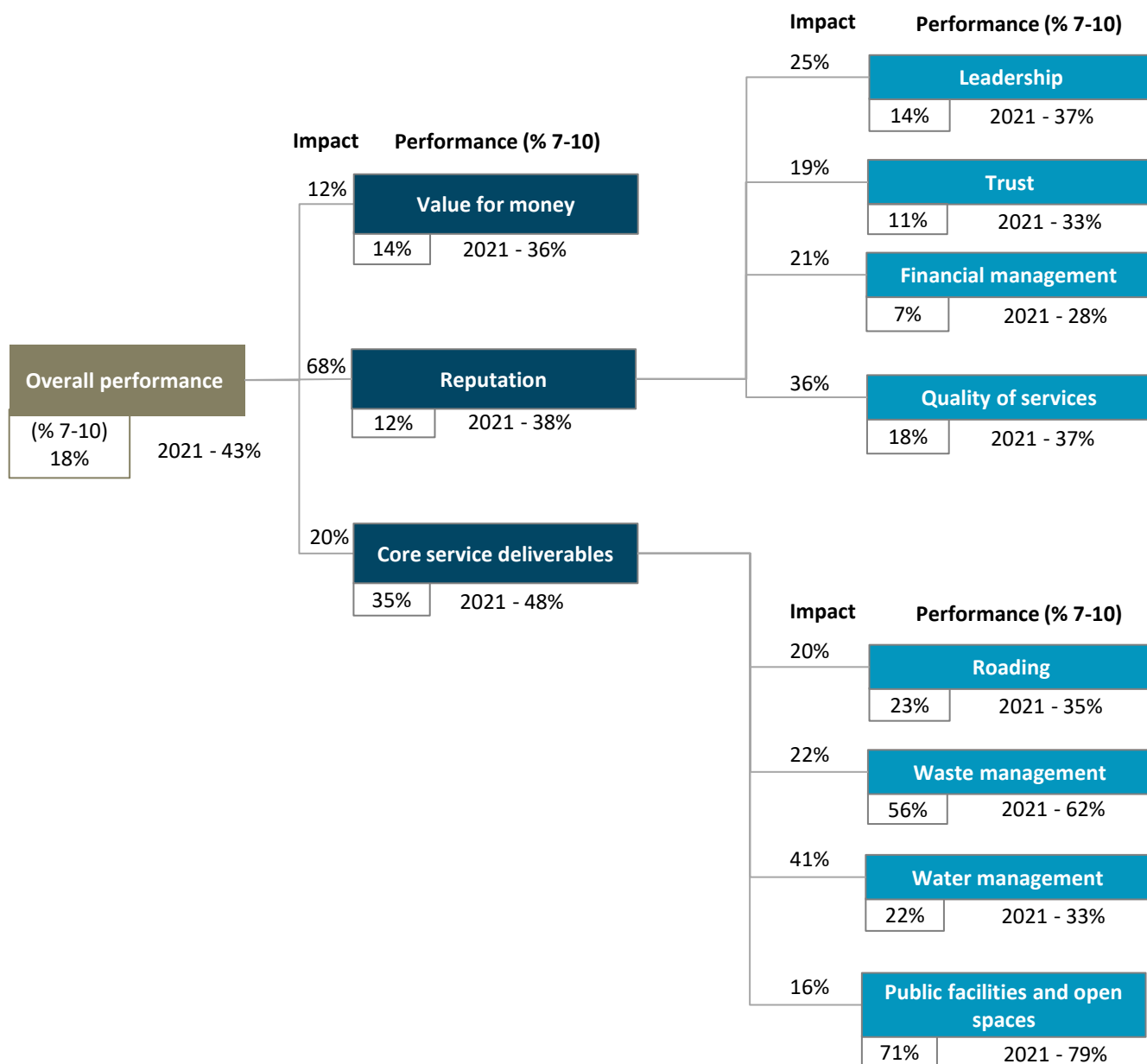
Introduction to the CVM driver model



Overview of our driver model

- Residents are asked to rate their perceptions of Council’s performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable
- Rather than ask what residents think is important, we use statistics to derive the impact of drivers on overall satisfaction
- Results can be used as a basis for comparing performance between groups of interest and potentially with other Councils

Drivers of Perceptions of South Wairarapa District Council Performance

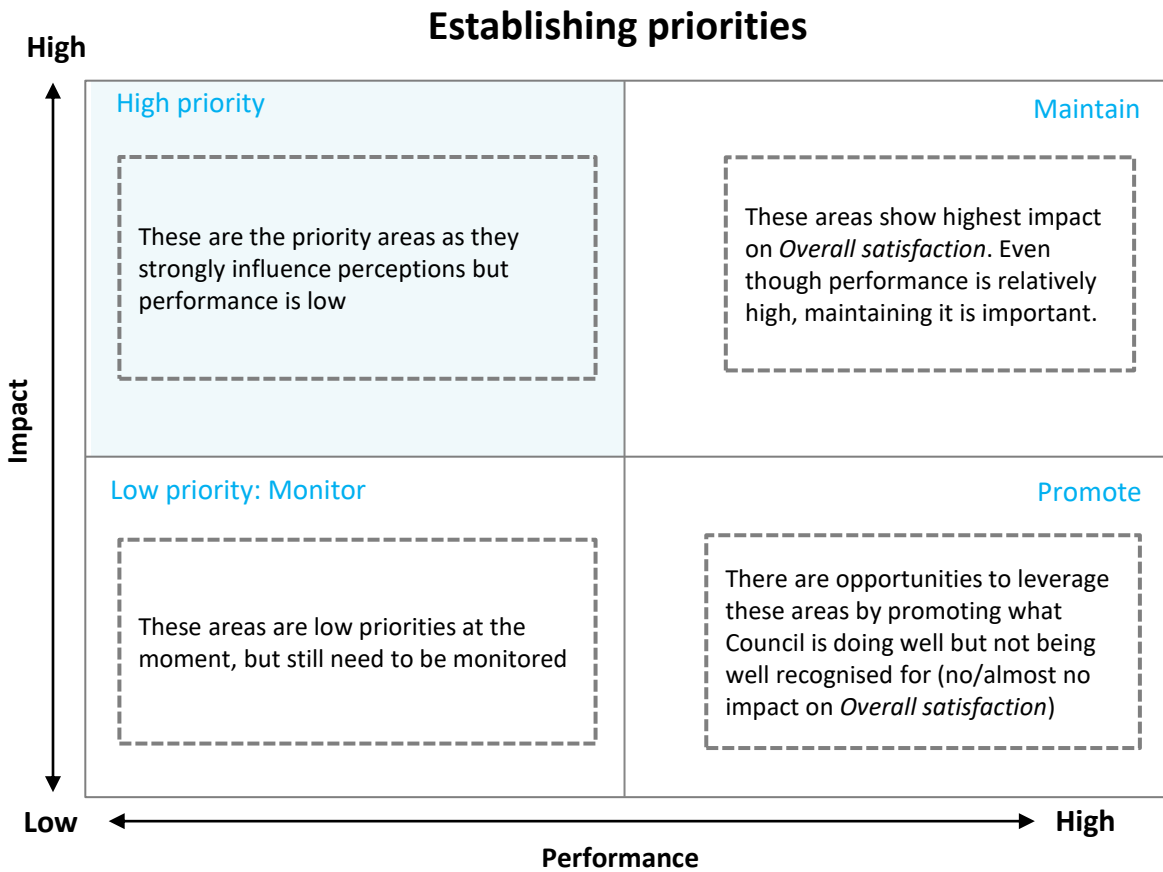


- Satisfaction for most of the measures has decreased over the past 12 months. There also has been a slight shift among the areas that are considered important for the residents.
- *Reputation* has the most impact on how residents perceive Council’s performance (68%), followed by *Core service deliverables* (20%) and *Value for money* (12%). There is an increased importance that is put on the *Core service deliverables* in 2022 when compared with 2021 (20% in 2022 compared with 14% in 2021), while impact of *Reputation* has declined (68% in 2022 compared with 74% in 2021).
- In 2021 residents were focused on *Trust* (40% impact) while in 2022 perception of *Quality of services* is what has most impact on perception of *Reputation*.

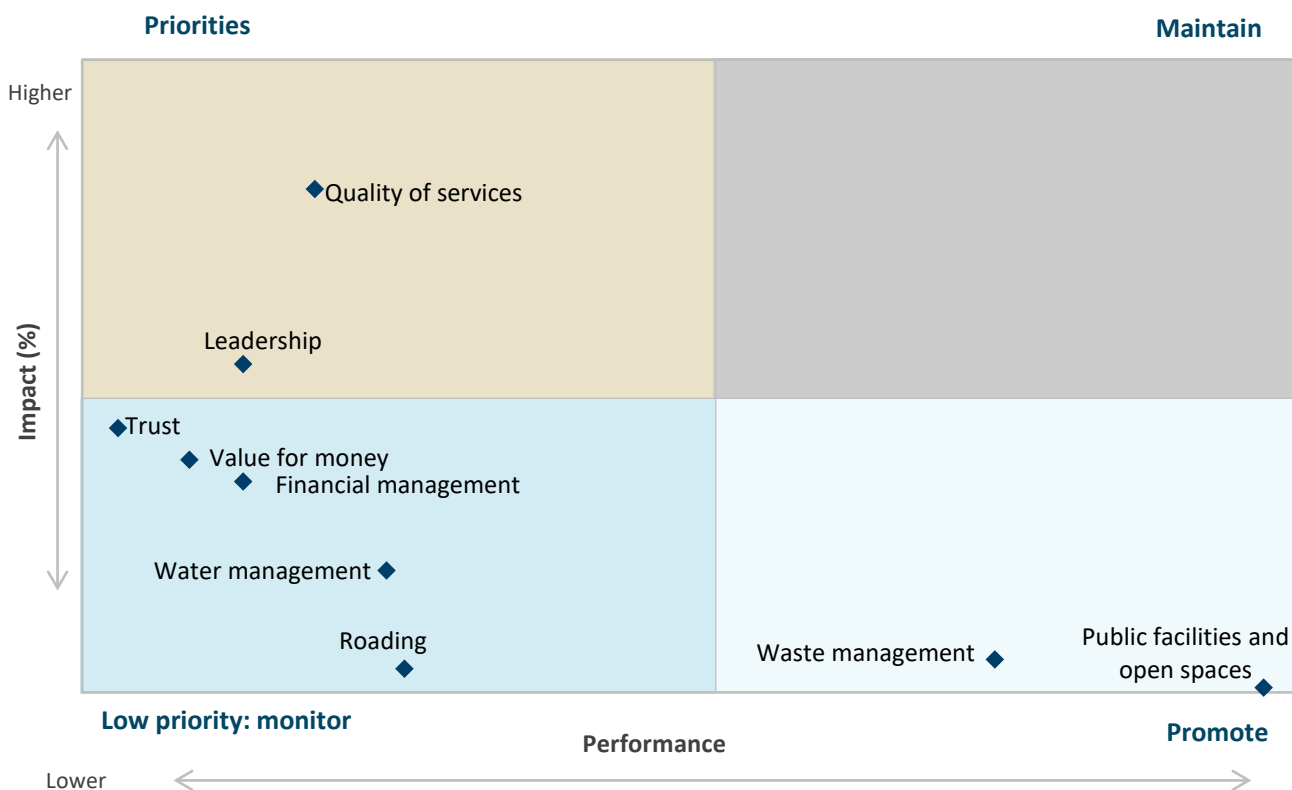
NOTES:

1. Sample: 2021 n=751; 2022 n=610. Excludes ‘Don’t know’ responses

Establishing priorities - Matrix



Opportunities and priorities. Overall measures

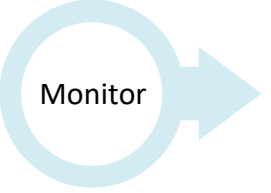


There are two priorities which have been identified as main areas to focus on over the next year in order to shift residents' overall perception of the Council:

- ✓ **Quality of services.** Close to a third of the respondents (27%) have mentioned that Council is not focusing on the core services and areas that need immediate attention, such as roading infrastructure and three waters. There has been also mentioned lack of services regarding the core services that is provided to rural areas.
- ✓ **Leadership.** Based on the general comments left by the respondents, Leadership presents the most concern for the residents. They see lack of leadership in the Council, as well as not enough management decisions that were made in the past 12 months that residents approve of.



Services provided by Council that are rated relatively high by the residents, but don't have as much impact, are usually underrated and worth promoting by the Council such as *Waste management* and *Public facilities and open spaces*.



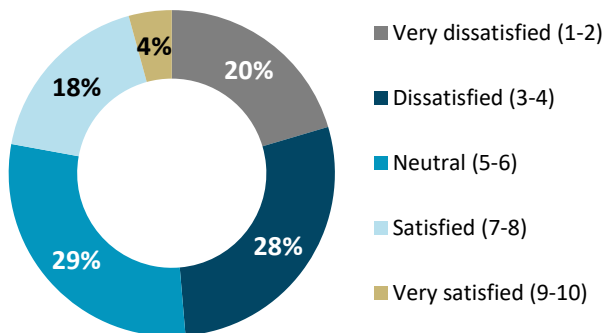
Over 12 months Value for money and Trust have shifted from being a high priority (in 2021) to low priority (in 2022).



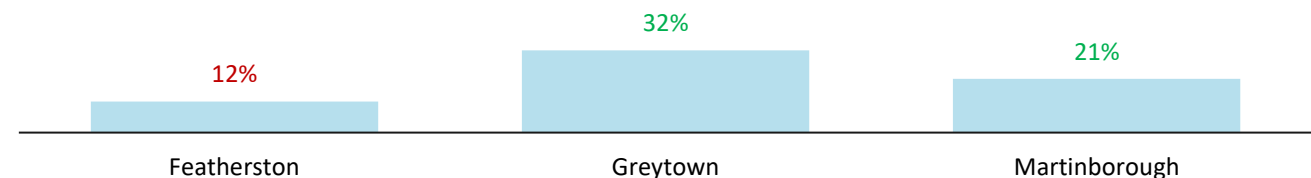
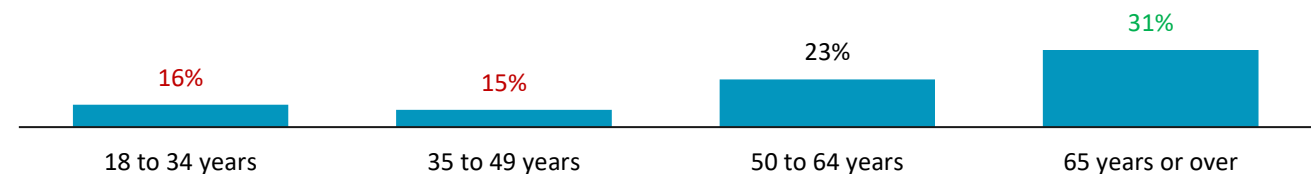
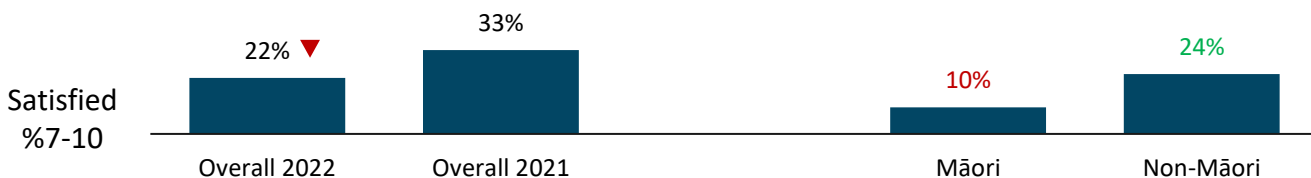
Three waters: water supply, sewage and stormwater



Overall water management



- Perception of *Overall Water management* has declined over the past 12 month with 22% of the residents being satisfied in 2022 compared with 33% in 2021.
- Upgrade of the infrastructure (49%), as well as management (41%) and maintenance (41%) are the most commonly mentioned improvement opportunities in this area.



- Residents age under 50 years are considerably less satisfied with the service when compared with those aged over 65 years.
- Featherston is an area that has the smallest proportion of satisfied residents compared with Greytown and Martinborough. This is consistent with the previous reporting period.
- Residents who identify as Māori are least satisfied in this area with 10% satisfaction.

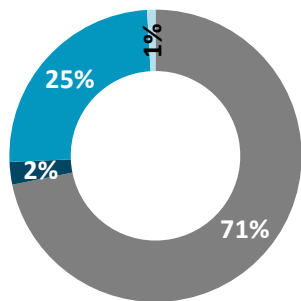
NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. WTR6 And OVERALL, when you think about the supply of water, the management and disposal of stormwater, and disposal of wastewater, how would you rate your satisfaction with Council overall for its WATER MANAGEMENT in the District? n=577

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Water management: water supply



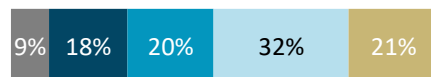
- A town / city supply
- A rural water scheme
- Your own collection system
- Other



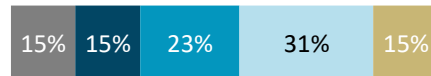
Overall water supply



The reliability of the water supply



Quality of the water



- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

Scores 7-10	2022	2021	Māori	Non-Māori
Overall water supply	39%	45%	31%	40%
The reliability of the water supply	53%	59%	36%	54%
Quality of the water	47%	48%	32%	46%

Scores 7-10	Featherston	Greytown	Martinborough
Overall water supply	25% ▼	56%	33%
The reliability of the water supply	32% ▼	73%	52%
Quality of the water	40% ▼	64%	31%

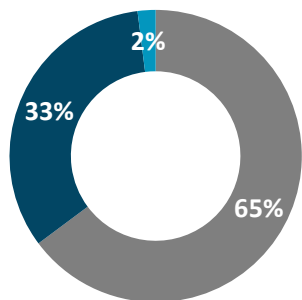
- There is no significant decline in residents' perception of the areas related to water supply.
- While satisfaction in Martinborough remains considerably lower when compared to Greytown, there has been a slight year-on-year increase in a proportion of residents who are satisfied with *Overall water supply* and *Quality of water* (+7% and +8% respectively).
- Featherston is an area that showed the most significant decline in perceptions in this area year-on-year (-19% for *Overall water supply*, -22% for *Reliability of water supply* and -10% for *Quality of water*).

NOTES:

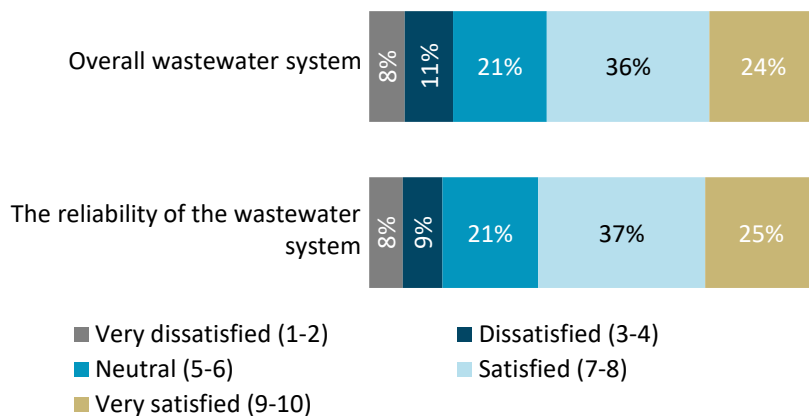
1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. WTR1 Which of the following best describes your water supply connection? n=606
3. WTR3. Thinking about the water supply, how would you rate your satisfaction with... n=445

- ▲ Year-on-year Significantly higher
- ▼ Year-on-year Significantly lower
- ▲ Between demographics Significantly higher
- ▼ Between demographics Significantly lower

Water management: wastewater system



- Connection to the town wastewater system
- Your own septic tank
- Don't know



- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

Scores 7-10	2022	2021	Māori	Non-Māori
Overall wastewater system	60% ▼	69%	45%	62%
The reliability of the wastewater system	62% ▼	74%	45%	64% ▼

Scores 7-10	Featherston	Greytown	Martinborough
Overall wastewater system	48%	73%	61% ▼
The reliability of the wastewater system	50% ▼	76%	60% ▼

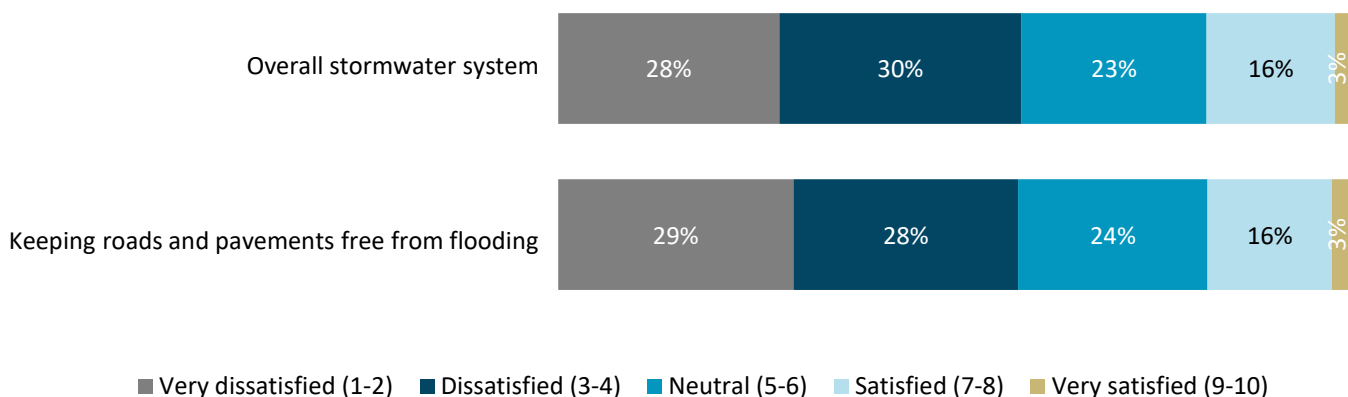
- Perception of *Wastewater system* and *its Reliability* has significantly declined in the past 12 months, which is mostly influenced by Martinborough.
- However, compared to other areas, wastewater infrastructure is rated reasonably high among residents.
- Satisfaction is the highest for Greytown residents (76% for *Reliability* and 73% for overall *Wastewater system*) and lowest for Featherston with less than half (48%) of the residents being satisfied overall.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses..
2. WTR2 .Which of the following best describes the wastewater system you use? n=602
3. WTR4. Thinking about the Council's management of its wastewater system, how would you rate your satisfaction with... n=391

- ▲ Year-on-year Significantly higher
- ▼ Year-on-year Significantly lower
- ▲ Between demographics Significantly higher
- ▼ Between demographics Significantly lower

Water management: stormwater system



Scores 7-10	2022	2021	Māori	Non-Māori
Overall stormwater system	19% ▼	29%	11% ▼	20% ▼
Keeping roads and pavements free from flooding	19% ▼	29%	14% ▼	19% ▼

Scores 7-10	Featherston	Greytown	Martinborough
Overall stormwater system	8%	28% ▼	20%
Keeping roads and pavements free from flooding	9%	27% ▼	19% ▼

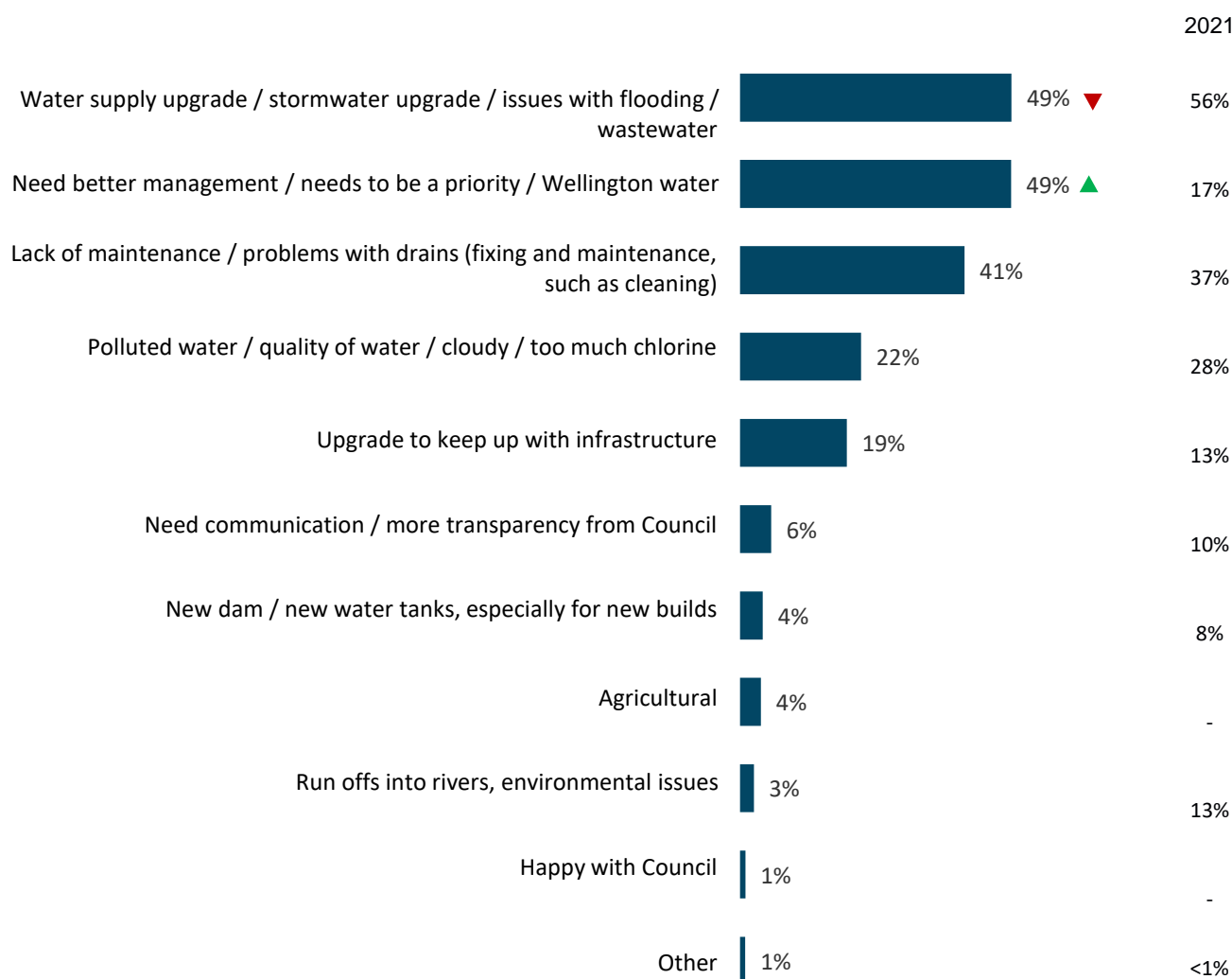
- *Stormwater system* remains one of the lowest rated areas of Council’s performance in 2022 with just 19% being satisfied.
- Satisfaction has considerably decreased for all areas. Residents in Featherston are especially concerned about the possibility of flooding with less than one in ten residents satisfied with *Stormwater system overall* and *Keeping roads and pavements from flooding* (8% and 9% respectively).

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don’t know responses..
2. WTR5. Thinking about stormwater management in the district, how would you rate your satisfaction with... n=590

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

Comments on improvements of water infrastructure



- Close to half of the respondents (49%) would like to see the Three waters infrastructure upgrade.
- There has been a significant increase in residents raising an issue of the water management and outsourcing to Wellington water. Majority of comments mention that outsourcing was a ‘mistake’ and that the district should manage their own water, as they can better ensure the quality of related infrastructure.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. WTR7. What improvements would increase your satisfaction with the WATER MANAGEMENT in the district? n=213

Year-on-year
▲ Significantly higher
▼ Significantly lower

Comments on improvements of water infrastructure

There are not enough sumps to help with surface water. Create more grated sumps in the gutters to help with water run off when rain is heavy.

Since the last survey, very little has been done to improve the flooding in Featherston which affects the main street. With the effect of climate change and the likelihood of increased severity of rain, this needs to be treated as a priority.

Removing Wellington Water from managing it. Appointing an engineer on the staff to independently oversee water and waste related issues and also to scrutinize subcontractors.

Greater restrictions on water use for farming. I don't understand why we have huge residential water restrictions and issues in town over summer, yet farmers are watering for hours during the heat of the day. They should have less water and surely have to water overnight so that water does not evaporate. Also, investment in water infrastructure since the town is expanding and our current infrastructure is not designed to cope with the increase of use.

Our water tastes horrible, it smells very strongly of chlorine and is damaging our hair. I concede that part of this problem is also the pipes on our property, but the water supply plays a big part too. The supply is often compromised or cut off and we have to boil the water. Roads and pavements frequently flood.

All towns need new infrastructure. As a resident in Martinborough urban and country for over 35 years nothing is keeping up with the rise of new homeowners. Our town's infrastructure wasn't made for this many residents. Every week there's a new leak in town why?

Increased pressure. My house can barely run a shower at certain times of the day. Better quality of drinking water. We take from the lowest point in the river plain, which is effectively a sinkhole into concentrated runoff pollutants. We need a longer-term but urgent investment into locating our source elsewhere. Hence my support for Three waters.

We urgently need Government funding to bring it up to a first-world standard. There aren't enough ratepayers in South Wairarapa District Council to afford the capital works required. Sewage disposal in Featherston is a disgrace. There is no excuse in this day and age for refined sewage to be disposed into the river. The freshwater supply network is precarious and needs urgent attention to continue servicing Featherston, as recently seen in the Featherston boil water episode.

We have a culvert down a metal road that needs replacing as it's not big enough to manage the water when we have flooding and then the water starts backing up and flooding our property. Council just doesn't care, and they have no intention of upgrading any rural roads, culverts, or bridges. Seems that the Council is just spending in the towns and wasting money on money on contractors who are never held accountable.

The outsourcing of water care was a mistake. If you outsource a mess you only get an outsourced mess. There was extremely poor due diligence done by South Wairarapa District Council officers and elected representatives.



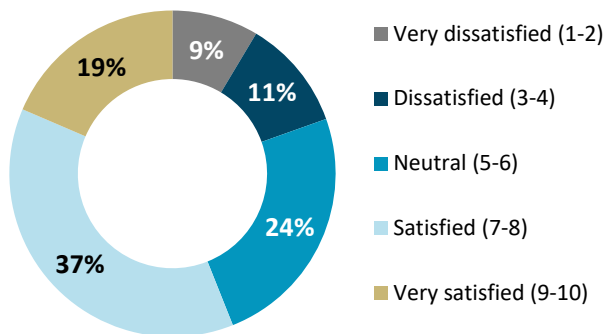
Waste management and waste minimisation



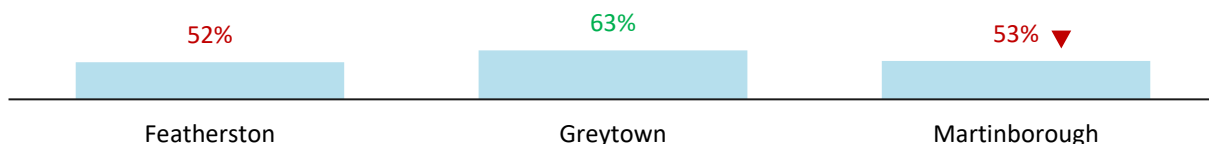
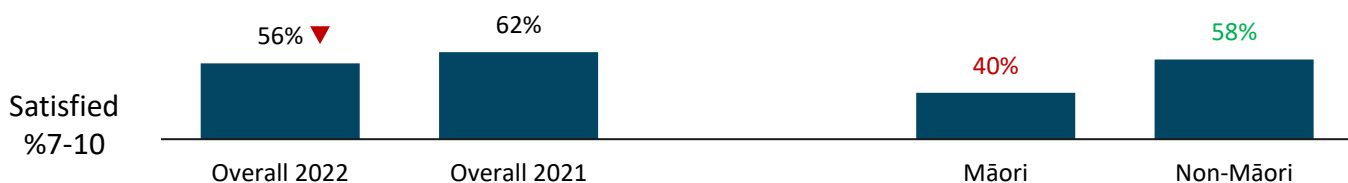
**SOUTH WAIRARAPA
DISTRICT COUNCIL**
Kia Reretahi Tātau



Overall waste management



- Close to three in five residents (56%) are satisfied with the way Council manages waste, which is a significant decline over 12 months.
- Satisfaction is significantly higher among the non-Māori residents, as well as those aged over 65 years.



- While satisfaction remains fairly consistent across most demographics, the year-on-year significant decline is mostly influenced by perception of those aged between 18 and 34 years, as well as those residing in Martinborough.
- 52% of the residents from Featherston and 53% of the residents in Martinborough are satisfied with the *Waste management* in their area.
- Based on the comments, the areas for Council to focus on the most are litter control (20%) and recycling (20%).

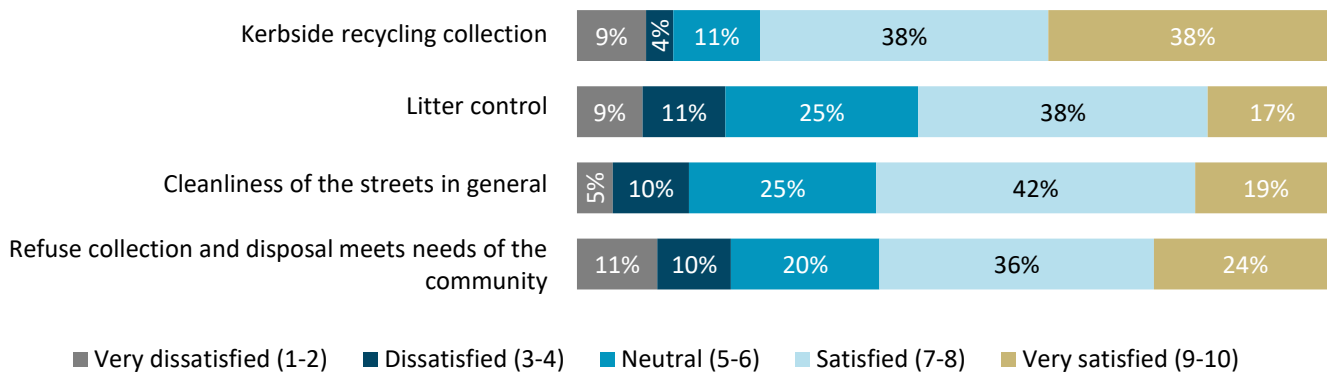
NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. WST2. Everything considered, how satisfied are you with the WASTE MANAGEMENT within South Wairarapa District? n=579

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Satisfaction with waste management



Scores with % 7-10	2022	2021	Māori	Non-Māori
Kerbside recycling collection	76%	77%	56%	79%
Litter control	55% ▼	63%	33%	58%
Cleanliness of the streets in general	61% ▼	67%	39%	63%
Refuse collection and disposal meets needs of the community	60%	65%	44%	62%

Scores with % 7-10	18-34 yo	35-49 yo	50-64 yo	65+ yo
Kerbside recycling collection	64% ▼	80% ▲	70%	86%
Litter control	45% ▼	58%	55% ▼	60%
Cleanliness of the streets in general	54% ▼	60%	59%	67%
Refuse collection and disposal meets needs of the community	44% ▼	58%	58%	73%

Scores with % 7-10	Featherston	Greytown	Martinborough
Kerbside recycling collection	76% ▲	78%	74% ▼
Litter control	50%	62% ▼	52% ▼
Cleanliness of the streets in general	57%	67%	57% ▼
Refuse collection and disposal meets needs of the community	57%	68%	55% ▼

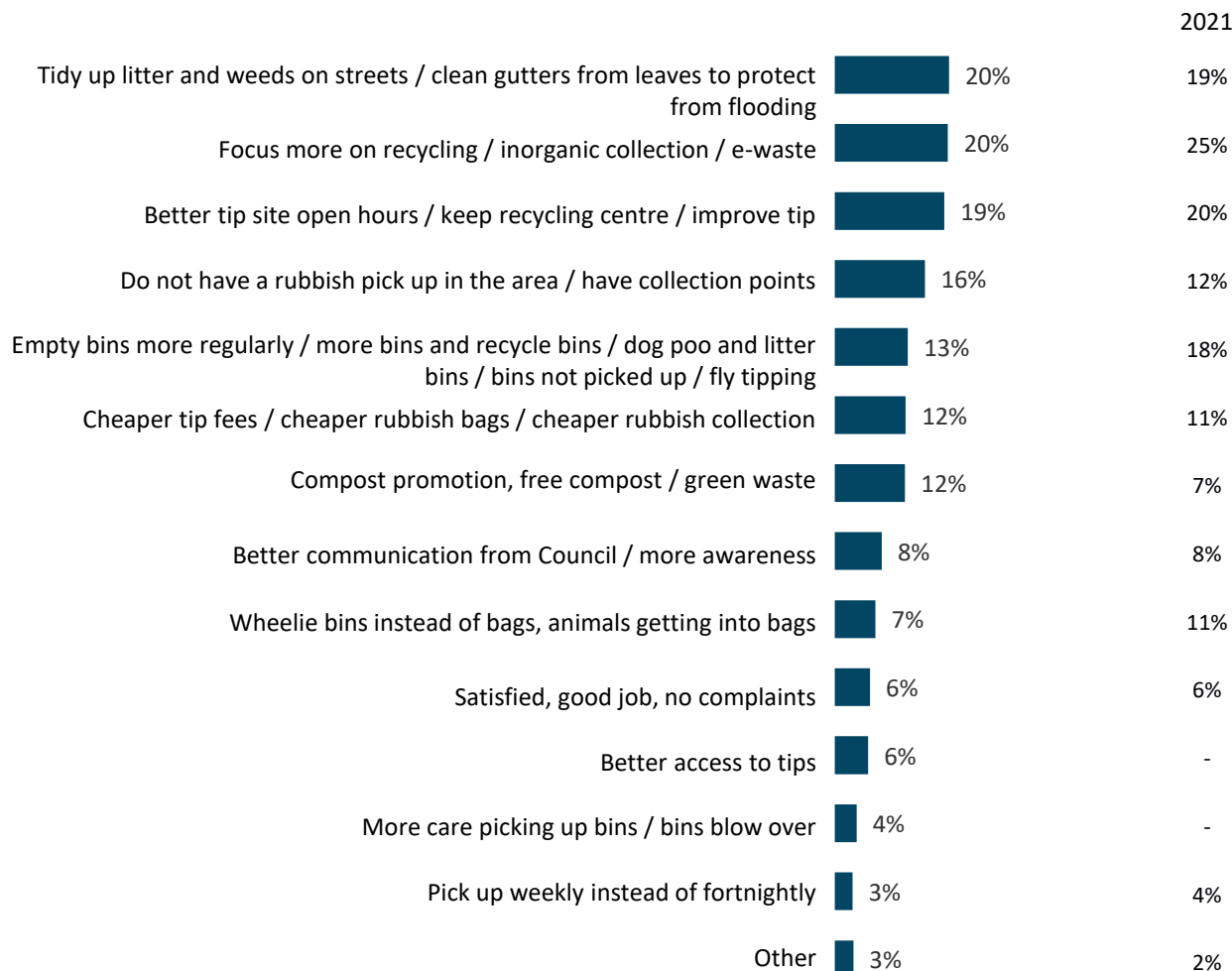
- *Kerbside recycling* is an area that is rated the highest among the residents overall (76%). This is consistent with the results 12 months prior.
- *Litter control* is the area that is perceived as the lowest by the residents (55%), as well as the area that showed the most significant decline in perception.
- The year-on-year decline is mostly influenced by the shift in perception among residents aged between 18 and 34 years, as well as those residing in Martinborough.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. WST1. How satisfied are you with each of the following? n=588

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Comments on improvements of waste management



- Opportunities to improve Waste management are overall consistent with the previous reporting period in 2021.
- Litter control that includes maintenance of gutters and protection from flooding, as well as placing more focus on recycling have been mentioned by 20% of the respondents and are two main areas that residents would see the improvements in the most.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. WST3. What improvements would increase your satisfaction with WASTE MANAGEMENT in the district? n=357

Comments on improvements of waste management

I'd like to see more opportunities for recycling a greater range of household waste such as waste food, waste clothing, and electronics. I'd also like to be sure that our recycling isn't ending up in a landfill for lack of real recycling opportunities. I'm not convinced that there is any real way to recycle much of our plastic waste for example. Again, with climate change future Councils really need to address this.

The question was the cleanliness of the streets, more maintenance required on berms and drains since the berm mowing was removed from the budget more areas are not being maintained which is unsightly and a potential fire risk.

More bins and recycling bins in public spaces with a focus to get everyone to take better and more responsibility for their waste in public spaces such as playgrounds and town footpaths.

Access to multiple bins for buildings that have multiple tenancies. More appropriate public bins for Greytown, as the three brightly colored bins outside the library, do not suit our town.

Being rural and not receiving any roadside collecting. My neighbors on either side of us are receiving this option including water and sewerage just due to different zoning which is absolutely wrong and unfair as both services pass our gate.

Would like to see more recycling options, for example, battery returns, and bottle banks in public places, like supermarket carparks for visitors to recycle. Rubbish collection initiatives promote waste reduction, not the big bins which allow people to throw away more.

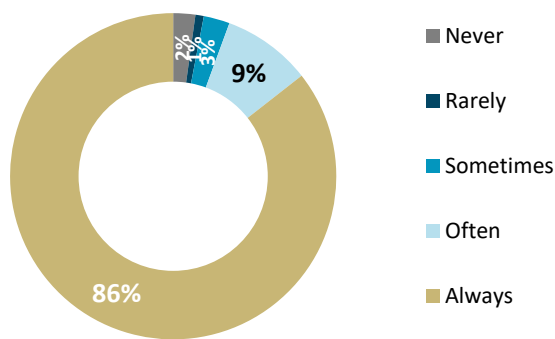
South end of Brandon Street has a lot of over growth. Rubbish recycling depot is not open enough, is expensive and needs to be more usable rather than having to go to Martinborough refuse depot which again is expensive. Cheaper to take rubbish to the Hutt.

More care needs to be taken with the rubbish collection as after rubbish has been collected there is always debris left up and down the street and they are really rough with the wheelie bins. The wheelie bins also require better catches on the lids as we live in an extremely windy area, the lids regularly blow open and rubbish ends up all over the town.

A free green waste pickup would be excellent, especially considering the massive increase in the cost of waste collection recently.

We are a tourist destination and our surrounding streets should be clean. As well as more rubbish collection bins through high tourist traffic areas like Puruatanga Road, Martinborough where people can throw their rubbish would make a lot of sense.

Waste minimisation



Scores with % 7-10	2022	2021	Māori	Non-Māori
Always	86%	84%	90%	85%
Often	9%	9%	10%	9%
Sometimes	3%	2%	-	3%
Rarely	1%	2%	-	1%
Never	2%	2%	-	2%

Scores with % 7-10	18-34 yo	35-49 yo	50-64 yo	65+ yo
Always	81%	84%	87%	88%
Often	12%	8%	7%	9%
Sometimes	2%	4%	2%	2%
Rarely	2%	1%	1%	<1%
Never	4%	3%	2%	<1%

Scores with % 7-10	Featherston	Greytown	Martinborough
Always	85%	88%	84%
Often	11%	5%	11%
Sometimes	1%	4%	3%
Rarely	1%	2%	-
Never	2%	2%	3%

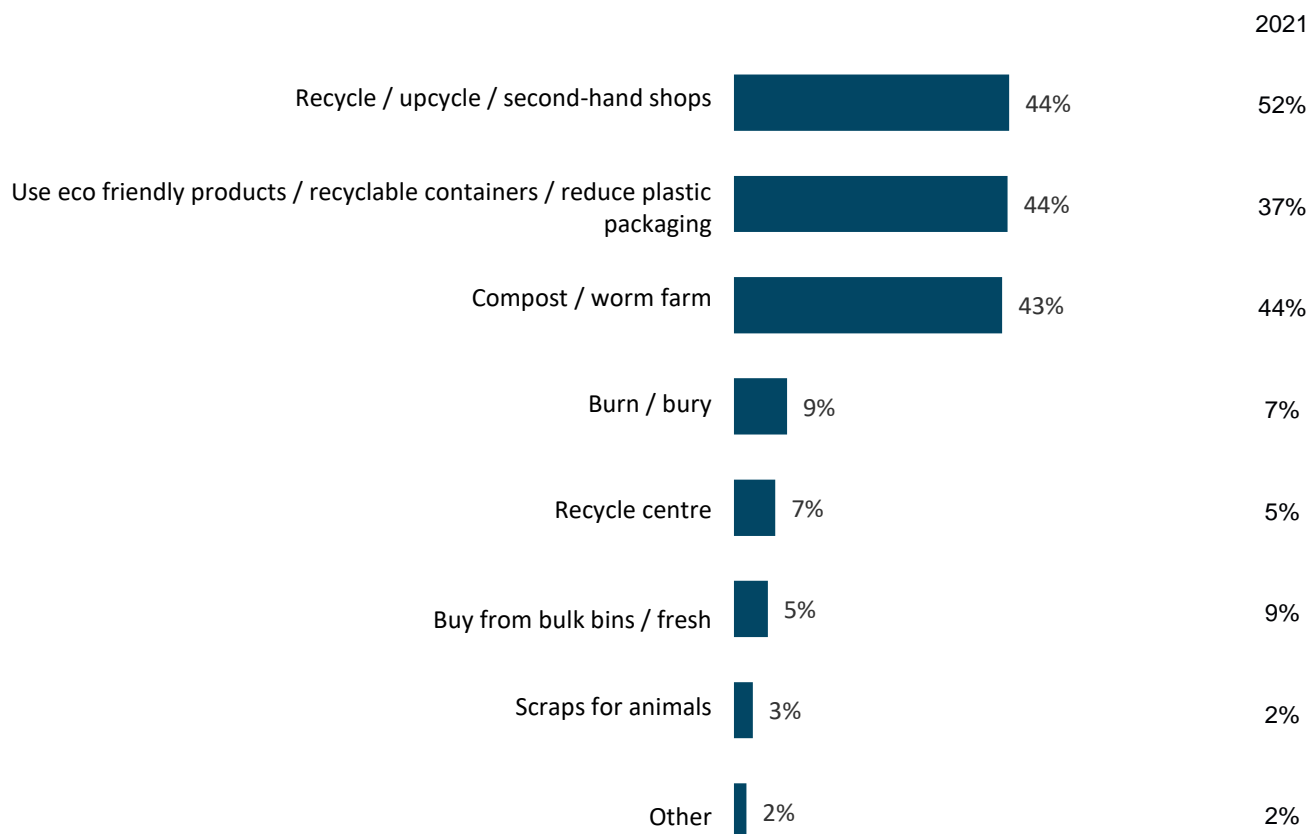
- When it comes to waste minimisation, South Wairarapa residents are very conscious about recycling. Almost everyone (95%) separates their household recycle waste ‘Always’ or ‘Often’ with just 2% ‘Never’ separating their recycling.
- The proportion of residents who recycle is high across all age groups, ethnicities and areas.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. WST4. Does your household recycle waste, e.g. separate glass and plastic from general waste?
n=605

Between demographics
Significantly higher
Significantly lower

Steps taken to minimise the waste going to landfill



- Just over four in five residents (81%) have taken steps to minimise their household waste.
- The most common ways to minimise the waste going to landfill include *Recycling/upcycling/2nd hand shops* (44%), *Using more eco-friendly products and packaging* (44%) and *Composting* (43%).

NOTES:

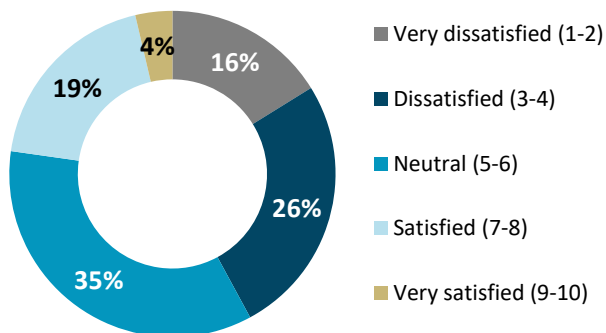
1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. WST5. Have you taken any steps to minimise the amount of waste going to landfill? n=605
3. WST5_Other. If yes, what are they? n=474



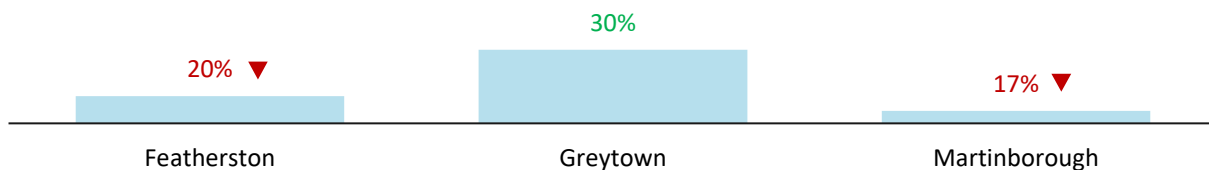
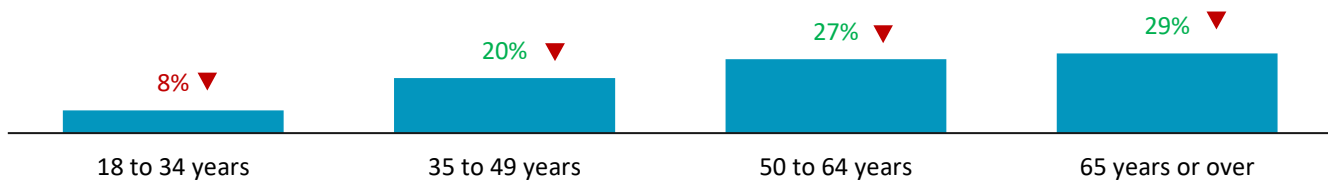
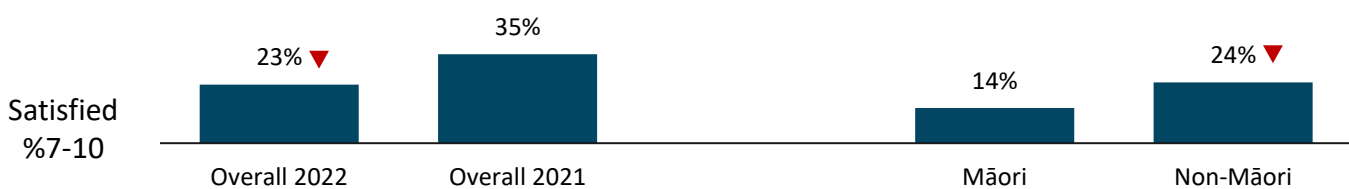
Roads and footpaths



Overall roading related infrastructure



- 23% of residents are satisfied with the *Roading infrastructure in the district* which is a significant decline over 12 months.
- There is a significant decline in perception among non-Māori residents, while satisfaction among those who identify as Māori remains consistent with 2021.



- Decline in satisfaction is consistent across all age groups.
- Residents from Martinborough have the largest decrease in satisfaction over the 12-months period from 36% in 2021 down to 17% in 2022.

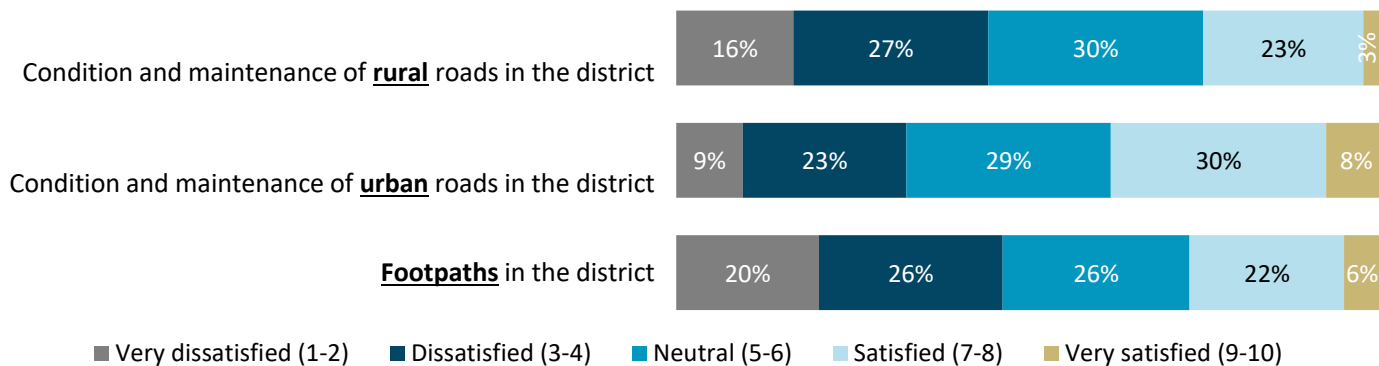
NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. RF2 Everything considered, how satisfied are you with the roading related infrastructure and how this is maintained? n=590

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Roads, footpaths and cycleways



Scores with % 7-10	2022	2021	Māori	Non-Māori
Condition and maintenance of rural roads in the district	26% ▼	36%	17%	27% ▼
Condition and maintenance of urban roads in the district	39% ▼	48%	23%	41%
Footpaths in the district	28% ▼	34%	15% ▼	29%

Scores with % 7-10	Featherston	Greytown	Martinborough
Condition and maintenance of rural roads in the district	20% ▼	35%	21% ▼
Condition and maintenance of urban roads in the district	36%	43%	37% ▼
Footpaths in the district	25%	29%	28% ▼

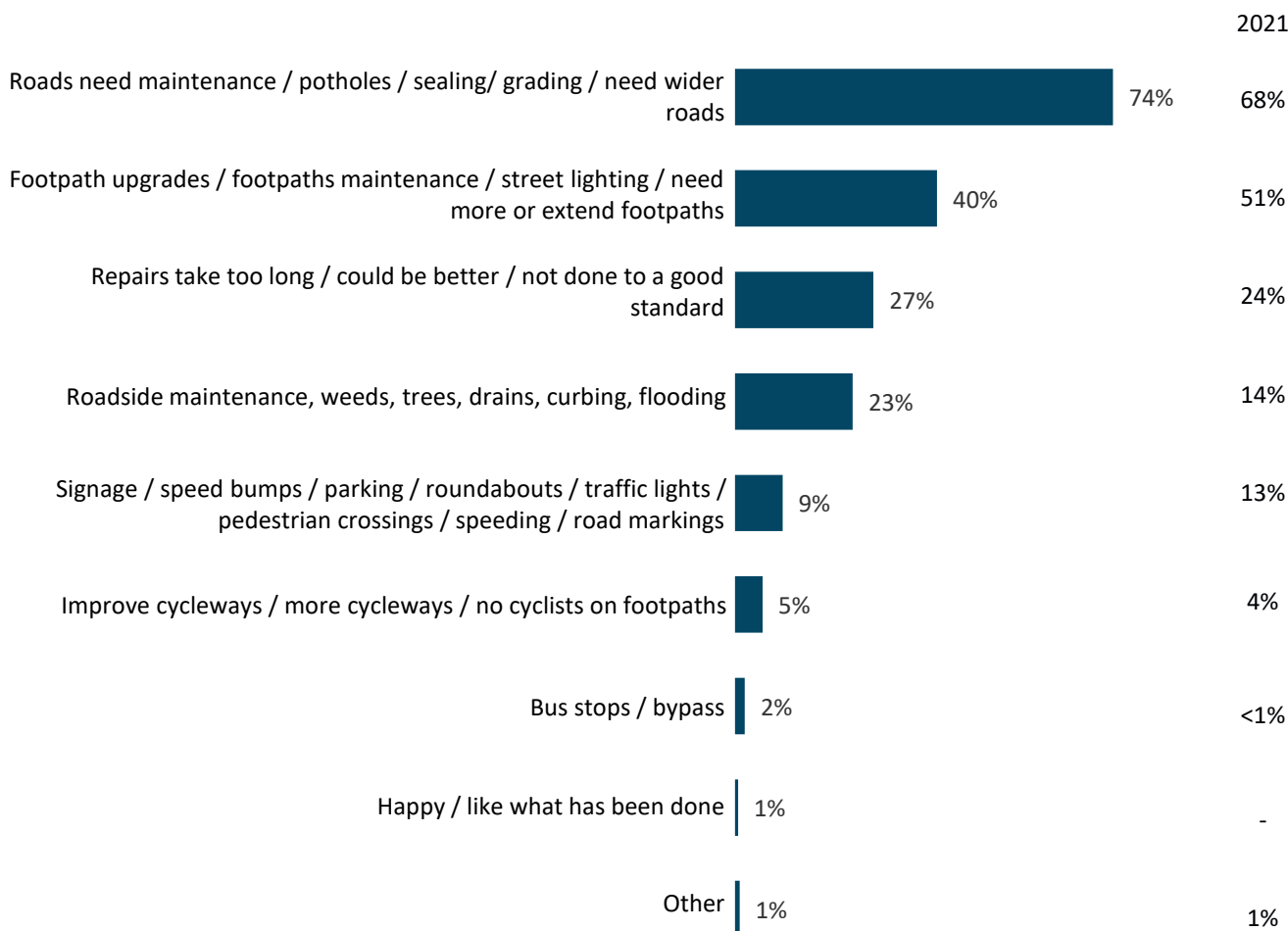
- Perception across all areas related to Roding has declined in the past 12 months.
- Residents from Martinborough and Featherston are least likely to be satisfied in these areas.
- *Footpaths in the district* and *Condition and maintenance of rural roads* in particular are areas of residents' concerns.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. RF1. Using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following... n=609

Year-on-year Between demographics
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Comments on improvements of roading infrastructure



- Three in four residents (74%) would like to see better road maintenance, which includes fixing potholes, sealing and overall developing roading infrastructure.
- Two in five (40%) have mentioned issues with footpaths that mostly relate to the general maintenance as well.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. RF3. What improvements would increase your satisfaction with the ROADS AND FOOTPATHS around the district? n=205

Year-on-year
▲ Significantly higher
▼ Significantly lower

Comments on improvements of roading infrastructure

There needs more attention to population changes that require better-targeted maintenance of certain rural roads. More residents mean more maintenance is required. The same for footpaths and street lighting. This is a growing region that needs more focused management by South Wairarapa District Council.

Less usage of the chip and seal method for urban roads particularly when the chippings are not swept away properly, which results in the chip flying up and chipping windscreens.

I would like to see more, and wider footpaths. Faster repairs to things like potholes and wider rural roads with more space for both cars and cyclists.

I would like to see State Highway 2 moved so that it bypasses all the towns of the Wairarapa to the west, not just Featherston and Greytown. The road that bypasses State Highway 2 to the east is too narrow for the amount of traffic that uses it. It needs to be widened and extended to enter Masterton from a different direction. It is a link road from Martinborough and could take more traffic off the main roads if it was built to a higher standard.

More frequent grading and addition of metal by people who understand the camber of the road. Regular trimming of trees on blind corners. Our rural gravel road is maintained to the absolute barest minimum. Logging trucks have used the road for eight years and maintenance was not carried out after that. The grader shoots up the road once and just pushes gravel around, filling in culverts and causing ridges across driveways. Totally unacceptable.

Maintain them more regularly, the roads are unsafe as speed is not monitored. There should be speed humps on roads near schools and in areas where speeding is an issue. The condition of the roads is also bad.

More footpaths and designated cycle paths. In many places around Greytown, the footpaths haven't been maintained and haven't been extended for street extensions, to reflect the number of walkers and cyclists in town.

We have been asking for a footpath for over twenty years. My neighbor is in a wheelchair and has to ride out on the road. The driveway to the road is so rough and steep, that we scrape our vehicles every time we come and go. When the resurfacing of the road in Brandon Street was done, the road gets higher and the dip to our property gets lower. We have made a request several times only to be fobbed off.

There is so much needed. It's better than it was but the road, particularly from Greytown to Martinborough is very dangerous, with very poor driver behavior with dangerous passing, although road markings recently have helped. People need to know what is required of them regarding footpaths in front of their houses, cutting back hedges and weeds. Feel so many new people need clarity here.

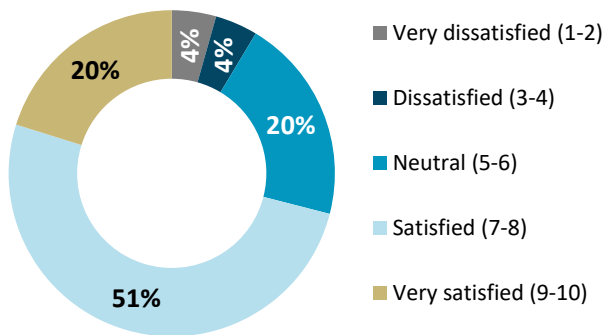
Better programming of infrastructure work, more involvement of the community boards to ensure the correct roads are maintained. Stop wasting money of repairing roads that continually deteriorate and a new solution is needed and been offered by the community.



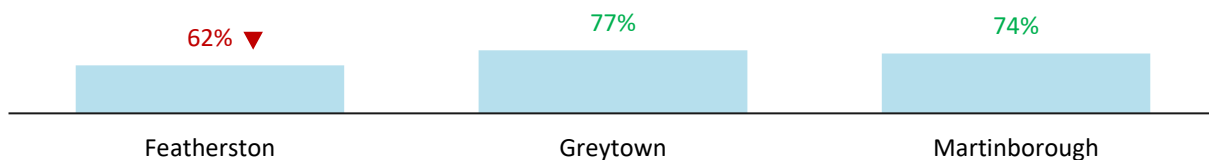
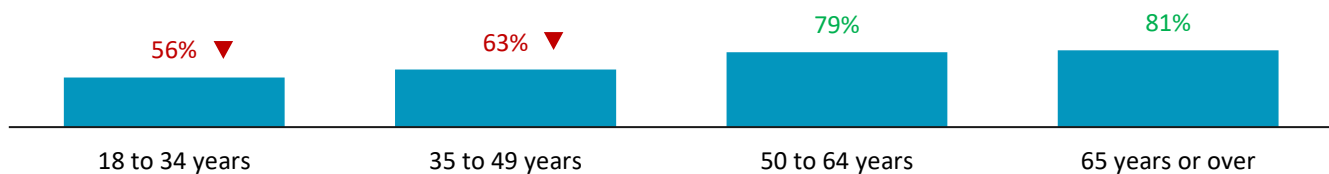
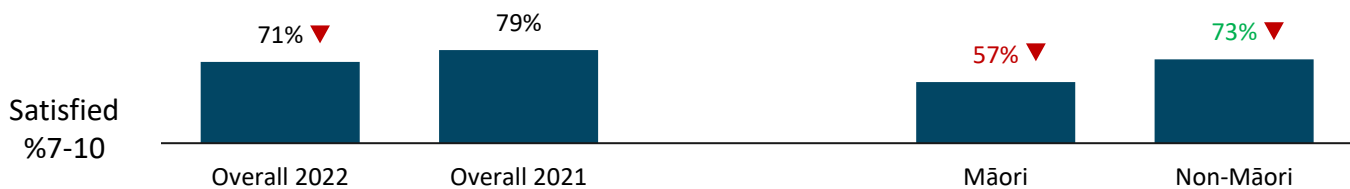
Public facilities and services



Overall community facilities and open spaces



Community facilities and open spaces managed by Council remain highly rated by a large proportion of the respondents (71%).



- Satisfaction remains high among those aged 50 years and over, as well as those residing in Greytown and Martinborough.
- The significant decline in satisfaction overall is mostly impacted by the perception of residents from Featherston, as well as those aged between 18 and 34 years.

NOTES:

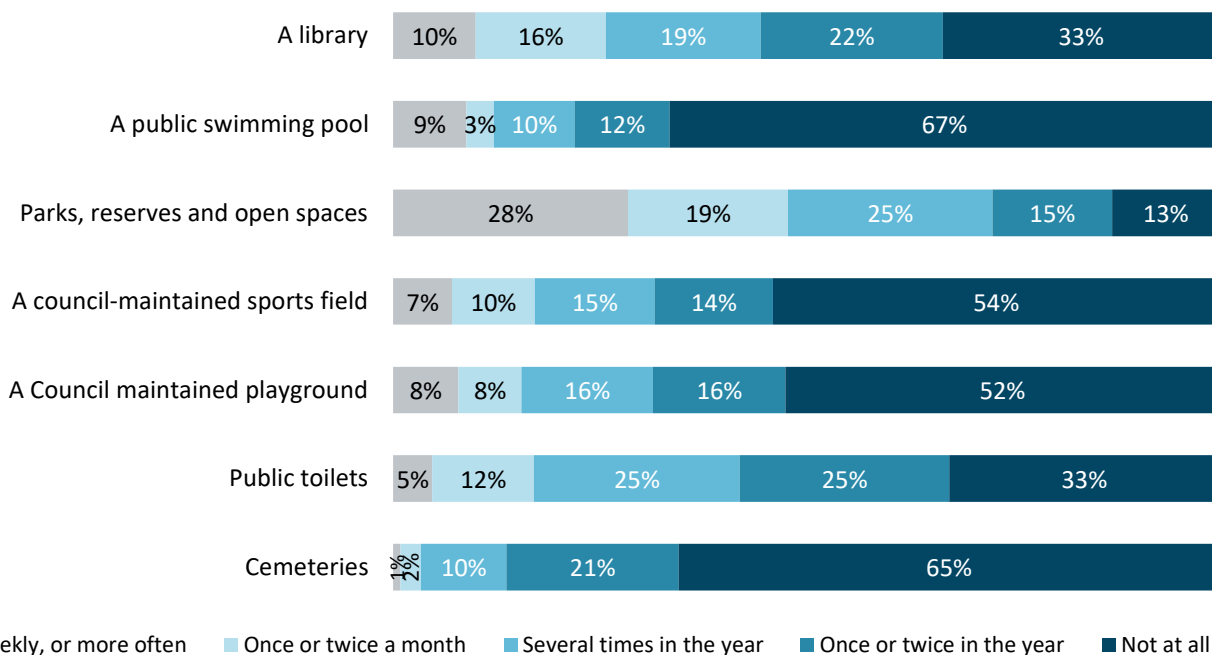
- Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
- CF4. When you consider COMMUNITY FACILITIES AND OPEN SPACES provided by Council including how well they are maintained, the opening hours and where applicable the cost to use these, how would you rate your satisfaction with the COMMUNITY FACILITIES AND OPEN SPACES that are provided? n=491

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Use of elective community facilities and open spaces

'Users' In last 12 months	2022	2021
A library	67% ▼	74%
A public swimming pool	33% ▼	41%
Parks, reserves and open spaces	87%	93%
A council-maintained sports field	46% ▼	58%
A Council maintained playground	48%	54%
Public toilets	67%	70%
Cemeteries	35%	33%



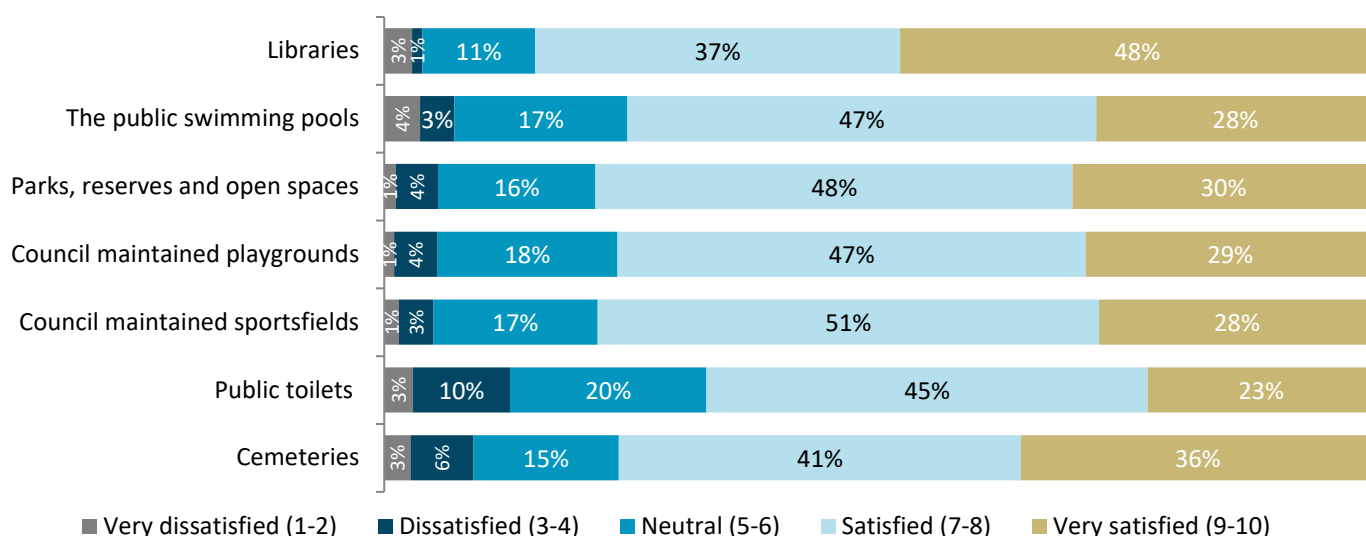
- Decline in usage of the community facilities and open spaces mentioned above over the past 12 months is most likely due to the Covid-19 traffic lights setting and facilities being unavailable and/or vaccine pass requirements that has limited a proportion of residents to use said spaces and facilities.
- Usage and visitation is especially high when it comes to *Parks, reserves and open spaces* (87%).

NOTES:

- Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
- CF1. In the last 12 months, about how frequently have you visited or used each of the following

Year-on-year
▲ Significantly higher
▼ Significantly lower

Satisfaction with the community facilities and open spaces (Overall)



Scores with % 7-10	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
Libraries	85% ▼	90%	63% ▼	85%	92%	91%
The public swimming pools	75%	73%	68%	76%	81% ▲	74%
Parks, reserves and open spaces	79% ▼	84%	69% ▼	74%	84%	84%
Council maintained playgrounds	76% ▼	82%	64% ▼	70% ▼	84%	84%
Council maintained sportsfields	78%	82%	73%	76%	81%	84%
Public toilets	67%	69%	51%	52% ▼	77%	85%
Cemeteries	76%	82%	63% ▼	69%	82%	86%

Scores with % 7-10	Māori	Non-Māori	Featherston	Greytown	Martinborough
Libraries	83%	85%	82%	86%	87%
The public swimming pools	68%	77%	75%	79%	71%
Parks, reserves and open spaces	66% ▼	80%	77%	81%	77%
Council maintained playgrounds	74%	77%	77%	78%	74%
Council maintained sportsfields	74%	79%	76%	81%	78%
Public toilets	53%	69%	55%	76%	71%
Cemeteries	63% ▼	79%	74%	89%	67%

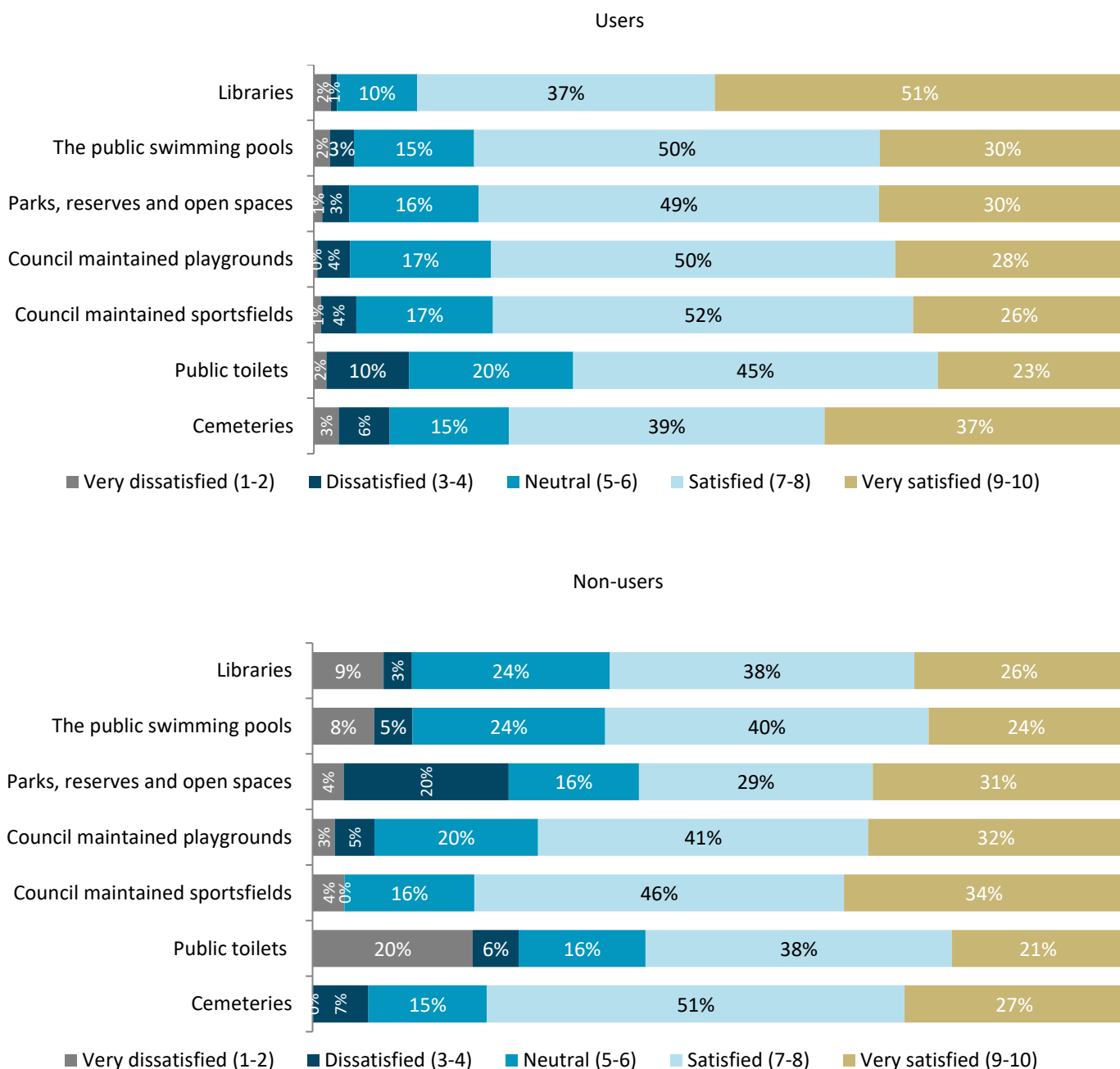
- Satisfaction with most of the public facilities and spaces remains relatively high in the past 12 months.
- Overall, the perception has worsened among the younger residents (under 34 year) over time. 8% of the respondents have mentioned that there is a lack of things to do for youth.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. CF2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following facilities? n=523

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Satisfaction with the elective community facilities and open spaces (Users vs. non-users)

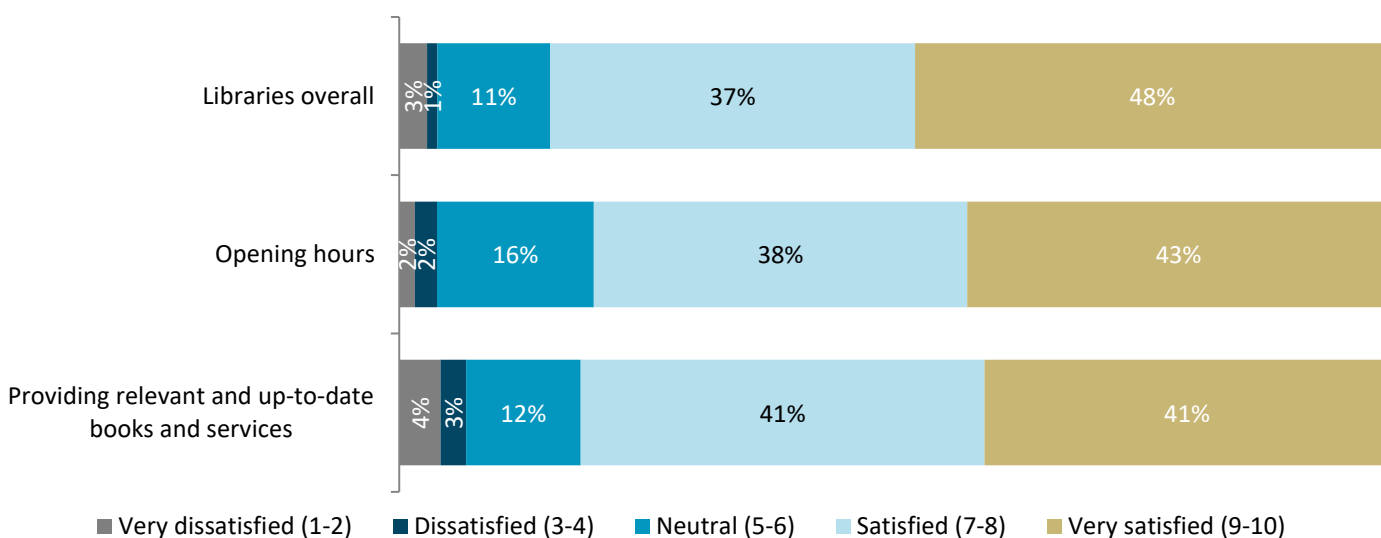


- Residents who use the elective services and facilities being considerably more satisfied with them than those who do not.
- This is especially significant for the district's *Libraries* (88% for users vs 64% for non-users).

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. CF2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following facilities? n=523

Satisfaction with the library services



Scores with % 7-10	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
Libraries overall	85%	90%	63% ▼	85%	92%	91%
Opening hours	80%	86%	62% ▼	76%	85%	89%
Providing relevant and up-to-date books and services	82%	84%	72% ▼	76% ▼	82%	91%

Scores with % 7-10	Māori	Non-Māori	Featherston	Greytown	Martinborough
Libraries overall	83%	85%	82% ▼	86%	87%
Opening hours	76%	81%	83%	77% ▼	82%
Providing relevant and up-to-date books and services	76%	88%	82%	80%	83%

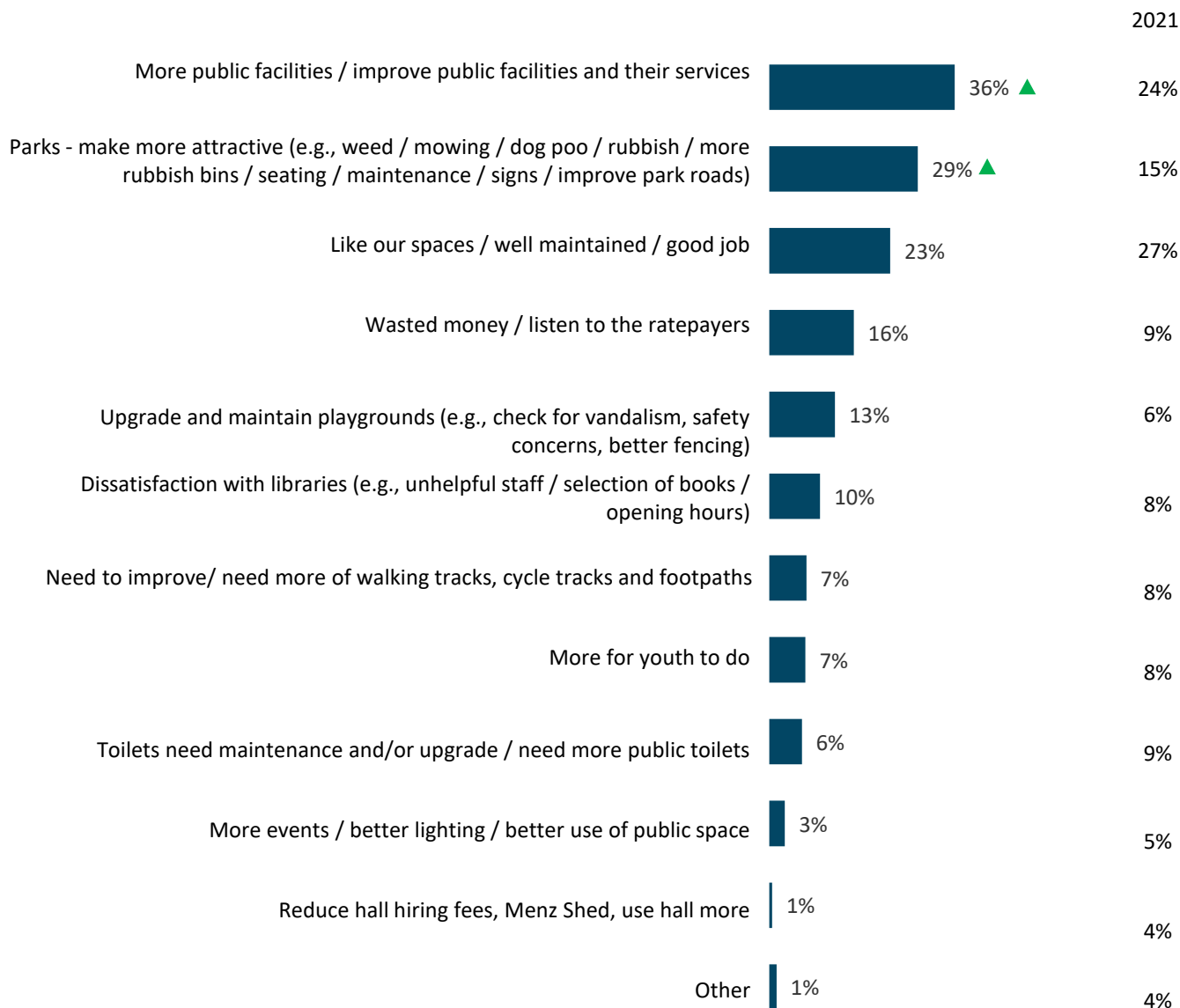
- Residents evaluate all areas of the *Libraries* quite high.
- There is a considerable decline in satisfaction among residents aged between 18 and 34 years in all areas related to the library usage.

NOTES:

- Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
- CF3. Thinking about libraries, how satisfied are you with... n=394

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

Comments on community facilities and open spaces



- In 2021 27% of those who left a comment regarding the public spaces and public facilities have mentioned how much they liked and enjoyed community facilities provided by the Council.
- In 2022 over a third of the respondents (36%) have mentioned a need for more facilities and upgrade of the existing facilities.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. CF5. Do you have any comments about COMMUNITY FACILITIES AND OPEN SPACES that the South Wairarapa District Council provides? n=194

Year-on-year
▲ Significantly higher
▼ Significantly lower

Comments on community facilities and open spaces

The one change I would like to see would be to make Featherston pool an indoor facility that could be used all around. It's an excellent pool and we have a strong swimming club based here. I am a regular swimmer but I have to go to a private facility to serve my needs. I'm sure if the pool was available all year people wouldn't mind a small entry charge.

We have hardly any? A library, kids park, pool, and Considine Park, that could have been used by both equestrian and cricket but is only just cricket now, and The Square, that's it. There are no family cycleways or walks to encourage families to spend time together and be active. This Council only cares about visitors coming to stay and visit the wineries. Not the actual people who live here.

The lights are off around the parks and playgrounds in Featherston to stop teenagers congregating and drinking. We've had lots of abuse and violence at the park and skate park.

Am not sure what our rates pay for, but the Council does not seem to spend the money on maintaining things well. Considering how much we pay and the large increases we keep getting it does not seem like the Council has effective budget management. I would like to see an audit completed on the Council's spending as we as ratepayers are not getting value for our money.

Perhaps some shelter for walks in the winter. Not quite sure what they are called exactly, but tarp-like things where the water runs off them can be taken down during the summertime. I think that could be nice in a smaller park like Stella Bull Park in Greytown.

Community and open spaces owned by South Wairarapa District Council are vital for the maintenance of the community through their use by a wide range of community groups. It is vital that South Wairarapa District Council doesn't give in to the temptation to sell these off for short-term gain.

It would be nice if Dorset Square had a single toilet, and a drinking water fountain, as currently it has neither. It would be nice if the paths in Featherston Lookout Domain were given more care and attention as they are currently a trifle overgrown and in disrepair.

Disagree with any mandates or separatism that Council would choose to impose, apart from criminal activities or aggression of individuals.

The lack of walking opportunities and safe cycling opportunities is a huge negative to living here. Urban development in a community of people retiring or young families seeking easy access to walking and cycling tracks makes this place look backward compared to the rest of New Zealand towns with similar populations. The community has had to manage access and development themselves with the Council making it difficult to develop. Counterintuitive.

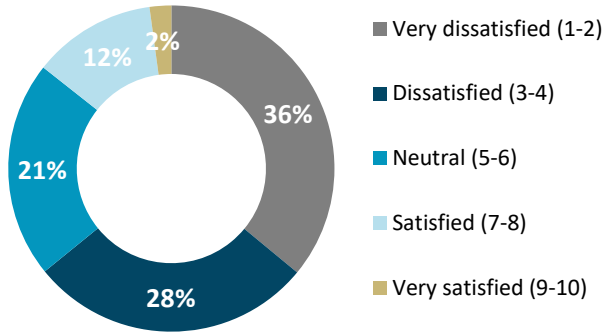
When walking outside of the main streets, there are no benches, bins or any other amenities. Please at least make a bench per town block, between two intersections which are available for elderly people walking around that need a minute to sit down for a break.



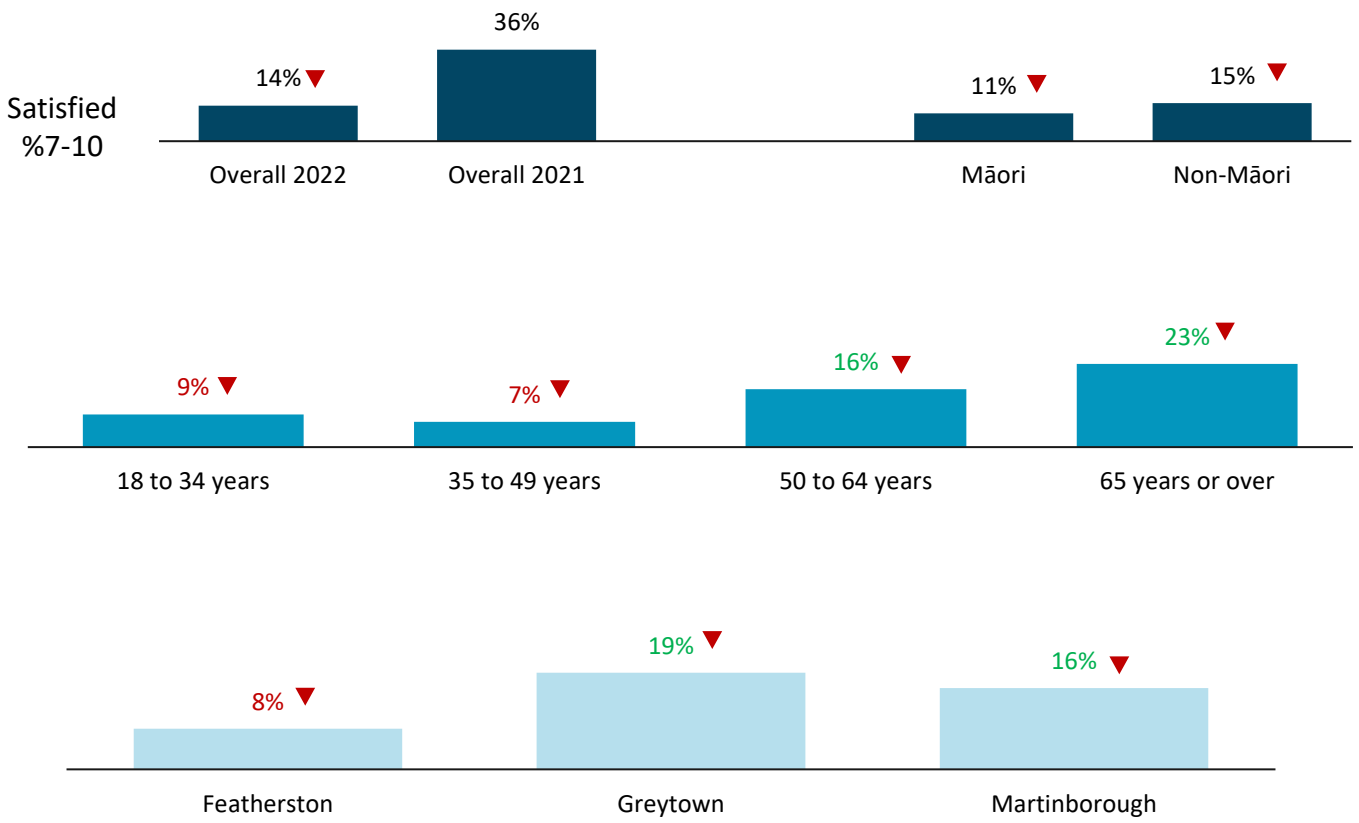
Value for money



Value for money



- Satisfaction with *Value for money* has decreased by over 20% in the past 12 months.
- Growing dissatisfaction since the last reporting period was influenced by a higher than anticipated rates increase, as well as the impact of the previous year’s rates holiday not being fully communicated to residents during the consultation period.



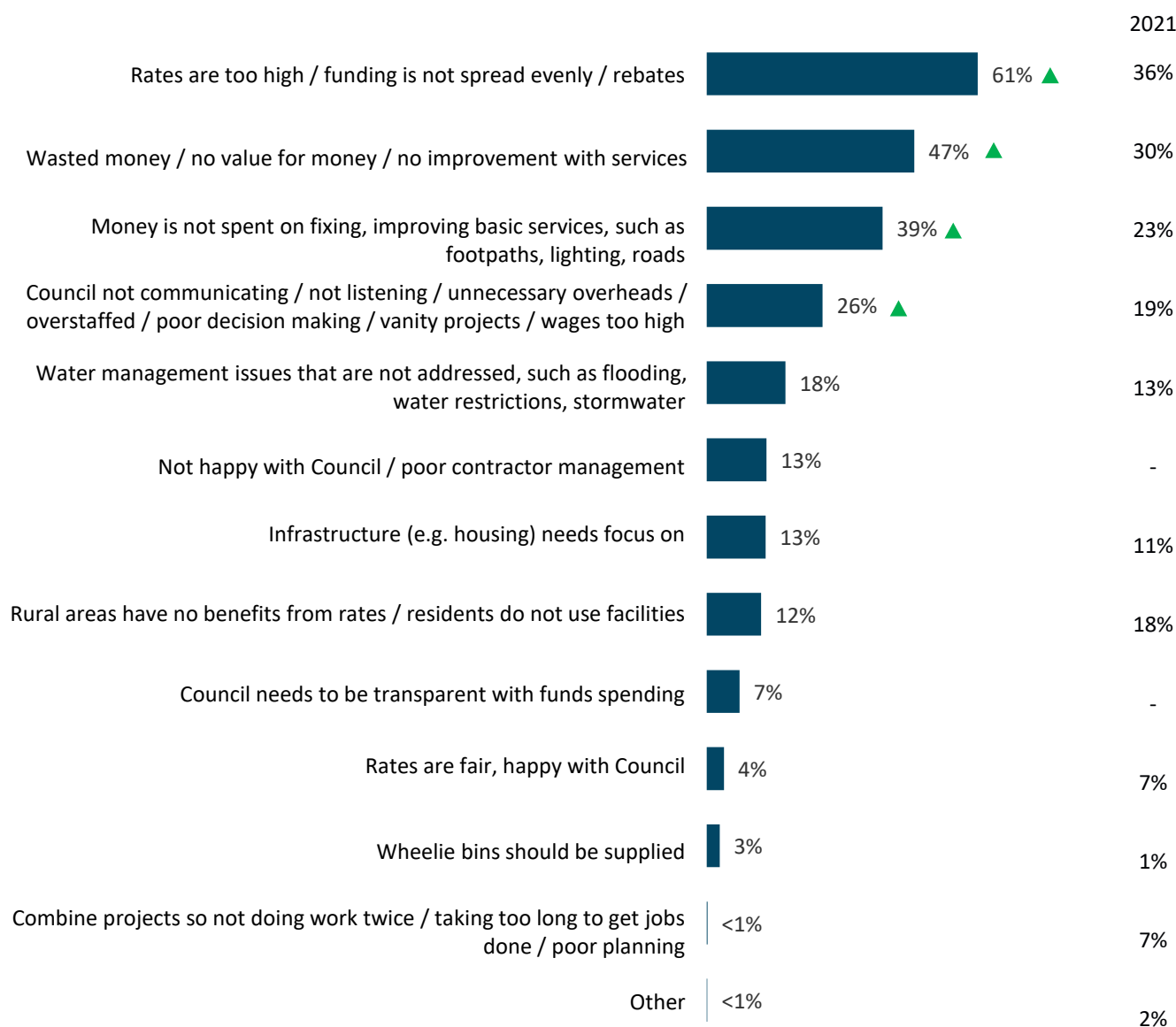
- Satisfaction has considerably decreased across all demographics over the past 12 months.
- Residents in Featherston feel particularly strong about the distribution of rates across areas.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. VM1. Considering everything that the Council provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Comments regarding Value for money



- There has been a significant increase in comments related to *Value for money* in 2022 compared with 2021 (56% left a comment in 2022 compared with just 40% in 2021).
- While the priorities for residents remain the same, there has been a growing dissatisfaction with the rates and rebates (61% in 2022 compared with 36% in 2021), as well as concerns about not receiving value for money (47% in 2022 compared with 30% in 2021)

Year-on-year
▲ Significantly higher
▼ Significantly lower

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. VM2. Do you have any comments regarding value for money? n=340

Comments on value for money

The rates debacle still feels unresolved. It feels like I'm paying more money for fewer services with no end in sight. I fully appreciate that costs are rising across the board but I'm not convinced savings are being sought in a meaningful way.

I don't feel like Featherston gets a fair share of the pot in terms of the upkeep of Council infrastructure. For example, the playground could do with an upgrade yet we will have to live with the results of the previous Council's poor decision making forever with the town center circle which is largely unused and cost a lot of taxpayer money.

Clearly, rates have increased by a significant amount without regard to the services, their quality, or range. It seems to me that the Council does the same thing every year and simply puts up rates to cover costs. Costs have increased while services have remained static.

So many tourists and few ratepayers provide services for them. Making roads that turn to potholes, and please don't grade the road before a long weekend. This makes people just drive too fast.

The wasteful spending on unnecessary glamour projects, over paid employees and subcontractors when essential infrastructure like roading, water and wastewater is neglected by successive Councils and their staff is naïve at best, corrupt at worst.

Personally, our rates increased by thirty-seven percent and to my knowledge, I see no improvement whatsoever. I have been to Council meetings discussing a fourteen percent increase. If this money went to building a sewage plant for South Wairarapa or upgrading the water supply then I might be reasonably okay with it, until the upgrades are done and then dropping the rates to what was predicted.

I don't think the money is being used where it should be and you can see the difference in Council priorities simply by looking at different towns and what is considered important to build for the sake of it and then having basic infrastructure not being maintained for towns.

We pay extraordinarily high rates but have consistent issues with our water, power, and roading infrastructure. I really love living in Featherston but it's so disappointing when it feels like we pour money into the place and get nothing back. It's also frustrating when Greytown and Martinborough seem to get better services than we do, but we're all under the same Council.

I think could be better communication with ratepayers about Council costs and rates increases. I understand why my rates needed to go up but don't feel the Councils communicated well or been fully transparent and accountable with the community.

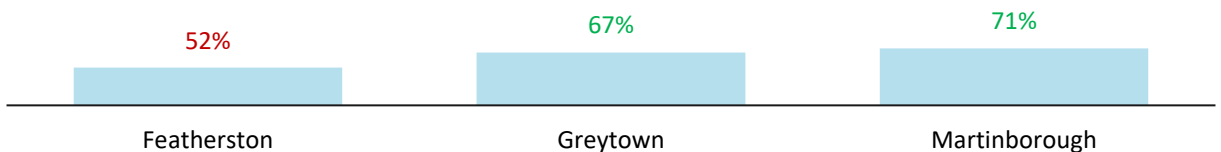
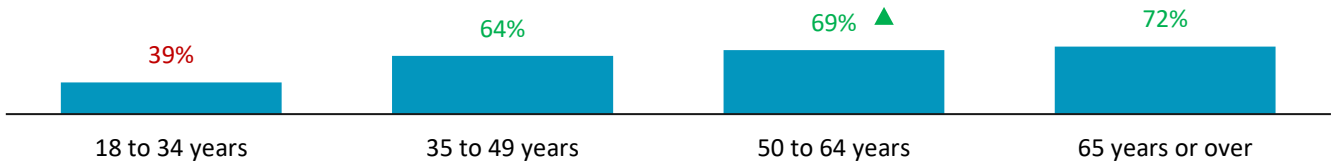
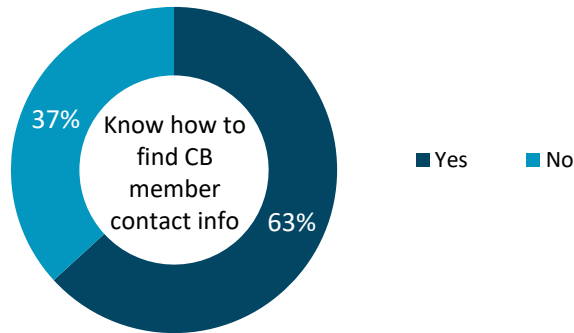
The Council is expensive. In many areas, it does a good job but there is a significant delayed investment in critical infrastructure and this will be even more expensive. Also, can you please fluoridate the water supply?



Governance, leadership and advocacy



Contacting Community Board members

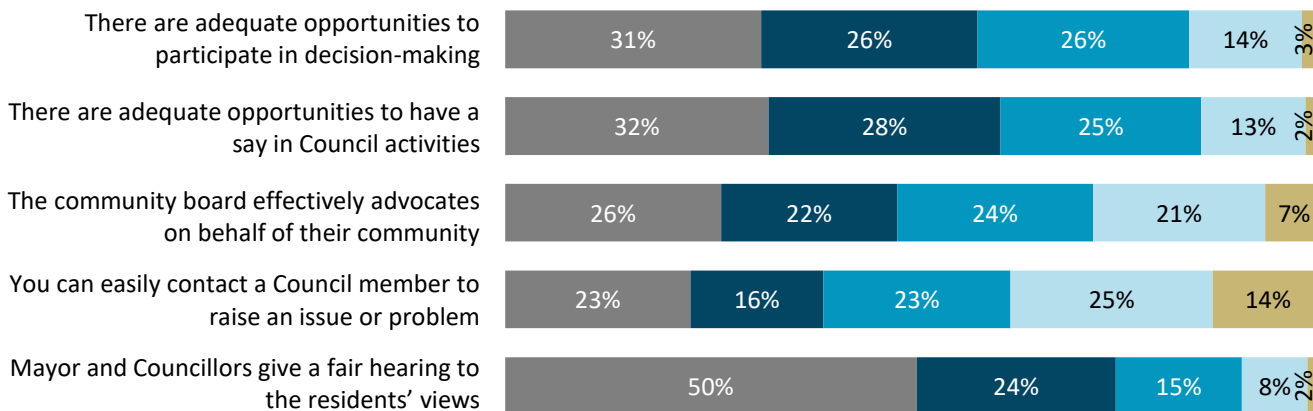


- Over three in five residents (63%) know how to find contact information for the Community Board members. This is consistent with the previous reporting period.
- Proportion of residents who identify as Māori that know how to get in touch with the Community Board members has significantly increased over the past 12 months.
- Awareness is quite low among the youngest residents (18-34).
- Awareness is particularly high among residents from Martinborough and those aged over 65 years..

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. GV1 Do you know how to find a Community Board member's contact details? n=601

Leadership and decision making - perception



■ Strongly disagree (1-2) ■ Somewhat disagree (3-4) ■ Neutral (5-6) ■ Somewhat agree (7-8) ■ Strongly agree (9-10)

Scores with % 7-10	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
There are adequate opportunities to participate in decision-making	16% ▼	40%	12% ▼	15% ▼	16% ▼	21% ▼
There are adequate opportunities to have a say in Council activities	15% ▼	36%	10%	13% ▼	15% ▼	20% ▼
The community board effectively advocates on behalf of their community	28% ▼	37%	15% ▼	36%	27% ▼	32% ▼
You can easily contact a Council member to raise an issue or problem	38% ▼	54%	22%	43% ▼	39% ▼	44% ▼
Mayor and Councillors give a fair hearing to the residents' views	10% ▼	35%	2% ▼	9% ▼	12% ▼	14% ▼

Scores with % 7-10	Māori	Non-Māori	Featherston	Greytown	Martinborough
There are adequate opportunities to participate in decision-making	10% ▼	17% ▼	13% ▼	20% ▼	16% ▼
There are adequate opportunities to have a say in Council activities	13% ▼	15% ▼	13% ▼	18% ▼	14% ▼
The community board effectively advocates on behalf of their community	23%	29% ▼	19%	23% ▼	43%
You can easily contact a Council member to raise an issue or problem	32%	39% ▼	29% ▼	41% ▼	44% ▼
Mayor and Councillors give a fair hearing to the residents' views	12% ▼	10% ▼	6% ▼	11% ▼	12% ▼

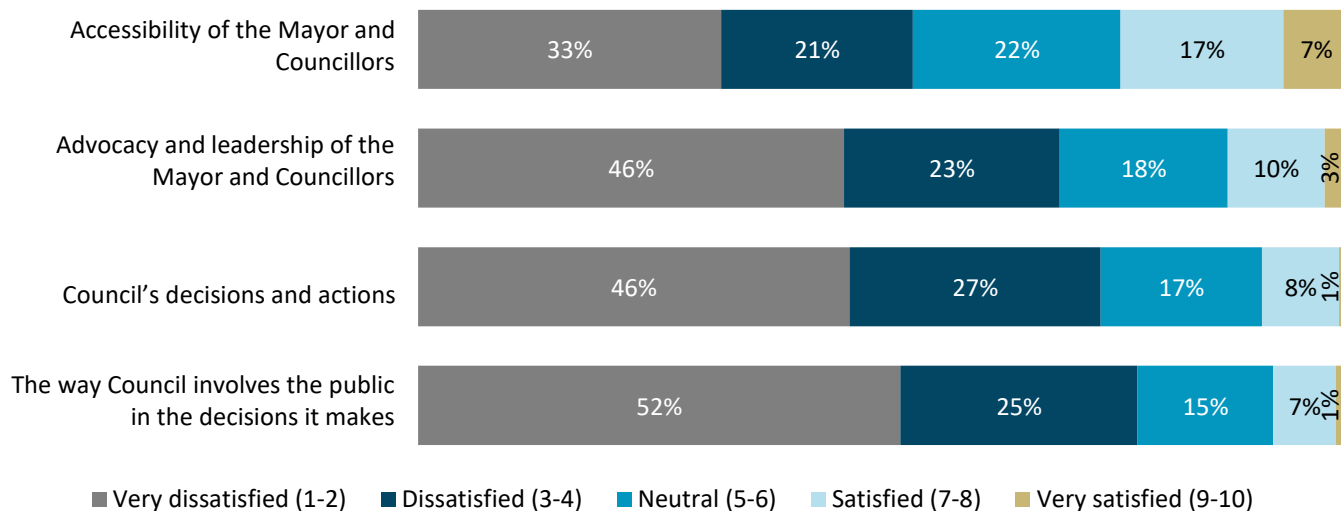
- There has been a significant decline across of the areas related to consultation with the community and contact with the Council members.
- Based on the verbatims across general comments section and other areas, residents feel especially strong about lack of communication when it came to rates increases, as well as not listening to the residents regarding the priorities for funding.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. GV2. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements? n=508

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Leadership and decision making - satisfaction



Scores with % 7-10	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
Accessibility of the Mayor and Councillors	25% ▼	51%	12% ▼	22% ▼	27% ▼	33% ▼
Advocacy and leadership of the Mayor and Councillors	13% ▼	40%	13% ▼	7% ▼	17% ▼	14% ▼
Council's decisions and actions	9% ▼	31%	6% ▼	5% ▼	13% ▼	12% ▼
The way Council involves the public in the decisions it makes	8% ▼	31%	6% ▼	4% ▼	10% ▼	10% ▼

Scores with % 7-10	Māori	Non-Māori	Featherston	Greytown	Martinborough
Accessibility of the Mayor and Councillors	14% ▼	26% ▼	18% ▼	27% ▼	29% ▼
Advocacy and leadership of the Mayor and Councillors	15%	13% ▼	7% ▼	14% ▼	18% ▼
Council's decisions and actions	9%	9% ▼	5% ▼	10% ▼	13% ▼
The way Council involves the public in the decisions it makes	5% ▼	8% ▼	6% ▼	9% ▼	10% ▼

- Leadership is the area that saw the most significant decline in residents' perception from the previous reporting period.
- The decline is consistent across all demographics.

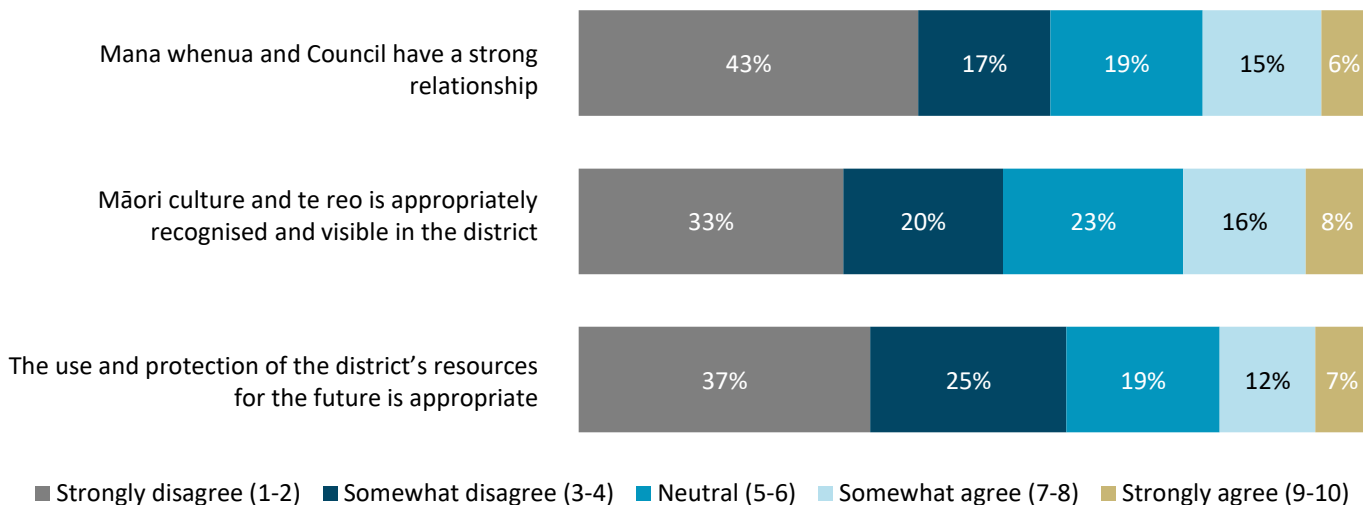
NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. GV3. Thinking about the Mayor and councillors, on the scale from 1-10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with... n=512

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Partnership with Māori and mana whenua



Scores with % 7-10	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
Mana whenua and Council have a strong relationship	21%	28%	12%	25%	23%	23%
Māori culture and te reo is appropriately recognised and visible in the district	23% ▼	35%	23%	18%	24%	29% ▼
The use and protection of the district's resources for the future is appropriate	19% ▼	27%	21%	14%	20%	22% ▼

Scores with % 7-10	Māori	Non-Māori	Featherston	Greytown	Martinborough
Mana whenua and Council have a strong relationship	4% ▼	26%	24%	21% ▼	18% ▼
Māori culture and te reo is appropriately recognised and visible in the district	8%	27% ▼	23%	24% ▼	23% ▼
The use and protection of the district's resources for the future is appropriate	8%	21%	14%	24%	18%

- There has been a significant decline in perception of *Māori culture and te reo is appropriately recognised and visible in the district* (-12 % points) and *The use and protection of the district's resources for the future is appropriate* (-8 % points).
- Residents who identify as Māori are least likely to be satisfied with the way Council address partnership relationship with Māori and mana whenua.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. GV4. Thinking about how Council works in partnership with Māori and mana whenua, using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements? n=307

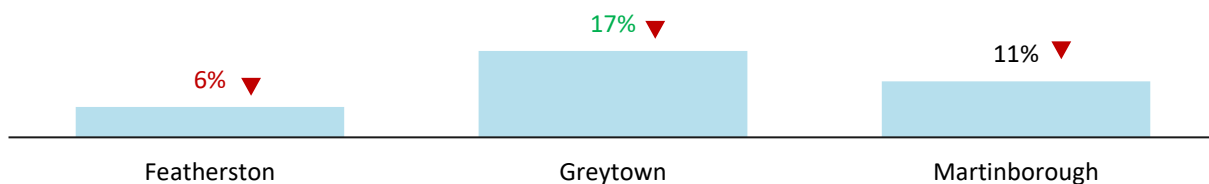
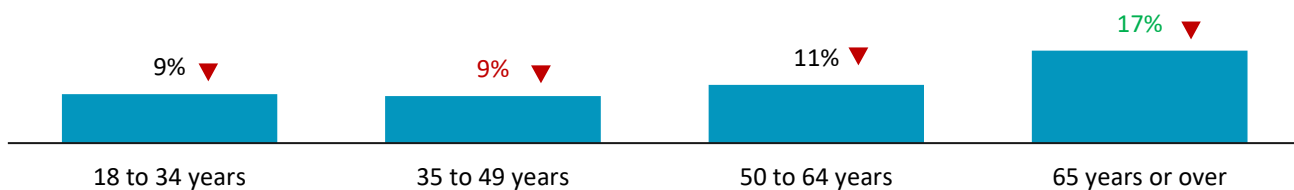
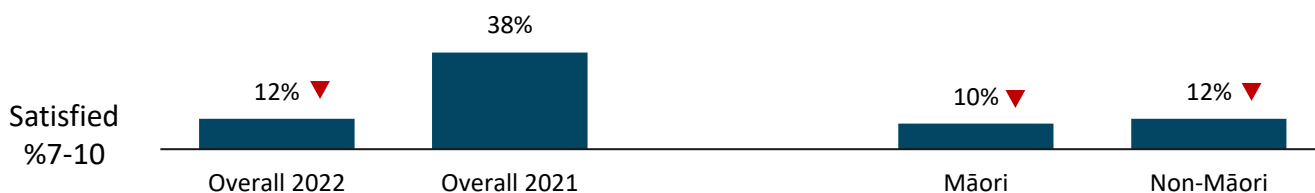
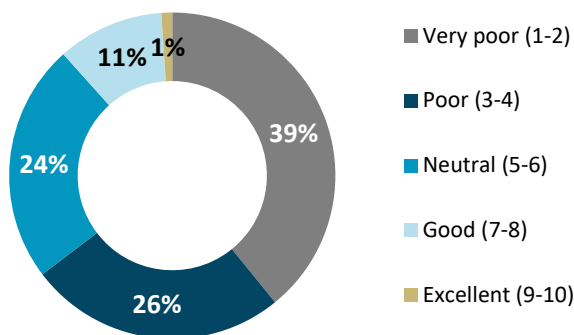
Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower



Image and reputation



Overall reputation



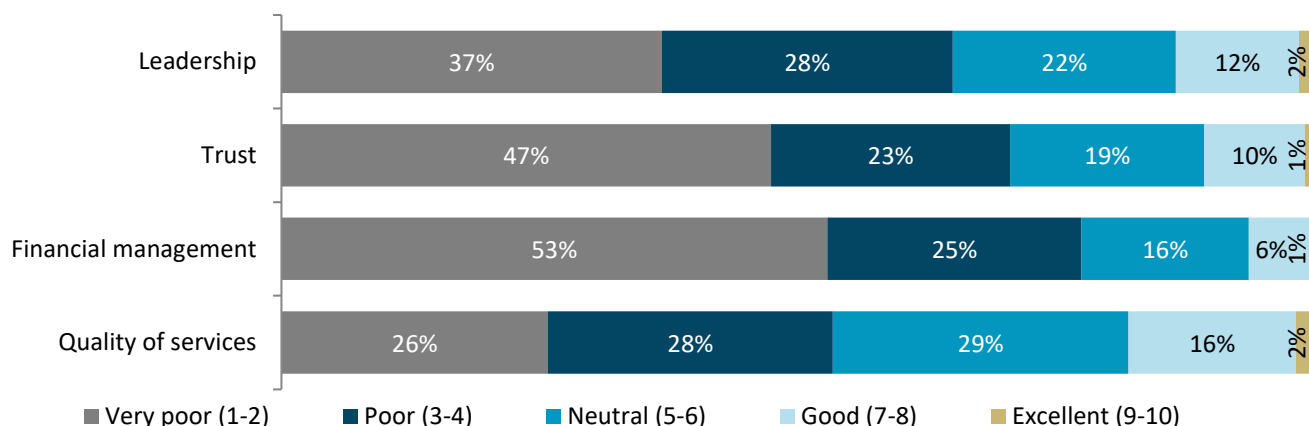
- Just over one in ten residents (12%) rated Council’s reputation good or excellent which is a 26% decline year-on-year.
- Older residents (over 65 years), as well as those residing in Greytown are more supportive of Council with 17% evaluating reputation as good or excellent.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don’t know responses.
2. REP5. So, everything considered (i.e., leadership, trust, financial management, and quality of services provided) how would you rate the South Wairarapa District Council for its overall reputation? n=562

Year-on-year **Between demographics**
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Leadership and decision making - satisfaction



Scores with % 7-10	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
Leadership	14% ▼	37%	13% ▼	7% ▼	13% ▼	21% ▼
Trust	11% ▼	33%	6% ▼	9% ▼	8% ▼	19% ▼
Financial management	7% ▼	28%	4% ▼	6% ▼	5% ▼	11% ▼
Quality of services	18% ▼	37%	13% ▼	16% ▼	15% ▼	27% ▼

Scores with % 7-10	Māori	Non-Māori	Featherston	Greytown	Martinborough
Leadership	11%	14% ▼	10% ▼	19% ▼	12% ▼
Trust	10%	11% ▼	6% ▼	15% ▼	11% ▼
Financial management	3% ▼	7% ▼	5% ▼	8% ▼	6% ▼
Quality of services	15%	19% ▼	13% ▼	24% ▼	17% ▼

- 7% of the residents rated *Financial management* as good or excellent. This is the area with the lowest performance among *Reputation* sub-drivers. Satisfaction with all reputation related areas has significantly decreased year-on-year.
- However, residents who identify as Māori have not significantly changed their opinion of the Council’s reputation over the past 12 months with the exception of *Financial management*.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don’t know responses.
2. REP1. Thinking about how Council is committed to creating a great district, how it looks after the cultural, economic, environmental, and social well-being of the district, being in touch with the community and setting clear direction, overall, how would you rate the Council for its leadership and performance? n=555
3. REP2. Thinking about how open and transparent Council is, how Council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the faith and trust you have in them? n=544
4. REP3. Now thinking about the Council’s financial management – how Council allocates rates/funds to be spent on the services and facilities provided, and its transparency around spending, how would you rate the Council overall for its financial management? n=524
5. REP4. When you think about everything that Council does, how would you rate the Council for the quality of the services they provide to the South Wairarapa district? n=565

Year-on-year
▲ Significantly higher
▼ Significantly lower

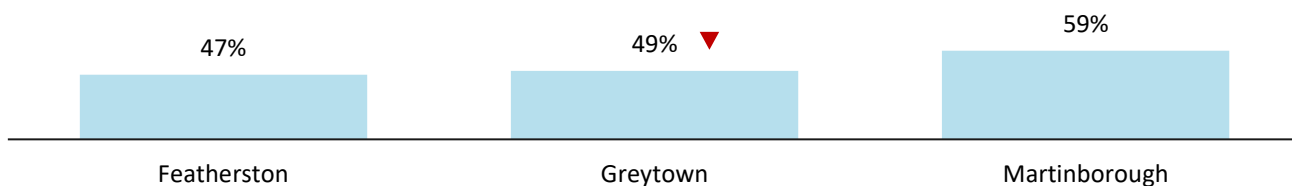
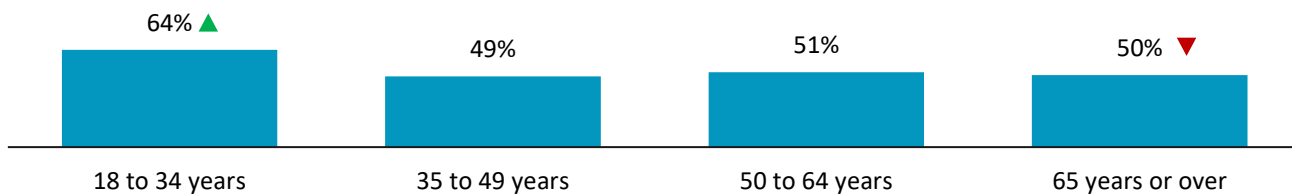
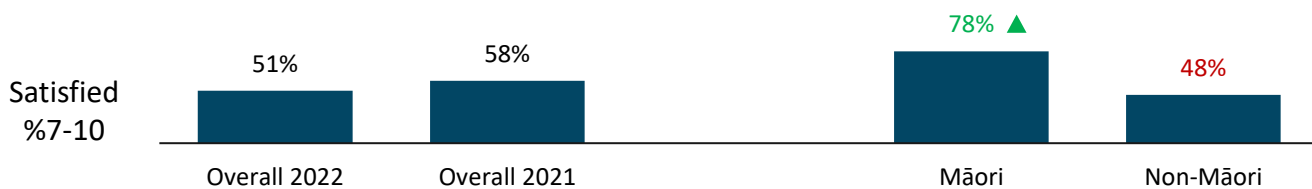
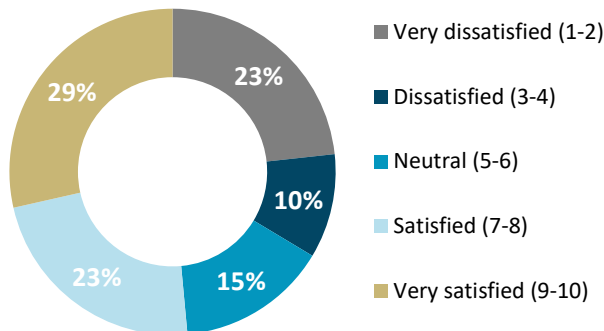
Between demographics
▲ Significantly higher
▼ Significantly lower



Interactions with the Council



Overall handling the enquiry



- Satisfaction with Enquiry handling is consistent with the previous reporting period.
- There has been an increase in satisfaction among residents who identify as Māori, as well as those aged between 18 and 34 years.

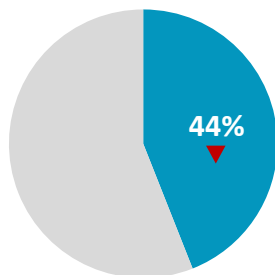
NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. Made enquiry n=274
3. INT4. And overall, how satisfied are you with how your complaint or query was handled? Use a 1-10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied' n=274

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

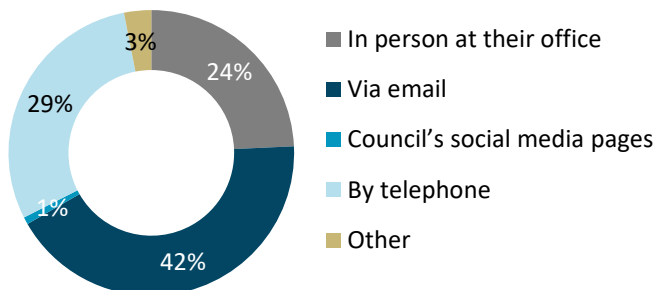
Contact with the Council

Contacted Council



2021 – 53%

Method of contact



- There has been a significant decline in contact with Council over the past 12 months.
- 96% of those who have contacted Council have done so via telephone (29%), in person at their office (24%) or via email (42%).
- Younger residents (18-49) are least likely to make enquiries in person and opted for telephone and email.

	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
Contacted Council	44% ▼	53%	23%	46%	54%	46%
In person at their office	24%	28%	14%	9%	23%	42%
Via email	42% ▲	26%	56%	48%	46%	29%
Council's social media pages	1%	1%	-	2%	-	1%
By telephone	29%	36%	30%	34%	28%	28%
Other	3% ▼	8%	-	6%	4%	1%

	Māori	Non-Māori	Featherston	Greytown	Martinborough
Contacted Council	42%	44%	41%	44%	49%
In person at their office	23%	24%	14%	22%	36%
Via email	49%	42%	39%	44%	44%
Council's social media pages	-	1%	1%	-	2%
By telephone	27%	30%	39%	32%	18%
Other	-	3%	7%	2%	1%

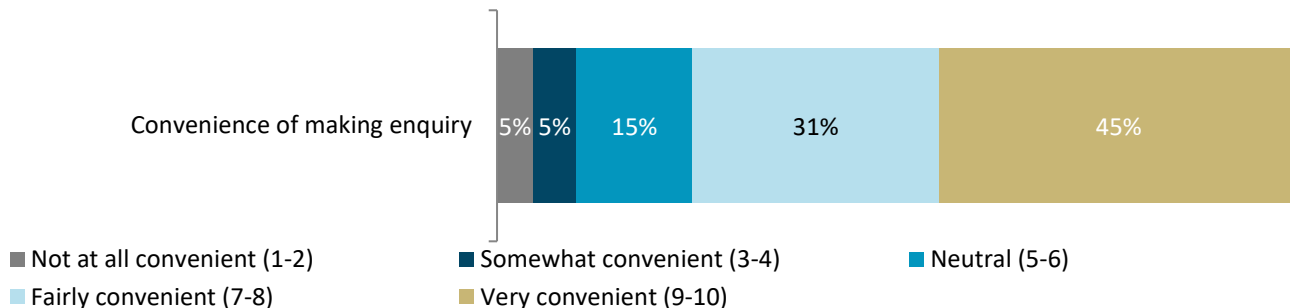
NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses
2. INT1. Have you made an enquiry about something with the South Wairarapa District Council within the last six months? n=598
3. Made enquiry n=274
4. INT2. Which best describes how you contacted the Council about this matter? Was it..... n=273

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Convenience of making enquiry



Fairly or very convenient (scores with % 7-10)	2022	2021
Overall	76%	78%
In person at their office	76%	77%
Via email	83%	76%
Council’s social media pages	-	87%
By telephone	66% ▼	82%
Other	86%	78%

- Contacting Council via email is perceived as the most convenient channel by 83% of the residents who have contacted the Council in the last six months, followed by in person at the office with 76% considering it convenient.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses
2. Made enquiry n=274
3. INT2. Which best describes how you contacted the Council about this matter? Was it..... n=273
4. INT3. Using a 1 to 10 scale where 1 means 'not at all convenient' and 10 means 'very convenient', how convenient was it for you to make your enquiry this way? n=272

Year-on-year
▲ Significantly higher
▼ Significantly lower

Preference in future communication

	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
Physical mail when needed	53%	54%	58%	52%	49%	56%
Social media	34%	37%	40%	52%	34%	16%
E-mail	68%	68%	59%	76%	71%	63%
Council website	34%	36%	28%	35%	40%	29%
Regular newsletter	37%	35%	31%	33%	37%	45%
Radio	16%	18%	24%	15%	14%	14%
Newspaper	29%	31%	29%	25%	26%	36%
Other	3% ▼	5%	3%	4%	2%	2%

	Māori	Non-Māori	Featherston	Greytown	Martinborough
Physical mail when needed	35%	56%	58%	52%	49%
Social media	41%	34%	39%	30%	35%
E-mail	55%	69%	67%	70%	66%
Council website	37%	33%	33%	32%	37%
Regular newsletter	46%	36%	33%	38%	40%
Radio	13%	16%	17%	13%	17%
Newspaper	30%	29%	33%	27%	27%
Other	3%	3%	6%	2%	-

- Overall, the most preferred channels for future communication include email (68%), physical mail when needed (53%) and regular newsletter (37%).
- Responses are fairly consistent across all demographics with older residents being least likely to use social media.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses
2. Made enquiry n=274
3. INT5. When Council needs to communicate information in regard to the activities, what channel would you prefer, please select all that apply?

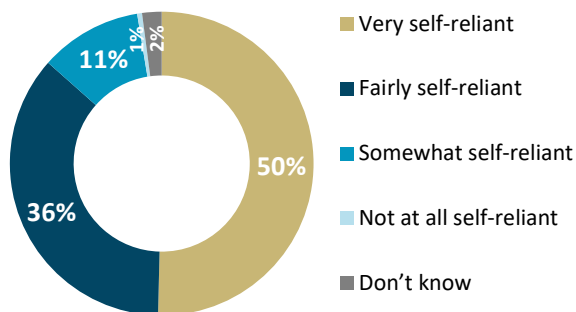
▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



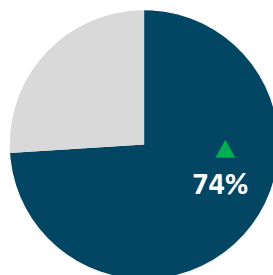
Other areas



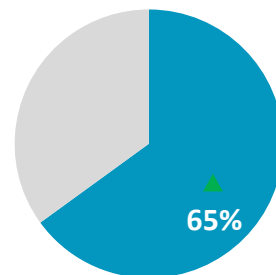
Civil defence emergency



Have an emergency kit to last three days



Have an emergency preparedness plan



	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
Self-reliant	87% ▲	82%	82% ▲	89%	90%	84%
Have an emergency kit to last three days	74% ▲	66%	59% ▲	74% ▲	80%	76%
Have an emergency preparedness plan	65% ▲	58%	57% ▲	57%	73%	69%

	Māori	Non-Māori	Featherston	Greytown	Martinborough
Self-reliant	92% ▲	86%	85%	86%	89%
Have an emergency kit to last three days	73% ▲	74%	76% ▲	71%	74%
Have an emergency preparedness plan	72% ▲	64%	65% ▲	65%	65%

- With multiple flooding in the area that occurred over the past 12 months, it is encouraging to see more residents being prepared for a civil defence emergency.
- Being *Self-reliant* and *Emergency preparedness* are relatively high among the residents.
- Close to nine in ten (87%) consider themselves as being 'Very' or 'Fairly' self-reliant, almost three-quarters (74%) have an emergency kit to last three days and almost two thirds (65%) have an *Emergency preparedness plan*.

NOTES:

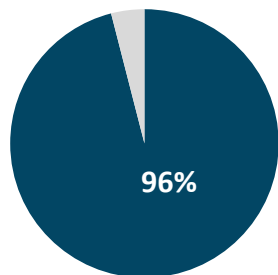
1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses
2. CD1. How self-reliant do you believe you have to be in the event of a major civil defence emergency?
3. CD2. In the event of a civil defence emergency, do you currently have an emergency preparedness kit ready to last your household for three days?
4. CD3. In the event of a civil defence emergency, do you currently have an emergency preparedness plan for your household, e.g. what to do and where to locate family at school or work?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

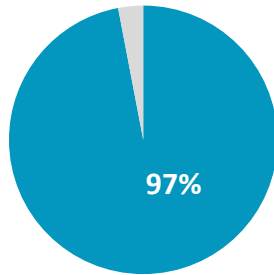
Access to technology

Have access to phone



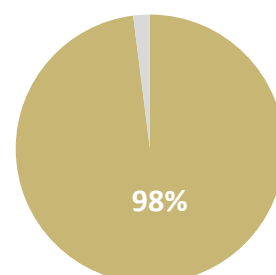
2021 98%

Have access to computer



98%

Have access to internet



99%

Phone	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
At home	95%	95%	93%	94%	96%	98%
At work	51%▼	57%	60%	74%	65%	11%
At school	6%	5%	10%	11%	4%	-

Phone	Māori	Non-Māori	Featherston	Greytown	Martinborough
At home	84%	97%	97%	99%	90%
At work	63%	50%	55%	50%	50%
At school	10%	5%	5%	6%	6%

Computer	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
At home	96%	94%	98%	99%	96%	92%
At work	47%	52%	47%	73%	63%	8%
At school	6%	6%	10%	12%	6%	-

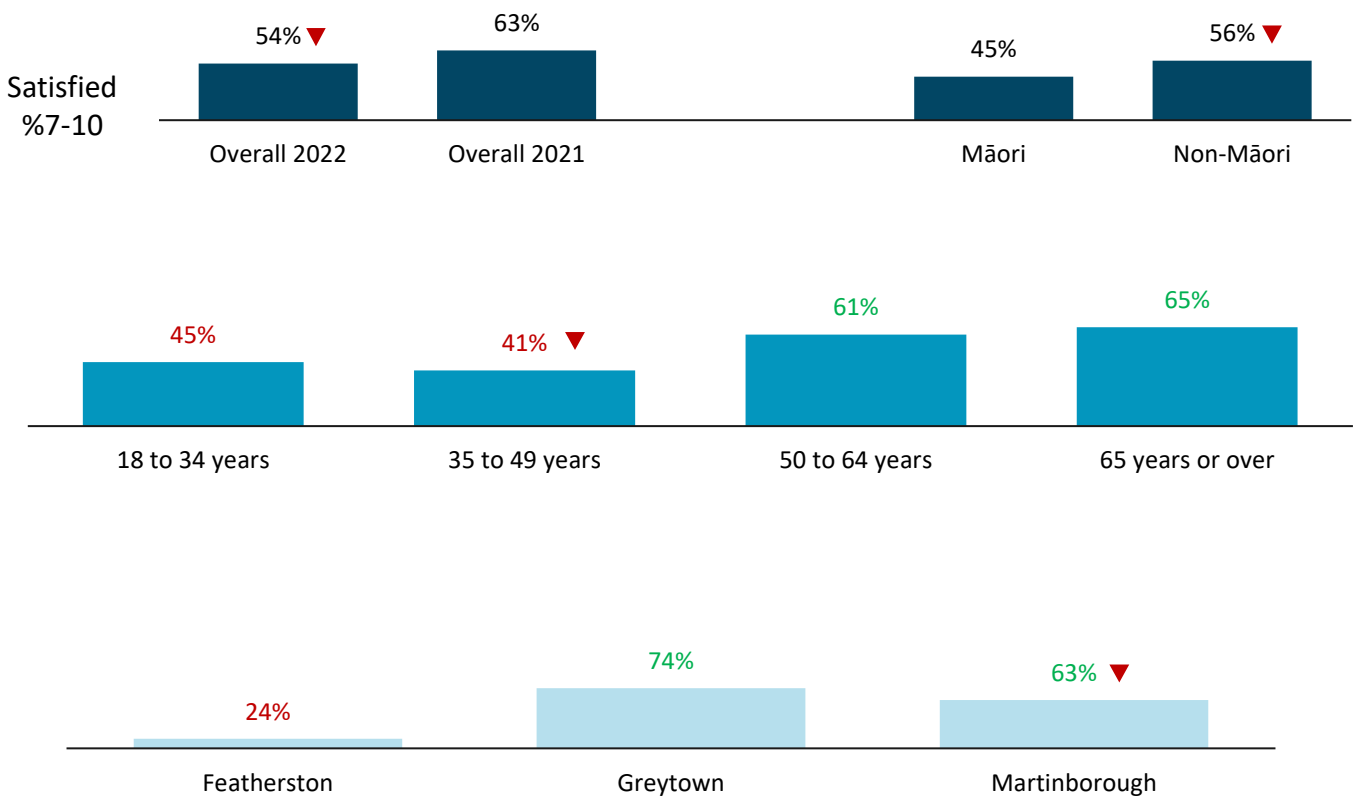
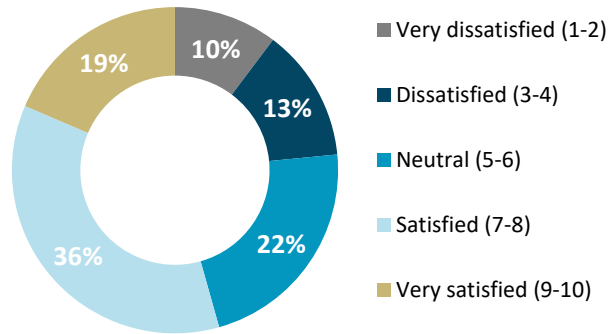
Computer	Māori	Non-Māori	Featherston	Greytown	Martinborough
At home	90%	97%	96%	97%	96%
At work	62%	45%	54%	41%	47%
At school	10%	6%	6%	6%	7%

Internet	2022	2021	18-34 yo	35-49 yo	50-64 yo	65+ yo
At home	97%	96%	97%	100%	98%	93%
At work	52%	57%	62%	79%	64%	9%
At school	7%	6%	13%	13%	6%	-

Internet	Māori	Non-Māori	Featherston	Greytown	Martinborough
At home	96%	97%	99%	96%	96%
At work	59%	51%	60%	48%	48%
At school	10%	7%	9%	7%	7%

NOTES:
1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses
2. LS1. Do you have access to the following? n=606

Image of the closest town centre



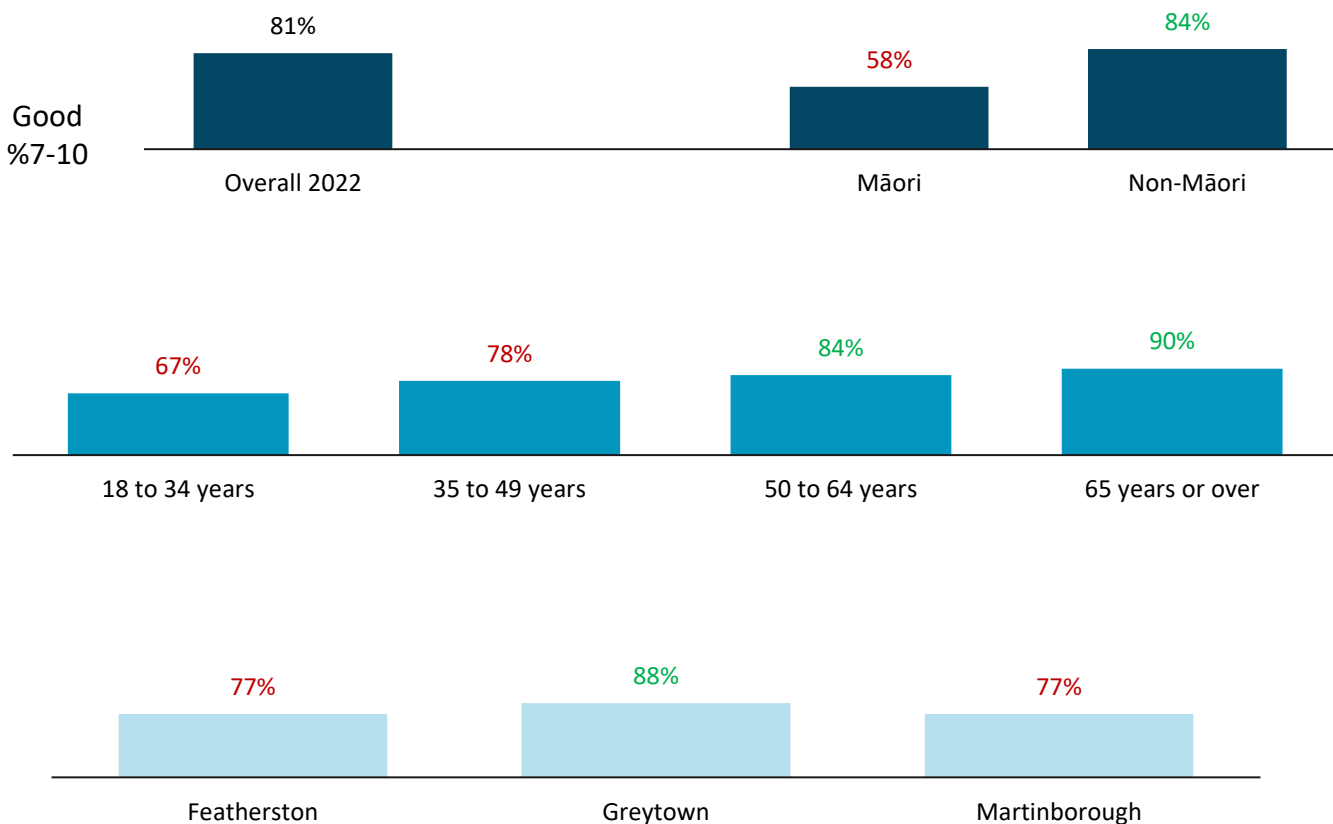
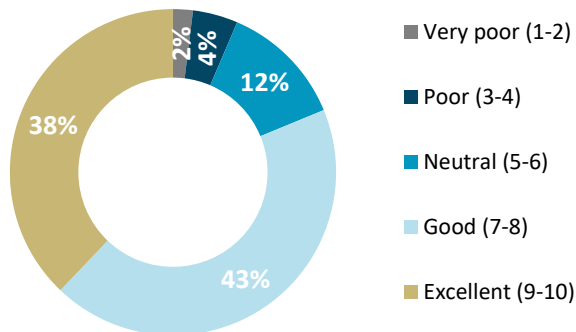
- Satisfaction with the Image of the closest town centre is quite high for Greytown (74%).
- However, residents from Featherston have a significantly lower perception of their area with just 24% being satisfied.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. OT1. on the scale from 1-10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the image of the closest town centre? n=585

Year-on-year Between demographics
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Quality of life*



- While overall satisfaction with Council’s performance is quite low, majority of residents are really positive about the quality of life with 81% rating it ‘Good’ or ‘Excellent’.
- This feeling is especially strong among older residents (over 65 years) and those from Greytown (88%).

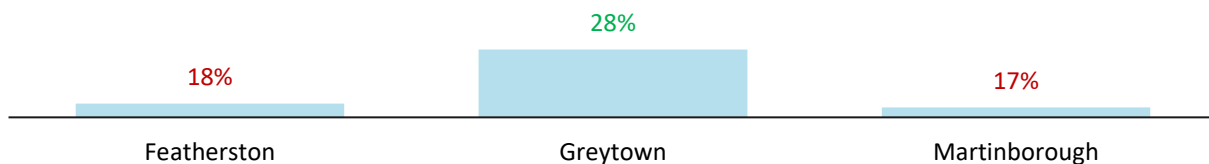
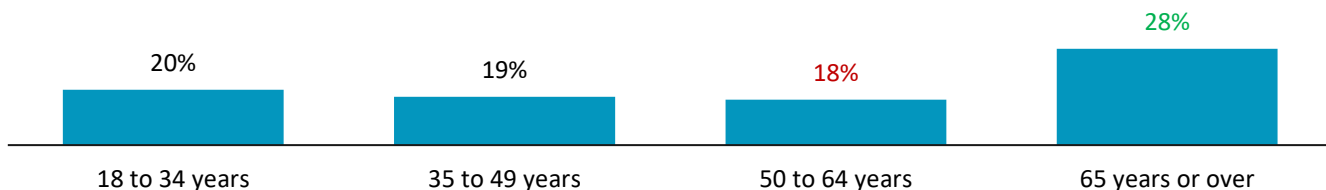
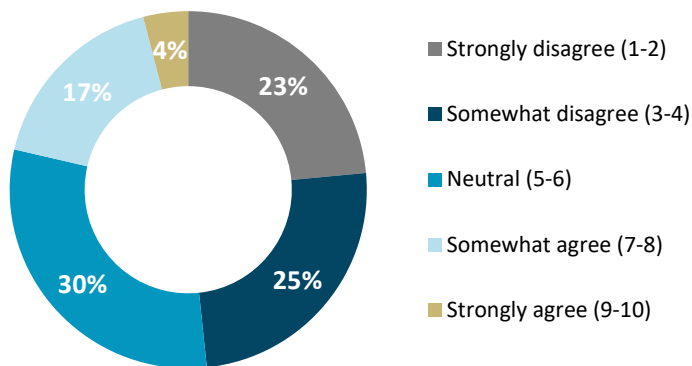
NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don’t know responses.
2. OT2. On a scale of 1 to 10 where 1 is ‘extremely poor’ and 10 is ‘excellent’ how would you rate the overall quality of your life? n=589

* New question added in 2022, no historical data available.

Between demographics
Significantly higher
Significantly lower

District going in the right direction*



- Just over one in five respondents is confident that the district is going in the right direction.
- While residents from Greytown are most likely to agree with this statement, those residing in other areas have less trust when it comes to future of the district.

NOTES:

1. Sample: 2021 n=751; 2022 n=610; Excludes don't know responses.
2. OT3. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? - You're confident that the district is going in the right direction n=546

* New question added in 2022, no historical data available.

Between demographics
Significantly higher
Significantly lower

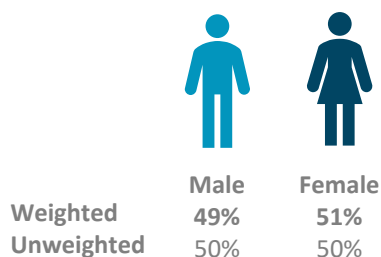


Sample profile

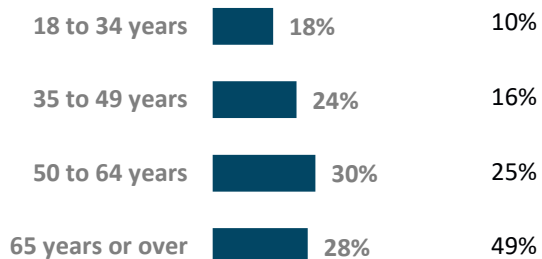


Demographics

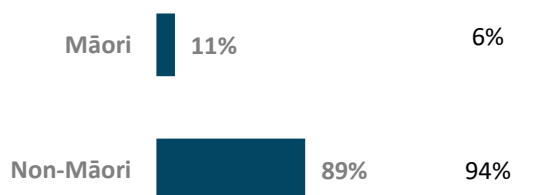
Gender



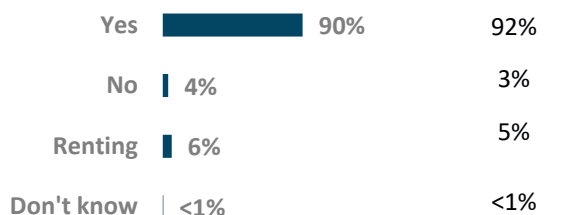
Age (weighted)



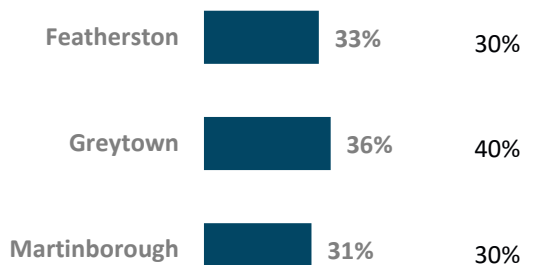
Ethnicity (weighted)



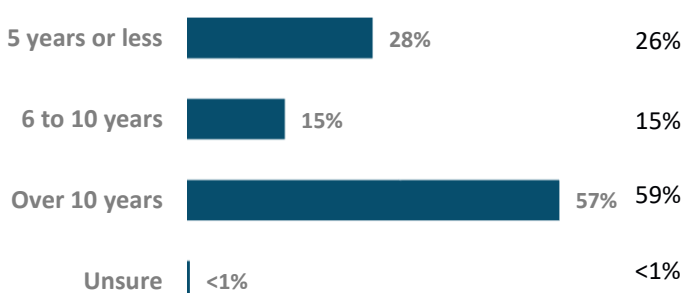
Paying rates (weighted)



Ward (weighted)



Length of time lived in South Wairarapa district (weighted)



Demographics (counts)

Male	305
Female	305

Māori	37
Non-Māori	573

Featherston	186
Greytown	241
Martinborough	183

18 to 34 years	58
35 to 49 years	97
50 to 64 years	155
65 years or over	300

5 years or less	158
6 years to 10 years	88
Over 10 years	358
Unsure	2

Pay rates	559
Don't pay rates	17
Renting	29
Don't know	2

Head Office

Telephone: + 64 7 575 6900

Address: Level 1, 247 Cameron Road
PO Box 13297
Tauranga 3141

Website: www.keyresearch.co.nz

Key Staff

Project lead: **Elena Goryacheva**
Senior Research Executive

Telephone: + 64 7 929 7076

Email: elena@keyresearch.co.nz

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**Appendix 2 – Councils’ Annual
Residents Surveys Benchmarking
Report 2021/2022**



Councils' Annual Residents Surveys Benchmarking Report 2021/2022



Research background



Research Objectives

The specific objectives of this research were:

- To understand residents’ satisfaction with services and facilities provided by Councils across New Zealand.
- To benchmark the key performance indicators against other Councils overall and Councils of the same level to put the Annual Residents’ Surveys’ results into context.



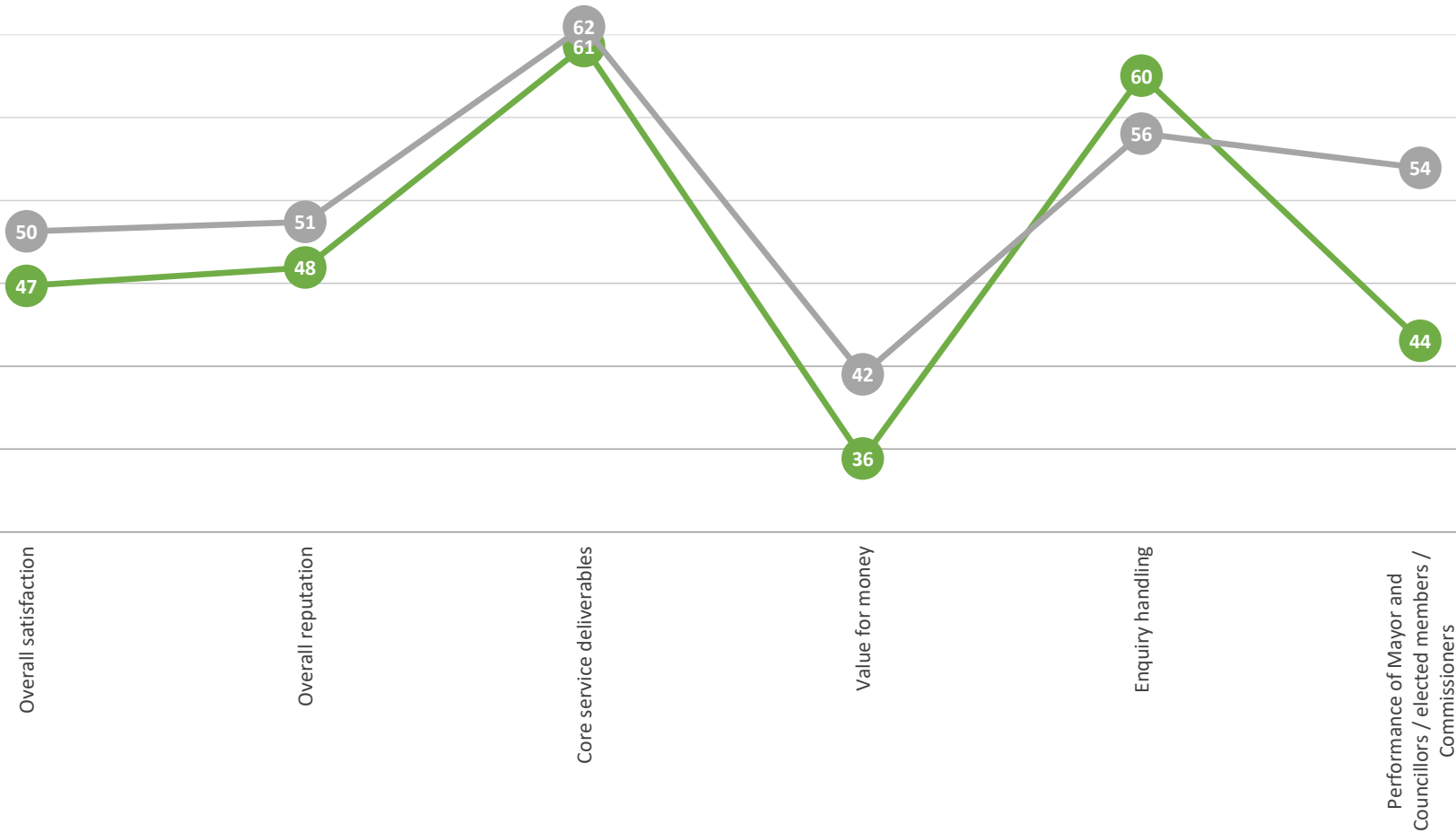
Method

- Mail to online or telephone surveys were undertaken with 18 different Councils across New Zealand in 2021/2022, including 15 District Councils, 3 City Councils.
- Respondents were selected at random from the Council region Electoral Roll or via a purchased telephone database for the area.
- The questionnaires were designed in consultation with Councils and were structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council’s activities.
- Post data collection, the samples were weighted to be exactly representative of key population demographics for each area based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 18 Council’s performances. Questions used are either identical or closely related allowing for comparison.
- To allow better and more extensive benchmarking several measures are presented as an average score of all related measures in the relevant section.

Year on year change (% 7-10)

2021/2022 Council Benchmarking

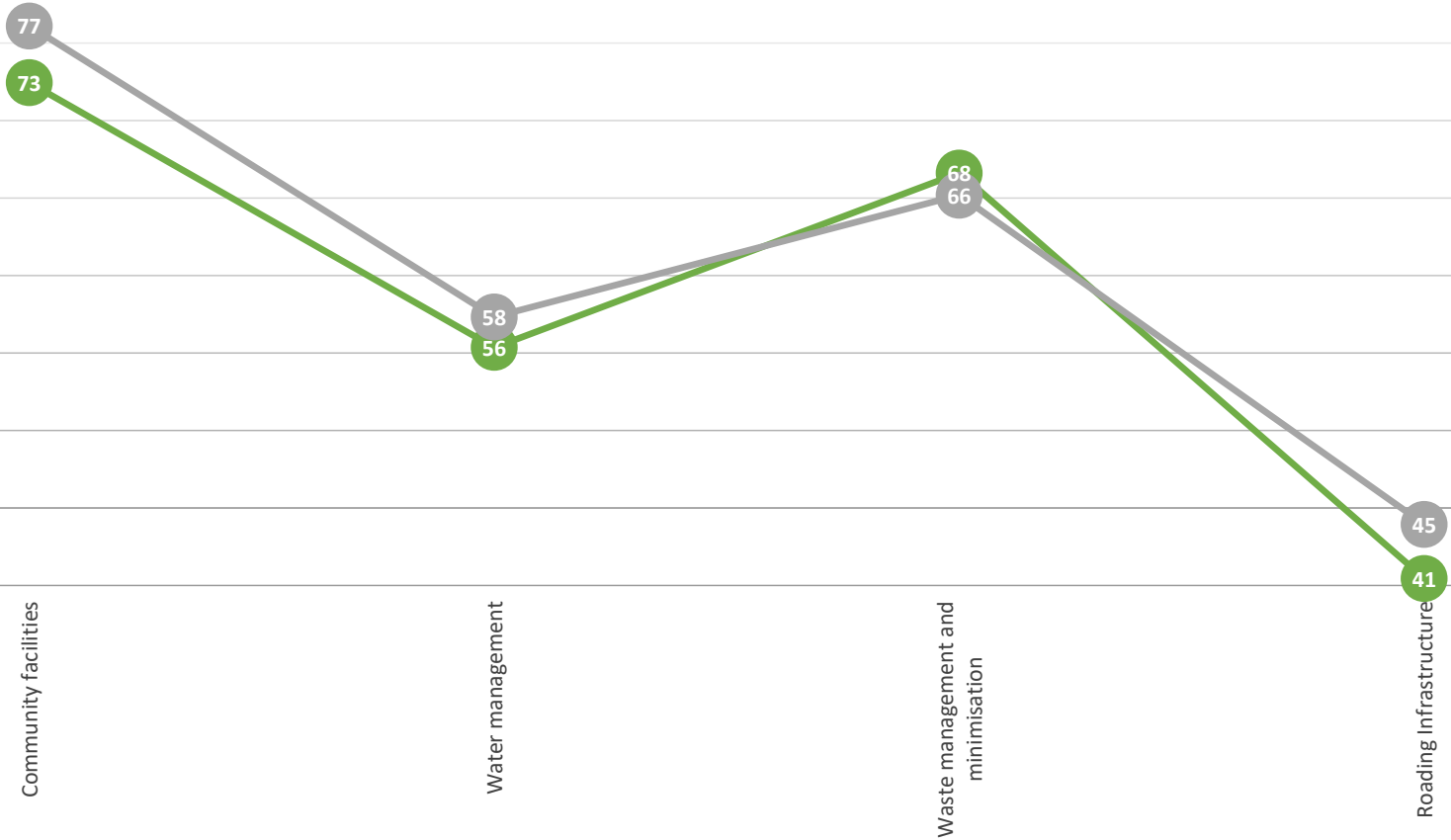
—●— All Councils' Average 2022 —●— 2021 Average



Year on year change (% 7-10)

2021/2022 Council Benchmarking

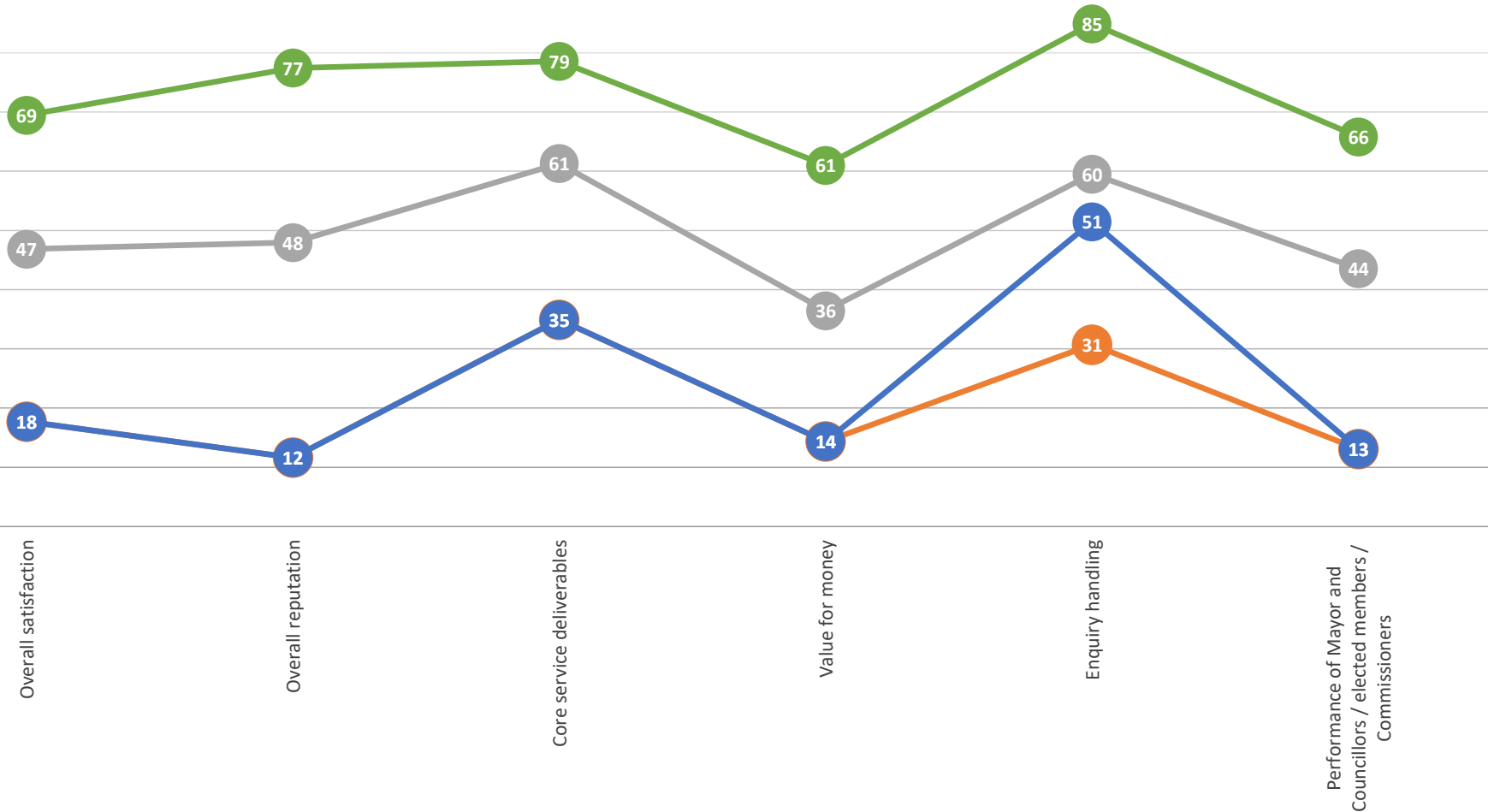
—●— All Councils' Average 2022 —●— 2021 Average



Overall measures

2021/2022 Council Benchmarking

— All Councils' Average 2022 — Min — Max — S.Wairarapa DC



Overall measures (All Councils)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction		18	47	-29	69	-51	18	-
Overall reputation		12	48	-36	77	-65	12	-
Core service deliverables		35	61	-26	79	-44	35	-
Value for money		14	36	-22	61	-47	14	-
Enquiry handling		51	60	-9	85	-34	31	+20
Performance of Mayor and Councillors / elected members / Commissioners		13	44	-31	66	-53	13	-

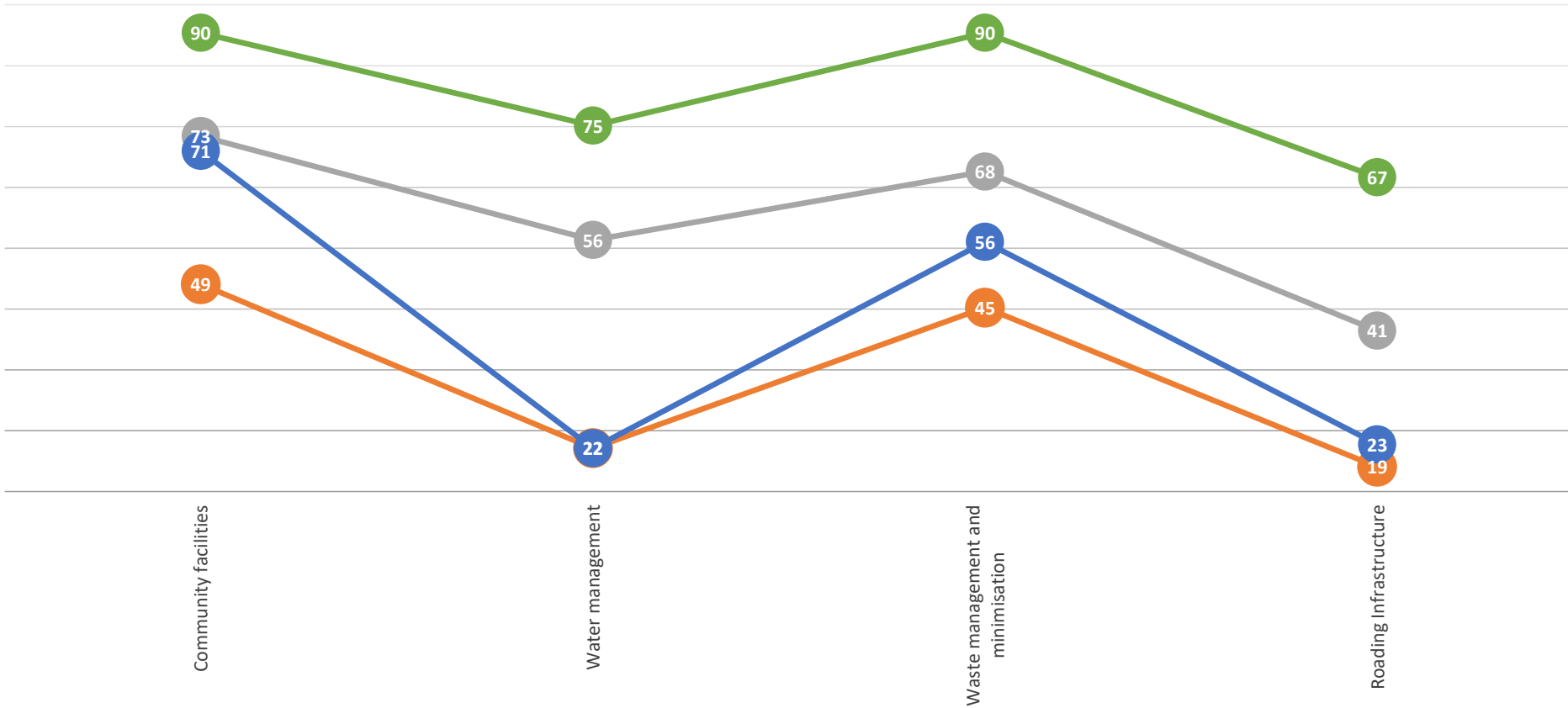
Overall measures (District Councils only)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction		18	49	-31	69	-51	18	-
Overall reputation		12	50	-38	77	-65	12	-
Core service deliverables		35	61	-26	79	-44	35	-
Value for money		14	37	-23	61	-47	14	-
Enquiry handling		51	60	-9	85	-34	31	+21
Performance of Mayor and Councillors / elected members / Commissioners		13	43	-30	66	-53	13	-

Core service deliverables

2021/2022 Council Benchmarking

— All Councils' Average 2022 — Min — Max — S. Wairarapa DC



Core service deliverables (All Councils)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Community facilities		71	73	-2	90	-19	49	+22
Water management		22	56	-34	75	-53	22	-
Waste management and minimisation		56	68	-12	90	-34	45	+11
Roading Infrastructure		23	41	-18	67	-44	19	+4

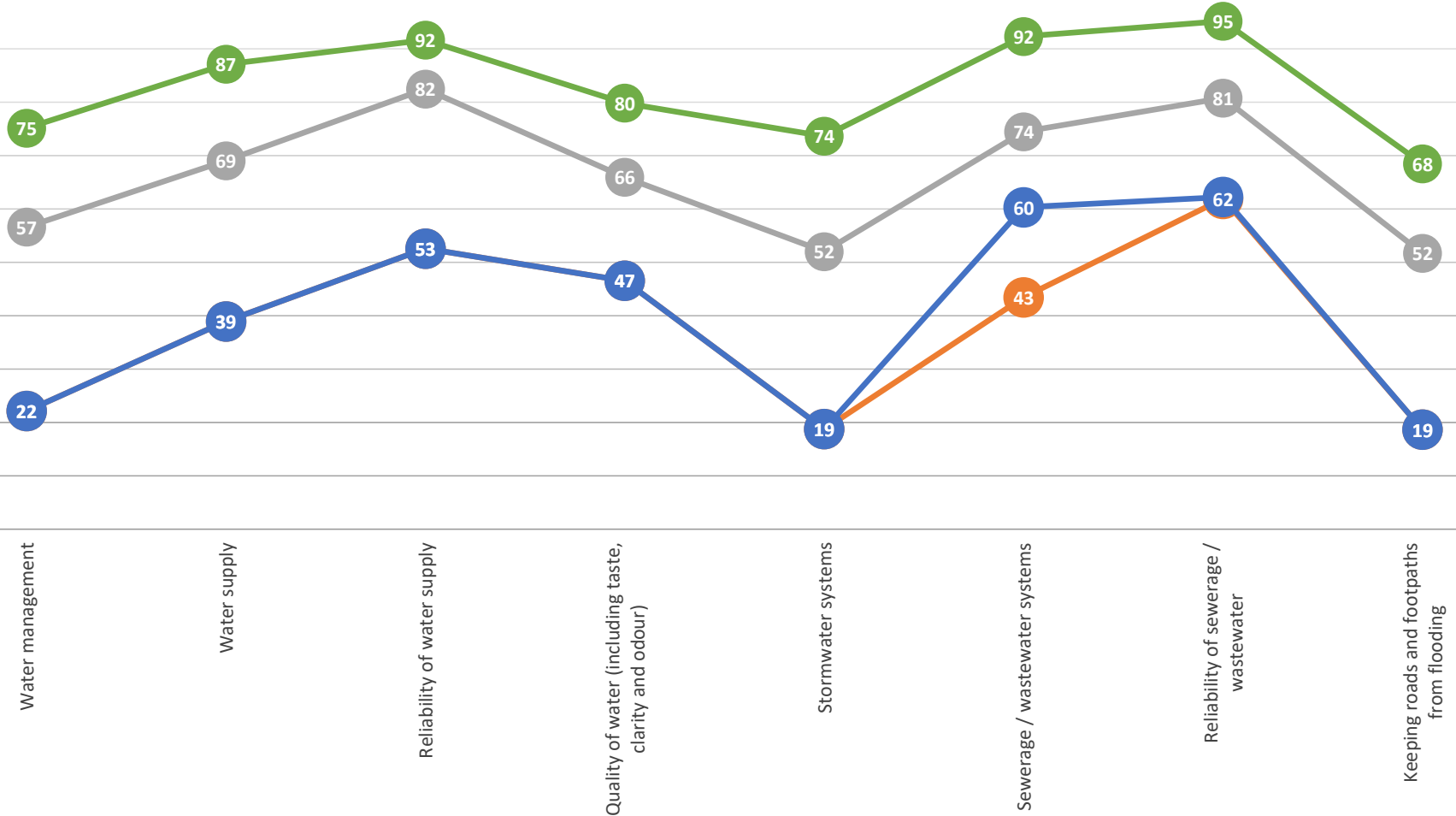
Core service deliverables (District Councils only)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Community facilities		71	73	-2	90	-19	49	+22
Water management		22	56	-34	75	-53	22	-
Waste management and minimisation		56	68	-12	90	-34	45	+11
Roading Infrastructure		23	42	-19	67	-44	19	+4

Three waters

2021/2022 Council Benchmarking

— All Councils' Average 2022 — Min — Max — S.Wairarapa DC



Three waters (All Councils)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Water management		22	57	-35	75	-53	22	-
Water supply		39	69	-30	87	-48	39	-
Reliability of water supply		53	82	-29	92	-39	53	-
Quality of water (including taste, clarity and odour)		47	66	-19	80	-33	47	-
Stormwater systems		19	52	-33	74	-55	19	-
Sewerage / wastewater systems		60	74	-14	92	-32	43	+17
Reliability of sewerage / wastewater		62	81	-19	95	-33	62	-
Keeping roads and footpaths from flooding		19	52	-33	68	-49	19	-

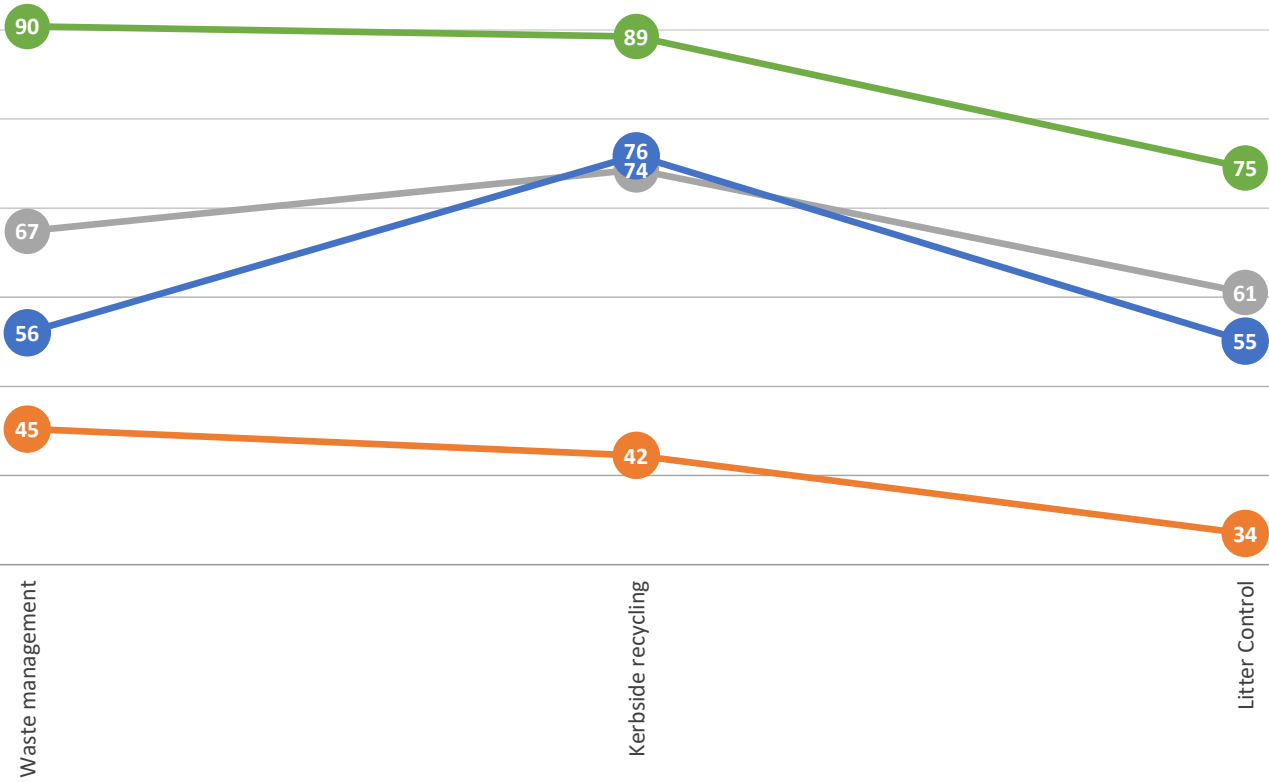
Three waters (District Councils only)

% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Water management	22	56	-34	75	-53	22	-
Water supply	39	68	-29	87	-48	39	-
Reliability of water supply	53	82	-29	92	-39	53	-
Quality of water (including taste, clarity and odour)	47	65	-18	80	-33	47	-
Stormwater systems	19	52	-33	74	-55	19	-
Sewerage / wastewater systems	60	76	-16	92	-32	43	+17
Reliability of sewerage / wastewater	62	81	-19	95	-33	62	-
Keeping roads and footpaths from flooding	19	52	-33	68	-49	19	-

Waste management

2021/2022 Council Benchmarking

— All Councils' Average 2022 — Min — Max — S.Wairarapa DC



Waste management (All Councils)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Waste management		56	67	-11	90	-34	45	+11
Kerbside recycling		76	74	+2	89	-13	42	+34
Litter Control		55	61	-6	75	-20	34	+21

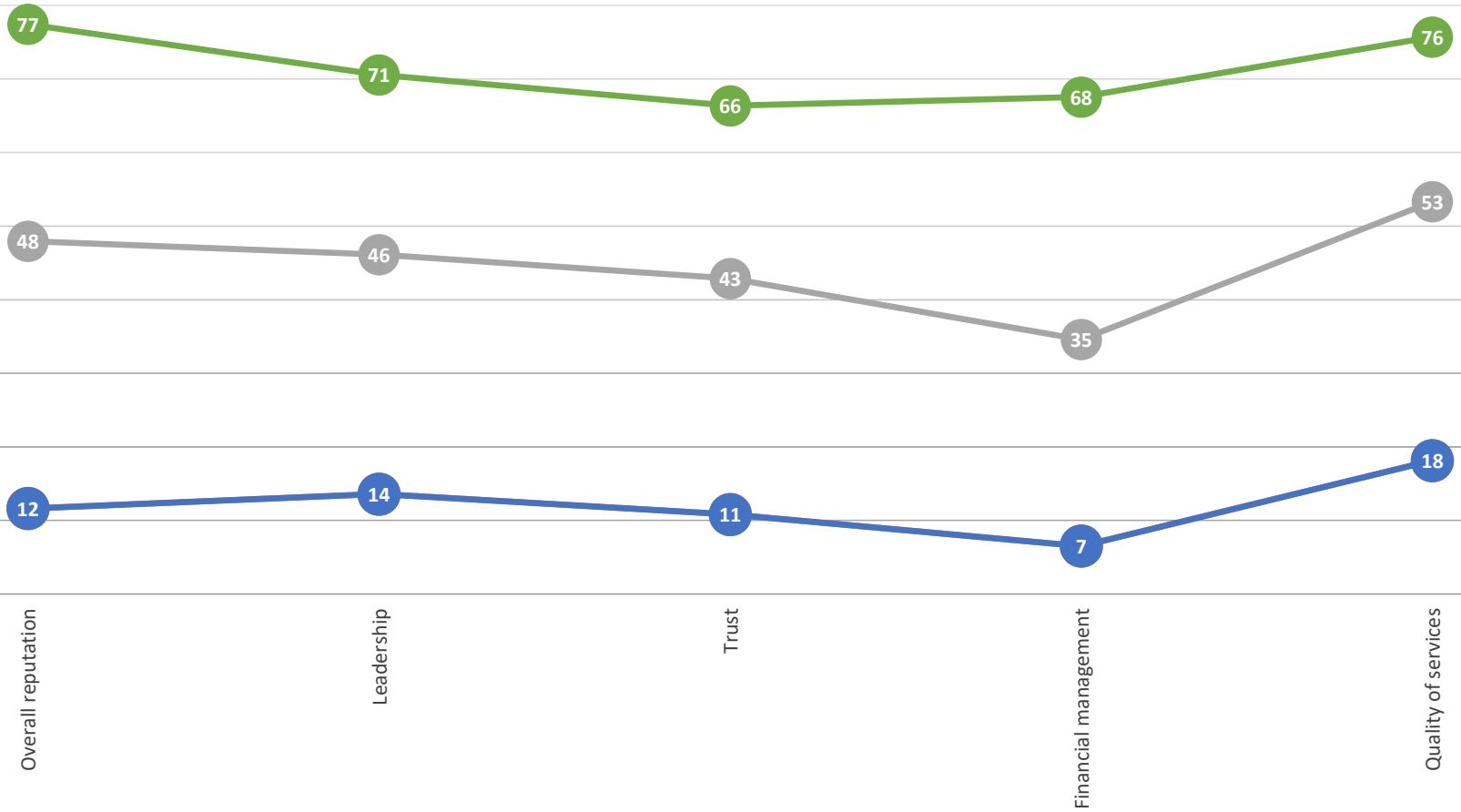
Waste management (District Councils only)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Waste management		56	68	-12	90	-34	45	+11
Kerbside recycling		76	74	+2	89	-13	42	+34
Litter Control		55	61	-6	75	-20	34	+21

2021/2022 Council Benchmarking

Reputation

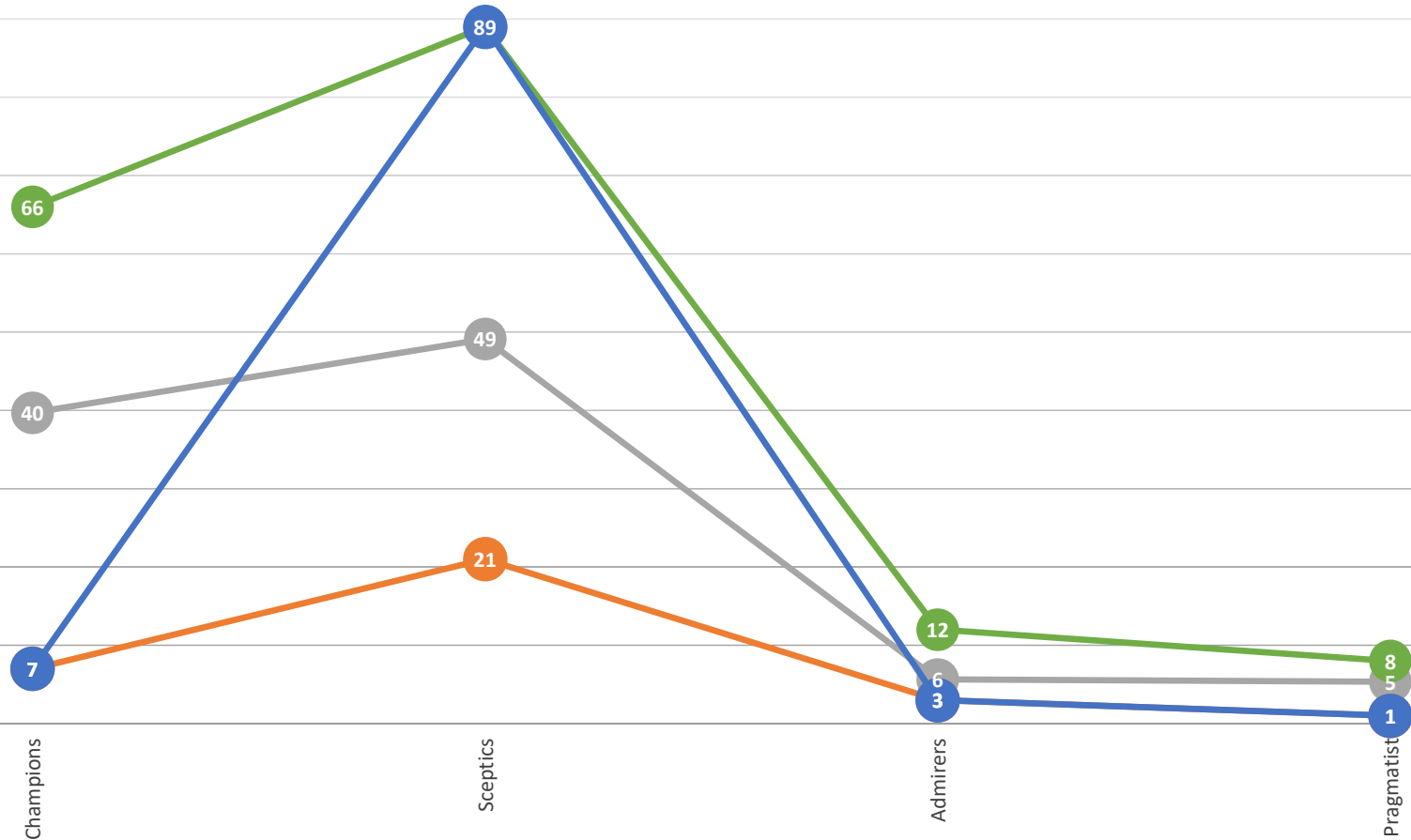
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2021/2022 Council Benchmarking

Reputation Profile

— All Councils' Average 2022 — Min — Max — S.Wairarapa DC



Reputation (All Councils)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation		12	48	-36	77	-65	12	-
Leadership		14	46	-32	71	-57	14	-
Trust		11	43	-32	66	-55	11	-
Financial management		7	35	-28	68	-61	7	-
Quality of services		18	53	-35	76	-58	18	-

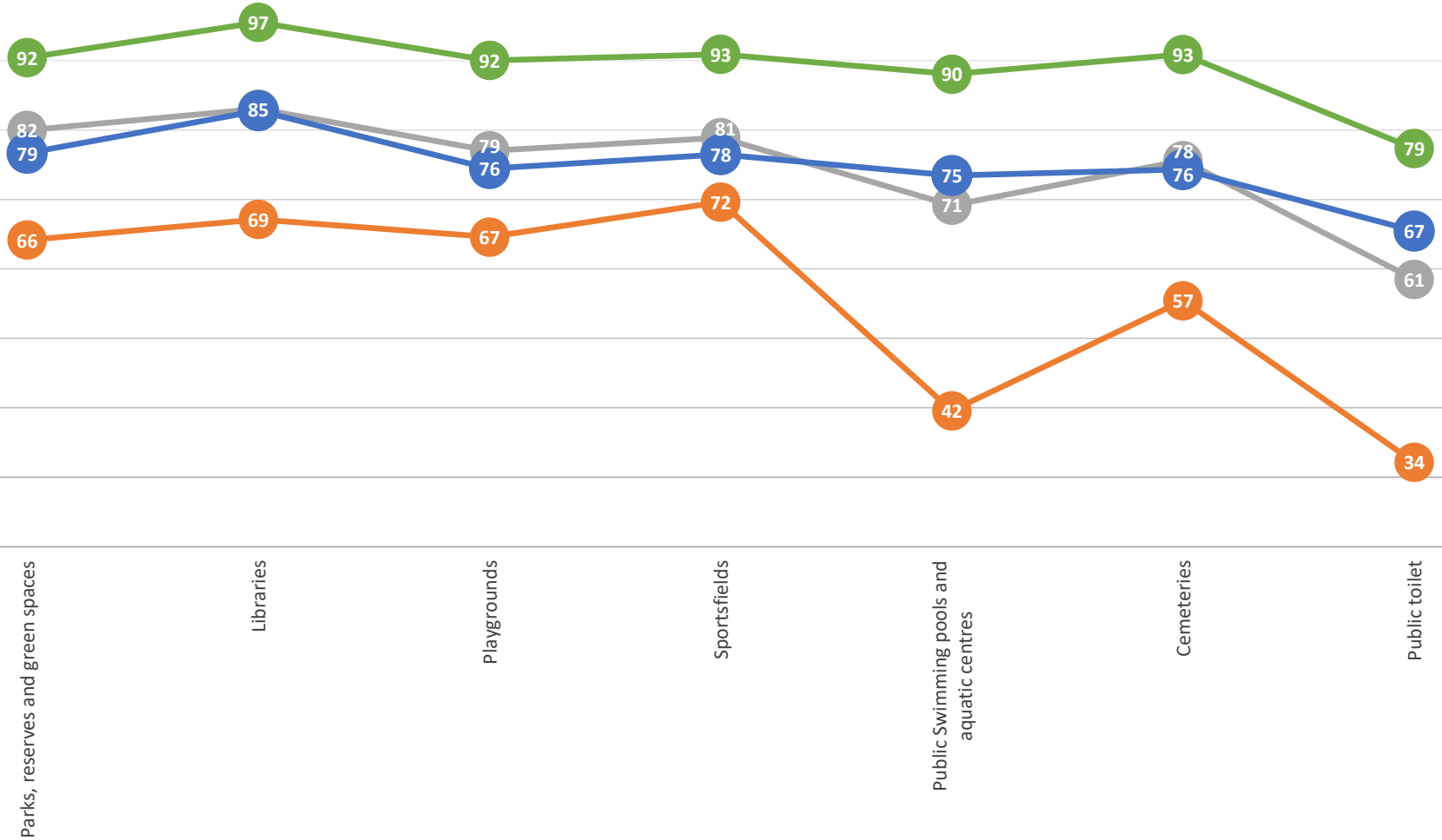
Reputation (District Councils only)

	% 7-10	Your Council 2021/22 %	Average based on District Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation		12	50	-38	77	-65	12	-
Leadership		14	47	-33	71	-57	14	-
Trust		11	45	-34	66	-55	11	-
Financial management		7	37	-30	68	-61	7	-
Quality of services		18	54	-36	76	-58	18	-

Services and facilities

2021/2022 Council Benchmarking

— All Councils' Average 2022 — Min — Max — S.Wairarapa DC



Services and facilities (All Councils)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Parks, reserves and green spaces		79	82	-3	92	-13	66	+13
Libraries		85	85	-	97	-12	69	+16
Playgrounds		76	79	-3	92	-16	67	+9
Sportsfields		78	81	-3	93	-15	72	+6
Public Swimming pools and aquatic centres		75	71	+4	90	-15	42	+33
Cemeteries		76	78	-2	93	-17	57	+19
Public toilet		67	61	+6	79	-12	34	+33

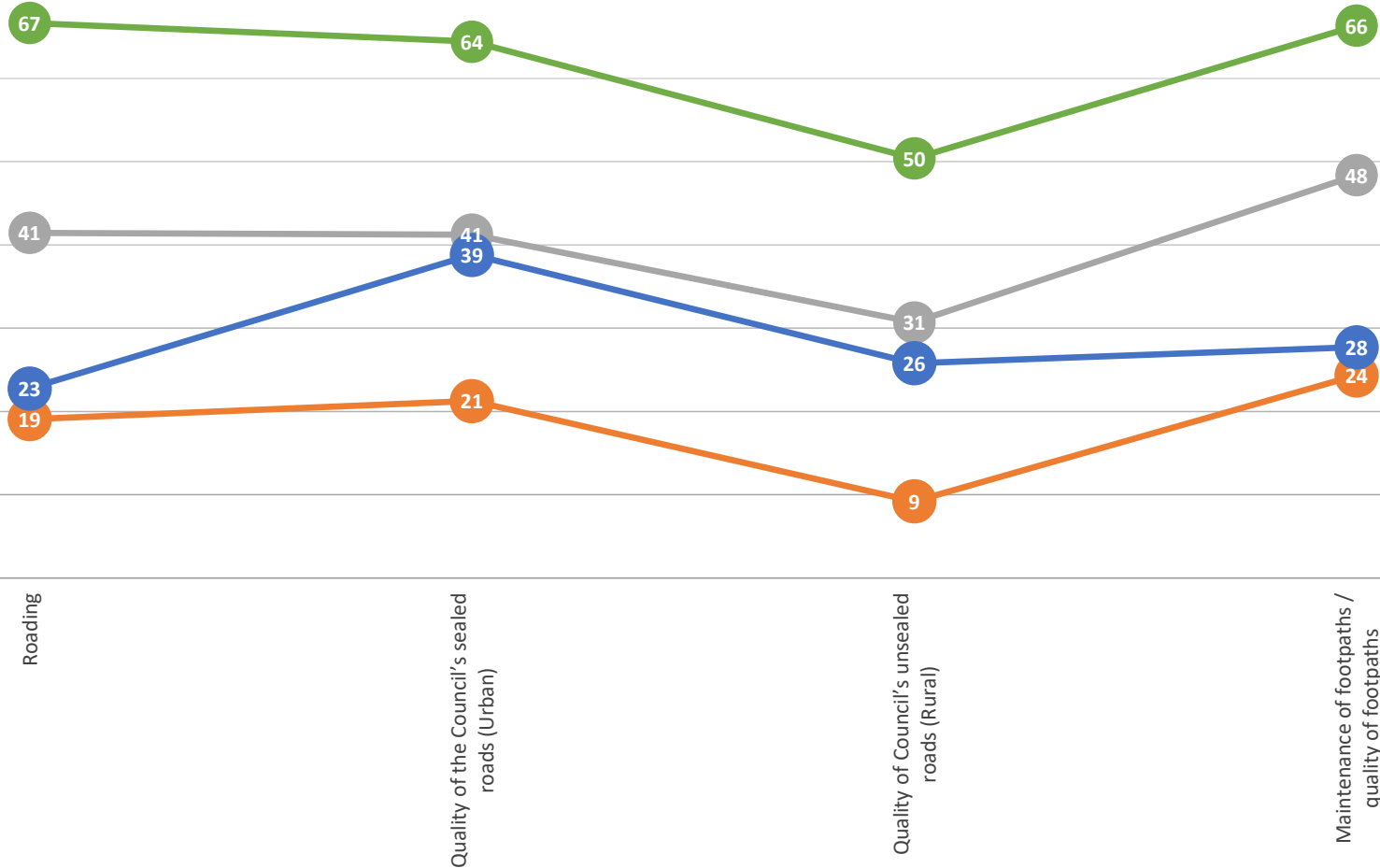
Services and facilities (District Councils only)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Parks, reserves and green spaces		79	82	-3	92	-13	66	+13
Libraries		85	85		97	-12	69	+16
Playgrounds		76	81	-5	92	-16	67	+9
Sportsfields		78	81	-3	93	-15	72	+6
Public Swimming pools and aquatic centres		75	71	+4	90	-15	42	+33
Cemeteries		76	78	-2	93	-17	59	+17
Public toilet		67	63	+4	79	-12	34	+33

Roading infrastructure

2021/2022 Council Benchmarking

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Roading infrastructure (All Councils)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Roading		23	41	-19	67	-44	19	+4
Quality of the Council's sealed roads (Urban)		39	41	-2	64	-25	21	+18
Quality of Council's unsealed roads (Rural)		26	31	-5	50	-24	9	+17
Maintenance of footpaths / quality of footpaths		28	48	-20	66	-38	24	+4

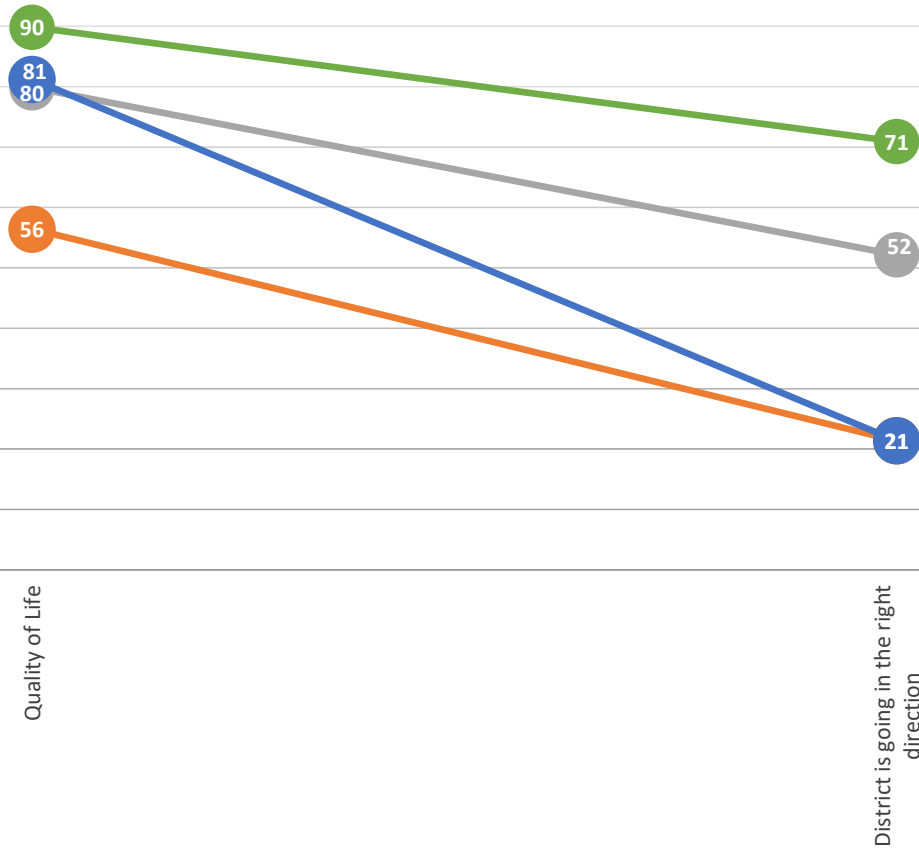
Roading infrastructure (District Councils only)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Roading		23	42	-19	67	-44	19	+4
Quality of the Council's sealed roads (Urban)		39	41	-2	64	-25	21	+18
Quality of Council's unsealed roads (Rural)		26	31	-5	50	-24	9	+17
Maintenance of footpaths / quality of footpaths		28	47	-19	61	-33	24	+4

Sentiment

2021/2022 Council Benchmarking

— All Councils' Average 2022 — Min — Max — S.Wairarapa DC



Sentiment (All Councils)

	% 7-10	Your Council 2021/22 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of Life		81	80	+1	90	-9	56	+25
District is going in the right direction		21	52	-31	71	-50	21	-

Sentiment (District Councils only)

	% 7-10	Your Council 2021/22 %	Average based on District Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of Life		81	79	+2	90	-9	56	+25
District is going in the right direction		21	51	-30	71	-50	21	-

Key contact details

Head Office

Telephone: + 64 7 575 6900

Address: Level 1, 247 Cameron Road
PO Box 13297
Tauranga 3141

Website: www.keyresearch.co.nz

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