



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.



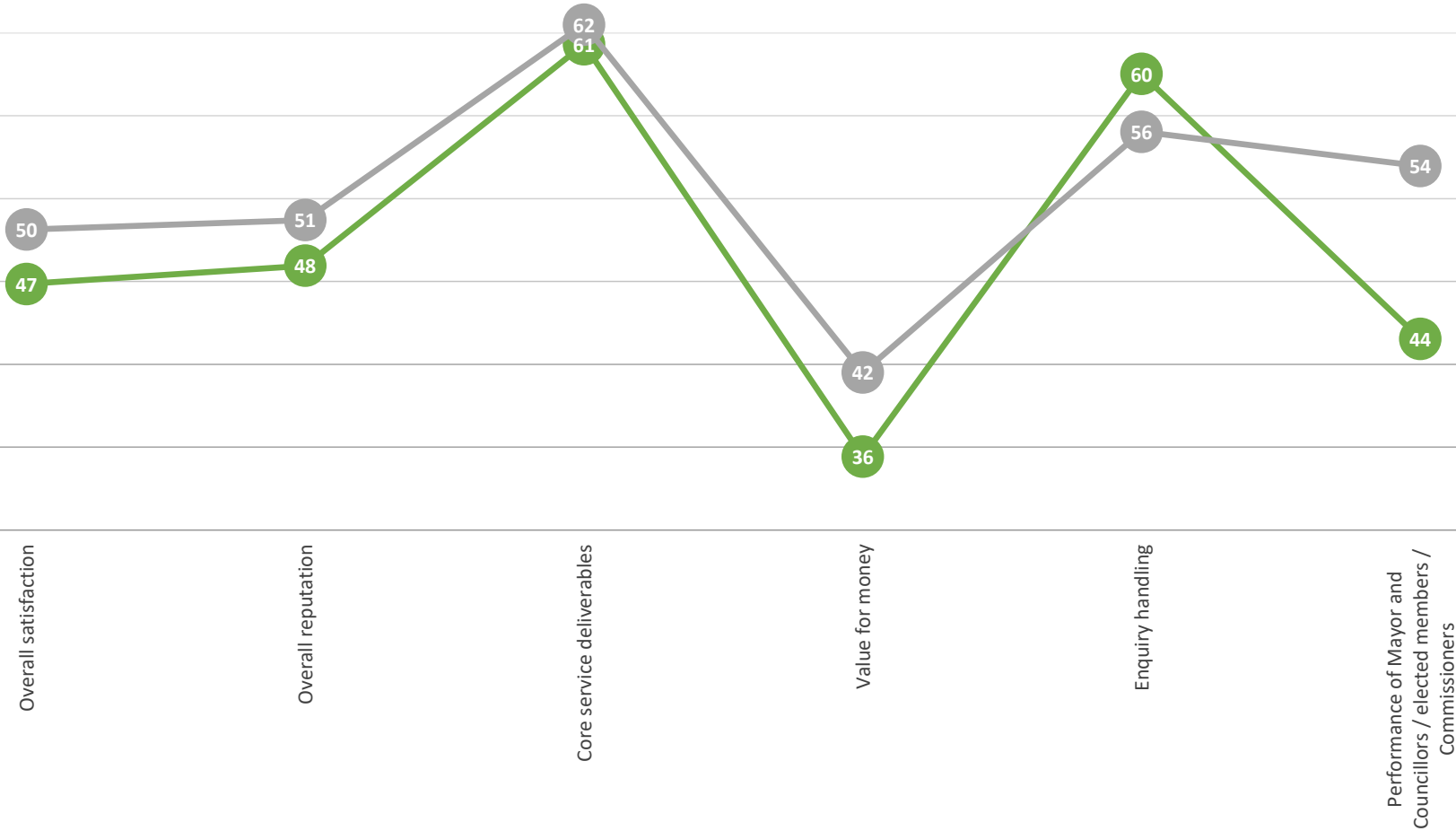
Method

- 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

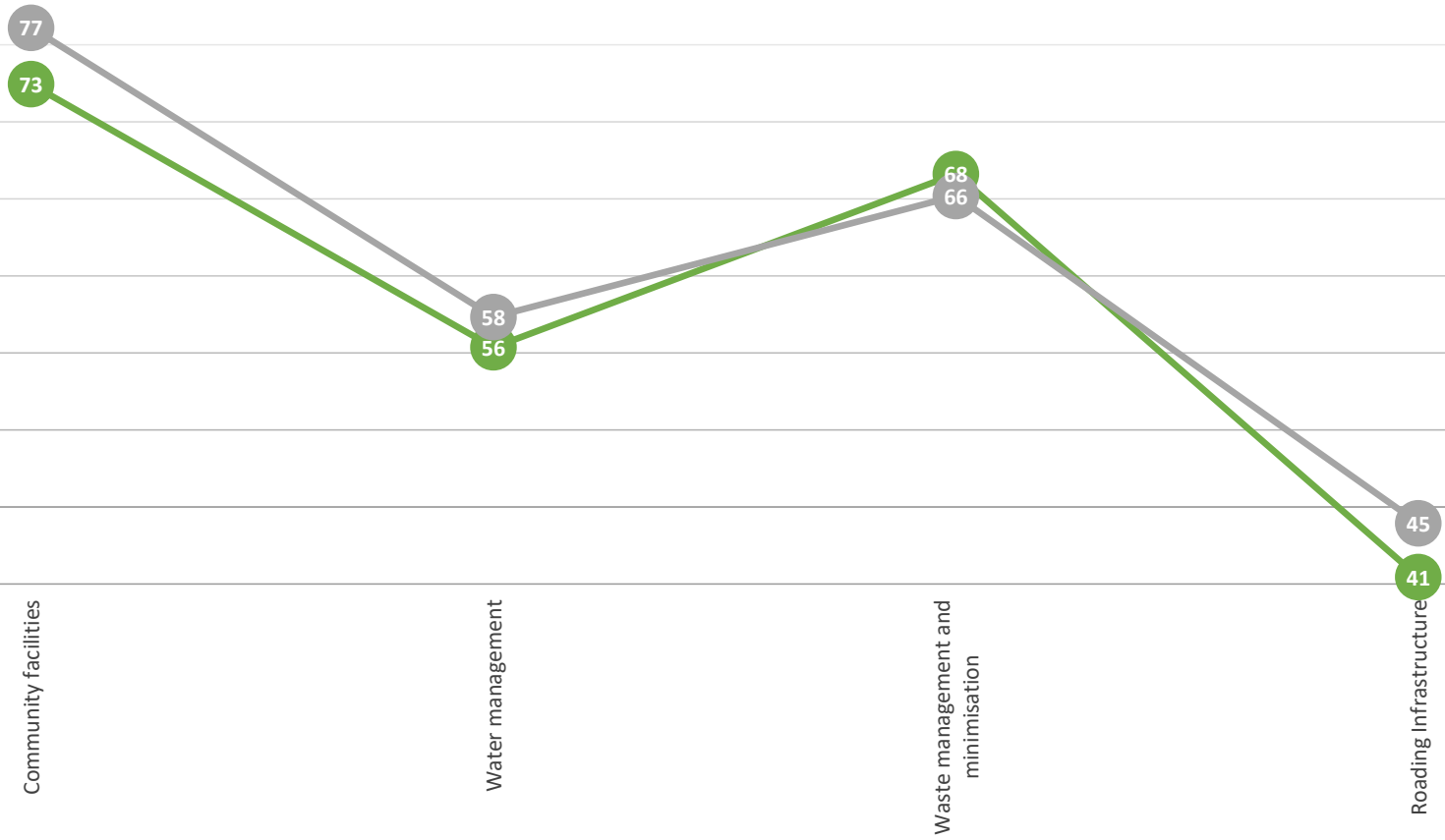
—●— All Councils' Average 2022 —●— 2021 Average



Year on year change (% 7-10)

2021/2022 Council Benchmarking

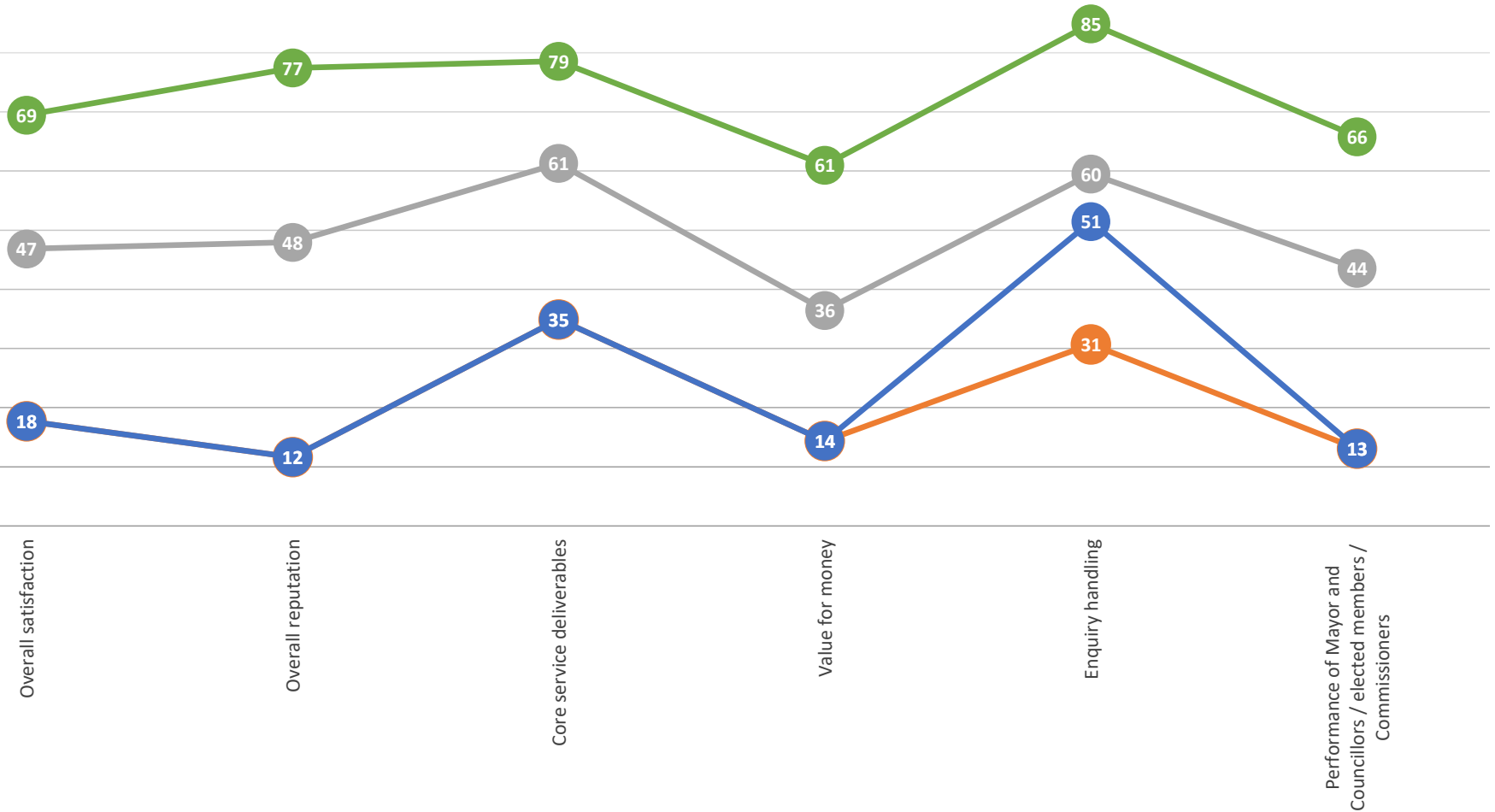
—●— All Councils' Average 2022 —●— 2021 Average



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	-

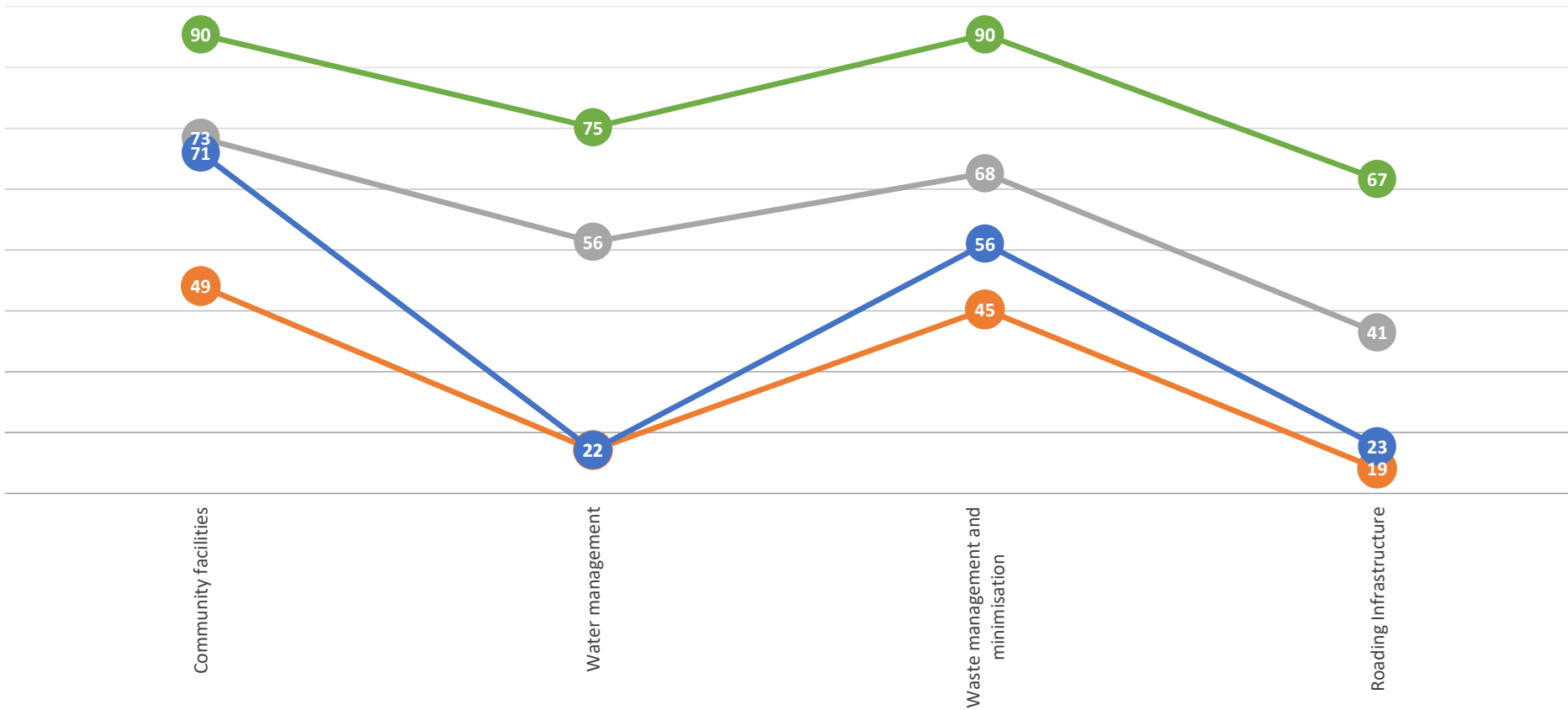
Overall measures (District Councils only)

% 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

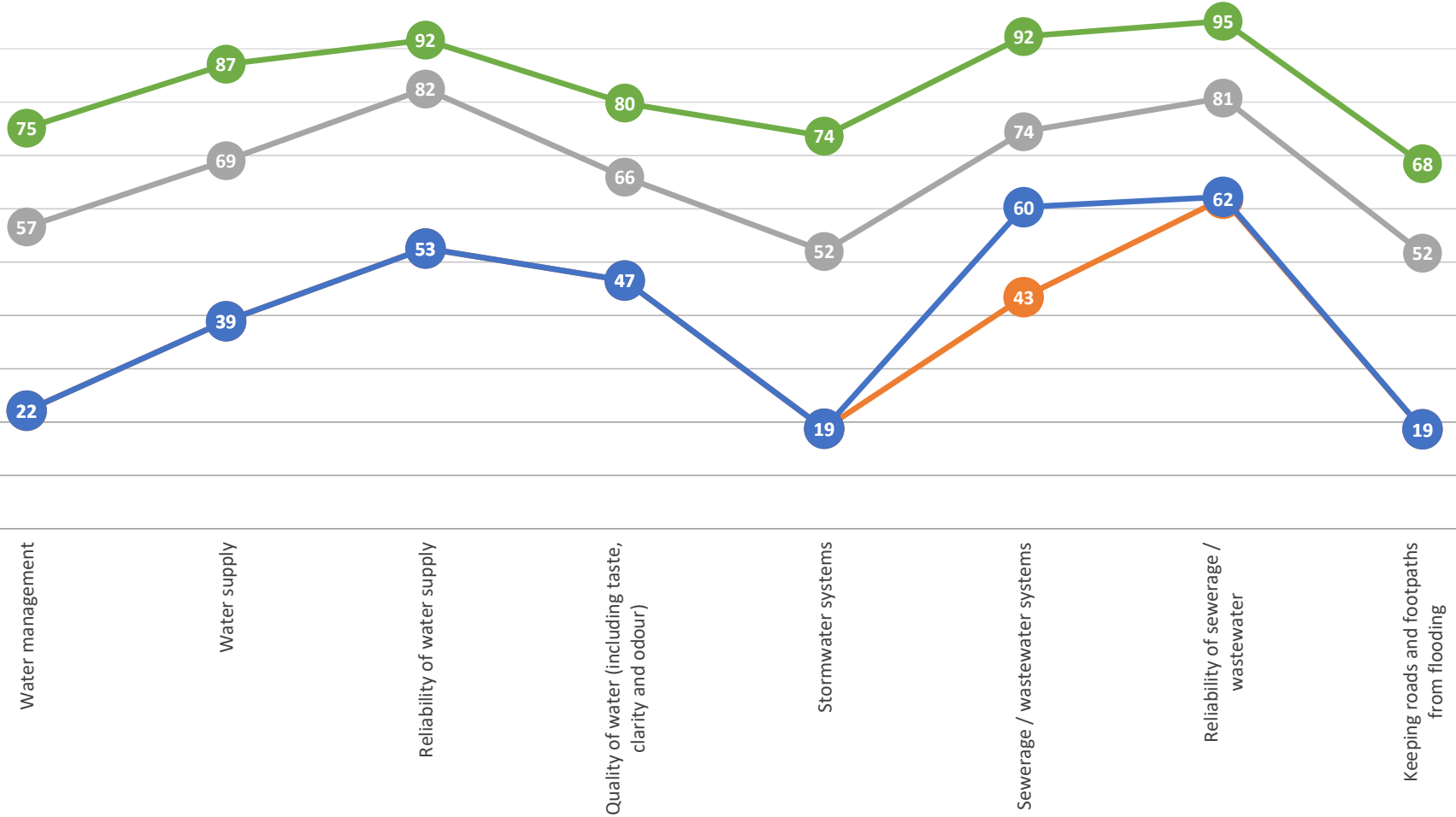
Core service deliverables (District Councils only)

	% 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	-

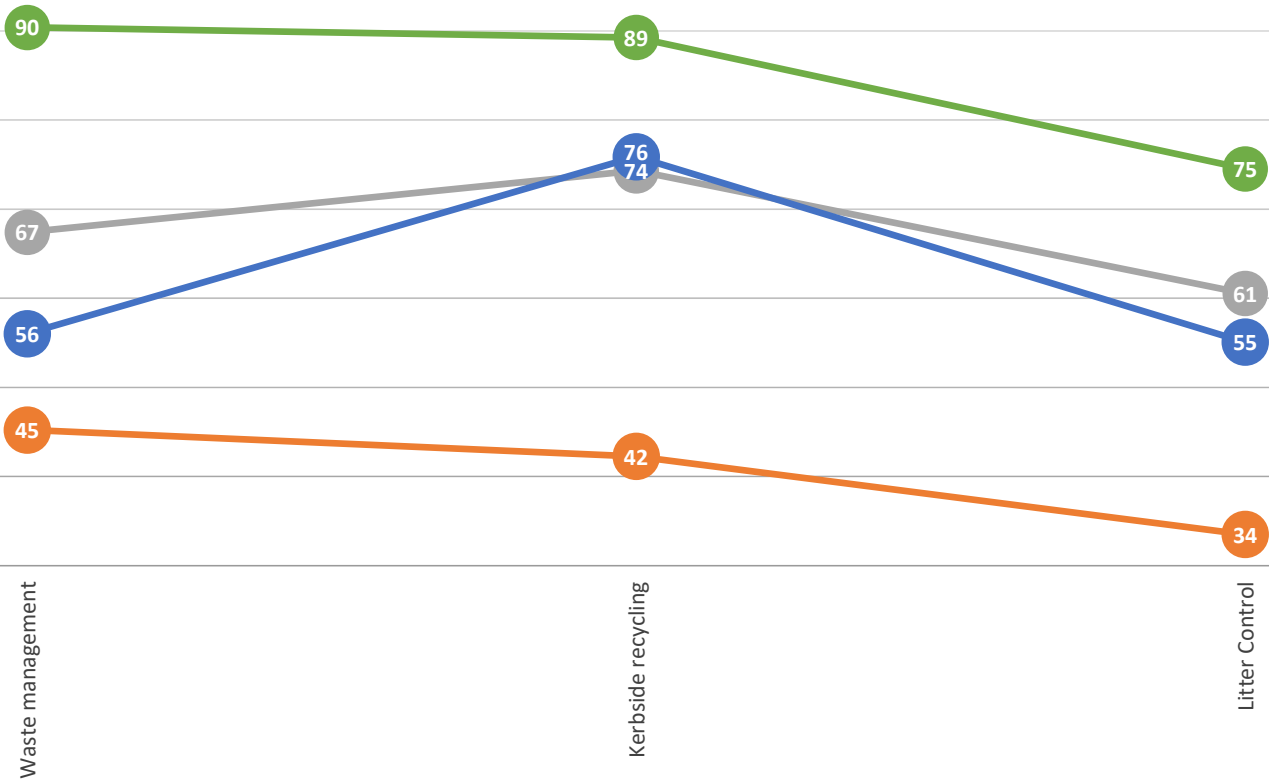
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Water management	22	56	-34	75	-53	22	-
Water supply	39	68	-29	87	-48	39	-
Reliability of water supply	53	82	-29	92	-39	53	-
Quality of water (including taste, clarity and odour)	47	65	-18	80	-33	47	-
Stormwater systems	19	52	-33	74	-55	19	-
Sewerage / 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

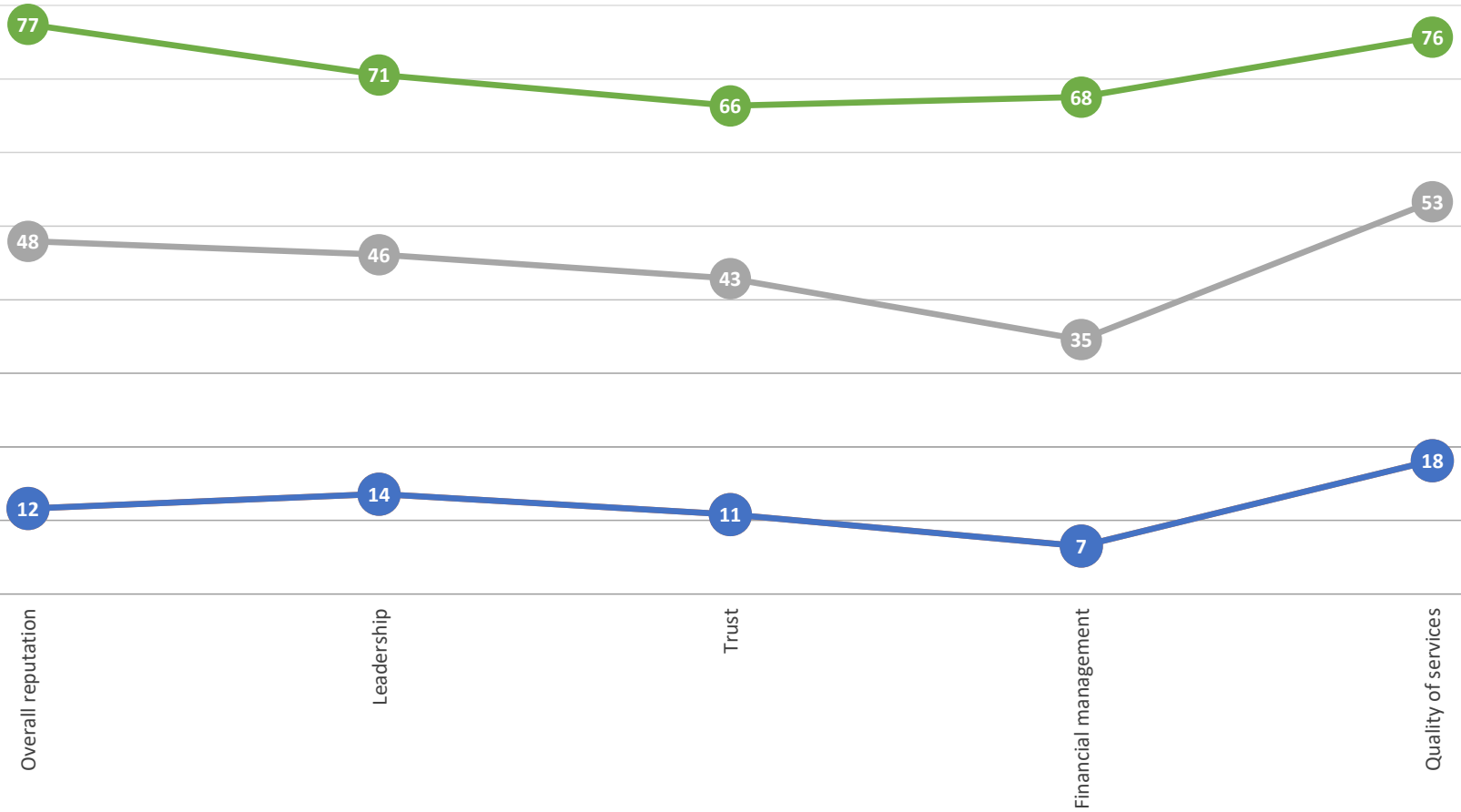
Waste management (District Councils only)

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2021/2022 Council Benchmarking

Reputation

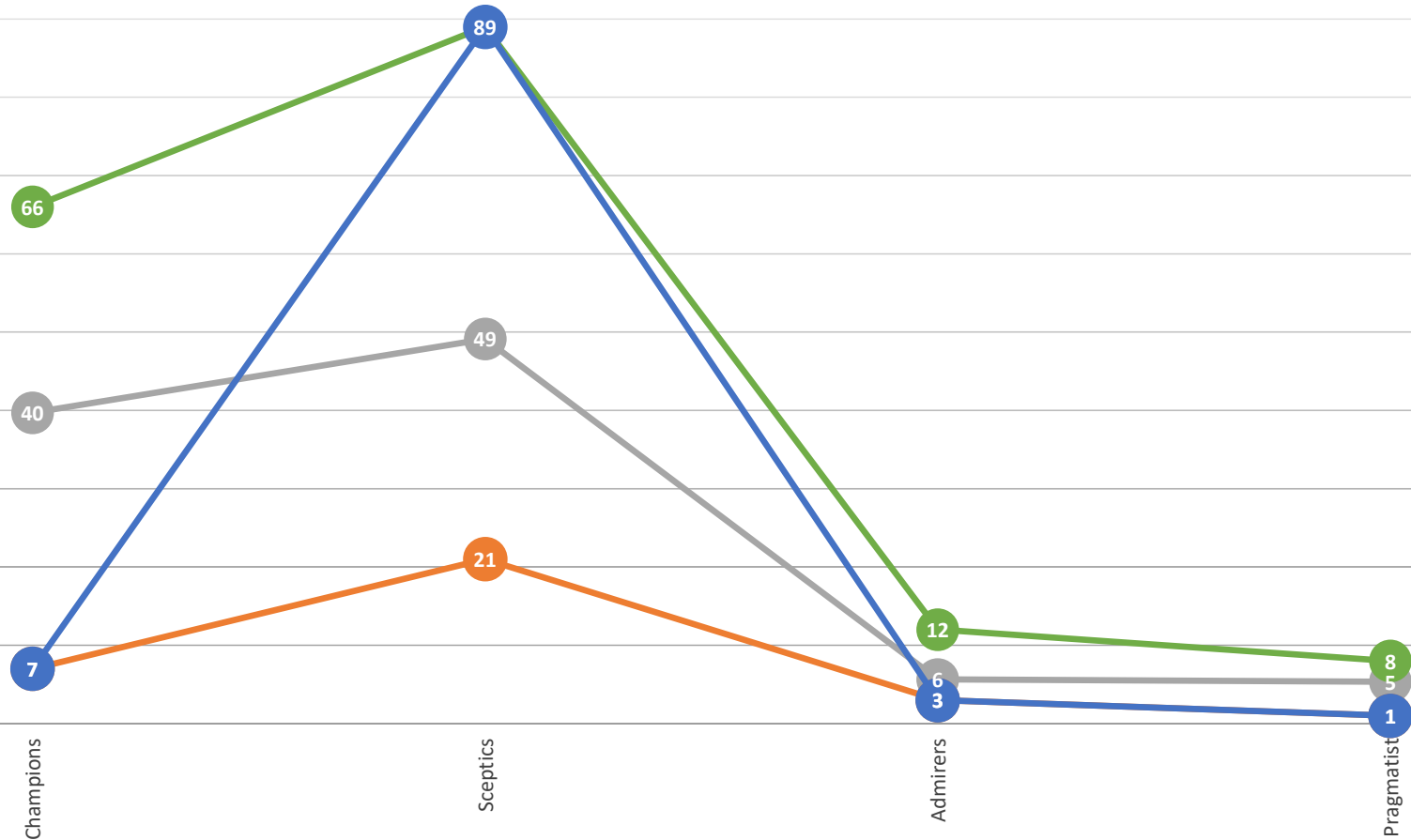
— All Councils' Average 2022 — Min — Max — S.Wairarapa DC



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	-

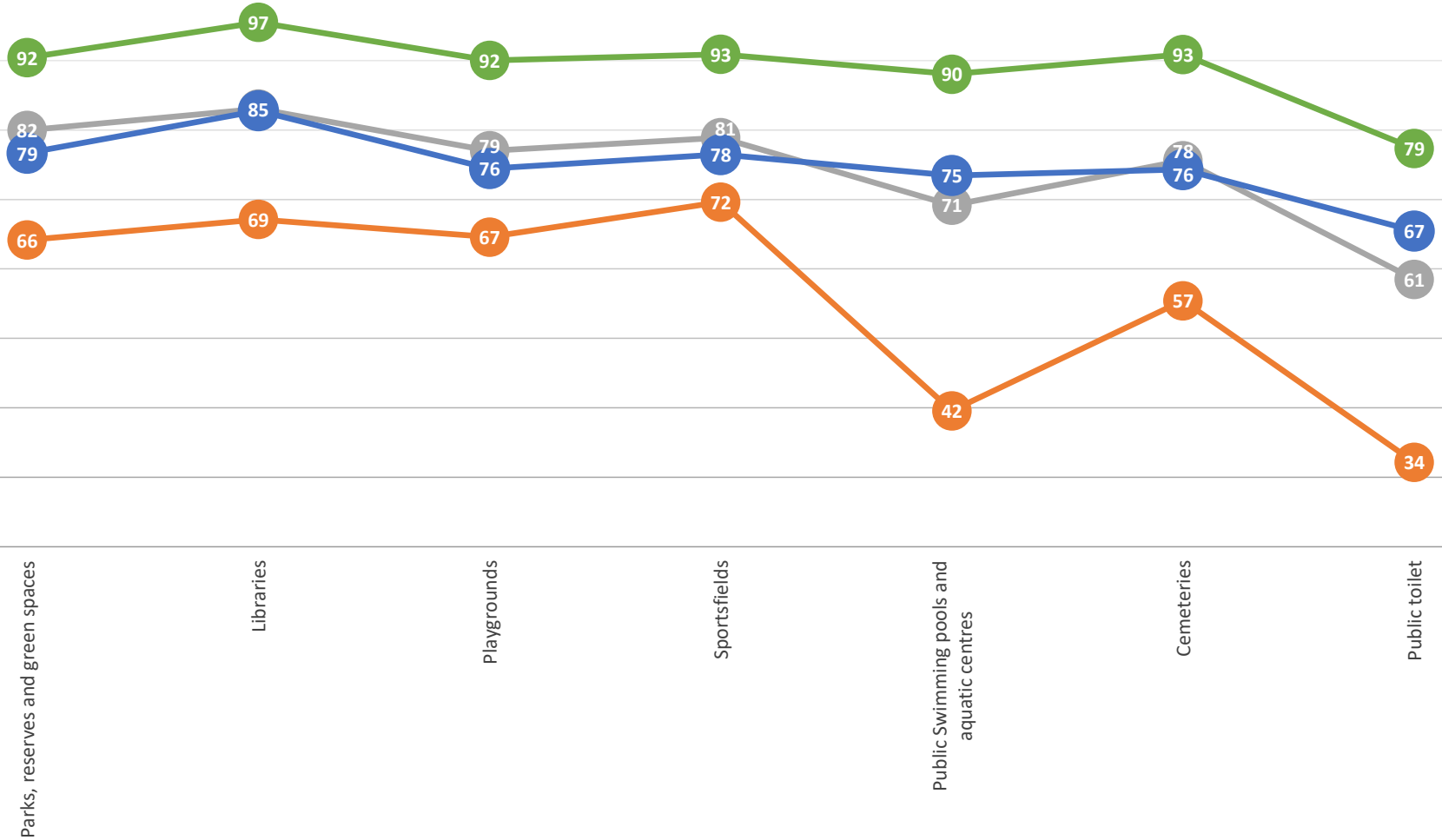
Reputation (District Councils only)

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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

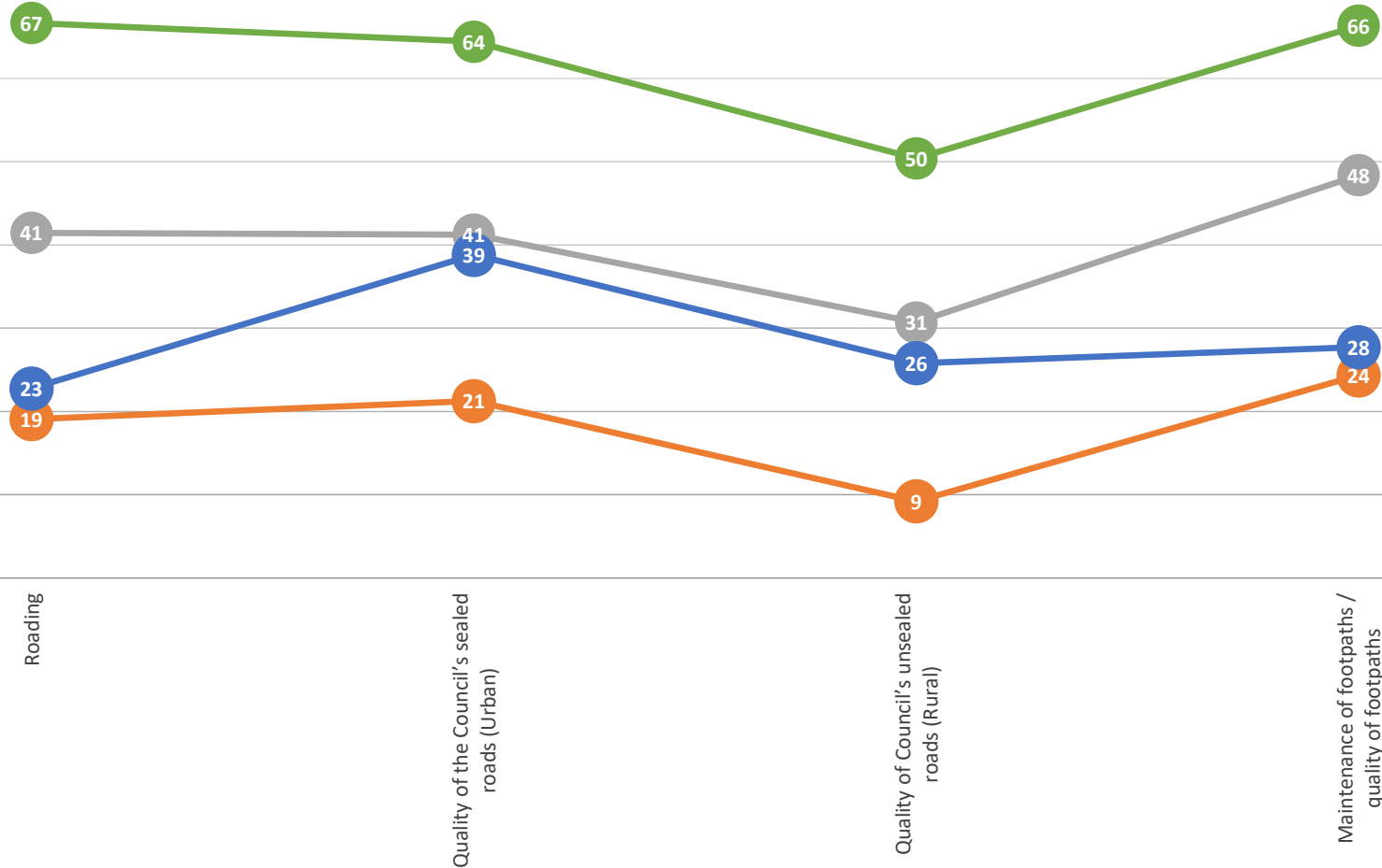
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Public Swimming pools and aquatic centres		75	71	+4	90	-15	42	+33
Cemeteries		76	78	-2	93	-17	59	+17
Public toilet		67	63	+4	79	-12	34	+33

Roading infrastructure

2021/2022 Council Benchmarking

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



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

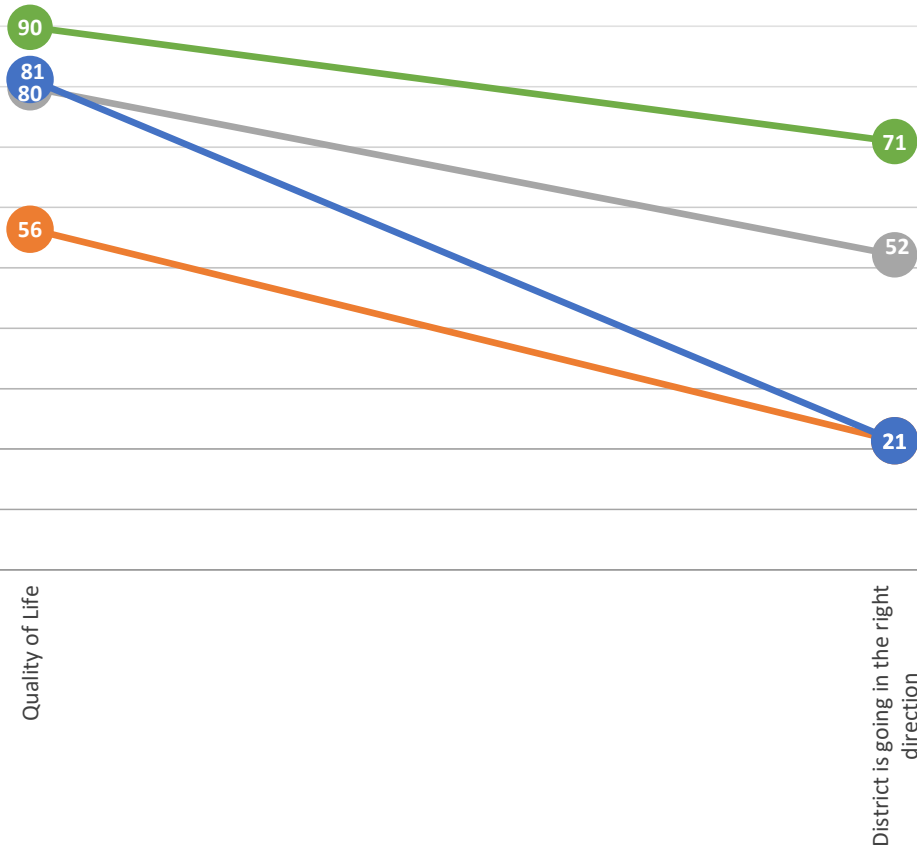
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Sentiment

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

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