



SOUTH WAIRARAPA DISTRICT COUNCIL

2023 RESIDENTS SURVEY RESULTS

DRAFT



EXECUTIVE SUMMARY

South Wairarapa District Council (SWDC) annual Residents Survey gauges residents' perceptions of, and attitudes towards, various Council services and facilities. The final sample size this year is n=600. The sample has gender and age weightings applied, and area quotas were used to ensure a proportionate geographic representation. The findings below are a summary of the results from this year's full report.

ROADING AND FOOTPATHS

In 2023, the combined satisfaction levels for the condition and maintenance of rural roads, urban roads, and footpaths in the district showed notable changes from the previous year. The satisfaction rate for rural roads saw a significant decrease, dropping from 26% in 2022 to 18% in 2023. Similarly, satisfaction with urban roads also declined, falling from 38% in 2022 to 28% in 2023. However, satisfaction with footpaths in the district bucked this trend, showing a slight increase from 28% in 2022 to 31% in 2023.

WATER

Notably, there were significant changes in satisfaction levels among respondents connected to various utility systems. For those connected to the town or city water supply, satisfaction with the reliability of water supply increased from 53% in 2022 to 68% in 2023. Satisfaction with the quality of water also saw an increase, rising from 46% in 2022 to 53% in 2023. Overall satisfaction among those connected to the water supply system also increased, going from 39% in 2022 to 51% in 2023.

However, for respondents connected to the town wastewater system, satisfaction levels decreased. Satisfaction with the wastewater system dropped from 74% in 2022 to 63% in 2023, and satisfaction with the overall wastewater system also saw a decrease, falling from 69% in 2022 to 54% in 2023. Satisfaction with efforts to keep roads and pavements free from flooding saw a decrease from 19% in 2022 to 14% in 2023. Similarly, satisfaction with the overall stormwater system also decreased, falling from 19% in 2022 to 16% in 2023.

WASTE MANAGEMENT

This year, there were notable changes in satisfaction levels among respondents regarding various community services and waste reduction measures. Satisfaction with kerbside recycling collection saw a slight increase from 2022, rising to 73%. Satisfaction with litter control also increased significantly, going from 55% in 2022 to 61% in 2023. Satisfaction with the general cleanliness of the streets saw a slight increase from 61% in 2022 to 66% in 2023. Satisfaction with refuse collection and disposal meeting the needs of the community also increased slightly from 60% in 2022 to 63% in 2023.

In terms of waste reduction measures, respondents showed a high level of engagement. The most popular measure was choosing a reusable shopping bag or container (91%). This was followed by composting garden waste (81%), dropping items to a recycling centre (74%), and using a reusable coffee cup or water bottle (69%).

COMMUNITY FACILITIES AND OPEN SPACES

In 2023, there were varying levels of usage and satisfaction among respondents for different community facilities and open spaces. Parks, reserves, and open spaces were the most utilised, with 85% of respondents using them at least once in the year. Libraries were used by 65% of respondents, while council-maintained sports fields and playgrounds were used by 49% and 46% of respondents respectively. Public toilets were used by 72% of respondents, but public swimming pools and cemeteries were the least utilised, with only 35% of respondents using them at least once.

EXECUTIVE SUMMARY

Satisfaction levels also varied across these facilities, with some seeing changes from the previous year. Libraries maintained a high satisfaction rate of 85%, consistent with the previous year. Council-maintained sports fields saw a slight increase in satisfaction from 78% in 2022 to 80% in 2023. Satisfaction with parks, reserves, and open spaces remained on a par with previous years at 78%. Public toilets saw a decrease in satisfaction, from 67% in 2022 to 63% in 2023.

In terms of specific services, satisfaction with the opening hours of libraries was 78%. Satisfaction with the provision of relevant and up-to-date books and services at libraries was 77%. Satisfaction with the opening hours of the swimming pool was slightly lower at 66%.

GOVERNANCE, LEADERSHIP, AND ADVOCACY

In 2023, there were significant changes in respondents' perceptions of their opportunities to participate in decision-making and their satisfaction with local leadership. The combined percentage of respondents who somewhat agreed or strongly agreed that there were adequate opportunities to participate in decision-making increased from 17% in 2022 to 24% in 2023. Similarly, agreement that there were adequate opportunities to have a say in Council activities increased from 15% in 2022 to 26% in 2023.

The perception of the community board's effectiveness in advocating on behalf of the community also saw an increase, from 28% in 2022 to 38% in 2023. The percentage of respondents who agreed that they could easily contact a Council member to raise an issue or problem increased from 39% in 2022 to 46% in 2023.

Agreement that the mayor and Councillors give a fair hearing to residents' views increased from 10% in 2022 to 26% in 2023. Agreement that Māori culture and te reo is appropriately recognised and visible in the district also saw a significant increase, from 24% in 2022 to 43% in 2023. Satisfaction with the accessibility of the mayor and Councillors, and with their advocacy and leadership, increased from 2022 (24% and 13% respectively) to 35% and 27% respectively in 2023.

IMAGE AND REPUTATION

This year, there were significant changes in respondents' perceptions of the Council's performance, transparency, financial management, and quality of services. The percentage of respondents who rated the Council's leadership and performance as good or excellent increased from 14% in 2022 to 22% in 2023. Similarly, the rating of the Council as being open and transparent increased from 11% in 2022 to 20% in 2023.

The perception of the Council's financial management also saw an increase in good or excellent ratings, from 7% in 2022 to 12% in 2023. The percentage of respondents who rated the quality of services the Council provides as good or excellent increased from 18% in 2022 to 25% in 2023. Furthermore, 20% of respondents believe that the Council's reputation has improved, with 18% stating it has gotten better and 2% stating it has gotten much better.

INTERACTIONS WITH COUNCIL

In 2023, 42% of respondents interacted with the Council, primarily for consent matters, rubbish related issues, and property/subdivision concerns. The most common method of contact was by telephone, accounting for 41% of all enquiries.

A combined total of 73% of respondents found interactions with the Council to be convenient, with 47% finding it very convenient and 26% finding it fairly convenient. However, satisfaction with interactions decreased slightly from 52% in 2022 to 49% in 2023.

EXECUTIVE SUMMARY

Email remained the most preferred method of communication, chosen by 68% of respondents, consistent with the previous two years. Physical mail saw a decrease in preference, from 53% in 2022 to 44% in 2023, while social media saw an increase, from 34% in 2022 to 42% in 2023.

In terms of Council events, public meetings had the highest participation and awareness levels, with 24% of respondents participating and 47% aware of them. Conversely, community board forums had the lowest participation at 8%, but a relatively high awareness level of 18%. The event with the lowest awareness level was the community liaison group event, with only 9% of respondents being aware of it, while 15% of those aware reported participating in it.

COMMUNICATION WITH COUNCIL

This year, respondents sourced information about the Council through various traditional media, online sources, and direct communications. Local community printed newspapers were the most common traditional media source, used by 47% of respondents, followed by Midweek (42%), Wairarapa Times-Age – print version (33%), and radio (16%). Online, the SWDC website was the most frequented source, used by 46% of respondents. Community or resident Facebook pages (37%) and the SWDC Facebook page (34%) were also commonly used. Direct communications from the Council were primarily received through rates invoices (66%). Other sources included SWDC flyers in the letterbox (30%) and personal contact with SWDC (13%).

Satisfaction with the information from the Council was mixed. While 32% of respondents reported being satisfied (26%) or very satisfied (6%), a large portion expressed dissatisfaction, with 18% being dissatisfied and 12% being very dissatisfied.

OVERALL PERFORMANCE

In 2023, 32% of respondents expressed agreement that their district is going in the right direction, with 27% somewhat agreeing and 5% strongly agreeing. This year's result is a significant increase from last year's result of 21%. Regarding satisfaction with the Council, 27% of respondents reported being satisfied overall. This is a significant increase from last year's result of 18%.

The most frequently cited reason for dissatisfaction with the Council is rates, mentioned by 34% of those who rated their overall satisfaction as very dissatisfied or dissatisfied. On the other hand, 50% of those who gave a satisfied rating are generally satisfied with the Council's performance, indicating broad approval of the Council's actions and decisions. The second most common reason, cited by 15% of the satisfied respondents, is a general room for improvement.

CIVIL DEFENCE

This year, a significant majority of respondents, 91%, reported feeling self-reliant, with 62% feeling very self-reliant and 29% feeling fairly self-reliant. Comparing these results to previous years, there has been a noticeable increase in the proportion of respondents who feel very self-reliant, while there has been a decrease in those who feel somewhat or not at all self-reliant.

In terms of severe weather events, 30% of respondents experienced such events in the past 12 months. Among those affected, 16% reached out to the Council for assistance or support during this period. However, satisfaction levels with the Council's response to these severe weather events were mixed. A small proportion of respondents were satisfied with the Council's response, with 9% being satisfied and 11% being very satisfied with this.

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PROJECT OVERVIEW



PROJECT BACKGROUND

BACKGROUND

South Wairarapa District Council (SWDC) is the local area authority responsible for the delivery of services to residents in the South Wairarapa District.

Each year SWDC conduct a survey of residents to understand residents' satisfaction with a range of measures including Council services, facilities, and overall satisfaction measures. This survey has been conducted since 2021 with any relevant data included for year on year comparison.

METHOD

This year, SWDC commissioned Versus to conduct the Residents Satisfaction Survey in 2023.

Consistent with previous years, details of participants for this year's survey were obtained via the electoral roll, whereby a total number of n=3,000 residents were selected at random to participate. In previous years, invitation to participate in the survey were sent to residents solely via post whereas this year, invitations were emailed to anyone whose contact details could be matched to the SWDC ratepayer database. It should also be noted that a reminder letter was sent to participants two weeks after the initial invitation was sent.

Overall, n=902 invitations were sent via email with the remaining n=2,098 invitations sent via post.

SAMPLE

A total of n=660 completed responses were collected from residents. The resident sample was stratified after the fieldwork was closed to achieve the most representative sample of respondents based on area, gender, ethnicity, and age. The final reported sample was comprised of n=600 responses.

QUESTIONNAIRE

The Residents Satisfaction Survey questionnaire content has remained similar since the inception of the project in 2021. This year the questionnaire was reduced in duration to help with participation.

MARGIN OF ERROR

Margin of Error (MoE) is a statistic used to show the amount of random sampling error present in a survey's results. The MoE is particularly relevant when analysing a subset of data as a smaller sample size incurs a greater MoE. The final sample size for this study was n=600 which yields a maximum MoE of +/- 4.0%. That is, if the observed result on the total sample of n=600 is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 46.0% and 54.0%.

SIGNIFICANCE TESTING

Where year on year results have been presented, significance testing has been applied to identify statistically significant differences between 2022 and 2023 findings. Significant differences are shown throughout the report with a square box on figures within the charts and an arrow within tables.

WEIGHTS

Age and gender weights have been applied to the final data set. Weighting is a standard practice in research and is used to account for any skews in the data set, i.e., that each group is represented as it would be in the population.

The weighting proportions are based on the 2018 Census (Statistics New Zealand). These proportions are outlined in the table below:

Age	Weighting proportion (%)
Male 18–34	9%
Female 18–34	9%
Male 35–49	12%
Female 35–49	13%
Male 50–64	14%
Female 50–64	15%
Male 65–79	12%
Female 65–79	11%
Male 80+	2%
Female 80+	3%

PROJECT BACKGROUND

NOTES ON REPORTING

Findings for this study have been split and reported in 10 main sections.

The following details should be considered when reviewing this report:

- The question and base size for each chart is shown at the bottom of the page;
- On certain charts, some labels 2% or less have not been shown due to the overlapping of results making it difficult to read;
- Due to rounding and multi-choice questions, not all percentages add up to 100%;
- Demographic results have been reported within tables below the relevant questions.

ROADING AND FOOTPATHS



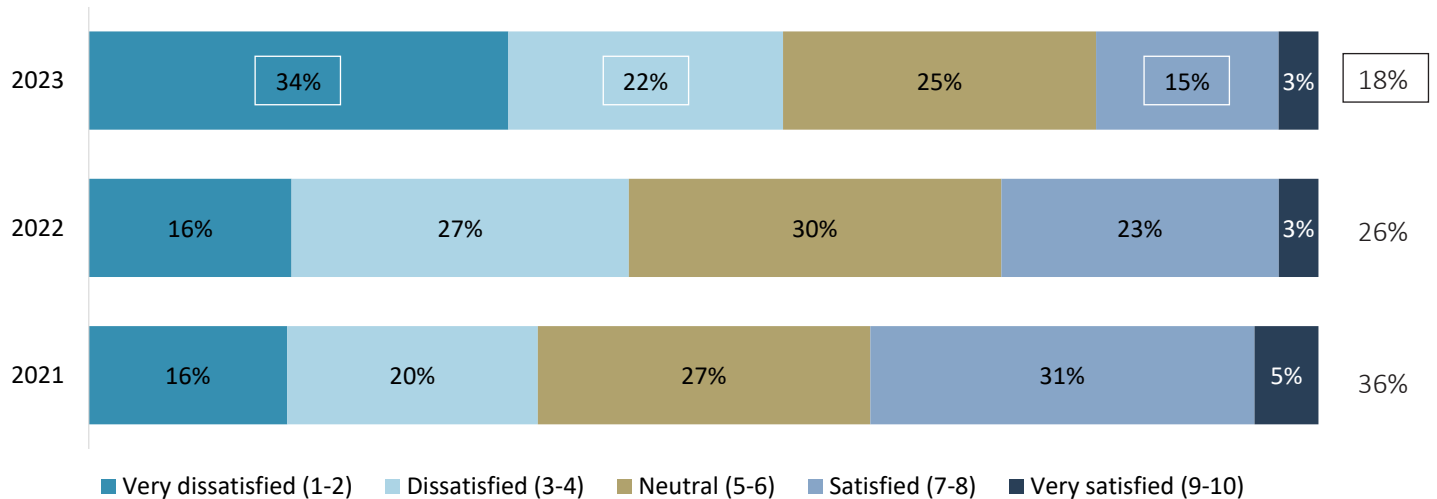
ROADING AND FOOTPATHS

In 2023, the combined percentage of respondents who were either satisfied or very satisfied with the condition and maintenance of rural roads was 18% (15% satisfied, 3% very satisfied). This is a significant decrease from 2022, when the combined satisfaction rate was 26% (23% satisfied, 3% very satisfied), and even more so from 2021, when it was 36% (31% satisfied, 5% very satisfied).

On the other hand, the combined percentage of respondents who were either dissatisfied or very dissatisfied in 2023 was 56% (22% dissatisfied, 34% very dissatisfied). This is a significant increase from 2022, when the combined dissatisfaction rate was 43% (27% dissatisfied, 16% very dissatisfied), and from 2021, when it was 36% (20% dissatisfied, 16% very dissatisfied).

CONDITION AND MAINTENANCE OF RURAL ROADS

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	21%	15%	11%	18%	18%	23%	19%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	18%	18%	18%	18%	15%	36%	24%

Q. The next few questions are about the roads, footpaths and cycle ways. This does not include the state highways. 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... Condition and maintenance of rural roads in the district. Base size n=588 (don't know responses removed). The square box on the chart indicates this year's result is a statistically significant change from last year's result.

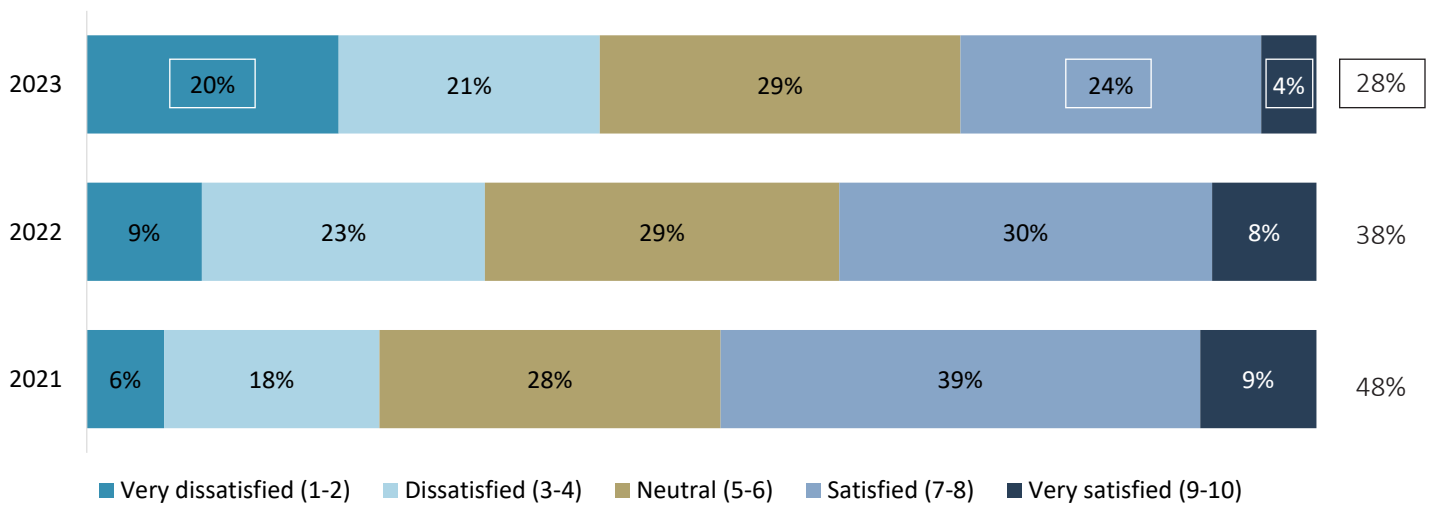
ROADING AND FOOTPATHS

This year, the total percentage of respondents who reported being satisfied or very satisfied with the condition and maintenance of urban roads in the district amounted to 28% (24% satisfied, 4% very satisfied). This represents a significant decline from 2022, when the combined satisfaction was 38% (30% satisfied, 8% very satisfied), and a more significant drop from 2021, when it stood at 48% (39% satisfied, 9% very satisfied).

Conversely, the aggregate percentage of respondents who expressed dissatisfaction or extreme dissatisfaction in 2023 was 41% (21% dissatisfied, 20% very dissatisfied). This is a marked increase from 2022, when the total dissatisfaction was 32% (23% dissatisfied, 9% very dissatisfied), and a substantial rise from 2021, when it was 24% (18% dissatisfied, 6% very dissatisfied).

CONDITION AND MAINTENANCE OF URBAN ROADS IN THE DISTRICT

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	31%	27%	22%	28%	31%	33%	25%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	28%	29%	29%	29%	30%	44%	28%

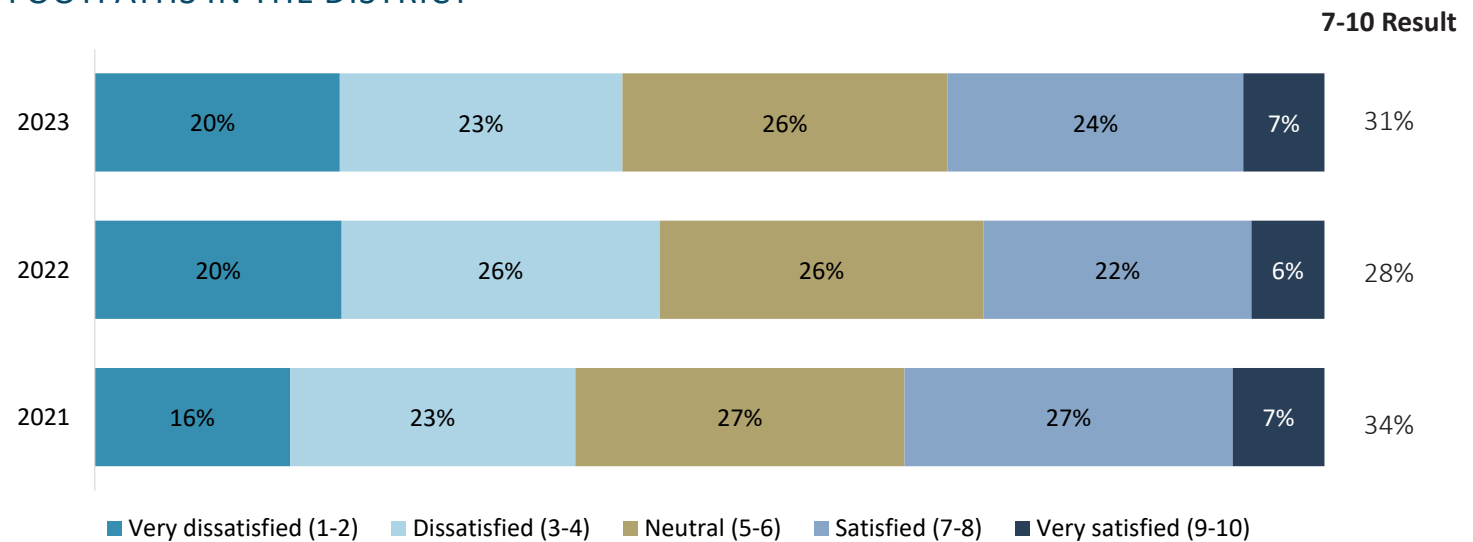
Q. The next few questions are about the roads, footpaths and cycle ways. This does not include the state highways. Using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following... Condition and maintenance of urban roads in the district. Base size n=597 (don't know responses removed). The square box on the chart indicates this year's result is a statistically significant change from last year's result.

ROADING AND FOOTPATHS

In 2023, the combined percentage of respondents who were either satisfied or very satisfied with footpaths in the district was 31% (24% satisfied, 7% very satisfied). This is a slight increase from 2022, when the combined satisfaction rate was 28% (22% satisfied, 6% very satisfied), but still lower than in 2021, when it was 34% (27% satisfied, 7% very satisfied).

Conversely, the combined percentage of respondents who were either dissatisfied or very dissatisfied in 2023 was 43% (23% dissatisfied, 20% very dissatisfied). This is a slight decrease from 2022, when the combined dissatisfaction rate was 46% (26% dissatisfied, 20% very dissatisfied), but a small increase from 2021, when dissatisfaction was 39% (23% dissatisfied, 16% very dissatisfied).

FOOTPATHS IN THE DISTRICT



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	34%	27%	34%	27%	33%	30%	25%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	35%	22% ↓	36%	31%	24%	15%	28%

Q. The next few questions are about the roads, footpaths and cycle ways. This does not include the state highways.

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... Footpaths in the district. Base size n=559 (don't know responses removed).

The arrow on the table indicates this result is statistically significantly different from the total level result.

FOOTPATH AND ROADING SUMMARY

The survey results indicate a significant shift in public sentiment regarding the condition and maintenance of both rural and urban roads from 2021 to 2023. For rural roads, there is a clear trend of increasing dissatisfaction and decreasing satisfaction over the three-year period. This suggests that the condition and maintenance of rural roads have been perceived to deteriorate over time, leading to growing public discontent.

Similarly, for urban roads, the data shows a trend of growing dissatisfaction and declining satisfaction from 2021 to 2023. The most significant shift in sentiment also occurred in 2023, indicating a perceived decline in the condition and maintenance of urban roads. However, when compared to the rural roads, the level of dissatisfaction is slightly lower and the satisfaction rate is somewhat higher, suggesting that the condition of urban roads may be perceived as slightly better than that of rural roads. Despite this, the overall trend indicates a growing public concern about road conditions and maintenance in both rural and urban areas.

Discussion of the main concerns about roads and footpaths are shown below. Comments from within the survey have been included to highlight the sentiment on these themes.

POOR MAINTENANCE AND REPAIR OF ROADS

Respondents expressed significant dissatisfaction with the state of the roads, particularly in rural areas. They cited issues such as potholes, uneven surfaces, and degradation due to increased traffic and heavy vehicles. There were complaints about the frequency and quality of repairs, with many suggesting that the repairs were often temporary and quickly deteriorated. Respondents also highlighted the noise and disruption caused by heavy vehicles, which was exacerbated by the poor condition of the roads. A common sentiment was the need for more sustainable and effective maintenance strategies, with one respondent noting, *"Attempts at maintenance on our road have had it damaged more with the grader driving into the soak pits and compressing them."*

FOOTPATH AVAILABILITY AND CONDITION

The lack of footpaths in certain areas and the poor condition of existing footpaths were significant concerns. Respondents raised issues about uneven surfaces, overgrown vegetation, obstructions, and poor lighting. These issues were seen as making it difficult and potentially unsafe for pedestrians and cyclists.

"I find the footpaths in Greytown very inconsistent. The most annoying part is the transition from footpath to road. Some of these transitions make it difficult for mobility scooters, wheelchairs, and pushchairs to navigate."

SAFETY CONCERNS

Safety was a recurring theme, with respondents highlighting hazards such as jagged edges on roads, lack of lighting, and issues with drainage. There were concerns about the safety of pedestrians and cyclists, particularly in areas with high-speed traffic and poor footpath conditions.

"Please please seal the edges of Murphy's Line...it is extremely dangerous on a 100km/h road to have two wheels in the gravel."

DRAINAGE AND FLOODING ISSUES

Many respondents mentioned problems with drainage and flooding, both on roads and footpaths. They suggested that drains were not being cleaned or maintained regularly enough, leading to water damage and safety hazards.

"Well, we don't have channel and curbing in Reading Street at all. Water lies around in puddles and drains into private property. It's been like it for years."

FOOTPATH AND ROADING SUMMARY

COUNCIL RESPONSIVENESS AND EFFICIENCY

There was a general sentiment of dissatisfaction with the Council's responsiveness to reported issues and the efficiency of their work. Respondents felt that repairs took too long to be carried out, and that there was a lack of planning and foresight in road maintenance. They also suggested a need for a more proactive approach and a review of contracts with service providers.

"Council needs a maintenance strategy - to be proactive instead of reactive (and late to it). Council should also review contracts with providers...as to quality of workmanship, timeliness, and prioritisation."

NEED FOR LONG-TERM, QUALITY REPAIRS

Many respondents expressed frustration with what they perceived as a short-term, "patchwork" approach to road repairs. They suggested that investing in higher-quality, more comprehensive repairs could save money and improve road conditions in the long run.

"Instead of doing patchwork jobs fix the whole road completely and save money in the long term."

WATER



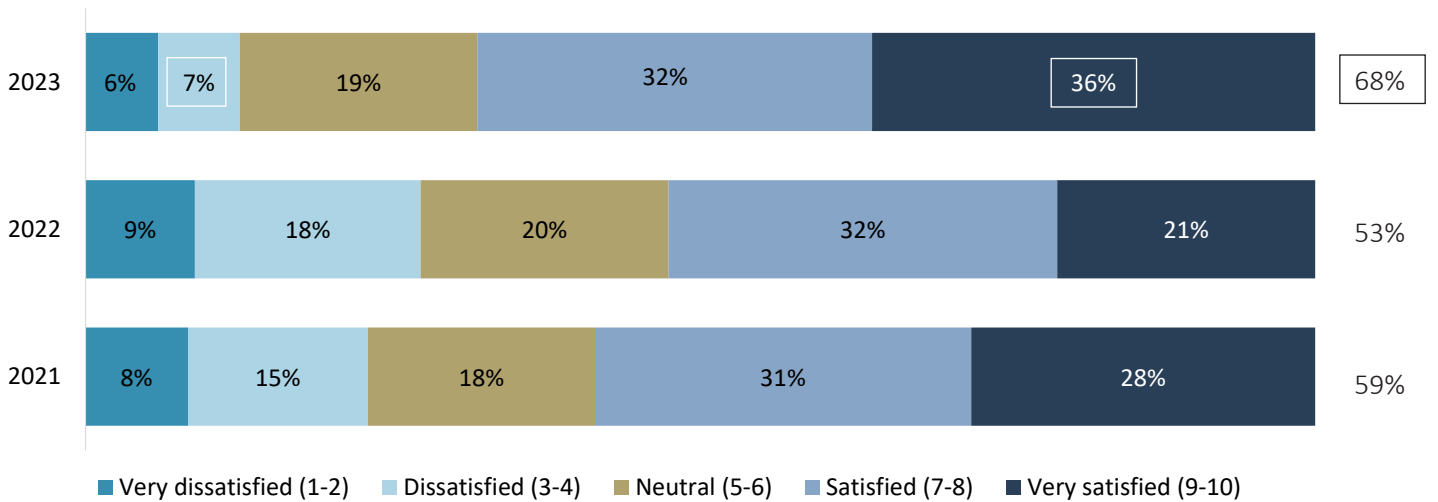
WATER CONNECTION

Overall, 60% of respondents indicated they were connected to a town or city water supply and a further 36% indicated they have their own collection system. Of those connected to the town or city water supply, the combined percentage of these respondents who identified as satisfied or very satisfied with the reliability of water supply was 68% (32% satisfied, 36% very satisfied). This is an increase from 2022, when the total satisfaction was 53% (32% satisfied, 21% very satisfied), and also an increase from 2021, when it was 59% (31% satisfied, 28% very satisfied).

In contrast, the total percentage of respondents who were dissatisfied or very dissatisfied in 2023 was 13% (7% dissatisfied, 6% very dissatisfied). This is a decrease from 2022, when the total dissatisfaction was 27% (18% dissatisfied, 9% very dissatisfied), and also a decrease from 2021, when it was 23% (15% dissatisfied, 8% very dissatisfied).

RELIABILITY OF WATER SUPPLY

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	73%	63%	60%	64%	64%	78% ↑	77%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	80% ↑	69%	54% ↓	70%	67%	70%	62%

Q. For the next few questions, we will use a 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied'. Thinking about the water supply, how would you rate your satisfaction with... The reliability of the water supply Base size n=387 (don't know responses removed). The square box on the chart indicates this year's result is a statistically significant change from last year's result. The arrow on the table indicates this result is statistically significantly different from the total level result.

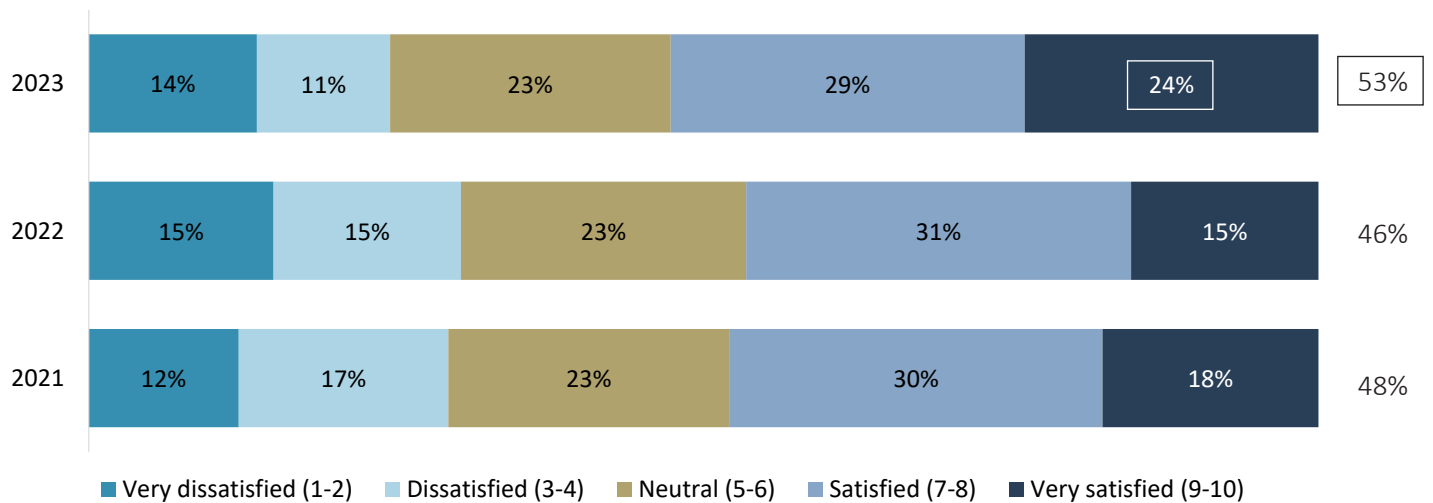
WATER

Of those connected to the water supply system, the aggregate percentage of respondents who reported being satisfied or very satisfied with the quality of water was 53% (29% satisfied, 24% very satisfied). This represents an increase from previous years', when the combined satisfaction in 2022 was 46% (31% satisfied, 15% very satisfied), and in 2021 when it was 48% (30% satisfied, 18% very satisfied).

On the other hand, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction in 2023 was 25% (11% dissatisfied, 14% very dissatisfied). This is a decrease from 2022, when the total dissatisfaction was 30% (15% dissatisfied, 15% very dissatisfied), and from 2021, when it was 29% (17% dissatisfied, 12% very dissatisfied).

QUALITY OF WATER

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	57%	49%	40%	52%	52%	57%	64%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	71% ↑	59%	22% ↓	54%	47%	46%	57%

Q. For the next few questions, we will use a 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied'. Thinking about the water supply, how would you rate your satisfaction with... Quality of the water, including odours, taste and colour. Base size n=384 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

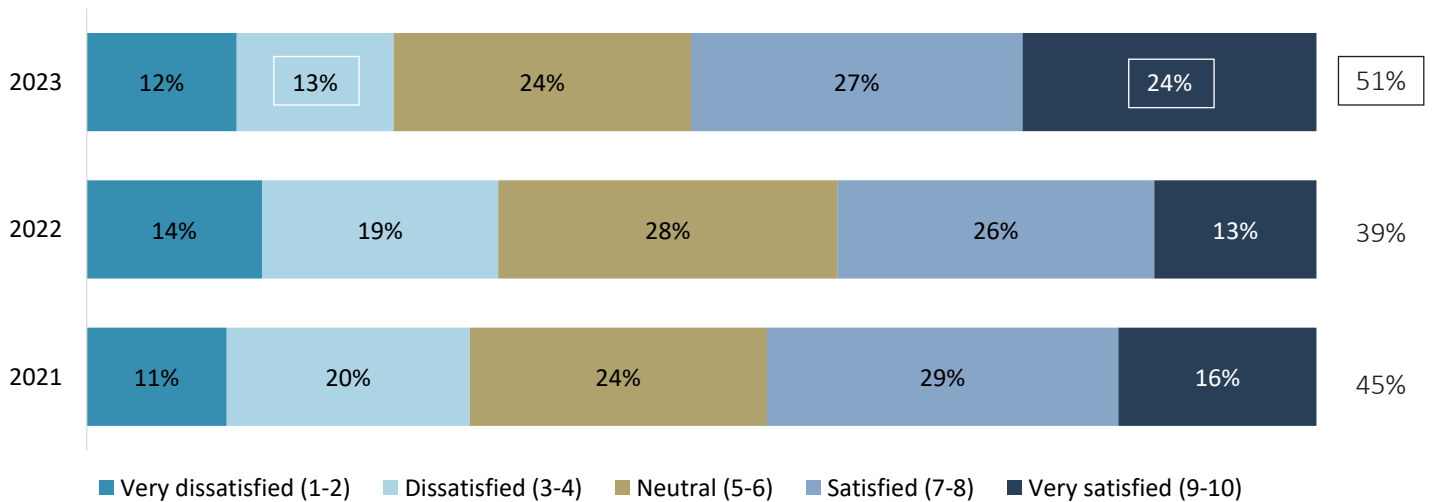
WATER

Amongst those connected to the water supply system, the combined percentage of these respondents who indicated they were satisfied or very satisfied overall was 51% (27% satisfied, 24% very satisfied). This is a significant increase from 2022, when the total satisfaction was 39% (26% satisfied, 13% very satisfied), and also an increase from 2021, when it was 45% (29% satisfied, 16% very satisfied).

Conversely, the total percentage of respondents who were dissatisfied or very dissatisfied in 2023 was 25% (13% dissatisfied, 12% very dissatisfied). This is a decrease from 2022, when the total dissatisfaction was 33% (19% dissatisfied, 14% very dissatisfied), and also a decrease from 2021, when it was 31% (20% dissatisfied, 11% very dissatisfied).

OVERALL SATISFACTION

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	55%	47%	46%	48%	45%	58%	65%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	68% ↑	55%	25% ↓	53%	50%	70%	46%

Q. And overall, how satisfied are you with the district's water supply? Base size n=377 (don't know responses removed).
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.
 The arrow on the table indicates this result is statistically significantly different from the total level result.

WASTEWATER

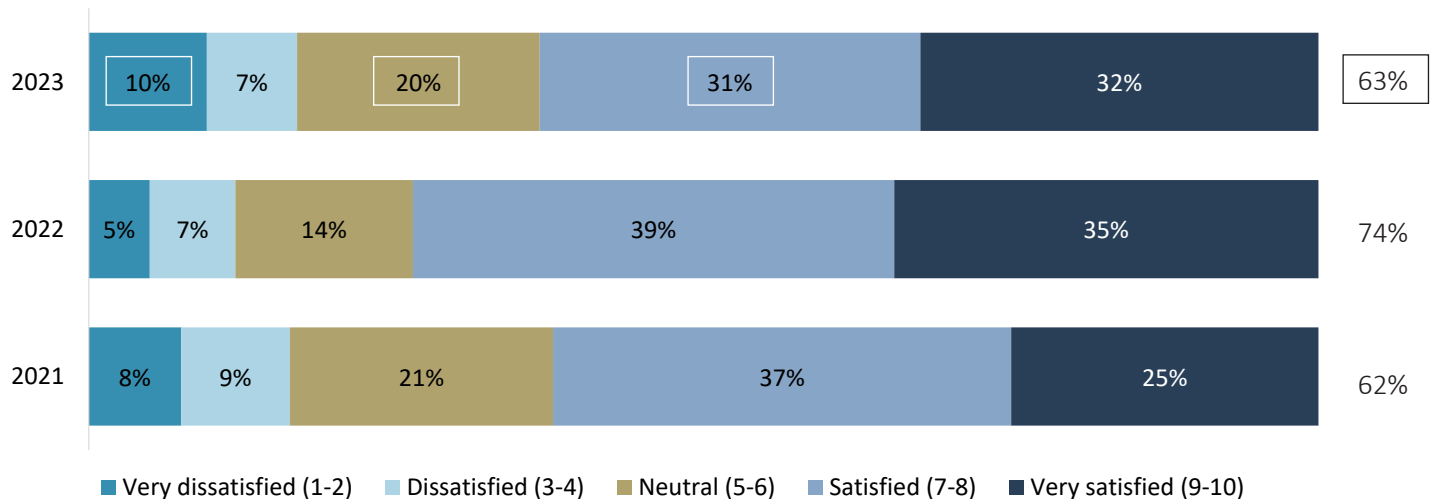
Just over half (56%) of respondents indicated they are connected to the town wastewater system.

In 2023, the combined percentage of these respondents who reported being satisfied or very satisfied was 63% (31% satisfied, 32% very satisfied). This represents a significant decrease from 2022, when the combined satisfaction was 74% (39% satisfied, 35% very satisfied), however this year's results are on a par with results from 2021, when satisfaction was 62% (37% satisfied, 25% very satisfied).

Conversely, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction in 2023 was 17% (7% dissatisfied, 10% very dissatisfied). This is an increase from 2022, when the total dissatisfaction was 12% (7% dissatisfied, 5% very dissatisfied), and on a par with results from 2021, when it was also 17% (9% dissatisfied, 8% very dissatisfied).

RELIABILITY OF WASTEWATER SYSTEM

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	67%	60%	49%	55%	70%	73% ↑	55%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	78% ↑	54% ↓	55%	64%	51%	41%	66%

Q. Thinking about the Council's management of its wastewater system, how would you rate your satisfaction with... The reliability of the wastewater system. Base size n=339 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

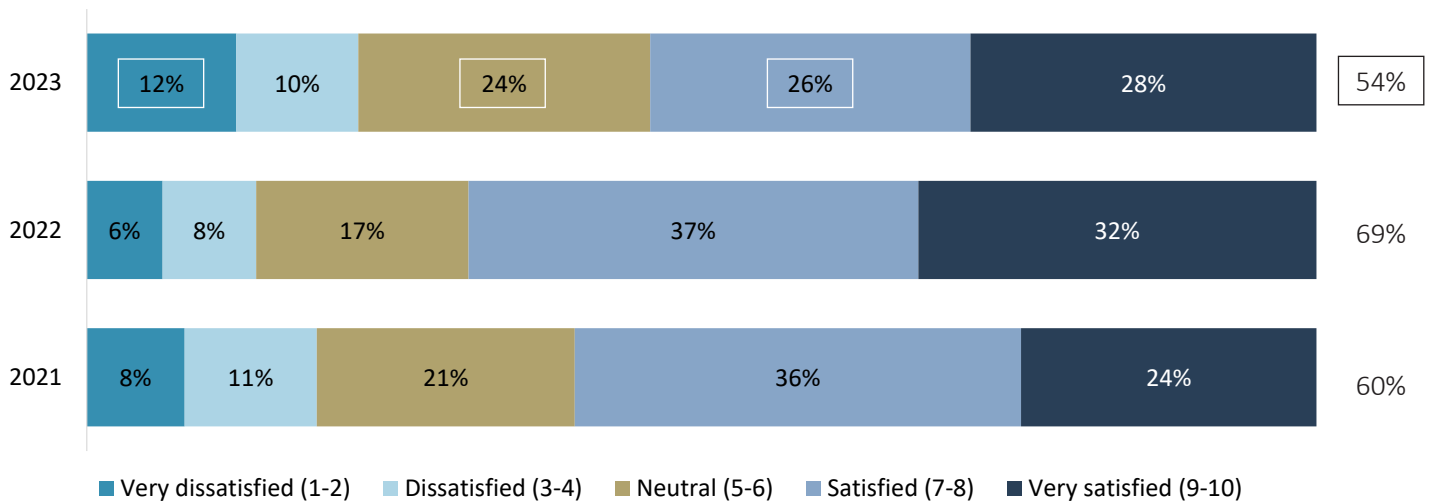
WASTEWATER

Just over half (56%) of respondents indicated they were connected to the town wastewater system. In 2023, the combined percentage of these respondents who reported being satisfied or very satisfied with the wastewater system was 54% (26% satisfied, 28% very satisfied). This is a significant decrease from 2022, when the total satisfaction was 69% (37% satisfied, 32% very satisfied), and a decrease from 2021, when it was 60% (36% satisfied, 24% very satisfied).

On the other hand, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with the wastewater system in 2023 was 22% (10% dissatisfied, 12% very dissatisfied). This is an increase from 2022, when the total dissatisfaction was 14% (8% dissatisfied, 6% very dissatisfied), and a small increase in dissatisfaction from 2021, when it was 19% (11% dissatisfied, 8% very dissatisfied).

OVERALL SATISFACTION WITH WASTEWATER

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	58%	51%	49%	39% ↓	62%	63% ↑	57%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	72% ↑	47%	41% ↓	56%	43%	41%	51%

Q. Thinking about the Council's management of its wastewater system, how would you rate your satisfaction with... And overall, how satisfied are you with the wastewater system? Base size n=339 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

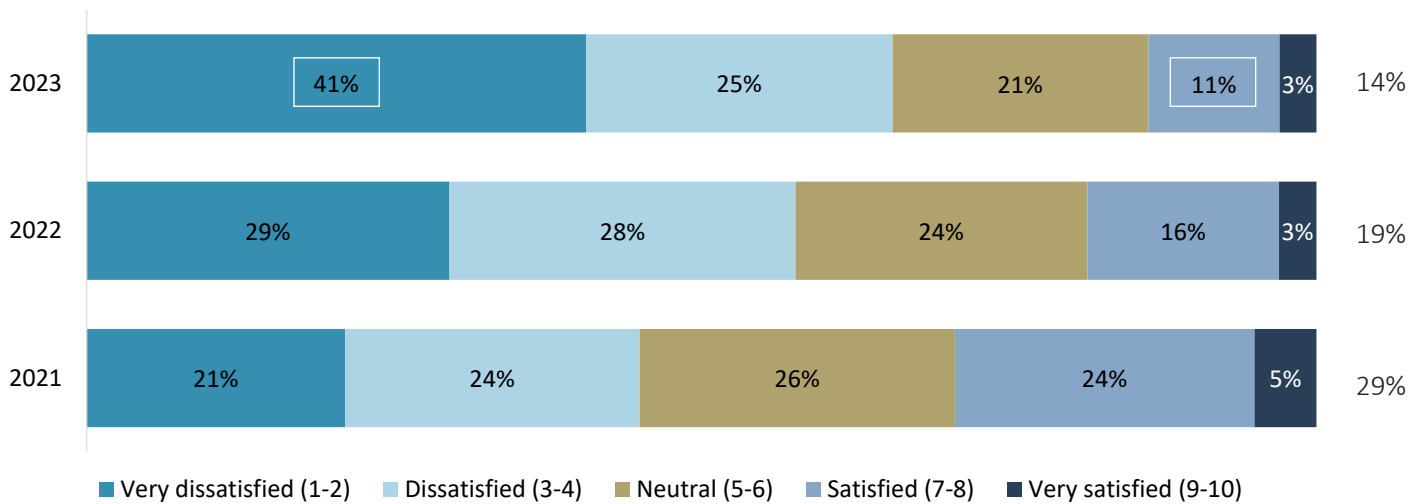
STORMWATER

In 2023, the combined percentage of respondents who reported being satisfied or very satisfied with the efforts to keep roads and pavements free from flooding was 14% (11% satisfied, 3% very satisfied). This is a decrease from 2022, when the total satisfaction was 19% (16% satisfied, 3% very satisfied), and a significant decrease from 2021, when it was 29% (24% satisfied, 5% very satisfied).

Conversely, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with the efforts to keep roads and pavements free from flooding in 2023 was 66% (25% dissatisfied, 41% very dissatisfied). This is a significant increase from 2022, when the total dissatisfaction was 57% (28% dissatisfied, 29% very dissatisfied), and from 2021, when it was 45% (24% dissatisfied, 21% very dissatisfied).

KEEPING ROADS AND PAVEMENTS FREE FROM FLOODING

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	15%	13%	17%	11%	11%	14%	25% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	22% ↑	7% ↓	13%	14%	14%	21%	17%

Q. Thinking about stormwater management in the district, how would you rate your satisfaction with... Keeping roads and pavements free from flooding? Base size n=583 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

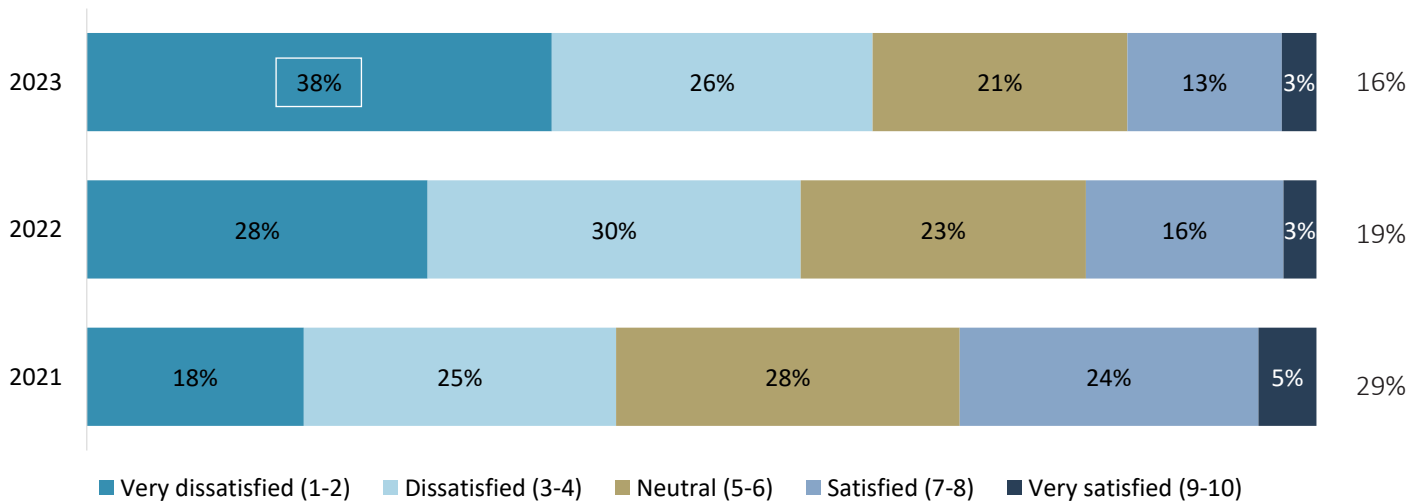
STORMWATER

In 2023, the combined percentage of respondents who reported being satisfied or very satisfied with the overall stormwater system was 16% (13% satisfied, 3% very satisfied). This is a decrease from 2022, when the total satisfaction was 19% (16% satisfied, 3% very satisfied), and a significant decrease from 2021, when it was 29% (24% satisfied, 5% very satisfied).

Conversely, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with the stormwater system in 2023 was 64% (26% dissatisfied, 38% very dissatisfied). This is a significant increase from 2022, when the total dissatisfaction was 58% (30% dissatisfied, 28% very dissatisfied), and from 2021, when it was 43% (25% dissatisfied, 18% very dissatisfied).

OVERALL SATISFACTION WITH STORMWATER

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	18%	13%	19%	10%	14%	18%	26%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	24% ↑	8% ↓	15%	15%	14%	21%	20%

Q. Thinking about stormwater management in the district, how would you rate your satisfaction with... And overall, how satisfied are you with the stormwater systems in the district? Base size n=566 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

WATER SUMMARY

The survey results reveal a significant shift in public sentiment regarding water supply and wastewater systems over the past three years. For those connected to the town or city water supply, there has been a positive trend with increasing satisfaction and decreasing dissatisfaction from 2021 to 2023. This suggests an improvement in the reliability of water supply and an improvement in overall satisfaction over the period.

On the other hand, the sentiment towards the wastewater system has been mixed. For those connected to the town wastewater system, there has been a fluctuation in satisfaction and dissatisfaction levels from 2021 to 2023. However, there has been a clear trend of increasing dissatisfaction and decreasing satisfaction from 2021 to 2023 in regards to keeping roads and pavements free from flooding and the overall stormwater system. This indicates growing public concern about these aspects of the water and wastewater systems.

Discussion of the main concerns about roading are shown below. Comments from within the survey have been included to highlight the sentiment on these themes.

INADEQUATE STORMWATER MANAGEMENT AND FLOODING

Many respondents express frustration with the regular flooding that occurs in their towns, particularly in Featherston. They attribute this to poor stormwater management and inadequate maintenance of drains and culverts. They suggest the Council needs to be more proactive in maintaining and clearing drains to prevent blockages and subsequent flooding.

“Featherston is constantly flooding when there is heavy rain. Most of our main street floods out. Dangerous for motorists, annoying for the residents, and not a good look for visitors to our town.”

POOR WATER QUALITY

Several comments mention issues with the quality of the water supply, including the presence of chemicals and the impact on appliances and health. Some residents also express dissatisfaction with the taste of the water.

“The water is full of manganese which is destroying our jugs, hot water cylinder, and other appliances. Can’t use in radiators of cars or it will ruin them.”

LACK OF INFRASTRUCTURE MAINTENANCE AND INVESTMENT

Many residents express concern about the lack of maintenance and investment in water infrastructure. They believe that the current issues with water supply and stormwater management are due to years of neglect and lack of forward planning.

“The infrastructure is so neglected it cannot cope with the existing, let alone the new subdivisions Council is permitting AND receiving infrastructure funding from.”

SUPPORT FOR RAINWATER COLLECTION

Some comments express support for rainwater collection at the household level, either as a solution to water supply issues or as a way to manage stormwater. However, they also mention barriers to implementing this, such as Council restrictions.

“I would like to see a subsidy to encourage homes to collect their own water. The Council prevented us from doing this when we altered our home.”

WATER SUMMARY

OPPOSITION TO THE THREE WATERS PROPOSAL

A few comments express opposition to the Three Waters proposal, which is a reform that would consolidate the management of drinking water, wastewater, and stormwater. The reasons for opposition vary, but some residents express concerns about co-governance and lack of transparency.

“Totally against the co-governance of water. Would never support the Three Waters or whatever it is that has taken its place primarily because of the co-governance and the lies told to justify its introduction.”

COMMUNICATION AND TRANSPARENCY

Several comments highlight the importance of improved communication and transparency from the Council regarding water management and infrastructure issues. Respondents emphasise the need for clear and timely information about maintenance schedules, water quality reports, and any planned changes or disruptions.

“The Council needs to improve its communication with residents, provide regular updates on water issues, and be transparent about their plans and actions.”

WASTE MANAGEMENT



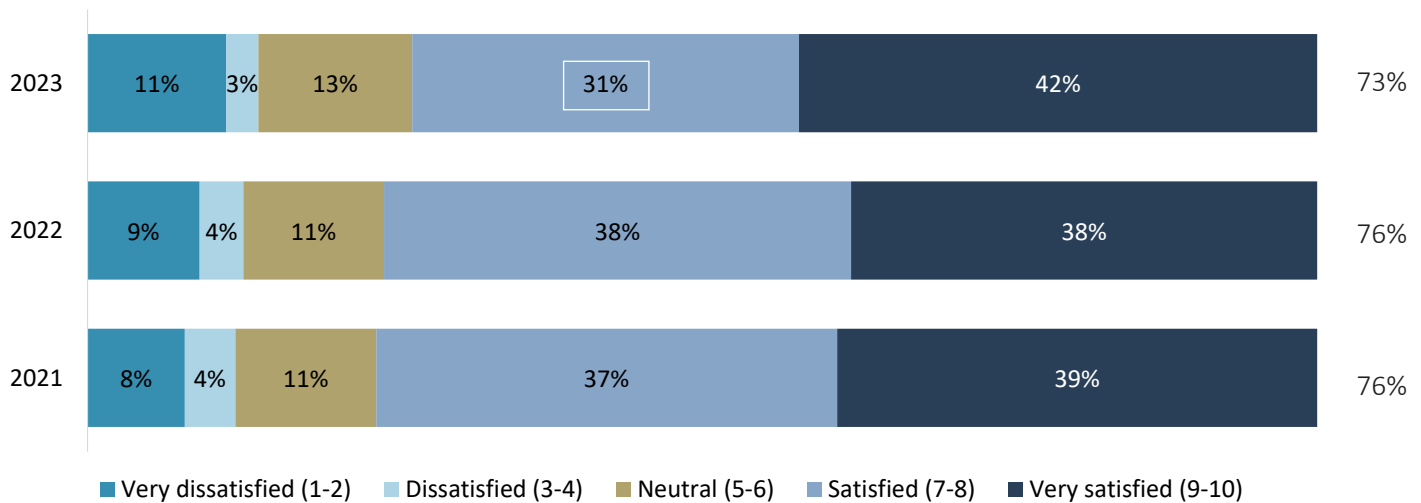
WASTE MANAGEMENT

This year, the combined percentage of respondents who reported being satisfied or very satisfied with the kerbside recycling collection was 73% (31% satisfied, 42% very satisfied). This is a slight increase from 2022 (38% satisfied, 38% very satisfied) and 2021 (37% satisfied, 39% very satisfied), when the total satisfaction was 76%.

On the other hand, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with the kerbside recycling collection in 2023 was 14% (3% dissatisfied, 11% very dissatisfied). This is a slight increase from 2022, when the total dissatisfaction was 13% (4% dissatisfied, 9% very dissatisfied), and a slight increase from 2021, when it was 12% (4% dissatisfied, 8% very dissatisfied).

KERBSIDE RECYCLING COLLECTION

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	77%	71%	75%	70%	69%	81% ↑	79%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	76%	78%	67% ↓	75%	61%	77%	72%

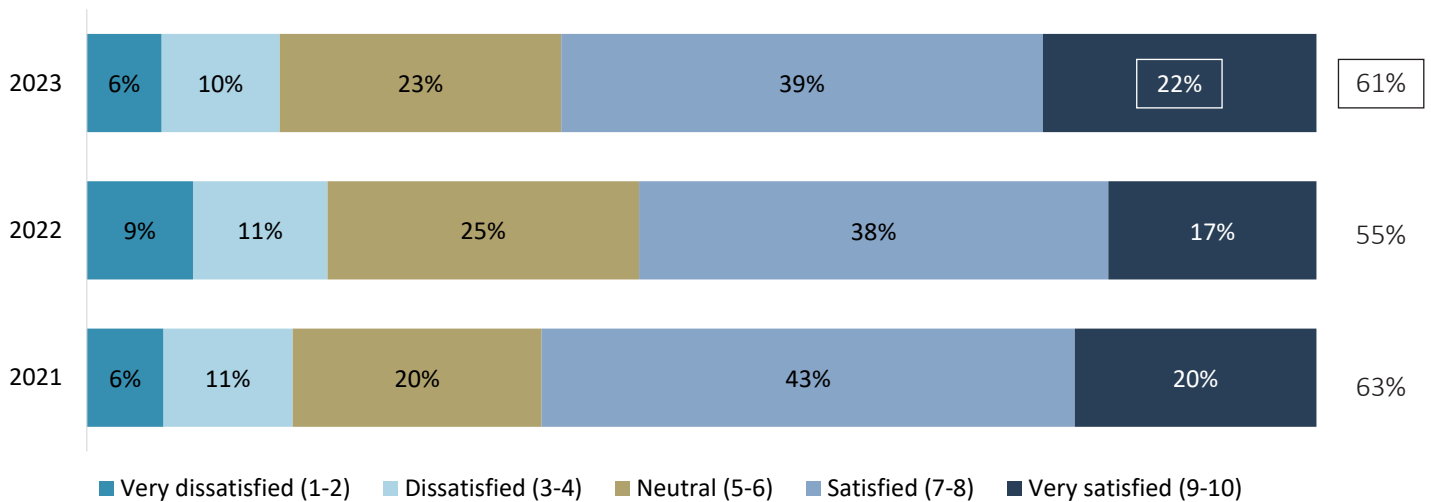
Q. How satisfied are you with each of the following? Kerbside recycling collection Base size n=494 (don't know responses removed).
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.
 The arrow on the table indicates this result is statistically significantly different from the total level result.

WASTE MANAGEMENT

In 2023, the combined percentage of respondents who reported being satisfied or very satisfied with litter control was 61% (39% satisfied, 22% very satisfied). This is a significant increase from 2022, when the total satisfaction was 55% (38% satisfied, 17% very satisfied), however satisfaction is on a par with results from 2021, when it was 63% (43% satisfied, 20% very satisfied).

On the other hand, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with litter control in 2023 was 16% (10% dissatisfied, 6% very dissatisfied). This is a decrease from 2022, when the total dissatisfaction was 20% (11% dissatisfied, 9% very dissatisfied), and is on a par with results from 2021, when dissatisfaction was 17% (11% dissatisfied, 6% very dissatisfied).

LITTER CONTROL

7-10 Result


DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	65%	58%	61%	61%	58%	66%	62%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	66%	61%	58%	62%	59%	93% ↑	64%

Q. How satisfied are you with each of the following? Litter control. Base size n=566 (don't know responses removed).
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.
 The arrow on the table indicates this result is statistically significantly different from the total level result.

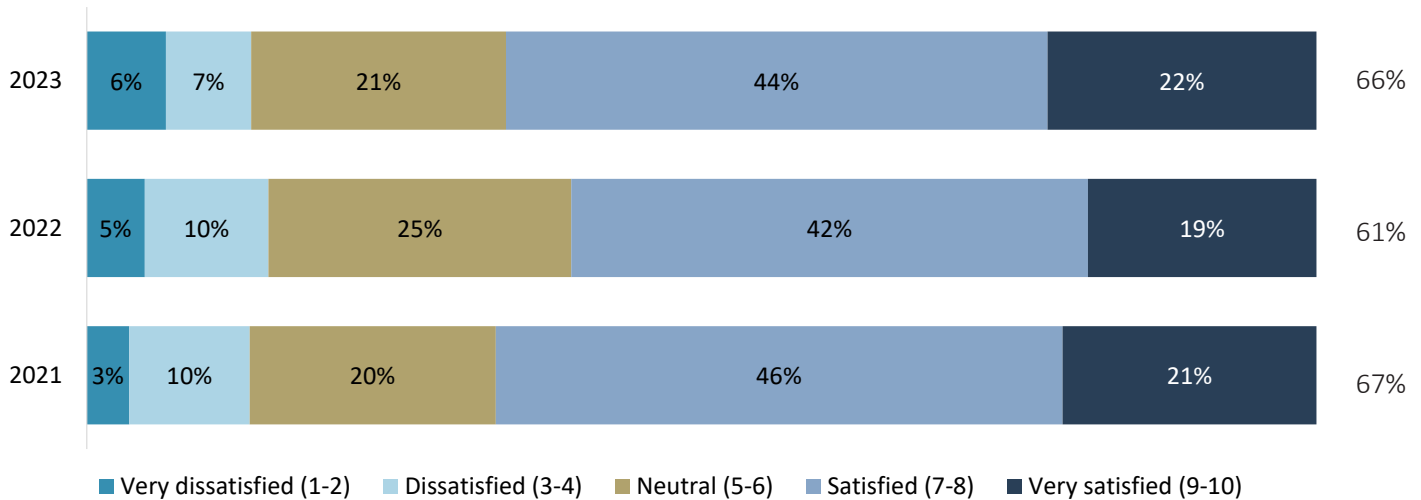
WASTE MANAGEMENT

In 2023, the combined percentage of respondents who reported being satisfied or very satisfied with the general cleanliness of the streets was 66% (44% satisfied, 22% very satisfied). This is a slight increase from 2022, when the total satisfaction was 61% (42% satisfied, 19% very satisfied), and a similar level to 2021, when it was 67% (46% satisfied, 21% very satisfied).

On the other hand, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with the general cleanliness of the streets in 2023 was 13% (7% dissatisfied, 6% very dissatisfied). This is a slight increase from 2022, when the total dissatisfaction was 15% (10% dissatisfied, 5% very dissatisfied), and from 2021, when it was 13% (10% dissatisfied, 3% very dissatisfied).

CLEANLINESS OF THE STREETS GENERALLY

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	66%	66%	73%	67%	61%	66%	56%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	66%	66%	65%	65%	70%	93% ↑	68%

Q. How satisfied are you with each of the following? Cleanliness of the streets in general. Base size n=586 (don't know responses removed). The arrow on the table indicates this result is statistically significantly different from the total level result.

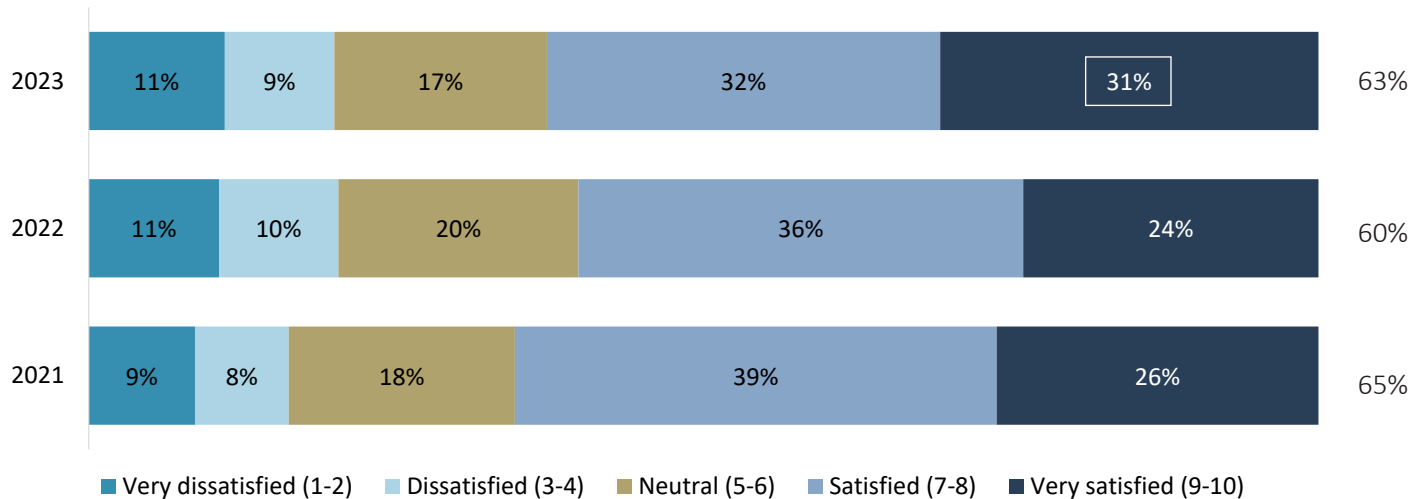
WASTE MANAGEMENT

In 2023, the combined percentage of respondents who reported being satisfied or very satisfied with refuse collection and disposal meeting the needs of the community was 63% (32% satisfied, 31% very satisfied). This is a slight increase from 2022, when the total satisfaction was 60% (36% satisfied, 24% very satisfied), and a small decrease in satisfaction from 2021, when it was 65% (39% satisfied, 26% very satisfied).

On the other hand, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with refuse collection and disposal meeting the needs of the community in 2023 was 20% (9% dissatisfied, 11% very dissatisfied). This is similar to 2022, when the total dissatisfaction was 21% (10% dissatisfied, 11% very dissatisfied), and a slight increase from 2021, when it was 17% (8% dissatisfied, 9% very dissatisfied).

REFUSE COLLECTION AND DISPOSAL MEETS NEEDS OF COMMUNITY

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	64%	61%	56%	58%	59%	75% ↑	71%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	64%	62%	62%	63%	58%	79%	60%

Q. How satisfied are you with each of the following? Refuse collection and disposal meets needs of the community Base size n=540 (don't know responses removed).
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.
 The arrow on the table indicates this result is statistically significantly different from the total level result.

WASTE MANAGEMENT

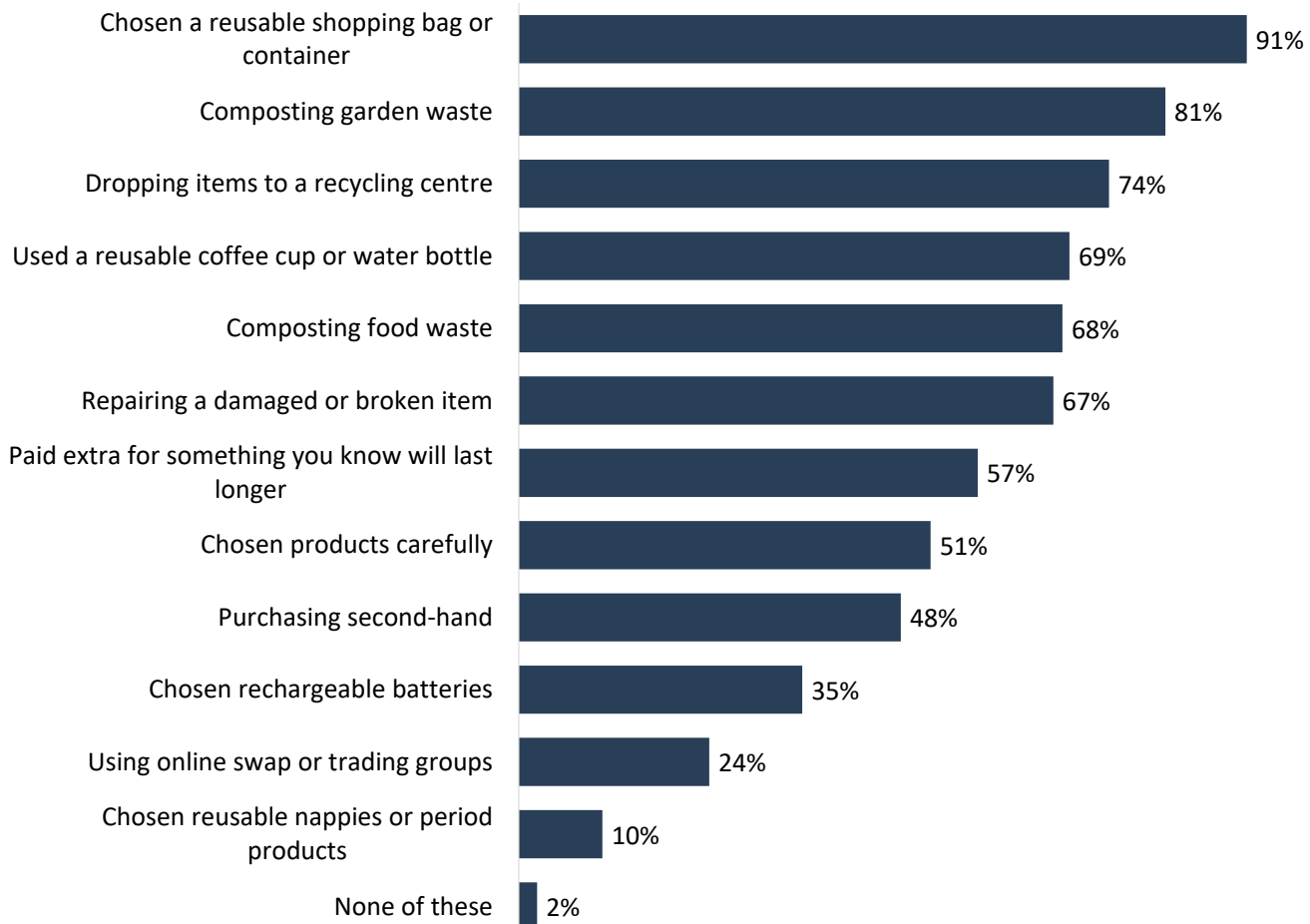
This year respondents were asked about the measures they take to reduce waste, the data shows a high level of engagement in waste reduction measures among respondents. The most popular measure was choosing a reusable shopping bag or container, with 91% of respondents participating in this action. This was followed by composting garden waste (81%), dropping items to a recycling centre (74%), and using a reusable coffee cup or water bottle (69%).

Other common measures included composting food waste (68%) and repairing a damaged or broken item (67%). Over half of the respondents also reported paying extra for something they know will last longer (57%) and choosing products carefully (51%).

Less popular but still notable measures included purchasing second-hand items (48%), choosing rechargeable batteries (35%), and using online swap or trading groups (24%). A smaller percentage of respondents chose reusable nappies or period products (10%), and only 2% reported not participating in any of these waste reduction measures.

Demographic differences are shown overleaf.

WASTE REDUCTION MEASURES



Q. And, in order to reduce waste, which of the following have you done over the past 12 months? Base size n=600

WASTE MANAGEMENT

DEMOGRAPHIC DIFFERENCES

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Chosen a reusable shopping bag or container	88% ↓	94% ↑	88%	87%	95% ↑	95% ↑	83%
Composting garden waste	81%	81%	77%	80%	83%	84%	74%
Dropping items to a recycling centre	73%	75%	56% ↓	72%	81% ↑	81% ↑	70%
Used a reusable coffee cup or water bottle	64% ↓	73% ↑	74%	75%	74%	57% ↓	38% ↓
Composting food waste	68%	68%	58%	64%	75% ↑	76% ↑	46% ↓
Repairing a damaged or broken item	67%	66%	65%	75% ↑	68%	63%	44% ↓
Paid extra for something you know will last longer	56%	58%	61%	69% ↑	59%	45% ↓	33% ↓
Chosen products carefully	46% ↓	57% ↑	44%	56%	58%	48%	34% ↓
Purchasing second-hand	41% ↓	54% ↑	63% ↑	53%	47%	35% ↓	24% ↓
Chosen rechargeable batteries	37%	34%	41%	42%	31%	32%	28%
Using online swap or trading groups	20%	28%	24%	40% ↑	23%	10% ↓	5% ↓
Chosen reusable nappies or period products	6% ↓	15% ↑	25% ↑	20% ↑	2% ↓	1% ↓	3%
None of these	3%	1%	2%	4%	1%	2%	0%

The arrow on the table indicates this result is statistically significantly different from the total level result.

WASTE MANAGEMENT

DEMOGRAPHIC DIFFERENCES

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Chosen a reusable shopping bag or container	91%	92%	90%	92% ↑	88%	100%	81% ↓
Composting garden waste	86% ↑	81%	76%	81%	79%	85%	76%
Dropping items to a recycling centre	79%	73%	69%	75%	76%	79%	68%
Used a reusable coffee cup or water bottle	69%	71%	66%	69%	75%	71%	66%
Composting food waste	71%	68%	65%	69%	66%	85%	62%
Repairing a damaged or broken item	65%	70%	65%	68%	70%	93% ↑	61%
Paid extra for something you know will last longer	58%	55%	59%	58%	64%	79%	56%
Chosen products carefully	49%	50%	56%	51%	61%	72%	47%
Purchasing second-hand	49%	54% ↑	40% ↓	49%	66% ↑	93% ↑	44%
Chosen rechargeable batteries	41%	34%	31%	37%	23%	28%	34%
Using online swap or trading groups	23%	28%	20%	24%	28%	57% ↑	16%
Chosen reusable nappies or period products	10%	12%	10%	10%	18%	29%	12%
None of these	1%	3%	3%	1% ↓	1%	0%	10% ↑

The arrow on the table indicates this result is statistically significantly different from the total level result.

WASTE MANAGEMENT SUMMARY

The survey results reveal a significant shift in public sentiment regarding waste management and reduction practices over the past three years. For services like kerbside recycling collection, litter control, general cleanliness of the streets, and refuse collection, there has been a slight increase in satisfaction and a minor decrease in dissatisfaction from 2021 to 2023. This suggests an improvement in these services over the period.

On the other hand, the survey results show a high level of engagement in waste reduction measures among respondents. The most popular measures include using reusable shopping bags or containers, composting garden waste, and dropping items to a recycling centre. Other popular measures include composting food waste and repairing damaged or broken items. This indicates a strong public commitment to waste reduction and recycling, suggesting that these practices have become mainstream.

Discussion of the main concerns about waste management are shown below. Comments from within the survey have been included to highlight the sentiment on these themes.

RECYCLING AND WASTE MANAGEMENT TRANSPARENCY

Many residents expressed concerns about the lack of transparency in the recycling process. They are unsure if their efforts to sort and recycle waste are effective or if the waste ends up in landfills. They are seeking more clarity from the Council.

"I'd be interested to know if recycling get recycled - I have been told that it doesn't and would be pretty disappointed if this was fact."

ACCESSIBILITY AND CONVENIENCE OF WASTE FACILITIES

Residents, particularly those in rural areas, are concerned about the limited opening hours and locations of recycling centres and waste facilities. They suggest more collection points, longer hours, and better services for rural areas.

"Would be great for rural residents for the recycling to be open more days and longer hours - once again this service should be run in house - Council needs to stop contracting out all the services we pay for them to provide."

COST AND QUALITY OF WASTE SERVICES

The cost of waste services, including the price of rubbish bags and fees at waste facilities, is a significant concern. Residents feel these costs are too high and may encourage illegal dumping. Additionally, there are concerns about the quality of waste management infrastructure, such as the condition of waste facilities and the suitability of bins in windy conditions.

"The cost of rubbish bags is crazy. We now pay a company for a wheelie bin as it is cheaper. Some people can't afford either."

RURAL DISPARITIES

A recurring theme in the comments is the disparity in waste management services between urban and rural areas. Rural residents feel under-served, with limited access to waste collection and recycling services. They suggest that services should be expanded to cover more rural areas.

"We don't have any waste management or recycling services available to us - it would be good if there was more services extended to rural communities."

RESPONSIBILITY AND ACCOUNTABILITY

Some residents expressed the need for greater responsibility and accountability from both the Council and the community. They believe that everyone, including the Council, businesses, and individuals, should play a part in managing waste effectively and reducing environmental impact.

"We should be responsible for the management of all plastic waste that occurs in our region by recycling and reduction. Not by exporting our waste overseas to pollute other countries and the planet as a whole."

COMMUNITY FACILITIES AND OPEN SPACES



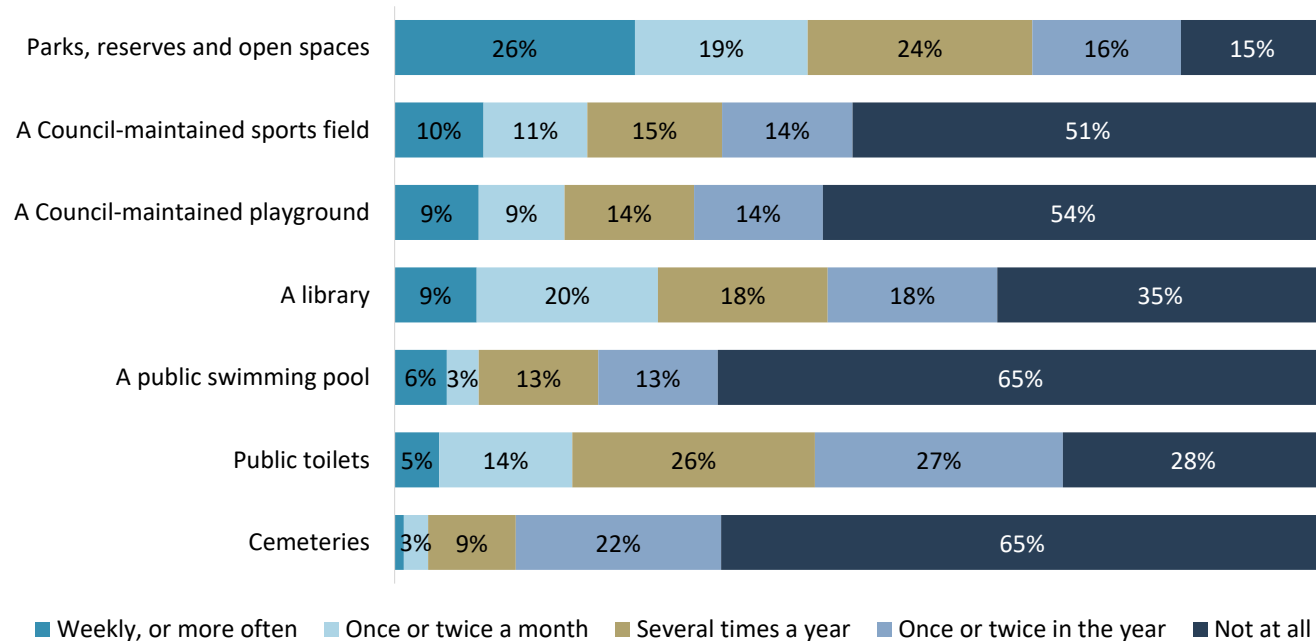
COMMUNITY FACILITIES AND OPEN SPACES

In 2023, the data shows varying levels of usage of community facilities and open spaces among respondents.

Parks, reserves, and open spaces were the most utilised, with 85% of respondents having used them at least once in the year, and only 15% not using them at all. Libraries were used at least once by 65% of respondents, with 35% not using them at all. Council-maintained sports fields and playgrounds were used at least once by 49% and 46% of respondents respectively, while 51% and 54% did not use these facilities at all. Public toilets were used at least once by 72% of respondents, with 28% not using them at all. Public swimming pools and cemeteries were the least utilised, with 35% and 35% of respondents having used them at least once, respectively. The majority of respondents reported not visiting these facilities at all (65% for both).

Demographic differences are shown overleaf.

USE IN THE PAST 12 MONTHS



USERS (AT LEAST ONCE A YEAR)

	2021	2022	2023
Parks, reserves and open spaces	93%	87%	85%
A Council-maintained sports field	58%	46%	49%
A Council-maintained playground	54%	48%	46%
A library	74%	67%	64%
A public swimming pool	41%	33%	35%
Public toilets	70%	67%	72%
Cemeteries	33%	35%	35%

Q. The next few questions are about facilities and services that the Council provides for public use. In the last 12 months, about how frequently have you visited or used each of the following? Base size n=600.

COMMUNITY FACILITIES AND OPEN SPACES

DEMOGRAPHIC DIFFERENCES (USED AT LEAST ONCE A YEAR)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Parks, reserves and open spaces	82%	87%	82%	94% ↑	87%	80%	57% ↓
A Council-maintained sports field	52%	47%	44%	67% ↑	46%	42% ↓	28% ↓
A Council-maintained playground	43%	49%	45%	71% ↑	35% ↓	41%	16% ↓
A library	59% ↓	70% ↑	62%	65%	60%	73% ↑	68%
A public swimming pool	36%	33%	34%	58% ↑	28% ↓	24% ↓	5% ↓
Public toilets	76% ↑	68% ↓	72%	83% ↑	73%	65% ↓	43% ↓
Cemeteries	35%	36%	27%	40%	34%	38%	28%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Parks, reserves and open spaces	86%	83%	85%	86%	85%	100%	82%
A Council-maintained sports field	50%	47%	51%	51% ↑	49%	72%	42%
A Council-maintained playground	44%	45%	49%	47%	54%	79%	38%
A library	70%	67%	57% ↓	67% ↑	65%	72%	54%
A public swimming pool	33%	42% ↑	29%	36%	48% ↑	100% ↑	28%
Public toilets	66%	73%	76%	72%	71%	100%	73%
Cemeteries	27% ↓	40%	38%	37% ↑	49% ↑	79% ↑	20% ↓

The arrow on the table indicates this result is statistically significantly different from the total level result.

OVERALL SATISFACTION

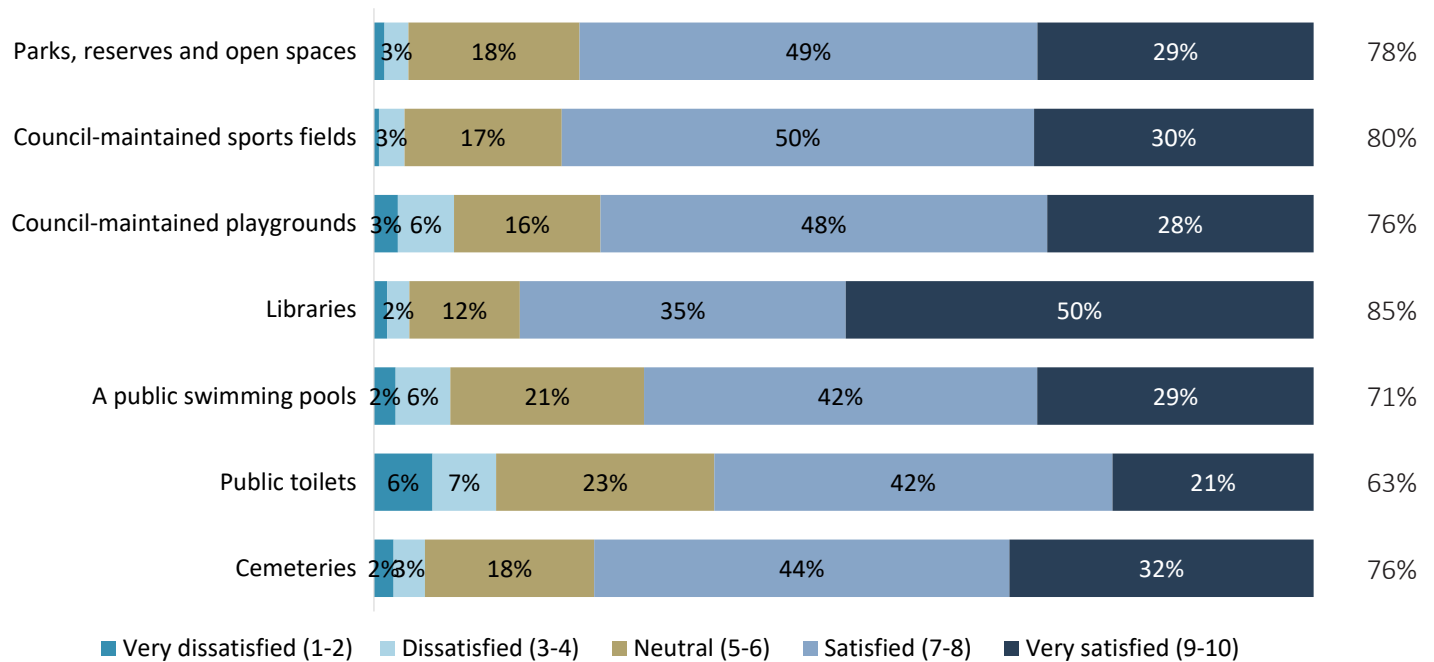
This year, the data shows varying levels of satisfaction with community facilities and open spaces among respondents.

Libraries received the highest satisfaction ratings, with 85% of respondents reporting being satisfied or very satisfied (35% satisfied, 50% very satisfied), and only 3% expressing dissatisfaction or extreme dissatisfaction. Council-maintained sports fields also received high satisfaction ratings, with 80% of respondents being satisfied or very satisfied (50% satisfied, 30% very satisfied), and only 4% expressing dissatisfaction or extreme dissatisfaction. Council-maintained playgrounds were similarly well-regarded, with 76% of respondents being satisfied or very satisfied (48% satisfied, 28% very satisfied), and 9% expressing dissatisfaction or extreme dissatisfaction. Cemeteries and public swimming pools had similar satisfaction ratings, with 76% (44% satisfied, 32% very satisfied) and 71% (42% satisfied, 29% very satisfied) of respondents being satisfied or very satisfied, respectively. Dissatisfaction rates were low for both, at 5% for cemeteries and 8% for public swimming pools. Public toilets had the lowest satisfaction ratings, with 63% of respondents being satisfied or very satisfied (42% satisfied, 21% very satisfied), and 13% expressing dissatisfaction or extreme dissatisfaction.

Year on year results are shown overleaf.

TOTAL SATISFACTION

7-10 Result



Q. Based on your experience or impressions (even if you haven't used them), how would you rate your overall satisfaction with each of the following facilities? Base sizes vary: parks, reserves, and open spaces n=523, Council maintained sports fields n=407, Council maintained playgrounds n=428, libraries n=467, public swimming pools n=328, public toilets n=488, cemeteries n=322 (don't know responses removed).

OVERALL SATISFACTION

Libraries, which had the highest satisfaction rate in 2021 at 90%, saw a decrease to 85% in 2022 and maintained this rate in 2023. Council maintained sports fields saw a slight decrease in satisfaction from 82% in 2021 to 78% in 2022, but then increased to 80% in 2023. Parks, reserves and open spaces experienced a steady decrease in satisfaction, from 84% in 2021 to 79% in 2022 and further down to 78% in 2023. Both Council maintained playgrounds and Cemeteries saw a decrease in satisfaction from 82% in 2021 to 76% in 2022, and this rate remained stable in 2023. A public swimming pool saw a fluctuation in satisfaction, with an increase from 73% in 2021 to 75% in 2022, followed by a decrease to 71% in 2023. Public toilets had the most significant decrease in satisfaction, from 69% in 2021 to 67% in 2022, and further down to 63% in 2023.

Demographic differences are shown overleaf.

SATISFACTION WITH COMMUNITY FACILITIES AND OPEN SPACES (SATISFIED AND VERY SATISFIED RESULTS)

	2021	2022	2023
Parks, reserves and open spaces	84%	79%	78%
Council maintained sports fields	82%	78%	80%
Council maintained playgrounds	82%	76%	76%
Libraries	90%	85%	85%
A public swimming pool	73%	75%	71%
Public toilets	69%	67%	63%
Cemeteries	82%	76%	76%

OVERALL SATISFACTION

DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Parks, reserves and open spaces	79%	77%	73%	80%	77%	83%	70%
Council maintained sports fields	81%	79%	71%	81%	80%	86%	75%
Council maintained playgrounds	75%	77%	65%	72%	78%	83% ↑	86%
Libraries	82%	86%	74% ↓	84%	86%	89%	94%
A public swimming pool	73%	70%	58%	73%	74%	75%	70%
Public toilets	65%	63%	52%	52% ↓	73% ↑	73% ↑	83% ↑
Cemeteries	80%	74%	72%	78%	74%	80%	81%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Parks, reserves and open spaces	82%	72% ↓	80%	79%	71%	93%	69%
Council maintained sports fields	77%	81%	82%	81%	72%	100%	75%
Council maintained playgrounds	77%	73%	77%	76%	81%	73%	69%
Libraries	87%	81%	86%	85%	82%	100%	79%
A public swimming pool	75%	72%	66%	70%	70%	93%	74%
Public toilets	73% ↑	55% ↓	66%	65%	54%	77%	57%
Cemeteries	75%	77%	78%	77%	64%	83%	80%

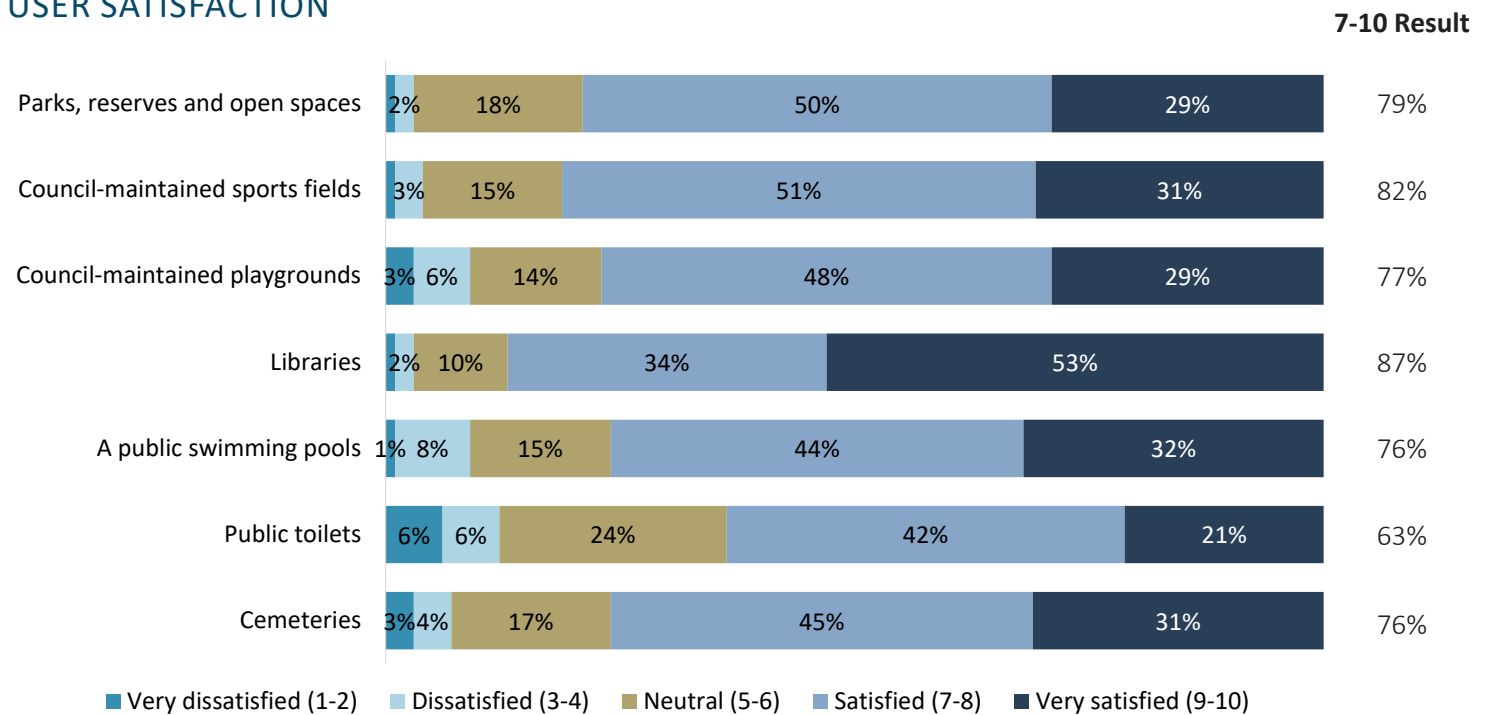
The arrow on the table indicates this result is statistically significantly different from the total level result.

OVERALL SATISFACTION

This data outlines results from users of each of the facilities.

Libraries had the highest satisfaction rate at 87%, with 53% of users being very satisfied and 34% being satisfied. Council maintained sports fields followed closely with an 82% satisfaction rate, with 31% of users being very satisfied and 51% being satisfied. Both Cemeteries and public swimming pools had a satisfaction rate of 76%. For Cemeteries, 31% of users were very satisfied and 45% were satisfied. For public swimming pools, 32% of users were very satisfied and 44% were satisfied. Council maintained playgrounds had a satisfaction rate of 77%, with 29% of users being very satisfied and 48% being satisfied. Public toilets had the lowest satisfaction rate at 63%, with 21% of users being very satisfied and 42% being satisfied.

USER SATISFACTION



Q. Based on your experience or impressions (even if you haven't used them), how would you rate your overall satisfaction with each of the following facilities? Base sizes vary: parks, reserves, and open spaces n=476, Council maintained sports fields n=264, Council maintained playgrounds n=245, libraries n=384, public swimming pools n=177, public toilets n=412, cemeteries n=200 (don't know responses removed).

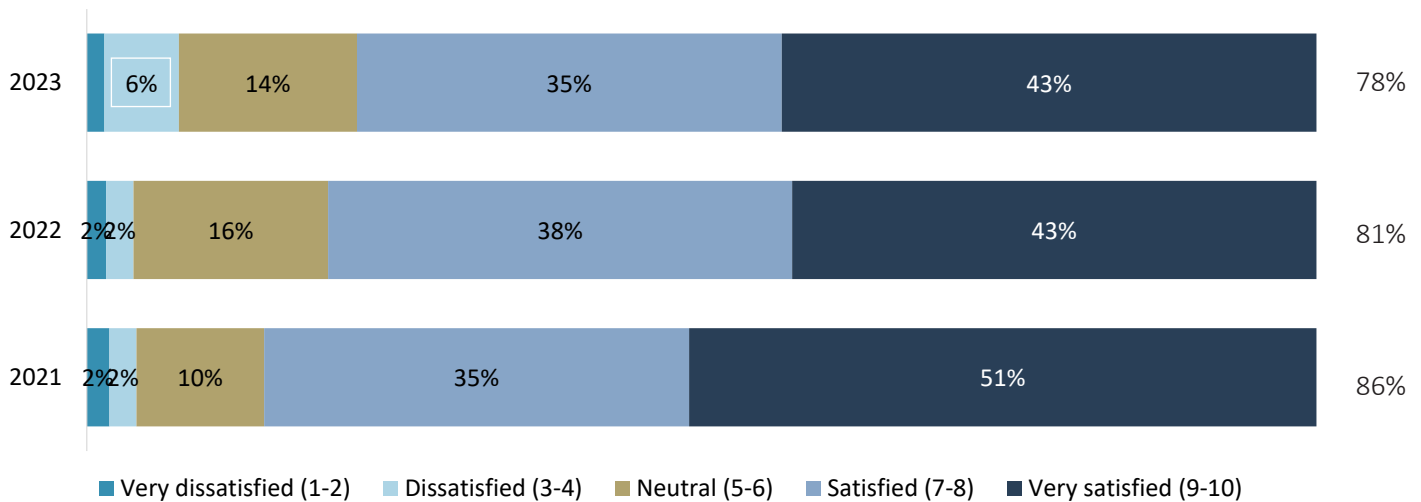
LIBRARIES

In 2023, the combined percentage of respondents who reported being satisfied or very satisfied with the opening hours of libraries was 78% (35% satisfied, 43% very satisfied). This is similar to the result in 2022, when the total satisfaction was 81% (38% satisfied, 43% very satisfied), but is a decrease from 2021, when it was 86% (35% satisfied, 51% very satisfied).

On the other hand, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with the opening hours in 2023 was 7% (6% dissatisfied, 1% very dissatisfied). This is an increase from 2022 and 2021, when the total dissatisfaction was 4% (2% dissatisfied, 2% very dissatisfied) in both years.

OPENING HOURS

7-10 Result



Q. Thinking about libraries, how much are you satisfied with... Opening hours. Base size n=395 (don't know responses removed).
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

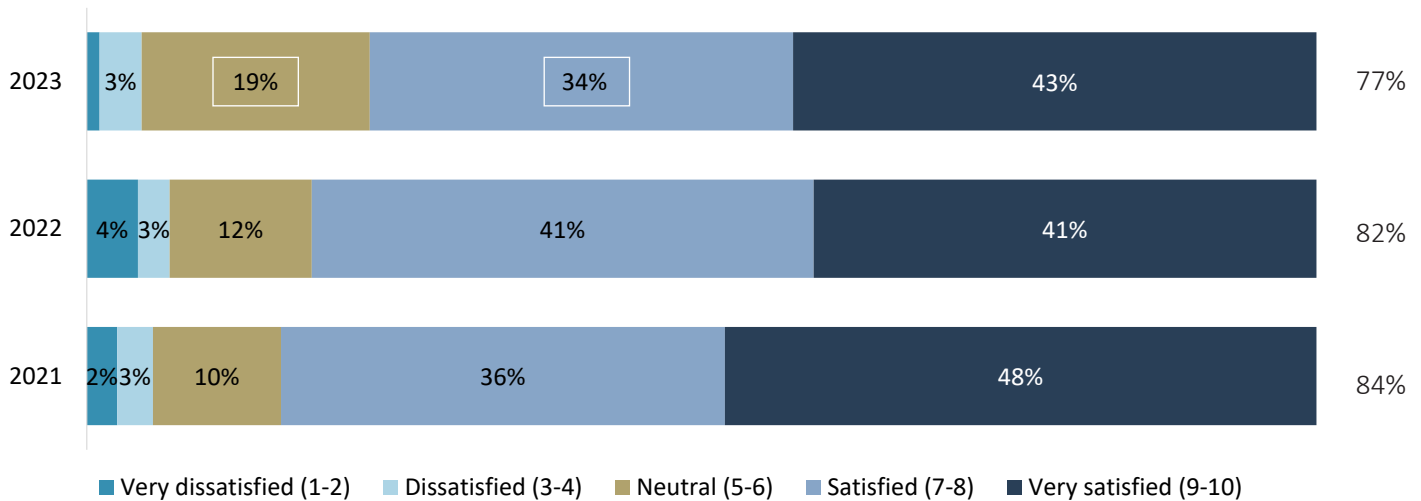
LIBRARIES

In 2023, the combined percentage of respondents who reported being satisfied or very satisfied with the provision of relevant and up-to-date books and services at libraries was 77% (34% satisfied, 43% very satisfied). This is a decrease from 2022, when the total satisfaction was 82% (41% satisfied, 41% very satisfied), and from 2021, when it was 84% (36% satisfied, 48% very satisfied).

On the other hand, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with the provision of relevant and up-to-date books and services in 2023 was 4% (3% dissatisfied, 1% very dissatisfied). This is a decrease from 2022, when the total dissatisfaction was 7% (3% dissatisfied, 4% very dissatisfied), and is slightly lower than in 2021, when it was 5% (3% dissatisfied, 2% very dissatisfied).

PROVIDING RELEVANT AND UP-TO-DATE BOOKS AND SERVICES

7-10 Result



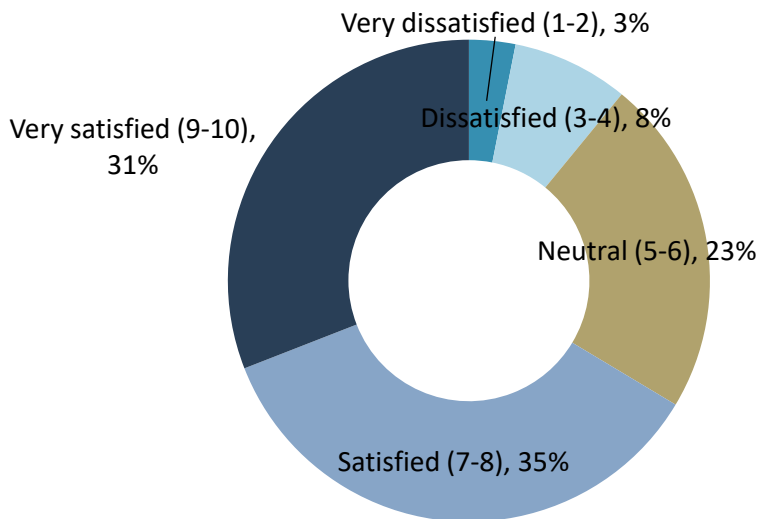
Q. Thinking about libraries, how much are you satisfied with... Providing relevant and up-to-date books and services. Base size n=375 (don't know responses removed). The square box on the chart indicates this year's result is a statistically significant change from last year's result.

SWIMMING POOLS

The combined percentage of respondents who reported being satisfied or very satisfied with the opening hours of the swimming pool was 66% (35% satisfied, 31% very satisfied).

Conversely, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with the swimming pool opening hours was 11% (8% dissatisfied, 3% very dissatisfied).

OPENING HOURS



COMMUNITY FACILITIES AND OPEN SPACES SUMMARY

In 2023, the data reveals varying levels of usage and satisfaction with community facilities and open spaces among respondents. Parks, reserves, and open spaces were the most utilised, with 85% of respondents having used them, while libraries were used by 65% of respondents. Council-maintained sports fields and playgrounds saw moderate usage rates, while public swimming pools and cemeteries were the least utilised.

In terms of satisfaction, libraries received the highest ratings, followed closely by Council-maintained sports fields. Council-maintained playgrounds, cemeteries, and public swimming pools had similar satisfaction ratings, while public toilets had the lowest satisfaction levels. Notably, satisfaction levels for libraries remained consistent over the years, while other facilities experienced fluctuations. The opening hours and provision of services also showed varying levels of satisfaction across different facilities.

Discussion of the main concerns about community facilities and open spaces are shown below. Comments from within the survey have been included to highlight the sentiment on these themes.

LIBRARY SERVICES AND DIGITAL TRANSFORMATION

Many comments highlight the importance of libraries as community hubs, but there's a clear desire for libraries to evolve and offer more digital services. Some respondents suggest that libraries should provide more than just books, including digital literacy training and more online resources. However, there are also concerns about the frequency of library closures and the need for extended opening hours.

"I think in a digital age libraries should be set up to up-skill the public beyond the basics with books there as a secondary use."

PUBLIC TOILETS AND CLEANLINESS

There is significant dissatisfaction with the state of public toilets, with many comments about their cleanliness and maintenance. Respondents have expressed that the condition of these facilities often leaves a poor impression on both locals and visitors.

"The condition of public toilets and their cleanliness is disgusting. Avoid at all costs."

RECREATIONAL SPACES AND PARKS

Respondents appreciate the parks and open spaces but believe there's room for improvement. Suggestions include more trees, better maintenance, more play equipment, and improved accessibility. There's also a desire for more parks in certain areas and better fencing around playgrounds for safety.

"We need more open spaces and decent play areas in the South Wairarapa area."

SWIMMING POOLS

There's a mixed response to the swimming pools. While some respondents appreciate the free access, others suggest improvements such as extended opening hours, better maintenance, and the introduction of heated or indoor pools for year-round use.

"Be great to have some later pool hours in the summer for those of us that don't get home until after 5."

COMMUNITY FACILITIES AND OPEN SPACES SUMMARY

MAINTENANCE AND UPKEEP

Across all facilities, there's a common theme of needing better maintenance and upkeep. This includes mowing lawns more regularly, maintaining roads and paths, and improving the state of sports grounds. There's also a desire for better upkeep of cemeteries.

"The sports grounds are not well maintained. The grass is often too long and there's litter everywhere. It's not a pleasant place to play or watch sports."

MAINTENANCE AND CLEANLINESS OF PUBLIC SPACES

Many respondents expressed concerns about the upkeep of public spaces, including parks, sports grounds, and cemeteries. They mentioned issues such as overgrown grass, untrimmed trees, and general untidiness.

"The cemetery has rubbish blowing over it and the weeds are not under control on the boundary. We spend lots of our time tidying up the place. Would be great if the Council mowing actually mowed to the edges."

GOVERNANCE, LEADERSHIP, AND ADVOCACY



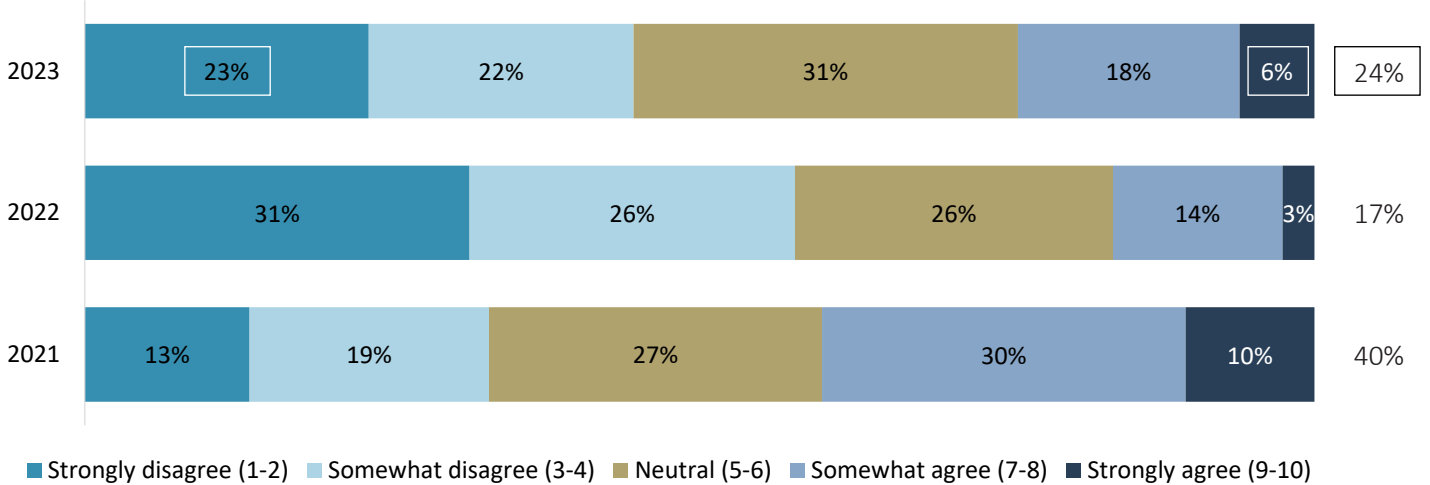
COMMUNITY ENGAGEMENT AND COUNCIL DECISION-MAKING

In 2023, the combined percentage of respondents who somewhat agreed or strongly agreed that there were adequate opportunities to participate in decision-making was 24% (18% somewhat agree, 6% strongly agree). This is a significant increase from 2022, when the total agreement was 17% (14% somewhat agree, 3% strongly agree), but a decrease from 2021, when it was 40% (30% somewhat agree, 10% strongly agree).

On the other hand, the total percentage of respondents who somewhat disagreed or strongly disagreed with the statement in 2023 was 45% (22% somewhat disagree, 23% strongly disagree). This is a decrease from 2022, when the total disagreement was 57% (26% somewhat disagree, 31% strongly disagree), however dissatisfaction has increased from 2021, when it was 32% (19% somewhat disagree, 13% strongly disagree).

ADEQUATE OPPORTUNITIES TO PARTICIPATE IN DECISION-MAKING

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	28%	20%	19%	13% ↓	24%	36% ↑	43% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	30% ↑	21%	22%	24%	19%	23%	23%

Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. 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? There are adequate opportunities to participate in decision-making. Base size n=468 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

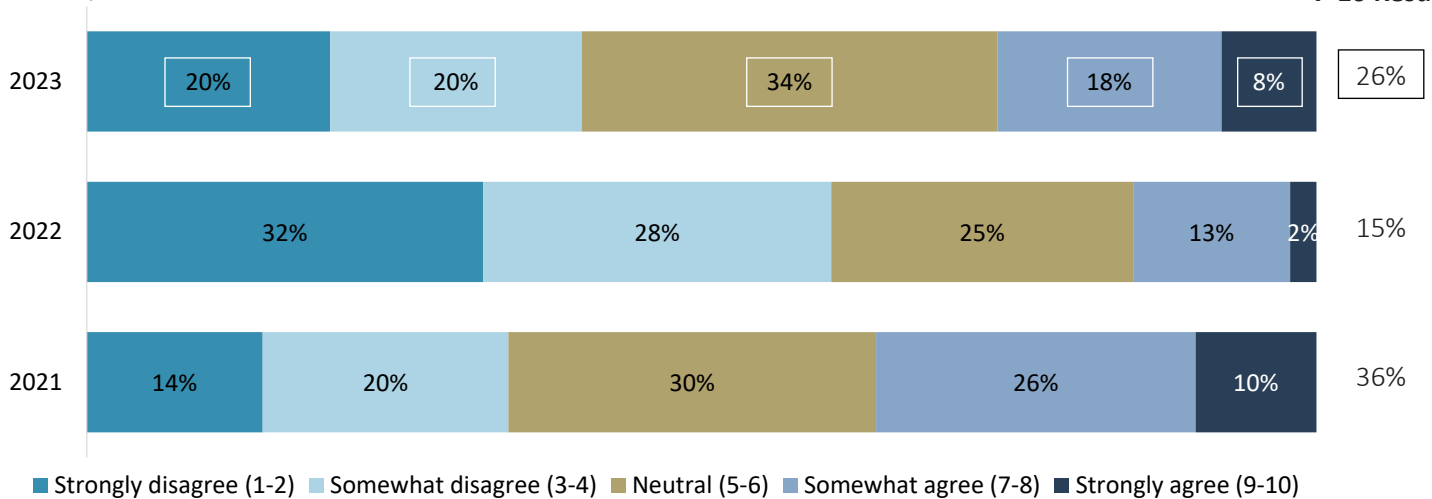
COMMUNITY ENGAGEMENT AND COUNCIL DECISION-MAKING

In 2023, the combined percentage of respondents who somewhat agreed or strongly agreed that there were adequate opportunities to have a say in Council activities was 26% (18% somewhat agree, 8% strongly agree). This is a significant increase from 2022, when the total agreement was 15% (13% somewhat agree, 2% strongly agree), but a significant decrease from 2021, when it was 36% (26% somewhat agree, 10% strongly agree).

On the other hand, the total percentage of respondents who somewhat disagreed or strongly disagreed with the statement in 2023 was 40% (20% somewhat disagree, 20% strongly disagree). This is a decrease from 2022, when the total disagreement was 60% (28% somewhat disagree, 32% strongly disagree), but an increase from 2021, when it was 34% (20% somewhat disagree, 14% strongly disagree).

ADEQUATE OPPORTUNITIES TO HAVE A SAY IN COUNCIL ACTIVITIES

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	25%	27%	9% ↓	21%	26%	40% ↑	40%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	28%	24%	26%	25%	25%	49%	30%

Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. 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? There are adequate opportunities to have a say in Council activities. Base size n=471 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

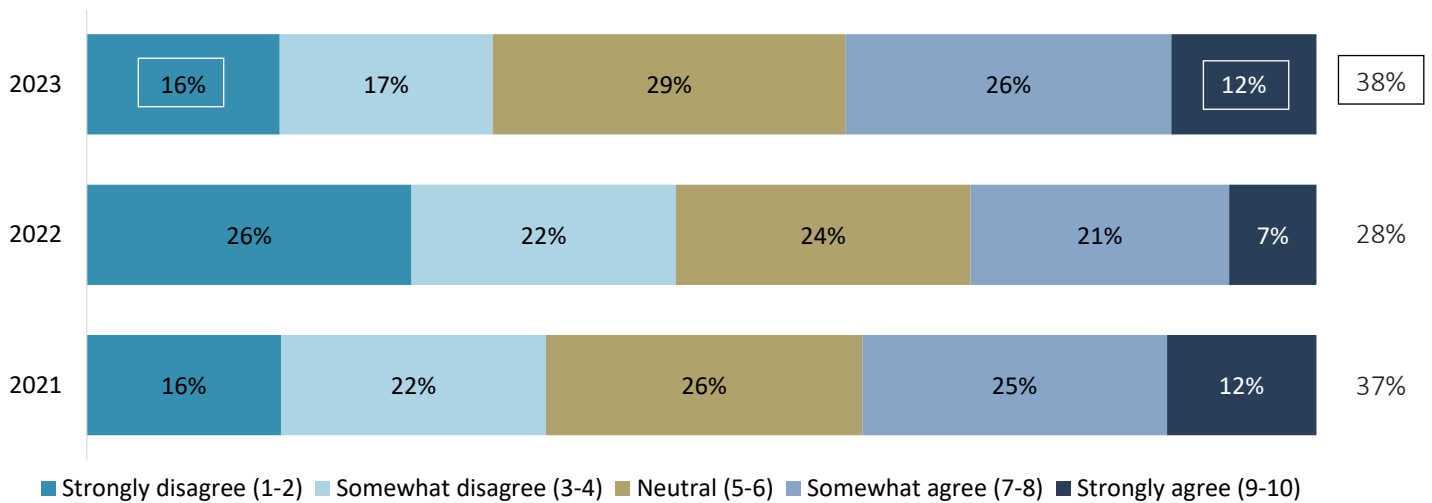
COMMUNITY ENGAGEMENT AND COUNCIL DECISION-MAKING

In 2023, the combined percentage of respondents who somewhat agreed or strongly agreed that the community board effectively advocates on behalf of the community was 38% (26% somewhat agree, 12% strongly agree). This is a significant increase from 2022, when the total agreement was 28% (21% somewhat agree, 7% strongly agree), and is similar to 2021, when it was 37% (25% somewhat agree, 12% strongly agree).

On the other hand, the total percentage of respondents who somewhat disagreed or strongly disagreed with the statement in 2023 was 33% (17% somewhat disagree, 16% strongly disagree). This is a decrease from 2022, when the total disagreement was 48% (22% somewhat disagree, 26% strongly disagree), and also a small decrease from 2021, when dissatisfaction was 38% (22% somewhat disagree, 16% strongly disagree).

COMMUNITY BOARD EFFECTIVELY ADVOCATES ON BEHALF OF COMMUNITY

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	36%	40%	22% ↓	28% ↓	38%	56% ↑	57% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	37%	27% ↓	52% ↑	39%	35%	54%	39%

Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. 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? The community board effectively advocates on behalf of their community. Base size n=434 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

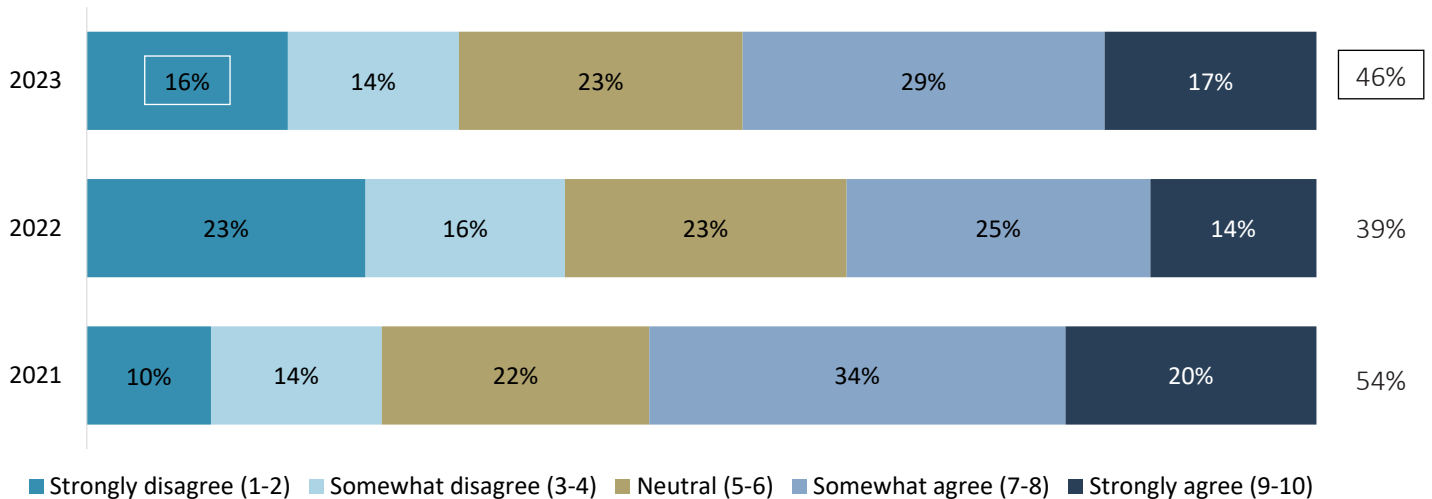
COMMUNITY ENGAGEMENT AND COUNCIL DECISION-MAKING

In 2023, the data shows that 46% of respondents agreed (somewhat or strongly) that they could easily contact a Council member to raise an issue or problem, with 29% somewhat agreeing and 17% strongly agreeing. This represents a significant increase from 2022, when 39% agreed (25% somewhat, 14% strongly), but a decrease from 2021 when 54% agreed (34% somewhat, 20% strongly).

Conversely, 30% of respondents in 2023 disagreed (either somewhat or strongly) that they could easily contact a Council member, with 14% somewhat disagreeing and 16% strongly disagreeing. This is a decrease from 2022, when 39% disagreed (16% somewhat, 23% strongly), but an increase from 2021 when 24% disagreed (14% somewhat, 10% strongly).

EASILY CONTACT A COUNCIL MEMBER TO RAISE AN ISSUE OR PROBLEM

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	45%	48%	37%	36% ↓	46%	59% ↑	72% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	53%	41%	47%	49%	46%	67%	33%

Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. 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? You can easily contact a Council member to raise an issue or problem. Base size n=431 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

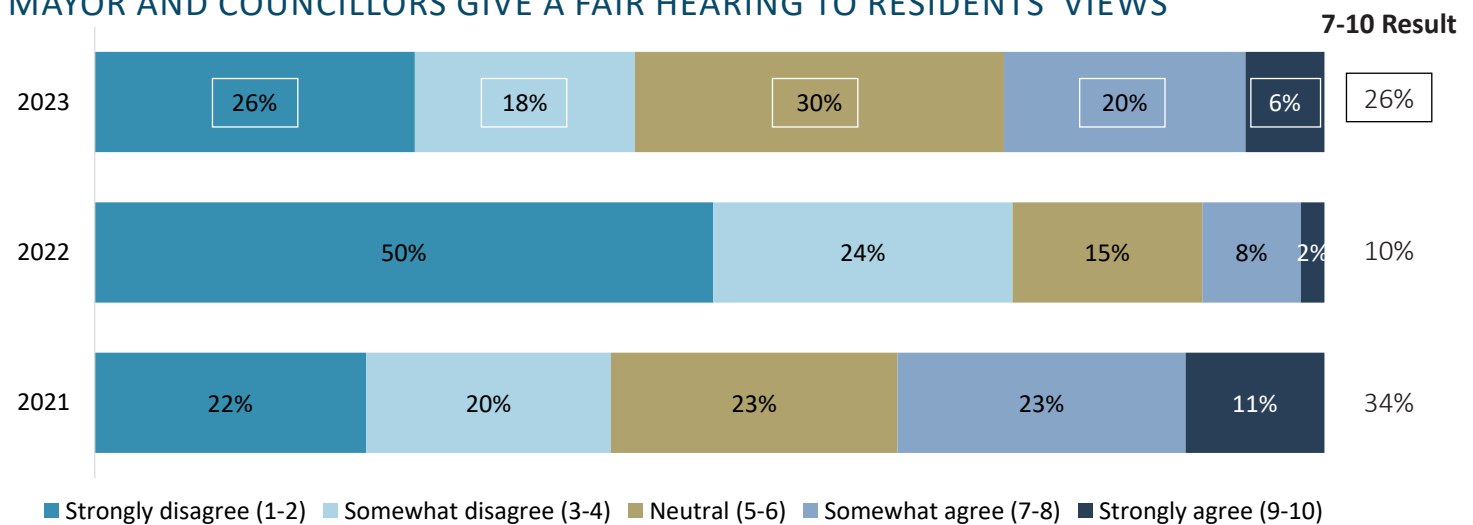
The arrow on the table indicates this result is statistically significantly different from the total level result.

MAYOR AND COUNCILLORS

In 2023, the data shows that 26% of respondents agreed (either somewhat or strongly) that the mayor and Councillors give a fair hearing to residents' views, with 20% somewhat agreeing and 6% strongly agreeing. This represents an increase from 2022, when only 10% agreed (8% somewhat, 2% strongly), but a decrease from 2021 when 34% agreed (23% somewhat, 11% strongly).

Conversely, 44% of respondents in 2023 disagreed (either somewhat or strongly) that the mayor and Councillors give a fair hearing to residents' views, with 18% somewhat disagreeing and 26% strongly disagreeing. This is a decrease from 2022, when 74% disagreed (24% somewhat, 50% strongly), but a small increase from 2021 when 42% disagreed (20% somewhat, 22% strongly).

MAYOR AND COUNCILLORS GIVE A FAIR HEARING TO RESIDENTS' VIEWS



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	27%	26%	13% ↓	19%	24%	41% ↑	48% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	27%	29%	21%	26%	30%	46%	20%

Q.For the next few questions, we would like to ask you about community engagement and Council decision-making processes. 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? Mayor and Councillors give a fair hearing to the residents' views. Base size n=450 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

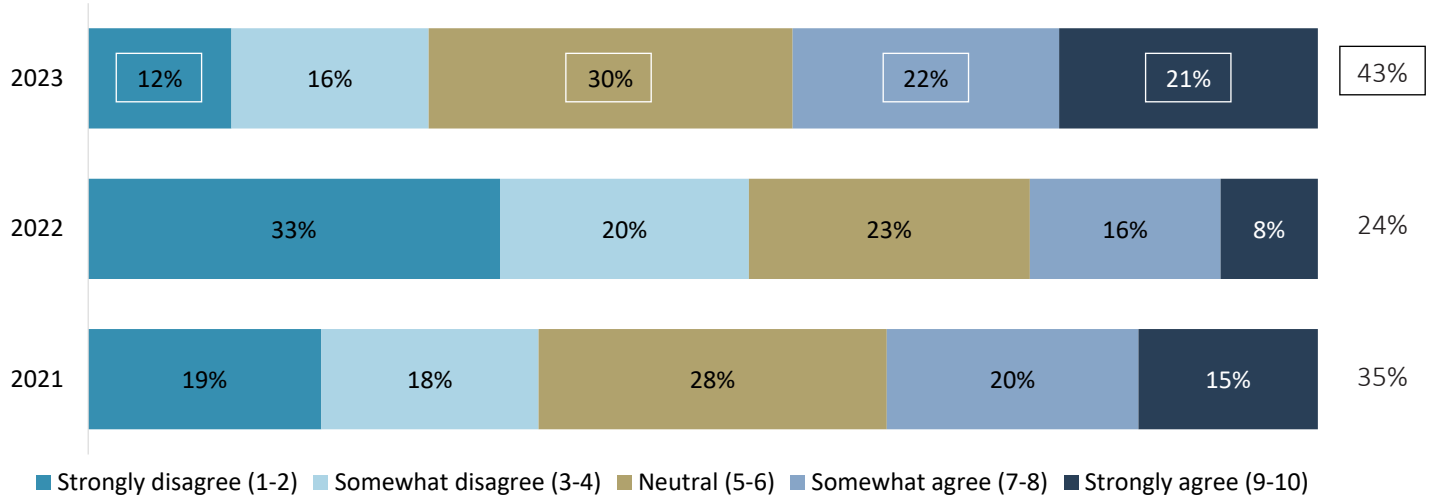
The arrow on the table indicates this result is statistically significantly different from the total level result.

MAYOR AND COUNCILLORS

In 2023, the data shows that 43% of respondents agreed (either somewhat or strongly) that Māori culture and te reo is appropriately recognised and visible in the district, with 22% somewhat agreeing and 21% strongly agreeing. This represents a significant increase from 2022, when only 24% agreed (16% somewhat, 8% strongly), and an increase from 2021 when 35% agreed (20% somewhat, 15% strongly).

Twenty eight percent of respondents in 2023 disagreed (either somewhat or strongly) that Māori culture and te reo is appropriately recognised and visible in the district, with 16% somewhat disagreeing and 12% strongly disagreeing. This is a decrease from 2022, when 53% disagreed (20% somewhat, 33% strongly), and from 2021 when 37% disagreed (18% somewhat, 19% strongly).

MĀORI CULTURE AND TE REO IS APPROPRIATELY RECOGNISED AND VISIBLE IN THE DISTRICT 7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	45%	41%	24% ↓	35%	47%	58% ↑	61%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	45%	44%	39%	26%	30%	46%	20%

Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. 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? Māori culture and te reo is appropriately recognised and visible in the district. Base size n=442 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

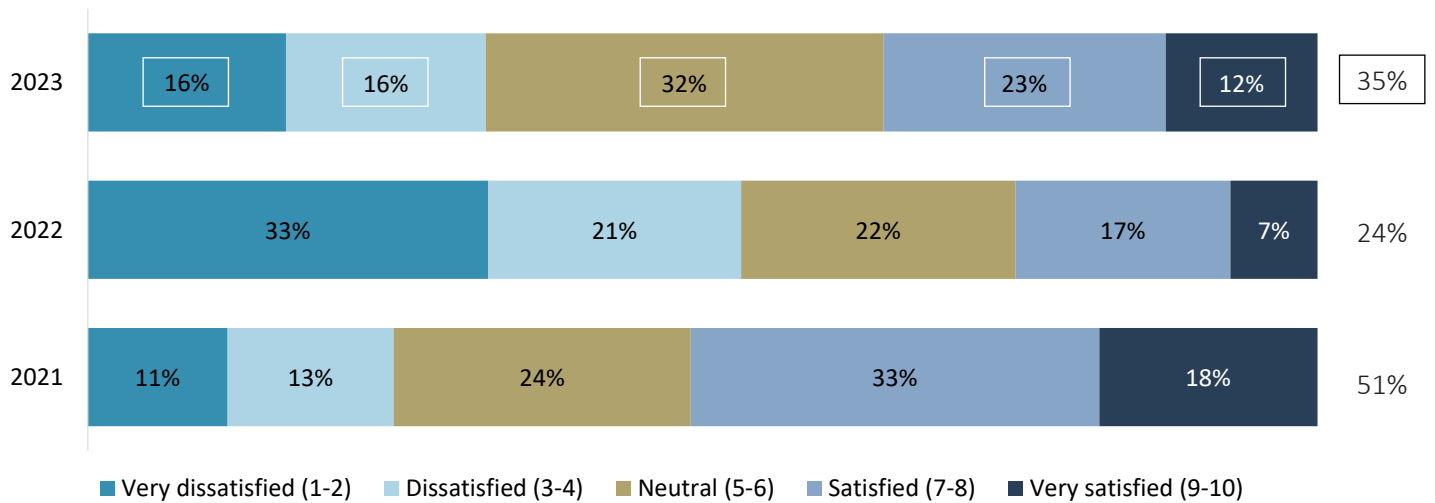
MAYOR AND COUNCILLORS

In 2023, the combined percentage of respondents who reported being satisfied or very satisfied with the accessibility of the mayor and Councillors was 35% (23% satisfied, 12% very satisfied). This is a significant increase from 2022, when the total satisfaction was 24% (17% satisfied, 7% very satisfied), but a decrease from 2021, when it was 51% (33% satisfied, 18% very satisfied).

On the other hand, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with the accessibility of the mayor and Councillors in 2023 was 32% (16% dissatisfied, 16% very dissatisfied). This is a decrease from 2022, when the total dissatisfaction was 54% (21% dissatisfied, 33% very dissatisfied), but an increase from 2021, when it was 24% (13% dissatisfied, 11% very dissatisfied).

ACCESSIBILITY OF THE MAYOR AND COUNCILLORS

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	34%	36%	23%	21% ↓	34%	57% ↑	44%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	38%	39%	28% ↓	36%	45%	49%	28%

Q.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... Accessibility of the Mayor and Councillors. Base size n=422 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

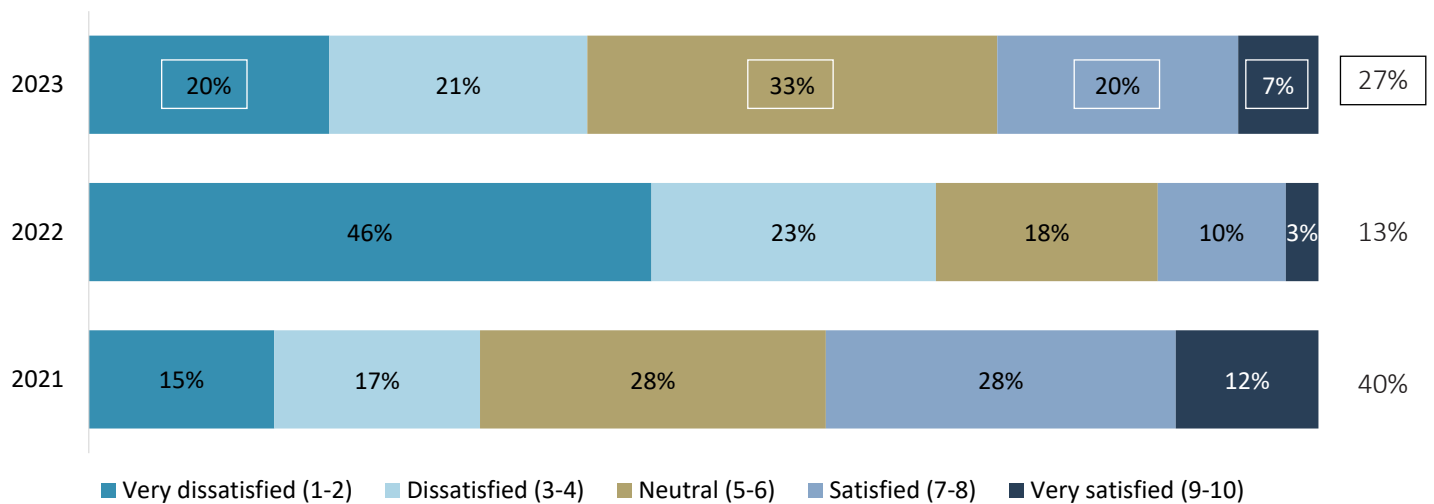
MAYOR AND COUNCILLORS

In 2023, the combined percentage of respondents who reported being satisfied or very satisfied with the advocacy and leadership of the mayor and Councillors was 27% (20% satisfied, 7% very satisfied). This is a significant increase from 2022, when the total satisfaction was 13% (10% satisfied, 3% very satisfied), but a decrease from 2021, when it was 40% (28% satisfied, 12% very satisfied).

On the other hand, the total percentage of respondents who expressed dissatisfaction or extreme dissatisfaction with the advocacy and leadership of the mayor and Councillors in 2023 was 41% (21% dissatisfied, 20% very dissatisfied). This is a decrease from 2022, when the total dissatisfaction was 69% (23% dissatisfied, 46% very dissatisfied), but an increase from 2021, when it was 32% (17% dissatisfied, 15% very dissatisfied).

ADVOCACY AND LEADERSHIP OF THE MAYOR AND COUNCILLORS

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	26%	27%	15%	13% ↓	27%	43% ↑	39%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	29%	29%	21%	26%	22%	12%	27%

Q.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... Advocacy and leadership of the Mayor and Councillors. Base size n=448 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

GOVERNANCE, LEADERSHIP, AND ADVOCACY SUMMARY

The survey results reveal a significant shift in public sentiment regarding the opportunities for community participation in decision-making processes and the effectiveness of the community board's advocacy. While there was a slight increase in agreement that there were adequate opportunities for participation and that the community board effectively advocates on behalf of the community, there was also a noticeable increase in disagreement with these measures, suggesting a growing divide in public opinion on these matters.

Furthermore, the survey results indicate a decrease in satisfaction with the accessibility and leadership of the mayor and Councillors. Despite a slight recovery in 2023, the overall trend shows a decrease in satisfaction and an increase in dissatisfaction over the three-year period. The data also shows a significant shift in sentiment regarding the recognition and visibility of Māori culture and te reo in the district, with a decrease in agreement and an increase in disagreement over the three-year period. This indicates a growing concern about the representation of Māori culture and language in the community.

Discussion of the main concerns about governance, leadership, and advocacy are shown below. Comments from within the survey have been included to highlight the sentiment on these themes.

LACK OF TRANSPARENCY AND ENGAGEMENT

Many respondents expressed frustration with the perceived lack of transparency and engagement from the Council. They feel that their views are not taken into account and that the Council does not always communicate or consult with them.

"'Consultation' with the public appears not to result in changes to Council plans"

"There are so-called opportunities to engage but no notice is taken. It's just lip service."

CONCERNS ABOUT RATE INCREASES

A significant concern among respondents is the increase in rates, which they feel is not justified by the services they receive. They express frustration and dissatisfaction with

the Council for these increases, especially when they do not perceive a corresponding improvement in services.

"29% rate rise! Where is the advocacy? You should be ashamed. We get absolutely nothing"

POOR COMMUNICATION AND RESPONSIVENESS

Respondents expressed dissatisfaction with the Council's communication and responsiveness. They report difficulty in contacting Council members and receiving responses to their queries or concerns.

"While you can contact Council staff and Councillors, getting a reply is a totally different matter"

LEADERSHIP AND GOVERNANCE CONCERNS

This theme reflects concerns about the leadership and governance of the Council. Respondents feel that the Council is not effectively addressing the community's needs and concerns. There are also concerns about the Council's decision-making process, with some comments suggesting a lack of robust questioning and accountability.

"You get the impression there's too much comfort between governance and management and not enough tough questioning."

PERCEIVED INEQUALITY AMONG LOCAL AREAS AND NEED FOR GREATER RECOGNITION OF INDIGENOUS HISTORY AND CULTURE

Some respondents expressed a perceived imbalance in the distribution of resources and attention among different local areas. They feel that their areas are being neglected or overlooked, while other areas receive more investment and attention. Additionally, some respondents expressed a desire for greater recognition of te ao Māori in Council decisions. They feel that the Council could do more to acknowledge and respect Māori history and culture.

"Please listen to Featherston locals. We feel we don't get a voice and Featherston always misses out"

"Greater recognition of te ao Māori should be encouraged. Open debate about the name 'Greytown' I think would be timely - George Grey was hardly someone to be admired. Te Hupenui should be given more prominence."

IMAGE AND REPUTATION



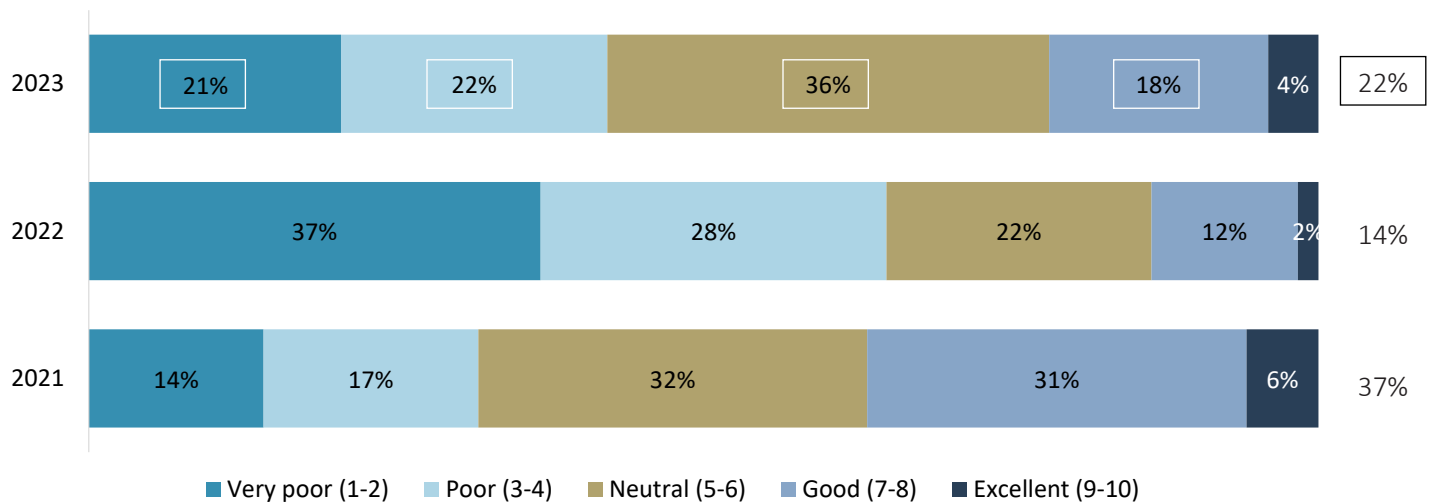
LEADERSHIP AND DECISION MAKING

In 2023, the data shows that 22% of respondents rated the leadership and performance as good or excellent (18% good, 4% excellent). This is a significant increase from 2022, when only 14% gave a good or excellent rating (12% good, 2% excellent), but a significant decrease from 2021 when 37% rated it as good or excellent (31% good, 6% excellent).

Conversely, 43% of respondents in 2023 rated the leadership and performance as poor or very poor (22% poor, 21% very poor). This is a significant decrease from 2022, when 65% gave a poor or very poor rating (28% poor, 37% very poor), but an increase from 2021 when 31% rated it as poor or very poor (17% poor, 14% very poor).

LEADERSHIP AND PERFORMANCE

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Good and excellent result	20%	24%	26%	10% ↓	18%	34% ↑	37% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Good and excellent result	30% ↑	19%	17%	21%	20%	23%	22%

Q.The next few questions are about the image and reputation of the South Wairarapa District Council. For these questions we'll use a 1-10 scale where 1 means 'very poor' and 10 means 'excellent'. 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? Base size n=546

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

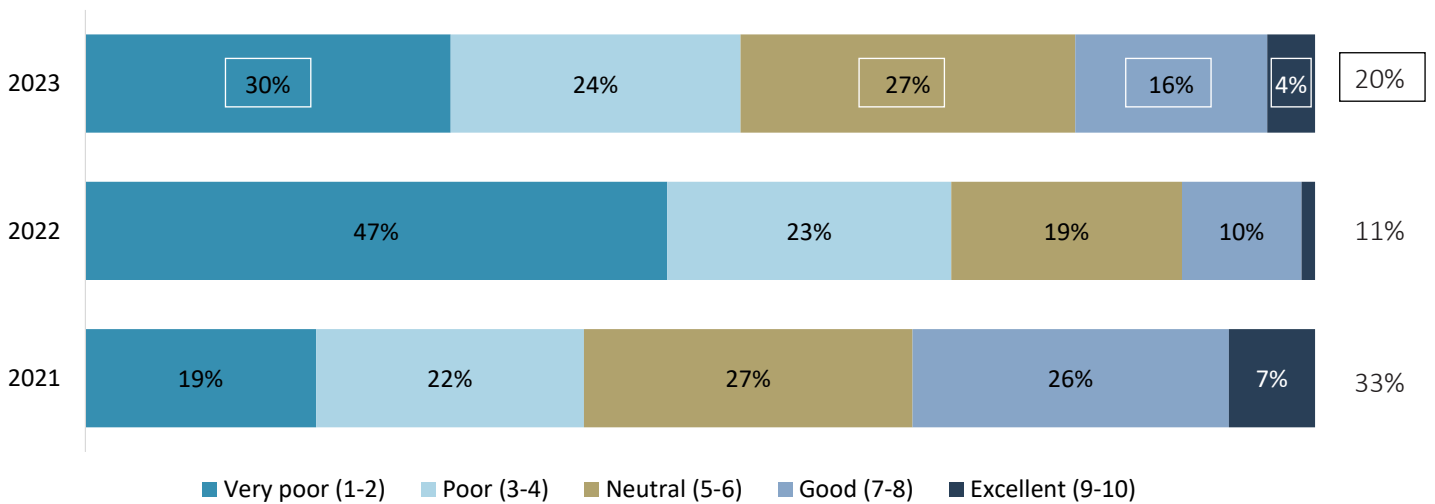
LEADERSHIP AND DECISION MAKING

In 2023, the data shows that 20% of respondents rated the Council as being open and transparent as good or excellent (16% good, 4% excellent). This is a significant increase from 2022, when only 11% gave a good or excellent rating (10% good, 1% excellent), but a significant decrease from 2021 when 33% rated it as good or excellent (26% good, 7% excellent).

Conversely, 54% of respondents in 2023 rated the Council's openness and transparency as poor or very poor (24% poor, 30% very poor). This is a decrease from 2022, when 70% gave a poor or very poor rating (23% poor, 47% very poor), but an increase from 2021 when 41% rated it as poor or very poor (22% poor, 19% very poor).

OPEN AND TRANSPARENT/ TRUST

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Good and excellent result	20%	19%	20%	10% ↓	16%	30% ↑	35% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Good and excellent result	24%	17%	18%	19%	20%	27%	20%

Q.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? Base size n=536

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

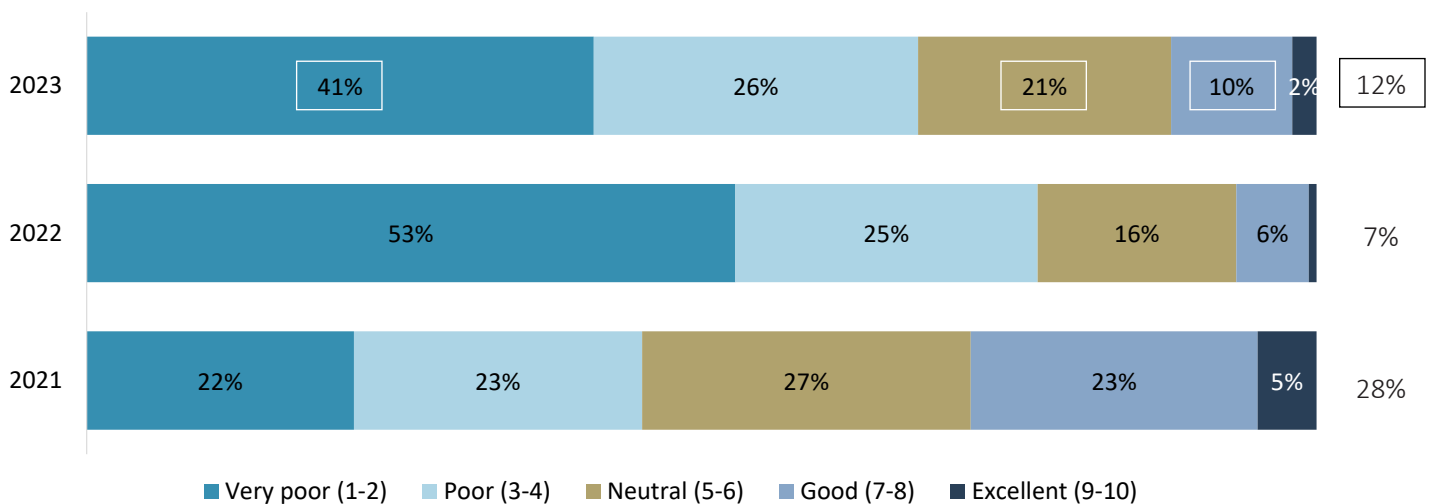
COUNCIL'S REPUTATION

In 2023, the data reveals that 12% of respondents rated the financial management at the Council as good or excellent (10% good, 2% excellent). This is a significant increase from 2022, when only 7% gave a good or excellent rating (6% good, 1% excellent), but a decrease from 2021 when 28% rated it as good or excellent (23% good, 5% excellent).

Conversely, 67% of respondents in 2023 rated the Council's financial management as poor or very poor (26% poor, 41% very poor). This is a decrease from 2022, when a substantial 78% gave a poor or very poor rating (25% poor, 53% very poor), but an increase from 2021 when 45% rated it as poor or very poor (23% poor, 22% very poor).

FINANCIAL MANAGEMENT

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Good and excellent result	10%	14%	5%	10%	12%	17% ↑	17%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Good and excellent result	14%	11%	10%	12%	7%	27%	16%

Q. 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? Base size n=514

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

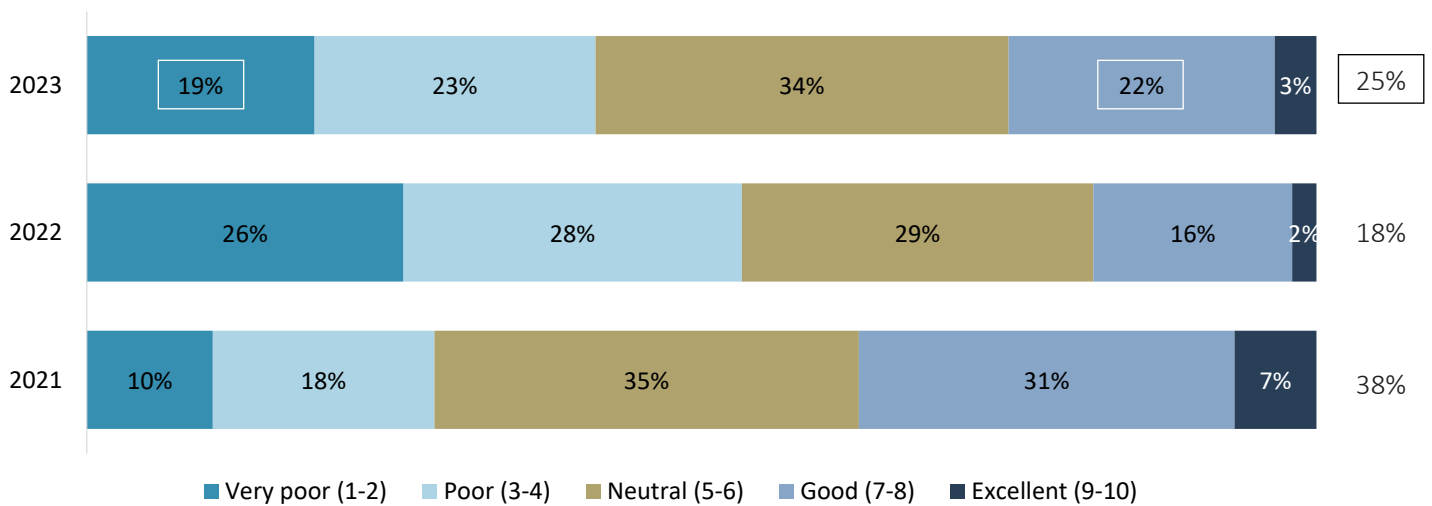
COUNCIL'S REPUTATION

In 2023, the data shows that 25% of respondents rated the quality of services the Council provides as good or excellent (22% good, 3% excellent). This is a significant increase from 2022, when only 18% gave a good or excellent rating (16% good, 2% excellent), but a decrease from 2021 when 38% rated it as good or excellent (31% good, 7% excellent).

Conversely, 42% of respondents in 2023 rated the quality of services the Council provides as poor or very poor (23% poor, 19% very poor). This is a decrease from 2022, when 54% gave a poor or very poor rating (28% poor, 26% very poor), but an increase from 2021 when 28% rated it as poor or very poor (18% poor, 10% very poor).

QUALITY OF SERVICES

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Good and excellent result	26%	24%	26%	19%	19% ↓	39% ↑	28%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Good and excellent result	29%	25%	22%	25%	19%	39%	27%

Q. 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? Base size n=562

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

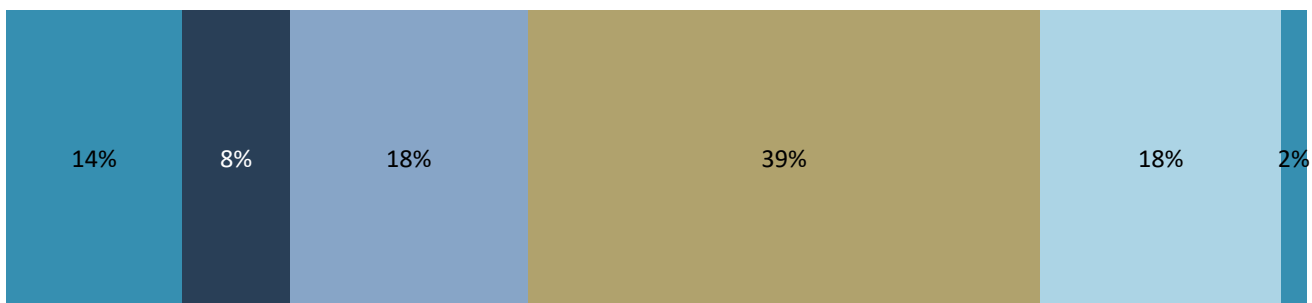
The arrow on the table indicates this result is statistically significantly different from the total level result.

COUNCIL'S REPUTATION

A combined total of 20% of respondents believe that the Council's reputation has improved, with 18% stating it has gotten better and 2% stating it has gotten much better.

On the other hand, a combined total of 26% of respondents believe that the Council's reputation has deteriorated, with 18% stating it has gotten worse and 8% stating it has gotten much worse.

REPUTATION



■ Don't know ■ Much worse ■ Worse ■ The same ■ Better ■ Much better

DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Better and much better result	20%	21%	14%	12% ↓	22%	31% ↑	29%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Better and much better result	20%	20%	21%	21%	28%	21%	19%

Q. And overall, would you say Council's reputation is better, worse, or the same as last year? Base size n=600
The arrow on the table indicates this result is statistically significantly different from the total level result.

IMAGE AND REPUTATION SUMMARY

The survey results reveal a significant shift in public sentiment regarding the leadership and performance of the Council, its openness and transparency, financial management, and the quality of services provided. While there was a slight increase in positive ratings for these aspects in 2023 compared to 2022, the overall trend from 2021 to 2023 shows a decrease in positive ratings and an increase in negative ratings. This suggests a growing dissatisfaction among the public with the Council's performance in these areas.

Furthermore, the survey data indicates a more negative perception of the Council's reputation. More respondents believe that the Council's reputation has deteriorated rather than improved. This suggests that the Council may need to take steps to improve its public image and address the concerns raised by the public in these areas.

Discussion of the main concerns about image and reputation are shown below. Comments from within the survey have been included to highlight the sentiment on these themes.

RATES AND FINANCIAL MANAGEMENT

Many respondents expressed dissatisfaction with the Council's handling of rates, particularly for rural areas and lifestyle block owners. They felt that rate increases were not justified by the services provided and perceived a lack of transparency in financial management.

"The Council increasing rates for people with lifestyle blocks by 30% and people that live in town by 11% is shocking. Our rates must be among the highest in the country. Another big increase on its way. Please no more vanity projects. Just basic infrastructure until we can balance the books."

INFRASTRUCTURE AND SERVICES

There were numerous comments about the Council's management of infrastructure, particularly in relation to sewerage and water, and road maintenance. Respondents felt that the Council was not adequately addressing these fundamental needs.

"The wastewater situation is totally unacceptable, it displays very poor management over a long period of time. We had water issues, now we have sewer issues - these are fundamental rights. Also there is no town expansion vision. It's all very well having fluffy feel good things but if you cant get the basics right, it's useless."

COMMUNICATION AND TRANSPARENCY

Respondents expressed a desire for more transparency and better communication from the Council. They felt that decisions were made without sufficient consultation or explanation, leading to a reduction in trust in the Council.

"Many residents have lost faith in the Council. Poor communication and it seems as though they are forever working against its community (rate rise as an example). The Council needs to listen to the ratepayers and act accordingly. Rural ratepayers get a bad run, the highest proposed increase for little of no return/value."

REPUTATION AND IMAGE

The Council's reputation and image were seen as poor, with respondents feeling that past mistakes and poor decision-making had tarnished the Council's standing in the community. Some respondents felt that the Council was more focused on image than on effective service delivery.

"The image and reputation of the current Council are marred by the failure of promises made in the last election. People are cynical."

IMAGE AND REPUTATION SUMMARY

TOWN DEVELOPMENT AND EQUITY

Respondents felt that certain towns, particularly Featherston, were being neglected in terms of development and services. There was a perception that the Council was not equitable in its distribution of resources and attention across the district. Despite the criticisms, some respondents acknowledge improvements under the new leadership.

“Featherston seems to be the poorer of the three, Councils money goes to the other two and we don’t get enough. Featherston seems to be at the bottom of the pile when things need to be done...It is improving under the new leadership. I hope that it improves even further.”

COUNCIL STAFF PERFORMANCE

There were several comments about the performance of individual Council staff members. While some respondents had positive experiences, others felt that staff could be dismissive or unresponsive to their concerns.

“Attitude of Council staff can often be dismissive and is often a point of discussion with ratepayers having experienced similar responses which does nothing to improve image or reputation.”

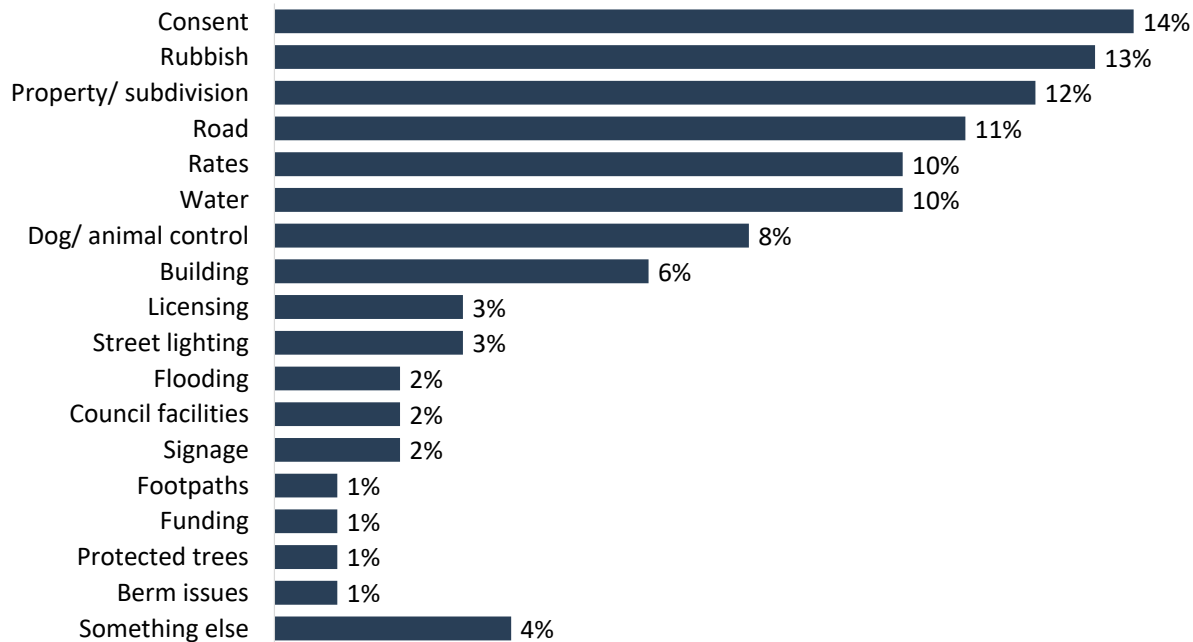
INTERACTIONS WITH COUNCIL



INTERACTIONS WITH COUNCIL

Forty-two percent of respondents have had an interaction with Council in the past year. The most common reason for interaction was related to consent matters, accounting for 14% of all interactions. This was closely followed by rubbish related issues at 13%, and property/subdivision concerns at 12%.

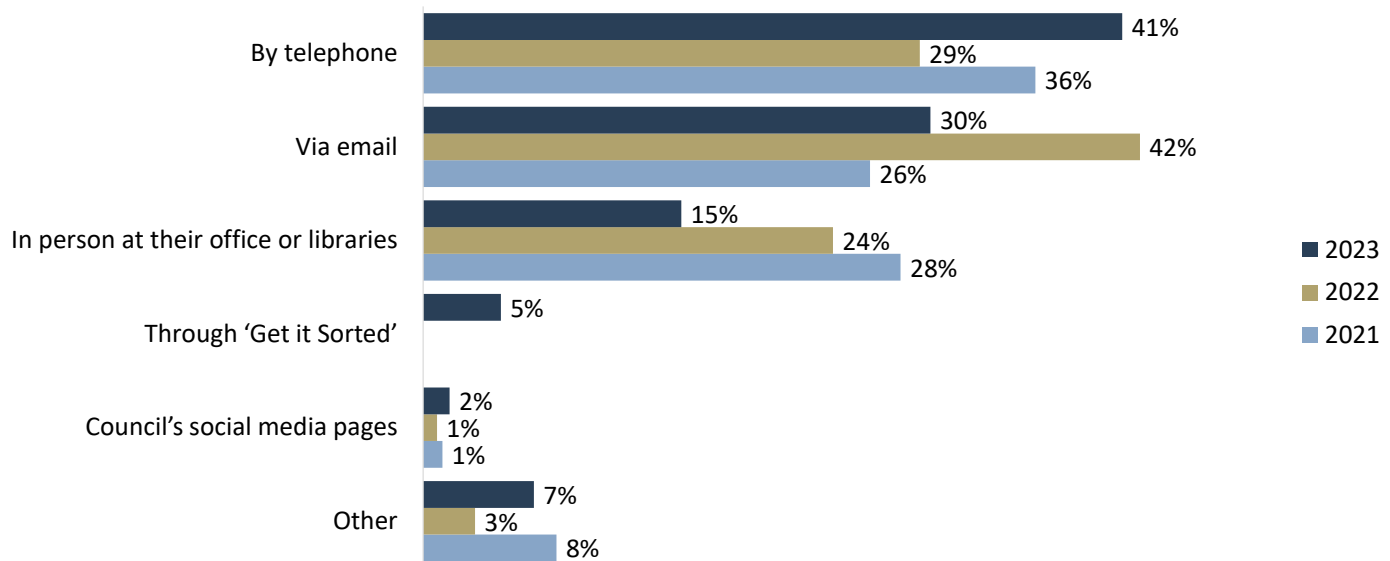
ENQUIRY



INTERACTIONS WITH COUNCIL

In 2023, the most common method of contact was by telephone, accounting for 41% of all enquiries, an increase from 29% in 2022. This was followed by via email at 30%, a decrease from 42% in 2022. Through 'Get it Sorted' method was used for 5% of enquiries in 2023, but was not measured in the previous years.

METHOD OF CONTACT



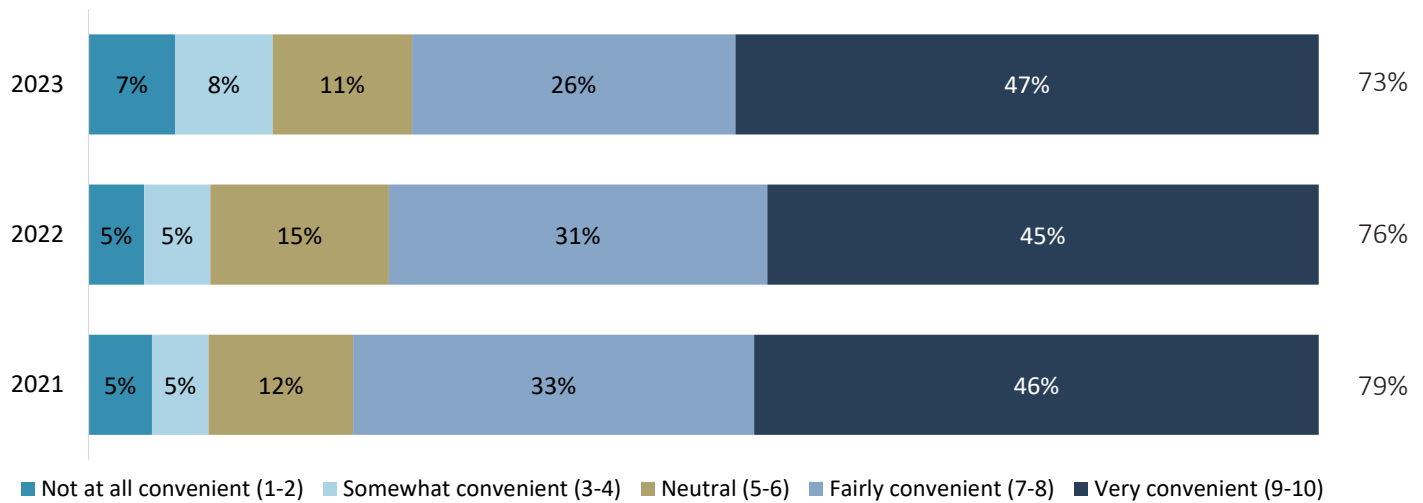
INTERACTIONS WITH COUNCIL

In 2023, a combined total of 73% of respondents found interactions with the Council to be convenient, with 47% finding it very convenient and 26% finding it fairly convenient. This represents a slight increase in the very convenient category (up 2% from 2022) but a decrease in the fairly convenient category (down 5% from 2022).

On the other hand, a combined total of 15% of respondents found interactions with the Council to be inconvenient in 2023, with 7% finding it not at all convenient and 8% finding it somewhat convenient. This represents an increase in both categories from 2022 (up 2% for not at all convenient and up 3% for somewhat convenient).

CONVENIENCE

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Convenient and very convenient result	69%	78%	81%	69%	75%	73%	77%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Convenient and very convenient result	78%	72%	71%	74%	79%	100%	74%

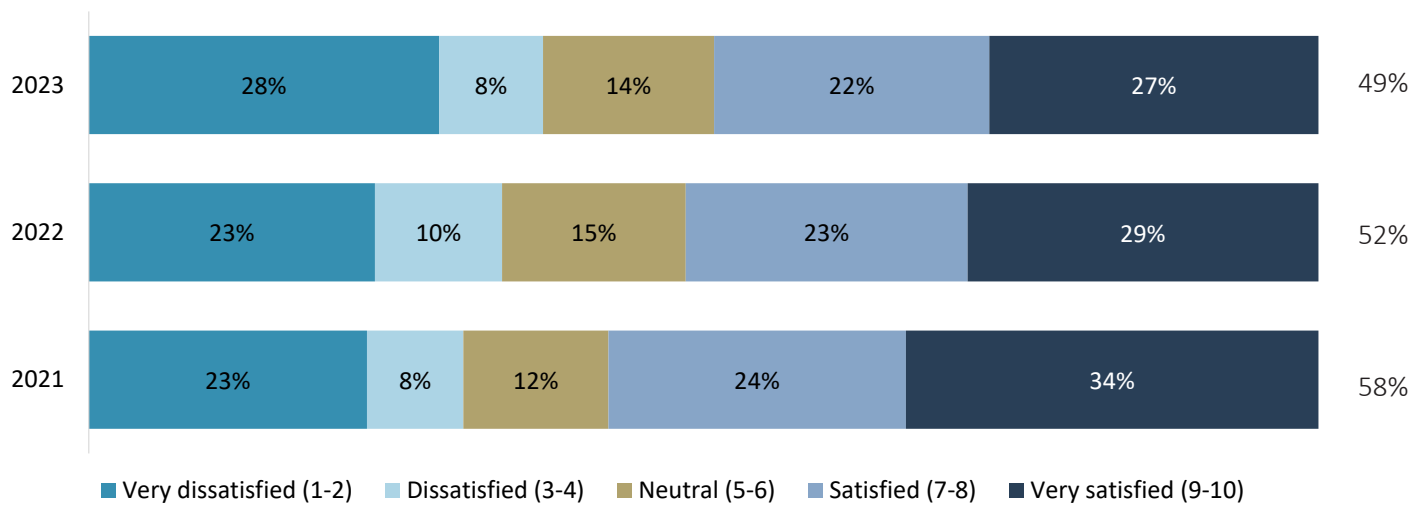
INTERACTIONS WITH COUNCIL

This year, 49% of respondents expressed satisfaction with their interactions with the Council, with 22% being satisfied and 27% being very satisfied. This represents a decrease from the previous years, with 52% expressing satisfaction in 2022 (23% satisfied, 29% very satisfied) and 58% in 2021 (24% satisfied, 34% very satisfied).

On the other hand, 36% of respondents in 2023 were dissatisfied with their interactions, with 28% being very dissatisfied and 8% being dissatisfied. This is an increase 2022, with 33% expressing dissatisfaction (23% very dissatisfied, 10% dissatisfied) and 31% in 2021 (23% very dissatisfied, 8% dissatisfied).

SATISFACTION

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	50%	49%	50%	46%	52%	47%	52%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	50%	46%	51%	50%	73% ↑	65%	33%

Q. 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'. Base size n=260

COMMUNICATION WITH COUNCIL

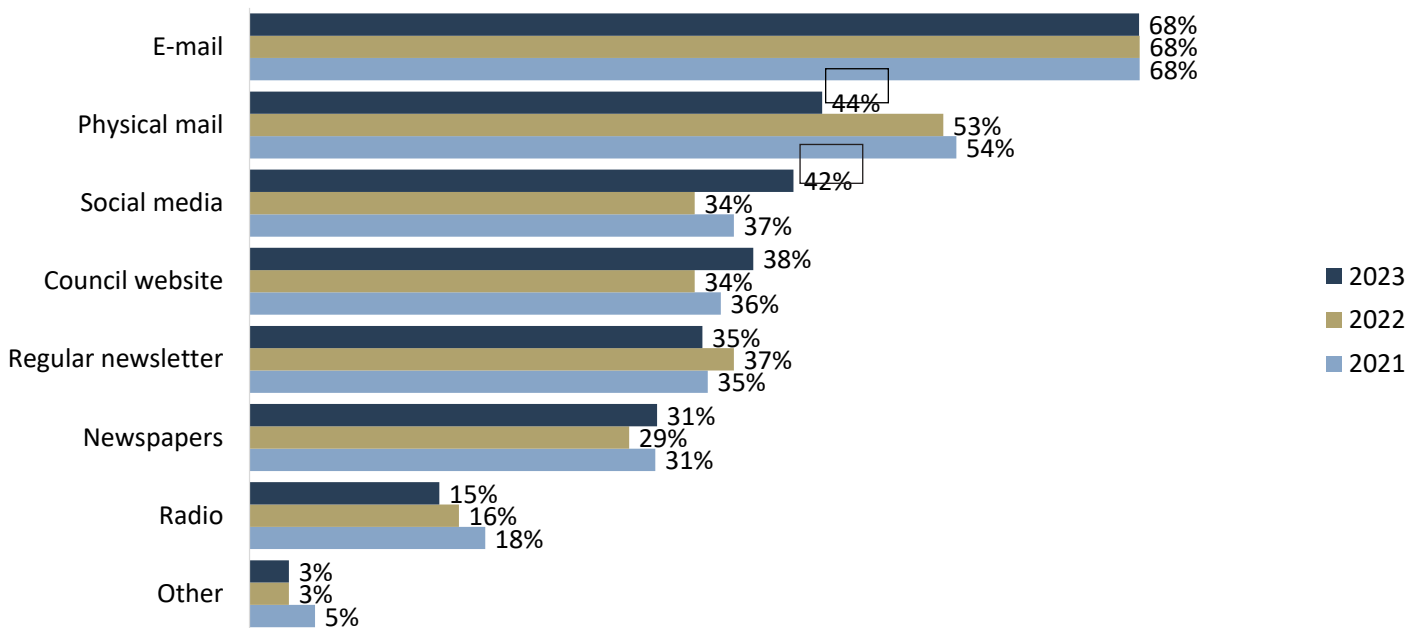
In 2023, the most preferred method of communication was email, with 68% of respondents choosing this method, consistent with the previous two years. Physical mail was preferred by 44% of respondents in 2023, a significant decrease from 53% in 2022 and 54% in 2021. Social media was preferred by 42% of respondents, a significant increase from 34% in 2022.

The Council website was the fourth most preferred method in 2023, chosen by 38% of respondents, an increase from 34% in 2022 and 36% in 2021.

Newspapers and regular newsletter were each chosen by 31% and 35% of respondents respectively in 2023, showing little change from the previous years. Radio was chosen by 15% of respondents in 2023, a slight decrease from 16% in 2022 and 18% in 2021.

Demographic differences are shown overleaf.

COMMUNICATION PREFERENCE



Q. When Council needs to communicate information in regard to their activities, what channel would you prefer, please select all that apply? Base size n=593 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

COMMUNICATION WITH COUNCIL

DEMOGRAPHIC DIFFERENCES

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
E-mail	67%	69%	68%	73%	68%	65%	54%
Physical mail when needed	47%	41%	44%	46%	36% ↓	48%	55%
Social media	36% ↓	47% ↑	63% ↑	52% ↑	42%	20% ↓	12% ↓
Council website	37%	40%	33%	49% ↑	37%	37%	17% ↓
Regular newsletter	37%	33%	23% ↓	24% ↓	41% ↑	44% ↑	48%
Newspapers	31%	31%	26%	22% ↓	33%	41% ↑	41%
Radio	16%	13%	17%	19%	14%	10%	5%
Other	1%	3%	1%	1%	3%	3%	0%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
E-mail	69%	62% ↓	73%	69%	50% ↓	49%	68%
Physical mail when needed	37% ↓	50%	43%	43%	52%	57%	45%
Social media	31% ↓	43%	50% ↑	41%	52%	57%	38%
Council website	33%	43%	38%	37%	44%	87% ↑	44%
Regular newsletter	39%	31%	35%	35%	26%	43%	35%
Newspapers	34%	30%	30%	32%	32%	43%	20% ↓
Radio	12%	14%	17%	15%	12%	13%	10%
Other	2%	2%	2%	2%	2%	0%	4%

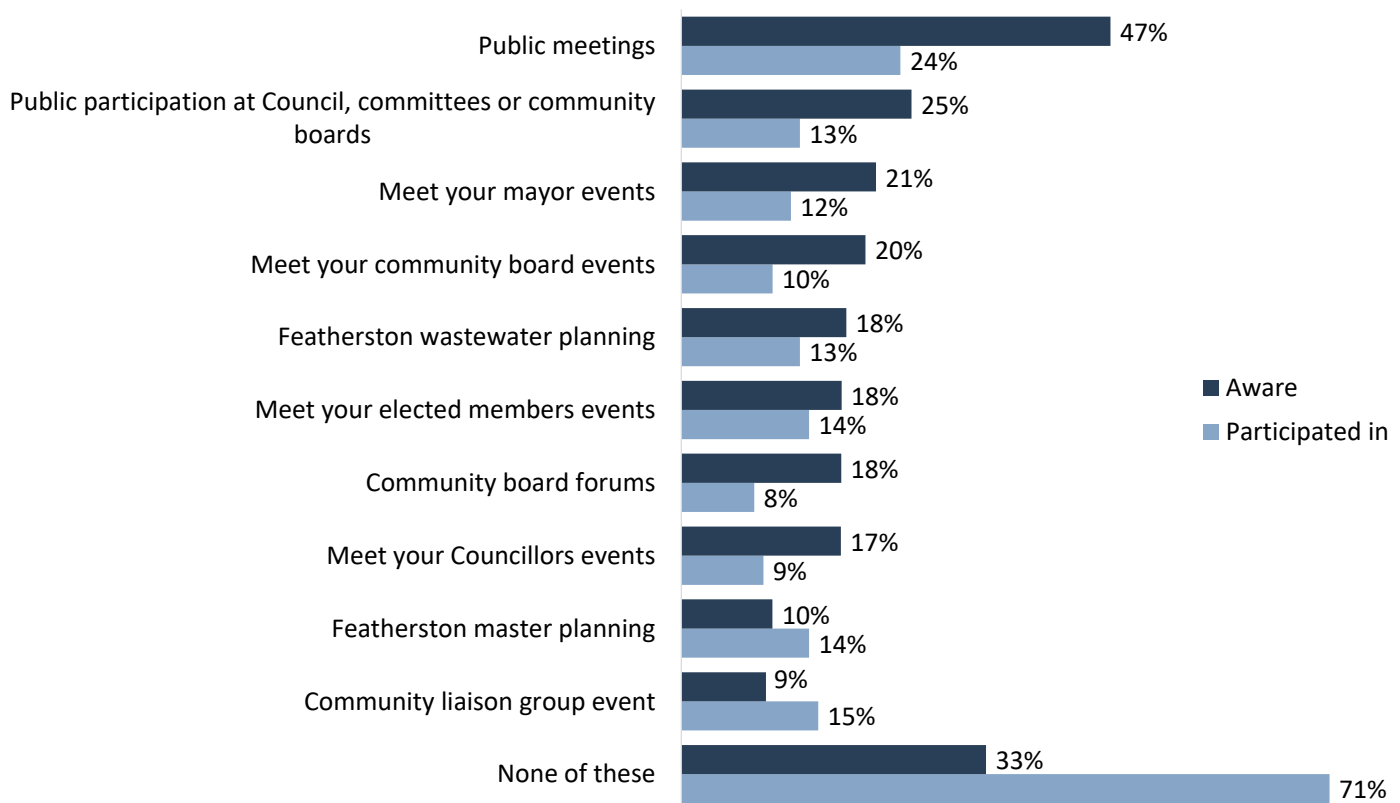
The arrow on the table indicates this result is statistically significantly different from the total level result.

COMMUNICATION WITH COUNCIL

This year respondents were asked about their awareness and participation in Council events. The event with the highest awareness are public meetings (47%), public participation at Council, committees or community boards (25%) and meet your mayor events (21%). In terms of participation, 24% of those aware of public meetings indicated they have participated in them, 15% of those aware of community liaison group events have participated in them, and 14% of those aware of Featherston master planning have participated in them.

Notably, a third (33%) of respondents aren't aware of any of these events and 71% of those who are aware of at least one event haven't participated in any.

AWARENESS OF, AND PARTICIPATION IN, EVENTS



Q.And which of the following are you aware that have occurred in the last 12 months? Base size n=600

Q.And which have you participated in? Base size n=411

INTERACTIONS WITH COUNCIL SUMMARY

The survey results indicate a significant shift in the methods of interaction with the Council, with telephone becoming the most common method of contact in 2023. Despite this change, a majority of respondents continue to find interactions with the Council convenient. There has been a trend of decreasing satisfaction with interactions with the Council over the past three years.

In terms of communication preferences, email remains the most preferred method, with a notable increase in the preference for social media and a decrease in the preference for physical mail. The data also reveals a discrepancy between the awareness and participation levels in various events. While some events have high awareness levels, the participation rates are generally lower.

Discussion of the main concerns about interactions with Council are shown below. Comments from within the survey have been included to highlight the sentiment on these themes.

COMMUNICATION METHODS AND CHANNELS

Many comments indicate dissatisfaction with the Council's communication methods. Respondents feel that the Council does not effectively disseminate information about meetings, events, or significant developments. They suggest that the Council should diversify its communication channels beyond social media and make better use of emails, newsletters, and local radio.

"Too much reliance on Facebook to communicate. Not everyone is on Facebook."

INADEQUATE RESPONSE AND FOLLOW-UP

Respondents express frustration with the Council's perceived lack of responsiveness and follow-up on issues raised. They feel that their concerns are often ignored or not adequately addressed.

"Staff are very pleasant when you phone and make a complaint. It is the follow-up action and subsequent actions to resolve the issues which needs to be addressed."

ACCESSIBILITY AND INCLUSION ISSUES

Respondents express a desire for more accessible and inclusive Council meetings. They suggest that meetings be held at various times and in different formats to accommodate different lifestyles and commitments.

"More notification of meetings. Offer meetings during the day as well as at night, not everyone is comfortable coming out at night."

POSITIVE INTERACTIONS WITH STAFF

Despite the overall negative tone, some respondents share positive experiences with Council staff, particularly receptionists and library staff. They appreciate the helpfulness and pleasant demeanor of these staff members.

"The ladies at reception are always very helpful."

DESIRE FOR DIRECT INVOLVEMENT AND PARTICIPATION

Some respondents express a desire for more direct involvement in Council matters. They want to be consulted on issues that affect them and have their opinions taken into account.

"Having an advocacy approach could facilitate feedback e.g. having the ability to record verbal concerns rather than writing could allow greater feedback from the community. That could be a good use of technology available."

COMMUNICATION WITH COUNCIL



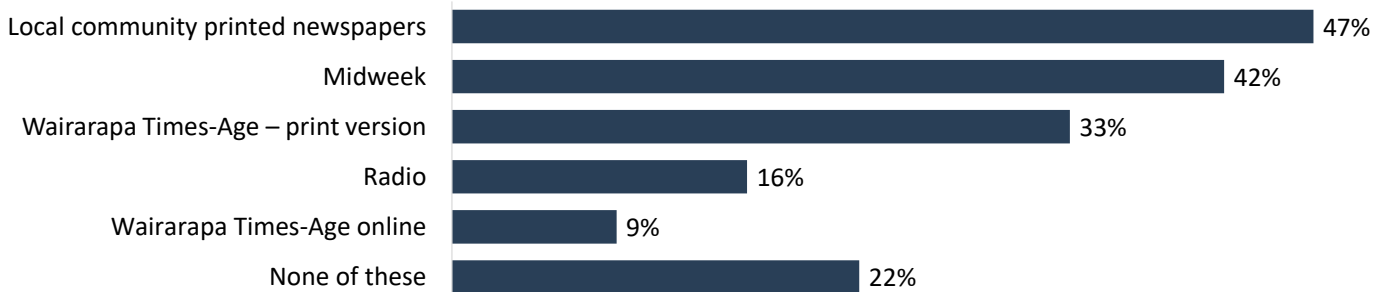
COMMUNICATION PREFERENCE

In terms of traditional media, the most common source of information about Council was through local community printed newspapers, with 47% of respondents using this medium. This was followed by Midweek (42%), Wairarapa Times-Age – print version (33%), and radio (16%).

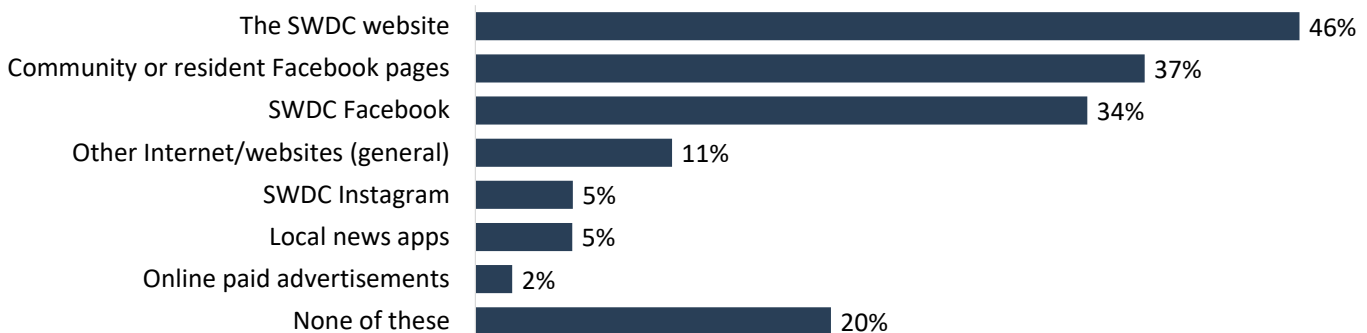
For online sources, the most common source of information was the SWDC website, with 46% of respondents using this medium. This was followed by community or resident Facebook pages (37%), and SWDC Facebook (34%).

When looking at direct from the Council, the most common source of information was rates invoice, with 66% of respondents receiving information this way. This was followed by SWDC flyers in the letterbox (30%), and personal contact with SWDC (13%). However, 18% of respondents indicated that they do not receive any information directly from the Council.

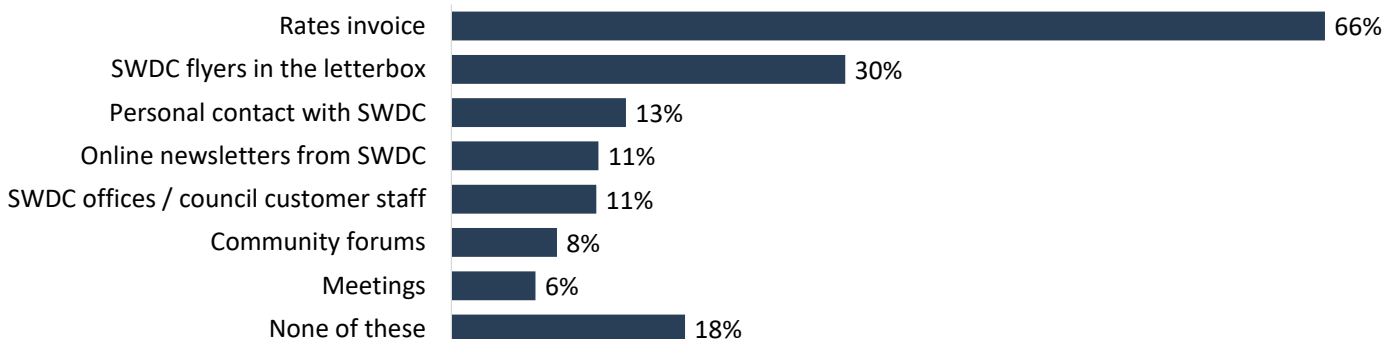
TRADITIONAL MEDIA



ONLINE



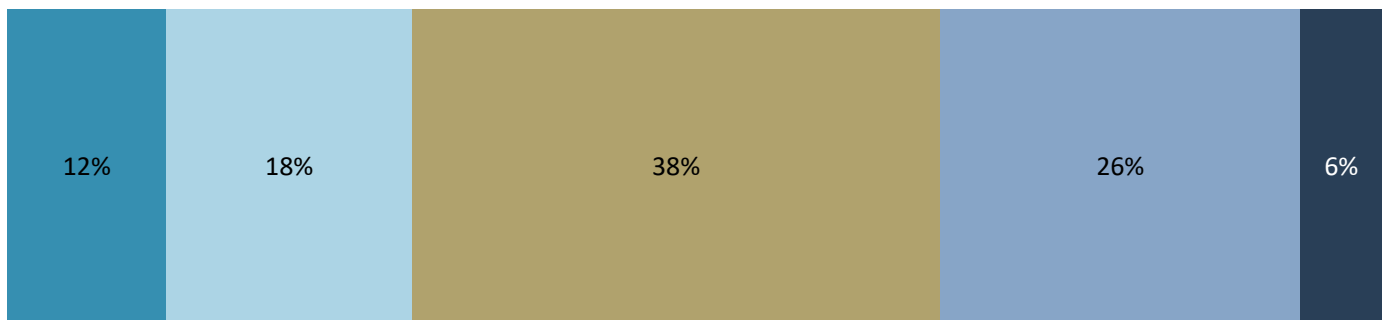
DIRECT FROM SWDC



SATISFACTION WITH INFORMATION

The data shows that when it comes to satisfaction with information from the Council, the responses are quite mixed. A total of 32% of respondents report being satisfied (26%) or very satisfied (6%). However, there is a notable portion of respondents who express dissatisfaction, with 18% being dissatisfied and 12% being very dissatisfied. The largest group, making up 38% of respondents, remain neutral on their satisfaction with the information provided by the Council.

SATISFACTION WITH INFORMATION FROM SWDC



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

DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	32%	32%	24%	26%	31%	42% ↑	52% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	37%	30%	30%	33%	24%	49%	34%

Q.And overall, how satisfied are you with the information you get from South Wairarapa District Council? Base size n=578 (don't know responses removed). The arrow on the table indicates this result is statistically significantly different from the total level result.

COMMUNICATION WITH COUNCIL SUMMARY

The survey results reveal a diverse range of sources through which respondents receive information about the Council, with traditional media, particularly local community printed newspapers, and online platforms, especially the SWDC website, being significant. Direct communication from the Council, primarily through rates invoices, is another common source of information. However, a notable portion of respondents indicated that they do not receive any information directly from the Council. In terms of satisfaction, responses are mixed. While a third of respondents express satisfaction with the information provided by the Council, a substantial portion report dissatisfaction, and the largest group remains neutral.

Discussion of the main concerns about communication with Council are shown below. Comments from within the survey have been included to highlight the sentiment on these themes.

TWO-WAY COMMUNICATION AND TRANSPARENCY

Many comments highlight the importance of having open meetings and real two-way communication between the public and the Council. It is emphasised that communication should not be one-sided or hierarchical, but rather inclusive and interactive.

“It saves problems to have a real two-way communication between public and Council that is an open meeting with the public time to time not just informing the public in a boss to subordinate way...”

EFFECTIVE USE OF DIGITAL PLATFORMS

The use of social media and the Council’s website is praised in some comments, especially in relation to providing timely information during weather events. However, there are also suggestions for improvement, such as more detailed information and real-time updates on road closures.

“The social media pages have been great considering the weather events we have experienced in the past.”

“During the winter, when we need to know if the Waihenga Bridge is closed, we used to have to rely on the Kitchener’s Facebook page. However now the Council website has this information too.”

ADDRESSING SPECIFIC ISSUES AND CONCERNS

Comments highlight the need for better communication regarding specific issues, such as road conditions, resource consents, and flooding. There is a desire for more transparency, information sharing, and proactive communication from the Council.

“Tell us about all significant resource consent applications, even if not notified... All of these I found out about afterwards. Not good enough.”

DIVERSIFICATION OF COMMUNICATION CHANNELS

While some residents prefer traditional methods like mail and local newspapers, there is also a demand for a variety of communication channels, including email newsletters, online updates, and video coverage. The importance of catering to different demographics and preferences is emphasised.

“In this digital age communication is easy. Regular SWDC updates and info direct to my inbox is my preferred option. I do not want to receive updates via social media, or any other printed publications.”

OVERALL PERFORMANCE

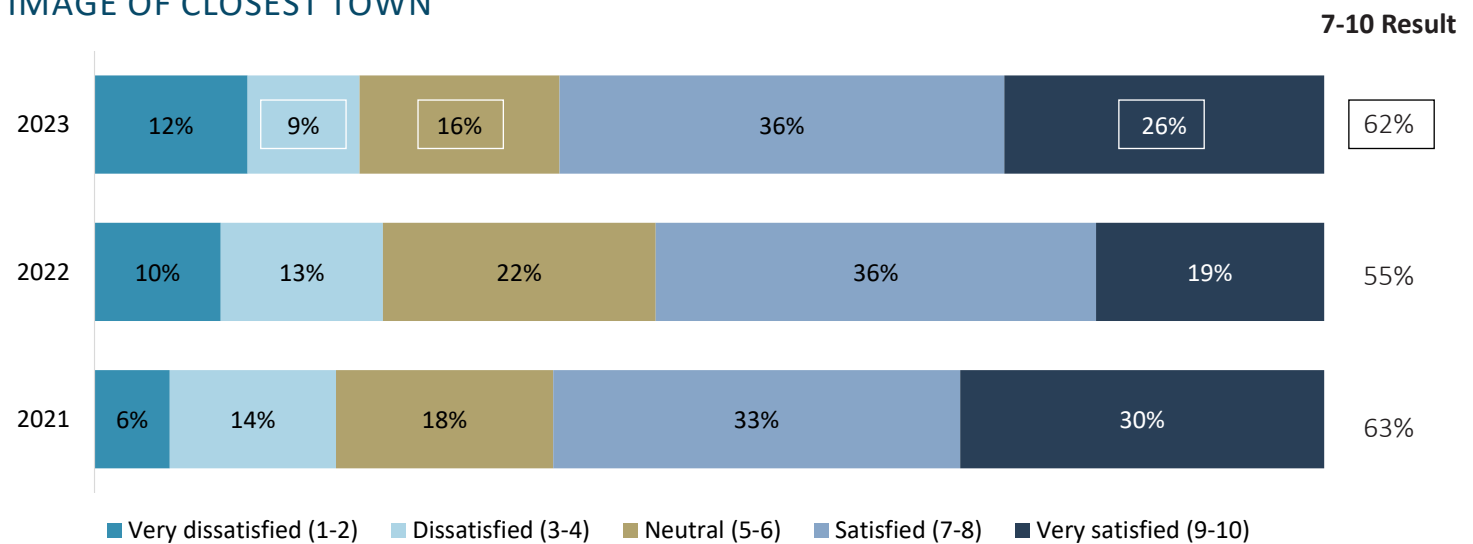


OVERALL PERFORMANCE

In 2023, the image of the closest town was viewed positively by a majority of respondents, with 62% indicating they were either satisfied (36%) or very satisfied (26%). This represents a significant increase in satisfaction compared to 2022, and a slight decrease from 2021's 63%.

However, there remains a proportion of respondents who hold negative views. Specifically, 21% of respondents were either dissatisfied (9%) or very dissatisfied (12%) with the image of their closest town. This is a 2% decrease in dissatisfaction from 2022, but a 1% increase from 2021.

IMAGE OF CLOSEST TOWN



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	61%	63%	62%	50% ↓	65%	71% ↑	67%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	87% ↑	27% ↓	76% ↑	62%	52%	27%	59%

Q. 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? Base size n=546 (don't know responses removed)

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

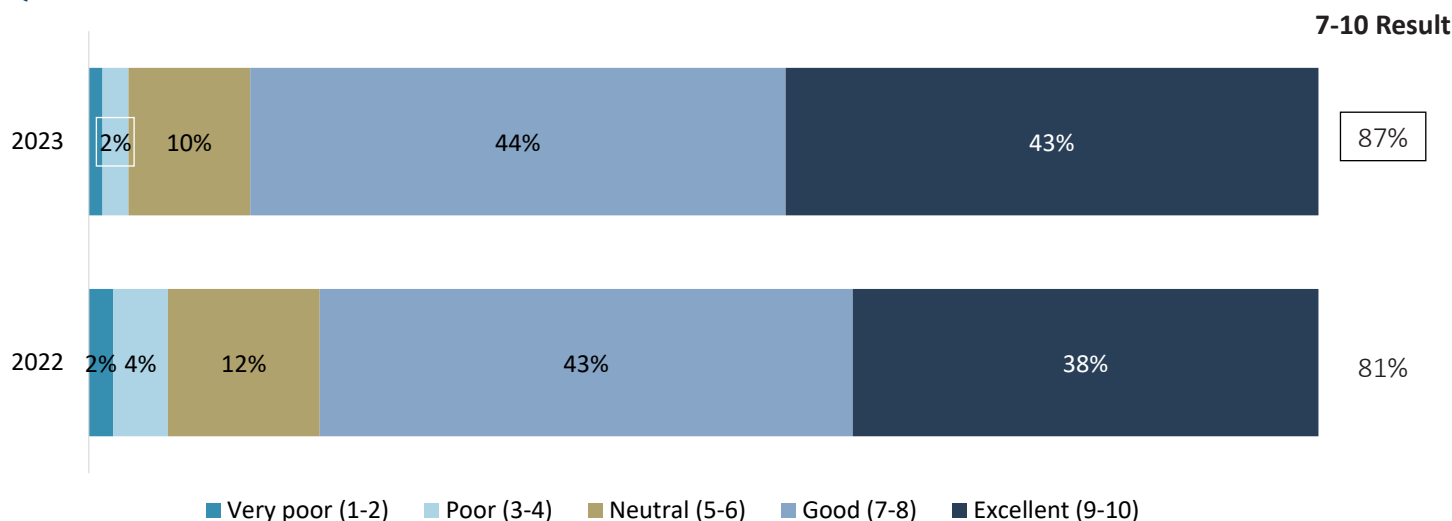
The arrow on the table indicates this result is statistically significantly different from the total level result.

OVERALL PERFORMANCE

In the most recent data, a significant majority of respondents reported a positive quality of life, with 44% rating it as good and 43% rating it as excellent. This means that a total of 87% of respondents view their quality of life positively, a significant increase from last year's result.

A small proportion of respondents expressed a negative view of their quality of life, with 2% rating it as poor and 1% rating it as very poor, this is a decrease from last year's dissatisfied result of 6%.

QUALITY OF LIFE



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Good and excellent result	86%	88%	77% ↓	89%	85%	94% ↑	89%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Good and excellent result	90%	84%	87%	89% ↑	76% ↓	77%	76% ↓

Q. 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? Base size n=592 (don't know responses removed)
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.
 The arrow on the table indicates this result is statistically significantly different from the total level result.

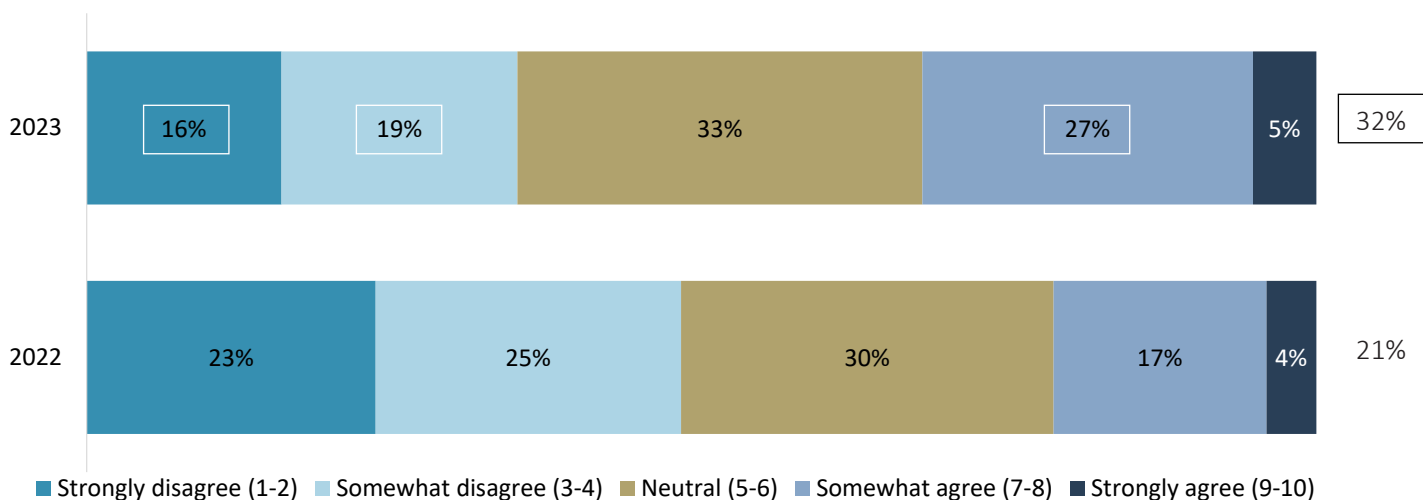
OVERALL PERFORMANCE

In 2023, 32% of respondents expressed agreement that their district is going in the right direction, with 27% somewhat agreeing and 5% strongly agreeing. This year's result is a significant increase from last year's result of 21%

However, 35% of respondents expressed disagreement, with 19% somewhat disagreeing and 16% strongly disagreeing. Overall dissatisfaction has decreased from 48% in 2022.

CONFIDENT DISTRICT IS GOING IN RIGHT DIRECTION

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	31%	33%	31%	20% ↓	28%	48% ↑	49% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	48% ↑	20% ↓	30%	33%	31%	23%	29%

Q. 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. Base size n=562 (don't know responses removed)

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

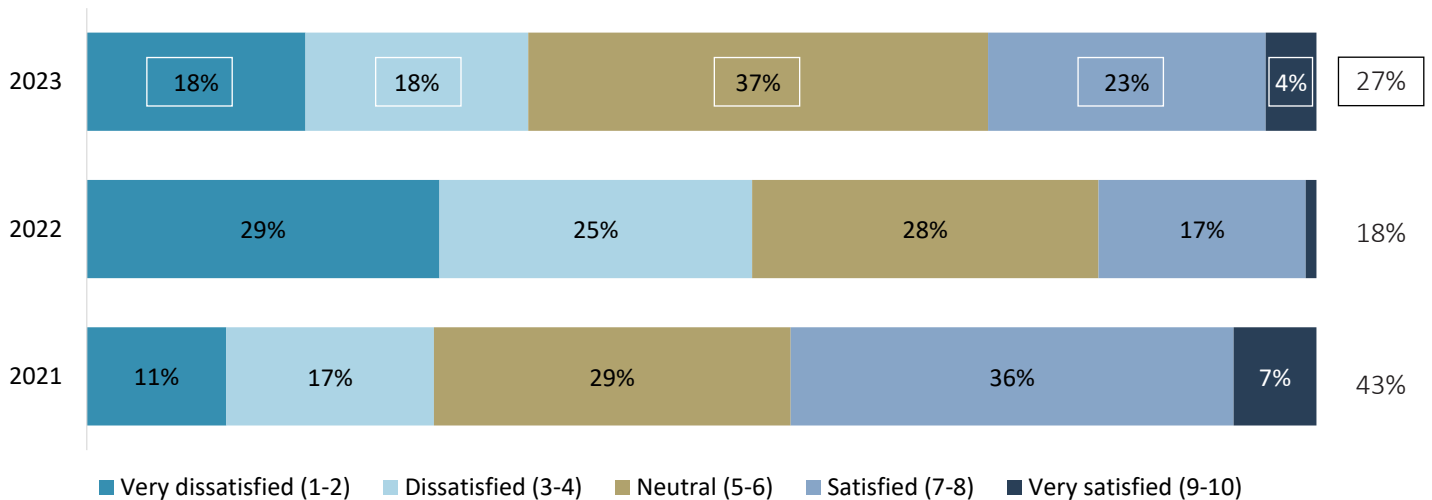
OVERALL PERFORMANCE

In 2023, 27% of respondents reported being satisfied with the Council, with 23% satisfied and 4% very satisfied. This is a significant increase from last year's result of 18% however, it is a decrease from 43% overall satisfaction in 2021.

This year, 36% of respondents expressed dissatisfaction, with 18% being dissatisfied and another 18% being very dissatisfied. Dissatisfaction has decreased from 54% in 2022 however, it has increased from 28% in 2021.

OVERALL SATISFACTION WITH COUNCIL

7-10 Result



DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	27%	27%	21%	15% ↓	22%	43% ↑	57% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	35% ↑	22%	24%	26%	29%	23%	29%

Q. And thinking about everything we have discussed about the Council, how would you rate your overall satisfaction with the South Wairarapa District Council? Base size n=572 (don't know responses removed)

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

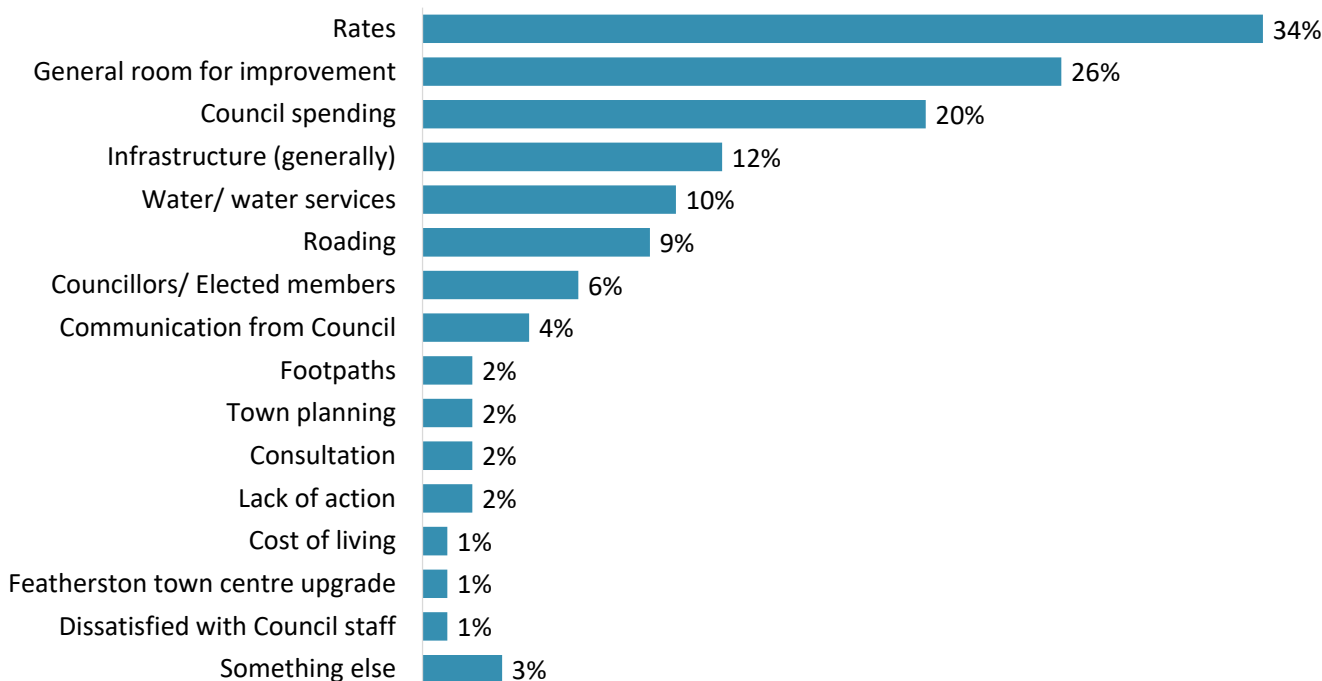
OVERALL PERFORMANCE

The most frequently cited reason for dissatisfaction with Council is rates, with 34% of those who rated their overall satisfaction as very dissatisfied or dissatisfied mentioning this as a reason. This is followed by a general room for improvement, mentioned by 26% of the dissatisfied respondents.

Council spending is another significant area of concern, mentioned by 20% of the dissatisfied respondents. Infrastructure, in general, is a concern for 12% of these respondents, while water services and roading are issues for 10% and 9% respectively.

The performance of Councillors and elected members is a concern for 6% of the dissatisfied respondents. Communication from the Council is another area where improvements could be made, as indicated by 4% of these respondents.

REASONS FOR DISSATISFACTION (1-4 RATING) WITH COUNCIL PERFORMANCE



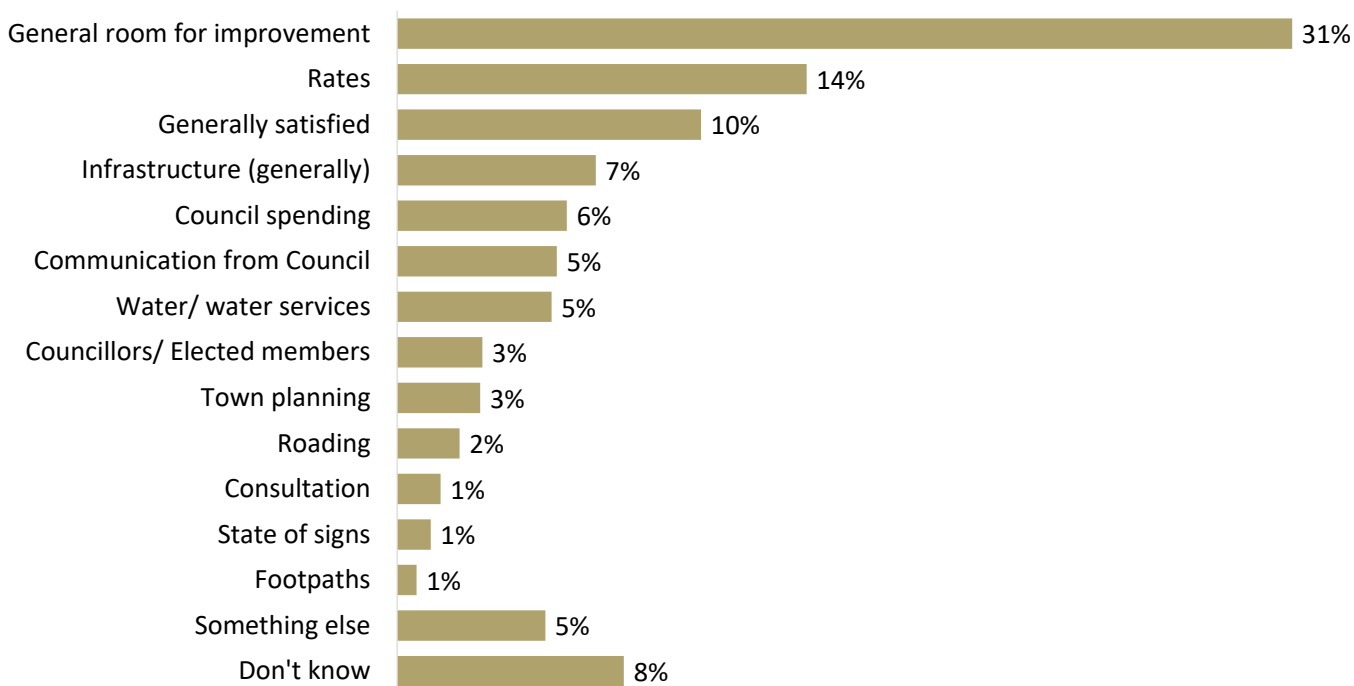
OVERALL PERFORMANCE

The most common reason for a neutral rating with Council’s performance overall, cited by 31% of those who gave a neutral rating, is a general room for improvement. This is followed by rates, which is a concern for 14% of the neutral respondents.

While 10% of these respondents indicate they are generally satisfied, they still hold a neutral stance, suggesting that while they don’t have major issues with the Council, there are areas they believe could be improved.

Infrastructure, in general, is a concern for 7% of the neutral respondents, while Council spending is an issue for 6%. Communication from the Council and water services are both areas of concern for 5% of these respondents.

REASONS FOR NEUTRAL RATING (5-6 RATING) FOR COUNCIL PERFORMANCE



OVERALL PERFORMANCE

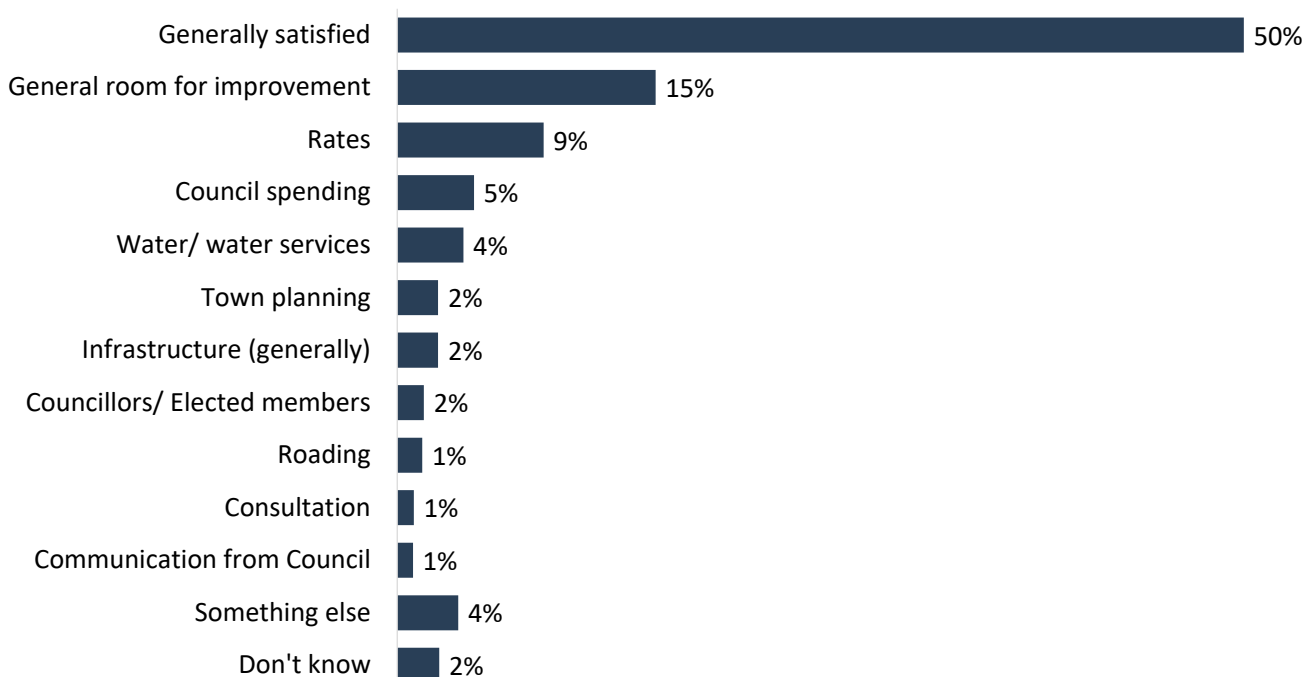
A significant 50% of those who gave a satisfied rating are generally satisfied with the Council's performance, indicating a broad approval of the Council's actions and decisions.

The second most common reason, cited by 15% of the satisfied respondents, is a general room for improvement. This suggests that while these respondents are satisfied overall, they acknowledge that there are areas where the Council could enhance its performance.

Rates are a notable factor for 9% of the satisfied respondents while Council spending is also positively viewed by 5% of these respondents.

Water services and infrastructure, in general, each contribute to the satisfaction of 4% and 2% of these respondents respectively. Councillors and elected members, town planning, and roading each play a role in the satisfaction of 1-2% of these respondents.

REASONS FOR SATISFACTION (7-10 RATING) WITH COUNCIL PERFORMANCE



OVERALL PERFORMANCE SUMMARY

The survey results reveal a mixed perception of the Council and the direction of the district. While there is a significant portion of respondents who express satisfaction with the Council and agree that the district is heading in the right direction, a notable proportion express dissatisfaction and disagreement. Rates, Council spending, and infrastructure are key areas of concern for those dissatisfied, while those satisfied often cite general approval of the Council's actions and decisions. Despite the increase in satisfaction from the previous year, the data suggests that further efforts are needed to address the concerns of those who are dissatisfied and to enhance the overall perception of the Council and the district's direction.

In terms of quality of life and the image of the closest town, the majority of respondents express positive views. Satisfaction with the image of the closest town has seen a year-on-year increase, and a significant majority report a positive quality of life. The data also reveals a trend of increasing satisfaction with the quality of life over the past year, indicating an overall improvement in the perceived quality of life among respondents.

Discussion of the main concerns about overall performance are shown below. Comments from within the survey have been included to highlight the sentiment on these themes.

RATE INCREASES, FINANCIAL MANAGEMENT, AND TRANSPARENCY

The comments express concerns about the increase in rates, mismanagement of funds, and the need for more transparency and accountability in financial decision-making.

"Why are the Council penalising rural rate payers? Our rates have increased 70% in three years because of mismanagement within Council."

INFRASTRUCTURE, BASIC SERVICES, AND ENVIRONMENT

There is a call for prioritizing core services such as water, sewage, roads, footpaths, and lighting. Some comments highlight the poor condition of rural roads and the lack of amenities despite high rates. The importance of

sustainable practices and considering the limited resources of the planet is also mentioned.

"Start providing us with the services we are paying for - get back to basics - we used to tarseal rural roads to improve roading; they now struggle to grade the roads, let alone put any metal on them."

LEADERSHIP, GOVERNANCE, AND COMMUNICATION:

Several comments criticise the Council's leadership, concerns about staffing levels and salaries, and calls for better decision-making, transparency, and engagement with the community. Improved communication through social media, email, and regular updates is also emphasised.

"Remind them that they are elected to serve their employees, the ratepayer, and not believing that the ratepayers are there to serve them."

COMMUNITY ENGAGEMENT AND CONSULTATION

The need for improved communication, more community consultation, and better responsiveness to ratepayers' concerns is highlighted in the comments.

"I'm sure it's a tough job - thanks for your work. It would be great to have more updates on social media and email. The rates seem very high, and would love to know more about why."

COMMUNITY PRIDE AND IMPROVEMENT

Some comments express a desire for the Council to take actions that improve the overall appearance and livability of the community, including maintaining cleanliness in public spaces, addressing graffiti, and investing in the beautification of certain areas.

"Get the streets cleaned up outside town hall and generally on the footpaths. They are a disgraceful."

RURAL CONCERNS AND REPRESENTATION

Some comments highlight the need for better representation and attention to the needs of rural communities, including maintaining good rural roads, supporting agriculture and horticulture, and addressing the impact of Council decisions on rural ratepayers.

"We are very unhappy with the proposed rates and the impact on rural ratepayers, especially considering that we don't get many services."

CIVIL DEFENCE

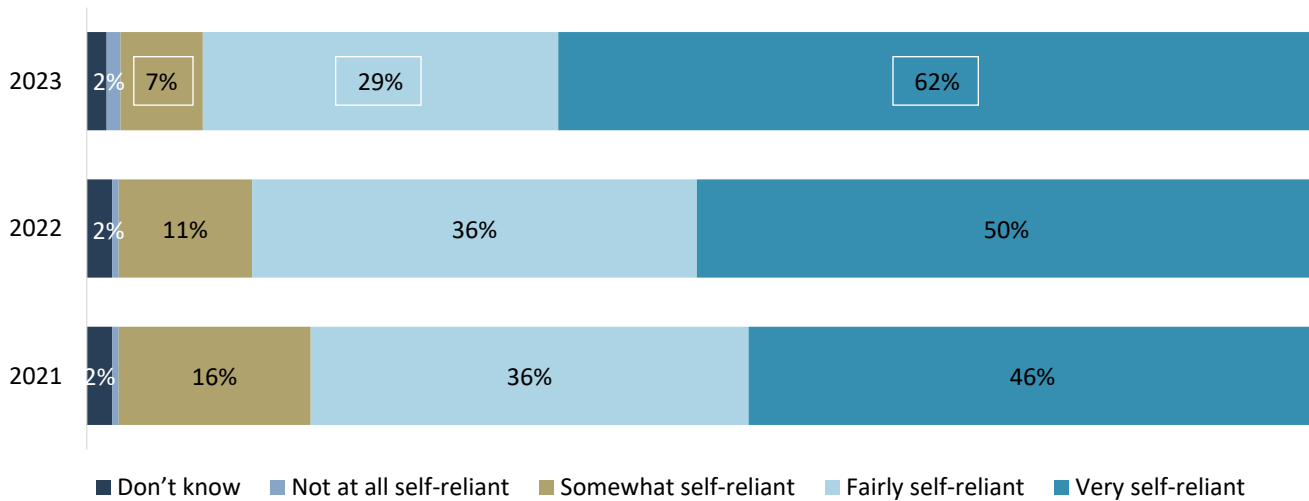


CIVIL DEFENCE

In 2023, a significant majority of respondents, 91%, reported feeling self-reliant, with 62% feeling very self-reliant and 29% feeling fairly self-reliant.

On the other hand, a small proportion of respondents, 8%, expressed feeling less self-reliant, with 7% feeling somewhat self-reliant and 1% feeling not at all self-reliant. A further 2% of respondents were unsure about their level of self-reliance. Compared to the previous years, there has been a noticeable increase in the proportion of respondents who feel very self-reliant, and a decrease in those who feel somewhat or not at all self-reliant. This suggests an overall improvement in the perceived self-reliance among the respondents in the event of a natural disaster.

SELF-RELIANCE



DEMOGRAPHIC DIFFERENCES

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Very and fairly self-reliant result	91%	91%	83% ↓	92%	94%	92%	83%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Very and fairly self-reliant result	90%	90%	93%	92% ↑	81% ↓	100%	81% ↓

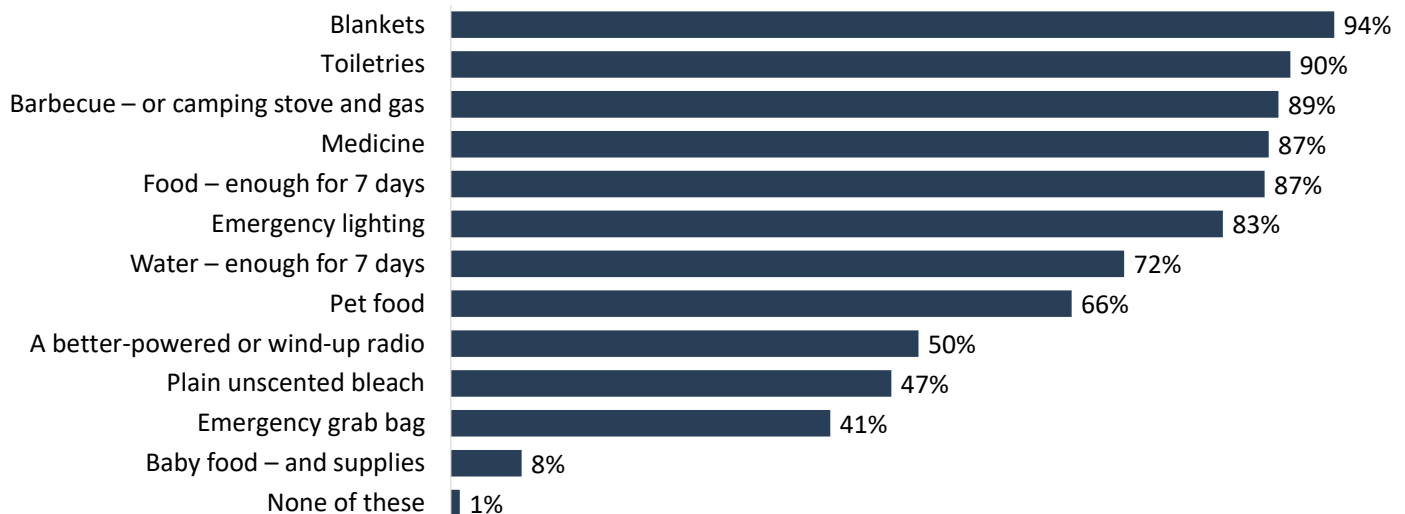
Q.How self-reliant do you believe you have to be in the event of a major civil defence emergency? Base size n=600
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.
 The arrow on the table indicates this result is statistically significantly different from the total level result.

CIVIL DEFENCE

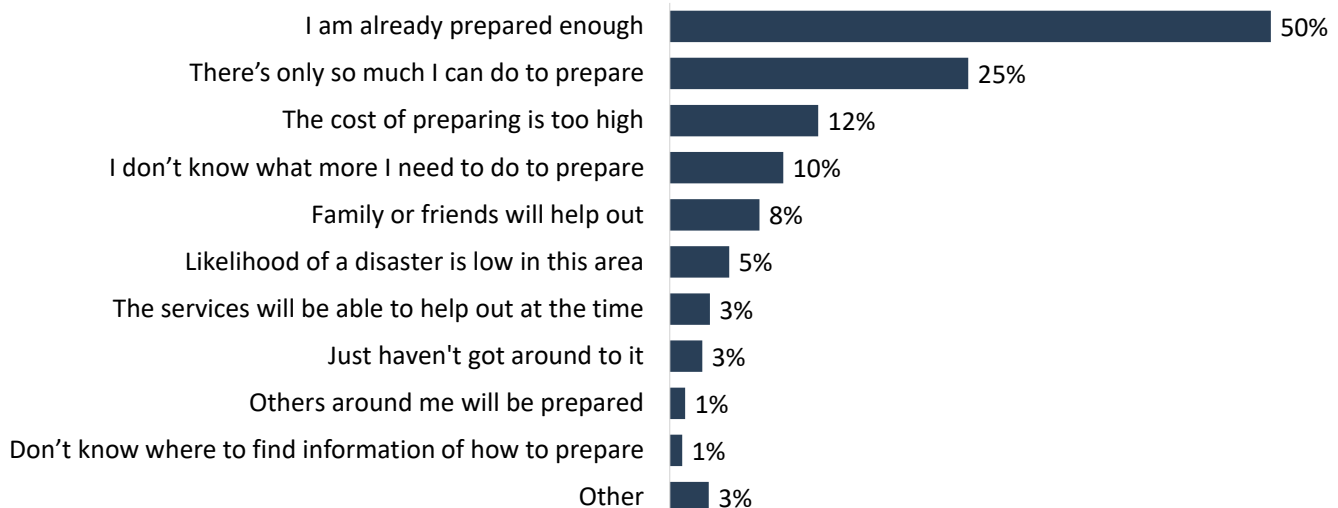
In terms of preparation, the majority of respondents have made significant preparations for an emergency at home. The most common preparations include having blankets (94%), toiletries (90%), a barbecue or camping stove and gas (89%), and enough food and medicine for 7 days (87% each). However, fewer respondents have an emergency grab bag (41%) or plain unscented bleach (47%).

Regarding barriers to preparation, the most common barrier reported by respondents is the belief that they are already prepared enough (50%). This is followed by the sentiment that there's only so much they can do to prepare (25%). The cost of preparing is too high for 12% of respondents, and 10% don't know what more they need to do to prepare. Fewer respondents cited barriers such as the low likelihood of a disaster in their area (5%), reliance on family or friends (8%), or lack of information on how to prepare (1%).

PREPARATION



BARRIERS TO PREPARATION



Q.Which of the following do you have at home? Base size n=600

Q.What barriers do you have that prevent you from being prepared in an emergency? Base size n=600

CIVIL DEFENCE

Thirty percent of respondents experienced a severe weather event in the past 12 months. Of these affected respondents, 16% reached out to the Council for assistance or support during this period.

However, the satisfaction levels with the Council's response to these severe weather events were mixed. A significant proportion of respondents were not satisfied with the Council's response, with 52% reporting that they were very dissatisfied and an additional 23% being dissatisfied. On the other hand, a smaller proportion of respondents were satisfied with the Council's response. Specifically, 9% were satisfied and 11% were very satisfied.

SATISFACTION WITH RESPONSE



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

CIVIL DEFENCE SUMMARY

The survey results indicate a high level of self-reliance among respondents in the event of a natural disaster, with a significant majority reporting feeling very or fairly self-reliant. This sense of self-reliance has increased compared to previous years, suggesting an overall improvement in respondents' perceived ability to handle a natural disaster. However, a small proportion of respondents still express feeling less self-reliant, indicating a need for continued efforts to enhance disaster preparedness.

In terms of emergency preparedness, most respondents have made significant preparations, including having blankets, toiletries, a barbecue or camping stove with gas, and enough food and medicine for seven days. However, fewer respondents have an emergency grab bag or plain unscented bleach. The most common barrier to further preparation is the belief that they are already prepared enough, followed by the sentiment that there's only so much they can do to prepare. The cost of preparing and lack of knowledge about what more they need to do also prevent some respondents from being fully prepared. These findings suggest that while many respondents are well-prepared for an emergency, there are still barriers that need to be addressed to ensure full preparedness.

Regarding severe weather events, a portion of residents experienced such an event in the past year, and a subset of these reached out to the Council for assistance. However, satisfaction with the Council's response was mixed, with a significant proportion expressing dissatisfaction.

Discussion of the main concerns about civil defence are shown below. Comments from within the survey have been included to highlight the sentiment on these themes.

DISFUNCTION OF CENTRAL GOVERNMENT AND THE NEED FOR LOCAL GOVERNMENT INVOLVEMENT

Respondents express frustration with the central government's response and highlight the importance of local government taking initiative and establishing networks of local people to aid in emergencies.

"Central Government in NZ is currently somewhat dysfunctional. So it is important for local government to establish a network of local people with a willingness to help..."

LACK OF COMMUNICATION AND COORDINATION

Many comments emphasise the need for improved communication and coordination between local government, emergency services, and the community. There is a desire for clearer instructions, better access to information, and efficient road updates during emergencies.

"Better communication/integration on communications from councils and NZTA in the event of road closures..."

INSUFFICIENT PREPARATION AND SUPPORT FOR EMERGENCIES

Some respondents express concerns about the level of preparedness at both the individual and community levels. There is a desire for more training, community sessions, and accessible supplies at fair prices. Some express disappointment in the response from Civil Defence and lack of support during previous events.

"The Council didn't do anything when I rang... they didn't seem to believe me... or care."

VULNERABILITY OF SPECIFIC GROUPS

The elderly, less mobile individuals, and those without nearby family or friends express concerns about their ability to access help and support during emergencies. There is a call for the Council to prioritise the needs of these vulnerable populations.

"How can we elderly and less mobile without family or friends nearby get the help we may need."

INADEQUATE INFRASTRUCTURE AND MAINTENANCE

Several comments highlight issues with infrastructure, such as road repairs, inadequate evacuation routes, and unreliable power supply during emergencies. There is a call for better maintenance, upgrades, and backup systems.

"How long does it take to repair a slip that took out road..."

RECOGNITION OF SUCCESS AND EFFECTIVENESS

While there are criticisms, some comments acknowledge the positive efforts of civil defense, particularly at the national level and the effectiveness of local marae in relief efforts.

"No I think they do a great job. They are well prepared in this area for what is going on."

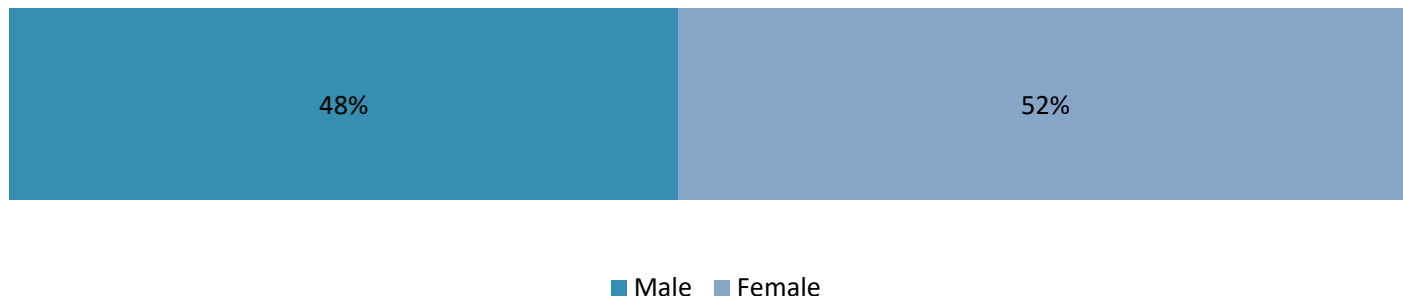
DEMOGRAPHICS



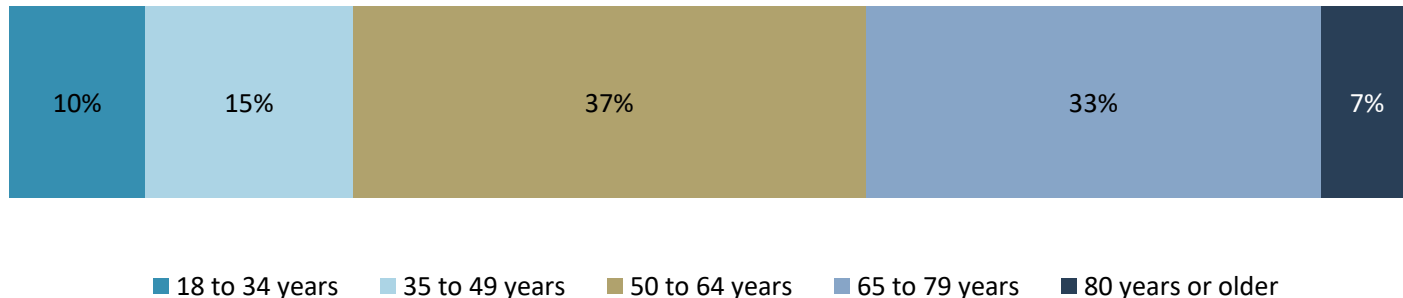
OUR DISTRICT

The results shown on this page are unweighted results.

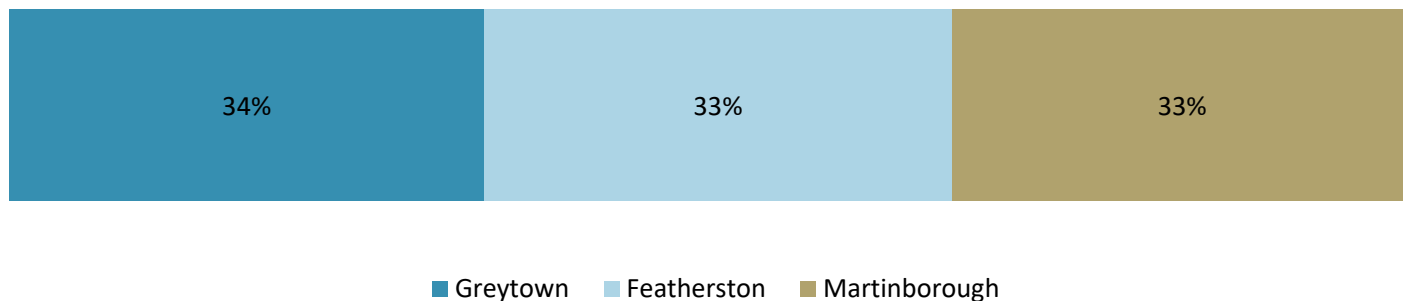
GENDER



AGE



AREA



Q.Are you...? Base size n=600

Q.Which age group do you belong to? Base size n=600

Q.Which of the following wards best describes where you live? Base size n=600

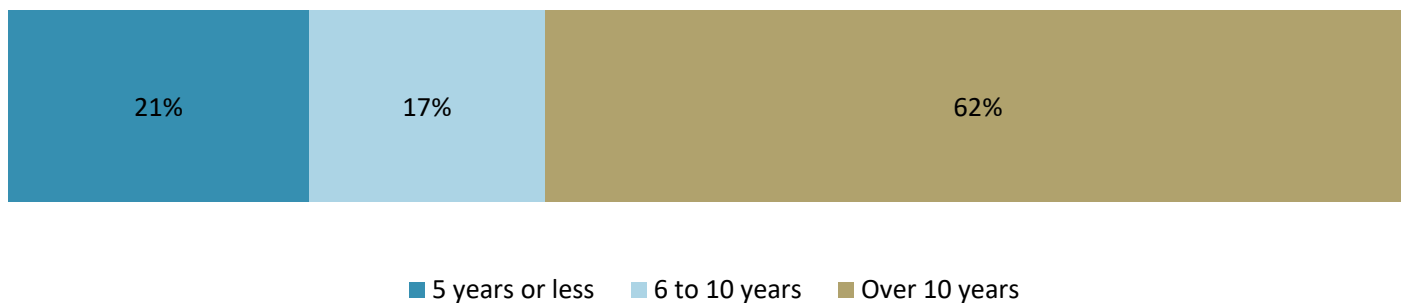
OUR DISTRICT

The results shown on this page are unweighted results.

ETHNICITY



TENURE

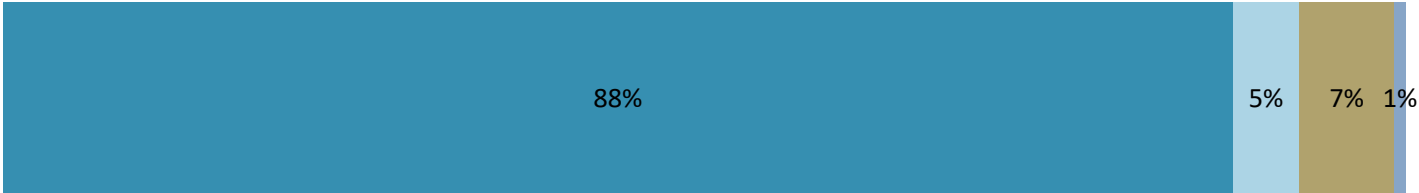


Q.Which ethnic groups do you identify with? Please indicate all the ethnicities. Base size n=600
 Q.About how many years have you lived in the South Wairarapa district? Base size n=600

OUR DISTRICT

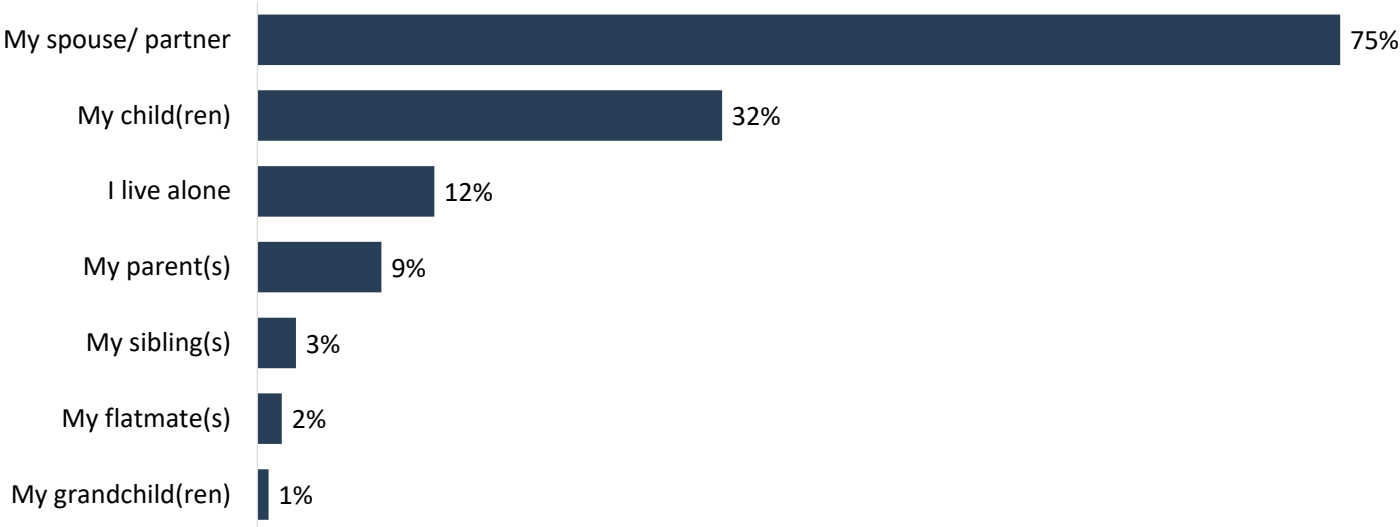
The results shown on this page are unweighted results.

RATEPAYER



■ Yes ■ No ■ Renting ■ Don't know

HOUSEHOLD



Q.Do you, or a member of your household, pay rates on a property in the district? Base size n=600
Q.Which of the following best describes who lives in your house? Base size n=600



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