

COMMUNITRAK™ SURVEY

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WAIROA DISTRICT COUNCIL

JULY / AUGUST 2020



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NB: Please note the following explanations for this report:

Figures that are comparably lower than percentages for other respondent types.

Figures that are comparably higher than percentages for other respondent types.

Arrows, whenever shown, depict a directional trend.

Please note that unusual or one-off occurrences, such as climatic events, can affect ratings.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

Icons used in this report made by Freepik from www.flaticon.com

SITUATION AND OBJECTIVES

The mission statement for Wairoa District Council reads:

The Wairoa District Council exists so that residents and visitors alike can enjoy the community in which they live and visit, supported by local decision-making to promote social, economic, environmental and cultural well-being of the Wairoa District in the present and for the future.

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to residents and ratepayers. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in 1993, 1995-2019 and now again in July/August 2020.

The advantages, and benefits of this are twofold ...

- Council has the National Average and Peer Group Average comparisons against which to analyse perceived performance,
- Council introduced questions reflecting areas of interest to Wairoa District.

COMMUNITRAK™ SPECIFICATIONS

Sample size

This Communitrak™ survey was conducted with 201 residents of the Wairoa District.

Interview type

Most interviewing was conducted by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

Sample selection

The relevant white pages of the Hawke's Bay telephone directory were used as the sample source, with every xth number being selected; that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

Quota sampling was used to ensure an even balance of male and female respondents. In addition, proportional ethnic group quotas were used. Please see also Section E (Appendix).

This year as it is increasingly difficult to obtain, in particular, young people by landline, we interviewed 16 residents, aged 18-44, face-to-face.

Households were screened to ensure they fell within the Wairoa District Council's geographical boundaries.

Respondent selection

Respondent selection within the household was also randomised, with the eligible person being the man or woman, normally resident, aged 18 years or over, who had the last birthday.

Call backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

Sample weighting

Weightings were applied to the sample data, to reflect the actual gender, age group, and ethnic group proportions in the area as determined by Statistics New Zealand's 2018 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Wairoa District. Bases for subsamples are shown in the Appendix. Where we specify a "base", we are referring to the actual number of respondents interviewed.

Survey dates

Telephone interviews were conducted from Thursday 16th July to Sunday 26th July, whilst the face-to-face interviews were conducted on the 8th August.

Dates when different Alert Levels came into force:

- COVID-19 Alert Level 4 came into force at 11:59pm Wednesday 25 March 2020.
- COVID-19 Alert Level 3 came into force at 11:59pm Monday 27 April 2020.
- COVID-19 Alert Level 2 came into force at 11:59pm Wednesday 13 May 2020.
- COVID-19 Alert Level 1 came into force at 11:59pm Monday 8 June 2020.

Comparison data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all of New Zealand as a whole (National Average) and with similarly constituted Local Authorities (Peer Group Average), through a National Survey of 750 residents carried out in October/November 2018.

Comparisons are made with this data, and with previous readings, when applicable.

The survey methodology for the comparison data is similar in every respect to that used in your Council's Communitrak™ reading.

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each socio-economic group and not between each socio-economic group and the total.

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2013 Census data.

It is important to bear in mind that this is a 'yardstick' only to provide an indication of typical resident perceptions. The performance criteria established by Council are of particular relevance, and thus are the emphasis of the survey.

Comparisons with national Communitrak™ results

Where survey results have been compared with Peer Group and/or National Average results from the October/November 2018 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 200 residents:

above/below	±10% or more
slightly above/below	±8% to 9%
on par with	±4% to 7%
similar to	±1% to 3%

Margin of error

The survey is a quota sample, designed to cover the important variables within the population. Therefore, we are making the assumption that it is appropriate to use the error estimates that would apply to a simple random sample of the population.

The following margins of error are based on a simple random sample. The maximum likely error limits occur when a reported percentage is 50%, but more often than not the reported percentage is different, and margins of error for other reported percentages are shown below. The margin of error approaches 0% as a reported percentage approaches either 100% or 0%.

Margins of error rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and reported percentages are:

Sample size	Reported percentage				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	±4%	±4%	±4%	±4%	±3%
400	±5%	±5%	±5%	±4%	±3%
300	±6%	±6%	±5%	±5%	±3%
200	±7%	±7%	±6%	±6%	±4%

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 200 respondents, at a reported percentage of 50%, is plus or minus 7%.

Response rate

The response rate for the 2020 Wairoa District Council was **68%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.

Significant difference

This is a test to determine if the difference in a result between two separate surveys is significant. Significant differences rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and midpoints are:

Sample size	Midpoint				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	6%	6%	6%	5%	4%
400	7%	7%	6%	6%	4%
300	8%	8%	7%	6%	5%
200	10%	10%	9%	8%	6%

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 200 respondents is 10%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

Please note that while the Communitrak™ survey report is, of course, available to residents, the Mayor and Councillors, and Council staff, it is not available to research or other companies to use or leverage in any way for commercial purposes.

EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Wairoa District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

The Wairoa District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' and ratepayers' opinions and needs will allow Council to be more responsive towards its citizens.

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted Local Authorities, and to Local Authorities on average throughout New Zealand.

SNAPSHOT



89% of residents are satisfied with the standard of maintenance of parks and reserves.



While 55% are not very satisfied with the standard of maintenance of rural roads.



83% of residents say they know how to make contact with the Mayor or Councillors.



52% of Wairoa District residents rate the performance of the Mayor and Councillors as very/fairly good.

COUNCIL SERVICES/FACILITIES

Comparison table: Satisfaction with services/facilities

	Wairoa 2020		Wairoa 2019		Wairoa 2018	
	Very/fairly satisfied %	Not very satisfied %	Very/fairly satisfied %	Not very satisfied %	Very/fairly satisfied %	Not very satisfied %
Standard of maintenance of parks and reserves ^{††}	89 ↑	4 =	80	10	77	15
Control of livestock	83 =	6 =	84	6	85	4
Wairoa Community Centre	74 =	5 =	81	4	80	3
Library service	74 =	4 =	77	4	81	2
Dog control	73 ↑	19 ↓	65	27	78	17
Standard of maintenance of urban roads	73 =	25 =	75	24	NA	NA
Maintenance and service Council provides for cemeteries [†]	71 =	2 =	75	4	70	4
The Wairoa Museum	62 ↓	1 =	78	3	77	-
Quality of the drinking water supply	59 =	8 =	57	13	61	14
Current refuse disposal/ landfill management standards	52 ↓	32 =	64	28	72	16
Functioning of existing stormwater system	47 =	20 =	46	21	43	33
Airport	42 =	2 =	49	6	NA	NA
Standard of maintenance of rural roads	41 ↓	55 ↑	51	40	NA	NA

[†] readings prior to 2020 refer to cemetery maintenance only

^{††} readings prior to 2020 refer to standard of maintenance of reserves and sportsgrounds

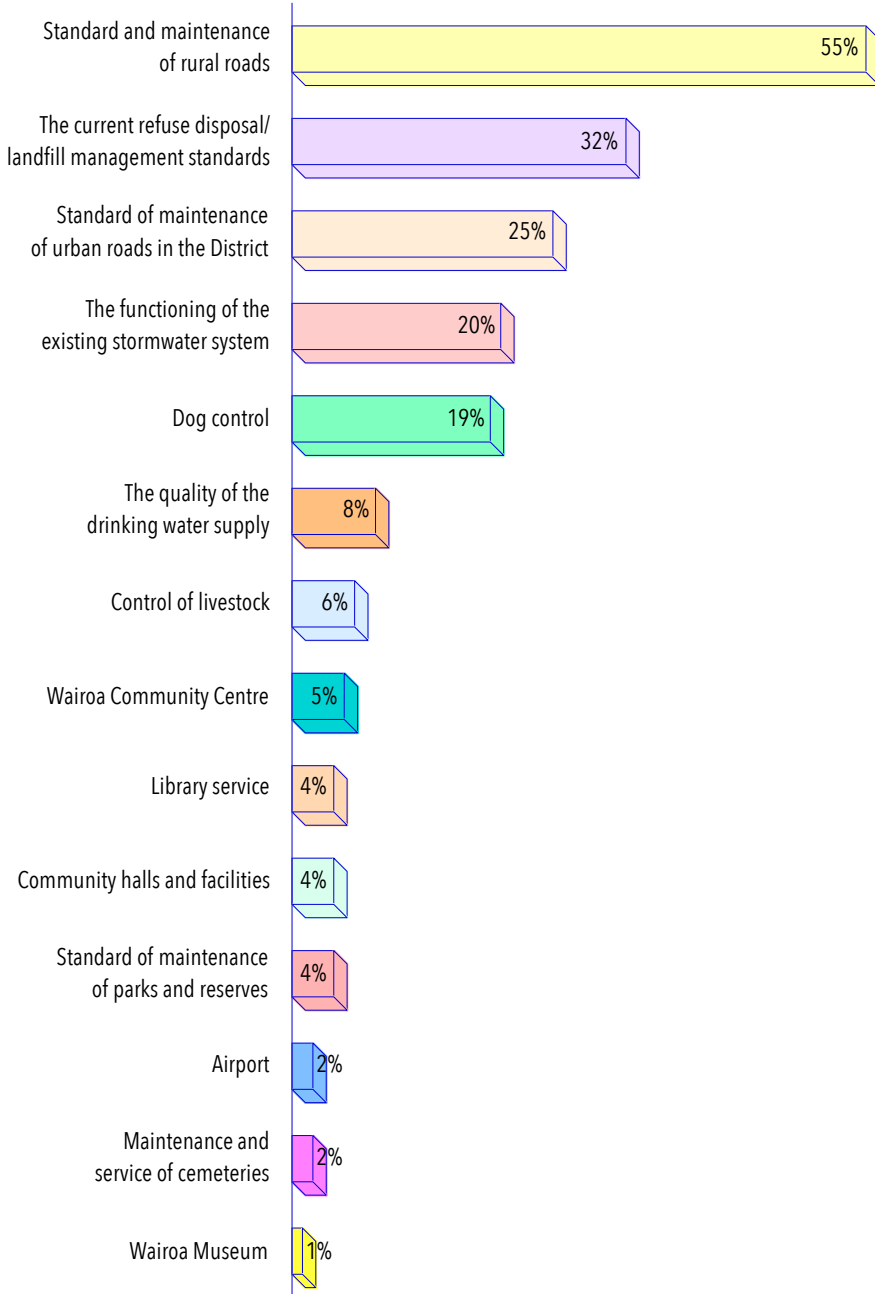
NB: where figures don't add to 100%, the balance is a "don't know" response

NA: not asked in 2018

Key: ↑ above/slightly above 2019 reading
 ↓ below/slightly below 2019 reading
 = similar/on par to 2019 reading

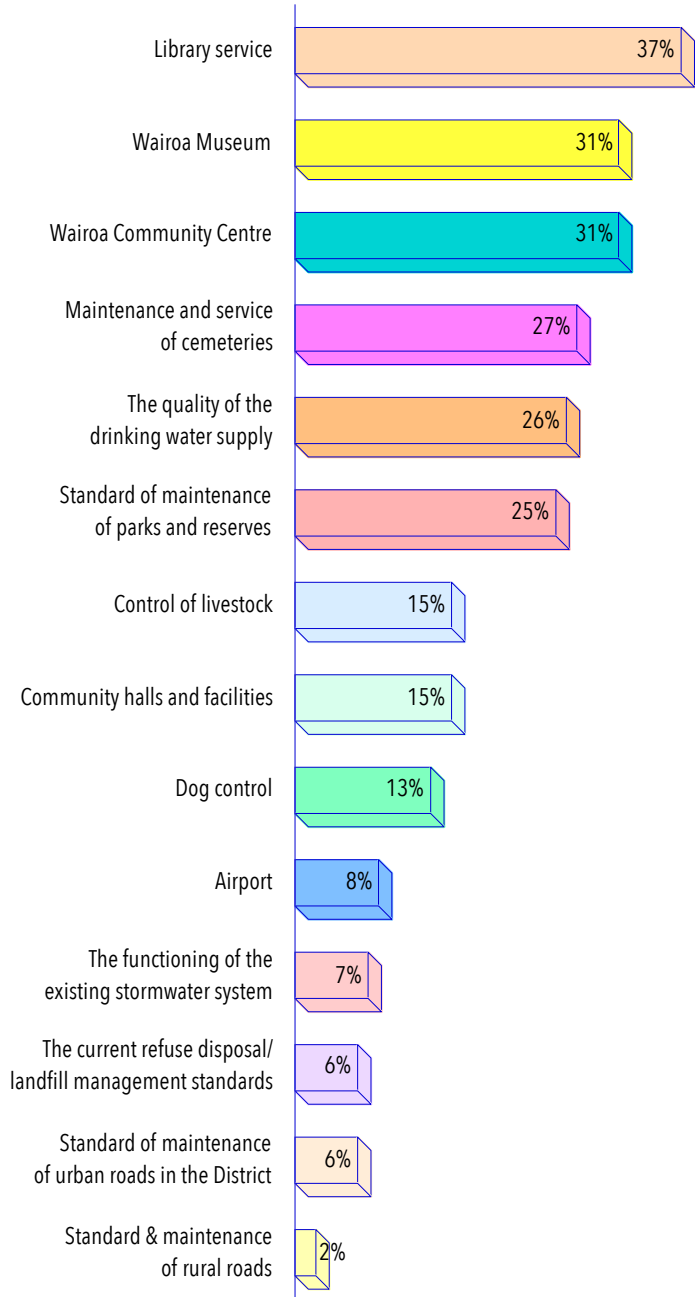
Percent Saying They Are Not Very Satisfied With ...

Overall



Percent Saying They Are Very Satisfied With ...

Overall



Percent not very satisfied versus Peer Group/National Averages

The percent not very satisfied in Wairoa District is **higher/slightly higher** than the Peer Group Average and/or National Average for ...

	Wairoa %	Peer Group %	National Average %
• standard of maintenance of rural roads	55	††32	††27
• current refuse disposal and landfill management standards	32	†14	†14

There are no instances where the percent not very satisfied in Wairoa District is **lower** than the Peer Group and/or National Averages.

For the remaining services or facilities for which comparative data is available, Wairoa District performs **on par with/similar to** other like Local Authorities and Local Authorities nationwide on average for the following ...

• standard of maintenance of urban roads in the District	25	††32	††27
• functioning of the District's existing stormwater system	20	**16	**16
• dog control	19	17	16
• quality of the drinking water supply	8	◊◊14	◊◊14
• standard of maintenance of parks and reserves	4	*3	*5
• community halls and facilities	4	***7	***6
• library service	4	3	3
• cemetery maintenance and service	2	°1	°5
• the Wairoa Museum	1	◊7	◊5

* figures based on the ratings for parks and reserves in general

** figures based on ratings of stormwater services in general

*** figures based on ratings of public halls in general

† figures based on ratings of refuse disposal in general

†† figures based on ratings of roading in general

° figures based on ratings of cemeteries, **including** maintenance

°° figures based on ratings of sewerage system in general

◊ figures based on ratings of museums in general

◊◊ figures based on ratings of water supply in general

Please note that there are no comparative Peer and National Average figures for livestock control, Wairoa Community Centre and the Airport.

Frequency of household use - Council services and facilities

	Usage in the last year		
	3 times or more %	Once or twice %	Not at all %
A landfill in the District†	70	8	22
A park or reserve	54	23	23
Wairoa Community Centre	45	19	36
A public library†	43	19	39
A Council cemetery	29	24	47
Community hall†	16	32	53
Wairoa Museum	14	29	57
Computers or WiFi in the library to access the internet	18	8	74
Control of dogs	7	15	78
Control of livestock	1	5	94

% read across

† does not add to 100% due to rounding

A landfill in the District, 78%, and a park or reserve, 77%,

... are the facilities or services surveyed which have been most frequently used by households in the last year.

Note during 2020 New Zealand was at different alert levels due to COVID-19 and this may have affected usage.

REPRESENTATION

83% of residents say they know how to make contact with the Mayor or Councillors. Of these, 91% say they would make contact with the Mayor, or a Councillor, about anything they thought Council could assist them with, while 9% say they wouldn't. And 39% of these residents[†] say they have made contact with either the Mayor or a Councillor in the last 12 months, by phone, in person, in writing, by email and/or through social media.

[†] those residents who say they know how to make contact N=172

PERFORMANCE

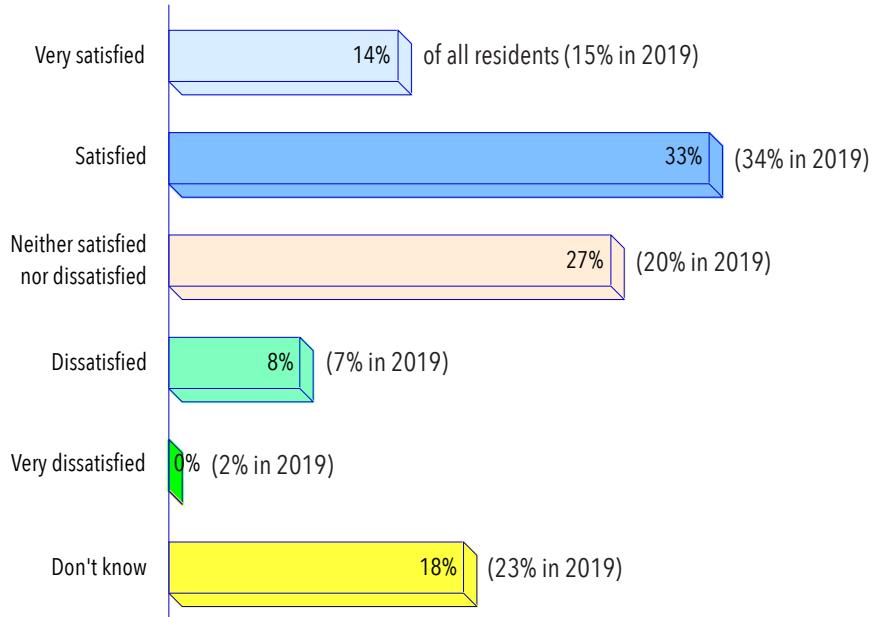
	Very good/ Fairly good %	Just acceptable %	Not very good %	Don't know/ No opinion %
Mayor and Councillors				
2020	52	23	16	9
2019	54	29	9	8

Wairoa District is on par with the Peer Group Average and similar to the National Average, in terms of rating the Mayor and Councillors' performance as very/fairly good.

LOCAL ISSUES

Community facilities

Satisfaction with the value for money Wairoa District is receiving from funding used for supporting community benefit organisations.



14% of residents[†] say they have an example where they believe the District is **not** receiving value for money from this funding.

[†] excluding residents who are neither satisfied nor dissatisfied

MAIN FINDINGS

Throughout this Communitrak™ report comparisons are made with figures for the National Average of Local Authorities and the Peer Group of similar Local Authorities, where appropriate.

For Wairoa District Council, this Peer Group of similar Local Authorities are those comprising a rural area, together with a town(s) or urban component.

NRB has defined the **Rural Peer Group** as those Territorial Authorities where less than 66% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

In this group are ...

Buller District Council
 Carterton District Council
 Central Hawke's Bay District Council
 Central Otago District Council
 Clutha District Council
 Far North District Council
 Hauraki District Council
 Hurunui District Council
 Kaikoura District Council
 Kaipara District Council
 MacKenzie District Council
 Manawatu District Council
 Matamata-Piako District Council
 Opotiki District Council
 Otorohanga District Council
 Rangitikei District Council

Ruapehu District Council
 Selwyn District Council
 South Taranaki District Council
 South Wairarapa District Council
 Southland District Council
 Stratford District Council
 Tararua District Council
 Tasman District Council
 Waikato District Council
 Waimakariri District Council
 Waimate District Council
 Waitaki District Council
 Waitomo District Council
 Western Bay of Plenty District Council
 Westland District Council

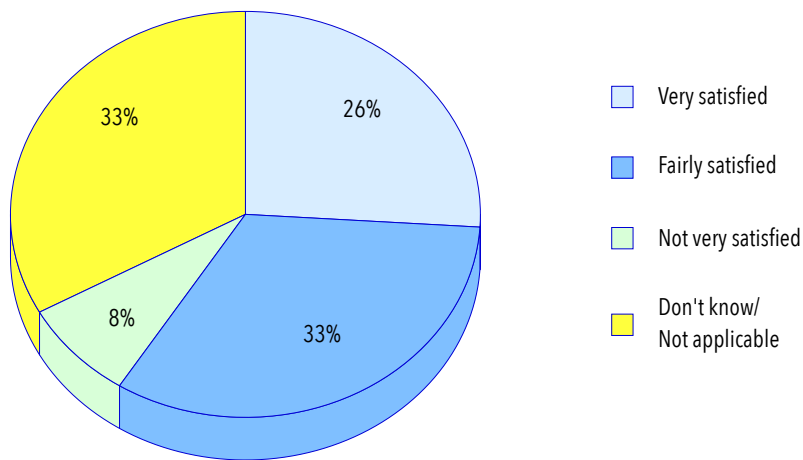
COUNCIL SERVICES/FACILITIES

SATISFACTION WITH COUNCIL SERVICES AND FACILITIES - WITH REASONS FOR BEING VERY SATISFIED OR NOT VERY SATISFIED

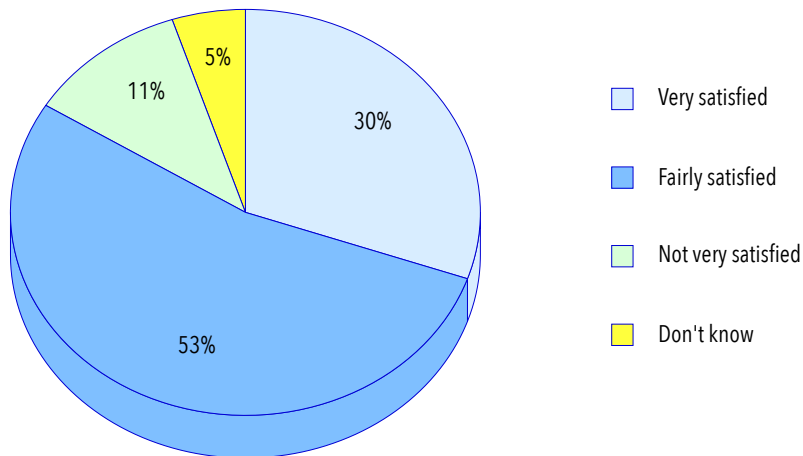
Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service or facility. Those residents that were very satisfied or not very satisfied were asked to say why they felt this way.

i. The quality of the drinking water supply

Overall



Service provided



Base = 116

59% of Wairoa District residents are satisfied with their water supply, including 26% who are very satisfied. 8% are not very satisfied (13% in 2019) and 33% are unable to comment (30% in 2019).

The percent not very satisfied is on par with the Peer Group and National Average readings for **water supply in general**.

54% of residents say they receive a piped water supply (59% in 2019). Those with a piped water supply are more likely to be satisfied (83%), than residents overall, while being less likely to be unable to comment (5%).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who are not very satisfied with the quality of the drinking water supply. However, it appears that NZ Māori residents are slightly more likely to feel this way, than NZ European residents.

Satisfaction with the quality of the drinking water supply

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District					
2020	26	33	59	8	33
2019	27	30	57	13	30
2018 [†]	25	36	61	14	26
2017	33	34	67	8	25
2016	35	28	63	4	33
2015 [†]	40	18	58	6	37
2014	41	22	63	9	28
2013	41	27	68	9	23
2012	29	31	60	7	33
2011	35	30	65	10	25
2010	20	37	57	15	28
2009	31	38	69	9	22
2008	27	34	61	10	29
2007	34	33	67	9	24
2006	32	29	61	16	23
2005	43	30	73	6	21
2004	40	18	58	9	33
2003	26	29	55	12	33
2002	35	32	67	5	28
2001	26	31	57	10	33
2000	37	24	61	6	33
Service provided [†]	30	53	83	11	5
Comparison*					
Peer Group Average (Rural)	36	28	64	14	22
National Average [†]	46	29	75	14	10
Area					
Urban	(36)	(49)	(85)	9	6
Rural [†]	19	22	41	7	(53)
Ethnicity					
NZ European	(31)	28	59	2	39
NZ Māori	19	38	57	13	30

% read across

* readings prior to 2017 and Peer Group and National Averages refer to water supply in general

[†] does not add to 100% due to rounding

The main reasons* residents are **not very satisfied** with the quality of the drinking water supply are ...

- poor quality/dirty, mentioned by 3% of all residents,
- use a filter/boil it, 2%,
- tastes bad, 2%.

* multiple responses allowed

The main reasons residents are **very satisfied** with the with the quality of the drinking water supply are ...

- tastes good/fine to drink,
- on own supply,
- water of a high standard/beautiful/clean.

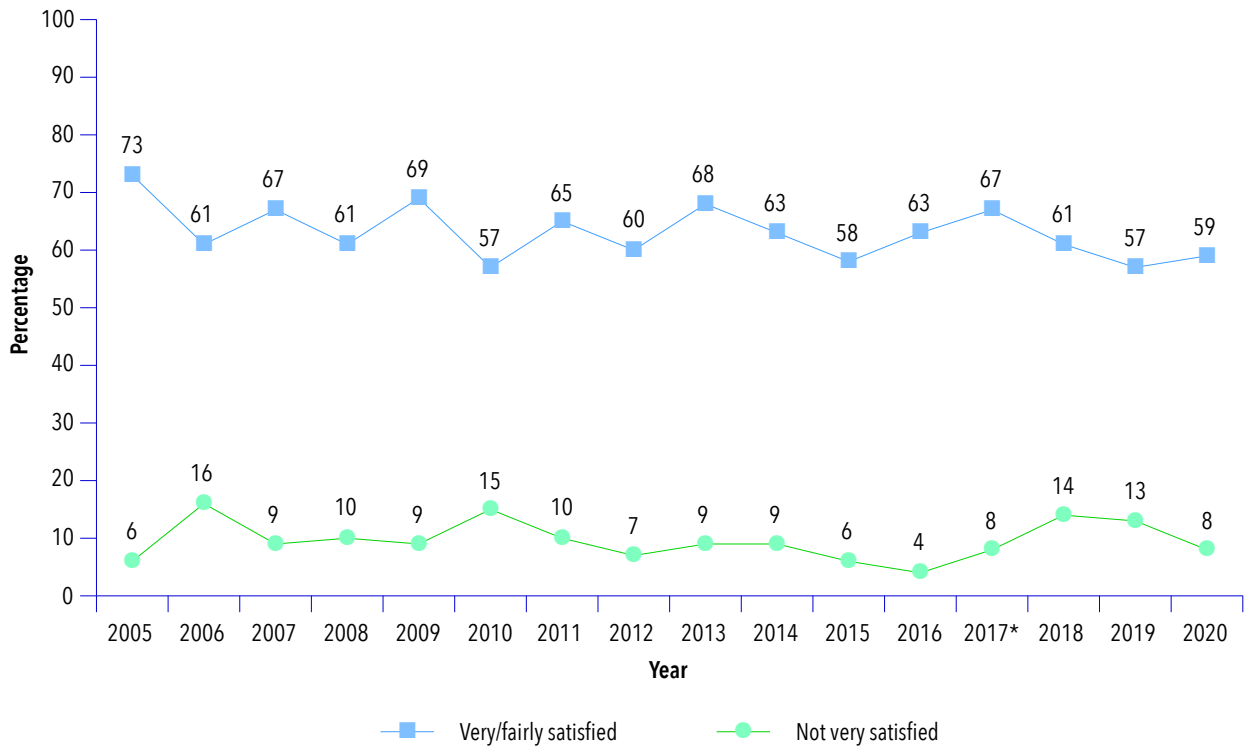
Summary table: Main reasons* for being very satisfied with the quality of the drinking water supply

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Tastes good/fine to drink	8	19	1
On own supply	8	-	14
Water of a high standard/beautiful/clean	6	13	2

* multiple responses allowed

NB: no other reason mentioned by more than 3% of all residents

Quality of the drinking water supply

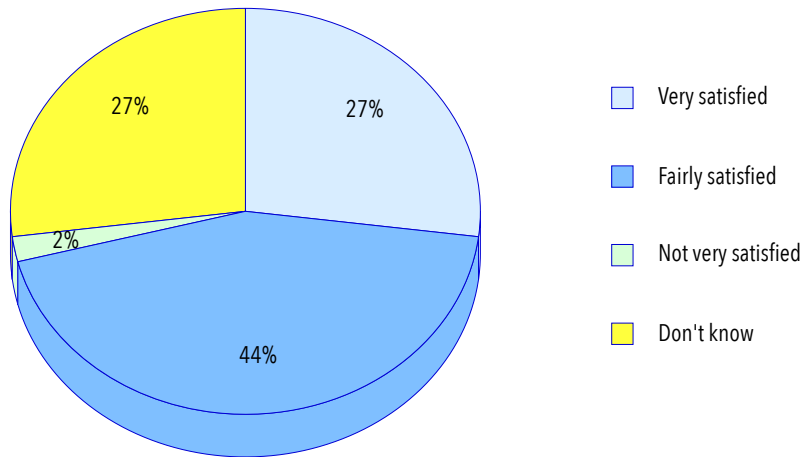


* readings prior to 2017 refer to water supply in general

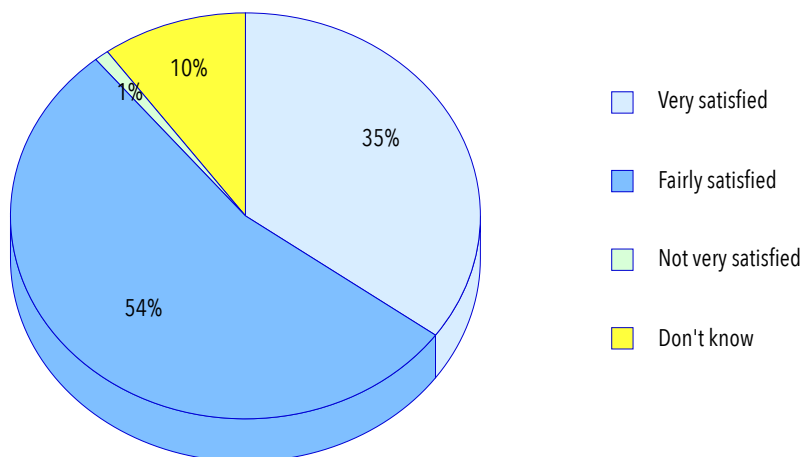
Recommended satisfaction measures for reporting purposes:
 Total District = 59%
 Receivers of service = 83%

ii. Maintenance and service Council provides for cemeteries

Overall



Visitors



Base = 109

71% of residents are satisfied with the maintenance and service Council provides for cemeteries, including 27% who are very satisfied. 2% are not very satisfied and 27% are unable to comment.

The percent not very satisfied is similar to the Peer Group Average and on par with the National Average for **cemeteries, including maintenance of cemeteries**.

53% of households have visited a cemetery in the last 12 months (58% in 2019). Of these, 89% are satisfied and 1% not very satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the maintenance and service Council provides for cemeteries.

Satisfaction with maintenance and service Council provides for cemeteries

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020**	27	44	71	2	27
2019	47	28	75	4	21
2018†	36	34	70	4	27
2017	37	34	71	5	24
2016	39	22	61	2	37
2015	43	27	70	3	27
2014	51	28	79	3	18
2013	45	34	79	5	16
2012	32	46	78	4	18
2011	33	42	75	5	20
2010	32	48	80	2	18
2009	31	49	80	4	16
2008	37	32	69	6	25
2007	28	44	72	7	21
2006	28	37	65	6	29
2005	52	28	80	3	17
2004	58	26	84	2	14
2003	44	32	76	4	20
2002	40	36	76	5	19
2001	37	37	74	2	24
2000	45	29	74	6	20
Visitors	35	54	89	1	10
Comparison*					
Peer Group Average (Rural)	46	30	76	1	23
National Average†	41	30	71	5	25
Area					
Urban†	33	49	82	2	17
Rural	22	41	63	2	35

% read across

* Peer Group and National Average readings are based on ratings for cemeteries, including maintenance of cemeteries

** readings prior to 2020 refer to the maintenance of cemeteries

† does not add to 100% due to rounding

The main reasons* residents are **not very satisfied** with the maintenance and service Council provides for cemeteries are ...

- more maintenance required, mentioned by 1% of all residents,
- no service provided/get nothing, 1%.

* multiple responses allowed

The main reasons residents are **very satisfied** with the maintenance and service Council provides for cemeteries are ...

- good maintenance/well kept/lawns mowed/neat and tidy,
- looks lovely/looks good/beautiful/very good.

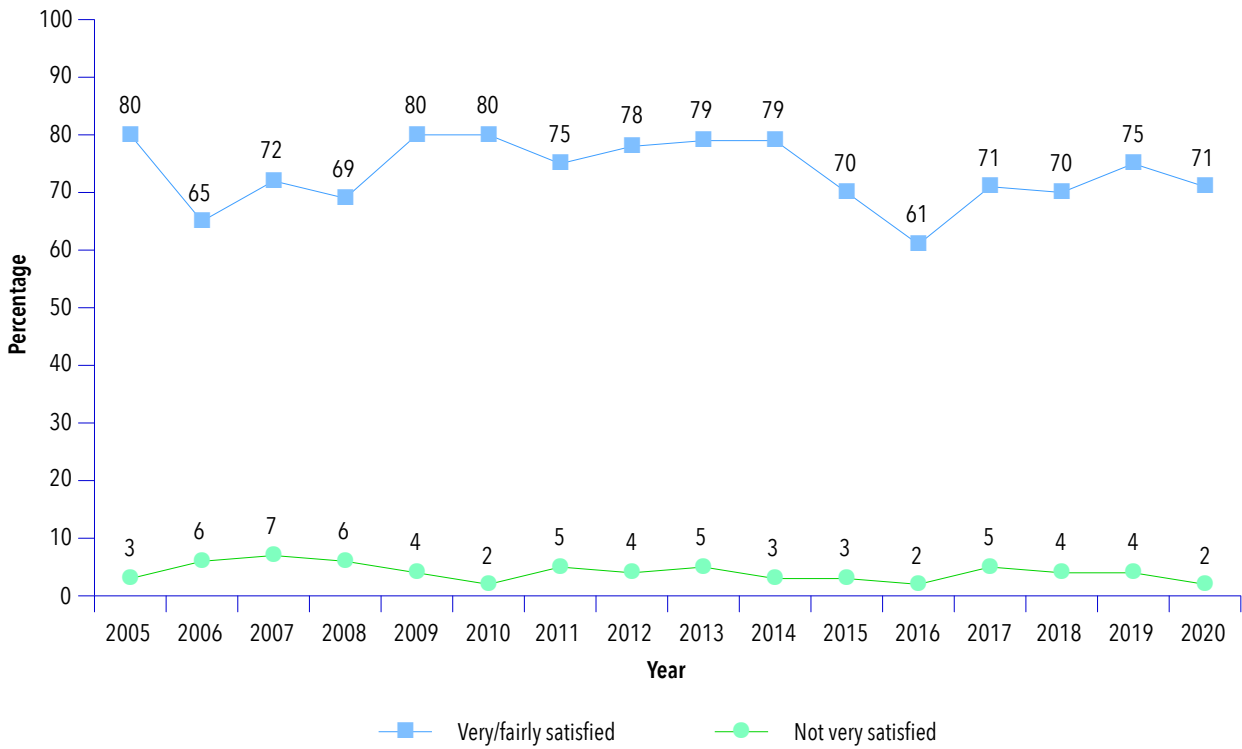
Summary table: Main reasons* for being very satisfied with the maintenance and services Council provides for cemeteries

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Good maintenance/well kept/lawns mowed/neat and tidy	22	28	17
Looks lovely/looks good/beautiful/very good	4	5	4

* multiple responses allowed

NB: no other reason mentioned by more than 2% of all residents

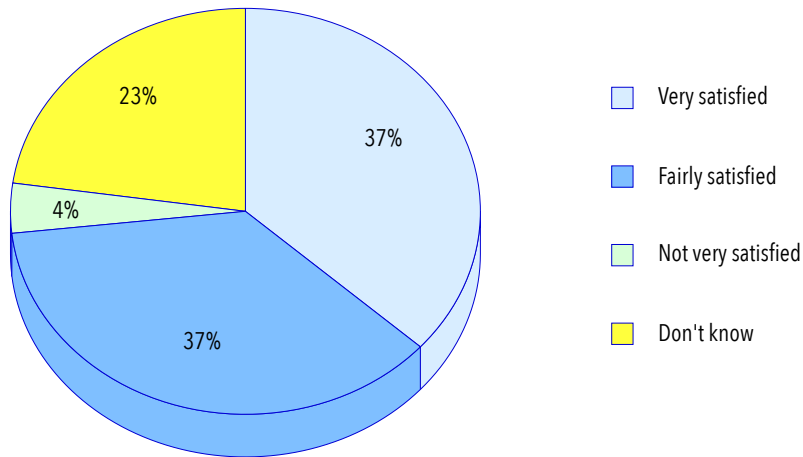
Maintenance and service Council provides for cemeteries



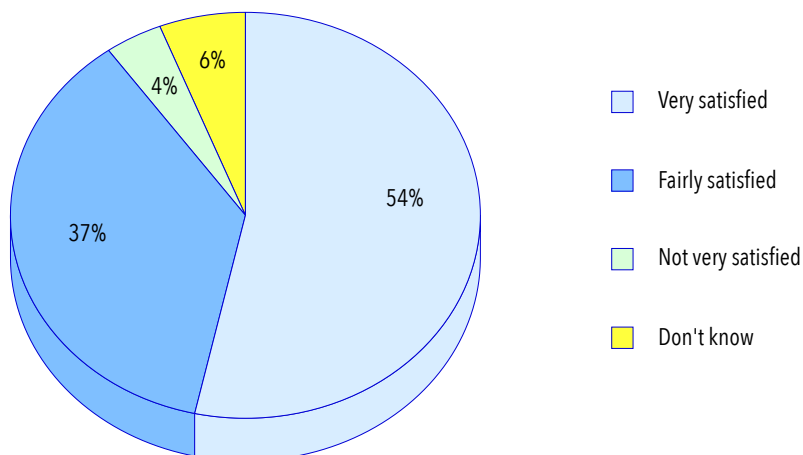
Recommended satisfaction measures for reporting purposes:
 Total District = 71%
 Visitors = 89%

iii. Library service

Overall



Users/visitors



Base = 116

74% of Wairoa District residents are satisfied with the library service in the District (77% in 2019), including 37% who are very satisfied (58% in 2019). 23% are unable to comment (20% in 2019).

The percent not very satisfied (4%) is similar to the Peer Group and National Averages and the 2019 reading.

61% of households have used or visited a public library in the District in the last 12 months. Of these, 91% are satisfied and 4% are not very satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the library service.

Satisfaction with library service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020 [†]	37	37	74	4	23
2019 [†]	58	19	77	4	20
2018	63	18	81	2	17
2017	64	22	86	-	14
2016 [†]	53	20	73	1	25
2015	62	21	83	-	17
2014 [†]	67	12	79	3	17
2013	67	20	87	1	12
2012	59	24	83	2	15
2011	60	24	84	2	14
2010	61	25	86	2	12
2009	51	32	83	3	14
2008	69	13	82	3	15
2007	64	19	83	5	12
2006	66	19	85	2	13
2005	68	17	85	2	13
2004	66	17	83	2	15
2003	54	28	82	1	17
2002	62	17	79	1	20
2001	47	26	73	3	24
2000	56	23	79	5	16
Users/visitors [†]	54	37	91	4	6
Comparison*					
Peer Group Average (Rural) [†]	60	22	82	3	16
National Average	69	18	87	3	10
Area					
Urban	33	39	72	6	22
Rural	40	35	75	2	23

% read across

[†] does not add to 100% due to rounding

The reasons residents are **not very satisfied** with the library service are ...

"I'm used to a larger library and I find it quite old fashioned. Recently they have had a large staff turnover and self-checking in and out is not available."

"Everything is online these days. As a ratepayer I feel that they tell everyone to go online which isn't good. They do away with costs which they don't pass on to us."

"Does not fulfil my needs."

"We are paying through our rates for the library and we are rural. Not open in the weekend, \$90.00 per year."

"I pay a library fee for nothing."

The main reasons residents are **very satisfied** with the library service are ...

- great staff/helpful/friendly,
- nice place/modern/clean and tidy,
- good facilities/great programmes for kids/all ages,
- good selection/supply of books/resources.

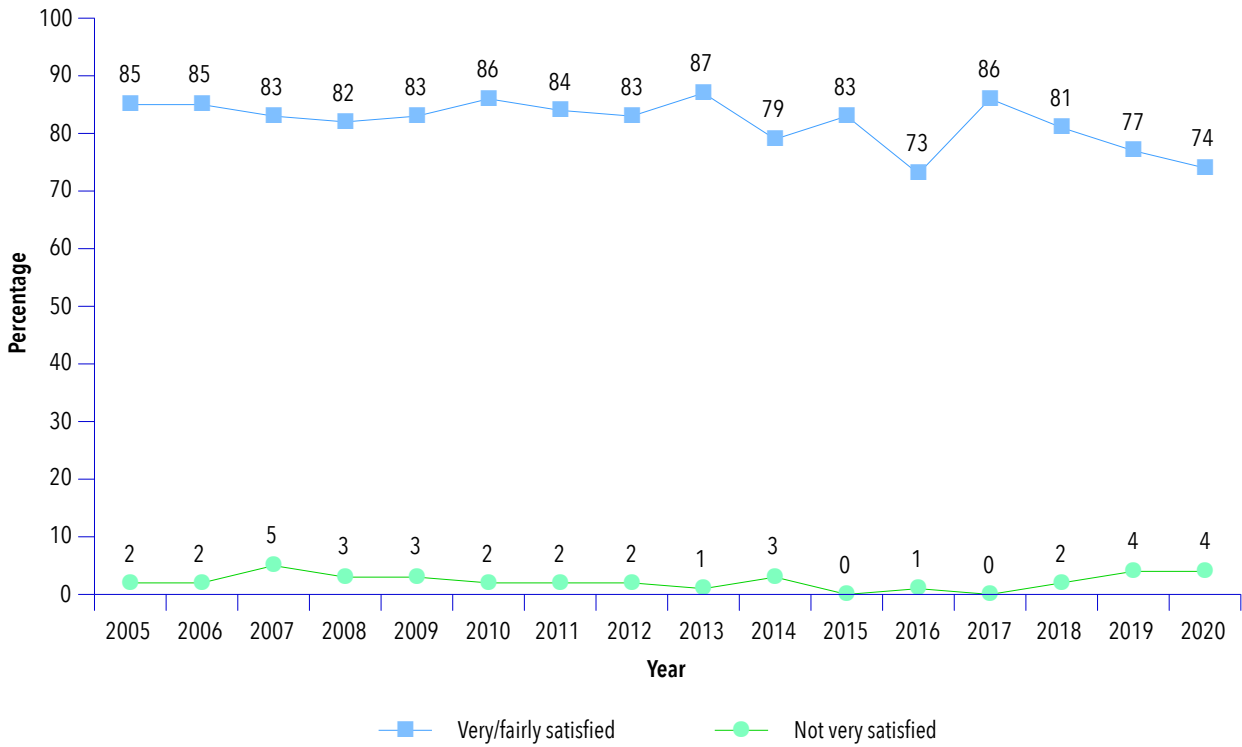
Summary table: Main reasons* for being very satisfied with the library service

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Great staff/helpful/friendly	14	12	16
Nice place/modern/clean and tidy	10	9	10
Good facilities/great programmes for kids/all ages	7	6	8
Good selection/supply of books/resources	6	4	8

* multiple responses allowed

NB: no other reason mentioned by more than 4% of all residents

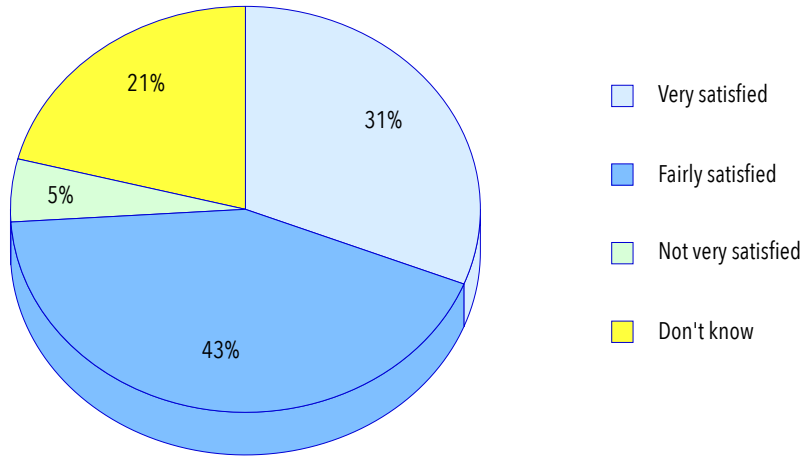
Library service



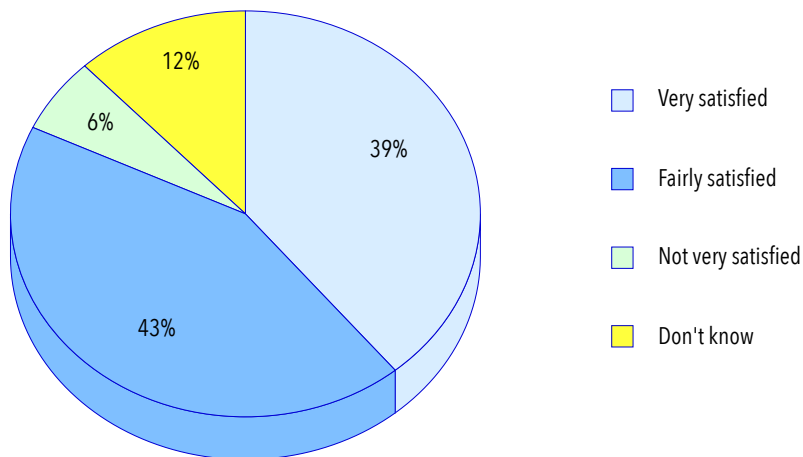
Recommended satisfaction measures for reporting purposes:
 Total District = 74%
 Users/visitors = 91%

iv. Wairoa Community Centre

Overall



Users/visitors



Base = 115

74% of residents are satisfied with the Wairoa Community Centre (81% in 2019), including 31% who are very satisfied (54% in 2019). 5% are not very satisfied and 21% are unable to comment (15% in 2019).

There are no comparative Peer Group and National Average figures for this reading. However, the not very satisfied reading is similar to the 2019 result.

64% of households have used or visited the Wairoa Community Centre in the last 12 months. Of these "users/visitors", 82% are satisfied and 6% not very satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups in terms of those residents not very satisfied with the Wairoa Community Centre.

Satisfaction with Wairoa Community Centre

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	31	43	74	5	21
2019	54	27	81	4	15
2018	56	24	80	3	17
2017	57	29	86	4	10
2016	51	31	82	2	16
2015 [†]	55	25	80	5	16
2014 [†]	54	25	79	10	10
2013 [*]	52	30	82	9	9
Users/visitors	39	43	82	6	12
Area					
Urban	32	40	72	7	21
Rural	31	45	76	3	21

% read across

* not asked prior to 2013

† does not add to 100% due to rounding

The reasons residents are **not very satisfied** with the Wairoa Community Centre are ...

"Out of date."

"The changing rooms in the showers are disgusting, poor water pressure."

"Don't use it so can't comment."

"They need to update the gym equipment. I have been going for years and a lot of the machinery has been there since it opened. Some of the machines have sharp edges so are dangerous."

"Need more for children, toddlers."

"Needs to open earlier, especially gym."

"Boring, not enough for the kids to do."

"Cost of gym too high and no personal trainers."

The main reasons residents are **very satisfied** with the Wairoa Community Centre are ...

- swimming pool/lessons are good,
- run good programmes/classes/events.

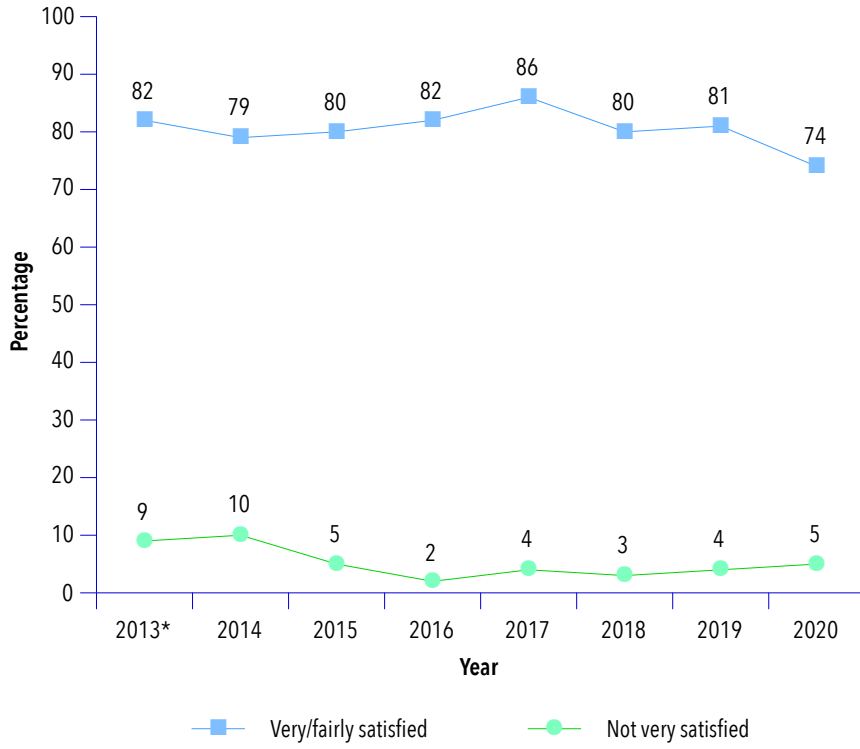
Summary table: Main reasons* for being very satisfied with the Wairoa Community Centre

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Swimming pool/lessons are good	11	10	12
Run good programmes/classes/events	9	10	9

* multiple responses allowed

NB: no other reason mentioned by more than 5% of all residents

Wairoa Community Centre

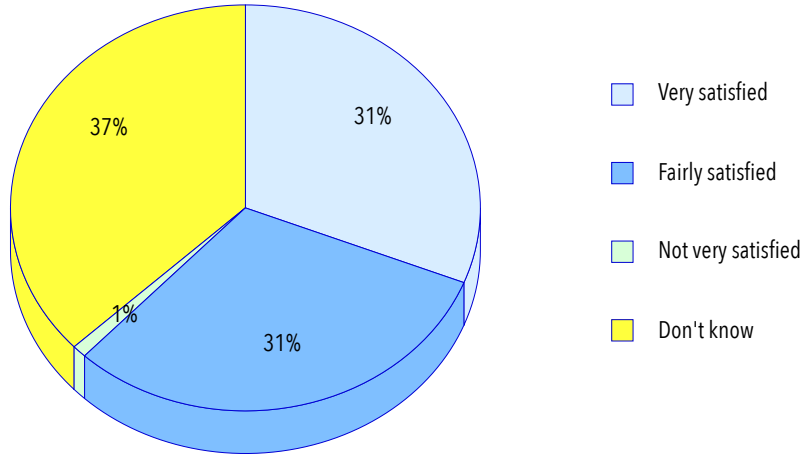


* not asked prior to 2013

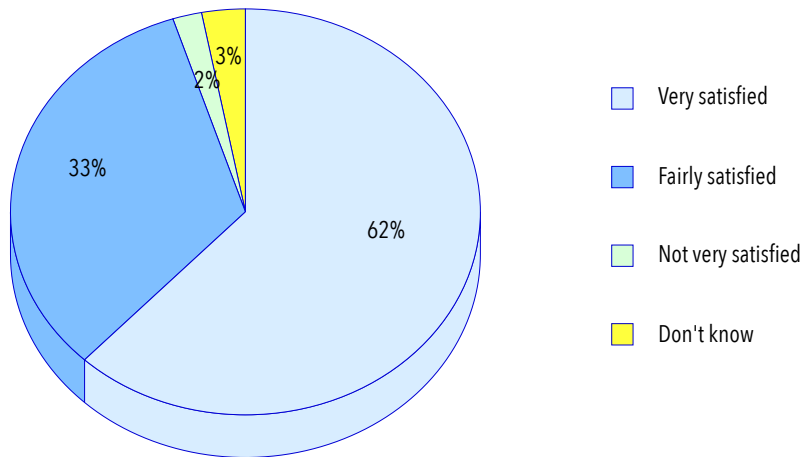
Recommended satisfaction measures for reporting purposes:
 Total District = 74%
 Users/visitors = 82%

v. Wairoa Museum

Overall



Visitors



Base = 96

62% of residents are satisfied with the Wairoa Museum (78% in 2019), including 31% who are very satisfied (60% in 2019), while 37% are unable to comment (19% in 2019).

The percent not very satisfied (1%) is on par with the Peer Group and National Averages and similar to the 2019 reading.

43% of households have visited the Wairoa Museum in the last 12 months (55% in 2019). Of these, 95% are satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with Wairoa Museum.

Satisfaction with the Wairoa Museum

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	31	31	62	1	37
2019	60	18	78	3	19
2018	58	19	77	-	23
2017	57	20	77	-	23
2016	42	27	69	1	30
2015 [†]	56	17	73	-	26
2014	59	22	81	1	18
2013*	53	30	83	-	17
2005	66	16	82	1	17
2004	51	22	73	2	25
2003	44	22	66	2	32
2002	36	12	48	9	43
2001	17	25	42	6	52
2000	21	24	45	6	49
Visitors	62	33	95	2	3
Comparison**					
Peer Group Average (Rural) [†]	28	19	47	7	47
National Average	53	19	72	5	23
Area					
Urban [†]	39	33	72	1	26
Rural	25	30	55	1	44

% read across

* not asked from 2006-2012. Readings from 2000-2005 refer to 'The Museum'.

** Peer Group and National Averages refer to ratings for museums in general

[†] does not add to 100% due to rounding

The reasons residents are **not very satisfied** with the Wairoa Museum are ...

"Not impressed with a large picture on display depicting an ancient war incident which was inaccurately described by the Museum speaker to our group. The person's knowledge of his subject matter was ridiculously inaccurate."

"We were going to give them stuff, they didn't want it. Axe heads it was."

"They need to do more. It is a very important part of town and its very important part of our town."

"Been too much political input, squeaky wheel has overridden what the community has asked for."

The main reasons residents are **very satisfied** with the Wairoa Museum are ...

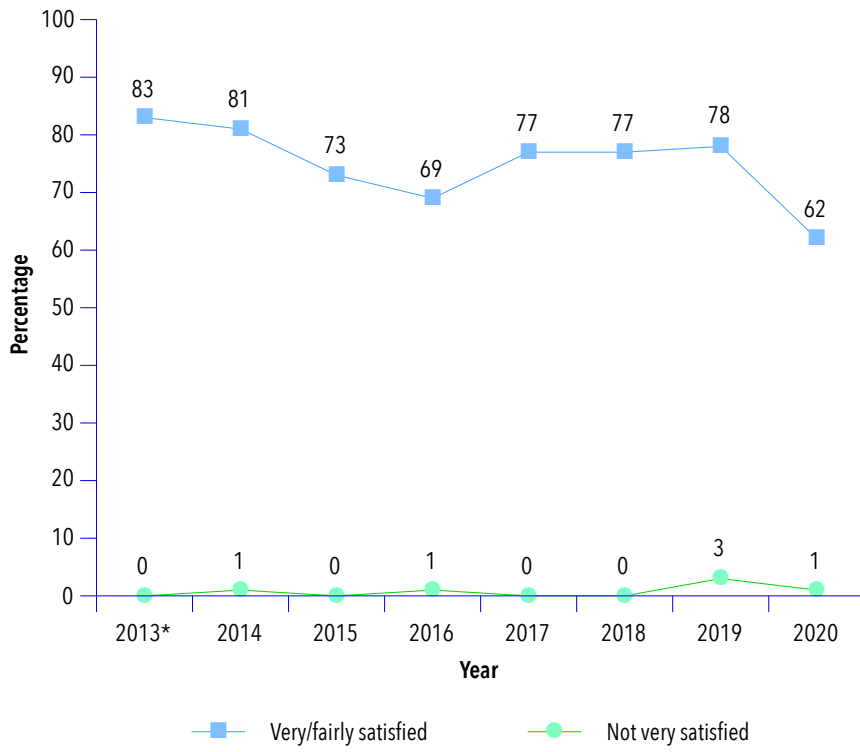
- liked what I saw/good to visit/good for a small town,
- displays are excellent/good,
- lots of information/interesting.

Summary table: Main reasons* for being very satisfied with the Wairoa Museum

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Liked what I saw/good to visit/good for a small town	6	6	6
Displays are excellent/good	5	3	6
Lots of information/interesting	5	8	2

* multiple responses allowed

Wairoa Museum

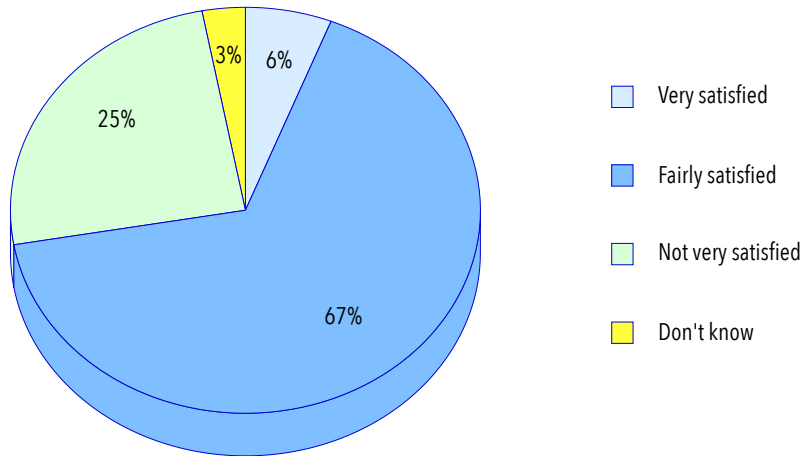


* not asked from 2006-2012

Recommended satisfaction measures for reporting purposes:
 Total District = 62%
 Visitors = 95%

vi. Standard of maintenance of urban roads in the District (excluding State Highways 2 and 38, as they are not Council roads)

Overall



73% of residents are satisfied with the standard of maintenance of urban roads in the District, while 25% are not very satisfied. These readings are similar to the 2019 results.

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average for **roads in the District**.

Ratepayers are more likely to be not very satisfied with the standard of maintenance of urban roads in the District, than non-ratepayers.

Satisfaction with standard of maintenance of urban roads in the District

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District					
2020 [†]	6	67	73	25	3
2019*	14	61	75	24	1
2018 [†]	7	57	64	35	-
2017	10	66	76	24	-
2016	12	60	72	27	1
2015	19	61	80	20	-
2014 [†]	12	59	71	27	3
2013	13	62	75	25	-
2012 [†]	13	58	71	28	2
2011	16	53	69	29	2
2010	10	59	69	30	1
2009	10	71	81	17	2
2008	15	53	68	32	-
2007	14	59	73	27	-
2006	10	48	58	41	1
2005	12	55	67	32	1
2004	18	48	66	32	2
2003	23	44	67	32	1
2002	12	54	66	34	-
2001	11	56	67	33	-
2000	24	42	66	33	1
Comparison*					
Peer Group Average (Rural)	11	57	68	32	-
National Average [†]	20	52	72	27	-
Area					
Urban	7	71	78	21	1
Rural [†]	5	64	69	28	4
Ratepayer?					
Ratepayer	5	64	69	(29)	2
Non-ratepayer [†]	8	76	(84)	12	3

% read across

* prior to 2006, State Highways 2 and 38 were not specifically excluded. Readings prior to 2017 and Peer Group and National Average refer to roads in general (excluding State Highways). 2017-2018 readings refer to the standard of maintenance of roads in the District

[†] does not add to 100% due to rounding

The main reasons residents are **not very satisfied** with the standard of maintenance of urban roads in the District are ...

- potholes/rough/uneven/bumpy/corrugations,
- poor condition/need maintenance/upgrading,
- poor quality of work/time taken/patching.

Summary table: Main reasons* for being not very satisfied with the standard of maintenance of urban roads in the District

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Potholes/rough/uneven/bumpy/corrugations	16	14	17
Poor condition/need maintenance/upgrading	7	7	6
Poor quality of work/time taken/patching	5	2	7

* multiple responses allowed

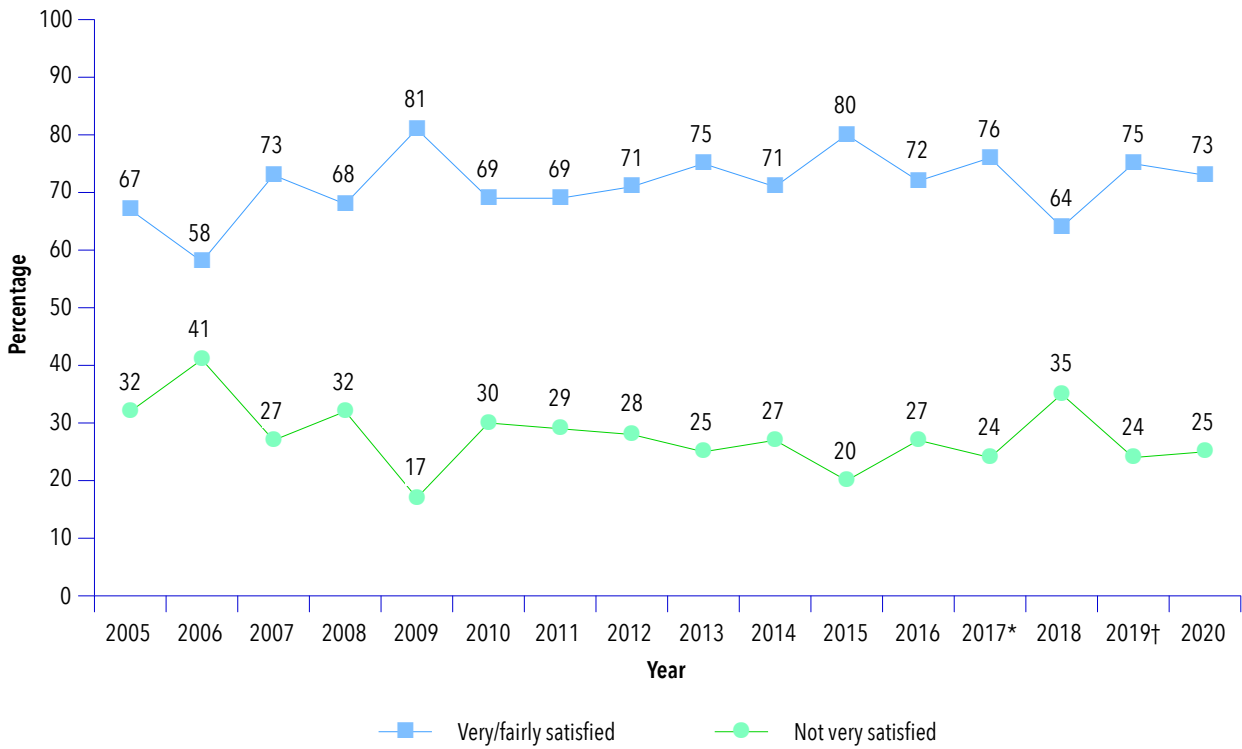
NB: no other reason is mentioned by more than 1% of all residents

The reasons* residents are **very satisfied** with the standard of maintenance of urban roads in the District are ...

- they are good/all good/high standard/no problems, mentioned by 3% of all residents,
- well maintained/well kept/upgraded, 3%.

* multiple responses allowed

Standard of maintenance of urban roads in the District

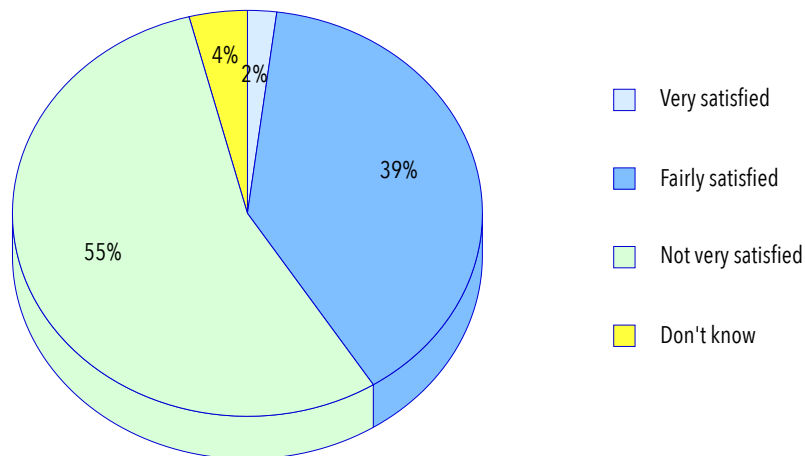


* prior to 2006, State Highways 2 and 38 were not specifically excluded. Readings prior to 2017 refer to roads in general
 † 2017-2018 readings refer to standard of maintenance of roads in the District

Recommended satisfaction measures for reporting purposes:
 Total District = 73%

vii. Standard of maintenance of rural roads

Overall



41% of residents are satisfied with the standard of maintenance of rural roads (51% in 2019), while 55% are not very satisfied (40% in 2019).

The percent not very satisfied is above the Peer Group and National Averages for **roads in the District**.

Residents more likely to be not very satisfied with the standard of maintenance of rural roads are ...

- Rural residents,
- women,
- residents aged 18 to 64 years,
- residents with an annual household income of \$30,000 or more.

Satisfaction with standard of maintenance of rural roads

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District					
2020	2	39	41	55	4
2019*	4	47	51	40	9
2018†	7	57	64	35	-
2017	10	66	76	24	-
2016	12	60	72	27	1
2015	19	61	80	20	-
2014†	12	59	71	27	3
2013	13	62	75	25	-
2012†	13	58	71	28	2
2011	16	53	69	29	2
2010	10	59	69	30	1
2009	10	71	81	17	2
2008	15	53	68	32	-
2007	14	59	73	27	-
2006	10	48	58	41	1
2005	12	55	67	32	1
2004	18	48	66	32	2
2003	23	44	67	32	1
2002	12	54	66	34	-
2001	11	56	67	33	-
2000	24	42	66	33	1
Comparison*					
Peer Group Average (Rural)	11	57	68	32	-
National Average†	20	52	72	27	-
Area					
Urban	2	46	48	42	10
Rural	1	35	36	64	-

continued ...

Satisfaction with standard of maintenance of rural roads (continued)

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Gender					
Male†	3	46	49	47	5
Female	1	33	34	63	3
Age group					
18-44 years	1	35	36	64	-
45-64 years	-	36	36	59	5
65+ years	4	55	59	31	10
Household income					
Less than \$30,000 pa†	6	59	65	31	3
\$30,000-\$50,000 pa	1	40	41	54	5
More than \$50,000 pa	1	29	30	67	3

% read across

* prior to 2006, State Highways 2 and 38 were not specifically excluded. Readings prior to 2017 and Peer Group and National Average refer to roads in general (excluding State Highways). 2017-2018 readings refer to the standard of maintenance of roads in the District

† does not add to 100% due to rounding

The main reasons residents are **not very satisfied** with the standard of maintenance of rural roads are ...

- potholes/rough/uneven/bumpy/corrugations,
- poor condition/need maintenance/upgrading,
- too many trucks/issues with trucks,
- poor quality of work/take too long to fix,
- drop outs/slips not repaired/washouts/slumping.

Summary table: Main reasons* for being not very satisfied with the standard of maintenance of rural roads

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Potholes/rough/uneven/bumpy/corrugations	34	24	40
Poor condition/need maintenance/upgrading	13	11	14
Too many trucks/issues with trucks	10	8	11
Poor quality of work/take too long to fix	9	-	16
Drop outs/slips not repaired/washouts/slumping	7	6	8

* multiple responses allowed

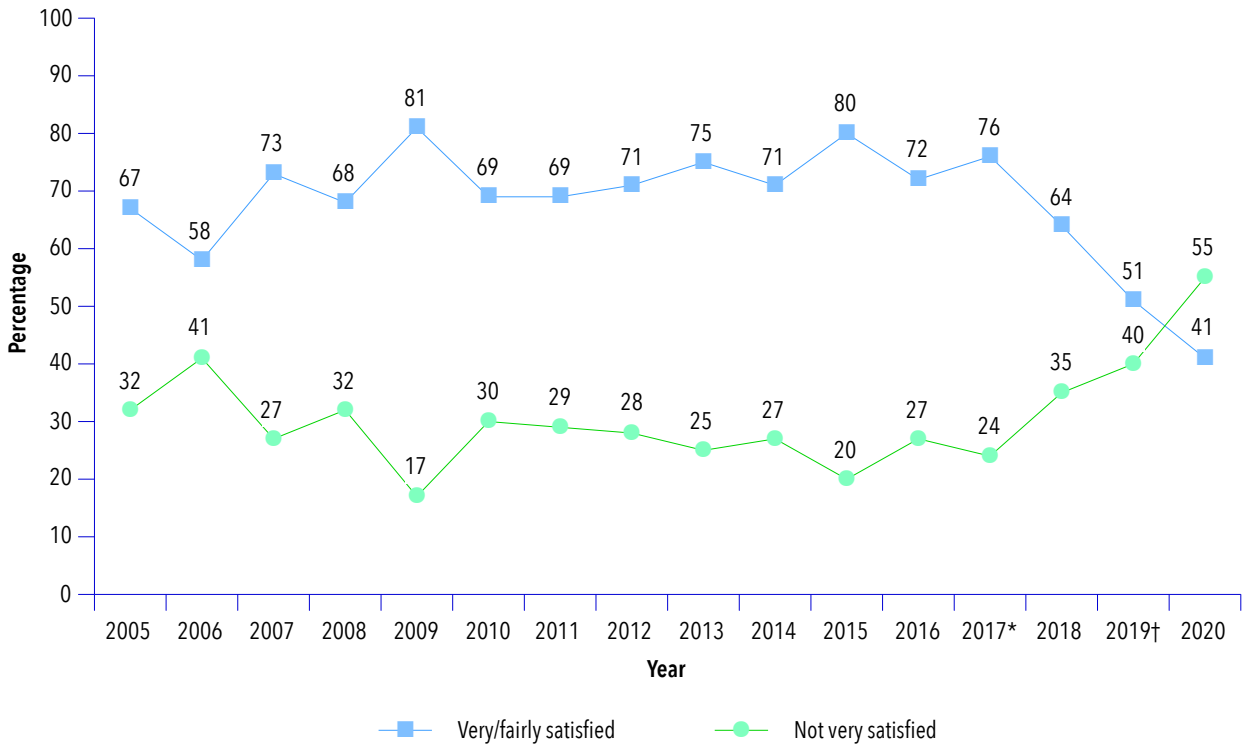
NB: no other reason is mentioned by more than 3% of all residents

The reasons* residents are **very satisfied** with the standard of maintenance of rural roads are ...

- well maintained/do a good job, mentioned by 1% of all residents,
- they are good/all good, 1%.

* multiple responses allowed

Standard of maintenance of rural roads

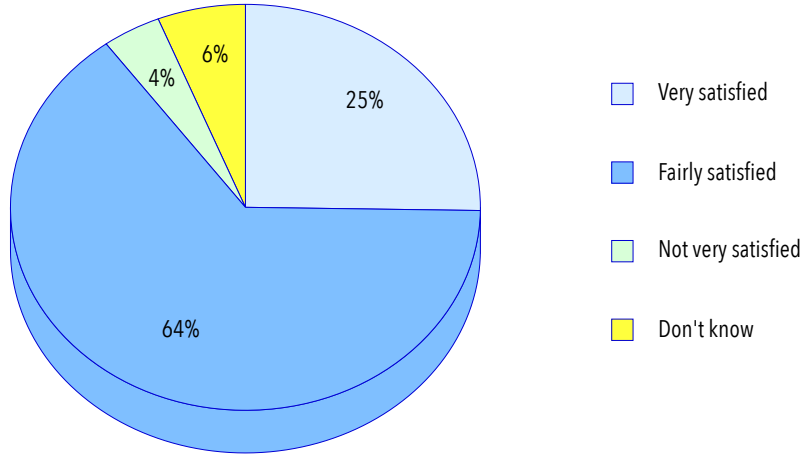


* prior to 2006, State Highways 2 and 38 were not specifically excluded. Readings prior to 2017 refer to roads in general
 † 2017-2018 readings refer to standard of maintenance of roads in the District

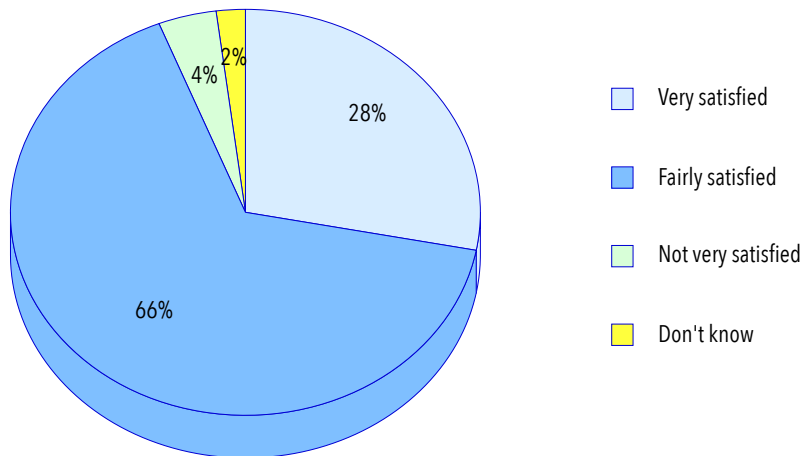
Recommended satisfaction measures for reporting purposes:
 Total District = 41%

viii. Standard of maintenance of parks and reserves

Overall



Users/visitors



Base = 140

89% of Wairoa District residents are satisfied with the standard of maintenance of parks and reserves, including 25% who are very satisfied, while 4% are not very satisfied. 6% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Average readings for **parks and reserves** in general.

77% of households have used or visited a park or reserve in the last 12 months. Of these "users/visitors", 94% are satisfied and 4% are not very satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the standard of maintenance of parks and reserves.

Satisfaction with standard of maintenance of parks and reserves

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall**					
Total District					
2020†	25	64	89	4	6
2019†	30	50	80	10	9
2018†	24	53	77	15	9
2017	30	59	89	5	6
2016	30	52	82	8	10
2015	34	53	87	6	7
2014†	23	48	71	20	10
2013	29	57	86	9	5
2012	23	61	84	7	9
2011	28	54	82	8	10
2010	28	51	79	12	9
2009	22	61	83	12	5
2008	20	54	74	14	12
2007	26	51	77	13	10
2006	22	60	82	10	8
2005	31	45	76	15	9
2004	24	48	72	18	10
2003	32	37	69	15	16
2002	29	41	70	20	10
2001	19	49	68	19	13
2000	32	37	69	22	9
Users/visitors	28	66	94	4	2
Comparison*					
Peer Group Average (Rural)†	54	41	95	3	3
National Average	63	31	94	5	1
Area†					
Urban	23	69	92	5	4
Rural	27	62	89	4	8

% read across

* Peer Group and National Average readings are based on the ratings for parks and reserves in general

** readings prior to 2017 refer to reserves and sportsgrounds and 2017-2019 readings refer to the standard and maintenance of reserves and sportsgrounds

† does not add to 100% due to rounding

The main reasons* residents are **not very satisfied** with the standard of maintenance of parks and reserves are ...

- need better upkeep/more maintenance/upgrading, mentioned by 2% of all residents,
- need more rubbish bins/cleared more often, 1%.

* multiple responses allowed

The main reasons residents are **very satisfied** with the standard of maintenance of parks and reserves are ...

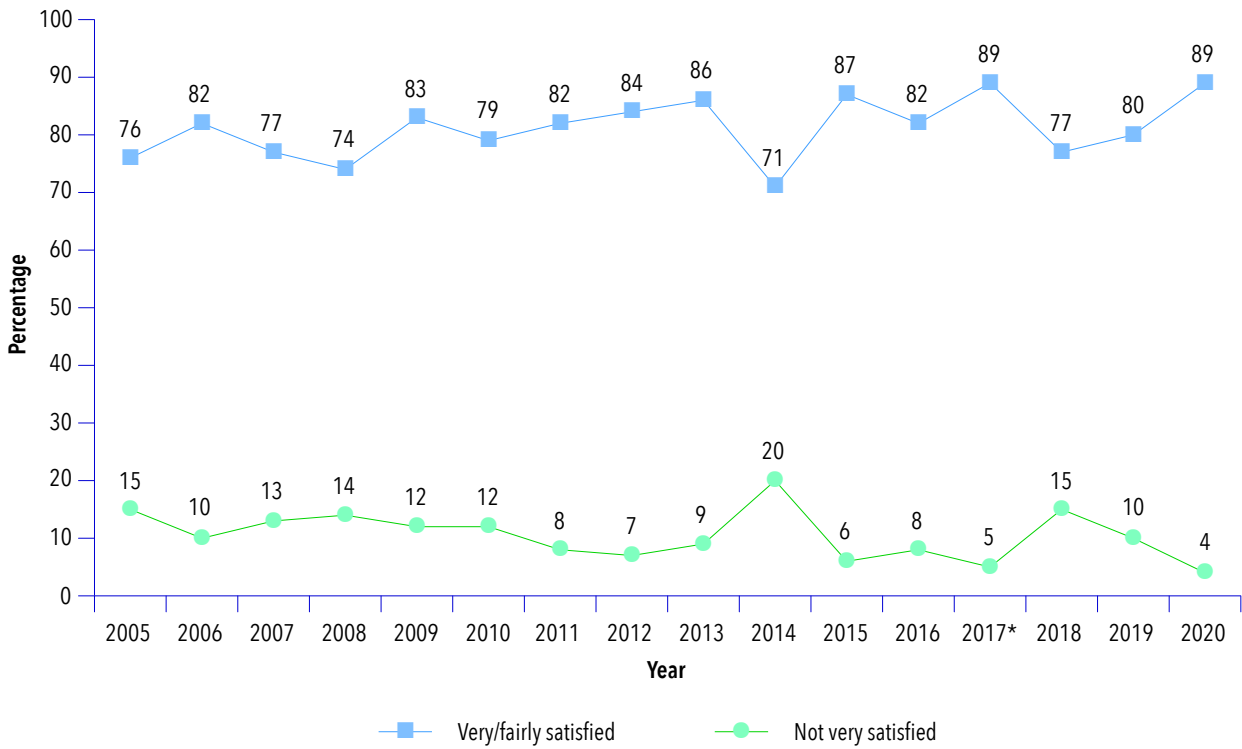
- well maintained/well kept/lawns mowed,
- kids' playground is great/good,
- look good/good condition/do a good job.

Summary table: Main reasons* for being very satisfied with the standard of maintenance of parks and reserves

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Well maintained/well kept/lawns mowed	15	13	17
Kids' playground is great/good	5	5	4
Look good/good condition/do a good job	4	3	6

* multiple responses allowed

Standard of maintenance of parks and reserves

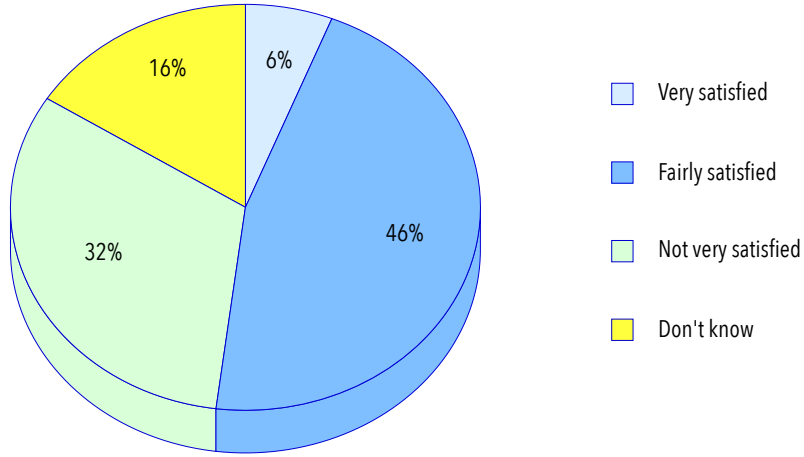


* readings prior to 2017 refer to reserves and sportsgrounds and 2017-2019 readings refer to the standard and maintenance of reserves and sportsgrounds

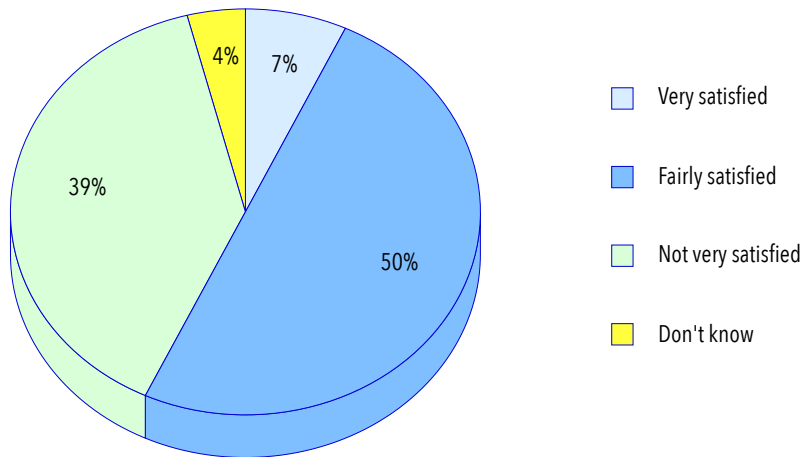
Recommended satisfaction measures for reporting purposes:
Total District = 89%
Users/visitors = 94%

ix. Current refuse disposal/landfill management standards

Overall

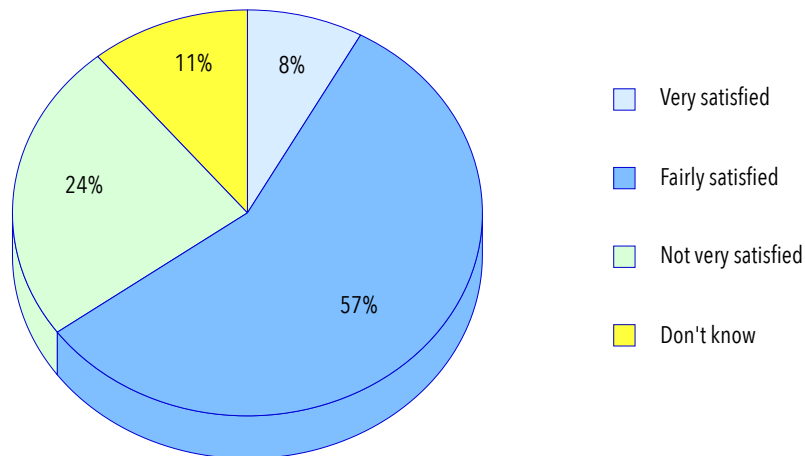


Used a landfill in the District



Base = 157

Receive a regular rubbish collection



Base = 139

52% of Wairoa District residents are satisfied with current refuse disposal and landfill management standards (64% in 2019). 32% are not very satisfied (28% in 2019) and 16% are unable to comment (8% in 2019).

The percent not very satisfied is above the Peer Group and National Averages for **refuse disposal**.

78% of households say they have used a landfill in the District in the last 12 months. 57% of these "users" are satisfied (67% in 2019) and 39% not very satisfied (29% in 2019).

63% of residents receive a regular rubbish collection (69% in 2019), with 65% satisfied and 24% not very satisfied.

Residents more likely to be not very satisfied with the current refuse disposal and landfill management standards are ...

- women,
- residents aged 45 to 64 years,
- residents with an annual household income of more than \$50,000.

Satisfaction with current refuse disposal/landfill management standards

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District					
2020	6	46	52	32	16
2019	23	41	64	28	8
2018 [†]	24	48	72	16	11
2017 [†]	23	45	68	20	13
2016	26	39	65	18	17
2015	32	43	75	15	10
2014	30	37	67	28	5
2013	32	42	74	22	4
2012	22	52	74	18	8
2011	27	42	69	24	7
2010 [†]	21	43	64	30	7
2009	18	48	66	31	3
2008	18	31	49	48	3
2007	14	33	47	49	4
2006	13	34	47	43	10
2005	25	31	56	36	8
2004	25	33	58	34	8
2003	20	29	49	42	9
2002	21	24	45	46	9
2001	12	37	49	37	14
2000	42	31	73	17	10
Used a landfill in District	7	50	57	39	4
Receive a regular rubbish collection	8	57	65	24	11
Comparison*					
Peer Group Average (Rural)	26	36	62	14	24
National Average	27	33	60	14	26
Area					
Urban	10	55	65	30	5
Rural	3	39	42	34	24

continued ...

Satisfaction with current refuse disposal/landfill management standards (continued)

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Gender					
Male†	7	51	58	23	20
Female	5	42	47	(41)	12
Age group					
18-44 years	5	43	48	28	24
45-64 years	4	46	50	(42)	8
65+ years	11	52	(63)	24	13
Household income					
Less than \$30,000 pa	6	54	60	20	20
\$30,000-\$50,000 pa†	11	65	(76)	18	7
More than \$50,000 pa	5	35	40	(46)	14

% read across

* Peer Group and National Average readings are based on the ratings for refuse disposal **only**

** readings prior to 2017 refer to refuse disposal and landfill management

† does not add to 100% due to rounding

The main reasons residents are **not very satisfied** with the current refuse disposal and landfill management standards are ...

- limited opening hours/not convenient,
- cost/too expensive/rates should cover (rubbish bags not mentioned),
- landfill is messy/untidy.

Summary table: Main reasons* for being not very satisfied with the current refuse disposal and landfill management standards

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Limited opening hours/not convenient	17	18	17
Cost/too expensive/rates should cover (rubbish bags not mentioned)	5	7	5
Landfill is messy/untidy	4	3	5

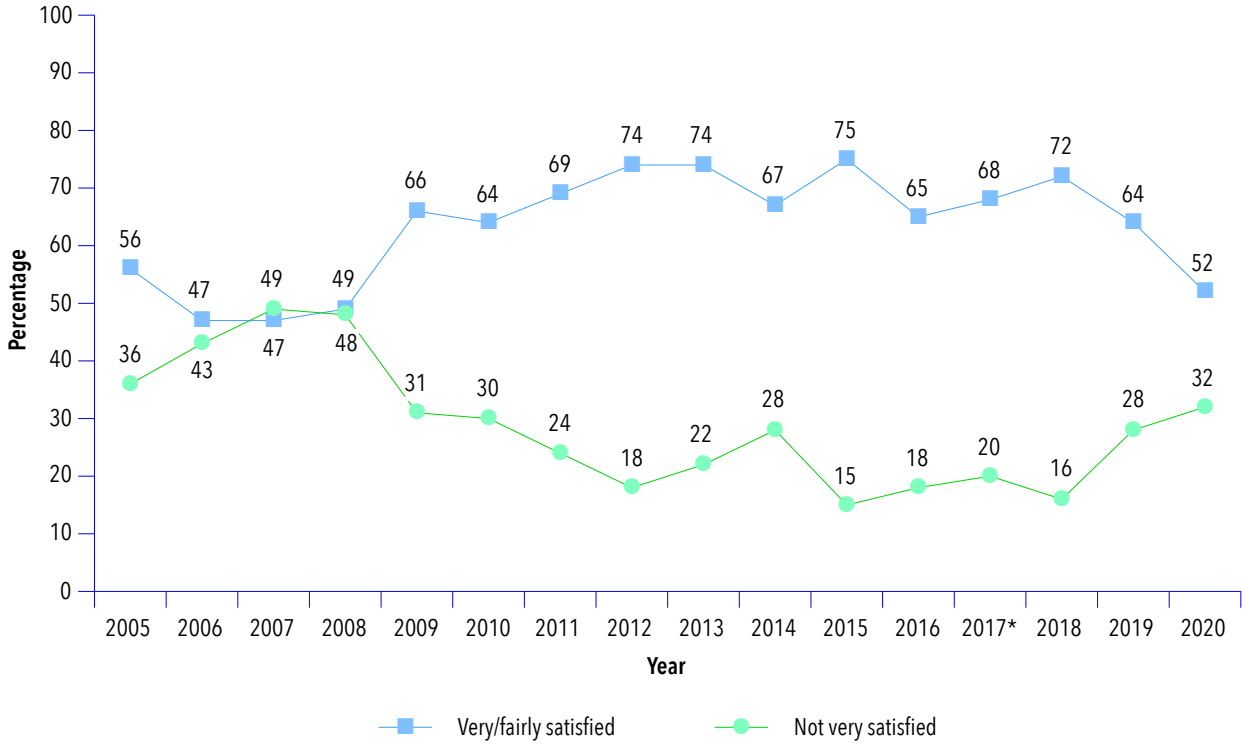
* multiple responses allowed

The main reasons* residents are **very satisfied** with the current refuse disposal and landfill management standards are ...

- good service/well run, mentioned by 3% of all residents,
- very good/satisfied (unspecified), 1%,
- price is good compared to other places, 1%,
- easy to use/friendly staff, 1%.

* multiple responses allowed

Current refuse disposal/landfill management standards

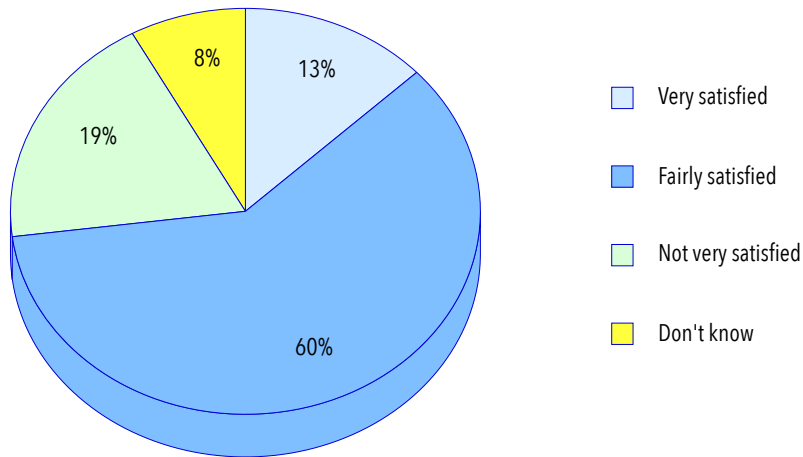


* readings prior to 2017 refer to refuse disposal and landfill management

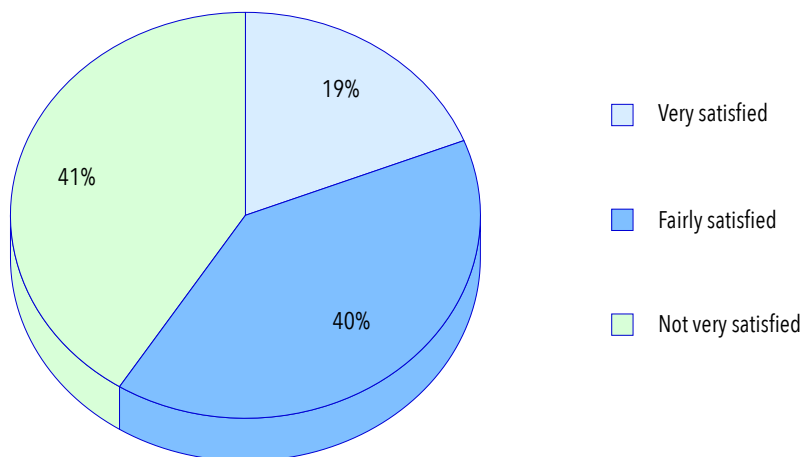
Recommended satisfaction measures for reporting purposes:
Total District = 52%
Users of landfill = 57%
Receivers of rubbish collection = 65%

x. Control of dogs

Overall



Contacted Council in last 12 months



Base = 42

73% of residents are satisfied with the control of dogs (65% in 2019), while 19% are not very satisfied (27% in 2019) and 8% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages.

22% of residents have contacted Council about the control of dogs in the last 12 months. Of these, 59% are satisfied and 41% are not very satisfied.

Women are more likely to be not very satisfied with the control of dogs, than men.

Satisfaction with control of dogs

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	13	60	73	19	8
2019	23	42	65	27	8
2018	33	45	78	17	5
2017	19	52	71	26	3
2016	26	45	71	21	8
2015	16	47	63	29	8
2014	24	47	71	24	5
2013	24	41	65	31	4
2012	15	41	56	36	8
2011 [†]	25	41	66	30	3
2010 [†]	20	36	56	42	3
2009	16	46	62	33	5
2008	16	40	56	36	8
2007*	9	42	51	44	5
2006	13	45	58	38	4
2005	22	38	60	34	6
2004	19	43	62	30	8
2003	13	48	61	35	4
2002	16	43	59	38	3
2001	13	41	54	36	10
2000	22	39	61	37	2
Contacted Council	19	40	59	41	-
Comparison					
Peer Group Average (Rural) [†]	31	37	68	17	16
National Average	36	38	74	16	10
Area					
Urban [†]	21	53	74	22	4
Rural	8	65	73	17	10
Gender					
Male	15	70	85	11	4
Female	12	50	62	26	12

% read across

* readings prior to 2007 are based on satisfaction with dog **and** livestock control

[†] does not add to 100% due to rounding

The reasons* residents are **not very satisfied** with the District's control of dogs are ...

- too many roaming dogs,
- dogs barking,
- poor ranger service/better service from Council,
- dangerous dogs/danger to people and other animals/feel unsafe.

Summary table: Main reasons* for being not very satisfied with the control of dogs

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Too many roaming dogs	13	16	11
Dogs barking	4	4	4
Poor ranger service/better service from Council	3	2	4
Dangerous dogs/danger to people and other animals/feel unsafe	3	2	3

* multiple responses allowed

The main reasons residents are **very satisfied** with the District's control of dogs are ...

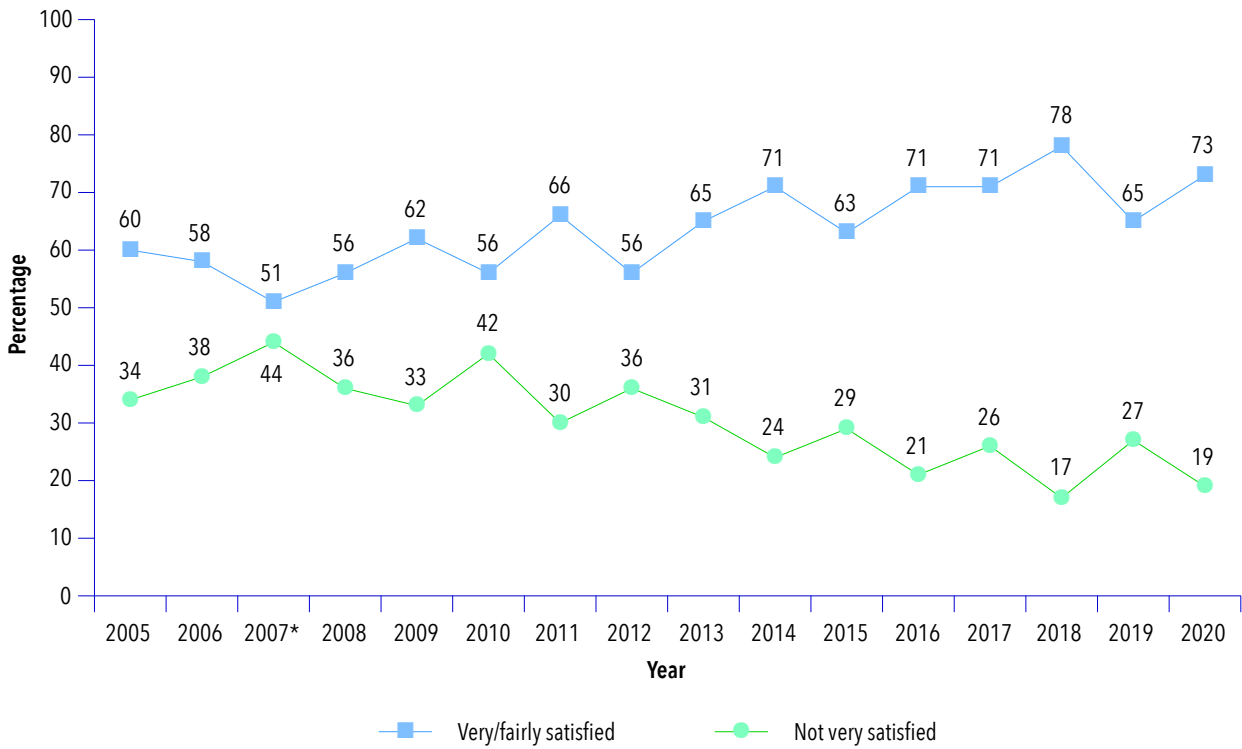
- no problems (unspecified),
- no roaming dogs/less roaming dogs.

Summary table: Main reasons* for being very satisfied with the control of dogs

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
No problems (unspecified)	4	7	2
No roaming dogs/less roaming dogs	4	6	2

* multiple responses allowed

Control of dogs

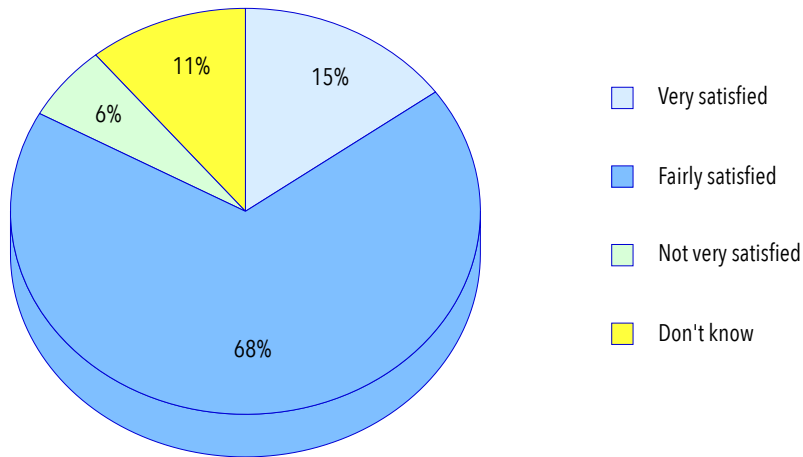


* readings prior to 2007 are based on satisfaction with dog **and** livestock control

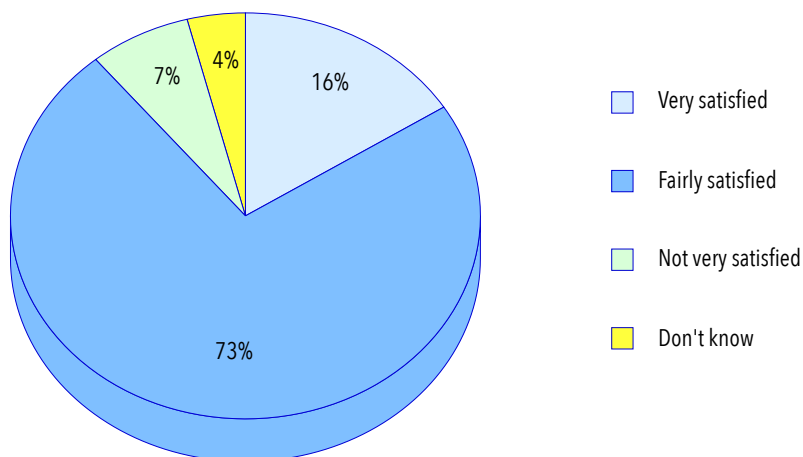
Recommended satisfaction measures for reporting purposes:
 Total District = 73%
 Contacted Council = 59%

xi. Control of livestock

Overall



Contacted Council in last 12 months



Base = 13*
 * caution: small base

83% of residents are satisfied with the control of livestock, while 6% are not very satisfied. 11% are unable to comment. These readings are similar to the 2019 results.

6% of households have contacted Council about control of livestock in the last 12 months (11% in 2019). Of these, 78% are satisfied and 21% are not very satisfied (caution is required as the base is small, N=13).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the control of livestock.

Satisfaction with control of livestock

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District					
2020	15	68	83	6	11
2019†	28	56	84	6	9
2018†	34	51	85	4	10
2017	25	64	89	6	5
2016	32	47	79	13	8
2015	35	48	83	8	9
2014	34	45	79	10	11
2013†	26	57	83	7	9
2012†	20	64	84	10	7
2011†	32	51	83	11	7
2010	29	49	78	12	10
2009	24	55	79	13	8
2008	18	51	69	20	11
2007	16	59	75	15	10
Contacted Council**†	16	73	89	7	4
Area					
Urban	19	55	74	8	18
Rural	12	77	89	5	6

% read across

* not asked separately prior to 2007

** caution: small base

† does not add to 100% due to rounding

The reasons* residents are **not very satisfied** with the control of livestock are ...

- goats are a problem, mentioned by 5% of all residents,
- problems with cows, 1%.

* multiple responses allowed

The main reasons residents are **very satisfied** with the control of livestock are ...

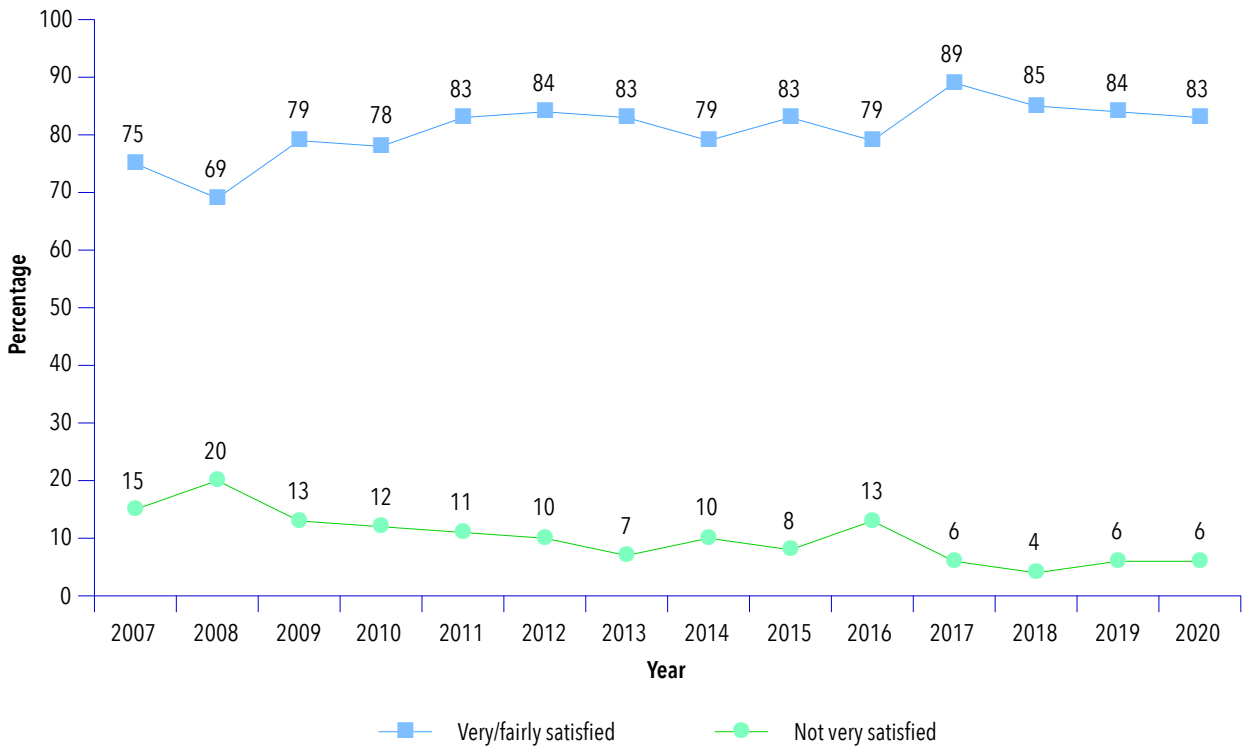
- no stock on road/hardly any seen,
- not a problem/never see them.

Summary table: Main reasons* for being very satisfied with the control of livestock

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
No stock on road/hardly any seen	5	6	4
Not a problem/never see them	4	8	1

* multiple responses allowed

Control of livestock

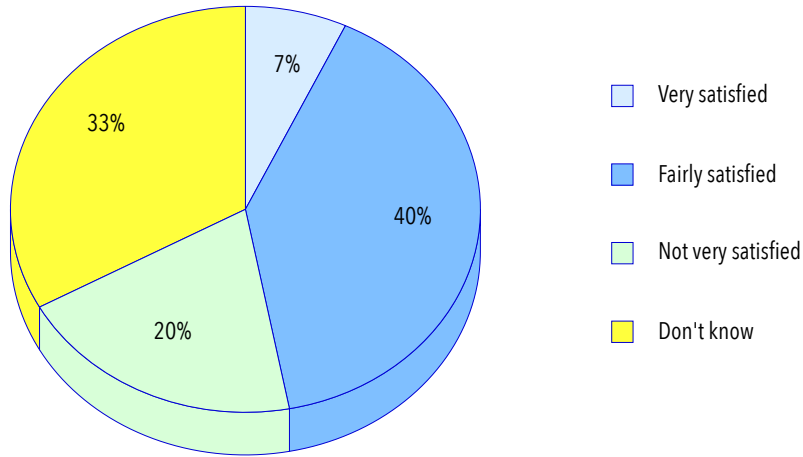


Recommended satisfaction measures for reporting purposes:
 Total District = 83%
 Contacted Council* = 89%

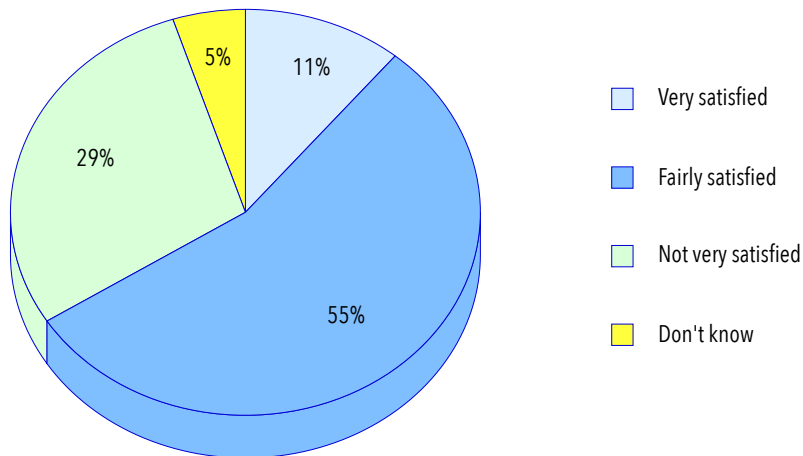
* caution: small base

xii. Functioning of District's existing stormwater system

Overall



Service provided



Base = 93

47% of residents are satisfied with the functioning of the District's existing stormwater system, while 20% are not very satisfied and 33% are unable to comment. These readings are similar to the 2019 results.

The percent not very satisfied is on par with the Peer Group and National Average readings for **stormwater services in general**.

43% of residents are provided with stormwater drainage (49% in 2019) and, of these, 66% are satisfied and 29% are not very satisfied.

Residents more likely to be not very satisfied with the functioning of the District's existing stormwater system are ...

- Urban residents,
- residents aged 45 to 64 years.

Satisfaction with the functioning of the District's existing stormwater system

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District					
2020	7	40	47	20	33
2019†	6	40	46	21	32
2018†	12	31	43	33	25
2017†	11	39	50	19	30
2016	10	46	56	26	18
2015	21	40	61	24	15
2014	14	39	53	31	16
2013	17	46	63	22	15
2012	11	47	58	25	17
2011	13	41	54	28	18
2010†	16	39	55	38	8
2009	8	49	57	35	8
2008	9	33	42	42	16
2007	12	44	56	29	15
2006	13	33	46	33	21
Service provided	11	55	66	29	5
Comparison**					
Peer Group Average (Rural)	26	32	58	16	26
National Average	31	41	72	16	12
Area					
Urban†	11	(52)	(63)	(32)	6
Rural	4	32	36	12	(52)
Age					
18-39 years	7	40	47	14	39
40-64 years†	2	37	39	(29)	31
65+ years	15	45	60	15	25

% read across

* not asked prior to 2006. Readings prior to 2017 refer to stormwater drainage

** Peer Group and National Averages refer to stormwater services in general

† does not add to 100% due to rounding

The main reasons residents are **not very satisfied** with the functioning of the District's existing stormwater system are ...

- flooding/surface flooding,
- drains get blocked/need clearing/cleaning out/maintenance,
- inadequate system/needs upgrading.

Summary table: Main reasons* for being not very satisfied with the functioning of the District's existing stormwater system

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Flooding/surface flooding	13	20	8
Drains get blocked/need clearing/cleaning out/maintenance	9	10	7
Inadequate system/needs upgrading	6	5	6

* multiple responses allowed

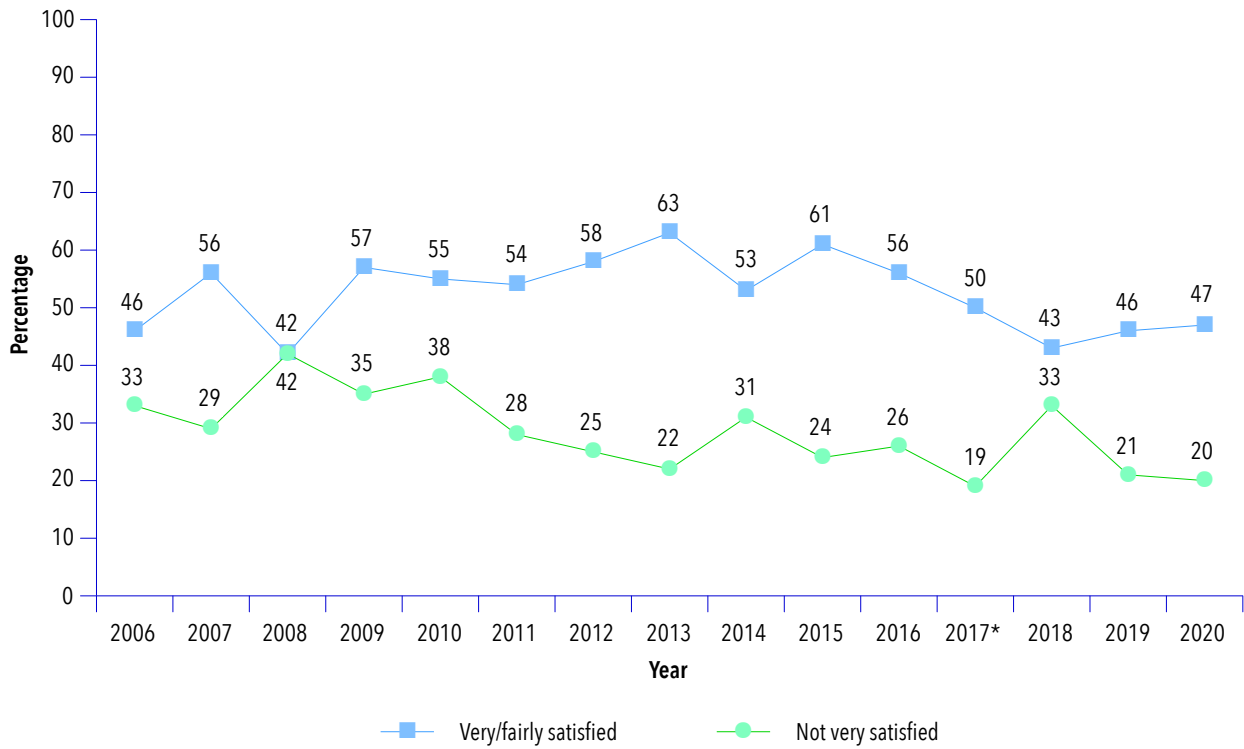
NB: no other reason is mentioned by more than 2% of all residents

The main reasons* residents are **very satisfied** with the functioning of the District's existing stormwater system are ...

- no problems, mentioned by 2% of all residents,
- no flooding, 1%,
- good drainage/culverts work well/not blocked, 1%,
- very good/working on it, 1%,
- good service/clean drains regularly/came when needed, 1%.

* multiple responses allowed

Functioning of the District's existing stormwater system

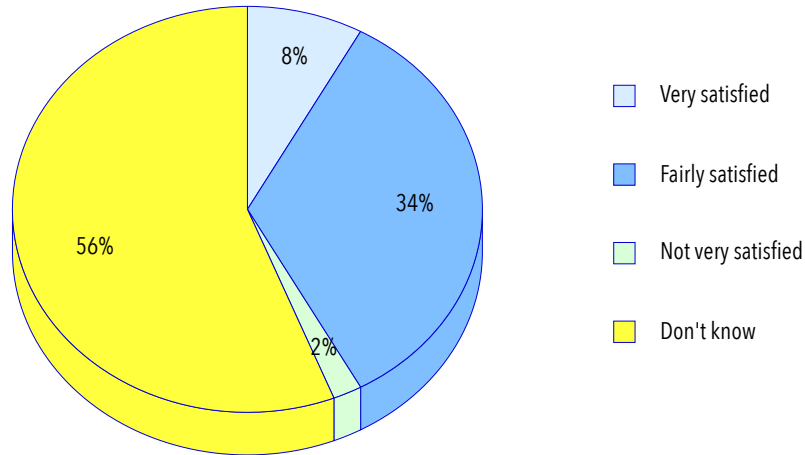


* readings prior to 2017 refer to stormwater drainage

Recommended satisfaction measures for reporting purposes:
 Total District = 47%
 Receivers of stormwater drainage = 66%

xiii. Airport

Overall



42% of residents are satisfied with the airport (49% on 2019), while 2% are not very satisfied. A large percentage (56%) are unable to comment (45% in 2019).

There are no comparative Peer Group and National Averages for this facility, but the not very satisfied reading is on par with the 2019 result.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the airport.

Satisfaction with the airport

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District					
2020	8	34	42	2	56
2019	16	33	49	6	45
Area					
Urban	10	42	52	2	46
Rural†	7	28	35	3	63

% read across

* not asked prior to 2019

† does not add to 100% due to rounding

The reasons* residents are **not very satisfied** with the airport are ...

- needs upgrading/extension, mentioned by 1% of all residents,
- doesn't need money spent on it/waste of money, 1%,
- only used for hospital patients, 1%.

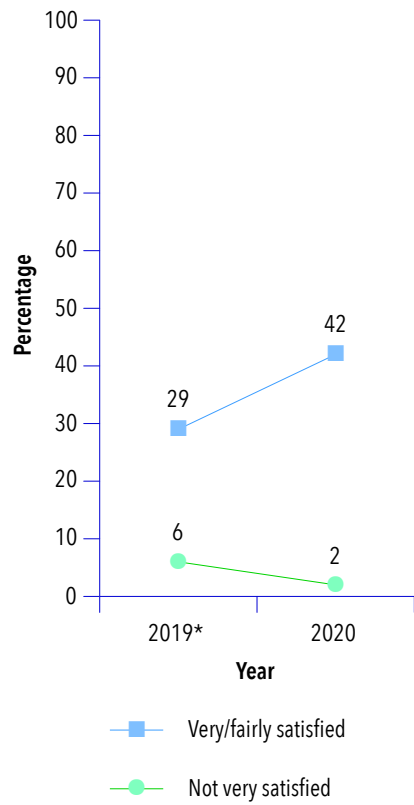
* multiple responses allowed

The main reasons* residents are **very satisfied** with the airport are ...

- vital service/used by hospital, mentioned by 5% of all residents,
- no problems/never hear of problems/well run, 2%,
- okay/does its job, 2%.

* multiple responses allowed

Airport

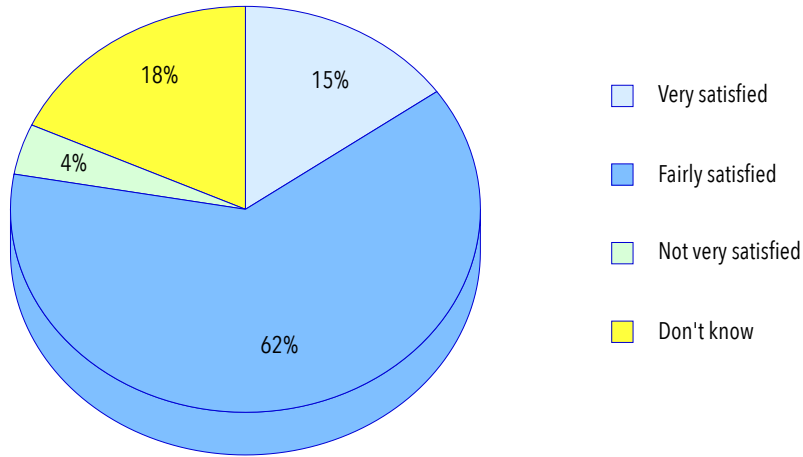


* not asked prior to 2019

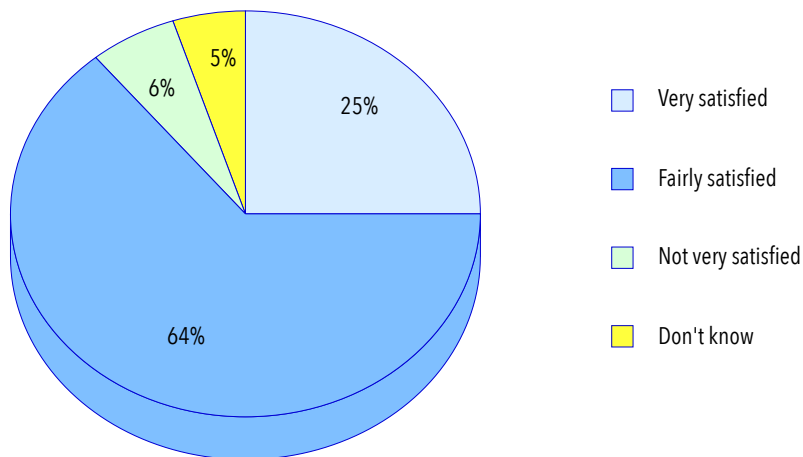
Recommended satisfaction measures for reporting purposes:
Total District = 42%

xiv. Community halls and facilities

Overall



Users



Base = 96

77% of residents are satisfied with community halls and facilities while 4% are not very satisfied. 18% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages.

48% of residents say they, or a member of their household, have used a community hall in the District, in the last year. Of these 89% are satisfied and 6% are not very satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who are not very satisfied with the community halls and facilities.

Satisfied with community halls and facilities

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall**					
Total District					
2020	15	62	77	4	18
Users					
2020	25	64	89	6	5
2019	56	38	94	6	-
Comparison*					
Peer Group Average (Rural)	27	40	67	7	26
National Average	24	38	62	6	32
Area					
Urban	20	62	82	1	17
Rural	12	63	75	6	19

Base = 96

% read across

* Peer Group and National Averages refer to rating of public halls in general

** prior to 2020, only users were asked to rate satisfaction with **community halls**

The reasons* residents are **not very satisfied** with community halls and facilities are ...

- rundown/need money spent on them/funding, mentioned by 4% of all residents,
- don't have any, 1%.

* multiple responses allowed

The main reasons residents are **very satisfied** with community halls and facilities are ...

- well maintained/clean and tidy,
- allows functions/different events/good for town.

Summary table: Main reasons* for being very satisfied with community halls and facilities

	Total District 2020 %	Area	
		Urban %	Rural %
Percent who mention ...			
Well maintained/clean and tidy	8	7	9
Allows functions/different events/good for town	4	10	1

* multiple responses allowed

NB: no other reason is mentioned by more than 2% of all residents

Recommended satisfaction measures for reporting purposes:

Total District = 77%

Users = 89%

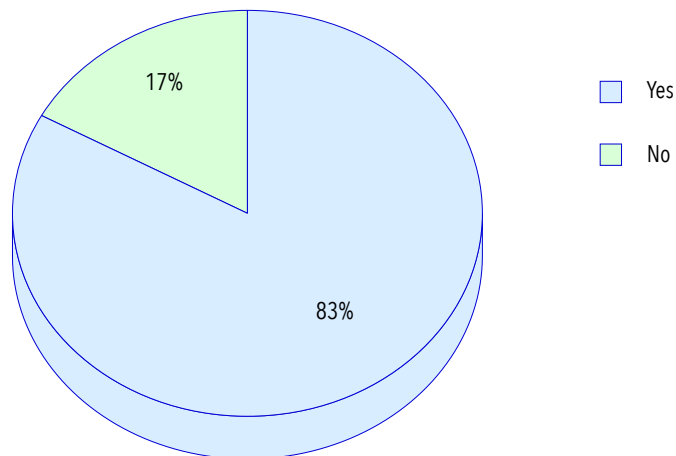
REPRESENTATION

The success of democracy of the Wairoa District depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making. Council wishes to understand the perceptions that its residents have on how easy or how difficult it is to have their views heard. It is understood that people's perceptions can be based either on personal experience or on hearsay.

MAYOR/COUNCILLORS

i. Do residents know how to make contact?

Overall



83% of residents say they know how to make contact with the Mayor or Councillors.

Residents more likely to say 'Yes' are ...

- residents aged 45 years or over,
- NZ European residents,
- residents with an annual household income of \$30,000 or more,
- ratepayers.

Summary table: Do residents know how to make contact?

	Yes %	No %
Overall		
Total District		
2020	83	17
2019*	79	21
Area		
Urban	83	17
Rural	84	16
Age		
18-44 years	73	27
45-64 years	91	9
65+ years	90	10
Ethnicity		
NZ European	90	10
NZ Māori	77	23
Household income		
Less than \$30,000 pa	71	29
\$30,000-\$50,000 pa	90	10
More than \$50,000 pa	89	11
Ratepayer?		
Ratepayer	87	13
Non-ratepayer	70	30

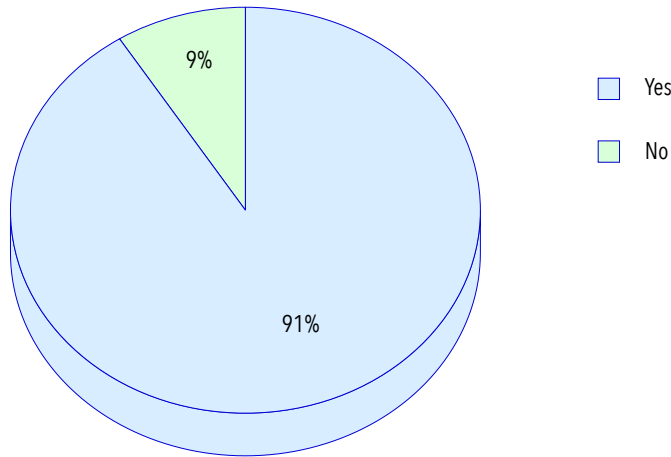
% read across

* 2019 reading refers to residents who have not had a discussion with Mayor/Councillors in last 12 months, N=168

ii. Would residents† make contact?

Residents† were asked if they would contact the Mayor or a Councillor about anything they thought the Council could assist them with.

Residents who know how to contact Council



Base = 172

91% of residents† say they would make contact with the Mayor or a Councillor about anything they thought the Council could assist them with.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents† who said 'Yes'.

† the 83% of residents who said they know how to make contact with the Mayor or a Councillor

Summary table: Would residents† make contact?

	Yes %	No %
Residents who said they know how to make contact		
2020	91	9
Area		
Urban	90	10
Rural	92	8

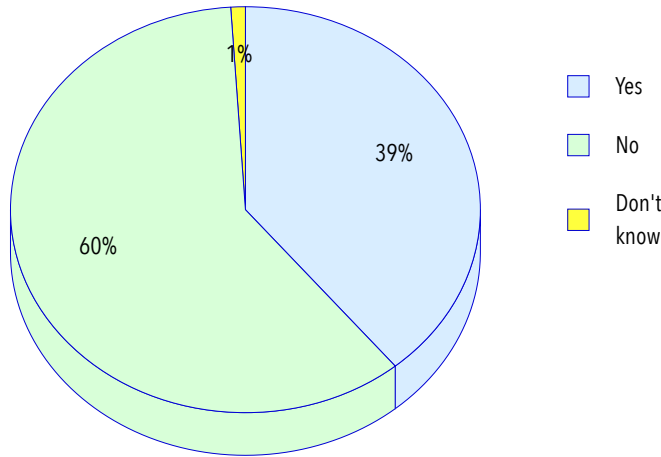
Base = 172

% read across

† those residents who said they know how to make contact with the Mayor or a Councillor

iii. Have residents[†] contacted Mayor or a Councillor in last 12 months, by phone/in person/in writing/by email and/or through social media

Residents who know how to make contact



Base = 172

In the last 12 months, 39% of residents[†] say they have made contact with either the Mayor or a Councillor, by phone, in person, in writing, by email and/or through social media.

Men[†] are more likely to say 'Yes', than women[†].

[†] the 83% of residents who said they know how to make contact with the Mayor or a Councillor

Summary table: Have residents[†] made contact with Mayor/Councillors in last 12 months?

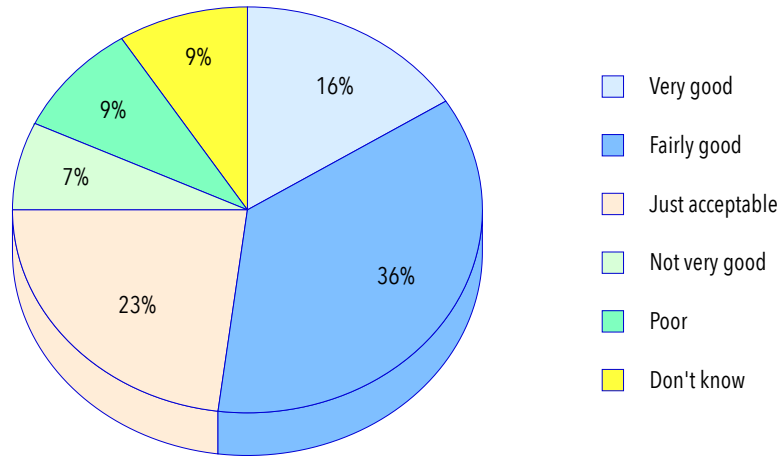
	Yes %	No %	Don't know %
Residents who know how to make contact			
2020	39	60	1
Area			
Urban	42	56	2
Rural	37	63	-
Gender			
Male	48	50	2
Female	31	69	-

Base = 172

[†] those residents who said they know how to make contact with the Mayor or a Councillor

iv. Performance rating of the Mayor and Councillors in the last year

Overall



52% of Wairoa District residents rate the performance of the Mayor and Councillors over the past year as very or fairly good, while 23% rate their performance as just acceptable (29% in 2019). 16% rate the performance of the Mayor and Councillors as not very good/poor (9% in 2019) and 9% are unable to comment.

Wairoa District residents rate the performance of the Mayor and Councillors on par with the Peer Group Average and similar to the National Average, in terms of their performance being very/fairly good.

63% of those who have contacted a Councillor or the Mayor in the last year, rate the performance of the Mayor and Councillors as very or fairly good (58% in 2019).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who rate the performance of the Mayor and Councillors as very/fairly good. However, it appears that the following residents are slightly more likely to feel this way ...

- NZ European residents,
- residents aged 65 years or over.

Summary table: Performance rating of the Mayor and Councillors in the last year

	Rated as ...			
	Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
Overall				
Total District				
2020	52	23	16	9
2019	54	29	9	8
2018†	53	23	17	8
2017	69	19	6	6
2016†	55	32	5	9
2015†	57	25	16	3
2014	67	18	4	11
2013	63	27	6	4
2012†	69	21	6	5
2011	71	16	8	5
2010	61	28	9	2
2009	59	30	8	3
2008	54	31	9	6
2007	57	30	10	3
2006	46	34	15	5
2005	67	18	11	4
2004	69	21	6	4
2003	59	29	8	4
2002	61	22	9	8
2001	46	31	18	5
2000	49	26	13	12
Contacted the Mayor/a Councillor in the last 12 months (N=67)	63	14	22	1
Comparison				
Peer Group Average (Rural)†	56	25	9	9
National Average	51	27	13	9
Area				
Urban	48	29	17	6
Rural†	54	20	16	11

continued ...

Summary table: Performance rating of the Mayor and Councillors in the last year (continued)

	Rated as ...			
	Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
Ethnicity				
NZ European†	55	23	17	4
NZ Māori	46	25	16	13
Age				
18-44 years†	46	25	15	15
45-64 years	51	20	22	7
65+ years†	64	27	10	-

% read across

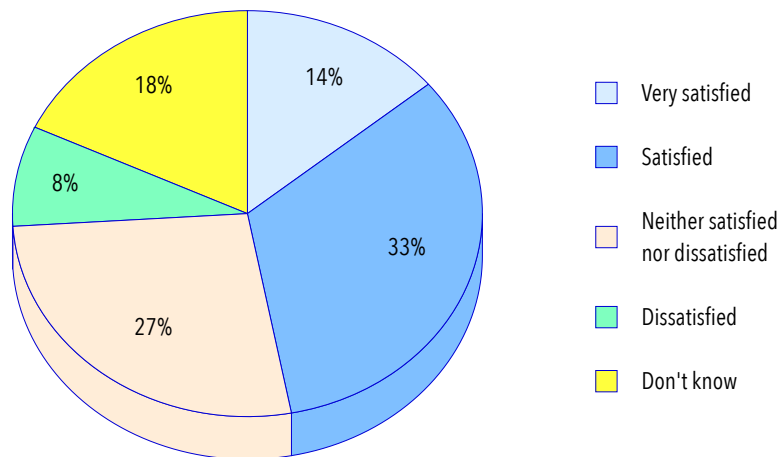
† does not add to 100% due to rounding

LOCAL ISSUES

COMMUNITY BENEFIT ORGANISATION

Wairoa District Council currently spends \$72.35 per rating unit on supporting a range of community benefit organisations like the Museum and the Community Centre, along with various other grants to activities and organisations in the District. Residents were asked to say how satisfied they are with the value for money that Wairoa is receiving from this funding.

Overall



47% of residents are very satisfied/satisfied with the value for money Wairoa District receives from funding used for supporting a range of community organisations, while 8% are dissatisfied/very dissatisfied. 27% are neither satisfied nor dissatisfied (20% in 2019) and 18% are unable to comment (23% in 2019).

Residents more likely to be **very satisfied/satisfied** are ...

- Rural residents,
- men.

Satisfaction with the value for money the District receives from funding used for supporting a range of community benefit organisations

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dis-satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall*								
Total District								
2020	14	33	47	27	8	-	8	18
2019†	15	34	49	20	7	2	9	23
2018	15	40	55	22	10	4	14	9
2017	16	47	63	17	7	1	8	12
2016	6	43	49	29	6	2	8	14
2015	4	38	42	41	8	4	12	5
2014	5	37	42	28	15	2	17	14
2013	5	45	50	36	6	1	7	7
2012	4	36	40	38	14	3	17	5
2011	5	46	51	24	13	4	17	8
2010†	8	43	51	24	16	4	20	6
2009	8	42	50	25	13	3	16	9
2008	6	38	44	30	14	6	20	6
2007	4	35	39	25	27	2	29	7
Area								
Urban†	12	27	39	30	9	1	10	22
Rural	16	38	54	25	6	-	6	15
Gender								
Male	16	40	56	24	9	-	9	11
Female†	13	27	40	30	6	1	7	24

% read across

* not asked prior to 2007. Question prior to 2017 read "how satisfied are you with the value for money Wairoa, as a whole, gets for the amount of rates spent on support community facilities and organisations"

† does not add to 100% due to rounding

The 101 residents who are very satisfied/satisfied were asked to give examples of where they believe the District is receiving value for money from their funding. The main mentions* are ...

- Community Centre, mentioned by 43% of residents who are very satisfied/satisfied with the value for money Wairoa District is receiving from this funding,
- museum, 18%,
- playgrounds/parks and reserves, 11%,
- other activities and organisations, 10%.

14% of residents† have an example of where they believe Council is **not** receiving value for money. The main examples* mentioned are ...

- community centre, mentioned by 21% of residents††,
- spend money instead on infrastructure, ie, roading/rubbish, 20%,
- unnecessary spending/overspending/priorities wrong, 14%.

* multiple responses allowed

† the 118 residents who are either very satisfied/satisfied or dissatisfied/very dissatisfied

†† the 17 residents who have an example of where they believe the District is not receiving value for money (caution: small base)

APPENDIX

Base by sub-sample

	Actual residents interviewed	*Expected numbers according to population distribution
Gender		
Male	100	98
Female	101	103
Age		
18-44 years	51	83
45-64 years	58	73
65+ years	92	45
Ethnicity**		
NZ European	91	91
NZ Māori	105	105

* Post stratification (weighting) is applied to adjust back to population proportions, in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please see also pages 2 to 4.

** One respondent identified their ethnicity as Asian and four respondents specified their ethnicity as 'Other' (unweighted).