

COMMUNITRAK™ SURVEY

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WAIROA DISTRICT COUNCIL

MARCH / APRIL 2021




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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:

To lead and support the Wairoa community through decision-making that promotes social, economic, environmental and cultural well-being of the district now and in 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, 1995-2020 and now again in March/April 2021.

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 200 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 13 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 next 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 Friday 19th March to Sunday 11th April, whilst the face-to-face interviews were conducted on the 14th March.

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 2018 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 **66%**, 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



90% of residents are satisfied with the standard of maintenance of parks and reserves.



While 45% are not very satisfied with the standard of maintenance of rural roads.



81% of residents say they know how to make contact with the Mayor or Councillors.

COUNCIL SERVICES/FACILITIES

Comparison table: Satisfaction with services/facilities

	Wairoa 2021		Wairoa 2020		Wairoa 2019	
	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 ^{††}	90 =	4 =	89	4	80	10
Standard of maintenance of urban roads	88 ↑	12 ↓	73	25	75	24
Control of livestock	80 =	7 =	83	6	84	6
Wairoa Community Centre	76 =	2 =	74	5	81	4
Dog control	75 =	15 =	73	19	65	27
The Wairoa Museum	70 ↑	1 =	62	1	78	3
Maintenance and service Council provides for cemeteries [†]	70 =	4 =	71	2	75	4
Community halls & facilities	70 =	9 =	77	4	NA	NA
Library service	66 ↓	1 =	74	4	77	4
Quality of the drinking water supply	65 =	9 =	59	8	57	13
Current refuse disposal/ landfill management standards	59 =	31 =	52	32	64	28
Functioning of existing stormwater system	51 =	14 =	47	20	46	21
Standard of maintenance of rural roads	50 ↑	45 ↓	41	55	51	40
Airport	49 =	2 =	42	2	49	6

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

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

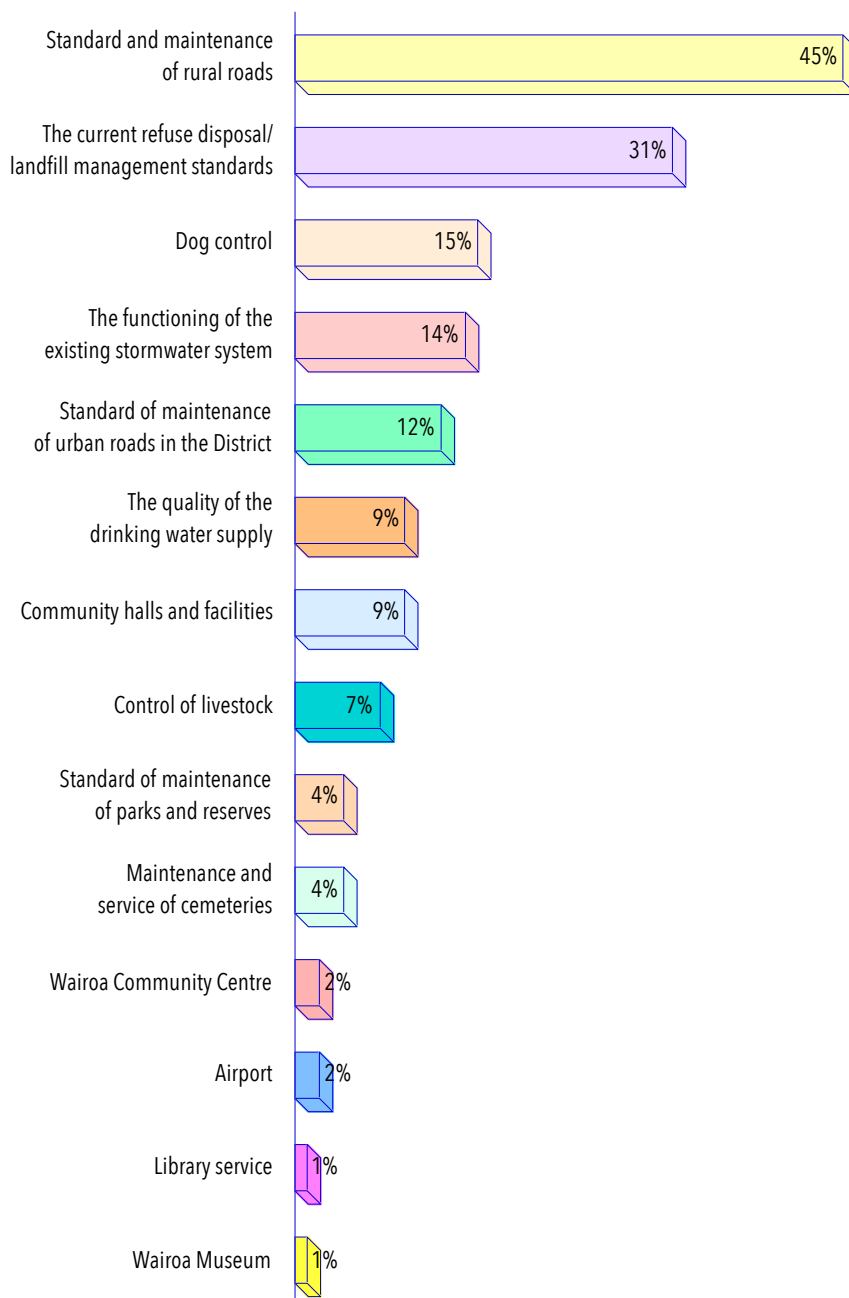
NB: where figures don't add to 100%, the balance is a "don't know" response

NA: not asked in 2018

Key: ↑ above/slightly above 2020 reading
↓ below/slightly below 2020 reading
= similar/on par to 2020 reading

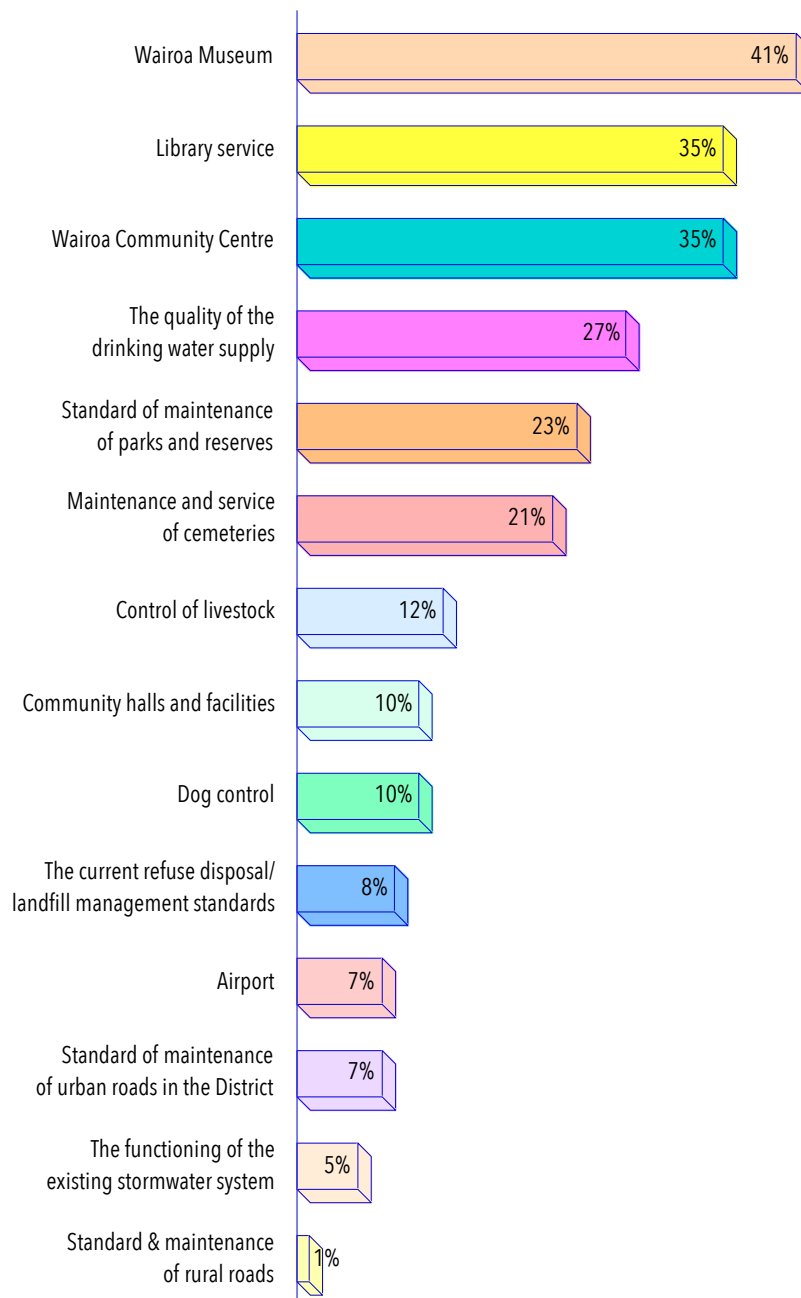
Percent Saying They Are Not Very Satisfied With ...

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	45	††32	††27
• current refuse disposal and landfill management standards	31	†14	†14

Wairoa District is **lower** than the Peer Group and/or National Averages for ...

• standard of maintenance of urban roads in the District	12	††32	††27
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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 ...

• dog control	15	17	16
• functioning of the District's existing stormwater system	14	**16	**16
• quality of the drinking water supply	9	◊◊14	◊◊13
• community halls and facilities	9	***7	***6
• standard of maintenance of parks and reserves	4	*3	*5
• cemetery maintenance and service	4	°1	°5
• library service	1	3	3
• 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	73	11	16
A park or reserve	53	21	26
Wairoa Community Centre	45	29	26
A Council cemetery	36	22	42
A public library	37	17	46
Wairoa Museum	24	28	48
Community hall	19	24	57
Computers or WiFi in the library to access the internet	13	7	80
Control of dogs	3	17	80
Control of livestock	2	7	91

% read across

A landfill in the District, 84%,
a park or reserve, 74%, and
Wairoa Community Centre, 74%.

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

REPRESENTATION

81% of residents say they know how to make contact with the Mayor or Councillors. Of these, 90% say they would make contact with the Mayor, or a Councillor, about anything they thought Council could assist them with, while 10% say they wouldn't. And 43% 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=165

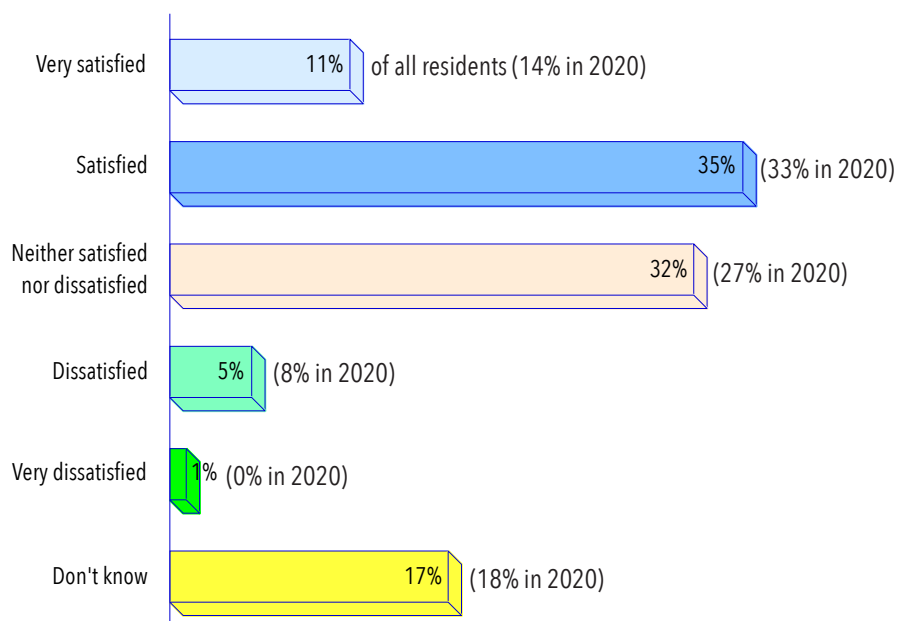
PERFORMANCE

	Very good/ Fairly good %	Just acceptable %	Not very good %	Don't know/ No opinion %
Mayor and Councillors				
2021	48	33	11	8
2020	52	23	16	9

LOCAL ISSUES

Community facilities

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



(does not add to 100% due to rounding)

28% 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 or don't know

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 2018 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
Taranua 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

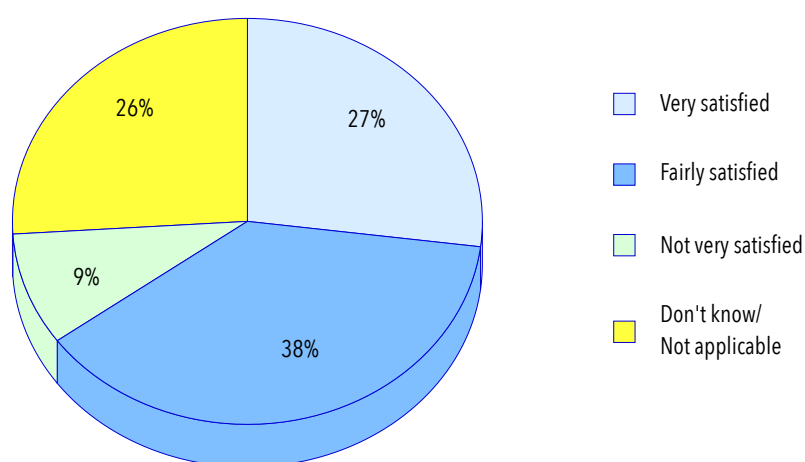
COUNCIL SERVICES/FACILITIES

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

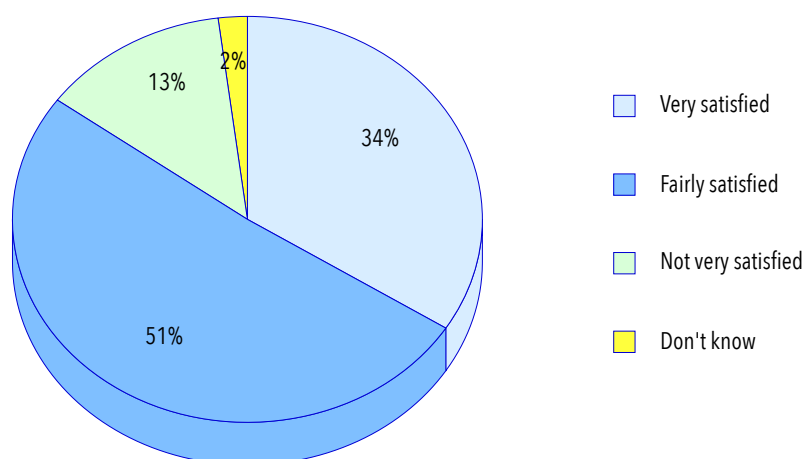
Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service or facility. Those residents that were very satisfied or not very satisfied were asked to say why they felt this way.

i. *The quality of the drinking water supply*

Overall



Service provided



Base = 122

65% of Wairoa District residents are satisfied with their water supply (59% in 2020), including 27% who are very satisfied. 9% are not very satisfied and 26% are unable to comment (33% in 2020).

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

61% of residents say they receive a piped water supply (54% in 2020). Those with a piped water supply are more likely to be satisfied (85%), than residents overall, while being less likely to be unable to comment (2%).

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					
2021	27	38	65	9	26
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	34	51	85	13	2
Comparison*†					
Peer Group Average (Rural)	36	28	64	13	22
National Average	46	29	75	14	10
Area					
Urban	34	54	88	12	-
Rural	21	23	44	7	49
Ethnicity					
NZ European	41	22	63	3	34
NZ Māori	18	47	65	14	21

% 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 ...

- tastes bad, mentioned by 5% of all residents,
- too much chlorine/chemicals, 4%,
- poor quality/dirty, 2%.

* multiple responses allowed

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

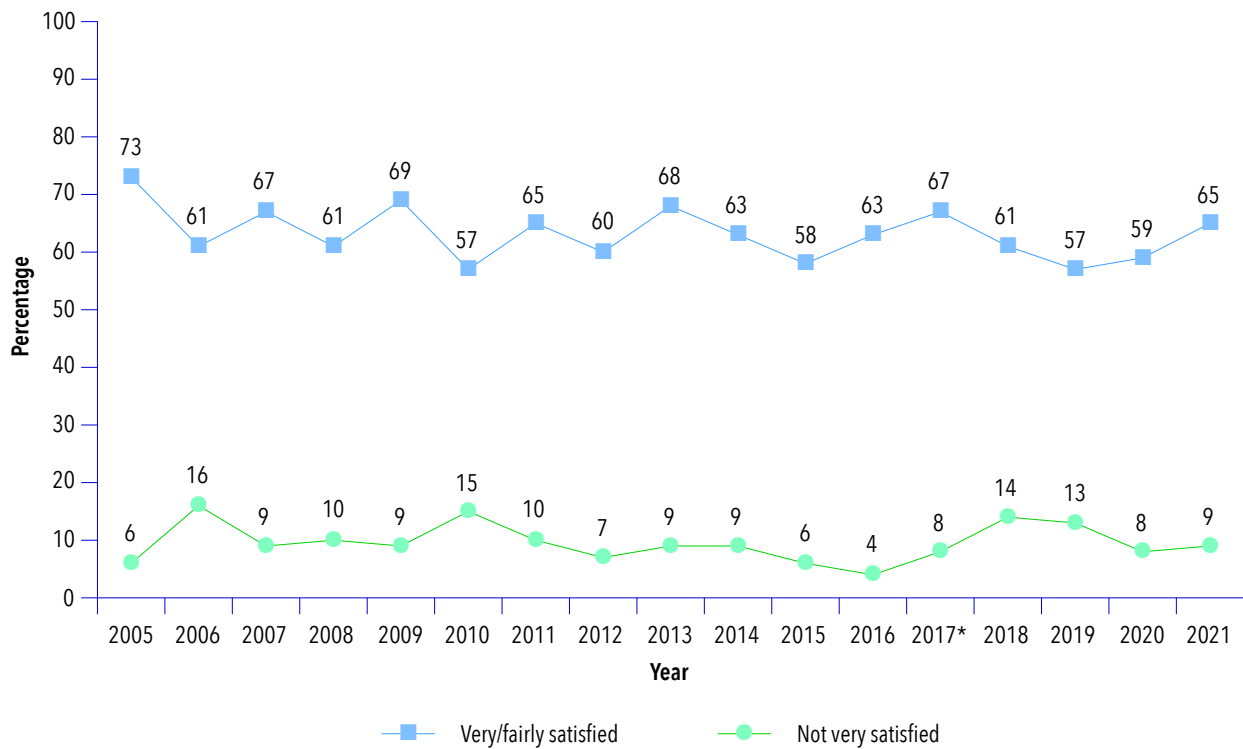
- tastes good/fine to drink,
- water of a high standard/beautiful/clean,
- water if fine/never have a problem/no complaints/safe to drink.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Tastes good/fine to drink	7	15	2
Water of a high standard/beautiful/clean	5	6	5
Water is fine/never have a problem/no complaints/safe to drink	5	4	5

* multiple responses allowed

Quality of the drinking water supply



* readings prior to 2017 refer to water supply in general

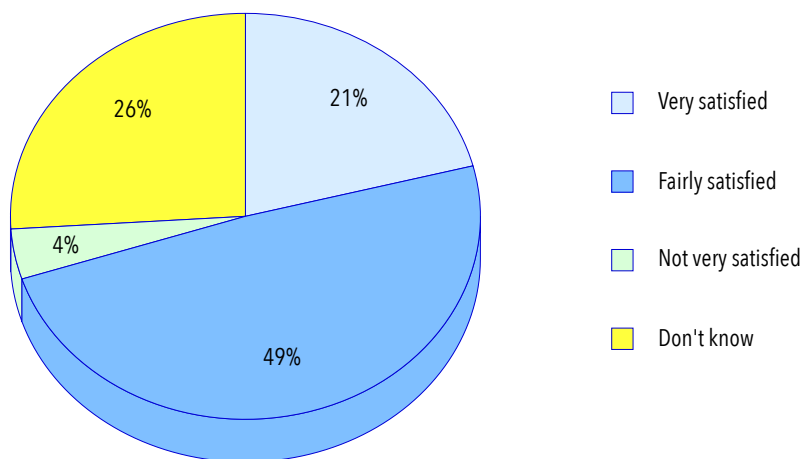
Recommended satisfaction measures for reporting purposes:

Total District = 65%

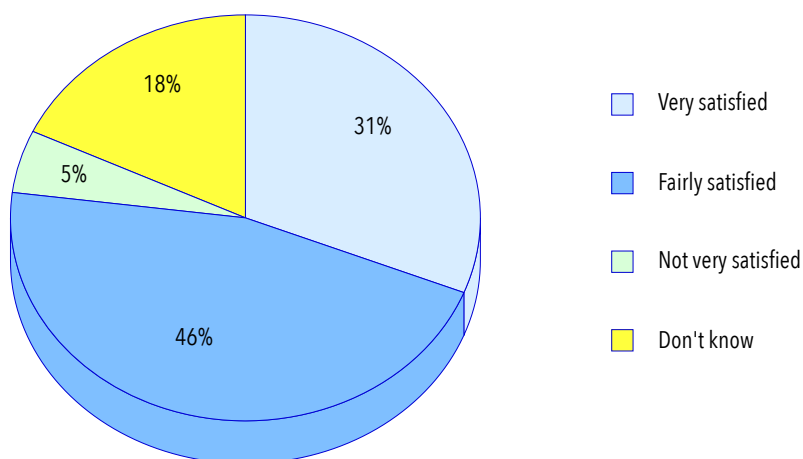
Receivers of service = 85%

ii. Maintenance and service Council provides for cemeteries

Overall



Visitors



Base = 120

70% of residents are satisfied with the maintenance and service Council provides for cemeteries. 4% are not very satisfied and 26% are unable to comment. These readings are similar to last year's results.

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

58% of households have visited a cemetery in the last 12 months (53% in 2020). Of these, 77% are satisfied (89% in 2020) and 5% 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					
2021	21	49	70	4	26
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	31	46	77	5	18
Comparison*					
Peer Group Average (Rural)	46	30	76	1	23
National Average†	41	30	71	5	25
Area†					
Urban	26	43	69	4	26
Rural	16	55	71	3	27

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

- more maintenance required, mentioned by 2% of all residents,
- others, 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.

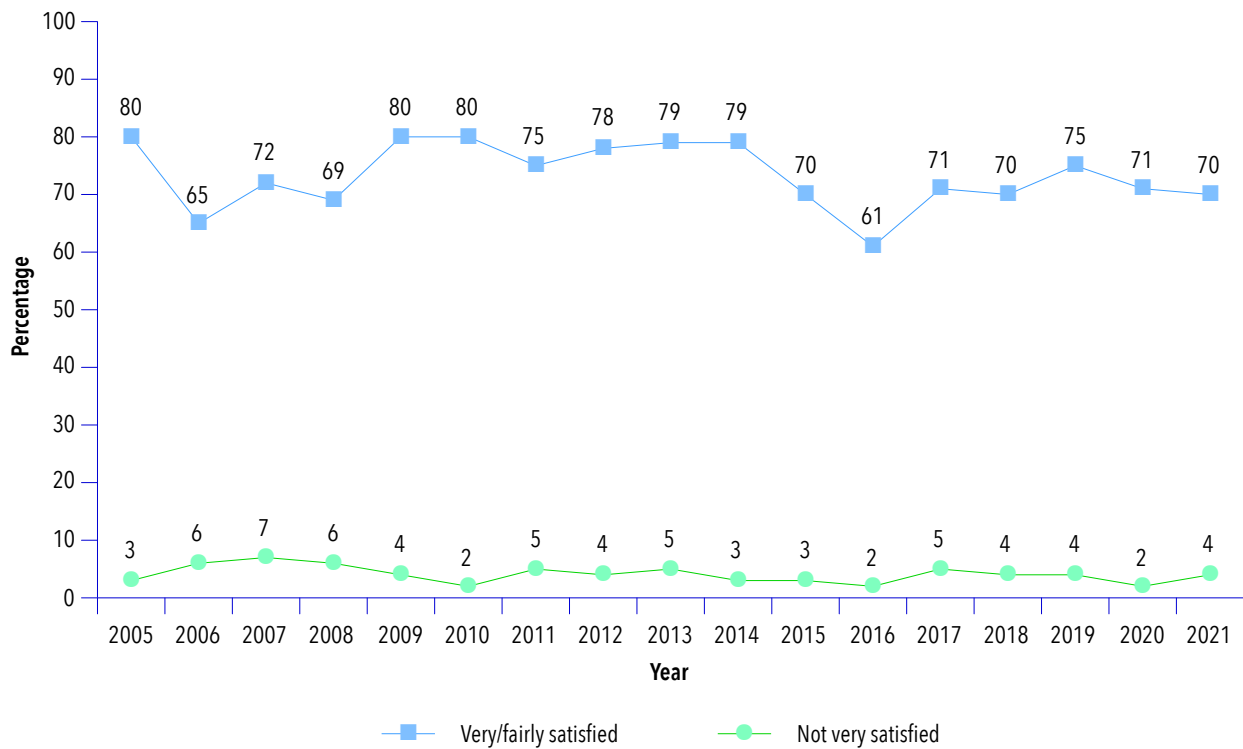
Summary table: Main reasons* for being very satisfied with the maintenance and services Council provides for cemeteries

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Good maintenance/well kept/lawns mowed/neat and tidy	17	21	13
Looks lovely/looks good/beautiful/very good	8	10	6

* multiple responses allowed

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

Maintenance and service Council provides for cemeteries



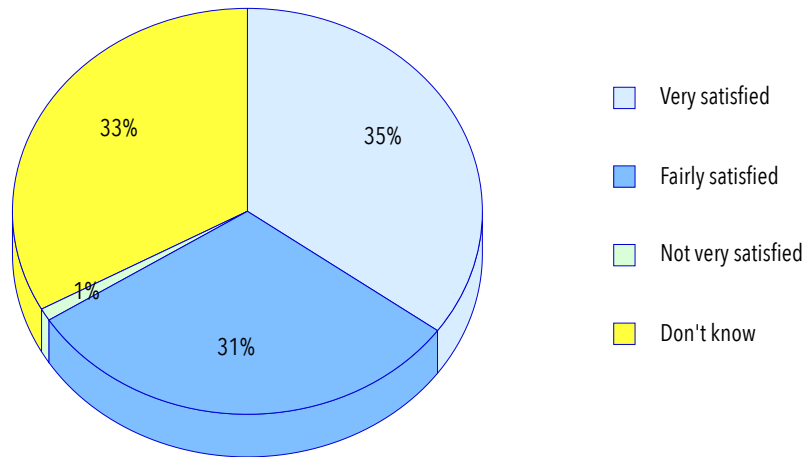
Recommended satisfaction measures for reporting purposes:

Total District = 70%

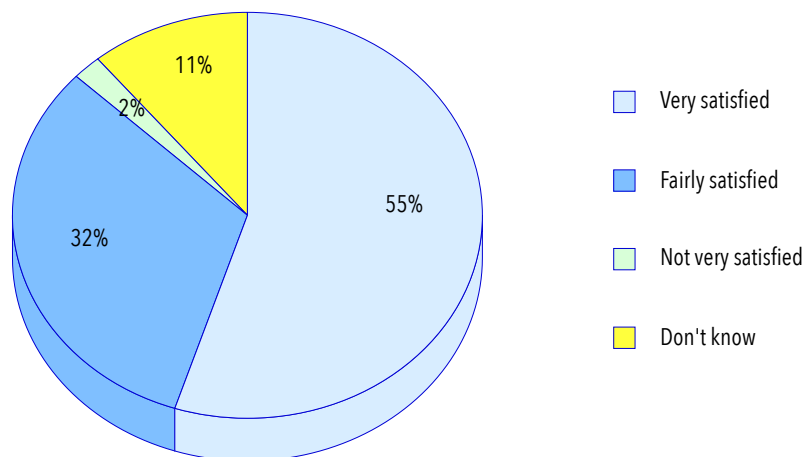
Visitors = 77%

iii. Library service

Overall



Users/visitors



Base = 102

66% of Wairoa District residents are satisfied with the library service in the District (74% in 2020), including 35% who are very satisfied. 33% are unable to comment (23% in 2020).

The percent not very satisfied (1%) is similar to the Peer Group and National Averages and the 2020 reading.

54% of households have used or visited a public library in the District in the last 12 months (61% in 2020). Of these, 87% are satisfied and 2% 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					
2021	35	31	66	1	33
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	55	32	87	2	11
Comparison*					
Peer Group Average (Rural) [†]	60	22	82	3	16
National Average	69	18	87	3	10
Area					
Urban	34	30	64	-	36
Rural [†]	36	32	68	2	31

% read across

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

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

*"Not friendly staff not good, high turnover of staff members. Close too long over Xmas.
I get my books from out of town now."*

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

- great staff/helpful/friendly,
- good facilities/great programmes for kids/all ages/caters for community,
- good selection/supply of books/resources.

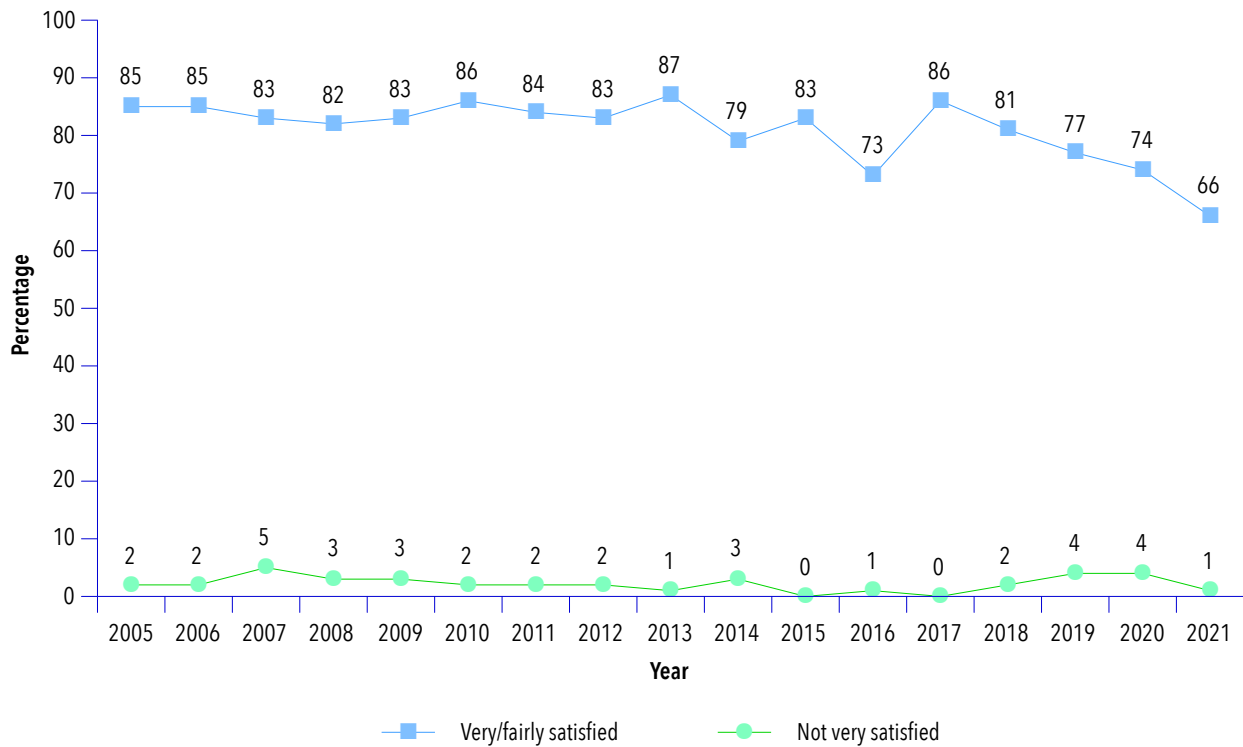
Summary table: Main reasons* for being very satisfied with the library service

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Great staff/helpful/friendly	18	13	22
Good facilities/great programmes for kids/all ages	10	10	10
Good selection/supply of books/resources	9	5	12

* multiple responses allowed

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

Library service



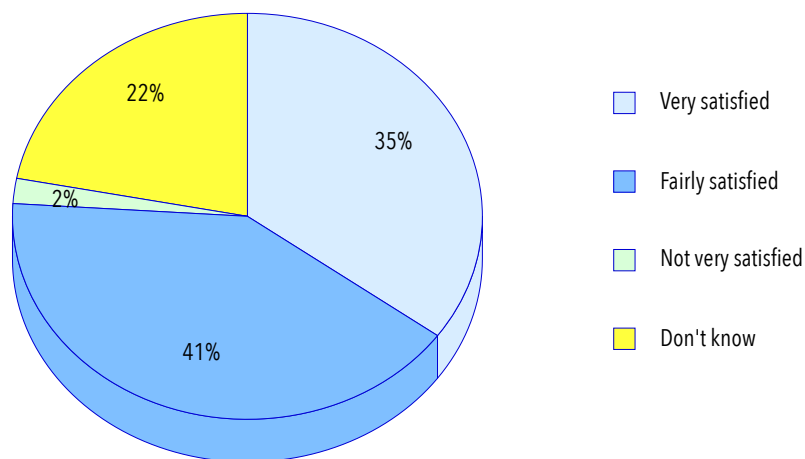
Recommended satisfaction measures for reporting purposes:

Total District = 66%

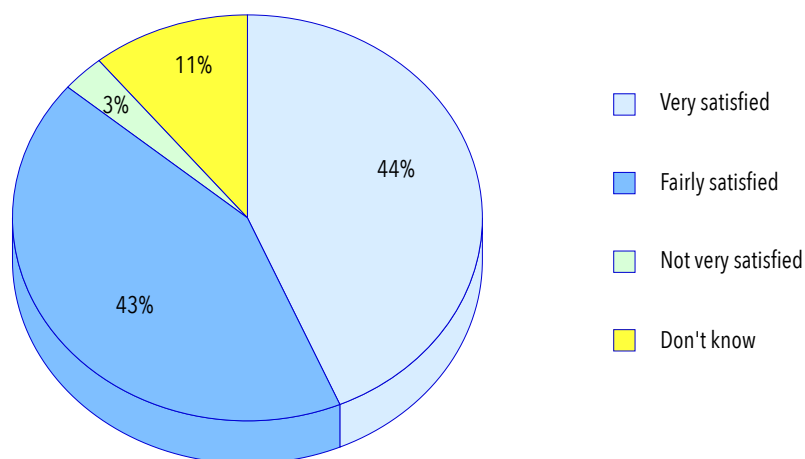
Users/visitors = 87%

iv. Wairoa Community Centre

Overall



Users/visitors



Base = 132

76% of residents are satisfied with the Wairoa Community Centre, including 35% who are very satisfied (31% in 2020). 2% are not very satisfied and 22% are unable to comment.

There are no comparative Peer Group and National Average figures for this reading. However, the not very satisfied reading is similar to the 2020 result.

74% of households have used or visited the Wairoa Community Centre in the last 12 months (64% in 2020). Of these "users/visitors", 87% are satisfied and 3% 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					
2021	35	41	76	2	22
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 [†]	44	43	87	3	11
Area					
Urban	37	42	79	3	18
Rural	34	39	73	1	26

% 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 ...

"Swimming too expensive for their teenagers."

"I think they could have more helpers there and a bit more funding. Perhaps longer hours."

"Charges for pool and gym too high for Wairoa residents."

"Could be upgraded."

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

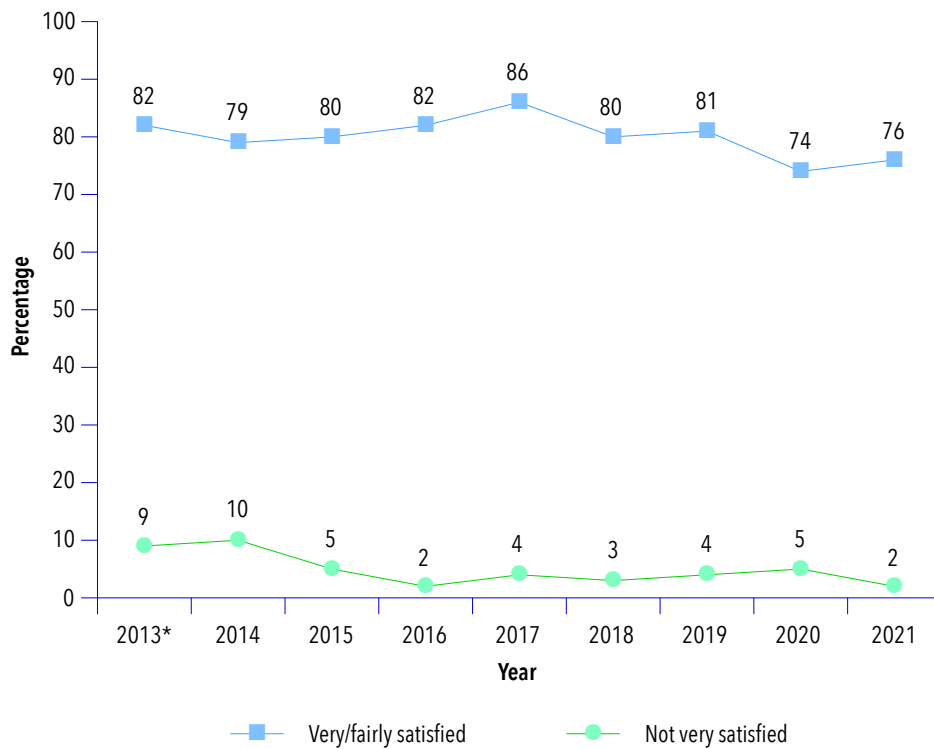
- lucky to have it/great facility for the town/kids/great asset,
- swimming pool/lessons are good,
- run good programmes/classes/events/plenty to do.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Lucky to have it/great facility for the town/kids/great asset	15	15	14
Swimming pool/lessons are good	7	5	9
Run good programmes/classes/events/plenty to do	6	5	6

* multiple responses allowed

Wairoa Community Centre



* not asked prior to 2013

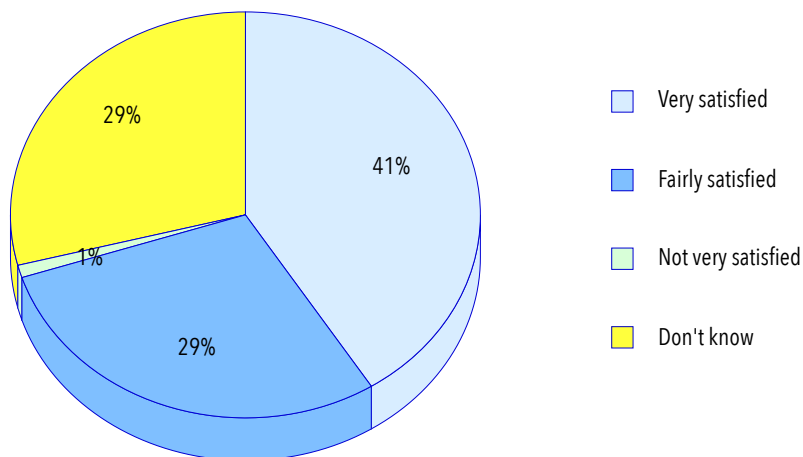
Recommended satisfaction measures for reporting purposes:

Total District = 76%

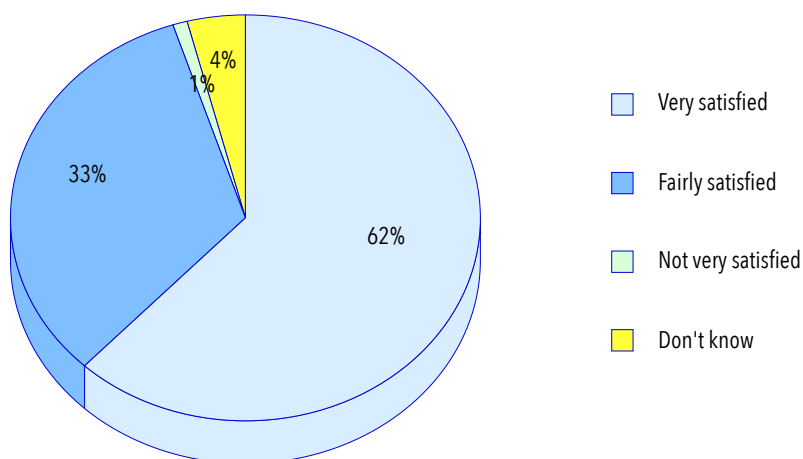
Users/visitors = 87%

v. Wairoa Museum

Overall



Visitors



Base = 108

70% of residents are satisfied with the Wairoa Museum (62% in 2020), including 41% who are very satisfied (31% in 2020), while 29% are unable to comment (37% in 2020).

The percent not very satisfied (1%) is on par with the Peer Group and National Averages and similar to the 2020 reading.

52% of households have visited the Wairoa Museum in the last 12 months (43% in 2020). 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					
2021	41	29	70	1	29
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	1	4
Comparison**†					
Peer Group Average (Rural)	28	19	47	7	47
National Average	52	19	71	5	23
Area					
Urban	37	29	66	1	33
Rural	44	30	74	1	25

% 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 ...

"The staff need to be a bit more wide thinking particularly for the younger one."

"Maybe a bigger building please, more history please in there."

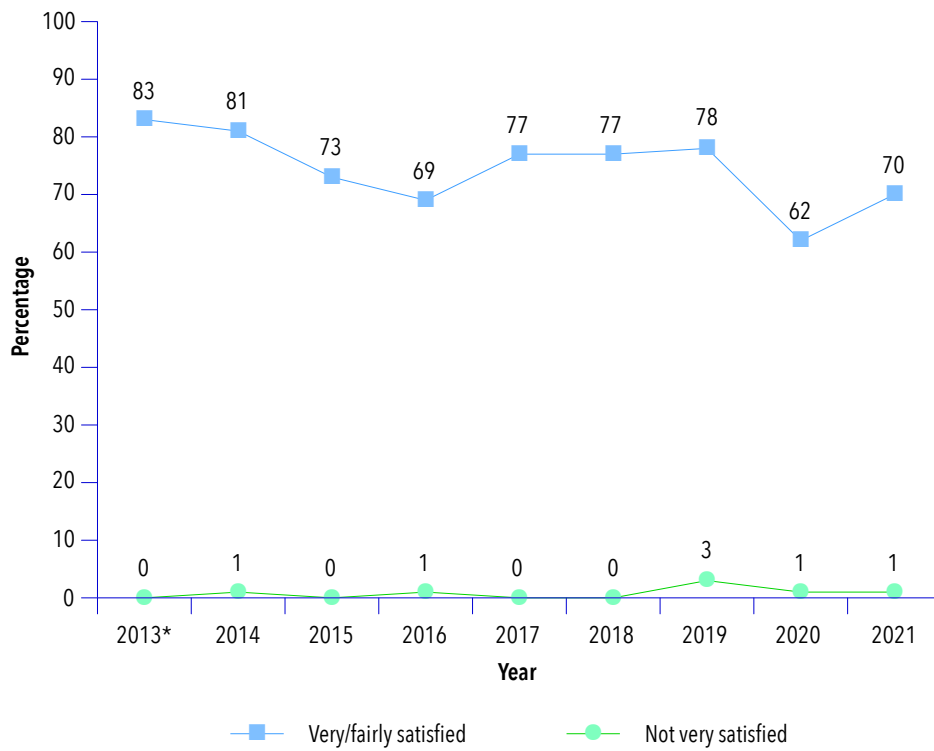
The main reasons residents are **very satisfied** with the Wairoa Museum are ...

- do a wonderful job/helpful/great staff/well run,
- well looked after/presented well/been revamped/improved,
- lots of information/interesting/keep refreshing content,
- history/local history/outlet for locals.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Do a wonderful job/helpful/great staff/well run	13	16	11
Well looked after/presented well/been revamped/improved	10	7	12
Lots of information/interesting/keep refreshing content	8	5	11
History/local history/outlet for locals	8	6	6

* multiple responses allowed

Wairoa Museum

* not asked from 2006-2012

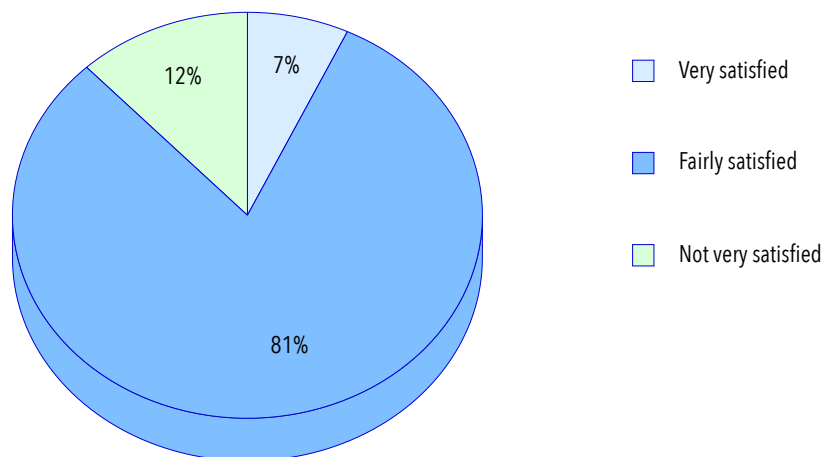
Recommended satisfaction measures for reporting purposes:

Total District = 70%

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



88% of residents are satisfied with the standard of maintenance of urban roads in the District (73% in 2020), while 12% are not very satisfied (25% in 2020)

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

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

- residents aged 65 years or over,
- residents who live in a one or two person household.

It also appears that Urban residents are slightly more likely to feel this way, than Rural residents.

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					
2021	7	81	88	12	-
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	4	78	82	17	1
Rural	10	83	93	7	-

continued ...

Satisfaction with standard of maintenance of urban roads in the District (continued)

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Age					
18-44 years [†]	13	80	93	8	-
45-64 years	4	87	91	8	1
65+ years [†]	3	73	76	25	-
Household size					
1-2 person household	1	80	81	18	1
3+ person household	12	82	94	6	-

% 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,
- dangerous roads/speed issues,
- poor condition/need maintenance/upgrading.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Potholes/rough/uneven/bumpy/corrugations	4	7	1
Dangerous roads/speed issues	4	5	2
Poor condition/need maintenance/upgrading	3	3	4

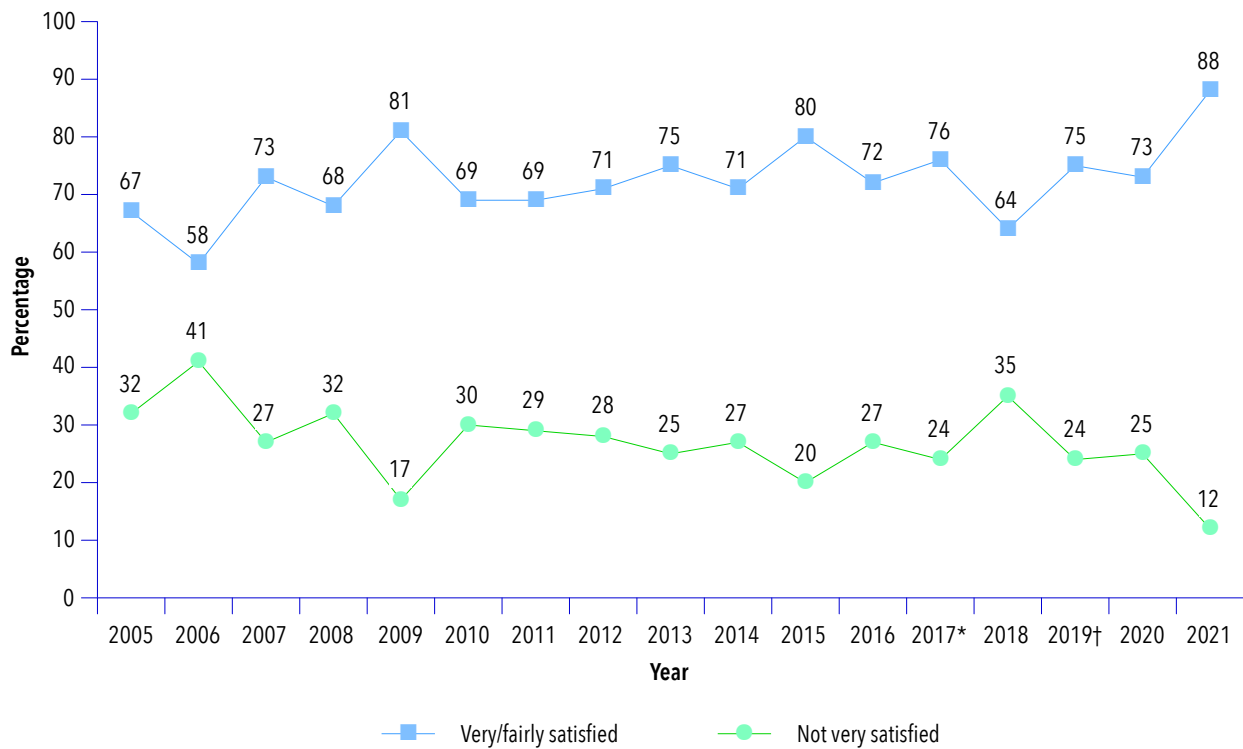
* multiple responses allowed

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

- well maintained/well kept/upgraded, mentioned by 4% of all residents,
- they are good/all good/high standard/no problems, 3%.

* multiple responses allowed

Standard of maintenance of urban roads in the District



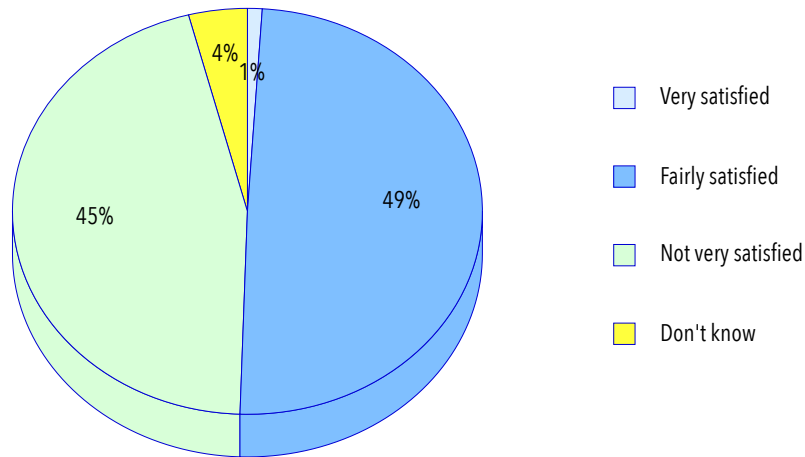
* prior to 2006, State Highways 2 and 38 were not specifically excluded. Readings prior to 2017 refer to roads in general

† 2017-2018 readings refer to standard of maintenance of roads in the District

Recommended satisfaction measures for reporting purposes:
 Total District = 88%

vii. Standard of maintenance of rural roads

Overall



50% of residents are satisfied with the standard of maintenance of rural roads (41% in 2020), while 45% are not very satisfied (55% in 2020).

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,
- NZ European residents,
- residents with an annual household income of more than \$50,000.

Satisfaction with standard of maintenance of rural roads

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District					
2021 [†]	1	49	50	45	4
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	58	60	33	7
Rural [†]	1	41	42	57	2

continued ...

Satisfaction with standard of maintenance of rural roads (continued)

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Ethnicity					
NZ European [†]	1	33	34	(63)	4
NZ Māori	2	(59)	(61)	33	6
Household income					
Less than \$30,000 pa	-	61	61	34	5
\$30,000-\$50,000 pa [†]	-	58	58	38	5
More than \$50,000 pa	3	(38)	(41)	(56)	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,
- unsealed roads/dust problems/need tarsealing/more metal,
- too many trucks/issues with trucks.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Potholes/rough/uneven/bumpy/corrugations	27	20	34
Poor condition/need maintenance/upgrading	18	11	24
Unsealed roads/dust problems/need tarsealing/more metal	7	6	7
Too many trucks/issues with trucks	7	6	7

* multiple responses allowed

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

"Well maintained."

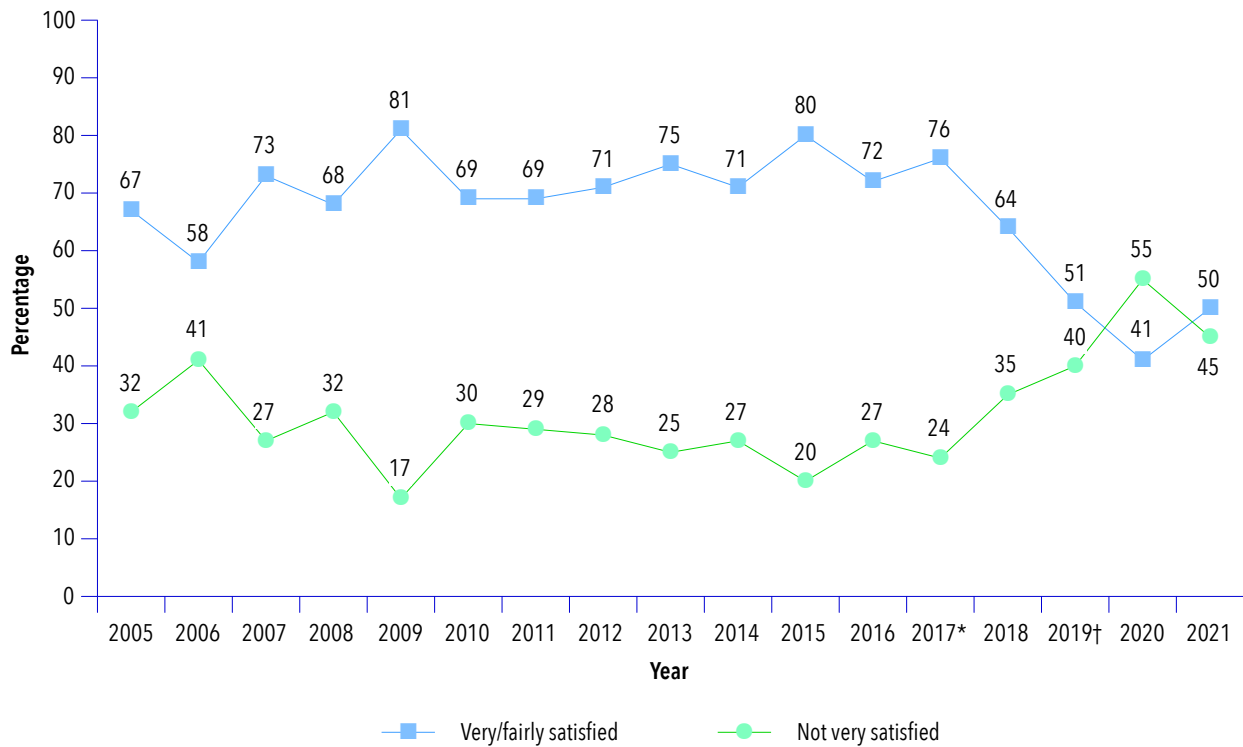
"In the Nuhaka district we have recently lots of improvements made on our district roads."

"Well above average, high spec."

"No potholes."

* multiple responses allowed

Standard of maintenance of rural roads



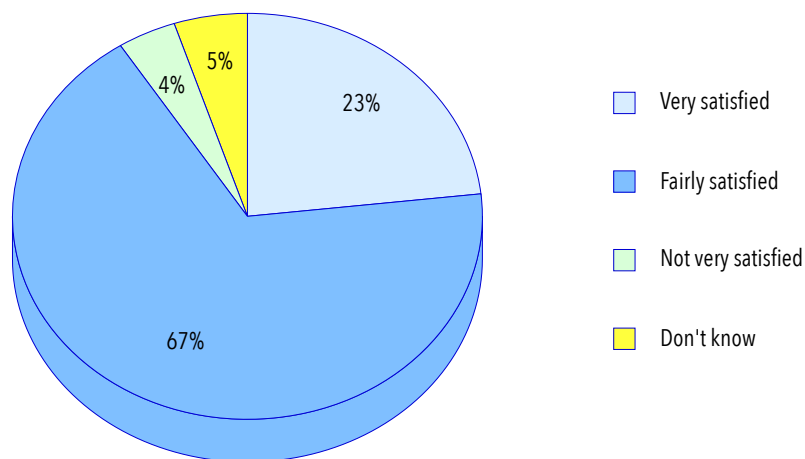
* prior to 2006, State Highways 2 and 38 were not specifically excluded. Readings prior to 2017 refer to roads in general

† 2017-2018 readings refer to standard of maintenance of roads in the District

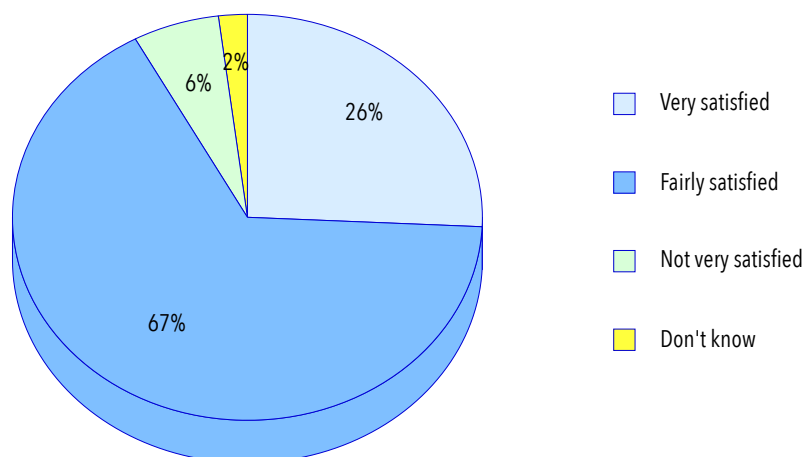
Recommended satisfaction measures for reporting purposes:
 Total District = 50%

viii. Standard of maintenance of parks and reserves

Overall



Users/visitors



Base = 136

90% of Wairoa District residents are satisfied with the standard of maintenance of parks and reserves, while 4% are not very satisfied. 5% are unable to comment. These readings are similar to the 2020 results.

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

74% of households have used or visited a park or reserve in the last 12 months. Of these "users/visitors", 93% 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 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					
2021 [†]	23	67	90	4	5
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 [†]	26	67	93	6	2
Comparison*					
Peer Group Average (Rural) [†]	54	41	95	3	3
National Average	63	31	94	5	1
Area					
Urban	29	61	90	6	4
Rural	18	73	91	3	6

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

- need better upkeep/more maintenance/upgrading, mentioned by 3% of all residents,
- others, 2%.

* multiple responses allowed

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

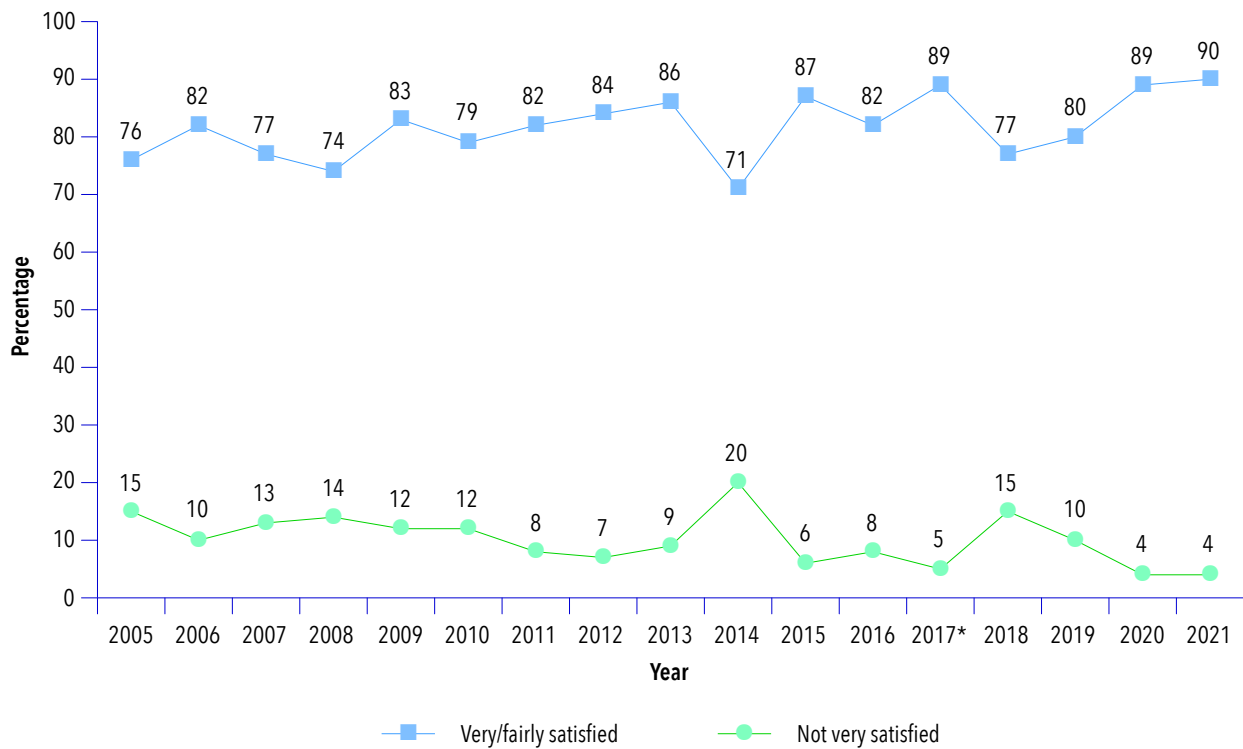
- well maintained/well kept/lawns mowed,
- bins emptied/clean and tidy,
- kids' playground is great/good.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Well maintained/well kept/lawns mowed	8	12	4
Bins emptied/clean and tidy	7	4	10
Kids' playground is great/good	5	9	1

* 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

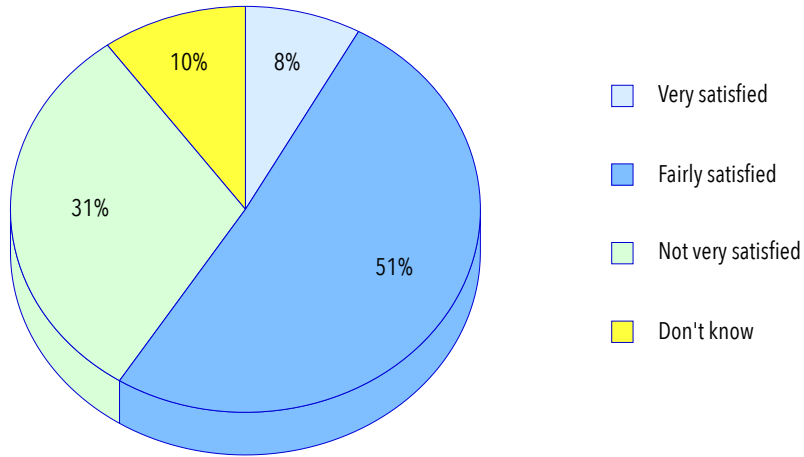
Recommended satisfaction measures for reporting purposes:

Total District = 90%

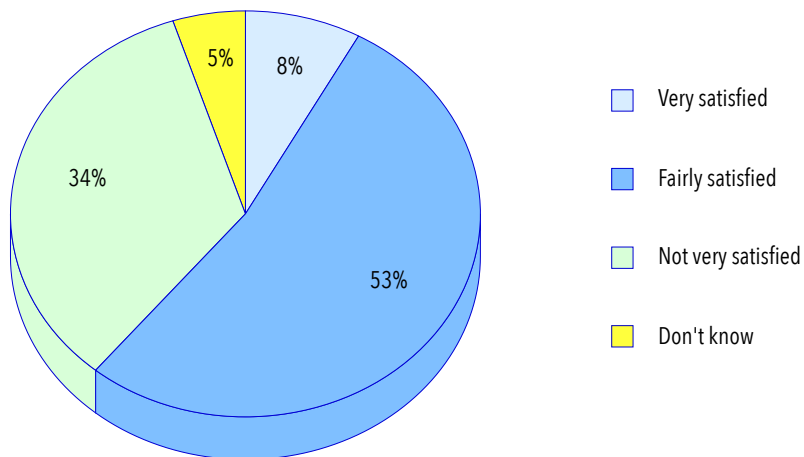
Users/visitors = 93%

ix. Current refuse disposal/landfill management standards

Overall

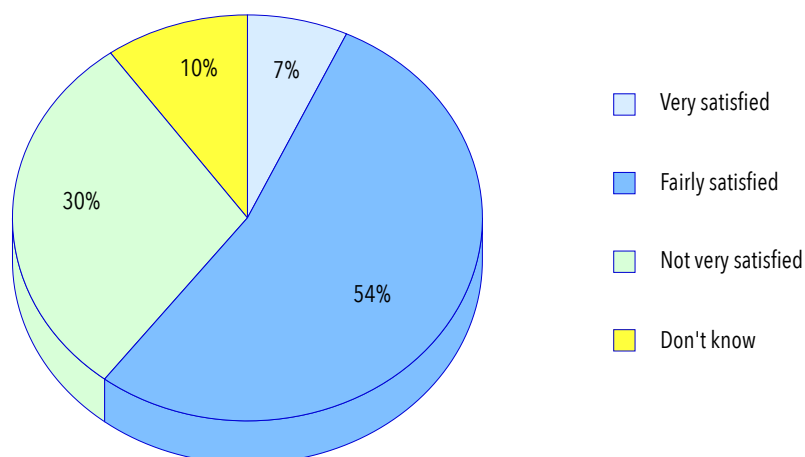


Used a landfill in the District



Base = 171

Receive a regular rubbish collection



Base = 152

59% of Wairoa District residents are satisfied with current refuse disposal and landfill management standards (52% in 2020). 31% are not very satisfied and 10% are unable to comment (16% in 2020).

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

84% of households say they have used a landfill in the District in the last 12 months (78% in 2020). 61% of these "users" are satisfied and 34% not very satisfied.

74% of residents receive a regular rubbish collection (63% in 2020), with 61% satisfied and 30% not very satisfied.

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

- women,
- NZ Māori residents,
- 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					
2021	8	51	59	31	10
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	8	53	61	34	5
Receive a regular rubbish collection [†]	7	54	61	30	10
Comparison*					
Peer Group Average (Rural)	26	36	62	14	24
National Average	27	33	60	14	26
Area					
Urban	7	53	60	33	7
Rural	9	50	59	28	13

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	13	53	66	21	13
Female	3	50	53	40	7
Ethnicity					
NZ European	10	57	67	20	13
NZ Māori†	8	48	56	37	8
Household income					
Less than \$30,000 pa	11	66	77	10	13
\$30,000-\$50,000 pa†	14	63	77	21	2
More than \$50,000 pa	6	43	49	40	11

% 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.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Limited opening hours/not convenient	21	21	20
Cost/too expensive/rates should cover	9	11	8

* multiple responses allowed

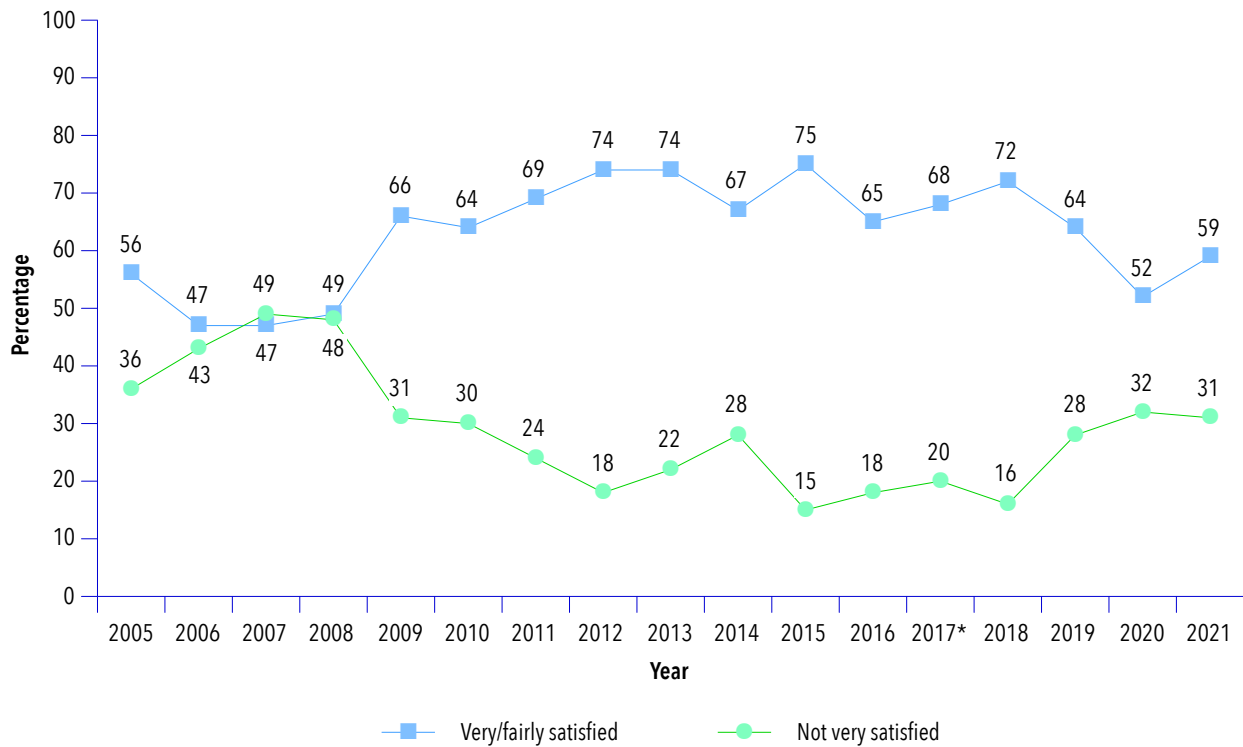
NB: no other reason mentioned by more than 3% of all residents

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

- good service/well run, mentioned by 4% of all residents,
- price is good compared to other places, 2%,
- very good/satisfied/nothing to complain about (unspecified), 2%.

* multiple responses allowed

Current refuse disposal/landfill management standards



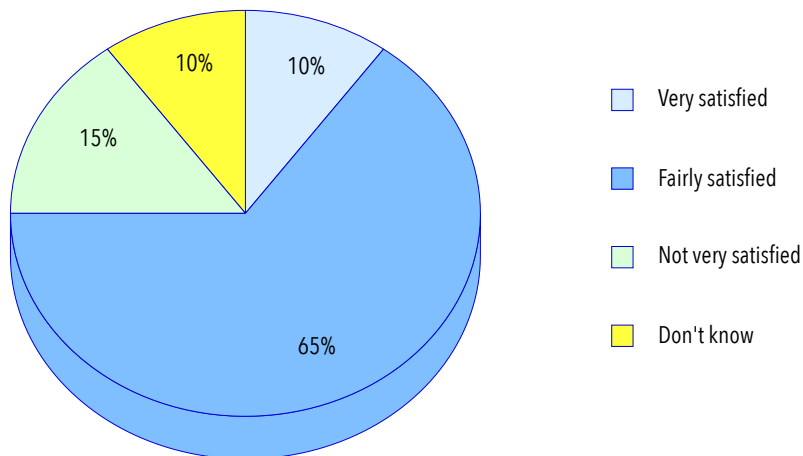
* readings prior to 2017 refer to refuse disposal and landfill management

Recommended satisfaction measures for reporting purposes:

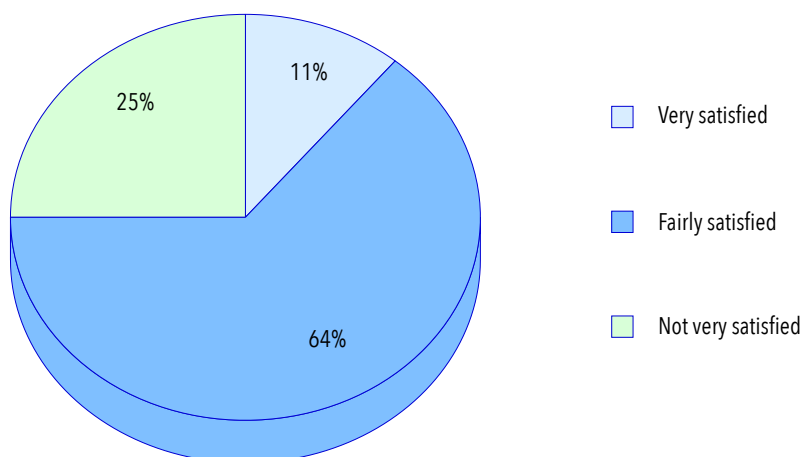
Total District	= 59%
Users of landfill	= 61%
Receivers of rubbish collection	= 61%

x. Control of dogs

Overall



Contacted Council in last 12 months



Base = 37

75% of residents are satisfied with the control of dogs, while 15% are not very satisfied (19% in 2020) and 10% are unable to comment.

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

20% of residents have contacted Council about the control of dogs in the last 12 months. Of these, 75% are satisfied (59% in 2020) and 25% are not very satisfied (41% in 2020).

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

Satisfaction with control of dogs

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2021	10	65	75	15	10
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	11	64	75	25	-
Comparison					
Peer Group Average (Rural)	31	37	68	17	15
National Average	36	38	74	16	10
Area					
Urban [†]	12	60	72	18	9
Rural	9	70	79	11	10

% 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,
- poor ranger service,
- owners not responsible/dogs not on leads/not registered.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Too many roaming dogs	8	7	9
Poor ranger service	4	7	-
Owners not responsible/dogs not on leads/not registered	3	2	4

* multiple responses allowed

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

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

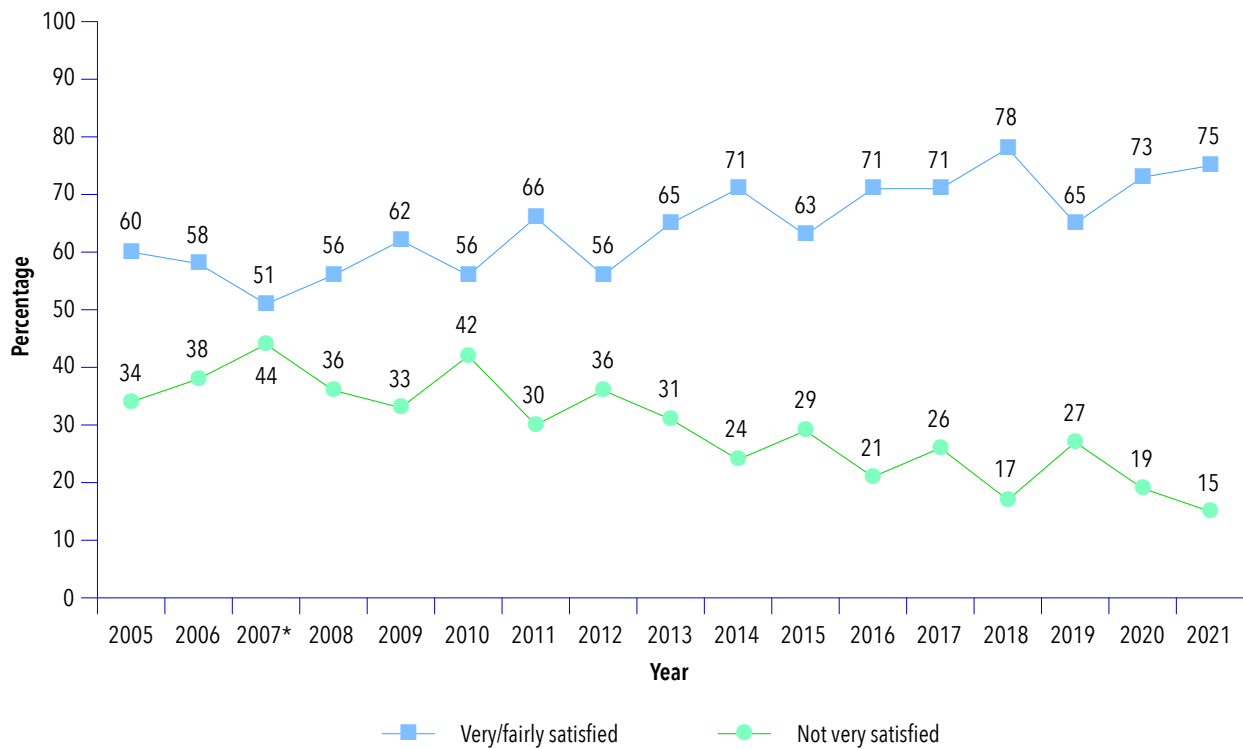
- good service/do a good job/control them,
- no roaming dogs/less roaming dogs,
- act quickly/come as soon as called.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Good service/do a good job/control them	6	5	7
No roaming dogs/less roaming dogs	2	3	1
Act quickly/come as soon as called	2	2	2

* multiple responses allowed

Control of dogs



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

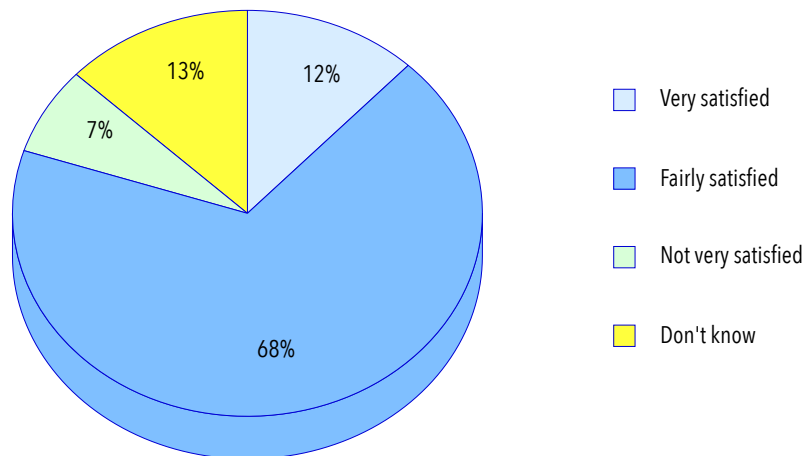
Recommended satisfaction measures for reporting purposes:

Total District = 75%

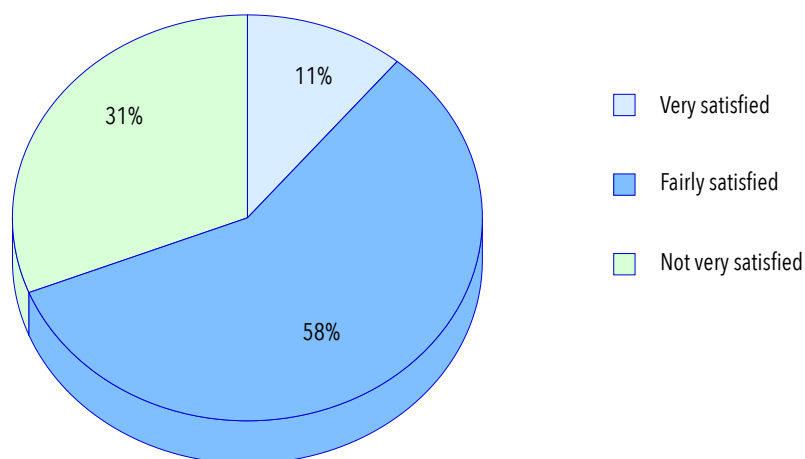
Contacted Council = 75%

xi. Control of livestock

Overall



Contacted Council in last 12 months



Base = 18*

* caution: small base

80% of residents are satisfied with the control of livestock, while 7% are not very satisfied. 13% are unable to comment. These readings are similar to the 2020 results.

9% of households have contacted Council about control of livestock in the last 12 months (6% in 2020). Of these, 69% are satisfied and 31% are not very satisfied (caution is required as the base is small, N=18).

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					
2021	12	68	80	7	13
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**	11	58	69	31	-
Area					
Urban	13	64	77	3	20
Rural	11	72	83	11	6

% read across

* not asked separately prior to 2007

** caution: small base

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

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

- lack of enforcement/more control needed, mentioned by 4% of all residents,
- problems with cows, 4%.

* multiple responses allowed

NB: 0.8% mention "other" reasons

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

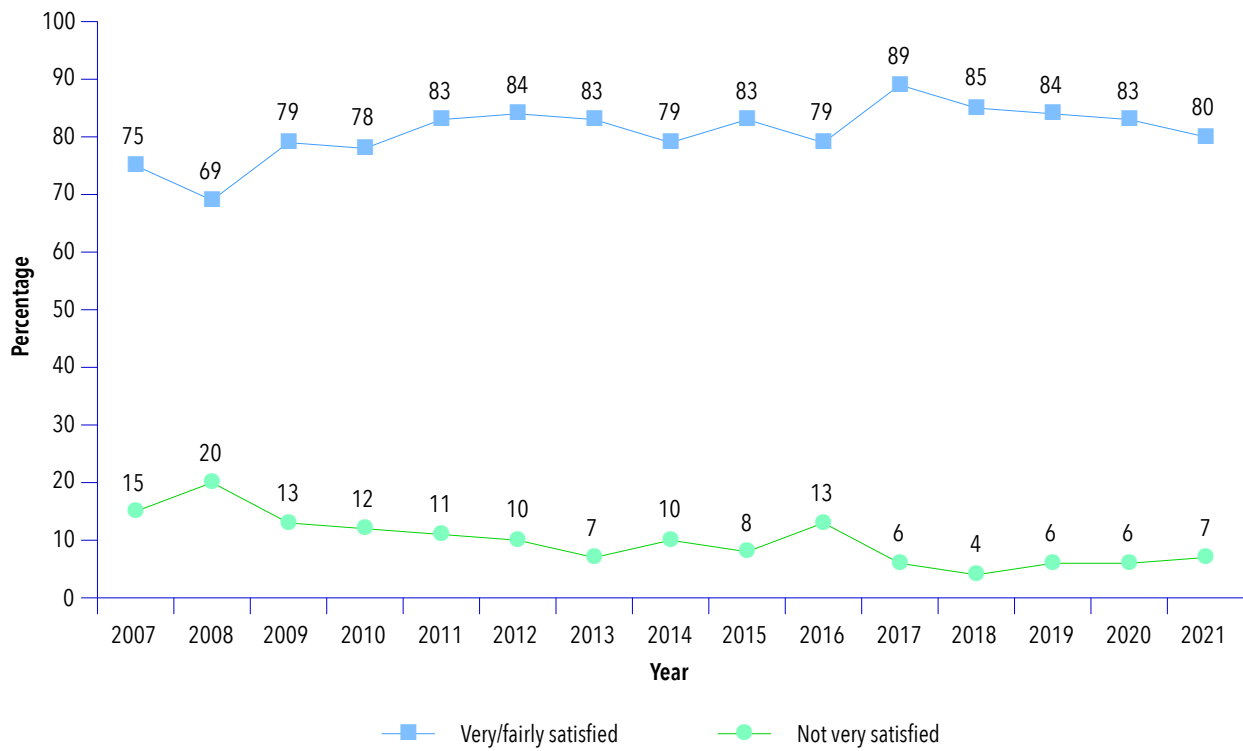
- not a problem/never see them/not a problem in town,
- Council act quickly/well taken care of/improved service.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Not a problem/never see them/not a problem in town	7	10	5
Council act quickly/well taken care of/improved service	3	3	3

* multiple responses allowed

Control of livestock

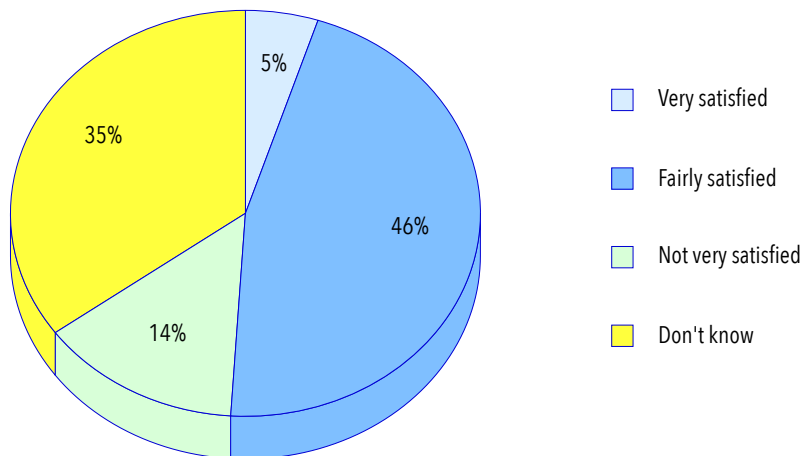


Recommended satisfaction measures for reporting purposes:
 Total District = 80%
 Contacted Council* = 69%

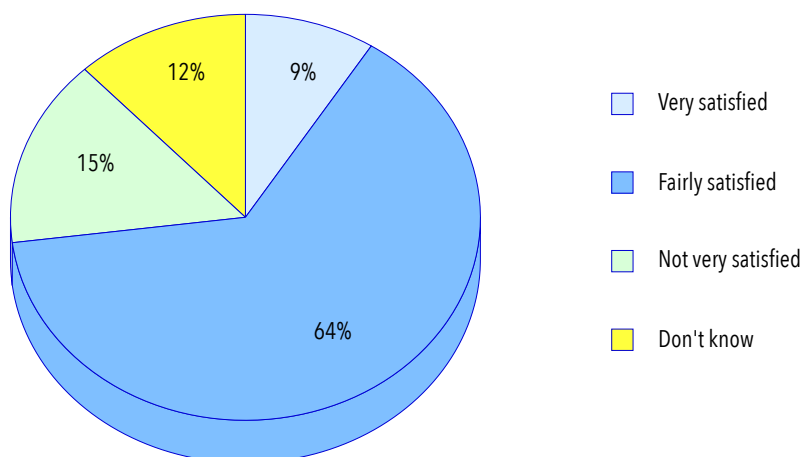
* caution: small base

xii. Functioning of District's existing stormwater system

Overall



Service provided



Base = 100

51% of residents are satisfied with the functioning of the District's existing stormwater system (47% in 2020), while 14% are not very satisfied (20% in 2020) and 35% are unable to comment.

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

50% of residents are provided with stormwater drainage (43% in 2020) and, of these, 73% are satisfied (66% in 2020) and 15% are not very satisfied (29% in 2020).

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 functioning of the District's existing stormwater system.

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					
2021	5	46	51	14	35
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	9	64	73	15	12
Comparison**					
Peer Group Average (Rural)	26	32	58	16	26
National Average	31	41	72	16	12
Area					
Urban†	5	63	68	15	16
Rural	5	30	35	12	53

% 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.

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Flooding/surface flooding	6	7	5
Drains get blocked/need clearing/cleaning out/maintenance	4	5	2

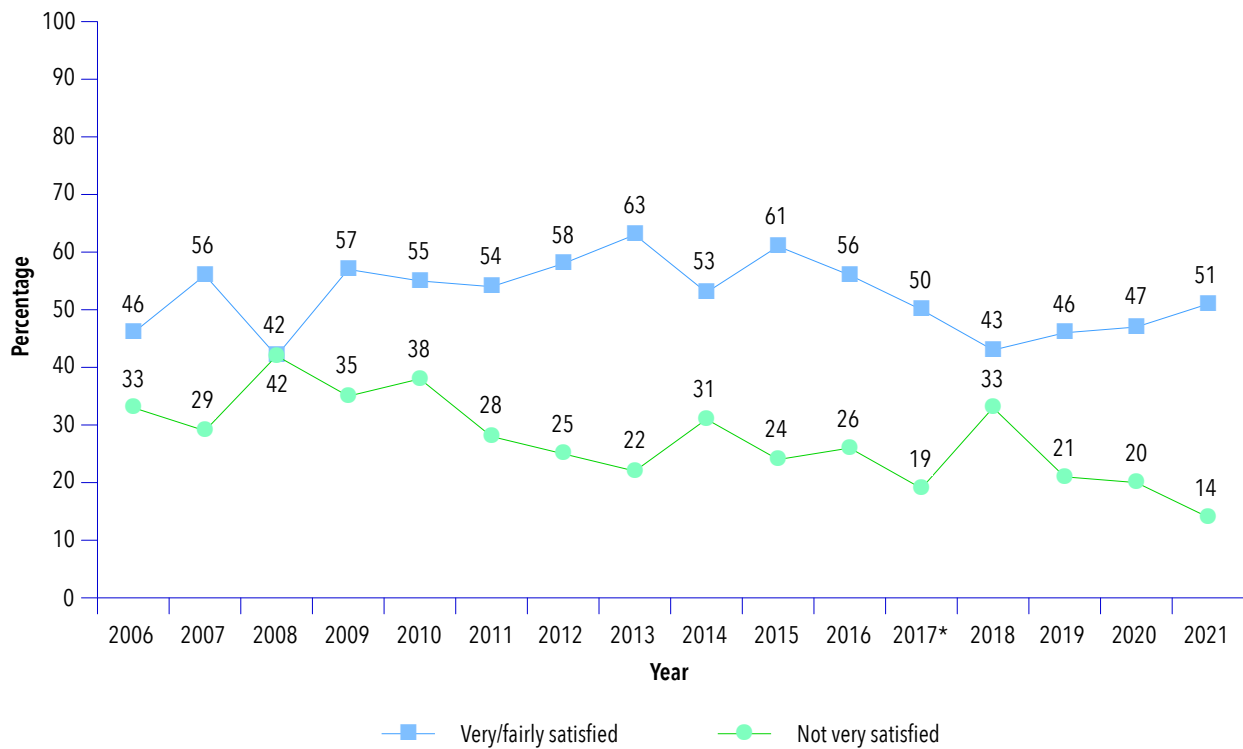
* multiple responses allowed

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

- no problems, mentioned by 3% of all residents,
- good drainage/culverts work well/not blocked, 2%.

* multiple responses allowed

Functioning of the District's existing stormwater system

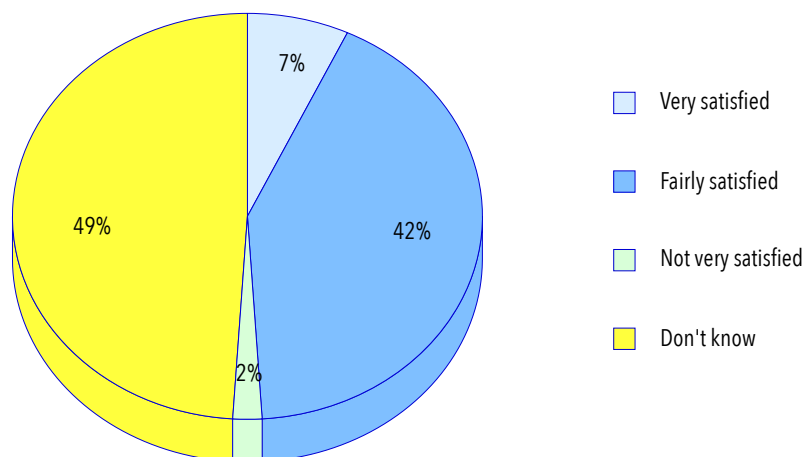


* readings prior to 2017 refer to stormwater drainage

Recommended satisfaction measures for reporting purposes:
 Total District = 51%
 Receivers of stormwater drainage = 73%

xiii. Airport

Overall



49% of residents are satisfied with the airport (42% on 2020), while 2% are not very satisfied. A large percentage (49%) are unable to comment (56% in 2020).

There are no comparative Peer Group and National Averages for this facility, but the not very satisfied reading is similar to the 2020 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					
2021	7	42	49	2	49
2020	8	34	42	2	56
2019	16	33	49	6	45
Area					
Urban	6	41	47	2	51
Rural	8	43	51	2	47

% read across

* not asked prior to 2019

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

- needs upgrading/extension, mentioned by 2% of all residents,
- only used for hospital patients, 1%.

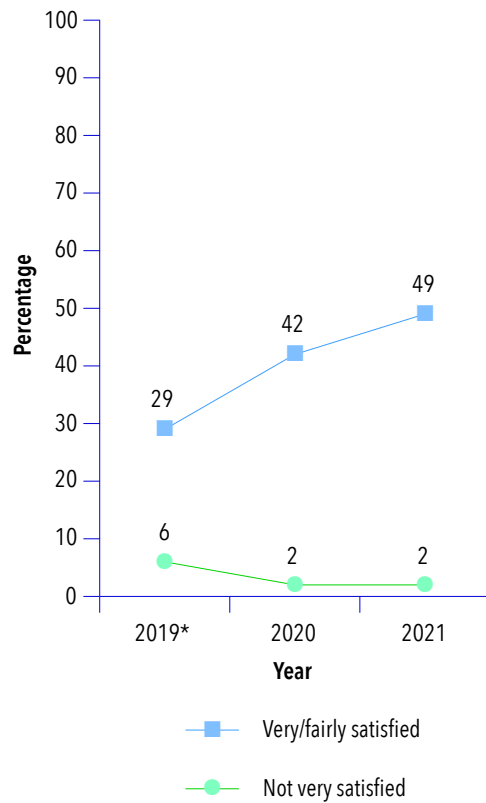
* multiple responses allowed

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

- vital service/used by hospital, mentioned by 4% of all residents,
- well used/excellent facility/great asset, 1%,
- well maintained/functions well, 1%.

* multiple responses allowed

Airport

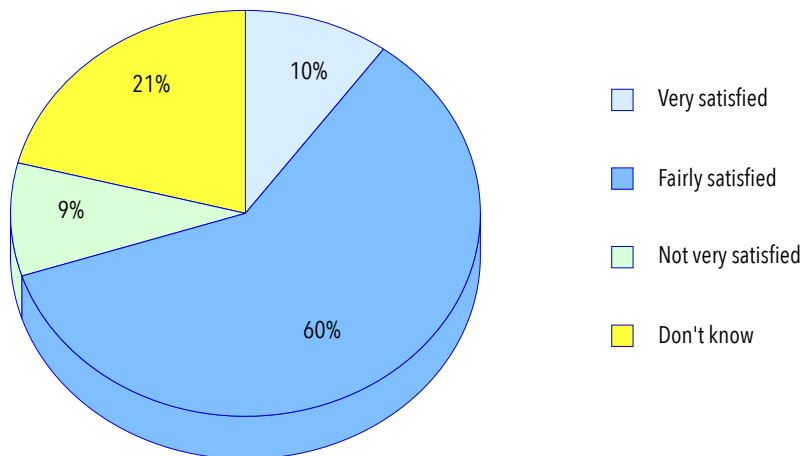


* not asked prior to 2019

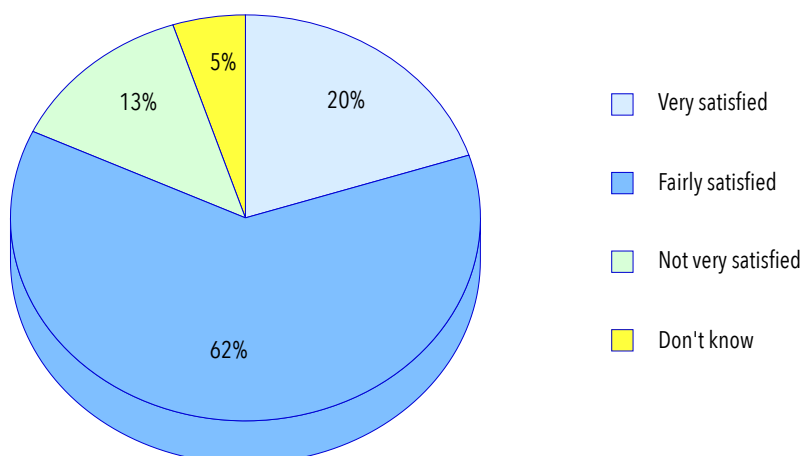
Recommended satisfaction measures for reporting purposes:
Total District = 49%

xiv. Community halls and facilities

Overall



Users



Base = 86

70% of residents are satisfied with community halls and facilities (77% in 2020) while 9% are not very satisfied (4% in 2020). 21% are unable to comment.

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

43% of residents say they, or a member of their household, have used a community hall in the District, in the last year (48% in 2020). Of these 82% are satisfied (89% in 2020) and 13% are not very satisfied (6% in 2020).

Rural residents are more likely to be not very satisfied with the community halls and facilities, than Urban residents.

Satisfied with community halls and facilities

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall**					
Total District					
2021	10	60	70	9	21
2020	15	62	77	4	18
Users					
2021	20	62	82	13	5
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†	12	58	70	3	(28)
Rural	9	61	70	(15)	15

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**

† does not add to 100% due to rounding

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

- rundown/need money spent on them/funding, mentioned by 6% of all residents,
- under utilised/population too small, 2%.

* multiple responses allowed

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

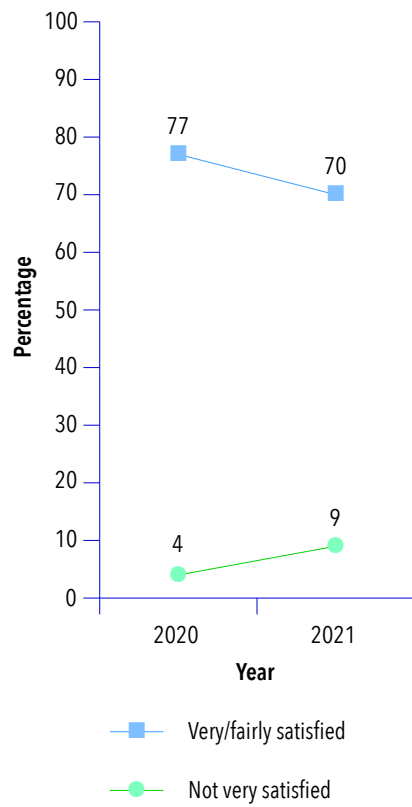
- well maintained/clean and tidy,
- allows functions/different events/good for town,
- well utilised,
- good/very good (unspecified).

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

	Total District 2021 %	Area	
		Urban %	Rural %
Percent who mention ...			
Well maintained/clean and tidy	4	7	1
Allows functions/different events/good for town	2	2	3
Well utilised	2	1	3
Good/very good (unspecified)	2	1	3

* multiple responses allowed

Community halls and facilities



* not asked prior to 2019

Recommended satisfaction measures for reporting purposes:
Total District = 70%
Users = 82%

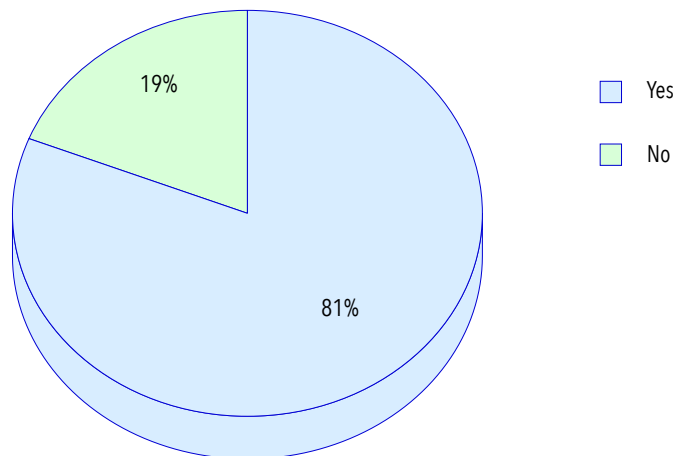
REPRESENTATION

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



81% of residents say they know how to make contact with the Mayor or Councillors. This is similar to last year's reading.

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

- NZ European residents,
- residents who live in a one or two person household.

Summary table: Do residents know how to make contact?

	Yes %	No %
Overall		
Total District		
2021	81	19
2020	83	17
2019*	79	21
Area		
Urban	77	23
Rural	84	16
Ethnicity		
NZ European	89	11
NZ Māori	73	27
Household size		
1-2 person household	89	11
3+ person household	74	26

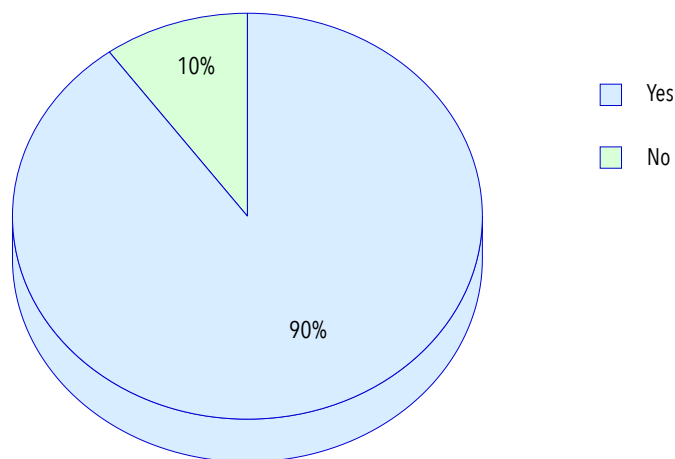
% read across

* 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 = 165

90% of residents[†] say they would make contact with the Mayor or a Councillor about anything they thought the Council could assist them with. This is similar to the 2020 reading.

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

[†] the 81% 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		
2021	90	10
2020	91	9
Area		
Urban	91	9
Rural	88	12

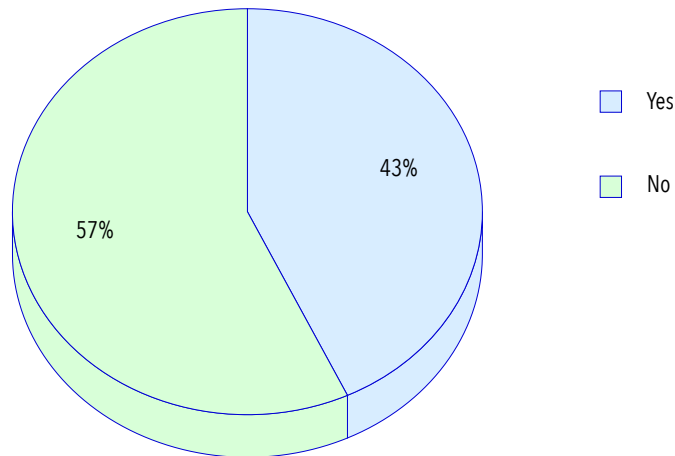
Base = 165

% 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 = 165

In the last 12 months, 43% 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.

Residents[†] with an annual household income of \$30,000 to \$50,000 are more likely to say 'Yes', than other income groups[†].

[†] the 81% 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?

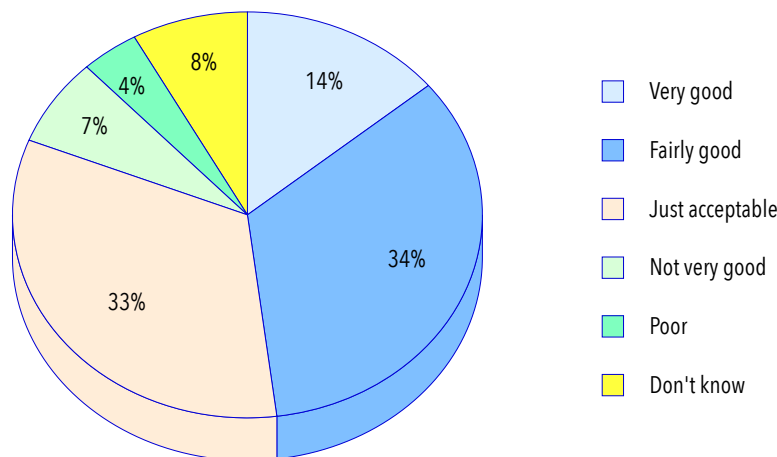
	Yes %	No %	Don't know %
Residents who know how to make contact			
2021	43	57	-
2020	39	60	1
Area			
Urban	38	62	-
Rural	48	52	-
Household income			
Less than \$30,000 pa	33	67	-
\$30,000-\$50,000 pa	54	46	-
More than \$50,000 pa	35	65	-

Base = 165

[†] 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



48% of Wairoa District residents rate the performance of the Mayor and Councillors over the past year as very or fairly good (52% in 2020), while 33% rate their performance as just acceptable (23% in 2020). 11% rate the performance of the Mayor and Councillors as not very good/poor (16% in 2020) and 8% are unable to comment.

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

55% 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 (63% in 2020).

Residents more likely to rate the performance of the Mayor and Councillors as very/fairly good are ...

- women,
- NZ European residents.

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				
2021	48	33	11	8
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=77)	55	27	7	12
Comparison				
Peer Group Average (Rural) [†]	56	25	9	9
National Average	51	27	13	9
Area				
Urban [†]	52	32	6	11
Rural	45	34	15	6

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 %
Gender				
Male	35	44	10	11
Female	60	23	11	6
Ethnicity				
NZ European	61	26	9	4
NZ Māori	39	37	11	13

% read across

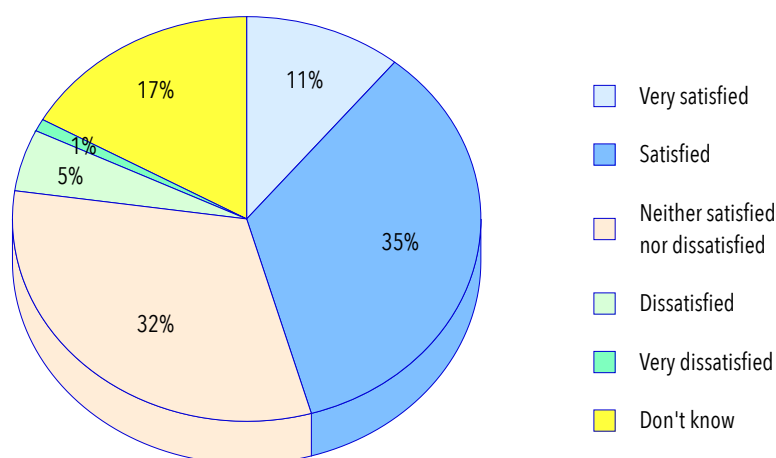
† does not add to 100% due to rounding

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



46% 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 6% are dissatisfied/very dissatisfied. 32% are neither satisfied nor dissatisfied (27% in 2020) and 17% are unable to comment.

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

- women,
- NZ European residents,
- those with an annual household income of more than \$50,000.

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								
2021 [†]	11	35	46	32	5	1	6	17
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 [†]	13	36	49	26	2	2	4	20
Rural	8	34	42	36	7	-	7	15

continued ...

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

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dis-satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Gender								
Male	6	27	33	39	6	-	6	22
Female†	15	42	57	25	3	1	4	13
Ethnicity								
NZ European†	12	42	54	34	3	-	3	8
NZ Māori	9	29	38	28	5	2	7	27
Household income								
Less than \$30k pa	2	31	33	40	7	-	7	20
\$30k-\$50k pa†	7	29	36	46	7	-	7	12
More than \$50k pa†	18	40	58	25	4	2	6	12

% 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 90 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 (including swimming pool), mentioned by 42% of residents who are very satisfied/satisfied with the value for money Wairoa District is receiving from this funding,
- museum, 33%,
- library, 10%,
- playgrounds/parks and reserves, 10%.

28% of residents† have an example of where they believe Council is **not** receiving value for money. The main examples* mentioned are ...

- other specified services/facilities need funding, mentioned by 45% of residents††,
- spend money on infrastructure, ie, roading/rubbish, 14%,
- museum, 12%.

* multiple responses allowed

† the 101 residents who are either very satisfied/satisfied or dissatisfied/very dissatisfied

†† the 23 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	98	96
Female	102	104
Age		
18-44 years	46	83
45-64 years	78	72
65+ years	76	45
Ethnicity**		
NZ European	85	82
NZ Māori	100	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.

** 15 respondents specified their ethnicity as 'Other' (unweighted).